



CentralOffice End-User Snow Emergency QuickStart Guide To Enable Call Forwarding and Remote Calling

During a Snow Emergency, (if you have a PC with Internet access) you can forward your desk phone calls to your home or mobile phones by following the instructions listed here in Part 1. You can also make calls from your home or mobile phones (again if you have a PC with Internet access) that will show your desk phone Caller ID by following the instructions listed here in Part 2.

Calls that ring to your desk phone via a Group Ring function (e.g. FMFM MADN or an ICM MADN) might not be forwarded. Please contact our support desk at voipservices@xchangetele.com or call them at 347-215-9300 to make changes.

This QuickStart Guide assumes that you have already configured your phone following the 6 steps listed in the CentralOffice End-User QuickStart Guide available at http://www.centraloffice.net/docs/qs_polycom.pdf



Part 1: Forwarding Your Desk Phone Calls

From Any Computer Connected To The Internet

- 1) Go to www.centraloffice.com
- 2) Click on "My Account" in the upper left hand corner
- 3) Then click on "Customer Login"
- 4) Enter your CentralOffice Telephone Number and Voicemail Passcode
- 5) Click On "Call Manager"
- 6) Click on the "Forward It..." option
- 7) Enter the number you would like the calls forwarded to as if you were dialing it from your phone. You can even put in extension numbers (assuming you have a colleague who will be taking your calls) and long distance or international numbers.
- 8) Click on "Apply" and your done.

Part 2: Remote Calling With Office Caller ID

From Any Computer Connected To The Internet

- 1) If you followed the instructions in Part 1 and are still logged in, please skip to step 6 otherwise follow the instructions in step 2 through 5.
- 2) Go to www.centraloffice.com
- 3) Click on "My Account" in the upper left hand corner
- 4) Then click on "Customer Login"
- 5) Enter your CentralOffice Telephone Number and Voicemail Passcode
- 6) Click on the  icon in the top center of the screen.
- 7) Click on "Configure"
- 8) Click on "use remote telephone" in the "Click To Dial" section
- 9) Put in the phone number where you will be making your calls from
- 10) Click on "Apply" in the lower right hand side of the screen
- 11) Click on the  icon again.
- 12) Enter the phone number you would like to call and press enter
- 13) The CentralOffice system will then call you at the number you entered into "use remote telephone". When you answer the call, CentralOffice will call the number you would like to call. The called party will see the same Caller ID; they see when you are in the office.