Offline Numbers and How They Work

EXAMPLE #1 – SIP EXTENSION SET UP with TWO EXTENSIONS RINGING :

Local: 101 Peter ▾   Group ▾

Extension Name	Peter
Voicemail to email	peter@peter.com
Password	•••
Offline number	5194979638 ←
Outbound CallerID	Default ▾

Include attachment: Yes ▾
Voicemail Operator: 102 - Mary Smith ▾
Disable Call Waiting ☑
Directory Exempt ☐

Default Dial Sequence

Extension ▾ | 101 - Peter ▾ | for 4 ▾ rings, then | Voicemail ▾ | 101 - Peter ▾

Alternate Dial Sequence

Always enabled ▾

Extension ▾ | 101 - Peter ▾
And ▾ | Extension ▾ | 102 - Mary Smith ▾ | for 2 ▾ rings, ←
Then ▾ | Voicemail ▾ | 101 - Peter ▾

Extension #101 has an offline number inserted. If the system is down, calls for this extension will ring as follows:

Ring the offline number for 2 rings, and **THEN** leave voicemail for Extension #101.

The reason that this is how the call will flow is that in the Dial Sequence the system has been told to call Extension #101 and Extension #102 for 2 rings, and **THEN** leave voicemail at Extension #101. Therefore, if the system were to be down it will call the Offline Number of the Extension that it is to ring for the set number of rings currently set up (2 in this case) and not that of any other Extensions that are set up to ring. It will end by leaving a voicemail in Extension #101 as per set up above.

EXAMPLE #2 – SIP EXTENSION with BASIC SET UP:

Local: 103 Paul   Group

Extension Name Paul
Voicemail to email paul@paul.com   Include attachment Compressed
Password •••   Voicemail Operator 102 - Mary Smith
Offline number 5195551212 ◄────   Disable Call Waiting ☐
Outbound CallerID Default   Directory Exempt ☐

Default Dial Sequence

Extension | 103 - Paul | for 4 | rings, then | Voicemail | 103 - Paul | ◄────

Alternate Dial Sequence

Always disabled | Extension | 103 - Paul
                                And | Dial | 5192221578 | for 4 | rings,
                                Then | Voicemail | 103 - Paul

Extension #103 has an offline number inserted. If the system is down, calls for this extension will ring as follows:

Ring the offline number for 4 rings, and **THEN** leave voicemail for Extension #103.

The reason that this is how the call will flow is that in the Dial Sequence the system has been told to call Extension #103 for 4 rings, and **THEN** leave voicemail at Extension #103. Therefore, if the system were to be down it will call the Offline Number of the Extension that it is to ring for the set number of rings currently set up (4 in this case) and **THEN** follow the next step in the set up.

EXAMPLE #3 – SIP EXTENSION with FIND ME, FOLLOW ME:

Extension #103 has an offline number inserted. If the system is down, calls for this extension will ring as follows:

Ring the offline number for 4 rings, and **THEN DIAL** 519-222-1578 for 4 rings and **THEN** leave voicemail for Extension #103.

The reason that this is how the call will flow in the event that the PBX is down is that in the Dial Sequence the system has been told to call Extension #103 for 4 rings, and **THEN DIAL** an outside number of 519-222-1578 for 4 rings and **THEN** leave voicemail at Extension #103. Therefore, if the system were to be down, it will call the Offline Number of the Extension that it is to ring for the set number of rings currently set up (4 in this case) and when the next step in the call flow is to **DIAL** an outside number the system will do so, followed by leaving voicemail at the Extension's number as per call flow in example above.

EXAMPLE #4 – VIRTUAL EXTENSION:

Extension #816 is a Virtual Extension that would be used if a company had their phones answered live during business hours by more than one receptionist. If the system is down, calls for this extension will ring as follows:

Ring the offline number for 4 rings and **THEN LEAVE VM** at Extension 101 if it is during business hours. Outside of business hours, the system would follow the Auto Attendant on 519-804-2260.

The reason that this is how the call will flow in the event that the PBX is down is that in the Dial Sequence the system has been told to call Extension #101 for 4 rings **AND** Extension #102 for 4 rings and **THEN** leave voicemail at Extension #101. Therefore, if the system were to be down, it will call the Offline Number of the Virtual Extension that it is to ring for the set number of rings currently set up (4 in this case) and then follow the next step which is set to leave voicemail at Extension #101 during business hours.

It is important to note that if an Offline Number is set in a virtual, the call flow of the virtual cannot have a dial sequence where it dials an external number. The call flow can only be set to ring extensions internally in order for the Offline Number to work.

It is Important to Note that the following Virtual Extension set ups will not work with Offline Numbers:

1. If a Virtual is set up to only dial out to another number
2. If a Virtual is set up to go directly to voicemail
3. If a Virtual is set up to follow an Auto Attendant
4. If a Virtual is set up to ring a queue (simple or enhanced)