

Settings - UCP

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Overview

On this page you can set user specific settings for users you have access to.

Usage

Find Me/Follow Me

FIND ME/FOLLOW ME

ENABLE ⓘ

OFF

FOLLOW ME LIST ⓘ

5309

ANNOUNCEMENT ⓘ

NONE ▼

RING 4017 FIRST FOR ⓘ

0 SECONDS ▼

RING FOLLOWME LIST FOR ⓘ

20 SECONDS ▼

Enable

Should Find Me/Follow Me be enabled for this user

Follow Me List

List extensions to ring, one per line. You can include an extension on a remote system, or an external number by suffixing a number with a pound (#). ex: 2448089# would dial 2448089.

Announcement

Message to be played to the caller before dialing this group.

Ring <Exten> First For

This is the number of seconds to ring the primary extension prior to proceeding to the follow-me list. The extension can also be included in the follow-me list. A 0 setting will bypass this.

Ring Followme List For

Time in seconds that the phones on the follow me list will ring. The number of rings will depend on region. Example: If a phone rings for 1 second then waits 2, each ring is 3 seconds.

The screenshot shows a settings panel with three sections. The first section is 'USE CONFIRMATION' with a toggle switch set to 'OFF'. The second section is 'REMOTE ANNOUNCE' with a dropdown menu set to 'NONE'. The third section is 'TOO-LATE ANNOUNCE' with a dropdown menu set to 'NONE'. Each section has a help icon (question mark in a circle) to its right.

Use Confirmation

Enable this if you're calling external numbers that need confirmation - eg, a mobile phone may go to voicemail which will pick up the call. Enabling this requires the remote side push 1 on their phone before the call is put through. Example "Press 1 to accept."

Remote Announce

Message to be played to the person RECEIVING the call, if 'Confirm Calls' is enabled

Too-Late Announce

Message to be played to the person RECEIVING the call, if the call has already been accepted before they push 1.

Call Forwarding

Weather or not to forward calls in a given state. Check the box and enter the destination in the text field.

The screenshot shows a settings panel titled 'CALL FORWARDING'. It has four sections. The first is 'CALLFORWARD RINGTIMER' with a dropdown menu set to 'DEFAULT'. The second is 'UNCONDITIONAL' with a checkbox and an empty text field. The third is 'UNAVAILABLE' with a checkbox and an empty text field. The fourth is 'BUSY' with a checkbox and an empty text field. Each section has a help icon (question mark in a circle) to its right.

CallForward Ringtimer

Number of seconds to ring prior to going to voicemail or other fail over destinations that may be setup by an administrator on this account. The Always setting will ring the call forward destination until answered or the caller hangs up. The Default setting will use the value set in Ring Time. Your setting here will be forced to Always if there is no Voicemail or alternative fail over destination for a call to go to.

Unconditional

Forward calls immediately regardless of current state of line/PBX to the number entered.

Unavailable

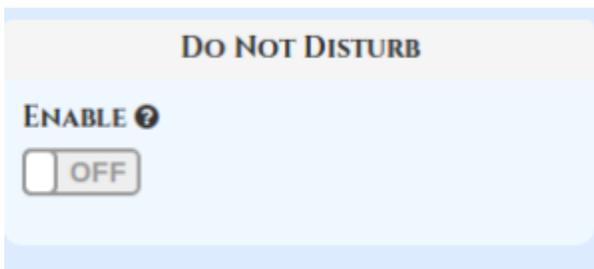
Preconfigured number to which calls are forwarded if the customer endpoint becomes unresponsive due to an Internet outage or software /configuration failure of endpoint

Busy

Preconfigured number to which calls are forwarded if the customer endpoint is busy, usually due to being on an active call

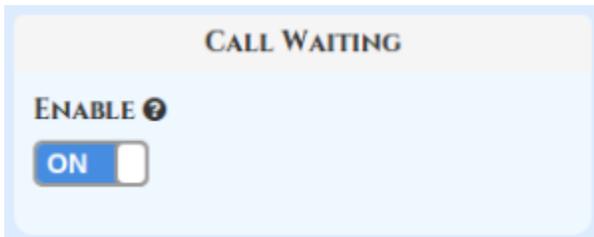
Do Not Disturb

Used to indicate that this user does not wish to be disturbed.



Call Waiting

A weather this user making a telephone call should be notified of an incoming call and is able to place the first call on hold while answering the second.



Where is save button?

All settings are updated and applied in real time. No need to press save.