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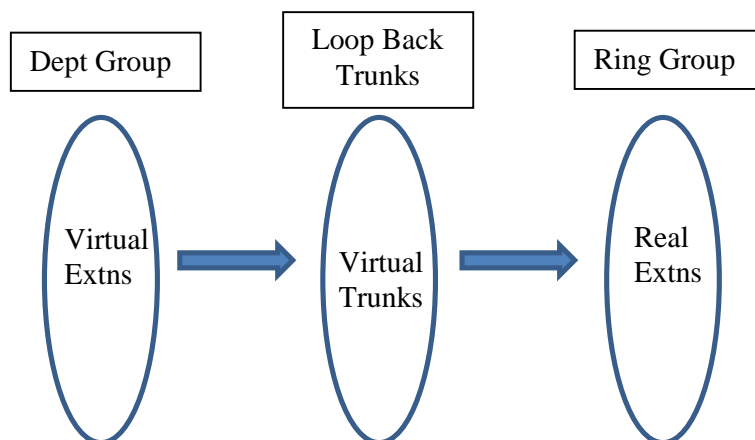
TECHNICAL NOTE: SV8100: LOOP BACK TRUNK CALLING

There is a feature set in PRG 10.42 called “Virtual Loop Back”.

This is a useful feature to over come the system limitation of not being able to transfer to ring groups – for transfer from extns, VRS and AA. This is especially useful when IP DECT handsets are involved, as unlike multiline phones, they cannot have CAP keys assigned to have an appearance of a virtual extn.

This works by assigning a “Virtual Station” to a “Virtual Loopback Trunk”
This virtual station loops back to the virtual trunk in software and if the trunk is set to normal it can have a ring group assigned to it.

When the first call arrives it progresses to the ring group and is answered.
However if you need more than 1 simultaneous call, then a department group needs to be set up with sufficient virtual extns to cope with the traffic.



The screen shots below are made up 10 loop backs as an example.

System Data

10-42: Virtual Loopback Port Settings

| | |
|--|---|
| 01 - Loopback Port Count | <input type="text" value="10"/> |
| 02 - Logical Trunk Port | <input type="text" value="5"/> |
| 03 - Logical Telephone Port | <input type="text" value="39"/> |
| 04 - Layer 3 Timer Type | <input type="text" value="1"/> |
| 05 - Calling Party Number Announcement | <input checked="" type="checkbox"/> |
| 06 - S-point DID Digits | <input type="text" value="0"/> |
| 07 - S-point Call Busy Mode | <input type="text" value="Alerting Message"/> |

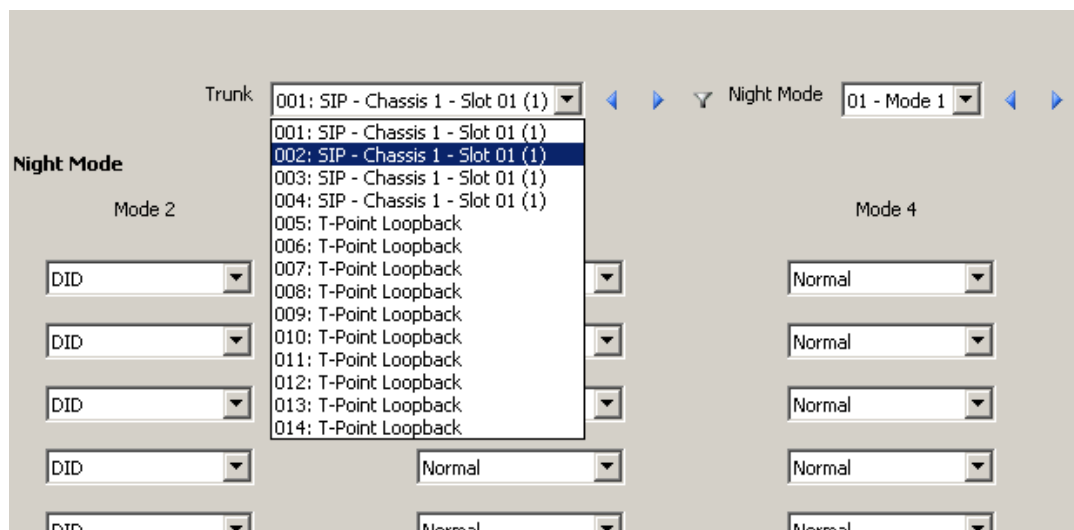
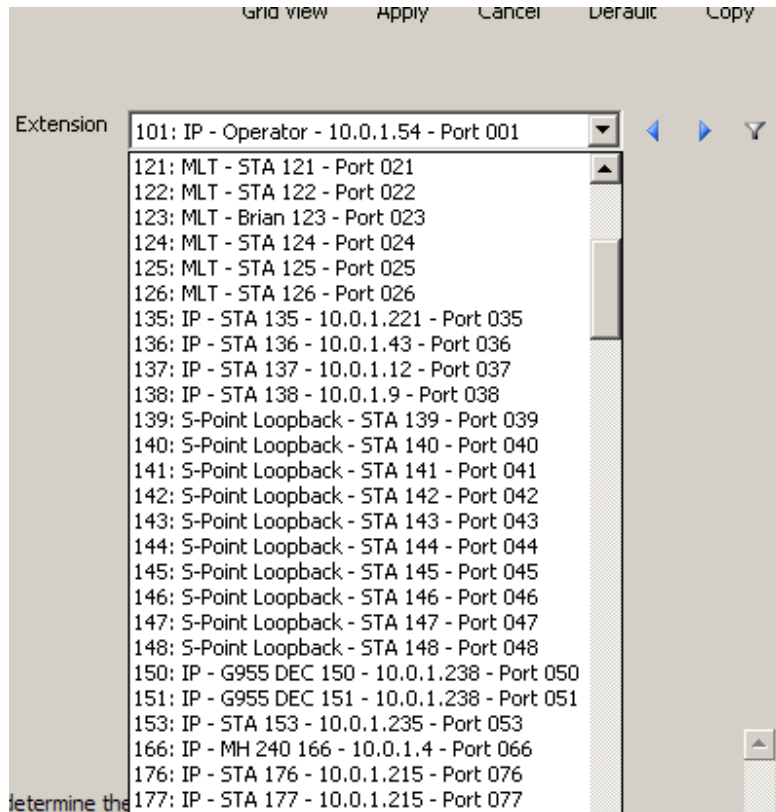
10.42.01 set to 10 loopbacks.

10.42.02 The system assigns the next spare trunk number, starting trunk 5

10.42.03 The system assigns the first virtual station at port 39

The trunks will be in Trunk Group 1 by default – it’s important to reassign them to a spare trunk group so they don’t get picked for normal outbound calls. MB14 -05.

Here you can see the list of ports automatically assigned in 15 -01 & 22-02;



These ports can be grouped in separate department groups to provide different incoming ring groups.

Create in 11.07 a Department Group pilot number for each loopback.
 In 16.02 put each member of a loopback group into a department group
 i.e Loopback sta 139 and 140 in Dept Gp 2 and 141 and 142 in Dept Gp 3 etc
 (CF Busy set in PRG 24.09 will not work on loopback ports .)

Calling line ID is transparent – extn number / name will display as normal.
 We did find 16-05 has to be set to automatic to present external caller ID correctly.

22-05: Incoming Trunk Ring G

| Trunk | Mode 1 |
|-------|--------|
| 05 | 1 |
| 06 | 1 |
| 07 | 3 |
| 08 | 3 |
| 09 | 5 |
| 10 | 5 |
| 11 | 7 |
| 12 | 7 |
| 13 | 9 |
| 14 | 9 |

Use Program 22-05: Incoming Trunk Ring Group As

You can set overflow to a different set of extensions using RG overflow in 22.08

22-08: DIL/IRG No Answer De

| Trunk | Mode 1 |
|-------|--------|
| 05 | 2 |
| 06 | 2 |
| 07 | 4 |
| 08 | 4 |
| 09 | 6 |
| 10 | 6 |
| 11 | 8 |
| 12 | 8 |
| 13 | 9 |
| 14 | 9 |

For DIL Delayed Binding, use Program 22-08: DIL

Ring group members are programmed in PRG 22.04 as per normal.. The RG delay timer is set in PRG 22.01.04.

WARNING!!

The use of virtual loopbacks will eat into your port capacity licenses so for each loop back in PRG 10.42 you will use two ports. One for a trunk and one for a station.