

ascom

Ascom® Wireless Solutions Inc.

User Guide



Personal Number
Mobility Server

Personal Number User Guide

Mobility Server

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General Information

This User Guide describes the Personal Number and how to access it from your telephone.

Your *Personal Assistant* is your guide to the Personal Number. Contact your system administrator in order to define your telephone numbers and profiles. To access Personal Assistant, use the telephone number supplied by your system administrator, enter your password, and follow the instructions that the Personal Assistant gives you.

Alternatively, if you have access to an Intranet (or the Internet), you can define your own telephone numbers and profiles. Your system administrator will supply you with the web address (URL) and your log in password.

This User Guide

This User Guide	See page 5	An overview of the different sections of this User Guide.
Welcome to Personal Number	See page 6	An overall description of Personal Number and how it can be used.
Getting Started	See page 8	Information to help you start using Personal Number.
How to Use Personal Assistant	See page 13	An explanation of the different Personal Assistant functions. How to change profiles and how to use your Personal Number.
Useful Hints	See page 29	A list of useful hints.
Profile Details	See page 31	Fill in the form Your Profile Details (See page 36). See page 34 for the example.
Index	See page 39	An index to help you search for specific items.
Flow Chart	See page 42	A flow chart to guide you through the Personal Assistant.

Welcome to Personal Number

Personal Number enables you to manage all of your incoming calls through one telephone number. Through the Personal Number, incoming calls can be directed to your other telephone numbers such as your home or mobile telephone. With Personal Number you can provide your contacts with just one telephone number in order to reach you no matter where you are.

Your Personal Number contains four profiles where you can specify to which telephone numbers your incoming calls are directed.

Be available anywhere on one Personal Number



Personal Number allows you to determine which telephone numbers to include in the list known as your profile, and to specify in which order the Personal Number should search those telephone numbers. (see Profile Details on page 26)

The Personal Assistant is the interface used to control and manage the Personal Number features. Personal Assistant can be accessed via a web interface or any touch-tone phone. To access Personal Assistant via a touch tone telephone you need the Personal Assistant telephone number, your ID and password. You will be guided by voice prompts to choose your options.

To access the Personal Web Assistant you need a web browser, (access to your corporate Intranet is required) the URL (web address) of the Personal Web Assistant, your log on ID and password.

When using the Personal Assistant, you can choose between the following options:

- Call Forwarding - select a profile: In Office, Out of Office, Temporary Number, or Absent
- Call Screening - allows you to choose the calls you want to take
- Office Extension - allows remote access to your office extension for placing calls
- Voice Mail Access - allows direct access to your voice mail system
- Change Password - change the password assigned by the system administrator to one of your own choosing
- Change Style - the way you want the Personal Assistant options to be presented, either long or short guidance

Note: More detailed information is presented under How to Use Personal Assistant on page 10 in this User Guide. Also, please read through Useful Hints on page 25.

Getting Started

Define Your Personal Number Profiles

Your Personal Number contains four profiles where you can specify telephone numbers and answering positions, and in which search order your incoming calls are directed. If you cannot be accessed, the profile instructs the Personal Number how to handle a message.

You have one profile for each of the following Call Forwarding options:

In Office

When you are in the office, use the In Office profile to define the office telephone numbers where you can be reached.

Out of Office

When you are away from the office, define an Out of Office profile, which includes your regular external telephone numbers, for example mobile or residential telephone number.

Temporary Number

When working from an offsite location or traveling, you can define a Temporary Number profile to forward your incoming calls to the secondary location or hotel where you will temporarily be available .

Absent

When you cannot take any telephone calls, as when you are on vacation or attending an important meeting, use this profile to direct your calls to a second party or to your voice mailbox.

Working Situations

The Personal Number can be configured to suit your needs. You will get the most benefit from the Personal Number once you identify your different working situations. Before you define your Personal Number profiles, see the Example of How to Fill In the Profile Details on page 26, fill in the form, and give a copy to your system administrator.

See Your Profile Details on page 31.

Examples

Here are three different examples of working situations. For more detailed information about the Personal Number profiles, see How to Use Personal Assistant on page 10.

Situation 1

If you often work from home, your residential telephone number should be included in your *Out of Office* profile, as well as your mobile telephone number.

Determine the order in which you would like the telephones to ring. When you are working from home, you may prefer to define your residential number as the first choice, followed by your mobile telephone number. If you are more likely to be traveling, you may elect to define your mobile telephone number as your first choice.

Situation 2

When you are in your office, define your office telephone number in the *In Office* profile.

Situation 3

Alternative 1: If you do not wish to be disturbed, use the Absent profile and all your incoming calls will be directed to a second party or to your voice mailbox.

Alternative 2: If you are expecting an important call, use Call Screening to allow only the incoming calls that you want to receive. All other calls are directed to second party or to your voice mailbox.

How to Use Personal Assistant

Personal Assistant

The Personal Assistant is the gateway to your Personal Number. You just press the necessary keys on your telephone key pad to manage the Personal Assistant functions.

To call the Personal Assistant, use the telephone number that you have received from the system administrator, enter your password, and follow the spoken instructions.

The main options are:

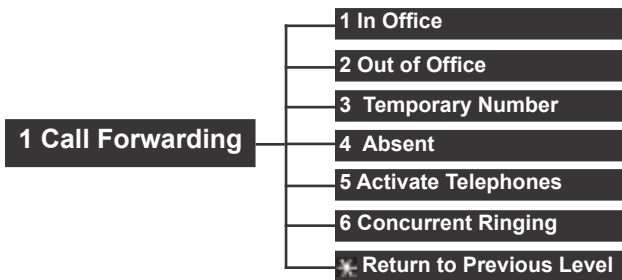
- 1 Call Forwarding
- 2 Call Screening
- 3 Office Extension
- 4 Voice Mail Access
- 7 Change Password
- 8 Change Style
- * Exit Personal Assistant

Call Forwarding

Your incoming calls are directed according to the Call Forwarding profile you have chosen:

In Office, *Out of Office*, *Temporary Number*, or *Absent*. To help you define your telephone numbers, see Profile Details on page 26. If you can not be reached in the *In Office*, *Out of Office*, or *Temporary Number* profiles, the call will be handled according to your Absent profile to guarantee call completion. Your telephone numbers can be permanent (In Office, Out of Office), or temporary. Your permanent numbers are set by using Your Profile Details on page 31. You define the temporary numbers yourself in the Personal Assistant.

To change your Call Forwarding settings, do the following:



Call Forwarding

Press:



Listen to the recorded message and follow the instructions. The gray digits in this User Guide represent digits you have already pressed.

Activate:

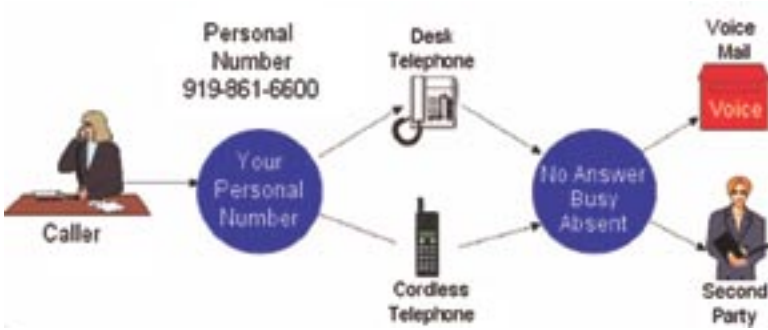
In Office

Press:



How to Use Personal Assistant

The first category is the *In Office profile*. When you select this alternative, all your calls are directed to your office telephone or telephones.



Out of Office

Press:



The second category is the *Out of Office profile*. When you choose this alternative, all your calls are directed to the telephone numbers that you have specified in your *Out of Office profile*.




Temporary Number

Press:



The third category is the *Temporary Number* profile, which is for the numbers that you do not use regularly, such as customers' premises or hotels.



Enter the temporary number and finish with 

To erase entered digits

Press:



and start from the beginning.

Your calls are now directed to the temporary number that you have specified.

Note: When you specify a temporary external number, it must start with the dialing code that is required for an outside line, for example "9".

How to Use Personal Assistant

Absent

Press:



The fourth category is the *Absent* profile. Use this category when you are unable to take any calls at all. Your calls are directed straight to an answering position in your *Absent* profile: to your voice mail or a second party.



Callers to your Personal Number will reach your *Absent* profile if:

- You have activated it
- You do not answer
- Your telephone is busy
- You have activated Call Screening

Activate Telephones

Press:



This category lets you choose which telephones in your search profile you want activated or deactivated. For instance if you are working from home, you might want to remove your mobile telephone number from the search so that calls are directed straight to your residential telephone number.

Note: You cannot change the search order of the telephones yourself in your Personal Assistant. You must specify the search order and the system administrator then sets the search order for you. Please see the Profile Details on page 26.

Activate

Press:



The Personal Assistant recorded voice informs you if a telephone is activated or deactivated. If a telephone is deactivated, you can activate it.

Deactivate

Press:



The Personal Assistant recorded voice informs you if a telephone is activated or deactivated. If a telephone is active, you can deactivate it.

Continue

Press:



To continue and choose the next telephone.

Return to Previous Level

Press:



To return to the menu where the Call Forwarding choices are presented.

How to Use Personal Assistant

Call Accept

In order to avoid your calls being answered by the wrong person (for instance when your calls are forwarded to your residential telephone and one of your family members answers the call), use *Call Accept*.

When you receive a call you will be asked to accept it by pressing **1** before the call is connected. If you do not press this *Call Accept* digit, the Personal Number will forward the call to the next telephone in your profile, or to a second party or voice mailbox, as if you had not answered.

You can indicate whether or not you want to use *Call Accept*, and for which telephones.

Please see In Office Profile and Out of Office Profile on page 31 and Example of How to Fill In the Profile Details on page 26.

Concurrent Ringing

Press:



This option allows you to set the both the Freeset portable telephone and one desk phone in your In Office profile to ring simultaneously. This reduces the search time for the caller when dialing your Personal Number.

Change Concurrent Ringing

Press:



Return to Previous Level

Press



To return to the menu where the Call Forwarding choices are presented.

Call Screening

Call Screening is a Personal Number function that acts as a filter, allowing you to specify the telephone numbers from which you would like to receive incoming calls. You may choose one of five screening levels:

You may choose one of five screening levels:

- All Calls
- VIP and Internal Calls
- VIP and External Calls
- VIP Calls Only
- No Calls



In the VIP list, you can enter a maximum of 20 telephone numbers that you want to receive calls from. Your system administrator will help you fill in the VIP list.

All Calls

No screening is performed. You will receive all incoming calls.

How to Use Personal Assistant

VIP and Internal Calls

You will only receive calls from numbers listed in the VIP list and internal calls. All your incoming calls are first checked against the VIP list. If the calling party number is found in the list, the call will be accepted. If the number is not found in the VIP list, the call type will be checked and only internal calls will be accepted. If neither of the conditions above are met, the call will be directed to the answering position indicated in your Absent profile.

VIP and External Calls

You will only receive calls from numbers listed in the VIP list and external calls. All your incoming calls are first checked against the VIP list. If the calling party number is found in the list, the call will be accepted. If the number is not found in the VIP list, the call type will be checked and only external calls will be accepted.

If neither of the above conditions are met, the call will be directed to the answering position indicated in your Absent profile.

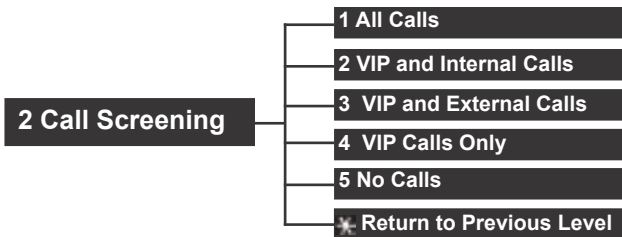
VIP Calls Only

You will only receive calls from numbers listed in the VIP list. If the calling party number is found in the list, the call will be accepted. If the number is not found in the VIP list, the call will be directed to the answering position indicated in your Absent profile.

No Calls

All your calls are directed to an answering position indicated in your Absent profile.

Note: If you have activated your Absent profile, you will receive no calls at all.



Call Screening

Press:



You can choose how you want your calls screened. There are five *Call Screening* levels:

To receive:

All Calls

Press:



All incoming calls are accepted.

VIP and Internal Calls

Press:



Only calls from numbers specified in the VIP list and internal calls are accepted.

VIP and External Calls

Press:



Only calls from numbers specified in the VIP list and external calls are accepted.

VIP Calls Only

Press:



How to Use Personal Assistant

No Calls

Press:



All calls are barred and handled according to your Absent profile.

Return to Previous Level

Press:



To return to the main menu where the Personal Assistant choices are presented.

Call Screening Bypass

The calling party can bypass Call Screening at the following levels:

- VIP and Internal Calls
- VIP and External Calls
- VIP Calls Only
- No Calls

Before the screened call is directed to your answering position, the caller will hear a message that says, "The person you called is not available. Please wait". At this stage the caller can invoke the Call Screening bypass function, by entering a special suffix (one digit) and a VIP password, which you receive from your system administrator.

Note: This function is intended to be used only by callers who should always be able to reach you. If the Call Forwarding - Absent profile is set, you will receive no calls at all.

Office Extension

This makes it possible for you to use your office extension remotely. The advantage of this is that you can call within the corporate network, and out of it, as if you were using your office telephone.

For example, you can use "Short Numbers" and private network features to make external calls. You can dial in to the Personal Assistant and make outgoing calls as if you were in your office - useful for making business calls from home.

To use your office extension:

Press:

3

Now you are on the corporate network and can dial any number as if you were in the office.

Voice Mail Access

This feature allows you to access your voice mail system directly from the Personal Assistant. Depending on your voice mail system, the Message Waiting Indication will be deleted automatically. To manually delete the Message Waiting Indication:

- DT620 portable telephone press #91# [YES] [NO].
- 9p23 Medic and Messenger portable telephones press #91# [ON][OFF].

To access your voice mail system:

Press:

4

Change Password

When you start using Personal Number, immediately change the password that you received from the system administrator. Select a number that is personal and easy to remember.

7 Change Password

Enter Password

To change your password:

Change Password

Press:



Change your password and finish with



Re-enter the password, and finish with



Your password has now been changed.

Erase Entered Digits

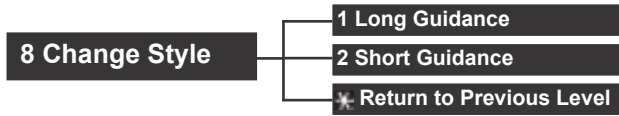
Press:



To erase entered digits and start from the beginning.

Change Style

You can choose how the Personal Assistant guides you through the options - long or short voice guidance. When you have started using Personal Number on a regular basis and you are familiar with the different options, you can use the short voice guidance to save time.



These are the options to choose from to change your style:

Change Style

Press:

8

You have the following options:

Long Guidance

Press:

8 1

For a new user, long guidance might be useful.

Short Guidance

Press:

8 2

When you become familiar with your Personal Assistant, the short guidance may be sufficient.

How to Use Personal Assistant

Return to Previous Level

Press:



To return to the main menu where the Personal Assistant choices are presented.

Exit Personal Assistant

Press:



When you are in the main menu, press this key to exit the Personal Assistant. You can also simply disconnect the call.

Useful Hints

- Make sure that the Personal Number settings always match where you are.
- If you are unable to take a call, always activate the Absent profile. This cuts down the time the caller has to wait before getting a reply. A recorded message, or a second party, can inform the caller why you have not answered.
- Keep the list of telephone numbers short to reduce waiting time for your callers.
- Give selected callers the special digit and a VIP password to be able to bypass your *Call Screening*.
- Remember: do not use any other answering machine but the one at your office. For instance, if your mobile telephone's answering machine answers the call, the search chain will not continue.
- When you specify a number outside the office, make sure the number starts with the dialing code needed an outside line, for example "9".
- To ensure you receive all incoming calls, if you have been away for a while and do not remember which profile is active, select *Call Screening - All Calls* and then *Call Forwarding - In Office*, and all your incoming calls will be directed to your office telephone.
- When you are used to using Personal Assistant, you can save time by dialing all the digits in one go. For example, dial **8 1** to activate the more detailed guidance.
- When your business calls are forwarded to your residential telephone and one of your family members happens to answer the call, you can use *Call Accept* to avoid your calls being answered by the wrong person.
- When you receive a call you will be asked to accept it by pressing **1** before the call is connected.

Profile Details

How to Fill in the Profile Details

In the profile, you decide how you want to define the Personal Number to suit you. It is important that you define different working situations, so that you can use the Personal Number in the best way. See Working Situations on page 8.

Fill in your Personal Number profile details. Do this preferably together with your system administrator who can help you decide how the Personal Number profiles can be defined to suit your needs. See Your Profile Details on page 31.

Copy the page and give it to your system administrator, who will program your profile details according to your wishes.

From your system administrator, you will receive the following:

- Personal Number
- Password
- VIP digit
- VIP password
- Number to call the Personal Assistant

In Office Profile and Out of Office Profile

Type of telephone - Define the type of telephone to be included in the profile by using the options.

Telephone number - Specify and set the telephone numbers in the search order. You have four options to choose from.

Call accept - Decide if you want to use this option. See Call Accept on page 19. In the *In Office* profile, select the option Mobile Telephone with Call Accept. In the *Out of Office* profile, select “Yes” or “No”.

Absent Profile

Answering position - In the search order, use the options to choose the answering position you want your call to be transferred to in case you cannot answer. You have four options to choose from.

Telephone numbers - For the assistant and message desk, set the telephone number. For voice mail/second party, you do not need to enter a number.

Checklist

Make sure that the **Important** checklist activities are fulfilled. If you would like the additional Bypass functions (see Call Screening Bypass on page 20), complete with the **Additional** information.

Checklist - Start	Yes	No
Important		
Define profiles	<input type="checkbox"/>	<input type="checkbox"/>
To be defined together with your system administrator		
Telephone number to Personal Assistant	<input type="checkbox"/>	<input type="checkbox"/>
To be received from your system administrator		
Password to Personal Assistant	<input type="checkbox"/>	<input type="checkbox"/>
To be received from your system administrator		
Additional		
VIP digit	<input type="checkbox"/>	<input type="checkbox"/>
To be received from your system administrator		
VIP password	<input type="checkbox"/>	<input type="checkbox"/>
To be received from your system administrator		

How to fill in Profile Details

In Office Profile

Search Order	A. Type of Telephone	B. Telephone Number
1	Desk Telephone	234 5678
2	Cordless Telephone	234 9874
3	Mobile Telephone	9 626 3210
4		

Options:

- Cordless telephone
- Mobile telephone
- Mobile telephone with Call Accept
- Desk telephone
- Out of Office Profile

Out of Office Profile

Search Order	A. Type of Telephone	B. Telephone Number	C. Call Accept	
1	Desk Telephone	234 5678	Yes	No
2	Cordless Telephone	234 9874	Yes	No
3	Mobile Telephone	9 626 3210	Yes	No
4				

Options:

- Mobile telephone
- Mobile telephone with Call Accept
- Public telephone (residential)
- Public telephone (residential) with Call Accept

Absent Profile

Search Order	A. Answering Position	B. Telephone Number
1	Second Party	234 5678
2	Voice Mail	
3		
4		

Options:

- Voice Mail
- Assistant
- Message desk
- Second Pary/Other

Your Profile Details

Name: _____
 Department: _____
 Email or memo: _____
 Account: _____

Search Order	A. Type of Telephone	B. Telephone Number
1	Second Party	234 5678
2	Voice Mail	
3		
4		

Options:

- Cordless Telephone
- Mobile Telephone
- Mobile Telephone with Call Accept
- Desk Telephone

Out of Office Profile

Search Order	A. Type of Telephone	B. Telephone Number	C. Call Accept	
			Yes	No
1			Yes	No
2			Yes	No
3			Yes	No
4				

Options:

- Mobile Telephone
- Mobile Telephone with Call Accept
- Public Telephone (residential)
- Public Telephone (residential) with Call Accept

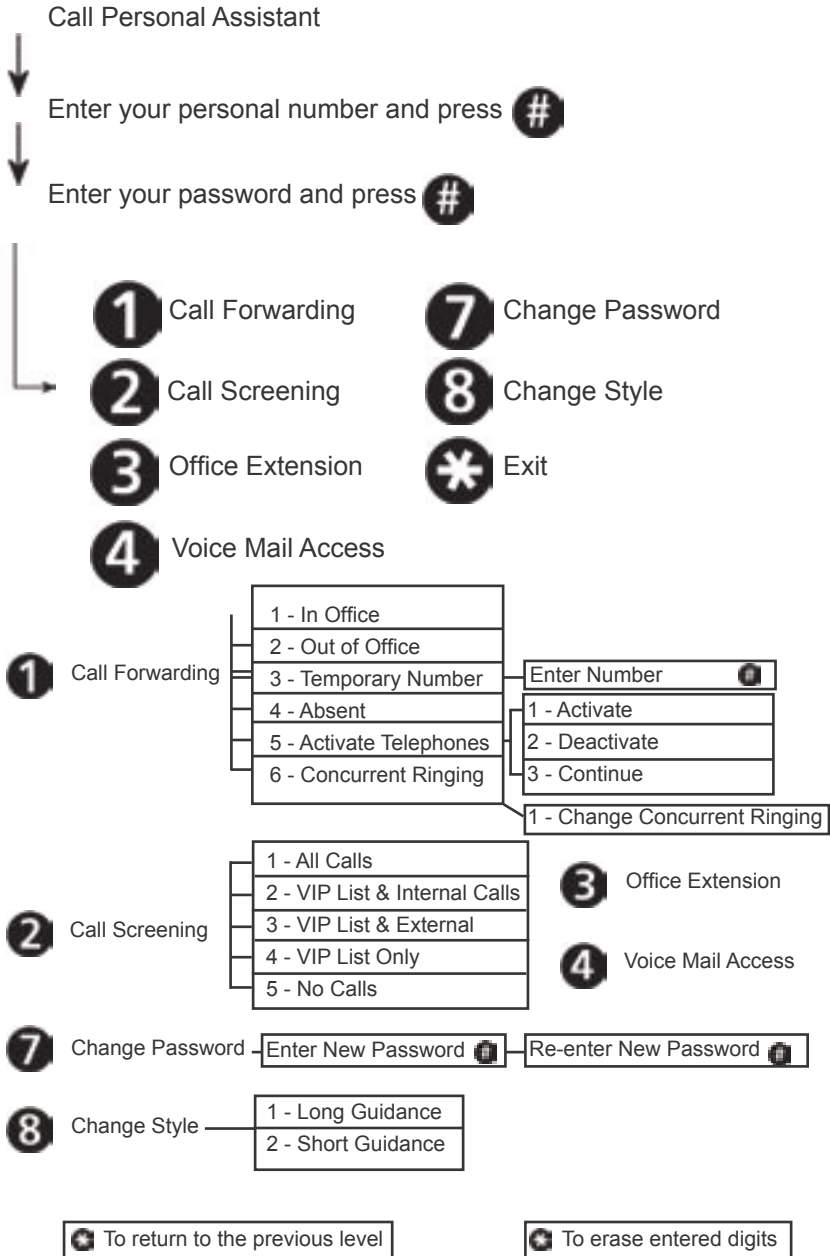
Search Order	A. Answering Position	B. Telephone Number

Options:

- Voice Mail
- Assistant
- Message desk
- Second Pary/Other

Flowchart

The flowchart shows the path your Personal Assistant takes when you access it from a telephone.



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Ascom Wireless Solutions (AWS) is the Americas' market leading developer of workplace wireless communication solutions providing system users with greater freedom of movement, better service and increased safety. Ascom's research and development focuses on products and solutions for our core business of in-building wireless communication. We are committed to providing the Americas with products that are unique, durable and innovative.

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