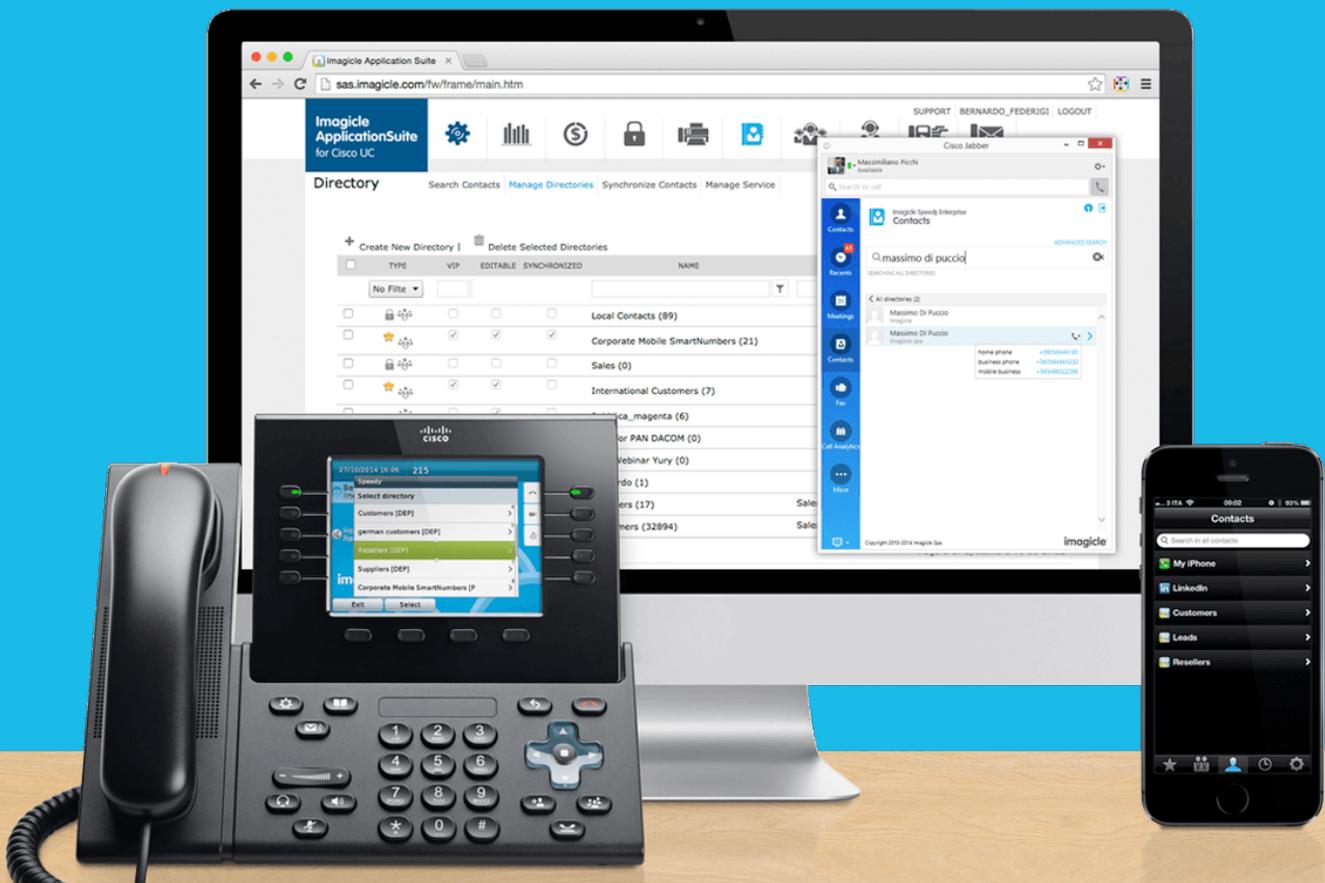


Phone Lock- User Guide

included in the Imagicle UC Suite for Cisco UC

Rel. Summer 2020





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1 Introduction

1.1 Purpose of this document

This guide has been created to allow Imagicle Phone Lock users to monitor and modify lock status of their phone extension.

Imagicle Phone Lock allows users to manually lock and unlock own extension number, thus disabling outgoing calls from any phone device associated to it.

The access to this functionality is fully managed by an intuitive and easy to use interface, available in six different languages: English, German, French, Spanish, Arabic and Italian.

1.2 Imagicle UC Suite overview

Imagicle Phone Lock is included in the UC Suite, which provides a set of best in class applications empowering and simplifying existing collaboration offering.

The Imagicle UC Suite addresses the needs of organizations from any vertical, providing an awesome experience to all users, from their Jabber desktop and mobile clients, their IP Phones, browsers, and mobile devices (iOS-Android Smartphones & tablets).

All the applications can be accessed through an easy to use Web Interface: Digital Fax, Call Analytics, Contact Manager Services-CallerID-ClickToCall, Attendant Console-CTI-Advanced Queueing, Hospitality services and more.

The web interface provides a single integrated environment to get access to all functionalities by logging in once.

In an international multi-site environment, each user has a localized access to Imagicle server with own language.



2 Phone Lock – User’s Web Portal

Phone Lock provides its own web portal, that you can access with your own credentials. Just open a supported web browser, like Internet Explorer, Firefox, Chrome or Safari, and enter the name or IP address of Imagicle server. This will bring the Imagicle Suite login page:

Normally, users’ credentials are the same as Windows PC logon (Active Directory). Pls. contact IT Administrator for further details.

Once logged in, Imagicle Suite’s main menu is displayed, showing all application available to users. Pls. click on “Phone Lock” icon to access to relevant web pages.

Welcome Andrea Sonnino

 Billing Billy Blue's 4	 Budget Control Budget Control	 Phone Lock StoneLock	 Fax Server StoneFax	 Directory & Caller ID Speedy Enterprise
 IVR IVR module for Queue Manager Enterprise	 ACD - Customer Service Queue Manager Enterprise	 Attendant Console CTI Blue's CTI Server	 Desktop CTI Blue's CTI Server	 Call Recording Call Recording
				



2.1 Phone Lock phone locking options

“My Phone” web page appears. This page allows you to lock/unlock your phone extension number. This feature is self-explaining: just hit the button to change lock status. Above lock icon will change accordingly.

See a web page sample below:

If you have administrator/superuser permissions, you can also access to “Users” page, which includes a list of all your department users with relevant lock status (lock icon). From this page, administrator has the option to administratively lock any phone extension by ticking on relevant “ADMIN LOCK” checkbox. Moreover, it is also possible to change personal numeric PIN used to manually lock/unlock extension number from Cisco IP Phone. See web page sample below.

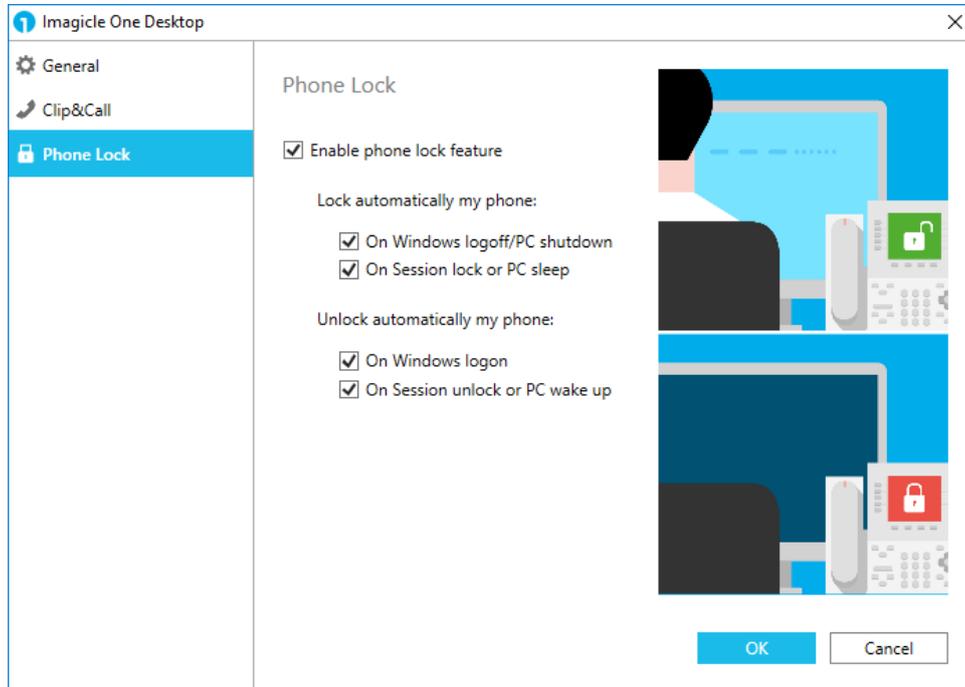
Phone Lock My Phone **Users**

Refresh

USERNAME	FIRST NAME	LAST NAME	EXTENSION NUMBER	STATUS	ADMIN LOCK	PIN
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>			
anas_assil_imagicle	Anas	Assil	401		<input type="checkbox"/>	
andrea_rivaben_imagi	Andrea	Rivaben	735		<input type="checkbox"/>	
andrea_sonnino_imagi	Andrea	Sonnino	731		<input checked="" type="checkbox"/>	
andrea_valleriani_im	Andrea	Valleriani	212		<input type="checkbox"/>	
FaxGroup1	FaxGroup 1	Imagicle Test				
faxtest	FaxTest					
francesco_iuliano_im	Francesco	Iuliano	228		<input type="checkbox"/>	



It is also possible to lock/unlock your phone extension number via Imagicle One Desktop



Phone lock tab grants the access to automatic phone lock feature, based on your Windows PC login/logout or session status.

You can either decide to automatically lock/unlock your phone line, according to Windows logout/login action performed on your PC. Two flags are available for this purpose, allowing to configure locking feature with the maximum flexibility.

Same thing applies for automatic phone line's lock/unlock, according to Windows session lock action performed on your PC. Two flags are available for this purpose, allowing to configure locking feature with the maximum flexibility.



3 Phone Lock – Cisco IP Phone Interface

Phone Lock provides its access from most Cisco IP phones equipped with an LCD display, like 69XX, 79XX, 88XX, 89XX, 99XX.

To access Phone Lock service, you just have to press “Service” button on your IP Phone. If it does not connect, please ask your system administrator to enable it.

Pls. see an example below:



3.1 Locking/unlocking your extension number from IP Phone

Once into “Phone Lock” phone menu, you can select first option to lock or unlock own extension. When this option is selected, you are prompted to enter your personal 4-digit numeric PIN to confirm lock status change. See sample below.

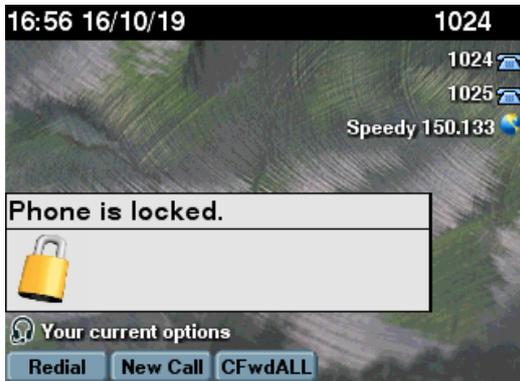


If you don't know what is your personal PIN number, pls. contact your IT Administrator.

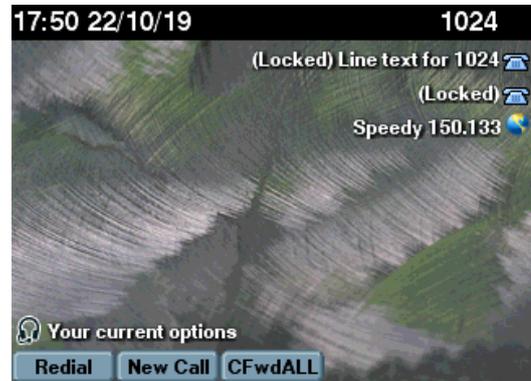


3.1.1 Lock status notification

Depending on Cisco IP Phone model/series, lock status indication might appear on phone display in different ways. In some cases, it is just a text notification; in some others, it also include a graphical “lock” icon. See few samples below:



XML popup message, with “lock” icon



Lock notification text included in phone line

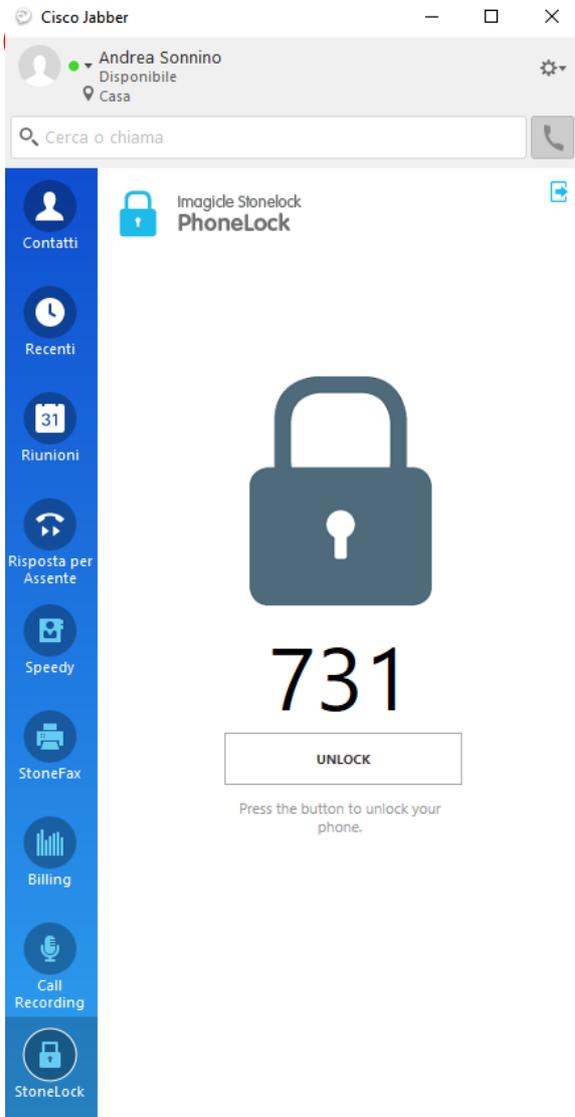
3.2 Change personal PIN number from IP Phone

Second option available into “Phone Lock” phone menu allows you to change your personal 4-digit PIN number. When this option is selected, you are prompted to enter your existing personal 4-digit numeric PIN and your new PIN number. See sample below.





4 Gadget for Cisco Jabber Desktop for Windows



Call Recording application includes a free gadget for Jabber, called Phone Lock, which allows any user to manually lock/unlock own extension number. This feature is self-explaining: just hit the button to change lock status. Above lock icon will change accordingly.

