

BroadWorks Services Provisioning



User Administration
Release 13

Module Objectives

At the end of this module, you will be able to:

- Modify the user profile.
- Configure incoming and outgoing calling plans.
- Configure a Call Center.
- Configure calling plans.
- Configure messaging services.
- Configure utilities.
- Configure conferencing.

User – Profile Menu

The screenshot shows the Broadsoft user interface for the 'User – Profile Menu'. At the top left is the Broadsoft logo with the tagline 'innovation calling.'. At the top right, there are navigation links: 'Call Manager - Attendant Console - Help - Home' and a welcome message 'Welcome Test grp_1 [Logout]'. On the left side, there is a vertical 'Options:' menu with the following items: Profile (selected), Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Client Applications, Messaging, Utilities, and Service Scripts. The main content area is titled 'Profile' and is divided into two tabs: 'Basic' and 'Advanced'. Under the 'Basic' tab, there are three sections: 'Profile' (with a description: 'Display and configure profile information such as your name, number, extension, address, department, and device.'), 'Passwords' (with a description: 'Set web access and voice portal passwords.'), and 'Time Schedule' (with a description: 'Add, modify, or remove time schedules'). The 'Advanced' tab is currently selected, and it displays the message: 'None of the menu items in this category are enabled.' At the bottom right of the page, the number '334' is visible. The footer contains the Broadsoft logo and the website address 'www.broadsoft.com'.

User Profile Menu

When you log in, the *User – Profile* menu page displays. This is your *Home* page. Click **Home** to access this page from any other page in CommPilot Personal web interface or click **Profile** in the Options list.

User – Profile

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Call Manager - Attendant Console - Help - Home

Welcome Test grp_1 [Logout](#)

Options:

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

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 Cancel

Service Provider ID: spt1 Group: grp1_1
User ID: grp1_1@grp11.com
* Last Name: grp_1 * First Name: Test
Phone Number: 2403645111 Extension: 6111
Calling Line ID Last Name: grp_1 Calling Line ID First Name: Test
Department: Language: English
Time Zone: (GMT-05:00) US/Eastern

Alises: sip: grp1_1@grp11.com
sip:
sip:
sip:

Set Up IAD/Gateway
IAD/Gateway Name: Polycom1
Line/Port: 01

Additional Information

Title: _____ Mobile: _____
Pager: _____ YahooID: _____
E-mail: _____
Location: _____
Address: _____
City: _____ State/Province: -- Select --
Zip/Postal Code: _____ Country: _____

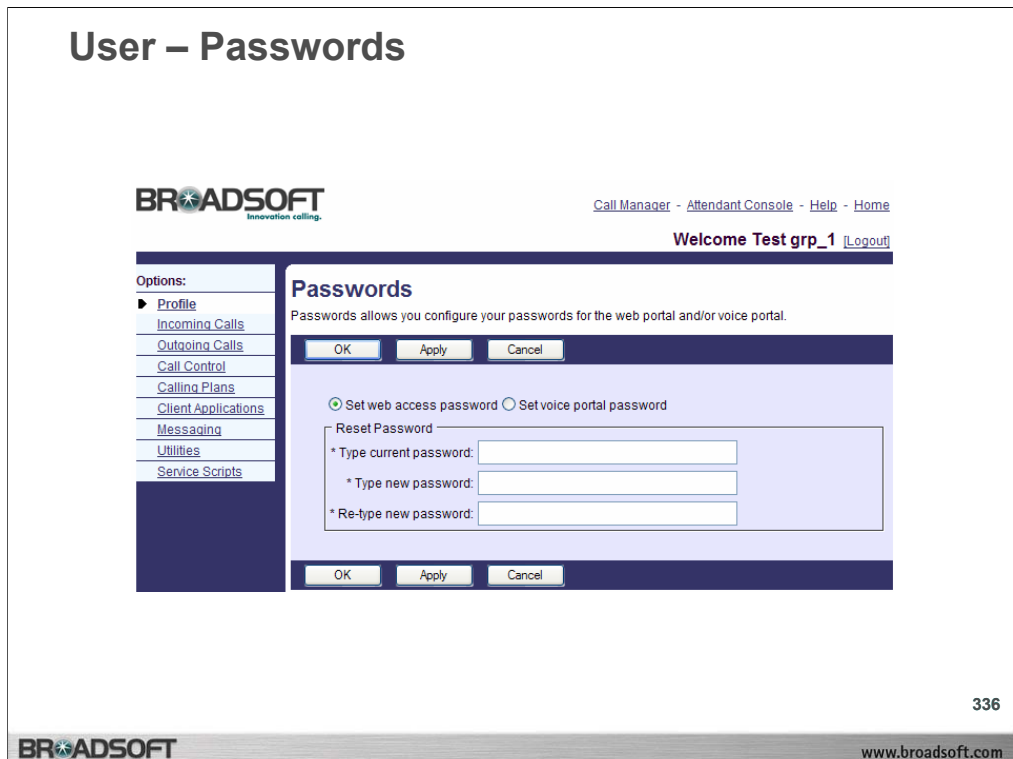
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To edit your personal profile:

1. On the *User – Profile* menu page click **Profile**. The *User – Profile* page displays.
2. On the *Profile* page, position your mouse pointer in the text box to edit and click. Required data are indicated with an asterisk (*). Other data are optional, but recommended.
3. Press the DELETE button on your keyboard to empty the field of its contents, or simply begin typing to enter new information.

User – Passwords



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To reset your password:

1. On the *User – Profile* menu page click **Passwords**. The *User – Passwords* page displays.
2. Click the button to indicate which password you are changing. To change the password that gets you into BroadWorks, click “Set web access password”. To change the password for your voice messaging options, click “Set voice portal password”.
3. Type your current password. Type the password exactly as you do when logging into the system, including capitalization. The password does not display as you type on the keyboard; * displays for each character typed, for example, *****.
4. Type the new password. Enter the password exactly as you do when logging into the system, including capitalization. Web access passwords are alphanumeric combinations that must begin with a character. Voice portal passwords are numeric characters only. The password does not display as you type on the keyboard; * displays for each character typed, for example *****.
5. Type the new password again. Re–type the new password exactly as it was typed the first time, including capitalization.
6. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click Cancel to display the previous page.

User – Time Schedule



Options:

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

Time Schedule

Add a new time schedule or manage existing time schedules.

OK Add Cancel

Time Schedule	Type	Edit
Standard Business Hours	Personal	Edit

[Page 1 of 1]

Time Schedule Starts With standard Find Find All

OK Add Cancel

To view your time schedules:

On the *User – Profile* menu page click **Time Schedules**. The *User – Time Schedule* page displays, listing your time schedules.

User – Time Schedule Add

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Welcome Test grp_1 [Logout](#)

Options:

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

Time Schedule Add

Add a new time schedule.

* Time Schedule Name:

Start Day	Start Time	End Day	End Time
Monday	8:00 AM	Monday	5:00 PM
Tuesday	8:00 AM	Tuesday	5:00 PM
Wednesday	8:00 AM	Wednesday	5:00 PM
Thursday	8:00 AM	Thursday	5:00 PM
Friday	8:00 AM	Friday	5:00 PM

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To add a time schedule:

1. On the *User – Profile* menu page click **Time Schedule**. The *User – Time Schedule* page displays.
2. Click **Add**. The *User – Time Schedule Add* page displays. The time schedule is composed of call entries that include the day of the week, the start time, the end day, and the end time.
3. Type the name of the schedule in the *Time Schedule Name* text box.
4. From the *Start Day* drop-down list, select the day to start the entry.
5. Type the start time and select “AM” or “PM” from the drop-down list.
6. From the *End Day* drop-down box, select the end day of the entry.
7. Type the end date and select “AM” or “PM” from the drop-down list.
8. Repeat steps 3 through 6 for each entry to add to the schedule.
9. To save your changes and display the previous page, click **OK**. To exit without saving, select another page or click **Cancel** to display the previous page

User – Incoming Calls

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Call Manager - Attendant Console - Help - Home
Welcome Test grp_1 [Logout](#)

Options:

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

Incoming Calls

Basic

Anonymous Rejection - [Off](#)
Prevent a caller from reaching you when the caller has explicitly restricted his/her number.

Calling Line ID Blocking Override - [Off](#)
Allows a user to override calling line identity presentation restrictions.

Calling Name Retrieval - [Off](#)
Provide a caller's name by retrieving the calling name from the network.

Call Forwarding Always - [Off](#)
Automatically forward your calls to a different phone number.

Call Forwarding Busy - [Off](#)
Automatically forward your calls to a different phone number when your phone is busy.

Call Forwarding No Answer - [Off](#)
Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.

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

Do Not Disturb - [Off](#)
Automatically forward your calls to your voice messaging service, if configured, otherwise the caller hears a busy tone.

External Calling Line ID Delivery - On
Provides Calling Line ID information of an external caller.

Intelligent Network Service Control - [Off](#)
Enable or Disable Pre-Answer Actions for Intelligent Network Service Control.

Internal Calling Line ID Delivery - On
Provide Calling Line ID information of group member when called.

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 Centers
Display the call centers that you belong to and allow log in or log out from those call centers.

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.

CommPilot Express - [Off](#)
Manage incoming calls based on four pre-configured profiles.

CommPilot Express SR - [Off](#)
Manage incoming calls based on four pre-configured profiles.

Custom Ringback User - [Off](#)
Customize the media ringback to be played to your callers. Different ringbacks may be played, based on pre-defined criteria, such as phone number, time of day or day of week.

Priority Alert - [Off](#)
Ring your phone with a distinctive ring when pre-defined criteria, such as phone number, time of day or day of week, are met.

Selective Acceptance - [Off](#)
Accept calls when pre-defined criteria, such as phone number, time of day or day of week, are met.

Selective Rejection - [Off](#)
Reject calls when pre-defined criteria, such as phone number, time of day or day of week, are met.

Sequential Ring - [Off](#)
Ring multiple phones sequentially when calls are received.

Series Completion
Display the series completion groups to which you belong.

Simultaneous Ring Family - [Off](#)
Ring multiple family phones simultaneously when calls are received.

Simultaneous Ring Personal - [Off](#)
Ring multiple phones simultaneously when calls are received.

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Incoming Calls Menu

To access the *User – Incoming Calls* menu page, click **Incoming Calls** in the Options list.

User – Anonymous Call Rejection

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Welcome Test grp_1 [\[Logout\]](#)

Options:

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

Anonymous Call Rejection

Anonymous Call Rejection allows you to reject calls from callers who have blocked the display of their number. Only deliberate anonymous numbers are rejected. Callers whose numbers are unavailable are not rejected. Callers that are rejected are informed that you are not accepting calls from unidentified callers. Your phone does not ring and you do not receive any indication that they called. However, this does not apply to calls within your group.

OK Apply Cancel

Anonymous Call Rejection: On Off

OK Apply Cancel

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To activate anonymous call rejection:

1. On the *User – Incoming Calls* menu page click **Anonymous Rejection**. The *User – Anonymous Call Rejection* page displays.
2. Click the “On” button. When on, Anonymous Rejection rejects calls from callers who have chosen to block the identification of their phone numbers. The caller hears a message notifying that his/her call is being rejected.
3. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.

To deactivate anonymous call rejection:

1. On the *User – Incoming Calls* menu page click **Anonymous Rejection**. The *User – Anonymous Call Rejection* page displays.
2. Click the “Off” button.
3. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.

Incoming Call Services

- **Calling Line ID Blocking**
- **Calling Name Retrieval**
- **Call Forwarding Always**
- **Call Forwarding Busy**
- **Call Forwarding No Answer**
- **Call Notify**
- **Do Not Disturb**
- **External Calling Line ID Delivery**
- **Intelligent Network Service Control**
- **Internal Calling Line ID Delivery**
- **Distinctive Ring**
- **Alternate Number**

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Incoming Call Services

Other Incoming Call services that need to be activated and deactivated include:

Calling Line ID Blocking Override: to override blocked calling line IDs. When this service is on, calling line IDs display if they are available.

Calling Name Retrieval: to retrieve the names of callers from the network.

Call Forwarding Always: to redirect your calls to another number or SIP-URI.

Call Forwarding Busy: procedure to redirect your calls to another number or SIP-URI when you are engaged in a call.

Call Forwarding No Answer: to redirect your calls to another number or SIP-URI after a pre-defined number of rings.

Call Notify: to send an e-mail to notify you of an incoming call during a specific time schedule.

Do Not Disturb: block your incoming calls.

External Calling Line ID Delivery: view the caller identification of a caller from an external group.

Intelligent Network Service Control: to provide connectivity between your telephone and Voice over Internet (VoIP) service for a traditional telephone service subscriber.

Internal Calling Line ID Delivery: to view the caller identification of a caller from within your group.

Distinctive Ring: to assign a distinctive ring for incoming calls on the alternate numbers:

Alternate Number: to assign alternate phone numbers for numbers and extensions to ring your phones just like your primary phone. This is accessible from administrative levels and is otherwise hidden as a user.

User – Call Notify Add

Options:

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

Call Notify Add

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

OK Cancel

* Description:

Selected Time Schedule:

Calls from

Any phone number

Following phone numbers:

- Any private number
- Any unavailable number

Specific phone numbers:

<input type="text" value="7038584800"/>	<input type="text" value="7038583458"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

OK Cancel

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To add a call notify entry:

1. On the *User – Incoming Calls* menu page click **Call Notify**. The *User – Call Notify* page displays.
2. Type the e-mail address to send the notification to in the *Send e-mail to* text box.
3. Click **Apply** to save your changes
4. Click **Add**. The *User – Call Notify Add* page displays.
5. In the *Description* text, type a description of the phone numbers in this selection.
6. Select the time schedule to use this service from the drop-down list.

NOTE: Define your time schedules on the *User – Time Schedule* page.

7. To have notifications of calls from any phone number sent, check the *Any phone number* check box. Otherwise, click your cursor in the text box and type the complete number to trigger the service. If this number is not one assigned to the group, type the complete number: +<country code> <national number>. For example, "+1" must precede long distance numbers within the U.S. You can enter up to 12 numbers for this service.
8. You can use wild cards. The "?" is a wild card that can replace a single digit anywhere in a digit string. A trailing "*" represents a digit string and can only appear at the end of a string containing digits and "?" wild cards. For example, 45055512?4, 450555??34, and 4505?5*, are all valid call entries.
9. To save your changes and display the previous page, click **OK**. To exit without saving, select another page or click **Cancel** to display the previous page.

User – Call Centers

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[Call Manager](#) - [Attendant Console](#) - [Help](#) - [Home](#)

Welcome Test grp_1 [\[Logout\]](#)

Options:

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

Call Centers

Call Centers displays all the call centers you belong to and whether you are currently logged in to the call centers. You can make yourself available or unavailable to take calls from that call center if permitted by your administrator.

Available	Call Center ID	Phone Number	Extension
<input checked="" type="checkbox"/>	7038584801	7038584801	4801

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The Call Centers menu displays only if the group you are a member of has been assigned this service by your service provider.

To indicate your Call Center availability:

1. On the *User – Incoming Calls* menu page click **Call Centers**. The *User – Call Centers* page displays.

Item	Description
Call Center ID	Name or number of the Call Center assigned by the administrator.
Number	Phone number assigned to the Call Center.
Extension	Extension associated with your Call Center phone.

2. Check the *Available* check box to indicate that you are available to receive calls in your Call Center group. Uncheck the *Available* check box to indicate that you are unavailable to receive calls in your Call Center group.
3. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.

User – Call Forwarding Selective

Options:

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

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 and a specified time 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.

OK Apply Add Cancel

* Default Call Forward to phone number / SIP-URI: 911

Play Ring Reminder when a call is forwarded

Active	Description	Time Schedule	Calls from	Forward to	Edit
<input checked="" type="checkbox"/>	Mother-in-law	Every Day All Day	6133421011	9193387632	Edit

OK Apply Add Cancel

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The Call Forwarding Selective service allows you to forward incoming calls with criteria that you set (a *call entry*) to a default phone number, SIP-URI address, or to another number of your choice.

To set the default forwarding number or SIP-URI address:

1. On the *User – Incoming Calls* menu page click **Call Forwarding Selective**. The *User – Call Forwarding Selective* page displays.
2. In the Calls Forward to n Default text box, type the phone number or SIP-URI address that you want to be your default forwarding number. This is required information.
3. To associate a sound (a short burst of rings) with the delivery of forwarded calls, click to select *Play Ring Reminder when a call is forwarded*.
4. All calls you specify go to the default number or SIP-URI address unless you specify a different forwarding number or SIP-URI address. To specify a different forwarding number or SIP-URI address, see section 10.16.1 *Add a Call Forwarding Selective Call Entry*.
5. To add an entry to specify criteria for callers whose numbers you want forwarded, see section 10.16.1 *Add a Call Forwarding Selective Call Entry*.
6. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.

User – Call Forwarding Selective Add

Options:

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

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 periods, you can create multiple call forwarding selective entries.

OK Cancel

* Description: Mother-in-law

Selected Time Schedule: Every Day All Day

Forward to: Use Default Forward phone number / SIP-URI
 Forward to another phone number / SIP-URI:

Calls from

Any phone number

Following phone numbers:

Any private number

Any unavailable number

Specific phone numbers:

6133421011		

OK Cancel

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To add a call forwarding selective entry:

1. On the *User – Incoming Calls* menu page click **Call Forwarding Selective**. The *User – Call Forwarding Selective* page displays.
2. Click **Add**. The *User – Call Forwarding Selective Add* page displays.
3. In the *Description* text box, type a name for the entry you are adding.
4. Choose the “Use Default Forward phone number/SIP-URI” or “Forward to another phone number/SIP-URI” option. Type in the number or SIP-URI address you want to use as your forwarding number or SIP-URI address if you choose the second option.
5. From the *Selected Time Schedule* drop-down list, choose a time period during which you want calls forwarded to the specified callers.
6. To have calls from any phone number forwarded to the number or SIP-URI address you specified and at the time you specified, check the *Any phone number* check box.
7. To have only calls with your specified criteria forwarded, type these phone numbers in the text boxes. If a number is not one assigned to the group, type the complete number: <country code> <national number>. You can enter up to 12 numbers for this service.
8. You can enter only one number if you want. Entering information in these text boxes clears the *Any phone number* check box. You can add more numbers by creating another entry with the same forwarding number.
9. To save your changes and display the previous page, click **OK**. To exit without saving, select another page or click **Cancel** to display the previous page.

User – Call Forwarding Selective Modify

Options:

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

Call Forwarding Selective Modify

Allows you to modify 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 periods, you can create multiple call forwarding selective entries.

* Description:

Selected Time Schedule:

Forward to: Use Default Forward phone number / SIP-URI

Forward to another phone number / SIP-URI:

Calls from

Any phone number

Following phone numbers:

Any private number

Any unavailable number

Specific phone numbers:

<input type="text" value="6133421011"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

To edit a call forwarding selective entry:

1. On the *User – Incoming Calls* menu page click **Call Forwarding Selective**. The *User – Call Forwarding Selective* page displays.
2. Click **Edit** on the right of the row for the entry. The *User – Call Forwarding Selective Modify* page displays.
3. Modify the information as required.

NOTE: Highlight the text box you wish to change and type over the highlighted entry. Do not use the Delete button on the page to clear a box. The Delete button permanently deletes all information for the entry on the page.

4. To save your changes and display the previous page, click **OK**. To exit without saving, select another page or click **Cancel** to display the previous page.

To delete a call forwarding selective entry:

1. On the *User – Incoming Calls* menu page click **Call Forwarding Selective**. The *User – Call Forwarding Selective* page displays.
2. Click **Edit** on the row for the entry. The *User – Call Forwarding Selective Modify* page displays.
3. Click **Delete**. The entry is deleted and the *User – Call Forwarding Selective* screen displays.

WARNING: This action cannot be undone. Once you click **Delete**, the instance is permanently deleted

Voice Messaging Enhancements - CF No Answer

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System > sp1 > grp1_1 > Users: grp1_1@grp11.com Welcome Default Administrator [Logout]

Options:

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

Call Forwarding No Answer

Call Forwarding No Answer allows you to forward all your calls to a different phone number or SIP-URI when you do not answer your phone. Use this service when you would rather have a secretary or co-worker receive the call instead of the caller being sent to your voice messaging box if you miss a call.

OK Apply Cancel

Call Forwarding No Answer: On Off

* Calls Forward to phone number / SIP-URI:

Number of rings before forwarding: None 2 3 4 5 6

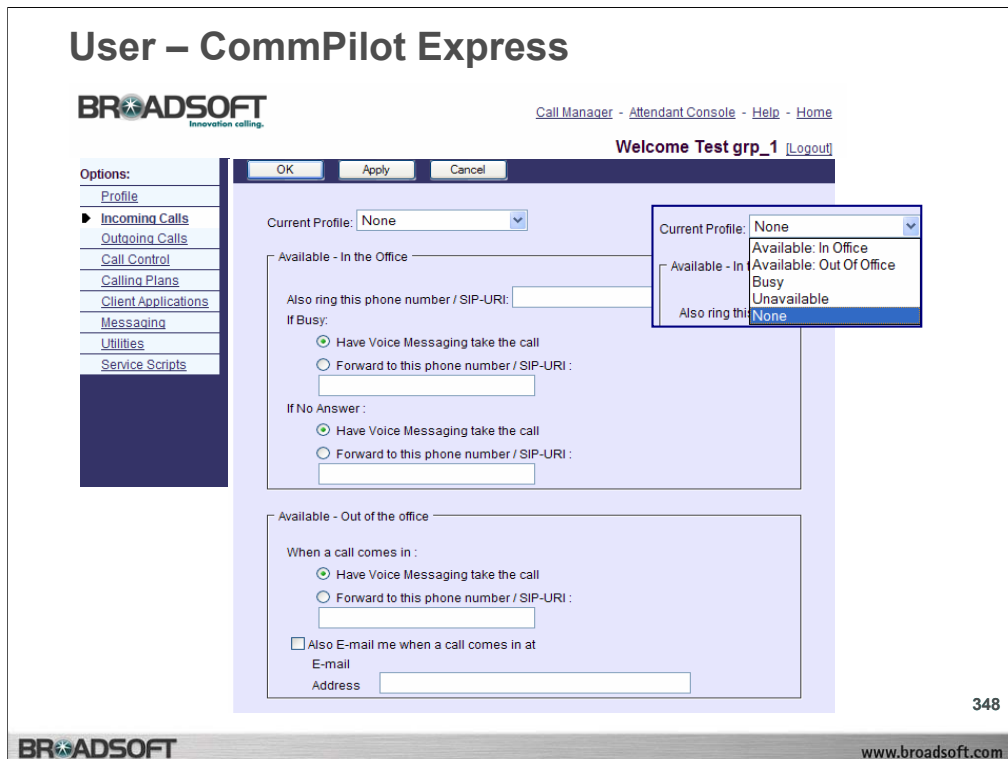
OK Apply Cancel

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Immediate Voicemail:

- Adds the possibility to select 0 (or “None”) rings, meaning to apply immediate No-Answer processing.
- The locations where this value can be set remain unchanged, namely:
 - a) In the user’s Voice Messaging – Greeting page.
 - b) In the user’s Call Forwarding No Answer page
 - c) In the user’s Third Party Voice Mail Support page.
 - d) In the user’s Sequential Ring page.
- When the number of rings before No-Answer processing applies is set to 0, and the called party is busy, the busy processing is applied. The only exception to this is for users using a SIP device, and when the phone is off-hook but the user is not yet involved in a call. In such a case, although the phone is off-hook, the No-Answer processing will not apply, because the Application Server is not aware that the called party is off-hook.
- When a user with Sequential Ring enabled receives a call and the number of rings before No-Answer processing applies is set to 0, the base location is not rung, and the service proceeds to the next location.



To configure CommPilot Express profiles for incoming calls:

1. On the *User – Incoming Calls* menu page click **CommPilot Express**. The *User – CommPilot Express* page displays.
 2. From the *Current Profile* drop-down list, select your current status. The default status is *None*.
 3. If you want your calls to ring - at a phone or SIP-URI address in addition to your primary phone, type an alternative phone number (not extension) or SIP-URI where you can be reached in the *Also ring this phone number /SIP-URI* text box. When you receive a call, your phone rings and so does the other phone number or SIP-URI address that you provide for this option. If this number is not one assigned to the group, type the complete number: +<country code> <national number>. For example, “+1” must precede a long distance number within the U.S.
 4. To have Voice Messaging take the call when your line is busy, click the button beside this option.
–OR–
 5. To forward calls these calls, click the “*Forward to this Phone Number/SIP-URI*” button and type the phone number or SIP-URI address.
 6. To have Voice Messaging take the call when there is no answer, click the button beside this option.
–OR–
- To forward calls when there is no answer, click the “*Forward to this Phone Number/SIP-URI*” button, and type the phone number or SIP-URI address.

User – CommPilot Express

Busy

Send all calls to Voice Messaging except calls from these Phone numbers

which will be forwarded to this phone number / SIP-URI

Also E-mail me a notification when a Voice Message is received to

E-mail Address _____

Unavailable

Send all calls to Voice Messaging except calls from these Phone numbers

which will be forwarded to this phone number / SIP-URI

Have Voice Messaging take the call using :

No Answer Greeting

Unavailable Greeting

OK Apply Cancel

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To configure CommPilot Express profiles for incoming calls:

7. To have Voice Messaging take incoming calls, click the button beside this option.

–OR–

To forward calls these calls, click the “*Forward to this Phone Number/SIP-URI*” button and type the phone number or SIP-URI address. If this number is not one assigned to the group, type the complete number: +<country code> <national number>. For example, “+1” must precede a long distance number within the U.S.

9. Check the *Also e-mail me when a call comes in at* check box if you would like a short e-mail message sent to you when a message arrives and complete the *e-mail Address* text box.
10. To specify up to three numbers to bypass the Busy setup, check the *Send all calls to Voice Messaging except calls from these Phone numbers* check box and type the phone numbers from the calls to forward. This option allows you to screen your calls, allowing just a few selected ones to come through. Otherwise, when your status is Busy all incoming calls are forwarded to your voice mail. If this number is not one assigned to the group, type the complete number: +<country code> <national number>. For example, “+1” must precede long distance numbers within the U.S.
11. Type the phone number or SIP-URI address where these calls can be answered in the *Which will be forward to this phone number/SIP-URI* text box. If this number is not one assigned to the group, type the complete number: +<country code> <national number>. For example, “+1” must precede a long distance number within the U.S.
12. If you want an email notification, check the *Also e-mail me a notification when a Voice Message is received to* check box. Complete the *e-mail Address* text box.

13. To specify up to three numbers to bypass the Unavailable setup, check the *Send all calls to Voice Messaging except calls from these Phone numbers* check box and type the phone numbers from the calls to forward. This option allows you to screen your calls, allowing just a few selected ones to come through. Otherwise, when your status is Unavailable all incoming calls are forwarded to your voice mail. If this number is not one assigned to the group, type the complete number: +<country code> <national number>. For example, "+1" must precede long distance numbers within the U.S.
14. Type the phone number or SIP-URI address where these calls can be answered in the *Which will be forward to this phone number/SIP-URI* text box. If this number is not one assigned to the group, type the complete number: +<country code> <national number>. For example, "+1" must precede a long distance number within the U.S.
15. Click the button to select the greeting you want callers to hear.
16. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.

User – CommPilot Express SR (Sim-Ring)

To configure the available In the office profile:

1. On the *User – Incoming Calls* menu page click **CommPilot Express SR**. The *User – CommPilot Express SR* page displays.
2. From the *Current Profile* drop-down list, select your current status (one of the four profiles). The default status is None.
3. Configure the Available – In the Office *If Busy* options: *Have Voice Messaging take the call* is automatically selected. Or, you can click to select *Forward to this Phone Number/SIP-URI* and enter the phone number or SIP-URI address you want your calls forwarded to when you are busy.
4. Configure the Available – In the Office *If No Answer* options:
5. Click to select the check box *Find me at these numbers*.
6. Enter five phone numbers that will ring in sequence when this option is selected. For each phone number, select a value for *Ring* from “2” to “6”. The service tries at each location in sequence until it gets an answer.
7. Click to clear the check box *Find me at these numbers* if you do not want to use the Sequential Ring service.
8. Under *If I still can't be found* “Have Voice Messaging” take the call is automatically selected. Or you can click to select *Forward to this Phone Number/SIP-URI* and enter the number or SIP-URI address you want the call to go to if you have not been found to take the call.

NOTE: You can use this feature whether or not you selected the sequential ring feature.

9. If you want e-mail notification, click to select the check box *Also e-mail me when a call comes In at* and supply your e-mail address in the *e-mail Address* text box.
10. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.

User – CommPilot Express SR

Available - Out of the office

My remote office number:

If No Answer :

Find me at these numbers :

Ring 2 3 4 5 6
number of times

Ring 2 3 4 5 6
number of times

Ring 2 3 4 5 6
number of times

Ring 2 3 4 5 6
number of times

Ring 2 3 4 5 6
number of times

If I still can't be found :

Have Voice Messaging take the call

Forward to this phone number / SIP-URI :

Also E-mail me when a call comes in at

E-mail Address

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To configure the available out of the office profile:

1. On the *User – Incoming Calls* menu page click **CommPilot Express SR**. The *User – CommPilot Express SR* page displays.
2. Configure the Available – Out of the Office options:
3. If you want to receive calls when you are out of the office, enter a phone number (such as your cell phone number) in the text box beside *My remote office number*.
4. If you want to activate the Sequential Ring service to find you if you do not answer your remote office number, click to select the *Find me at these numbers* check box and fill in the ring sequence numbers and number of rings for each number.
5. Under *If I still can't be found* “Have Voice Messaging” take the call is automatically selected. Or you can click to select *Forward to this Phone Number/SIP-URI* and enter the number or SIP-URI address you want the call to go to when you have not been found to take the call.

NOTE: You can use this feature whether or not you selected the sequential ring feature.

6. If you want e-mail notification, click to select the check box *Also e-mail me when a call comes In at* and supply your e-mail address in the *e-mail Address* text box.
7. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.

User – Commpilot Express SR

Busy

Send all calls to Voice Messaging except calls from these Phone numbers

which will be forwarded to this phone number / SIP-URI

Also E-mail me when a call comes in at

E-mail Address _____

Unavailable

Send all calls to Voice Messaging except calls from these Phone numbers

which will be forwarded to this phone number / SIP-URI

Also E-mail me when a call comes in at

E-mail Address _____

OK Apply Cancel

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To configure the busy profile:

1. On the *User – Incoming Calls* menu page click **CommPilot Express SR**. The *User – CommPilot Express SR* page displays.
2. Configure the Busy options:
3. If you click on the check box *Send all calls to Voice Messaging except calls from these Phone numbers* to select it, you can receive up to three incoming calls. Enter the phone numbers you want to receive in the text boxes below the check box and then enter a number or SIP-URI address at which you want to receive the specified phone numbers.
4. If you click on the check box to clear it, all your calls go to voice mail.
5. If you want e-mail notification, click to select the check box *Also e-mail me when a call comes In at* and supply your e-mail address in the *e-mail Address* text box.
6. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.

The unavailable profile:

The Unavailable profile is identical in layout to the Busy profile. The Unavailable profile also allows you to either send all calls to voice mail or allow up to three numbers to be sent to you to be answered at the number or SIP-URI address you specify.

User – Simultaneous Ring-Family or Personal

The screenshot shows the Broadsoft user interface. At the top, there is a navigation bar with links for 'Call Manager', 'Attendant Console', 'Help', and 'Home'. Below this, a welcome message reads 'Welcome Test grp_1' with a 'Logout' link. On the left, a sidebar menu lists various options: Profile, Incoming Calls (selected), Outgoing Calls, Call Control, Calling Plans, Client Applications, Messaging, Utilities, and Service Scripts. The main content area is titled 'Simultaneous Ring Family' and contains the following settings:

- Buttons: OK, Apply, Cancel
- Simultaneous Ring Family: On Off
- How to handle incoming calls: Don't ring my Simultaneous Ring Numbers if I'm already on a call: call
- Ring all my Simultaneous Ring Numbers for all incoming calls
- Simultaneous Ring Family Phone List
- * Phone Number / SIP-URI: 5078434000 [Add]
- Table with columns 'Delete' and 'Phone Number / SIP-URI':

Delete	Phone Number / SIP-URI
<input type="checkbox"/>	3147883300
- Buttons: OK, Apply, Cancel

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To activate or deactivate simultaneous ring family or personal :

1. On the *User – Incoming Calls* menu page click **Family Simultaneous Ring**. The *User – Family Simultaneous Ring* page displays.
2. To activate, click the button “On” To deactivate, click “Off”.
3. If you do not want numbers entered for this service to ring if you are on another phone call, click “Don’t ring my Simultaneous Ring Numbers if I’m already on the phone”. This is the default for this service. If you do want numbers entered for this service to ring under any circumstance, click “Ring all my Simultaneous Ring Numbers for all incoming calls”. The second call can be answered at another phone or using call waiting on the in-use phone.
4. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.

To add a number or SIP-URI address to your family simultaneous ring list:

1. On the *User – Incoming Calls* menu page click **Family Simultaneous Ring**. The *User – Family Simultaneous Ring* page displays.
2. Type the number or SIP-URI address in the *Phone Number/SIP-URI* text box.
3. Click **Add**. The phone number or SIP-URI is added to your Family Simultaneous Ring list.
4. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. Click **Cancel** to display the previous page.

To delete number or SIP-URI address:

1. On the *User – Incoming Calls* menu page click **Family Simultaneous Ring**. The *User – Family Simultaneous Ring* page displays.
2. Check the *Delete* box next to the phone number or SIP-URI address to delete.
3. Click **Delete**. The entry is deleted.

NOTE: The Simultaneous Ring Personal services functions in the same manner.

User – Priority Alert

BROADSOFT Innovation calling

Call Manager - Attendant Console - Help - Home

Welcome Test grp_1 [Logout]

Options:

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

Priority Alert

Priority Alert allows you to make your phone ring with a different ring based on your pre-defined criteria. Use this service if you want to know when a specific person calls such as your manager or spouse or when you would like to easily tell when a call is from inside your group or outside your group. The criteria for each Priority Alert entry can be a list of up to 12 phone numbers or digit patterns and specified time schedule. All criteria for an entry must be true for the phone to ring with a different tone (phone number and day of week and time of day).

Active	Description	Time Schedule	Calls from	Edit
<input checked="" type="checkbox"/>	Priority Alert	Every Day All Day	6134987007	Edit

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To activate or deactivate a priority alert:

1. On the *User – Incoming Calls* menu page click **Priority Alert**. The *User – Priority Alert* page displays.
2. Check the *Active* check box beside the selection to activate. If a check mark displays in the *Active* column, the corresponding priority alert is active. To deactivate an active priority alert, uncheck the *Active* check box beside the selection to deactivate.
3. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.

Description	Description of the instance of the priority alert.
Days	Days assigned to the priority alert.
Hours	Hours assigned to the priority alert.
Calls From	Phone numbers assigned to the priority alert.

User – Priority Alert Add



Options:

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

Priority Alert Add

Allows you to add a priority alert entry. Specify the time schedule you would like a priority alert to occur. Also, you can have a priority alert occur when only specified numbers call or all external numbers call. If you need more than 12 numbers or more distinct time periods, you can create multiple priority alert entries.

OK Cancel

* Description: Priority Alert

Selected Time Schedule: Every Day All Day

Calls from

Any external phone number

Following phone numbers:

Any private number

Any unavailable number

Specific phone numbers:

6134987007		

OK Cancel

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To add a priority alert:

1. On the *User – Incoming Calls* menu page click **Priority Alert**. The *User – Priority Alert* page displays.
2. Click **Add**. The *User – Priority Alert Add* page displays.
3. In the *Description* text box, type a description of the phone numbers assigned to this priority alert.
4. Select the time schedule to use this service from the drop-down list.

NOTE: Define your time schedules on the *User – Time Schedule* page.

5. To receive a distinctive ring for all calls outside of the company, check “Any external phone number”. Otherwise, click your cursor in a text box and type the phone numbers to trigger Priority Alert (not extensions). If this number is not one assigned to the group, type the complete number: +<country code> <national number>. For example, “+1” must precede a long distance number within the U.S. You can enter up to 12 numbers for this service.
6. You can use wild cards. The “?” is a wild card that can replace a single digit anywhere in a digit string. A trailing “*” represents a digit string and can only appear at the end of a string containing digits and “?” wild cards. For example, 45055512?4, 450555??34, and 4505?5* are all valid call entries.
7. To save your changes and display the previous page, click **OK**. To exit without saving, select another page or click **Cancel** to display the previous page.

User – Priority Alert Modify



Options:

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

Priority Alert Modify

Allows you to modify a priority alert entry. Specify the time schedule you would like a priority alert to occur. Also, you can have the priority alerting occur when only the specified numbers call or all external numbers call. If you need more than 12 numbers or more distinct time periods, you can create multiple priority alert entries.

OK Delete Cancel

* Description:

Selected Time Schedule:

Calls from

Any external phone number

Following phone numbers:

Any private number

Any unavailable number

Specific phone numbers:

<input type="text" value="4164409039"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

OK Delete Cancel

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To modify a priority alert:

1. On the *User – Incoming Calls* menu page click **Priority Alert**. The *User – Priority Alert* page displays.
2. Click the **Edit** link next to the selection to modify. The *User – Priority Alert Modify* page displays.
3. Modify the information as required.
4. To save your changes and display the previous page, click **OK**. To exit without saving, select another page or click **Cancel** to display the previous page

To delete a priority alert:

1. On the *User – Incoming Calls* menu page click **Priority Alert**. The *User – Priority Alert* page displays.
2. Click the **Edit** link next to the selection to delete. The *User – Priority Alert Modify* page displays.
3. Click **Delete**. The entry is deleted and the *User – Priority Alert* page displays.

WARNING: This action cannot be undone. Once you click **Delete**, the instance is permanently deleted..

User – Selective Call Acceptance



Call Manager - Attendant Console - Help - Home

Welcome Test grp_1 [Logout](#)

Options:

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

Selective Call Acceptance

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

Active	Description	Time Schedule	Calls from	Edit
<input checked="" type="checkbox"/>	Private Numbers Se...	Standard Business ...	Any private number	Edit

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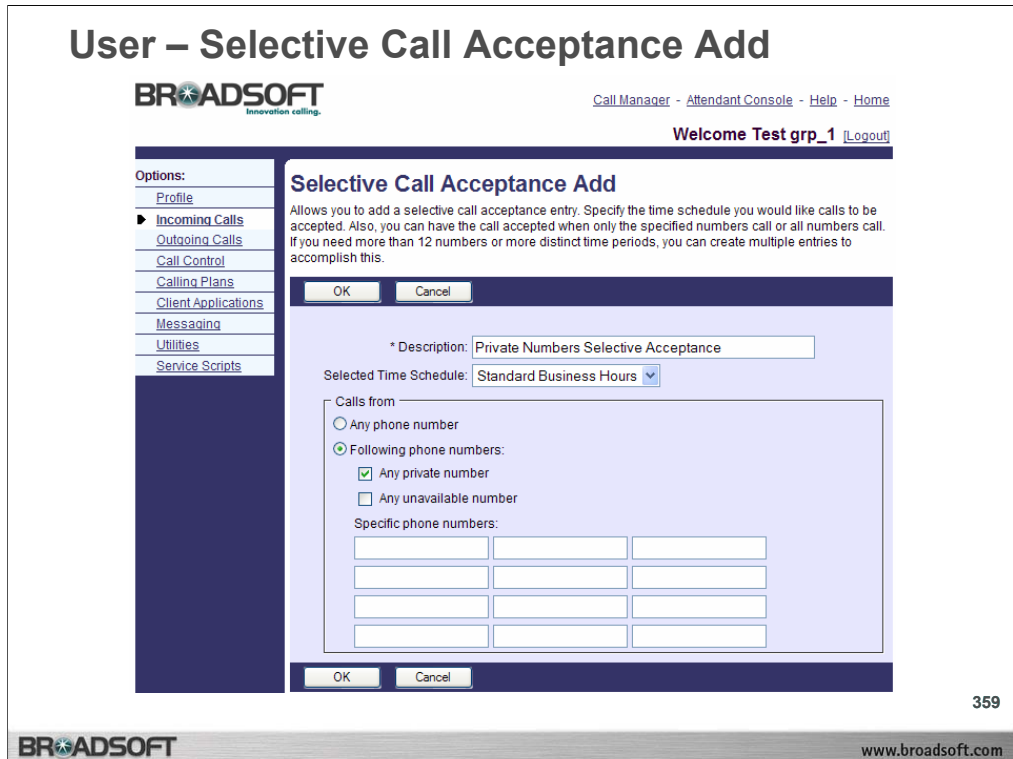


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To activate or deactivate a selective call acceptance entry:

1. On the *User – Incoming Calls* menu page click **Selective Acceptance**. The *User – Selective Call Acceptance* page displays.
2. Check the *Active* check box beside the selection to activate. To deactivate a Selective Acceptance entry, uncheck the *Active* check box beside the selection to deactivate.
3. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.

NOTE: The Selective Call Rejection service functions in a similar manner.



To add a selective call acceptance entry:

1. On the *User – Incoming Calls* menu page click **Selective Acceptance**. The *User – Selective Call Acceptance* page displays.
2. Click **Add**. The *User – Selective Call Acceptance Add* screen displays.
3. In the *Description* text box, type a description of the phone numbers to add to your selective acceptance service.
4. Select the time schedule to use this service from the drop-down list.

NOTE: Define your time schedules on the *User – Time Schedule* page.

5. To receive calls from any number, check the *Any phone number* check box. Otherwise, click your cursor in a text box and type the phone numbers to trigger Selective Acceptance (not extensions). If this number is not one assigned to the group, type the complete number: +<country code> <national number>. For example, "+1" must precede a long distance number within the U.S. You can enter up to 12 numbers for this service.
6. You can use wild cards. The "?" is a wild card that can replace a single digit anywhere in a digit string. A trailing "*" represents a digit string and can only appear at the end of a string containing digits and "?" wild cards. For example, 45055512?4, 450555??34, and 4505?5* are all valid call entries.
7. To save your changes and display the previous page, click **OK**. To exit without saving, select another page or click **Cancel** to display the previous page.

NOTE: The Selective Call Rejection service functions in a similar manner.

User – Selective Call Acceptance Modify

Options:

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

Selective Call Acceptance Modify

Allows you to modify a selective call acceptance entry. Specify the time schedule you would like the call to be accepted. Also, you can have the call accepted when only a specified number calls or all numbers call. If you need more than 12 numbers or more distinct time periods, you can create multiple entries to accomplish this.

* Description:

Selected Time Schedule:

Calls from

Any phone number

Following phone numbers:

- Any private number
- Any unavailable number

Specific phone numbers:

<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

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To modify a selective call acceptance entry:


1. On the *User – Incoming Calls* menu page click **Selective Acceptance**. The *User – Selective Call Acceptance* page displays.
2. Click the **Edit** link next to the entry to modify. The *User – Selective Call Acceptance Modify* page displays.
3. Modify the information as required.
4. To save your changes and display the previous page, click **OK**. To exit without saving, select another page or click **Cancel** to display the previous page.

To delete a selective call acceptance entry:

1. On the *User – Incoming Calls* menu page click **Selective Acceptance**. The *User – Selective Call Acceptance* page displays.
2. Click the **Edit** link next to the entry to delete. The *User – Selective Call Acceptance Modify* page displays.
3. Click **Delete**. The entry is deleted and the *User – Selective Call Acceptance* page displays.

NOTE: The Selective Call Rejection service functions in a similar manner.

User – Sequential Ring


Call Manager - Attendant Console - Help - Home

Welcome Test grp_1 [\[Logout\]](#)

Options:

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

Sequential Ring

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

Use Base Location first
 Number of rings for Base Location: None 2 3 4 5 6
 Continue the search process if the base location is busy.

Enable caller to skip search process. Assumes forwarding or messaging is enabled.

Location	Phone Number / SIP-URI	Number of rings
1	<input type="text" value="7038586775"/>	<input type="radio"/> 2 <input checked="" type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6
2	<input type="text" value="homeoffice@as.md.broadsoft.com"/>	<input type="radio"/> 2 <input checked="" type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6
3	<input type="text"/>	<input type="radio"/> 2 <input checked="" type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6
4	<input type="text"/>	<input type="radio"/> 2 <input checked="" type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6
5	<input type="text"/>	<input type="radio"/> 2 <input checked="" type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6

Active	Description	Time Schedule	Calls from	Edit
No Entries Present				

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Sequential Ring acts as a “Find me” service to send calls to your base location or other phone number or SIP-URI address you choose.

To configure features of the sequential ring service:

1. On the User – Incoming Calls menu page, click Sequential Ring. The User – Sequential Ring page displays.
2. Set the service to ring your base location or not. Click to select *Use Base Location*. If selected, your base location phone rings first
3. Set the number of rings for the base location. Click on one of the values from “2” to “6” to the right of *Number of Rings for Base Location*.
4. Continue the search process or not if the base location is busy. Click to select the check box to the left of *Continue the search process if the base location is busy*.
5. Allow the caller to terminate the call sequence or not. If the check box is selected, the caller can end the sequential ring service at any time during the search by pressing the # key. If the check box is cleared, the caller cannot end the sequential ring service. Forwarding or messaging services must be configured if the caller is allowed to terminate the Sequential service.

To set the ring sequence:

1. On the User – Incoming Calls menu page, click **Sequential Ring**. The User – Sequential Ring page displays.
2. In the text boxes below Phone Number/SIP-URI, enter up to five phone numbers or SIP-URI addresses to which you want sequential ring callers to be directed, in the order in which you want the phone numbers to be rung.
3. For each phone number, select a value for *Number of Rings*, from “2” to “6”.
4. To save your changes and display the previous page, click **OK**. To exit without saving, select another page or click **Cancel** to display the previous page.

User – Sequential Ring Add



Options:

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

Sequential Ring Add

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

OK Cancel

* Description:

Selected Time Schedule:

Calls from

Any phone number

Following phone numbers:

- Any private number
- Any unavailable number

Specific phone numbers:

<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

OK Cancel

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To add a sequential ring entry:

1. On the *User – Incoming Calls* menu page, click **Sequential Ring**. The *User – Sequential Ring* page displays.
2. On the *User – Sequential Ring* page, Click **Add**. The *User – Sequential Ring Add* page displays.
3. In the *Description* text box, type a name for the call entry such as a supplier's name.
4. From the *Selected Time Schedule* drop-down list, select a time period during which you wish to direct this entry to Sequential Ring.

NOTE: To add or edit Time schedules, go to the *User – Profile – Time Schedules* page.

5. In the *Calls From* box: Click the *Any phone number* check box to select it. All calls you receive in the time schedule designated for this entry go to the ring sequence specified. Enter one or more phone numbers in the text boxes. The *Any phone number* check box is automatically unselected. For this call entry, only numbers in the text boxes go to the ring sequence.
6. To save your changes and display the previous page, click **OK**. To exit without saving, select another page or click **Cancel** to display the previous page.

User – Sequential Ring

Options:

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

Sequential Ring

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

Use Base Location first
Number of rings for Base Location: None 2 3 4 5 6
 Continue the search process if the base location is busy.

Enable caller to skip search process. Assumes forwarding or messaging is enabled.

Location	Phone Number / SIP-URI	Number of rings
1	<input type="text" value="7038586775"/>	<input type="radio"/> 2 <input checked="" type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6
2	<input type="text" value="homeoffice@as.md.broadsoft.com"/>	<input type="radio"/> 2 <input checked="" type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6
3	<input type="text"/>	<input type="radio"/> 2 <input checked="" type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6
4	<input type="text"/>	<input type="radio"/> 2 <input checked="" type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6
5	<input type="text"/>	<input type="radio"/> 2 <input checked="" type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6


Active	Description	Time Schedule	Calls from	Edit
No Entries Present				

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To view and activate or deactivate sequential ring call entries:

1. On the *User – Incoming Calls* menu page click **Sequential Ring**. The *User – Sequential Ring* page displays.
2. View the call entries you have configured at the bottom of the page. Call entries you have configured are automatically active.
3. To see all details of an entry, click on **Edit**. The *User – Sequential Ring Modify* page appears with the selected entry criteria displayed.
4. Click **OK** to return to the *User – Sequential Ring* page.
5. To activate an entry on the *User – Sequential Ring* page, click to select the Active check box.
6. To deactivate an entry on the *User – Sequential Ring* page, click to clear the Active check box.
7. To save your changes and display the previous page, click **OK**. To exit without saving, select another page or click **Cancel** to display the previous page.

Alternate Numbers Enhancements


Help - Home

System > sp1 > grp1_1 > Users: grp1_1@grp11.com
Welcome Default Administrator [Logout]

Options:

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

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.


OK
Apply
Cancel

Distinctive Ring: On Off

Alternate Number ID	Phone Number	Extension	Ring Pattern
1	2403645216	5216	Short-Short-Long
2	2403645216	5216	Short-Long-Short
3	None		Normal
4	None		Normal
5	None		Normal
6	None		Normal
7	None		Normal
8	None		Normal
9	None		Normal
10	None		Normal

OK
Apply
Cancel

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Alternate Numbers Enhancements allows up to ten additional phone numbers and extensions, with each number having a distinctive ringing pattern.

This service increases the number of alternate numbers to be provisioned from 2 (in addition to the main number) to 10.

Note: This is a distinctive ring pattern capability but should not be confused with custom ring tone capability.

For each alternate number, the user can associate one of the 4 standard alerting patterns.

- 1) Pattern 1 (regular ringing - 2 seconds on, 4 seconds off)
- 2) Pattern 2 (Long – Long)
- 3) Pattern 3 (Short – Short – Long)
- 4) Pattern 4 (Short – Long – Short)

(Ring patterns are dependant on the device capabilities set).

Call waiting tone and ring tone are distinctive. Pattern, Cadence, Minimum, Nominal, Maximum duration in Milliseconds for (Ringer/Silence: Ringing) and (Tone ON/Tone OFF: Call Waiting Indicator).

User – Outgoing Calls Menu



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

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

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.

Outgoing Calls Menu

To access the *Outgoing Calls* menu page, click **Outgoing Calls** in the Options list.

User – Automatic Callback

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Call Manager - Attendant Console - Help - Home

Welcome Test grp_1 [Logout]

Options:

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

Automatic Callback

Allows you to request notification when a busy line within your group becomes available. A distinctive ring will be used to notify you when the user is available.

OK Apply Cancel

Automatic Callback: On Off

OK Apply Cancel

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To activate or deactivate automatic callback:

1. On the *User – Outgoing Calls* menu page click **Automatic Callback**. The *User – Automatic Callback* page displays.
2. To activate, click the “On” button. TO deactivate, click the “Off” button.
3. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.

User – Call Return

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[Call Manager](#) - [Attendant Console](#) - [Help](#) - [Home](#)

Welcome **Test grp_1** [\[Logout\]](#)

Options:

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

Call Return

Call Return allows you to call the last party that called, whether or not the call was answered. To call back the last party that called, just dial the call return feature access code (see your Feature Access Code page). If the calling number is not available, you receive an error message.

OK

This service has no configuration.

OK

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To return a call to the last party that called you:

1. On the *User – Outgoing Calls* menu page click **Call Return**. The *User – Call Return* page displays, giving instructions for Call Return.
2. To call back the last party who called you, enter the Call Return Feature Access Code at your phone.
3. To display the previous page, click **OK**. The *User – Outgoing Calls* page displays.

User – Calling Party Category

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Call Manager - Attendant Console - Help - Home

Welcome Test grp_1 [Logout]

Options:

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

Calling Party Category

Calling Party Category service allows a category to be associated with a user. The category is included in the signaling for all outgoing calls. It is used by a softswitch or switching system for call routing, and is also used by operator services system to determine the allowed policies for a user.

OK

Calling Party Category: Ordinary

OK

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To view your calling party category:

1. On the *User – Outgoing Calls* menu page click **Calling Party Category**. The *User – Calling Party Category* page displays, describing Calling Party Category. Calling Party Categories include:
 - Ordinary
 - Payphone
 - Prison
 - Hotel
 - Hospital
 - Special
2. To display the previous page, click **OK**. The *User – Outgoing Calls* page displays.

User – Last Number Redial

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[Call Manager](#) - [Attendant Console](#) - [Help](#) - [Home](#)

Welcome Test grp_1 [\[Logout\]](#)

Options:

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

Last Number Redial

Last Number Redial allows you to redial the last number you called by clicking the "Redial" button on your CommPilot Call Manager or by dialing the feature access code.

This service has no configuration.

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To redial the last number that called you:

1. On the *User – Outgoing Calls* menu page click **Last Number Redial**. The *User – Last Number Redial* page displays, giving instructions for Last Number Redial.
2. To redial the last number you called, enter the Last Number Redial Feature Access Code at your phone or click the **REDIAL** button at your CommPilot Call Manager.
3. To display the previous page, click **OK**. The *User – Outgoing Calls* page displays.

User – Calling Line ID Delivery Blocking

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[Call Manager](#) - [Attendant Console](#) - [Help](#) - [Home](#)

Welcome Test grp_1 [\[Logout\]](#)

Options:

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

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.

Block Calling Line ID on Outgoing Calls: On Off

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To conceal your phone number when you make a call:

1. On the *User – Outgoing Calls* menu page click **Line ID Blocking**. The *User – Calling Line ID Delivery Blocking* page displays.
2. Click the “On” button.
3. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.

To reveal your phone number when you make a call:

1. On the *User – Outgoing Calls* menu page click **Line ID Blocking**. The *User – Calling Line ID Delivery Blocking* page displays.
2. Click the “Off” button.
3. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.

User – Speed Dial 8

Options:

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

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.

Speed Code	Phone Number / SIP-URI	Name
2	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>
6	<input type="text"/>	<input type="text"/>
7	<input type="text"/>	<input type="text"/>
8	<input type="text"/>	<input type="text"/>
9	<input type="text"/>	<input type="text"/>

To program speed dial 8 numbers:

1. On the *User – Outgoing Calls* menu page click **Speed Dial 8**. The *User – Speed Dial 8* page displays.
2. Type the phone number or SIP-URI address in the *Phone Number/SIP-URI* text box next to a speed dial code.
3. Type a name or description for the speed dial code in the corresponding *Name* text box. This name does not affect the operation of the speed dial code.
4. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.

User – Speed Dial 100

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Call Manager - Attendant Console - Help - Home

Welcome Test grp_1 [Logout]

Options:

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

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	Phone Number / SIP-URI	Description	Edit
No Entries Present				

OK Apply Add Cancel

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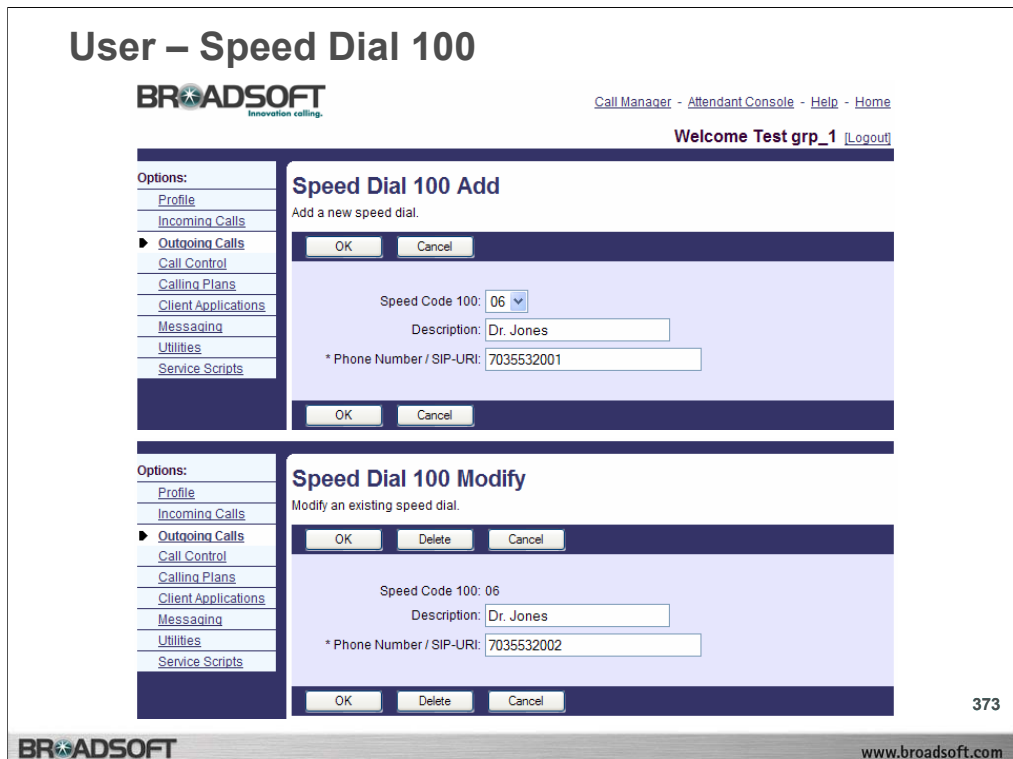
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To view speed dial 100 entries:

1. On the *User – Outgoing Calls* menu page click **Speed Dial 100**. The *User – Speed Dial 100* page displays, showing your Speed Dial 100 call entries.
2. To display the previous page, click **OK** or **Cancel**. The *User – Outgoing Calls* menu page displays.

To set a speed dial 100 entry:

1. On the *User – Outgoing Calls* menu page click **Speed Dial 100**. The *User – Speed Dial 100* page displays.
2. Click the **Add** button. The *User – Speed Dial 100 Add* page displays.
3. From the drop-down list, select a two-digit Speed Dial 100 code.
4. Type a text description for the speed dial number in the *Description* text box.
5. Type the phone number or SIP-URI address to assign to the speed dial code in the *Phone Number/SIP-URI* text box.
6. To save your changes and display the previous page, click **OK**. To exit without saving, select another page or click **Cancel** to display the previous page.



To set a speed dial 100 entry:

1. On the *User – Outgoing Calls* menu page click **Speed Dial 100**. The *User – Speed Dial 100* page displays.
2. Click the **Add** button. The *User – Speed Dial 100 Add* page displays.
3. From the drop-down list, select a two-digit Speed Dial 100 code.
4. Type a text description for the speed dial number in the *Description* text box.
5. Type the phone number or SIP-URI address to assign to the speed dial code in the *Phone Number/SIP-URI* text box.
6. To save your changes and display the previous page, click **OK**. To exit without saving, select another page or click **Cancel** to display the previous page.

To modify or delete a speed dial 100 entry:

1. On the *User – Outgoing Calls* menu page click **Speed Dial 100**. The *User – Speed Dial 100* page displays.
2. Click the **Edit** link next to the entry to edit. The *User – Speed Dial 100 Modify* page displays.
3. Enter a new description, phone number, or SIP-URI address for the speed dial code. You cannot edit the speed dial code.
4. To delete the entry, click **Delete**. The entry is deleted and the *User – Speed Dial 100* page displays.
5. To save your changes and display the previous page, click **OK**. To exit without saving, select another page or click **Cancel** to display the previous page.

User – Account Codes

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Call Manager - Attendant Console - Help - Home

Welcome Test grp_1 [Logout]

Options:

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

Account Codes

Account Codes displays the account codes to use when making calls.

OK

Codes	Description
111939	Dr. Pierce
666883	Xcalibre Designs

OK

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To display account codes:

On the *User – Outgoing Calls* menu page click **Account Codes**. The *User – Account Codes* page displays.

Item	Description
Codes	The number of the account assigned by the administrator.
Description	A description of the account assigned by the administrator.

To place a call using an account code:

1. Dial the Feature Access Code for Per Call Account Code.
2. Dial the account code.
3. Dial the number.

If you make an error (that is, you dial the wrong account code):

1. While your call is in progress, flash the phone (click the flash button or click the hang-up button once). The active call is placed on hold.
2. Redial the Feature Access Code and the account code.
3. Resume your call.

To exit this page:

To display the previous page, click **OK**. The *User – Outgoing Calls* page displays.

User – Personal Phone List

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Welcome Test grp_1 [\[Logout\]](#)

Options:

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

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.

[Import Phone List](#)

Delete	Name ▲	Phone Number	Edit
<input type="checkbox"/>	Bill Cartwright	4407735009	Edit

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To view your personal phone list:

1. On the *User – Outgoing Calls* menu page click **Personal Phone List**. The *User – Personal Phone List* page displays, showing your customized phone list.
2. To display the previous page, click **OK** or **Cancel**. The *User – Outgoing Calls* menu page displays.

User – Personal Phone List Add/Modify

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Call Manager - Attendant Console - Help - Home

Welcome Test grp_1 [Logout]

Options:

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

Personal Phone List Add

Add a personal phone entry.

OK Cancel

* Name:

* Phone Number:

OK Cancel

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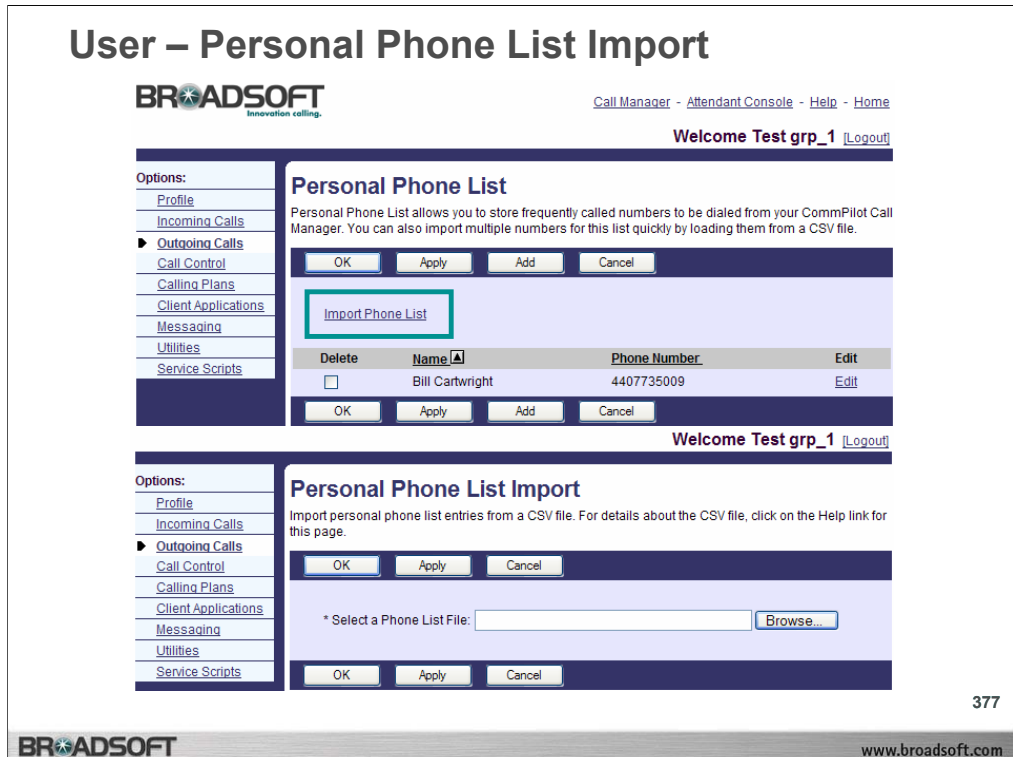
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To add a personal phone entry:

1. On the *User – Outgoing Calls* menu page click **Personal Phone List**. The *User – Personal Phone List* page displays.
2. Click **Add**. The *User – Personal Phone List Add* page displays.
3. Type the name and number in the *Name* and *Phone Number* text boxes.
4. To save your changes and display the previous page, click **OK**. To exit without saving, select another page or click **Cancel** to display the previous page.

To modify personal phone entry:

1. On the *User – Outgoing Calls* menu page click **Personal Phone List**. The *User – Personal Phone List* page displays.
2. Click the **Edit** link next to the entry to modify. The *User – Personal Phone List Modify* page displays.
3. Modify the name and number as required.
4. To save your changes and display the previous page, click **OK**. To exit without saving, select another page or click **Cancel** to display the previous page.



To delete a personal phone list entry:

1. On the *User – Outgoing Calls* menu page click **Personal Phone List**. The *User – Personal Phone List* page displays.
 2. Click the **Edit** link next to the entry to delete. The *User – Personal Phone List Modify* page displays.
 3. Click **Delete**. The entry is deleted and the *User – Personal Phone List* page displays.
- OR–
4. Check the *Delete* box next to the entry to delete.
 5. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.
 6. To exit without saving, select another page or click **Cancel** to display the previous page.
- WARNING:** This action cannot be undone. Once you click **Delete**, the entry is permanently deleted.

To import a personal phone list:

1. On the *User – Outgoing Calls* menu page click **Personal Phone List**. The *User – Personal Phone List* page displays.
2. Click the **Import Phone List** link. The *User – Personal Phone List Import* page displays.
3. In the *Select a Phone List File* text box, type the file name or click **Browse** to locate the .CSV file and click **Open**. The .CSV file must have headings “Name” and “Number”.
4. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. The .CSV file display in the Personal Phone List. To exit without saving, select another page or click **Cancel** to display the previous page.

User – Call Control Menu



[Call Manager](#) - [Attendant Console](#) - [Help](#) - [Home](#)

Welcome Test grp_1 [Logout](#)

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

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.

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.

Three-Way Call

Start a conference call

Music/Video On Hold - On

Play audio (music) or video when the remote party is held or parked.

Advanced

Hoteling Guest - Off

Allows a user to associate their service profile with a host user and use the host user's device as their primary device.

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 guests service profile.

Instant Messaging and Presence

Provide private instant messaging and presence for soft clients and/or SIP phones that support this feature.

Mobile Extension to Extension Dialing

Prefixes 999 to the digits when you dial or redirect to one of your own phone numbers.

Push to Talk

Make and selectively receive Push to Talk calls.

Remote Office - Off

Use the full CommPilot Call Manager functionality from another phone.

Shared Call Appearance

Display alternate calling devices or lines assigned to you.

Video Add-On - Off

Configure an additional video-capable device on a subscriber.

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Call Control Menu

To access the *User – Call Control* menu page, click **Call Control** in the Options list.

User – Barge-in Exempt

The screenshot displays the Broadsoft user interface for configuring 'Barge-in Exempt'. The top navigation bar includes the Broadsoft logo, the text 'Innovation calling.', and links for 'Call Manager - Attendant Console - Help - Home'. A user greeting 'Welcome Test grp_1' with a 'Logout' link is visible. The left sidebar lists 'Options:' such as Profile, Incoming Calls, Outgoing Calls, Call Control (selected), Calling Plans, Client Applications, Messaging, Utilities, and Service Scripts. The main content area is titled 'Barge-in Exempt' and contains the text: 'Barge-in Exempt allows you to block barge-in attempts from other users with Directed Call Pickup with Barge-in.' Below this text are two rows of buttons: 'OK', 'Apply', and 'Cancel'. The 'Barge-in Exempt' setting is currently set to 'On', indicated by a selected radio button.

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To activate or deactivate barge-in exempt:

1. On the *User – Call Control* menu page click **barge-in Exempt**. The *User – barge-in Exempt* page displays.
2. Click the “On” button.
3. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.

Activate or deactivate the following services in the same manner:

Call Waiting: to pick up a call while you are engaged in another call.

User – Call Pickup

BROADSOFT Innovation calling. [Call Manager](#) - [Attendant Console](#) - [Help](#) - [Home](#)

Welcome Test grp_1 [\[Logout\]](#)

Options:

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

Call Pickup

Call Pickup shows the call pickup group to which you belong, if any. You can answer a call to any phone in your call pickup group.

Group Name: Call Pickup Group Primary

Name	Department
grp_1_Test (grp1_1@grp11.com)	
grp_1_Test3 (grp1_3@grp11.com)	
Oconnell,Paul (7038584802)	

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To view your call pickup group:

1. On the *User – Call Control* menu page click **Call Pickup**. The *User – Call Pickup* page displays, showing the members of your Call Pickup group.

Item	Description
Group Name	Name of the Call Pickup group.
Name	Name of the user in your Call Pickup group.
Department	Department of the user in your Call Pickup group.

2. To pick up a ringing call at a member of your Call Pickup group, dial the Call Pickup Feature Access Code. If there is more than one ringing call in your Call Pickup group, the call that has been ringing the longest is answered.
3. To display the previous page, click **OK**. The *User – Call Control* menu page displays.

User – Music/Video On Hold

The screenshot shows the Broadsoft user interface. At the top left is the Broadsoft logo with the tagline "Innovation calling.". To the right are navigation links: "Call Manager - Attendant Console - Help - Home". Below these is a welcome message: "Welcome Test grp_1 [Logout]". On the left is a vertical menu titled "Options:" with items: Profile, Incoming Calls, Outgoing Calls, Call Control (expanded), Calling Plans, Client Applications, Messaging, Utilities, and Service Scripts. The main content area is titled "Music/Video On Hold" and contains the text: "Music On Hold allows you to turn on music for all calls when the remote party is held or parked." Below this text are two sets of controls. The first set has buttons for "OK", "Apply", and "Cancel". The second set has a label "Music On Hold:" followed by a radio button selected for "On" and an unselected radio button for "Off". Below this second set are also buttons for "OK", "Apply", and "Cancel".

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

To activate or deactivate Music/Video On Hold:

1. On the the *User – Call Control* menu page click **Music On Hold**. The *User – Music On Hold* page displays.
2. Click the “On” button to activate music on hold or “Off” to deactivate music on hold.
3. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.

User – Hoteling Host

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Call Manager - Attendant Console - Help - Home

Welcome Test grp_1 [Logout]

Options:

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

Hoteling Host

Hoteling Host allows a user to be designated as a host user. A user, who is assigned the hoteling guest service, can then be associated to the host user. When associated, the host user allows the guest user to use the host's device with the guest's service profile.

OK Apply Cancel

Hoteling Host: On Off

Association Limit: 24 Hours

Associated Guest

Last Name: First Name:

Phone Number: Extension:

Association Date:

OK Apply Cancel

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Hoteling allows users to associate their service profiles with devices other than their own. Hoteling consists of two separate services, Hoteling Host and Hoteling Guest. The first service, Hoteling Host, is used to designate a particular user as a host, allowing other users, with the Hoteling Guest service assigned, to associate their service profile with the Host user's device. The second service, Hoteling Guest, is used to allow a Hoteling Guest user to associate their service profile with a Hoteling Host user's device.

To activate a hoteling host device:

1. On the *User – Call Control* menu page click **Hoteling Host**. The *User – Hoteling Host* page displays, showing information on the Hoteling Host services.
2. Click the "On" button. Click "Off" to deactivate the hoteling host device.
3. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page. The *User – Hoteling Host* page displays information on the associated guest, described below.

Item	Description
Association Time	The amount of time the Hoteling Guest is allowed to use your device.
Last Name	Last name of the Hoteling Guest using your device.
First Name	First name of the Hoteling Guest using your device.
Phone Number	The phone number of the Hoteling Guest using your device.
Location Dialing Code	The location code of the Hoteling Guest using your device.
Extension	The extension number of the Hoteling Guest using your device.
Association Date	The date the Hoteling Guest began using your device.

User – Hoteling Guest

BROADSOFT Innovation calling. [Call Manager](#) - [Attendant Console](#) - [Help](#) - [Home](#)

Welcome **Test grp_1** [Logout](#)

Options:

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

Hoteling Guest

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

Hoteling Guest On Off

* Association Timeout: Hours

Enter search criteria below

Last Name Starts With

Available Hosts	Associated Host
grp_1.Test (grp1_1@grp11.com)	

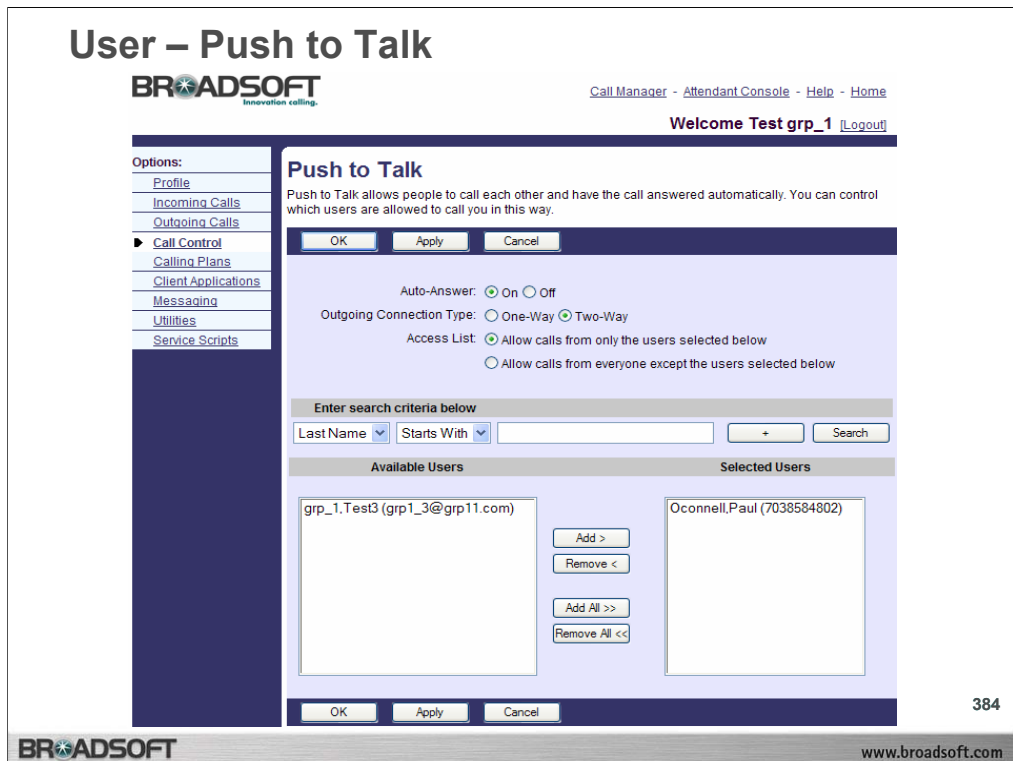
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BROADSOFT www.broadsoft.com

To associate a hoteling guest:

1. On the *User – Call Control* menu page click **Hoteling Guest**. The *User – Hoteling Guest* page displays.
2. Click the “On” button.
3. Enter a time–out limit in the *Association Timeout* entry box, after which the Hotel–Guest association ends.
4. To select a host, move a name from the *Available Hosts* column to the *Associated Hosts* column. On the *Available Hosts* column, select the host. To select the selected host for Hoteling, click **Add**. To select another host, move users from the *Associated Host* column to the *Available Host* column. On the *Associated Host* column, select the user. To remove the selected users from the display, click **Remove**.
5. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.
6. To exit without saving, select another page or click **Cancel** to display the previous page.

NOTE: The **Add** and **Add All** buttons always move items from a column on the left to a column on the right. The **Remove** and **Remove All** buttons always move items from a column on the right to a column on the left.



Push To Talk provides an intercom-like functionality where you can call another party and be instantly connected.

To configure Push To Talk:

1. On the *User – Call Control* menu page click **Push To Talk**. The *User – Push To Talk* page displays.
2. Select your *Auto Answer* options. Check *On* if you want to automatically answer Push To Talk calls. Check *Off* if you do not want to automatically answer Push To Talk Calls.
3. Select the *Outgoing Connection Type*. Select *One-way Voice* to establish a one-way path. If this option is selected, then the originator of the call can talk to the party receiving the call, but the party receiving the call cannot talk to the originator of the call. Select *Two-way Voice* to establish a two-way path. If this option is selected, then both the originator of the call, and the party receiving the call can talk to each other.

To allow push-to-talk calls from selected users:

1. On the *User – Call Control* menu page click **Push To Talk**. The *User – Push To Talk* page displays.
2. Select your *Access List* options. Check *Allow calls only from the users selected below* to list the users who can use *Push To Talk* to call you. Check *Allow calls from everyone except the users selected below* to accept *Push To Talk* calls from everyone except the listed users.
3. To add users to the display, move users from the *Available Users* column to the *Selected Users* column. To add the selected users to the display, click **Add**. To move all users (unselected) at once, click **Add All**. To remove the selected users from the display, click **Remove**. To move all users (unselected) at once, click **Remove All**.
4. Click **Apply** or **OK**. Apply saves your changes.

User – Remote Office

BROADSOFT Innovation calling. [Call Manager](#) - [Attendant Console](#) - [Help](#) - [Home](#)

Welcome Test grp_1 [\[Logout\]](#)

Options:

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

Remote Office

Remote Office allows you to use your home phone, your cell phone or even a hotel phone as your business phone. By using the CommPilot Call Manager, you can make phone calls from this remote phone and have them billed to your business. This service also directs all calls coming to your business phone to ring the remote office phone.

OK Apply Cancel

Remote Office: On Off

* Remote Phone Number:

OK Apply Cancel

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The Remote Office service allows you to use an off-site phone, for example your home office phone or cell phone, as your business phone. All services available from your office home are available through Remote Office. In particular, if you subscribe to a name delivery service at home, External Calling Line ID must be enabled for your caller's name and number to display with Remote Office.

To activate or deactivate remote office:

1. On the *User – Call Control* menu page click **Remote Office**. The *User – Remote Office* page displays.

NOTE: You can access this page by clicking the **RO** link on your CommPilot Call Manager page. When the button to the left of the **RO** link on the CommPilot Call Manager is selected, this service is on. When it is not selected, it is off.

2. To activate, click the “On” button. To deactivate, click the “Off” button.
3. Type the number of the remote phone in the *Remote Phone Number* text box.
4. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.

User – Shared Call Appearance

BRADSOFT Innovation calling. [Call Manager](#) - [Attendant Console](#) - [Help](#) - [Home](#)

Welcome Test grp_1 [Logout](#)

Options:

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

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. You cannot add or remove these devices or lines. If you need assistance, contact your administrator.

Alert all appearances for Click-to-Dial calls

Multiple Call Arrangement: On Off

Device Type	Device Name	Line/Port
No Entries Present		

[Page 1 of 1]

Device Type Starts With [Find](#) [Find All](#)

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The Shared Call Appearance service allows you to view your alternate locations. Alternate locations are alerted along with the primary location when an incoming call is received. Any one of these locations can answer the incoming call. The location that answers the call becomes the active location.

To query alternate locations assigned to you:

1. On the *User – Call Control* menu page click **Shared Call Appearance**. The *User – Shared Call Appearance* page displays.

Item	Description
Device Type	Type of device of the alternate location.
Device Name	Name of the device assigned to the alternate location.
Line/Port	Line or port assigned to the alternate location.

2. From the drop-down list, select the “Device Type”, “Device Name”, or “Line/Port” of the alternate location to search.
3. From the drop-down list, select the search condition (“Starts With”, “Contains”, or “Equal To”).
4. Type a search string in the text box.
5. Click **Find**. The alternate location displays.
6. To display all alternate locations assigned to you, click **Find All**.
7. To display the previous page, click **OK**. The *User – Call Control* page displays.

User – Video Add-On

BRADSOFT Innovation calling

Group > Users : grp1_1@grp11.com Help - Home

Welcome [Logout](#)

Options:

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

Video Add-On

Video Add-On allows you to configure a video-capable device in addition to your phone. The configured device will be used when you make a call to a person that has video capability. It should be noted that when you make a call, the time it takes to start the call is increased so that the video can be setup. You can specify the longest you want to wait by changing the 'Maximum Originating Call Delay' time.

OK Apply Cancel

Video Add-On: On Off

Maximum Originating Call Delay: 2 seconds

Device Category: IAD/Gateway IP Phone Shared None

OK Apply Cancel

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Use the Video Add-On service to configure a video-capable device to work with your audio device when making calls to a person who has video capability.

NOTE: You do not need this service if your audio device includes video capability.

If you do activate this feature, to receive video, you must have a video device that is turned on and reachable by the system. If the video device cannot connect in the time allotted, the call comes through with the audio portion only.

To configure Video Add-On:

1. On the *User – Call Control* menu page click **Video Add-On**. The *User – Video Add-On* page displays.
2. To activate, click the “On” option. To deactivate, click the “Off” button.
3. From the *Maximum Originating Call Delay* drop-down list, select 2, 5, or 10 seconds before the call drops the search for the video Add-On device.
4. For the *Device Category*, if you select “IAD/Gateway” or “Shared”, these must be configured by your group administrator. For “IAD/Gateway”, you need to have assigned to you the IAD/Gateway name and Line/Port number. For “Shared” you need to have assigned to you the Shared Device name and the Line/Port number. For the *Device Category*, if you select “IP Phone”, you have five parameters to type in or select to configure (set up) the device. Choose a phone registered by an administrator from the *IP Phone* drop-down list.
 - If you choose *New IP Phone*, you must enter the name in the next text box.
 - For *IP Phone Type*, select the model from the drop-down list.
 - For Line/Port, enter your user ID and select the domain from the next drop-down box.
 - For MAC Address, enter the media access control address of your device.
5. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.

User – Calling Plans

The screenshot shows a web application interface for Broadsoft. At the top left is the Broadsoft logo with the tagline 'Innovation calling.'. To the right of the logo is a navigation bar containing 'Help - Home' and 'Welcome [Logout]'. Below the logo, the user's group is identified as 'Group > Users : grp1_1@grp11.com'. A vertical 'Options' menu is on the left, listing: Profile, Incoming Calls, Outgoing Calls, Call Control, **Calling Plans** (highlighted with a dark blue background and a right-pointing triangle), Client Applications, Messaging, Utilities, and Service Scripts. The main content area is titled 'Calling Plans' and is divided into two columns. The left column is under the heading 'Incoming Plan' and contains a sub-heading 'Incoming Calling Plan' with the description: 'Display the type of phone numbers you can receive calls from.' The right column is under the heading 'Outgoing Plan' and contains three sub-headings: 'Outgoing Calling Plan' (description: 'Display the type of phone numbers you can call.'), 'Outgoing Authorization Codes' (description: 'Define the authorization codes to be used on outgoing calls as defined in the Outgoing Calling Plan.'), and 'Outgoing Digit Plan' (description: 'Display the special type of phone numbers you can call.'). Below these is a sub-heading 'Transfer Numbers' (description: 'Define the transfer numbers that are used when a caller makes an outgoing call that requires operator assistance as defined in the Outgoing Plan.'). The page number '388' is located in the bottom right corner of the content area. The footer of the page features the Broadsoft logo on the left and the website address 'www.broadsoft.com' on the right.

Calling Plans Menu

To access the *User – Calling Plans* menu page, click **Calling Plans** in the *Options* list.

User – Incoming Calling Plan

The screenshot shows the Broadsoft user interface for configuring an Incoming Calling Plan. The page title is "User – Incoming Calling Plan". The user is logged in as "grp1_1@grp11.com". The interface includes a navigation menu on the left with options like Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Client Applications, Messaging, Utilities, and Service Scripts. The main content area is titled "Incoming Calling Plan" and contains a description: "Incoming Calling Plan allows you to view the calling plan rules for your incoming calls. Only your administrator can change the call types that are permitted." Below this is a table of permitted call types with checkboxes and a legend. The table has columns for "Permitted" and "Name". The legend explains the permissions: Y (Yes) for allowing calls from outside the group, P (Partial) for allowing calls from outside the group if transferred by a group user, and N (No) for blocking calls from outside the group. The page number 389 is visible in the bottom right corner.

The Incoming Calling Plan service displays the types of incoming calls you are allowed to receive.

To display your incoming calling plan:

1. On the *User – Calling Plan* menu page click **Incoming Calling Plan**. The *User – Incoming Calling Plan* page displays.

Item	Description
Permitted	A check mark indicates you can receive this type of call. If no check mark appears, you cannot.
Name	Indicates the name given to the type of incoming calls assigned to your group.
Legend	Indicates the following permissions for receiving calls from outside of the group: Y (Yes) – you can receive calls from outside of your group. P (Partial) – you can receive calls from outside of the group if they are transferred to you by a member of the group. N (No) – you cannot receive calls from outside of the group.

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

User – Outgoing Calling Plan

Outgoing Calling Plan

Outgoing Calling Plan allows you to view the calling plan rules for your outgoing calls. Only your administrator can change which call types are permitted.

Custom Settings

Originating Calls | **Initiating Call Forwards/Transfers** | **Being Forwarded/Transferred**

Permitted Name	Description
<input type="checkbox"/> Y	Group Calls within the business group
<input type="checkbox"/> Y	Local Calls within the local calling area
<input type="checkbox"/> Y	Toll Free Calls made to toll free numbers
<input type="checkbox"/> Y	Toll Local toll calls
<input type="checkbox"/> Y	International International calls
<input type="checkbox"/> Y	Operator Assisted Calls made with the chargeable assistance of an operator
<input type="checkbox"/> Y	Chargeable Directory Assistance Directory assistance calls
<input type="checkbox"/> Y	Special Services I Special Services I (700 Number) calls
<input type="checkbox"/> Y	Special Services II Special Services II
<input type="checkbox"/> N	Premium Services I Premium Services I (900 Number) calls
<input type="checkbox"/> N	Premium Services II Premium Services II (976 Number) calls
<input type="checkbox"/> N	Casual 1010XXX chargeable calls. Example: 1010321
<input type="checkbox"/> Y	URL Dialing Calls from internet
<input type="checkbox"/> Y	Unknown Unknown call type

Legend

Allow: Y
Block: N
Authorization code required: A
Transfer to 1st transfer number: T1
Transfer to 2nd transfer number: T2
Transfer to 3rd transfer number: T3

Outgoing Calling Plan

The Outgoing Plan service displays the types of outgoing calls you can place, forward, or transfer.

Name	Description
Group	Calls to the business group. (Your group or system administrator designates your business group.)
Local	Calls within the local calling area and local toll calls, which may or may not have charges associated with them.
Toll Free	Free calls to numbers beginning with 1, usually followed by 800, 877, or 888.
Toll	Chargeable calls within the same geographic region.
International	Chargeable calls to other countries.
Operator Assisted	Calls made with the assistance of an operator.
Chargeable Directory Assistance	Chargeable calls made to Directory Assistance such as 411 or the area code followed by 555-1212.
Special Services I	Calls to 700 numbers. These calls may or may not be chargeable.
Special Services II	(Reserved for System Administrator's discretion.)
Premium Services I	Chargeable calls to numbers beginning with 900.
Premium Services II	Chargeable calls to numbers beginning with 976.
Casual	101XXXX chargeable calls, for example 1010321 followed by the number you are calling.
URL Dialing	Calls made to an e-mail address that is outside of the business group.
Unknown	Calls to unknown call types.

User – Outgoing Calling Plan

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[Help - Home](#)

Group > Users: grp1_1@grp11.com Welcome [Logout](#)

Options:

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

Outgoing Calling Plan

Outgoing Calling Plan allows you to view the calling plan rules for your outgoing calls. Only your administrator can change which call types are permitted.

Custom Settings

Permitted Name	Description
<input checked="" type="checkbox"/> Group	Calls within the business group
<input checked="" type="checkbox"/> Local	Calls within the local calling area
<input checked="" type="checkbox"/> Toll Free	Calls made to toll free numbers
<input checked="" type="checkbox"/> Toll	Local toll calls
<input checked="" type="checkbox"/> International	International calls
<input checked="" type="checkbox"/> Operator Assisted	Calls made with the chargeable assistance of an operator
<input checked="" type="checkbox"/> Chargeable Directory Assistance	Directory assistance calls
<input checked="" type="checkbox"/> Special Services I	Special Services I (700 Number) calls
<input checked="" type="checkbox"/> Special Services II	Special Services II
<input type="checkbox"/> Premium Services I	Premium Services I (900 Number) calls
<input type="checkbox"/> Premium Services II	Premium Services II (976 Number) calls
<input type="checkbox"/> Casual	1010XXX chargeable calls. Example: 1010321
<input checked="" type="checkbox"/> URL Dialing	Calls from internet
<input checked="" type="checkbox"/> Unknown	Unknown call type

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Outgoing Calling Plan

Displays the types of outgoing calls you are permitted to forward or transfer.

User – Outgoing Calling Plan

The screenshot shows the Broadsoft user interface for the 'Outgoing Calling Plan' configuration page. The page title is 'User – Outgoing Calling Plan'. The Broadsoft logo is in the top left, and 'Help - Home' is in the top right. The user's group is identified as 'Group > Users : grp1_1@grp11.com'. A 'Welcome' message and a '[Logout]' link are also present. On the left, there is a navigation menu with options: Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans (selected), Client Applications, Messaging, Utilities, and Service Scripts. The main content area is titled 'Outgoing Calling Plan' and contains a description: 'Outgoing Calling Plan allows you to view the calling plan rules for your outgoing calls. Only your administrator can change which call types are permitted.' Below this, there are three tabs: 'Originating Calls', 'Initiating Call Forwards/Transfers', and 'Being Forwarded/Transferred'. The 'Being Forwarded/Transferred' tab is active. A table shows the permitted settings for this tab:

Permitted	Name	Description
<input checked="" type="checkbox"/>	Outside Group	Being Forwarded/Transferred to a party outside of the business group

At the bottom of the page, the page number '392' is displayed, along with the Broadsoft logo and the website address 'www.broadsoft.com'.

Outgoing Calling Plan

Displays the permission assigned to you to have a call forwarded or transferred outside of your group.

User – Outgoing Digit Plan

Options:

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

Outgoing Digit Plan

Outgoing Digit Plan allows you to view the digit calling plan rules for your outgoing calls. Only your administrator can change which call types are permitted.

Custom Settings

Originating Calls **Initiating Call Forwards/Transfers**

Permitted	Name
<input type="text" value="Y"/>	Mobile Calls
<input type="text" value="Y"/>	Information

Legend

- Allow: Y
- Block: N
- Authorization code required: A
- Transfer to 1st transfer number: T1
- Transfer to 2nd transfer number: T2
- Transfer to 3rd transfer number: T3

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The Outgoing Digit Plan service displays the special call types you are permitted to make, forward, or transfer.

To display the special calls you can make:

1. On the *User – Calling Plans* menu page click **Outgoing Digit Plan**. The *User – Outgoing Digit Plan* page displays.
2. Click the *Originating Calls* tab.
3. The *Originating Calls* tab displays the types of calls you are permitted to make. A “Y” in the Permitted column indicates that you can make this type of call, an “N” you cannot, an “A” an authorization code is required to make this type of call. If a “T1”, “T2”, or “T3” appears, the call is transferred to one of three alternate numbers.

Name	Description
Toll	Chargeable calls within the same geographic region.
Local	Calls within the local calling area and local toll calls, which may or may not have charges associated with them.
Premium services	Chargeable calls to numbers beginning with 900.

4. To display the previous page, click **OK**. The *User – Outgoing Calls* page displays.

User – Outgoing Digit Plan

BROADSOFT Innovation calling. [Help](#) - [Home](#)

Group > Users: grp1_1@grp11.com **Welcome** [Logout](#)

Options:

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

Outgoing Digit Plan

Outgoing Digit Plan allows you to view the digit calling plan rules for your outgoing calls. Only your administrator can change which call types are permitted.

Custom Settings

Originating Calls **Initiating Call Forwards/Transfers**

Permitted	Name
<input checked="" type="checkbox"/>	Mobile Calls
<input checked="" type="checkbox"/>	Information

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To display the special call types you are permitted to forward or transfer:

1. On the *User – Calling Plans* menu page click **Outgoing Digit Plan**. The *User – Outgoing Digit Plan* page displays.
2. Click the *Forwarded/Transferred Calls* tab. The *Forwarded/Transferred Calls* tab displays the types of calls you are permitted to forward or transfer with a check mark in the Permitted column.

Name	Description
Toll	Chargeable calls within the same geographic region.
Local	Calls within the local calling area and local toll calls, which may or may not have charges associated with them.
Premium services	Chargeable calls to numbers beginning with 900.

3. To display the previous page, click **OK**. The *User – Outgoing Calls* page displays.

User – Phone Status Monitoring



[Call Manager](#) - [Attendant Console](#) - [Help](#) - [Home](#)

Welcome Test grp_1 [Logout](#)

Options:

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

Phone Status Monitoring

Phone Status Monitoring allows you to select members in your group to be monitored using BroadSoft or third party Attendant Console applications.

OK Apply Cancel

Enter search criteria below

Last Name Starts With

Available Users	Monitored Users
grp_1.Test3 (grp1_3@grp11.com) Oconnell,Paul (7038584802)	

Add >
Remove <
Add All >>
Remove All <<

OK Apply Cancel

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www.broadsoft.com

Use the Phone Status Monitoring service to monitor calls within your group with the Attendant Console service.

To add users to monitor:

1. On the *User – Client Applications* menu page click **Phone Status Monitoring**. The *User – Phone Status Monitoring* page displays.
2. To add users to the display, move users from the *Available Users* column to the *Monitored Users* column. To add the selected users to the display, click **Add**. To move all users (unselected) at once, click **Add All**. To remove users from the display, move users from the *Monitored Users* column to the *Available Users* column. To remove the selected users from the display, click **Remove**. To move all users (unselected) at once, click **Remove All**.
3. To filter the users in the display, from the *Show only* drop-down list, select a filter.
4. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.

User – Messaging



[Help](#) - [Home](#)

Group > Users : grp1_1@grp11.com

Welcome [\[Logout\]](#)

Options:

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

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 Portal

Change voice portal options for the user.

Voice Management - On

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

Advanced

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.

Voice Portal Calling - On

Originate calls from the Voice Portal.

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www.broadsoft.com

User Messaging

To access the *User – Messaging* menu page, click **Messaging** in the *Options* list.

Messaging – Aliases

BROADSOFT Innovation calling. [Help - Home](#)

Group -> Users - grp1_1@grp11.com **Welcome** [Logout](#)

Options:

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

Aliases

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

Delete	Phone Number
<input type="checkbox"/>	7034668181

Buttons: OK, Apply, Add, Cancel

The Aliases service allows you to access your voice mailbox from other phones as if you were at your primary phone.

To display your aliases:

1. On the *User – Messaging* menu page click **Aliases**. The *User – Aliases* page displays, showing your aliases.
2. To display the previous page, click **OK** or **Cancel**. The *User – Messaging* menu page displays.

To delete an alias:

1. On the *User – Messaging* menu page click **Aliases**. The *User – Aliases* page displays, showing your aliases.
2. Check the *Delete* box next to the entry to delete.
3. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.
4. To exit without saving, select another page or click **Cancel** to display the previous page.

WARNING: This action cannot be undone. Once you click **Apply** or **OK**, the entry is permanently deleted.

Messaging – Aliases Add

The screenshot shows the Broadsoft user interface for adding a messaging alias. At the top left is the Broadsoft logo with the tagline "Innovation calling." and the text "Group > Users: grp1_1@grp11.com". At the top right are links for "Help - Home" and "Welcome [Logout]". On the left is a navigation menu under "Options:" with items: Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Client Applications, Messaging (selected), Utilities, and Service Scripts. The main content area is titled "Aliases Add" and contains the text: "Messaging Aliases allows you to enter numbers, which when called from, make your voice messaging box act as if you called from your office phone." Below this text is a form with a text box labeled "* Phone Number:" containing the value "7034668181". There are "OK" and "Cancel" buttons above and below the text box. The page number "398" is located in the bottom right corner of the screenshot area. The footer of the page contains the Broadsoft logo and the website address "www.broadsoft.com".

To add an alias:

1. On the *User – Messaging* menu page click **Aliases**. The *User – Aliases* page displays, showing your aliases.
2. Click **Add**. The *User – Aliases Add* page displays.
3. Type the alias phone number in the *Phone Number* text box.
4. To save your changes and display the previous page, click **OK**.
5. To exit without saving, select another page or click **Cancel** to display the previous page.
6. In the *User – Aliases* page, save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

Messaging – Distribution Lists

The screenshot shows the Broadsoft user interface for managing distribution lists. The top navigation bar includes the Broadsoft logo, the user's group and email address (grp1_1@grp11.com), and links for Help, Home, Welcome, and Logout. A sidebar on the left lists various options, with 'Messaging' selected. The main content area is titled 'Distribution Lists' and contains a form for creating a new list. The form includes a 'Description' field with the text 'Sales Distribution', a 'Distribution List' section with a 'Phone Number / SIP-URI' input field and an 'Add' button, and a table with a 'Delete' checkbox and a 'Delete' button. The table currently contains one entry with the phone number '5551234567'. The page number '399' is located in the bottom right corner, and the Broadsoft logo and website URL are at the bottom.

To create a list of phone numbers or SIP-URI addresses for distributing voice mail messages:

1. On the *User – Messaging* menu page click **Distribution Lists**. The *User – Distribution Lists* page displays. The maximum number of distribution lists (End User/Messaging/Distribution lists) that a user can have is 15. There are no limits on the number of people that can be added to one of the 15 lists.
2. Click the tab for the list that you want to create.
3. In the *Description* text box, enter a description of this list for your own reference.
4. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.
5. To exit without saving, select another page or click **Cancel** to display the previous page.

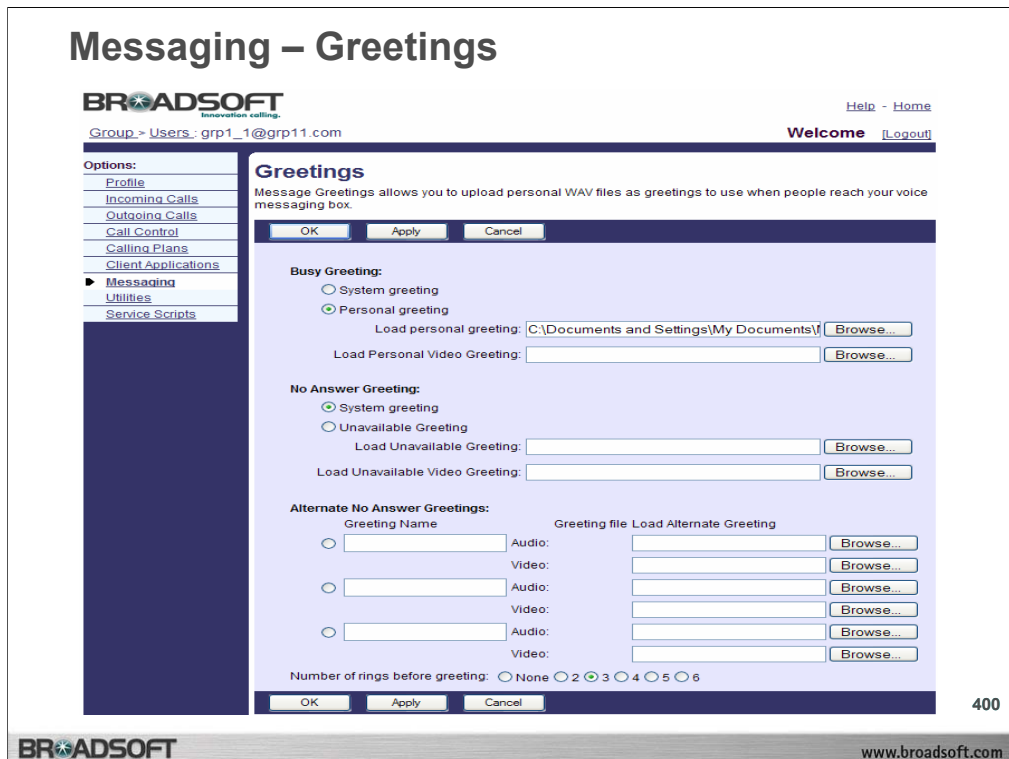
To add a phone number or SIP-URI address to a distribution list:

1. On the *User – Messaging* menu page click **Distribution Lists**. The *User – Distribution Lists* page displays.
2. Click the tab for the list that you want to add to.
3. Type a phone number or SIP-URI address in the *Phone Number/SIP-URI* text box.
4. Click **Add**. The entry is added to the list.

To delete a phone number or SIP-URI address from a distribution list:

1. On the *User – Messaging* menu page click **Distribution Lists**. The *User – Distribution Lists* page displays.
2. Click the tab for the list that you want to modify.
3. Check the *Delete* box beside the phone number to delete.
4. Click **Delete**. The entry is deleted.

WARNING: This action cannot be undone. Once you click **Delete**, the entry is permanently deleted.



To set your busy and no answer greetings:

1. On the *User – Messaging* menu page click Greetings. The *User – Greetings* page displays.

To set the busy greeting:

1. If you want callers to hear or see the standard system greeting when there is no answer, click “System greeting”.
2. If you want callers to hear or see a personalized message, click “Personal Greeting”.
3. Type the name of a .WAV file that contains your personalized greeting in the Load audio personal greeting text box, or use the Browse button to locate the file. Type the name of a .MOV file that contains your personalized greeting in the Load video personal greeting text box, or use the Browse button to locate the file. Go to step 2 of this procedure.
4. If you have recorded an alternate greeting for callers to hear or see when there is no answer, type the name of the alternate greeting in the *Greeting Name* text box, click the button next to one of the alternate greetings. Type the name of a .WAV file that contains your personalized greeting in the Audio control, or use the Browse button to locate the file. If your voice messaging service has video support enabled, you can also type the name of a .MOV file that contains your personalized greeting in the Video control, or use the Browse button to locate the file.

Messaging – Voice Portal-Personalized Name

The screenshot shows the Broadsoft user interface. At the top left is the Broadsoft logo with the tagline "Innovation calling." and the text "Group > Users: grp1_1@grp11.com". At the top right are links for "Help - Home" and "Welcome [Logout]". A left-hand navigation menu lists "Options:" followed by "Profile", "Incoming Calls", "Outgoing Calls", "Call Control", "Calling Plans", "Client Applications", "Messaging" (which is expanded to show "Utilities" and "Service Scripts"), and "Service Scripts". The main content area is titled "Voice Portal" and contains the following text: "Voice Portal allows you to set a Personalized Name (upload a WAV file to use as your name for Auto Attendant and Voice Messaging) and set voice portal auto-login option." Below this text are three buttons: "OK", "Apply", and "Cancel". A checkbox labeled "Use Personalized Name for Auto Attendant and Voice Messaging" is checked. Below it is a "Load Name:" text box followed by a "Browse..." button. A second checkbox labeled "Auto-login to Voice Portal when calling from my phone" is unchecked. At the bottom of the form are three buttons: "OK", "Apply", and "Cancel".

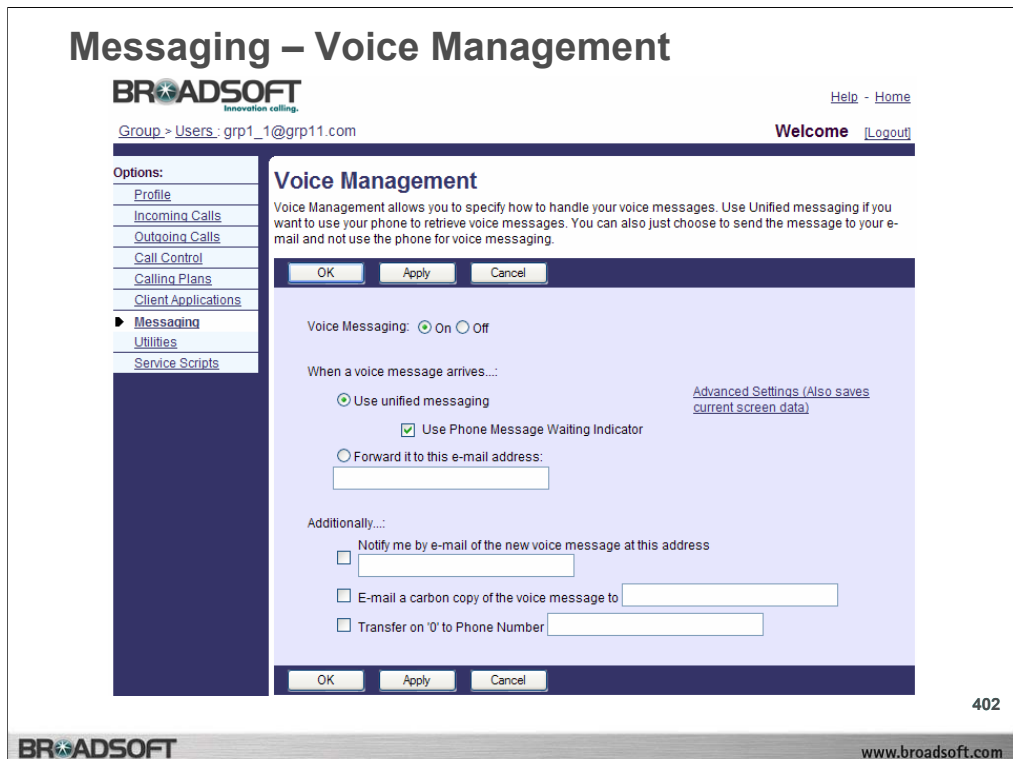
401

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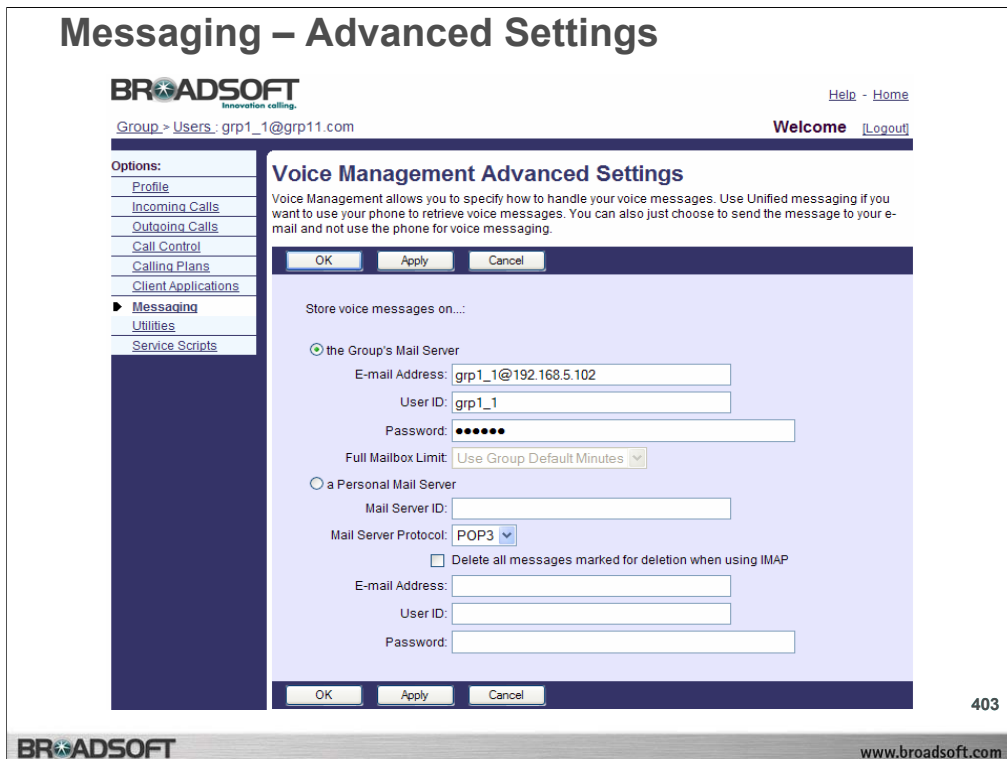
To upload a recording of your name for Auto Attendant and messaging:

1. On the *User – Messaging* menu page click **Voice Portal**. The *User – Personalized Name* page displays.
2. Check the box to indicate that the personalized name recording should be used with Auto Attendant and Voice Messaging. Callers hear the user name recording when using the name-dialing feature and when transferring to the user's extension.
3. Type the name of the .WAV file of the user name in the *Load Name* text box or click **Browse** to locate the file.
4. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.



To specify how you want your voice messages handled:

1. On the *User – Messaging* menu page click **Voice Management**. The *User – Management* page displays.
2. Click the “On” button.
3. To retrieve voice messages using the phone and e-mail, click “Use unified messaging”.
4. If you have selected unified messaging and you want to hear a stuttered dial tone (and see a blinking light on some phones) to inform you when you have messages waiting, check *Use Phone Message Waiting Indicator*.
5. If you always listen to your voice messages using your e-mail client and do not use the phone retrieval option, click “Forward it to this e-mail address” and type the e-mail address where you want your voice messages to be sent.
6. If you want to receive a short e-mail message informing you about incoming calls, check *Notify me by e-mail of the new voice message at this address* and type the e-mail address where you want these notifications to be sent.
7. If you want a carbon copy of your messages to be sent to another e-mail address, check *e-mail a carbon copy of the voice message to* and type the e-mail address where you want the copy to be sent.
8. If you want callers to be able to press 0 during your outgoing voice message and be transferred to another number, such as a mobile phone or Auto Attendant, check *Transfer on '0' to Phone Number* and type the phone number to transfer the calls.
9. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.



To configure advanced voice management settings:

1. On the *User – Messaging* menu page click **Voice Management**. The *User – Management* page displays.
2. Click the **(Advanced Settings [Also saves current screen data])** link. The *User – Management Advanced Settings* screen displays.
3. If you want to use a personal server for your messages, go to step 8 of this procedure. Otherwise, click “the Group’s Mail Server”.
4. Type your e-mail address.
5. Type your user ID for the group mail server.
6. Type your password for the group mail server.
7. Go to step 14 of this procedure.
8. If you want to use a personal server for your messages, click “a Personal Mail Server”.
9. Type the IP address or the fully qualified name of the mail server hosting the e-mail account for your voice messages.
10. From the drop-down list, select the protocol that must be used to connect to the account, either “POP3” or “IMAP”.
11. Type your e-mail address.
12. Type your user ID for the personal mail server.
13. Type your password for the personal mail server.
14. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.

Messaging – Third-Party MWI Control

The screenshot shows a web-based user interface for Broadsoft. At the top left is the Broadsoft logo with the tagline "Innovation in calling". To the right of the logo are links for "Help" and "Home". Below the logo, the user's group is identified as "Group > Users: grp1_1@grp11.com" and a "Welcome" message is displayed with a "Logout" link. A left-hand navigation menu lists various options: Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Client Applications, Messaging (which is currently selected and has a right-pointing triangle), Utilities, and Service Scripts. The main content area is titled "Third-Party MWI Control" and contains the following text: "Third-Party MWI Control enables the system to receive a message from other network elements to allow your Message Waiting Indicator (MWI) to work on your phone." Below this text is a large light blue rectangular area with the message "This service has no configuration." and two "OK" buttons, one at the top and one at the bottom. The page number "404" is located in the bottom right corner of the content area. At the very bottom of the page, the Broadsoft logo and the website address "www.broadsoft.com" are displayed.

To receive a message from other network elements to allow your message waiting indicator to work on your phone:

1. On the *User – Messaging* menu page click **third-party MWI Control**. The *User – third-party MWI Control* page displays, showing information about the third-party MWI Control service.
2. To display the previous page, click **OK**. The *User – Messaging* menu page displays.

Messaging – Third-Party Voice Mail Support

The screenshot shows the Broadsoft user interface for configuring Third-Party Voice Mail Support. The page title is "Third-Party Voice Mail Support". The interface includes a navigation menu on the left with options like Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Client Applications, Messaging, Utilities, and Service Scripts. The main content area contains the following settings:

- Third-Party Voice Mail Support: On Off
- Send Busy Calls to Voice Mail
- Send Unanswered Calls to Voice Mail
- Number of rings before greeting: None 2 3 4 5 6

Buttons for OK, Apply, and Cancel are visible at the top and bottom of the configuration area.

405

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To configure a third-party voice mail system to handle your voice messages:

1. On the *User – Messaging* menu page click **third-party Voice Mail Support**. The *User – third-party Voice Mail Support* page displays.
2. To activate third-party voice mail support, click “On”. Click “Off” to deactivate this service.
3. If you activated this service and want to send your busy calls to the third-party voice mail system, check the *Send Busy Calls to Voice Mail* box.
4. If you activated this service and want to send your unanswered calls to the third-party voice mail system, check the *Send Unanswered Calls to Voice Mail* box.
5. If you checked the *Send Unanswered Calls to Voice Mail* box, select the number of rings before the voice mail greeting is played.
6. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.
7. To exit without saving, select another page or click **Cancel** to display the previous page.

Messaging – Voice Portal Calling

The screenshot shows the Broadsoft user interface. At the top left is the Broadsoft logo with the tagline "Innovation calling." To the right of the logo is the text "Group > Users : grp1_1@grp11.com" and "Welcome [Logout]". Below the logo is a navigation menu with the following items: Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Client Applications, Messaging (highlighted with a right-pointing triangle), Utilities, and Service Scripts. The main content area is titled "Voice Portal Calling" and contains the following text: "Voice Portal Calling allows you to originate calls from the Voice Portal. Once you have dialed in to the Voice Portal and authenticated yourself, select the Make Call menu option and enter the destination digits." Below this text are two sets of buttons: "OK", "Apply", and "Cancel". The first set of buttons is at the top of the main content area, and the second set is at the bottom. In the center of the main content area, there is a radio button control for "Voice Portal Calling: On Off".

406

To enable voice portal calling:

1. On the *User – Messaging* menu page click **Voice Portal Calling**. The *User – Voice Portal Calling* page displays.
2. Click the “On” button. When Voice Portal Calling is on, you can make calls from the Voice Portal menu from the Make Call option
3. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.

Messaging – Voice Portal Calling

The screenshot shows the Broadsoft user interface. At the top left is the Broadsoft logo with the tagline "Innovation calling." Below it, the user's group and email are displayed: "Group > Users : grp1_1@grp11.com". On the top right, there are links for "Help - Home" and "Welcome [Logout]". A left-hand navigation menu lists various options: Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Client Applications, Messaging (which is expanded), Utilities, and Service Scripts. The main content area is titled "Voice Portal Calling" and contains a descriptive paragraph: "Voice Portal Calling allows you to originate calls from the Voice Portal. Once you have dialed in to the Voice Portal and authenticated yourself, select the Make Call menu option and enter the destination digits." Below this text are two identical control panels. Each panel has "OK", "Apply", and "Cancel" buttons at the top and bottom. The central part of each panel contains the text "Voice Portal Calling: On Off".

407

To disable voice portal calling:

1. On the *User – Messaging* menu page click **Voice Portal Calling**. The *User – Voice Portal Calling* page displays.
2. Click the “Off” button.
3. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.
4. To exit without saving, select another page or click **Cancel** to display the previous page.

User – Utilities

The screenshot shows the Broadsoft user interface for the 'User – Utilities' page. At the top left is the Broadsoft logo with the tagline 'Innovation calling.'. To the right of the logo is a navigation link 'Help - Home'. Below the logo, the system path 'System > sp1 > grp1_1 > Users: grp1_1@grp11.com' is displayed on the left, and the user information 'Welcome Default Administrator [Logout]' is on the right. A dark blue horizontal bar separates the header from the main content. On the left side, there is a vertical 'Options:' menu with links for Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Client Applications, Messaging, Utilities (which is selected and highlighted in dark blue), and Service Scripts. The main content area is titled 'Utilities' and contains several sections: 'Basic' (a sub-header), 'Authentication' (with a description: 'Perform authentication upon the registration of an IP phone to prevent unauthorized access to the system.'), 'Enhanced Call Logs' (with a description: 'Display the most recently received, missed, or placed calls.'), 'Feature Access Codes' (with a description: 'Display the feature access codes (star codes) for your services.'), 'Group Directory' (with a description: 'Display the group directory list.'), and 'Intercept User - Off' (with a description: 'Prevent your phone number from receiving calls.'). At the bottom right of the page, the number '408' is displayed. The footer contains the Broadsoft logo on the left and the website address 'www.broadsoft.com' on the right.

User Utilities Menu

To access the *User – Utilities* menu page, click **Utilities** in the Options list.

Utilities – Authentication

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Innovation calling.

System > sp1 > grp1_1 > Users : grp1_1@grp11.com Help - Home

Welcome Default Administrator [\[Logout\]](#)

Options:

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

Authentication

Authentication allows you to use encryption to safely determine that the user at a given phone is who they say they are. This helps prevent hijacking of service in hosted communications networks. The user name and password must match the user name and password configured on your phone, or in your phone's configuration file.

OK Apply Cancel

* Authentication User Name:

* Type new authentication password:

* Re-type new authentication password:

OK Apply Cancel

409

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To set your new system password:

All text boxes are required.

1. On the *User – Utilities* menu page click **Authentication**. The *User – Authentication* page displays.
2. Type your Authentication User Name.
3. Type your current authentication password.
4. Type your new authentication password.
5. Confirm your new authentication password.
6. Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.
7. To exit without saving, select another page or click **Cancel** to display the previous page.

Utilities – Enhanced Call Logs

BROADSOFT Innovation calling. [Help](#) - [Home](#)

System > sp1 > grp1_1 > Users: grp1_1@grp11.com **Welcome Default Administrator** [Logout](#)

Options:

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

Enhanced Call Logs

Enhanced Call Logs displays the most recently received, missed, or placed calls. Click on the appropriate tab to see the desired type of logs.

Placed Calls **Received Calls** **Missed Calls**

Name	Phone Number	Date/Time
No Entries Present		

410

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To display calls:

1. On the *User – Utilities* menu page click **Enhanced Call Logs**. Select the one of the tabs – *Placed Calls*, *Received Calls*, or *Missed Calls*. The *User – Enhanced Call Logs* page displays the items described below.

Placed Calls

Name: Name of the person called.

PhoneNumber: Phone Number of the person called.

Date/Time: The date and time the called was placed.

Received Calls

Name: Name of the person who called.

Phone Number: Phone Number of the person who called.

Date/Time: The date and time the called was placed.

Missed Calls

Name: Name of the person who called.

Phone Number: Phone Number of the person who called.

Date/Time: The date and time the called was placed.

Utilities – Feature Access Codes

BROADSOFT
smaller text

[Help](#) - [Home](#)

System > sp1 > grp1_1 > Users: grp1_1@grp11.com

Welcome Default Administrator [\[Logout\]](#)

Options:

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

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	
#8	Automatic Callback Deactivation
*72	Call Forwarding Always Activation
*73	Call Forwarding Always Deactivation
*90	Call Forwarding Busy Activation
*91	Call Forwarding Busy Deactivation
*92	Call Forwarding No Answer Activation
*93	Call Forwarding No Answer Deactivation
*67	Calling Line ID Delivery Blocking per Call
*65	Calling Line ID Delivery per Call
*68	Call Park
*88	Call Park Retrieve
*98	Call Pickup
*69	Call Return
*70	Cancel Call Waiting
*99	Clear Voice Message Waiting Indicator
*57	Customer Originated Trace
*97	Directed Call Pickup
*33	Directed Call Pickup with Barge-in
*55	Direct Voice Mail Transfer
*80	Diversion Inhibitor
*78	Do Not Disturb Activation
*79	Do Not Disturb Deactivation
*22	Flash Call Hold
*66	Last Number Redial
*60	Music On Hold Per-Call Deactivation
*71	Per Call Account Code
*50	Push to Talk
*75	Speed Dial 100
*74	Speed Dial 8
*47	Sustained Authorization Code Activation (calls unlocking)
*37	Sustained Authorization Code Deactivation (calls locking)

411

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To display your feature access codes:

1. On the *User – Utilities* menu page click **Feature Access Codes**. The *User – Feature Access Codes* page displays, showing your star codes.
2. To display the previous page, click **OK**. The *User – Utilities* menu page displays.

Utilities – Group Directory

BROADSOFT Innovation calling. [Help - Home](#)

System > sp1 > grp1_1 > Users: grp1_1@grp11.com **Welcome Default Administrator** [Logout](#)

Options:

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

Group Directory

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

[Group Directory Summary](#) [Group Directory Detail](#)

Enter search criteria below

Last Name Starts With

Name	Phone Number	Extension	Mobile	E-mail Address	YahooID	Department
Federal Express	18006682021					
grp_1,Test	2403645111	5111				
grp_1,Test3		2001				
Oconnell,Paul		4802				
Voice Portal (Voice Portal)						

[Page 1 of 1]

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To display your group directory:

1. On the *User – Utilities* menu page click **Group Directory**. The *User – Group Directory* page displays your group directory. The items displayed on the *Group Directory* page are described below.
 - YahooID:** Displays the YahooID of the person in the Group.
 - Name:** Displays the name of the person in the Group.
 - Phone Number:** Displays the phone number of the person in the Group.
 - Extension:** Displays the phone extension of the person in the Group.
 - Mobile:** Displays the mobile phone number of the person in the Group.
 - e-mail Address:** Displays the e-mail address of the person in the Group.
 - Department:** Displays the department of the person in the Group.
2. To display the previous page, click **OK**. The *User – Utilities* menu page displays.

Utilities – View or Print Group Directory

ABC DistributingPhone List

Name	Phone	Ext.	Mobile	Email	Dept.
ABC_AutoAttendant (Auto Attendant)	2025551050	1050			Sales
ABC_CallCenter (Call Center)	2025551030	1030			Sales
ABC_HuntGroup (Hunt Group)	2025551040	1040			Finance
Baldwin, Cheryl	2025551009	1009			Human Resources
Bueno, Mario	2025551001	1001			Finance
Dumas, Marie	2025551005	1005			Sales
Jones, Shirley	2025551002	1002			Finance
Maldini, Paolo	2025551003	1003			Finance
Music On Hold (Music On Hold)					
Richard, Jean	2025551007	1007			Human Resources
Smith, Stan	2025551004	1004			Sales
Valdez, Gregorio	2025551006	1006			Sales
Voice Portal					
Wyoming, Madoline	2025551008	1008			Human Resources

413

To display or print your group directory:

1. On the *User – Utilities* menu page click **Group Directory**. The *User –Group Directory* page displays your group directory.
2. Click **Group Directory Summary**. The *Group Directory Summary* displays a group phone list in summary form. The items displayed on the *Group Directory Summary* page are described below.

Name: Displays the name of the person in the Group.

Phone: Displays the phone number of the person in the Group.

Extension: Displays the phone extension of the person in the Group.

Mobile: Displays the mobile phone number of the person in the Group.

e-mail: Displays the e-mail address of the person in the Group.

Dept.: Displays the department of the person in the Group.

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

Utilities – Group Directory Phone List

ABC DistributingPhone List	
ABC_AutoAttendant (Auto Attendant)	ABC_CallCenter (Call Center)
Sales Voice: 2025551050	Sales Voice: 2025551030
ABC_HuntGroup (Hunt Group)	Baldwin,Cheryl
Finance Voice: 2025551040	Human Resources Voice: 2025551009
Bueno,Mario	Dumas,Marie
Finance Voice: 2025551001	Sales Voice: 2025551005

414

To display or print your group directory detail phone list:

1. On the *User – Utilities* menu page click **Group Directory**. The *User –Group Directory* page displays your group directory.
2. Click **Group Directory Detail**. The *Group Directory Detail* displays a group phone list in detail. The name, department, and phone number of each group member display.
3. To display the previous page, click **x** in the right–hand corner of the page. The *User – Group Directory* page displays.

Utilities – Enterprise Directory

BROADSOFT Innovation calling. [Help](#) - [Home](#)

System > [team7](#) > [team7group1](#) > Users : [team7group1user1](#) **Welcome Default Administrator** [\[Logout\]](#)

Options:

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

Enterprise Directory

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

[Enterprise Directory Summary](#) [Enterprise Directory Detail](#)

Enter search criteria below

Last Name Starts With

Name ▲	Phone Number	Extension	Mobile	E-mail Address	YahooID	Group ID	Department
HE0.BRAD	3017381000	1000				team7group1	

[Page 1 of 1]

415

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To display your enterprise directory:

1. On the *User – Utilities* menu page click **Enterprise Directory**. The *User –Enterprise Directory* page displays your enterprise directory. The items displayed on the *Enterprise Directory* page are described below.
 - Name:** Displays the name of the person in the Enterprise.
 - Phone Number:** Displays the phone number of the person in the Enterprise.
 - Extension:** Displays the phone extension of the person in the Enterprise.
 - Mobile:** Displays the mobile phone number of the person in the Enterprise.
 - e-mail Address:** Displays the e-mail address of the person in the Enterprise.
 - Department:** Displays the department of the person in the Enterprise.
2. To display the previous page, click **OK**. The *User – Utilities* menu page displays.

Utilities – Summary of Enterprise Directory

ABC Distributing Phone List

Name	Phone	Ext.	Mobile	Email	Dept.
ABC_AutoAttendant (Auto Attendant)	2025551050	1050			Sales
ABC_CallCenter (Call Center)	2025551030	1030			Sales
ABC_HuntGroup (Hunt Group)	2025551040	1040			Finance
Baldwin, Cheryl	2025551009	1009			Human Resources
Bueno, Mario	2025551001	1001			Finance
Dumas, Marie	2025551005	1005			Sales
Jones, Shirley	2025551002	1002			Finance
Maldini, Paolo	2025551003	1003			Finance
Music On Hold (Music On Hold)					
Richard, Jean	2025551007	1007			Human Resources
Smith, Stan	2025551004	1004			Sales
Valdez, Gregorio	2025551006	1006			Sales
Voice Portal					
Wyoming, Madoline	2025551008	1008			Human Resources

416

To display or print your enterprise directory:

1. On the *User – Utilities* menu page click **Enterprise Directory**. The *User –Enterprise Directory* page displays your enterprise directory.
2. Click **Enterprise Directory Summary**. The *Enterprise Directory Summary* displays an enterprise phone list in summary form. The items displayed on the *Enterprise Directory Summary* page are described below.

Name: Displays the name of the person in the Enterprise.

Phone: Displays the phone number of the person in the Enterprise.

Extension: Displays the phone extension of the person in the Enterprise.

Mobile: Displays the mobile phone number of the person in the Enterprise.

e-mail: Displays the e-mail address of the person in the Enterprise.

Dept.: Displays the department of the person in the Enterprise.

3. To display the previous page, click **x** in the right-hand corner of the page. The *User – Enterprise Directory* page displays.

Utilities – Enterprise Phone List

ABC DistributingPhone List	
ABC_AutoAttendant (Auto Attendant)	ABC_CallCenter (Call Center)
Sales Voice: 2025551050	Sales Voice: 2025551030
ABC_HuntGroup (Hunt Group)	Baldwin,Cheryl
Finance Voice: 2025551040	Human Resources Voice: 2025551009
Bueno,Mario	Dumas,Marie
Finance Voice: 2025551001	Sales Voice: 2025551005

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To display or print your enterprise directory detail phone list:

1. On the *User – Utilities* menu page click **Enterprise Directory**. The *User –Enterprise Directory* page displays your enterprise directory.
2. Click **Enterprise Directory Detail**. The *Enterprise Directory Detail* displays a group phone list in detail. The name, department, and phone number of each enterprise member displays.
3. To display the previous page, click **x** in the right–hand corner of the page. The *User – Enterprise Directory* page displays.

Utilities – Intercept User

BROADSOFT Innovation calling. [Help - Home](#)

System > sp1 > grp1_1 > Users: grp1_1@grp11.com **Welcome Default Administrator** [Logout](#)

Options:

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

Intercept User

Intercept User allows your administrator to graciously take your phone out of service while providing callers with informative announcements and alternate routing options.

OK Apply Cancel

Intercept User: On Off

Intercept Announcement:

Default Announcement

Personal Announcement

Load Personal Audio Announcement: [Browse...](#)

Load Personal Video Announcement: [Browse...](#)

Options:

Play new Phone Number

Transfer on '0' to Phone Number

OK Apply Cancel

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To verify if your service has been intercepted:

1. On the *User – Utilities* menu page click **Intercept User**. The *User – Intercept User* page displays, showing your intercept user status.
2. To display the previous page, click **OK**. The *User – Utilities* menu page displays.