



**Avaya Aura™ Utility Services
MyPhone Quick Reference**

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Contents

Quick Start	4
Overview of the MyPhone Administration Reference	4
Logging in	4
MyPhone Home Page	5
SIP Interface	5
Manage your contact list	5
Manage your profile details	7
My Permissions	7
Change your SIP PIM Password	8
Manage your call settings	9
Extension to Cellular (EC500)	9
Enhanced Call Forward	10
View and manage your devices	10
Manage your phone features	11
H.323 Interface	12
View your MyPhone details	12
Change the H.323 password	12
Manage your call settings	12
Manage your phone features	13
Logging off	13

MyPhone Quick Reference

Quick Start

The Avaya Aura™ MyPhone Quick Reference Guide describes the MyPhone feature of Utility Services and how to administer simple call routing patterns.

Overview of the MyPhone Administration Reference

MyPhone is a Web-Based utility that lets you manage some of the features of your phone, including the Extension to Cellular or EC500 and Enhanced Call Forward features. These features are typically managed by the system administrator in larger systems. The FollowMe feature of MultiVantage Express is no longer available and has been replaced by the EC500 and Enhanced Call Forward features.

You can access the following interfaces of MyPhone depending on the type of phone you are using:

- SIP Interface
- H.323 Interface

You use the same extension and security code to log on to the SIP and H.323 interfaces of MyPhone.

Logging in

To log on to the MyPhone Configuration Manager, perform the following actions:

- Type the following URL in your Web browser:
`https://<IP Address of Utility Services>:8443/MyPhone/MyPhone`
Where, <IP Address of Utility Services> is the IP Address of Utility Services – ask your System Administrator for help in getting the URL for the MyPhone Administration Web Interface.

Tip: Add this Web site to your bookmark file if you frequently access the MyPhone application.

- Accept the security certificate generated in your browser. The system displays the MyPhone Home page.

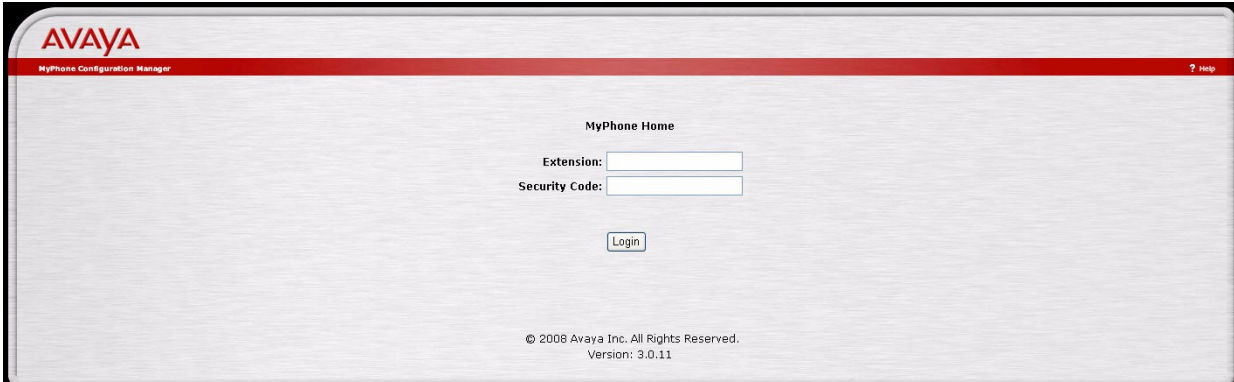
Tip: Avaya recommends you install the security certificate in your

browser as prompted so that the certificate is automatically recognised in the future.

To install the certificate:

- a) Click **View Certificate** on the security warning;
- b) Click **Install Certificate**. The certificate is installed.

MyPhone Home Page



AVAYA
MyPhone Configuration Manager

MyPhone Home

Extension:

Security Code:

Login

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- In the **Extension** box, type the extension number.
- In the **Security Code** box, type the security code and click **Login**.

SIP Interface

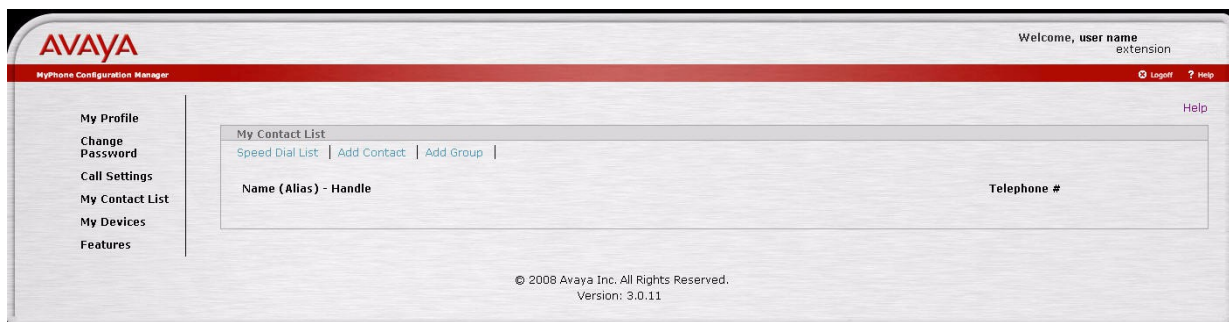
You can use the SIP interface of MyPhone to do the following:

- [Manage your contact list](#)
- [Manage your profile details](#)
- [Change your SIP PIM Password](#)
- [Manage your call settings](#)
- [View and manage your devices](#)
- [Manage your phone features](#)

Manage your contact list

On the left navigation menu, click **My Contact List** to access the **My Contact List** page. By default, the **My Contact List** is displayed when you log on to the SIP interface of the MyPhone Configuration Manager.

MyPhone Quick Reference



Use the **My Contact List** page to do the following:

- View the groups and contacts in you contact list.
To do so, view the groups on the **My Contact List** page. Each group contains the specified contacts.

Tip: For the field codes, click **Help** on the **My Contact List** page.
- Modify a group.
To do so, click the group name on the **My Contact List** page.
- View detailed information of a contact.
To do so, perform one of the following actions
 - Click the handle of the contact you want to view.
 - Select the option button of the contact and then click **View**.
- Delete a contact.
To do so, select the option button of the contact and click **Delete**.
- Add a contact.
To do so, click the **Add Contact** link and enter the fields, as required. Click **Submit**.
- Add a group.
To do so, click the **Add Group** link. In the **Group Name** box, enter a name for the group and click **Submit**.
- **Note:** The group name consists of 32 UTF-8 characters and is a logical name for organisational purposes. It is not a list name for addressing purposes via SIP contact URIs.
- View the speed dial list.
To do so, select the **Speed Dial List** link.

Manage your profile details

On the left navigation menu, click **My Profile** to access the **My Profile** page.



Use the **My Profile** page to do the following:

- View the current settings of your SIP PIM profile.
- Specify whether you want to allow other users to track your availability on the SES system.
For more information, see the [My Permissions](#) section.
- Determine the users who are viewing your presence in the SES system.
To do so, click the **My Watchers** tab.

Tip: For the field details, click **Help** on the **My Profile** page.

My Permissions

Click **My Permissions** to specify whether you want to allow other users to track your presence in the SES system.

Permissions

You can manage the following permission types:

- **Allow All**
Allows all the administered SIP users to view your availability on the SES system.
- **Block All**
Blocks all the administered SIP users to view your availability on the SES system. By default, the permission type is Block All.
- **Contact List Only**
Allows only the administered SIP users added to your contact list to view your availability on the SES system.

To change a permission type, perform the following actions:

1. In the **Change Permission Type** field, click the permission type you want

MyPhone Quick Reference

to set.

2. Click **Change**.

Access Control List

You can manage the Access Control List as follows:

- **Allow List**
List the users permitted to view your availability on the SES system. To add a user to Allow List, enter a valid handle in the box below the Allow List and click **Allow**.
- **Block List**
Lists the users who are blocked to view your availability on the SES system. To add a user to Block List, enter a valid handle in the box below the Block List and click **Block**.

Change your SIP PIM Password

On the left navigation menu, click **Change Password** to access the **Change Password** page.

The screenshot shows the Avaya MyPhone Configuration Manager interface. At the top left is the Avaya logo. The top right corner displays 'Welcome, user name extension' and 'Logout Help'. A left-hand navigation menu includes 'My Profile', 'Change Password', 'Call Settings', 'My Contact List', 'My Devices', and 'Features'. The main content area is titled 'Change Password' and contains a 'Cancel' link, three input fields labeled 'Old Password:', 'New Password:', and 'New Password (again):', and a 'Submit' button. At the bottom center, it reads '© 2008 Avaya Inc. All Rights Reserved. Version: 3.0.11'.

Important: You must log off from your phone before you can change the SIP PIM password.

To change the SIP PIM password, perform the following actions:

1. In the **Old Password** box, type the old password.
2. In the **New Password** box, type the new password.
Use only numeric characters for the new password. The length of the new password must be 6-8 characters.

Important: Changing the password of the SIP interface changes and synchronises the SES and CM passwords.

3. In the **New Password (again)** box, retype the new password and click **Submit**.

Tip: Click **Help** on the **Change Password** page for field details.

Manage your call settings

On the left navigation menu, click **Call Settings** to access the **Call Settings** page.

AVAYA MyPhone Configuration Manager

Welcome, user name extension

My Profile
Change Password
Call Settings
My Contact List
My Devices
Features

Call Settings

Extension To Cellular

Extension To Cellular allows calls to your office phone to be extended to any other wired or wireless phone. With Extension to Cellular, an incoming call to your desk phone will cause both phones to ring at the same time, and the call can be answered on either phone.

To enable Extension to Cellular enter the number of your second phone below and click Update Settings. You'll also need to add an Extension to Cellular button to your desk phone. If Add button is checked this will be done automatically, or it can be done manually from the Features menu. This will allow you to enable and disable Extension to Cellular from the button on your desk phone. When it is enabled both phones will ring when a call comes in, when its disabled only your desk phone will ring.

Extension to Cellular can also be enabled by dialling 19050 and disabled by dialling 19051 .

Call me on

Add Button

Enhanced Call Forward

Enhanced Call Forward lets you forward unanswered calls based on a set of rules defined below. Calls can be forwarded to different destinations based on whether the incoming call is internal or external, and whether your phone is busy or not when the call arrives.

To activate Enhanced Call Forward, enter numbers in the fields below, select which rules you want to be active and click Update Settings. The changes will take effect immediately. Note: When active the settings for Always forward my calls will override the busy or don't answer settings.

	Forwarded Destination Active	
Always forward my calls	Internal Calls To <input type="text"/>	<input type="checkbox"/>
	External Calls To <input type="text"/>	<input type="checkbox"/>
When I'm already on the phone	Internal Calls To <input type="text"/>	<input type="checkbox"/>
	External Calls To <input type="text"/>	<input type="checkbox"/>
If I don't answer	Internal Calls To <input type="text"/>	<input type="checkbox"/>
	External Calls To <input type="text"/>	<input type="checkbox"/>

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Use the **Call Settings** page to manage the Extension to Cellular or EC500 and Enhanced Call Forward features. Use these two features of MyPhone when you are out of the office.

Extension to Cellular (EC500)

The EC500 feature provides a different and more sophisticated integration for mobile users. It allows the incoming call to be bridged in parallel to both your desk phone and your mobile phone, which provides parallel operation and extended call identification. EC500 also extends the feature set of your phone system to a mobile phone, which is made more convenient by the Avaya One-X Mobile Client. You can use the Avaya One-X Mobile client to initiate calls from the mobile phone so that you can provide a single number to the outside work and have access to Communication Manager features.

To activate the EC500 feature, perform the following actions:

1. In the **Call me on** box, enter the cellular phone number.
2. Select **Add Button**.

Note: Selecting the **Add Button** automatically adds an Extension to Cellular button to your desk phone. Otherwise, you manually assign an Extension to Cellular button to your desk phone from the **Features** menu.

MyPhone Quick Reference

3. Click **Submit**.

Enhanced Call Forward

Use the Enhanced Call Forward feature to forward unanswered calls based on a set of defined rules. Calls can be forwarded to different destinations based on whether the incoming call is internal or external and whether your phone is busy or not when the call arrives.

You can set the following rules:

- **Always forward my calls**
Forwards the internal and external calls to numbers that you set in the **Forwarded Destination** boxes.
- **When I'm already on the phone**
Forwards the internal and external calls to numbers that you set in the **Forwarded Destination** boxes when your number is busy.
- **If I don't answer**
Forwards the internal and external calls to numbers that you set in the **Forwarded Destination** boxes when you do not answer the call.

Note: The **Always forward my calls** rule overrides the other two rules.

To set the Enhanced Call Forward rules, perform the following actions:

1. Enter the numbers in the **Forwarded Destination** fields as required.
2. Select **Active**.
3. Click **Submit**.

View and manage your devices

On the left navigation menu, click **My Devices** to access the **My Devices** page.



Use the **My Devices** page to access the following information of your SIP phone:

- Ringer volume, headset volume, speaker volume, and ringer cadence

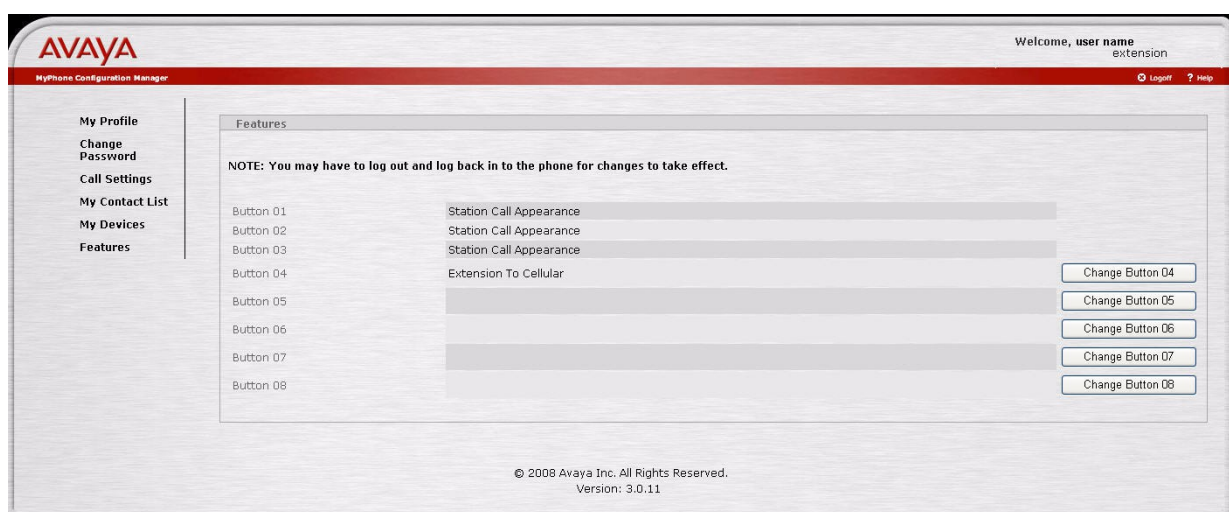
- Ringer settings
- One Touch Dial list
- Device configuration

Note: These features are only available for the supported devices.

Tip: Click **Help** on the **My Devices** page for the field details.

Manage your phone features

On the left navigation menu, click **Features** to access the **Features** page.



Use the **Features** page to change or assign a feature to a phone button. By default, Button 01, Button 02, and Button 03 are assigned as Station Call Appearances. You cannot change or assign features to these buttons.

To change or assign a feature, perform the following actions:

1. Click **Change Buttonxx**, where xx is a number. This displays the Feature Button Configuration for button xx page.
2. From the drop-down menu, select the feature you want to assign to the button.
The system displays a brief description of the feature. Some of the features require additional configuration information.
Note: You can assign a feature to a phone button only if the button is enabled by the administrator.
3. Click **Change MyPhone Feature Button**.

H.323 Interface

You can use the H.323 interface of MyPhone to do the following:

- View your MyPhone details
 - Change the H.323 password
 - Manage your call settings
 - Manage your phone settings
-

View your MyPhone details

On the left navigation menu, click **MyPhone** to access the **MyPhone** page. By default, the MyPhone page is displayed when you log on to the H.323 interface of MyPhone Configuration Manager. The following table lists the MyPhone field details:

Table 1: MyPhone Page Field-Details Table

Field	Description
Displayed Name	Displays the name of the user.
For Extension	Displays the extension number of the user's phone.
Station Type	Displays the model number of the station.
Display Language	View and set the local language of your phone.
Ringing Pattern	View and set the ringing pattern of your phone.

Change the H.323 password

The procedure to change the H.323 password is similar to the procedure to change the SIP PIM password. For more information, see the [Change your SIP PIM Password](#) section.

Manage your call settings

The procedure to manage the calls settings of the H.323 interface is similar to managing the calls settings of the SIP interface. For more information, see the [Manage your call settings](#) section.

Manage your phone features

The procedure to manage the phone features of the H.323 interface is similar to managing the phone features of the SIP interface. For more information, see the [Manage your phone features](#) section.

Logging off

Click **Logoff**.

The system displays the **MyPhone Home** page.