



# TDS<sup>®</sup> *managed*IP Trunking

*SIP, PRI and Essentials Personal Mobility Guide*

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SIP, PRI and Essentials Personal Mobility Guide

Personal Mobility is a package of features that allows you to answer calls to your desk phone or your cell phone, at home, or any other number you choose.

*Personal mobility contains:*

- Simultaneous Ring
- Sequential Ring
- Call Forward Not Reachable
- CommPilot Express

## Simultaneous Ring

Use Simultaneous Ring to have incoming calls ring at your phone number (or extension) and ring up to ten other phone numbers (or extensions) at the same time. The calls ring at all of the numbers on your list (for this service) as long as the lines are not busy. The call is answered by the user who picks up the call first.

Tasks	Steps
Turn the service on or off:	<ol style="list-style-type: none"><li>1. Click <b>On</b> or <b>Off</b>. When on, Simultaneous Ring allows you to have calls to your phone number or extension also ring at other phone numbers, extensions, or SIP-URI addresses. The default for this service is Off.</li><li>2. Click <b>Save</b> to save your changes.</li></ol>
View the details of the configuration:	To display the phone numbers or SIP-URI addresses that have been configured, click <b>View</b> . The first four phone numbers or SIP-URI addresses will be displayed.

Simultaneous Ring Personal  On  Off Phone numbers populated: 2

Phone Number / SIP-URI	Answer confirmation required
6085551111	
6085551122	



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Use this window to configure how incoming calls are handled, and to add or delete a Phone Number in your Simultaneous Ring list.

Tasks	Steps
Configure how incoming calls are handled:	If you clicked <i>On</i> and you do not want numbers entered for this service to ring if you are on another phone call, click <b>Don't ring my Simultaneous Ring phone numbers if I'm already on a call</b> . This is the default for this service. If you want numbers entered for this service to ring under any circumstance, click <b>Ring all my Simultaneous Ring phone numbers for all incoming calls</b> . The second call can be answered at another phone or using call waiting on the in-use phone.
Add a Phone Number	<ol style="list-style-type: none"><li>1. Click <b>Add</b>.</li><li>2. Type the phone number in the Phone Number/SIP-URI text box. Type an extension or a complete phone number, for example, including a country code for a long-distance number. Do not include the number for which this service is assigned.</li><li>3. Check <b>Answer confirmation required</b> to prompt the answering party to enter a confirmation digit to complete the call. Un-check the <i>Answer confirmation required</i> to disable this feature.</li><li>4. Click <b>Save</b> to save your changes. Click <b>Cancel</b> to remove the phone number / SIP URI.</li></ol>
Delete the Phone Number	Click <b>Delete</b> for the Phone Number / SIP-URI you want to delete. <b>WARNING:</b> This action cannot be undone. Once you click <b>Delete</b> , the entry is permanently deleted.
Save your changes:	Click <b>Save</b> . To exit without saving, select another page or click <b>Cancel</b> .



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For more information, click on **Simultaneous Ring** on the web portal.

### Simultaneous Ring Personal ✕

How to handle incoming calls:

Don't ring my Simultaneous Ring Numbers if I'm already on a call

Ring all my Simultaneous Ring Numbers for all incoming calls

Phone Numbers

Phone Number / SIP-URI	Answer confirmation required
6085551111	Delete
6085551122	Delete

Add

Active	Description	Time Schedule	Calls From
--------	-------------	---------------	------------

Add Rule...

Save Cancel



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## Sequential Ring

You can use Sequential Ring as a "Find me" service to send calls with a set of criteria you define, to your base location or other phone number you choose. Use this service to send calls from your manager, a family member, or an important customer to your cell phone, alternate business phone, or home phone.

Note: The criteria for each Sequential Ring entry can be a list of up to 12 caller phone numbers or digit patterns and a specified time schedule during which the service is active. All criteria for an entry must be satisfied for the call to enter Sequential Ring (phone number, day of week, and time of day). Otherwise, the call does not activate the service.

If your number is busy, you have the option as to whether or not to continue the sequential search. If there is no answer, the service tries up to five other locations in sequence until it receives an answer. The call is then connected as usual to the phone that answers. If none of the numbers in the sequence answer, the caller is directed to Voice Mail or to another no-answer service.

The caller has the option to terminate the Sequential Ring service by pushing the # key. The caller hears a comfort message every 20 seconds during the ring sequence and is informed of the # key function. The call is then immediately forwarded to Voice Mail or other no-answer service.

Several services take precedence over the Sequential Ring service. Conversely, the Sequential Ring service takes precedence over several services as well. Click on **Sequential Ring** on the Web portal for more information and details about this feature.

To view and activate or deactivate your entries:

Tasks	Steps
1. View the details of the service.	Click <b>View</b> . A list of rules for the service appears, with a check box under Active at the left of each rule. To activate a rule for the service, ensure that the check box is checked. To deactivate a rule for the service, ensure that the check box is unchecked.
2. Modify the configuration of the service.	Click <b>Edit</b> . The Sequential Ring window appears (see below for details).
3. Turn the service off.	Click <b>Deactivate</b> . This unchecks all the boxes in the Active column of all the rules for the service.
4. Save your changes.	Click <b>Save</b> . To exit without saving, select another page.



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Use this window to view and configure the details of the Sequential Ring service.

Tasks	Steps
1. Enter one to five locations (phone numbers or SIP-URI addresses) with an associated number of rings that establish the ring sequence to which calls that activate Sequential Ring are directed.	<p>1. In the text boxes below Phone Number/SIP-URI, enter up to five phone numbers to which you want sequential ring callers to be directed, in the order in which you want the phone numbers to ring. You can also enter feature access codes and speed codes in addition to phone numbers and extensions.</p> <p>2. For each phone number, select a value for <i>Number of Rings</i>, from 2 to 6.</p> <p>3. For each phone number, check <b>Answer Confirmation Required</b> to prompt the answering party to enter a confirmation digit to complete the call. Uncheck the <i>Answer Confirmation Required</i> to disable this feature</p>
2. Set the service to ring the base location (or not).	Click in the check box to the left of <i>Use Base Location First</i> . A check in the box indicates that the service will ring the base location.
3. Set the number of rings for the base location.	Select one of the values from none to 6 for <i>Number of Rings for Base Location</i> .
4. Continue the search process, or not, if the base location is busy.	Click in the check box to the left of <i>Continue the search process if the base location is busy</i> . A check in the box indicates that the service will continue to search.
5. Allow the caller to terminate the call sequence (or not).	Click in the check box to the left of <i>Enable caller to skip search process</i> . A check in the box indicates that the caller can end the sequential ring service.
6. Add one or more rules for the service.	Click <b>Add Rule</b> . Configure the details for the rule as required. See <i>Sequential Ring Add/Modify Rules</i> for more information. A new rule is active by default. To remove the rule you are adding, click <b>Remove</b> .
7. Modify one or more rules for the service.	Click <b>Edit</b> for the rule you want to change. Modify the details for the rule as required. See <i>Sequential Ring Add/Modify Rules</i> for more information.
8. Delete a rule for the service.	<p>Click <b>Delete</b> for the rule you want to delete.</p> <p><b>WARNING:</b> This action cannot be undone. Once you click <b>Delete</b>, the Sequential Ring entry is permanently deleted.</p>
9. Save your changes.	<p>Click <b>Save</b>.</p> <p>To exit without saving, click <b>Cancel</b>.</p>



### Sequential Ring

Phone Number / SIP-URI	Number of rings	Answer confirmation required
6086645214	2	<input type="checkbox"/>
6082190950	2	<input type="checkbox"/>
	3	<input type="checkbox"/>
	3	<input type="checkbox"/>
	3	<input type="checkbox"/>

Sequential Ring Settings

Use Base Location first  
Number of rings for Base Location: 2

Continue the search process if the base location is busy.

Enable caller to skip search process. Assumes forwarding or messaging is enabled.

**Active Description Time Schedule Calls From**

Add Rule...

Save Cancel

## Call Forward Not Reachable (only on SIP and PRI)

Automatically forward calls to another number when your number is unreachable.

To Turn Call Forward Not Reachable On:

1. Click the **On** button.
2. Type in the telephone number you would like your calls to forward to.

Call Forward Not Reachable  On  Off

To Turn Call Forward Not Reachable Off:

1. Click the **Off** button.



### CommPilot Express

CommPilot Express is a Personal Mobility feature which allows you to pre-configure four profiles to control your inbound calls. These profiles can be set up via the Web Portal. Your profile may be quickly changed using the web or voice portals. Available CommPilot Express profiles include:

- Available—In Office—activate when you are working from your desk where your phone is located.
- Available—Out of Office—activate when you are working away from your desk for an extended period of time.
- Busy—activate when you are temporarily unavailable to take calls (e.g., you are in a meeting).
- Unavailable—activate when outside of business hours, or when you are on vacation.
- None—use when no special treatment of your calls is required.

**CommPilot Express**

Available In Office

Also ring this phone number / SIP-URI:

If Busy:

Have Voice Messaging take the call

Forward to this phone number / SIP-URI

If No Answer:

Have Voice Messaging take the call

Forward to this phone number / SIP-URI

Available Out Of Office

When a call comes in:

Have Voice Messaging take the call

Forward to this phone number / SIP-URI

Also E-mail me when a call comes in at

E-mail Address

Busy



**CommPilot Express** [Close]

Also E-mail me when a call comes in at  
E-mail Address [Text Box]

**Busy**

Send all calls to Voice Messaging except calls from these Phone numbers  
[Text Box] [Text Box] [Text Box]  
which will be forwarded to this phone number / SIP-URI  
[Text Box]

Also E-mail me a notification when a Voice Message is received to  
E-mail Address [Text Box]

**Unavailable**

Send all calls to Voice Messaging except calls from these Phone numbers  
[Text Box] [Text Box] [Text Box]  
which will be forwarded to this phone number / SIP-URI  
[Text Box]

Have Voice Messaging take the call using

No Answer Greeting  
 Unavailable Greeting

[Save] [Cancel]

## Additional Support

- Contact the *managedIP* Administrator at your company or
- Visit [support.tdsmanagedip.com](http://support.tdsmanagedip.com) for additional resources