



RINGNINE

WEB PORTAL CALL MANAGEMENT
SETTING UP SPEED DIALING
MODULE

Version 1.020906

Module 11

The purpose of this module is to introduce you to Speed Dials available on individual phones and within your personal webportal. If you need to have any speed dials established for an entire group, please contact Ring 9 support at support@ring9.com or 352.505.4155.

Setting Speed Dials

You can program speed dials on your phone using the Web Portal by selecting **Call Management > Speed Dials**.

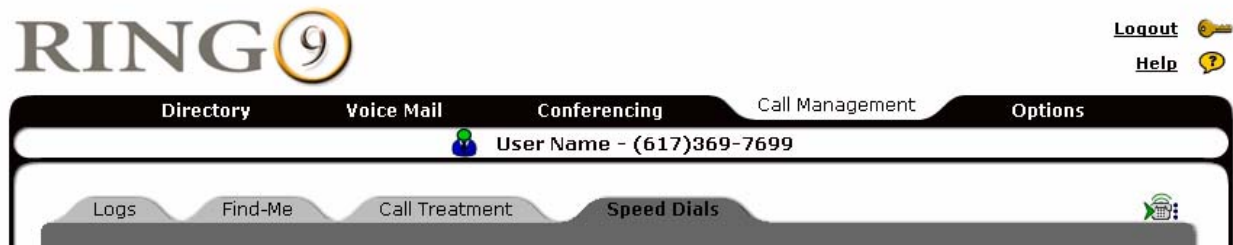


Figure 1 - Call Management – Speed Dials

The Web Portal provides two ways to program speed dials, provided your system administrator has assigned at least one speed dial button on your phone. This feature is not available to residential users.

The difference between the two is the location where you are able to view the speed dial; **Set a Speed Dial** displays on the Menu of your phone after selecting the more button on a Cisco IP 7960 Series phone (this option depends on the VoIP phone of the individual user establishing the speed dial(s)) and the speed dial within the personal Voice Assistant window of the web portal user. **Set Speed Dial Button** puts the speed dial on your phone as a button and on the Voice Assistant window.

Set a Speed Dial [Set Speed Dial](#) - allows programming of speed dial buttons on your phone via the Web Portal. The number of speed dials you can program is limited to the number of speed dial buttons configured on your phone. Therefore, your phone must have at least one button on it that is configured to be a speed dial button in order to use this feature.

Set a Speed Dial Button [Set Speed Dial Button](#) - this is the same as programming a speed dial button from the telephone. You must be near your phone when using this feature, as it will dial the access number for the speed dial setup menu (544) and you will be prompted what to enter to set up the speed dial number.

NOTE: If you make a change to your speed dials and your prime line or one of your shared line appearances is active on a call, the update will not take affect until *ALL* line appearances (both prime and shared) on your phone are not active. This is because the phone must be rebooted for the change to take effect and if your phone was rebooted to make the changes take effect, you would lose the call information for any shared line appearances and that information will not be recovered.

Set a Speed Dial

Set Speed Dial

- **<Click>** on the **Call Management** tab, then **Speed Dials**.
- **<Click>** **Set a Speed Dial** button, the following screen appears (Figure 2).
- **<Enter>** Name and phone number (Remember to use the outside access digit if the speed dial number is an external number).
- **<Click>** Save or Cancel to exit without saving.

The screenshot displays the RING 9 web interface. At the top left is the RING 9 logo. On the top right are 'Logout' and 'Help' links. Below the logo is a navigation bar with tabs for 'Directory', 'Voice Mail', 'Conferencing', 'Call Management', and 'Options'. The 'Call Management' tab is active, showing 'User Name - (617)369-7699'. The main content area is titled 'Add' and contains a yellow box with the text: 'Add Speed Dial Record. Type the Name and Phone Number and then click the Save button to create the new Speed Dial Record.' To the right of this box are two input fields: 'Name' with the value 'John Doe' and 'Phone Number' with the value '8474567890'. At the bottom of the form are two buttons: 'Save' and 'Cancel'.

Figure 2 – Call Management – Setting a Speed Dial Record

- **<Click>** on the Call Control button to bring up your Voice Assistant window.
- **<Click>** Options.
- **<Click>** Update Speed Dial Buttons (See Figure 3)

NOTE: If you are using Call Control (without the Voice Assistant) your Call Control window will automatically update with your speed dial.



Figure 3 –Voice Assistant Window – with Speed Dials

Set a Speed Dial Button -

Set Speed Dial Button

- **<Click>** on the **Call Management** tab.
- **<Click>** **Speed Dials**.
- While near your phone
- **<Click>** **Set a Speed Dial button** button.

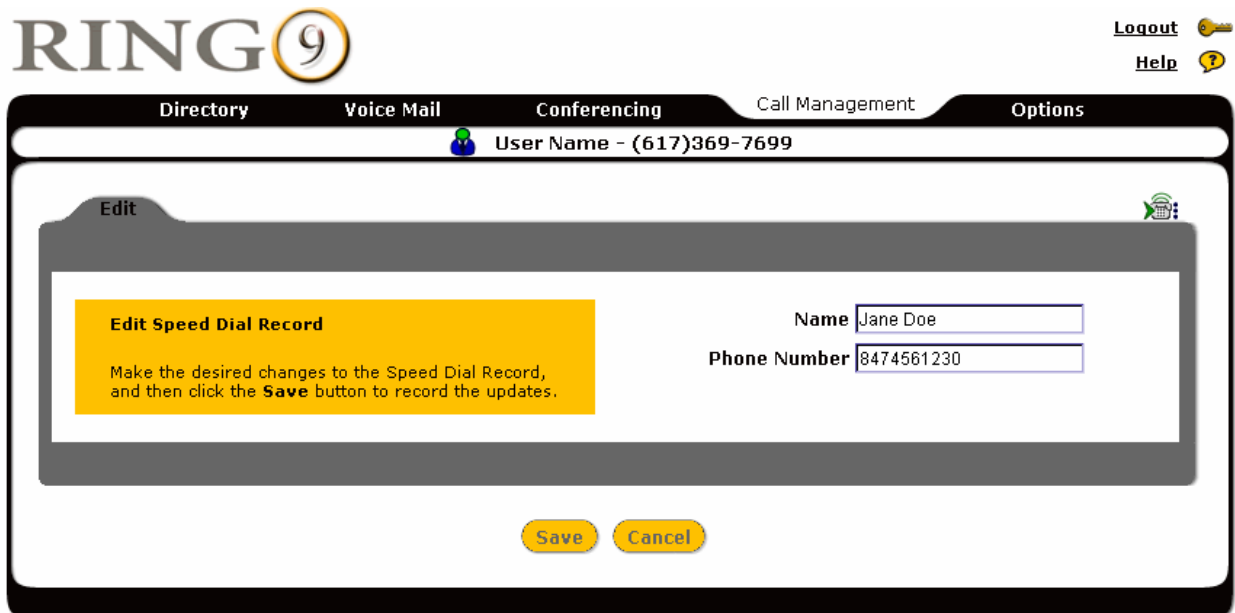
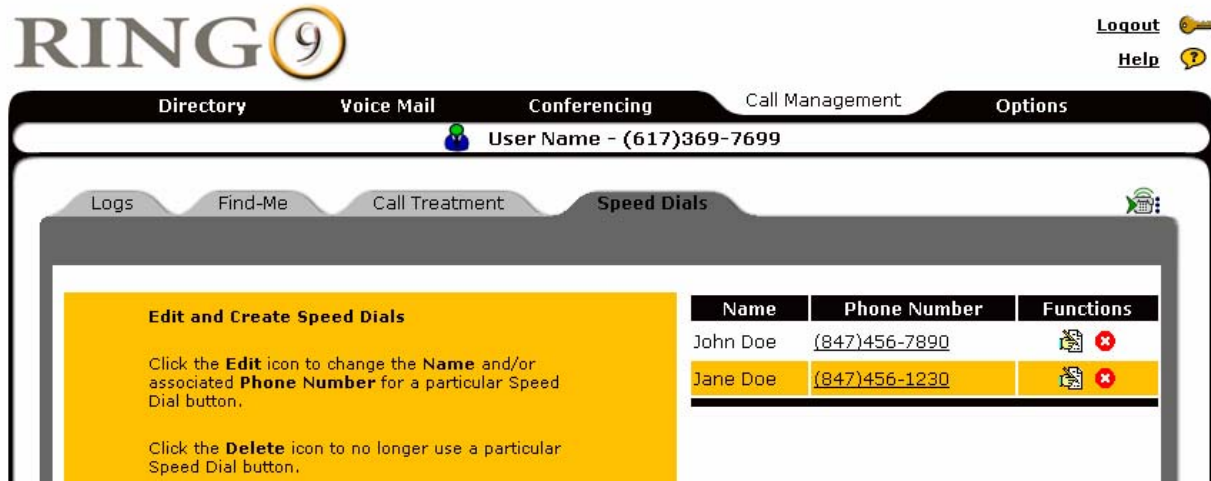



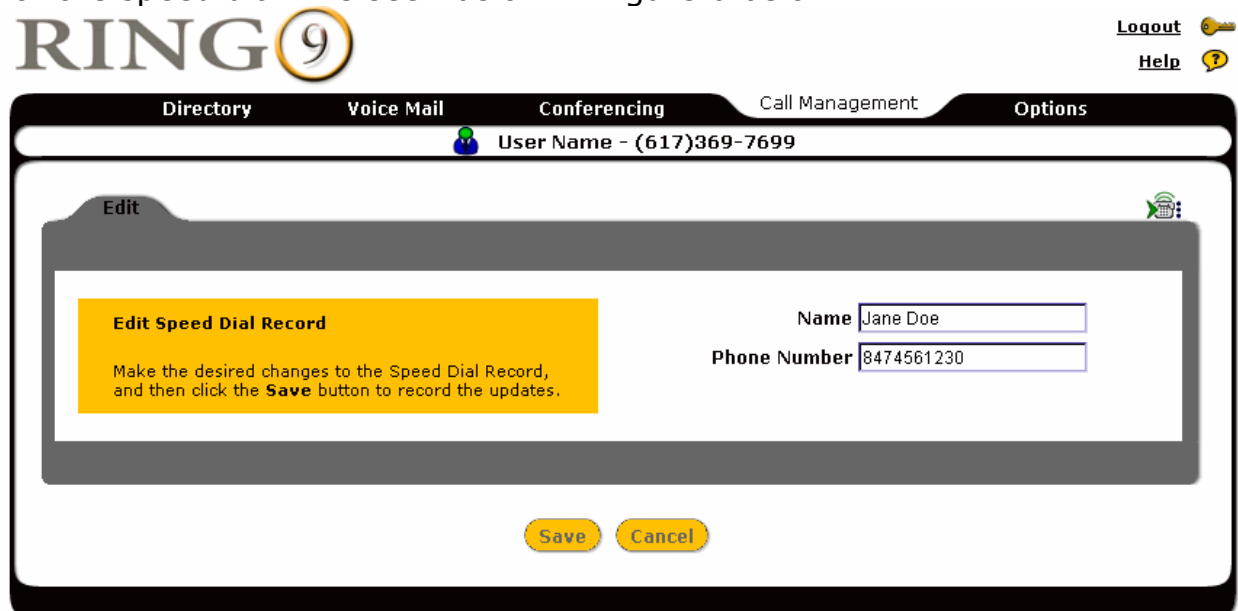
Figure 4 – Call Management – Setting Speed Dial Button – to appear on your phone

- Follow the Voice prompts on the phone and use the phone keypad to enter the speed dial information. Your phone will refresh and you should be able to see your speed dials.
- Refresh the Call Control/Voice Assistant window to see the new speed dial button in the list.

Notice that your speed dials on your phone and Voice Assistant are displayed as DIAL and the number. To change dial to something more meaningful, ie; the persons name or business from the Call Management tab,

<Select> Speed Dials**Figure 5 – Using the Edit function in Speed Dials**

Then select the  (Edit Icon) and enter the name you would prefer to use for the speed dial. As seen below in Figure 6 below.

**Figure 6 – Modifying the Speed Dial name**

<Click> in the name field

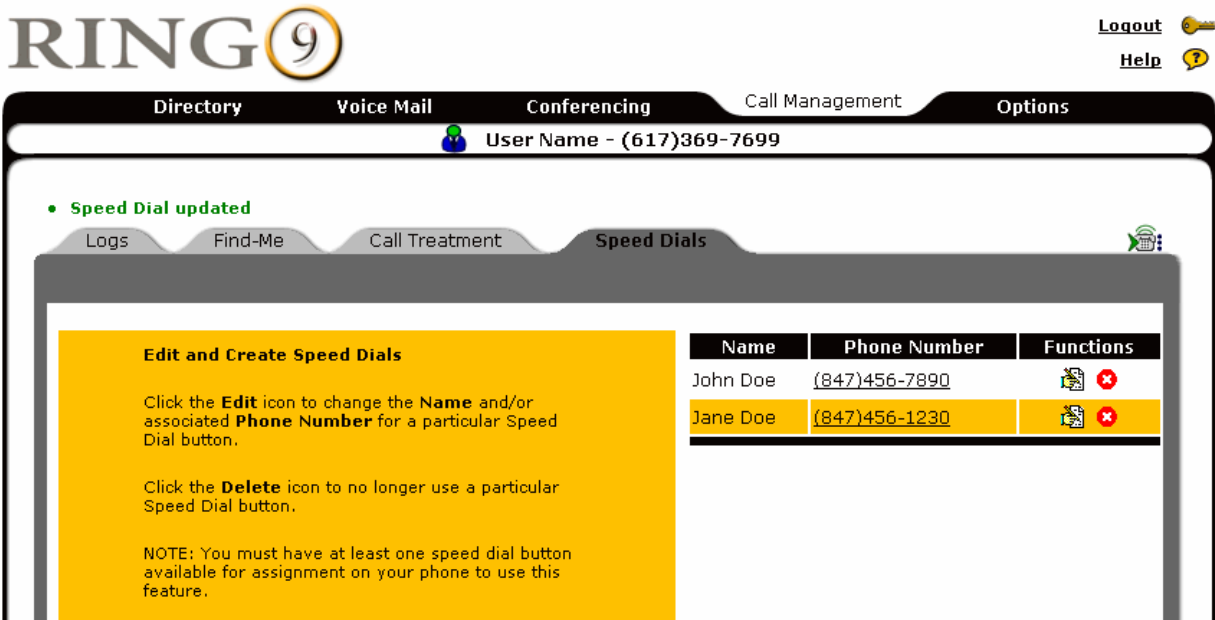
Modify the name as you would like it to appear

<Click> Save

Go to the Call Control window

Select Options

Select Update Speed Dial buttons (this will only update the call control window.



Speed Dial updated

Logs Find-Me Call Treatment **Speed Dials**

Edit and Create Speed Dials

Click the **Edit** icon to change the **Name** and/or associated **Phone Number** for a particular Speed Dial button.

Click the **Delete** icon to no longer use a particular Speed Dial button.

NOTE: You must have at least one speed dial button available for assignment on your phone to use this feature.


Name	Phone Number	Functions
John Doe	(847)456-7890	
Jane Doe	(847)456-1230	

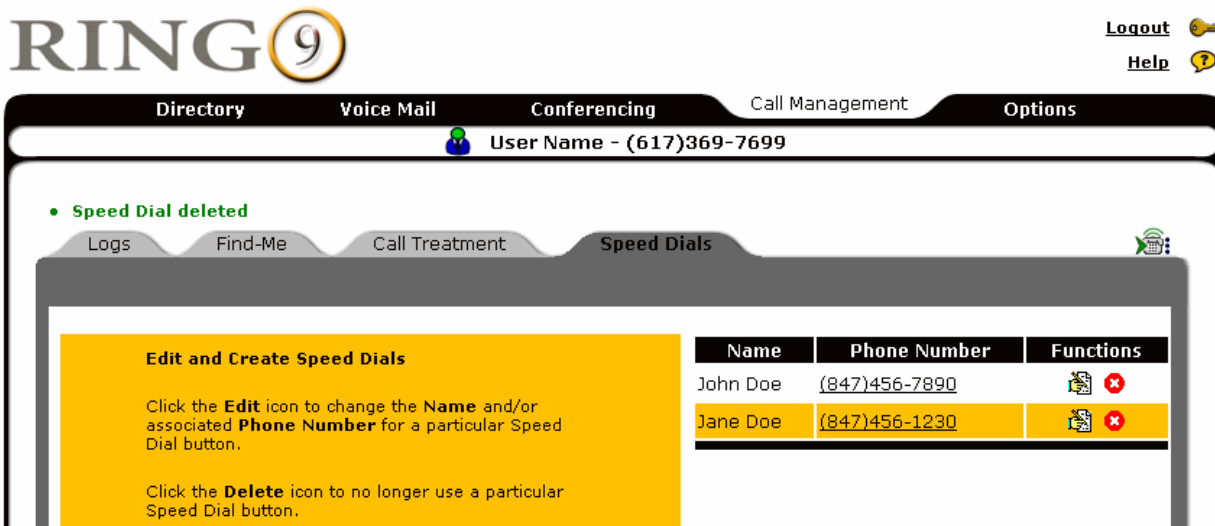
Figure 7 - Speed dial updated with name –

To update the name on the phone – your phone should automatically refresh and show the new speed dial or you can manually refresh your phone. To manually refresh reset your phone, for example the CISCO IP 7960 Series phone uses the ****#**** command; to reboot and refresh. Once the refresh is finished your phone should now show the Name and the Number on the Speed Dial Button.

To delete a Speed Dial setting:

<Click> on **Call Management > Speed Dials.**

<Click> on the delete icon () next to the speed dial entry you wish to delete. **NOTE:** There is no confirmation screen on delete. The entry will be deleted without asking if you really want to delete it.



Speed Dial deleted

Logs Find-Me Call Treatment **Speed Dials**

Edit and Create Speed Dials

Click the **Edit** icon to change the **Name** and/or associated **Phone Number** for a particular Speed Dial button.

Click the **Delete** icon to no longer use a particular Speed Dial button.

Name	Phone Number	Functions
John Doe	(847)456-7890	
Jane Doe	(847)456-1230	

Figure 8 – Deleting a Speed Dial

Using Speed Dials

The **Speed Dials** list in the Call Control Window or the Voice Assistant Window lists the numbers that are programmed into the speed dial buttons on your telephone. The numbers in this list can be used when dialing, transferring a call, or conferencing in. See "[Setting Speed Dials](#)" on how to program the speed dial buttons.

NOTE: This feature is not available for residential users.

To use the Speed Dial list:

1. If desired, pick up the handset on your telephone. (Otherwise, the speakerphone will be activated).
2. **<Click>** the desired speed dial number in the list.

The number is displayed to the right in three of the fields.

3. Do one of the following:
 - o **Dial** to dial the number
 - o **Transfer** to transfer a call to the number
 - o **Conference** to conference that party in to a currently active conference call.