TELSTRA IP TELEPHONY CUSTOMER ADMINISTRATOR

REFERENCE MANUAL

IT'S HOW
WE CONNECT

WELCOME TO TIPT CUSTOMER GROUP ADMINISTRATOR REFERENCE GUIDE

This reference guide is for use with Release 19.

NEED MORE SUPPORT?

Additional information, such as

CONVENTIONS USED IN THIS GUIDE

The following typographical conventions are used in this guide for simplicity and readability:

Web addresses, e-mail addresses and hyperlinks are shown in ***bold italics***, for example ***www.telstra.com/tiptresources.***

Button names and titles/features on your computer screen are shown in *italics.*

Telstra IP Telephony, Customer Group Administrator Reference Guide, August 2016

WHAT'S INSIDE

CHAPTER 1
WHAT IS IP TELEPHONY?

Traditionally, voice and fax data have been carried over the public switched telephone network (PSTN). This is now being done more and more using Internet Protocol (IP) data connections, commonly known as voice over IP (VOIP). Some of you may have done this at home, by speaking with a friend, using your computers.

IP Telephony takes this further, utilising the VoIP standards to create a carrier-grade telephony system where higher level features such as advanced call routing, voice mail and contact centres can be utilised.

Voice and data networks come together, into one shared infrastructure.

Unlike a traditional telephony system, you have greater control of the features you want and how they are configured. You don't have to rely on expensive engineers or external support for day-to-day changes to your telephony network.

1.1 WHAT IS TIPT

Telstra IP Telephony (TIPT) delivers hosted IP Telephony and applications, with a broad and innovative range of features. What does this mean for you?

- Most users have access to call control features through their PCs. They can determine where they want messages sent, including voice mail, email or fax
- As administrator for your group, you can do most of the adds, moves and changes for users, phones and numbers quickly, without relying on someone else outside of your group or company

CHAPTER 2
THE ROLE OF THE CGA

Your organisation has one or more groups that have been set up by Telstra.

Each group has a number of users and if required, the users can belong to departments.

Each user is assigned the following:

- A phone number
- A device, typically an IP phone
- User and group services

Users can have more than one device and number assigned to them, depending on their requirements.

2.1 CGA RESPONSIBILITIES

As a Customer Group Administrator you are responsible for facilitating adds, moves and changes to your group's phone services.

You can perform a wide range of changes yourself, without involvement from Telstra, using your group administrator login on the CommPilot web portal.

There are four key aspects to the role of an administrator:

- Becoming the subject matter expert on your organisation's Telstra IP Telephony system and supporting phone users
- Managing one or more groups and users for each group – logged in at a group level
- Diagnosing TIPT problems and if required, escalating it (or passing it onto the authorised representative to escalate) to Telstra.
- The administrator has control over:
- Enterprise-level features and functions
- Group and user-level features and functions

2.2 KEY ADMINISTRATOR TASKS

- Answer questions from end users about their phone features and services
- Request service changes, additional phones, additional training and assistance with complex service configurations via the Minor Change Request tool (on the TIPT Resource Centre), or via the Telstra Sales Team.
- Escalate more complex problems to LAN support or the TIPT Helpdesk

LOGGED IN AT ENTERPRISE LEVEL

- Set up and manage Enterprise Departments
- Configure the Voice Portal
- Add, remove and modify common contact phone numbers used by the enterprise
- Configure enterprise-wide password rules
- Configure Voice Portal password rules

- Customise Voice Portal Greeting

LOGGED IN AT GROUP LEVEL

- Administer a group’s IP Telephony phone services in CommPilot
- Set up and manage Group Department
- Modify phone users
- Modify Devices for users
- Configure the group Calling Plan
- Configure Group Voice Messaging
- Administer Enhanced Service Instances:
- Auto Attendants
- Department Music on hold
- Call Centers
- Hunt Groups
- Series Completion Groups

In addition, a selection of minor changes and services can be requested using the Add Moves and Changes tool, accessed on the TIPT Online Resource Centre. The changes you can request using the tool are:

- Add/remove quantity of authorised service packs
- Upgrade and downgrade quantity of authorised service packs
- Modify call centre services
- Configure complex services
- Modify Customer Enterprise Administrators
- Modify Enterprise profiles
- Order new CPE
- Request Additional Training

CHAPTER 3
CUSTOMER NETWORK AND DEVICES

3.1 CUSTOMER LAN

This is your organisation's network setup, which in the past would have been used to carry data, but now carries voice as well. It may include: cabling, hubs, switches, routers, wiring closet, in-line power, etc. Your network is connected to TIPT using the Telstra IP network infrastructure.

3.2 CUSTOMER DEVICES

These are the handsets or phones used by your organisation. If you have IP phones, these connect directly to the LAN. If you have analogue phones, they are connected to the LAN by another gateway.

3.3 CUSTOMER SERVERS

As well as your LAN, you may have one or more servers hosted locally:

- DHCP server (optional)
- Customer DNS Server (optional).

3.4 DHCP SERVER

Customer Dynamic Host Configuration Protocol (DHCP) Server: (optional) used to dynamically allocate and assign IP addresses to Access Devices without administrative attention.

Mandatory DHCP settings are:

- IP address
- Subnet mask
- Default route
- DNS server
- Domain

Optional settings are one of the following:

- DHCP option 150 (FTP server IP address)
- DHCP option 66 (TFTP server IP name)

With the introduction of TIPT DMS the DHCP Router settings for existing customer are required to be amended. Option 66 and 160 need to be adjusted. (New customers receive these settings automatically).

3.5 DNS SERVER

The customer network uses Domain Name Service (DNS) for the location of service resources. If a Customer DNS is not provided, the customer will utilise the DNS available in the TIPT Platform.

3.6 IP PHONE CONFIGURATION SERVER (STAGE 1 ONLY)

Stores configuration files for the IP Phones within the customer network.

The configuration files contain specific and general configuration information for IP phones. The configuration files are loaded onto the Customer IP Phone Configuration service by the Customer or their IT support group.

When an IP Phone is powered up or is reset, the IP Phone will automatically fetch the configuration files from the Customer IP Phone Configuration Server using either Trivial File Transfer Protocol (TFTP) or File Transfer Protocol (FTP).

3.7 QSETUP (QUICK SETUP)

First time users will be required to initially configure their IP phone.

If the QSetup soft key is visible on the screen of the phone the user will be required to enter a Username and Password. This information will be supplied to the Customer Group Administrator. The Username name will be the user's FNN phone number. This information only needs to be entered once via the QSetup soft key.

If the phone has been preconfigured the QSetup soft key will not be visible on the screen of the phone.

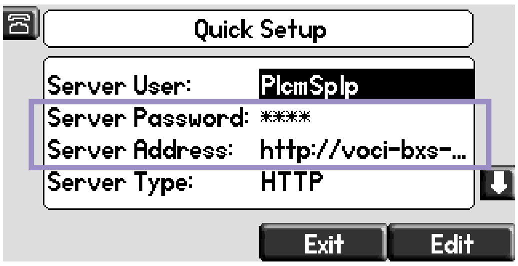
Specific step by step instructions for the Telstra IP235, 330/331/335, 450/550/560/650/670 and VVX (Telstra Video phone) are listed in the Features guides of each phone model on the Telstra Online Resource Centre.
www.telstra.com/tiptresources

The Telstra/Polycom 301, 430, 501, 600, 601,400 will NOT support the QSetup soft key under TIPT DMS

The following screen images will appear on the phone when performing the relevant steps as listed in the guides

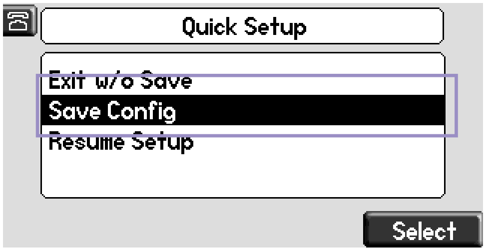
1. Press the QSetup soft key

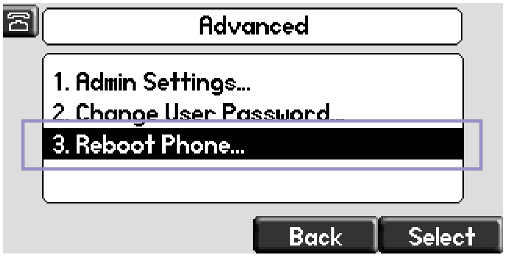
2. Default Server User and Server Password names



3. Customer user specific Server User and Server Password names

4. Once the user has entered their specific User name (phone number) and Password they are required to Save the Config and Reboot their phone

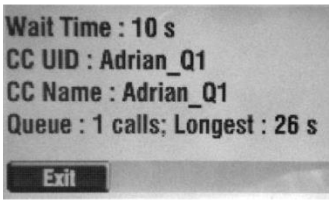




5. Rebooting the phone may take a couple of minutes

3.8 PREMIUM CALL CENTRE (EACD)

With the launch of the Premium Call Centre on 31/1/12 ALL Standard and Premium Call Centre users who have a Telstra IP 450, 550, 560, 650 or 670 phone will notice an Incoming Call Notification message on the screen of their phone.



To remove the information message from the phone screen, either

1. Lift the handset, or
2. Press the **Exit** soft key and then the *Answer* soft key to answer the call or
3. Press the **Speaker button**, or
4. Press the **Headset button**

3.9 COMMPILOT

3.9.1 COMMPILOT VOICE PORTAL (PORTAL)

The Voice Portal provides an IVR application that can be called by users of your group from any phone to manage their services and voice mailbox, or to change their passcode. Use this option to turn the Voice Portal service on or off, specify the phone number that users and administrators call to change options and set or reset a password for phone access to the voice portal.

Information about the Voice Portal, including step-by-step instructions for logging in to the Voice Portal are included in the CommPilot User Voice Portal QRG.

3.9.2 COMMPILOT WEB PORTAL

The CommPilot Personal Web Portal is a feature that provides users with the option of logging on and configuring their personal settings.

3.9.3 COMMPILOT EXPRESS

CommPilot Express is a service that consolidates TIPT call termination services into four profile-based call management templates.

Each profile includes preferences for managing the relevant incoming call functions (for example, Call Forwarding [busy, no answer, always, selective], Voice Messaging, Simultaneous Ringing, Call Notify), all of which can be configured through Telstra Telephony Toolbar or the CommPilot web page.

3.10 TELSTRA TELEPHONY TOOLBAR

The Telstra Telephony Toolbar is a desktop communications product for users of Microsoft Outlook and Internet Explorer. It allows users to make, receive, release and manipulate calls. Users can also set their profiles for call management up via the Telstra Telephony Toolbar.

3.10.1 DISPLAY THE TOOLBAR IN INTERNET EXPLORER (IE)

The toolbar runs in Outlook and/or IE. The features and functionality are the same in both applications.

The toolbar settings allow you to automatically log in to TIPT when you start the application.

The step-by-step instructions for Installing the Telstra Telephony Toolbar are included in the Installing and Uninstalling the Telstra Telephony Toolbar QRG.

CHAPTER 4
BROADWORKS OVERVIEW

4.1 ROLE LOCATION PATH

TIPT provides a cascading system of user types or roles, in which the top role (system provider) can perform any system function, followed by roles that in turn can perform a subset of the functions than the preceding role: system provider, Enterprise, enterprise administrator, group administrator, department administrator, and, finally, User. One person can perform more than one role.

In the following example, the current user role is Group (group administrator), who is modifying the profile of a user.

Logon Pane (Group Administrator Modifying the User Profile for a User)

You use the role location path to identify your location in the CommPilot web interface and to display different options and menu pages.

In this example, to display the options and *Profile* menu page for the group administrator, rather than the data for a user, click ***Group*** in the role location path.

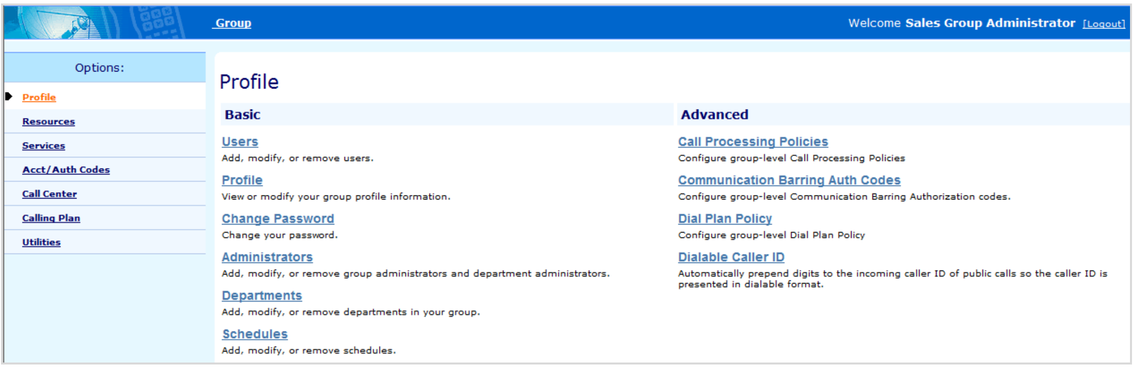
4.2 HELP, HOME, LOGOUT LINKS

The ***Help, Home***, and ***Logout*** links display on every page.

The ***Help*** link displays the *Help* page associated with the current function or page. The Help page opens in its own browser window, separate from the CommPilot application. To exit the Help page, click the *X* in the upper right corner of the browser window.

The ***Home*** link displays the Home page associated with the role of the current user.

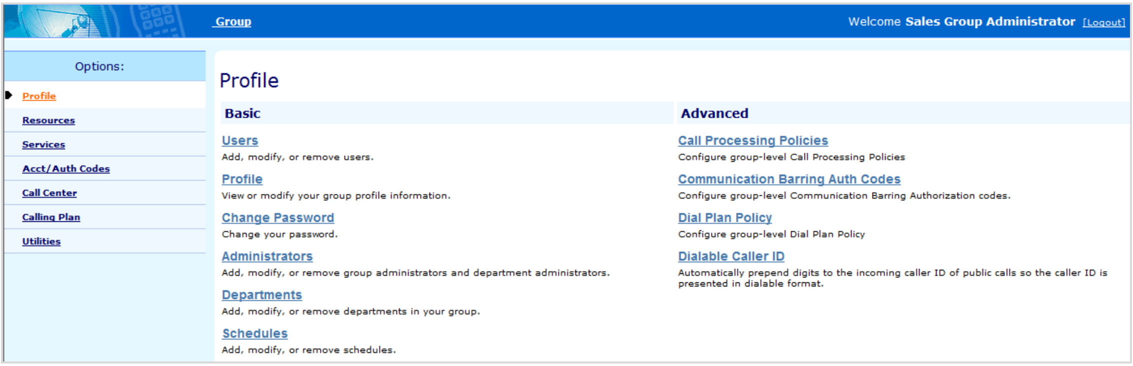
The ***Logout*** link displays the *Logout* page.



Group Administrator > Home page

4.2.1 NAVIGATION PANE AND CONTENT PANE

On a CommPilot web page, the Options pane and Content pane display below the logo pane.



Options Pane (Left) and Content Pane (Right)

The Options pane displays options, each of which has a menu associated with it. Clicking an option, for example, *Profile*, highlights the option and displays its associated menu (Profile) on the content pane. Menu items display as links to related pages.

Note: The options displayed on the Options pane change depending on the role of the user (system provider, enterprise administrator, Enterprise, group administrator, department administrator, and user), their location in the system, and the function being performed.

4.2.2 BUTTONS

These buttons display on most content panes and are used to add, modify, and save data, or to display the previous page.

BUTTON	DETAILS
Apply	Click ***Apply*** to save any changed information on the current page.
OK	Click ***OK*** to save any changed information on the current page and display the previous page.
Cancel	Click ***Cancel*** to cancel the last operation, reverts the display to information last saved on the page, and display the previous page.
Add	Click ***Add*** to display another page, which allows you to add an item to the system, for example, a user.
Delete	Click ***Delete*** to remove the selected item from the system.

Note: Clicking the Back button on your browser can also be used to navigate the CommPilot web interface.

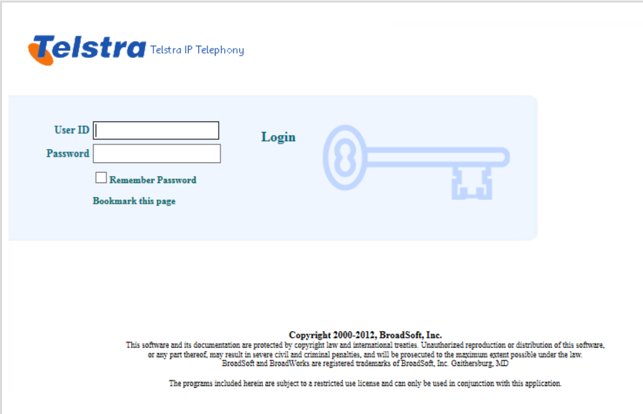
4.2.3 TEXT ALIGNMENT

The CommPilot web interface aligns text to the left or right side of the screen according to the language set in your user or administrator profile. However, for the purposes of this manual, all screen images and references to screen locations use the default English layout of left-side alignment.

CHAPTER 5
GETTING STARTED

5.1 LOG IN

The Login page is used to log in to the CommPilot. A user ID and password are required and are assigned by another administrator.



Login Page

1. Launch your Internet browser
2. Enter the CommPilot URL. ***http://ews.tipt.telstra.com*** and press **Enter**
3. Enter your **User ID**
4. Example: `sysadmin2`
5. To go to the *Password* text box, press the TAB key on the keyboard or click your mouse in the *Password text box*
6. Type your password. Your password does not display as you type; asterisks display for each character you type

   Example: ******

7. Click **Login** or press **ENTER**

> **Note:** If this is your first time logging in or if your password has expired, the Password Change page displays.

8. Type your current password
9. Type your new password. Your password does not display as you type; asterisks display for each character you type
10. Re-type your password
11. To save your changed password and display the Home page for your role, click **OK.** Click **Cancel** to display the previous page.

Note: Do not log in to the same machine as both an administrator (group administrator, enterprise administrator, service provider administrator, or system provider) and as a user at the same time.

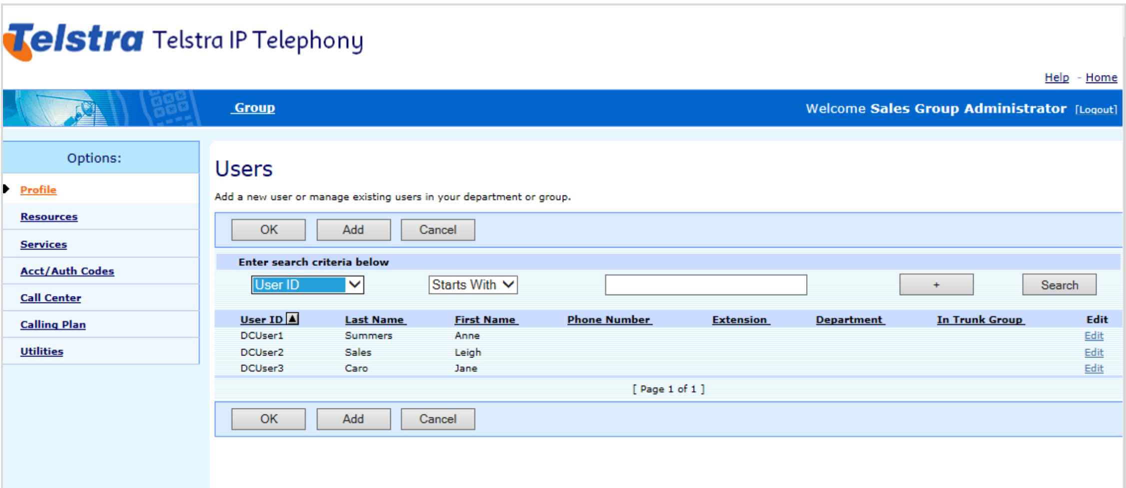
5.2 ADD TELSTRA IP TELEPHONY TO "FAVORITES"

For easy reference, use Microsoft Internet Explorer (5.0 or higher) to add Telstra IP Telephony to your Favorites. Users can also access this feature.

1. At the Telstra IP Telephony Login page, click **Favorites**
2. Select **Bookmark this page**
3. The favorites name "BroadWorks Login Page" displays in the Name field. You can change this name to an appropriate name e.g. "CommPilot Login"
4. Click **Add** to complete the procedure
5. You can now easily select the Telstra IP Telephony application from your Internet Explorer menu. If you have saved your password, you are automatically taken to your Home page. If you have not saved your password, you have to log in to the system

5.3 SEARCH LIST PAGES

This section describes how to search for specific information on a CommPilot page that contains a list, for example, the *Profile – Users* page.



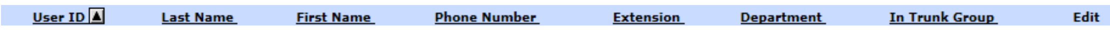
Example of a Search List

CommPilot list pages provide three ways to display the row for the item you want. *(for example, phone number or User I/D)* You can:

- Change Sort Order of Column Data
- Define Search Criteria
- Display Another Page

5.3.1 CHANGE SORT ORDER OF COLUMN DATA

Data in columns display in ascending or descending alphanumeric order. Column headings are underlined to indicate the sort order of the items in the column can be reversed. An arrowhead beside an underlined column heading indicates the column that was last sorted on the page and the current sort order of the items in that column. The direction of the arrowhead indicates the sort order of the items in that column. The following figure shows the column headings and sort order.



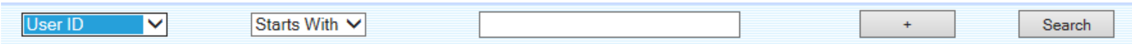
Sort Order Column Data

To change the sort order of the items in a column:

1. Click the **Column heading**

5.3.2 DEFINE SEARCH CRITERIA

To define your search criteria, use the input boxes that display below the columns of data as shown in the following figure. The first drop-down list from the left displays the column headings in the list. The second drop-down list provides options for how you want to use the data you enter in the text box on the right. The contents of these three input boxes comprise your search criteria.



Input Boxes for Search Criteria

To display only items that meet your search criteria

1. Select or type the criteria and click **Search**

To display all the items in the list

2. Click **Search**

5.3.3 DISPLAY ANOTHER PAGE

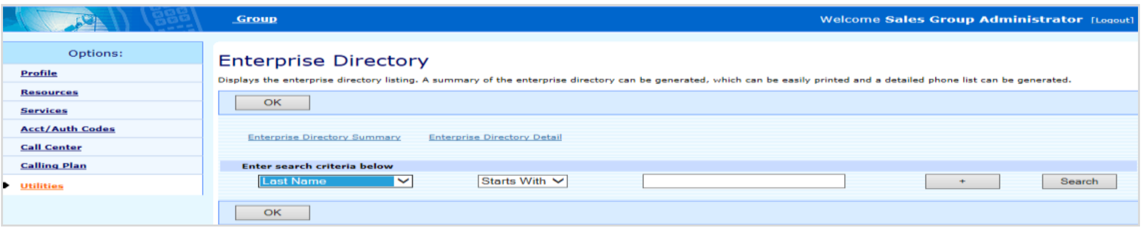
A page that contains more list data than can be displayed on one page displays links that display the first and last pages of data (***First*** and ***Last*** links) and the previous and next pages (***Previous*** and ***Next*** links) as shown in the following figure. The number of links that display depends on the number of pages for the list and which page is currently displayed. For example, when the last page of a list displays, the **Last** link is not displayed.

Links for Scrolling Through Lists

1. To scroll through the pages of a list, click a link

5.4 ADVANCED SEARCH

This section describes how to search for specific information on a CommPilot page that contains an advanced search list, for example, the *Enterprise – Enterprise Directory* page.



Enterprise > Enterprise Directory

5.4.1 SPECIFY ADVANCED SEARCH CRITERIA

Specify advanced search criteria to produce a list in a page that contains the advanced search criteria.

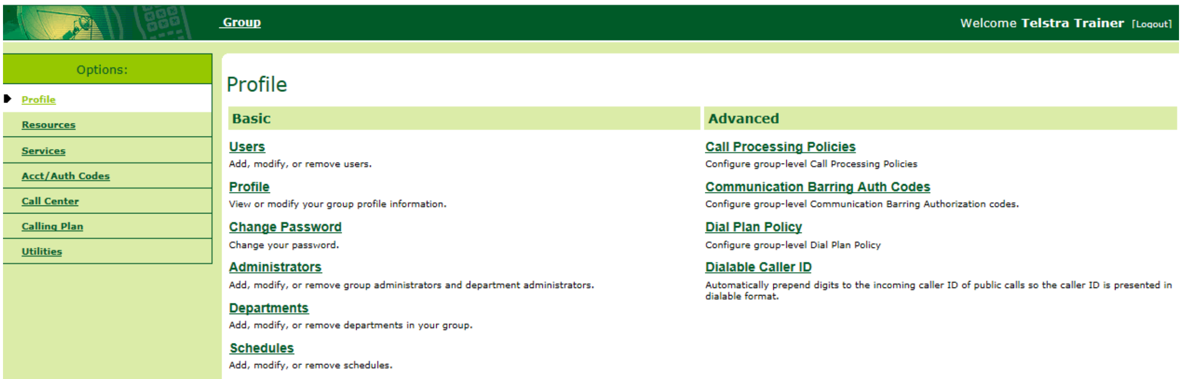
1. Select a keyword to search by from the first drop-down list on the left
2. Select a search condition from the second drop-down list
3. Type the text for the search condition in the text box
4. Click **Search**

Once the list is displayed, you can:

- Change Sort Order of Column Data
- Display Another Page

CHAPTER 6
PROFILE MENU

This chapter contains sections that correspond to each item on the *Group – Profile* menu page. This menu page is the *Home* page for group administrators and it displays when you log in. To return to this page at any time, click ***Home***.



Group > Profile Menu

The *Group – Profile* menu contains these items:

BASIC MENU

This menu displays the items that all group administrators can use:

- Users
- Profile
- Change Password
- Administrators
- Departments
- Schedules

ADVANCED MENU

This menu displays the items that group administrators can use only if such functions have been assigned to them. In most systems, Advanced menu items are reserved for your service provider administrator.

- Call Processing Policies
- Communication Barring Auth Codes
- Dial Plan Policy
- Dialable Caller I/D

6.1 ACCESS GROUP – PROFILE MENU

Use the *Group – Profile* menu to modify the users in your group, modify the profile of the group, modify departments in the group, add and modify schedules (Holiday and Time), and change your password.

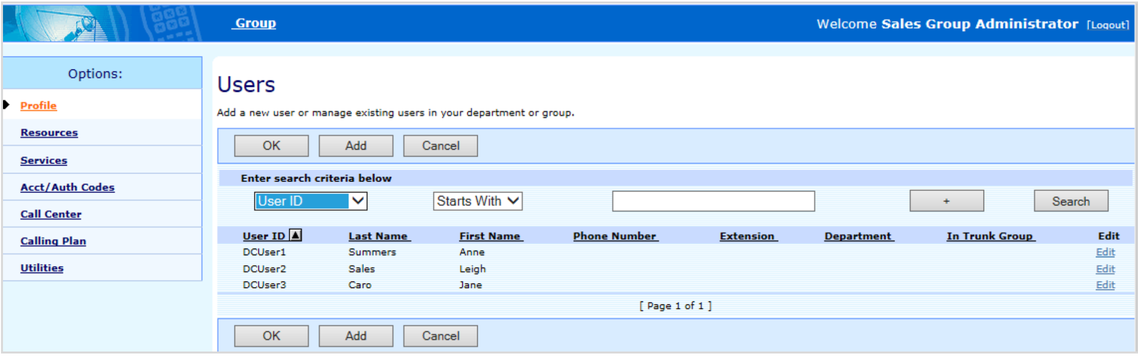
On your Home page, on the *Options* list, click *Profile*. The *Group – Profile* menu page displays.

6.2 USERS

As a Customer Group Administrator you can access the users in your group. By logging into each user you have the ability to configure or make changes to all the features they have access to. Having the ability to view all users' features is also an advantage when troubleshooting.

6.2.1 LIST USERS

Use the *Group – Profile – Users* page to list all the users in the group. On this page, you can search for a particular user. From this page, you can select a user to be modified or deleted, change a user password, or assign services to or unassign services from a user.



Group > Profile > Users

1. On the *Group – Profile* menu page Click **Users**

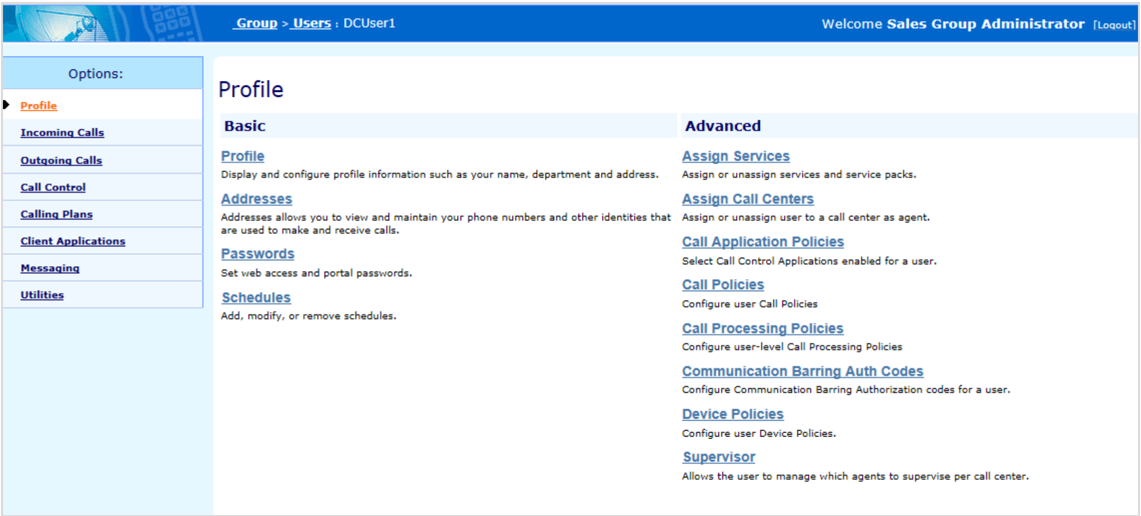
   The *Profile – Users* page is a list page that contains an advanced search. The User ID, Last Name, First Name, Phone Number, Extension and Department display for each user. Depending on the number of pages of data in a list, list pages allow you to present the data several different ways. You can click the headings of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, ***Next*** or ***Previous***. The advanced search lets you define specific search criteria to narrow your search and display a manageable list.

2. To display the previous page, click **OK** or **Cancel**

6.2.2 USER – PROFILE MENU

Use the *Users – Profile* menu page to display the pages to modify a user profile, to delete a user, to change a user password, or to assign services to or unassign services from a user.

The *User – Profile* menu contains these items:



Group > Profile > Users > Profile

BASIC MENU

This menu displays the items that all group administrators can use:

- Profile
- Addresses
- Passwords
- Schedules

ADVANCED MENU

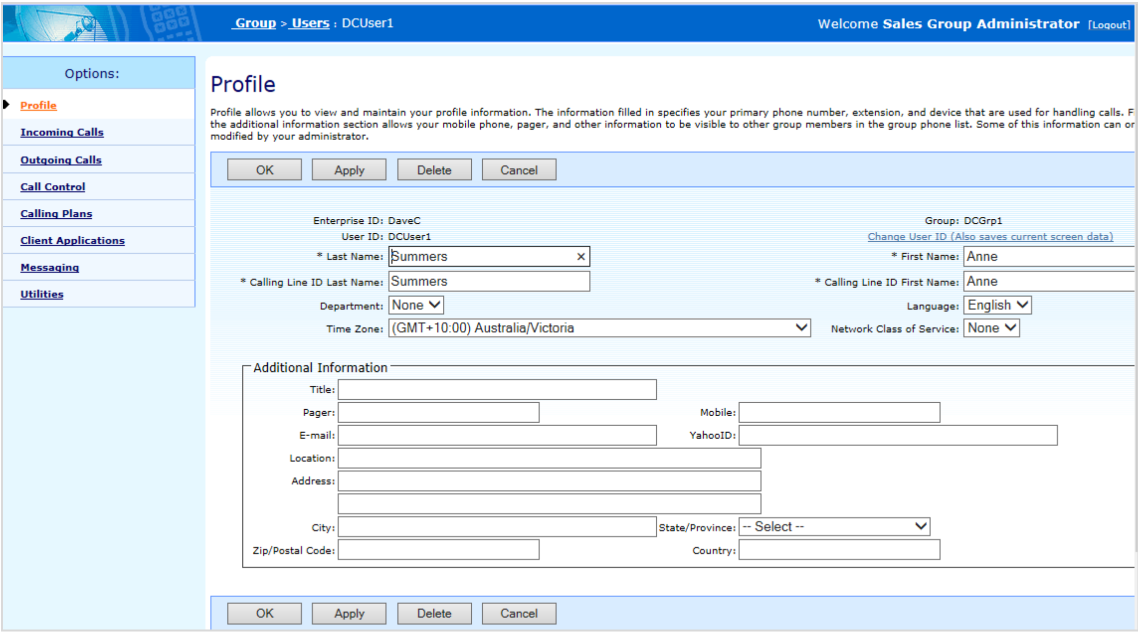
This menu displays the items that group administrators can use only if such functions have been assigned to them.

- Assigned Services
- Assign Call Centres
- Call Application Policies
- Call Policies
- Call Processing Policies
- Communication Barring Auth Codes
- Device Policies
- Supervisor

6.2.2.1 MODIFY OR DELETE A USER PROFILE

Note: It is recommended NOT to delete a User as this will delete the entire User's profile.

Use the *Users – Profile* page to modify or delete a user profile.



Group > Profile > Users > Profile

6.2.2.2 TO VIEW OR MODIFY A USER IN YOUR GROUP

1. On the *Group – Profile* menu page Click *Users*
2. Click *Search* to display a list of users in your group
3. Click *Edit* or any item on the row for the user
4. Click **Profile**
5. Retype the user's last name and first name if required
6. Type Calling Line ID details, if required
7. From the drop down menu select the language, if required
8. From the drop down menu select the Time Zone, if required
9. Complete any Additional information, such as E-mail address, or Mobile number
10. To save your changes click **Apply** or **OK**

6.2.2.3 TO DELETE A USER IN YOUR GROUP

Note: It is recommended NOT to delete a User as this will delete the entire User's profile.
Note: Add and Delete functions should be performed by Telstra

1. On the *Group – Profile* menu page Click *Users*
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user
4. Click *Profile*
5. To delete the user, click **Delete**. The previous page displays.

Note: If you change the selection for *Language*, for the change to be effective on the web interface, the user must log out and then log in again. For the voice prompts during calls, the change is effective on the next call to or from the user.

6.2.2.4 CHANGE A USER ID

Note: This feature should not be changed unless you are re-configuring the User for OCS.

Use the *User – Change User ID* page to change a user ID.

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user
4. Click *Profile*
5. Click *Change User ID*
6. Type the *New User ID*, which can be up to 20 characters in length
   Do not use spaces, dashes, or the * and + symbols.
7. To save your changes click **OK**

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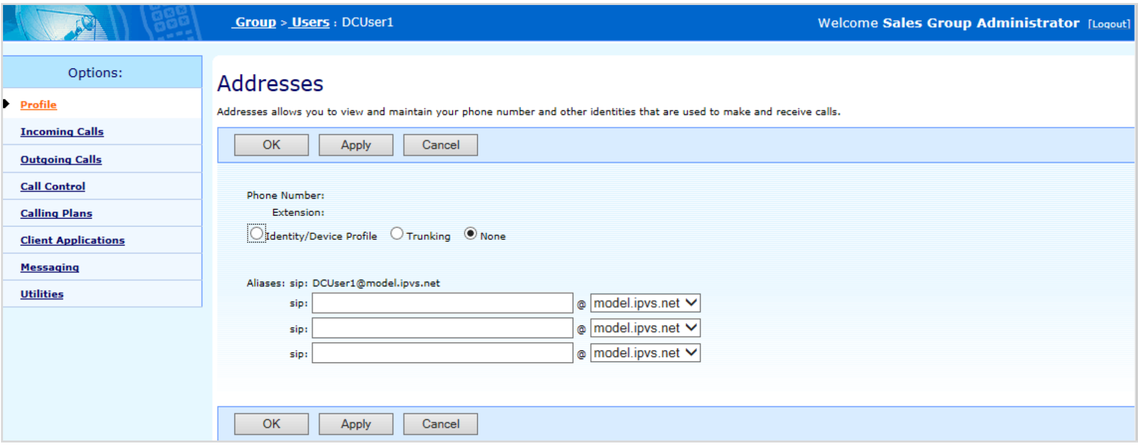
6.2.3 ADDRESSES

Use the *User – Addresses* page to view or maintain your phone numbers that are used to make and receive calls.



Group > Profile > Users > Addresses

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user
4. Click **Addresses**
5. Update address details as required
6. To save your changes click **Apply** or **OK**

6.2.4 CHANGE A USER PASSWORD

Use the *User – Passwords* page to change a user password for the web portal or the voice portal. A user can also change their password.

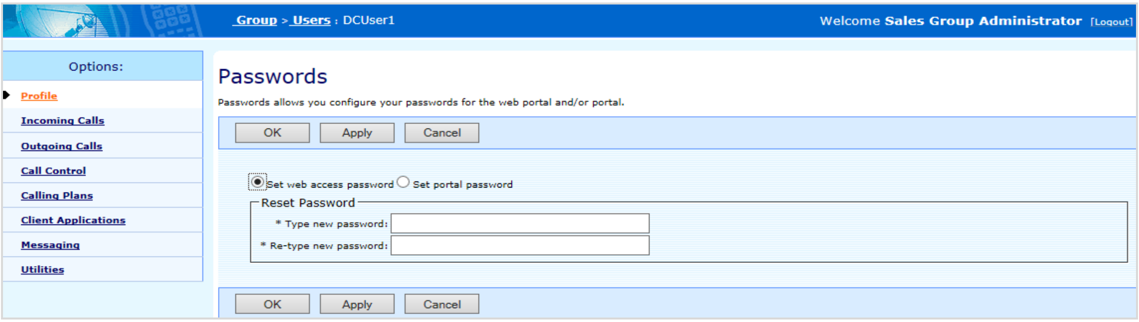
1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user

4. Click **Passwords**

5. Select the type of password: **Set web access Password** or **Set portal Password**
The Set portal password button displays only for users with the Voice Messaging service.

6. Type and retype the new password in the **Reset Password** text boxes

7. To save your changes click **Apply** or **OK**



Group > Profile > Users > Passwords

6.2.5 SCHEDULES

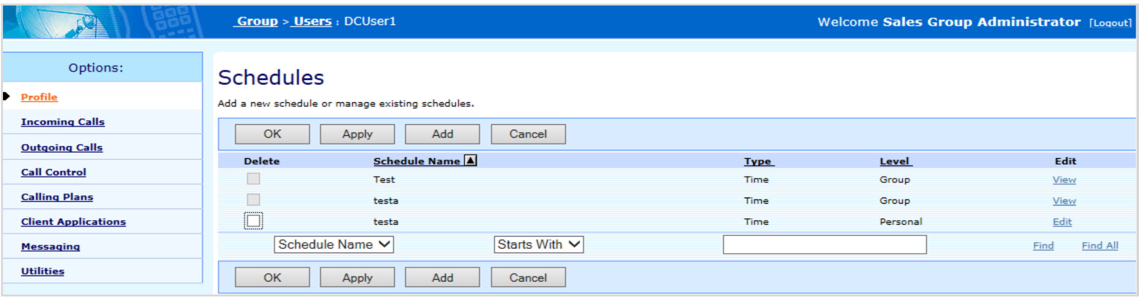
Schedules (Time or Holiday schedules) can be created with Events which are a set of criteria and a recurrence pattern used to configure the schedule.

Use this item on the *Users – Profile* menu page to

- Add Schedules
- Modify a Schedule
- Delete a Schedule

Use the *Users – Schedule* page to list all the time schedules in the group. Schedules can be applied to services such as Call Notify, Priority Alert, and Selective Acceptance/Rejection/Forward.

From this page, you can add, modify, or delete a schedule.



Group > Profile > Users > Schedules

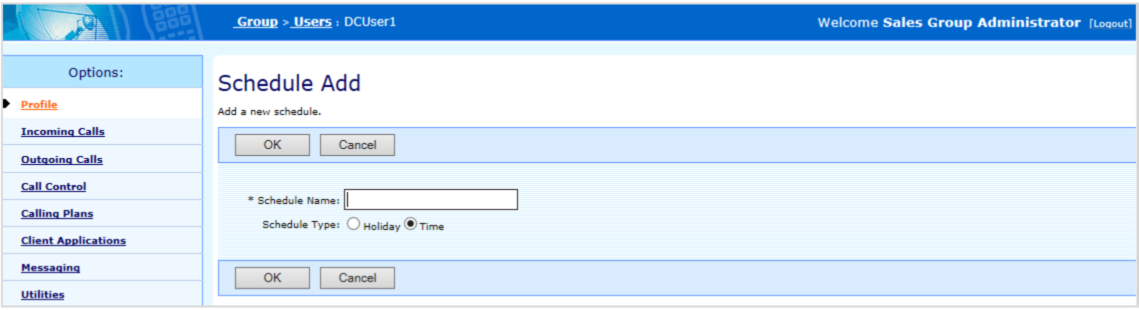
1. On the *Users – Profile* menu page Click **Schedules**

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, Next or Previous.

2. To display the previous page, click **OK** or **Cancel**.

6.2.6 ADD SCHEDULES

Use the *User – Schedules Add* page to add a time schedule for the group



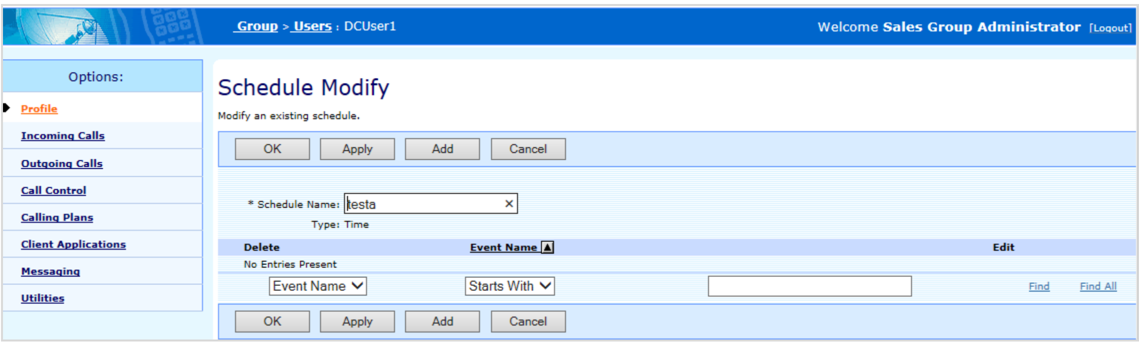
Group > Profile > Users > Schedules

1. From the *Group - User – Profile* menu page Click **Schedules**
2. Click **Add**
3. Type a name for the schedule
4. Select either **Holiday** or **Time** Schedule
5. To save your changes click **Apply** or **OK**

6.2.7 MODIFY OR DELETE A TIME SCHEDULE

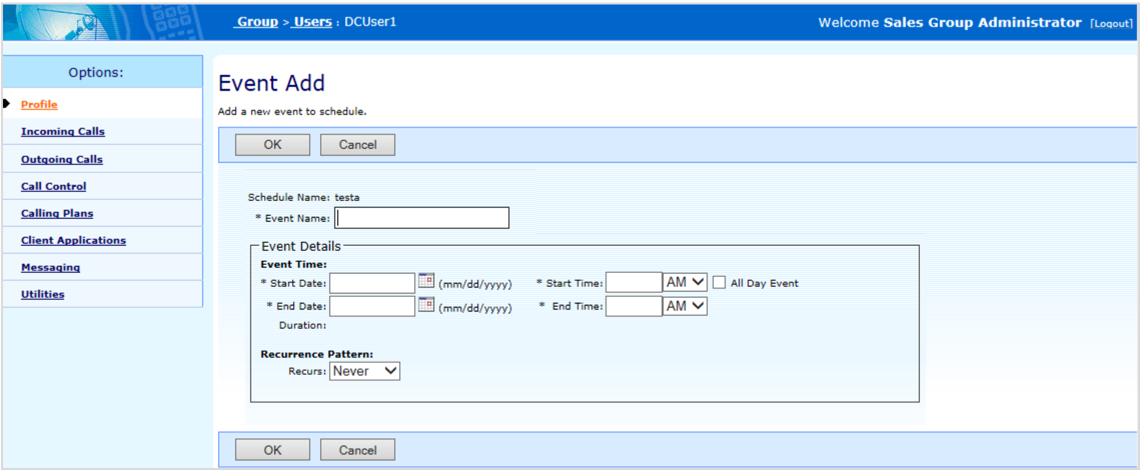
Use the *User – Schedules Modify* page to modify or delete a time schedule.

1. On the *Users – Profile* menu page Click **Schedules**
2. Click **Edit** or any item on the row for the schedule



Group > Profile > Users > Schedules

3. Click **Add**



Group > Profile > Users > Schedules

4. Enter the **Event Name**
5. Enter the **Start Date and Time**
6. Enter the **End Date and Time**
7. Select the **Recurrence Pattern**
   Select from Never, Daily, Weekly, Monthly, Yearly
8. To save your changes click **OK**

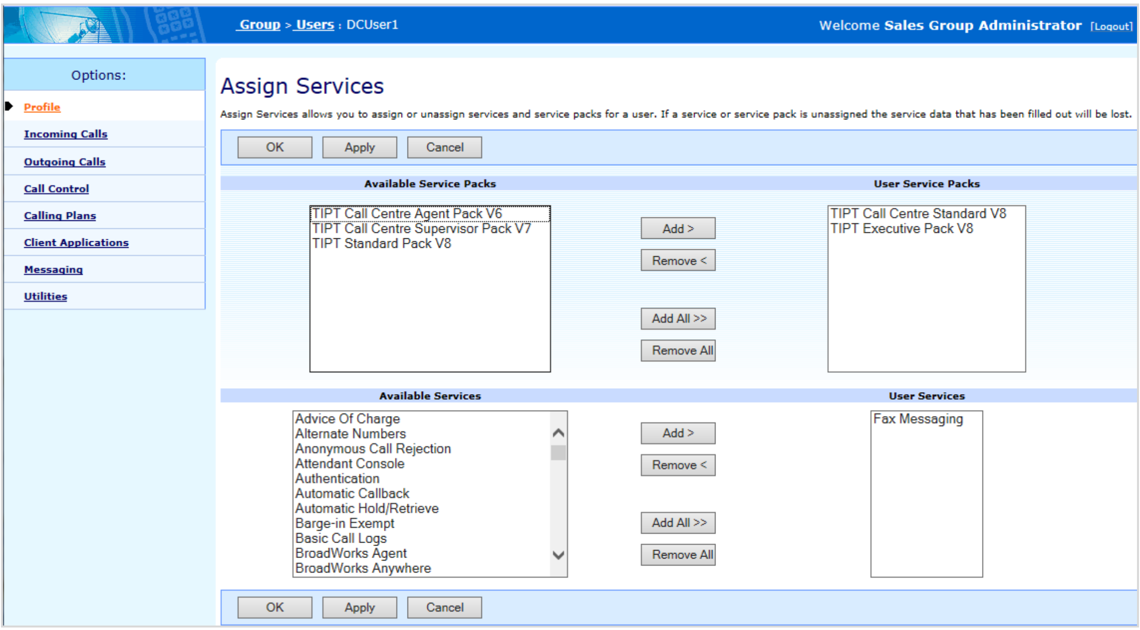
6.2.7.1 TO DELETE A SCHEDULE

1. Tick the **Delete** box next to the schedule you want to delete
2. To save your changes click **Apply** or **OK**

6.2.8 ASSIGN SERVICES OR UNASSIGN SERVICES FROM A USER

Use the *User – Assign Services* page to assign services to or unassign services from a user.

> **Note** : You should assign the new Service Pack before removing an existing Service Pack. That way the features already assigned will remain when the new Service Pack is assigned. You will need to have a spare Service Pack in order to swap packs around. The miRECEPTION pack can be swapped between users.



Group > Profile > Users > Assign Services

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the
4. Click **Assign Services**

6.2.8.1 ASSIGN SERVICE PACKS AND USER SERVICES:

In the *Available Service Packs* column, select the items to be assigned. On a column, you can select some or all of the items. Item names are listed in alphabetical order. To select several items in sequential order, click the first option, hold down the SHIFT key on the keyboard, and click the last option. To select several items, but not in a particular order, click the options while holding down the CTRL key on the keyboard.

1. To assign the selected items, click **Add>**. To assign all items (unselected) at once, click **Add All>>.**

6.2.8.2 UNASSIGN SERVICE PACKS AND USER SERVICES

1. Select the items in the User Service Packs or User Services column and click **Remove<**. To unassign all items (unselected) at once, click **Remove All<<**
2. To save your changes click **Apply** or **OK**

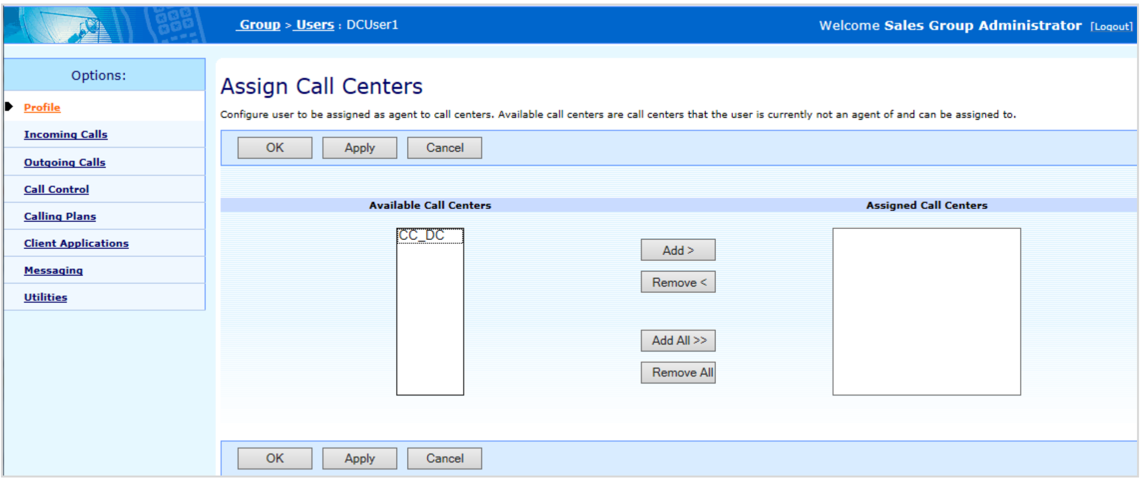
> **Note:** You can only assign service packs that are authorised for your group and which you have assigned to the group. Go to Group/Resources/Services or refer to Section 16.5
> Depending on the Service Packs you have purchased will determine which Service Packs appear in the Available Service Packs Column.

Service Packs that are potentially available to be assigned are TIPT Executive Pack, TIPT Standard Pack, TIPT Basic Pack.

Even though these packs may appear in the Available Service Packs Column, they are just an indication of packs that could potentially be assigned. To view a list of packs that are available for you group, you will need to go to the Group/Resources/Services menu and see if there are any packs still available that have not been assigned to your group yet.

6.2.9 ASSIGN CALL CENTRES

Use the *User – Assign Services* page to assign or unassign a user to a call centre as an agent.



Group > Profile > Users > Call Centres

1. On the *Group – Profile* menu page Click **Users**

2. Click **Search** to display a list of users in your group

3. Click **Edit** or any item on the row for the user

4. Click **Assign Call Centres**

6.2.9.1 ASSIGN CALL CENTRES

In the *Available Call Centres* column, select the agents to be assigned. On a column, you can select some or all of the items. Item names are listed in alphabetical order. To select several items in sequential order, click the first option, hold down the SHIFT key on the keyboard, and click the last option. To select several items, but not in a particular order, click the options while holding down the CTRL key on the keyboard.

To assign the selected items, click **Add>***.* To assign all items (unselected) at once, click **Add All>>.**

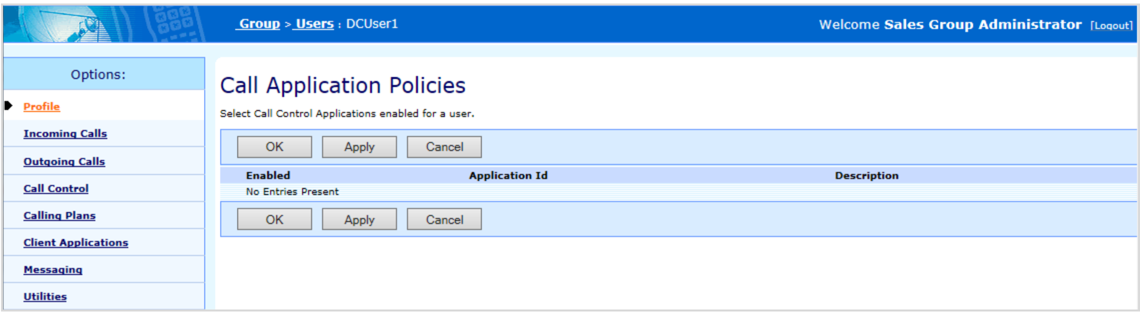
6.2.10 UNASSIGN AGENTS FROM CALL CENTRES

1. Select the items in the User Assigned Call Centres column and click **Remove<**. To unassign all items (unselected) at once, click **Remove All<<**

2. To save your changes click **Apply** or **OK**

6.2.11 CALL APPLICATION POLICIES

Use the *User –Call Application Policies* page to list call application policies for a user.



Group > Profile > Users > Call Application Policies

1. On the *Group – Profile* menu page Click **Users**

2. Click **Search** to display a list of users in your group

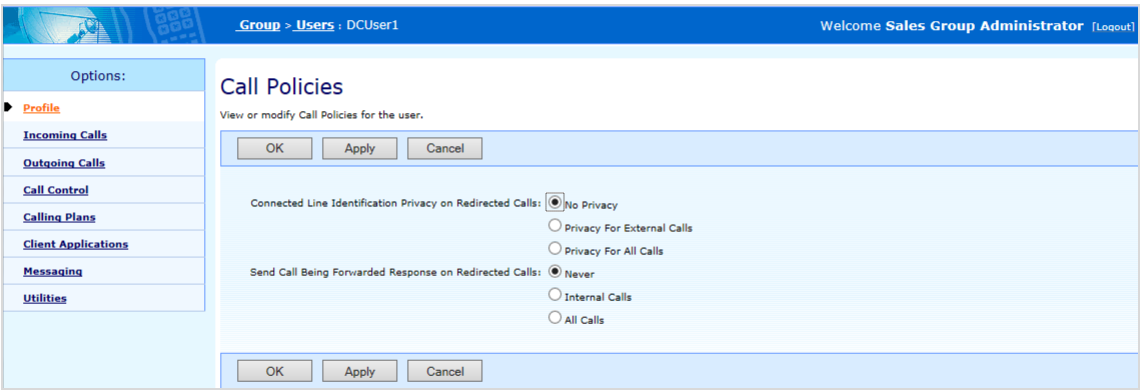
3. Click **Edit** or any item on the row for the

4. Click **Call Application Policies**

5. To save your changes click **Apply** or **OK**

6.2.12 CALL POLICIES

Use the ***User –Call Policies*** page view or modify call policies for a user.

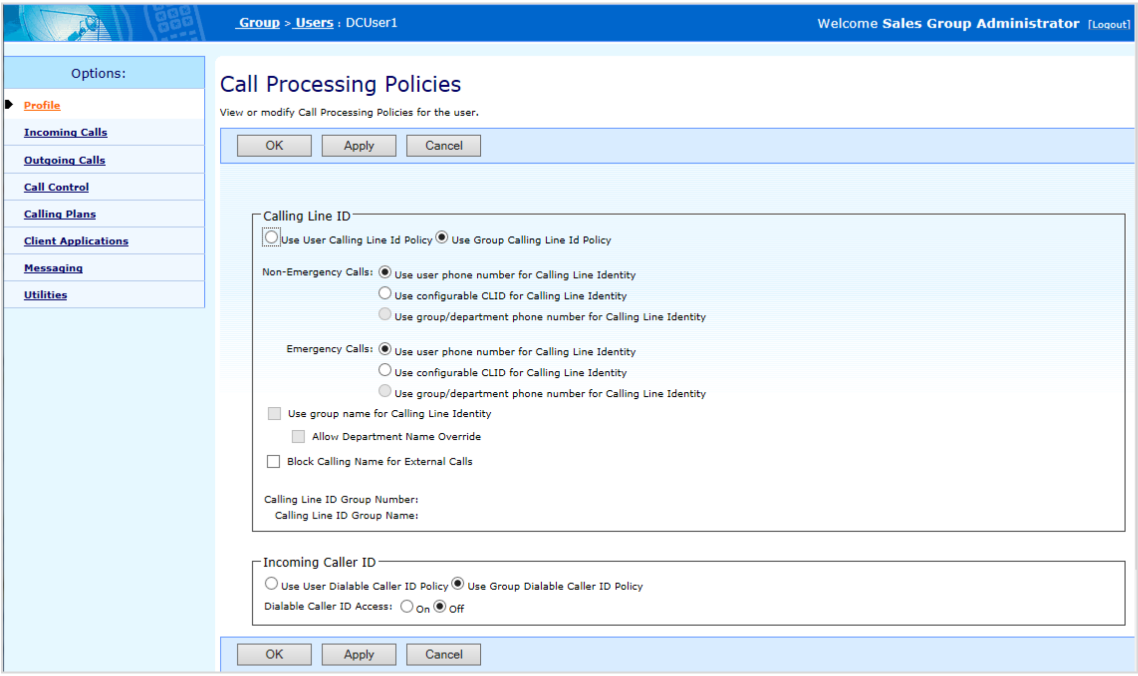


Group > Profile > Users > Call Policies

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user
4. Click **Call Policies**
5. Select the required option for Connected Line Identification Privacy on Redirected calls **No Privacy, Privacy for External Calls** or **Privacy for All Calls**
6. Select the required option for Send Call Being Forwarded Response on Redirected Calls **Never, External Calls** or **All Calls**
7. To save your changes click **Apply** or **OK**

6.2.13 CALL PROCESSING POLICIES

Use the *User – Call Processing Policies* page view or modify call processing policies for a user.

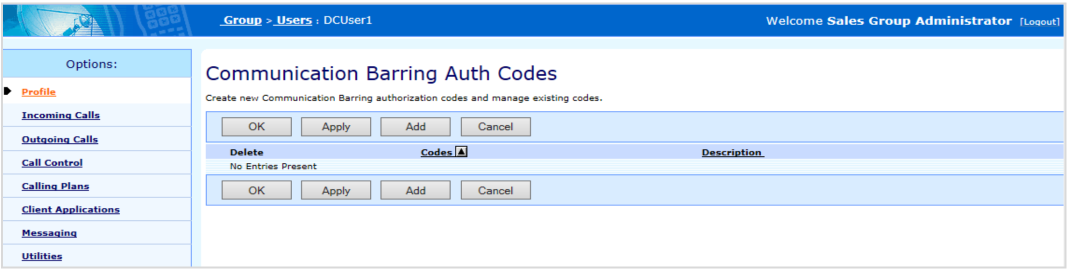


Group > Profile > Users > Call Processing Policies

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user
4. Click **Call Processing Policies**.
5. Select the required option: **Use User Calling Line Id Policy**, *or* **Use Group Calling Line Id Policy**
6. Select the required option for **Non-emergency** calls and **Emergency calls**
7. If required select **Use Group Name for Calling Line Identity** and **Allow Department Name Override**
8. If required select **Block Calling Name for External Calls**
9. To save your changes click **Apply** or **OK**.

6.2.14 COMMUNICATION BARRING AUTH CODES

Use the *User –Profile – Communication Barring Auth codes* page to view and manage (providing this has been pre-configured by Telstra) communication Barring Auth Codes for a user.

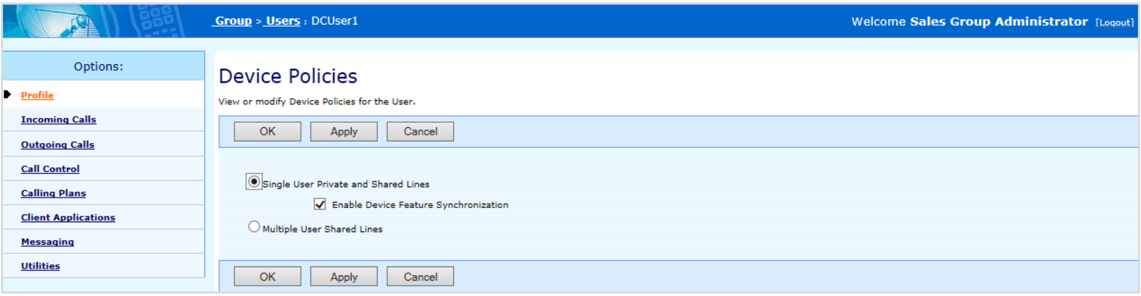


Group > Profile > Users > Communication Barring Auth Codes

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user
4. Click **Communication Barring Auth Codes**
5. Click **Add** to add a new code
6. Enter Authoization Code and Description
7. Click **OK**
8. To save your changes click **Apply** or **OK**

6.2.15 DEVICE POLICIES

Use the *User –Profile – Device Policies* page to view and modify Device Policies for a user.

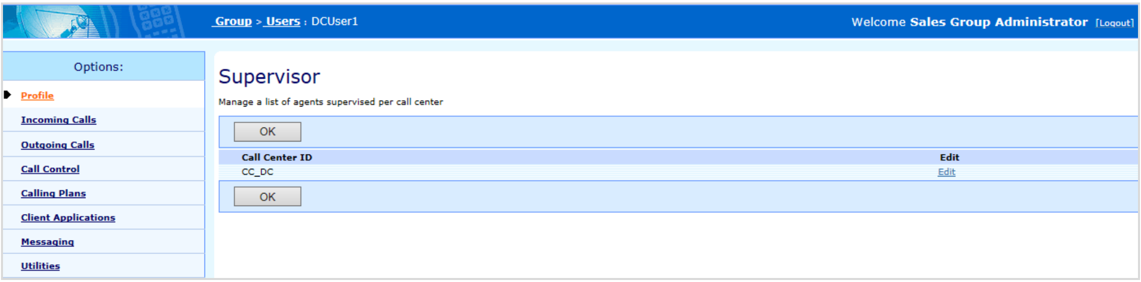


Group > Profile > Users > Device Policies

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user
4. Click **Device Policies**
5. Select either **Single User Private and Shared Lines** or **Multiple User Shared Lines**
6. Select **Enable Device Feature Synchronization**, if required
7. To save your changes click **Apply** or **OK**.

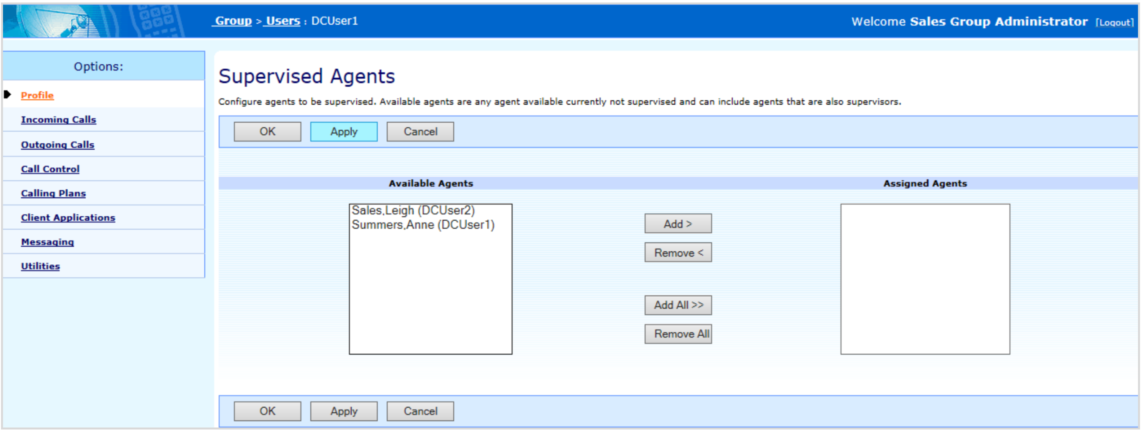
6.2.16 SUPERVISOR

Use the *User –Profile – Supervisor* page to Manage a list of agents supervised per call centre.



Group > Profile > Users > Supervisor

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user
4. Click **Supervisor**
5. Click Edit or any item on the row for the Call Centre I/D



Group > Profile > Users > Supervisor

6. Select the agents from the ***Available Agents*** column
   To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard
7. Click **Add**.
   To add all users (unselected) at once, click **Add All**.
8. To remove users, On the *Selected Users* column, select the users and click **Remove**. To remove all users (unselected) at once,
9. Click **Remove All**
10. To save your changes click **Apply** or **OK**.

CHAPTER 7
INCOMING CALL OPTIONS

As a Customer Group Administrator you can access the users in your group. By logging into each user you have the ability to configure or make changes to all the features they have access to. Having the ability to view all users' Incoming Call Options allows you to address troubleshooting issues. Troubleshooting issues in relation to Incoming Calls setting can be found in the Troubleshooting section of this manual.

Listed below are the different options a user can configure in their Incoming Calls menu option. The list of features displayed is based on the service pack they have assigned to them, i.e. Executive, Standard or Basic.

The *User – Incoming Calls* menu contains these items:
Based on the Service Pack a user has assigned to them will determine the features that are available in this menu. The following list is based on the Executive Service pack being assigned to the user.

BASIC MENU

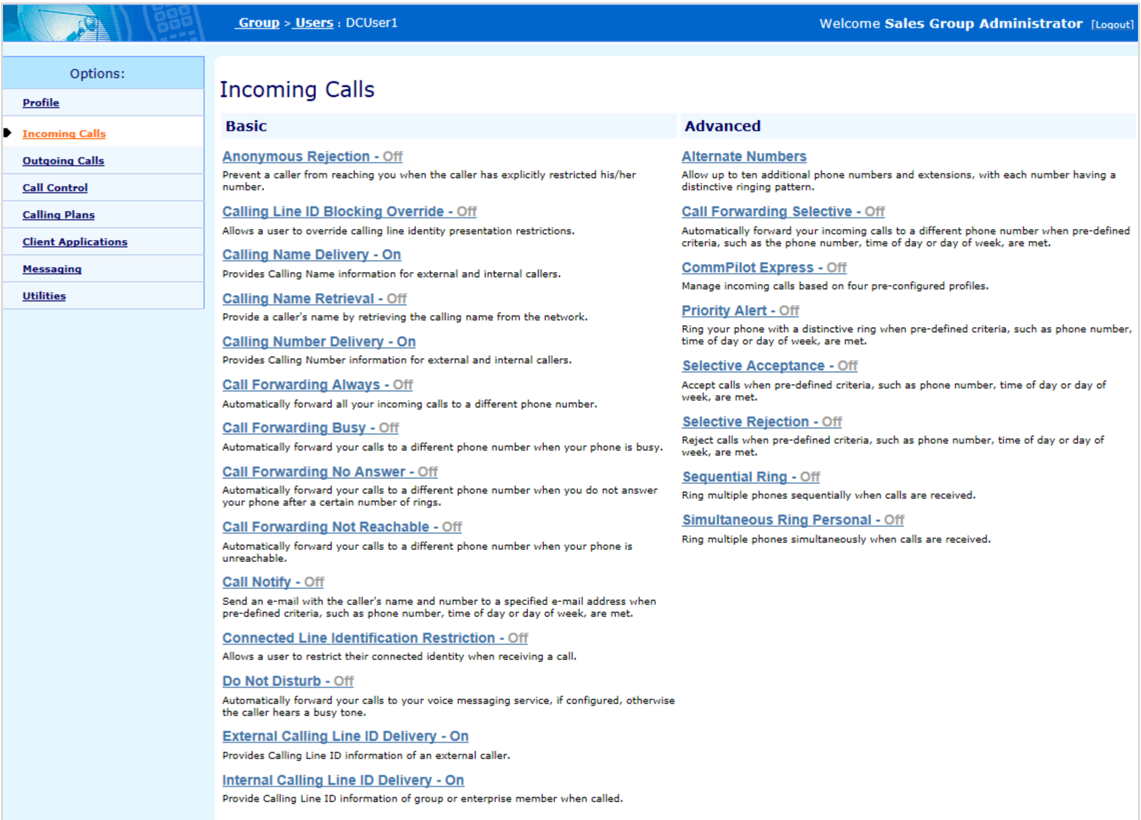
This menu displays the items that all group administrators can use:

- Anonymous Rejection
- Calling Line ID Blocking Override
- Calling Name Delivery
- Calling Name Retrieval
- Calling Number Delivery
- Call Forwarding Always
- Call Forwarding Busy
- Call Forwarding No Answer
- Call Forwarding Not Reachable
- Call Notify
- Connected line Identification Restriction
- Do Not Disturb
- External Calling line ID Delivery
- Internal Calling line ID Delivery

ADVANCED MENU

This menu displays the items that group administrators can use only if such functions have been assigned to them.

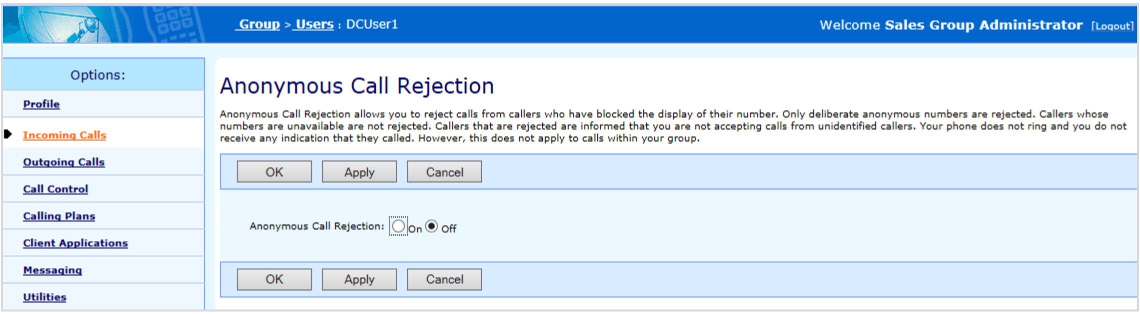
- Alternate Numbers
- Call Forwarding Selective
- CommPilot Express
- Priority Alert
- Selective Acceptance
- Selective Rejection
- Sequential Ring
- Simultaneous Ring Personal



Group > Profile > Users > Incoming Calls

7.1 ANONYMOUS REJECTION

The *Anonymous Rejection* feature prevents a caller from reaching you when the caller has explicitly restricted their number. A user can also activate or deactive the Anonymous Call Rejection feature via Feature Access Codes. To activate Anonymous Call Rejection press *77. To de-activate Anonymous Call Rejection press *87.



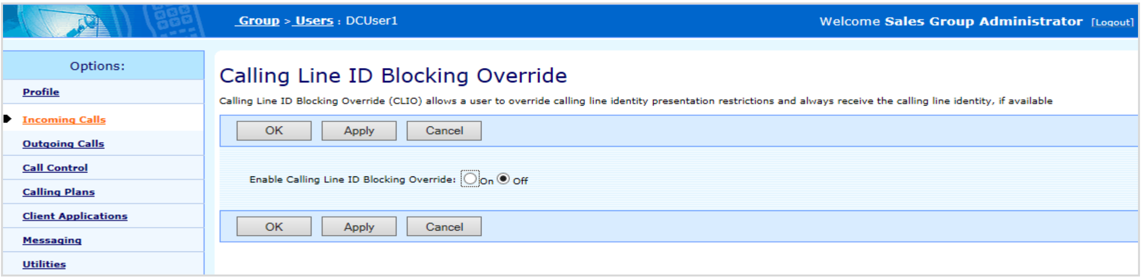
Group > Profile > Users > Incoming Calls > Anonymous Call Rejection

7.1.1 TO ACTIVATE ANONYMOUS CALL REJECTION

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user
4. Click **Incoming Calls**
5. Click **Anonymous Call Rejection**
6. Click **On** (to activate the feature)
7. To save your changes click **Apply** or **OK**

7.2 CALLING LINE ID BLOCKING OVERRIDE

Calling Line ID Blocking Override (CLIO) allows a user to override calling line identity presentation restrictions and always receive the calling line identity, if available.



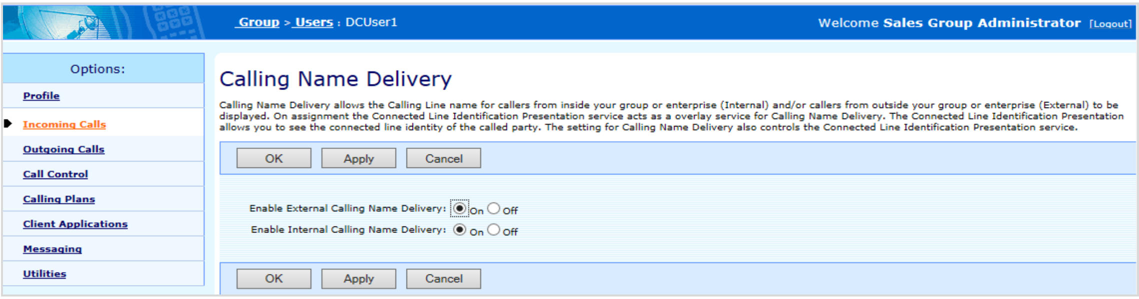
Group > Profile > Users > Incoming Calls > Calling Line I/D Blocking Override

7.2.1 TO ACTIVATE CALLING LINE ID BLOCKIIG OVERRIDE

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user
4. Click **Incoming Calls**
5. Click **Calling Line ID Blocking Override**
6. Click **On** (to activate the feature)
7. To save your changes click **Apply** or **OK**

7.3 CALLING NAME DELIVERY

Calling Name Delivery allows the Calling Line name for callers from inside your group or enterprise (Internal) and/or callers from outside your group or enterprise (External) to be displayed. On assignment the Connected Line Identification Presentation service acts as an overlay service for Calling Name Delivery. The connected line identification Presentation allows you to see the connected line identity of the called party. The setting for Callling name Delivery also controls the connected Line identification Presentation service.



Group > Profile > Users > Incoming Calls > Calling Name Delivery

7.3.1 TO ACTIVATE CALLING NAME DELIVERY

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user
4. Click **Incoming Calls**
5. Click **Calling Name Delivery**

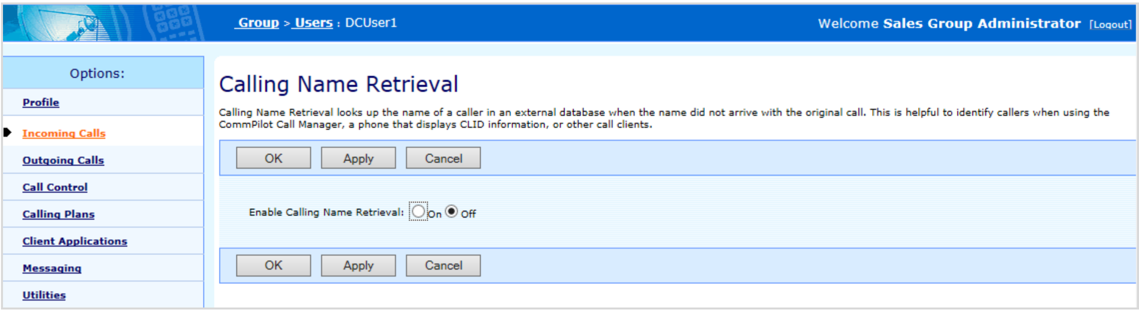
6. Click **On** (to activate)**/Off** (to deactivate the feature) for *Enable External Calling Name Delivery* The default setting for this feature is On

7. Click **On** (to activate)**/Off** (to deactivate the feature) for *Enable Internal Calling Name Delivery* The default setting for this feature is On

8. To save your changes click **Apply** or **OK**

7.4 CALLING NAME RETRIEVAL

The *Calling Name Retrieval* feature looks up the name of a caller in an external database when the name did not appear with the original call.



Group > Profile > Users > Incoming Calls > Calling Name Retrieval

7.4.1 TO ACTIVATE CALLING NAME RETRIEVAL

1. On the *Group – Profile* menu page Click **Users**

2. Click **Search** to display a list of users in your group

3. Click **Edit** or any item on the row for the user

4. Click **Incoming Calls**

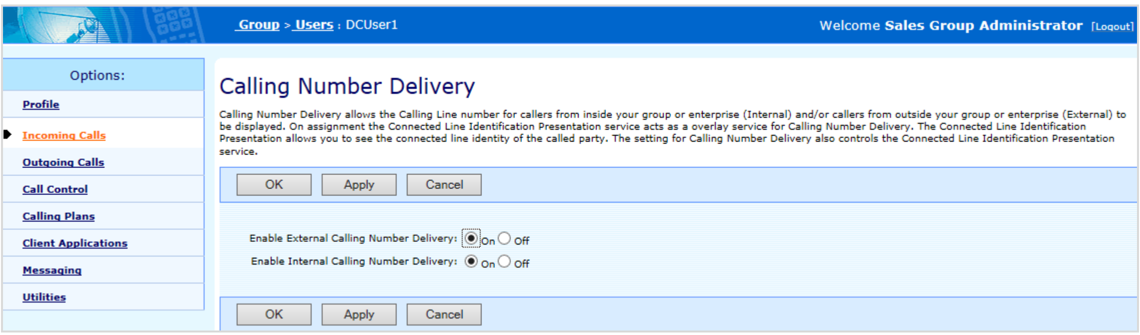
5. Click **Calling Name Retrieval**

6. Click **On** (to activate the feature)

7. To save your changes click **Apply** or **OK**

7.5 CALLING NUMBER DELIVERY

Calling Name Delivery allows the Calling Line number for callers from inside your group or enterprise (Internal) and/or callers from outside your group or enterprise (External) to be displayed. On assignment the Connected Line Identification Presentation service acts as an overlay service for Calling Number Delivery. The connected line identification Presentation allows you to see the connected line identity of the called party. The setting for Callling Number Delivery also controls the connected Line identification Presentation service.

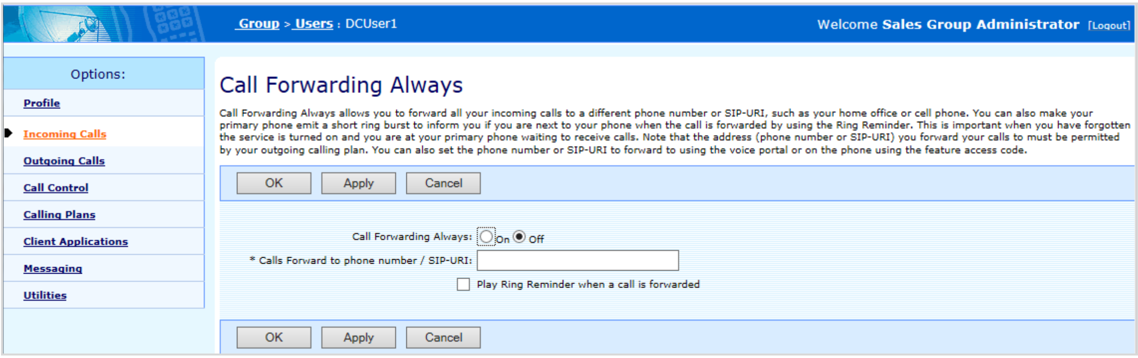


7.5.1 TO ACTIVATE CALLING NUMBER DELIVERY

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user
4. Click **Incoming Calls**
5. Click **Calling Number Delivery**
6. Click **On** (to activate)**/Off** (to deactivate the feature) for **Enable External Calling Number Delivery** The default setting for this feature is On
7. Click **On** (to activate)**/Off** (to deactivate the feature) for **Enable Internal Calling Number Delivery** The default setting for this feature is On
8. To save your changes click **Apply** or **OK**

7.6 CALL FORWARDING ALWAYS

The *Call Forwarding Always* feature automatically forwards all your incoming calls to a different phone number, which the user specifies.



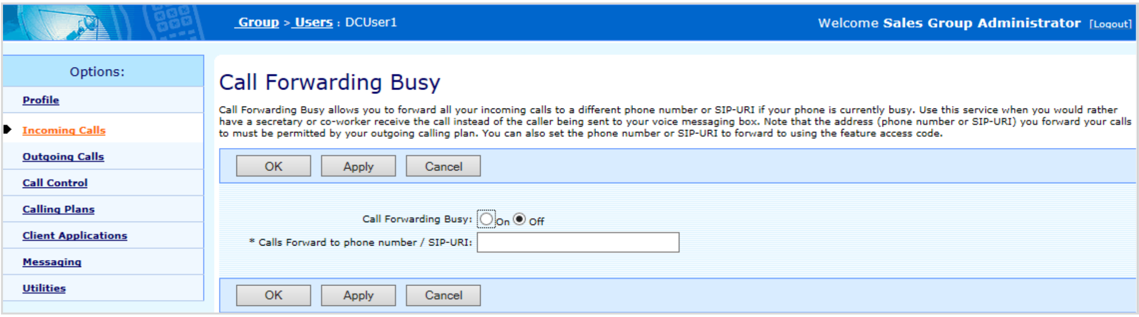
Group > Profile > Users > Incoming Calls > Call Forwarding Always

7.6.1 TO ACTIVATE CALL FORWARDING ALWAYS

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user
4. Click **Incoming Calls**
5. Click **Call Forwarding Always**
6. Click **On** (to activate the feature)
7. Enter a number into the **Calls Forward to phone number** field
8. To save your changes click **Apply** or **OK**

7.7 CALL FORWARDING BUSY

The *Call Forwarding Busy* feature automatically forwards all your incoming calls to a different phone number, when your phone is busy.



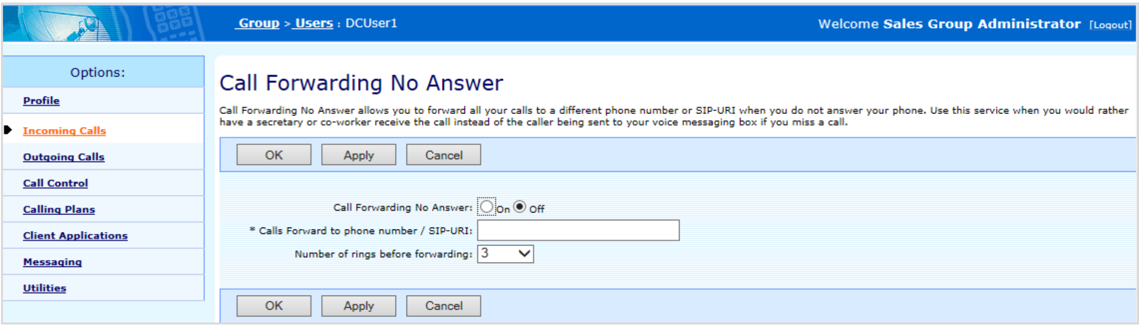
Group > Profile > Users > Incoming Calls > Call Forwarding Busy

7.7.1 TO ACTIVATE CALL FORWARDING BUSY

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user
4. Click **Incoming Calls**
5. Click **Call Forwarding Busy**
6. Click **On** (to activate the feature)
7. Enter a number into the **Calls Forward to phone number** field
8. To save your changes click **Apply** or **OK**

7.8 CALL FORWARDING NO ANSWER

The *Call Forwarding No Answer* feature automatically forwards all your incoming calls to a different phone number, when you do not answer your phone after a specified number of rings.



Group > Profile > Users > Incoming Calls > Call Forwarding No Answer

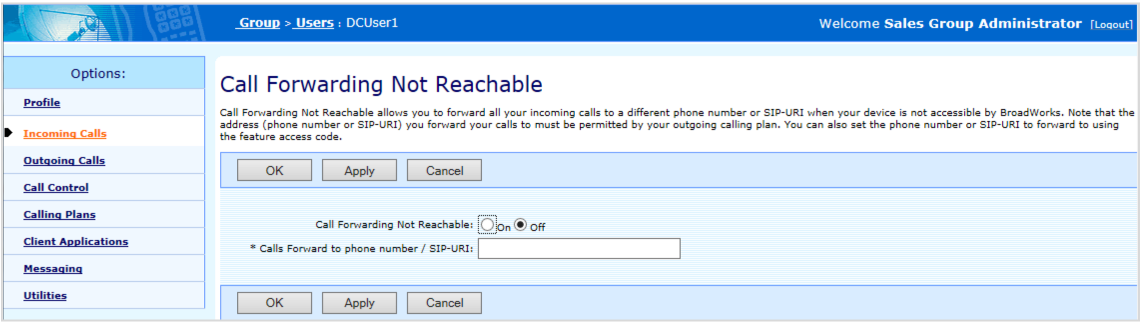
7.8.1 TO ACTIVATE CALL FORWARDING NO ANSWER

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user
4. Click **Incoming Calls**
5. Click **Call Forwarding No Answer**
6. Click **On** (to activate the feature)
7. Enter a number into the **Call Forward to** phone number field
8. Click on the drop down arrow to select your require number of rings
   3 rings is the default setting. The maximum number of rings available is 20.
9. To save your changes click **Apply** or **OK**

7.9 CALL FORWARDING NOT REACHABLE

The *Call Forwarding Not Reachable (CFNR)* feature provides a forwarding feature that allows you to forward your incoming calls to a different phone number when your device (Telstra IP phone) is not accessible by TIPT.

The phone number you forward your calls to must be permitted by your Outgoing Calling Plan. This feature can also be activated by using Feature Access Codes.



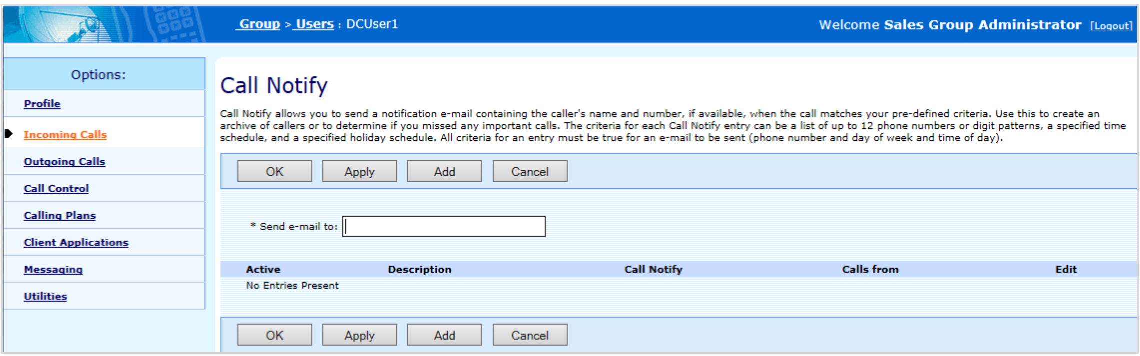
Group > Profile > Users > Incoming Calls > Call Forwarding Not Reachable

7.9.1 TO ACTIVATE CALL FORWARDING NOT REACHABLE

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user
4. Click **Incoming Calls**
5. Click **Call Forwarding Not Reachable**
6. Click **On** (to activate the feature)
7. Enter a number into the **Calls Forward to phone number** field
8. To save your changes click **Apply** or **OK**

7.10 CALL NOTIFY

Send an e-mail with the caller's name and number to a specified e-mail address when pre defined criteria, such as phone number, time of day or day of week are met.



Group > Profile > Users > Incoming Calls > Call Notify

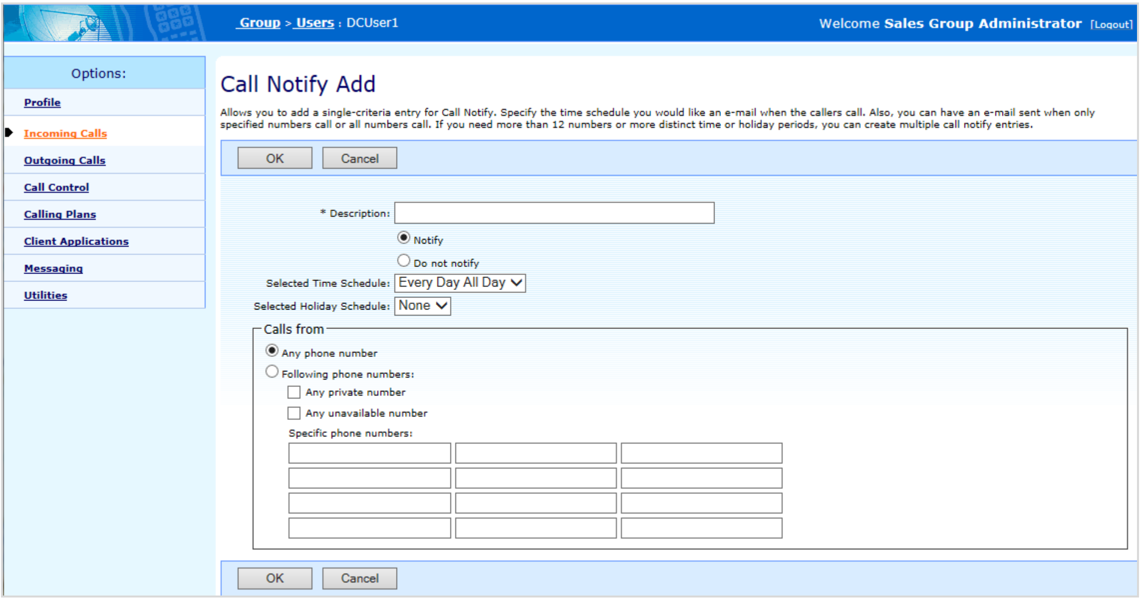
1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user
4. Click **Incoming Calls**
5. Click **Call Notify**
6. Enter an email address for the notifications to be sent

7. To save your changes click **Apply** or **OK**

7.10.1 TO ADD NUMBER TO THE CALL NOTIFY PAGE

Allows you to add a single-criteria entry for *Call Notify*. Specify the time schedule you would like an e-mail when the callers call. Also, you can have an e-mail sent when only specified numbers call or all numbers call. If you need more than 12 numbers or more distinct time or holiday periods, you can create multiple call notify entries.

1. Click **Add**



Group > Profile > Users > Incoming Calls > Call Notify

2. Enter a Description
3. Select **Notify** or **Do not notify**
4. Select a **Time** and/or **Holiday schedule** (if required)
5. Specify in the **Calls From** field
   Any phone number OR
   Following phone numbers and enter the relevant phone numbers (one number in each field)

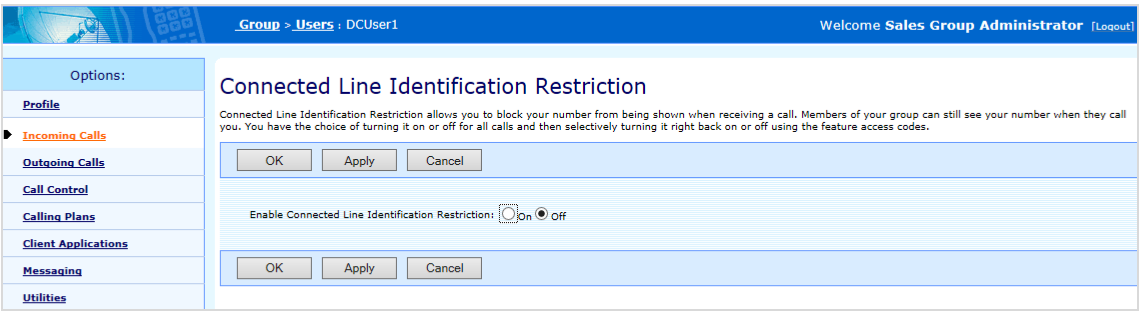
1. To save your changes click **OK**

7.10.2 TO DELETE A CALL NOTIFY ENTRY

1. On the Call Notify page
2. Click **Edit** or any item on the row for the entry
3. Click **Delete**
   The entry is deleted and the Call Notify page displays

7.11 CONNECTED LINE IDENTIFICATION RESTRICTION

The *Connected line Identification Restriction* feature allows a user to block their number from being shown when receiving calls.

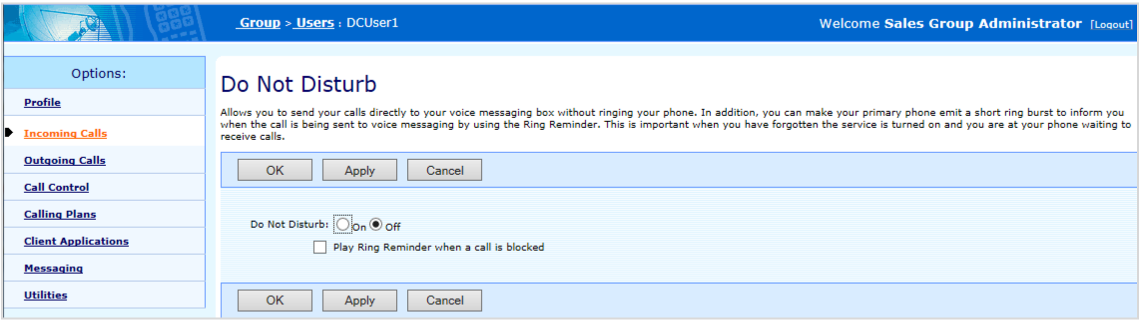


Group > Profile > Users > Incoming Calls > Connected Line Identification Restriction

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user
4. Click **Incoming Calls**
5. Click **Connected Line Identification Restriction**
6. Click **On** (to enable the feature)
7. To save your changes click **Apply** or **OK**

7.12 DO NOT DISTURB

The *Do Not Disturb* feature automatically forwards your calls to your voice messaging service, if configured, otherwise the caller hears a busy tone. With Do Not Disturb turned turned on, your phone does not ring when a call arrives.



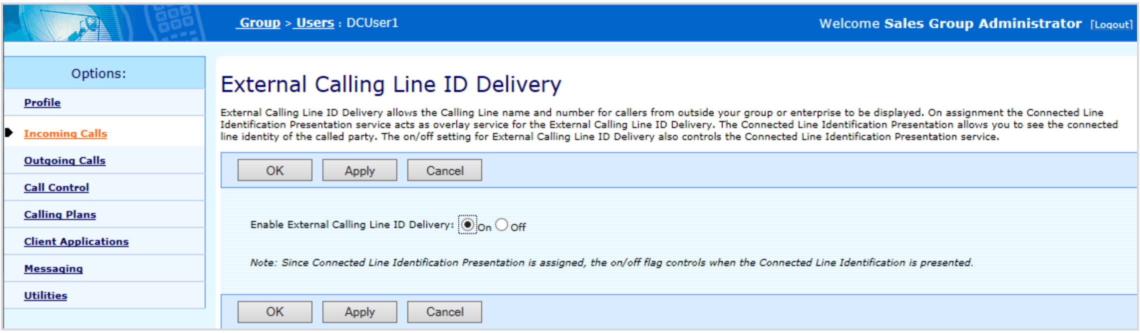
Group > Profile > Users > Incoming Calls > Do Not Disturb

7.12.1 TO ACTIVATE DO NOT DISTURB

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the
4. Click **Incoming Calls**
5. Click **Do Not Disturb**
6. Click **On** (to activate the feature)
7. Click **Play Ring Reminder when a call is blocked** if you require a short ring to be heard. This reminds you that you have the service turned on.
8. To save your changes click **Apply** or **OK**

7.13 EXTERNAL CALLING LINE ID DELIVERY

The *External Calling Line ID Delivery* feature allows the Calling Line name and number for callers from outside your group to be displayed.



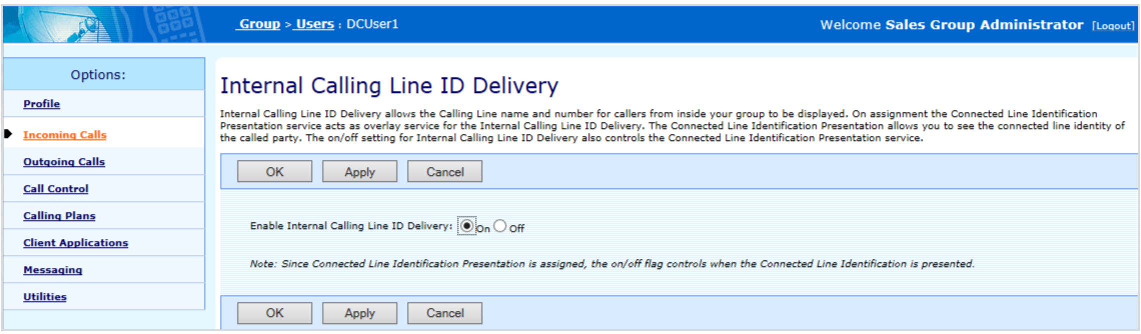
Group > Profile > Users > Incoming Calls > External Calling Line ID Delivery

7.13.1 TO ACTIVATE EXTERNAL CALLING LINE ID DELIVERY

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user
4. Click **Incoming Calls**
5. Click **External Calling Line ID Delivery**
6. Click **On** (to activate)**/Off** (to deactivate the feature)
   The default setting for this feature is On
7. To save your changes click **Apply** or **OK**

7.14 INTERNAL CALLING LINE ID DELIVERY

The *Internal Calling Line ID Delivery* feature allows the Calling Line name and number for callers from inside your group to be displayed



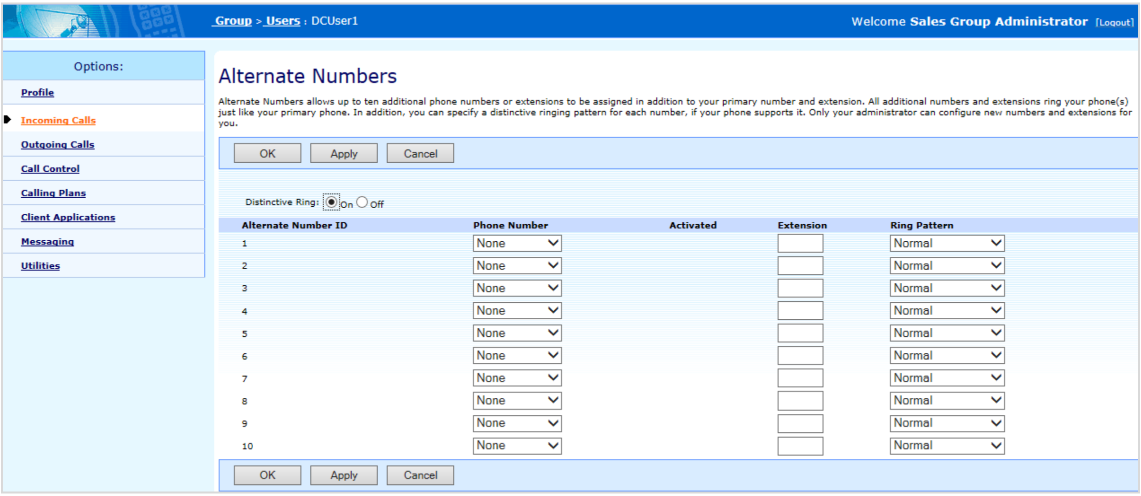
Group > Profile > Users > Incoming Calls > Internal Calling Line ID Delivery

7.14.1 TO ACTIVATE INTERNAL CALLING LINE ID DELIVERY

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user
4. Click **Incoming Calls**
5. Click **Internal Calling Line ID Delivery**
6. Click **On** (to activate)**/Off** (to deactivate the feature)
   The default setting for this feature is On
7. To save your changes click **Apply** or **OK**

7.15 ALTERNATE NUMBERS

Alternate Numbers allows up to ten additional phone numbers or extensions to be assigned in addition to your primary number and extension. All additional numbers and extensions ring your phone(s) just like your primary phone. In addition, you can specify a distinctive ringing pattern for each number, if your phone supports it. Only your administrator can configure new numbers and extensions for you.



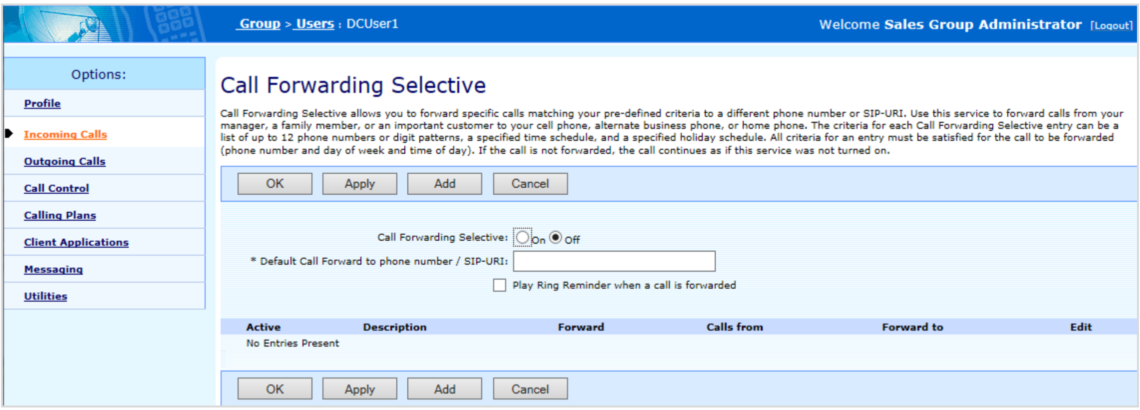
Group > Profile > Users > Incoming Calls > Alternate Numbers

7.15.1 TO ACTIVATE ALTERNATE NUMBERS

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the
4. Click **Incoming Calls**
5. Click **Alternate Numbers**
6. Click **On**
7. Select the required number from the *Phone number* drop down list
8. Select the require ring pattern (Normal, Long-long, Short-short-long, Short-long-short) from the *Ring Pattern* drop down list
9. Repeat the above two steps for additional required alternate numbers
10. To save your changes click **Apply** or **OK**

7.16 CALL FORWARDING SELECTIVE

The *Call Forward Selective* feature automatically forwards your incoming calls to a different phone number when pre-defined criteria, such as the phone number, time of day or day of week, are met.

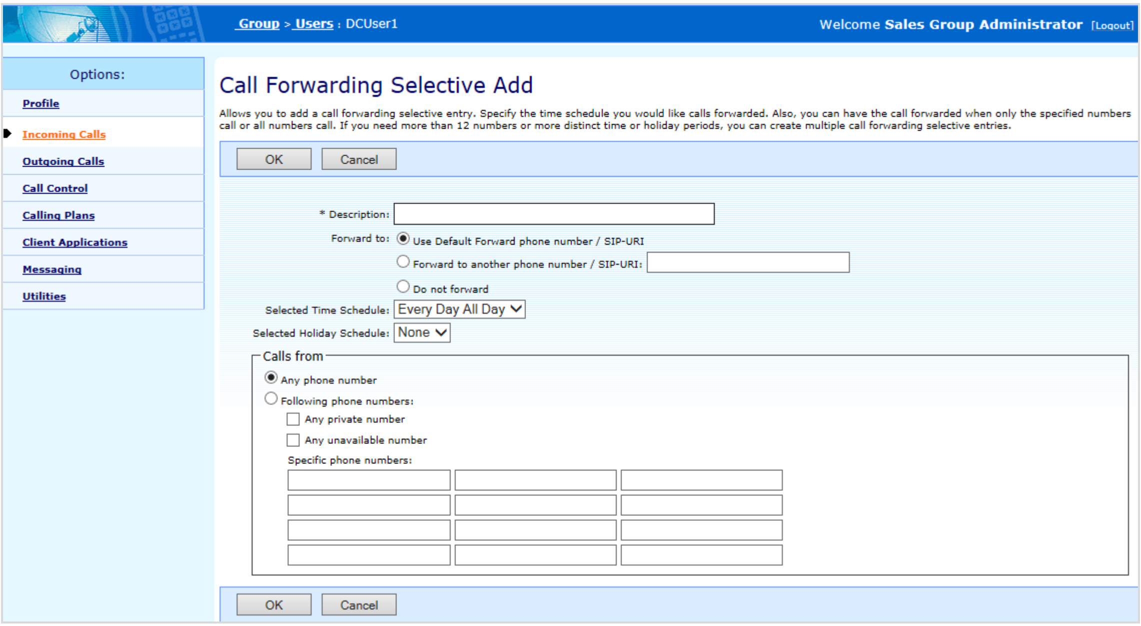


Group > Profile > Users > Incoming Calls > Call Forwarding Selective

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user
4. Click **Incoming Calls**
5. Click **Call Forwarding Selective**
6. Click **On**
7. Enter a phone number into the *Default Call Forward to phone number* field
8. Click ***Play Ring Reminder*** *when a call is forwarded* if you require a short ring to be heard. This reminds you that you have the service turned on.
9. To save your changes click **Apply** or **OK**

7.16.1 TO ADD ADDITIONAL NUMBERS

1. On the ***Call Forwarding Selective*** page
2. Enter a telephone number in the **Call Forward to** Phone Number field.
3. Click **OK**
4. Click **Call Forward Selective** again.
5. Click **Add**



Group > Profile > Users > Incoming Calls > Call Forwarding Selective

6. Enter a Description
7. Choose **Use Default Forward number**, **Forward to another phone number** or **Do not Forward**
8. Select a **Time** or **Holiday Schedule** (if required)
9. In the *Calls from* field, specify **Any phone number**, or choose **Following phone numbers** and list the relevant numbers in the *Specific phone numbers* field
10. To save your changes click **OK**

7.17 COMMPILOT EXPRESS

The *CommPilot Express* feature allows you to pre-configure four profiles to control your inbound calls. These profiles can quickly be changed using the web or phone when you leave your desk or when you are at a remote location.

Available - In the office profile is used when you are working from your desk where your phone is located.

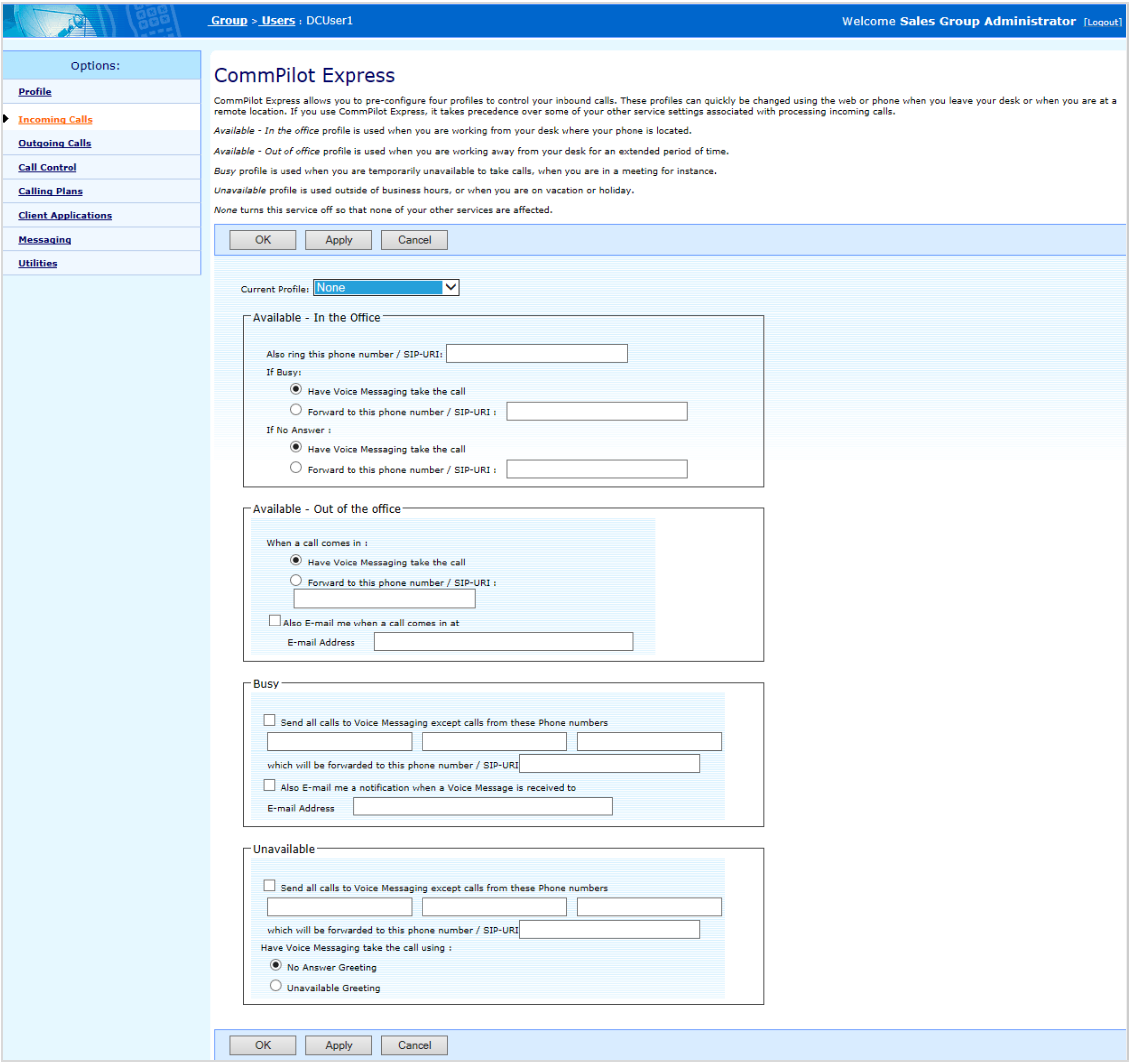
Available - Out of office profile is used when you are working away from your desk for an extended period of time.

Busy profile is used when you are temporarily unavailable to take calls, when you are in a meeting for instance.

Unavailable profile is used outside of business hours, or when you are on vacation or holiday.

None turns this service off so that none of your other services are affected.

Note: This feature requires the user to be assigned with the Executive Service pack.



Group > Profile > Users > Incoming Calls > CommPilot Express

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user
4. Click **Incoming Calls**

5. Click **CommPilot Express**

6. In the *Available – In the Office* profile,
Enter a phone number into the ***Also ring this phone number*** field
If Busy, select either ***Have Voice messaging take call*** or ***Forward to this phone number*** and enter a phone number
If No Answer, select either ***Have Voice messaging take call*** or ***Forward to this phone*** number and enter a phone number

7. In the *Available - Out of the Office* profile,
When a call comes in choose either *Have Voice messaging take call* or *Forward to this phone number* and enter a phone number.
If you require an email notification to appear in your Inbox when a message is left, check the *Also E-mail me when a call comes in at,* and enter an email address into the *E-mail Address* field

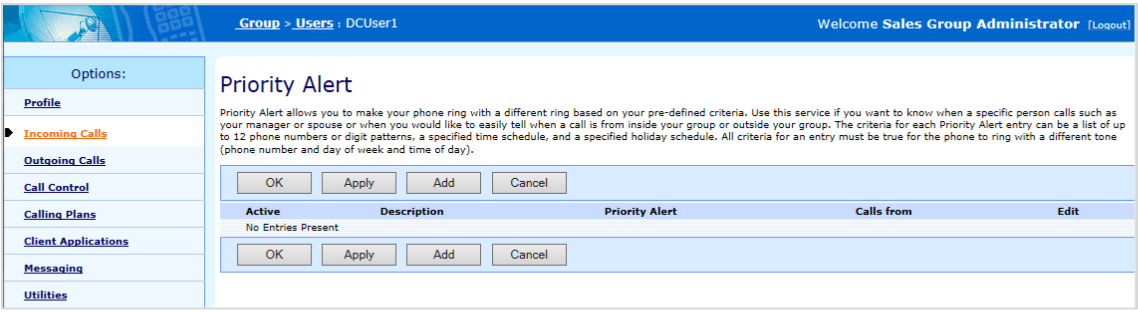
8. In the ***Busy*** profile
Select *Send all calls to voice messaging* except calls from these phone numbers – **enter up to 3 numbers**, which will be forwarded to this phone number – **enter a phone number**
If you require a notification of the voice messages via email,
Check the *Also email me a notification when a* voice *message is received* and enter an email address

9. In the ***Unavailable*** profile
Select *Send all calls to voice messaging* except calls from these phone numbers – **enter up to 3 numbers**, which will be forwarded to this phone number – **enter a phone number**, Or select Have Voice Messaging take the call using either the *No Answer Greeting* or the *Unavailable Greeting*

10. To save your changes click **Apply** or **OK**

7.18 PRIORITY ALERT

Priority Alert allows you to make your phone ring with a different ring based on your pre-defined criteria. Use this service if you want to know when a specific person calls such as your manager or spouse or when you would like to easily tell when a call is from inside your group or outside your group.



Group > Profile > Users > Incoming Calls > Priority Alert

1. On the *Group – Profile* menu page Click **Users**

2. Click **Search** to display a list of users in your group

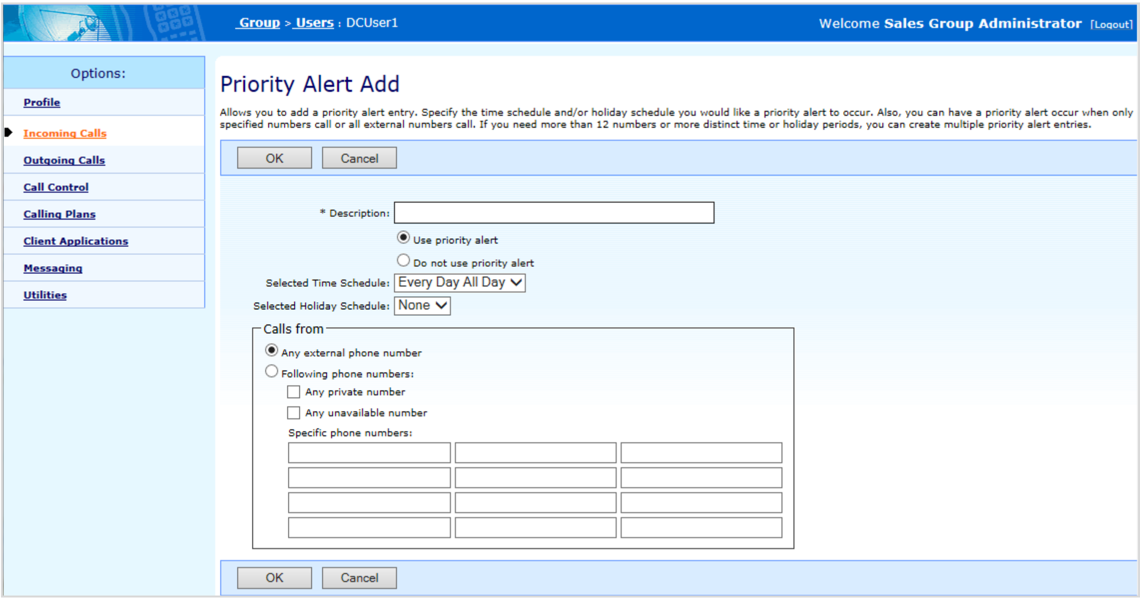
3. Click **Edit** or any item on the row for the user

4. Click **Incoming Calls**

5. Click **Priority Alert**

7.18.1 TO ADD NUMBERS

1. Click **Add**



Group > Profile > Users > Incoming Calls > Priority Alert

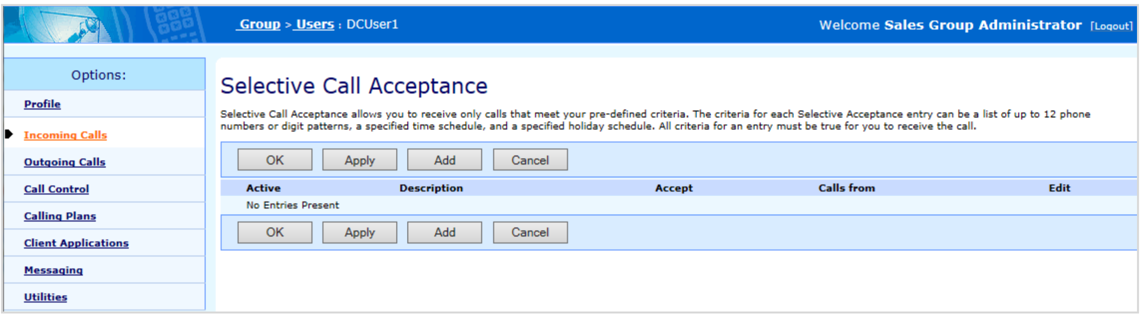
2. Enter a Description
3. Select **User priority alert** or **Do not use priority alert**
4. Select a **Time** or **Holiday Schedule** (if required)
5. Specify in the **Calls From** field : *Any external phone number* OR *Following phone numbers* and enter the relevant phone numbers (one number in each field)
6. To save your changes click **OK**

7.18.2 TO DELETE A PRIORITY ALERT OPTION

1. From the **Priority Alert** page
2. Click **Edit** or any item on the row for the alert
3. Click **Delete**
   The entry is deleted and the Priority Alert option displays

7.19 SELECTIVE ACCEPTANCE

The *Selective Call Acceptance* feature allows you to receive only calls that meet your pre-defined criteria. The criteria for each Selective Acceptance entry can be a list of up to 12 phone numbers or digit patterns and a specified time schedule. All criteria for an entry must be true for you to receive the call.



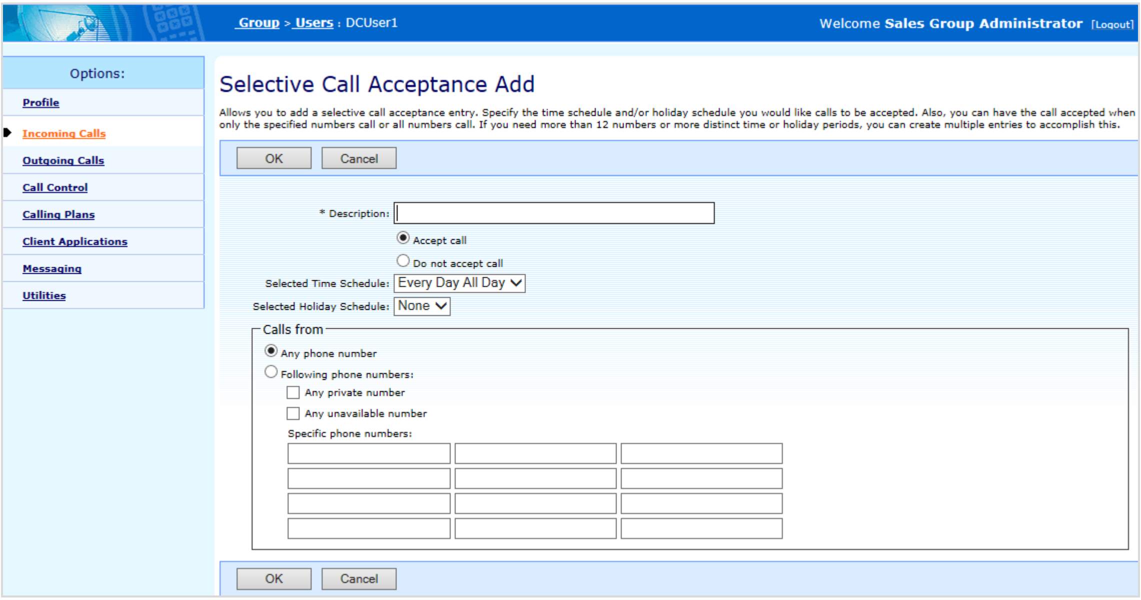
Group > Profile > Users > Incoming Calls > Selective Acceptance

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group

3. Click **Edit** or any item on the row for the user
4. Click **Incoming Calls**
5. Click **Selective Acceptance**

7.19.1 TO ADD ADDITIONAL NUMBERS

1. Click **Add**

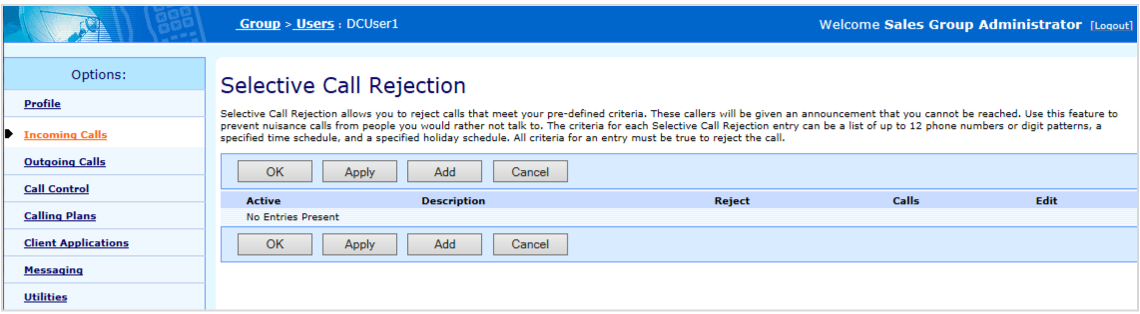


Group > Profile > Users > Incoming Calls > Selective Acceptance

2. Enter a *Description*
3. Select **Accept call** or **Do not accept call**
4. Select a **Time** or **Holiday Schedule** (if required)
5. In the ***Calls from*** field, specify *Any phone number*, or choose ***Following phone numbers*** and list the relevant numbers in the *Specific phone numbers* field
6. To save your changes click **OK**

7.20 SELECTIVE REJECTION

The *Selective Call Rejection* feature allows you to reject calls that meet your pre-defined criteria. These callers will be given an announcement that you cannot be reached. Use this feature to prevent nuisance calls from people you would rather not talk to. The criteria for each Selective Call Rejection entry can be a list of up to 12 phone numbers or digit patterns and a specified time schedule. All criteria for an entry must be true to reject the call.



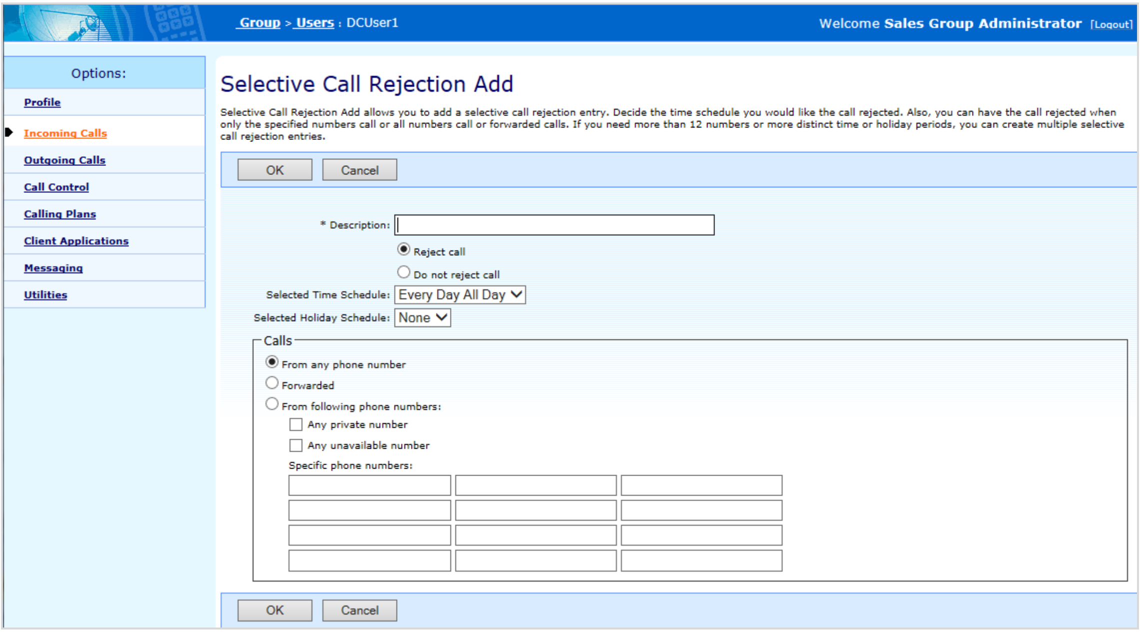
Group > Profile > Users > Incoming Calls > Selective Rejection

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user

4. Click **Incoming Calls**
5. Click **Selective Rejection**

7.20.1 TO ADD ADDITIONAL NUMBERS

1. Click **Add**

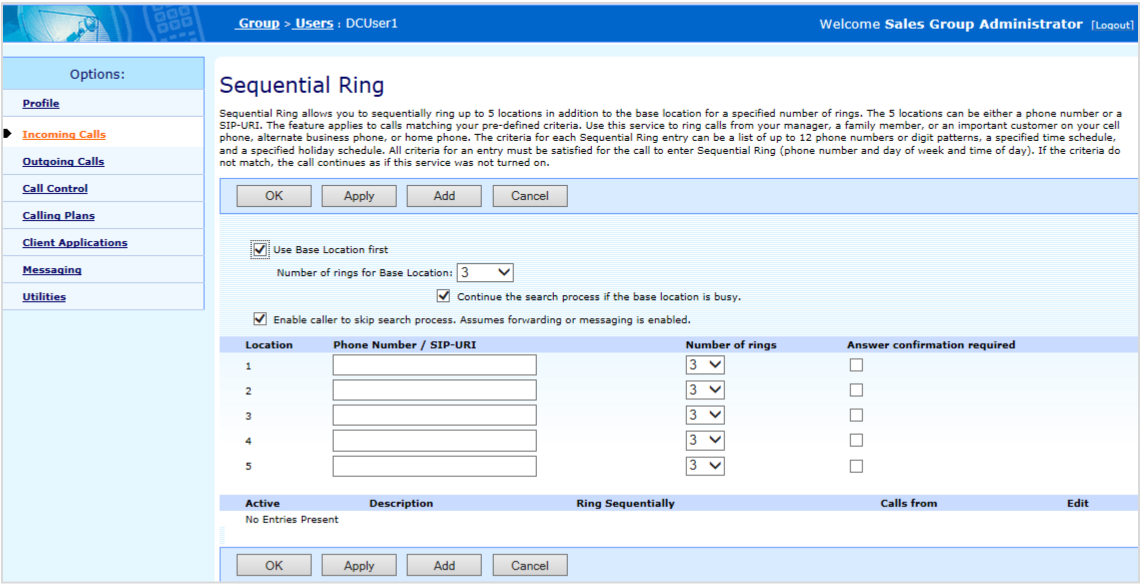


Group > Profile > Users > Incoming Calls > Selective Rejection

2. Enter a Description
3. Select either **Reject Call** or **Do not reject call**
4. Select a **Time** and/or **Holiday Schedule** (if required)
5. In the Calls field, select From any phone number, Forwarded or From following phone numbers, select Any private number and/or Any available number
6. Enter the relevant numbers in the Specific phone numbers field
7. To save your changes click **OK**

7.21 SEQUENTIAL RING

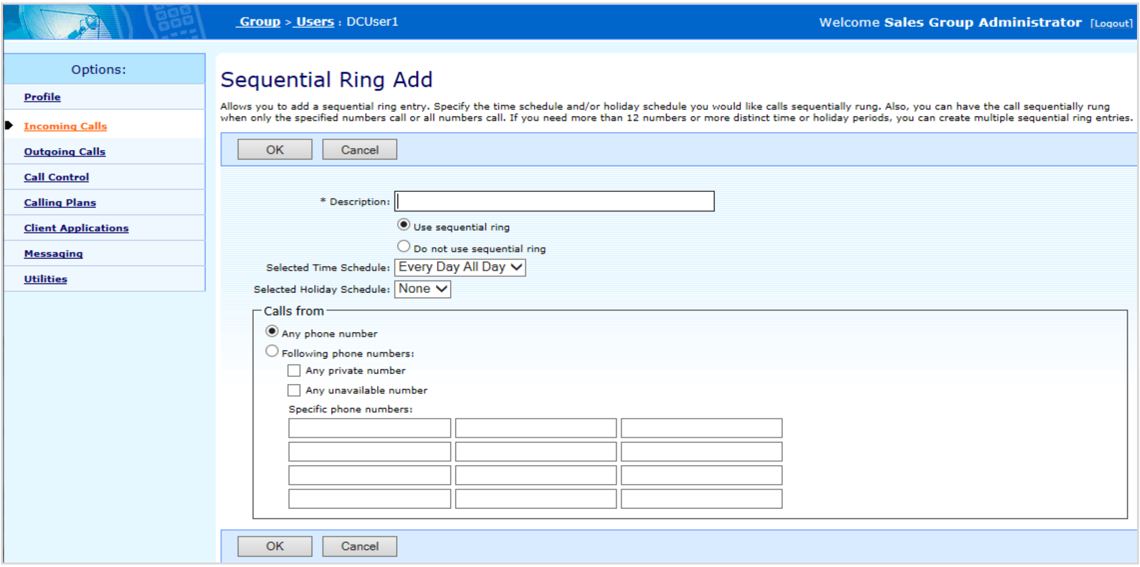
The *Sequential Ring* feature allows you to sequentially ring up to 5 locations in addition to the base location for a specified number of rings. The feature applies to calls matching your pre-defined criteria. Use this service to ring calls from your manager, a family member, or an important customer on your mobile phone, alternate business phone, or home phone. For each phone number, check *Answer Confirmation Required* to prompt the answering party to enter a confirmation digit to confirm acceptance of the call. Criteria for each Sequential Ring entry can be a list of up to 12 phone numbers or digit patterns and a specified time schedule. All criteria for an entry must be satisfied for the call to enter Sequential Ring (phone number and day of week and time of day). If the criteria do not match, the call continues as if this service was not turned on.



Group > Profile > Users > Incoming Calls > Sequential Ring

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user
4. Click **Incoming Calls**
5. Click **Sequential Ring**

7.21.1 TO ADD ADDITIONAL NUMBERS



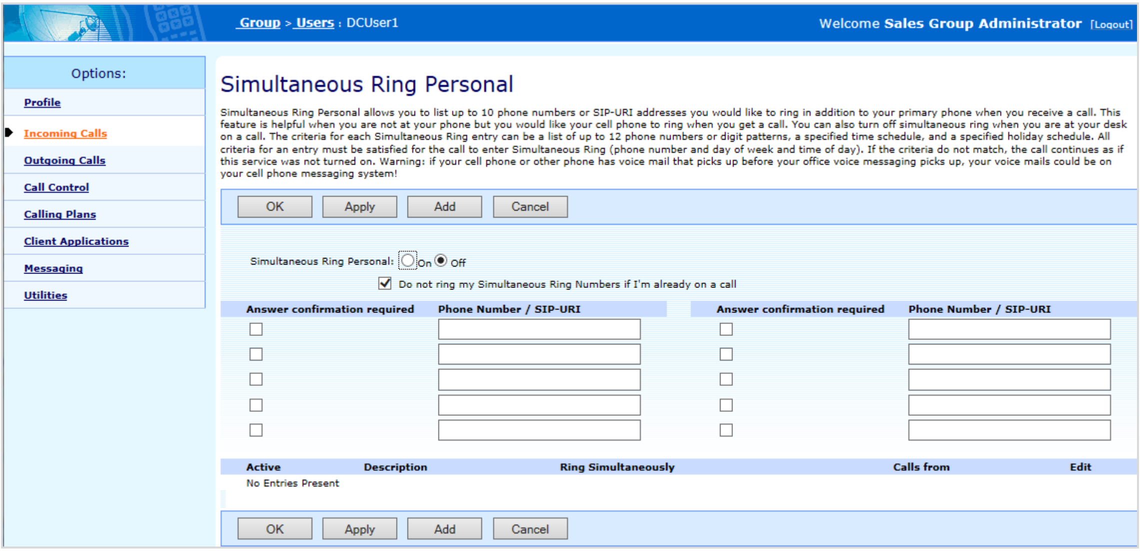
Group > Profile > Users > Incoming Calls > Sequential Ring

1. Click **Add**
2. Enter a Description
3. Select either **Use sequential ring** or **Do not use sequential ring**
4. Select a **Time** or **Holiday Schedule** (if required)
5. In the Calls from field, select from **Any phone number** or **Following phone numbers**, select **Any private number** and/or **Any available number**
6. Enter the relevant numbers in the Specific phone numbers field
7. To save your changes click **OK**

7.22 SIMULTANEOUS RING PERSONAL

Simultaneous Ring Personal allows you to list phone numbers or SIP-URI addresses you would like to ring in addition to your primary phone when you receive a call. This feature is helpful when you are not at your phone but you would like your mobile phone to ring when you get a call. You can also turn off simultaneous ringing when you are at your desk on a call. *Answer Confirmation required* is configured by your Customer Administrator to prompt the answering party to enter a confirmation digit to confirm acceptance of the call

Warning: If your mobile phone or other phone has voice mail that picks up before your office voice messaging picks up, your voice mails could be on your mobile phone messaging system.

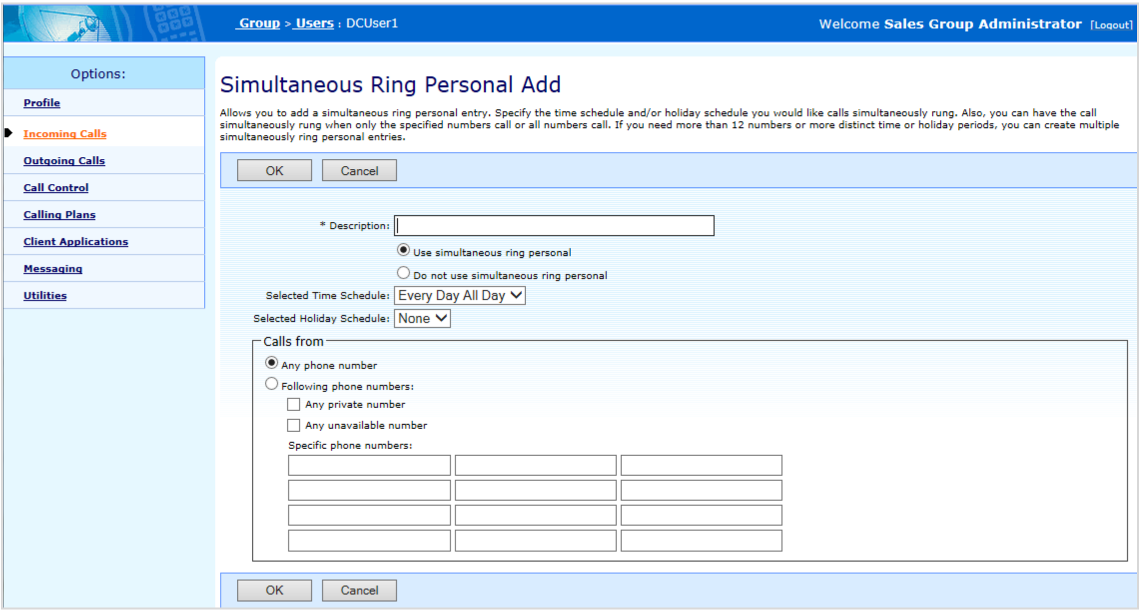


Group > Profile > Users > Incoming Calls > Simultaeous Ring Personal

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user
4. Click **Incoming Calls**
5. Click **Simultaneous Ring Personal**
6. Choose **On/Off**

7.22.1 TO ADD ADDITIONAL NUMBERS

1. Click **Add**



Group > Profile > Users > Incoming Calls > Simultaeous Ring Personal

2. Enter a Description
3. Specify how you want to handle Incoming calls
   Use Simultaneous ring personal, or
   Do no use Simultaneous ring personal
4. Select a **Time** or **Holiday Schedule** (if required)
5. In the Calls from field, select from **Any phone number** or **Following phone numbers**, select **Any private number** and/or **Any available number**
6. Enter the relevant numbers in the Specific phone numbers field
7. To save your changes click **OK**

CHAPTER 8
OUTGOING CALLS OPTIONS

The *Outgoing Calls* menu option lists the features that relates to users outgoing calls.

The *User – Outgoing Calls* menu contains these items:
Based on the Service Pack a user has assigned to them will determine the features that are available in this menu. The following list is based on the Executive Service pack being assigned to the user.

BASIC MENU

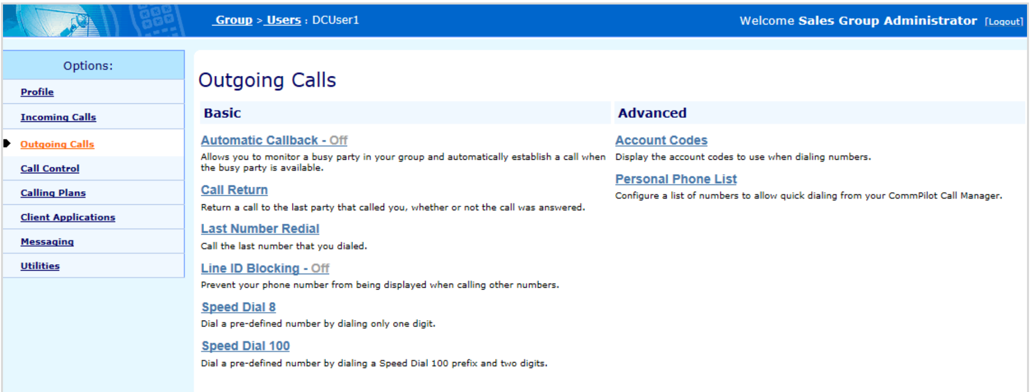
This menu displays the items that all group administrators can use:

- Automatic Callback
- Call Return
- Last Number Redial
- Line ID Blocking
- Speed Dial 8
- Speed Dial 100

ADVANCED MENU

This menu displays the items that group administrators can use only if such functions have been assigned to them.

- Account Codes
- Personal Phone List

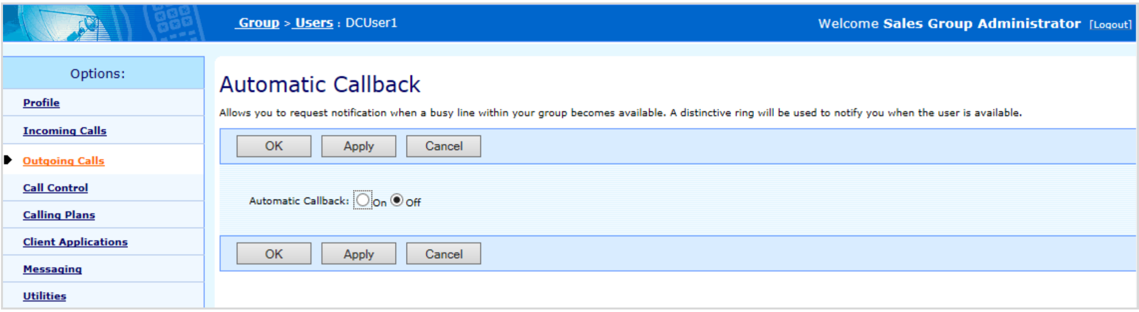


Group > User > Outgoing Calls

8.1 AUTOMATIC CALL BACK

This feature enables you to monitor a busy party (engaged party) in your group and automatically establish a call when the party become available (not engaged on a call). A distinctive ring is used to notify you when the user is available.

Note: This feature is based on the user receiving an engaged signal. If the called party has Call Forward Busy to Voicemail or another number turned on, this feature will be inactive.

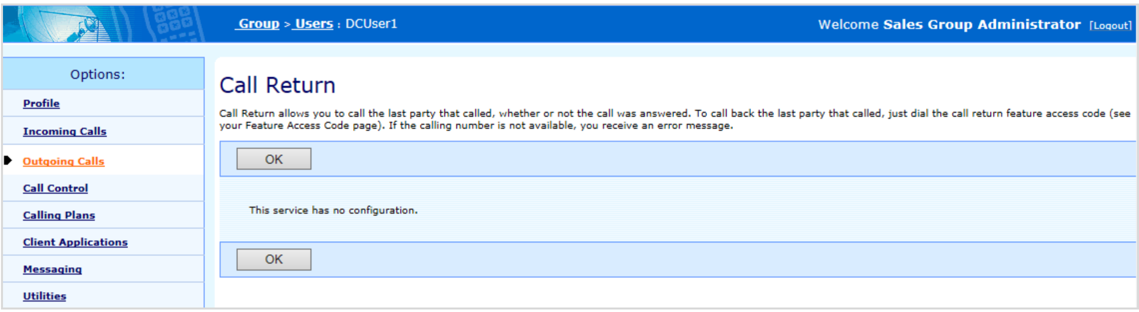


Group > User > Outgoing Calls > Automatic Callback

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user
4. On the *Users* menu page Click **Outgoing Calls**
5. Select **Automatic Callback**
6. Click the **On** option
7. To save your changes click **Apply** or **OK**

8.2 CALL RETURN

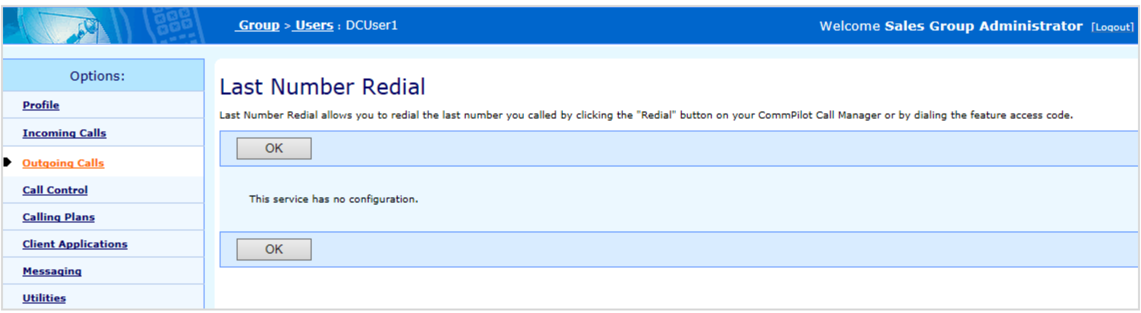
This feature is currently unavailable



Group > User > Outgoing Calls > Call Return

8.3 LAST NUMBER REDIAL

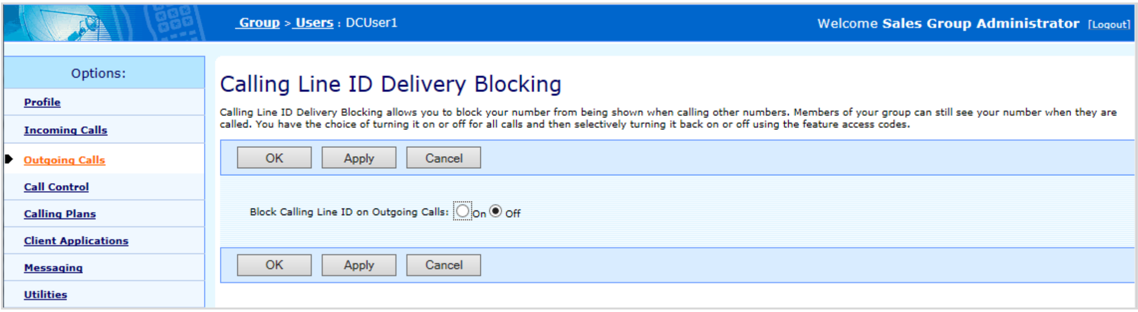
This feature is currently unavailable



Group > User > Outgoing Calls > Last Number Redial

8.4 LINE ID BLOCKING

The *Calling Line ID Delivery Blocking* allows you to block your number from being shown when calling other numbers. However members of your group can still see your number when they are called. You have the choice of turning it on or off for all calls, or selectively turning it on or off using Feature Access Codes, *67 to block, *65 to unblock

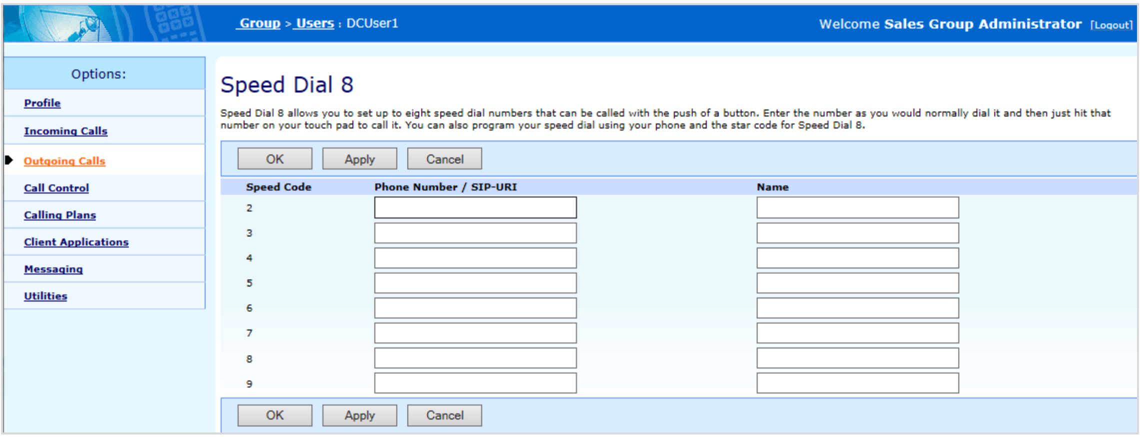


Group > User > Outgoing Calls > Line ID Blocking

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. On the *Users* menu page Click **Outgoing Calls**
5. Select **Line ID Delivery Blocking**
6. Click the **On** option to Block Calling Line ID on Outgoing Calls
7. To save your changes click **Apply** or **OK**

8.5 SPEED DIAL 8

The *Speed Dial 8* feature allows you to set up to 8 speed dial numbers that can be called. Once configured in CommPilot, to dial the number on your handset you enter the speed dial code and press the Dial soft key. The relevant phone number configured in the Speed Dial 8 page will then be dialed.



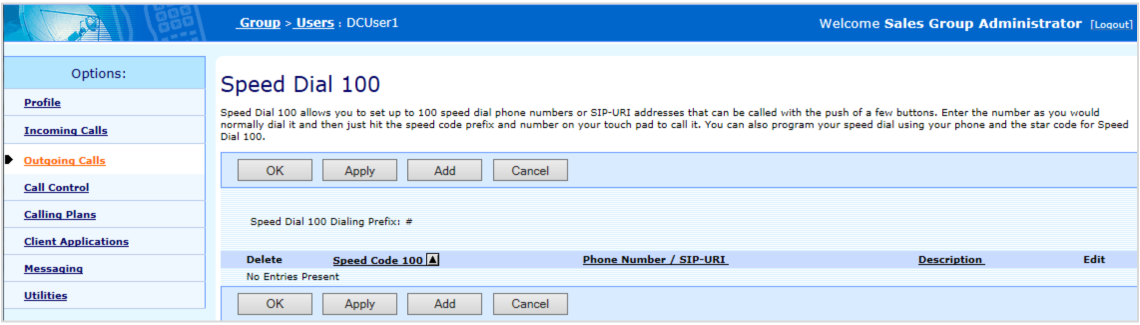
Group > User > Outgoing Calls > Speed Dial 8

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the

4. On the *Users* menu page Click **Outgoing Calls**
5. Select **Speed Dial 8**
6. Enter a phone number into the **Phone number** field
7. Enter a name into the **Name** field
8. Repeat the above 2 steps for each of the other speed dial entries you require
9. To save your changes click **Apply** or **OK**

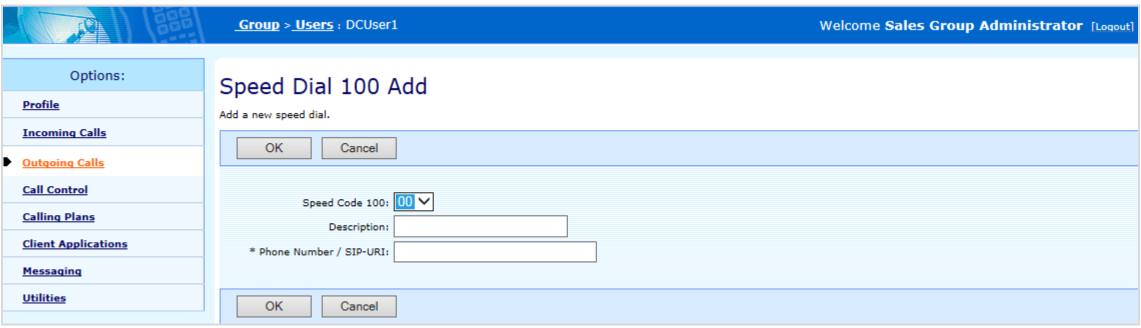
8.6. SPEED DIAL 100

The *Speed Dial 100* feature allows you to set up to 100 speed dial numbers that can be called. Once configured in CommPilot, to dial the number on your handset you enter the dialing prefix (# is the default) then dial speed dial code. The relevant phone number configured in the Speed Dial 100 page will then be dialled.



Group > User > Outgoing Calls > Speed Dial 100

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the
4. On the *Users* menu page Click **Outgoing Calls**
5. Select **Speed Dial 100**
6. To add speed dial numbers, Click **Add**

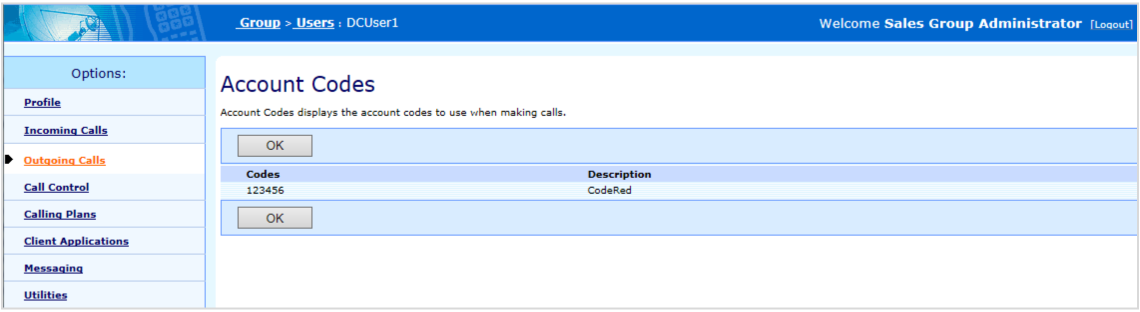


Group > User > Outgoing Calls > Speed Dial 100

7. Select a Speed Dial code from the Speed code 100 drop down list (00-99)
8. Enter a Description into the **Description** field
9. Enter a phone number into the **Phone Number** field
10. To save your changes click **OK**

8.7. ACCOUNT CODES

The *Account Codes* page displays the Account Codes that have been configured and that can be used when making outgoing calls.



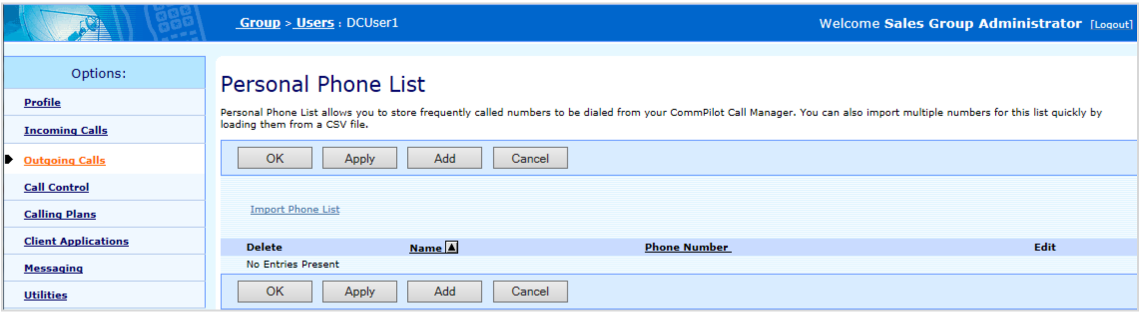
Group > User > Outgoing Calls > Speed Dial 100

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your *group*
3. Click **Edit** or any item on the row for the User
4. On the *Users* menu page Click **Outgoing Calls**
5. Select **Account Codes**
6. To exit click **OK**

8.8. PERSONAL PHONE LIST

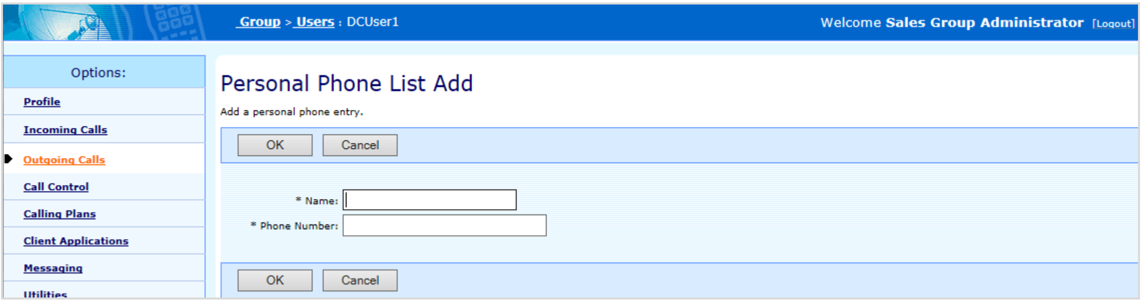
The *Personal Phone List* feature allows you to store frequently called numbers to be dialed from the Telstra Telephony Toolbar. You can also import a phone list of multiple numbesr by loading them from a CSV file.

500 Personal Contacts can be created in CommPilot, however currently a maximum of 50 can be displayed in the web based client applications.



Group > User > Outgoing Calls > Personal Phone List

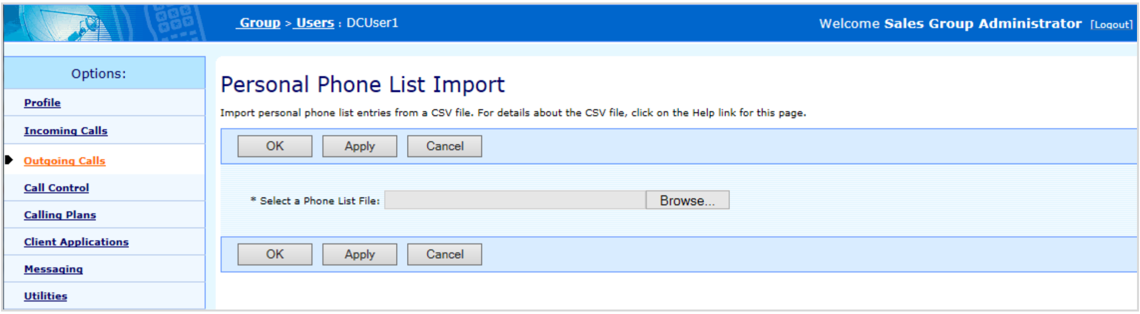
1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the
4. On the *Users* menu page Click **Outgoing Calls**
5. Select **Personal Phone List**
6. To add Personal Phone List numbers, Click **Add**



Group > User > Outgoing Calls > Personal Phone List

7. Enter a **Name** into the Name field
8. Enter a phone number into the **Phone Number** field
9. To save your changes click **OK**

8.8.1 IMPORTING A LIST FROM A CSV FILE



Group > User > Outgoing Calls > Personal Phone List

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. On the *Users* menu page Click **Outgoing Calls**
5. Select **Personal Phone List**
6. Click ***Import Phone list*** link
7. Click the **Browse** button and select the folder you want to retrieve the list from
8. To save click **Apply** or **OK**

CHAPTER 9
CALL CONTROL OPTIONS

The *User – Call Control* menu contains these items:

> **Note:** Based on the Service Pack a user has assigned to them will determine the features that are available in this menu. The following list is based on the Executive Service pack being assigned to the user.

BASIC MENU

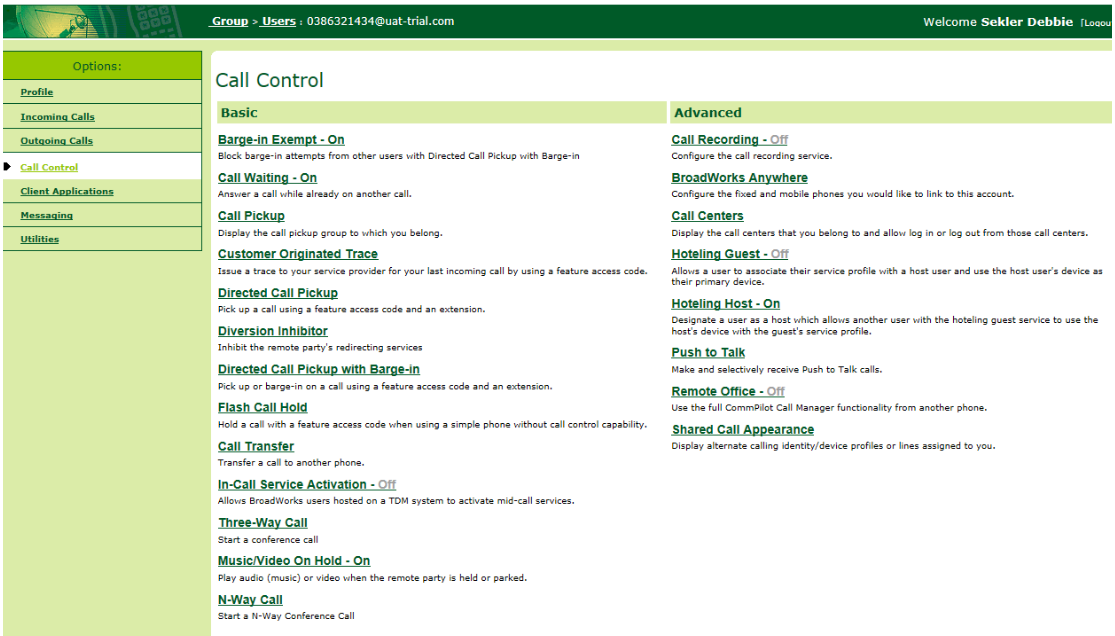
This menu displays the items that all group administrators can use:

- Barge-in Exempt
- Call Waiting
- Call Pickup
- Customer Originated Trace
- Directed Call Pick up
- Diversion Inhibitor
- Directed Call Pick up with Barge- in
- Flash Call Hold
- Call Transfer
- In-Call Service Activation
- Three-Way Call
- Music/Video on Hold
- N-Way Call

ADVANCED MENU

This menu displays the items that group administrators can use only if such functions have been assigned to them.

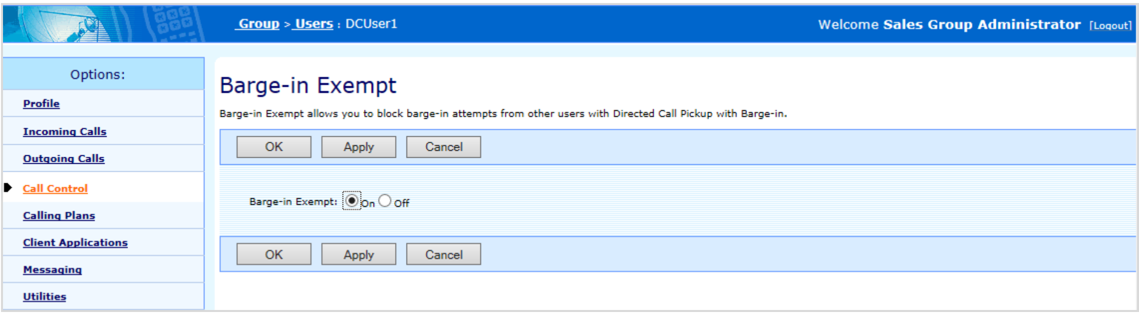
- Call Recording
- BroadWorks Anywhere
- Call Centres
- Hoteling Guest
- Hoteling Host
- Push to Talk
- Remote Office
- Shared Call Appearance



Group > User > Call Contol

9.1 BARGE-IN EXEMPT

Barge-in Exempt allows you to block barge-in attempts from other users with Directed Call Pickup with Barge-in.

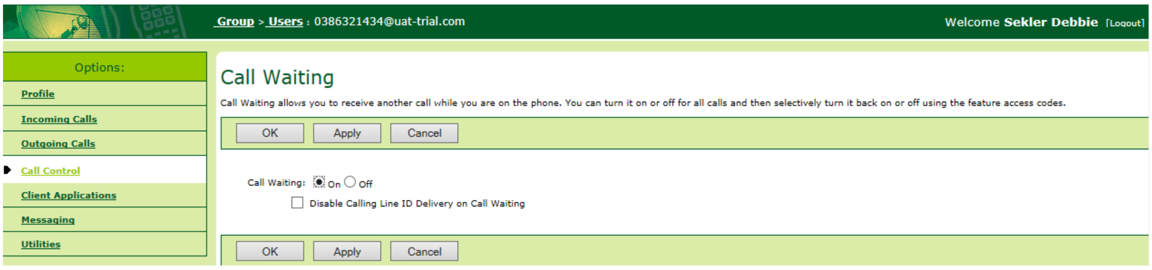


Group > User > Call Contol > Barge-in Exempt

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. On the *Users* menu page Click **Call Control**
5. Select **Barge-in Exempt**
6. Click **On** to enable or **Off** to disable this feature
7. To save your changes click **Apply** or **OK**

9.2 CALL WAITING

Call Waiting allows you to receive another call while you are on the phone. You can turn it on or off for all calls and then selectively turn it back on or off using the feature access codes.



Group > User > Call Contol > Call Waiting

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. On the *Users* menu page Click **Call Control**
5. Select **Call Waiting**
6. Click **On** to enable
7. Select Disable Calling Line ID Delivery on Call Waiting (if required)
8. To save your changes click **Apply** or **OK**

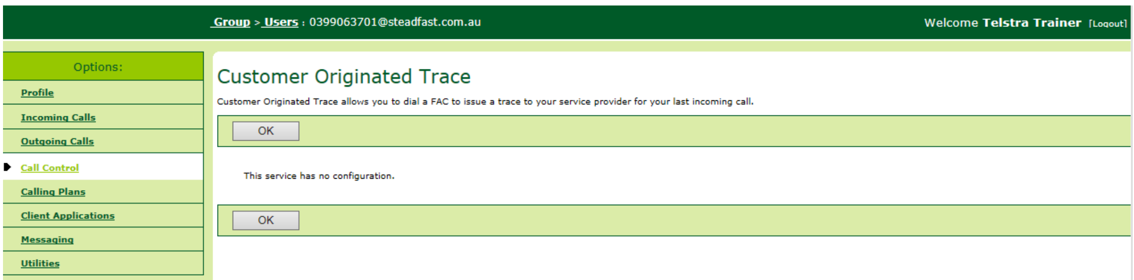
9.3 CALL PICKUP

View this page to view the names and departments of users in your Call Pickup group. From your desk phone, you can answer a call that is ringing at the extensions of other members of this group. If more than one phone within this group is ringing, the phone that has been ringing the longest is the one that gets picked up.

1. Dial ***** followed by a two-digit code that is assigned for this service. This code can be viewed on your Feature Access Codes page.
2. Click **OK**.

9.4 CUSTOMER ORIGINATED TRACE

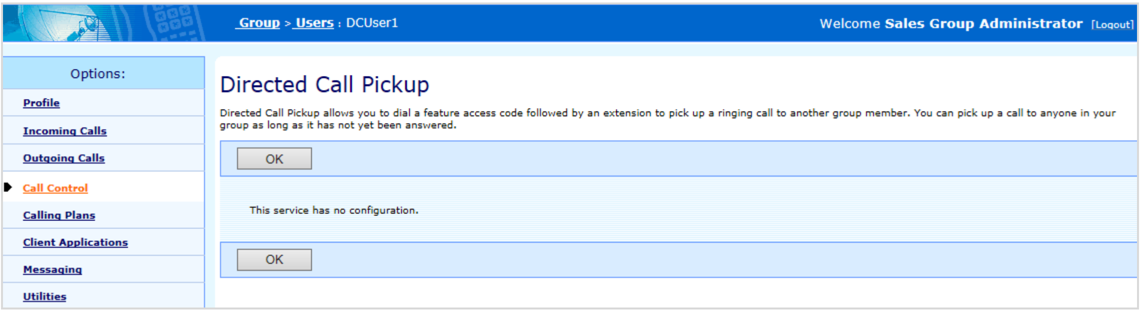
This feature is currently not available



Group > User > Call Contol > Customer Originated Trace

9.5 DIRECTED CALL PICKUP

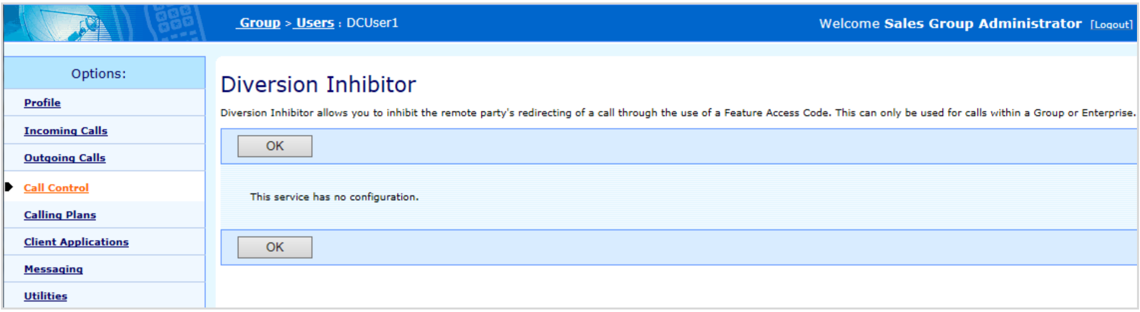
This feature is currently not available



Group > User > Call Contol > Directed Call PickUp

9.6 DIVERSION INHIBITOR

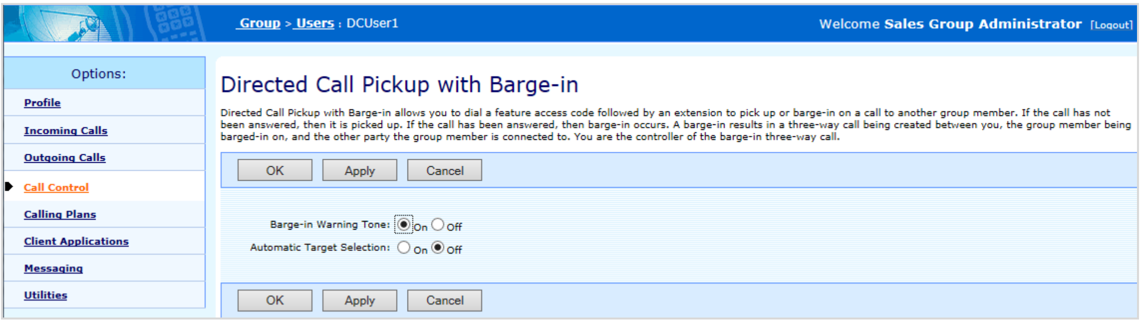
This feature is currently not available



Group > User > Call Contol > Diversion Inhibitor

9.7 DIRECTED CALL PICKUP WITH BARGE IN

Directed Call Pickup with Barge-in allows you to dial a feature access code followed by an extension to pick up or barge-in on a call to another group member. If the call has not been answered, then it is picked up. If the call has been answered, then barge-in occurs. A barge-in results in a three-way call being created between you, the group member being barged-in on, and the other party the group member is connected to. You are the controller of the barge-in three-way call.



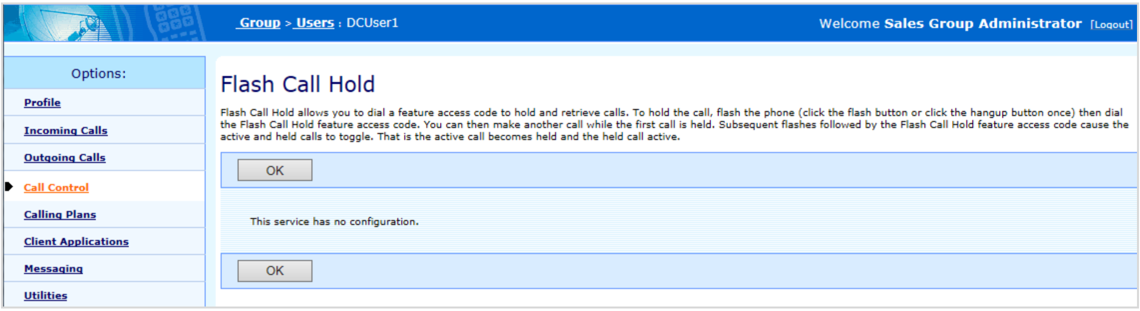
Group > User > Call Contol > Directed Call Pickup with Barge-in

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. On the *Users* menu page Click **Call Control**
5. Select **Directed Call Pick up with Barge-in**
6. If you require a warning tone when barging in on a call, Select **On**
   A warning tone will be heard when barging in on a call

7. To enable Automatic Target Selection, Select **On**
8. To save your changes click **Apply** or **OK**

9.8 FLASH CALL HOLD

This feature is currently not avaiable

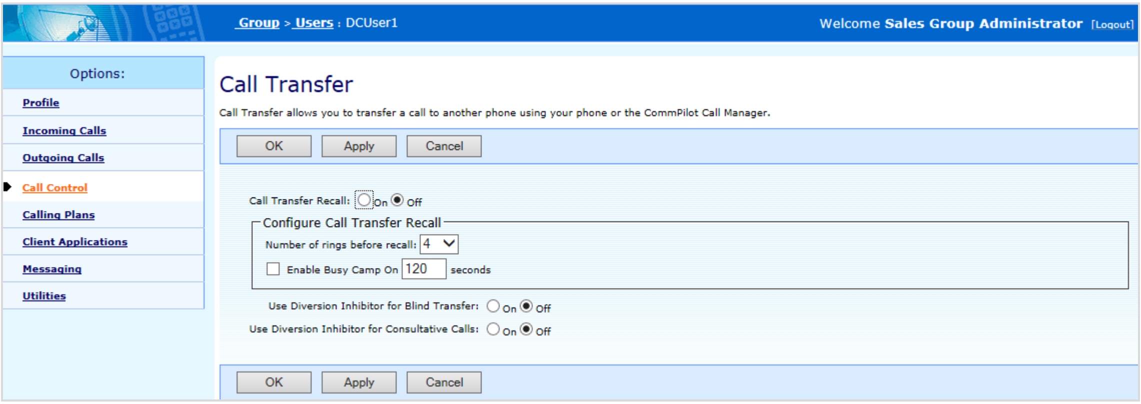


Group > User > Call Contol > Flash Call Hold

9.9 CALL TRANSFER

The *Call Transfer* feature enables you to transfer a call to another phone, either using your phone, CommPilot Call Manager or Telstra Telephony Toolbar. This feature is used with miRECEPTION feature.

When Call Transfer is configured, you can ensure that the calling party is handled by a live person, either the intended destination or the receptionist. Call Transfer Recall also prevents diversion by the transfer destination, to avoid sending the calling party to voice mail and to ensure that Call Transfer Recall is activated if the transfer destination is unavailable.



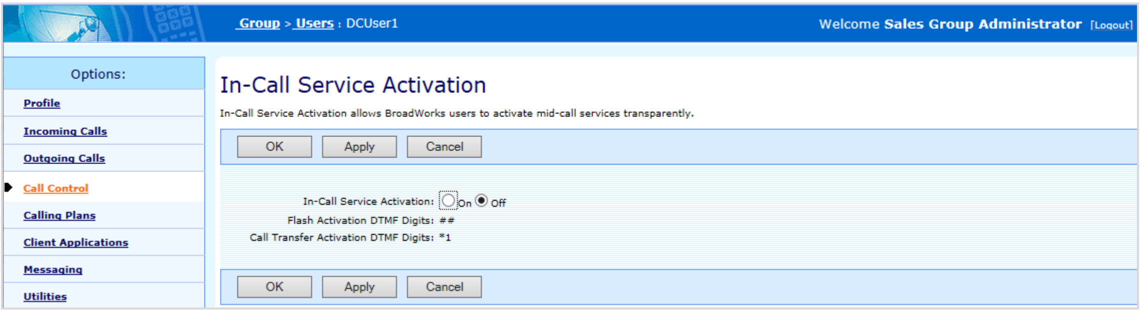
Group > User > Call Contol > Call Transfer

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. On the *Users* menu page Click **Call Control**
5. Select **Call Transfer**
6. Click **On** or **Off** for Call Transfer Recall.
   When on, Call Transfer returns a call to the receptionist (or device that forwarded the call) when the target device is unavailable to take the call, (based on the value selected in the *Number of rings before recall* text box).
7. Select the number of rings from the drop-down list (2 to 20) to play before a call returns to the receptionist

8. Select **Enable Busy Camp On** and enter the required number of seconds (30-600 seconds), 120 is the default
9. With **Busy Camp On**, if the destination party becomes idle within a configurable timeframe, the camp-on call alerts the transfer-to party. If the camp-on call remains unanswered beyond the configurable timeframe, the camp-on call recalls the transferring party
10. Turn the Diversion Inhibitor on or off for blind transfers. Click **On** or **Off**.
When on, the call is not redirected to an alternate destination or voice mail
11. To save your changes click **Apply** or **OK**

9.10 IN-CALL SERVICE ACTIVATION

Allows BroadWorks users hosted on a TDM system to activate mid-call services



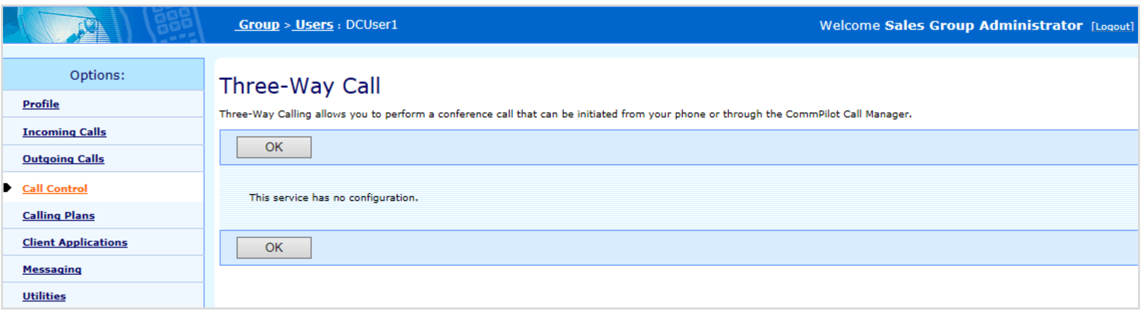
Group > User > Call Contol > In-Call Serviec Activation

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. On the *Users* menu page Click **Call Control**.
5. Click **In-Call Service Activation**
If the incoming call was answered on the users mobile or pulled from their desk phone to their mobile, turning this feature on will enable the user to transfer the call to another party or make three way calls from their mobile
6. Click ***On***
7. Click **OK**

9.11 THREE-WAY CALL

Three-Way Calling allows you to perform a conference call that can be initiated from your phone or through the Telstra Telephony Toolbar.

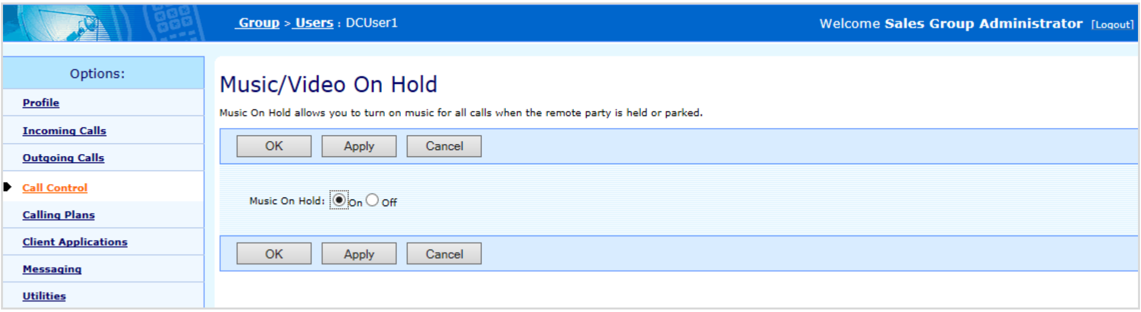
This feature is currently not available via CommPilot



Group > User > Call Contol > Three-Way Call

9.12 MUSIC/VIDEO ON HOLD

Music On Hold allows you to turn on music for all calls when the remote party is held or parked. Video on Hold is currently not supported



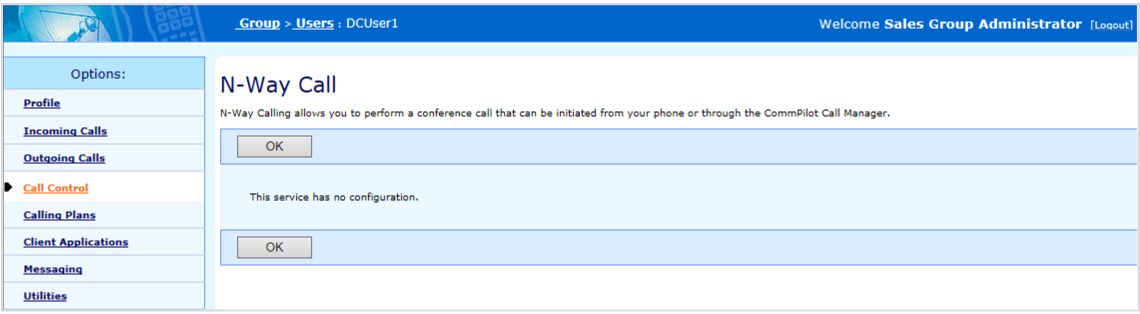
Group > User > Call Contol > Music/Video on Hold

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. On the *Users* menu page Click **Call Control**
5. Select **Music/Video On Hold**
6. Click **On** to enable Music onHold or **Off** to disable Music On Hold
7. To save your changes click **Apply** or **OK**

9.13 N-WAY CALL

The N-Way Call feature allows authorised users the ability to create ad hoc conferences with up to 7 other parties (8 Way Conference call) using the Telstra Telephony Toolbar.

This feature is currently not available via CommPilot



Group > User > Call Contol > N-Way Call

9.14 CALL RECORDING

This feature is currently not supported.

9.15 BROADWORKS ANYWHERE

The *Anywhere* feature allows users with an Executive Service pack to designate a single phone number (TIPT number) for both incoming and outgoing calls, regardless of which phone they are currently using, i.e. Telstra IP desk phone, mobile, home phone etc.

When an incoming call arrives, both the TIPT desk phone and any listed location phone rings. The call can be answered on either phone listed.

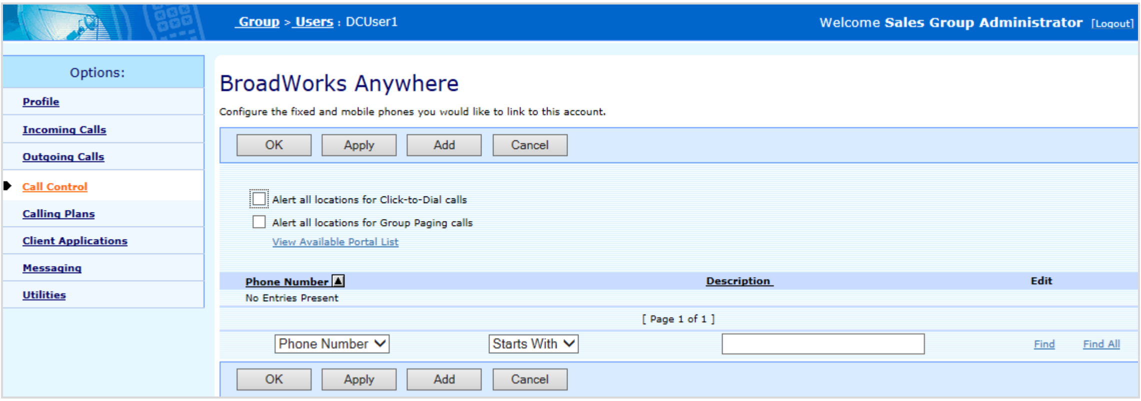
If the call is answered on the TIPT desk phone it can be pulled to the mobile or any other listed location to continue the conversation by dialling the Anywhere Portal number (configured by the CGA) and then pressing *11 (the Feature Access Code to retrieve the call)

If the call is answered on the mobile phone or any other listed location, it can be pulled onto the TIPT desk phone by simply dialling *11 (on the TIPT desk phone) to continue the conversation.

Other options such as making a call from the listed location (e.g. mobile) through the Anywhere Portal number and transferring or setting up a three-way conference call on the listed location are also available with the Anywhere feature.

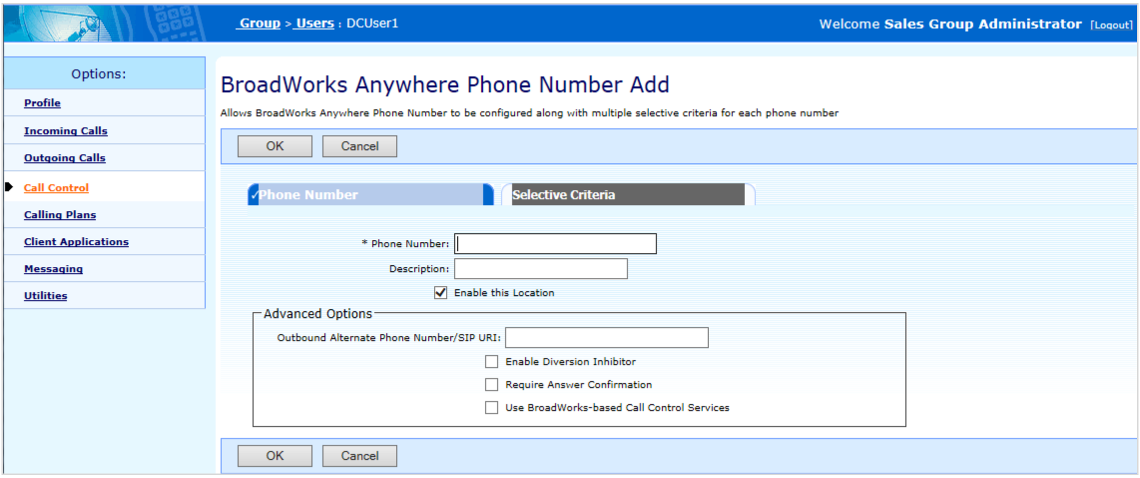
The Anywhere feature can be configured for a user from the Services button on the Telstra Telephony Toolbar or through CommPilot. Listed below are the steps to configure Anywhere via CommPilot.

Note: To configure the feature via the Telstra Telephony Toolbar, please refer to the TIPT Anywhere Feature Guide for End Users on the Telstra Online Resource Centre. **www.telstra.com/tiptresources**



Group > User > Call Contol > BroadWorks Anywhere

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. On the *Users* menu page Click **Call Control**
5. Click **BroadWorks Anywhere**
6. Select Alert All locations for Click to Dial Calls or Alert all locations for Group Paging calls
7. Click **Add**
8. In the ***Phone Number*** field, enter a phone number, e.g. your mobile number or another number such as a home phone number.
   Do not enter the initial 0, TIPT will add this on automatically. i.e. 408785775
9. Click in the ***Description*** field and enter a description, e.g. John mobile
10. ***Enable this Location*** is selected by default.

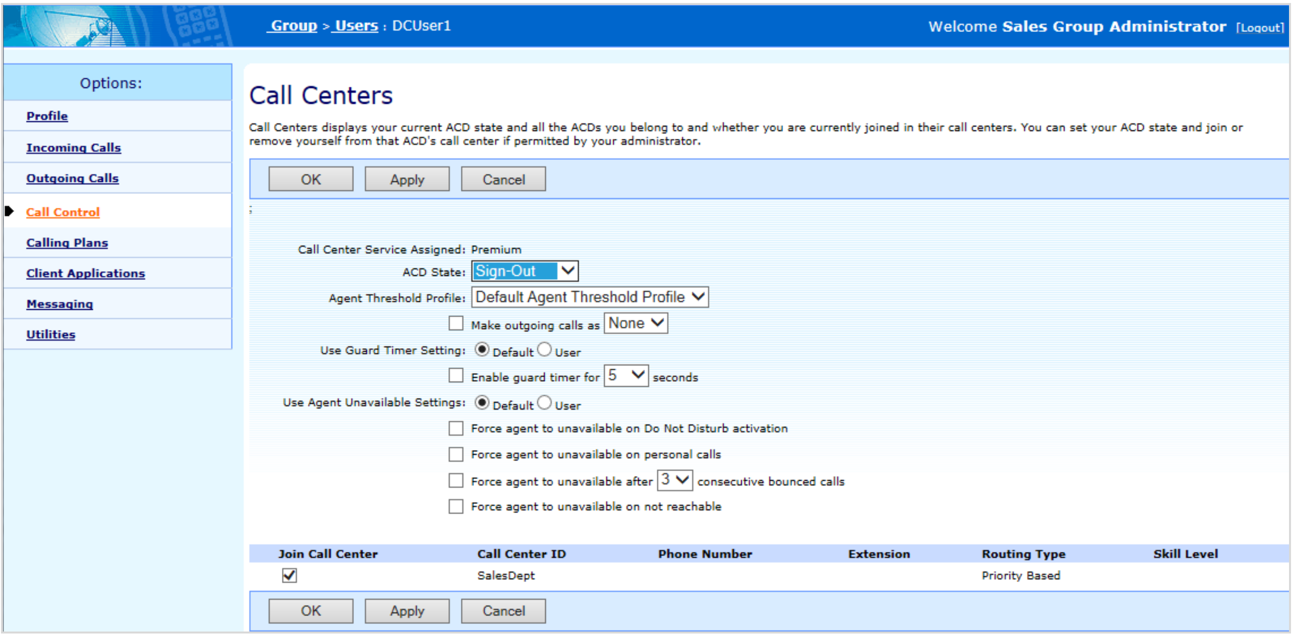


11. Group > User > Call Contol > BroadWorks Anywhere
12. ***Enable Diversion Inhibitor**:* Selecting this option prevents a call from being diverted to another configured location if you have forwarding activated. **It is suggested that you select this option**
13. ***Require Answer Confirmation**:* This option is not currently supported in TIPT.
14. ***Use BroadWorks based Call Control Services***: Selecting this option will enable the TIPT platform to provide services such as Call Transfer and Three-Way Conferencing. **It is suggested that you select this option**
15. Click **OK**

9.16 CALL CENTERS

This option will only appear if the user is assigned to a call centre.

The *Call Centres* option displays a users ACD state and all the Call Centres a user belongs to. It also displays whether a user is currently joined to a call centre and other settings that can be enabled or disabled. This feature is used for an agent to log into and out of a Call Centre using CommPilot if the Basic Call Centre pack is assigned



Group > User > Call Contol > Call Centers

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User

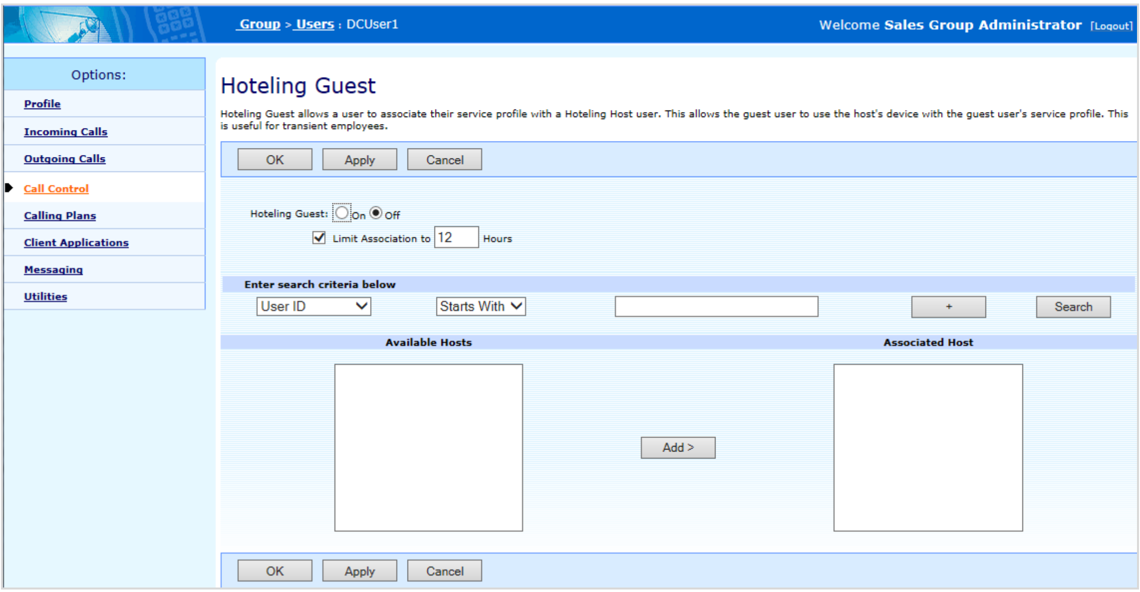
4. On the *Users* menu page Click **Call Control**
5. Click **Call Centers**
6. Click on the drop down arrow to change the **ACD State**
7. Select the **Agent Threshold Profile** settings
8. Select the **Use Guard Timer Settings**
9. Select **Enable Guard Timer** for xx seconds, if required
10. Specify **Agent Unavailable Settings**, Default or User
11. Select from Force Agent to Unavailable on Do Not Disturb activation, Force Agent to unavailable on personal calls, Force Agent to Unavailable after xx consecutive bounced calls or Force agent to unavailable on not reachable
12. Click the **Join Call Centre** check box to join the Call Centre, or if selected click the check box to un-join the Call Centre
13. To save your changes click **Apply** or **OK**

9.17 HOTELING GUEST

Hoteling is useful for transient employees. *Hoteling Guest* allows a user to associate their service profile with a Hoteling Host user. This allows the guest user to use the host's device with the guest user's service profile.

The Hoteling Host and *Hoteling Guest* services also cannot be active on the same user account. The Hoteling Guest service has precedence and TIPT prevents the account from being associated with a Hoteling Host as well. This feature eliminates this restriction and allows the two services to operate simultaneously on the same user account.

A *Hoteling Guest* can specify a time limit to associate with the Hoteling host by entering a time in hours in the *Limit Association to* field.



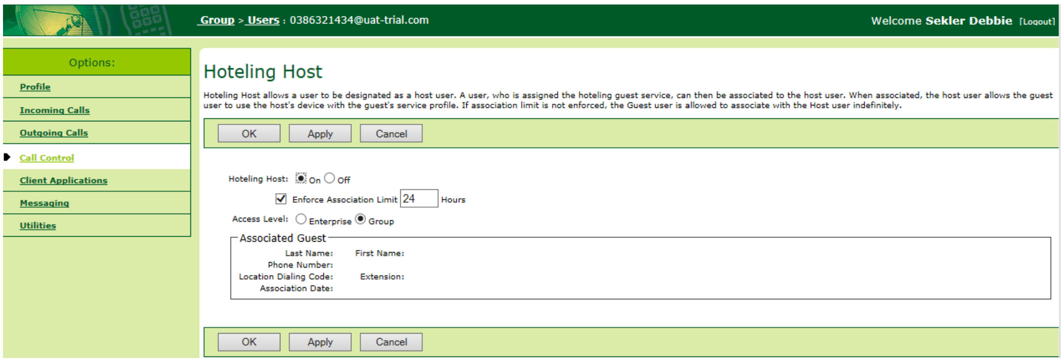
Group > User > Call Contol > Hoteling Guest

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. On the *Users* menu page Click **Call Control**
5. Select **Hoteling Guest**

6. Click **On**
7. Enter a timeout limit in the *Limit Association to* field, after which the Hotel-Guest association ends. The Association Timeout must be equal to or less than the Association Timeout of the Hoteling Host
8. Click the *Search* button
   This will display a list of Available Hosts
9. To select a host, move a name from the *Available Hosts* column to the *Associated Hosts* column.
10. On the *Available Hosts* column, select the host.
11. To set the selected host for Hoteling, click **Add**
12. To save your changes click **Apply** or **OK**
13. To deactivate your phone device as a guest click **Off**.
14. To save your changes click **Apply** or **OK**

9.18 HOTELING HOST

Use the *User – Hoteling Host* page to configure a user account and its associated device as a host for temporary guest users.



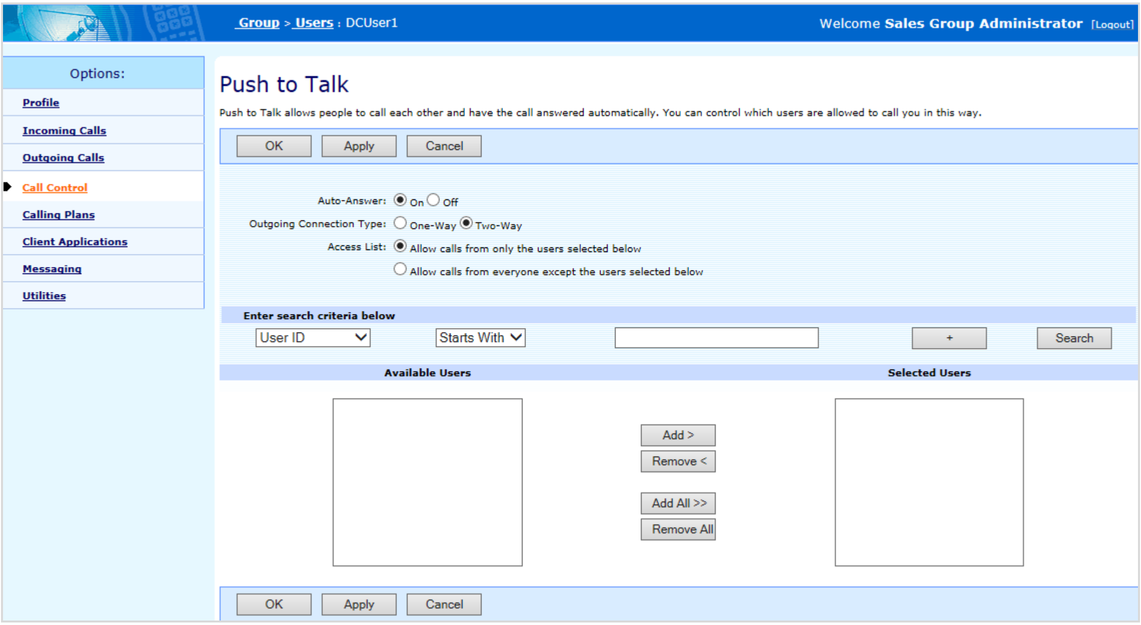
Group > User > Call Contol > Hoteling Host

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
   The *User –Profile* menu page displays For a selected user, click **Call Control**
   The *User – Call Control* menu page displays.
4. Click **Hoteling Host**
   The *User – Hoteling Host* page displays.
5. Configure the Hoteling Host service.
6. Use the "**On**" and "**Off**" buttons to enable or disable the service.
7. In the *Enforce Association Limit* box, specify the maximum length of time guests may associate themselves with this user account.
8. If your group is part of an enterprise, use the *Access Level* control to determine the scope of the host. Select "Enterprise" to allow any user in your enterprise to associate themselves with this user account, or select "Group" to restrict access to this host only to users within your group.
9. If a guest is currently associated with this user account, the *Associated Guest* area of the page displays the identity of the guest user.
10. To save your changes click **Apply** or **OK**

9.19 PUSH TO TALK

The Push to Talk feature (Intercom) allows people to call each other and have the call answered automatically, either as a one-way call, or a two-way call.

To originate a Push To Talk call on your telephone dial * 50 Feature Access Code, followed by the number you wish to call.



Group > User > Call Contol > Push to Talk

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. On the *Users* menu page Click **Call Control**
5. Select **Push To Talk**

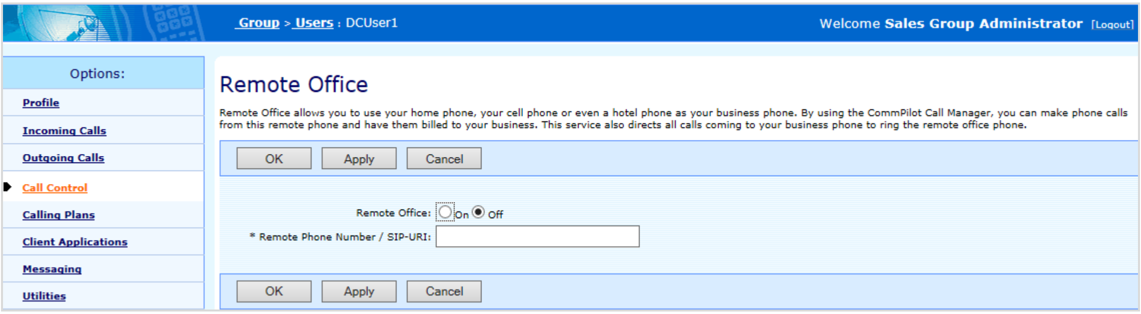
Select your *Auto Answer* options

6. Check **On** if you want to automatically answer Push To Talk calls.
7. Check **Off** if you do not want to automatically answer Push To Talk Calls
8. Select the Outgoing Connection Type
9. Select *One-way Voice* to establish a one-way path. If this option is selected, then the originator of the call can talk to the party receiving the call, but the party receiving the call cannot talk to the originator of the call.
10. Select *Two-way Voice* to establish a two-way path. If this option is selected, then both the originator of the call, and the party receiving the call can talk to each other
11. Select your **Access list**
    Check *Allow calls only from the users selected below* to accept Push To Talk calls from only the listed users
    Check *Allow calls from everyone except the users selected below* to accept Push To Talk calls from everyone except the listed users
12. Enter your Search criteria, or click the *Search* button to display a list of all users
13. Select the Available users from the *Available Users* column
    To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard

14. Click **Add**.
    To add all users (unselected) at once, click **Add All**.
15. To remove users, On the *Selected Users* column, select the users and click **Remove**. To remove all users (unselected) at once,
16. Click Remove All
17. To save your changes click **Apply** or **OK**

9.20 REMOTE OFFICE

Remote Office allows you to use your home phone, your mobile phone or even a hotel phone as your business phone. By using the Telstra Telephony Toolbar, you can make phone calls from this remote phone and have them billed to your business. The Calling Line ID that a caller sees is your primary (desk) phone number. This service also directs all calls coming to your business phone to ring the remote office phone.



Group > User > Call Contol > Remote Office

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. On the *Users* menu page Click **Call Control**
5. Select **Remote Office**
6. Click **On** or **Off**.
   When on, the phone number indicated becomes your primary phone, allowing you to dial and receive calls displayed on your web browser. When off, your normal office phone is your primary phone
7. Type the phone number of the phone to act as your office phone
8. To save your changes click **Apply** or **OK**

9.21 SHARED CALL APPEARANCE

Shared Call Appearance allows Customer Group Administrators to allocate additional devices or lines to you. These devices or lines also ring just like your primary phone. A user cannot add or remove these devices or lines.

Use the Shared Call Appearance (SCA) item on the *User – Call Control* menu to:

- List or Delete devices or Lines
- Add a Device or Line
- Delete or Modify Devices or Lines

The Shared Call Appearance service allows you to provision a maximum of 10 locations (devices) for a user, however it is preferable to keep Shared Call Appearances limited to 5 per user. These locations share the same line appearance, so they all behave as extensions of a single line, or user.

One of these provisioned locations is the user's primary location while the other locations are called alternate locations. A user can be assigned any type of device for their primary and alternate locations.

The Shared Call Appearance Call Retrieve feature allows a user to dial a FAC to retrieve an existing active call from another phone by dialling *11

The Shared Call Appearance Call Location Control feature enables the user to activate or deactivate an alternate phone.

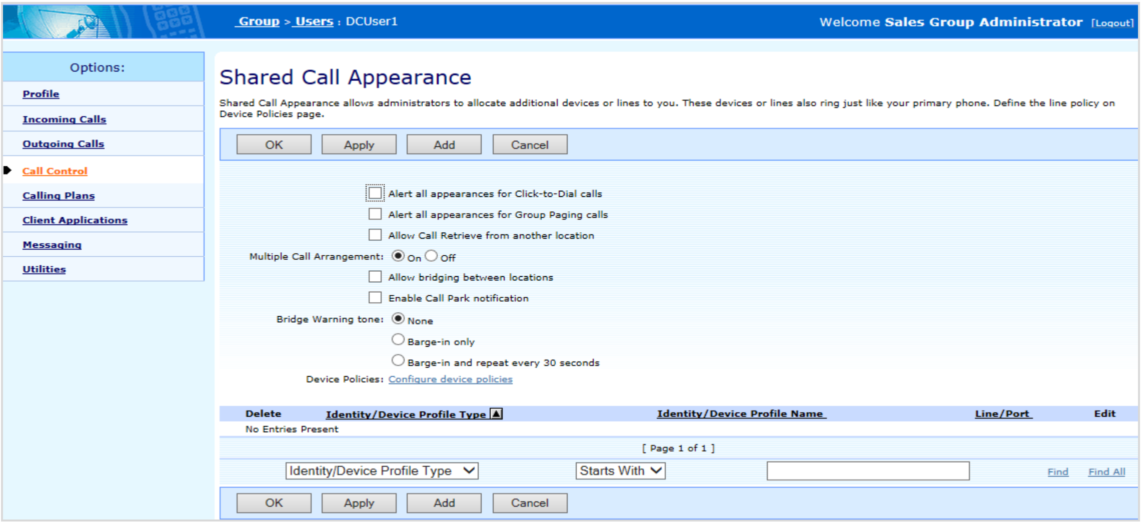
If a call is answered on one of the devices that a Shared line is configured, the other devices with the Shared Line/s do not register the answered calls as a missed call.

To activate an alternate phone, lift the telephone handset, enter the assigned code *12

To deactivate an alternate phone, lift the telephone handset, enter the assigned code *13

Use the *User – Shared Call Appearance* page to configure SCA options

1. Alert all appearances for Click-to-Dial calls
   Alerts all of your shared call appearance locations when you place calls from The Telstra Telephony Toolbar
2. Multiple Call Arrangement: **On** or **Off**
   If **On** is selected, it allows each of your shared call appearance locations to be utilised while you are on a call
3. Allow bridging between locations
   To allow bridging, it allows one or more users to pick up the device at a user's shared call appearance locations and barge in on the user's current call
4. Enable Call Park notification
   Allows a noitification to be displayed on the shared call appearance when a call has been parked
5. Bridge warning tone
   Allows you to configure a warning tone to alert all the users on a call that the call has been bridged. Options available are "None", "Barge-in-only", "Barge-in and repeat every 30 seconds"
6. Device Policies
   Device Policies is a Feature Synchronisation Enhancement offering options for single user mode and multi user mode.



Group > User > Call Contol > Shared Call Appearance

List or Delete Devices and Lines

Use the *User – Shared Call Appearance* page to list the shared appearance devices and lines assigned to the user and to delete a device or line.

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group

3. Click **Edit** or any item on the row for the User
4. For a selected user, click **Call Control**
5. Click **Shared Call Appearance**
6. To delete a device or line, check the **Delete** box on the line for the device or line.
7. To save your changes click **Apply** or **OK**

Note: After making changes within CommPilot to the Shared Call Appearance page for a user, please wait 3-6 minutes for the configuration file to be updated then all phones will require rebuilding of the file and rebooting for the change to take effect.

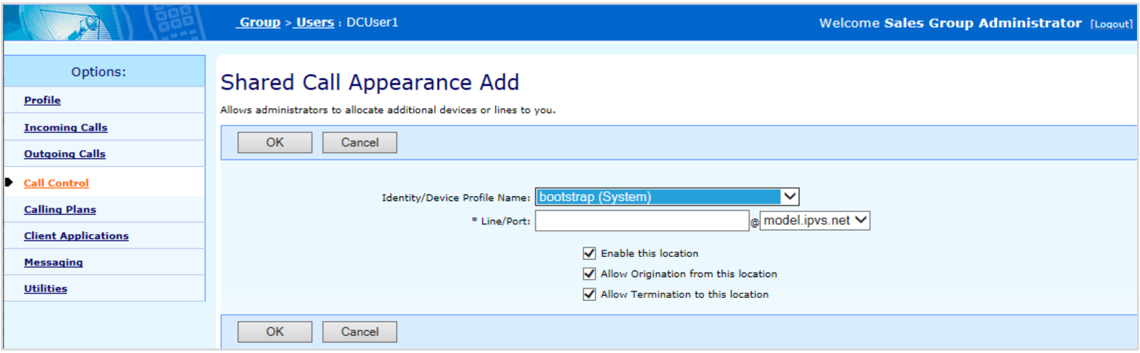
Add a Device or Line

Use the *User – Shared Call Appearance Add* page to add shared appearance devices/lines for a user.

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. For a selected user, click **Call Control**
5. Click **Shared Call Appearance**

This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**.

6. Click **Add**
7. Click the *Identity Device Profile Name* you want to add your number to (e.g. d03xxxxxxxx)
8. Enter the Line/Port of next available shared line (e.g. p03xxxxxxxx_01, p03xxxxxxxx_02, p03xxxxxxxx_03 etc)



9. Group > User > Call Contol > Shared Call Appearance
10. Select to Enable this location, Allow Origination from this location and Allow Termination to this location
11. To save your changes click **OK**

The following steps allow you to rebuild the device configuration and optionally reset a User's registered phone. This is required in order for a new or modified phone to obtain its configuration from the network.

12. On the Group – Resources - Identity/Device Profiles menu page
13. Click *Search* and select the **User's Phone**
14. Verify the **MAC Address** has been configured

15. Verify the Identity/Device Profile Type is correct

16. Click **Files** Tab

> **Note:** Telstra is responsible for loading the configuration files

17. Click **Rebuild the File** to rebuild the device configuration file. You will need to wait 3-6 minutes before resetting the phone

18. Click **Reset the Phone** to reset a registered phone

This feature supports the following Devices: Polycom IP 330, 450, 550, 650, 670.

VERIFY THE CONFIGURATION

> **Note:** If you haven't performed the above steps of Rebuilding the file and rebooting the phone, after making changes within CommPilot to the Shared Call Appearance page for a user, please wait 3-6 minutes for the configuration file to be updated then the user's phone will require rebooting for the change to take effect.

Delete or Modify Devices or Lines

Use the *User – Shared Call Appearance Modify* page to delete or modify the shared appearance devices and lines assigned to the user.

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. For a selected user, click **Call Control**
5. Click **Shared Call Appearance**

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**.

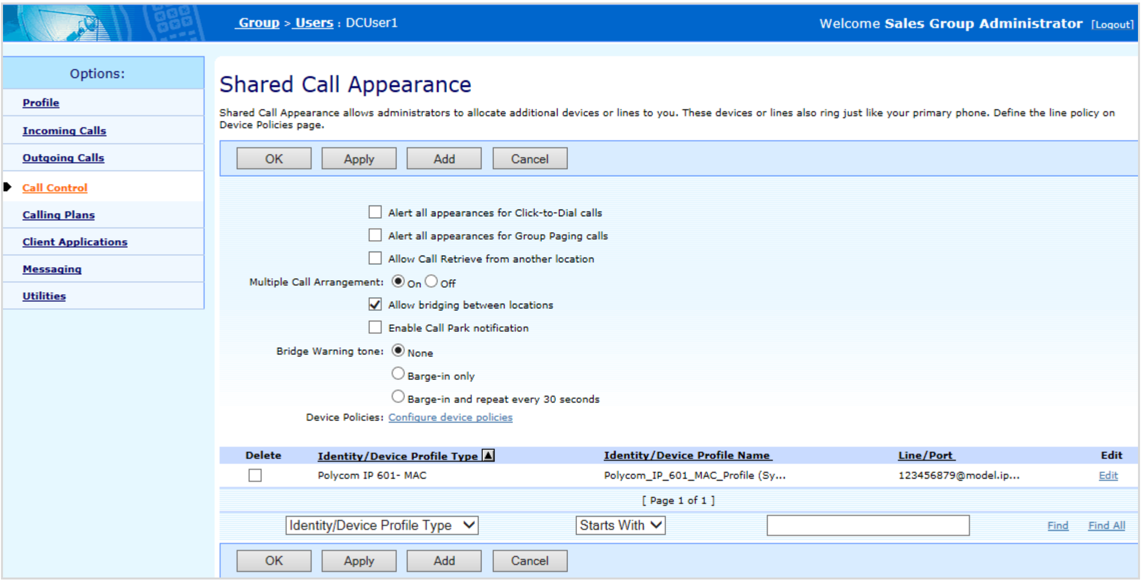
6. To delete the device/line, Select the corresponding tick box
7. To save your changes click **Apply** or **OK**
8. Click **Edit** on any item on the row for the device/line. The *User – Shared Call Appearance Modify* page displays.
9. Click **Delete** to to delete the device
10. To modify a device or line, click **Edit** or any item on the row for the User
11. The **Shared Call Appearance Modify** page dispays
12. Check the requird tick boxes
13. To save your changes click **Apply** or **OK**
14. To configure device policies, click **Configure Device Policies**
    The **Device Polices** page displays
15. Check the requied tick boxes
16. To save your changes click **Apply** or **OK**

> **Note:** After making changes within CommPilot to the Shared Call Appearance page for a user, the user's phone will require rebooting for the change to take effect.

Multiple Call Arrangement

The *Multiple Call Arrangement (MCA)* feature is added as an overlay to the existing Shared Call Appearance (SCA) feature. SCA with MCA provides the ability for multiple calls to be handled concurrently on different SCA locations for a user. No single SCA location is considered the active location, so all locations are allowed to originate calls and receive new incoming calls when they have an available call appearance, regardless of the activity at the other locations.

The benefit of this feature is to allow more flexibility in handling the call line shared between manager and assistant. Assistant can now make a call as well as take call using the same number while manager is on a call.

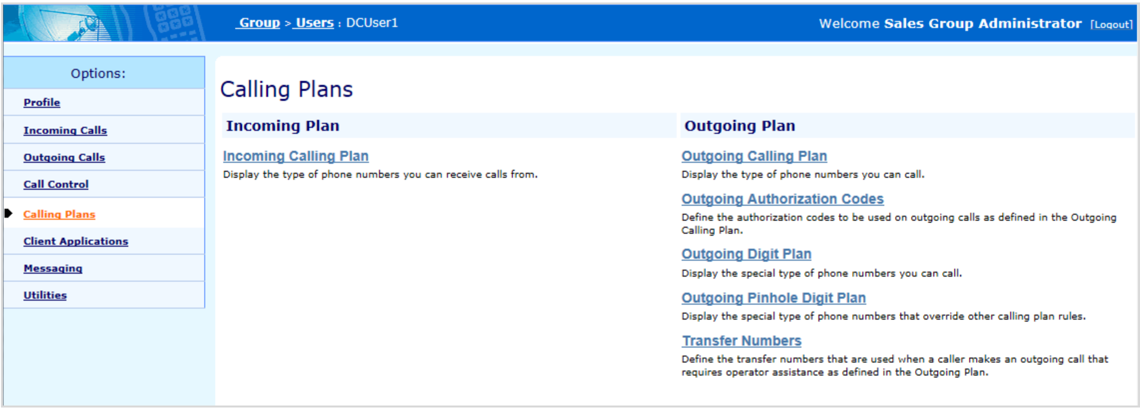


Group > User > Call Contol > Shared Call Appearance

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. On the **Users** menu page Click **Call Control**
5. Select **Shared Call Appearance**
6. Select Alert all appearances for Click to Dial calls, Alert call apperancers for Group Paging calls or Allow Call Retrieve from another location.
7. Click the **On** option in Multiple Call Arrangement
8. Select **Allow** *bridging between locations*
   This allows one or more users to pick up the device at a user's shared call appearance locations and barge in on the user's current call.
9. Enable Call Park Notification (if required)
10. Select a **Barge Warning tone** (if required)
11. To save your changes click **Apply** or **OK**

CHAPTER 10
CALLING PLAN OPTIONS

The *User – Calling Plan* menu contains these items:



Group > User > Calling Plans

INCOMING CALLING PLAN MENU

This menu displays

- Incoming Calling Plan

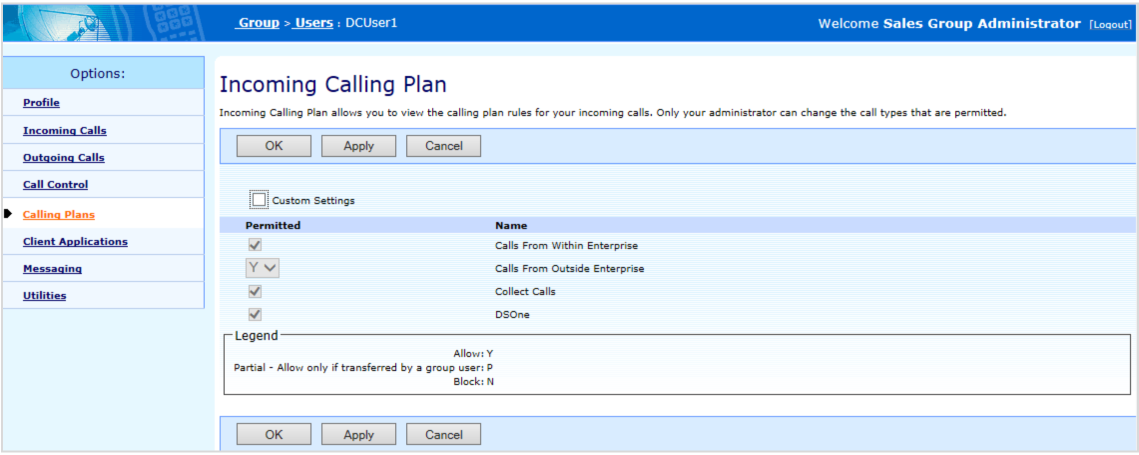
OUTGOING CALLING PLAN MENU

This menu displays

- Outgoing Calling Plan
- Outgoing Authorisation Codes
- Outgoing Digit Plan
- Outgoing Pinhold Digit Plan
- Transfer Numbers

10.1 INCOMING CALLING PLAN

Use the *User – Incoming Calling Plan* page to configure or change the incoming calling restrictions for a selected user.



Group > User > Calling Plans > Incoming Calling Plan

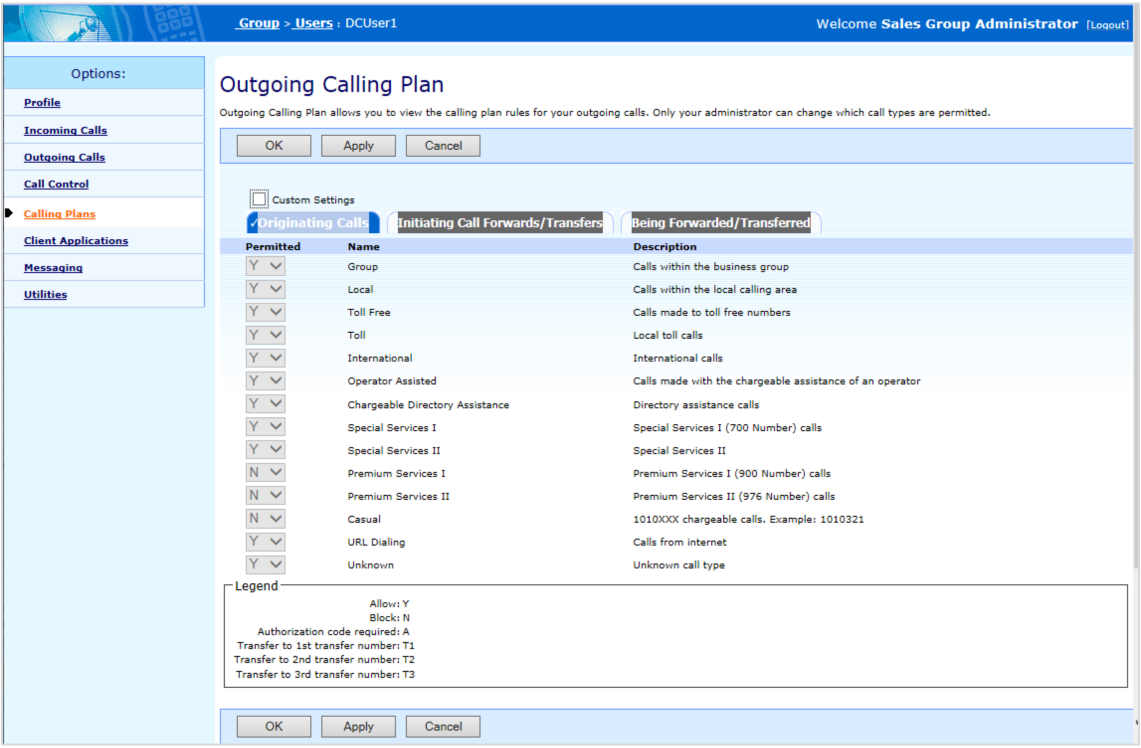
1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. For a selected user, click **Calling Plans**
5. Click **Incoming Calling Plan**
6. In the *Calls From Within Enterprise*, *Collect Calls*, and any rules for digit string numbers, check (allow) or uncheck (prevent) the *Permitted* check box for the user for one or more of the call types.
7. In the *Calls From Outside Enterprise* drop-down list, choose one of these settings:
8. **"Y"** Allows user to receive all calls from outside the group.
9. **"P"** Allows user to receive calls from outside the group only if the outside call is transferred or forwarded to the user by another user inside the group.
10. **"N"** Prevents user from receiving all calls from outside the group, even if the outside call has been transferred or forwarded by a user inside the group.

> **Note:** Fully restricted users ("N" for Calls From Outside Group) cannot pick up outside calls in their call pickup group or outside calls parked by a user in their group.

11. To save your changes click **Apply** or **OK**

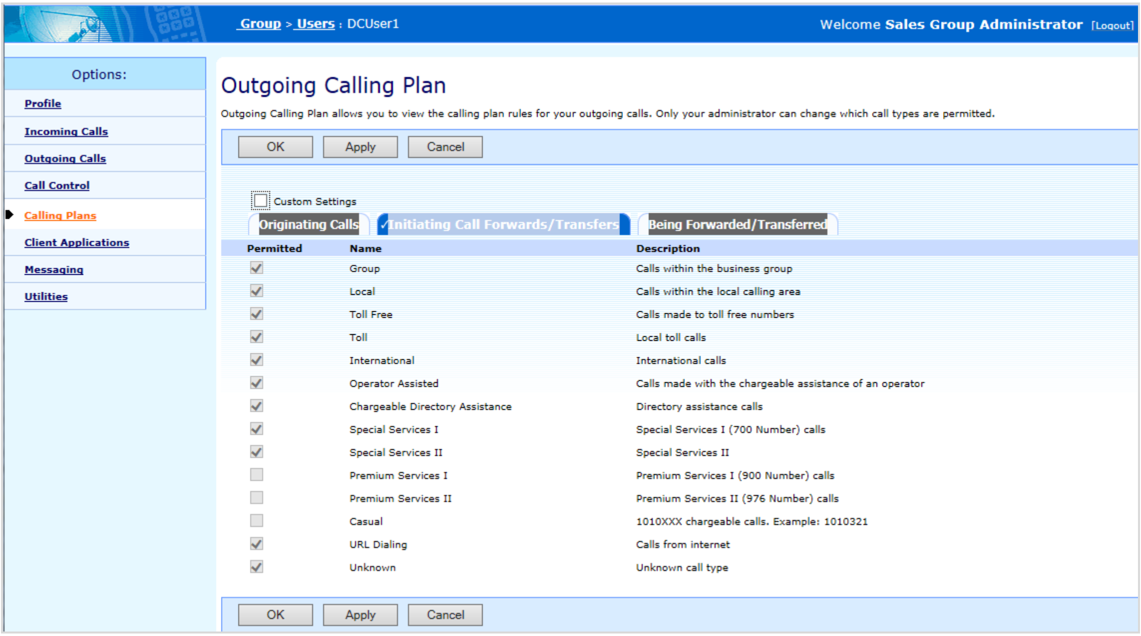
10.2 OUTGOING CALLING PLAN

Use the *User – Outgoing Calling Plan* page to configure or change the outgoing calling restrictions for a selected user. For information on configuring transfer numbers for use on this page, see section *10.6*.



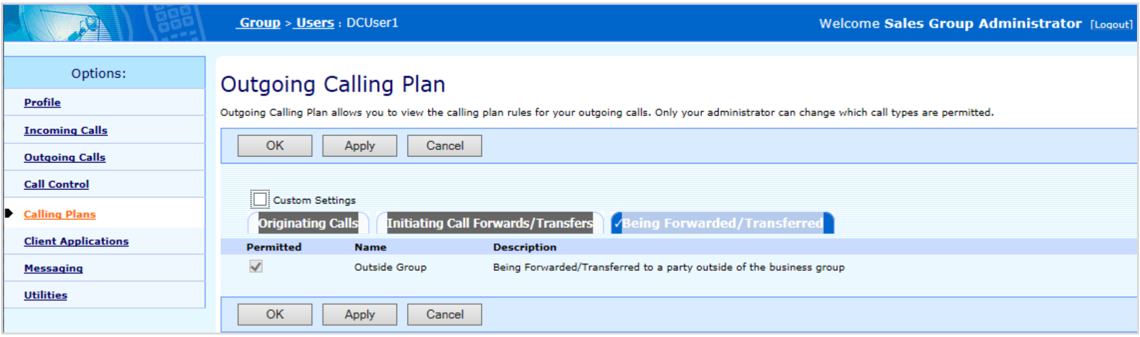
Group > User > Calling Plans > Outgoing Calling Plan

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. For a selected user, click **Calling Plan**
5. Click **Outgoing Digit Plan**
6. To edit the *Originating Calls* settings, click the **Originating Calls** tab
7. For each type of call listed, select **"Y', "N', "A", or "Tx":**
   - **"Y"** or **"N"** means the user can or cannot make that type of outgoing call.
   - **"A"** means the user must enter an authorization code to make that type of outgoing call.
   - **"Tx"** (where X = 1, 2, or 3) means that the user is transferred to the specified transfer number upon attempting to make that type of outgoing call.



Group > User > Calling Plans > Outgoing Calling Plan

8. To edit the *Initiating Call Forwards/Transfers* settings, click the **Initiating Call Forwards/Transfers** tab.
9. To allow a call type, check the *Permitted* check box
10. To prevent a call type, uncheck the *Permitted* check box



Group > User > Calling Plans > Outgoing Calling Plan

11. To edit the *Being Forwarded/Transferred* settings, click the **Being Forwarded/Transferred** tab
12. To allow a call type, check the Permitted check box
13. To prevent a call type, uncheck the Permitted check box
14. To save your changes click **Apply** or **OK**

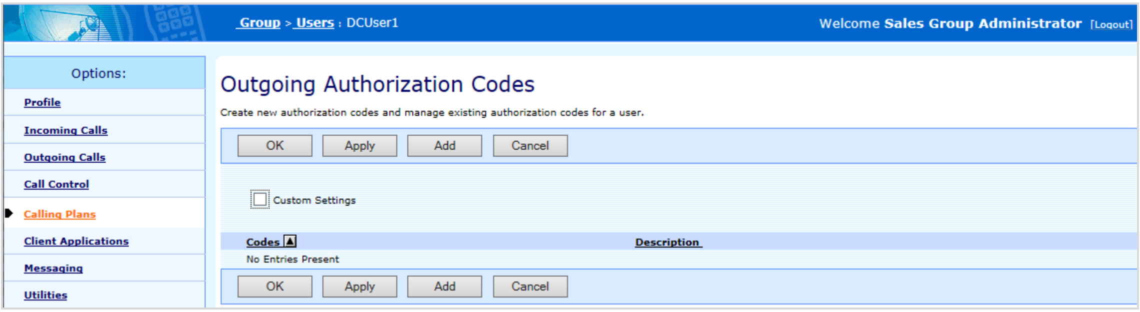
10.3 OUTGOING AUTHORIZATION CODES

Use the *User – Outgoing Authorization Codes* page to:

- List Outgoing Authorization Codes
- Add an Outgoing Authorization Code
- Delete an Outgoing Authorization Code

List Outgoing Authorization Codes

Use the *User – Outgoing Authorization Codes* page to list the outgoing authorization codes currently assigned to the selected user.



Group > User > Calling Plans > Outgoing Authorization Plan

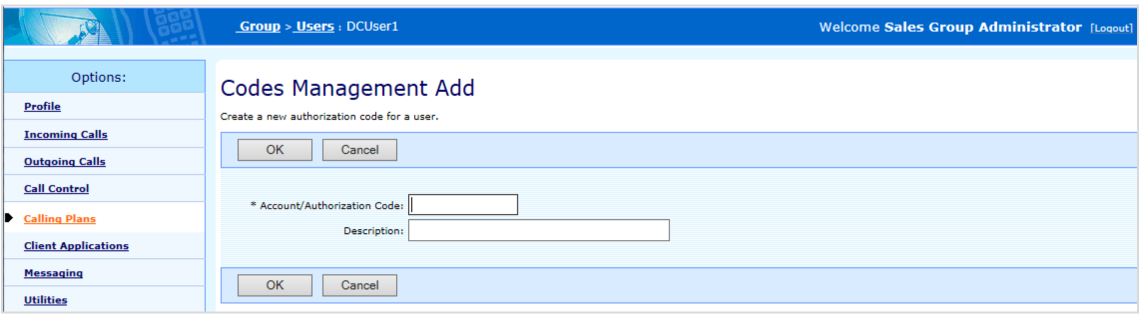
1. On the *Group – Profile* menu page Click **Users**
2. Click Search to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. For a selected user, click **Calling Plan**
5. Click **Outgoing Authorization Codes**
   The *User – Outgoing Authorization Codes* page displays. The page lists any custom outgoing authorization codes currently assigned to the selected user.
6. To display the previous page, click **OK** or **Cancel**.

> **Note:** Unchecking the *Custom Settings* box and saving your changes (by clicking OK or Apply) will delete all custom authorization codes currently assigned to the selected user.

Add an Outgoing Authorization Code

Use the *User – Codes Management Add* page to add an authorization code for the selected user.

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. For a selected user, click **Calling Plan**
5. Click **Outgoing authorisation Codes**
6. To make the user settings editable, check the Custom Settings check box and click Apply to save your change.
7. To add a new code, click **Add**.
   The *User–Codes Management Add* page displays.



Group > User > Calling Plans > Outgoing Authorization Plan

8. Enter the new authorization code, with a brief description if desired.
9. Click **OK**.
   The *User – Outgoing Authorization Codes* page displays, listing your new authorization code.

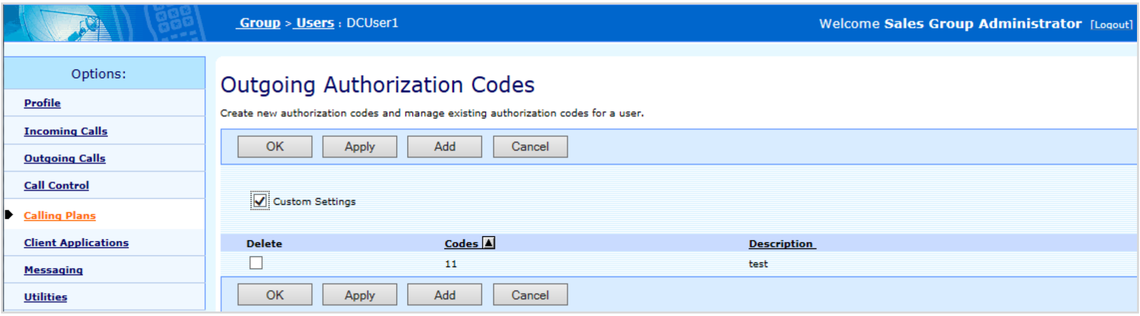
10. To display the previous page, click **OK** or **Cancel**.

Note: Unchecking the *Custom Settings* box and saving your changes (by clicking OK or Apply) will delete all custom authorization codes currently assigned to the selected user.

Delete an Outgoing Authorization Code

Use the *User – Outgoing Authorization Codes* page to delete an outgoing authorization codes currently assigned to the selected user

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. For a selected user, click **Calling Plan**
5. Click **Outgoing Authorization Codes**. The page lists all custom authorization codes currently assigned to the selected user.



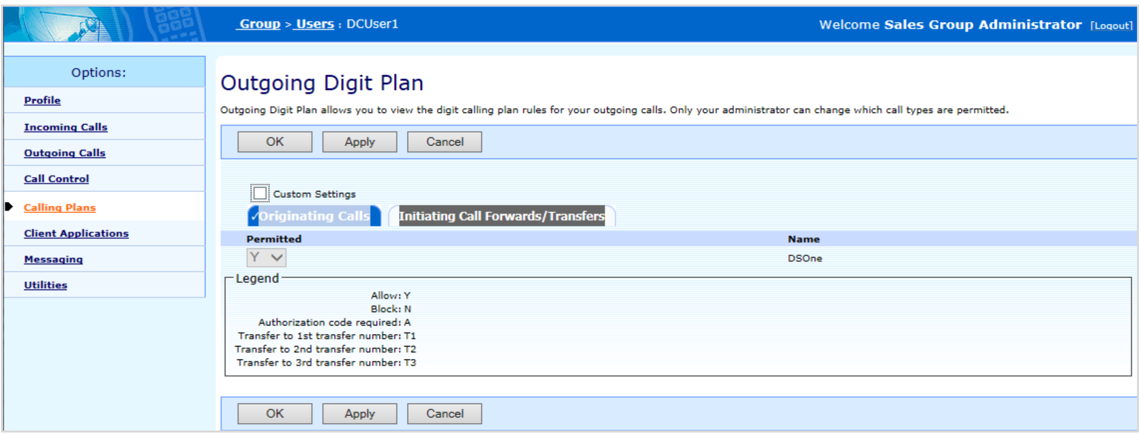
Group > User > Calling Plans > Outgoing Authorization Plan

6. Check the box corresponding to the desired code in the **Delete** column of the code list.
7. To save your changes click **Apply** or **OK**

Note: Unchecking the *Custom Settings* box and saving your changes (by clicking OK or Apply) will delete all custom authorization codes currently assigned to the selected user.

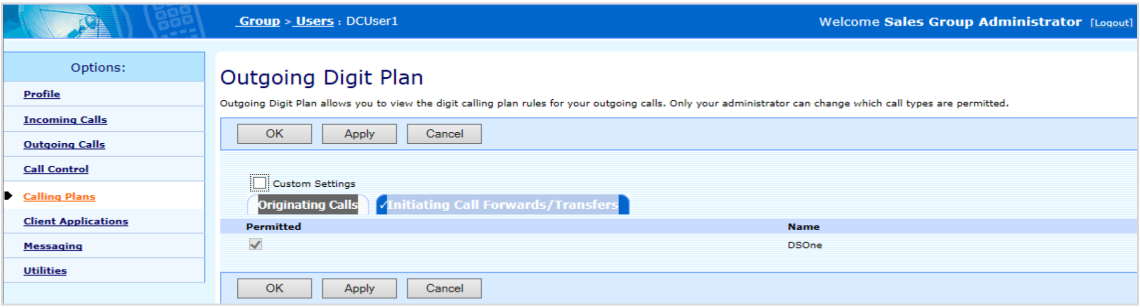
10.4 OUTGOING DIGIT PLAN

Use the *User – Outgoing Digit Plan* page to configure or change the outgoing calling restrictions for digit plans for a selected user.



Group > User > Calling Plans > Outgoing Digit Plan

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. For a selected user, click **Calling Plan**
5. Click **Outgoing Digit Plan**
6. To edit the *Originating Calls* settings, click the **Originating Calls** tab
7. For each type of call listed, select "**Y'**, "**N'**, "**A**", or "**Tx**"
8. "**Y**" or "**N**" means the user can or cannot make that type of outgoing call
9. "**A**" means the user must enter an authorization code to make that type of outgoing call
10. "**Tx**" (where x = 1, 2, or 3) means that the user is transferred to the specified transfer number upon attempting to make that type of outgoing call
11. To edit the *Initiating Call Forwards/Transfers* settings, click the **Initiating Call Forwards/Transfers** tab

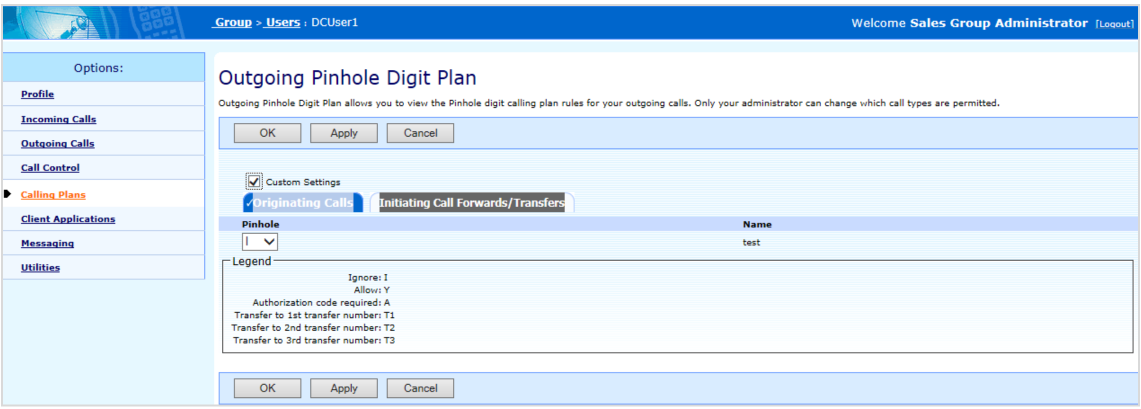


Group > User > Calling Plans > Outgoing Digit Plan

12. To allow a call type, check the *Permitted* check box.
13. To prevent a call type, uncheck the *Permitted* check box.
14. To save your changes click **Apply** or **OK**

10.5 OUTGOING PINHOLE DIGIT PLAN

Use the *User – Outgoing Pinhole Digit Plan* page to view the Pinhole digit calling plan rules for your outgoing calls. Only an administrator can change which call types are permitted.



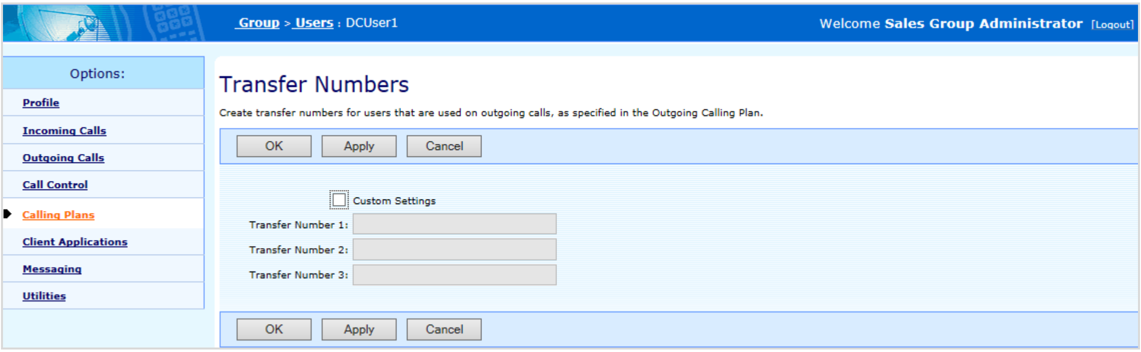
Group > User > Calling Plans > Outgoing Pinhole Digit Plan

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group

3. Click **Edit** or any item on the row for the User
4. For a selected user, click **Calling Plan**
5. Click **Outgoing Pinhole Digit Plan**
6. To view the Originating Calls settings, click the **Originating Calls** tab
7. To return to the previous page click **OK**

10.6 TRANSFER NUMBERS

Use the ***User* – *Transfer Numbers*** page to configure or change the transfer numbers used in the selected user's outgoing calling plan. You can configure up to three transfer numbers for use with the selected user's outgoing calls.



Group > User > Calling Plans > Transfer Numbers

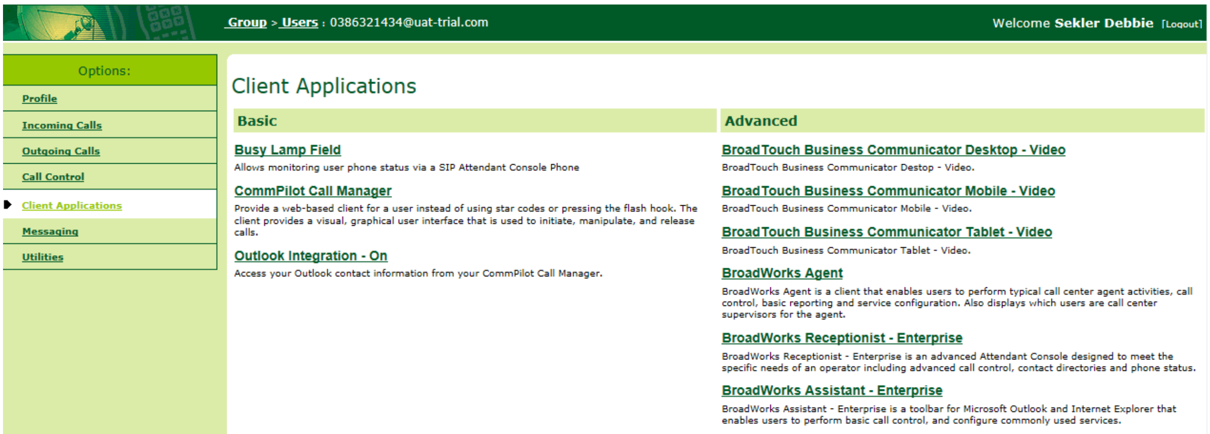
1. On the ***Group* – *Profile*** menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. For a selected user, click **Calling Plan**
5. Click **Transfer Numbers**
6. To make the user settings editable, check the **Custom Settings** check box
7. Enter the desired numbers in the boxes provided
8. To save your changes click **Apply** or **OK**

Note: Unchecking the *Custom Settings* box and saving your changes (by clicking OK or Apply) will delete all transfer numbers currently assigned to the selected user.

CHAPTER 11
CLIENT APPLICATIONS OPTIONS

The *User – Client Applications* menu contains the following items:

Based on the Service Pack and the services (features) a user has assigned to them will determine the features that are available in this menu. The following list is based on a user having Telstra Telephony Toolbar (BroadWorks Assitant – Enterprise), Attendant Console, Call Centre Agent and Supervisor additional features being assigned.



Group > User > Client Applications

BASIC MENU

This menu displays

- Busy Lamp Field
- CommPilot Call Manager
- Outlook Integration

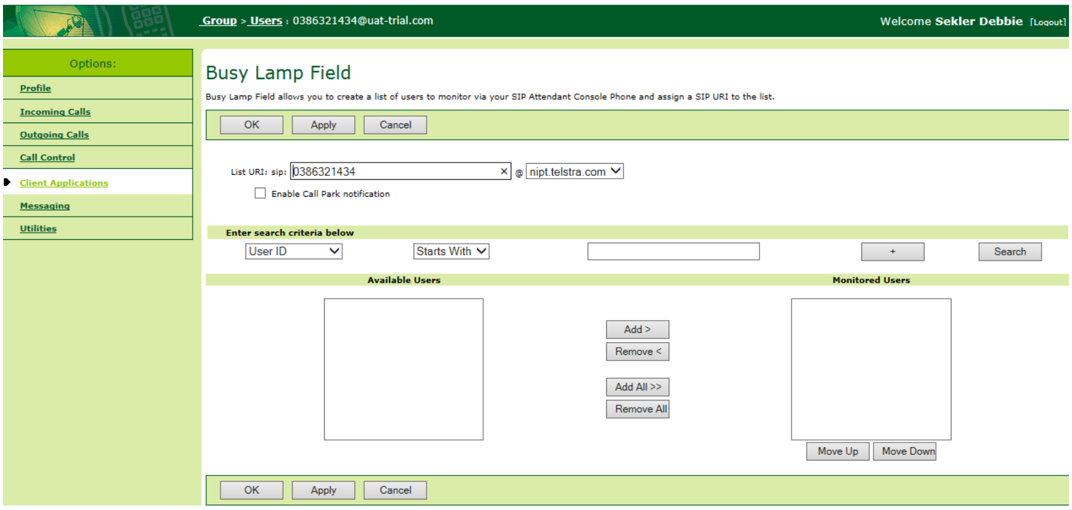
ADVANCED MENU

This menu displays

- BroadTouch Business Communicator Desktop – Video
- BroadTouch Business Communicator Mobile – Video
- BroadTouch Business Communicator Tablet – Video
- BroadWorks Agent
- BroadWorks Receptionist – Enterprise
- BroadWorks Assistant - Enterprise

11.1 BUSY LAMP FIELD

Use this page to select the users in your group or enterprise to be monitored by the selected user using a SIP Attendant Console phone. On this page, you can also assign a SIP URI to the list of monitored users and enable or disable notifications about calls being parked/no longer parked against monitored usersTo have CommPilot Call Manager open on Login



Group > User > Client Applications > Busy Lamp Field

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. For a selected user, click **Client Applications**
5. Click **Busy Lamp Field**
6. In the SIP URI field, enter the phone number eg 03xxxxxxx associated with the list of users to monitor and select the Domain from the drop down list
7. To enable notifications about calls being parked, check the **Enable Call Park notification** tick box

To specify which other users are to be monitored

1. Click **Search** to display all available users, or enter search criteria in the fields provided. For more information on defining search criteria, see section 5.4 Advanced Search.
2. On the **Available** *Users* column, select the users to be monitored. On a column, you can select some or all of the items. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.
3. To assign the selected users, click **Add**. To move all users (unselected) at once, click **Add All**.

REMOVE MONITORED USERS

1. On the **Monitored** *Users* column, select the users and click **Remove**. To move all users (unselected) at once, click Remove All.

1. To save your changes click **Apply** or **OK**

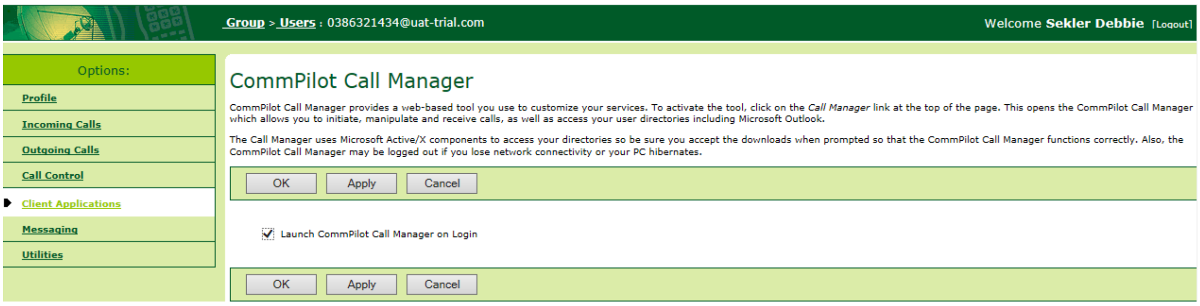
11.2 COMMPILOT CALL MANAGER

CommPilot Call Manager provides a web-based tool you use to customize your services. To activate the tool, click on the *Call Manager* link at the top of the page. This opens the CommPilot Call Manager which allows you to initiate, manipulate and receive calls, as well as access your user directories including Microsoft Outlook.

To have CommPilot Call Manager open on Login

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User

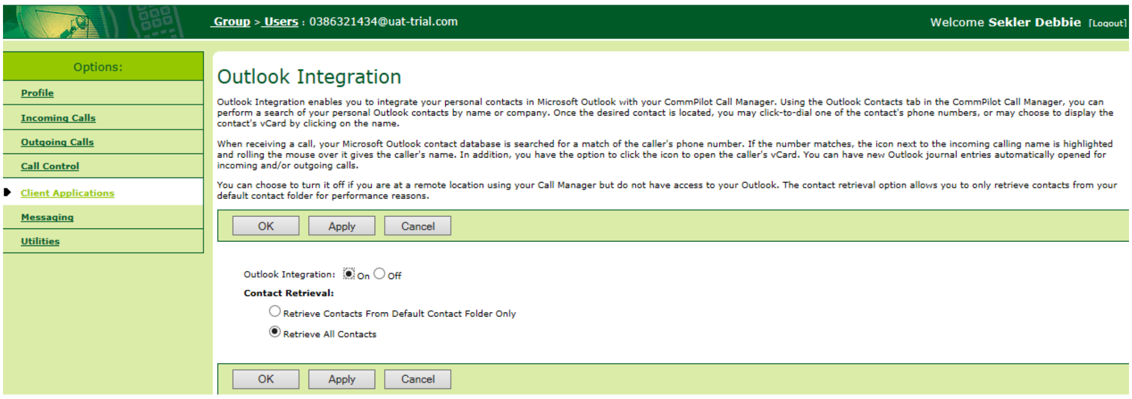
4. For a selected user, click **Client Applications**
5. Click **CommPilot Call Manger**
6. If the user requires the *CommPilot Call Manager* page to open on login, check the *Launch CommPilot Call Manager on Login* box.
   If the user has been assigned both the Call Manager and Attendant Console applications the check box can be selected to launch both applications on login. If the user only has Attendant Console licensed to them, then they will only have the option to select the *Launch Call Manager* on login



Group > User > Client Applications > CommPilot Call Manager

11.3 OUTLOOK INTEGRATION

Outlook Integration enables you to integrate your personal contacts in Microsoft Outlook with your Telstra Telephony Toolbar. Using Telstra Telephony Toolbar, you can perform a search of your personal Outlook contacts by name or company. Once the desired contact is located, you may click-to-dial one of the contact's phone numbers.



Group > User > Client Applications > Outlook Intergration

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. For a selected user, click **Client Applications**
5. Click **OutlookIntegration**
6. To Enable Outlook Integration, Click **On** (default setting)
7. Click Retrieve Contacts from Default Contact Folder Only or Retrieve All Contacts to filter the contacts based on your default folder
8. To save your changes click **Apply** or **OK**

11.4 BROADTOUCH BUSINESS COMMUNICATOR DESKTOP – VIDEO

This service has not been configured.

11.5 BROADTOUCH BUSINESS COMMUNICATOR MOBILE - VIDEO

This service has not been configured.

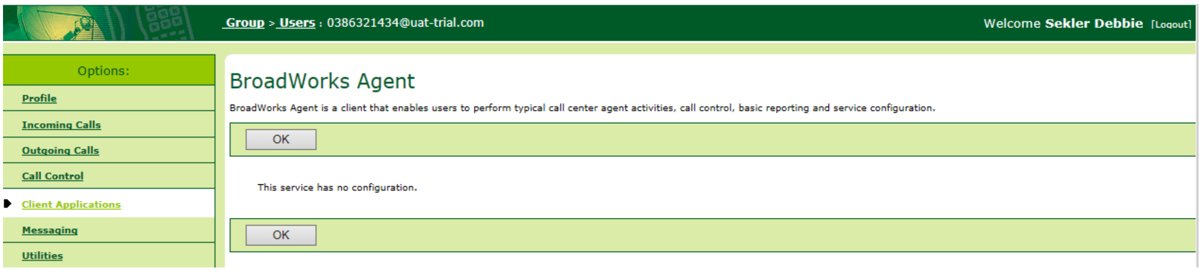
11.6 BROADTOUCH BUSINESS COMMUNICATOR TABLET - VIDEO

This service has not been configured.

11.7 BROADWORKS AGENT

This feature is only visible if a user has the TIPT Call Centre Agent pack assigned to them.

BroadWorks Agent is a client that enables users to perform typical call center agent activities, call control, basic reporting and service configuration



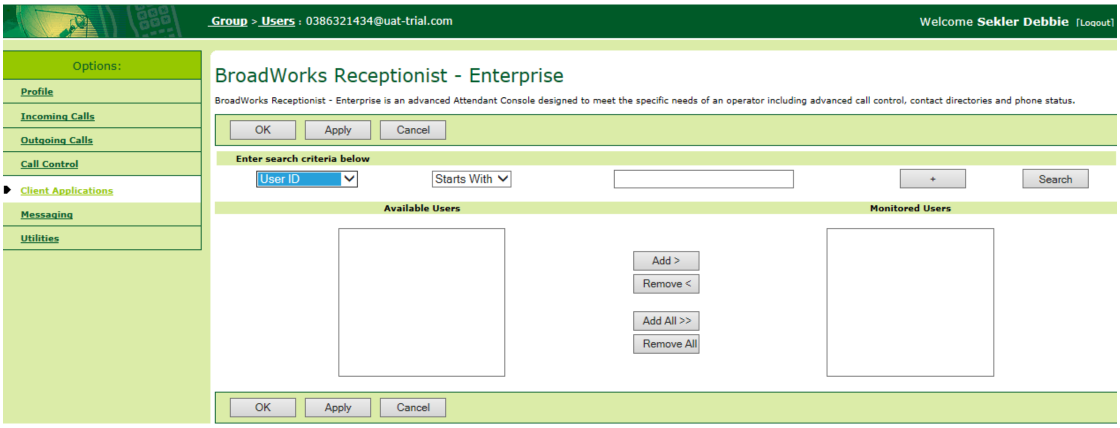
Group > User > Client Applications > BroadWorks Agent

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. For a selected user, click **Client Applications**
5. Click **Broadworks Agent**
6. **This service is currently not configured**
7. Click *OK* to display the previous page

11.8 BROADWORKS RECEPTIONIST – ENTERPRISE

This feature is only visible if a user has the miRECEPTION pack and it has been assigned to the user.

BroadWorks Receptionist is an advanced Attendant Console designed to meet the specific needs of an operator including advanced call control, contact directories and phone status.



Group > User > Client Applications > Receptionist-Enterprise

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. For a selected user, click **Client Applications**
5. Click **Broadworks Receptionist - Enterprise (miRECEPTION)**

To specify which other users are to be monitored

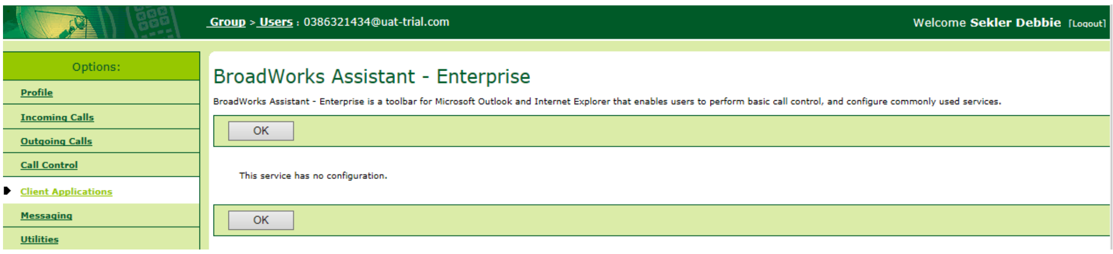
1. Click **Search** to find a desired user, enter search criteria in the fields provided.
2. On the **Available** *Users* column, select the users to be monitored. On a column, you can select some or all of the items. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.
3. To assign the selected users, click **Add**. To move all users (unselected) at once, click **Add All**.

REMOVE MONITORED USERS

1. On the **Monitored** *Users* column, select the users and click **Remove**. To move all users (unselected) at once, click Remove All.
2. To save your changes click **Apply** or **OK**

11.9 BROADWORKS ASSISTANT - ENTERPRISE (TELSTRA TELEPHONY TOOLBAR)

BroadWorks Assistant - Enterprise (Telstra Telephony Toolbar) is a toolbar for Microsoft Outlook and Internet Explorer that enables users to perform basic call control, and configure commonly used services.



Group > User > Client Applications > BroadWorks Assistant-Enterprise

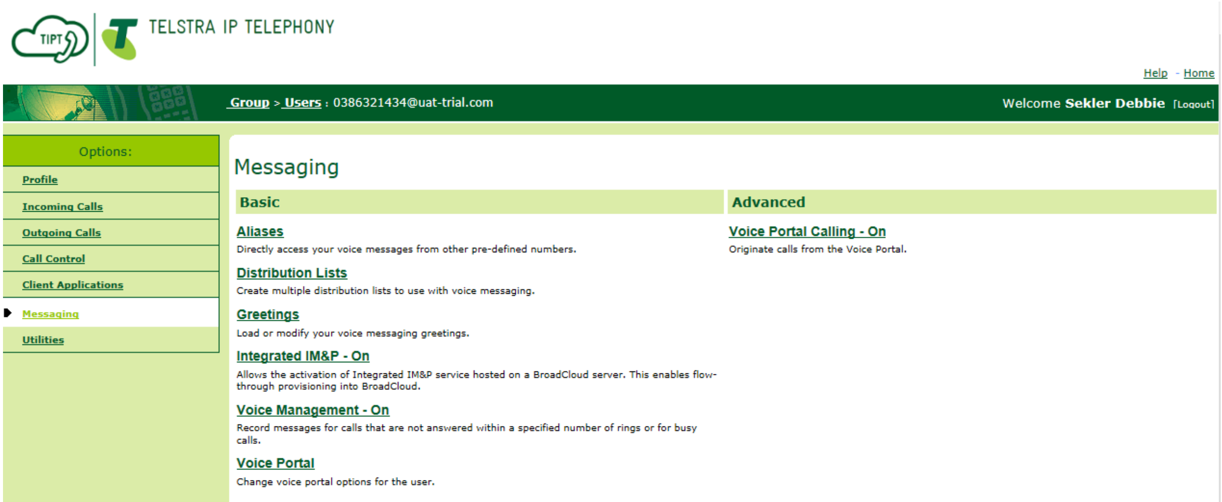
1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User

4. For a selected user, click **Client Applications**
5. Click **Broadworks Assistant - Enterprise**
6. **This service is currently not configured**
7. Click **OK** to display the previous page

CHAPTER 12
MESSAGING OPTIONS

The *User – Messaging* menu contains these items:

Based on the services (features) a user has assigned to them will determine the features that are available in this menu.



Group > User > Messaging

BASIC MENU

This menu displays

- Aliases
- Distribution Lists
- Greetings
- Integrated IM&P
- Voice Management
- Voice Portal

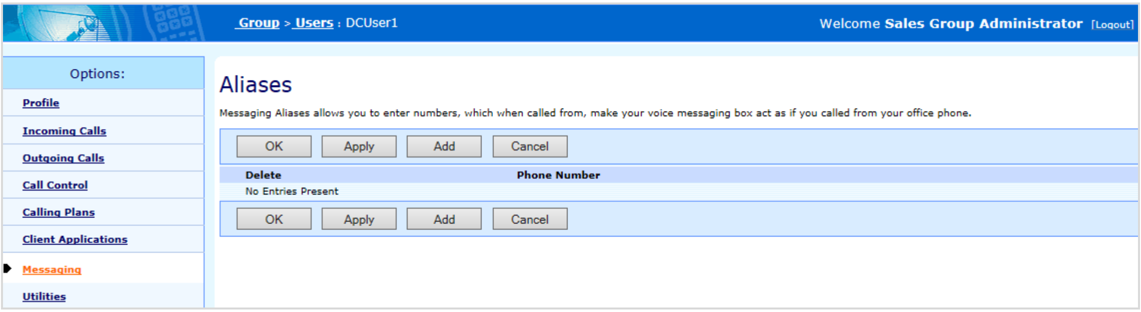
ADVANCED MENU

This menu displays

- Voice Portal Calling

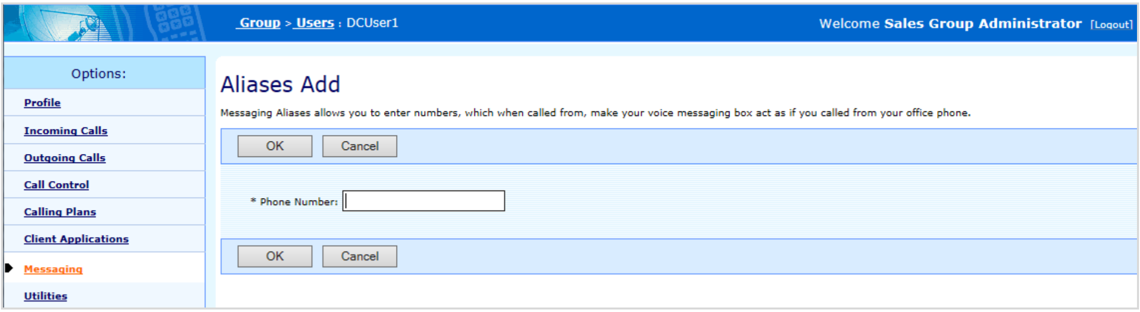
12.1 ALIASES

Messaging Aliases allows you to enter numbers, which when called from, make your voice messaging box act as if you called from your office phone



Group > User > Messaging > Aliases

1. On the Group – Profile menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. For a selected user, click **Messaging**
5. Click **Aliases**

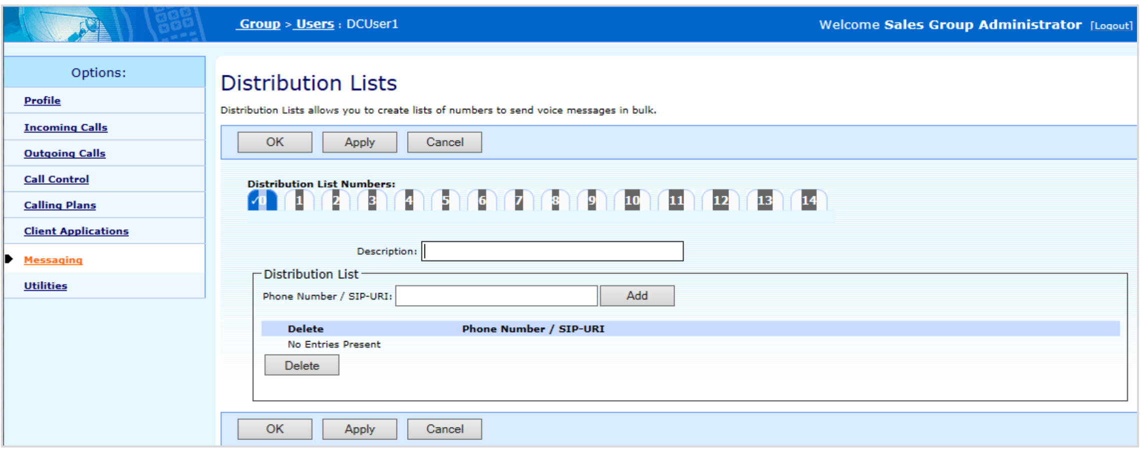


Group > User > Messaging > Aliases

6. To Add numbers, Click **Add**
7. Enter a phone number into the *Phone Number* field
8. To save your changes click **OK**

12.2 DISTRIBUTION LISTS

Distribution Lists allows you to create lists of numbers to send voice messages in bulk. These Voicemail messages are received in the Inbox of the users specified in the Voice Messaging feature.



Group > User > Messaging > Distribution Lists

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group

3. Click **Edit** or any item on the row for the User
4. For a selected user, click **Messaging**
5. Click **Distribution Lists**
6. Select the distribution list you wish to configure, by clicking on one of the 15 tabs (labeled "0" through "14") near the top of the window. Each list can be configured independently
7. In the *Description* text box, type a name for the list
8. Click **Apply**
9. To add a phone number or address to the Distribution list, Click on the tab for the list
10. In the *Phone Number/SIP-URI* text box, type the phone number or SIP-URI address to add.
11. Click **Add**.
12. To save your changes click **Apply** or **OK**

TO DELETE A NUMBER FROM A DISTRIBUTION LIST

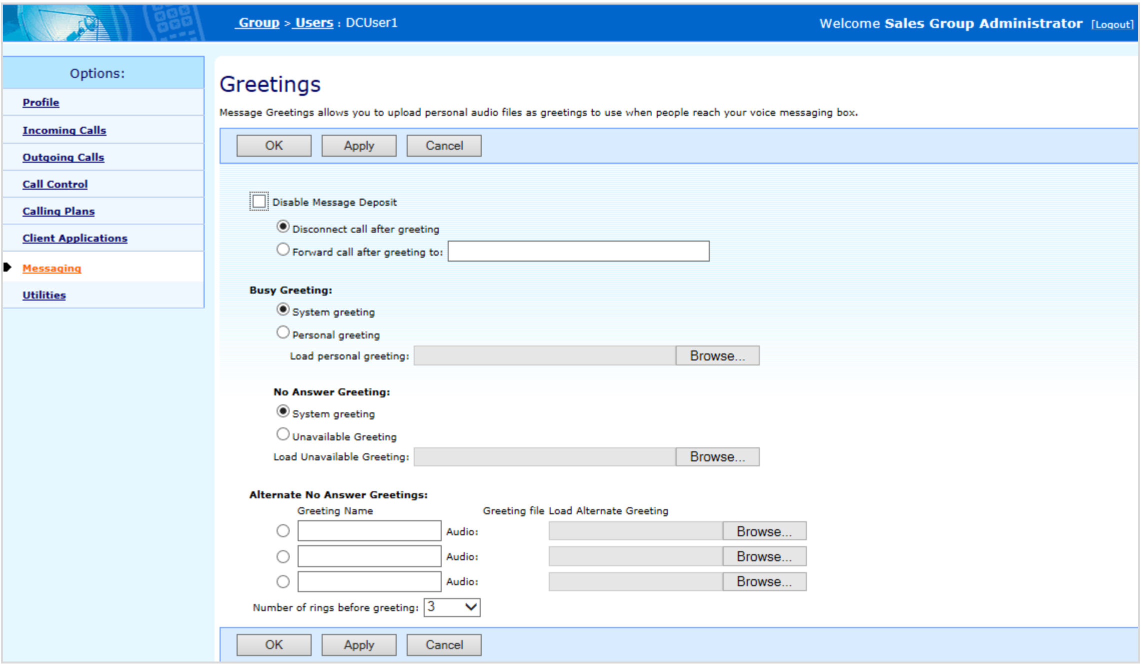
1. Check the Delete box next to the entry to delete.
2. Click **Delete**.
3. Click **OK** to display the previous page.

> **Note:** Once you **Delete**, the number is peranently deleted from the list. This action cannot be undone

12.3 GREETINGS

You use this page to set your voice message greetings that callers hear or see when they get either a busy tone or no answer when they call you. Your greeting can be a generic system recording or a personalised recording. You can also record your voice message greetings using the voice portal on your phone.

> **Note:** Other services, such as Call Forwarding No Answer, share this setting, and if it is changed in one service, that change affects all other services using this value.
> **Note:** If a mobile phone is used for the Simultaneous Ring service, the number of rings before the Voice Messaging service answers your phone should be set to more than three rings. Some mobile phones have slower location and connection services, which may delay the Simultaneous Ring to the mobile phone from occurring before an answer by the Voice Messaging service
> **Note:** You can upload video files to be used as your personal greetings. However, if the calling party is not able to see video, then only the audio greeting are heard.
> **Note:** The maximum length allowed for .WAV, .WMA, .MOV, and .3GP files is 2 minutes.

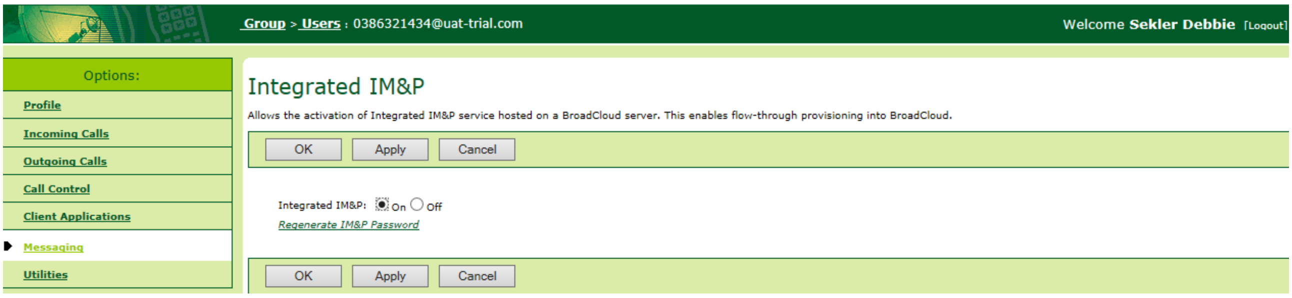


Group > User > Messaging > Greetings

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. For a selected user, click **Messaging**
5. Click **Greetings**
6. To prevent callers from leaving messages, check the **Disable Message Deposit** box. Chosse from **Disconnect call after greeting** or **Forward call after greeting to**.
7. For **Busy Greeting**, Selecting *System greeting* (Default setting), callers hear the system's standard greeting when your phone is busy.
8. If you choose Personal greeting, type the path and file name of a .WAV file with your greeting in the Load audio personal greeting text box, or click **Browse** to select a file on your computer.
9. For **No Answer Greeting**, Selecting *System greeting* (Default setting), callers hear the system's standard greeting when your phone is busy.
10. If you choose Unavailable greeting, type the path and file name of a .WAV file with your greeting in the Load Unavailable greeting text box, or click **Browse** to select a file on your computer
11. For **Alternate No Answer Greeting**, enter the Greeting Name and click **Browse** to select a file on your computer
12. From the drop down list set the number of rings callers hear before they are directed to voicemail and your greeting plays (The maximum number of rings available is 20).
13. To save your changes click **Apply** or **OK**

12.4 INTEGRATED IM&P – ON

This feature needs to be enabled for UC-One to operate. This is where you activate or deactivate the Integrated Instant Messaging and Presence (IM&P) service for a selected user. You can also regenerate their IM&P password from this page. If needed, the password can be modified on the user's *Profile* page.



To enable or disable the service:

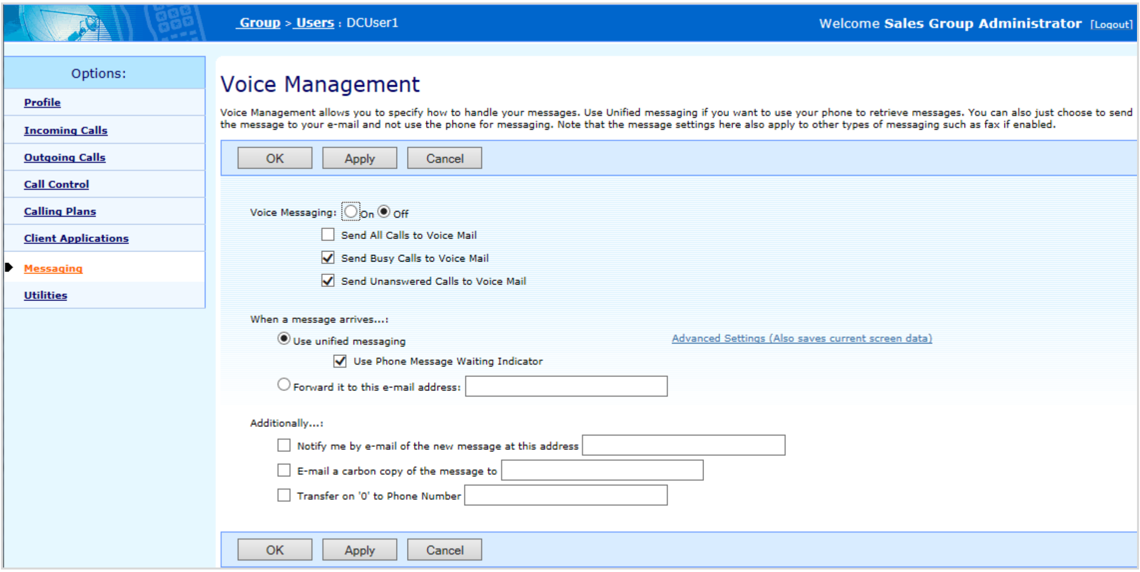
1. Select ***On*** to activate.
2. Select ***Off*** to deactivate.
3. Click ***Apply*** or **OK**.

To regenerate the IM&P Password:

1. Click onto ***Regenerate IM&P Password*** link.

12.5 VOICE MANAGEMENT

Voice Management allows you to specify how to handle your messages. Use Unified messaging if you want to use your phone to retrieve messages. You can also just choose to send the message to your e-mail and not use the phone for messaging.



Group > User > Messaging > Voice Management

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. For a selected user, click **Messaging**
5. Click **Voice Management**
6. Click **On** or **Off** for Voice Messaging
7. Select one of the following 3 options
   Check the *Send All Calls to Voice Mail* box, to send all incoming calls to voice mail
   Check the *Send Busy Calls to Voice Mail* box, to send calls to voice mail when you are engaged in a call
   Check the *Send Unanswered Calls to Voice Mail* box , to send calls to voice mail when they are unanswered

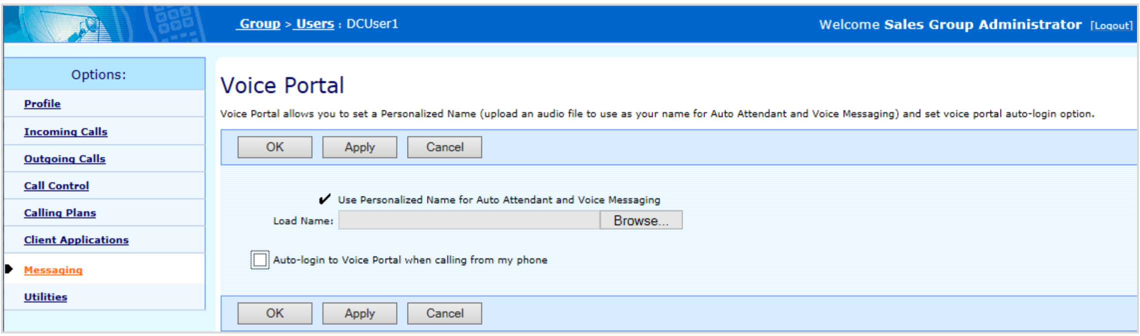
8. Select how you want to use the Voice Messaging service
9. If you want to retrieve voice messages using your phone and your e-mail account, select *Use unified messaging*.
10. If you see the **Advanced Settings (**Also saves current page data) **do not change** the settings as they are managed by your group administrator.
11. When using unified messaging, you can check the *Use Phone Message Waiting Indicator* box. This option provides a stuttered dial tone (and blinking light on some phones) to inform you when you have messages waiting.
12. Select *Forward it to this e-mail address,* and provide the e-mail address where you want your voice messages to be sent, if you always listen to your voice messages using your e-mail account and do not use the phone retrieval option,
13. Check *Notify me by e-mail of the new voice message at this address*: box, to receive a short e-mail message in your inbox informing you about the new caller and date/time of the message is sent. In the text box, **type the e-mail address** where you want these notifications to be sent.
14. Check the *E-mail a carbon copy of the voice message to*: box, and provide the e-mail address where you want the copy to be sent, if you want a carbon copy of your messages to be sent to another e-mail address.
15. To specify whether callers have the option to transfer to another number (e.g. your mobile, reception or an auto attendant) instead of leaving a voice message, check the *Transfer on '0' to Phone Number.*

    When a caller chooses to press ‘0’ while leaving a message they will be prompted to send the voice mail messge or cancel the recording. When a message is sent the caller is prompted to be transferred to the operator/phone number configured or to return to the voice portal (*).

16. To save your changes click **Apply** or **OK**

12.6 VOICE PORTAL

Voice Portal allows you to set a Personalized Name (upload a WAV file to use as your name for Auto Attendant and Voice Messaging) and set voice portal auto-login option



Group > User > Messaging > Voice Portal

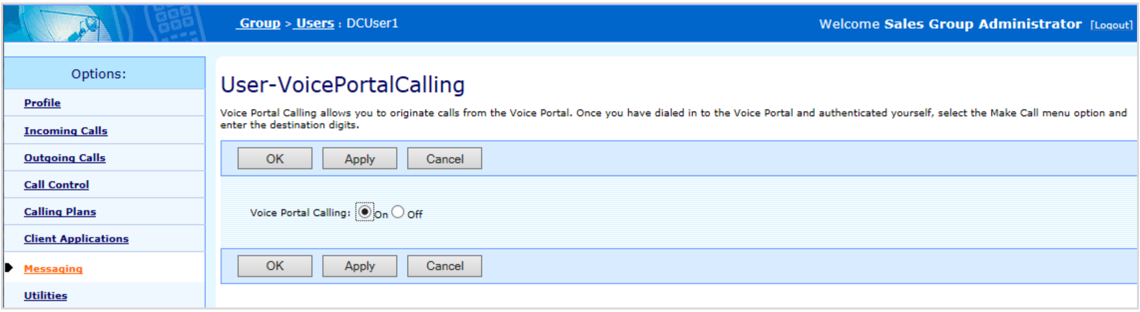
1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. For a selected user, click **Messaging**
5. Click **Voice Portal**
6. To use a pre-recorded personalized name, click the **Browse** button in the *Load Name* field
7. Navigate and select the file required for use

12.6.1 TO USE YOUR PHONE TO RECORD YOUR ANNOUNCEMENT.

1. Dial the voice portal phone number and provide your extension and/or passcode when prompted. Follow the instructions for name recording
2. Check the *Auto-login to Voice Portal when calling from my phone* box to enable the auto-login option. When this is enabled, the system recognises the calling user and the password collection phase is skipped
3. To save your changes click **Apply** or **OK**

12.7 VOICE PORTAL CALLING

Voice Portal Calling allows you to originate calls from the Voice Portal. Once you have dialed in to the Voice Portal and authenticated yourself, select the Make Call menu option and enter the destination number.

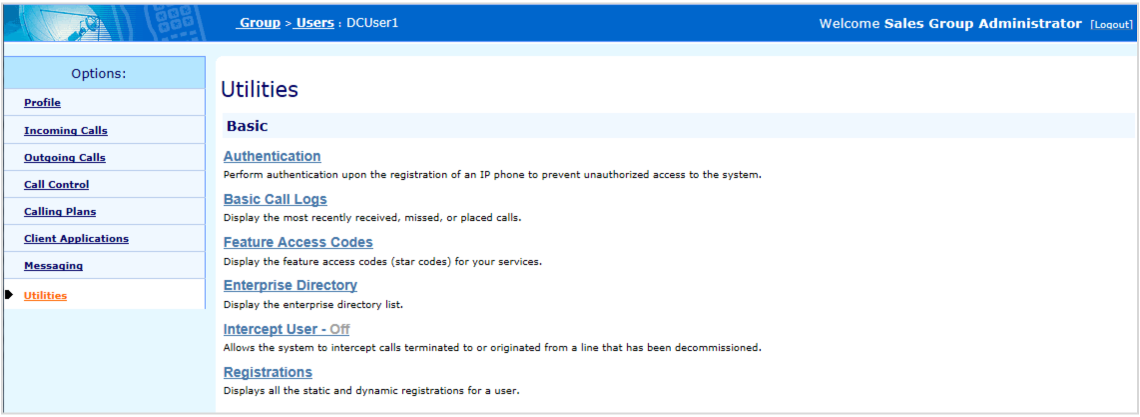


Group > User > Messaging > Voice Portal Calling

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. For a selected user, click **Messaging**
5. Click **Voice Portal Calling**
6. Click **On** to activate (default setting), or **Off** to deactivate
7. To save your changes click **Apply** or **OK**

CHAPTER 13
UTILITIES OPTIONS

The ***User*** – ***Utilities*** menu contains these items:



Group > User > Utilities

BASIC MENU

This menu displays

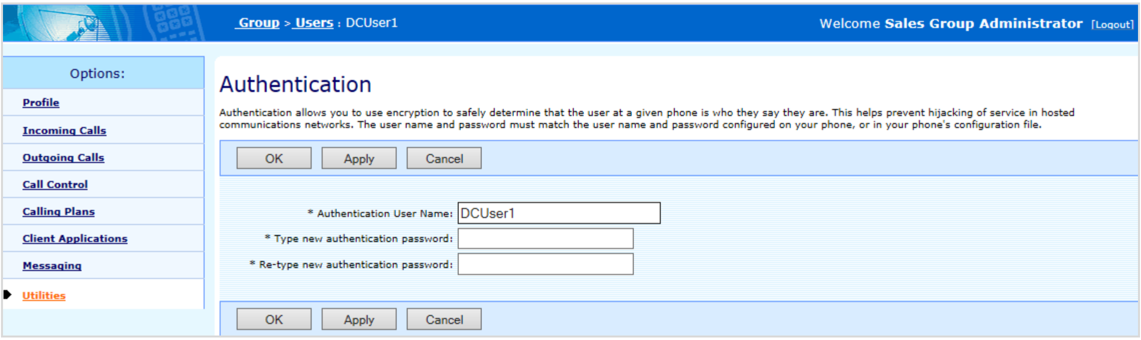
- Authentication
- Basic Call Logs
- Feature Access Codes
- Enterprise Directory
- Intercept User
- Registrations

13.1 AUTHENTICATION

Note: If this feature is changed the phone will become unregistered. It is recommended **NOT** to change this feature.
Note: A user does **NOT** have visibility to this feature. A Customer Group Administrator has access to the feature at the user level.

The *Authentication* feature performs authentication upon the registration of an IP phone to prevent unauthorized access to the system

This password is used to authenticate an IP phone, which allows calls to be made over Internet Protocol (IP)-based networks. The authentication password and user name can be different from the system password and user ID that are used at initial system login. The maximum number of characters for the Authentication password is 60 characters.



Group > User > Utilities > Authentication

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. For a selected user, click **Utilities**
5. Click **Authentication**
6. Enter the user's authentication user name
   While this name is separate from the user ID, which is used at system login and is listed in the user's *Personal – Profile* page, the user name and user ID can be the same.
7. Type the new authentication password
   The password does not appear as you type on your keyboard; a * displays for each character typed.

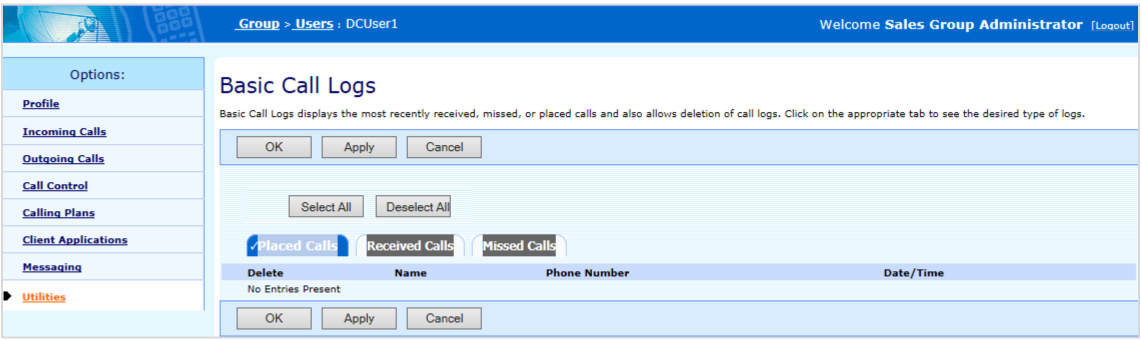
   Example: ******

> **Note:** The maximum length for a password for the Authentication service is 20 characters
> Re-type the new authentication password again

8. To save your changes click **Apply** or **OK**

13.2 BASIC CALL LOGS

Basic Call Logs displays the most recently received, missed or placed calls and also allows deletion of call logs. Click on the appropriate tab to see the desired type of logs.



Group > User > Utilities > Basic Call Logs

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the user to be modified
4. For a selected user, click *Utilities*
5. Click *Basic Call Logs*

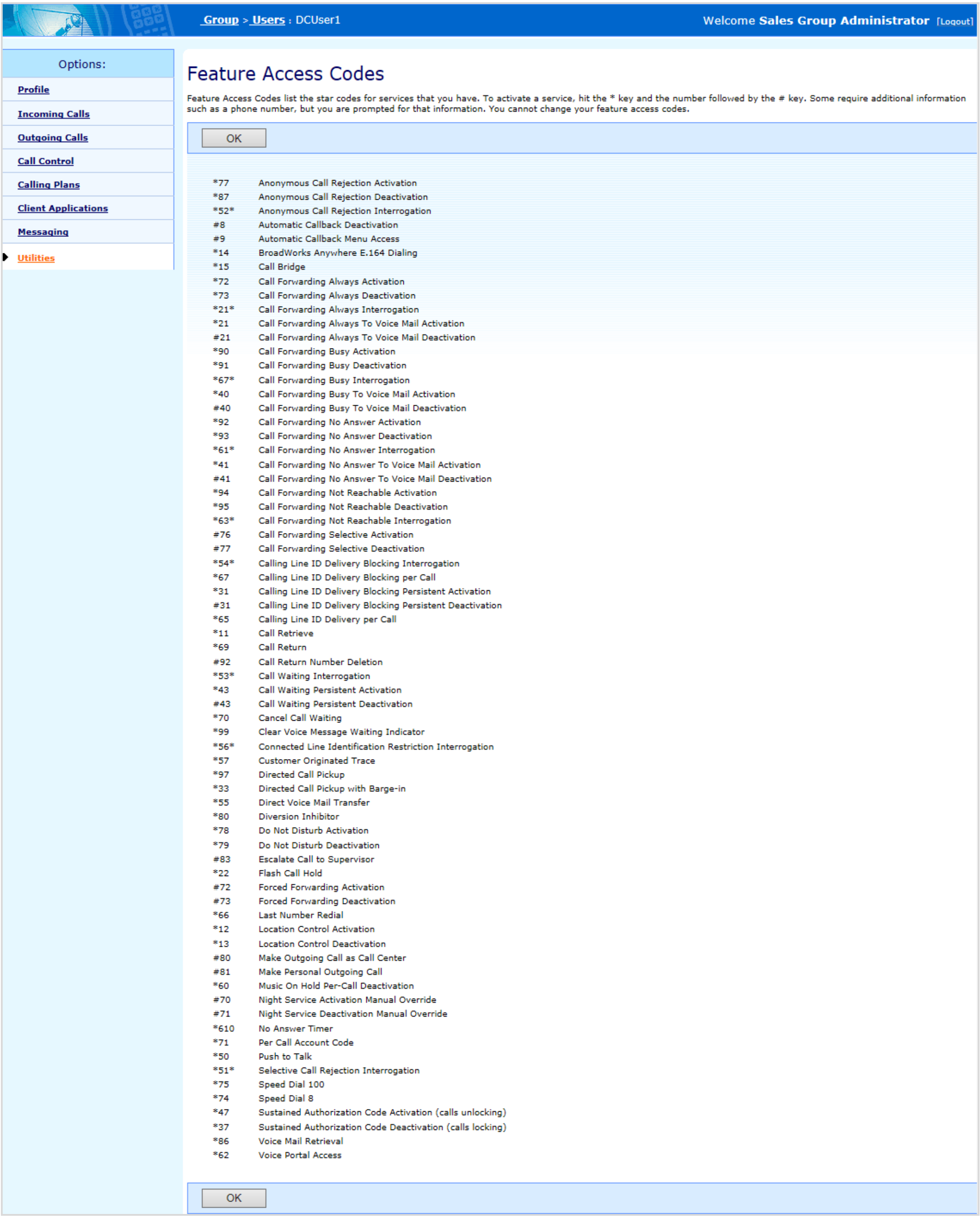
6. Click the relevant tab to view calls. *Placed Calls, Received Calls, Missed Calls*

7. Click **OK** to display the previous page

13.3 FEATURE ACCESS CODES

Feature Access Codes list the star codes for services that you have.

To activate a service, hit the * key and the number followed by the # key. Some require additional information such as a phone number, but you are prompted for that information.



Group > User > Utilities > Feature Access Codes

1. On the *Group – Profile* menu page Click **Users**

2. Click **Search** to display a list of users in your group

3. Click **Edit** or any item on the row for the User

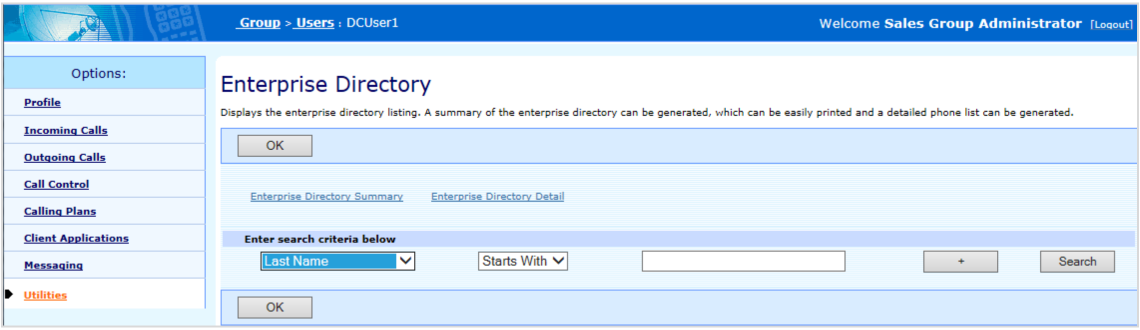
4. For a selected user, click **Utilities**

5. Click **Feature Access Codes**
6. View the available Feature Access Codes
7. Click **OK** to display the previous page.

13.4 ENTERPRISE DIRECTORY

Displays the enterprise directory listing. A summary of the enterprise directory can be generated, which can be easily printed and a detailed phone list can be generated.

The Group Directory Summary and Group Directory Detail reports can use the following search criteria to narrow down the results returned: *Last Name*, *First Name, User ID*, *Phone Number*, *Location Dialing Code*, *Extension*, *Mobile*, *E-mail Address*, *Yahoo ID*, *Group ID* (if group is in an enterprise)



Group > User > Utilities > Enterprise Directory

1. On the *Group – Profile* menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. For a selected user, click **Utilities**
5. Click **Enterprise Directory**

TO DISPLAY OR PRINT A SUMMARY GROUP OR ENTERPRISE DIRECTORY

1. Click **Group Enterprise Directory Summary**.
   The *Group Enterprise Directory Summary* displays a group phone list in summary form.
2. To print the directory
   Use the browser's print feature.
3. To close the page, click **x** in the right-hand corner.

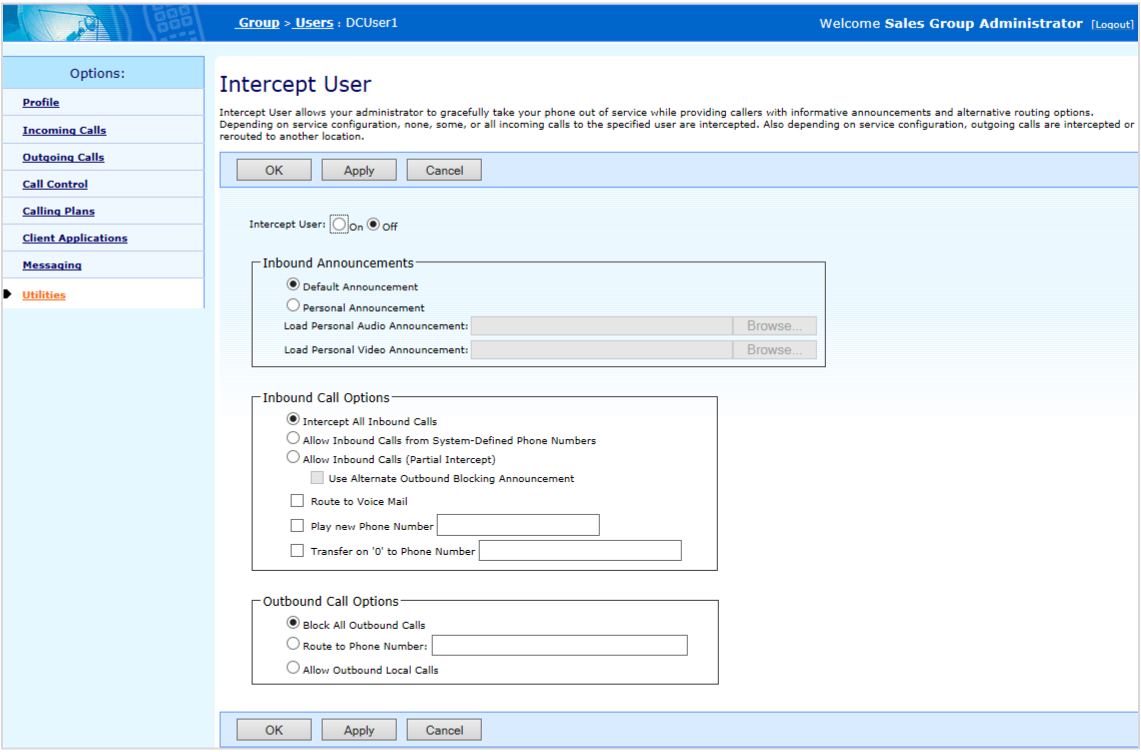
TO DISPLAY OR PRINT A DETAILED GROUP OR ENTERPRISE DIRECTORY

1. Click **Group Enterprise Directory Detail**.
   The *Group Enterprise Directory Detail* displays a group phone list in detail.
2. To print the directory
   Use the browser's print feature.
3. To close the page, click **x** in the right-hand corner.
4. Click **OK**.

13.5 INTERCEPT USER

Use the *User – Intercept User* page to decommission phone numbers, while at the same time providing information to the caller.

For example, when a user left the company, the caller could hear a message that calls for that user are being directed to another person. A phone number could accompany that message. Another example is if a user has moved to another department and cannot forward calls, this service can be set up to play an announcement that includes the new number.



Group > User > Utilities > Intercept User

1. On the ***Group – Profile*** menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. For a selected user, click **Utilities**
5. Click **Intercept User**
6. Use the *Intercept User* control to determine whether or not the system will block this user's calls. Click "**On**" to block this user's calls. Click "**Off**" to return the user's account to normal service.
7. If you choose "**On**", configure the remaining controls as desired.
8. Choose Inbound Announcement to set the announcement the system will play to callers. Select "Default Announcement" to play the following announcement: "The number you are trying to reach is out of service."

   To upload a custom announcement, select "Personal Announcement". Type the path and file name of a .WAV file with your greeting in the Load Personal Audio Announcement text box, or click **Browse** to select a file on your computer. If your Intercept Group service has video support enabled, you can also type the path and file name of a .MOV file with your greeting in the Load Personal Video Announcement text box, or click **Browse** to select a file on your computer.

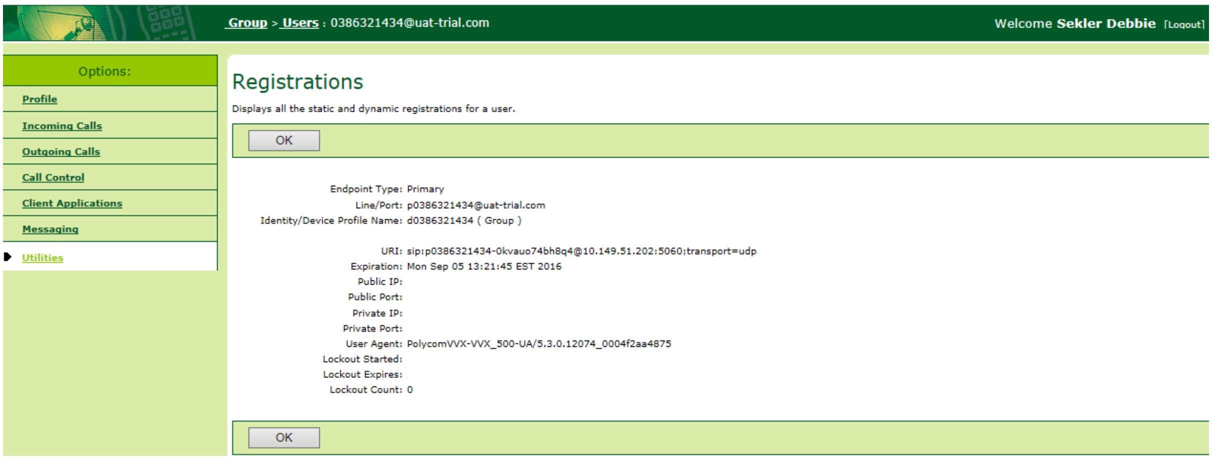
9. Choose **Inbound Calls** to set how inbound calls to the user will be handled. Select the required option
   Intercept All Inbound Calls
   Allow Inbound Calls from system-Defined Phone Numbers
   Allow Inbound Calls (Partial Intercept)
   Use Alternate Outbound Blocking Announcement
   Route to Voicemail
   Play New Phone Number, enter the desired number in the box provided
   Transfer on '0' to Phone number, enter the desired number in the box provided

10. Choose **Outbound Calls** to set how outbound calls from the user will be handled. Select the required option
Block All Outbound Calls
Route to Phone Number, enter the desired number in the box provided
Allow Outbound Local Calls

11. To save your changes click **Apply** or **OK**

13.6 REGISTRATIONS

Displays all the static and dynamic registrations for a user



Group > User > Utilities > Registrations

1. On the ***Group – Profile*** menu page Click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. For a selected user, click **Utilities**
5. Click **Registrations**
6. If the phone is not registered it will report that ***“No Entries Present”***
7. There is no configuration necessary on this page
8. Click **OK** to display the previous page

CHAPTER 14
PROFILE

Use this item from the *Group – Profile* menu page to modify the group profile.

BASIC MENU

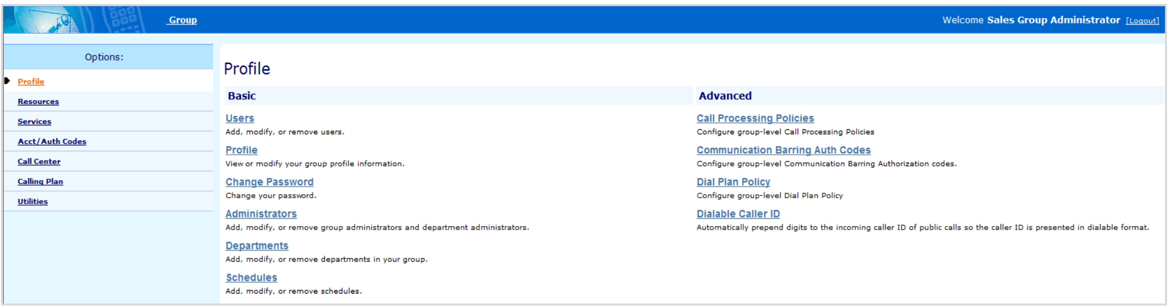
This menu displays

- Users
- Profile
- Change Password
- Administrators
- Departments
- Schedules

ADVANCED MENU

This menu displays

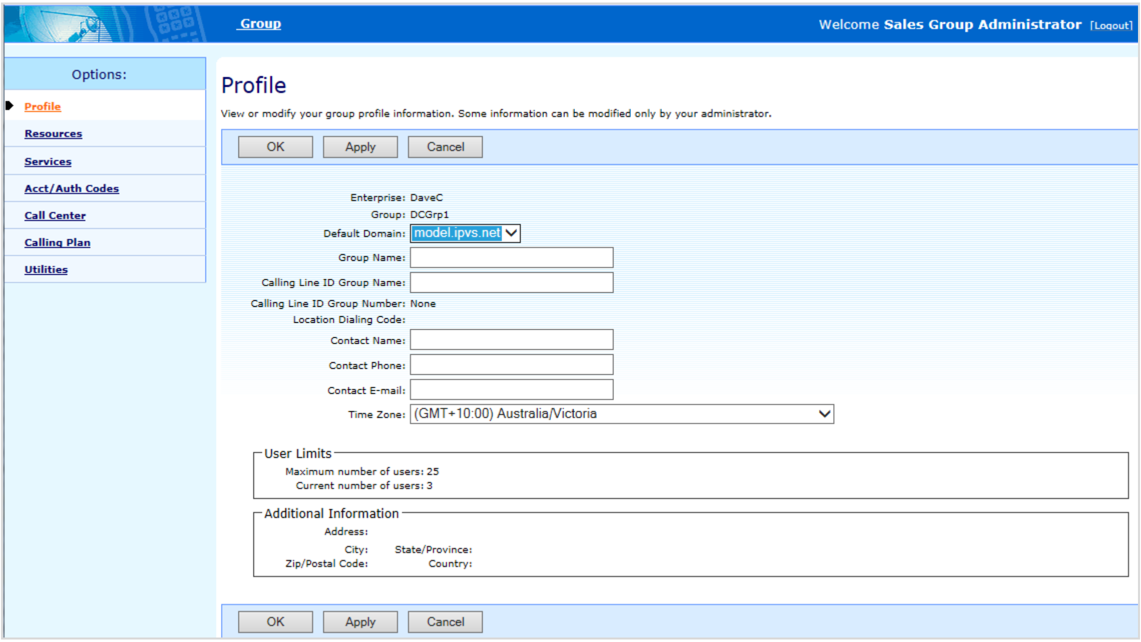
- Call Processing Policies
- Communication Barring Auth Codes
- Dial Plan Policy
- Dialable Caller ID



Group > Profile menu

14.1 PROFILE

Use the *Group - Profile* page to modify or delete a profile for a selected group, for example, the contact for the group.

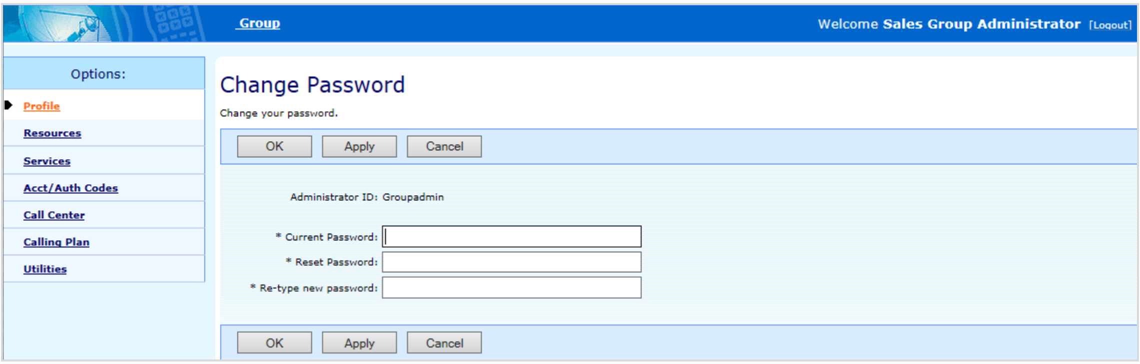


Group > Profile > Profile

1. On the *Group – Profile* menu page click **Profile**
2. Type new information or select a different value from a drop-down list.
3. To save your changes click **Apply** or **OK**

14.2 CHANGE PASSWORD

Use this menu item on the *Group – Profile* menu page to change your Group Administrator password



Group > Profile > Change Password

Change Your Password

Use the *Group – Change Password* page to change your password.

1. On the *Group – Profile* menu page click **Change Password**
2. Type the information for your current and new password. Required data is indicated with an asterisk (*).
3. To save your changes click **Apply** or **OK**

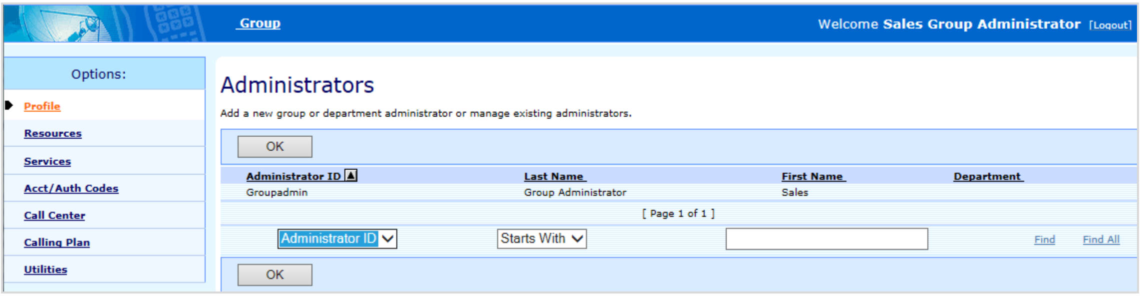
14.3 ADMINISTRATORS

Use this item on the *Group – Profile* menu page to:

- List Administrators

List Administrators

Use the ***Group - Administrators*** page to list all the administrators (group and department) in the group. On this page, you can search for an administrator. .



Group > Profile > Administrators

1. On the *Group – Profile* menu page Click **Administrators**
2. To display the previous page, click **OK**

Note: If additional Customer Group Administrators are required, you will need to Contact Telstra for these additional Customer Group Administrator logons to be configured.
Note: Customer Group Administrators can only be added and modified at an Enterprise level not at a group level. Group Policies for a Group Administrator can only be added at an Enterprise level not a group level

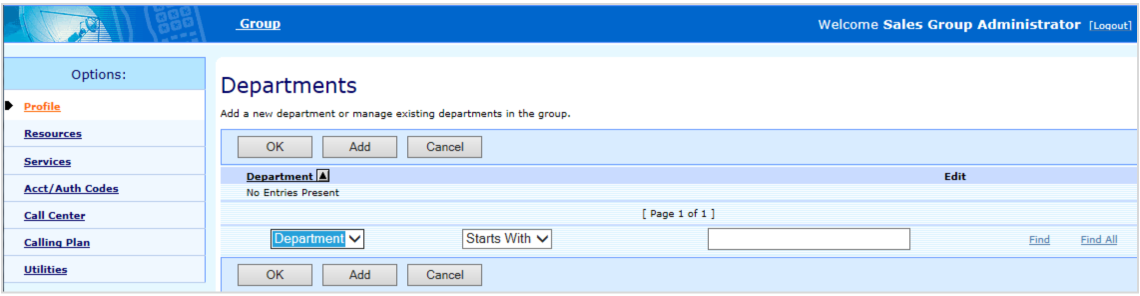
14.4 DEPARTMENTS

Use this item on the *Group – Profile* menu page to

- List Departments
- Add Departments
- Delete or Modify a Department

List Departments

Use the *Group – Department* page to list all the departments in the group. From this page, you can add, modify, or delete a department.



Group > Profile > Departments

1. On the ***Group – Profile*** menu page Click **Departments**

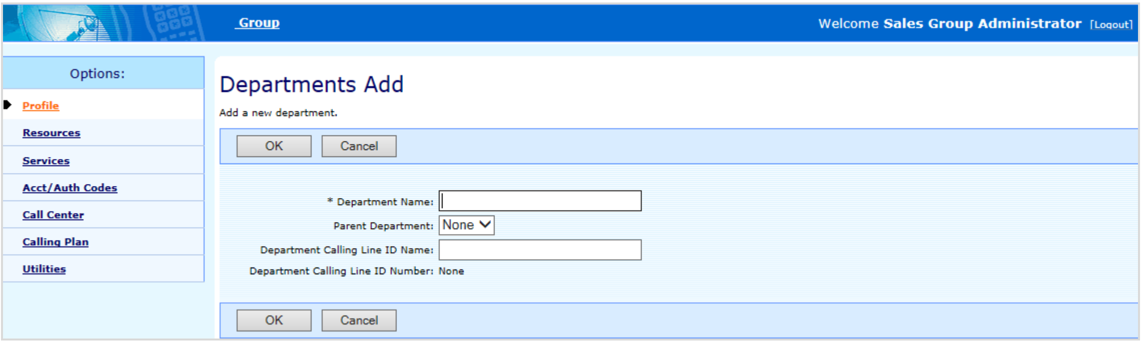
   Departments are listed with their parent departments, if any. For example, the listing for a department named Pre-Sales with the parent department Sales appears as follows: Sales \ Pre-Sales.

   If your group is part of an enterprise, departments within your group are listed with your group name in parentheses. For example, if your group is named DEF Distributing, the listing for a department named Public Relations appears as follows: Public Relations (DEF Distributing). This distinguishes departments created at your group level from departments created at the enterprise level by your enterprise administrator.

2. To display the previous page, click **OK** or **Cancel**.

Add Departments

Use the *Group – Departments Add* page to add a department for the group. After you have added a department, you can assign users to the department.



Group > Profile > Departments

1. On the *Group – Profile* menu page Click **Departments**
2. Click **Add**
3. Type the name of the department.
4. Use the *Parent Department* drop-down list box to create the new department under an existing department.

   Departments are listed with their parent departments, if any. For example, the listing for a department named Pre-Sales with the parent department Sales appears as follows: Sales \ Pre-Sales.

   If your group is part of an enterprise, departments within your group are listed with your group name in parentheses. For example, if your group is named DEF Distributing, the listing for a department named Public Relations appears as follows: Public Relations (DEF Distributing). This distinguishes departments created at your group level from departments created at the enterprise level by your enterprise administrator.
5. To save your changes click **OK**

Delete or Modify a Department

Use the *Group – Departments Modify* page to delete or modify a department.

1. On the *Group – Profile* menu page Click **Departments**
2. Select the Department to be modified or deleted
3. To edit the name for the department, type a different name.
4. Use the *Parent Department* drop-down list box to move the department under an existing department.

   Departments are listed with their parent departments, if any. For example, the listing for a department named Pre-Sales with the parent department Sales appears as follows: Sales \ Pre-Sales.

   If your group is part of an enterprise, departments within your group are listed with your group name in parentheses. For example, if your group is named DEF Distributing, the listing for a department named Public Relations appears as follows: Public Relations (DEF Distributing). This distinguishes departments created at your group level from departments created at the enterprise level by your enterprise administrator.
5. To delete the department, click **Delete**
6. To save your changes and display the previous page, click **OK.**

NOTE : You cannot delete a department that has users assigned to it. Before you delete a department, modify the profile of all users within that department to assign them to a different department or to no department.
NOTE : You cannot delete a department that has any sub-departments under it. Before you delete a department, either assign each of its sub-departments a new parent or no parent, or delete all of its sub-departments.
To exit without saving, select another page or click Cancel to display the previous page.

14.5 SCHEDULES

Schedules (Time or Holiday schedules) can be created with Events which are a set of criteria and a recurrence pattern used to configure the schedule.

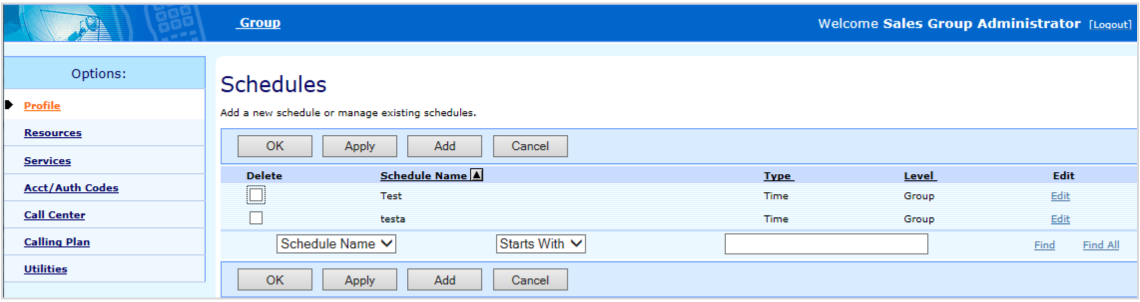
Use this item on the *Group – Profile* – Schedule menu page to

1. List Schedules
2. Modify or Delete a Schedule

List Schedules

Use the *Group –Schedule* page to list all schedules in the group. On scheduled times, services that normally play daily greetings and dialing menus, for example, for an auto attendant, play the after-hours greeting and dialing menu.

From this page, you can add, modify, or delete a schedule.

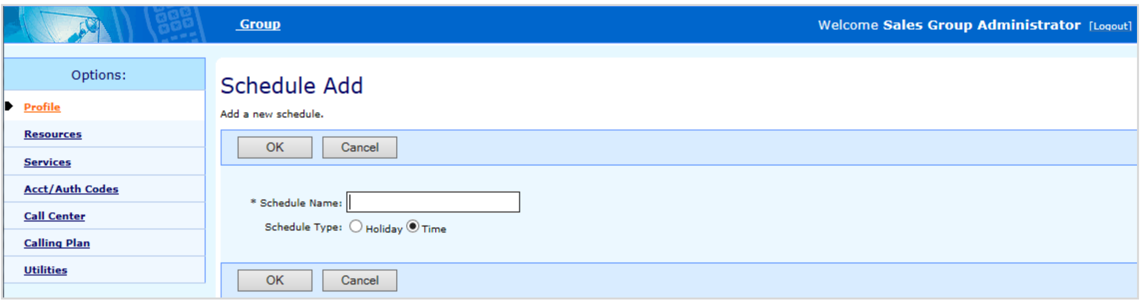


Group > Profile > Departments > Schedules

1. On the *Group – Profile* menu page click **Schedules**
2. To display the previous page, click **OK** or **Cancel**.

Add Schedules

Use the *Group – Profile - Schedule Add* page to add a holiday schedule for the group. After you have added a schedule, you can assign it to Auto Attendants.



Group > Profile > Schedules

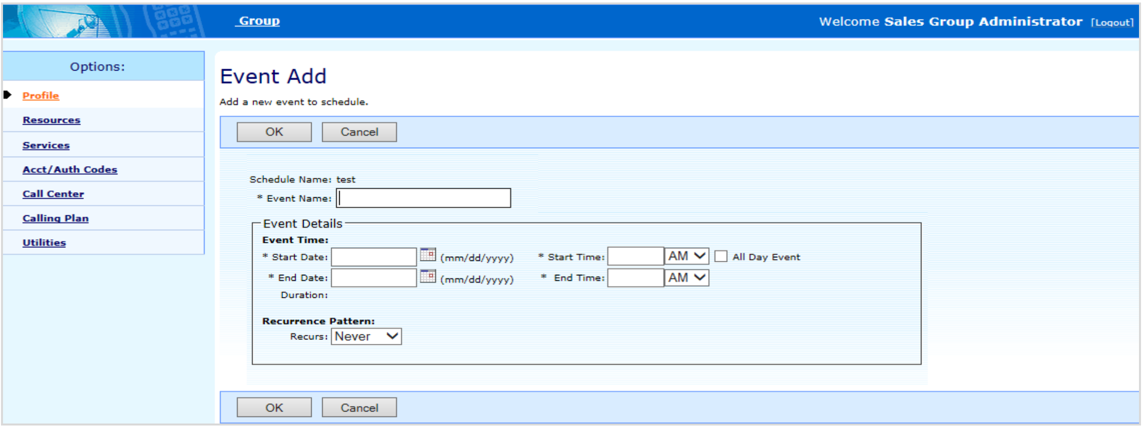
1. On the *Group – Profile* menu page click **Schedules**

2. Click **Add**
3. Type a name for the schedule.
4. Select either **Holiday** or **Time** Schedule

   Your entry is now available to schedule a Holiday or Time event
5. Click **OK**

Add Event

Use the *Group – Profile - Schedule Add* page to add an event to a selected Schedule



Group > Profile > Schedules

1. On the *Group – Profile* menu page click **Schedules**
2. Click **Edit** or any item on the row for the Schedule
3. Click **Add**
4. Enter the **Event Name**
5. Enter the **Start Date** and **Time** and **End Date** and **Time**
6. Select the Recurrence Pattern, either (daily, weekly, monthly, yearly)
7. To save your changes click **OK**

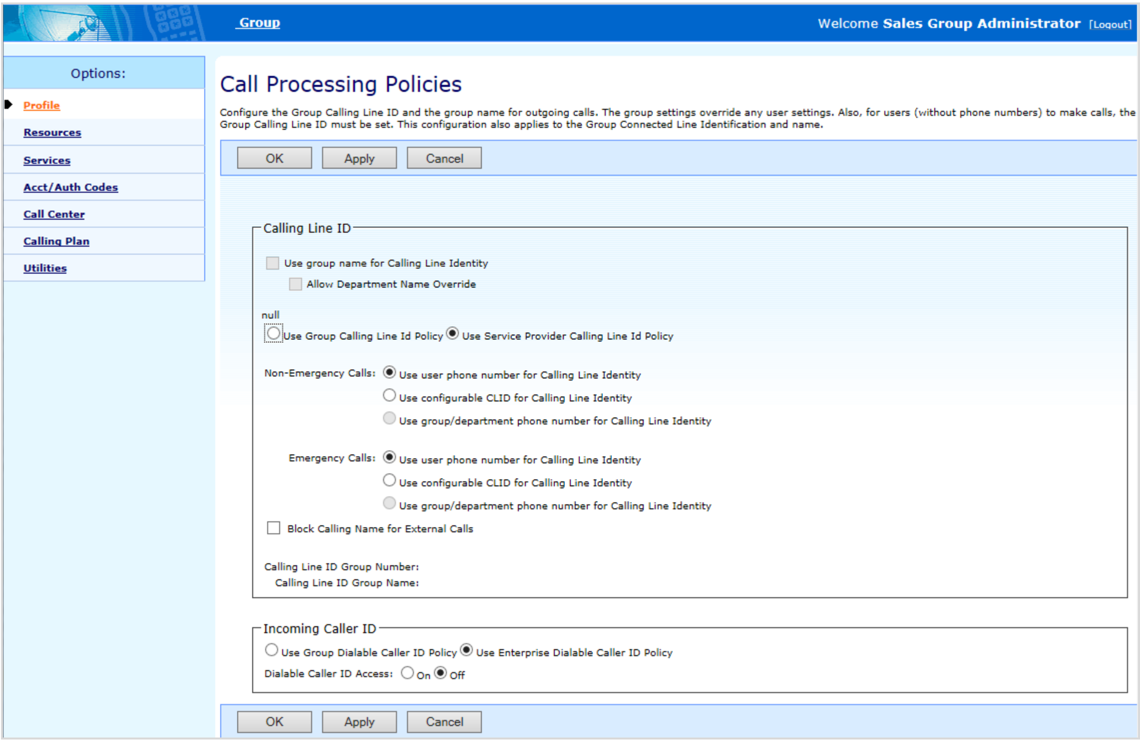
Modify or Delete a Schedule

1. On the ***Group – Profile*** menu page Click **Schedules**
2. Click the **Delete** tick box on the schedule you want to delete
3. To save your changes click **Apply** or **OK**

14.6 CALL PROCESSING POLICIES

Call processing Policies allows a Customer Group Administrator to configure group-level Call Processing Policies.

Use this item on the *Group – Profile – Call Processing Policies* menu page to configure group level Call Processing Policies.



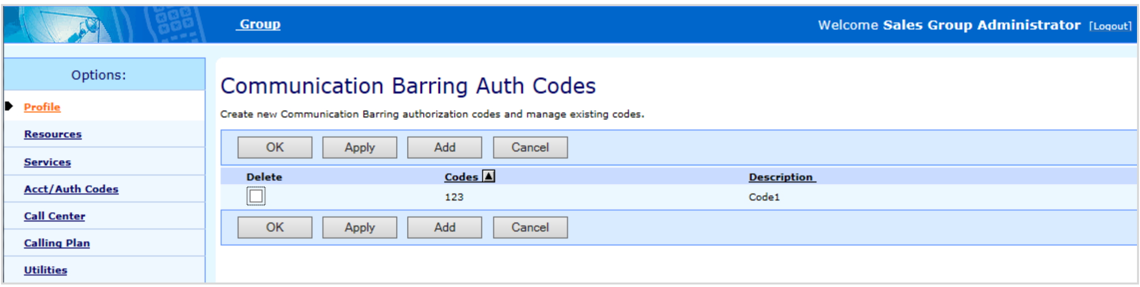
Group > Profile > Call Processing Policies

1. On the *Group – Profile* menu page Click **Call Processing Policies**
2. Select the required option for ***Calling Line Identity***
3. Select the required option for ***Non-Emergency Calls***
4. Select the required option for ***Emrergency Calls***
5. Select *Block Calling Name for External Calls* if required
6. Select correct **Incoming Caller ID** option
7. To save your changes click **Apply** or **OK**

14.7 COMMUNICATION BARRING AUTH CODES

Communication Barring Auth Codes allows a Customer Group Administrator to configure group-level barring Authorisation Codes.

Use this item on the *Group – Profile – Communication Barring Auth Codes* menu page to configure group level barring Authorisation codes.



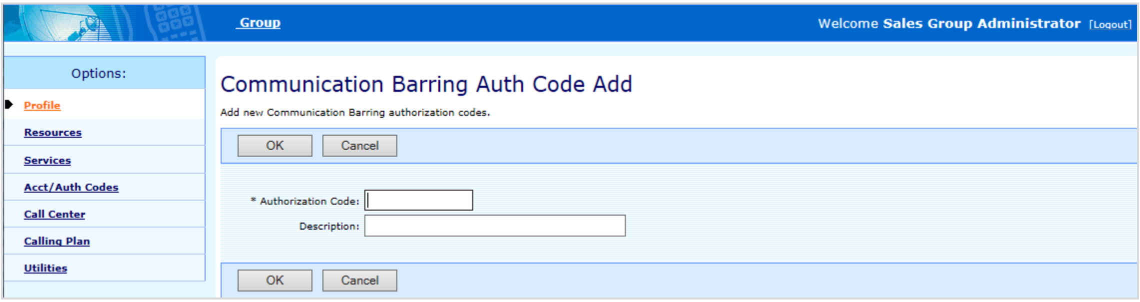
Group > Profile > Communication Barring Auth Codes

1. On the *Group – Profile* menu page Click **Communication Barring Auth Codes**

TO ADD A COMMUNICATION BARRING AUTH CODE

1. Click **Add**
2. Enter the Authorisation Code

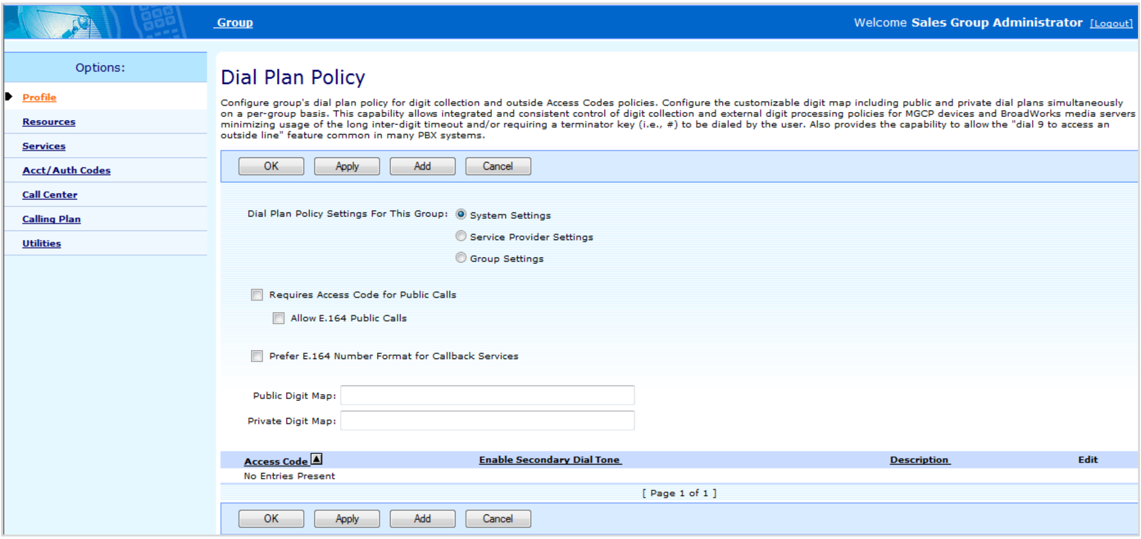
3. Enter a Description
4. To save your changes click **OK**



Group > Profile > Communication Barring Auth Codes

14.8 DIAL PLAN POLICY

Call processing Policies allows a Customer Group Administrator to configure a group-level Dial Plan Policy.Use this item on the *Group – Profile – Dial Plan Policy* to configure a group level Dial Plan Policy.



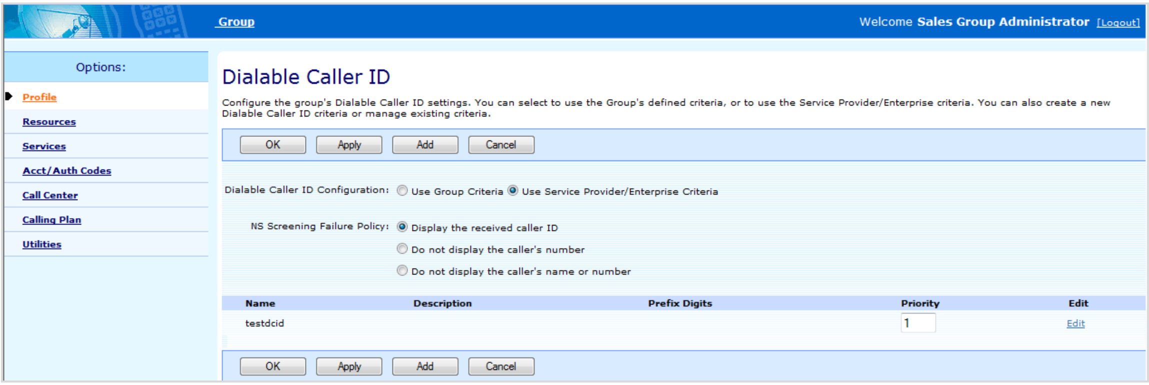
Group > Profile > Dial Plan Policy

1. On the *Group – Profile* menu page Click **Dial Plan Policy**
2. Select the required Dial Plan Policy Settings For This Group, **System Setting** (default), or Service Provider Settings, or Group Settings
3. Select Requires Access Codes for Public Calls, if required
4. Select E.164 for Public Calls, if required
5. Select Prefer E.164 Number format for Callback services, if required
6. Select *Public Digital Map*, if required
7. Select *Private Digit Map*, if required
8. To save your changes click **Apply** or **OK**

14.9 DIALABLE CALLER ID

You use this page to configure dialable caller ID settings and manage dialable caller ID criteria for your group.

Dialable caller ID criteria are used to screen incoming calls and transform the caller's phone number into a dialable format. Dialable caller ID criteria can be defined at the system, service provider, and group levels. The level to use is determined by the Call Processing Policies settings.

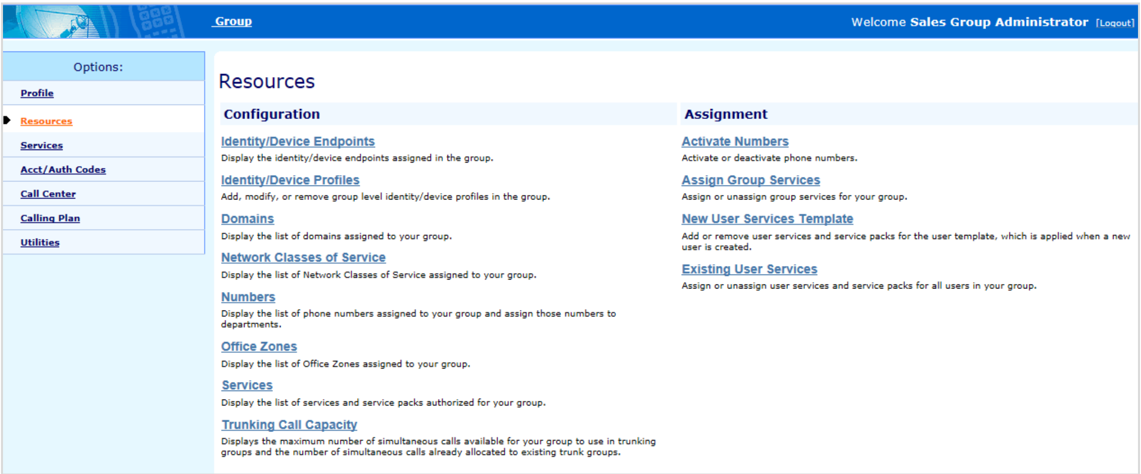


Group > Profile > Dialable Caller ID

1. On the *Group – Profile* menu page Click **Dialable Caller ID**
2. Select which Dialable Caller ID to use.
3. Use **Group Criteria** to use the dialable caller ID criteria defined for the group
4. Use **Service Provider/Enterprise Criteria** to use the criteria defined for the service provider/enterprise
5. Select the NS Screening Failure Policy:
6. **Display the received caller ID** to display the caller's identity received from the network
7. **Do not display the caller's number** to display only the caller's name
8. **Do not display the caller's name or number** to not display the caller's identity
9. To save your changes click **Apply** or **OK**

CHAPTER 15
RESOURCES MENU

This chapter contains sections that correspond to each item on the *Group - Resources* menu page.



Group > Resources menu

The *Group - Resources* menu contains these items:

CONFIGURATION MENU

This menu displays the items that group administrators use to list and configure resources:

- Identity/Device Endpoints
- Identity/Device Profiles
- Domains
- Network Classes of Service
- Numbers
- Office Zones
- Services
- Trunking Call capacity

ASSIGNMENT MENU

This menu displays the items that group administrators use to assign resources:

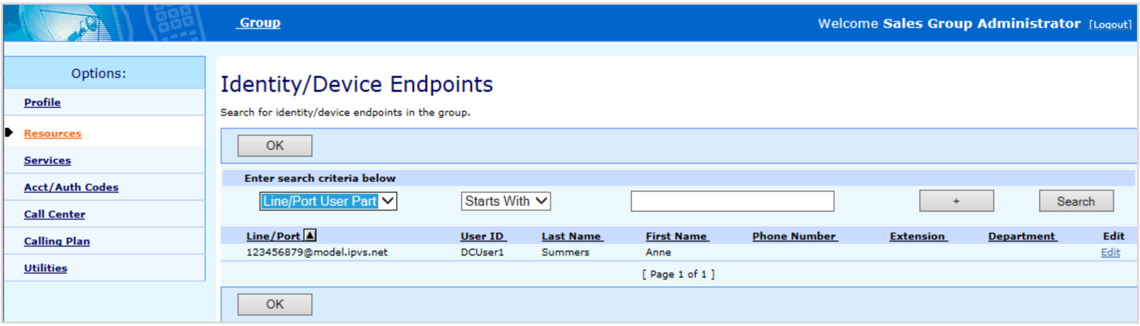
- Activate Numbers
- Assign Group Services
- New User Services Template
- Existing User Services

Use the items on the *Group – Resources* menu to list resources assigned to your group, for example, modify, or remove resources, for example, devices; and add services to and remove services from the group.

On your Home page, on the *Options* list, click **Resources**. The *Group – Resources* menu page displays.

15.1 IDENTITY/DEVICE ENDPOINTS

Use this item on the *Group – Resources* menu page to display the identity/device endpoints assigned in the group.



Group > Profile > Identity / Device Endpoints

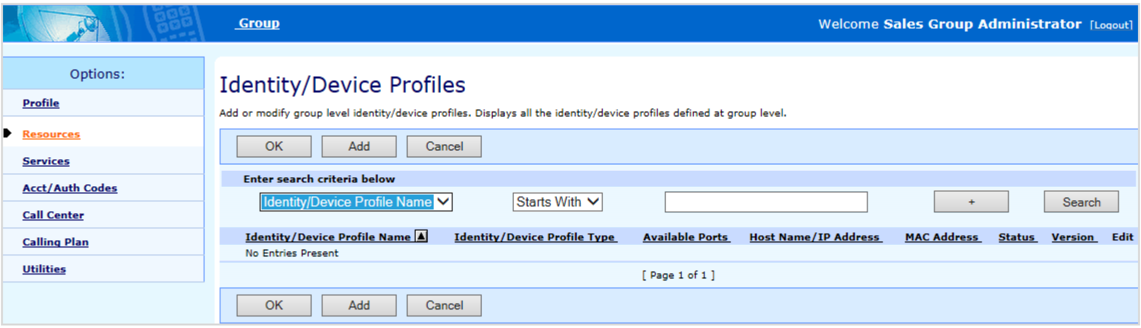
1. On the *Group – Resources* menu page Click **Identity/Device Endpoints**
2. Click the **Search** button
   A list of devices assigned to your group appears
3. To display the previous page, click **OK**

15.2 IDENTITY/DEVICE PROFILES

Use this item on the *Group – Resources* menu page to add a new group identity/device profile or manage identity/device profiles

LIST DEVICES

Use the *Group – Devices* page to list the devices allocated to your group by Telstra. From this page, you can modify or delete a device.



Group > Resources > Identity / Device Profiles

1. On the *Group – Resources* menu page Click **Identity/Device Profiles**
2. Click the **Search** button
   A list of devices assigned to your group appears
3. To display the previous page, click **OK** or **Cancel**.

TO REPLACE OR ACTIVATE A NEW DEVICE (SAME DEVICE TYPE)

If a user requires a replacement phone of the same model (i.e. Polycom Soundpoint IP 650) then the MAC Address of the device needs to be assigned.

If a new model of IP phone is required Telstra will be required to make the change to the configuration for that user.

1. On the *Group – Resources* menu page

2. Select **Identity/Device Profiles**
   The *Group – Identity/Device Profiles* page displays.

3. Click *Search*
   A list of devices assigned to your group appears

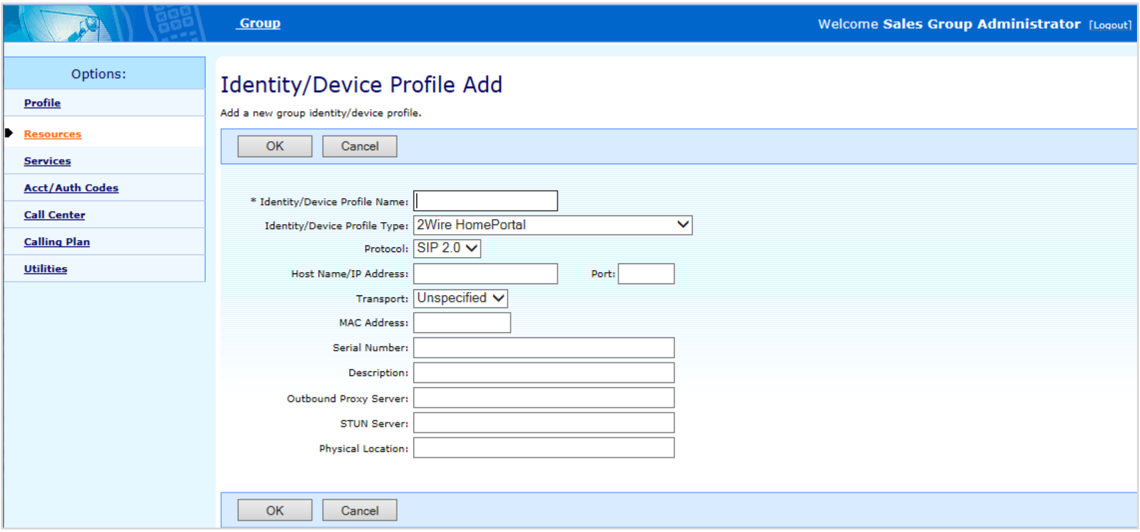
4. **Click** on the Phone to be reconfigured or activated

5. Verify the Identity/Device Profile Type is correct

6. Enter the **MAC Address**
   The MAC Address is a 12 digit Hexadecimal number and is located on the rear of the IP phone (e.g. 004f1234abcd) The MAC Address must be entered correctly without spaces, colons or dashes and must be unique within the system.

7. Click **OK**

8. You must now Rebuild the file and Reboot the phone



Group > Resources > Identity / Device Profiles

15.2.1 TO REBUILD DEVICE CONFIGURATION AND RESET THE IP PHONE FOR THE USER

These steps allow you to rebuild the device configuration and optionally reset a User's registered phone. This is required in order for a new or modified phone to obtain its configuration from the network.

1. On the Group – Resources - Identity/Device Profiles menu page

2. Click *Search* and select the **User's Phone**

3. Verify the **MAC Address** has been configured

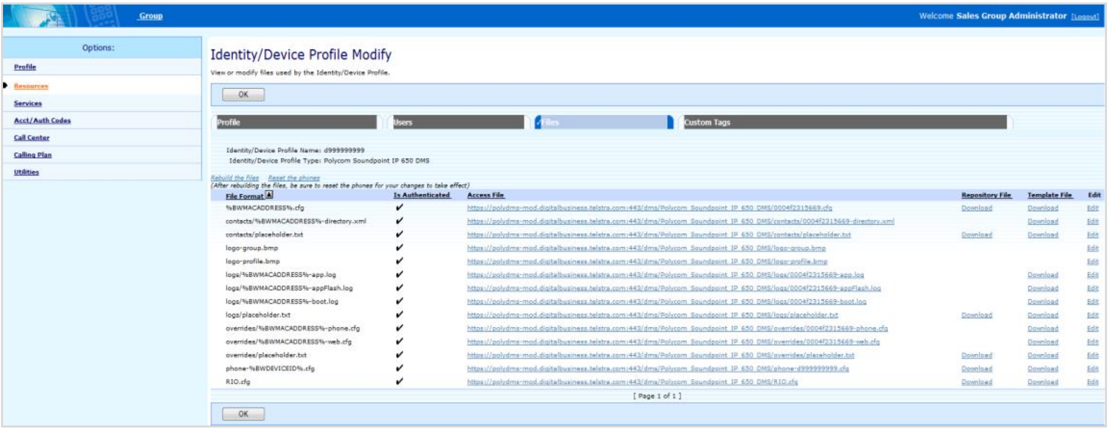
4. Verify the Identity/Device Profile Type is correct

5. Click **Files** Tab

> **Note:** Telstra is responsible for loading the configuration files

6. Click **Rebuild the Files** to rebuild the device configuration file. You will need to wait 3-6 minutes before resetting thephone

7. Click **Reset the Phones** to reset a registered phone



Group > Resources > Identity / Device Profiles

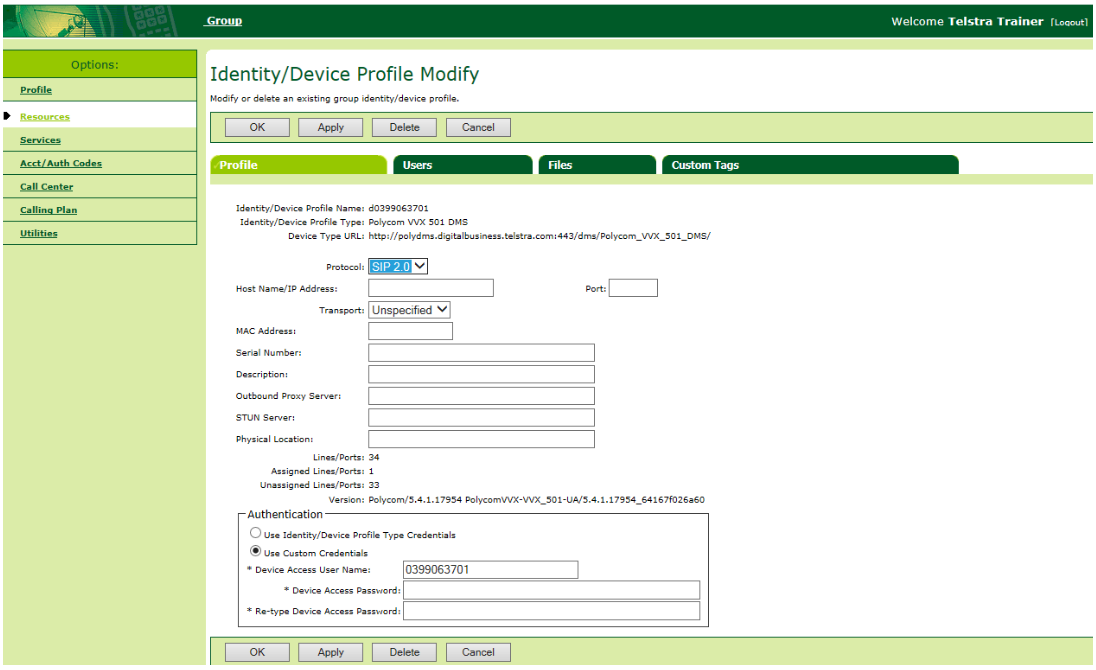
This feature supports the following devices: Cisco 7940, Cisco 7960, Polycom Soundpoint IP 330, 450, 550, 650, 670.

15.3 TO DELETE OR MODIFY INFORMATION ABOUT A DEVICE

Note: It is recommended NOT to Delete a Device as this will render the handset unusable. Add and Delete functions should be performed by Telstra.

Use the Group – Resources Identity/Device Profile Modify page to delete a device or to modify information about a device.

From this page, you can also configure the device, change the order of the line/ports, and modify the profile of a user to whom this device has been assigned.



Group > Resources > Identity / Device Profiles

15.3.1 TO RE-ORDER LINE/PORTS

These steps allow you to re-order the line display on a multi-line IP phone which is configured with multiple phone numbers.

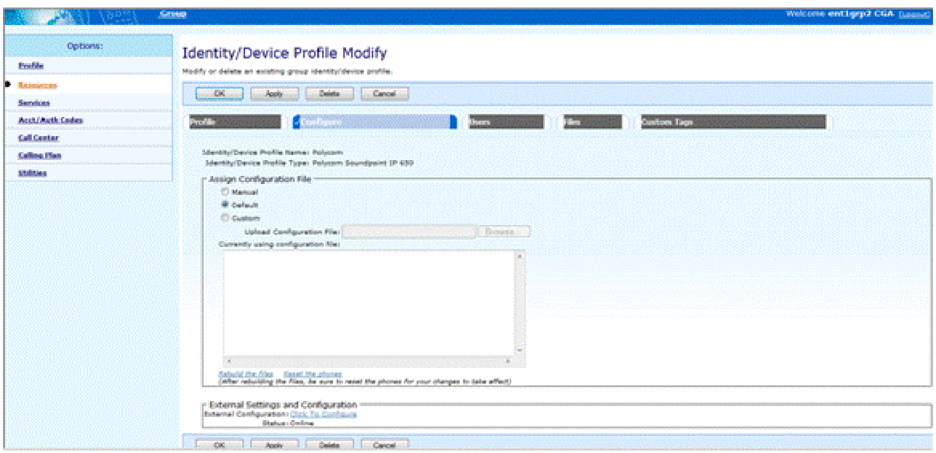
1. On the *Group – Resources* menu page
2. Click **Identity**/**Device Profiles**
3. Click *Search* to view the list of Identity or Device profiles for your group
4. Click *Edit* for the user you want to modify
5. Click the **User** tab
6. Click the Reorder Line/Ports on this Identity Device Profile link to change the order of the lines and ports.
7. Select the line/ ports that need to be re-ordered
8. Click **Move Up or Move Down** to change the order
9. Click *OK* or *Apply* to save changes, or click Cancel to exit without saving changes
10. You must now Rebuild the file and Reboot the phone (as listed above)

Note: *Reorder Line/Ports on this Device* displays only when more than one line/port on the device has been assigned to users.

15.3.2 TO DELETE A DEVICE FROM A USER

1. On the *Group – Resources* menu page
2. Click **Identity**/**Device Profiles**
3. Click *Search*
4. Click *Edit* for the device you want to delete
5. Click **Delete** button to delete a device

WARNING: Prior to deleting a device, ensure the user has been unlinked from the device (phone) and has been assigned another phone.
This action cannot be undone. Once the Delete button has been clicked, the identity device is permanently deleted. The device will then need to be re-created



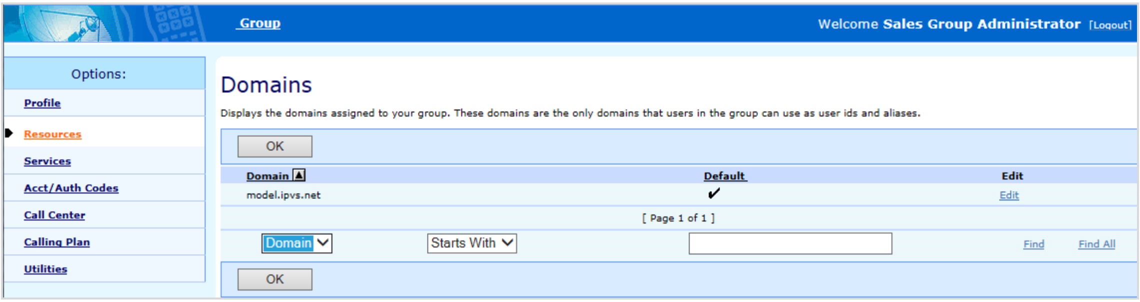
Note: Telstra is responsible for loading the configuration files

15.4 DOMAINS

Use this item on the *Group – Resources* menu page to List Domains and assign users to Domains.

15.4.1 LIST DOMAINS

Use the *Group – Domains* page to list the domains assigned to your group. From this page, you can modify the profile of a user assigned to a domain.



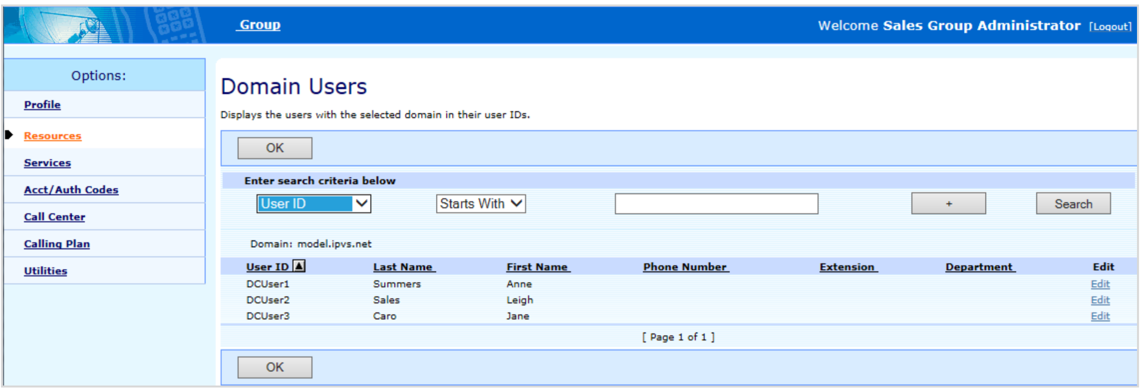
Group > Resources > Domains

1. On the *Group – Resources* menu page
2. Click **Domains**
3. To display the previous page, click **OK**.

LIST USERS ASSIGNED TO A DOMAIN

Use the *Group – Domains Users* page to list the users assigned to a domain.

Note: You cannot change the domain assigned to a user (or the users assigned to a domain).



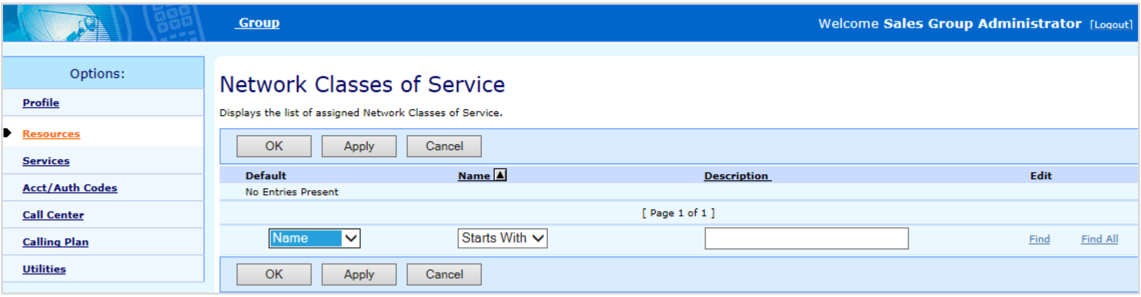
Group > Resources > Domains

1. On the *Group – Resources* menu page
2. Click **Domains**
3. Click **Edit** or any item on the row for the domain
4. Click **Search** to display all users

5. Click **Edit** or any item on the row for the users
   The Users menu options screen displays where feature changes can then be made
6. Click **OK** to save your changes and display the previous page

15.5 NETWORK CLASSES OF SERVICE

Use this item on the *Group – Resources* menu page to display the list of assigned Network Classes of Service



Group > Resources > Network Classes of Service

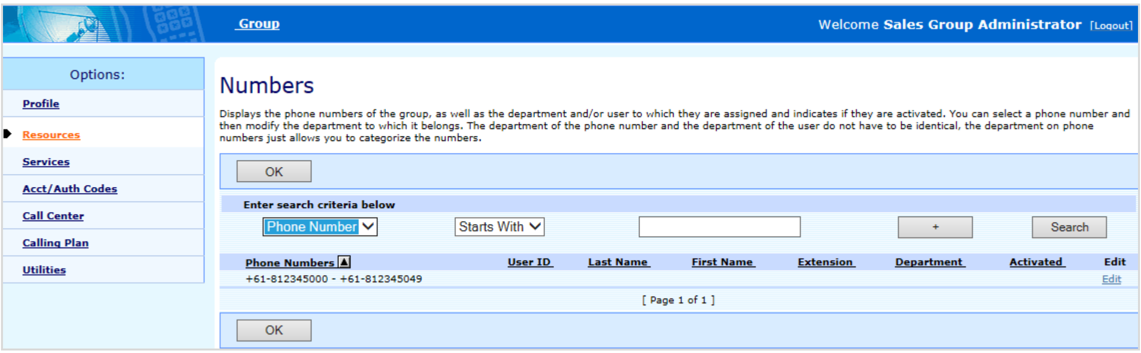
1. On the *Group – Resources* menu page
2. Click **Network Classes of Service**
3. To display all of the assigned **NCOS** click **Find All**
4. To search for specific **NCOS**, enter your search criteria and click **Find**
5. Click **Cancel** to display the previous page

15.6 NUMBERS

Use this item on the *Group – Resources* menu page to List Assigned Numbers and Change Department Assignment of Numbers.

List Assigned Numbers

Use the *Group – Numbers* page to list the numbers assigned to your group. This page displays the phone numbers of groups as well as department and indictes if they are active. You can selct a phone number and modify the department to which it belongs.



Group > Resources > Numbers

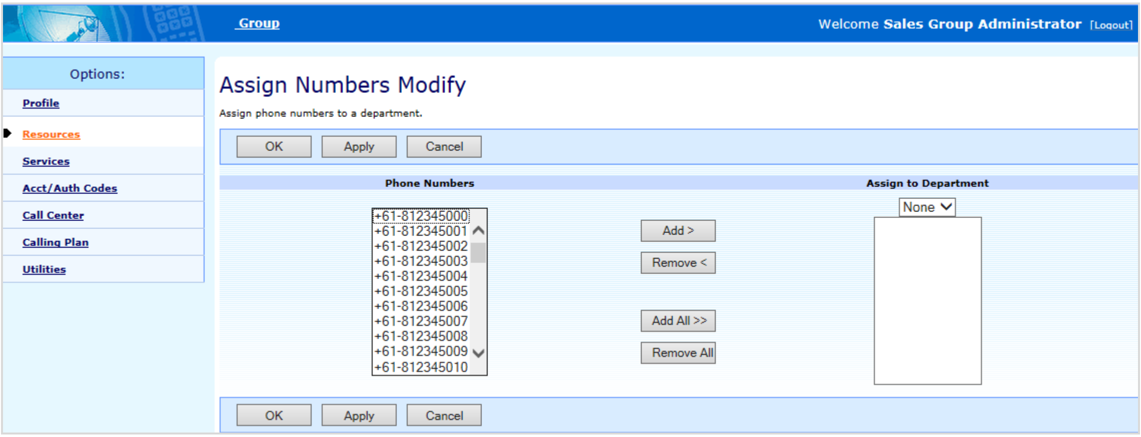
1. On the *Group – Resources* menu page
2. Click **Numbers**
3. Click **Search** to display all phone numbers assigned to the group

   The *Groups – Numbers* page is a list page that contains an advanced search. The *Phone Number*, *Department* and *Assigned user* display for each phone number. Depending on the number of pages of data in a list, list pages allow you to present the data several different ways. You can click the headings of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. The advanced search lets you define specific search criteria to narrow your search and display a manageable list.

4. To display the previous page, click **OK**.

Change Department Assignment of Numbers

Use the *Group – Assign Numbers Modify* page to modify the assignments of numbers to departments.



Group > Resources > Numbers

1. On the *Group – Resources* menu page
2. Click **Numbers,** click **Search**
3. Click **Edit** or any item on the row for the number
4. On the *Phone Numbers* column, **select the number** or range of numbers.
5. To move the selected items to the *Assign to Department* column, click **Add**. To move all items (unselected), click **Add All**.
6. Select the department or “None” from the drop-down list.
7. To save your changes click **Apply** or **OK**.

15.7 OFFICE ZONES

This service is currently not configured.

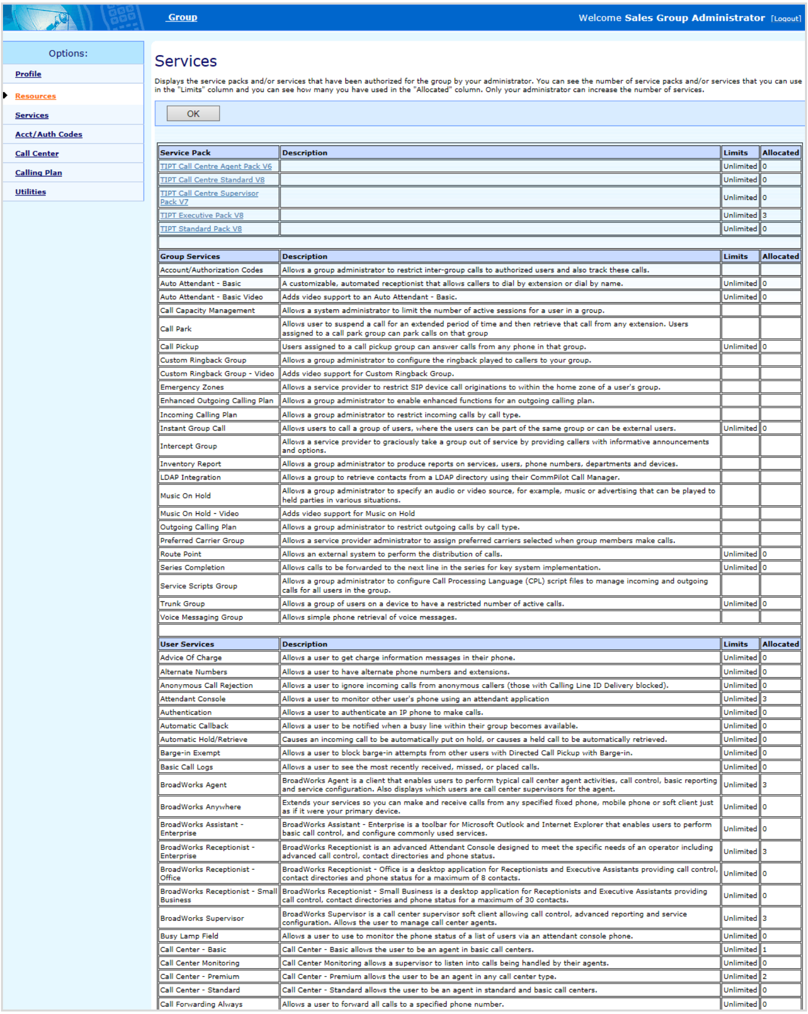
15.8 SERVICES

Use this menu item on the *Group – Resources* menu page to display a list of services and service packs authorised for your group.

List Services

Use the *Group – Services* page to list the service packs, group services, and user services assigned to your group.

This menu identifies if there are spare service packs available for your group.

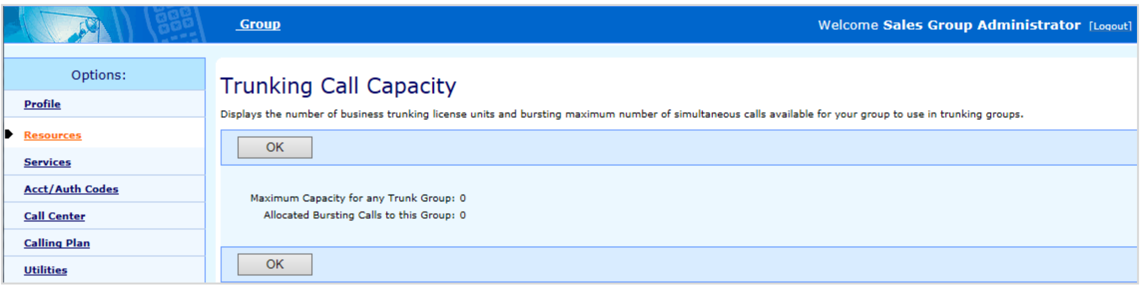


Group > Resources > Services

1. On the *Group – Resources* menu page
2. Click **Services**
3. To display the previous page, click **OK**.

15.9 TRUNKING CALL CAPACITY

Use this item on the *Group – Resources* menu page to display the maximum number of simultaneous calls available for your group to use in trunking groups.

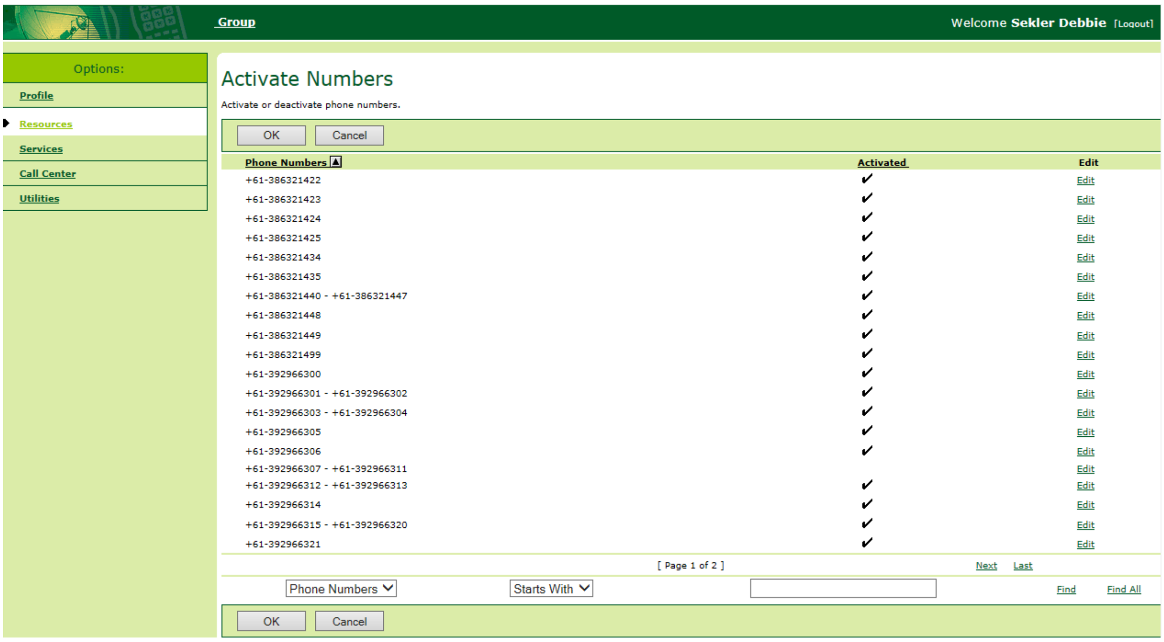


Group > Resources > Trunking Call Capacity

1. On the *Group – Resources* menu page
2. Click **Trunking Call Capacity**
3. To display the previous page, click **OK**

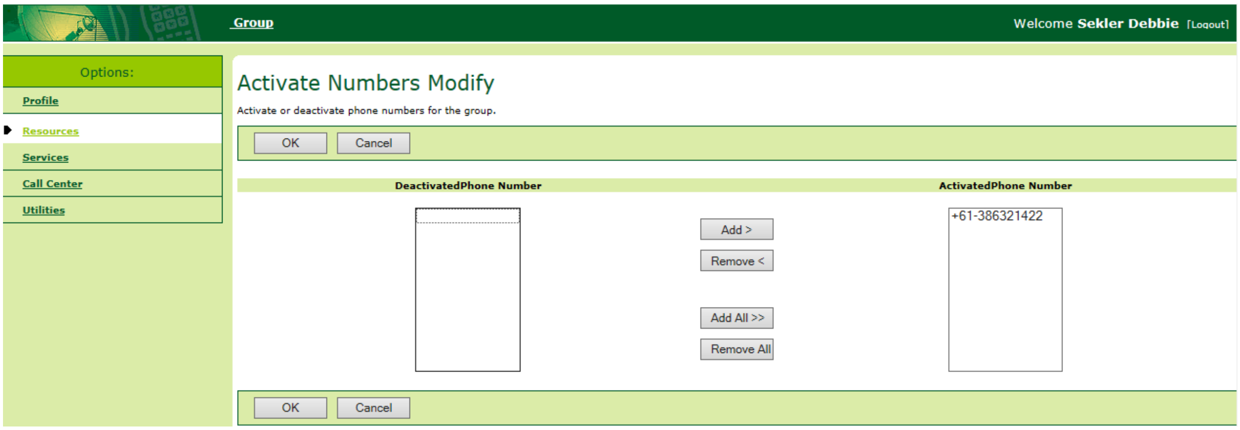
15.10 ACTIVATE NUMBERS

If a number has been used (e.g. for a hunt group) and has been deleted as the hunt group is no longer needed, that number becomes available again. It will have to be reactivated again to enable the number.



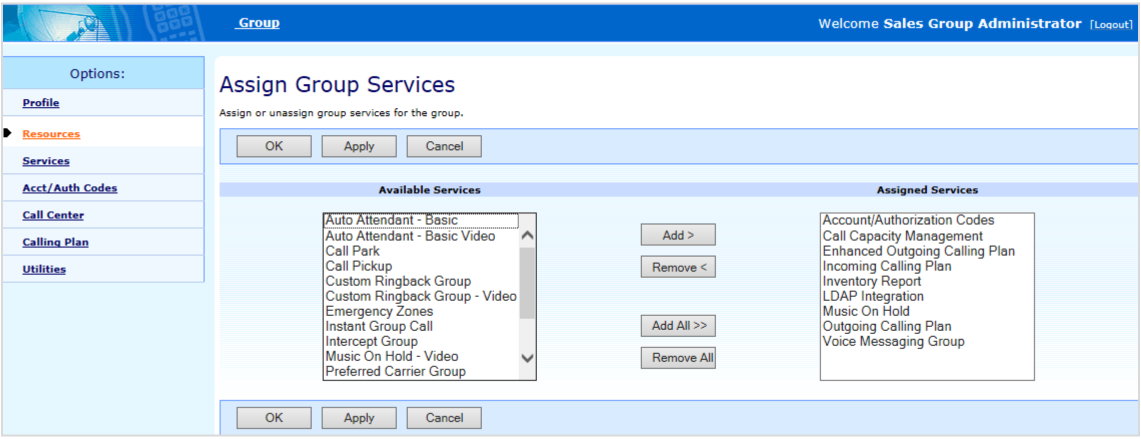
To activate or deactivate numbers for the group:

1. Click on ***Edit*** (to the right of the number).
2. ***Add*** or ***Remove*** the numbers from or to the group.
3. Click on ***OK***.



15.11 ASSIGN GROUP SERVICES

Use this item to assign or unassign group services for your group



Group > Resources > Assign Group Services

1. On the *Group – Resources* menu page Click **Assign Group Services**
2. To Assign services
3. In the *Available Services* column, select the items to be assigned. On a column, you can select some or all of the items. Item names are listed in alphabetical order. To select several items in sequential order, click the first option, hold down the SHIFT key on the keyboard, and click the last option. To select several items, but not in a particular order, click the options while holding down the CTRL key on the keyboard.
4. To assign the selected items, click **Add>**. To assign all items (unselected) at once, click **Add All>>**.
5. ***To Unassign services***
   Select the items in the *Assigned Services* column and click **Remove<**. To unassign all items (unselected) at once, click **Remove All<<**.
6. To save your changes click **Apply** or **OK**

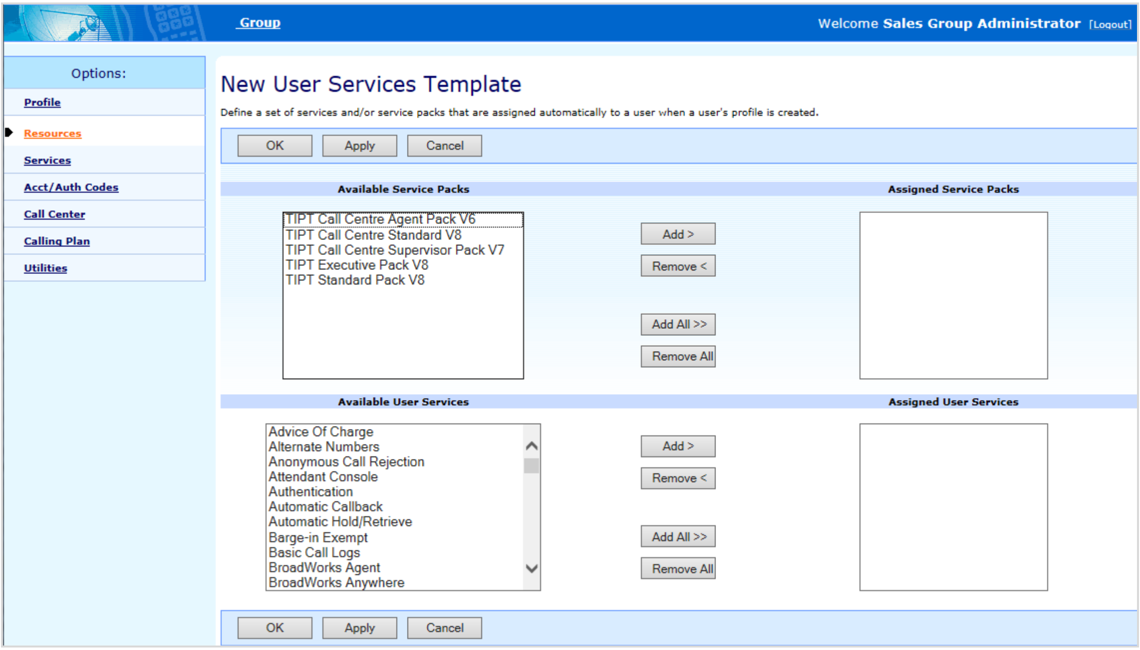
15.12 NEW USER SERVICES TEMPLATE

Use this item to List Service Packs and User Services.

The system uses this template to assign service packs and user services automatically when a user is added.

List Service Packs and User Services

Use the *Group – New User Services Template* page to list the service packs and user services currently assigned to the user template.



Group > Resources > New User Services Template

1. On the *Group – Resources* menu page Click **New User Services Template**
2. In the *Available Services* column, select the items to be assigned. On a column, you can select some or all of the items. Item names are listed in alphabetical order. To select several items in sequential order, click the first option, hold down the SHIFT key on the keyboard, and click the last option. To select several items, but not in a particular order, click the options while holding down the CTRL key on the keyboard.
3. To assign the selected items, click **Add>**. To assign all items (unselected) at once, click **Add All>>**.
4. ***To Unassign services***
   Select the items in the *Assigned Services* column and click **Remove<**. To unassign all items (unselected) at once, click **Remove All<<**.
5. To save your changes click **Apply** or **OK**

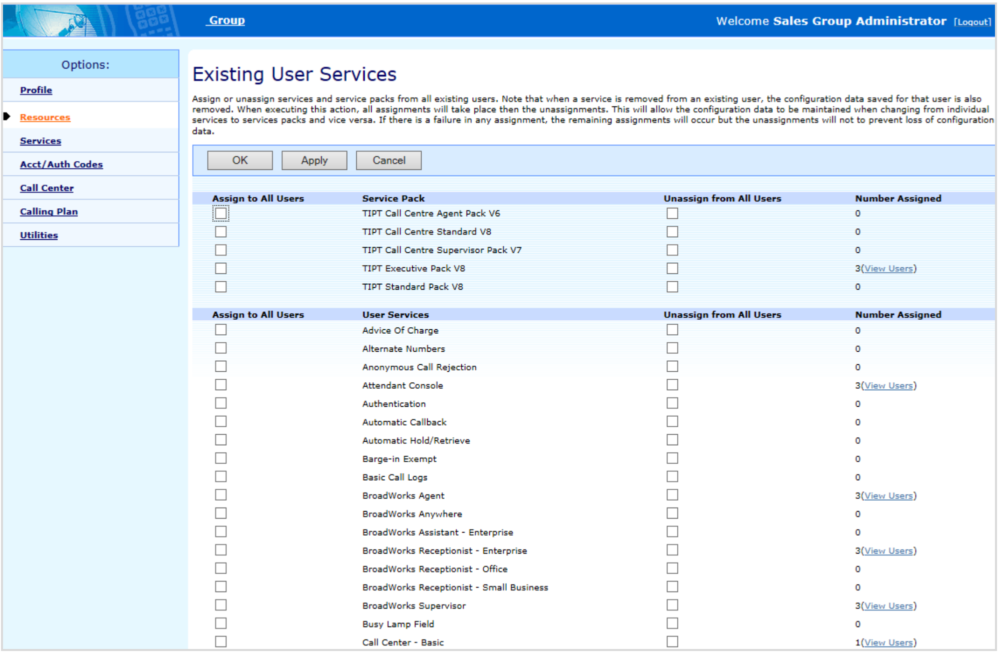
15.13 EXISTING USER SERVICES

Use this item to Assign or Unassign Service Packs or User Services

Assign or Unassign Service Packs or User Services

Use the *Group – Existing User Services* page to assign service packs or user services to or unassign from all existing (current) users in the group.

Only services authoriesd to your group display. The *Number Assigned* column identifies the number of instances of services assigned to all users in the group or assigned individually to users.



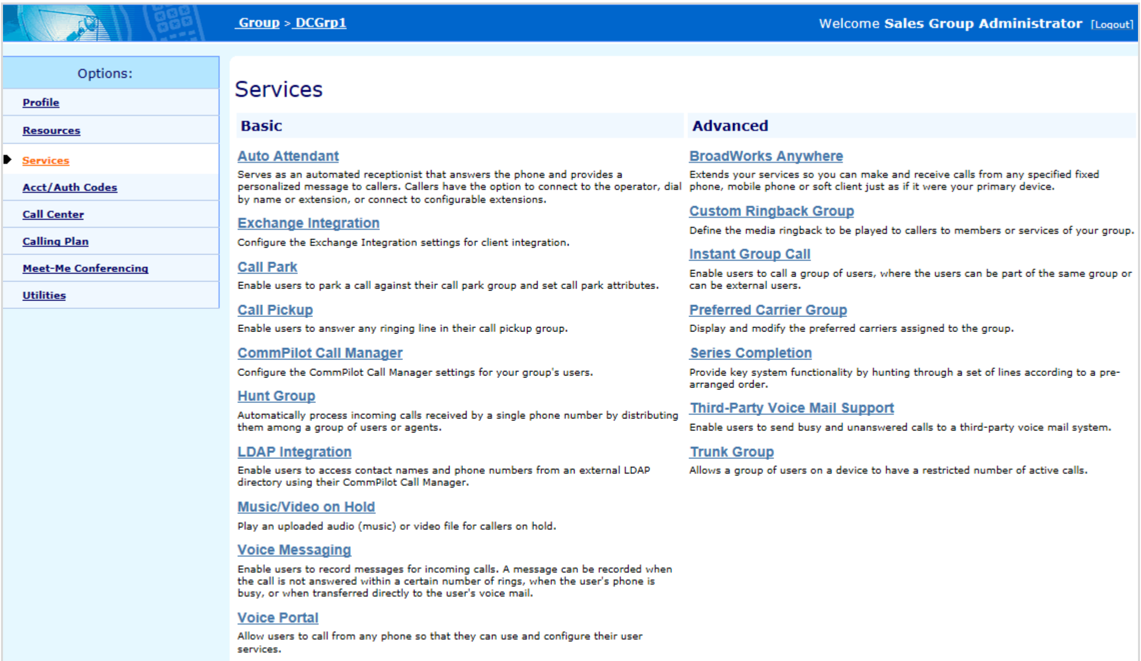
Group > Resources > Existing User Services

You can also view the users currently assigned a service or service pack on the *Group – Service Usage* page.

1. On the *Group – Resources* menu page Click **Existing User Services**
2. To view or **Edit** users currently assigned a service, click (**View Users**)
3. Click **OK** to exit

CHAPTER 16
SERVICES MENU

This chapter contains sections that correspond to each item on the *Group - Services* menu page.



Group > Services Menu

Use the items on the *Group – Services* menu page to configure services, for example, one or more auto attendants or call centers and configure special functions, such as a user’s ability to access an external directory and series completion.

The *Group – Services* menu page contains these items:

BASIC MENU

This menu displays the items that all group administrators can use:

- Auto Attendant
- Exchange Intergration
- Call Park
- Call Pick Up
- CommPilot CallManger
- Hunt Group
- LDAP Integration
- Music/Video on Hold
- Voice Messaging
- Voice Portal

ADVANCED

This menu displays the items that all group administrators can use only if such functions have been assigned to them:

- Broadworks Anywhere
- Custom Ringback Group (if assigned)
- Instrant Group Call (if assigned)
- Preferred Carrier Group (Telstra)
- Series Completion
- Third-Party Voice Mail support
- Trunk Group

16.1 AUTO ATTENDANT

Use this menu item on the *Group – Services* menu page to:

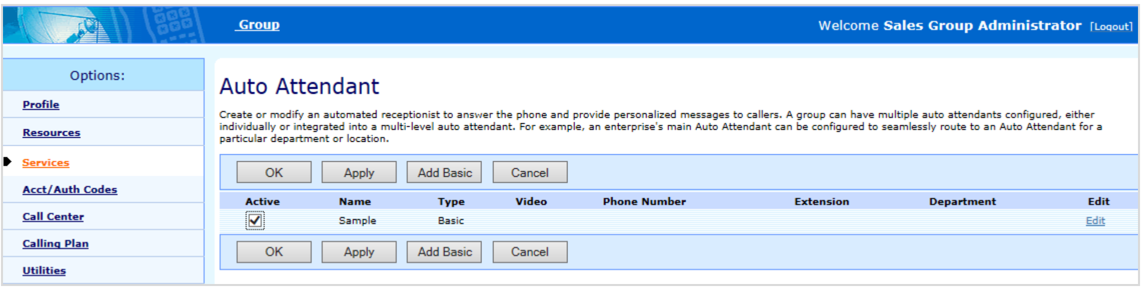
- List and Activate or Deactivate Auto Attendants
- Add an Auto Attendant
- Specify Greeting and Dialing Menu for Business Hours
- Specify Greeting and Dialing Menu for After Hours
- Modify an Auto Attendant

An auto attendant can be used in a standalone or multilevel configuration.

- For a standalone configuration, the service can transfer calls to another number, access extension dialing, access name dialing, or connect to the operator.
- For a multilevel configuration, one auto attendant functions as the top-level (entry) service. From this level, other auto attendants function at the departmental level. Finally, additional auto attendants can function at the individual user level. Phone numbers in the dialing menu on an upper level lead to the phone numbers for auto attendants at the next level down.
- There is an inbuilt system parameter to prevent the infinite Auto Attendant redirection loop (Auto Attendant to another Auto Attendant)

List and Activate or Deactivate Auto Attendants

Use the *Group - Services – Auto Attendant* page to list the current auto attendants configured for your group. On this page, you can also activate or deactivate current auto attendants. From this page, you can add, modify, or delete an auto attendant.



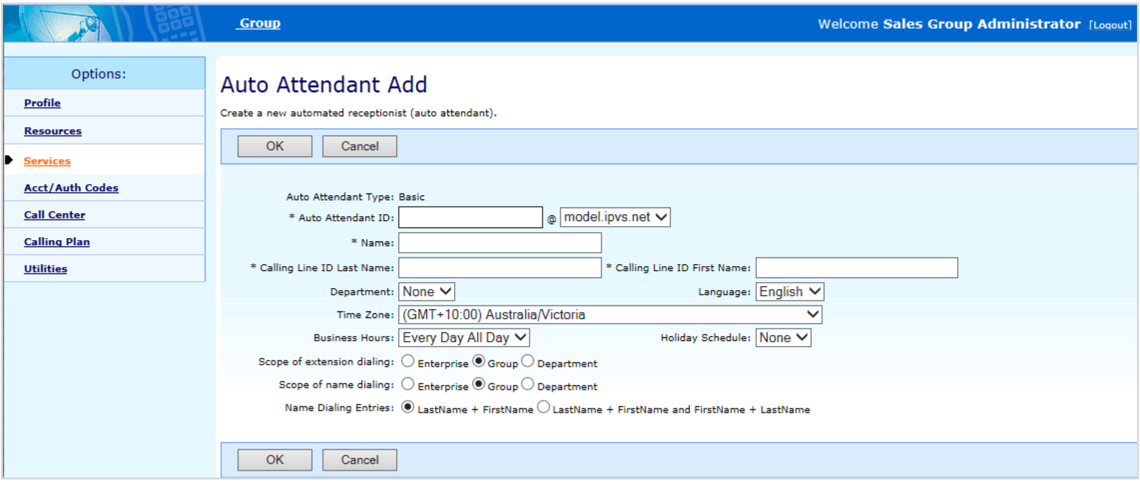
Group > Services > Auto Attendant

1. On the *Group – Services* menu page Click **Auto Attendant**

2. To activate or deactivate an auto attendant, check or uncheck the **Active** box.
3. To save your changes click **Apply** or **OK**

16.1.1 Add an Auto Attendant

Use the *Group -Services– Auto Attendant Add* page to add an auto attendant. From this page, you configure the greeting and dialing menu for coverage of the business hours of the auto attendant.



Group > Services > Auto Attendant

1. On the *Group – Services* menu page Click **Auto Attendant**
2. Click **Add Basic**
3. Type or select information for the auto attendant as described in the following table. An asterisk (*) indicates required data.

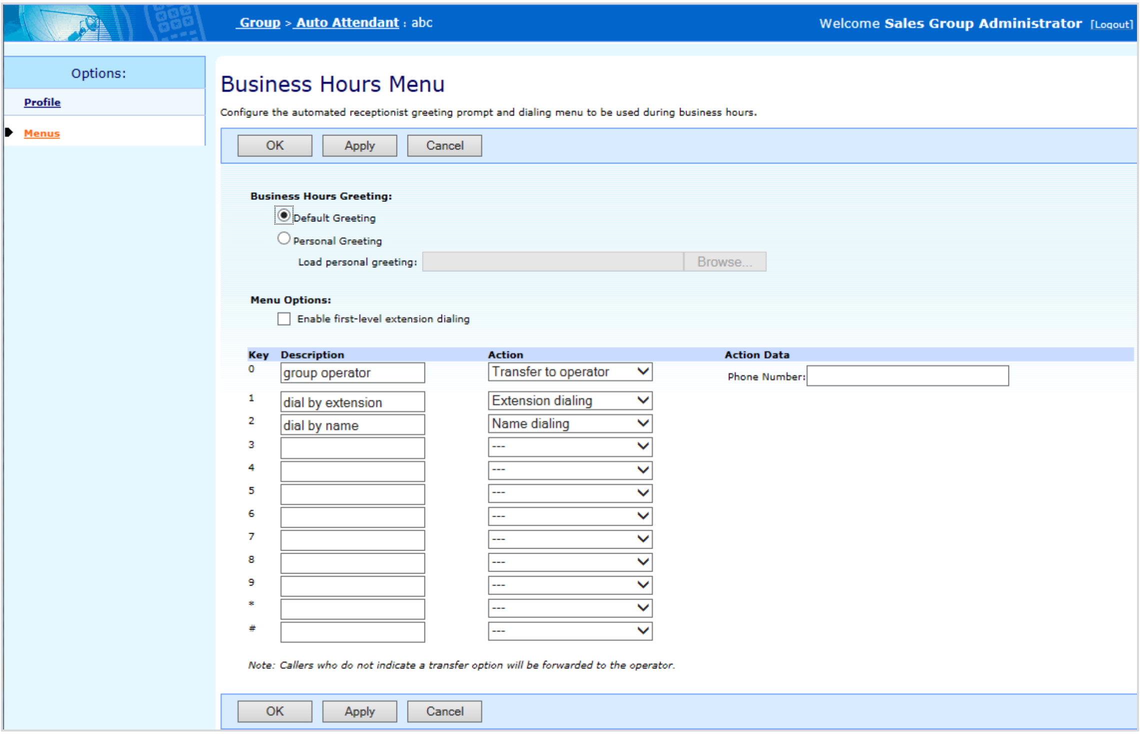
INPUT	DESCRIPTION
Auto Attendant ID	Type an ID in the input box for the auto attendant. Click the drop-down arrow to choose a domain for the auto attendant.
Name	Type a name for the auto attendant.
Calling Line ID Last Name	Type the last name to be displayed on lines with Caller ID.
Calling Line ID First Name	Type the first name to be displayed on lines with Caller ID.
Department	Click the drop-down arrow to choose a department for the auto attendant.
Language	The language in which service-specific messages are played during calls to the auto attendant. Default is English (U.S. English) unless configured otherwise.
Time Zone	Click the drop-down arrow to choose a time zone for the auto attendant.
Business Hours	The time schedule that defines the business hours for the auto attendant. During non-business hours, callers hear the after-hours greeting and dialing menu. “EveryDayAllDay” means that no schedule for business hours is in effect.
Holiday Schedule	The holiday schedule for the auto attendant. On a scheduled holiday, callers hear the after-hours greeting and dialing menu.

Scope of extension dialing	Determines whether extension dialing applies across the department, group or enterprise (if your group is part of an enterprise) of the auto attendant.
Scope of name dialing	Determines whether name dialing applies across the department, group or enterprise (if your group is part of an enterprise) of the auto attendant.
Name Dialing Entries	Define how a caller should say the name of the person they want to reach: LastName + FirstName The caller must first say the last name of the person and then say the first name. LastName + FirstName and FirstName + Lastname The caller can say *either* the last name and then the first name of the person *or* the first name and then the last name.

4. To save your changes click **OK**

16.1.2 Specify Greeting and Dialing Menu for Business Hours

Use the *Group – AutoAttendant – Menus - Business Hours Menu* page to select the greeting for the auto attendant and to specify the dialing menu of prompts and actions to be used during business hours. An example of a dialing prompt is “Dial 2 to reach Marketing”.



Group > Services > Auto Attendant > Menus > Business Hours Menu

1. On the *Group – Services* menu page Click **Auto Attendant**
2. Select the require Auto Attendant and click **Edit**
3. The **Group > Auto Attendant** page displays
4. On the options menu select **Menus** and click **Business Hours Menu**
5. Select **Default Greeting** or **Personal Greeting**:

   Select “Default Greeting” to play a generic system recording that does not identify your company by name.
   Select “Personal Greeting” to play a custom recording. Type the path and file name of a .WAV file with your greeting in the Browse window for a new audio greeting text box, or click **Browse** to select a file on your computer.
6. Click the button to **Enable First-Level Extension Dialing**. Enabling this feature is more convenient for callers who know the extension of the person they want to reach.

After the Welcome message, First-Level Extension Dialing plays a prompt that allows a caller to dial an extension immediately. (A caller can interrupt the Welcome prompt.) When First-Level Extension Dialing is not enabled, the prompt after the Welcome message gives the caller two choices: to press 1 to dial an extension or to press 2 to use the automated name directory.

16.1.3 CONFIGURE THE FIRST-LEVEL AUTO ATTENDANT MENU

1. Enter a description in the **Description** Box.
2. Click the drop down **Action** Arrow and select an action.
3. Enter Phone number in Action Data box where reqired.
4. To save your changes, click **Apply** or **OK**
5. Options for callers include the ability to dial an extension immediately after the Welcome message, reach the operator, reach company employees by extension, or search for company employees by name.

Options for callers include the ability to dial an extension immediately after the Welcome message, reach the operator, reach company employees by extension, or search for company employees by name.

OPTION	DESCRIPTION
Key	List of the keys on a telephone keypad to which you assign actions.
Description	Optional description of the menu option.
Action	A drop-down list of actions (required data). Options available are; Transfer with prompt, Transfer without prompt, Transfer to Operator, Name Dialling, Extension Dialling, Transfer to Mailbox, Play announcement, Repeat menu, Exit
Phone Number	When an action transfers a call, a number must be specified. When an action transfers a call to the operator, the number you provided for the auto attendant displays.

For example, a default greeting might include these options:

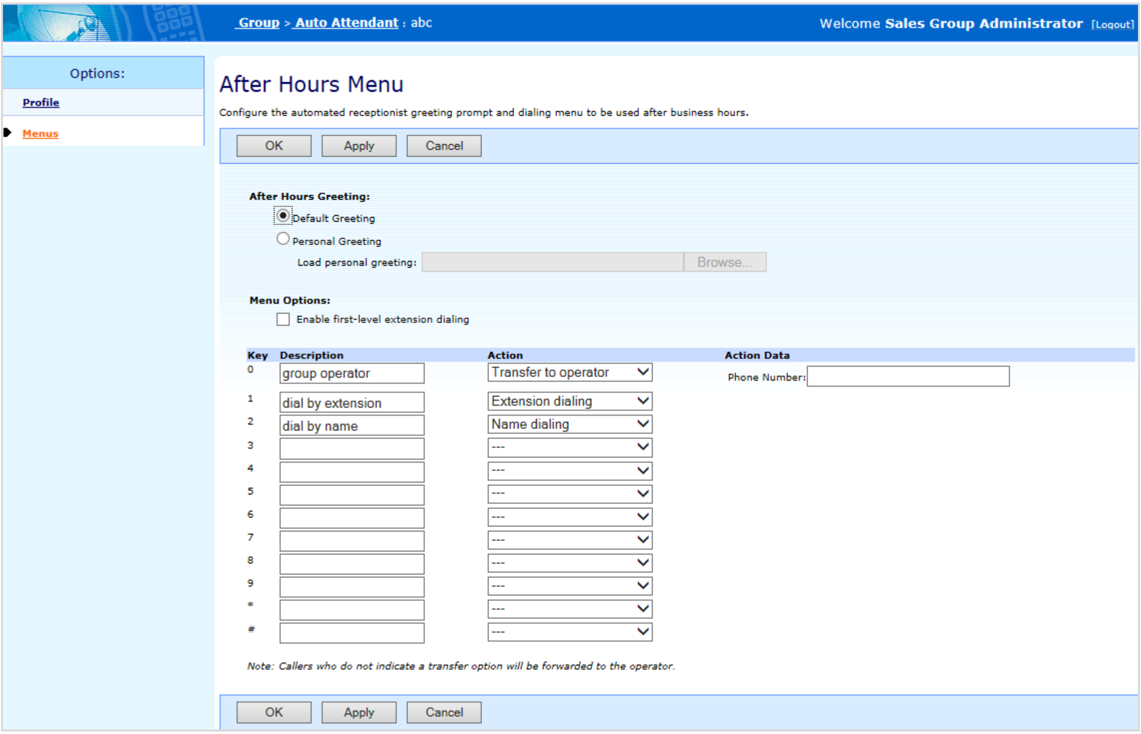
KEY	DESCRIPTION	ACTION	PROMPT AND WHAT HAPPENS
0	Group operator	Transfer to operator	"Please wait while your call is transferred to the operator." Call is transferred to the number in the Number column. If the operator number is not valid, the call ends with the message "Your call cannot be transferred, please try again later, thank you".
1	Marketing	Transfer with prompt	"Please wait while your call is transferred to Marketing." Call is transferred to the number in the Number column. If the number is not valid, the call ends with the message "Your call cannot be transferred, please try again later, thank you".
2	Accounting	Transfer with prompt	"Please wait while your call is transferred to Accounting." Call is transferred to the number in the Number column.

			If the number is not valid, the call ends with the message “Your call cannot be transferred, please try again later, thank you”.
3	Name dialing	None	Access to name dialing is provided.
4	Extension dialing	None	Access to extension dialing is provided.
5	End call	“Thank you for calling.”	Call is released.
6	Repeat menu	None	Menu greeting is played.
	--- (Indicates no action has been selected.)	Not applicable	Menu greeting is played.

6. To save your changes click **Apply** or **OK**

16.1.4 Specify Greeting and Dailing Menu for After Hours

Use the *After Hours Menu* page to select the greeting and dialing menu (prompts and actions) to be used outside business hours. An example of a dialing prompt is “We are closed. Dial 0 to reach the operator.”



Group > Services > Auto Attendant > Menus > After Hours Menu

1. On the *Group – Services* menu page Click **Auto Attendant**
2. Click **Edit**
3. On the options menu select **Menus** and click **After Hours Menu**
4. Select **Default Greeting** or **Personal Greeting**:

   Select “Default Greeting” to play a generic system recording that does not identify your company by name. Select “Personal Greeting” to play a custom recording. Type the path and file name of a .WAV file with your greeting in the Browse for a new audio greeting text box, or click Browse to select a file on your computer.

5. Click the **Enable first-level extension dialing** button to allow callers to enter the extension of the party they want to reach without selecting a menu option first. Enabling this feature is more convenient for callers who know the extension of the person they want to reach.

   After the Welcome message, First-Level Extension Dialing plays a prompt that allows a caller to dial an extension immediately. (A caller can interrupt the Welcome prompt.) When First-Level Extension Dialing is not enabled, the prompt after the Welcome message gives the caller two choices: to press 1 to dial an extension or to press 2 to use the automated name directory.

16.1.5 CONFIGURE THE FIRST-LEVEL AUTO ATTENDANT MENU

1. Enter a description in the Description Box.
2. Click the drop down **Action** Arrow and select an action.
3. Enter Phone number in Action Data box where reqired.
4. To save your changes, click **Apply** or **OK**

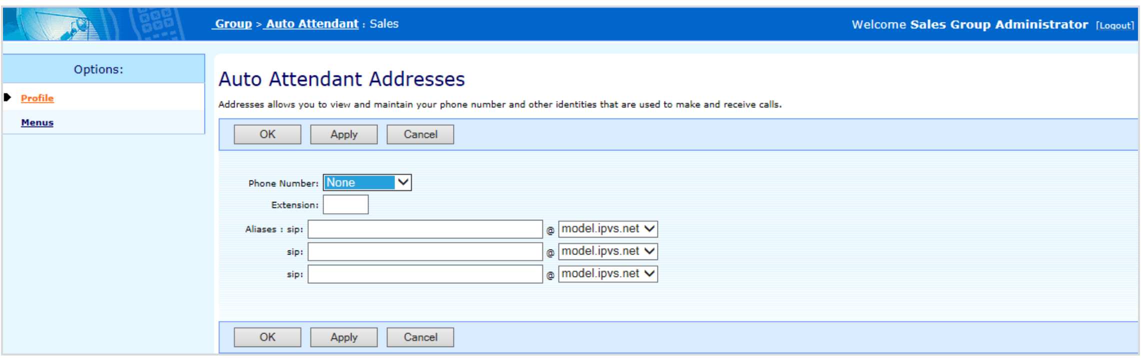
Options for callers include the ability to dial an extension immediately after the Welcome message, reach the operator, reach company employees by extension, or search for company employees by name.

OPTION	DESCRIPTION
Key	List of the keys on a telephone keypad to which you assign actions.
Description	Optional description of the menu option.
Action	A drop-down list of actions (required data). Options available are; Transfer with prompt, Transfer without prompt, Transfer to Operator, Name Dialling, Extension Dialling, Transfer to Mailbox, Play announcement, Repeat menu, Exit
Phone Number	When an action transfers a call, a number must be specified. When an action transfers a call to the operator, the number you provided for the auto attendant displays.

5. To save your changes click **Apply** or **OK**

16.1.6 Specify a phone number for the Auto Attendant

Use the *Group-Auto Attendant-Profile- Addresses* menu page to specify a phone number for the Auto Attendant.



Group > Services > Auto Attendant > Addresses

1. On the *Group – Services* menu page Click **Auto Attendant**
2. Click **Edit** or any item on the row for the auto attendant

3. Click **Addresses**
4. Click on the dropdown arrow and select a phone number, the Extension field automatically populates
5. To save your changes click **Apply** or **OK**

16.1.7 Modify an Auto Attendant

Use the *Group – Auto Attendant Modify* page to delete or modify an auto attendant. From this page, you modify the greeting and dialing menu for coverage of the business hours of the auto attendant.

1. On the *Group – Services* menu page Click **Auto Attendant**
2. Click **Edit** or any item on the row for the auto attendant
3. Click **Profile**
4. To change the auto attendant ID, click **Change User ID**
   The Group – **Change User ID** page displays. Enter the new auto attendant ID, select the domain from the drop-down list, and then click **OK**.
5. To modify information for the auto attendant, type or select information as described in the following table. An asterisk (*) indicates required data.

INPUT	DESCRIPTION
Auto Attendant ID	Type an ID in the input box for the auto attendant. Click the drop-down arrow to choose a domain for the auto attendant.
Name	Type a name for the auto attendant.
Calling Line ID Last Name	Type the last name to be displayed on lines with Caller ID.
Calling Line ID First Name	Type the first name to be displayed on lines with Caller ID.
Department	Click the drop-down arrow to choose a department for the auto attendant.
Language	The language in which service-specific messages are played during calls to the auto attendant. Default is English (U.S. English) unless configured otherwise.
Time Zone	Click the drop-down arrow to choose a time zone for the auto attendant.
Business Hours	The time schedule that defines the business hours for the auto attendant. During non-business hours, callers hear the after-hours greeting and dialing menu. "EveryDayAllDay" means that no schedule for business hours is in effect.
Holiday Schedule	The holiday schedule for the auto attendant. On a scheduled holiday, callers hear the after-hours greeting and dialing menu.
Scope of extension dialing	Determines whether extension dialing applies across the department, group or enterprise (if your group is part of an enterprise) of the auto attendant.
Scope of name dialing	Determines whether name dialing applies across the department, group or enterprise (if your group is part of an enterprise) of the auto attendant.

Name Dialing Entries	Define how a caller should say the name of the person they want to reach: LastName + FirstName The caller must first say the last name of the person and then say the first name. LastName + FirstName and FirstName + Lastname The caller can say *either* the last name and then the first name of the person *or* the first name and then the last name.

6. To save your changes click **Apply** or **OK** or:
   - To modify information for the greeting and dialing menu for business hours, Click **Menus**, **Business Hours Menu**. Specify your required changes, click *OK*
   - To modify information for the greeting and dialing menu for after hours, Click, **After Hours Menu**. Specify your required changes, click *OK*

16.1.8 To Delete an Auto Attendant

1. On the *Group – Services* menu page Click **Auto Attendant**
2. Click **Edit** or any item on the row for the auto attendant
3. Click **Profile** and choose **Delete**
4. Click **Apply** or **OK**

16.1.9 Recording an Auto Attendant Greeting from your phone.

As a Customer Group Administrator once you have created an Auto Attendant and specified the levels and number callers are required to press, you will have to re-record the standard Auto Attendant greetings.

16.1.10 TO RECORD AN AUTO ATTENDANT GREETING

1. Press the **Messages** button on your phone
2. Press ***** (This will enable you access to the CGA level to re-record a greeting)
3. Enter the Voice portal extension number
4. Press #
5. Enter your Customer Group Administrator pin
6. Follow the prompts and select **Auto Attendant**
   If you have multiple Auto Attendants**, select the Auto Attendant** you want to re-record the greeting for
7. Follow the prompts to record your Business hours greeting
8. Follow the prompts to record your After hours greeting

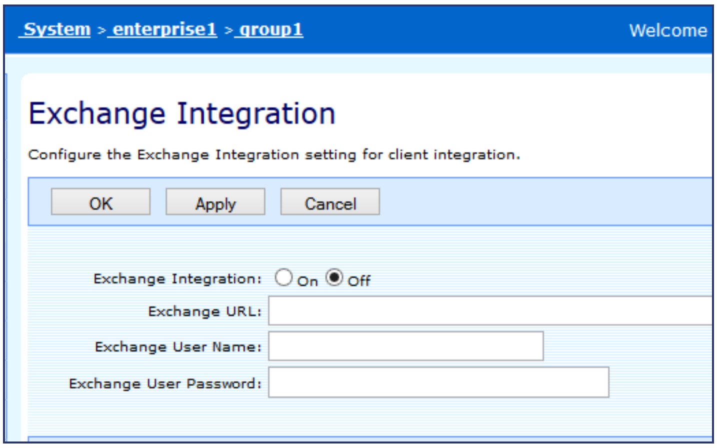
16.2 EXCHANGE INTEGRATION

Use this item to Configure the Exchange Integration settings for the miRECEPTION client integration.

Exchange Integration enhances the monitoring capability of the miRECEPTION client to display the calendar presence of the signed-in user and their monitored contacts.

The monitored contact’s display also shows the business day calendar of the contact.

Exchange Server access is configured at Group level by CGA (Exchange admin account with access to users being monitored)



Group > Services > Exchange Integration

1. On the *Group – Services* menu page Click **Exchange Integration**
2. Select **On**
3. Update the fields for **Exchange URL**, **Exchange User Name** and **Exchange User Password**
4. To save your changes click **Apply** or **OK**

16.3 CALL PARK

Use this item to Configure Enterprise Directory Display Call Park Groups and manage existing Call Park Groups.

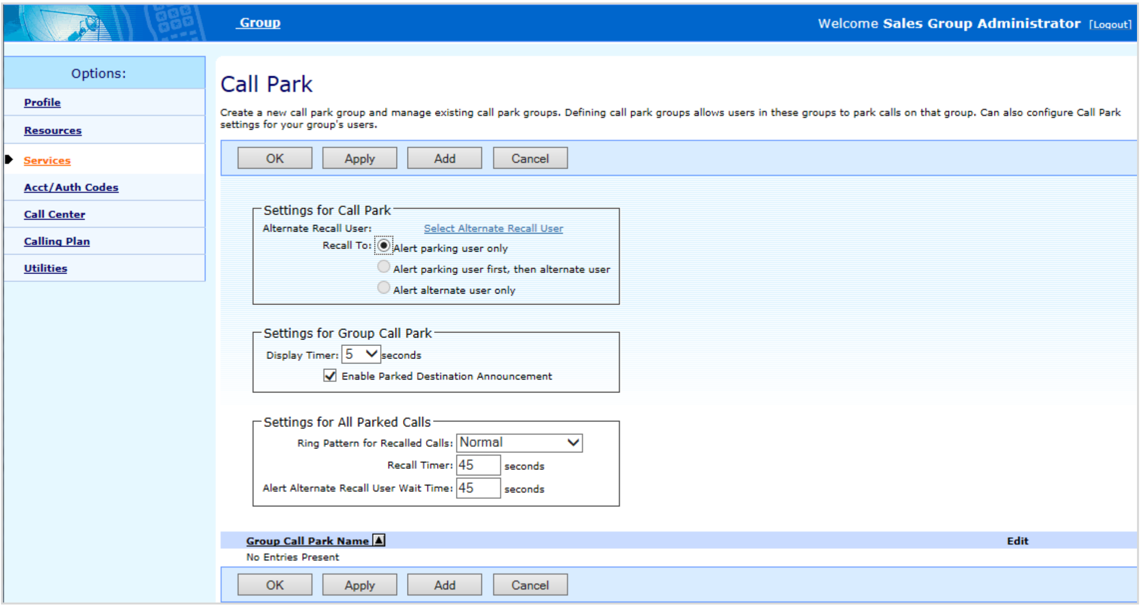
Defining call park groups allows users in these groups to park calls on that group. You can also configure Call Park settings for your groups users.

When enabled, the Group Call Park service provides a hunting mechanism so that when parking a call, the service hunts for an available user as a place to park the call instead of only trying the parking user, as Call Park currently does. Once the call is parked against an available user, the service updates the parking user's display with the extension where the call is parked. As part of this activity, a configurable recall timer is provided with the Call Park service and can be set to your requirement.

When calls are recalled they can be recalled to either the "parking user" or an "alternate recall user". The Alternate Recall user can only be a Hunt Group in the Enterpise. The Hunt Group is selected from the "Select Alternate Recall User" link.

16.3.1 List Call Park Groups

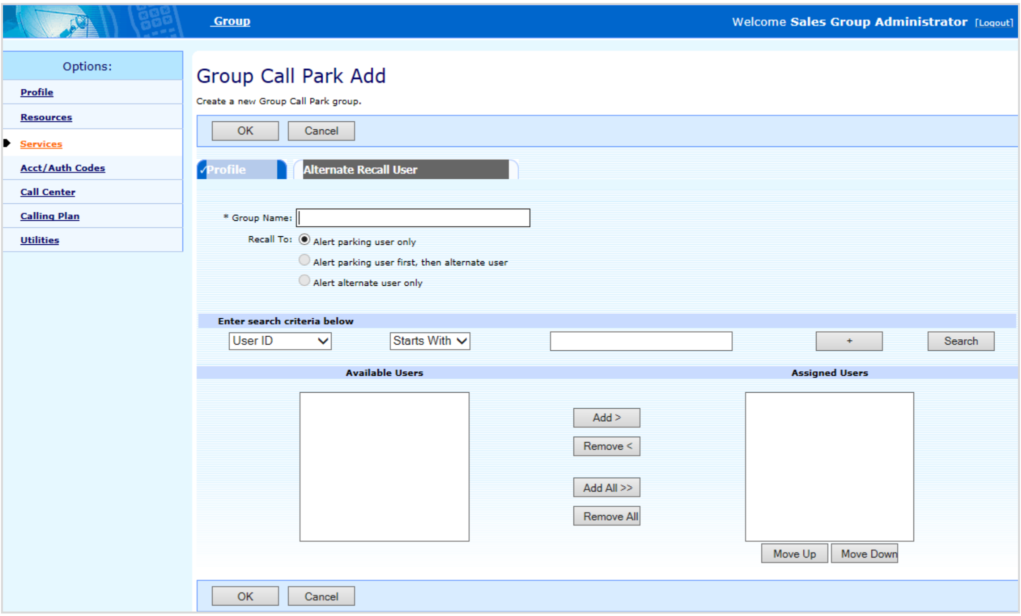
Use the *Group – Call Park* page to list the current call pickup groups in your group. From this page you can add, modify, or delete a call park group.



Group > Services > Call Park

1. On the *Group – Services* menu page Click **Call Park**
2. To display the previous page, click **OK** or **Cancel**.

16.3.2 Add Call Park Groups



Group > Services > Call Park

1. On the *Group – Services* menu page Click **Call Park**
2. Click **Add**
3. Enter a **Group Name**
4. Select either ***Alert parking user only***, ***Alert parking user first, then alternate user*** or ***Alert alternate user only***. *(The Alternate User must be configured as a Hunt Group only)*
5. Click **Search** to find a desired user, enter search criteria in the fields provided
6. On the *Available Users* column, select the *Users* to be assigned. To assign the selected users, click **Add**. To move all users (unselected) at once, click **Add All**.

7. To save click **OK**. OK saves your changes and displays the previous page.
8. In the **Display Timer drop-down box**, select the time in seconds. The Display Timer option controls how long the Application Server waits before automatically releasing the parked call when using Group Call Park.
9. The Display Timer option has a range from 2 to 15 seconds. The default is 5 seconds.

Note: The Display Timer option does not apply to calls parked by Call Park. The Call Park service has a single Display Timer option. Group Call Park groups do not have their own individual Display Timer options.

10. Select *Enable Parked Destination Announcement* to enable this option or de-select it to disable it. The Parked Destination Announcement option controls whether the Application Server provides an announcement. The default is enabled.

Note: The Parked Destination Audio Playback option does not apply to calls parked by Call Park and for those that the Call Park service has a single Parked Destination Audio Playback option. Call Park groups do not have their own Parked Destination Audio Playback options.

11. In the Recall Timer text box, enter the time in seconds. When the Call Park Recall Timer expires, the parking user is recalled.

    The Recall Timer option has a range from 30 to 600 seconds. The default is 45 seconds.

Note: The Recall Timer option applies to all calls regardless of whether they are parked by Call Park or Group Call Park. The Call Park service has a single Recall Timer option. Group Call Park groups do not have their own individual Recall Timer options.

12. To save your changes Click **OK**

16.4 CALL PICKUP

Use this menu item on the *Group – Services* menu page to

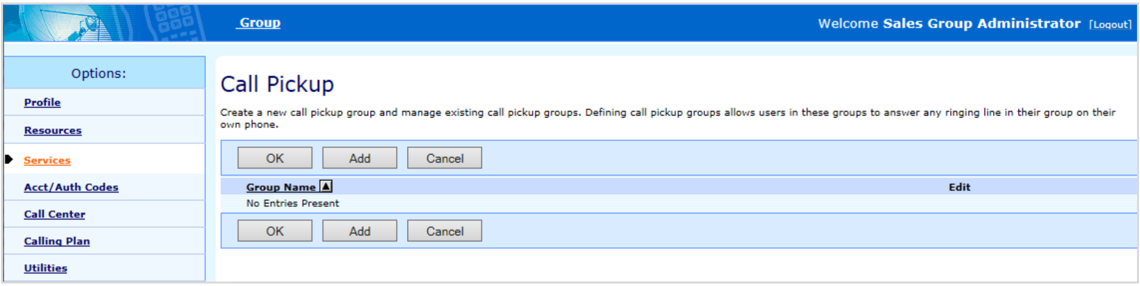
- List Call Pickup Groups
- Add a Call Pickup Group
- Modify or Delete a Call Pickup Group

The *Call Pickup* service enables a user to answer any ringing line within their pickup group. A pickup group is a set of users to which an assigned call pickup service applies. To pick up a ringing call, a user dials the call pickup feature access code. The user is then connected to the caller. If more than one line in the pickup group is ringing, the call that has been ringing the longest is answered.

More than one Call Pickup group can be established within a business group. ***Users can belong to only one pickup group.***

List Call Pickup Groups

Use the *Group – Call Pickup* page to list the current call pickup groups in your group. From this page you can add, modify, or delete a call pickup group.



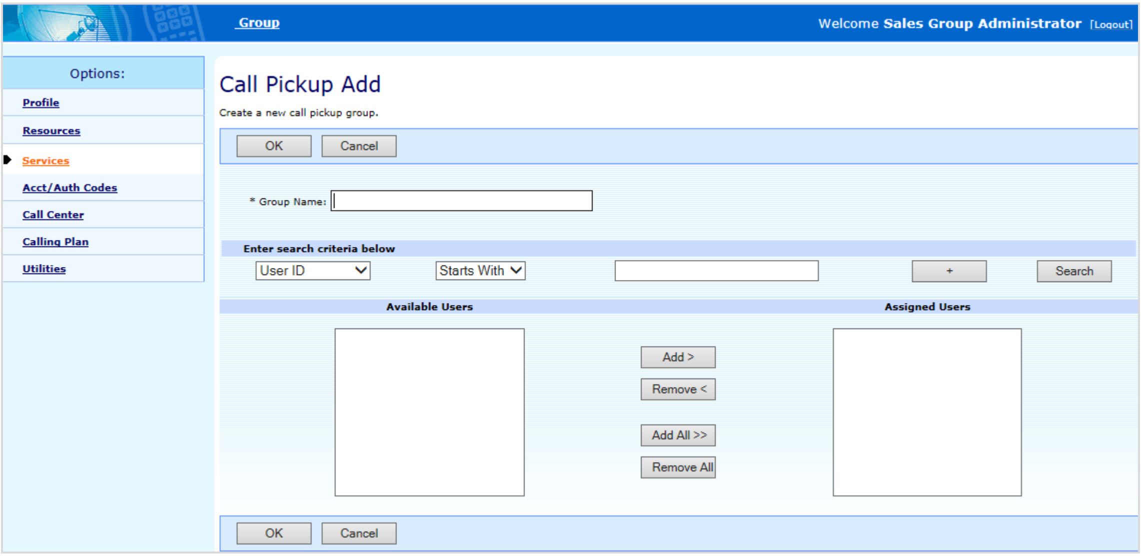
Group > Services > Call Pickup

1. On the *Group – Services* menu page Click **Call Pickup**
2. To display the previous page, click **OK** or **Cancel**

16.4.1 Add a Call Pickup Group

Use the *Group – Call Pickup Add* page to add a call pickup group to your group.
On this page, only *Users* not already assigned to a call pickup group display in the Available Users column.

After Call Pickup has been set up, the user must dial the feature access code assigned for this service (*97 is the default Feature Access Code for this feature). This code displays in the user's *Home* page.



Group > Services > Call Pickup

1. On the *Group – Services* menu page Click **Call Pickup**
2. Click **Add**
3. Type the group name

Add users to the group:

1. Click **Search** to find a desired user, enter search criteria in the fields provided
2. On the ***Available Users*** column, select the *users* to be assigned. To assign the selected users, click **Add**. To move all users (unselected) at once, click **Add All**.

Remove assigned users:

1. On the Assigned Users column, select the users and click **Remove**.
   To move all users (unselected) at once, click **Remove All**.

2. Click **OK** to save.

16.4.2 Modify or Delete a Call Pickup Group

Use the *Group – Call Pickup Modify* page to modify or delete a call pickup group in your group. On this page, only users not already assigned to a call pickup group display in the *Available Users* column.

> **Note:** To change the assignment of a user from one group to another, unassign the user from the first group and then assign the user to their new group.

1. On the ***Group – Services*** menu page Click **Call Pickup**
2. Click **Edit** or any item on the row for the call pickup group
3. Edit the group name, as required.
4. Add users to the group:
5. Click **Search** to find a desired user, enter search criteria in the fields provided.
6. To assign the selected users, click **Add**. To assign all users (unselected) at once, click **Add All**.

16.4.3 REMOVE USERS FROM THE GROUP:

1. On the **Assigned** *Users* **column**, select the users and click **Remove**.
   To move all users (unselected) at once, click Remove All.
2. To save your changes Click **OK**

16.4.4 TO DELETE THE CALL PICKUP GROUP:

1. Click **Edit** or any item on the row for the call pickup group
2. Click **Delete**
3. Click **OK** to display the previous page

16.5 COMMPILOT CALL MANAGER

Use this item to Configure Enterprise Directory Display

The *Call Manager* is a web-based service, for individual call management. You can use it to dial and answer calls, place calls on hold, transfer or conference calls. You can also enable features, such as; Do Not Disturb, Call Forward Always, Remote Office and CommPilot Express Profiles. It can be used as a standalone application or in conjunction with Attendant Console. The Attendant Console is a visual PC web-based application that enables you to monitor phone activity of the users in your group that you have been assigned to monitor.

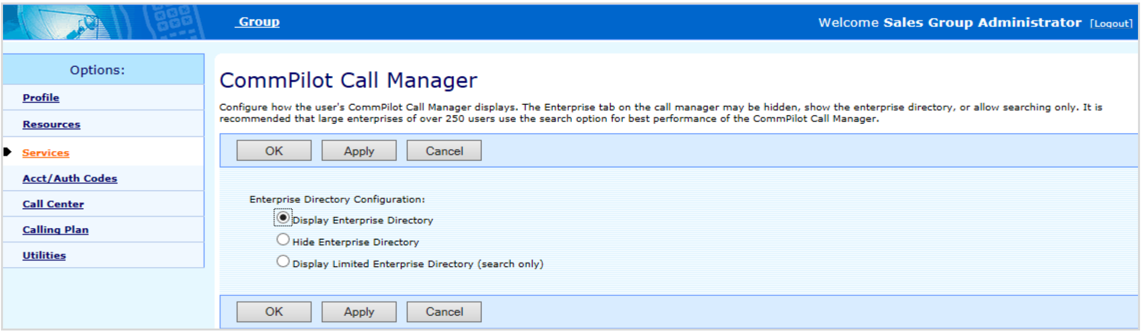
It also enables you to view call statistics of monitored users, including duration of calls and number of calls

The *CommPilot Call Manager* offers users in your group access to the Group Directory through the **GROUP** tab. If your group is part of an enterprise, the CommPilot Call Manager instead offers access to the Enterprise Directory through the **ENTERPRISE** tab. Configure access to these directories using the *Group – CommPilot Call Manager* page.

Configure Enterprise Directory Display

The **ENTERPRISE** tab in the CommPilot Call Manager displays the contents of the enterprise directory, lists the contents of department and web directories, and can be used to search for individual names. An enterprise directory search displays up to 100 results.

You can use the *Group – CommPilot Call Manager* page to restrict the information displayed in the **ENTERPRISE** tab or hide the tab altogether.



Group > Services > CommPilot Call Manager

1. On the *Group – Services* menu page click **CommPilot Call Manager**
2. Selectone of the following options in **Enterprise Directory Configuration** :
3. ***Display Enterprise Directory****:* Allows users to view the contents of the enterprise directory, list the contents of department and web directories, and search for individual names within the **ENTERPRISE** tab of the CommPilot Call Manager.
4. ***Hide Enterprise Directory****:* Hides the **ENTERPRISE** tab of the CommPilot Call Manager.
5. ***Display Limited Enterprise Directory (search only):*** Allows users only to search for individual names within the **ENTERPRISE** tab of the CommPilot Call Manager. For performance reasons, this option is recommended for most enterprises due to the large number of users typically present in the enterprise directory.
6. To save your changes Click **Apply** or **OK**

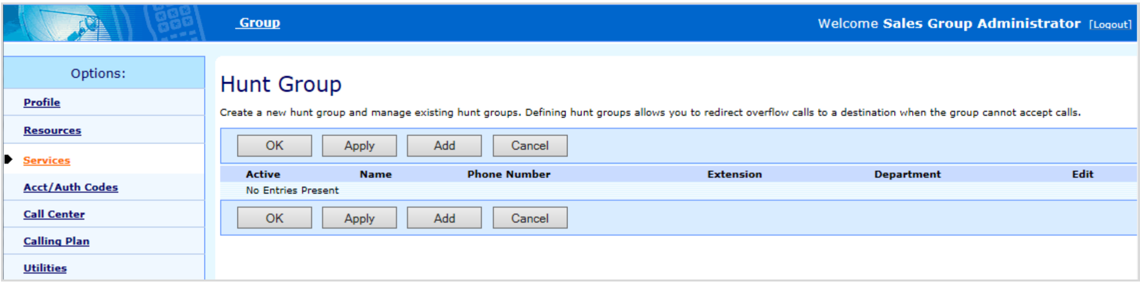
16.6 HUNT GROUP

Use this item on the ***Group – Services*** menu page to:

- List and Activate or Deactivate Hunt Groups
- Add a Hunt Group
- Assign a Phone Number to a Hunt Group
- Access the Profile menu for a Hunt Group
- Add of Modify a voice Portal Password
- Configure a personalised Name
- Configure Weighted Call Distribution
- Assign of Unassign Services
- Configure the Outgoing Digit Plan
- Configure the Outgoing Calling Plan
- Configure the Incoming Calling Plan
- Configure Transfer Numbers
- Modify of Delete Hunt Group Profile

16.6.1 List and Activate or Deactivate Hunt Groups

Use the *Group – Hunt Group* page to list all current hunt groups and to activate or deactivate a hunt group. From this page, you can access the *Profile* menu page for an existing hunt group. Use the *Profile* menu page to add or modify attributes for a hunt group, for example, profile information or password.

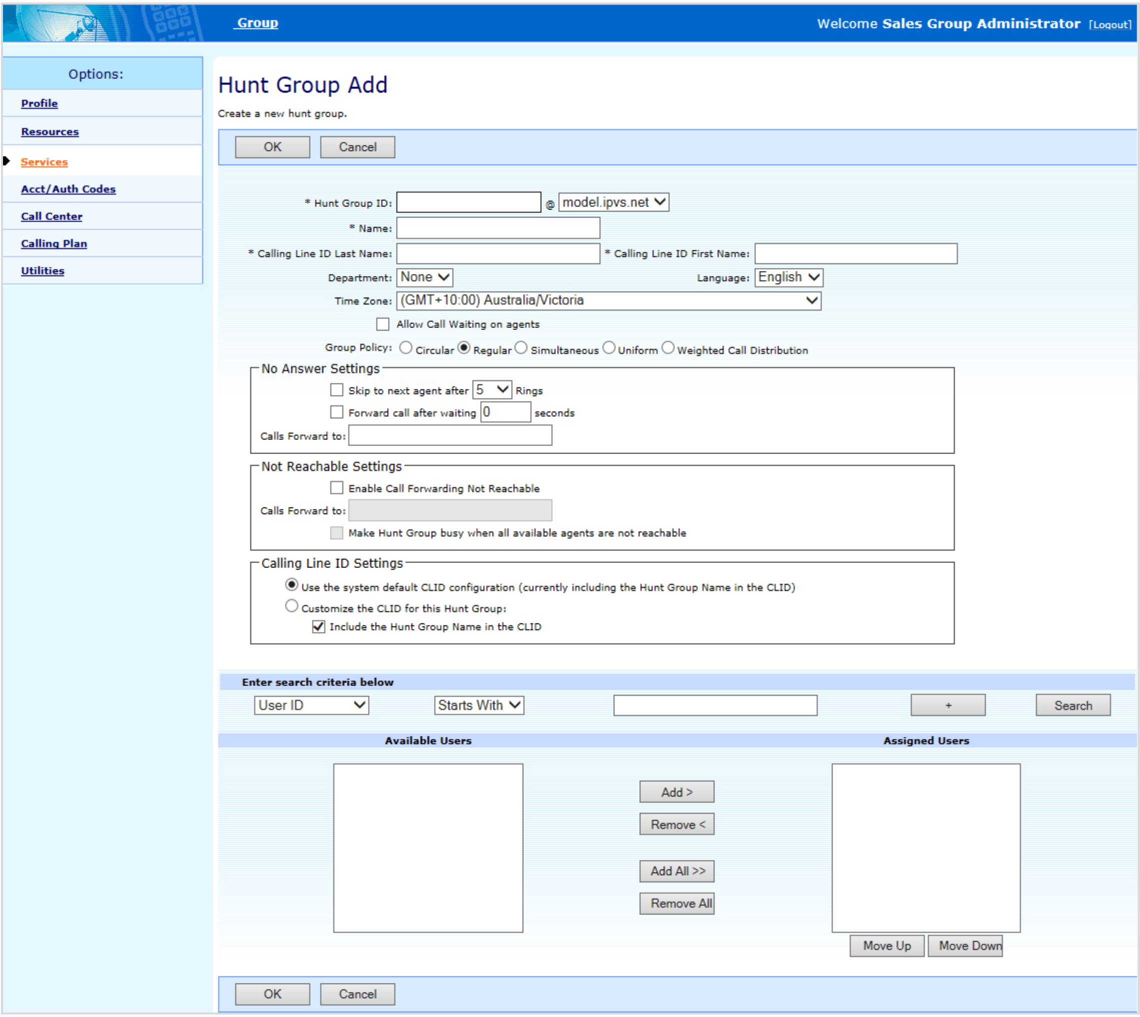


Group > Services > Hunt Group

1. On the *Group – Services* menu page Click **Hunt Group**
2. To activate or deactivate a hunt group, check or uncheck the *Active* box for the hunt group.
3. To save your changes Click **Apply** or **OK**

16.6.2 Add a Hunt Group

Use the Group – Hunt Group Add page to add the basic information for a new hunt group. A hunt group is itself a virtual user (the hunt group user) and you provision it with many of the attributes a user has.



Group > Services > Hunt Group

1. On the Group – Services menu page Click **Hunt Group**
2. Click **Add**
3. Type or select information for the hunt group. An asterisk (*) indicates required data.

4. ***Hunt Group ID:*** Enter an ID for the Hunt Group (do not use spaces, the length must be between 6-80 character.)
5. ***Name**:* Enter a name for the Hunt Group (do not use spaces, the length must be between 6-80 character.)
6. ***Calling Line ID Last Name**:* Enter the Last Name Calling Line ID (this will display when an incoming call displays on your handset)
7. ***Calling Line ID First Name**:* Enter the First Name Calling Line ID (this will display when an incoming call displays on your handset)
8. ***Department**:* Select a Department from the drop down list if required
9. Select the *Language*, that is, the language in which service-specific messages are played during calls to the hunt group. Default is English (U.S. English) unless configured otherwise.
10. Time ***Zone**:* Select the relevant Time Zone
11. ***Allow Call waiting on agents**:* Use this feature if you require the agents to have more than one call at a time directed to them. Agents must also have their Call Waiting feature in their user profile selected.
12. The ***Group Policy*** options configure the call-distribution pattern for incoming calls. Click the button for the type of setup you want.

POLICY	DESCRIPTION
Regular	Sends incoming calls to the next available user in the hunt group.
Circular	Sends incoming calls to users according to their position on a list. After a call has been sent to the last user on the list, the next call is sent to the user at the top of the list.
Simultaneous	Sends incoming calls to all user numbers at the same time. Once the call has been answered, the remaining calls to other users are released.
Uniform	Sends the current incoming call to the user who has been idle the longest. After a user has answered a call, they are moved to the bottom of the call queue.
Weighted Call Distribution	Assigns calls randomly to users according to percentages you assign on the *Hunt Group – Weighted Call Distribution* page

13. The ***No Answer Settings*** configure how the service behaves if a user does not answer a call.

INPUT BOX	DESCRIPTION
Skip to next agent after X rings	Check this box to have the system pass incoming unanswered calls to the next user determined by the current group policy after the specified number of rings.
Forward call after waiting X seconds	Check this box to forward calls that have not been answered by any user after the specified number of seconds to the phone number specified in the Calls Forward to text box. This box accepts values from 0 to 7200 seconds (2 hours).
Calls Forward to	Calls not answered within the time specified by the *Forward call after waiting X seconds* control are transferred to the specified number. If this number is not one assigned to the group, type the complete number: + <country code> <national number>.

14. The ***Not Reachable Settings*** configure how the service behaves if the service is unreachable.

INPUT BOX	DESCRIPTION

Enable Call Forwarding Not Reachable	Check this box to have the system pass incoming calls to the defined number if the service in unreachable.
Calls Forward to	Calls are transferred to the specified number.
Make Hunt Group busy when all available agents are not reachable	Check this box to have the system give busy tone when all agents specified for the group are unreachable.

15. The ***Calling Line ID Settings*** configure how the service will display the CLID.

INPUT BOX	DESCRIPTION
Use the system default CLID configuration	Uses the settings defind at the system level (displayed in parenthesis)
Customise the CLID for this Hunt Group	Use the custom settings defined on this page and check or uncheck Include the Hunt Group Name in the CLID

16. Assign users as members for the hunt group.
17. Click Search to find a desired user, enter search criteria in the fields provided.
18. If your group is part of an enterprise, your hunt group may include any user in the enterprise.
19. To assign the selected users, click Add>. To assign all users (unselected) at once, click Add All>>.
20. To save your changes Click Apply or OK

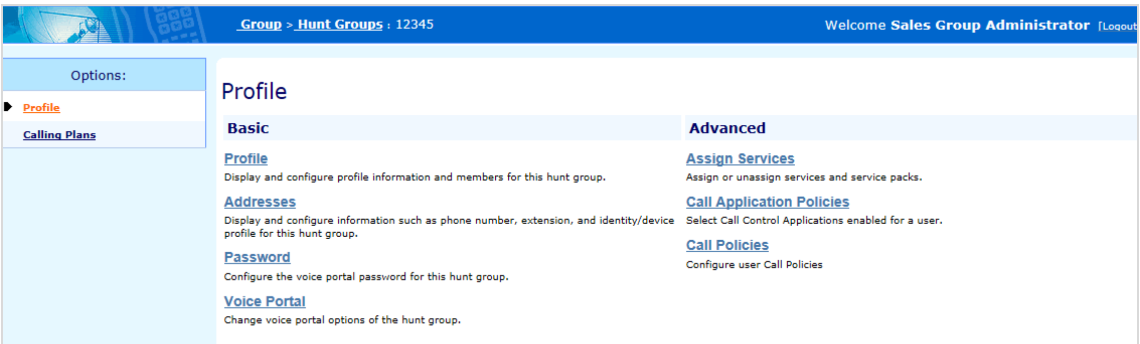
.

16.6.3 Assign a Phone Number to a Hunt Group

1. On the *Group – Services* menu page Click **Hunt Group**
2. Click **Edit** or any item on the row for a call center
3. Click **Addresses**
4. Select a **Phone Number** from the drop down list
   The **Extension** will be automatically populated
5. To save your changes Click **Apply** or **OK**

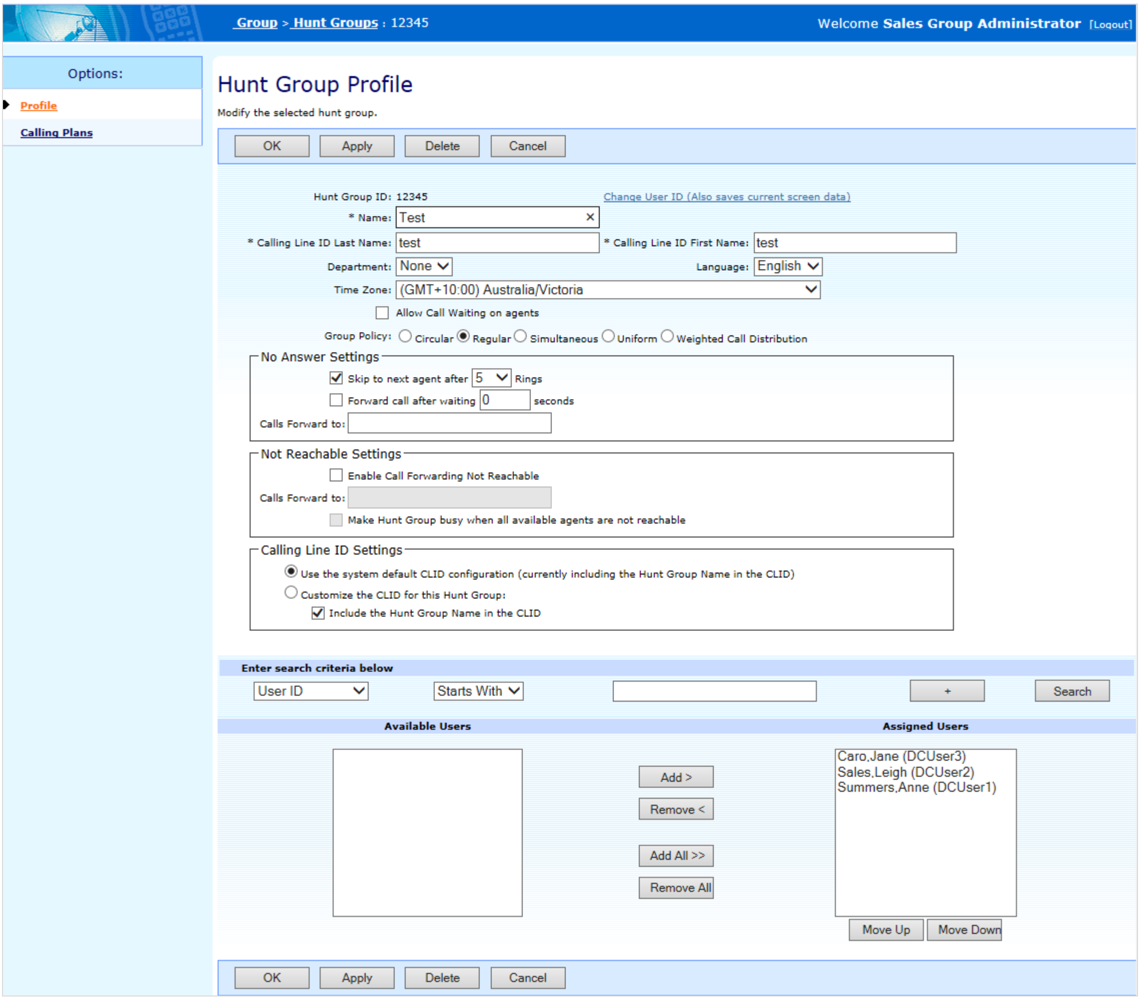
16.6.4 Access the Profile Menu for a Hunt Group

Use the *Hunt Group – Profile* menu page to add attributes for a new hunt group or to modify attributes for a hunt group.



Group > Services > Hunt Group > Profile

1. On the *Group – Services* menu page Click **Hunt Group**
2. Click **Edit** or any item on the row for the hunt group
3. Click **Profile**

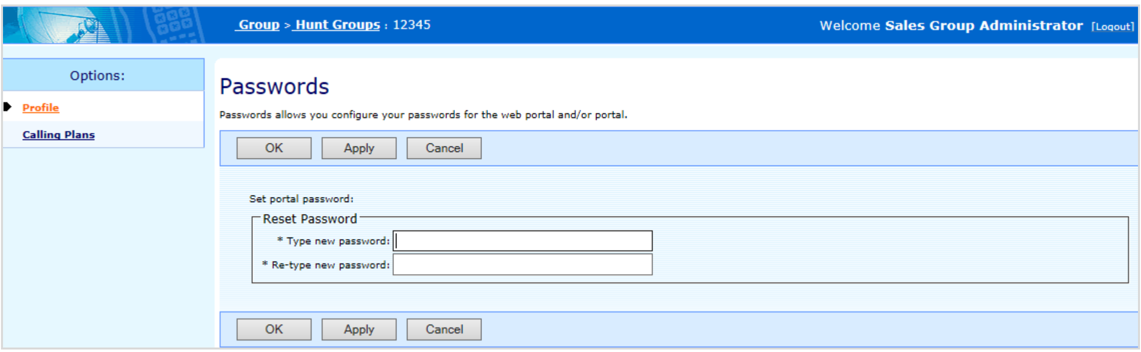


Group > Services > Hunt Group > Profile

4. To modify make the required changes (see section Modify or Delete Hunt Group Profile). An asterisk (*) indicates required data.
5. To save your changes Click **Apply** or **OK**

16.6.5 Add or Modify a Voice Portal Password

Use the *Hunt Group – Passwords* page to add or change the password for the hunt group voice portal.

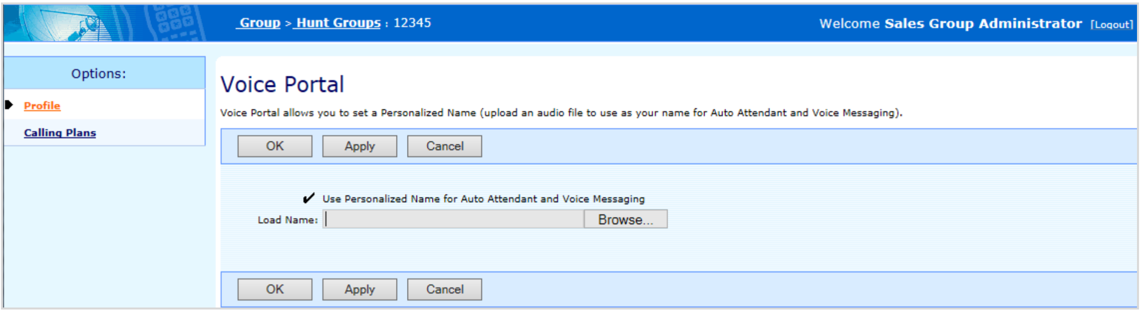


Group > Services > Hunt Group > Passwords

1. On the *Group – Services* menu page Click **Hunt Group**
2. Click **Edit** or any item on the row for the hunt group
3. Click **Passwords**
4. Type and retype the password in the **Reset Password** text boxes.
5. To save your changes Click **Apply** or **OK**

16.6.6 Configure a Personalised Name

Use the *Hunt Group – Voice Portal* page to add or change the audio file that contains the personalised name for the hunt group. The Personalised Name is used in the Auto Attendant and Voice Messaging services for the hunt group.



Group > Services > Hunt Group > Voice Portal

1. On the *Group – Services* menu page Click **Hunt Group**
2. Click **Edit** or any item on the row for the hunt group
3. Click **Voice Portal**
4. To find the audio file on your computer, click **Browse** and open the file. The path to the file displays in the Load Name text box.
5. To save your changes Click **Apply** or **OK**

16.6.7 Configure Weighted Call Distribution

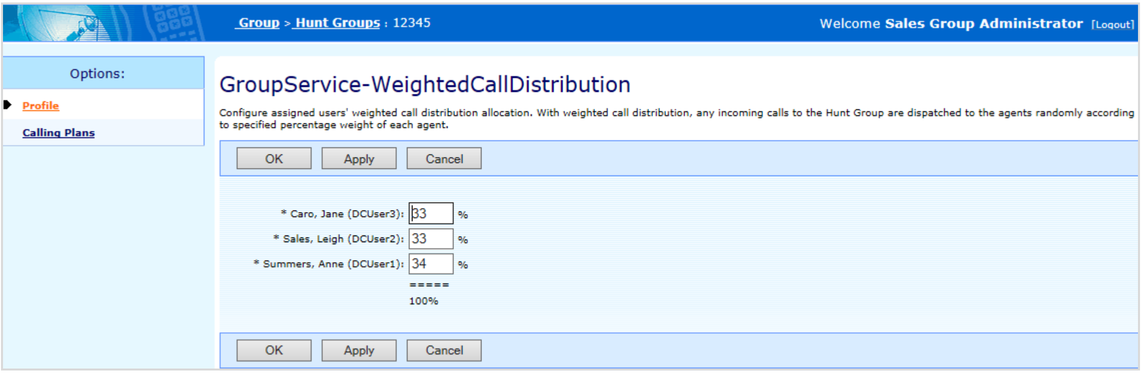
Use the *Hunt Group – Weighted Call Distribution* page to configure the call distribution policy within your hunt group.

You can assign a percentage value to each user in the hunt group. When a new call comes in, the system is more or less likely to assign that call to a given user according to the values you set on this page. Users already occupied with a call are not included in the random determination.

Note: The Weighted Call Distribution policy must have been chosen when configuring the Hunt Group for this feature to appear.
Note: The percentage values represent the statistical likelihood of each user receiving the next incoming call. They are not exact guarantees or quotas.

1. On the *Group – Services* menu page
2. Click **Hunt Group**

3. Click **Edit** or any item on the row for the call center
4. Click **Weighted Call Distribution**
   This link will only appear if you have enabled the Weighted Call Distribution policy on the profile page for this hunt group.

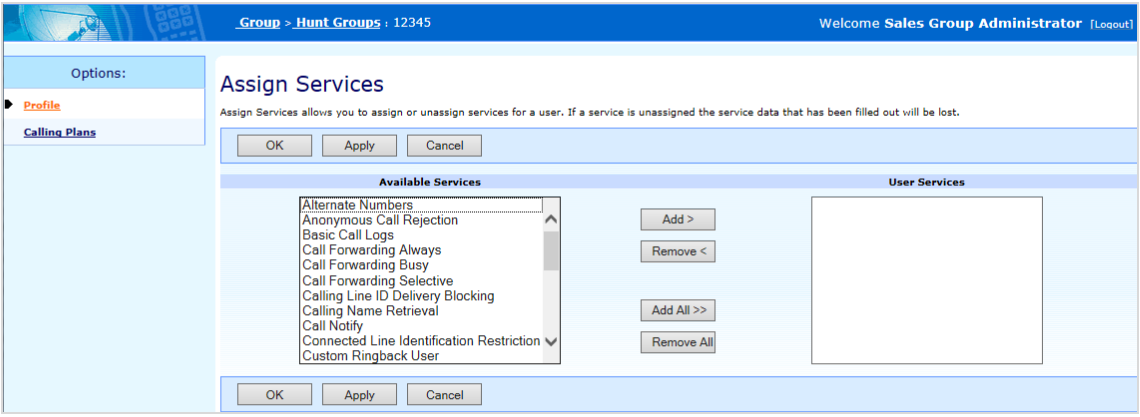


Group > Services > Hunt Group > Weighted Call Distribution

5. Assign a percentage value for each user in your hunt group using the input boxes provided. The values must add up to exactly 100.
6. To save your changes Click **Apply** or **OK**

16.6.8 Assign or Unassign Services

Use the *Hunt Group – Assign Services* page to assign or unassign the services that can be used by a hunt group (user).

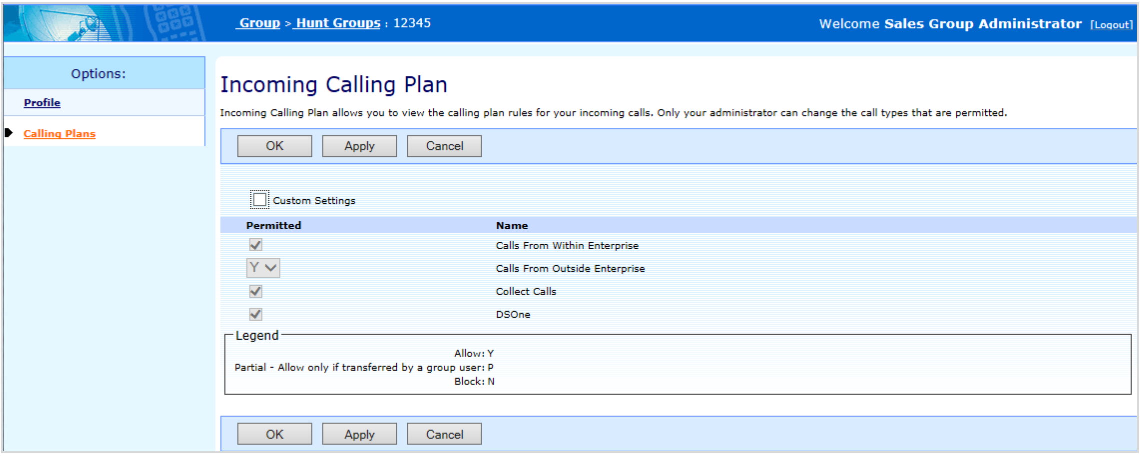


Group > Services > Hunt Group > Assign Services

1. On the *Group – Services* menu page Click **Hunt Group**
2. Click **Edit** or any item on the row for the hunt group
3. Click **Assign Services**
4. Assign services for the hunt group.
5. To assign the selected services, click **Add>**. To assign all services (unselected) at once, click **Add All>>**.
6. To unassign services.select the services and click **Remove<**. To unassign all services (unselected) at once, click **Remove All<<**.
7. To save your changes Click **Apply** or **OK**

16.6.9 Configure Incoming Calling Plan

Incoming Calling Plan allows you to view the calling plan rules for your incoming calls. Only your administrator can change the call types that are permitted.



Group > Services > Hunt Group > Calling Plans > Incoming Calling Plans

1. On the *Group – Services* menu page Click **Hunt Group**
2. Click **Edit** or any item on the row for the hunt group
3. From the **Options** menu, Click **Calling Plans**
4. Click **Incoming Calling Plan**
5. To configure the Incoming Calling Plan for a hunt group user, see section ***Incoming Calling*** Plan**.**

16.6.10 Configure Outgoing Calling Plan

1. On the *Group – Services* menu page Click **Hunt Group**
2. Click **Edit** or any item on the row for the hunt group
3. From the **Options** menu, Click **Calling Plans**
4. Click **Outgoing Calling Plan**

   To configure the Outgoing Calling Plan for a hunt group user, see section ***Outgoing Calling*** Plan**.**

16.6.11 Configure Outgoing Digit Plan

1. On the *Group – Services* menu page Click **Hunt Group**
2. Click **Edit** or any item on the row for the hunt group
3. From the Options menu, Click **Calling Plans**
4. Click **Outgoing Digit Plan**
5. To configure the Outgoing Digit Plan for a hunt group user, see section Outgoing Digit Plan.

16.6.12 Configure Outgoing Authorization Codes

1. On the *Group – Services* menu page Click **Hunt Group**
2. Click **Edit** or any item on the row for the hunt group

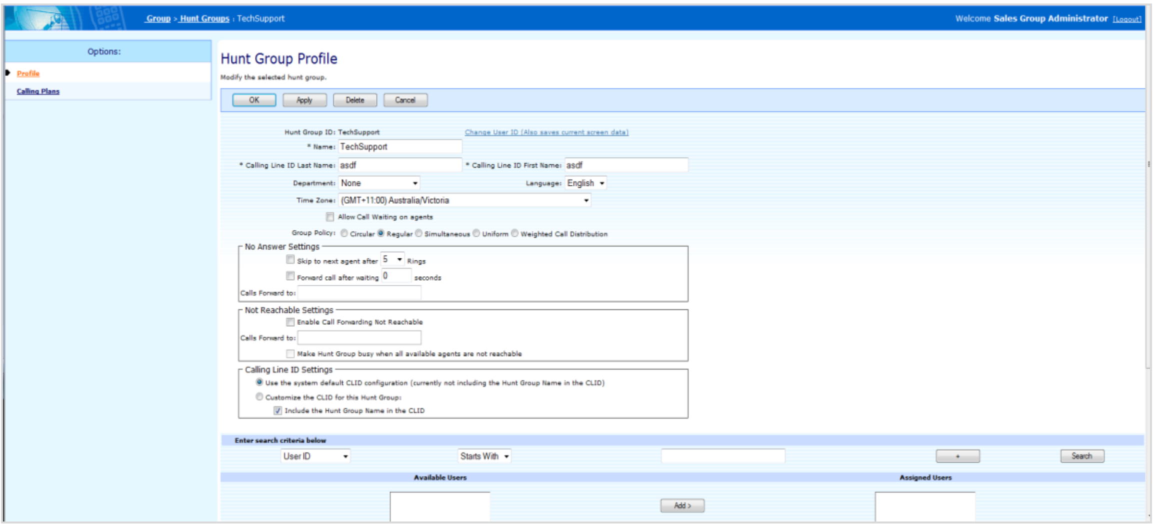
3. From the Options menu, Click **Calling Plans**
4. Click **Outgoing Authorization Codes**
5. To configure the Outgoing Authorization Codes for a hunt group user, see section Outgoing Authorization Codes.

16.6.13 Configure Transfer Numbers

1. On the *Group – Services* menu page Click **Hunt Group**
2. Click **Edit** or any item on the row for the hunt group
3. From the Options menu, Click **Calling Plans**
4. Click **Transfer Numbers**
5. To configure the Transfer Numbers for a hunt group user, see section Transfer Numbers.

16.6.14 Modify or Delete Hunt Group Profile

The *Hunt Group – Hunt Group Profile* page is used to delete a hunt group or to modify the profile information for a hunt group.



Group > Services > Hunt Group > Profile > Profile

1. On the *Group – Services* menu page Click **Hunt Group**
2. Click **Edit** or any item on the row for the hunt group
3. Click **Profile** in the Options menu, then click **Profile**
4. To change the hunt group ID, click **Change User ID**. The *Group – Change User ID* page displays. Enter the new hunt group ID, select the domain from the drop-down list, and then click *OK*.
5. To modify the profile information, type or select information for the hunt group. An asterisk (*) indicates a require field.
   For a description of each option refer to section 'Add a Hunt Group'
6. ***Allow Call waiting on agents**:* Use this feature if you require the agents to have more than one call at a time directed to them. Agents must also have their Call Waiting feature in their user profile also selected.

7. **The *Group Policy*** options configure the call-distribution pattern for incoming calls. Click the button for the type of setup you want.

POLICY	DESCRIPTION
Regular	Sends incoming calls to the next available member of the hunt group.
Circular	Sends incoming calls to users according to their position on a list. After a call has been sent to the last user on the list, the next call is sent to the user at the top of the list.
Simultaneous	Sends incoming calls to all user numbers at the same time. Once the call has been answered, the remaining calls to other user are released.
Uniform	Sends the current incoming call to the user who has been idle the longest. After a user has answered a call, they are moved to the bottom of the call queue.
Weighted Call Distribution	Assigns calls randomly to users according to percentages you assign on the *Hunt Group – Weighted Call Distribution* page

8. The ***No Answer*** *Settings* configure how the service behaves if a user does not answer a call.

INPUT BOX	DESCRIPTION
Skip to next agent after X rings	Check this box to have the system pass incoming unanswered calls to the next user determined by the current group policy after the specified number of rings.
Forward call after waiting X seconds	Check this box to forward calls that have not been answered by any user after the specified number of seconds to the phone number specified in the Calls Forward to text box. This box accepts values from 0 to 7200 seconds (2 hours).
Calls Forward to	Calls not answered within the time specified by the *Forward call after waiting X seconds* control are transferred to the specified number. If this number is not one assigned to the group, type the complete number: + <country code> <national number>.

9. The ***Not Reachable*** *Settings* configure how the service behaves if the service is unreachable.

INPUT BOX	DESCRIPTION
Enable Call Forwarding Not Reachable	Check this box to have the system pass incoming calls to the defined number if the service in unreachable.
Calls Forward to	Calls are transferred to the specified number.
Make Hunt Group busy when all available agents are not reachable	Check this box to have the system give busy tone when all agents specified for the group are unreachable.

10. The ***Calling Line ID*** *Settings* configure how the service will display the CLID.

INPUT BOX	DESCRIPTION
Use the system default CLID configuration	Select ths option to use the system default CLID setting (this currently does not include the Hunt group name

Customise the CLID for this Hunt Group	Select this option to customize the CLID for the Hunt group

16.6.15 ASSIGN USERS AS MEMBERS OF THE HUNT GROUP:

1. To find a desired user, enter search criteria in the fields provided and click *Search*
2. If your group is part of an enterprise, your hunt group may include any user in the enterprise
3. Assign users: To assign the selected users, click **Add>**. To assign all users (unselected) at once, click **Add All>>**.

> **Note:** If your hunt group uses the Weighted Call Distribution policy, your new user will be assigned a percentage value of 0, and therefore will receive no calls until you alter this value on the *Hunt Group – Weighted Call Distribution* page.

16.6.16 UNASSIGN USERS:

1. On the Assigned Users column, select the users and click **Remove<**. To unassign all users (unselected) at once, click **Remove All<<**
2. To save your changes Click **Apply** or **OK**

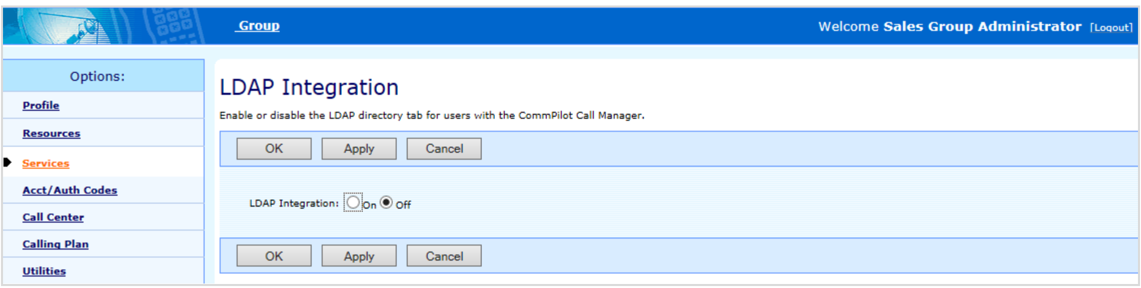
16.6.17 To delete the Hunt Group

1. On the *Group – Services* menu page Click **Hunt Group**
2. Click **Edit** or any item on the row for the hunt group
3. Click Profile on the Options menu, then click Profile
4. To delete the hunt group, click Delete
5. Click OK to display the previous page.

16.7 LDAP INTEGRATION

Use this menu item on the *Group – Services* menu page to enable a user to Enable or disable the LDAP directory tab if using CommPilot Call Manager.

The LDAP Integration feature enables users to access contact names and phone numbers from an external LDAP directory using their CommPilot Call Manager.



Group > Services > LDAP Intergration

1. On the *Group – Services* menu page Click **LDAP Integration**

2. Click **On** to Enable or **Off** to disable the LDAP tab in CommPilot Call Manager.
3. To save your changes Click **Apply** or **OK**

16.8 MUSIC/VIDEO ON HOLD

Use this menu item on the *Group – Services* menu page to

- List Music/Video on Hold Types
- Modify Music/Video On Hold for the Group
- Add Music/Video On Hold for a Department
- Delete or Modify Music/Video On Hold for a Department

Use Music/Video On Hold to select the source of a WAV audio file or MOV video file (not currently supported) for the Call Hold and Call Park services, and to enable playing of the audio file for these services for the group or department. The Music On Hold (MoH) service and Call Center Music On Hold supports different audio sources and audio codecs for internal (intra-group or intra-enterprise) and external calls.

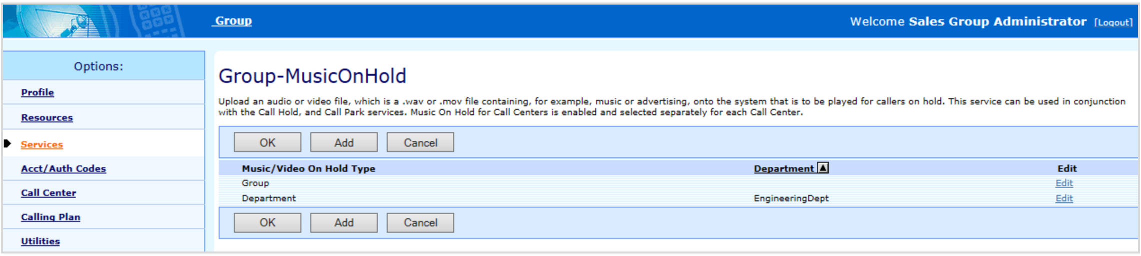
If only a group source is selected and also enabled for Call Hold and Call Park for the group, callers to departments hear the Music/Video On Hold from that source.

If a source is selected for a department but Call Hold and Call Park are not enabled for the department, the caller does not hear any Music/Video On Hold (The group source is not played.).

Note: A department administrator can modify the source selected for their department.

16.8.1 LIST MUSIC/VIDEO ON HOLD TYPES

Use the *Group –Services - Music/Video On Hold* page to list the departments that have selected a custom source for its use. The page always includes the Group default settings in this list. From this page, you can modify the Music/Video On Hold source for the group or for a department.

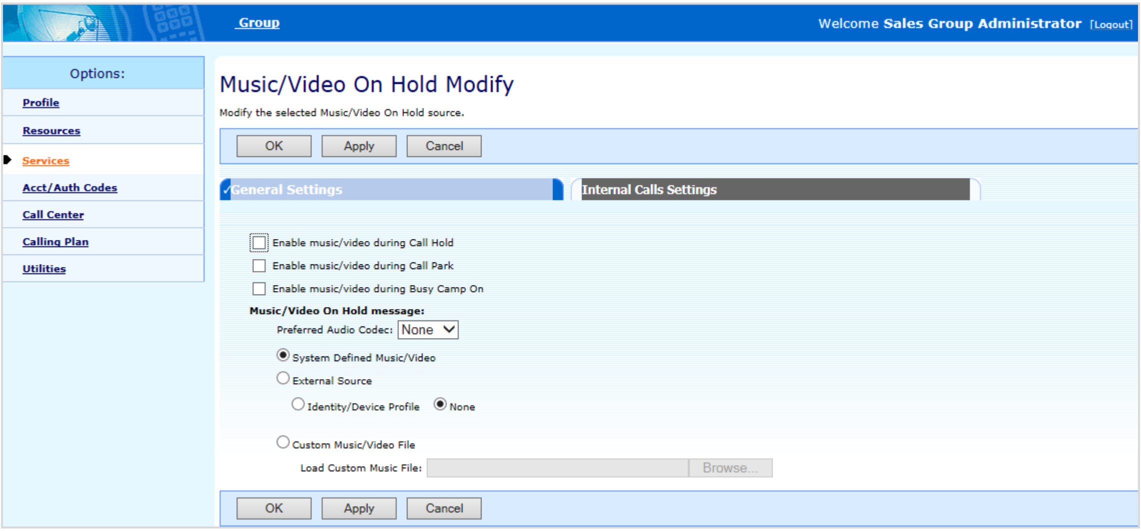


Group > Services > Music/Video On Hold

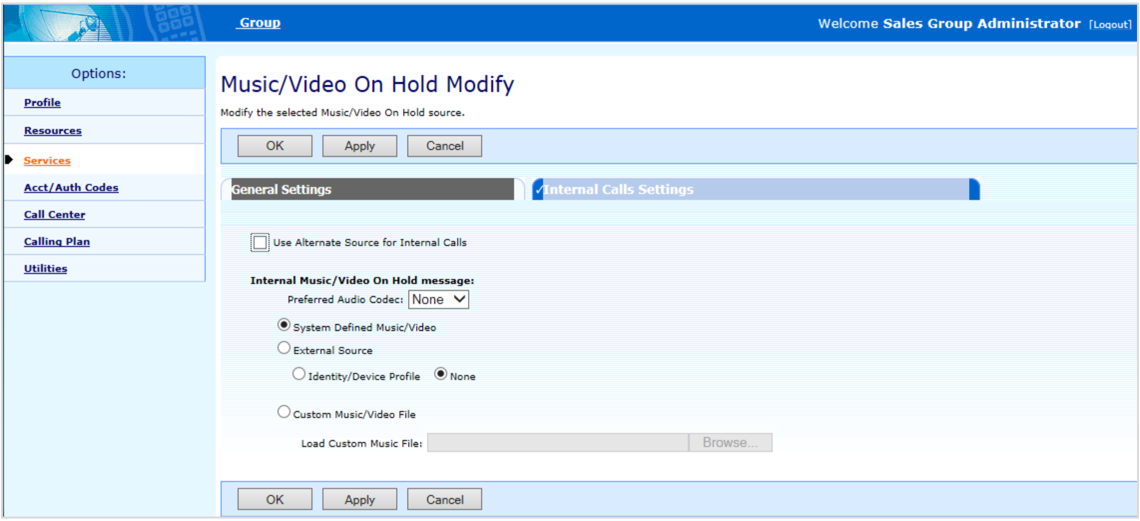
1. On the *Group – Services* menu page Click **Music/Video On Hold**
2. To display the previous page, click **OK** or **Cancel**.

16.8.2 MODIFY MUSIC/VIDEO ON HOLD FOR THE GROUP

Use the *Group – Music/Video On Hold Modify* page to enable or disable the playing of a selected WAV audio file or (music or whatever the group wants) with the Call Hold and Call Park services and to select the audio source and preferred Audio Codec for these services. You can select an external device as the audio source for Music/Video On Hold.



Group > Services > Music/Video On Hold



Group > Services > Music/Video On Hold

1. On the *Group – Services* menu page Click **Music/Video On Hold**
2. Click **Edit** or any item on the row for the group. Two tabs are displayed, The **General Settings** tab and the **Internal Calls Settings** tab.
3. Check or uncheck the boxes to enable or disable this service for *Call Hold, Call Park* and *Busy Camp On* for the group.
4. Click on the drop down box and select the Preferred Audio Codec
5. On the ***Music/Video On Hold message*** section, select from **System Defined Music/Video**, **External Source** or **Custom Music/Video File**

   If you click External Source:
6. Click the button that selects the type of external source.
7. Select the Identity/Device profile, specify the port, and select the domain.

   For devices that support only static registration, provide information in the *Contact: sip* text box, for example,
   sip:192.168.5.2:40070
   sip:2403645125@12.39.208.204:23590
   sip:2403645286@12.39.208.207:40036;user=phone;transport=udp
   If you click ***Custom Music/Video File***, select and upload the file or files to play from your computer. Type the path and file name of a .WAV file with your greeting in the Load Custom Audio File text box, or click **Browse** to select a file on your computer. If your Music/Video On Hold service has video support enabled, you can also type the path and file name of a .MOV file with your greeting in the Load Custom Video File text box, or click **Browse** to select a file on your computer.

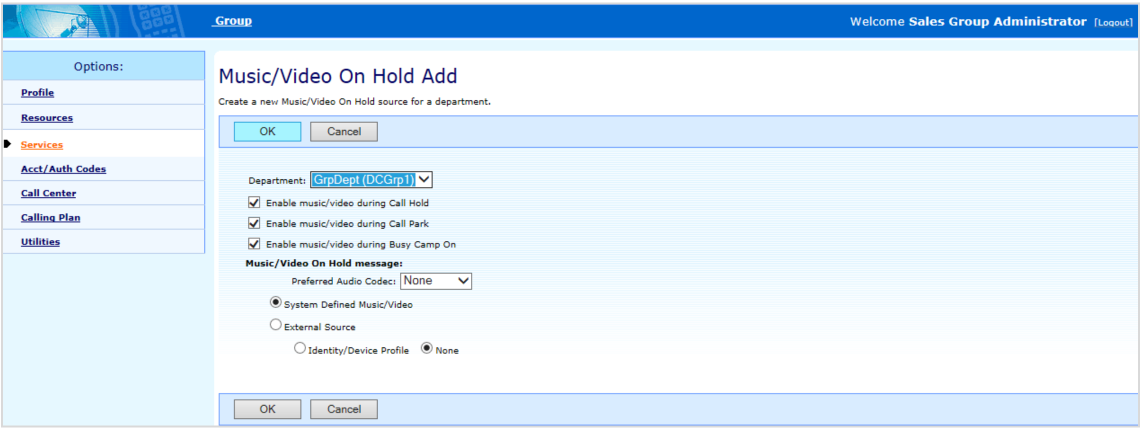
The Music On Hold (MoH) service and Call Center Music On Hold supports different audio sources and audio codecs for internal (intra-group or intra-enterprise) and external calls.

16.8.3 INTERNAL MUSIC ON HOLD SETTINGS:

1. Click on the **Internal Settings** tab
2. Select the required options
3. To save your changes Click **Apply** or **OK**

16.8.4 ADD MUSIC/VIDEO ON HOLD FOR A DEPARTMENT

Use the ***Group – Music/Video On Hold Add*** page to enable or disable the playing of a selected WAV audio file or MOV video file (music or whatever a department wants) with the Call Hold and Call Park services and to select the audio source for these services. You can select an external device as the audio source for Music/Video On Hold.



Group > Services > Music/Video On Hold

1. On the *Group – Services* menu page Click **Music/Video On Hold**
2. Click **Add**
3. **Select the Department** on the *Department* drop-down list
   Only departments without a custom department Music/Video On Hold source are listed.

   The list box displays all departments within your group. If your group is part of an enterprise, the box also displays any departments created on the enterprise level by your enterprise administrator. If you select an enterprise-level department, your Music/Video On Hold configuration changes will only apply to users in that department that exist within your group.
4. Check or uncheck the boxes to enable or disable Music/Video On Hold for **Call Hold** and **Call Park** and **Busy Camp On** for the department.

> **Note:** To play a department Music/Video On Hold source for Call Hold, Call Park and Busy Camp On calls, the source must be enabled for both services and be selected. If a source is enabled but not selected, no Music/Video On Hold is played (Group Music/Video On Hold is not played.)

5. On the ***Music/Video On Hold message*** section, click the *System Defined Music/Video* button or click the button to select the source of the WAV audio file or MOV video file you want for the *Call Hold* and *Call Park* services.

   If you click External Source:
6. Click the button that selects the type of external source.

7. Select the device, specify the port, and select the domain.
8. For devices that support only static registration, provide information in the *Contact: sip:* text box, for example, sip:192.168.5.2:40070
sip:2403645125@12.39.208.204:23590
sip:2403645286@12.39.208.207:40036;user=phone;transport=udp
9. Clickon the drop down box and select thePreferred Codec from the Preferred Audio Codec field
10. To save your changes Click **OK**

16.8.5 DELETE OR MODIFY MUSIC/VIDEO ON HOLD FOR A DEPARTMENT

Use the ***Group – Music/Video On Hold Modify*** page to enable or disable the playing of a selected WAV audio file (music or whatever a department wants) with the Call Hold and Call Park services and to select the audio source for these services. You can select an external device as the audio source for Music/Video On Hold.

1. On the ***Group – Services*** menu page Click **Music/Video On Hold**
2. Click **Edit** or any item on the row for the department
3. To edit Music/Video On Hold for the department, check or uncheck the boxes to enable or disable this service for Call Hold and Call Park for the department.
4. On the ***Music/Video On Hold message*** section, click the *System Defined Music/Video* button or click the button to select the source of the WAV audio file or MOV video file you want for the *Call Hold* and *Call Park* services.

   If you click External Source:
5. Click the button that selects the type of external source.
6. Select the device, specify the port, and select the domain.
7. For devices that support only static registration, provide information in the *Contact: sip* text box, for example, sip:192.168.5.2:40070
sip:2403645125@12.39.208.204:23590
sip:2403645286@12.39.208.207:40036;user=phone;transport=udp

   If you click *Custom Music/Video File*, select and upload the file or files to play from your computer. Type the path and file name of a .WAV file with your greeting in the Load Custom Audio File text box, or click **Browse** to select a file on your computer. If your Music/Video On Hold service has video support enabled, you can also type the path and file name of a .MOV file with your greeting in the Load Custom Video File text box, or click **Browse** to select a file on your computer.
8. To save your changes Click **Apply** or **OK**
9. To delete Music/Video On Hold for the department:
10. Click **Edit** or any item on the row for the department
11. Click **Delete,** The previous page displays.

> **Note:** The Delete button displays only for a group administrator.

16.9 VOICE MESSAGING

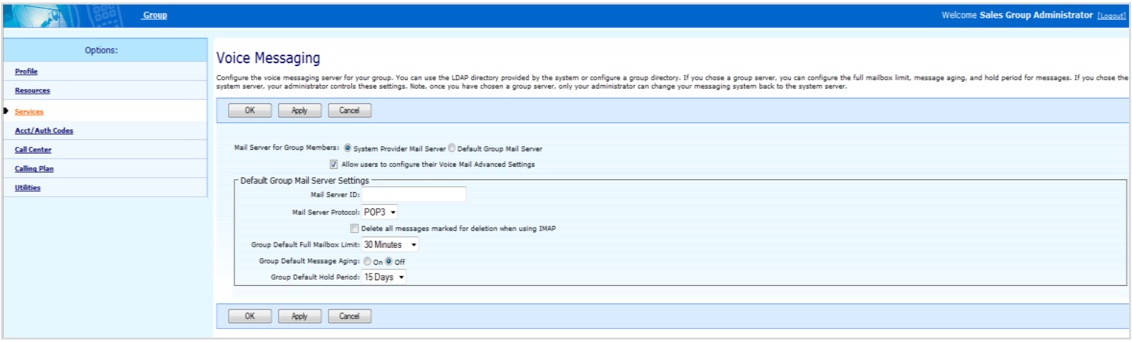
Use this item on the *Group - Services* menu page to:

- Enable users to record messages for incoming calls

CONFIGURE VOICE MESSAGING

Use the *Group – Voice Messaging* page to enable users to record messages for incoming calls. Once configured a user can record a message when a call is not answered within a certain number of rings, when the user's phone is busy, or when transferred directly to the user's voice mail.

Voice Messaging enables you to configure the voice messaging server for your group. You can use the LDAP directory provided by the system or configure a group directory. If you chose a group server, you can configure the full mailbox limit, messaging, and hold period for messages. If you chose the system server, your administrator controls these settings. Note, once you have chosen a group server, only your administrator can change your messaging system back to the system server



Group > Services > Voice Messaging

1. On the *Group – Services* menu page Click **Voice Messaging**
2. Ensure the following default settings are Enabled:
   Mail Server for Group Memebers: **System Provider Mail Server**
   Allow users to configure their Voice Mail Advanced Settings
   Mail Server Protocol: **POP3**
3. Specifiy the *Group Default Full Mailbox Limit*
   The default setting is **30 minutes**
4. Specifiy the *Group Default Message Aging*
   The default setting is **Off**
5. Specifiy the *Group Default Hold Period*
   The default setting is **15 days**
6. To save your changes Click **Apply** or **OK**

16.10 VOICE PORTAL

Use this item on the *Group - Services* menu page to:

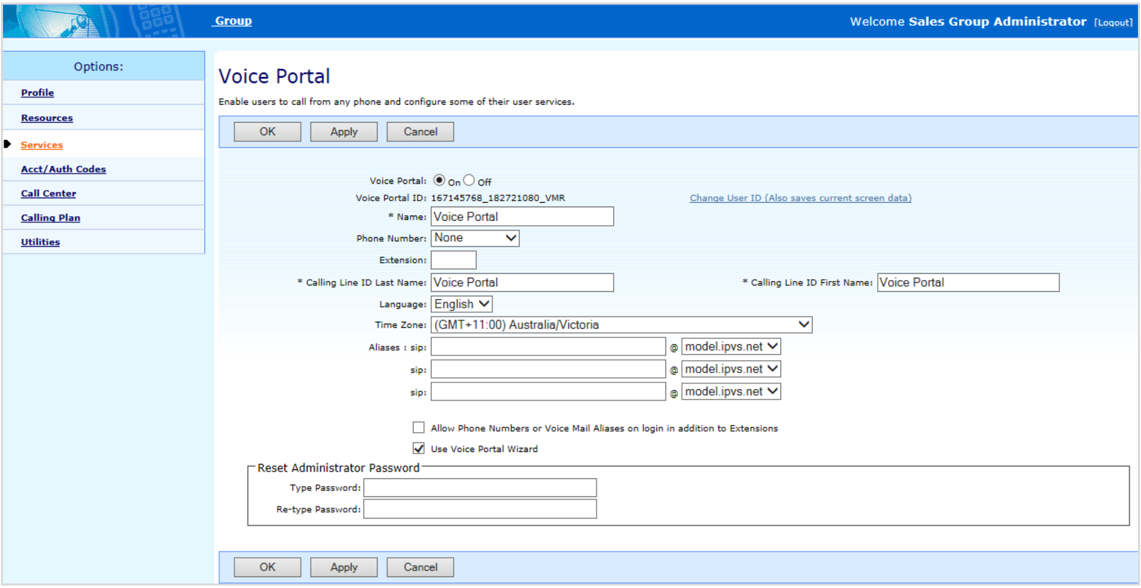
- Configure Voice Portal

CONFIGURE VOICE PORTAL

Use the *Group – Voice Portal* page to turn the feature on or off, to configure the voice portal, and to add or modify the password for voice portal administrators in the group. All voice portal administrators share the same password and can use their phone and the voice portal to change the announcements for auto attendants.

The Voice Portal allows you to specify the number users without the Voice Messaging User service call to access Voice Messaging using the voice portal. One number is used for all services; if users do not have a service assigned, they do not hear options for that service in the menu when calling this number.

> **Note:** The phone number (or extension) for the Voice Portal must be set for the Voice Messaging service to function.



Group > Services > Voice Portal

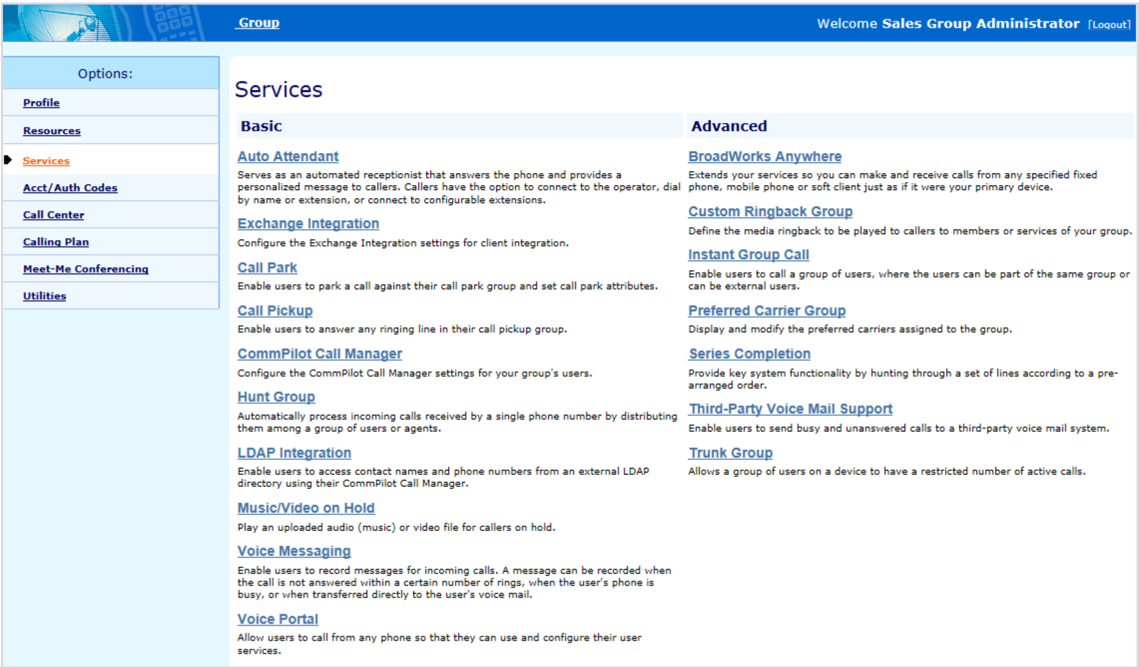
1. On the *Group – Services* menu page Click **Voice Portal**
2. To change the voice portal ID, click **Change User ID**
   The **Group – Change User ID** page displays. Enter the new voice portal ID, select the domain from the drop-down list, and then click **OK**.
3. Type or select information to configure the voice portal. The input boxes include the following:

   Name: Enter a name for the Voice Portal
   Phone Number: Users dial this number to access Voice Messaging and other services.
   Extension: The extension box populates automatically for the phone number you select. You can change the extension, but the new extension cannot be the same as another extension in the group.
   Calling Line ID Last Name: This is the last name to be displayed on lines with Caller ID.
   Calling Line ID First Name: This is the first name to be displayed on lines with Caller ID.
   Language: The language for the initial greeting and login messages for calls to the voice portal from outside the group. After login has been completed, the user's language becomes the language of the call. For calls from inside the group, the caller's language is used throughout the call.
   Time Zone: From the drop-down list, select the relevant time zone for the Voice Portal.

Note: A Language change is effective on the next new call to the Voice Portal.

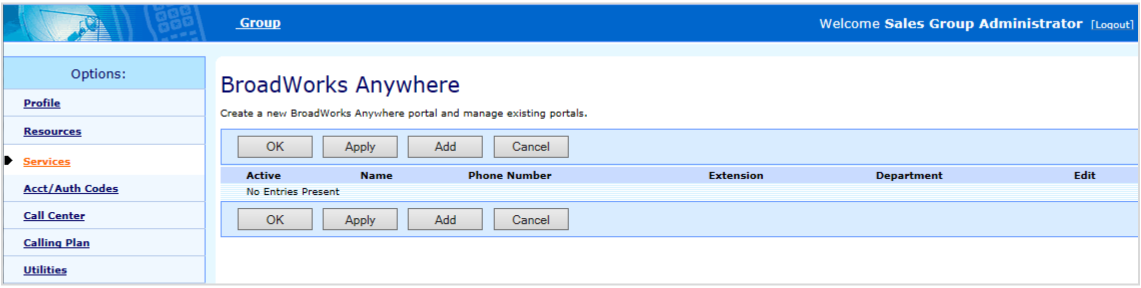
4. Type a numeric password, 4 to 8 digits in length.
5. Type the password used by any group administrator to log in to the voice portal system to record auto attendant messages. A group administrator can change this password using the phone or this web page at any time.
6. Type the Voice Portal Password again.
7. To save your changes Click **Apply** or **OK**

16.11 BROADWORKS ANYWHERE



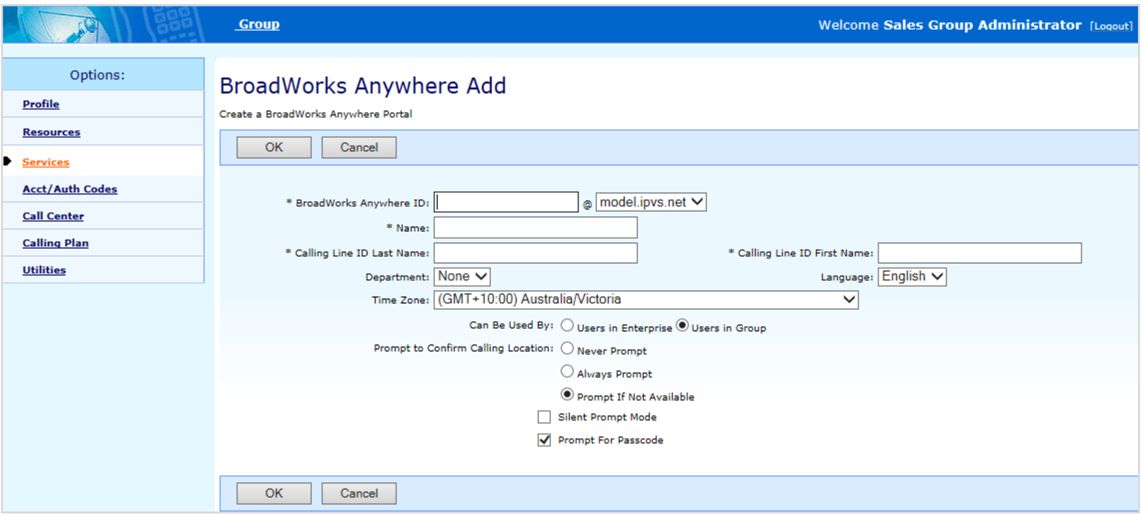
Group > Services > BroadWorks Anywhere

Use this item on the *Group – Services – BroadWorks Anywhere* menu page to Create a BroadWorks Anywhere Portal number



Group > Services > BroadWorks Anywhere

1. On the *Group – Services* menu page Click **BroadWorks Anywhere**
2. Click the ***Add*** button

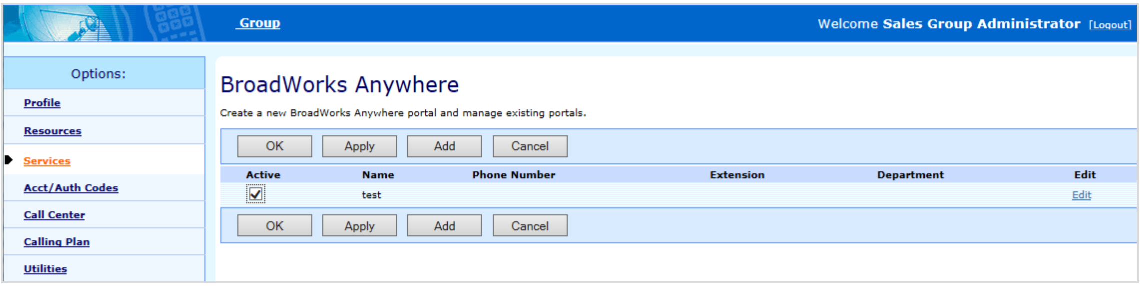


Group > Services > BroadWorks Anywhere

3. Enter the ***Anywhere ID*** (this name must be alphanumeric, do not use spaces)
4. Enter a ***Name*** for the Anywhere Portal
5. Enter the **Calling Line ID Last Name**
6. Enter the **Calling Line ID First Name**
7. Select the ***Department*** (if required)
8. Select the **Users in Group** radio button
   Choosing "Users in Group" allows all users configured in the same group as the Anywhere portal to originate and receive calls through the Anywhere portal number.
9. Select **Never Prompt** for the Prompt to Confirm Calling location
10. ***Never Prompt*** – the portal never prompts for the calling address
11. ***Always Prompt*** – the portal always prompts for the calling address
12. ***Prompt If Not Available*** – the portal prompts if the calling address is not available
13. Ensure **Silent Prompt** is not selected
    (Select Silent prompt to make the prompt for calling address, password and destination address silent)
14. Ensure **Prompt for Passcode** is not selected
    (Select Prompt for Passcode to have the portal prompt for a passcode once the user is identified)
15. Click **OK**

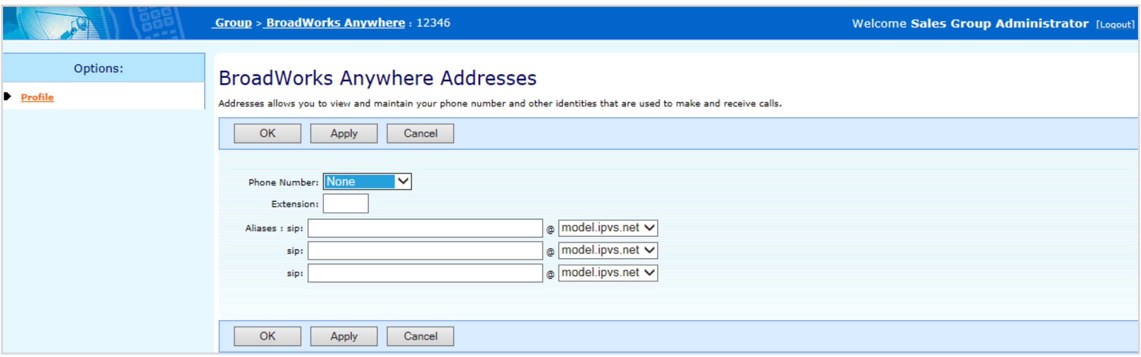
16.11.1 SELECTING AN ANYWHERE PORTAL NUMBER

1. Click on the Portal name that appears in the Portal list



Group > Services > BroadWorks Anywhere

2. Click **Edit**
3. Click on the **Addresses** link in the Portal Profile menu
4. Click on the drop down arrow in the ***Phone Number*** field and select a phone number for the Portal
   The ***Extension*** field is automatically populated

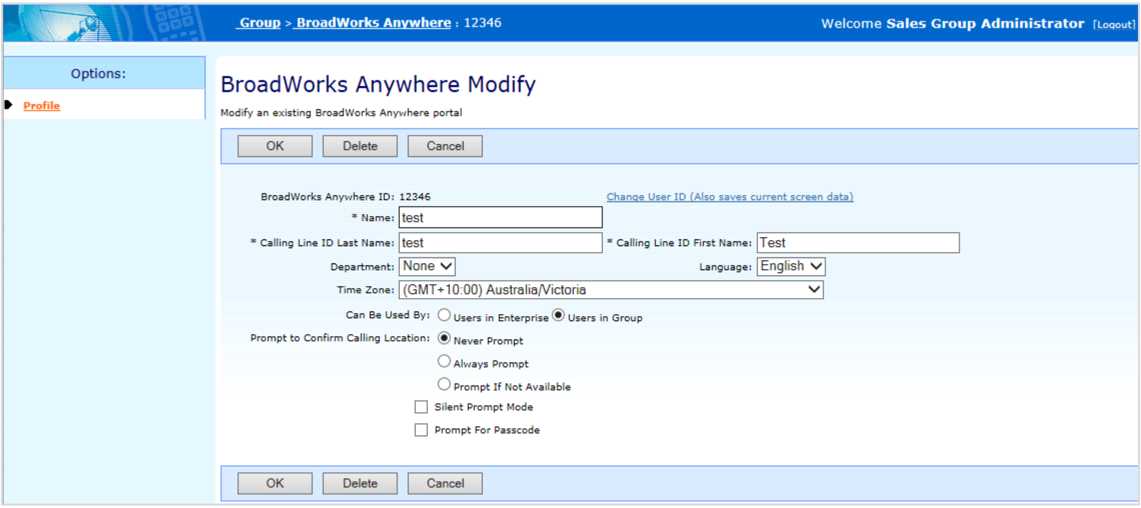


Group > Services > BroadWorks Anywhere

5. Click **OK**
The phone number is now assigned to the Anywhere portal

16.11.2 DELETING AN ANYWHERE PORTAL

1. On the *Group – Services* menu page Click **BroadWorks Anywhere**
2. Select the Anywhere Portal number to be deleted from the list by clicking **Edit**



Group > Services > BroadWorks Anywhere

3. Click **Profile** from the **Profile** menu of the Anywhere Portal
4. Click **Delete**
The Anywhere Portal number has been deleted

16.12 CUSTOM RINGBACK GROUP

This feature is currently not available

16.13 INSTANT GROUP CALL

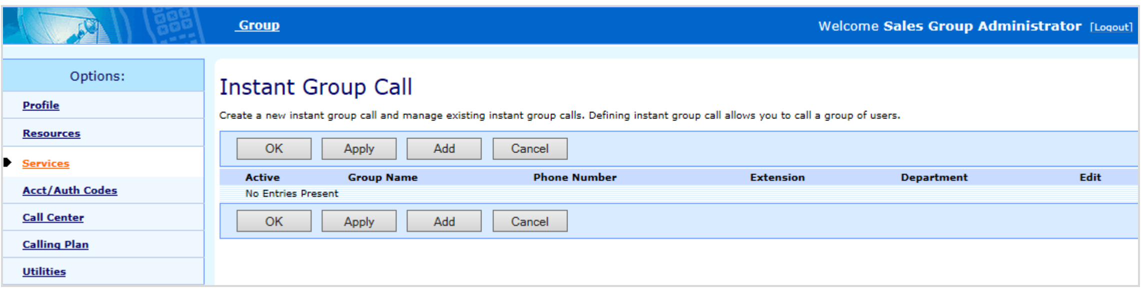
Instant Group Call enables users to call a group of other users. Use the Instant Group Call page to display the list of instant group call instances in your group.

Instant group call instances are groups of users that you can call on-demand. The active group name, phone number, extension, and department appear for each instant group call.

16.13.1 LIST INSTANT GROUP CALL

Use this item on the *Group – Services – Instant Group Call* menu page to:

- Configure a new instant group call and manage existing instant group calls. Defining instant group call allows you to call a group of users.

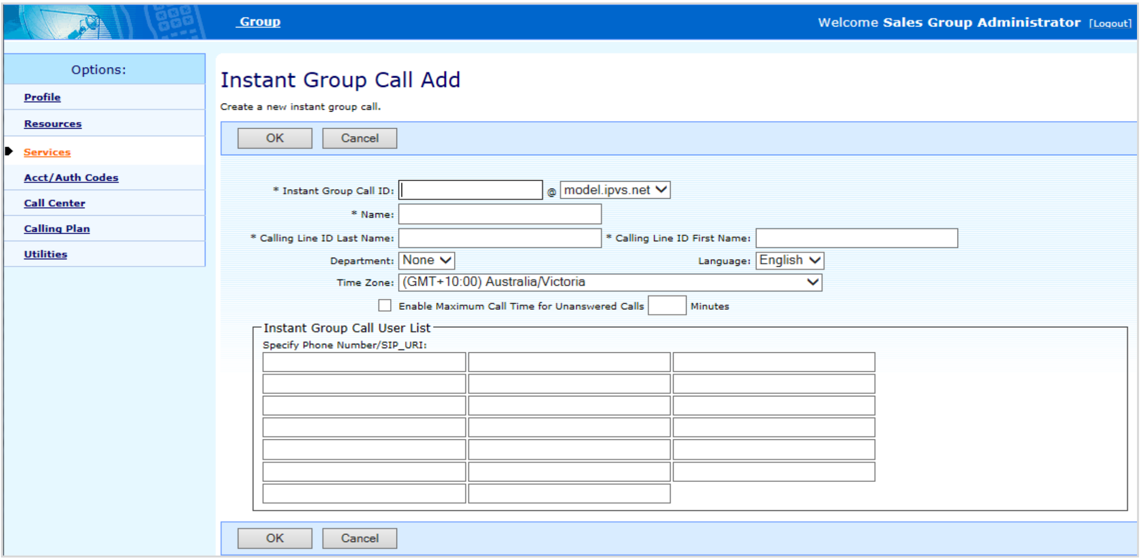


Group > Services > Instant Group Call

1. On the *Group – Services* menu page Click **Instant Group Call**
2. To display the previous page, click **OK** or **Cancel**

16.13.2 ADD INSTANT GROUP CALL

Use the *Group – Instant Group Call Add* page to create a new instant group call.



Group > Services > Instant Group Call

1. On the *Group – Services* menu page Click **Instant Group Call**
2. Click **Add**
3. Type the Instant Group Call ID . An asterisk (*) indicates required data.
4. Type or select information to configure the Instant Group Call. The input boxes include the following*:*
5. ***Name***: Enter a name
6. ***Calling Line ID Last Name***: Enter the Last Name Calling Line ID (this will display when an incoming call displays on your handset)
7. ***Calling Line ID First Name***: Enter the First Name Calling Line ID (this will display when an incoming call displays on your handset)
8. ***Department***: Select a Department from the drop down list if required
9. Select the *Language*, that is, the language in which service-specific messages are played during calls to the hunt group. Default is English (U.S. English) unless configured otherwise.
10. ***Time Zone***: Select the relevant Time Zone
11. ***EnableMaximum Call Time for Unanswered Calls***: Check Enable Maximum Call Time for Unanswered Calls and type the number of minutes in the input box.
12. Enter phone numbers into the **Instant Group Call User List** *(*a maximum of 20 numbers can be entered)
13. To save your changes Click **OK**

16.13.3 ONCE USERS HAVE BEEN ADDED TO AN INSTANT GROUP CALL GROUP, TO INTERCOM (DIAL) THE USERS

1. Enter ***50** (this is the Feature Access Code for Push to Talk) and the number or extension of the Instant Group Call
2. All phones (users) added to the Instant Group Call group will ring when IGC is dialled. User's phones will be called via the speaker.

16.14 PREFERRED CARRIER GROUP

This feature is currently not available

16.15 SERIES COMPLETION

Use this item on the *Group – Services* menu page to

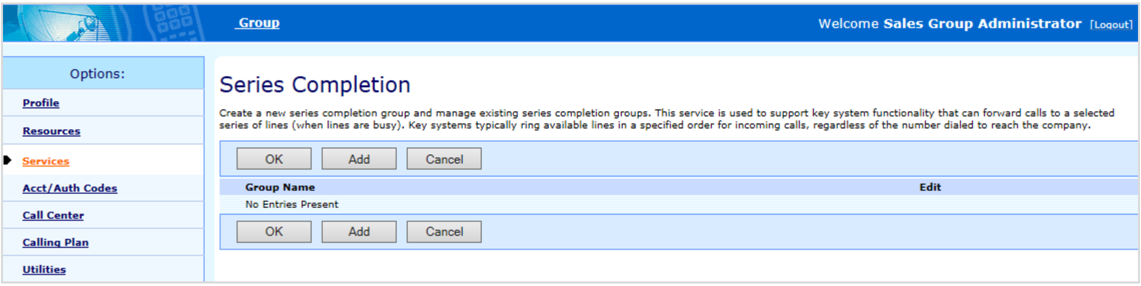
- List Series Completion Groups
- Add a Series Completion Group
- Modify or Delete a Series Completion Group

Series completion allows calls to be routed to the next available line, much like the Hunt Group service. The difference is the caller dials a "real" directory number rather than a "virtual" one and several lines ring at several phones.

This service is used to support Key System functionality. Key Systems typically ring all available lines in a specified order when a call is incoming, regardless of the number dialed to reach the company. For example, when calling a technical support hotline, the user dials 86470000. That number rings line 1 of the company. If line 1 is busy, it rings line 2. If line 2 is busy, it rings line 3 and so on. If all lines are busy, the call can be sent to Voice Messaging or another assigned service of the group. If all lines or users of this company were assigned to the series completion group, Telstra IP Telephony acts like a Key System.

16.15.1 LIST SERIES COMPLETION GROUPS

Use the ***Group – Services -Series Completion*** page to list all current series completion groups. From this page, you can add, modify, or delete a group.

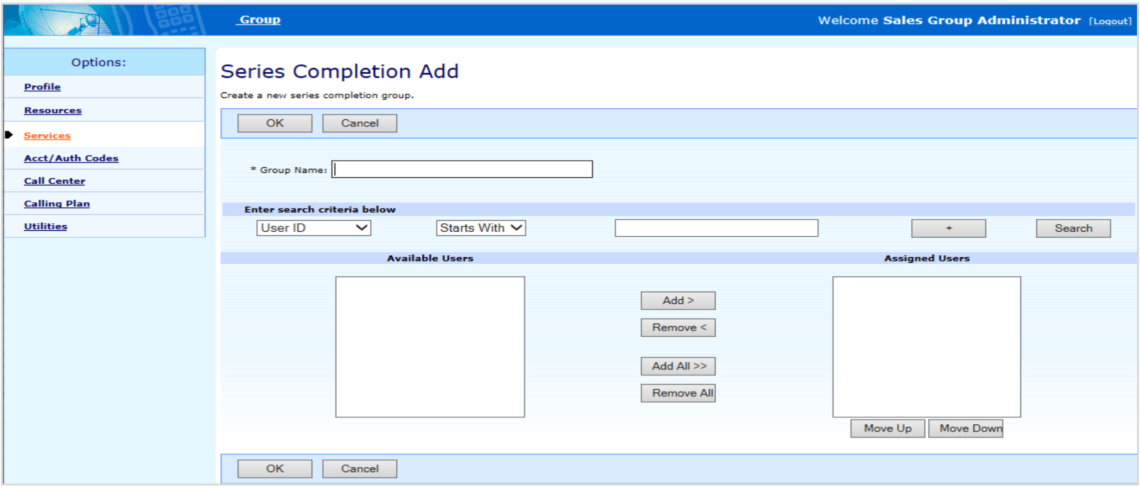


Group > Services > Series Completeion

1. On the *Group – Services* menu page,Click **Series Completion**
2. To display the previous page, click *OK* or *Cancel*.

16.15.2 ADD A SERIES COMPLETION GROUP

Use the *Group – Series Completion Add* page to add a series completion group.



Group > Services > Series Completion

1. On the *Group – Services* menu page Click **Series Completion**
2. Click **Add**
3. Type the group name. An asterisk (*) indicates required data.
4. Assign users:
5. Click **Search** to find a desired user, enter search criteria in the fields provided.
6. To assign the selected users, click **Add**. To assign all users (unselected) at once, click **Add All**.
7. To save your changes Click **OK**

16.15.3 MODIFY OR DELETE A SERIES COMPLETION GROUP

Use the ***Group – Series Completion Modify*** page to delete a group or to modify the information for the group.

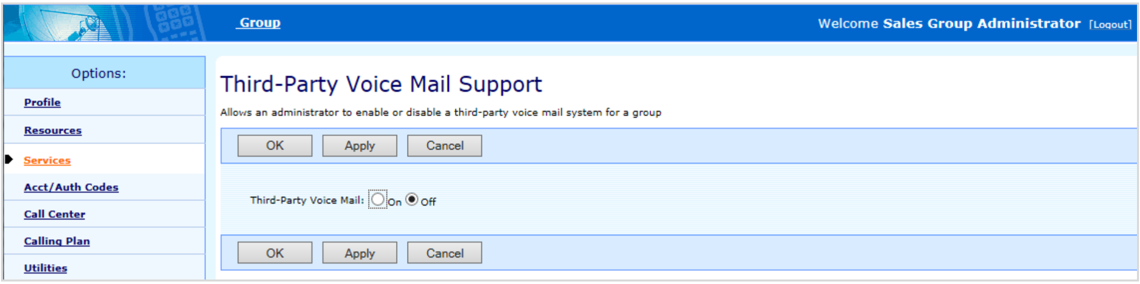
1. On the *Group – Services* menu page Click **Series Completion**
2. Click **Edit** or any item on the row for the group
3. Edit the information for the group: Type or select information. An asterisk (*) indicates required data.
4. Assign users:
5. Click Search to find a desired user, enter search criteria in the fields provided.
6. To assign the selected users, click **Add**. To assign all users (unselected) at once, click **Add All**.
7. Unassign users:
8. On the *Assigned Users* column, select the users and click **Remove**. To unassign all users (unselected) at once, click **Remove All**.
9. To save your changes Click **OK**

16.15.4 TO DELETE A SERIES COMPLETION

1. On the *Group – Services* menu page Click **Series Completion**
2. Click **Edit** or any item on the row for the group
3. To delete the group, click **Delete**
4. Click **OK** or **Cancel** to return to the previous page.

16.16 THIRD-PARTY VOICE MAIL SUPPORT

Use this item on the *Group – Services* menu page to enable or disable a third-party voice mail system for a group

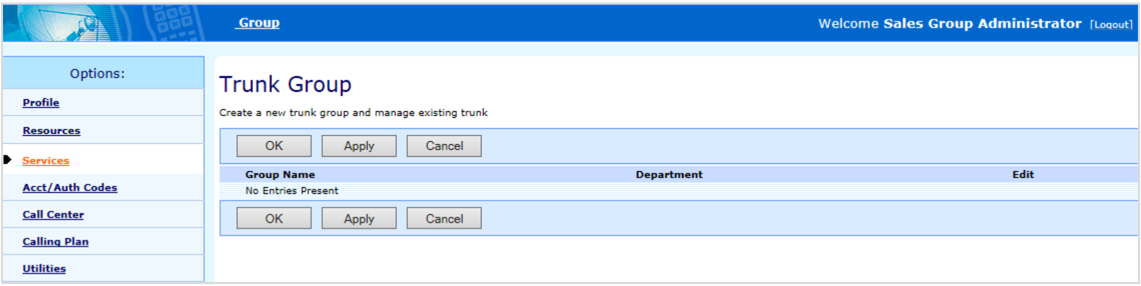


Group > Services > Third-Party Voce Mail Support

1. On the *Group – Services* menu page,Click **Third-Party Voice Mail Support**
2. Click **On** to enable, (**Off** is set as the default)
3. To save your changes Click **OK**

16.17 TRUNK GROUP

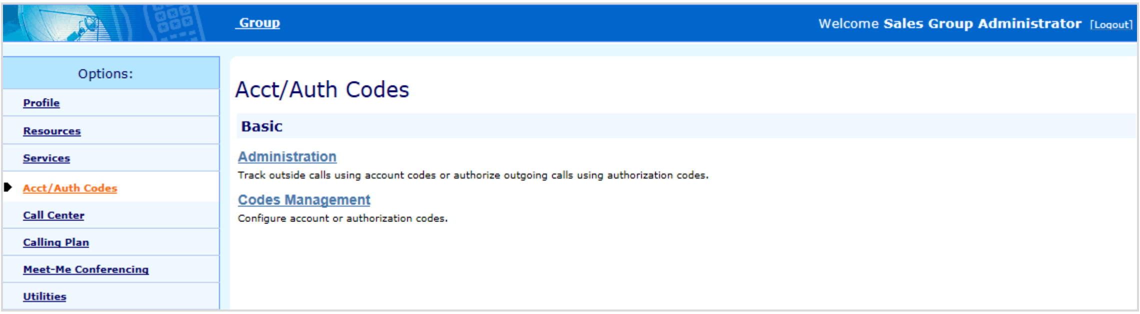
Trunk Groups can only be created by Telstra



Group > Services > Trunk Call

CHAPTER 17
ACCT/AUTH CODES MENU

This chapter contains sections that correspond to each item on the *Group – Acct/Auth Codes* menu page.



Group > Services > Acct/Auth Codes Menu

The *Group - Acct/Auth Codes* menu contains these *Basic* items:

- Administration
- Codes Management

Use the *Group – Acct/Auth Codes* menu to create groups of users who are required to enter a code before being allowed to continue with a call.

Account codes track the calls users make, for example, to a particular customer. (*This feature is not currently supported)*
Authorization codes prevent users from making calls unless they have been given an authorization code to do so.

17.1 ADMINISTRATION

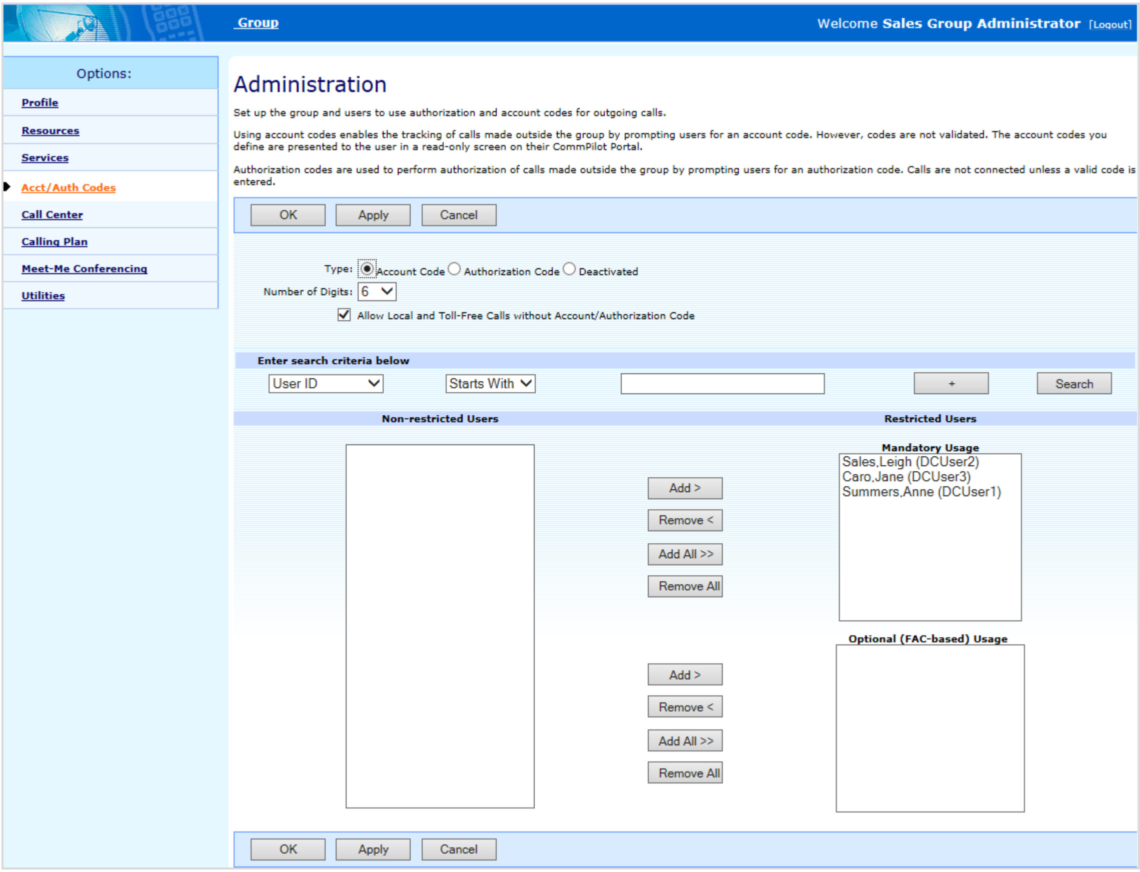
IDENTIFY USERS FOR AUTHORIZATION CODE USAGE

Use the *Group – Acct/Auth Codes - Administration* page to :

- Identify the users who cannot make calls outside the group (or to other groups) without entering an authorization code after a prompt
- Remove authorization code usage restrictions for local and toll-free calls

Calls made with authorization codes are reported to the billing records. Calls are connected when a valid code is entered.

Outgoing calls restricted by the Outgoing Calling Plan or the Forwarded Transferred Calls portion of the calling plan service will not be permitted. In addition, Simultaneous Ring phone numbers that are outside the group will not ring if the user of the service is assigned an Authorization Code.



Group > Services > Acct/Auth Codes

1. On the *Group – Acct/Auth Codes* menu page Click **Administration**
2. To display the version of the page for authorization codes, click **Authorization Code**
3. From the dropdown list, chose the Number of Digits for authorization codes
4. Click the **Allow Local and Toll-Free Calls without Account/Authorization Code** box to turn the feature on
5. Assign users to the Restricted Users column.

   To find a desired user, enter search criteria in the fields provided and click *Search*.

   To assign the selected users, click **Add**. To move all users (unselected) at once, click **Add All**.
6. Unassign users from the *Restricted Users* list.

   On the *Restricted Users* column, select the users and click **Remove**. To move all users (unselected) at once, click **Remove All**.
7. To save your changes Click **Apply** or **OK**

17.1.1 CODES MANAGEMENT

Use this item on the *Group – Acct/Auth Codes- Codes Management* menu page to

- View and delete Authorization Codes
- Add Authorization Codes

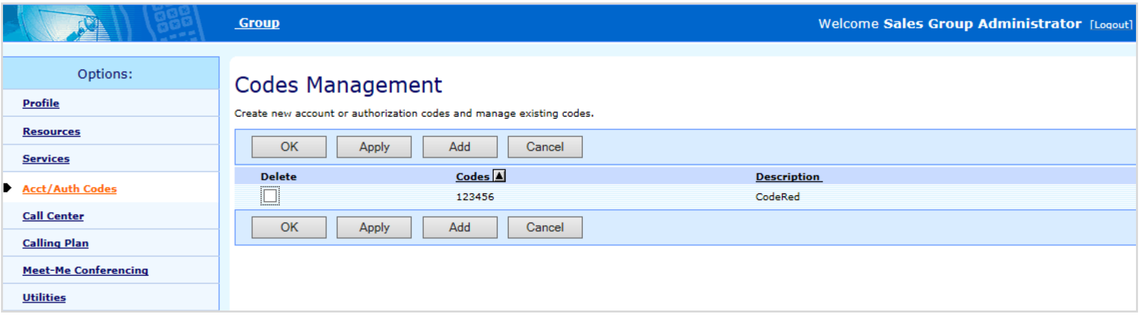
To modify a code, delete the current code and add a replacement code.

The *Codes Management* page allows you to specify the required codes, with the proper number of digits, which must be entered prior to the placement of calls by users restricted by this service.

17.1.2 VIEW AND DELETE AUTHORIZATION CODES

Use the *Group – Acct/Auth Codes - Codes Management* page to view and delete account and authorization codes. From this page, you can add account and authorization codes.

Note: If a six-digit length is specified for a code on the *Group – Administration* page and a corresponding code is added on the *Group – Codes Management* page, if the code length is changed, the original six-digit code is deleted from the list of codes on the *Group – Codes Management* page.



Group > Services > Acct/Auth Codes > Codes Management

17.1.3 ADD AUTHORIZATION CODES

Use the *Group – Codes Management Add* page to add authorization codes.

1. On the *Group – Acct/Auth Codes* menu page Click **Codes Management**
2. Click **Add**
3. Type the information for the code. An asterisk (*) indicates required data.
4. The length of a code is specified on the Group – Administration page.
5. To save your changes Click **OK**

DELETE AUTHORIZATION CODES

1. On the ***Group – Acct/Auth Codes*** menu page Click **Codes Management**
2. To delete a code: Check the **Delete** box for the code.
3. To save your changes Click **Apply** or **OK**

CHAPTER 18
CALL CENTRE MENU

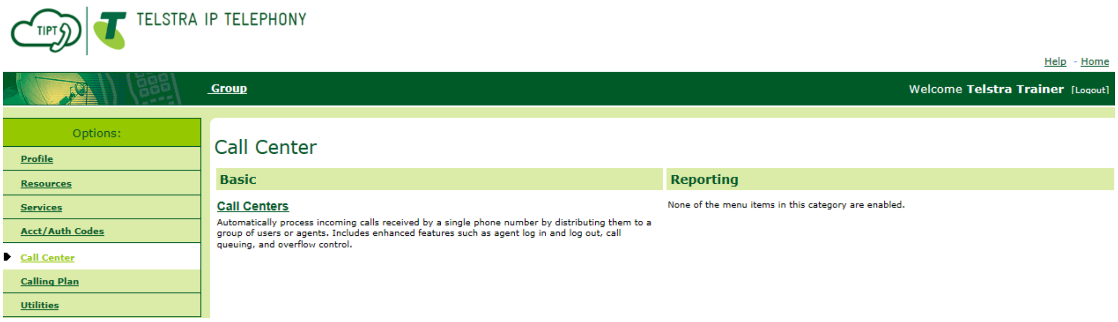
The following instructions and screens are for **Premium Call Centres**.

Note: If you have Standard Call Centre the screen will have less options available.

For Premium Call Centre configuration: You will need a Customer Enterprise Administrator logon to configure additional features to the Standard Call Centre. Refer to the TIPT Premium Call Centre customer Administrator User Guide on the online Resource Centre ***www.telstra.com/tiptresources***

This chapter contains sections that correspond to each item on the *Group – Call Center* menu page.

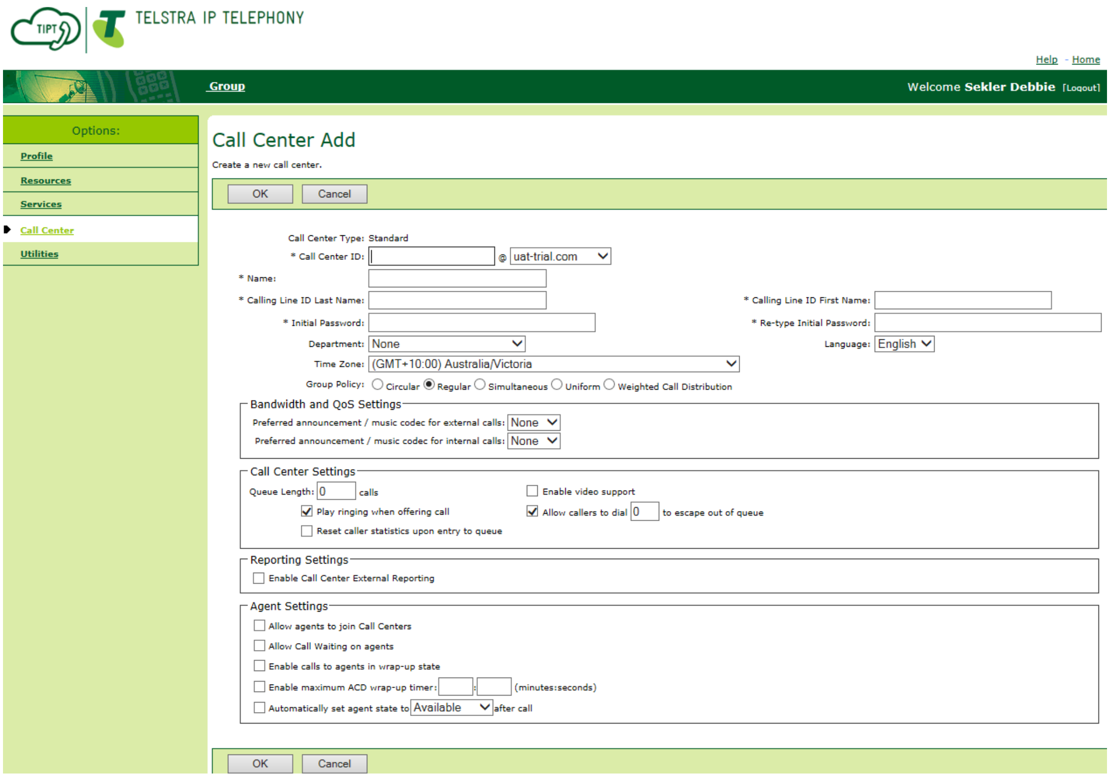
As a Customer Group Administrator you can Add, Modify or Delete a Call Centre. Once you have logged in as a CGA and selected Call Center from the Options menu the following screen will be displayed.



Group > Call Center menu

18.1 ADD A STANDARD CALL CENTRE

To create a new Standard Call Centre use the *Group – Call Center - Call Centers - Add Standard* button to add the information for a new call centre. A call centre is itself a virtual user (the call centre user) and you provision it with many of the attributes that a user has.



Group > Call Center menu > Call Centers

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Click **Add Standard** button
3. Type or select information for the call centre. An asterisk (*) indicates required data.

Call Centre ID: Enter an ID for the Call Centre (do not use spaces, the length of the ID can be between 6-80 characters)

Name: Enter a name for the Call Centre (do not use spaces, the length can be between 6-80 characters)

Calling Line ID Last Name: Enter the Last Name Calling Line ID (this will display when an incoming call displays on your handset)

Calling Line ID First Name: Enter the First Name Calling Line ID (this will display when an incoming call displays on your handset)

Initial *Password*: Enter an initial password (must be at least 6 characters)

Retype *Password*: Retype your initial password as confirmation

Department: Select a Department from the drop down list if required

Select the Language, that is, the language in which service-specific messages are played during calls to the call centre. Default is English (U.S. English) unless configured otherwise.

Time Zone: Select the relevant Time Zone

4. The Group Policy options configure the call-distribution pattern for incoming calls. Click the radio button for the type of setup you want.

Policy	Description
Circular	Sends incoming calls to agents according to their position on a list. After a call has been sent to the last agent on the list, the next call is sent to the agent at the top of the list.

Regular	Sends incoming calls to the next available agent.
Simultaneous	Sends incoming calls to all agent numbers at the same time. Once the call has been answered, the remaining calls are released to the other available agents..
Uniform	Sends the current incoming call to the agent who has been idle the longest. After an agent has answered a call, they are moved to the bottom of the call queue.
Weighted Call Distibution	Incoming calls are assigned to idle agents based on percentages you assign on the *Call Center's Profile Weighted Call Distribution* page.

5. **Bandwidth and QoS** (Quality of Service) settings
6. Select the Preferred announcement/music codec for external calls from the drop down list. (this should be selected based on the codec your company is using)
7. Select the Preferred announcement/music codec for internal calls from the drop down list. (this should be selected based on the codec your company is using)
8. **Call Centre Settings** attributes for calls.
   Type or select what you want for the call centre.

Input Box	Description
Queue Length	The limit for the number of calls that can wait to be transferred to the next agent.
Enable Video support	This feature is not currently supported
Play ringing when offering call	Deselect this option if you do not require ringing when a call is being offered
Allow callers to dial 0 to escape out of queue	Deselect this option if you do not want callers to press 0 to escape out of the queue
Reset caller statistics upon entry to queue	Check this box if you require caller statistics to be reset each time they log into a queue

9. Enable Call Centre External Reporting if reporting is required
10. **Agent Settings**. Type or select the data or check or uncheck a box. A checked box indicates a feature is enabled.

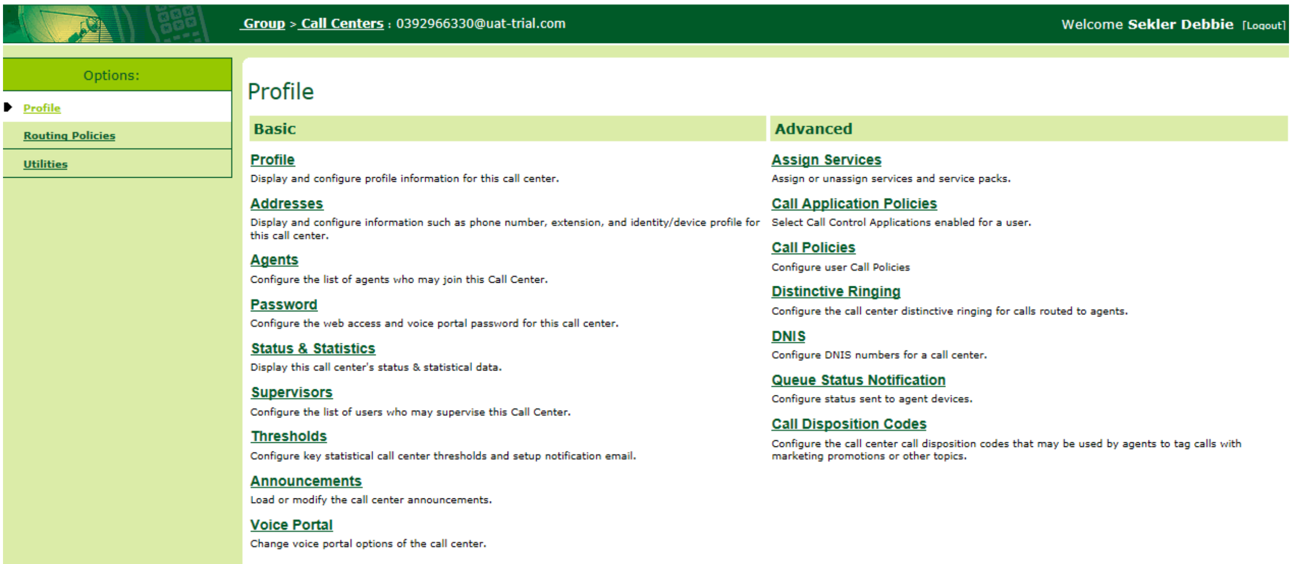
Input Box	Description
Allow agents to join Call Centers	Allow agents to log on to or log off from the call centre. A check mark indicates that the feature is on.
Allow Call waiting on agents	Use this feature if you require the agents to have more than one call at a time directed to them. Agents must also have their Call Waiting feature in their user profile also selected
Enable calls to agents in wrap up state	Use this feature if you require the agents to receive calls while in the wrap up state

Enable maximum ACD wrap up timer	Specify in minutes and seconds how long the system will wait before routing a call to a free agent. When a caller hangs up before an agent, the system may attempt to route another incoming call to that agent before he or she has replaced the handset, causing the call to return to the queue unanswered. When this box is checked, the system waits the specified number of seconds each time an agent's phone indicates that it is ready to receive calls before routing a new call to that agent.
Automatically set agent state to	Specify Available (default), Unavailable, Wrap up to automatically set the agents state when an agent logs into the call centre.

11. To save your changes Click **OK**

18.2 PROFILE MENU FOR A CALL CENTRE

Use the *Call Center – Profile* menu page to display the pages to add attributes for a new call centre or to modify attributes for a call centre.



Group > Call Center menu > Call Centers

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the require Call Centre to **Edit**
3. Select **Profile**, to make changes to the required fields
4. To save your changes, Click **OK**

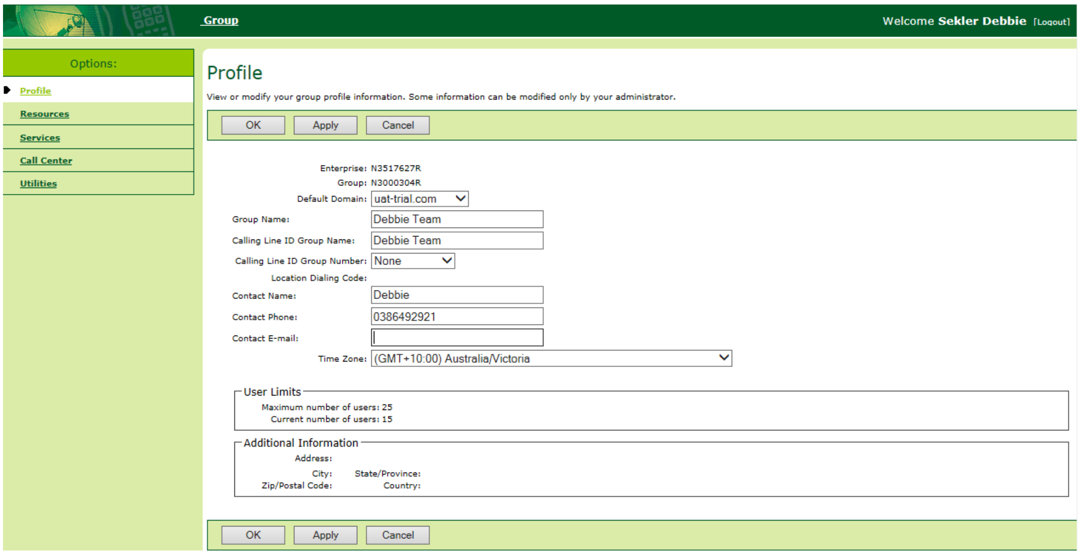
18.3 MODIFYING AND ASSIGNING OPTIONS TO THE CALL CENTRE

To modify a Call Centre a number of screens must be filled in.

Use the *Group\Call Center\Call Center Profile* page to add basic information for a Call Centre. A Call Centre is a virtual user (a Call Centre user) and you provision it with many of the attributes a user has.

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to **Edit**
3. Select **Profile**
4. Enter the required information for the Call Centre (an asterisk (*) indicates a mandatory field and requires data).

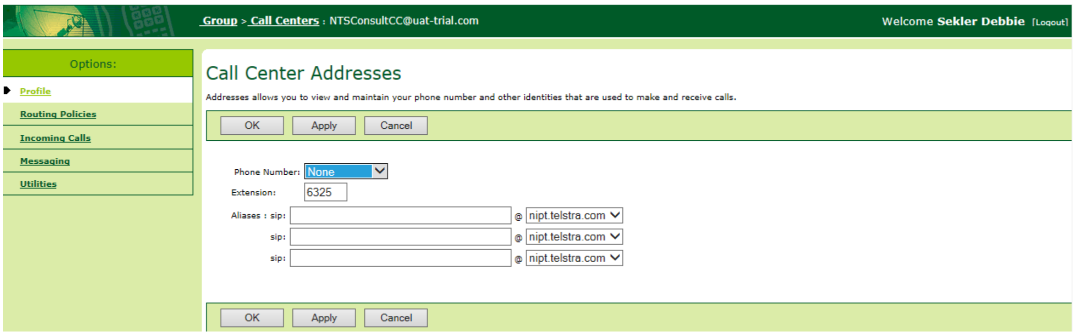
5. The following mandatory fields must be completed: Call Centre ID, Name, Calling Line ID Last name, Calling Name ID First Name, Initial Password, Re-type Initial Password.
6. The default language is English (US English), unless configured otherwise. Clicking on the drop down arrow will list other available languages that are the language in which service-specific messages are played during calls to the call centre.
7. Other options can be changed as required. All explanations for fields on this screen are listed above in the “Add a Call Centre section”
8. To save your changes, Click **OK**



18.4 ADDRESSES

Assigning a number to a Call Centre

To assign a number to the Call Centre



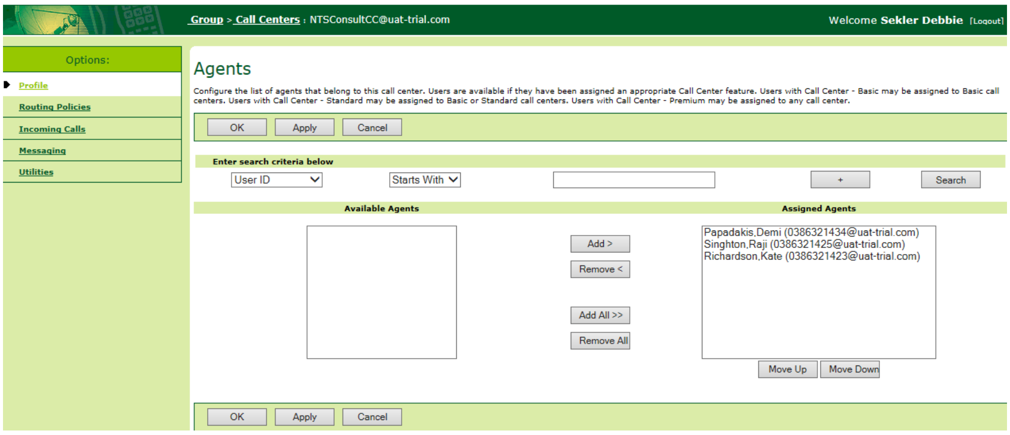
Group > Call Center menu > Call Centers> Addresses

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to **Edit**
3. Select **Addresses**
4. Click on the drop down arrow from the Phone number field, select a number for the Call Centre
5. To save your changes Click **OK**

18.5 AGENTS

ASSIGN USERS AS AGENTS FOR THE CALL CENTRE

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to **Edit**
3. Select the **Agents** menu
4. To view all users, click the *Search* button, OR To find the desired user, enter the search criteria in the fields provided and click the *Search* button



Group > Call Center menu > Call Centers > Agents

5. From the *Available Agents column*, select the users to be assigned as agents **click Add>.** To assign all users at once, click **Add All>>**
6. To save your changes Click **OK**

18.6 PASSWORD

The Customer Group Administrator using the *Call Centers\Password* page can configure or change the CommPilot web access or portal password for the Call Centre.

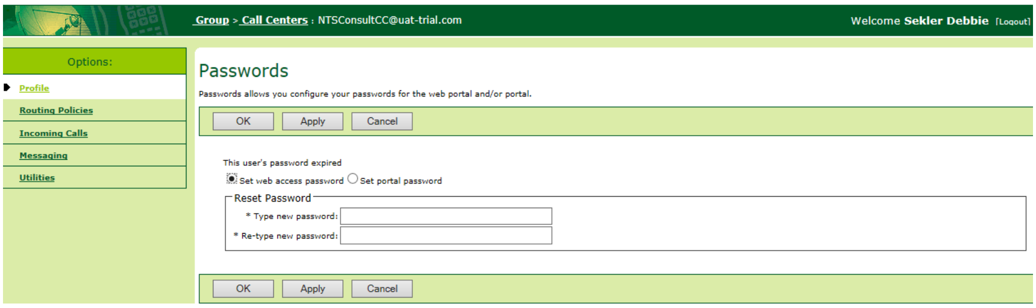
1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to **Edit**
3. Click **Password**

TO RESET THE WEB ACCESS PASSWORD

1. Type new password into the ***Type new** Password text box
2. Confirm new password in the ***Re-type new** *Password* text box

TO RESET THE PORTAL PASSWORD

1. Ensure the **Set portal** *Password* is selected
2. Type and retype the Reset Password text boxes.
3. To Save your changes, Click **Apply** or **OK**

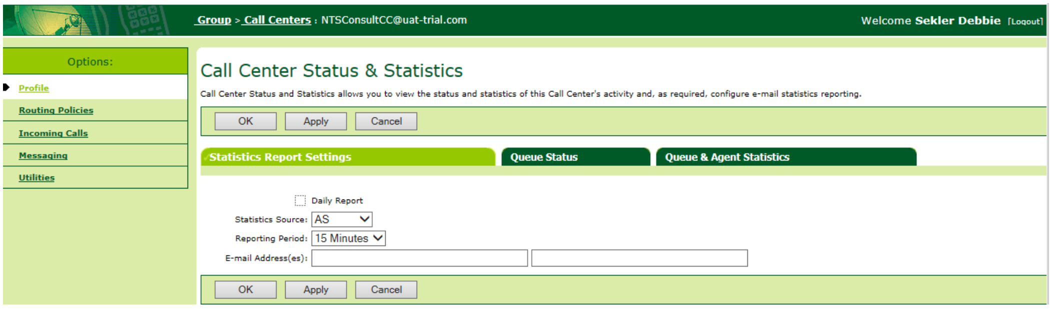


Group > Call Center menu > Call Centers > Passwords

18.7 STATUS & STATISTICS

Call Centre Statistics allows the Customer Group Administrator to view the statistics of the Call Centre's activity, produce a *Daily Report,* select a *reporting Period* and configure *E-mail addresses* for reports to be sent. Three tabs are available for configuring or viewing: Statistics Report Settings; Queue Status; Queue & Agent Statistics

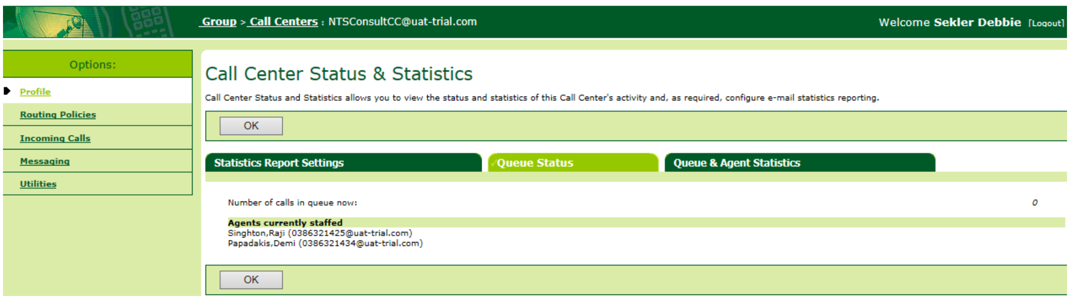
1. On the *Group* - *Call Center* menu page Click **Call Centers**
2. Select the required call centre to **Edit**
3. From Profile menu, select **Status & Statistics**



Group > Call Center menu > Call Centers > Status and Statistics

CONFIGURE STATISTICS REPORTING SETTINGS

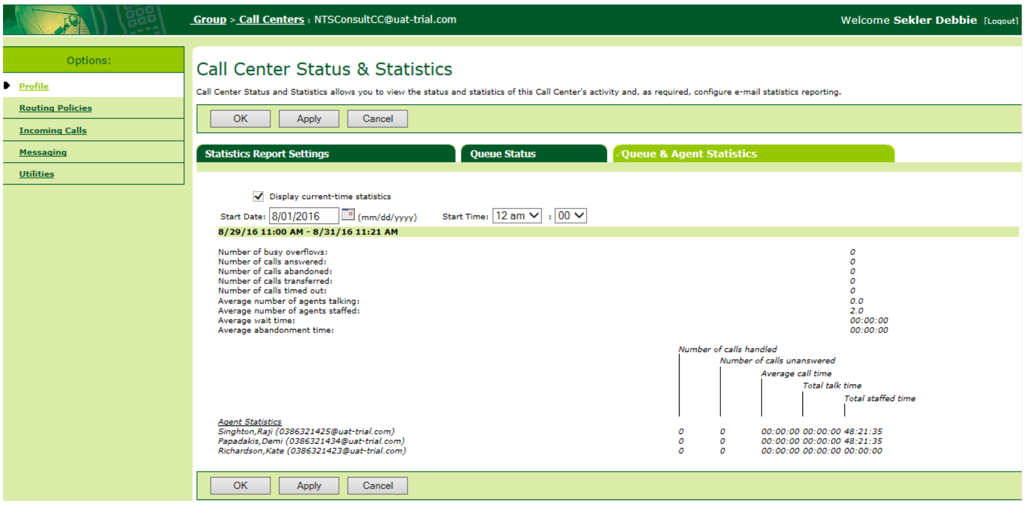
1. To enable or disable statistics reporting, check or uncheck the **Daily Report** box.
2. Specify the **Statistics Source**, default setting is AS
3. Select the **Reporting Period** for the collection of statistics, i.e. 15, 30, 60 minutes
4. Type one or two E-mail Addresses to receive the daily statistics report.
5. Click **Apply** to save changes
6. Click the **Queue Status** tab to view the number of calls in the queue and Agents currently logged in



7. Click the **Queue & Agent Statistics** tab to view the Status and Statistics of the call centre's activity.

8. Select the check box to **Display current-time statistics**, if you require the statistics for the current time to display, then enter the Start date

9. Click **Apply** to view the following information



Group > Call Center menu > Call Centers > Status and Statistics

VIEW GROUP STATISTICS

STATISTIC	DESCRIPTION
Number of busy overflows	Number of calls that came in after the queue limit was exceeded. It is likely that Auto Attendant answers such calls and the callers are directed to leave a message. (The queue length is set from the *Call Centre Add* or *Call Centre Modify* page.)
Number of calls answered	Number of calls that agents in this Call Centre have answered.
Number of calls abandoned	This is the total number of calls that an incoming party abandoned (hung up) or selected to leave a message an agent became available.
Number of calls transferred	This is the total number of calls transferred out of the Call centre queue. Typically, a call is transferred from a given call Centre queue to another Call Centre queue.
Number of calls timed out	This is the total number of calls that remain unanswered and that are forwarded out of the Call Centre queue upon timeout
Average number of agents talking	This is the average number of agents who were in the talking state in the Call Centre during the specified period.
Average number of agents staffed	This is the average number of agents staffed in the Call Centre during the specified period
Average wait time	This is the average amount of time that callers spend waiting for the next available agent to answer the call.

Average abandonment time	This is the average time that callers spend waiting for an agent before hanging up or selecting the option to leave a message.

VIEW STATISTICS FOR INDIVIDUAL AGENTS

STATISTIC	DESCRIPTION
Number of calls handled	This is the total number of calls handled by an agent.
Number of calls not unanswered	This is the total number of calls extended to an agent that are not answered (for any reason other than because the agent is busy). Note that for a single call Centre instance, an agent any be rung multiple times as the call can be placed in the queue and presented to the agent again. Therefore, this statistic may be incremented more than once for a given call to the Call Centre instance.
Average call time	Average amount of time an agent spends on a call from the Call Centre. The statistics account for all Call Centre calls that are released or transferred by the agent during the specified period. If an agent transfers a call, then the call time only accounts for the time spent on the call by the agent prior to the call transfer.
Total Talk Time	The amount of time that the agent was busy handling calls for this Call Centre specified time period.
Total staffed time	Total amount of time that an agent joined the Call Centre instance and not in sign out state

OR prior to clicking Apply

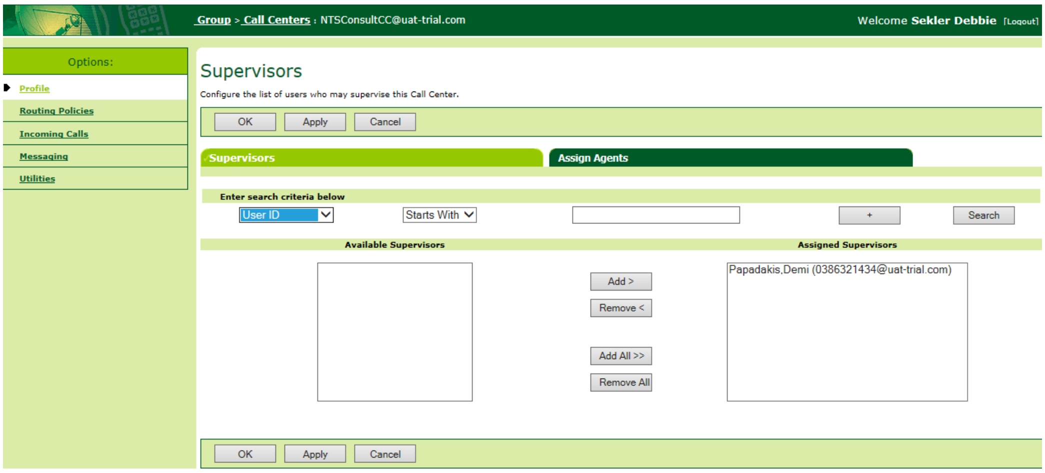
1. Specify a Start Date and Time and an End Date and Time

2. Click **OK** to save changes and return to the Call Centre Profile screen

18.8 SUPERVISORS

ASSIGN SUPERVISOR/S TO A CALL CENTRE

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to **Edit**
3. Select **Supervisors**



Group > Call Center menu > Call Centers > Supervisors

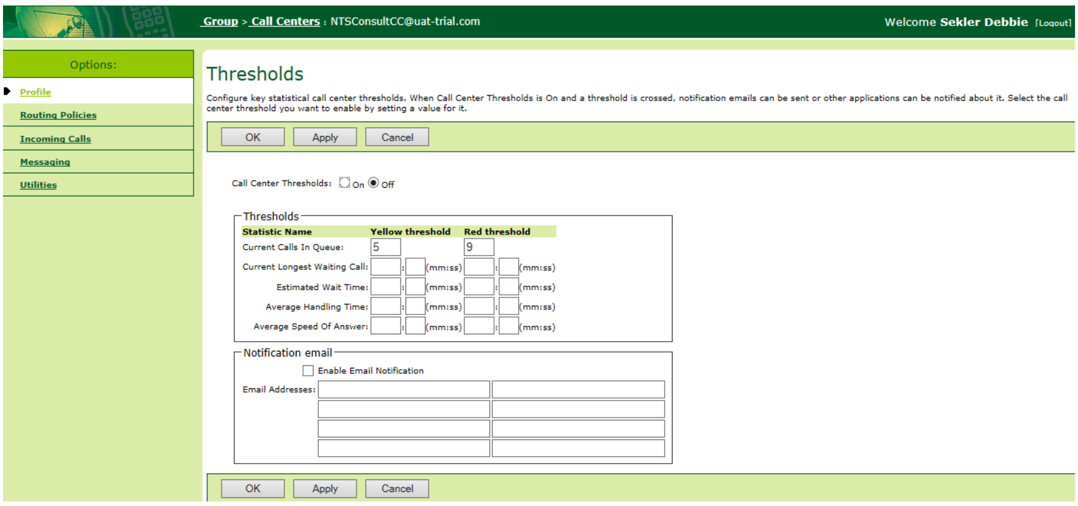
4. To view all users, click the *Search* button, OR To find the desired user, enter the search criteria in the fields provided and click the *Search* button
5. From the *Available Supervisors* column, select the users to be assigned, click **Add>.** To assign all users at once, click **Add All>>**
6. To save your changes, Click **Apply** or **OK**

ASSIGN AGENTS TO A SUPERVISOR

1. Click the **Assign Agents** tab
2. Click *Search* to view all Agents
3. From the *Available Agents* column, select the users to be assigned as agents click **Add>.** To assign all users at once, click **Add All>>**
4. To save your changes, Click **Apply** or **OK**

18.9 THRESHOLDS

Thresholds allow you to configure key statistical call centre thresholds. When these thresholds are met email notifications can be sent or other applications can be notified.



Group > Call Center menu > Call Centers > Thresholds

1. On the *Group* - *Call Center* menu page Click **Call Centers**

2. Select the required call centre to **Edit**
3. Select **Thresholds**
4. To enable the thresholds, check **On**; to disable thresholds check **Off**

THRESHOLDS	DESCRIPTION
Current Calls in Queue	This is the number of calls in the queue. Specify number of calls for Yellow threshold (first level) and Red threshold (second level)
Current Longest Waiting Call	This is the waiting time of the call that has been in the queue the longest. Specify time in seconds for Yellow 200 threshold (first level) and Red threshold (second level)
Estimated Waiting Time	This is the estimated time a caller has to wait in the queue before their call is answered. Specify time in seconds for Yellow threshold (first level) and Red threshold (second level)
Average Handling Time	This is the average time it takes to process a call in the queue. Specify time in seconds for Yellow threshold (first level) and Red threshold (second level)
Average Speed of Answer	This is the average time a caller spends in the queue before the call is answered by an agent. Specify time in seconds for Yellow threshold (first level) and Red threshold (second level)

5. Select **Enable Email Notification** if required and enter **Email Addresses** for notifications
6. To save your changes Click **Apply** or **OK**

18.10 ANNOUNCEMENTS

Announcements allow you to customise the Call Centre voice prompts that are played to callers at different times; when their calls are answered (Entrance message) and when calls are put on hold (Periodic comfort message and Music/Video On Hold).

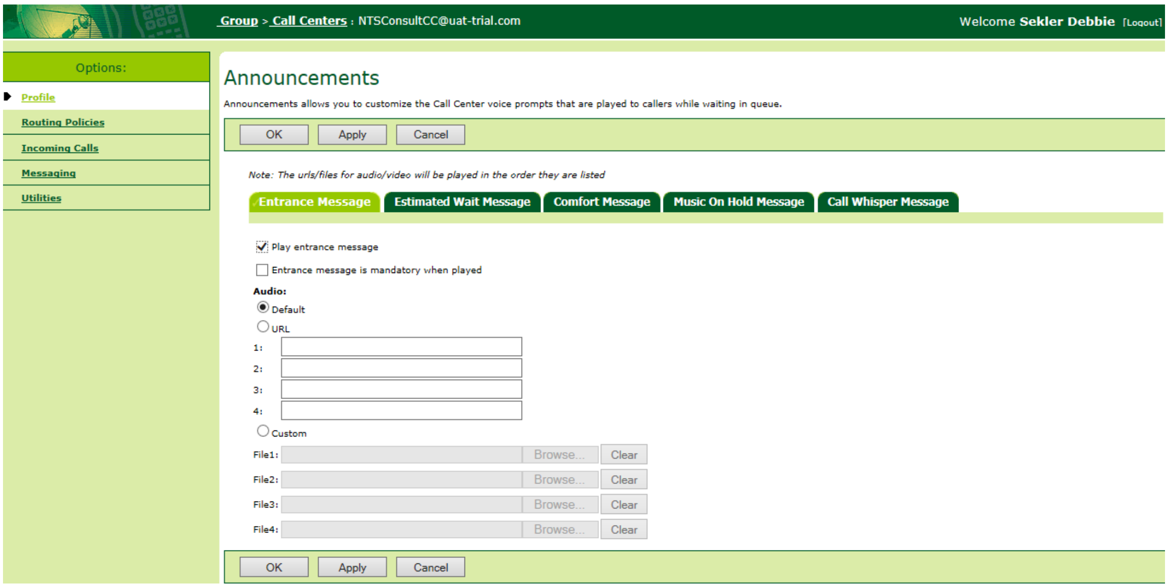
WAV files can be created for announcements however, externally streaming sources (URLs) are not supported. Instructions on the procedure of creating .wav files are documented in the Help screen from any section you can add a wav file.

Note: If you have standard call centre configured the Call Whisper tab will not be available under Announcements.

There is a default Entrance message, Periodic comfort message, and Music on Hold automatically configured, however, you can change these to customise them as required.

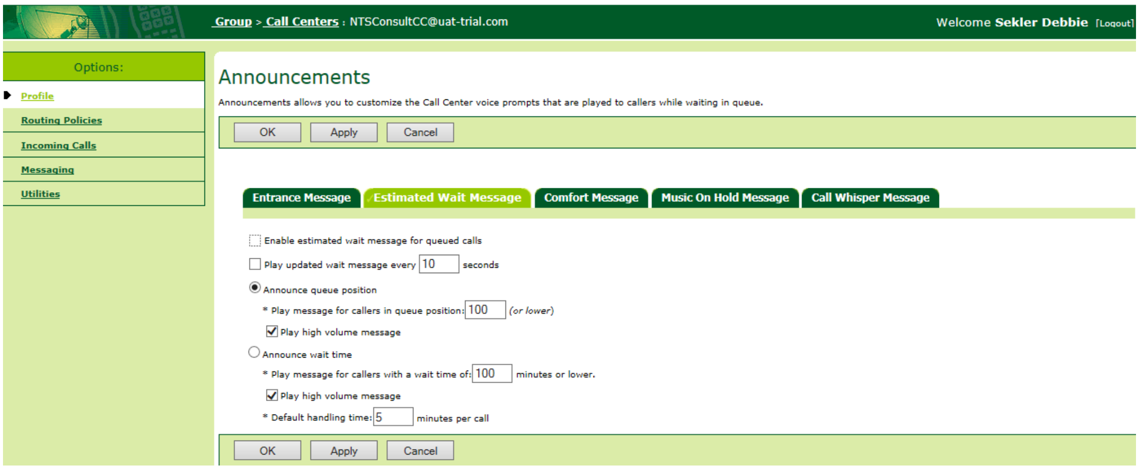
1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to **Edit**
3. Click **Announcements**

Four tabs are available for configuration; *Entrance Message, Estimated Wait Message, Comfort Message, Music on hold Message*. The Entrance Message tab is selected by default.



Group > Call Center menu > Call Centers > Announcements

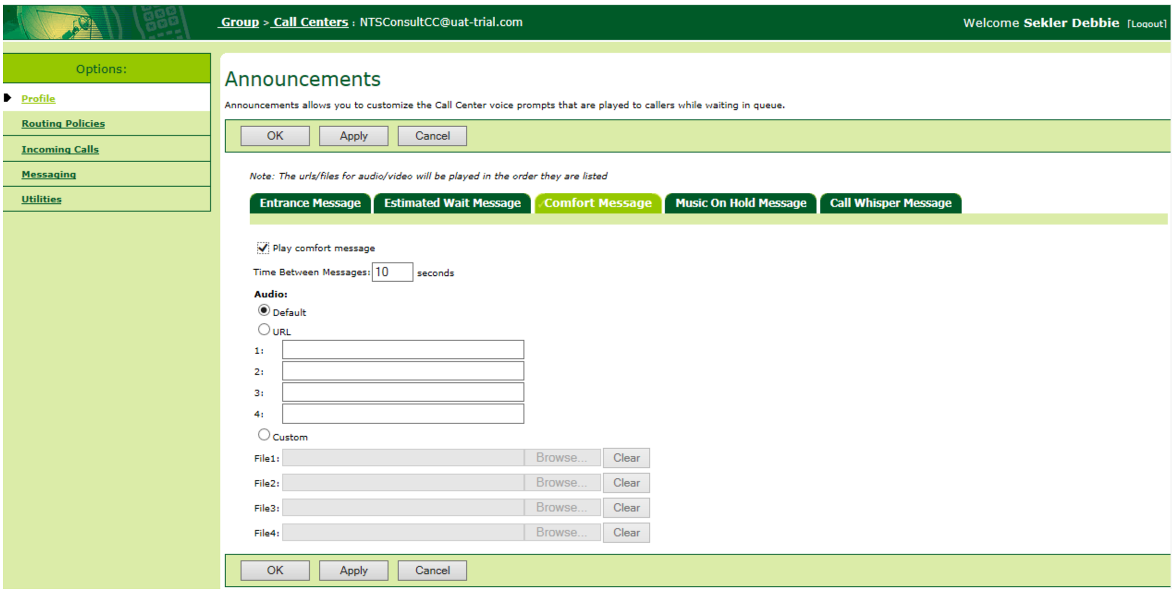
1. *Play Entrance Message* is selected, unselect if you do not want an entrance message to play.
2. *Audio* **Default** is selected (indicating that the default entrance message will be played)
3. To select an alternative Entrance message, ensure the message has been pre-recorded and saved as a .wav file. The .wav file needs to be in the following format CCITT u-Law 8.000 kHz, 8 bit Mono.
4. Click **Custom**
5. Click the **Browse** button
6. Type the path and filename of the .wav file OR Navigate to where your recording (.wav file) is saved and select the file
7. Click **Apply** to save your changes
8. Click the **Estimated Wait Message** tab



Group > Call Center menu > Call Centers > Announcements

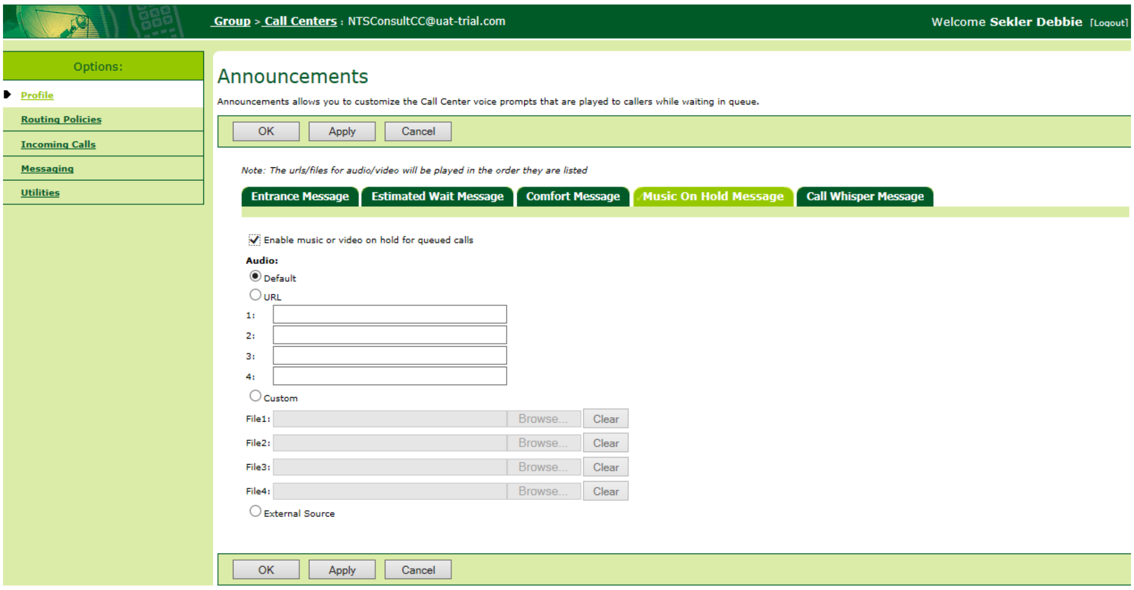
1. Click **Enable estimated wait message for queued calls**, if you want callers to receive a wait message when they are in the queue
2. Click **Play updated wait message every xx seconds** and specify how often the message is to be played, if you want callers to here the updated message every specified number of seconds
3. Select from **Announce queue position** or **Announce wait time** to advise callers of their position in queue or estimated wait time
4. Update other details as required

5. Click **Apply** to save changes
6. Click **Comfort Message** tab



Group > Call Center menu > Call Centers > Announcements

1. **Play Comfort Message** is selected by default, unselect if you do not want an comfort message to play.
2. Enter the Time between Messages in seconds
3. Audio **Default** is selected (indicating that the default entrance message will be played)
4. To select an alternative Entrance message, ensure the message has been pre-recorded and saved as a .wav file. The .wav file needs to be in the following format CCITT u-Law 8.000 kHz, 8 bit Mono.
5. Click **Custom** field
6. Click the **Browse** button
7. Type the path and filename of the .wav file OR
8. Navigate to where your recording (.wav file) is saved
9. Select the file
10. Click **Apply** to save your changes
11. Click **Music on Hold Message** tab

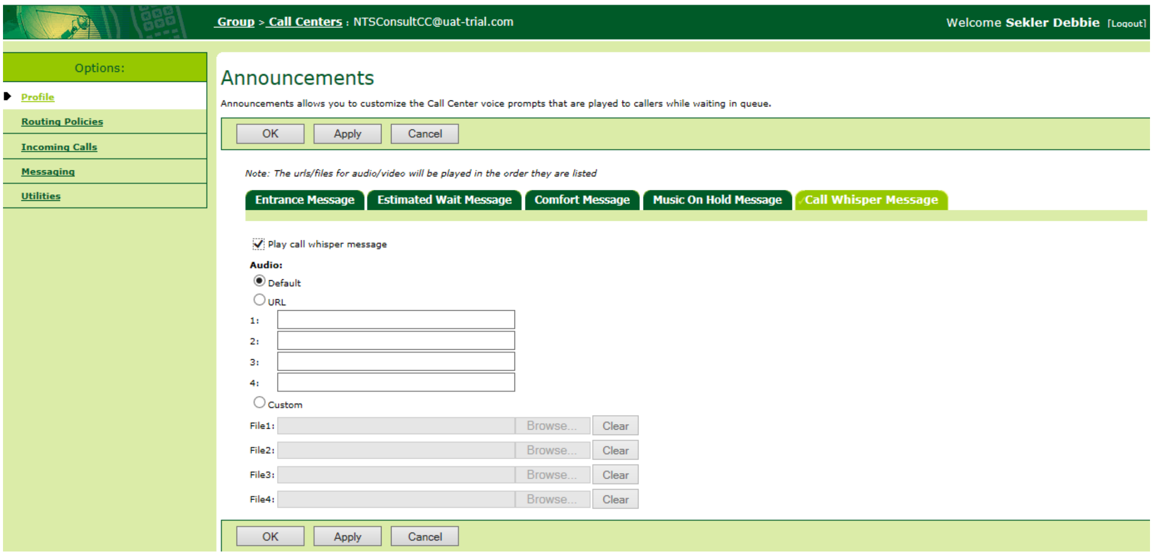


Group > Call Center menu > Call Centers > Announcements

1. Select **Enable music or video on hold for queued calls**
2. Audio **Default** is selected (indicating that the default will be played)
3. To select an alternative, ensure the message has been pre-recorded and saved as a .wav file. The .wav file needs to be in the following format CCITT u-Law 8.000 kHz, 8 bit Mono.
4. Click **Custom**
5. Click the **Browse** button
6. Type the path and filename of the .wav file OR
7. Navigate to where your recording (.wav file) is saved
8. Select the file
9. Click **Use Alternate source for Internal calls** if you require internal callers to hear different music on hold
10. Select **Custom**
11. Click the **Browse** button
12. Type the path and filename of the .wav file OR
13. Navigate to where your recording (.wav file) is saved
14. Select the file, OR
15. Click External source and select the Identity /Device Profile

Message	System Announcement or Audio Source
Entrance message	Your call is very important to us, please wait for the next available agent, or press zero to leave a message.
Periodic comfort message	Your call is very important to us; please wait for the next available agent.
Music/Video On Hold	Audio source selected for the Music/Video On Hold service.

16. To save your changes Click **Apply** or **OK**



1. Select **Call Whisper Message**. This page is used to customize the call centre call whisper message that plays to agents answering a call while the caller receives ringing. The message typically tells the agent from which call center the call is coming.). The caller continues to hear the call center treatment (such as ringing or a message) while the whisper message plays to the agent.
2. Check or uncheck the ***Play Call Whisper message*** checkbox.
3. For the *Audio* or *Video* files, select from the following:

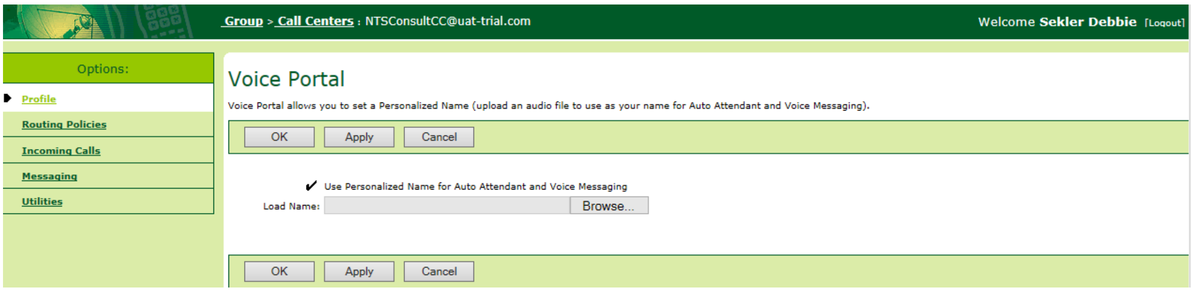
- *Default*
- *URL* and then enter up to four URL addresses
- *Custom* and then select up to four custom files

4. Click **Browse** next to each entry and then find and select the files.
5. Click **Clear** next to an entry to clear the corresponding text box. This only clears the display and does not save changes.
6. Click **Apply** or **OK**. Apply saves your changes and OK saves your changes and displays the previous page.

18.11 VOICE PORTAL

Use the *Call Centre - Voice portal* page to set a Personalised Name (upload a .wav file for the Auto Attendant and Voice Messaging). The *.wav file* needs to be in the following format CCITT u-Law 8.000 kHz, 8 bit Mono.

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to **Edit**
3. Click **Voice Portal**
4. Click the **Browse** button
5. Type the path and filename of the .wav file ***OR*** Navigate to where your recording (.wav file) is saved
6. Select the file
7. To save your changes Click **Apply** or **OK**

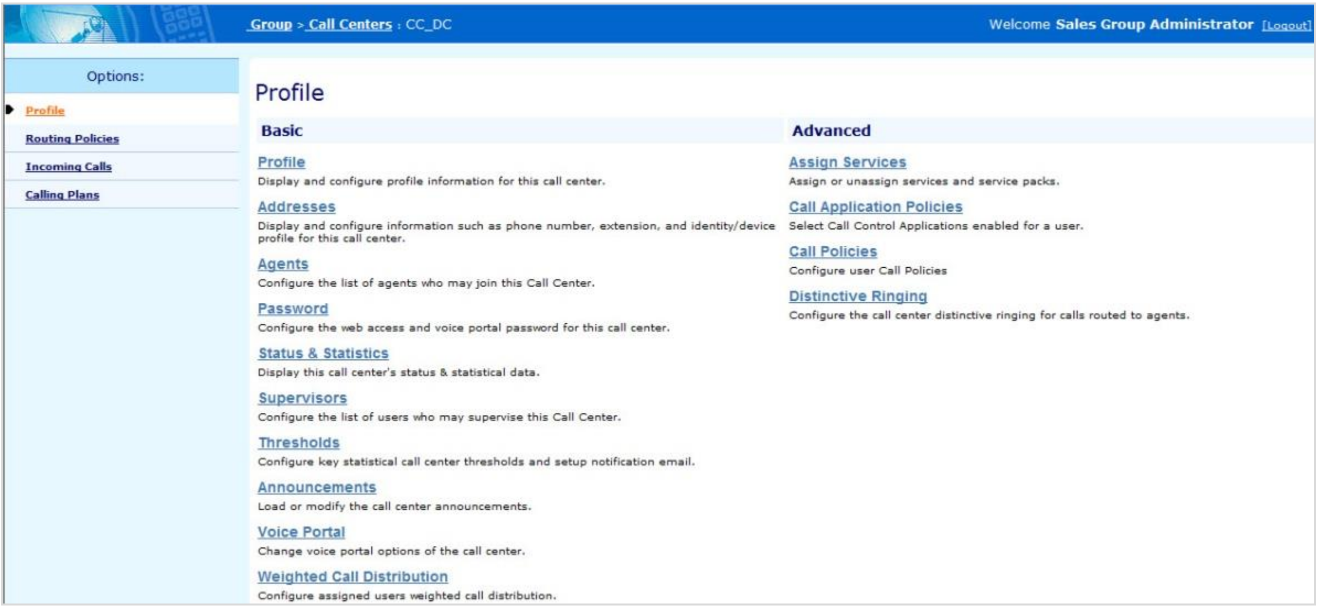


Group > Call Center menu > Call Centers > Voice Portal

18.12 WEIGHTED CALL DISTRIBUTION

(This option only appears if the Weighted Call Distribution Policy was selected when creating or modifying a Call Centre)

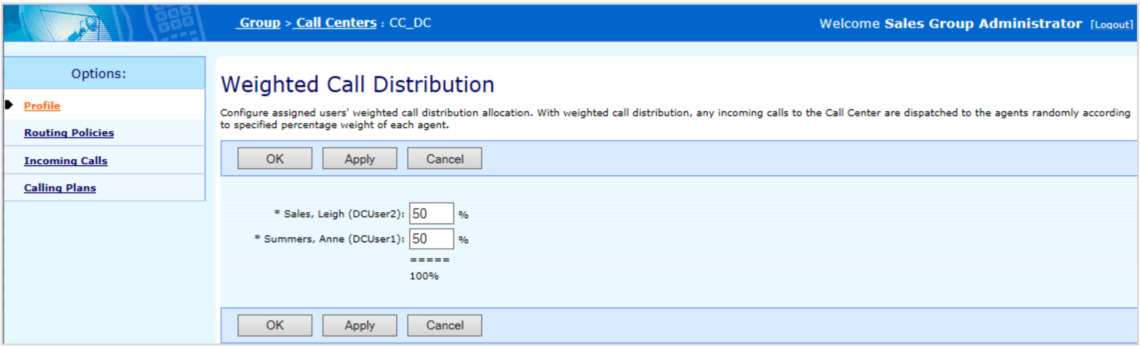
When provisioning the call centre, if the Weighted Distribution policy was selected, you can assign a percentage value to each agent in the call centre. When a new call comes in, the system is more or less likely to assign that call to a given agent according to the values you set on this page. Agents already occupied with a call are not included in the random determination.



Group > Call Center menu > Call Centers > Weighted Call Distribution

Use the *Call Center - Profile\Weighted Call Distribution* page to configure the call distribution policy within your call centre.

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to **Edit**
3. Click **Weighted Call Distribution**
   This link will only appear if you have enabled the Weighted Call Distribution policy on the profile page for this Call Centre.

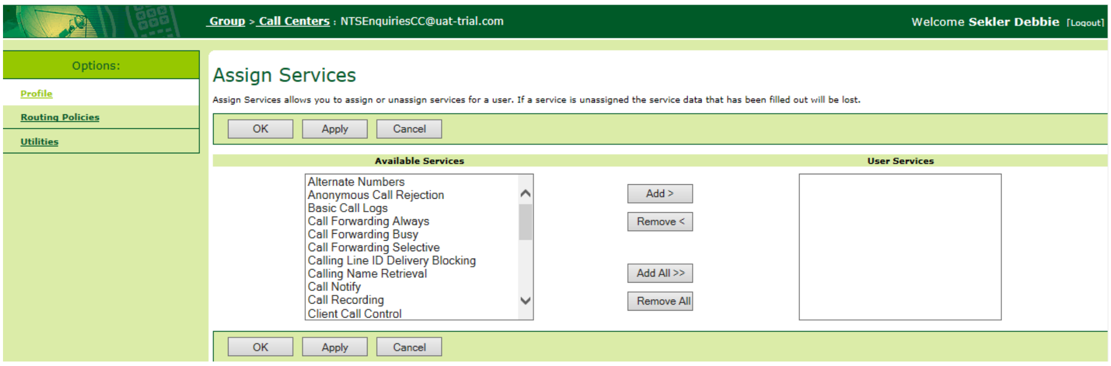


Group > Call Center menu > Call Centers > Weighted Call Distribution

4. **Assign** a percentage value for each agent in your call centre using the input boxes provided. The values must add up to exactly 100.
5. To save your changes Click **Apply** or **OK**

18.13 ASSIGN SERVICES

If specific other services such as Call Forward Selective or Call Forward Busy are required they need to be assigned. To assign services

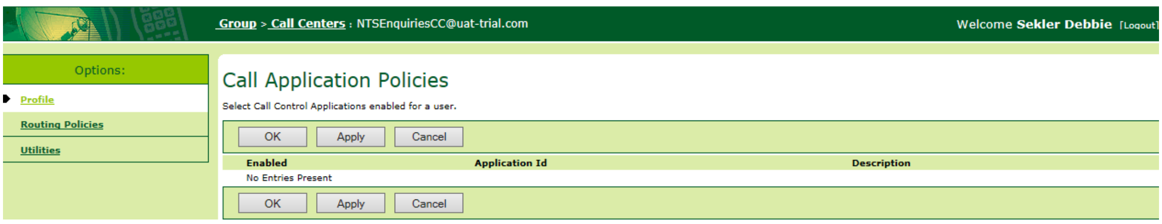


Group > Call Center menu > Call Centers > Assign Services

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to **Edit**
3. Click **Assign Services**
4. Select the required services from the **Available Services** column
5. Click **Add>** to add the selected services, or click **Add All>>** to assign all services
6. To save your changes Click **Apply** or **OK**

18.14 CALL APPLICATION POLICIES

Use the *Call Center - Call Application Policies* page to view Call Applications enabled for a user

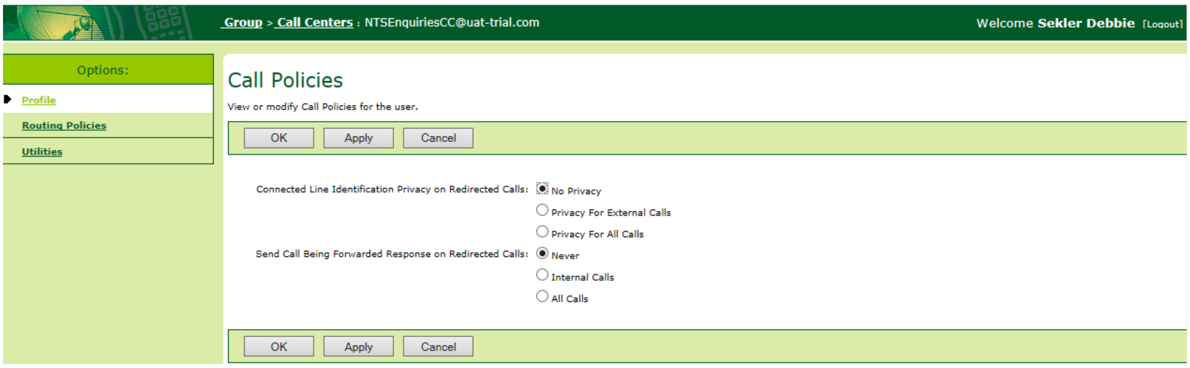


Group > Call Center menu > Call Centers > Call Application Policies

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to **Edit**
3. Click **Call Application Policies**
4. Click **OK**

18.15 CALL POLICIES

Use the *Call Center - Call Policies* page to view Call Policies enabled for a user

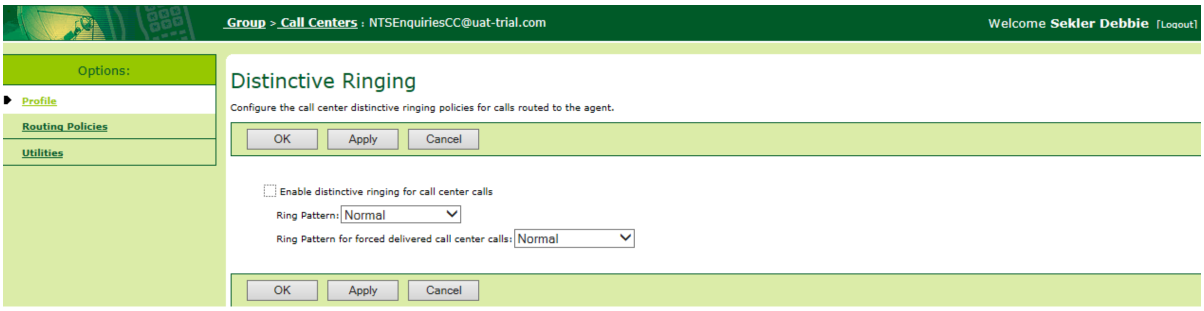


Group > Call Center menu > Call Centers > Call Policies

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to **Edit**
3. Click **Call Policies**
4. For **Connected Line Identification Privacy on Redirected Calls**, select either
   No Privacy
   Privacy for External Calls
   Privacy for All Calls
5. For **Send Call Being Forwarded Response on Redirected Calls**, select either
   Never
   Internal Calls
   All Calls
6. To save your changes Click **Apply** or **OK**

18.16 DISTINCTIVE RINGING

Use the Call Center - Distinctive Ringing page to configure the call centre distinctive ringing for calls routed to agents.



Group > Call Center menu > Call Centers > Distinctive Ringing

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to **Edit**
3. Click **Distinctive Ringing**

4. Click Enable distinctive ringing for call centre calls (if required)
5. Click the **Ring Pattern** drop down arrow and select the ring pattern
   Long-Long
   Short-Short-Long
   Short-Long-Short
6. To save your changes Click **Apply** or **OK**

18.17 ROUTING POLICIES

From the Routing Policies menu a Customer Administrator can configure Bounced Calls, Overflow calls and Stranded calls.

Bounced calls allow a CGA to configure how calls unanswered by Agents are handled.

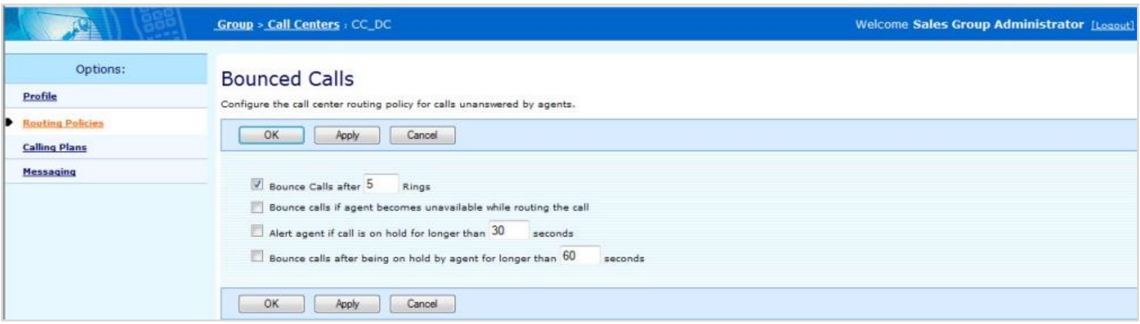
The *Overflow* feature enables a CGA to configure the routing policy when a large number of calls have been received or call have been waiting longer than a configure threshold.

Stranded Calls are calls stranded in the queue when all agents are signed out.

Stranded Calls - Unavailable are calls stranded in the queue when all the agents are unavailable

Group > Call Center menu > Call Centers > Routing Policies

18.17.1 BOUNCED CALLS

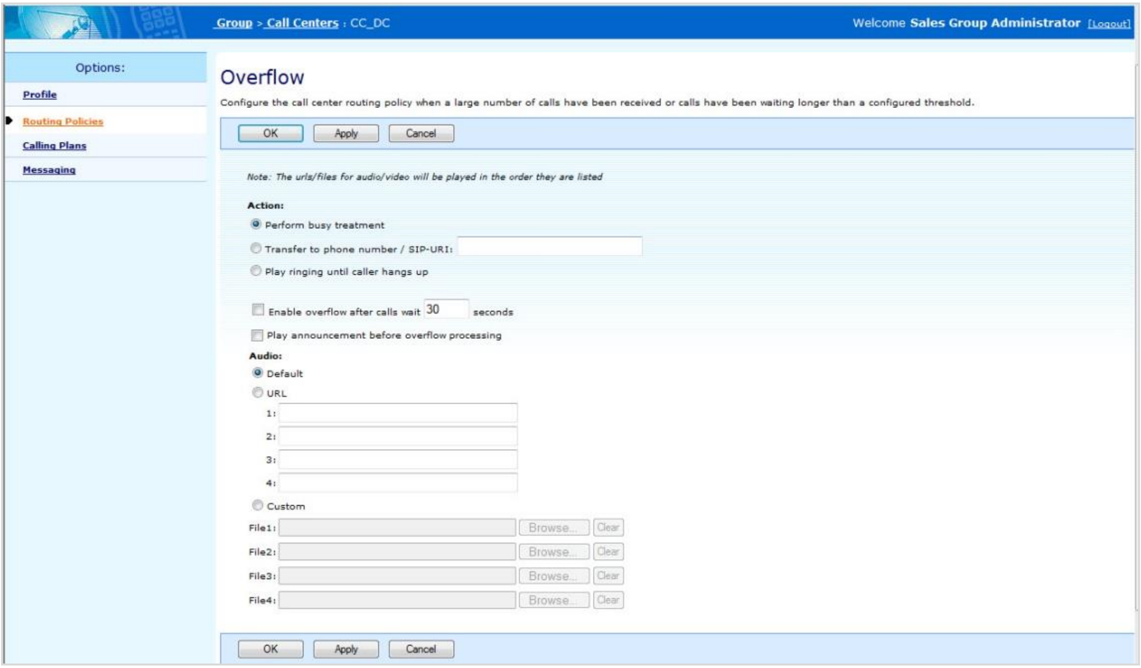


Group > Call Center menu > Call Centers > Routing Policies > Bounced Calls

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to **Edit**
3. Select **Routing Policies** from the Options menu
4. Select **Bounced Calls**
5. Enter the number of rings to Bounce Calls after

6. Select **Bounce calls if agent becomes unavailable while routing the call** (if required)
7. Select **Alert agent if call is on hold for longer than xx seconds** (default setting is 30 seconds)
8. Select **Bounce calls after being on hold by agent for longer than xx seconds** (default setting is 60 seconds)
9. To save your changes Click **Apply** or **OK**
10. Group > Call Center menu > Call Centers > Routing Policies

18.17.2 OVERFLOW



Group > Call Center menu > Call Centers > Routing Policies > Overflow

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to **Edit**
3. Select **Routing Policies** from the Options menu
4. Select **Overflow**
5. From the **Action** area select one of the options:

   Perform Busy treatment (the caller will get the same treatment as if the caller was busy). This is a default setting

   Transfer to phone number/URI

   Play ringing until caller hangs up
6. Select **Enable overflow after calls wait xx seconds** to specify how long calls wait before being overflowed
7. Select **Play announcement before overflow processing** if you require an announcement to be played to the caller before overflowing the call

From the Audio section select either **Default** (default setting) or

1. Select **Custom** (to specify your own audio file)
2. Click the **Browse** button

3. Type the path and filename of the .wav file OR

   Navigate to where your recording (.wav file) is saved
4. Select the file
5. To save your changes Click **Apply** or **OK**

18.17.3 STRANDED CALLS

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to **Edit**
3. Select **Routing Policies** from the Options menu
4. Select **Stranded Calls**
5. From the Action menu, select either:

   Leave in queue

   Perform busy treatment

   Transfer to phone number / SIP – URI:
6. To save your changes Click **Apply** or **OK**

Group > Call Center menu > Call Centers > Routing Policies > Stranded Calls

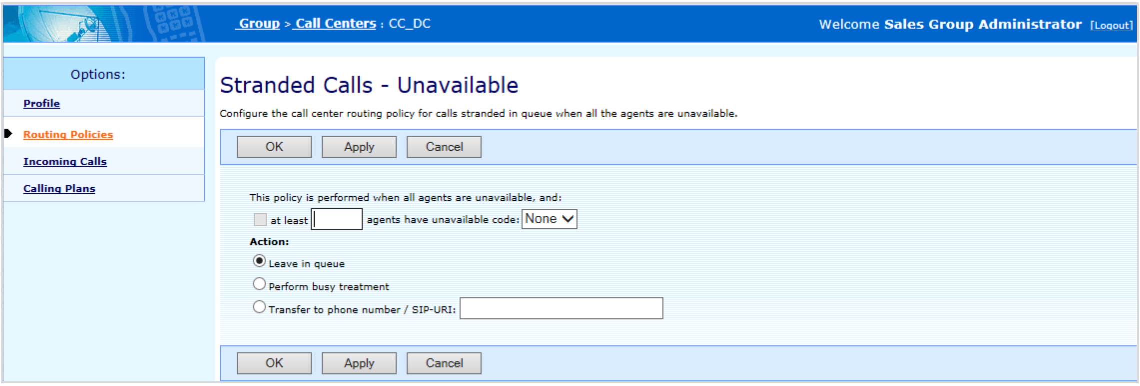
18.17.4 STRANDED CALLS - UNAVAILABLE

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to **Edit**
3. Select **Routing Policies** from the Options menu
4. Select **Stranded Calls – Unavailable**
5. To apply the policy when all agents are unavailable and at least a configured number of agents have set their unavailable code to a configured code, check the box below the following text *"This policy is performed when all agents are unavailable, and:"* and enter the number of agents and the unavailable code.
6. From the Action menu, select either:

   Leave in queue

   Perform busy treatment

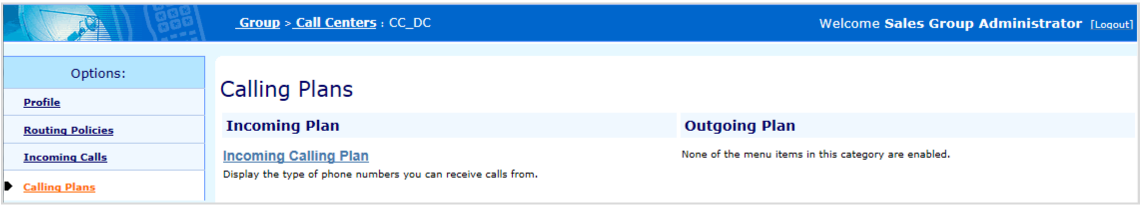
   Transfer to phone number / SIP – URI:
7. To save your changes Click **Apply** or **OK**



Group > Call Center menu > Call Centers > Routing Policies > Stranded Calls - Unavailable

18.18 CALLING PLANS

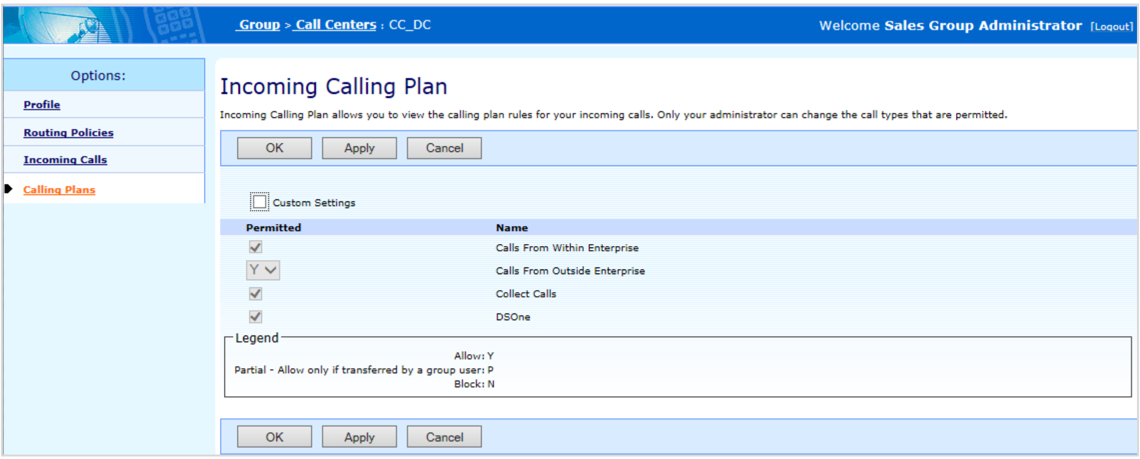
A call centre is itself a virtual user (the call centre user) and you provision it with many of the same Incoming Calling Plan attributes a user has.



Group > Call Center menu > Call Centers > Calling Plans

18.18.1 INCOMING CALLING PLAN

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to **Edit**
3. Click **Calling Plans** from the options menu
4. Click **Incoming Calling Plan**
5. Click **Custom Settings** and make required changes



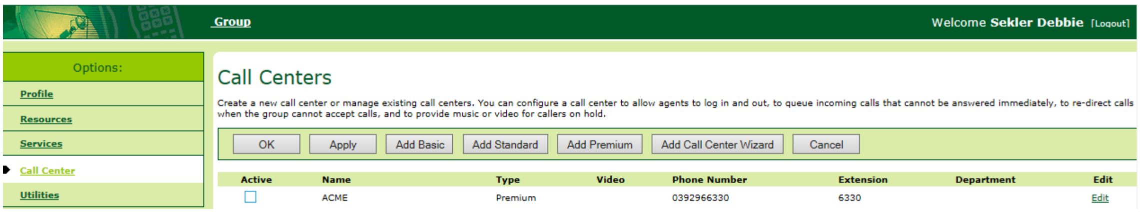
Group > Call Center menu > Call Centers > Calling Plans

To save your changes Click **Apply** or **OK**

18.19 TO MAKE A CALL CENTRE INACTIVE

There is no need to delete a call centre if it is not required for a period of time. Once a call centre has been created it can be made inactive or reactivated at any time.

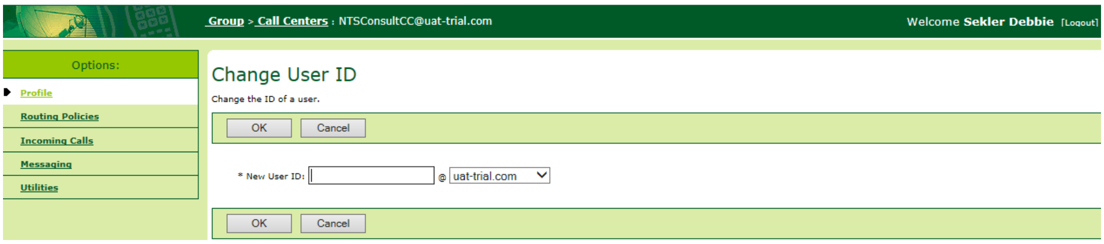
1. On the *Group - Call Center* menu page Click **Call Centers**
2. Ensure the **Active** checkbox that relates to the Call Centre you want to make inactive does NOT have a tick
3. To save your changes click **Apply** or **OK**



Group > Call Center menu > Call Centers

18.20 TO CHANGE THE CALL CENTRE ID

1. On the *Group - Call Center* menu page Click **Call Centers**
2. Select the required call centre to **Edit**
3. Click **Profile**
4. Click **Change User ID**
5. Enter the new call centre ID, select the domain from the drop-down list, and then click *OK*.
6. To modify other profile information, type or select information for the call centre.
   An asterisk (*) indicates mandatory data.
7. Click **OK**

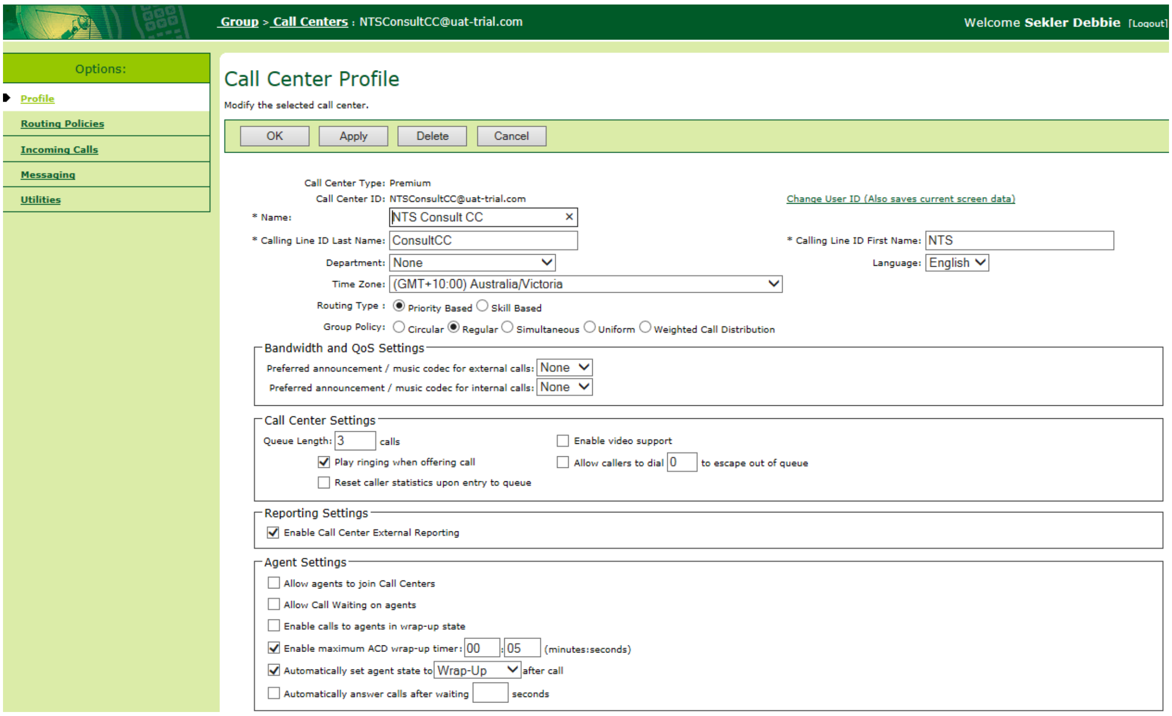


Group > Call Center menu > Call Centers

18.21 TO DELETE THE CALL CENTRE

The *Call Center - Call Center Profile* page is used to delete a call centre

1. On the *Group – Call Center* menu page Click **Call Centers**
2. Select the required call centre to **Edit**
3. Click **Profile**
4. Click **Delete**
5. To save your changes Click **Apply** or **OK**



Group > Call Center menu > Call Centers

CHAPTER 19
CALLING PLAN MENU

This chapter contains sections that correspond to each item on the *Group – Calling Plan* menu page.

Group > Calling Plan Menu

The *Group - Calling Plan* menu contains these items:

CONFIGURATION MENU

This menu displays the items that group administrators use to configure codes and digit strings for calling plans:

- Codes Management
- Digit Strings
- Pinhole Digit strings
- Transfer Numbers

MANAGEMENT MENU

This menu displays the items that group administrators use to manage calling plans:

- Incoming Calling Plan
- Outgoing Calling Plan
- Outgoing Digit Plan
- Outgoing Pinhole Digit Plan

19.1 CODES MANAGEMENT

Use this item on the *Group – Calling Plan* menu page to

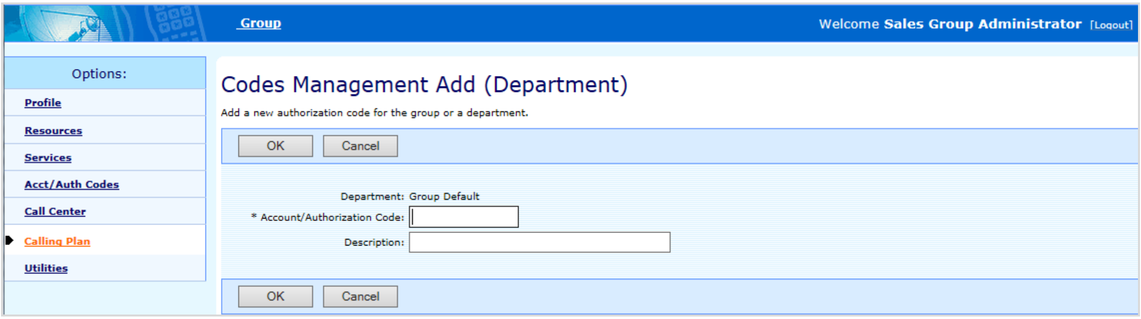
- List Codes for the Group and Departments
- Add a Code for the Group or a Department
- Delete a Code for the Group or a Department

LIST CODES FOR THE GROUP OR A DEPARTMENT

1. On the *Group – Calling Plan* menu page Click **Codes Management**
2. To display the previous page, click **OK**.

ADD A CODE FOR THE GROUP OR A DEPARTMENT

Use the *Group – Codes Management Modify (Department)* and the *Group – Codes Management Add (Department)* pages to select the group or department and add a code for the group or the selected department.



Group > Calling Plan > Codes Management

1. On the *Group – Calling Plan* menu page Click **Codes Management**

   This page lists all departments within your group. If your group is part of an enterprise, this page also lists any departments created on the enterprise level by your enterprise administrator. If you choose to modify the code management settings for an enterprise-level department, your changes will only apply to users in that department that exist within your group.
2. In the *Department* column click **Group Default** or the name of a department
3. Click **Add**
4. Type the new Authorisation Code.
   The length of the code is determined by the setting that has been configured in the **Acct/Auth Codes Administration page**, **Number of digits field**
   An asterisk (*) indicates required data.
5. Enter a Description
6. To save your changes Click **Apply** or **OK**

DELETE A CODE FOR THE GROUP OR A DEPARTMENT

Use the *Group – Codes Management Modify (Department)* and the *Group – Codes Management Add (Department)* pages to select the group or department and delete a code for the group or the department.

1. On the *Group – Calling Plan* menu page Click **Codes Management**
2. On the row for the department with a code, click the name of the department
3. To delete a code, check the **Delete** box for the code.
4. To save your changes Click **Apply** or **OK**

19.2 DIGIT STRINGS

Use this menu item on the *Group – Calling Plan* menu page to

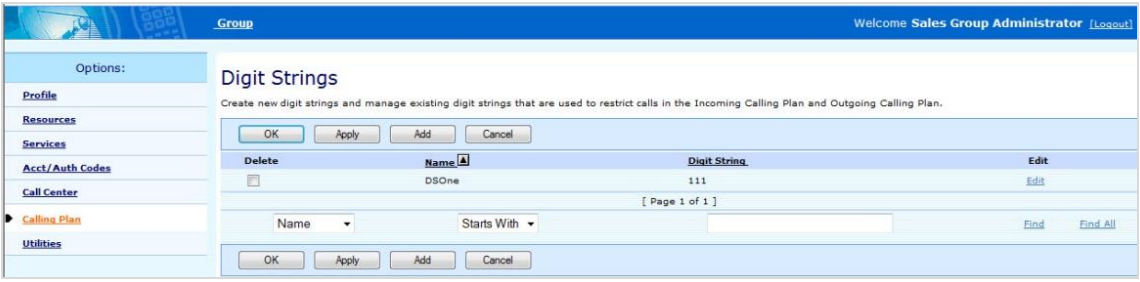
- List and Delete Digit Strings
- Add or Modify Digit Strings

The *Digit Strings* page allows you to set up a custom digit string plan. Group Administrators can assign digit strings at the group, department, or user level. Digit strings consist of any sequence of digits, which can include wild cards, and each string is given a name. The digit strings are available for both incoming and outgoing plans.

When a call is placed or received, the number is checked against assigned digit strings (whether assigned to the individual user or to their department or group). Note that if the user does not have individual assignments, their department digit string settings take effect. If the user is not assigned to a department, then the group default assignments take effect. If the number matches any assigned digit patterns, the call is blocked.

LIST AND DELETE DIGIT STRINGS

Use the *Group – Digit Strings* page to list the current digit strings configured for the Outgoing and Incoming Calling Plans for the group.

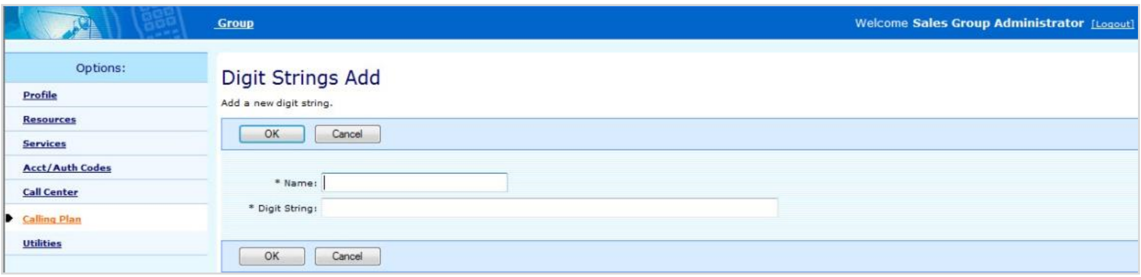


Group > Calling Plan > Digit Strings

1. On the *Group – Calling Plan* menu page Click **Digit Strings**
2. To delete a digit string, check the **Delete** box for the string.
3. To save your changes Click **Apply** or **OK**

ADD DIGIT STRINGS

Use the *Group – Digit Strings Add* page to add digit strings for the Outgoing and Incoming Calling Plans for the group.



Group > Calling Plan > Digit Strings

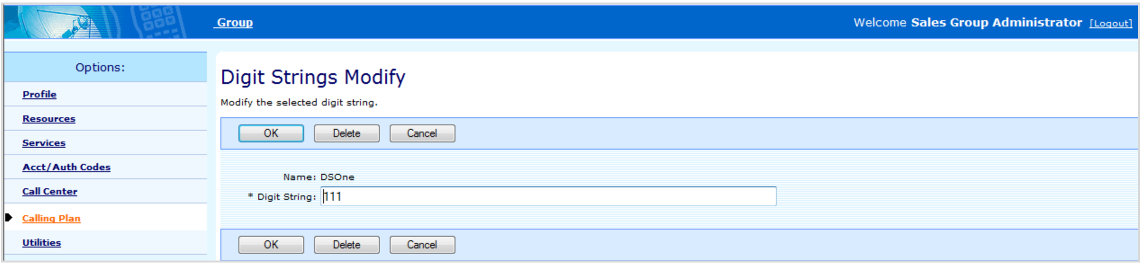
1. On the *Group – Calling Plan* menu page Click **Digit Strings**
2. Click **Add**
3. Type data for the digit string. An asterisk (*) indicates required data.

A digit string can contain one or more question marks (?) as a wildcard that represents any digit between 0-9. These wild cards (?) can appear in any position except as the national prefix or country code.
An asterisk (*) can also be used as a wildcard. This wild card can be used once, in the trailing position to the right.
If a digit string contains a ? and a *, the * must be after the ?.
Examples: 703??????? and 703???*

4. To save your changes Click **Apply** or **OK**

MODIFY A DIGIT STRING

Use the *Group – Digit Strings Modify* page to delete or modify a digit string for the Outgoing and Incoming Calling Plans for the group.



Group > Calling Plan > Digit Strings

1. On the *Group – Calling Plan* menu page Click **Digit Strings**
2. Click **Edit** or any item on the row for the string
3. To modify the string: type data for the string. An asterisk (*) indicates required data.

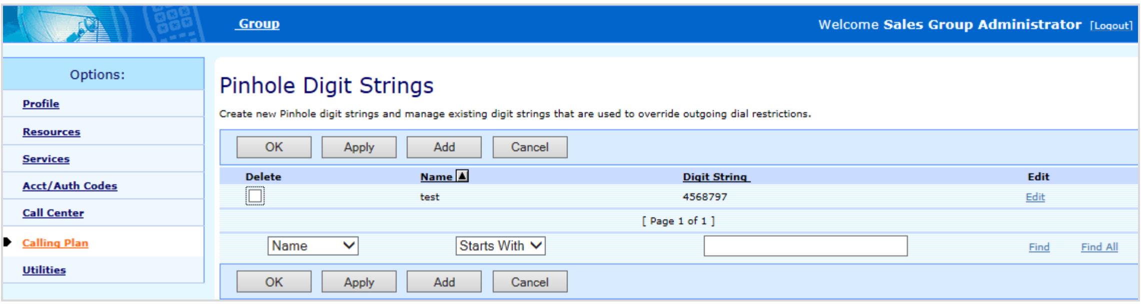
A digit string can contain one or more question marks (?) as a wildcard that represents any digit between 0-9. These wild cards (?) can appear in any position except as the national prefix or country code.
An asterisk (*) can also be used as a wildcard. This wild card can be used once, in the trailing position to the right.
If a digit string contains a ? and a *, the * must be after the ?.
Examples: 703??????? and 703???*

4. To save your changes Click **OK**

19.3 PINHOLE DIGIT STRINGS

Use this menu item on the *Group – Calling Plan* menu page to Configure the digit strings to be used in the Outgoing Pinhole Digit Plan. Pinhole Digit Strings are used to override outgoing dial restrictions.

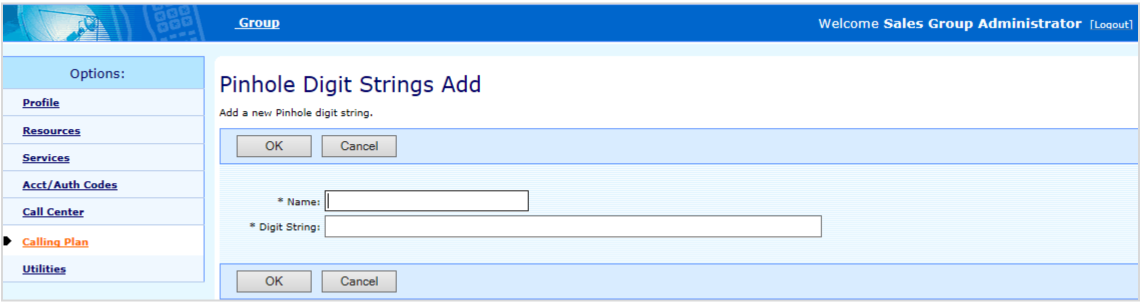
LIST AND DELETE PINHOLE DIGIT STRINGS



Group > Calling Plan > Pinhole Digit Strings

1. On the *Group – Calling Plan* menu page Click **Pinhole Digit Strings**
2. To delete a digit string, check the **Delete** box for the string.
3. To save your changes Click **Apply** or **OK**

ADD PINHOLE DIGIT STRINGS



Group > Calling Plan > Pinhole Digit Strings

1. On the *Group – Calling Plan* menu page Click **Pinhole Digit Strings**

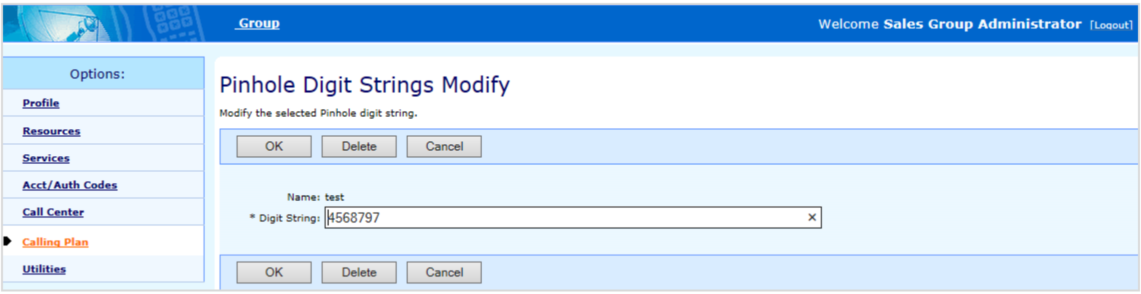
2. Click **Add**

3. Type data for the digit string. An asterisk (*) indicates required data.

   A digit string can contain one or more question marks (?) as a wildcard that represents any digit between 0-9. These wild cards (?) can appear in any position except as the national prefix or country code.
   An asterisk (*) can also be used as a wildcard. This wild card can be used once, in the trailing position to the right.
   If a digit string contains a ? and a *, the * must be after the ?.
   Examples: 703??????? and 703???*

4. To save your changes Click **Apply** or **OK**

MODIFY A PINHOLE DIGIT STRING



Group > Calling Plan > Pinhole Digit Strings

1. On the *Group – Calling Plan* menu page Click **Pinhole Digit Strings**

2. Click **Edit** or any item on the row for the string

3. To modify the string: type data for the string. An asterisk (*) indicates required data.

   A digit string can contain one or more question marks (?) as a wildcard that represents any digit between 0-9. These wild cards (?) can appear in any position except as the national prefix or country code.
   An asterisk (*) can also be used as a wildcard. This wild card can be used once, in the trailing position to the right.
   If a digit string contains a ? and a *, the * must be after the ?.
   Examples: 703??????? and 703???*

4. To save your changes Click **OK**

19.4 TRANSFER NUMBERS

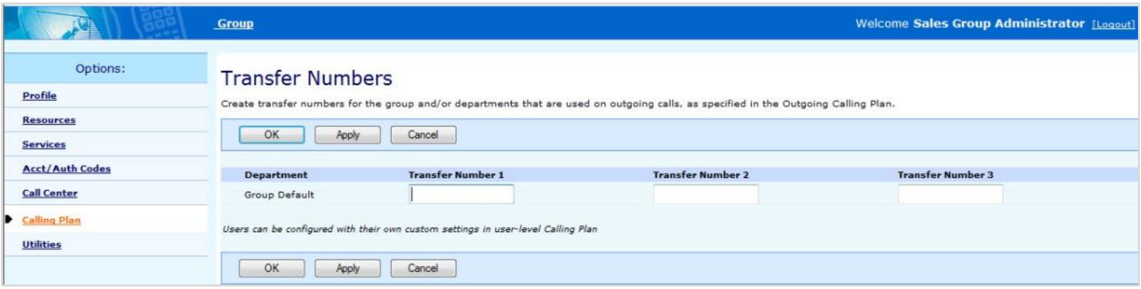
LIST, ADD, MODIFY AND DELETE TRANSFER NUMBERS

You assign transfer numbers (T1, T2, and T3) to specific call types in the Outgoing Calling Plan and Outgoing Digit Plan to block users from making those types of calls. When a user dials a number for a call type to which a transfer number has been assigned, the call is routed to the transfer number instead of to the dialed number. If a department has no transfer number, and an outgoing call type has a transfer number assigned to it, the call is blocked.

LIST, ADD, MODIFY, AND DELETE TRANSFER NUMBERS

Use the *Group – Transfer Numbers* page to list, add, modify, or delete the current transfer numbers for the group and departments.

> **Note:** Department settings override group settings.



Group > Calling Plan > Transfer Numbers

1. On the *Group – Calling Plan* menu page Click **Transfer Numbers**
2. To add, modify, or delete the transfer numbers for a department with a customized Outgoing Calling Plan, edit the Transfer Number text boxes for the department.

   This page lists all departments in your group. If your group is part of an enterprise, this page also lists any departments created on the enterprise level by your enterprise administrator. If you choose to modify the transfer numbers for an enterprise-level department, your changes will only apply to users in that department that exist within your group.
3. To save your changes Click **Apply** or **OK**

19.5 INCOMING CALLING PLAN

LIST, ADD, MODIFY AND DELETE INCOMING CALLING PLAN

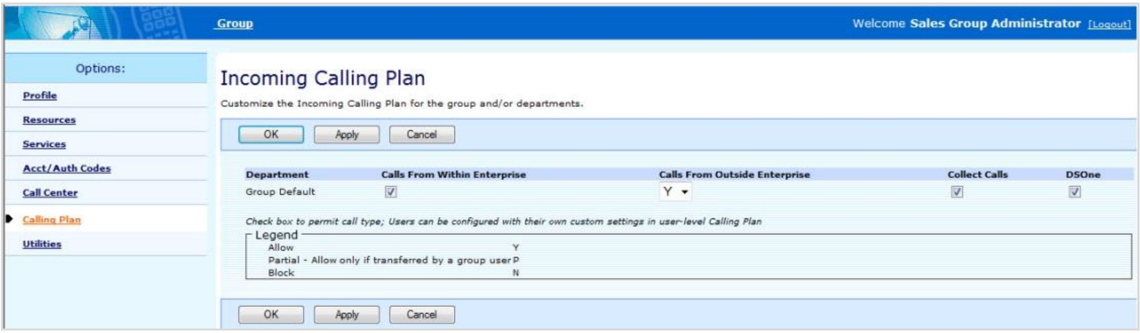
The settings on the Incoming Calling Plan define the types of calls that are allowed to reach the group and departments. For example, the Incoming Calling Plan determines whether users in your group or department can accept calls from outside the group.

For all incoming calls, the call type is compared to the set of allowed incoming calls in the plan. If the call type is not in the set, the call is denied and an appropriate message is played to the originating party.

LIST, ADD, MODIFY, AND DELETE INCOMING CALLING PLAN

Use the *Group – Incoming Calling Plan* page to list, add, modify, or delete the current settings for the Incoming Calling Plan for the group and departments. A checked call type indicates that calls of this type are allowed. On this page, Calls From Within Group, Calls From Outside Group, and Collect Calls are call types provided by Telstra; other call types are customized for the group.

> **Note:** Department settings override group settings.
> **Note:** This page lists all departments in your group. If your group is part of an enterprise, this page also lists all departments created at the enterprise level by your enterprise administrator. If you alter the settings for an enterprise-level department, your changes will only apply to users in that department that exist within your group.



Group > Calling Plan > Incoming Calling Plan

1. On the *Group – Calling Plan* menu page Click **Incoming Calling Plan**
2. Edit the settings on the rows for the group and departments:
   - To enable a setting, check the box for the call type, for example, Collect Calls.
   - To modify a setting, check or uncheck the box for the call type.
   - To disable a setting, uncheck the box for the call type.
3. In the *Calls From Outside Group* column, choose one of these settings:
   - "**Y**" Allows users in the group or department to receive all calls from outside the group.
   - "**P**" Allows users in the group or department to receive calls from outside the group only if the outside call is transferred or forwarded to the user by another user inside the group.
   - "**N**" Prevents users in the group or department from receiving all calls from outside the group, even if the outside call has been transferred or forwarded by a user inside the group.

Note: Fully restricted users ("N" in *Calls From Outside Group* column) cannot pick up outside calls in their call pickup group or outside calls parked by a user in their group..

4. To save your changes Click **Apply** or **OK**

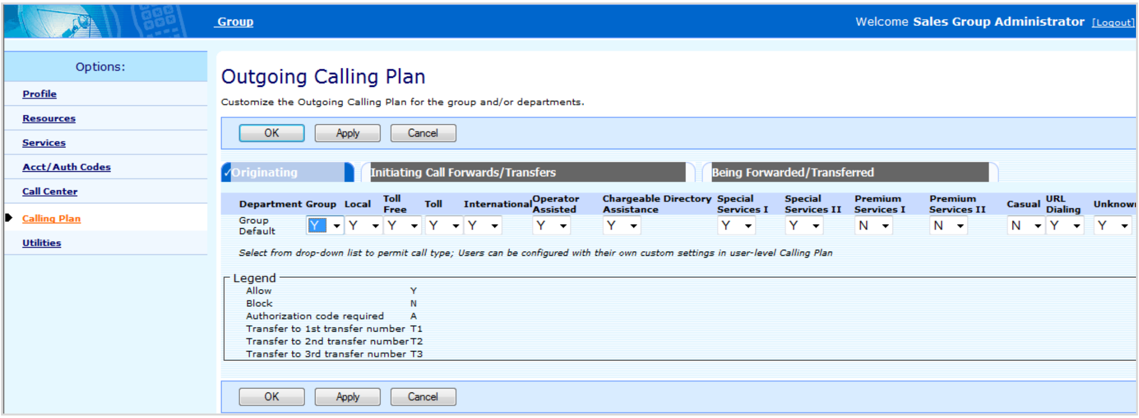
19.6 OUTGOING CALLING PLAN

LIST, ADD, MODIFY AND DELETE OUTGOING CALLING PLAN

The settings on the Outgoing Calling Plan define the types of calls that group members and department members are allowed to make. For example, this page determines whether users in your group can initiate toll and international calls. The settings also control whether group and department users can forward and transfer calls to numbers outside the group.

LIST, ADD, MODIFY, AND DELETE OUTGOING CALLING PLAN

Use the *Group – Outgoing Calling Plan* page to list, add, modify, or delete the current settings for the Outgoing Calling Plan for the group and departments. All new users receive the privileges assigned to the *Group Default* or if assigned to a department, they receive the privileges assigned to that department.



Group > Calling Plan > Outgoing Calling Plan

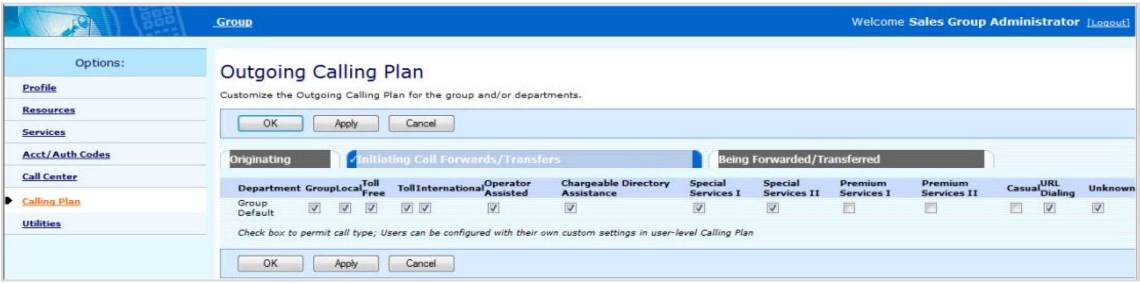
A definition of each call type is provided below:

CALL TYPE	DESCRIPTION
Group	Calls from within the user's business group.
Local	Calls within the local calling area.
Toll Free	Free calls to numbers beginning with 1800.
Toll	Calls outside the local calling area.
International	Chargeable calls to other countries.
Operator Assisted	Calls made with the chargeable assistance of an operator.
Chargeable Directory Assistance	Calls made to Directory Assistance such as 1234 or 1124.
Special Services I	Calls to 700 numbers. These calls may or may not be chargeable.
Special Services II	Customizable by the system provider.
Premium Services I	Chargeable calls to 900 numbers.
Premium Services II	Chargeable calls to 976 numbers.
Casual	1010XXX or 10XXX chargeable calls. Example: 10-10-321, followed by the number you are calling.
URL Dialing	Chargeable calls made to an e-mail address instead of a phone number.
Unknown	Unknown call type.

Note: Department settings override group settings.

Note: This page lists all departments in your group. If your group is part of an enterprise, this page also lists all departments created at the enterprise level by your enterprise administrator. If you alter the settings for an enterprise-level department, your changes will only apply to users in that department that exist within your group.

1. On the *Group – Calling Plan* menu page Click **Outgoing Calling Plan**
2. **Click** the **Originating** tab to edit the settings on the rows for the group and Department:
3. To allow a call type, select "**Y**" from the drop-down list.
4. To block a call type, select "**N**" from the drop-down list.
5. To specify use of an authorisation code for a call type, select "**A**" from the drop-down list.
6. To identify one of three transfer numbers (a call type), select "**T1**", "**T2**", or "**T3**" from the drop-down list.

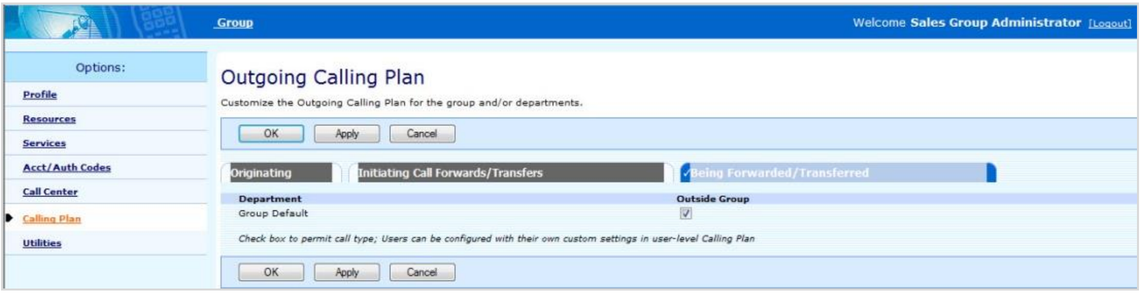


Group > Calling Plan > Outgoing Calling Plan

7. To display the *Group – Initiating Call Forwards - Transfers* settings for the group and Department:

   Click the **Initiating Call Forwards - Transfers** tab

8. Edit the Group – ***Initiating Call Forwards - Transfers*** settings:
9. Check the box for the call type, for example, Toll Free.
10. To disable a setting, uncheck the box for the call type.



Group > Calling Plan > Outgoing Calling Plan

11. To display the Group – Being Forwarded - Transferred settings for the group and Department: Click the Group – **Being Forwarded - Transferred** tab.
12. Edit the **Outside Group** setting:
13. To allow calls between users in the group or a department (intra-group calls) to be transferred or forwarded by another user in the same group or department to telephone numbers outside the group, check the box for ***Outside Group*** for the group or department.
14. To prevent calls between users in the group or a department (intra-group calls) from being transferred or forwarded by another user in the same group or a department to telephone numbers outside the group, uncheck the box for *Outside Group* for the group or a department.
15. To save your changes Click **Apply** or **OK**

19.7 OUTGOING DIGIT PLAN

LIST, ADD, MODIFY AND DELETE OUTGOING DIGIT PLAN

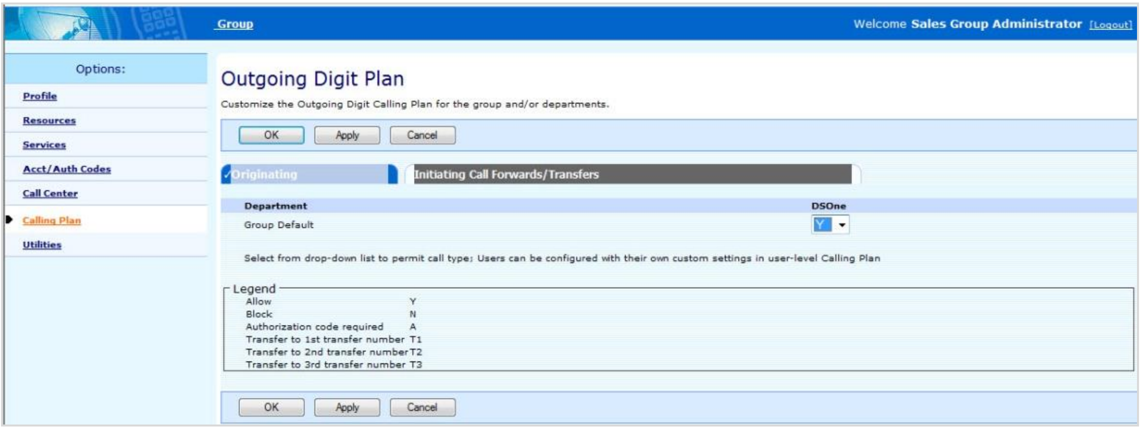
The settings on the Outgoing Digit Plan define the customized types of calls that group members and department members are allowed to make, forward, or transfer. The call types are configured as digit strings.

The call types in the Outgoing Digit Plan are in addition to those provided on the Outgoing Calling Plan.

LIST, ADD, MODIFY, AND DELETE OUTGOING DIGIT PLAN

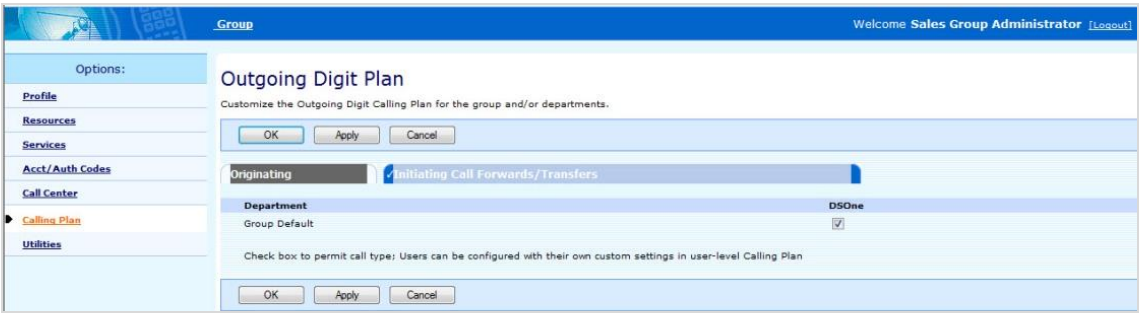
Use the *Group – Outgoing Digit Plan* page to list, add, modify, or delete the current settings for the Outgoing Digit Plan for the group and departments. All new users receive the privileges assigned to the *Group Default* or if assigned to a department, they receive the privileges assigned to that department.

> **Note:** Department settings override group settings.
> **Note:** This page lists all departments in your group. If your group is part of an enterprise, this page also lists all departments created at the enterprise level by your enterprise administrator. If you alter the settings for an enterprise-level department, your changes will only apply to users in that department that exist within your group.



Group > Calling Plan > Outgoing Digit Plan

1. On the *Group – Calling Plan* menu page Click **Outgoing Digit Plan**
2. Select the **Originating** tab to edit the settings on the row for the group and Department:
3. To allow a call type, select "**Y**" from the drop-down list.
4. To block a call type, select "**N**" from the drop-down list.
5. To specify use of an authorization code for a call type, select "A" from the drop-down list.
6. To identify one of three transfer numbers for a call type, select "**T1**", "**T2**", or "**T3**" from the drop-down list.



Group > Calling Plan > Outgoing Digit Plan

7. To display the *Group – Initiating Call Forwards/Transfer* settings for the group and Department: Click the **Initiating Call Forwards/Transfers** tab

8. Select the ***Initiating Call Forwards/Transfers*** tab to edit settings:

9. To enable a setting, check the box for the call type.

10. To disable a setting, uncheck the box for the call type.

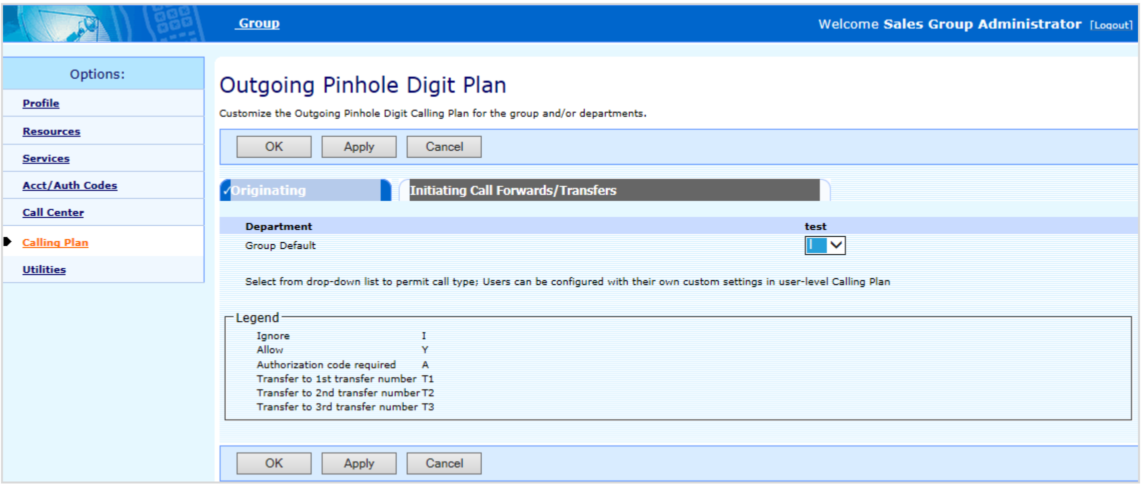
11. To save your changes Click **Apply** or **OK**

19.8 OUTGOING PINHOLE DIGIT PLAN

Override departments, or the group outgoing dial restrictions based on a defined digit pattern.

LIST, ADD, MODIFY, AND DELETE OUTGOING PINHOLE DIGIT PLAN

Note: Department settings override group settings.
Note: This page lists all departments in your group. If your group is part of an enterprise, this page also lists all departments created at the enterprise level by your enterprise administrator. If you alter the settings for an enterprise-level department, your changes will only apply to users in that department that exist within your group.



Group > Calling Plan > Outgoing Pinhole Digit Plan

1. On the *Group – Calling Plan* menu page Click **Outgoing Pinhole Digit Plan**

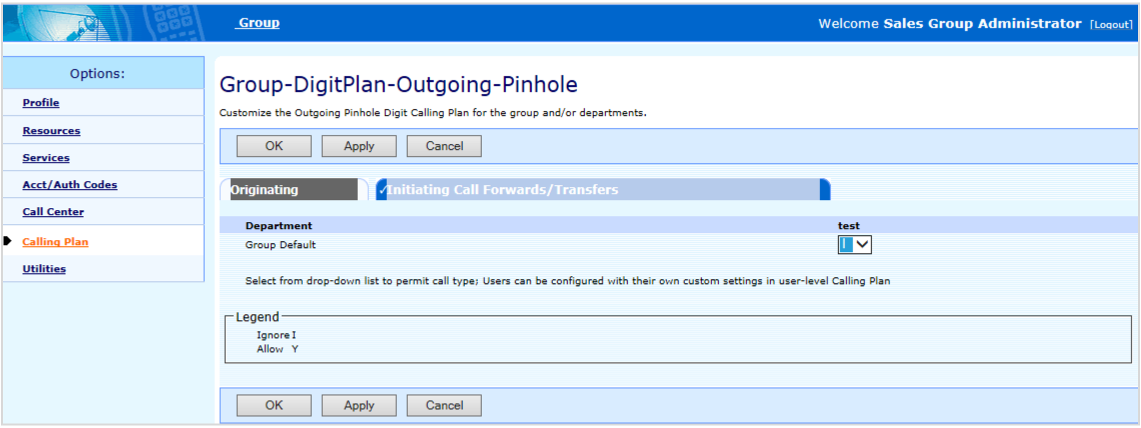
2. Select the **Originating** tab to edit the settings on the row for the group and Department:

3. To allow a call type, select “**Y**” from the drop-down list.

4. To ignore a call type, select “**I**” from the drop-down list.

5. To specify use of an authorization code for a call type, select “**A**” from the drop-down list.

6. To identify one of three transfer numbers for a call type, select “**T1**”, “**T2**”, or “**T3**” from the drop-down list.

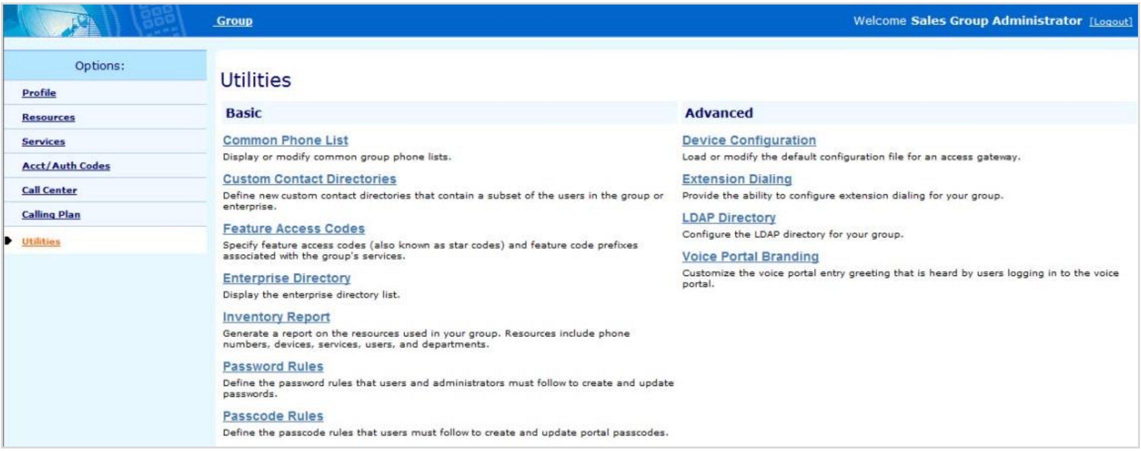


Group > Calling Plan > Outgoing Pinhole Digit Plan

7. To display the *Group – Initiating Call Forwards/Transfer* settings for the group and Department: Click the **Initiating Call Forwards/Transfers** tab
8. Select the ***Initiating Call Forwards/Transfers*** tab to edit he settings:
9. To enable a setting, check the box for the call type.
10. To disable a setting, uncheck the box for the call type.
11. To save your changes Click **Apply** or **OK**

CHAPTER 20
UTILITIES MENU

This chapter contains sections that correspond to each item on the *Group - Utilities* menu page.



Group > Utilities Menu

BASIC MENU

This menu displays the items that all group administrators can use:

- Common Phone List
- Custom Contact Directories
- Feature Access Code
- Enterprise Directory
- Inventory Reports
- Password Rules
- Passcode Rules

ADVANCED MENU

This menu displays the items that group administrators can use only if such functions have been assigned to them

- Configure Device Configuration
- Extension Dialing
- Intercept Group
- LDAP Directory
- Voice Portal Branding

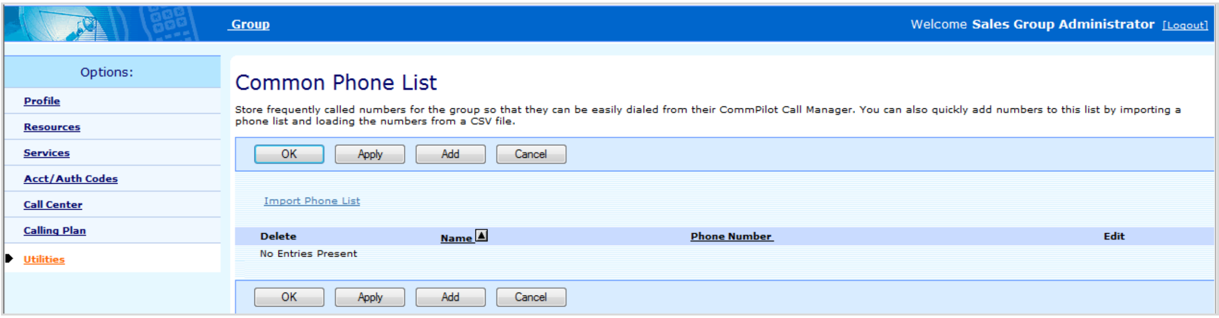
20.1 COMMON PHONE LIST

You use this page to view the contents of the Common Phone List. This list is useful for including numbers frequently called by the group, such as a security company, company caterer, or a company day care center.

From this page, you can also:

- Delete a number
- Add a number
- Import a file of numbers
- Modify or delete a number

The Common Phone List is used as a speed-dial list from a user's CommPilot Call Manager



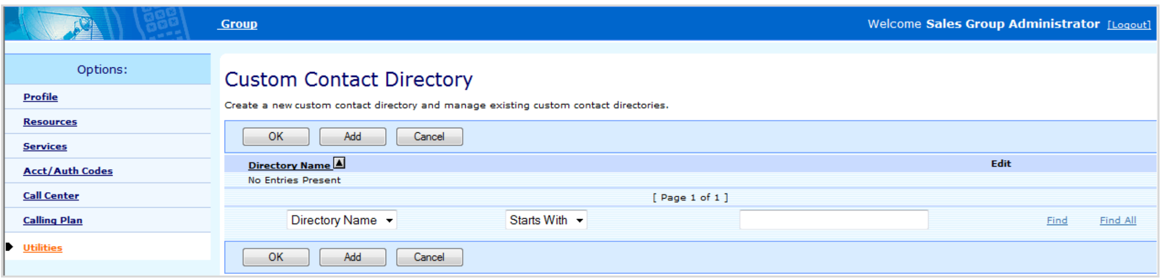
Group > Utilities > Common Phone List

1. On the *Group – Utilites* menu page Click *Common Phone List*
2. Click **Edit** or any item on the row for Import Phone List
3. Modify required **Name** field and **Phone Number** field, if required
4. Select **OK** to save
5. To delete, select **Delete**

20.2 CUSTOM CONTACT DIRECTORIES

Use this page to view your group's (for a service provider group) or enterprise (for an enterprise group) custom contact directories. From this page, you can also create new custom contact directories and manage existing custom contact directories.

Note: The Custom Contact Directories can be viewed by all users in the Group or Enterprise



Group > Utilities Menu > Custom Contact Directories

1. On the *Group – Utilites* menu page Click *Custom Contact Directories*
2. Click **Edit** or any item on the **Directory** row to modify
3. In the * *Directory Name* text box, highlight and type over the text you want to edit.
4. Select users from the ***Available Users*** column
   To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard
5. Click **Add**.
   To add all users (unselected) at once, click **Add All**.
6. To remove users, On the *Selected Users* column, select the users and click **Remove**. To remove all users (unselected) at once,
7. Click **Remove All**
8. To delete, select **Delete**
9. To save your changes click **Apply** or **OK**

20.3 FEATURE ACCESS CODES

- List Feature Access Codes

Users dial feature access codes (flash and star codes) to access certain services, for example, Last Number Redial and Call Return. Users also dial a prefix for Speed Dial 100 calls.

LIST, FEATURE ACCESS CODES

Use the *Group – Utilities - Feature Access Codes* page to view Feature Access Codes.

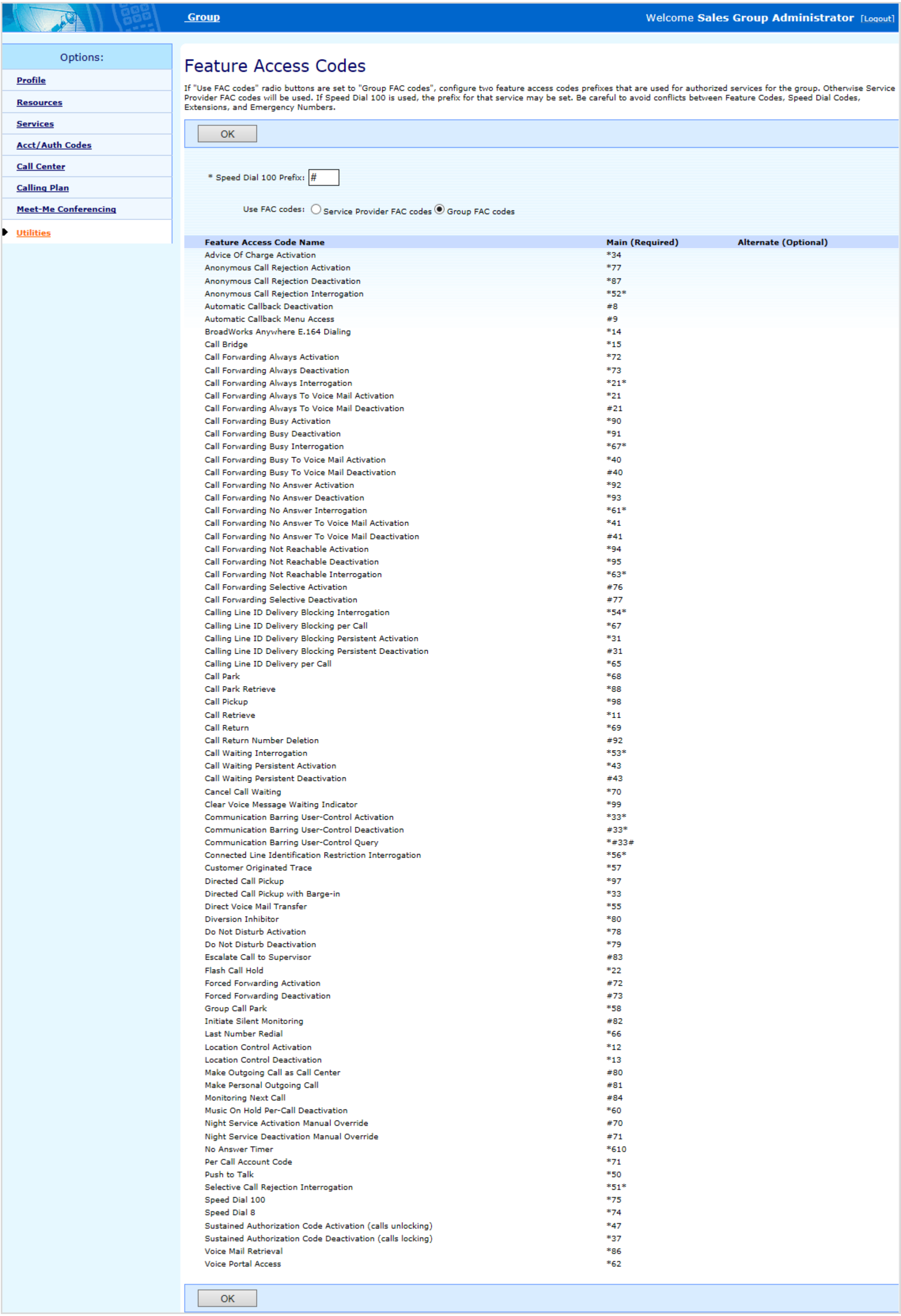
This table provides the default Feature Access Codes.

Code	Feature
*34	Advice of Charge Activation
*77	Anonymous Call Rejection Activation
*87	Anonymous Call Rejection Deactivation
52	Anonymous Call Rejection Interrogation
#8	Automatic Callback Deactivation
#9	Automatic Callback Menu Access
*14	BroadWorks Anywhere E.164 Dialing
*15	Call Bridge
*72	Call Forwarding Always Activation
*73	Call Forwarding Always Deactivation

21	Call Forward Always Interrogation
*21	Call Forward Always to Voicemail Activation
#21	Call Forward Always to Voicemail Deactivation
*90	Call Forwarding Busy Activation
*91	Call Forwarding Busy deactivation
67	Call Forwarding Busy Interrogation
*40	Call Forwarding Busy to Voicemail Activation
#40	Call Forwarding Busy to Voicemail Deactivation
*92	Call Forwarding No Answer Activation
*93	Call Forwarding No Answer Deactivation
61	Call forwarding No Answer Interrogation
*41	Call Forwarding No Answer to Voicemail Activation
#41	Call Forwarding No Answer to Voicemail Deactivation
*94	Call Forwarding Not Reachable Activation
*95	Call Forwarding Not Reachable Deactivation
63	Call Forwarding Not Reachable interrogation
#76	Call Forwarding Selective Activation
#77	Call Forwarding Selective Deactivation
54	Calling Line ID Delivery Blocking Interrogation
*67	Calling Line ID Delivery Blocking per Call
*31	Calling Line ID Delivery Blocking Persistent Activation
#31	Calling Line ID Delivery Blocking Persistent Deactivation
*65	Calling Line ID Delivery per Call
*68	Call Park

*88	Call Park Retrieve
*98	Call Pickup
*11	Call Retrieve
*69	Call Return
#92	Call Return Number Deletion
53	Call Waiting Interrogation
*43	Call Waiting Persistent Activation
#43	Call Waiting Persistent Deactivation
*70	Cancel Call Waiting
*99	Clear Voice Message Waiting Indicator
33	Communication Barring User-Control Activation
#33*	Communication Barring User-Control Deactivation
*#33#	Communication Barring User-Control Query
56	Connected Line Identification Restriction Interrogation
*57	Customer Originated Trace
*97	Directed Call Pickup
*33	Directed Call Pickup with Barge-in
*55	Direct Voice Mail Transfer
*80	Diversion Inhibitor
*78	Do Not Disturb Activation
*79	Do Not Disturb Deactivation
#83	Escalate Call to Supervisor
*22	Flash Call Hold
#72	Forced Forwarding Activation

#73	Forced Forwarding Deactivation
*58	Group Call Park
#82	Initiate Silent Monitoring
*66	Last Number Redial
*12	Location Control Activation
*13	Location Control Deactivation
#80	Make Outgoing Call as Call Center
#81	Make Personal Outgoing Call
#84	Monitoring Next Call
*60	Music On Hold Per-Call Deactivation
#70	Night Service Activation Manual Override
#71	Night Service Deactivation Manual Override
*610	No Answer Timer
*71	Per-Call Account Code
*50	Push to Talk
51	Selective Call Rejection Interrogation
*75	Speed Dial 100
*74	Speed Dial 8
*47	Sustained Authorization Code activation (calls unlocking)
*37	Sustained Authorization Code activation (calls locking)
*86	Voice Mail Retrieval
*62	Voice Portal Access


Group
Welcome Sales Group Administrator [Logout]

Options:
Profile
Resources
Services
Acct/Auth Codes
Call Center
Calling Plan
Meet-Me Conferencing
Utilities

Feature Access Codes

If "Use FAC codes" radio buttons are set to "Group FAC codes", configure two feature access codes prefixes that are used for authorized services for the group. Otherwise Service Provider FAC codes will be used. If Speed Dial 100 is used, the prefix for that service may be set. Be careful to avoid conflicts between Feature Codes, Speed Dial Codes, Extensions, and Emergency Numbers.

OK

* Speed Dial 100 Prefix: #

Use FAC codes: Service Provider FAC codes Group FAC codes

Feature Access Code Name	Main (Required)	Alternate (Optional)
Advice Of Charge Activation	*34	
Anonymous Call Rejection Activation	*77	
Anonymous Call Rejection Deactivation	*87	
Anonymous Call Rejection Interrogation	*52*	
Automatic Callback Deactivation	#8	
Automatic Callback Menu Access	#9	
BroadWorks Anywhere E.164 Dialing	*14	
Call Bridge	*15	
Call Forwarding Always Activation	*72	
Call Forwarding Always Deactivation	*73	
Call Forwarding Always Interrogation	*21*	
Call Forwarding Always To Voice Mail Activation	*21	
Call Forwarding Always To Voice Mail Deactivation	#21	
Call Forwarding Busy Activation	*90	
Call Forwarding Busy Deactivation	*91	
Call Forwarding Busy Interrogation	*67*	
Call Forwarding Busy To Voice Mail Activation	*40	
Call Forwarding Busy To Voice Mail Deactivation	#40	
Call Forwarding No Answer Activation	*92	
Call Forwarding No Answer Deactivation	*93	
Call Forwarding No Answer Interrogation	*61*	
Call Forwarding No Answer To Voice Mail Activation	*41	
Call Forwarding No Answer To Voice Mail Deactivation	#41	
Call Forwarding Not Reachable Activation	*94	
Call Forwarding Not Reachable Deactivation	*95	
Call Forwarding Not Reachable Interrogation	*63*	
Call Forwarding Selective Activation	#76	
Call Forwarding Selective Deactivation	#77	
Calling Line ID Delivery Blocking Interrogation	*54*	
Calling Line ID Delivery Blocking per Call	*67	
Calling Line ID Delivery Blocking Persistent Activation	*31	
Calling Line ID Delivery Blocking Persistent Deactivation	#31	
Calling Line ID Delivery per Call	*65	
Call Park	*68	
Call Park Retrieve	*88	
Call Pickup	*98	
Call Retrieve	*11	
Call Return	*69	
Call Return Number Deletion	#92	
Call Waiting Interrogation	*53*	
Call Waiting Persistent Activation	*43	
Call Waiting Persistent Deactivation	#43	
Cancel Call Waiting	*70	
Clear Voice Message Waiting Indicator	*99	
Communication Barring User-Control Activation	*33*	
Communication Barring User-Control Deactivation	#33*	
Communication Barring User-Control Query	*#33#	
Connected Line Identification Restriction Interrogation	*56*	
Customer Originated Trace	*57	
Directed Call Pickup	*97	
Directed Call Pickup with Barge-in	*33	
Direct Voice Mail Transfer	*55	
Diversion Inhibitor	*80	
Do Not Disturb Activation	*78	
Do Not Disturb Deactivation	*79	
Escalate Call to Supervisor	#83	
Flash Call Hold	*22	
Forced Forwarding Activation	#72	
Forced Forwarding Deactivation	#73	
Group Call Park	*58	
Initiate Silent Monitoring	#82	
Last Number Redial	*66	
Location Control Activation	*12	
Location Control Deactivation	*13	
Make Outgoing Call as Call Center	#80	
Make Personal Outgoing Call	#81	
Monitoring Next Call	#84	
Music On Hold Per-Call Deactivation	*60	
Night Service Activation Manual Override	#70	
Night Service Deactivation Manual Override	#71	
No Answer Timer	*610	
Per Call Account Code	*71	
Push to Talk	*50	
Selective Call Rejection Interrogation	*51*	
Speed Dial 100	*75	
Speed Dial 8	*74	
Sustained Authorization Code Activation (calls unlocking)	*47	
Sustained Authorization Code Deactivation (calls locking)	*37	
Voice Mail Retrieval	*86	
Voice Portal Access	*62	

OK

Group > Utilities Menu > Feature Access Codes

Advice of Charge Activation Activates the Advice of Charge service responsible for gathering and generating advice of charge information sent to access devices. The advice of charge information is calculated based on the applicable tariff at the moment of the communication.

Anonymous Call Rejection Activation allows the user to dial the Features access Code *77 to activate the Anonymous Call Rejection service

Anonymous Call Rejection Deactivation allows the user to dial the Features access Code *87 to deactivate the Anonymous Call Rejection service

Anonymous Call Rejection Interrogation Informs the user whether the Anonymous Call Rejection service is activated or deactivated.

Automatic Callback Deactivation allows users to deactivate all current automatic callback sessions. Automatic Callback is a user service that allows users to be called back automatically by a previously busy line in their group as soon as that line becomes free.

Automatic Callback Menu Access Provides access to an interactive voice response (IVR) menu, which lists the current pending callback requests and allows the user to cancel individual callback requests

BroadWorks Anywhere E.164 Dialing Allows the user to dial an E.164 number. The user dials the feature access code as an alias to the "+" sign. The system replaces the feature access code digits with the "+" sign and resumes the call origination with an E.164 number

Call Bridge Allows a user with the Shared Call Appearance/BroadWorks Anywhere service to join a bridge

Call Forwarding Always Activation allows users to redirect incoming phone calls to another number, such as a mobile phone or administrative assistant. After dialing the assigned code, users dial the phone number to which calls will be redirected followed by the pound sign (#).

Call Forwarding Always Deactivation allows users to turn Call Forwarding Always off. After deactivation, calls ring to the user’s phone unless the user has set up another service such as Call Forwarding Busy, Call Forwarding No Answer, or Call Management - Do Not Disturb.

Call Forwarding Always Interrogation allows users to dial the Feature Access Code to find out what their Call Forward Always setting is currently set at.

Call Forwarding Always to Voicemail Activation allows users to activate the feature and redirect incoming phone calls directly to Voicemail

Call Forwarding Always to Voicemail Deactivation allows user to deactivate the feature so incoming calls are received on their phone

Call Forwarding Busy Activation allows users to redirect their incoming phone calls to another number, such as a mobile phone or administrative assistant, when they are on the phone. After dialing the assigned code, a user dials the phone number where they want their calls to be redirected.

Call Forwarding Busy Deactivation allows users to turn Call Forwarding Busy off. After deactivation, calls ring on the user’s phone unless the user has set up another service such as Call Forwarding Always, Call Forwarding No Answer, or Do Not Disturb.

Call Forwarding Busy Interrogation allows users to dial the Feature Access Code to find out what their Call Forward Busy setting is currently set at.

Call Forwarding Busy to Voicemail Activation allows users to redirect their incoming phone calls to Voicemail when they are on the phone/

Call Forwarding Busy to Voicemail Deactivation allows users to turn Call Forwarding Busy to Voicemail off. After deactivation, calls ring on the user’s phone unless the user has set up another service such as Call Forwarding Always, Call Forwarding No Answer, or Do Not Disturb.

Call Forwarding No Answer Activation allows users to redirect their incoming phone calls to another number, such as a mobile phone or administrative assistant, when they do not answer their phone. After dialing the assigned code, the user dials the phone number where they want their calls to be redirected.

Call Forwarding No Answer Deactivation allows users to turn Call Forwarding No Answer off. After deactivation, calls ring on the user’s phone unless the user has set up another service such as Call Forwarding Busy, Call Forwarding Always, or Do Not Disturb.

Call Forwarding No Answer Interrogation allows users to dial the Feature Access Code to find out what their Call Forward No answer setting currently is set at.

Call Forwarding No Answer to Voicemail Activation allows users to redirect their incoming phone calls to Voicemail when they do not answer after a specified number of rings.

Call Forwarding No Answer to Voicemail Deactivation allows users to turn Call Forwarding No answer to Voicemail off. After deactivation, calls ring on the user's phone unless the user has set up another service such as Call Forwarding Always or Do Not Disturb.

Call Forwarding Not Reachable Activation allows a user to specify an alternative number that incoming calls will be directed should their phone be not reachable, i.e. the network is unavailable.

Call Forwarding Not Reachable Deactivation allows users to deactivate the Call Forwarding Not Reachable service.

Call Forwarding No Reachable Interrogation allows users to dial the Feature Access Code to find out what their Call Forward Not Reachable setting is currently set at.

Call Forwarding Selective Activation allows users to dial the Feature Access Code to activate Call Forwarding Selective.

Call Forwarding Selective Deactivation allows users to dial the Feature Access Code to deactivate Call Forwarding Selective.

Calling Line ID Delivery Blocking Interrogation allows users to dial the Feature Access Code to find out what their Calling Line ID Delivery Blocking setting is currently set at.

Calling Line ID Delivery Blocking per Call allows users to block the display of their Calling Line ID. Before placing a call, a user dials the assigned code, and then places the call as usual. Note that this service is only active for one phone call.

Calling Line ID Delivery Blocking Persistent Activation allows users to activate the Calling Line ID blocking service to prevent display of their calling line ID.

Calling Line ID Delivery Blocking Persistent Deactivation allows users to deactivate the Calling Line ID blocking service preventing display of their calling line ID.

Calling Line ID Delivery per Call allows users to display their calling line ID on a per call basis. Before placing a call, a user dials the assigned code, and then places the call as usual. Note that this service is only active for one phone call.

Call Park allows users to "park" or hold a call on another extension. Users can park calls on extensions within their enterprise to which this service has been assigned.

Call Park Retrieve allows users to retrieve or reconnect with a call that was previously parked.

Call Pickup allows users to pick up calls within an assigned call pickup group. The extensions in the call pickup group can be viewed on the CommPilot web interface for each user in the group. The call pickup group is determined by an administrator and may or may not consist of those in listed in the Group Phone Lists. When users dial the Call Pickup code, the ringing phone in the group is answered. If more than one phone is ringing, Call Pickup allows users to answer the phone that has been ringing the longest.

Call Retrieve allows users to retrieve an existing active call from another location. The user dials the Call Retrieve feature access code from the location where the call is to be retrieved. This feature can be used from the primary location, or from a Shared Call Appearance alternate location.

Call Return allows users to return a call to the phone number of the last call received. Users will be allowed to return calls only to call types that are included in the Outgoing Calling Plan.

Call Return Number Deletion deletes the last incoming number.

Call Waiting Interrogation allows users to dial the Feature Access Code to find out what their Calling Waiting setting is currently set at.

Call Waiting Persistent Activation allows users to activate the Call Waiting Persistent service

Call Waiting Persistent Deactivation allows users to deactivate the Call Waiting Persistent service

Cancel Call Waiting allows users to dial the assigned code in order to turn off Call Waiting for the next call they place.

Clear Voice Message Waiting Indicator allows users to dial the assigned code to clear the audible (and visible for some devices) message-waiting indicator on their phone.

Communication Barring User_Control Activation allows users to dial the assigned code to activate the Communication Barring User-Control service and applies the current profile. The profile must be selected through the web portal.

Communication Barring User_Control Deactivation allows users to dial the assigned code to deactivate the Communication Barring User-Control service.

Communication Barring User_Control Query allows the user to dial the assigned code to find out whether Communication Barring User-Control service is activated or deactivated. If the service is activated, the user is also informed which profile is selected.

Connected Line Identification Restriction Interrogation allows the user to dial the assigned code to find out whether Connected Line Identification Restriction is activated or deactivated.

Customer Originated Trace allows users to dial the assigned code, to place a trace on the last number that called them.

Directed Call Pickup allows users to pick up calls for another user in the same group by entering the assigned access code followed by the extension of the user whose call is to be picked up.

Directed Call Pickup with Barge-in allows users to barge in on calls to or from another user in the same group by entering the assigned access code followed by the extension of the user whose call is to be barged-in on. Barge-in is successful only when the second user has only that one call. When a user barges in on an answered call, the call becomes a three-way call and the user who barged in becomes the controller of the three-way call. The group administrator configures a tone that warns users on a call that another user is barging in on their call.

Users can prevent having their calls being barged in on by using the Barge-in Exempt user service.

Direct Voice Mail Transfer allows users to transfer a held call directly to a voice mailbox, that is, without using the CommPilot Call Manager. The call can be transferred to the user's voice mailbox or to any other voice mailbox in the group. The Voice Messaging service or the Third-Party Voice Mail Support service must be assigned to the user's group.

Diversion Inhibitor allows a user to prevent Redirection services from being activated on the terminating side of an unanswered call.

Do Not Disturb Activation allows users to dial the assigned code, to activate the Do Not Disturb service. When Do Not Disturb is active, a user's phone does not ring and all calls go directly to a "busy treatment", such as Voice Messaging.

Do Not Disturb Deactivation allows users to dial the assigned code, to turn off the Do Not Disturb service.

Escalate Call to Supervisor allows a call center agent to dial the assigned code to escalate calls to their supervisor.

Flash Call Hold allows users to dial the assigned code to put a call on hold on a phone that does not have a Hold button. On this type of phone, a user presses the Flash button or presses and releases the hang-up button on the phone cradle.

Forced Fowarding Activation allows a call center supervisor to temporarily divert new incoming calls to another number. When the supervisor dials this feature access code, they are prompted to enter the supervised queue's primary phone number. The number is validated and an activation message is played if the number is valid.

Forced Fowarding Deactivation allows a supervisor to dial the assigned code to deactivate Forced Forwarding for a Call Centre.

Group Call Park a hunting mechanism so that when parking a call, the service hunts for an available user in your group as a place to park the call instead of only trying to park the call against the user. When the supervisor dials this feature access code, they are prompted to enter the supervised queue's primary phone number. The number is validated and a deactivation message is played if the number is valid.

Initiate Silent Monitoring allows a Call Centre Supervisor to dial the assigned code to listen in on calls handled by agents they are monitoring. An optional configurable tone may be used to let agents know that they are being monitored.

Last Number Redial allows users to redial the last number they dialed. Users are allowed only to redial calls to call types in the Outgoing Calling Plan.

Location Control Activation The Shared Call Appearance Location Control feature enables the user to activate an alternate endpoint.

Location Control Deactivation The Shared Call Appearance Location Control feature enables the user to deactivate an alternate endpoint.

Make Outgoing Call as Call Center allows a Call Centre Agent to dial the assigned code to make calls using a call center phone number. The called party sees the Calling Line ID (CLID) or the DNIS of the Call Center instead of the agent's phone number.

Make Personal Outgoing Call allows Call Center Agent to dial the assigned code to make calls using their own phone number

Monitioring Next Call allows a Premium Call Centre Supervisor to dial the assigned code to monitor the next incoming call. To use this feature, the supervisor must have the Directed Call Pickup with Barge-in and Call Center Monitoring services assigned

Music On Hold Per-Call Deactivation allows users to deactivate the Music On Hold feature for their current calls.

Night Service Activation Manual Override allows the user to dial the assigned code to activate the Night Service feature, which transfers incoming calls received outside of business hours to an alternate number.

Night Service Deactivation Manual Override allows a user to dial the assigned code to deactivate the Night Service feature

No Answer Timer allows users to change the number of rings a caller hears before no-answering handling services apply.

Per Call Account Code allows users to provide an account code before attempting a call, or, during a call, flash and provide an account code to be applied to all ongoing (currently held) calls.

Push to Talk allows users to activate the Push to Talk (intercom) service. The next call will be automatically answered by its recipient, subject to the recipient's Push to Talk access list.

Speed Dial 100 allows users to dial the assigned code, and then dial the assigned 2-digit (00 – 99) speed dial number of the party they want to call.

Speed Dial 8 allows users to dial the assigned code, then the 1-digit (2 – 9) speed dial number of the party they want to call.

Sustained Authorization Code Activation (call unlocking) allows users who are required to provide authorization codes for outgoing calls to “unlock” this requirement. Having unlocked code activation, the user is no longer prompted for an authorization code and their calls proceed without interruption.

Sustained Authorization Code Deactivation (call locking) allows users who have unlocked their code activation requirement, to “lock” this requirement again.

Voice Mail Retrieval allows users to dial the assigned code to to retrieve their voice mail. Upon dialing this feature access code, the user is automatically connected to their voice mail retrieval menu.

Voice Portal Access allows the user to directly access the voice Portal by dialling the Feature Access code *62

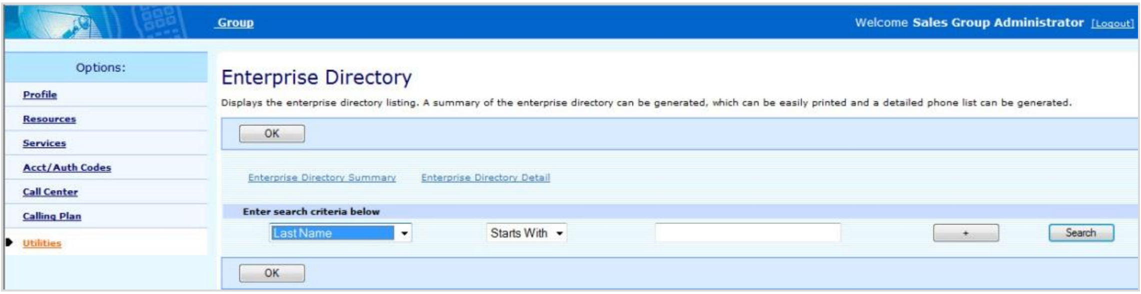
20.4 ENTERPRISE DIRECTORY

The Enterprise Directory is only available if your group is part of an enterprise.

LIST AND DISPLAY INFORMATION FOR PHONE NUMBERS IN THE ENTERPRISE

Use the *Group – Utilities - Enterprise Directory* page to view the list of phone numbers and related information for each user in your enterprise.

You can display Enterprise Directory Summary, summary of all numbers or Enterprise Directory Detail, a list that provides the details for each number.



Group > Utilities > Enterprise Directory

Phone List

Name	User Id	Number	Extension	Department	Mobile	Email Address	Group Id
Caro,Jane	DCUser3						DCGrp1
CC_DC (Call Center)	CC_DC						DCGrp1
Sales,Leigh	DCUser2						DCGrp1
Sales (Call Center)	SalesDept						DCGrp1
Summers,Anne	DCUser1						DCGrp1
Voice Portal (Voice Portal)	167145768_182721080_VMR						DCGrp1

Enterprise Directory Summary (Displays in separate browser window)

Phone List

Caro,Jane DCUser3	**CC_DC (Call Center)** CC_DC
Sales,Leigh DCUser2	**Sales (Call Center)** SalesDept
Summers,Anne DCUser1	**Voice Portal (Voice Portal)** 167145768_182721080_VMR

1. On the *Group – Utilities* menu page Click **Enterprise Directory**

   The *Group – Group Directory* page is a list page that contains an advanced search. The *YahooID*, *Name*, *Phone Number*, *Extension*, *Mobile*, *E-mail Address*, and *Department* display for each user. Depending on the number of pages of data in a list, list pages allow you to present the data several different ways. You can click the headings of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. The advanced search lets you define specific search criteria to narrow your search and display a manageable list. For more information on defining search criteria, see section *5.4 Advanced Search*

2. To display the summary of company phone numbers and related information, click **Enterprise Directory Summary**. A printable summary page displays in a separate browser window

3. To display the details for each phone number and related information, click **Enterprise Directory Detail**. A printable detail page displays in a separate browser window

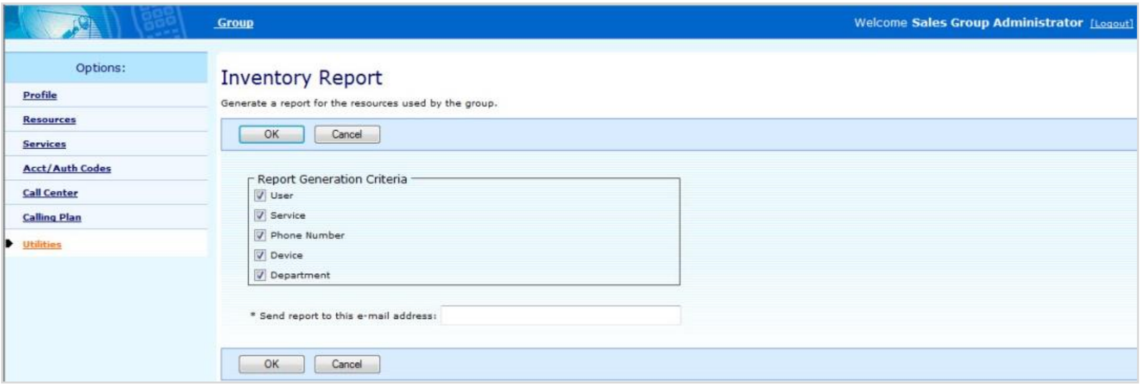
4. To display the previous page, click **OK**

20.5 INVENTORY REPORT

- Generate Inventory Report for the Group

GENERATE INVENTORY REPORT FOR THE GROUP

Use the *Group – Inventory Report* page to generate a report that lists an inventory of one or more of these criteria: users, services, phone numbers, devices, or department. You can also send a copy of the report to an e-mail address.



Group > Utilities Menu > Inventory Report

A	B	C	D	E	F	G
User Name	Phone Number	Department	Identity/Device Profile Name	IP Address	Port	Service
CC (Sales)						Incoming Calling Plan
Caro Jane						Call Center - Basic
Caro Jane						Fax Messaging
Caro Jane						Music On Hold
Sales Leigh						Call Center - Basic
Sales Leigh						Fax Messaging
Sales Leigh						Music On Hold
Summers Anne						Three-Way Call
Summers Anne						Multiple Call Arrangement
Summers Anne						Diversion Inhibitor
Summers Anne						Hoteling Guest
Summers Anne						Basic Call Logs
Summers Anne						Push to Talk
Summers Anne						Barge-in Exempt
Summers Anne						Calling Line ID Blocking Override
Summers Anne						Call Waiting
Summers Anne						Automatic Callback
Summers Anne						Internal Calling Line ID Delivery
Summers Anne						External Calling Line ID Delivery
Summers Anne						Call Transfer
Summers Anne						N-Way Call
Summers Anne						Call Forwarding Not Reachable
Summers Anne						In-Call Service Activation
Summers Anne						Connected Line Identification Presentation
Summers Anne						Connected Line Identification Restriction
Summers Anne						BroadWorks Anywhere
Summers Anne						Calling Name Delivery
Summers Anne						Calling Number Delivery
Summers Anne						Client License 3
Summers Anne						Sequential Ring
Summers Anne						Fax Messaging
Summers Anne						Selective Call Acceptance
Summers Anne						Remote Office
Summers Anne						Call Return
Summers Anne						Priority Alert
Summers Anne						Alternate Numbers
Summers Anne						Last Number Redial

Sample Inventory Report (Beginning of Report)

1. On the ***Group – Utilities*** menu page Click **Inventory Report**
2. To generate a report, check the boxes for the items you want included in the report
3. To send a copy of the report to an e-mail address, enter the address
4. Click **OK**

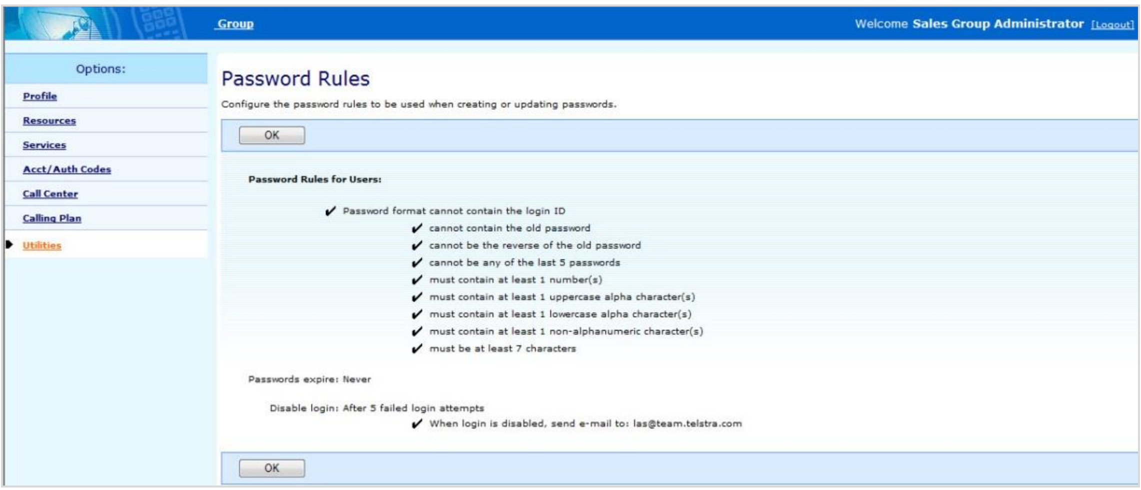
20.6 PASSWORD RULES

- List or Set Password Rules for Users

LIST OR SET PASSWORD RULES FOR USERS

Use the *Group – Password Rules* page to view the criteria currently set for user passwords. If Telstra has set some password rules, you cannot edit the input boxes for those rules. If Telstra has set all the rules, this page is read-only.

Users must follow the criteria set on this page when entering, resetting, or changing their passwords.



Group > Utilities Menu > Password Rules

1. On the *Group – Utilities* menu page Click **Password Rules**
2. Click **OK** to display the previous page

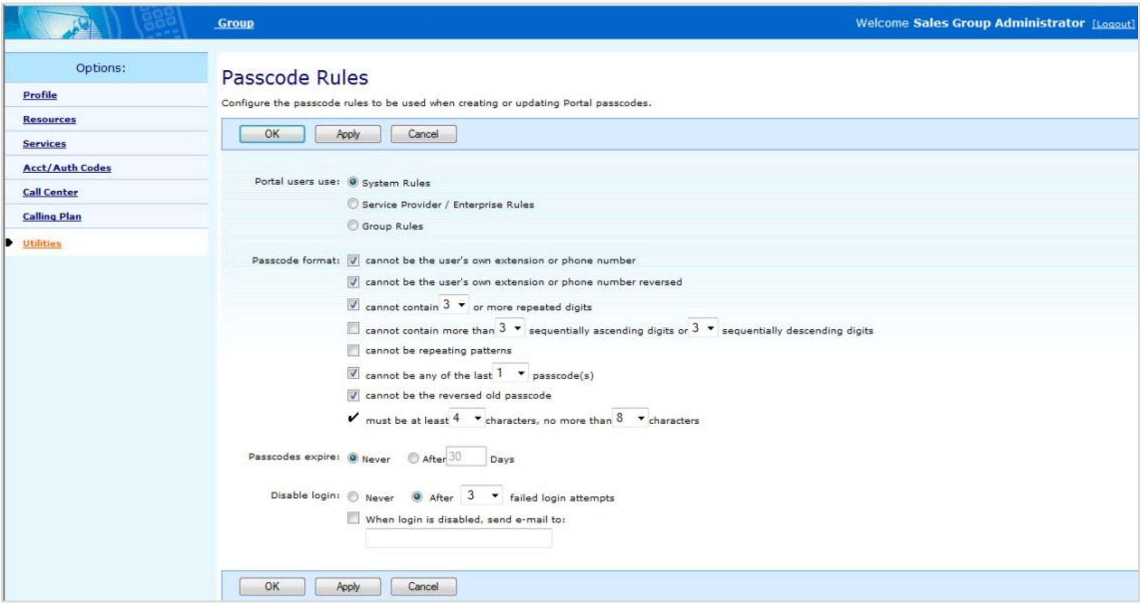
20.7 PASSCODE RULES

- List or Set Voice Portal Passcode Rules for Users

LIST OR SET VOICE PORTAL PASSCODE RULES FOR USERS

Use the *Group –Utilities - Passcode Rules* page to edit or view the criteria currently set for user passcodes in the Voice Portal service. You can choose to follow the passcode rules set by Telstra or define your own passcode rules for use by the members of your group.

Users must follow the criteria set on this page when entering, resetting, or changing their Voice Portal passcodes.



Group > Utilities Menu > Passcode Rules

1. On the *Group – Utilities* menu page Click **Passcode Rules**
2. Use the ***Portal users use*** control to determine whether your users' voice portal passcodes will follow the rules set by the system provider administrator, by the service provider or enterprise administrator, or by the group settings on this page.
3. Check the following rules to apply to the format of the passcode:
4. Indicate whether a password cannot be the repeated digits (for example, 4444). A check mark means the password cannot be repeated digits. The default is no check mark.
5. Indicate whether a password cannot be the user's own extension or phone number. A check mark means the password cannot be the user's own extension or phone number. The default is no check mark.
6. Indicate whether a password cannot be the user's own extension or phone number reversed. A check mark means the password cannot be the user's own extension or phone number reversed. The default is no check mark.
7. Indicate whether a password cannot be the old passcode. A check mark means the password cannot be the user's old passcode. The default is no check mark.

8. Indicate whether a password cannot be the reverse of the old passcode. A check mark means the password cannot be the user's old passcode reversed. The default is no check mark.

9. Indicate the minimum and maximum number of characters for passcodes. Select the minimum and the maximum number of characters from the drop-down lists

10. Select *Never* to indicate that passwords do not expire. Otherwise, select *After* and type the number of days before passwords expire in the input box. The default value is *Never.*

11. Select *Never* to indicate that login attempts are not disabled. Otherwise, select *After* and select the number of login attempts from the drop-down list. The default value is *Never.*

12. Check *When login is disabled, send e-mail to* and type the e-mail address to send notification of failed login attempts.

13. To save your changes Click **Apply** or **OK**

> **Note:** The settings on this page reflect the current settings for the group passcode rules. If you have chosen to use other settings provided by your system provider administrator, enterprise administrator or service provider administrator, the settings displayed on this page may not reflect the settings currently in effect within your group.

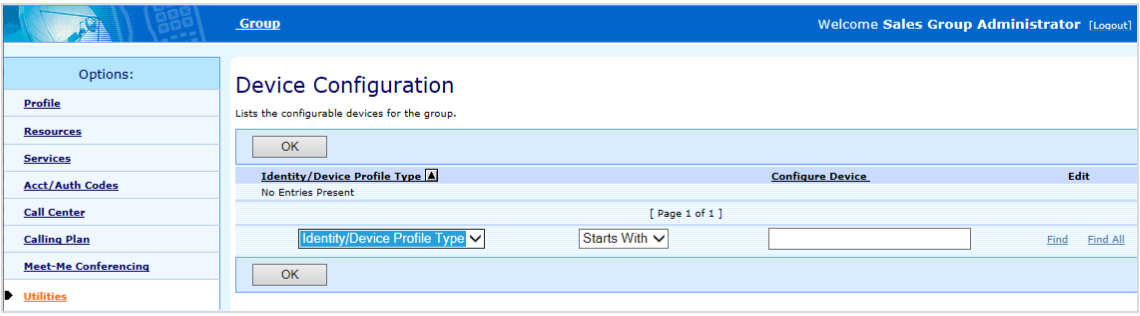
20.8 DEVICE CONFIGURATION

> **Note:** Do NOT use this feature unless instructed by Telstra

- List Configurable Devices
- Modify Configuration of Configurable Devices

LIST CONFIGURABLE DEVICES

Use the *Group – Utilities - Device Configuraton* to view the configurable devices assigned to the group. From this page, you can modify the configuration of a listed device.



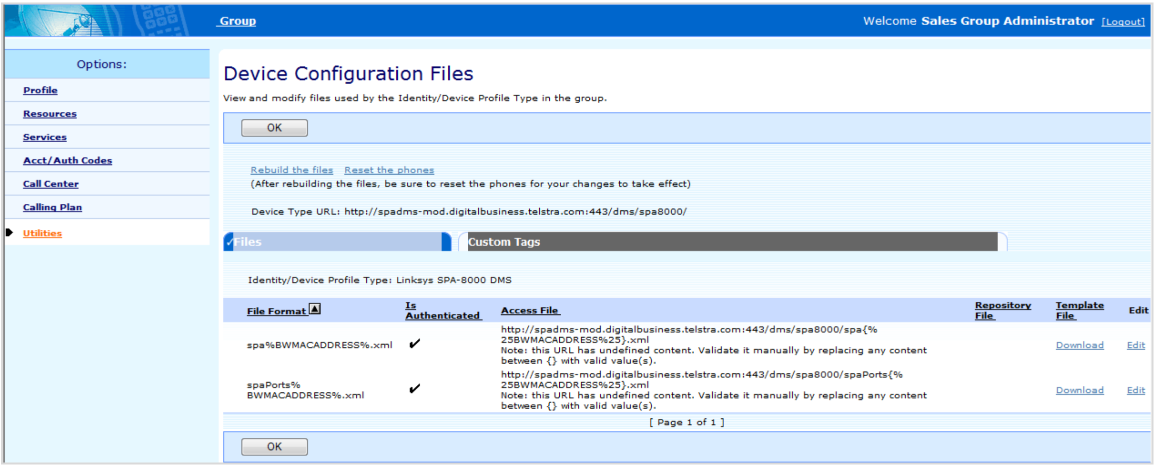
Group > Utilities Menu > Device Configuration

1. On the *Group – Utilities* menu page Click **Device Configuration**

2. To display the previous page Click **OK**

MODIFY CONFIGURATION OF CONFIGURABLE DEVICES

Use the *Group – Utilities - Configure Device Modify* page to load a new or modified configuration template file of a device that supports Enhanced Configuration (some IP Phones and SNAP devices).



Group > Utilities Menu > Device Configuration

1. On the *Group – Utilities* menu page Click **Configure Device**
2. Click **Edit** or any item on the row for the device, the *Device Configuration Files* page displays

   Verify that a Configuration File has been assigned (default)

Note: Telstra is responsible for loading the configuration files

3. Click **Files** tab
4. Click **Rebuild the File**
   This rebuilds *all* device configuration files
5. Click **Reset the Phone** to reset all registered phones

   This feature supports the following Devices: Cisco 7940, Cisco 7960, Polycom Soundpoint IP 330, 450, 550, 650, 670.
   The device configuration file is regenerated and transmitted to the File Server. The phone will not reload the new file unless the phone is reset.
6. To save your changes Click **OK**

20.9 EXTENSION DIALING

- View Extension Length

Extension Dialing allows users in the group to dial only an extension number using the web interface or a phone to reach other members of the group. All extensions in a group must be the same length. The maximum number of digits an extension can be is 20. The configured length of a group extension cannot be decreased.

VIEW EXTENSION LENGTH

Use the *Group – Extension Dialing* page to view the minimum, maximum and default extension length for the group.

Group > Utilities Menu > Device Configuration

1. On the ***Group – Utilities*** menu page Click **Extension Dialing**
2. Click **OK** to display the previous page

20.10 INTERCEPT GROUP

This feature can only be cobnfigured by Telstra

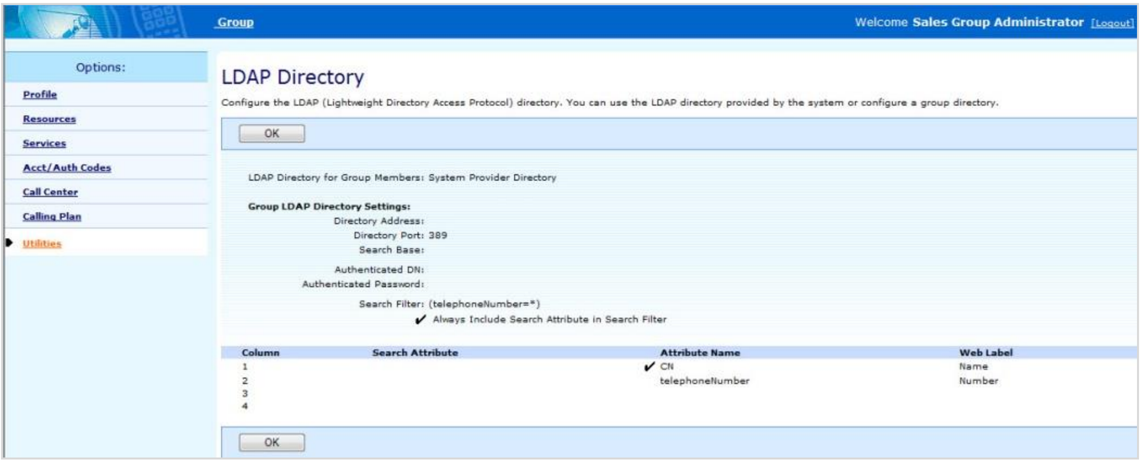
20.11 LDAP DIRECTORY

SELECT LDAP DIRECTORY TYPE AND CONFIGURE GROUP LDAP DIRECTORY

The LDAP Directory service allows users to access an LDAP directory from their Telstra Telephony Toolbar or CommPilot Call Manager.

Use the *Group – Utilities - LDAP Directory* page to select the source of the Lightweight Directory Access Protocol (LDAP) directory configuration (system-level, service provider or enterprise-level, or group-level) and to configure a group LDAP directory.

Note1: This service is not configurable at Group level
Note 2: This service must also be assigned (Assign Services on *Group - Resources* menu) and turned on (LDAP Integration on *Group - Services* menu) in order for users to carry out searches on the directory server.



Group > Utilities Menu > LDAP Directory

20.12 VOICE PORTAL BRANDING

- Select Branding

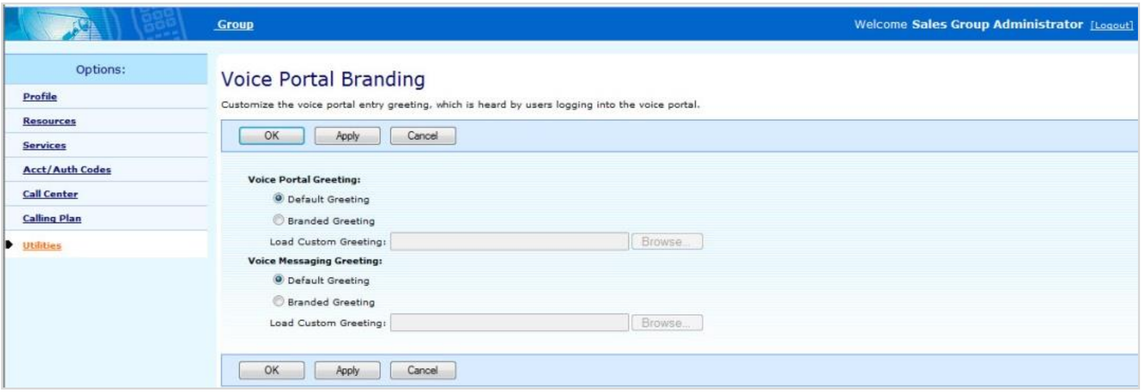
SELECT GREETINGS

Use the *Voice Portal Branding* page to select the sources for the Voice Portal Greeting and the Voice Messaging Greeting.

The Voice Portal Greeting is played when a caller dials the voice portal number. The Voice Messaging Greeting is played when a user in the group dials their extension to access their mailbox.

Any voice portal administrator can also record or delete these messages by phone after they log in to the voice portal.

Note: Assign the Voice Messaging Group service before using this page to brand greetings.



Group > Utilities Menu > Voice Portal Branding

1. On the *Group – Utilities* menu page Click **Voice Portal Branding**
2. Select the source for your **Voice Portal** greeting, ***Default Greeting*** or ***Branded Greeting***
3. If you select “Branded Greeting”, click **Browse** to find and open the source file for the greeting on your computer. This file must be a properly configured WAV file (CCITT u-law or a-law, 8-bit, 8-kHz mono) or MOV file (H.263 video codec, “hinted” streaming). The path to the file displays in the *Load Custom Greeting* box.
4. Select the source for your **Voice Messaging** greeting, ***Default Greeting*** or ***Branded Greeting***
5. If you select “Branded Greeting”, click **Browse** to find and open the source file for the greeting on your computer. This file must be a properly configured WAV file (CCITT u-law or a-law, 8-bit, 8-kHz mono) or MOV file (H.263 video codec, “hinted” streaming). The path to the file displays in the *Load Custom Greeting* box.

6. To save your changes Click **Apply** or **OK**

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CHAPTER 21
FREQUENTLY ASKED QUESTIONS

Listed below are a number of Frequently Asked Questions that relate to numerous features that Customer Group Administrators are required to support. Check these faults prior to calling Telstra Help Desk.

21.1 PROCESS FAQ'S

1. Identify and document fault (Group, User, Phone, Service etc)
2. Verify phone features are not enabled (eg Call Forwarding at phone/TIPT)
3. Verify that user is in default profile (Available in Office, None)
4. Verify user is registered to BroadWorks and phone has dial-tone (phone icon is black on LCD display).
5. Check network settings (IP, DHCP, DNS etc) and statistics to see if voice quality issued are evident (eg jitter, packet loss).
6. Verify TIPT user configuration (call forwarding, call-plan etc.)
7. Listen and document TIPT treatment messages

21.1.1 ESCALATION

1. Document fault details (UserID, DN, MAC-Address, call scenario, feature, date/time etc.)
2. Is user or entire site effected?
3. What phone type is being used?
4. Has the fault been reproduced on another phone?
5. Other information (dialling ext or FNN)?
6. Fault must be submitted to CSG support via authorised contact

21.2 POLYCOM PHONES FAQ'S

1. Reboot phone by holding down
2. "Volume -, Volume +, Mute, Messages"
3. Or Unplug the LAN cable from the back of the phone, wait 10 seconds, replug the LAN cable
4. Phones load configuration from FTP server
5. Phone finds FTP server via DHCP (Option 66)

21.2.1 PHONE FAQ'S

OBTAIN PHONE MAC ADDRESS FROM THE PHONE

- Press MENU 2,2,2

RESET PHONE LANGUAGE VIA THE PHONE FOR POLYCOM 501 AND 601

- MENU 3,1,1,1,1, press last soft key (Select)
- Phone language not available on Polycom 301

CURRENT VOICE QUALITY STATISTICS WHILE ON A CALL, PRESS

1. MENU 2,2,3

21.3 TOOLBAR FAQ'S

To log onto another users phone using the Toolbar to change their features

1. Click on the ***Logon/Logoff*** button on your toolbar (this will log you off your toolbar)
2. Click on the ***Options*** button
3. Click on the ***Accounts*** tab
4. Enter the other user's Username and Password
5. Click *OK*
6. Click on the ***Logon/Logoff*** button, to logon as the other user
7. Repeat the above steps to log back onto your Toolbar

A user can't logon into Toolbar

1. Check UserID (e.g. 0299997000@domain.name)
2. Reset UserID Web Password (e.g. password123)

CHAPTER 22
KNOWN ISSUES (COMMON PROBLEMS)

The Username and passwords for Toolbar and CommPilot are case-sensitive

Username: fnn@domain.name

Password: password1

Default Voice Portal PIN as specified from Provisioning

Passwords can be reset for a user by logging onto CommPilot and drilling down to the user and selecting Profile/Password

Enter a new password and advise the user

USER NOT RECEIVING ANY CALLS - CALL NOT ARRIVING AT HANDSET (USER\INCOMING CALL)

1. Check device is registered (black phone icon on LCD screen). If the device is not registered the call will go to Voice Mail
2. If user has Executive Pack check User's CommPilot Express Profile is "Available In Office" or "None"
3. Check DND (Do Not Disturb), CFA (Call Forward Always), CFNA (Call Forward No Answer), SimRing and Remote Office (RO) features etc are OFF
4. Check the user hasn't turned CFA on by using the Feature Access Codes *72. Have the user press *73 to deactivate CFA
5. Pressing Do Not Disturb (DND) on phone will not turn DND on in the Toolbar and vice versa.
6. If a user does not have Voice Messaging turned on and DND is turned on the caller will get Busy tone
7. Check User has a Service Pack assigned

User Can't make certain Calls (User\Calling Plan\Outgoing Calling Plan)
(e.g. Inter-group, Mobiles etc)

1. Check Call Baring on the User's Outgoing Call Plan and the Group outgoing Calling Plan
2. Check Short-code – Voice VPN Dial Plan (Telstra)

CALL WAITING BEEPS (COMMPILOT\USER\CALL CONTROL)

Turn Call Waiting Off

CALL DIVERTS TO VOICE MESSAGING

Set CFNA and Greetings to more than the default 3 rings (options to choose are 2-20 rings)

USER DOESN'T REQUIRE VOICE MESSAGING (VM) COMMPILOT\USER\MESSAGING

Turn User's Voice Messaging off

EXEC/PA SET UP USING COMMPILOT EXPRESS PROFILE – AVAILABLE IN OFFICE

1. Exec configures for his PA's phone to ring at the same time as his phone does. If both Exec and PA don't answer the call the Exec requires the call to go to his Voicemail box.
2. The Exec must ensure that his CFNA number of rings is set to a lesser number than his PA's. i.e. Exec CFNA 5 rings, PA CFNA 6 rings

SHARED CALL APPEARANCE/SILENT RING

If one phone has a silent ring tone selected with a Shared line, when the phone that has the Silent ring selected rings and is answered the call is actually answered on Speaker

SHARED CALL APPEARANCE/FORWARD SOFT KEY

If shared call appearance is configured on your phone, the forward soft key will not be visible

FEATURE HIERARCHY

1. Call Forward Always takes precedence over all other features (i.e. Call Forward Busy, Call Forward No Answer, CommPilot Express Profiles, Do Not Disturb)
2. Call Waiting overrides Call Forward Busy (i.e. Call Waiting needs to be turned OFF for your phone to register the engaged signal if you are on a call)
3. Call Forward Busy overrides Automatic Call Back (if CFB is activated to VM or another number the caller will not receive busy tone which in turn will not let Automatic Call Back activate)
4. CFA overrides Remote Office
5. Number of Rings setting is greater in CommPilot than will display on the Telstra Telephony Toolbar.
6. When setting the number of rings on the Telstra Telephony Toolbar, e.g. CFNA to 4 rings, and then you go into CommPilot Web Portal and change the setting to 12, when you then log onto the toolbar again the radio button will read 6 (maximum number that can be displayed on the Toolbar), however the setting will take the CommPilot no of rings setting (12).
   Which ever setting (Toolbar or CommPilot) is the last one configured takes precedence.

PHONE DOESN'T RING, HOWEVER INDICATOR LIGHT FLASHES

1. Check Ring Type is NOT set to Silent.
2. Menu\Settings\Basic\Ring Type
3. Scroll onto a ring type, press Select

PHONE RINGS ONCE AND WHEN PICKED UP NO-ONE IS THERE

Ensure CFA or DND features from the Services button on the Toolbar DON'T have "Play Ring Reminder when call if forwarded" selected

IP ADDRESS APPEARS AS CLI ON HANDSET

Ensure External and Internal Calling line ID features on the Services button of the Toolbar are turned OFF

WHEN A CALL IS PLACED ON HOLD AND HANDSET IS HUNG UP, USER CAN'T GET CALL BACK WHEN HANDSET LIFTED

Press End Call soft key, press Resume

ALL CALLS ARE COMING THROUGH TO MY MOBILE

Ensure CFA and/or Remote Office are turned OFF

HOW DO I REMOVE THE "MISSED CALLS" STATEMENT FROM THE PHONE

Press the ↓ (down arrow), then Press Exit

CAN'T SEE THE ½ BLACK ICON ON THE PHONE WITH MY SHARED CALL APPEARANCE (SCA)

1. Lighten up the Contrast on the phone
2. Menu\Settings\Basic\Contrast
3. Press Down soft-key

CALL HISTORY BUTTON GREYED OUT IN TOOLBAR

Ensure Basic Call logs service has been assigned to the user.

USER'S CALLING LINE ID IS NOT DISPLAYING FOR OUTGOING EXTERNAL CALLS

Ensure the Block Calling Line ID feature in the Services button of the Toolbar is OFF

HEADSET DOESN'T WORK

1. Ensure headset is plugged into the headset port at the back of the phone.
2. Check headset is Enabled; Menu\Settings\Basic\Preferences\Headset Memory\Enabled is ticked

22.1 RVA MESSAGES

"BUSY TONE" WHEN MAKING CALL FROM IP PHONE

1. Check Phone is Registered
2. Check User has Service Packs

"THE NUMBER YOU HAVE DIALLED IS NOT IN SERVICE" WHEN SHORT-CODE DIALLING A VALID EXTENSION

Voice VPN (DialPlan) not configured correctly to translate to Short-code to FNN

"YOU ARE NOT ABLE TO MAKE THIS CALL...PLEASE CONTACT YOUR SYSTEM ADMINISTRATOR FOR ASSISTANCE"

Outgoing Call Plan is barring call (e.g. International Numbers)

"LINE IS NOT IN SERVICE... ...PLEASE CONTACT YOUR SYSTEM ADMINISTRATOR FOR ASSISTANCE"

The Intercept Service has been assigned to the Group (New Site) or User (Activations)

"WE'RE SORRY YOUR CALL CANNOT BE COMPLETED AT THIS TIME...PLEASE HANG-UP AND TRY YOUR CALL AGAIN LATER"

Group's Call Capacity Group limit has been reached

"THE NUMBER YOU HAVE DIALLED IS NOT IN SERVICE PLEASE CHECK THE NUMBER AND TRY YOUR CALL AGAIN, THANK YOU"

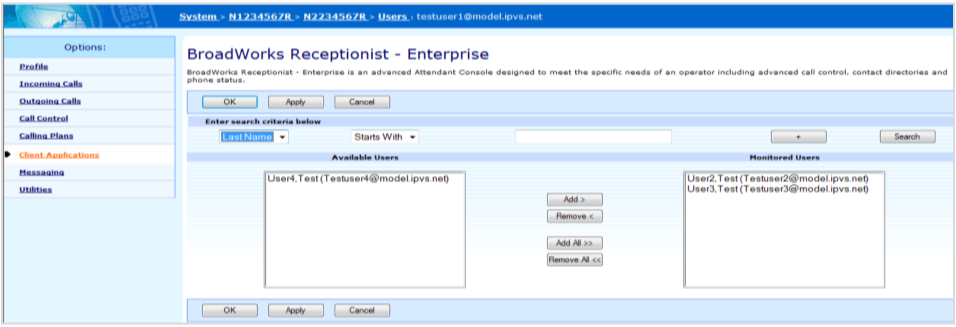
Ensure handset it on hook when dialling…you may have entered part of a number which has been sent across the network, causing the RVA to be played

22.2 CGA FAQ'S

1. A user can only belong to one Department.
2. Departments can be nested
3. A user can only belong to one Call Pick Up group
4. A user can belong to many Hunt Groups or Call Centres
5. Re-assigning user service packs
6. Ensure you assign the new service pack before un-assigning the old service pack, whether you are upgrading or downgrading
7. With miRECEPTION the user who has the licence assigned to them needs to have the users they are monitoring assigned to them in: User\Client Applications\BroadWorks Receptionist Enterprise

22.3 ADDING USERS TO MONITOR IN MIRECEPTION

1. Login to CommPilot.
2. Navigate to the user who has miRECEPTION assigned to them
3. On the *Group – Profile* menu page Click **Users**
4. Click **Search** to display a list of users
5. Click **Edit** or any item on the row for the User
6. For a selected user, click **Client Applications**
7. Click **BroadWorks Receptionist Enterprise**
8. Click **Search**

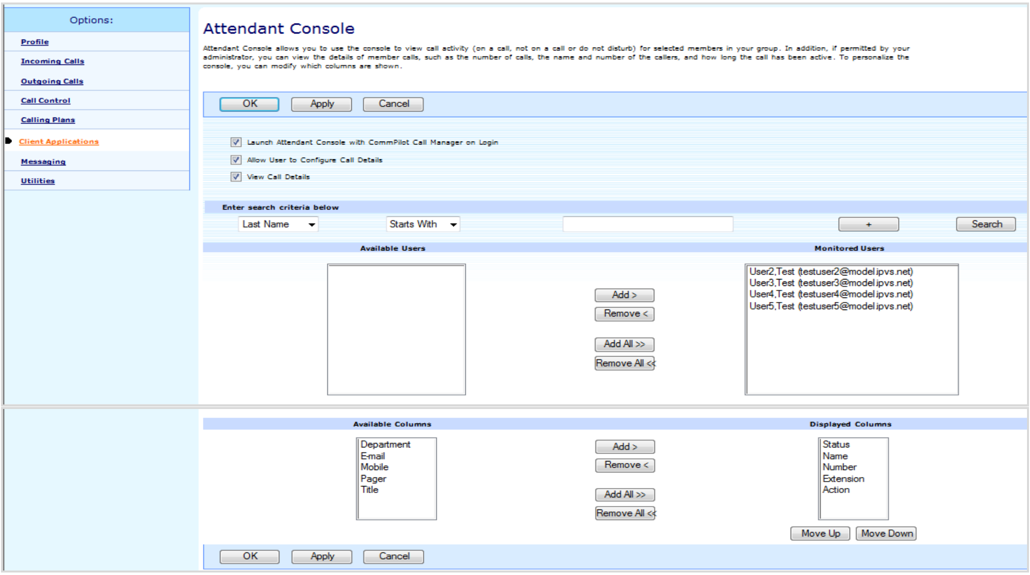


Group > Profile > Users > Client Aplications > BroadWorks Receptionist Enterprise

9. Click one or more names from the Available Users list.
10. Click **Add** (or Add All if selecting all users).
11. To save your changes Click **Apply** or **OK**
12. You now have users available to monitor in miRECEPTION.

22.4 ADDING USERS TO MONITOR IN ATTENDANT CONSOLE

1. Login to CommPilot.
2. Navigate to the user who has Attendant Console assigned to them
3. Click **Client Applications**
4. Click **Attendant Console**
5. Click **Search**



Group > Profile > Users > Client Aplications > Attendant Console

6. Click one or more names from the Available Users list
7. Click **Add** (or **Add All** if selecting all users)
8. Click on the headers from the Available Columns (you want to view)
9. Click **Add** (or **Add All** if selecting all headers)
10. To save your changes Click **Apply** or **OK**

You now have users available to monitor in Attendant Console

22.5 CALL CENTRE FAQ'S

Q. When I log in as an Agent why are my Available and Unavailable buttons on the toolbar greyed out?
A. Your Customer Group Administrator may need to select the Allow Agent Logon check box on the CommPilot web portal.

Q. What is the default refresh time for the Agent Activity real-time report?
A. 5 minutes is the default refresh time, however this can be altered to a minimum of one minute.

Q. On the Monitoring tab in the Call Centre panel, why am I unable to see the calls in the queue and "Not Monitored" is displayed?
A. Ensure the password of the Call Centre has been entered into the Password field. This password must correspond to the password of the Call Centre in the CommPilot web portal.

Q. Why is the Agent's ACD State blank?
A. The Agent may not have initially updated their status or has not changed their status for a period of time.

Q. Why can I only expand one of the Call Centres and see the calls in that Call Centre?
A. A Supervisor can only expand the Call Centre they have been assigned to monitor. There may be multiple Call Centres, but you may only be assigned a single Call Centre to monitor.

Q. What is the default refresh time for real-time reports?
A. 5 minutes is the default refresh time, however this can be altered to a minimum of one minute.

Q. Once I have entered a name in the Search Directory and the name has been displayed, how do I display the entire directory again?
A. Click the Reset button (X) at the right side of the Search Directory field

Q. Why when I click on the Personal Directory tab there are no names or numbers displayed?
A. These names and number need to be entered into the Personal List menu option in CommPilot web portal for them to display on the tab.

Q. Why when I click on the Speed Dials tab there are no names or numbers displayed?

A. These names and number need to be entered into the Speed Dial 8/100 menu option in CommPilot web portal for them to display on the tab.

Q. Can I have a call answered automatically?
A. Yes, select Auto answer from the menu in the status bar.

Q. Why is my Answer button greyed out?
A. If you have Auto answer turned on, your answer button will be greyed out as the calls will automatically be answered as soon as they are routed to you.

Q. Why are the Agents logged in but not receiving calls?
A. If the Call Centre uses the Weighted Call distribution policy, your new agent will be assigned a percentage value of 0, and therefore will not receive calls until this value is altered on the Call Centre Weighted Distribution page.

Q. Why when I use Remote Office is the Escalate button greyed out?
A. The Escalate button is not available when using Remote Office.

Q. Do Agents and Supervisors have to belong to the same group?
A. No, Agents and Supervisors can be a part of any group in your Enterprise, however they must be on TIPT.

Q. Why am I unable to configure the Weighted Call distribution page?
A. The Weighted Call Distribution policy on the Profile page for this Call Centre must be enabled.

CHAPTER 23
USER SCENARIOS AND EXERCISES

23.1 SCENARIO - SET UP BASIC SERVICES

Example of a Basic Services Setup

A new user to the system would usually like to take advantage of managing their own services such as: updating their profile and password, setting up Call Forwarding, setting up Voice Messaging, and adding to their Personal Phone List. However, as a CGA you may perform all user tasks on behalf of a user.

After logging in, the user has access to all the services the company has purchased. Through the CommPilot Personal portal, the user can:

1. Modify their profile
2. Change their password
3. Activate Call Forwarding Always
4. Add a phone number to their Personal Phone List
5. Activate Voice Messaging

23.1.1 EXERCISE - SET UP BASIC SERVICES

This exercise reviews the steps necessary to set up basic services.

23.1.2 LOG IN

1. In the User ID field, enter your user ID.
2. In the Password field, enter your password.
3. Click Bookmark this page and type the name in the Add Favorite dialog box to access this page from your IE menu.
4. Click the Login button or press the Enter key. The CommPilot Personal home page and the CommPilot Call Manager page display as two separate windows.

23.1.3 UPDATE PERSONAL PROFILE

The profile contains personal information such as the user's name, User ID, phone number, extension, and e-mail address.

1. From the Options list, click Profile and then click Profile on the Profile menu page.
2. Update the profile as desired by typing the First Name and Last Name in the corresponding text boxes and selecting the appropriate language and time zone.
3. Modify the additional information as required.
4. Click OK or Apply.

23.1.4 CHANGE PASSWORD

You can change the user's log in password or voice portal password.

5. Click Passwords on the Profile menu page.
6. To change the password that allows the user to login to TIPT, click Set web access password; clicking Set voice portal password changes the code that allows the user to change voice-messaging options.

7. Type the current password.
8. Type the new password. You are required to confirm the new password by typing it a second time.
9. Click OK or Apply.

23.1.5 CALL FORWARDING ALWAYS

1. Call Forwarding Always allows a user to redirect incoming calls to another number.
2. Click Call Forwarding Always on the Incoming Calls menu page.
3. Click the On radio button.
4. Enter a phone number or URL to which calls will be forwarded, such as an administrative assistant. When the Call Forwarding service is turned on, calls will be sent to the number you have designated in the Calls Forward to field.
5. Click Play Ring Reminder when a call is forwarded if required.
6. Click OK or Apply.

23.1.6 PERSONAL PHONE LIST

A Personal Phone List is a speed-dial list from the Telstra Telephony Toolbar. By selecting a name from the list of speed dial numbers, the Toolbar will dial the person's phone number.

1. Click Personal Phone List on the Outgoing Calls menu page.
2. Click Add on the Personal Phone List page. The Add to Personal Phone List page displays.
3. Type the Name and Number exactly as you want them to appear in the dialing list. All numbers must be ten digits and long-distance numbers must include a 1.
4. Click OK.

23.1.7 PHONE LIST – PERSONAL IMPORT

1. Click the Import Phone List link on the Personal Phone List page.
2. In the Select a Phone List File field, type the file name or click the Browse button to locate the .CSV file. Click Open.
3. Click OK or Apply.

23.1.8 VOICE MANAGEMENT

Voice Management allows you to specify recorded messages for callers when the user's phone is busy and/or when you do not answer.

1. Click Voice Management on the Messaging menu page.
2. If you would like to use the Voice Messaging service, click the On radio button.
3. Click the Use unified messaging radio button.
4. If you would like a phone message-waiting indicator, click the Use Phone Message Waiting Indicator box.
5. Click the Forward it to this e-mail address box. Specify the e-mail address.
6. If you would like to receive an e-mail notification when a caller has left a voice message, click the Notify me by e-mail of the new message at this address box and provide the e-mail address.
7. If you would like to receive a carbon copy of this message voice message, click the Email a carbon copy of the voice message to box and provide the e-mail address.
8. For callers to transfer to another number, click the Transfer on 0 box. Enter the Attendant phone number.
9. Click OK or Apply.

23.1.9 VOICE MESSAGING GREETINGS

1. Click Greetings on the Messaging menu page.

   Under **Busy Greeting**, select **System greeting** (system recording) or **Personal greeting** (your voice or video recording). If you select Personal greeting, click the **Browse** button to locate the file. If your voice messaging service has video support enabled, you can also type the name of a .MOV file that contains your personalized greeting in the Load video personal greeting text box, or use the **Browse** button to locate the file.

2. Under **No Answer Greeting**, select **System greeting**, **Unavailable Greeting** or click Browse button to locate the Unavailable Greeting as a .WAV file on your computer. Additional greetings can be saved for future use. You may provide up to three Alternate No Answer recordings.

3. Click the radio button corresponding to the number of times your phone should ring before voice messaging picks up.

4. Click OK or Apply.

23.2 SCENARIO - CONFIGURE ENHANCED SERVICES

BroadWorks offers a number of enhanced services. Below is a group of enhanced services that are part of the CommPilot Personal portal. These services are easily accessible and simple to configure.

23.2.1 ANONYMOUS CALL REJECTION

Example

Telemarketers who have activated their Line ID blocking have hounded an engineer lately. He would like this to stop. He can activate his Anonymous Call Rejection service, and callers who have activated their Line ID blocking will not be able to ring his line, instead they will hear an announcement stating that the called party is not accepting calls from anonymous callers.

Exercise

Anonymous Call Rejection allows you to prevent the receipt of phone calls from numbers that are not identifiable.

1. Click Anonymous Rejection on the Incoming Calls menu page.

2. The Reject Anonymous Caller defaults to Off. If you would like to activate this service, click the On radio button. When the service is active, callers who have intentionally blocked their calling line ID will not be able to ring your line; instead they will hear a recording stating that you are not accepting calls from anonymous callers.

3. Click OK or Apply.

Selective Call Acceptance/Selective Call Rejection

Example

A busy salesman is working on an important presentation for his client and cannot be disturbed by anyone unless it is a customer. He can setup Selective Call Acceptance to only receive calls from those numbers specified; all others will receive an announcement stating that you are not accepting calls at this time.

Exercise

Selective Call Acceptance allows you to accept calls only from numbers of your choice. When a call is received from other phone numbers not included in your Selective Call Acceptance list, the callers will hear an announcement that you are presently not accepting calls from their numbers. Selective Call Rejection works much like Selective Call Acceptance, except with this service, you select specific numbers to reject, and all other numbers will be able to call your number. When a call is received from a rejected number the caller will hear an announcement that you are presently not accepting calls from their number.

1. Select Selective Acceptance on the Incoming Calls menu page.

2. Click the Active box to enable the service. A ✓ indicates the service is active.

3. Click OK or Apply.

4. To add numbers, click the Add button.

5. In the Description field, enter a description of the phone numbers.
6. Select the Selected Time Schedule.
7. Check any numbers or enter the phone numbers that trigger Selective Call Acceptance.
8. Click OK.
9. For Selective Call Rejection, follow the steps above, except select Selective Rejection on the Incoming Calls menu page. Remember Selective Call Rejection specifies the numbers for which you will not accept calls.

23.2.2 CALL FORWARDING SELECTIVE

Example

A service technician is going to be on the road all day. She is expecting a call from her boss regarding a possible promotion and does not want to miss the call. She setup her Call Forwarding Selective service to send only the calls from her boss to forward to her mobile phone. All other calls can go to Voice Messaging.

Exercise

Selective Call Forwarding allows you to forward calls from specified phone numbers to another phone of your choice, such as your mobile phone, administrative assistant, or home phone.

1. Click Call Forwarding Selective on the Incoming Calls menu page.
2. Type the number to which calls should be forwarded.
3. Click Apply.
4. Click Add to add numbers to be forwarded.
5. In the Description field, enter a description of the phone numbers.
6. Select the Selected Time Schedule.
7. Choose the Use Default Forward phone number/SIP-URI or Forward to another phone number/SIP-URI option. Type in the number or SIP-URI address you want to use as your forwarding number or SIP-URI address if you choose the second option.
8. Enter the Specific numbers or leave the Any number default setting, which will trigger Call Forwarding Selective.
9. Click OK.

23.2.3 SIMULTANEOUS RING PERSONAL

Example

The VP of Sales is going to be in and out of the office all day, but does not want to miss a call. She wants the calls to be answered in her office while she is there. By activating Simultaneous Ring with her mobile phone and assistant's phone, she can send incoming calls to ring all phones and the first to be answered will receive the call.

Exercise

Simultaneous Ring allows you to have incoming calls ring at your extension and up to 10 other phone numbers at the same time. The calls will ring at any of the phone numbers in your listing for this service as long as the lines are not busy. The person who picks up the call first answers the call.

1. Click Simultaneous Ring Personal on the Incoming Calls menu page.
2. Click the On radio button to activate the service.
3. Select how you want to handle incoming calls.
4. Enter the Phone Number to be added.
5. Click Add. Repeat steps 3 and 4 for each number.
6. Click OK or Apply.

23.3 ACRONYMS AND ABBREVIATIONS

This section lists the acronyms and abbreviations found in this TIPT CGA Reference manual and TIPT Quick Reference Guides. The acronyms and abbreviations are listed in alphabetical order along with their meanings.

AA	Auto Attendant
AAA	Authentication, Authorization, and Accounting
AC	Attendant Console
ACB	Automatic Call Back
ACD	Automatic Call Distribution
ACL	Access Control List
ACM	Audio Compression Manager
Admin	Administrator
AES	Advanced Encryption Standard
AH	Authentication Header
ALG	Application Layer Gateway
API	Application Programming Interface
APPN	Advanced Peer-to-Peer Networking
ARP	Address Resolution Protocol
AS	Application Server
ASCII	American Standard Code for Information Interchange
ASR	Application Server Redundancy
ASR	Application Server Registration
BPS	Bits Per Second
BRI	Basic Rate Interface
CA	Certification Authority
CAC	Call Admission Control
CAP	Client Application Protocol

CAS	Conferencing Application Server
CDR	Call Detail Record
CD-ROM	Compact Disc Read-Only Memory
CE	Customer Edge
CFA	Call Forwarding Always
CFNA	Call Forward No Answer
CGA	Customer Group Administrator
CGI	Common Gateway Interface
CIR	Committed Information Rate
CLI	Command Line Interface
CLID	Calling Line ID
COS	Class of Service
COT	Customer Originated Trace
CPE	Customer Premises Equipment
CPL	Call Processing Language
CPS	Calls Per Second
CPU	Central Processing Unit
CRM	Customer Relationship Management
CSV	Comma Separated Value
CT	Call Type
CTI	Computer Telephony Integration
CU	Currently Unused
CWC	City-Wide Centrex
DBMS	Database Management System
DDNS	Dynamic Domain Name System
DHCP	Dynamic Host Configuration Protocol
DID	Direct Inward Dialing
DME	Distributed Management Environment
DMI	Desktop Management Interface
DMTF	Desktop Management Task Force
DN	Directory Number
DN	Distinguished Name
DND	Do Not Disturb
DNS	Domain Name System
DOD	Direct Outward Dialing
DS	Differentiated Service
DSCP	Differentiated Service CodePoint
DTMF	Dual-Tone Multi-Frequency
DTP	Data Transfer Process
E1	European equivalent to North American T1
EBCDIC	Extended Binary Communication Data Interchange Code
EGP	Exterior Gateway Protocol
EIR	Extended Information Rate

EOCP	Enhanced Outgoing Calling Plan
FAC	Feature Access Codes
FAQ	Frequently Asked Questions
FCAPS	Fault, Configuration, Accounting, Performance, and Security
FE	Front End server
FNN	Full National Number
FRTS	Frame Relay Traffic Shaping
FTP	File Transfer Protocol
GB	Gigabyte
GGP	Gateway-to-Gateway Protocol
GIF	Graphics Interchange Format
GUI	Graphical User Interface
GW	Gateway
HTML	Hypertext Markup Language
HTTP	Hypertext Transfer Protocol
IAD	Integrated Access Device
ICP	Incoming Calling Plan
IE	Internet Explorer
IETF	Internet Engineering Task Force
IM	Instant Message
IM&P	Instant Messaging and Presence
IMAP	Internet Message Access Protocol
IMS	Information Management System
IP	Internet Protocol
IPC	InterProcess Communication
IPDC	Internet Protocol Device Control
IPNet	Internet Protocol Network
IPT	IP Telephony
IPv4	Internet Protocol Version 4
IPv6	Internet Protocol Version 6
IPX	Internet Packet Exchange
ISDN	Integrated Services Digital Network
ISO	International Organization for Standardization
ISP	Internet Service Provider
IVR	Interactive Voice Response
KB	Kilobyte
Kbps	Kilobits Per Second
KTS	Key Telephone System
LAN	Local Area Network
LAPB	Link Access Protocol Balanced
LATA	Local Access Transport Area
LCA	Local Calling Area
LDAP	Lightweight Directory Access Protocol

MACs	Moves, Adds, and Changes
MB	Megabyte
MS	Media Server
MSEC	Milliseconds
MSCML	Media Server Control Markup Language
MSN	Microsoft Network
MSP	Programmable switch
MSS	Media Server Selection
MTU	Maximum Transmission Unit
MWI	Message Waiting Indicator or Indication
NAT	Network Address Translation
NIPT	Network IP Telephony
NRS	Network Resource Selection
NS	Network Server
OAMP	Operations, Administration, Maintenance, and Provisioning
OCP	Outgoing Calling Plan
ODBC	Open Database Connectivity
OTG	Originating Trunk Group
PAP	Password Authentication Protocol
PAT	Port Address Translation
PBX	Private Branch Exchange
PC	Personal Computer
PDA	Personal Digital Assistant
PDF	Portable Document Format
PDU	Protocol Data Unit
PE	Provider Edge
PHB	Per Hop Behaviour
PI	Protocol Interpreter
PM	Performance Measurements
POP	Point Of Presence
POTS	Plain Old Telephone Service
PPP	Point-to-Point Protocol
PPTP	Point-to-Point Tunneling Protocol
PSDN	Public Switched Data Network
PSTN	Public Switched Telephone Network
PTT	Push To Talk
PVC	Private Virtual Circuit
QA	Quality Assurance
QoS	Quality of Service
QoV	Quality of Voice
RACF	Resource Access Control Facility
RADIUS	Remote Authentication Dial-In User Service
RAM	Random Access Memory

RAS	Remote Access Service
RO	Remote Office
ROM	Read-Only Memory
RTCP	Real-Time Control Protocol
RTP	Real-Time Transport Protocol
SA	Security Association
SCA	Shared Call Appearance
SIP	Session Initiation Protocol
SLA	Service Level Agreement
SMS	Short Message Service
SMTP	Simple Mail Transfer Protocol
SNTP	Simple Network Transport Protocol
SP	Service Provider
SQL	Structured Query Language
STP	Signal Transfer Point
TCP	Transmission Control Protocol
TCP/IP	Transmission Control Protocol/Internet Protocol
TFTP	Trivial File Transfer Protocol
TIA	Telecommunications Industry Australia
TIPT	Telstra IP Telephony
ToS	Type of Service
UM	Unified Messaging
URL	Uniform Resource Locator
VAD	Voice Activity Detection
VLAN	Virtual Location Area Network
VM	Voice Mail
VMS	Voice Mail System
VoIP	Voice over IP
VPN	Virtual Private Network
WAN	Wide Area Network
WAP	Wireless Application Protocol
WAV	Wave (file extension)
WWW	World Wide Web
X.25	CCITT Packet Switching Standard
X.400	CCITT and ISO Message-handling Service Standard
X.500	ITU and ISO Directory Service Standard
X.509	ITU and ISO Digital Certificate Standard
X11	X Window System Version 11
xDSL	External Digital Subscriber Line
XML	Extensible Markup Language