



Outlook Integrated Toolbar Guide

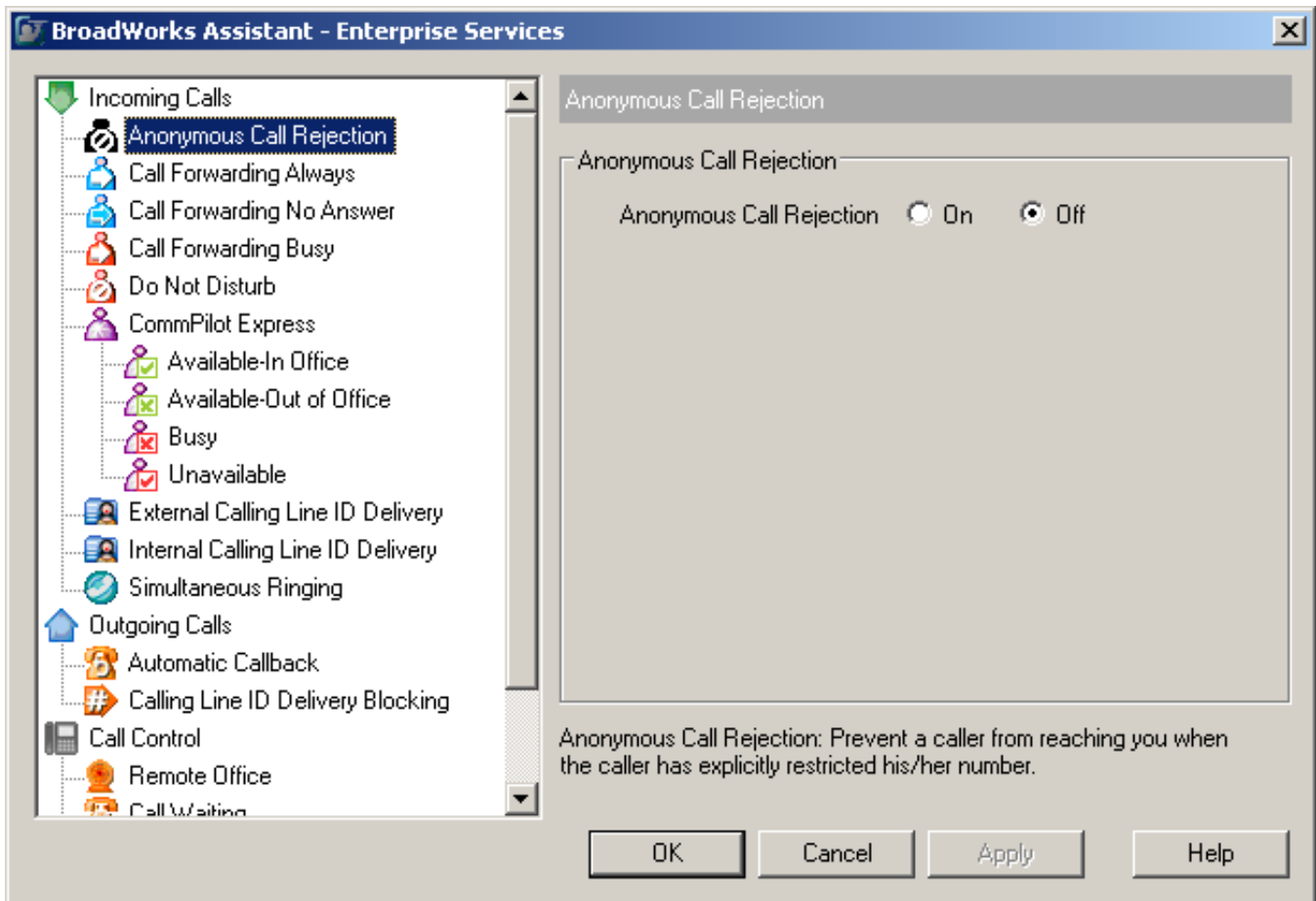
Guide Description

This guide will introduce you to the Outlook Toolbar that can be used to administer some of the advanced features of your phone. The toolbar gives convenient access to your www.mastervoip.us account settings, allowing you to modify voice mail settings, call forwarding options, and CommPilot Express profiles.



Services

Once you have successfully setup the toolbar you will notice a green icon on the left side of the toolbar. If this icon is not green click on the icon and it will login. Click the Services button to the right of the green power button.



In the left pane we see a list of service categories:

1. Incoming Calls – Controls incoming call behavior
2. Outgoing Calls – Controls outgoing call options
3. Call Control – Controls general call routing options
4. Messaging – Controls voice mail behavior

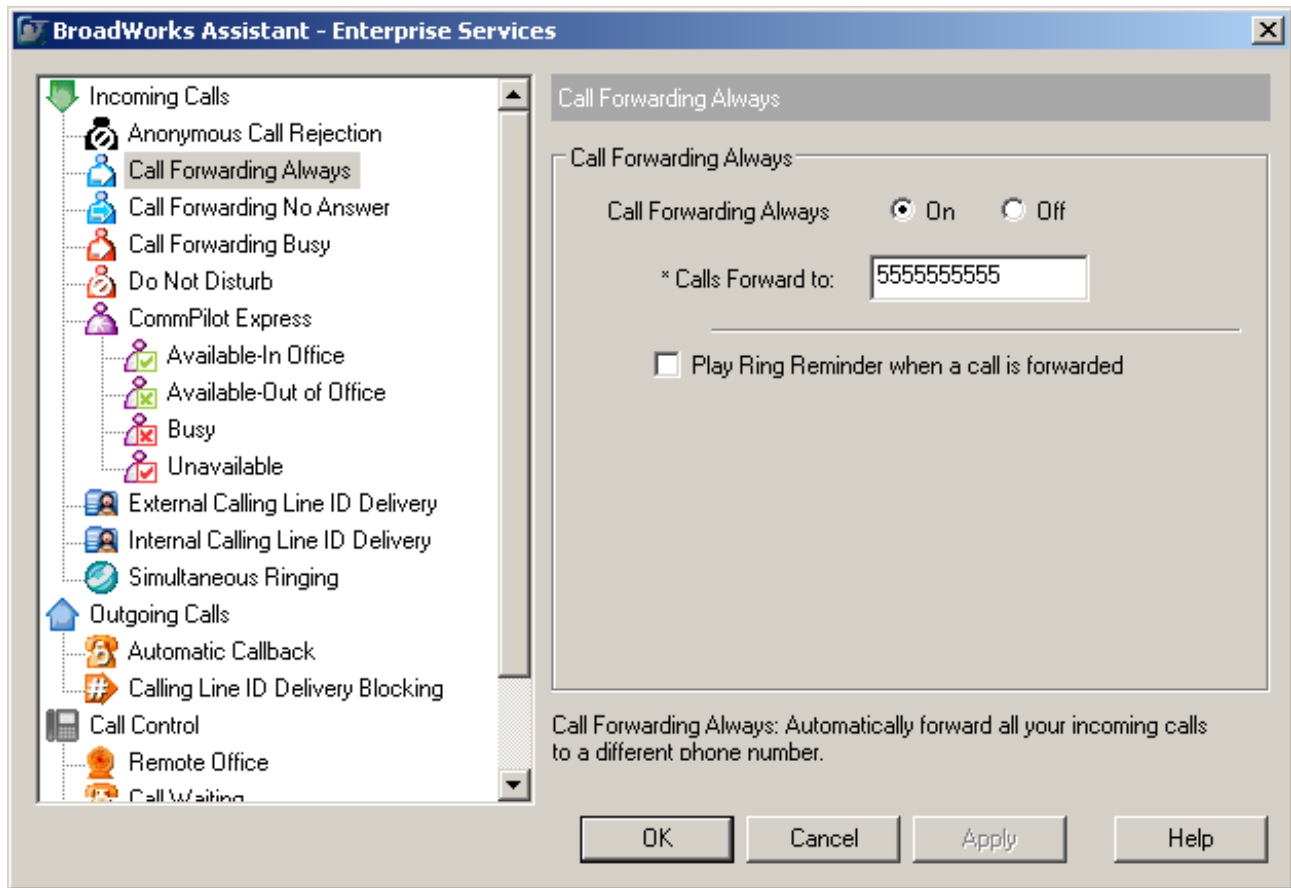
On the right side you will see a description of the service currently selected at the bottom and its customizable options directly above it.

Incoming Calls

The first group of options has to do with incoming calls, here we will take a look at each individual customizable option. Several of these options are available on the toolbar itself without accessing the services dialog.

Anonymous Call Rejection

Anonymous call rejection allows you to block incoming calls that restrict their caller ID information.

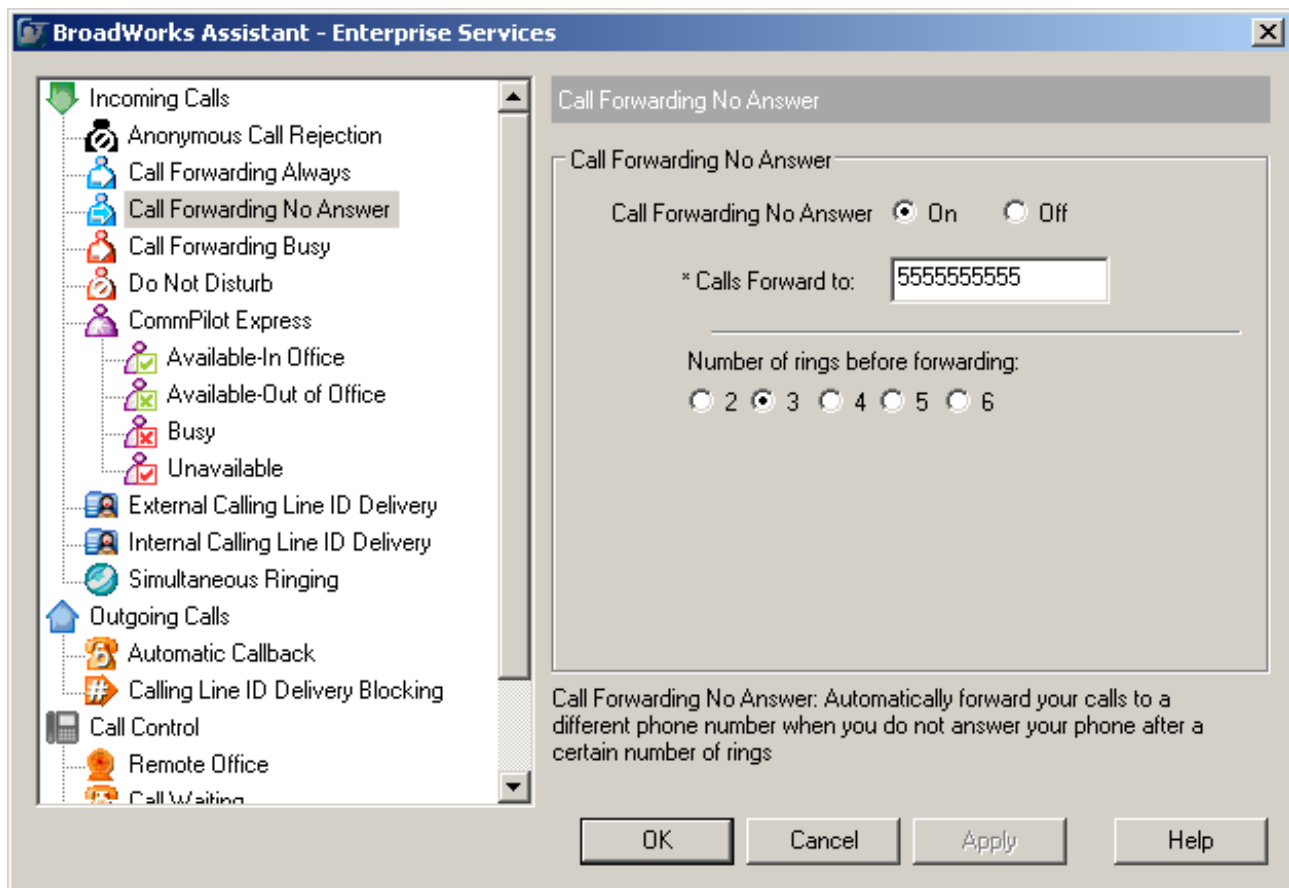


Call Forwarding Always

The call forwarding always option works the same as traditional call forwarding does. Any incoming call to your line will be automatically forwarded to the number or extension of your choice which is typed into the text field shown above. Because it is sometimes easy to forget that this function is on you have the option to 'play a ring reminder when a call is forwarded' which will audibly notify you that a call was forwarded.

Call Forward Busy

Call forward busy forwards all calls when your line is already on a call. Simply type a number into the "Calls Forward to:" field and click the 'On' toggle to use this feature. This is generally used when Call Waiting is disabled.



Call Forward No Answer

Like call forwarding always, call forwarding no answer forwards calls but only if there is no answer. This means that if after the set number of rings (see above image) the call will forward to a number or extension of your choice. This overrides the default behavior of forwarding directly to your voicemail.

Do Not Disturb

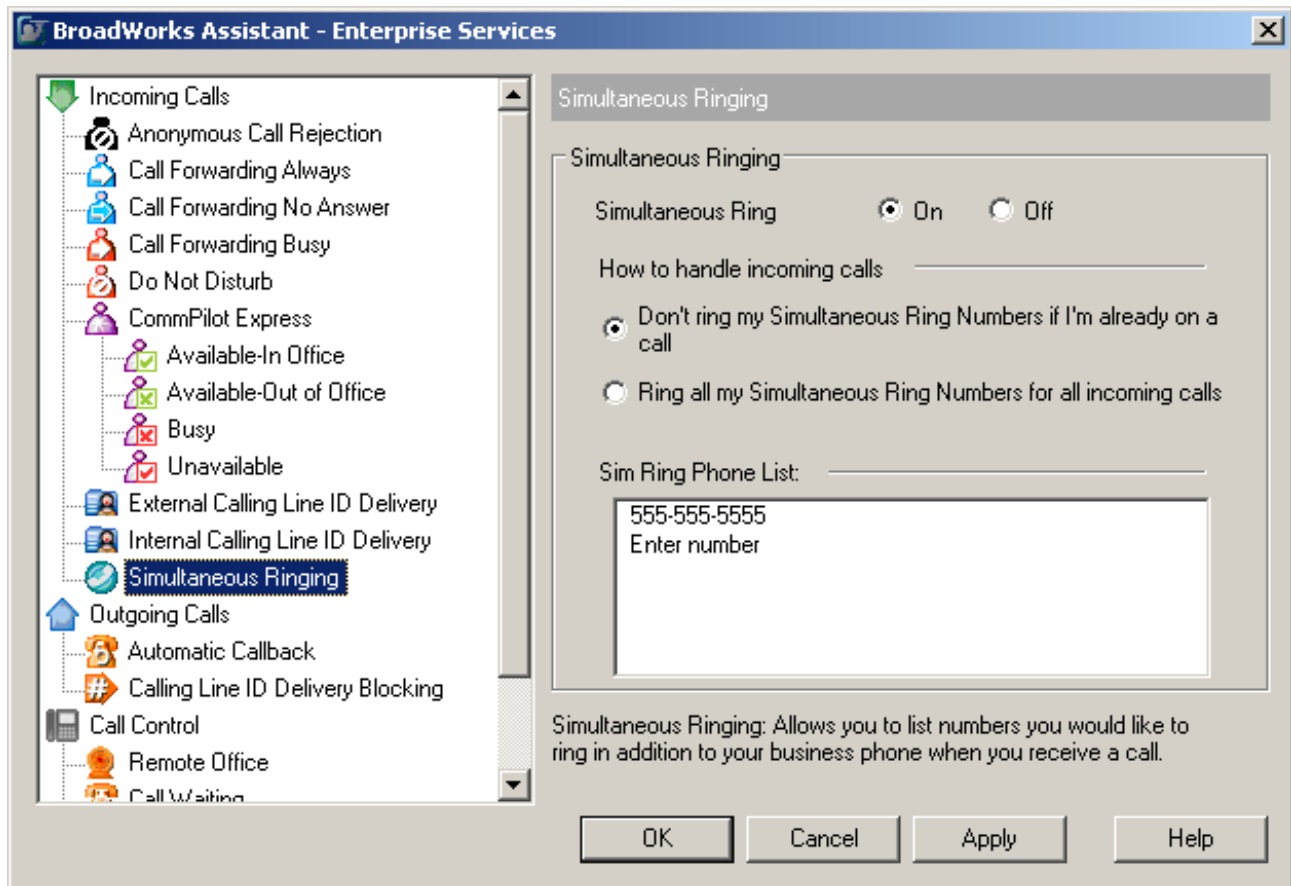
Do not disturb (DND) works exactly like the button on the Polycom device itself. When DND is enabled it will forward all calls directly to voice mail.

CommPilot Express

CommPilot Express is a very useful feature that will get some attention later in the guide. It essentially lets you setup various profiles which have different behaviors such as forward to number X or send all calls to voice mail etc. All of which you can control via the toolbar or remotely via the web, or by calling into the voice portal.

External/Internal Calling Line ID Delivery

These functions will be enabled by default and there is generally recommended that they not be changed.

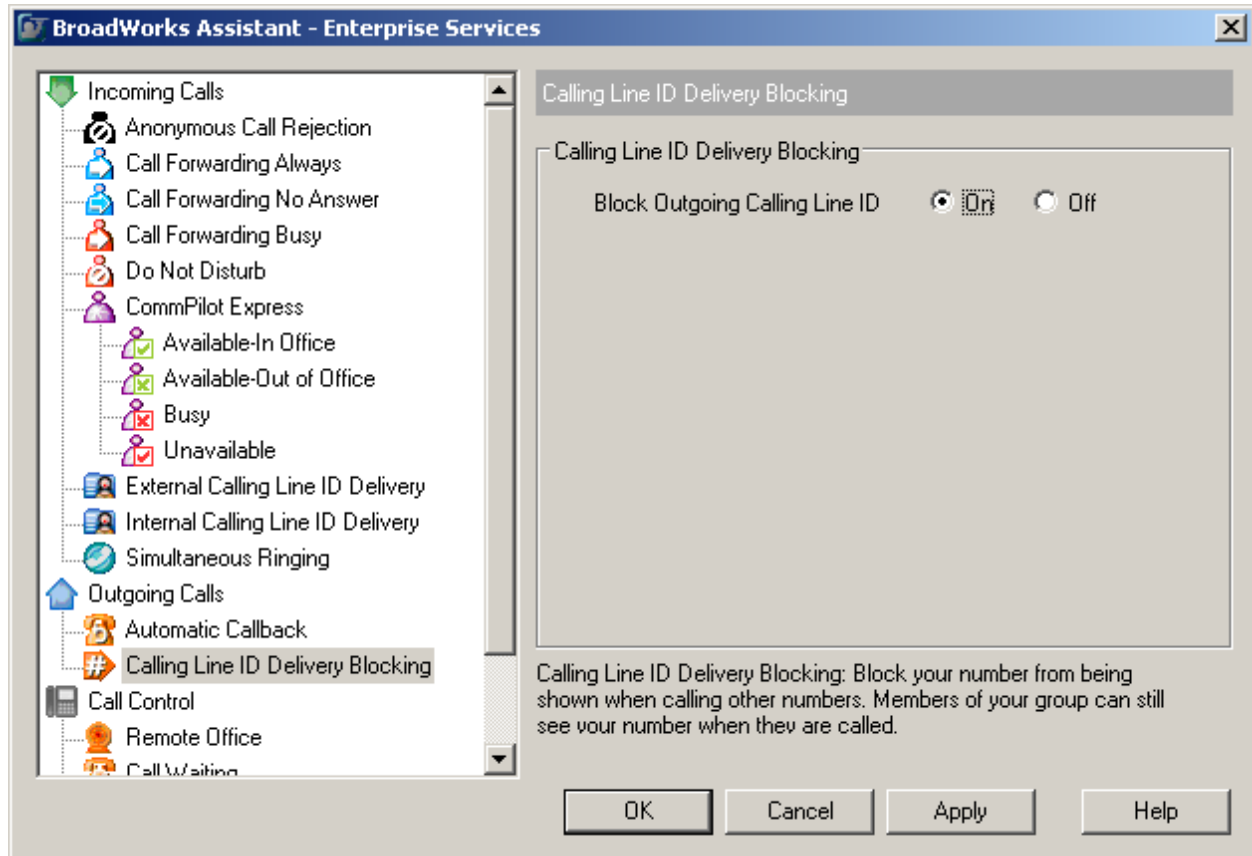


Simultaneous Ring

Simultaneous ring allows you to setup a list of numbers, say your cell phone, home phone, hotel phone etc, to ring when an incoming call is received on your line. If none of the phones in your list are answered the call will divert to voicemail.

Note: When using simultaneous ring it can take a couple more rings to reach your cell phone or other devices as the call has to navigate another voice network.

Outgoing Calls



Calling Line ID Delivery Blocking

Calling line ID delivery blocking blocks your caller ID information from going out to the party you are calling. Instead of displaying “555-555-5555 Example Inc” it will simply say “Private – Private”.

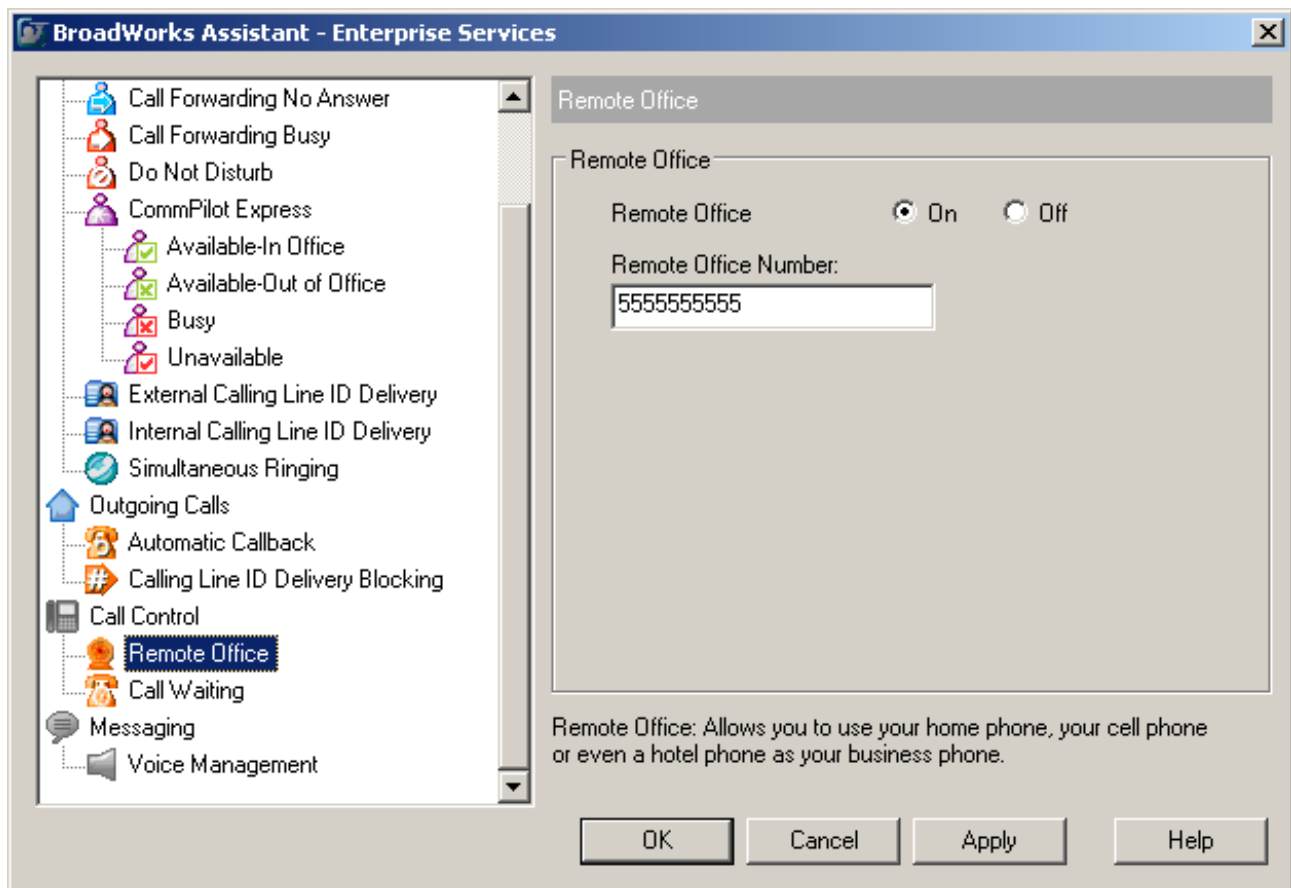
Automatic Callback

This service is currently unavailable.

Call Control

Call Waiting

From the call waiting dialog you can enable or disable call waiting for your line.

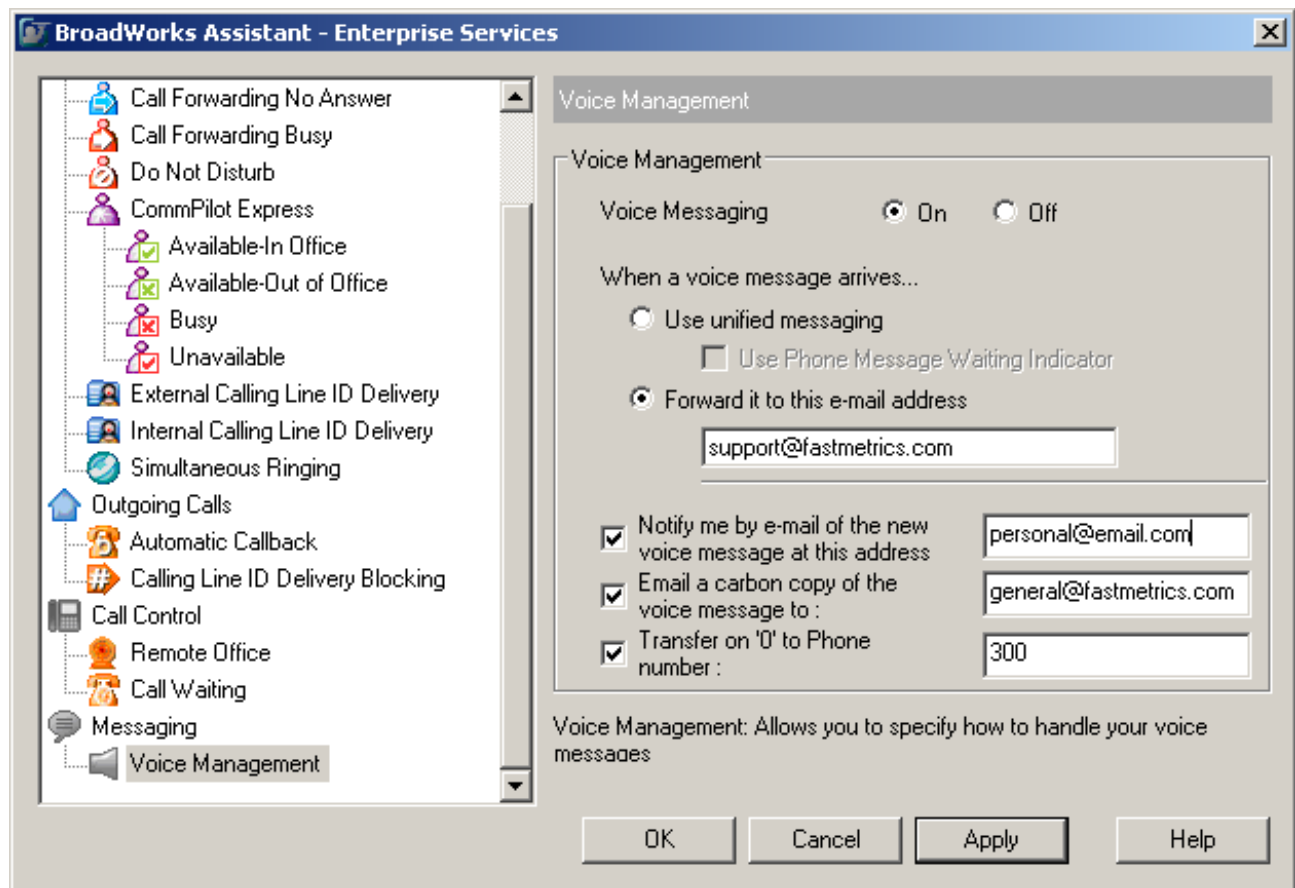


Remote Office

Remote office allows you to work from anywhere in the world on any phone in the world while not accruing minutes on your personal phone when making work related calls. When this is enabled you can dial a number from the Toolbar and the switch will call the number you entered in the Remote Office dialog (see above) as well as the number you originally dialed and links the calls.

Using remote office also allows you to keep your number private by using the outgoing calling line ID that is already associated with your work line.

Messaging



Voice Management

The voice management dialog lets you set various options that pertain to your voicemail.

“Use unified messaging” – this is set by default and is unlikely to need to be changed. When this is set it means that voice messages are stored with Fastmetrics and accessible through your phone via the messages button or through the voice portal.

“Forward it to this e-mail address” – when this is enabled no voice mail messages will be stored with Fastmetrics and your messages will not be accessible from your phone or the voice portal. The be forwarded directly to an email account of your choosing with a wav attachment containing the message.

In addition to the method of voice mail you choose above you can have notifications or copies of the voice message sent to an email address of your desire.

The final option available to you is to allow incoming callers to press the 0 once they reach your voicemail greeting to be transferred to another extension or telephone number.

*** NOTE: Voice Messaging should ALWAYS be left in the On state. ***