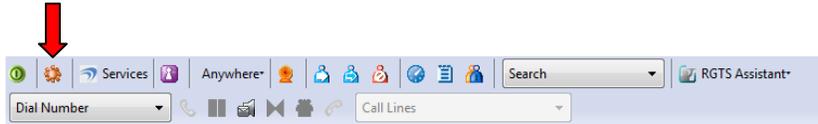
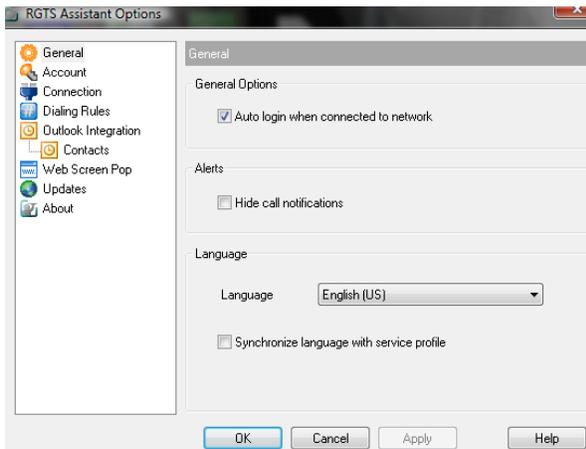


ConvergeOne Voice Toolbar Instructions

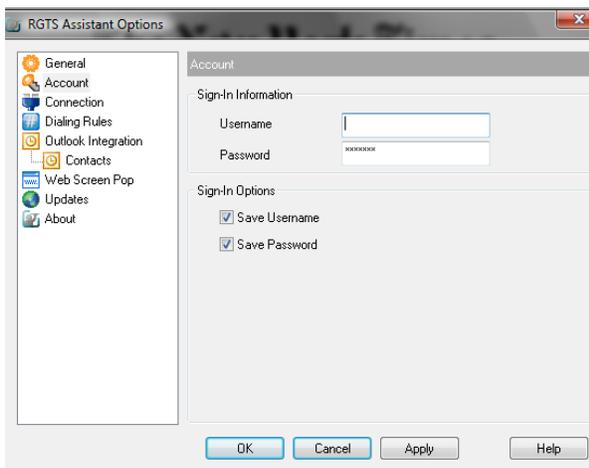
Toolbar Login



1. Click on the **OPTIONS** icon from the toolbar. (See above)

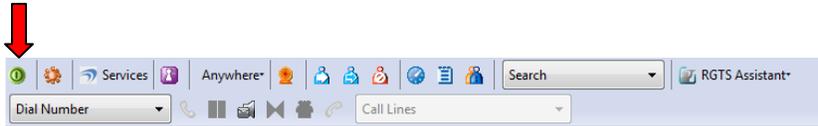


2. Select **GENERAL** and check off “Auto Login when connected to network.”



3. Select **ACCOUNT**
 - a. Enter your username (your 10-digit number @ rgts.com). Example: 2125551234@rgts.com
 - b. Enter your web portal password. If this is the first time you are logging into the system, your default password was sent to you in a separate email.

- c. Verify the “Save Username” and “Save Password” checkboxes are marked.
4. Click **APPLY**
5. Click **OK**



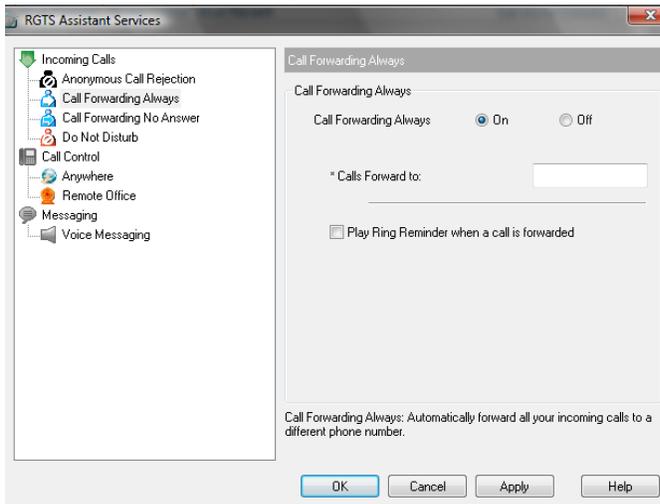
6. Click on the Log in/out icon to login. Note: you are logged into the system when this icon changes from gray to green.

Service Setup



Click on Services to configure several features available to you within the toolbar. Once these features have been configured, they can be turned on/off via the icons on the toolbar.

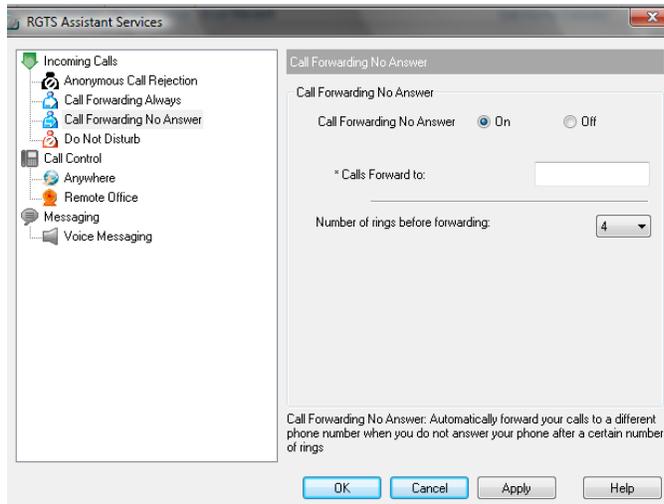
Call Forward Always



1. Select the **ON** radio button to activate and configure this feature.
2. In the “Calls Forward to” field enter the number you wish to forward your calls. This number can be an internal 4-digit extension or any 10-digit number (e.g., home, blackberry, cell phone, hotel phone, etc.).

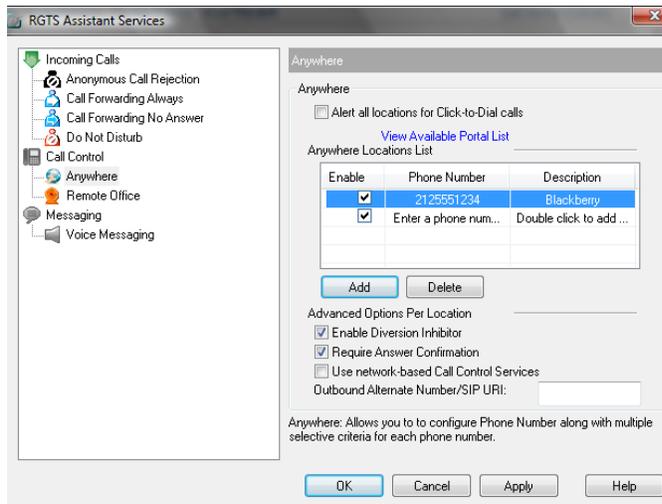
3. Selecting “Play Ring Reminder when a call is forwarded” causes your phone to ring once before forwarding the call to the assigned number. If this checkbox is not selected, your phone will not ring on incoming calls and the call will go directly to your assigned number.
4. If you do not want this feature activated, select the **OFF** radio button. Note: your settings will remain but they will be grayed out.
5. Click **APPLY** to save the settings.
6. Click **OK**.

Call Forward No Answer



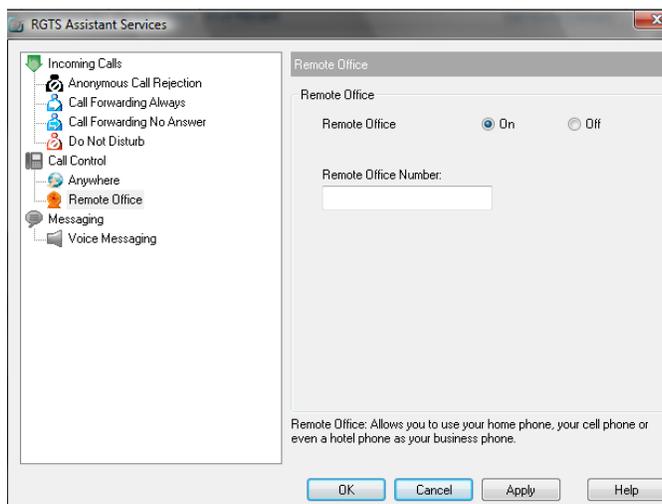
1. Select the **ON** radio button to activate and configure this feature.
2. In the “Calls Forward to” field enter the number you wish to forward your calls. This number can be an internal 4-digit extension or any 10-digit number (e.g., home, blackberry, cell phone, hotel phone, etc.).
3. Set the ring count in the “Number of rings before forwarding” field.
4. If you do not want this feature activated, select the **OFF** radio button. Note: your settings will remain but they will be grayed out.
5. Click **APPLY** to save the settings.
6. Click **OK**.

Anywhere



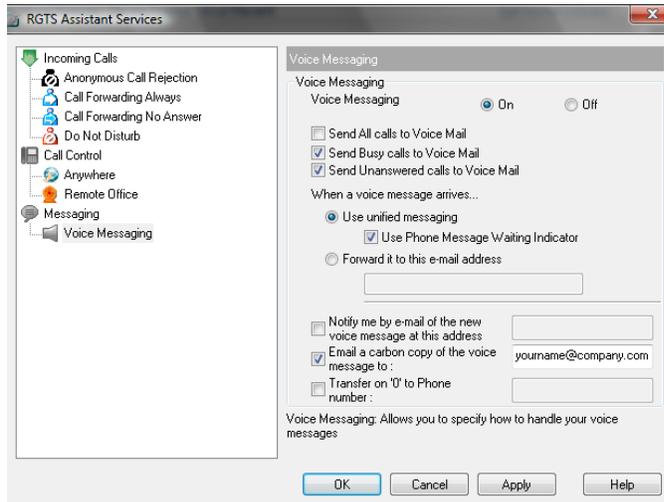
1. Click on ADD to enter a new number.
2. In the newly created row, double click on the Phone Number field and enter the 10-digit number.
3. In the Description field, enter a common description for this number that you recognize such as “blackberry,” “mobile,” “home,” etc.
4. Click APPLY to save the settings.
5. Click on OK.

Remote Office



1. Select the **ON** radio button to activate and configure this feature.
2. In the “Remote Office Number” field enter the 10-digit number you wish to forward your calls.
3. If you do not want this feature activated, select the **OFF** radio button. Note: your settings will remain but they will be grayed out.
4. Click **APPLY** to save the settings.
5. Click **OK**.

Voice Messaging



1. The Voice Messaging radio button should always remain **ON**.
2. By default, the “Send Busy calls to Voice Mail” and “Send Unanswered calls to Voice Mail” boxes should be checked.
3. Optional items include
 - a. Notify me by email of the new voice message at this address field – checking this box and entering an email address sends a notification that you have a new message.
 - b. Email a carbon copy of the voice message to field – checking this box and entering an email address sends a copy of the voicemail as an attachment to the specified address. The original voicemail remains in your phone’s voicemail system until you remove it.
 - c. Transfer on “0” to Phone number field – checking this box and entering a phone number allows a caller to press “0” once inside the voicemail system to redirect the call to the number you have defined. For example, you can “zero out” to the main office number, a colleague’s phone, or any other number you wish to use.
4. Click **APPLY** to save the settings.
5. Click **OK**.