

### Description

Arc Express does not support delivering calls directly to the Arc Operator handset. This paper details the steps to be taken to send incoming calls to the queues rather than the operator phone directly

1. Arc Express uses a hunt group configuration on the CUCME to route incoming calls to its virtual devices.
2. This configuration is performed in the “Queue Configuration” tab of the installation wizard or the CCMEConfig.exe utility the first time the installation is run. WARNING: This cannot be changed after it is configured.
3. A queue’s pilot point is determined by the extension of the “**start of server phone range**”.

### 4. Example

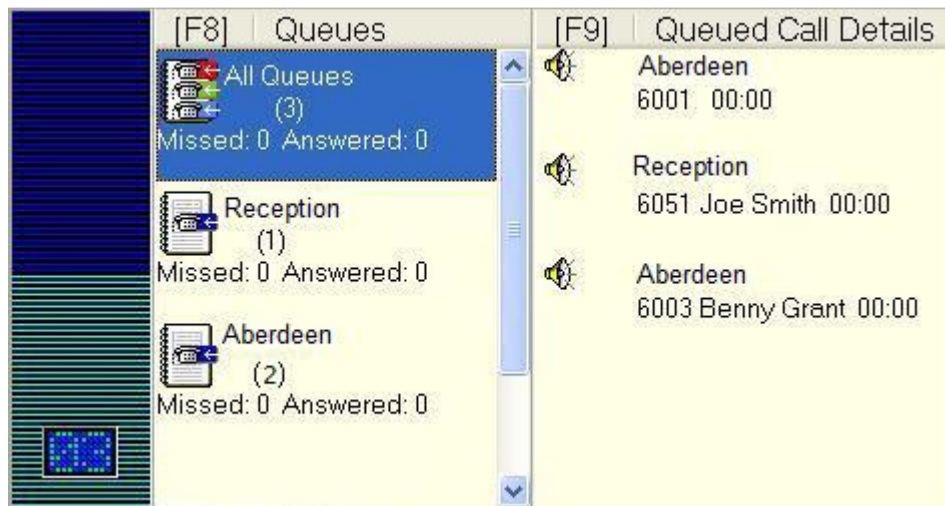
The screenshot shows the Cisco CallManager Express Configuration wizard at Step 3. The 'Queue Configuration' tab is selected. On the left, a list of queues includes 'Reception - Default' and 'Aberdeen'. The 'Reception' queue is selected. The 'Queue Settings' section includes: Queue Name (Reception), Queue Greeting (Welcome to Arc Solutions, how can I h), Queue Priority (1), Queue Priority Rating (10), Max number of calls (5), Overflow Destination (208), and Hold DN's (16). The 'Night Service Settings' section includes: Use Global Setting (checked), Night Service Target, and Night Service Time (HH:MM) (00:00). The 'Global Settings' section includes: Start of Server Phone Range (100, circled in red), Enable Timed Night Service (checked), and If in Night Service Route to (770013). The 'Night Service Time (HH:MM)' is set to 17:00. Buttons for 'New Queue', 'Delete Queue', 'Set as Default', '<< Back', 'Next >>', 'Display Initial CallManager Express Configuration', 'About', and 'Exit' are visible.

- in the above example the Start of Server Phone Range is configured as 100
- the first queue’s pilot point (Reception in this instance) is 101

- the second queue's pilot point (Aberdeen) is 102
5. If the queues are already configured, the numbers can be identified from the CUCME "Running Configuration":

```
!
ephone-hunt 1 sequential
pilot 101
list 110, 111, 112, 113, 114, 115, 116
final 200
preference 0 secondary 7
timeout 180, 180, 180, 180, 180, 180
!
ephone-hunt 2 sequential
pilot 102
list 120, 121, 122, 123, 124, 125, 126
final 200
preference 0 secondary 7
timeout 180, 180, 180, 180, 180, 180
!
```

- In the example above, the pilot points for these queues are 101 and 102.
6. Incoming calls routed to these pilot points will display in the Queued Call Details on the Console and will be answerable by the operator(s).



**Additional Information**

Arc Express queues incoming calls on virtual phones until the operator can answer them. Only one line needs to be configured on the operator phone, as the Operator can answer calls from the queues one at a time. When placing a call on hold, the call is moved to a virtual device (not the Operator phone itself) therefore keeping the Operator line itself ready to answer more calls.