

Manage user features

As an administrator for the AT&T CollaborateSM service, you can manage features for each user. The features that are available to users depend on the bundles your organization has bought.

Note: You can change a user's feature settings, but users can also update many features from their Collaborate homepage.

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Get started

To manage features for a user, first you assign Collaborate bundles, and then assign the features included in the bundles. (Some features are automatically assigned.) To manage the assigned features, you start on the **Manage settings** page and follow the steps for each feature.



Assign bundles and view the Manage settings page

- 1. On the Collaborate homepage, on the left menu, expand **Users**, and then click **Manage users**. The **Manage users** page appears.
- 2. Search for or select the user you want to manage. The manage page for that user appears.
- 3. Click the **Bundles** tab. Under **Bundle status**, assigned bundles show a checkmark, and unassigned bundles show an **X**.
- 4. To assign bundles to this user, click the Edit icon. Available seats for each bundle appear.
- 5. Next to each bundle, under **Status**, click **On** or **Off**, and then click **Save**. You return to the manage page for that user.
- 6. To manage settings, click **Adjust settings**. The **Manage settings** page appears.

Continue to assign features.

Assign or unassign features

- 1. From the user's **Manage settings** page, click the name of the bundle you want to manage. To manage à la carte features, click **À la carte**.
- 2. Click **Assign features**, check the box for each feature you want, and then click **Apply**.
- 3. To assign advanced features, scroll down the page, and then click **View advanced features**.
- 4. Click **Edit advanced features**, check the box for each feature you want, and then click **Assign**.

Note: You can only assign features in 1 section at a time (common or advanced).

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Manage individual features

You can assign features to a user, edit them, and turn them on or off. Some features are automatically assigned and turned on. All the following procedures start from the **Manage settings** page.

Alternate Numbers

With the Alternate Numbers feature, you can set up to 10 phone numbers or extensions that can ring the user's device. If the user's phone supports distinctive ringing, you can also select 1 of 4 distinctive ring patterns for each number.

- On the Manage settings page, click Enhanced Voice Features bundle. The Enhanced Voice Features bundle page appears.
- 2. Under **Commonly used**, assign the feature.



- 3. In the **Alternate Numbers** section, click **Set up** or **Edit**. The **Alternate Numbers** page appears.
- 4. To turn on distinctive ringing for each number, check **Enable distinctive ringing**. **Note:** This option appears only if the user's phone supports distinctive ringing. Not all devices support distinctive ringing.
- 5. To add alternate numbers:
 - Click Assign numbers.
 - Do 1 of these things:
 - Enter a 10-digit phone number. To search for and select an available phone number, click the Search icon.
 - Enter an extension.
 - To select a ring pattern, use the **Ring pattern** list.
 - Click Save.
- 6. When you're done adding alternate numbers, click **Save**.
- 7. To change an existing number, click the Edit icon, and then repeat steps 4-6.
- 8. To remove an alternate number:
 - Click the Delete icon.
 - In the message that appears, click **Confirm**.

Anonymous Call Rejection

With Anonymous Call Rejection, the Collaborate service rejects calls from unknown callers or from calls that are marked Private. Calls with unavailable caller ID or other caller IDs are accepted. Rejected callers receive a message that the user isn't accepting calls from unidentified callers.

- 1. On the **Manage settings** page, click **Basic Voice Seat**. The **Basic Voice Seat** page appears.
- 2. In the middle of the page, click **View advanced features**, and then assign the feature.
- 3. In the **Anonymous Call Rejection** section, under **Status**, turn the feature on or off.

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Automatic Callback

When the user has the Automatic Callback feature and makes a call to a busy number, Automatic Callback monitors the number. When the number becomes free, Automatic Callback calls the number and alerts the user.

- On the Manage settings page, click Basic Voice Seat. The Basic Voice Seat page appears.
- 2. Scroll down the page, click **View advanced features**, and then assign the feature.
- 3. In the **Automatic Callback** section, under **Status**, turn the feature on or off.



Barge In Exempt

To prevent users from having their number or extension interrupted mid-call by the Directed Call Pickup with Barge In feature, you can designate a user as Barge In Exempt.

- 1. On the **Manage settings** page, click **Enhanced Voice Features bundle**. The **Enhanced Voice Features bundle** page appears.
- 2. Scroll down the page, click **View advanced features**, and then assign the feature.
- 3. In the **Barge In Exempt** section, under **Status**, turn the feature on or off.

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Busy Lamp Field

For information about this feature, see Manage Busy Lamp Field.

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Call Forwarding

Call Forwarding features include Always, Busy, No Answer, Not Reachable, and On a Schedule.

- On the Manage settings page, click Basic Voice Seat. The Basic Voice Seat page appears.
- 2. In the Call Forwarding section, click Set up or Edit. The Call Forwarding page appears.

Call Forwarding – Always, Busy, and Not Reachable

- 1. On the **Call Forwarding** page, in each of these sections, click **Set up** or **Edit**. The **Call Forwarding** page for the feature appears.
- Under Calls to, enter a phone number or extension.
 Note: In Call Forwarding Always, you can check Turn on ring reminder.
- 3. Click Save.

Call Forwarding - No Answer

- 1. On the **Call Forwarding** page, in the **Call Forwarding No Answer** section, click **Set up** or **Edit**. The **Call Forwarding No Answer** page appears.
- 2. Under **Calls to**, enter a phone number or extension.
- 3. In the **Number of rings before call is forwarded** box, select a value. These range from **None** to **10**.
- 4. Click Save.

Call Forwarding – on a Schedule

This feature redirects incoming calls that match specific criteria to another number.



- On the Call Forwarding page, in the Call Forwarding on a Schedule section, click Set up or Edit. The Call Forwarding on a Schedule page appears.
- 2. Under **Default call forward number**, enter a 10-digit phone number or an extension.
- 3. Check **Turn on ring reminder** (optional).
- 4. Click Add criteria.
- 5. Click **Advanced mode**. The **Add criteria** page appears.
- 6. Enter a criteria name, select an action, and then assign schedules (Business and Holiday).
- 7. Under Calls from, select All phone numbers or Only these phone numbers.
 - If you select Only these phone numbers, check the options that you want.
 - If you check **Specific phone numbers (up to 12)**, enter the phone numbers that you want to add, and click **Add** after each entry.
- 8. Under Calls to, select Primary phone number or Alternate numbers.
 - If you select Alternate numbers, choose the numbers that the call forwarding criteria you specified will apply to.
 - If no numbers are listed when you select **Alternate numbers**, follow the steps in the Alternate Numbers section to specify up to 10 phone numbers or extensions. Then, repeat step 7.
- 9. Click **Save**.

Call Notify

Users with the Call Notify feature receive a notification when they miss a call that matches set criteria. You can specify the email address and voicemail number where the user receives notifications.

- 1. On the **Manage settings** page, click **Basic Voice Seat**. The **Basic Voice Seat** page appears.
- 2. Scroll down the page, click **View advanced features**, and then assign the feature.
- 3. In the **Call Notify** section, click **Set up** or **Edit**. The **Call Notify** page appears.
- 4. In the **Send email to** field, enter the email address where the system will send notifications.
- 5. Click **Add criteria**. The **Add criteria** page appears.
- 6. Enter a criteria name, select an action, and then assign schedules (Business and Holiday).
- 7. Determine the phone numbers that will start and receive notifications:
 - Under Notify calls from: To enter specific phone numbers, select Certain phone numbers, check Specific phone numbers (up to 12)., enter a 10-digit phone number, and click Add.
 - Under Notify calls to, check Primary number or Alternate numbers (if available).
 - Under Alternate numbers (if available), select the number or numbers you
 want notifications sent to. If no numbers are listed, follow the steps in the
 Alternate Numbers section, and then repeat step 7.
- 8. Click Save.



Call Recording

For information about this feature, see Manage Call Recording settings.

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Call Waiting

With Call Waiting, users can receive calls while on an active call. The user puts the first call on hold and accepts the other call.

- 1. On the **Manage settings** page, click **Basic Voice Seat**. The **Basic Voice Seat** page appears.
- 2. Under **Commonly used**, assign the feature.
- 3. In the **Call Waiting** section, under **Status**, turn the feature on or off.
- 4. To hide caller ID information for the waiting call on the user's device, check **Turn off Call Waiting caller ID**.

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Caller ID

This feature displays the caller's information (usually name and phone number) on the recipient's phone. Caller ID blocking prevents others from seeing the user's caller ID information.

- On the Manage settings page, click Basic Voice Seat. The Basic Voice Seat page appears.
- 2. Under **Commonly used**, assign the feature.
- 3. In the Caller ID section, under Status, turn the feature on or off.
- 4. Click **Edit**. The **Caller ID** page appears.
- 5. Specify the behavior for calls made within your site and for calls made to users outside your site.
 - For user-specific settings, select how caller ID information will appear on the caller's and recipient's phones.
- 6. To hide caller ID information, under **Caller ID delivery blocking policy settings**, check **Enable call line ID blocking on outgoing calls**.
- 7. Click **Save**.



Contact Center Agent Web Client

Contact centers route incoming calls to a group of users, or agents. You can designate the user as an agent and customize the user's settings. You must also add this user to a contact center. For more information, see Manage Contact Centers.

Note: Users who are assigned this feature and are assigned to a contact center queue can sign in and sign out of the queue, but they can't customize their settings.

- On the Manage settings page, click Contact Center bundle. The Contact Center page appears.
- 2. Assign the feature.
- In the Contact Center Agent Web Client section, click Edit. The Contact Center Agent Web Client page appears.
- 4. Complete agent settings:
 - Select the agent status and agent threshold profile from the lists.
 - Set the guard timer, which specifies a short time (usually between 2 and 5 seconds) between when a call ends and when a new call is offered to the agent:
 - Use the default setting (timer set to 5 seconds)
 - Use the user's guard timer setting
 - To turn on the guard timer, check the box and select the number of seconds (1 to 25) from the list.
 - Select the conditions under which this agent is unavailable. You can use the default setting or the same setting as the user, and set the agent's status to unavailable when:
 - Do Not Disturb is turned on
 - After a specific number of consecutive bounced calls
 - When the agent can't be reached
- 5. When you're finished, click **Save**.

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Contact Center Supervisor Web Client

With the Contact Center Supervisor Web Client, the user can monitor call statistics and other supervisor functions.

- On the Manage settings page, click Contact Center bundle. The Contact Center page appears.
- 2. Assign the feature.
- 3. Assign the agent to a contact center. To do this, see the "Agents and supervisors" section of Manage contact centers.



Customer Originated Trace

When you want a user to be able to trace a threatening or harassing call, assign this feature to the user (under **Advanced features** on the **Basic Voice Seat** page).

Note: You can assign this feature to a user, but you can't turn it on, turn it off, or edit it.

When this feature is assigned and the incoming call is from a valid phone number, the user receives a message that the call was traced successfully. If the call was from a phone number that is not valid, the user receives an announcement stating why the call can't be traced.

Note: Information about traced calls is released only to law enforcement.

• To turn on Customer Originated Trace from a desktop phone, press *57.

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Directed Call Pickup

With Directed Call Pickup, users can pick up an unanswered call at a different site by pressing *97 and the extension of the ringing line.

On the **Manage settings** page, click **Enhanced Voice Features bundle**. The **Enhanced Voice Features bundle** page appears. Scroll down the page, click **View advanced features**, and then assign the feature.

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Directed Call Pickup with Barge In

With Directed Call Pickup with Barge In, a user can answer a call that's ringing another group member's number or interrupt a call in-progress and start a conference call. The user enters *33 and the extension of the ringing line. For more information about feature codes, see Feature access codes.

- On the Manage settings page, click Enhanced Voice Features bundle. The Enhanced Voice Features bundle page appears.
- 2. Scroll down the page, click **View advanced features**, and then assign the feature.
- In the Directed Call Pick up with Barge In section, click Edit. The Directed Call Pick Up with Barge In page appears.
- 4. To play a warning tone to the connected parties, check **Barge In warning tone**.
- 5. To require only a feature access code to interrupt a call (instead of a feature access code and an extension), check **Automatic target selection**.
- **Note**: Automatic target selection is useful when there's only 1 active call.
- 6. Click **Save**.



Do Not Disturb

With Do Not Disturb, users can send all calls directly to voicemail without their phone ringing. If a call comes in to the user's number while it's busy, and the user has specified that a caller in this case hears a busy signal, the call isn't sent to voicemail.

To make sure users know when a call is sent to voicemail, use Ring Reminder, which plays a short burst of rings on the primary phone each time a call is sent to voicemail.

- On the Manage settings page, click Basic Voice Seat. The Basic Voice Seat page appears.
- 2. Under **Commonly used**, assign the feature.
- 3. In the **Do Not Disturb** section, under **Status**, turn the feature on or off.
- 4. To turn on Ring Reminder, check **Turn on ring reminder for blocked calls**. When blocked calls are sent to voicemail, a short burst of rings plays on the user's primary phone.

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Fax Messaging

With Fax Messaging, you can manage the user's fax messaging settings, including the phone number and extension where the user can receive faxes. AT&T Collaborate fax messaging accepts faxes sent using the T.38 protocol. Fax machines connected to Collaborate analog adapters use the T.38 protocol. This protocol isn't typically used by other fax machines on the analog public network.

- 1. On the **Manage settings** page, click **Basic Voice Seat**. The **Basic Voice Seat** page appears.
- 2. Under **Commonly used**, in the **Voicemail** section, click **Edit**. The **Manage messages** page appears.
- 3. Next to **Fax Messaging**, click **Set up** or the Edit icon. The **Fax Messaging** page appears.
- 4. Search for and select a phone number, enter an extension, and then click Save.
- 5. At the bottom of the **Manage messages** page, click **Save**.

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Flexible Seating

For information about this feature, see Manage Flexible Seating Host devices.



Hoteling Guest

Users with the Hoteling Guest feature can temporarily move their Collaborate phone number and features to the IP phone of another Collaborate user (hoteling host). To designate a user as a hoteling guest, assign and turn on the Hoteling Guest feature. Then you can associate the guest' number with a host. Hoteling guests can also associate with a hoteling host from their Collaborate homepage or their own IP phone.

- On the Manage settings page, click Shared Workspace bundle. The Shared Workspace bundle page appears.
- 2. Assign the feature, and then in the **Hoteling Guest** section, under **Status**, turn the feature on or off.
- 3. Click **Edit**. The **Hoteling guest settings** page appears.
- 4. Check **Limit profile association to <x> hours** if you want, and then enter the number of hours to set as the limit.
- 5. Do 1 of these things:
 - Click Save to return to the Shared Workspace bundle page.
 - Associate this hoteling guest with a hoteling host:
 - Click Assign host. The Select host association window opens.
 - Select a host, and then click Assign.
 - Click Save.

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Hoteling Host

Hoteling guests can temporarily move their Collaborate phone number and features to another user's IP phone. This user is called a hoteling host. To designate a user as a hoteling host, assign the Hoteling Host feature to that user and turn it on. A host phone might be another user's phone, a phone in a conference room, or the phone in a visitor's workspace at another site. A host's primary device must be an IP phone that supports the hoteling quest's line keys.

- On the Manage settings page, click Shared Workspace. The Shared Workspace bundle page appears.
- 2. Assign the feature, and then in the **Hoteling Host** section, under **Status**, turn the feature on or off.
- 3. Click **Edit**. The **Hoteling host settings** page appears.
- 4. Check **Limit profile association to <x> hours** if you want, and then enter the number of hours to set as the limit.
- 5. Under **Access for**, choose one of the following options:
 - **Company**Lets any quest in the company use this host
 - Site
 Lets only quests in the host's site use this host
- 6. Click **Save**.



Intercom

This feature lets a user connect a call to another user through speakerphone. When the user places the call, the person receiving the call doesn't need to answer. Instead, the phone automatically answers in speakerphone mode. Intercom is available only with IP phones.

Note: Intercom works only on the destination primary device. For example, if a caller dials ***96** plus extension **1234**, only the primary device (extension 1234) will automatically answer the call.

- On the Manage settings page, click Basic Voice Seat. The Basic Voice Seat page appears.
- 2. Scroll down the page, and then click **View advanced features**.
- 3. In the **Intercom** section, under **Status**, turn the feature on or off.
- 4. Click **Edit**. The **Intercom** page appears.
- 5. Set the options the way you want them. These include **Outgoing intercom connection** (one-way and two-way) and **Access list** settings that let you customize your list of users whose calls will be accepted.
- 6. When you finish setup, click **Save**.

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Intercom Groups

For information about this feature, see Create and manage intercom groups.

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Music on Hold

- On the Manage settings page, click Basic Voice Seat. The Basic Voice Seat page appears.
- 2. Assign the feature, and then in the **Music on Hold** section, under **Status**, turn the feature on or off. The **Manage music on hold** page appears.
- 3. Under **Settings**, select the music or announcement to play to callers on hold. Do 1 of these things:
 - To use music provided by Collaborate, select **Use the default audio file**.
 - To use a custom audio file (music or an announcement), select **Use a custom** audio file, and then choose an existing file or record a new file.
- 4. Determine whether to use different settings for internal and external calls. Do 1 of these things:
 - To use the same settings for internal and external calls, click **Save**. You're done.
 - To use a different announcement for internal calls:



- Under Modify settings to calls made within the company, check Use the alternate announcement.
- Select the music or announcement to play to callers on hold, and then click
 Save.

N-way Calling

With the N-way Calling feature, users can add up to 15 callers to an active conference call from a phone that supports the conferencing feature.

When you assign the Enhanced Voice Features bundle to a user, N-way Calling is assigned and active.

Note that there's no switch to turn this feature on or off. To turn off this feature, you must unassign the bundle.

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Personal Speed Dial

With Personal Speed Dial, you can add and remove personal speed dial codes for a user. Designate a 2-digit code for up to 100 phone numbers.

- On the Manage settings page, click Basic Voice Seat. The Basic Voice Seat page appears.
- 2. Assign the feature, and then in the **Personal Speed Dial** section, click **Set up** or **Edit**. The **Personal Speed Dial** page appears, with a list of the existing speed dial codes.
- 3. Add, remove, or update a speed dial code:
 - To add a code, click **Add code**.
 - From the Speed dial code list, select a number between 00 and 99.
 - Enter a phone number or extension and a description, and then click Save.
 - To remove a speed dial code, click the Delete icon next to the code. When you're prompted to confirm the deletion, click **Continue**.
 - To update a speed dial code, click the Edit icon next to the code, change the phone number or description, and then click **Save**.

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Pre-alerting Announcement

Use the Pre-alerting Announcement feature to give information to callers. When you assign Pre-alerting Announcement to a user, callers hear an announcement before the user's phone rings. You can use the company default message or a custom message.



You can configure Pre-alerting Announcement so that the caller can interrupt the announcement.

- 1. On the Manage settings page, click À la carte. The À la carte features page appears.
- 2. In the **Pre-alerting Announcement** section, click **Set up** or **Edit**. The **Pre-alerting Announcement** page appears.
- 3. Select a default or custom announcement. For a custom announcement, enter a file name in the file name field, or click **Change** to search for an audio file. You also have the options to upload an audio file and to record and then upload a file.
- 4. To decide when the pre-alerting announcement plays, click **Add criteria**. The **Add criteria** page appears.
 - Enter a name for the criteria.
 - In the **Action** list, choose whether to play or not play the pre-alerting announcement.
 - Assign a Business or Holiday schedule.
- 5. Under **Calls from**, choose whether you want the criteria to apply to all numbers, anonymous phone numbers, unavailable numbers, or up to 12 specific numbers.
 - To set up specific numbers, check Specific phone numbers (up to 12), enter a phone number, and then click Add.
- 6. Under Calls to, check Primary number or Alternate numbers.
 - If you checked **Alternate numbers**, select one or more numbers from the list.
 - If no numbers are listed when you select **Alternate numbers**, follow the steps in the Alternate Numbers section to specify up to 10 phone numbers or extensions. Then, repeat step 6.
- 7. Click Save.

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Priority Alert

With the Priority Alert feature, you can set a distinctive ringtone that alerts the user to incoming calls that match specified criteria.

- 1. On the **Manage settings** page, click **Enhanced Voice Features bundle**. The **Enhanced Voice Features bundle** page appears.
- 2. Scroll down the page, click **View advanced features**, and then assign the feature.
- 3. In the **Priority Alert** section, click **Set up** or **Edit**. The **Priority Alert** page appears.
- 4. Click **Add criteria**. The **Add criteria** page appears.
 - Under Profile, enter a criteria name.
 - Under **Actions**, choose whether to use the priority alert ringtone for this profile.
 - Select a schedule (Business or Holiday).
 - Under Criteria, select Any external number or Specific phone numbers.
 - Under Specific phone numbers, select the options that you want. If you want to add specify numbers, enter the number or numbers, and click Add after each.
 - Click **Save**. The **Priority Alert** page reappears.
- Click Save.



Privacy

With the Privacy feature, you can specify how the user's information is shared in the company directory, and in Auto Attendant extension and name dialing searches.

- On the Manage settings page, click Basic Voice Seat. The Basic Voice Seat page appears.
- 2. Scroll down the page, click **View advanced features**, and then assign the feature.
- 3. In the **Privacy** section, click **Edit**. The **Privacy settings** page appears.
- 4. Set the user's privacy settings:
 - Exclude the user's information from the company directory.
 - Exclude the user's information when a caller selects the Auto Attendant dial by extension option—excludes the user's extension from the extension dialing search.
 - Exclude the user's information when a caller selects the Auto Attendant dial by name option—excludes the user's name from the name dialing search.
- 5. Click Save.

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Receptionist Web Console

For information about this feature, see Manage the Receptionist Web Console.

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Selective Call Acceptance

With the Selective Call Acceptance feature, a user can screen calls based on specific phone numbers, on the day and time, or on workdays versus holidays.

Selective Call Acceptance is a call forwarding precondition, so it overrides basic and advanced call forwarding settings.

- 1. On the **Manage settings** page, click **Enhanced Voice Features bundle.** The **Enhanced Voice Features bundle** page appears.
- 2. Scroll down the page, click **View advanced features**, and then assign the feature.
- 3. In the **Selective Call Acceptance** section, click **Set up** or **Edit**.
- 4. On the **Selective Call Acceptance** page, click **Add criteria**.
- 5. Click **Advanced mode**. The **Add criteria** page appears.
- On the Add criteria page, in the Profile section, enter a criteria name, choose an option from the Action list, and then select schedules (Business and Holiday).
 Notes:



- For each setting, you can specify whether the criteria will cause calls to be rejected or accepted. An accepted call is forwarded; or, if no call forwarding is set, it rings the user's phone.
- When a call is blocked, the caller is informed that the user doesn't want to receive the call.
- 7. Under Calls from, select Any phone number or Only these phone numbers.
 - If you select **Only these phone numbers**, check the options that you want.
 - If you check Specific phone numbers (up to 12), enter up to 12 phone numbers and click Add after each addition.
- 8. Under **Calls to**, select the primary number or 1 or more alternate numbers.
 - If no numbers are listed when you select **Alternate numbers**, follow the steps in the Alternate Numbers section to specify up to 10 phone numbers or extensions. Then, repeat step 7.
- 9. Click Save.

Selective Call Rejection

With Selective Call Rejection, a user can screen calls based on particular phone numbers, on the day and time, or on workdays versus holidays.

Selective Call Rejection is a call forwarding precondition, so it overrides basic and advanced call forwarding settings.

- 1. On the **Manage settings** page, click **Basic Voice Seat**. The **Basic Voice Seat** page appears.
- 2. Scroll down the page, click **View advanced features**, and then assign the feature.
- 3. In the Selective Call Rejection section, click Set up or Edit. On the Selective Call Rejection page, click Add criteria.
- 4. Click **Advanced mode**. The **Add Criteria** page appears.
- 5. On the Add criteria page, in the Profile section, enter a criteria name, choose an option in the Action list, and then select schedules (Business and Holiday).
 Note: For each setting, you can specify whether the criteria will cause calls to be rejected or accepted. An accepted call is forwarded; or, if no call forwarding is set, it rings the user's phone.
- 6. Under Calls from, select Any phone number, All forwarded phone numbers, or Only these phone numbers.
 - If you select Only these phone numbers, check the options that you want.
 - If you check Specific phone numbers (up to 12), enter up to 12 phone numbers and click Add after each addition.
- 7. Under **Calls to**, select the primary number or 1 or more alternate numbers.
 - If no numbers are listed when you select **Alternate numbers**, follow the steps in the Alternate Numbers section to specify up to 10 phone numbers or extensions. Then, repeat step 7.
- 8. Click Save.



Sequential Ring

With the Sequential Ring feature, you can define a list of up to 5 phone numbers, not including the user's hosted voice number (desk phone), that are alerted sequentially when incoming calls match the specified criteria.

- On the Manage settings page, click Basic Voice Seat. The Basic Voice Seat page appears. Assign the feature.
- 2. In the **Sequential Ring section**, click **Set up** or **Edit**. The **Sequential ring** page appears.
- 3. If you want calls to ring the user's desk phone (hosted voice number), do the following:
 - Check Call the desk phone first.
 - Select the number of times that the desk phone will ring.
 - Check Continue the sequential ring process if the desk phone is busy, if applicable.
 - Check Let callers interrupt the sequential ring process by pressing the pound key (#), if applicable.
- 4. In the **Sequential phone numbers** section, click **Add phone number**, and select the number of times the user's other phone numbers will ring.
- 5. To turn on answer confirmation, in the **Answer confirmation** list for each phone number, select **Yes**.
- 6. To add more settings, in the **Criteria** section, click **Add Criteria**.
- 7. Click **Advanced mode**. The **Add Criteria** page appears.
 - Enter a description, select an action, and then select schedules (Business and Holiday).
- 8. Select call forwarding preferences: **Any phone number** or **Only these phone numbers**.
 - Under Only these phone numbers, you have Anonymous phone numbers,
 Unavailable phone numbers, and Specific phone numbers options. If you select the last option, you can enter up to 12 10-digit phone numbers.
- 9. Click Save.

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Simultaneous Ring

With the Simultaneous Ring feature, you can set up to 10 additional phone numbers that will ring simultaneously when a call comes in to the user's Collaborate phone number. The first phone that's answered connects to the call.

- 1. On the **Manage settings** page, click **Basic Voice Seat.** The **Basic Voice Seat** page appears. Assign the feature.
- 2. In the **Simultaneous Ring** section, click **Set up** or **Edit**. The **Simultaneous Ring** page appears.
- 3. If you don't want the other specified numbers to ring when the user is on a call, check **Don't ring my numbers if I'm on a call**.



- 4. Next to **Phone numbers**, click **Add phone number** to enter up to 10 other phone numbers that will ring when a call comes in to the user's primary number.
- 5. To turn on answer confirmation, for each phone number select **Yes** in the **Answer confirmation** list. With answer confirmation, the user is prompted to press a number on the keypad to complete the call.
- 6. To add more settings, under Criteria, click Add criteria.
 - Click **Advanced mode**. The **Add Criteria** page appears.
 - Enter a profile name and description, select an action, and then select schedules (Business and Holiday).
 - Select call forwarding preferences: Any phone number or Only these phone numbers.
 - **Note**: Under **Only these phone numbers**, the **Specific phone numbers (up to 12)** option lets you enter up to 12 10-digit phone numbers.
 - Click Save.
- 7. Back on the **Simultaneous Ring** page, click **Save**.

Site Forwarding

For information about this feature, see Manage Site Forwarding.

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User Intercept Announcement

With User Intercept Announcement, you can take a user's phone out of service and provide the caller with an announcement and call routing alternatives.

- On the Manage settings page, click Basic Voice Seat. The Basic Voice Seat page appears. Scroll down the page, click View advanced features, and then assign the feature.
- 2. In the **User Intercept Announcement** section, under **Status**, turn the feature on or off.
- 3. Click **Edit**. The **User Intercept Announcement** page appears.
- 4. Under **Intercept incoming calls**, choose the setting for this user. If you choose to play an announcement and then select **User specific**, you can upload an audio file, select one from the list, or record an announcement and upload it.
- 5. To play the selected announcement and a phone number, scroll down to **Options**, and check **Play announcement and this phone number**. Enter a phone number.
- 6. To allow callers to press **0** to transfer to another phone number, check the **Press 0 to transfer calls to** box, and enter the phone number where calls will be transferred. Enter a phone number
- 7. Click **Save**.

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Virtual Office

For information about this feature, see Manage Virtual Office.

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Virtual on-net users

This feature is typically used by larger companies that are transitioning to Collaborate. You set up a Virtual on-net users list that includes users who haven't yet been moved to the Collaborate service. Users who have this feature assigned can dial an extension for a user on the Virtual on-net users list instead of dialing the entire phone number.

- 1. On the **Manage settings** page, click **Enhanced Voice Features bundle**. The **Enhanced Voice Features bundle** page appears.
- 2. Assign the feature.

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Voicemail

For information about this feature, see Manage Voicemail.