

managedIP HOSTED

Status Connect

Configuring Status Connect in managedIP Web Portal

Status Connect (SC) allows users to see if coworkers are on the phone or available. And offers a speed dial key to that user.

To configure Status Connect in the managedIP web portal:

1. Login to the managedIP web portal at <https://www.tdsmanagedip.com>.
2. Navigate to **Calling Features > Client Applications > Status Connect**.
3. Click on **Edit** button to open the Status Connect configuration page.
4. On the Status Connect configuration page, click **Search** button to see a list of all available lines users or enter specific criteria for a more narrow search. All users that may be selected as lines will appear in the **Available Users** column. Using the action buttons in the center, move desired line users to the **Monitored Users** column and click **Save**.

The screenshot shows the 'Status Connect' configuration window. At the top, there are input fields for 'Last Name' and 'First Name', followed by a 'Search' button. Below this are two main sections: 'Available Users' on the left and 'Monitored Users' on the right. The 'Available Users' list includes: '1, Ace, Bill (6082102405)', '2, Ace, Bill (6082102406)', and 'Jahn, Julie (6082102402)'. The 'Monitored Users' list includes: 'Davis, Ann (6082102417)', 'Jones, Jim (6082102415)', 'Wills, Brad (6082102400)', 'Thomas, Sue (6082102416)', and 'Simms, Sally (6082102418)'. Between these lists are four buttons: 'Add >', '< Remove', 'Add All >>', and '<< Remove All'. Below the 'Monitored Users' list are 'Move Up' and 'Move Down' buttons. At the bottom right of the window are 'Save' and 'Cancel' buttons. Red arrows in the image point to the 'Search' button, the 'Add >' button, and the 'Save' button.

5. You may reorder the **Monitored Users** lines by highlighting a user and clicking the **Move Up** or **Move Down** buttons located below the Monitored Users box.
6. When making subsequent changes, follow the steps above.

 **NOTE:** *Status Connect Web Portal Tips*

When reordering your lines in the portal, your updates will immediately be reflected on your phone after clicking Save.

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✓ Notes regarding the appearance of Status Connect keys

- SC Remote Lines will automatically be labeled with the first and last name of the Remote Line user, based upon the entry in their managedIP web portal profile.
- The quantity of SC Remote Lines you may have on your phone depends on the quantity of line keys available. For example, the Polycom VVX500 Series supports up to 12 line keys. With your personal line on key 1, you may have up to 11 Status Connect Remote Lines configured.

The following figure shows the screen that appears with Ann Davis, Sue Thomas, and Sally Simms in idle state (not on a call), Brad Wills active state (busy on a call), and Jim Jones alerting state (phone is ringing):



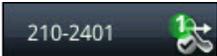
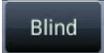
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Status Connect Basics

Your Status Connect keys (SC keys) on your phone enable you to quickly and efficiently interact with other users in your organization. Here are a few basics regarding the functionality provided.

Basic Functions for Status Connect:

1. When your phone is idle, simply view the status indicators to determine if the remote line is idle, busy, or ringing.
2. To place an intercom call to a remote line, simply press their SC key. If the remote line is in an active (busy) status, pressing the SC key will either place a waiting call to the user or direct you to the Voice Messaging.
3. While on a phone call, your current call status will be displayed instead of your SC keys. To see your SC keys, simply swipe from left to right on your touch screen to view your SC keys. To go back to your call status, swipe from right to left.
4. To answer a call that is ringing (alerting state) on a remote line, simply press the SC key during the alerting state. The remote line call will be automatically picked up on your line key. You may also answer a call that is waiting on the remote line. You can determine that the call is waiting by observing the indicator bar (at far right of SC key) alternating between green and red during the alerting period (calls not "waiting" will only display a green flashing indicator bar).
5. To transfer an active call to an SC Remote Line:
 - A. Press the transfer key on your phone.
 - B. Quickly press your line key icon in the upper left corner of your display  to show your SC keys, and press your desired SC key. Announce the call and press the transfer key.
 - C. For a blind transfer, press the blind key on the top of your display  after step one, then proceed to step two. After pressing your desired SC key, your call will immediately be transferred.
 - D. To place a conference call to an SC remote line, follow the steps one and two above, using your conference key instead of the transfer key.

NOTE:

- Before using the Status Connect feature for the first time, you may need to reset or reboot your telephone.
- You may observe the Caller ID of your SC remote lines' active calls by depressing and holding the active SC key for one to two seconds. Your managedIP Administrator may optionally disable this function on your phone due to privacy concerns.
- You may not use your SC keys to park a call or retrieve a parked call.

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