



UC Portal *End-User*

Guide

MOMENTUM

Introduction

Guide Explanation

This guide is to be used as an aid to understand the portal in order to utilize all the functionality that VoIP has to offer. This user guide is split up into different license types. Although not every feature for every license type is touched upon here, the features included in this sheet are the most commonly used and some require some instruction to configure.

Portal Explanation

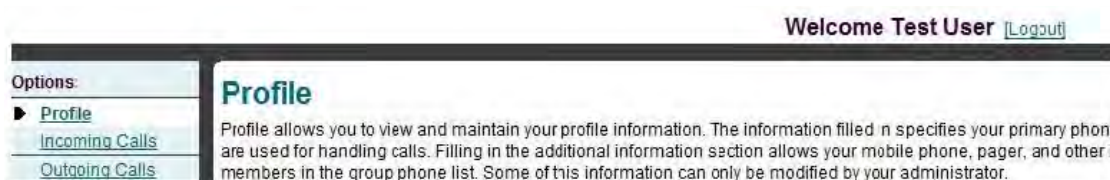
Your phones are now part of a hosted solution. One advantage of this is that all changes associated to a group and each employees' phones can be done over the web. Each company on the network is setup under their own group and changes done on your current phone system can be done through a useful web portal.

Access to site

In order to access the site, you will need a recent web browser. Your login credentials and the portal website can be obtained from your Administrator, or by contacting Customer Support.

Help

Each page in the portal offers context sensitive help on the upper right part of the screen as displayed in this example:



Each help button opens to provide information about the section or feature you are viewing. If you wish to know more information about a certain feature, click on that feature and press the help button. Information about what the feature does plus all the configurable options that that feature has will be displayed.

This is an example of a help article for Call Forwarding Always:

Call Forwarding Always

You use this page to activate and edit the options for the Call Forwarding Always (CFA) service. You can turn this service on or off, or edit the options, at any time.

The Call Forwarding Always service allows you to redirect your incoming phone calls to another number, such as a mobile phone or administrative assistant. Variations of Call Forwarding exist, such as Call Forwarding No Answer and Call Forwarding Busy. Unlike those services, Call Forwarding Always redirects all of your calls, not just those received when you do not answer or are talking on your phone.

From Your CommPilot Call Manager

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

From Your Voice Portal

Call Forwarding Always can also be activated or options can be changed using your voice portal. To do this, on your telephone dial *, followed by the two-digit feature access code that has been assigned for this service. You can activate this service by dialing star (*) and the assigned two-digit code, followed by the phone number to which your calls are redirected.

To view the feature access code that was assigned by your group or system administrator, click on **Feature Access Codes** on the *Utilities* menu page. The codes are to the left of Call Forwarding Always Activation and Call Forwarding Always Deactivation and are preceded by an *, which must be dialed first. Your calls remain forwarded until you dial the deactivation code.

From Your Web Portal

Call Forwarding Always can also be activated or options can be changed using your web portal.

Steps	Details
1. Turn Call Forwarding Always on or off.	Click "On" or "Off". When on, Call Forwarding Always forwards all your incoming calls to the phone number or SIP-URI address you entered in the <i>Calls Forward to</i> text box.
2. Confirm or enter the phone number or SIP-URI address.	<p>If the phone number or SIP-URI address indicated is the number to which you want all of your calls forwarded, no action is necessary. You can enter feature access codes and speed codes in addition to phone numbers and extensions. An FAC could also be used as a prefix to a speed code.</p> <p>To edit or delete a phone number or SIP-URI address, click and drag your mouse pointer over the information in the text box. The information is highlighted. Press the DELETE key on your keyboard to empty the text box of its contents, or simply begin typing, to enter new information. Type the new phone number or SIP-URI address in a valid format (no dashes, parentheses, or spaces are necessary).</p> <p>To forward to a long distance number, it must be preceded by a "+" and a country code.</p>

The Help Pages are printable so that you may have a hard copy of the information for individual feature(s) or areas.

License Type Explanation

User Accounts are configured with certain user licenses. Access to the End-User portal is determined by the client's Administrator. The following possible licenses are available for use on the system:

Gold License

- Authentication
- Basic Call logs
- Call Waiting
- Calling line ID delivery Blocking
- Calling name delivery
- Calling name retrieval
- Calling number delivery
- Calling party category
- Charge number
- Client call control
- Class Mark
- Connected line identification presentation
- Connected line identification restriction
- Customer originated trace
- External calling line ID delivery
- Intercept user
- Internal calling line ID delivery
- Malicious call trace
- Phone status Monitoring
- Physical location
- Polycom phone services
- Preferred carrier user
- Privacy
- Services Scripts users
- SMDI Message desk
- Third Party Control MWI control
- Third Party voicemail support
- Zone calling restrictions
- Call forward always
- Call forward busy
- Call forward no answer
- Call forward not reachable
- Call return
- Call transfer
- Communication barring user control
- Directory number hunting
- Flash hold call
- Last number redial
- Three way call
- Anonymous call rejection
- Automatic call back
- Diversion inhibitor
- Do not disturb
- Hotelling guest
- Speed dial 100
- Speed dial 8

Platinum License

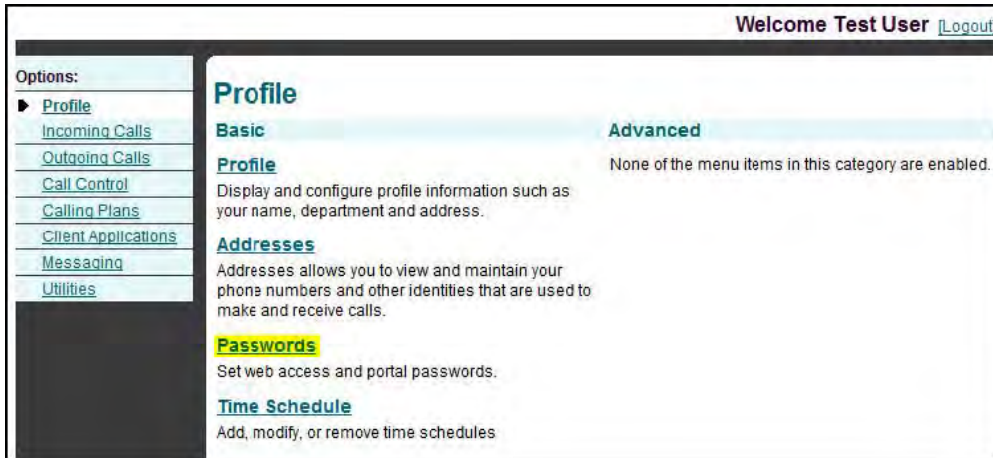
- Authentication
- Basic Call logs
- Call Waiting
- Calling line ID delivery Blocking
- Calling name delivery
- Calling name retrieval
- Calling number delivery
- Calling party category
- Charge number
- Client call control
- Class Mark
- Connected line identification presentation
- Connected line identification restriction
- Customer originated trace
- External calling line ID delivery
- Intercept user
- Internal calling line ID delivery
- Malicious call trace
- Phone status Monitoring
- Physical location
- Polycom phone services
- Preferred carrier user
- Privacy
- Services Scripts users
- SMDI Message desk
- Third Party Control MWI control
- Third Party voicemail support
- Zone calling restrictions
- Call forward always
- Call forward busy
- Call forward no answer
- Call forward not reachable
- Call return Call transfer
- Communication barring user control
- Directory number hunting
- Flash hold call
- Last number redial
- Three way call
- Anonymous call rejection
- Automatic call back
- Diversion inhibitor
- Do not disturb
- Hotelling guest
- Speed dial 100
- Speed dial 8
- CommPilot Call Manager
- Broadworks Anywhere
- CommPilot Express
- In Call Service Activation
- Location based calling restriction
- Outlook Integration
- Remote Office
- Sequential Ring
- Simultaneous Ring Personal
- Shared call appearance
- Shared call appearance 5
- Multiple Call arrangement
- Two stage Dialing
- Voice portal calling
- Alternate Numbers
- Call Forward Selective
- Priority Alert
- Selective Call Acceptance
- Selective call rejection
- Barge in Exempt
- Busy Lamp Field
- Call center monitoring
- Call Notify
- Directed Call Pickup
- Directed Call Pickup with Barge in
- Pre Alerting Announcement
- Push to Talk
- Shared appearance 10
- Shared appearance 15
- Shared appearance 20
- Shared appearance 25
- Shared appearance 30
- Shared appearance 35
- Music on hold user
- Video on hold user
- Virtual on net Enterprise extension
- Hotelling Host
- N-Way Call
- Custom ring back
- Custom ring back user - video
- Custom ring back user - call waiting

Advanced Feature Pack			VoiceMail License
<ul style="list-style-type: none"> • Barge-in Exempt • Call Center Monitoring • Call Notify • Custom Ringback User • Custom Ringback User - Call Waiting • Custom Ringback User - Video 	<ul style="list-style-type: none"> • Directed Call Pickup • Directed Call Pickup with Barge-in • Hoteling Host • Music On Hold User • N-Way Call • Pre-alerting Announcement 	<ul style="list-style-type: none"> • Push to Talk • Shared Call Appearance 10 • Video On Hold User • Virtual On-Net Enterprise Extensions 	<ul style="list-style-type: none"> • VoiceMail <p>To find out more about individual features you have access to manage, click the help button.</p>

Changing Passwords

In order to change the password for your web account, you should do the following:

1. Click on **"Passwords"** at the initial Welcome Screen show below:



2. Click on **"Set Web Access Password."**
3. Type in current password then the new password twice.
4. Hit **"Apply"** or **"OK"** to save changes.

Gold License Functions

Call Forwarding

There are 2 ways to accomplish this option, via phone or via web portal.

Phone

1. Pick up phone and dial *72
2. Enter in the phone number you wish to forward the number to, followed by the # sign. If you press the # sign without entering in a number, it will forward your phone to the last number you forwarded to.

Web portal

1. Click on **"Profile"** on the left.
2. Click on incoming calls on the left of the screen.
3. Click on either of the Call Forwarding options as shown below:

Call Forwarding Always - Off

Automatically forward all your incoming calls to a different phone number.

Call Forwarding Busy - Off

Automatically forward your calls to a different phone number when your phone is busy.

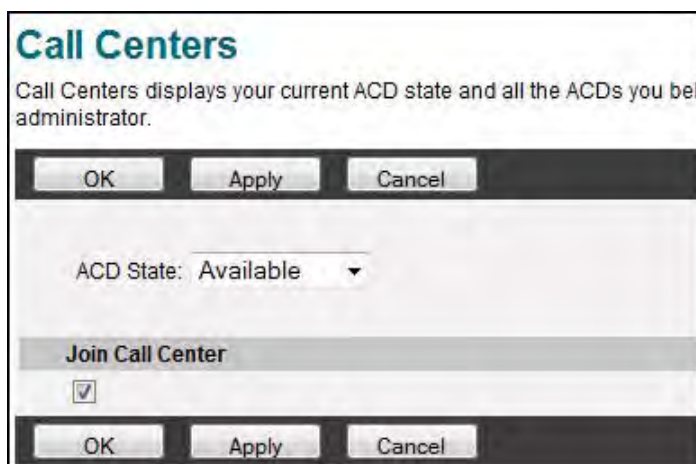
Call Forwarding No Answer - Off

Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.

4. Choose **"Always"** if you want all calls forwarded to the destination, **"Busy"** if you want all calls to forward to the destination when you're on the phone, and **"No Answer"** if you want all calls to forward to the destination after a certain number of rings.
5. Enter in the phone number you wish to forward the calls to (without the beginning 1.) Click the "on" radio button and click **"OK."**

Call Center: Logging In and Out

1. Log into the portal with your user credentials. Your Administrator will provide this information, or contact Customer Services for assistance.
2. Click on **"Call Control."**
3. Click on **"Call Centers."**
4. Change ACD State to **"Available"** and make sure Join Call Center box is checked for call center you wish to join.
5. To logout of the call center, repeat steps **i-iii** above and change ACD State to **"Sign Out."**



Call Centers

Call Centers displays your current ACD state and all the ACDs you belong to as an administrator.

OK Apply Cancel

ACD State: Available ▾

Join Call Center

OK Apply Cancel

Privacy

Privacy allows you to be taken out of group directory listing, Auto Attendant Extensions or Name dialing, and phone status monitoring. To enable Privacy you must do the following:

1. Click on **"Profile"** on the left.
2. Click on **"Privacy."**
3. Privacy is configured by doing the following:
 - ▶ **Enable Directory Privacy:** When checked, this will remove you from directory listings within the company.
 - ▶ **Enable Auto Attendant Extension Dial Privacy:** When checked, excludes you from Auto Attendant Extension dialing.
 - ▶ **Enable Auto Attendant Name Dialing Privacy:** When checked, excludes you from Auto Attendant Name dialing.
 - ▶ **Enable Phone Status Privacy:** When checked, excludes yourself from phone status monitoring.
 - ▶ You can search through employees and add them to the list to override phone status monitoring privacy settings.

4. Click **"OK"** or **"Apply"** To apply the changes and enable Privacy.

Platinum License User Functions

Anywhere

1. Click on **"Call Control"** on the left.
2. Click on **"Broadworks Anywhere."**
3. Click on **"Add"** to get a screen like below:

- ▶ **Phone Number:** Enter in the number (area code and number) of the phone you wish to use as your Anywhere device.
- ▶ **Enable Diversion Inhibitor:** Default is unchecked.
- ▶ **Require Answer Confirmation:** If checked, will prompt the Anywhere device to confirm the call is answered when picked up. Answer confirmation prompts the answering party to enter a confirmation digit to complete the call. Default is checked.
- ▶ **Use Broadworks-based Call Control Services:** Default is checked.

Please refer to the separate Anywhere guide to learn how to utilize the Anywhere feature.

Sequential Ring

Sequential Ring is a feature that allows a user to receive a call on multiple devices in sequential order. Similar to a Find me – Follow me feature, the sequential ring feature can contact up to 5 different locations all with individually configurable options:

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, a specified time schedule, and a specified holiday 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.

OK Apply Add Cancel

Use Base Location first
 Number of rings for Base Location:

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	Answer confirmation required
1	<input type="text"/>	<input type="text" value="3"/>	<input type="checkbox"/>
2	<input type="text"/>	<input type="text" value="3"/>	<input type="checkbox"/>
3	<input type="text"/>	<input type="text" value="3"/>	<input type="checkbox"/>
4	<input type="text"/>	<input type="text" value="3"/>	<input type="checkbox"/>
5	<input type="text"/>	<input type="text" value="3"/>	<input type="checkbox"/>

Active	Description	Ring Sequentially	Calls from	Edit
No Entries Present				

OK Apply Add Cancel

1. Click on “Incoming Calls” on the left.
2. Click on “Sequential Ring.”
3. The configurable options are as follows:
 - ▶ Use **Base Location first**: all incoming calls will ring VoIP phone before it rings other locations.
 - ▶ **Enable caller to skip search process**: Allows callers to terminate the search process and be put into voicemail or to the forwarding option.
 - ▶ **Phone number Entry**: Enter anywhere between 1 – 5 phone numbers or extensions for the sequential ring process. Each entry can have the number of rings set and can have answer confirmation required or not.

Sequential Ring Add

Allows you to add a sequential ring entry. Specify the time schedule and/or holiday 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 or holiday periods, you can create multiple sequential ring entries.

OK
Cancel

* Description:

Use sequential ring
 Do not use sequential ring

Selected Time Schedule: Every Day All Day ▼

Selected Holiday Schedule: None ▼

Calls from

Any phone number

Following phone numbers:

Any private number

Any unavailable number

Specific phone numbers:

OK
Cancel

4. Once you have filled in the correct information, click **"apply"** to apply the changes. Then click **"Add."**
 - ▶ **Selected Time Schedule:** Choose Every Day All Day if you wish to have your sequential ring setup every time a call comes in. You can also choose a time schedule that has been created in the Profile section of your portal account.
 - ▶ **Calls From:** check **"Any Phone"** number for all inbound numbers to use sequential ring. Choose **Following phone numbers** if you wish to specify a list of numbers.
5. Click **"OK."**
6. Click **"OK"** or **"Apply"** to save the changes and enable sequential ring.

Simultaneous Ring

1. Click on **"Incoming Calls"** on the left
2. Click on **"Simultaneous Ring Personal"** on the right of the screen
3. Enter the phone number or extension and click **"Add."**

Simultaneous Ring Personal

Simultaneous Ring Personal allows you to list up to 10 phone numbers or SIP-URI addresses you would like to ring in addition to your primary phone when you receive a call. This feature is helpful when you are not at your phone but you would like your cell phone to ring when you get a call. You can also turn off simultaneous ring when you are at your desk on a call. The criteria for each Simultaneous Ring entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to enter Simultaneous 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. **Warning: if your cell phone or other phone has voice mail that picks up before your office voice messaging picks up, your voice mails could be on your cell phone messaging system!**

OK
Apply
Add
Cancel

Simultaneous Ring Personal: On Off

Do not ring my Simultaneous Ring Numbers if I'm already on a call

Answer confirmation required	Phone Number / SIP-URI	Answer confirmation required	Phone Number / SIP-URI
<input checked="" type="checkbox"/>	<input type="text" value="6094050303"/>	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>
<input type="checkbox"/>	<input type="text"/>	<input type="checkbox"/>	<input type="text"/>

Active	Description	Ring Simultaneously	Calls from	Edit
No Entries Present				

OK
Apply
Add
Cancel

4. Enter more phone numbers if necessary, clicking add for each number entered.
5. Chose appropriate option on how to handle call.
6. Click the **"ON"** radio button.
7. Click **"OK."**

Please Note:

Of all the phones that are included in the simultaneous ring personal group, the phone that picks up the call the quickest will take that call. For instance, if your phone is programmed to go to voicemail after 5 rings and one of the simultaneous ring personal phones is programmed to go to voicemail after 4 rings, the phone with 4 rings will take the call. This is important to know because calls intended for your work line might end up in other voicemails. This is evident in situations where you have a cell phone as a Simultaneous ring personal device and it's turned off or is in a location with no service.

CommPilot Call Manager

The CommPilot Call Manager is used to make and receive calls through a web interface. To get to the Call Manager, you must click on the link at the top of any page you navigate to in the web portal:



Please reference the separate CommPilot Call Manager Guide for full functionality of the CommPilot Call Manager.

How do I use Remote Office?

Remote office allows a user to use another phone (home, cell, etc) as their business phone. By entering the phone number of the phone that you wish to use as your business phone, you can use the CommPilot call manager to place calls that will originate from your remote office phone and terminate at the destination phone with the caller ID being that of your business phone. Incoming calls will work like call forwarding always (note, you do not need to set call forwarding always – on if you are to use remote office, it will be done through remote office.)

1. Click on **"Call Control"** on the left of the screen.
2. Click on **"Remote Office."**
3. Enter the number you wish to use as your remote office location and click the "on" radio button.
4. Click **"OK."**
5. In order to use the Remote office feature to make outbound calls, you must have the CommPilot Call Manager open.
6. To make outbound calls using the call manager you must do the following:
 - ▶ Click on the **"Call Manager"** Link on the top right of the Screen.
 - ▶ By either choosing a contact using the links on the bottom of the page or manually entering a number, once the dial button is pressed, a call will be placed to the remote office phone. Once that phone is answered, an outbound call will be placed to the location you intended to call with the caller ID of your business line. You may either use the features on the CommPilot Call Manager to control the call or your current phone.

Priority Alert

Priority Alert allows your VoIP phone to ring with a different ring pattern for certain phone numbers as specified. To enable priority alert, do the following:

1. Click on **"Incoming Calls"** on the left.
2. Click on **"Priority Alert."**
3. Click on **"Add."**

Priority Alert Add

Allows you to add a priority alert entry. Specify the time schedule and/or holiday 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 or holiday periods, you can create multiple priority alert entries.

4. Fill out the following information:
 - ▶ **Description:** Enter in a description for the alert.
 - ▶ **Selected Time Schedule:** Choose Every Day All Day if you wish to have your priority alert setup every time a call comes in. You can also choose a time schedule that has been created in the Profile section of your portal account.
 - ▶ **Calls From:** check Any Phone number for all inbound numbers to use sequential ring. Choose Following phone numbers if you wish to specify a list of numbers.
5. Click **"OK."**
6. Click **"OK"** or **"Apply"** To apply the changes and enable priority alert.

Selective Call Acceptance

Selective call acceptance allows users to accept calls based on the time of day or the type or number of an incoming call and rejects all other calls. To enable Selective call Acceptance you must do the following:

1. Click on **"Incoming Calls"** on the left.
2. Click on **"Selective Call Acceptance."**
3. Fill out the following information

Selective Call Acceptance Add

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

* Description:

Accept call
 Do not accept call

Selected Time Schedule: ▼

Selected Holiday Schedule: ▼

Calls from

Any phone number
 Following phone numbers:

Any private number
 Any unavailable number

Specific phone numbers:

- ▶ **Description:** Enter in a description for the alert.
 - ▶ **Selected Time Schedule:** Choose Every Day All Day if you wish to have your priority alert setup every time a call comes in. You can also choose a time schedule that has been created in the Profile section of your portal account.
 - ▶ **Calls From:** check Any Phone number for all inbound numbers to use sequential ring. Choose Following phone numbers if you wish to specify a list of numbers.
4. Click **"OK."**
 5. Click **"OK"** or **"Apply"** To apply the changes and enable priority alert.

Selective Call Rejection

Selective call Rejection rejects calls based on the time of day or the type or number of an incoming call and accepts all other calls. To enable Selective call Rejection you must do the following:

1. Click on **"Incoming Calls"** on the left.
2. Click on **"Selective Call Rejection."**
3. Fill out the following information:

- ▶ **Description:** Enter in a description for the alert.
 - ▶ **Selected Time Schedule:** Choose Every Day All Day if you wish to have your priority alert setup every time a call comes in. You can also choose a time schedule that has been created in the Profile section of your portal account.
 - ▶ **Calls From:** check Any Phone number for all inbound numbers to use sequential ring. Choose Following phone numbers if you wish to specify a list of numbers.
4. Click **"OK."**
 5. Click **"OK"** or **"Apply"** To apply the changes and enable priority alert.

Advanced Feature Pack Functionality

Hoteling

Hoteling allows licensed users to log into a certain phone at a location other than their own and make that phone mimic their phone's setup. The amount of time the user can log into a phone is entered in advance and can be manually turned on or off. Each phone that would be used to be logged into will need to have a Hoteling Host license. Any user that wishes to log into another phone will need to have a Hoteling Guest License. You cannot have a user who is a hoteling host and a guest at the same time. In order to use the hoteling license you must set up the hoteling host first:

1. Login portal.myalteva.com of the hoteling host user with their credentials.
2. Choose **"Call Control"** on the left.
3. Click on **"Hoteling Host."**

Hoteling Host: On Off

* Association Limit: 24 Hours

Access Level: Enterprise Group

Associated Guest

Last Name:	First Name:
Phone Number:	
Location Dialing Code:	Extension:
Association Date:	

4. Change to **"on"** to enable hoteling host.
5. In the Association Limit box, enter the # of hours the host will allow a guest to remain active on their device.
6. Once someone is logged into a host device, their name will be in the associated guest section.
 - ▶ Once the Host is setup, you will now need to set up the Hoteling Guest. The guest will be associated to a host machine and will then work at that machine with their own credentials.
7. Log into the portal of the Hoteling Guest user with their credentials.
8. Navigate to **"Call Control"** on the left.
9. Click on **"Hoteling Guest."**
10. Click the hoteling guest radio button to **"on"**

Hoteling Guest: On Off

* Association Timeout: 12 Hours

Enter search criteria below

LastName ▾ Starts With ▾ [] +

Available Hosts Associated Host

[] []

Add >

Remove <

11. Set the Association Timeout to whatever value is needed. At the end of this period, the system will automatically log the Hoteling Guest out of the host device.
12. In the search section, search for available Hosts and choose the host you wish to log this Guest into within the Associated Host column. If there are no available hosts, it means that the host user or an admin has not enabled the feature and defined the setup, and this needs to be done.

Note: When finished, the guest will now be able to make and answer calls on the host's phone as though sitting at their own desk.

Push to Talk

Push to Talk allows a user to perform intercom calling between phones and utilize one-way or two-way calling. Once Push to Talk is setup correctly, a user can dial *50 then the extension of the recipient. To use the Push to Talk Feature:

Please Note: In order for Push to Talk to work, both lines will need the Push to Talk license.

1. Click on "Call Control" on the left.
2. Click on "Push to Talk."

- ▶ **Auto-Answer:** Enables the Push to Talk Feature.
 - ▶ **Outgoing Connection Type:** One-Way allows the caller to talk but the callee cannot respond. Two-Way will allow both parties to talk to each other.
 - ▶ **Access List:** In the first option, you have to specify who you can receive Push to Talk calls from. In the second option, you have to choose who you wish to receive Push to Talk calls from.
3. Click "Apply" or "OK" to save the changes and enable Push to Talk.

Voicemail User Functions

Resetting voicemail password

1. Click on the **"Profile"** Link on the left.
2. Click on **"Passwords."**
3. Click on the Set Voice Portal Password Radio button.
4. Enter your new Voice password. Password must be numeric and between 4 – 8 digits.

Changing the number of rings before people reach voicemail

1. Click on the **"Messaging"** link on the left.
2. Click on **"Greetings."**
3. Under **"Number of Rings before Greeting"** Choose the number of rings from the drop down box and click OK.

How do I get voicemails emailed to me as .wav attachments?

1. Click on the **"Messaging"** link on the left.
2. Click on **"Voice Management – on"** page.
3. Click on the 2nd check box and enter in the email Address you wish to get a copy of the voicemail.
4. Click **"Ok."**

OK Apply Cancel

Voice Messaging: On Off

Send All Calls to Voice Mail

Send Busy Calls to Voice Mail

Send Unanswered Calls to Voice Mail

When a message arrives...: [Advanced Settings \(Also saves current screen data\)](#)

Use unified messaging

Use Phone Message Waiting Indicator

Forward it to this e-mail address: [Redacted]

Additionally...:

Notify me by e-mail of the new message at this address [Redacted]

E-mail a carbon copy of the message to test@test.com

Transfer on '0' to Phone Number [Redacted]

OK Apply Cancel

Setting up the 0 out option on voicemails

1. Click on the **"Messaging"** link on the left.
2. Click on **"Voice Management."**
3. Choose the last check box and enter in an extension or phone number (without the 1 in front and click OK.

The screenshot shows a settings dialog box for voice management. At the top, there are three buttons: "OK", "Apply", and "Cancel". The main content area is divided into several sections:

- Voice Messaging:** This section has a radio button for "On" (which is selected) and a radio button for "Off". Below this are three checkboxes:
 - Send All Calls to Voice Mail
 - Send Busy Calls to Voice Mail
 - Send Unanswered Calls to Voice Mail
- When a message arrives...:** This section has two radio buttons:
 - Use unified messaging. To the right of this option is a link: [Advanced Settings \(Also saves current screen data\)](#).
 - Use Phone Message Waiting Indicator
- Forward it to this e-mail address:** This section has a radio button for "Forward it to this e-mail address:" followed by a text input field containing a yellowed-out email address.
- Additionally...:** This section has three checkboxes:
 - Notify me by e-mail of the new message at this address [yellowed-out]
 - E-mail a carbon copy of the message to [yellowed-out]
 - Transfer on '0' to Phone Number [1234]. This checkbox and its associated text input field are highlighted with a blue border.

At the bottom of the dialog box, there are three buttons: "OK", "Apply", and "Cancel".

