

My Rules



Optus Loop

Quick Reference User Guide

My Rules Overview

There are many different ways people want to treat incoming calls. For example an individual may want to make sure they don't miss a call from a certain number, whether they are in the office or not.

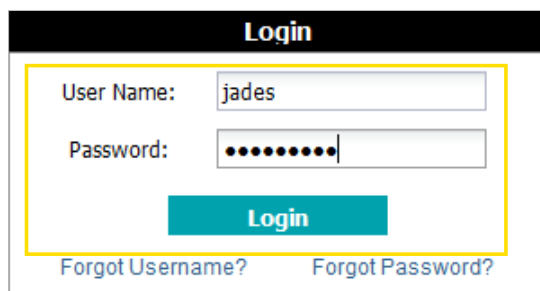
Other people may want to have their office phone ring simultaneously with their mobile phone between 9:00am and 5:00pm but transfer to voicemail after office hours.

These settings and much more can be applied in your *My Phone* portal. *My Rules* is where you can create different rules to forward, reject or accept certain calls based on the phone number of the person calling and/or time of day and day of the week when the calls are received. You can also add schedules that determine when your rules are active.

Note: It's recommended to add your schedule, or schedules before creating a rule.

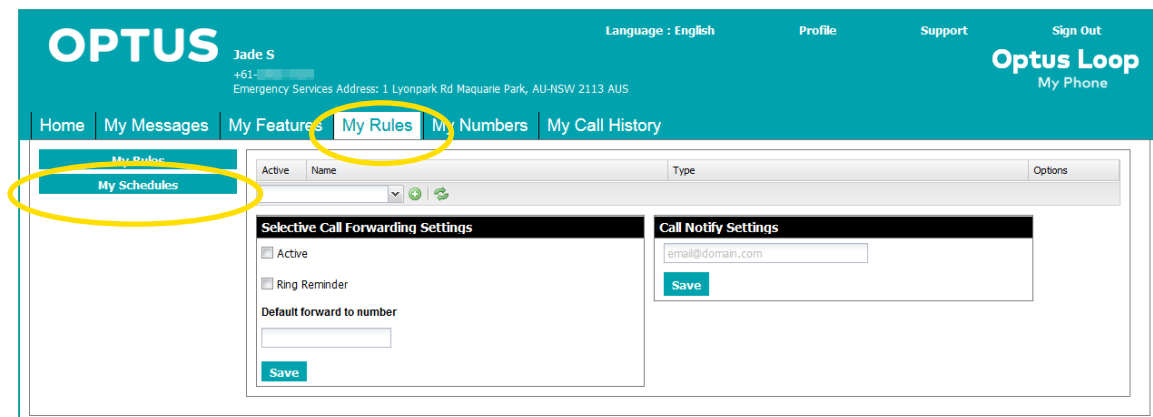
Log into My Phone portal

1. Enter the url <https://loop.optus.com.au/myphone>
2. Enter your **Username** and **Password** (provided to you by Optus).
3. Click **Log In**




My Rules - Schedule

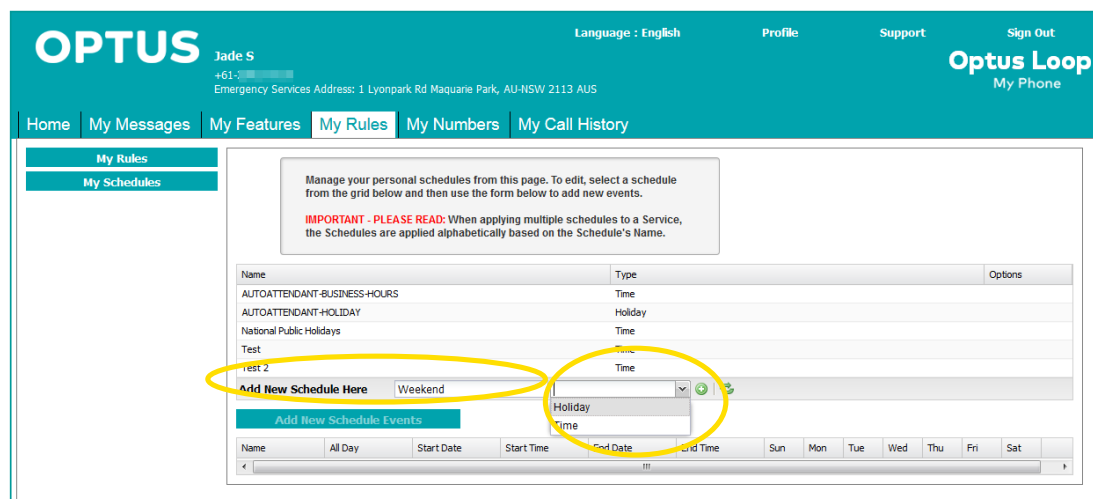
1. Go to the **My Rules** tab
2. Select **My Schedules** from the menu



My Rules - Schedule Cont.

3. Add the name of the Schedule in the **New Schedule Name** field
4. From the dropdown select **Holiday** or **Time**
5. Click on the  button to add the schedule

Note: For this demonstration we will create a weekend schedule – starting 5:00pm Friday and finishing 9:00am Monday



Manage your personal schedules from this page. To edit, select a schedule from the grid below and then use the form below to add new events.

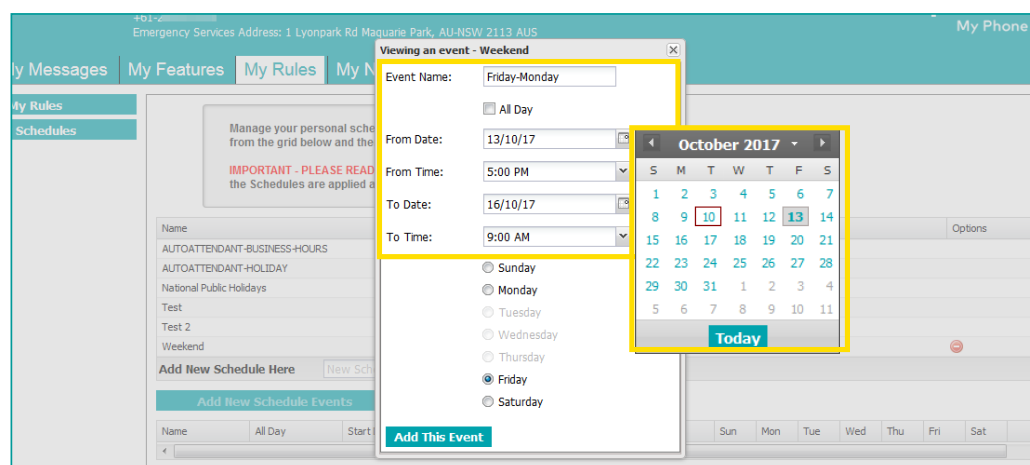
IMPORTANT - PLEASE READ: When applying multiple schedules to a Service, the Schedules are applied alphabetically based on the Schedule's Name.

Name	Type	Options
AUTOATTENDANT-BUSINESS-HOURS	Time	
AUTOATTENDANT-HOLIDAY	Holiday	
National Public Holidays	Holiday	
Test	Time	
Test 2	Time	
Add New Schedule Here	Weekend	

Add New Schedule Events

Name	All Day	Start Date	Start Time	End Date	End Time	Sun	Mon	Tue	Wed	Thu	Fri	Sat

6. From the pop up **Viewing an event** window complete the following fields:
 - **Event Name:** Give your schedule a name
 - **All Day** tick box: Select if your event is an all day event (24 hr)
 - **From Date:** Click the calendar icon to view the calendar and select the required start date
 - **From Time:** From the dropdown, select the start time
 - **To Date:** Click the calendar icon to view the calendar and select the required end date
 - **To Time:** From the dropdown select the required end time



Viewing an event - Weekend

Event Name: Friday-Monday

☐ All Day

From Date: 13/10/17

From Time: 5:00 PM

To Date: 16/10/17

To Time: 9:00 AM

☐ Sunday
☐ Monday
☐ Tuesday
☐ Wednesday
☐ Thursday
☒ Friday
☐ Saturday

Add This Event

My Rules - Schedule Cont.

7. Select the **Friday** radio button, indicating the schedule start on Friday
8. Click **Add This Event**

Emergency Services Address: 1 Lyonpark Rd Maquarie Park, AU-NSW 2113 AUS

My Phone

My Messages | My Features | My Rules | My Numbers | My Call History

Manage your personal schedule from the grid below and the form below to add new events.

IMPORTANT - PLEASE READ: When applying multiple schedules to a Service, the Schedules are applied alphabetically based on the Schedule's Name.

Name	Type	Options
AUTOATTENDANT-BUSINESS-HOURS	Time	
AUTOATTENDANT-HOLIDAY	Holiday	
National Public Holidays	Time	
Test	Time	
Test 2	Time	
Weekend	Time	

Add New Schedule Here

Add New Schedule Events

Name	All Day	Start Date	Start Time	End Date	End Time	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Friday-Monday		13/10/2017	5:00 PM	16/10/2017	9:00 AM						✓	

9. To view the event click on the schedule **Weekend**
10. The event will display in the list below
11. Add more **Holiday** or **Time** Schedules and associated events as required

OPTUS Jade S
+61 2 9550 1234
Emergency Services Address: 1 Lyonpark Rd Maquarie Park, AU-NSW 2113 AUS

Language : English | Profile | Support | Sign Out | Optus Loop My Phone

Home | My Messages | My Features | My Rules | My Numbers | My Call History

My Rules | My Schedules

Manage your personal schedules from this page. To edit, select a schedule from the grid below and then use the form below to add new events.

IMPORTANT - PLEASE READ: When applying multiple schedules to a Service, the Schedules are applied alphabetically based on the Schedule's Name.

Name	Type	Options
AUTOATTENDANT-BUSINESS-HOURS	Time	
AUTOATTENDANT-HOLIDAY	Holiday	
National Public Holidays	Time	
Test	Time	
Test 2	Time	
Weekend	Time	

Add New Schedule Here

Add New Schedule Events

Name	All Day	Start Date	Start Time	End Date	End Time	Sun	Mon	Tue	Wed	Thu	Fri	Sat
Friday-Monday		13/10/2017	5:00 PM	16/10/2017	9:00 AM						✓	

Note: This event will now repeat for each subsequent weekend unless it is removed, edited or overwritten by an additional schedule

12. To delete a **Schedule** or **Event**, click
13. You will be prompted to confirm you want to delete the event
14. Click **Yes**

Delete

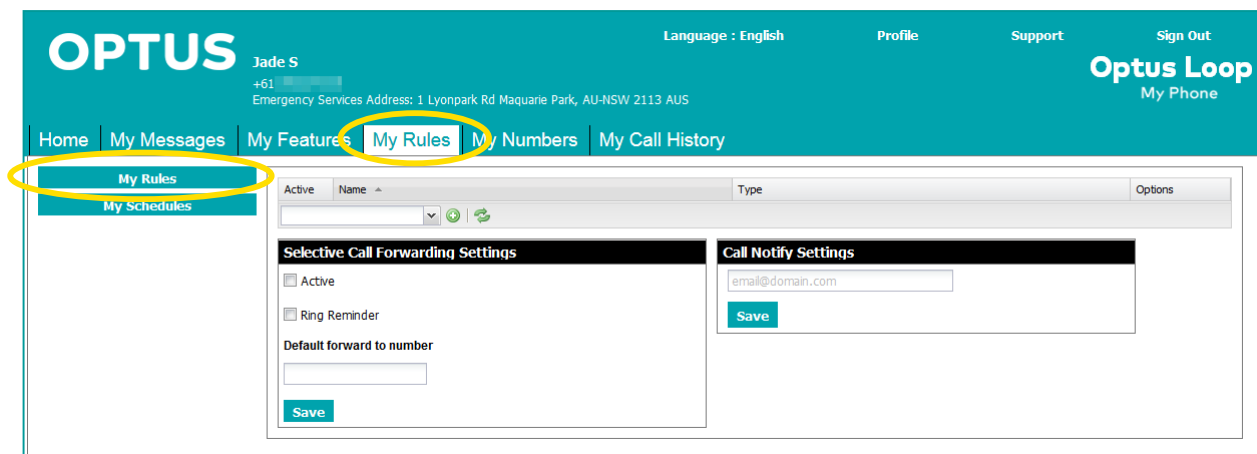
Are you sure you want to delete the selected event?

Yes No

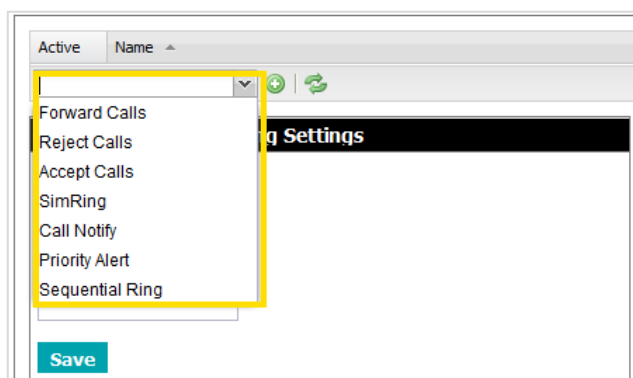
My Rules

1. Go to the **My Rules** tab
2. Select **My Rules** from the menu

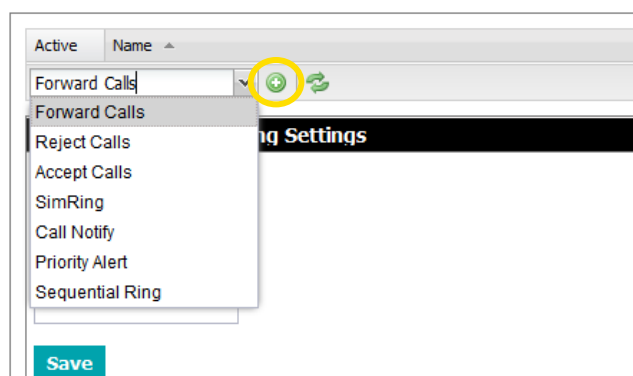
Rules specify the type of action you wish to be taken, the type of call or phone numbers you want the rule to be applied to, and the schedule(s) defining when you want the rule to apply



3. Click the dropdown to view available rules



4. Select a rule and click the plus button  to set up an action



My Rules Cont.

- The Rule Window will open allowing you to define the action you want to apply to the rule

Note: For this demonstration we will create a **Forward Calls** rule

- Give the rule a name
- Enter the forward to phone number
- Select a schedule to use with this rule

Forward Rule

Rule name: Call Forward to mobile

Forward to phone number: 041

Time Schedule: Weekend

Holiday Schedule: None

Calls from

☐ Any external phone number

☐ Following phone numbers

☐ Any private number

☐ Any unavailable number

Number

Save

- In the **Calls from** section select which type of call you want to forward

- Click **Save** **Save**

Forward Rule

Rule name: Call Forward to mobile

Forward to phone number: 0411557791

Time Schedule: Weekend

Holiday Schedule: None

Calls from

☒ Any external phone number

☐ Following phone numbers

☐ Any private number

☐ Any unavailable number

Number

Save

- To delete the a arule click

- Click yes to confirm

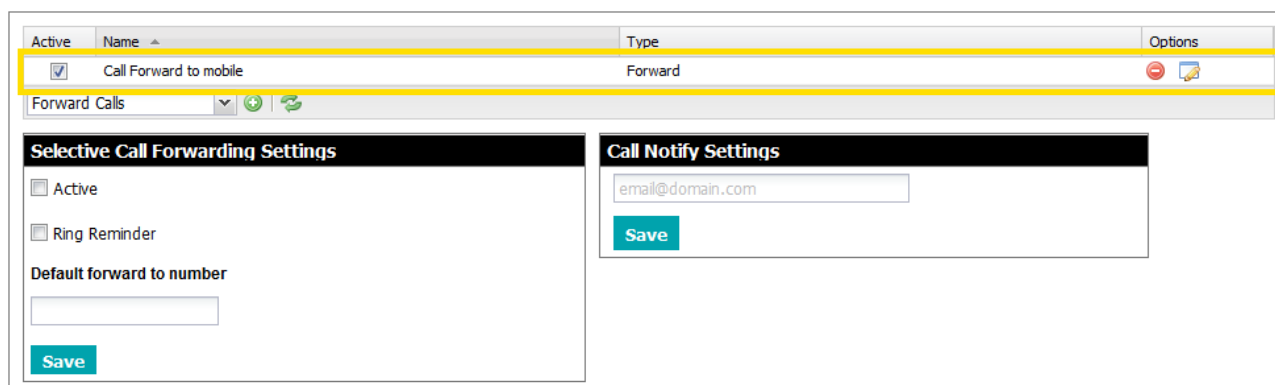
Confirm Delete


Are you sure?

Yes No

My Rules Cont.

13. To Edit the rules click  to re-open the Rules Window



Active	Name	Type	Options
<input checked="" type="checkbox"/>	Call Forward to mobile	Forward	

Forward Calls

Selective Call Forwarding Settings

☐ Active

☐ Ring Reminder

Default forward to number

Save


Call Notify Settings

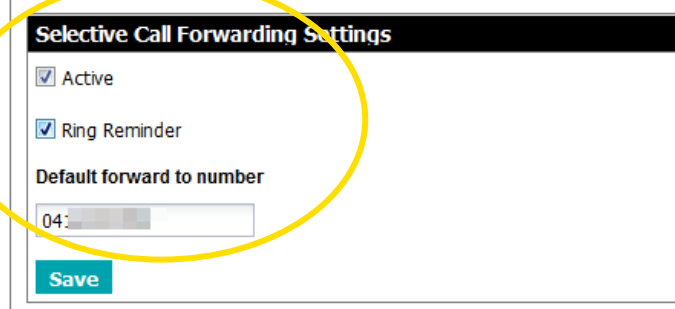
Save

- A maximum of 99 rules can be created for each user
- If "Forward Calls" is selected, calls will be sent to the destination specified when you create the rule
- If "Reject Calls" is selected, calls from the numbers you have configured during the specified times will be rejected. For example, you could create a rule to reject calls from anonymous callers or a specific phone number you wish to block
- If "Accept Calls" is selected, you can accept calls from the numbers configured during the specified times. For example, you might create a rule to only accept calls from a specific number on weekends
- If "SimRing" is selected, calls from the numbers you have configured during the specified times will receive simultaneous ring treatment. See the *Simultaneous Ring QRG* for additional detail
- If "Priority Alert" is selected, calls from the numbers you have configured during the specified times will play a distinctive ringtone. See the *Priority Alert Notify QRG* for additional detail
- If "Sequential Ring" is selected, calls from the numbers you have configured during the specified times will ring the defined numbers in sequential order until answered or sent to configured treatment (e.g. voicemail)

Selective Call Forward

To set a **Call Forward** that does not have a schedule applied:


1. Enter the number you want to forward all calls to
2. Tick the **Active** check box to activate
3. Tick the **Ring Reminder** check box to hear a short ring on your handset when a call is being forwarded
4. Click **Save** 



The screenshot shows the 'Selective Call Forwarding Settings' form. A yellow circle highlights the 'Active' and 'Ring Reminder' checkboxes, both of which are checked. Below them is a text field labeled 'Default forward to number' containing '04:'. A 'Save' button is at the bottom.

Call Notify Settings

If **Call Notify** is selected, calls from the numbers you have configured during the specified times will cause an email to be sent with caller information.

1. Enter an email address in the at **Call Notify Settings**
2. Select **Save** 



The screenshot shows the 'Call Notify Settings' form. A yellow circle highlights the email address field, which contains 'optusloop.com.au'. A 'Save' button is at the bottom.