

5. Hybrid phone system for helpdesk environment

This training environment will introduce network helpdesk office. 3 ephones are configured with unique numbers but also with overlay button and third button is used for overlay line extension (x button). Each ephone can in future answer a call incoming from PSTN (call of clients calling to helpdesk).

```
ephone-dn 1  
number 1000  
name Ciljak
```

```
ephone-dn 2  
number 1010  
name Worker 2  
no huntstop
```

```
ephone-dn 3  
number 1020
```

these number are individual

```
ephone-dn 4  
number 2000  
no huntstop  
priority 0
```

```
ephone-dn 5  
number 2000  
no huntstop  
priority 1
```

```
ephone-dn 6  
number 2000  
no huntstop  
priority 2
```

ephone-dn 4 to 6 introduce shared line feeling and overlay assignment enable equal response from all phones with ability answer call from other phones when any other is busy (in active call).

ephone 1

mac xxxx.xxxx.xxxx

button 1:1 2o4,5,6 3x2

button 1 individual dn, button 2 is overlay (key system feeling), button 3 extend button 2 overlay line.

Configured ephones will look like this

