# **Voice**Manager

# Setting Up...

# Incoming Calling Plan

# Feature Description

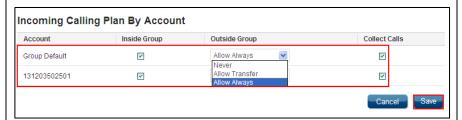
**Incoming Calling Plan** allows you to manage the way incoming calls are received by groups or accounts. Incoming Calling Plan is available for all VoiceManager packages and services.

### Solution

Maximize efficiency by managing the way incoming calls are received by employees with Incoming Calling Plan settings.

# Setup

# Define an Incoming Calling Plan for an Account



# Incoming Calling Plan by Account:

- Log in to VoiceManager MyAccount.
- Click the VoiceManager Tools menu in the left navigation bar.
- 3. Click the User & System Management tab.
- 4. Under the Call Access section, click the Incoming Calling Plan link.
- 5. Click the **Inside Group** checkbox to the right of the account name to establish the account can accept incoming calls from members inside the group only.
- Click the Outside Group drop-down menu to select when members of an account can receive and transfer calls from others. The options are: Never, All Transfer, and Allow Always.
- 7. Click the **Collect Calls** checkbox to define whether members of the account can accept incoming collect calls.
- 8. Click the **Save** button.

**Result:** A message indicates the **Incoming Calling Plan** saved successfully.



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# Incoming Calling Plan

# User & System Management Incoming Calling Plan Edit the Incoming Calling Plan for AA, VMRD-TRA (225-213-5871) Use Group Default Settings Phone Number Inside Group Outside Group Collect Calls 225-213-5871 Allow Always Never Allow Always Cancel Save and Return

# Incoming Calling Plan By User:

- 1. Follow steps 1-4 from Incoming Calling Plan for an Account.
- 2. Scroll to the Incoming Calling Plan by User section and click the Show Users link to view the list of users.
- Locate a specific user by entering values in the Search fields, or view all users.
- 4. Click the **Edit** link to the right of the user you want to modify.
- 5. Follow steps 5-7 of the Incoming Calling Plan for an Account for the user.
- 6. Click the **Save and Return** button.

Result: A message displays that the Incoming Calling Plan was saved.

