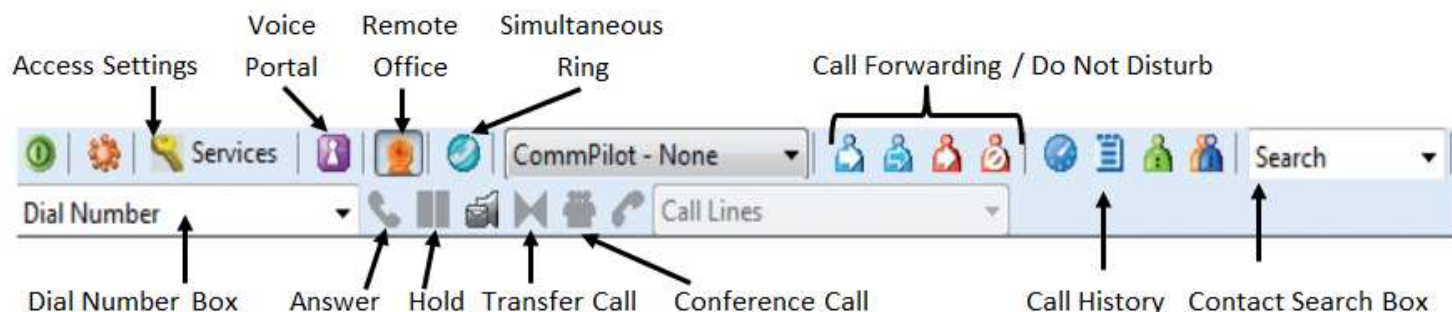


TELEPHONY TOOLBAR

Available in Outlook and Internet Explorer/Firefox. The toolbar allows you to search for colleagues, dial from your computer and control how incoming calls are dealt with.

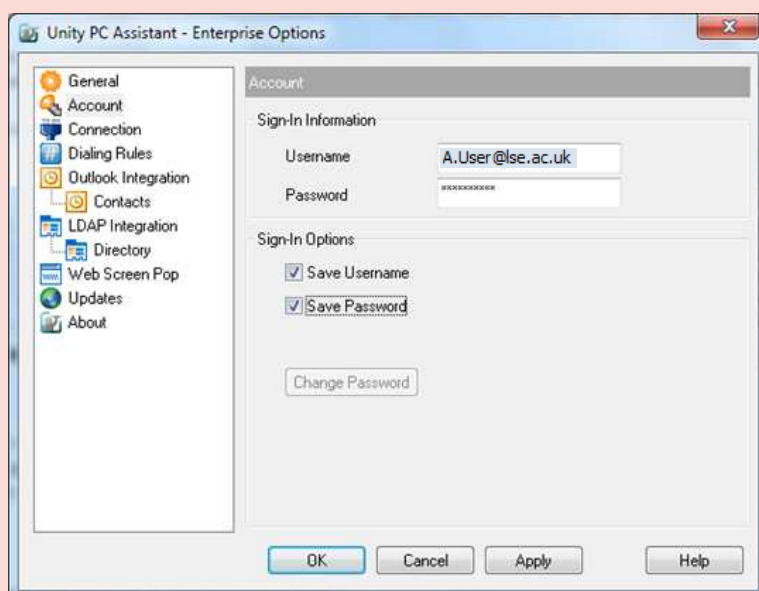
OVERVIEW OF TELEPHONY TOOLBAR



GETTING STARTED

To start using the Telephony Toolbar you must first log in and change the default password:

- Open Microsoft Outlook in the standard way.
- The 'Enterprise Options' dialogue box will display.
- Ensure you are in 'Account' and enter the Username and Password:
 - Username: Your LSE email address in the format A.User@lse.ac.uk (with initials capitalised).
 - Password: See the email received entitled 'New Telephony Services'.
- The 'Password Change' dialogue box will display.
- Enter your old password and choose a new one, ensuring it conforms to the password policy.
- Click 'OK' to close the dialogue box.
- Tick 'Save Username' and 'Save Password'.
- Click 'OK' to close.

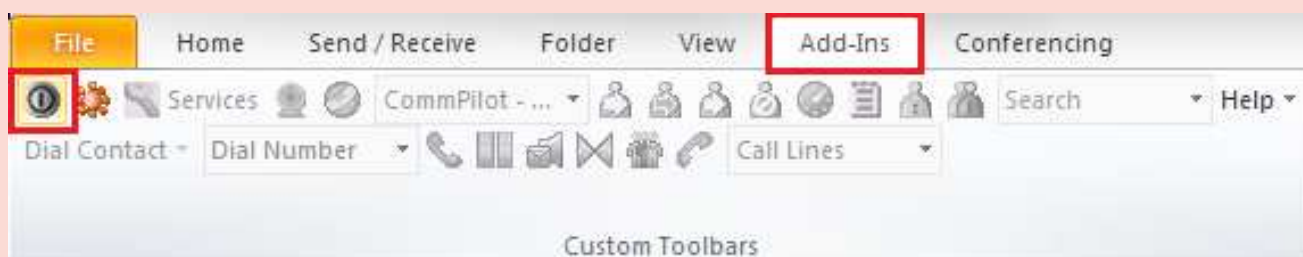


PASSWORD POLICY

- At least eight characters and not your login ID.
- Contain at least one UPPERCASE alpha character.
- Contain at least one lowercase alpha character.
- Password cannot be any of the last eight passwords.

CHANGE PASSWORD WITHIN MICROSOFT OUTLOOK TOOLBAR

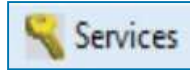
If the dialogue box (above) does not display when opening Microsoft Outlook, navigate to the 'Add-Ins' tab and select the 'Log-in' icon from the toolbar to access the options dialogue box.



KEY FEATURES OF THE TELEPHONY TOOLBAR

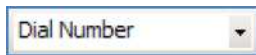
SERVICES

- The 'Services' button gives you access to a large range of configurable phone settings.
- It can be easier to configure phone settings (e.g. voicemail and speed dial) using the toolbar rather than on the telephone.
- To modify a setting, click on the desired area and enter the information requested for that service.
- For example, to enable 'Call Forwarding Always':
 - Click on 'Call Forward Always' in the Services Dialogue and click 'On'.
 - Enter a desired number which all incoming calls will be forwarded to.
 - Click 'Apply'. All incoming calls will now be forwarded to this number until it is deactivated.



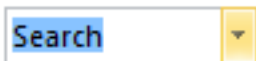
CALL MANAGEMENT

- Dialing a number:** Type a phone number in the 'Dial Number' box and press Enter on your keyboard.
- Receiving a call:** From within the toolbar, click 'Answer' to accept an incoming call.
- Transferring a call:** Select 'Hold', from the toolbar, call the destination number and click 'Transfer'.
- Ending a call:** Click 'End' to finish an incoming or outgoing call.



CONTACT SEARCH

- To search for a contact enter a name or number into the search box and press enter on your keyboard.
- This will return a list of related contacts based upon the criteria entered.
- Click on the number associated with the contact required to dial them directly from the toolbar.



CALL NOTIFICATION

When you initiate or receive a call, a notification window is displayed. Click the text to answer the call.



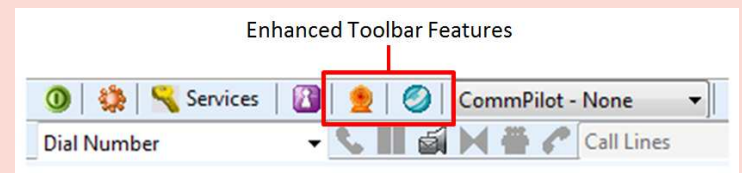
AMENDING CALL SETTINGS REMOTELY

To amend your call settings from a different computer (e.g. when you are working from home), please visit www2.lse.ac.uk/telephoneportal and enter the username and password that you use to access the Telephony toolbar.

ENHANCED TOOLBAR

The Telephony Toolbar has two variations – standard and enhanced.

The enhanced toolbar requires a specific licence which Departmental Managers must authorise. Please be advised that Remote Office and Simultaneous Ring features, when used with mobile phones, will incur mobile call charges.



The enhanced toolbar is recommended for staff who either regularly work from home, or who work on the move. The features that enable these working patterns are

- Remote Office:** Utilise a separate telephone such as a home phone, as if it was your business phone. Making a telephone call from your remote device will display the number as if it was your desk telephone.
- Simultaneous Ring:** Enables more than one telephone to ring at the same time e.g. your desk and mobile telephones.



Detailed guidance on the enhanced toolbar features are available from: www2.lse.ac.uk/telephoneguides