

HOSTED PBX END USER GUIDE



METRONET
THE POWER OF FIBER

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1 INTRODUCTION

Welcome to your new Hosted PBX phone service, powered by Metronet's all fiber optic network!

This document describes the features of your phone, including the Metronet's web management tool, CommPortal (<http://mymetronet.net/commportal>).

This guide will help you get up and running with your new phone as soon as possible. It tells you how to use your phone and the more commonly used features.

Chapters 2 to 7 outline the most common tasks that you will carry out when using your new phone, including:

- making internal and external calls
- answering calls using either the handset or speakerphone
- setting up call forwarding using your handset
- accessing your messages through the voicemail system

These chapters also describe some more advanced call handling features, such as:

- Placing/retrieving calls on hold
- Transferring calls to another user or to voicemail
- Conferencing a third person into a two-way call
- Parking calls.

You should familiarize yourself with these chapters first so that you can begin using your phone as soon as possible.

Chapters 9 to 17 describe the more advanced functions and features of Metronet's HPBX system, including using CommPortal to manage your messages, missed calls, contacts and phone settings.

Appendix 0 contains a quick-reference guide to all of the access codes that you will need when using your new phone.

Appendix 19.3 can be used to record information that you will need frequently when using Metronet's HPBX system, such as phone numbers, codes and conferencing information.

If after referring to this guide you're still having problems with Metronet's HPBX system then please contact your administrator.

2 MAKING CALLS

2.1 INTERNALLY

To call another person in your business, lift the handset and dial the other person's extension. This is typically a 3 or 4 digit number but may be different depending on your specific configuration.

NOTE: Depending on your phone type and configuration, the call may not complete automatically once you have finished dialing and you may need to press the # or Dial key once you have dialed the number.

2.2 EXTERNALLY

To call a number outside of your business, lift the handset and dial the phone number. Depending on your configuration you may need to dial a code (such as 9) at the beginning of the phone number to indicate you are making an external call.

NOTE: Depending on your phone type and configuration, the call may not complete automatically once you have finished dialing and you may need to press the # or Dial key once you have dialed the number.

2.3 EMERGENCY CALLS

In an emergency lift the handset and dial 911. If you need to dial a code when calling an external number, you will also need to dial that code before calling 911.

NOTE: Depending on your phone type and configuration, the call may not complete automatically once you have finished dialing and you may need to press the # or Dial key once you have dialed the number.

2.4 SPEAKER PHONE

To make a call using your speaker phone, either press the Speaker key or leave the handset on-hook and dial the number of the person you want to call, followed by the Dial key.

2.5 ENDING CALLS

To end a call; replace the handset on its cradle, press the Speaker key (if you are using the speaker phone), or press the End Call key.

3 ANSWERING CALLS

3.1 USING THE HANDSET

To answer an incoming call, lift your handset and you will be connected to the caller.

3.2 USING THE SPEAKER

To answer a call using the speakerphone, do not lift the handset and instead press the Speaker key or the Answer key.

4 CALL FORWARDING

4.1 INTRODUCTION

Metronet's HPBX system supports a number of different types of Call Forwarding.

- Immediate (sometimes called Unconditional) Call Forwarding is where all calls are forwarded to a number of your choice. This can either be to your voicemail (which is the default) another extension in your business or an external number.
- Busy Call Forwarding forwards all calls that are received when you are already on the phone.
- No Answer (sometimes called Delay) Call Forwarding forwards all calls when you do not answer them after a certain delay.
- Selective Call Forwarding forwards calls from certain numbers to another number.

The easiest and most flexible way of configuring call forwarding is using CommPortal. See Section 9 for instructions on doing this. This section provides instructions on how to set up Call Forwarding using your handset.

NOTE: Calls forwarded to long distance telephone numbers will incur long distance charges for the full duration of the forwarded call. These charges will appear on your bill.

4.2 IMMEDIATE FORWARDING USING THE HANDSET

4.2.1 ENABLING

To use your handset to enable immediate forwarding press the CFWD softkey, followed by the number you wish to forward to. Your phone screen will display “Calls forwarded to” followed by the number you have entered.

If you do not have an IP phone (ex: a conference room or cordless phone) you may still be able to configure call forwarding by using the star codes listed below.

ACCESS CODES FOR ANALOG PHONES

Type of forwarding	Enable Code	Disable Code
Immediate/Unconditional	*72	*73
Busy	*68	*88
No Answer/Delay	*32	*82

4.2.2 SELECTIVE CALL FORWARDING USING THE HANDSET

The Selective Call Forwarding feature can be configured by dialing *63 and lifting the handset. The system will then provide you with voice prompts to help you with setting up this feature.

4.2.3 REMOTE ACCESS TO CALL FORWARDING

Metronet’s HPBX system also supports setting up Call Forwarding remotely using any phone. To use this feature, follow these steps.

To Enable Remote Access Call Forwarding:

1. Dial your local remote access number: ____-____-____
 - Your local access number can be found in the appendix at the back of this document
2. You will be prompted to enter the area code and phone number from which you would like your calls to be forwarded (i.e. your home phone) followed by your assigned security PIN.
3. Press *72 and you’ll hear a series of confirmation tones.
4. At the dial tone, dial the number to which your calls are to be forwarded (the “forward-to” number) and you’ll hear another series of confirmation tones, then ringing.
5. Wait for someone to answer your call. It is important that someone answers your call to activate this feature (see note).
6. After someone answers hang up.

To cancel Remote Access Call Forwarding:

1. Dial your local remote access call forward number ____-____-____
 - Your local number can be found in the appendix at the back of this document.
2. You will be prompted to enter the area code and phone number from which calls are being forwarded and your security PIN.
3. Press *73
4. Listen for the tone and hang up.

NOTE: To activate this feature, you must be on the phone from which calls will be forwarded and you must call and connect to the “forward-to” number. If the line is busy or you receive no answer, repeat activation steps 1 through 4 within two minutes of your first attempt to save the forward-to number. Listen for the confirmation tone and hang up (activation occurs automatically on the second attempt even if the phone is not answered, as long as the second attempt is made no later than two minutes after the first attempt).

5 ADVANCED CALL HANDLING

5.1 PUTTING A CALL ON HOLD

You can put a call on hold by pressing the Hold key. You may now replace the handset without cutting the caller off. You can also now make another call while the first call is on hold. The held call will be indicated by a slowly flashing line key.

To retrieve the call, press the Hold key again or press the flashing line key. If you've made another call since you put the first call on hold, you'll need to put that call or put it on hold before you can retrieve the first one, use the arrow keys to scroll through your active calls to select the call to retrieve; then press the hold key or resume softkey.

5.2 CALL WAITING

If a second call comes in when you are already on the phone, you will hear a tone and the phone screen will display the details of the second caller.

To answer this second call you should either select the Answer key, or press the line key which is flashing. Answering the second call will automatically put the first call on hold. You can toggle between the calls by placing the current one on hold and retrieving the other call.

5.3 TRANSFERRING A CALL

There are three distinct ways to transfer a call on the Metronet HPBX system – Announced transfer, Blind transfer, and transfer to Voicemail.

5.3.1 “ANNOUNCED” TRANSFER

This lets you speak to the person you will be transferring the call to before completing the transfer)

1. Press the Transfer softkey (labeled xfer on your phone)
2. Dial the extension or external number you wish to transfer the call to. Remember to dial the external dial digit (usually 9) if your deployment requires it for outside calls.
3. When the party answers, announce the transfer, then press transfer (xfer) again to complete the transfer.
4. If no one answers, or to return to your original call, press the blinking line button to retrieve your previous call.

5.3.2 BLIND TRANSFER

This lets you transfer the caller without speaking to the person you are transferring the call to.

1. Press the Blind Transfer softkey (labeled bxfer on your phone – you may have to press the right arrow key to see this button)
2. Dial the extension or external number you wish to transfer the call to. Remember to dial the external dial digit (usually 9) if your deployment requires it for outside calls.

3. Wait a moment or two for the transfer to complete. You do not have to press any additional buttons.

5.3.3 TRANSFER TO VOICEMAIL

This lets you transfer a caller directly to a mailbox – this is useful if the person you need to transfer the call to is out of the office or other-wise busy.

1. Press the Blind Transfer softkey (labeled bxfer on your phone – you may have to press the right arrow key to see this button)
2. Dial the voicemail prefix for your deployment (usually a 7) followed by the extension you wish to transfer the call to.
3. Wait a moment or two for the transfer to complete. You do not have to press any additional buttons.

5.3.4 THREE WAY CONFERENCING

To conference a third person into a regular two-way phone call, follow these steps.

1. When in a regular call, press the Conf key.
2. Dial the person you want to join your call.
3. Once this person has answered press the Conf key again to set up the three way call.

NOTE: If you need to drop out of the call and leave the other parties connected press the Join key; otherwise when you end the call everyone will be disconnected.

5.3.5 PARKING A CALL

Parking a call places the call on hold in a "park orbit" so that the call can be retrieved from another phone. Depending on your phone type, there are two ways of parking a call.

4. If you have keys on your phone for parking calls, when in a call press the key of the park orbit where you want the call parked. The call will now be parked and you may now replace the handset.
5. If your phone doesn't have dedicated call park keys, follow these steps:
 - Initiate call transfer by pressing the Transfer key.
 - Dial the Call Park access code *53.
 - Listen to the park orbit number where the call will be parked.
 - Complete the call transfer by pressing Transfer again.

If you have keys on your phone for parking calls these keys will indicate via a light or icon when a call is parked against that orbit.

5.3.6 RETRIEVING A PARKED CALL

Depending on your phone type, there are two ways of retrieving a parked call.

1. If you have keys on your phone for parked calls, pick up the handset and press the key of the park orbit where the call is parked.
2. If you don't have dedicated call park keys lift the handset and dial the Call Retrieve access code *54 followed by the park orbit number.

For example, to retrieve a call parked on orbit 01, you should dial *5401 and then pick up the phone.

5.3.7 DO NOT DISTURB

If you don't want any calls to ring your phone, but instead go straight through to your voicemail, you can enable Do Not Disturb.

- If you have a key marked DND then press this to toggle Do Not Disturb on and off.
- If you don't have a DND key then you can dial *78 to turn Do Not Disturb on, and *79 to turn it off.

6 VOICEMAIL

6.1 ACCESSING VOICEMAIL

When you have one or more unheard voice messages waiting, your phone will display a flashing light.

To listen to your messages log in, either by dialing the voicemail access code *98, or press the Messages or Voicemail key if your phone has one.

The first time you access your voicemail box you will be asked to set up your mailbox, and record your name and a greeting to be played by callers.

6.2 USING THE VOICEMAIL SYSTEM

The voicemail system is menu driven, so listen to the voice prompts and then press the keys on your phone to select which option you would like.

Once you become familiar with the system there is no need to wait until the voice prompts have played before pressing a key – you can interrupt the announcements to speed up your experience.

For your convenience, the most commonly used mailbox commands are as follows.

A full printout of all voicemail commands is located at the back of this document.

MAILBOX COMMANDS

To listen to your voice messages from the main menu:	Press 1
To listen to your other messages from the main menu:	Press 1 1
To save a message once you've listened to it:	Press 2
To delete a message once you've listened to it:	Press 3
To change your mailbox settings from the main menu:	Press 4
To cancel the current operation:	Press *
To go back to the previous menu:	Press *
To finish entering digits, or recording an announcement:	Press #

7 CONFERENCING

Metronet's conferencing system is an add-on product that is purchased separately from your HPBX service. The conferencing platform lets you host conference calls with many participants. (Up to 10)

7.1 MODERATOR INSTRUCTIONS

Give all the conference participants:

1. The date and time of the conference call.
2. The conference call number.
3. The 6 digit participant code.
4. To start the conference call, follow these steps:
5. Dial the conference call number.
6. Enter your 6 digit moderator code followed by #.
7. If asked, say your name and then press #.
8. The conference call will now be set up.

The account can be configured to either continue the conference or end the conference when the moderator leaves the call.

7.2 PARTICIPANT INSTRUCTIONS

To join a conference call, the participant should follow these steps:

1. Dial the conference call number.
2. Enter the 6 digit participant code followed by #.
3. If asked, say their name and then press #.

The participant will then be placed into the conference if the moderator has started it. Otherwise, they will be put on hold until the conference starts (they may hear on-hold music while they are waiting). If configured, the conference may start as soon as there are 2 participants, whether or not the moderator is one of them.

7.3 MODERATOR COMMANDS

The following commands can be dialed from your phone during a conference.

MODERATOR COMMANDS

1	Allows you to dial another participant to be brought into the conference. After dialing 1 dial the participant's number followed by #. Once the participant has answered you can press 1 to bring them into the conference, or press * to drop the call and return to the conference.
2	Mute or un-mute the moderator.
3	Lock or unlock the conference. When locked no-one else can join the conference.
4	Provide a roll-call of participants.
5	Provide a count of participants.
6	Selects whether announcements should be made when participants join and leave.
7	Announces the name of the last person to join the conference.
9	Mute or un-mute all participants.
01	Record a greeting to be played to participants when they join the conference. - You will hear an announcement giving instructions for recording the secondary greeting. - Press 2 to start recording. Record the greeting and then press #. - Press 1 to hear the recording you have just made. - When you are happy with the new greeting, press 3 to save it.
*	This command allows the moderator to leave the conference without the call ending. Press 1 to confirm. You may log onto the conference again by following the instructions to start a conference call.

7.4 MODERATOR WEB ACCESS

When moderating a conference you can use the web interface to view and control the conference. To access this, follow these steps:

1. Point a browser at the web conferencing address <http://mymetronet.net/conference>
2. Enter your moderator and participant code.

8 OTHER PHONE FEATURES

8.1 SPEED DIALS

Metronet's HPBX system supports three different types of speed dial entries.

1. Depending on your phone model, keys on your phone can be configured to automatically call certain destinations. To configure these keys for speed dials, see Section 17.
2. Another sort of speed dial is where you dial a short number (1 or 2 digits), which is configured to call a regular extension or phone number. To configure these speed dials, see Section 12.2.
3. Metronet's HPBX system also supports Short Codes. These are short (usually 3, 4 or 5 digit) numbers which are speed dials that can be used and are the same on any phone in your business. They are set up by your administrator and you can view them in CommPortal. See Section 12.4 for how to do this.

8.2 MONITORING OTHER LINES

Some models of phones let you monitor the status of other extensions in your business. A key and a lamp on your phone will be associated with that other extension.

- If there is no call in progress on that extension, the lamp will be lit with a solid green indicator
- If a call is ringing on that extension, the lamp will be lit with a red indicator and will blink quickly.
- If a call is on hold on that extension, the lamp will be lit with a red indicator and will blink slowly.
- If a call is in progress on that extension, the lamp will be lit with a red indicator and will be lit solidly.

If you want to answer a call that is ringing on the extension you are monitoring, pick up your handset and press the key for that extension. You will be connected to the caller.

You can also use these keys as speed dials for the other extension. To call the other extension when there is no call in progress on it, pick up your handset and press the key for that extension.

8.3 ACCOUNT CODES

If you have account codes configured on your line then once you have dialed a number which requires a code, you will hear a tone. You will then need to dial a special code before the call is connected.

Your system may use either validated or non-validated account codes. If your system uses validated account codes then you must enter a specific code that has been configured either by your administrator or by you. If your system uses non-validated account codes you can enter any code so long as it is the right length.

If you have account codes your administrator should have explained this to you and told you what codes to use. For more on account codes see Section 15.7

8.4 HEADSET

Most of the models of phones supported by Metronet's HPBX system allow you to connect a headset. This allows you to make and take calls while keeping your hands free for other tasks.

To connect a headset to your phone, turn the phone upside down and connect the headset into the socket marked with the headset icon. To make or answer a call using your headset, press the headset key on your phone.

8.5 FURTHER INFORMATION

If you want a more detailed description of the operation of your model of phone, please refer to the manufacturer's instructions. These can be found on their websites: <http://www.cisco.com>

9 INTRODUCING COMMPORTAL

CommPortal provides a web interface to your phone settings and allows you to

- view recent calls
- view and listen to your voicemails
- set up your contacts
- Change your phones and phone system's settings.

9.1 ACCESSING

To access CommPortal point a browser at <http://mymetronet.net/commportal>

CommPortal is supported on Windows 2000, Windows XP, Windows 2003 and Windows Vista, using the following browser versions:

- Internet Explorer 6
- Internet Explorer 7
- Mozilla Firefox 2.0

JavaScript must be enabled on your browser.

9.2 LOGGING IN

The following shows a sample CommPortal login page.



FIGURE 1 COMMPORTAL LOGIN PAGE

To log into CommPortal enter your phone number and your password, and click on Login.

9.3 USING COMMPORTAL

Once you have logged in, you will see the CommPortal Dashboard. This gives you a quick at-a-glance summary of your messages, missed calls, contacts and phone settings.

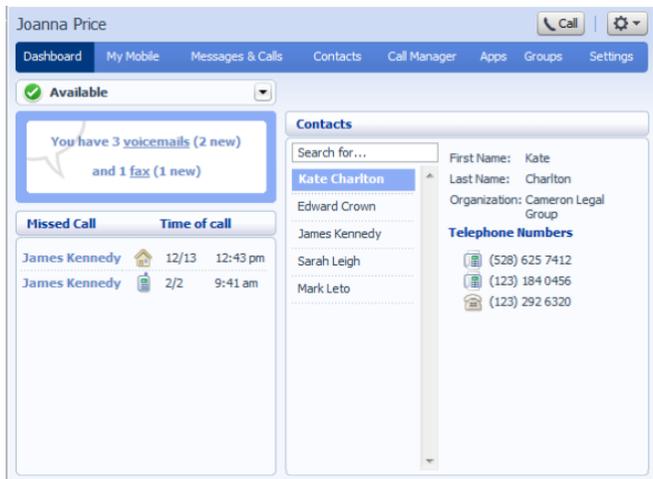


FIGURE 2 COMMPORTAL DASHBOARD

Along the top of the window are a series of tabs which you can select to take you to the different pages within CommPortal.

- **Dashboard.** This is the at-a-glance summary you see when you first log into CommPortal.
- **Messages & Calls.** This shows you all of your voice and fax messages, and the calls you've made, answered or missed.
- **Contacts.** You can add and view all of your contacts and their phone numbers in this tab.
- **Call Manager.** The Call Manager page lets you configure the services on your phone line, like Call Forwarding and Selective Call Rejection.
- **Reminders.** This page allows you to set up reminder calls.
- **Groups.** Here you can view any groups your line is part of in your business, such as hunt groups. You can also login and log out of groups here.
- **Settings.** The Settings page gives you access to numerous other options, such as changing your passwords and PINs, and configuring the keys on your phone.

Using the functions in each of these pages is described in more detail in the rest of this document.

9.4 GETTING HELP

If you need some assistance with using CommPortal, you can click on the More Options icon () and select Help. This will cause another browser window to pop-up with help for the page you are currently using:

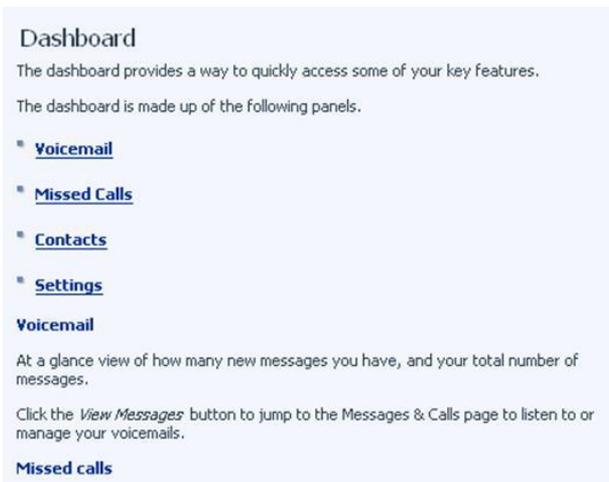


FIGURE 3 COMMPORTAL HELP

9.5 REFRESHING A PAGE

If you want to refresh a page, for example to check whether you've received any new voicemails since you last looked, you can click on the More Options icon () and then select Refresh.

9.6 LOGGING OUT

If you don't use CommPortal for 30 minutes you will be automatically logged out. However, if you wish to manually log out, for example because you've been accessing CommPortal using a shared computer, you can do this by clicking the More Options icon () and then selecting Logout.

10 COMMPORTAL DASHBOARD

The CommPortal Dashboard is shown when you log into CommPortal and gives you an at-a-glance summary of your phone line. In this section we'll examine the Dashboard in more detail.

Here is an example Dashboard:

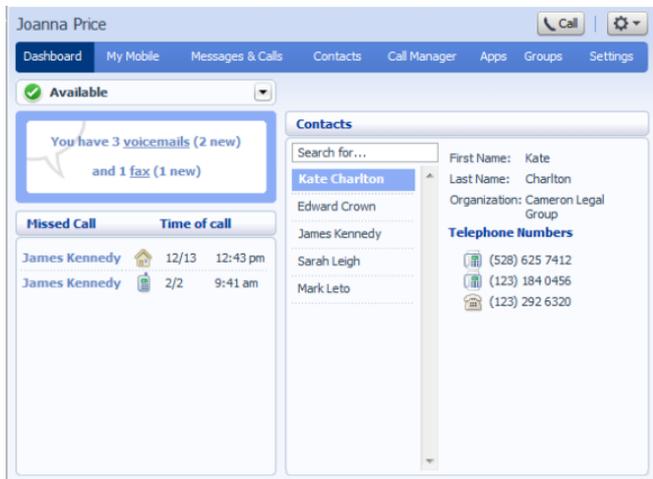


FIGURE 4 COMMPORTAL DASHBOARD

10.1 MESSAGES

In the top left hand corner you can see if you have any new voice messages:



FIGURE 5 COMMPORTAL DASHBOARD NEW VOICE MESSAGE COUNT

To view and listen to new messages, click on the voicemail link. This will take you to the Messages & Calls page, which is described in Section 10.4.

10.2 MISSED CALLS

This section shows you the most recent calls which you have missed:

Missed Call	Time of call
James Kennedy	12/13 12:43 pm
James Kennedy	2/2 9:41 am

FIGURE 6 COMMPORTAL DASHBOARD MISSED CALLS DISPLAY

To see other types of calls, go the Messages & Calls page, described in Section 10.4.

10.2.1 CALL BACK

To call back a number whose call you missed using Click To Dial, follow these steps:

- Right click on the number of the caller.
- Select the Dial option.

Missed Call	Time of call
Unknown	11/2 12:43 pm
(208) 362 2087	9/26 12:43 pm
(208) 362 2087	Dial (208) 362 2087 from 6 (534) 789 6543
(208) 362 2087	Dial (208) 362 2087 from other number...
(208) 362 2244	9/24 4:19 pm

FIGURE 7 CALL BACK POP UP

10.3 CONTACTS

The Contacts section displays all of your contacts and allows you to search them:



FIGURE 8 COMMPORTAL DASHBOARD CONTACTS DISPLAY

To search, enter the letters you want to search for in the text box. CommPortal will narrow down the contacts displayed as you type, and the text that matches your search will be highlighted in yellow:



FIGURE 9 SEARCH CONTACTS

To cancel the search and view all of your contacts, delete the search text you entered.

To add, modify or delete Contacts, see Section 12.

10.3.1 CALLING A CONTACT

To call a contact using Click To Dial, follow these steps:

- Right click on the number of the contact you wish to call.
- Select the Dial option.



FIGURE 10 CLICK TO DIAL POP UP

10.4 SETTINGS

Your main settings will be shown at the bottom right of CommPortal. This shows you the current status of your main phone line settings:

Settings	
Forward Immediately to: Work	Inactive
Follow Me	Inactive
Reject Anonymous Calls	Inactive

FIGURE 11 COMMPORTAL DASHBOARD SETTINGS DISPLAY

In the example above Call Forwarding Immediate, the Follow Me service and Anonymous Call Rejection are all inactive (disabled).

To change one of these settings you can either click on the link for that setting, or select the Call Manager page, described in Section 9

11 MESSAGES & CALLS

The Messages & Calls page has a number of sections which you can select by clicking on the tab:

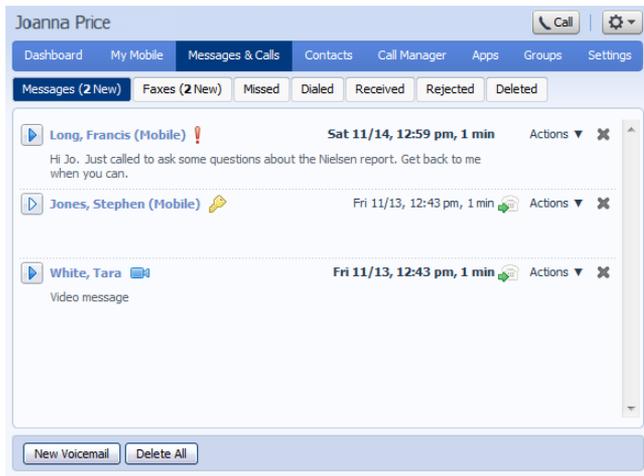


FIGURE 12 COMMPORTAL MESSAGES & CALLS PAGE

- **Messages** shows you all of your new and stored voice messages.
- **Faxes** shows you any new and stored fax messages.
- **Missed** displays the recent calls you have received and not answered.
- **Dialed** displays the recent calls you have made, including those made by Click To Dial as described in Section 16.
- **Received** shows the recent calls you have answered.

Each of these sections is described in more detail below.

11.1 MESSAGES

This shows you all stored voice messages, both those you have listened to and those you haven't. Unheard messages are shown in bold:

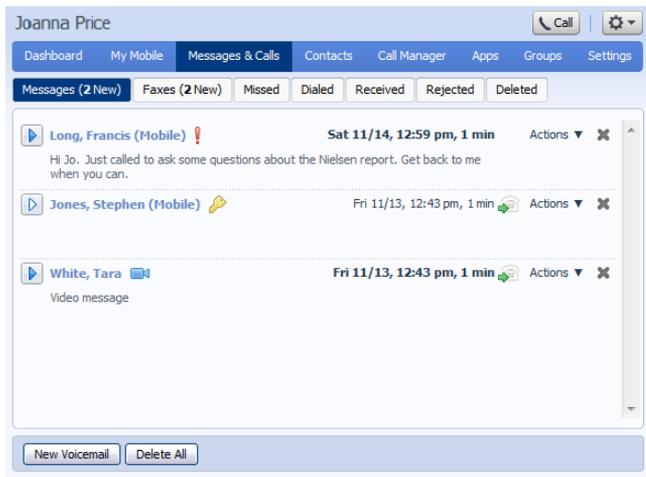


FIGURE 13 MESSAGES & CALLS – MESSAGES TAB

11.2 LISTEN TO A MESSAGE

To listen to a message click on the loudspeaker icon to the left of the message: 

This will pop up a Voicemail player which loads and plays the message.



FIGURE 14 VOICEMAIL PLAYER

With this player you can:

- See when the message was received and how long it is.
- Pause, rewind and fast forward the message.
- Mute the player or change the volume.
- Delete the message, or Save it to disk.
- Close the player.

11.2.1 DELETING A MESSAGE

To delete a voice message, click on the Delete Button to the right of the message.

11.2.2 MARKING A MESSAGE AS HEARD

Listening to a voice message will mark it as heard. If you want to mark a message as heard without listening to it, follow these steps:

- Click on the icon to the right of the message and select Mark as Heard from the dropdown:

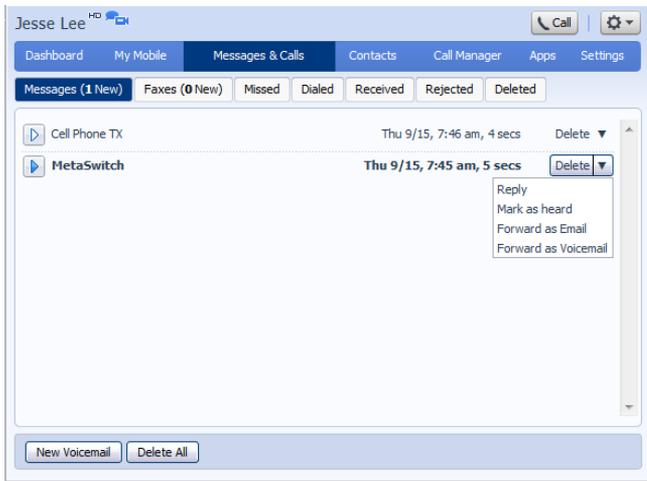


FIGURE 15 MESSAGE OPTIONS DROP DOWN MENU

11.2.3 MARKING A MESSAGE AS NEW

To mark a message as new, follow these steps:

- Click on the icon to the right of the message, as shown in Figure 15.
- Select Mark as Heard from the dropdown:

11.2.4 CALL BACK

To call back a caller who left you a voice message, follow these steps:

- Right click on the number or name of the caller.
- Select the Dial option.

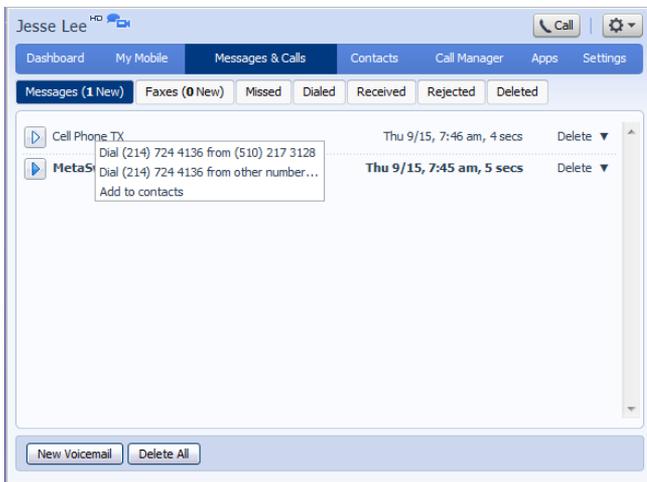


FIGURE 16 CALL BACK MESSAGE SENDER

11.2.5 ADD CALLER TO CONTACTS

To add the number of someone who left you a voicemail to your Contacts, follow these steps:

- Click on the number or name of the caller.
- Select the Add to Contacts option.
- This will take you to the Contacts page. Enter the details for your new contact and click on Save. See Section 12 for more information on using the Contacts page.

11.3 FAXES (PREMIUM USERS ONLY)

The Faxes tab lets you view your read and unread fax messages in the same way as the Messages tab does for voice messages.

11.4 MISSED

The Missed section shows you the recent calls that you have received but did not answer:

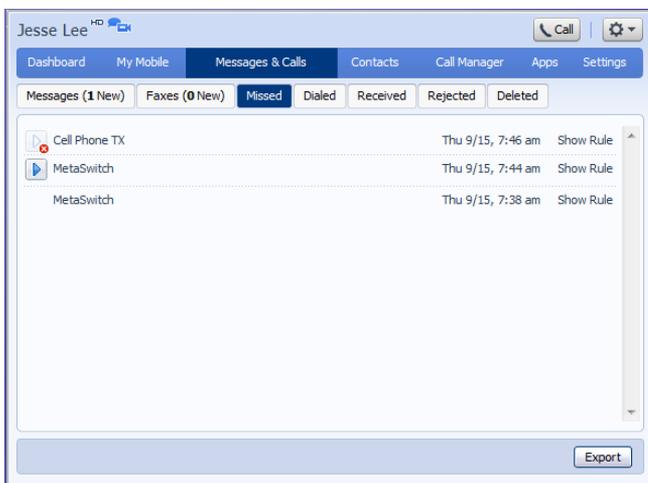


FIGURE 17 MESSAGES & CALLS – MISSED TAB

If a caller is in your Contacts list then their name will be shown instead of their number, and an icon indicating which of that Contact's numbers they used to call you.

11.4.1 ADD CALLER TO CONTACTS

To add the number of someone who called you to your Contacts, follow these steps:

- Click on the number or name of the caller.
- Select the Add to Contacts option.
- This will now take you to the Contacts page. Enter the details for your new contact and click on Save. See Section 12 for more information on this.

11.5 DIALED

This page shows you all of the recent calls you have made, including those which you made using Click To Dial (described in Section 16):

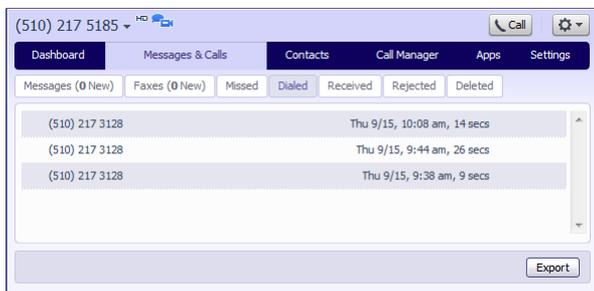


FIGURE 18 MESSAGES & CALLS – DIALED TAB

11.4.1 Add dialed number to contacts

To add the number of someone you called to you to your Contacts, follow these steps:

- Click on the number or name of the caller.
- Select the Add to Contacts option.
- This will now take you to the Contacts page. Enter the details for your new contact and click on Save. See Section 12 for more information on using the Contacts page.

11.6 RECEIVED

This page shows you all of the recent calls you have answered:

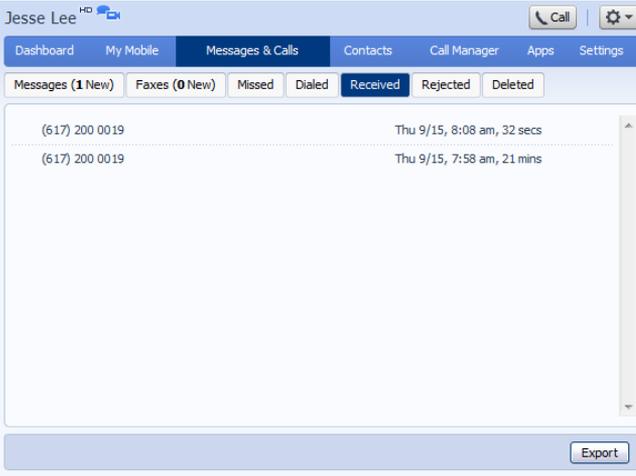


FIGURE 19 MESSAGES & CALLS – RECEIVED TAB

11.6.1 ADD NUMBER TO CONTACTS

To add the number of someone who called you to your Contacts, follow these steps:

- Click on the number or name of the caller.
- Select the Add to Contacts option.
- This will now take you to the Contacts page. Enter the details for your new contact and click on Save. See Section 12 for more information on using the Contacts page.

12 CONTACTS

The Contacts page consists of a number of different sections, which you can select by clicking on the tabs:

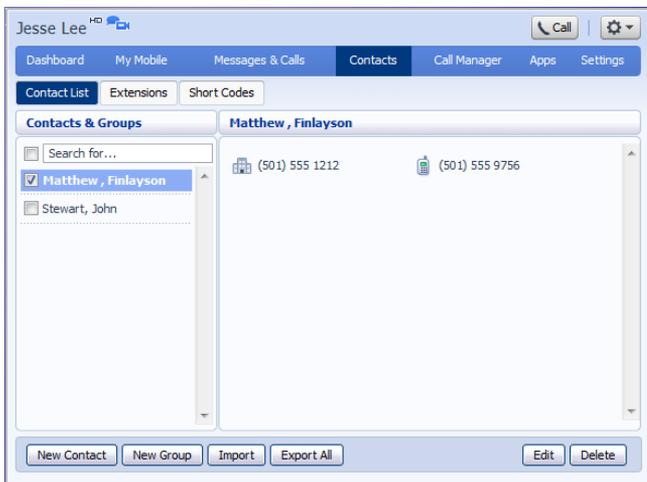


FIGURE 20 COMMPORTAL CONTACTS PAGE

- Contact List allows you to manage your personal contact list.
- Speed Dials is where you configure your numeric speed dials.
- Extensions shows you the extensions within your business.
- Short Codes shows you your business's numeric speed dials.

Each of these sections is described in more detail below.

12.1 CONTACT LIST

The Contact List shows you all of your contacts:

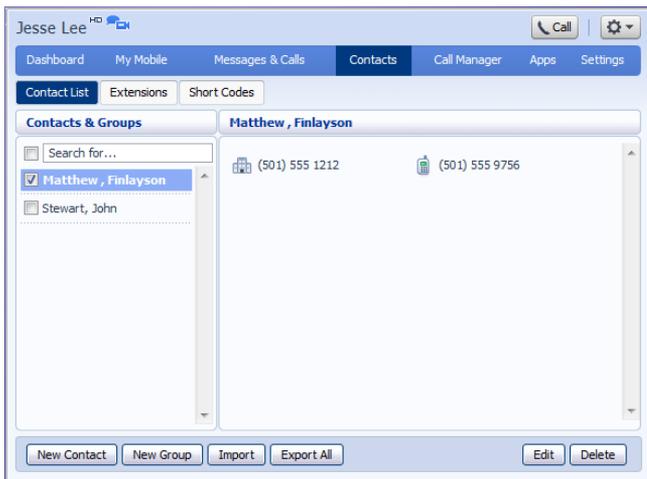


FIGURE 21 CONTACTS – CONTACT LIST TAB

12.1.1 SEARCHING

To search, enter the letters you want to search for in the text box. CommPortal will narrow down the contacts displayed as you type, and the text that matches your search will be highlighted:

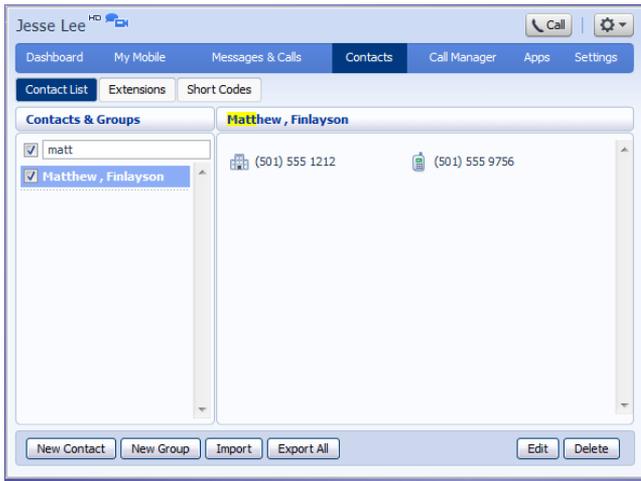


FIGURE 22 SEARCH CONTACTS

To cancel the search and view all of your contacts, delete the search text you entered.

12.1.2 ADD A NEW CONTACT

To add a new contact, follow these steps:

- Click on New Contact.

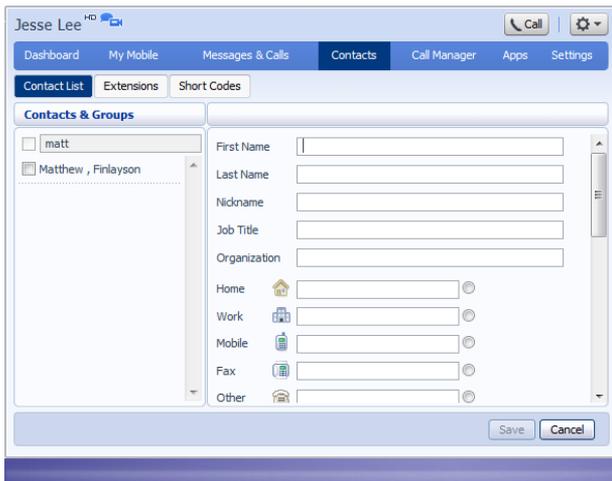


FIGURE 23 COMMPORTAL NEW CONTACT PAGE

- Enter the details for your new contact in the text boxes provided.

FIGURE 24 COMPLETED NEW CONTACT FORM

- Enter any phone numbers for your contact in the text boxes provided. You can select the radio button to the right of a number to indicate that it is the preferred number for this contact.
- Enter any addresses for your contact in the text boxes provided.

FIGURE 25 COMMPORTAL NEW CONTACT PAGE

- Hit Save.

Your new contact will now have been added.

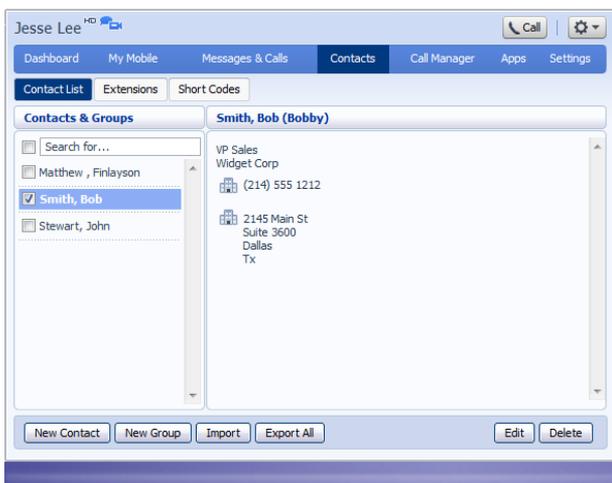


FIGURE 26 COMMPORTAL CONTACT DETAILS

12.1.3 EDITING A CONTACT

To edit a contact, follow these steps:

- Select the contact you wish to edit from the list on the left hand side of the screen.
- Click Edit.
- Modify or add any details.
- Click Save.

12.1.4 DELETING A CONTACT

To delete a contact, follow these steps:

- Select the contact you wish to delete from the list on the left hand side of the screen.
- Click Delete.

12.1.5 CALLING A CONTACT

To call a contact using Click To Dial, follow these steps:

- Click on the number of the contact you wish to call.
- Select the Dial option.

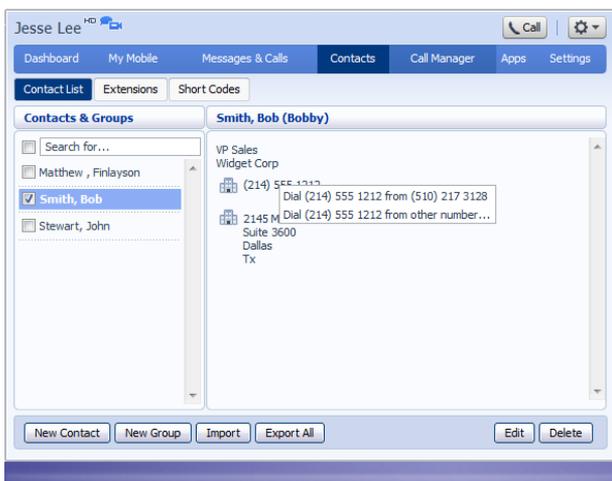


FIGURE 27 CALLING A CONTACT FROM THE CONTACT LIST TAB

12.1.6 GROUPS

You can manage your contacts by assigning them to groups. For example you might have a group for “Work” contacts and another group for “Personal” contacts.

To add a new group, follow these steps:

- Click on New Group.

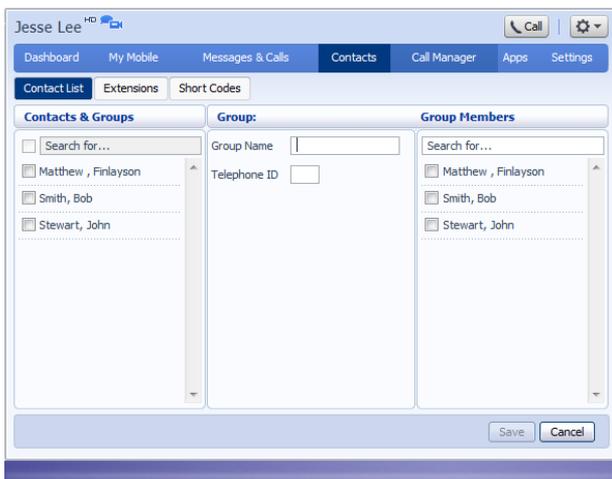


FIGURE 28 ADDING A NEW GROUP

- Enter a name for the group in Group Name.
- Enter an ID for the group in Telephone ID.
- Select any contacts you want to be in the group from the list on the right hand side.

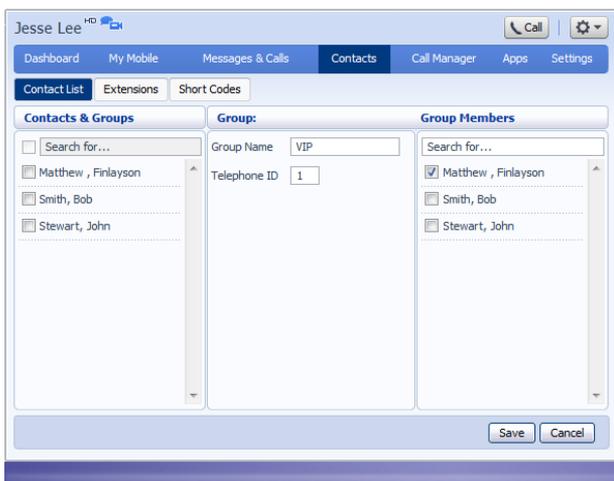


FIGURE 29 ADDING A NEW GROUP

- Click on Save.

The new group will now appear in the Contacts & Groups section:

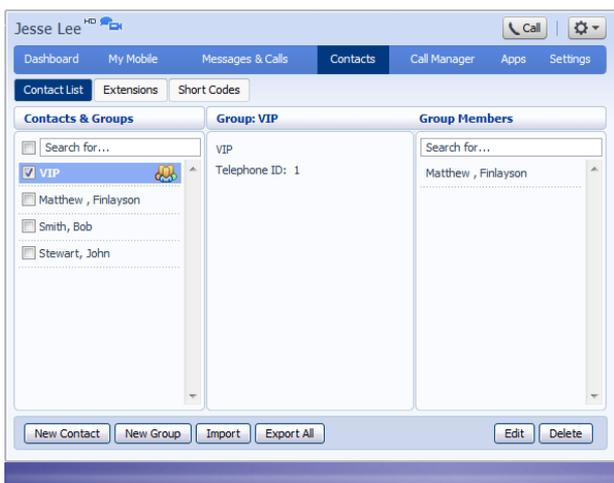


FIGURE 30 ADDING A NEW GROUP

By selecting a group you can search within it for the group members, by using the Search for box on the right hand side of CommPortal.

To edit a group, follow these steps:

- Select the group on the left hand side.
- Click on Edit.
- Change the group settings, or members.
- Click on Save.

To delete a group, follow these steps:

- Select the group on the left hand side.
- Click on Delete.

12.2 SPEED DIALS

The Speed Dials section allows you to configure numeric speed dials:

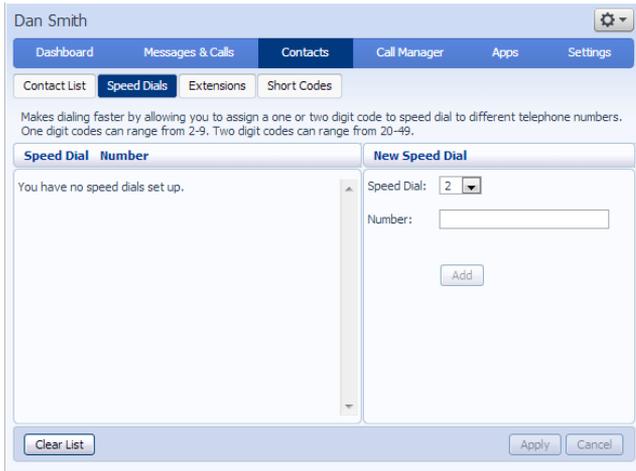


FIGURE 31 CONTACTS – SPEED DIALS TAB

You use these speed dials by dialing the one or two digit speed dial number from your phone. They are different from speed dials which are assigned to particular keys on your phone. For more information on setting up speed dials on your phone's keys see Section 17.

12.2.1 ADDING A SPEED DIAL

To add a speed dial, follow these steps:

- Select the number for the speed dial you'd like to set up from the Speed Dial drop down list.
- Enter the number this speed dial should call, as you would dial it. For example, if you dial 9 before a number, enter 9 and the number here.
- Click on Add.
- Repeat steps 1-3 for any other speed dials you want to set up.
- Click on Apply to save your changes.



FIGURE 32 ADDING A SPEED DIAL

12.2.2 DELETING A SPEED DIAL

To delete a speed dial, follow these steps:

- Click on the Trash Can icon to the right of the speed dial:
- Click on Apply.

Alternatively to delete all of your speed dials, follow these steps:

- Click on Clear List.
- Click on Apply.

12.3 EXTENSIONS

The Extensions section lists of all the extensions in your business:

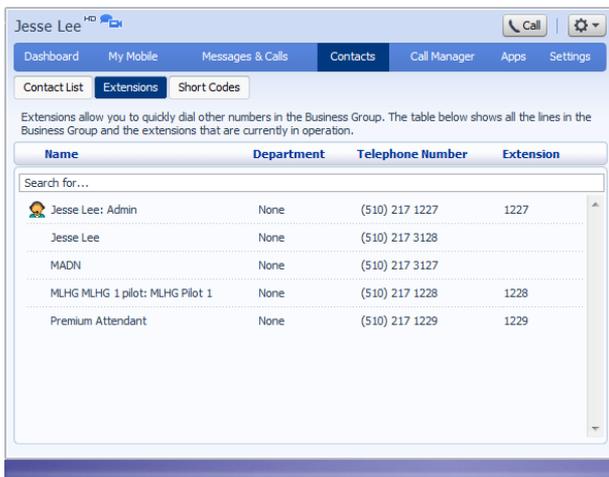


FIGURE 33 CONTACTS – EXTENSIONS TAB

To use Click To Dial to call any of these extensions, follow these steps:

- Click on the number of the extension you wish to call.
- Select the Dial option.

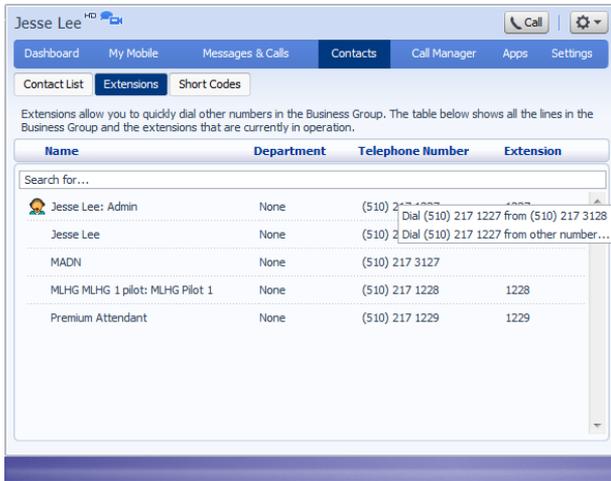


FIGURE 34 USING CLICK TO DIAL FROM THE EXTENSIONS TAB

Your administrator sets up these extensions.

12.4 SHORT CODES

The Short Codes section shows you all of the speed dials set up for all the phones in your business:

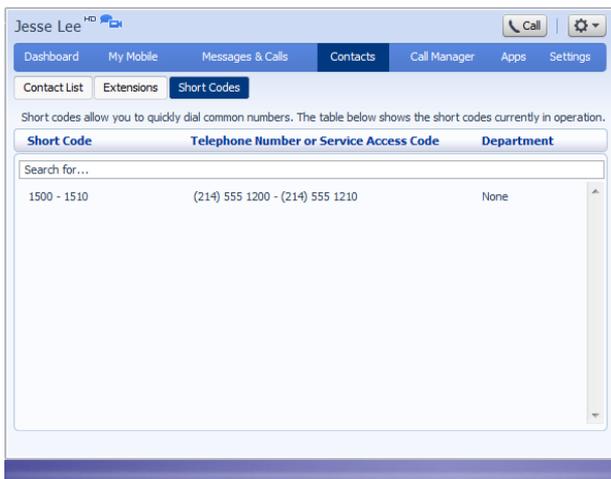


FIGURE 35 CONTACTS – SHORT CODES TAB

You can dial these short codes from any phone in the business to reach the destination. Your administrator sets up these short codes.

13 CALL MANAGER

13.1 SUMMARY

The summary tab provides a description of how calls you receive will be handled, taking into account the settings for all of your incoming call services and any interactions between them.

This description enables you to confirm that services you have configured will have the desired effect on your calls. If the description does not match the behavior you would expect, then it is possible that services you have configured are interacting or overriding one another. If a service is interacting with another service, or being overridden, then an icon will appear on the configuration page for that service. Click this icon for further information.

13.2 FORWARDING

You may be subscribed to the following call forwarding services.

- Immediate. Calls are forwarded as soon as you receive them.
- Busy. Calls are forwarded whenever your line is busy.
- No Answer. Calls are forwarded if you do not answer your phone within a certain time.
- Unavailable. Calls are forwarded if your phone is unavailable (e.g. it is unplugged or loses power).
- Selective. Calls from selected callers are forwarded as soon as you receive them.

To configure any of these services, click on the name of the service beneath the top-level forwarding tab.

The forwarding tab also provides access to your Forwarding Destinations. These are numbers that you regularly forward calls to and that you preconfigure for ease of use.

13.2.1 IMMEDIATE CALL FORWARDING

When enabled, this service immediately forwards all calls you receive to an alternate destination.

You must configure the following information in order to use this service.

- The destination that you wish your calls to be forwarded to.
- Whether you wish your phone to ring once when calls are forwarded to remind you that your calls are being immediately forwarded.

After changing any of the configurations or enabling/disabling this service you must click the Apply button to apply your changes. Alternatively, click the Cancel button to discard your changes.

13.2.2 BUSY CALL FORWARDING

When enabled, this service forwards calls to an alternate destination any time your line is busy. If you have multiple devices then this service only applies if all of your devices are busy (or reject the call).

You must configure the following information in order to use this service.

- The destination that you wish your calls to be forwarded to.

After changing any of the configurations or enabling/disabling this service you must click the Apply button to apply your changes. Alternatively, click the Cancel button to discard your changes.

13.2.3 NO ANSWER CALL FORWARDING

When enabled, this service forwards calls to an alternate destination if you do not answer your phone within a certain time.

You must configure the following information in order to use this service.

- The destination that you wish your calls to be forwarded to.

The time that you wish your phone to ring for before the call is forwarded. This is configured as a number of seconds between 6 and 3600.

After changing any of the configurations or enabling/disabling this service you must click the Apply button to apply your changes. Alternatively, click the Cancel button to discard your changes.

13.2.4 BUSY/NO ANSWER CALL FORWARDING

In addition to the configuration for busy call forwarding and no answer call forwarding, there is also an option to use same call forwarding configuration for both services.

If you select this option, then you need only (and can only) configure the settings for No Answer call forwarding. When your line is busy, calls will be automatically treated in the same way as if you do not answer your phone.

If you subsequently wish to configure the two services independently, simply untick this option.

Warning: this option has no effect when configuring these services via the telephone handset: when using the handset, each service must always be configured independently.

13.2.5 SELECTIVE CALL FORWARDING

When enabled, this service immediately forwards calls from specific callers to an alternate destination.

You must configure the following information in order to use this service.

- A list of callers that you wish to forward calls from. See screening list editing for how to configure this list.
- The destination that you wish your calls to be forwarded to.
- Whether you wish your phone to ring once when calls are forwarded to remind you that your calls are being immediately forwarded.

After changing any of the configurations or enabling/disabling this service you must click the Apply button to apply your changes. Alternatively, click the Cancel button to discard your changes.

13.2.6 FORWARDING DESTINATIONS

If you frequently forward your calls to certain numbers (for example your own home, work, or mobile number), configuring them as forwarding destinations makes your other services easier to use.

To add a new forwarding destination, you must enter the following information and then click the Add button.

- Destination. A friendly name by which you will recognize this number when configuring call forwarding.
- Number. The number to which you forward your calls. This should be entered in the form in which you would dial it from your phone.

To delete an existing forwarding destination, click the icon next to the destination that you wish to delete.

To delete all of your forwarding destinations, just press the Delete All button.

Having made any alterations to your list of forwarding destinations, you must click on the Apply button to commit your changes, or the Cancel button to discard your changes.

13.3 FOLLOW ME

When enabled, this service redirects calls that you receive to one or more alternate destinations. You may configure multiple destinations to ring in turn, simultaneously, or a combination of the two.

To configure this service, you must define a number of rules. Each rule defines a destination you want to ring when you receive a call, and how long you wish that destination to ring for. Each rule is assigned to a numbered step. As soon as you receive a call, all destinations referred to by rules in step 1 begin to ring simultaneously. As soon as the last of these destinations has completed ringing, all destinations referred to by rules in step 2 begin to ring simultaneously and so on. This continues until the call is answered or all configured destinations have been rung. You can have up to a maximum of 6 steps, and multiple rules may be assigned to each step.

NOTE: your own number will only ring if you configure a rule with your phone number as the destination.

To use this service, you must define one or more rules. For each rule, the following information must be configured.

- Destination to ring. This field allows you to select from one of
- My phone. Use this value if you wish to ring your own number.
- Your forwarding destinations.
- Other. Use this value if you wish to explicitly enter a telephone number for the destination you wish to ring.
- How long you wish the destination to ring for (between 1 and 60 seconds).
- Step. This defines which step the rule belongs to. As above, all destinations referred to by rules in step one ring first, and then those referred to by rules in step two and so on. You may have a maximum of six steps.
- Permit forwarding. This defines whether or not the destination configured by this rule is allowed to forward the call (e.g. to voicemail or to another telephone number).

NOTE: If any of the destinations you configure to ring forward the call to voicemail then this will count as the call being answered, and no further destinations will be tried. This can be avoided by setting this value to No for all destinations other than the last one you wish to ring.

- Description. This is a friendly name that you wish to refer to the rule by.

You may add new rules, or edit/delete existing rules

- To add a new rule, click the Add Rule button. Enter the configuration for the new rule as described above, and then press the OK button to create the new rule, or Cancel to discard the rule.
- To edit a rule, click on the colored bar that represents it and select Edit this rule. Make the desired changes to the rule configuration and click the OK or Cancel buttons to accept or discard your changes.
- To delete a rule, click on the colored bar that represents it and select Delete this rule.

NOTE: None of these changes will actually be applied until you click the Apply button on the main follow me configuration screen. Clicking the Cancel button on the main configuration screen, discards all changes made to follow me configuration since you last pressed Apply.

13.4 SCREENING

13.4.1 DO NOT DISTURB

When do not disturb is enabled your phone will not ring. Callers will either be forwarded to another number or hear an announcement that you do not wish to be disturbed, depending on your other call service settings.

After enabling or disabling this service you must click the Apply button to apply your changes. Alternatively, click the Cancel button to discard your changes.

13.4.2 SELECTIVE CALL REJECTION

When enabled, this service rejects calls from specific callers. Rejected callers hear an announcement telling them that you do not wish to take their call.

You must configure the following information in order to use this service.

- A list of callers that you wish to reject calls from. See screening list editing for how to configure this list.

After changing any of the configurations or enabling/disabling this service you must click the Apply button to apply your changes. Alternatively, click the Cancel button to discard your changes.

13.4.3 ANONYMOUS CALL REJECTION

When enabled, this service rejects calls from callers who withhold their caller ID. Rejected callers hear an announcement telling them that you do not wish to take their call.

After enabling or disabling this service you must click the Apply button to apply your changes. Alternatively, click the Cancel button to discard your changes.

13.4.4 PRIORITY CALL

When this service is enabled, calls from specific callers ring your phone with a distinctive ringing signal.

You must configure the following information in order to use this service.

- A list of callers for which you want your phone to ring with a distinctive signal. See screening list editing for how to configure this list.

After changing any of the configurations or enabling/disabling this service you must click the Apply button to apply your changes. Alternatively, click the Cancel button to discard your changes.

14 GROUPS

The Groups page shows you all of the groups that your phone line is in:



FIGURE 36 COMMPORTAL GROUPS PAGE

There are a number of different types of groups:

- **Multi Line Hunt Group.** When a call comes in to a Multi-Line Hunt Group, each line in the group is rung in turn until someone answers the call. Depending on how your administrator has set up your Multi Line Hunt Group you may be able to log in and out of the Multi Line Hunt Group. When you're logged in calls to that Multi Line Hunt Group will ring your phone. When you're logged out they won't.
- **Call Pickup Group.** If your phone line is in a Call Pickup Group then you can pick calls that are ringing on any other lines in that group by picking up your phone and dialing the Group Call Pickup code.

14.1 MULTI LINE HUNT GROUPS

14.1.1 VIEWING MULTI LINE HUNT GROUPS

If your phone line is in a Multi-Line Hunt Group then there will be an entry in the Group Membership section for it called MLHG Click on this entry to view that Multi Line Hunt Group:

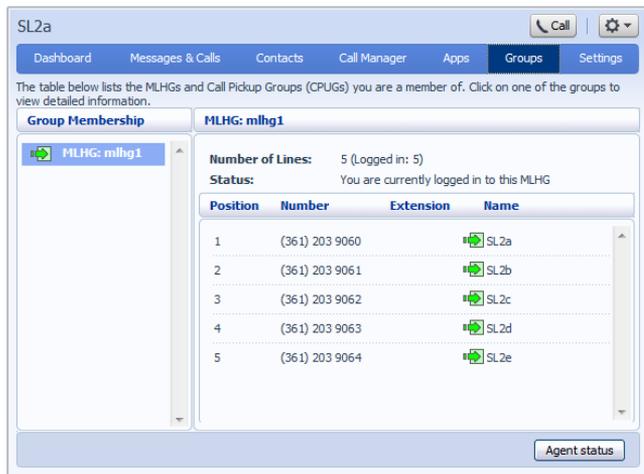


FIGURE 37 GROUPS – MULTI LINE HUNT GROUPS

The following information is shown:

- What department this Multi Line Hunt Group is in, if any. If your business does not use departments then this will say None.
- How many lines are in the group, and how many are logged in.
- Whether you are currently logged in.
- The lines which are in this group and whether each line is currently logged in. Your line will be in this list.

14.1.2 USING MULTI LINE HUNT GROUPS

Calls that come into your phone line from a Multi-Line Hunt Group will ring your phone as normal, and you can answer the calls as you usually would.

If you have permissions to log in and out of the Multi Line Hunt Group you can use CommPortal to log in and out

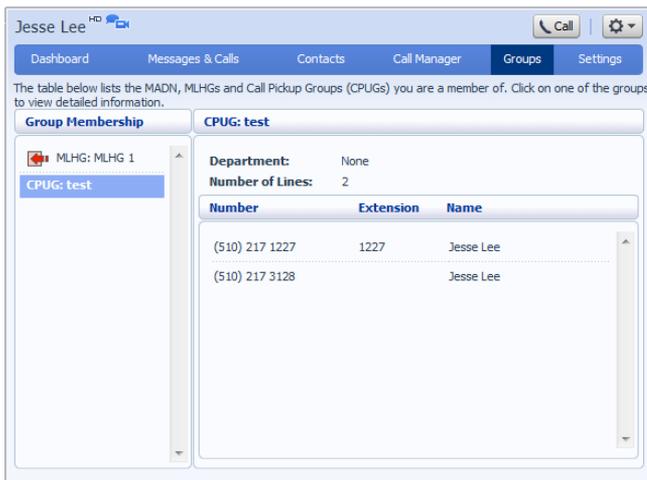
To log into the Multi Line Hunt Group using CommPortal click on Login. Your line will be marked in the list with: 

To log into the Multi Line Hunt Group using CommPortal click on Logout. Your line will be marked in the list with: 

14.2 CALL PICKUP GROUPS

14.2.1 VIEWING CALL PICKUP GROUPS

If your phone line is in a Call Pickup Group then there will be an entry in the Group Membership section called CPUG: Click on this entry to view that Call Pickup Group:



Jesse Lee ^{HD}  

Dashboard Messages & Calls Contacts Call Manager **Groups** Settings

The table below lists the MADN, MLHGs and Call Pickup Groups (CPUGs) you are a member of. Click on one of the groups to view detailed information.

Group Membership	CPUG: test									
 MLHG: MLHG 1	Department: None									
CPUG: test	Number of Lines: 2									
	<table border="1"><thead><tr><th>Number</th><th>Extension</th><th>Name</th></tr></thead><tbody><tr><td>(510) 217 1227</td><td>1227</td><td>Jesse Lee</td></tr><tr><td>(510) 217 3128</td><td></td><td>Jesse Lee</td></tr></tbody></table>	Number	Extension	Name	(510) 217 1227	1227	Jesse Lee	(510) 217 3128		Jesse Lee
Number	Extension	Name								
(510) 217 1227	1227	Jesse Lee								
(510) 217 3128		Jesse Lee								

FIGURE 38 GROUPS – CALL PICKUP GROUPS

The following information is shown:

- The department this Call Pickup Group is in, if any. If your business does not use the departments then this will say None.
- The number of lines in this Call Pickup Group.
- The lines which are members of this Call Pickup Group. Your line will be in this list.

14.2.2 USING CALL PICKUP

To pick up for a call that is ringing on another phone in your Call Pickup Group, follow these steps:

- Pick up your phone handset.
- Dial the Call Pickup access code: *11.

Alternatively, if two or more phones are ringing and you want to pick up the call that is ringing on a particular extension number, follow these steps:

- Pick up your phone handset.
- Dial the Directed Pickup access code: *12 followed by the extension you wish to answer and lift your handset.

For example: if extension 201 is ringing dial *12201 and lift your handset.

15 SETTINGS

The Settings page consists of a series of tabs allowing you to configure the phone system:

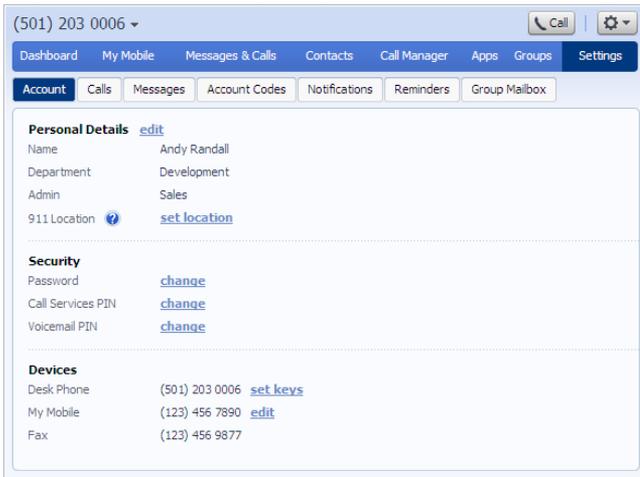


FIGURE 39 COMMPORTAL SETTINGS PAGE

- Account allows you to configure and change some of the settings for your account.
- Calls allows you to configure your call service options.
- Messages allows you to configure your messaging settings.
- Account Codes lets you set up your account codes, if you have appropriate permissions.
- Notifications lets you set options for how you wish to receive notifications whenever a new message arrives for you.
- Reminders lets you manage your reminder calls.

15.1 ACCOUNT

The Account tab displays information about your account and allows you to configure or change settings, including your password or PIN. You can also use this tab to configure a SIP desk phone.

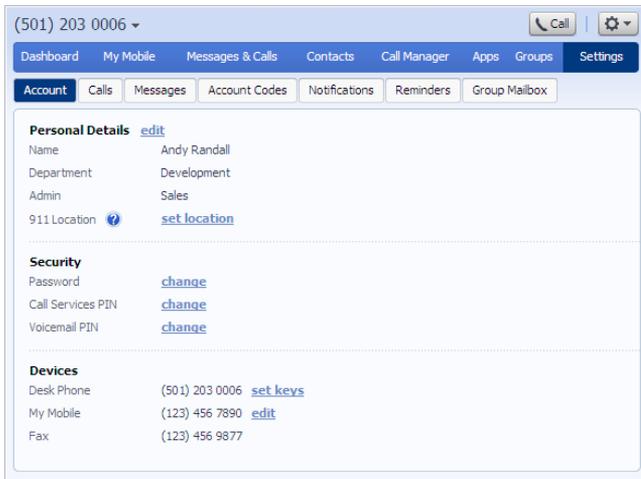


FIGURE 40 SETTINGS - ACCOUNT TAB

The page is divided into the following panels.

15.2 PERSONAL DETAILS

The Personal Details panel shows you information about your line:

- Name shows the name this line is configured as. Your administrator can change this if it is incorrect.
- Department shows whether your line is in a department, and if so the name of the department. If departments are not used in your business, this will say None.
- Admin shows if you are an administrator, and if so, for which department.

15.3 SECURITY

The Security panel allows you to change your password, Call Services PIN or Voicemail PIN.

To change your CommPortal password, follow these steps:

- Click the Change link next to Account Password.
- Enter your current password in the Current password text box.
- Enter your new password in the Password text box.
- Enter your new password in the Confirm password text box.
- Click on Confirm.

You have two different PINs.

- Your Call Services PIN, which you use to access Remote Access to Call Forwarding.
- Your Voicemail PIN, which you use to access your Voicemail.
- To change either of these PINs, follow these steps:

- Click the Change link next to the PIN that you want to change.
- Enter the new PIN in the New PIN text box.
- Click on Confirm.

15.4 DEVICES

The Devices panel shows you the phones and other devices that you currently have configured for your account. If you have a SIP desk phone, you can use the Devices panel to configure settings for it by clicking on set keys next to its number. This will launch the Phone Configurator, which is described in Chapter 17.

15.5 CALLS

The Calls tab allows you to configure your call service options.

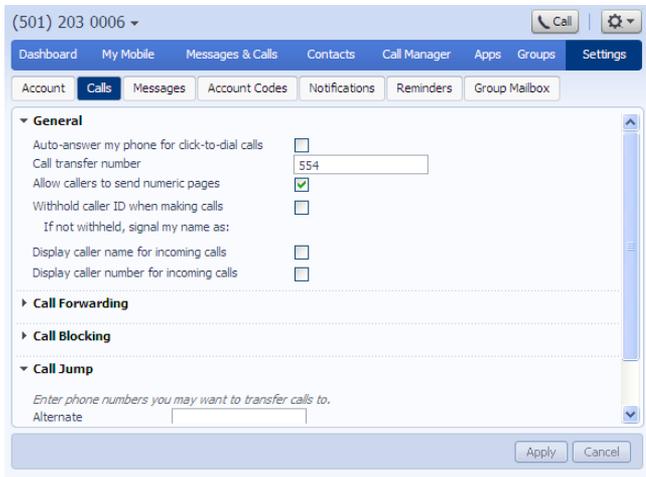


FIGURE 41 SETTINGS - CALLS TAB

- The General panel enables you to configure call settings, including caller ID options.
- The Call Forwarding panel lets you configure whether, when you dial the Call Forwarding access codes to enable Call Forwarding, you need to enter a phone number. If you don't want to enter a phone number then your Call Forwarding service will use the number you last configured through CommPortal.
- To change whether you need to enter a number when enabling Call Forwarding from your handset, follow these steps:
 - Check (to require a number to be entered) or uncheck (to mean a number is not required) the type of Call Forwarding you want to change.
 - Click on Apply.
- The Call Blocking panel lets you configure what types of outgoing calls should be blocked from your line:
- To block certain types of call, follow these steps:
 - Check the type of call you want to block.
 - Click Apply.
- To unblock a type of call, follow these steps:
 - Uncheck the type of call you want to allow.
 - Click Apply.

The remaining panels on this page relate to particular call features. You will only see these panels if you have access to these services.

15.5.1 CALL JUMP (PREMIUM USERS ONLY)

You can use the Call Jump feature to transfer an established call made or received using your primary phone number to a different telephone number.

The Call Jump panel allows you to set two telephone numbers that will correspond to two hot key sequences that you can press to transfer incoming calls when using Call Jump. Remember to include your external dial digit if needed (usually 9)

- The Alternate number will usually be an alternative landline number.
- The Wireless number will be a mobile device.

Jump Destination	Jump Code
Alternate Number	*95
Wireless Number	*96
Ring all destinations / jump back to HPBX phone	**

15.5.2 CALL ME BUTTONS (PREMIUM USERS ONLY)

The Call Me Buttons panel allows you to enable or disable your Call Me service and to cancel your existing buttons. If you disable the buttons by un-checking the Enable Call Me Buttons checkbox, potential callers who attempt to call you, for example by using a Call Me button that you had already included in an email, will see a message stating that the service is not currently available.

You can permanently disable all of your existing Call Me Buttons by clicking on Cancel Existing Buttons. If you want to reactivate the Call Me service in future, you will need to recreate and redistribute your Call Me buttons.

To create new Call Me Buttons, please locate the “Apps” tab in CommPortal.

15.6 MESSAGES

The Messages tab lets you change the operation of your voice and fax messaging service, and has a series of sections.

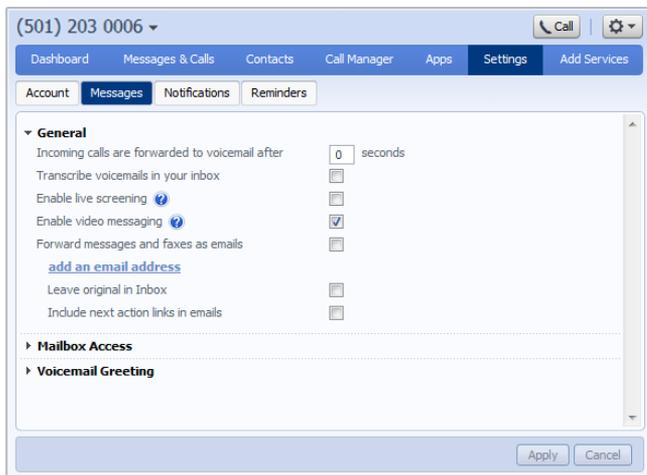


FIGURE 42 SETTINGS - MESSAGES TAB

- General lets you configure some general messaging settings.
- Mailbox Access lets you configure your voice mailbox.
- Voicemail Greeting lets you configure your default and alternative greetings.

15.6.1 GENERAL

You can use the General panel to do the following.

- Configure how many seconds must pass before incoming calls are forwarded to your voicemail.
- Enable or disable Live Message Screening, voicemail transcription or video messaging (if you have access to these features).
- Enable auto-forwarding of your voicemail messages by email. You can add destination e-mail addresses by clicking on the "add an email address" link. You will then be able to manually add an address or choose from your existing contacts.
- You can also choose whether you want to leave a copy of any forwarded messages in your inbox or whether they should be deleted.
- Additionally, you can configure whether or not to include action links in the outgoing message. Clicking on action links allows you to log in to your account, mark messages as read (deactivating any message waiting indicators), or even delete them.

Once you have made any changes, you should click Apply to confirm your choices.

15.6.2 MAILBOX ACCESS

You can use the Mailbox Access panel to:

- configure your mailbox so that it does not require you to enter a PIN when you collect your messages
- configure your mailbox so that it logs you directly into your mailbox when you collect your messages
- configure your mailbox so that it automatically plays your new messages when you've logged in
- determine the content that is played back when you access your voicemail (the details, the message or both)
- determine the order that messages are played back in.

Once you have made any changes, you should click Apply to confirm your choices.

15.6.3 VOICEMAIL GREETING

You can use the Voicemail Greeting panel to:

- select your default greeting
- specify when alternative greetings should be used and the behavior when a greeting expires
- record additional audio greetings, for example greetings to be used out-of-hours or during an extended absence
- override your default greeting with a temporary greeting for a defined period of time.

Once you have made any changes, you should click Apply to confirm your choices.

15.7 ACCOUNT CODES

The Account Codes tab lets you configure your account codes service. Exactly what is configurable within this section will depend on the permissions that your administrator has given you.

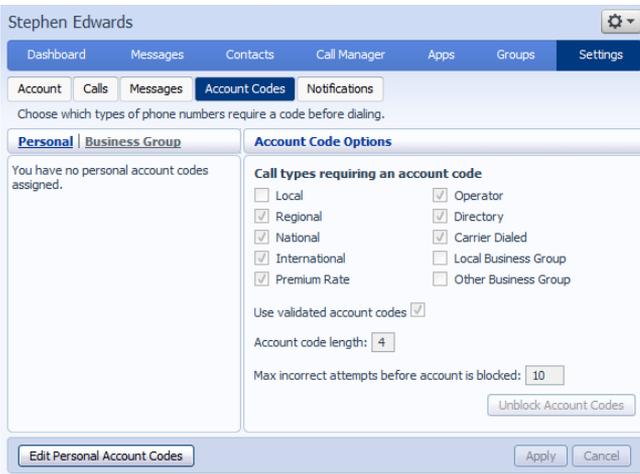


FIGURE 43 SETTINGS - ACCOUNT CODES TAB

For more details on the account codes services, see section 8.3 or speak to your administrator.

15.7.1 ACCOUNT CODE OPTIONS

The Account Code Options window shows you the settings which your administrator has set up for the account code service.

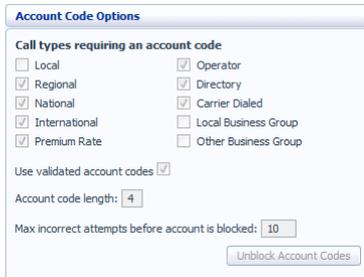


FIGURE 44 ACCOUNT CODE OPTIONS

- Call types requiring an account code show you the types of calls which will require you to enter a code once you have dialed the number. In the example above, account codes are only required for International calls.
- Use validated account codes specifies whether your system uses validated or non-validated account codes.
- Account code length specifies the length of account codes you must enter.
- Max incorrect attempts before account is blocked specifies how many incorrect attempts to enter account codes are allowed in a row, before all calls requiring account codes are blocked.

15.7.2 BUSINESS ACCOUNT CODES

To view the list of valid account codes for your business, click on the Business Group link:



FIGURE 45 BUSINESS ACCOUNT CODES

15.7.3 PERSONAL ACCOUNT CODES

To view and edit your personal list of valid account codes, click on the Personal link:

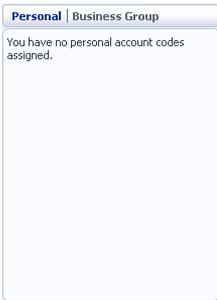


FIGURE 46 PERSONAL ACCOUNT CODES

To edit your list of valid account codes, click on Edit Personal Account Codes.



FIGURE 47 EDITING PERSONAL ACCOUNT CODES

To add an account code, follow these steps:

- Enter an account code in the Account Code text box.
- Enter a description for the code in the Description text box.

- Click on Add.
- Click on OK.
- Click on Apply.

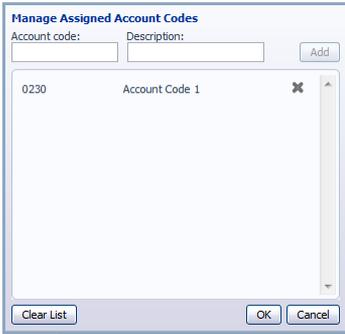


FIGURE 48 ADDING AN ACCOUNT CODE

To delete an account code, follow these steps:

- Click on the Cross icon to the right of the account code:
- Click on OK.
- Click on Apply.

Alternatively, to delete all of your account codes, follow these steps:

- Click on Clear List.
- Click on OK.
- Click on Apply.

15.7.4 UNBLOCKING ACCOUNT CODES

If your phone line is configured to use account codes, and an incorrect account code is entered too many times when making calls, your service will be blocked. To unblock this service, click on Unblock Account Codes.



FIGURE 49 UNBLOCK ACCOUNT CODES

For more details on Account Codes, see Section 8.3 or speak to your administrator.

15.8 NOTIFICATIONS

The Notifications tab allows you to set options for how you wish to receive notifications whenever a new message arrives for you.

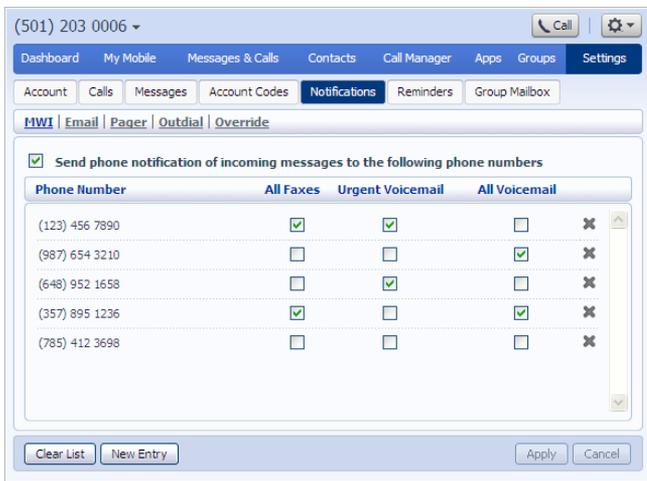


FIGURE 50 SETTINGS - NOTIFICATIONS TAB

15.8.1 MWI TAB

You can use the MWI tab to configure whether your phone should indicate to you when you have new messages.

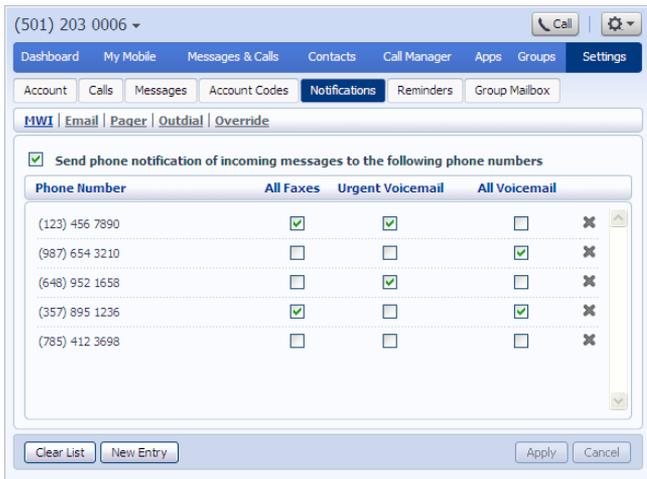


FIGURE 51 MESSAGING SETTINGS – MWI TAB

To activate your phone's messages indicator when any new faxes are waiting, follow these steps:

- Check All Faxes.
- Click on Apply.

To have all new voice messages activate your phone's messages indicator, follow these steps:

- Check All Voicemail.

- Click on Apply.

To have only urgent new voice messages activate your phone's messages indicator, follow these steps:

- Check Urgent Voicemail.
- Click on Apply.

15.8.2 EMAIL TAB

The Email tab allows you to configure Email notifications, which notify different email accounts when different sorts of messages are waiting.

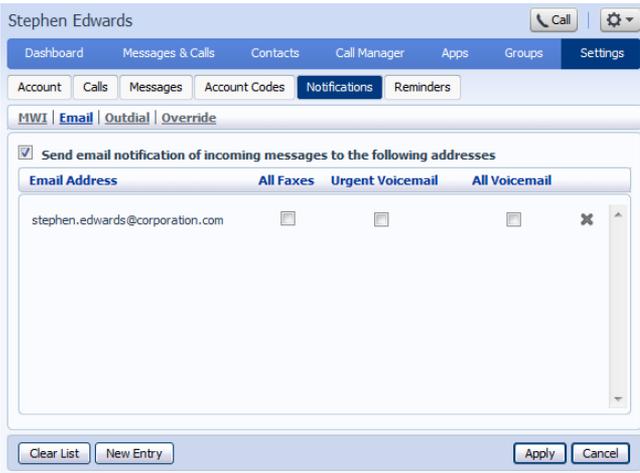


FIGURE 52 NOTIFICATION SETTINGS - EMAIL TAB

To add an email address to be notified, follow these steps:

- Click on New Entry:
- Enter the email address.
- Click on Add.
- Check whether you want All Faxes, Urgent Voicemail, or All Voicemail sent to this address.
- Click on Apply.

To delete an email address from this list, follow these steps:

- Click on the Cross icon to the right of the email address.
- Click on Apply.

To delete all email addresses from this list, follow these steps:

- Click on Clear List.
- Click on Apply.

15.8.3 OUTDIAL TAB

The outdial tab allows you to configure a telephone number that will be called whenever a new message arrives in your account.

(501) 203 0006 Call Settings

Dashboard My Mobile Messages & Calls Contacts Call Manager Apps Groups Settings

Account Calls Messages Account Codes **Notifications** Reminders Group Mailbox

MWI Email Pager **Outdial** Override

Send outdial notification of incoming messages, according to the [schedule](#):

Specify the phone number to send outdial notifications to:

Choose the incoming messages that should be notified to the specified phone number:

Urgent Voicemail All Voicemail All Faxes

Set the delay between receiving the message and receiving the notification for the message:

Delay for normal messages: hours Delay for urgent messages: hours

Set a retry limit and delay between retry attempts until the message is marked as read:

Number of outdial retry attempts: Stop retries when you answer the call

Delay between retries (minutes): Stop retries only when you access your voicemail

FIGURE 53 OUTDIAL NOTIFICATIONS

Using this tab, you can:

- enable or disable the Outdial notifications by clicking the box on the left-hand side of the screen. When Outdial notifications are disabled, the rest of the screen will be grayed out and you will not be able to make any changes to the configuration without enabling Outdial notifications first.
- choose which events – Urgent Voicemails, All Voicemails and/or All Faxes – will trigger a notification to your chosen number
- enter or modify targets for notification types.
- You can also
- configure a schedule containing periods when outdial notifications are sent – during inactive periods (for example overnight) any unheard message will still activate the MWI, but the outdial notification is postponed until the next active period in the schedule
- control the delay between receiving a message and sending out a notification
- control how many times, and at what interval, the system will retry a call if the notification is not acknowledged
- control what you have to do to acknowledge the notification: simply answer the outdial call, or proceed to access your voicemail. The second option prevents a notification being lost by an outdial call being picked up by an answering machine or by someone else.

15.8.4 OVERRIDE TAB

The Override tab allows you to override the schedules that you have configured for your pager and outdial notifications and send notifications according to an override profile.

Stephen Edwards

Dashboard Messages & Calls Contacts Call Manager Apps Groups Settings

Account Messages Account Codes Notifications Reminders

MWI | Outdial | **Override**

Override your outdial and pager notifications, sending them according to the schedule:

While the override profile is active, notify me by: **Outdial** Expiry date: 12 27 2012
month day year

Specify the phone number to send outdial notifications to: 1129000005

Choose the incoming messages that should be notified to the specified phone number:

Urgent Voicemail All Voicemail

Set a retry limit and delay between retry attempts until the message is marked as read:

Number of outdial retry attempts: 3 Stop retries when you answer the call

Delay between retries (minutes): 15 Stop retries only when you access your voicemail

Apply Cancel

FIGURE 54 NOTIFICATION SETTINGS - OVERRIDE TAB

Using the Override tab, you can

- enable or disable the override profile by clicking the box on the left-hand side of the screen. When the override profile is disabled, the rest of the screen will be grayed out and you will not be able to make any changes to the configuration without enabling the override profile first.
- determine what date the override profile will expire
- enter or modify targets for notifications
- choose which events – Urgent Voicemails or All Voicemails – will trigger a notification to your chosen number.

You can also

- configure a schedule containing periods when outdial notifications are sent – during inactive periods (for example overnight) any unheard message will still activate the MWI, but the outdial notification is postponed until the next active period in the schedule.
- control the delay between receiving a message and sending out a notification
- control how many times, and at what interval, the system will retry a call if the notification is not acknowledged
- control what you have to do to acknowledge the notification: simply answer the outdial call, or proceed to access their voicemail. The second option prevents a notification being lost because the call was picked up by an answering machine or by someone else.

15.9 REMINDERS

The Reminders tab lets you set up reminder calls.

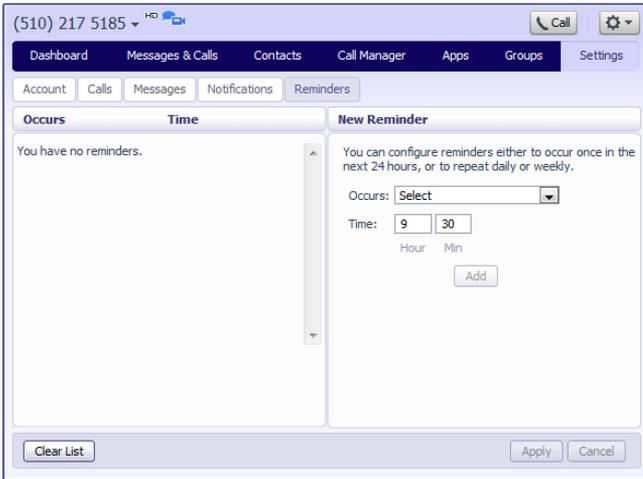


FIGURE 55 COMMPORTAL REMINDERS PAGE

15.9.1 ADDING REMINDERS

To add a new reminder, you use the New Reminder section:

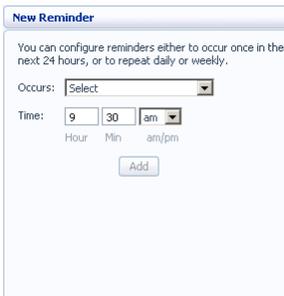


FIGURE 56 NEW REMINDER SECTION

To add a new reminder, follow these steps:

FIGURE 57 ADDING A NEW REMINDER

- Select when you want the reminder call to happen from the dropdown list. You can either choose for it to happen once in the next 24 hours, or for it to happen weekly on a certain day of the week.
- Enter the time you would like the reminder call using the Time boxes and dropdown list.
- Click on Add.
- Click on Apply.

15.9.2 DELETING REMINDERS

To delete a reminder, you use the Reminders list:

FIGURE 58 DELETING A REMINDER

To delete a reminder, follow these steps:

- Click on the cross icon to the right of the reminder in the list.
- Click on Apply.

Alternatively to delete all of your reminder calls, follow these steps:

- Click on Clear List.
- Click on Apply.

16 CLICK TO DIAL

You can make a phone call from within CommPortal by clicking on the Call button at the top of the screen

This pops up a window in which you can enter the number you want to dial:

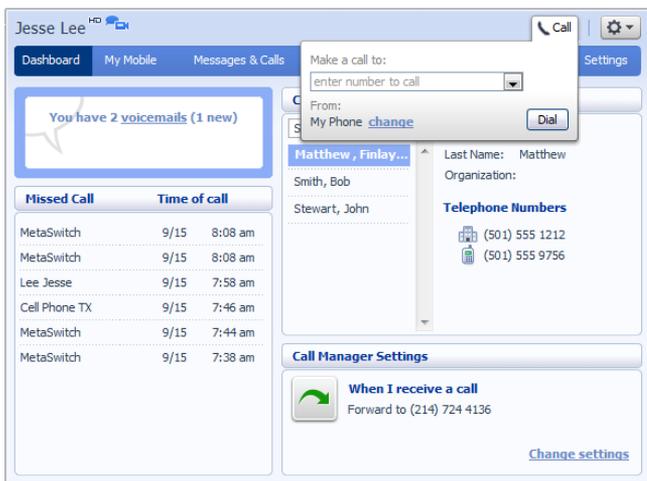


FIGURE 59 CLICK TO DIAL WINDOW

16.1 CALLING FROM YOUR REGULAR PHONE

To make a call from your regular desk phone, enter the phone number you want to call in the space provided and click Dial. Your phone will now ring.

When you answer it the number you entered will be called.



FIGURE 60 CLICK TO DIAL – CALL IN PROGRESS

Once the person you called has answered this will be displayed on your screen:



FIGURE 61 CLICK TO DIAL – CALL CONNECTED

16.2 CALLING FROM ANOTHER NUMBER

Click To Dial also allows you to make calls, from any phone with a direct dial number, so that they appear to come from your business line. This could be your cell phone, a payphone, or your home number.

Click the Call button and then the “Change” link and enter the number of the phone you want to use to make your call.



FIGURE 62 CLICK TO DIAL REMOTE TELEPHONE SETTINGS

You can now place a Click To Dial call. This will cause the number you entered as the remote telephone to ring. When you answer this phone your Click To Dial call will be set up.

17 CONFIGURING YOUR PHONE'S KEYS

You configure your phone's keys using the Phone Configurator. To launch the Phone Configurator, follow these steps:

- Select the Settings page in CommPortal.
- Select the Phones tab.
- Click on the Configure Your Phone link.

This launches a new browser window for the Phone Configurator. You must have Adobe Flash Player version 9 or later installed to use the Phone Configurator.

17.1 USING THE PHONE CONFIGURATOR'S GRAPHICAL VIEW

Once you have launched the Phone Configurator you will be presented with an image of your phone:

NOTE: The images used in this document may not match your phone type, but all described functions remain the same as listed below.



FIGURE 63 PHONE CONFIGURATOR GRAPHICAL VIEW

The examples shown in this document show an Aastra 57i phone with a 560M sidecar. Your phone model may differ from the one shown.

If you have a phone with one or more sidecars, you can zoom in on the phone, or a sidecar, by hovering your mouse pointer over it:



FIGURE 64 PHONE CONFIGURATOR – PHONE AND SIDECAR VIEW

You can see whether you can modify a key by hovering your mouse over the key. If the key glows blue you can configure it. If it glows red, you cannot.



FIGURE 65 CONFIGURABLE KEY

To select a key, click on it. This will launch a pop-up allowing you to configure the key:



FIGURE 66 CONFIGURING A KEY

Use the drop-down list to select the operation you'd like that key to perform:

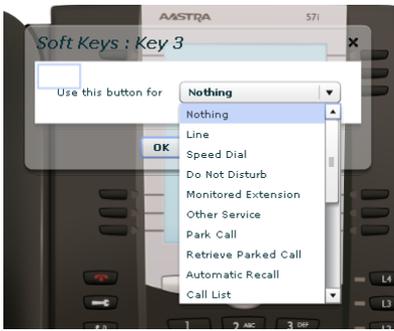


FIGURE 67 CONFIGURING A KEY

The possible options are as follows (although not all of these options may be enabled on Metronet’s HPBX system):

- Nothing – this is used when a key is not assigned a function.
- Line – this key is used for your phone line. Pressing this key will cause the phone to go off-hook and ask you for digits to dial. When calls come into that phone line, this key can be used to answer those calls.
- Speed Dial – this configures the key as a speed dial as described in Section 8.1.
 - Enter the number you want this Speed Dial to call in the box provided.
- Do Not Disturb – configures the key as a Do Not Disturb key as described in Section 5.
- Monitored Extension – allows you to monitor another line as described in Section 8.2.
 - Enter the number of the extension you want to monitor in the box provided.
- Other Service – this is reserved for future services.
- Park Call – this is used to park calls as described in Section 5.5.
- Retrieve Parked Call – this is used to retrieve parked calls as described in Section 0.
- Automatic Recall – this sets up the key as a speed dial to call the Automatic Recall access code.
- Call List – this configured the key to show you recent calls.
- Directory – this configures the key to provide you with the phone's list of contacts.
- Services – this configures the key to provide to access to services configured on your phone.
- Voicemail – this configures the key as a speed dial to access your Voicemail.
- Last Caller ID Erasure – this configures the key as a speed dial to call the access code which clears the network list of your recent calls.
- Automatic Callback – this configures the key as a speed dial to call the Automatic Callback service.
- Trace Call – this configures the key as a speed dial to call the Call Trace service.
- Line Identity – this configures the key as a speed dial to call the Line Identify service, which reads back your phone number.
- Group Pickup – this configures the key as a speed dial for the Group Pickup service, described in Section 14.2.2.
- Directed Pickup – this configures the key as a speed dial to pick up calls ringing on a particular line.
 - Enter the number of the extension you want to pick up calls for in the box provided.

Whichever option you chose for your key you may enter a label for the key. If your phone has a display next to the key you configured this label will be shown on the phone display.

Once you have finished configuring your key click on OK. The picture of the phone will be updated with the label you gave your new key assignment.



FIGURE 68 CONFIGURED KEY WITH LABEL

Once you have finished configuring your keys, click on Save changes to save your changes. Your phone will pick up the changes you have made overnight. If you want the phone to apply the changes immediately, reboot it, by unplugging it and plugging it back in.

17.2 TABLE VIEW

There is a more advanced and powerful interface for configuring your phone, which can be accessed by clicking on the table view icon at the bottom right of the screen: .

NOTE: This view is normally used by the administrator to make changes to the behavior of your phone, but you can use it to make changes to your advanced settings. For more detail on doing this speak to your administrator, or see the Metaswitch Hosted IP PBX Administrator Guide.

18 FEATURE ACCESS CODES

This section lists Metronet's HPBX system's most commonly used access codes for analog devices.

ACCESS CODES

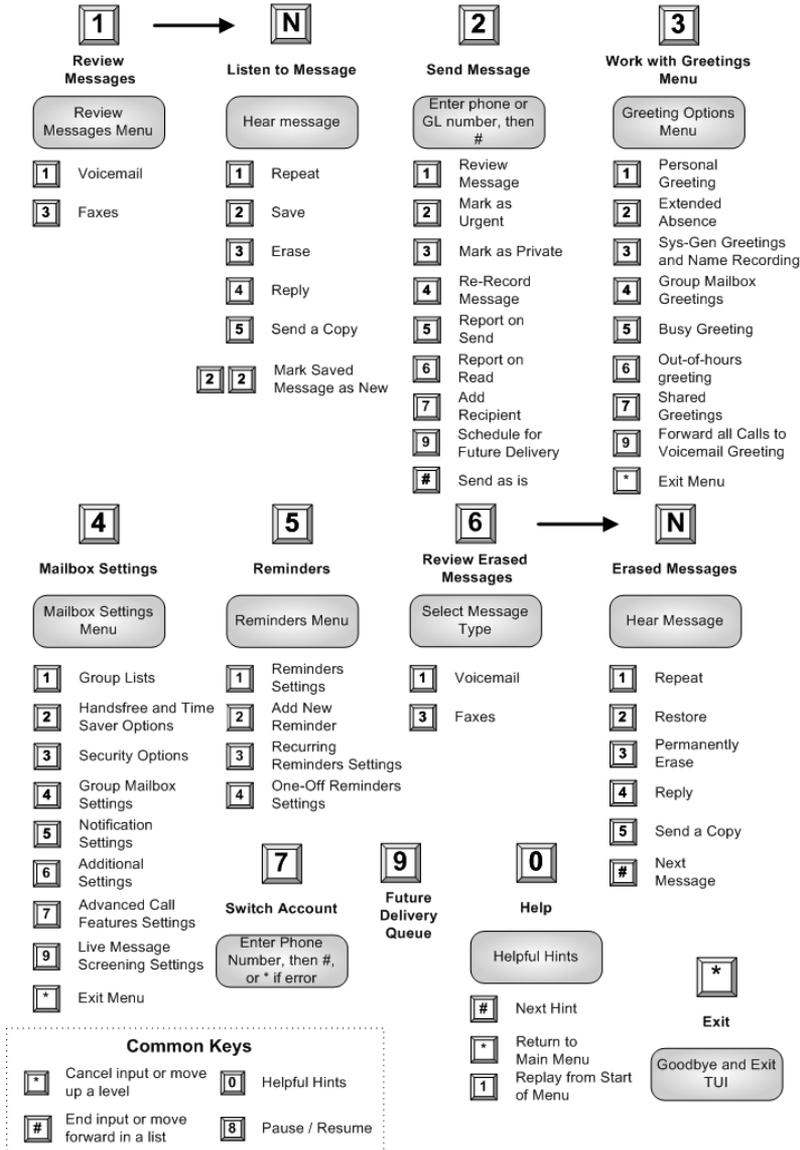
Immediate Call Forwarding Activation	*72
Immediate Call Forwarding Deactivation	*73
Busy Call Forwarding Activation	*68
Busy Call Forwarding Deactivation	*88
No Answer Call Forwarding Activation	*32
No Answer Call Forwarding Deactivation	*82
Park Call	*53
Retrieve Parked Call	*54
Do Not Disturb Activation	*78
Do Not Disturb Deactivation	*79
Automatic Recall	*69
Voicemail	*98

19 VOICEMAIL REFERENCE

19.1 NAVIGATION DIAGRAM

The following map details the Main Menu of Metronet's voicemail system. It shows you the keys you need to press to navigate to the various sections of the system.

Once you become familiar with the voicemail platform and know which buttons to press, you can save time by making your choice straight away. You do not have to wait for your chosen option to be read out before you select it.



19.2 COMMON KEYS

You can press the following common keys at any point when accessing the voicemail system. They behave in the same way whichever menu you are listening to.

Key	Function
8	Wait a while Pauses all activity for 30 seconds, and then returns you to the beginning of the section you are listening to. While the activity is paused, you can also press any key to return to the beginning of the section without having to wait for 30 seconds.
*	Back up This key performs one of two functions, depending on what you are doing at the time. When recording a message or entering numbers, it cancels the current input, and you are prompted to enter the input again. Otherwise, it takes you up a level of the menu system. Pressing * repeatedly is one way to cancel operations by working your way back up through the menus until you reach the Main menu.
#	Move on This key performs one of two functions, depending on what you are doing at the time. When recording a message or entering numbers, # is used to indicate the end of your input. Otherwise, it is used to move forward in a list of options.
0	Get Help This key plays helpful hints about the Metronet voicemail system.

19.3 PLAYBACK KEYS

Key	Function
#	If you press # during the playback of a message header (details of the date and time of the message, and the caller's name or number), you will skip straight to the message body. If you press # during the playback of the message body, you will skip to the next message.
1	Play the message again from the beginning
2	Save the message and go to the next message
3	Erase the message
4	Reply to the message (either by sending a reply voicemail or by phone call)
5	Forward the message to another Metronet subscriber
6	Increases the volume of the message. You can press this several times to incrementally increase the volume. However, you should not press 6 repeatedly in quick succession, otherwise rather than increase the volume you will hear details of the date and time of the message as for 66 described below.
7	Slows the playback of an audio message. You can press this several times to incrementally reduce the speed of the message. However, you should not press 7 repeatedly in quick succession, otherwise you will skip back 5 seconds - as for 77 described below.
8	Pauses the playback of the message for up to 20 seconds. A recurring "ping" sound informs you that the message is paused. Pressing 8 again resumes playback.
9	Speeds the playback of an audio message. You can press this several times to incrementally increase the speed of the message. However, you should not press 9 repeatedly in quick succession, otherwise you will skip forwards 5 seconds - as for 99 described below.
11	Returns to the Previous Message
66	To hear details of the date and time of the message and the caller's name or number
77	Skips back 5 seconds
99	Skips forwards 5 seconds

20 QUICK REFERENCE INFORMATION

QUICK REFERENCE INFORMATION

Your phone number
Your extension
Code to dial an external number
Your administrator
Your administrator's phone number
Repairs, Questions, or Concerns about your service 877-407-3224

REMOTE ACCESS NUMBERS

City	Voicemail Access	Remote Call Forward
New Castle	765-388-2212	765-520-2723
Connersville	765-222-1212	765-403-1723
Seymour	812-271-1212	812-519-0723
Greencastle	765-301-9212	765-848-1723
Vincennes	812-316-0212	812-255-0723
Madison	812-274-0212	812-274-2723
North Vernon	812-352-6212	812-953-1723
North Manchester	260-306-3212	260-306-2723
Wabash	260-274-0212	260-274-2723
Huntington	260-200-1212	260-504-2723
Lebanon	765-481-2723	765-481-2212
Lafayette	765-250-8212	765-250-8723

CONFERENCE ACCESS NUMBERS

Connersville	(765) 222-1522
Evansville	(812) 213-1522
Franklin	(317) 739-0522
Greencastle	(765) 301-9522
Huntington	(260) 200-1522
La Fountain	(765) 371-1522
Lebanon	(765) 481-2522
Madison	(812) 274-0522
New Castle	(765) 388-2522
North Manchester	(260) 306-3522
North Vernon	(812) 352-6522
Seymour	(812) 271-1522
Vincennes	(812) 316-0522
Wabash	(260) 274-0522
Whiteland	(317) 530-0522

