



OSSmosis 5 User Guide

User Settings

Users

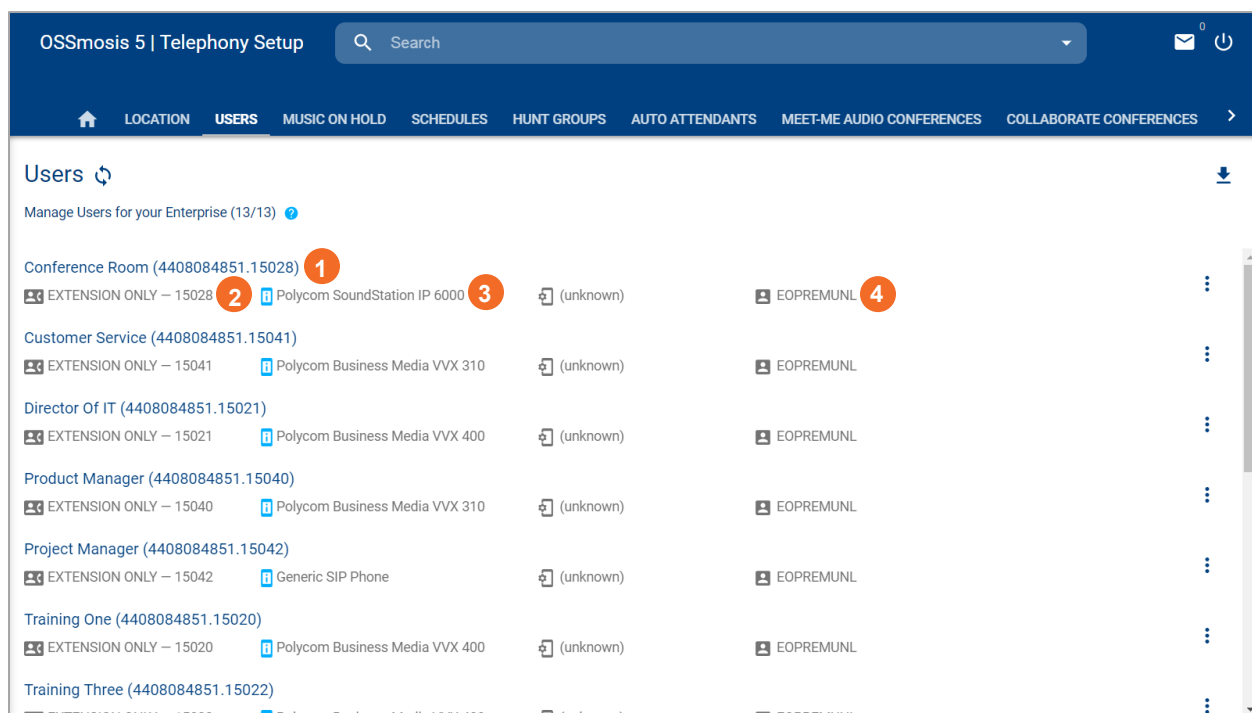
The Users page provides management of user settings like voicemail, call forwarding and password resets.

- [Users Landing Page](#)
- [Edit User Settings](#)

Users Landing Page

Select the location you wish to view and edit. Select “Telephony Setup” and “Users” to display users for that specific location.

The following information can be found on the Users landing page:



1. *User/User Name* – User’s name and the username used to log into applications.
2. *Telephone number and extension*
3. *Phone Type* assigned to users
4. *User Seat Type*

Edit User Settings

When selecting the “Edit” icon the following options are available:

- Edit
- User Features
- Voicemail
- Reset App Password
- Call Forwarding
- Do Not Disturb
- Remote Office
- Simultaneous Ringing
- Shared Call Appearance
- BLF Settings
- Privacy Settings
- Anywhere Features
- Unprovision

Edit (Edit main user settings):

← OSSmosis 5 | Telephony Setup

EDIT USER USER FEATURES VOICEMAIL CALL FORWARDING SIMULTANEOUS RING PERSONAL SHARED CALL APPEARANCE USER BUSY LAMP USER PRIVACY

Edit User

Make changes to Customer Service

First Name Customer	Last Name Service	E-Mail Address	Mobile Phone
8/30	7/30		
Phone Number None	Extension 15041	User ID 4408084851.15041	License EOPREMUNL
			Phone Model Polycom Business Media VV
MAC Address	VLAN	Time Zone (GMT-04:00) (US) Eastern Tir	Department
0/12			
Calling Line ID First Name Customer	Calling Line ID Last Name Service	Calling Line ID Phone Number 4408084851	SIP Registrar (optional)
Voicemail Server (optional)			
<input type="checkbox"/> Use User Calling Line ID Information			
<input type="checkbox"/> Enable International Dialing			

1. *First Name*
2. *Last Name*
3. *Email Address*
4. *Mobile Phone* – If mobile phone is entered, it will appear in the Enterprise Directory
5. *Phone Number and Extension*
6. *User ID* – used to log in to various applications
7. *License Type*
8. *Phone Model* – model of phone assigned to user
9. *Time Zone*
10. *Department*
11. *Calling Line ID First Name*
12. *Calling Line ID Last Name*
13. *Calling Line ID Phone Number*
14. *Use User Calling Line ID Information* – if selected, the user calling line ID will be used rather than the enterprise/group line ID

User Features:

User Features is a read only screen that displays all features assigned to the user based on their seat type. Additional Features displays features assigned to the user as an add-on service.

The screenshot shows the 'User Features' configuration page for a user. At the top, there is a navigation bar with a back arrow, the title 'OSSmosis 5 | Telephony Setup', and icons for mail and power. Below the navigation bar are tabs for 'EDIT USER', 'USER FEATURES' (which is selected), 'VOICEMAIL', 'CALL FORWARDING', 'SIMULTANEOUS RING PERSONAL', 'SHARED CALL APPEARANCE', and 'USER BUSY LA'. The main content area is titled 'Customer Service's Features' and includes a sub-header 'Edit Licensing and Additional Features for (4408084851.15041)'. Underneath, the 'User License Type' is set to 'EOPREMUNL'. A section titled 'License Features: Evolved Office - Premium User' contains a list of 18 features, each with a green checkmark indicating it is enabled: Alternate Numbers, Authentication, Automatic Hold/Retrieve, Basic Call Logs, Busy Lamp Field, Call Forwarding Always, Call Forwarding No Answer, Call Forwarding Selective, Call Return, Anonymous Call Rejection, Automatic Callback, Barge-in Exempt, BroadWorks Anywhere, Call Center Monitoring, Call Forwarding Busy, Call Forwarding Not Reachable, Call Notify, and Call Transfer. A circular refresh icon is located at the bottom right of this section.

The 'Additional Features' section displays a grid of 12 features, each with an unselected radio button and a dropdown arrow: Broadworks Agent Client, BroadWorks Receptionist, Broadworks Supervisor Client, Call Center Basic, Call Center Premium, Call Center Standard, Call Recording, Communicator, Evolved Office: Unity Agent User, Evolved Office: Unity Desktop, Executive Assistant Package, and Fax Messaging (vFax).

Voicemail

Manage user's voicemail settings. Please refer to the *OSSmosis 5 User Guide: Voicemail* for details.


Call Forwarding

Manage users Call Forwarding settings.

Call Forward Always: Automatically forward all incoming calls to a different phone number.

Call Forward Always

Automatically forward all your incoming calls to a different phone number

Enable  This will override all other forwarding options

Forward to
2165551212

10/161

Call Forward Busy: Automatically forward your incoming calls to a different phone number when the phone is busy.

Call Forward Busy

Automatically forward your calls to a different phone number when your phone is busy

Enable

Forward to
2165551212

10/161

Call Forward No Answer: Automatically forward your incoming calls to a different phone number when you do not answer your phone after a certain number of rings.

Call Forward No Answer

Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings

Enable

Forward to
2165551212 10/161

Number of Rings before forward
3 ▼

Call Forward Unreachable: Automatically forward your incoming calls to a different phone number when your device is disconnected.

Call Forward Unreachable

Automatically forward your calls to a different phone number when your device is disconnected

Enable

Forward to
2165551212 10/161

Simultaneous Ring

Simultaneous Ring Personal allows you to list up to 10 phone numbers you would like to ring at the same time as your primary phone when receiving an inbound call. This feature is helpful when you are not at your phone but you would like your cell phone to ring when you get a call.

Warning: if your cell phone or other phone has voicemail that picks up before your office voice messaging picks up, your voicemails could be on your cell phone messaging system.



Do Not Ring My Simultaneous Ring Numbers if I'm already on a call – If checked, simultaneous ring will not ring one of your additional numbers if you are already on an active call.

Answer Confirmation Required – If enabled, the user will need to select any digit on their phone to indicate that they want to receive the incoming call. This helps differentiate between an incoming personal call versus a work call.

Edit ring settings for Customer Service (4408084851.15041)

Enable Simultaneous Ring

Do not ring my Simultaneous Ring Numbers if I'm already on a call

PHONE NUMBER / SIP-URI	ANSWER CONFIRMATION REQUIRED
2165551212 	<input checked="" type="checkbox"/>
2169311212 	<input checked="" type="checkbox"/>

Shared Call Appearance

Shared Call Appearance (SCA) allows you to have more than one device (or user) assigned to your user account/primary device.

Shared Call Appearance

Configure Shared Call Appearance Settings for **Customer Service** [?](#)

Alert all appearances for Click-to-Dial calls

Allow Call Retrieve from another location

Allow bridging between locations

Alert all appearances for Group Paging calls

Multiple Call Arrangement

Enable Call Park notification

Bridge Warning tone

None
 Barge-in only
 Barge-in and repeat every 30 seconds

Additional Devices

These devices or lines also ring just like your primary phone

dev-4408084851.15041.2	Polycom Business Media VVX 400	4408084851.15041.2@voip.evolveip.net	
dev-4408084851.15041.1	Polycom Business Media VVX 400	4408084851.15041.1@voip.evolveip.net	

Options:

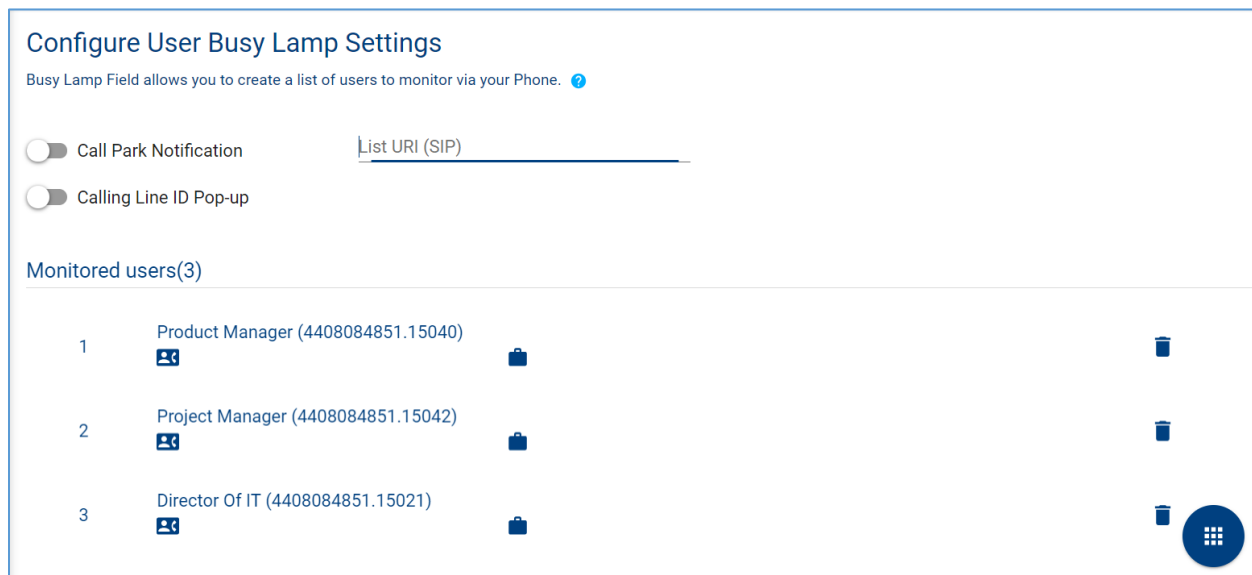
1. *Alert all appearances for Click-to-Dial calls* – this option ensures that the desk phone and shared line will ring when click-to-dial is executed.
2. *Allow Call Retrieve from another location* – allows the user to dial a Feature Access Code/Star Code to retrieve an existing active call from another location.
3. *Allow bridging between locations* – allows users to “barge in” on active calls between shared call appearances.
4. *Alert all appearances for Group Paging calls* – alert all appearances for group paging calls.
5. *Multiple Call Arrangement* – allow each of the user’s shared call appearance locations to be utilized while the user is on a call.
6. *Enable Call Park notification* – shows if a call is currently parked on the SCA line.
7. *Bridge Warning Tone*
 1. None
 2. Barge-in Only
 3. Barge-in only and repeat every 30 seconds

Create Managed Line

This allows you to add additional line appearances on a user's handset to monitor other users within the organization. Please contact DCT Customer Support to determine what phone type you have and your ability to manage this.

Busy Lamp Field

Busy Lamp Field allows you to create a list of users to monitor on your handset. Please contact DCT Customer Support to determine what phone type you have and your ability to manage this.

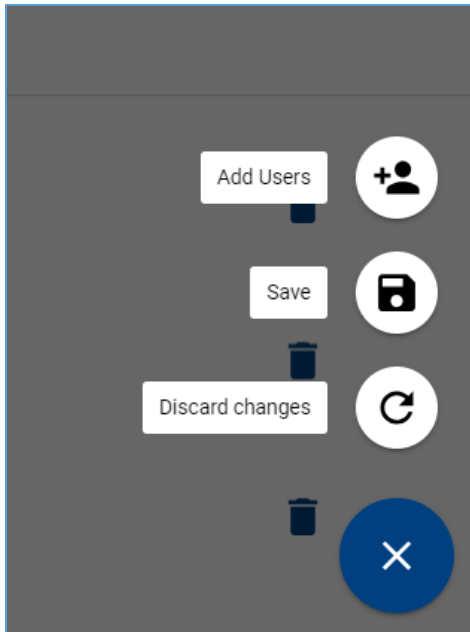


Options:





1. *Call Park Notification* – Enable this feature if you wish to be notified when a call is parked on the user's extension you are monitoring.
2. *Calling Line ID Pop-up* – Enable this feature if you would like a pop-up to appear on your phone every time the user you are monitoring receives an incoming call.

Adding New Users:

1. Select the Action icon  and select “Add Users”.



2. Search for user by User Name, Location or Department. Select user and select “Save”.
3. The users will now appear under the Monitored User List. The list of users can be reordered according to the end user’s preference.

Monitored users(2)			
1	Product Manager (4408084851.15040)		
2	Project Manager (4408084851.15042)		

4. If the users do not automatically appear on the user’s phone, reboot the phone.

User Privacy Settings

Allows users to exclude themselves from the Group and Enterprise Directory.

Configure User Privacy Settings

User Privacy allows you to exclude yourself from Group and Enterprise Directory listings, Auto Attendant extension and/or name dialing, and Phone Status monitoring. You can also select members in an Enterprise or Group who are allowed to monitor your phone status. These selected members can view your phone status even if you enable phone status privacy. [?](#)

- Enable Directory Privacy
- Enable Phone Status Privacy
- Enable Auto Attendant Name Dialing Privacy
- Enable Auto Attendant Extension Dialing Privacy

Options:

1. *Enable Directory Privacy* – when enabled, this user will not appear in a Group or Enterprise Directory search.
2. *Enable Phone Status Privacy* – when enabled, this user’s phone status will not be visible to users within the organization.
3. *Enable Auto Attendant Name Dialing Privacy* – if the organization allows for name dialing through the auto attendant, the user will not be eligible for this functionality if enabled.
4. *Enable Auto Attendant Extension Dialing Privacy* – if the organization allows for extension dialing through the auto attendant, the user will not be eligible for this functionality if enabled.