



Service Release Bulletin

Call receiver indication

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Introduction

Improvements have been made which will indicate the name of the user receiving a call on the phones display.

The benefits of this feature are:

1. The caller is clearly shown and identified.
2. If a call has been diverted following call forwarding or overflow rules, the caller's display is updated to show the user or group that is being called.

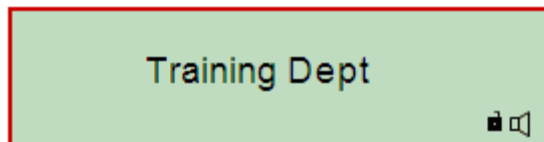
Call Receiver Indication

1. Dial the extension number you require.
2. The phone will automatically dial the extension number and display the name of the caller dialled.



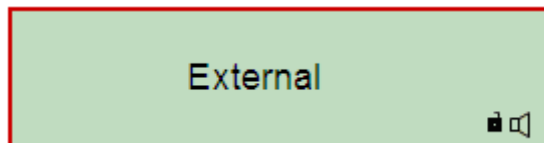
Caller being dialled

3. If the call is forwarded to another user, the name of this user will be displayed on the caller's phone.
4. If the call is forwarded to a group, the groups name will be displayed on the caller's phone.



Internal call to a group

5. If the call has been forwarded to an external number, the word **External** will be displayed.



Call forwarded to an External number

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



Setting Individual Names

The name displayed when a user is called is the name given to the user on the CallPort Administration Portal (CAP).

To set this name:

1. Login to the CAP at www.8el.com/cap
2. In the tree section to the left of the screen expand the list and click **Users**.
3. Select **Edit User**.
4. Select the required user from the drop-down list.
5. Edit the username shown in **Step 3:User Details**.

The screenshot shows a form titled "Step 3: User Details" with the following fields:

- Forename: Sue
- Surname: Test
- Username: SueTest (highlighted with a black border)
- Password: ****
- Show Extended Details:


Username on CAP

6. Click **Update User** to save this change.

Setting Group Names

The name displayed when a hunt group is called is the name given to the group on the CallPort Administration Portal (CAP).

To set this name:

1. Login to the CAP at www.8el.com/cap
2. In the tree section to the left of the screen expand the list and click **Call Groups**.
3. Click **View Call Groups**.
4. Click the **Edit the Call Group** button .
5. Edit the **Call Group Name** shown in **Step 1: Call Group Details**.

The screenshot shows a form with the label "Call Group Name:" and a text input field containing "Training Dept".

Call Group Name on CAP

6. Click **Update Call Group** to save this change.



Effects of Freeport Proxying

If IP Freeport proxying has been implemented onsite, the names displayed when users are initially called (before forwarding) or when call pick-up is used (on the initial call before forwarding) will be the name set in the IPFDirectory service, rather than the name set in the CAP.

It is recommended that the names set on the CAP, in the Freeport IPFDirectory screen and for Active Directory users whose details update to the IP Freeport are the same, in order to avoid confusion.