

## Understanding the new telephone system.

If you understand the way the new system is set up it may help to know how we need to use it. When we are familiar with it I am sure it will do exactly what we want it to but as it is so versatile it will take some getting used to. It is also not finally configured as it should be as the set up is not yet complete.

All the Mr Carpet telephone lines are or will be connected to one central controller. They are then split into "Hunt Groups" and each location is a "Hunt Group"

Location	Group Number	Numbers Associated
Head Office	3001	020 8879 0485
Warehouse	3002	
Fulham	3003	020 7381 1989 020 7385 6800
Putney	3004	020 8789 3133 020 8788 8183
Sheen	3005	020 8876 9126 020 8876 9128
Raynes	3006	020 8947 7522

The Group member default settings are

3001	3002	3003	3004	3005	3006
Ali	Charlie C	Colin	Jack	Andy	Canice
DG	Charlie B	Graham	Josh Mac	Anthony	John C
DC	Warehouse	Joe	Nigel	Richard	
Jenny		John M			
Josh G(When In)		Paul			

**You need to be logged into a group to receive External calls made to the group numbers. Regardless of where you are located you will only receive external calls for the group you are logged into.**

You can log into and out of groups the same way you can log into extensions.

On the telephones at the top right hand side of the screen there are 2 buttons

Top button says "Hunt Group Login"

Second button says "Hunt Group Logout"

To log in

Press the "Hunt Group Login" button

Wait until \*80\* appears on the screen

Enter the hunt group number (ie 3001) #

You are now connected to that group and will receive incoming calls to the group numbers

To log out

Press the "Hunt Group Logout" button

Wait until \*80\* appears on the screen

Enter the hunt group number (ie 3001) #

You are now disconnected from that group and will NOT receive incoming calls to the group numbers

You can be logged into more than one group at the same time and will be able to answer external calls to all the group numbers.

**IF YOU ARE NOT LOGGED INTO ANY GROUP YOU WILL ONLY RECEIVE INTERNAL CALLS TO YOUR EXTENSION NUMBER.**