



# RiOffice Users Manual

**Rio Networks**  
**9/23/2009**

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## Available Services

The Rio Office hosted PBX service offers a wide variety of phone features needed for businesses today. These features come with a web portal for easy activation and deactivation as well as comprehensive software applications to enhance the user experience. The following is a list of the available features and software application available.

### Core PBX Features

- Multi-Level IVR Auto Attendants
- Music On Hold
- Schedules
- Ring Groups
- Call Screening
- Call Recording

### Voicemail Features

- Voicemail to Email Forwarding
- Message Waiting Indicator
- Multiple Voicemail Folders
- Web Management of Voicemail Recordings

### Call Center Features

- ACD Queues
- Orderly Queue Handling
- Local and Remote Agents
- Call Recording

### Call Features

- Caller ID Blocking
- Call Screening Based on Caller ID
- Call Forward on Busy
- Call Forward on No Answer
- Call Forward Follow Me (concurrent or linear)
- Call Forward Follow Me Based on Caller ID (concurrent or linear)
- Call Transfer
- Call Parking and Retrieval
- Do Not Disturb
- One Touch Call Recording

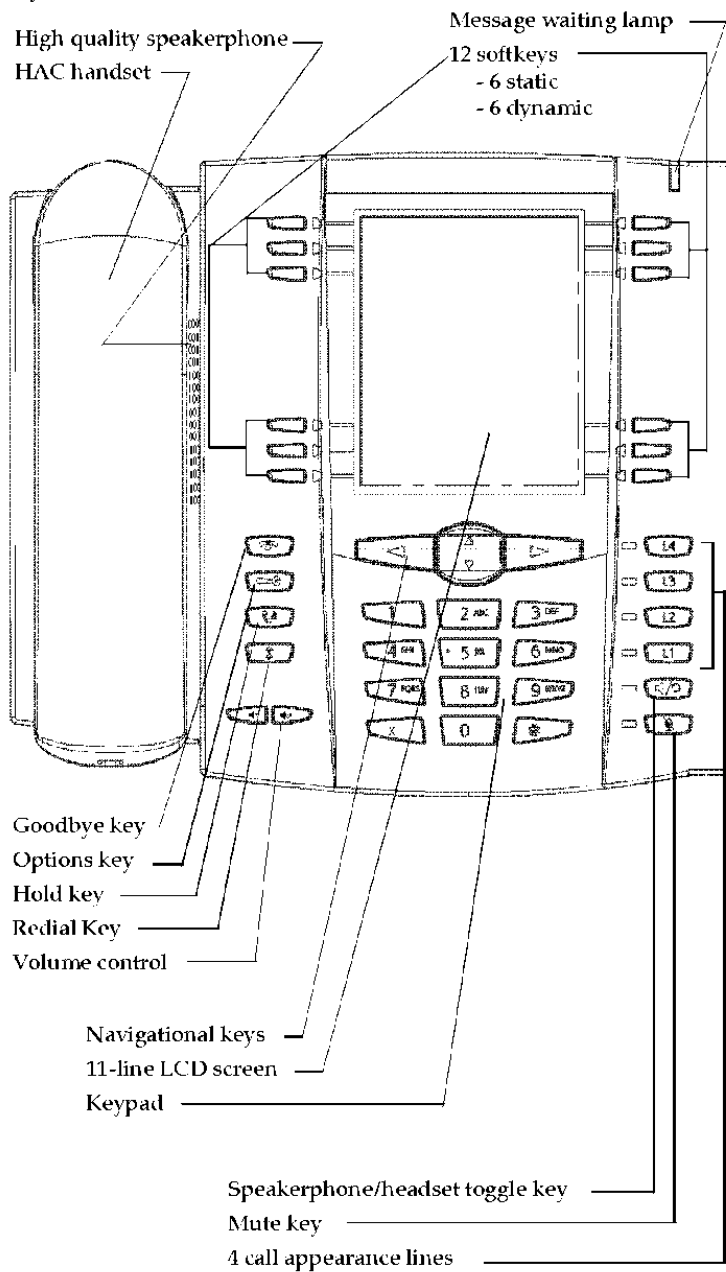
## Using Your Phone

Each phone comes provisioned with a basic set of features as well as some one touch buttons to access these features easily. This section will cover the buttons on your phone as well as the feature codes available.

### Phone Layout

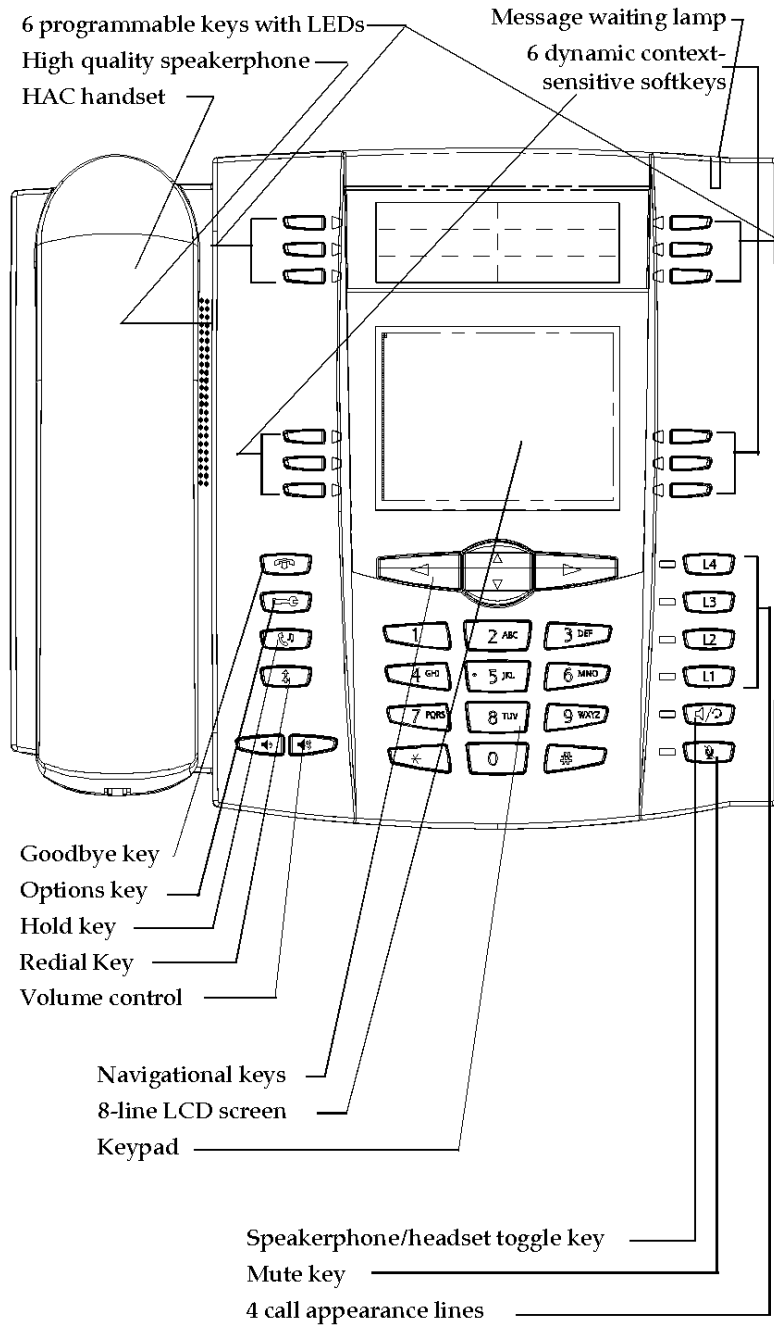
- 57i/57iCT

#### Key Panel



- 55i

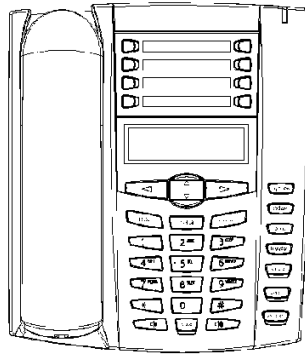
## Key Panel



- 673Xi





## IP Phone Keys and Key Descriptions

The following sections describe the various 6731i phone key functions, and how they help you make and manage your calls and caller information.



### Key Panel

The following table identifies the keys on the key panel of your 6731i IP phone that you can use for handling calls.

Keys	Key Description
	<b>Hold key</b> - Places an active call on hold. To retrieve a held call, press the call appearance button beside the light that is flashing.
	<b>Redial key</b> - Redials up to 100 previously dialed numbers. Pressing the Redial key twice redials the last dialed number.
	<b>Goodbye key</b> - Ends an active call. The Goodbye key also exits an open list, such as the Options List, without saving changes.
	<b>Volume control key</b> - Adjusts the volume for the handset, ringer, and handsfree speaker. For more information, refer to the "Adjusting Volume section" in the <i>Aastra 6731i Installation Guide</i> provided with your phone.

### Pre-Programmed Buttons

Each phone has the following buttons preprogrammed:

- Voice Mail
- DND (Do not Disturb)

- Record(Record active Call)

## Busy Lamp Fields (BLF's)

If you are using an Aastra expansion module with your Aastra 55i or 57i/57iCT you have the option to program busy lamp fields (BLF). A BLF key will show you the current status of another user extension within your tenant group. The key will flash when the user's phone is ringing, solid when they are on the phone, and not lit when they are not on the phone. Each expansion module has the capability of up to 60 BLF key's, 20 of which can be auto provisioned.

## PBX Feature Codes

Here is a list of the feature codes and a basic description of each.

Feature Code	Description
*41	Company Directory, Dial by Name
*51	Voice Prompt recording using web callback
*72	Call Forward Always Activation
*73	Call Forward Always Deactivation
*85	Check Voice Mail
*89	Call Forward Status for caller's phone
*90	Call Forward Busy Activation
*91	Call Forward Busy Deactivation
*92	Call Forward No Answer Activation
*93	Call Forward No Answer Deactivation
*99	Phone Intercom
#9	Record Active Call

## Call Transfer

### To perform a blind transfer:

1. Press the "Transfer" softkey button shown on either the LCD display (55i or 57i) or the "Transfer" hard key button located on the right hand side of the 6731i.
2. Dial the number you wish to transfer the call to and then press the "Transfer" button.

### To perform an assisted transfer:

1. Press the "Transfer" softkey button shown on either the LCD display (55i or 57i) or the "Transfer" hard key button located on the right hand side of the 6731i.
2. Dial the number you wish to transfer the call to and then press the "Dial" button or press #.
3. When you are ready to complete the transfer simply press the "Transfer" button again.

### To perform a transfer to Voicemail:

1. Press the "Transfer" softkey button shown on either the LCD display (55i or 57i) or the "Transfer" hard key button located on the right hand side of the 6731i.
2. Dial \*55 and then the voicemail box to transfer to the call to and press "Transfer"



## Voicemail

Each extension within the Rio Office host PBX comes with a voicemail box by default. To login to your voicemail simply press the Voice Mail button on your phone, or if you are remote you can dial your DID number and then interrupt your greeting by pressing \*. The system will then ask you for your password; dial your pin and then wait for the system to give you instructions.

### Setup your Voicemail Box

Here are the instructions for setting up your voicemail for the first time.

- Login to your mailbox by either pressing the “Voice Mail” button or dialing \*85.
- Press “0” for mailbox options
- To record an unavailable greeting press “1”
  - After the prompt say your greeting and press “#”
  - To accept the greeting press “1”
  - To listen to your greeting press “2”
  - To Record press “3”
- To record a busy greeting press “2”
  - After the prompt say your greeting and press “#”
  - To accept the greeting press “1”
  - To listen to your greeting press “2”
  - To Record press “3”
- To record your name press “3”
  - After the prompt say your greeting and press “#”
  - To accept the greeting press “1”
  - To listen to your greeting press “2”
  - To Record press “3”
- To Change your PIN press “4”

### Managing Messages

- Login to your mailbox by either pressing the “Voice Mail” button or dialing \*85.
- Press “1” to listen to your messages
- After listening to the message you can use one of the following options
  - 5 to repeat the message
  - 6 to go to the next message
  - 7 to delete the message
  - 8 to forward the message
  - 9 to Save
- To play message information such as the caller id of the person who left the message and the date and time it was left press “3” then “3” to play the envelope information.

## Vicemail Quick Reference

- **1** Read voicemail messages
  - **3** Advanced options
    - **1** Reply
    - **2** Call back(1)
    - **3** Envelope
    - **4** Outgoing call(1)
    - **5** Send Message
  - **4** Play previous message
  - **5** Repeat current message
  - **6** Play next message
  - **7** Delete current message
  - **8** Forward message to another mailbox
    - **1** Use Voicemail Mailbox Number
    - **2** Use Voicemail Directory
  - **9** Save message in a folder
    - **0** Save in new Messages
    - **1** Save in old Messages
    - **2** Save in Work Messages
    - **3** Save in Family Messages
    - **4** Save in Friends Messages
  - \* Help; during msg playback: Rewind
  - # Exit; during msg playback: Skip forward
- **2** Change folders
  - **0** Switch to new Messages
  - **1** Switch to old Messages
  - **2** Switch to Work Messages
  - **3** Switch to Family Messages
  - **4** Switch to Friends Messages
- **3** Advanced Options
  - **5** Send Message
  - **1** Use Voicemail Mailbox Number
  - **2** Use Voicemail Directory
- **0** Mailbox options
  - **1** Record your unavailable message
  - **2** Record your busy message
  - **3** Record your name
  - **4** Record your temporary message
    - **1** Record your temporary message
    - **2** Erase your temporary message
  - **5** Change your password
  - \* Return to the main menu
- \* Help
- # Exit

- After recording a message (incoming message, busy/unavail greeting, or name)
  - 1 - Accept
  - 2 - Review
  - 3 - Re-record
  - 0 - Reach operator(1) (not available when recording greetings/name)

## Web User Portal

The web user portal enables you to specify how the calls to your extension are handled, configure call forwarding, call screening, call blocking, call recording, manage your voice mail messages and recorded calls, dial using personal contacts and company directory, and view calls history.

### Logging in

To log into the web user portal go to <https://apps.voip.rio.com> and enter your web username and password provided by Rio Networks.



The image shows the login interface for RIOnetworks. At the top is the RIOnetworks logo, which consists of a stylized globe icon with a red and blue arc, followed by the text "RIOnetworks" and the tagline "We are communication." Below the logo is a light gray rounded rectangle containing the login form. The form is titled "Login to PBX Manager" and includes two input fields: "Username" and "Password". Below these fields are two buttons: "Login" and "Clear". At the bottom of the form is a checkbox labeled "Remember login permanently?".

### Overview

The user portal is comprised of the following screens:



Welcome to User Portal.

If you have not done this already, please read the [User's Guide](#).

Home Page

Vicemail Settings

Call Forwarding

Call Screening

Call Blocking

Call Recording

Contacts & Directory

Vicemail

Recorded Calls

Call History

Preferences

## Vicemail Settings

**PIN:** Personal identification number for accessing voice mail.

**Notify by email:** Check this if you would like to be notified about new voice mail messages via email. If this is checked, then Email address is also required.

**Email address:** Your email address.

**Attach messages to email:** Check this if you would like the voice mail messages to be attached to the e-mail notifications.

**Delete after delivery:** Check this if you would like voice mail messages to be deleted after they are delivered via email.

**Notify by pager:** Check this if you would like to be notified about new voice mail messages via pager. If this is checked, then Pager is also required.

**Pager:** Pager address.

## Call Forwarding

This screen allows you to specify call forwarding rules and enable call forwarding. Note that you can enter the information you use frequently (for example a list of numbers for Find Me / Follow Me) and then "Enable" or "Disable" it as needed by using radio buttons.

**Vicemail:** specify whether incoming calls should be forwarded to voice mail and how long your phone is going to ring before the caller is sent to voice mail.

**Call Forwarding Always:** allows you to forward all your incoming calls to a different phone number, such as your home office or cell phone. Note that if Call Forwarding Always is enabled it will take precedence over Find Me / Follow Me. You can also set the phone number to forward using by dialing feature codes.  
\*72 – Activation \*73 – Deactivation

**Call Forwarding Busy:** This option allows you to forward all your incoming calls to a different phone number if your phone is currently busy. Use this when you would rather have a co-worker receive the call instead of the caller being sent to your voice messaging box. You can also set the phone number to forward using by dialing feature access code. \*90 – Activation \*91 – Deactivation

**Find Me / Follow Me:** This option allows you to try forwarding your incoming calls to a different phone numbers. You can specify up to 5 phone numbers which can be either dialed at the same time or sequentially. You can specify whether the phone associated with your extension will be called or not, and whether the numbers will be called simultaneously or one after another. You can enable Find Me /Follow Me for all callers or that calls only from certain callers be forwarded and enter caller ids of these callers. You can also set one phone number to forward using by dialing feature access code. \*92 – Activation \*93 – Deactivation

## Call Screening

This screen allows you to specify call screening rules and enable call screening. You can specify call screening options for calls with or without a caller id. For calls with caller id you can request that the callers announce themselves. You can also enter a list of caller ids for the callers you would like to exclude from screening. For calls without caller id you can request that the callers announce themselves and/or enter their caller id. You can combine Call Screening with Find Me / Follow Me. If you would like to hear callers' announcements while receiving a forwarded call you should check "Play caller announcement while in follow-me mode". Note that you can enter the information once and then "Enable" / "Disable" call screening as needed.

## Call Blocking

This screen allows you to specify call blocking rules and enable call blocking. You can specify call blocking options for calls with or without a caller id. For calls with caller id the options are "Block" or "Allow". If you are blocking calls, you can enter caller ids of callers to be excluded from blocking. If are not blocking all the calls, you can enter caller ids of callers that you would like to block. For calls without caller id the options are simply "Block" or "Allow". You can specify how the blocked calls are to be handled by choosing from the list of "When blocking calls" options.

Note that you can enter the information once and then "Enable" / "Disable" call blocking as needed.

## Call Recording

This screen (if enabled) allows you to specify whether the calls to and from your extension will be recorded. Note that this option may be disabled by your system administrator and this screen will not be available.

The options are to record all calls, not record calls or record calls selectively by pressing a key sequence. By default this key sequence is #9.

## Contacts & Directory

This screen gives you access to contacts stored in the office directory and personal contacts and allows you to initiate calls from your phone using “click-to-call” feature.

**Selection Filter:** allows you to quickly find directory entries based on Last Name, First Name or Department. For each of these fields you can specify whether you are looking for an exact match or entries starting with or containing the specified string. If multiple fields are specified all of them are combined in the filter. You can switch between your Personal Contacts and Company Directory by checking an appropriate option and clicking Select.

**Call Contact:** To call a contact, select one of his/her phone numbers from the drop down list in the Phone column, and click Call. Your phone will ring and when you pick it up you will hear it ringing your contact's phone.

**Manage Contacts:** While in Personal Contacts you can create additional Contact records by clicking Create Contact button. To delete a Personal Contact select it using the check box on the left and click on Delete Selected.

## Voice Mail

This screen allows you to manage your voice mail messages.

**Listening and Deleting Messages:** To listen to a voice mail message click “PLAY”, and the message be downloaded and played (provided that you have appropriate player software). To delete a voice mail message, select it using the check box on the left and click on Delete Selected.

**Organizing and forwarding Messages:** Voice mail messages can be organized into folders. To create a new folder you can enter its name and click Create button. To move or copy voice mail message(s) to a folder, select it using the check box on the left, select the target folder from the drop down list and click on either Move to folder or Copy to folder button. You can also send your messages to other people via email. To send message(s) select them using the check box on the left, enter email address into Send to field (or choose it from a list by clicking ...button), enter Subject and (optional) email text, and click “Send email” button.

## Recorded Calls

This screen allows you to manage recorded calls associated with your extension.

**Listen and Delete Recordings:** To listen to a recorded call click on “PLAY” , and the recorded call will be downloaded and played (provided that you have appropriate player software). To delete a recorded call, select it using the check box on the left and click on Delete Selected.

**Forward Recordings:** You can also send your recorded calls to other people via email. To send recorded call(s) select them using the check box on the left, enter email address into Send to field (or choose it from a list by clicking ... button), enter Subject and (optional) email text, and click “Send email” button.

## Calls History

This screen shows you the calls you made as well as the calls to your extension. You can specify a selection filter to be applied. You can filter by a range of dates, caller id, and source and destination. You can sort records by clicking on the headers of any column; clicking on the same header again reverses the sort order.

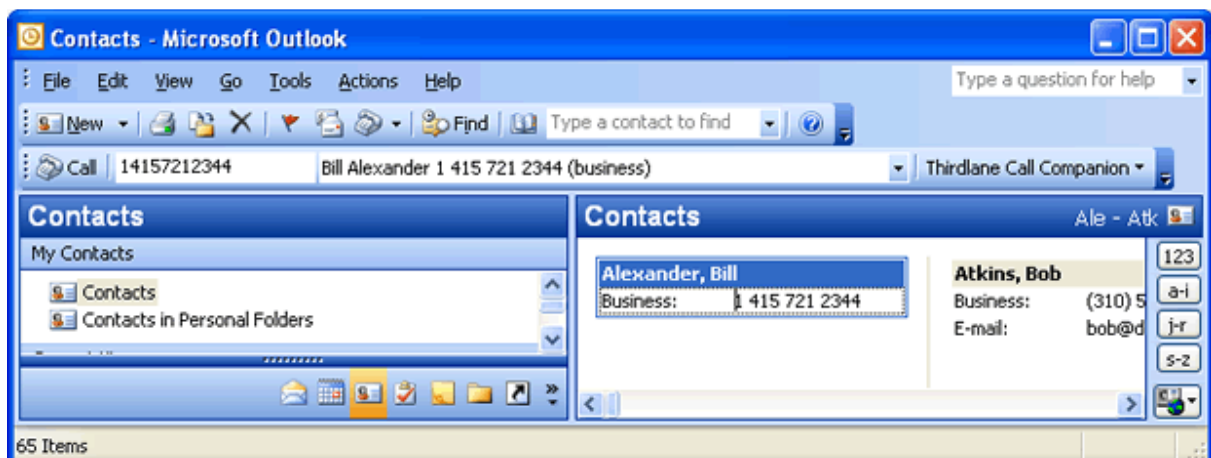
## Desktop/Outlook integration

Integration with Outlook is done through an application called “Thirdlane Dialer”. The Thirdlane dialer integrates as a toolbar in Outlook and also runs as a standalone tool on your Desktop. The standalone application will load your contacts from outlook so you do not have to be in Outlook to place calls.

J	Call			
Jones Gary	Business	4157217754	eTech, Inc	
Jones Gary	Mobile	4152509805	eTech, Inc	
Jones Gary	Home	4152508788	eTech, Inc	

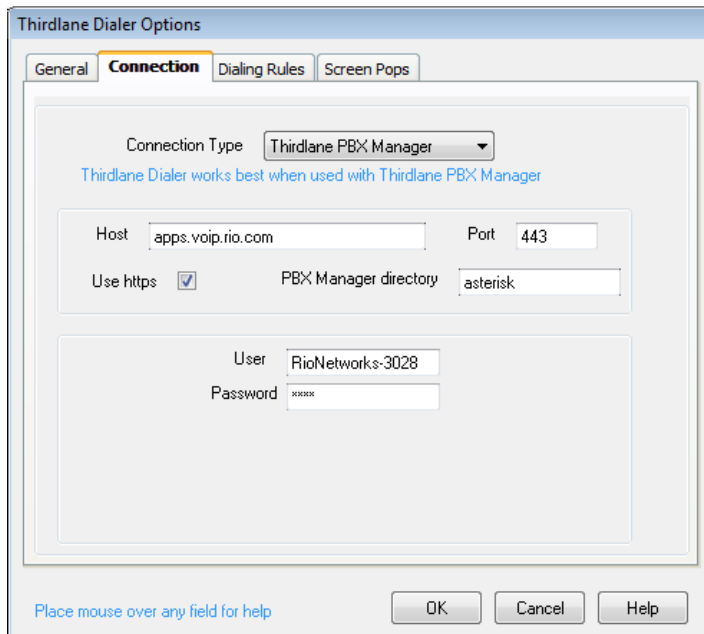
## Installing Thirdlane Dialer

Install Thirdlane Dialer by closing Microsoft Outlook and run the setup executable provided by Rio. Restart Outlook – you should now see the Thirdlane Dialer toolbar. In addition, a Thirdlane Dialer menu will be added to the Programs menu.



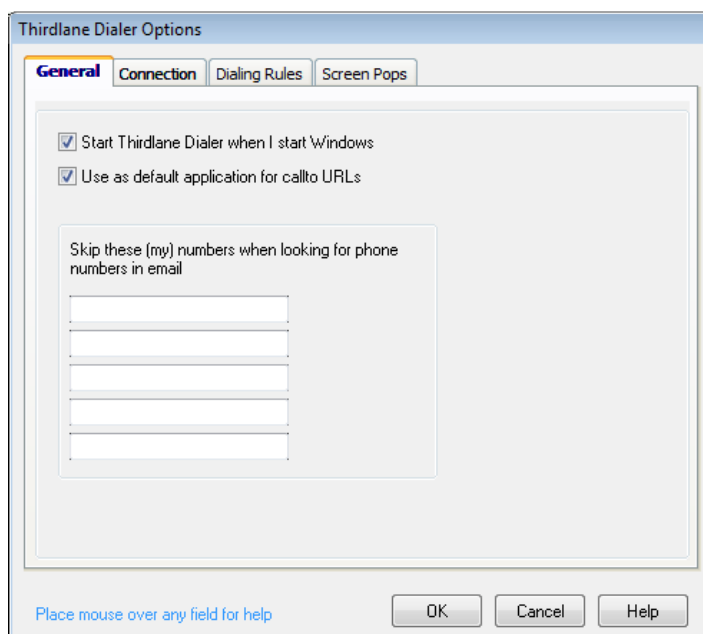
## Configuring Thirdlane Dialer

To configure Thirdlane Dialer you can either right-click on the thirdlane phone icon on your Windows taskbar or by clicking on the dropdown menu on the Outlook toolbar.



The screenshot shows the 'Thirdlane Dialer Options' dialog box with the 'Connection' tab selected. The 'Connection Type' is set to 'Thirdlane PBX Manager'. Below this, a note states 'Thirdlane Dialer works best when used with Thirdlane PBX Manager'. The 'Host' field contains 'apps.voip.rio.com' and the 'Port' field contains '443'. The 'Use https' checkbox is checked, and the 'PBX Manager directory' field contains 'asterisk'. The 'User' field contains 'RioNetworks-3028' and the 'Password' field contains 'xxxxx'. At the bottom, there are 'OK', 'Cancel', and 'Help' buttons, along with a help link: 'Place mouse over any field for help'.

Once you're there, click on the connection tab and enter "apps.voip.rio.com" for the host with a port of "443". Check the "Use https" checkbox and then enter your web username and password provided by Rio. Under the General tab you can select thirdlane dialer to start automatically when Windows starts and also to make the dialer your default application for callto URL's (Both of these are recommended but not required).



The screenshot shows the 'Thirdlane Dialer Options' dialog box with the 'General' tab selected. The 'Start Thirdlane Dialer when I start Windows' checkbox is checked. The 'Use as default application for callto URLs' checkbox is also checked. Below these, there is a section titled 'Skip these (my) numbers when looking for phone numbers in email' with five empty text input fields. At the bottom, there are 'OK', 'Cancel', and 'Help' buttons, along with a help link: 'Place mouse over any field for help'.



## **Using Thirdlane Dialer to Place a Call**

To place a call simply go to the contact you wish to call and click on it once. The dialer toolbar will then show you a list of available phone numbers for that contact. Select the number you wish to call and then click on the call button. Once your phone rings pick the call up and then the system will call the requested party.

The dialer will also analyze emails for phone numbers that it can call as well. If you select an email the dialer will scan the email for phone numbers and then display them in the dropdown menu of the toolbar. You can then place a call just as before by clicking the Call button.