

# OSSmosis: User Settings

## Users

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

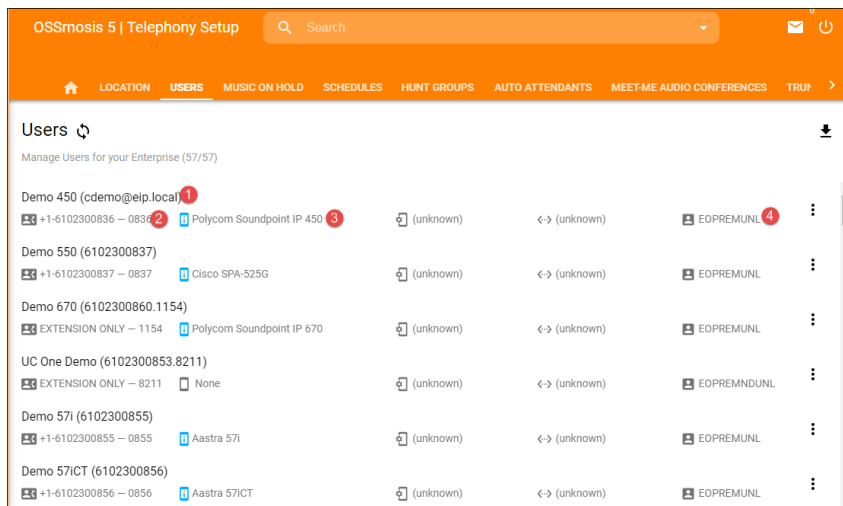
- Users Landing Page
- Edit User Settings

- Users
  - Edit User Settings
- User Features
- Voicemail
- Call Forwarding
- Simultaneous Ring
- Shared Call Appearance
  - Line Labels
- Busy Lamp Field
- User Privacy Settings

### Users Landing Page

Select the location you wish to view and edit. Select Telephony Setup and Users to bring up Users for that specific location.

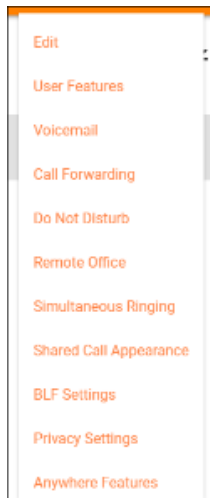
The following information can be found on the Users landing page:



1. *User/User name* – Users name and the user name 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 (Edit main user settings):**

**EDIT USER** USER FEATURES VOICEMAIL CALL FORWARDING SIMULTANEOUS RING PERSONAL SHARED CALL APPEARANCE USER BUS >

First Name Elizabeth 9/30	Last Name Crider 6/30	E-Mail Address ecrider@evolveip.net	Mobile Phone 7172018677
Phone Number 6102320448 Extension 0448	User ID ecrider@eip.local	License EOPREMUNL	Phone Model Polycom Business Media VV
MAC Address 0/12	VLAN	Time Zone (GMT-04:00) (US) Eastern Tir	Department
Calling Line ID First Name Elizabeth	Calling Line ID Last Name Crider	Calling Line ID Phone Number 6102320448	

Use User Calling Line ID Information

Enable International Dialing

1. First Name
2. Last Name
3. Email Address
4. Mobile Phone – If mobile phone number 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 the 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. Line Label - an optional label that will be applied to the Line for Cisco MPP devices only
15. External Reference ID - the External Reference ID is available to use as a Client defined identifier to be output on Data Warehouse reports
16. Teams Domain - for Teams Enterprise Voice seats only, the available domains to assign to a Teams User
17. Use User Calling Line ID Information – if selected user calling line ID will be used rather than the enterprise/group calling line ID

## User Features

User Features is read only that shows all features assigned to the user based on their seat type. Additional features shows features assigned to the users as an add on service.

**Elizabeth Crider's Features**  
 Edit Licensing and Additional Features for (ecrider@eip.local)

User License Type  
EOPREMUNL

License Features: Evolved Office - Premium User

<input checked="" type="checkbox"/> Alternate Numbers	<input checked="" type="checkbox"/> Anonymous Call Rejection
<input checked="" type="checkbox"/> Authentication	<input checked="" type="checkbox"/> Automatic Callback
<input checked="" type="checkbox"/> Automatic Hold/Retrieve	<input checked="" type="checkbox"/> Barge-In Exempt
<input checked="" type="checkbox"/> Basic Call Logs	<input checked="" type="checkbox"/> BroadWorks Anywhere
<input checked="" type="checkbox"/> Busy Lamp Field	<input checked="" type="checkbox"/> Call Center Monitoring
<input checked="" type="checkbox"/> Call Forwarding Always	<input checked="" type="checkbox"/> Call Forwarding Busy
<input checked="" type="checkbox"/> Call Forwarding No Answer	<input checked="" type="checkbox"/> Call Forwarding Not Reachable
<input checked="" type="checkbox"/> Call Forwarding Selective	<input checked="" type="checkbox"/> Call Notify
<input checked="" type="checkbox"/> Call Return	<input checked="" type="checkbox"/> Call Transfer

**Additional Features**

<input checked="" type="checkbox"/> Communicator UC-ONE	<input type="checkbox"/> Tenfold: CRM / Apps Integration Pro   Advologiz	<input checked="" type="checkbox"/> BroadWorks Client Supervisor client
<input checked="" type="checkbox"/> BroadWorks Receptionist BroadWorks Receptionist - Enterprise	<input type="checkbox"/> Open Seating Guest Polycom Business Media VVX 411	<input type="checkbox"/> Monet WFM Monet wfm anywhere
<input type="checkbox"/> Call Center - Basic	<input type="checkbox"/> Call Center - Standard	<input checked="" type="checkbox"/> Call Center - Premium
<input type="checkbox"/> Fax Messaging	<input type="checkbox"/> Group Fax Messaging	<input checked="" type="checkbox"/> Call Recording
<input type="checkbox"/> Executive Assistant Package	<input type="checkbox"/> Evolved Office: Unity Desktop	<input type="checkbox"/> Evolved Office: Unity Agent User

## VoiceMail


Manage the user's voicemail settings. [Click Here](#) to learn about managing user settings.

## Call Forwarding

Manage user's Call Forwarding Settings.

Call Forward Always: Automatically forward all your 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  
7172018677 | 10/161

Play Ring Reminder

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

**Call Forward Busy**  
Automatically forward your calls to a different phone number when your phone is busy

Enable

Forward to  
7172018676 | 10/161

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

**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

Number of Rings before forward  
4 | 0/161

Call Forward Unreachable: Automatically forward your 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

7172018677

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 voice mail that picks up before your office voice messaging picks up, your voice mails could be on your cell phone messaging system!

**Do Not Ring My Simultaneous Ring Numbers if I'm already on a call** – if checked sim 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 they want to receive the incoming call. This helps differentiate between an incoming personal call versus a work call.

PHONE NUMBER / SIP-URI	ANSWER CONFIRMATION REQUIRED
6102345080	<input checked="" type="checkbox"/>
7172018677	<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.

Alert all appearances for Click-to-Dial calls  Alert all appearances for Group Paging calls

Allow Call Retrieve from another location  Multiple Call Arrangement

Allow bridging between locations  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-6102320448.uc.ucp Business Communicator - PC	6102320448.uc.ucp@voip.evolveip.net
dev-6102320448.uc.ucm Business Communicator - Mobile	6102320448.uc.ucm@voip.evolveip.net
dev-6102320448.2 Polycom Business Media VVX 400	6102320448.2@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 SCA 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
  - a. None
  - b. Barge-in Only
  - c. Barge-in only and repeat every 30 seconds
8. 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 your CTA or Support to find out what phone type you have and the abilities to manage this.

## Line Labels

Line label is an optional field currently available to the Cisco Multi-Platform Phone series. This feature allows you to enter an alphanumeric character (0-9, a-z, A-Z) on the primary line and/or shared call appearances.

### Use Case 1: Edit User (Primary Line)

Line Label (Optional) Field is greyed out because there is no Phone Model/MAC Address applied.

Line Label (optional)

**Step 1: Select a Cisco MPP phone model and enter a MAC Address to unlock the Line Label field**

Phone Model

Cisco MPP 8841

MAC Address

0000ABCDEF12

12/12

**Step 2: Enter characters to reflect on the line label** *NOTE: ONLY alphanumeric characters (0-9, a-z, A-Z)*

Line Label (optional)

AskJeeves2020

**Line Label Requirements**

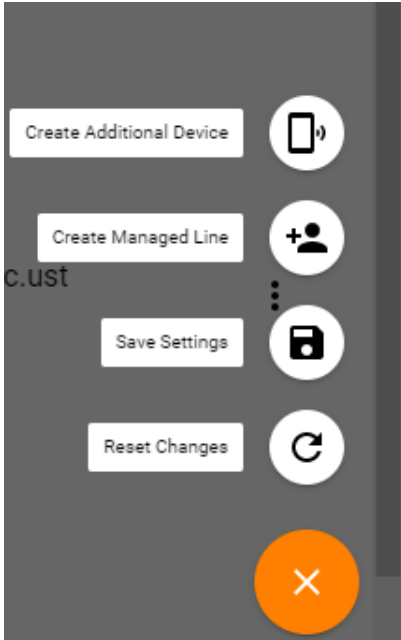
- Alphanumeric characters only (0-9 a-z A-Z)

### Use Case 2: SCA Line Label

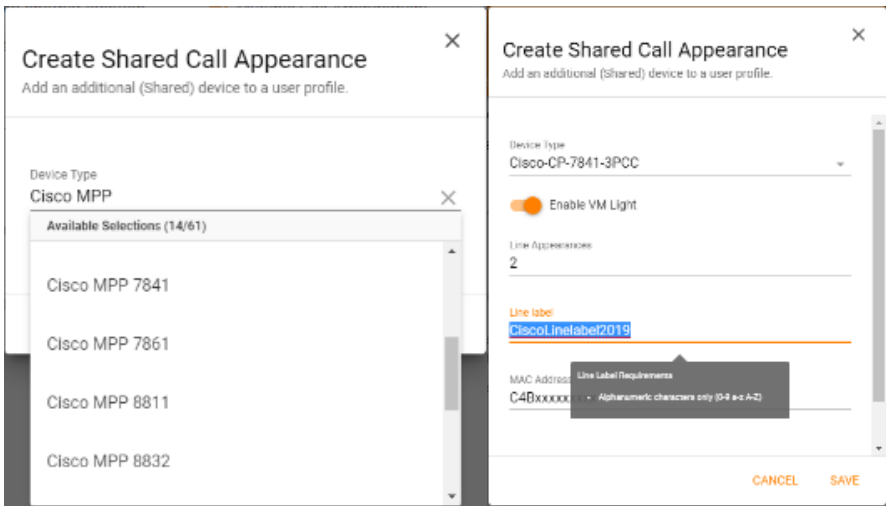
The following settings are applied in the Shared Call Appearance TAB in OSSmosis 5.

**Step 1: Select: Create Additional Device from ACTIONS**

**Step 2: Create an SCA Line Label for "Additional Device"**



**Step 3: Select a Cisco MPP series device THEN enter the total number of Line Appearances, Line Label, and MAC Address of the device being managed**



**Use Case 3: Edit/Delete SCA Line Labels**

The following instructions are applicable if a managed SCA requires a Line Label EDIT or Delete

**Step 1: Select the managed SCA from the Additional Devices and select EDIT to update the SCA Line Label OR select DELETE to REMOVE THE SCA and Line Label**

## Additional Devices

These devices or lines also ring just like your primary phone

dev-6102632286.8  
Cisco-CP-6841-3PCC



dev-6109648000.98  
Cisco-CP-7841-3PCC

Edit

Delete

**Step 2: Edit the SCA Line Label to another character and press SAVE** NOTE: ONLY alphanumeric characters (0-9, a-z, A-Z)

## Edit Shared Call Appearance



Device dev-6109648000.9890 from user Sanjeevi Ashokkumar.

Enable VM Light

Line Appearances

1

Line label

EIP9890Label

Line Label Requirements

- Alphanumeric characters only (0-9 a-z A-Z)

SAVE

## Busy Lamp Field

Busy Lamp Field allows you to create a list of users to monitor on your handset. Please contact your CTA or Support to find out what phone type you have and the abilities to manage this.

### Configure User Busy Lamp Settings

Busy Lamp Field allows you to create a list of users to monitor via your Phone.

Call Park Notification List URI (SIP)  
b1f-610232044@voip.evolveip.net

Calling Line ID Pop-up

Monitored users(2)

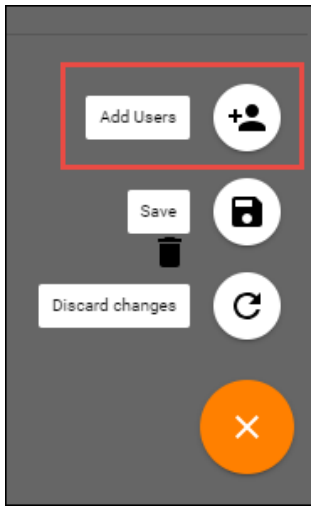
1	Jason Jefferies (jjefferies@eip.local) +1-6102300860 - 0860	Product Dev (gr-0001005437)	
2	Sam Gorfti (sgorfti@eip.local) +1-6102300842 - 0842		

Options:

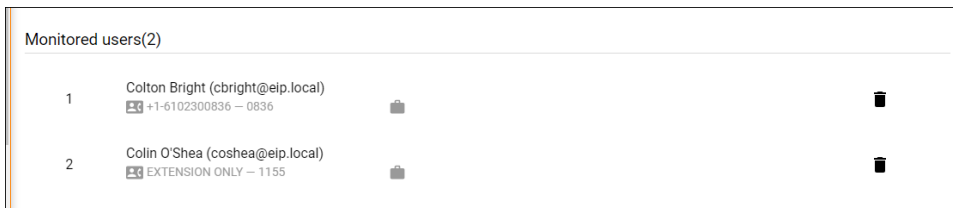
1. *Call Park Notification* – Enable this feature if you wish to be notified when a call is parked on the users extension you are monitoring
2. *Calling Line ID Pop-up* – Enable this feature if you would like a pop-up to appear on your phone every time the user you are monitoring gets an incoming call.

Adding new Users:

1. Select the action icon and select Add Users

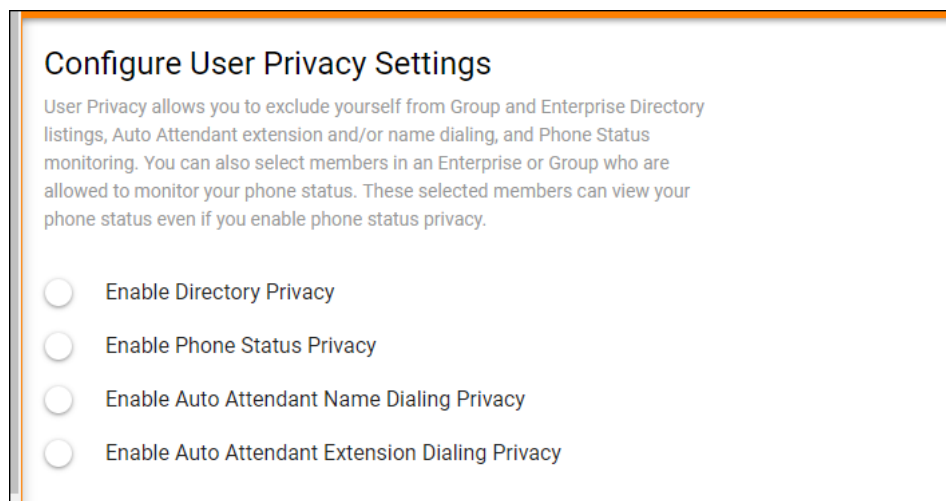


2. Search for User by User Name, Location or Department. Select User and select Save.
3. The users will now show up under the Monitored User List. The list of users can re-ordered according to end users preference.



4. If the users do not automatically show up on the users phone, reboot the phone.

## User Privacy Settings



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

Options:

1. *Enable Directory Privacy* – when enabled this user will not show up in a Group or Enterprise Directory search.
2. *Enable Phone Status Privacy* – when enabled this users phone status will not be visible to users within their organization.



3. *Enable Auto Attendant Name Dialing Privacy* – if a customer allows for name dialing through their auto attendant, the user will not be eligible for this functionality if enabled
4. *Enable Auto Attendant Extension Dialing Privacy* – if a customer allows for extension dialing through their auto attendant, the user will not be eligible for this functionality if enabled.