



RINGNINE

**REMOTE PHONE – FEATURES**

**MODULE 12**

Version 1.102306

## **Module 12**

The purpose of this Module is to introduce you to Remote Phone Features, how to activate, manage calls and deactivate the feature. There are two features in this Module that are independent of one another, Remote Phone from the Web Portal and Remote Access for Call Forwarding.

### **I. Remote Phone from the Web Portal:**

- Answer calls as if you were using the IP phone;

***NOTE:*** Ring 9 Support must first set up your access to Remote Phone and set up a REMOTE button on your IP phone, prior to you engaging the feature.

#### **A. Deactivating Remote Phone from the Web Portal:**

- Depending on how you activated Remote Phone will depend on how you deactivate it.

### **II. Remote Phone Call Forwarding -800-921-1899:**

- Remotely access your call forwarding to make set, change or cancel call forwarding for your IP phone. (See page 8 for "How To")

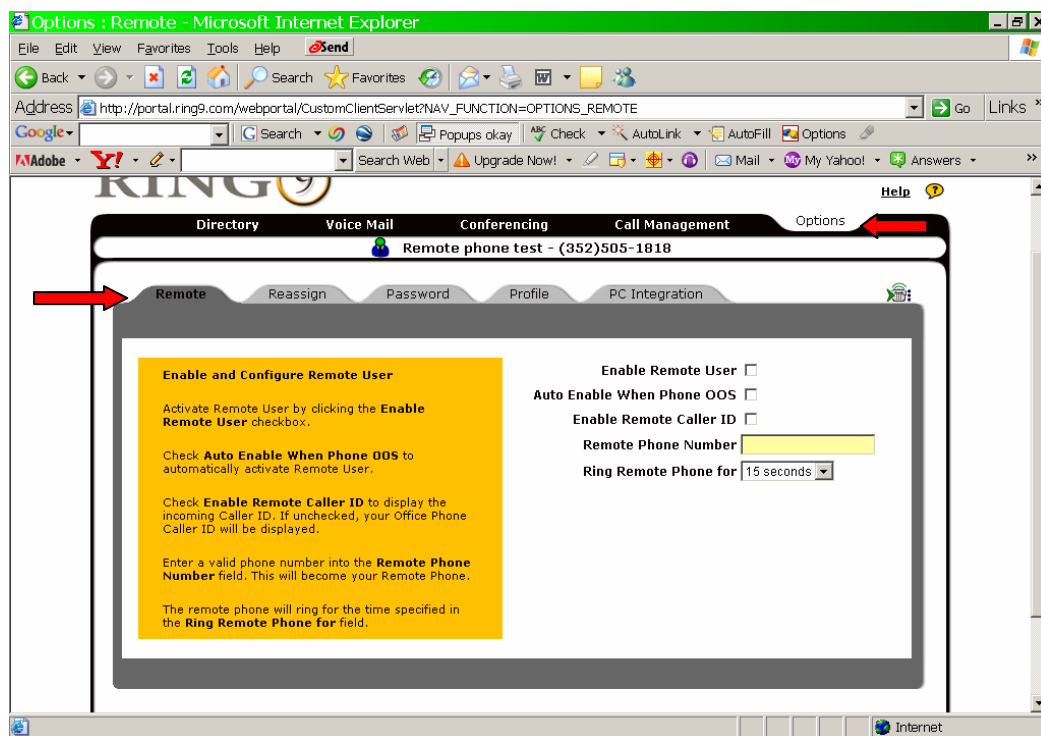
***Alert! When any Remote Phone Feature is active the 911 feature will NOT work until you deactivate Remote Phone.***

## **Web Portal Setup of Remote Phone**

You must be signed on to your Web Portal.

Under **Options** (main tab) locate the sub tab labeled **Remote**.

(If no sub tab, contact [support@ring9.com](mailto:support@ring9.com) for additional assistance).



**Figure 1 – Set up of Remote Phone**

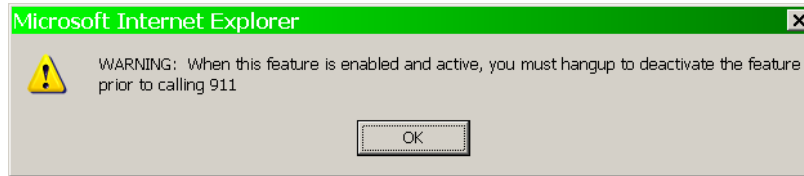
***Remote Phone can be activated from your personal Web Portal or by contacting [support@ring9.com](mailto:support@ring9.com). When any Remote Phone is active the 911 feature will not work until you deactivate Remote Phone.***



**Figure 2 –Enable and Activate Remote User**

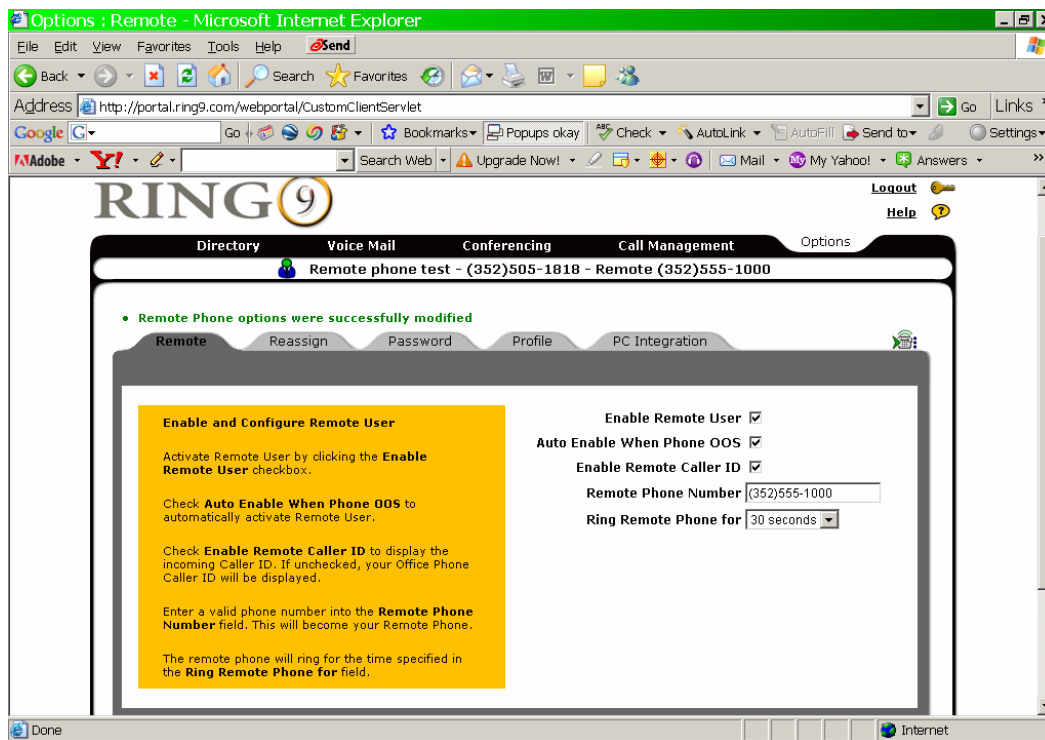
- Activate by **<Clicking>** the Enable Remote User checkbox
- **<Check>** Auto Enable When Phone OOS to automatically activate Remote User  
 (OOS-out of service- if checked and an OOS occurs calls will be sent to the Remote Phone whether or not it is engaged in the portal or on the phone. When the phone returns to service after the outage, Remote Phone will not be disabled. You must disable remote mode in the portal or on the phone.
- **<Check>** Enable Remote Caller ID to display the incoming Caller ID (if unchecked, your office phone Caller ID will be displayed;
- **<Enter>** a valid phone number into the Remote Phone Number field, include area code. This will become your Remote Phone.
- The Remote Phone will ring for the time specified in the Ring Remote Phone for field. Ring 9, Inc recommends to set the Ring Remote Phone at a minimum of 30 seconds to make sure you have enough time to answer the call;
- **<Click>** SAVE

**\*\* Upon set up of this feature you will get the following message:**



**Figure 3 – Warning about 911. You must disable Remote Phone before calling 911 from your IP phone.**

- <Click> OK



**Figure 4 - Note the message in green**

You have now successfully set up Remote User and the Remote Phone number from your Web Portal.

**Activate** Remote Phone from the IP phone:  
 <Press> the soft key button titled “more”  
 <Press> the soft key “Remote”

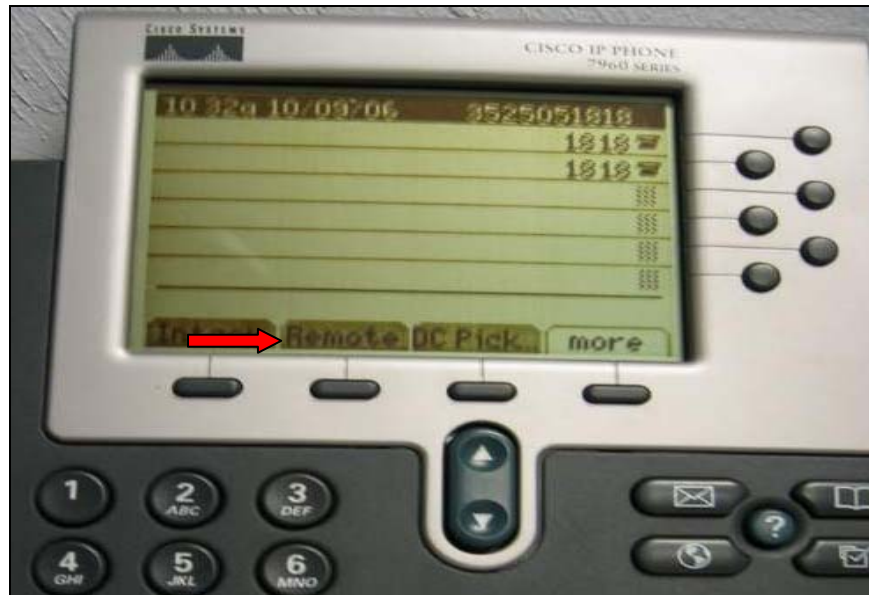


Figure 5 – Soft key for Remote Phone

You should now see Remote Enabled and the number of your Remote Phone. This will allow you to answer your incoming calls on your Remote Phone.



Figure 6 – Remote Enabled: your Remote Phone number

### **Incoming Remote Calls**

- If the Remote Phone displays caller id and you have selected it in your Web Portal you will see the number of the person calling. If you do not check caller id, you will see your number on the caller id and know it is an incoming remote call.

- Incoming calls (by default) will ring to the IP phone for 2 rings, then the Remote Phone and IP phone will both ring.
- Callers will hear ringing and the following message while the system rings the Remote Phone and IP phone “Please wait while we try to locate your party, or to leave a message press 1”.
- If you do not answer the remote phone, the call will go to your IP phone voice mail.

Other Features such as Simultaneous Ring, Ring All, Email Notification of a voice mail and text messaging can also be activated and used in conjunction with Remote Phone when activated through your Personal Web Portal. For more information regarding these features contact [support@ring9.com](mailto:support@ring9.com).

- **Deactivating Remote Phone via Web Portal**

This feature can be disabled by un-checking the Enable Remote User in your Web Portal. It can also be disabled by **<Pressing>** the REMOTE button (soft key) on your IP phone.

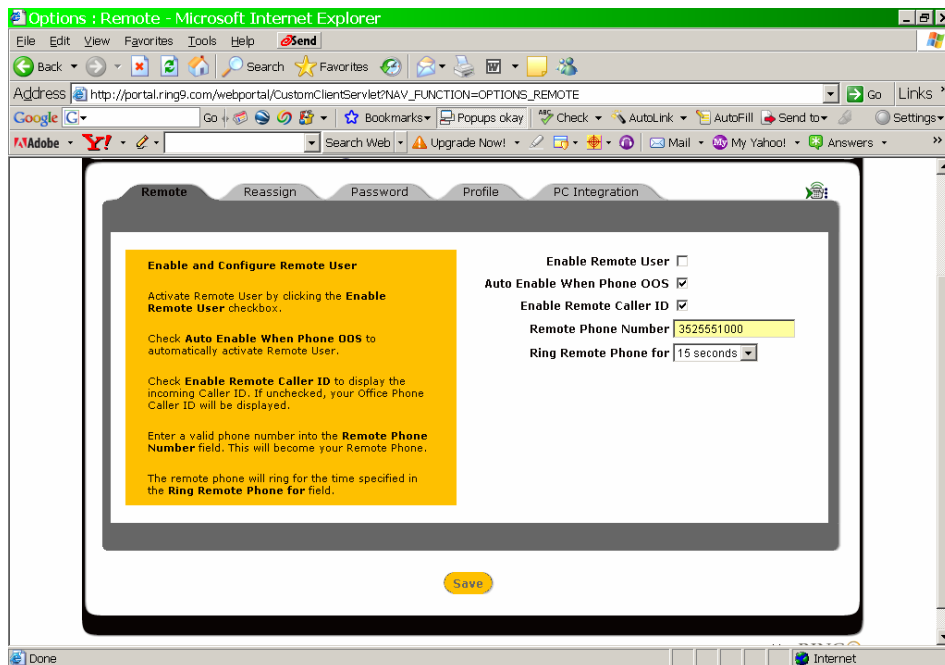


Figure 7 – Uncheck enable remote user

Deactivating Remote Phone using the IP phone

<Press> the soft key "more"

<Press> the soft key "remote"

And the number remote will be turned off.



Figure 8 – Disable Remote Phone

### To Remotely configure:

#### *Remote Phone Call Forwarding -800-921-1899* *Activate, Change or Cancel Call Forwarding*

#### Activate:

- Dial the Remote Call Forwarding number: 800-921-1899
- You will hear, Welcome to call forwarding
- <Enter> your complete phone number followed by the # key.  
If your number is not a DID (direct inward dial) number you may need to enter the main number, followed by \* and your extension number.
- <Enter> your password followed by the # key
- <Enter> the forwarding number including area code
- <Press> #
- You will hear forwarding number changed successfully.

**Change or Cancel:**

- Dial the Remote Call Forwarding number: 800-921-1899
- You will hear, Welcome to call forwarding
- **<Enter>** your complete phone number followed by the **# key**. .  
If your number is not a DID (direct inward dial) number you may need to enter the main number, followed by \* and your extension number.
- **<Enter>** your password followed by the **# key**
- When prompted for the new forwarding number either **<Enter>** a new number or **<Press> #** to cancel call forwarding.

You will hear an announcement that the forwarding number has been changed and the call will disconnect.