# **Chapter 157: Send-nn Feature Calling**

Activating the send-nn button allows the user to replace their real caller ID with a different identity for outgoing calls. The user can configure multiple send-nn buttons, so that the user can have the multiple changed caller IDs instead of their actual caller ID. The send-nn button functionality is supported for SIP and H.323 endpoints.

## Detailed description of send-nn calling

Use the **Send-nn** button to obscure the original identity of the calling party. Instead, the calling party can configure an alternative identity to display to the destination party. For example, consider a calling party with the extension number 556677. If a calling party wants to mask their presented identity from the receiving party, they can achieve this by enabling send-nn button with an alternative identity (112233) configured. Consequently, when initiating an outgoing call, their identity will appear as 112233 to the receiving party.

Communication Manager provides two variations for the **Send-nn** button:

- Permanent (p) Variant: When you configure the send-nn button with the p variant for a
  particular station, all calls originating from that station displays a changed identity configured
  within Communication Manager whenever they connect with any destination party. You can
  establish multiple Send-nn buttons using the p variant. However, it is important to note that
  only one Send-nn button can be active at any given time. If you activate a new Send-nn
  button to exhibit a different identity, the previously activated Send-nn button is deactivated.
  - To activate the **Send-nn (p)** button on the endpoint, press the **Send-nn (p)** button once.
  - When you press a new **Send-nn (p)** button, the new button will become active, and any previously activated **Send-nn (p)** button is deactivated.
- Transient (t) Variant: When you press the Send-nn (t) button, the Send-nn (t) feature becomes active for that particular call, then you will be prompted to enter the extension of the destination party to initiate the call as soon as the Send-nn (t) button is pressed. After pressing the Send-nn (t) button, the green light on the station illuminates for a duration of two seconds. This indicates that the Send-nn (t) feature has been activated specifically for the current call.

The extension configured at the **Send-nn (t)** button is used as the changed caller identity.

In addition, it is possible to configure multiple caller IDs for a single station by adding additional **Send-nn** buttons specific to that station. The extensions configured behind these **Send-nn** 

buttons must be unique, regardless of the variant chosen. The **Send-nn** button supports the following stations or set types:

- H.323
- J179
- J179CC
- J169
- J169CC
- · AvyaSIP and
- AvyaSIPCC

### Note:

When a station has an active **Send-nn (p)** button configured with extension 112233, if you press the **Send-nn (t)** button with extension 223344, the specific call made will utilize the extension 223344 as its identity presented to the destination party.

The changed identity number that you intend to showcase to the destination party must adhere to the dial-plan regulations outlined in the Communication Manager. It can be an extension number associated with a station, a hunt group, or a Vector Directory Number (VDN).

## Send-nn Feature Calling administration

The following tasks are part of the administration process for the Send-nn Feature Calling:

Adding a Send-nn button to a SIP phone

### Screens for administering Send-nn Calling

Screen name	Purpose	Fields
	Assign a <b>Send-nn</b> button to a station.	Any available button field in the <b>Button Assignments</b> area.

### Adding a send-nn button to a phone

#### **Procedure**

1. Type add station n, where *n* is the extension.

The **Type** field on the station screen should be one of the specified types that support this feature.

- 2. On the Station screen, click **Next** until you see the **Button Assignments** field.
- 3. In the **Button Assignments** field, type Send-nn in any of the empty fields to create a **Send-nn** button.

- 4. After adding the **Send-nn** button, the station page displays the **Ext** and **Md** fields.
- 5. In the **Ext** field, type the extension of a station, or a hunt group, or a Vector Directory Number (VDN).

This Extension is used as a changed identity of a user when the user makes any outgoing call from the station.

- 6. In the **Md** field, type one of the following variants:
  - **p** Variant
  - t Variant

For more information about the type of variant, see Detailed description of send-nn calling on page 1195.

7. Press **Enter** to save changes.



### Note:

You must specify the extension for the **Send-nn** button, and this extension must adhere to the dial plan rules configured in Communication Manager.

To add a **Send-nn** button to H.323 stations using the System Access Terminal (SAT) terminal, you enable the (SA8967) - Mask CLI and Station Name for QSIG/ISDN Calls? field on the system-parameters special-applications form. This enables you to configure the send-nn button for H.323 stations.

Use System Manager interface for configuring the Send-nn button for SIP stations. This process is independent of the (SA8967) - Mask CLI and Station Name for QSIG/ ISDN Calls? field.

## End user procedures for Send-nn feature calling

End users must perform specific procedures to use certain features. End users can activate or deactivate certain system features and capabilities. End users can also modify or customize some aspects of the administration of certain features and capabilities.

To activate the **Send-nn (p)** button on the endpoint, press the **Send-nn (p)** button once.

When you press the Send-nn (t) button, the Send-nn (t) feature becomes active. The user will then be prompted to enter the extension of the destination party to initiate the call. Upon pressing the **Send-nn (t)** button, the green light on the station illuminates for a duration of 2 seconds. This indicates that the Send-nn (t) feature has been activated specifically for the ongoing outgoing call.

### Activating the Send-nn feature Calling before placing a call **Procedure**

1. Press a **Send-nn** (p) feature button and dial an extension.

Whenever the **Send-nn (p)** button is pressed on a station, all calls initiated from the station will display a changed identity configured within Communication Manager whenever they establish a connection with any destination party.

2. Press **Send-nn (t)** button and user will be prompted to enter the extension of destination.

### **Deactivating Send-nn (p) button**

#### About this task

You can deactivate the **send-nn (p)** button by using one of the following methods:

#### **Procedure**

- 1. Press the **Send-nn (p)** button that is currently active.
- 2. Press a new **Send-nn (p)** button.

When you press a new **Send-nn (p)** button, the new button will become active, and any previously activated **Send-nn (p)** button is deactivated.

## Interactions for Send-nn feature calling

This section provides information about how the **Send-nn** feature calling interacts with other features on Communication Manager. Use this information to ensure that you receive the maximum benefits of Send-nn feature calling in any feature configuration.

### **Call Coverage**

Communication Manager directs a call to coverage when the user activates the **Go to Cover** option for the call. When the call is redirected to coverage, extension number configured behind the activated **Send-nn** button becomes the calling party number, rather than the original extension number.

#### **Call Forwarding All Calls**

The Communication Manager forwards send-nn feature calls, excluding callback calls. During call forwarding, the calling party number reflects the extension number configured behind the activated **Send-nn** button, rather than the original extension number.

### **Emergency Call**

If the emergency application sequencer is not enabled on System Manager for a station, and the station presses the **Emergency** button to make an emergency call while the **Send-nn (p)** button is activated, the Send-nn feature calling is unavailable for that station. In other words, the Public Safety Answering Point (PSAP) station will see the original caller IDs rather than the alternative ID configured behind the activated **Send-nn (p)** button because Communication Manager treats such calls as trunk-originated calls.

However, if the emergency application sequencer is enabled on System Manager for this station, then the PSAP station will see the alternative ID configured behind the activated **Send-nn (p)** button. In this case, Communication Manager treats these calls as station-originated calls.



The Send-nn feature calling is available only when Communication Manager interprets the call as station-originated based on the configuration done in System Manager.

## **Limitations of Send-nn Calling**

The Send-nn calling button feature has the following limitations:

• Each extension number configured for the send-nn button must be unique for a station.