

What are One Number services?


One Number services provide personal call routing to enable users to easily control when, where and by whom they are contacted. The personal routing strategies in One Number services provide powerful follow-me capabilities for users on the move. Screening features provide control over which calls get through when in important meetings and which get directed to voice mail. Typically you can:

- Activate/deactivate the routing service.
- Select the type of call routing (all callers, do not disturb, screening).
- Select a destination number (office, home phone number, voice mail etc.).
- Define personal screening rules.
- Activate/deactivate a screening rule.
- Define overflow rules for your incoming calls on busy or no answer.

Access One Number services from My Instant Communicator (see the corresponding quick reference guide for more information) or the dedicated URL.

Setting your phone numbers

One Number services route your calls to previously defined numbers.

1. Click on  in the top left corner of One Number services to configure your personal phone numbers.

The **Contact** window opens.

2. Enter a number in the following fields according to:

- Professional numbers:

- **Mobile**
- **Fax**

Your office phone number, voice mail number and wireless phone number (e.g. DECT, Wi-Fi) are configured by your administrator.

- Personal numbers:

- **Home**
- **Mobile**
- **Colleague**

3. Click on **OK**.

Type of distribution

Select the routing mode for all your incoming calls.

Select the mode

All Callers Rule

Transfer all your calls to the desired number.

Do not disturb

Receive no calls. All your calls are automatically transferred to another number (by default, this will be your voice messaging).

Filtering rules

Define customized filtering rules. Your calls are transferred to the destination of your choice according to the caller's number.

Click on  to define user preferences

Top section

Activate/deactivate One Number services.



The green icon indicates that One Number services are active.



The red icon indicates that One Number services are inactive.

To activate/deactivate a rule, click on its name:




The green icon indicates that the rule is activated.




The red icon indicates that the rule is deactivated.

List of screening rules



This area lists all the defined screening rules.

Click on  to change the parameters for the type of distribution.


Configuring the default screening rule

1. Select **Filtering rules** in the type of distribution area.
2. Click on .
The All Callers Rule window opens.
3. Click on **OK**.
4. In the **Destination** drop-down menu, select the destination to which you want to route your calls, for example:
 - **Voice mail**
 - **Colleague**
 - **Other Phone**
5. Click on **OK**.

Configuring the All Callers mode

1. Select **All Callers Rule** in the **Distribution type** area.
2. Click on .
The **All Callers Rule** window opens.
3. In the **Destination** drop-down menu, select the destination to which you want to route your calls, for example:
 - **Office Phone**
 - **Mobile Phone**
 - **Other Phone**: select this option if none of the predefined numbers is suitable. Enter either the name or number of the desired party, or click on  to search the directory.
4. On the **On no Answer** and **On busy** fields, select the destination for your overflow calls, for example:
 - **Office Phone**
 - **Mobile Phone**
 - **Voice mail**
 - **Colleague**
5. Click on **OK**.

Configuring the Do not disturb mode




1. Select **Do not disturb** in the **Distribution type** area.
2. Click on .




The **Do not disturb** window opens.

3. In the **Destination** drop-down menu, select the destination to which you want to route your calls, for example:
 - Voice mail
 - Colleague
 - Other Phone
4. In the **On no Answer** and **On busy** fields, select the destination for your overflow calls, for example:
 - Office Phone
 - Mobile Phone
 - Voice mail
 - Colleague
5. Click on **OK**.

Configuring Screening Rules

You can define up to 10 screening rules.

1. Click on  in the filtering rule editing area to create a new rule.
The **Create New Rule** window opens.
2. Enter the name of your rule in the Name field and click on **OK**.
3. Create your Caller list.
Click on  to define caller identity: enter either the name or number of the desired party, or click on  to search the directory.
Use of canonical numbering is recommended. The generic star character (*) and inverted commas (" ") can be used to specify a range of numbers.
Check the **All callers except those of the list** option if you want all calls to be screened, except for calls from numbers on the list.
4. In the **When** area, define the time period with which you want to associate the rule, if required. The rule will only be operational during this period.

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5. In the **Destination** drop-down menu, select a destination for your calls (office phone, mobile phone, etc.).
 6. In the **On no Answer** and **On busy** fields, select the destination for your overflow calls, if required.
 7. Click on **OK** to confirm the creation of the screening rule.

By default, this rule is activated.

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