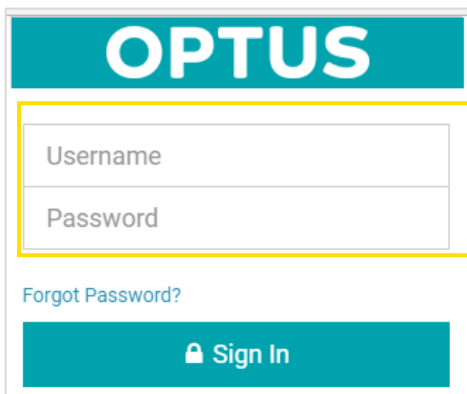


Feature Overview

In Optus Loop it's easy to change a User's Profile. Features such as Call Forwarding, User passwords & changing Caller line ID can be changed or updated by and Administrator via the Optus Loop portal. A user can also change these features using the MyPhone portal.

Signing In

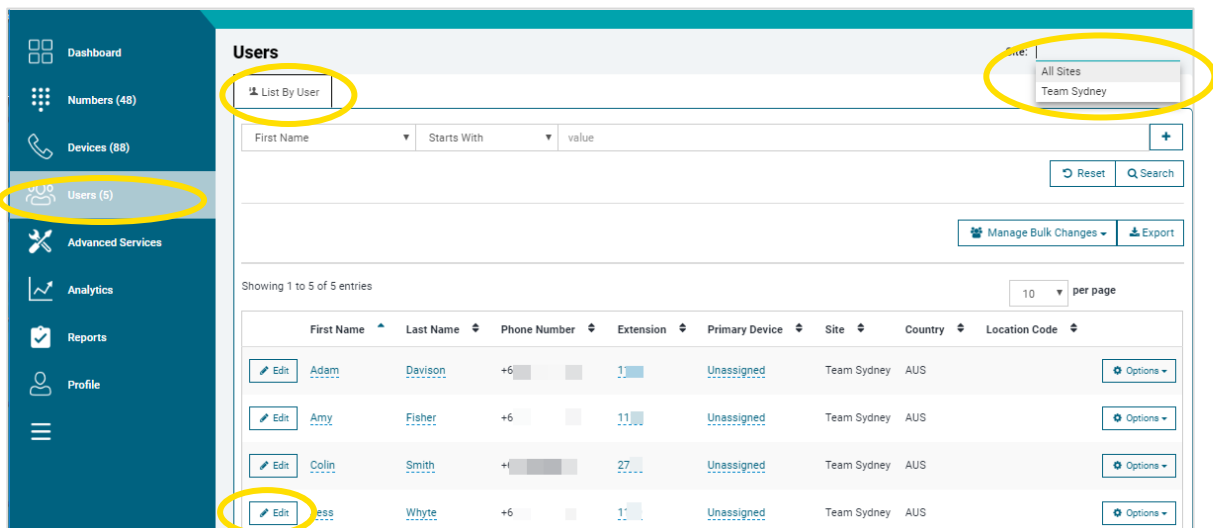
1. Enter the url <https://loop.optus.com.au/rep>
2. Enter your **Username** and **Password** (provided to you by Optus).
3. Click **Sign In**



Changing a User's Name

When someone leaves the company or changes their name simply change the profile information, no need to create a whole new profile for the new user.

1. Click on **Users** in the **Navigation** menu
2. Select the **Location** from the **site** menu
3. Select the **List by User** tab
4. Click **Edit** on the user you want to change



1. Select **User Info** from the menu options.
2. Change the existing users name and ID and any other information to the new person’s details.
3. Click **Save**.

The new user will have the same phone number as the previous user, but the profile will now display the new name.

Edit User (Jess Whyte - +61 9(Jess Whyte)) Site: Team Sydney

4 of 5

- Station
- User Info**
- Device Type
- Call Forwarding
- Calling Permissions
- Visibility Options
- On The Go
- Station Enhancements

User Info

First Name: Jess

* Last Name: Whyte

* Caller ID Number: +61 9(Jess Whyte)

Extension: 1

MyPhone User Info

Note: You may enter up to 4 UserIDs. Each UserID must be unique and must be in an email format, i.e.,Username@domain. Please note, the UserID values are only used for Login purposes and do Not need to be real email addresses.

Account notifications will use the Email Address specified in the Email field. UserIDs will NOT be used for Account notifications.

* User ID: jess.whyte@optus.com.au

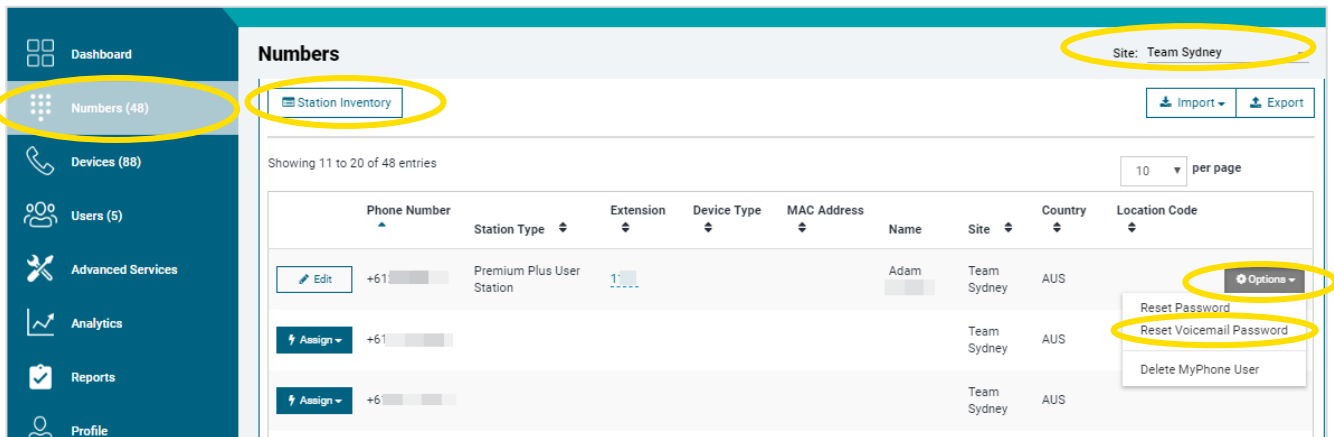
* Email: kaye@newtechsolutions.com.au

Cancel Save

Changing a User’s Voicemail PIN

If someone forgets their voicemail PIN, or it needs to be changed for security reasons. It’s simple to reset a Voicemail PIN via the admin portal.

1. Go to **Numbers** in the **Navigation** menu
2. Select the **Location** from the **site** menu
3. Select the **Station Itinerary** tab
4. Go to the **number** or **user** that you want to re-set the Voicemail PIN for
5. Click on **Options** and select **Reset Voicemail Password**
6. The user will receive an email with a new Voicemail password



Call Forwarding

You can configure your phone to forward your calls to another number. There are three types of **Call Forward**:

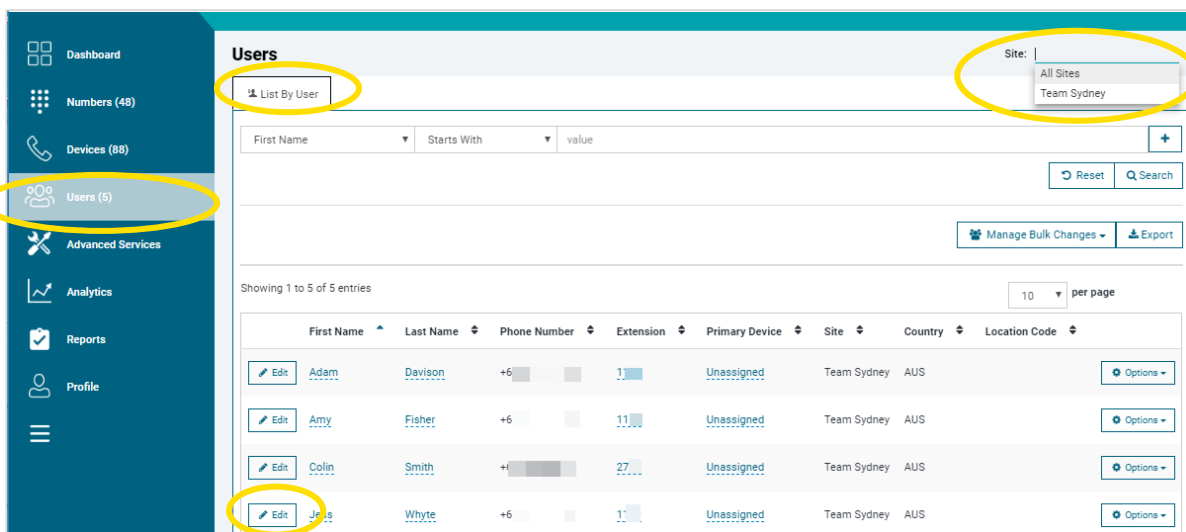
Always Forward – Incoming calls are immediately forwarded to the configured number or Voicemail.

Busy Forward – Incoming calls are immediately forwarded to the specified number or Voicemail if the phone is busy.

No Answer Forward - Incoming calls are forwarded to the specified number or Voicemail after a configured number of rings if you don't answer.

To activate Call Forward:

1. Go to **Users** in the **Navigation** menu
2. Select the **Location** from the **site** menu
3. Select the **List by User** tab
4. Click on the **Edit** button for the User you wish to activate **Call Forward** for

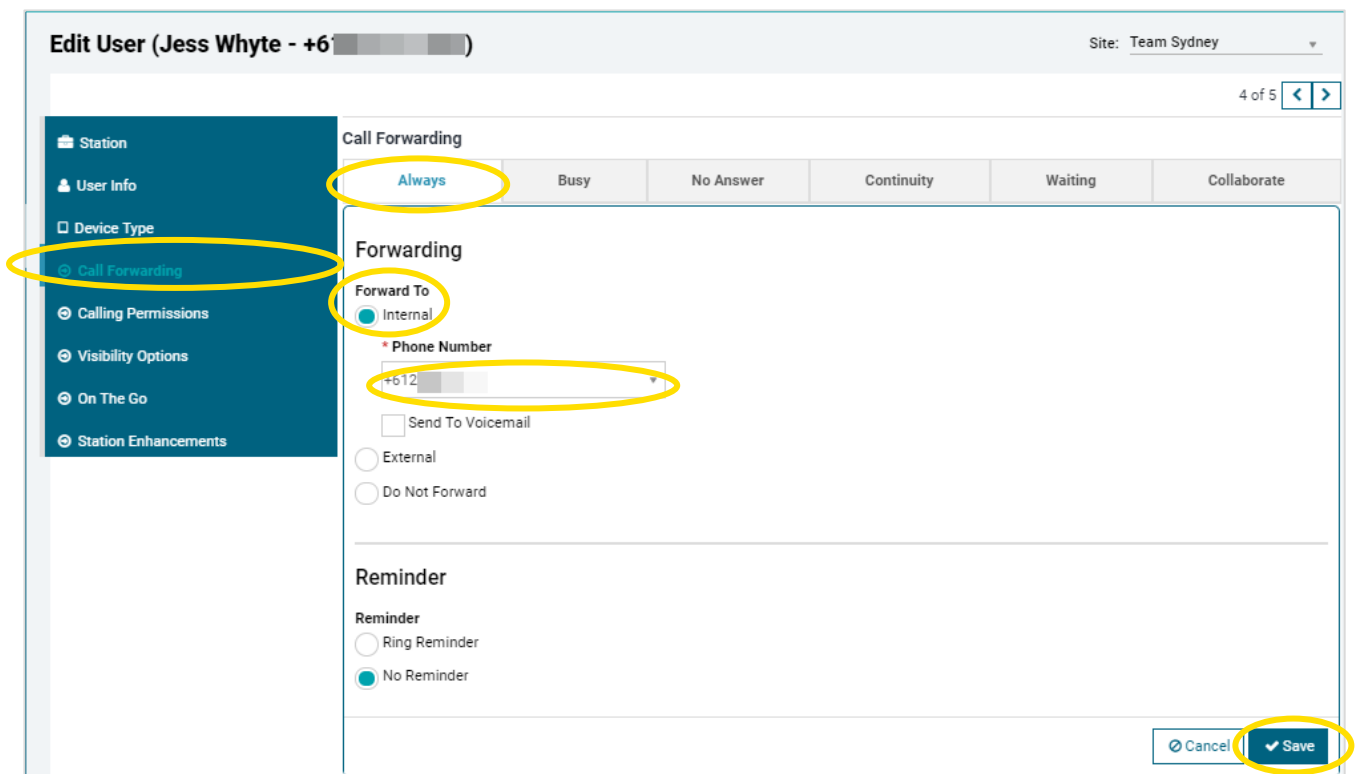


5. From the menu options, select **Call Forwarding**.

Call Forwarding - Always

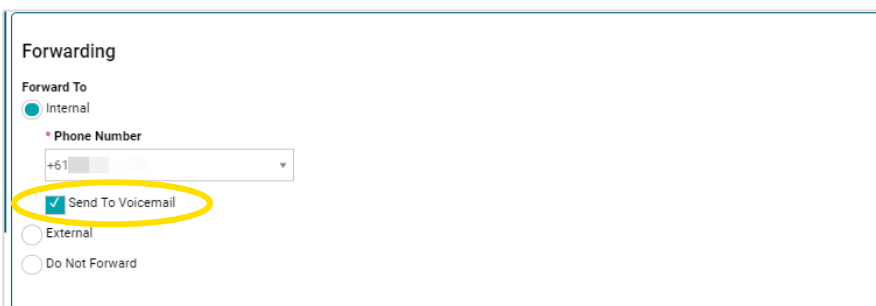
To Call Forward **Always** to an **Internal** Number:

1. Click on the **Always** tab
2. Select **Internal** below **Forward To**
3. Select the dropdown for Internal **Phone Number** and select a number that your calls will be forwarded to
4. Click **Save**



To Call Forward **Always** to Voicemail, calls will always be forwarded to voicemail and your phone will not ring

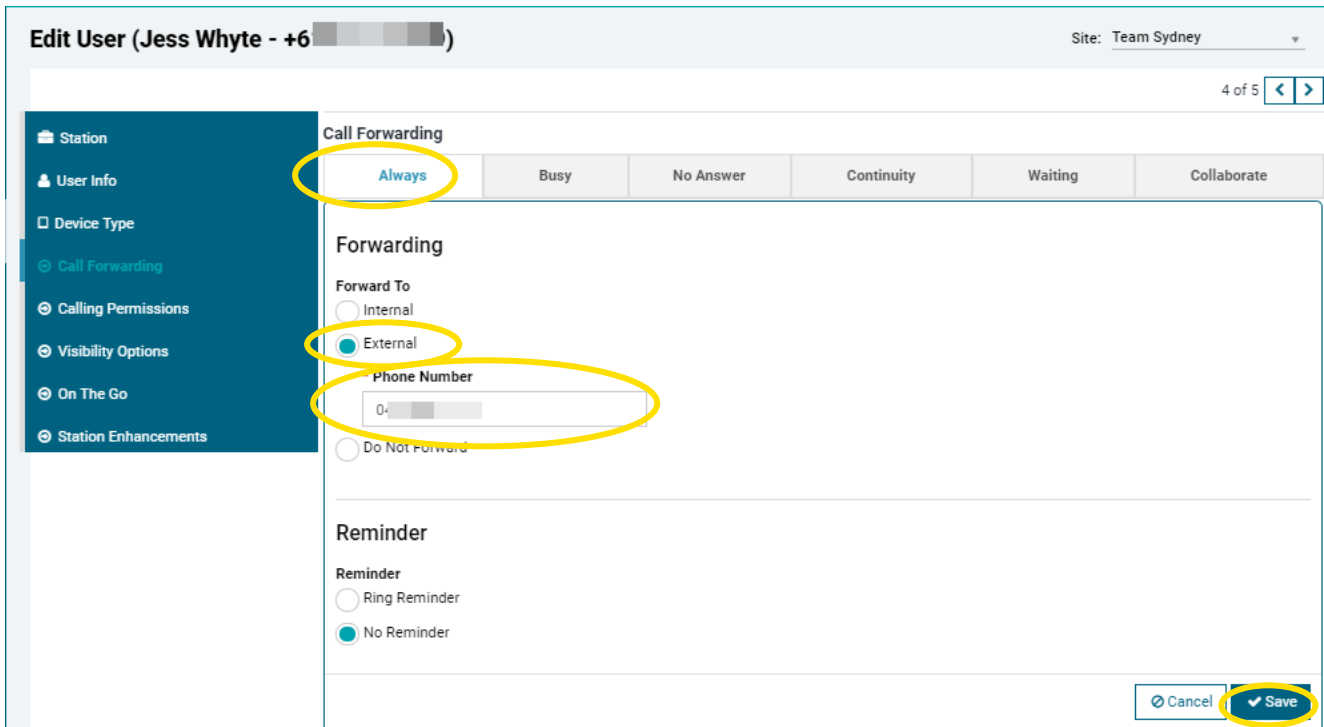
1. Place a tick in the **Send to Voicemail** checkbox.
2. Click on **Save**.



To Call Forward **Always** to an **External** Number:

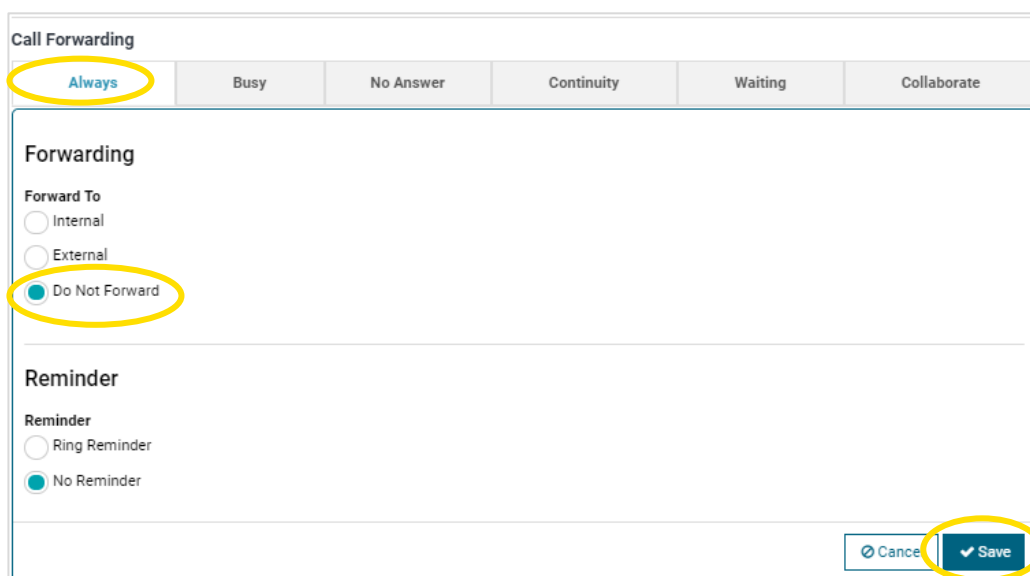
1. Select **External** below **Forward To**.

2. In the **Phone Number** field type the number that you want your calls to be forwarded to. This may be your mobile number.
3. Select **Save**.



To Deactivate Call **Forward Always**:

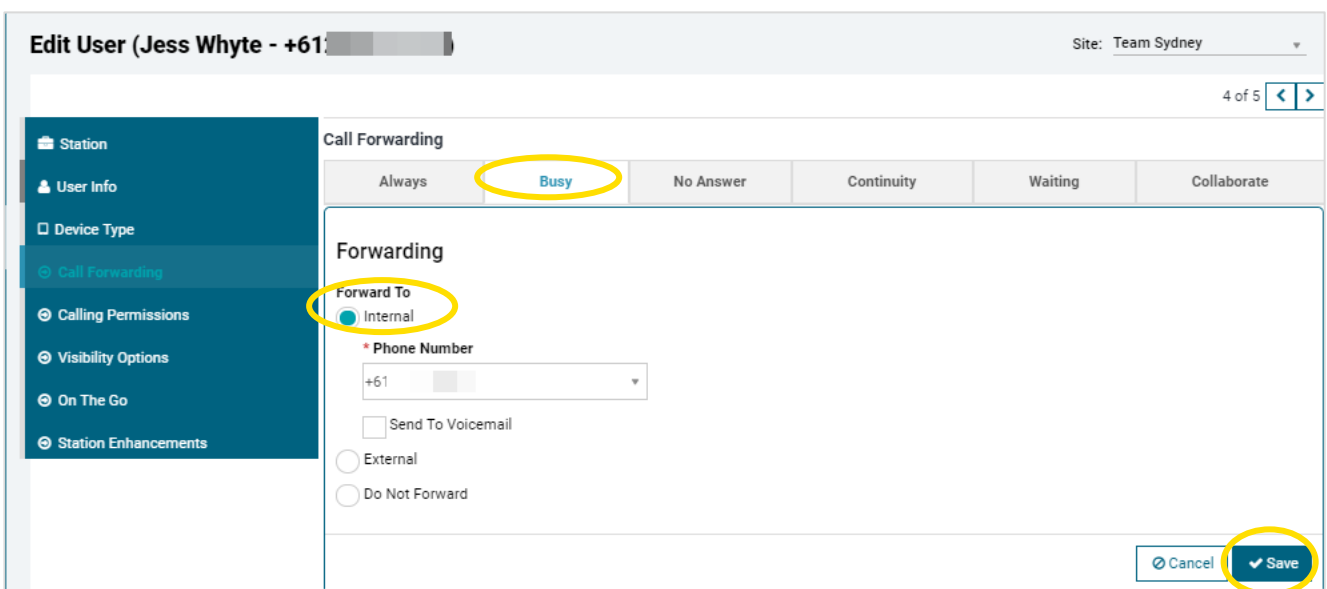
1. Select **Do Not Forward**
2. Select **Save**



Call Forwarding - Busy

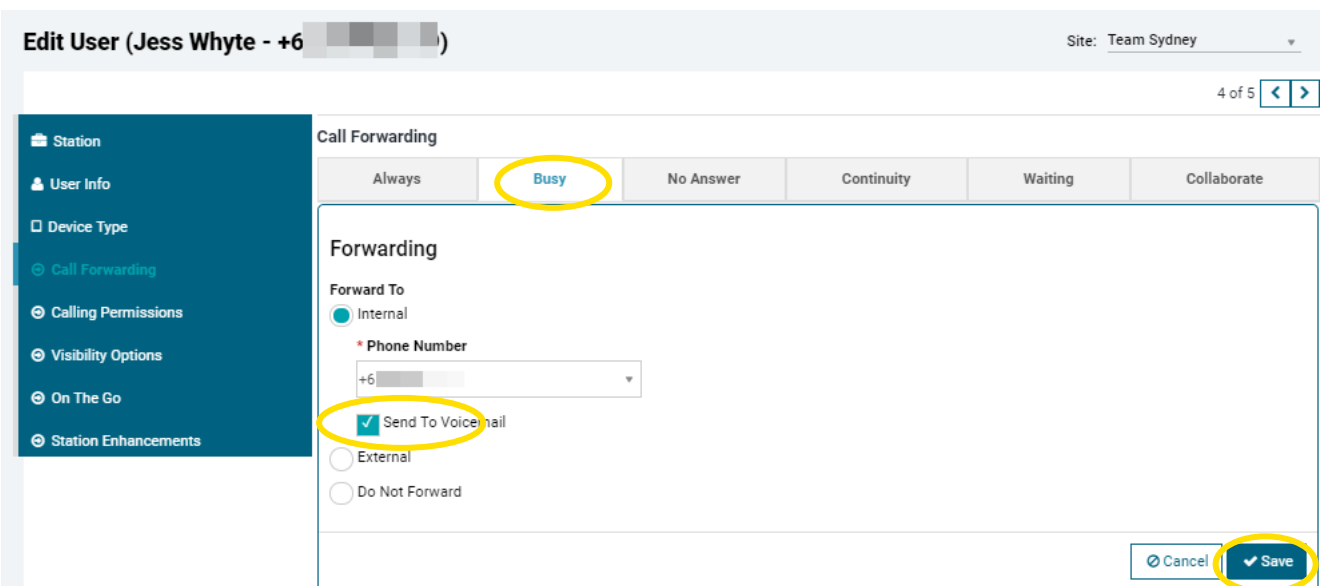
To Forward your calls when your phone is **Busy** to another **Internal** Number:

1. Click on the **Busy** tab.
2. Select **Internal** below **Forward To**
3. Select the dropdown for Internal **Phone Number** and select a number that your calls will be forwarded to when you are on another call.
4. Click on **Save**.



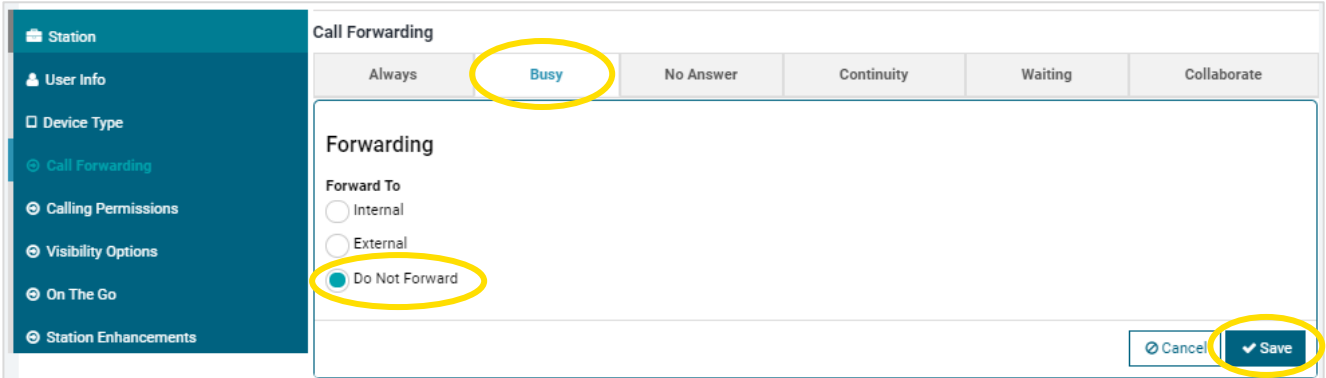
To Forward your calls when your phone is **Busy** to Voicemail:

1. Click on the **Busy** tab
2. Select **Send to Voicemail**
3. Click on **Save**



To Deactivate Call Forward Busy:

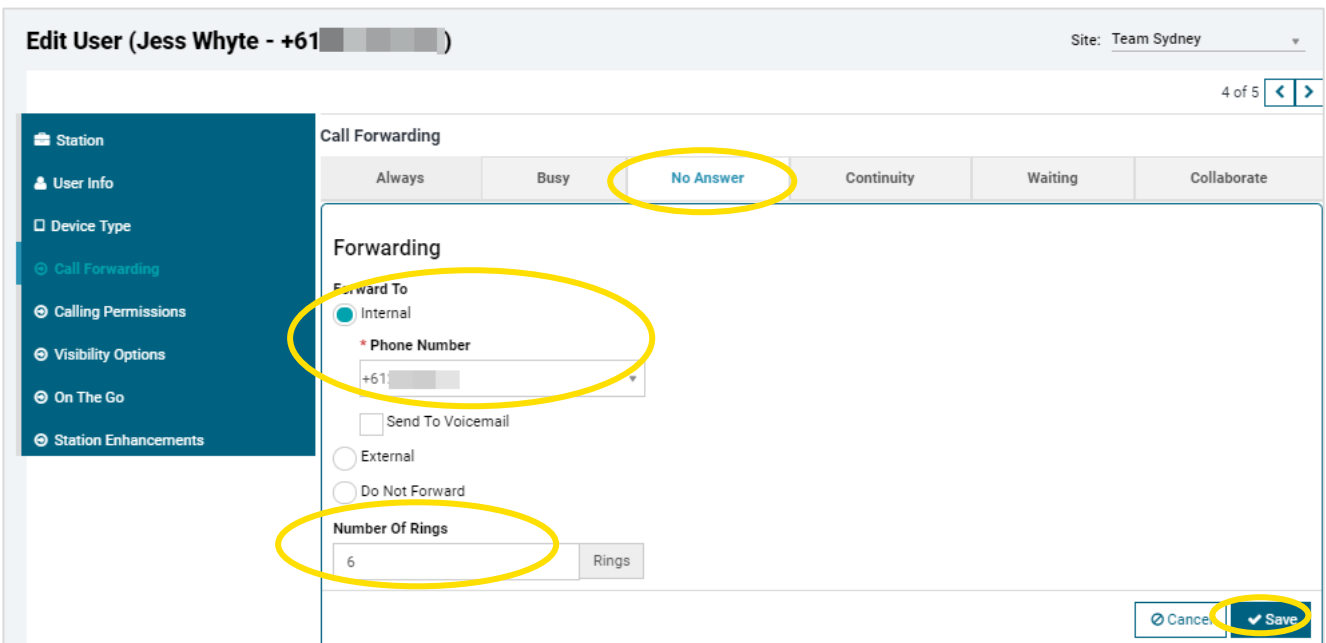
1. Select **Do Not Forward**
2. Select **Save**



Call Forwarding - No Answer

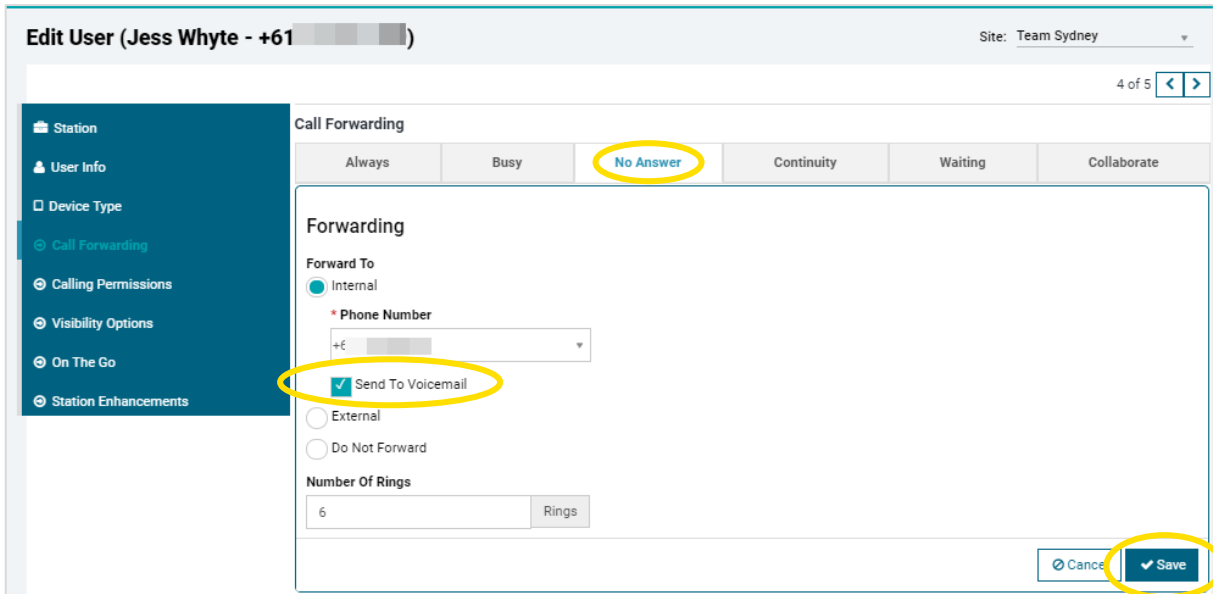
To Forward your calls when you do not **answer** your phone to an **Internal Number**:

1. Click on the **No Answer** tab
2. Select **Internal** below **Forward To**
3. Select the dropdown for Internal **Phone Number** and select a number that your calls will be forwarded to when you do now answer your phone
4. Select the **Number of Rings** after which the call will be forwarded. The default is 3
5. Click on **Save**



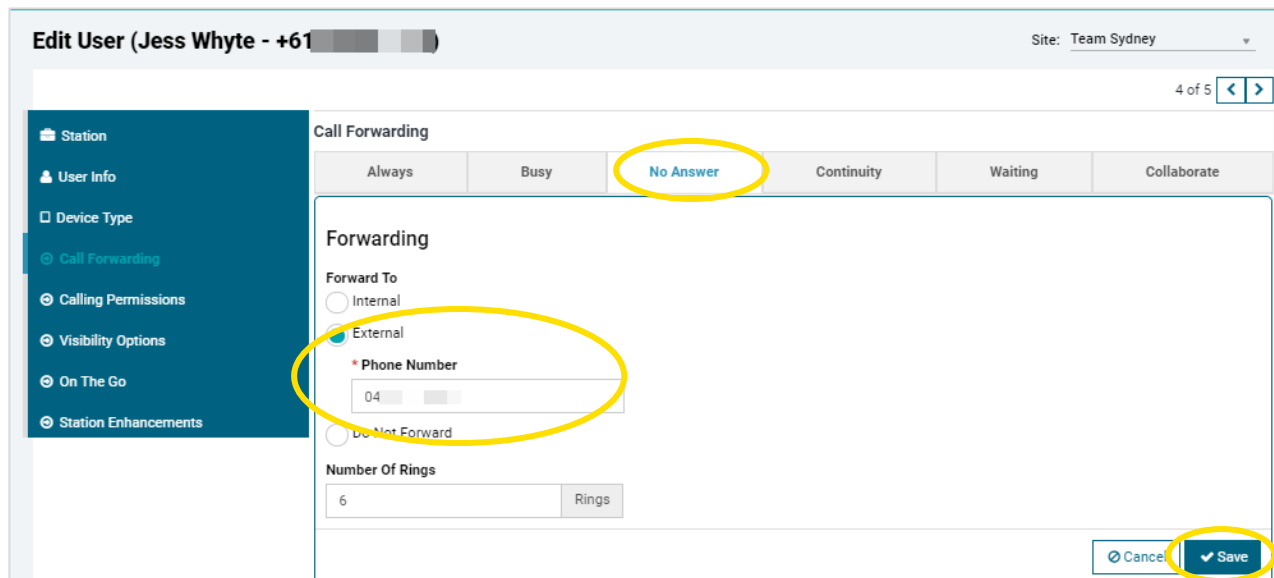
To Call Forward to **Voicemail**:

1. Place a tick in the **Send to Voicemail** checkbox
2. Select the **Number of Rings** after which call will be forwarded to Voicemail
3. Click on **Save**



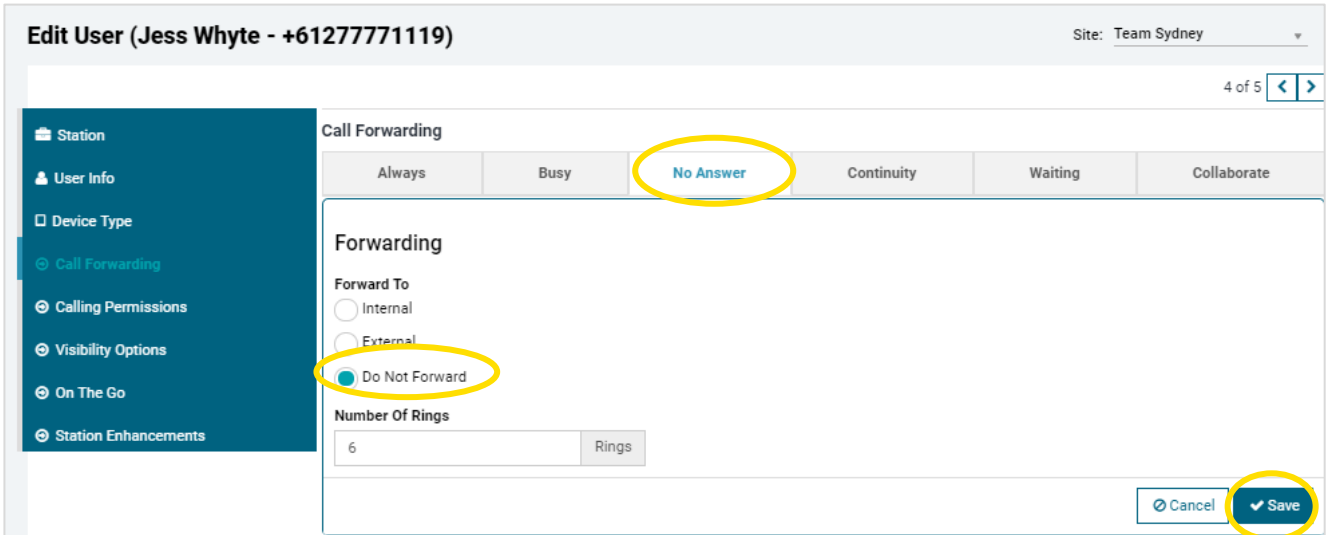
To Forward your calls when you do not answer your phone to an **External Number**:

1. Click on the **No Answer** tab
2. Select **External** below **Forward To**
3. Enter the number that you want your calls to be forwarded to when you don't answer your phone in the **Phone Number** field. This could be your mobile number.
4. Select the **Number of Rings** to forward after the your phone rings. The default is 3
5. Click on **Save**



To Deactivate Call **No Answer**:

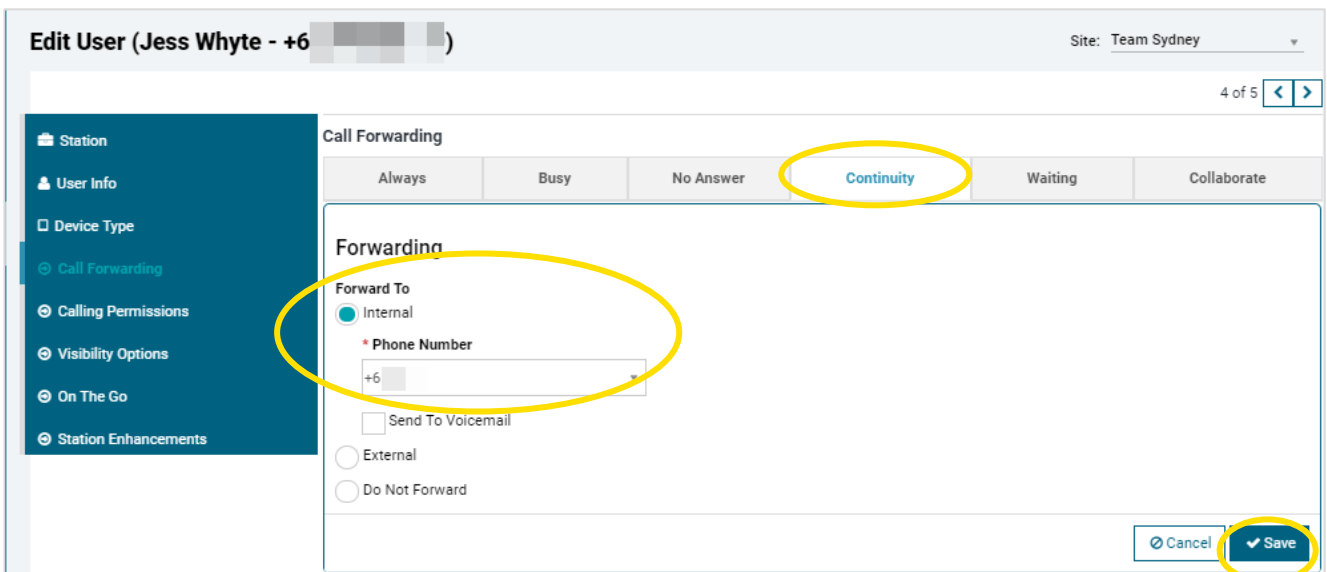
1. Select **Do Not Forward**
2. Select **Save**



Call Forwarding - Continuity

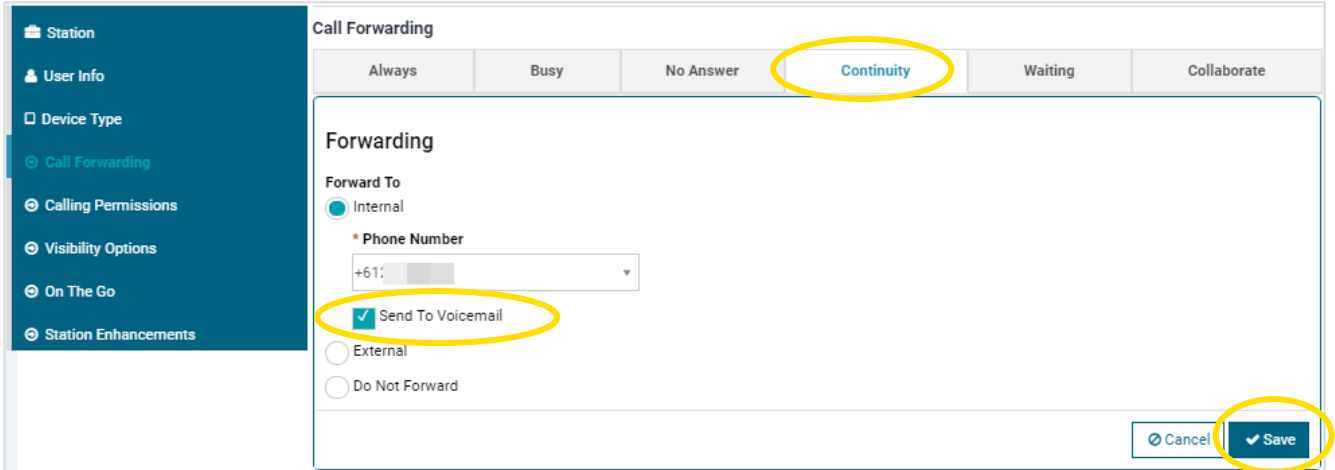
Call Forwarding Continuity allows you to enter a number to forward your calls to when you are **not reachable**, e.g if the network is having problems to an **Internal Number**:

1. Click on the **Continuity** tab
2. Select **Internal** below **Forward To**
3. Select the dropdown for Internal **Phone Number** and select a number that your calls will be forwarded to when you are not reachable
4. Click on **Save**



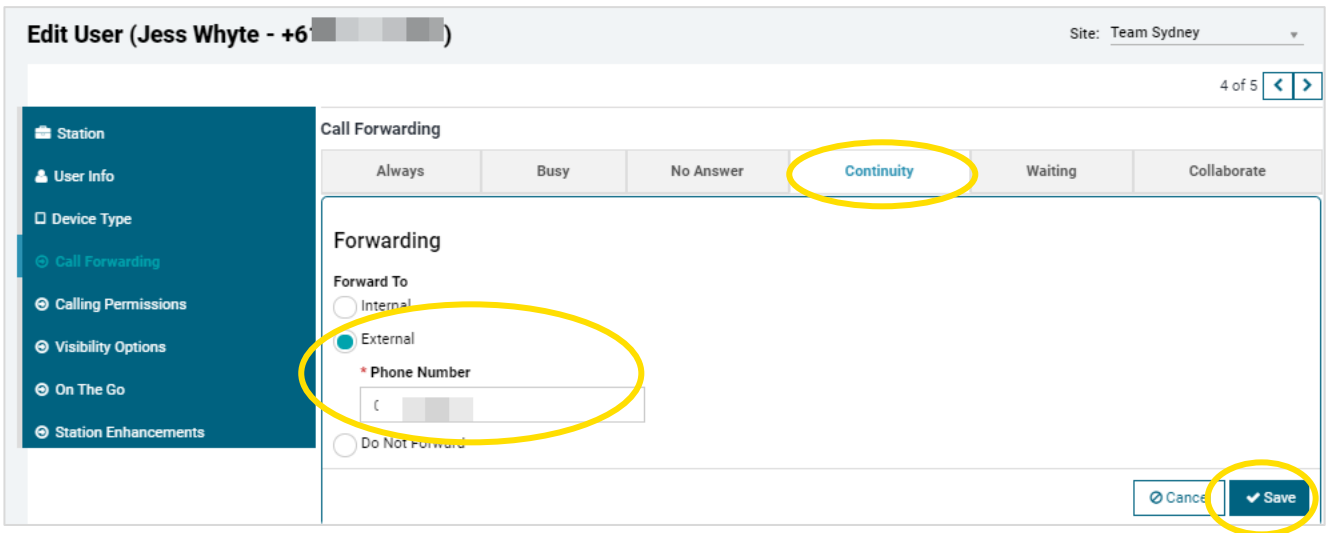
To Call Forward to **Voicemail**:

1. Place a tick in the **Send to Voicemail** checkbox
2. Click on **Save**



To Forward your calls when you are not **reachable** to an **External Number**:

1. Click on the **Continuity** tab
2. Select **External** below **Forward To**
3. Enter the number that you want your calls to be forwarded to when you are not reachable in the **Phone Number** field. This could be your mobile number
4. Click on **Save**



To Deactivate Call Forwarding **Continuity**:

1. Select **Do Not Forward**
2. Select **Save**

