

Small Office Home Office

SUBSCRIBER GUIDE

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Introduction

Welcome to your subscriber portal. In this user guide you will learn how to edit your account information, manage your services, add, remove and change your features along with many other useful pieces of information.

In addition to showing you how to edit various features and services, this guide will also provide detailed descriptions about each of the calling features your telephone service provides.

Logging in

To access the subscriber portal, you will need to open a web browser on your computer and type the following in the address bar:

Enter the login credentials in the spaces provided and click "Login" to be directed to the landing page (shown below).

Login	
, Username Password	Forgot Password?
	Remember Me Until I Click Logout
	Image 1.1

Note: Your default login credentials will consist of:

Username:

Password:

If you need assistance with logging in, please contact your telephone provider.

Please choose a group. 1 Test Location ▼ Edit 2 Go Search ane 3 □ ► 4 Search Results Account Number 2100000208-01 Directory Number 9015844140 Line Name Jane Doe Group Name Test Location Extension View Result 5 Display 25 • per page Image 1.2

Clicking Login will load a locations page similar to image 1.2.

1 – Choose a group to modify.

2 – Click Go.

OR

- 3 Enter a name or number in the Search.
- 4 Click the arrow. Image 1.1 displays an example search with one result returned.
- 5 Click **View Result** for direct access to the line's configuration page.

Navigation Bar, Sub-Menu and Page Layout

When you login to the subscriber portal, you'll see a page similar to image 2.1

Account Settings Group	o Support	Manage Loc	ations	-	(Club Hou	ise) 🔻
Account	Vo	icemail				
Call Logs	You	ı can retrieve y	our messages at a time tha	t is convenient to you by phone, On	line Account, c	or Email
Messages	Voi	cemail 12 (12 r	new)			elect Action 🔻
Profile		Play	From	Received	Save D	elect Action elete
	0	=30		1/13/2016 04:52 PM	÷	
		-30	Mil. *** 4822	2/2/2016 01:39 PM	Ť	
		r.J.S	Tax and some	2/9/2016 07:35 PM	4	
		=30	100.011.010	2/19/2016 10:38 AM	\downarrow	
		=(})	718.003.1018	2/19/2016 02:41 PM	+	\boxtimes
		=(})	Tables and some	2/23/2016 07:48 PM	\downarrow	\boxtimes
		=(})	TOO AND NOTICE	2/28/2016 07:11 PM	÷	\boxtimes
		=30	TODARD NOT	2/28/2016 07:50 PM	\downarrow	\bowtie
	0	_/16		2/20/2010 07-10 DM	Image 2.	1

The best way to move through the various screens is by using the navigation bar which is similar to image 2.2.

Account	Settings	Group	Support	Manage Locations	1.11.44	(Club House)	
-	-	-	-		Image	e 2.2	

Within the navigation bar, tabs are used to group customer and product details. Below is a brief description of each tab.

- · Account view or change account details.
- Settings manage user level feature settings.
- Group manage group level feature settings.
- Support access support documents and applications.
- Manage Locations switch between telephone service locations.

On the right of the navigation bar is a dropdown list of all phone numbers associated to this particular account and location. Before making any changes, ensure you have the correct phone number displayed so any changes are applied to the intended phone number.

Under each tab you will find a submenu bar similar to image 2.3. The header in bold is the submenu you are currently on and representative of the information the page displays.

Account
Call Logs
Messages
Profile
Image 2.3

Account

The account tab is the default tab in the portal. This tab allows you to view and manage your call logs, messages and customer profile.

Call Logs

To view all incoming and outgoing calls for the past three months, use image 3.1 and the following instructions.

Account Settings Group S	pport Manage Locations	T					
Account	Call Logs						
Call Logs 🚺	See who you've been calling and who's been calling you for the past three months.						
Messages	Note: Calls may take up to 45 minutes to appe	ar. Only the last 1000 call records will display in the Call Logs					
Profile	table below. To view more than the last 1000 call records, please click the "Export" button to export Call Logs to a. CSV file format.						
	✓ Viewing: All Calls ✓ Call Completion	2 last 7 days 🗧 Select Action 🗧					
	Phone Number Location	n Date Time Length Call Completed					
	Outbound 9999 UNKNO	10:03:31 AM 00:31 Connected					
	Inbound	10:03:13 AM 00:31 Forwarded					
	Inbound	11:43:04 AM 00:00 No Answer					
3	Export	Page 1 ¢ of 1					
		Image 3.1					

- 1 Select Call Logs on the Account submenu.
- **2** Select the desired date ranges.
- 3 Click Export to download a .csv file of the call log.

To block future calls from a number, use the following instructions and image 3.2.

Account	С	Call Logs						
Call Logs	Se	See who you've been calling and who's been calling you for the past three months.						
Messages	No	Note: Calls may take up to 45 minutes to appear. Only the last 1000 call records will display in the Call Logs table below. To view more than the last 1000 call records, please click the "Export" button to export Call Logs to a .CSV file format.						
Profile	ta							-
							Select Action 🗘	
	2		Phone Number	Location	Date	Time	Length	Call Completed
		Outbound	9999	UNROROMIN	7/26/2016	10:03:31 AM	00:31	Connected
		Inbound	- PERSONAL PROPERTY.	ENTRATIONALASA	77708(70)18	10:03:13 AM	00:31	Forwarded
		Inbound	189-02/19981	- CONTRACTOR OF CONTRACTOR	11111111111	11:43:04 AM	00:00	No Answer
	Ex	port					P	age 1 🛊 of 1
						lr	nage 3	3.2

- 1 Select Call Logs on the Account submenu.
- 2 Check the desired number.
- **3** On the **Select Action** dropdown list, select **Block Number**.

Note: Selecting **Block Number** blocks the number without supplying a notification. Further management of call blocking is performed in that feature section.

Messages

To view a list of all new and saved messages, use image 4.1 and the following instructions.

Account	Settings	Group	Support	Manage Loca	tions		(Club Hou	ise) 🔻
Accour	nt		Vo	icemail				
Call Logs				can retrieve yo	our messages at a time	that is convenient to you by phone,	Online Account, o	or Email
Messag	jes 🚺		Voie	cemail 12 (12 ne	ew)			elect Action 🔻
Profile			_ 0	Play	From	Received	Save D	elect Action elete FUIWAIU
				-3 2	100.011.0108	1/13/2016 04:52 PM	3 ↓	$\boxtimes 4$
				-30	and the second	2/2/2016 01:39 PM	4	
				_1s		2/0/2016 07-25 DM	Image 4.	1

1 – Click **Messages** on the **Account** submenu.

Note: The messages displayed are solely the messages of the number selected in the **Navigation Bar**'s phone number dropdown menu.

Once the messages are loaded you can:

- **2** Click the audio icon to play a message.
- **3** Click the down arrow to save a message.
- **4** Click the envelope to forward a message to an email address.

If you select the Forward icon, a pop-up window similar to image 4.2 will load.

nter an email addr	ess below and click sen	d to forward your m	essage.	
	Send	Cancel		

Enter the email address and select Send to have the voicemail sent to the entered email.

To delete voicemail, use image 4.3 and the following instructions.

Account	Settings	Group	Support	Manage Loc	ations		(Club	House) 🔻
			N.					
Accour	nτ		vo	icemail				
Call Logs You can retrieve your messages at a time that is convenient to you by phone, Online Account, or Email								nt, or Email
Messag	jes		Voi	cemail 12 (12 ı	new)			Select Action V
Profile								Select Action
			_ 0	Play	From	Received	Save	
				=30	100.075.0108	1/13/2016 04:52 F	YM ↓	
				=3	and the second	2/2/2016 01:39 PM	↓ N	
				_12	The second second	2/0/2016 07-25 DM	4	
							Image	4.3

1 – Check the box adjacent to the corresponding voicemail

2 – On the Select Action dropdown list, select Delete.

Profile

To view profile information for the phone number selected in the navigation bar, use image 5.1 and the following instructions.

Account Settings Group Sup	port Manage Locations	(Club House)
Account	Profile	
Call Logs	Manage your account profile from this page	
Messages	Customer Profile	
Profile	Name Golf Course	
	Account Number 2100000043-01	
		fo: ou make a call, this address will be considered by your ncy personnel as your location.
	See 911 address List	
	Account Password	
	We recommend you choose a strong password to protect your or The password length must be at least 6 characters. The password must contain at least 1 number, at least 1 lower ca	Contraction and and and and and and and and and an
	Avoid using passwords that can be easily guessed such as your number, social security number, or account number.	name, telephone
	New Password	
	Verify New Password	
	Password Recovery @momentumtelecom	
	Save Cancel	
		Image 5.1

1 – Click **Profile** on the **Account** submenu.

On this page you can change the account's password and e911 address.

To change your password, fill out the fields with the desired information and click **Save**.

To view and manage your E911 address details, select **See 911 Address List** and a page similar to image 5.2 will load.

			Phone Number Addr
Phone Number	Address	Status	Tempo Update
3035324777	1805 Main ST LONGMONT, CO 80501	Active	Edit 1
3035324849	1805 Main ST LONGMONT, CO 80501	Active	Edit
7203784070	1805 Main ST LONGMONT, CO 80501	Active	Edit
7203784084	1805 Main ST LONGMONT, CO 80501	Active	Edit

1 – Click **Edit** to change the E911 address associated to the account.

A page similar to image 5.3 will load.

PROFILE

Street Number	Street Prefix (N,S,E,W)	Street Name		Street Type (Dr,Blvd,St)	Street Suffix (N,S,E,W
	\$		*		\$
Jnit		Floor		Building	(Fill in al that
					apply)
City		State		Zip Code	
		Select a State 🗘 *			
Save		RESET Reset to I	Primary Ado	Iress	
		ddress. Clicking Cancel will Address will update the TI			

Note: Before making any changes, review the E911 information to understand the importance of E911. Review this information by selecting the **PLEASE READ – End user E911 Service Address Update Information** button.

Make any address changes or select **Reset to Primary Address** to have the primary address become the E911 address.

Any changes can take up to 10 minutes to complete the address validation. During this time, various pages will show the E911 status as **Pending**. When validation is complete, the status will change from **Pending** to **Active**.

Settings

To access an account's settings select **Settings** on the navigation bar. A page similar to image 6.1 will load.

Settings		
General	ON/OFF	VIEW/EDIT
Anonymous Call Rejection	OFF	►
Call Block	OFF	►
Caller ID	ON	►
Call Waiting	ON	►
Do Not Disturb	OFF	►
Outbound Caller ID Block	OFF	►
Speed Dial		►
Time Schedule	OFF	▶

The settings are divided into four sections:

- General
- Forwarding
- Messaging
- · Mobility

Each individual feature is discussed in detail in the following sections of this document to follow.

To access any features, select the feature's corresponding View/Edit arrow.

Note: An account's feature set is determined by the service offering you have purchased so you may or may not all of the services listed in this example.

General Settings

Anonymous Call Rejection

Anonymous Call Rejection allows you to reject calls from callers who have blocked the display of their number. Only deliberate anonymous numbers are rejected. Callers whose numbers are unavailable are not rejected. Callers that are rejected are informed that you are not accepting calls from unidentified callers. Your phone does not ring and you do not receive any indication that they called.

Use image 7.1 and the following instructions to configure this feature.

1 - Click the Anonymous Call Rejection's View/Edit arrow.

Settings		
General	ON/OFF	VIEW/EDIT
Anonymous Call Rejection	OFF	1 v
Reject incoming callers with directory or identifying Anonymous callers will hear an intercept message OFF 2 3 Save Cancel		
	Ir	mage 7.1

2 - Select On or Off

3 – Click **Save** to apply the change.

Note: Refer to the appendix for telephone star code instructions to configure this feature from a phone.

TELEPHONE INSTRUCTIONS:

- 1. Dial *77 to enable. Dial *87 to disable.
- 2. Listen for a confirmation message.

Call Block

Call Block rejects calls that meet your pre-defined criteria. Callers meeting these criteria will be played an automated message advising them that you cannot be reached. Use this feature to prevent nuisance calls.

Call Block rules can be applied to all incoming calls or up to 12 specified phone numbers or digit patterns (example: 800* for all 800 numbers). You can configure up to 10 rules. Therefore, you can specify a total of up to 120 phone numbers to be automatically rejected. For a call to be rejected, it must match all entered criteria.

Use image 8.1 and the following instructions to configure this feature.

1 – Click the Call Block's View/Edit arrow.

Settings				
General			ON/OFF	VIEW/EDI
Anonymous	Call Rejection		OFF	►
Call Block OI			ON	1 v
cannot be re Block entry of All criteria fo	ached. Use this feature to p can be a list of up to 12 pho r an entry must be true to n	prevent nuisance call one numbers or digit eject the call.	ed criteria. These callers will be given an a s from people you would rather not talk to. patterns, a specified time schedule, and a	The criteria for each Call specified holiday schedule.
Active	Description	Reject	Calls	Edit
	No 800 Calls	Yes	800*	Edit
∕ .	Reject List 1	Yes	5551234567,5552345678	Edit
3 Save	4 Add			
				Image 8.1

2 – Check the box to make any existing rule active.

3 – Click Save to apply changes.

To create a new **Call Block** rule, click **Add** (see **4** in image 8.1).

A page similar to image 8.2 will load.

Settings - Call Block				
Description:				
	leject Call oo not Reject Call			
Select Time Schedule:	Every Day All Day	\$		
Selected Holiday Schedule:	None	\$		
Any Private Number Any Unavailable Number Specific Phone Numbers	ır			
Save				
				Image 8.2

Fill in the fields with the desired information.

See additional information for select fields below.

Time Schedule – Select one of the available options. Refer to the **Time Schedule** section for instructions on how to create a time schedule.

From Any Phone number – Use to reject all incoming calls.

Forwarded – Use to reject any call forwarded from another number.

From following phone numbers – Use to reject any numbers in the Specific Phone Numbers section.

Any Private Number – Use to reject all calls any caller with their number to private.

Any Unavailable Number – Use to reject any call where caller ID is not available.

Click **Save** to make any changes.

Caller ID

Caller ID shows an incoming caller's name and/or telephone number.

Use image 9.1 and the following instructions to configure this feature.

1 – Click the Caller ID's View/Edit arrow.

Settings		
General	ON/OFF	VIEW/EDIT
Anonymous Call Rejection	OFF	►
Call Block	ON	►
Caller ID	ON	1 v
Identify your caller before picking up the telephone.		
	Im	nage 9.1

- 2 Select On or Off.
- **3** Click **Save** to apply any changes.

Call Waiting

Call Waiting notifies of an incoming call when the line is already on another call.

Use image 10.1 and the following instructions to configure this feature.

1 – Click Call Waiting's View/Edit arrow.

Settings		
General	ON/OFF	VIEW/EDIT
Anonymous Call Rejection	OFF	►
Call Block	OFF	►
Caller ID	ON	►
Call Transfer		►
Call Waiting	ON	1 🗸
Switch to a new incoming call while you are already on another OFF 2 3 Save Cancel		
	Im	age 10.1

2 – Select On or Off.

3 – Click Save to apply any changes.

TELEPHONE INSTRUCTIONS:

- 1. Dial *56 to enable. Dial *57 to disable.
- 2. Listen for a confirmation message.
- 3. Dial *70 and enter the appropriate 10-digit phone number to disable for one call.

To Answer:

- 1. Sound will alert when there is another call.
- 2. Press flash to put the existing caller on hold and accept the other call.

Do Not Disturb

When **Do Not Disturb** is enabled, incoming callers receive a message stating you are busy, and will subsequently be sent to your voicemail greeting.

Use image 11.1 and the following instructions to configure this feature.

1 – Click Do Not Disturb's View/Edit arrow.

General	ON/OFF	VIEW/EDIT		
Anonymous Call Rejection	OFF	►		
Call Block	ON	►		
Caller ID	ON	►		
Call Transfer		►		
Call Waiting	ON	►		
Do Not Disturb	OFF	1 🔻		
Callers will receive a message stating you are busy and be sent to your Voicemail.				
4 Save Cancel				
	Image	e 11.1		

2 – Select On or Off.

- 3 Check the box to have a single ring sent to the phone whenever a call is forwarded to voicemail.
- 4 Click **Save** to apply any changes.

TELEPHONE INSTRUCTIONS:

- 1. Dial *78 to enable. Dial *79 to disable.
- 2. Listen for a confirmation message.

Outbound Caller ID Block

Outbound Caller ID Block blocks your number from displaying in the receiver's caller ID display.

Use image 12.1 and the following instructions to configure this feature.

1 – Click Outbound Caller ID Block's View/Edit arrow.

	ON/OFF	VIEW/EDIT
Anonymous Call Rejection	OFF	►
Call Block	OFF	►
Caller ID	ON	►
Call Transfer		►
Call Waiting	ON	►
Do Not Disturb	OFF	►
Hoteling Guest	ON	►
Hoteling Host	OFF	►
Music On Hold	ON	►
Outbound Caller ID Block	OFF	1 v

- 2 Select On or Off.
- **3** Click **Save** to apply any changes.

TELEPHONE INSTRUCTIONS:

- 1. Dial *68 to permanently enable outbound caller ID block. Dial *81 to permanently disable outbound caller ID block.
- 2. Dial *67 and the 10-digit phone number to enable outbound caller ID block for one call.
 Dial *82 and the 10-digit phone number to disable outbound Caller ID Block for one call.
- 3. Listen for a confirmation message.

Speed Dial

Speed Dial allows you to set up quick dial shortcuts for your most frequent calls.

Use image 13.1 and the following instructions to configure this feature.

1 – Click Speed Dial's View/Edit arrow.

Speed Dial			1 🕇
Add Contact Export			
■ Name	Phone Number	Speed Dial	Edit
Delete		F	age 💌 of 0
		Ima	ge 13.1

2 – Click Add Contact to add a new speed dial entry.

A page similar to image 13.2 will load.

Add Speed Dial Contact				
First Name:		Last Name:		
Home Phone:		Work Phone:	Mobile Phone:	
Primary Phone	Home \$			
Speed Dial Code	\$		Save Cancel	
			Image 13.2	

Enter all the desired information for the contact. See additional information for select fields below.

Primary Phone – The number selected here will be the number called when the speed dial code is used on your phone.

Speed Dial Code – Select an option from the available two digit numbers.

You will return to the **Speed Dial** page but will notice a new rule. This will appear similar to image 13.3

Add Contact Export			
Name	Phone Number	Speed Dial	Edit
1 ─ Bob Smith	5554443333	22	3 Edit
2 Delete Cancel			Page 1 ▼ of 1
			Image 13.3

Delete an alert rule by deselecting the corresponding check box (see 1 in image 13.3) and click **Delete** (see 2 in image 13.3).

To modify any entry at any time, click the corresponding **Edit** button (see **3** in image 13.3).

HOTELING GUEST

Note: Some speed dial codes should not be used because they conflict with certain feature access codes. These codes completely over-ride their feature access code functionality when active.

The following codes create conflict:

#31 Calling Line ID Delivery Blocking Persistent Deactivation

#40 Call Forwarding Busy To Voice Mail Deactivation

#41 Call Forwarding No Answer To Voice Mail Deactivation

#43 Call Waiting Persistent Deactivation

#58 Group Call Park

#70 Night Service Activation Manual Override

#71 Night Service Deactivation Manual Override

#72 Forced Forwarding Activation

#73 Forced Forwarding Deactivation

#76 Call Forwarding Selective Activation

#77 Call Forwarding Selective Deactivation

#80 Make Outgoing Call as Call Center

#81 Make Personal Outgoing Call

#83 Escalate Call to Supervisor

TELEPHONE INSTRUCTIONS:

- 1. Dial *75 and wait for the tone.
- 2. Dial appropriate speed dial code followed by the user's 10-digit phone number. (Example: 03+800-555-1212)
- 3. Listen for a confirmation message.

To Use Speed Dial:

- 1. Listen for a dial tone.
- 2. Dial # followed by appropriate 2-digit speed dial code.

Time Schedule

Time Schedule allows you to create and customize multiple schedules. Many other features use time schedules.

Use image 14.1 and the following instructions to configure this feature.

Settings		
General	ON/OFF	VIEW/EDIT
Anonymous Call Rejection	OFF	►
Call Block	OFF	►
Caller ID	ON	►
Call Transfer		►
Call Waiting	ON	▶.
Conference List		►
Do Not Disturb	OFF	►
Hoteling Guest	OFF	►
Hoteling Host	OFF	►
Music On Hold	ON	►
Outbound Caller ID Block	OFF	►
Priority Alert		►
Privacy		►
Selective Call Acceptance	OFF	►
Speed Dial		►
Time Schedule	ON	1 🔻
Business Hours Schedule	Edit	
Cancel Add Delete		
Holiday Schedules	Edit	
Cancel Add Delete		
	Imag	ge 14.1

1 – Click Time Schedule's View/Edit arrow.

The process of creating a **Business Hours Schedule** and a **Holiday Schedule** are essentially the same.

Click **Add** to begin the process of creating a schedule. A page similar to image 14.2 will load

Add Business Hours Schedule	
Schedule Name:	
Save Add Delete Cancel	
	Image 14.2

Name the schedule and click **Save** to continue.

Clicking **Save** will cause an empty event list to be added to the page (similar to image 14.3).

Add Business Hours Schedule	
Schedule Name:	
Save Add Delete Cancel	
	Image 14.3

Name the schedule, Click Save and then Click Add to configure an event.

A page similar to image 14.4 will load.

dd Schedule Event				
Schedule Name:				
Event Name:				
Start Date:			Start Time (hh:mm):	AM 🗘
End Date:			End Time: (hh:mm)	
		11111		AM \$
All Day Event: Recurs:	Never	\$		
		•		
Save				
				Image 14.4

Fill in each field with the desired entry for this rule.

To provide clarity, below are examples of the options in the **Recurs** field.

- Daily (Example: Reoccurs every one or two days)
- Weekly (Example: Every week on Tuesday and Thursday)
- Monthly by day (Example: Every month on the 15th)
- Monthly by Week (Example: First Monday of every month)
- Yearly by Day (Example: January 5th every year)
- Yearly by Week (Example: Second Tuesday in February every 2 years)

When finished, click **Save** to save the event.

The event will be displayed in the Add Schedule view similar to image 14.5.

To add additional schedules, click **Add** (see **1** in image 14.5) and repeat the steps as above.

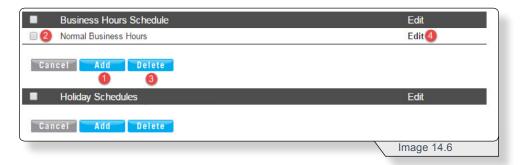
Add Business Hours Schedule	
Schedule Name: Normal Business Hours	
Event Name	Edit
2 Normal Hours	Edit
Save Add Delete Cancel	
6 1 3	
	Image 14.5

To delete a time schedule, check the box next to the schedule's name (see 2 in image 14.5) and click **Delete** (see 3 in image 14.5).

To make changes to an existing time schedule, click Edit (see 4 in image 14.5).

When finished, click **Save** (see **5** in image 14.5).

Once a schedule has been created, it is displayed on the main **Time Schedule** page similar to image 14.6.



To add additional time schedules, click **Add** (see **1** in image 14.6) and repeat the steps as above.

To delete a time schedule, check the box next to the schedule's name (see 2 in image 14.6) and click **Delete** (see 3 in image 14.6).

To make changes to an existing time schedule, click **Edit** (see **4** in image 14.6).

Forwarding

Each feature in the **Forwarding** section involves routing incoming calls to other phone numbers.

The **Forwarding** section can be found on the settings page similar to image 15.1.

Forwarding	ON/OFF	VIEW/EDIT
Call Forwarding		▶
Call Forwarding Selective	OFF	►
Call Notify	OFF	►
Find Me – Simultaneous Ring	OFF	►
Find Me – Sequential Ring	ON	►
Push to Talk	ON	►
	lr	nage 15.1

Call Forwarding

Call Forwarding specifies when calls should be forwarded to another phone number and the phone number(s) where the calls should be forwarded.

Use image 16.1 and the following instructions to configure this feature.

Click Call Forwarding's View/Edit arrow

Forwarding		0	N/OFF	VIEW/EDIT
Call Forwarding				▼
Forward your calls to another numb	oer.			
		Forward to:		
Call Forward Always	OFF			
Call Forward Don't Answer	OFF		Forwards After 3 \$	Rings
Call Forward Busy Line	OFF			
Call Forward Not Reachable	OFF			
Save				
			Image	16.1

Forwarding can be configured four ways:

- Call Forward Always If enabled, all incoming calls will be forward to another number.
- **Call Forward Don't Answer –** If enabled, all unanswered incoming calls will be forwarded to another phone number.
- Call Forward Busy Line If enabled, any incoming call that reaches this line when it is in use will be forwarded to another phone number.
- Call Forward Not Reachable If enabled, any incoming call that reaches this line when it cannot be reached due to a service issue will be forwarded to another phone number.

Use the corresponding toggle buttons to turn the features **On** or **Off**.

Use the **Forward to** text boxes to specify the number where the call should be forwarded.

For **Call Forward Don't Answer**, specify the number of times the call should ring before forwarding.

When finished, click **Save** to apply any changes.

TELEPHONE INSTRUCTIONS:

- Dial *72 to enable call forward always. Dial *73 to disable call forward always. Dial *94 to enable call forward not reachable. Dial *95 to disable call forward not reachable.
- 2. Enter the 10-digit phone number for the call forwarding destination and press #.
- 3. Listen for a confirmation message.

Call Forwarding Selective

Call Forwarding Selective allows you to forward specific calls matching predefined criteria to a different phone number. **Call Forwarding Selective** rules can be applied all incoming calls or to up to 12 specified phone numbers or digit patterns (example: 800* for all 800 numbers).

Note: All criteria must be met for a call to be forwarded.

Use image 17.1 and the following instructions to configure this feature.

1 – Click Call Forwarding Selective's View/Edit arrow.

Forwarding	ON/OFF	VIEW/EDIT
Call Forwarding		►
Call Forwarding Selective	OFF	1
Call Forwarding Selective:	0n 🖲 Off 2	
Default Call Forward to number / SIP-UR	l: 3	
👍 🗆 Play ring reminder when a cal	Il is forwarded:	
-		
There are currently no selective criteria added		
Cancal Add 6 Save 5		
Cancel Add 6 Save 5		
		Image 17.1

2 - Turn Call Forwarding Selective on.

3 – Enter a phone number for the calls to be forwarded.

4 – Check this box to receive notification when receiving a forwarded call.

- 5 Click Save.
- 6 Click Add.

Description:			
Forward To:	Please Select Option	¢	
Selected Time Schedule:	Every Day All Day 🗘		
Selected Holiday Schedule:	None	\$	
Calls From:	Please Select Option \$		
Anonymous callers:			
Unavailable callers:			
	Save Canc	el	
Unavailable callers:	Save Canc	el	

An Add Selective Criteria window similar to image 17.2 will load.

Fill in the fields with the desired information.

See additional information for select fields below.

Time Schedule – Select one of the available options. Refer to the **Time Schedule** section for instructions on how to create a time schedule.

Any Phone number – Use to forward all incoming calls.

Following Phone Numbers – Use to forward any numbers in the Specific Phone Numbers section that will apear if this option is selected.

Anonymous Callers – Use to forward all calls any caller with their number to private.

Unavailable Callers – Use to forward any call where caller ID is not available.

Click Save to apply any changes.

Clicking **Save** will return you to the **Call Forwarding Selective** feature page similar to image 17.3.

Forwarding			ON/OFF	VIEW/EDIT
Call Forwarding				▶
Call Forwarding Sel	lective		OFF	
	Call Forwa	arding Selective: On Off		
	Default Call Forward t	o number / SIP-URI:		
	Play ring re	minder when a call is forward	led:	
Name	Active	Edit	Delete	
Name	Active			
test	Yes	Edit 2	Delete 3	
	A			
Cancel	id 1 Save 4			
			Imag	ge 17.3
				-

From this page you can:

- 1 Add a new rule.
- **2 Edit** an existing rule.
- 3 Delete a rule.
- **4 Save** any progress.

Find Me – Simultaneous Ring

Find Me - Simultaneous Ring allows you to list up to 10 phone numbers you would like to have ring simultaneously in addition to your primary phone when you receive a call.

Find Me – Simultaneous Ring rules can be applied all incoming calls or to up to 12 specified phone numbers or digit patterns (example: 800* for all 800 numbers).

Use image 18.1 and the following instructions to configure this feature.

1 – Click Find Me – Simultaneous Ring's View/Edit arrow.

Forwarding		ON/OF	F	VIEW/EDIT
Call Forwarding				►
Call Forwarding Selective		OFF		►
Call Notify		OFF		►
Find Me – Simultaneous Ring	Find Me – Simultaneous Ring			1 🗸
Forward your calls to up to ten alternate	locations.			
Simultaneous Ring: ○				
Answer Confirmation Required	Phone Number / SIP URI			
Save				
Simultaneous Ring Criteria List				
Name	Edit	Delete		
Work Time Ringing	Edit	Delete		
Cancel Add 2				
			Image 18	.1

2 – Select Add.

Add Simultaneous Ring Criteria		-
Description: Setup options: Selected Time Schedule: Selected Holiday Schedule: Calls From: Anonymous callers: Unavailable callers:	Please Select Option + Every Day All Day + None + Please Select Option +	
		Image 18.2

An Add Selective Criteria window similar to image 18.2 will load.

Fill in the fields with the desired information.

See additional information for select fields below.

Time Schedule – Select one of the available options. Refer to the **Time Schedule** section for instructions on how to create a time schedule.

Following Phone Numbers – Use to forward any numbers in the Specific Phone Numbers section that will apear if this option is selected.

Anonymous Callers – Use to apply to any caller with their number set to private.

Unavailable Callers – Use to apply to any call where caller ID is not available.

Click Save to apply any changes.

Clicking **Save** will return you to the **Find Me – Simultaneous Ring** feature page similar to image 18.3.

Find Me – Simultaneous Ring		OFF
Forward your calls to up to ten alter	nate locations.	
Simultaneous Ring Do not ring my simultaneous ring	g: © On ® Off 1 na numbers if I'm already on a call	
	ig numbers in the already of a call	
3 Answer Confirmation Required	4 Phone Number / SIP URI	
Save 5		
Simultaneous Ring Criteria List		
Name	Edit	Delete
Work Time Ringing	7 Edit	8 Delete
Cancel Add 6		
Gancer Auu		Image 18.3

From this page you can:

- 1 Turn Simultaneous Ring on.
- 2 Disable Simultaneous Ring if number is busy.
- **3** Check this box to require answer confirmation.
- 4 Enter phone numbers for feature.

Note: Whichever line has the fewest number of rings set before voicemail is prompted will be where the voicemail is delivered.

- 5 Save any progress.
- 6 Add a Rule
- 7 Edit an existing rule.
- 8 Delete a rule.

Find Me – Sequential Ring

Find Me - Sequential Ring allows you to configure your calls to ring up to 5 additional locations sequentially when there is no answer from the primary phone.

Find Me – Sequential Ring rules can be applied all incoming calls or to up to 12 specified phone numbers or digit patterns (example: 800* for all 800 numbers).

Note: All criteria must be met for a call to follow the sequential ring flow.

Use image 19.1 and the following instructions to configure this feature.

Forwarding		O	N/OFF	VIEW/EDIT
Call Forwarding				►
Call Forwarding Selective			OFF	►
Call Notify)	OFF	►
Find Me – Simultaneous Ring			OFF	►
Find Me – Sequential Ring			OFF	1 v
		g or messaging is ena	bled.	
Answer Confirmation Required	Phone Number / SIP URI	Number of Rings		
		3 🔹		
		3 🔻		
		3 🔻		
		3 🔻		
		3 🔻		
Save Sequential Ring Criteria List There are currently no selective c	iteria added			I
Cancel Add 2				Image 19.1

1 – Click Find Me – Sequential Ring's View/Edit arrow.

2 – Click Add.

An Add Selective Criteria window similar to image 19.2 will load.

Add Sequential Ring Criteria			
Description:			
Setup options:	Please Select Option 💠		
Selected Time Schedule:	Every Day All Day 💲		
Selected Holiday Schedule:	None	\$	
Calls From:	Please Select Option 🖨		
Anonymous callers:			
Unavailable callers:			
Save			
		Image 19.2	

Fill in the fields with the desired information.

See additional information for select fields below.

Time Schedule – Select one of the available options. Refer to the **Time Schedule** section for instructions on how to create a time schedule

Following Phone Numbers – Use to forward any numbers in the Specific Phone Numbers section that will apear if this option is selected.

Anonymous Callers – Use to apply rule to all calls any caller with their number to private.

Unavailable Callers – Use to apply rule any call where caller ID is not available.

Click Save to apply any changes.

Clicking **Save** will return you to the **Find Me – Sequential Ring** feature page similar to image 19.3.

Forwarding		0	N/OFF	VIEW/EDIT
Call Forwarding				►
Call Forwarding Selective			OFF	►
Call Notify			OFF	▶
Find Me – Simultaneous Ring			OFF	►
Find Me – Sequential Ring			ON	▼
Forward your calls to up to five	alternate locations.			
Number of rings for Base loca Continue the search proces Enable caller to skip search	is if the base location is busy.		bled.	
Answer Confirmation Required	Phone Number / SIP URI	Number of Rings		
		5 \$		
		3 \$		
		3 🛊		
		3 🛊		
		3 🛊		
Save				
Sequential Ring Criteria List				() (
Name Acti	ve Edi	t Delete		
All Calls Ena	bled Ed	lit 1 Delete	2	
9				
Cancel Add				
				Image 19.3

Fill in the fields with the desired information.

See additional information for select fields below.

Use base location first – If checked, this has the primary device ring first.

Answer Confirmation Required – The line receiving the call must press a button to receive the call.

Number of Rings – The number of rings before the call is forwarded.

Note: Calls will be forwarded in the same order as they entered above. The process will begin with the first number and finish with the last.

Click Save to apply any changes.

Beyond configuring the feature, on this page you can also:

- 1 Edit any rule.
- 2 Delete any rule.
- 3 Add any rule.

Messaging

The messaging section contains features directly associated with voicemail setup and delivery.

Messaging	ON/OFF	VIEW/EDIT
Voicemail	ON	►
Distribution List		►
Reset Voicemail Pin		►
	Imag	je 20.1

Voicemail

Voicemail configuration allows you to specify how voice messages will be handled, including options to retrieve voice messages using your phone or email.

Use image 21.1 and the following instructions to configure this feature.

1 – Click **Voicemail**'s **View/Edit** arrow.

Messaging	ON/OFF	VIEW/EDIT				
Voicemail	ON	W				
Voice Messaging:						
Send All Calls to Voice Mail						
✓ Send Busy Calls to Voice Mail						
Send Unanswered Calls to Voice Mail						
When a Message arrives:-						
Use Unified Messaging						
Enter up to five Voicemail to Email Notification Addres	sses:					
Note: When entering multiple email addresses, each returns.	entry should be followed by a single comma wit	h no spaces or				
Phone Message Waiting Indicator						
Forward to this Email- Address:						
Additionally:						
Notify me by Email of the new message at this address						
E-mail a carbon copy of the message to john.dickson@mon	nentumtelecom.com					
Transfer on '0' to Phone Number						
Voicemail Greetings						
Save						
	Image 2	.1.1				

Fill in the fields with the desired information.

See additional information for select fields below.

Send All Calls to Voice Mail - Sends all calls directly to voicemail

Use Unified Messaging – Voice are messages saved on the voice portal and up to 5 email address to receive notification emails when new voicemails have been received.

Forward to this Email- Address – will forward voicemails to a singular email and will not store the files in the voice portal.

Transfer on "0" to Phone – Allow callers to press 0 and be transferred to a different line. No message is played to callers, so they will need to know of this option in advance.

Voicemail Greetings – Refer to the following **Voicemail Greetings** section of this document.

Click **Save** to apply any changes.

Voicemail Greetings

Voicemail Greetings allows you to control the greeting a caller receives when they reach the line's voicemail.

Selecting **Voicemail Greetings** on the **Voicemail** feature page will load a page similar to image 22.1. For more instructions on how to reach this page refer to the previous **Voicemail** section.

Busy Greeting:								
 System Greeting 								
Personal Greeting	Recorded	from Voi	ice Portal					
Load Personal greeting:	Personal greeting: Choose File No file chosen							
No Answer Greeting:								
 System Greeting 								
Unavailable Greeting	g Record	ed from	Voice Por	tal				
Load Personal greeting:	Choose File	No file cho	sen					
Alternate No Answer Gre	etings:	-						
Greeting Name		Greetin	g File		2 · · · · ·			
\bigcirc		Audio:	Choose File	No file chosen				
\odot		Audio:	Choose File	No file chosen				
\bigcirc		Audio:	Choose File	No file chosen				
Number of ring before §	greeting: 3							
Save								
					Imaga 22.1			
				<u> </u>	Image 22.1			

Select an option to configure one of the three greeting types:

- **Busy Greeting** the voicemail played when you are on the line and choose not to answer the second incoming call.
- No Answer Greeting the voicemail played when a call goes unanswered.
- Alternate No Answer Greetings the voicemail played when a call goes unanswered. This feature, however, allows the creation of multiple customized no answer greetings for special purposes (i.e., weekends, vacation, lunch).

Note: There can only be one active **No Answer** greeting at a time, either the **No Answer** or the **Alternate No Answer** greeting.

For each **Personal Greeting** option selected, use the **Browse** button to upload your customized greetings from your computer.

Select the number of times you want calls to ring before a greeting is played for callers.

Click Save to save changes.

Distribution List

Distribution List allows up to 15 phone number lists to be configured for forwarding voicemail messages using the voice portal.

Use image 23.1 and the following instructions to configure this feature.

1 – Click Distribution List's View/Edit arrow.

Messaging	ON/OFF	VIEW/EDIT
Voicemail	ON	
Distribution List		1 🔻
Distribution list number		
0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 2		
Description: My Office Group 3		
Distribution List		
Phone Number/SIP-URI: 4	Add 5	
	•	
Delete Phone Number / SIPURI		
6 7069070655 7		
Delete		1
Save 8		
	Image 23	3.1

- 2 Select a distribution list number.
- 3 Enter a list name.
- **4** Enter a phone number or extension.
- 5 Click Add.

Repeat this step until all phone numbers and extensions have been added.

To remove a number from a distribution list:

- 6 Check the box adjacent to the corresponding phone number.
- 7 Click Delete.

When finished configuring settings

8 – Click **Save** to apply your settings.

Note: Refer to the appendix for telephone star code instructions to configure this feature from a phone.

Reset Voicemail PIN

Whenever you reset your **Voicemail Pin**, it will reset back to the default pin (8642).

Use image 24.1 and the following instructions to configure this feature.

1 – Click Reset Voicemail Pin's View/Edit arrow.

Reset Voicemail Pin	1 7
Pin Reset	
Click the Reset button below to temporarily reset your Voicemail PIN to 8642. Whe temporary PIN, you will be prompted to assign a new PIN.	n you access your voicemail with this
RESET 2	
	Image 24.1

2 – Click Reset.

Clicking **Reset** will load a confirmation message similar to image 24.2.



Group

The **Group** tab provides access to all feature and administration settings that apply to your business group.

Note: Your business may not have all of the **Group Features** described in this section; the features are dependent on your service offering. Please contact customer support for additional details.

Group Feature Settings

Within the **Group** tab, the **Group Feature Settings** section contains all group features that can be configured.

Account	Settings	Group	Support	Manage Locations	5				
	Group								
	Group	eature Set	tings						View/Edit
	Auto Att		unga						
	Series Co	ompletion							►
	Time Scl	nedule							▶
								luce e er e	05.4
								Image	25.1

Auto Attendant

Auto Attendant is an automated receptionist that answers the phone and plays a personalized recorded message to callers. **Auto Attendant** has 12 routing options for callers, including dial by name or extension, transfer to the operator or transfer to nine pre-configured phone numbers or extensions (for example, 1 = Marketing, 2 = Sales, and so on).

Note: Refer to the appendix for instructions on how to record a voicemail and/or greeting message for the **Auto Attendant**.

Use image 38.1 and the following instructions to configure this feature.

Group		
Group Feature Settin	gs	View
Account/Authorizatio	on Codes	
to twelve (12) option	mers an automated receptionist that answers the phone w ns for connecting to various people, departments, etc. Eac	
Provide your custo		
Provide your custo to twelve (12) optio directory number.	ons for connecting to various people, departments, etc. Eac	ch Auto Attendant has its own extension

1 – Click Auto Attendant's View/Edit arrow.

2 – Click Edit for the auto attendant you want to configure.

Continued on the following page.

Edit Auto Attendant
Auto Attendant Number: 1000
☑ Active
Name: Auto Attendant 725571
Calling Line ID First Name: AutoAttend Calling Line ID Last Name: Extension
Time Zone: Eastern V
Business Hours: Every Day All Day V Holiday Schedule: None V
Scope of extension dialing O Enterprise Group
Scope of name dialing O Enterprise Group
Set Business Hours Prompts Set After Hours Prompts
Save
Image 38.2

The Edit Auto Attendant page similar to image 38.2 will load.

Fill in the fields with the desired information. See select field information below.

Calling Line Name – name displayed to auto attendant call recipients.

Hunt Style – choose one of options described below:

- **Circular:** calls are routed to the next hunt group member based on who received the last call.
- **Regular (linear):** call routing always follows the sequence of the hunt group member list.
- **Simultaneous:** all idle users within the hunt group are alerted of an incoming call simultaneously.
- Uniform: calls are routed based on longest idle time.

Business Hours – select when the auto attendant should be enabled. Schedules are made in the Time Schedule feature.

Holiday Schedule – select the holiday schedule for the auto attendant. Schedules are made in the Time Schedule feature.

Scope of extension dialing – enable extension dialing across the enterprise (company) or the group (a location).

Scope of name dialing – enable name dialing across the enterprise (company) or the group (a location).

Directory Number Hunting – calls are routed to agents' individual phone numbers.

Set Business Hours Prompts – loads page to configure routing options for normal business hours.

Set After Hours Prompts – loads page to configure the routing options for non-business hours.

Click Save to apply any changes.

Selecting **Set Business Hours Prompts** or **Set After Hours** prompts will load a configuration page similar to image 38.3

Set Business Hour Prompts for A Standard Greeting OCustom Greeting upload Choose File Custom File Final Enable first-level extension dial		
Auto Attendant Prompt Descripti	ons	
Description:	Action:	Telephone Number
0	Transfer To Operator	~
1	Extension Dialing	~
2	Name Dialing	\checkmark
3	Repeat Menu	\checkmark
4		
5	Exit Extension Dialing	
6	Name Dialing Repeat Menu	
7	Transfer To Operator Transfer to Voicemail Bo	x
8	Transfer With Prompt Transfer Without Prompt	
		Image 38.3

Fill in the fields with the desired information. See additional information for select fields below.

Enable First-Level Extension Dialing – enable immediate extension dialing the caller can use at any time.

Description – optional field used to help identify the routing option.

Action – select the appropriate action type to be performed when the routing option is entered. Options include:

Exit: terminates the call.

Extension Dialing: allows caller to enter extension of desired party.

Name Dialing: allows caller to use the directory by name call routing option.

Repeat Menu: replays the menu selection.

*Transfer To Operator: transfer caller to operator.

*Transfer to Voicemail Box: transfers caller directly to voicemail.

***Transfer With Prompt:** transfers with a "You are being transferred to . . ." message played.

*Transfer Without Prompt: directly transfers caller.

*Denotes an action that requires a telephone number to be specified.

Click Save when finished configuring.

TELEPHONE INSTRUCTIONS

To Setup Auto Attendant Voicemail:

1. From On-Network Extension: Dial 9999 and press *

From Off-Network Extension: Dial 10-Digit Auto Attendant phone number and dial 9999

- 2. Enter extension (the last 4 digits of the Auto Attendant phone number)
- 3. Enter the default passcode (8642) and press #
- 4. Following prompt stating passcode has expired, enter a permanent passcode and press #
- 5. Re-enter permanent passcode and press #

Main Voicemail Menu Options:

- [1] To access Voicemail
- [3] Record name
- [8] To change passcode
- [9] To exit the voice portal
- [#] To repeat this menu

To Access Auto Attendant Voicemail:

- 1. From On-Network Extension: Dial 9999 and press * From Off-Network Extension: Dial 10-Digit Auto Attendant phone number and dial 9999
- 2. Enter extension (the last 4 digits of the Auto Attendant phone number)
- 3. Enter permanent passcode and press #

Access Voicemail Options:

- [1] To listen to messages
- [2] To change mailbox busy greeting
- [3] To change mailbox no answer greeting
- [5] To compose and send a new message
- [7] To delete all messages
- [*] To go to the voice portal
- [#] To repeat this menu

TELEPHONE INSTRUCTIONS (CONTINUED)

To Record a Custom Greeting:

- 1.* From On-Network Extension: Dial 9999. When you hear "Welcome to your voice portal," press * From Off-Network Extension: Dial the 10-Digit Auto Attendant phone number. Dial 9999. When you hear "Welcome to your voice portal," press *
- 2.* Dial Extension 9999#
- 3. Enter passcode 8642
- 4. Press 1 to change Auto Attendant greeting
- 5. Press 1 for Business Hours Greeting / Press 2 for After Hours Greeting
- 6. Follow the prompts
- *The number of 9s required may vary, but will be equal to the extension digit length

Series Completion

Series Completion is used to create an ordered list of phone lines that can be used to reroute calls when the dialed phone line is busy. These calls will overflow to the next phone line in the list until the call is picked up or the end of the list is reached.

Use image 44.1 and the following instructions to configure this feature.

1 – Click Series Completion's View/Edit arrow.

Account	Settings	Group	Support	Manage Locations	_		901.584.4186	(Bob Smith)
	Group							
	Group Fo	eature Set	tings					View/Edit
	Account	Authoriza	tion Codes					•
	Series Co	ompletion						v (1)
	Series order.	Completi	on provides	key system functional	ity by hunting through	a set of lines acco	rding to a pre-arran	ged
	Name	1				Edit	Delete	
l	A	id 🗾 2						
							Image 44.1	

2 – Click Add.

Add Series Completion	
Name: Jane's SC Available Users 2057219879@mymtm.us (Testing Test) 2	1 Assigned Users 9015844140@mymtm.us (Doe Jane) 9015845547@mymtm.us (Doe John) 4 4
Save (5) Cancel	

The Add Series Completion page similar to image 44.2 will load.

- 1 Enter a Series Completion List name.
- 2 View and select the available user(s).
- 3 Move selected users from the Available Users to Assigned Users using the arrow buttons.

Image 44.2

- 4 View the Assigned Users list.
- 5 Click **Save** to apply group settings.

Note: Call routing attempts are performed in the same that sequence the numbers appear in the **Assigned Users** box.

When a series completion list is created it will appear on the **Series Completion** page similar to image 44.3.

Account	Settings Group	Support	Manage Locations	901.584.4186 (Bob Smith)
	Group			
	Group Feature S	ettings		View/Edit
	Account/Authori	zation Codes		▶.
	Series Completie	on		▼
	Series Comple order. Name	tion provides	key system functionality by hunting through a set of lines acc Edit	cording to a pre-arranged
	Jane's SC			Delete 💋
	Add			

1 – Click Edit to make changes to an existing series completion list.

2 – Click **Delete** to remove a series completion list from service.

Repeat the add series completion process to configure additional **Series Completion** lists.

Time Schedule (Group)

Time Schedules created in the **Group** tab are available to all lines associated to the group.

Use image 45.1 and the following instructions to configure this feature.

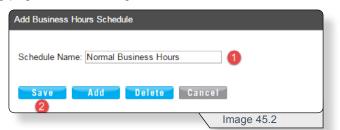
1 – Click Time Schedule's View/Edit arrow.

Account	Settings	Group	Support	Manage Locations	901.584.4140 (Jane Doe)					
	Group	5								
	Group Feature Settings View/E									
	Account/Authorization Codes									
	Music O	n Hold			►					
	Time Sc	hedule			v ()					
	•	Busines	s Hours So	hedule	Edit					
	Cancel Add Delete									
		Holiday	Schedules	8	Edit					
	Car	cel	Add)elete						
					 See instructions 					
					Image 45.1					

Note: **Business Hours Schedule** and **Holiday Schedules** are configured using the same process.

Click Add to create a schedule.

The following page similar to image 45.2 will load.



- **1** Name the schedule.
- 2 Click Save.

Clicking **Save** will add an empty event list to the page similar to image 45.3.

Add Business Hours Schedule	
Schedule Name: Normal Business Hours	
Event Name	Edit
Save Add Delete Cancel	
	Image 45.3

1 – Click Add create a new event.

Schedule Name	My Business Hours			
Event Name	My Normal Hours			
Start Date	03/08/2016	Start Time (hh:mm):	8:00	AM
End Date	03/12/2016	End Time: (hh:mm)	4:00	PM
All Day Event				
Recurs	Yearly by Week •			

Clicking Add will load an Add Schedule Event page similar to image 45.4

Fill in the fields with the desired information.

See additional information for a select field below.

Recurs – choose one of the options below.

Daily (Example: Reoccurs every two days)

Weekly (Example: Every week on Tuesday and Thursday)

Monthly by day (Example: Every month on the 15th)

Monthly by Week (Example: First Monday of every month)

Yearly by Day (Example: January 5th every year)

Yearly by Week (Example: Second Tuesday in February every 2 years)

Click **Save** when finished configuring. This will display the event in the **Add Business Hours Schedule** view similar to image 45.5.

Add Business Hours Schedule	
Schedule Name: Normal Business Hours	
Event Name	Edit
2 Normal Hours	Edit 4
Save Add Delete Cancel	
6 1 3	
	Image 45.5

On this page you can:

- 1 Add more events.
- 2 Select an event
- **3 Delete** a selected event.
- **4 Edit** an existing event.
- 5 Save any changes.

When a schedule has been created, it is displayed on the main **Time Schedule** page similar to image 45.6.

Account	Settings	Group	Support	Manage Locations	-	901.584.414	0 (Jane Doe)
	Group						
	Group F	eature Set	ttings				View/Edit
	Account	/Authoriza	ation Codes				►
	Music O	n Hold					•
	Time Sc	hedule					
		Busines	ss Hours So	hedule		Edit	
	2	Normal E	Business Hou	rs		Edit	
	Car	icel	Add	elete 3			
		Holiday	Schedules			Edit	
	5	Christma	as			Edit	
< C	Car	icel	Add	lelete			
						Image 45.6	

On this page you can:

- 1 Add more events.
- 2 & 5 Select an event
- **3** Delete a selected event.
- **4** Edit an existing event.

Group Administration

The **Group Administration** sections provide a convenient location to manage users and phone lines.

The following sections will discuss how to manage users and the settings that apply as a group to those accounts.

Manage Lines

Manage Lines provides functionality to update phone line user assignments and outbound Caller ID information.

Use image 46.1 and the following instructions to configure this feature.

1 – Click Group Administration's View/Edit arrow.

Group						
Group Feature Setting	S					View/Edit
Account/Authorization	Codes					•
Series Completion						►
Conference Bridge Lis	t					►
Auto Attendant						►
Call Park						►
Call Pickup						►
Advanced Hunting						►
Instant Conference						
Music On Hold						►
Time Schedule						►
Group Administration						View/Edit
Manage Lines						V ()
Last Name	First Name	Phone Number	Extension	Edit		
Doe	Jane	+1-9015844140		Edit		
Testing	Test	+1-2057219879	1212	Edit		
Doe	John	+1-9015845547		Edit 2		
				-		
Cancel						
					Image 46	5.1

2 – Click Edit.

Clicking Edit will load the Edit Line page similar to image 46.2.

Edit Line			
First Name:	Jane	1	
Last Name:	Doe	2	
Outbound Caller ID:	9015844140 🔻	3	
Save 4 Car	2057219879 9015842363 9015843030 9015844140		
	9015844186 9015845547		Edit
		Image 46.2	

- 1 Modify the first name.
- 2 Modify the last name.
- 3 Modify the number that recipients see as this line's phone number on outgoing calls. This can be different from the actual line.
- 4 Click **Save** to apply any changes.

Manage Users

Manage Users contains settings for managing individual user rights and password settings.

Use image 47.1 and the following instructions to configure this feature.

1 – Click Manage Users' View/Edit arrow.

GIU	up				
Grou	ıp Feature Settings				Viev
Acco	ount/Authorization Codes				
Serie	es Completion				
Cont	ference Bridge List				
Auto	Attendant				
Call	Park				
Call	Pickup				
Adva	anced Hunting				
Insta	ant Conference				
Mus	ic On Hold				
Time	Schedule				
					Vie
Grou	p Administration				
	age Lines				
Mana Mana					
Mana Mana	age Lines age Users	Main Account	Admin	Password Recovery Email	Edit
Mana Mana	age Lines age Users Add User Delete User User	Main Account Yes	Admin Yes	Password Recovery Email Matthewtest@test.com	Edit Edit
Mana Mana	age Lines age Users Add User Delete User User Matthewtest@test.com				
Mana Mana	age Lines age Users Add User Delete User User Matthewtest@test.com 2057219879	Yes	Yes		Edit
Mana Mana	age Lines age Users Add User Delete User User Matthewtest@test.com 2057219879 9015845547	Yes No	Yes No		Edit Edit Edit
Mana Mana	age Lines age Users Add User Delete User User Matthewtest@test.com 2057219879 9015845547 9015844140	Yes No No	Yes No No		Edit Edit Edit
Mana Mana	age Lines age Users Add User Delete User User Matthewtest@test.com 2057219879 9015845547 9015844140 2057219879X5432	Yes No No No	Yes No No No		Edit Edit Edit Edit
Mana Mana	age Lines age Users Add User Delete User User Matthewtest@test.com 2057219879 9015845547 9015844140 2057219879X5432 9015844186	Yes No No No No	Yes No No No		Edit Edit Edit Edit Edit
Mana Mana	age Lines age Users Add User Delete User User Matthewtest@test.com 2057219879 9015845547 9015844140 2057219879X5432 9015844186 2057219879AA1001	Yes No No No No No	Yes No No No No		Edit Edit Edit Edit Edit Edit
Man	age Lines age Users Add User Delete User Matthewtest@test.com 2057219879 9015845547 9015844140 2057219879X5432 9015844186 2057219879AA1001 9015843030	Yes No No No No No	Yes No No No No No		Edit Edit Edit Edit Edit Edit Edit

2 – Click Edit.

Continued on the following page.

Clicking Edit will load the Edit User page similar to image 47.2.

Edit User					
User Name:	9015844140	1			
Password:	•••••	2 Re-ente	r Password:	•••••	3
Password Red	covery Email: abc	test@test.com	4		
5 🗆 Assign Adr	ministrative Rights	6 Assign (Contact Center N	/lanager Rights	
Extension As	signment:				
Available Num 1212		Jser Extensions			
1001	î 👝		^		
5001					
0		9			
-					
	-		-		
Save 10	Cancel				
				Image 47	.2

- 1 View the phone number of the user account being updated.
- 2 Update this user account's portal password.
- **3** Re-enter the updated user account's new portal password.
- 4 Modify the user account's password recovery email.
- **5** Check to assign this user administrative rights.
- 6 Check to assign this user contact center manager rights.
- 7 View and select extension numbers available to be assigned to this user.
- 8 Use the appropriate arrow button to move the extension numbers.
- 9 View and select extension numbers assigned to this user.
- **10** Click **Save** to apply any changes.

Support

The **Support** tab provides access to product documentation including links and support information for additional applications that may be included with your voice services.

Use image 48.1 and the following instructions to access the Support tab.

1 – Click **Support** on the navigation bar.

Account	Settings Group	Support N	lanage Locations	
	Support	2		
	Have questior FAQs Feature Guide	s about your s	ervice?	
	Subscription Ag E911	reement		
	Apps	3		
				Image 48.1

- 2 The Support section contains links to important information concerning product and service details.
- 3 The Apps section contains links to instructions and downloads for support applications that may be part of your service offering.

Manage Locations

If a company has multiple locations, a user can switch between the locations using the **Manage Locations** tab (see 1 below).

Use image 49.1 and the following instructions to configure this feature.

1 – Click Manage Locations on the navigation bar.



Selecting the Manage Location tab will display a page similar to image 49.2.

Please choos	se a group.
Location 2	1 Clit 3
Test Location	-
Location 2	
Go	2
Sear	ch
	►
	Image 49.2

- **1** Select the location you wish to manage.
- **2** Click **Go** to switch to the new location selection.
- 3 Click Edit to update a location name.

Edit Location Name

Clicking **Edit** will load a page similar to image 49.3.

Location N	ame
Test Location	1
Save 2	Cancel
	Image 49.3

- **1** Enter a new **Location Name**.
- **2** Click **Save** to apply the change.

Search for a Location

Use image 49.4 and the following instructions to configure this feature.

- **1** Enter a name or number in the **Search**.
- **2** Click the arrow.

Image 49.4 displays an example search with one result returned.

		Please choose a gro	up.		
		Test Location	Edit		
		Go			
		Search jane 1	▶ 2		
		Search Results			
Account Number 2100000208-01	Line Name Jane Doe	Directory Number E 9015844140	xtension	Group Name Test Location	View Result (3)
				Displ	
				Ima	age 49.4

3 – Click View Result for direct access to the line's configuration page.