



Using the Phone Remotely

This guide is a reference for using the phone while working remotely. This includes making calls from your personal cell phone as well as accessing/forwarding your CMHA-CEI phone.

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Hiding Your Personal Number When Calling Clients from a Non-CEI Phone

If you need to call a client from your personal phone but do not want them to know the number, you can dial *67 before entering their phone number. In most cases, this should make your number show up as RESTRICTED on their caller ID and will block their ability to call back using *69.

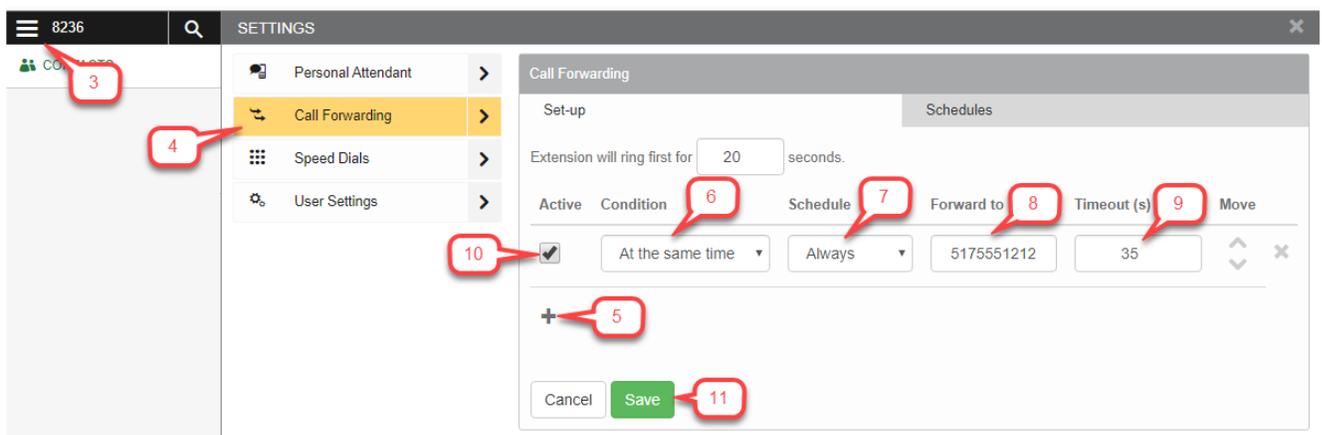
For example, to call 517-555-1212 and block your caller id information, you would dial *67 517-555-1212.

This method may not work consistently, so test it before you use it and even then proceed with caution. You may also research your specific cell phone to determine if there is a setting that will allow you to mask your number.

Forwarding Calls to Another Number

While working offsite, there may be need for your desk phone to ring through to a different number. The following steps will allow you to forward your calls to a different phone. You must be onsite or connected to the CMHA-CEI network via VPN or NetExtender to set up call forwarding.

1. Open your web browser.
2. Log into the Phone system at <https://phone02.ceicmh.org>.
 - a. Your Username is your 4-digit phone extension.
 - b. If you don't know the password please contact helpdesk@ceicmh.org to have your password reset. (Note: This is not the 4-digit pin that you use to access phone options via the phone.)



3. Click on the  icon in the upper left corner, then on SETTINGS.
4. Click on Call Forwarding.
5. Click the + button to set up a new forward.
6. For the Condition selection, choose either:

- a. "At the same time" – the call will ring to your desk phone and be forwarded to the number selected in step 8 at the same time
 - b. "If no response" – the call will ring to your desk first and only be forwarded to the number selected in step 8 if you don't pick up from your desk
7. For the Schedule selection, choose either:
- a. "Always" – the call will always forward to the number selected in step 8
 - b. "After Work" – the call will only forward to the number selected in step 8 during the times set up for the "After Work" schedule on the Schedules tab
 - c. "Lunch" – the call will only forward to the number selected in step 7 during the times set up for the "Lunch" schedule on the Schedules tab
8. Enter the number you would like the call to forward to. If forwarding to an outside number, please use 10 digits including area code (ie. 5175551212).
9. The value in the Timeout(s) field is the number of seconds the call will ring. This option may need to be adjusted and affects whether the caller will get your personal or CMH voicemail if you do not answer: if the timeout is less than the time it takes for your phone's voicemail to pick up, then the caller will be sent to your CMH voicemail, otherwise it will go to your personal voicemail.
10. Be sure you check the "Active" box to activate the forward.
11. Click the "Save" button once you are happy with the settings.

Checking Voicemails

To check voicemails that were left on your CMHA-CEI phone from an outside phone:

- 1) Dial 517-346-8199.
- 2) Enter your 4-digit extension. This is generally the last 4 digits of your phone number.
- 3) Enter your PIN followed by the # sign. This is the same PIN you use to access your voicemail internally. For example, if your PIN is 1234, you would enter 1234#. (Note: 1234 would not be a good choice for a PIN. This is just an example.)
- 4) Press 1 to listen to your messages.
- 5) Follow the prompts in the system to delete, save, or forward messages.

Changing Your Voicemail Greeting

To change your voicemail greeting:

- 1) Dial 517-346-8199.
- 2) Enter your 4-digit extension. This is generally the last 4 digits of your phone number.
- 3) Enter your PIN followed by the # sign. This is the same PIN you use to access your voicemail internally. For example, if your PIN is 1234, you would enter 1234#. (Note: 1234 would not be a good choice for a PIN. This is just an example.)
- 4) Press 5 to change your voicemail options.
- 5) Press 1 to record a personal greeting.

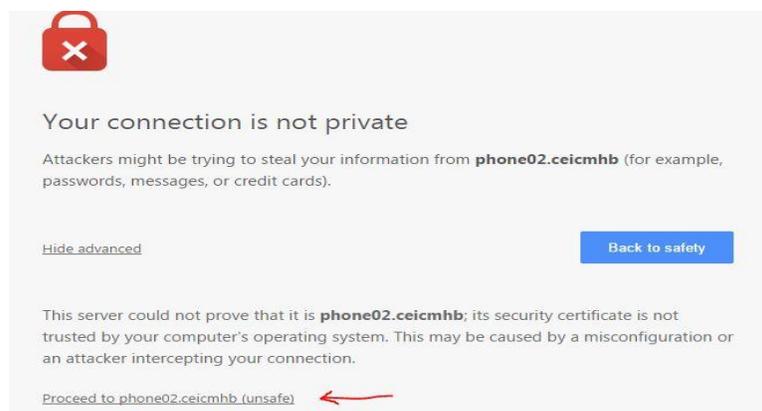
- 6) Press 1 to record a standard greeting or Press 2 to record an out of office greeting.
- 7) Record your greeting and then press #.
 - a. To listen to the recording again, press 1.
 - b. To save and use the recording, press 2.
 - c. To delete the recording and try again, press 3.

Once you complete step 7, your voicemail greeting will have been changed. You may hang up to end the call or follow the prompts in the system to access other parts of voicemail options.

Forwarding Voicemails to your Email

You can set up your voicemails to forward a copy of the recording to your email for ease of listening and awareness that they have come in. Follow the steps below.

1. Go to this address in Chrome: <https://phone02.ceicmhb/sipxconfig/app> . Chrome may give a security warning. If so, click the “Advanced” button at the bottom left of the page and then the link to proceed to the page.



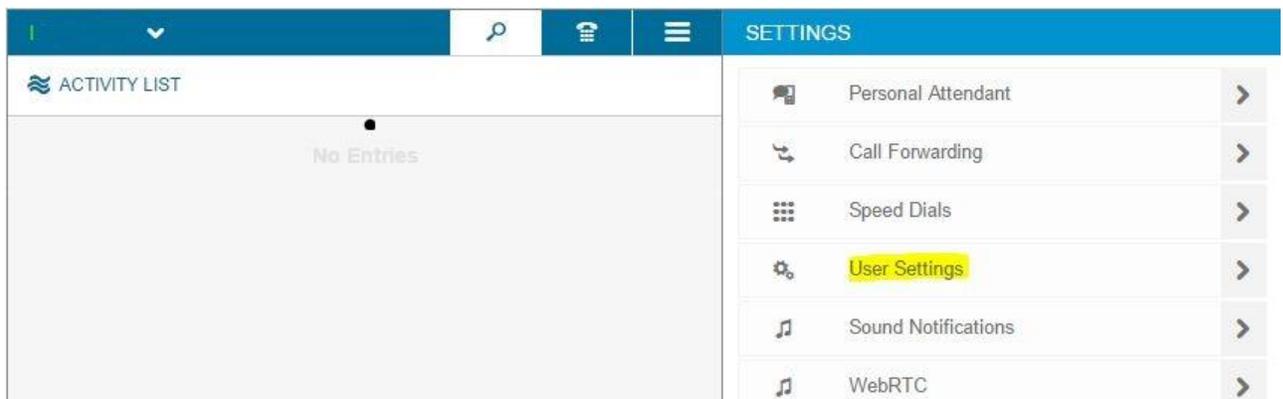
2. Log in with your Username (4-digit extension) and PIN (default should be 1234). If you are unable to log in, please contact helpdesk.
3. Click on the options menu as shown below –



4. Click on “Settings” –



5. Click on “User Settings” –



6. Adjust the Voicemail settings. Make sure your full email address is listed under “Email” and make sure the “Attach Audio” option is checked. Click the “Save” button at the bottom of the page.

The screenshot shows a web interface for 'User Settings'. On the left is a navigation menu with options: Personal Attendant, Call Forwarding, Speed Dials, User Settings (highlighted), Sound Notifications, and WebRTC. The main content area is titled 'User Settings' and contains the following fields:

- User Password:** A text input field containing 'Password'. Below it, a note reads: 'Used to log into the User Portal and XMPP. Minimum length is 8.'
- Voicemail PIN:** A text input field containing 'Password'. Below it, a note reads: 'Used to log into voicemail. Numeric PINs are recommended, since onl'.
- Announcement:** A dropdown menu set to 'Standard'. Below it, a note reads: 'Voicemail prompt callers will hear before leaving a message.'
- Email:** A text input field containing 'helpdesk@ceicmh.org'.
- Attach audio:** A checked checkbox. Below it, a note reads: 'If checked, the voicemail message will be attached to the notification i voicemail message.'

Once this is done, you should receive an email any time you receive a voicemail. Attached to the email will be an audio file containing your voicemail. Contact helpdesk with any issues.

Troubleshooting

If you need assistance, please contact Helpdesk at helpdesk@ceicmh.org, or (517) 346-8215.