



STAY CONNECTED...TO YOUR BUSINESS

IP4B Phone Management Portal

User's Guide

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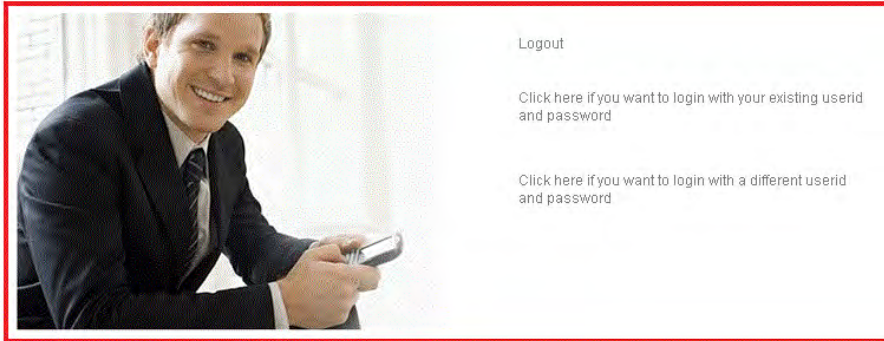
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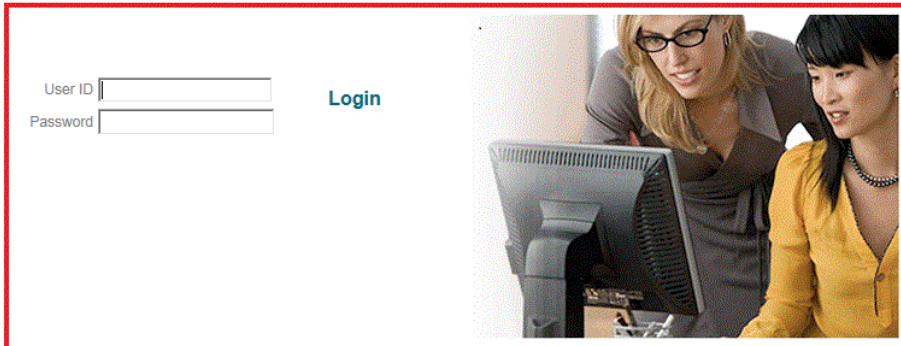
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1. Access IP4B portal

a. From Internet Explorer, type https://portal.voip.ip4b.net



b. Type in the User ID and Password supplied by IP4B and click Login



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2. User Level

2.1 Profile

2.1.1 Search a User

a. Click on Profile, then Users

System - IP4B Telecom HD - IP4B LAB Help - Home
Welcome Nick Foisy

Options:

- Profile
- Resources
- Settings
- Service Scripts
- Acc/Auth Codes
- Call Center
- Callin Plan
- Communication Barriers
- Meet Me Conferencing
- Utilities

Profile

Basic

Users ←

Add, modify, or remove users.

Profile

View or modify your group profile information.

Administrators

Add, modify, or remove group administrators and department administrators.

Departments

Add, modify, or remove departments in your group.

Schedules

Add, modify, or remove schedules.

Advanced

- Call Processing Policies**
Configure group-level Call Processing Policies.
- Communication Barriers Auth Codes**
Configure group-level Communication Barriers Authorization codes.
- Dial Plan Policy**
Configure group-level Dial Plan Policy.
- Group Web Policies**
Configure group-level web policies.
- Routing Profile**
View or modify the routing profile for the group.
- Virtual On-Net Enterprise Extensions**
Create and manage Virtual On-Net Users.
- Disable Caller ID**
Automatically prepend digits to the incoming caller ID of public calls so the caller ID is presented in disable format.

System - IP4B Telecom HD - IP4B LAB Help - Home
Welcome Nick Foisy

Options:

- Profile
- Resources
- Settings
- Service Scripts
- Acc/Auth Codes
- Call Center
- Callin Plan
- Communication Barriers
- Meet Me Conferencing
- Utilities

Users

Add a new user or manage existing users in your department or group.

OK Add Cancel

Enter search criteria below

User ID Starts With Search

OK Add Cancel

b. In the search criteria type in the user information and click search.

System - IP4B Telecom HD - IP4B LAB Help - Home
Welcome Nick Foisy

Options:

- Profile
- Resources
- Settings
- Service Scripts
- Acc/Auth Codes
- Call Center
- Callin Plan
- Communication Barriers
- Meet Me Conferencing
- Utilities

Users

Add a new user or manage existing users in your department or group.

OK Add Cancel

Enter search criteria below

Extension Contains 4014 Search

OK Add Cancel

System - IP4B Telecom HD - IP4B LAB Help - Home
Welcome Nick Foisy

Options:

- Profile
- Resources
- Settings
- Service Scripts
- Acc/Auth Codes
- Call Center
- Callin Plan
- Communication Barriers
- Meet Me Conferencing
- Utilities

Users

Add a new user or manage existing users in your department or group.

OK Add Cancel

Enter search criteria below

Extension Contains 4014 Search

User ID	Last Name	First Name	Phone Number	Extension	Department	In Trunk Group	Exit
2245550190	4014	Polycom VXC300	+1-2245550190	4014			Exit

[Page 1 of 1]

OK Add Cancel

2.1.2 Modify a user's name

a. Go to the user and click on Profile.

System > IP4B Telecom HD > IP4B LAB > Users > 2245550190

Welcome Nick Folsy

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Call Forward
- Call Transfer
- Client Applications
- Messaging
- Service Scripts
- Utilities

Profile

Basic

Profile ←

Display and configure profile information such as your name, department and address.

Addresses

Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.

Passwords

Set web access and portal passwords.

Schedules

Add, modify, or remove schedules.

Advanced

- Assign Services**
Assign or unassign services and service packs.
- Call Application Policies**
Select Call Control Applications enabled for a user.
- Call Policies**
Configure user Call Policies.
- Call Processing Policies**
Configure user-level Call Processing Policies.

b. Change the Last Name and First Name and click Apply. In section 2.1.4 Addresses will explain how to update the phone.

System > IP4B Telecom HD > IP4B LAB > Users > 2245550190

Welcome Nick Folsy

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Call Forward
- Call Transfer
- Client Applications
- Messaging
- Service Scripts
- Utilities

Profile

Profile allows you to view and maintain your profile information. The information filled in specifies your primary phone number, extension, and device that are used for handling calls. Filling in the additional information section allows your mobile phone, pager, and other information to be visible to other group members in the group phone list. Some of this information can only be modified by your administrator.

OK Apply Delete Cancel

Enterprise ID: IP4B Telecom HD Group: IP4B LAB
User ID: 2245550190 Choose User ID (Also shows current screen data)
* Last Name: 4014 * First Name: Polycam VVOOO
* Calling Line ID Last Name: 4014 * Calling Line ID First Name: Polycam VVOOO
Department: None Language: English
Time Zone: (GMT-05:00) (Canada) Eastern Time Network Class of Service: None

System > IP4B Telecom HD > IP4B LAB > Users > 2245550190

Welcome Nick Folsy

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Call Forward
- Call Transfer
- Client Applications
- Messaging
- Service Scripts
- Utilities

Profile

Basic

Profile

Display and configure profile information such as your name, department and address.

Addresses ←

Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.

Passwords

Set web access and portal passwords.

Schedules

Add, modify, or remove schedules.

Advanced

- Assign Services**
Assign or unassign services and service packs.
- Call Application Policies**
Select Call Control Applications enabled for a user.
- Call Policies**
Configure user Call Policies.
- Call Processing Policies**
Configure user-level Call Processing Policies.

2.1.3 Modify a user's extension

a. Go to the user and click on Addresses

System > IP4B Telecom HD > IP4B LAB > Users > 2245550190

Welcome Nick Folsy

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Call Forward
- Call Transfer
- Client Applications
- Messaging
- Service Scripts
- Utilities

Addresses

Addresses allows you to view and maintain your phone number and other identities that are used to make and receive calls.

OK Apply Cancel

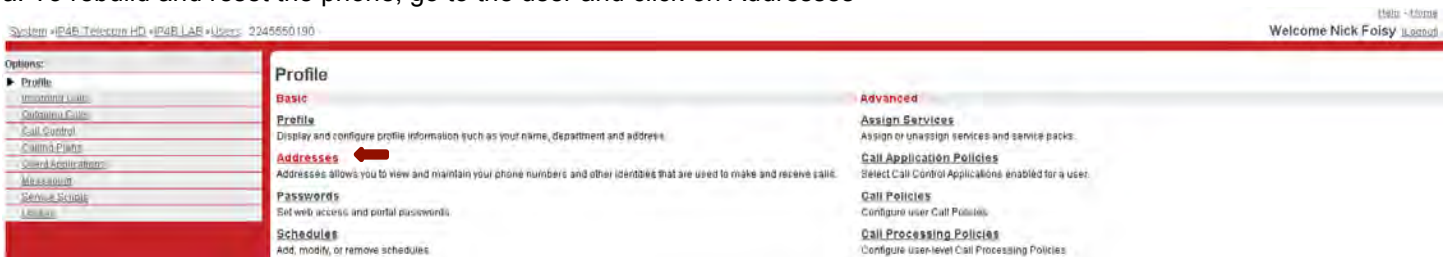
Phone Number: 2245550190 Activated
Extension: 4014
Identity/Device Profile: Trunking / None
Identity/Device Profile Name: 2245550190 (Group) Configure Identity/Device Profile
* LinePort: 2245550190 @ voip-ip4b-net Addressed (Edit)

b. In the Extension block, type in new extension and click Apply, In section 2.1.4 Addresses will explain how to update the phone.

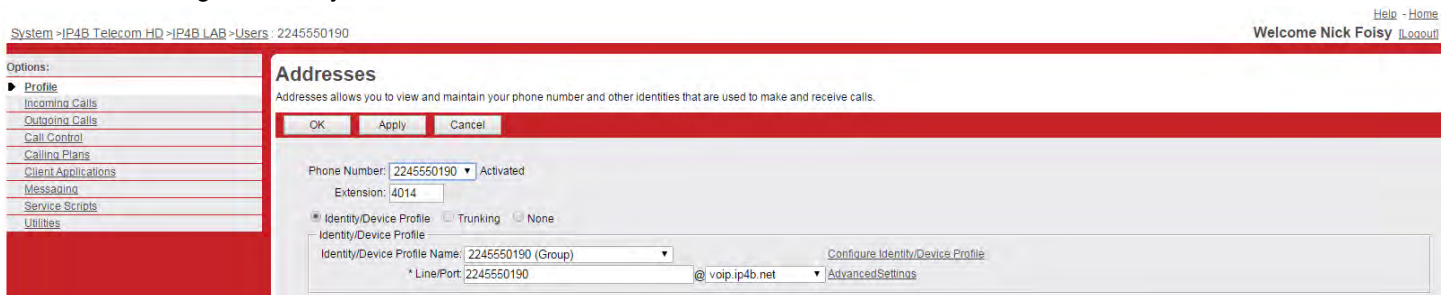


2.1.4 Addresses

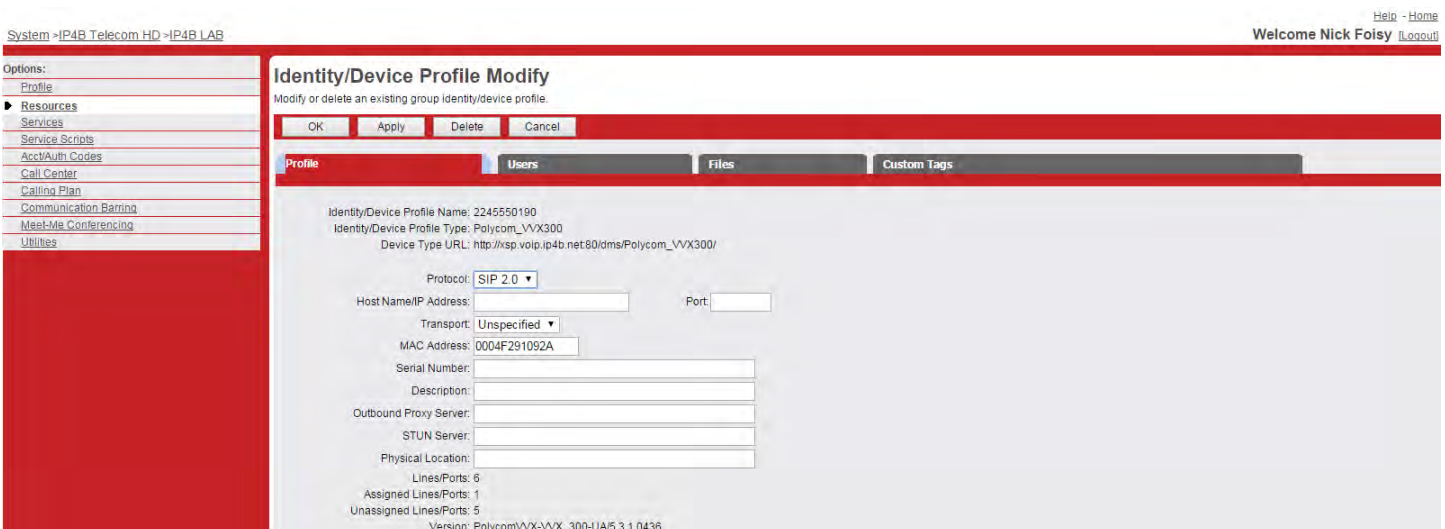
a. To rebuild and reset the phone, go to the user and click on Addresses



b. Click on Configure Identity/Device Profile.



c. Click on Files



2.1.6 Schedules

The Schedules feature allows users to define time and holiday schedules, which can then be used to configure services that allow selective processing based on time.

a. The user schedule is a personal schedule. Click Profile, then Schedule.

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190

Welcome Nick Foisy [Logout](#)

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities

Profile

Basic

Profile
Display and configure profile information such as your name, department and address.

Addresses
Addresses allows you to view and maintain your phone numbers and other identities that we used to make and receive calls.

Passwords
Set web access and portal passwords.

Schedules ←
Add, modify, or remove schedules.

Advanced

- Assign Services**
Assign or unassign services and service packs.
- Call Application Policies**
Select Call Control Applications enabled for a user.
- Call Policies**
Configure user Call Policies.
- Call Processing Policies**
Configure user-level Call Processing Policies.

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190

Welcome Nick Foisy [Logout](#)

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities

Schedules

Add a new schedule or manage existing schedules.

OK Apply Add Cancel

Delete	Schedule Name	Type	Level	Edit
<input type="checkbox"/>	Close	Time	Group	View

Schedule Name Starts With

OK Apply Add Cancel

b. Type in the name of the schedule, then select Holiday or Time Schedule. Time schedules are typically used to define business hours, meetings that recur regularly at the same time, and so on. Holiday schedules are typically used to define holidays, vacations, and special events, such as off-site meetings or conferences.

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190

Welcome Nick Foisy [Logout](#)

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities

Schedule Add

Add a new schedule.

OK Cancel

* Schedule Name:

Schedule Type: Holiday Time

OK Cancel

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190

Welcome Nick Foisy [Logout](#)

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities

Schedule Add

Add a new schedule.

OK Cancel

* Schedule Name: After Hours

Schedule Type: Holiday Time

OK Cancel

c. Click on After Hours

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190

Welcome Nick Foisy [Logout](#)

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities

Schedules

Add a new schedule or manage existing schedules.

OK Apply Add Cancel

Delete	Schedule Name	Type	Level	Edit
<input checked="" type="checkbox"/>	After Hours	Time	Personal	Edit
<input type="checkbox"/>	Close	Time	Group	View

Schedule Name Starts With

OK Apply Add Cancel

d. Click Add

System > IP4B Telecom HD > IP4B LAB > Users > 2245550190 Help - Home
Welcome Nick Foisy [Logout](#)

Schedule Modify
Modify an existing schedule.

OK Apply Add Cancel

* Schedule Name: After Hours
Type: Time

Delete	Event Name	Edit
No Entries Present		

Event Name Starts With Find Find All

OK Apply Add Cancel

e. Type in the Event Name. In the Event Details section, configure the Event Time, Recurrence Pattern and optional the recurrence Range.

System > IP4B Telecom HD > IP4B LAB > Users > 2245550190 Help - Home
Welcome Nick Foisy [Logout](#)

Event Add
Add a new event to schedule.

OK Cancel

Schedule Name: After Hours
* Event Name: After Hours

Event Details

Event Time:
* Start Date: 11/09/2015 (mm/dd/yyyy) * Start Time: 17:00 All Day Event
* End Date: 11/13/2015 (mm/dd/yyyy) * End Time: 0:00
Duration: 3 days 6 hours 60 minutes

Recurrence Pattern:
Recurs: Weekly
Every: 1 week(s) on: Sunday Monday Tuesday Wednesday Thursday Friday Saturday

Recurrence Range:
Start Date: 11/09/2015 Note: Start Date is always equal to Event Time Start Date value
End: Never
 After occurrences
 Date 11/12/2015 (mm/dd/yyyy)

OK Cancel

2.1.7 Call Processing Policies

This is for the outgoing name and number calling ID.

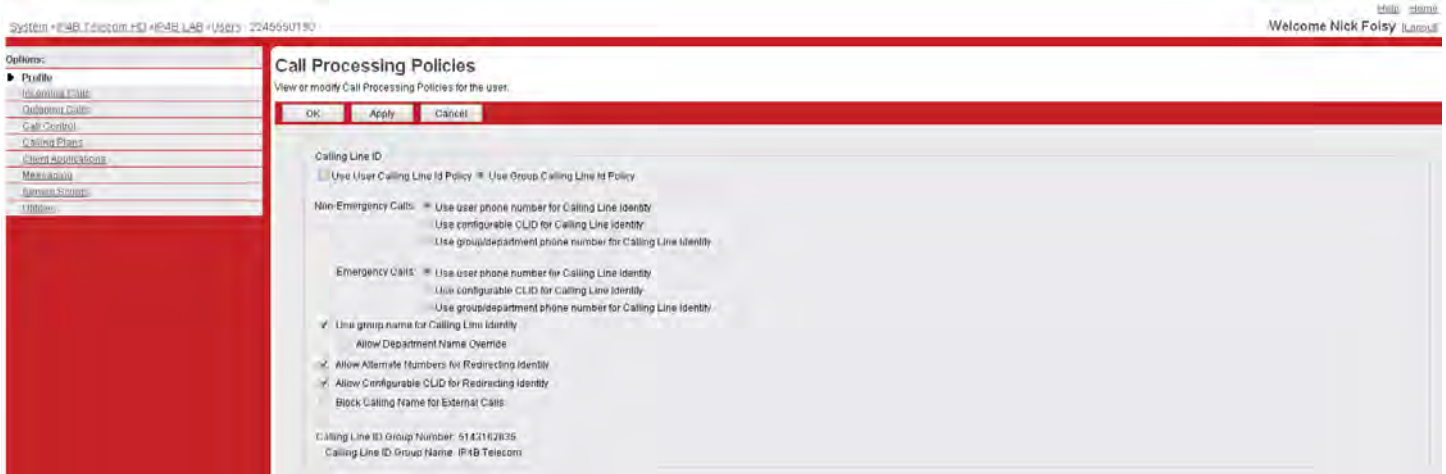
a. Click Profile, then Call Processing Policies.

System > IP4B Telecom HD > IP4B LAB > Users > 2245550190 Help - Home
Welcome Nick Foisy [Logout](#)

Profile
Basic
Advanced
Assign Services
Call Application Policies
Call Policies
Call Processing Policies

OK Cancel

b. Can have the user to be configured the groups calling ID or the users.

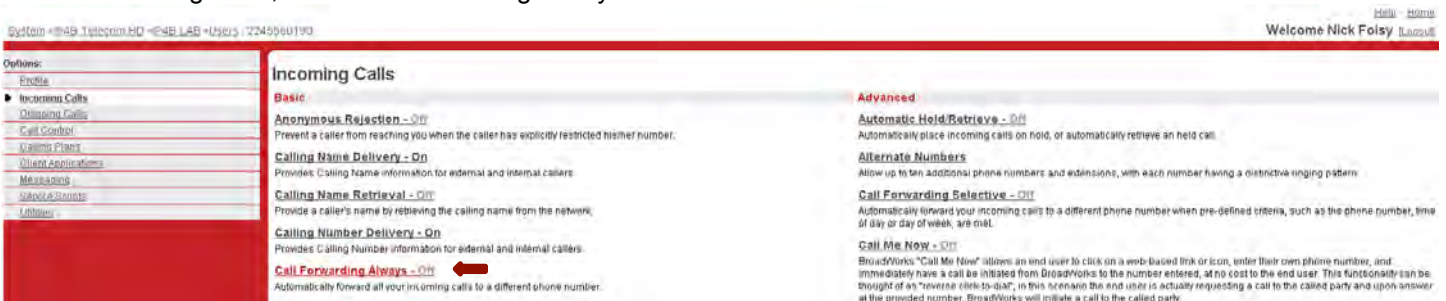


3.2 Incoming Calls

3.2.1 Call Forwarding Always

The Call Forwarding Always (CFA) service allows a user to redirect all incoming calls to another destination automatically.

a. Click Incoming Calls, then Call Forwarding Always



b. Type the new number, select On and click Apply



3.2.2 Call Forwarding Busy

The Call Forwarding Busy service allows a user to redirect incoming calls to another destination when the user is busy.

a. Click Incoming Calls, then Call Forwarding Busy



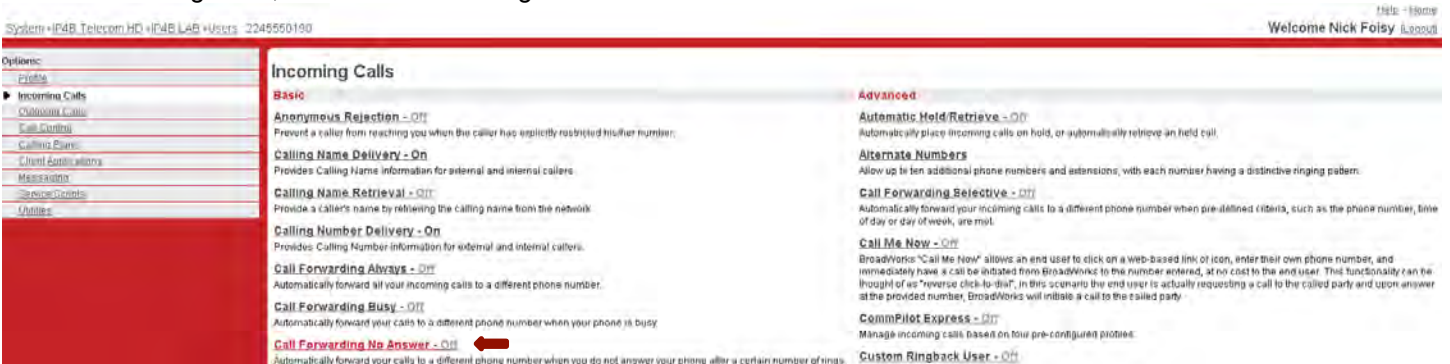
b. Type the new number, select On and click Apply



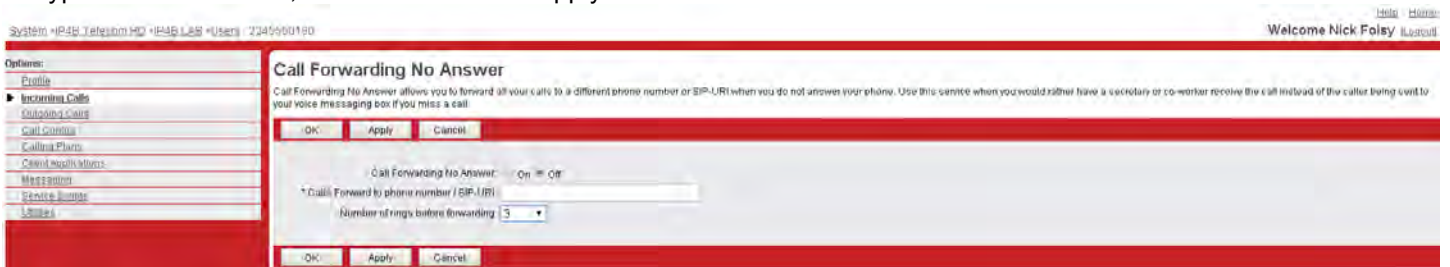
3.2.3 Call Forwarding No Answer

The Call Forwarding No Answer service allows a user to redirect incoming calls to another destination when the user does not answer within a specified number of rings.

a. Click Incoming Calls, then Call Forwarding No Answer



b. Type the new number, select On and click Apply



3.2.4 Call Forwarding Not Reachable

The Call Forwarding Not Reachable service allows users to redirect incoming calls to a configurable destination when the user's device is unreachable or unregistered.

a. Click Incoming Calls, then Call Forwarding Not reachable.

The screenshot shows the 'Incoming Calls' configuration page in the IP4B web interface. The page is divided into two main sections: 'Basic' and 'Advanced'. In the 'Basic' section, the 'Call Forwarding Not Reachable' option is set to 'On' and is highlighted with a red arrow. The 'Advanced' section contains various other options like 'Automatic Hold/Retrieve', 'Alternate Numbers', 'Call Forwarding Selective', 'Call Me Now', 'CommPilot Express', 'Custom Ringback User', and 'External Custom Ringback'. The left sidebar shows a navigation menu with 'Incoming Calls' selected.

b. Type the new number, select On and click Apply

The screenshot shows the 'Call Forwarding Not Reachable' configuration dialog box. The dialog has a title bar and a main content area. The main content area contains the text 'Call Forwarding Not Reachable: On * Off' and a text input field for the phone number or SIP-URI. The 'On' radio button is selected. Below the input field, there are 'OK', 'Apply', and 'Cancel' buttons. The 'Apply' button is highlighted with a red background. The left sidebar shows a navigation menu with 'Incoming Calls' selected.

3.2.5 Do Not Disturb

This service allows a user to set their status to “unavailable” and not be notified of incoming calls.

a. Click Incoming Calls, then Do Not Disturb.

The screenshot shows the IP4B Phone Management Portal interface. The top navigation bar includes the system name 'System: IP4B Telecom.HCI-IP4B.LAB-Users: 2245550190' and a user greeting 'Welcome Nick Foisy'. On the left, a sidebar menu lists various options, with 'Incoming Calls' selected. The main content area is titled 'Incoming Calls' and is divided into 'Basic' and 'Advanced' sections. In the 'Basic' section, the 'Do Not Disturb' option is highlighted with a red arrow. The 'Advanced' section includes options like 'Automatic Hold/Retrieve', 'Alternate Numbers', 'Call Forwarding Selective', 'Call Me Now', 'CommPilot Express', 'Custom Ringback User', 'External Custom Ringback', 'Pre-alerting Announcement', and 'Priority Alert'.

The screenshot shows the 'Do Not Disturb' configuration dialog box. The dialog has a title bar 'Do Not Disturb' and a description: 'Allows you to send your calls directly to your voice messaging box without ringing your phone. In addition, you can make your primary phone emit a short ring burst to inform you when the call is being sent to voice messaging by using the Ring Reminder. This is important when you have forgotten the service is turned on and you are at your phone waiting to receive calls.' The dialog contains two checkboxes: 'Do Not Disturb' (checked) and 'Play Ring Reminder when a call is blocked' (checked). At the bottom, there are 'OK', 'Apply', and 'Cancel' buttons.

3.2.6 External Calling Line ID Delivery – ON

This feature allows the user to view the calling line ID information of another user in a different group or of an external call.

The screenshot shows the 'Incoming Calls' configuration page in the IP4B Telecom Portal. The left sidebar contains a menu with 'Incoming Calls' selected. The main content area is divided into 'Basic' and 'Advanced' sections. In the 'Basic' section, 'External Calling Line ID Delivery' is set to 'On' and is highlighted with a red arrow. Other settings include 'Anonymous Rejection', 'Calling Name Delivery', 'Calling Name Retrieval', 'Calling Number Delivery', 'Call Forwarding Always', 'Call Forwarding Busy', 'Call Forwarding No Answer', 'Call Forwarding Not Reachable', 'Connected Line Identification Restriction', 'Do Not Disturb', and 'Internal Calling Line ID Delivery'. The 'Advanced' section includes 'Automatic Hold/Retrieve', 'Alternate Numbers', 'Call Forwarding Selective', 'Call Me Now', 'CommPilot Express', 'Custom Ringback User', 'External Custom Ringback', 'Pre-alerting Announcement', 'Priority Alert', 'Selective Acceptance', and 'Selective Rejection'. The top of the page shows the system name 'IP4B Telecom HD - IP4B LAB - Users' and the user name 'Welcome Nick Foisy'.

The screenshot shows the 'External Calling Line ID Delivery' configuration dialog box. The dialog has a title bar and a main content area. The title bar contains 'System - IP4B Telecom HD - IP4B LAB - Users' and 'Welcome Nick Foisy'. The main content area has a title 'External Calling Line ID Delivery' and a description: 'External Calling Line ID Delivery allows the Calling Line name and number for callers from outside your group or enterprise to be displayed. On assignment the Connected Line Identification Presentation service acts as overlay service for the External Calling Line ID Delivery. The Connected Line Identification Presentation allows you to see the connected line identity of the called party. The on/off setting for External Calling Line ID Delivery also controls the Connected Line Identification Presentation service.' Below the description are two buttons: 'OK', 'Apply', and 'Cancel'. There is a checkbox 'Enable External Calling Line ID Delivery' which is currently checked. Below the checkbox is a note: 'Note: Since Connected Line Identification Presentation is assigned, the on/off flag controls when the Connected Line Identification is presented.' At the bottom of the dialog are two buttons: 'OK', 'Apply', and 'Cancel'.

3.2.7 Alternate Number

The Alternate Numbers service allows a user to have up to ten alternate phone numbers in addition to the main phone number and to assign one of four distinctive ring patterns to each alternate number. In addition, a distinctive call waiting tone is associated with each distinctive ring pattern.

a. Click on Incoming Calls, then Alternate Number.

The screenshot shows the 'Incoming Calls' configuration page in the IP4B Telecom Portal. The left sidebar contains a menu with 'Incoming Calls' selected. The main content area is divided into 'Basic' and 'Advanced' sections. In the 'Advanced' section, 'Alternate Numbers' is highlighted with a red arrow. Other settings in the 'Basic' section include 'Anonymous Rejection', 'Calling Name Delivery', 'Calling Name Retrieval', 'Calling Number Delivery', 'Call Forwarding Always', 'Call Forwarding Busy', 'Call Forwarding No Answer', 'Call Forwarding Not Reachable', 'Connected Line Identification Restriction', 'Do Not Disturb', and 'Internal Calling Line ID Delivery'. The 'Advanced' section includes 'Automatic Hold/Retrieve', 'Call Forwarding Selective', 'Call Me Now', 'CommPilot Express', 'Custom Ringback User', 'External Custom Ringback', 'Pre-alerting Announcement', 'Priority Alert', 'Selective Acceptance', and 'Selective Rejection'. The top of the page shows the system name 'IP4B Telecom HD - IP4B LAB - Users' and the user name 'Welcome Nick Foisy'.

b. Select an Alternate number from the drop down list.

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190 Help - Home
Welcome Nick Foisy [Logout](#)

Options:
[Profile](#)
Incoming Calls
[Outgoing Calls](#)
[Call Control](#)
[Calling Plans](#)
[Client Applications](#)
[Messaging](#)
[Service Scripts](#)
[Utilities](#)

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

Distinctive Ring: On Off

Alternate Number ID	Phone Number	Activated	Extension	Ring Pattern
1	None			Normal
2	2205550105			Normal
3	2205550126			Normal
4	2245550176			Normal
5	2245550178			Normal
6	2245550189			Normal
7	2245550194			Normal
8	2975550123			Normal
9	4396669902			Normal
10	5143608755			Normal
11	None			Normal
12	None			Normal

OK Apply Cancel

c. Different Ring Patterns can be selected for the Alternate number when called.

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190 Help - Home
Welcome Nick Foisy [Logout](#)

Options:
[Profile](#)
Incoming Calls
[Outgoing Calls](#)
[Call Control](#)
[Calling Plans](#)
[Client Applications](#)
[Messaging](#)
[Service Scripts](#)
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Alternate Numbers
 Alternate Numbers allows up to ten additional phone numbers or extensions to be assigned in addition to your primary number and extension. All additional numbers and extensions ring your phone(s) just like your primary phone. In addition, you can specify a distinctive ringing pattern for each number, if your phone supports it. Only your administrator can configure new numbers and extensions for you.

Distinctive Ring: On Off

Alternate Number ID	Phone Number	Activated	Extension	Ring Pattern
1	None			Normal
2	None			Normal
3	None			Normal
4	None			Normal
5	None			Normal
6	None			Normal
7	None			Normal
8	None			Normal
9	None			Normal
10	None			Normal
11	None			Normal
12	None			Normal

OK Apply Cancel

3.2.8 Call Forward Selective

Automatically forward your incoming calls to a different phone number when pre-defined criteria, such as the phone number, time of day or day of week, are met.

a. Click on incoming calls, then Call Forward Selective.

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190 Help - Home
Welcome Nick Foisy [Logout](#)

Options:
[Profile](#)
Incoming Calls
[Outgoing Calls](#)
[Call Control](#)
[Calling Plans](#)
[Client Applications](#)
[Messaging](#)
[Service Scripts](#)
[Utilities](#)

Incoming Calls

Basic

- Anonymous Rejection - Off**
Prevent a caller from reaching you when the caller has explicitly restricted his/her number.
- Calling Name Delivery - On**
Provides Calling Name information for external and internal callers.
- Calling Name Retrieval - Off**
Provide a caller's name by retrieving the calling name from the network.
- Calling Number Delivery - On**
Provides Calling Number information for external and internal callers.
- Call Forwarding Always - Off**
Automatically forward all your incoming calls to a different phone number.

Advanced

- Automatic Hold/Retrieve - Off**
Automatically place incoming calls on hold, or automatically retrieve an held call.
- Alternate Numbers**
Allow up to ten additional phone numbers and extensions, with each number having a distinctive ringing pattern.
- Call Forwarding Selective - Off**
Automatically forward your incoming calls to a different phone number when pre-defined criteria, such as the phone number, time of day or day of week, are met.
- Call Me Now - Off**
BroadWorks "Call Me Now" allows an end user to click on a web-based link or icon, enter their own phone number, and immediately have a call be initiated from BroadWorks to the number entered, at no cost to the end user. This functionality can be thought of as "reverse click-to-dial", in this scenario the end user is actually requesting a call to the called party and upon answer at the provided number, BroadWorks will initiate a call to the called party.

b. Enter the number in the default call forward box and click Apply.

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190 Help - Home
Welcome Nick Foisy [Logout](#)

Options:

- Profile
- Incoming Calls**
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities

Call Forwarding Selective

Call Forwarding Selective allows you to forward specific calls matching your pre-defined criteria to a different phone number or SIP-URI. Use this service to forward calls from your manager, a family member, or an important customer to your cell phone, alternate business phone, or home phone. The criteria for each Call Forwarding Selective entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to be forwarded (phone number and day of week and time of day). If the call is not forwarded, the call continues as if this service was not turned on.

Call Forwarding Selective: On Off

* Default Call Forward to phone number / SIP-URI:

Play Ring Reminder when a call is forwarded

Active	Description	Forward	Calls from	Forward to	Edit
No Entries Present					

OK Apply Add Cancel

c. Click Add and name the feature in the description. Select the time schedule.

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190 Help - Home
Welcome Nick Foisy [Logout](#)

Options:

- Profile
- Incoming Calls**
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities

Call Forwarding Selective Add

Allows you to add a call forwarding selective entry. Specify the time schedule you would like calls forwarded. Also, you can have the call forwarded when only the specified numbers call or all numbers call. If you need more than 12 numbers or more distinct time or holiday periods, you can create multiple call forwarding selective entries.

OK Cancel

* Description:

Forward to: Use Default Forward phone number / SIP-URI
 Forward to another phone number / SIP-URI:
 Do not forward

Selected Time Schedule:
 Selected Holiday Schedule:

Calls from

Any phone number
 Following phone numbers:
 Any private number
 Any unavailable number

Specific phone numbers:

OK Cancel

d. Click OK and activate the feature

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Welcome Nick Foisy [Logout](#)

Options:

- Profile
- Incoming Calls**
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities

Call Forwarding Selective

Call Forwarding Selective allows you to forward specific calls matching your pre-defined criteria to a different phone number or SIP-URI. Use this service to forward calls from your manager, a family member, or an important customer to your cell phone, alternate business phone, or home phone. The criteria for each Call Forwarding Selective entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to be forwarded (phone number and day of week and time of day). If the call is not forwarded, the call continues as if this service was not turned on.

Call Forwarding Selective: On Off

* Default Call Forward to phone number / SIP-URI:

Play Ring Reminder when a call is forwarded

Active	Description	Forward	Calls from	Forward to	Edit
<input checked="" type="checkbox"/>	After hours	Yes	All calls	5144444742	Edit

OK Apply Add Cancel

3.2.9 Priority Alert

The Priority Alert service enables a user to have a certain incoming calls ring on their phone with a different tone, for example, when they receive a call from their manager or spouse or when the call is from inside the group.

a. Click on Incoming Calls, then Priority Alert.

The screenshot shows the 'Incoming Calls' configuration page in the IP4B Telecom Portal. The left sidebar contains a menu with 'Incoming Calls' selected. The main content area is divided into 'Basic' and 'Advanced' sections. The 'Priority Alert' option is highlighted with a red box. The 'Basic' section includes options like 'Anonymous Rejection', 'Calling Name Delivery', 'Calling Name Retrieval', 'Calling Number Delivery', 'Call Forwarding Always', 'Call Forwarding Busy', 'Call Forwarding No Answer', 'Call Forwarding Not Reachable', 'Connected Line Identification Restriction', 'Do Not Disturb', 'External Calling Line ID Delivery', and 'Internal Calling Line ID Delivery'. The 'Advanced' section includes options like 'Automatic Hold/Retrieve', 'Alternate Numbers', 'Call Forwarding Selective', 'Call Me Now', 'CompliXpress', 'Custom Ringback User', 'External Custom Ringback', 'Pre-alerting Announcement', 'Priority Alert', 'Selective Acceptance', and 'Selective Rejection'.

b. Click Add

The screenshot shows the 'Priority Alert' configuration page in the IP4B Telecom Portal. The left sidebar contains a menu with 'Priority Alert' selected. The main content area shows a table with one entry: 'No Entries Present'. The 'Add' button is highlighted in red.

c. Type in a Description for this Feature. You can select a Time or Holiday Schedule. Also you can program to have the alert to be for specific numbers, see the Calls from programming.

The screenshot shows the 'Priority Alert Add' configuration page in the IP4B Telecom Portal. The left sidebar contains a menu with 'Priority Alert Add' selected. The main content area shows a form with the following fields: 'Description (Name)', 'Use priority alert' (checked), 'Do not use priority alert', 'Selected Time Schedule' (Every Day All Day), 'Selected Holiday Schedule' (None), 'Calls from' (Any internal phone number, Any following phone numbers, Any private number, Any unassigned number), and 'Specific phone numbers' (5145655655). The 'Add' button is highlighted in red.

3.2.10 Sequential Ring

The Sequential Ringing service allows a user to define a “find-me” list of phone numbers which are alerted sequentially upon receiving an incoming call that matches a set of criteria. While the service searches for the user, the calling party is provided with a greeting followed by periodic comfort announcements. The caller can also interrupt the search at any point to leave a message by pressing a DTMF key.

a. Click on Incoming Calls, then Sequential Ring.

The screenshot shows the 'Incoming Calls' configuration page. The left sidebar contains a navigation menu with 'Incoming Calls' selected. The main content area is titled 'Incoming Calls' and contains several sections: 'Basic', 'Advanced', and 'External Custom Ringback'. The 'Sequential Ring' option is highlighted with a red arrow. Below the 'Sequential Ring' option, there is a table with columns for 'Location', 'Phone Number / SIP-URI', 'Number of rings', and 'Answer confirmation required'. The table is currently empty.

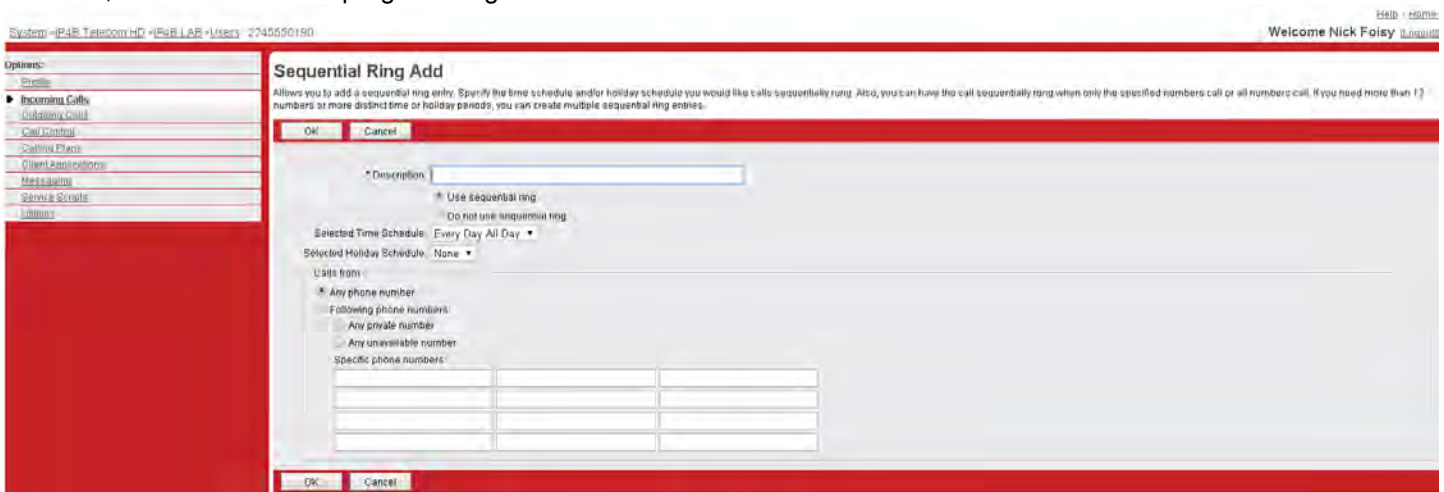
b. Configure up to five numbers.

The screenshot shows the 'Sequential Ring' configuration page. The 'Use Base Location And' checkbox is checked, and the 'Number of rings for Base Location' is set to 3. The 'Enable caller to skip search process' checkbox is also checked. The table below is populated with five entries:

Location	Phone Number / SIP-URI	Number of rings	Answer confirmation required
1		3	
2		3	
3		3	
4		3	
5		3	

At the bottom of the page, there is a table with columns for 'Active', 'Description', 'Ring Sequentially', 'Calls from', and 'Edit'. The 'Active' column shows 'No Entries Present'.

c. Click Add to program a time or holiday schedule. Also you can program to have the Sequential Ring be for specific numbers, see the Calls from programming.



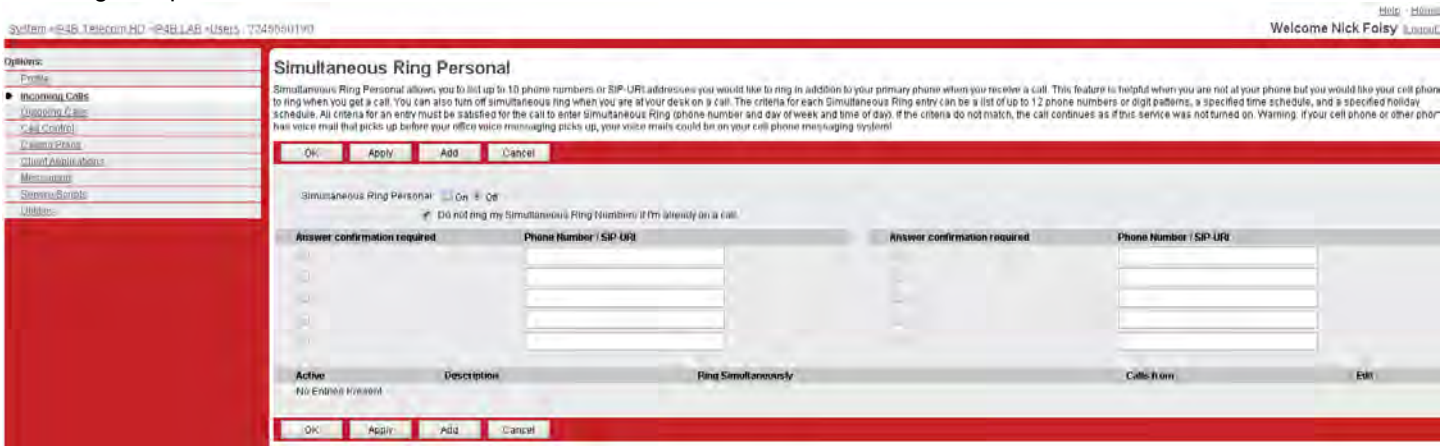
3.2.11 Simultaneous Ring

The Simultaneous Ringing Personal service enables a user to have multiple destinations ring simultaneously when calls are received on their phone number. The first destination to answer the call is connected. This service is helpful, for example, when the user is not at their desk and would like their cell phone to ring when they receive a call.

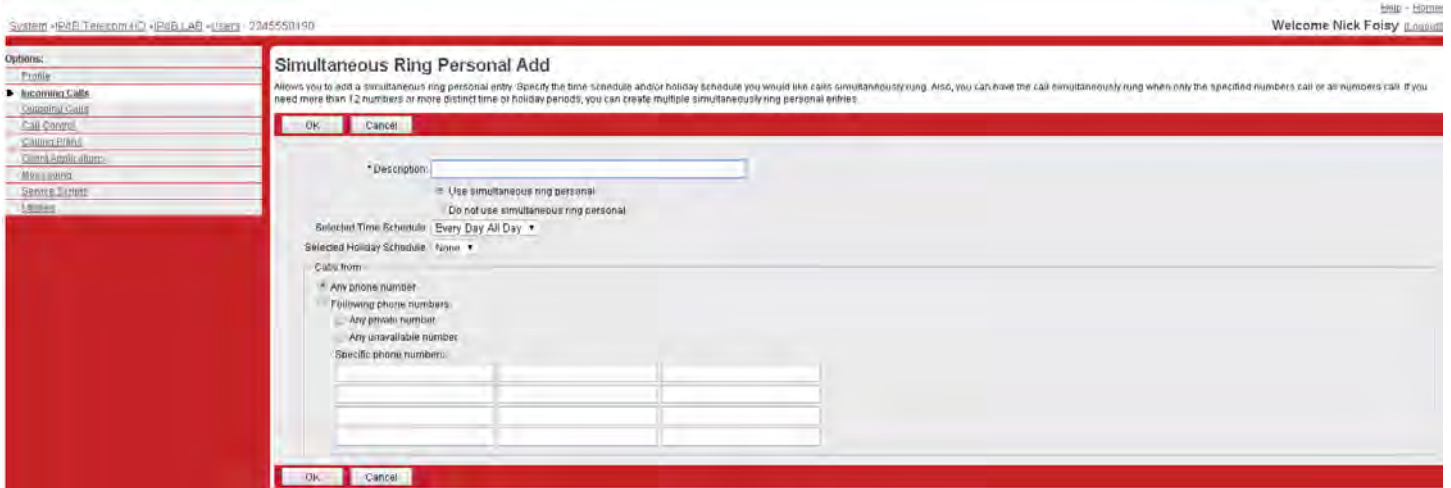
a. Click on Incoming Calls, then Simultaneous Ring



b. Configure up to ten numbers.



c. Click Add to program a time or holiday schedule. Also you can program to have the Simultaneous Ring be for specific numbers, see the Calls from programming.



4.3 Outgoing Calls

4.3.1 Line ID Blocking

Calling Line ID Delivery Blocking blocks the delivery of a user's identity (both name and number) to a called party.

a. Click on Outgoing Calls, then Line ID Blocking



b. Set to On and click Apply

System: IP4B Telecom ID: IP4B LAB +Users: 2345550190 Help - Home
Welcome Nick Foisy [Logout](#)

Options:
Profile
Incoming Calls
Outgoing Calls
Call Control
Calling Plans
Client Admin Tools
Messaging
Service Settings
Utilities

Calling Line ID Delivery Blocking

Calling Line ID Delivery Blocking allows you to block your number from being shown when calling other numbers. Members of your group can still see your number when they are called. You have the choice of turning it on or off for all calls and then selectively turning it back on or off using the feature access codes.

OK Apply Cancel

Block Calling Line ID on Outgoing Calls: On Off

OK Apply Cancel

System: IP4B Telecom ID: IP4B LAB +Users: 2345550190 Help - Home
Welcome Nick Foisy [Logout](#)

Options:
Profile
Incoming Calls
Outgoing Calls
Call Control
Calling Plans
Client Admin Tools
Messaging
Service Settings
Utilities

Outgoing Calls

Basic

Automatic Callback - Off
Allows you to monitor a busy party in your group and automatically establish a call when the busy party is available.

Call Return
Return a call to the last party that called you, whether or not the call was answered.

Calling Party Category
Allows a category to be associated with a subscriber. The category is included in the signaling for all outgoing calls.

Last Number Redial
Call the last number that you dialed.

Line ID Blocking - On ←
Prevent your phone number from being displayed when calling other numbers.

Advanced

Communication Barring User-Control
Select active Communication Barring Profile.

Personal Phone List
Configure a list of numbers to allow quick dialing from your CommPilot Call Manager.

Preferred Carrier User
Display and modify your preferred carriers.

Two-Stage Dialing - On
The Two Stage Dialing service may be used in conjunction with the Mobile Assistant, residing on a user's mobile phone, to allow access to BroadWorks originating services from the mobile.

4.3.2 Speed Dial 8

The Speed Dial 8 service allows a user to assign single-digit codes to frequently dialed or hard-to-remember long strings of digits. The user can then use these codes instead of the full numbers to place calls.

a. Click on Outgoing Calls, then Speed Dial 8

System: IP4B Telecom ID: IP4B LAB +Users: 2345550190 Help - Home
Welcome Nick Foisy [Logout](#)

Options:
Profile
Incoming Calls
Outgoing Calls
Call Control
Calling Plans
Client Admin Tools
Messaging
Service Settings
Utilities

Outgoing Calls

Basic

Automatic Callback - Off
Allows you to monitor a busy party in your group and automatically establish a call when the busy party is available.

Call Return
Return a call to the last party that called you, whether or not the call was answered.

Calling Party Category
Allows a category to be associated with a subscriber. The category is included in the signaling for all outgoing calls.

Last Number Redial
Call the last number that you dialed.

Line ID Blocking - Off
Prevent your phone number from being displayed when calling other numbers.

Speed Dial 8 ←
Dial a pre-defined number by dialing only one digit.

Advanced

Communication Barring User-Control
Select active Communication Barring Profile.

Personal Phone List
Configure a list of numbers to allow quick dialing from your CommPilot Call Manager.

Preferred Carrier User
Display and modify your preferred carriers.

Two-Stage Dialing - On
The Two Stage Dialing service may be used in conjunction with the Mobile Assistant, residing on a user's mobile phone, to allow access to BroadWorks originating services from the mobile.

b. Click Add, configure a number and then Apply.

System: IP4B Telecom ID: IP4B LAB +Users: 2345550190 Help - Home
Welcome Nick Foisy [Logout](#)

Options:
Profile
Incoming Calls
Outgoing Calls
Call Control
Calling Plans
Client Admin Tools
Messaging
Service Settings
Utilities

Speed Dial 8

Speed Dial 8 allows you to set up to eight speed dial numbers that can be called with the push of a button. Enter the number as you would normally dial it and then just hit that number on your touch pad to call it. You can also program your speed dial using your phone and the star code for Speed Dial 8.

OK Apply Cancel

Speed Code	Phone Number / SIP URI	Name
2		
3		
4		
5		
6		
7		
8		
9		

OK Apply Cancel

4.3.3 Speed Dial 100

The Speed Dial 100 service allows a user to place calls using a directory of up to 100 frequently called numbers. The user dials the associated two-digit speed code, preceded by a configurable prefix.

a. Click on Outgoing Calls, then Speed Dial 100.

System > IP4B Telecom HQ > IP4B LAB > Users > 2245550190 Help - Home
Welcome Nick Foisy Logout

Options:

- Profile
- Incoming Calls
- Outgoing Calls**
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities

Outgoing Calls

Basic

- Automatic Callback - Off**
Allows you to monitor a busy party in your group and automatically establish a call when the busy party is available.
- Call Return**
Return a call to the last party that called you, whether or not the call was answered.
- Calling Party Category**
Allows a category to be associated with a subscriber. The category is included in the signaling for all outgoing calls.
- Last Number Redial**
Call the last number that you dialed.
- Line ID Blocking - Off**
Prevent your phone number from being displayed when calling other numbers.
- Speed Dial 8**
Dial a pre-defined number by dialing only one digit.
- Speed Dial 100** ▶
Dial a pre-defined number by dialing a Speed Dial 100 prefix and two digits.

Advanced

- Communication Barring User-Control**
Select active Communication Barring Profile.
- Personal Phone List**
Configure a list of numbers to allow quick dialing from your CommPilot Call Manager.
- Preferred Carrier User**
Display and modify your preferred carriers.
- Two-Stage Dialing - On**
The Two Stage Dialing service may be used in conjunction with the Mobile Assistant, residing on a user's mobile phone, to allow access to BroadWorks originating services from the mobile.

b. Click Add, select a Speed Code from 00 to 99, configure a number, then Apply.

System > IP4B Telecom HQ > IP4B LAB > Users > 2245550190 Help - Home
Welcome Nick Foisy Logout

Speed Dial 100

Speed Dial 100 allows you to set up to 100 speed dial phone numbers or SIP-URI addresses that can be called with the push of a few buttons. Enter the number as you would normally dial it and then just hit the speed code prefix and number on your touch pad to call it. You can also program your speed dial using your phone and the star code for Speed Dial 100.

OK Apply Add Cancel

Speed Dial 100 Dialing Prefix #

Delete	Speed Code 100 [A]	Phone Number / SIP-URI	Description	Edit
No Entries Present				

OK Apply Add Cancel

Speed Dial 100 Add

Add a new speed dial

OK Cancel

Speed Code 100: 00

Description: 03

* Phone Number / SIP-URI

01
02
03
04
05
06
07
08
09
10
11
12
13
14
15
16
17
18
19

OK Cancel

4.3.4 Personal Phone List

Works in conjunction with the Polycom Phone services in section 4.5.2

a. Click on Outgoing Calls, then personal Phone List

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190 [Help](#) - [Home](#)
Welcome Nick Foisy [Logout](#)

Options:

- Profile
- Incoming Calls
- Outgoing Calls**
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities

Outgoing Calls

Basic

Automatic Callback - Off
Allows you to monitor a busy party in your group and automatically establish a call when the busy party is available.

Call Return
Return a call to the last party that called you, whether or not the call was answered.

Calling Party Category
Allows a category to be associated with a subscriber. The category is included in the signaling for all outgoing calls.

Last Number Redial
Call the last number that you dialed.

Line ID Blocking - Off
Prevent your phone number from being displayed when calling other numbers.

Advanced

Communication Barring User-Control
Select active Communication Barring Profile.

Personal Phone List ←
Configure a list of numbers to allow quick dialing from your CommPilot Call Manager.

Preferred Carrier User
Display and modify your preferred carriers.

Two-Stage Dialing - On
The Two Stage Dialing service may be used in conjunction with the Mobile Assistant, residing on a user's mobile phone, to allow access to BroadWorks originating services from the mobile

b. Click Add

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190 [Help](#) - [Home](#)
Welcome Nick Foisy [Logout](#)

Options:

- Profile
- Incoming Calls
- Outgoing Calls**
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities

Personal Phone List

Personal Phone List allows you to store frequently called numbers to be dialed from your CommPilot Call Manager. You can also import multiple numbers for this list quickly by loading them from a CSV file.

OK Apply Add Cancel

Import Phone List

Delete	Name [A]	Phone Number	Edit
No Entries Present			

OK Apply Add Cancel

c. Configure a Personal name and number, then click Ok.

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190 [Help](#) - [Home](#)
Welcome Nick Foisy [Logout](#)

Options:

- Profile
- Incoming Calls
- Outgoing Calls**
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities

Personal Phone List Add

Add a personal phone entry.

OK Cancel

* Name:

* Phone Number:

OK Cancel

4.4 Call Control

4.4.1 Barge-in Exempt – On

When a user has the Barge-in Exempt service enabled, another user (using the Directed Call Pickup with Barge-in service) cannot barge in on their calls. If a user attempts to use Directed Call Pickup with Barge-in to barge in on the user with Barge-in Exempt enabled, the barge-in is rejected and the user hears a reorder tone.

a. Click Call Control, then Barge-in Exempt

The screenshot shows the 'Call Control' configuration page in the IP4B Phone Management Portal. The left sidebar contains a navigation menu with 'Call Control' selected. The main content area is divided into 'Basic' and 'Advanced' sections. In the 'Basic' section, the 'Barge-in Exempt - On' option is highlighted with a red arrow. Below it, there are sections for 'Call Waiting - On', 'Call Pickup', and 'Customer Originated Trace'. The 'Advanced' section includes 'BroadWorks Anywhere', 'Charge Number', 'Executive', and 'Executive-Assistant'.

4.4.2 Directed Call Pickup with Barge-in

The Directed Call Pickup with Barge-in (DPUBI) service allows a user to pick up (answer) a call directed to another user in the same customer group (or enterprise, if the group is part of an enterprise), or barge in on the call if the call was already answered.

a. Click on Call Control, then Directed Call Pickup with Barge-in.

The screenshot shows the 'Call Control' configuration page in the IP4B Phone Management Portal. The left sidebar contains a navigation menu with 'Call Control' selected. The main content area is divided into 'Basic' and 'Advanced' sections. In the 'Basic' section, the 'Directed Call Pickup with Barge-in' option is highlighted with a red arrow. Below it, there are sections for 'Flash Call Hold' and 'Physical Location'. The 'Advanced' section includes 'BroadWorks Anywhere', 'Charge Number', 'Executive', 'Executive-Assistant', 'Hoteling Host - Off', 'Push to Talk', and 'Physical Location - Off'.

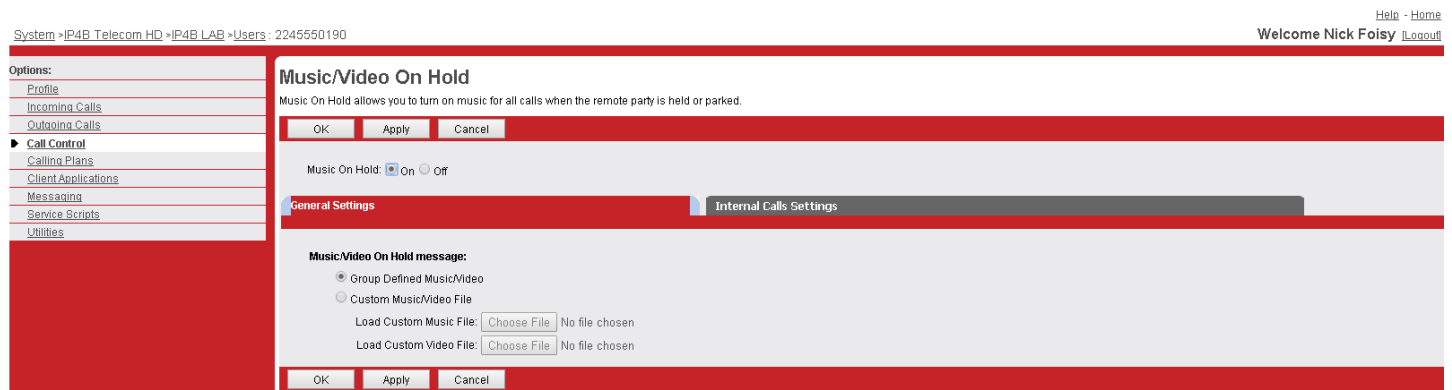
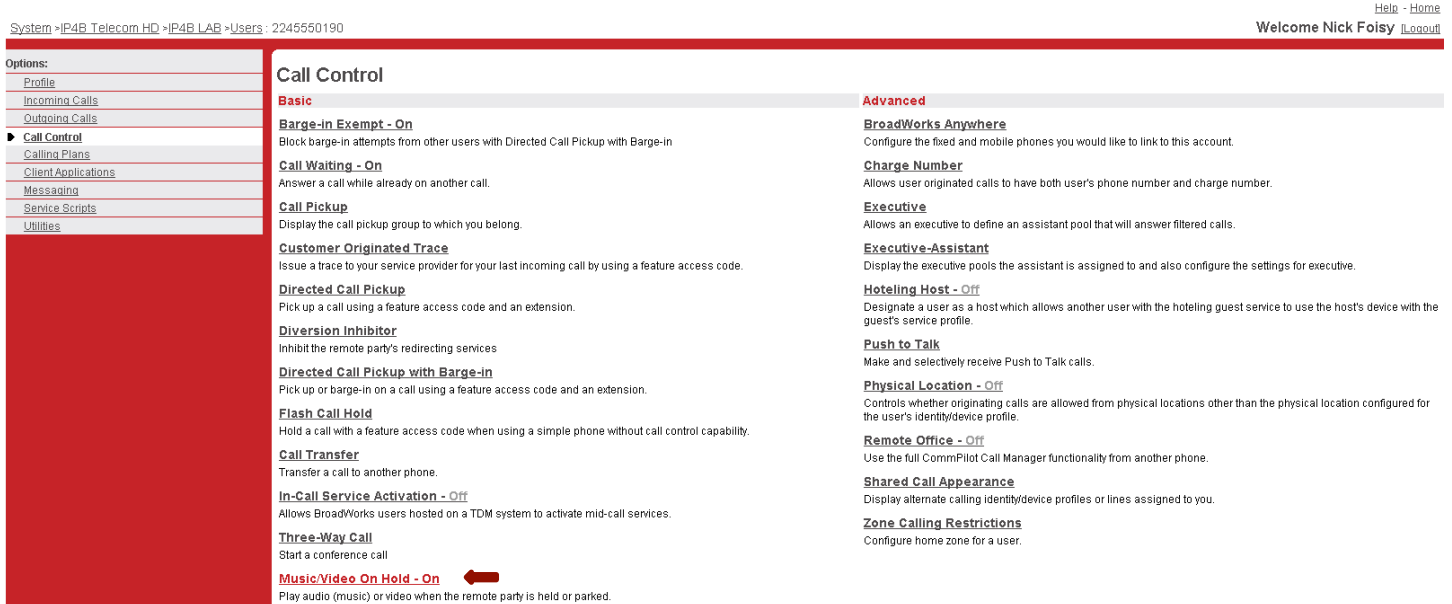
b. Select different options for the Barge-in feature.



4.4.3 Music/Video On Hold – On

The Music On Hold user service enables a user to play custom music to callers when the call is held or parked. It is used in conjunction with the group Music On Hold service and requires the group Music On Hold service to be assigned to the group.

a. Click on Call Control, then Music/Video On Hold – On



b. Click Custom Music/Video File and Choose Music File. ***The wave file has to be in a certain format, please refer to the Annex for Encoder option.

- Options:
- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities

Music/Video On Hold

Music On Hold allows you to turn on music for all calls when the remote party is held or parked.

OK Apply Cancel

Music On Hold: On Off

General Settings Internal Calls Settings

Music/Video On Hold message:

Group Defined Music/Video

Custom Music/Video File

Load Custom Music File: Choose File No file chosen

Load Custom Video File: Choose File No file chosen

OK Apply Cancel

4.4.4 Broadworks Anywhere

The BroadWorks Anywhere service allows a user to use one or more network locations. The user can seamlessly consolidate devices, including fixed and mobile devices, from different networks under a single BroadWorks account and operate a single set of services. When the user originates a call from a BroadWorks Anywhere location, the user's originating services are executed as if the call had been dialed from one of the user's primary locations.

a. Click on Call Control, then Broadworks Anywhere

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190 Help - Home
Welcome Nick Foisy [Logout](#)

Options:
Profile
Incoming Calls
Outgoing Calls
▶ **Call Control**
Calling Plans
Client Applications
Messaging
Service Scripts
Utilities

Call Control

Basic

- Barge-in Exempt - On**
Block barge-in attempts from other users with Directed Call Pickup with Barge-in
- Call Waiting - On**
Answer a call while already on another call.
- Call Pickup**
Display the call pickup group to which you belong.
- Customer Originated Trace**
Issue a trace to your service provider for your last incoming call by using a feature access code.

Advanced

- BroadWorks Anywhere** ←
Configure the fixed and mobile phones you would like to link to this account.
- Charge Number**
Allows user originated calls to have both user's phone number and charge number.
- Executive**
Allows an executive to define an assistant pool that will answer filtered calls.
- Executive-Assistant**
Display the executive pools the assistant is assigned to and also configure the settings for executive.

b. Click Add.

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190 Help - Home
Welcome Nick Foisy [Logout](#)

Options:
Profile
Incoming Calls
Outgoing Calls
▶ **Call Control**
Calling Plans
Client Applications
Messaging
Service Scripts
Utilities

BroadWorks Anywhere

Configure the fixed and mobile phones you would like to link to this account.

OK Apply Add Cancel

Alert all locations for Click-to-Dial calls
 Alert all locations for Group Paging calls
[View Available Portal List](#)

Phone Number	Description	Edit
No Entries Present		

[Page 1 of 1]

Phone Number Starts With Find Find All

OK Apply Add Cancel

c. Type in the phone number. Check the three options in the Advanced Options, then click Apply.

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190 Help - Home
Welcome Nick Foisy [Logout](#)

Options:
Profile
Incoming Calls
Outgoing Calls
▶ **Call Control**
Calling Plans
Client Applications
Messaging
Service Scripts
Utilities

BroadWorks Anywhere Phone Number Add

Allows BroadWorks Anywhere Phone Number to be configured along with multiple selective criteria for each phone number

OK Cancel

Phone Number Selective Criteria

Phone Number: 1234567894
Description: cell
 Enable this Location

Advanced Options

Outbound Alternate Phone Number/SIP URI:

- Enable Diversion Inhibitor
- Require Answer Confirmation
- Use BroadWorks-based Call Control Services

OK Cancel

4.4.5 Shared Call Appearance

The Shared Call Appearance (SCA) service allows an incoming call to appear at multiple locations simultaneously. All devices where call appearance is shared can be used to answer an incoming call or originate a call on behalf of the primary location, such as for instance, in an administrative assistant/executive scenario. The service also has private hold capability. When a location puts a call on private hold, only the location that held the call can retrieve it. Retrieve attempts from all other locations are rejected.

a. Click on Call Control, then Shared Call Appearance

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190 Help - Home
Welcome Nick Foisy [Logout](#)

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control**
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities

Call Control

Basic

- Barge-in Exempt - On**
Block barge-in attempts from other users with Directed Call Pickup with Barge-in
- Call Waiting - On**
Answer a call while already on another call.
- Call Pickup**
Display the call pickup group to which you belong.
- Customer Originated Trace**
Issue a trace to your service provider for your last incoming call by using a feature access code.
- Directed Call Pickup**
Pick up a call using a feature access code and an extension.
- Diversion Inhibitor**
Inhibit the remote party's redirecting services
- Directed Call Pickup with Barge-in**
Pick up or barge-in on a call using a feature access code and an extension.
- Flash Call Hold**
Hold a call with a feature access code when using a simple phone without call control capability.
- Call Transfer**
Transfer a call to another phone.
- In-Call Service Activation - Off**
Allows BroadWorks users hosted on a TDM system to activate mid-call services.
- Three-Way Call**
Start a conference call

Advanced

- BroadWorks Anywhere**
Configure the fixed and mobile phones you would like to link to this account.
- Charge Number**
Allows user originated calls to have both user's phone number and charge number.
- Executive**
Allows an executive to define an assistant pool that will answer filtered calls.
- Executive-Assistant**
Display the executive pools the assistant is assigned to and also configure the settings for executive.
- Hoteling Host - Off**
Designate a user as a host which allows another user with the hoteling guest service to use the host's device with the guest's service profile.
- Push to Talk**
Make and selectively receive Push to Talk calls.
- Physical Location - Off**
Controls whether originating calls are allowed from physical locations other than the physical location configured for the user's identity/device profile.
- Remote Office - Off**
Use the full CommPilot Call Manager functionality from another phone.
- Shared Call Appearance** ←
Display alternate calling identity/device profiles or lines assigned to you.
- Zone Calling Restrictions**
Configure home zone for a user.

b. Click Add

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190 Help - Home
Welcome Nick Foisy [Logout](#)

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control**
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities

Shared Call Appearance

Shared Call Appearance allows administrators to allocate additional devices or lines to you. These devices or lines also ring just like your primary phone. Define the line policy on Device Policies page.

OK Apply Add Cancel

Alert all appearances for Click-to-Dial calls
 Alert all appearances for Group Paging calls
 Allow Call Retrieve from another location

Multiple Call Arrangement: On Off
 Allow bridging between locations
 Enable Call Park notification

Bridge Warning tone: None
 Barge-in only
 Barge-in and repeat every 30 seconds

Device Policies: [Configure device policies](#)

Delete	Identity/Device Profile Type ▲	Identity/Device Profile Name	Line/Port	Edit
No Entries Present				

[Page 1 of 1]

Identity/Device Profile Type Starts With Find Find All

OK Apply Add Cancel

c From the drop down list in Identity/Device Profile Name, select the user and type in a name in the Line/Port

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190 Help - Home
Welcome Nick Foisy [Logout](#)

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities

Shared Call Appearance Add
Allows administrators to allocate additional devices or lines to you.

OK Cancel

Identity/Device Profile Name: 2245550190 (Group)

* Line/Port: SCA user2 @ voip.ip4b.net

Enable this location
 Allow Origination from this location
 Allow Termination to this location

OK Cancel

4.5 Client Applications

4.5.1 Busy Lamp Field

The Busy Lamp Field (BLF) service allows a user with a SIP attendant console phone to monitor the hook status and remote party information of selected users via the busy lamp fields on the phone.

a. Click Client Applications, then Busy Lamp Field

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190 Help - Home
Welcome Nick Foisy [Logout](#)

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities

Client Applications

Basic **Advanced**

Busy Lamp Field **Polycom Phone Services**

Allows monitoring user phone status via a SIP Attendant Console Phone Integrate BroadWorks services with the Polycom family phone services.

CommPilot Call Manager
Provide a web-based client for a user instead of using star codes or pressing the flash hook. The client provides a visual, graphical user interface that is used to initiate, manipulate, and release calls.

Client Call Control
Provide access to your account for third-party call control applications.

b. In the List URI: sip: type in a name for the URI address and from the Available Users, select and add them to the Monitored Users.

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190 Help - Home
Welcome Nick Foisy [Logout](#)

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities

Busy Lamp Field
Busy Lamp Field allows you to create a list of users to monitor via your SIP Attendant Console Phone and assign a SIP URI to the list.

OK Apply Cancel

List URI: sip: 2245550190-blf @ voip.ip4b.net

Enable Call Park notification

Enter search criteria below

User ID Starts With Search

Available Users	Monitored Users
<ul style="list-style-type: none"> ..Bench (2245550105@voip.ip4b.net) ..Seveur (2245550114@voip.ip4b.net) 4001_Aastra 67571 (2245550182) 4002_Aastra 68651 (2245550184) 4003_Aastra 68631 (2245550185) 4004_Aastra 68671 (2245550181) 4006_Polycom VV600 (2245550180) 4007_Aastra 6731 (2245550173) 4008_Aastra 67391 (2245550186) 4009_Polycom 450 (2245550187) 4010_Aastra 68691 (2225550136) 	<ul style="list-style-type: none"> 4005_Polycom 550 (2245550163)

Add > Remove < Add All >> Remove All

Move Up Move Down

OK Apply Cancel

4.5.2 Polycom Phone services

Works in conjunction with Personal Phone List in section 4.3.4 and Group Custom Contact Directory in section

a. Click on Client Applications, then Polycom Phone Services

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190 Help - Home
Welcome Nick Foisy Logout

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications**
- Messaging
- Service Scripts
- Utilities

Client Applications

Basic

Busy Lamp Field
Allows monitoring user phone status via a SIP Attendant Console Phone

CommPilot Call Manager
Provide a web-based client for a user instead of using star codes or pressing the flash hook. The client provides a visual, graphical user interface that is used to initiate, manipulate, and release calls.

Client Call Control
Provide access to your account for third-party call control applications.

Advanced

Polycom Phone Services ←
Integrate BroadWorks services with the Polycom family phone services.

b. Click on the user

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190 Help - Home
Welcome Nick Foisy Logout

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications**
- Messaging
- Service Scripts
- Utilities

Polycom Phone Services

Configure how Polycom Phone Services should integrate with BroadWorks services.

OK Cancel

Identity/Device Profile Name	Line/Port	Edit
2245550190 (Group)	2245550190@voip.ip4b.net	Edit

[Page 1 of 1]

Identity/Device Profile Name Starts With Find Find All

OK Cancel

c. Check to include the Personal Phone List and Group Contact Directory.

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190 Help - Home
Welcome Nick Foisy Logout

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications**
- Messaging
- Service Scripts
- Utilities

Polycom Phone Services

Integrate BroadWorks services with the Polycom family phone services.

OK Apply Cancel

Identity/Device Profile Name: 2245550190
Line/Port: 2245550190@voip.ip4b.net

Polycm Phone Directory

Integration with BroadWorks: On Off

- Include the Personal Phone List in the Polycom Phone Directory
- Include the following Group Custom Contact Directory in the Polycom Phone Directory
Directory

OK Apply Cancel

4.6 Messaging

4.6.1 Greetings

Message Greetings allows you to upload personal audio files as greetings to use when people reach your voice messaging box.

***The wave file has to be in a certain format, please refer to the Annex for Encoder option.

a. Click on Messaging, then Greeting.

The screenshot shows the IP4B Phone Management Portal interface. At the top, the breadcrumb navigation reads "System > IP4B Telecom HD > IP4B LAB > Users : 2245550190". The user is logged in as "Welcome Nick Foisy". On the left, a sidebar menu lists various options, with "Messaging" selected. The main content area is titled "Messaging" and is divided into "Basic" and "Advanced" sections. The "Basic" section includes options for "Aliases", "Distribution Lists", "Greetings", "Voice Management - On" (which is highlighted with a red arrow), and "Voice Portal". The "Advanced" section includes "MWI Delivery to Mobile Endpoint - Off", "Outgoing MWI", "Third-Party MWI Control", and "Third-Party Voice Mail Support - Off".

b. You can Enable or Disable Message deposit and load personal greetings for your mailbox.

The screenshot shows the "Greetings" configuration page in the IP4B Phone Management Portal. The breadcrumb navigation is "System > IP4B Telecom HD > IP4B LAB > Users : 2245550190". The user is logged in as "Welcome Nick Foisy". The left sidebar menu shows "Messaging" selected. The main content area is titled "Greetings" and includes a description: "Message Greetings allows you to upload personal audio files as greetings to use when people reach your voice messaging box." Below this, there are three buttons: "OK", "Apply", and "Cancel". The configuration options are as follows: "Disable Message Deposit" (unchecked), "Disconnect call after greeting" (checked), and "Forward call after greeting to:" (empty text field). Under "Busy Greeting:", "System greeting" is selected, and there are "Load personal greeting:" and "Load Personal Video Greeting:" options, each with a "Choose File" button and "No file chosen" text. Under "No Answer Greeting:", "System greeting" is selected, and there are "Load Unavailable Greeting:" and "Load Unavailable Video Greeting:" options, each with a "Choose File" button and "No file chosen" text. Under "Alternate No Answer Greetings:", there are three rows, each with a radio button, a "Greeting Name" text field, and "Audio:" and "Video:" options, each with a "Choose File" button and "No file chosen" text. At the bottom, there is a "Number of rings before greeting:" dropdown menu set to "3".

4.6.2 Voice Management

a. Click on messaging, then Voice management - On

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190 Help - Home
Welcome Nick Foisy [Logout](#)

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging**
- Service Scripts
- Utilities

Messaging

Basic

Aliases
Directly access your voice messages from other pre-defined numbers.

Distribution Lists
Create multiple distribution lists to use with voice messaging.

Greetings
Load or modify your voice messaging greetings.

Voice Management - On ←

Record messages for calls that are not answered within a specified number of rings or for busy calls.

Voice Portal
Change voice portal options for the user.

Advanced

MWI Delivery to Mobile Endpoint - Off
Enable short message notification mechanism to inform mobile end user about the reception of a new voice mail, fax or video message.

Outgoing MWI
Enable the system to send MWI events to external devices.

Third-Party MWI Control
Enable the system to receive message waiting indicator (MWI) events from external network elements.

Third-Party Voice Mail Support - Off
Configure a third-party voice mail system.

b. Can enable or disable the mail box. Also can forward all messages to an e-mail address. In the Additionally section, we can notify or send a carbon copy of a message sent by e-mail. The 0 can be programmed to ring an extension or group. If the caller gets your mailbox, at any time he can dial 0 to be transferred to the number programmed.

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190 Help - Home
Welcome Nick Foisy [Logout](#)

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging**
- Service Scripts
- Utilities

Voice Management

Voice Management allows you to specify how to handle your messages. Use Unified messaging if you want to use your phone to retrieve messages. You can also just choose to send the message to your e-mail and not use the phone for messaging. Note that the message settings here also apply to other types of messaging such as fax if enabled.

OK Apply Cancel

Voice Messaging: On Off

Send All Calls to Voice Mail
 Send Busy Calls to Voice Mail
 Send Unanswered Calls to Voice Mail

When a message arrives...:

Use unified messaging [Advanced Settings \(Also saves current screen data\)](#)
 Use Phone Message Waiting Indicator

Forward it to this e-mail address: _____

Additionally...:

Notify me by e-mail of the new message at this address _____
 E-mail a carbon copy of the message to _____
 Transfer on '0' to Phone Number _____

OK Apply Cancel

4.7 Utilities

4.7.1 Basic Call Logs

The Call Logs services allow users to view information about their placed, received, and missed calls.

a. Click on utilities, then Basic Call Logs

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190 Help - Home
Welcome Nick Foisy [Logout](#)

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities**

Utilities

Basic

Authentication
Perform authentication upon the registration of an IP phone to prevent unauthorized access to the system.

Basic Call Logs ←

Display the most recently received, missed, or placed calls.

Feature Access Codes
Display the feature access codes (star codes) for your services.

Enterprise Directory
Display the enterprise directory list.

b. For Basic Call Logs, a maximum of 20 of the most recent logs per call type (placed, received, and missed) are stored for a user. When the maximum number is reached and a new call log is added, the oldest log of the same type is deleted.

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190 Help - Home
Welcome Nick Foisy [Logout](#)

Options:

- [Profile](#)
- [Incoming Calls](#)
- [Outgoing Calls](#)
- [Call Control](#)
- [Calling Plans](#)
- [Client Applications](#)
- [Messaging](#)
- [Service Scripts](#)
- Utilities**

Basic Call Logs

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

Deleted successfully

OK Apply Cancel

Select All Deselect All

Placed Calls
Received Calls
Missed Calls

Delete	Name	Phone Number	Date/Time
<input type="checkbox"/>	Polycm WX400 4011	4011	15-11-07 11:02
<input type="checkbox"/>	Polycm WX400 4011	4011	15-11-07 11:01
<input type="checkbox"/>	Polycm WX400 4011	4011	15-11-07 11:01
<input type="checkbox"/>	Polycm WX400 4011	4011	15-11-07 11:01
<input type="checkbox"/>	Polycm WX400 4011	4011	15-11-07 11:00
<input type="checkbox"/>	Unavailable	18007473787	15-11-07 07:30
<input type="checkbox"/>	Unavailable	18007473787	15-11-07 07:29
<input type="checkbox"/>	Unavailable	0	15-11-05 16:27
<input type="checkbox"/>	Unavailable	0	15-11-05 16:26
<input type="checkbox"/>	Unavailable	5146800166	15-11-05 10:53
<input type="checkbox"/>	Unavailable	5125020360	15-11-05 10:10
<input type="checkbox"/>	Unavailable	17042061038	15-11-05 10:06
<input type="checkbox"/>	Unavailable	2015550183	15-11-05 06:52
<input type="checkbox"/>	Unavailable	5146811763	15-11-05 06:51

OK Apply Cancel

4.7.2 Feature Access Codes

List of codes assigned to the user.

a. Click on Utilities, then Feature Access Codes

System > IP4B Telecom HD > IP4B Telecom > Users : 2245550109@voip.ip4b.net Help - Home
Welcome Nick Foisy [Logout](#)

Options:

- [Profile](#)
- [Incoming Calls](#)
- [Outgoing Calls](#)
- [Call Control](#)
- [Calling Plans](#)
- [Client Applications](#)
- [Messaging](#)
- [Service Scripts](#)
- Utilities**

Utilities

Basic

Authentication
Perform authentication upon the registration of an IP phone to prevent unauthorized access to the system.

Basic Call Logs
Display the most recently received, missed, or placed calls.

Feature Access Codes ←

Display the feature access codes (star codes) for your services.

Enterprise Directory
Display the enterprise directory list.

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190 Help - Home
Welcome Nick Foisy [Logout](#)

Options:

- [Profile](#)
- [Incoming Calls](#)
- [Outgoing Calls](#)
- [Call Control](#)
- [Calling Plans](#)
- [Client Applications](#)
- [Messaging](#)
- [Service Scripts](#)
- Utilities**

Feature Access Codes

Feature Access Codes list the star codes for services that you have. To activate a service, hit the * key and the number followed by the # key. Some require additional information such as a phone number, but you are prompted for that information. You cannot change your feature access codes.

OK

*77	Anonymous Call Rejection Activation
*87	Anonymous Call Rejection Deactivation
52	Anonymous Call Rejection Interrogation
#8	Automatic Callback Deactivation
#9	Automatic Callback Menu Access
*14	BroadWorks Anywhere E.164 Dialing
*15	Call Bridge
*72	Call Forwarding Always Activation
*73	Call Forwarding Always Deactivation
21	Call Forwarding Always Interrogation
*21	Call Forwarding Always To Voice Mail Activation
#21	Call Forwarding Always To Voice Mail Deactivation
*90	Call Forwarding Busy Activation
*91	Call Forwarding Busy Deactivation
67	Call Forwarding Busy Interrogation
*40	Call Forwarding Busy To Voice Mail Activation
#40	Call Forwarding Busy To Voice Mail Deactivation
*92	Call Forwarding No Answer Activation
*93	Call Forwarding No Answer Deactivation

4.7.3 Intercept User – Off

The Intercept User service allows a carrier to intercept calls routed to and from a line that has been decommissioned, providing an informative announcement and alternate routing options (for example, “This number is no longer in service. To talk to an operator, press 0”).

a. Click on Utilities, then Intercept User

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190 Help - Home
Welcome Nick Foisy [Logout](#)

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities**

Utilities

Basic

Authentication
Perform authentication upon the registration of an IP phone to prevent unauthorized access to the system.

Basic Call Logs
Display the most recently received, missed, or placed calls.

Feature Access Codes
Display the feature access codes (star codes) for your services.

Enterprise Directory
Display the enterprise directory list.

Intercept User - Off ←
Allows the system to intercept calls terminated to or originated from a line that has been decommissioned.

b. Different Inbound and Outbound Options and announcement are available for a user that has been decommissioned.

System > IP4B Telecom HD > IP4B LAB > Users : 2245550190 Help - Home
Welcome Nick Foisy [Logout](#)

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities**

Intercept User

Intercept User allows your administrator to gracefully take your phone out of service while providing callers with informative announcements and alternative routing options. Depending on service configuration, none, some, or all incoming calls to the specified user are intercepted. Also depending on service configuration, outgoing calls are intercepted or rerouted to another location.

OK Apply Cancel

Intercept User: On Off

Inbound Announcements

- Default Announcement
- Personal Announcement

Load Personal Audio Announcement: No file chosen

Load Personal Video Announcement: No file chosen

Inbound Call Options

- Intercept All Inbound Calls
- Allow Inbound Calls from System-Defined Phone Numbers
- Allow Inbound Calls (Partial Intercept)
- Use Alternate Outbound Blocking Announcement
- Route to Voice Mail
- Play new Phone Number:
- Transfer on '0' to Phone Number:

Outbound Call Options

- Block All Outbound Calls
- Route to Phone Number:
- Allow Outbound Local Calls

OK Apply Cancel

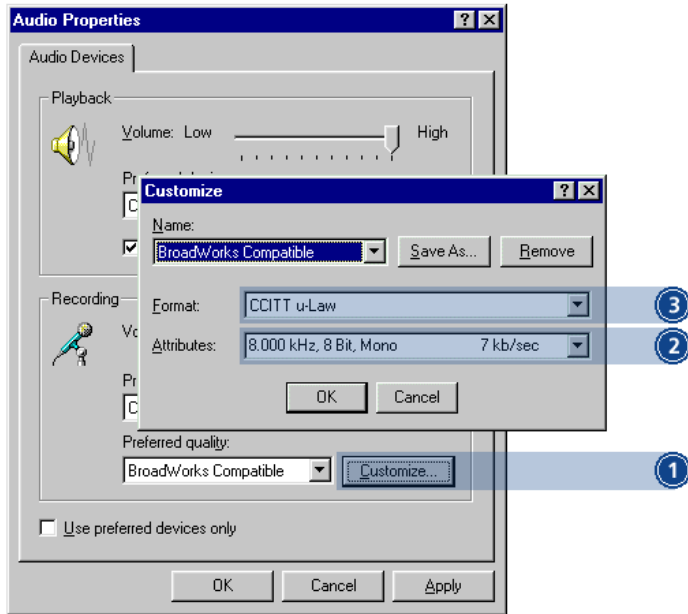
Annex

1. Encoder Options

Free Programs are available on the net. Ex. Switch Sound File Converter Plus, <http://www.nch.com.au/switch>

The WAV file format and attributes supported are identified below. For other type of file, please refer to help file for detail. Please make sure your recording complies with these settings for WAV file:
Format: CCITT u-Law
Attributes: 8.000 kHz, 8 Bit, Mono, 7 kb/sec

Detailed instructions to set up the Windows Sound Recorder are provided below:



1. From the Edit menu, select Audio Properties. Click on the Customize button under Preferred quality.
2. From the Format list, select CCITT u-Law
3. Under Attributes, select 8.000 kHz, 8 Bit, Mono..
4. You may want to save this format at this point, so that you can easily select it in the future. Click OK on the Customize dialog.
5. Click OK on the Audio Properties dialog.