

1.9.5 Quick Facts Sheet

1. **Key System** – Synapse transitions from a PBX to a more traditional Key System.
2. A user can **pick lines** for Outbound Calling. If an **extension is mapped** to a line, a user can call out on that line. If an extension **is NOT mapped** to a line, then a user CANNOT call out on that line.
3. Traditional Call Transferring does NOT work. It becomes a **Hold and Retrieve** mechanism in the following manner:
 - a. Scenario 1 – Call comes in on Line 1, Extension 200 picks up, but the caller actually wants to speak with Extension 201. Extension 201 is mapped to Line 1, they can simply pick up the call by pressing the Line 1 feature key on their Deskset.
 - b. Scenario 2 – Call comes in on Line 1, Extension 200 picks up, but the caller actually wants to speak with Extension 201. Extension 201 is NOT mapped to Line 1. After the call is placed on Hold using the hard key, it can be picked up by pressing the Hold List soft key and retrieving the call listed on Line 1.
4. Traditional **Ring Groups** are turned off in Line Appearance mode. However, you can set up a similar system in LA mode as follows:
 - a. Extensions 200 and 201 mapped to Line 1 as the Sales Department.
 - b. Extensions 202 and 203 mapped to Line 2 as Operations.
 - c. Extensions 204 and 205 mapped to Line 3 as Accounting.
 - d. Extensions 206 and 207 mapped to Line 4 as Warehouse.

Calls can ring in “All Ring” format, but NOT in Linear or Round-Robin.

5. **Analog Terminal Adapter** Features in Line Appearance mode
 - a. Fax – Can send fax, but not receive.
 - b. Analog Phone – Can call out, but not receive.
 - c. Door Phone – Will work, but cannot call a Ring Group.
 - d. Music on Hold – Works
 - e. Overhead Paging – Works
 - f. Group Voice Mailbox – Works
6. **Quick Dial** – Can be set to call outside, but not for an extension.
7. **Auto Attendant, Call Queue, Trunk Routing, and Trunk Reservation** does not work in Line Appearance mode.
8. **Transfer to Voice Mail**
 - a. Cannot directly transfer to a Voice Mailbox. However, you can go into Extension Settings/Line Appearance and set up Call Forward No Answer Settings to forward to any Extension or Group Voice Mail after a certain amount of time.