

## Call forwarding

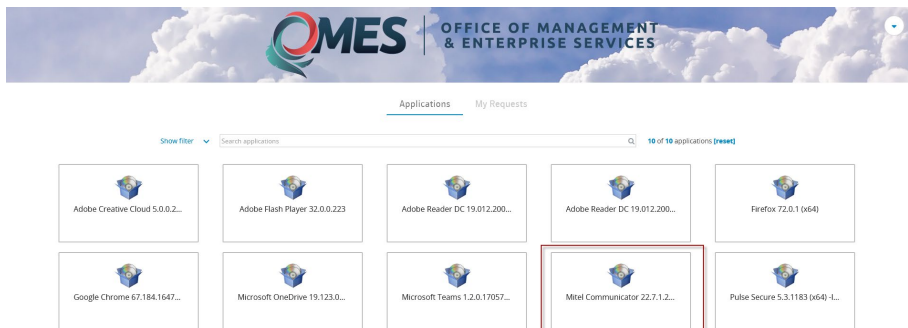
OMES has partnered with Clearspan to provide a call forwarding solution while you are teleworking.

To download desktop client, find the Clearspan Communicator Basic application on the Symantec Software Portal. This method allows installation without admin privileges. **Note:** these steps are only for Windows devices. More instructions will be shared soon on the Clearspan Communicator application for Macs.

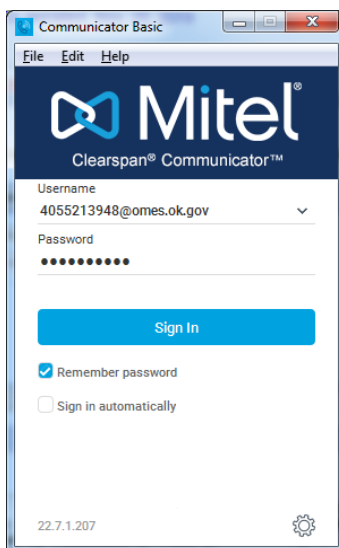
- To access the Symantec Software Portal, click on this icon on the bottom right of your device.



- Once the software portal opens, select the Mitel Communicator option.



- After it's downloaded, Clearspan Communicator Basic will launch and display the sign-in screen.



- If you are signing in for the first time, enter the URL of the server, enterprise email and password:
  - Enter the server address URL: <https://pub-xs.hvs.att.com/dms/bc/dt/config.xml>.

- Enter your enterprise email: this is your 10-digit telephone number@your.agency.domain. Your agency domain is what follows after the @ in your email address. See examples below.
  - Enter your username: enter the 10-digit telephone number@your.agency.domain.
  - Enter your temporary password: StateOk1!
- On subsequent logins, you can select your username from the drop-down list and enter your own password.
    - To save your password, check the Remember password box. You can change this later in Preferences.
    - To sign in automatically, check the Sign in automatically box. You can change this later in Preferences.
  - Select **Sign In**.

#### Examples of enterprise email and username:

- 405521xxxx@omes.ok.gov.
- 405522xxxx@okdhs.org.
- 405557xxxx@oesc.state.ok.us.
- 405521xxxx@dps.ok.gov.

#### To configure call settings:

- Select Calls at the top of the Communicator.
- The following settings are available:
  - Do not disturb.
  - Call forwarding.
  - Remote office.
  - Clearspan Anywhere – you can control or turn on and off if you have Anywhere set up originally by OMES.
  - Incoming calls.
  - Outgoing calls.
  - Retrieve parked call.

#### Call forwarding/remote office

When a caller calls your desk number, your call is diverted to the number you enter in the Remote Office section. Also, when you make a call from the application, it appears to the called party that you called from your desk.



- To place a call from the application, the system will first call your remote office number, then place the call to the called party.

#### Clearspan Anywhere


Anywhere rings your desk phone and cellphone at the same time. If OMES has originally set up the Anywhere feature for your phone, you can control it here.

- Choose any of the options under Calls, select configure, then indicate the feature you want.
- You can turn Anywhere on or off, or change the phone number it rings.

#### Contacts to add or call

- Select the  icon on the left.
- To add a contact, choose the  on the top right and fill in the information.
- To call an existing contact, enter the contact name in the Search and Dial field at the top.
- Double-click an entry in the search results to call that contact. Right-click to see options.
- Your desk phone will ring. When you answer your desk phone, the system will call that contact.

#### View the communication history

Select  on the left to view the communication history.