



COMMUNICATIONS

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Incoming Call Rules Setup

User Guide

Technical Services Team

Setting Incoming Rules

You can manage your extension features by way of a Web login.

Login instructions

1. Open your browser
2. Enter the following link: <http://controlpanel.sn-communications.com> . The login page will open
3. Enter your credential then press **Login**



Enter the login name in the **Login** field and the password in the **Password** field. Then click **Login**.

Login: 2842-100

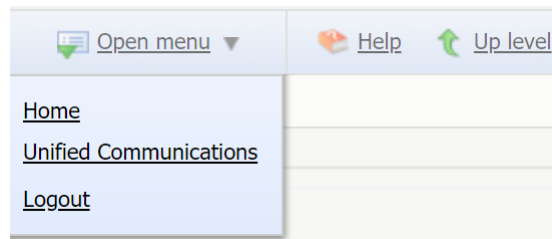
Password:

Interface language: Default user

[Forgot your password?](#)

Login

Upon successfully login into the UI, you will see 2 main sections in the portal. You have the tool section and the extension overview. Before we explain the 2 sections, let's go through the 3 buttons in the upper-right of the screen that you will notice once clicking on an icon.



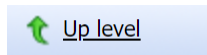


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When clicking on the open menu, you will have 3 options. Only 2 shall be used.

- Home
When selecting this option, you will be returned to the main page.
- Unified Communication
Not used for extension management purpose
- Logout
When selecting this option, you will disconnect from the server

When navigating through the different features available, always use the “Up Level” icon to move up.



Incoming Call Rules Instruction

We will explain how to setup a basic incoming rule. In the tool section, select **Incoming Call Rules**. A new page opens.



The section called **Add Incoming Call Rule** is where you will be adding and configuring rules.

Add Incoming Call Rule

Play busy when CallerID is any and call is in time interval anytime .

Add in position . Can be managed from the extension with keypad code . other rules when call is not completed.



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Many options are available when configuring incoming rules. We will explain each of them

Add Incoming Call Rule

- Play busy
- Play congestion
- Hang up
- Transfer to
- Cascade
- Authenticate

Option Play Busy

Select this option if you want the extension to play the busy tone at all time.

Hang up

Select this option if you want the extension to hang up everytime someone tries to reach it

Transfer to

Select this option if you want to forward the extension to another extension or an external number. When this option is selected, a refined set of options are available. Two possible path: Transfer to a number or Transfer to voicemail.

Transfer to number

- **Number** – enter the number (NO DASHES, SPACES OR BRACKETS) you want the call to go to e.g. your cell phone number.
- **and ring these for** – is the length of time allotted for rings e.g. 30 seconds may result in the phone ringing 5-6, times 40 seconds may result in 6-7 rings etc.
- **When caller ID** – is used to further define an incoming call you want transferred
- **and call is in the time interval** – allows setting when the call should be transferred. Normally set to “Anytime”
- **and extension status is** – Just leave this set to “Does not matter”
- **and call status was** – Does not matter is normal.
- **Before connecting** – leave on “do not ask”
- **Also** – leave on “do not allow”
- **Do not call** – your own extension

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- **Add in position** – Used to tell the system which order to place this rule, the system will automatically sequence this number.
- **with keypad code** – leave blank
- **Do not follow** – leave it as is if you only have one rule or it is the last rule in the cascading rule. Otherwise, set it to **Follow** or else, subsequent rules will not be executed.

Add Incoming Call Rule

Transfer to number(s) and ring these for seconds

when CallerID is any and call is in time interval

and extension status is and call status was .

Before connecting the caller to destination for his name.

Also public called destinations to transfer calls. extension 2842*100.

Add in position . Can be managed from the extension with keypad code . other rules when call is not completed.

Transfer to voicemail

- **Voicemail** – directly send to voicemail
- **When caller ID** – is used to further define an incoming call you want transferred
- **and call is in the time interval** – allows setting when the call should be transferred. Normally set to “Anytime”
- **and extension status is** – Just leave this set to “Does not matter”
- **and call status was** – Does not matter is normal.
- **Add in position** – Used to tell the system which order to place this rules, the system will automatically sequence this number.
- **with keypad code** – leave blank
- **Do not follow** – leave it as is if you only have one rule or it is the last rule in the cascading rule. Otherwise, set it to **Follow** or else, subsequent rules will not be executed.

Add Incoming Call Rule

Transfer to voicemail of extension 2842*100

when CallerID is any and call is in time interval

and extension status is and call status was .

Add in position . Can be managed from the extension with keypad code . other rules when call is not completed.

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Note: The + key allows you to build many sets in handling the call, usually used to cascade calls. For Call forward, just one rule is sufficient.

Once you click on **OK**, the rule will be added as below. Click on the green icon to enable or disable the rule.

Existing Incoming Call Rules

0 changes pending in the rules order

No	S	P	Action	Number Check	In Time Interval	Destination
1	<input checked="" type="checkbox"/>	▲▼	Transfer to	Is any	Anytime	200

Cascade

Select this option to perform a cascading call

Authenticate

Select this option if you want the caller to authenticate himself before connecting the call

Options that are mostly used are **Transfert To** and **Cascade**.