Overview

Off Hook Recall allows a notification to be sent via a DAKS broadcast to an operator/agent when a phone times out after one of the following states:

- All system phones:
  - Phone is taken or knocked off hook, but no digits are subsequently dialed.
  - Phone is taken off hook and the beginning of a valid dial string is entered but not completed.
- Analog system phones:
  - Phone remains off hook after disconnecting from a call.
  - Phone dials an invalid number.

The operator/agent will receive an announcement. The calling name display and the phone number of the off hook phone will show on their phone display.

DAKS Configuration

In the DAKS configuration, all you need is a broadcast configured with the destination being the person(s) that should be notified if the phone is off hook. The broadcast can be a normal, non-high profile broadcast and configured as preferred, with the requirements being the following:

- Display Tab:
  - Display outputs to other subscribers
    - Text – Initiator/Input Name
    - Number – Ditto/Via Tel. Calling No.

This will ensure that the calling name display and the phone number of the phone that is off hook will display on the operator/agent phone.

Switch Configuration

In the switch, you will need to configure a DNIT that contains the dial string to get into the broadcast just created in the DAKS server. This DNIT will need to be configured as the

destination of a hotline number and that hotline number will need to be set on the phone to be monitored, along with activating the OFHKRC feature on the phone. The switch configuration is the following:

1. Add a DNIT with the dial string for the broadcast:
   o ADD-DNIT: TBL=DNI, INTRTDN=<DNIT NUMBER>, ACD=NO, TARGET=<DAKS TRUNK ACCESS AND DIALTHRU CODE><DAKS PIN><BROADCAST ID;
     ▪ ADD-DNIT:DNI,3149,DRTD,0,"HOTLINE OFHKRC TEST ",NO,66329999997;
2. Assign an off hook recall destination:
   o ADD-HOTLN: TYPE=OFRCDEST, HTLNIDX=<NUMBER>, DEST=<NUMBER>;
3. Activate the feature:
   o CHA-FEASU: TYPE=A, CM=HOTRCL;
4. Set the time-out for the automatic connection:
   o Digital Phones:
     ▪ CHA-DTIM2: TYPEDH=GEN, ANATN1=10;
       • 10 seconds is the default value
   o Analog Phones:
     ▪ CHA-DTIM2: TYPEDH=GEN, DTNT1=10;
       • 10 seconds is the default value
5. Assign the off hook recall destination to the station:
   o CHA-SDAT: STNO=<NUMBER>, TYPE=DATA1, HOTIDX=<NUMBER>;
6. Assign the attribute OFHKRC to a station by either assigning it to the COS, making it switchable between COS1 and COS2:
   o CHA-COSSU: TYPE=COS, COS=<NUMBER>, AVCE=OFHKRC;
7. Or assigning it fixed (COS feature not necessary in this case):
   o CHA-SDAT: STNO=<NUMBER>, TYPE=ATTRIBUT, AATTR=OFHKRC;

At this point, the Off Hook Recall feature should be in place for the configured phones. There are 512 hotln indexes available in the switch, and a hotln can be assigned to more than one phone as a destination.

For additional information, please contact us at 314.743.1420 or custsvc@impacttech.com.