

MiVoice MX-ONE

# Call Diversion, Operational Directions

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# General

The diverttee positions which can be used in connection with diversion are predetermined and constitute an individual diverttee position and/ or several diverttee positions common to the exchange.

At initiating of general individual diverttee position it can be determined what type of call origin it affects. The other call origins will be diverted to the common diverttee positions.

If the telephone set has a display and the extension has direct diversion activated, the number on the diverttee position for internal calls will be displayed.

Answer position for follow me is determined by a procedure and is not described here.

**NOTE:** Call diversion can also be configured with MX-ONE Service Node Manager.

## Glossary

For a complete list of abbreviations and glossary, see the description for *ACRONYMS*, *ABBREVIATIONS* AND *GLOSSARY*.

## Common/Customer Diversion Numbers

A common diversion number is a number of a diverttee position which is common for the entire system.

A customer diversion number is a number of a diverttee position which is common for a specific customer.

In this section common will be used for both common and customer diversion.

A separate setup of common diversion numbers exist for message diversion.

The system may have up to four common diversion numbers per customer:

- Common diversion number for internal calls.
- Common diversion number for calls within a private network.
- Common diversion number for calls from a public network.
- Common diversion number for calls originating from individual operators internally, or in a private network.

The common diversion numbers for message diversion are utilized for the facility message diversion. The common diversion numbers (ordinary) are utilized for the facility direct diversion provided that the extension lacks an individual diversion position. They can also be utilized for diversion on busy and diversion on no answer if a general individual diversion number (see Individual diversion numbers) is initiated but not valid for the current call origin.

Direct diversion means that an incoming call to a voice extension, internal group hunting group (PBX) or common bell group will be diverted to one of the common diverttee positions.

Message diversion means that a call to a voice extension will be diverted to one of the common diverttee positions provided that the latter is a message diverttee position, mailbox port or common PBX operator group.

Regarding configuration of message diverttee positions, see the Operational Directions for *INTERCEPTION SERVICE*.

The activation or cancellation of an **internal** direct diversion for a voice extension is carried out with a procedure and can be executed from the origin position, a PBX operator or CSTA application request.

The activation or cancellation of a **network** direct diversion for a voice extension is carried out with a procedure and can be executed from the origin position, a PBX operator or CSTA application request.

Activation/cancellation of an **internal** direct diversion for an internal group hunting group (PBX) can be executed through a procedure from the diverttee position, a PBX operator or CSTA application request.

Activation/cancellation of a **network** direct diversion for an internal group hunting group (PBX) can be executed through a procedure from a PBX operator or CSTA application request.

The common diverttee position may be:

- an individual PBX operator
- a common PBX operator group
- voice extension
- internal group hunting group (PBX-group)
- procedure
- an external number within a private network of type SIP/H.323/ISDN/DPNSS

For more information see, Call Diversion, Description.

The following table shows to which common diverttee position a call is diverted, with regard to the origin of the call and which of the common diverttee positions are initiated in the exchange.

**Table 1.1:** Diversion to common position (Sheet 1 of 2)

<b>CALL ORIGIN</b>				
Initiated common diverted positions	Internal call	Calls within private network	Calls from public networks	Calls from operator
Internal 1)	Diverted to internal	Diverted to internal	Diverted to internal	Not diverted
Private 2)	Not diverted	Diverted to private	Diverted to private	Not diverted
Public 3)	Not diverted	Not diverted	Diverted to public	Not diverted
Operator 4)	Diverted to opediv group if originating is operator for message diversion case only else not diverted	Diverted to opediv group if originating is operator for message diversion case only else not diverted	Not diverted	Diverted to operator
Both internal and private	Diverted to internal	Diverted to private	Diverted to private	Not diverted
Both internal and public	Diverted to internal	Diverted to internal	Diverted to public	Not diverted
Both internal and operator diverted	If originator is operator diversion to opediv group and message diversion is activated else diverted to internal	If originator is operator diversion to opediv group else diverted to internal	Diverted to internal	Diverted to operator
Both private and public	Not diverted	Diverted to private	Diverted to public	Not diverted
Both private and operator diverted	If originator is operator diversion to opediv group and message diversion is activated, else not diverted	If originator is operator diversion to opediv group and message diversion is activated, else diverted to private	Diverted to private	Diverted to operator
Internal, private and public	Diverted to internal	Diverted to private	Diverted to public	Not diverted

**Table 1.1:** Diversion to common positio (Continued) (Sheet 2 of 2)n

Internal, private, public and operator divertee	If originator is operator diversion to opediv group and message diversion is activated, else diverted to internal	If originator is operator diversion to opediv group and message diversion is activated, else diverted to private	Diverted to public	Diverted to operator

1. Common divertee position for internal calls.
2. Common divertee position for calls within a private network.
3. Common divertee position for calls from a public network.
4. Common divertee position for calls originating from operators internally, or in a private network.

**EXAMPLE:**

Common diversion positions for calls from internal parties and private networks have been initiated.

Calls from internal parties will be diverted to an internal diversion position, and calls from private or public networks will be diverted to the diversion position for private networks.

# Individual Diversion Numbers

## Voice Extension and Internal Group Hunting Group (PBX)

An individual diversion number is the number of an individual divertee position, for one or several voice extensions or internal group hunting groups (PBX).

The individual diversion number utilizes the following facilities:

- direct diversion
- diversion on busy
- diversion on no answer

Direct diversion to an individual divertee position, means that incoming calls are diverted to an individual divertee position which is unique for the called party.

Diversion on busy means that incoming calls are diverted to the individual divertee position if the called party is busy.

Diversion on no answer means that incoming calls are diverted to the individual divertee position if the called party does not answer within a preset time. The time period may be changed using the command `diversion_system -c`.

Activation/cancellation of direct diversion to an individual divertee position is executed in the same way as direct diversion to a common divertee position, see section Common/Customer diversion numbers.

Activation/cancellation of **internal** diversion on busy/ diversion on no answer can be carried out from the origin position, a PBX operator or CSTA application request.

Activation/cancellation of **network** diversion on busy/ diversion on no answer can be carried out from the origin position or from a PBX operator in the same PBX as the controlling extension or CSTA application request.

When programming an individual divertee position, activation takes place for diversion on no answer or diversion on busy if the extension has a class of service for the facility and the correct switch in the command is used.

A CSTA application request can create and activate a divertee position even when no divertee position has been created by command, for all diversion types.

All facilities may be ordered singly or in combination.

The individual divertee position may be:

- an individual PBX operator
- a common PBX operator group
- a voice extension
- an internal group hunting group (PBX)
- a procedure
- an external number within a private network of type SIP/H.323/ISDN/DPNSS

For more information see, *Call Diversion, Description*.



# Prerequisites

The different types of extensions which are to have the call diversion facility must also have a category which permits them to utilize the facility.

# Aids

I/O terminal.

# References

In these operational directions reference is made to the following documents:

**Operational directions:**

Interception Service

**Command descriptions:**

diversion

diversion\_common

diversion\_system

diversion\_info

# Procedure

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# Execution

## Common/Customer Diversion Numbers

### Initiation of Common/Customer Diversion Numbers

#### General

The PBX may have four types of common/customer diversion numbers:

- One for internal calls
- One for calls within private networks
- One for calls from public networks
- One for calls from operator

#### Prerequisites

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#### Execution

Key the command `diversion_common -p` to verify whether common/customer diversion numbers have already been initiated.

Key the command `diversion_common -i` to initiate common diversion numbers.

Key the command `diversion_common -p` to verify the result.

### Erasure of Common/Customer Diversion Numbers

Key the command `diversion_common -e`

Key the command `diversion_common -p` to verify the result.

### Alteration of Common/Customer Diversion Numbers

Key the command `diversion_common -c` to initiate the new common diversion numbers. At the same time the previous number will be erased.

Key the command `diversion_common -p` to verify the result.

### Printout of Common/Customer Diversion Numbers

Key the command `diversion_common -p` to obtain a printout.

# Individual Diversion Numbers

## Initiation of Individual Diversion Number

### General

Maximum one individual diversion number per diversion type may be connected to each extension or group.

There are four types of diversion:

- Immediate
- On Busy
- On no reply
- Message

### Prerequisites

-

### Execution

Key the command `diversion -i` to initiate an individual diversion number.

Key the command `diversion -p` to verify the result.

Key the command `diversion_info -p` to verify the result.

## Erasure of Individual Diversion Number

Key the command `diversion -e` to erase the individual diversion number.

Key the command `diversion -p` to verify the result.

Key the command `diversion_info -p` to verify the result.

## Alteration of Individual Diversion Number

### General

If the extension's or the group's individual diversion is activated, it will remain so even after the change.

### Prerequisites

-

### Execution

Key the command `diversion -c` to initiate the new individual diversion number. At the same time the previous number will be erased.

Key the command `diversion -p` to verify the result.

Key the command `diversion_info -p` to verify the result.

## Printout of Individual Diversion Number

Key the command `diversion -p` to obtain a printout.

## Printout of Individual Diversion Status

Key the command `diversion_info -p` to obtain a printout of active diversions.

# Termination

After the diversion number has been changed, all involved persons must be informed.

If the exchange data have been changed and no more commands are to be entered, a dump on to backup media shall be executed.





