Secure Cloud Solutions Hosted IP PBX End User Guide Polycom SoundPoint IP Phones

January 2010

TABLE OF CONTENTS

1. INTRODUCTION

Welcome to your new phone!

This document describes the features of your phone, including the web management tool, CommPortal.

If after referring to this Guide you're still having problems with your phone 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, 4 or 5 digit number, and may begin with #.

Note that depending on your phone type and configuration the call may not complete automatically once you have finished dialing and you may need to hit the **Send** 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 phone system you may need to dial a code at the beginning of the phone number to indicate you are making an external call.

Note that depending on your phone type and configuration the call may not complete automatically once you have finished dialing and you may need to hit the **Send** 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 that depending on your phone type and configuration the call may not complete automatically once you have finished dialing and you may need to hit the **Send** 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 **Send**.

2.5 Ending Calls
3. ANSWERING CALLS

To end a call replace the handset, or press the **End Call** key.

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 either the **Speaker** or **Answer** key.

4. CALL FORWARDING

4.1 Introduction

Your phone 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 12.2* for instructions on doing this.   This section provides instructions on how to set up Call Forwarding using your handset.

4.2 Immediate, Busy and No Answer Call Forwarding using the Handset

4.2.1 Enabling

To use your handset to enable Immediate, Busy or No Answer Call Forwarding dial the access code for the type of call forwarding you want to enable followed by the number you wish to forward calls to.

For example, to use immediate call forwarding to forward all calls to extension 1004, you would dial *721004.   Depending on the configuration of your phone system this may set up a courtesy call to the number you are forwarding calls to.   The system will only enable call forwarding if this courtesy call is answered.

4.2.2 Disabling

To disable call forwarding dial the disable code for that type of call forwarding.

Type of forwarding	Enable Code	Disable Code
Immediate/Unconditional	***72**	***73**
Busy	***90**	***91**
No Answer/Delay	***92**	***93**

4.3 **Selective Call Forwarding using the Handset**

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

The Selective Call Forwarding feature can be configured by dialing ***63**. This feature provides voice prompts to help you with setting it up.

4.4 Remote Access to Call Forwarding

You phone system also supports setting up Call Forwarding remotely using any phone. To use this feature, follow these steps:

1   Dial the remote access to call forwarding number.

2   Enter your full 10-digit phone number followed by **#**.

3   Enter your remote access to call forwarding PIN followed by **#**. Note that this PIN is different from your CommPortal password.

4   Enter the access code of the call forwarding service you wish to configure.

5   If you are enabling call forwarding the system will then provide a broken dialtone. Enter the number you would like calls forwarded to.

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.

To retrieve the call, press the **Resume** key or press the **Hold** key again.   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, using the arrow keys to select the call to retrieve.

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 depending on your phone type you should 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

To transfer a call, follow these steps:

1   Press the **Transfer** key – this places the current call on hold.

2   Dial the number of the person you want to transfer the call to.

3   If you want to transfer the call before the other person answers, press the **Blind** key.

4   Alternatively wait until the person has answered before completing the transfer by pressing the **Xfer** key.

5.4 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 **Conference** key.

2   Dial the person you want to join you call.

3   Once this person has answered press the **Conference** key again to set up the three way call.

5.5 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.   To part a call, follow these steps:

1   Initiate call transfer by pressing the **Transfer** key.
2   Dial the Call Park access code ***45**.
3   Listen to the park orbit number where the call will be parked.
4   Complete the call transfer by pressing **Transfer** again.

5.6 Retrieving a parked call

To retrieve a parked call lift the handset and dial the Call Retrieve access code ***48** followed by the park orbit number.For example, to retrieve a call parked on orbit 1, you should dial *481.

5.7 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 in the upper right corner.

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 you 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.

Type of forwarding	Enable Code	Disable Code
Immediate/Unconditional	***72**	***73**
Busy	***90**	***91**
No Answer/Delay	***92**	***93**

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 #
Immediate Call Forwarding Activation	*72 + *number to forward to*
Immediate Call Forwarding Deactivation	*73
Busy Call Forwarding Activation	*90 + *number to forward to*
Busy Call Forwarding Deactivation	*91
No Answer Call Forwarding Activation	*92 + *number to forward to*

7. OTHER PHONE FEATURES

7.1 Speed Dials

You phone system supports three different sorts of speed dials.

1 Depending on your phone model, keys on your phone can be configured to automatically call certain destinations.

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 11.2.*

3 Your phone system also supports Short Codes. These are short (usually 3, 4 or 5 digit) numbers which are speed dials that can 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 11.4* for how to do this.

7.2 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 unvalidated 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 unvalidated 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 15.2*

7.3 Headset

Most of the models of phones supported by your phone system allow you to connect a headset. This allows you to make and take calls will 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.

7.4 Further Information
8. INTRODUCING COMMPORTAL

If you want a more detailed description of the operation of your model of phone, please refer to the manufacturer's instructions.

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 phone's and phone system's settings.

8.1 Accessing

To access CommPortal point a browser at https://myportal.saddlebackcomm.com

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.

8.2 Logging In

The following shows a sample CommPortal login page.

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

8.3 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.

Along the top of the window are a series of tabs which you can select to take you to the different pages within CommPortal.
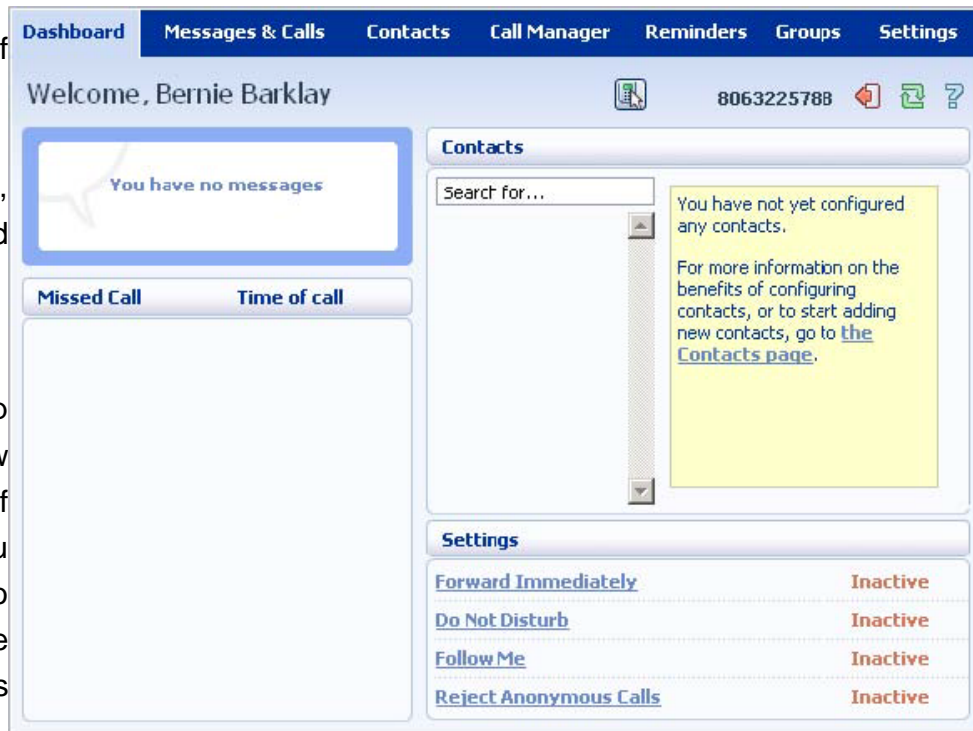
☐**Dashboard**. This is the at-a-glance summary you see when you first log into CommPortal.

☐**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 logout 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.

8.4 Getting Help
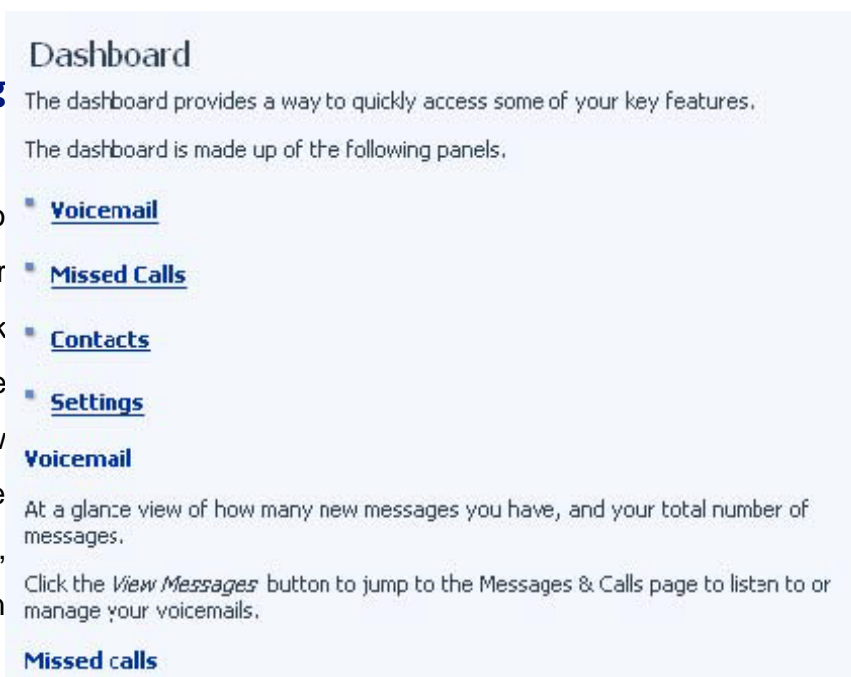
If you need some assistance with using CommPortal, you can click on the **Help** icon:

This will cause another browser window to pop-up with help for the page you are currently using:

8.5 Refreshing a Page

Dashboard

The dashboard provides a way to quickly access some of your key features.

The dashboard is made up of the following panels.

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 **Refresh** icon:

- **Voicemail**
- **Missed Calls**
- **Contacts**
- **Settings**

Voicemail

At a glance view of how many new messages you have, and your total number of messages.

Click the *View Messages* button to jump to the Messages & Calls page to listen to or manage your voicemails.

Missed calls

8.6 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 **Logout** icon:

9. COMMPORTAL DASHBOARD

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

Here is an example Dashboard:

9.1 Messages

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

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*.

9.2 Missed Calls

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

To see other types of calls, go the **Messages & Calls** page, described in *Section 10*.

9.2.1 Call Back

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

1. Right click on the number of the caller.

2. Select the **Dial** option.

9.3 Contacts

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

Missed Call	Time of call	
8063225789	3/20	10:51 am

Missed Call	Time of call	
8063225789	3/20	10:51 am
Dial 8063225789		

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:

To cancel the search and view all of your contacts, delete the search text you entered. To add, modify or delete Contacts, see *Section 11*.
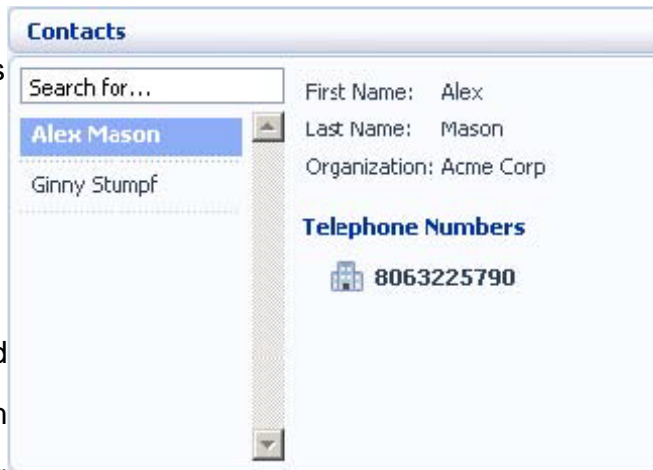
9.4 Settings

Your main settings will be shown at the bottom right of CommPortal. This shows you the current status of your main phone line settings:
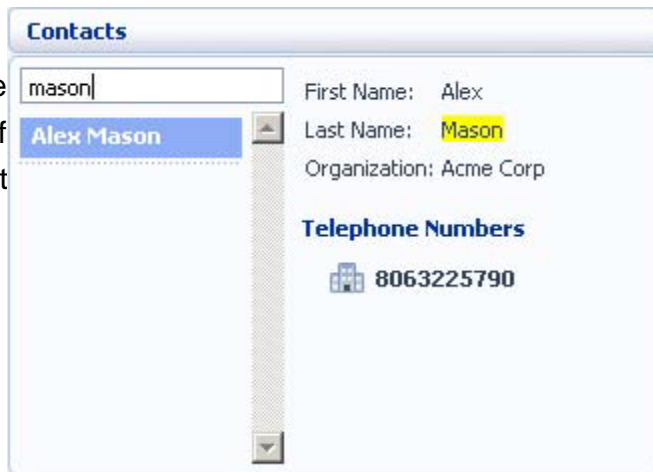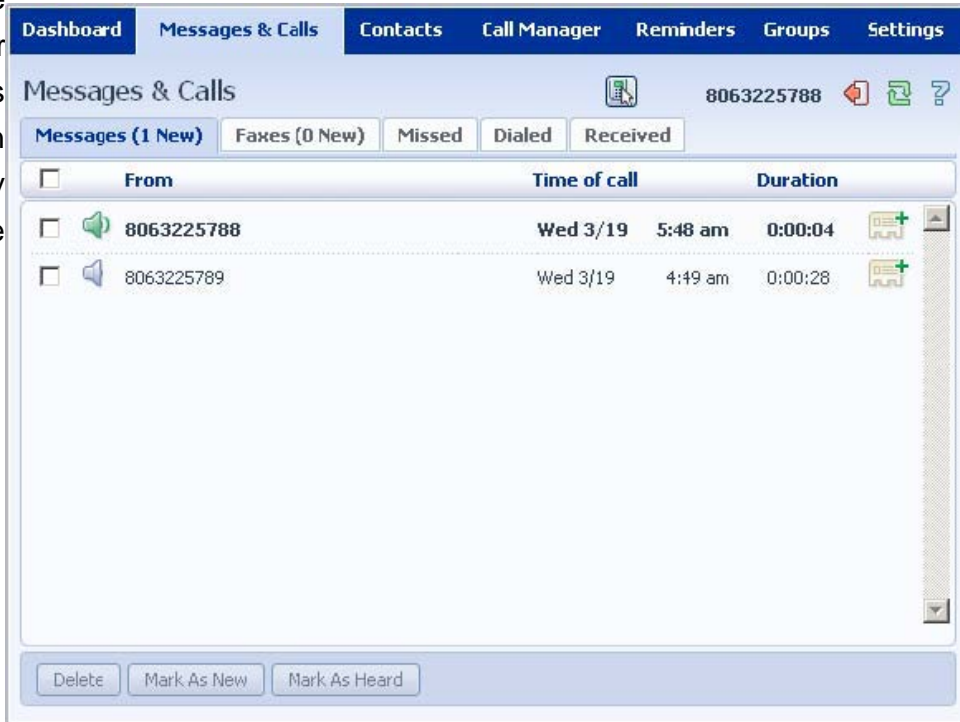
In the example above Call Forwarding Immediate, the Follow Me service and Anonymous Call Rejection are all inactive (disabled).

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 12*.

10. MESSAGES & CALLS

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

☐ **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. ☐ **Received** shows the recent calls you have answered.

Each of these sections is described in more detail below.

10.1 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:

10.1.1 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.

With this player you can:
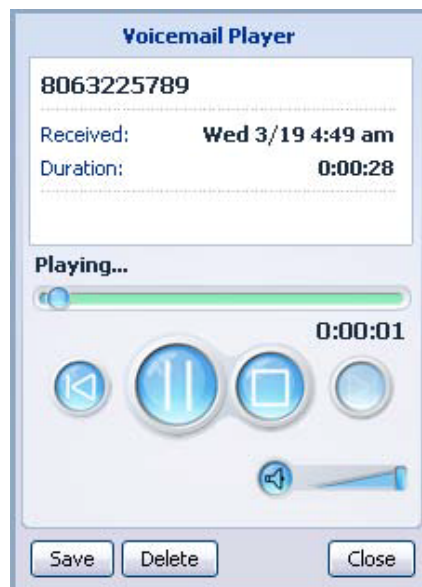
☐See when the message was received and how long it is. ☐Pause, rewind and fast forward the message. ☐Mute the player or change the volume. ☐**Delete** the message, or **Save** it to disk. ☐ **Close** the player.

10.1.2 Deleting a Message

To delete a voice message, follow these steps:

1   Select the voice message (or messages) to delete by selecting the checkbox to the left of the message:

2   Click on **Delete**.

10.1.3 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:

1   Select the voice message (or messages) to mark as heard by selecting the checkbox to the left of the message:
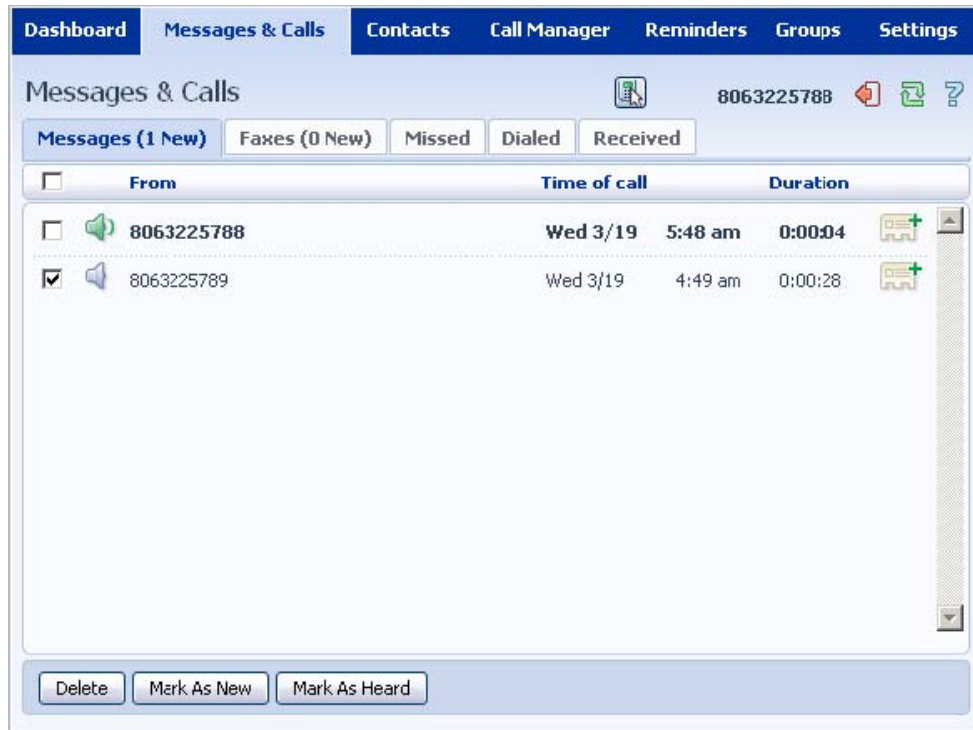
2   Click on **Mark As Heard**.

10.1.4 Marking a Message as New

To mark a message as new, follow these steps:

1   Select the voice message (or messages) to mark as new by selecting the checkbox to the left of the message:
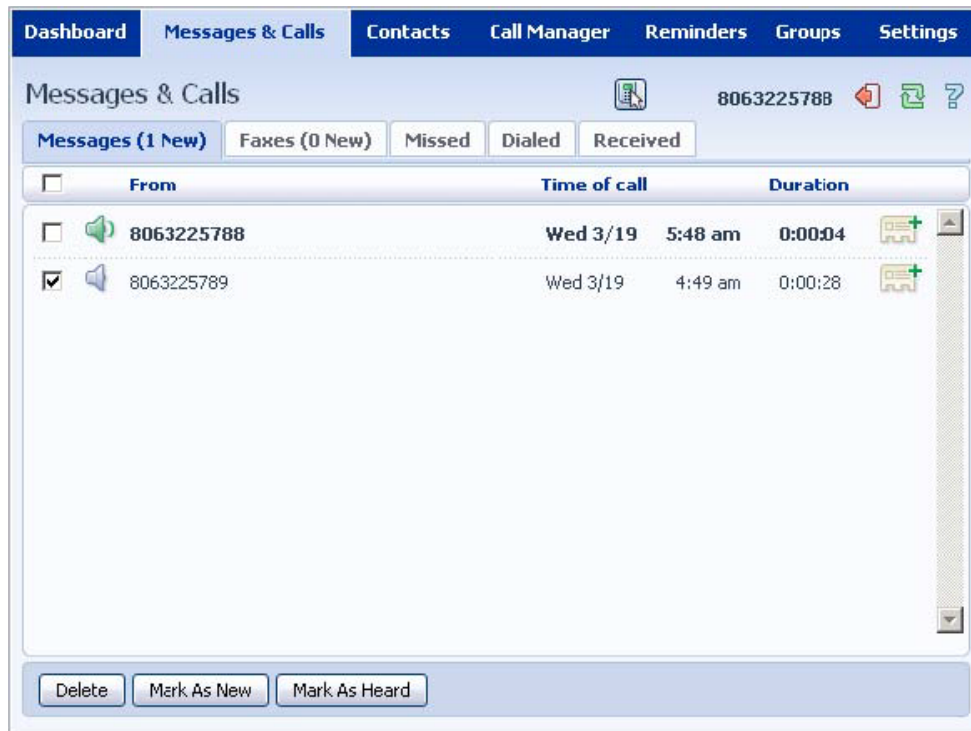
2   Click on **Mark As New**.
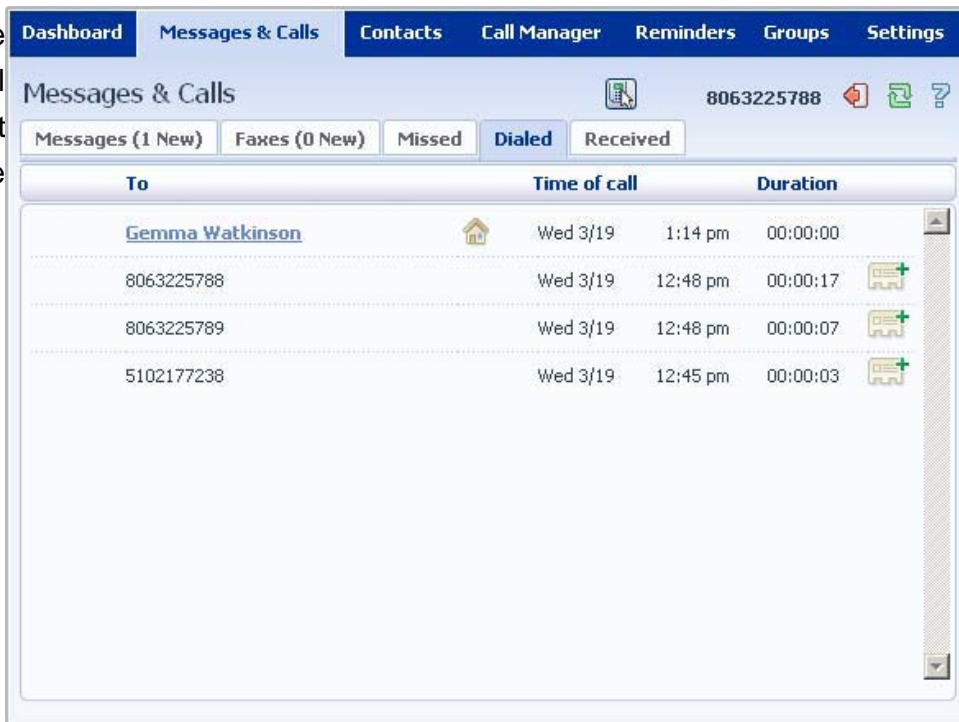
10.1.5 Add Caller to Contacts

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

1   Click on the **Add to Contacts** icon to the right of the voicemail:

2   This will take you to the **Contacts** page.   Enter the details for your new contact and click on **Save**. See *Section 11* for more information on using the **Contacts** page.
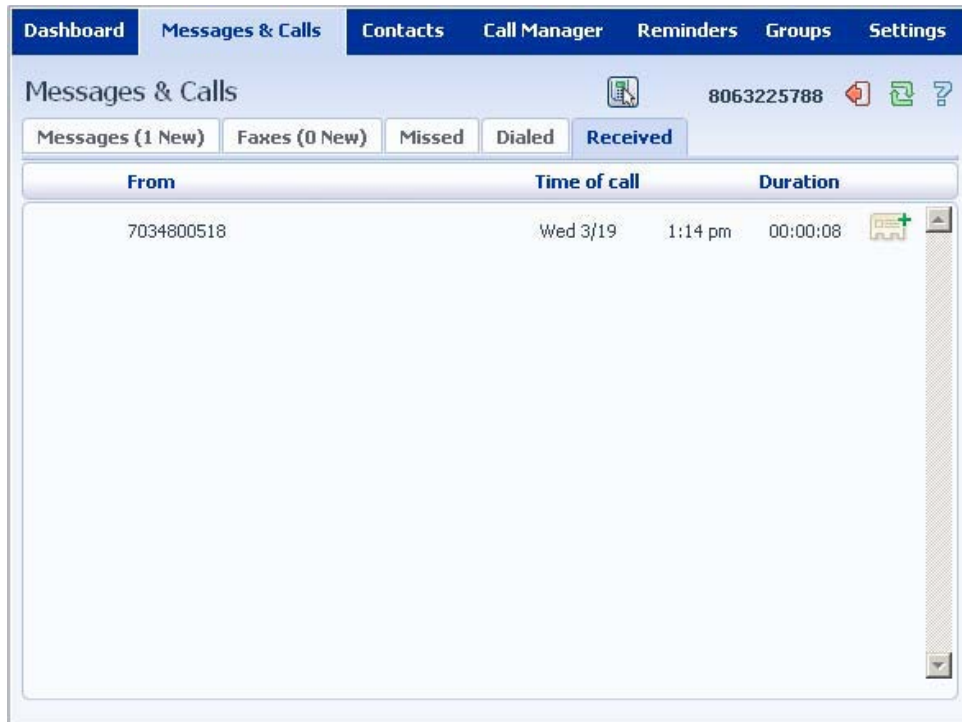
10.2 Faxes

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

10.3 Missed

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

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:

10.3.1 Add Caller to Contacts

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

1.   Click on the **Add to Contacts** icon to the right of the call information:

2.   This will now take you to the **Contacts** page.   Enter the details for your new contact and click on Save.   See *Section 11* for more information on this.

10.4 Dialed

This page shows you all of the recent calls you have made.

Dashboard	Messages & Calls	Contacts	Call Manager	Reminders	Groups	Settings

Messages & Calls   8063225788

Messages (1 New)	Faxes (0 New)	Missed	Dialed	Received

To		Time of call		Duration	
Gemma Watkinson	🏠	Wed 3/19	1:14 pm	00:00:00	
8063225788		Wed 3/19	12:48 pm	00:00:17	
8063225789		Wed 3/19	12:48 pm	00:00:07	
5102177238		Wed 3/19	12:45 pm	00:00:03	

10.4.1 Add Dialed Number to Contacts

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

1.   Click on the **Add to Contacts** icon to the right of the call information:

2.   This will now take you to the **Contacts** page.   Enter the details for your new contact and click on Save.   See *Section 11* for more information on using the **Contacts** page.

10.5 Received

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

10.5.1 Add Number to Contacts

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

Dashboard	Messages & Calls	Contacts	Call Manager	Reminders	Groups	Settings

Messages & Calls   8063225788

Messages (1 New)	Faxes (0 New)	Missed	Dialed	Received

From	Time of call	Duration
7034800518	Wed 3/19 1:14 pm	00:00:08

1   Click on the **Add to Contacts** icon to the right of the call information:

2   This will now take you to the **Contacts** page.   Enter the details for your new contact and click on Save.   See *Section 11* for more information on using the **Contacts** page.

11. CONTACTS

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

□**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.
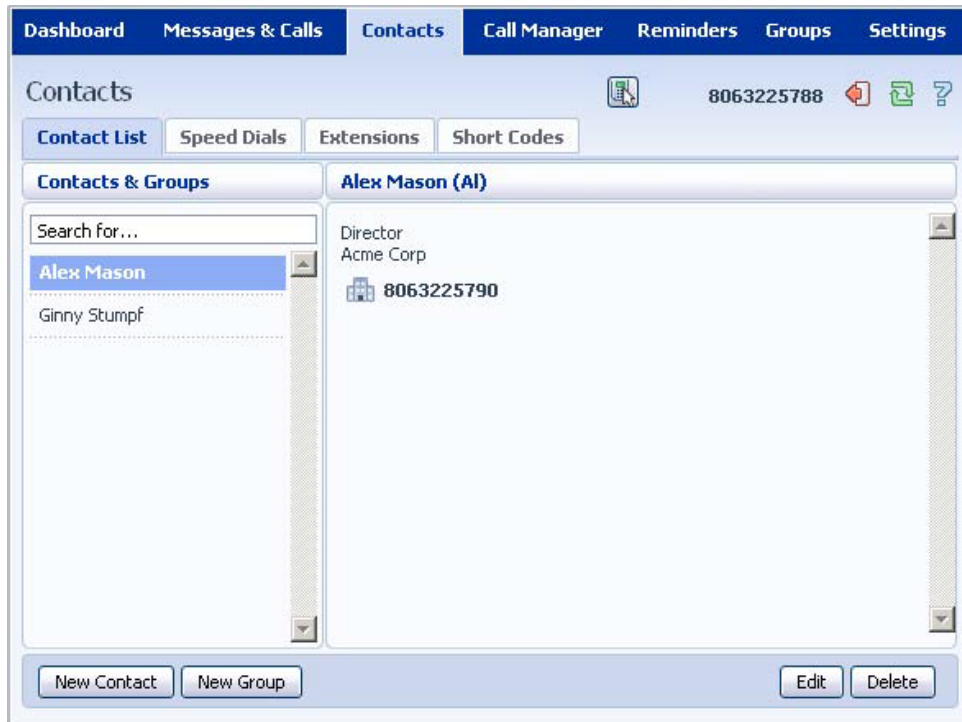
□**Short Codes** shows you your business's numeric speed dials.

Each of these sections is described in more detail below.
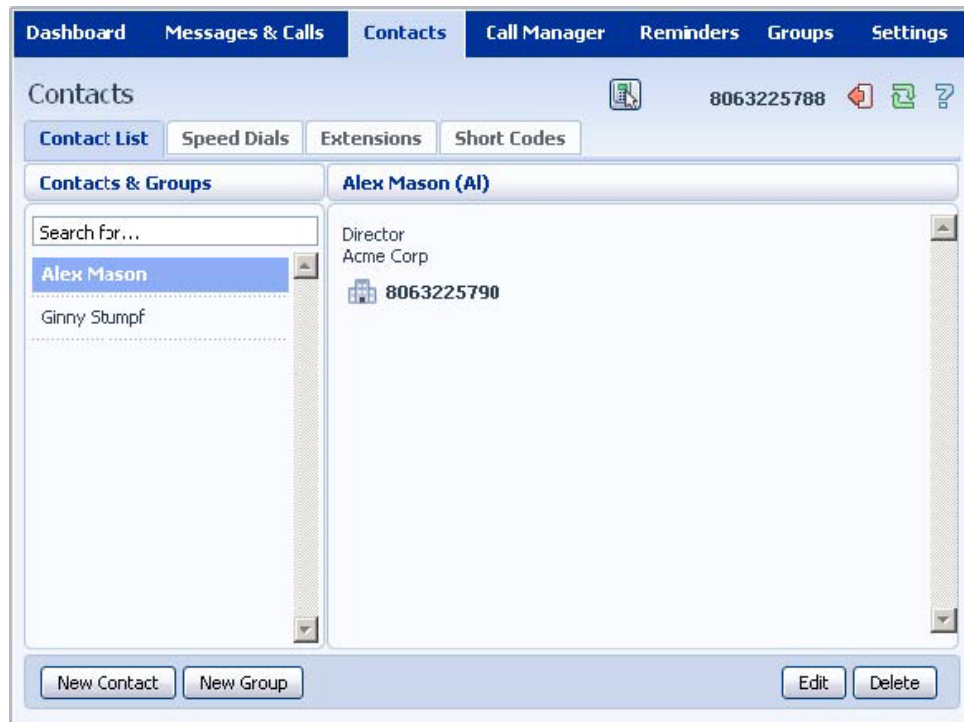
11.1 Contact List

The Contact List shows you all of your contacts:

| Dashboard | Messages & Calls | Contacts | Call Manager | Reminders | Groups | Settings |

Contacts

8063225788

| Contact List | Speed Dials | Extensions | Short Codes |

Contacts & Groups | **Alex Mason (Al)**

Search for...

Alex Mason

Ginny Stumpf

Director
Acme Corp

🏢 8063225790

New Contact | New Group

Edit | Delete

11.1.1 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:

To cancel the search and view all of your contacts, delete the search text you entered.
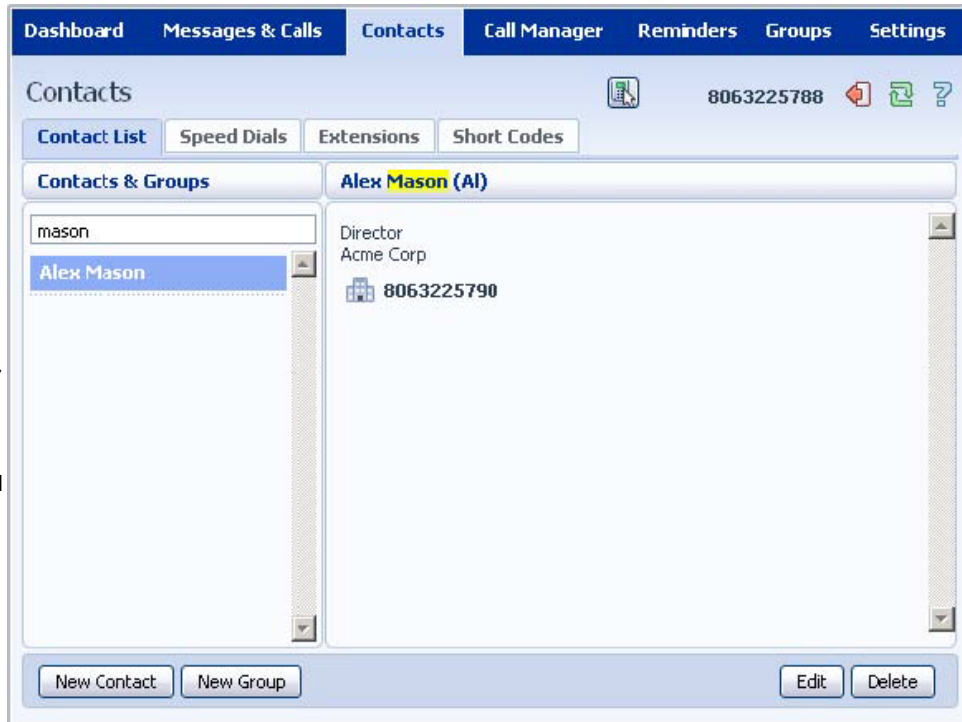
11.1.2 Add a New Contact

To add a new Contact, follow these steps:

1   Click on **New Contact**.

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

3   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.

4   Enter any addresses for your contact in the text boxes provided.

5   Hit **Save**.

| Dashboard | Messages & Calls | Contacts | Call Manager | Reminders | Groups | Settings |

Contacts

8063225788

| **Contact List** | Speed Dials | Extensions | Short Codes |

Contacts & Groups

Search for...

Alex Mason

Ginny Stumpf

ZIP

Country

Address | NewCorp address

City | NewTown

State | AnyState

ZIP | 00000

Country | US

Save Cancel

You new contact will now have been added.

11.1.3 Editing a Contact

To edit a contact, follow these steps:

1. Select the contact you wish to edit from the list on the left hand side of the screen.

| Dashboard | Messages & Calls | Contacts | Call Manager | Reminders | Groups | Settings |

Contacts   8063225788

| **Contact List** | Speed Dials | Extensions | Short Codes |

| **Contacts & Groups** | **MyNew Contact (Newbie)** |

Search for...

MyNew Contact

Alex Mason

Ginny Stumpf

Newbie
NewCorp

🏠 5555551234

🏢 NewCorp address
NewTown
AnyState
00000
US

[New Contact] [New Group]   [Edit] [Delete]

2. Click **Edit**.

3. Modify or add any details.

4. Click **Save**.
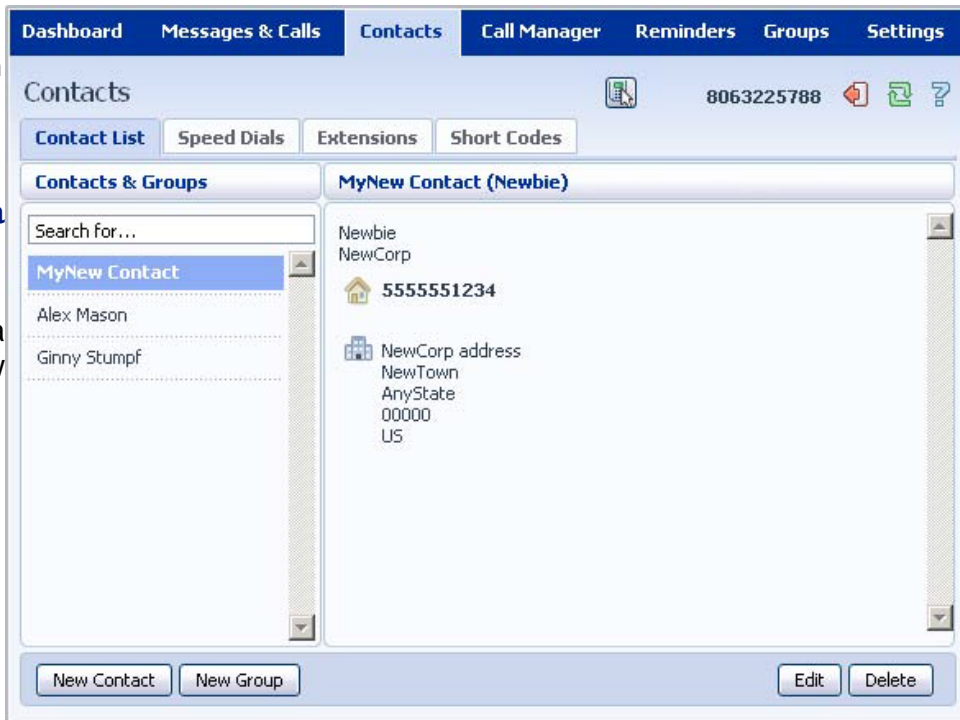
11.1.4 Deleting a Contact

To delete a contact, follow these steps:
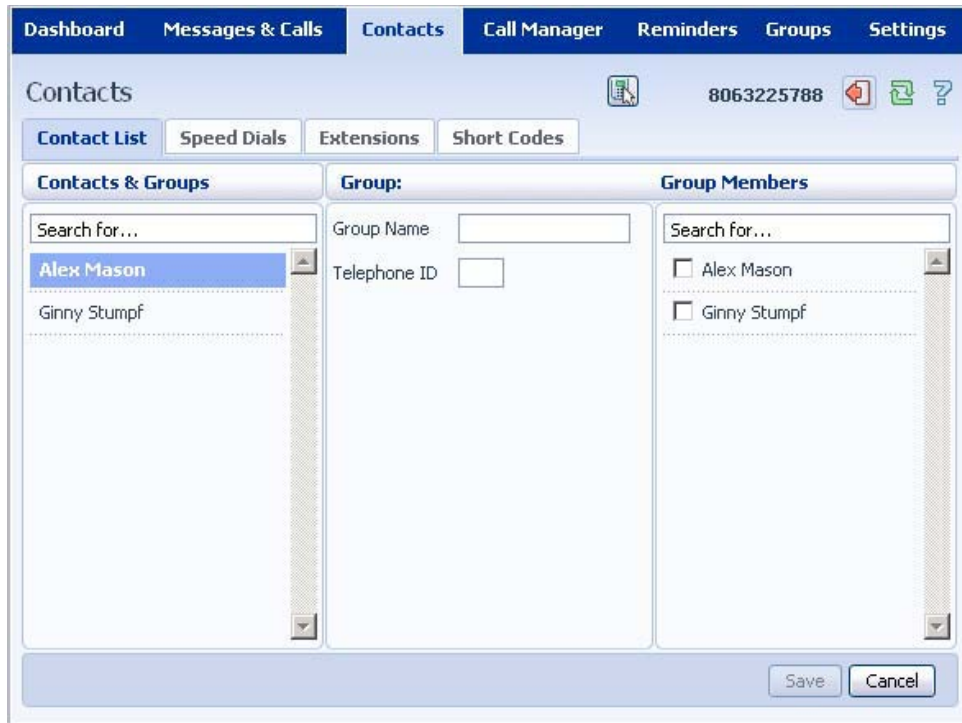
1. Select the contact you wish to delete from the list on the left hand side of the screen.

2. Click **Delete**.

11.1.5 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:

1. Click on **New Group**.

2. Enter a name for the group in **Group Name**.

3. Enter an ID for the group in **Telephone ID**.

4. Select any contacts you want to be in the group from the list on the right hand side.

5. Click on **Save**. The new group will now appear in the Contacts & Groups section:
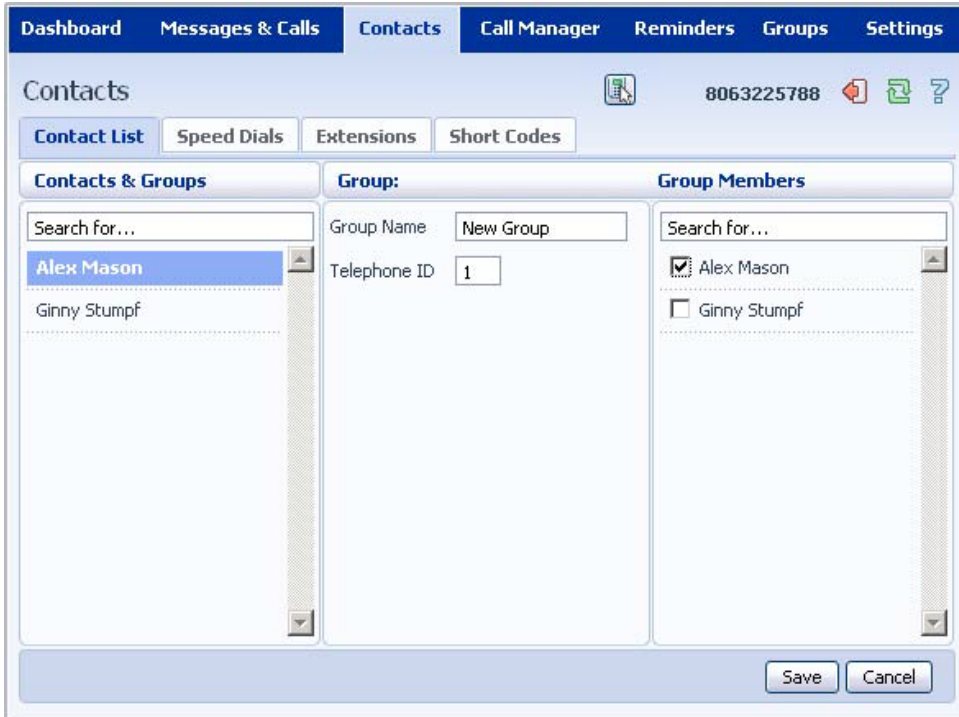
By selecting a group you can search within it for the group members, by using the **Search for** box on the right hand side of CommPortal.
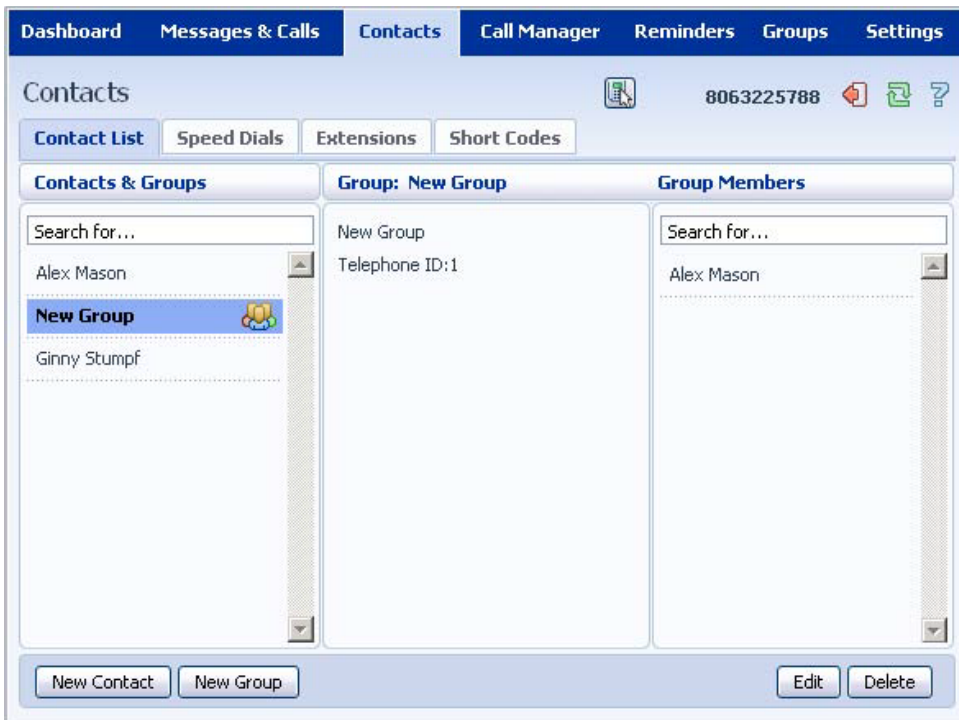
To edit a group, follow these steps:

1. Select the group on the left hand side.
2. Click on **Edit**.
3. Change the group settings, or members.
4. Click on **Save**. To delete a group, follow these steps:

1. Select the group on the left hand side.
2. Click on **Delete**.

11.2 Speed Dials

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

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.

| Dashboard | Messages & Calls | Contacts | Call Manager | Reminders | Groups | Settings |

Contacts   8063225788

| Contact List | **Speed Dials** | Extensions | Short Codes |

Makes dialing faster by allowing you to assign a one or two digit code to speed dial to different telephone numbers. One digit codes can range from 2-9. Two digit codes can range from 20-49.

Speed Dial Number   **New Speed Dial**

You have no speed dials set up.

Speed Dial: 2

Number:

Add

Clear List   Apply   Cancel

11.2.1 Adding a Speed Dial

To add a speed dial, follow these steps:

1   Select the number for the speed dial you'd like to set up from the **Speed Dial** drop down list.

2   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.

3   Click on **Add**.

4   Repeat steps 1-3 for any other speed dials you want to set up.

5   Click on **Apply** to save your changes.

11.2.2 Deleting a Speed Dial

To delete a Speed Dial, follow these steps:

1   Click on the **Trash Can** icon to the right of the speed dial:

2   Click on **Apply**. Alternatively to delete all of your speed dials, follow these steps:

| Dashboard | Messages & Calls | Contacts | Call Manager | Reminders | Groups | Settings |

Contacts   8063225788

| Contact List | Speed Dials | Extensions | Short Codes |

Makes dialing faster by allowing you to assign a one or two digit code to speed dial to different telephone numbers. One digit codes can range from 2-9. Two digit codes can range from 20-49.

Speed Dial	Number		New Speed Dial
20	15555551111	🗑	Speed Dial: 2
21	15555552222	🗑	Number:
			Add

Clear List   Apply   Cancel

1   Click on **Clear List**.

2   Click on **Apply**.

11.3 Extensions

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

11.4 Short Codes

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

| | Dashboard | Messages & Calls | Contacts | Call Manager | Reminders | Groups | Settings |

Contacts   8063225788

| Contact List | Speed Dials | **Extensions** | Short Codes |

Extensions allow you to quickly dial other numbers in the Business Group. The table below shows all the lines in the Business Group and the extensions that are currently in operation.

Telephone Number	Extension	Name	Department
Search for...			
8063225787	5787	Anna Axley	None
8063225788	5788	Bernie Barklay	None
8063225789	5789	Chris Carter	None
8063225790	5790	Deano Dickenson	None
8063225791	5791	MLHG Front desk pilot	None
8063225792	5792	Fred Finlay	None
8063225793	5793	Gail Girton	None
8063225794	5794	Harry Fenryson	None
8063225795	5795	Ivan Ivanovich	None

| Dashboard | Messages & Calls | Contacts | Call Manager | Reminders | Groups | Settings |

Contacts   8063225788

| Contact List | Speed Dials | Extensions | **Short Codes** |

Short codes allow you to quickly dial common numbers. The table below shows the short codes currently in operation.

Short Code	Telephone Number or Internal Code	Department
Search for...		
6001 - 6005	7034800501 - 7034800505	None
6006	5107485384	None

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

12. CALL MANAGER

The **Call Manager** page is where you configure your incoming call services. It consists of a series of tabs which you can select:

The Call Manager page has the following sections: □ **Summary** gives you a description of what will

happen to incoming calls. □**Forwarding** allows you to view and change your Call

Forwarding settings. □**Follow Me** lets you view and set up an advanced Find Me

Follow Me service. □**Screening** lets you screen different types of incoming calls. Each

of these sections is described in more detail below.
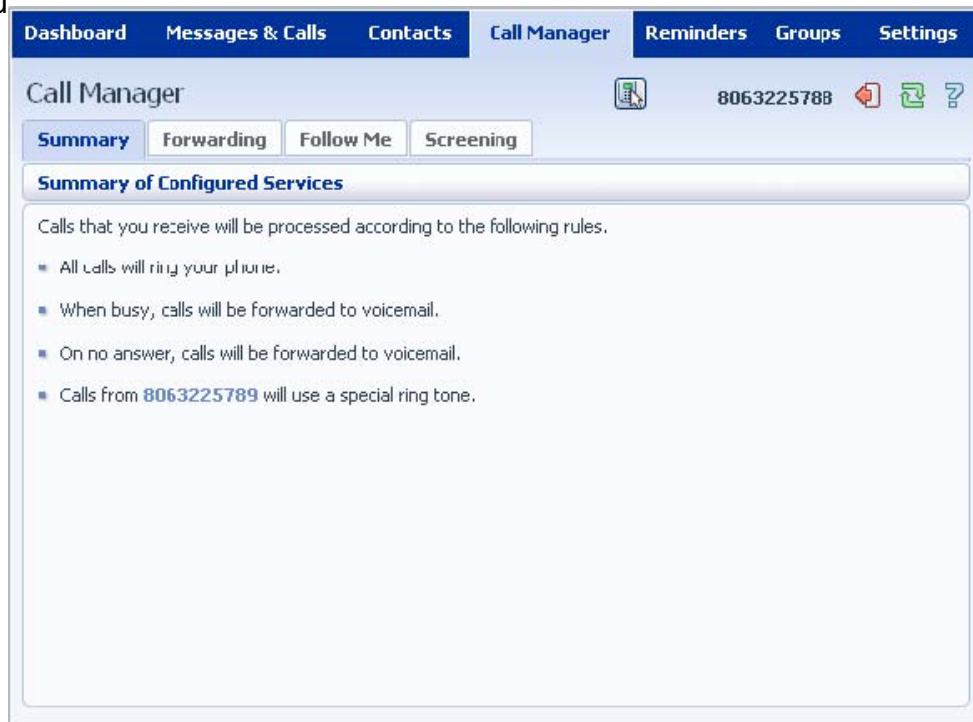
12.1 Summary

The summary provides you with a description of how your incoming calls will be handled:

In the example above, the Summary page is telling us four things:

1   Firstly that all calls will ring our phone.   This is because we don't have Immediate Call Forwarding enabled.   If we did, no calls would ring our phone.

2   That when busy, calls will be forwarded to our voicemail.   Alternatively, if we used Busy Call Forwarding to forward calls elsewhere it would say so here.

3   When calls aren't answered they will also be forwarded to our voicemail.   Alternatively, we could use No Answer Call Forwarding to forward calls elsewhere this would say so.

4   Calls from (806)322-5789 will ring using a special ringtone.   This is because we have priority calling set up from this number.

(Instructions on setting up each of the above services follow in this section.)

Whenever you change one of the settings within the **Call Manager** page, this description will update, so you can refer to it for an easy to understand description of what will happen to your incoming calls.
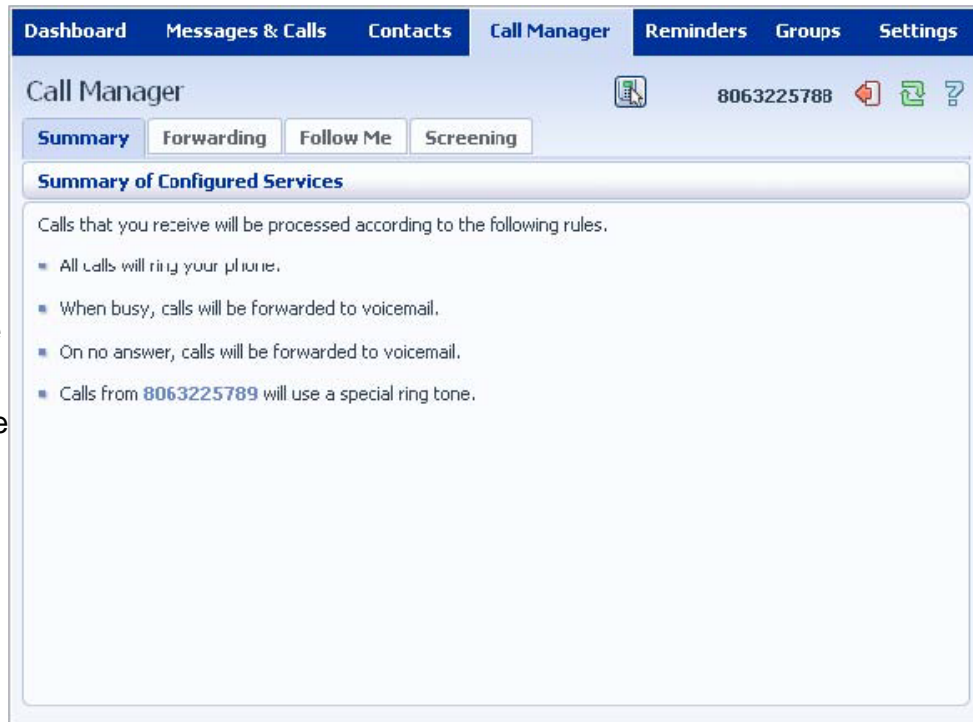
12.2 Forwarding

The **Forwarding** tab allows you to view and change your Call Forwarding settings. It consists of a number of sections:

- **Immediately** covers Immediate (also known as Unconditional) Call Forwarding.

- **Busy/No Answer** covers Busy and No Answer (also known as Delayed) Call Forwarding.

- **Selected Callers** covers Selective Call Forwarding which only applies to calls from certain numbers.

- **Forwarding Destinations** allows you to define names for the numbers you want to forward your calls to, allowing you to quickly and easily select destinations.

12.2.1 Forwarding Destinations

Forwarding Destinations allows you to give names to the numbers you want to forward your calls to, allowing you to quickly and easily select destinations when settings up Call Forwarding:

Your forwarding destinations are shown down the left hand side of the screen:

Adding a Destination

To add a Forwarding Destination, follow these steps: ☐Enter a name for the destination in the **Destination** text box. ☐Enter the number for the destination in the **Number** box.

☐Click on **Add**.

☐Click on **Apply**.

Deleting a Forwarding Destination

To delete a Forwarding Destination, follow these steps:

1	Click on the **Trash Can** icon to the right of the forwarding destination:

2	Click on **Apply**. Alternatively, to delete all of your Forwarding Destinations, follow these steps:

1	Click on **Clear List**.

2	Click on **Apply**.

12.2.2 Immediately

This section allows you to control your Immediate (also known as Unconditional) Call Forwarding.
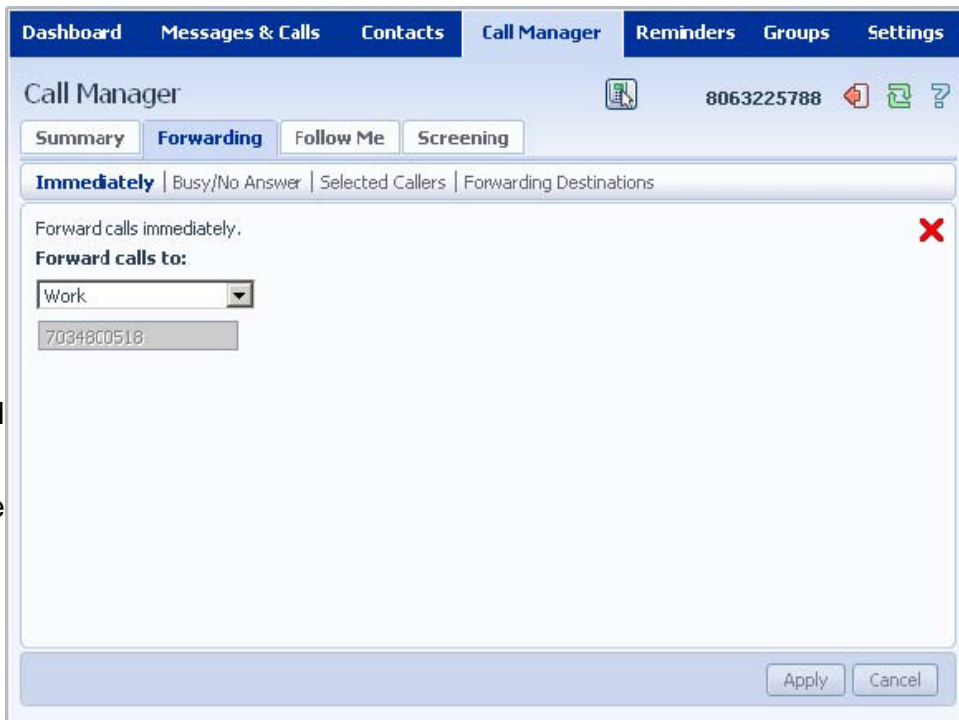
Enabling Forwarding

To set up call forwarding, follow these steps:

1	Select the destination you want to forward the call to from the drop-down list. Alternatively, select **Other** and enter the number to forward calls to.

2	Click on the red cross:

✔.

❌ so that it becomes a green tick:

3. Click **Apply**.

The phone system will store the last destination you forward calls to so you can enable call forwarding to that number by following these steps:

✔.

1. Click on the red cross:

❌ so that it becomes a green tick:

2. Click **Apply**.

Disabling Forwarding

❌.

To disable call forwarding, follow these steps:

1. Click on the green tick:

✔ so that it becomes a red cross:

2. Click **Apply**.

12.2.3 Busy/No Answer

This section allows you to configure your Busy and No Answer (sometimes called Delayed) Call Forwarding services:

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

Call Manager   8063225788 ⬅ 🔁 ❓

| Summary | **Forwarding** | Follow Me | Screening |

Immediately | **Busy/No Answer** | Selected Callers | Forwarding Destinations

☑ Use same call forwarding configuration for both services.

Forward calls when no answer | **Forward calls when busy**

Forward calls if you do not answer within a certain period of time.   ❌

Forward calls to:

| Other ▾ |

[   ]

Forward unanswered call after [36] seconds.

Forward calls immediately if your line is busy.   ❌

Forward calls to:

| Other ▾ |

[   ]

Apply   Cancel

Configuring Busy/No Answer Together or Separately

By default the system assumes that you will want to set up Busy and No Answer Call Forwarding to the same number.   To change this so that you can set them up separately, follow these steps:

1   Uncheck the **Use same call forwarding configuration for both services** checkbox.

2   Click on **Apply**.

Enabling Busy or No Answer Call Forwarding

To enable Busy or No Answer Call Forwarding, follow these steps:

1   In the section for Busy or No Answer call forwarding, select the destination you want to forward calls to, or select **Other** and enter a number.

2   For No Answer Call Forwarding you can change the delay after which calls will be forwarded by entering a new value in the **Forward unanswered calls after X seconds** text box.   (The default is 36 seconds.)

3   Click on the red cross:

so that it becomes a green tick:

4. Click on **Apply**.

The phone system will store the last destination you forwarded calls   to so you can enable call forwarding to that number by following these steps: .

1   Click on the red cross:
2   Click Apply.

so that it becomes a green tick:
.

Enabling Busy or No Answer Call Forwarding

To disable Busy or No Answer Call Forwarding, follow these steps:

1. In the Busy or No Answer Call Forwarding section click on the green tick:
✔ so that it becomes a red cross:

12.2.4 Selected Callers

✖.

2. Click on

This section allows you to Apply. configure Selective Call Forwarding, which only applies call forwarding to calls from certain numbers.

Setting up List of Numbers to Forward

To set up your list of numbers of callers who will be forwarded, follow these steps:

1. Click on **Edit List**. The following pop-up window appears:
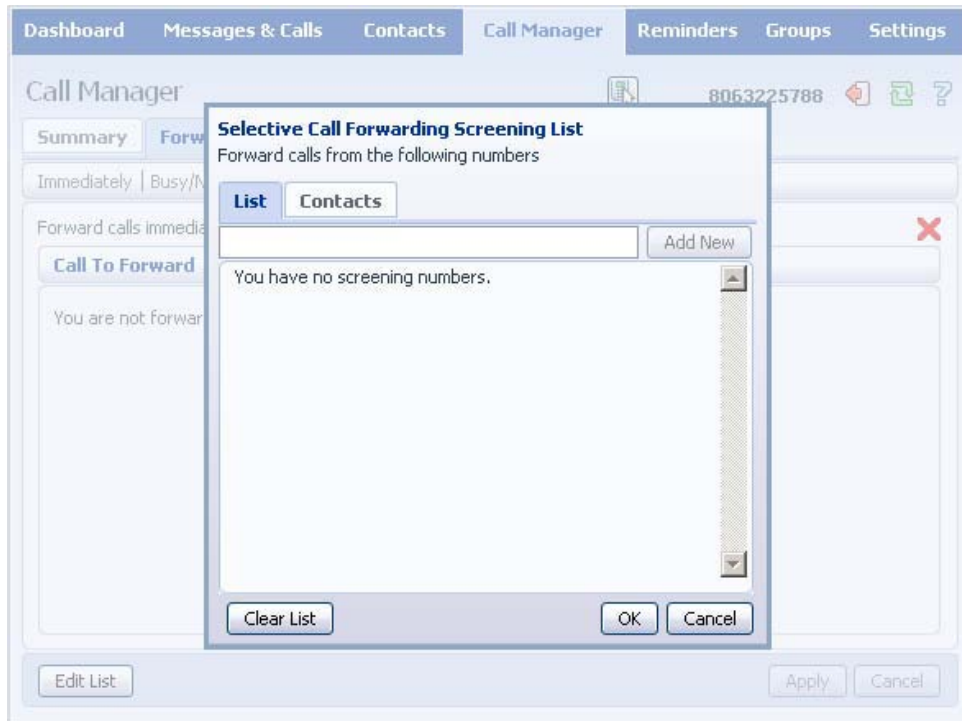
2. To add a number, **List** tab, click on **Add** click on **OK**
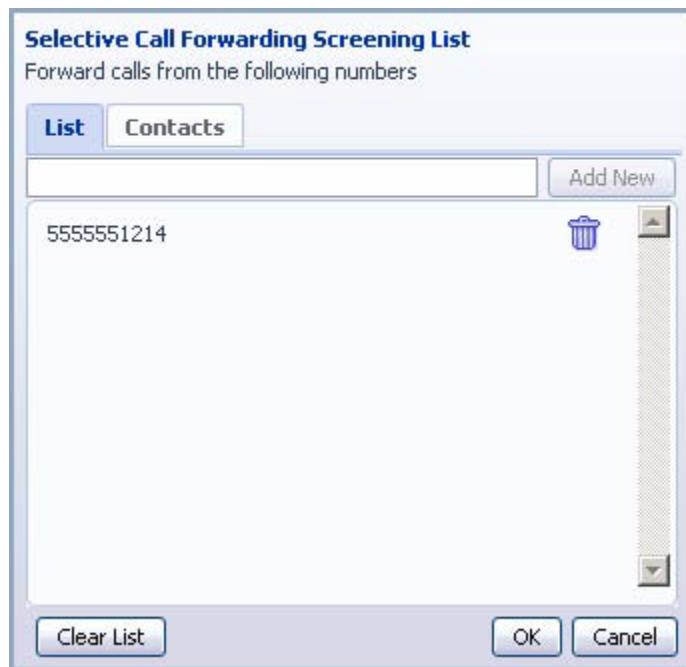
enter it in the **new** and then

3. To add a contact, select it from the **Contacts** list and click on **OK**.

1. Delete a number by clicking on the **Trash Can** icon to the right of the number in the list: and then click on **OK**.

2. To delete a contact from the list uncheck the contact in the **Contacts** list and click on **OK**.

3. Click on **Apply**.

Enabling Call Forwarding

To enable Selective Call Forwarding, follow these steps:

1   Add one or more numbers to forward calls from as described in the previous section.

2   Select the destination you want to forward calls to from the drop down list, or select **Other** and enter a number.

3   Click on the red cross: ✔.

                               ✖ so that it becomes a green tick:

4. Click **Apply**.

The phone system will store the last destination you forward calls to ✔   so you can enable call forwarding to that number by following these steps:

1   Click on the red cross:

2   Click **Apply**.

                               ✖ so that it becomes a green tick:

Disabling Call Forwarding   ✖.

To disable Busy or No Answer Call Forwarding, follow these steps:

1   Click on the green tick:

2   Click on **Apply**.

                               ✔ so that it becomes a red cross:

12.3 Follow Me

The **Follow Me** section lets you view and set up an advanced Find Me Follow Me service, where calls can be forwarded to multiple different destinations in a sequence:

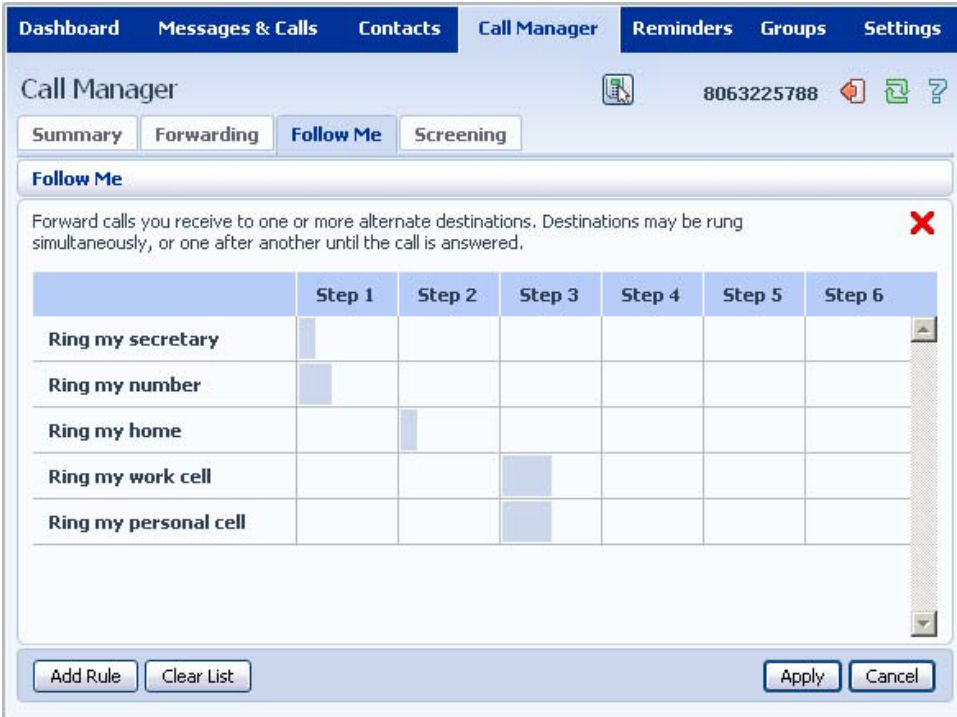A Follow Me ruleset can have up to 6 steps which our phone system will perform one after the other. As part of each step you can specify one or more phone numbers to ring – and you can specify that each phone number will be ring for a different period of time.

For example, you may wish to set up your Follow Me ruleset as follows:

☐ Step 1: Ring your regular phone for 20 seconds and ring your secretary's phone for the first 10 seconds of this.

☐ Step 2: Ring your home phone for 10 seconds.

☐ Step 3: Ring your work cell phone and your personal cell phone for 30s.

This ruleset will be displayed in Follow Me as shown:

What will then happen when a call comes into your number is as follows:

	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6
Ring my secretary	■					
Ring my number	■					
Ring my home		■				
Ring my work cell			■			
Ring my personal cell			■			

1. For the first 10s your regular phone and your secretary's phone will be rung.

2. For the next 10s just your regular phone will be rung.

3. For the next 10s you home phone will.

4. Next both of your cell phones will ring for 30s.

5. Finally the call will be sent to Voicemail.

Enabling and Disabling Follow Me

Once you have set up your Follow Me rules you should enable it.   To do this, follow these steps:

1. Click on the red cross:

❌ so that it becomes a green tick:

2. Click **Apply**. To disable Follow Me, follow these steps: ✔.

1. Click on the green tick:

2. Click **Apply**.

✔ so that it becomes a red cross: ❌.

Adding Rules

To add a Follow Me rule, follow these steps:

1   Click on **Add Rule**. A pop-up window will appear:

2   Select the Forwarding Destination you want to ring, or select **Other** and enter the number in the **Telephone Number** box.

3   Enter the number of seconds you want this phone to ring in the box provided.

4   Select which step this number should be called at from the dropdown list.

5   Choose whether that number is permitted to forward the call on to anywhere else itself.

6   Optionally enter a description for this rule in the **Description** text box.
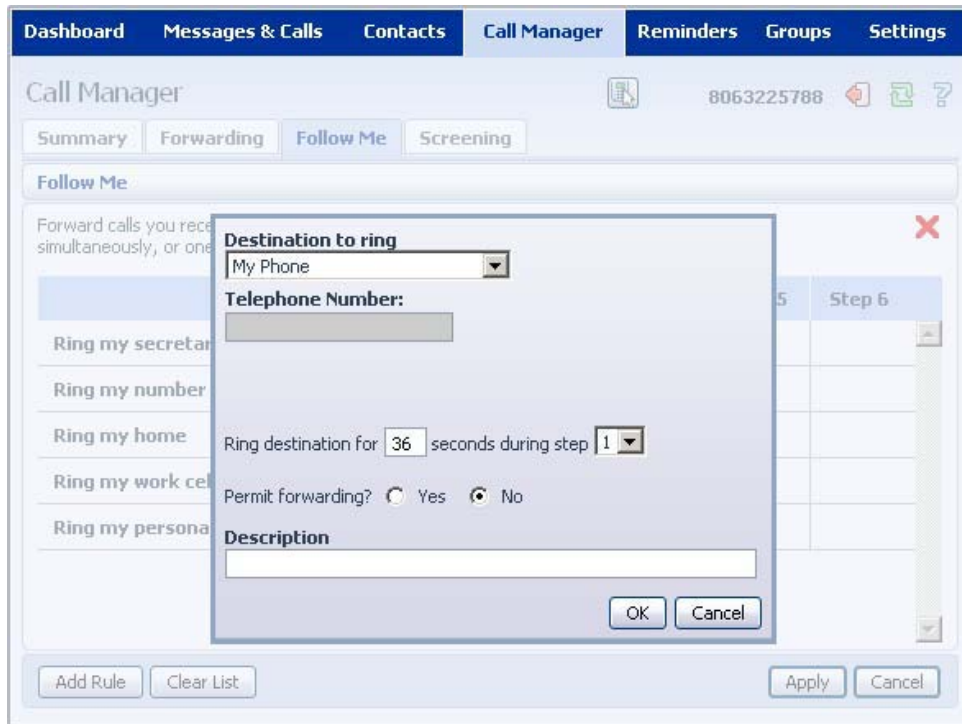
7 Click on **OK**.

8 Click on **Apply**.

Changing Rules

To change an existing rule, follow these steps:

1. Click on the rule. Select **Edit this rule** from the pop-up:

2. Modify any settings for this rule in the pop-up window:

3. Click on **OK**.

4. Click on **Apply**.

Deleting a Rule

To delete a rule, follow these steps:

1. Click on the rule. Select **Delete this rule**
   from the pop-up:

2. Click on **Apply**. Alternatively to delete all of your rules, follow these steps:

1. Click on **Clear List**.
2. Click on **Apply**.

12.4 Screening

The **Screening** page allows you to view and change your Call Screening settings. It consists of a number of sections:

☐**Selective**

Rejection

allows you to

reject calls

from certain

numbers. ☐

Anonymous

Rejection

allows you to

reject all calls

from anonymous numbers. ☐**Priority Call** lets you set up special ringtones when certain numbers call you.
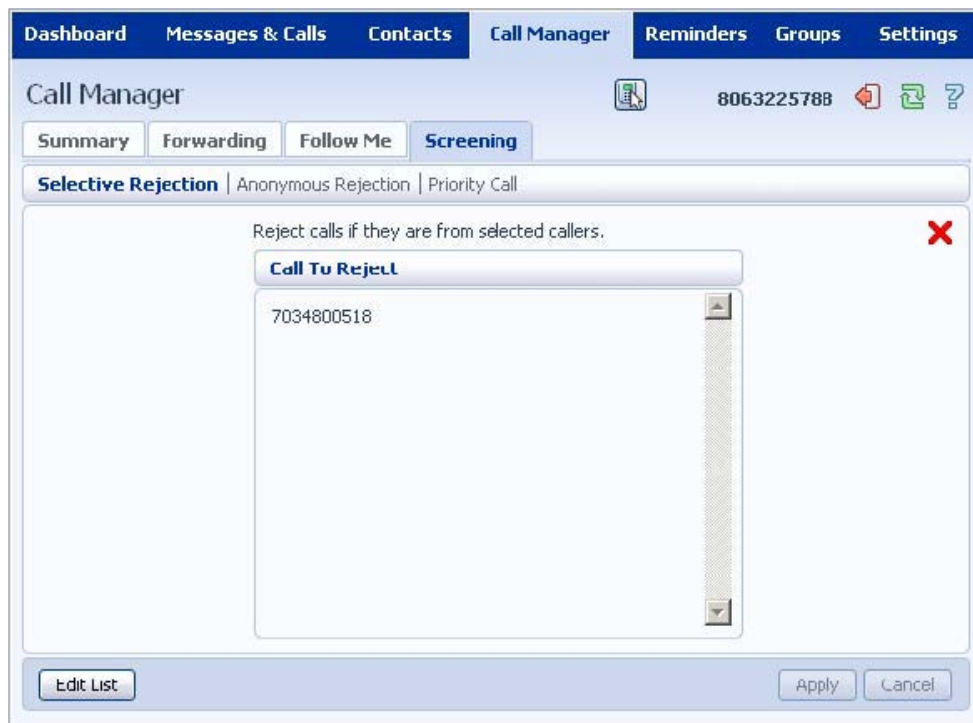
12.4.1 Selective Rejection

The **Selective Rejection** section lets you configure which numbers you want to reject calls from:

Enabling and Disabling Selective Rejection

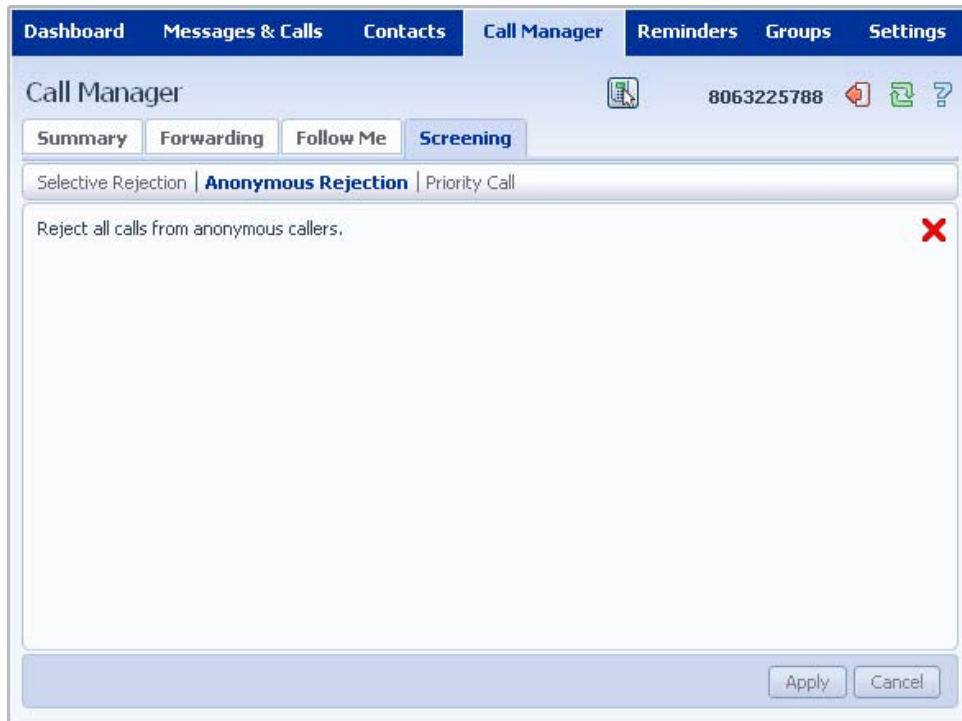To enable Selective Rejection, follow these steps:

1. Click on the red cross:

❌ so that it becomes a green tick: ✔ .

2. Click **Apply**. To disable Selective Rejection, follow these steps:

1. Click on the green tick:
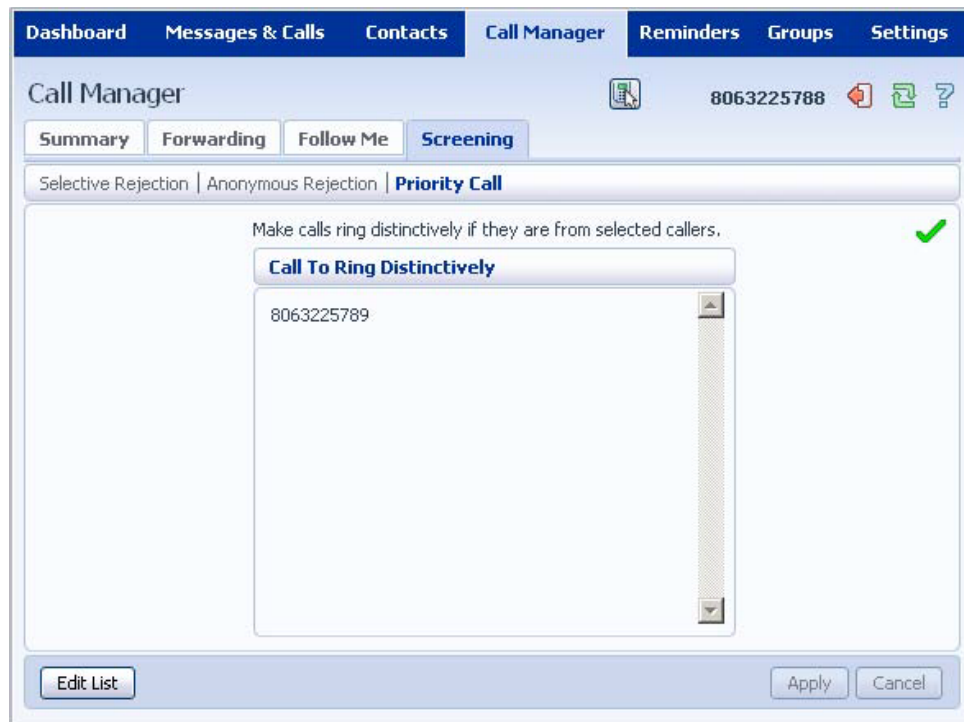
2. Click **Apply**.

✔ so that it becomes a red cross: ❌ .
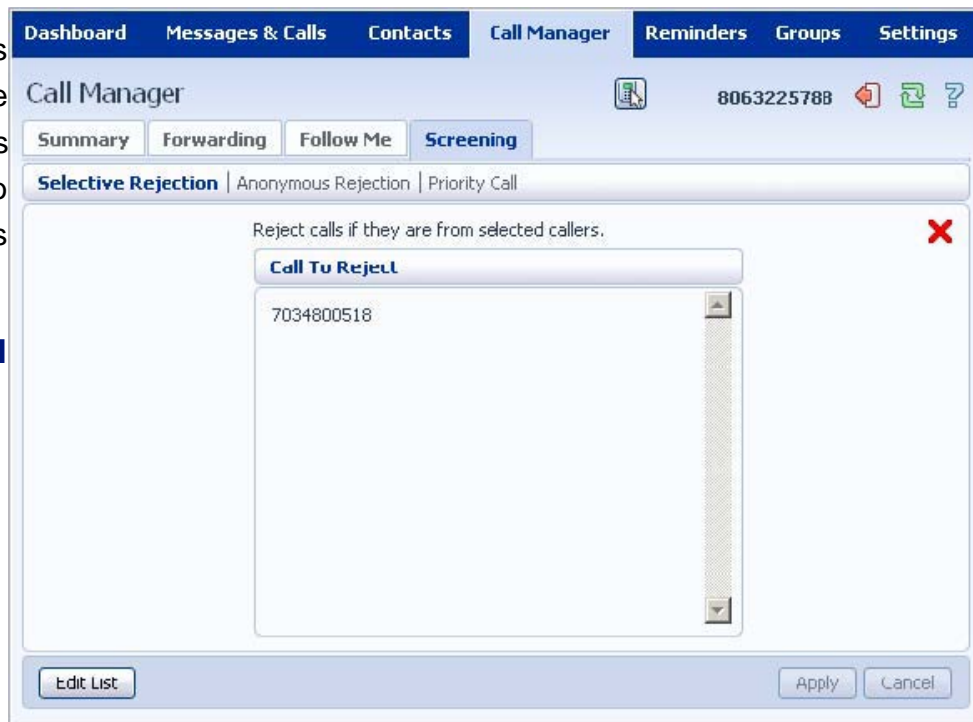
Changing Selective Rejection Numbers

To change your selective call rejection number list, follow these steps:

1. Click on **Edit List**.

2. To add a number enter it in the **List** tab, click on Add new and then click on **OK**.

3. To add a contact, select it from the **Contacts** list and click on **OK**.
4. Delete a number by clicking on the **Trash Can** icon to the right of the number in the list:
🗑 and click on **OK**.
5. To delete a contact from the list, uncheck the contact in the Contacts list and click on **OK**.

6. Click on **Apply**.
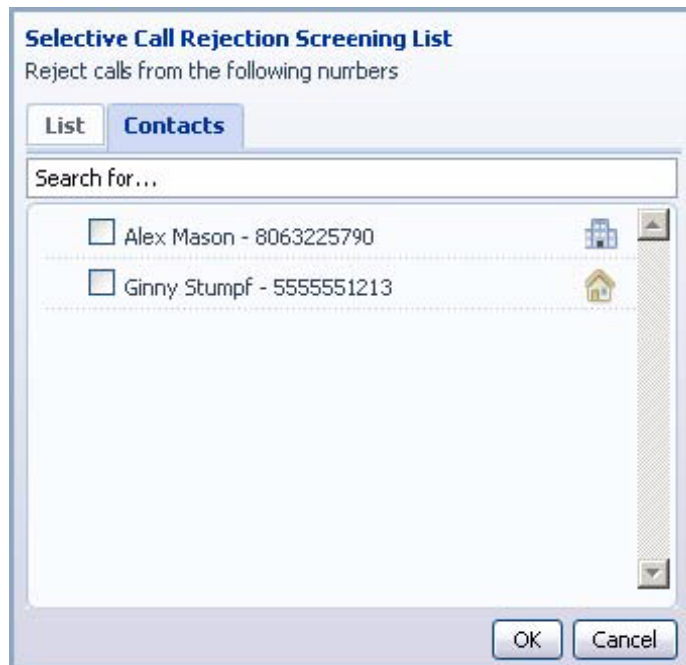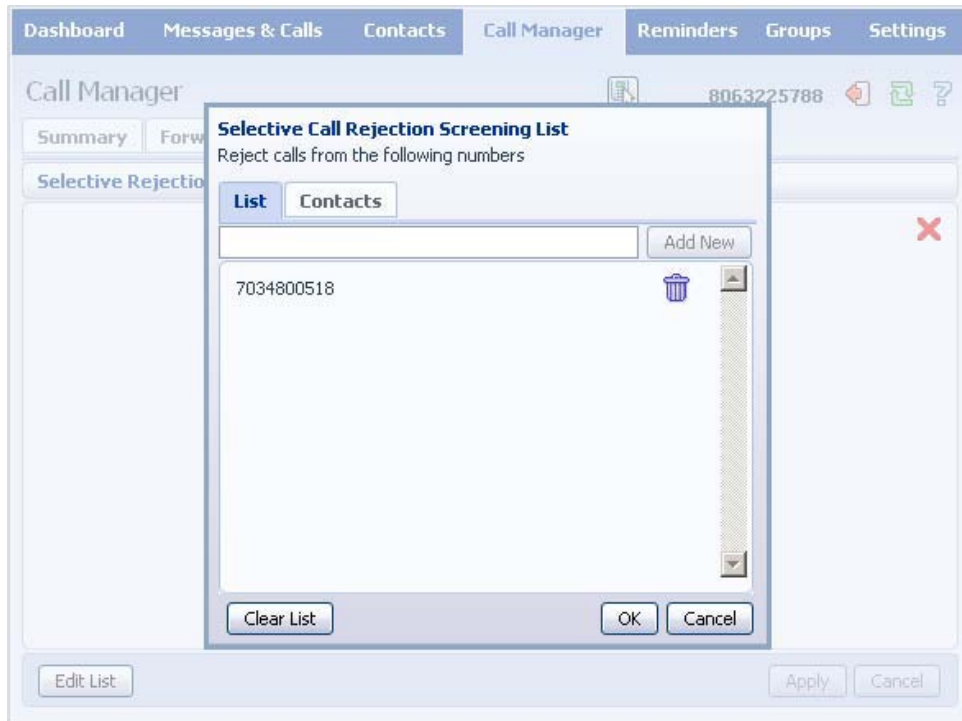
12.4.2 Anonymous Rejection

The **Anonymous Rejection** section lets you configure whether anonymous callers will be rejected or not:

To enable Anonymous Rejection, follow these steps:

1. Click on the red cross:

 so that it becomes a green tick:

2. Click **Apply**.

To disable Anonymous Rejection, follow these steps:

1. Click on the green tick:

o

that it becomes a red cross:

.

2. Click **Apply**.

.

12.4.3 Priority Call

The **Priority Call** section lets you configure calls from certain number to ring your phone with a special ringtone:

Enabling and Disabling Priority Call

To enable Priority Call, follow these steps:

1. Click on the red cross:

..
a

t it becomes a green tick:

2. Click **Apply**. To disable Priority Call, follow these steps:

1. Click on the green tick: ✅ so that it becomes a red cross: ❌.

2. Click **Apply**.

Changing Priority Call Numbers

To change your Priority Call number list, follow these steps:

1. Click on **Edit List**.

2. To add a number enter it in the **List** tab, click on **Add new** and then click on **OK**.

3. To add a contact, select it from the **Contacts** list and click on **OK**.
4. Delete a number by clicking on the **Trash Can** icon to the right of the number in the list:
 and click on **OK**.
5. To delete a contact from the list, uncheck the contact in the **Contacts** list and click on **OK**.

6. Click on **Apply**.
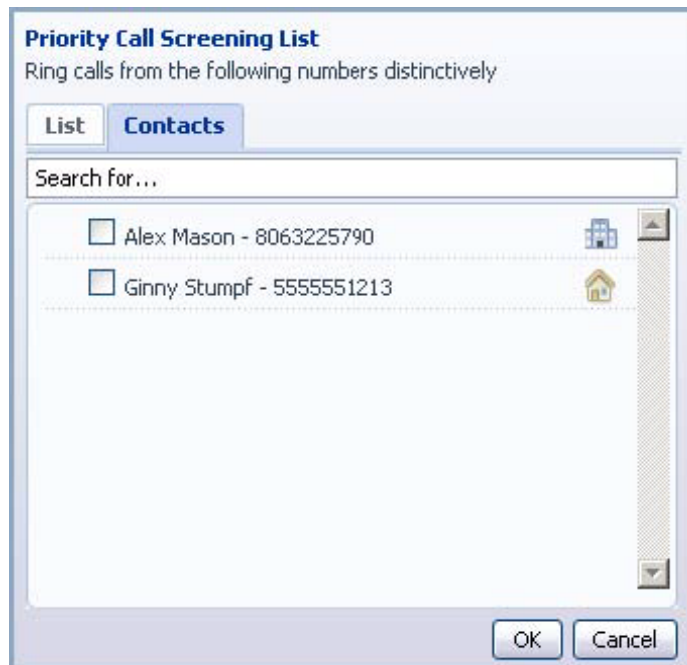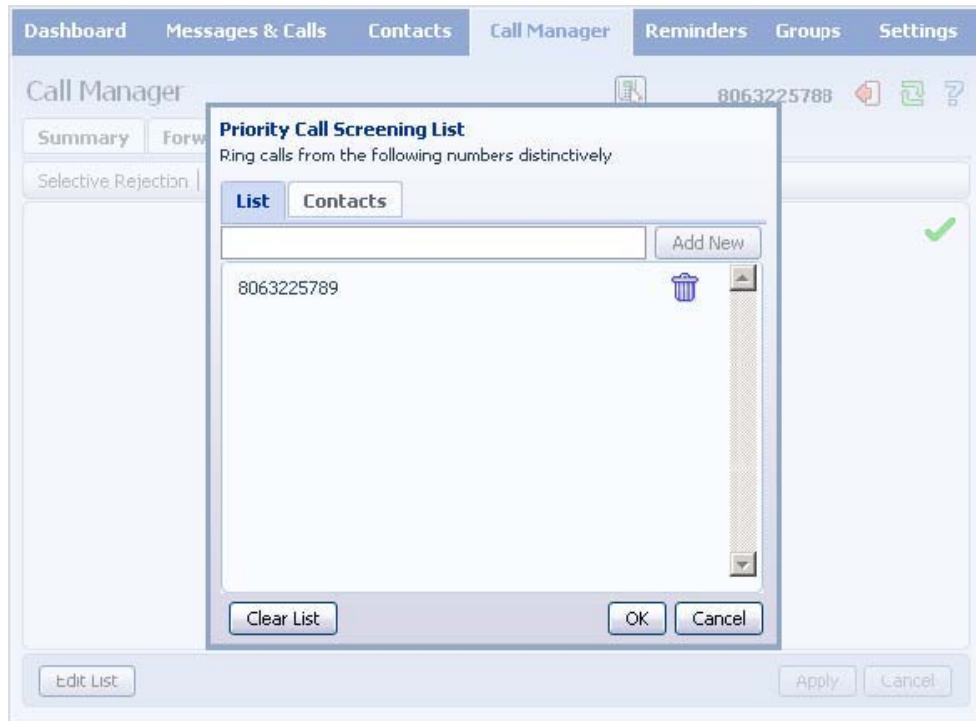
13. REMINDERS

The **Reminders** page lets you set up reminder calls:

13.1 Adding Reminders

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

To add a new reminder, follow these steps:

1   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:

2   Enter the time you would like the reminder call using the **Time** boxes and dropdown list.

3   Click on **Add**

4   Click on **Apply**.

New Reminder

You can configure reminders either to occur once in the
next 24 hours, or to repeat daily or weekly.

Occurs: | Select ▼

 | Select
Time: | Once only (next 24 hours)
         | Every Monday
         | Every Tuesday
         | Every Wednesday
         | Every Thursday
         | Every Friday
         | Every Saturday
         | Every Sunday
         | Every weekday
         | Every day

13.2   Deleting   Reminders

To delete a reminder, you use   the **Reminders** list:
To delete a reminder, follow these steps:

Occurs	Time
Occurs once at next	9:30 am 🗑

1. Click on the **Trash Can** icon to the right of the reminder in the list:
2. Click on **Apply**. Alternatively to delete all of your reminder calls, follow these steps:

1. Click on **Clear List**.
2. Click on **Apply**.

14. GROUPS

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

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 calling the Group Call Pickup code.

☐ Multiple Appearance Directory Number. This is a special phone number that, when called, will ring all of the phones within the Multiple Appearance Directory Number group. The first person to answer their phone will take the call, at which point all the other phones will stop ringing.

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:

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 either use CommPortal to log in and out, or you can use your phone.

Using Your Phone

To log into a Multi Line Hunt Group using your phone, follow these steps:

1   Pick up your phone handset.

2   Dial the Multi line Hunt Group login access code: *321 followed by the number of the Multi Line Hunt Group.

To log out of a Multi Line Hunt Group using your phone, follow these steps:

1   Pick up your phone handset.

2   Dial the Multi line Hunt Group logout access code: *322.

Using CommPortal

To log into the Multi Line be

Hunt Group using CommPortal click on **(Login)**. Your line will

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:
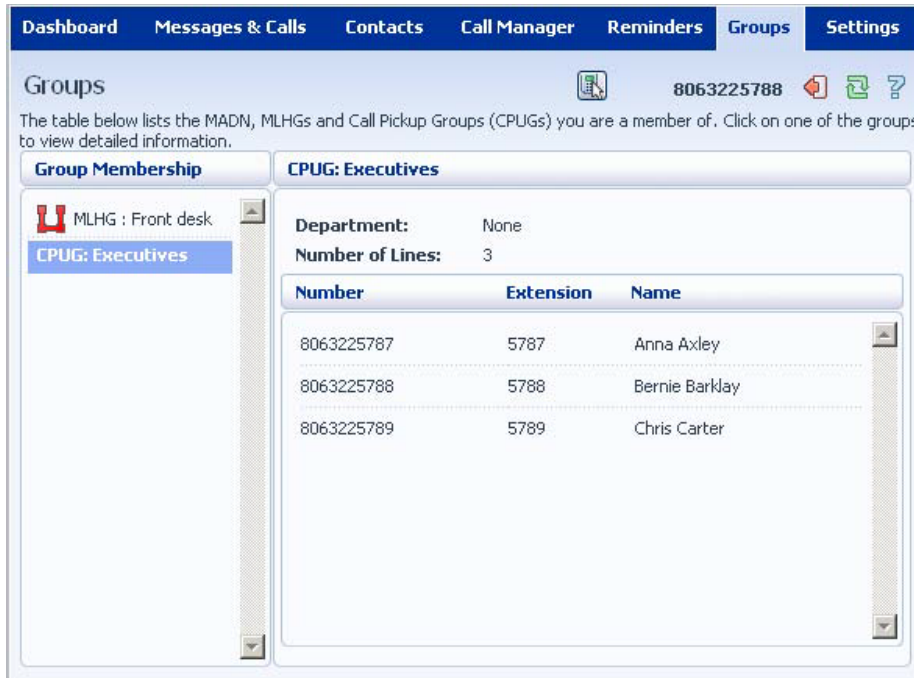
14.2 Call Pickup Groups

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:

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 the call for another phone in your Call Pickup Group, follow these steps:

1. Pick up your phone handset.
2. Dial the Call Pickup access Code: *11.

14.3 Multiple Appearance Directory Numbers

If your phone line is in a Multiple Appearance Directory Number group then there will be an entry in the **Group Membership** section for it called **MADN …**. Click on this entry to view that Multiple Appearance Directory Number:

The following information is shown:

☐ What department this Multiple Appearance Directory Number is in, if any. If your business does not use departments then this will say **None**. ☐ How many lines are in the group. ☐ The lines which are in this group. Your line will be in this list.

Only an administrator can make changes to a Multiple Appearance Directory Number group.

15. SETTINGS

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

☐**Security** lets you change your passwords and PINs. ☐ **Account Codes** lets you set up your account codes, if you have appropriate permissions. ☐**Blocking** lets you set up blocking for different types of outgoing calls. ☐ **Preferences** lets you configure a number of properties which apply to you phone calls. ☐**Messaging** allows you to configure your voice mailbox. ☐**Phones** lets you configure your phone's keys, if you have a compatible phone model. ☐**Toolbar** lets you install the CommAssistant Toolbar which provides quick easy access to your CommPortal settings on your PC.

15.1 Security

The **Security** tab lets you set up the security options for your phone account.

15.1.1 Changing Your CommPortal Password

The **Change Password** section lets you change you CommPortal password:

To change your CommPortal password, follow these steps:

1. Enter your new password in the **Password** text box.

2. Enter your new password in the **Confirm password** text box.

3. Click on **Change Password**.

15.1.2 Unblocking Remote Access to Call Forwarding

If you make too many unsuccessful attempts to access Remote Access to Call Forwarding using an incorrect PIN, the service will be blocked.   To unblock this service, click on **Unblock Forwarding**.

15.1.3 Changing your PINs

You have two different PINs.

1. Your Call Services PIN, which you use to access Remote Access to Call Forwarding.

2. Your Voicemail PIN, which you use to access your Voicemail. To change either of these PINs, follow these steps:

1. Enter the new PIN in either the **Call Services PIN** or **Voicemail PIN** text box.

2. Click on **Change** to the right of your new PIN.

15.1.4 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**.

For more details on Account Codes, see *Sections 7.2* and *15.2* or speak to your administrator.

15.2 Account Codes

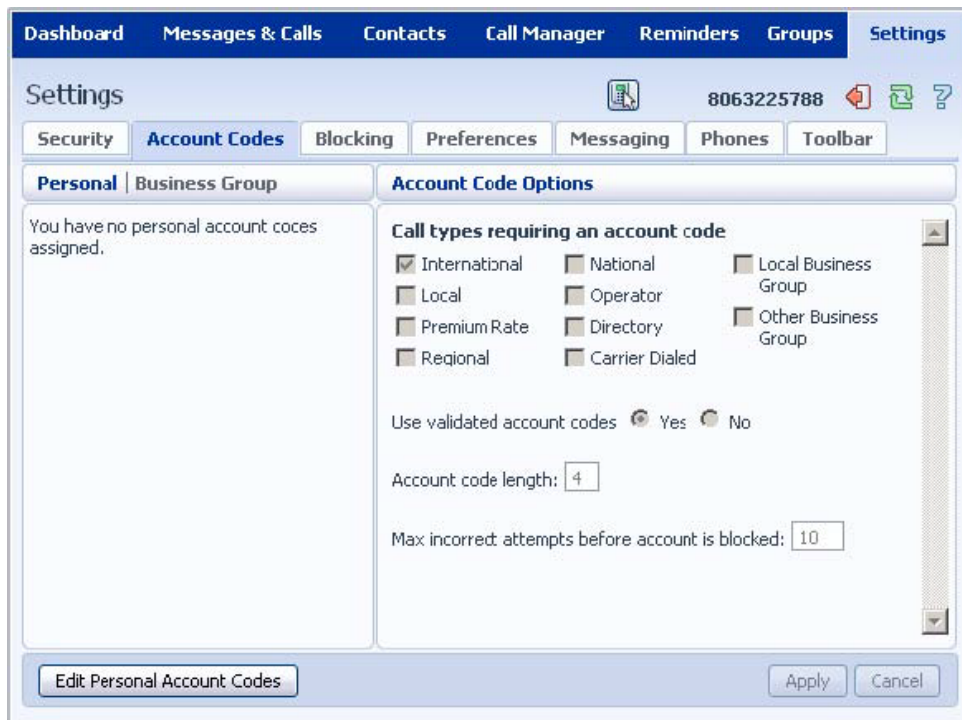The **Account Codes** tab lets you configure your Account Codes service. Exactly what is configurable within this section will depend on the permissions that your administrator has given you.

For more details on the Account Codes services, see *Section 7.2* or speak to your administrator.

15.2.1 Account Code Options

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

- **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 unvalidated 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 accounts codes are allowed in a row, before all calls requiring account codes are blocked.

15.2.2 Business Account Codes

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

15.2.3 Personal Account Codes

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

Personal	Business Group
2222	Executives
3333	Accounts

Personal	Business Group
You have no personal account codes assigned.	

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

Manage Assigned Account Codes

Account code: [ ] Description: [ ] [Add]

You have no account codes assigned.

[Clear List]   [OK] [Cancel]

To add an account code, follow these steps:

1. Enter an account code in the **Account Code** text box.

2. Enter a description for the **Description** text box.

3. Click on **Add**.

4. Click on **OK**.

5. Click on **Apply**.

To delete an account code, follow these steps:

Manage Assigned Account Codes

Account code: [ ] Description: [ ] [Add]

1111   My new account code   🗑

[Clear List]   [OK] [Cancel]

1. Click on the **Trash Can** icon to the right of the account code:

2. Click on **OK**.

3. Click on **Apply**. Alternatively, to delete all of your account codes, follow these steps:

1. Click on **Clear List**.

2. Click on **OK**.
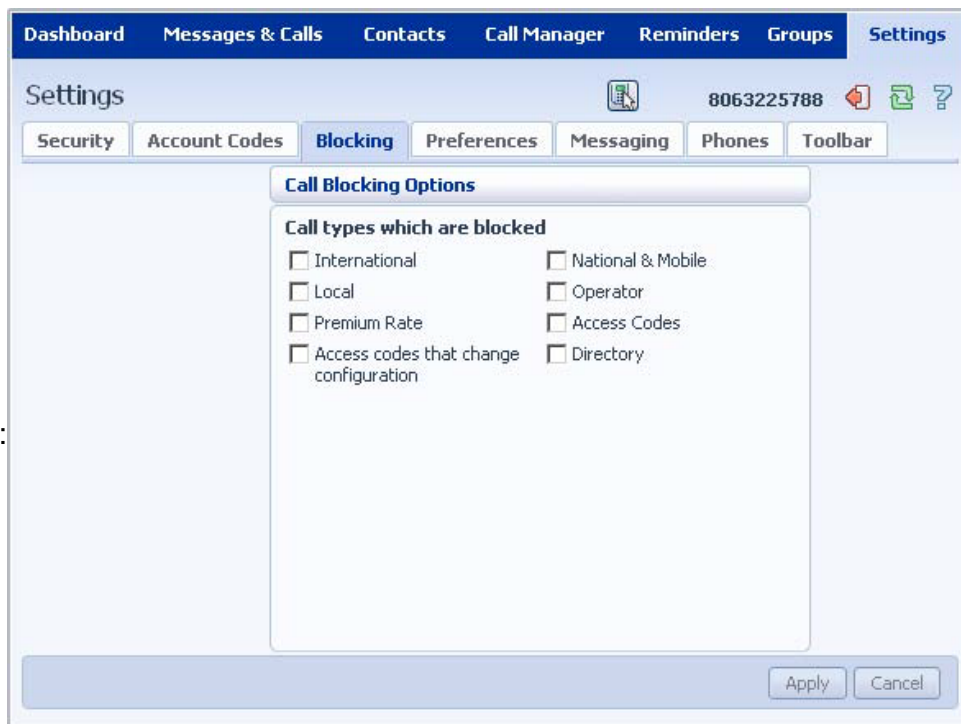
3. Click on **Apply**.

15.3 Blocking

The **Blocking** tab lets you configure what types of outgoing calls should be blocked from your line:

To block certain types of call, follow these steps:

1. Check the type of call you want to block.

2. Hit **Apply**. To unblock a type of call, follow these steps:

1. Uncheck the type of call you want to allow.

2. Click on **Apply**.

15.4 Preferences

The **Preferences** tab lets you view and change some general settings for your phone line which you are unlikely to want to change often.

15.4.1 Forwarding Preferences

The **Forwarding Preferences** section 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:

1   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.

2   Click on **Apply**.

15.4.2 Line Information

The **Line Information** section shows you information about your line:

Line Information

Line name:	Bernie Barkl...
Member of Department:	None
Admin for Department:	Whole Busin...

- ☐ **Line name** shows the name this line is configured as. Your administrator can change this if it is incorrect.

- ☐ **Member of Departments** 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 for Department** shows if you are an administrator, and if so, for which department.

15.4.3 Voicemail Preferences

The **Voicemail Preferences** section lets you configure how quickly calls should forward to voicemail if you don't answer:

To change the time after which calls should forward to voicemail, follow these steps:

1. Enter a new value in the text box.
2. Click on **Apply**.

15.4.4   Caller   ID   Preferences

Voicemail Preferences

Incoming calls are forwarded to voicemail after 10 seconds.

The **Caller ID Preferences** section lets you configure your caller ID service.

To withhold your caller ID when making calls, follow these steps:

Caller ID Preferences

- ☐ Withhold my caller ID when making calls
  If not withheld, signal my name as: *Bernie*

- ☐ Display incoming call name on my phone
- ☐ Display incoming call number on my phone

1. Select Withhold **my caller ID when making calls**.
2. Click on **Apply**. To display the name of a caller when your phone rings, follow these steps:

1. Select **Display incoming call name on my phone**.
2. Click on **Apply**. To display the number of a caller when your phone rings, follow these steps:

1. Select **Display incoming call number on my phone**.
2. Click on **Apply**. Note that not all models of phone will display the caller's name and number.

15.5 Messaging

The **Messaging** tab lets you change the operation of your Voice and Fax messaging service, and has a series of sections:

☐**Settings** lets you configure some general Messaging settings. ☐**Mailbox** lets you configure your Voice mailbox.

☐**MWI Notification** lets you configure whether your phone notifies you when you have messages waiting.

☐**Email Notification** lets you configure whether you are alerted via email when messages arrive.

15.5.1 Settings Time zone

To change the time zone that you are in, follow these steps:

1   Select the new time zone from the drop down list in the **Subscriber Timezone** section.

2   Click on **Apply**.

Voice   and   Fax   **Forwarding**

This section lets you enter an   email   address   to
which all your voice and fax   messages should be
sent when they are left in your   mailbox:

To set up forwarding of your   messages to your
email, follow these steps:

1   Check **Auto-forward all voicemail messages and faxes to this email address**.

2   Enter your email address in the text box.

3   If you want to also leave a copy of the message in your mailbox (so you can view them in CommPortal), check **Leave a   copy of forwarded
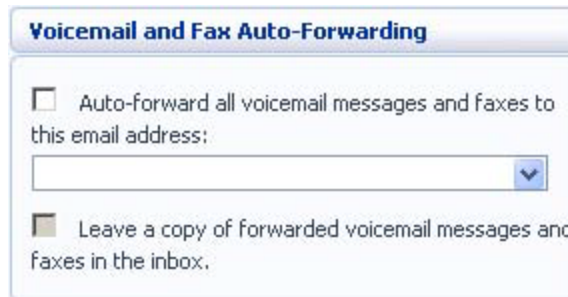voicemail messages and   faxes in the inbox**.

4   Click on **Apply**.

15.5.2 Mailbox

The **Mailbox** section lets you configure your mailbox settings:

Greetings

To configure a greeting which should be played during business hours, follow these steps:

1   Select the greeting you have recorded from the drop-down list.

2   Click on the **business hours**   link:

3   Define your business's hours   of operation, by selecting the days you operate, and the times you   operate between. Then click on **OK**.

4   Click on **Save Settings**.

Business Hours Schedule

Days of the week

Sunday ☐

Monday ☐

Tuesday ☐

Wednesday ☐

Thursday ☐

Friday ☐

Saturday ☐

Start and End Hours

Start time: 12 00 am ▼
Hour Min am/pm

End time: 12 00 am ▼
Hour Min am/pm

OK Cancel

Mailbox Settings

To configure your mailbox so require you to enter a PIN messages, follow these steps:

Mailbox Settings

☐ Skip PIN ☑ Fast Login ☐ Auto-Play

Save Settings

that it does not when you collect your

1. Check **Skip PIN**.
2. Click on **Save Settings**. **Skip PIN** setting, follow

To disable the these steps:

1. Uncheck **Skip PIN**.
2. Click on **Save Settings**.

To configure your mailbox so that it logs you directly into your mailbox when you collect your messages, follow these steps:

1. Check **Fast Login**.
2. Click on **Save Settings**. To disable the fast login feature of your mailbox, follow these steps:

1. Uncheck **Fast Login**.
2. Click on **Save Settings**.

To configure your mailbox so that it automatically plays your new messages when you've logged in, follow these steps:

1. Check **Auto-Play**.
2. Click on **Save Settings**. To disable the auto play feature of your mailbox, follow these steps:

1. Uncheck **Auto-Play**.
2. Click on **Save Settings**.

Live Message Screening

Live Message Screening lets you listen to callers who are leaving voice messages while they are doing so.   If you have Live Message Screening enabled, your phone will ring with a distinctive ringtone when someone is leaving you a message.   If you answer your phone you will be able to hear the caller leaving the message.

To enable Live Message Screening, follow these steps:

1. Check **Enable live screening**.
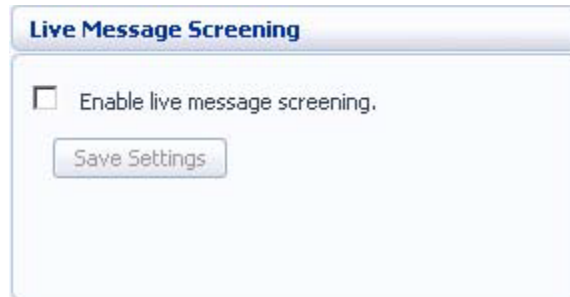
2. Click on **Save Settings**. To disable Live Message Screening, follow these steps:

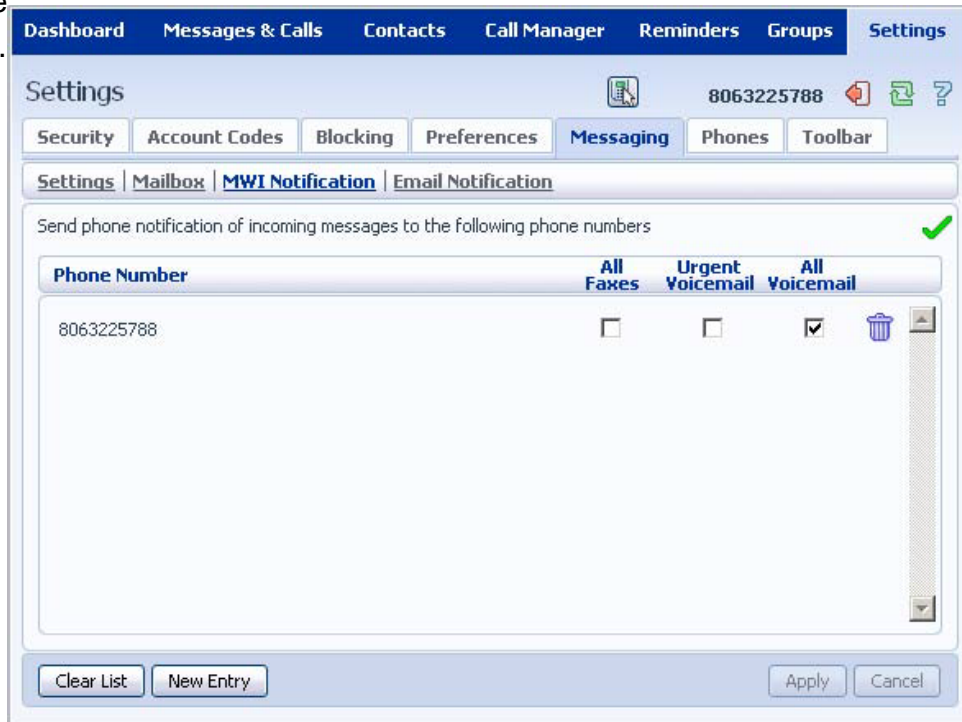1. Uncheck **Enable live message screening**.
2. Click on **Save Settings**.

15.5.3 MWI Notification

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

To have your phone's messages light lit when any new faxes are waiting, follow these steps:

1. Check **All Faxes**.

2. If there is a red cross on the screen:

click it so that it becomes a green tick:

3. Click on **Apply**. To have all new voice messages light your phone's messages light, follow these steps:

1. Check **All Voicemail**.

2. If there is a red cross on the screen:

✖ click it so that it becomes a green tick:

3. Click on **Apply**.   ✔.

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

1. Check **Urgent Voicemail**.

2. If there is a red cross on the screen:

✖ click it so that it becomes a green tick:

3. Click on **Apply**.   ✔.

15.5.4 Email Notification

The email notification lets you notify different email accounts when different sorts of messages are waiting. This will override any settings you have in the **Settings** section, described in *Section 15.5.1*.

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

1   Click on **New Entry**:

2   Enter the email address.

3   Click on **Add**.

4   Check whether you want All Faxes, Urgent Voicemail, or All Voicemail sent to this address.

5   If there is a red cross on the screen:

❌ click it so that it becomes a green tick:

6. Click on **Apply**. To delete an email address from this list, follow these steps:

1   Click on the **Trash Can** icon to the right of the email address:

2   Click on **Apply**.   ✔.

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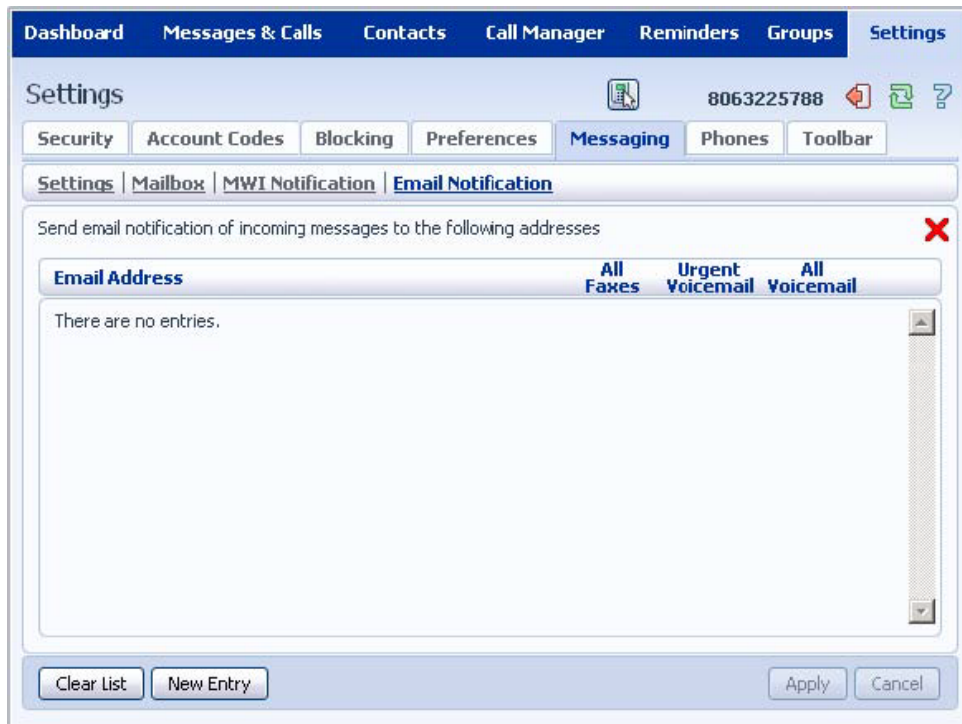
To delete all email addresses from this list, follow these steps:

1. Click on the **Clear List**.
2. Click on **Apply**.

3. 16. ACCESS CODES

Type of forwarding	Enable Code	Disable Code
Immediate/Unconditional	*72	*73
Busy	*90	*91
No Answer/Delay	*92	*93

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 #
Immediate Call Forwarding Activation	*72 + *number to forward to*
Immediate Call Forwarding Deactivation	*73
Busy Call Forwarding Activation	*90 + *number to forward to*
Busy Call Forwarding Deactivation	*91
No Answer Call Forwarding Activation	*92 + *number to forward to*
No Answer Call Forwarding Deactivation	*93
Park Call	*45
Retrieve Parked Call	*48 + Orbit #
Do Not Disturb Activation	*78
Do Not Disturb Deactivation	*79
Group Call Pickup	*11
Voicemail	*98

This section lists your phone system's most commonly used access codes: