

Group do not disturb

OPERATIONAL DIRECTIONS



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# 1

## GENERAL

### 1.1

### GDND CONFIGURATION AND ACTIVATION

The Group Do Not Disturb (GDND) feature allows an authorized user, which can be PBX-operator or an extension with master extension CoS, or a generic extension with Group DND programming category, to mark a pre-defined group of extensions as having the GDND function active, i.e. calls to extensions in the group will **not** be alerting/ringing the terminals.

An extension can be set as a member of a Group Do Not Disturb group by an I/O-command. Both generic and non-generic extension numbers, ODN, and ADN/EDN can be set as members.

**Note:** Group do not disturb can also be configured with MX-ONE Service Node Manager.

When primary analog extensions are associated with a GDND group, all secondary numbers will automatically be set as group members.

Activation of the Group Do Not Disturb (GDND) feature for a group of extensions is done with a procedure from a PBX-operator, from a master extension (for ATS, DTS), or from a generic extension with Group DND programming category.

If the extension (with GDND) also has any diversion or Personal Number activated, or an individual divertee position exists, the call will be re-directed. The activation is done separately for each group.

Group Do Not Disturb cannot be activated for master extensions, extension with Group DND programming category, or alarm extensions.

The Multi Directory Diversion/DND (MDD) facility enables SIP extension (Mitel 6900/6800/6700 terminal models) users to activate/deactivate DND easily without doing the procedure for each EDN on the instrument.

A class of service, affiliated to the ODN, controls if the SIP extension has Multi Directory Diversion/DND facility or not. Note that this class of service affects DND and also the diversion activation of the EDNs. See the description for Diversion for details on the MDD feature.

### 1.2

### GDND INDICATION ON MEMBER EXTENSIONS

The Group DND member extensions that support displays and/or soft-keys and/or menus can indicate if DND is active or not.

The system can send a display text string (for generic extension types and DTS), light a LED (for H.323/SIP terminals) or for certain SIP terminals show a specific DND symbol or menu.

For an ADN with Group DND active, no display indications are provided, but the ADN key LED will for DBC 200 family be lit (flashing) when Group DND is active.

### 1.3

### GDND IN TRAFFIC

An incoming call to an extension with GDND activated will not be alerting/ringing on the receiving telephone (with exception of automatic bypass). If the extension has any

diversion activated (including ECF) or an individual divertee position, the call will be diverted.

If the extension has no diversion and the incoming call is a DID call and the DID call has class of service for rerouting (either COS for congestion, busy or at no reply (I/O)), it will be rerouted to a PBX-operator (or other permitted destinations). If the exchange is night-switched the DID call will be rerouted to a night answering position (I/O).

If the answering position, which must be an internal number, has been defined for the group, the calls to the GDND group members shall be forwarded to the answering position.

In other cases the calling party is given a no-progress message indicating DND.

An extension with GDND activated can still make outgoing calls in the normal way.

By-pass of Group Do Not Disturb can be done with the diversion by-pass procedure from a PBX-operator, from a master extension, or from an extension with GDND programming category.

## 2 PREREQUISITES

The answer position for a group do not disturb member should not be initiated as member in a group do not disturb group.

The intended member extensions must be of appropriate types that support the GDND service.

## 3 AIDS

I/O terminal.

## 4 REFERENCES

In these operational directions references are made to the following documents:

### **Operational directions:**

Special purpose extension

### **Command descriptions:**

Group do not disturb

Special purpose extension, SP,

extension\_profile (Generic extension service profile)

## 5 PROCEDURE

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## 6 EXECUTION

### 6.1 SETTING OF MASTER EXTENSION OR GROUP-DO-NOT-DISTURB PROGRAMMING CATEGORY

#### General

Only extensions with master extension category or GroupDoNotDisturb programming category set are permitted to activate or deactivate group do not disturb.

An extension must have the master extension or GroupDoNotDisturb programming category set to be able to do bypass of group do not disturb.

Refer to the operational directions for special purpose extension for more details.

Refer to the command description for generic extension for more details.

#### Prerequisites

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#### Execution

The master extension category is set for an extension with command *SPEXI*.

Print the category using *SPEXP* to verify that it was properly set.

The GroupDoNotDisturb programming category for an extension is set in D25 bit of *--ext-serv* parameter in *extension\_profile -i* command.

Print the category using *extension\_profile -p* command.

### 6.2 INITIATION OF A GROUP DO NOT DISTURB AND DEFINING ANSWERING POSITION

Key the command *extension\_dnd\_group -i*.

Key the command *extension\_dnd\_group -p* to verify that the initiation has been executed.

### 6.3 INITIATION OF EXTENSIONS INTO A GROUP

Key the command *extension\_dnd\_group\_member -i*.

Key the command *extension\_dnd\_group\_member -p* to verify that the initiation has been executed.

## 6.4 CHANGING OF GROUP FOR EXTENSIONS.

Key the command *extension\_dnd\_group\_member -e* and *extension\_dnd\_group\_member -i*.

Key the command *extension\_dnd\_group\_member -p* to verify that the change has been executed.

## 6.5 REMOVING EXTENSIONS FROM A GROUP

Key the command *extension\_dnd\_group\_member -e*.

Key the command *extension\_dnd\_group\_member -p* to verify that the erasure has been executed.

## 6.6 PRINTOUT OF GROUPS AND MEMBERS

Key the command *extension\_dnd\_group\_member -p*.

# 7 TERMINATION

Inform the person/instance at the customer responsible for telephony matters of all alterations made.

If exchange data has been altered. i.e. if *extension\_dnd\_group -i*, *extension\_dnd\_group\_member -i*, *extension\_dnd\_group -e* or *extension\_dnd\_group\_member -e* has been used, effect a dump to backup media.