

Advanced Call Routing

Advanced Routes give you more flexibility for call routing—similar to if / then / else statements

- **NOTE:** Advanced Routes will have no effect unless the simple routes are disabled.


Routes	This tab enables you to add new call routes - EX: Vacation / Out of office
Initiate Action	Select what actions should trigger that route - EX: When a call is received
Conditions	Select how you would like to filter messages received - EX: Received in SPECIFIC DAY/TIME RANGE(S)
Outcome Actions	Select what actions you would like to perform - EX. Send to VM and play Custom Greeting #1
Exceptions	Select when this route should not apply - EX. From THESE PEOPLE in my personal contacts

Using the Global Address Book

In the Address Book section, located in the top right-hand corner of your screen, you can select Personal or Global Address book


- Make sure that Global Address Book is selected from the drop down
- Enter the name of the person you wish to contact into the text field or press * for a full list.
- Select the appropriate name from your query results
- Double click name to reveal popup window
- Select Call **OR**
- Click Call - located at the bottom of the Address Book section

Adding Personal Contacts to the Personal Address Book

- Make sure that Personal Address Book is selected from the drop down
- Click  - located at bottom of the Address Book section
- A pop up window will appear. From here, you have the ability to add that user to a Group (see Organizing Personal Contacts section)
- Make sure to check the "Show availability for users" box
- Click OK

Organizing Personal Contacts


You have the ability to organize your personal address book into groups—similar to "buddy lists"

- Click  - located at the bottom of the Address Book section
- Enter name of Group you wish to create into the text field
- Click Add
- Click Back to return to the home screen
- **NOTE:** You can assign any user in your Personal Address book o a group you created by:
 - Right click on the users name and select Edit Entry
 - Select appropriate Group name from drop down
 - Click Apply to save changes

Deleting Personal Contacts

- Select user name you want to remove
- Right click, then select Delete Entry

Sending Email

- Select the name of the person you want to email from the Address Book section
- Select  - located at bottom of Address Book section **OR**
- Right click, then select Email
- A new email window will appear

Call Logs

Call Logs allow you to see all incoming and outgoing calls—regardless of device you made them from or received them on

- **NOTE:** You can return missed calls from this window by double clicking on the number, then selecting the Call button

Accessing Voicemail

- Type "voicemail" into text field in Click to Call section—located in top left hand corner
- Click Call

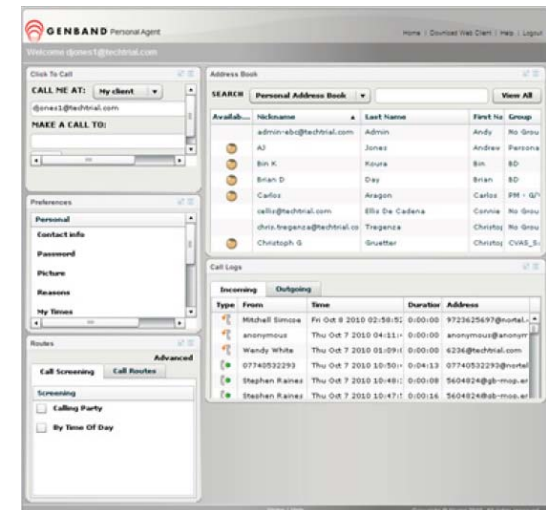
Voicemail Portal

<http://imm.razorline.net:8082/VXView>

- **Account Name:** 10-digit phone number
- **PIN:** Your current voicemail password

RAZORLINE

Personal Agent Web Portal



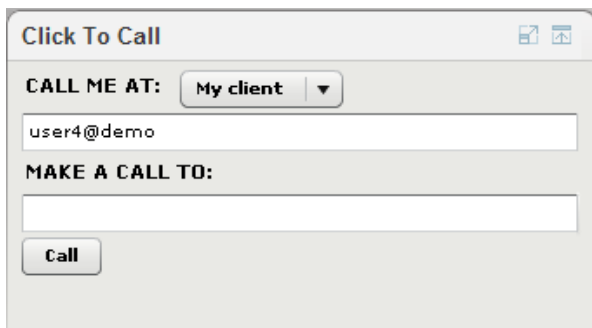
Personal Agent Web Portal

RAZORLINE'S Personal Agent is an end user web-based portal providing direct access to user's service and features without the need of a desktop client application—enabling you to personalize your communications services.

Accessing Web Portal

- Enter the following URL into your PC's browser:
https://pa.razorline.net/pa
- To log-in:
 - User name: phonenumber@companyname.net
 - Example: 5045551234@razorline.net
 - Default password: *call for password*
 - Click Log-in

Using Click to Call



- In the **Click To Call** portlet, select your preferred device from the **Call Me At** drop-down list
- Enter your party's number in the **Make A Call To** field and click **Call**
- The call is initiated and your preferred device will ring
- Answer the call. This initiates the actual call, from your device to the party you indicated in the **Make A Call To** field

Setting Up Your Personal Preferences

- Select Preferences > Personal
- The following menu items are available:
 - Contact Info
 - Password
 - Picture
 - My Times

*The information entered in **Contact Info** and **My Times** will be used when setting up routes for incoming calls

Contact Info	Enter your contact details, including email, phone numbers, and time zone
Password	Update your password details here Your default password for the first time you sign in is <i>default1234</i>
Picture	Upload a picture of yourself to be shown to others when you call or if they are monitoring your status
My Times	Enables you to modify your work time schedule to be used with time of day call routing (if you choose to screen calls based upon time of day)

Configuring Meet Me Conferencing

- Select Preferences > Meet Me Conferencing
- The following info can be configured in this section:

Preferences —Configure options based upon your personal preferences. See below for details	
Allow fast start	Allows conference participants to join your bridge early and talk to each other before you join
End conference when the Chairperson disconnects	It is not recommended to enable this if you routinely start conference calls from your mobile. If the line drops so does the conference call and all participants must dial back in
Send me Instant messages when I am the Chairperson	This feature will send you a reminder via IM when someone joins your bridge
Email address for conference recordings to be sent	This should already be configured to your corporate email address
Play Join/Entry tones	Personal preference setting
PIN —This passcode is only for the moderator to enter to launch the moderator functions of the bridge.	

Viewing and Modifying Presence

- **Watchers:** Shows the list of users who have subscribed to your presence information and also ban watchers from viewing your presence information
- **Banned Watchers:** Shows the list of users who are banned from viewing your presence
- **Authorized Watchers:** View and add authorized watchers
- **Show off-line watchers:** Add users that you want to see your status as "offline"
- **Preferences:** Chose to report to your watchers when you are on the phone or inactive

Vertical Service Codes

- Select Vertical Service Codes > Vertical Service Code Prefix to see a listing of all corporate star codes and DIDs assigned to Call Grabber, etc

Viewing and Modifying Call Services

- Select Call Services to enable/disable options like Call Return, Ad-hoc Conferencing, Call Park, etc
- Call Services > Call Grabber allows a user to enter their mobile number, for the purpose of moving the call from your desk phone to your cell, and vice versa.
 - Dial 504-274-4802 from your cell to seamlessly move the call from your desk phone to your cell.
 - Dial *25 to move the call from your cell to your desk phone.

Simple Call Routing Options

- Select Routes > Call Routes and choose one from the following options by selecting the text
- **Call Forward Immediate:** Forward your incoming calls to another number
- **Sequential Ringing:** Forward your calls to up to 3 numbers one after the other
- **Simultaneous Ringing:** Ring up to 3 numbers at the same time
- **Presence Based Routing:** Route your calls based on the presence detected from the Personal Communicator Client (on the phone, offline, etc.)
- **Call Forwarding Variants:** Call Forward Variants routes override a Presence Based route.

NOTE:

1. Only one of the following routes can be activated at any time:

- Call Forward Immediate
- Call Forwarding Variants
- Sequential Ringing
- Simultaneous Ringing

2. All call routing options give you the option to have the call sent to your office voicemail if no answer