



snom 320 CallPort User Guide

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Standard features

Getting started

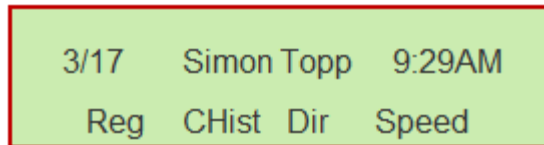
Entering your identity and security codes

The 8e/ CallPort solution allows users to log in and out of phones using an identity code and a 4 digit security code. A user's extension and DDI number will be assigned to the phone that the user is logged into and will remain the same, even in offices that are geographically separated.

When no users are logged into a phone the screen will display **Logged Out**. Logged out phones cannot be used to make or receive calls.

Logging in

1. You will need to know your identity code. This is a unique five digit identifier prefixed by a *. For example *45671.
2. The security code is a four digit code such as: 1234.
3. Enter the identity code on the phone.
4. When you are connected you will hear the following announcement: *"Please enter your security code."*
5. Once the four digit code is entered you will hear confirmation of your registration: *"Thank you. You have successfully registered for the service."*
6. Whilst your name is being retrieved, the phone will display **Name TBC** (you can still make calls during this time).
7. After a few seconds the display on your phone will display your name.



Logged in snom 320 display

Logging out

1. Enter the log out code for your phone. This is normally *0000 and applies to all phones in your organisation.
2. You will hear confirmation of log out *"Thank You. This phone is no longer associated with a user."*
3. The phone will display **Logged Out**.



Logged out snom 320 display

Frequently asked questions about log in/log out

Can I make a call when logged out?

No. An attempt to make a call from a logged out phone will fail with a screen display of **Forbidden** and a beeping tone.

If I am logged out of all phones, what happens to incoming calls?

If a call comes into your extension or DDI number and you are not logged into a phone anywhere, the call will follow the forwarding rules set for you by your IT administrator. Typically the call would go to Voicemail, or to another user or number.

Should I log out of my phone when I finish work?

There are two advantages to logging out of your phone when you finish work:

1. Incoming calls will immediately follow forwarding rather than timing out and then following your rules. This means clients will not have to wait so long for the call to be handled correctly.
2. If your organisation has a switchboard Operator they will be able to see that you are logged out and either take a message or send callers straight to Voicemail.

If I am logged into one phone and I log in to another, what happens?

In this case you would be automatically logged out of the previous phone and logged into the other.

Should I log into a phone which displays somebody else's name?

This is not recommended as you could end up taking calls for both of you. If a phone displays another user's name you should log them out before logging in.

Making calls

Making an internal call

1. Dial the extension number you require.
2. The phone will automatically dial the extension number entered and display the name of the person called.



Making an internal call

3. Any phone within your organisation (which is on the 8e/ system) can be called using its extension number, even if the phone is located in another office.

Making an external call



1. An access code is needed to make an external call, usually '9'.
2. Dial <access code><external telephone number>.
3. The phone will automatically dial the number entered and display the full DDI number.



Making an external call

Calling using the Freeport directory feature


Some organisations will have the Freeport Directory feature configured. This feature allows you to lookup other users by name to call.

1. Push the **Directory**  button on the phone.
2. When the **Name Search** prompt appears, begin entering the last name of the person that you are searching for using the phone keypad.
3. At any point you can push  to start a search.
4. A name will be displayed followed by a symbol:


#E is the user's extension number.

#D is the user's DDI.

#M is the user's mobile number.

5. If the same name appears several times followed by a different symbol, then scrolling down on the keypad will move you through the list of names.
6. Once you have selected the correct name, push  to dial out.

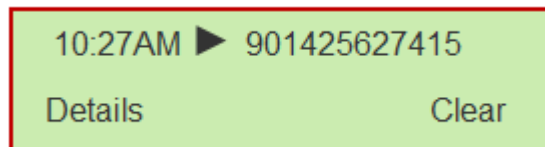
Redial

1. To redial the last number dialled press  twice.
2. The last number dialled will now be called.

Dialling from call history

The snom 320 phone stores a history of previous calls missed, received and dialled. To dial from call history:

1. Press the button beneath **CHist** on the phones display.
2. Select **Missed**, **Received** or **Dialled** using the buttons beneath the phone's display.
3. The time of the call will be displayed and the number called. If the call is more than one day old, the date will also be displayed.



Call history display

4. Once you have selected the correct number, push  to dial out.

Frequently asked questions about dialling out

Do I always need to add a "9" to outgoing numbers?

If you forget to add a "9" to an outgoing call, the phone will often add the "9" to the beginning of the call automatically.

Numbers that are unusually short or long may not trigger this, therefore it is recommended that you always add a "9".

Do I need to add the area code to a local number?

No, but in this case you will always need to add a "9". The format to use is:

<Access code><external telephone number without the local area code>

Can I store an address book or speed dials in the phone?

Yes, this is covered in the advanced features section of this guide. See page 13 for further details.

Can I dial from an Outlook contact?

This is possible using the iPath software client, also available from 8e/. If you are interested in Outlook Click to Dial, you should ask your IT administrator about this feature.

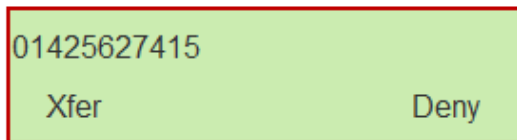
Receiving calls

Call display

Incoming calls will be displayed on the snom 320 screen in several different ways:

External calls to an individual user's DDI number will:

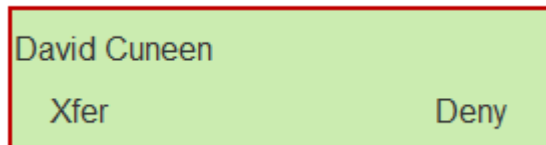
1. Cause the phone to ring (normally a double-ring will be used).
2. Display the number of the caller. If the caller's number is withheld **anonymous** will be displayed.



Incoming external call

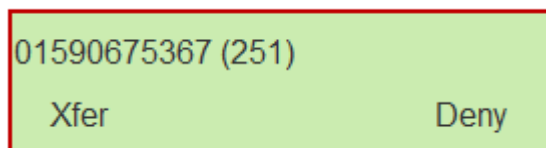
Internal calls to an individual user's extension will:

1. Cause the phone to ring (normally a double-ring will be used).
2. Display the name of the caller.




Incoming internal call


Calls to a group of which the user is a member can be set to display the group extension in brackets after the caller's number or name. In addition, a third ring tone can be configured for groups.




Incoming group call


Call display

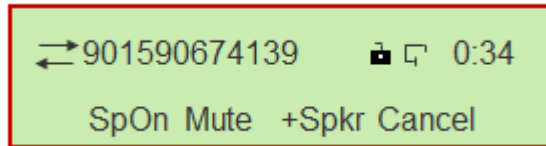
Calls may be answered by picking up the receiver, using the  button or by pressing the incoming line button.

Pushing  or the illuminated line button without lifting the receiver will initiate the call in hands free mode. Picking up the receiver will send the call to the receiver.


Pushing the  button while using the receiver will initiate hands-free mode and the receiver may be replaced without cutting off the caller.

Using a headset


If desired, you can use a headset with the snom 320. Once the headset has been connected the phone must be placed into headset mode using the  button. When calls are being made or received the headset symbol will be displayed on the screen.




snom 320 with Headset

While the phone is in headset mode, calls can be picked up by pushing  or by lifting the receiver.

Controlling call and ringing volumes

Whilst on a call the volume can be increased using the buttons  on the phone. When not on a call, the same buttons are used to set ringing volume.

Denying calls


An incoming call can be denied by pushing the  button beneath the **Deny** option shown on the phone when a call is displayed.

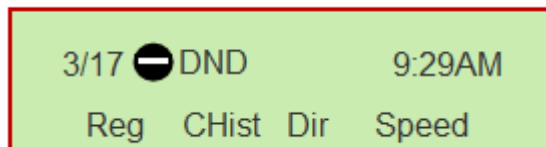
Pressing deny sends a busy message. If you have Voicemail or divert-on-busy forwarding set up the call will follow this routing.

If call forwarding or Voicemail options have not been set up then the “User busy” signal is sent to the caller.

*Note: Users of a call group can use the **Deny** option to push calls away from their extension. In this, case calls would continue to ring for other members of the group.*

Do Not Disturb (DND)

If the  button is pressed, **DND** is seen in the display. Incoming calls will follow any no reply call forwarding rules set up for your profile. In most cases, this will forward calls to Voicemail or to another user or group.



DND active

Calls will continue to be blocked until DND is deactivated by pushing  again.

Call pick up

Incoming calls to other users can be picked up by dialling ****<extension>**. For example:

1. A call comes in to extension 242.
2. Another user dials ****242** and lifts the receiver.
3. The call to extension 242 is answered.

If requested, a single extension can be used to pick-up a call to any member of a group. For example:

1. A pick up group is created on extension 202 which includes Peter, Simon and Helen.
2. A user dialling **202 could pick up a call ringing for any of these three users' extensions.

Frequently asked questions about incoming calls

Can I set-up call forwarding rules using the phone itself?

The snom 320 does have menu options for setting up call forwarding on the phone itself. These rules are not easily implemented because they are preceded by forwarding rules set up at the 8e/ core by an administrator. Therefore, calls will always trigger the forwarding rules on the core before they reach rules programmed into the phone itself.

However, it is possible for individual users to log in to a web-based system and configure forwarding rules. This has the advantage of being accessible from anywhere with Internet access.

If you are interested in setting up forwarding rules you should ask your IT administrator about this. Documentation on this feature is available in the *Mobile Working* section of this manual (see page 19 for further information).

Can you recommend a headset for use with the snom 320?

The snom HS-MM2 is a basic wired headset for the 320, it is reliable and inexpensive.

Using an adapter the snom 320 can be used with a variety of wireless headsets. Many of which support the Electronic Hook Switch (EHS) feature. This allows callers to accept or make calls by pushing a button on the headset. These include:

- GN9120, 9120-XX-0X, GN standard interface
- GN9120, 9120-XX-1X, Extended interface
- GN9330, 9337-508-10x, GN standard interface
- GN9350, 9356-607-10x, Extended interface and GN standard interface
- Jabra T 5330, 5317-408-101, GN standard interface
- Plantronics CS60, 36995-02
- Plantronics CS70N, 39448-02
- Plantronics SupraPlus Wireless CS351N, 39986-02
- Plantronics SupraPlus Wireless CS361N, 39261-02

Can I pick up a call by pushing a button?

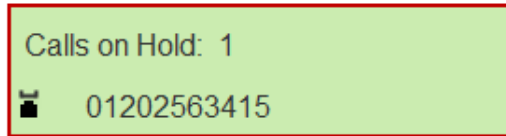
It is possible to map the **<extension> number to one of the available function keys on the phone, on the snom 320, with up to 9 keys are available. See the *Additional Features* manual for more details (see page 13 for further information).

Call hold

Placing a call on hold

Once a call has been answered the  button or the lit line button can be used to put callers on hold:

1. The on hold caller will hear a series of comfort beeps.
2. The display shows the number of calls on hold e.g. **Calls on hold: 1**.

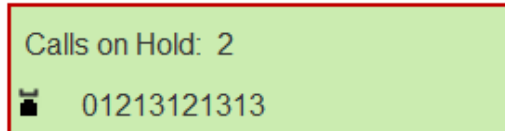


External call on hold



3. The line button will also blink.
4. The caller can be retrieved by pressing  or the lit line button again.

Placing multiple calls on hold

1. The display shows the number of calls on hold - ***Calls on hold: 2.***





2 calls on hold

2. If you have two line keys assigned then both line keys will flash and calls can be retrieved by pressing the line buttons.
3. If you only have one line button assigned, you will have to use a combination of the  button and the  button.

Toggle

It is possible to toggle between two parties on hold:





1. If you have more than one line button you can toggle between two parties by pressing each line button in turn.
2. You can also toggle using the silver navigation button and the  button.
3. The navigation button chooses who you wish to talk to and the  button controls the speech path.

Call transfer



There are three methods of call transfer on the 8eI platform:



1. Attended known as "hold and transfer".
2. Unattended also known as "warm transfer".
3. Unattended directly to Voicemail.


Attended transfer

1. This method requires the use of the  button.
2. After answering the incoming call press  and key the extension required.
Note: You cannot abandon the call to ringing at this stage; you must wait for answer or return to the caller by using the  button.
3. Once the desired extension has answered press the  button to pass the call on.
4. Your phone will now be free to take more calls.

Unattended transfer

1. This method requires the use of the  button.
2. After answering the incoming call and determining which destination is required press 





3. Dial the extension number required and push the  button to force the call through. If you do not press the  button the call will automatically transfer once answered by the called extension.
4. Your phone will now be free to take more calls.

Note: Auto dial will occur after 5 seconds if  is not pressed.

If this option is used you cannot return to the caller.

Unattended directly to Voicemail

This method will transfer a caller directly to a user's mailbox. The phone dialled will not ring.


1. This method requires the use of the  button.
2. After answering the incoming call and determining which destination is required press .
3. Dial,  then the extension number required and push the  button to force the call through.
4. The caller will be transferred directly to that extension's mailbox.
5. Your phone will now be free to take more calls.

Note: Callers will be transferred to an extension's mailbox even if no forwarding rules to that mailbox exist.

Call conferencing

Three party conferences

Three party conferencing is available on all snom phones and is accessed by using combinations of the hold, line and the conference buttons.

1. Take an incoming call, or make an outgoing call and place this call on hold (see the **Call hold** section on page 8).
2. Make a second call. Once this is answered, press the  button, and all three parties will be joined together.

Conference master

As the initiator of the conference, you are the master and as so you control the conference. You may place an individual back on hold and chose to talk to the other member or you may drop an individual and call someone else in. Any member of the conference can leave, but if the master leaves all calls will drop.

If the master wishes to leave the conference and leave the other two members to talk, he needs to perform a call transfer (See the **Hold and Transfer** section on page 8).

Note: Two external calls can be joined in a conference with the master but the master cannot leave the conference by transferring the call externally.

Frequently asked questions about transfer

Do I need to remember extensions in order to transfer calls?

There are several ways that you can transfer without the need to remember a specific number:

1. Transfer using a mapped function key.

2. Transfer using a speed dial key.
3. Transfer using the phones inbuilt address book.
4. Transfer using the Freeport directory feature.

Methods 1 and 2 are quicker than remembering numbers, but the numbers which can be transferred to are limited. Methods 3 and 4 are slower than using memorised numbers but can store more numbers. (Further instructions are available in the ***Additional Features*** section of this manual on page 13).

Can I transfer to external numbers or to mobiles?

Yes. In this case you would use the external telephone number instead of the extension number of the person that you are transferring to.

Call groups

Types of call group

Call groups are set up on the CallPort Administration Portal (CAP) by the company administrator. The different types of hunt groups available include:

Parallel

Where a hunt group has all members ringing at the same time, after a period of no answer, calls can be sent to another ring group as an overflow group.

Terminal

This is where the extensions in the group are rung in pre-set order. If the first extension is engaged or fails to answer (after a pre-determined length of time) then the call is moved to the second, third and so on till the end of the group or a ring period expires.

At this stage the call can be sent to Voicemail or another overflow hunt group.

Cyclic

This is where calls are distributed through the group, i.e. the first call goes to extension 1, and the second call goes to extension 2 and so on in a cyclical manner.

Call group ringing and indication

Calls can be configured to ring to indicate calls intended for a call group (rather than an individual) in two different ways:

1. The group extension can be displayed after the incoming number.
2. A different ringing tone can be set for group and individual calls.

Changes to call group ringing can be made by IT administrators.

Frequently asked questions about Call Groups

Can I pick up a call intended for a group that I am not in?

Yes, you can pick up a call by dialling ** <call group extension>.

Can I choose to opt in and out of a particular call group?

The 8e/ iPath software can be used to allow individuals to opt in and out of particular call groups as required. If this feature is widely desired you should contact 8e/ for more information.

Voicemail

Voicemail notification

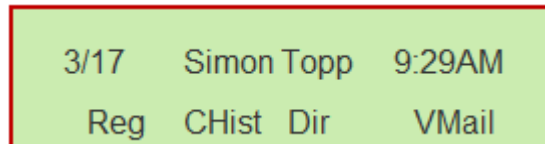
When a Voicemail message is received, the message lamp at the top right of the phone will flash. Optionally, message notification can also be sent as an email. This is particularly useful if telephone users are mobile, as messages can be streamed through PC's or can be sent as attachment and replayed on Blackberry or Windows Mobile PDA's.



Voicemail indication

Retrieving Voicemail on the snom 320

1. When you receive a Voicemail the message lamp on the top right of the phone will flash.
2. Push the retrieve button or the **VMail** soft-key underneath the display.



The VMail soft-key

1. Enter your passcode (default is 1234).
2. You will be prompted to push **7** to listen to Voicemails or **7** to change your Voicemail settings.
3. Push **7** to listen to your Voicemail messages.
4. After each Voicemail message you will be offered further options.

Copying a message to another mailbox

1. Access your mailbox.
2. Push **7** to listen to your Voicemail messages.
3. After listening to a message press the **#** key.
4. Enter the extension of the user or group that you want to send the message.
5. After a few seconds you will receive confirmation that the message has been copied.
6. There will still be a copy of the message in your mailbox.
7. If required you can delete the original message by pushing the **8** key.

Deleting messages

1. Once a message has been played you can delete it by pressing **8**.
2. You can leave the menu by pressing **7** **#**.

Note: You should delete old messages to prevent your mailbox from becoming full.

Setting your personal greeting

1. Access your mailbox.
2. Push **7** for configuration options.
3. Then push **1** to change your personal greeting.
4. Record a personal greeting.

5. If you want to listen to your personal greeting press **4**.
6. Press **4** to accept this greeting.
7. You can leave the menu by pressing ***** **#**.

Setting a temporary greeting

A temporary greeting will override the standard personal greeting for a set period of time. After this time, the temporary greeting will be deleted and the standard personal greeting will be used again.

1. Access your mailbox.
2. Push **7** for configuration options.
3. Select option **5** to configure a temporary greeting.
4. Record a temporary greeting.
5. If you want to listen to your temporary greeting push **1**.
6. Push **4** to accept your personal greeting.
7. Enter the number of hours for the greeting to last, followed by **#**.
E.g. To set a message for 12 hours you would enter **1** **2** **#**.
8. You will be informed of the time for which the temporary greeting will be active.
9. You can leave the menu by pressing ***** and then pressing **#**.

Deleting a temporary greeting

1. Access your mailbox.
2. Push button **7** for configuration options.
3. Push **6** to delete your temporary greeting.
4. The temporary greeting will be deleted.

Changing your password

You should change your password from "1234" to another 4 number combination that you can remember.

1. Access your mailbox.
2. Choose option **7** for configuration options.
3. Push **4** to change your PIN.
4. Enter a new four digit PIN code.
5. The code will be read back to you.
6. If the PIN is correct push **1**.
7. You will now have to use the new code when asked for a password.

Frequently asked questions about Voicemail

Can I retrieve my Voicemail messages from home?

Yes, you can set Voicemail alerts to be sent by email and can either retrieve Voicemail by dialling into your DDI and then pushing the **✓** key, followed by your PIN code when you hear the personal greeting or you can download or stream Voicemail messages from a website. (More information regarding this is available on page 19 of the *Mobile Working* section of this manual.)

Can I listen to Voicemail messages on a Blackberry or PDA?

Voicemail messages can be sent as email attachments and played on mobile devices such as Blackberry or Pocket PC devices. Messages can be sent as either .WMA (Windows Media Audio) or MP3 attachments.

How many Voicemails are stored in the mailbox?

By default up to 25 messages are stored in a mailbox. However, this limit can be increased if necessary.

Are Voicemail messages ever auto-deleted?

Messages left in a Voicemail box are automatically deleted after 3 weeks.

I accidentally deleted a message, can I get it back?

No. Deleted messages are permanently removed.

Additional Features

Speed dialling

There are two ways in which speed dialling can be configured on the snom 320:

1. Speed dial numbers mapped to the number keys of the phone.
2. Speed dials mapped to the function keys on the left of the phone.

Speed dials mapped to number keys on the phone

Up to 29 speed dials can be setup in the snom 320. This is done by logging into the snom phones interface using a connected PC and any web browser.

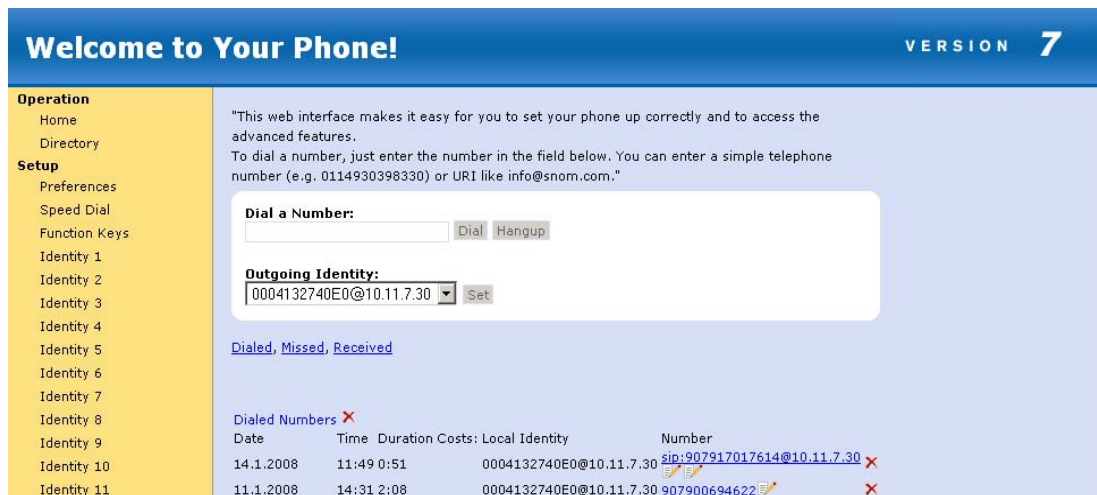
Note: your network must be configured so that the phone's IP address can be accessed from a PC.

On the snom phone:

1. Press the help button (?).
2. Push the button underneath **IPAdr**.
3. The IP address of the phone will now be displayed - note this down.

On a connected computer:

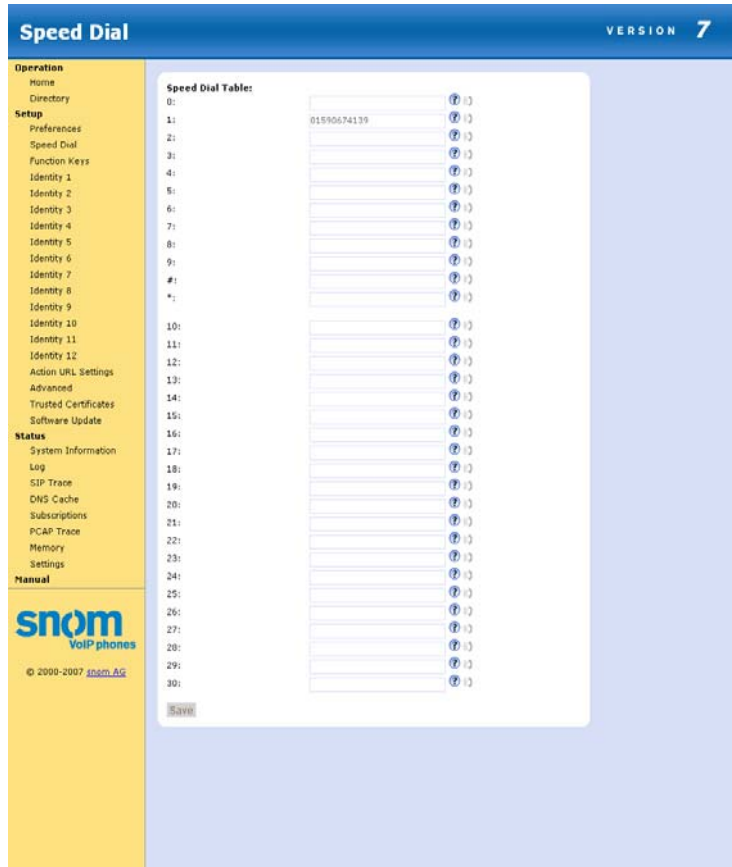
1. Open your web browser.
2. Enter the IP address of the phone into the browser's address bar.
3. The snom configuration screen will open:




The snom configuration screen

1. Click **Speed Dial**.
2. The speed dial table for this phone will be displayed.
3. Enter the number that you want to dial in the empty fields to the right of the button which is pressed to dial this number.

4. A "9" will be automatically inserted at the front of this number (if required) so there is no need to enter a leading "9".
5. Once you have entered all the speed dials required, click **save**.



The speed dials list

To dial out press the desired key and wait 2-3 seconds or immediately push .

If a standardised set of speed dials are needed for an entire office, then it is often better to ask 8e/ to set up an organisational speed dial list. To do this contact 8e/ with a list of the speed dials which you wish to apply to all users. These speed dials will then be loaded onto the IP Freeport and pushed out to all phones.

Any slots used by organisational speed dials should not be edited manually by users. This is because the IP Freeport will attempt to overwrite these slots with the organisational configuration regularly.

A mixture of both types of speed dial is possible (e.g. 12 organisation and 10 individual dials) as long as the slots assigned to organisation numbers are not edited.

Function key dialling

The twelve function keys to the right of the snom 320 keyboard can also be configured using the snom web configuration interface. However, by default two of these keys are assigned to incoming lines and backup profiles. (P1, P2 and P6). It is not advisable to edit these keys as this functionality will be lost.

8e/ recommends that a maximum of 8 function keys are edited. This leaves 2 keys free to support future development.

To assign numbers to function keys:

1. Log in to the snom phone IP address using a web browser.
2. Under **Set-up** click **Function Keys**.
3. Scroll to the bottom of this page to access the 12 function keys to the right of the phone.

P1	Active	None		P7
	0004132740E0@10.11.7.30	Line		
P2	Active	None		P8
	Active	Line		
P3	Active	None		P9
	Active	Line		
P4	Active	None		P10
	Active	Line		
P5	Active	None		P11
	Active	Line		
P6	Active	None		P12
	stopp@192.168.7.100	Line		

The snom function keys set-up screen

Note: The set-up of the key table with alternate left and right keys being shown.

1. To assign a number to a key find the row corresponding to that key (e.g. the P9 key on the right of the table).
2. Set the drop-down box in the second column to **Speed Dial**.
3. Enter the number or extension to be called in the 3rd column; a leading "9" does not need to be entered.

P1	Active	None		P7
	0004132740E0@192.168.7.100	Line		
P2	Active	Speed Dial	01202475480	P8
	Active	Line		
P3	Active	Speed Dial	01590674130	P9
	Active	None		
P4	Active	Speed Dial	232	P10
	Active	Line		
P5	Active	Line		P11
	Active	Line		
P6	Identity 12	Line		P12

Function keys set up as speed dials

4. Once you have finished, click **save**.

Frequently asked questions about speed dialling

Should I use number key speed dials or function key dialling?

You can use both. However, the different types of speed dial have their own advantages and disadvantages.

Number key dialling can hold up to twenty nine numbers. However, you do have to remember which number is linked to which particular key.

Since names can be written in the panel next to function keys it is easier to remember specific names using function key dialling. Only nine keys are available to be used in this way. Function key dialling is preferable when you only have a few regular contacts to call.

Can I tell whether somebody is busy or not before I dial them?

Although it is possible to monitor a particular extension to see whether a person is busy, this is not currently recommended for most users, since it uses large amounts of network resources. If you are interested in monitoring individual's

extensions, you should speak with your IT administrator about **Busy Lamp Monitoring**.

The snom internal address book

The snom 320 has a built in internal address book which can store up to a maximum of one hundred contacts. Unlike the IP Freeport directory service, this book is stored in the memory of each individual phone.

Entering contacts into the snom address book

1. Log in to the snom phones IP address using a web browser.
2. The snom configuration screen will open.
3. Under **Operation** click **Directory**.
4. Scroll to the **Add or Edit Entry** box.

The screenshot shows a web form titled "Add or Edit Entry:". It contains four input fields: "Name:" (a text box), "Number:" (a text box), "Contact Type:" (a dropdown menu with "None" selected), and "Outgoing Identity:" (a dropdown menu with "Active" selected). Below the fields is a button labeled "Add/Edit".

The add or edit entry box



1. Type the name of the contact you wish to store into the **Name** field.
2. Type the number of the contact into the **Number** field.
3. Set the contact type from the drop-down list, most contacts will be stored as **Colleagues**, **Family** or **Friends**. Note that:

- Setting a contact as **VIP** will allow calls from that contact to ignore the phones DND setting.
- Setting a contact as **Deny list** will cause the phone to reject calls from that contact.

1. Set the contact as **Active** using the **Outgoing Identity** drop-down list.
2. Once the contact has been entered, click the **Add/Edit** button.
3. The contact will now be shown in the directory address book list.

Dialling out from the snom address book

On the snom phone:

1. Push the **Dir** soft-key underneath the phones LCD display.
2. Push the key which corresponds to the first letter of the contact you are searching for. You may have to push the key several times to get a particular letter. For example, if you need the letter C you should push the  key three times.
3. Scroll left until the name of the person that you want to call is displayed on the screen.
4. Left the handset or push  to dial out.

Note: The Dir soft-key on the snom 320 accesses the phones internal phone book, whereas the Directory key is used to access the Freeport Directory service.







Advanced transfer

Standard attended or unattended transfer is achieved by following the normal transfer procedures and then entering the extension or telephone number to be transferred to.






However, if the Freeport directory, speed dial buttons or function key dialling has been set-up, it is possible to perform unattended and attended transfers by using these keys instead of entering the extension or telephone number manually.

Transferring direct to Voicemail requires the extension or number to be entered manually.






Attended transfer with Freeport Directory

1. This method requires the use of the  button.
2. After answering the incoming call press .
3. Push the **Directory**  button on the phone.
4. When the **Name Search** prompt appears, begin entering the last name of the person that you are searching for using the phone's keypad.
5. At any point you can push  to start a search.
6. A name will be displayed followed by a symbol:
 - #E** is the users' extension number.
 - #D** is the users' DDI.
 - #M** is the users' mobile number.
7. If the same name appears several times followed by a different symbol, then scrolling down on the keypad will move you through the list of names.
8. Once you have selected the correct name, push  to dial out.
9. Once the desired extension has answered the call you may press the  button to pass the call on.





Unattended transfer with Freeport Directory

1. This method requires the use of the  button.
2. After answering the incoming call and determining which destination is required press .
3. Push the **Directory**  button on the phone.
4. When the **Name Search** prompt appears, begin entering the last name of the person that you are searching for using the phones keypad.
5. At any point you can push  to start a search.
6. A name will be displayed followed by a symbol:
 - #E** is the users' extension number.
 - #D** is the users' DDI.
 - #M** is the users' mobile number.
7. If the same name appears several times followed by a different symbol, then scrolling down on the keypad will move you through the list of names.
8. Once you have selected the correct name, push  to dial out.
9. Your phone will now be free to take more calls.




Attended transfer with speed dial key

1. This method requires the use of the  button.
2. After answering the incoming call press .
3. Push the required speed dial keys (e.g.  ).
4. Once the desired extension has answered the call you may press the  button to pass the call on.
5. Your phone will now be free to take more calls.

Unattended transfer with speed dial key

1. This method requires the use of the  button.
2. After answering the incoming call and determining which destination is required press .
3. Push the required speed dial keys (e.g.  .
4. Your phone will now be free to take more calls.

Attended transfer with mapped function key

1. This method requires the use of the  button.
2. After answering the incoming call press.
3. Push the required mapped function key .
4. Once the desired extension has answered the call, you may press the  button to pass the call on.
5. Your phone will now be free to take more calls.

Mobile working

The 8e/ CallPort platform is particularly suited to mobile workers and offers many features, including:

1. Dial into and administer your Voicemail box from any fixed line or mobile phone.
2. Stream or download Voicemail messages or recordings to a PC or Mac through a web-based interface.
3. Receive Voicemail messages as attached WMA or MP3 files on a Blackberry or other PDA.
4. Control your forwarding rules from any PC or Mac through a web browser.

Dialling into your voice mailbox

1. Dial your own DDI number from any fixed line or mobile phone.
2. Wait until your Voicemail welcome message starts to play.
3. Push the # key and enter your password as prompted.
4. You have now accessed your mailbox and will be able to configure settings or listen to Voicemail messages.

Calls made in this way are still liable to call charges from the mobile or fixed line network.

Note: The default Voicemail password is set at "1234", if users are planning to access Voicemail remotely. They should change this default PIN code, as described on page [nn](#).

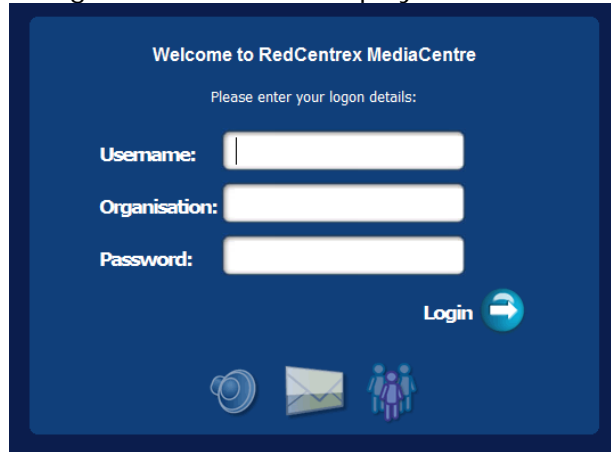
Accessing messages online

Voicemails are stored on a web based storage system and can be recalled from any computer using a web browser. The computer will need a working sound card and speakers or headphones to listen to the messages.

Accessing Voicemail from a web browser

1. Either:
 - a) Click the link in the Voicemail alert email that has been received.
Or
 - b) Open a web browser and type <http://87.236.252.10/mediacentre/> into the address field and click enter.

2. The **MediaCentre** log in screen will be displayed:



The MediaCentre log in screen

2. Enter your **Username**, **Organisation** and **Password** into the boxes and click **Log in**.

3. The **Choose Media** screen will open:



The Choose Media screen


4. Left-click the mail icon .

5. The **My Inbox** screen will open.

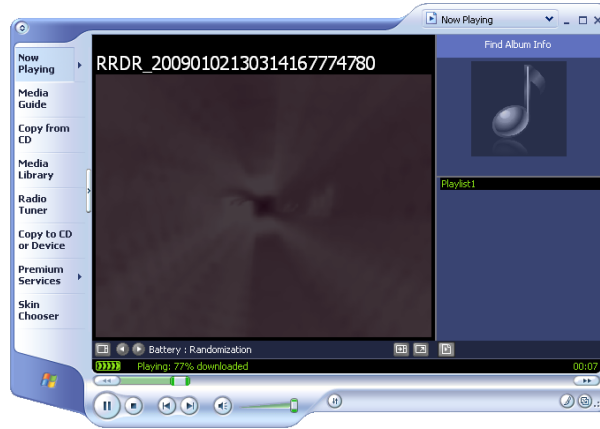


Online Voicemail inbox


1. A list of messages will be shown, together with information such as the number of the person who made the call, the date and the time of the call.

2. To stream a message, click the  icon under **Action**.

3. After a brief delay, your media player program will play the call.



Streaming Voicemail with windows media player



1. To download a recording click the  icon under **Action**.
2. The download screen will open.
3. After a brief wait you will be able to select a location to save the file.
4. To replay the message, double-click the saved .wma file.

Sending Voicemail messages as attachments


Messages can be sent as attachments which can be played back on a PC, Blackberry, or other PDA. This option can be activated from the CallPort Administrator Portal or CAP. You can set this up by:

1. Opening a Web browser and going to www.8el.com/cap
2. Enter your **Username**, **Organisation** and **Password**.
3. The **Edit User Services screen** will open.

RedCentrex - Edit User Services

Service	Active?	Information	Configure
Call Forwarding	<input checked="" type="checkbox"/>	Determines if the Call Forwarding Service is enabled.	
Unified Communications	<input checked="" type="checkbox"/>	The user has a mailbox allocated to them.	

Edit user services screen

1. Click the  button to edit **Unified Communications**.
2. Scroll down to **Step3: Notification Settings**.
3. Enter the email address that you want the attachments to be sent to in the **Email Notification Address** box.
4. Check the **Email Notification** check-box.
5. Check the **Email Attachments** check-box.
6. Click the **Update Mailbox** button and accept the settings.

Step 3: Notification Settings

Email Notification Address: Specifies the email address to which email notifications (and attachments will be sent).

Email Notification? Determines whether email notification is enabled. If enabled email notifications will be sent to the address specified above.

Email Attachments? Determines if attachments will be included in the email notification.



Notification settings screen

Changing forwarding rules

Although forwarding rules cannot be set on the phone itself, you can edit your rules by browsing to the CallPort Administration Portal (CAP) from any web browser. You can change your own forwarding rules by:

1. Opening a Web browser and going to www.8el.com/cap
2. Enter your **Username**, **Organisation** and **Password**.
3. The **Edit User Services** screen will open.

RedCentrex - Edit User Services

Service	Active?	Information	Configure
Call Forwarding	<input checked="" type="checkbox"/>	Determines if the Call Forwarding Service is enabled.	
Unified Communications	<input checked="" type="checkbox"/>	The user has a mailbox allocated to them.	

Edit user services screen

Users have two main options available:

Call forwarding




Allows a user to set Call Forwarding options which are triggered by specific events e.g. a user could set calls to forward to Voicemail if they were on a call or have the DND feature activated on their phone.

Unified Communications


Allows a user to set up and change the PIN used to access their Voicemail box and to activate or edit the email address to which Voicemail alerts will be sent. If desired, a user can choose to have Voicemail messages attached to emails as .wma audio files. Users can also increase or decrease the maximum number of Voicemails which can be stored.

Editing call forwarding

1. From the **Edit User Services** screen click **Configure**.
2. The **Call Forwarding** screen will open.
3. This screen shows your current Call Forwarding rules.
4. Existing forwarding rules are shown in the **Current Forwarding Rules** panel.

Current Forwarding Rules:			
Forwarding Event	Origination	Action	
 On Busy	All Calls	Run Service	Voicemail  

Current Forwarding Rules screen

1. Click the **Edit** button  to change the current forwarding rule.
2. The **Add Call Forwarding** screen will appear.
3. Change the settings here to match one of the typical set-up rules below and click **Update Call Forwarding Rule**.

Configuring Call Forwarding settings

Call forwarding is configured by setting the following parameters:

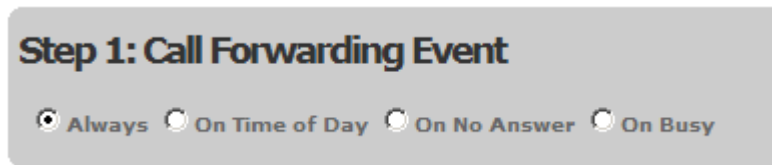
1. Call forwarding event.
2. Origination type.
3. Call Forwarding action.
4. Call destination/service.

These steps are explained in more detail below.

Step1: Call forwarding event

This is where you set the event which will trigger call forwarding. Typically, forwarding will be set to occur when a phone is busy or when it has been unanswered for a period of time.

Always



Call Forwarding Event screen

If you set the forwarding event to always, all calls will automatically be forwarded. This rule is rarely set as a default, but if it is set, it will override any other forwarding rules with the same **Origination Type**.

To do this you simply tick the **Always** box

E.g: Martin's forwarding rules are normally set up to forward if busy to Voicemail, and to forward if a call is waiting for more than 20 seconds (also to Voicemail)

Current Forwarding Rules:					
	Forwarding Event	Origination	Action		
	On No Answer after 20 seconds.	All Calls	Run Service	Voicemail	
	On Busy	All Calls	Run Service	Voicemail	

Martin's original forwarding rules

If Martin sets a new rule to always forward to his mobile this will override the other two rules and appear at the top of the forwarding rule list. All calls to Martin will go to his mobile.

Current Forwarding Rules:					
	Forwarding Event	Origination	Action		
	Always	All Calls	Call Destination	My Mobile: 07515642895	
	On No Answer after 20 seconds.	All Calls	Run Service	Voicemail	
	On Busy	All Calls	Run Service	Voicemail	

New rules with forward to mobile

On Time of Day

The On Time of Day rule is used to set-up changes in forwarding at a particular time or day of the week. It is useful if a person is unavailable or out of the office on a predictable, scheduled basis.

On Time of Day forwarding screen

E.g: Sarah is normally in the office from Monday to Thursday, but works at home on a Friday. An **On Time of Day** rule could be set up to send calls to her mobile on Friday.

To set **On Time of Day** forwarding:

1. Click the **On Time of Day** box.
2. Select a start and end date for the rule. These are the dates from which the rule will become active and apply to the weekdays selected.
3. Select a start and end time for the rule. These are the hours during which the rule is active.
4. Select the particular weekdays when the forwarding rule is active.

On No Answer

This will cause the forwarding rule to apply if the phone rings and is not answered for a set number of seconds. This rule is instantly applied if a user is logged out from a phone and has no other rules set.

On Busy

The forwarding rule applies if the line is engaged or has been set as busy using the DND button.

Step 2: Origination type

This allows different forwarding rules to be set, depending upon the origin of the call. For example, internal calls can be set to be forwarded in a different manner to external calls.

Call Origination Type screen

All Calls

Both internal and external calls will follow this forwarding rule.

Internal Calls

This rule will only apply to calls made within the organisation. A separate rule can be applied for external calls.

External Calls

This rule will only apply to calls coming into the organisation from an external source. A separate rule can be applied for internal calls.

Prefix Match

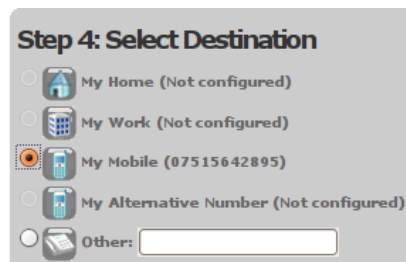
The **Prefix Match** option is currently under development and should not be selected. It is intended to apply particular forwarding rules to calls coming from specific call groups.

Step 3: Call forwarding action

This determines what will happen when the call is forwarded.

Call destination

The call will be forwarded to a single destination number. Selecting this option will cause the **Select Destination** window to open.



Select Destination screen

The destination number can either:

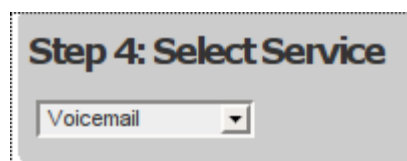
1. Be chosen from the categories available in **Step 4: Select Destination**.
- Or
2. Manually entered into the **Other** field.

Call multiple destinations

The call will be forwarded to a group of numbers (which can be internal or external to the organisation). This option is under development and should not be selected.

Run service

This allows Voicemail to be set. If this option is selected, the **Select Service** window will open. Choose **Voicemail** from the drop-down list to set up this service.



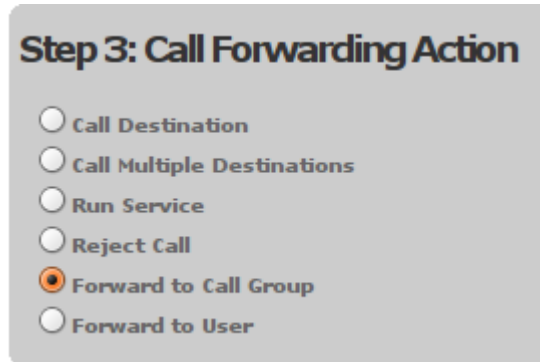
The Voicemail service screen

Reject call

This will cause the call to be cut-off.

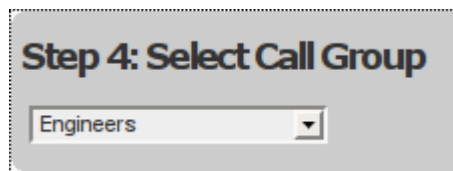
Forward to call group

The call will be forwarded to a call group which has been set-up by the system administrator (for example, calls could be forwarded to the IT group).



Forward to call group set

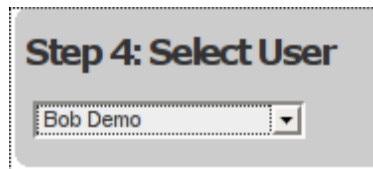
Selecting this option will cause the **Select Call Group** window to open.



The engineers call group is set

Forward to user

The call will be forwarded to a single user, selecting this option will cause the **Select User** window to open.



A user is selected

Typical call forwarding configurations

- o **Voicemail on busy**
 Call Forwarding event: **On Busy**
 Origination type: **All Calls**
 Call Forwarding action: **Run Service**
 Select service: **Voicemail**
- o **Voicemail on no answer**
 Call Forwarding event: **On No Answer**
 Time-out: **20 seconds**
 Origination type: **All Calls**
 Call Forwarding action: **Run Service**
 Select service: **Voicemail**

- **Divert all calls to Voicemail**
 Call Forwarding event: *Always*
 Origination type: *All Calls*
 Call Forwarding action: *Run Service*
 Select service: *Voicemail*
- **Divert all calls to my mobile**
 Call Forwarding event: *Always*
 Origination type: *All Calls*
 Call Forwarding action: *Call Destination*
 Select destination: *My Mobile* or *Other* (enter mobile number)
- **Divert to my mobile on no answer**
 Call Forwarding event: *On No Answer*
 Time-out: *20 seconds*
 Origination type: *All Calls*
 Call Forwarding action: *Call Destination*
 Select destination: *My Mobile* or *Other* (enter mobile number)
- **Divert to my mobile on busy**
 Call Forwarding event: *On Busy*
 Origination type: *All Calls*
 Call Forwarding action: *Call Destination*
 Select destination: *My Mobile* or *Other* (enter mobile number)
- **Divert to another user on no answer**
 Call Forwarding event: *On No Answer*
 Time-out: *20 seconds*
 Origination type: *All Calls*
 Call Forwarding action: *Forward to User*
 Select user: *Select user from the drop-down list*
- **Divert to another user on busy**
 Call Forwarding Event: *On Busy*
 Origination Type: *All Calls*
 Call Forwarding Action: *Forward to User*
 Select User: *Select user from the drop-down list*
- **Divert to a group on busy**
 Call Forwarding event: *On Busy*
 Origination type: *All Calls*
 Call Forwarding action: *Forward to Call Group*
 Select call group: *Select the call group from the drop-down list*
- **Divert to a group on no answer**
 Call Forwarding event: *On Busy*
 Time-out: *20 seconds*
 Origination type: *All Calls*
 Call Forwarding action: *Forward to Call Group*
 Select call group: *Select the call group from the drop-down list*








Saving forwarding rules

Once all changes have been made, click **Add Call Forwarding Rule** and **Continue** to apply these settings.

Call forwarding priority

A list of call forwarding rules is shown on the **RedCentrex- Call Forwarding** screen as a table. If more than one call forwarding rule is created the rule at the top of the table is implemented first.

If you set up two forwarding rules with the same targets (e.g. two rules applying to all calls) the rule at the top of the list will apply.

Current Forwarding Rules:						
	Forwarding Event	Origination	Action			
	Always	All Calls	Run Service	Voicemail		
	On No Answer after 30 seconds.	All Calls	Call Destination	 My Mobile:		

Example always rule

In this case the **Always** rule would over-ride the **On No Answer** rule and all calls would divert to Voicemail.

Support Information

Availability

8el customer support is available 24/7, 365 days a year:

Telephone: 0118 338 3097

Email: support@8el.com

Note: Calling as soon as possible after a problem occurs will allow 8el to access the diagnostic information needed to rectify the problem more quickly.