

RIT Extension to Cellular User Guide

GETTING STARTED

Welcome

Welcome to being connected wherever you are! Instead of waiting for a call at your desk, the RIT Extension to Cellular solution (hereafter called "Extension to Cellular") offers you the freedom to work anywhere, anytime. You can receive calls from your cell or wireless phone just as if you were sitting in your office.

You control your availability to your cell phone by connecting or disconnecting (we call it "enabling" and "disabling") to Extension to Cellular as needed. Regardless whether Extension to Cellular is enabled, your cell phone still operates as it always has. You still receive personal calls on your cell phone because personal calls come in through your standard cellular number and service provider.

How does Extension to Cellular do it?

Extension to Cellular treats your cell phone as if it were an extension of your office phone. After setup, you can turn the Extension to Cellular feature on or off. There are two ways to enable and disable the Extension to Cellular feature:

- You can enable Extension to Cellular through an administered Extension to Cellular feature button on your office phone.
- You can call an access number to enable or disable Extension to Cellular.

Once enabled, your cell phone becomes an extension of your office phone, allowing you to answer calls on your cell phone that were placed to your office number.

When you are in the office at your desk, or would rather not be disturbed by incoming office calls to your cell phone (for example, during a meeting or dinner), simply disable your Extension to Cellular connection. There are two ways to disable the Extension to Cellular feature:

- You can disable Extension to Cellular through an administered Extension to Cellular feature button on your office phone.
- You can call an access number to disable Extension to Cellular.

While Extension to Cellular is disabled, incoming calls follow the standard path set up for your office phone.

Note: The last page of this guide contains two pocket reference cards on which you can record this information. Complete the information, cut out the pocket reference cards, and keep them with you.

Using Extension to Cellular

Once your office phone has been programmed and buttons to control Extension to Cellular have been added, you will be ready to extend office calls to your cell phone.

Enabling/Disabling Extension to Cellular by programmed feature access buttons

To enable Extension to Cellular from your office phone:

1. Press the administered Extension to Cellular button (EC500) on your phone.
You will see the visual indicator activate

To disable Extension to Cellular from your office phone:

1. Press the Extension to Cellular button (EC500) on your phone.
You will see the visual indicator deactivate

Note: Use the visual indicator to status the Extension to Cellular functionality

Enabling/disabling Extension to Cellular with a feature access code

You can enable and disable Extension to Cellular by using Extension to Cellular enable and disable feature access codes (FAC). These codes need to be set up through your system administrator and then communicated to you. Using these feature access codes, you can enable or disable all Extension to Cellular cell phones associated with your office number.

To enable or disable all Extension to Cellular cell phones from any touch-tone phone in the external network, enter the following in sequence:

1. Dial the RIT Extension to Cellular access number (475-3535).
You should receive a dial tone.
2. Dial the Extension to Cellular enable (117) or disable (118) FAC.
3. Dial the extension number of your office phone.
4. Press the # button on your phone.
5. Dial the office number station security code.
6. Press the # button on your phone.
You hear a confirmation tone.
7. Hang up to end the call.

NOTE: If you do not receive a confirmation tone, hang up. Verify the codes entered, and repeat the procedure from Step 1. If you still do not receive a confirmation tone, contact the ITS Service Desk for assistance.

RECEIVING AND MAKING CALLS

Introduction

After Extension to Cellular is administered and enabled, you can begin receiving calls to your office phone on your cell phone. This chapter provides information on receiving Extension to Cellular calls, making calls, and how this feature interacts with your regular cell phone service.

Note: When using your cell phone, be aware that some situations described in this chapter may not apply to you or may not function exactly as described. Your contract with your cellular service provider may override or restrict certain functions, or prevent them from operating as described. For this reason, you should be completely familiar with both your cell phone's operation and the conditions of your cellular service contract before using this feature.

Receiving calls

You can use the following features when Extension to Cellular is enabled.

Incoming calls

Calls to your office phone ring at both your office phone and your cell phone.

Caller ID

If your cell phone offers caller ID, the phone number of the party calling your office phone displays on your cell phone. The display may reflect the full 10-digit phone number of the caller. For inter-office calls, the display may reflect either the full 10-digit phone number or an extension number having fewer than 10 digits.

Note: Some cell phone networks pass only 10-digit caller IDs, while other networks are more flexible. Those that pass only 10-digit numbers may prevent you from receiving inter-office caller IDs having fewer than ten digits (for example, a 5-digit extension). Ask your system administrator if 10-digit numbers can be administered, and/or check with your cellular service provider for more information on caller ID support.

Managing calls

NOTE: When you are on an Extension to Cellular call, the call management features described in this section are available.

Call waiting

If your cell phone supports call waiting, a second incoming call to your office number is delivered to your cell phone even if your cell phone is currently in use. You can answer a second call, switch between two calls, or conference the calls **if** these features are supported as part of your contract with your cellular service provider. These features operate as described in

your cell phone documentation, and do not involve Extension to Cellular or your RIT telephone system.

Call waiting, switching between calls, and conferencing are available only if:

- These features are supported by your cellular service provider, and
- These features are part of your cellular service contract

Switching from your cell phone to your office phone

Because Extension to Cellular allows your cell phone to function as an extension of your office number, you can switch between the two phones when you are in the office. For example, you enable Extension to Cellular on your cell phone before leaving for work and receive a call en route. The call continues as you arrive at your office and proceed to your desk. At that point you'd like to use your office phone to continue the call.

To switch to the office phone while your cell phone is on an Extension to Cellular call:

NOTE: This procedure applies to incoming calls picked up on an Extension to Cellular - enabled cell phone, and outgoing calls if you have an Extension to Cellular cell phone which sends office caller ID. Be sure to notify the person with whom you are speaking that you will be changing phones.

1. Pick up the office phone's handset or turn the speaker on.
2. Press the lighted "call appearance" (line indicator) on your office phone that shows the line is currently in use.
You are now conferenced onto the existing call.
3. Disconnect your cell phone from the call by pressing the appropriate "end call" button on your cell phone.
4. Continue speaking using your office phone handset or speaker.

Switching from your office phone to your cell phone

You can also switch between the two phones when you leave the office. For example, you enable Extension to Cellular on your cell phone and receive a call on your office phone before leaving work. The call continues as you want to leave your office. At that point you'd like to use your cell phone to continue the call.

NOTE: Extension to Cellular works wherever your cell phone currently works. You may lose cell phone calls while in your building caused by poor reception. Be sure to notify the person with whom you are speaking that you will be changing phones.

To switch to your cell phone while your office phone is on an Extension to Cellular call:

1. Turn on your cell phone.
2. Extend the call to your cell phone by pressing the administered Extend Call button on your office phone
You are now conferenced onto the existing call.
3. Hang up your office phone.

4. Continue speaking using your cell phone.

VOICEMAIL

Introduction

Unanswered office calls are usually routed to your RIT voice mail after a predetermined number of rings. If your cellular service provider offers voice mail, you can use Extension to Cellular to default unanswered calls to your preferred voice mail system. This requires that you work with the ITS Service Desk to set the number of rings before answering so your preferred voice mail system (RIT or cellular) picks up unanswered calls before the other system.

NOTE: Be aware that an unanswered call could sometimes result in a message in either system's voice mailbox.

Using RIT voicemail to receive your messages

To receive voice messages through your RIT voice mail system, your cellular service provider's voice mail feature must be set to ring longer than your RIT voice mail system does. For example, if your RIT voice mail system automatically picks up an unanswered call on the third ring, you should set your cell phone's voice mail system to pick up unanswered calls on the fourth or fifth ring. This ensures that your RIT voice mail system will pick up all unanswered calls before your cellular voice mail system does.

If you cannot set the number of rings on your cell phone yourself, your cellular service provider can provide assistance. Before contacting your cellular service provider, be sure to identify the number of unanswered rings it takes for your office calls to be sent to your RIT voice mail system. When you contact your cellular service provider, request that the number of unanswered rings (or rings before going to cellular voice mail) be greater than the number required to send office calls to your RIT voice mail system. For example, if your office calls are sent to your RIT voice mail after four rings, ask your cellular service provider to set your unanswered call coverage path to no less than five rings.

NOTE: If you are using your cell phone exclusively for business purposes, you can have your cellular service provider disable cellular voice mail.

Preventing messages from automatically going to cellular voice mail

Most cellular service provider's route calls automatically to their own voice mail systems when a cell phone is turned off or out of a coverage area. To prevent work-related calls from being automatically routed to your cellular voice mail system, disable Extension to Cellular before shutting off your cell phone. Incoming calls to your office number will then be routed to your RIT voice mail system, while personal calls will continue to be picked up by your cellular voice mail system.

MAINTAINING SECURITY

Changing your station security code

Use the following procedures to change your station security code.

Changing the station security code from your office telephone network

1. Dial the Extension to Cellular access number (5-3535).
You hear a dial tone.
2. Dial the Extension to Cellular security feature access code (103).
You hear a dial tone.
3. If you are performing this procedure from an extension *other than* your office phone, enter your office phone's extension number.
4. Press # on your telephone keypad.
5. Enter your current station security code.
6. Press # on your telephone keypad.
7. Enter a new station security code.
Your station security code can be 4-8 digits. Valid values are #, *, 0-9 for the initial digit; 0-9 for subsequent digits.
8. Press # on your telephone keypad.
You hear a confirmation tone indicating your security code has been changed.
9. Hang up to end the call.

NOTE: If you do not receive a confirmation tone, hang up, verify the codes entered and repeat this procedure from Step 1. If you still do not receive a confirmation tone, contact the ITS Service Desk for assistance.

Changing the station security code remotely

Perform this procedure from any touch-tone phone.

NOTE: You should have the Extension to Cellular access number recorded on your pocket reference card.

1. Dial the Extension to Cellular access number (475-3535).
You hear a dial tone.
2. Dial the Extension to Cellular security feature access code (103).
You hear a dial tone.
3. If you are performing this procedure from an extension *other than* your office phone, enter your office phone's extension number.
4. Press # on your telephone keypad.

5. Enter your current station security code.
6. Press # on your telephone keypad.
7. Enter a new station security code.
Your station security code can be 4-8 digits. Valid values are #, *, 0-9 for the initial digit; 0-9 for subsequent digits.
8. Press # on your telephone keypad.
You hear a confirmation tone indicating your security code has been changed.
9. Hang up to end the call.

NOTE: If you do not receive a confirmation tone, hang up, verify the codes entered and repeat this procedure from Step 1. If you still do not receive a confirmation tone, contact the ITS Service Desk for assistance.

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| <p>Extension to Cellular (EC500) User's Pocket Card</p> <p>Work extension: _____</p> <p>EC500 access #: <u> 475-3535 </u></p> <p>EC500 feature access codes (FAC)</p> <p>Enable FAC: <u> 117 </u></p> <p>Disable FAC: <u> 118 </u></p> <p>Station Security FAC: <u> 103 </u></p> <p>To enable/disable EC500:</p> <ol style="list-style-type: none"> 1. Dial your EC500 access number. 2. Enter the applicable FAC, then your work/office extension number. 3. Press #, enter your station security code, then press # again. 4. Hear confirmation tones. |
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