AltiGen KB

Extension-Based Outgoing Trunk Grouping

Extension Based Outgoing Trunk Grouping
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This document gives an example of how to assign extensions to dial out through assigned trunks. This method is used to allow a group of extensions to be assigned to a group of dedicated trunks for outgoing calls when using an Out Call Routing Access Code. When a user makes an outbound call and uses an Out Call Routing Trunk Access Code before the phone number, no additional dialing delay is introduced. This method can be implemented in place of the tenant feature that was previously available in software releases prior to 5.0.

This applies to the following call scenarios:

· Direct dialing from analog phone or IP phone

· Direct call from AltiView/AltiAgent

· Call Transfer/Conference

Important: This configuration requires a server running AltiWare 5.0A with Update 1.

Configuration

How to assign extensions to dial out through assigned trunks:

1.   In the Number Plan page of System Configuration in AltiAdmin/ACM Admin (Figure 1), go to the First Digit Assignment field, and use the drop-down list to assign Route Access to digit.

Figure 1. Configuration for Route Access, AltiAdmin/ACM Admin

2.   Enable the Dialed Digit Translator option, then click Setup.

3.   In the Dialed Digit Translator window (Figure 2):

a.   Select Extension Dialed Digit Translator.

b.   Click the Add button to create an Extension Group.

c.   Add multiple extensions, Ext. 100 and 200, in this example.

d.   For the Extension Group's Dialed Number field, enter 9.

e.   Select the Translate To option and enter 9*1*.

Figure 2. Configuration for Extension Dialed Digit Translator

4.   In the Route Definition Page of Out Call Routing Configuration (Figure 3):

a.   Click the Add button to create a route named "Group 1".

b.   Select trunks using the arrows keys to move the trunk from the Not Member field to the Member Trunks field. In this case,. Two trunks are used.

c.   In the Digit Manipulation field, enable Delete from Head and set Number of Digits to Delete to 3.

d.   Click Apply.

Figure 3. Configuration for Out Call Routing/Route Definition

5.   In the Dialing Pattern page of Out Call Routing Configuration (Figure 4):

a.   Click the Add button to add the prefix "*1*"

b.   In the Prefix and Digit Length field, set the Pattern length including prefix to N/A.

c.   In the Route Priority field, for the first Route Priority, select Group 1. Also, exclude Group1's designated trunks from routes used by other extensions or groups.

Figure 4. Configurations for Out Call Routing/Dialing Pattern

Now, when ext 100 and ext 200 make an outbound call, they can dial 9 + the outside number. The call will use trunk 00:00 or 00:01 in our example to go out.

If you want more extensions to use the same trunk group, you can add more members in Figure 2.

If you want more trunk groups to be created, you can repeat the steps above and use a different pattern from

1, e.g. *2*.

Emergency Number Dialing

If you choose 9 as the trunk access code and it overlaps with the emergency number (e.g. 911), and you want all emergency calls to use a designated trunk(s), then you need to perform the following setup for proper operation of dialing an emergency number.

How to translate dialed digits when emergency number is dialed:

1.   In the Dialed Digit Translator window (Figure 5):

a.   Select Extension Dialed Digit Translator.

b.   Click the Add button to create an Extension Group.

c.   Add multiple extensions, Ext. 100,101,102 and 200, in this example.

d.   For the Extension Group's Dialed Number field, enter 911.

e.   Select the Translate To option and enter 911.

f.   Select the Allow Emergency number notification. (Optional).

Figure 5. Configuration for Extension Dialed Digit Translator

2.   In the Route Definition Page of Out Call Routing Configuration (Figure 6):

a.   Click the Add button to create a route named "911".

b.   Select trunks using the arrows keys to move the trunk from the Not Member field to the Member Trunks field. In this case, two trunks are used.

c.   Click Apply.

Figure 6. Configuration for Out Call Routing/Route Definition

3.   In the Default Routes page of Out Call Routing Configuration (Figure 7):

a.   In the Emergency Call Route field, for the first Route Priority, select 911.

b.   Click Apply.

Figure 7. Configuration for Out Call Routing/Default Routes

Now, when ext 100, 101, 102 and 200 make an emergency call by dialing 911, the emergency call will always use trunk 00:02 or 00:03 in our example to go out.

Limitations

· Zoomerang and Call Out from VM are not supported.

· The following features need to configure the out dial digit with 9*1*... to make the call go through designated trunks:
- Call Forwarding

- Press 0 Option (Mail Management/Extension Configuration)

- Notification or Reminder Message (Notification/Extension Configuration)
- ONA

· AltiView and the IP Phone will always display the translated digits, e.g. 9*1*2529712.

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