



Hosted VoIP Phone System

Blue Platform

Admin Portal Guide for User Administration

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1 About this Guide

The Hosted VoIP Phone System Admin Guide for Users is designed to assist users and administrators who are accessing individual user profiles with the management of all functions for the Hosted VoIP Phone System User Portal. The features available to each user will vary depending based on the package and services assigned to the individual user.

Detailed instruction for each function and page of the Hosted VoIP Phone System can be found in this guide and the **Help Menus** available on each web page within the online web portal.

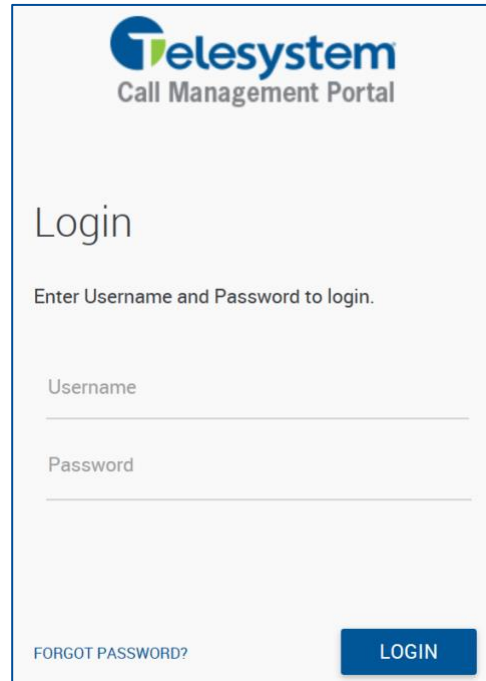
Enterprise and Group Administrators should refer to the Hosted VoIP Phone System Admin Portal Guide for Enterprise Administrators and the Hosted VoIP Phone System Admin Portal Guide for Group Administrators for information regarding Enterprise and Group level configuration settings.

2 Accessing the Hosted VoIP Phone System Administration Portal

To Access the Hosted VoIP Phone System Administration (Admin) Portal, navigate to <https://admin.euserportal.com> on your web browser.

When you are presented with the login page, enter your credentials for the Username (for users this is typically your ten digit Hosted VoIP Phone System phone number) and Password. Then click **Login**.

If you have forgotten your password, click the “**Forgot Password?**” link.



The screenshot shows the login page of the Telesystem Call Management Portal. At the top, the Telesystem logo and 'Call Management Portal' are displayed. Below this is the heading 'Login' and the instruction 'Enter Username and Password to login.' There are two input fields: 'Username' and 'Password'. At the bottom left, there is a link for 'FORGOT PASSWORD?' and at the bottom right, there is a blue 'LOGIN' button.

Password reset

Please enter the information below to reset your password.

* indicates required field.

Current E-mail address *

Please enter your user ID *



Enter symbols you see above *

RESET

Enter your e-mail address and User ID (Username) in the fields provided.

Enter the symbol information provided to you in the image.

Click **Reset**.

The system will email you a password reset option using Completely Automated Turing test to tell Computers and Humans Apart (CAPTCHA) technology.

3 Hosted VoIP Admin Portal Interface (User Access)

Once you've logged in to the portal, you will be presented with the following interface:

The screenshot shows the Telesystem Hosted VoIP Admin Portal interface. The sidebar on the left contains a 'Welcome Amy Stevens' message (1) and a list of navigation links: 'Profile' (2), 'Calling Features' (highlighted), 'My Calls', and 'Utilities'. The main content area displays 'Calling Features' (3, 4) with a sub-header 'View and update your call services settings'. Below this is a 'Service type: All Services' dropdown menu (6) and a 'SAVE' button. The top right corner shows a 'Launch...' button (3), a user profile icon (5), and a 'Logout' link. A 'HELP MENUS' section is also visible on the right.

1	Name	Indicates the name of the enterprise and group currently logged in to.
2	Navigation Tabs	These tabs allow you to navigate through the different settings and options available with the user portal. Some tabs may provide you with additional menus to navigate through settings.
3	Application Launch Drop-down Menu	This drop-down menu allows users to launch applications associated with their Hosted VoIP Phone System service such as Call Center or Receptionist.
4	User ID	Displays the User ID associated with the user account you are logged in to.
5	Profile Drop-down Menu	This dynamic drop-down menu allows the option to logout or seek instructions for certain functions. Instructions available are dependent upon the area of the Admin Portal currently accessed.
6	Calling Features Service Type Drop-down Menu	This drop-down menu allows you to select to view all calling features associated with this user or select the features according to service type such as: Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Messaging, Client Applications, and Meet-Me Conferencing.

4 Profile

The User Profile menu is divided into the following sections:

- Password Reset
- User Info
- Additional Info
- Privacy
- Call Policies
- Time Schedules
- Holiday Schedules
- Devices Sharing My Line
- Phone Number

Note: Any changes made within the Profile page at a User Level may result in the desk phone resetting which may take a few minutes.

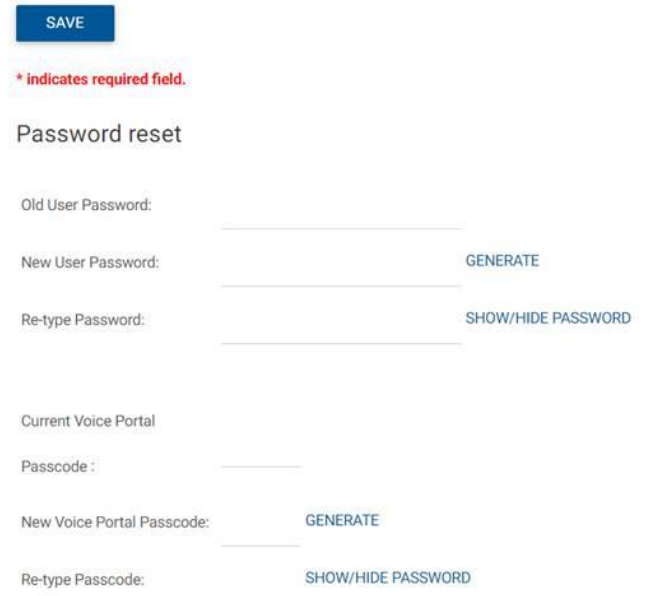
4.1 Password Reset

The Password Reset section allows you to configure your application *password* and your *voice portal passcode*. The *password* is the password used for access to your user web portal as well as other

Telesystem applications such as UC-One, Call Center, and Receptionist Console. The *voice portal passcode* refers to your voicemail password*. By default, the system will display a series of dots for every character typed in the password fields. To display the password you've entered in each field, click and hold the reveal icon (this icon is available after you begin typing in the password fields).

How to change your application password:

1. Enter your current password in the *Old User Password* field.
2. Type the new password in *New User Password*. If you'd like the system to create a generic password, click *Generate*.
3. Re-type the new password in the field labeled *Re-type Password*. The new password must match to complete the password reset. To display the new password click *Show/Hide Password*. The password may be hidden by clicking *Show/Hide Password* again.
4. Click **Save** to save your new password.



The screenshot shows a 'Password reset' form. At the top is a blue 'SAVE' button. Below it is a red asterisk indicating a required field. The form has three main sections: 'Old User Password' with a text input field, 'New User Password' with a text input field and a blue 'GENERATE' button to its right, and 'Re-type Password' with a text input field and a blue 'SHOW/HIDE PASSWORD' button to its right. Below these is a section for 'Current Voice Portal Passcode' with a text input field, 'New Voice Portal Passcode' with a text input field and a blue 'GENERATE' button to its right, and 'Re-type Passcode' with a text input field and a blue 'SHOW/HIDE PASSWORD' button to its right.

Application passwords must contain at least 12 alpha numeric characters including at least one upper-case letter, lower-case letter, number, and special character.

How to change your voice portal (voicemail) passcode:

5. Enter your current password in the *Current Voice Portal Passcode* field.
6. Type the new password in *New Voice Portal Passcode*. If you'd like the system to create a generic password, click *Generate*.
7. Re-type the new password in the field labeled *Re-type Passcode*. The new password must match to complete the password reset. To display the new password click *Show/Hide Password*. The password may be hidden by clicking *Show/Hide Password* again.
8. Click **Save** to save your new passcode.

Voice portal passwords must be 4-8 digits long.

*Some legacy voicemail users utilize *third party voice messaging* services (see section 5.5.1. If the Third Party Voice Messaging is active, the voicemail password is managed elsewhere.

4.2 User Info

The User Info section displays the Enterprise and Group the user is assigned to, as well as, the current Calling Line ID and User ID. The User has the option to make changes to their First and Last Name, Language, and Time Zone. Click **Save** to save any changes you make.

User Info

Enterprise ID:	Marketing
Group ID:	Marketing
User ID:	4199442072@combuckeye.com
* Last Name:	Stevens
* First Name:	Amy
Calling Line ID Last Name: Stevens	
Calling Line ID First Name: Amy	
Department:	None
Language:	English ▼
Time Zone:	(GMT-05:00) (US) Eastern Time ▼
Network Class Of Service: Block Long Distance and International	

4.3 Additional Info

The Additional Info fields allow you to manage other information pertaining to the User such as Title, Pager Number, Mobile Number, Email Address, Yahoo ID, and Location. Click **Save** to save any changes you make.

Additional Info

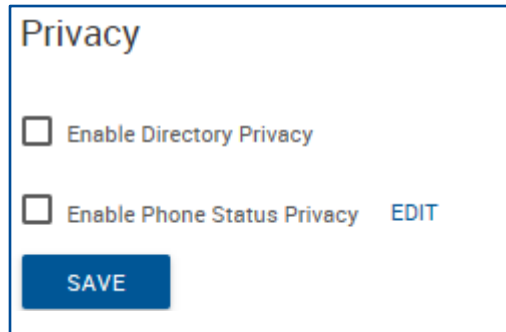
Title:			
Pager:		Mobile:	
E-mail:	example@telesystem.us	YahooID:	
Location:			
Address:			
City:		State/Province: - Select -	▼
Zip/Postal Code:		Country:	

4.4 Privacy

By default, user names and numbers appear in Group and Enterprise Directory Listings. These listings are accessible via the User Utilities menu page and the Call Manager Group/Enterprise tab.

User Privacy allows you to exclude yourself from Group and Enterprise Directory Listings. To enable click the box next to **Enable Directory Privacy**. A check mark ☒ will appear in the box. Click **Save**.

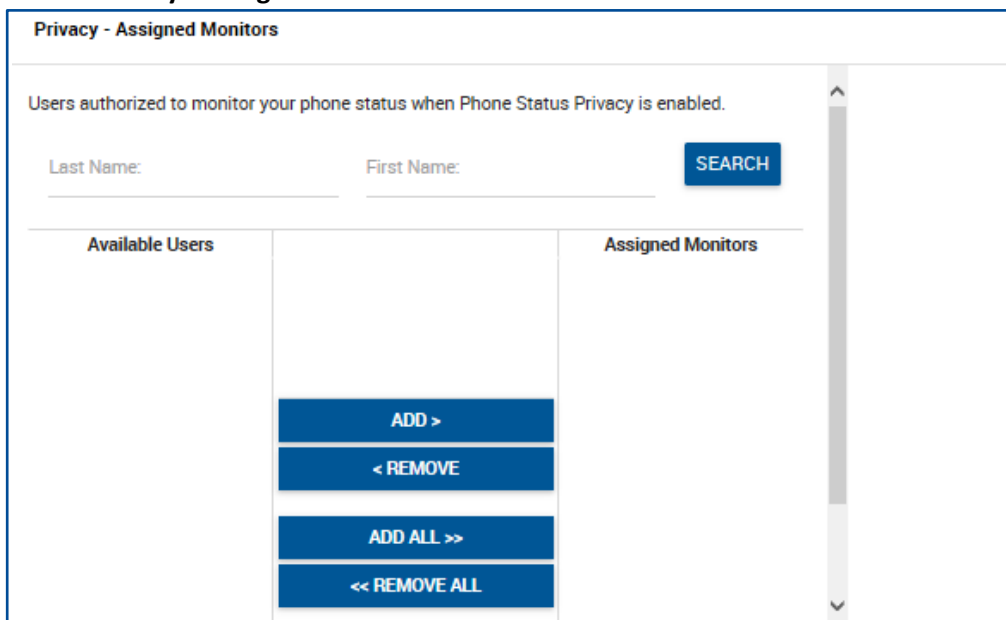
Repeat step to disable (which will allow other users to view your information within the Enterprise Directory).



The Privacy settings dialog box contains the following elements:

- Privacy** (Section Header)
- ☐ **Enable Directory Privacy**
- ☐ **Enable Phone Status Privacy** [EDIT](#)
- SAVE** (Button)

You may also exclude yourself from Phone Status Monitoring by clicking the box next to **Enable Phone Status Privacy**. You may click **Edit** to specify a select group of users to view your Phone Status regardless if you have Phone Status Privacy enabled. Once you've clicked Edit, you will be presented with a **Privacy – Assigned Monitors** box.



The Privacy - Assigned Monitors dialog box contains the following elements:

- Privacy - Assigned Monitors** (Section Header)
- Users authorized to monitor your phone status when Phone Status Privacy is enabled.
- Last Name: First Name: **SEARCH** (Button)
- | Available Users | Assigned Monitors |
|---|-------------------|
| <div>ADD ></div> <div>< REMOVE</div> <div>ADD ALL >></div> <div><< REMOVE ALL</div> | |

To assign a user to have the ability to monitor your phone status Name in the fields provided. Click **Search**. The user will appear the user within the **Available Users** box then click **Add**. You may also search for multiple users then click **Add All**. The user(s) will move to the **Assigned Monitors** box. To remove one assigned monitor, select the user from the **Assigned Monitors** box, then click **Remove**. To remove all users from the **Assigned Monitors** box, click **Remove All**. Users will be moved to the **Available Users** box. When finished, click **Save** to keep your selections. The window will close. Click **Save** again to save all Privacy changes.

4.5 Call Policies

The Connected Line Identification Privacy on Redirected Calls option applies to redirections before and after answer including Call Forwarding, Blind Transfer, Transfer with Consultation, Sequential Ring, and Simultaneous Ring. This option does not apply to services that are not considered redirections such as Automatic Hold/Retrieve, Call Pickup, Call Park, Directed Call Pickup, Directed Call Pickup with Barge-in, all types of recalls, etc.

Call Policies

View or modify Call Policies for the User

☒ No Privacy

Connected Line Identification Privacy on Redirected Calls: ☐ Privacy For External Calls

☐ Privacy For All Calls

☒ Never

Send Call Being Forwarded Response on Redirected Calls: ☐ Internal Calls

☐ All Calls

SAVE

Steps	Details
1. Select the type of privacy on redirected calls.	<p>For Connected Line Identification Privacy on Redirected Calls, select one of the following options:</p> <ul style="list-style-type: none"> • No Privacy (Default) – When this option is selected, the redirecting party allows the Connected Line Identification Presentation (COLP) of the redirect destination to be sent to the remote party. • Privacy for External Calls – When this option is selected, the redirecting party allows the COLP of the redirect destination to be sent to the remote party only when the remote party is in the same Group/Enterprise as the redirecting party. If the remote party is not in the same Group/Enterprise as the redirecting party (In other words, is viewed as a Network subscriber), then the COLP sent to the remote party is the COLP of the redirecting party, not the COLP of the redirect destination. • Privacy for All Calls – When this option is selected the redirecting party never allows the COLP of the redirect destination to be sent to the remote party. The COLP sent to the remote party is always the COLP of the redirecting party, not the COLP of the redirect destination.
2. Select the policy for generating 181 SIP responses for redirected calls.	<p>For Send Call Being Forwarded Response on Redirected Calls, select one of the following options:</p>

- **Never** (Default) – When this option is selected and the Application Server redirects a call, the Application Server does not generate a 181 response.
- **Internal Calls** – When this option is selected and the originating user is the same group or enterprise as the redirecting user, the Application Server proxies or generates a 181 response.
- **All Calls** – If the user redirects a call, a 181 response is proxied or generated.

NOTE: 181 responses received from network users are proxied, regardless of the setting for the user, if the Application Server is configured to do so at the system level.

3. Save your changes or exit without save.

Click the **Save** button in the Call Policies section to save your changes.

4.6 Time Schedules

This section allows you to manage your schedules. You may view, but not modify, the schedules defined for your Group or Enterprise. Schedules are used in services such as Sequential Ringing, or Call Forwarding Selective to specify the time when the service action (ringing the phone and/or forwarding calls) should take place. This page allows you to add, edit, rename, and delete a time schedule.

4.6.1 Add a Schedule

Click the **Add New Schedule** button.



When the **Name** window populates, enter the name of the schedule.

Name

×

Please provide name for new schedule:

OK

CANCEL

Click the **OK** button.


You will be presented with a one week grid where the columns represent the hours of the day and the rows represent the days of the week.

Time Schedules

Business Hours

Test

Product Hours

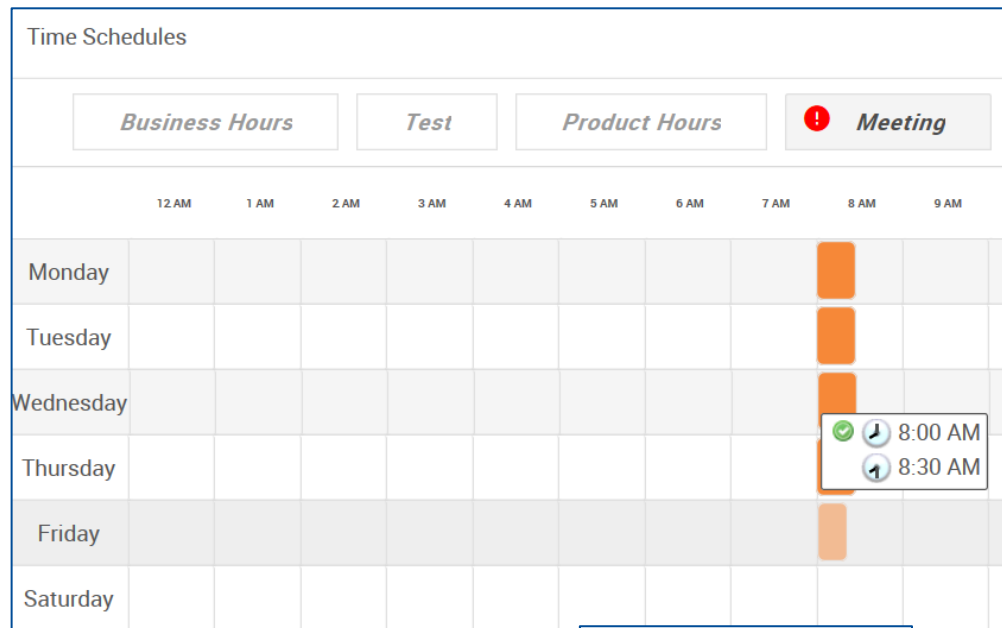
 Meeting

	12 AM	1 AM	2 AM	3 AM	4 AM	5 AM	6 AM	7 AM	8 AM	9 AM
Monday										
Tuesday										
Wednesday										
Thursday										
Friday										
Saturday										
Sunday										

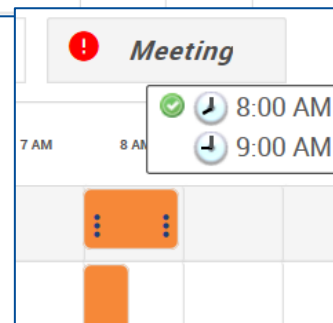
ADD NEW SCHEDULE

Start the scheduling time by using your mouse to left-click and hold on the start time for the desired day of the week and drag to the desired end time for the day, then release the mouse button. As you drag your mouse, you will see a pop-up notification showing the exact start and stop times for the day you are scheduling.

In the example below, a schedule has been created for a meeting Monday-Friday 8-8:30AM.



Once you have scheduled time for a day, you can modify the time by clicking on the start or stop boarder of the blocked time, then reassign the time scheduled.



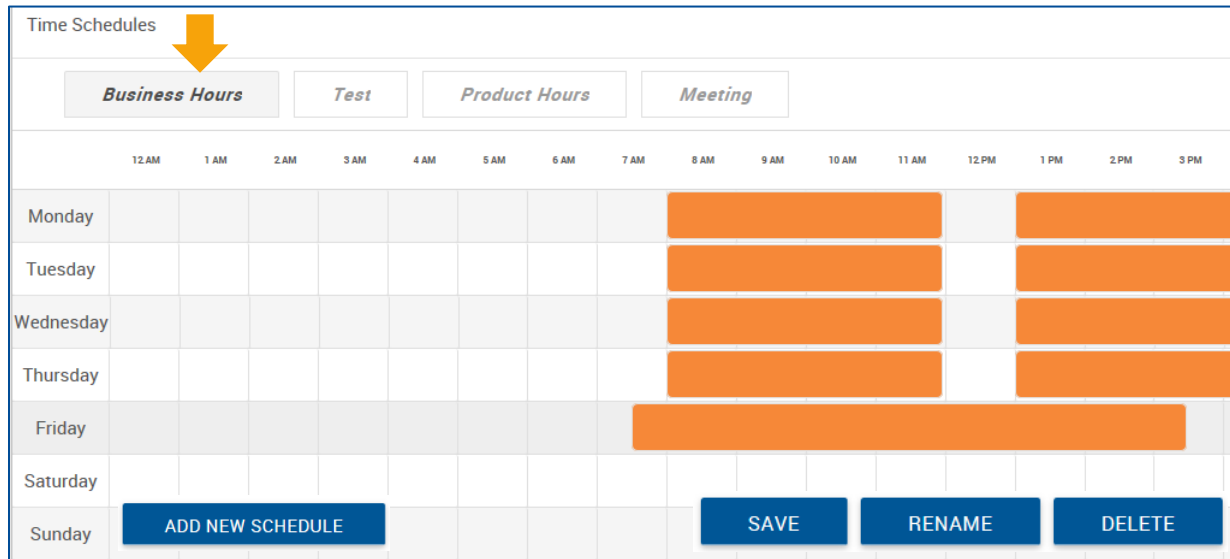
Alternatively, you may click on the block of time for the day you wish to modify. This will produce a pop-up window that will allow you to manually enter the start time and end time. When finished, click **Submit**.

Click the **Save** button to keep your changes.

The 'Edit Time Schedule' window is shown with a close button (X) in the top right corner. It contains two time selection fields: 'Start time: 08 : 00 AM' and 'End time: 09 : 00 AM'. A 'MIDNIGHT' button is located next to the end time field. At the bottom, there are two large blue buttons: 'SUBMIT' and 'CLOSE'.

4.6.2 Editing a Schedule

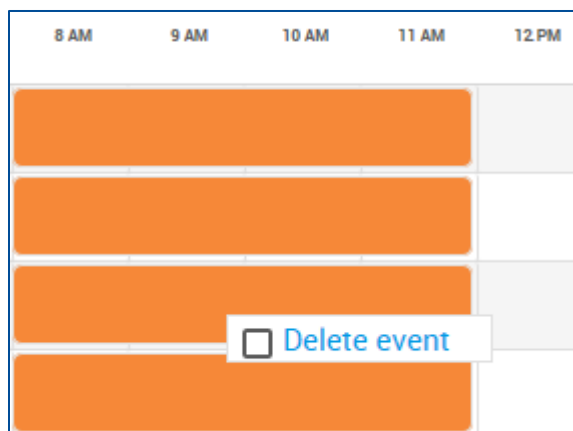
You may view the available schedules by clicking on the name of the schedule at the top of the Time Schedules section.



To edit a schedule, click the schedule's name you wish to edit.

Modify the times and days scheduled by clicking on the start and/or end times for the scheduled blocks. You may also click on the time block to produce the pop-up window that can be used to manually enter the desired time blocks.

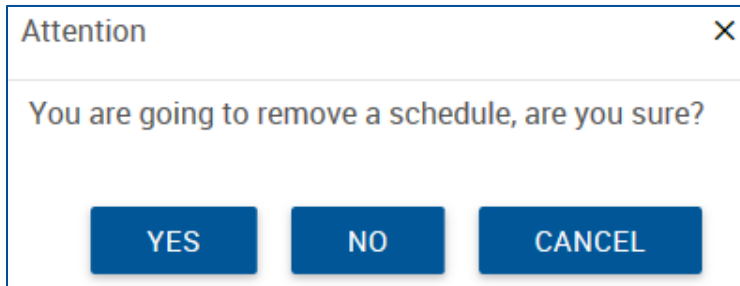
To delete an entire block of time, right-click on the block of time then click **Delete event**.



You may also rename the schedule by clicking the **Rename** button to populate the Name window. Make your desired changes, then click **Save**.

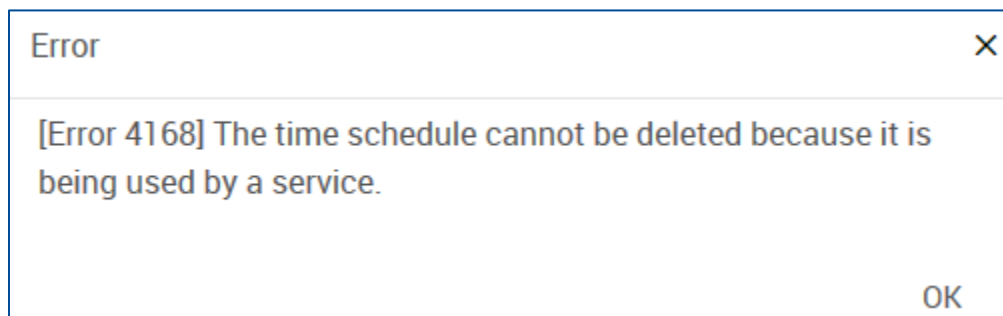
4.6.3 Deleting a Schedule

To delete a schedule, click the desired schedule using the name tabs at the top of the Time Schedules menu. Click the Delete button. When the Attention window populates asking you to confirm the action, click **Yes**.



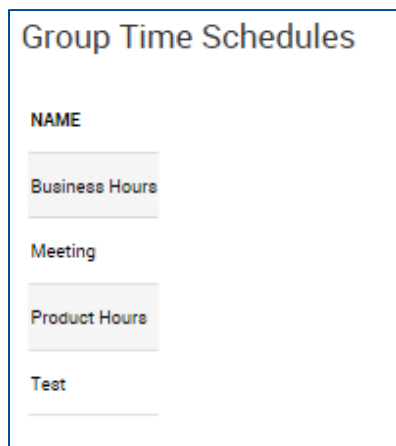
The page will refresh and the schedule will no longer be available.

If the schedule is currently in use (assigned to a feature), you may not delete the schedule. You will receive an error stating: **[Error 4168] The time schedule cannot be deleted because it is being used by a service.** To delete this schedule, locate the feature using this schedule and disable it or assign a different schedule. You will then return to the User Profile to delete it.



4.6.4 Group Time Schedules

The Group Time Schedules section lists available Group Time Schedules configured by an administrator. Users may use these schedules for their call features but they cannot edit or delete these schedules.



4.7 Holiday Schedules

Similar to Time Schedules, Holiday Schedules may be configured and assigned to features such as Sequential Ring and Call Forward to manage call routing during defined holidays. This page allows you to add, edit, and delete a Holiday Schedule.

4.7.1 Add a Holiday Schedule

To add a new Holiday Schedule:

1. Click the **Add Holiday Schedule** button.
2. The Add Holiday Schedule window will populate which is divided into columns labeled **Holiday**, **Date Start**, **Date End**, and **Recurrence**.
3. Enter a name for the schedule at the top in the field labeled **Holiday Schedule Name**.
4. Enter a name for the Holiday in the column labeled **Holiday**.
5. Enter the **Date Start** for that holiday in the following format: MM/DD/YYYY or use the calendar icon to select a date.
6. Enter the **Date End** for that holiday in the following format: MM/DD/YYYY or use the calendar icon to select a date.
7. Set the **Recurrence** for the holiday. The recurrence options are **None** (never recurs), **Indefinite** (recurs annually forever), or **Limited** (recurs annually for a given amount of years). If you choose Limited, a new column will appear with a **To Date** field. Enter the date when you would like this holiday to stop occurring in the MM/DD/YYYY format or use the calendar icon to select a date.
8. Click the **Save** button to keep your changes.

Edit Holiday Schedule

*** indicates required field.**

* Holiday Schedule Name:
All Holidays

Holiday	Date Start	Date End	Recurrence
Black Friday	11/25/2016	11/25/2016	None
Christmas Day	12/25/2016	12/25/2016	Indefinite
Christmas Eve	12/24/2016	12/24/2016	Indefinite
Independence Day	07/04/2016	07/04/2016	Indefinite
Labor Day	09/01/2016	09/01/2016	Limited To Date: 09/01/2017
Memorial Day			
New Year's Day			

September 2016

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24

CANCEL

SAVE

4.7.2 Editing and Deleting a Holiday Schedule

To edit a holiday schedule, locate the schedule from the list and click the **Edit** button to open the **Edit Holiday Schedule** menu. Edit the desired menu options. Click the **Save** button to keep your changes.

To delete the holiday schedule, locate the schedule from the list and click the **Delete** button. A confirmation window will populate. Click **OK** to proceed.

If the schedule is currently in use (assigned to a feature), you may not delete the schedule. You will receive an error stating: **[Error 4165] The holiday schedule cannot be deleted because it is being used by a service.** To delete this schedule, locate the feature using this schedule and disable it or assign a different schedule. You will then return to the Group Profile to delete it.

ADD HOLIDAY SCHEDULE

NAME		
All Holidays	EDIT	DELETE
Product Holiday Schedule	EDIT	DELETE
Christmas	EDIT	DELETE

Holiday Schedules

[Error 4165] The holiday schedule cannot be deleted because it is being used by a service.

ADD HOLIDAY SCHEDULE

4.7.3 Group Holiday Schedules

The Group Holiday Schedules section lists available Group Holiday Schedules configured by an administrator. Users may use these schedules for their call features but they cannot edit or delete these schedules.

Group Holiday Schedules

NAME	
All Holidays	VIEW
Fourth of July	VIEW
Christmas	VIEW

4.8 Devices Sharing My Line

This section displays any shared line appearances configured for your User ID such as Telesystem Softphone for your mobile phone or personal computer.

Devices Sharing My Line		
IDENTITY/DEVICE PROFILE TYPE	IDENTITY/DEVICE PROFILE NAME	LINE/PORT
Business Communicator - PC	4199442072PC	4199442072PC@combuckeye.com
Business Communicator - Mobile	4199442072Mobile	4199442072Mobile@combuckeye.com

4.9 Phone Number

This section displays your phone number and extension.

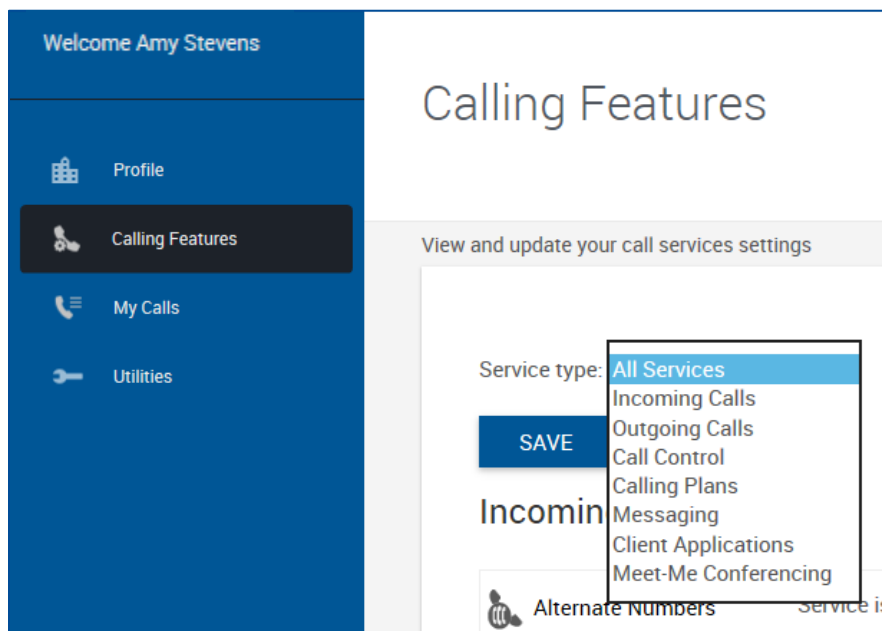
Phone Number	
PHONE NUMBER	EXTENSION
4199442072	2072
<input type="button" value="SAVE"/>	

5 Calling Features

The Calling Features tab provides the call handling features available on your User ID. The Calling Features are separated into the following sections:

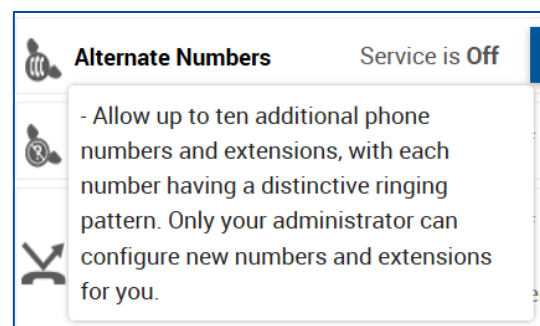
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Messaging
- Client Applications
- Meet-Me Conferencing

By default, all sections are displayed at once on this tab. Users may scroll through the page and view all features at once. Users may also click the Service Type drop-down menu to select a specific section to display.



After modifying any feature, you must click **Save** (located at the top and bottom of the Calling Features page) to keep the changes you made.

If at any time you're not sure what a listed feature is used for, use your mouse to hover over the feature. A pop-up description will appear. When you move your mouse away from the calling feature, the description will disappear.



5.1 Incoming Call Features

This section may be used to view and modify the incoming call features assigned to this user. The features available will vary depending on the features assigned to the user.

5.1.1 Alternate Numbers

The Alternate Numbers feature allows an administrator to add or remove up to ten additional phone extensions. All additional extensions will ring just like the primary phone. Once the extension has been added, you may set each number with a distinctive ringing pattern. If an extension needs to be updated, an administrator may log in to your features and edit the extension number. If you need to add an actual phone number, it must be added by Telesystem as there would a cost associated with it.

Edit the Ring Pattern:

1. Find the **Alternate Numbers** feature located in your Calling Features tab.
2. Click **Edit** next to the Alternate Numbers feature.



3. The **Alternate Numbers** window will populate. You may turn on Distinctive Ring feature for all alternate numbers by clicking the **On** bubble.
4. Select the Ring Pattern drop-down menu next to the extension you wish to edit.
5. Select the **Ring Pattern**.
6. Click **Save** to keep your changes. Click **Cancel** to discard any changes.

Note: An administrator may remove an extension by highlighting the extension and selecting the Delete key.

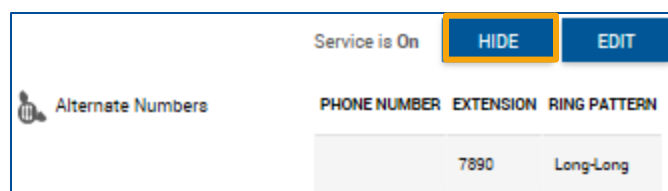
A screenshot of the 'Alternate Numbers' configuration window. At the top, it says 'Alternate Numbers'. Below that, 'Distinctive Ring: On' is selected with a radio button. There is a table with columns 'Phone Number', 'Extension', and 'Ring Pattern'. The first row shows extension '7890' with a dropdown menu open for 'Ring Pattern', showing options: 'Normal', 'Long-Long' (highlighted), 'Short-Short-Long', and 'Short-Long-Short'. Below the table, there are four more rows, each with a 'Normal' dropdown menu.

View the Extensions and Ring Patterns:

1. Click **View** next to the Alternate Numbers feature.



2. The Alternate Numbers and the selected Ring Pattern will display. When finished, you may click **Hide** to collapse the list.



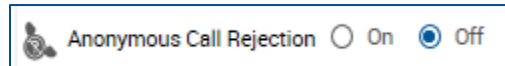
5.1.2 Anonymous Call Rejection

The Anonymous Call Rejection feature allows you to reject calls from callers who have blocked their outgoing Caller ID display. Only deliberate anonymous numbers are rejected. Callers whose numbers are unavailable are not rejected. Callers that are rejected are informed you're not accepting calls from unidentified callers. Your phone will not ring and you will not receive any indication they called when this feature is activated. This service does not apply to calls within your group.

You may activate/deactivate this service at any time.

Activate Using the Web Portal:

1. Locate the **Anonymous Call Rejection** feature from your Calling features tab.
2. Select the **On** bubble next to the feature.
3. Click **Save** to keep changes.



Deactivate the feature by selecting the **Off** bubble. Click **Save** to keep your changes.

5.1.3 Call Forwarding Always

Call Forwarding Always allows you to forward all your incoming calls to a different phone number or SIP-URI, such as your home office or cell phone. You may also set your primary phone to emit a short ring burst to inform you, if you're next to your phone, when the call is forwarded by using the **Ring Reminder**. This is important when you have forgotten the service is turned on and you're at your primary phone waiting to receive calls.

Note: The phone number or SIP-URI you forward your calls to, must be permitted by your outgoing calling plan. You may also set the phone number or SIP-URI to forward to by using the voice portal or on the phone using the feature access code.

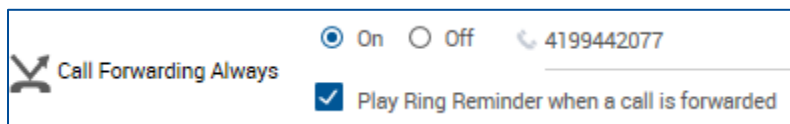
You may activate/deactivate this service at any time.

Activate Using the Web Portal:

1. Find the **Call Forwarding Always** feature located in your Calling Features tab.
2. Select the **On** bubble next to the feature.
3. Enter the Phone Number or SIP-URI in the telephone field provided. If the appropriate number is already displayed, no other action is required. If you need to change the number, highlight the number and select the **Delete** key on your keyboard. Type in the new number. You may forward to a long distance number by including a preceded "+" and the **country code**. If you type an invalid number, you will be prompted to retype the number.

This is required information when the service is on.

4. If you'd like a Play a Ring Reminder to your primary phone when a call is forwarded, select the box provided.
5. Click **Save** to keep changes.



Deactivate the feature by selecting the **Off** bubble. Click **Save** to keep your changes.

5.1.4 Call Forwarding Busy

Call Forwarding Busy feature allows you to forward all your incoming calls to a different phone number or SIP-URI, if your phone is currently busy. Use this service when you would rather have a secretary or co-worker receive the call instead of the caller being sent to your voicemail box.

Note: The phone number or SIP-URI you forward your calls to must be permitted by your outgoing calling plan. You may also set the phone number or SIP-URI to forward to by using the feature access code on your phone.

You may activate/deactivate this service at any time.

Activate Using the Web Portal:

1. Find the **Call Forwarding Busy** feature located in your Calling Features tab.
2. Select the **On** bubble next to the feature.
3. Enter the Phone Number or SIP-URI in the telephone field provided. If the appropriate number is already displayed, no other action is required. If you need to change the number, highlight the number and select the **Delete** key on your keyboard. Type in the new number. You may forward to a long distance number by including a preceded “+” and the **country code**. If you type an invalid number, you will be prompted to retype the number.
This is required information when the service is on.
4. Click **Save** to keep changes.



Deactivate the feature by selecting the **Off** bubble. Click **Save** to keep your changes.

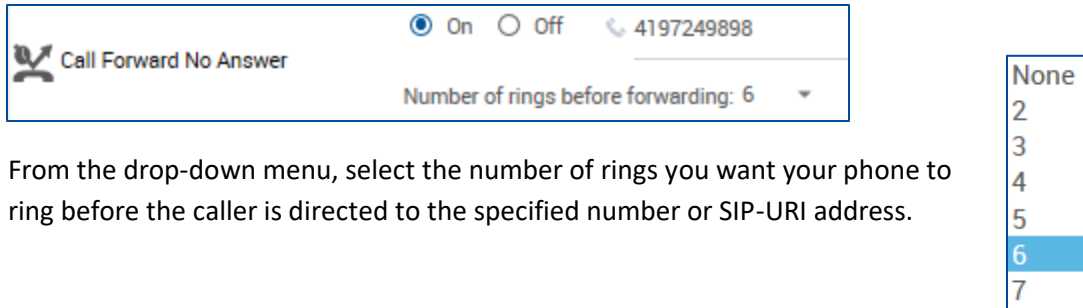
5.1.5 Call Forward No Answer

Call Forward No Answer allows you to forward your calls to a different phone number or SIP-URI when you do not answer your phone. You may use this service when you would rather have a secretary or co-worker receive the call instead of the caller being sent to your voicemail box.

You may activate/deactivate this service at any time.

Activate Using the Web Portal:

1. Find the **Call Forward No Answer** feature located in your Calling Features tab.
2. Select the **On** bubble next to the feature.
3. Enter the Phone Number or SIP-URI in the telephone field provided. If the appropriate number is already displayed, no other action is required. If you need to change the number, highlight the number and select the **Delete** key on your keyboard. Type in the new number. You may forward to a long distance number by including a preceded “+” and the **country code**. If you type an invalid number, you will be prompted to retype the number.
This is required information when the service is on.



Call Forward No Answer

On Off 4197249898

Number of rings before forwarding: 6

None
2
3
4
5
6
7

- From the drop-down menu, select the number of rings you want your phone to ring before the caller is directed to the specified number or SIP-URI address.
- Click **Save** to keep changes.

Deactivate the feature by selecting the **Off** bubble. Click **Save** to keep your changes.

5.1.6 Call Forward Not Reachable

Call Forward Not Reachable allows you to forward all your incoming calls to a different phone number or SIP-URI when your device is not accessible by the Hosted VoIP Phone System.

Note: The phone number or SIP-URI you forward your calls to must be permitted by your outgoing calling plan.

Activate Using the Web Portal:

- Find the **Call Forward Not Reachable** feature located in your Calling Features tab.
- Select the **On** bubble.
- Enter the **phone number or SIP-URI address** in the field provided. This indicates where the incoming call should be redirected when your device is unreachable.
- Click **Save**.



Call Forward Not Reachable

On Off 4197249898

Deactivate the feature by selecting the **Off** bubble. Click **Save** to keep your changes.

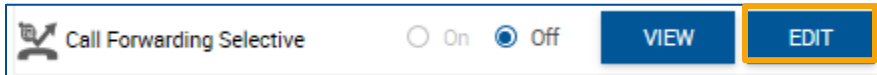
5.1.7 Call Forwarding Selective

Call Forwarding Selective allows you to forward specific calls matching your pre-defined criteria to a different phone number or SIP-URI. Use this service to forward calls from your manager, a family member, or an important customer to your cell phone, alternate business phone, or home phone. The criteria for each Call Forwarding Selective entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to be forwarded (phone number, day of the week, and time of day). If the call is not forwarded, the call continues as if the service was not turned on.

You must designate one phone number or SIP-URI address as the default forwarding number. All specified calls are forwarded to the default, unless you add criteria for the number to be forwarded to another number of your choice.

Activate Using the Web Portal:

1. Find the **Call Forwarding Selective** feature located in your Calling Features tab.
2. Click **Edit** to configure the feature.



3. Enter the **Default Call Forward to phone number/SIP-URI** in the field provided. You may also enter feature access codes and speed codes, in addition to, phone numbers and extensions. This is required information.

Note: A feature access code can also be used as a prefix to a speed code.

4. To activate the feature, select the **Is Active** box.
5. Check the **Play Ring Reminder when a call is forwarded** check box. The service plays a ring reminder when it forwards a call. No ring reminder is played if not checked.

Note: A ring reminder is a short ringing burst, 500 milliseconds in duration.

A configuration window titled 'Call Forwarding Selective' with a close button in the top right. Inside, there is a red asterisk followed by the text '* indicates required field.' Below this is a label '* Default Call Forward to phone number' followed by a text input field. Underneath are two checkboxes: 'Is Active' and 'Play Ring Reminder when a call is forwarded'. At the bottom left is a blue button labeled 'ADD RULE...'. At the bottom right are two blue buttons labeled 'CANCEL' and 'SAVE'. A table header is visible at the bottom of the window with columns: 'Active', 'Description', 'Time Schedule', 'Holiday Schedule', and 'Calls From'.

6. To add an entry, select **Add Rule**. The Add New Rule window appears.

Add New Rule:

REMOVE

* Description: _____

Time Schedule: Every Day All Day ▼

Holiday Schedule: None ▼

Forward to:

- ☒ Use Default Forward phone number
- ☐ Forward to another phone number _____
- ☐ Do not forward

☒ Any phone number

☐ Following phone numbers:

- ☐ Any private number
- ☐ Any unavailable number

Specific phone numbers:

Calls From: _____

CANCEL **SAVE**

7. In the **Description** field, enter the name describing this entry. This is a required field.
Example: Family
8. Click the **Time Schedule drop-down list**. Select the time schedule during which you want the numbers in this entry to be forwarded to your forwarding number.

Note: Define your **Time Schedules** on your **User – Profile page**. Before you define your time schedules, your only choice in the drop-down list is **Every Day All Day** and any schedules defined by the group administrator.

9. Click the **Holiday Schedules drop-down list**. Select the holiday schedule during which you want the number in this entry to be forwarded to your forwarding number.

Note: Define your **Holiday Schedules** on the **User – Profile page**. Before you define your holiday schedules, your only choice in the drop-down list is **None** and any schedules defined by the group administrator.

10. Beside **Forward to**, specify the forwarding number you want to use for this entry.
- Select **Use Default Forward phone number** to have all incoming calls, that match the criteria set on this page, forwarded to your default forwarding number.
 - Select **Forward to another phone number** to forward calls to the number you specify in the input field provided.
 - Select **Do not forward** if you do not want to forward the calls.
11. Determine which calls will be forwarded to your forwarding number. If you want all calls you receive to be forwarded to your forwarding number, select the **Any phone number** option. To forward only a selected group of phone numbers, select the **Following phone numbers** option.
- Select the **Any private number** box, to have all calls from private numbers forwarded directly to your forwarding number.
 - Select the **Any unavailable number** box, to have all calls from unavailable numbers forwarded to your forwarding number.
 - If you want one or more specific phone numbers to be forwarded to your forwarding number, select the **Following phone numbers** box. Enter each number in the **Calls From** section. If you want to specify more than twelve numbers to be forwarded, make a new Call Forwarding Selective entry with the same forwarding number as the current entry, then add the rest of the numbers you want forwarded.
- Note:** You may use wild cards. The “?” is a wild card that can replace a single digit anywhere in a digit string. A trailing “*” represents a digit string and can appear only at the end of the group of digits and “?” wild cards.
- Example:** 45055512?4, 450555??34, 4505?5*
12. Click **Save** to keep changes or **Cancel** to discard the changes and return to the previous menu.

To delete an existing rule, locate the rule within your Call Forwarding Selective Edit box and select **Delete**. To edit an existing rule, select **Edit** and make any necessary changes. Click **Save** to keep any changes.

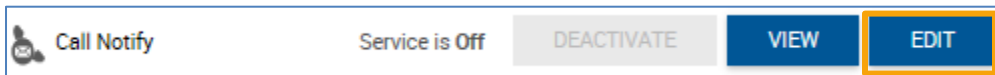
If you have already configured this feature, you may turn the feature on or off at any time by simply selecting **On** or **Off** next to the **Call Forwarding Selective** feature found within the Calling features tab.

5.1.8 Call Notify

Call Notify allows you to send a notification email containing the caller's name and number, if available, when the call matches your pre-defined criteria. Use this to create an archive of callers or to determine if you missed any important calls. The criteria for each Call Notify entry can be a list of up to twelve phone number or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be true for an email to be sent (phone number and day of week and time of day).

Activate Using the Web Portal:

1. Find the **Call Notify** feature located in the Calling Features tab.
2. Click **Edit** to configure the feature.



3. Enter the email address in the required **Email** field.
4. Select **Add Rule**.

Call Notify

* indicates required field.

* E-mail: example@telesystem.us

Active

Description

Time Schedule

Holiday Schedule

Calls From

ADD RULE...

- When the **Add New Rule** window appears, Enter the **Description** of the notification in the field provided. This is a required field.

Example: Business Hours

The screenshot shows the 'Add New Rule' dialog box. It has a title bar with 'Add New Rule:' and a 'REMOVE' button. The main area contains several fields: a 'Description' field with a red asterisk and two radio buttons ('Notify' and 'Do not notify'), a 'Time Schedule' dropdown menu set to 'Every Day All Day', and a 'Holiday Schedule' dropdown menu set to 'None'. Below these are two more radio buttons: 'Any phone number' (selected) and 'Any following phone numbers:'. Under the second radio button are two checkboxes: 'Any private number' and 'Any unavailable number'. Below these is a label 'Specific phone numbers:' followed by four empty text input fields. At the bottom left is an 'ADD RULE...' button, and at the bottom right are 'CANCEL' and 'SAVE' buttons.

- Enable the notification by selecting **Notify**.
Disable the notification by selecting **Do not notify**.
- Click the **Time Schedule drop-down list**. Select the time schedule during which you want the numbers in this entry to send a call notification.

Note: Define your **Time Schedules** on your **User – Profile page**. Before you define your time schedules, your only choice in the drop-down list is **Every Day All Day** and any schedules defined by the group administrator.

8. Click the **Holiday Schedules drop-down list**. Select the holiday schedule during which you want the number in this entry to send a call notification.

Note: Define your **Holiday Schedules** on the **User – Profile page**. Before you define your holiday schedules, your only choice in the drop-down list is **None** and any schedules defined by the group administrator.

9. Enter the phone numbers you want to trigger Call Notify. If you want to receive notification for a call from any phone number (not an extension), select the **Any phone number** option. To receive notification for a call from a defined phone number, select the **Any following phone numbers** option.

- Select the **Any private number** box to receive notifications for all calls from private numbers.
- Select the **Any unavailable number** box to receive notifications for all calls from unavailable numbers.
- If you want one or more specific phone numbers to trigger a notification, select the **Any following phone numbers** box. Enter each number in the **Calls From** section. If you want to specify more than twelve numbers to send notification, make a new Call Notify entry with the same email address as the current entry, then add the remaining numbers you'd like a notification from.

Note: You may use wild cards. The **"?"** is a wild card that can replace a single digit anywhere in a digit string. A trailing **"*"** represents a digit string and can appear only at the end of the group of digits and **"?"** wild cards.

Example: 45055512?4, 450555??34, 4505?5*

10. Click **Save** to keep changes or **Cancel** to discard the changes and return to the previous menu.

To delete an existing rule, locate the rule within your Call Notify Edit box and select **Delete**. To edit an existing rule, select **Edit** and make any necessary changes. Click **Save** to keep any changes.

If you have already configured this feature, you may check the Active box next to an existing rule to activate it. Uncheck the box to disable it. By default, the Active box for this service is checked. This page displays the description that was entered and the phone numbers that trigger Call Notify (located in the Calls from column).

✱

E-mail: example@telesystem.us

Active	Description	Time Schedule	Holiday Schedule	Calls From		
<input type="checkbox"/>	All numbers	Every Day All Day	None	All calls	EDIT	DELETE

SAVE

ADD RULE...

Click **Save** to keep changes or **Cancel** to discard.

5.1.9 Do Not Disturb

The Do Not Disturb feature allows you to send your calls directly to your voice messaging box without ringing your phone. In addition, you can make your primary phone emit a short ring burst to inform you when the call is being sent to voice messaging by using the Ring Reminder. This is helpful when you have forgotten the service is turned on and you are at the phone waiting to receive calls.

From the Web Portal:

- To activate the **Do Not Disturb** feature, locate the feature within the Calling Features tab. Select the **On** option. Do Not Disturb prevent your phone from ringing and callers are given a busy treatment (such as being sent to a voicemail, if available, or forwarded to the specified number of the Call Forwarding Busy service, if available). To deactivate, select the **Off** option.

Note: The default for this service is **Off**.

Do Not Disturb

☒ On
☐ Off

☒ Play Ring Reminder when a call is blocked

- Check the box next to **Play Ring Reminder when a call is blocked** to activate this option. This will play a short ring burst on your phone when the service is turned on and a call comes in. This ring reminder is 500 milliseconds in duration. No ring reminder is played if not checked.
- Click **Save** to keep your changes.

5.1.10 Priority Alert

This feature allows you to add a priority alert entry and specify a time schedule and/or holiday schedule you would like a priority alert to occur. You may also set a priority alert when only specified numbers call or when all external numbers call.

From the Web Portal:

- Find the **Priority Alert** feature located in the Calling Features tab.
- Click **Edit** to configure Priority Alert settings.

Priority Alert

Service is Off

DEACTIVATE

VIEW

EDIT

- Click **Add Rule**.

4. Enter a **Description** for this Priority Alert in the required field. This description should allow you to remember, at a glance, the instance for which you have received this service. For example, if you want to receive a Priority Alert on calls from outside of your company only, you might name the notification *External*.
5. To enable Priority Alert, select **Use priority alert**.
To disable Priority Alert, select **Do not use priority alert**.
6. Select the time schedule from the **Time Schedule** drop-down list.
7. Select the holiday schedule from the **Holiday Schedule** drop-down list.
Note: You may define your time schedules and holiday schedules on the User Profile page. You may also use schedules created by your group administrator.
8. To receive a Priority Alert for all external calls, select the **Any external phone number** option. To receive a Priority Alert for a call from a defined phone number, select the **Any following phone numbers** option.
 - Select the **Any private number** box to receive Priority Alerts for all calls from private numbers.
 - Select the **Any unavailable number** box to receive Priority Alerts for all calls from unavailable numbers.
 - If you want one or more specific phone numbers to trigger an alert, select the **Any following phone numbers** box. Enter each number in the **Calls From** section. If you want to specify more than twelve numbers to trigger a Priority Alert, make a new Priority Alert entry with the same settings as the current entry, then add the remaining numbers you'd like an alert from. A **+1** must precede a long distance number within the U.S.
Note: You may use wild cards. The **"?"** is a wild card that can replace a single digit anywhere in a digit string. A trailing **"*"** represents a digit string and can appear only at the end of the group of digits and **"?"** wild cards.
Example: 45055512?4, 450555??34, 4505?5*
9. Click **Save** to keep changes or **Cancel** to discard the changes and return to the previous menu.

Add New Rule:

REMOVE

Description:

☒ Use priority alert
☐ Do not use priority alert

Time Schedule:

Every Day All Day

Holiday Schedule:

None

☒ Any external phone number
☐ Any following phone numbers:
☐ Any private number
☐ Any unavailable number
Specific phone numbers:

Calls From:

CANCEL

SAVE


To stop this feature at any time, select **Deactivate** and **Save** changes.

5.1.11 Selective Call Acceptance

Selective Call Acceptance allows you to receive only calls that meet your pre-defined criteria.

From the Web Portal:

1. Locate the **Selective Call Acceptance** feature from the Calling Features tab.
2. To edit existing entries, or to configure a new entry, select **Edit**.

 Selective Call Acceptance

Service is Off

DEACTIVATE

VIEW

EDIT

3. Select **Add New Rule**.

Add New Rule:

REMOVE

* Description:

☒ Accept call
☐ Do not accept call

Time Schedule:

Every Day All Day

Holiday Schedule:

None

☒ Any phone number
☐ Any following phone numbers:
☐ Any private number
☐ Any unavailable number
Specific phone numbers:

Calls From:

ADD RULE...

CANCEL

SAVE

4. Enter a **Description** for this rule in the required field. This description should correspond with the type of rule you're setting up.
Example: Family
5. To accept the call, select **Accept call**.
To reject the call, select **Do not accept call**.
6. Select the time schedule from the **Time Schedule** drop-down list.
7. Select the holiday schedule from the **Holiday Schedule** drop-down list.
Note: You may define you time schedules and holiday schedules on the User Profile page. You may also use schedules created by your group administrator.
8. To accept calls from any phone number, check the **Any phone number** option.
To accept calls from a defined phone number, check the **Any following phone numbers** option.
 - Select the **Any private number** box to accept calls from any private numbers.

- Select the Any **unavailable number** box to accept calls from any unavailable number.
- Enter up to twelve specific phone numbers.

Note: You may use wild cards. The “?” is a wild card that can replace a single digit anywhere in a digit string. A trailing “*” represents a digit string and can appear only at the end of the group of digits and “?” wild cards.

Example: 45055512?4, 450555??34, 4505?5*

9. Click **Save** to keep changes or **Cancel** to discard the changes and return to the previous menu.

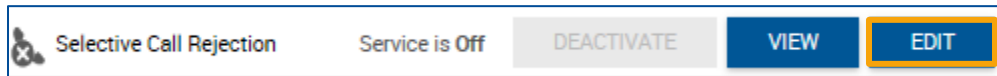
To stop the service, click **Deactivate**.

5.1.12 Selective Call Rejection

Selective Call Rejection allows you reject calls based criteria you configure. You may reject calls from any phone number, calls that were forwarded, private and unavailable numbers, and specific phone numbers.

From the Web Portal:

1. Find the **Selective Call Rejection** feature located in the Calling Features tab.
2. To edit existing entries, or to configure a new entry, select **Edit**.



3. Select Add Rule.
4. Enter a **Description** for this rule in the required field. This description should correspond with the type of rule you're setting up.

Example: Telesales

5. To reject the call, select **Reject Call**.

If you wish accept the call, select **Do not reject call**.

6. Select the time schedule from the **Time Schedule** drop-down list.
7. Select the holiday schedule from the **Holiday Schedule** drop-down list.

Note: You may define you time schedules and holiday schedules on the User Profile page. You may also use schedules created by your group administrator.

8. To reject calls from any phone number, select the **From any phone number option**.

To reject calls from a call that was forwarded, select the **Forwarded** option.

To reject calls from a defined number, select the **From any following numbers** option.

- Select the **Any private number** box to reject calls from any private numbers.
- Select the Any **unavailable number** box to reject calls from any unavailable number.
- Enter up to twelve specific phone numbers you would like to reject.

Note: You may use wild cards. The “?” is a wild card that can replace a single digit anywhere in a digit string. A trailing “*” represents a digit string and can appear only at the end of the group of digits and “?” wild cards.

Example: 45055512?4, 450555??34, 4505?5*

10. Click **Save** to keep changes or **Cancel** to discard the changes and return to the previous menu.

Add New Rule:

REMOVE

* Description:

☒ Reject call

☐ Do not reject call

Time Schedule:

Every Day All Day

Holiday Schedule:

None

☒ From any phone number

☐ Forwarded

☐ From any following phone numbers:

☐ Any private number

☐ Any unavailable number

Specific phone numbers:

Calls:

ADD RULE...

CANCEL

SAVE

To stop the service, click **Deactivate**.

5.1.13 Simultaneous Ring Personal

Simultaneous Ring Personal allows you to list phone numbers or SIP-URI addresses you would like to ring, in addition to, your primary phone when you receive a call. This feature is helpful when you're not at your phone but you would like your cell phone to ring when you get a call.

Warning: If your cell phone or other phone you've selected has voice mail that picks up before your office voice mail picks up, your messages could be on your cell phone's voice mail.

You may enter up to ten other phone numbers, extensions, or SIP-URI addresses. The incoming call rings to all of the numbers on your list (for this service), as long as the lines are not busy. The call is answered by the user (at that number) who picks up first.

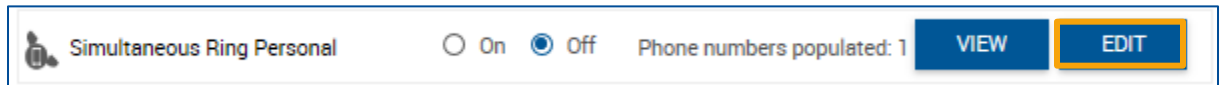
You may enter any complete phone number, extension, or SIP-URI address that is allowed in your Outgoing Calling Plan. Once a phone number is added, you cannot modify a phone number or SIP-URI address on the list. It must be deleted, then added again.

If you enter a mobile number that has voice mail service, you must set the number of rings (before the mobile voice mail service answers) for more than three rings. Some mobile phones have slower location and connection services which may delay the simultaneous ringing of the mobile phone before the voice mail service answer.

The operation of the service may be affected by other services such as Call Forwarding Always, Call Forwarding Busy, Call Forwarding No Answer, Call Forwarding Selective, and Voice Messaging.

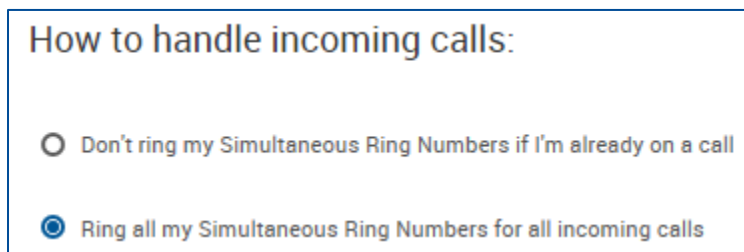
To Configure:

1. Find the **Simultaneous Ring Personal** feature located in the Calling Features tab.
2. Select **Edit** to configure and add entries.



Simultaneous Ring Personal ☐ On ☒ Off Phone numbers populated: 1 [VIEW](#) [EDIT](#)

3. Select how you'd like to handle incoming calls.



How to handle incoming calls:


☐ Don't ring my Simultaneous Ring Numbers if I'm already on a call

☒ Ring all my Simultaneous Ring Numbers for all incoming calls

4. Click **Add**.

5. Enter the phone number in the field provided.
6. If you'd like an answer confirmation message to play when an incoming call is presented, check the box labeled **Answer confirmation required**.
7. To keep changes, click **Save**. To discard, click **Cancel**.
8. Click **Add Rule**.

Simultaneous Ring Personal Add

* Phone Number: 

☐ Answer confirmation required

SAVE

CANCEL

Add New Rule: REMOVE

* Description: ☒ Use simultaneous ring personal
☐ Do not use simultaneous ring personal

Time Schedule: Every Day All Day ▼

Holiday Schedule: None ▼

☒ Any phone number
☐ Any following phone numbers:
☐ Any private number
☐ Any unavailable number
Specific phone numbers:

Calls From:

ADD RULE...

CANCEL SAVE

9. Enter a **Description** of the rule in the field provided.
10. Click the appropriate selection when to use this feature.
11. You may select a time schedule or holiday schedule that you've already created or one already created by a group administrator.
12. For this rule to work when any phone number calling you, select Any phone number.
For this rule to work when specific phone numbers are calling you, select Any following phone numbers.
 - Select the **Any private number** box to simultaneously ring calls from any private numbers.
 - Select the **Any unavailable number** box to simultaneously ring calls from any unavailable number.
 - Enter up to twelve specific phone numbers you would like to reject.
Note: You may use wild cards. The "?" is a wild card that can replace a single digit anywhere in a digit string. A trailing "*" represents a digit string and can appear only at the end of the group of digits and "?" wild cards.
Example: 45055512?4, 450555??34, 4505?5*
11. Click **Save** to keep changes or **Cancel** to discard the changes and return to the previous menu.

5.1.14 Sequential Ring

Sequential Ring is a "Find me" service that allows you to sequentially ring up to 5 locations, in addition to, the base location for a specified number of rings. The 5 locations can be either a phone number or a SIP-URI. The feature applies to calls matching your pre-defined criteria. Use this service to ring calls from your manager, a family member, or an important customer on your cell phone, alternate business phone, or home phone. The criteria for each Sequential Ring entry may be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to enter Sequential Ring (phone number and day of week and time of day). If the criteria do not match, the call continues as if this service was not turned on.

If your number is busy, you have the option as to where to, or not to, continue the sequential search. If there is no answer, the service tries up to five other locations in sequence until it receives an answer. The call is then connected as usual to the phone that answers. If none of the numbers in the sequence answer, the caller is directed to Voice Mail or to another no answer service.

The caller has the option to terminate the Sequential Ringing service by pushing the "#" key. (The caller hears a comfort message every 20 seconds during the ring sequence and is informed of the # key function.) The call is then immediately forwarded to Voice Mail or other no answer service.

Several services take precedence over the Sequential Ringing service. Some of these services are:

- Call Forwarding Always
- Call Forwarding Selective
- Selective Call Acceptance
- Selective Call Rejection

If you have activated any of the above services, the call continues as if the Sequential Ringing service was not turned on. Conversely, the Sequential Ringing service takes precedence over the following services, among others:

- Call Forwarding Busy
- Call Forwarding No Answer
- Voice Mail

These services do not start until the Sequential Ringing service is executed.

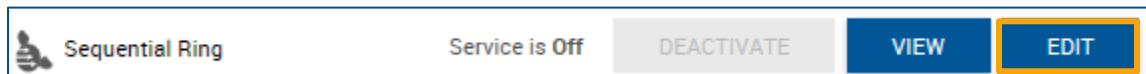
NOTE: The number of rings set for the base location is shared with other no answer services such as Voice Mail and Call Forwarding No answer. Changing the number of rings in any one of these service affects the other no answer services as well.

With the Sequential Ring configuration, you may:

- Ring the base location (or not)
- Set the number of rings for the base location
- Continue the search process, or not, if the base location is busy
- Allow the caller to terminate the call sequence (or not)
- Enter 1-5 locations (phone numbers or SIP-URI addresses) with an associated number of rings that establish the ring sequence to which calls that activate Sequential Ringing are directed
- Select pages from which you can add, modify, or delete entries that activate Sequential Ringing service
- View and activate or deactivate your entries






To Configure using your Web Portal:

1. Find the **Sequential Ring** feature located in the Calling Features tab.
2. Click **Edit** to view entries and configure Sequential Ring.

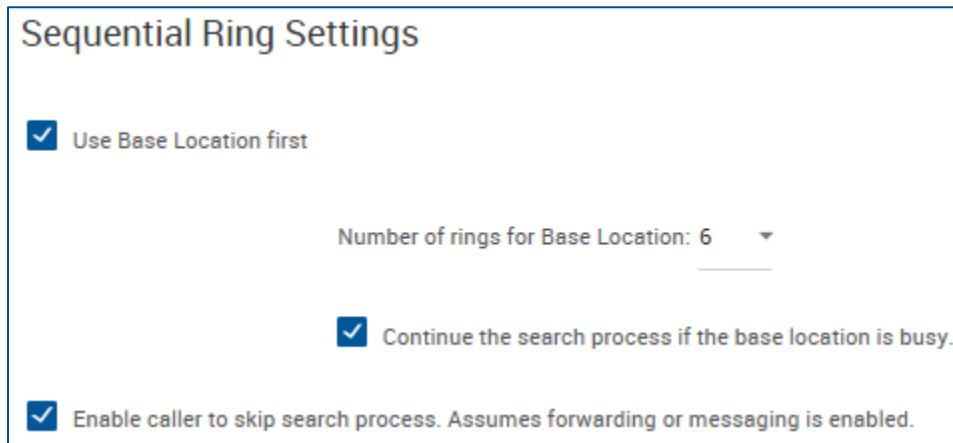


3. Enter up to 5 phone numbers or SIP-URI addresses to where you want the Sequential Ring caller to be directed, in the order in which you want the phone numbers to be rung. You may also enter feature access codes and speed codes, in addition to, phone numbers and extensions. A feature access code may also be used as a prefix to a speed code.

4. Select the **Number of rings** for each number.
5. Select the **Answer confirmation required** box if you'd like to set the recipient of the call to press a digit to accept the call.

Phone Number	Number of rings	Answer confirmation required
 <input type="text"/>	3 ▾	<input type="checkbox"/>
 <input type="text"/>	3 ▾	<input type="checkbox"/>
 <input type="text"/>	3 ▾	<input type="checkbox"/>
 <input type="text"/>	3 ▾	<input type="checkbox"/>
 <input type="text"/>	3 ▾	<input type="checkbox"/>

6. Click the check box next to **Use Base Location first** if you'd like the base location phone to ring first.
7. Select the drop-down and choose how many rings you'd like the base location to ring.
8. Click the check box next to **Continue the search process if the base location is busy** for the service to continue the search.
9. Click the check box next to **Enable caller to skip search process. Assumes forwarding or messaging is enabled** which will allow the caller to end the Sequential Ring service.



The screenshot shows a form titled "Sequential Ring Settings". It contains three checked checkboxes: "Use Base Location first", "Continue the search process if the base location is busy.", and "Enable caller to skip search process. Assumes forwarding or messaging is enabled.". Between the first and second checkboxes, there is a label "Number of rings for Base Location: 6" followed by a downward-pointing arrow, indicating a dropdown menu.

10. To add an entry, click **Add Rule**.
To modify or delete an entry, click **Edit** or **Delete** next to the entry.
11. Enter a **Description** of the Sequential Ring entry in the required field provided.
Example: Important Customer
12. To enable the entry, select **Use sequential ring**.
To disable the entry, select **Do not use sequential ring**.
13. Select a **Time Schedule** and **Holiday Schedule** for the time period in which you want the number in this entry to be sent to your configured ring sequence.
Note: Define these schedules on your Profile page. Before you define your holiday schedules, your only choice in the drop-down list is None and any schedules defined by the group administrator.
14. Specify the type of calls you want sent to your sequential ring sequence.
If you want all calls you receive sent to your configured sequence, select **Any phone number**.
If you want to specify a list of phone numbers that you want sent to your configured ring sequence, select **Any following phone numbers**.
 - Select **Any private number** to send all private numbers to your configured Sequential Ring.
 - Select **Any unavailable number** to send calls from unavailable numbers to your configured Sequential Ring.
 - Enter up to twelve specific numbers to be sent to the Sequential Ring service. If you need to set more than twelve numbers, enter a new rule with the remaining numbers. You may also set a different Time Schedule to the new set of numbers.

Note: You may use wild cards. The “?” is a wild card that can replace a single digit anywhere in the digit string. A trailing “*” represents a digit string and can appear only at the end of a group of digits and “?” wild cards.

Add New Rule:

REMOVE

* Description:

☒ Use sequential ring
☐ Do not use sequential ring

Time Schedule:

Every Day All Day ▼

Holiday Schedule:

None ▼

☒ Any phone number
☐ Any following phone numbers:
☐ Any private number
☐ Any unavailable number
Specific phone numbers:

Calls From:

ADD RULE...

CANCEL

SAVE

15. View and activate/deactivate entries within the Edit tab. When a Sequential Ring sequence is created, by default, a check box under the **Active** column and to the left of the named sequence appears. Clicking the Active box will remove the check mark and deactivate the entry.
16. Click **Save** to keep changes.

5.2 Outgoing Call Features

The Outgoing Calls section allows you to manage your personal phone list, block your outgoing calling line ID and configure your speed dial numbers.

5.2.1 Line ID Blocking

Calling Line ID Delivery Blocking or Line ID Blocking is used to block or reveal your phone number to people who have caller identification (caller ID) features on their phone.

Note: Some people may have their phones set up to refuse calls from blocked numbers, similar to Anonymous Call Rejection service.

There are group restrictions for this service. Regardless of whether this service is on or off, caller information cannot be blocked within a group. When you make a call to a user in your group, your information is revealed on the recipient's caller ID. When a call arrives from a user within your group, the caller's information appears on your caller ID.

From your Web Portal:

1. Locate the **Line ID Blocking** feature found within your Calling Features tab.
2. Select **On** to conceal your name and phone number from people you call.
3. Select **Off** to reveal your information to the person you're calling.

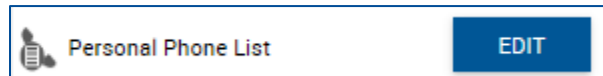


5.2.2 Personal Phone List

Use this page to manage your personal phone list. You may add a new contact, modify contact information, delete a contact from your list, and import names and phone numbers from a CSV file. Any phone number configured here will be visible to the group or enterprise system administrator.

From your Web Portal:

1. To add, edit, or delete a contact, locate the **Personal Phone List** feature found within the Calling Features tab. Click **Edit**.



- To edit a contact, select **Edit** next to the contact and make the necessary changes.
- To delete a contact, select **Delete** next to the contact. A confirmation window will appear. Click **OK** to confirm deletion.

Note: When you delete a contact, once you click OK, the contact is permanently deleted.

- Select **Add** to display the **Add new entry** section.
- Enter the required **Name** and **Phone Number**.

Name	Phone Number		
J Alexander's	4195555555	EDIT	DELETE
Kate	8885055555	EDIT	DELETE
The Nurse	4195345985	EDIT	DELETE
Tori Smith	4195557088	EDIT	DELETE
		ADD	

Add new entry

REMOVE

* Name:

* Phone Number:

- To import names and phone numbers from a CSV file, click Browse button next to **Select a Phone List File**. Use your local file system to locate and open a compatible CSV file. Click **Upload**.

Import CSV

Select a Phone List File:

UPLOAD

Browse...

- Click **Save** to keep changes or **Cancel** to discard.

5.2.3 Speed Dial 8

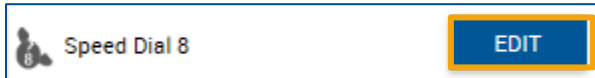
Speed Dial 8 allows you to associate single digit codes to frequently dialed or hard to remember phone numbers or SIP-URI addresses. You can dial a speed dial code instead of the full number to place calls. To use speed dial from the phone, you should dial the speed dial code number, and then press #. For example, to call the number associated with Speed Dial Code 6, the user should dial 6#.

Speed dial 8 can also be programmed through a Feature Access Code. For example, *74 3 9222 programs Speed Dial Code 3 to dial 9222.

From your Web Portal:

- Find the **Speed Dial 8** Feature located in the Calling Features tab.

- Click **Edit**.



- Enter a complete SIP-URI address or phone number including a country code if necessary.
- Type a name or description for the speed dial code. This name does not affect the operation of the speed dial code. It is only intended to help you remember why the speed dial code was programmed. If a speed dial code is programmed through the Feature Access Code, then the Name field is blank.
- Press **Enter** or the **Return** key on your keyboard to save changes.

	SPEED	
	PHONE NUMBER *	NAME
SPEED CODE		
2	4195551234	Michael
3	7343221234	Home
4		
5		
6		
7		
8		
9		

5.2.4 Speed Dial 100

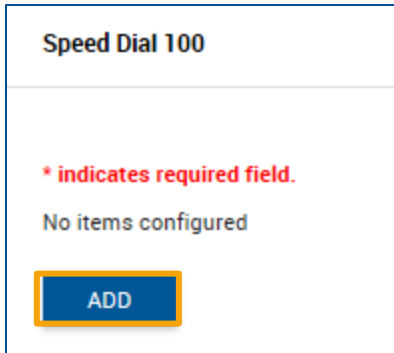
Speed Dial 100 allows you to set up to 100 speed dial phone number or SIP-URI addresses that can be called with the push of a few buttons.

From your Web Portal:

- Find the **Speed Dial 100** feature located in your Calling Features tab.
- Click **Edit** to open the Speed Dial 100 window.



- Click the **Add** button to configure/manage your speed dial numbers.



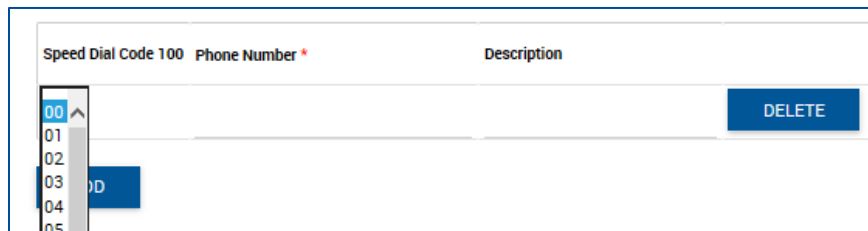
Speed Dial 100

* indicates required field.

No items configured

ADD

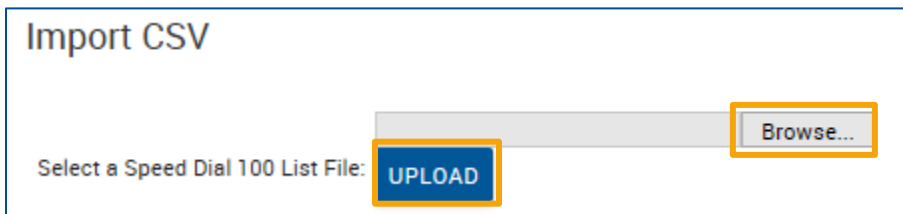
4. Use the drop-down list to select a speed dial code to assign to the phone number or SIP-URI address.



Speed Dial Code 100	Phone Number *	Description	
00			DELETE
01			
02			
03			
04			
05			

5. Type the phone number or SIP-URI address to assign to the speed dial code in the **Phone Number** field. This field is required.
6. Type a description for the phone number or SIP-URI address in the **Description** field for your reference in your Speed Dial 100 list.
7. To add another phone number to different speed dial code, click **Add** and repeat steps 4-6.
8. To import entries from a .csv file, click **Browse** located under **Import CSV**.

Note: Make sure to prepare your file using the format: code, phone number, description.



Import CSV

Select a Speed Dial 100 List File:

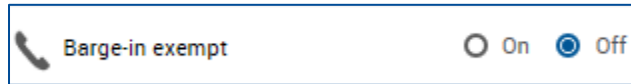
9. Click Upload to import the data to the Hosted VoIP Phone System.
10. To delete a speed dial entry, click **Delete** next the the speed dial number you want to delete.
11. Click **Save** to keep changes.

5.3 Call Control Features

This section allows you to manage features such as Broadworks Anywhere, Music on Hold, Call Waiting, and Call Transfer settings.

5.3.1 Barge-In Exempt

The Barge-In service allows others within your group to join your calls. Barge-in Exempt disables this ability. .



To manage, locate the Barge-in feature within your Calling Features tab. Click **On** or **Off**. When this service is on, others within your group cannot interrupt your calls with the Directed Call Pickup with Barge-in. When this service is off, others within your group can join or pickup your calls with the Directed Call Pickup with Barge-in service. The default for the service is **On**. Click **Save** to keep changes.

5.3.2 Broadworks Anywhere

Broadworks Anywhere allows you to define one or more network locations that can be used as extensions to your user profile. When you receive a call to your Hosted VoIP Phone System telephone number, all of your devices will ring simultaneously. When you make a call out from the Telesystem Softphone client while you have Broadworks Anywhere enabled, you can perform a Call Back that will allow you to use your cell phone or home phone to place the call with your office phone's outgoing caller identification information.

From your Web Portal:

1. Find the **Broadworks Anywhere** feature located within the Calling Features tab.
2. Click **View** to display a brief list of the current configuration or click **Add** to access the Broadworks Anywhere page.



3. Enter a phone number in the **Phone Number** field. This is a required field.
4. Enter a **Description** to assist you or an administrator with identifying the device or location of the device associated with the phone number you're adding.
5. Activate the phone number by selecting the check box labeled **Enable this location** to have that location presented with incoming calls from the Hosted VoIP Phone System to your profile phone number.
6. Configure your **Advanced Options**. Outbound Alternate Phone Number/SIP-URI is optional and is used when an alternate number needs to be dialed to reach the Broadworks Anywhere location. Select from the following:
 - **Enable Diversion Inhibitor:** Select this box to enable a diversion inhibitor when extending a call leg to the Broadworks Anywhere location.
 - **Require Answer Confirmation:** Check this box to determine if the Application Server needs to prompt for an answer confirmation when a call leg extended to the Broadworks Anywhere location is answer by the user.

- **Use Broadworks based Call Control Services:** This attribute determines whether call control is to be performed by the Broadworks Anywhere location device or by the Hosted VoIP Phone System.
Note: Hosted VoIP Phone System-based Call Control Service should not be enabled for an intelligent device.

7. Click **Save** to keep changes or **Cancel** to discard changes and keep the current settings.

The screenshot shows a configuration form with the following elements:

- * Phone Number**: A text input field with a green underline.
- Description**: A text input field.
- ☒ **Enable this location**: A checked checkbox.
- Advanced Options**: A section header.
- Outbound Alternate Phone Number**: A text input field.
- ☐ **Enable Diversion Inhibitor**: An unchecked checkbox.
- ☐ **Require Answer Confirmation**: An unchecked checkbox.
- ☐ **Use BroadWorks-based Call Control Services**: An unchecked checkbox.
- CANCEL** and **SAVE** buttons at the bottom right.

5.3.3 Call Center – Agent

The Call Center Agent feature will only be available to users who have a Call Center Agent license assigned to them. This section displays your current Automatic Call Distribution (ACD) state as well as all the ACDs or call centers you belong to and whether you are currently joined in their call centers. You may set your ACD state.

From your Web Portal:

1. Find the **Call Center – Agent** feature located in the Calling Features tab.

The screenshot shows the 'Call Center - Agent' feature interface with the following elements:

- Call Center Type: Premium**: Text label.
- VIEW CALL CENTERS**: A blue button.
- Call Center - Agent**: Text label with a phone icon.
- VIEW SETTINGS**: A blue button.
- ACD State: Sign-Out**: Text label with a dropdown arrow.

2. Click the **View Call Centers** button to show all call centers assigned to the group. A check in the box under the **Join** column indicates you are assigned to that particular call center; no check indicates you are not assigned to that call center. Agents may join or remove themselves from the call center as long as the group administrator has allowed that feature for agent control.

JOIN	CALL CENTER ID	PHONE NUMBER	EXTENSION
<input checked="" type="checkbox"/>	4195551212		9876
<input checked="" type="checkbox"/>	4199442077CC	4199442077	2077

Click **View Settings** to see the settings for the call center. These settings may not be configured as an agent.

- Select the **ACD State** drop-down menu to set your current ACD state.

Sign-In
Sign-Out
Available
Unavailable
Wrap-Up

☐ Enable guard timer for 5 seconds
☒ Make outgoing calls as None
 Use Agent unavailable settings: Default
☒ Force Agent to unavailable on Do Not Disturb activation
☒ Force Agent to unavailable on personal calls
☒ Force Agent to unavailable after 3 consecutive bounced calls
☒ Force Agent to unavailable on not reachable

5.3.4 Call Center – Supervisor

The Call Center Supervisor feature will only be available to users who have a Call Center Supervisor license assigned to them. This section allows you to configure Agents to be supervised. Supervisors may be included as agents.

From your Web Portal:

1. Locate the **Call Center – Supervisor** feature within your Calling Features tab. Click **View Call Centers**.



2. A list will populate which includes any calls centers you are assigned to as a Supervisor. Click **Edit** next to the call center to manage the agents within that call center.

Call Center - Supervisor					
	CALL CENTER ID	PHONE NUMBER	EXTENSION	TYPE	
	4199442077CC	4199442077	2077	Premium	EDIT

- When the Available Agent window populates, you may add agents from the **Available Agents** list on the left by selecting the agent and clicking the **Add** button. If you'd like all available agents to be assigned to the call center, select **Add All**. To remove agents currently assigned to the call center, select the agent from the **Supervised Agents** list on the right, then click the **Remove** button. To remove all agents currently assigned to the call center, select **Remove All**.

Call Center - Supervisor

Available Agents		Supervised Agents
Michaels, Bridgette (41994...		Dixon, Jay (4199442071) Smith, Jamie (4199442070) Snow, Jonathon (4199442... Stevens, Amy (419944207...
	ADD >	
	< REMOVE	
	ADD ALL >>	
	<< REMOVE ALL	

CANCEL

SAVE

- Click **Save** to keep changes or **Cancel** to discard changes.

5.3.5 Call Transfer

Call Transfer allows you to transfer a call to another phone, using your phone. When this service is assigned, you may transfer a call using the flash-based services, a third-party call control client via the Call Client Control (CCC) or Call Client Control (CCC@) service, or an intelligent device.

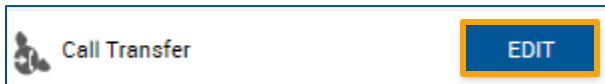
When Call Transfer Recall is configured, you can ensure that the calling party is handled by a live person, either the intended destination or the receptionist. Call Transfer Recall also prevents diversion by the transfer destination, to avoid sending the calling party to voice mail and to ensure that the Call Transfer Recall is activated if the transfer destination is unavailable.

Note: The Diversion Inhibitor functionality used for Call Transfer is the same as the Diversion Inhibitor service.

The Call Transfer service also has an option that allows a transferring user to camp on a call against a busy destination. If the destination party becomes idle within a configurable time frame, the camp-on call alerts the transfer-to party. If the camp-on call remains unanswered beyond the configurable time frame, the camp-on call recalls the transferring party.

To configure Call Transfer:

1. Locate the Call Transfer feature within the Calling Features tab.
2. Click **Edit**.



3. When the Call Transfer window populates, turn **Call Transfer Recall** on or off. When on, Call Transfer returns a call to the sender when the intended destination is unavailable.
4. Select the **Number of rings** (2-20) to play before a call returns to the sender.
5. Enable or disable **Busy Camp On**. By default, this is enabled (indicated with a check in the box). To disable, click the box and the check mark will disappear.
6. Enter the **number of seconds** (30-600) for the Busy Camp On timer. The default is 120 seconds.
7. Configure the **Diversion Inhibitor for Blind Transfer**. When on, the call is not redirected to an alternate destination or voice mail.
8. Configure **Diversion Inhibitor for Consultative Calls**. When on, the call is not redirected to an alternate destination or voice mail.
9. Click **Save** to keep changes.

A dialog box titled 'Configure Call Transfer Recall'. At the top, it says 'Call Transfer Recall: On Off' with radio buttons. Below the title, there is a dropdown menu for 'Number of rings before recall' set to '4'. Underneath, there is a checked checkbox for 'Enable Busy Camp On' followed by a text input field containing '120 seconds'. At the bottom, there are two more radio button options: 'Use Diversion Inhibitor for Blind Transfer' (set to On) and 'Use Diversion Inhibitor for Consultative Calls' (set to On). At the very bottom, there are two buttons: 'CANCEL' and 'SAVE'.

5.3.6 Call Waiting

Use the Call Waiting field to turn Call Waiting Service On or Off. This service allows you to decide whether phone calls in progress can be interrupted by other calls.

Note: This service is not available with all access device types.

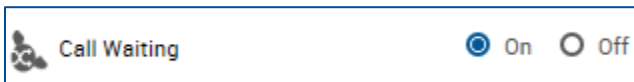
Call Waiting may also be deactivated on a per-call basis. To do this, on your telephone, dial * followed by the two-digit feature access code that has been assigned for this service.

To view the feature access code assigned by your group administrator, click **Feature Access Codes** on the Utilities tab.

From your Web Portal:

1. Locate the **Call Waiting** feature within the Calling Features tab.
2. Select **On** or **Off**. When this service is on and you receive a call while taking another, you will hear a beep sound. You may put the first call on hold to answer the incoming call. When the service is off, the caller will hear a busy tone. The default for this service is **On**.

Note: Call Waiting behavior may vary when used in conjunction with other services such as Shared Call Appearance and Call Forwarding Busy.



3. Click **Save** to keep changes.

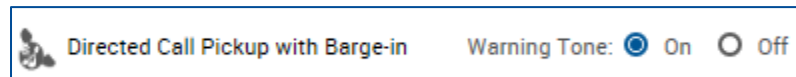
5.3.7 Directed Call Pickup with Barge-In

Directed Call Pickup allows you to pick up a call or barge-in on a call using a feature access code and an extension. This setting allows you to set if a **Warning Tone** will be played to call participants when you Barge-In on the call.

From your Web Portal:

1. Locate the **Directed Call Pickup with Barge-in** feature in the Calling Features tab.
2. Select **On** or **Off**. When this service is on and you barge-in on a call, the other participants will hear a loud tone notifying them that another party has joined in on the call. When this service is off and you barge-in on a call, the other participants will be unaware that another party has joined the call until you audibly make them aware.

Note: In order to barge-in on a call, the extension you are barging in on must be assigned to the same group and allow barge-ins.



3. Click **Save** to keep changes.

5.3.8 Hoteling Guest

Hoteling allows users to associate their service profiles with devices other than their own. This service may be used, for example, with transient employees or an enterprise with a visitor's office and phone. The user account associated with this phone would have the Hoteling Host service assigned. A salesperson, with the Hoteling Guest service assigned, can associate their service profile with the phone in the visitor's office.

Hoteling consists of two separate services, Hoteling Host and Hoteling Guest. Hoteling Host is used to designate a particular user as a host, allowing other users with the Hoteling Guest service to associate their service profile with the Host user's device. Hoteling Guest is used to allow a Hoteling Guest user to associate their service profile with a Hoteling Host user's device.

To Activate your Phone Device as a Guest:

1. Locate the **Hoteling Guest** feature within the Calling Features tab.
2. Click **On**.



3. If your Host Association Limit is enforced, select the Limit Association to check box, after which the hotel-guest association ends. The Association to time must be equal to or less than the Host Association Limit of the Hoteling Host.

Note: A read only Host Association Limit field appears above the Limit Association to check box after each host is associated. This provides a timeout limit of the currently selected host. If the current association is removed, the timeout limit information is cleared.

If the Host Association Limit is not enforced, you can see an association limit but the guest chooses to set the limit. The maximum association limit hours defined by the guest is not restricted by the host's association limit hour.

4. To select a host, move a name from the Available Hosts column to the Associated Hosts column.
5. On the Available Hosts column, select the host.
6. To set the selected host for Hoteling, click **Add**.

Note: A read-only Host Association Limit field appears above the Limit Association to check box after each host is associated. This provides the timeout limit of the currently selected host. If the current association is removed, the timeout limit information is cleared.

7. This page includes an advanced search mechanism to filter the display of entries. To perform a basic search, click Search. The list appears. If the search produces more than 1,000 entries, a warning appears requesting that you refine the search criteria to narrow your search.
8. To keep changes, click **Save**.

To Deactivate your Phone Device as a Guest:

1. Select **Off**.
2. Click **Save** to keep changes.

5.3.9 Hoteling Host

Hoteling allows users to associate their service profiles with devices other than their own. This service may be used, for example, with transient employees or an enterprise with a visitor's office and phone. The user account associated with this phone would have the Hoteling Host service assigned. A salesperson, with the Hoteling Guest service assigned, can associate their service profile with the phone in the visitor's office.

Hoteling consists of two separate services, Hoteling Host and Hoteling Guest. Hoteling Host is used to designate a particular user as a host, allowing other users with the Hoteling Guest service to associate their service profile with the Host user's device. Hoteling Guest is used to allow a Hoteling Guest user to associate their service profile with a Hoteling Host user's device. The maximum association time between Hoteling Host and Guest is either unlimited or limited, with the number of hours until one of those services is removed.

To Manage Hoteling Host Settings:

1. Configure host settings by clicking **On** or **Off**. When this service is on, your phone device may be used as a Hoteling Host. If someone is using your phone device as a Hoteling Guest, information on that user is displayed in the Associated Guest area.
2. If applicable, check association limit. If the association limit is enforced, the Guest user is allowed to associate with the Host user indefinitely. If the association limit is enforced, the Enforce Association Limit is displayed beside the check mark (for example, 100 hours). The Enforce Association Limit can only be modified by administrators.
3. Click **Save** to keep changes.

5.3.10 Music On Hold – User

The Music On Hold feature allows users to activate or deactivate, from within their user portal, the audible settings configured at the group level service.

From your Web Portal:

1. Locate the **Music On Hold** feature within the Calling Features tab.
2. Select **On** or **Off**. When the service is turned on, every time a user places a caller on hold the caller will hear the music on hold. By default this will be music set at the group level.



3. Click **Save** to keep changes.

5.3.11 Push to Talk

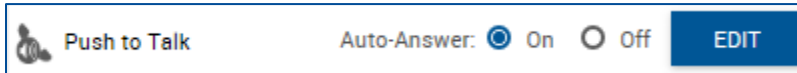
Push to Talk allows people to call each other and have the call answered automatically, either as a one-way call or two-way call.

To use the Push to Talk feature on your telephone, dial * followed by the two-digit feature access code that has been assigned for this service. Then enter the number you wish to call.

To view the feature access code assigned to this service, click on the Feature Access Codes page located in the Utilities tab.

From your Web Portal:

1. Locate the **Push to Talk** feature within the Calling Features tab.
2. Click **Edit**.



3. Select your **Auto Answer** option. On indicates you want to automatically answer push to Talk calls.
4. Select the **Outgoing Connection Type**.
 - Select One-way Voice to establish a one-way path. If this option is selected, then the originator of the call can talk to the party received the call, but the party receiving the call cannot talk to the originator of the call.
 - Select Two-way Voice to establish a two way path. If this option is selected, both the originator of the call and the party receiving the call can talk to each other.
5. Select your **Access List** options.
 - Select **Allow calls only from the users selected below** to accept Push to Talk calls from only the listed users.
 - Select **Allow calls from everyone except the users selected below** to accept Push to Talk calls from everyone except the listed users.
6. Search and select the users to add to your Push to Talk service.
 - Enter the First and/or Last Name in the search fields provided. You may search with a partial name, but if the search generates more than 1000 users, you will receive an error message advising you to refine your search.
 - Select the user you want to add to your service from the Available Users list on the left, then click **Add**. To select all available users, click **Add All**.
 - To remove a user from this service, select the user from the Selected Users list on the right, then click **Remove**. To remove all selected users, click **Remove All**.

- Click **Save** to keep changes or **Cancel** to discard.

Push to Talk

Auto-Answer: ☒ On ☐ Off

Outgoing Connection Type: ☐ One-Way ☒ Two-Way

Access List: ☐ Allow calls from only the users selected below
☒ Allow calls from everyone except the users selected below

Last Name: snow

First Name:

SEARCH

Available Users

Snow, Jonathon (419944207...

Selected Users

Dixon, Jay (4199442071)

Michaels, Bridgette (419944...

Smith, Jamie (4199442070)

ADD >

< REMOVE

ADD ALL >>

<< REMOVE ALL

CANCEL

SAVE

5.3.12 Remote Office

Remote Office allows you to use your home phone, your cell phone, or even a hotel phone as your business phone. Using the Telesystem Softphone App, you can make calls from this remote phone and have them billed to your business. This service also directs all calls coming to your business phone to ring the remote office phone.

Note: Regular phone usage rates apply for your home service provider, cellular phone provider, or hotel phone rates. This service connects calls from the Hosted VoIP Phone System telephony server to the phone number specified in the Remote Office setup along with the far end user.

From your Web Portal:

- Locate the **Remote Office** feature within the Calling Features tab.

2. Turn Remote Office on or off by clicking **On** or **Off**. When on, enter a phone number in the field provided. The number you enter will act as your primary office phone. When off, your normal office phone is your primary phone.
3. Click **Save** to keep changes.

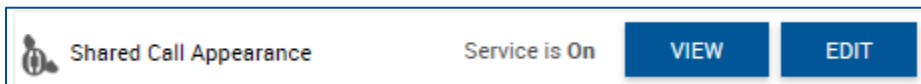
A screenshot of the 'Remote Office' settings interface. It features a header 'Remote Office' with a small icon of a person at a desk. To the right, there are two radio buttons: 'On' (selected) and 'Off'. Further right, there is a text input field containing the phone number '5673221234'.

5.3.13 Shared Call Appearance

Shared Call Appearance allows administrators to allocate additional devices or lines to you. These devices or lines also ring just like your primary phone. You cannot add or remove these devices or lines. If you need assistance, contact your administrator. Each user may have a maximum of thirty five additional shared appearances assigned.

From your Web Portal:

1. Locate the **Shared Call Appearance** feature within the Calling Features tab.
2. To view your current settings, click **View**.

A screenshot of the 'Shared Call Appearance' settings interface. It features a header 'Shared Call Appearance' with a small icon of a person at a desk. To the right, it says 'Service is On'. Further right, there are two buttons: 'VIEW' and 'EDIT'.

To edit your Shared Call Appearance settings, click **Edit**.

3. To alert all of your Shared Call Appearance locations when you perform click to dial, check the **Alert all appearances for Click-to-Dial calls** box. This allows you to have all shared appearances ring locally before the system connects the call to the far end.
4. To alert all appearances for Group Paging calls, check the **Alert all appearances for Group Paging calls** box.
5. To allow Call Retrieve from another location, check the **Allow Call Retrieve from another location** box. This allows you to dial a feature access code to retrieve an existing active call from another location.
6. The **Enable Call Park Notification** is a setting currently not supported.

7. To allow bridging, that is, allowing one or more users to pick up the device at a user's shared call appearance location and barge in on the user's current call, check the **Allow bridging between locations** box to activate.
8. To allow each of your shared call appearance locations to be utilized while you are on a call, check the **Multiple Call Arrangement** box. Otherwise, once you are on a call, only that shared call appearance location can be used.
Note: This option only appears if the user is assigned this service.
9. To configure a warning tone to alert all the users on a call that the call has been bridged, select the appropriate option: None, Barge-in only, or Barge-in and repeat every 30 seconds.

Shared Call Appearance Settings

- ☐ Alert all appearances for Click-to-Dial calls
- ☐ Alert all appearances for Group Paging calls
- ☒ Allow Call Retrieve from another location
- ☒ Enable Call Park Notification

Bridging

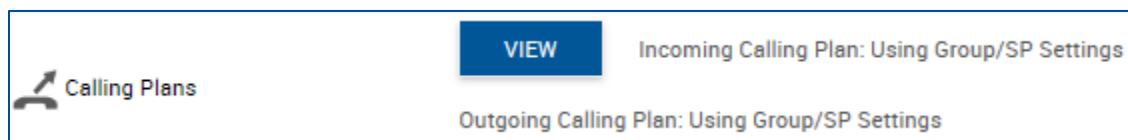
- ☒ Allow bridging between locations
- ☒ Multiple Call Arrangement
- Bridge Warning tone
 - ☒ None
 - ☐ Barge-in only
 - ☐ Barge-in and repeat every 30 seconds

5.4 Calling Plans

The Calling Plans section provides users with the ability to view their current calling plan. An administrator who accesses an individual user from the admin login may update an individual user's calling plan from this section. For information regarding the calling plan settings please see the Hosted VoIP Phone System Admin Portal Guide for Group Administration.

From a User's Web Portal:

Locate the Calling Plans option within the Calling Features tab. Click View to access the Calling Plans window. From here, you may view the authorizations and restrictions for incoming and outgoing calls associated with your Hosted VoIP Phone System phone service.



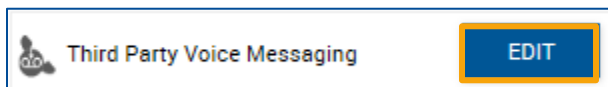
5.5 Messaging

5.5.1 Third Party Voice Messaging

Some legacy voicemail users utilize *third party voice messaging* services. If this is in use, this section will be turned “ON” and can be used to manage how long your phone rings before going to voicemail as shown below. Additional voice mail configuration for third party voice messaging service users is available in the Voicemail Portal here: <https://msgcollab.epiphanyic.com/VXView/VXView.do> . If your account does not use this service, the feature will be turned “OFF” and is not applicable.

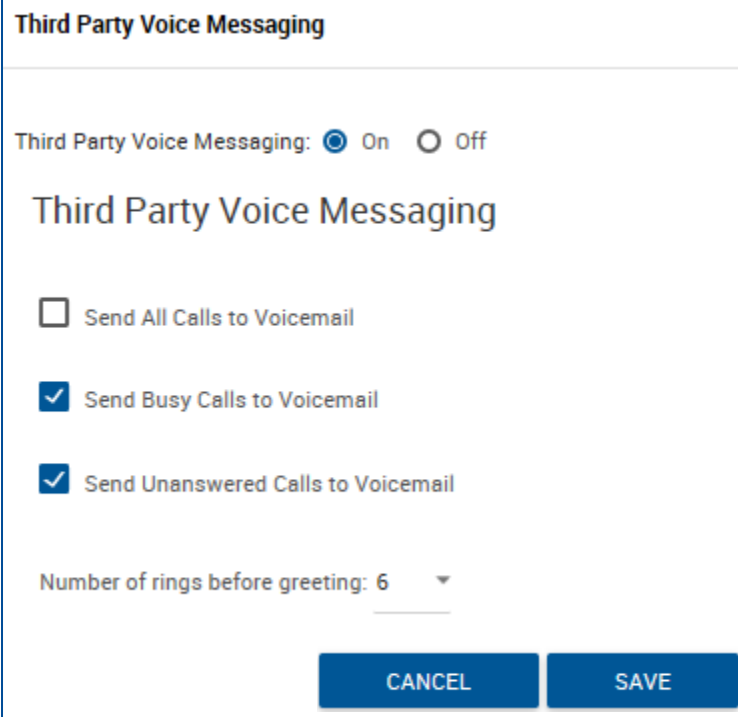
From Your Web Portal:

1. Locate Third Party Voice Messaging within the Calling Features tab.
2. Click **Edit**.



- 3.
4. Click **On** or **Off**. When on, the Third Party Voice Mail service sends busy and unanswered calls to the specified third party voice mail system.
5. Specify how to handle calls:
 - To send all calls to the external voice mail, select **Send All Calls to Voice Mail**.
 - To send busy calls to the external voice mail, select **Send Busy Calls to Voice Mail**.
 - To send unanswered calls to external voice mail, select **Send Unanswered Calls to Voice Mail**.

6. Set the number of times the phone rings before the greeting is played from the drop down menu.
7. Click **Save** to keep changes.



The screenshot shows a configuration window titled "Third Party Voice Messaging". At the top, it says "Third Party Voice Messaging: On" with a radio button selected for "On" and "Off" as an option. Below this, the title "Third Party Voice Messaging" is repeated. There are three checkboxes: "Send All Calls to Voicemail" (unchecked), "Send Busy Calls to Voicemail" (checked), and "Send Unanswered Calls to Voicemail" (checked). At the bottom, there is a dropdown menu labeled "Number of rings before greeting:" with the value "6" selected. At the very bottom right are two buttons: "CANCEL" and "SAVE".

5.6 Client Applications

The options available under client applications may vary from user to user depending on what client licenses the user is authorized for.

Options may include:

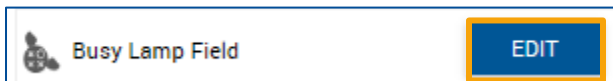
- Receptionist
- Call Center
- Busy Lamp Field
- CommPilot Call Manager
- Outlook Integration

5.6.1 Busy Lamp Field

Busy Lamp Field allows you to create a list of users to monitor via your SIP attendant console phone and assign a SIP URI to the list.

From your Web Portal:

1. Locate the **Busy Lamp Field** within the Calling Features tab.
2. Click **Edit**.



- 3.
4. Check the box to **Enable Call Park Notification**.
5. Click **Search** to access all available users. You may also filter the results by specifying Group ID, Department, Last Name, or First Name.

6. Select the **Available User(s)** you want to add.

7. Click **Add**.

8. To add all users, click **Add All**.

9. To remove Monitored Users, Select the Monitored User(s) you want to remove.

10. Click **Remove**.

11. To remove all Monitored Users, click **Remove All**.

12. Click **Save** to keep changes or **Cancel** to discard.

5.6.2 CommPilot Call Manager

CommPilot Call Manager provides a web-based tool used to customize your service. To activate the tool, click the **Call Manager** link in the **Launch** drop-down menu at the top of the page. This opens the CommPilot Call Manager which allows you to initiate, manipulate and receive calls, as well as access your user directories including Microsoft Outlook.

The Call Manager uses Microsoft Active/X components to access your directories. Accept the prompted downloads so the CommPilot Call Manager functions correctly. Also, the CommPilot Call Manager may be logged out if you lose network connectivity or your PC hibernates.

Note: If either the Call Manager or Attendant Console launch options are enabled, the Client will start.

If only the CommPilot Call Manager service is assigned, check the box next to **Launch On Login**. This will allow the Call Manager to launch automatically. Click **Save** to keep changes.

5.6.3 Outlook Integration

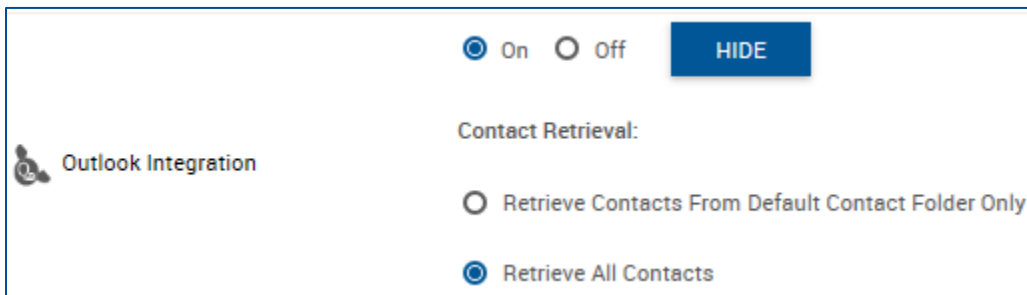
Outlook Integration enables you to integrate your personal contacts in Microsoft Outlook with Hosted VoIP Phone System Client Applications. When you receive a call, your Microsoft Outlook contact database is searched for a match of the caller's phone number.

From Your Web Portal:

1. Locate the **Outlook Integration** option within the Calling Features tab.
2. Enable or disable Outlook Integration by selecting **On** or **Off**.



3. Click **View** to manage Contact Retrieval.
4. Define contact retrieval based on one of the following:
 - Click **Retrieve Contacts From Default Contact Folder Only** to filter contacts based on your default folder.
 - Click **Retrieve All Contacts** to include the contacts from all contact folders.
5. Click **Save** to keep changes.



5.6.4 Receptionist

Receptionist is an advanced Attendant Console designed to meet the specific needs of an operator including advanced call control, contact directories and phone status. The settings below allow you to add users from your Enterprise or Group into your **Favorites** tab in the Receptionist Console.

From Your Web Portal:

1. Locate the **Receptionist** feature within the Calling Features tab.
2. Click **Edit** to access settings.



3. This page includes an advanced search mechanism to filter the display of entries. To perform a basic search, click **Search**. The list appears in the **Available Users** box.

Note: If the search produces more than 1,000 entries, an error message appears warning you to define the search criteria to narrow the search.

4. Select the user(s) you want to monitor from the Available Users column.
5. Click **Add**.
6. To monitor all available users, click **Add All**.
7. To remove a monitored user, select the user(s) from the Monitored Users column.
8. Click **Remove**.
9. To remove all monitored users, click **Remove All**.
10. Click **Save** to keep changes.

Receptionist - Enterprise

Last Name:

First Name:

SEARCH

Available Users		Monitored Users
Dixon, Jay (4199442071) Michaels, Bridgette (419944... Smith, Jamie (4199442070) Snow, Jonathon (419944207...	<div>ADD ></div> <div>< REMOVE</div> <div>ADD ALL >></div> <div><< REMOVE ALL</div>	
	<div>CANCEL</div> <div>SAVE</div>	

5.7 Meet-Me Conferencing

The Meet-Me conferencing feature allows you to view and manage Meet-Me conferences from within the Hosted VoIP Phone System Portal.


From Your Web Portal:



1. Locate **Meet-Me Conferencing** within the Calling Features tab.
2. Click **View**.
3. Click **View Conference Bridges** to view a list of available Meet-Me Conference bridges.

3 conferences configured (1 as host, 2 as delegate) HIDE ADD

LISTEN

[View Conference Bridges](#)

 Meet-Me Conferencing

TITLE	STATUS	PHONE NUMBER	ID	START TIME	CALL ME NOW	EDIT
Marketing Campaign 2016	Active	4199442079 (x2079)	62691660	11/07/2016 12:00 AM		EDIT
Test2	Active	4199442079 (x2079)	25872454	11/21/2016 12:00 AM		EDIT
Product Promotions	Expired	4199442079 (x2079)	39251584	12/15/2016 02:45 PM		EDIT

SAVE

- View Meet-Me Conference Bridges available for use.
 - Active:** A check mark indicates this bridge is currently active and may be used to schedule a conference. Conference bridges without a check mark are inactive. Inactive bridges cannot be used to conduct conference or any live actions (for example, calling-in, joining, or adding a participant). Conferences that are connected to an inactive bridge can be scheduled. To change an inactive bridge to an active bridge, contact your group administrator.
 - Name:** Displays the name of the conference bridge.
 - Phone Number:** Displays the phone number for this conference bridge.
 - Extension:** Displays the extension for this conference bridge.
 - Ports:** Displays the number of ports available for use on this conference bridge.
- Click **Close** to return to the previous screen.

Manage Meet-Me Conferences

- In the Meet-Me Conferencing box, click **View** to display a list of all currently configured conferences.
- Select the conference you wish to modify and click **Edit**. You may also create a new conference by clicking **Add**.
- Edit the conference settings:
 - Bridge Name:** Select an available bridge from the drop-down menu.

- **Title:** Give the conference a descriptive title (Limit: 80 characters).
 - **Account Code:** Provide the account code if applicable.
 - **Estimated number of participants:** Enter the estimated number of participants.
Note: This value may not exceed the number of ports allocated to the bridge you have selected for this conference.
 - Apply any additional settings you wish to use for this conference.
 - **When attendees join/leave:** What to do when a conference attendee joins or leaves the conference.
 - **Type:** Define the type of conference you are creating.
 - **One Time:** For a single occurrence conference.
 - **Recurring:** For a recurring conference.
 - **Reservationless:** For a conference that exceeds over more than one day. You may use a reservationless conference any number of times, for any length of time, during the six months between the start and end date.
 - **Schedule:** Define scheduling information for your conference. The available options are dependent on the type of conference you selected.
4. Click **Save** to keep changes.

Launch the Meet-Me Moderator Client

1. To open the Meet-Me Moderator Client, click **View** to display a list of all currently configured conferences.
2. Select the conference you wish to moderate and click **Edit**.
3. To launch the Moderator Client, click **Start Moderator Client**.
 - The Moderator Access box contains the phone number, extension, and moderator pin number.
 - A new window will open and the Moderator Client will load.

Receive a Call to Join a Conference

1. In the Meet-Me Conferencing box, click **View** to display a list of all currently configured conferences.
2. Click on the **Call Me Now** icon from the conference you want to join.
 - A new window called Join a Conference will open.
 - Enter your phone number and click **Call**.

Invite Attendees to a Conference

1. In the Meet-Me Conferencing box, click **View** to display a list of all currently configured conferences.
2. Select the conference you wish to invite attendees and click **Edit**.
3. Copy the **Call Me Now Link** located in the Conference Access section. Share it with your attendees.

Manage Meet-Me Conference Recordings

1. In the Meet-Me Conferencing box, click **Listen** to open a pop-up window containing all available Meet-Me Conferencing recordings.
2. To listen to a recording, click the **Play** icon from the **Listen** column.
3. To download a recording, click the **Download** icon from the **Listen** Column.
4. To delete a recording, check the box from the Delete column and click **Save**.
5. Click **Cancel** to return to the previous screen.

Meet-Me Conference Modify

Bridge Name: Marketing Meet-Me2

*Title: Marketing Campaign 2016

Account Code:

Estimated number of participants: 3

☒ Restrict number of participants to 3

☒ Mute all attendees on entry

☒ End conference when moderator departs

☒ Moderator required to start conference

When attendees join/leave: ☒ Play tone ☐ Play recorded name ☐ No notification

Type: ☐ One Time ☐ Recurring ☒ Reservationless

Schedule

Start Date: 11/07/2016



☒ Never

*End Date:

☐ Date



Conference Access

Phone Number: 4199442079

Conference ID: 62691660

Call Me Now Link: <https://labadmin.euserportal.com/joinaconference?token=TW>

Moderator Access

Phone Number: 4199442079

START MODERATOR CLIENT

Extension: 2079

Moderator Pin: 38184494

Delegates

Last Name:

First Name:

SEARCH

Available Users

Conference Delegates

Michaels, Bridgette (419944207...

ADD >

< REMOVE

ADD ALL >>

<< REMOVE ALL

CANCEL

SAVE

6 My Calls

The Call Details tab provides the ability to Query Call Details and to obtain the Call Detail Records (CDRs) for a particular user.

From a user level, you will have the options for: **Query Call Details** or **Last 20 Calls**.

6.1 Query Call Details

The **Sort by** option allows you to select specific criteria to generate your report.

The screenshot shows a 'Report' form with a 'Sort by:' dropdown menu open. The menu lists the following options: Start date/time, Answer time, Release date/time, Call duration, User phone, From phone, To phone, Call type, Call result, and Call category. The 'Start date/time' option is currently selected. To the right of the dropdown, there is a text box with 'in descending order' and a small arrow icon. Below the dropdown, there is a 'Date range' section with a 'to: 10/28/2016' text box and a calendar icon. Further down, there are 'Include:' checkboxes for 'Missed calls' and 'Outbound calls', both of which are checked. At the bottom, there is a 'Search by full or partial telephone number:' label.

The following options are available when sorting:

- Start date/time
- Answer time
- Release date/time
- Call duration
- User phone
- From phone
- To phone
- Call type
 - Call result
 - Call category

Each of these may be sorted in descending or ascending order.

The **Date range** allows calendar dates to be selected for the period of time you would like your results to include. Date range is formatted in the following format: MM/DD/YYYY. You may click the calendar icon next to each text box and select a date by clicking on it within the pop-up calendar.

The screenshot shows the 'Date range' section of the form. It has two text boxes: 'from: 10/21/2016' and 'to: 10/28/2016', each with a calendar icon. A pop-up calendar for 'October 2016' is displayed, showing the days of the week (Su, Mo, Tu, We, Th, Fr, Sa) and the dates. The date '28' is highlighted in yellow. Below the calendar, there is a blue button with a white 'C' icon. At the bottom left of the form, there is an 'Export' button.

You have the option to indicate the types of calls you'd like to include in the query. The following options are available:

- Inbound calls
- Missed calls
- Outbound calls

Include: ☒ Inbound calls ☐ Missed calls ☒ Outbound calls

Check or uncheck the box preceding the option desired.

You have the option to only return results for a specific phone number or partial phone number. If you only want to see calls made to 419-724-9898, type 4197249898 in the field labeled **Search by full or partial telephone number**.

Search by full or
partial telephone 4197249898
number:

Note: When searching for a number, do not add dashes, periods, or spaces. Enter the ten digit phone number and perform the search. The output will match the search results exactly.

If you want to search for calls made to the 734 area code, you may type 734 into the same box.

Note: Anytime the string 734 shows up in your call history, it will return the result. For example, a search for **734** will return 4195550734 as well as 7345551212.

Search by full or
partial telephone 734
number:

The **Create Report** button will cause the query to run based on the criteria you have entered. The date will display at the bottom of the page in HTML format.

INDEX	ENTERPRISE	GROUP	DEPARTMENT	ACCOUNT CODE	USER ID	PHONE NUMBER	CALL TYPE	CALLING NUMBER	CALLED NUMBER	CALLER NAME	CALL DATE	CALL TIME	ANSWER DATE/TIME	RELEASE DATE/TIME	CALL DIRECTION	CALL DURATION	ANSWER INDICATOR	CALL CATEGORY	SPECIAL CALL TYPE
1	MarketingGroup (Marketing)	Marketing Lab (Marketing)			4199442077CC@combuckeye.com	+14199442077	Normal	+14197243718	+14199442077	Telesystem	10/27/2016	03:07 PM	10/27/2016 03:07 PM	10/27/2016 03:08 PM	Terminating	00:00:12	Yes		
2	MarketingGroup (Marketing)	Marketing Lab (Marketing)			4199442077CC@combuckeye.com	+14199442077	Normal	+14197243718	+14199442077	Telesystem	10/27/2016	03:07 PM	10/27/2016 03:07 PM	10/27/2016 03:07 PM	Terminating	00:00:12	Yes		
3	MarketingGroup (Marketing)	Marketing Lab (Marketing)			4199442077CC@combuckeye.com	+14199442077	Normal	+14197243718	+14199442077	Telesystem	10/27/2016	03:07 PM	10/27/2016 03:07 PM	10/27/2016 03:07 PM	Terminating	00:00:18	Yes		

The end result will contain the following information:

Index

Enterprise

Group

Department

Account Code

User ID

The index will identify which row of data you are displaying.

Indicates what Enterprise within organization the User ID is assigned to.

Indicates what Group of the Enterprise hierarchy the User ID is assigned to.

Indicates what Department of the Group hierarchy the User ID is assigned to.

Unsupported field

The User ID is your phone number set as a fully qualified domain name. Example 4195551212@combuckeye.com

Phone Number	Your phone number with the +1 prefix. For example +14195551212
Call Type	Displays Normal .
Calling Number	This will display the phone number party that originated the call. The format will display the same as the Phone Number field.
Called Number	This will display the phone number of the party that received the call. The format will display the same as the Phone Number field.
Caller Name	This will display the caller ID name of the party you are speaking with if that caller is part of your Enterprise Directory.
Call Date	Displays the date of the call. The date is displayed in MM/DD/YYYY format.
Call Time	Displays the time of the call. The time is displayed in a 12-hour format with a leading 0 for single digit hours. AM and PM is not specified.
Answer Date/Time	Displays the date when the call was initially answered with the time for when the call was answered. This information will only display if the receiving party actually answers the phone. Unanswered calls will not display a result. The date and time follow the same formatting as the Call Date and Call Time .
Release Date/Time	This displays the time when the call was terminated. An unanswered call will display a release date and time. The date and time follow the same formatting as the Call Date and Call Time .
Call Direction	Indicates if the call is Originating (outgoing) or Terminating (incoming) from your perspective.
Call Duration	Displays the amount of time you participated in the call. This is shown in HH:MM:SS format.
Answer Indicator	Indicates if the call was answered with a Yes or No , or if the call went to voicemail (Yes – Post Redirection).
Call Category	Values such as: Interlata, intralata, local, other, private
Special Call Type	Indicates if a call feature was used in order to handle this call.


Note: The HTML output is only capable of displaying 500 entries. If your report criterion exceeds 500 entries it is advised that you use the **Export** options available below or narrow your date range.

6.2 Query Call Details – Export

You have the option to export data via three methods:

- Email
- PDF
- CSV

The **Email to** option provides a user with the ability to select report criteria then specify an email address to which the report details will be sent to.

A screenshot of a web form titled "Export". Below the title, there is a label "Email to:" followed by a text input field containing the placeholder text "Enter email address here". To the right of the input field is a blue button with the text "SUBMIT" in white capital letters.

After you enter the email address, click **Submit**. A notification will display to the right of the Submit button that the report is being generated and then a notice that will indicate the email sent.

If there is a problem with the email address in the **Email to** field, you will see a message that states **Please provide valid email**. The email address must follow the standard format such as: example@email.com.

6.2.1 Export – Export to PDF

Using the **Export report to PDF** option will allow you to set the criteria and then generate the report with a PDF layout. This option is ideal if you're interested in a report that provides all of the included data in an easy to read PDF document. The data cannot be manipulated and the document can be shared and read by any device with a PDF reader.

To export to PDF, set the desired report criteria then click the **Submit** button next to **Export report to PDF**.

A screenshot showing two buttons side-by-side. The first button is light blue with the text "Export report to PDF" in a darker blue. The second button is dark blue with the text "SUBMIT" in white capital letters.

Once you click on the download link, you will be presented with your browser's default download options which will determine where the file is saved to your local computer.

A screenshot showing three elements in a row. On the left is a light blue button with the text "Export report to PDF". In the middle is a dark blue button with the text "SUBMIT" in white capital letters. On the right is a text link that says "Download PDF (2 Kb)" in blue.

Note: Additional software may be required to view the downloaded file. Please contact your system administrator for assistance.

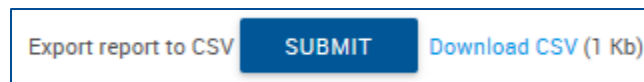
6.2.2 Export – Export to CSV

Using the **Export to CSV** option will allow you to generate a report and receive the output in a CSV (Comma Separated Value) format. The CSV format allows users to access the data in a spreadsheet editor such as Microsoft Excel®. From there, unnecessary data can be removed or additional data can be added. Users may sort the data from within the application or import the data to a database and manage it from software such as Microsoft Access®.

To export a report to CSV, set the desired report criteria then click the **Submit** button next to **Export report to CSV**.



You will immediately see a notification that the system is preparing the report followed by a download link and the file size.



Once you click on the download link, you will be presented with your browser's default download options which will determine where the file is saved to your local computer.

Note: Additional software may be required to view and edit the downloaded file. Please contact your system administrator for assistance.

6.3 Last 20 Calls

The Last 20 Calls page provides a quick summary of your 20 most-recent calls.

To keep a copy of the report, select one of the following Export options.

- Email to: Enter an email address and click **Submit**.
- Export report to PDF: Click **Submit**.
- Export report to CSV: Click **Submit**.

Note: For exporting instructions, please refer to *Section 6.2 Query Call Details – Export*.

7 Utilities

The Utilities tab provides access to the Enterprise Directory and Feature Access Codes available to the user.

7.1 Enterprise Directory

The Enterprise directory menu provides you with a data table of the entire enterprise directory. The directory displays the following information regarding each user or group where applicable:

- Name
- Number
- Extension
- Mobile (phone number)
- Email Address
- Department
- Group ID
- Yahoo ID

You may search for a specific entry in the directory using the available search fields. Entries may be searched for by Last Name, First Name, or Phone Number. Search results may be expanded or narrowed using the drop-down menu with the options: **Starts With**, **Contains**, and **Equal To**.

From this menu, you also have the links available to view the Enterprise Directory Summary as a separate web page or download it as a PDF.

Utilities

ENTERPRISE DIRECTORY DOCUMENT REPOSITORY REGISTRATIONS FEATURE ACCESS CODES

Enterprise Directory

[Enterprise Directory Summary](#) [Enterprise Directory Detail](#)
[Enterprise Directory Summary - PDF](#) [Enterprise Directory Detail - PDF](#)

Last Name Starts With

NAME	NUMBER	EXTENSION	MOBILE	EMAIL ADDRESS	DEPARTMENT	GROUP ID	YAHOO ID
BMG Hunt Group (Hunt Group)	4199442075	2075			Marketing (Marketing)	Marketing	
Burgers, Johnny's	+1-4195555555	5555				Marketing	

7.2 Document Repository

Document repository acts as a centralized repository to keep track of help guides, templates, etc.

7.3 Registrations

Use this page to view your static and dynamic registrations.

The following table explains the key fields that may appear on this page:

Item	Description
Endpoint Type	The SIP device or virtual user endpoint at which the service is deployed. Valid types include Primary, Video Add On, and Shared Call Appearance.
Line/Port	The line, port number or SIP address of the endpoint location. This information is dependent on the identity/device profile's type.
Identity/Device Profile name	The assigned Identity/Device Profile in the system.
URI	The Universal Resource Indicator (URI) identifying the device. Both Static and dynamic registrations are possible, depending on the device profile.
Expiration	The registration expiry date, for dynamic registrations.

7.4 Feature Access Codes

The Feature Access Codes (FAC) menu displays a list of feature access codes that can be used to activate, deactivate, and manage services using the dial pad on your phone. The codes are listed in a tab with the name of the feature, the main code used to manage that feature, and a secondary code that may also be used to manage the feature. This list cannot be exported.