



End User Quick Start Guide for Polycom Phones

The CentralOffice Customer Support Team can be reached at
347-215-9300 or voipservices@xchangetele.com

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1 QUICK REFERENCE INFORMATION

Your CentralOffice Dedicated Phone Number	
Your CentralOffice Extension Number	
Your CentralOffice Dedicated Fax Number With Fax To Email Ability	
Code To Dial An External Telephone Number	<i>None. Unless There Was A Custom Request By Your Company Designated CentralOffice System Administrator</i>
Access Your Phone Settings Online	http://centraloffice.xchangetele.com
Retrieve Voicemail Messages From Your Phone	*99 Or Press The  Button On Your Phone
Access Number To Retrieve Voicemail Messages When Away From Your Phone	718-838-3873
Login/Logout Of Multi Line Hunt Group (MLHG)	*96 Followed By The MLHG Code
Your Company Designated CentralOffice System Administrator	
You Company Designated CentralOffice System Administrator's Phone Number	

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2 INTRODUCTION

Welcome to your new CentralOffice phone powered by Xchange Telecom!

This guide will help you get up and running with your new phone as soon as possible. It tells you how to use your phone and the more commonly used features.

If you have any problems or need a more detailed description of the operation of your phone then please either contact your Company's Designated CentralOffice System Administrator or see the *CentralOffice End User Guide*.

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3 STEPS TO SETUP YOUR CENTRALOFFICE SERVICE


Please follow these steps in the exact order listed to setup your CentralOffice phone and exciting advanced services. If you run into any issues as you follow these steps, or have any questions, please don't hesitate to contact the CentralOffice Support team. Our contact information is listed below.

Step 1: Phone & PC Setup

In the box with your phone, please find the Polycom "Quick Start Guide" instruction card and follow the printed directions to power your phone, connect it to your data network, and (if applicable) connect your PC to the back of the phone.

Once the phone is powered up and connected to your data network, the phone will try to connect and register to the advanced CentralOffice Network Powered By Xchange Telecom. This could take a couple of minutes. Once it is complete, the phone should list

the current date and time and have a phone icon that looks like this  or like this . If you do have these icons, please proceed to Step 2: Make a Test Call.

If on the other hand your phone icon looks like this  then it means the phone is not registered and you should call the CentralOffice Support team. Their contact information is listed below.

Step 2: Make a Test Call

Pick up the phone handset and hear if you have a dial tone. Once you have confirmed that you have a dial tone, please dial 1-800-555-TELL (8355). You should hear the Tell Me Main Menu. Then command it by saying "Weather" and see if the system heard your command. If it did, proceed to Step 3: Configure Your Voicemail Box.

If it didn't hear your command, then you should call the CentralOffice Support team. Their contact information is listed below.

Step 3: Configure Your Voicemail Box.

First-time sign-in involves three steps:

- First you must change your PIN
- Then you must record your recorded name
- Finally you must choose a greeting to play to callers before they leave a message.

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The greeting and recorded name are played each time a caller accesses your mailbox to leave a message.

Create a PIN

To start the process; dial *99 from your CentralOffice phone. A prompt asks to you enter a new PIN, and explains the length of PIN allowed.

1. Enter a new PIN, pressing # when finished.
2. Confirm the new PIN by re-entering it and pressing # when finished.

Recording your name

Next, you are prompted to record your name. This is used by the CentralOffice Voicemail system, for some system-generated announcements. For example; when greeting your callers or when your leave messages for others.

Your recording should be less than ten seconds long. If it is too long, you will be asked to re-record a shorter version.

1. Record your name and press # when finished.
2. An announcement plays your recording back to you.
 - If you want to re-record it, press 1.
 - If you want to keep it, press #.

Choosing a greeting

Once you have successfully recorded your name, you are prompted to select a greeting. You can use a number of different types of greetings.

- To record your own personal greeting, press 1. Then record your personal greeting, pressing # when finished.
- To use a system-generated greeting that announces your recorded name, press 2.
- To use a system-generated greeting that reads out your phone number, press 3.
- To use a system-generated greeting that neither announces your name nor reads out your phone number, press 4.

An announcement plays back your selected greeting.

- To record or select a different greeting, press 1.
- To save it and use it as your greeting, press #.

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This is the last step in setting up your mailbox. Once you have finished, you are transferred to the Main menu and can hang up the call.

Step 4: Download, Install & Configure CommPortal Assistant Toolbar

CommPortal Assistant Toolbar runs on your own PC, offering a convenient and fully-integrated route into your CentralOffice account. Using the toolbar you can carry out a number of tasks, all from your PC:

- see when you receive new messages in your CentralOffice mailbox
- search your contact lists and place calls to those contacts
- make instant changes to your call settings, for example to send all or specific callers to voicemail
- place calls with one click from inside Microsoft Outlook.

Before you can make use of the features of the CommPortal Assistant Toolbar, you must first install it on your computer, as described here. You can download and install CommPortal Assistant Toolbar from within CentralOffice's web-based tool, CommPortal.

CommPortal Assistant Toolbar System Requirements

The PC onto which you want to download CommPortal Assistant Toolbar must be running

- Windows XP (Service Pack 2 or later), or Windows Vista
- Internet Explorer v6.0 or above, or Firefox v2.0
- Around 3 MB of disk space for installation.

CommPortal Assistant Toolbar also requires .NET 1.1, a component of the Windows operating system. Most PCs already have .NET 1.1. However, if you do not have .NET 1.1 installed on your computer, the installation process will provide you with a link to download it from Microsoft and install it on your PC. This download is free.

You also need administrator privileges to install CommPortal Assistant Toolbar. You will usually have these privileges if you are installing the software on your own computer, but you may need to contact your network administrators if you are using a company-owned PC or a similar controlled environment.

Downloading CommPortal Assistant Toolbar

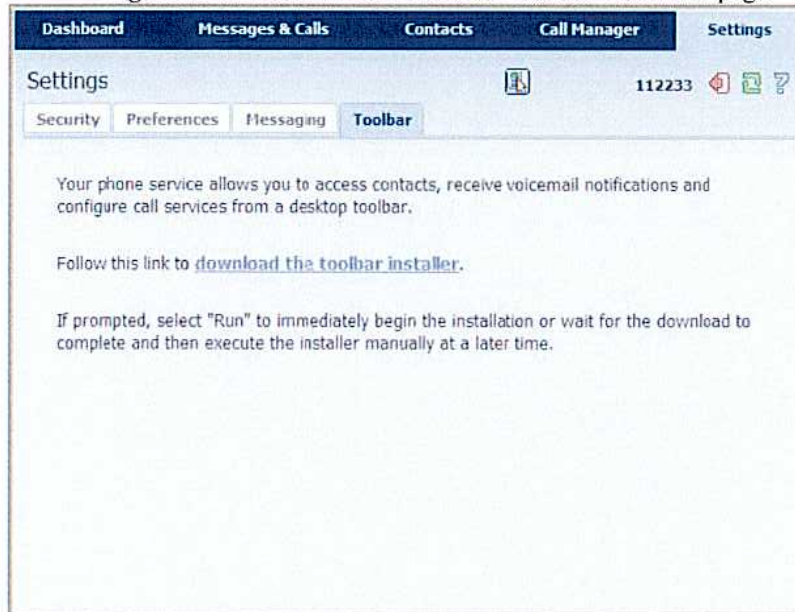
- Log into your account using CommPortal at <http://www.centraloffice.xchangetele.com>
- Log in using your telephone number, and the same PIN that you just configured on the Voicemail system.

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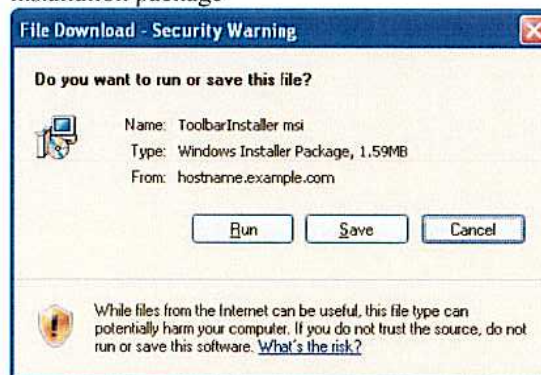
- Click *Settings* on the navigation bar.
- Click *Toolbar*.
- You are then taken to the CommPortal Assistant Toolbar display, from which you can download the toolbar.

Figure 1: The CommPortal Assistant Toolbar download page



- Click *download the toolbar installer* to download the installation package **ToolbarInstaller.msi**. You will see a pop-up dialog box similar to that illustrated in Figure 2 below.

Figure 2: Security warning on download of CommPortal Assistant Toolbar installation package



- Click *Run* to install the toolbar immediately, or *Save* to download it and install it at a later date.

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Installing CommPortal Assistant Toolbar

Once you have downloaded CommPortal Assistant Toolbar, you can install it on your PC.

Figure 3: The CommPortal Assistant Toolbar Installation Wizard



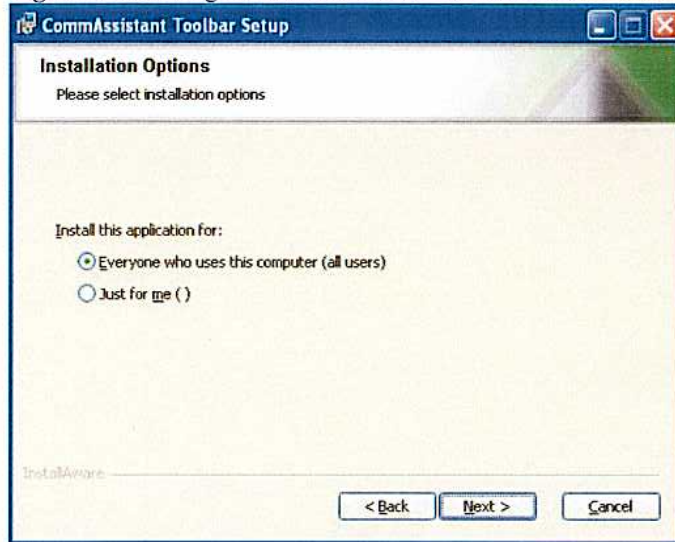
- If you chose *Run* when prompted by the dialog box in Figure 2, the installer will launch automatically. If you chose *Save*, when you are ready to begin installing the Toolbar, open the location you saved it to and double-click the *ToolbarInstaller* icon.
- If you are using Windows Vista, a security dialog may appear, asking to confirm that you wish to install the new software. Select *Allow* or *Continue* to proceed with the installation.
- The CommPortal Assistant Toolbar Setup Wizard begins.
- Click *Next*, and then read the End User License Agreement. If you accept it, select *I accept the terms in the License Agreement* and click *Next* again.
 - If your computer supports multiple users, you must then select whether you want to make the toolbar available to all users, or only to you. This choice is illustrated in Figure 4.

Even if you choose to make the toolbar available to all users, your CentralOffice account remains secure. Each user must enter their own login details to access their mailbox on CentralOffice.

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Figure 4: Selecting the users on the PC for whom the toolbar is available



- You are then asked whether you want to install the complete package or a custom package, as shown in Figure 5.

Figure 5: Selecting a complete setup



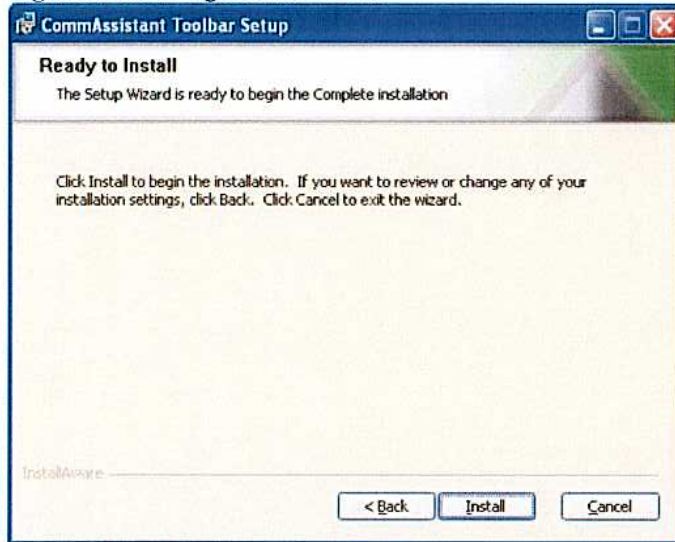
If you are an experienced user, you may wish to select custom options. Otherwise, we suggest you install the complete package. Select *Complete* and then click the *Next* button.

- Finally, you are asked to confirm your settings, as shown in

Figure 6. Select *Install* to continue.

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Figure 6: Initiating the installation



- The toolbar is then installed on your PC using the settings you configured.
- Once complete, you are given the option to start the toolbar, as shown in Figure 7. Select *Launch CommPortal Assistant Toolbar* and click *Finish* to start using the feature immediately.

Figure 7: Installation complete

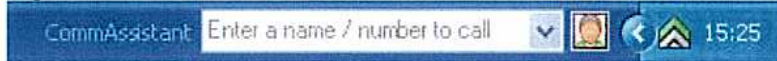


- Finally, verify that the CommPortal Assistant Toolbar appears in your Windows Taskbar and Notification area (usually towards the bottom-right of your screen). The Toolbar is illustrated in

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Figure 8.

Figure 8: The CommPortal Assistant Toolbar icons on the Taskbar and Notification area icons



- If the Toolbar is not visible, right-click on your Windows Taskbar, select *Toolbars*, and then click *CommPortal Assistant*.

This completes the installation process for CommPortal Assistant Toolbar.

Configuring CommPortal Assistant Toolbar


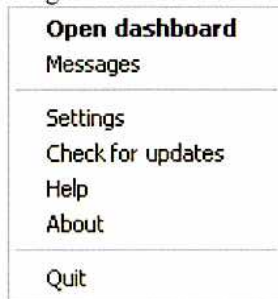
- Right-click on the CommPortal Assistant notification area icon  found in the notification area (usually at the bottom right of your screen next to the clock).

Figure 9: Right-click menu of the Notification Icon



- select *Settings*.

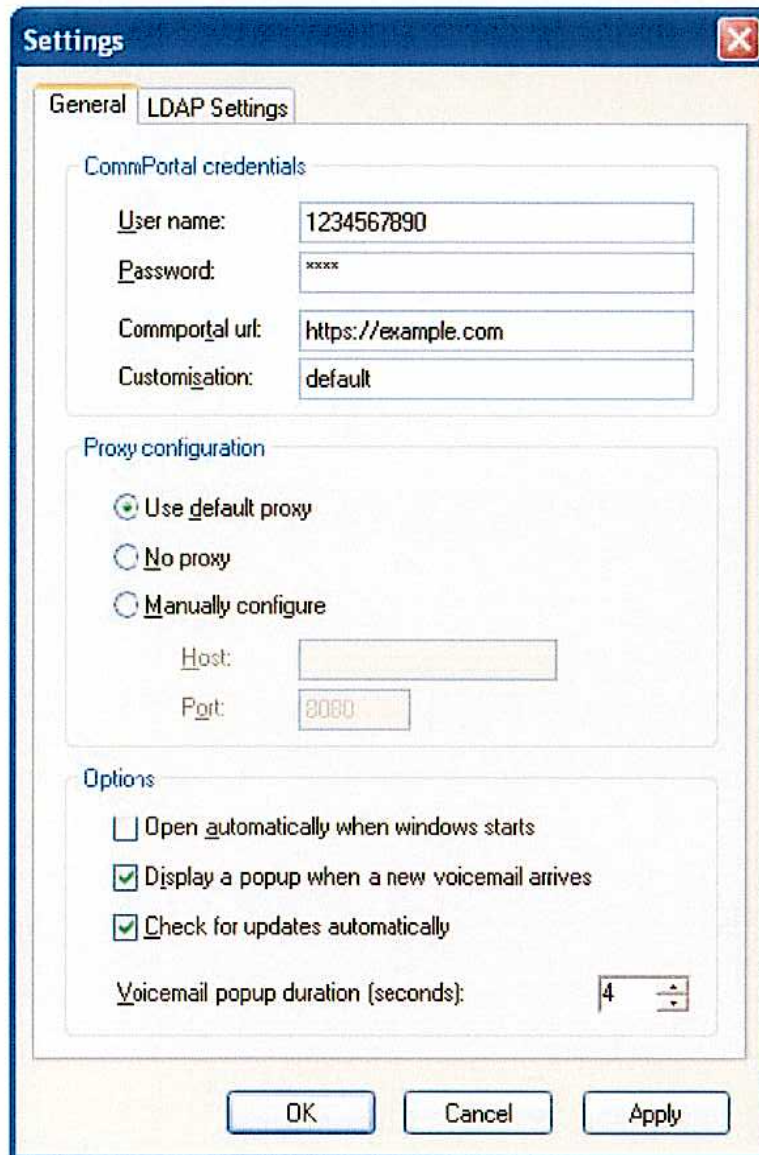
The dialog box shown in

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Figure 10 appears.

Figure 10: CommPortal Assistant Toolbar Settings Menu

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This dialog box displays the details that CommPortal Assistant Toolbar uses to access your account. There are two tabs, *General* and *LDAP Settings*.

General Tab

This is split into a number of sections. The *CommPortal credentials* section contains the following fields.

- *User name* – this is the user name you use to access your CentralOffice account. It is the same as your phone number. Please enter your CentralOffice phone number here.
- *Password* – this is the password used to access your CommPortal account and your Voicemail box. Please enter it here.

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- *CommPortal URL* – this is part of the web address used to access your CommPortal account. Please enter <http://www.centraloffice.xchangetele.com>
- *Customization* – leave this blank.

The *Proxy configuration* section contains information used to access your account. You should just select *Use default proxy*.

The *Options* section allows you to alter the behavior of CommPortal Assistant Toolbar.

- *Open automatically when Windows starts* – check this if you want the toolbar to open each time you turn on your computer
- *Display a popup when a new voicemail arrives* – check this if you want an on-screen dialog box to popup each time a new voicemail is delivered to your account.
- *Check for updates automatically* – check this if you want CommPortal Assistant Toolbar to find out and tell you if there are updates available.
- *Voicemail popup duration (seconds)* – this determines for how long your popup dialogs are visible before they disappear. If you have unheard voicemails, the notification icon will change color as well.

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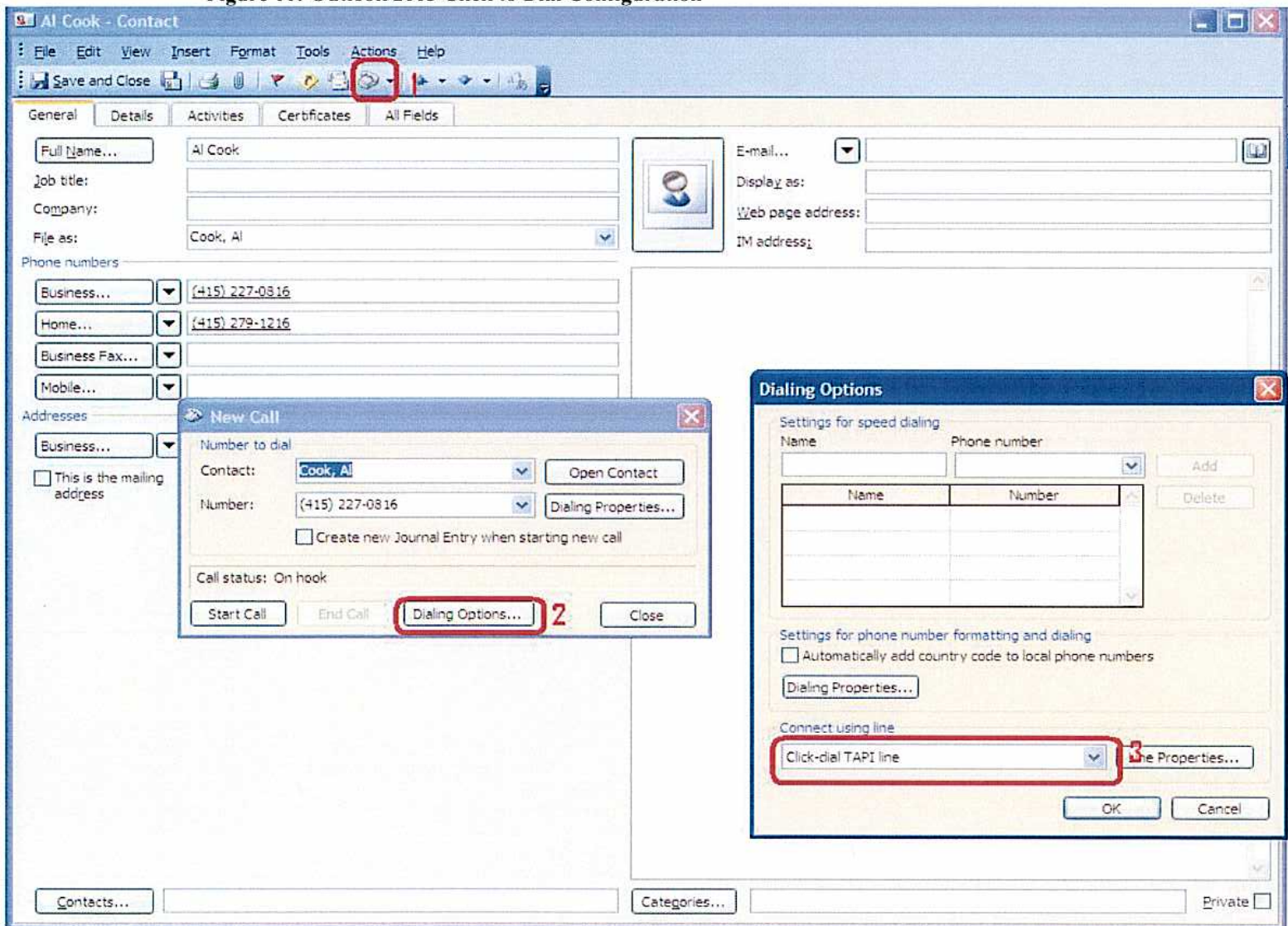
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Step 5: Configuring Click to Dial From Within Outlook

If you have Microsoft Outlook 2003 or later running on your PC, then proceed with this step. Otherwise proceed to Step 6.

- Open Outlook on your PC
- Bring up any of your contacts
- Click on the phone icon as circled in red (with the 1 next to it) below
- Click on “Dialing Options” as circled in red (with the 2 next to it) below
- Click on “Connect Using Line” as circled in red (with the 3 next to it) below and choose “Click-dial TAPI line” from the drop down menu.
- Your Outlook is now configured for Click To Dial

Figure 11: Outlook 2003 Click to Dial Configuration



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Step 6: Configuring Voicemail & Faxes to Forward To Email

If you would like for your Voicemail & Fax messages to be automatically forwarded to your email address, proceed with this step. Otherwise, you can skip this step and you are done setting up your advanced CentralOffice service.


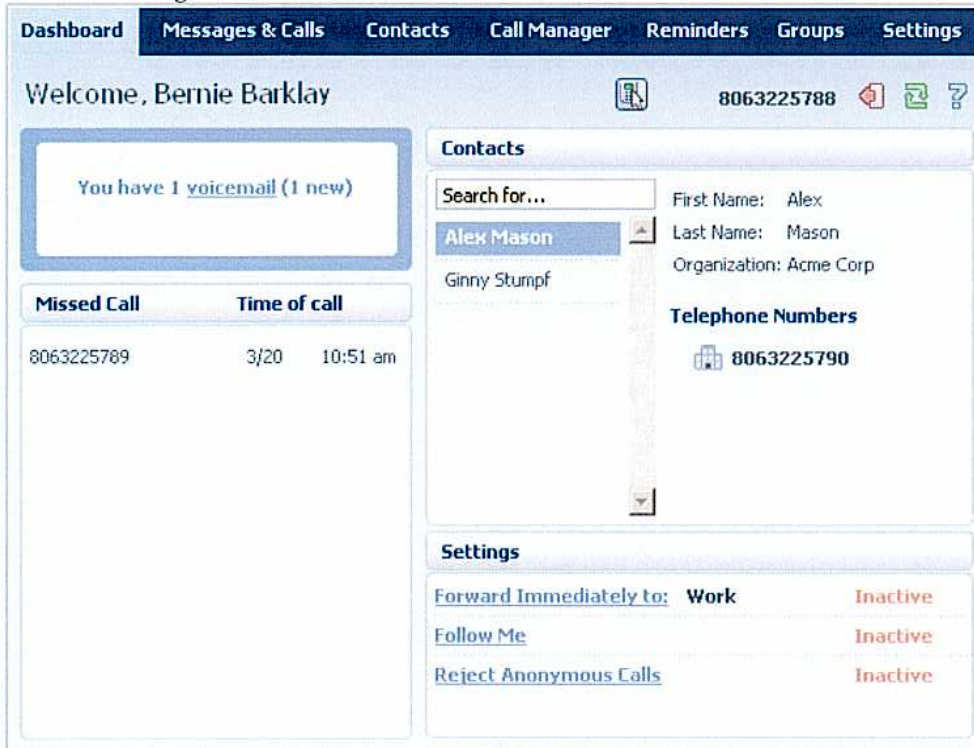
- Click on the CommPortal Assistant notification area icon  found in the notification area (usually at the bottom right of your screen next to the clock). This should launch the CommPortal Assistant Dashboard as in Figure 12.

Figure 12: CommPortal Assistant Dashboard



The screenshot displays the CommPortal Assistant Dashboard for user Bernie Barkley. The interface includes a top navigation bar with tabs for Dashboard, Messages & Calls, Contacts, Call Manager, Reminders, Groups, and Settings. The main content area is divided into several sections:

- Welcome, Bernie Barkley**: A greeting message with a user icon and phone number 8063225788.
- Voicemail Notification**: A box indicating "You have 1 voicemail (1 new)".
- Missed Call**: A table with columns for Missed Call and Time of call. The entry shows a missed call from 8063225789 on 3/20 at 10:51 am.
- Contacts**: A section with a search bar and a list of contacts. The contact "Alex Mason" is selected, showing details: First Name: Alex, Last Name: Mason, and Organization: Acme Corp. Other contacts listed include "Ginny Stumpf".
- Telephone Numbers**: A section displaying the phone number 8063225790.
- Settings**: A section with three settings, all currently "Inactive":
 - Forward Immediately to: Work
 - Follow Me
 - Reject Anonymous Calls

- Click on the Settings Tab

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Figure 13: Settings Tab

The screenshot shows the 'Settings' tab selected in a navigation menu. The 'Security' sub-tab is active, displaying several configuration options: 'Change Password' with two input fields and a 'Change Password' button; 'Unlock Account Codes' with an 'Unlock Account Codes' button; 'Unlock Remote Access to Call Forwarding' with an 'Unlock Forwarding' button; and 'Change PIN' with input fields for 'Call Services PIN' (set to 0000) and 'Voicemail PIN', each with a 'Change' button.

- Click on the Messaging Tab

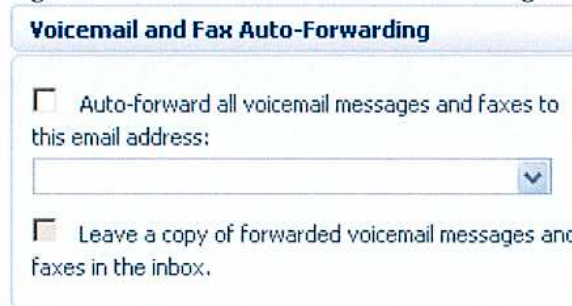
Figure 14: Messaging Tab

The screenshot shows the 'Messaging' sub-tab selected. It contains two main sections: 'Subscriber Timezone' with a dropdown menu set to '(GMT-5.00) America/Eastern'; and 'Voicemail and Fax Auto-Forwarding' with two checkboxes. The first checkbox, 'Auto-forward all voicemail messages and faxes to this email address:', is unchecked and has an empty dropdown menu below it. The second checkbox, 'Leave a copy of forwarded voicemail messages and faxes in the inbox.', is also unchecked. 'Apply' and 'Cancel' buttons are located at the bottom right.

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This section lets you enter an email address to which all your voice and fax messages should be sent when they are left in your mailbox:

Figure 15: Voicemail & Fax Auto-Forwarding



Voicemail and Fax Auto-Forwarding

Auto-forward all voicemail messages and faxes to this email address:

Leave a copy of forwarded voicemail messages and faxes in the inbox.

To set up forwarding of your messages to your email, follow these steps:

1. Check **Auto-forward all voicemail messages and faxes to this email address**.
2. Enter your email address in the text box.
3. If you want to also leave a copy of the message in your mailbox (so you can view them in CommPortal), check **Leave a copy of forwarded voicemail messages and faxes in the inbox**.

Click on **Apply**.

CentralOffice Setup Complete

Congratulations! You have now installed and configured your CentralOffice service and are able to take full advantage of all of its advanced features. To learn more about the basic CentralOffice features, please continue to read this Quick Start Guide. For more details on the CentralOffice advanced features, please read the CentralOffice End User Guide or see Your Company Designated CentralOffice System Administrator.

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4 MAKING CALLS

4.1 Internally

To call another person in your business lift the handset and dial the other person's extension. This is typically a 3, or 4 digit number.


4.2 Externally

To call a number outside of your business lift the handset and dial the phone number.



4.3 Emergency Calls

In an emergency lift the handset and dial **911**. If you need to dial a code when calling an external number you will also need to dial that code before calling **911**.

4.4 Speaker Phone

To make a call using your speaker phone, either press the  key or leave the handset on-hook and dial the number of the person you want to call, followed by the **Dial** soft key.

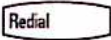
4.5 MICROPHONE MUTE

Mute applies to all modes: handset, headset, and hands free. During a call, press . You can hear all other parties while Mute is enabled. To turn off Mute, press  again.

4.6 Ending Calls

To end a call replace the handset, or press the **End Call** soft key.

4.7 Redial

Press the **Redial** soft key or  to redial the most recently dialed number.


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5 ANSWERING CALLS

5.1 Using the Handset

To answer an incoming call, lift your handset and you will be connected to the caller.

5.2 Using the Speaker

To answer a call using the speakerphone, do not lift the handset and instead press either the  or the **Answer** soft key.

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6 CALL FORWARDING

6.1 Introduction

Your phone system supports a number of different types of Call Forwarding and Advanced Find Me and Follow Me Features. Please see the *CentralOffice End User Guide* for more details.

6.2 Remote Access to Call Forwarding


1. You phone system also supports setting up Call Forwarding remotely using any phone. To use this feature, please see the *CentralOffice End User Guide* for more details.


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7 ADVANCED CALL HANDLING

7.1 Putting a call on hold

You can put a call on hold by pressing  or the **Hold** soft key. You may now replace the handset without cutting the caller off. You can also now make another call while the first call is on hold.

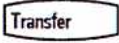
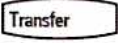
To retrieve the call, press the **Resume** soft key, press  or **Hold** soft key again. If you've made another call since you put the first call on hold, you'll need to hang up with the new call or put it on hold before you can retrieve the first one, using the arrow keys to select the call to retrieve.

7.2 Call Waiting

If a second call comes in when you are already on the phone, you will hear a tone and the phone screen will display the details of the second caller.

To answer this second call depending on your phone type you should press the line key which is flashing. Answering the second call will automatically put the first call on hold. You can toggle between the calls by placing the current one on hold and retrieving the other call.

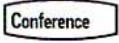
7.3 Transferring a call

- 1) During a call, press  or the **Transfer** soft key (the active call is placed on hold).
- 2) Place a call to the number to which you want to transfer the call.
- 3) After speaking with the second party, press  or the **Transfer** soft key to complete the transfer.

Press the **Blind** soft key to transfer the call without speaking to the second party.

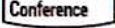
Transfer may be cancelled during establishment by pressing the **Cancel** soft key. The original call is resumed.

7.4 Local Conference Calls

- 1) Call the first party
- 2) Press  or the **Confnc** soft key to create a new call (the active call is placed on hold)
- 3) Place a call to the second party

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- 4) When the second party answers, press  or the **Conf rnc** soft key again to join all the parties in the conference.

When a conference has been soft key established, pressing the **Split** soft key will split the conference into two calls on hold.

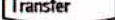
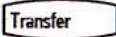
Placing the call on hold on the conference originator's phone will place the entire conference on hold.

A conference may be created at any time between an active call and a call on hold (on the same or another line) by pressing the **Join** soft key.

Ending the call on the conference originator's phone will allow the other parties to continue the conference.

7.5 Parking a call

Parking a call places the call on hold in a "park orbit" so that the call can be retrieved from another phone. To part a call, follow these steps:


1. Initiate call transfer by pressing the  or the **Transfer** soft key.
2. Dial the Call Park access code ***18**.
3. Listen to the park orbit number where the call will be parked.
4. Complete the call transfer by pressing  or the **Transfer** soft key again.

7.6 Retrieving a parked call

To retrieve a parked call lift the handset and dial the Call Retrieve access code ***19** followed by the park orbit number. For example, to retrieve a call parked on orbit 1, you should dial ***191**

7.7 Do Not Disturb

If you don't want any calls to ring your phone, but instead go straight through to your voicemail, you can enable Do Not Disturb.

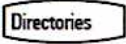

Press the  or if you have a soft key marked **DND** then press this to toggle Do Not Disturb on and off.

If you don't have a  or a **DND** soft key then you can dial ***78** to turn Do Not Disturb on, and ***79** to turn it off.

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7.8 Call Lists

Press  followed by **Call Lists** (or just ) and Missed, Received, or Placed calls as desired. Information on respective calls will be displayed.

From this screen, choose the appropriate soft key:


- 1) **Edit** to amend the dial string before dialing.
- 2) **Dial** to return the call.

Or press **More**, then:

- 3) **Info** to view detailed call information.
- 4) **Save** to store the contact to the Contact Directory.
- 5) **Clear** to delete the call from the list.

Press **More** and **Exit** soft keys to return to the idle display.



7.9 Volume Adjustment

Press the volume keys  to adjust handset, headset, and hands-free speaker volume during a call. Pressing these keys in idle state adjusts the ringer volume.

7.10 Ring Type

You can select different rings or even silence to match your preferences and distinguish between calls on lines.

To change the incoming ring:

- 1) Press .
- 2) Select Settings followed by Basic, and Ring Type.
- 3) Using the Up or Down arrows, highlight the desired ring type. Press the **Play** soft key to hear the selected ring type.
- 4) Press the **Select** soft key to change to the selected ring type.
- 5) Press  to return to the idle display.


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8 VOICEMAIL

8.1 Accessing Voicemail

When you have one or more unheard voice messages waiting, your phone will display a flashing light in the upper right corner.

To listen to your messages log in, either by dialing the voicemail access code *99, or press the  , **Messages** or **Voicemail** soft key if your phone has one.

8.2 Using the Voicemail system

The voicemail system is menu driven, so listen to the voice prompts and then press the keys on your phone to select which option you would like.

Once you become familiar with the system there is no need to wait until the voice prompts have played before pressing a key – you can interrupt the announcements to speed up your experience.

For your convenience, the most commonly used mailbox commands are as follows.

To listen to your voice messages from the main menu:	Press 1
To listen to your other messages from the main menu:	Press 1 1
To save a message once you've listened to it:	Press 2
To delete a message once you've listened to it:	Press 3
To change your mailbox settings from the main menu:	Press 4
To cancel the current operation:	Press *
To go back to the previous menu:	Press *
To finish entering digits, or recording an announcement:	Press #

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9 COMMPORTAL

CommPortal gives you a powerful and easy to use web interface to your phone settings. For more details on CommPortal and CommPortal Assistant please either contact your Company's Designated CentralOffice System Administrator or see the *CentralOffice End User Guide*.

9.1 System Requirements

CommPortal is supported on Windows 2000, Windows XP, Windows 2003 and Windows Vista, using the following browser versions:

- Internet Explorer 6
- Internet Explorer 7
- Mozilla Firefox 2.0

JavaScript must be enabled on your browser.

9.2 Logging In

To log in, follow these steps:

1. Open a browser and point it at <https://centraloffice.xchangetele.com/>.
2. Enter your phone number.
3. Enter your password.

9.3 Dashboard

Once you've logged into CommPortal you will see the **Dashboard** page. This displays

- whether you have any new voice messages
- your most recent missed calls
- your contacts, along with a quick search facility
- Any settings you have applied to your phone.

9.4 Messages & Calls

The **Messages** tab displays all of your new and saved voice messages. You can play these voice messages from within your browser by clicking on them. You can also delete messages and mark them as heard or unheard.

The **Missed Calls**, **Dialed Calls** and **Received Calls** tabs show you details of all the most recent calls you have missed, dialed and answered.

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9.5 Contacts


The **Contacts** page allows you to manage your contacts and their phone numbers. You can add as many contacts as you wish, and each contact can have multiple telephone numbers. An easy search facility is also provided.

9.6 Call Manager

The **Summary** tab of **Call Manager** gives you an easy to understand description of what will happen to calls coming to your number.

The other tabs allow you to change the settings of your phone accounts, such as Call Forwarding and Do Not Disturb, as well as more advanced features such as Find Me Follow Me.

9.7 Help

Context sensitive help is always available in CommPortal by clicking on the  icon. This launches a separate window with a detailed description of the feature you have selected, and instructions for configuring it. For more details on CommPortal and CommPortal Assistant please either contact your Company's Designated CentralOffice System Administrator or see the *CentralOffice End User Guide*.

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10 COMMPORTAL ASSISTANT TOOLBAR




CommPortal Assistant Toolbar includes three components to help you manage your account from your computer desktop.

- The **Notification Icon** – found in the notification area (usually at the bottom right of your screen next to the clock).
- **The Toolbar** – embedded in the Windows taskbar (usually at the bottom of your screen).
- **Outlook Integration** – allowing you to make calls from within Microsoft Outlook.

The Notification Icon

The Notification Icon (found in the notification area usually at the bottom right of your screen next to the clock) indicates whether you have unheard messages, and whether or not you are connected to your account. You can also access CommPortal directly from the Notification Icon, without needing to visit a login screen. Double-clicking the Notification Icon opens CommPortal on the Dashboard display.

The Notification Icon shows the following possible conditions.

-  – when you have unheard voicemails.
-  – when you are connected to your account, but you have no unheard voicemails.
-  – when there is an error connecting to your account.

Right-clicking the Notification Icon brings up the following menu.

You can choose from the following options.

- *Open Dashboard* – opens CommPortal at the Dashboard display.
- *Messages* – opens CommPortal at the Messages display.

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The Toolbar

The Toolbar allows you to control your status and to initiate outgoing calls.





Figure 16: Setting your call services



Changing your status

The icon at the right of the Toolbar displays your current phone status. To change your status, right-click on the status icon to select from the following options

The icons, and the corresponding menu options, are as follows.

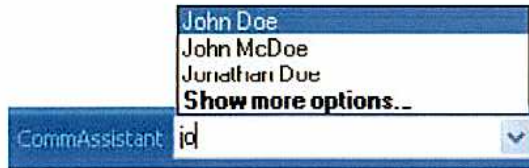
-  – *Ring my phone*- your phone will ring as normal.
-  – *Apply A Set Of Rules*- Your phone, or other phones, will ring simultaneously or one right after the other, based on the rules you have configured in Call Manager. For more details please either contact your Company's Designated CentralOffice System Administrator or see the *CentralOffice End User Guide*.
-  – *Forward calls* – will forward all calls to another number you can select, specify or to Voicemail, rather than making your phone ring.
-  – *Schedule Mode* – Your phone, or other phones, will ring simultaneously or one right after the other based on the schedule rules you have configured in Call Manager. For more details please either contact your Company's Designated CentralOffice System Administrator or see the *CentralOffice End User Guide*.

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Making calls from the Toolbar

Figure 17: Finding a contact to call



You can also use the Toolbar to make an outgoing call. To start a call, begin typing in the text entry box inside the Toolbar. As you type, the Toolbar will automatically offer suggestions from your contact list.

You can also enter a telephone number, whether that number is in your contact list or not.

Once you have found the contact you want, their details are shown as illustrated in Figure 18.

Figure 18: Call Contact page



- Click *Dial* to initiate a call to this contact. This will initiate the call.
- Your own phone rings. When you pick it up, CentralOffice places the call to the chosen contact. You will hear a ringing tone (or other tone) as though you had dialed the number yourself.

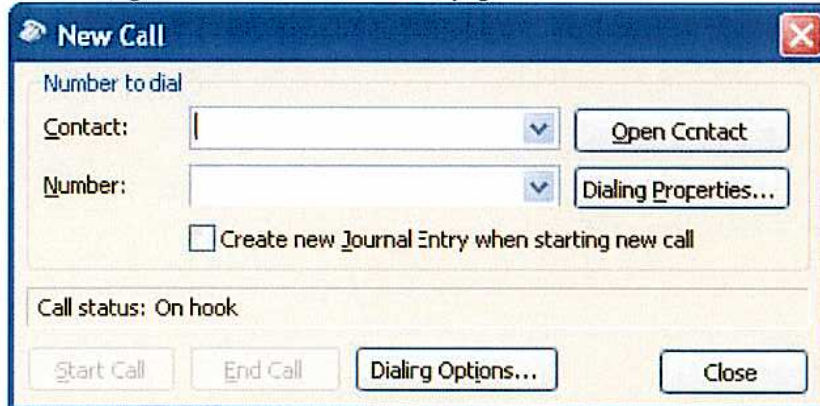
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11 MAKING CALLS FROM OUTLOOK

To place a call to the contact, click the  button. The following dialog opens (shown in Figure 19), and you will need to enter relevant details in each field. You can either enter the name of a contact or the number directly. To make the call click *Start Call*.

Figure 19: Outlook call contact page



The screenshot shows a dialog box titled "New Call". It has a standard Windows-style title bar with a close button (X) in the top right corner. The main area is divided into several sections. At the top, it says "Number to dial". Below this, there are two rows of input fields. The first row has a label "Contact:" followed by a dropdown menu and a button labeled "Open Contact". The second row has a label "Number:" followed by another dropdown menu and a button labeled "Dialing Properties...". Below these fields is a checkbox with the text "Create new Journal Entry when starting new call". Underneath the checkbox, it says "Call status: On hook". At the bottom of the dialog, there are four buttons: "Start Call", "End Call", "Dialing Options...", and "Close".

See the CommPortal Assistant Toolbar online help for full details of this feature.

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