



## Phone Administration



Phone administration via IVR system

**User Manual**

## Welcome!

This manual gives you practical instruction on how to change your phone settings via 185 menu.

If you feel uncertain or have questions, you are always welcome to call us.

Best regards,  
ipvision Support

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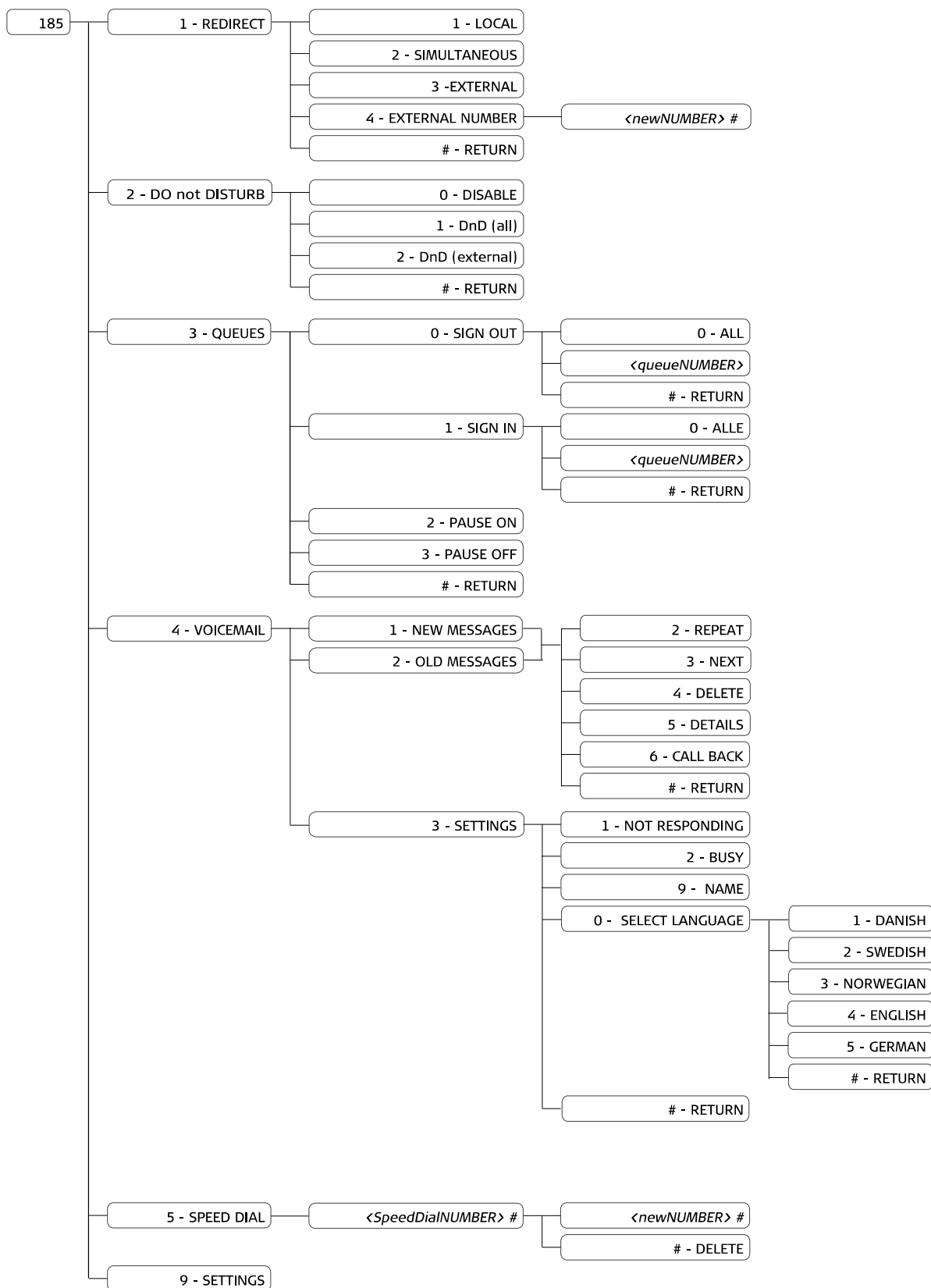
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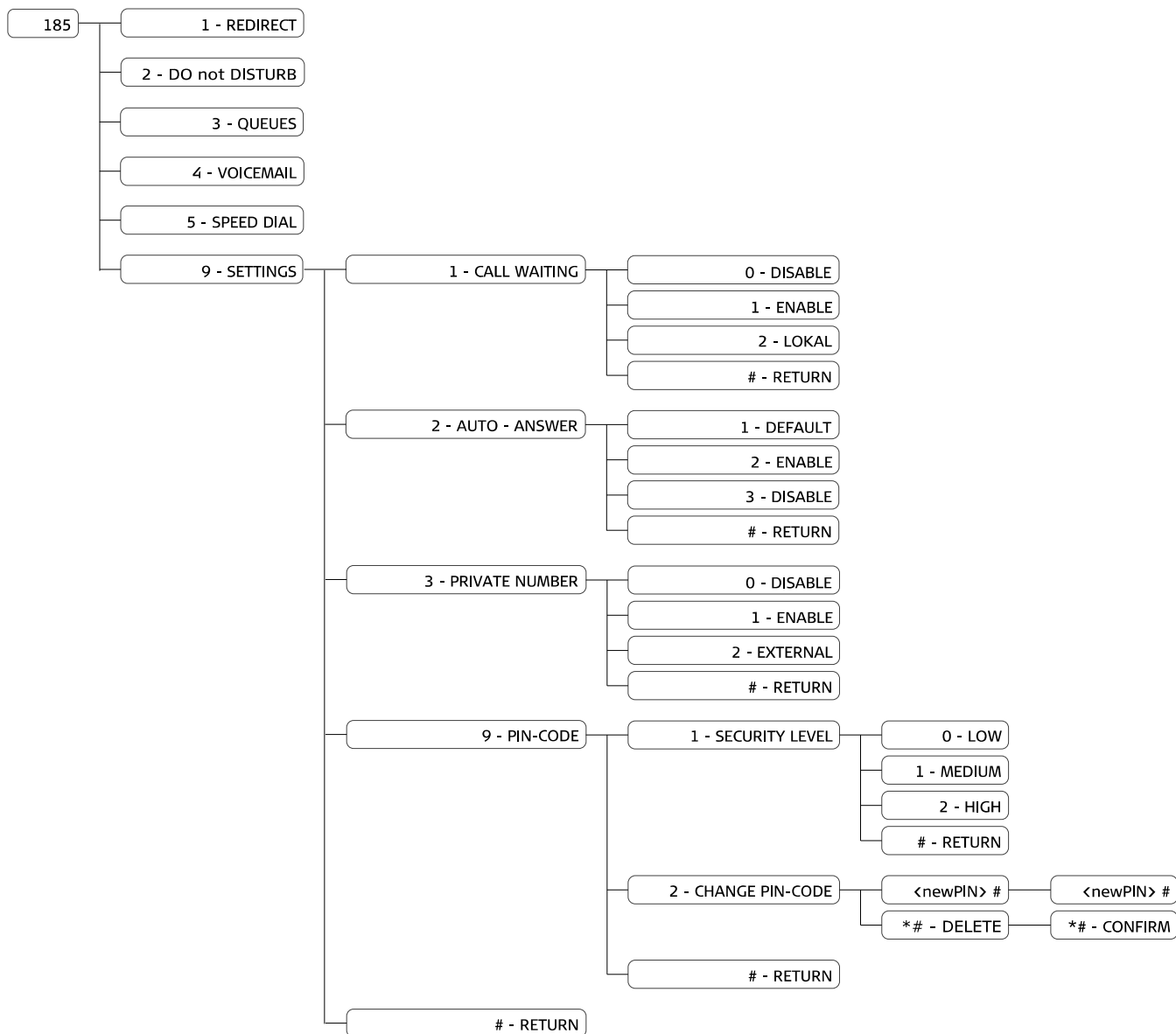
## Phone Administration Menu

This manual describes Phone Administration options provided by IVR system in 185 menu.

The menu allows User to change settings per extension. That means, that in case several devices are attached to the same internal number, all changes will apply to all devices, if possible. But when different devices are attached to different internal numbers, the changes will be applied only to the device, where the call to the menu is received from.

**Note:** 185 menu allows settings changes per extension. This means, User should call from a device attached to the extension, where the changes are required to be applied to.





1 8 5 1

## Call Redirect

---

1

### Disable

Call Redirect will be disabled.  
Your phone(s) will be receiving all incoming calls.

1 8 5 1 1

2

### Simultaneous

You phones(s) will be ringing simultaneously with devices attached to the number registered in option 9 (see below).  
User(s) will be able to answer the calls from any of the ringing devices.

1 8 5 1 2

3

### External

All calls will be redirected to the External number registered in option 9 (see below).  
Only the devices attached to this external number will receive calls.

1 8 5 1 3

9

### Change External Number

This option allows you to enter or change the External number, that will be used, when External or Simultaneous Call Redirect is selected.  
Enter the desired number and finish by pressing the pound key #.

1 8 5 1 9 <NUMBER> #

#

Return to the previous menu.

## 1 8 5 2 'Do not Disturb' status

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- 0 **Disable 'DnD' status for your number.**  
Your phone(s) will receive all incoming calls to your phone number.

1 8 5 2 0
- 1 **Enable 'DnD' (all) status for your number, when you intend to avoid receiving any calls to your phone(s). \***

1 8 5 2 1
- 2 **Enable 'DnD' (external) status for your number, if you intend to avoid any external calls. All external calls will be redirected. Your colleagues will be informed, that you are busy, but will have an option to choose between leaving a voicemail message or disturbing you anyway (by selecting '3' in the IVR system). \***

1 8 5 2 2
- # **Return to the previous menu.**

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\* Call Redirect rules depend on your company's dialplan settings. Please contact ipvision Support for more information.



1 8 5 3

## Queues

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0

### Sign out

You can only sign out of those queues, where you are already signed in. This only applies to the queues where you have permission to sign in and out dynamically.

1 8 5 3 0

0

### All

Your phones will be signed out of all the queues, where you are currently signed in dynamically.

1 8 5 3 0 0

<queueNumber>

### Select a queue

Here you can select the number of the queue, which you intend to sign out of.

1 8 5 3 0 <queueNumber>

#

Return to the previous menu.

1

### Sign in

You can sign into any queue, where you have permission to sign in dynamically.

1 8 5 3 1

0

### All

Your phone(s) will be signed into all available queues.

1 8 5 3 1 0

<queueNumber>

### Select one of the available queues

you can select one of the available queues to sign in to.

1 8 5 3 1 <queueNumber>

#

Return to the previous menu.

#

Return to the previous menu.

## 1 8 5 3 Queues

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- 2 **Pause Off**  
You phones will be unpaused in all the queues\*.

1 8 5 3 2

- 3 **Pause On**  
Your phone(s) will be paused in all the queues, where you are currently signed in\*.

1 8 5 3 3

- # **Return** to the previous menu.

---

\* Pausing / un-pausing will affect all queues, both those where you are a static agent and those, where you are signed in dynamically.

## 1 8 5 4 Voicemail

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This option leads to the same Voicemail IVR as a call to 50609999.  
You can find more information about Voicemail functionality in Voicemail Manual.

- 1 **New Voicemail Messages**  
In this folder you can listen to new messages left on your voicemail.

1 8 5 4 1

- 2 **Old Voicemail Messages**  
In this folder you can find those of your voicemail messages, that you have already previously listened to.

1 8 5 4 2

- 3 **Old Voicemail Messages**  
In this folder you can find those of your voicemail messages, that you have already previously listened to.

1 8 5 4 3

## 1 8 5 5 Speed Dial

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Speed dial allows you to avoid dialing the whole number, when you need to dial one of the numbers you use most often.

<SpeedDialNUMBER> # **Enter** the Speed Dial number you intend to edit, and finish by pressing the pound key #. If the entered Speed Dial number does not exist, a new one will be created. \*

1 8 5 5 <SpeedDialNUMBER> #

<newNUMBER> # **Assign a new phone number** to the selected Speed Dial number. Enter the new phone number, and finish by pressing the pound key #.

1 8 5 5 <SpeedDialNUMBER> # <newNUMBER> #

# **Delete** the selected Speed Dial number.

1 8 5 5 <SpeedDialNUMBER> # #

# **Return** to the previous menu.

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**Note:** A Speed Dial number used on a cell phone has to be at least three digits long and may not begin with '0' or '1'.

## 1 8 5 9 Settings

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### 1 Call Waiting

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This option allows User to choose, if there should be a warning about a new incoming call, while the User is already talking on the phone.

1 8 5 9 1

- 0 Disable**  
The system will not warn you about new incoming calls, while there is an active call on your phone. New calls will be redirected.\*

1 8 5 9 1 0

- 1 Enable**  
Call Waiting will be enabled for all incoming calls. The User will be warned about new incoming calls, while there is an active call. Warning method depends on the devices setup and functionality.

Note: Call Waiting has to be enabled on the device itself, so that this functionality would work.

1 8 5 9 1 1

- 2 Local**  
Call Waiting will be enabled for incoming calls from local numbers. You will only receive warnings about incoming calls from your colleagues. Incoming calls from external numbers will be redirected.\*

1 8 5 9 1 2

- # Return to the previous menu.**

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\* Call Redirect rules depend on your company's dialplan settings. Please contact ipvision Support for more information.

## 1 8 5 9 Settings

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### 2 Auto-answer

---

This option allows User to choose, if incoming calls should be answered automatically. \*

1 8 5 9 2

**1 Default**  
Auto-answer will be governed by the general settings in the company phone system. Please contact your local administrator for more information about the default settings.

1 8 5 9 2 1

**2 Enable**  
All incoming calls will be answered automatically.

1 8 5 9 2 2

**3 Disable**

1 8 5 9 2 3

**# Return to the previous menu.**

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\* Auto-answer functionality has to be supported by the device. This functionality will not work on cell phones.

1 8 5 9

## Settings

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3

### Private number

---

This option allows to choose, if your number and name should be shown to the receiver of the call in case of outgoing calls.

1 8 5 9 3

0

#### Disable

Your phone number will be shown to all people receiving a call from your phone.

1 8 5 9 3 0

1

#### Enable

Your name and phone number will be hidden from all people receiving calls from your phone.

1 8 5 9 3 1

2

#### External

Your name and phone number will be hidden, when you make calls to external numbers, but always shown to your colleagues.

1 8 5 9 3 2

#

Return to the previous menu.

## 1 8 5 9 Settings

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### 9 PIN code

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1 8 5 9 9

#### 1 Security level

This option allows you to choose, how often the system would require you to enter your PIN code, so that to identify you as User, that has rights to access and change your phone settings.

1 8 5 9 9 1

#### 0 Low

You will only have to enter your PIN code, while attempting to listen to your Voicemail messages from abroad.

1 8 5 9 9 1 0

#### 1 Medium

You will be asked to enter PIN code, when accessing your Voicemail and 185 menu.

1 8 5 9 9 1 1

#### 2 High

The system will demand to confirm each change made in your setup by entering PIN code.

1 8 5 9 9 1 2

#### # Return to the previous menu.

## 1 8 5 9 Settings

### 9 PIN code

1 8 5 9 9

#### 2 Changing PIN code

1 8 5 9 9 2

<PIN> # Enter the new PIN code, and finish by pressing the pound key #.

<PIN> # Repeat the PIN code to confirm the change, and finish by pressing the pound key #.

1 8 5 9 9 2 <PIN> # <PIN> #

\* # Delete the existing PIN code.

\* # Confirm deleting the old PIN code.

1 8 5 9 9 2 \* # \* #

# Return to the previous menu.



## Help

If you have questions or need help with ipvision products, you are always welcome to contact ipvision Support:

Call *+45 8888 7799* within our working hours:

Mon. to Thu.: 08.00 – 16.00 (GMT+1)

Fri.: 08.00 – 15.30 (GMT+1)

We provide 24-hour service in case of major errors.

Or send an e-mail to [support@ipvision.dk](mailto:support@ipvision.dk)

We are doing our best to answer all e-mails within 8 working hours.