



**CTD** Customer Training  
and Documentation  
<http://customertraining.verizonbusiness.com>

# Integrated Communications Package Web User Guide

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## System Requirements

### PC System Requirements

Component	Requirement	Web	Desktop Client	Office Plug In
Hardware	Pentium III class processor 450 MHz or higher Minimum 128 MB RAM, recommended 256 MB RAM 75 MB hard drive free space	X	X	X
Operating Systems	Windows 2000 Windows XP Windows Vista	X	X	X
Resolution	800 x 600 required, 1024 x 768 recommended	X	X	X
Internet Connection	Minimum 28k dial-up, Broadband recommended	X	X	X
Multimedia	Macromedia <sup>®</sup> Flash Player 7.0 or higher	X		
Browser	Internet Explorer <sup>®</sup> 5.5, 6x, 7.0, 8.0 Mozilla Firefox	X		
Software	Microsoft <sup>®</sup> Office 2000 or higher.			X
Flash	Macromedia Flash 6 Plug-in	X	X	

### Mobile Device Requirements

- \*PDAs – Palm™ V, Palm™ VII, Windows CE®, Pocket PC®
- \*\*Cell phones – WAP and SMS-enabled

\* For syncing your Integrated Communications Package Address Book and Calendar with your PDA, you have to sync with Palm Desktop 4.0 software.

\*\* For receiving Text Messages

**Note:** The Integrated Communications Package is not compatible with Macintosh® computers.

# Log In

1. Open your browser window.
2. Type the following URL in your address box:  
<http://icp.verizonbusiness.com/integratedcommunicationspackage/>
3. Press **Enter**. The *Integrated Communications Package* sign in page appears.

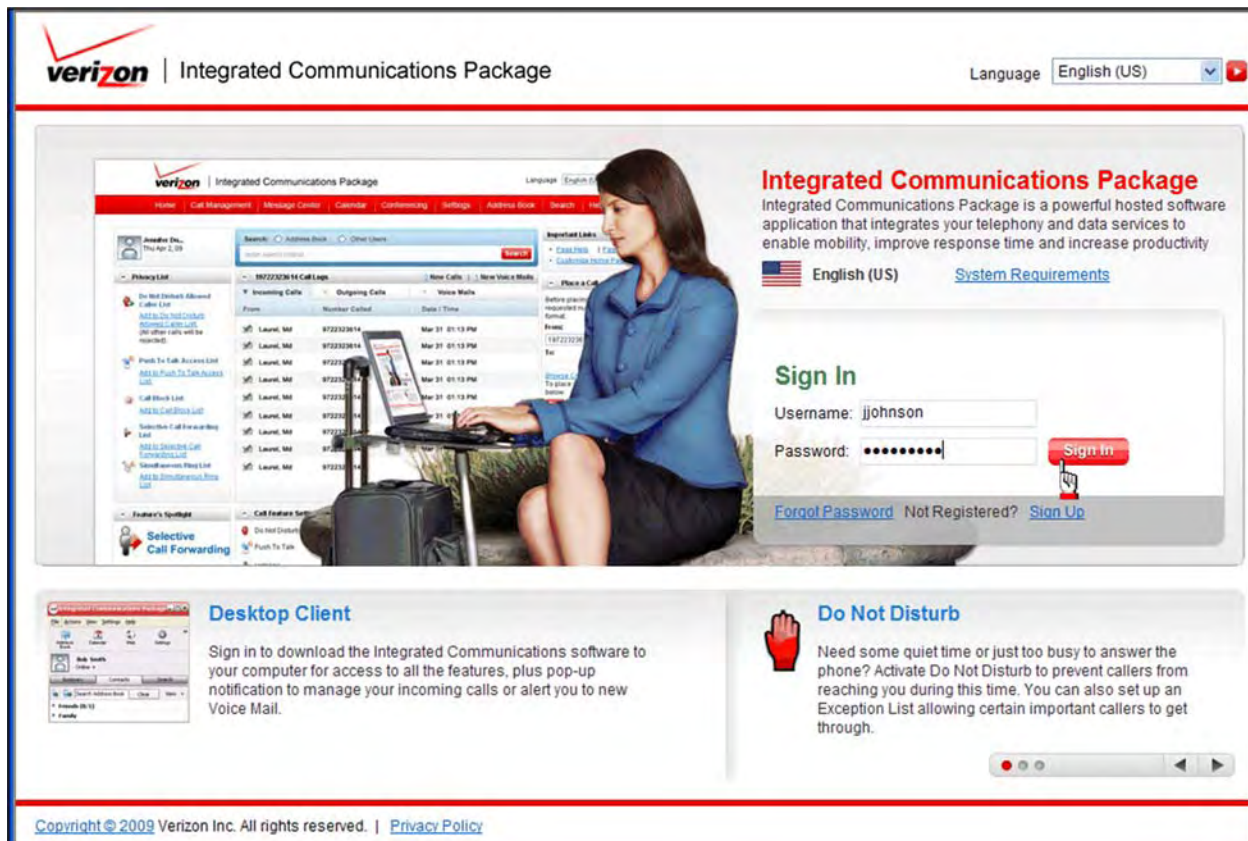


Figure 1-1: Integrated Communications Package Sign In

4. Enter your *Username* and *Password* on the sign in page (see Figure 1-1).
5. Click **Sign In**. If this is the first time you are logging in, the *Welcome* page appears.

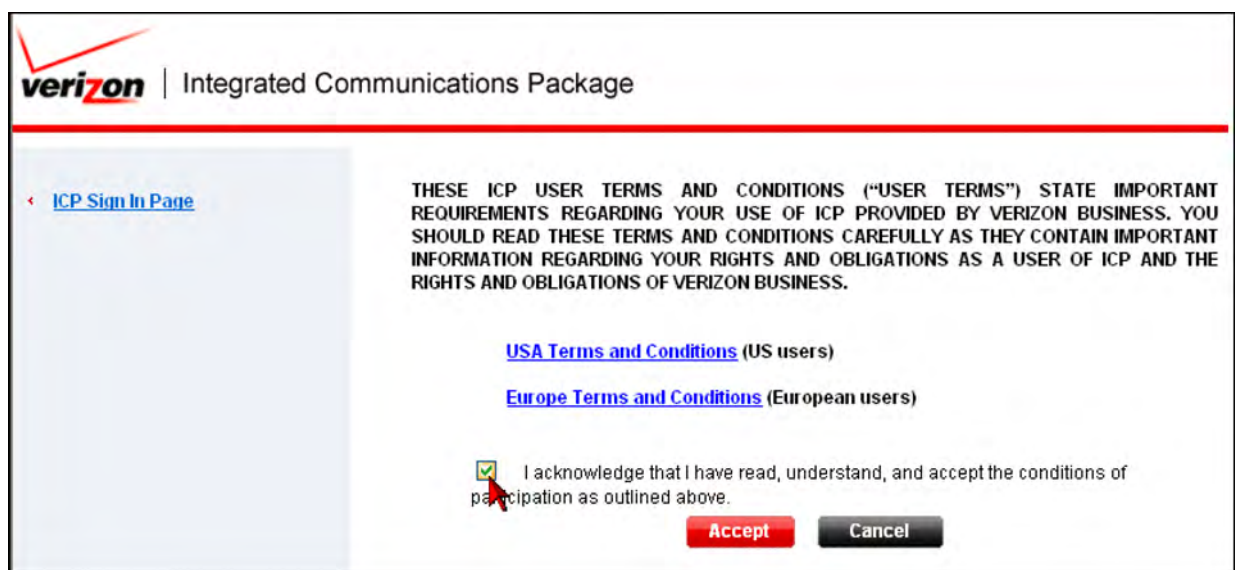
## Register

If your administrator enabled you to self register, there are a few steps you must complete before logging in.

If your administrator pre-registered for you, proceed to page 1-5.

1. Click the **Sign Up** link on the sign in page. The terms and conditions screen appears.

## Terms and Conditions



**verizon** | Integrated Communications Package

[ICP Sign In Page](#)

THESE ICP USER TERMS AND CONDITIONS ("USER TERMS") STATE IMPORTANT REQUIREMENTS REGARDING YOUR USE OF ICP PROVIDED BY VERIZON BUSINESS. YOU SHOULD READ THESE TERMS AND CONDITIONS CAREFULLY AS THEY CONTAIN IMPORTANT INFORMATION REGARDING YOUR RIGHTS AND OBLIGATIONS AS A USER OF ICP AND THE RIGHTS AND OBLIGATIONS OF VERIZON BUSINESS.

[USA Terms and Conditions](#) (US users)

[Europe Terms and Conditions](#) (European users)

I acknowledge that I have read, understand, and accept the conditions of participation as outlined above.

**Accept** **Cancel**

Figure 1-2: Terms and Conditions.

2. Read the terms and conditions.
3. Check the **acknowledge** box.
4. Click **Accept**. A screen appears enabling you to create a user ID and password, and establish a secret question/answer.

## Create User ID/Password

The screenshot shows a web form titled "Create User ID/Password" for the Verizon Integrated Communications Package. The form is divided into several sections:

- Registration Token:** A text field containing "EF3779W-00BD-IC77-11F661G00000".
- Admin Secret Question:** A dropdown menu with the selected option "What is your Manager's name?".
- Admin Secret Answer:** A text field containing "John Doe".
- General Information:**
  - E-Mail Address:** A text field containing "bill.smith@company.com".
- Choose User ID and Password to sign in to ICP:**
  - User ID:** A text field containing "bsmith1234" with a note "(must be eight characters or more)".
  - Password:** A masked text field with "••••••••" and a note "(min 8 characters with at least 1 number)".
  - Confirm Your Password:** A masked text field with "••••••••".
- Please enter a secret question and answer in case you forget your password:**
  - Secret Question:** A dropdown menu with the selected option "Where is your favorite vacation spot?".
  - Secret Answer:** A text field containing "Bahamas".

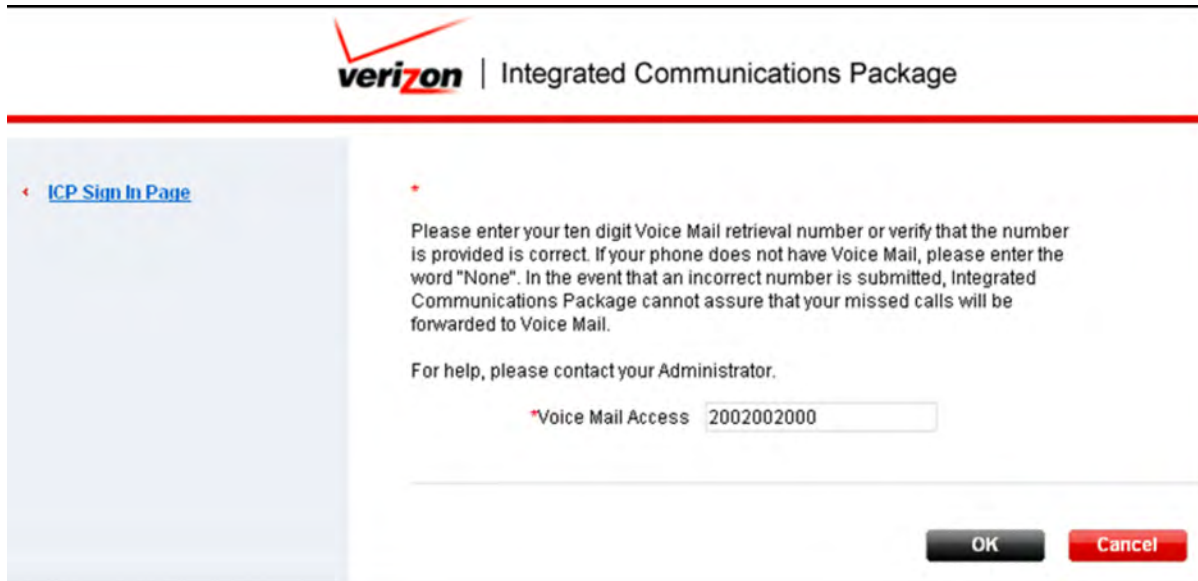
At the bottom of the form, there are two buttons: "OK" (highlighted in red) and "Cancel". A mouse cursor is pointing at the "OK" button. A legend at the bottom left indicates that an asterisk (\*) denotes a required field.

Figure 1-3: Create User ID and Password

5. Enter the *Registration Token*, *Admin Secret Question*, and *Admin Secret Answer* that your administrator provides.
6. Enter your *E-Mail Address*. This email address must match what your administrator set up when creating your account.
7. Create a *User ID* and *Password*. After 30 days, you can access the Verizon Enterprise Center and change your password. In the first 30 days, your administrator can de-register you and delete all of your subscriber settings. You must also wait 30 days to change your password if you recently updated your email address of record.
8. Establish a *Secret Question* and *Secret Answer*. You need this to change your password in the Verizon Enterprise Center after 30 days.
9. Click **OK**. A screen appears verifying your voice mail access number.

## Voice Mail Access Number

Enter your voice mail retrieval number, or verify that the number provided is correct. The *Voice Mail Access* field pre-populates with **2002002000**. This is the default voice mail identifier.



The screenshot shows a web interface for the Verizon Integrated Communications Package. At the top, the Verizon logo is followed by the text "Integrated Communications Package". Below this, there is a navigation link "ICP Sign In Page" with a left-pointing arrow. The main content area contains a red asterisk icon, followed by a paragraph of instructions: "Please enter your ten digit Voice Mail retrieval number or verify that the number is provided is correct. If your phone does not have Voice Mail, please enter the word 'None'. In the event that an incorrect number is submitted, Integrated Communications Package cannot assure that your missed calls will be forwarded to Voice Mail." Below this is another line of text: "For help, please contact your Administrator." A text input field is labeled "\*Voice Mail Access" and contains the value "2002002000". At the bottom right of the form, there are two buttons: "OK" (black with white text) and "Cancel" (red with white text).

Figure 1-4: Voice Mail Access

10. Click **OK** to complete registration. If you receive an error message, close you browser and restart the self-registration process.

## Welcome Page

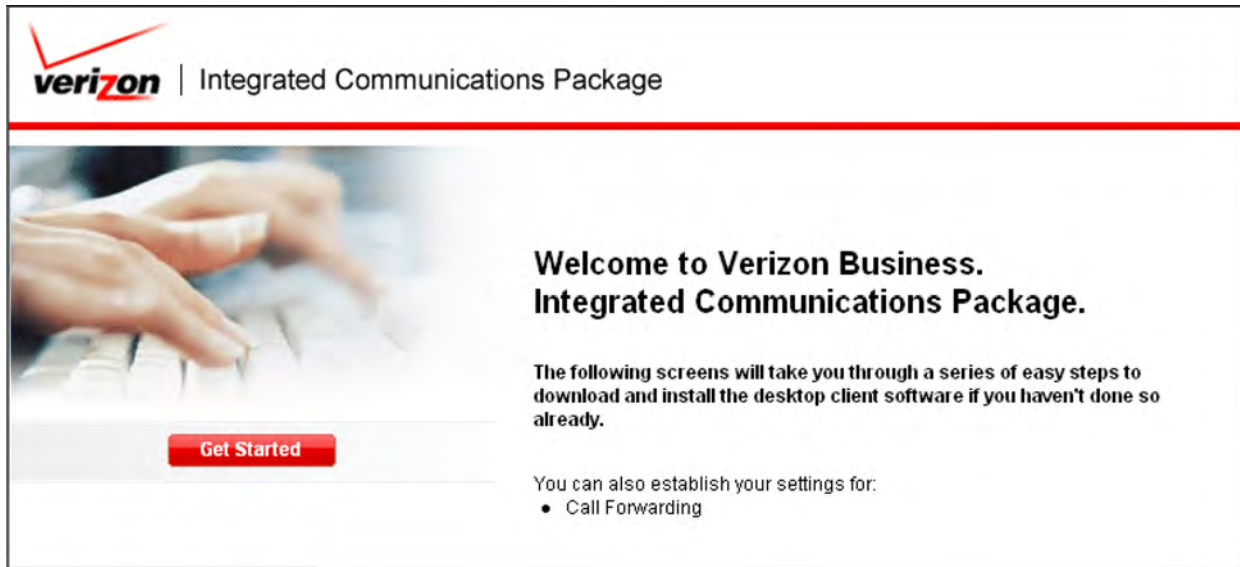
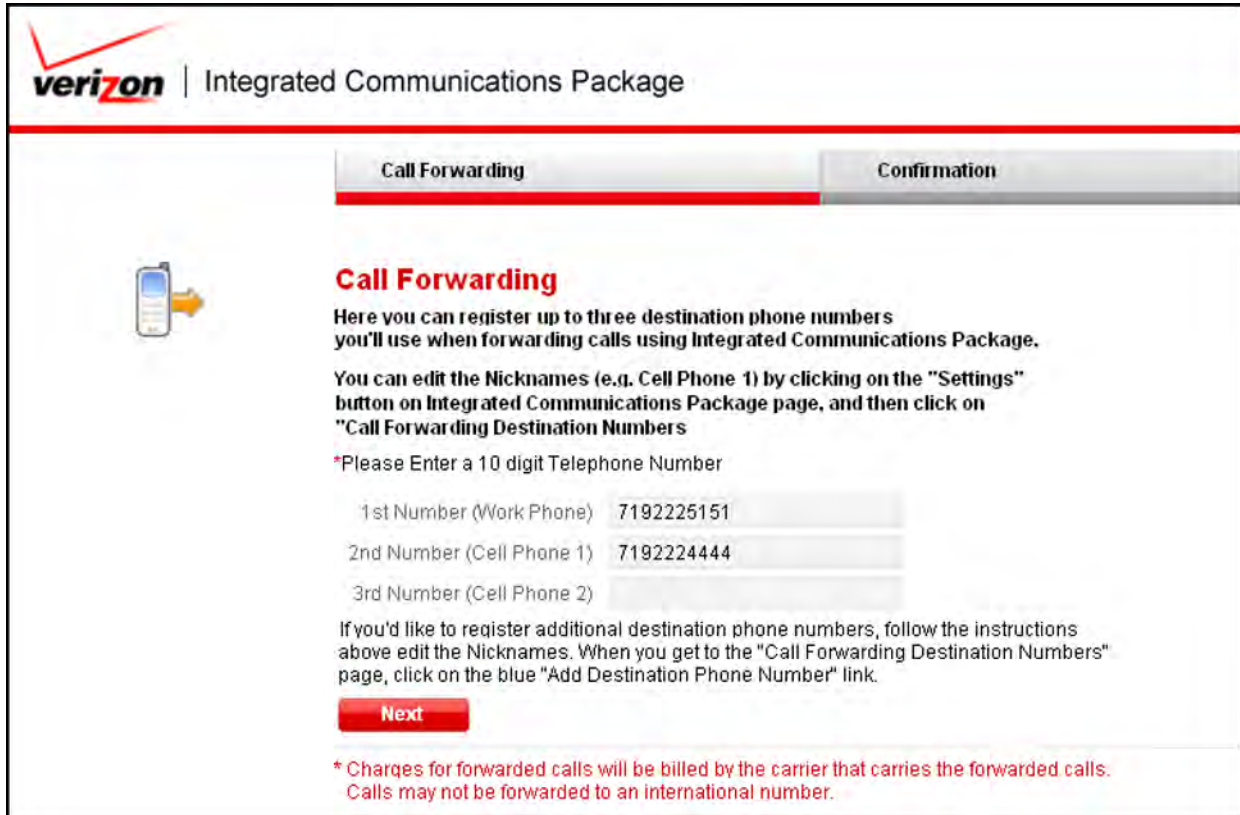


Figure 1-5: Welcome Page

11. Click **Get Started** to install the Desktop Client (if entitled), establish your call forwarding numbers, or proceed to the Home page. The *Call Forwarding* screen appears.

## Call Forwarding

You can register up to three destination phone numbers that you want to use when forwarding calls.



The screenshot shows the Verizon Integrated Communications Package Call Forwarding registration page. The page has a red header with the Verizon logo and the text "Integrated Communications Package". Below the header, there are two tabs: "Call Forwarding" (selected) and "Confirmation". The main content area features a mobile phone icon with a yellow arrow pointing right. The title "Call Forwarding" is in red. The text explains that users can register up to three destination phone numbers and edit nicknames. It includes three input fields for phone numbers: "1st Number (Work Phone)" with the value "7192225151", "2nd Number (Cell Phone 1)" with the value "7192224444", and "3rd Number (Cell Phone 2)". A red "Next" button is at the bottom. A red asterisk note at the bottom states: "\* Charges for forwarded calls will be billed by the carrier that carries the forwarded calls. Calls may not be forwarded to an international number."

Figure 1-6: Call Forwarding

12. Enter up to three destination numbers, if applicable.
13. Click **Next**. The *Confirmation* page appears.



## Confirmation/Download Desktop Client

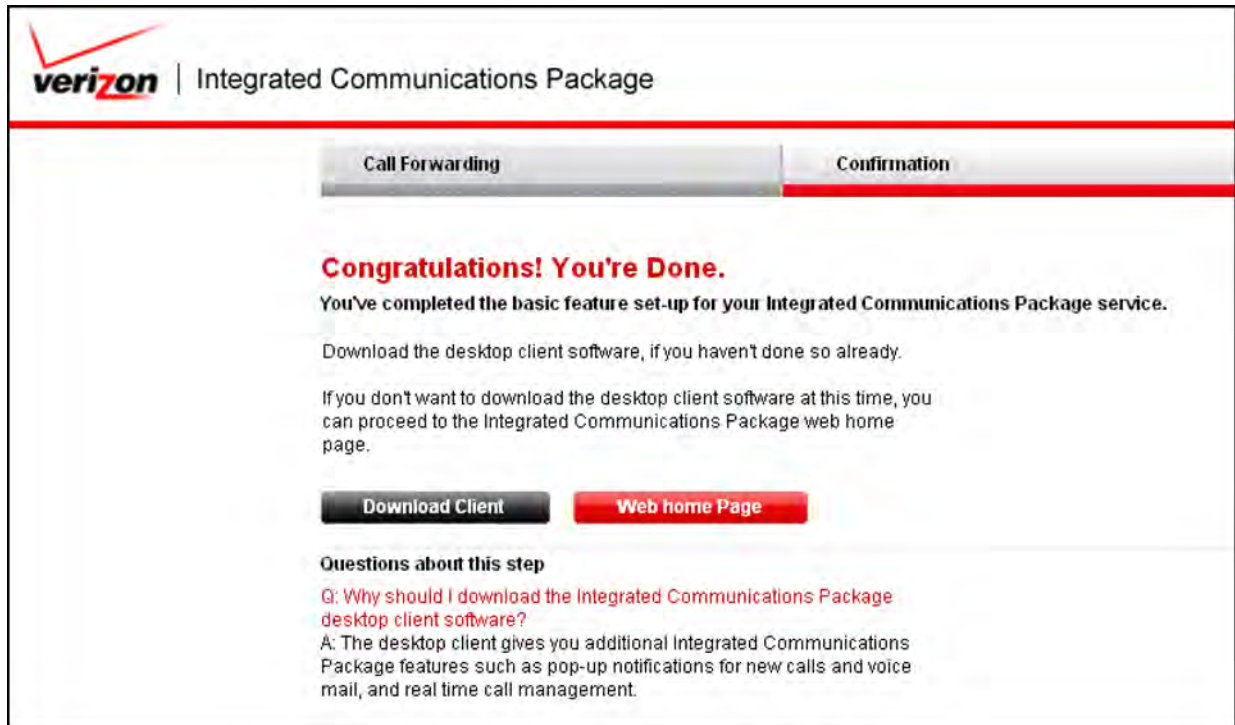


Figure 1-7: Confirmation

14. Click **Download Client** to proceed to the *Download* page and install the Desktop Client.

**-OR-**

Click **Web Home Page** to skip downloading the Client and proceed directly to the Home page.

---

**Note:** You can install the Client at a later time by selecting **Home | Download Client** from the drop-down list on the Web toolbar.

---

15. Click the **Download Now** button on the *Download* screen.

16. Select **Save** and choose your PC desktop for the file destination.

17. When the download completes, double-click the ICP icon and follow the prompts for a complete installation.

18. Sign in to the Desktop Client using your username and password. After your initial sign in, update your e911 address if you want to use the Softphone (refer to the Desktop Client User Guide for instructions on using the Softphone).



# Home Page

The Home page is the main page from which you can configure and manage the features that were authorized by your Administrator.

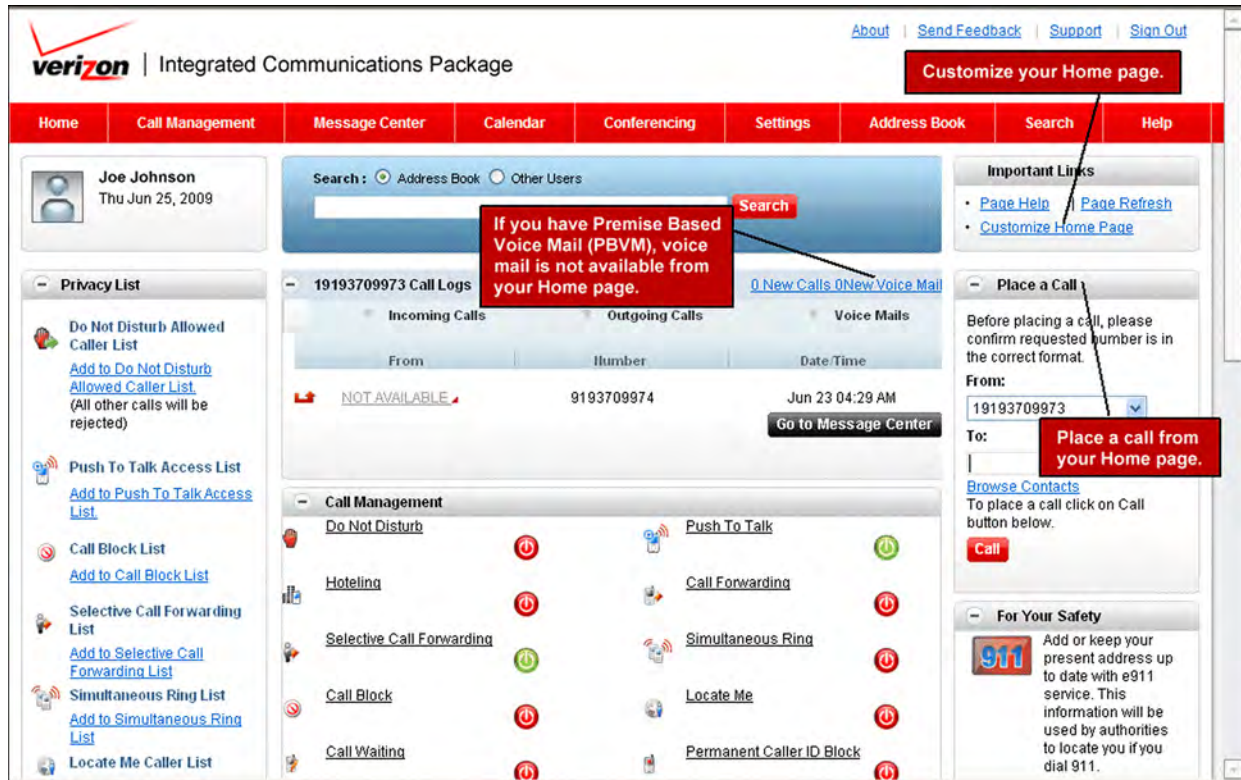


Figure 1-8: Integrated Communications Package Home

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# VERIZON ENTERPRISE CENTER SETTINGS

# 2

The *Settings* option in the Verizon Enterprise Center enables you to update basic information, contact information, change your email address, your secret question/answer, password, time zone, and enable the extended session timeout. Any changes you make filter to all the applications to which you are subscribed.

1. Log in to the Verizon Enterprise Center at: <https://customercenter.verizon.com>.
2. Select **Settings | My Profile** at the top of the page. The *My Profile* page appears.

## Basic Information

The *Basic Information* tab enables you to change your name, contact information, password, secret question/answer, and work address.

1. Click the **Basic Information** tab.

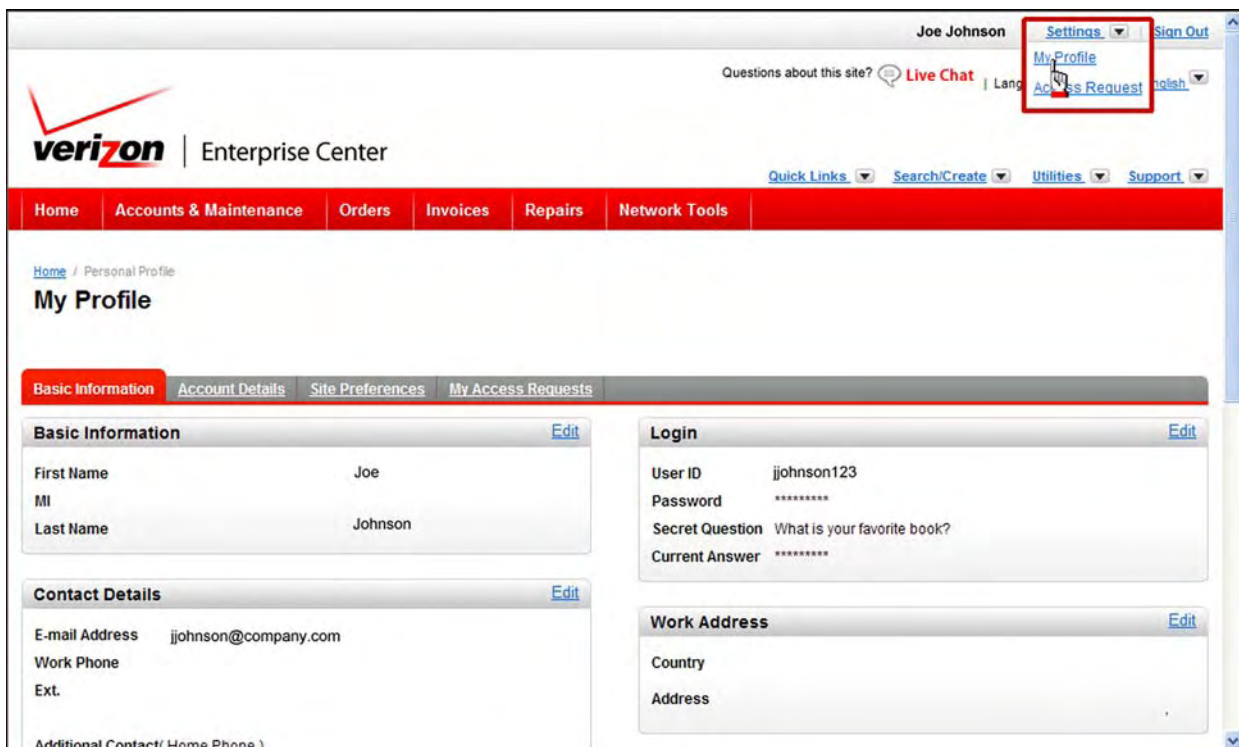


Figure 2-1: My Profile - Basic Information

2. Click **Edit** on the *Basic Information* header.

The screenshot shows the 'My Profile' page with the 'Basic Information' tab selected. The 'Basic Information : Edit Below' section contains three input fields: '\*First Name' with the value 'Joe', 'MI' (empty), and '\* Last Name' with the value 'Johnson'. Below these fields are two buttons: 'Cancel' and 'Save Changes'. A mouse cursor is pointing at the 'Save Changes' button. In the background, other sections are visible: 'Contact Details' with an 'Edit' link, 'Login' with fields for User ID, Password, Secret Question, and Current Answer, and 'Work Address' with fields for Country and Address.

Figure 2-2: My Profile - Basic Information

3. Edit your name, if applicable.
4. Click **Save Changes**.

## Contact Details

You can change your email address, work phone number/extension, other contact numbers, and your preferred method of being contacted.

1. Click **Edit** on the *Contact Details* header.

The screenshot shows the 'My Profile' page with the 'Basic Information' tab selected. The 'Contact Details : Edit Below' form is displayed. It contains the following fields and options:

* E-mail Address	* Work Phone	Ext.
<input type="text" value="jjohnson@company.com"/>	<input type="text" value="7192334567"/>	<input type="text"/>
Home Phone <input type="button" value="v"/>	<input type="text" value="7192337654"/>	
Mobile <input type="button" value="v"/>	<input type="text" value="7192339999"/>	
Fax <input type="button" value="v"/>	<input type="text"/>	
Pager <input type="button" value="v"/>	<input type="text"/>	
Alternate E-Mail <input type="button" value="v"/>	<input type="text"/>	

**Contact Preferences**

Contact Method

Buttons:

Figure 2-3: Basic Information - Contact Details

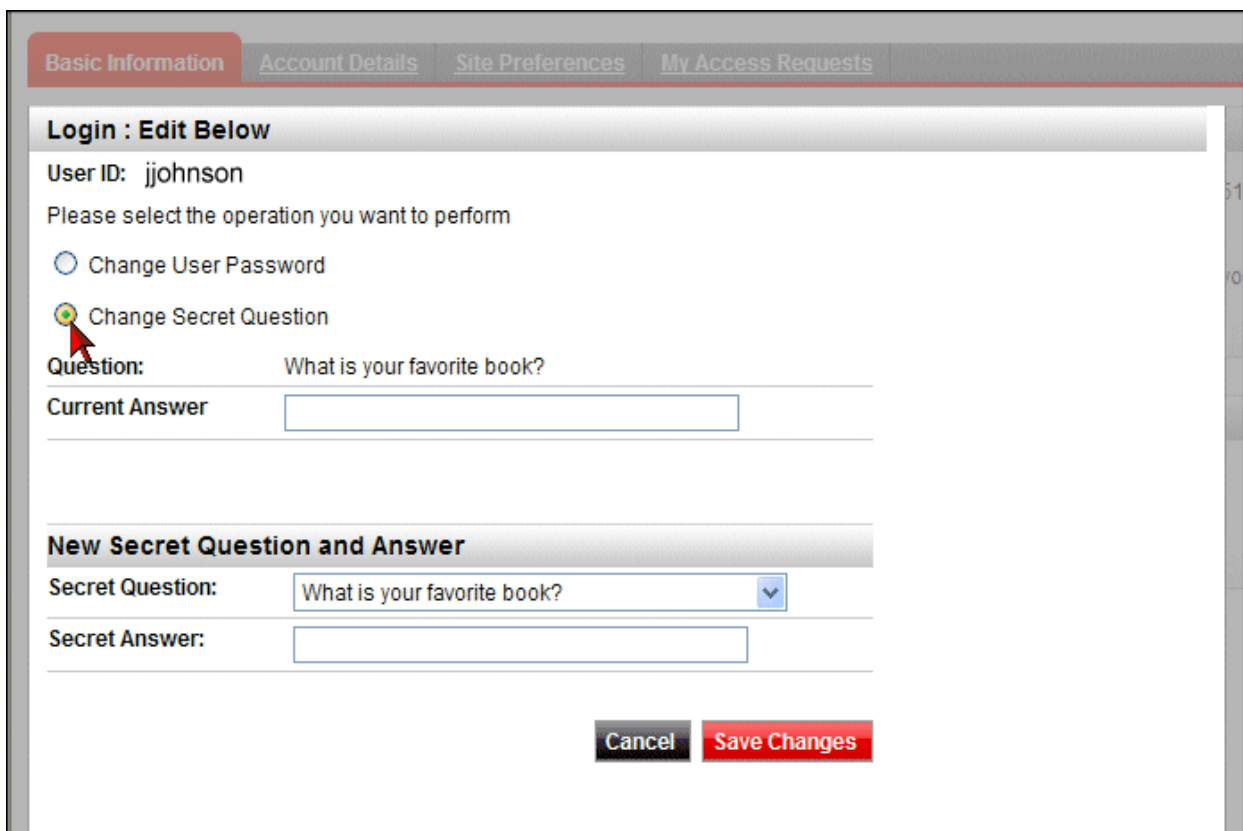
2. Change or add any applicable information.
3. Click **Save Changes**.

### Login

You can change your password 30 days after logging in to the Integrated Communications Package for the first time. Exact responses are required for future access to this site. You must also wait 30 days to change your password if you recently updated your email address of record.

**Note:** You will be locked out if you exceed three attempts at entering your password. It will 15-20 minutes for your password to be reset.

1. Click **Edit** on the *Login* header.
2. Click **Change User Password** to change your password.
3. Enter your new password in the *Password* and *Confirm Password* fields. Passwords must contain at least one letter, one number, and are between 8-24 characters in length.



The screenshot shows a web interface with a navigation bar at the top containing tabs for 'Basic Information', 'Account Details', 'Site Preferences', and 'My Access Requests'. The 'Basic Information' tab is active. Below the navigation bar is a section titled 'Login : Edit Below'. Under this section, the 'User ID' is listed as 'jjohnson'. A prompt asks the user to 'Please select the operation you want to perform', with two radio button options: 'Change User Password' and 'Change Secret Question'. The 'Change Secret Question' option is selected, and a red mouse cursor points to it. Below the radio buttons, the current secret question is displayed as 'Question: What is your favorite book?'. Underneath, there is a text input field labeled 'Current Answer'. A section titled 'New Secret Question and Answer' follows, containing a dropdown menu for 'Secret Question' (currently showing 'What is your favorite book?') and a text input field for 'Secret Answer'. At the bottom of the form are two buttons: 'Cancel' and 'Save Changes'.

Figure 2-4: Basic Information - Login

4. Click **Change Secret Question** to change your secret question and answer.
5. Type the answer to your current secret question in the *Current Answer* field.
6. Select a new *Secret Question* from the drop-down list.
7. Type a new secret answer in the *Secret Answer* field.
8. Click **Save Changes**.

## Work Address

1. Click **Edit** on the *Work Address* header.

The screenshot shows the 'My Profile' page with the 'Basic Information' tab selected. The 'Work Address : Edit Below' form is displayed with the following fields: Country (United States), Street Address (123 Main St), City (Colorado Springs), State/Province (CO), and ZIP/Postal Code (80919). There are 'Cancel' and 'Save Changes' buttons at the bottom right of the form. A mouse cursor is pointing at the 'Save Changes' button. The background shows a sidebar with 'Login' and 'Work Address' sections.

Figure 2-5: Basic Information - Work Address

2. Enter or change your address information, if applicable.
3. Click **Save Changes**.

## Account Details

The *Account Details* tab displays your roles and permissions for the applications on the Verizon Enterprise Center.

1. Click the **Account Details** tab.

The screenshot shows the Verizon Enterprise Center interface. At the top left is the Verizon logo and 'Enterprise Center'. A navigation bar contains 'Home', 'Accounts & Maintenance', 'Orders', 'Invoices', 'Repairs', and 'Network Tools'. Below this is a breadcrumb trail 'Home / Personal Profile' and the title 'My Profile'. A sub-navigation bar has 'Basic Information', 'Account Details' (highlighted), 'Site Preferences', and 'My Access Requests'. The main content area is titled 'Roles & Permissions' and contains a section 'Permissions for Applications' with a table:

Application	Permissions
OSS	[ICP]

Below the table is a 'Permission Groups' section with the value 'None'.

Figure 2-6: My Profile - Account Details



## Site Preferences

Change your accessibility options, time zone, date/time format, and start page. You can also allow for extended session timeout.

1. Click the **Site Preferences** tab.
2. Click **Edit** on the *Display Preferences* header.

The screenshot shows the 'Site Preferences' tab in the Verizon Enterprise Center Settings. The 'Display Preferences : Edit Below' section is active. It contains several settings: Preferred Language is set to English; Accessibility Options is set to Standard; Time Zone is set to (GMT-07:00) - MDT - Mountain Daylight Time - America/Denver; Date Format is MM/DD/YYYY; Time Format is 12 hour clock; Items Per Page is 10; Allow Extended Session Timeout is Yes; Home Page is set to Bills; and Hours of Extended Session Timeout is 3. A 'State Droplist' is open, showing a list of states including Alaska, Arizona, Arkansas, California, and Connecticut. Buttons for 'Add All', 'Add', 'Remove', and 'Remove All' are visible, along with 'Cancel' and 'Save Changes' buttons at the bottom right.

Figure 2-7: My Profile - Display Preferences

**Note:** The only language option is English. You can select your default language on the sign in page or in the Integrated Communications Package Web application.

3. Select **Standard** or **508 Compliant** from the *Accessibility Options* drop-down list. 508 compliant works for text readers.

## Verizon Enterprise Center Settings

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4. Select your default time zone from the *Time Zone* drop-down list.
5. Select **MM/DD/YYYY**, **DD/MM/YYYY**, or **YYYY/MM/DD** from the *Date Format* drop-down list.
6. Select **12 hour clock** or **24 hour clock** from the *Time Format* drop-down list.
7. Select **10**, **25**, **50**, **100**, or **150** from the *Items Per Page* drop-down list. This is a global setting for the maximum number of items on a page of data.
8. Select **Bills**, **Orders**, **Repairs**, or **SIA Home** to select the page you want to appear every time you log in. You can also leave this selection empty to open on the Home page.
9. Click **Save Changes**.

---

**Note:** When outside of the *Display Preferences Edit* mode, there is a link that appears in this section that allows you to **Upload a New Logo**. This is an image you can select to appear on your Verizon Enterprise Center Home page.

---

---

## Overview

You can use the Integrated Communications Package to initiate conference calls, access your voice mail, and manage how you want to handle your incoming and outgoing calls. You can also synchronize your contacts and calendars. This enables you to collaborate and maintain presence as long as you have Internet access – whether you are in the office, mobile, traveling, or remote.

You can manage your call control features easily from the Web. Some of those features are:

- Customize your Home page so you can place all your options where you want them
- Place calls from the Web
- Configure how you want to receive incoming calls
- Manage your contact lists, call forward destination lists, and your calendar
- Access and use your ICP services while working remotely
- Access voice mail over the phone or via the Web

# Home Page

The Home page is the main page from which you can configure and manage the features that were authorized by your administrator.

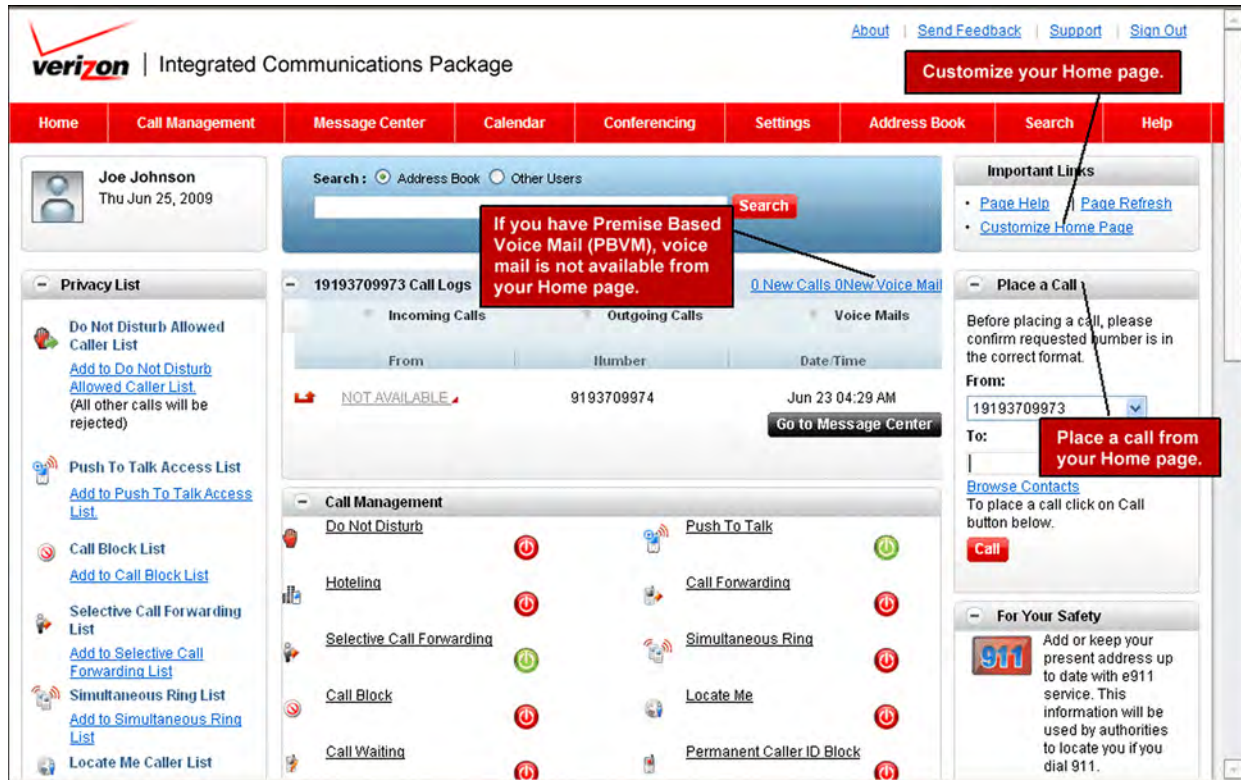


Figure 3-1: Home Page

The following functions are accessible from the Home page.

Feature	Description
Call Management	View your incoming/outgoing call management features and set up how you want to handle calls.
Message Center	Place calls, send a text message, and send emails. You can also view your incoming and outgoing calls, and listen to voicemail.
Calendar	When you open the calendar, it automatically displays the current day. There are tabs for <b>Day</b> , <b>Week</b> , <b>Month</b> , and <b>Event Lists</b> . You can schedule many of your call management features.

<b>Feature</b>	<b>Description</b>
<b>Conferencing</b>	Schedule, lead, and attend audio and web conferences in the Integrated Communications Package with other subscribers in your location. This feature must first be enabled by your administrator and you must have a conferencing account.
<b>Settings</b>	Customize your personal information and features.
<b>Address Book/Contact List</b>	Store and manage all of your contacts and groups of contacts. Contact information includes First Name, Last Name, Group, Work Phone, and Work Email.
<b>Search</b>	Search your address book for contacts or search for other users that are not in your address book.
<b>Help</b>	Get help for any page in the Integrated Communications Package.

# Customize Your Home Page

You can customize your Home page to display the content you want to view. You can also decide where to place your content and how you want your columns arranged.

1. Click the **Customize Home Page** link in the *Important Links* section in the top right corner of the page. The layout page appears.

### Customize Your Integrated Communications Package Home Page Layout

You can move your content by dragging and dropping each content item around, or by delete one by clicking the "X" button. Content in the middle column may be reordered, but may not be moved to the left or right columns. When you want to add content to a column, click the add content link below each column.

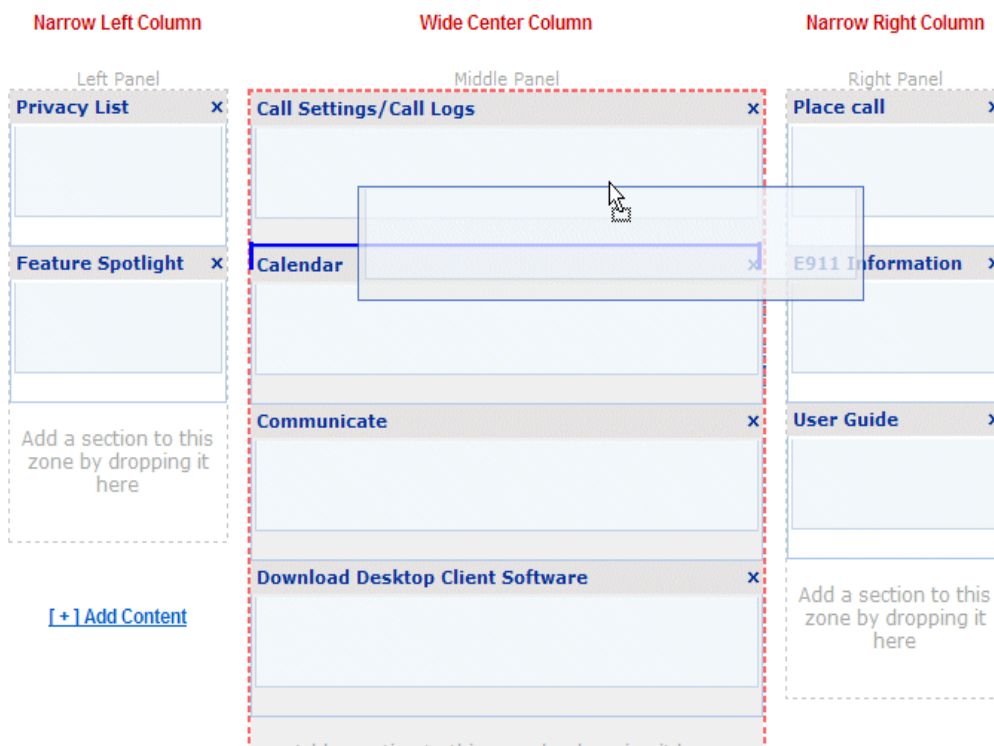


Figure 3-2: Customize Home Page Layout

2. Select the features you want in the *Narrow Left Column*, *Wide Center Column*, and *Narrow Right Column* and the order in which you want them to appear.
  - Click the **X** to close/hide any of the content boxes.
  - Click the **Add Content** link under the column to which you want to add content. The *Add Content* pop-up appears enabling you to select previously hidden content.
  - Click and drag boxes to move them where you want. A blue line shows where the dragged feature is being moved.
3. Click **Save** when you are done. You can change your Home page layout as often as you want.

## Home Page Options

You can perform several functions from the Home page. View events, tasks, and call forwarding schedules, send a text message or email, or download the Desktop Client and Microsoft plug-in software.

The screenshot displays the Home Page interface with the following sections:

- DO NOT DISTURB:** A red bell icon and text explaining the feature: "Need some quiet time or just too busy to answer the phone? Activate Do Not Disturb to prevent callers from reaching you during this time. You can also set up an Exception List allowing certain important callers to get through." Navigation buttons for "Previous" and "Next" are at the bottom.
- Call Forwarding Schedules:** A header with a minus sign and a link for "[0 New CallForward\(s\)](#)". Below is a table with columns: "From Number", "To Number", "Starts at", and "Ends at". The table content states: "There are no new Call Forwarding Schedules due today" with a link for "[Go to My Calendar](#)".
- Communicate:** A section with radio buttons for "Text Messaging" (selected) and "E-mail". It includes a "To" field with instructions "Enter 10-21 digit valid cell phone numbers seperated by semi-colon()", a "Memo" dropdown menu, a "Message" text area, and a "From" dropdown menu showing "ankush.x.kau.. (Work)" with a "160 characters remaining" indicator. A checkbox for "Yes I have read the [disclaimer](#) ." is present, along with "Send" and "Reset" buttons.
- Download Desktop Client and Microsoft Plug-In Software:** A section with a minus sign, a small software icon, and text: "Download the [Desktop Client and Microsoft Plug-In Software](#) now to access additional features on **Integrated Communications Package**. Use all the features you get on the Web, plus once your order is fully activated, you will also be able to:
  - Receive pop-up notifications of new Calls and Voice Mail
  - Use the exclusive Manage Calls Feature.

A sidebar on the right contains a notification: "We recommend c Guide as a refere become familiar v Communications features."

Figure 3-3: Home Page



# Download the ICP Toolbar

You can download two toolbars to work with your client softphone and call management features:

- The toolbar for Microsoft Outlook enables you to manage your ICP features directly from Outlook and manage calls in real-time.
- The toolbar for Internet Explorer provides quick access to your softphone features directly from your Internet Explorer web browser. The functions on the toolbar are active when logged in to your Client.

The screenshot shows the Verizon Integrated Communications Package (ICP) website. At the top, there is a navigation bar with links for About, Send Feedback, Support, and Sign Out. Below this is a red navigation bar with tabs for Home, Call Management, Message Center, Calendar, Conferencing, Settings, Address Book, Search, and Help. The main content area is divided into several sections. On the left, there is a sidebar with links for Popular Settings, Personal Profile, Password Settings, Calls, Call Management, Voice Mails, Help, Address Book, Text Message, Synchronize, Conferencing, and Show All Settings. The central area features a prominent red box with the text "Download Integrated Communications Package client for Windows XP, NT, 2000" and a "Download Now" button. Below this, there are sections for "Get call alerts on your desktop", "Forward your calls", and "Manage your calls". To the right, there is a section titled "Already have Integrated Communications Package on your desktop?" which contains two download links: "Download Integrated Communications Package Toolbar for Microsoft Outlook" and "Download Integrated Communications Package Toolbar for Internet Explorer". Each link is accompanied by a list of features, such as "Manage your Integrated Communications Package features directly from Outlook" and "Manage calls in real-time from Outlook".

Figure 3-4: Download

1. Click **Download Integrated Communications Package Toolbar for Microsoft Outlook** link.  
-OR-  
Click **Download Integrated Communications Package Toolbar for Internet Explorer** link.
2. Follow the prompts to install.
3. In your browser, go to **View | Toolbars** and select **ICP IE Toolbar** and **ICP IE RTCM Toolbar** to view them in your browser and Outlook.
4. In Outlook, go to **View | Toolbars** and select **ICP RTCM** and **ICP SIMPLE**.



# CALL MANAGEMENT FEATURES

# 4

View and configure your incoming and outgoing call management features.

1. Click the **Call Management** link at the top of the page. The features appear in a drop-down.
2. Select the feature you want to view/configure.
3. Click the **Incoming Call Management Features** tab to specify how you want to handle incoming calls.

**-OR-**

Click the **Outgoing Call Management Features** tab to specify how you want to handle outgoing calls.

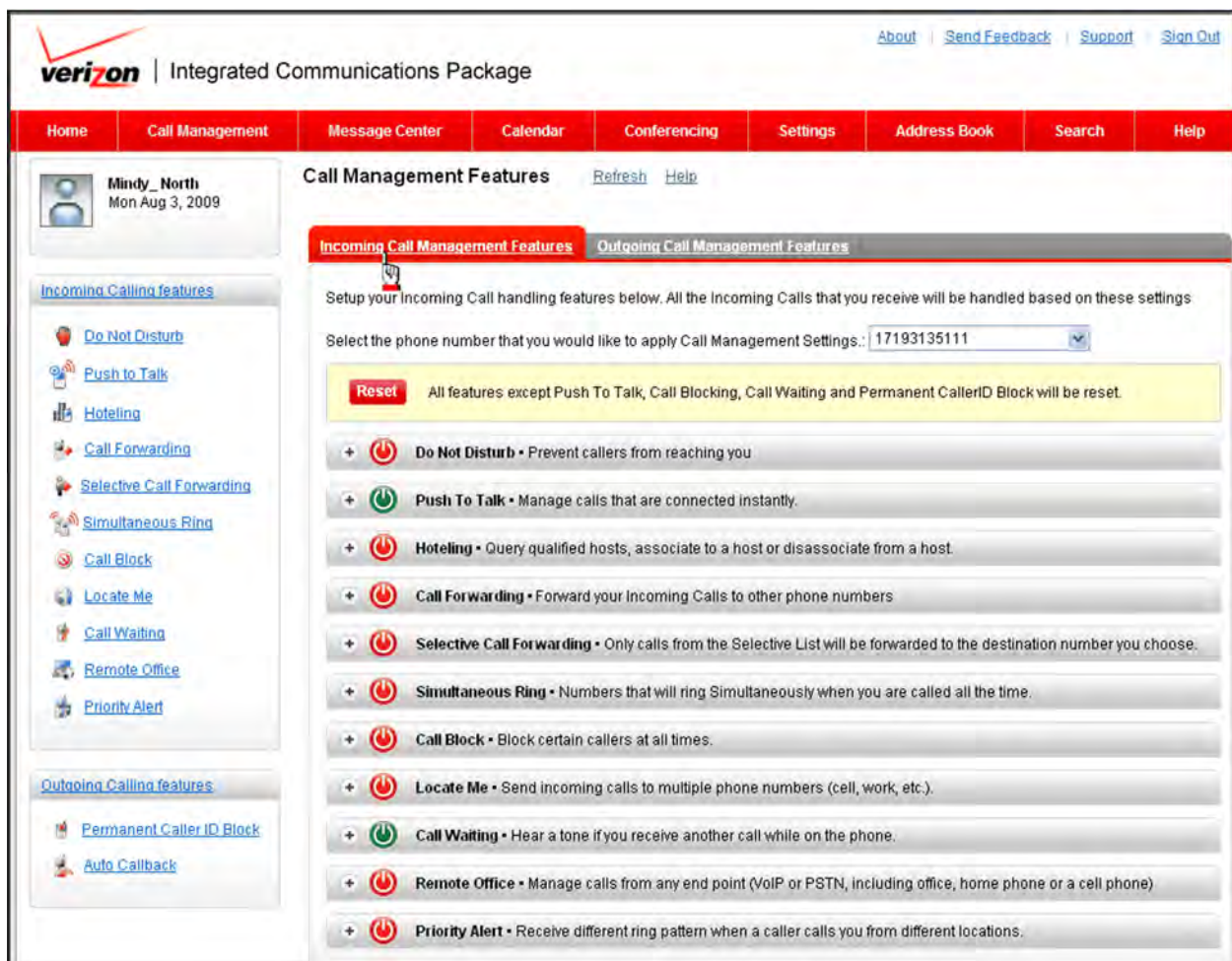


Figure 4-1: Call Management Features

# Incoming Call Management Features

Set up your incoming call handling features on the *Incoming Call Management Features* tab. All the incoming calls that you receive are handled based on these settings.

---

**Note:** You can click the **Reset** button to reset all of your features except Push To Talk, Call Blocking, Call Waiting, and Permanent Caller ID Block.

Click the **Refresh** button on your browser toolbar to see any changes you made if they are not automatically visible.

---

The following tables describes all of the *Incoming Call Management* features.

Feature	Description
<b>Do Not Disturb</b>	Send calls directly to your voice mail without ringing to your phone. You can create a list to allow certain callers to reach you.
<b>Push To Talk</b>	Be instantly connected with the callers who want to communicate with you.
<b>Hoteling</b>	Associate your service profile with a Hoteling Host that is created by your administrator. Hotel Hosts are open cubes that can be used by traveling employees (subscribers) in the same way as the phone on your desk.
<b>Call Forwarding</b>	Forward your incoming calls to other phone numbers.
<b>Selective Call Forwarding</b>	Create a list to forward certain numbers/calls to the destination number you choose.
<b>Simultaneous Ring (Call Blast)</b>	List all the numbers you want to ring simultaneously when someone calls your office phone.
<b>Call Block</b>	Block certain callers at certain times.
<b>Locate Me (Find Me/Follow Me)</b>	Send incoming calls to multiple phone numbers (cell, work, etc.).
<b>Call Waiting</b>	Hear a tone if you receive another call while on the phone.
<b>Remote Office</b>	Manage calls from any phone, VoIP or PSTN, including your office, home phone, or cell phone.
<b>Priority Alert</b>	Receive a distinctive ring when a specific person calls you.
<b>Call Forward Unreachable</b>	<b>Send incoming calls to another phone number when your device is unreachable.</b>
<b>Music On Hold</b>	Enable or disable music for all calls when the remote party is held or parked with a feature access code or on the Web.

---

<b>Feature</b>	<b>Description</b>
<b>Alternate Numbers</b>	Activate distinctive ringing for your alternate number.
<b>Office Anywhere</b>	Extends your services so you can make and receive calls from any specified fixed phone, mobile phone, or soft client as if it were your primary device.

# Do Not Disturb

*Do Not Disturb* (DND) enables you to send calls directly to your voice mail without ringing to your phone. You can send all calls to voice mail, or just those not entered on your *Allowed Caller List*. Activating the *Ring Reminder* makes your office phone emit a short ring burst to inform you when a call is being sent to your voice mail. You can also activate/deactivate by dialing a feature access code.

1. Click the **+** next to **Do Not Disturb** on the *Call Management Features* page (you can also access it from the Home page).

**-OR-**

Click the **Do Not Disturb** link in the column on the left side of the screen.

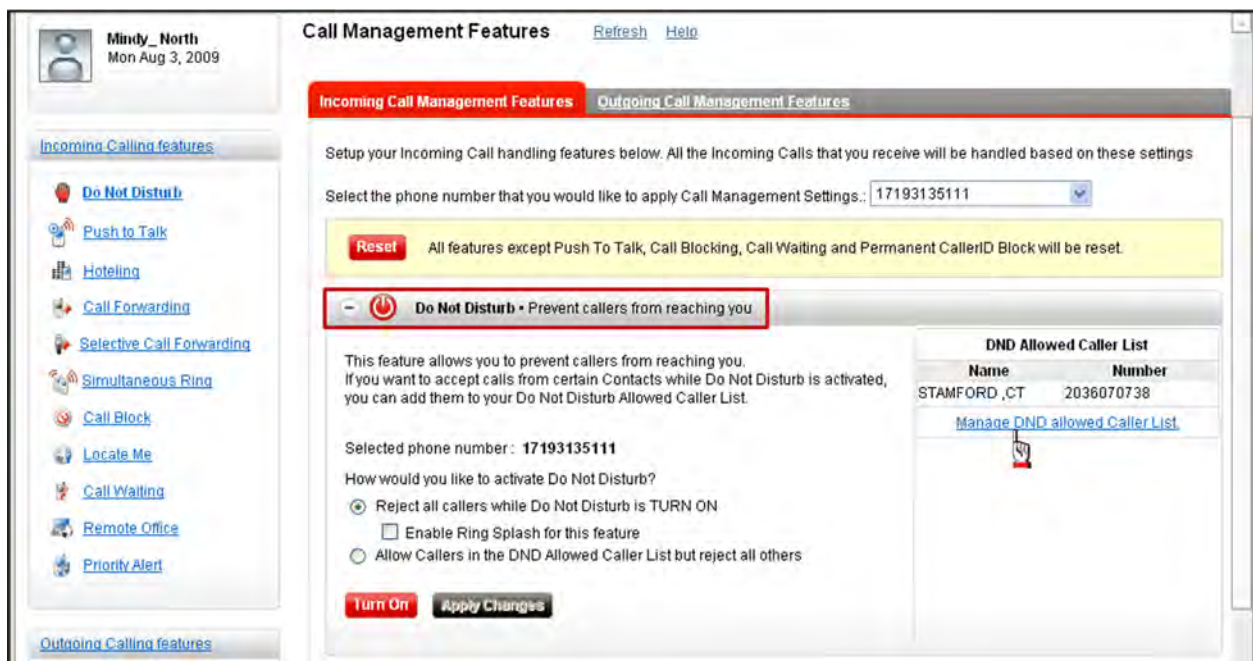


Figure 4-2: Do Not Disturb

2. Select **Reject all callers while Do Not Disturb is TURNED ON** if you want all incoming calls to be sent to voice mail.
3. Select **Enable Ring Splash for this feature** if you want your phone to play a ring reminder when a call is forwarded to voice mail.

**-OR-**

Select **Allow Callers in the DND Allowed Caller List but reject all others** if you want to create a list of certain callers that can reach you.

4. Click **Turn On** when you are done.
5. Click **Manage DND Allowed Caller List** if you selected the **Allow Callers...** option. The *DND Allowed Caller List* page appears.

## Do Not Disturb Allowed Caller List

You can allow certain callers to reach you if you have *Do Not Disturb* activated. For example, you might want to make sure that an your boss can always reach you.

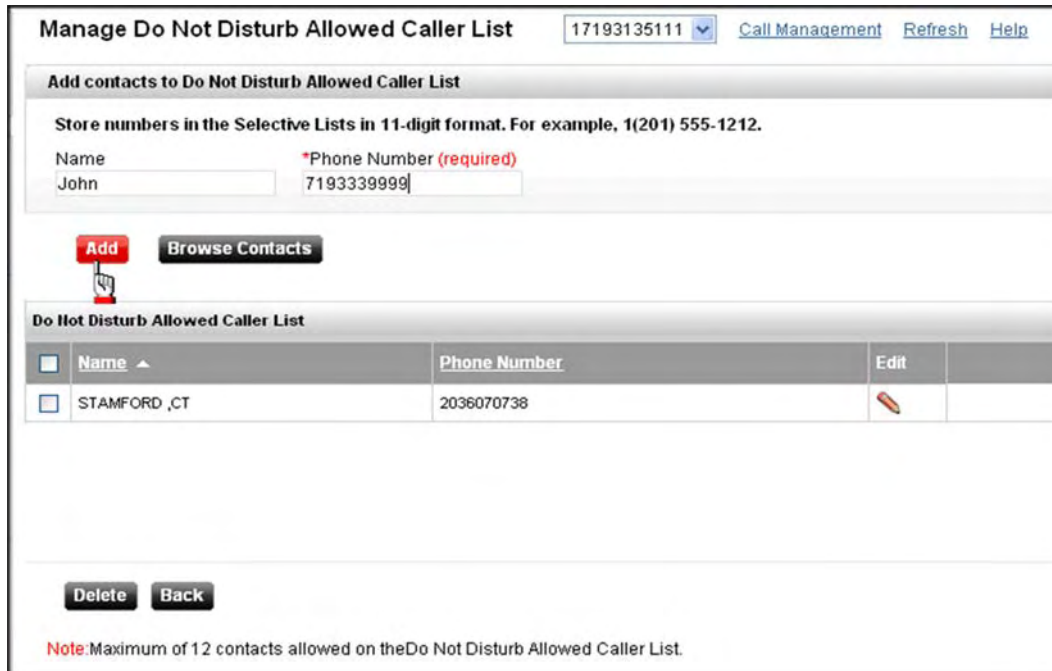


Figure 4-3: Manage Do Not Disturb Allowed Caller List

6. Type a name and number in the corresponding *Name* and *Phone Number* fields.


7. Click **Add**.

**-OR-**

Click **Browse Contacts** to open your *Address Book* to select a contact(s). Refer to Section 10 for instructions on using the *Address Book*.

8. Repeat steps 6-7 to add up to 12 contacts to the *Do Not Disturb Allowed Caller List*.

**-OR-**

Click the  icon next to a contact to modify the details, if applicable.

**-OR-**

Select a contact and click **Delete** if you no longer want them on your allowed caller list, if applicable.

9. Click **Back** to return to the *Do Not Disturb* screen. Your allowed contacts appear in the *Do Not Disturb Allowed Caller List*.

---

**Note:** You can also access the *DND Allowed Callers List* on the *Settings* page. Refer to Section 9 for instructions.

---

# Push To Talk

*Push To Talk* (auto-answer) allows you to be instantly connected with the callers who want to communicate with you. The *Push to Talk (PTT) Access List* enables you to control the list of callers whose incoming calls are connected instantly. It is similar to *Do Not Disturb* in that it enables you to establish "Push To Talk" accept and reject lists that may contain wildcards.

1. Click the **+** next to **Push To Talk**.

**-OR-**

Click the **Push To Talk** link in the column on the left side of the screen.

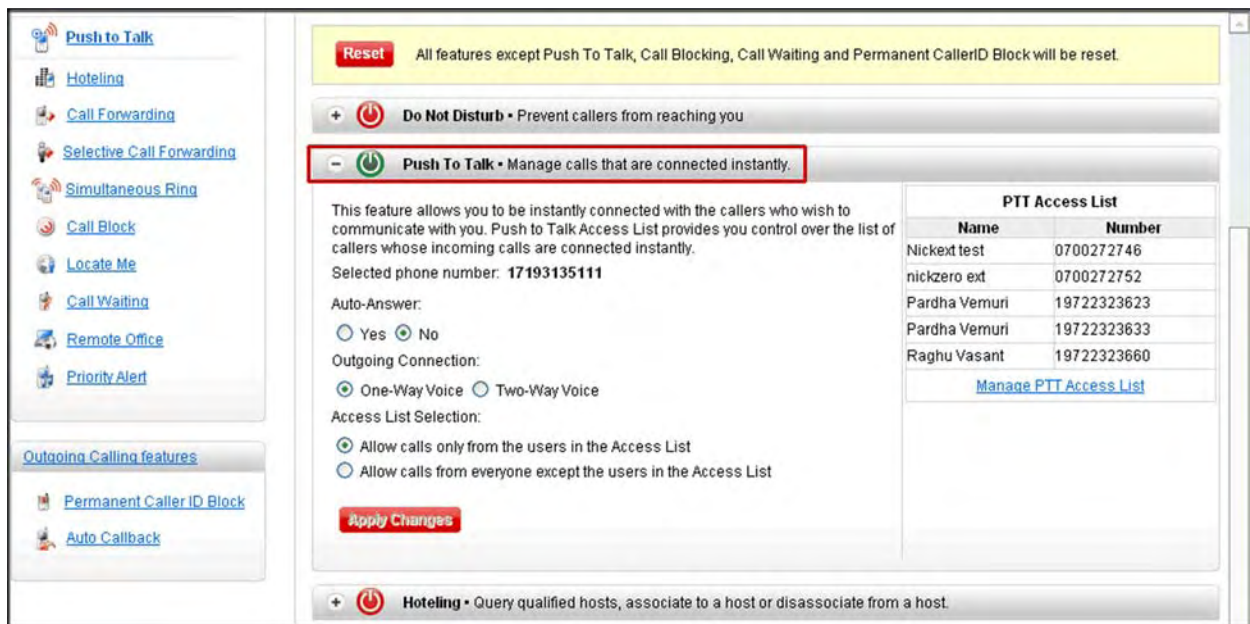


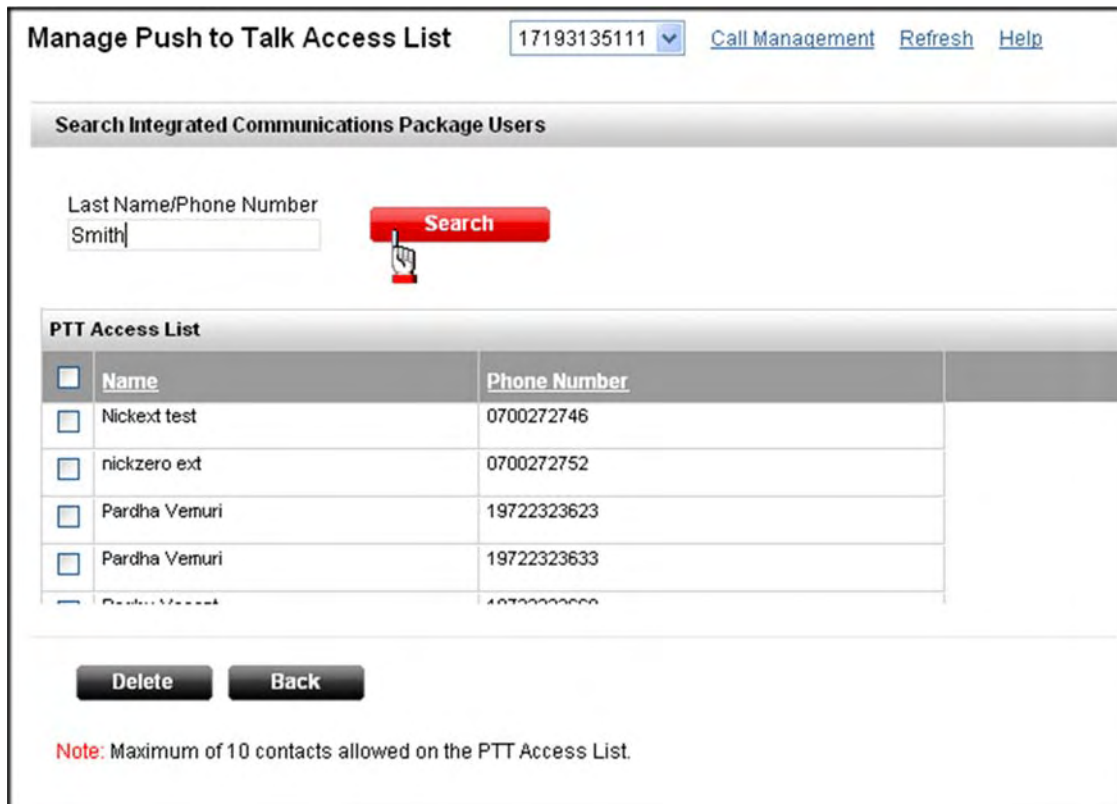
Figure 4-4: Push To Talk

2. Check **Yes** or **No** from the *Auto-Answer* option.
3. Check **One-Way Voice** or **Two-Way Voice** from the *Outgoing Connection* option.
4. Check **Allow calls only from the users in the Access List** or **Allow calls from everyone except the users in the Access List** from the *Access List Selection* option.
5. Click **Apply Changes**.
6. Click **Manage PTT Access List** to create your access list. The *Manage Push To Talk Access List* page appears.



## Manage Push To Talk Access List

You can allow certain callers to connect with you automatically if you have *Push To Talk* (auto-answer) enabled. For example, you might want to make sure that your boss can always reach you. Contacts (up to 10) added to your *Push To Talk Access List* must be Integrated Communications Package users.



**Manage Push to Talk Access List** 17193135111 [Call Management](#) [Refresh](#) [Help](#)

**Search Integrated Communications Package Users**

Last Name/Phone Number  
 **Search**


**PTT Access List**

<input type="checkbox"/>	Name	Phone Number
<input type="checkbox"/>	Nickext test	0700272746
<input type="checkbox"/>	nickzero ext	0700272752
<input type="checkbox"/>	Pardha Vemuri	19722323623
<input type="checkbox"/>	Pardha Vemuri	19722323633
<input type="checkbox"/>	Pardha Vemuri	19722323600

**Delete** **Back**

**Note:** Maximum of 10 contacts allowed on the PTT Access List.

Figure 4-5: Manage Push To Talk Access List

1. Type the last name or phone number of a contact in the *Last Name/Phone Number* field. You can type a full or partial last name or phone number.
  2. Click **Search** to search your list of contacts. A list of contacts that match your search criteria appear.
  3. Click **Add** next to the user you want to add to your list.
  4. Repeat steps 1-3 to add more users to your list (maximum of 10).
- OR-**
- Click the  icon next to a contact to modify the details, if applicable.
- OR-**
- Check a user(s) on your list and click **Delete** to remove them, if applicable.
5. Click **Back** to return to the *Push To Talk* screen.

# Hoteling

*Hoteling* provides an ad-hoc ability to associate your service profile with a *Hoteling Host* that is created by your administrator. Hotel Hosts are open cubes that can be used by traveling employees (subscribers) in the same way as the phone on your desk. You can be associated with the host for a certain period of time. Hosts can be made available at the enterprise or location level. If a host is created for a location, then only guests assigned to that location can be associated.

1. Click the **+** next to **Hoteling**.

**-OR-**

Click the **Hoteling** link in the column on the left side of the screen.

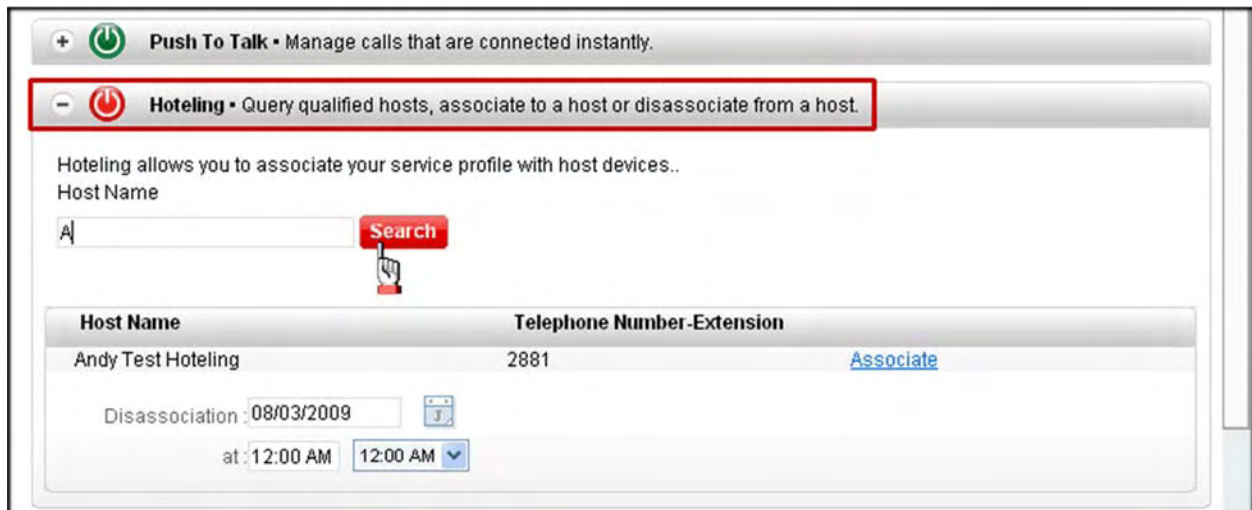


Figure 4-6: Hoteling

## Hoteling Status OFF

You can query hosts, associate to a host, or cancel any changes.C

1. If searching for a host, type the name or partial name in the search field and click **Search** to view a list of matches that display:
  - Host Name
  - Location
  - Telephone Number-Extension
  - Available (yes/no)
  - Associate (associated to the host or not).
2. To disassociate from a host, select the date and time.



## Hoteling Status ON

1. View the association details:
  - Host Name
  - Location
  - Telephone Number-Extension
  - Available (yes/no)
  - Associate (associated to the host or not).
2. To force release, click the **Disassociate** button.


# Call Forwarding

*Call Forwarding* enables you to forward incoming calls to different phone number, such as your home phone, cell phone, or an assistant. You can also use the *Ring Splash* to make your office phone emit a short ring burst to inform you when a call is forwarded. This is useful if you forgot the service is turned on and you are at your desk and are receiving calls. *Call Forwarding* can be internal or external depending on how your administrator configured call restrictions. You can also enable *Call Forwarding Busy* and *Call Forwarding No Answer* if you do not want every call forwarded.

**Call Forwarding No Answer Activation: \*92**

**Call Forwarding No Answer Deactivation: \*93**

**Call Forwarding Busy Activation: \*90**

1. Click the  next to **Call Forwarding**.

**-OR-**

Click the **Call Forwarding** link in the column on the left side of the screen.

**-OR-**

Select **Calendar | Schedule Call Forwarding** from the drop-down menu at the top of the page.

---

**Note:** You can view your call forwarding status on the Home page.

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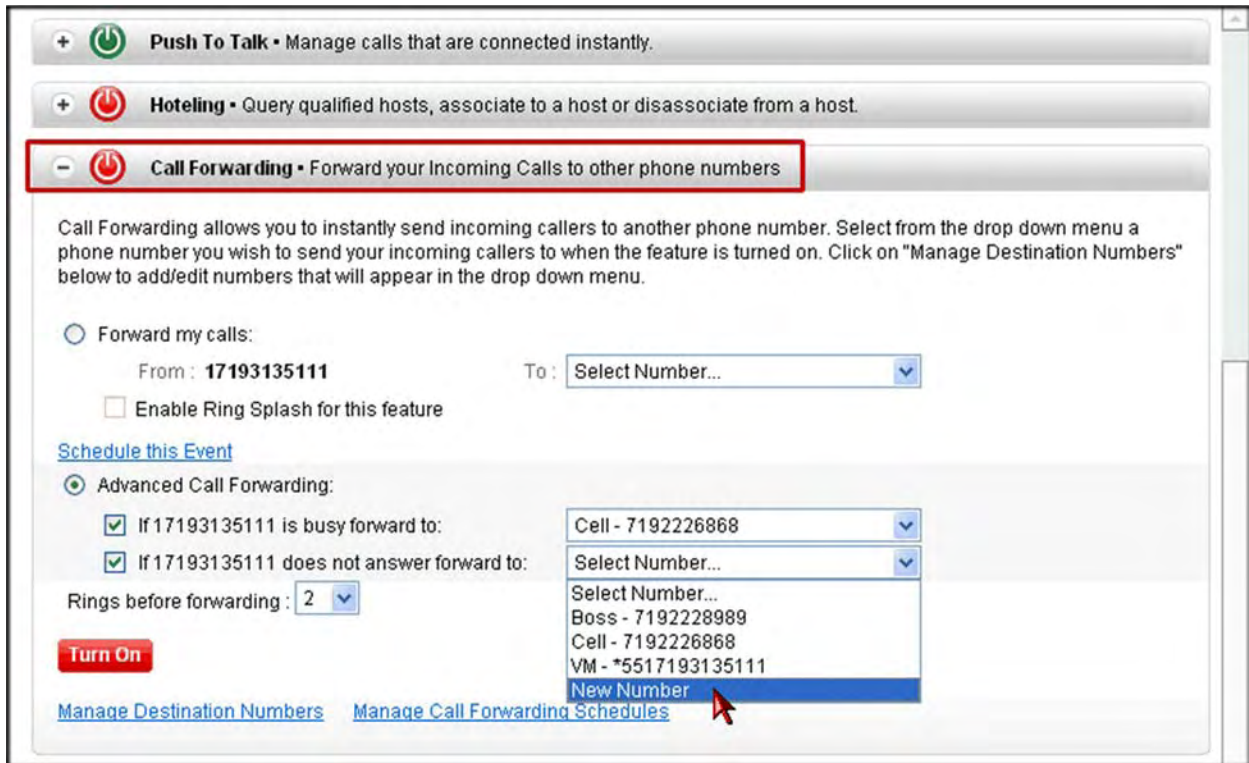


Figure 4-7: Call Forwarding

2. Select **Forward my calls** to forward ALL incoming calls. Your office number is displayed underneath this option.
3. Select the number to which you want to forward calls from the *To* drop-down list. These are the numbers you create on the *Call Forward Destination Numbers* page.

-OR-

Select **New Number** to add a new destination number. A pop-up appears allowing you to enter a number and nickname.

4. Select **Enable Ring Splash for this feature** if you want your office phone to emit a short ring burst to inform you when a call is forwarded.

-OR-

Select **Advanced Call Forwarding** to enable *Call Forwarding Busy* and/or *Call Forwarding No Answer* if you do not want every call forwarded.

5. Select **If (your phone #) is busy forward to** and select a number from the drop-down list. Do not select this option if you want to forward ALL calls.

Select a number from the drop-down list, or select **New Number** to add a new destination number.

-AND/OR-

Select **If (your phone #) does not answer forward to** and select a number from the drop-down list. Do not select this option if you want to forward ALL calls.

## Call Management Features

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Select a number from the drop-down list, or select **New Number** to add a new destination number.

6. Select between 2 - 6 rings from the *Rings before forwarding* drop-down list.
7. Click **Schedule this Event** (above *Advanced Call Forwarding*) to create a schedule for when you want to forward calls. For example, if you have a meeting every Tuesday from 10:00-11:00 am, you can schedule your calls to forward during that time. The *Schedule Call Forwarding* page appears.
8. Click the **Manage Destination Numbers** link to manage your list of numbers to which you want to forward your calls. The *Call Forward Destination Numbers* screen appears (page 4-14)

### Schedule Call Forwarding

You can create call forwarding schedules, or you can schedule your call forwarding events ahead of time if you know you are going to be unavailable.

The screenshot shows the 'Schedule Call Forwarding' web interface. On the left, there is a user profile for 'Mindy\_North' with the date 'Mon Aug 3, 2009'. Below this is a calendar for August 2009, with the 3rd highlighted. The main content area is titled 'Schedule Call Forwarding' and includes several sections: 'Schedule calls to forward in the future' with fields for 'Origin Phone Number' (17193135111) and 'Destination Phone Number' (Select a number...); 'Time Schedule' with a 'Schedule Name' dropdown (None) and an 'End Date' field; and 'Schedule Call Forwarding for later' with 'Start Date' (08/03/2009 at 12:30 PM) and 'End Date' (08/03/2009 at 12:45 PM) fields. There are 'Schedule' and 'Activate' buttons, and a 'Repeat this setting' checkbox.

Figure 4-8: Schedule Call Forwarding

9. Select your number from the *Origin Phone Number* drop-down list if you have more than one number.
10. Select a destination number from the *Destination Phone Number* drop-down list.

**-OR-**

Select **Add New Number** add a new destination number. A pop-up appears allowing you to enter a number and nickname.

### Time Schedule

1. Select a previously created time schedule from the *Schedule Name* drop-down list, if applicable.
2. Enter an end date.

**-OR-**

Click the **Create Schedule** link to create a time schedule. The *Manage Time Schedule* screen appears. A time schedule allows you to pick the specific days and times when you want your calls forwarded. Refer to Section 7 for detailed instructions on creating time schedules.

3. Click **Schedule**.

**Note:** Any previously scheduled event still occurs unless you edited or removed the schedule from your Calendar. You may want to check your calendar for any possible schedule conflicts. Refer to Section 7 for detailed instructions on using the Calendar.

### Schedule Call Forwarding For Later

1. Select a start date/time.
2. Select an end date/time.
3. Check **Repeat this setting** to make the call forward event recurring (e.g., a weekly staff meeting).
  - Select **Daily, Weekly, Monthly, or Yearly**.
  - Select **Every Day** or **Every Weekday**.
  - Enter the end date.
4. Click **Activate**. The event is added to your calendar where you can view/edit/add call forward events (refer to Section 7). The *Call Forwarding* page reappears.
5. Click **Turn On** to activate call forwarding.
6. Click the **Manage Call Forwarding Schedules** link to open your Calendar to view, add, or edit your events.

# Call Forward Destination Numbers

You can have up to 20 destination numbers (or extensions) for call forwarding. The numbers you add to your list are the same ones that appear in the drop-down lists on the *Call Forwarding* screen.

There are a series of links at the top of the page next to the *Call Forward Destination Numbers* heading that you can use to manage your list: **Forward Calls**, **Add Destination Number**, and **Delete**. You can also edit any of the destination numbers in your list.

---

**Note:** You can also access your *Call Forward Destination Numbers* from the *Settings* page. Refer to Section 9.

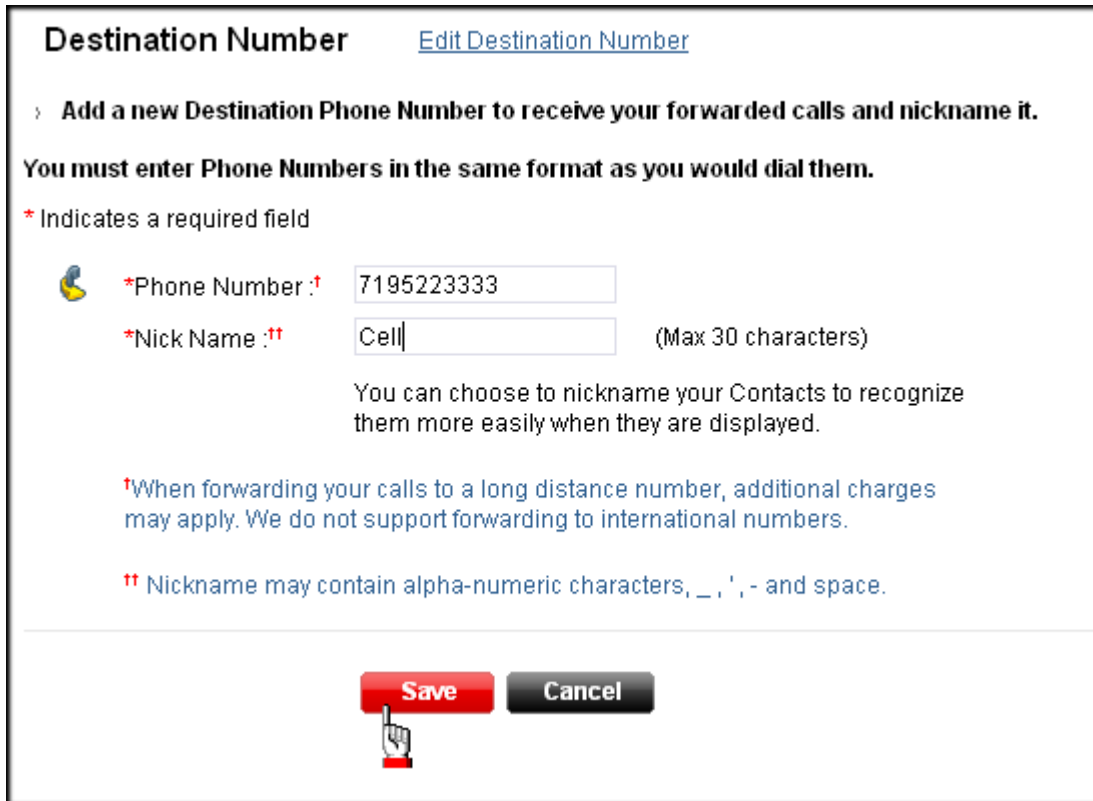
---

<input type="checkbox"/>	Number	Nickname ▲	Edit
<input type="checkbox"/>	7192228989	Boss	
<input type="checkbox"/>	7192226868	Cell	
<input type="checkbox"/>	*55 7193135111	VM	

Figure 4-9: Call Forward Destination Numbers

## Add Destination Number

1. Click the **Add Destination Number** link at the top of the *Call Forward Destination Numbers* page.



The screenshot shows a web form titled "Destination Number" with a link "Edit Destination Number". The form contains the following elements:

- A heading: "Add a new Destination Phone Number to receive your forwarded calls and nickname it."
- A instruction: "You must enter Phone Numbers in the same format as you would dial them."
- A note: "\* Indicates a required field"
- A phone icon and a label: "\*Phone Number :†" followed by a text input field containing "7195223333".
- A label: "\*Nick Name :††" followed by a text input field containing "Cell" and a note "(Max 30 characters)".
- A paragraph: "You can choose to nickname your Contacts to recognize them more easily when they are displayed."
- A footnote: "†When forwarding your calls to a long distance number, additional charges may apply. We do not support forwarding to international numbers."
- A footnote: "†† Nickname may contain alpha-numeric characters, \_ , ' , - and space."
- At the bottom, there are two buttons: a red "Save" button with a mouse cursor pointing to it, and a grey "Cancel" button.

Figure 4-10: Call Forwarding Destination Number

2. Enter a destination number in the *Phone Number* field.
3. Enter the name you want to associate with the number in the *Nick Name* field.

---

**Note:** Additional charges may apply to long distance numbers. You cannot forward to international numbers.


---

4. Click **Save** when you are done.

## Call Management Features

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### Edit

1. Select the number you want to edit.
2. Click the  in the *Edit* column.
3. Change the phone number or the name.
4. Click **Save** to return to the *Call Forward Destination Numbers* page.
5. Click the **Forward Calls** link to return to the *Call Forwarding* page.

---

**Note:** You can also click the **Edit Destination Number** link on the *Add* screen.

---

### Delete

1. Check the box next to the number(s) you want to delete.
2. Click the **Delete** link. A warning appears informing you that deleting the number(s) invalidates all future call forwarding schedules to this number.
3. Click **OK** to continue.



## Selective Call Forwarding

*Selective Call Forwarding* enables you to forward certain calls to a different phone number. You can have multiple lists of numbers and apply different forwarding rules for each. You can also specify a different forward-to number for each entry.

1. Click **+** next to **Selective Call Forwarding** on the *Call Management Features* page (you can also access it from the Home page).

**-OR-**

Click the **Selective Call Forwarding** link from the *Incoming Calling Features* column on the left side of the screen.

**-OR-**

Select **Calendar | Schedule Selective Call Forwarding** from the drop-down menu at the top of the page.

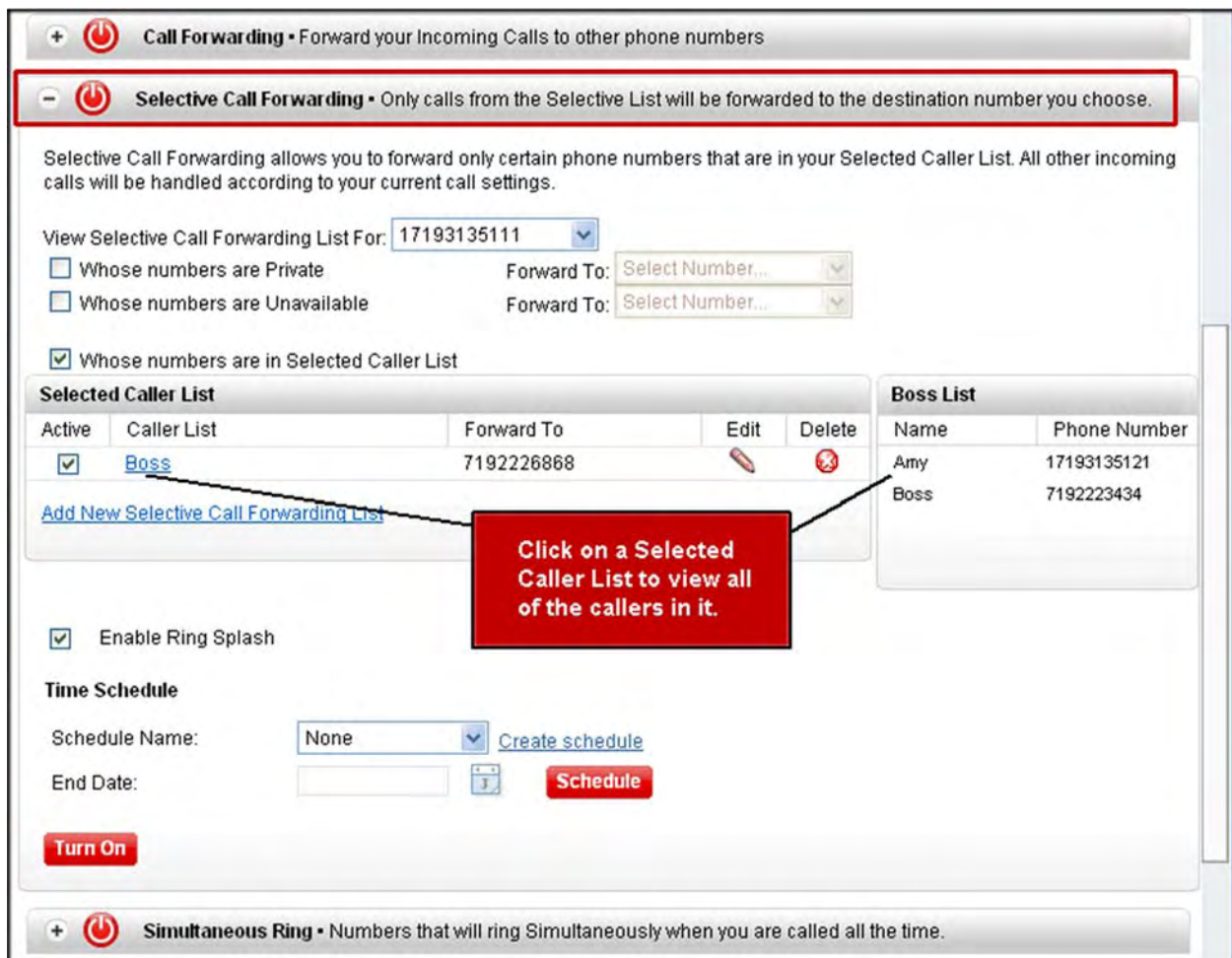


Figure 4-11: Selective Call Forwarding

## Call Management Features

---

2. Select a number from the *View Selective Call forwarding List* drop-down list if you have more than one number.
3. Check **Whose numbers are Private** and select a number from the corresponding *Forward to* drop-down list, if applicable.
4. Check **Whose numbers are Unavailable** and select a number from the corresponding *Forward to* drop-down list, if applicable.

**-OR-**

For steps 3 and 4 above, you can select **New Number** from the *Forward to* drop-down list. A pop-up appears enabling you to add a number and nickname.

5. Check **Whose numbers are in Selected Caller List** to specify certain numbers you want forwarded, if applicable.
6. If you have a *Selected Caller List*, click on the name of the list to see the names/numbers on the right.

**-OR-**

Click the **Add New Selective Call Forwarding List** link to create a caller list. The *Manage Selected Call Forwarding List For xxx* page appears (page 4-19).

### Time Schedule

1. Select a previously created time schedule from the *Schedule Name* drop-down list, if applicable.
2. Enter an end date.

**-OR-**

Click the **Create Schedule** link to create a time schedule. The *Manage Time Schedule* screen appears. A time schedule allows you to pick the specific days and times when you want your calls forwarded. Refer to Section 7 for detailed instructions on creating time schedules.

3. Click **Schedule**.

**Note:** Any previously scheduled event still occurs unless you edited or removed the schedule from your Calendar. You may want to check your calendar for any possible schedule conflicts. Refer to Section 7 for detailed instructions on using the Calendar.

## Manage Selected Call Forwarding List

Manage Selected Call Forwarding List For 17193135111 [Call Management](#) [Refresh](#) [Help](#)

Caller List Nickname: Clients Forward Call to: Cell - 7192226868  
[Manage Forwarding Numbers](#)

**Add Contacts to Selective Caller List : Nickname given above**

Store numbers in the Selective Lists in 11-digit format. For example, 1(201) 555-1212.  
 \*Indicates a required field

\*Phone Number 7195227777 Name ABC Co

**Add** **Browse Address Book** **Browse Call Logs**

**Selective Caller List**

<input type="checkbox"/>	Name	Phone Number	Edit

**Delete**

[Helpful Tips](#)

**Save** **Cancel**


Figure 4-12: Manage Selected Call Forwarding List

1. Type a name in the *Caller List Nickname* field.
2. Select the number to which you want to forward callers from the *Forward Call to* drop-down list.
3. Enter a phone number in the *Phone Number* field.  
**-OR-**  
 Click **Browse Address Book** to open your address book and locate a specific phone number.
4. Enter a name for your contact in the *Caller Nickname* field.  
**-OR-**  
 Click the **Browse Call Logs** button to view a list of callers from which you can select.
5. Click **Add**. The caller is added to the *Selective Caller List* at the bottom of the screen.
6. Repeat steps 3-5 to add more callers to this list.
7. Click **Save** when you are done. The *Selective Call Forwarding page* reappears.

## Call Management Features

---

### Edit

1. Select the caller you want to edit.
2. Click the  in the *Edit* column.
3. Change the phone number or the name.
4. Click **Save**.

### Delete

1. Check the box next to the caller(s) you want to delete.
2. Click the **Delete** button. A confirmation pop-up appears.
3. Click **OK** to continue.

---

**Note:** You can also access the *Managed Selected Call Forwarding List* from the *Settings* page (refer to Section 9).

---

## Simultaneous Ring

You can create a list of numbers you want to ring simultaneously when someone calls your office phone. This feature is useful if you never want to miss a call. You can also disable *Simultaneous Ring* when you are at your desk or on a call. If your cell phone or other phone has voice mail that picks up before your office voice mail, your voice mails could be on your cell phone messaging system.

1. Click **+** next to **Simultaneous Ring** on the *Call Management Features* page (you can also access it from the Home page).

**-OR-**

Click the **Simultaneous Ring** link from the *Incoming Calling Features* column on the left side of the screen.

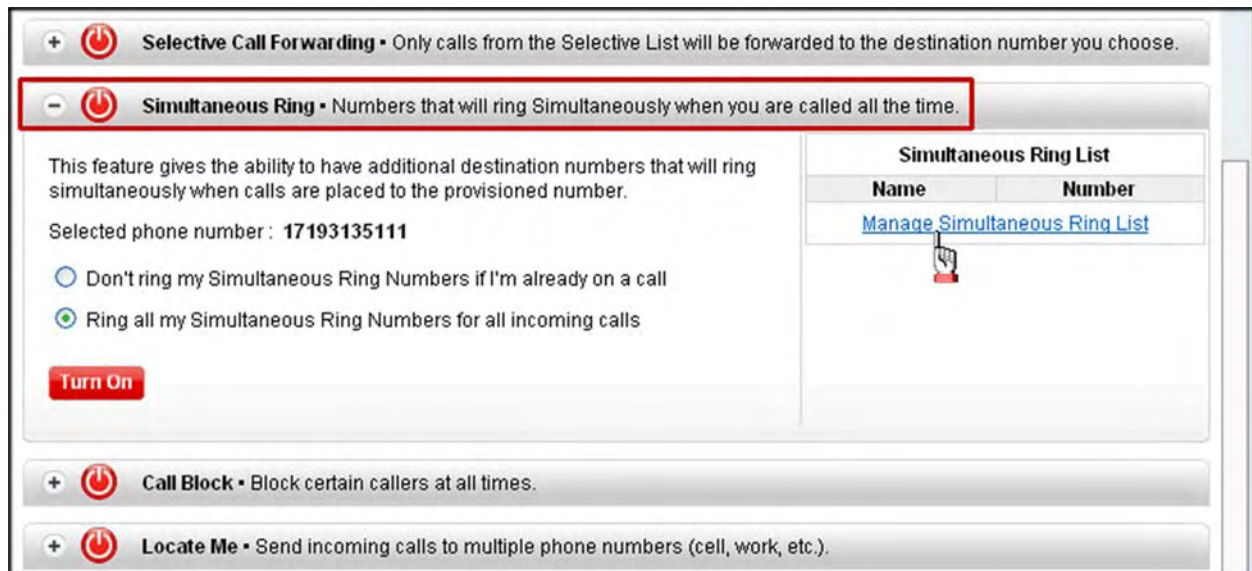


Figure 4-13: Simultaneous Ring

2. Select **Don't ring my Simultaneous Ring Numbers if I'm already on a call**, if applicable.

**-OR-**

Select **Ring all my Simultaneous Ring Numbers for all incoming calls**, if applicable.

3. Click **Manage Simultaneous Ring List** to add the phone numbers to which you want calls to ring. The *Manage Simultaneous Ring List* page appears.

### Manage Simultaneous Ring List

You can add up to 10 numbers that you want to ring simultaneously when you receive a call. The original number displays, not any numbers it hits along the way.

The screenshot shows a web interface titled "Manage Simultaneous Ring List". At the top, there is a dropdown menu showing "17193135111" and links for "Call Management", "Refresh", and "Help". Below this is a section titled "Add contacts to Simultaneous Ring List" with a note: "You must enter phone numbers in the same format as you would dial them." There are two input fields: "Name" and "Phone Number (required)". Below the fields are three buttons: "Add", "Browse Contacts", and "Browse Call Forward Destination List". A mouse cursor is pointing at the "Browse Call Forward Destination List" button. Below the buttons is a table titled "Simultaneous Ring List" with the following content:

<input type="checkbox"/>	Name ▲	Phone Number	Edit
<input type="checkbox"/>	Cell	7195223333	

At the bottom of the interface are "Delete" and "Back" buttons. A note at the very bottom states: "Note: Maximum of 10 contacts allowed on the Simultaneous Ring List."

Figure 4-14: Manage Simultaneous Ring List

1. Type an identifier for the number in the *Name* field.
2. Enter the number you want to ring when your office phone rings in the *Phone Number* field.
3. Click **Add**. The number is added to the *Simultaneous Ring List* at the bottom of the page.
4. Repeat steps 1-3 to add more numbers.

-OR-

Click **Browse Contacts** to view/select from your contact list.

-OR-

Click **Browse Call Forward Destination List** to view/select from your list of *Call Forwarding Destination Numbers*.

5. Click **Back** to return to the *Simultaneous Ring* page.
6. Click **Turn On** to activate *Simultaneous Ring*.

-OR-

Click **Turn Off** to disable *Simultaneous Ring*.

## Call Block

Call blocking enables you to reject calls from phone numbers you specify, or from callers who blocked the display of their number on your caller ID (private numbers). The system plays an announcement to rejected callers informing them that you are not accepting calls from unidentified callers. Your phone does not ring and you do not receive any indication that they called. This only applies to calls outside of your location.

1. Click **+** next to **Call Block** on the *Call Management Features* page (you can also access it from the Home page).

**-OR-**

Click the **Call Block** link from the *Incoming Calling Features* column on the left side of the screen.

**-OR-**

Select **Calendar | Schedule Call Block** from the drop-down menu at the top of the page.

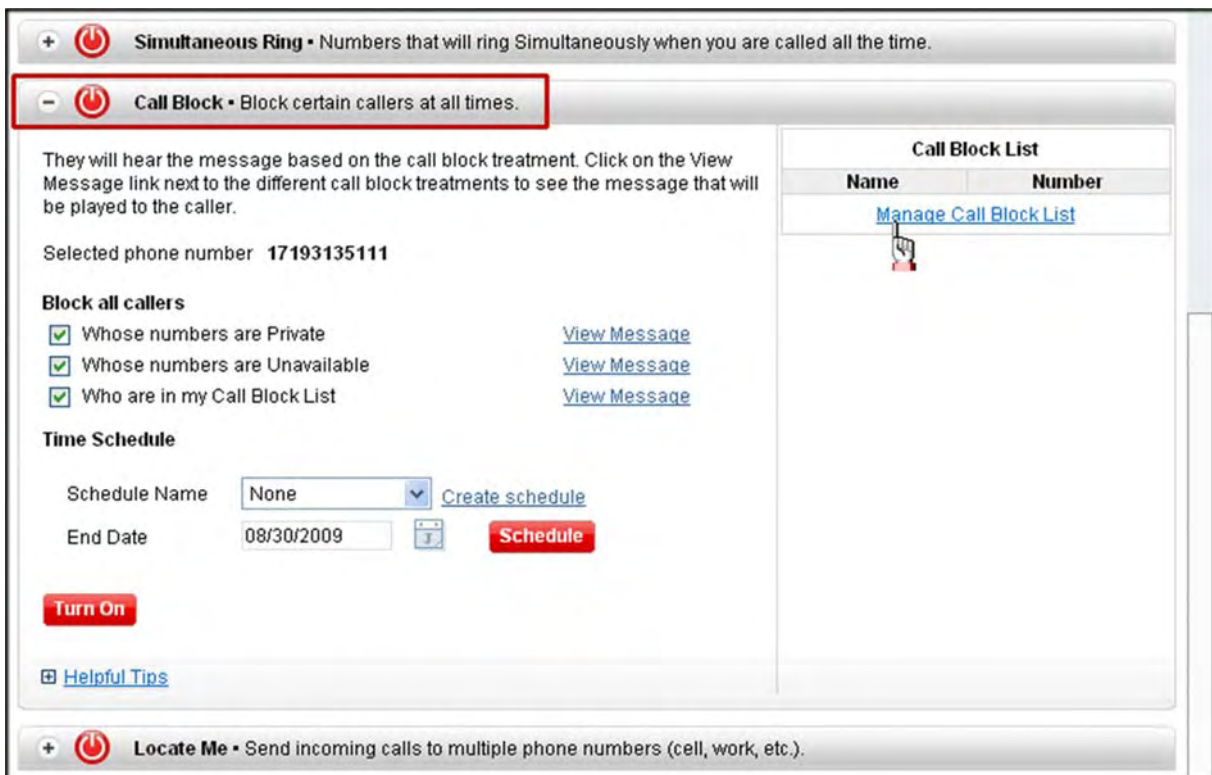


Figure 4-15: Call Block

2. Check one or all of the following under *Block all Callers*:
  - **Whose numbers are private**
  - **Whose numbers are Unavailable**
  - **Whose numbers are in my Call Block List**



## Call Management Features

---

3. Click **View Message** to see the message played to callers for each option.
4. Click **Manage Call Block List** to view/create a list of up to 20 numbers you want to block. The *Manage Call Block List* page appears (page 4-25).

### Time Schedule

1. Select a previously created time schedule from the *Scheduled Name* drop-down list.
2. Enter an end date.

**-OR-**

Click the **Create Schedule** link to create a time schedule. The *Manage Time Schedule* screen appears. A time schedule allows you to pick the specific days and times when you want your calls forwarded. Refer to Section 7 for detailed instructions on creating time schedules.

3. Click **Schedule**.

**Note:** Any previously scheduled event still occurs unless you edited or removed the schedule from your Calendar. You may want to check your calendar for any possible schedule conflicts. Refer to Section 7 for detailed instructions on using the Calendar.

4. Click **Turn On** to activate call blocking.

**-OR-**

Click **Turn Off** to disable call blocking.



## Manage Call Block List

**Manage Call Block List**
17193135111 ▼
[Call Management](#) [Refresh](#) [Help](#)

---

**Add contacts to Call Block List**

Store numbers in the Selective Lists in 11-digit format. For example, 1(201) 555-1212.

Name

\*Phone Number (required)

Add
Browse Contacts

**Call Block List**

	Name ▲	Phone Number	Edit	
<input type="checkbox"/>	9630210	9630210???		
<input type="checkbox"/>	963101212	963?101212		
<input type="checkbox"/>	parul	18179051636		

Delete
Back

Figure 4-16: Manage Call Block List

1. Type an identifier in the *Name* field.
  2. Enter the phone number in the *Phone Number* field.
  3. Click **Add**.
  4. Repeat steps 1-3 to add more numbers.
- OR-**
- Click **Browse Contacts** to view/select from your contact list.
5. Click **Back** to return to the *Call Block* page.

# Locate Me

You can use the *Locate Me* feature to receive incoming calls when you are away from your phone by sending calls to other phone numbers you specify. For example, send calls from your boss, a family member, or an important client to your cell phone, alternate business phone, or home phone. You can create a profile(s) and list up to three phone numbers in the order in which you want them to ring.

You can continue the sequential search or not if your number is busy. If there is no answer, the service tries up to three other locations in sequence until it receives an answer. The call is then connected as usual to the phone that answers. The caller is directed to voice mail or another no-answer service if none of the numbers in the sequence answer.

Callers can terminate the *Locate Me* service by pushing the # key (the caller hears a comfort message every 20 seconds during the ring sequence and is informed of the # key function). The call is then immediately forwarded to voice mail or other no-answer service.

The following features take precedence over *Locate Me*:

- Call Forwarding
- Call Forwarding Always
- Selective Call Forwarding
- Call Block

If you activated any of the above features, the call continues as if *Locate Me* was not turned on. Conversely, *Locate Me* takes precedence over the below services. These services will not be initiated until *Locate Me* has executed.

- Call Forwarding Busy
- Call Forwarding No Answer
- Voice Mail

1. Click **+** next to **Locate Me** on the *Call Management Features* page (you can also access it from the Home page).

**-OR-**

Click the **Locate Me** link from the *Incoming Calling Features* column on the left side of the screen.

**-OR-**

Select **Calendar | Schedule Locate Me** from the drop-down list at the top of the page.

Route my calls through my Locate Me profile to reach me

Selected Phone Number: **17193135111**

Select Locate Me Profile: Choose Locate Me Profile..

Use Base Location first

Rings before forwarding: 4

Continue the search process if the base location is busy

Enable Caller to skip search process

Locate Me Caller List			
Active	Caller List	Edit	Delete
<input checked="" type="checkbox"/>	<a href="#">Clients</a>		
<a href="#">Add New Locate Me Caller List</a>			

Clients List	
Name	Phone Number
Betty	14108887899
Dave	17192223434

**Time Schedule**

Schedule Name: None [Create schedule](#)

End Date:  [Schedule](#)

[Turn On](#)

[Create New Profile](#) [Manage Profiles](#)

Figure 4-17: Locate Me

2. Select the profile you want to use from the *Select Locate Me Profile* drop-down list if you previously created one. A profile contains the numbers you want to ring in sequential order to locate you.
3. Check **Use Base Location first** if you want your desk phone to ring first, if applicable.
4. Select the number of times you want each number to ring from the *Rings before forwarding* drop-down list.
5. Check **Continue the search process if the base location is busy**, if applicable.

## Call Management Features

---

6. Check **Enable Caller to skip search process**, if applicable.
7. Click on a caller list in the *Locate Me Caller List* section to view the names and numbers.
8. Check a caller list to **Edit** or **Delete**, if applicable.
9. Click **Turn On** to activate *Locate Me*.

**-OR-**

Click **Turn Off** to disable *Locate Me*.

10. Click **Add New Locate Me Caller List** to create a new list, if applicable (page 4-29).
11. Click **Create New Profile**. The *Locate Me Profile - Add New Locate Me Profile* page appears (page 4-30).

**-OR-**

Click **Manage Profiles** to edit/delete existing profiles. The *Locate Me Profile - View/Edit/Delete Locate Me Settings* page appears (page 4-31).

### Time Schedule

1. Select a previously created time schedule from the *Scheduled Name* drop-down list.
2. Enter an end date.

**-OR-**

Click the **Create Schedule** link to create a time schedule. The *Manage Time Schedule* screen appears. A time schedule allows you to pick the specific days and times when you want your calls forwarded. Refer to Section 7 for detailed instructions on creating time schedules.

3. Click **Schedule**.

**Note:** Any previously scheduled event still occurs unless you edited or removed the schedule from your Calendar. You may want to check your calendar for any possible schedule conflicts. Refer to Section 7 for detailed instructions on using the Calendar.

## Locate Me Caller List

Manage Locate Me Caller List For 17193135111 [Call Management](#) [Refresh](#) [Help](#)

Caller List Nickname:  
Sales

**Add Contacts to Locate Me Caller List : Nickname given above**

Store numbers in the Locate Me Lists in 11-digit format. For example, 1(201) 555-1212..

\*Indicates a required field

\*Phone Number  Name

**Add** **Browse Address Book** **Browse Call Logs**

**Locate Me Caller List**

<input type="checkbox"/>	Name	Phone Number	Edit
<input type="checkbox"/>	Suzy	1719535555	

**Delete**

**Save** **Cancel**

Figure 4-18: Manage Locate Me Caller List For xxx

1. Enter a phone number in the *Phone Number* field.
  2. Enter a name in the *Name* field.
- OR-**
- Click **Browse Address Book** to open your address book and locate a specific phone number.
- OR-**
- Click the **Browse Call Logs** button to view a list of callers from which you can select.
3. Click **Add**. The caller is added to the *Locate Me Caller List* at the bottom of the screen.
  4. Repeat steps 1-3 to add more callers to this list.
- OR-**
- Select a caller from your list and click the icon to edit the name and/or phone number.
- OR-**
- Select a caller from your list and click **Delete** to permanently remove them.
5. Click **Save** when you are done. The *Locate Me* page reappears.

### Locate Me Profiles

#### Add a Profile

You can up to five numbers to a profile.

---

**Note:** You can also access the *Locate Me Profile* on the *Settings* page (refer to Section 9).

---

The screenshot shows a web interface for adding a new 'Locate Me Profile'. At the top, there are links for 'Refresh', 'All Settings', and 'Help'. Below the title 'Locate Me Profile', there is a section 'Add New Locate Me Profile'. A text input field for 'Profile Name' contains the text 'Boss'. Below this is a table with two columns: 'Phone Number' and 'Number of Rings'. The table has five rows. The first row has 'Test1 - 19193678596' in the 'Phone Number' column and 'Rings 2' in the 'Number of Rings' column. The second row has a dropdown menu open with 'Add New Number' selected. The third row has 'Test1 - 19193678596' in the 'Phone Number' column and 'Rings 2' in the 'Number of Rings' column. The fourth and fifth rows have '-----' and 'Select a Number...' in the 'Phone Number' column, respectively, and 'Rings 2' in the 'Number of Rings' column. Below the table are 'Save' and 'Cancel' buttons. At the bottom, there is a link 'View / Edit / Delete Locate Me Profile'.

	Phone Number	Number of Rings
1.	Test1 - 19193678596	Rings 2
2.	Select a Number...	Rings 2
3.	Test1 - 19193678596	Rings 2
4.	-----	Rings 2
5.	Select a Number...	Rings 2

Figure 4-19: Locate Me Profile - Add New Locate Me Profile

1. Type an identifier for the profile in the *Profile Name* field.
2. Select a number from the *Phone Number* drop-down list. The list includes telephone numbers from your saved destination numbers. You can add numbers by creating entries on the *Manage Locate Me Caller List*.

**-OR-**

Select **Add New Number**. An option appears at the bottom of the page enabling you to add a number and name.

3. Select the number of times you want it to ring before ringing the next number in the list from the *Number of Rings* drop-down list. You should set the number of rings at each destination lower than the number of rings it takes to reach voice mail at each destination.
4. Repeat steps 2-3 for up to four more numbers, if applicable.
5. Click **Save**.

**-OR-**

Click the **View/Edit/Delete Locate Me Profile** link at the bottom of the page to manage your existing profiles. You can also click the **Manage Profiles** link on the *Locate Me* screen.

6. Click **Save**. The *Locate Me* page reappears.
7. Click the **Refresh** button on your browser toolbar to see it in your *Select Locate Me Profile* drop-down list.

## Manage Profiles

Phone Number	Number of Rings
1. 19193678596	2 Rings

Figure 4-20: Locate Me Profile - View/Edit/Delete Locate Me Settings

1. Select a profile from the *Profile* drop-down list.
2. Click **Edit** to edit the phone number(s) and/or number of rings.

**-OR-**

Click **Delete** to delete the profile.

3. Click **Save**. The *Locate Me* screen reappears.
4. Click the **Refresh** button on your browser toolbar.

# Call Waiting

*Call Waiting* enables you to receive another call while you are on the phone. There is no feature code to enable it. You can press \*70 on your phone to disable it while on a call, then it is enabled again for the next call.

1. Click **+** next to **Call Waiting** on the *Call Management Features* page (you can also access it from the Home page).

**-OR-**

Click the **Call Waiting** link from the *Incoming Calling Features* column on the left side of the screen.

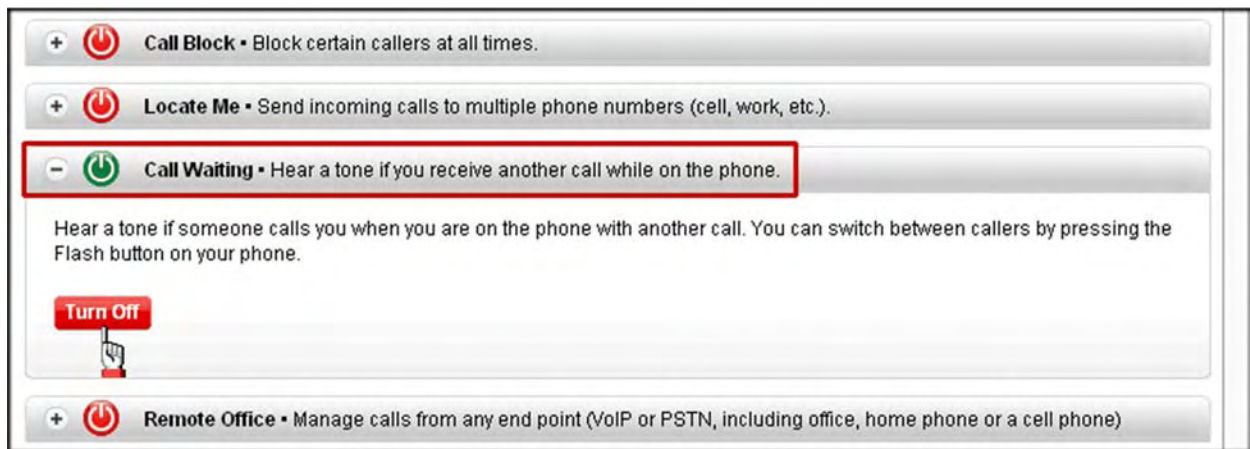


Figure 4-21: Call Waiting

2. Click **Turn On** to enable call waiting.

**-OR-**

Click **Turn Off** to cancel call waiting.



## Remote Office

*Remote Office* enables you to use your home or cell phone as your business phone by directing all incoming calls to ring the remote office phone. If you have *Remote Office* enabled, your remote location rings, and then you are connected to the caller as if you were placing the call from your office phone.

1. Click **+** next to **Remote Office** on the *Call Management Features* page (you can also access it from the Home page).

**-OR-**

Click the **Remote Office** link from the *Incoming Calling Features* column on the left side of the screen.

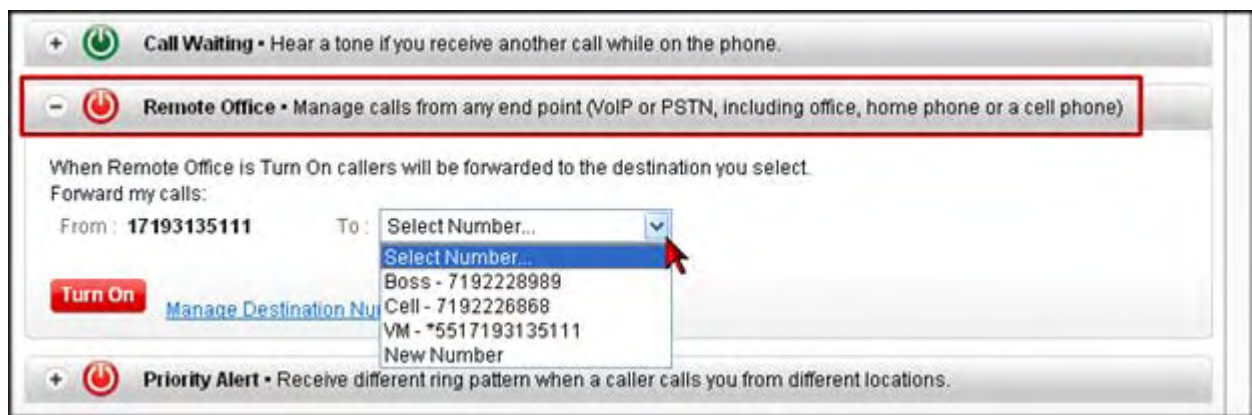


Figure 4-22: Remote Office

2. Select the number from the drop-down list to which you want to forward your calls. Numbers can be 10 or 11 digits long. For example, 7195556666, or 17195556666.
  3. Click **Turn On** to enable Remote Office.
- OR-**
- Click **Turn Off** to disable Remote Office.
4. Click **Manage Destination Numbers** to view/edit/delete you list of contact numbers. The *Call Forward Destination Numbers* page appears (refer to pages 4-14 to 4-16).

# Priority Alert

*Priority Alert* enables you to make your phone ring differently (e.g. a double ring pattern) based on criteria you define. This is useful if you want to know when a specific person calls, or when you want to know when a call is from inside or outside your group. The criteria can be a list of up to 20 phone numbers or digit patterns.

1. Click **+** next to **Priority Alert** on the *Call Management Features* page (you can also access it from the Home page).

**-OR-**

Click the **Priority Alert** link from the *Incoming Calling Features* column on the left side of the screen.

**-OR-**

Select **Calendar | Schedule Priority Alert** from the drop-down menu at the top of the page.

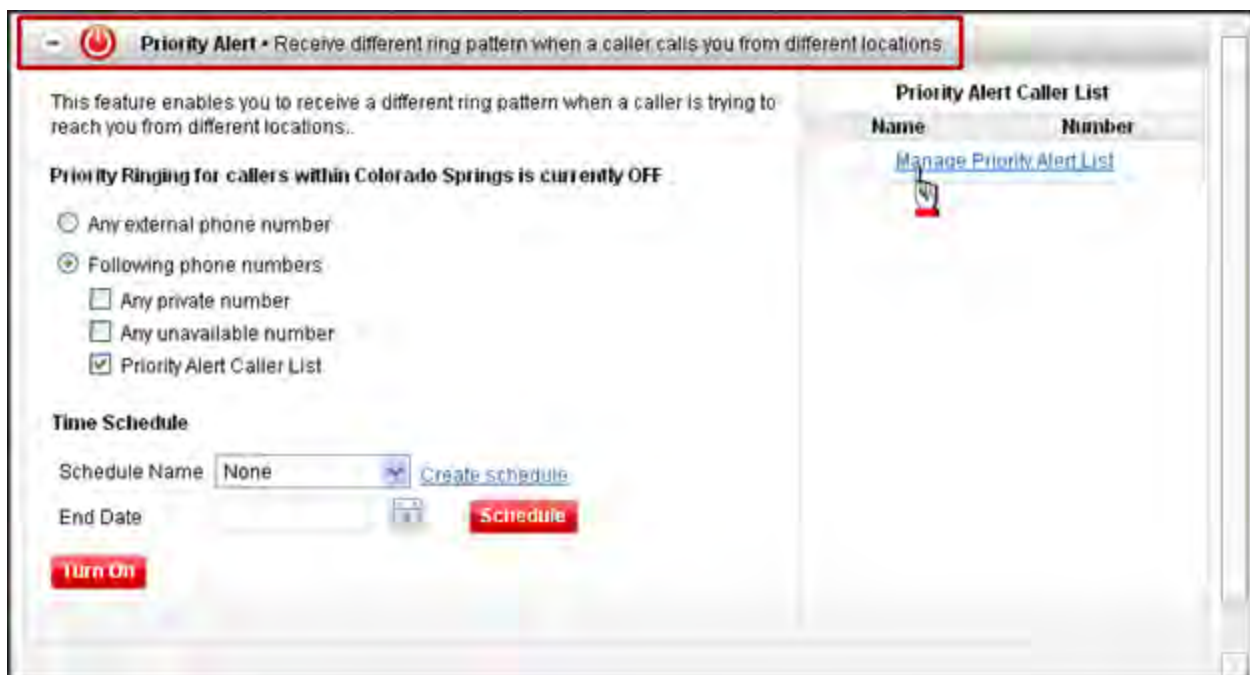


Figure 4-23: Priority Alert

2. Select **Any external phone number**.

**-OR-**

Select **Following phone numbers** and select one or all of the following:

- **Any private number**
- **Any unavailable number**
- **Priority Alert Caller List** (up to 20 numbers)

3. Click **Turn On** to enable Priority Alert.

**-OR-**

Click **Turn Off** to disable Priority Alert.

4. Click **Manage Priority Alert List** to add contacts to your list. The *Manage Priority Alert List* page appears (page 4-36).

### Time Schedule

1. Select a previously created time schedule from the *Scheduled Name* drop-down list.
2. Enter an end date.

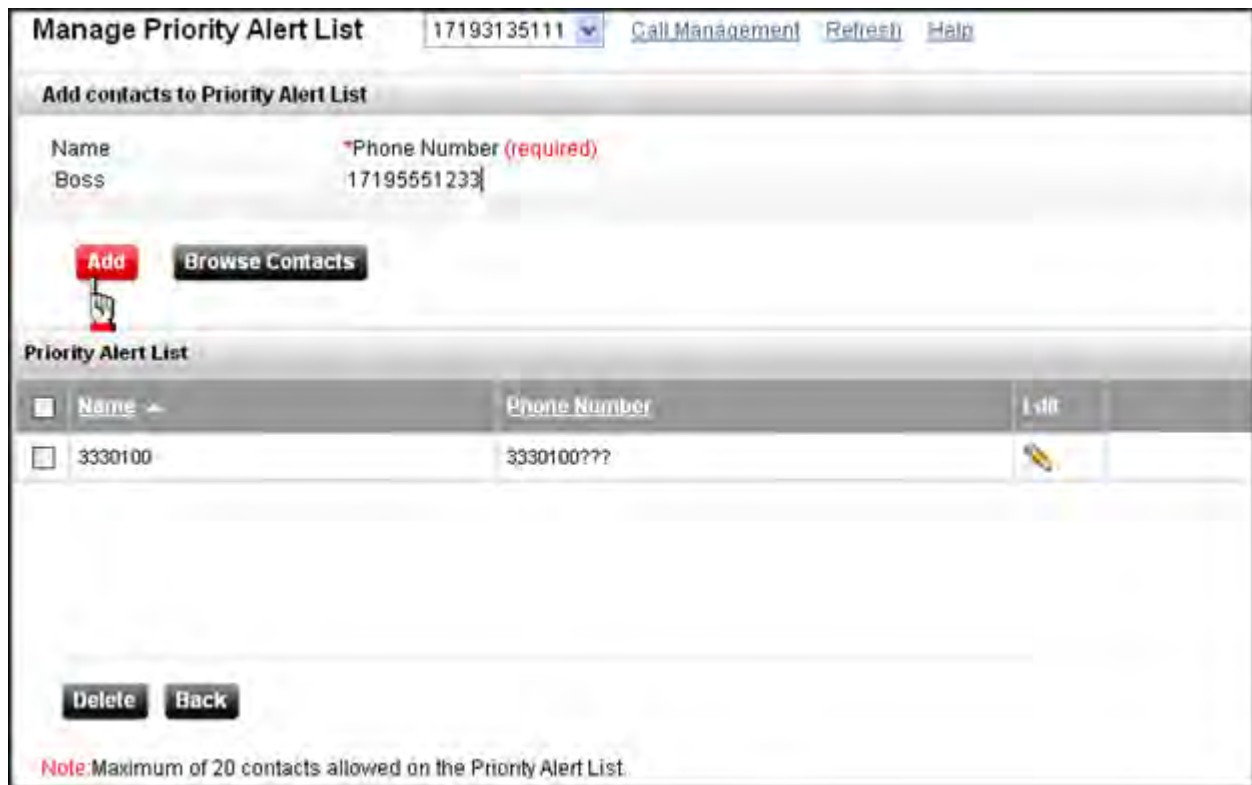
**-OR-**

Click the **Create Schedule** link to create a time schedule. The *Manage Time Schedule* screen appears. A time schedule allows you to pick the specific days and times when you want your calls forwarded. Refer to Section 7 for detailed instructions on creating time schedules.

3. Click **Schedule**.

**Note:** Any previously scheduled event still occurs unless you edited or removed the schedule from your Calendar. You may want to check your calendar for any possible schedule conflicts. Refer to Section 7 for detailed instructions on using the Calendar.

### Manage Priority Alert List



Manage Priority Alert List 17193135111 Call Management Refresh Help

Add contacts to Priority Alert List

Name \*Phone Number (required)  
Boss 17195551233

Add Browse Contacts

Priority Alert List

<input type="checkbox"/>	Name	Phone Number	Edit
<input type="checkbox"/>	3330100	3330100???	

Delete Back

Note: Maximum of 20 contacts allowed on the Priority Alert List

Figure 4-24: Manage Priority Alert List

1. Type a name in the *Name* field.
2. Enter a number in the *Phone Number* field.
3. Click **Add**. The contact is added to the *Priority Alert List* at the bottom of the page.
4. Repeat steps 1-3 to add more numbers.

**-OR-**

Click **Browse Contacts** to view/select a contact(s) from your *Address Book*.

5. Click **Back** to return to the *Priority List* page.

---

**Note:** *Priority Alert* will not ring properly if your SIP phone is set to a double ring because that is the only option for *Priority Alert*.

---

## Call Forward Unreachable

Call Forward Unreachable allows you to send incoming calls to another phone number when your device is unreachable. Select a phone number from the drop-down list that you want to send your incoming call to when the feature is on.

1. Select **Call Management | Call Forward Unreachable** from the drop-down menu at the top of the page.
2. Click the **+** next to Call Forward Unreachable to expand it.

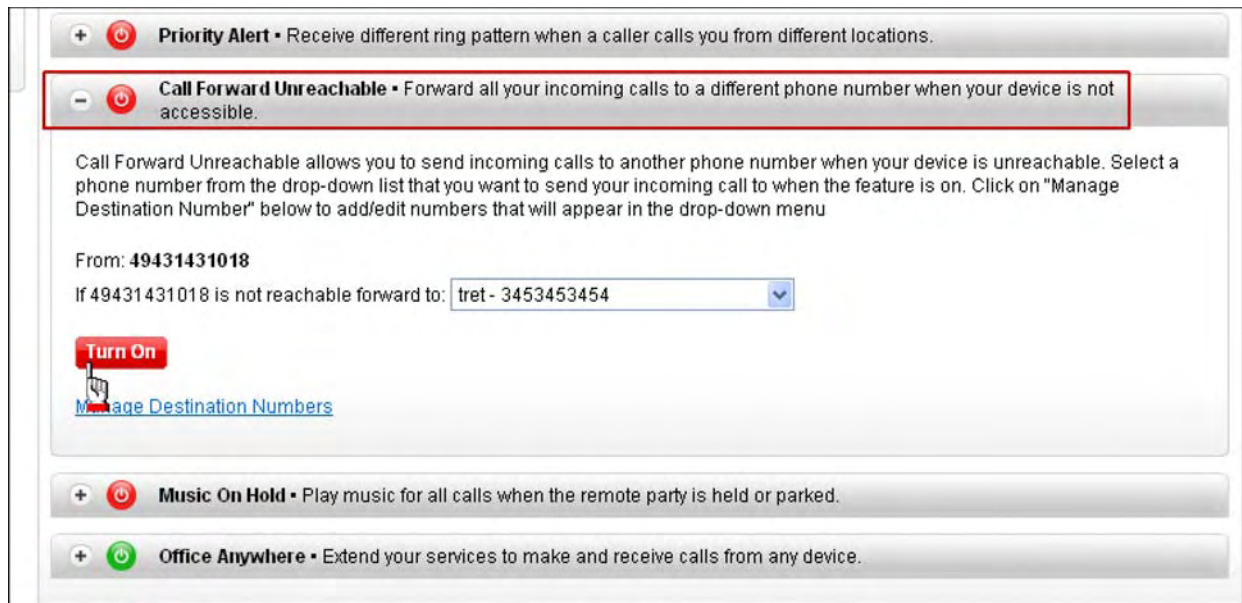


Figure 4-25: Call Forward Unreachable

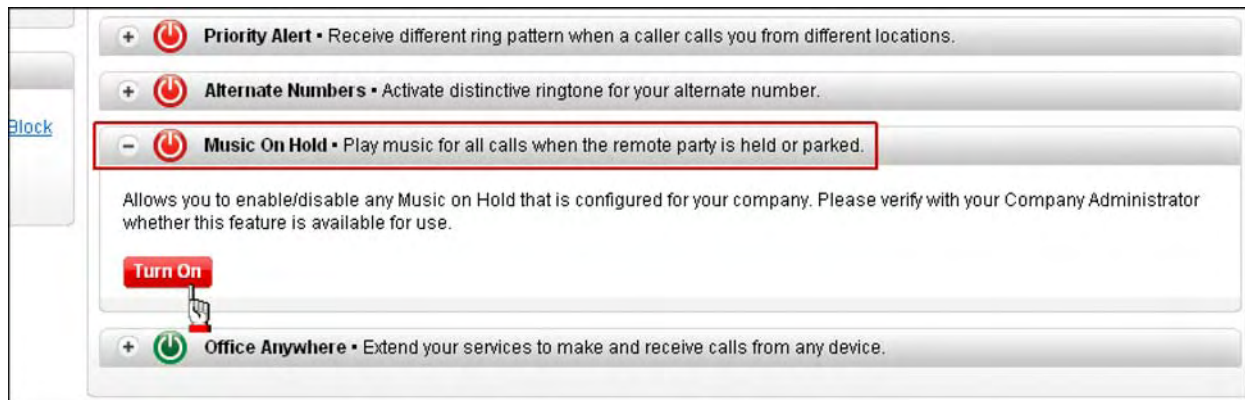
3. Select a destination number from the drop-down list.
  4. Click **Turn On** to enable Call Forward Unreachable.
- OR-**
- Click **Turn Off** to disable Call Forward Unreachable.
5. Click **Manage Destination Numbers** to add/edit the numbers that appear in the drop-down list. The *Call Forward Destination Numbers* screen appears (refer to page 4-13).

# Music On Hold

Music On Hold allows you to enable or disable music for all calls when the remote party is held or parked with a feature access code or on the Web.

To deactivate Music On Hold, dial **\*60** on your phone

1. Select **Call Management | Music On Hold** from the drop-down menu at the top of the page.
2. Click the **+** next to **Music On Hold** to expand it.



*Figure 4-26: Music On Hold*

3. Click **Turn On** to enable Music On Hold. Remote parties will hear music when they are placed on hold or parked.

**-OR-**

Click **Turn Off** to disable Music On Hold. Callers hear silence when placed on hold or parked.

## Office Anywhere

Office Anywhere extends your services so you can make and receive calls from any specified fixed phone, mobile phone, or soft client as if it were your primary device. You can create and manage selective caller lists to be used with Office Anywhere. When your ICP telephone number is dialed, the call is routed to the mobile device defined, as well as to the normal end points. If it is off, it will not ring your mobile device.

1. Select **Calendar | Schedule Office Anywhere** from the drop-down menu at the top of the page.

**-OR-**

Select **Call Management | Office Anywhere** from the drop-down menu at the top of the page.

2. Click the **+** next to **Office Anywhere** to expand it.

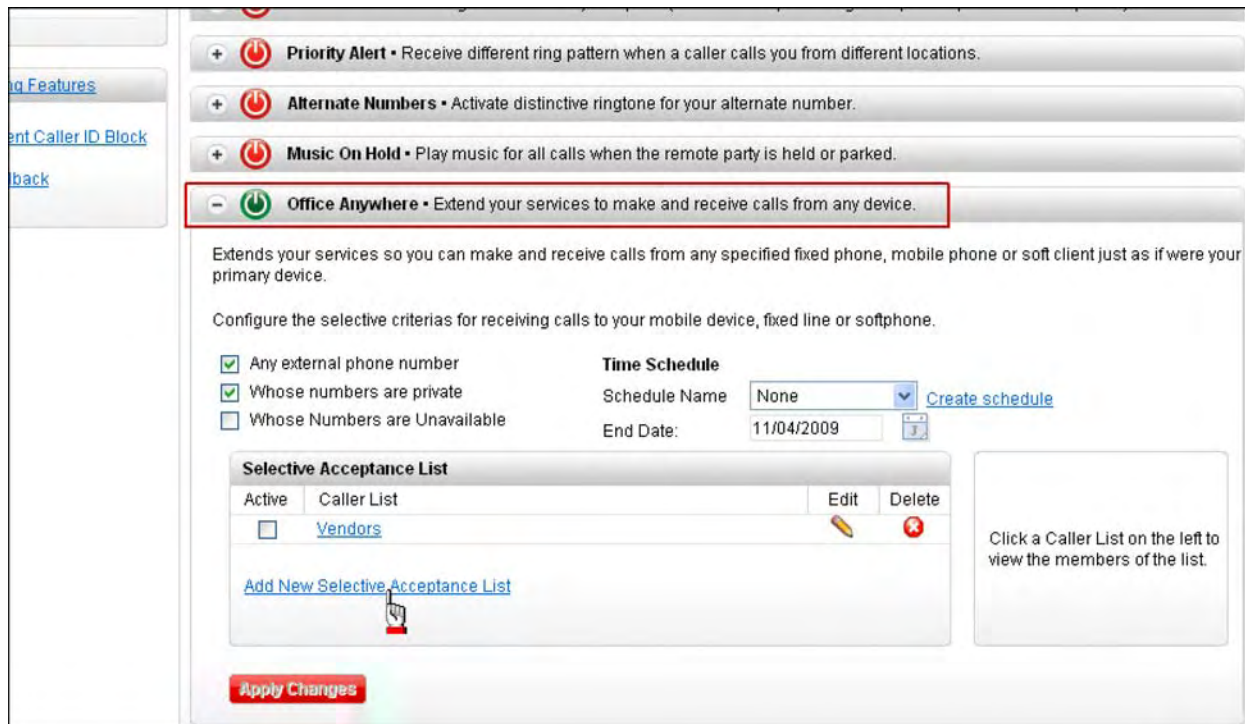


Figure 4-27: Office Anywhere

3. Check **Any external phone number** to receive calls from anyone, if applicable.
4. Check **Whose numbers are private** to receive calls from callers labeled as private, if applicable.
5. Check **Whose numbers are unavailable** to receive calls from callers whose numbers are not available, if applicable.



### Time Schedule

1. Select a previously created time schedule from the *Scheduled Name* drop-down list.
2. Enter an end date.

**-OR-**

Click the **Create Schedule** link to create a time schedule. A time schedule allows you to pick the specific days and times when you want your calls forwarded.

Click **Schedule**. **Note:** Any previously scheduled event will still occur unless you edited or removed the schedule from your Calendar. You may want to check your calendar for any possible schedule conflicts.

3. Click the **Add New Selective Acceptance List** link to create a caller list. The *Manage Office Anywhere Caller List* screen appears.



## Manage Office Anywhere Caller List

The *Manage Office Anywhere Caller List* enables you to create and manage your selective caller lists. It is recommended that you store numbers in the *Office Anywhere List* with the national public format if located in your country, or with the international + Country Code format if international.

Contacts on your *Call Block List* cannot be part of your *Office Anywhere Caller List*. First delete the number from your *Call Block List* before adding it to the caller list.

A phone number does not have to be in your *Address Book* to be included in the *Office Anywhere Caller List*.

**Note:** You can also access the list from the *Settings* page or the *Call Management Settings* page.

**Manage Office Anywhere Caller List For** 390541123187 [Call Management](#) [Refresh](#) [Help](#)

Caller List Nickname:  Schedule Name:  [Create schedule](#)

End Date:

---

**Add Contacts to Office Anywhere Caller List : Nickname given above**

We recommend you store numbers in the Office Anywhere List with the national public format, if located in your country, or with the international +CountryCode format, if international.

\*Indicates a required field

\*Phone Number  Name

[Add](#) [Browse Address Book](#) [Browse Call Logs](#)

---

**Office Anywhere Caller List**

	Name	Phone Number	Edit
<input type="checkbox"/>	Jim	17195351111	

[Delete](#)

[Save](#) [Cancel](#)

Figure 4-28: Manage Office Anywhere Caller List

1. Select the number to which you want to forward callers from the drop-down list.
2. Type a name for your caller list in the *Caller List Nickname* field.

## Call Management Features

---

### Add Contacts to Office Anywhere Caller List

3. Enter a phone number in the *Phone Number* field.
4. Enter a name in the *Name* field.

**-OR-**

Click **Browse Address Book** to open your address book and locate a specific phone number.

**-OR-**

Click the **Browse Call Logs** button to view a list of callers from which you can select.

5. Click **Add**. The caller is added to the *Office Anywhere Caller List* at the bottom of the screen.
6. Repeat steps 3-5 to add more callers to this list.

**-OR-**

Select a caller from your list and click the  icon to edit the name and/or phone number.

**-OR-**

Select a caller from your list and click **Delete** to permanently remove them.

7. Click **Save** when you are done. The *Office Anywhere* page reappears.

## Alternate Telephone Numbers

*Alternate Telephone Numbers* allows up to two additional phone numbers or extensions that your administrator can assign in addition to your primary number and extension with a distinctive ring pattern for each number (e.g., a different ring cadence, such as a double ring). Your primary number is the calling line identifier for outgoing calls.

1. Click **+** next to **Alternate Telephone Numbers** on the *Call Management Features* page (you can also access it from the Home page).

**-OR-**

Click the **Alternate Telephone Numbers** link from the *Incoming Calling Features* column on the left side of the screen.

2. Click **Turn On** to activate the distinctive ring.

# Outgoing Call Management Features

The *Outgoing Call Management Features* tab enables you to configure how you want caller ID information presented when making outbound calls, as well as enabling or disabling Auto Callback.

The following tables describes the *Outgoing Call Management* features.

<b>Feature</b>	<b>Description</b>
<b>Permanent Caller ID Block</b>	Block your own Caller ID information when you make calls.
<b>Auto Callback</b>	Auto Callback calls the party you're trying to reach as soon as it becomes available.

## Permanent Call ID Block

*Permanent Caller ID Block* enables you to block your number from displaying on caller ID when making outgoing calls (external only). It is delivered as *Anonymous* or *Unknown*. Subscribers at your location can still see your number when you call them. You have the choice of turning it on or off for all calls and then selectively turning it back on or off using the feature access code.

**Calling Line ID Delivery Blocking per Call: \*67** - Allows your caller ID information to pass while Permanent Call Block is ON.

1. Click **+** next to **Permanent Caller ID Block** on the *Call Management Features* page (you can also access it from the Home page).

**-OR-**

Click the **Permanent Caller ID Block** link from the *Outgoing Calling Features* column on the left side of the screen.

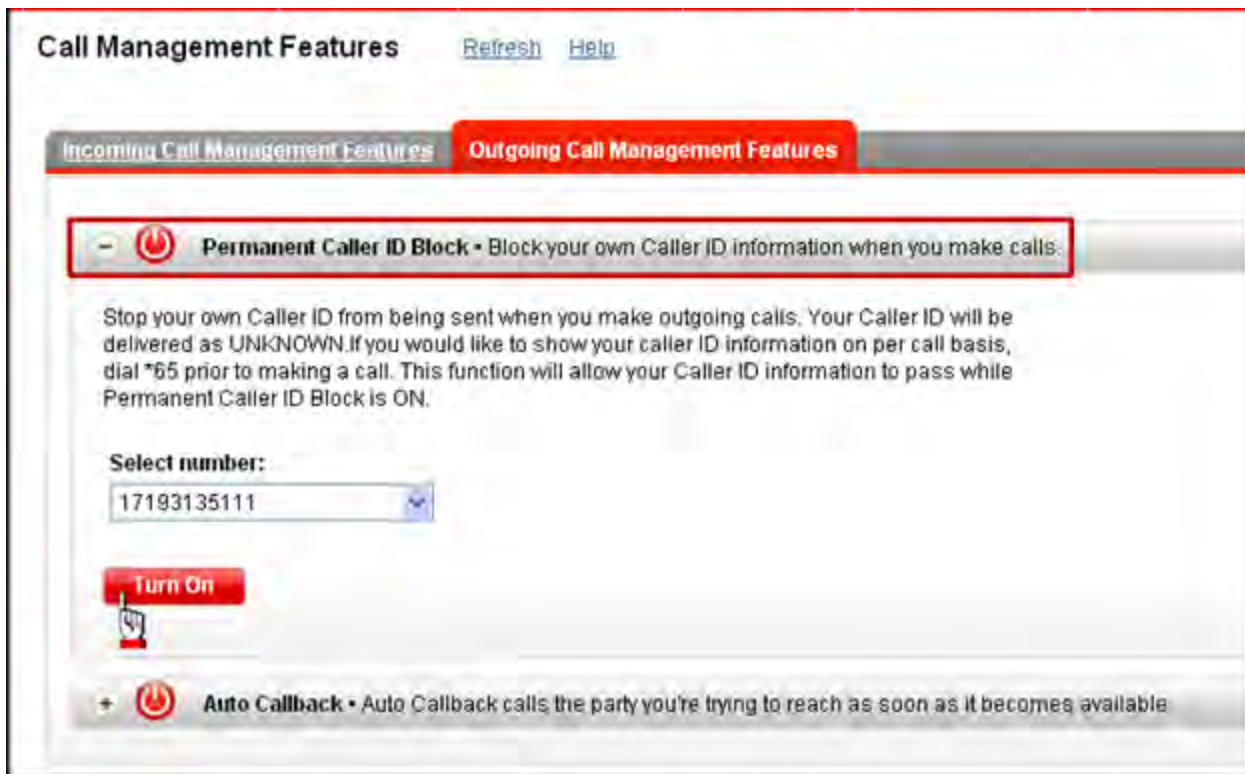


Figure 4-29: Permanent Caller ID Block

2. Select the number that you want to block on caller ID from the *Select Number* drop-down list (if you have more than one).
3. Click **Turn On** to activate *Permanent Caller ID Block*.

**-OR-**

Click **Turn Off** to disable *Permanent Caller ID Block*.

# Auto Callback

The *Auto Callback* feature enables you to monitor a busy line within or outside your location and automatically establishes a call when the party becomes idle. When you place a call to a line that is busy, you will hear an announcement asking if you want to monitor the line and be called back when it becomes idle. Auto Callback attempts to re-establish the call when the line becomes idle and is not timed.

When the busy line becomes available, Auto Callback rings your line first. After you answer, the original number you dialed is automatically connected and you will hear their line ring.

1. Click **+** next to **Auto Callback** on the *Call Management Features* page (you can also access it from the Home page).

**-OR-**

Click the **Auto Callback** link from the *Outgoing Calling Features* column on the left side of the screen.

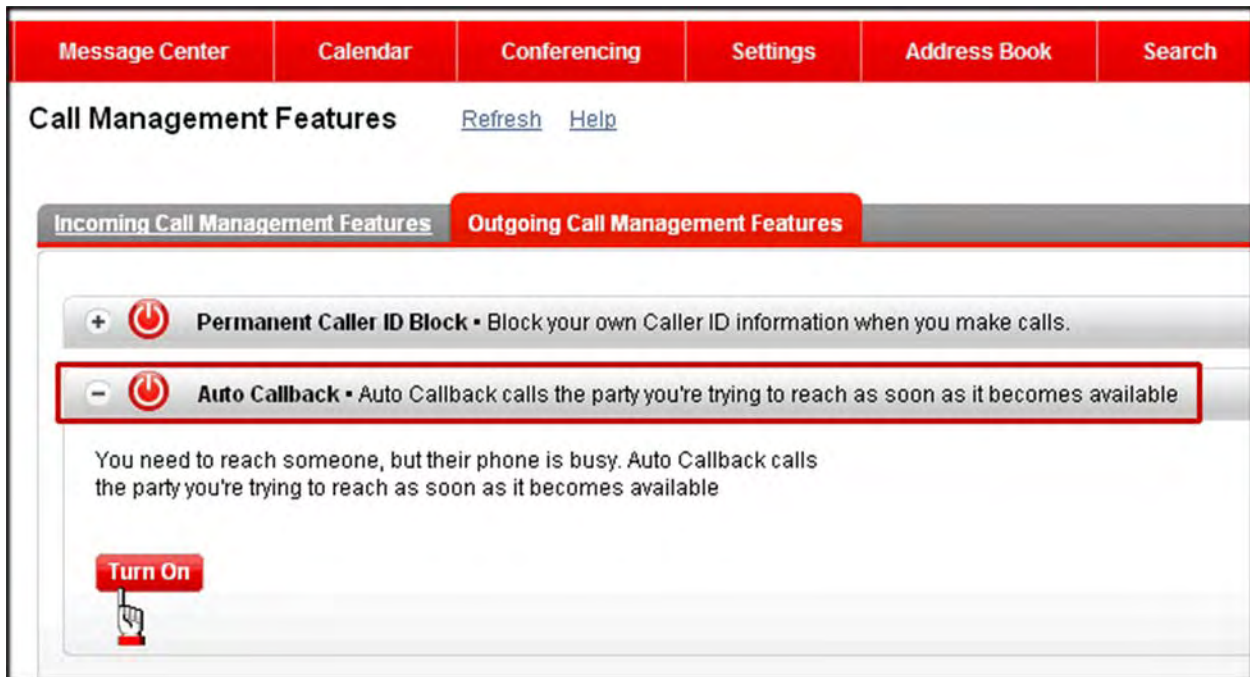


Figure 4-30: Auto Callback

2. Click **Turn On** to activate Auto Callback.


**-OR-**

Click **Turn Off** to disable Auto Callback.

# MESSAGE CENTER

# 5

The *Message Center* enables you to place calls, send a text message, and send emails. You can also view your incoming and outgoing calls, and listen to voicemail. **NOTE: Enable Active X processing to play voice messages. Otherwise you may get the following error: "Unable to process request. Please try back later."** Both the *Incoming Calls* page and the *Outgoing Calls* page display the same columns/call information.

You can change the order of your columns by dragging and dropping a column header. Your order selection is saved the next time you log in. Click the  icon to reset the column order.

Text/SMS messaging is not available for international customers.

1. Click the **Message Center** link at the top of the page, then select the task you want to perform from the drop-down menu.

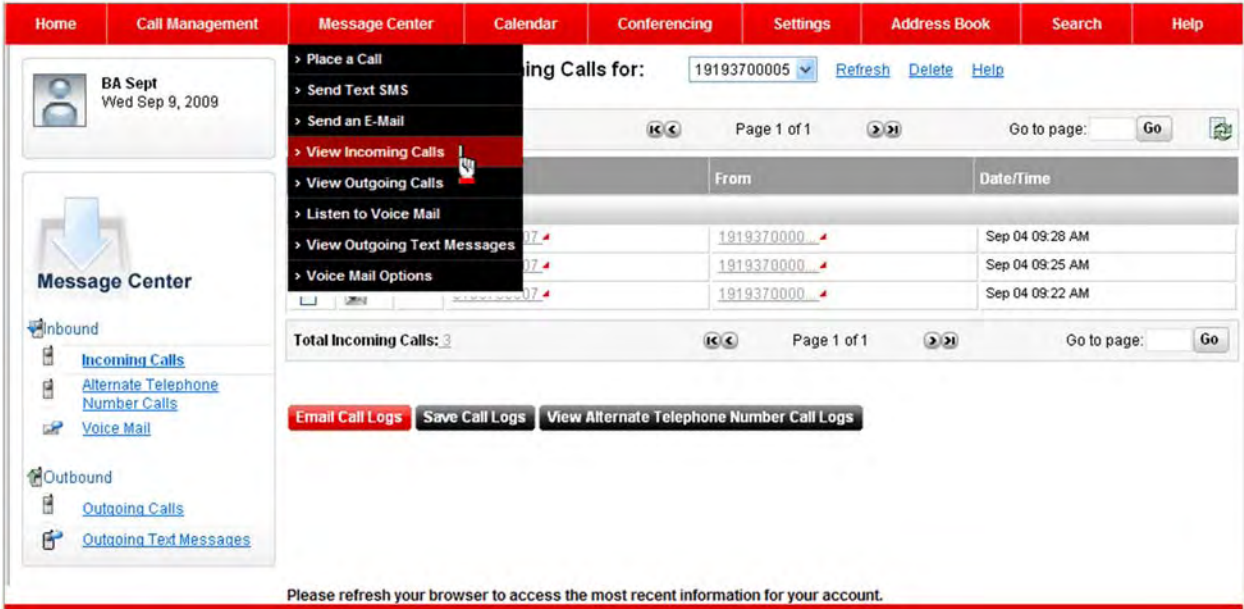


Figure 5-1: Message Center - Incoming Calls

**Note:** If you have Premise Based Voice Mail (PBVM), the *Listen to Voice Mail* and *Access Message Center* options are not available. They are for Hosted Voice Mail subscribers only. Contact your administrator if you are not sure which one you have.

# View Incoming/Outgoing Calls

You can view all incoming or outgoing calls. Both pages look the same and you can perform the same tasks. The only difference is that one lists all of your incoming calls, and one lists all of your outgoing calls.

The total of incoming/outgoing calls is displayed at the top of the page. Your calls display on the main *Message Center* page. It shows who the call is from (name or unavailable), the number, and the date/time the call was received.

**NOTE: If Call Waiting is disabled, your phone will not log missed calls.**

## Incoming Calls

You can view:

- **From** - person who called you
- **Number** of the person who called you
- **Date/Time** the person called you

## Alternate Telephone Number Calls

You can view all your incoming calls on up to two alternate numbers or extensions. Your primary number is the calling line identifier for outgoing calls.

1. Click the **Message Center** icon on the toolbar. The *Incoming Calls for XXX* screen appears.

**-OR-**

Select **Message Center | Incoming Calls** from the toolbar. The *Incoming Calls for XXX* screen appears.

2. Click the **Alternate Telephone Number Calls** link on the left side of the screen. The *Incoming Calls for Alternate Telephone Number XXX* screen appears.

## Outgoing Calls

You can view:

- **Name** of person you called
  - **ToNumber** - the number of the person you called
  - **Date/Time** the call was placed
3. Right-click on an incoming or outgoing call and select **Add/Edit a Note** to attach a note this call. A pop-up appears enabling to type and save text. When you save it, a note is attached to this line item in your list of incoming or outgoing calls.



4. Right-click on an incoming or outgoing call and select **Update Contact Info** to select a contact which you want to associate this number as a home or work number.
5. Click **Email Call Logs** to send your calls logs to email address that you specify.
6. Click **Save Call Logs** to save your call logs to your hard drive or network drive as a .txt file.
7. Right-click on an incoming or outgoing call to view a pop-up that contains several tasks that enable you to view contacts, block/unblock calls, add an address book entry, add/delete from the *Do Not Disturb Allowed Caller List*, and add/delete from the *Selective Call Forwarding List*.

# Place a Call

You can initiate an outbound call from the Integrated Communications Package in a couple of different ways. Place a call from the Home page or the *Message Center*. When you initiate a call, your desk phone rings first, then it rings the outbound number. If you have *Remote Office* enabled, your remote location rings and then you are connected to the caller as if you were placing the call from your office phone.

**NOTE:** If you have **Call Forwarding** or **Do Not Disturb** enabled, it will not ring to your SIP phone.

## From the Message Center

1. Select **Message Center | Place a Call** from the toolbar. The *Place a Call* pop-up appears.

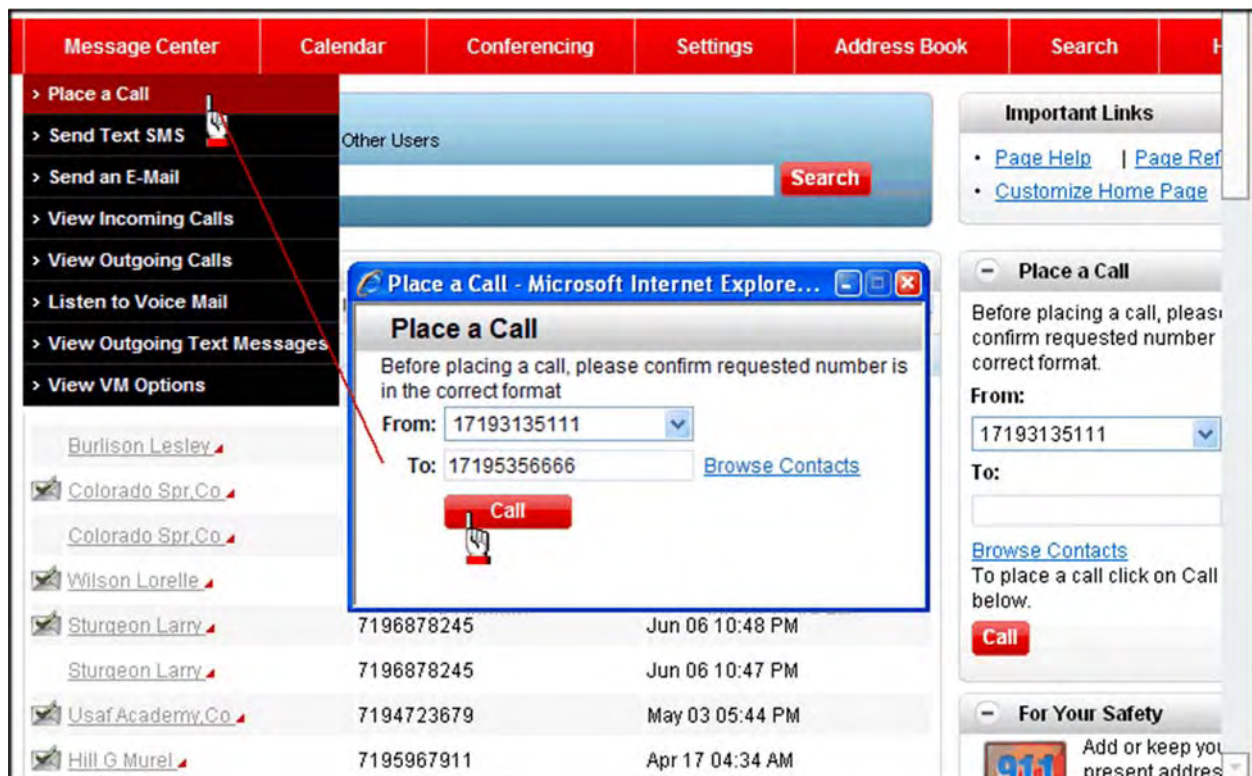


Figure 5-2: Place a Call - Message Center

2. Select your number from the *From* drop-down list if you have more than one.
3. Enter the number you want to call in the *To* field (or browse your contact list). Be sure you enter it as you would normally dial it on your phone, e.g., 17193334444.

**-OR-**

Click **Browse Contacts** to find the number you want to call.

4. Click **Call**. A confirmation appears informing you that your call was placed successfully, or that you need to add a valid destination number if you mistyped.

## From the Home Page

Since you can customize your Home page, the *Place a call* box can be moved to any position in the left or right column.

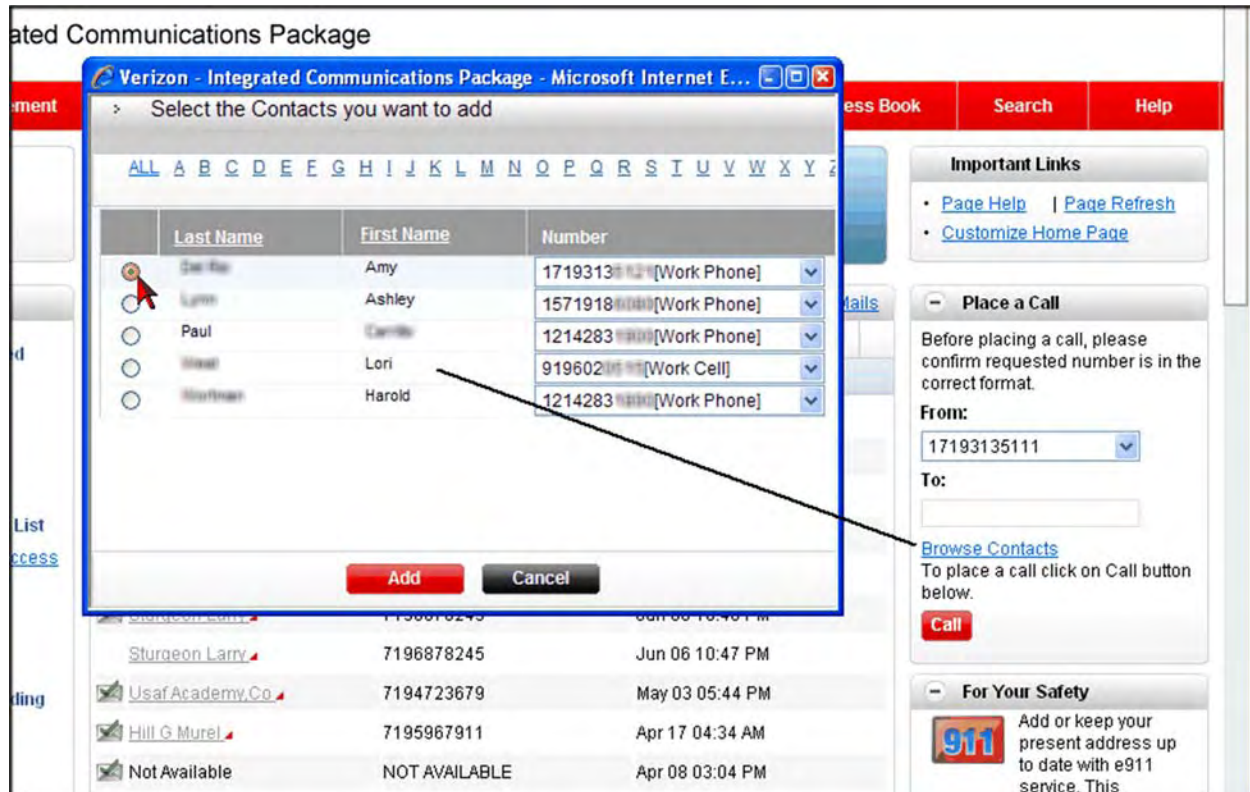


Figure 5-3: Place a call - Home Page

1. Select the number from which you want to place the call from the drop-down list (if you have more than one) in the *Place a Call* section.
2. Enter the number you want to call in the *To* field.

**-OR-**

Click **Browse Contacts** to find the number you want to call.

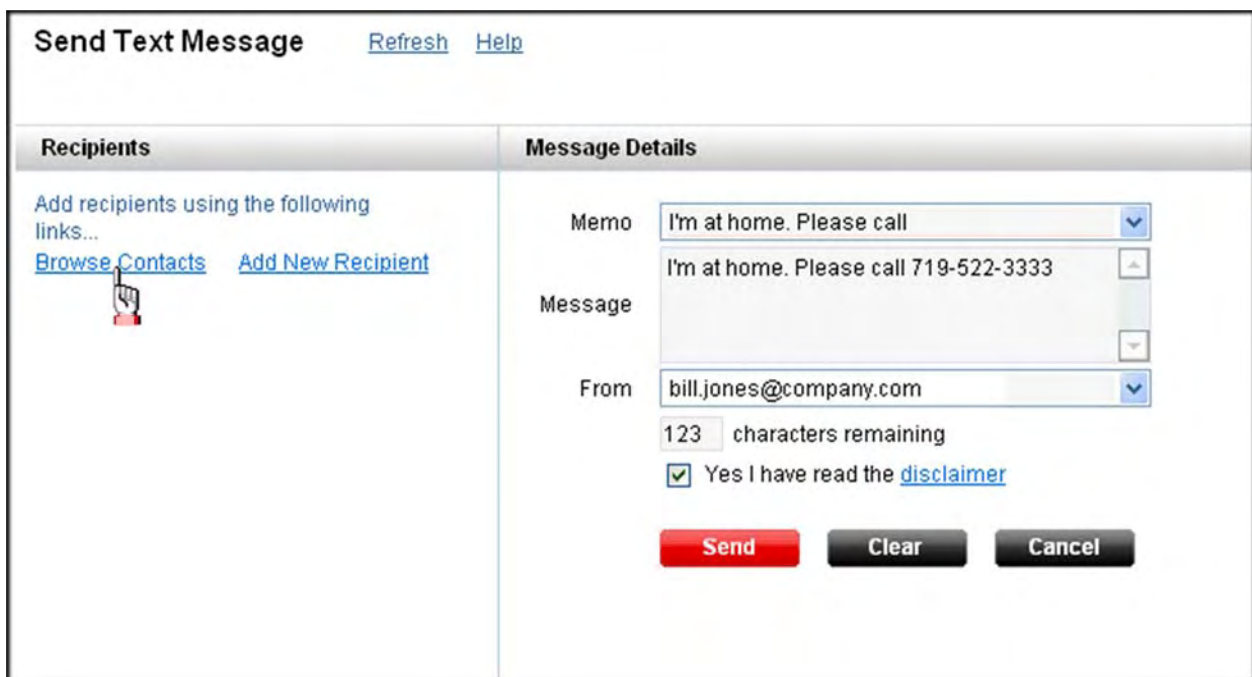
3. Click **Call**. A confirmation appears informing you that your call was placed successfully, or that you need to add a valid destination number if you mistyped.

# Send a Text Message

You can send text messages from the Home page or the *Message Center* to a cell phone(s). The cell phone(s) must be capable of receiving SMS text messages. Text/SMS messaging is not available for international users.

## From the Message Center

1. Select **Message Center | Send Text SMS** from the toolbar. The *Send Text Message* page appears.



The screenshot shows a web interface titled "Send Text Message" with "Refresh" and "Help" links. It is divided into two main sections: "Recipients" and "Message Details".

- Recipients:** Contains the text "Add recipients using the following links..." and two links: "Browse Contacts" (with a mouse cursor pointing to it) and "Add New Recipient".
- Message Details:** Contains several fields:
  - Memo:** A drop-down menu with "I'm at home. Please call" selected.
  - Message:** A text area containing "I'm at home. Please call 719-522-3333".
  - From:** A drop-down menu with "bill.jones@company.com" selected.
  - A character count: "123 characters remaining".
  - A checked checkbox: "Yes I have read the disclaimer".
  - Three buttons at the bottom: "Send" (red), "Clear" (black), and "Cancel" (black).

Figure 5-4: Send Text Message

2. Click **Browse Contacts** to view/select from your *Address Book* (refer to Section 7).
- OR-**
- Click **Add New Recipient** to enter a new name and number.
3. Select a memo from the *Memo* drop-down list (e.g., I will be arriving at...).
  4. Type a message in the *Message* field, if applicable.
  5. Select an email address from the *From* drop-down list.
  6. Click the disclaimer link to read the disclaimer.
  7. Check the **Yes I have read the disclaimer** box (after reading the disclaimer).
  8. Click **Send**.

## From the Home Page

The *Communicate* box on the Home page enables you to send a text message without going to the *Message Center*. Since you can customize your Home page, the *Communicate* box can be moved to any position in the center column.

1. Locate the *Communicate* box in the center column of your Home page.

The screenshot shows a web interface with a 'Communicate' box highlighted by a red border. Above the box, there is a table with columns 'From Number', 'To Number', 'Starts at', and 'Ends at', and a message: 'There are no new Call Forwarding Schedules due today' with a 'Go to My Calendar' link. The 'Communicate' box itself has a title bar with a minus sign and the word 'Communicate'. Below the title bar are two radio buttons: 'Text Messaging' (selected) and 'E-mail'. The 'To' field is a text input containing 'joe.johnson@company.com; mary.smith@company.com'. Below that is a 'Memo' dropdown menu with 'I will be arriving at' selected. The 'Message' field is a text input containing 'I will be arriving at 8:00 am ET'. Below the message field is a 'From' dropdown menu with 'bill.jones@company.com' selected and a character count '128 characters remaining.'. At the bottom of the box is a checked checkbox 'Yes I have read the disclaimer.' and two buttons: 'Send' (red) and 'Reset' (black).

Figure 5-5: Communicate

2. Select **Text Messaging**.
3. Enter a 10-digit cell phone number(s) in the *To* field. You can send a text message to more than one number. Separate numbers with a semi-colon.

**-OR-**

Click **To** to view/select from your *Address Book*. Only cell phone numbers are pulled, all others are ignored.

4. Select a memo from the *Memo* drop-down list (e.g., I will be arriving at...).
5. Type a message in the *Message* field, if applicable.
6. Select an email address from the *From* drop-down list.
7. Click the disclaimer link to read the disclaimer.
8. Check the **Yes I have read the disclaimer** box (after reading the disclaimer).
9. Click **Send**.

# Send an Email

You can send emails from the Home page or the Message Center. When you send an email from the Integrated Communications Package, it is sent from an administrative email address even though your name appears on the *From* line.

## From the Message Center

1. Select **Message Center | Send an E-Mail** from the toolbar. The *Send Mail* page appears.

The screenshot shows the 'Send Mail' interface. At the top, there is a red navigation bar with tabs for 'Message Center', 'Calendar', 'Conferencing', 'Settings', and 'Address Book'. A dropdown menu is open over the 'Message Center' tab, listing several actions: '> Place a Call', '> Send Text SMS', '> Send an E-Mail' (which is highlighted in red and has a mouse cursor over it), '> View Incoming Calls', '> View Outgoing Calls', '> Listen to Voice Mail', '> View Outgoing Text Messages', and '> Voice Mail Options'. Below the menu, there are several input fields: a 'To' field containing 'company.com; joe.brown@company.com', a 'Subject' field containing 'meeting Rescheduled', and a 'Message' field containing 'Rescheduled for 3:00 pm ET'. At the bottom of the form, there is a checkbox labeled 'Yes I have read the disclaimer' which is checked, and two buttons: a red 'Send' button and a grey 'Cancel' button.

Figure 5-6: Send Mail

2. Type an email address(es) in the *To* field. Separate addresses with a semi-colon.

**-OR-**

Click **To** to view/select from your *Address Book*.

3. Repeat step 2 for the *CC* (carbon copy) and *BCC* (blind carbon copy) fields.
4. Type the subject of the email in the *Subject* field.
5. Type a message in the *Message* field, if applicable.
6. Click the **disclaimer** link to read the disclaimer.
7. Check the **Yes I have read the disclaimer** box (after reading the disclaimer).
8. Click **Send**.



## From the Home Page

The *Communicate* box on the Home page enables you to send an email without going to the Message Center. Since you can customize your Home page, the *Communicate* box can be moved to any position in the center column.

1. Locate the *Communicate* box in the center column of your Home page.

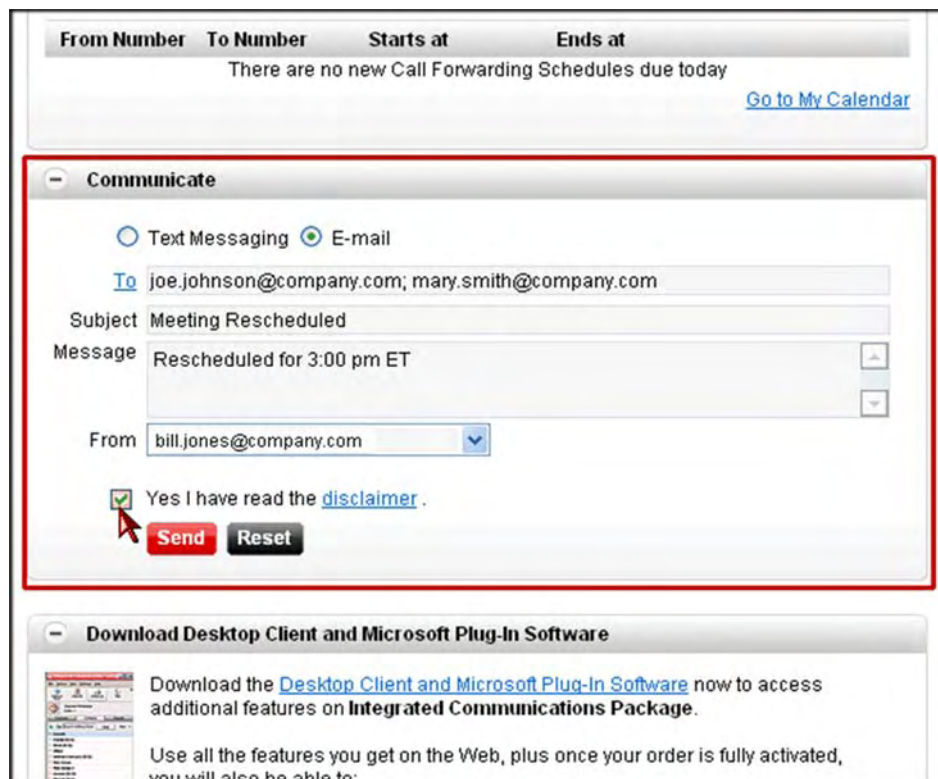


Figure 5-7: Communicate

2. Select **E-Mail**.
3. Enter an email address(es) in the *To* field. You can send an email to more than one address. Separate addresses with a semi-colon, no spaces.

**-OR-**

Click **To** to view/select from your *Address Book*.

4. Type the subject of the email in the *Subject* field.
5. Type a message in the *Message* field, if applicable.
6. Select an email address from the *From* drop-down list.
7. Click the **disclaimer** link to read the disclaimer.
8. Check the **Yes I have read the disclaimer** box (after reading the disclaimer).
9. Click **Send**.

# View Outgoing Text Messages

You can view all of your outgoing text messages. You can view the cell phone number you sent the message to, message text, and the date/time it was sent.

1. Select **Message Center | View Outgoing Text Messages** from the toolbar. The *Message Center: Text Messages* page appears.

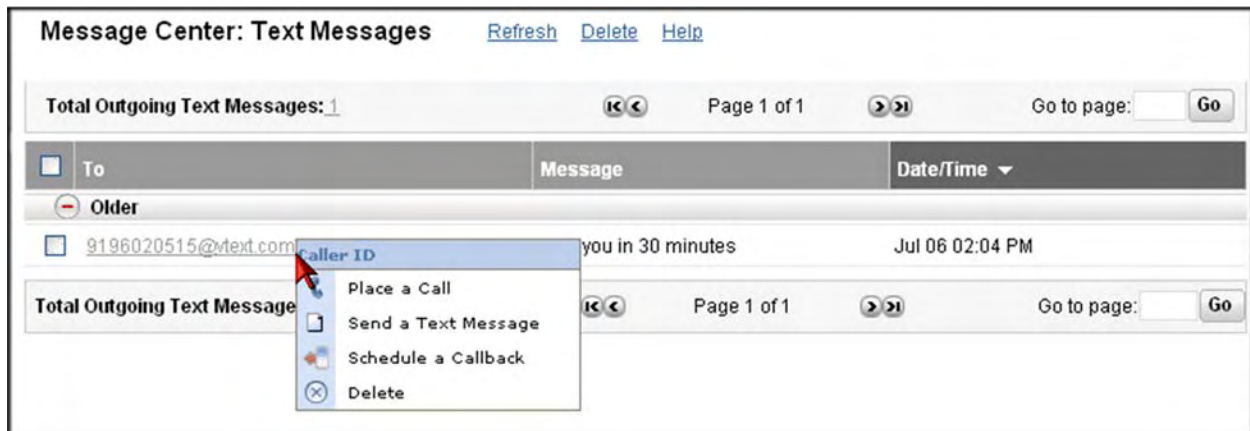


Figure 5-8: Text Messages

2. Click on a column heading to sort messages.
3. Click on a number in the *To* column to send a text message.
4. Click on a text message to view a pop-up with options that enable you to: **Place a Call**, **Send a Text Message**, **Schedule a Callback**, or **Delete** the message.



## Play a Voice Mail Message

You can play messages from the Message Center as a .wav file without opening your voice mail in another browser window. There is limited voice mail functionality. Refer to Section 6 for instructions on using the full voice mail functionality. **NOTE: Enable Active X processing to play voice messages. Otherwise you may get the following error: "Unable to process request. Please try back later."**

Checking messages include listening to and managing voice messages. Voice messages can be up to three minutes long. The maximum number of messages the voice mail system can hold is 20 (combination of new and saved). Your administrator can increase the limit to 50. The system informs callers that a message cannot be left when this limit is reached. Unsaved messages are automatically deleted after 14 days of receipt. Deleted messages are stored for 48 hours.

1. Click the **Voice Mail** link on the left side of the screen. The *Message Center: Voice Mails* screen appears.

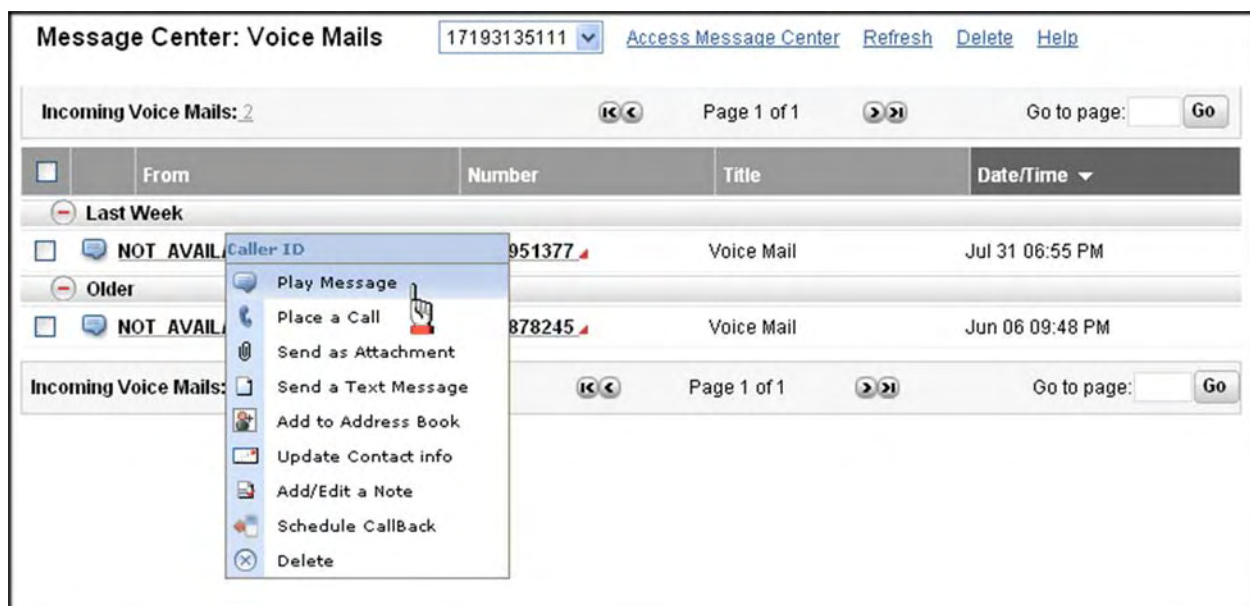


Figure 5-9: Message Center - Play Message

2. Left-click or right-click on a message and select **Play Message**. The message opens in a pop-up box enabling you to play, pause, rewind, fast forward, etc.
3. Click the **X** in the top right corner to close the message.

**-OR-**

Click **Save** to save the message to your hard drive.

---

**Note:** Messages are deleted from the after 30 days. They do not delete after a certain period of time in the ICP Message Center.

---

---

You can access your voice mail over the Web through the Integrated Communications Package. Refer to Appendix A for instructions on accessing voice mail over the phone.

You must initialize your voice mail over the phone and in the web interface. The PIN that is updated over the phone must be entered on the *Voice Mail Retrieval Settings* screen (see below) to allow for retrieval from the Message Center.

---

**Note:** This is for subscribers who have Hosted Voice Mail. If you have Premise Based Voice Mail (PBVM), this section does not apply. Contact your administrator if you are not sure which one you have.

---

## Voice Mail Retrieval Settings

1. Click the **Voice Mail Retrieval Settings** link in the *Voice Mails* section on the *Settings* screen. The *Voice Mail Retrieval Settings* page appears.

The screenshot shows a web interface for 'Voice Mail Retrieval Settings'. At the top is a red navigation bar with links: Home, Call Management, Message Center, Calendar, Conferencing, Settings, Address Book, Search, and Help. Below this is a user profile section for 'BA Sept' dated 'Wed Sep 9, 2009'. A main content area contains the title 'Voice Mail Retrieval Settings' with links for 'Popular Settings', 'All Settings', and 'Help'. A warning message states: 'If you have changed the PIN in your Voice Mail system and Integrated Communications Package can no longer retrieve Voice Mails, you may update the PIN in Integrated Communications Package here.' Below the warning is a form titled 'Select the phone number you want to change the Voice Mail PIN for'. It includes a 'Number' dropdown menu with '19193700005' selected, a 'PIN' input field with four dots and '(1-8 digits)' next to it, and a note: '(This is the PIN you enter when you call in to check your voice mail.)'. A red error message below the PIN field reads: 'Please save the PIN, if you are unable to access Voice Mail Options.' At the bottom of the form are 'Done' and 'Cancel' buttons, with a mouse cursor pointing at the 'Done' button.

Figure 6-1: Voice Mail Retrieval Settings

2. Select the phone number for which you want to change/enter the PIN from the *Number* drop-down list, if you have more than one number.
3. Enter the PIN in the *PIN* field.
4. Click **Done**.

## Access Your Inbox

Checking messages include listening to and managing voice messages. Voice messages can be up to three minutes long. The maximum number of messages the voice mail system can hold is 20 (combination of new and saved). Your administrator can increase the limit to 50. The system informs callers that a message cannot be left when this limit is reached. Unsaved messages are automatically deleted after 14 days of receipt. Deleted messages are stored for 48 hours.

**Note:** If you are accessing your voice mail for the first time, you are prompted to change your default PIN (unless you did it on the phone).

1. Select **Message Center | Voice Mail Options** from the drop-down menu at the top of the page. Your Message Center voice mail opens in another browser window.

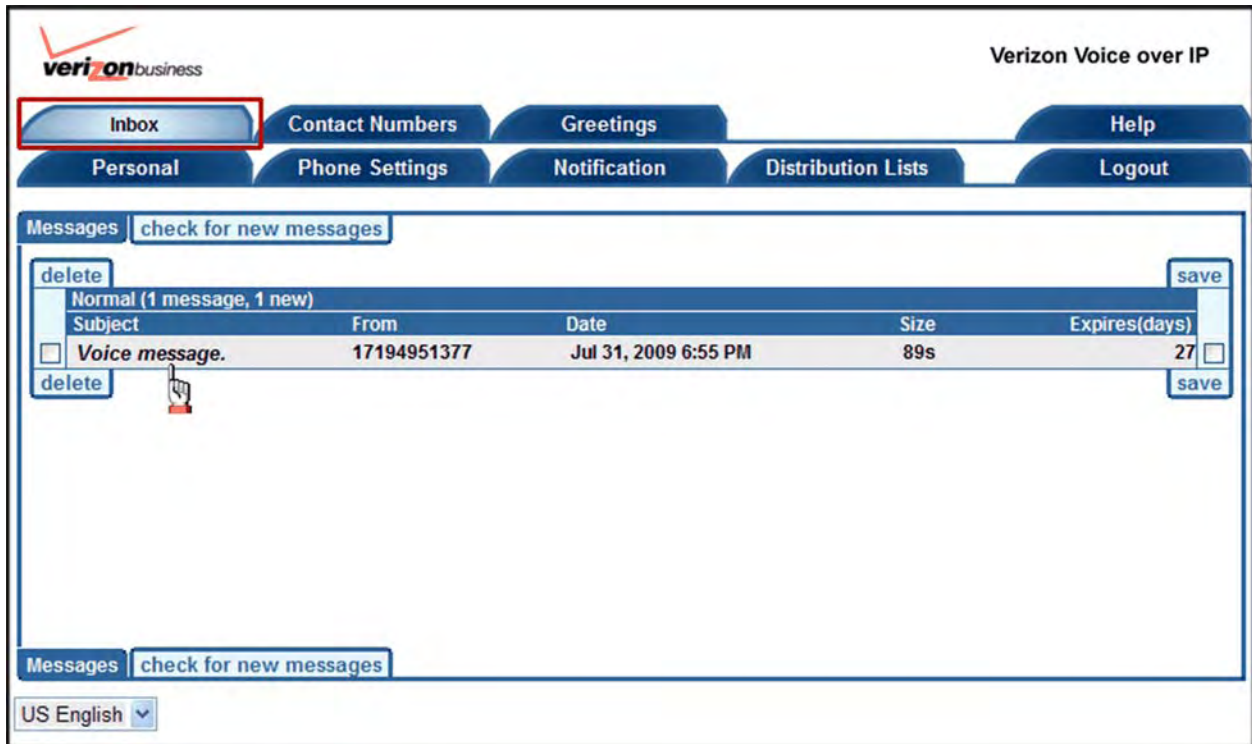


Figure 6-2: Inbox

<b>Subject</b>	Identifies the nature of the message.
<b>From</b>	Displays the source of the message or caller ID information. If the calling number is not available, it will appear as "External Caller."
<b>Date</b>	Displays the date and time the message was received.
<b>Size</b>	Lists the size/length of the message in seconds.
<b>Expires(days)</b>	Shows how many days before the message is deleted from the system.

## Check Voice Mail Messages

Voice messages can be up to three minutes long. The voice mail system informs callers that a message cannot be left when this limit is reached. In order to listen to voice messages over the web, you must have an audio player installed that plays .wav files.

1. Select a message from the *Subject* column in the Inbox. The *Messages* screen appears.

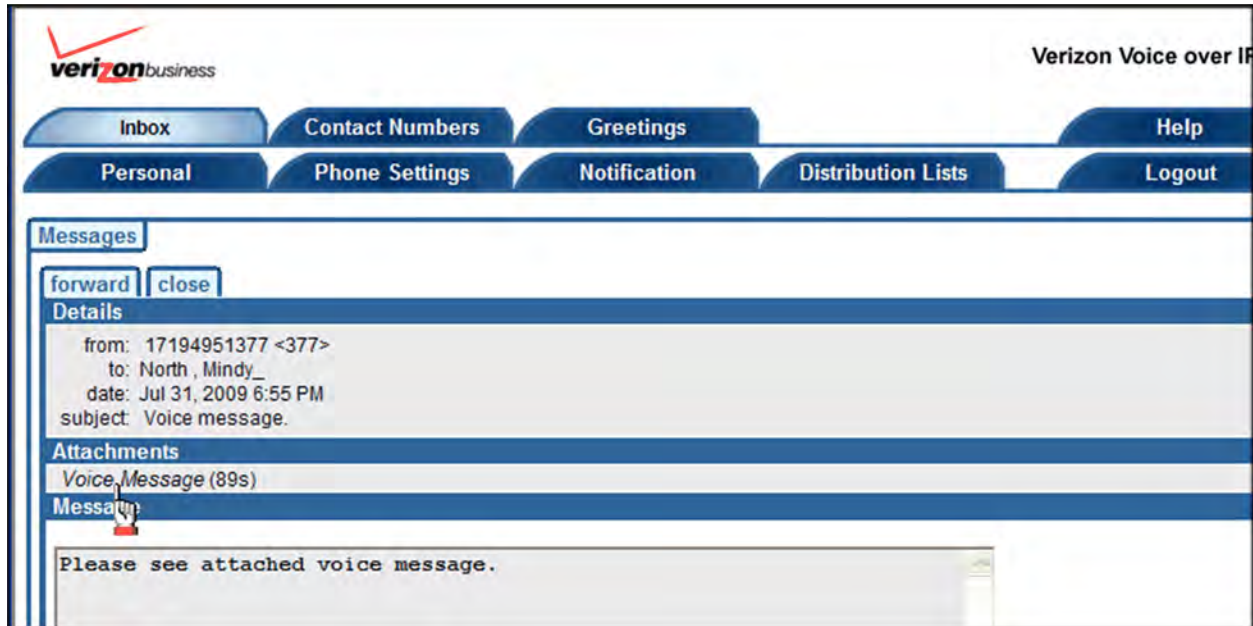


Figure 6-3: Messages

2. Select **Voice Message (...s)** under *Attachments* to listen to the message. The number in parentheses tells you how many seconds the message is.
3. Click **forward** to forward the message. The *Compose Message* screen appears (next page).

---

**Note:** The address must be configured on the *Personal* tab before forwarding.

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## Forward Messages

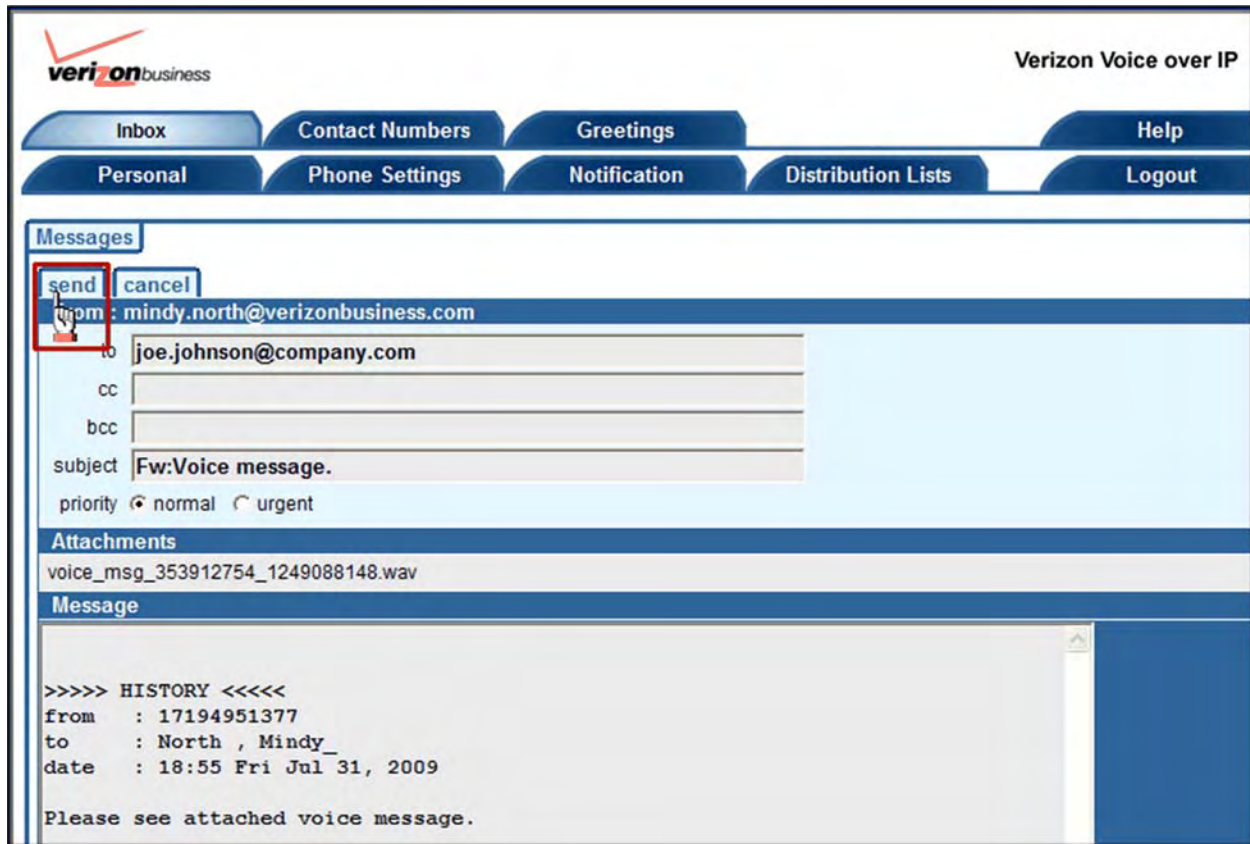


Figure 6-4: Forward Messages

1. Type one or more email addresses in the *To* field.
2. Select **normal** or **urgent** as a priority.
3. Type any comments you want to include in the *Message* box.
4. Click **send**. The main Inbox screen reappears.

---

**Note:** .wav files are sent as attachments when forwarding.

---



## Contact Numbers

The *Contact Numbers* tab enables you to configure your mailbox options for telephone calls.

1. Select the **Contact Numbers** tab at the top of the page.

The screenshot shows the Verizon Business Voice Mail Over the Web interface. At the top, the 'Contact Numbers' tab is highlighted with a red box. Below the navigation tabs, there are 'save' and 'clear' buttons. The 'Attendant Number' field contains the value '7194845555'. Below this field is a description: 'The number for your attendant or receptionist, if applicable.' The 'Page Me' section has a 'pager type' dropdown menu that is open, showing a list of options including 'Advanced Paging Alphanumeric Pager', 'AllCom Communications Alphanumeric Pager', 'Advantage Communications Alphanumeric Pager', 'ALLTEL PCS Phone', 'Airtouch / Verizon Alphanumeric Pager', 'Ameritech/American Messaging Alphanumeric Pager', 'Arch Paging Alphanumeric Pager', 'Alphnow Alphanumeric Pager', 'AT&T PCS Phone', 'AT&T Pocketnet PCS Phone', 'Baystar Alphanumeric Pager', 'Bell Mobility / PageMart Canada Alphanumeric Pager', and 'Carolina Mobile Communications Alphanumeric Pager'. There are also 'save' and 'clear' buttons for the 'Page Me' section. At the bottom left, there is a language dropdown menu set to 'US English'.

Figure 6-5: Contact Numbers

2. Enter an *attendant number* if you want your caller to be able to press “0” while listening to your greeting and be transferred to your attendant. The caller returns to your greeting if the attendant number is busy or there is no reply. Your recorded greeting should inform the caller that they can press “0” to be transferred. Leave this field blank if you do not want your callers to have the attendant option.

**Note:** This is an individual preference using the internal 10-digit number only (no cell, extension, home phone, etc.). This feature is not available for international customers because calls to numbers outside the U.S. cannot be completed.

3. Select a *pager type* if you want your caller to be able to press “4” while listening to your greeting and page you instead of leaving a voice message. Your recorded greeting should inform the caller that they can press “4” to page you. Leave this field blank if you do not want your callers to be able to page you.
4. Enter a *pager service number* if it requires an access number.
5. Enter your *pager number*.
6. Click **save**. The main Inbox screen reappears.

# Greetings

You can set up a pre-recorded or custom greeting that you want to present to callers. Once you record your greetings, you can use this page to select the greeting your callers will hear.

1. Click the **Greetings** tab at the top of the page.

The screenshot shows the 'Greetings' configuration page. At the top, there is a navigation bar with tabs: 'Inbox', 'Contact Numbers', 'Greetings' (selected), and 'Help'. Below this is a secondary navigation bar with tabs: 'Personal', 'Phone Settings', 'Notification', 'Distribution Lists', and 'Logout'. The main content area is titled 'Greetings' and contains several sections. The 'Greetings' section has a 'greeting selection' dropdown menu set to 'Personal Greeting'. Below this is a text box explaining that the user should have previously recorded greetings using a telephone and that a default greeting will be played if no recording exists. The 'Out-of-Hours Greeting' section has an 'out-of-hours greeting' field with radio buttons for 'activate' (selected) and 'deactivate'. Below this is a text box explaining that callers will hear the out-of-hours greeting if they call before or after the specified business hours. The 'start-of-business' field is set to 7:30 am, and the 'end-of-business' field is set to 4:30 pm. At the bottom of the form are 'save' and 'default hours' buttons. A red callout box points to the 'default hours' button with the text: 'Click Default Hours to change back to the default of 8:00 to 5:30.' The language is set to 'US English'.

Figure 6-6: Greetings

2. Select a preferred greeting type (**Personal Greeting** [e.g., sick, vacation], **Alternate Personal Greeting**, **Not accepting messages Greeting**, **System Default Greeting**) from the *Greeting Selection* drop-down list.
3. Select **activate** or **deactivate** in the *Out-Of-Hours Greeting* field if you want callers to hear a different greeting when they call you outside of your normal business hours (including business holidays).
4. Enter your start and end times in the *start-of-business* and *end-of-business* fields to specify your normal business hours.
5. Click **save**.



## Personal

The *Personal* tab displays your contact data, such as email and PIN information. You can modify or update email information and email preferences when receiving and forwarding messages. You can also change your PIN and select a time zone.

1. Click the **Personal** tab at the top of the page.

The screenshot shows the 'Personal' settings page. At the top, there are navigation tabs: 'Inbox', 'Contact Numbers', 'Greetings', 'Personal' (highlighted with a red box), 'Phone Settings', 'Notification', 'Distribution Lists', 'Help', and 'Logout'. Below the tabs, there is a 'save' button and a 'Personal' section header. The 'Voice Mailbox: Mindy\_ North (1135111)' is displayed. Under 'email addresses', there is a text input field containing 'bill.jones@company.com' and a 'Test..' button. Below this are two empty text input fields. The 'email notification' section has radio buttons for 'on' (selected) and 'off', with the text 'Send an email notification each time a voice message is left in your mailbox.' The 'email attachment' section has radio buttons for 'send attachment' (selected) and 'do not send attachment', with the text 'Send voicemail file as attachment to email notification'. The 'attachment format' section has radio buttons for 'WAV (Windows compatible)' (selected) and 'AU (Mac compatible)'. Below this is a 'Change password' section with three password input fields: 'current password', 'new password', and 'verify new password'. A note states 'Note: your password must be numeric.' A red warning box contains the text: 'Your voice mail password is not the same as your Integrated Communications Package password.' The 'Time Zone' section has a dropdown menu set to 'GMT-07:00 Mountain Standard Time (Denver)'. At the bottom left, there is a 'save' button and a language dropdown menu set to 'US English'.

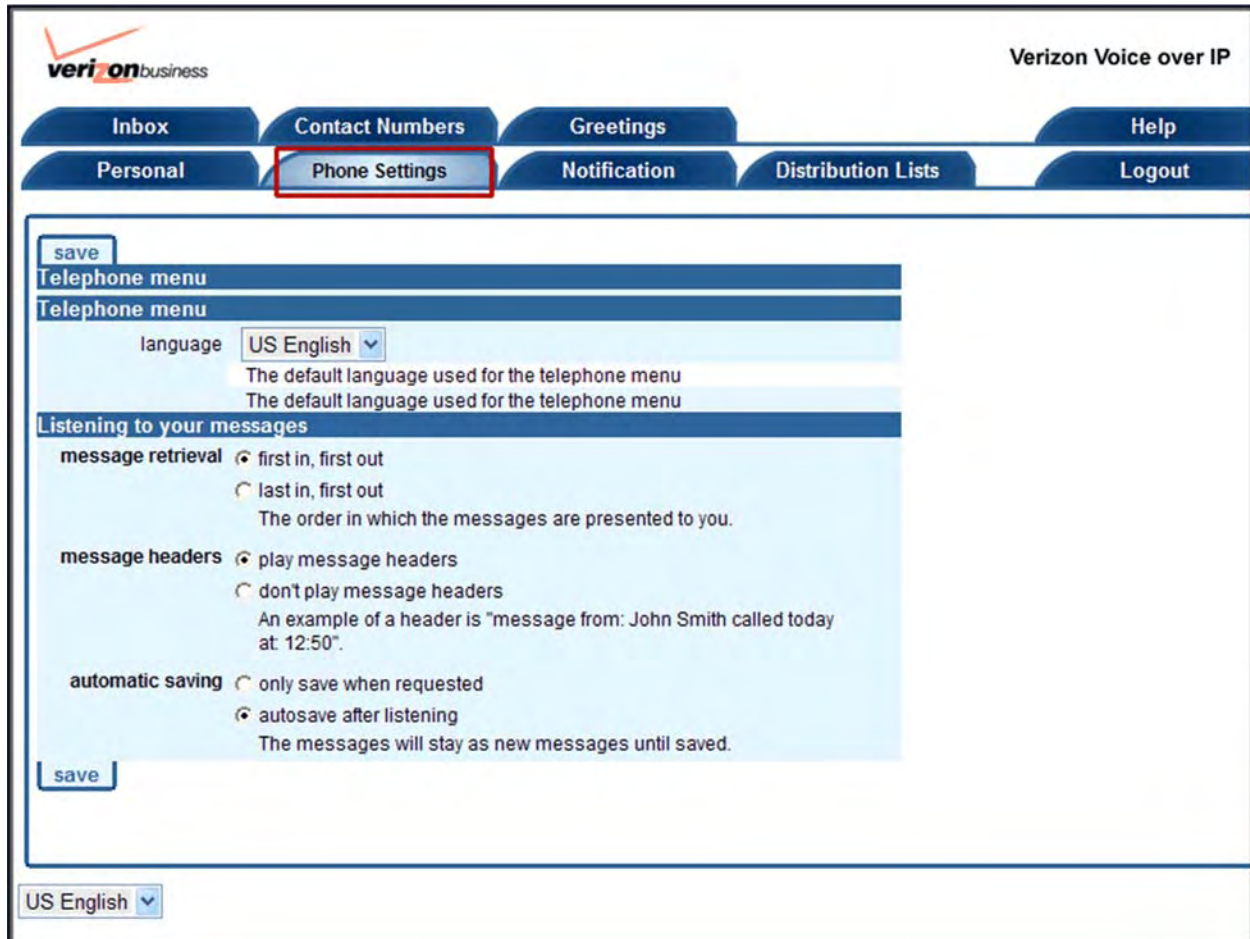
Figure 6-7: Personal

2. Enter up to three email addresses.
3. Select **on** or **off** in the *email notification* field.
4. Select **send attachment** or **do not send attachment** from the *email attachment* field.
5. Specify your preferred audio file type in the *attachment format* field.
6. Change your PIN in the *Change Password* section, if applicable.
7. Select your time zone from the *Time Zone* drop-down list.
8. Click **save**.

# Phone Settings

You can use the *Phone Settings* tab to customize your voice mail retrieval.

1. Click the **Phone Settings** tab at the top of the page.



The screenshot shows the Verizon Voice over IP interface. At the top, there are navigation tabs: Inbox, Contact Numbers, Greetings, Help, Personal, Phone Settings (highlighted with a red box), Notification, Distribution Lists, and Logout. Below the tabs, there is a 'save' button, followed by a 'Telephone menu' section with a 'language' dropdown set to 'US English'. Below that is a 'Listening to your messages' section with three sub-sections: 'message retrieval' (radio buttons for 'first in, first out' and 'last in, first out'), 'message headers' (radio buttons for 'play message headers' and 'don't play message headers'), and 'automatic saving' (radio buttons for 'only save when requested' and 'autosave after listening'). A 'save' button is located at the bottom left of the settings area.

Figure 6-8: Phone Settings

2. Select **US English, UK English, German, French, Dutch, Italian, or Spanish** from the *Language* drop-down list, if applicable.
3. Select the order in which you want to receive messages in the *Listen to your messages* section.
4. Select **first in, first out** or **last in, last out** in the *message retrieval* section to determine how you want messages presented to you.
5. Select **play message headers** or **don't play message headers** in the *message headers* section. The message header includes information about who sent the message and when.
6. Select **only save when requested** or **autosave after listening** from the *automatic saving* section.
7. Click **save**.

# Notification

The *Notification* tab enables you to schedule text message or pager notifications when you receive voice messages. You can specify the time periods in which you want to be notified by cell phone or pager. For example, you can set up to two notification schedules if you want to be paged Monday through Friday during the day, and an evening schedule when you want notifications sent to your cell phone. If the schedules overlap, or a single schedule has two numbers that must be notified, then multiple text message notifications are sent when a new voice message is received. You can deactivate all of your notification schedules, deactivate individual notification schedules, or set up a temporary notification schedule.

- 1. Click the **Notification** tab at the top of the page.

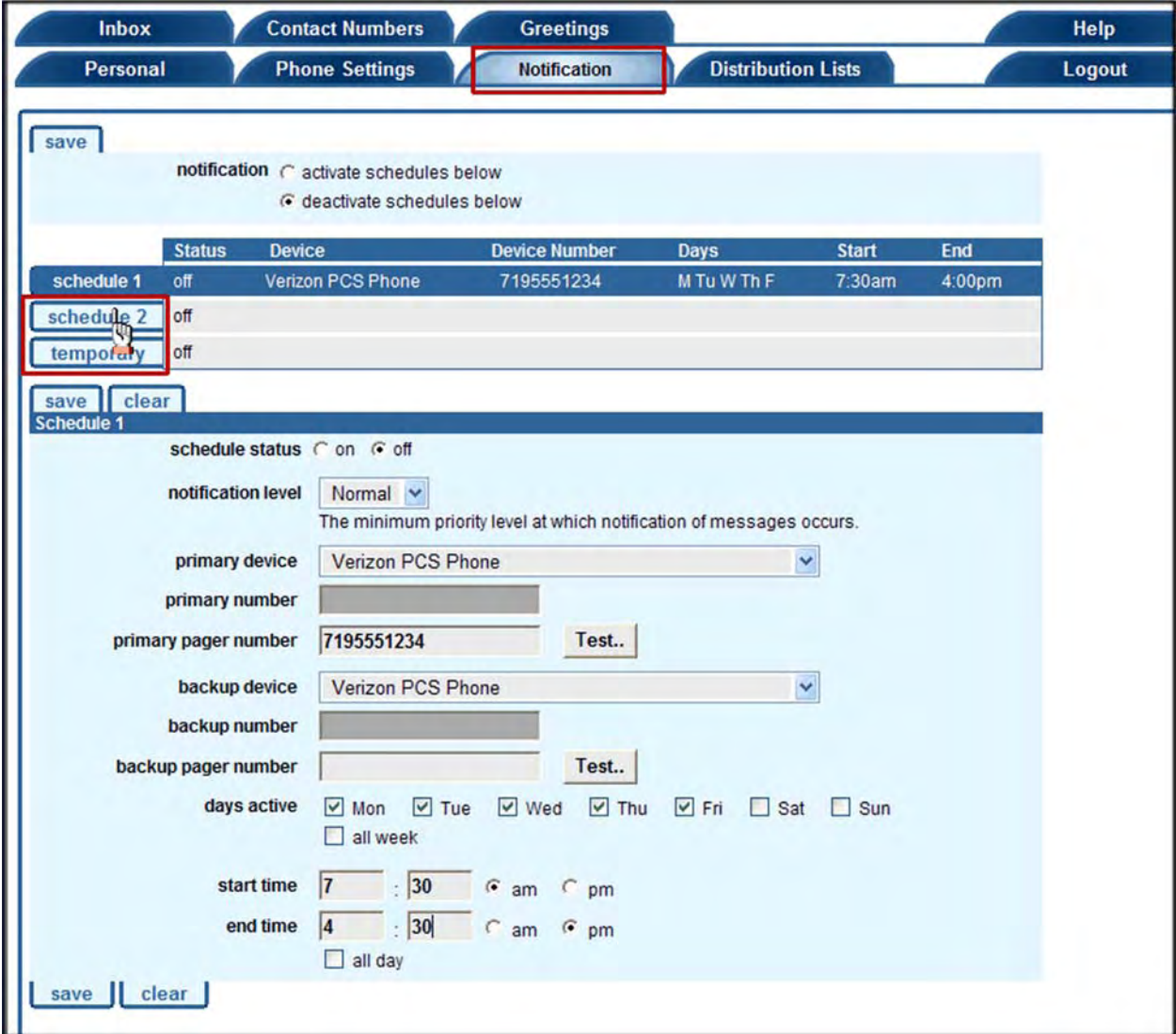


Figure 6-9: Notification

- 2. Select **activate schedules below** or **deactivate schedules below** in the *notification* section at

## Voice Mail Over the Web

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the top of the page.

3. Select a schedule status of **on** or **off**.
4. Select the **Normal** or **Urgent** priority level from the *notification level* drop-down list.
5. Select a pager type from the *primary device* drop-down list, if applicable.
6. Type a number other than a pager number in the *primary number* field if you did not select a pager and want to use a cell phone or other telephone number, if applicable.
7. Type your pager number in the *primary pager number* field you selected a pager as your primary device.
8. Click the **Test** button to receive a test notification to ensure it is set up properly.
9. Select a pager from the *backup device* drop-down list, if applicable.
10. Type a number other than a pager number in the *backup number* field if you did not select a pager and want to use a cell phone or other telephone number, if applicable.
11. Type your pager number in the *backup pager number* field if you selected a pager as your backup device.
12. Click the **Test** button to receive a test notification to ensure it is set up properly.
13. Select the active days for your notification rule from the *days active* section.
14. Enter your start and end times in the *start time* and *end time* fields, if applicable.

**-OR-**

Select **all day**.

15. Click the **schedule 2** or **temporary** link at the top of the page and repeat steps 2-15 to add up to two more notification schedules.
16. Click **save**.

## Distribution Lists

The *Distribution List* tab enables you to create a list that you can use to send the same voice message to multiple mailboxes when using the telephone user interface. Members of a distribution list must have voice mail boxes on the Integrated Communications Package platform. The following instructions tell you how to create a distribution list. Refer to Appendix A or the Voice Mail Pocket Guide for detailed instructions on using the distribution list.

1. Click the **Distribution Lists** tab at the top of the page.

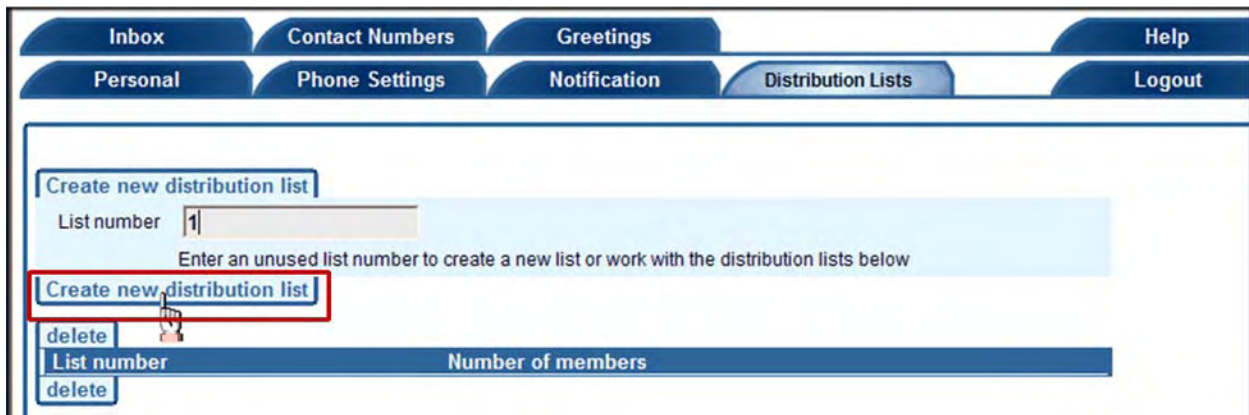


Figure 6-10: Distribution Lists

2. Type a list number in the *List number* field.
3. Click **Create new distribution list**. The *Distribution list members* screen appears enabling you to add your phone numbers to the list (next page).

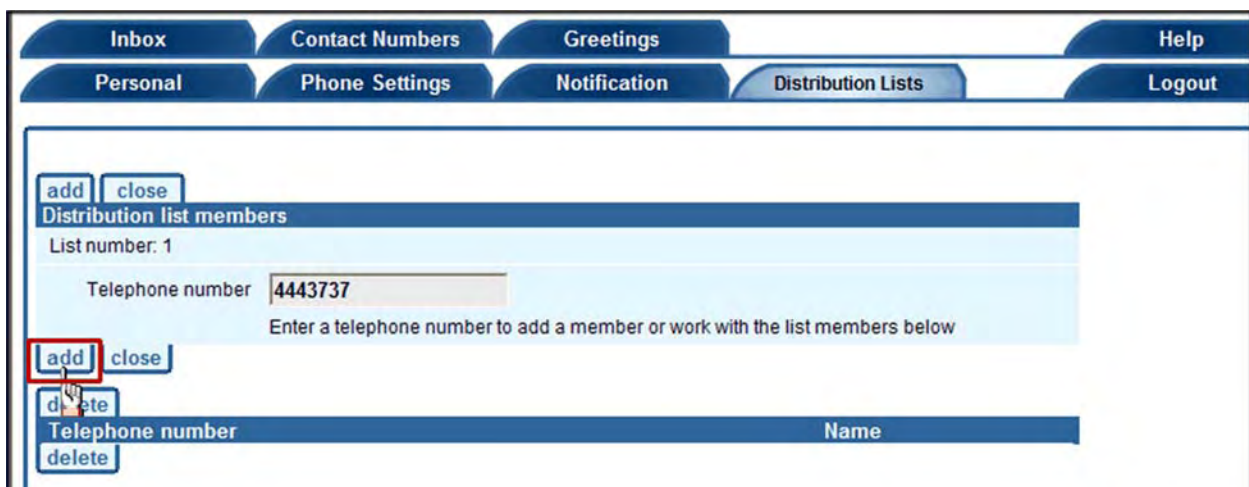


Figure 6-11: Distribution List Members

4. Type a number in the *Telephone number* field.
5. Click **add**.
6. Repeat steps 4-5 to add more telephone numbers to your distribution list.
7. Click **close** to return to the Message Center.

---



The calendar displays all of your scheduled call forwarding, call backs, and conferences. There are links for **Day**, **Week**, and **Month**, and **Event Lists**. There are also arrow buttons next to the day, week, or month that you can select to change your range.

1. Click the **Calendar** link at the top of the page, then select the task you want to perform from the drop-down menu.

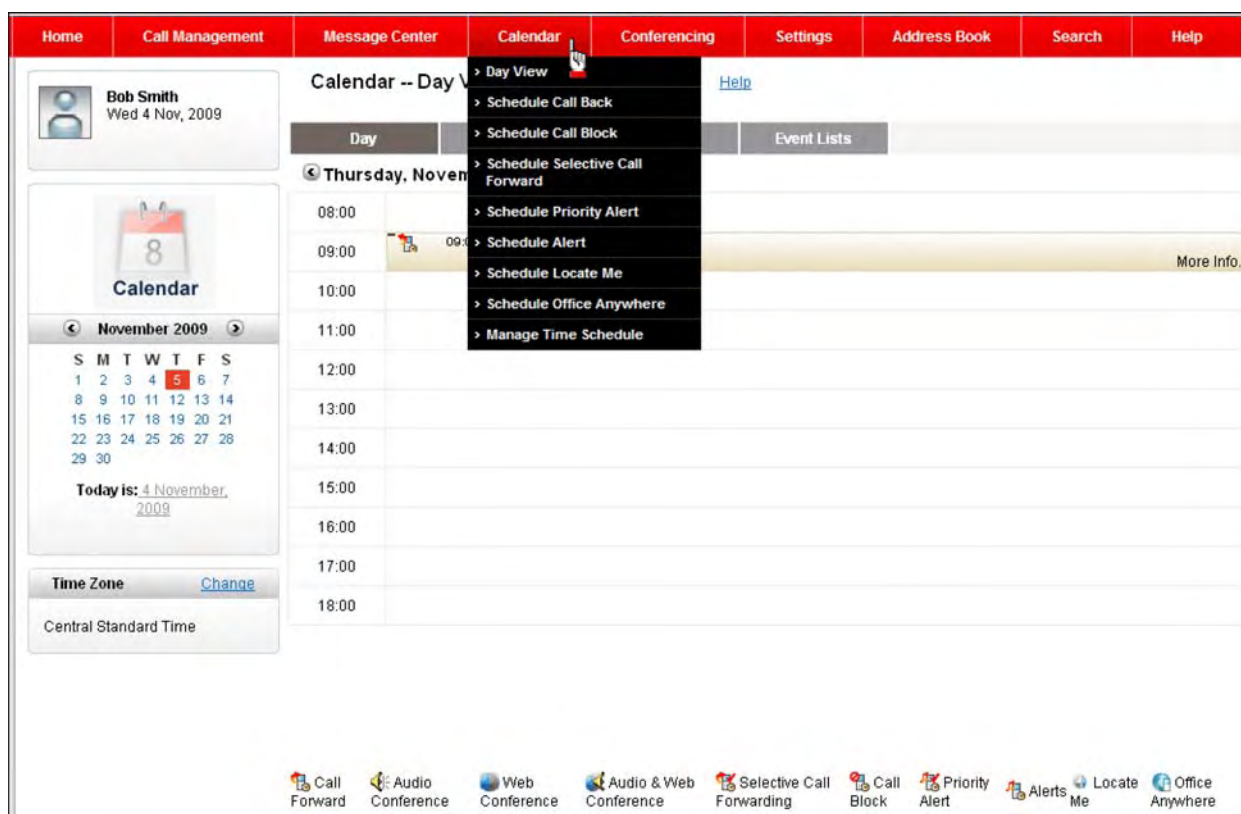


Figure 7-1: Calendar

2. Click on an event on the calendar to access a pop-up task menu.
  - Click **Edit** to change the parameters of an event.
  - Click **Delete** to delete the event. A warning pop-up appears enabling you to select **This occurrence only** or **All occurrences of this event**.

# Time Zone

1. Click the **Change** link in the *Time Zone* box on the left side of the screen to set your default time zone, if applicable. The *Time Zone Settings* screen appears.

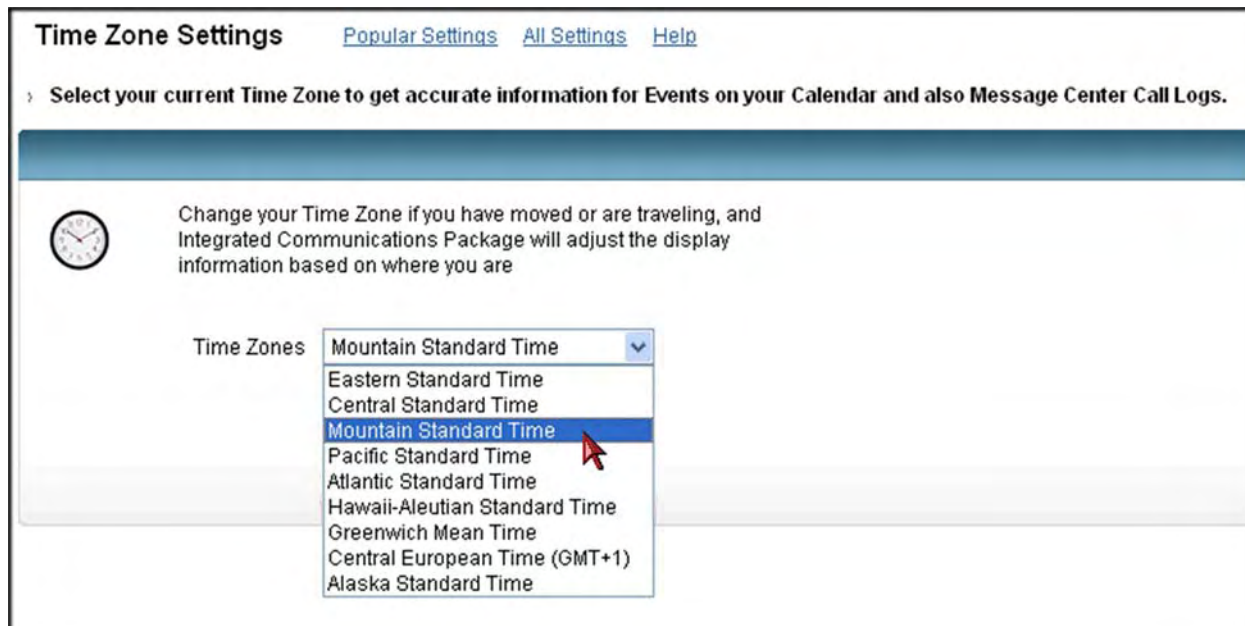


Figure 7-2: Time Zone Settings

2. Select your time zone from the drop-down list.
3. Click **Done**. The Calendar reappears.



## Schedule Events

You can schedule many of your call management events from the Calendar. All scheduled events will appear on your Calendar. Refer to Section 4 for instructions on using and scheduling the below features.

- **Schedule Call Forwarding** - refer to pages 4-10 to 4-16
- **Schedule Call Block** - refer to pages 4-23 to 4-25
- **Schedule Selective Call Forwarding** - refer to pages 4-17 to 4-20
- **Schedule Priority Alert** - refer to pages 4-34 to 4-36
- **Schedule Alert** - refer to page 9-14
- **Schedule Locate Me** - refer to pages 4-26 to 4-31
- **Schedule Office Anywhere** - refer to pages 4-38 to 4-41

## Schedule a Call Back

You can schedule a time that you want to make and outgoing phone call on your Calendar so that your phone rings at the designated time. When you answer, an outbound call is placed to the number you specified.

1. Select **Calendar | Schedule Call Back** from the drop-down menu at the top of the page. The *Schedule a call back* page appears.

The screenshot shows a web interface for scheduling a call back. At the top, there is a navigation bar with tabs: Message Center, Calendar, Conferencing, Settings, Address Book, and Search. Below this is the title 'Schedule a call back' with a 'Help' link. The main content area is titled 'Enter information about the call.' and includes a legend: '\* Indicates required field'. The form contains the following fields and elements:

- \* Call Back Number: 1719313111
- \* Call To Number: 1719535666
- Notes: Schedule Meeting
- \* Date: 08/07/2009 (with a calendar pop-up for August 2009)
- \* Time: 09:00 (with a dropdown menu showing 09:00 and AM)

Additional elements include links for 'Browse Contacts' and 'Browse Call Logs', and buttons for 'Save' and 'Call'.

Figure 7-3: Schedule a call back

2. Enter the number you want to call back in the *Call Back Number* field.
3. Enter your number in the *Call To Number* field.
4. Type any notes you want to include for the call in the *Notes* field.
5. Select the *Date* and *Time*.
6. Click **Finish**. The call back is added to your calendar.

## Manage Time Schedules

You can create a time schedule to specify when you want calls forwarded, when to block calls, when you want to receive a priority alert, and when you want to use the *Locate Me* feature.

1. Select **Calendar | Manage Time Schedule** from the drop-down menu at the top of the page.

**-OR-**

Click the **Create Schedule** link on the *Schedule Call Forwarding* page.

**-OR-**

Click the **Create Schedule** on the *Selective Call Forwarding* page.

**-OR-**

Click the **Create Schedule** link on the *Call Block* page.

**-OR-**

Click **Create Schedule** on the *Locate Me* page.

**-OR-**

Click **Create Schedule** on the *Priority Alert* page.

The *Search Time Schedule* screen appears.

### Search Time Schedule

You can search for a specific time schedule if you have a long list. This is useful if you want to find a time schedule to edit or delete.

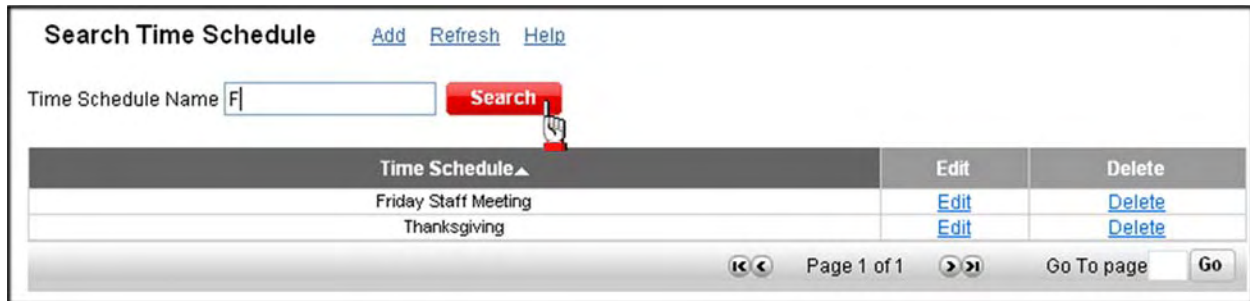


Figure 7-4: Search Time Schedule

1. Enter a search string in the *Time Schedule Name* field. You can enter a full or partial search string. Matches appear under the *Time Schedule* column.

#### Edit

2. Click the **Edit** link next to the time schedule you want to modify, if applicable. The *Manage Time Schedule* screen appears allowing you to make changes.

#### Delete

3. Click the **Delete** link next to the time schedule you want to remove, if applicable. A pop-up warning appears.
4. Click **OK**.

## Add a Time Schedule

1. Click the **Add** link at the top of the *Search Time Schedule* screen. The *Manage Time Schedule* screen appears.

The screenshot shows the 'Manage Time Schedule' interface. At the top, there is a 'Time Schedule Name' field containing 'Weekends' and a 'Help' link. Below this is a table with four columns: 'Start Day', 'Start Time HH:MM AM/PM (12hr)', 'End Day', and 'End Time HH:MM AM/PM(12hr)'. The first row has 'Friday' selected for Start Day, '4:30 PM' for Start Time, 'Monday' selected for End Day, and '7:30 AM' for End Time. A dropdown menu is open for the 'End Day' column, showing a list of days: 'Monday', 'Sunday', 'Monday', 'Tuesday', 'Wednesday', 'Thursday', 'Friday', and 'Saturday'. A mouse cursor is pointing at the second 'Monday' option. The other rows in the table have 'Select' in the Start Day and End Day columns, and empty time fields.

Figure 7-5: Manage Time Schedule

2. Select the *Start Day* and *Start Time* from the drop-down lists.
3. Select the *End Day* and *End Time* from the drop-down lists.
4. Repeat steps 2-3 up to 19 more times, if applicable. You can have a total of 20 start day/times and end day/times.
5. Click **Save**. This time schedule is now saved and can be used at any time.

# Event Lists

The *Event Lists* tab displays all of your scheduled events. You can filter by event type, as well as view all events, upcoming events, or past events.

1. Select the day, week, or month for which you want to events, if applicable.
2. Click the **Event Lists** tab.

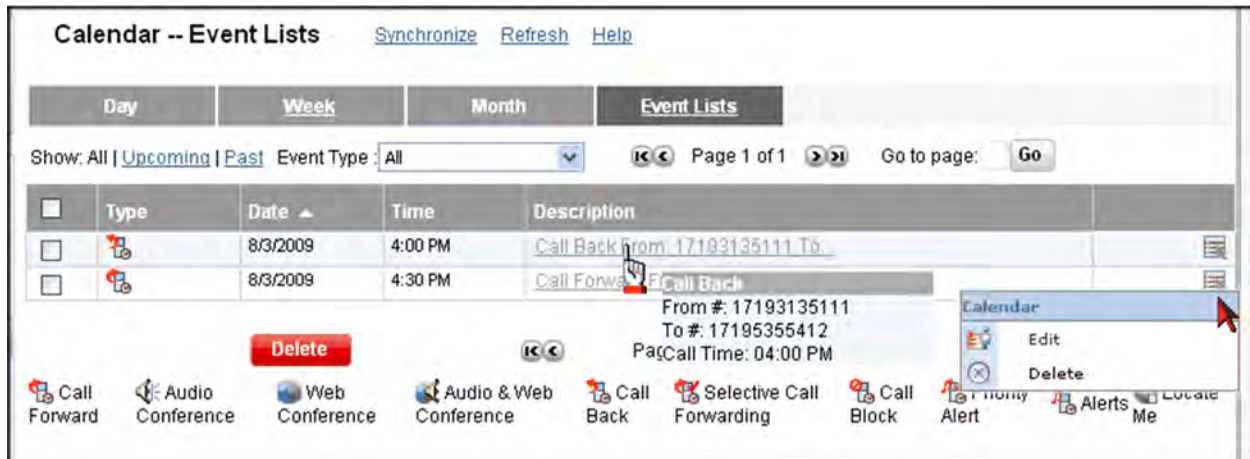



Figure 7-6: Calendar - Event Lists

3. Click on an event description to view the details.
4. Click the  icon to edit or delete an event.

# CONFERENCING

# 8

You can schedule, lead, and attend Instant Meeting audio and Instant Net web conferences in the Integrated Communications Package. Meetings can be with other subscribers or non-ICP users. This feature must first be enabled by your administrator and you must have a Verizon Conferencing account.

You can schedule, then start an Instant Meeting Audio conference, and Instant Net Web conference, or both. You can also start a conference immediately without scheduling it first. Select from up to 15 of the most recent scheduled or started conferences and use or modify the information to start a new conference.

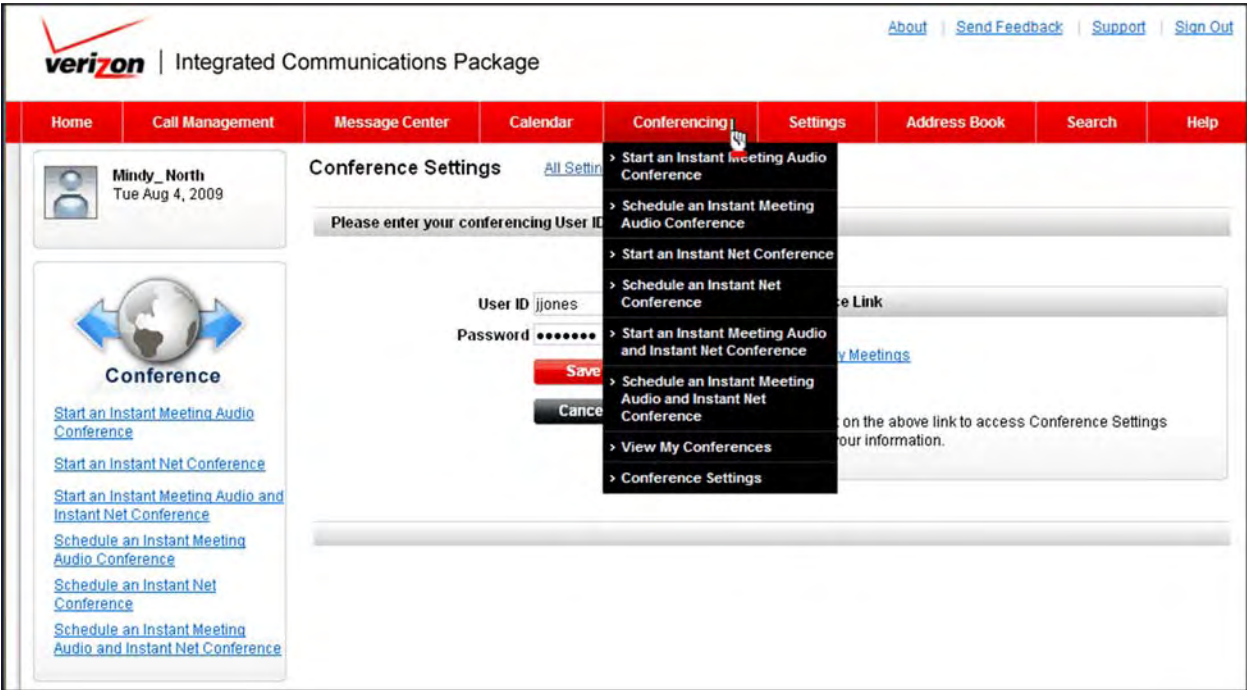


Figure 8-1: Conferencing

**Note:** For the example in this section, an Instant Meeting Audio and Instant Net web conference combination is used to demonstrate all of the fields. You can follow the same steps for audio only or web only conferences by clicking the applicable link from the drop-down menu under the **Conferencing** drop-down menu.

# Conference Settings

Enter your existing Verizon Conferencing user ID and password for accessing the conferencing site. Your Instant Meeting audio and Instant Net subscriptions are populated in the drop-down lists on the Start/Schedule screens. You can also link to the *My Meetings* screen to view and edit your subscriptions.

1. Select **Conference | Conference Settings** from the drop-down menu at the top of the page. The *Conference Settings* screen appears.

The screenshot shows the Verizon Conferencing interface. At the top is a red navigation bar with the following tabs: Home, Call Management, Message Center, Calendar, Conferencing, Settings, Address Book, Search, and Help. Below the navigation bar, the page title is "Conference Settings" with sub-links for "All Settings", "Refresh", and "Help". A message box says "Please enter your conferencing User ID and Password." The form contains two input fields: "User ID" with the value "jjones" and "Password" with masked characters "\*\*\*\*\*". Below these fields are two buttons: a red "Save" button and a black "Cancel" button. To the right of the form is a "Conference Link" section containing a blue link "Manage My Meetings" and a note: "Note: Click on the above link to access Conference Settings to update your information." On the left side of the page, there is a user profile for "Mindy\_North" (Tue Aug 4, 2009) and a "Conference" section with a globe icon and several links: "Start an Instant Meeting Audio Conference", "Start an Instant Net Conference", "Start an Instant Meeting Audio and Instant Net Conference", "Schedule an Instant Meeting Audio Conference", "Schedule an Instant Net Conference", and "Schedule an Instant Meeting Audio and Instant Net Conference".

Figure 8-2: Conference Settings

2. Enter your Verizon Conferencing *User ID* and *Password*. These are the credentials you use to log in to the *Manage My Meetings* site.
3. Click **Save**. You can now access the *My Meetings* page in another browser window without having to enter your user ID and password.
4. Click the **Manage My Meetings** link to open the *My Meetings* page in another browser window. You can view your Conferencing subscriptions, update your preferences, and subscribe to or alter Instant Meeting and Instant Net subscriptions.

---

**Note:** If you do not have credentials, click the **Manage My Meetings** link to retrieve your existing user ID/password or to register for an account.

---



# Schedule an Instant Meeting Audio and Instant Net Conference

You can create and Instant Meeting audio and Instant Net conference and save it for future use. The meeting is saved to your *View My Conferences* calendar. The meeting will be available to start on the *Start Instant Meeting Audio and Instant Net Conference* page.

1. Select **Conferencing | Schedule an Instant Meeting Audio and Instant Net Conference** from the drop-down menu at the top of the page. The *Schedule Instant Meeting Audio and Instant Net Conference* screen appears.

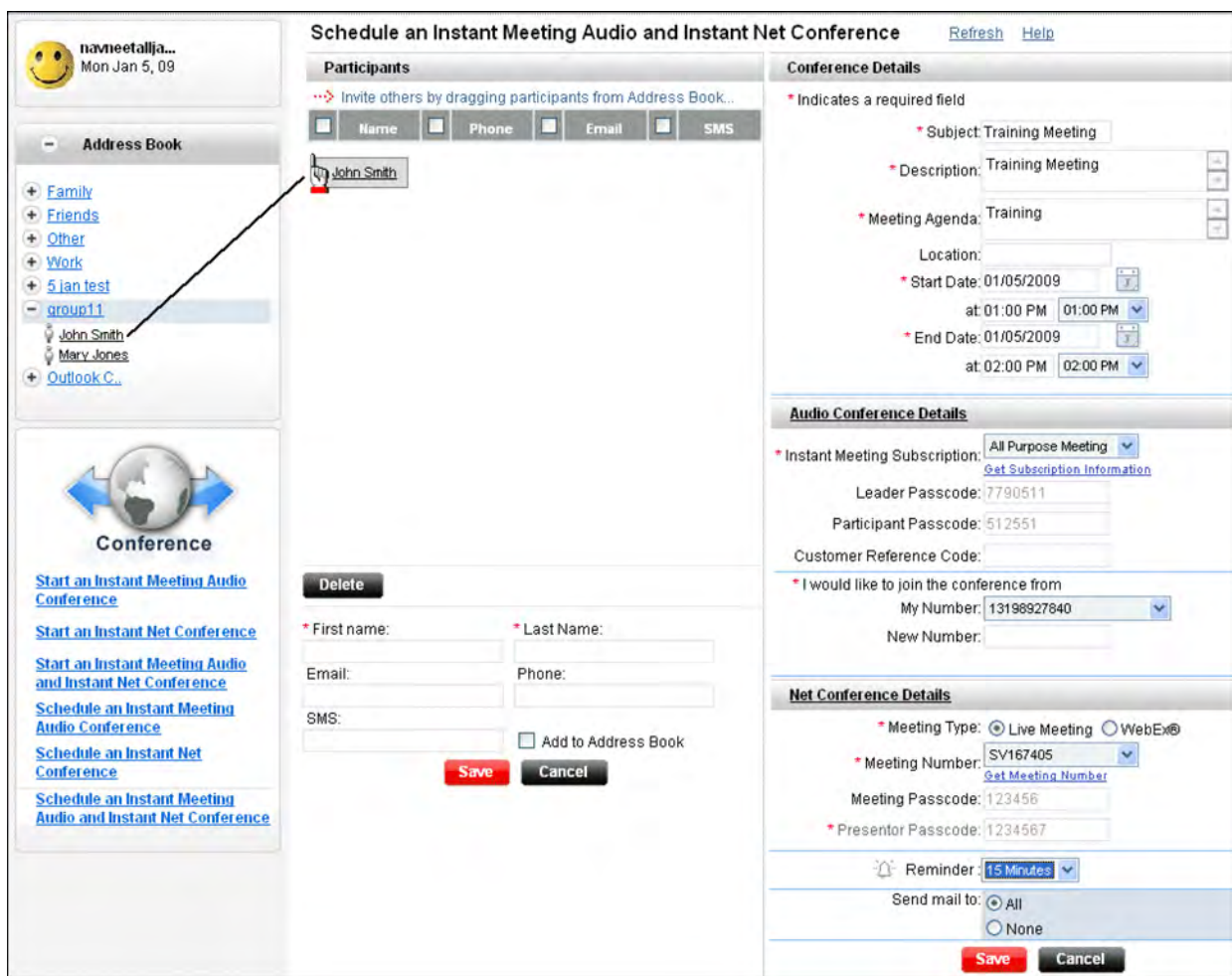


Figure 8-3: Schedule an Instant Meeting Audio and Instant Net Conference

Fields marked with an \* are required. The *Phone* field is required for participants on an Instant Meeting audio conference, the *Email* field is required for participants on an Instant Net conference, and both fields are required for participants on an audio/web conference.

2. Click **Address Book** on the left side of the screen to display your address book entries.

## Conferencing

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3. Click and drag an entry to the *Participants* section to add participants to your conference. You can click on a participant's name (in red) to edit their contact information list, if applicable. Changing contact information after adding them to your conference does not change the entry in your *Address Book*. Permanent changes must be made in the *Address Book*.

**-OR-**

Enter the name, email, and phone information manually at the bottom of the screen. The contact is added to the conference. Check the **Add to Address Book** option and click **Save** if you want to add the contact to your address book.

### Conference Details

4. Enter a meeting subject in the *Subject* field. This field is the subject of the email invitation that is sent to participants, if you choose to send one.
5. Enter a description for the conference in the *Description* field. This field displays on your *View My Conferences* calendar to help you identify each conference. It is not sent to participants.
6. Enter the agenda in the *Meeting Agenda* field. This field is included in the email invitation sent to participants, if you choose to send one.
7. Enter the location in the *Location* field.
8. Select a *Start Date* and *End Date*. The default date and time is immediately.

### Audio Conference Details

9. Click the **Get Subscription Information** link. Available Verizon Conferencing subscriptions are populated in the *Instant Meeting Subscription* drop-down list and the *Leader Passcode* and *Participant Passcode* fields are automatically populated.
10. Select a subscription from the *Instant Meeting Subscription* drop-down list.
11. Enter a *Customer Reference Code*. It can be up to 25 alphanumeric characters and can be used as a reference code to identify the calls listed on your Verizon Audio Conferencing invoice by name, number, or a combination of both. Please refer to the Conferencing help for additional details.
12. Select your number from the *My Number* drop-down list as the number from which you are joining the conference.

**-OR-**

Enter a different number in the *New Number* field.

### Net Conference Details

When scheduling an audio only conference, the *Net Conference Details* section is collapsed because it is not required. You can expand this section if you want to add a net portion as well.

13. Select the *Meeting Type*: **Live Meeting** or **Webex**<sup>®</sup>.
14. Click the **Get Meeting Number** link. Available Verizon Conferencing subscriptions are populated in the *Meeting Number* drop-down list. The *Presenter Passcode* and *Meeting*

*Passcode* fields are automatically populated, when applicable. There is no presenter passcode for WebEx meetings.

15. Select a subscription from the *Meeting Number* drop-down list.
16. Select the duration in hours and minutes from the *Duration* drop-down lists.

### Additional Options

17. Select a reminder from the *Reminder* drop-down list. You can select from **None** to **2 days**. A pop-up notification appears on your desktop at the selected time. *Please note:* This reminder is only available when the Desktop Client is active. Contact your company administrator to determine you if have access to the Desktop Client.
18. Check **All** to send a meeting reminder to all participants. Meeting reminders are emailed immediately and are not scheduled. Participants must have an email address listed in their contact information to receive the meeting reminder.

**NOTE: The reminder email contains the link for participants to join the Web conference, if one was scheduled. If it is an Audio only conference, no email invitation is sent with dial-in information unless you check the Email option and each participant has an email address listed.**

**-OR-**

Check **None** if you do not want to send a meeting reminder.

19. Click **Save**. Your calendar appears with the conference scheduled.

**-OR-**

Click **Cancel** to go the ICP Web Home page.

# Start an Instant Meeting Audio and Instant Net Conference

1. Select **Conferencing | Start an Instant Meeting Audio and Instant Net Conference** from the toolbar. The *Start Instant Meeting Audio and Instant Net Conference* screen appears.

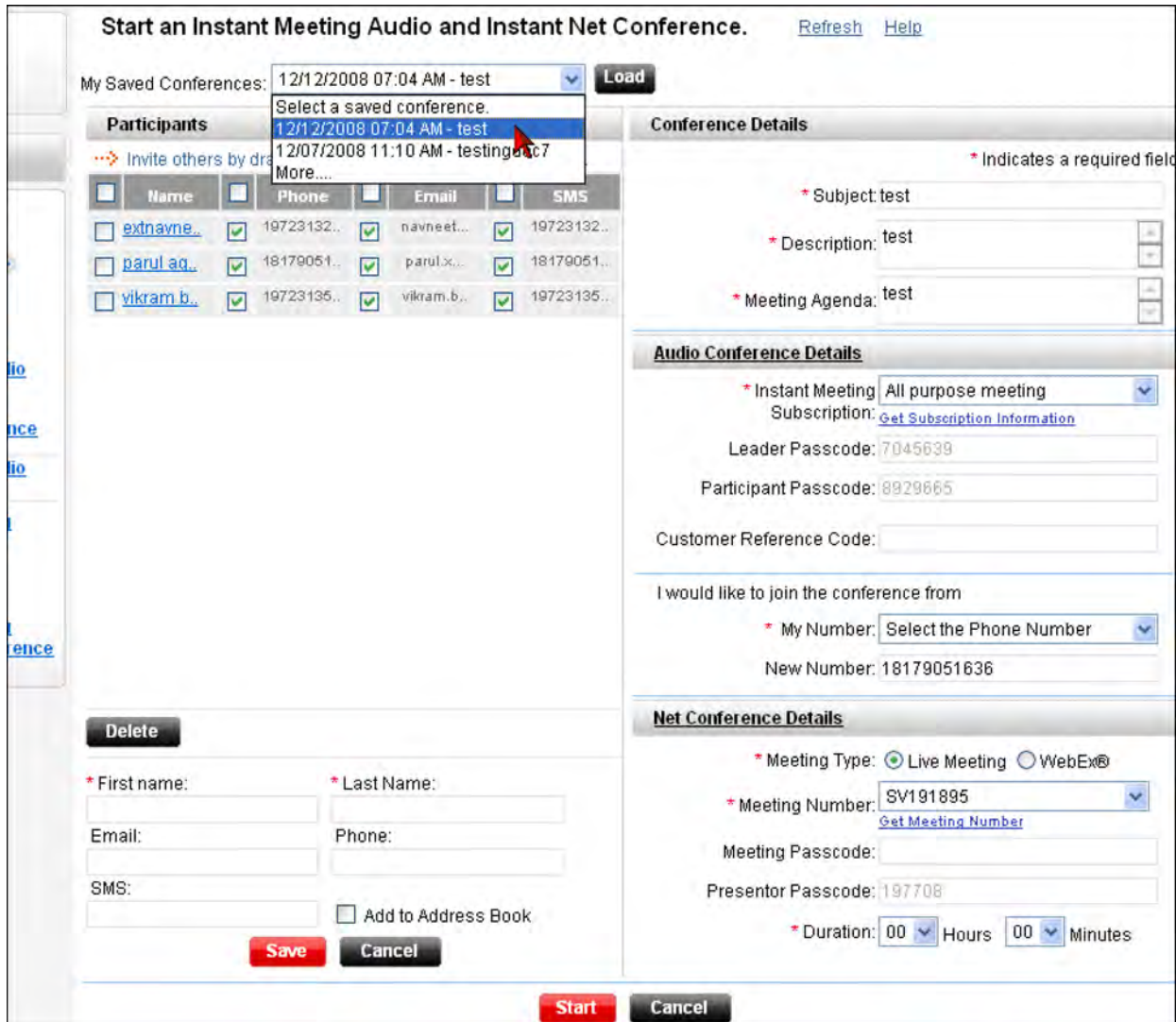


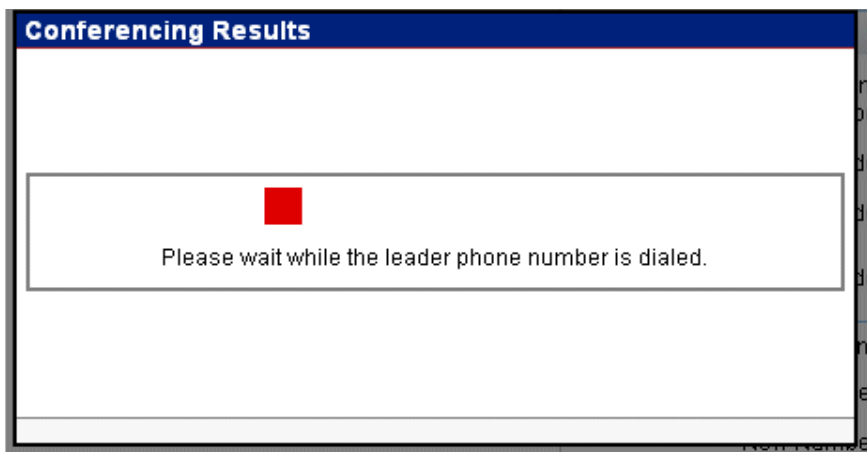
Figure 8-4: Start an Instant Meeting Audio and Instant Net Conference

You can start a previously scheduled conference or create a new conference to start immediately. To create a new conference, refer to pages 7-4 to 7-5 for instructions on completing the required fields.

2. To select a previously created conference, select a meeting from the *My Saved Conferences* drop-down list at the top of the screen. The *My Saved Conferences* drop-down list includes the 15 most recently scheduled/started conferences from your calendar.

3. Click the **Load** button. The details display in each section.
4. Click **Start**. The *Conferencing Results* pop-up appears while the system dials the number you entered in the *My Number* or *New Number* field if you scheduled an audio portion. If there are participants listed in the meeting, they are dialed at the telephone number entered in the *Phone* field of each contact entry.

Figure 8-5: Conferencing Results - Dialing leader phone number



When the call is complete, the URL is displayed to access the Web portion of the conference. There is a link to join the meeting as the leader, as well as the link to join as a participant.

Figure 8-6: Conferencing Results - Access Web portion



# View Conferences

You can view all your scheduled conferences on a calendar.

1. Select **Conferences | View My Conferences** from the drop-down menu at the top of the page. The *Conferences* calendar appears.

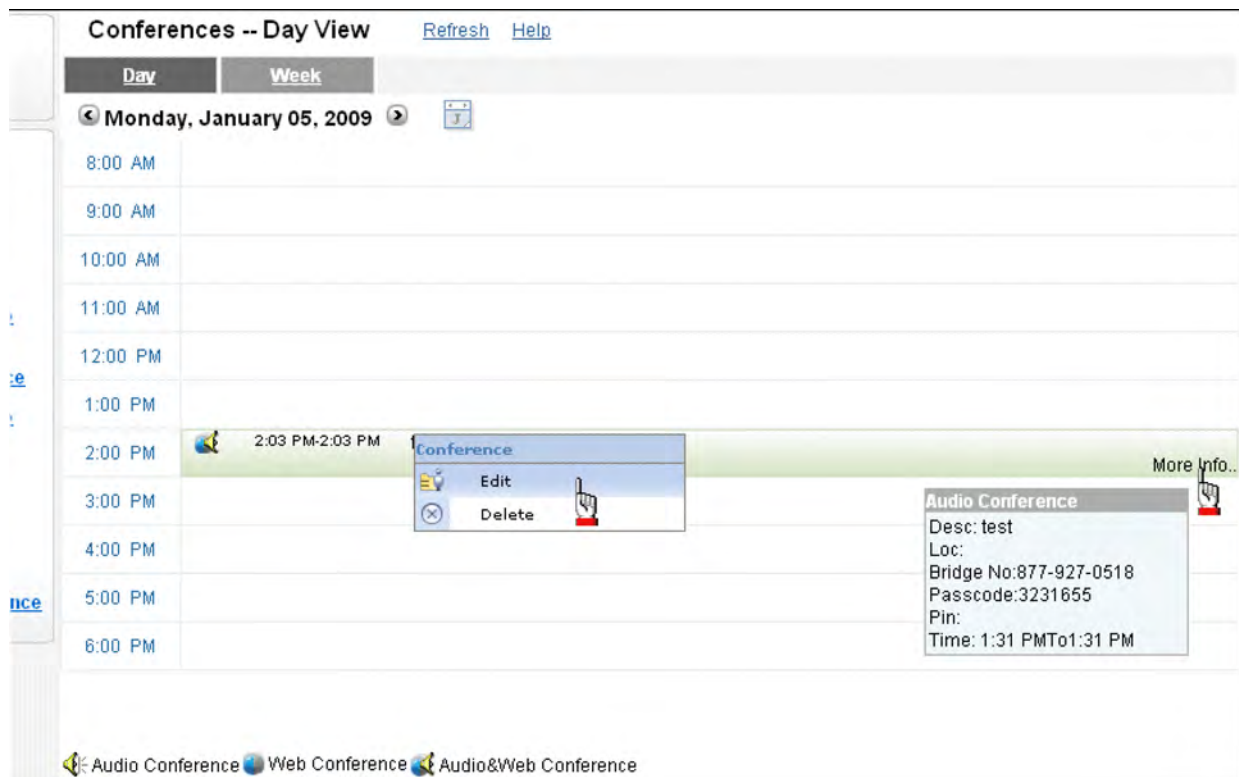


Figure 8-7: Conferences Calendar

2. Click on the conference time to edit or delete it.

**-OR-**

Hover over the **More Info** link to view the conference details.



The *Settings* page enables you to customize your personal information and features.

1. Click the **Settings** link at the top of the page to view all settings. The *Settings* screen appears.

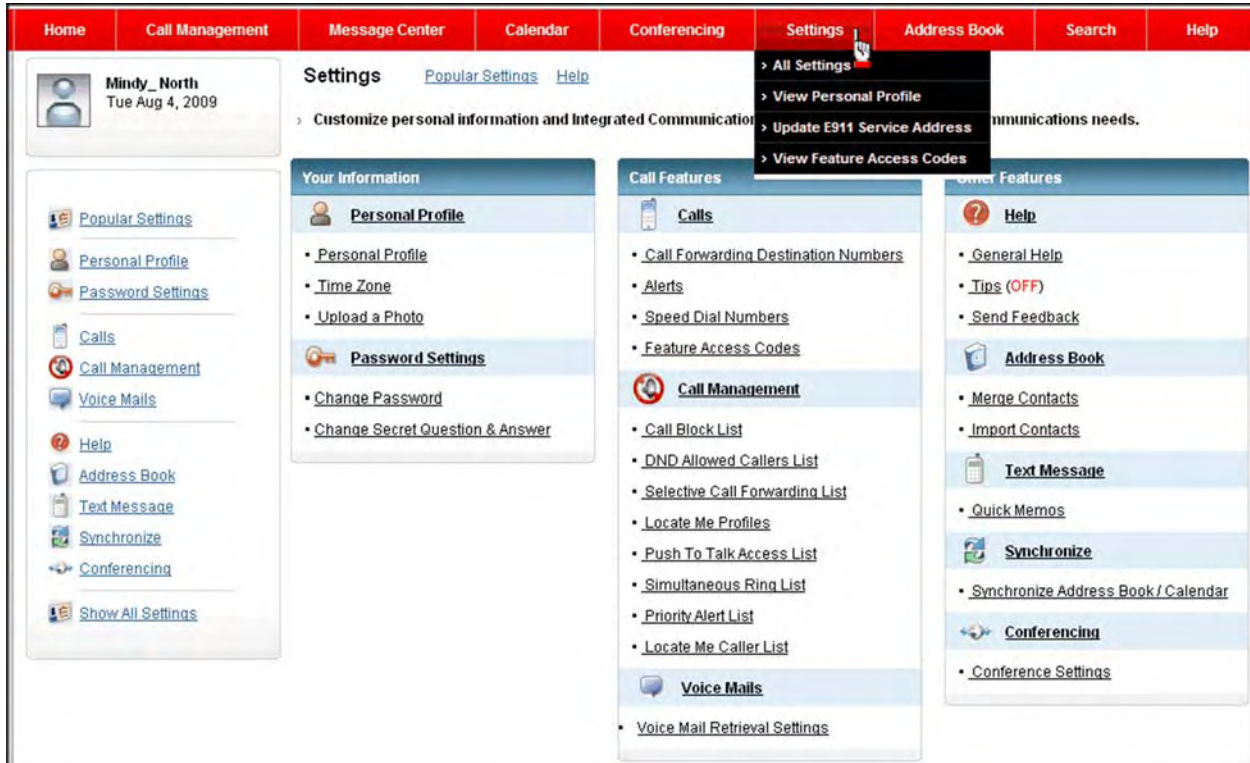


Figure 9-1: Settings

## Your Information

### Personal Profile

- **Personal Profile** - edit personal information that other users can see.
- **Time Zone** - set your default time zone.
- **Upload a Photo** - upload a photo to display on your Home page

## Settings

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### Password Settings

- **Change Password** - change your password anytime you want.

## Call Features

### Calls

- **Call Forwarding Destination Numbers** - create up to 20 destination numbers for call forwarding.
- **Alerts** - receive email and-or text message alerts about calls or voice mail.
- **Speed Dial Numbers** - set up speed dial codes for your frequently called numbers.
- **Feature Access Codes** - view the \* (star) codes for the features that were authorized by your administrator.

### Call Management

- **Call Block List** - block up to 20 numbers.
- **DND Allowed Callers List** - allow certain callers to reach you if you have Do Not Disturb activated.
- **Selective Call Forwarding List** - create and manage your selective caller lists.
- **Locate Me Profiles** - add profiles with numbers so that you never miss a call.
- **Push To Talk Access List** - create and manage lists to allow certain callers to connect with you automatically if you have Push To Talk (auto-answer) enabled.

### Voice Mails

- **Voice Mail Retrieval Settings**- change your voice mail retrieval PIN.

## Other Features

### Help

- **General Help** - go to Table of Contents in the online help.
- **Tips** - view helpful tips.
- **Send Feedback** - fill out a form if you want to submit comments/suggestions.

## Address Book

- **Merge Contacts** - merge duplicate contacts to clean up your Address Book.
- **Import Contacts** - import contact information from another e-mail program or address book.



## Text Message

- **Quick Memos** - add custom messages that you can quickly select when sending a text message.

## Synchronize

- **Synchronize Address Book/Calendar**- match data in your Address Book and Calendar.

## Conferencing

- **Conference Settings** - establish a conference user ID and password for accessing the conferencing site, as well as link to Webex, Live Meeting, or your audio conferences.

# Personal Profile

You can edit the personal information that other users can see, such as name, phone number, email, and address information.

1. Click the **Personal Profile** link in the *Personal Profile* section. The *Personal Profile Settings* page appears.

The screenshot shows the 'Personal Profile Settings' page for Joe Johnson. The page has a red navigation bar at the top with links for Home, Call Management, Message Center, Calendar, Conferencing, Settings, Address Book, Search, and Help. Below the navigation bar, the user's name 'Joe Johnson' and the date 'Tue Aug 4, 2009' are displayed. A sidebar on the left contains various settings links: Popular Settings, Personal Profile, Password Settings, Calls, Call Management, Voice Mails, Help, Address Book, Text Message, Synchronize, Conferencing, and Show All Settings. The main content area is titled 'Personal Profile Settings' and includes links for Popular Settings, All Settings, and Help. Below this, there is a section for 'Enter the personal information you want others to see.' This section is divided into several sub-sections: 'General Information' with fields for First Name (Joe), Middle Initial, Last Name (Johnson), Time Zone (MST), and SameTime User Name (jjohnson123); 'Enter Phone Numbers' with fields for Home Numbers (Phone, Mobile, Pager, Fax) and Work Numbers (\*Phone: 7195224444, Extension, Intra-Enterprise Alias Number, Mobile, Pager, Fax); 'Enter E-mail Accounts' with fields for Home E-mail and Work E-mail (mindy.north@verizonbu); and 'Enter Addresses' with fields for Home Address and Work Address. A 'Change Picture' link is also visible next to a small profile picture icon.

Figure 9-2: Personal Profile

## General Information

2. Modify your name in the *First Name*, *Middle Initial*, and/or *Last Name* fields, if applicable.
3. Select your default time zone from the *Time Zone* drop-down list, if applicable. You can also change your time zone on the *Time Zone Settings* page.
4. Enter your *SameTime User Name*, if applicable.
5. Click the **Change Picture** link to upload a photo to display on your Home page, if applicable.

## Enter Phone Numbers

6. Enter home numbers in the *Phone*, *Mobile*, *Pager*, and/or *Fax* fields, if applicable.
7. Enter work numbers in the *Phone*, *Mobile*, *Pager*, and/or *Fax* fields, if applicable.

## Enter E-mail Accounts

8. Enter your home email address, if applicable.
9. Enter your work email address, if applicable.

## Enter Addresses

10. Enter your home address information, if applicable.
11. Enter your work address information, if applicable.
12. Click **Save**. The *Settings* page reappears.

# Update E911 Address

You can change the address that is listed for emergency response services to determine your location when you make a 911 call. The 911 address is associated with all calls made from the desk phone or Integrated Communications Package softphone, if applicable. A secret question/answer is established for your whole enterprise. It is recommended that you call the **Service Center** at **877-769-8956** to with the secret question/answer to verify your identity in case you ever need to call them to change your E911 address. If they do not have verification, they will call you back.

---

**WARNING:** Be careful when calling the service center that you do not change the secret/question answer. It will change across your enterprise.

---

1. Select **Settings | Update E911 Service Address** from the drop-down menu at the top of the page. The *Emergency Response (911) Address* page appears.

**-OR-**

Click the **Enter/Update your address** link in the *For You Safety* section on the Home page. The *Emergency Response (911) Address* page appears.

**Emergency Response (911) Address**

**I am located at:**  
2424, GARDEN OF THE GODS RD, COLORADO SPRINGS, CO, 80919-

This information will be used by authorities to locate you if you dial 911 from your phone. At this time, certain emergency response service centers will not accept 911 calls. This address will be recorded as your physical phone device location, which will be used by authorities.

The Address of Record is what determines which Public Safety Access Point (PSAP) you connected to when placing 911

**Select the phone number to apply this address to:**  
17193135111

**Enter address**

Street Number  
2424

Pre-Direction  
Select...

Street Name  
GARDEN OF THE GODS

Post-Direction  
Select...

Street Type  
RD

Unit Number

City  
COLORADO SPRINGS

State/Province  
Colorado

Zip/Postal Code  
80919-3172

Country  
United States

Reset 911 Address to [Primary Location](#)

I have read and acknowledge the [911 Calling Requirements](#)

**Save** **Cancel**

Figure 9-3: Emergency Response (911) Address

2. Select the phone number you want associated with this address from the drop-down list, if applicable.
3. Complete all of the address fields. Provide as much information as possible.

**-OR-**

Click **Reset** to reset the address information to the primary address associated with the account.

4. Click **Save**.

---

**International:** Select **My assigned company location** from the drop-down list if you are at your normal office location. Otherwise, select any of the other Verizon VoIP locations listed when traveling between locations. All of these support full E112 calling. Selecting any of the other options may block your E112 calls.

---

# E911 Terms & Conditions (U.S. only)

## Limitations & Requirements

E-911 provided via Hosted IP Centrex passes (HIPC) Automatic Number Identification (ANI) and the registered primary service address of that ANI as Automatic Line Identification (ALI). If VoIP Service is provided to a campus environment where all buildings have the same service address and rate center, then you acknowledge and agree that when 911 is dialed, the call is routed to the appropriate Public Safety Answering Point (PSAP) based on the primary service address of the calling ANI.

If VoIP service is purchased in a single-site tenant or hotel configuration, you are responsible for complying with all applicable emergency 911 laws. The latter may include state or local laws that require you to implement Public Switched/Automatic Line Identification (PS/ALI) to ensure required E-911 support for multiple user configurations to enable station level 911 ANI and ALI display.

If VoIP service is purchased in a geographically-distributed multi-site environment, then only Long Distance Voice Service is available and you are responsible for obtaining separate Local service as set forth in Section 3.3.1 in the Service Attachment, "UNLESS EACH IS ITS OWN PRIMARY SERVICE ADDRESS, THEN LOCAL IS OKAY & 911 CAN BE PROPERLY DIRECTED."

## Limitations on Mobility

When 911 is dialed on an IP phone or softphone used with VoIP service, the call is routed to the appropriate PSAP based on the primary service address of the ANI for your configuration. If you move to a new location, you must report the change of location. If you move an IP phone without reporting the change of location, or move an IP phone or softphone outside Verizon's E-911 service area, VoIP Service may be suspended until you inform Verizon of the change or move the IP phone or softphone back within Verizon's E-911 service area.

## Change in Registered Location

End users who want to use a VoIP service-enabled IP phone or softphone other than at their current registered location must call Verizon's Customer Service Center at 877-769-8956 in order to process a move/change order to be re-registered for the new location. This procedure may require a change in the end user's telephone number.

Turning the power to a phone off and then back on, or unplugging it and then plugging it back in may indicate to Verizon, via a change in IP address, that the phone may have been moved. Verizon may, but is not obligated to, monitor the IP phone's IP address.

For Hosted IP Centrex service, end users must use the web-based graphical user interface or the desktop application, as applicable, to identify the new location.

If Verizon detects that an IP phone's IP address has changed and Verizon is unable to confirm that the IP phone was not moved, Verizon will conclude the phone was moved and will suspend VoIP

service to that phone. VoIP Service remains suspended to that phone until you confirm to Verizon that the IP phone is at its registered location, or until a new fixed location within Verizon's coverage area was registered for the location to which the phone was moved. End users with suspended VoIP service will only be able to call Verizon's Customer Service Center or make outbound 911 calls; however, the call is routed to the emergency service provider associated with the registered location.

## **Tips for VoIP Customers**

- Verify that you can access 911 with your phone. Check Verizon's Web site for emergency calling features.
- Be sure to keep your registered location current with Verizon.
- If the power is out, your VoIP service may be out too. Consider purchasing a back up power supply.
- If you travel with your VoIP adapter, be sure to update your registered location with Verizon. The time it takes to process the update can vary considerably. When traveling, use another phone if you need 911 service.
- Inform children, baby-sitters, and visitors about your VoIP service.
- Post your address and call back phone number near your phone.
- It is a good idea to know what police, fire, or sheriff's department is responsible for your 911 call and have their phone number on hand to provide to the call taker.
- Consider keeping a land line phone for accessing 911 emergency services.
- Burglar alarms, fax machines, satellite TV, and DVRs often rely on analog modems. Check with Verizon to determine if their service supports analog modems.

# E112/999 Terms & Conditions (International Only)

## Limitations & Requirements

Your *Primary Service Address* is the address established by the Enterprise Administrator for your telephone number. A *Temporary Service Address* is any location other than your *Primary Service Address*.

To use your softphone to originate calls from locations away from the *Primary Service Address* and from a *Temporary Service Address*, you must change your *Registered Location* to your *Temporary Service Address* upon logging in to ICP. You can select one of your *Registered Locations* or indicate that you are elsewhere. When you return to your *Primary Service Address*, please change your *Registered Location* from your *Temporary Service Address* to your *Primary Service Address* upon logging in.

## Limitations on Mobility

The ICP softphone delivers calls to the main European Emergency Services Numbers (999 for the UK, and 112 for other European countries) to the applicable Emergency Services Center, and offers applicable caller location information to the Emergency Services Center for such calls. This occurs ONLY if the calls originate from your *Primary Service Address* or a *Temporary Service Address*, which is one of your Verizon *Registered Locations*.

It is your responsibility to register the current location of the ICP Softphone with Verizon. In using the Verizon VoIP service, you acknowledge your understanding that calls made to Emergency Services while the *Registered Location* with ICP does not reflect your current location, will result in the delayed dispatch of emergency personnel to your current location and could lead to serious injury or death.

Emergency Services calls from the ICP softphone may be blocked for any *Temporary Service Address* that is not one of the *Registered Locations*. Furthermore, you are strongly advised to always have a secondary means of connecting to emergency services when using ICP.



## Time Zone Settings

You can set your default time zone so it reflects on your calendar and other schedules. It is also useful to change your time zone if you are traveling.

1. Click the **Time Zone** link in the *Personal Profile* section. The *Time Zone* page appears (you can also change your time zone settings from the *Personal Profile* page).

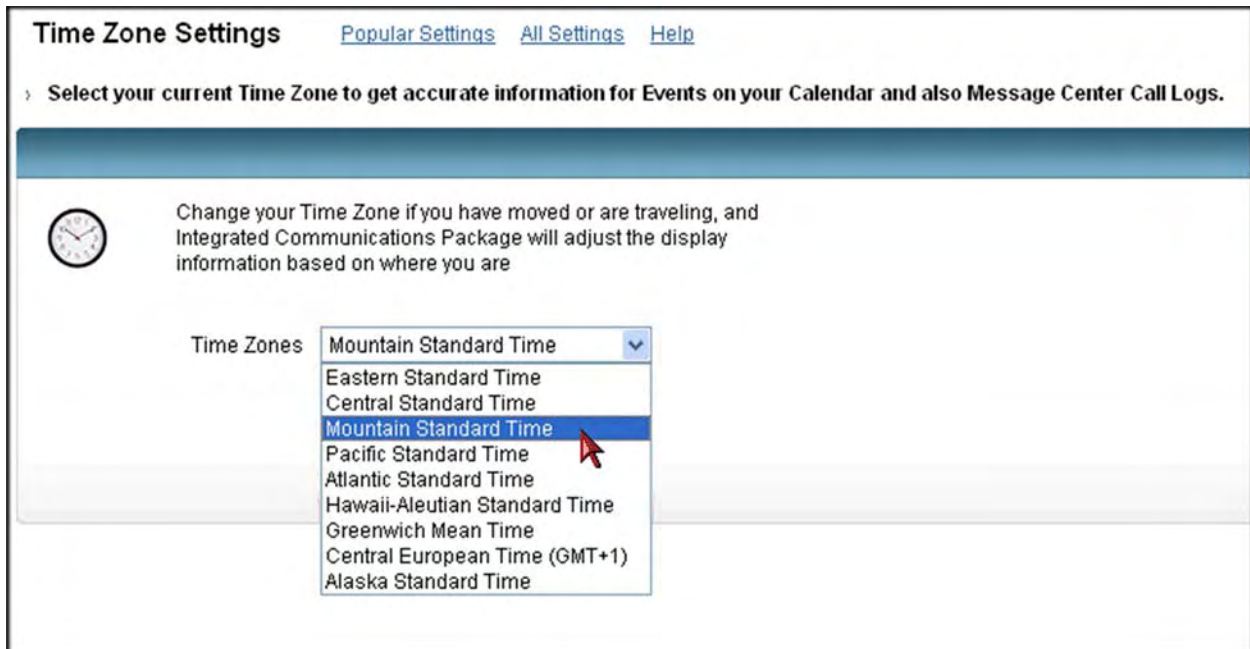


Figure 9-4: Time Zone Settings

2. Select your time zone from the *Time Zone* drop-down list.
3. Click **Done**. The *Settings* page reappears.

# Upload a Photo

You can upload a photo to display on your Home page.

1. Click **Upload a Photo** in the *Personal Profile* section. The *Choose a Display Picture* page appears (you can also upload a photo from the *Personal Profile* page).

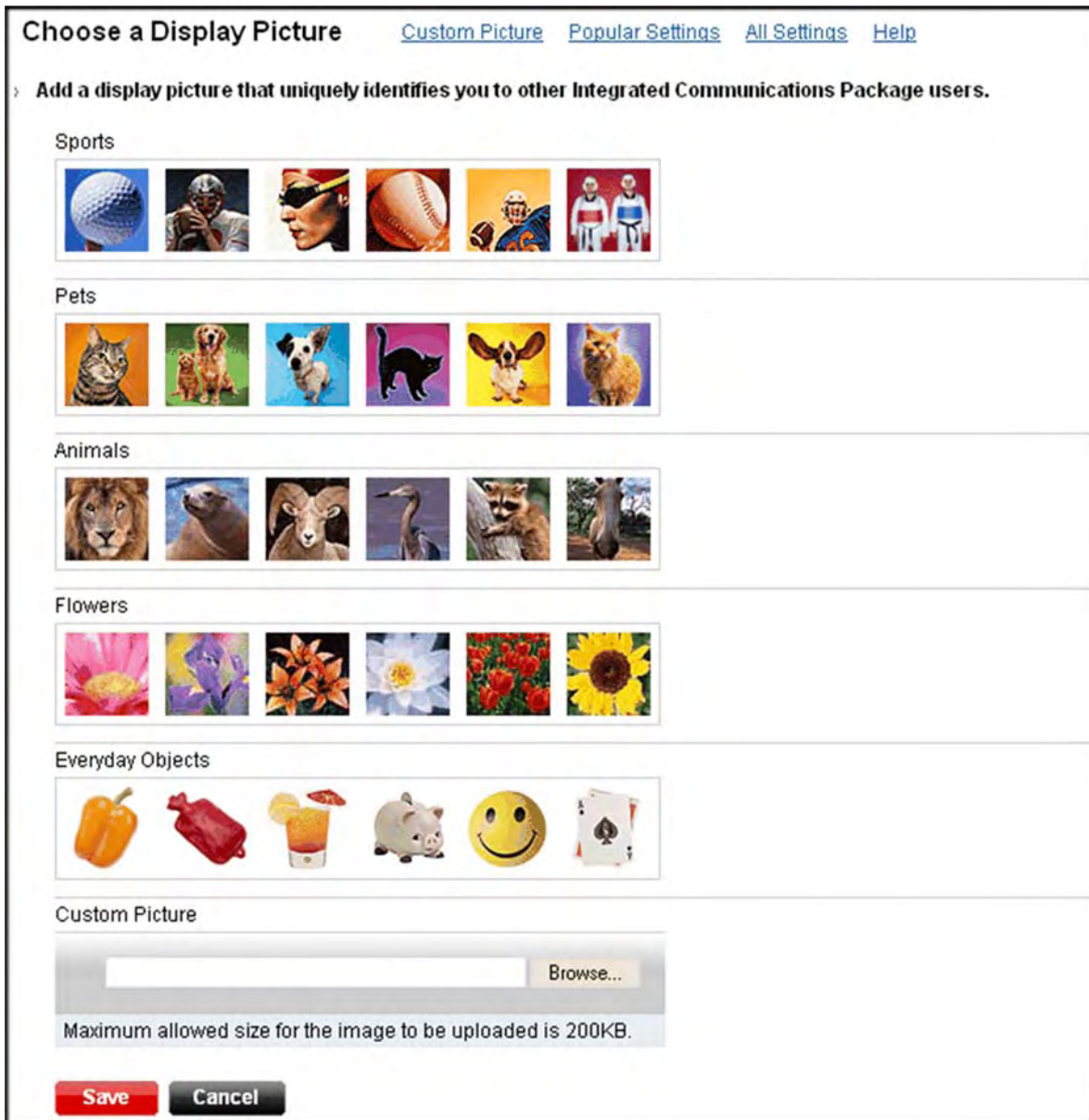


Figure 9-5: Choose a Display Picture

2. Click the photo you want to display on your Home page, or browse to locate one on your hard drive.
3. Click **Save**. The *Settings* page reappears.

## Alerts

You can receive email and/or text message alerts informing you of calls or voice mails.

1. Click **Alerts** in the *Call* section.

**-OR-**

Select **Calendar | Schedule Alert** from the drop-down menu at the top of the page.

The *Mobile and E-Mail Alerts* page appears.

**Mobile and E-Mail Alerts** [Popular Settings](#) [All Settings](#) [Help](#)

› Get Mobile Alerts on your cell phone letting you know about new Calls or Voice Mail on your Integrated Communications Package-enabled line(s).

**Send Alerts for the following Telephone Number(s)**

17193135111 Send alerts for: [No Calls](#) **Change**

**Time Schedule**

Schedule Name:  [Create schedule](#) End Date  **Schedule**

**Receive Text Mobile Alerts on your Cell Phone**

Cell Number  Wireless Carrier  **Test**  
(Ex: (555) 333 4444 )

**Receive E-Mail Alerts**

E-Mail  **Test**  
(Ex: abc@xyz.com )

**Important Disclaimer:** Information sent via Mobile Alerts is not secure and may be intercepted by third parties during transmission over the Internet

**Done** **Cancel**

Figure 9-6: Alerts

### Send Alerts for the Following Telephone Number(s)

2. Click the **Change** button to change your mobile alerts that go to your cell phone, if applicable. The *Message Delivery Options* screen appears.

**Message Delivery Option**

**Selected Caller(s)**

Add callers by using the following links...

[Browse Contacts](#)    [Add Contact](#)

**Send Mobile Alerts to your cell phone for the following:**

All Voice Mail

All Calls

Following phone numbers

Private

Unavailable

Selective Callers



No Calls

**Save**    **Cancel**

Figure 9-7: Message Delivery Option

3. Select one of the following:
    - **All Voice Mail**
    - **All Calls**
    - **Following phone numbers**
      - **Private**
      - **Unavailable**
      - **Selective Callers** - Click **Browse Contacts** or **Add Contact** to make a selection.
    - **No Calls**
  4. Click **Save**. The *Mobile and E-Mail Alerts* screen reappears.
  5. Select a previously created time schedule from the *Schedule Name* drop-down list, if applicable.
- OR-**
- Click the **Create Schedule** link to create a time schedule.
6. Select an *End Date*.
  7. Click **Schedule**. **Note:** Any previously scheduled event will still occur unless you edited or removed the schedule from your Calendar. You may want to check your calendar for any possible schedule conflicts.

## Receive Text Mobile Alerts on your Cell Phone

8. Check **Receive Text Mobile Alerts on your Cell Phone**, if applicable.
9. Enter your cell phone number in the *Cell Number* field.
  - Click  to edit the number.
  - Click  to cancel.
10. Select your wireless carrier (e.g., Verizon) from the *Wireless Carrier* drop-down list.
11. Click **Test** to receive a test text message.

## Receive E-Mail Alerts

12. Check the **Receive E-Mail Alerts** option, if applicable.
13. Enter your email address.
14. Click **Test** to receive a test email.
15. Click **Done**.

# Speed Dial Numbers

You can set up to 99 (01-99) speed dial codes for your frequently called numbers. The speed dials you create in your Integrated Communications Package do not sync with any speed dials you create on your SIP phone. These speed dials are for your softphone only. Refer to the Customer Training and Documentation site at <http://customertraining.verizonbusiness.com> to locate a user guide for your phone.

1. Click **Speed Dial Numbers** from the *Calls* section. The *Speed Dialing* page appears.
2. Click the **Browse Contacts** link to view/select a contact(s) you want to add from your Address Book.

**-AND/OR-**

Click the **Add New** link to enter a new name and phone number.

3. Select a number (speed dial code) from the drop-down list.

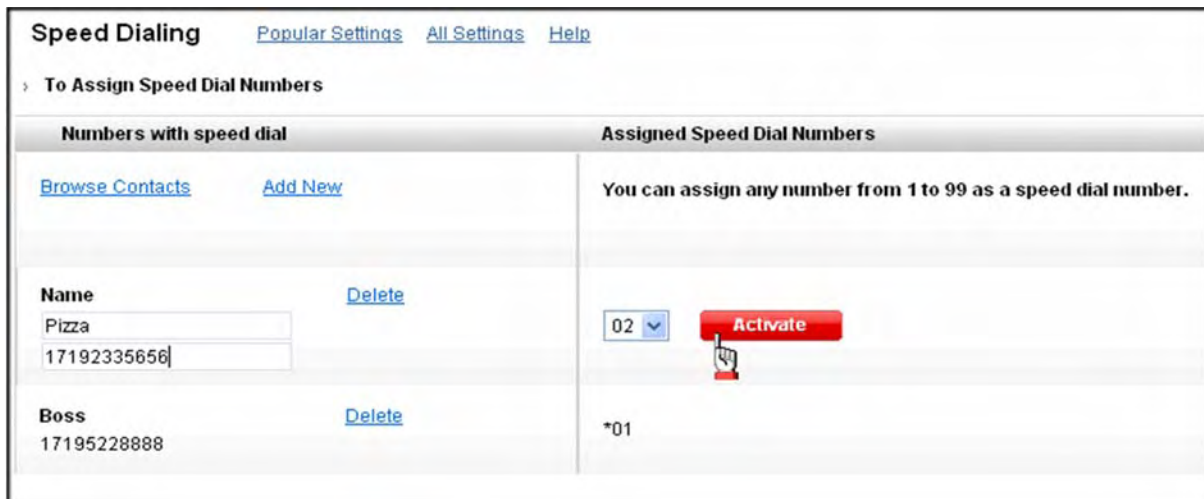


Figure 9-8: Speed Dialing

4. Click **Activate** to assign that speed dial code to your contact.
5. Repeat steps 3-5 to add more speed dial codes.
6. Click the **All Settings** link at the top of the page to return to the *Settings* page.

## Program with Feature Access Code

You can use a feature access code to program your speed dial codes.

1. Dial the feature access code (default is **\*75**).
2. Wait for the stutter tone.
3. Enter the 2-digit speed dial number you want to assign.
4. Enter the phone number you want to associate with the speed dial code.

**Example: Assign 2145551234 to speed dial code 75, dial \*75 85 2145551234.**

## Feature Access Codes

The *Feature Access Codes* page displays the star (\*) codes for features that were authorized by your administrator. To use feature access codes for various options, press the “#” (pound) key or **Send** on your phone, then the feature access code followed by the “#” (pound) key. Some require additional information such as a phone number, but you are prompted for that information. Only your administrator can change feature access codes.

For Direct Voice Mail Transfer, dial **\*551XXXXXXX**. You dial the start code + 1 + the number to which you want to transfer the call.

1. Click **Feature Access Codes** from the *Calls* section.

**-OR-**

Select **Settings | View Feature Access Codes** from the drop-down menu at the top of the page.

The *Feature Access Codes* page appears.



The screenshot shows the 'Feature Access Codes' page with a table listing various codes and their descriptions. The table has two columns: 'Feature Code' and 'Feature Description'. The codes range from '68 to '47.

Feature Code	Feature Description
'68	Call Park
'97	Directed Call Pickup
'37	EOPC Sustained Authorization Code Lock
'33	Directed Call Pickup with Barge-in
'60	Music On Hold Per-Call De-activation
'70	Cancel Call Waiting
'88	Call Park Retrieve
'93	Call Forwarding No Answer De-activation
'71	Per-Call Account Code
'8	Automatic Callback De-activation
'55	Direct Voice Mail Transfer
'90	Call Forwarding Busy Activation
'92	Call Forwarding No Answer Activation
'69	Call Return
'66	Last Number Redial
'73	Call Forwarding Always De-activation
'57	Customer Originated Trace
'72	Call Forwarding Always Activation
'47	EOPC Sustained Authorization Code Unlock

Figure 9-9: Feature Access Codes



## Feature Access Code Definitions

The following table defines the feature access codes.

Feature Access Code	Definition
<p><b>*68 Call Park</b></p>	<p>Send a call to another extension and “park” it, or place it on hold at that extension to be picked up by you or someone else.</p> <p><b><u>Park a call:</u></b> Place the call on hold, press the transfer key (Polycom), and dial *68. A recording asks for the extension to which you want to park the call. You can use any extension within your enterprise. Enter the extension, and then press the # key. You can also press the # key without entering an extension, in which case the call is parked on your own extension.</p> <p>See <b>Call Park Retrieve *88</b> for instructions on retrieving a call.</p>
<p><b>*97 Directed Call Pickup</b></p>	<p>Pick up a ringing call for another call pickup group member. You can pick up a call for anyone in your call pickup group as long as it has not yet been answered. When another line rings, dial the feature access code and the extension of the ringing line.</p>
<p><b>*37 EOCP Sustained Authorization Code Lock</b></p>	<p>Enter an access code prior to your authorization code when making a call. This “unlocks” it so that you do not have to enter an authorization code every time you make a call.</p>
<p><b>*33 Directed Call Pickup w/ Barge-In</b></p>	<p>Initiate - follow FAC with the extension Dial a feature access code (FAC) followed by an extension to pick up (answer) a call that was directed to another subscriber in the same location, or barge-in on the call if it was already answered.</p>
<p><b>*60 Music On Hold Per-Call Deactivation</b></p>	<p>Disable Music On Hold on a per call basis. This is useful if you are on a conference call and want to press Hold to accept another call.</p>
<p><b>*70 Cancel Call Waiting</b></p>	<p>Cancel Call Waiting disables call waiting while on an active call.</p>



Feature Access Code	Definition
<b>*88 Call Park Retrieve</b>	Send a call to another extension and “park” it, or place it on hold at that extension to be picked up by you or someone else.  <b>Retrieve a call:</b> A call can be retrieved from any phone in the enterprise. Dial *88 followed by the extension where the call was parked.
<b>*93 Call Forwarding No Answer Deactivation</b>	Cancel the forwarding of your calls to a different phone number when you do not answer your phone.
<b>*71 Per-Call Account Code</b>	Requires you to enter an account code every time you make a call.
<b>*8 Automatic Callback Deactivation</b>	Monitor a busy line within your location and automatically establish a call when the party becomes idle.
<b>*55 Direct Voice Mail Transfer</b>	Transfer an answered call directly to voice mail using the feature access code. You can transfer a call to your own voice mail or to another party’s voice mail. Dial *55 + plus the telephone number to which you want to transfer the call.
<b>*90 Call Forwarding Busy Activation</b>	Forward all your incoming calls to a different phone number if your phone is busy. The number you forward your calls to must be permit-ted by your Out-going Calling Plan.
<b>*92 Call Forwarding No Answer Activation</b>	Forward all your calls to a different phone number when you do not answer your phone.
<b>*69 all Return</b>	Call the last party that called, whether or not the call was answered by dialing a feature access code.
<b>*66 Last Number Redial</b>	Automatically dials the last number you called.
<b>*73 Call Forwarding Always Deactivation</b>	Cancel the forwarding all your incoming calls to a different phone number.
<b>*72 Call Forwarding Always Activation</b>	Forward all your incoming calls to a different phone number, such as your home phone, cell phone, or an assistant.
<b>*47 EOCP Sustained Authorization Code Unlock</b>	Enter an access code prior to your authorization code when making a call. This “unlocks” it so that you do not have to enter an authorization code every time you make a call.
<b>*98 Call Pickup</b>	Answer any ringing line in your group on your own phone. Administrators create call pickup groups.

## Settings

---

Feature Access Code	Definition
<b>*75 Speed Dial 100</b>	Set up to 99 (01-99) speed dial numbers. Enter the number as you would normally dial it, then enter the speed dial prefix and number on your touch pad to call it. You can also program your speed call using your phone and the star code for Speed Dial 100. Each subscriber must configure speed dial individually. There is no global function and the administrator does not configure it.
<b>*22 Flash Call Hold</b>	Hold and retrieve calls. Click the flash button or hang-up button once when on an active call, then dial the Flash Call Hold feature access code. You can then make another call while the first call is held. Subsequent flashes followed by the feature access code cause the active and held calls to toggle so the active call becomes held and the held call becomes active
<b>*79 Do Not Disturb Deactivation</b>	Cancel sending calls directly to your voice mail without ringing to your phone.
<b>*65 Calling Line ID Delivery per Call</b>	Block your number from displaying on caller ID when making outgoing calls. Subscribers at your location can still see your number when you call them.
<b>*78 Do Not Disturb Activation</b>	Send calls directly to your voice mail without ringing to your phone.
<b>*91 Call Forwarding Busy Deactivation</b>	Cancel forwarding your calls to a different phone number when your phone is busy.
<b>*50 Push to Talk</b>	Be instantly connected (auto-answer) with the callers who want to communicate with you.
<b>*40 Call Forwarding Busy To Voice Mail Activation</b>	When enabled, an incoming call to a busy user is sent to voice mail immediately.
<b>#40 Call Forwarding Busy To Voice Mail Deactivation</b>	When disabled, the voice mail service does not activate for an incoming call to a busy user, and the applicable handling for a busy condition occurs.
<b>*41 Call Forwarding No Answer To Voice Mail Activation</b>	When enabled, an incoming call to a user is sent to voice mail if the call is not answered.
<b>#41 Call Forwarding No Answer To Voice Mail Deactivation</b>	When disabled, the voice mail service does not activate for an unanswered incoming call to a user, and the applicable handling for a no-answer condition occurs.
<b>*94 Call Forwarding Not Reachable Activation</b>	When enabled, an incoming call to a user that is not reachable is redirected to the specified number.

---

Feature Access Code	Definition
<b>*95 Call Forwarding Not Reachable Deactivation</b>	When disabled, the applicable handling for a not-reachable condition occurs.
<b>*11 Call Retrieve (Shared Call Appearance)</b>	Retrieve an existing active call from another endpoint.
<b>*12 Location Control Activation (Shared Call Appearance)</b>	Activate an alternate endpoint.
<b>*13 Location Control Deactivation (Shared Call Appearance)</b>	Deactivate an alternate endpoint.

# Voice Mail Retrieval Settings

1. Click the **Voice Mail Retrieval Settings** link in the *Voice Mails* section on the *Settings* screen. The *Voice Mail Retrieval Settings* page appears.

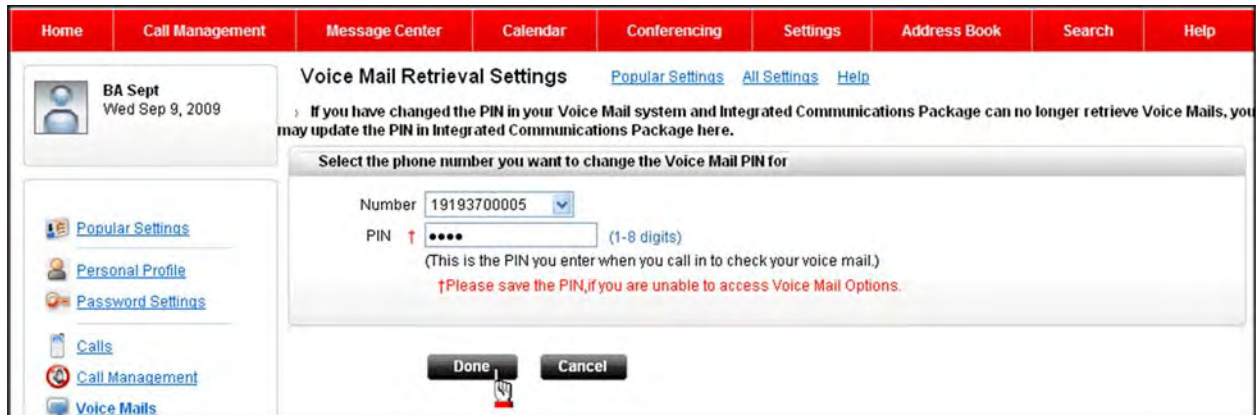


Figure 9-10: Voice Mail Retrieval Settings

2. Select the phone number for which you want to change/enter the PIN from the *Number* drop-down list, if you have more than one number.
3. Enter the PIN in the *PIN* field.
4. Click **Done**.

## Synchronize

By synchronizing, you can take information from the Integrated Communications Package, MS Outlook, Outlook Express, and Lotus Notes and match them so that all entries are the same. You can synchronize your Address Book and Calendar. Be aware that if you have other synchronization software already installed on your computer (e.g., Palmsync) there could be a conflict. Integrated Communications Package supports Synchronization with:

- Microsoft Outlook® 2003 and 2007
- Microsoft Outlook Express® 4.0 to 6.0 (Outlook Express does not have a calendar feature. Only Address Book synchronization is available)
- Lotus Notes 5.0, 6.0, 6.5

### How Synchronization Works

During a synchronization, the sync tool compares records in the main system to those in your other system and makes whatever changes are necessary to both systems to ensure that they contain the same information.

- If a record was added to one system and not to the other, that record is added to the incomplete system.
- If a record was deleted from one system and not the other, the sync tool deletes the record from the other system.
- If a record was edited in one system and not the other, the sync tool edits the record in the other system.
- The sync tool maintains a history file to keep track of which records have changed.

The first time a particular set of data is synchronized, there is no history file. Data from the two locations are simply merged, and any data conflicts between the two systems are resolved using the conflict resolution rules you select when configuring your system. This initial operation creates a history file that will be used for subsequent synchronizations. **Note: You cannot install/upgrade the sync tool unless you have admin rights on your computer.**

---

**Note:** The sync tool does not synchronize your address book with your SIP phone.

---

### How the History File Works

A history file matching the two synchronized systems is created at the end of each synchronization. When the systems are synchronized again, the sync tool compares the two synchronized systems to each other and to the history file.

## Settings

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- If the main system (System A) contains an entry that is absent from the other system (System B) and is absent from the history file, it must have been added since the last synchronization, so the entry is added to System B and the history file.
- If System B and the history file contain matching information that conflicts with System A, System A must have been edited since the last synchronization, so System B and the history file are updated with data from System A.
- If System A and the history file contain a record that is absent from System B, then the record must have been deleted in System B, so the record is deleted from System A and the history file.

In cases where changes were applied to both systems and they conflict, conflict resolution rules are used to resolve the discrepancies. For example, you added an address record for Mary Smith to both your systems since the last synchronization and the phone numbers do not match.

## Install Client

1. Click **Synchronize Address Book/Calendar** in the *Synchronize* section on the *Settings* page. The *Synchronize* page appears with the *File Download* pop-up if you do not have the synchronization client installed.

**-OR-**

Click the **Synchronize** link from the column on the left side of the Home page. The *Synchronize* page appears with the *File Download* pop-up if you do not have the synchronization client installed.

**-OR-**

Click **Synchronize Address Book/Calendar** if you already have the synchronization client installed.

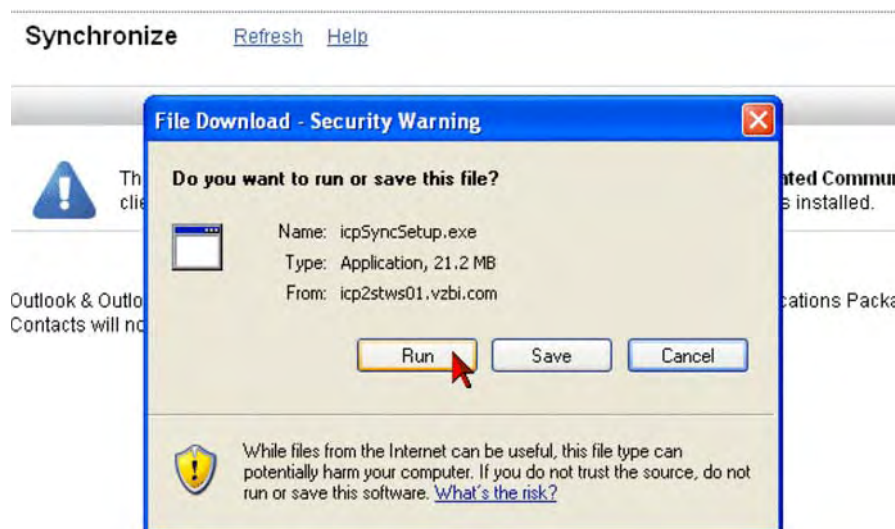


Figure 9-11: File Download

2. Click **Run**. The *File Download* pop-up opens the executable and a security warning appears.
3. Click **Run** on the security warning. The *Choose Setup Language* pop-up appears.

4. Select **Dutch, English, French, German, Italian, or Spanish** from the drop-down list.

5. Click **OK**. The *Install Wizard* appears.

## Install Wizard

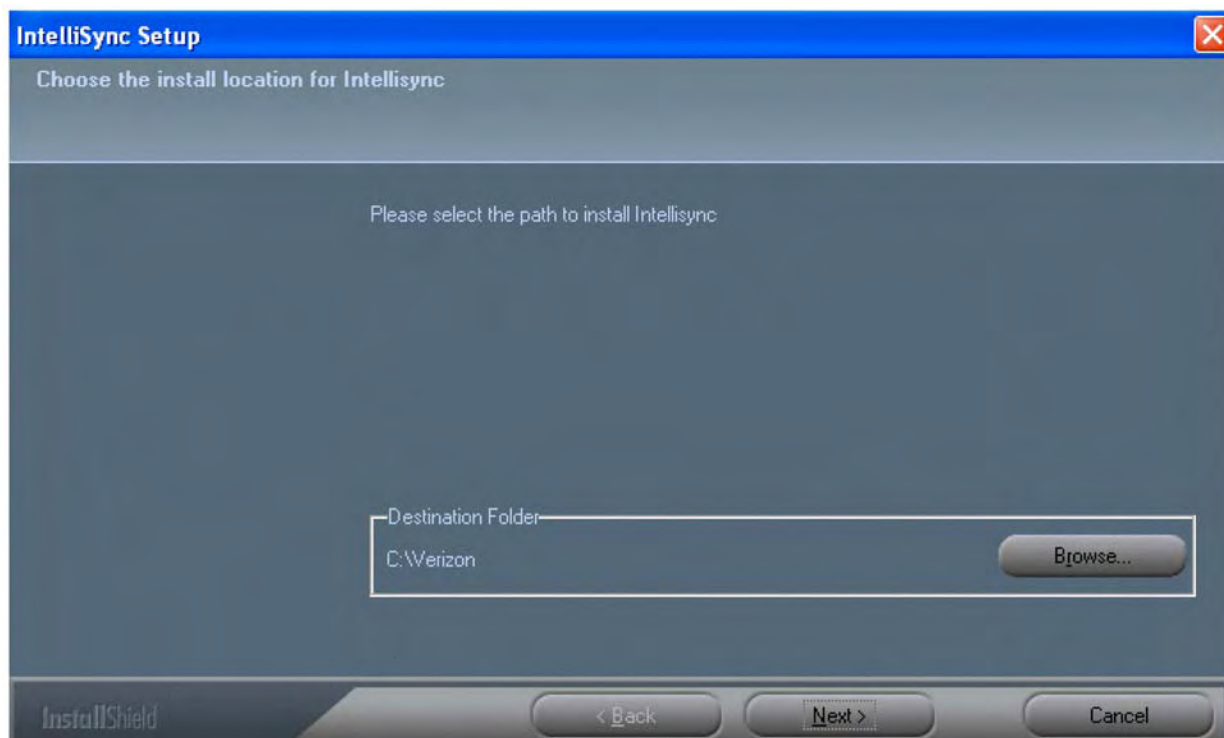


Figure 9-12: Select Install Path

6. Select the location where you want to install. It creates a default path at C:/Verizon. Click **Browse** to change the location.
7. Click **Next**. IntelliSync is installed on your PC. When complete, a message appears when setup is complete.

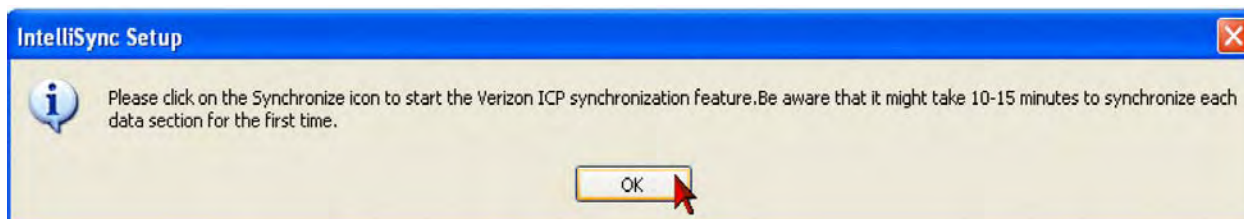


Figure 9-13: IntelliSync Setup

8. Click **OK**. The *Install Wizard* reappears and completes configuring the software installation. The *Install Wizard* window closes and the *Synchronize* pop-up reappears.
9. Click **Refresh** on your browser toolbar. The *Synchronize* tool appears.



## Settings

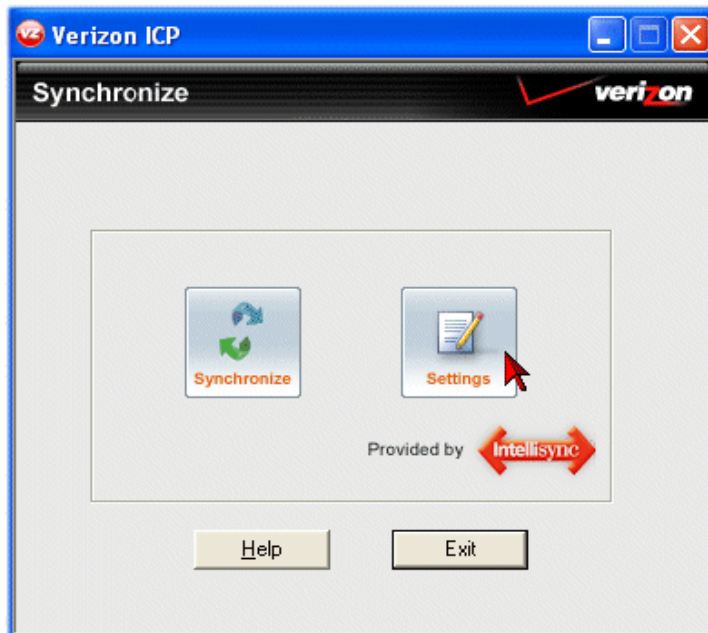


Figure 9-14: Synchronize

1. Click **Settings** to configure your synchronization settings. The *Select Configuration* screen appears.

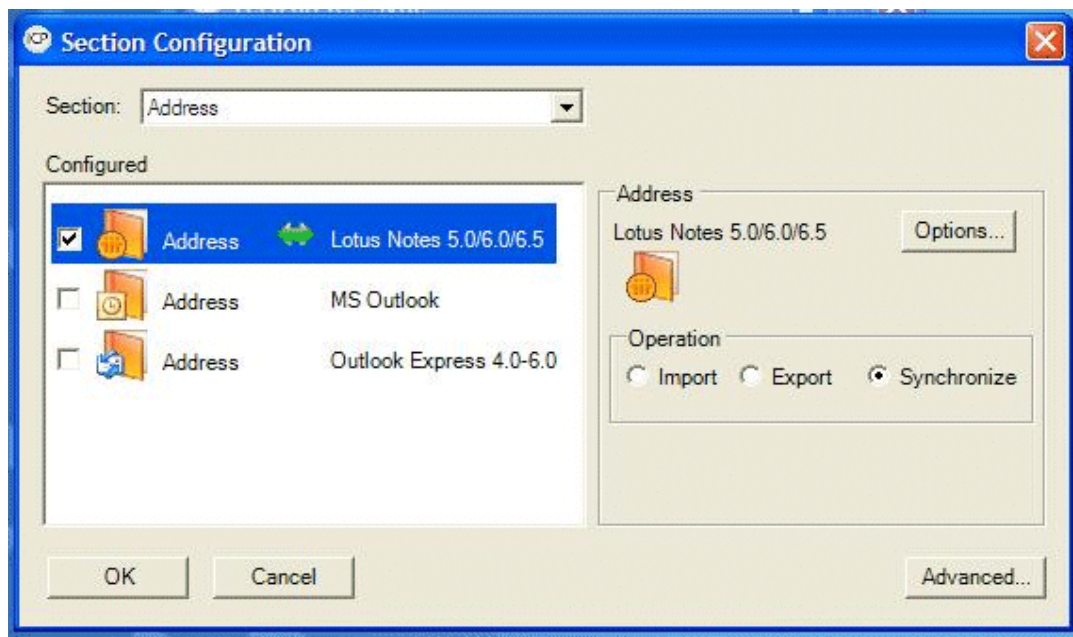


Figure 9-15: Select Configuration

2. Select **Address** or **VoIP Event** from the *Section* drop-down list.
3. Check the box next to the programs you want to sync with – MS Outlook, Outlook Express, or Lotus Notes. Only the applications you have downloaded on your PC appear.



## Operation

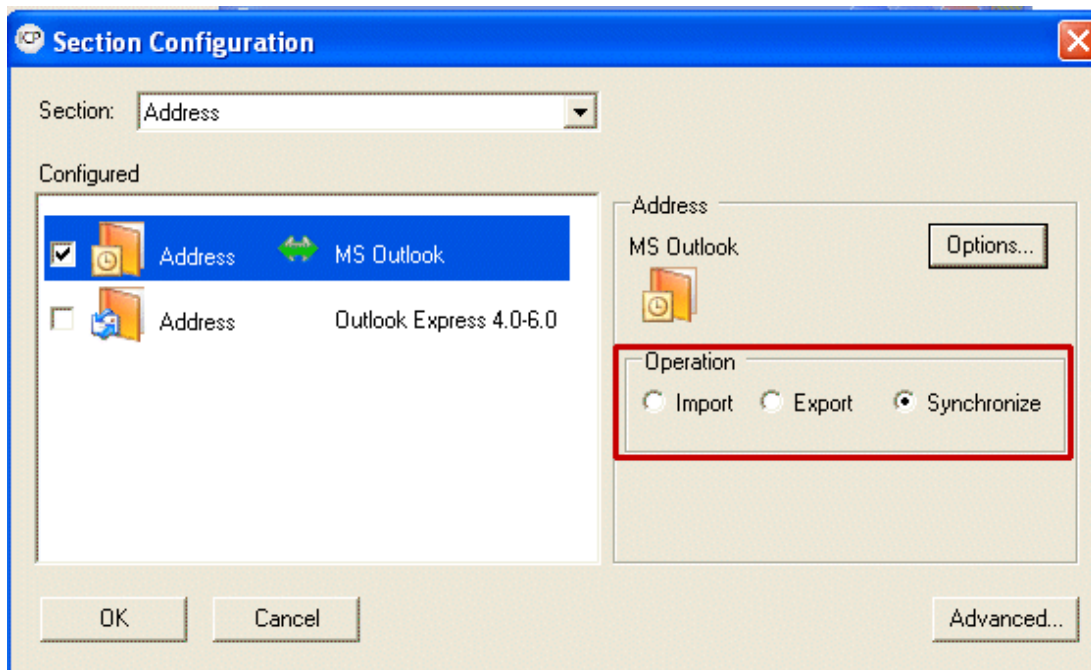


Figure 9-16: Section Configuration

1. Select **Import** to import your MS Outlook contacts to ICP.  
-OR-  
Select **Export** to export your ICP contacts to MS Outlook.  
-OR-  
Select **Synchronize** to ensure the same contacts are in both ICP and MS Outlook.

### Address Settings

1. Click the **Options** button to select your profile and folder for MS Outlook.

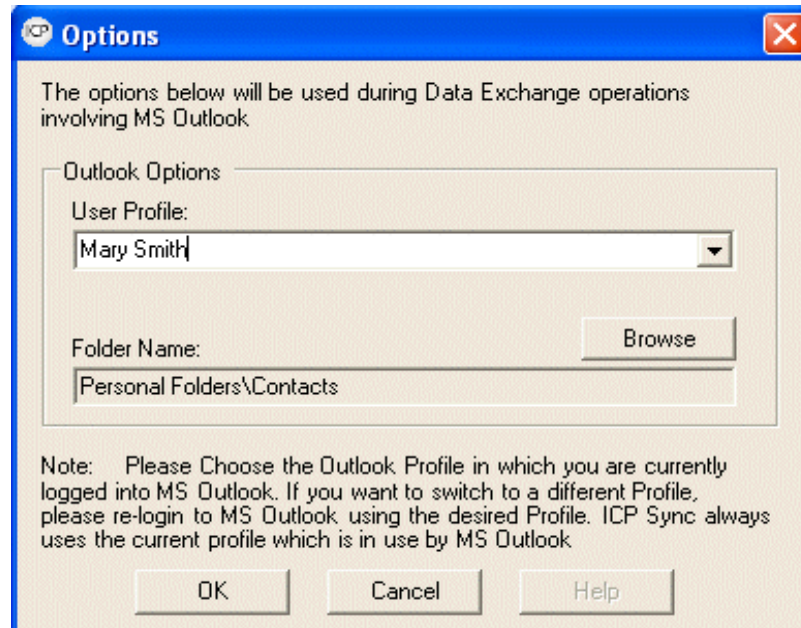


Figure 9-17: Options

2. Select a profile from the *User Profile* drop-down list if you have more than one. If you want to switch to a different profile, log out then log back in to MS Outlook using a different profile. ICP Sync always uses the current profile in use by MS Outlook.
3. Click the **Browse** button to select a folder if different from the default (Personal Folders\Contacts).
4. Click **OK**.

## Advanced Settings for Address

1. Click the **Advanced** button. The *Advanced Settings for Address* pop-up appears.

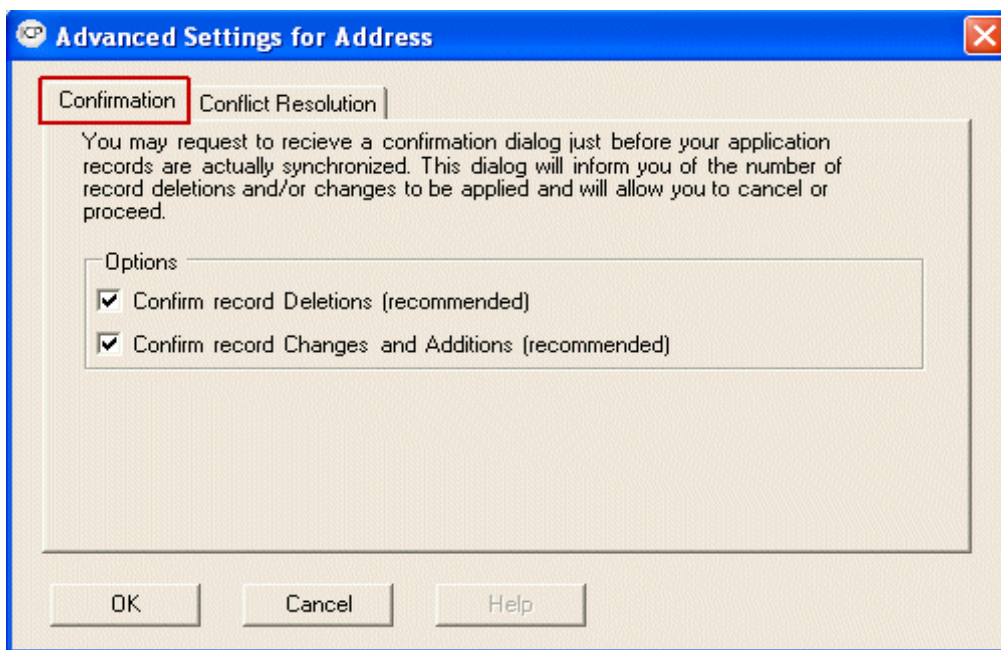


Figure 9-18: Advanced Settings for Address - Confirmation

### Confirmation Tab

2. Check **Confirm record Deletions (recommended)** to receive a confirmation before your records are deleted. You have the option to proceed or cancel.
3. Check **Confirm record Changes and Additions (recommended)** to receive a confirmation before any changes or additions are performed during synchronization. You have the option to proceed or cancel.

### Conflict Resolution Tab

A conflict occurs when a contact is modified in both applications (i.e., Outlook or ICP).

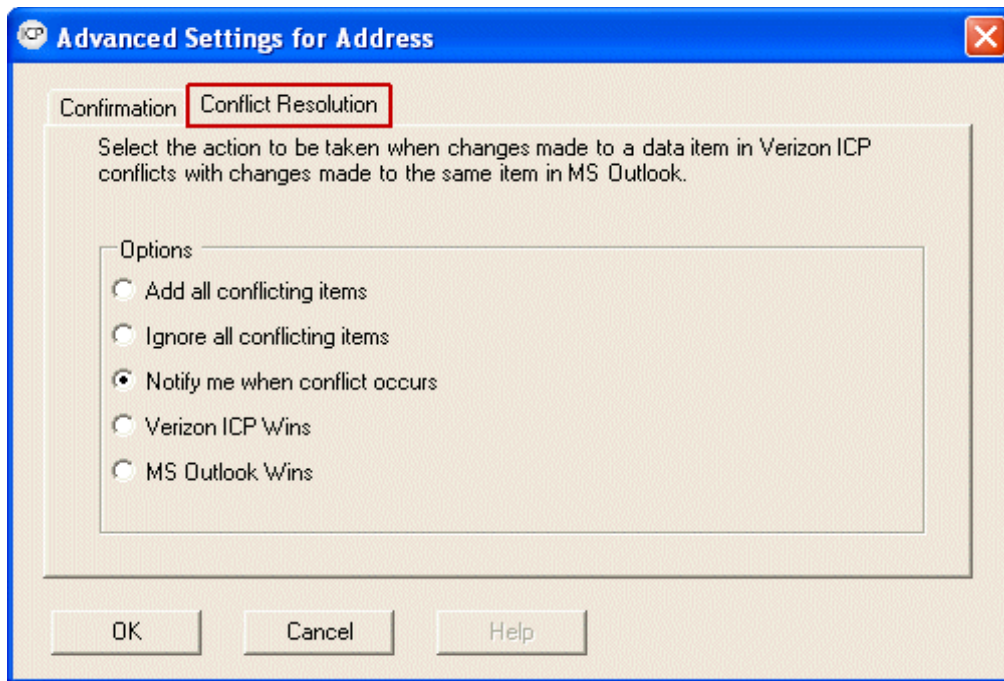


Figure 9-19: Advanced Settings for Address - Conflict Resolution

4. Click the **Conflict Resolution** tab.
5. Select the action to be taken when changes made in ICP conflict with changes made to the same item in MS Outlook.
  - **Add all conflicting items** - When items are determined to be in conflict, they are added to both applications and pre-existing items remain unchanged. You can choose which items should be retained after the translation.
  - **Ignore all conflicting items** - When items are determined to be in conflict, changes to them are ignored and the conflicting items in both applications remain unchanged.
  - **Notify me when conflict occurs** - When items are determined to be in conflict, you are prompted to determine the action to be taken for each conflict detected. Select or unselect which one should be applied.
  - **Verizon ICP Wins** - When items are determined to be in conflict, the existing items in ICP are assumed to be correct. Conflicting items in MS Outlook are updated to match the ICP version. However, you can select /unselect to accept the change or not.
  - **MS Outlook Wins** - When items are determined to be in conflict, the existing items in MS Outlook are assumed to be correct. Conflicting items in ICP are updated to match the MS Outlook version. However, you can select /unselect to accept the change or not.
6. Click **OK**. The *Section Configuration* screen reappears.
7. Click **OK** again to return to the main Verizon ICP Sync screen.

## VoIP Event Settings

1. Check the box next to **VoIP Event MS Outlook** in the *Configured* box on the *Section Configuration* screen. Only the applications you have downloaded on your PC appear. **Note:** **VoIP Events originated or created in (any) email client cannot be synchronized to ICP Calendar.**

---

**Note:** The steps for *Operation*, *Options*, and *Conflict Resolution* are the same as *Address Settings*. Refer to pages 8-25 and 8-28 for instructions.

---

## Advanced Settings for VoIP Event

1. Click the **Advanced** button. The *Advanced Settings for VoIP Event* screen appears.

### Date Range

You can restrict the number VoIP events transferred to future items, or restrict items that fall within a range of days.

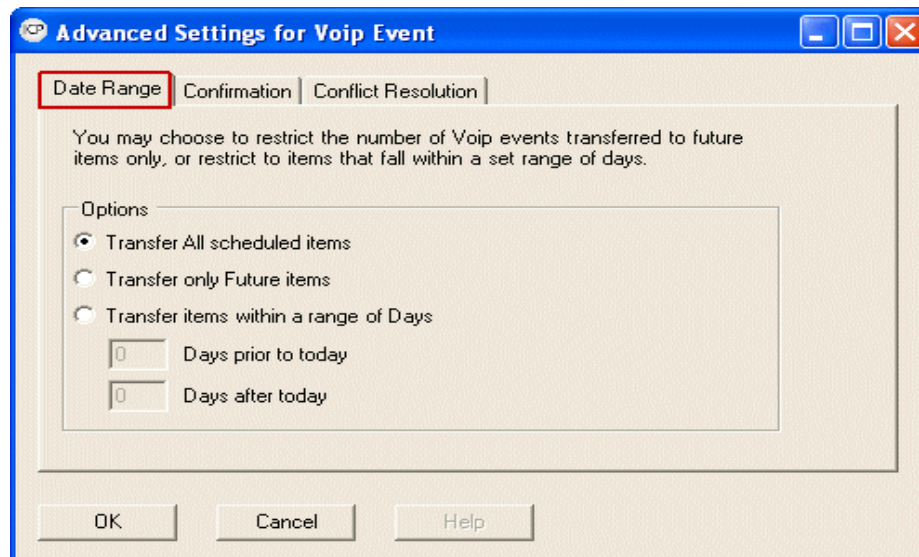


Figure 9-20: Advanced Settings for VoIP Event - Date Range

2. Check **Transfer All Scheduled items**.

**-OR-**

Check **Transfer only Future items**.

**-OR-**

Check **Transfer items within a range of Days**.

- † Enter the number of days in the Days prior to today box, if applicable.
- † Enter the number of days in the Days after today box, if applicable.

### Lotus Notes Settings

The settings you configure for Lotus Notes is the same as it is for Address and VoIP Event settings. The only difference is that you specify the *NOTES* and *Notes Database Name*.

1. Click the **Options** button on the *Section Configuration* screen.

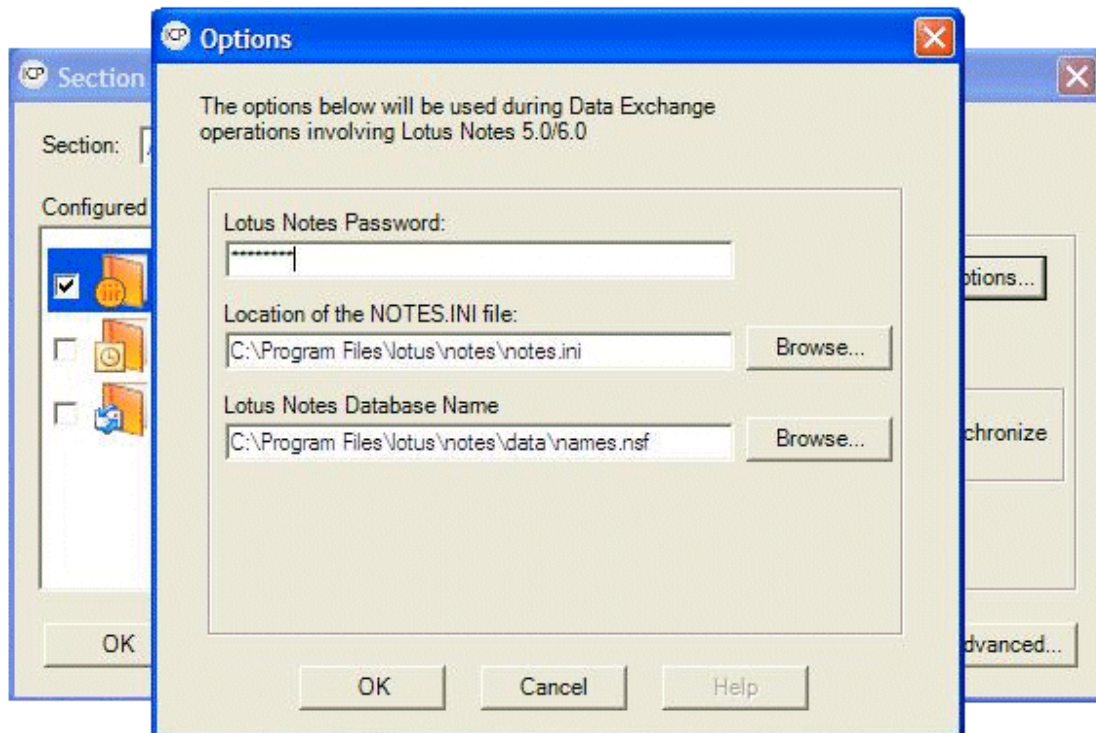


Figure 9-21: Options (Lotus Notes)

2. Click the **Browse** button next to the *Location of the NOTES.INI* file field to specify the path to the notes.ini file.
3. Click the **Browse** button next to the *Lotus Notes Database Name* field to specify the path to the names.nsf file.
4. Enter a password in the *Lotus Notes Password* field if you do not want to enter it every time you synchronize.

**-OR-**

Leave the *Lotus Notes Password* field blank if you want to enter it every time you synchronize.

5. Click **OK**.



## Synchronize

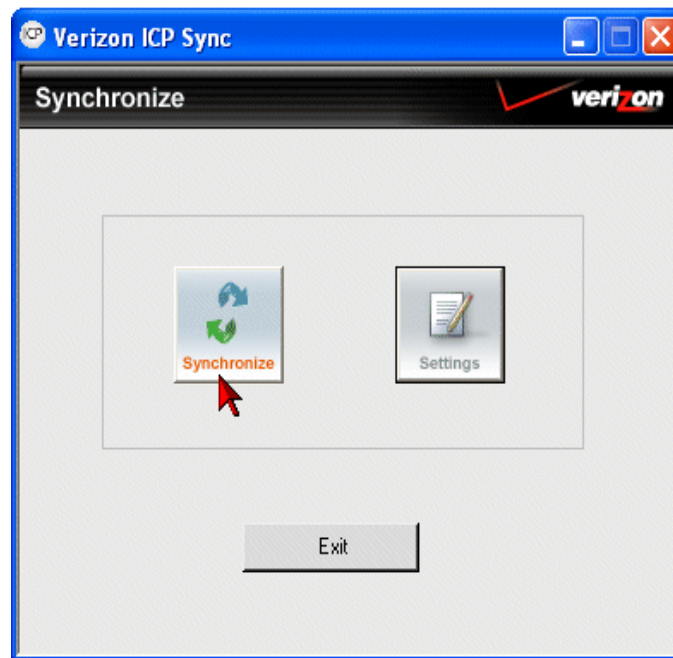


Figure 9-22: Synchronize

1. Click **Synchronize** on the main *Verizon ICP Sync* pop-up. The *Synchronization Progress* pop-up appears.
2. After the synchronization process is analyzed, the *Confirm Edits* pop-up appears. This enables you to review changes that will be applied.
3. Click **Accept** to accept the change.

**-OR-**

Click **Cancel** to cancel the changes and return to the *Section Configuration* screen to change your synchronization settings.

**-OR-**

Click **Details** to view individual contacts and drill down into their details (right-click on a contact) or to select/de-select them.

**-OR-**

Click **Re-sync** to start over.

### Folders (Outlook)

You can select a folder for synchronization. Some applications allow you to select multiple folders.

The first folder you select is automatically designated as the default folder and is bold. Records that are created on the main system are transferred to the default folder. Records created in the default folder are also transferred to the main system.

You can select additional folders to synchronize. Records from additional folders transfer to the main system, but main system records are not transferred to that folder. The only time a record transfers from the main system to a non-default folder during a synchronization is when the record originated in that folder and was later changed in the main system.

---

**Note:** When making changes, keep the Show Warnings option selected to receive notification when changes might yield unexpected results. For example, if you remove a folder from the Selected Folder(s) list after it was synchronized, the sync tool warns you that main system records that originated in the removed folder will be deleted from the main system.

---

#### Add a Folder

1. Locate and select the folder you want to add from the list of available folders.
2. Click **Add**. If the folder you selected contains one or more sub-folders of the same data type, a menu containing two commands appears.
3. Click **Folder** to select only the highlighted folder.

**-OR-**

Click **With Sub-Folders** to select the highlighted folder and compatible sub-folders. The selected folder appears in the Selected Folders list.

#### Specify the Default Folder

1. Select the folder you want to use as the default folder.
2. Click **Default**.

#### Remove a Folder

If you remove the default folder, the next folder listed in the Selected Folder(s) list automatically becomes the new default folder. Also, if you remove a folder after the folder was synchronized, the next synchronization removes any records that originated in the removed folder from the main system.

1. Select the folder you want to remove from the *Selected Folder(s)* list.
2. Click **Remove**.




## **Import and Export Data**

You can perform one-way imports and exports of data between applications. Follow the same procedures for configuring and performing a synchronization. Select a translator or connector for the other system, and if necessary, adjust the advanced settings and set up proper field mapping. The only difference is the operation you select when you choose the translator or connector.

- When you perform an import or export, the sync tool does not duplicate records that already exist in the target system. However, conflict resolution rules are applied if it discovers data conflicts between records in your two systems.
- When conflict resolution rules are used during imports or exports, the sync tool may add or change target records, but records are never deleted.
- In a single operation, you can perform different types of data transfers. For example, in one operation you can import into your main system's Address Book. It is simply a matter of which operation you choose for each data type.

---

The *Address Book* enables you to store and manage all of your contacts and groups of contacts. Contact information includes *First Name*, *Last Name*, *Group*, *Work Phone*, and *Work Email*.

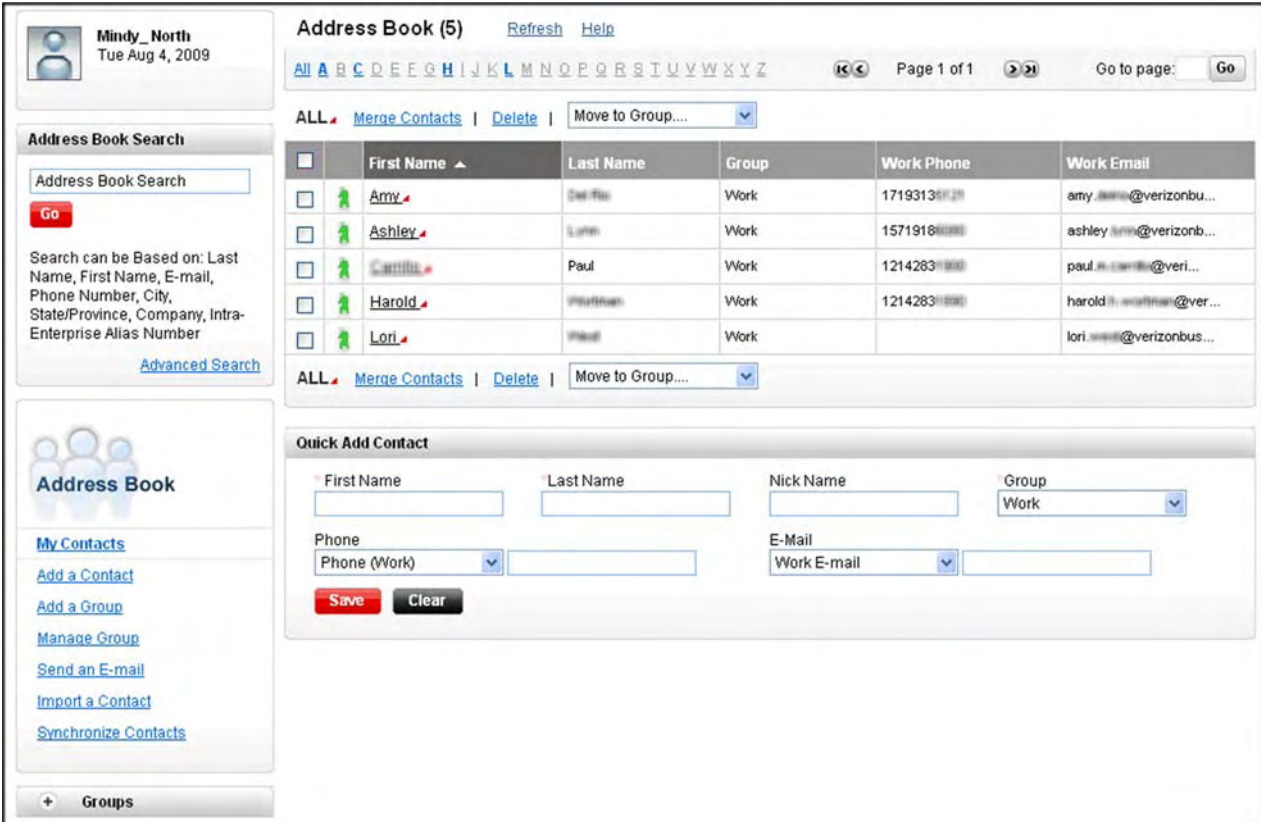
You can change the order of your columns by dragging and dropping a column header. Your order selection is saved the next time you log in. Click the  icon to reset the column order.

---

**Note:** Your Address Book does not sync with the IP phone on your desk.

---

1. Click the **Address Book** link at the top of the page, then select the task you want to perform from the drop-down menu.



The screenshot displays the 'Address Book (5)' interface. At the top, there is a user profile for 'Mindy\_North' and a navigation bar with 'Refresh' and 'Help' links. Below the navigation bar is a search section with a text input field and a 'Go' button. The main area contains a table of contacts with columns for 'First Name', 'Last Name', 'Group', 'Work Phone', and 'Work Email'. The table lists five contacts: Amy, Ashley, Carilla, Harold, and Lori. Below the table is a 'Quick Add Contact' form with fields for 'First Name', 'Last Name', 'Nick Name', 'Group', 'Phone', and 'E-Mail'. The 'Group' dropdown is set to 'Work'. The 'Phone' dropdown is set to 'Phone (Work)'. The 'E-Mail' dropdown is set to 'Work E-mail'. There are 'Save' and 'Clear' buttons at the bottom of the form.

	First Name	Last Name	Group	Work Phone	Work Email
<input type="checkbox"/>	Amy	Carlisle	Work	17193131000	amy.carlisle@verizonbus...
<input type="checkbox"/>	Ashley	Lynn	Work	15719181000	ashley.lynn@verizonb...
<input type="checkbox"/>	Carilla	Paul	Work	12142831000	paul.carilla@veri...
<input type="checkbox"/>	Harold	Wrightman	Work	12142831000	harold.wrightman@ver...
<input type="checkbox"/>	Lori	Wright	Work		lori.wright@verizonbus...

Figure 10-1: Address Book

2. Click **All** to view a complete list of all your contacts.

**-OR-**

Click on a letter to view contacts whose first name starts with that letter.

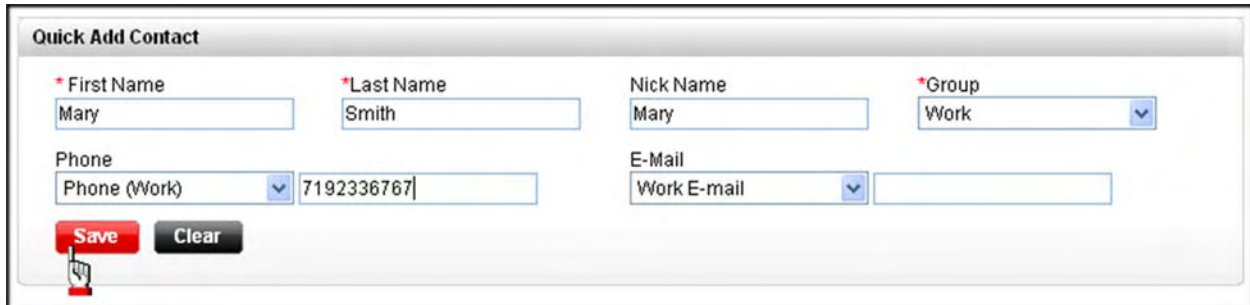
## Address Book

---

3. Click on a contact to see a pop-up task menu.
  - Place a call
  - Send a Text Message
  - Send an E-Mail
  - View
  - Edit
  - Delete
  
  - Schedule a Call Back
  
  - Start Audio Conference
  
  - Start Web Conference
4. To move a contact to another group, check the box next to the contact you want to move and select the group from the *Move to Group...* drop-down list.
5. To delete a contact, check the box next to the contact you want to delete and click **Delete**.

## Quick Add Contact

1. Scroll down to the bottom of the screen to the *Quick Add Contact* section.



The screenshot shows a 'Quick Add Contact' form with the following fields and values:

Field	Value
* First Name	Mary
* Last Name	Smith
Nick Name	Mary
* Group	Work
Phone (selected)	7192336767
E-Mail (selected)	

At the bottom of the form are two buttons: a red 'Save' button and a black 'Clear' button. A mouse cursor is pointing at the 'Save' button.

Figure 10-2: Address Book - Quick Add Contact

2. Type a name in the *First Name* and *Last Name* fields.
3. Type a nickname in the *Nickname* field, if applicable.
4. Select the group to which you want to assign the contact, if applicable.
5. Select the type of phone number you entering from the drop-down list (work/home/mobile, etc.).
6. Enter the phone number.
7. Select the type of email address you entering from the drop-down list (work/home).
8. Enter the email address.
9. Click **Save**. The contact is added to your list.

# Add a Contact

1. Select **Address Book | Add a Contact** from the drop-down menu at the top of the page.

**-OR-**

Click the **Add a Contact** link from the menu on the left side of the screen.

The *Add a Contact* page appears.

The screenshot shows the 'Add a Contact' form with the following details:

- General Information:**
  - Salutation: Mr.
  - First Name: Bob
  - Last Name: Jones
  - Suffix: Choose suffix...
  - Nick Name: Bob
  - Group: Work
  - Company: ABC Co
  - Job Title:
- Enter Phone Numbers:**
  - Work Numbers:** Phone: 4109897777, Extension, Mobile, Pager, Fax
  - Home Numbers:** Phone, Mobile, Pager, Fax, Intra-Enterprise Alias Number
- Enter E-mail Addresses:**
  - Work E-mail: Work
  - Home E-mail: Home
- Enter Addresses:** (partially visible)

Figure 10-3: Add a Contact

2. Select a salutation from the *Salutation* drop-down list (e.g., Mr, Mrs, etc.), if applicable.
3. Enter the *First Name* and *Last Name* of the contact.
4. Select a suffix from the *Suffix* drop-down list (e.g., Jr., Sr., etc.), if applicable.
5. Enter a *Nickname*, if applicable.
6. Select the group to which you want to associate the contact from the *Group* drop-down list.

**-OR-**

Select **Create Group** from the *Group* drop-down list, if applicable.

7. Enter the contact's IEAN number in the *Intra Enterprise Alias Number* field, if applicable. The IEAN is a private number that is similar to an extension but can be dialed across the Enterprise. Dial the location's abbreviated dial code + extension.
8. Enter the contact's company name in the *Company* field, if applicable.
9. Enter the contact's job title in the *Job Title* field, if applicable.
10. Enter any applicable work or home numbers.
11. Enter any applicable work or home email addresses.
12. Enter any applicable work or home addresses/websites.
13. Type any notes applicable to the contact, if applicable.
14. Enter Information, birthdate, anniversary, or any other personal information you want to associate with this contact, if applicable.
15. Click **Save**. The *Address Book/Contact List* page reappears.

# Add a Group

1. Select **Address Book | Add a Group** from the drop-down menu at the top of the page.

-OR-

Click the **Add a Group** link from the menu on the left side of the screen.

The *Add a Group* page appears.

2. Click **Browse Contacts** to select and add a contact(s).

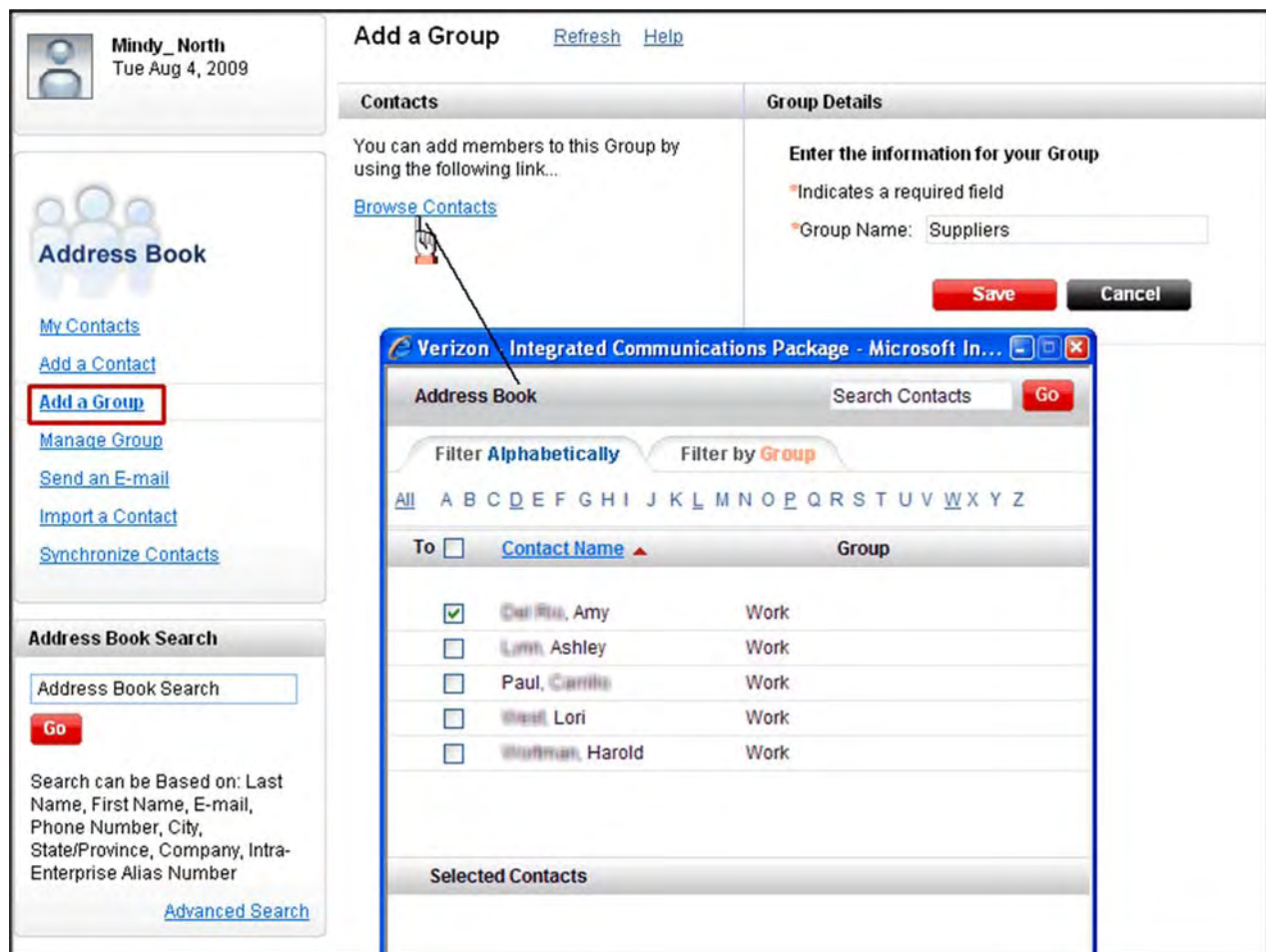


Figure 10-4: Add a Group

3. Type a name for the new group in the *Group Name* field.

4. Click **Done**. The *Address Book/Contact List* page reappears.



## Manage Groups

1. Select **Address Book | Manage Group** from the drop-down menu at the top of the page.

**-OR-**

Click the **Manage Group** link from the menu on the left side of the screen.

The *Manage Group* screen appears.

2. Click on a group name to see a pop-up task menu to view the contacts in the group, edit, or delete the group.

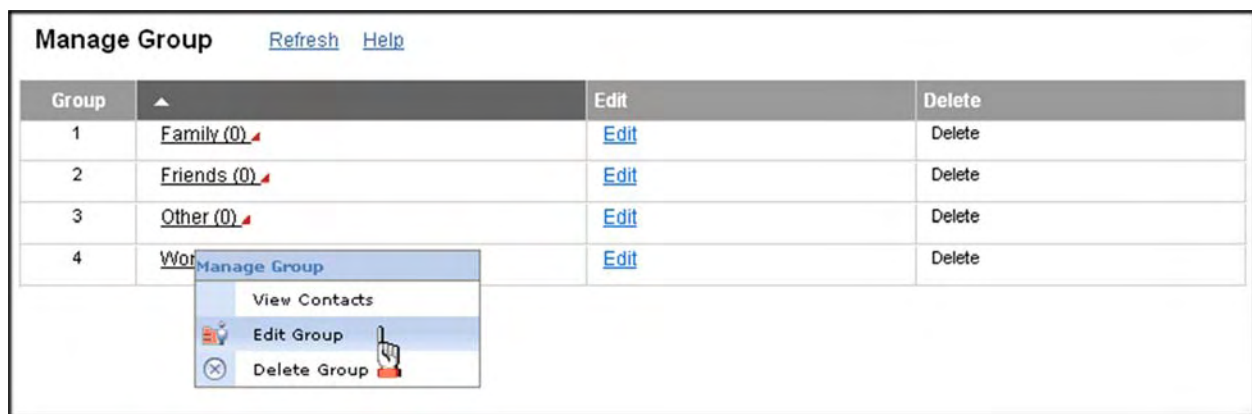


Figure 10-5: Manage Groups

3. Click **Edit** next to the group you want to modify. The *Edit a Group* page appears.

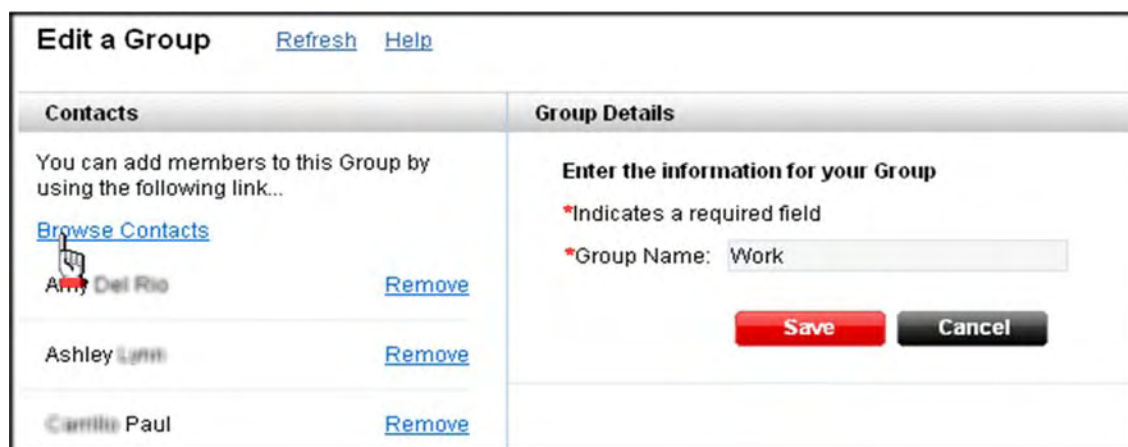


Figure 10-6: Edit a Group

4. Click **Browse Contacts** to select and add a contact(s), if applicable.
5. Type a name for the new group in the *Group Name* field, if applicable.
6. Click **Done**. The *Manage Group* page reappears.

# Search for a Contact

1. Select **Address Book | Search for a Contact** from the drop-down menu at the top of the page. The *Address Book Search* page appears.

**Address Book Search** [Help](#)

**Search Address Book** **Search Options**

Search Contacts in your Address Book.

Mary

Search can be Based on:

- Last Name
- First Name
- Email
- Phone Number
- City
- State/Province
- Company
- Intra-Enterprise Alias Number

Search: All

Last Name

First Name

-----Of-----

Telephone Number

[Other Users](#)

Search the directory of Integrated Communications Package users

Figure 10-7: Address Book Search

2. Enter your search criteria.
3. Click **Search**. Your search results display. You can view the contact information or search again.

## Import Contacts

You can import contacts from a CSV file. You can also import from Microsoft Outlook or Lotus Notes by synchronizing.

1. Select **Address Book | Import Contacts** from the drop-down menu at the top of the page.

**-OR-**

Click the **Import a Contact** from the menu on the left side of the screen.

The *Import Contacts* page appears.

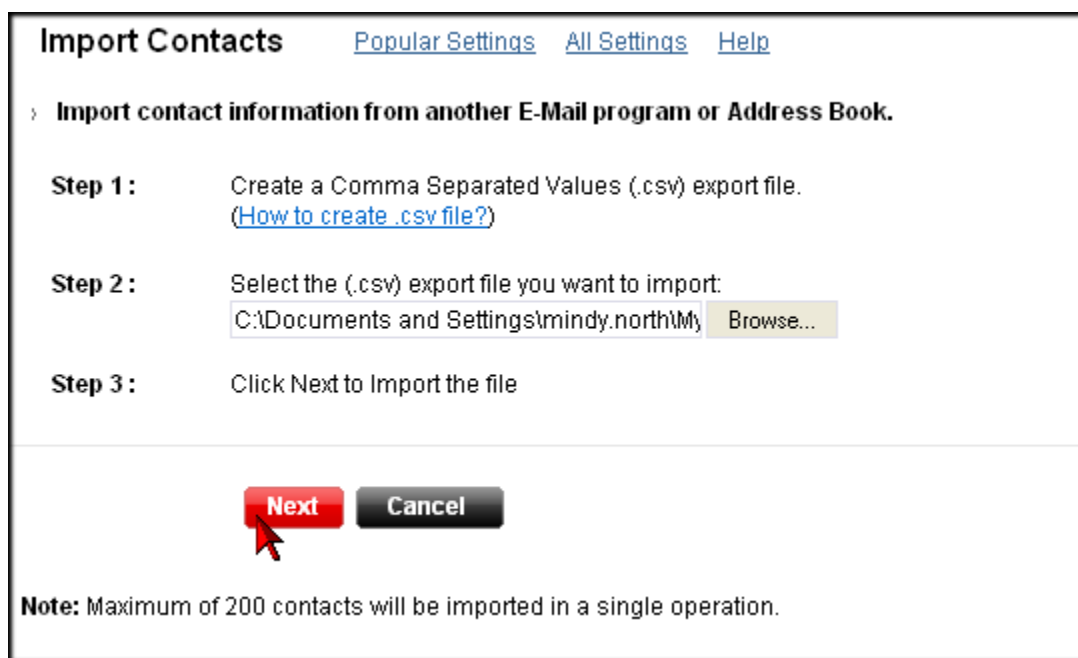


Figure 10-8: Import Contacts

1. Create a .csv file.
  - Launch Microsoft Outlook.
  - Select **File | Import and Export**. The *Import and Export Wizard* appears.
  - Select **Export to a file** then click **Next**.
  - Select **Comma Separated Values (Windows)** then click **Next**.
  - Select the **Contacts** folder then click **Next**.
2. Save the .csv file to your hard drive and follow instructions to finish the wizard.

### CSV Instructions

CSV files must NOT be associated with Excel. Create and/or open the .csv file in Notepad or Wordpad. You can only use numbers and letters, no special characters.

- Create the phone list in Notepad.
  - ‡ *Line 1:* **"Name", "Number"**
  - ‡ *Line 2* example: **"Customersupport", "8001234567"**
- Save as .csv (the only file extension accepted is .csv).

3. Click the **Browse** button to locate your .csv file.
4. Click **Next**.
5. Select the contacts you want to import.
6. Click **Submit**. Your contacts are imported into a separate group in your Address Book.

## Merge Contacts

You can merge duplicate contacts to clean up the list of contacts in your Address Book.

1. Click the **Address Book | View Contact List** from the drop-down menu at the top of the page. The *Address Book/Contact List* page appears.
2. Click **Merge Contacts**. The *Merge Contacts* page appears.

**-OR-**

Click the **Settings** icon on the toolbar. The *Settings* page appears.

Click **Merge Contacts**. The *Merge Contacts* page appears.

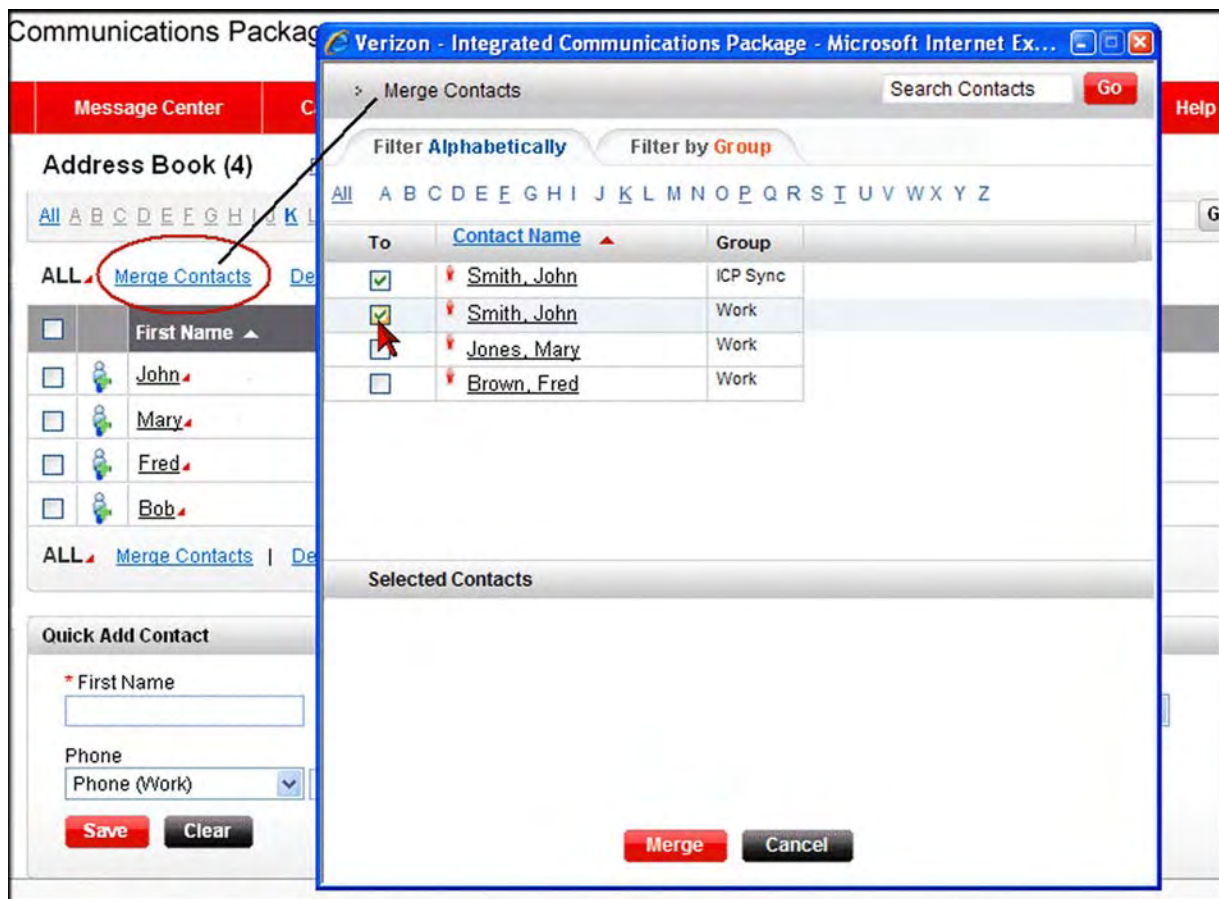


Figure 10-9: Merge Contacts

3. Select the contacts you want to merge.
4. Click the **Merge** button.
5. Choose the information to associate with the merged contact where duplicate information exists.
6. Click **Save**.

---

---

**Note:** This is for subscribers who have Hosted Voice Mail. If you have Premise Based Voice Mail (PBVM), this section does not apply. Contact your administrator if you are not sure which one you have.

---

## Access Your Voice Mail Account

There are a few different ways you can access your voice mail.

- Dial your phone number or extension and press the \* key when your voice mail answers. The default PIN is the last four digits of your extension. If your extension is less than four digits, add a zero to the front. For example, if your extension is 415, dial 0415.

-OR-

- Dial your voice mail access number (provided by your administrator), enter your mailbox number followed by #, and then enter your PIN followed by #.

-OR-

- Press the **Messages** button on your phone, if configured.

## Change Account Options

The first time you access your voice mail box, the system automatically prompts you to change your PIN, set up your personal greetings, and record your name.

### Change Your Pin

1. Press **4** - Account Options.
2. Press **1** - Change PIN.
3. Follow the prompts and select a new PIN. Your PIN must be 4-8 characters long.

### Change Your Greetings

1. Press **1** - Personal Greeting.
2. Press **2** - Alternate Greeting.
3. Press **3** - Not Accepting Messages.

## **Voice Mail Over the Phone**

---

4. Press **4** - Default Greeting.
5. Follow the prompts to record your greeting.

## **Change Your Recorded Name**

Your name and personal greeting can be re-recorded at any time.

1. Press **3** - Work with Greetings.
2. Press **5** - Change Your Recorded Name.
3. Follow the prompts to record your name.



## Listen to Messages

Checking messages include listening to and managing voice messages. Voice messages can be up to three minutes long. The maximum number of messages the voice mail system can hold is 20 (combination of new and saved). Your administrator can increase the limit to 50. The system informs callers that a message cannot be left when this limit is reached. Unsaved messages are automatically deleted after 14 days of receipt. Deleted messages are stored for 48 hours.

1. Touch-tone “1” to listen to messages. It plays the voice messages in your mailbox from the most recent to the oldest by default (depends on your personal settings). If a message was heard but not saved or deleted, the system treats it as a new message.

### *While Listening to Messages*

Touch Tone	Command
1	Replay message
2	Save
3	Delete message
5	Forward message
7	Rewind
8	Pause/Resume
9	Fast Forward
#	Go to End of Message

### *After Listening to Messages*

Touch Tone	Command
1	Replay
2	Save
3	Delete
5	Forward Message
7	Play Last 9 Seconds
8	Listen to Header
9	Access Deleted Messages
0	Repeat the Menu Options
#	Play Next Message

### Send a Message

You can record a message over the phone and send it to any combination of contacts or contact lists (internal only). You also have the option of marking it as urgent. This is the only instance where you can mark a message as urgent.

Sending a message is not the same as forwarding a message. Sending a message over the phone is one you record yourself to send. You are not forwarding an existing voice mail.

1. Touch-tone “**2**” to send a message. The systems prompts you to enter a mailbox number.
2. Enter the contact’s mailbox number to add a contact.

### Work with Greetings

1. Touch tone “**3**” to work with greetings.

<b>1</b>	Personal
<b>2</b>	Alternate
<b>3</b>	Not Accepting Messages
<b>4</b>	System Greeting
<b>5</b>	Change Recorded Name

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