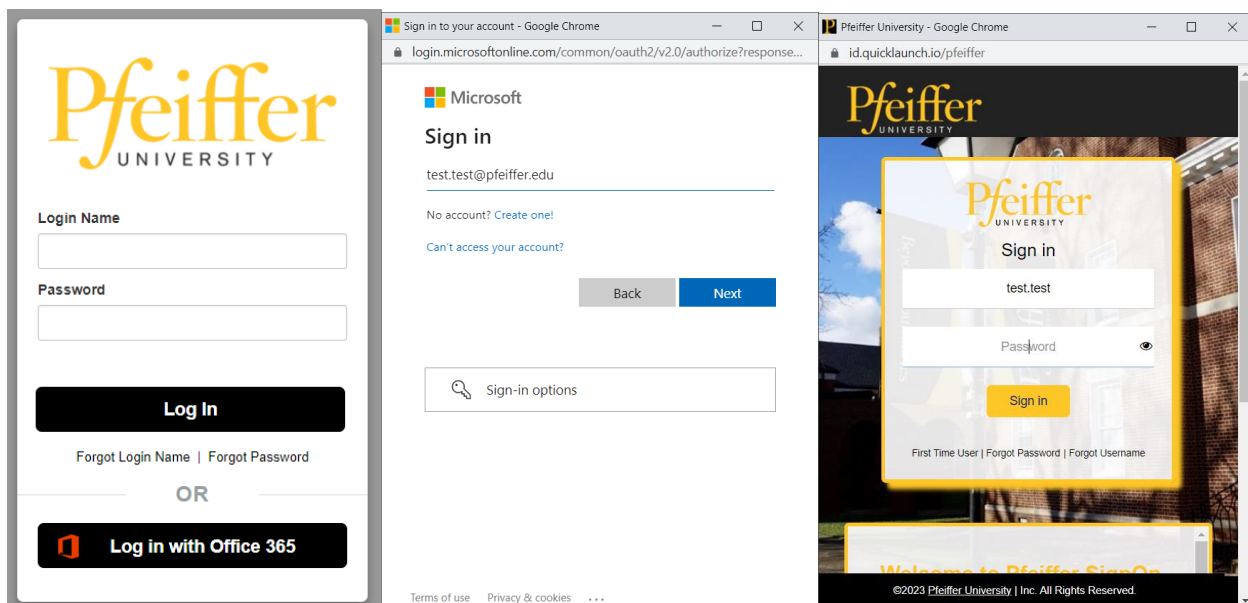


How to Pfeiffer Phone Portal

- Navigate to the Pfeiffer Phone Portal at <https://phone.pfeiffer.edu>
- Two log-in options:
 1. LOGIN WITH OFFICE 365 with email address and Pfeiffer SignOn
 2. Login Name (EXT@pfeiffer.edu), where EXT is your Pfeiffer internal extension.
- If you are unable to access your account, you can use the Forgot Login or Forgot Password information on TIPS Mobile or Pfeiffer SignOn page.
- You must be a full-time Pfeiffer employee with an active account to access Webphone.

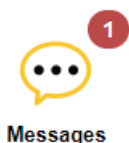


Home



This section will allow you to play voicemail messages on your computer or phone. As well as forward to another user, download, save, and delete the voicemail message. You can also view recent call history and change your answer rules.

Messages



This section will allow you to play voicemail messages on your computer or phone. As well as forward to another user, download, save, and delete the voicemail message. You can also view, respond, create new, and delete Chat messages.

MESSAGES

Voicemail

Chat

Settings

☒ Enable Voicemail

Inbox

Options

☐ Sort voicemail inbox by latest first

☐ Announce voicemail received time

☐ Announce incoming call ID

Operator Forward

Enter Operator Extension

Copy to extension(s)

Enter name or extension.

+

Greetings

Voicemail Greeting

1 - Hello, qltest staff1 is unavail

▶ ⬇ ⬅

Recorded Name

▶ ⬇ ⬅

Notifications

Email Notifications

☐ Receive an email for new voicemail

Save

Cancel

You may modify the default voicemail settings in the Settings tab or disable it altogether. You can record your voicemail greeting or use the existing voices by managing greetings. If you want to receive your voicemail by email, several custom delivery settings can be adjusted to your preferences. Voicemail to email is enabled by default for all users.

Contacts



This section will allow you to filter and search between All Contacts (Phone Contacts + Work Contacts), Co-Workers Only, Shared, or Phone (Your Phone Contacts). Selecting a contact will allow you to Call or Message the recipient. You may also filter internal extensions (Available, Busy, Offline). You can manually add or import other contacts in this section.

Answering Rules



This section will allow you to modify your default answering policy, which includes (Do not disturb, Call screening, Call Forwarding, and simultaneous ring. You may also Allow/Block numbers. Allowing numbers will bypass the Answering Rules. You may create custom answering rules, but they must be associated with a Time Frame—for example Office Hours and Holidays.

Edit Answering Rule ×

Time Frame This is when your answering rule will apply

☒ Enabled

☐ Do not disturb

☐ Call screening

Call Forwarding

☐ Always

☐ On Active

☐ When busy

☐ When unanswered

☐ When offline

☒ Simultaneous ring

☒ Include user's extension

☒ Ring all user's phones

☐ Answer confirmation for offnet numbers

☐ Just ring user's extension

Cancel Save

Time Frames



Time Frames

This section will allow you to create time frames to associate with answer rules. Options are Always, Days of the week and times, and Specific dates or ranges. Setting time frames can be helpful for extended leaves where you can forward your calls to another team member. As well as Do not disturb during class hours.

Edit John Smith in Class

Name

John Smith in Class

Note: Name cannot be changed

When

☐ Always

☒ Days of the week and times

☐ Specific dates or ranges

☐ Sunday

12:00 am

6:00 am

12:00 pm

6:00 pm

11:59 pm

☒ Monday

12:00 am

6:00 am

12:00 pm

6:00 pm

11:59 pm

☒ Tuesday

12:00 am

6:00 am

12:00 pm

6:00 pm

11:59 pm

☒ Wednesday

12:00 am

6:00 am

12:00 pm

6:00 pm

11:59 pm

☒ Thursday

12:00 am

6:00 am

12:00 pm

6:00 pm

11:59 pm

☒ Friday

12:00 am

6:00 am

12:00 pm

6:00 pm

11:59 pm

☐ Saturday

12:00 am

6:00 am

12:00 pm

6:00 pm

11:59 pm

Cancel

Save

Phones





Phones

This section displays the devices currently associated with your extension. When you hover over the gear to your phone's far right, you will see the Button Builder option. You can configure your buttons for several functions. See the list below. User (BLF) is the most common button configuration. BLF will enable you to view an employee's status and dial directly. Be sure to Save and resync after making changes to your buttons.

Button Builder

TIPS Mobile

Add Phone

Name	Device Type	IP Address	MAC Address	Line	Button Builder
✓	Yealink SIP-T33G			1	
✓	Yealink SIP-T48U				

11

Select a Feature

Select a Feature

Line Appearance

Shared Line Appearance

User (BLF)

Call Park

Speed Dial

DTMF

Queue Toggle

Timeframe Toggle

Hot Desk

Queue Login

Queue Logout

Move My Call

Custom label (optional)

12

Call Park

Speed Dial

DTMF

Queue Toggle

Timeframe Toggle

Hot Desk

Queue Login

Queue Logout

Move My Call

P

Queue Login

Queue Logout

Move My Call

< Prev

to top

Save as new template

Save and resync

Cancel

Save

By clicking on TIPS Mobile, a popup will display a barcode that you can use to install the mobile application on your device.

TIPS Mobile - Mobile App



TIPS Mobile is a SIP softclient that extends VoIP functionality beyond the land line or desk top. It brings features of the TIPS platform directly to end-user's mobile devices as a Unified Communications solution.

With TIPS Mobile, users are able to maintain the same identity when making or receiving calls from any location, regardless of their device.

Login Info

Username: 2999@pfeiffer.edu

Password: {user's password}



Scan with your phone to download.

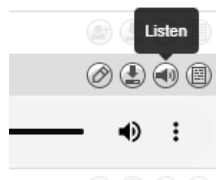


Scan with your phone to download.

Call History



Call History



This section displays your call logs. You may Filter your history to search for a particular conversation. You can also listen to an audio recording of your phone conversation. The recordings are stored for thirty days. You may download these recordings to retain them for a more extended period. If you are concerned about your line being recorded due to PCI, GBLA, HIPPA, FERPA, or any other regulations, please get in touch with the IT Help Desk to discuss alternative options and training. Any recording that contains financial, health, or student record information must be deleted immediately.

Call Recording

Users have the option to enable call recording for every call. At new user creation, this option is enabled. You may contact Human Resources or the IT Help Desk to disable line recording.

With recording disabled for every call - You can dial *1 anytime to start the recording. The recording ends when the users hang up.

With recording enabled for every call - You can dial *2 to pause the recording and *3 to resume recording.
