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COMMUNICATIONS



Managing Converged Phones

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With Converged Phones, you can converge other Switchvox extensions and external phones so they all appear to be your main Switchvox extension. For example, your Switchvox extension at home and your mobile phone can be converged with your main Switchvox extension on your desk, so all three appear to be the extension on your desk.

Many things happen when you converge a phone with your main phone:

- That phone's Switchvox voicemail messages and faxes all go to your main phone's Switchvox mailbox.
- That phone's Caller ID is that of your main phone. That's true as long as the call originates from Switchvox, meaning calls from your Switchvox extensions, or a Switchvox App such as Switchvox Mobile or Switchvox Notifier.
- That phone's call logs are included in your main phone's call logs.
- In your Switchboard, your Current Calls panel includes the current calls for that phone. You can act on those calls as you normally do.
- In your Switchboard, you can select that phone to ring when you use Switchboard's click-to-call (**Options > My Phone**).
- In another person's Switchboard, you appear busy on your main phone if you are on a call with that phone. With the correct permissions, your call information is visible and it can be recorded, monitored, whispered, or barged into.
- In your [InCall Menu](#), you can easily transfer calls between your Converged Phones.

Important things to consider when you converge phones:

- You probably want to adjust the [Call Rules](#) for your main phone and any converged Switchvox extensions, so incoming calls ring all of your phones appropriately.
- Most of the time, you should log into the Switchvox Web Suite for your main phone. The only time you should need to log into the Web Suite for a converged phone is to set up specific Call Rules or Phone Features.

Managing a Converged Phone



You can have as many as 6 Converged Phones, including your main phone.

- To set up a Converged Phone, you must create it, then authorize it.
 1. Log into Switchvox as your main extension.
 2. Go to **Features > Converged Phones**.
 3. Click **Create Converged Phone**.
 4. Select **External Number** or **Extension**.
 - External Number** is a phone number that is not an extension in Switchvox.
 - Extension** is a Switchvox SIP or Analog extension.
 5. Enter the number and set the options as appropriate (see the Options section below).
 6. Click **Save Converged Phone**. The new phone is saved and is now in the list of Converged Phones. Be sure you can answer that phone, so you can authorize it.
 7. In the Converged Phones list, click **Authorize**. An Authorization Code is displayed.
 8. When that phone rings, answer it.
 9. Enter the Authorization Code on your phone's keypad.

- 10. If prompted, enter the password for the Switchvox extension that you are converging.
 - To Modify a Converged Phone, click the **Modify** icon for that phone. Make your changes and click **Save Converged Phone**. Most of the time, if you modify a Converged Phone, you will need to Authorize it again.

- To Delete a Converged Phone, click the **Delete** icon for that phone. Verify that you do in fact want to delete it, then click **Yes, Delete**.

Numbers that are in your Converged Phones cannot be converged with another Switchvox extension. That applies to Switchvox extensions or to external phones. To move a converged phone to someone else's Converged Phones, you must first remove it from your Converged Phones.

Converged Phone Options

Each of your Converged Phones has a label and is available as a Rapid Transfer option in the [InCall Menu](#). Rapid Transfer is "speed dial" for your InCall Menu.

Acknowledge Rapid Transfer

Yes indicates you want to acknowledge (accept) the call before Switchvox completes the transfer. In this case, when you use a Rapid Transfer option from the InCall Menu, Switchvox does not transfer the call until you have answered it and acknowledged it by pressing 1 on your keypad.

No indicates that Switchvox should complete the rapid transfer as soon as the call is answered.

Label

A label (name) for this Converged Phone, for easy reference.

Rapid Transfer Key

The number to press on your phone's keypad to complete this transfer.

Rapid Transfer Sound

The sound played in the InCall Menu to describe this Rapid Transfer option.