

## NGTS - Single Number Reach

Single Number Reach allows a user to receive calls via, a mobile or other desk phone.

1. To request the service, email [incidents@cbts.net](mailto:incidents@cbts.net)
2. In the Subject field enter the text: **Request for Single Number Reach**
3. Upon notification of feature enabled, log into the CCMUSER page:  
<https://myphone1.ngtsohio.com/ccmuser>
4. To login use the 11 digit phone number & PIN:
  - PIN is 12345 upon first-time login
  - Prompt to change PIN to permanent value will presented at this same time
5. On the *CCMUSER* page -> **Select device**
6. From the name select **Name – RDP:**
7. Next, select **Remote Destinations (Mobility)**
8. Then **Add New**
9. Complete the form, shown below, and select **Save**

**Alternate Number Information**

Alternate Number (mobile, home, etc)

Description

Enable Reach Me Anywhere so that my calls can ring at multiple numbers

This is a mobile device

Allow me \*  seconds to answer the line before ringing the alternate number and continue ringing the alternate number for \*  seconds.

Do not connect the call to the alternate number if the alternate number answers within \*  seconds to prevent a call from being answered by an automated greeting (for example, voice mail).

Use the settings from \*  profile.

**When Reach Me Anywhere is Enabled**

**Configure a schedule for the Reach Me Anywhere feature to be active:**

All the time

As specified below

<input type="checkbox"/> Monday	<input type="checkbox"/> All Day	<input type="text" value="No Office Hours"/>	to	<input type="text" value="No Office Hours"/>
<input type="checkbox"/> Tuesday	<input type="checkbox"/> All Day	<input type="text" value="No Office Hours"/>	to	<input type="text" value="No Office Hours"/>
<input type="checkbox"/> Wednesday	<input type="checkbox"/> All Day	<input type="text" value="No Office Hours"/>	to	<input type="text" value="No Office Hours"/>
<input type="checkbox"/> Thursday	<input type="checkbox"/> All Day	<input type="text" value="No Office Hours"/>	to	<input type="text" value="No Office Hours"/>
<input type="checkbox"/> Friday	<input type="checkbox"/> All Day	<input type="text" value="No Office Hours"/>	to	<input type="text" value="No Office Hours"/>
<input type="checkbox"/> Saturday	<input type="checkbox"/> All Day	<input type="text" value="No Office Hours"/>	to	<input type="text" value="No Office Hours"/>
<input type="checkbox"/> Sunday	<input type="checkbox"/> All Day	<input type="text" value="No Office Hours"/>	to	<input type="text" value="No Office Hours"/>

Preferred Time Zone\*

**Receiving calls during the above schedule:**

Allow all calls

Only receive calls from  [View Details](#)

Only block calls from  [View Details](#)