

Cloud VoIP Twining Guide

Twining Overview

Twining is a feature of your CloudVoIP service which enables you to simultaneously route incoming calls to a second phone, such as a cell phone, essentially making it a “twin” of your desk phone. A key ability of this feature is that you can seamlessly transfer an in-progress call between the devices. For example, if you need to leave the office while you are on a call, you can “handoff” the call to your twinned cell phone without interrupting the conversation. Or, if someone calls your desk phone while you are on your way into the office, you can answer that call on your cell phone and “handoff” the call back to your desk phone when you arrive.

Configure Twining

1. Open a web browser and navigate to the URL for the MiCollab Web Client. Logon with your credentials. The URL and logon information should have been sent to you in a Welcome email.
2. In the left pane select “**Settings**”, middle pane select “**General**” & right pane select “**My Numbers**”
3. Your external twining device by default is labeled “**Mobile**”. Click “**Mobile**” and enter your 10-digit external twining phone number (including area code).
4. Now you will select the circumstances in which your twinned device will also receive an incoming call. In the middle pane, select “**Manage Status**”. In the right pane, you will see various presence statuses that you can set your phone to. To have incoming calls ring your twinned device:
 - a. click the status you wish to set in the right pane
 - b. Find the “**Send my calls to**” drop down list and select “**My Ring Group**”
 - c. The numbers that are part of your ring group will display. To have incoming calls routed to your twinned device, put a checkmark in the “**Mobile**” option. Click “**Done**” to save.

Notes on Twining

- The minimum required license for the Twining feature is the CloudVoIP Entry UCC User
- The system will route both calls placed to your 4-digit extension and calls placed to your full phone number to your configured twinned device.
- When answering a call on a twinned device you will not be able to tell whether the caller placed a call to your desk phone or whether they dialed the twinned device directly. The caller ID on your twinned device will show the person calling you in both cases.
- When a call is routed to your twinned number and you chose to the “cancel” or “ignore” the call, the call will route to your mobile device voicemail. So, if you want the call to route to the proper voice mailbox, let the twinned phone ring until it routes to voicemail on its own.
- To handoff a call in-progress between the twinned device and your desk phone, push the soft key labeled “handoff” on your desk phone. If you are handing off to your mobile device, it will appear as an incoming call on your mobile; when you answer, the call is transferred. If you handoff from your mobile to your desk phone it is transferred without ringing.
- Only calls to or from your desk phone can be handed off. Calls made directly to or from your mobile phone cannot be handed off to your desk phone.