



## IP Office Technical Tip

**Tip no:** 194

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**Region:** GLOBAL

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### **Call Flow for Mobile Twinning Cannot Contain Dashes**

Problems are being reported that call flows for Mobile Twinning are not working correctly when configured according to examples documented in the Voice Mail Pro Installation Guide and on-line Help files.

If Mobile Twinning is enabled on IP Office, a user can twin calls to an external number (their mobile telephone). This can be set up through Manager or by using Voice Mail Pro call flows.

When using Voice Mail Pro call flows to set up Mobile Twinning, the Generic Action is used. Within the Generic Action, details are entered in the Specific tab. In the Generic 'free format' field, the following fields are required:

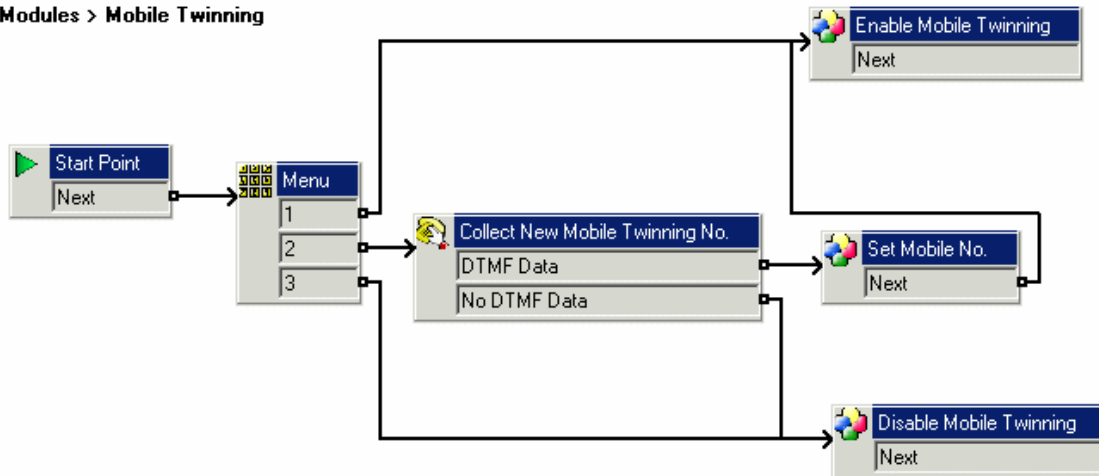
- **CFG:Set MattR twinning\_type Mobile**  
Used to turn the Mobile twinning on for the named extension MattR. The extension number can be entered instead of the named extension. If mobile twinning has been previously used and then turned off, the previous mobile twinning number will become active.
- **CFG:Set MattR twinning\_type Internal**  
Used to turn the Mobile twinning off for MattR.
- **CFG:Set MattR mobile\_twinning\_number \$KEY**  
Used to set the mobile twinning number. NO UNDERSCORE BETWEEN NUMBER AND \$KEY.

**NOTE:** The specific issue here is with the third bullet item. In current documentation, the third bullet item is shown using dashes '-', however **this will not work** when setting the CFG parameters. The correct way to enter the syntax is by using underscore '\_' to set the parameters.

### Example: Call Flow for Mobile Twinning

This example creates a Voice Mail Pro module that allows a user to turn Mobile Twinning on or off. They can also set their mobile number. The example sets the mobile twinning for extension 203.

Modules > Mobile Twinning



The steps to create the example call flow are:

1. Create a new module called **Mobile Twinning**.
2. Add a menu action with the menu options 1, 2 and 3. Add a prompt to tell the caller the options available.
3. The option to turn mobile twinning on needs to be added.
  - Click the **Basic Actions** icon and select **Generic**.
  - Change the token name to **Enable Mobile Twinning**.
  - Click the **Specific** tab.
  - Enter the command **CFG:Set 203 twinning\_type Mobile**.
  - Click **OK**.
4. The option to turn mobile twinning off needs to be added.
  - Click the **Basic Actions** icon and select **Generic**.
  - Change the token name to **Disable Mobile Twinning**.
  - Click the **Specific** tab.
  - Enter the command **CFG:Set 203 twinning\_type Internal**.
  - Click **OK**.
5. The ability to enter the mobile number needs to be added.
  - Click the **Telephony Actions** icon and select **Alphanumeric Collection**.
  - Change the token name to **Collect New Mobile Twinning No.**
  - Record an Entry Prompt to tell the user to enter their mobile twinning number.
  - Click **OK**.
6. An action needs to be added to set the mobile number.
  - Click the **Basic Actions** icon and select **Generic**.
  - Change the token name to **Set Mobile No.**
  - Click the **specific** tab.
  - Enter the command **CFG:Set 203 mobile\_twinning\_number \$KEY**.

**NOTE:** The specific issue here is with the fourth bullet item. In current documentation, the fourth bullet item is shown using dashes '-', however **this will not work** when setting the CFG parameters. The correct way to enter the syntax is by entering a blank space between the word "number" and the \$KEY parameter.

- Click **OK**.

7. Please connect the actions, save and make live.

Lastly, previous to release 4.0, the User Name or Extension could be used in defining the parameters in the call flow, however in 4.0.X only the Extension Number can be used.

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