METREOS

IP Communications Applications for Business Advantage

Metreos ActiveRelay User Guide

Metreos Communications Environment 2.1.2

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About This Guide

Intended Audience

This document is intended for use by anyone wishing to use the Metreos ActiveRelay application.

Organization of this Document

This guide is organized into the following sections

- Overview — provides a high-level overview of the document.
- Step 1. Configure Find Me Numbers — provides instructions on how to configure Find Me numbers for the ActiveRelay application.
- Step 2. Configure Your Office Phone — describes how to set up your office phone as your primary phone for Active Relay.
- Step 3. Answer Calls Using ActiveRelay — briefly discusses the process of answering calls using Active Relay.

Typographical Conventions

The following table lists typographical conventions used in this document.

Convention	Description
Bold	Information displayed on the screen or that a user needs to identify or enter.
< >	Indicates user-defined entry between the two angle brackets.

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OVERVIEW

Metreos ActiveRelay is a presence and mobility enhancement application that lets you bridge your office phone to any number of other devices, typically telephones. You configure ActiveRelay to ring all such configured devices using *Find Me numbers*. For example, you can configure your Find Me numbers such that when you are out of the office, your mobile number, home number, or any other number where you want to be reached will ring along with your office phone.

Each Find Me number can be configured to meet your personal and business needs. For instance, any Find Me number can be configured to:

- Be active only during certain times of the day
- Wait a specified length of time before being dialed
- Ring for a specified length of time

One Find Me number should be configured as the *primary* Find Me number. One reason for doing so is to indicate which of your numbers will serve as the voice mailbox.

The following three sections describe how to:

- Set up your office phone for ActiveRelay
- Configure Find Me numbers
- Answer calls using ActiveRelay

Step 1. Set Up Your Office Phone for ActiveRelay

Complete the following tasks to set up your office phone for ActiveRelay.

Procedure

1. Go to http://<servername or IPaddress>/appsuiteadmin.
2. Enter your username and password in the fields shown on the following screen.

Figure 1. Signing On to Appsuiteadmin

3. Click **Edit Your Profile** as shown on the following screen.

Figure 2. Editing a User Account

4. Under **Devices**, click the **Add Device** button as shown in the following example. If you see no **Devices** section displayed, this means that the administrator has already configured this section for you, and you can skip ahead to the next section, Step 2. Configure Find Me Numbers.

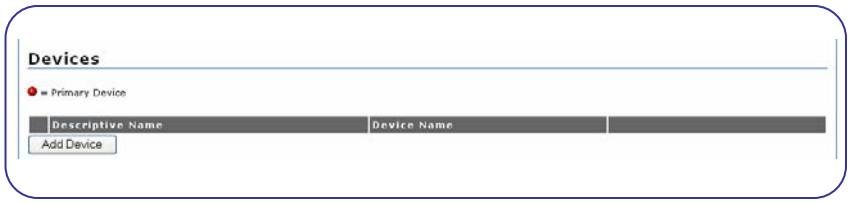

Figure 7. Adding a Phone Device

5. Enter a descriptive name for the device in the **Descriptive Name** field. Click the **IP Phone** checkbox if this device is an IP phone, and enter an MAC or IP address in the **Device Name** field.

Note: To access the MAC address for your Cisco IP phone, navigate to **Settings→Network Configuration→MAC Address** from the phone's menu.

Figure 4. Creating a New Device

6. Click the **Create Device** button.

7. After you have created a device, ActiveRelay prompts you for the primary line number associated with the device as shown in the following screen. Click the **Add Number** button.

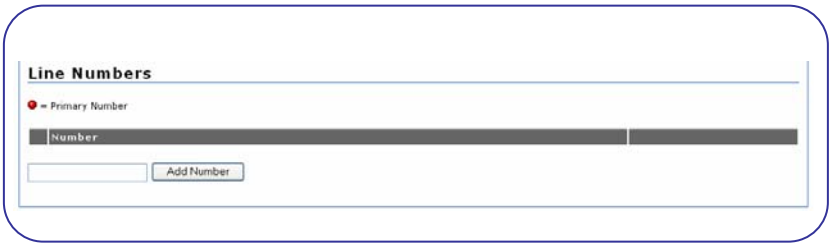

Figure 5. Entering the Primary Line Number

8. ActiveRelay confirms you have added your primary line number as shown in the following example. Verify that the number shown on the screen is the number of your primary line.

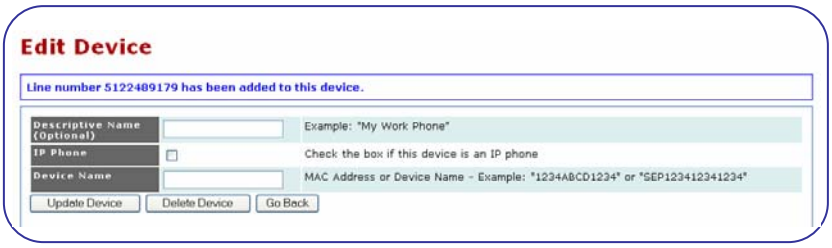

Figure 6. Verifying the Primary Line Number

Step 2. Configure Find Me Numbers

Complete the following tasks to configure Find Me numbers.

Procedure

1. Go to http://<servername or IPaddress>/appsuiteadmin.
2. Enter your username and password in the fields as shown on the following screen.

Figure 7. Signing On to Appsuiteadmin

3. Click the **Edit Your Profile** button as shown on the following screen.

Figure 8. Editing a User Account (NEW SS NEEDED)

4. Under **External Numbers**, click the **Add Number** button as shown in the following screen.

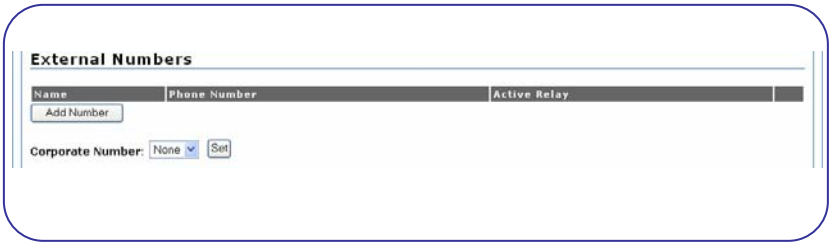

Figure 6. Adding Find Me Numbers

5. Under **Add Number**, enter a descriptive name, phone number, and optionally, a length of time to delay ringing this phone after the primary phone begins ringing. Finally, check the **ActiveRelay** checkbox to enable this Find Me number.

Note: Enter the line number as 1 plus the area code and phone number (in E.164 format); for example, 15127751505.

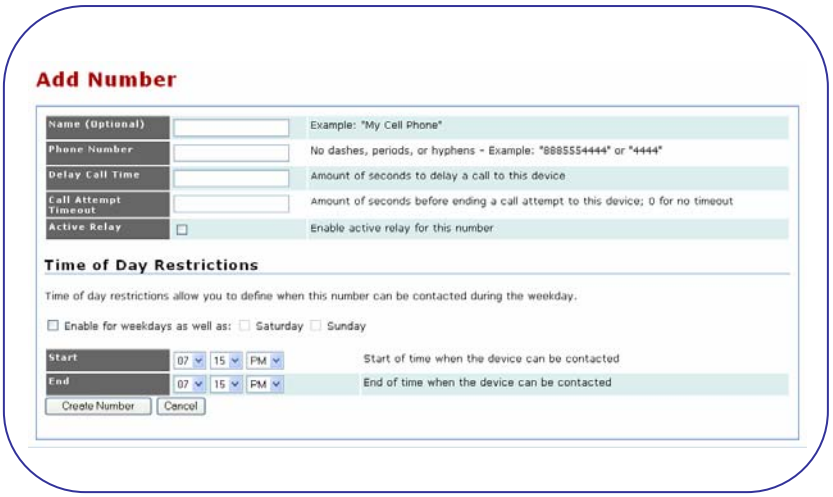

Figure 7. Configuring a Find Me Number

6. Under **Time of Day Restrictions,** specify any desired time of day restrictions such as whether this number is to ring on weekends, and a start and end time between which this number can be called. If the **Enable for weekdays as well as …** checkbox is not checked, then no restrictions based on time of day will be applied to this Find Me number.
7. Click the **Create Number** button when you have finished specifying time of day restrictions.
8. If this is the primary number, select that number from the **Corporate Number** pulldown menu and click the **Set** button. Note that time of day routing will be applied to this primary Find Me number.

Step 3. Answer Calls Using ActiveRelay

After a phone call has been answered on an ActiveRelay Find Me number, the call is no longer bound to the originally-called device. The following options are available to you when receiving any ActiveRelay call.

- Answer the call on the primary Find Me phone — answering a call on your office phone is the same with or without ActiveRelay configured. You simply pick up the phone to speak with the calling party.
- Answering a call on a non-primary Find Me Phone — when you pick up a non-primary Find Me phone, you **must** press the **#** key to accept the call. The call is then bridged through to your Find Me phone.