

February 6, 2002

Log #: AN-0007

Manager/Secretary Configuration

Existing Manager / Secretary telephone handling capabilities need to be maintained after the Manager and/or Secretary switch over to the Mobility Server. There are numerous possible configurations for Manager / Secretary configurations. A sample number of configurations are identified in this document and outlined in the associated Application Note 1999-0-0005.

1. Product and/or component impacted

Existing Numbering Plan with existing PBX Manager/Secretary operations

2. Recommended audience

Mobility Server Admin & TAC

3. Detailed explanation of issue or condition

A Secretary's phone may have been configured to pick up lines for multiple managers. The desire is to maintain that capability even after switching over to the Mobility Server.

Another configuration will be if the Manager switches over to the Mobility Server, but the Secretary does not. The Secretary keeps the same PBX phone.

4. Solution if available and/or applicable

- ❖ Scenario #1 - Both the Manager(s) and secretary have switched over to the Mobility Server. Their current PBX numbers have become their Mobile Advantage numbers
- ❖ Scenario #2 - The Manager(s) have switched over to the Mobility Server but the Secretary did not. The Secretary maintains the same PBX phone as before.