



How to Set Up Calling Features

This document covers managing the User's **Calling Features**. Including:

- › Incoming Calls
- › Outgoing Calls
- › Call Control
- › Calling Plans
- › Messaging
- › Client Applications
- › Meet-Me Conferencing

To get started:

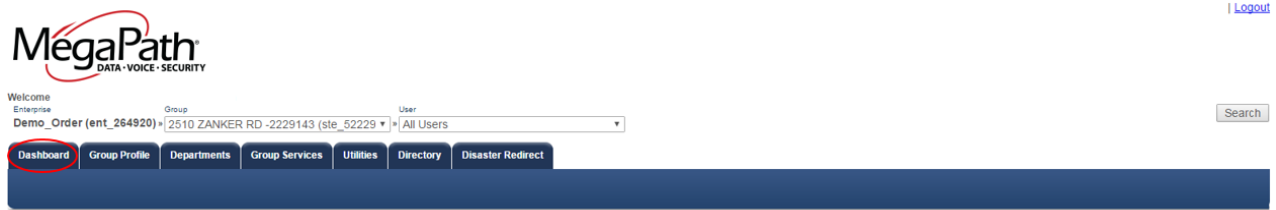
1. Log in to the Customer Portal (<https://my.megapath.com>)
2. Select **Voice** under Services
3. Select **Manage Now** (Voice Administration)
4. Select the site (**ste_**) that the User belong to from the Group dropdown
5. Select a User from **Dashboard**

If you select the (ste_) group, all users associated with the site are available.

Note: To select an individual User, use the **User** dropdown on the Enterprise Profile page to select a user, and proceed to the **Calling Features** tab.

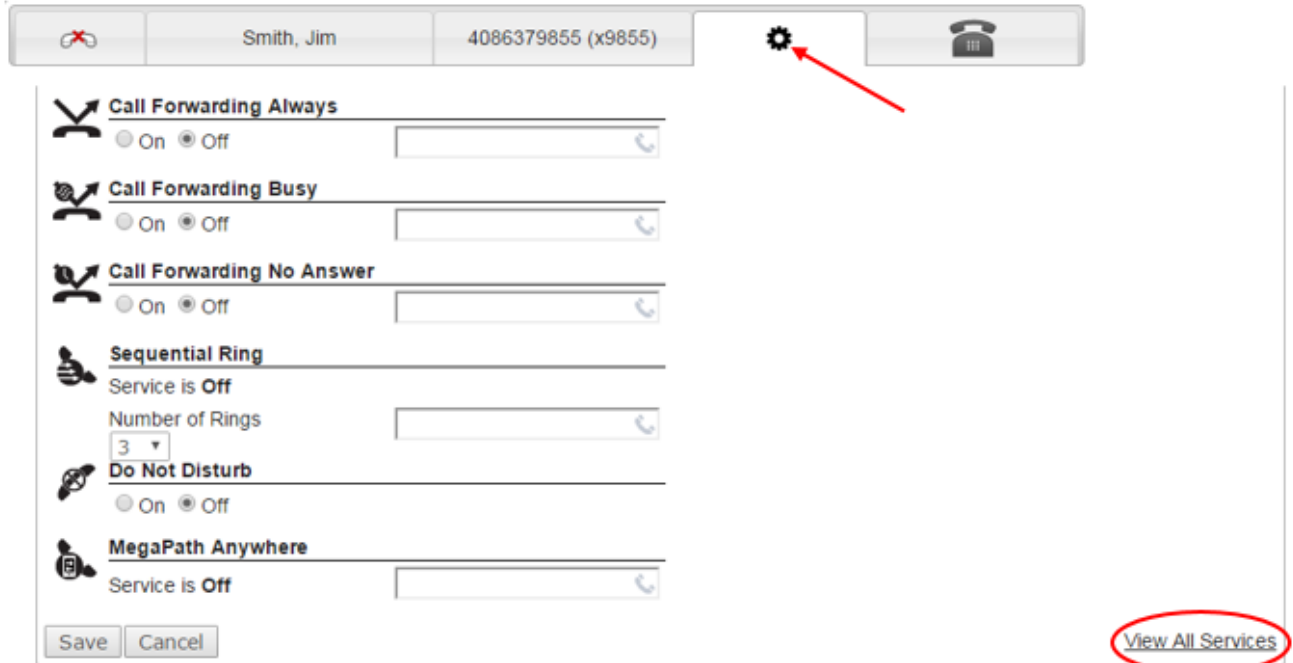
Dashboard

When you select the (ste_) group, the User Dashboard is displayed.



A subset of Calling Features can be updated from the Dashboard.

Click **Settings** next to the User to view the options. Make changes as desired, and then click **Save**. To link to the Calling Features page from the Dashboard, click the **View All Services** link.


















Calling Features Tab

Incoming Calls

Incoming Calls settings determine how incoming calls will be handled by the system. For example, if the User is planning to be away from his desk, he can use features like Call Forwarding or Find Me/ Follow Me, Simultaneous Ring and Sequential Ring. Users manage (a subset of) these features in the Voice Manager, e.g., Call Forwarding options. If necessary, you can manage these settings on behalf of a User.

From the Calling Features page, the following services can be viewed/modified for a User:

Alternate Numbers – define alternate numbers	Anonymous Call Rejection – (on/off)	Call Forwarding Always – (on/off); designate forwarding phone number	Call Forwarding Busy – (on/off); designate forwarding phone number; play ring reminder	Call Forwarding No Answer – (on/off); designate forwarding phone number; program number of rings before forward
Call Forward Not Reachable – (on/off); designate forwarding phone number	Call Forwarding Selective – (on/off); designate forwarding phone number; create rules	Call Notify – (on/off); create rules	CommPilot Express – change status, add phone numbers, enable email; program busy numbers	Do Not Disturb – (on/off)
Priority Alert – (on/off); create rules	Selective Call Acceptance – (on/off); create rules	Selective Call Rejection – (on/off); create rules	Simultaneous Ring – (on/off); create rules	Sequential Ring – (on/off); create rules

Incoming Calls	
 Alternate Numbers	Service is On <input type="button" value="View"/> <input type="button" value="Edit"/>
 Anonymous Call Rejection	<input type="radio"/> On <input checked="" type="radio"/> Off
 Call Forwarding Always	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="text" value="5714492816"/> <input checked="" type="checkbox"/> Play Ring Reminder when a call is forwarded
 Call Forwarding Busy	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="text" value="4086135378"/>
 Call Forward No Answer	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="text" value="4086135378"/> Number of rings before forwarding: <input type="text" value="3"/>
 Call Forward Not Reachable	<input checked="" type="radio"/> On <input type="radio"/> Off <input type="text" value="1234567890"/>
 Call Forwarding Selective	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="button" value="View"/> <input type="button" value="Edit"/>
 Call Notify	Service is Off <input type="button" value="Deactivate"/> <input type="button" value="View"/> <input type="button" value="Edit"/>
 CommPilot Express	<input type="text" value="None"/> <input type="button" value="Edit"/>
 Do Not Disturb	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="checkbox"/> Play Ring Reminder when a call is blocked
 Priority Alert	Service is Off <input type="button" value="Deactivate"/> <input type="button" value="View"/> <input type="button" value="Edit"/>
 Selective Call Acceptance	Service is Off <input type="button" value="Deactivate"/> <input type="button" value="View"/> <input type="button" value="Edit"/>
 Selective Call Rejection	Service is Off <input type="button" value="Deactivate"/> <input type="button" value="View"/> <input type="button" value="Edit"/>
 Simultaneous Ring Personal	<input type="radio"/> On <input checked="" type="radio"/> Off Phone numbers populated: 2 <input type="button" value="View"/> <input type="button" value="Edit"/>
 Sequential Ring	Service is Off <input type="button" value="Deactivate"/> <input type="button" value="View"/> <input type="button" value="Edit"/>

Outgoing Calls

Outgoing Calls settings determine how outgoing calls will be handled by the system. For example, the outgoing line ID can be blocked on outgoing calls. Users manage these features by accessing Advanced Configuration (Voice Administration) from the Voice Manager. If necessary, you can manage these settings on behalf of a User.

Line ID Blocking

On/Off setting – when turned off, Line ID will not be blocked. When turned on, Line ID will be blocked.

Personal Phone List

A user creates a Personal Phone List in Advanced Configuration (Voice Administration). A personal phone list can be created by adding individual contacts, or by importing a .CSV file.

Speed Dial 100

User creates Speed Dial 100 numbers in Advanced Configuration (Voice Administration). Speed dial numbers can also be programmed using the phone.
















Outgoing Calls	
Line ID Blocking	<input type="radio"/> On <input checked="" type="radio"/> Off
Personal Phone List	<input type="button" value="Edit"/>
Speed Dial 100	<input type="button" value="Edit"/> Speed Dial 100 Dialing Prefix: #

Call Control

This section allows call control services to be managed for a User. Many of these features can be managed by the User. Call Recording is an exception. Call Recording is enabled or disabled by the administrator.

Configuration Options:

Barge-in Exempt (on/off)	MegaPath Anywhere (add MegaPath Anywhere phone number)	Call Recording (on/off) User: view only – (on/off)	Call Transfer <ul style="list-style-type: none"> • Transfer Recall • Program # of rings prior to transfer • Enable Busy Camp On • Diversion Inhibitor settings 	Call Waiting – (on/off)	Directed Call Pickup with Barge-in – (on/off); waiting tone
Hoteling Guest – (on/off); configure guest	Hoteling Host – (on/off); configure host	Music On Hold – (on/off)	Push to Talk – turn Auto Answer (on/off); configure Push to Talk group	Remote Office – (on/off); add Remote Office phone number	Shared Call Appearance – configure service

Call Control	
 Barge-in exempt	<input checked="" type="radio"/> On <input type="radio"/> Off
 BroadWorks Anywhere	6 number(s) configured View Add
 Call Recording	Record Call: <input type="radio"/> On <input checked="" type="radio"/> Off
 Call Transfer	Edit
 Call Waiting	<input checked="" type="radio"/> On <input type="radio"/> Off
 Directed Call Pickup with Barge-in	Warning Tone: <input checked="" type="radio"/> On <input type="radio"/> Off
 Hoteling Guest	<input type="radio"/> On <input checked="" type="radio"/> Off Edit No host associated
 Hoteling Host	<input checked="" type="radio"/> On <input type="radio"/> Off Edit No guest associated
 Music On Hold	<input checked="" type="radio"/> On <input type="radio"/> Off
 Push to Talk	Auto-Answer: <input type="radio"/> On <input checked="" type="radio"/> Off Edit
 Remote Office	<input type="radio"/> On <input checked="" type="radio"/> Off  <input type="text"/>
 Shared Call Appearance	Service is Off View Edit

Calling Plans

Calling Plans can only be modified by the administrator.

Incoming Calling Plan – create custom settings for: calls within the group, calls from outside and collect calls.

Outgoing Calling Plan (Authorization Codes) – create custom settings for outgoing calls; require an authorization code to complete outgoing calls.

Call Transfers – add Call Transfer Numbers.

Outgoing Calling Plan – create rules for calls being Forwarded or Transferred Outside of the Group. Determine for each originating call type whether or not the caller can initiate a forward or transfer.

Calling Plans
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Incoming Calling Plan

Custom Settings

Calls From Within Group:

Calls From Outside Group: Allow

Collect Calls:

Outgoing Plan

Custom Settings

Outgoing Authorization Codes

Add New Code

Code:

Description:

Call Transfer Numbers

Transfer Number 1:



Transfer Number 2:

Transfer Number 3:

Messaging

In the Messaging section you can reset the User's Voicemail PIN and upload a recording that can be uploaded to the Auto Attendant if your company plans to use Dial by Name.

Messaging

	Third Party Voice Messaging	<input type="button" value="Edit"/>
	Voice Portal	<input type="button" value="Edit"/>

Third Party Messaging

In the Third Party Messaging section, you can Change a User's Voicemail PIN and turn Fax Messaging on or off.






Voice Portal

Log a User into the Voice Portal automatically when they call from their phone. Upload a Name recording that can be uploaded to the Auto Attendant if your company uses Dial by Name.

Client Applications


Configure the following:

- › **Busy Lamp Field** – configure Monitored Users
- › **CommPilot Call Manager** – enable/disable whether or not the CommPilot Call Manager launches on login
- › **Receptionist** – Configure Monitored Users

Client Applications	
 Busy Lamp Field	Edit
 CommPilot Call Manager	<input checked="" type="checkbox"/> Launch On Login
 Receptionist	Edit

Meet-Me Conferencing

Manage a User's Meet-Me Conferencing Service. View conference bridges assigned to a User, add and delete conference bridges for a User. Modify Meet-Me Conference Settings. Listen to, download and delete recorded conferences. To configure Meet-Me Conference Users, go to the **Group Services** tab.

Meet-Me Conferencing	
 Meet-Me Conferencing	No conferences configured View Add Listen