

Communicator - Frequently Asked Questions (FAQs) For CHANNEL PARTNERS to answer END-USER questions

I can't make international calls.

Check your permission profile (online under *My Personal Details > My Permissions*). If you are barred from International calls, contact your System Administrator.

I can't divert calls.

Check your call coverage (online under *My Call Coverage*) and see whether your phone is set to "divert after 3 rings".

If it still does not work, please check that the phone number (you are diverting to) starts with "9". If it still does not work, check your permission profile (online under *My Personal Details > My Permissions > Redirect inbound call to external number*) or contact your System Administrator.

The phone says "DHCP Discovery".

Contact your System Administrator – a number of reasons could cause this issue.

I can't log into my phone.

It is likely that you have pressed too many buttons. The correct process should be:

- Press "Activate"
- Enter your "Phone Extension"
- Enter your "PIN"
- Press "Activate"

If your PIN is entered incorrectly (or wrong), it should read "Invalid User", in which case you should request a new PIN with your System Administrator. Alternatively, ask your System Administrator to log you in remotely.

If you are using a Mitel IP Phone without a display, i.e. a Mitel 5201 then log in using the following actions:

- 1) Pick up the Handset and dial *00
- 2) Enter your Extension Number

- 3) Enter your PIN, followed by #
- 4) If you hear dial tone you have successfully logged in. If you hear fast busy tone that means you have logged in incorrectly. Please start again or report the issue to your System Administrator.

I can't log in to the website.

Please make sure the url starts with "HTTPS". The full address should read:
"https://www.communicator-cp.com/webadmin/login/[tenanturl]"

If you are prompted with a "Certificate" error, simply ignore/bypass the message and continue.

I have lost/ forgotten my PIN.

Go online and click on the "Forgot your PIN?" option; a new PIN will be emailed to you.

How Do I set up voicemail?

First, ensure that you are "enabled" to use voicemail (go online and check the tick box for Voicemail under *My Phone*). If you are not "enabled" contact your System Administrator.

Once enabled, log into to the on line account, go to *My Settings > Review and Edit Call Coverage* and set voicemail as a call coverage option, and **save** settings.

How do I set up auto-attendant remotely?

Only System Administrator's have the right to set up the company auto-attendant. Either

- a) Ask your System Administrator to give you "Administrator Privileges"
- b) Request the auto-attendant profile required to be set up by your System Administrator

TOP TIPS

- **MAKE SURE YOU PRESS 9 BEFORE YOU DIAL ANY EXTERNAL CALL.**
- **ENTER 9 BEFORE YOUR EXTERNAL PHONE NUMBER WHEN YOU REQUIRE CALL COVERAGE OR TWINNING.**
- **IF YOU ARE DIVERTING A CALL, ENSURE THAT YOUR PERMISSION PROFILE IS ENABLED TO 'REDIRECT INBOUND CALL TO EXTERNAL NUMBER' (IN MY PERSONAL DETAILS). YOU ALSO HAVE TO DO THIS TO ENABLE TWINNING TO AN EXTERNAL NUMBER I.E. A MOBILE PHONE**