



Status Connect (SC) enables a *managedIP* Hosted Premium Package user to “connect” to a *managedIP* Hosted remote line (station) at any location in their business via the available line keys (SC keys) on their desk phone.



Status Connect provides the ability to


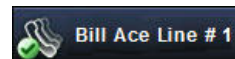
- Monitor the status of the SC remote line – busy, idle, ringing
- Place a direct call to the SC remote line
- Ring their SC line key when the SC remote line receives a call
- Answer the SC remote line, providing basic receptionist-like capability

Status Connect Terminology

- **SC User** – The phone used to monitor, call, or answer remote lines. The quantity of remote lines that can be monitored is based on available line keys on the SC User’s phone
- **Remote line** – The remote line or station that the SC User monitors
- **Idle state** – The remote line is “on hook” and there are no active, held, or incoming calls
- **Active state** – There is an active call in progress on the remote line
- **Alerting state** – There is an incoming call to a remote line (audibly ringing only if the SC User is configured with a ring tone)
- **Call Waiting state** – There is an active call in progress and the phone is ringing
- **Directed Call Pickup** – Enables the SC User to answer an incoming call to a remote line

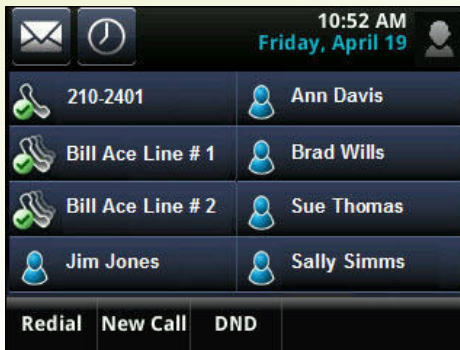
The following icons and indicators may display on the screen to indicate the status of Remote Lines.

Icon	Description
 Jim Jones	Idle state for Remote Line
 Jim Jones	Alerting State for Remote Line

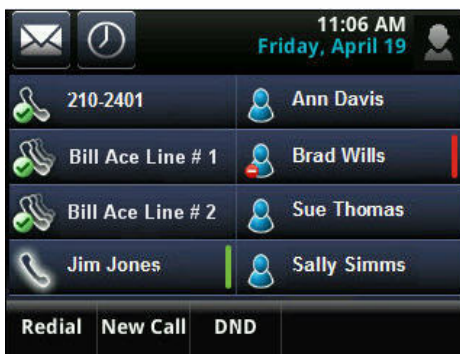
Icon	Description
 Jim Jones	Active state for Remote Line
 Bill Ace Line # 1	Personal Line Key— idle state



The following figure shows the screen that appears when an SC User phone is set up to monitor 5 users:



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):



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 WX500 supports up to 12 line keys. With your personal line on key 1, you may have up to 11 Status Connect Remote Lines configured.
- On the WX500 phone, the display will dynamically be sized based upon the quantity of keys configured (including line keys, Status Connect keys, and personal Favorites). When 5-8 keys are configured, you will see two columns (see example above); with 9-12 keys configured, three columns will appear.
- As your phone requires additional columns of keys, it will automatically resize the font to include as much of your label (name) as possible.



Configuring Status Connect in *managedIP* Web Portal

As a Premium Office User, you will be able to configure and manage your SC Remote Lines with your *managedIP* web portal access.

To configure Status Connect in the *managedIP* web portal:

1. Login to the *managedIP* web portal at <https://www.tdsmanagedip.com> or by clicking your portal auto-login button  on your Assistant – Toolbar in Internet Explorer.
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 Remote Line users or enter specific criteria for a more narrow search. All users that may be selected as Remote Lines will appear in the **Available Users** column. Using the action buttons in the center, move desired Remote Line users to the **Monitored Users** column and click **Save**.

Available Users	Monitored Users
1, Ace, Bill (6082102405)	Davis, Ann (6082102417)
2, Ace, Bill (6082102406)	Jones, Jim (6082102415)
Jahn, Julie (6082102402)	Wills, Brad (6082102400)
	Thomas, Sue (6082102416)
	Simms, Sally (6082102418)

5. You may reorder the **Monitored Users** Remote 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.

Notes: Status Connect Web Portal Tips

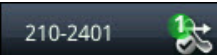

- When reordering your SC Remote Lines in the portal, your updates will immediately be reflected on your phone after clicking Save.



Status Connect Basics

Your Status Connect keys (SC keys) on your phone enable you to quickly and efficiently interact with other users (Remote Lines) 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 (when using a VX500) 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:
 1. Press the Transfer key on your phone (hear dialtone)...
 2. Quickly swipe 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 to complete your transfer.
 3. For a Blind Transfer, press the Blind key on the top of your display  after step one, then proceed to step 2. After pressing your desired SC key, your call will immediately be transferred.
 4. To place a conference call to an SC Remote Line, follow the steps 1 and 2 above, using your Conference key instead of the Transfer key.

Notes:

- 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 1-2 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.



Handling Remote Calls on Attendant Phones

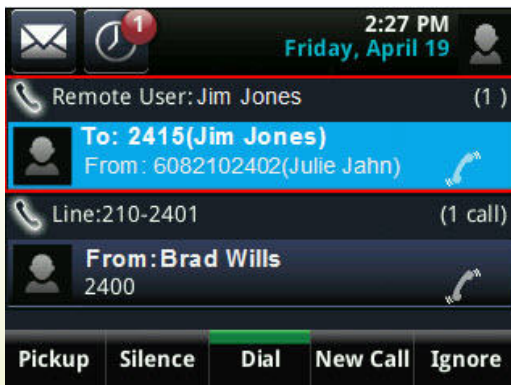
Your phone may be optionally configured by your managedIP Administrator to act as an Attendant Phone, enabling you to answer ringing calls to your SC Remote Lines by receiving an alert and “call splash” on your phone display in addition to audible ringing (if desired, see “Selecting Status Connect Ring Tones” below).

To answer a ringing call to a Remote Line:

1. When a call is ringing (alerting state) on a Remote Line, your phone will display a “call splash” providing you the Caller ID of both the SC Remote Line (“To:”) and the caller (“From:”).
 1. Press **Pickup** to answer the call (on your line)
 2. Press **Ignore** or **Silence** to dismiss the call and stop the audible ringing (if enabled)
 3. Press **New Call** to ignore the ringing Remote Line call and place an outgoing call from your phone



2. If multiple calls are ringing on either your own line or a SC Remote Line, you will be presented with all calls (as you would normally) with the first call highlighted. The “Attendant Calls Ring Type” will not be heard. You may scroll through your calls to select the call you wish to answer (if other than the highlighted call).






Selecting Status Connect Ring Tones

You can select the ring tone that plays when a remote line is ringing. The same ring tone plays for all remote lines, and you are unable to select specific remote lines which ring (with others that do not ring). The default ring tone is a silent ring.

To select the SC User ring tone:

1. Tap **Settings** from Home view, and tap **Basic > Ring Type > Attendant Calls...**
2. Navigate to the desired Ring Type (you may press "Play" to listen to your selection)
3. Tap your desired selection (checkmark will appear)
4. Press Home Key  until you are at the default Lines view of your phone.



Note: This option is applicable if you have the "Display Call Splash" option enabled and incoming calls to Remote Lines display on your phone. The Administrator can enable the "SC_DISPLAY_CALL_SPLASH" User Tag. Refer to the managedIP Administrator's User Guide for more details.