

Advanced ClearStar User Quick Tips

Including Web, Mobile & Click-to-Dial

We've compiled Quick Tips for the most popular features. There are also videos and long format guides available at impulse.net/begin.

Web Portal Overview

Your phone's features can be adjusted from a website, the ClearStar web portal. The ClearStar portal is only for the most curious of phone users.

Logging in

To login, open any web browser and go to: clearstar.impulsevoip.net.

Voicemail Options

Voicemail has many options. Under Options, click Messaging, then click Voice Management.

"Additionally...Email a carbon copy..." This can be used to get a .wav file via email and can serve as a second copy of the voicemail if you use this feature along with "use unified messaging" above. As messages go to both email and the phone, the user must remember to delete messages off the phone or it will fill up and not allow callers to leave messages.

Call Forwarding

These features can be adjusted by the portal or the phone. Click Incoming Calls and click any of the Call Forwarding options. Call Forward Always sends all calls. Call Forward No Answer rings at your desk, then forwards calls. Voicemails will be left at the forwarded number, not the business line.

Busy Lamp Field (Presence)

BLF allows you to see whether or not a coworker is engaged on the phone simply by looking at your Polycom Phone. To adjust the users you view, Click Client Applications, then click Busy Lamp Field.

Star Codes & Feature Access Codes

Also known as FACs, these can be found on the web portal. Click Utilities, then click Feature Access Codes.

MobileLink

MobileLink allows you to place and receive calls on your mobile phone and appear as though you are in the office. More instructions can be found at <http://impulse.net/mobilelink-support>.

Click-to-Dial

There are several click-to-dial clients available for ClearStar. For the latest recommendations, ask your account manager for a demonstration.

Salesforce Connector

A Salesforce Connector is coming soon to ClearStar. Ask your account manager for a demonstration.

UC-One

UC-One is available for ClearStar. Ask your account manager for a demonstration. <http://impulse.net/uc-one>

