

Quick Start Guide

Inclarity Phone Manager v2 30/03/2015

Phone Manager is a simple, web-based interface which allows each end user to manage his or her own telephone number and associated service features. This interface is available and works the same way, regardless of what Terminal (telephone) is deployed for the user to make and receive telephone calls.

1. Log In to Phone Manager

To log into the Phone Manager go to the URL: <https://myphone.inclarity.co.uk>.

Your **Phone Number** will be the full telephone number associated with your Inclarity Extension. The associated **Password** will have been provided by Inclarity to your IT administrator – if you do not have your Password, or you need it to be reset, then please speak to your IT administrator. (Hint: it is the same as the code you use to access your voicemail when you dial in.)

You will be presented with a dashboard showing your call features, your recent calls, and a menu of different options on the left-hand side.

Quick Settings

Follow Me: [Mobile] **on**

Do Not Disturb: **off**

Number Presentation: **on**

Call Centre ACD State: **Sign Out** **Away** **Ready** **Wrap-Up**

Service Summary

Voicemail 0 Messages, 0 New

Speed Dials 0 Entries

Terminals 3 Terminals

Call Filtering Filter Anonymous Calls: **Off**

My Calls [use default] (GMT) Greenwich Mean Time : Dublin, Edinburgh, Lisbon, London

Missed	Placed	Received
<input checked="" type="checkbox"/>		
Mike Nudd (02079521840)		25/03/2015 09:43:23
<input checked="" type="checkbox"/>		
Mike Nudd (02079521840)		25/03/2015 09:42:40
<input checked="" type="checkbox"/>		
Unavailable (07984014918)		19/03/2015 16:07:45
<input checked="" type="checkbox"/>		
Unavailable (07984014918)		19/03/2015 15:59:17
<input checked="" type="checkbox"/>		
Unavailable (07984014918)		19/03/2015 15:58:47

[refresh]

Note that you can click on the buttons next to **Follow Me**, **Do Not Disturb** and **Number Presentation** to switch them **on** and **off**. If you are an ACD (call centre) Agent, then you can also view your current ACD status.

2. My Details

The **My Details** menu option allows you to update your personal details.

My Details

General Details

Internal Extension:	461
Phone Number:	+44(0)1158561461
First Name:	<input type="text" value="Adam"/>
Last Name:	<input type="text" value="Apple"/>
Mobile Number:	<input type="text" value="07123456890"/>


Change Password

Please note that the password must be **numeric**.

Current Password:	<input type="text"/>
New Password:	<input type="text"/>
Confirm Password:	<input type="text"/>

Your **First Name** and **Last Name** will be copied to your company's **Contacts** (see below) and will be seen by all of your colleagues when they log in.

The **Change Password** tool can be used to change your password for your online access to Phone Manager.

Please make sure you press the relevant update  button to save your changes.

3. Voice Mail

The **Voice Mail** menu option allows you to update your mailbox options and access your messages.

Voice Mail

Voicemail Settings

Send me email notification of all new voicemail messages, to:

 Attach voicemail message to email

 Transfer on 0 to Phone Number:

Voicemail Box [use default] (GMT) Greenwich Mean Time : Dublin, Edinburgh, Lisbon, London 10 Rows






Date	Time	Caller	Display	Size	[]
30/03/2015	11:00:17			45kb	<input type="button" value="Save"/> <input type="button" value="Play"/> <input type="button" value="Forward"/> <input type="button" value="Mark as new/old"/> <input type="button" value="Delete"/> <input type="button" value="Refresh"/>

[Delete Selected Messages]
[Refresh]

You will only receive e-mail notifications of new messages if you have entered your e-mail address into the box above.

Please make sure you press the update  button to save your changes.

If you have any messages waiting you will see them in the **Voice Mail Box** window.

- | | |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none">  Save the message to your desktop  Listen to the message  Forward the message by e-mail | <ul style="list-style-type: none">  Mark as new/old  Delete the message |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Remember you can also dial using the code **1571** from your Terminal (telephone) to access your voicemail messages and record your custom on busy and unreachable greetings.

4. Follow Me

The **Follow Me** menu option allows you to update your personal call forwarding options.

Follow Me

Follow Me Settings

Follow Me Enabled:

Follow Me Rule: Basic ▼

Ring all alternative numbers simultaneously

Forward calls to the following destination My mobile ▼

Try my work extension for seconds.

Alternative Numbers

Name	Phone number	✎ ✕
My mobile	07123456890	

Your calls will only forward if the **Follow Me Enabled** box is ticked.

You can only forward calls to another telephone number if you first add the number to your list of **Alternative Numbers** in the box underneath.

Your calls will always go to your voice mail if there is no answer on your alternative number.

Please make sure you press the update  button to save your changes.

Please note that you have separate forwarding options for **On Busy** and **Not Reachable** (see below).

5. Speed Dial

The **Speed Dial** menu option allows you to add speed dial entries which can be dialled from your Inclarity Terminal (telephone).

Speed Dial

Add Speed Dial

Speed Dial: ▾

Number:

Name:


Display Name:



Speed Dials			
Phone Number	Name	Display	Speed Dial
<u>08009878080</u>	Inclarity Office	INCL	#01  

Each entry requires you to provide:

- A **Speed Dial** number (select from the drop-down)
- The destination **Number** (normally a long fixed line or mobile telephone number)
- A **Name** (your name for the entry)
- A **Display Name** (4 characters that will be displayed on the screen of your phone)

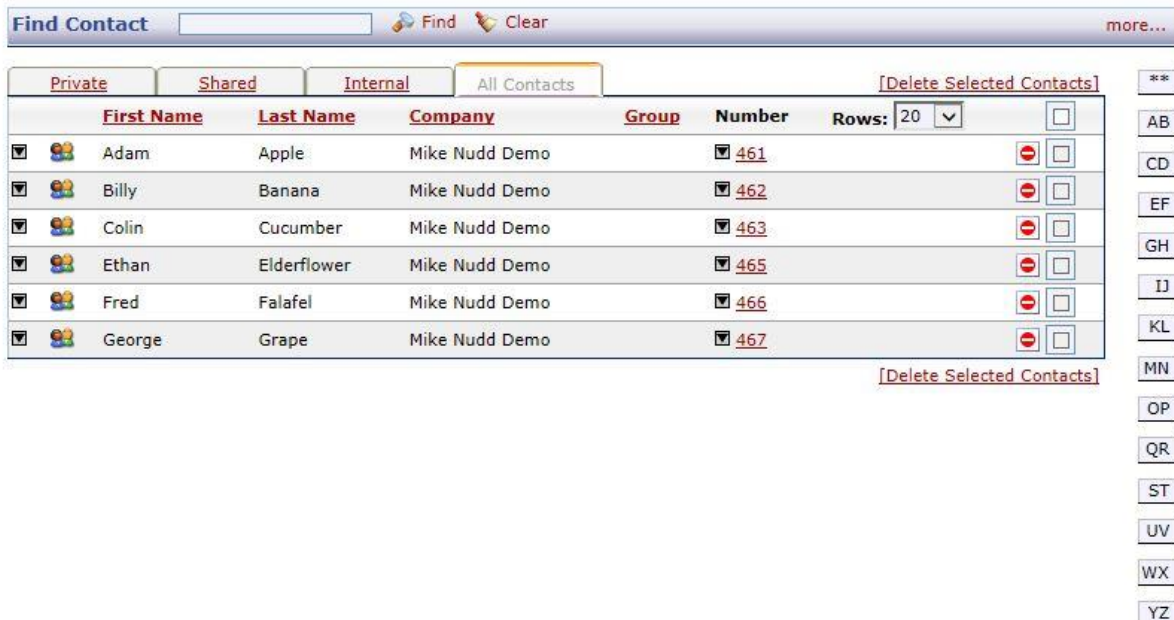
You can edit an existing speed dial entry by pressing update  next to the entry.

You can dial a speed dial entry by entering the digits into your phone (e.g. dial **#01**).

6. Contacts

The **Contacts** menu option allows you to view and update your contacts list.

Contacts



First Name	Last Name	Company	Group	Number	Rows: 20
Adam	Apple	Mike Nudd Demo		461	
Billy	Banana	Mike Nudd Demo		462	
Colin	Cucumber	Mike Nudd Demo		463	
Ethan	Elderflower	Mike Nudd Demo		465	
Fred	Falafel	Mike Nudd Demo		466	
George	Grape	Mike Nudd Demo		467	

The list is displayed in four sections:

- **Private** custom entries added by you which only you can see
- **Shared** custom entries added by you which everyone can see
- **Internal** default entries consisting of all Inclarity Extension users
- **All Contacts** a merged list of all three previous lists

You can search for any existing contacts by using the **Find** box at the top of the window.



You can manipulate your contacts using the menu options on the right-hand side.

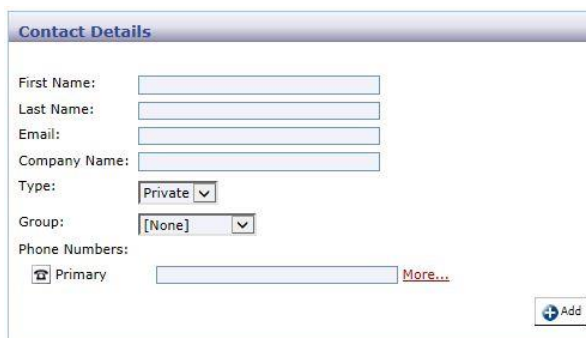
- **Add Contact** (add a single new custom contact entry)
- **Import Contacts** (bulk upload from .csv)
- **Export Contacts** (bulk download to .csv)
- **Contact Groups** (add a group for collating custom contacts together)



For each contact that you create, you should specify:

- **First Name**
- **Last Name**
- **Email** (optional)
- **Company Name** (optional)
- **Type** (private or shared)
- **Group** (none, or select from the list, if any)
- **Phone Number** (the destination to dial)

Ensure you press **Add** to save the entry.



7. Fax to Email (optional)

The **Fax to Email** menu option allows you to review the Terminals (telephones) that you are allowed to use with your Inclarity Extension. You will only see this option if you have had an additional telephone number allocated to you specifically for this service.

 **Fax To Email**

Fax To Email Details
Enter the target email address where your faxes will be sent and the file format.
Fax Number: +448704416723
Email:
File Type:

To ensure that you receive your faxes please ensure that your e-mail address is entered here correctly.





Also ensure that you press  **Update** to save your changes.


8. Terminals

The Terminals menu option allows you to review the Terminals (telephones) that you are allowed to use with your Inclarity Extension.

If you are a single Terminal user then you will see a single entry. If you are a multi-Terminal user then you may see multiple entries.

Terminals

My Terminals			
	Terminal Name	Make and Model	
on	SPA942	Linksys - SPA942	 
off	Bria PC	Bria - for PCs	 

SIP Settings 

The list will show which Terminals (telephones) the system can see online at that particular moment. This means that all of the 'on' devices will ring when your Inclarity telephone number or Extension number is called.

9. Call Filtering

The **Call Filtering** menu option allows you to update your filtering options, which are blank by default.

Call Filtering


Anonymous Call Filtering

Filter Anonymous Calls:

Anonymous Call Filter Action: Redirect To Voicemail ▼

Call Filtering

Method: None ▼

 Update

The first **Anonymous Call Filtering** tool allows you to treat inbound anonymous calls differently from the rest of your calls. To activate you should check the box and select one of the following options:

- **RejectCall**
- **Redirect to Voicemail**
- **Redirect to Number** (and enter the number)


Press the  **Update** button to save your changes.

The second **Call Filtering** tool allows you to allow you to diverge the behaviour of your calls by caller line identifier (CLI). You can either **Deny** or **Allow** calls where the CLI is matched to the list you provide.

Call Filtering

Method: Deny List ▼

Call Filter Action: Redirect To Voicemail ▼

Name	Number	
<input style="width: 100%;" type="text" value="name"/>	<input style="width: 100%;" type="text" value="number"/>	 Add
[No Numbers are Blocked]		

Simply enter a **Name** and **Number** and press **Add** to include it in your list.

Note that if you select an Allow list, then all CLIs which are not matched to your list will be blocked from calling you.

10. Call on Busy

The **Call on Busy** menu option gives you more tools for forwarding your calls separate from your Follow Me (see above).

Call On Busy

Call On Busy

When my extension is engaged

When the extension is engaged and calls are being diverted send all calls to the following number:

 Update

This rule is only applied when your Terminal (telephone) responds as busy (i.e. engaged). By default it sends your calls to voicemail. However, the full range of choices is:

- **Reject any incoming calls**
- **Transfer any incoming calls to voicemail**
- **Redirect incoming calls to the alternative number** (and enter the number)

Ensure that you press  **Update** to save your changes.

11. Caller Groups

The **Caller Groups** menu option provides you with information about the **Hunt Groups** and **Pickup Groups** that you may be a member of.

Caller Groups

Hunt Groups

Click on '**Voicemail**' to access the group's voicemail box.

Hunt Group Name	Number	Voicemail Box
RESIDENTIAL	01158561469	Voicemail

Pickup Groups

Prioritise your Pickup Groups and determine which group will be picked up if more than one group is ringing at a given time.

A Hunt Group is not associated with a single Extension user, but may be set up to hunt multiple Extension users simultaneously, or in a particular order. It may have its own unique voicemail box, which – if you are a member – can be accessed from this screen.

A Pickup Group defines who can intercept the calls of other users when they are away from their desks, or otherwise not able to answer their ringing Terminal (telephone).

If you believe that you should be in a Hunt Group or Pickup Group, but are not, then contact your local IT administrator.

12. Call Centres (optional)

The Call Centres menu option allows you to review your Automated Call Distribution (ACD) Agent status. Note that you will only see this option if you are an ACD-enabled user.

Call Centres

ACD State

Join	Call Centre	Number	Extension
<input type="checkbox"/> off	CALLCENTRE	+44(0)1158561464	464

You must first click to **Join** the Call Centre so you are listed as **On**. Although you may have access to more than one Call Centre, you can only join one at a time.

Then you can click on the status buttons above to notify the system whether you are **Signed Out, Away, Ready** or in **Wrap-Up**.

13. On Not Reachable

The **On Not Reachable** menu option gives you more tools for forwarding your calls separate from your Follow Me and On Busy options (see above).

Call On Not-Reachable

On Not Reachable

When my extension is not reachable

When the extension is not reachable and calls are being diverted send all calls to the following number:

 Update

This rule is only applied when your Terminal (telephone) responds as unreachable (i.e. it is offline or switched off). By default it will reject your calls. However, the full range of choices is:

- **Reject any incoming calls**
- **Transfer any incoming calls to voicemail**
- **Redirect incoming calls to the alternative number** (and enter the number)

Ensure that you press  **Update** to save your changes.