

# Quick User Guide – user Profile

## *Pure Cloud 3.27.x*

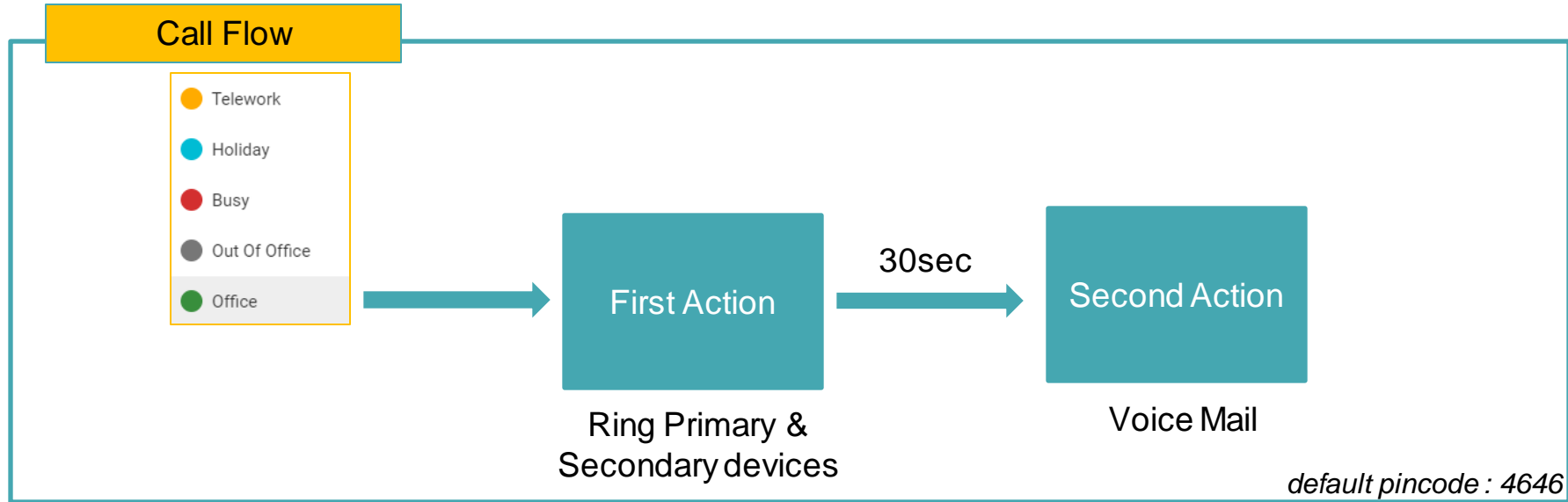
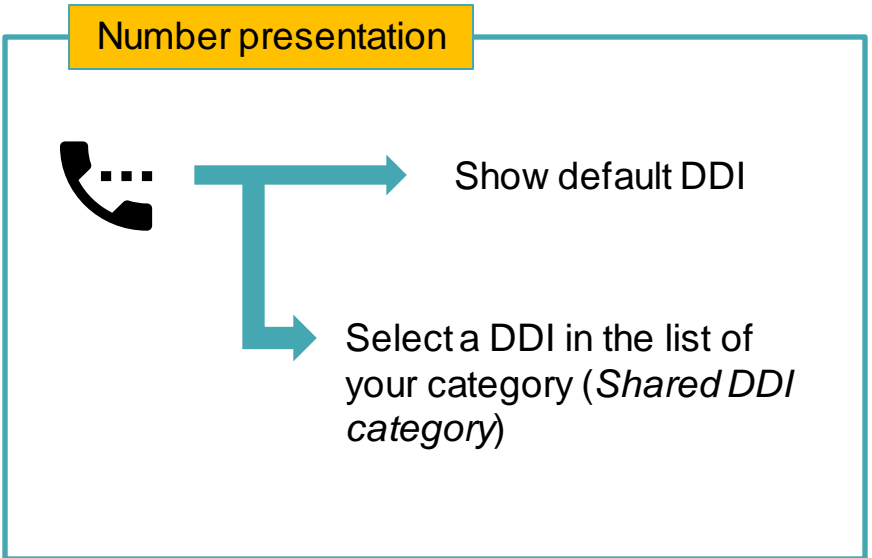
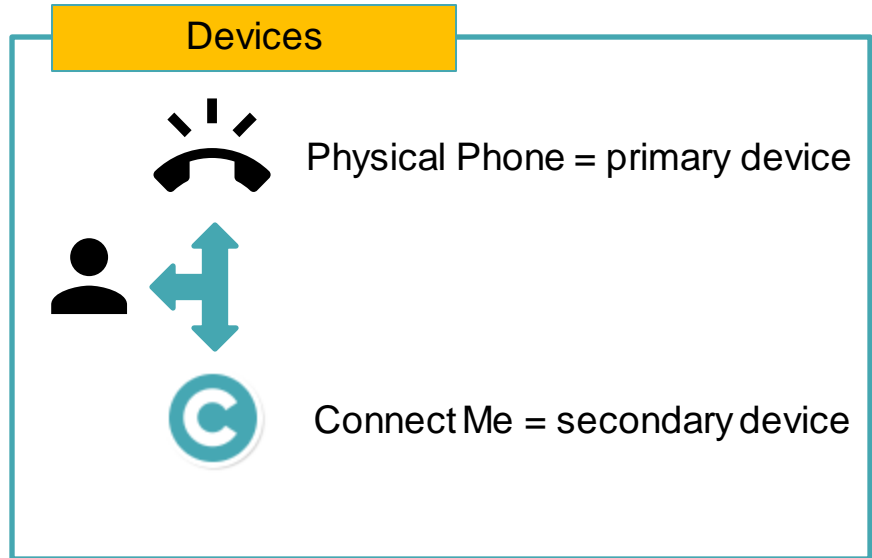
V1.1



Online Version

# What's the Standard Configuration of a user?

## High level Concept

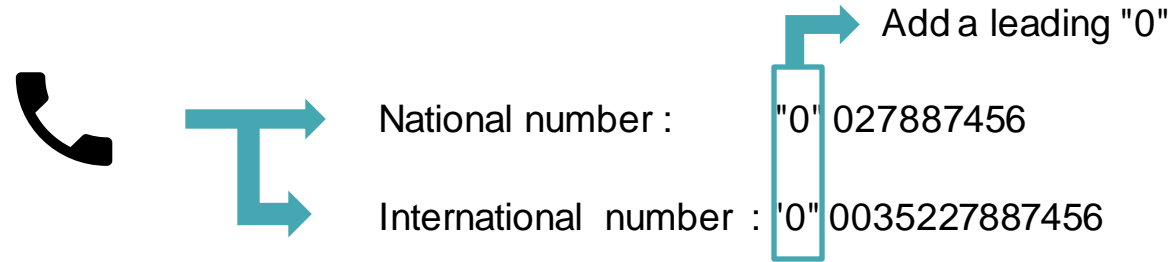


default pincode : 4646



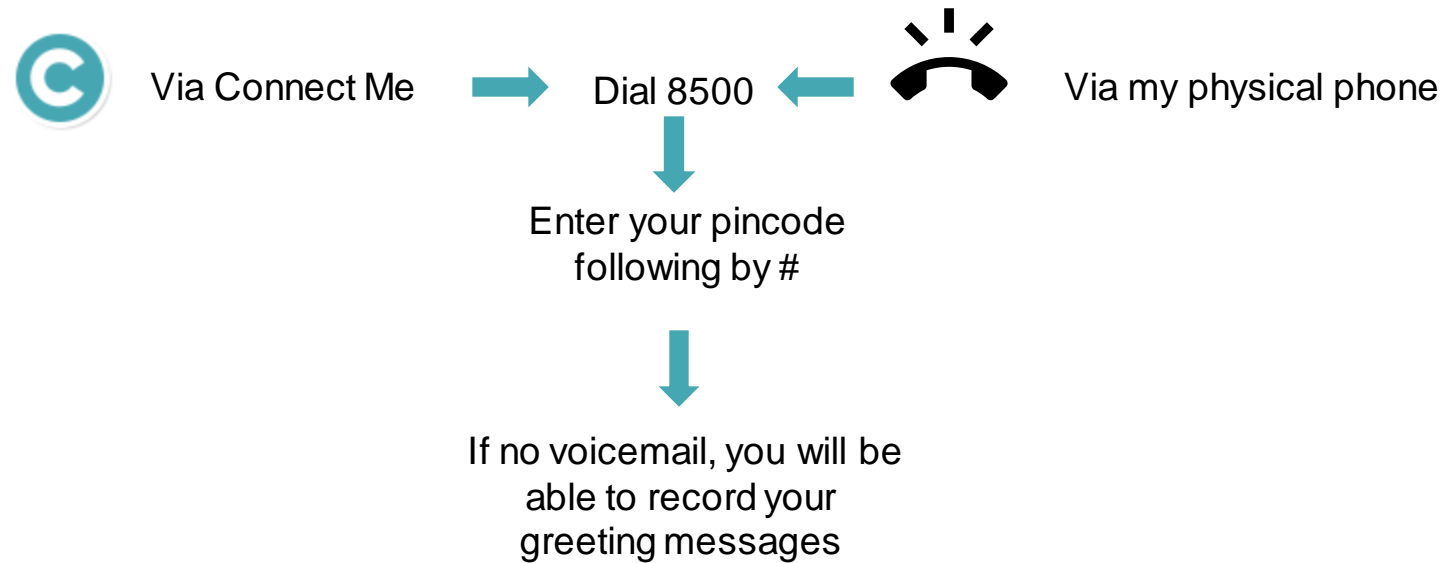
Online Version

## How to make outgoing calls with a physical phone ?



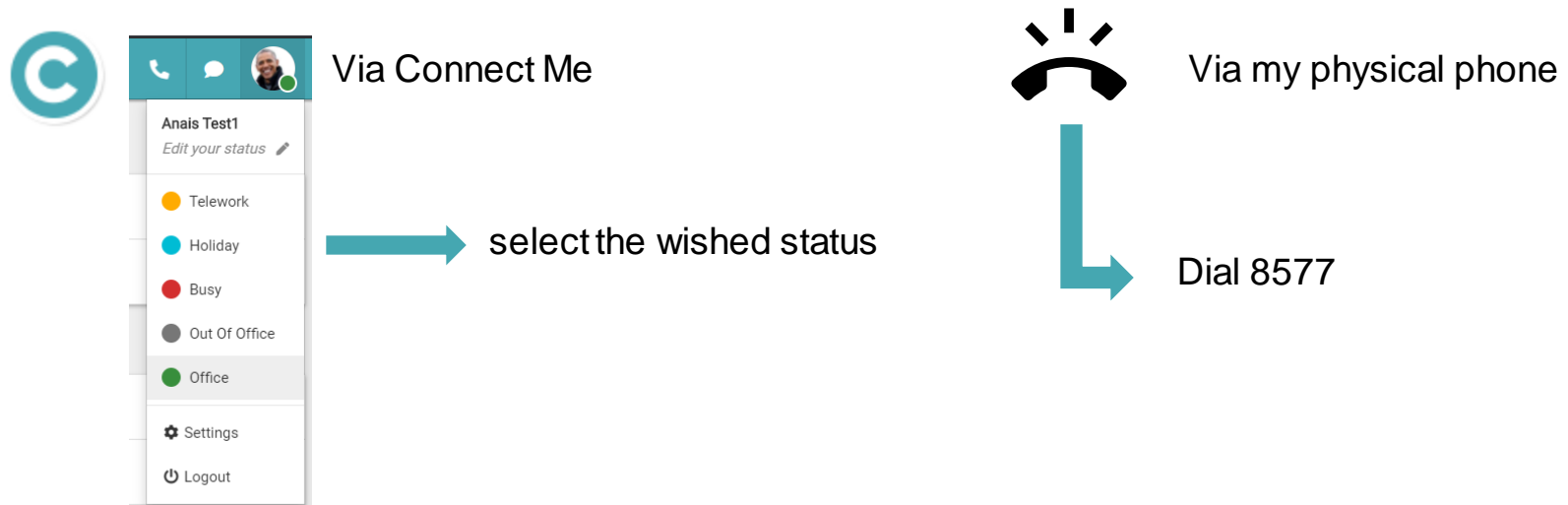
## Basic Functionalities

## How to listen my Voice Mail ?



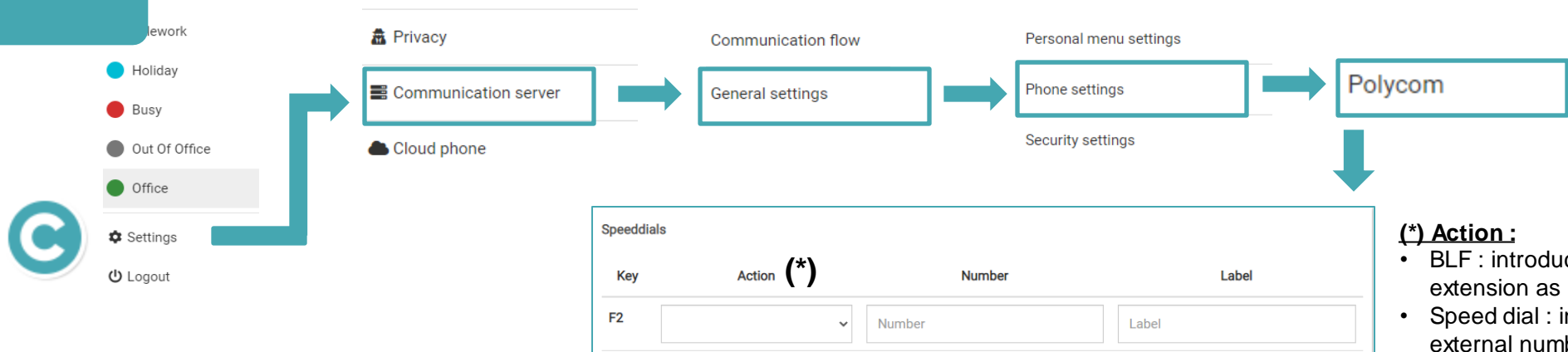
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## How to change my status ?



## Basic Functionalities

## How to change the speed dial of my phone (Polycom) ?



- (\*) Action :**
- BLF : introduce an extension as number field
  - Speed dial : introduce an external number as Number (don't forget the leading 0)



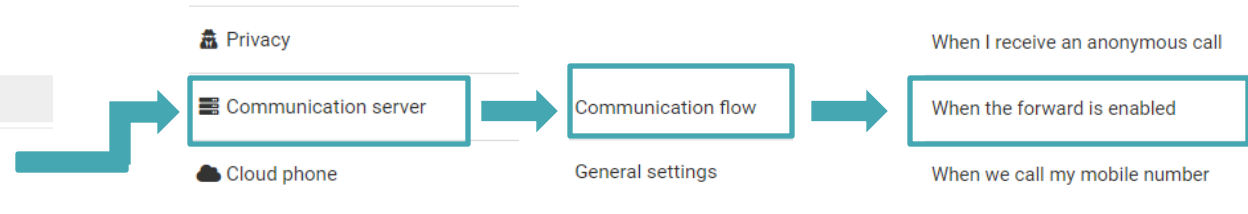
# How to forward your calls to another number ? Use the unconditional Forward



Via Connect Me

- Telework
- Holiday
- Busy
- Out Of Office
- Office
- ⚙ Settings
- 🔌 Logout

## Step 1 : go to your configuration tools



Basic Functionalities

## Step 2: Select which type of calls need to be forwarded

Enabled

No

All calls

Calls to fix number only

Calls to mobile number only

## Step 3: Introduce the number

Enabled

All calls

Forward to

**+3227887490**

Attention : international format +32xxxxxxx



Via Short code



Dial **85791**<027887490>

- to forward to a new number

Dial **8579**

- To forward to last number



Dial **85794**

- to deactivate the forward



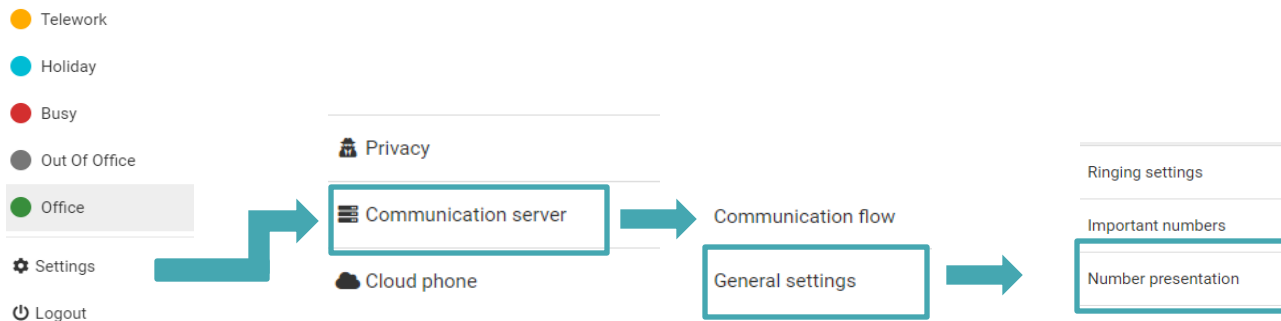
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# How to select the number shown to your correspondent ?

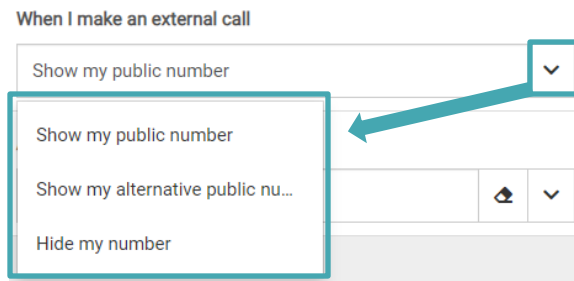


## Basic Functionalities

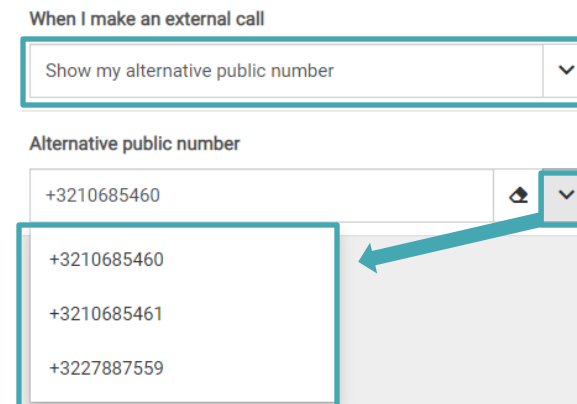
### Step 1 : go to your configuration tools



### Step 2: Select what you want to show



### Step 3: In case you want to select an alternative number



# How to forward your calls to another number ? Use the status

If you need to forward regularly your calls to an alternative number (extension or external number), we recommend to configure a specific status for this purpose

## Configure a status



- Telework
- Holiday
- Busy
- Out Of Office
- Office
- ⚙ Settings
- 🔌 Logout

- 🔒 Privacy
- ☰ Communication server
- ☁ Cloud phone

### Step 1 : Configure your external number

Communication flow

General settings

Ringing settings

Important numbers

Number presentation

My alternative number

**+3227887490**

*Attention : format +32xxxxxxx*

### Step 2 : Configure your status

Communication flow

General settings

When my status is OFFICE

When my status is TELEWORK

When my status is BUSY

When my status is HOLIDAY

When my status is OUT OF OFFICE

**select "a" status to configure**

and I receive an internal call

and I receive an external call

First Action

Go to the second action

Second Action

Send to my alternative number

**For each type of redirect your call to your alternative number**



Online Version



# In case of Mobile integration



## What's the Standard Configuration of a user ?



**Corporate Mode** : Your **fix number** is presented to your correspondent

**Private Mode** : Your **Mobile number** is presented to your correspondent



**Corporate Mode** : Your **received** calls on your mobile when your fix number is called

**Private Mode** : You **don't received** calls on your mobile when your fix number is called

## Basic Functionalities

## How to listen my Voice Mail (Mobile) ?



Via Connect Me



Dial  
9123



Via my Mobile phone

or +32 486199123



If no voicemail, you will be able to record your greeting messages

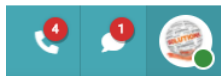


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## How to switch from "private" to "Corporate" ?



Via Connect Me



Alexis Carboneille  
*Let's working toget...*

● Private

● Corporate



Via your mobile

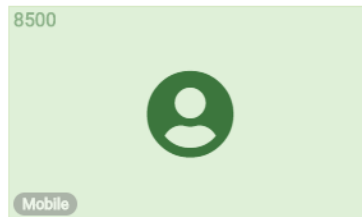
Dial 8501 to select the status Private or corporate  
Dial 8502 to change your status to corporate  
Dial 8503 to change your status to private  
Dial 8504, the status will change to the other one (e.g. if you're in status private and you call 8504, your status will be changed to corporate immediately)

## Mobile Features (FMU)

## How to swap calls from "Connect me" to "Mobile" and vice versa ?



Via Connect Me



Swap your call from Mobile to Connect Me



Via your mobile

Dial 8511



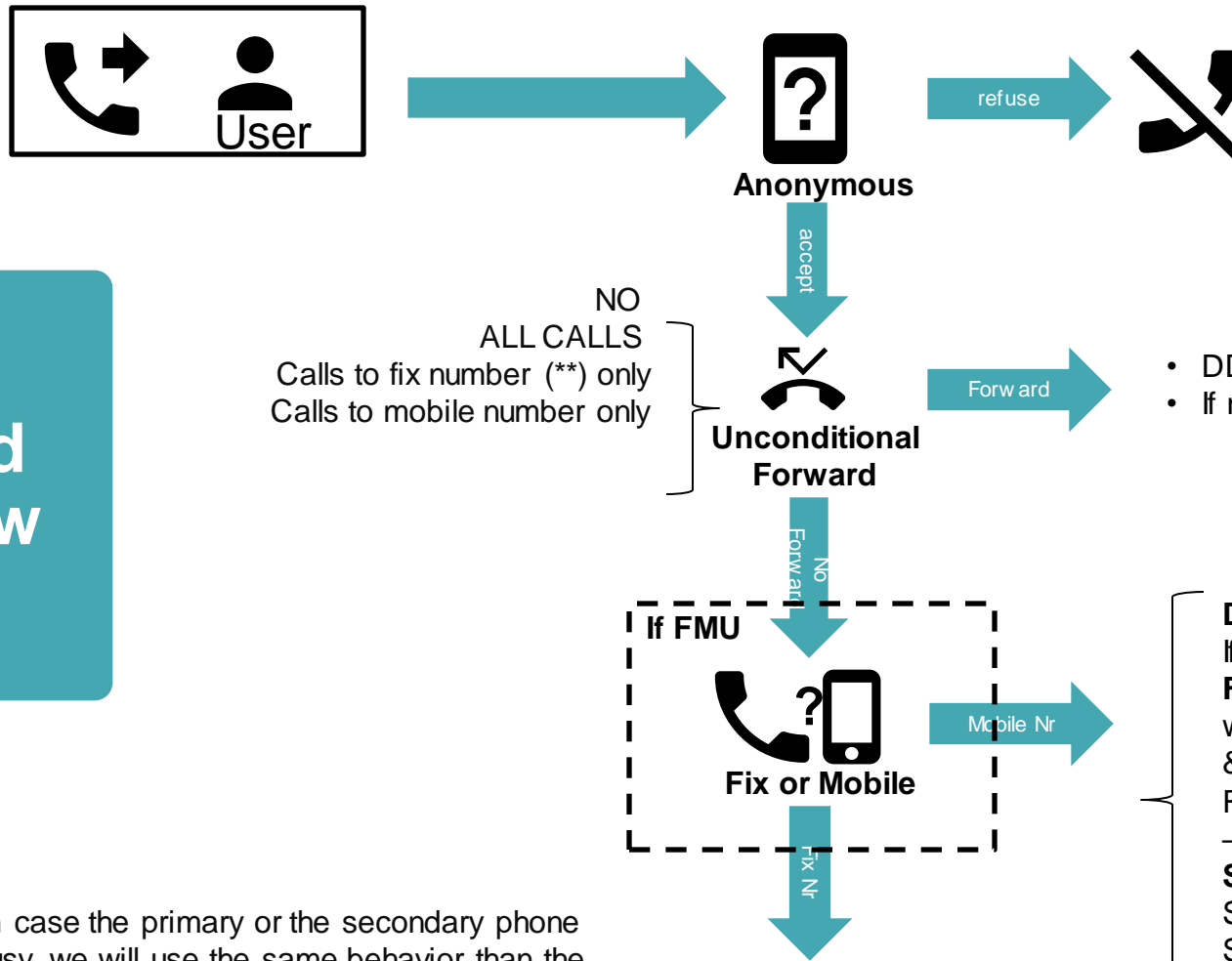
Online Version



# Advanced call Flow Explanation

# Detailed Call Flow – step 1

## Detailed Call Flow



NO ALL CALLS  
Calls to fix number (\*\*) only  
Calls to mobile number only

- DDI displayed on the phone is the caller ID
- If no answer, call hang-up without further action

- Default = Same as Fix Number**
- If different call flow :**
  - FIRST ACTION :** Ring my mobile phone (with call waiting if configured on the mobile) - Ring primary & secondary phone (\*) – Ring primary phone (\*) – Ring secondary phone (\*) – Send to my assistant – Go to second action
  - SECONDACTION (\*\*\*):** Send to my voice mail – Send to my assistant - Send to my reception – Send to my Team – Send to my "personal menu" - Send to my alternative number – Play a "busy tone"

(\*) In case the primary or the secondary phone is busy, we will use the same behavior than the Fix Number (busy)  
 (\*\*) fix number = public number & extension  
 (\*\*\*) Second action is triggered if no answer or call rejected on all devices (primary & secondary phones)



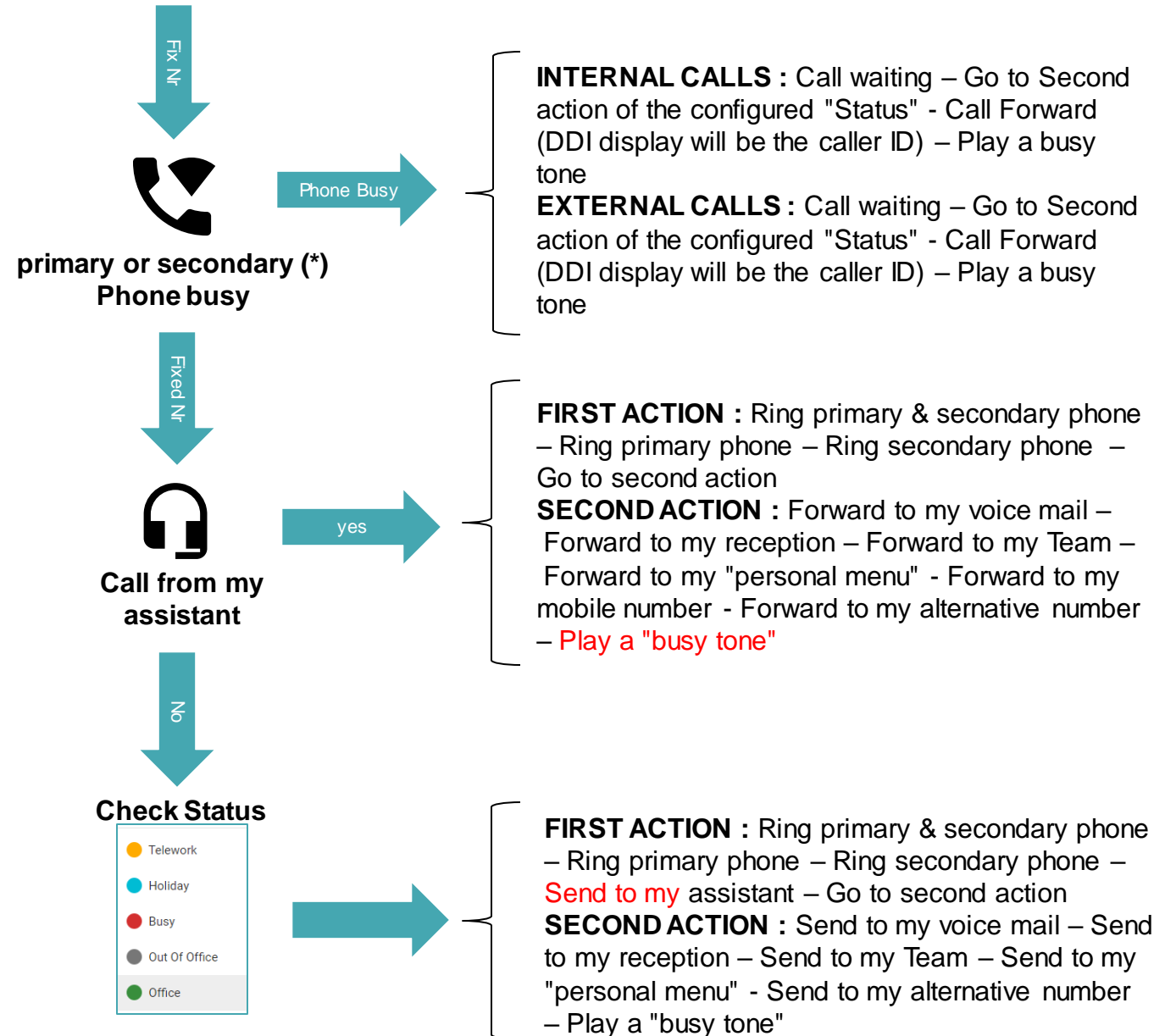
## Detailed Call Flow – step 2

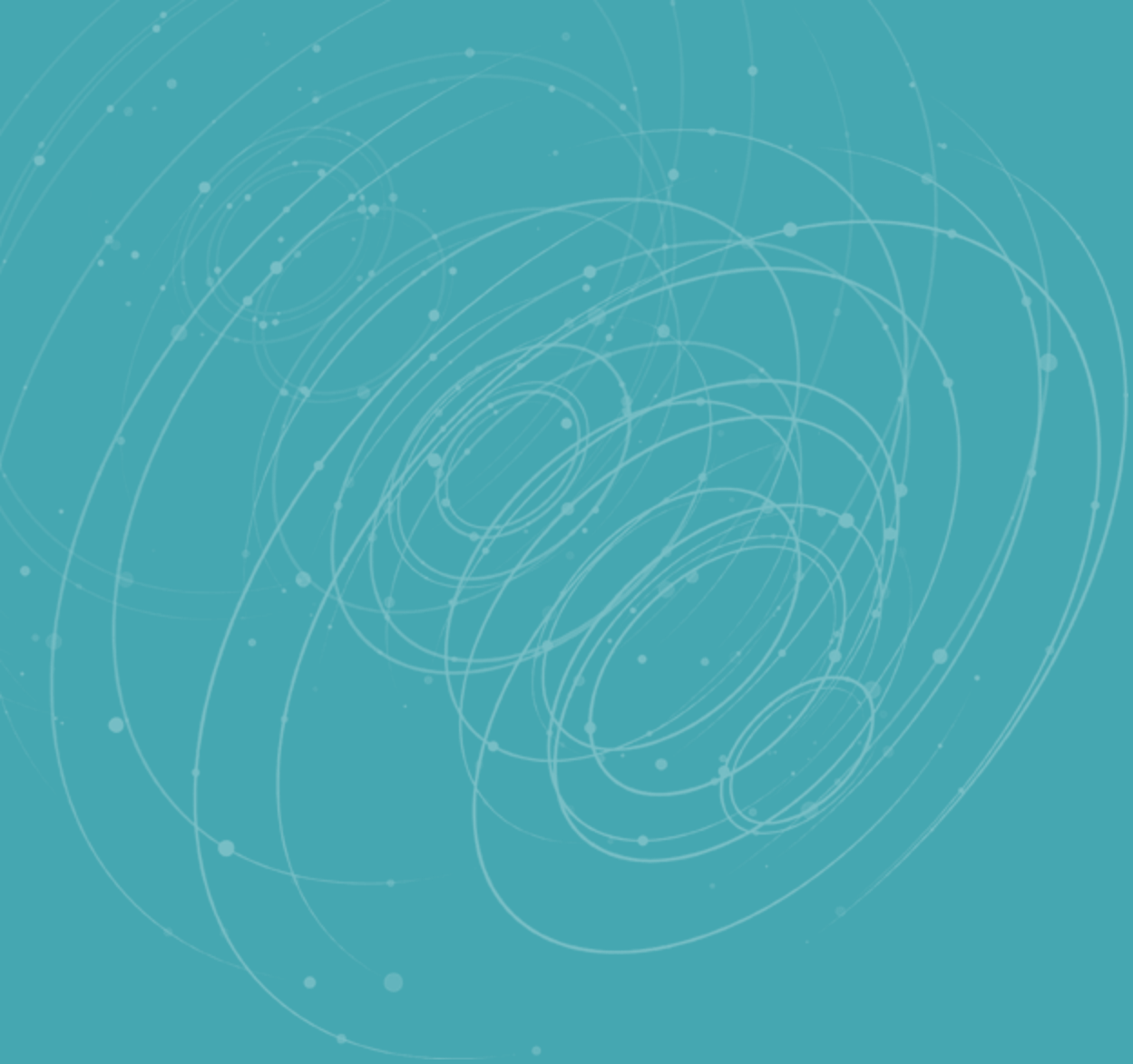
# Call Flow



Online Version

(\*) in case of FMU enabled, the system check the following component : Physical device, connect me & mobile number





<https://www.fuzer.net/docs/FuzerFAQ.html>