

COMMAND CENTRAL ADMINISTRATION GUIDE

JULY 2018

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INTRODUCTION

Command Central is a web-based portal allowing management of the features and functions of your hosted telephony service.

This Administration guide will show you how to setup, activate or de-activate settings and change the many features available.

SYSTEM REQUIREMENTS

Command Central is a web-based portal that is accessible from most browsers, however support is only provided for the following:

- > Chrome
- > Edge
- > Firefox
- > Opera
- > Safari

Command Central allows access from any device that supports the above browsers including:

- > Windows based computers
- > Apple based computers
- > Android smartphones and tablets
- > Apple smartphone and tablets.

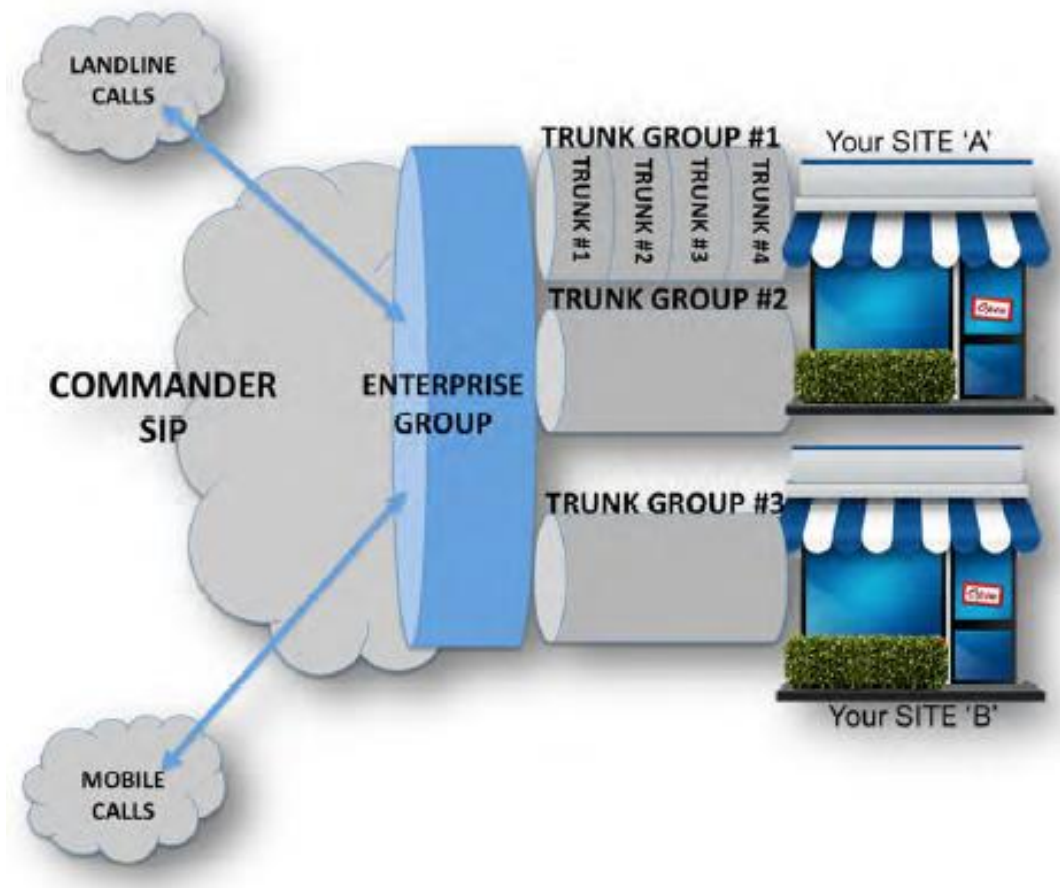
For best performance use the latest version of selected browser.

TERMINOLOGY

When using Command Central to manage a Vocus Smart SIP (TRUNKING between your phone system and our network), it is important to introduce some of the basic terminology that is found in Command Central.

Vocus Smart SIP is delivered as an Internet Protocol (IP) to your phone system, from our network, based on an Internet data connection. This Internet data connection may be dedicated to carrying telephone calls or shared with your business' Internet traffic. Just like a traditional phone service, there are maximum numbers of calls that can be made or received at any one time, before a caller receives the busy tone or busy treatment. Command Central is your web application to manage and configure aspects of the Vocus Smart SIP link between your phone system and the Vocus network.

The diagram shows the connection between your phone system and our Smart SIP network and introduces the terminology found in Command Central in managing the service. Please refer to this diagram to assist with the Trunking Options in Command Central to help you visualise the relationships between the configuration elements.



VOCUS SMART SIP

Calls will be delivered by Vocus SIP to your Enterprise Group (your business). Calls to the Enterprise Group will then be distributed to the SIP Trunk Groups (your business locations). Calls will then be distributed to Users within the SIP Trunk Groups or sites.

As an example:

- › A business may have an Enterprise trunk that serves several offices.
- › Each office/site will have a SIP Trunk. (Larger sites could have more than one SIP trunk.)
- › Each SIP trunk can carry a number of concurrent calls (Channels).
- › Each SIP Trunk has Users. Generally, more users than channels as not all users would require a phone line at the same time.


DISCLAIMERS

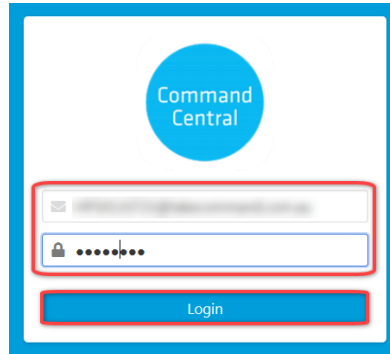
The sample details used in this document are for illustrative purpose only and may vary for each individual customer depending on the customer's requirements. It should not be relied upon by any person as being complete or accurate.

Whilst Vocus has made every reasonable effort to ensure that this user guide is accurate, Vocus disclaims liability for any inaccuracies or omissions that may have occurred. Information in this user guide is subject to change without notice and does not represent a commitment on the part of Vocus. Vocus assumes no responsibility for any inaccuracies that may be contained in this User guide. Vocus makes no commitment to update or keep current the information in this user Guide and reserves the right to make improvements to this user Guide and/or to the products or services described in this user guide, at any time without notice.

GETTING STARTED

LOG IN

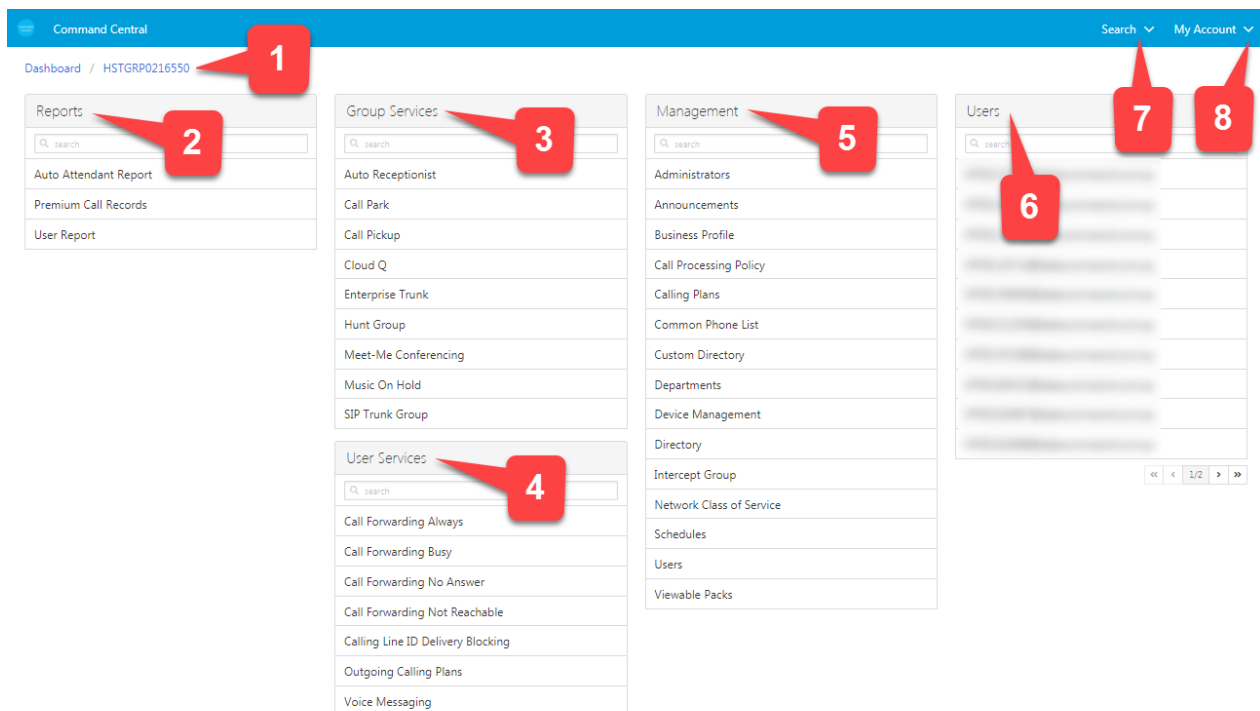
1. Open desired browser.
2. Enter URL:
<http://commandcentral.commander.com/>
3. Enter **Username**.
4. Enter **Password**.
5. Click .



The Command Central Dashboard for the Administrator is displayed.

DASHBOARD


The dashboard is the homepage and allows access to key activities.



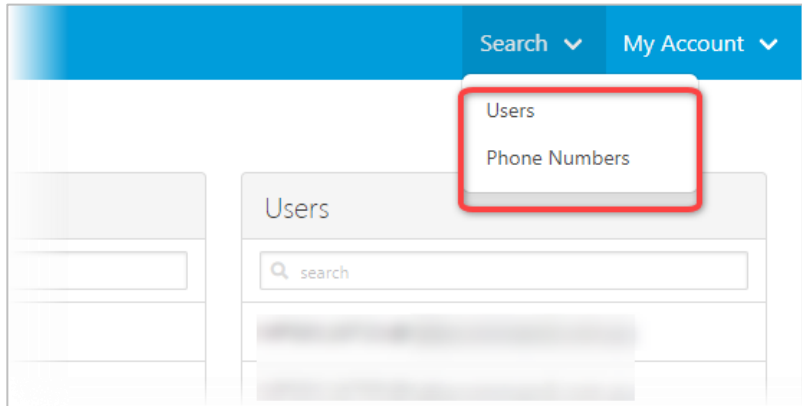
1. **Breadcrumb** – navigate through visited pages or return to the homepage.
2. **Reports** – provides access to various reports.
3. **Group Services** – set up services that apply to the whole group
4. **User Services** – activate or configure calling features such as what calls are allowed or forwarding options.
5. **Management** – configure group wide services.
6. **Users** – configure and set user functions.
7. **Search** – locate users using a search.
8. **My Account** – contains the users business profile and logout options. (This information is specific to the logged in user.)


SEARCH

Locate a user using various search functions. Once located, the Users dashboard is displayed.

1. Click .
2. Choose **Users** or **Phone number**.

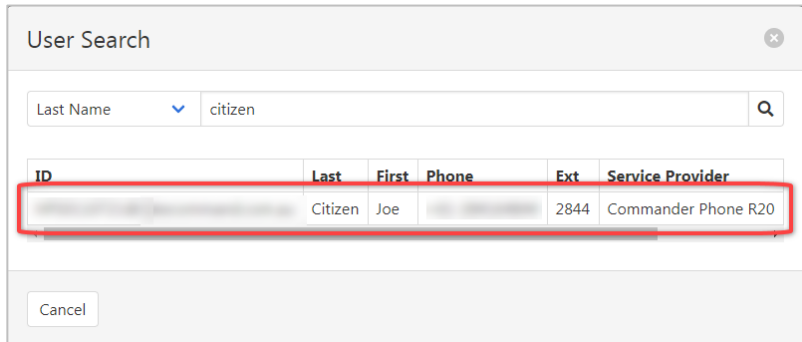
Note – both selections open the User Search window. Phone numbers has the Phone Number search option selected by default.



3. Select the search option from:
 - > Phone Number
 - > Extension
 - > Last Name
 - > First Name
 - > Email Address
 - > User ID
4. Enter the Search criteria.
5. Click .



- A list of users matching the search is displayed.
6. Click the required user.
- The Users dashboard is displayed.



MY ACCOUNT

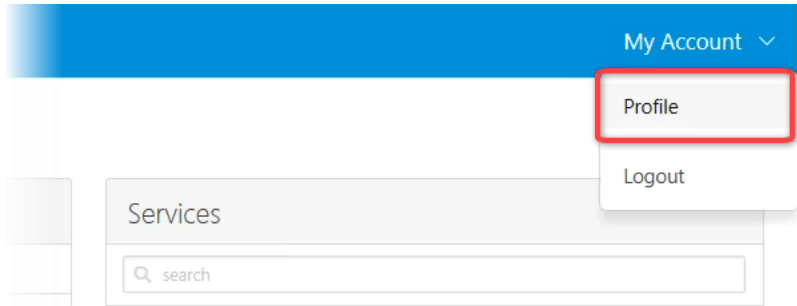
PROFILE

The Profile contains the administrator password.

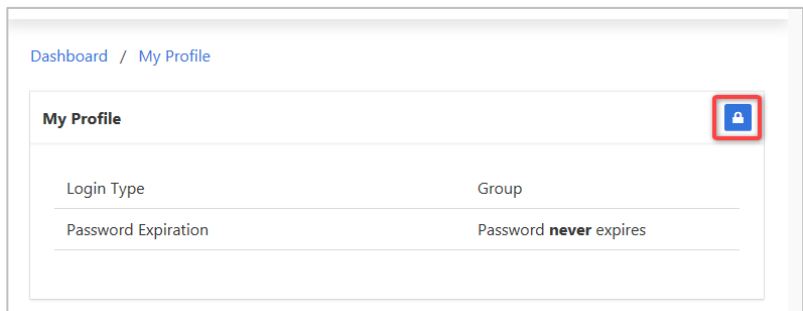
PASSWORD


Passwords must be of at least six characters in length, include at least one number, one uppercase character and one lowercase character. It also cannot contain the Login ID. Any password entries that are not correct will result in an error message.

1. Select **Profile** from the **My Account** menu.



2. Click .

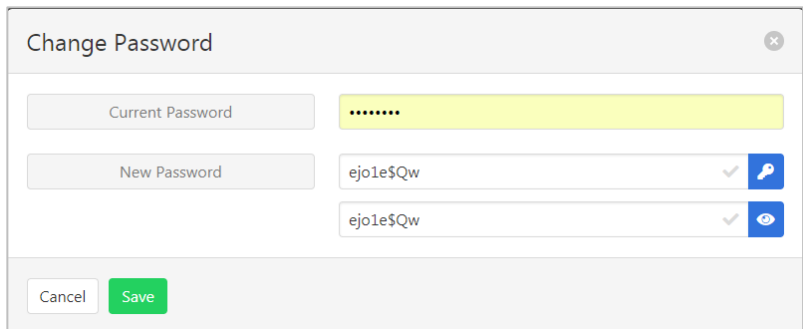


3. Enter the Current Password.
4. Click  to Generate Random Passcode.

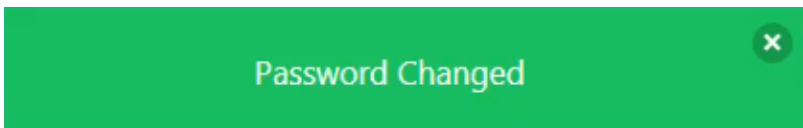
Password and **Repeat Password** are entered automatically.

Click  to hide/unhide number entries.


5. Click .

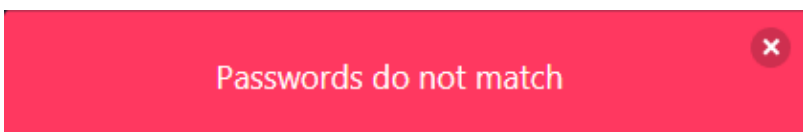


A confirmation banner will be displayed



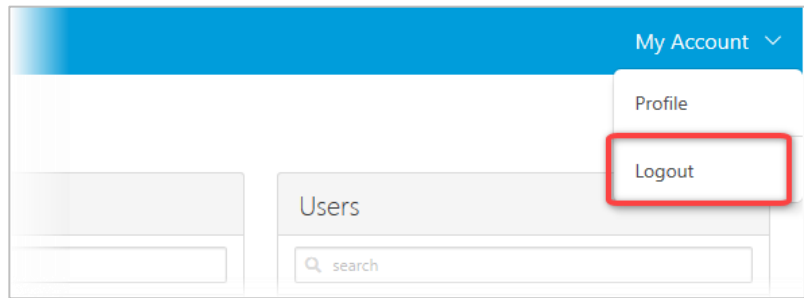
Note: If the entered passwords do not match a warning banner is displayed.

If the passwords are too short or a field is not completed the  button will not be active.



LOGOUT

Select **Logout** from the **My Account** menu.



REPORTS

The reporting panel allows access to the following types of reports.

- > Auto Receptionist Report

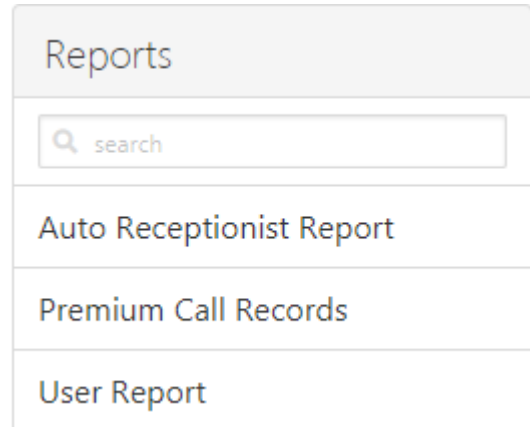
Incoming call detail reporting for an Auto Receptionist including graphs and raw data for hourly and daily activity.

- > Premium Call Records

Overall call detail report for the entire group and users plus a visual historical dashboard.

- > User Report

A user audit report outlining all the users within the group.



AUTO RECEPTIONIST REPORT

Incoming call detail reporting for an Auto Receptionist including graphs and raw data for hourly and daily activity.

Auto Receptionist Report Tabs:

(Available once report has been produced)

- > Call Volume

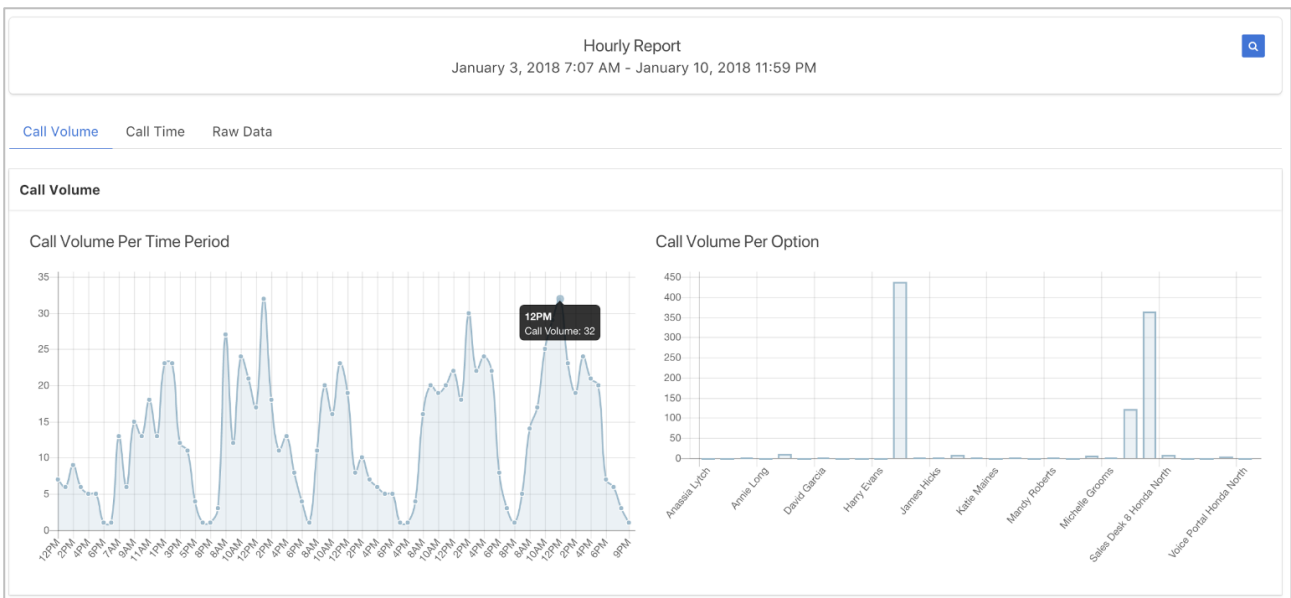
Displays total amount of calls into an Auto Receptionist and option selected during the incoming call

- > Call Time

The total amount of time of incoming calls into an Auto Receptionist along with the option selected.

- > Raw Data

Displays the raw data for incoming calls in to the Auto Receptionist.



To request a report:

1. Select **Auto Receptionist Report** from the **Reports** pane.
2. Select an **Auto Receptionist** from the drop-down list provided.
3. Select the **Report Type**. Choices include an hourly and / or daily report.
4. Enter the **Start** and **End Time** for the report. Day, Month, Year and time formats can be entered in many ways. Some examples include:

- > “Last week” / “today”
- > “Yesterday” / “today”
- > “Yesterday 3pm” / “today 5pm”
- > MM / DD / YYYY
- > MM / DD / YYYY HH/MM/SS
- > Jan 4 2018 3:00 pm

5. Click .

Auto Attendant Report ✕

Auto Attendant

Auto Receptionist-HPS0165294 ▼

Report Type

Hourly ▼

Start Time

09/07/2018 12:00 AM

End Time

09/07/2018 11:59:59 PM

Cancel

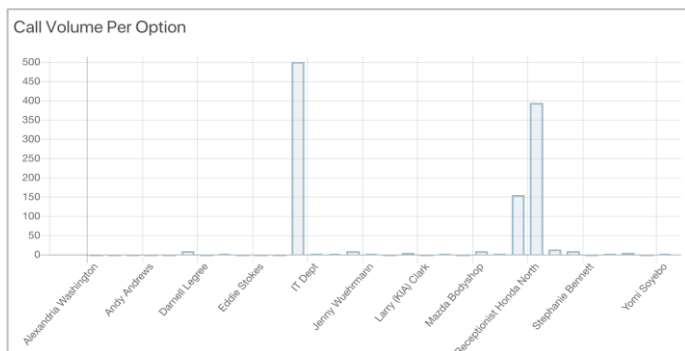
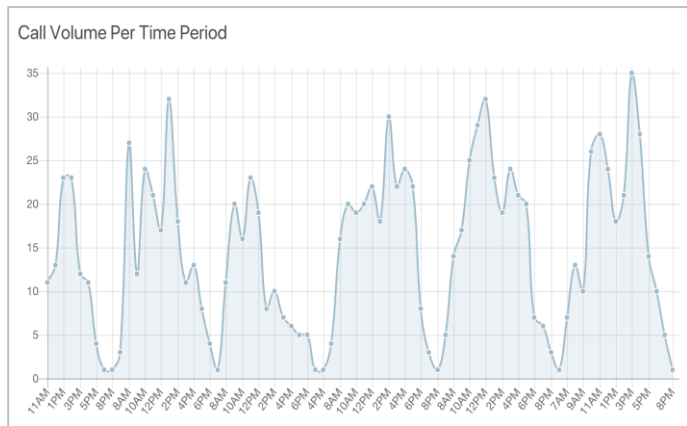
Save

The report will be produced and displayed on screen.


Incoming call detail reporting for an Auto Receptionist including graphs and raw data for hourly and daily activity.

Auto Receptionist Report Types:

1. Call Volume
 - > Call volume by period
 - > Call volume by option
2. Call Time
 - > Call time per time
 - > Call time per option
3. Raw Data
 - > User ID (i.e. ID of the Auto Receptionist)
 - > Department
 - > Other Party (name of aa option)
 - > Called Number (number of aa option)
 - > Placed Seconds
 - > Wait Seconds
 - > Total Seconds
 - > Release time



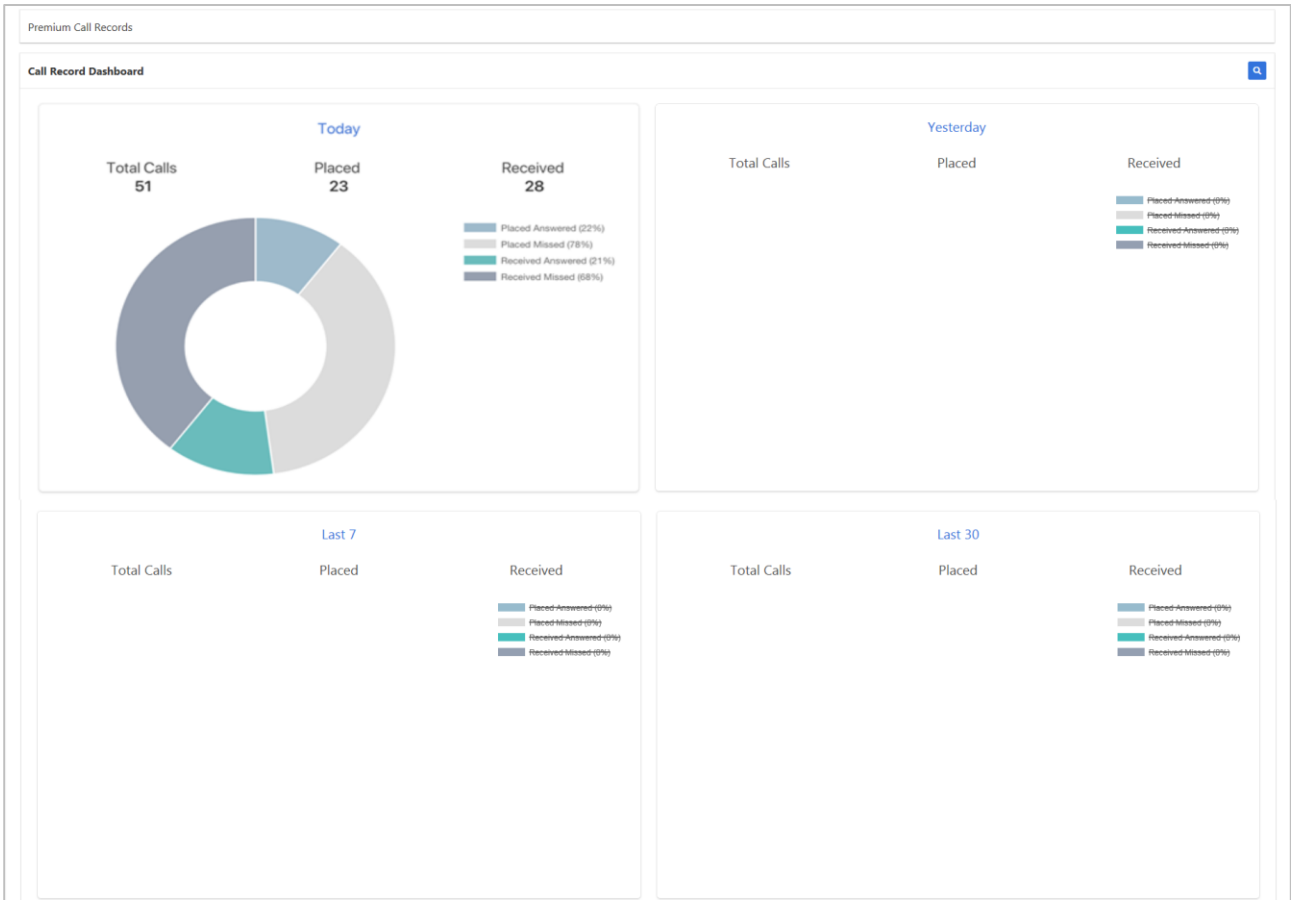
Export / Download

Each report can be exported / downloaded by clicking .

PREMIUM CALL RECORDS

A dashboard that displays call detail reporting for all calls within a group. Premium denotes a higher level of detail of the records.

Select **Premium Call Records** from the **Reports** pane. The Call Record Dashboard is displayed with graphs for Today, Yesterday, Last 7 Days and Last 30 Days.



CUSTOMISED TIME PERIOD

To produce a graph for a customised time.

1. Enter the **Start** and **End Time** for the report. Day, Month, Year and time. Format:

- > MM / DD / YYYY HH:MM AM

2. Click .

Search Call Records

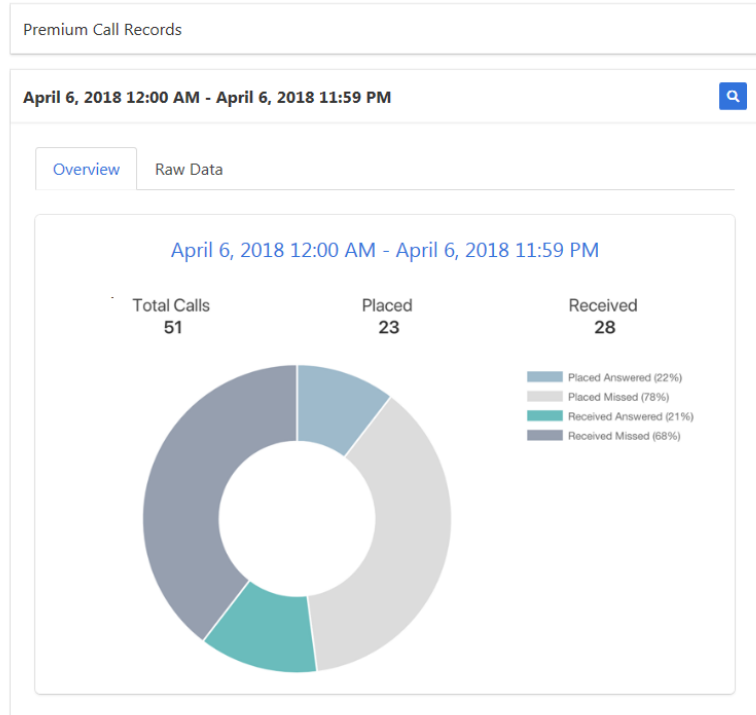
Start Time: 01/04/2018 12:00 AM

End Time: 02/04/2018 12:00 AM

Buttons: Cancel, Save

RAW DATA

1. Click on the title of the graph (i.e. 'Today', 'Yesterday', etc) to access the raw data.



2. Select the **Raw Data** tab.


Data can now be filtered by:

Calls

- > All
- > Placed
- > Placed Missed
- > Received
- > Received Missed
- > Redirect

Additional call detail information includes:

- > User ID
- > Department
- > Direction
- > Called Number
- > Calling Number
- > Start Time
- > Answer Time
- > Release Time
- > Call Duration
- > Account / Authorization Code(s)

Each report can be exported / downloaded by clicking .

Premium Call Records

April 6, 2018 12:00 AM - April 6, 2018 11:59 PM

Overview **Raw Data**

April 6, 2018 12:00 AM - April 6, 2018 11:59 PM

All Search

User ID	Department	Direction	Called Number	Calling Number	Calling Nam
No Records Found					

USER REPORT

A user audit report outlining all the users within the group and associated detailed information.

Select **User Report** from the **Reports** pane.

The following details are available from user report:

- > User ID
- > Last name
- > First Name
- > Phone number
- > Extension
- > Activated
- > Trunk User
- > Device Type
- > MAC Address
- > Service Pack
- > Premium Services



The screenshot displays a 'User Report' window with a table of user information. The table has the following columns: User ID, User Name, First Name, Phone Number, Extension, Activated, Trunk User, Device Type, MAC Address, and Service Packs. The data rows show various phone numbers and device types, with some rows indicating 'SF Trunk' as the service pack.

User ID	User Name	First Name	Phone Number	Extension	Activated	Trunk User	Device Type	MAC Address	Service Packs
	Phone	First	2001		✓		Computer	000411000000	Computer Phone - 100/Computer Phone - 100/Other
	Phone	First	2002		✗		Computer	000411000000	Computer Phone - 100
	Phone	First	2003		✓		Computer	000411000000	Computer Phone - 100/Computer Phone - 100/Other
	Phone	Tel Area	2004		✓				SF Trunk
	Phone	Tel Area	2005		✓				SF Trunk
	Phone	Tel Area	2006		✓				SF Trunk
	Phone	Tel Area	2007		✓				SF Trunk
	Phone	Tel Area	2008		✓				SF Trunk
	Phone	Tel Area	2009		✓				SF Trunk
	Phone	Tel Area	2010		✓				SF Trunk
	Phone	Tel Area	2011		✓				SF Trunk
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	Phone	Tel Area	2025		✓				SF Trunk
	Phone	Tel Area	2026		✓				SF Trunk
	Phone	Tel Area	2027		✓				SF Trunk
	Phone	Tel Area	2028		✓				SF Trunk
	Phone	Tel Area	2029		✓				SF Trunk
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	Phone	Tel Area	2090		✓				SF Trunk
	Phone	Tel Area	2091		✓				SF Trunk
	Phone	Tel Area	2092		✓				SF Trunk
	Phone	Tel Area	2093		✓				SF Trunk
	Phone	Tel Area	2094		✓				SF Trunk
	Phone	Tel Area	2095		✓				SF Trunk
	Phone	Tel Area	2096		✓				SF Trunk
	Phone	Tel Area	2097		✓				SF Trunk
	Phone	Tel Area	2098		✓				SF Trunk
	Phone	Tel Area	2099		✓				SF Trunk
	Phone	Tel Area	2100		✓				SF Trunk

GROUP SERVICES

AUTO RECEPTIONIST

Serves as an automated receptionist that answers the phone and provides a personalized message to callers.

The Vocus Auto Receptionist will answer the phone and play your personalised greetings to your callers. The Auto Receptionist offers different menu options so that the caller can be transferred to different users or departments within your business. The Auto Receptionist has both business and after-hours settings to manage calls 24 x 7 based on time Schedules.

Callers have the following options:

- › One-Key Dialling – the caller presses a pre-defined DTMF key to reach a phone number or extension within the group. This option is also used to build multi-level IVR menus.
- › Operator Dialling – the caller presses a pre-defined DTMF key to reach an operator.
- › Name Dialling – the caller spells the name of the intended party, using the numerical DTMF keypad. Upon identifying a unique match, the caller is played the name of the called party and is then transferred.
- › Extension Dialling – the caller enters the extension of the intended party through the numerical DTMF keypad. Upon collecting the full extension, the caller is played the name of the called party and is then transferred.
- › Immediate Extension Dialling – the group administrator may elect to allow callers to dial an extension from the first-level menu. The First-Level Extension Dialling option allows the administrator to enable or disable immediate extension dialling for a given Auto Receptionist. When the feature is enabled, the caller, to the Auto Receptionist, can dial the desired extension right away on the first level of the Auto Receptionist, without having to first navigate to the second-level of the AA menu.
- › Dial by First Name – the group administrator may elect to allow name dialling from a combined FirstName-LastName in addition to the current LastName-FirstName list.
- › Holiday Schedule – a group administrator may define a holiday schedule that can be associated with an Auto Receptionist. More than one holiday schedule maybe created. Each holiday schedule may be a maximum of 20 dates or date ranges.
- › Enhanced Business Hour Support – Group Administrators can define time schedules for their group. Multiple time schedules can be created. Time schedules consist of 20 date/time ranges for a week. Time schedules can be business hours, call center hours, after business hours, and so on. Time schedules created by the group are visible to groups and users.

For details on how to add or modify schedules *refer Schedules on page 169*.

Auto Receptionist is initially set up by Vocus and can be activated and deactivated as required.

ACTIVATE/DEACTIVATE

Select **Auto Receptionist** from the **Group Services** pane.

Click the **Active** slide control



to activate or deactivate an existing Auto Receptionist.

Auto Receptionist					
search					
Name	Type	Number	Extension	Department	Active
Auto Receptionist-	Basic		2311		<input checked="" type="checkbox"/>

3. Click .

Edit Details ✕

Timeout

First Digit Timeout Seconds

Extension Dialing

Name Dialing


Dialing Entries

Business Schedule

Holiday Schedule

PROFILE

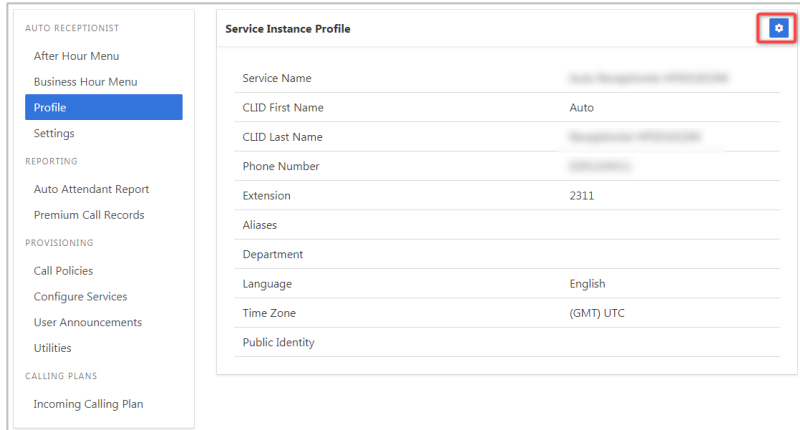
Available settings:

- > Service Name – the name assigned to this Auto Receptionist.
- > CLID Last Name – Calling Line Identification last name.
- > CLID First Name – Calling Line Identification first name.
- > Phone Number - click  for a list of available numbers.
- > Extension - enter required extension.
- > Alias –Not used by Commander.
- > Department – select the required Department from the drop-down list. (Optional)
- > Language – choose available language. Choices are:
 - > English
 - > Australian
- > Time Zone – The required time zone.
- > Public Identity – not used by Commander.

Refer Departments on page 158 for details on how to add or modify Departments.

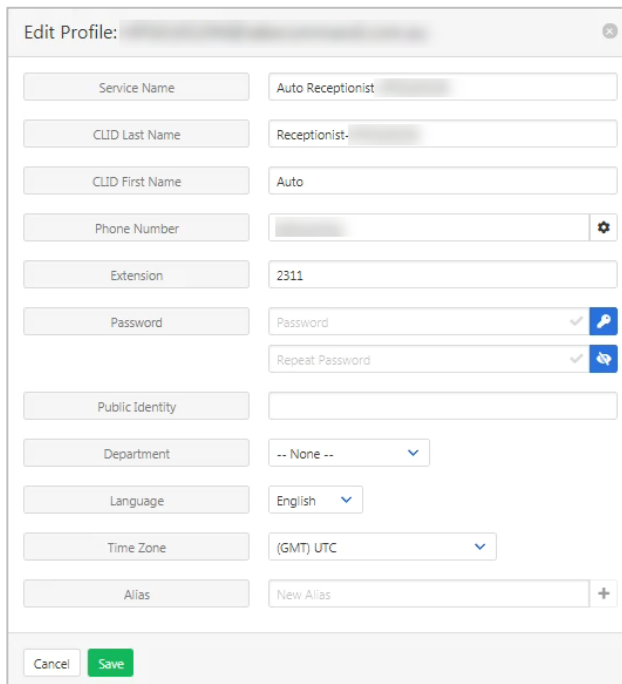
1. Click **Profile**.

2. Click .



3. Edit details as required:



4. Click .



BUSINESS HOUR MENU (AUDIO)

To set the Audio for the Business Hour Menu announcement and to activate first level menu extension dialling.

Available settings:

- > Announcement Type – choose from Default or Personal.
- > Extension Dialling - click to enable First Menu Level Extension Dialling.
- > Audio File – only displays if Personal selected from Announcement Type. Click  to add an announcement from an audio file. Click  to add an announcement that is already loaded in the announcement tab.

Refer Schedules on page 169 for details on how to add or modify Schedules.

1. Click **Business Hour Menu**.

2. Click .

3. Edit details as required.

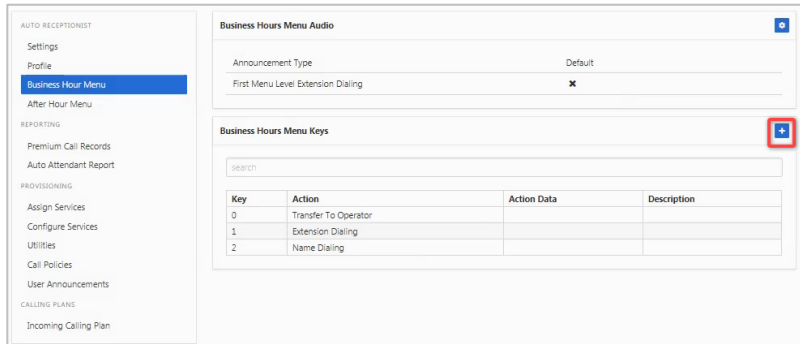
4. Click .


BUSINESS HOUR MENU (KEYS)

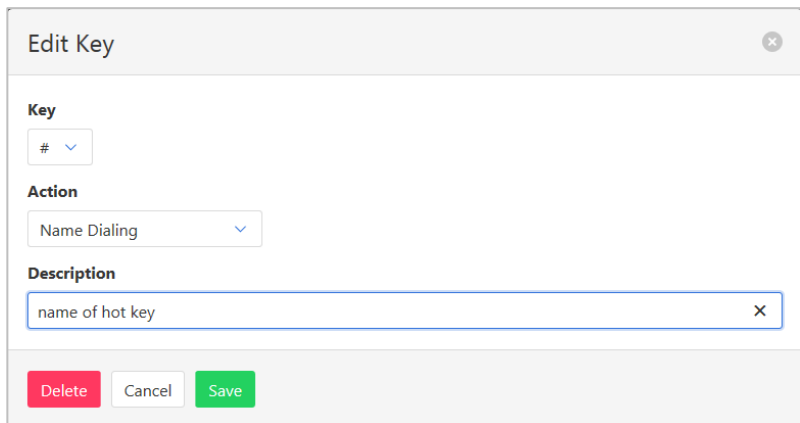
To add a hot key for the Business Hour Menu. Hotkeys are used by callers to select an option from a voice recording, such as press 1 to speak to an operator.

To add a Hotkey:

1. Click **Business Hour Menu**.
2. Click .

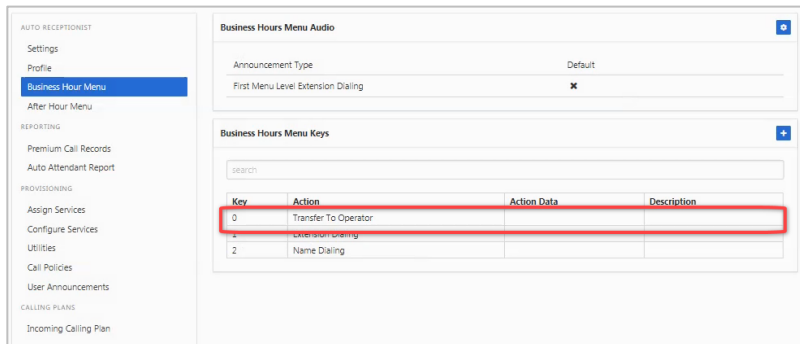


3. Select from the **Key** drop-down list.
4. Select an **Action** from drop-down list.
5. Enter a **Description** for this Hotkey action.
6. Click .




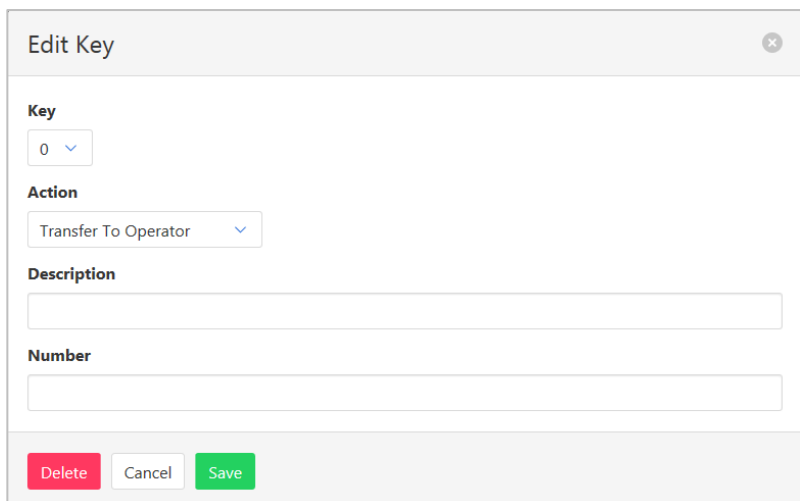
To modify a Hotkey:

1. Click **Business Hour Menu**.
2. Click on the hotkey to be edited.



Key	Action	Action Data	Description
0	Transfer To Operator		
1	Extension Dialing		
2	Name Dialing		

3. Edit details as required.
4. Click .



To delete a Hotkey:

- 1. Click **Business Hour Menu**.
- 2. Click on the hotkey to be deleted.

Key	Action	Action Data	Description
0	Transfer To Operator		
1	Extension Forwarding		
2	Name Dialing		

- 3. Click **Delete**.
- 4. Click **Yes, I'm sure** at confirmation message.

Key
0

Action
Transfer To Operator

Description
[Empty text field]


Number
[Empty text field]


Delete Cancel Save

AFTER HOUR MENU (AUDIO)

To set the Audio for the After-Hour Menu announcement and to activate first level menu extension dialling.


Available settings:


- Announcement Type – choose from Default or Personal.
- Extension Dialling - click to enable First Menu Level Extension Dialling.
- Audio File – only displays if Personal selected from Announcement Type. Click  to add an

announcement from an audio file. Click  to add an announcement that is already loaded in the announcement tab.

Refer Schedules on page 169 for details on how to add or modify Schedules.

Audio

1. Click **After Hours Menu**.
2. Click .


3. Edit details as required.
4. Click .

AFTER HOUR MENU (KEYS)

To add a hot key for the After-Hour Menu. Hotkeys are used by callers to select an option from a voice recording, such as press 1 to speak to an operator.

Add a Hotkey:

1. Click **After-Hour Menu**.
2. Click .

3. Select from the **Key** drop-down list.
4. Select an **Action** from drop-down list.
5. Enter a description for this Hotkey action.
6. Click .

Edit Key ✕

Key
#

Action

Description

To modify a Hotkey:

1. Click **After-Hours Menu**.
2. Click on the hotkey to be edited.

AUTO RECEPTIONIST

- Settings
- Profile
- Business Hour Menu
- After Hour Menu
- REPORTING
- Premium Call Records
- Auto Attendant Report
- PROVISIONING
- Assign Services
- Configure Services
- Utilities
- Call Policies
- User Announcements
- CALLING PLANS
- Incoming Calling Plan

After Hours Menu Audio +


Announcement Type: Default

First Menu Level: Extension Dialing ✕

After Hours Menu Keys +

SEARCH

Key	Action	Action Data	Description
0	Transfer To Operator		
1	Extension Dialing		
2	Name Dialing		

3. Edit details as required.
4. Click .

Edit Key ✕

Key
0

Action

Description

Number

To delete a Hotkey:

1. Click **After-Hour Menu**.
2. Click on the hotkey to be deleted.

AUTO RECEPTIONIST

- Settings
- Profile
- Business Hour Menu
- After Hour Menu
- REPORTING
- Premium Call Records
- Auto Attendant Report
- PROVISIONING
- Assign Services
- Configure Services
- Utilities
- Call Policies
- User Announcements
- CALLING PLANS
- Incoming Calling Plan

After Hours Menu Audio +

Announcement Type: Default

First Menu Level: Extension Dialing ✕

After Hours Menu Keys +

SEARCH

Key	Action	Action Data	Description
0	Transfer To Operator		
1	Extension Dialing		
2	Name Dialing		

- Click **Delete**.
- Click **Yes, I'm sure** at confirmation message.

Edit Key ✕

Key
0 v

Action
Transfer To Operator v

Description

Number

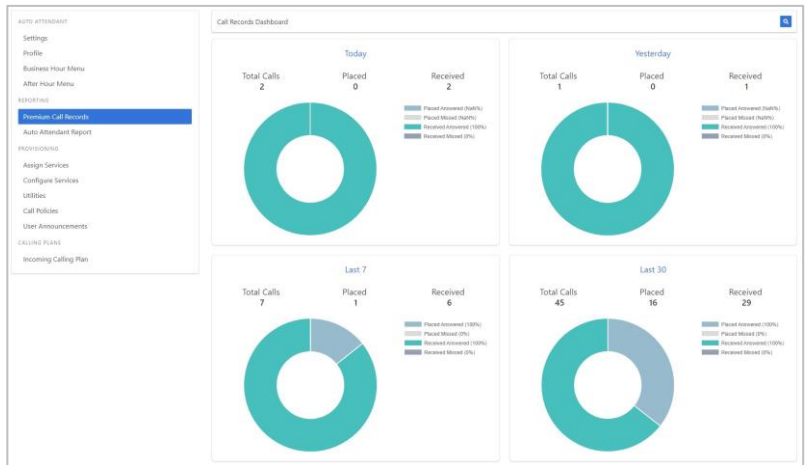
Delete
Cancel
Save

PREMIUM CALL RECORDS

A dashboard that displays call detail reporting. Premium denotes a higher level of detail of the records.

Click **Premium Call Records**.

For a set period click then enter start and end times.



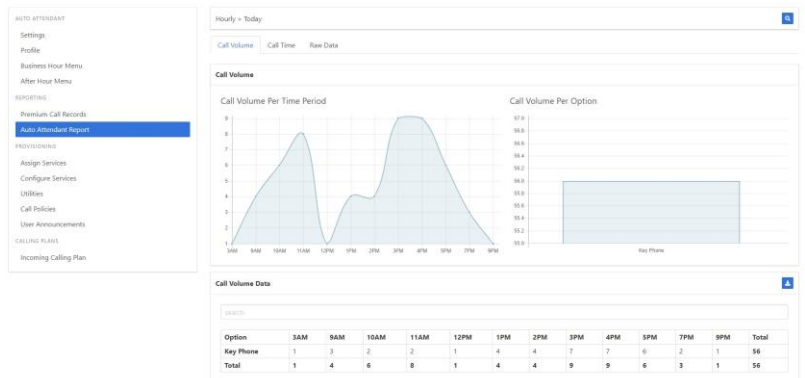
AUTO RECEPTIONIST REPORT

Call information reporting with the ability to export data.

Click **Auto Receptionist Report**.

Choose report type (hourly, daily) and set period click .

Click to export data. (CSV file format.)



CONFIGURE SERVICES

Allows configuration of services. Only services that have been assigned will be available for configuration.

Anonymous Call Rejection

Calls that do not have a valid caller ID will be automatically rejected. These calls will not proceed to Voicemail.


1. Click **Configure Services**.
2. Click **Anonymous Call Rejection**.

Name	Description	Is Active
Anonymous Call Rejection	Anonymous Call Rejection	✓
Basic Call Logs	Basic Call Logs	✗
Call Forwarding Always	Call Forwarding Always	✓
Call Forwarding Busy	Call Forwarding Busy	✓
Call Forwarding Selective	Call Forwarding Selective	✓
Do Not Disturb	Do Not Disturb	✓
Priority Alert	Priority Alert	✓
Voice Messaging User	Voice Messaging User	✓

3. Click .

Anonymous Call Rejection

Enabled ✗

4. Click the **Enable Anonymous Call Rejection** checkbox to enable feature.
5. Click .

Edit Anonymous Call Rejection

Enabled

Enable Anonymous Call Rejection

Cancel Save

Basic Call Logs

The Basic Call Logs provides a listing of Placed, Received and Missed calls. Click on the heading for the

required list. Enter a number into the Search  field to find all appearances of that number in the list.

1. Click **Configure Services**.
2. Click **Basic Call Logs**.

Name	Description	Is Active
Anonymous Call Rejection	Anonymous Call Rejection	✓
Basic Call Logs	Basic Call Logs	✗
Call Forwarding Always	Call Forwarding Always	✓
Call Forwarding Busy	Call Forwarding Busy	✓
Call Forwarding Selective	Call Forwarding Selective	✓
Do Not Disturb	Do Not Disturb	✓
Priority Alert	Priority Alert	✓
Voice Messaging User	Voice Messaging User	✓

3. Click on **Placed**, **Received** or **Missed** for a list of that call type.

If available, the name details will also be displayed.

Basic Call Logs

search

Placed Received Missed

Number	Name	Date
	Unavailable	April 3, 2018 12:55 PM
	Unavailable	April 3, 2018 11:50 AM
	Unavailable	March 29, 2018 5:37 PM
	Unavailable	March 29, 2018 4:59 PM
	Unavailable	March 29, 2018 4:36 PM
	Unavailable	March 29, 2018 4:34 PM
	Unavailable	March 29, 2018 4:11 PM
	Unavailable	March 29, 2018 3:51 PM
	Unavailable	March 29, 2018 3:19 PM
	Private	March 29, 2018 2:30 PM
	Unavailable	March 29, 2018 2:24 PM
	Unavailable	March 29, 2018 12:54 PM
	Unavailable	March 29, 2018 11:39 AM
	Unavailable	March 28, 2018 5:10 PM
	Unavailable	March 28, 2018 4:54 PM
	Unavailable	March 28, 2018 4:18 PM
	Unavailable	March 28, 2018 3:11 PM
	Unavailable	March 28, 2018 3:09 PM
	Unavailable	March 28, 2018 2:10 PM
Private	Private	March 28, 2018 1:41 PM

Call Forward Always

Forward all calls to another service. Ring Splash is a notification on the handset that a call has been forwarded.

1. Click **Configure Services**.
2. Click **Call Forwarding Always**.

AUTO RECEPTIONIST

- After Hour Menu
- Business Hour Menu
- Profile
- Settings

REPORTING

- Auto Attendant Report
- Premium Call Records

PROVISIONING

- Call Policies
- Configure Services**
- User Announcements
- Utilities

CALLING PLANS

- Incoming Calling Plan

Configure Services

search

Name	Description	Is Active
Anonymous Call Rejection	Anonymous Call Rejection	✓
Basic Call Logs	Basic Call Logs	✗
Call Forwarding Always	Call Forwarding Always	✓
Call Forwarding Busy	Call Forwarding Busy	✓
Call Forwarding Selective	Call Forwarding Selective	✓
Do Not Disturb	Do Not Disturb	✓
Priority Alert	Priority Alert	✓
Voice Messaging User	Voice Messaging User	✓


3. Click .

Call Forwarding Always 

Forward to Phone Number

Is Active ✗

Is Ring Splash Active ✗

- Click the **Is Active** checkbox to enable.
- Click the **Is Ring Splash Active** checkbox to enable.
- Enter the phone number for calls to be forwarded to.
- Click .

Edit Settings
✕

General Settings

Is Active

Is Ring Splash Active

Forward To

✕

Cancel
Save

Call Forwarding Busy

Forward calls to another service when the Auto Receptionist is busy.

- Click **Configure Services**.
- Click **Call Forwarding Busy**.

AUTO RECEPTIONIST

After Hour Menu

Business Hour Menu

Profile

Settings

REPORTING

Auto Attendant Report

Premium Call Records

PROVISIONING

Call Policies

Configure Services

User Announcements


Utilities


CALLING PLANS

Incoming Calling Plan

Configure Services


Name	Description	Is Active
Anonymous Call Rejection	Anonymous Call Rejection	✓
Basic Call Logs	Basic Call Logs	✕
Call Forwarding Always	Call Forwarding Always	✓
Call Forwarding Busy	Call Forwarding Busy	✓
Call Forwarding Selective	Call Forwarding Selective	✓
Do Not Disturb	Do Not Disturb	✓
Priority Alert	Priority Alert	✓
Voice Messaging User	Voice Messaging User	✓

- Click .

Call Forwarding Busy


Forward to Phone Number

Is Active ✕

- Click the **Is Active** checkbox to enable.
- Enter the phone number for calls to be forwarded to.
- Click .

Edit Settings
✕

General Settings

Is Active

Forward To

✕

Cancel
Save

VOCUS | BUSINESS PORTAL | ADMINISTRATION GUIDE
Commercial in confidence

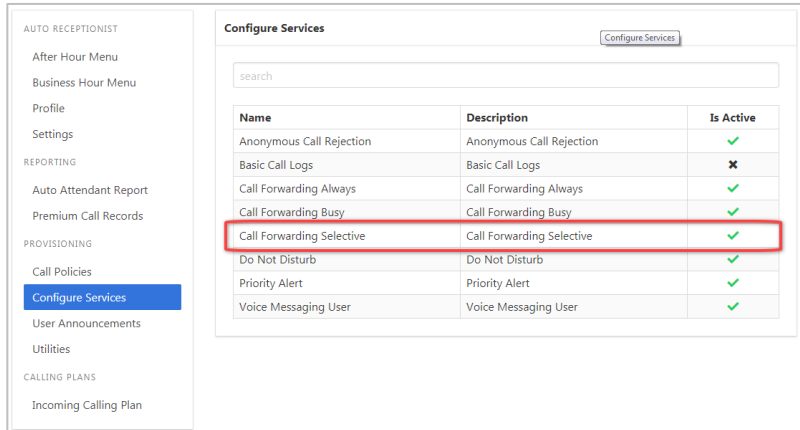
28

Call Forwarding Selective

Call Forward Selective allows the call forwarding of specific callers to various services. The feature needs to be activated with a default phone number. The selected callers and the destination numbers also needs to be added. The feature cannot be activated without a Selective Criteria being specified.

Refer Schedules on page 169 for details on how to add or modify Schedules.

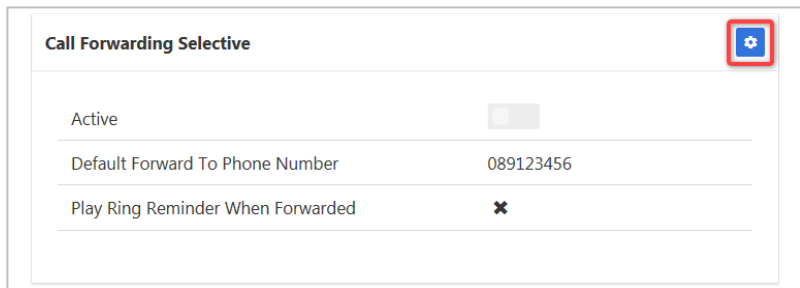
1. Click **Configure Services**.
2. Click **Call Forwarding Selective**.




Name	Description	Is Active
Anonymous Call Rejection	Anonymous Call Rejection	✓
Basic Call Logs	Basic Call Logs	✗
Call Forwarding Always	Call Forwarding Always	✓
Call Forwarding Busy	Call Forwarding Busy	✓
Call Forwarding Selective	Call Forwarding Selective	✓
Do Not Disturb	Do Not Disturb	✓
Priority Alert	Priority Alert	✓
Voice Messaging User	Voice Messaging User	✓

Activate Service

1. Click .




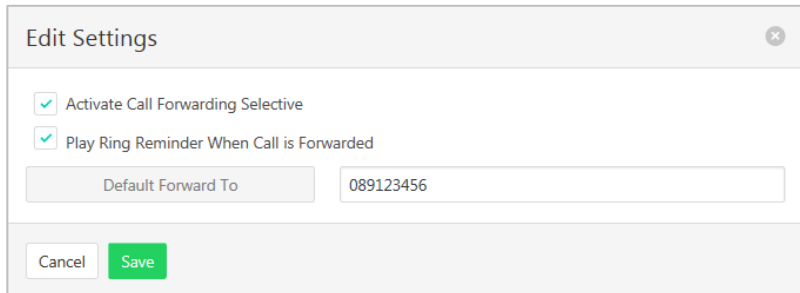
Call Forwarding Selective 


Active

Default Forward To Phone Number

Play Ring Reminder When Forwarded

2. Click the **Is Active** checkbox to enable.
3. Click the **Play Ring Reminder When Call is Forwarded** checkbox to activate. (Optional.)
4. Enter the default phone number for calls to be forwarded to.
5. Click .



Edit Settings 

Activate Call Forwarding Selective

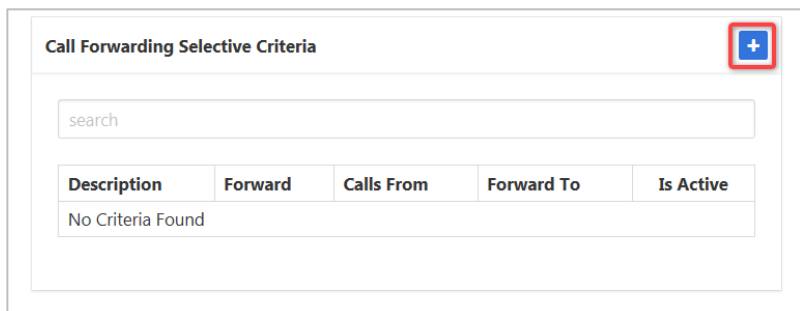
Play Ring Reminder When Call is Forwarded


Default Forward To

Specify Criteria

Note – criteria need to be specified before service can be activated.

1. Click .



Call Forwarding Selective Criteria 

search

Description	Forward	Calls From	Forward To	Is Active
No Criteria Found				

2. Enter a description to be associated with this call forwarding service. (Multiple can be entered.)
3. Choose **Forward To**:
 - > Forward to Default Number – default number specified when activating service.
 - > Forward to Specified Number – specified numbers entered below.
 - > Do Not Forward – exclude certain numbers from being forwarded.
4. Enter **Forward to Specified** number.
5. Select **Time Schedule**.
6. Select **Holiday Schedule**.
7. Select **Calls From** option:
 - > Any – Call Forwarding applies to all incoming calls
 - > Specified – Call Forwarding applies only to numbers specified below. If this is selected, then options to:
 - > Allow From Any Private Number.
 - > Allow From Any Unavailable Number.
 - > Allow from Specific Numbers.
8. Click Save.

Edit Criteria
✕

General Settings

Description	Divert calls from Manager
Forward To	Forward To Specified Number ▼
Forward To Specified	0409123456
Time Schedule	Every Day All Day ▼
Holiday Schedule	None ▼
Calls From	Specified Only ▼

Allow From

Any Private Number

Any Unavailable Number

Allow From Specific Numbers

089123456	
0409654321	

Cancel
Save

Do Not Disturb

Automatically forward all incoming calls straight to Voicemail. If Voicemail is not activated the caller will hear a busy tone. Ring Splash will notify the user that a call has been directed to Voicemail.

1. Click **Configure Services**.
2. Click **Do Not Disturb**.

AUTO RECEPTIONIST

After Hour Menu

Business Hour Menu

Profile

Settings

REPORTING

Auto Attendant Report

Premium Call Records

PROVISIONING

Call Policies

Configure Services

User Announcements

Utilities

CALLING PLANS

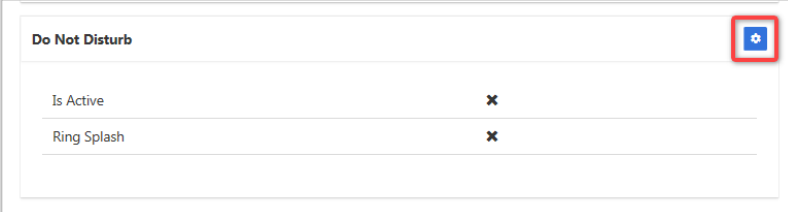
Incoming Calling Plan


Configure Services
Configure Services

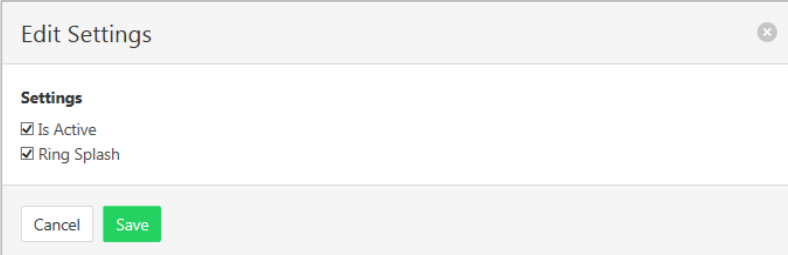
search

Name	Description	Is Active
Anonymous Call Rejection	Anonymous Call Rejection	✓
Basic Call Logs	Basic Call Logs	✗
Call Forwarding Always	Call Forwarding Always	✓
Call Forwarding Busy	Call Forwarding Busy	✓
Call Forwarding Selective	Call Forwarding Selective	✓
Do Not Disturb	Do Not Disturb	✓
Priority Alert	Priority Alert	✓
Voice Messaging User	Voice Messaging User	✓

3. Click .



4. Click the **Is Active** checkbox to enable.
5. Click the **Ring Splash** checkbox to enable.
6. Click .



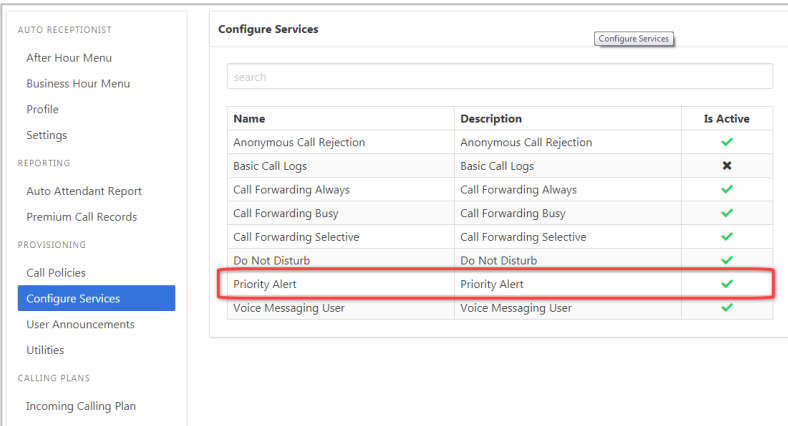
Priority Alert

The Priority Alert service allows a user to have specified incoming calls alert them distinctively when meeting pre-specified criteria. The alert method is via a distinct ringing alerting tone.

Apart from the distinctive alerting pattern, this service does not change the way incoming calls are processed.


Refer Schedules on page 169 for details on how to add or modify Time and Holiday schedules.

1. Click **Configure Services**.
2. Click **Priority Alert**.



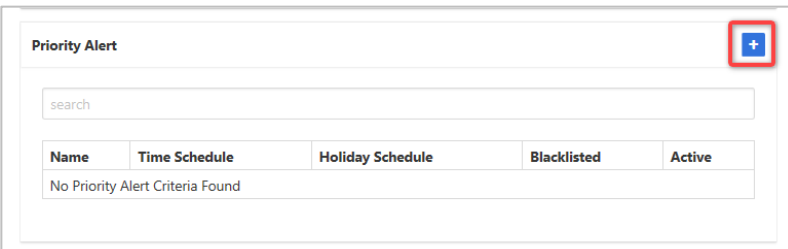
Name	Description	Is Active
Anonymous Call Rejection	Anonymous Call Rejection	✓
Basic Call Logs	Basic Call Logs	✗
Call Forwarding Always	Call Forwarding Always	✓
Call Forwarding Busy	Call Forwarding Busy	✓
Call Forwarding Selective	Call Forwarding Selective	✓
Do Not Disturb	Do Not Disturb	✓
Priority Alert	Priority Alert	✓
Voice Messaging User	Voice Messaging User	✓

A list of existing Priority Alerts is displayed.

Existing alerts can be activated/deactivated by using the slide control .

To create a new Priority Alert:

1. Click .



3. Select the required Tab from:

- > Settings
- > Voice Portal
- > Greetings



Voice Messaging	
Is Active	✘
Processing Type	Unified Voice and Email Messaging
Delivery Email	
Message Indicator Enabled	✘
Send Notification Email	✘
Carbon Copy Voice Message	✘
Transfer On 0	✘
Always Redirect to Voice Mail	✘
Busy to Voice Mail	✔
No Answer to Voice Mail	✔

Settings

Voice Messaging User provides options such as when a call should go to Voicemail and how the messages should be presented.

Available settings:

- > Phone Message waiting Indicator – displays on the handset that a voicemail message exists.
- > Send Voice Message Notification email – send email to nominated number advising a voicemail message exists.
- > Carbon Copy Voice Message – send a duplicate voicemail message to another user.
- > Transfer on Zero – send a call direct to Voicemail by dialling zero.
- > Always redirect to Voicemail – all calls are to be sent to voicemail
- > Redirect Busy to Voicemail – when all users are busy calls are to be redirected to voicemail.
- > Redirect No Answer to Voicemail – when calls are not answered they are to be redirected to voicemail.
- > Processing Type – choose between messages being delivered via both voice and email messaging or email only
- > Delivery Email – email address for voicemail message.
- > Email Notification To – email address for email notification. Required if Send Voice Message Notification email selected.
- > Carbon Copy To – email address for carbon copy voicemail email copy. Required if Carbon Copy Voice Message selected.
- > Transfer To – transfer number for calls to be transferred to. Required if Transfer on Zero selected.

1. Click .
2. Click **Enabled** checkbox to activate Voicemail.
3. Edit settings as required.
4. Click .

Dialog box: Edit Voice Messaging

- Enabled
- Enable Phone Message Waiting Indicator
- Send Voice Message Notification Email
- Send Carbon Copy Voice Message
- Transfer on Zero
- Always Redirect to Voicemail
- Redirect Busy to Voicemail
- Redirect No Answer to Voicemail

Processing: Unified Voice and Email Messaging

Delivery Email:

Email Notification To:

Carbon Copy To:

Transfer To:

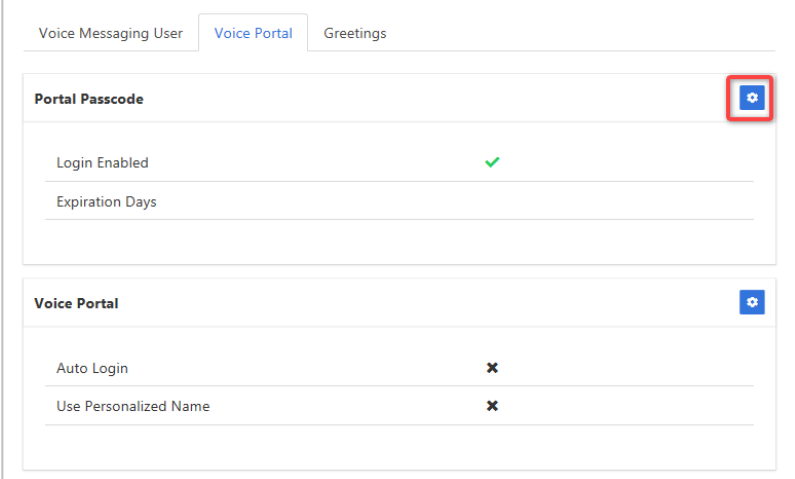
Buttons: Cancel, Save

Voice Portal

Auto login, personalized name settings and password resets. Personalised name allows the recording of the user's name to be added to a standard greeting. For example, "FRED cannot take your call" where FRED is pre-recorded by the user.


Portal Passcode

1. Click .




2. Enter **Passcode** and **Repeat Passcode**.

Or

2. Click  to **Generate Random Passcode**.

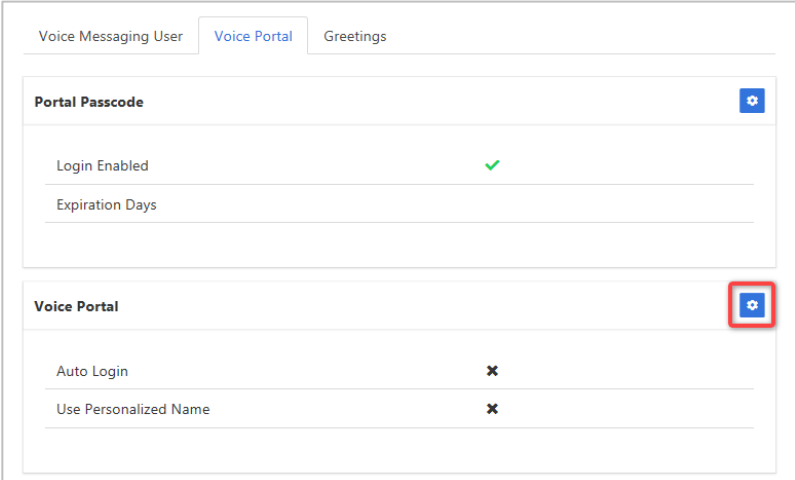
Passcode and **Repeat Passcode** are entered automatically.


Click  to hide/unhide number entries.



Voice Portal

1. Click .



2. Click **Auto-login When Calling from Your Phone** checkbox to activate auto logon.
3. Click **Use Personalized Name** checkbox to use name in Voicemail messages.
4. Click .

Edit Voice Portal
✕

Auto Login

Auto-login When Calling From Your Phone

Personalized Name

Use Personalized Name



Cancel
Save

Greetings

Set options related to message greetings. Including:


- > Disable Message Deposit – this feature will disable all greetings and voicemail and then allow a user to choose to disconnect or Forward incoming calls.
- > Announcement settings – use default announcements or create a personal announcement/s.
- > Create alternate greetings that can be stored and used as required.
- > Extended Away – stop voicemail messages being received if the user will be away for an extended period.

In the cases where announcements and greetings can be selected the following options are common:

- >  Allows the user to choose a pre-existing audio file from their PC or Network.
- >  Choose from audio files that have already been uploaded.

1. Click .

Voice Messaging User
Voice Portal
Greetings

Greetings 

Message Deposit

Disable Message Deposit ✕

Busy Settings

Announcement Selection Default

Personal Greeting

Extended Away Settings

Extended Away Enabled ✕

Extended Away Disable Message Deposit ✓

Extended Away Greeting

No Answer Settings

Rings before Greeting 3

Announcement Selection Default

Personal Greeting

Message Deposit

- Click **Disable Message Deposit** checkbox to stop voicemail messages being recorded.
- Select **After Greeting Action**. (Required if Disable Message Deposit is selected.)

Busy Settings

- From **Busy Settings**, choose **Announcement Selection**. If personal selected, then choose **Personal Greeting** file.

Extended Away Settings

- Click **Extended Away Enabled** checkbox to activate this feature.
- Click **Extended Away Disable Message Deposit** to stop messages being kept during away period.
- Choose **Extended Away Greeting**. (Required if Extended Away is enabled.)

No Answer Settings

- Select the number of **Rings before Greeting** from the drop-down list.
- Select **Announcement Selection** from the drop-down list.
- Select **Personal Greeting**. (Required if Personal is chosen from the **Announcement Selection** list.)
- Select **Alternate Greetings 01-03**. Required if Greetings 01-03 is chosen from the Announcement Selection list.

Edit Greetings ✕

Message Deposit

Disable Message Deposit

After Greeting Action: Disconnect

Busy Settings

Announcement Selection: Default

Personal Greeting: No Announcement Selected + ≡

Extended Away Settings

Extended Away Enabled

Extended Away Disable Message Deposit

Extended Away Greeting: No Announcement Selected + ≡

No Answer Settings

Rings before Greeting: 3

Announcement Selection: Default

Personal Greeting: No Announcement Selected + ≡

Alternate Greetings

Alternate Greeting 01	Greeting Name	No Announcement S	+ ≡
Alternate Greeting 02	Greeting Name	No Announcement S	+ ≡
Alternate Greeting 03	Greeting Name	No Announcement S	+ ≡

Cancel Save

UTILITIES

A list of the feature access codes.

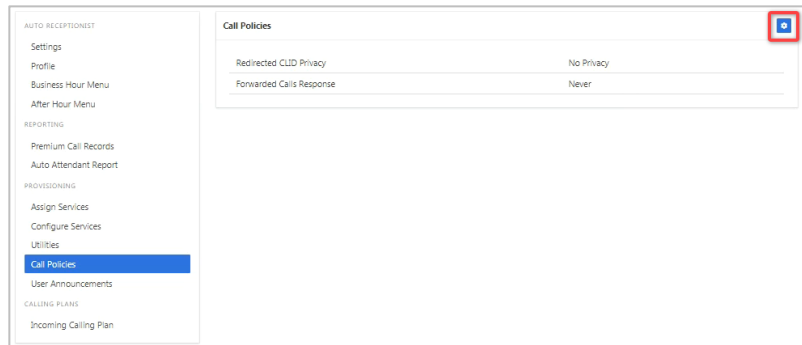
User Feature Access Code	Main Code	Alternate Code
Direct Voice Mail Transfer	*55	
Call Park	*68	
Group Call Park	#58	
Voice Mail Clear MWI	*99	
Call Forwarding No Answer To Voice Mail Deactivation	#41	
Call Forwarding Busy Activation	*90	
Do Not Disturb Activation	*78	
Anonymous Call Rejection Deactivation	*87	
No Answer Timer	*610	
Call Forwarding Always To Voice Mail Activation	*21	
Call Forwarding No Answer Interrogation	*61*	
Call Forwarding Busy Interrogation	*67*	
Call Forwarding Busy To Voice Mail Activation	*40	
Anonymous Call Rejection Interrogation	*52*	
EOCP Sustained Authorization Code Unlock	*47	
Call Forwarding Always Activation	*72	
Hunt Group Busy Interrogation	#53	
Voice Mail Retrieval	*86	
Call Forwarding Busy To Voice Mail Deactivation	#40	
Selective Call Forwarding Activation	#76	
Anonymous Call Rejection Activation	*77	
Call Forwarding Always Interrogation	*21*	
Hunt Group Busy Deactivation	#52	
EOCP Sustained Authorization Code Lock	*37	
Hunt Group Busy Activation	#51	
Selective Call Forwarding Deactivation	#77	
Call Forwarding Always To Voice Mail Deactivation	#21	
Voice Portal Access	*62	

CALL POLICIES

Set the CLID privacy settings and which type of calls it applies to.

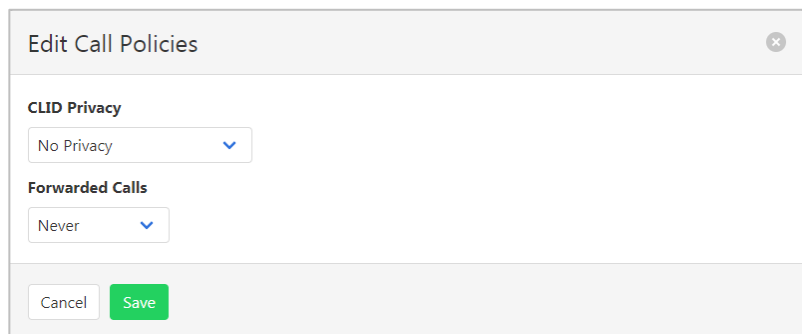
1. Click **Call Policies**.

2. Click .



Modify settings as required.

3. Click .



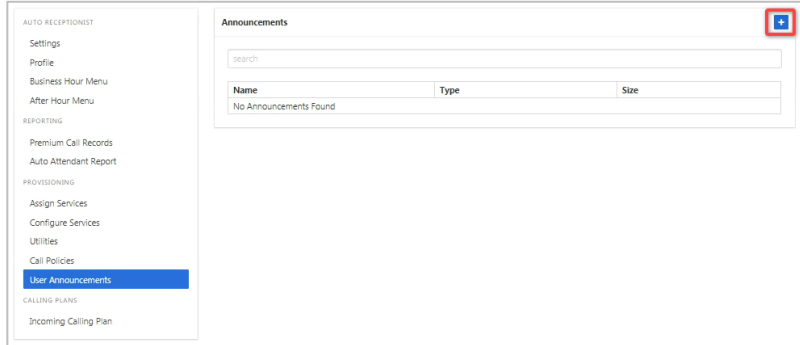
USER ANNOUNCEMENTS

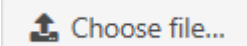
Announcements can be either default or custom. Custom announcements for use by Auto Receptionist are stored here.

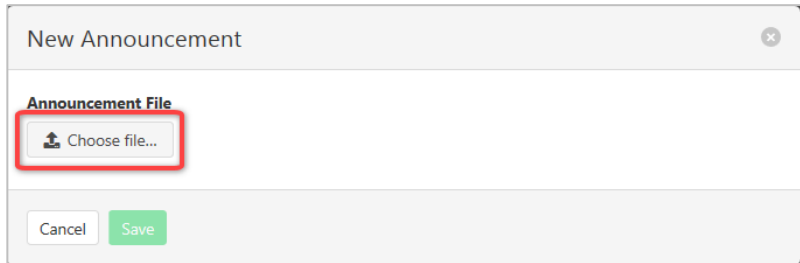
The file format required is .wav (PCM, 16,000kHz, 16 bit Mono).


1. Click **User Announcements**.

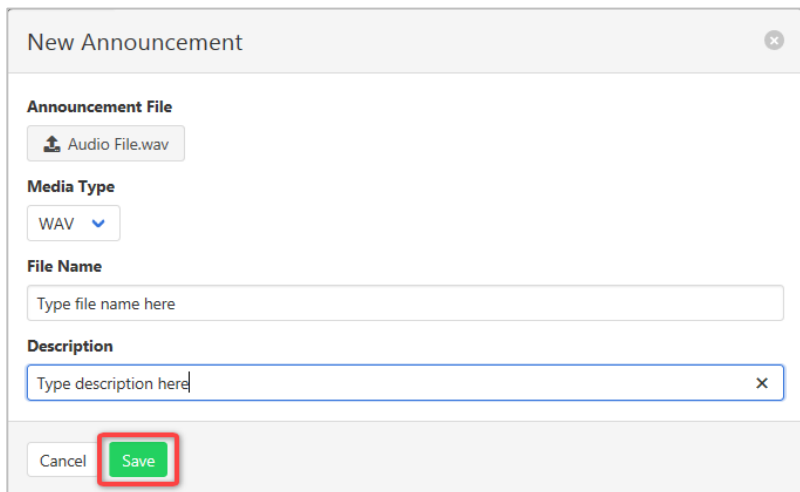
2. Click .



1. Click .
2. Search for the file on local PC.

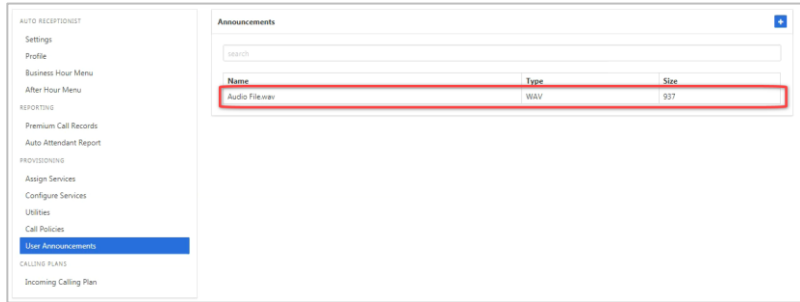


3. Select **Media Type**.
4. Enter **File Name** and **Description**.
5. Click .



Edit/Delete and announcement

1. Click on the Announcement to be edited or deleted.



Audio file details are displayed along with details of where the audio file is being used.

2. Click .


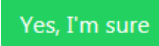


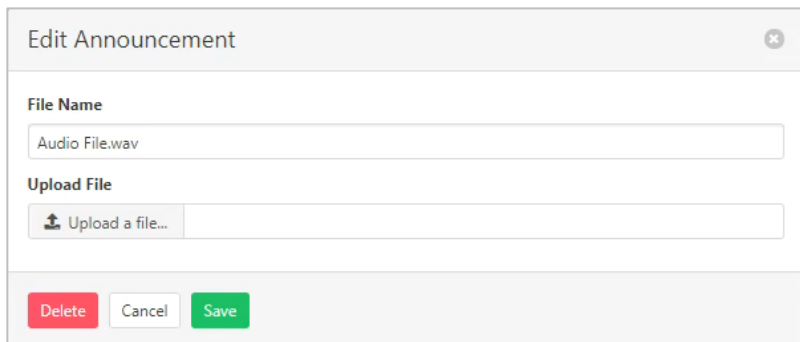
Edit

Change the File Name or upload a new audio file.

3. Click .

Delete

3. Click .
4. Click  at confirmation message.

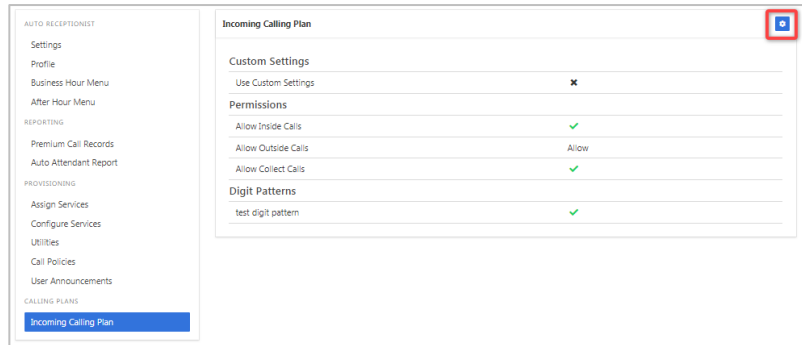


INCOMING CALLING PLAN

Set up what call types agents can make or receive.

1. Click **Incoming Calling Plan**.

2. Click .



3. Tick **Custom Settings**.

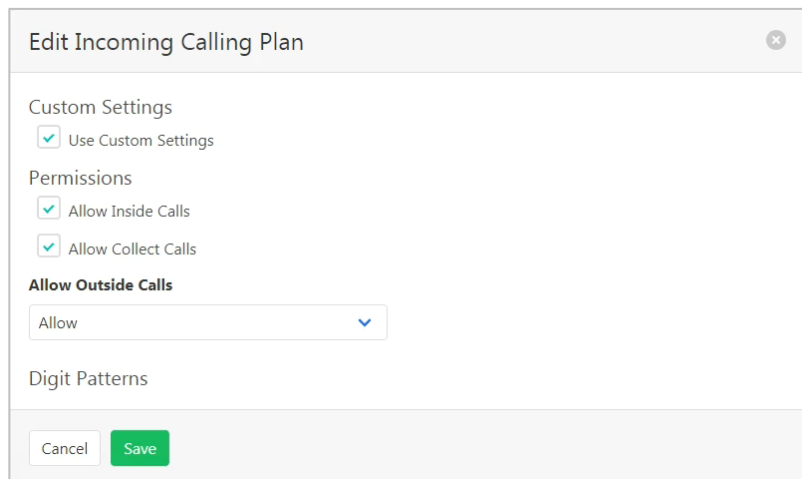


4. Tick to allow **Inside** or **Collect Calls**

5. Select **Allow Outside Calls** required option from:

- > Allow
- > Allow only if redirected from another user.
- > Disallow

6. Click .



CALL PARK

Call Park allows users to “park” or hold a call on groups of users so that anyone in the Call Park group can pick up the call. It allows a user to send calls to groups of users rather than an individual.

Available settings:

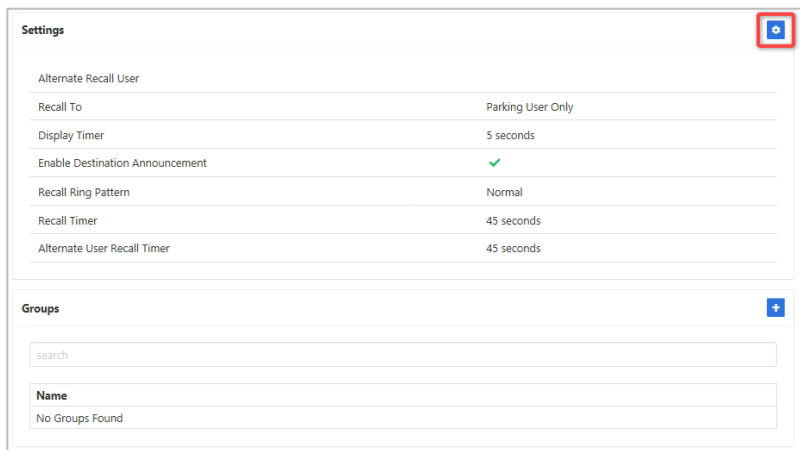
Alternate Recall User – When calls are recalled they can be recalled to either the “parking user” or an “alternate recall user”. The Alternate Recall user can only be a Hunt Group in the Enterprise. *Refer to Hunt Group on page 76* for details on creating and modifying Hunt Groups.

- > Recall to – Choose from:
 - > Parking User only
 - > Parking User then Alternate User
 - > Alternate User only
- > Display Timer – The Display Timer option controls how long before automatically releasing the parked call when using Group Call Park. Range is 2 to 15 seconds and the default is 5.
- > Destination Announcement – The Parked Destination Announcement option controls whether an announcement is provided. The default is enabled.
- > Recall Ring Pattern – Select desired ring pattern.
- > Recall Timer – When the Call Park Recall Timer expires, the parking user is recalled.
- > Alternate User Recall Timer – The recall time when an alternate user is being utilised.

Select **Call Park** from the **Group Services** pane.


Modify Call Park settings

1. Click .



Settings	
Alternate Recall User	
Recall To	Parking User Only
Display Timer	5 seconds
Enable Destination Announcement	✓
Recall Ring Pattern	Normal
Recall Timer	45 seconds
Alternate User Recall Timer	45 seconds

Groups	
search	
Name	
No Groups Found	

2. Modify settings as required.
3. Click .

Edit Settings
✕

Alternate Recall User

No User Selected ☰

Recall To

Parking User Only ▼

Display Timer

5

Destination Announcement

Enable Destination Announcement

Recall Ring Pattern

Normal ▼

Recall Timer

45

Alternate User Recall Timer

45

Cancel
Save

Create a Call Park group

1. Click .



Settings
⚙

Alternate Recall User	
Recall To	Parking User Only
Display Timer	5 seconds
Enable Destination Announcement	✓
Recall Ring Pattern	Normal
Recall Timer	45 seconds
Alternate User Recall Timer	45 seconds

Groups +

Name

No Groups Found

2. Enter a **Name** for the group.
3. Click  to select the Alternate Recall User.
4. Select required **Recall To** option.
5. Click .

New Group
✕

Name

Call Park test group

Alternate Recall User


[blurred]
🗑 ☰

Recall To

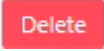
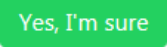
Parking User Only ▼

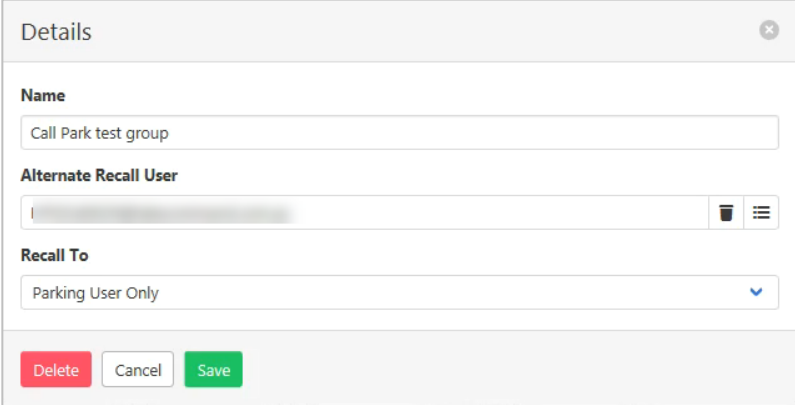
Cancel
Save

Modify

- Alter details as required and click .

Delete

- Click .
- Click  at confirmation message.



The 'Details' dialog box shows the following fields and controls:

- Name:** Call Park test group
- Alternate Recall User:** [Redacted]
- Recall To:** Parking User Only
- Buttons:** Delete (red), Cancel (grey), Save (green)

CALL PICKUP


Call Pickup allows users to pick up calls within an assigned Call Pickup group. The Call Pickup group is determined by an administrator and may or may not consist of those in the group phone lists. When users dial the Call Pickup code, the ringing phone in the group is answered. If more than one phone is ringing, Call Pickup allows users to answer the phone that has been ringing the longest.

Users can only belong to one Call Pickup group.

Select **Call Pickup** from the **Group Services** pane.

Create a Call Pickup group

- Click .



The 'Groups' pane includes a search bar and a table with one entry:

Name
Main

- Enter a **Name** for the group.

- Click .

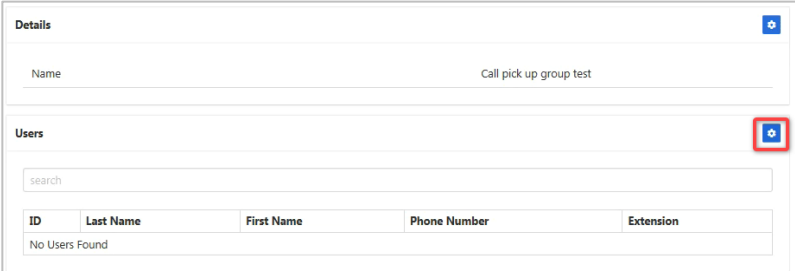


The 'New Group' dialog box shows the following fields and controls:

- Name:** Call pick up group test
- Buttons:** Cancel (grey), Save (green)

Add, modify or delete group users

- Click .



The 'Details' dialog box shows the following fields and controls:

- Name:** Call pick up group test
- Users:** search bar and a table with columns: ID, Last Name, First Name, Phone Number, Extension. The table currently shows 'No Users Found'.
- Buttons:** Settings (gear icon)

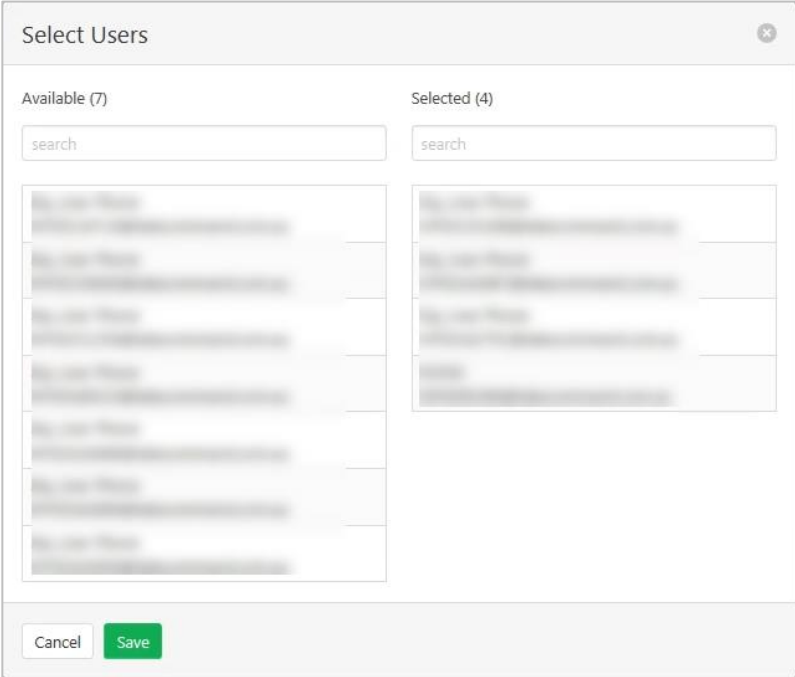
2. Click items on one list to transfer to the other list.

Note: Available lists all users.

Selected lists users that will be a part of this group.

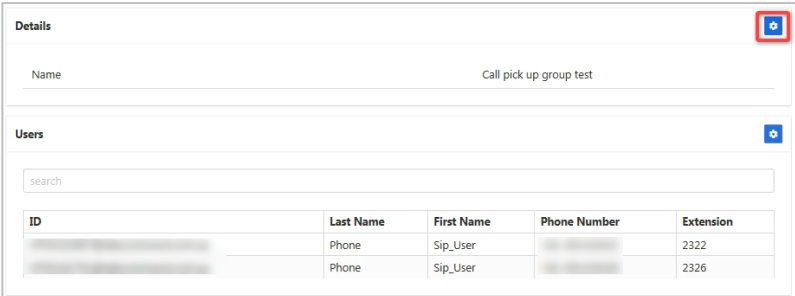
Once the list of selected users is correct:

3. Click .




Modify or delete call pickup group

1. Click to highlight the required group (if more than one exists).
2. Click .


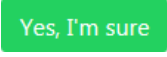


ID	Last Name	First Name	Phone Number	Extension
	Phone	Sip_User		2322
	Phone	Sip_User		2326

Modify

3. Alter details as required and click .

Delete

3. Click .
4. Click  at confirmation message.



CLOUD Q

Cloud Q's provide the type of features of a Hunt Group with additional services such as comfort and time remaining in queue messages.

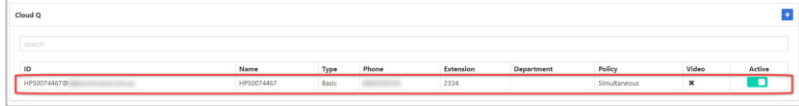
A Cloud Q is itself a virtual user (the Cloud Q user) and it is provisioned with many of the attributes that a user has.

Select **Cloud Q** from the **Group Services** pane.

Use the slide control/s to activate/deactivate a Cloud Q.

Click the required Cloud Q.

A list of available settings is displayed. Click the required option in the left pane.



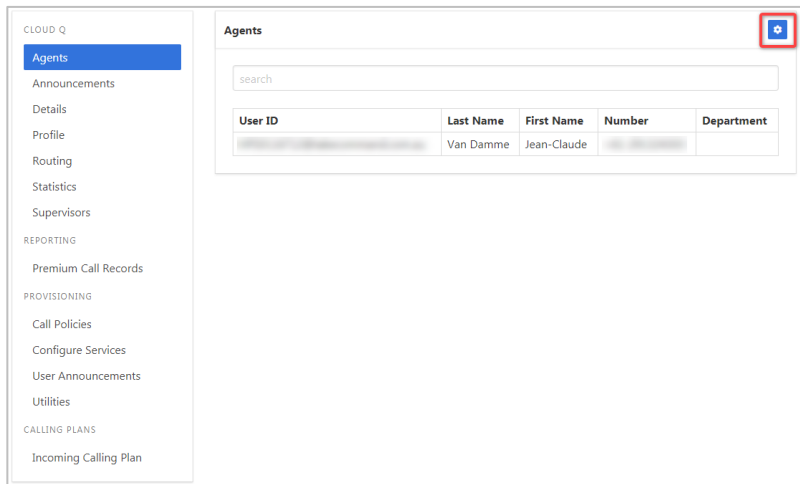
ID	Name	Type	Phone	Extension	Department	Policy	Video	Active
HP50074407D	HP50074407	Basic		2334		Simultaneous	✗	<input checked="" type="checkbox"/>

AGENTS

List, add and delete the agents that are a part of the Cloud Q.

1. Click **Agents**.

2. Click .



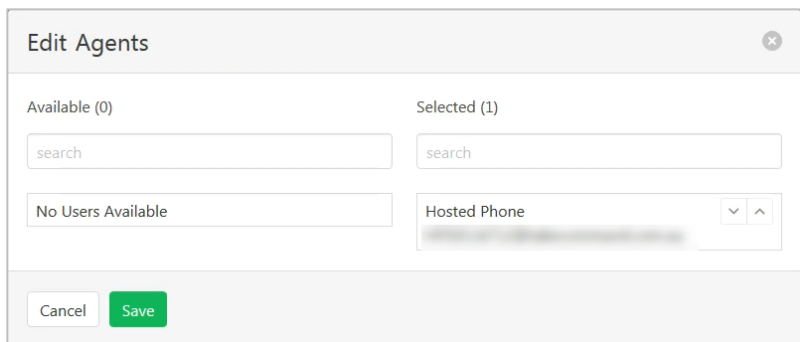
The screenshot shows the 'Agents' management page for a Cloud Q. On the left is a navigation menu with categories: CLOUD Q (Agents, Announcements, Details, Profile, Routing, Statistics, Supervisors), REPORTING (Premium Call Records), PROVISIONING (Call Policies, Configure Services, User Announcements, Utilities), and CALLING PLANS (Incoming Calling Plan). The 'Agents' section is active. The main area shows a search bar and a table of agents:

User ID	Last Name	First Name	Number	Department
	Van Damme	Jean-Claude		

The agents list can be modified by clicking on the users in one list to transfer to the other.

Once changes are complete:

3. Click .



The 'Edit Agents' dialog box is shown. It has two columns: 'Available (0)' and 'Selected (1)'. Each column has a search bar and a list area. The 'Available' list shows 'No Users Available'. The 'Selected' list shows 'Hosted Phone' with a dropdown arrow. At the bottom are 'Cancel' and 'Save' buttons.

ANNOUNCEMENTS

Announcements can be default or custom. Custom announcements allow the upload of a privately recorded message or music. Available announcements include:

Entrance Message – provides a greeting to callers.

Estimated Wait Message – provides an update to callers on their status in the queue. This is a standard message with no custom message available.

Comfort Message – provides regular messages whilst the caller is in the queue.

Music on Hold – the ability to place music whilst the caller is on hold.

The file format required is .wav (PCM, 16,000kHz, 16 bit Mono).

Entrance Message

1. Click **Announcements**.

2. Click .

3. Modify details as required.

Note – mandatory entrance message requires the entrance message to be played even if agents are available.

If File is selected from the Audio Selection, then the audio file needs to be located and chosen.

Use Select Announcement to choose from existing messages already stored.


Use Create Announcement to add a new recording.

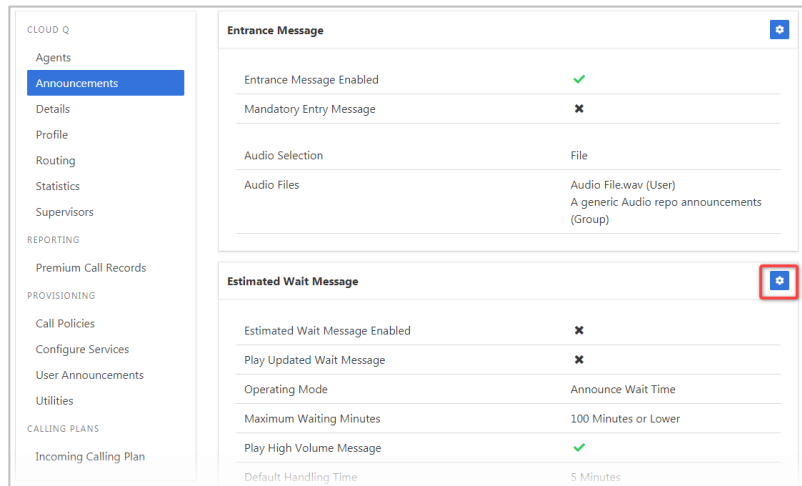
Once changes are complete:

4. Click .

Estimated Wait Message


This message is available as either the estimated wait time or the callers queue position.

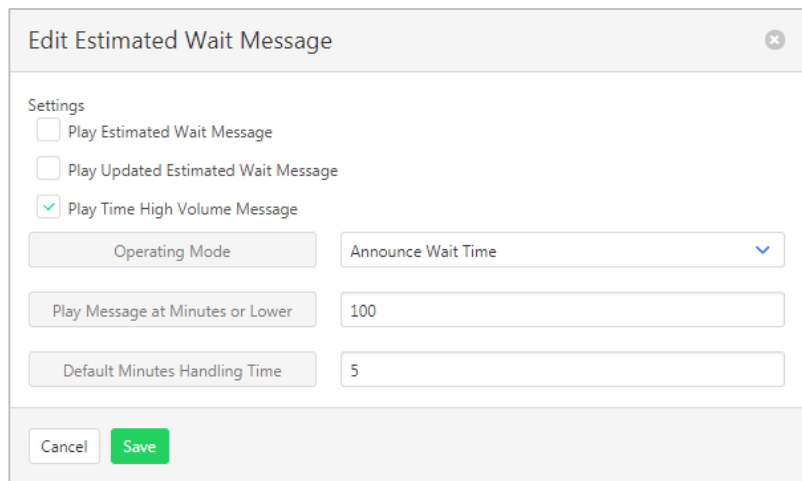
1. Click **Announcements**.
2. Click .



Entrance Message	
Entrance Message Enabled	✓
Mandatory Entry Message	✗
Audio Selection	File
Audio Files	Audio File.wav (User) A generic Audio repo announcements (Group)

Estimated Wait Message	
Estimated Wait Message Enabled	✗
Play Updated Wait Message	✗
Operating Mode	Announce Wait Time
Maximum Waiting Minutes	100 Minutes or Lower
Play High Volume Message	✓
Default Handling Time	5 Minutes

3. Modify details as required.
Once changes are complete:
4. Click .



Edit Estimated Wait Message

Settings

- Play Estimated Wait Message
- Play Updated Estimated Wait Message
- Play Time High Volume Message


Operating Mode: Announce Wait Time

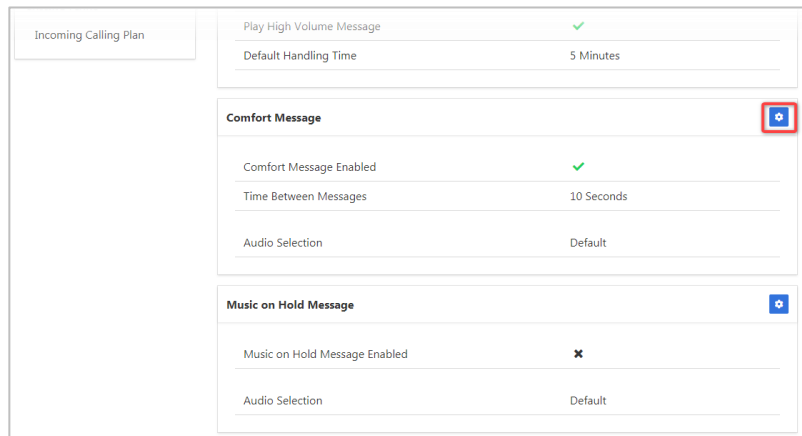
Play Message at Minutes or Lower: 100

Default Minutes Handling Time: 5

Cancel Save

Comfort Message

1. Click **Announcements**.
2. Click .



Comfort Message	
Comfort Message Enabled	✓
Time Between Messages	10 Seconds
Audio Selection	Default

Music on Hold Message	
Music on Hold Message Enabled	✗
Audio Selection	Default

3. Modify details as required.

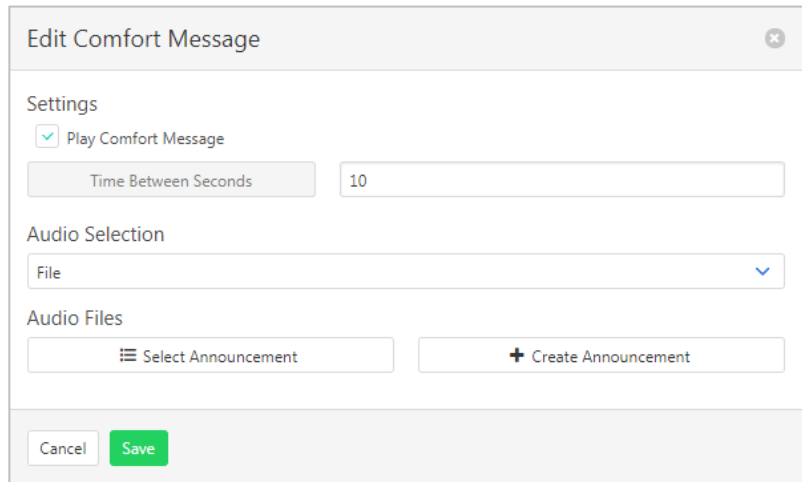
If File is selected from the Audio Selection, then the audio file needs to be located and chosen.

Use Select Announcement to choose from existing messages already stored.

Use Create Announcement to add a new recording.

Once changes are complete:

4. Click .



Edit Comfort Message

Settings

Play Comfort Message

Time Between Seconds: 10

Audio Selection: File

Audio Files

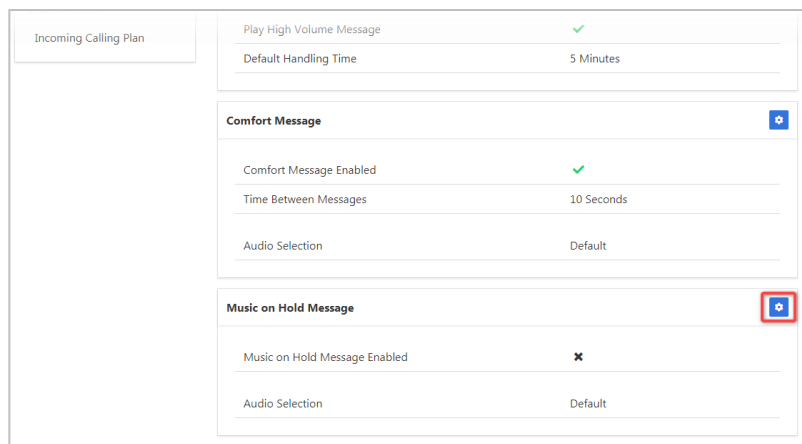
Select Announcement | + Create Announcement

Cancel | Save

Music on Hold Message

1. Click **Announcements**.

2. Click .



Incoming Calling Plan

Play High Volume Message:

Default Handling Time: 5 Minutes

Comfort Message

Comfort Message Enabled:

Time Between Messages: 10 Seconds

Audio Selection: Default

Music on Hold Message

Music on Hold Message Enabled:

Audio Selection: Default

3. Modify details as required.

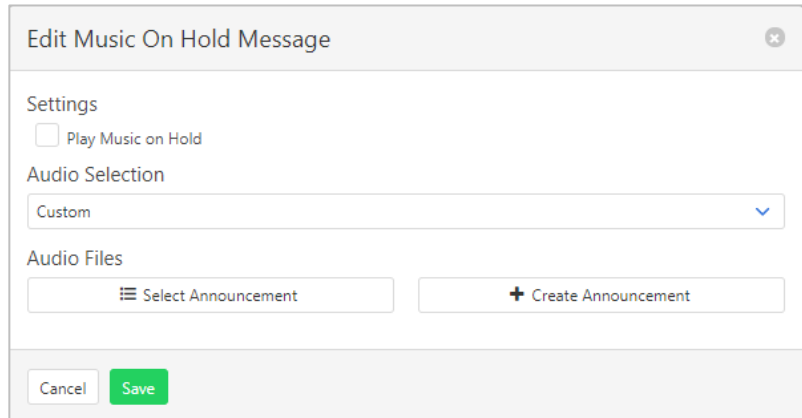
If Custom is selected from the Audio Selection, then the audio file needs to be located and chosen.

Use Select Announcement to choose from existing messages already stored.

Use Create Announcement to add a new recording.

Once changes are complete:

4. Click .



Edit Music On Hold Message

Settings

Play Music on Hold

Audio Selection: Custom

Audio Files

Select Announcement | + Create Announcement

Cancel | Save

DETAILS

View or modify core details of the Cloud Q including the option to delete the Cloud Q.

Group Policy determines how a call is placed within the Cloud Q. Users are provisioned in an ordered list. The hunting process essentially determines how to process that list to find an idle user where the call can be terminated. Available options are:

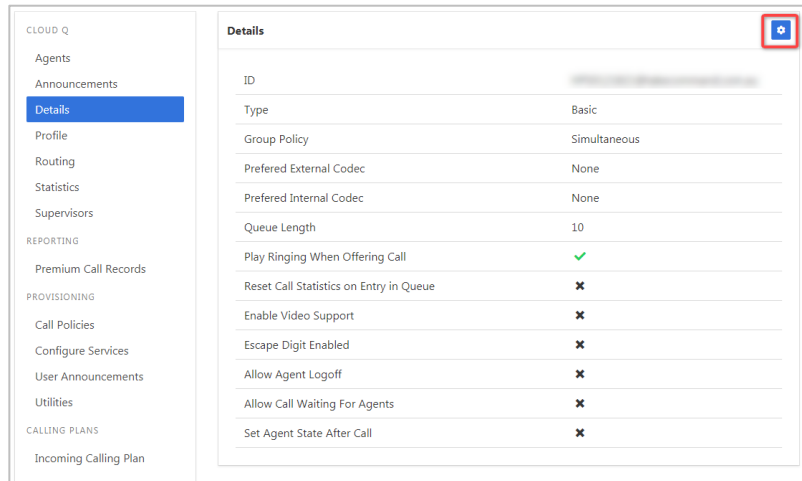
- Regular (linear) – the incoming calls to the group start hunting on the first user in the list and hunt all the provisioned users sequentially, until an idle user is found, or the end of the list is reached.
- Circular – the incoming calls to the group start hunting with the user following the last user to receive a call. When the end of the list is reached, the hunting circles back to the first user in the list. The hunting ends when an idle user is found, or all the users have been visited.
- Uniform – the incoming calls to the group are presented with the user that has been idle for the longest time.
- Simultaneous – the incoming calls alert all idle users in the group. The call is connected to the first user to answer the call.
- Weighted – the incoming calls alert agents in a pseudo-random fashion according to their relative weight. Agents with a higher weight are assigned more incoming calls than agents with lower weights.

Available Settings:

- Queue Length – determines the number of calls that can wait in queue.
- Play Ringing – allows ring tone when a call is offered to an agent.
- Reset Call Statistics – will reset caller statistics each time an agent logs into the queue. These statistics are used for call allocations based on the Group Policy.
- Enable Video Support – currently not supported.
- Escape Digit Enabled – allows callers to press 0 to escape from the queue.
- Allow Agent Logoff – allows agents to log off from the Cloud Q.
- Allow Call Waiting – agents can have call waiting added to their service.

To modify a Cloud Q details:

1. Click **Details**.
2. Click .



CLOUD Q	
Agents	
Announcements	
Details	
Profile	
Routing	
Statistics	
Supervisors	
REPORTING	
Premium Call Records	
PROVISIONING	
Call Policies	
Configure Services	
User Announcements	
Utilities	
CALLING PLANS	
Incoming Calling Plan	

Details	
ID	
Type	Basic
Group Policy	Simultaneous
Preferred External Codec	None
Preferred Internal Codec	None
Queue Length	10
Play Ringing When Offering Call	✓
Reset Call Statistics on Entry in Queue	✗
Enable Video Support	✗
Escape Digit Enabled	✗
Allow Agent Logoff	✗
Allow Call Waiting For Agents	✗
Set Agent State After Call	✗

Modify

Modify information as required.

3. Click .

Edit Details

Group Policy	Simultaneous
External Codec	None
Internal Codec	None
Queue Length	10



Settings

- Play Ringing When Offering Call
- Reset Call Statistics on Entry In Queue
- Enable Video Support
- Allow Agent Logoff
- Allow Call Waiting For Agents
- Escape Digit Enabled

PROFILE

Profile details of the Auto Receptionist including the CLID, phone number it is attached to and the service name.

Available settings:

- > Service Name – The name assigned to the Cloud Q.
- > CLID First Name – the Calling Line ID first name.
- > CLID Last Name - the Calling Line ID last name.
- > Phone Number – the number associated with the Cloud Q. Generally, the main advertised number.
- > Extension – the extension associated with the Cloud Q.
- > Password – the password for the Cloud Q. Use  to generate a password. Use  to view the password.
- > Public Identity – not used by Commander.
- > Department – if the Cloud Q is attached to a department.
- > Language – the language to be used.
- > Time Zone – the time zone to be used.
- > Alias – the ability to put in a different name for the Cloud Q. Not currently used by Commander.

Refer *Departments* on page 158 for details on how to add or modify *Departments*.

To modify profile information:

1. Click **Profile**.
2. Click .

CLOUD Q

- Details
- Profile**
- Agents
- Supervisors
- Announcements
- Statistics
- Routing

REPORTING

- Premium Call Records

PROVISIONING


- Assign Services
- Configure Services
- Utilities
- Call Policies
- User Announcements

CALLING PLANS

- Incoming Calling Plan

Service Instance Profile

Service Name	
CLID First Name	Hosted
CLID Last Name	Phone
Phone Number	
Extension	2340
Aliases	
Department	
Language	English
Time Zone	(GMT) UTC
Public Identity	

3. Modify information as required.
4. Click .

Edit Profile: ✕

Service Name	<input type="text"/>
CLID Last Name	Phone
CLID First Name	Hosted
Phone Number	<input type="text"/> ⚙️
Extension	2340
Password	<input type="password"/> ✓ 🔒 <input type="password"/> ✓ 👁️
Public Identity	<input type="text"/>
Department	-- None -- ▼
Language	English ▼
Time Zone	(GMT) UTC ▼
Alias	<input type="text"/> +

ROUTING

Configure the 2 routing policies that are available.

Bounced Calls

What happens to call that are unanswered by the agents.

To modify routing information:

1. Click **Routing**.
2. Click .

CLOUD Q

- Agents
- Announcements
- Details
- Profile
- Routing
- Statistics
- Supervisors

REPORTING

- Premium Call Records

PROVISIONING

- Call Policies
- Configure Services
- User Announcements
- Utilities

CALLING PLANS

- Incoming Calling Plan

Bounced Calls ⚙️

Enabled	✕
Number of Rings	6

Overflow ⚙️

Action	Busy
Overflow after Timeout	✓ of 10 seconds
Play Announcement Before Overflow	✓
Audio Selection	Default

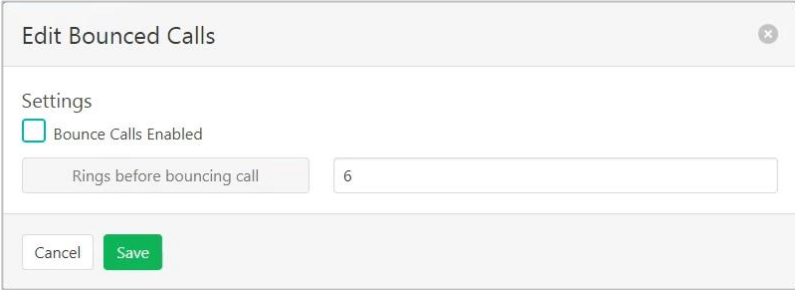
VOCUS | BUSINESS PORTAL | ADMINISTRATION GUIDE
Commercial in confidence

52

3. Modify details as required.

Once changes are complete:

4. Click .

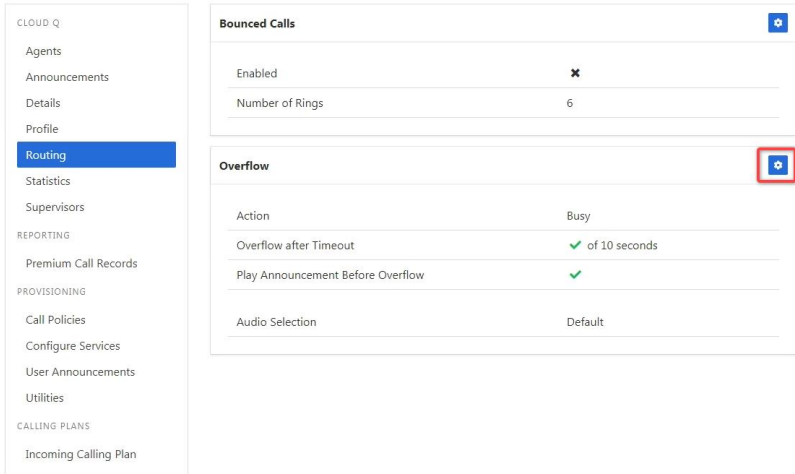


Overflow

What happens when many calls have been received or calls have been waiting longer than a configured threshold.

1. Click **Routing**.

2. Click .



3. Modify details as required.

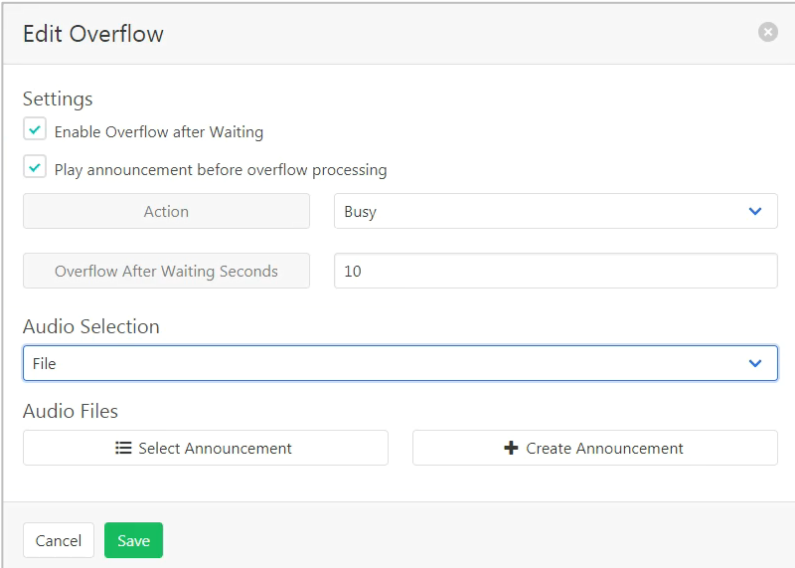
Note – If File is selected from the Audio Selection, then the audio file needs to be located and chosen.

Use Select Announcement to choose from existing messages already stored.

Use Create Announcement to add a new recording.


Once changes are complete:


4. Click .

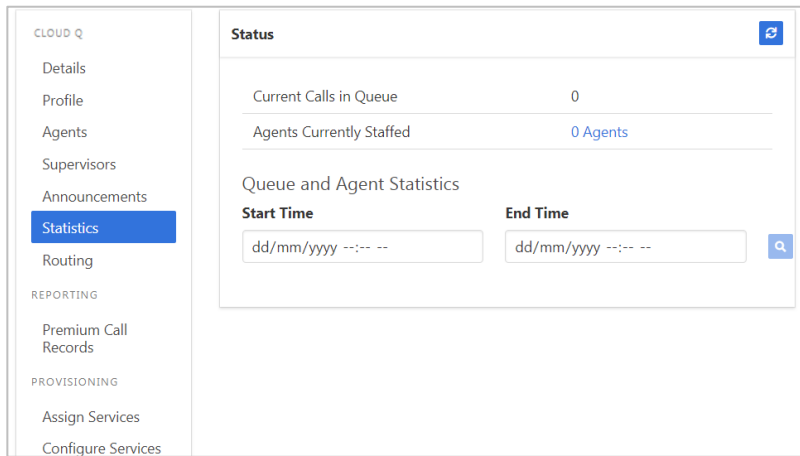


STATISTICS

The Statistics page displays current calls in queue and the number of agents. This information can be refreshed if required. Statistics are also available for a set period.

Click  to refresh data.

Enter required **Start and End Time** then  for Queue and Agent Statistics.



CLOUD Q

- Details
- Profile
- Agents
- Supervisors
- Announcements
- Statistics**
- Routing

REPORTING

- Premium Call Records

PROVISIONING

- Assign Services
- Configure Services

Status

Current Calls in Queue: 0

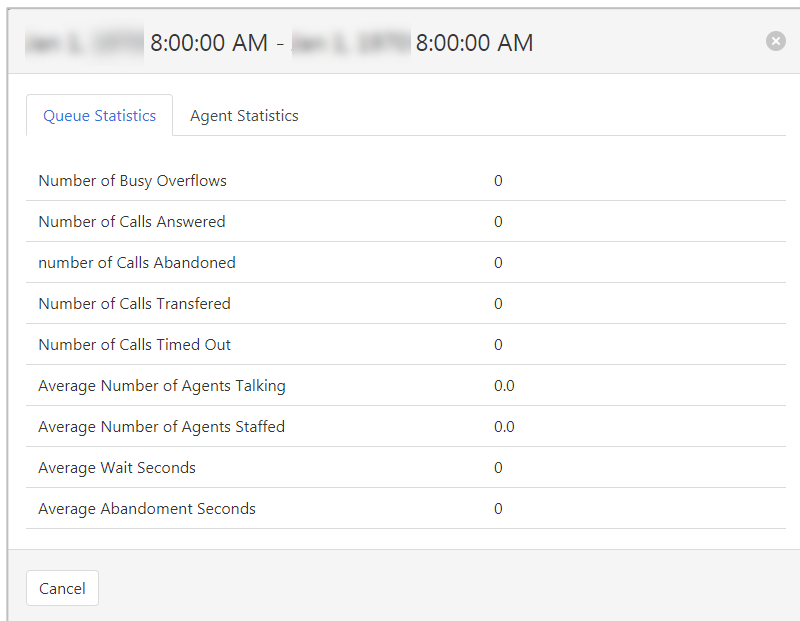
Agents Currently Staffed: 0 Agents

Queue and Agent Statistics

Start Time: dd/mm/yyyy --:-- --

End Time: dd/mm/yyyy --:-- --

Queue Statistics



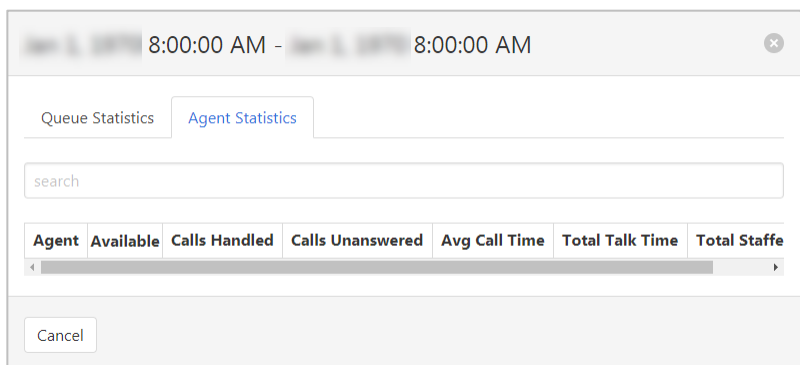
8:00:00 AM - 8:00:00 AM

Queue Statistics | Agent Statistics

Number of Busy Overflows	0
Number of Calls Answered	0
number of Calls Abandoned	0
Number of Calls Transferred	0
Number of Calls Timed Out	0
Average Number of Agents Talking	0.0
Average Number of Agents Staffed	0.0
Average Wait Seconds	0
Average Abandonment Seconds	0

Cancel

Agent Statistics



8:00:00 AM - 8:00:00 AM

Queue Statistics | **Agent Statistics**

search

Agent	Available	Calls Handled	Calls Unanswered	Avg Call Time	Total Talk Time	Total Staffe
[Empty table body]						

Cancel


SUPERVISORS

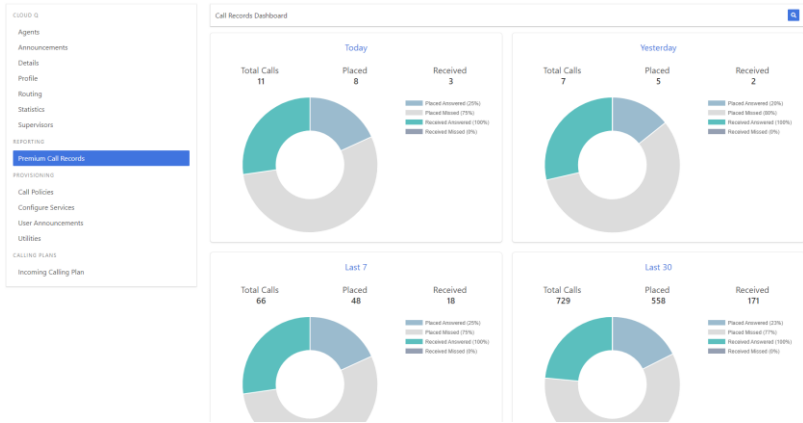
Supervisor functionality is not supported in Command Central.

PREMIUM CALL RECORDS

Call Records Dashboard for the Auto Receptionist. Premium denotes a higher level of detail of the records.

Click **Premium Call Records**.

For a set period click  then enter start and end times.



CALL POLICIES

Set the CLID privacy settings and which type of calls it applies to.

1. Click **Call Policies**.

2. Click .

Policy	Setting
Redirected CLID Privacy	No Privacy
Forwarded Calls Response	Never

3. Select the **CLID Privacy** required from the drop-down list.

4. Select the **Forwarded Calls** option required from the drop-down list.

5. Click .

Edit Call Policies

CLID Privacy
No Privacy

Forwarded Calls
Never

Cancel Save

CONFIGURE SERVICES

Allows configuration of services. Only services that have been assigned (see above) will be available for configuration.

Note: Configure services will only show the services that are on an account. If the service is not available, it will not display.


Anonymous Call Rejection

Calls that do not have a valid caller ID will be automatically rejected. These calls will not proceed to Voicemail.


1. Click **Configure Services**.
2. Click **Anonymous Call Rejection**.


Name	Description	Is Active
Anonymous Call Rejection	Anonymous Call Rejection	✓
Basic Call Logs	Basic Call Logs	✗
Call Forwarding Always	Call Forwarding Always	✓
Call Forwarding Busy	Call Forwarding Busy	✓
Call Forwarding Selective	Call Forwarding Selective	✓
Calling Name Retrieval	Calling Name Retrieval	✓
Do Not Disturb	Do Not Disturb	✓
Priority Alert	Priority Alert	✓
Voice Messaging User	Voice Messaging User	✓

3. Click .

Anonymous Call Rejection 

Enabled ✗

4. Click the **Enable Anonymous Call Rejection** checkbox to enable feature.
5. Click .


Edit Anonymous Call Rejection 

Enabled

Enable Anonymous Call Rejection

Basic Call Logs

The Basic Call Logs provides a listing of Placed, Received and Missed calls. Click on the heading for the

required list. Enter a number into the Search  field to find all appearances of that number in the list.

1. Click **Configure Services**.
2. Click **Basic Call Logs**.

CLOUD Q

- Agents
- Announcements
- Details
- Profile
- Routing
- Statistics
- Supervisors

REPORTING

- Premium Call Records

PROVISIONING

- Call Policies
- Configure Services
- User Announcements
- Utilities

CALLING PLANS

- Incoming Calling Plan

Configure Services

Name	Description	Is Active
Anonymous Call Rejection	Anonymous Call Rejection	✓
Basic Call Logs	Basic Call Logs	✗
Call Forwarding Always	Call Forwarding Always	✓
Call Forwarding Busy	Call Forwarding Busy	✓
Call Forwarding Selective	Call Forwarding Selective	✓
Calling Name Retrieval	Calling Name Retrieval	✓
Do Not Disturb	Do Not Disturb	✓
Priority Alert	Priority Alert	✓
Voice Messaging User	Voice Messaging User	✓

3. Click on **Placed**, **Received** or **Missed** for a list of that call type.

If available, the name details will also be displayed.

Basic Call Logs

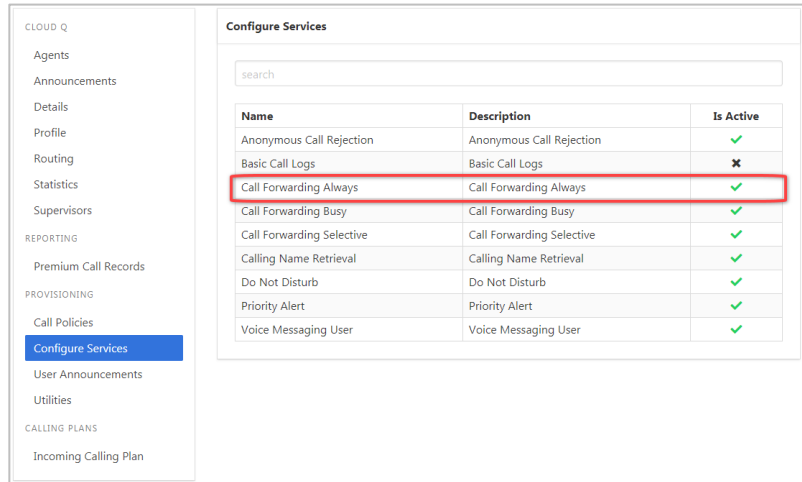
Placed
Received
Missed

Number	Name	Date
	Unavailable	April 1, 2018 12:55 PM
	Unavailable	April 1, 2018 11:50 AM
	Unavailable	March 29, 2018 5:37 PM
	Unavailable	March 29, 2018 4:59 PM
	Unavailable	March 29, 2018 4:36 PM
	Unavailable	March 29, 2018 4:34 PM
	Unavailable	March 29, 2018 4:11 PM
	Unavailable	March 29, 2018 3:51 PM
	Unavailable	March 29, 2018 3:19 PM
	Private	March 29, 2018 2:30 PM
	Unavailable	March 29, 2018 2:24 PM
	Unavailable	March 29, 2018 12:54 PM
	Unavailable	March 29, 2018 11:39 AM
	Unavailable	March 28, 2018 5:10 PM
	Unavailable	March 28, 2018 4:54 PM
	Unavailable	March 28, 2018 4:18 PM
	Unavailable	March 28, 2018 3:11 PM
	Unavailable	March 28, 2018 3:09 PM
	Unavailable	March 28, 2018 2:10 PM
Private	Private	March 28, 2018 1:41 PM

Call Forward Always

Forward all calls to another service. Ring Splash is a notification on the handset that a call has been forwarded.

1. Click **Configure Services**.
2. Click **Call Forwarding Always**.



Name	Description	Is Active
Anonymous Call Rejection	Anonymous Call Rejection	✓
Basic Call Logs	Basic Call Logs	✗
Call Forwarding Always	Call Forwarding Always	✓
Call Forwarding Busy	Call Forwarding Busy	✓
Call Forwarding Selective	Call Forwarding Selective	✓
Calling Name Retrieval	Calling Name Retrieval	✓
Do Not Disturb	Do Not Disturb	✓
Priority Alert	Priority Alert	✓
Voice Messaging User	Voice Messaging User	✓

3. Click .




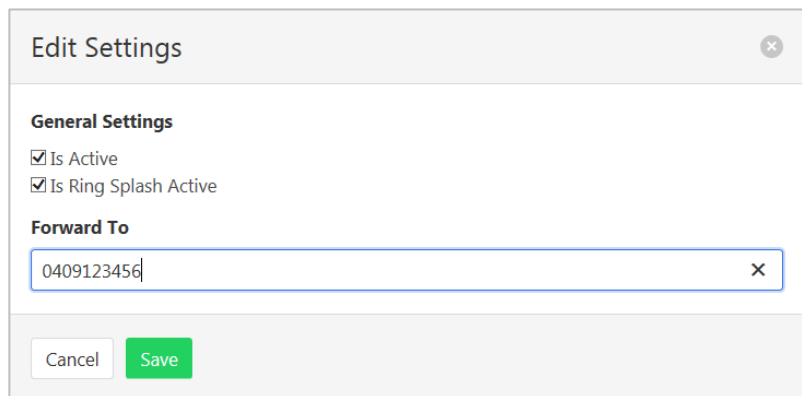
Call Forwarding Always 


Forward to Phone Number

Is Active

Is Ring Splash Active

4. Click the **Is Active** checkbox to enable.
5. Click the **Is Ring Splash Active** checkbox to enable.
6. Enter the phone number for calls to be forwarded to.
7. Click .




Edit Settings 

General Settings

Is Active

Is Ring Splash Active

Forward To



Call Forwarding Busy

1. Click **Configure Services**.
2. Click **Call Forwarding Busy**.

Configure Services


Name	Description	Is Active
Anonymous Call Rejection	Anonymous Call Rejection	✓
Basic Call Logs	Basic Call Logs	✗
Call Forwarding Always	Call Forwarding Always	✓
Call Forwarding Busy	Call Forwarding Busy	✓
Call Forwarding Selective	Call Forwarding Selective	✓
Calling Name Retrieval	Calling Name Retrieval	✓
Do Not Disturb	Do Not Disturb	✓
Priority Alert	Priority Alert	✓
Voice Messaging User	Voice Messaging User	✓

3. Click .

Call Forwarding Busy

Forward to Phone Number

Is Active ✗

4. Click the **Is Active** checkbox to enable.
5. Enter the phone number for calls to be forwarded to.
6. Click .

Edit Settings

General Settings

Is Active

Forward To

0409123456

Cancel Save

Call Forwarding Selective


Call Forward Selective allows the call forwarding of specific callers to various services. The feature needs to be activated with a default phone number. The selected callers and the destination numbers also needs to be added. The feature cannot be activated without a Selective Criteria being specified.

1. Click **Configure Services**.
2. Click **Call Forwarding Selective**.

Name	Description	Is Active
Anonymous Call Rejection	Anonymous Call Rejection	✓
Basic Call Logs	Basic Call Logs	✗
Call Forwarding Always	Call Forwarding Always	✓
Call Forwarding Busy	Call Forwarding Busy	✓
Call Forwarding Selective	Call Forwarding Selective	✓
Calling Name Retrieval	Calling Name Retrieval	✓
Do Not Disturb	Do Not Disturb	✓
Priority Alert	Priority Alert	✓
Voice Messaging User	Voice Messaging User	✓

Activate Service


1. Click .


Call Forwarding Selective 

Active

Default Forward To Phone Number: 089123456

Play Ring Reminder When Forwarded: ✗

2. Click the **Is Active** checkbox to enable.
3. Click the **Play Ring Reminder When Call is Forwarded** checkbox to activate. (Optional.)
4. Enter the default phone number for calls to be forwarded to.
5. Click .

Edit Settings 

Activate Call Forwarding Selective

Play Ring Reminder When Call is Forwarded


Default Forward To: 089123456

Cancel Save

Specify Criteria

Note – criteria need to be specified before service can be activated.

1. Click .

Call Forwarding Selective Criteria 

search

Description	Forward	Calls From	Forward To	Is Active
No Criteria Found				

2. Enter a description to be associated with this call forwarding service. (Multiple can be entered.)
3. Choose **Forward To**:
 - > Forward to Default Number – default number specified when activating service.
 - > Forward to Specified Number – specified numbers entered below.
 - > Do Not Forward – exclude certain numbers from being forwarded.
4. Enter **Forward to Specified** number.
5. Select **Time Schedule**.
6. Select **Holiday Schedule**.
7. Select **Calls From** option:
 - > Any – Call Forwarding applies to all incoming calls.
 - > Specified – Call Forwarding applies only to numbers specified below. If this is selected, then options to:
 - > Allow From Any Private Number.
 - > Allow From Any Unavailable Number.
 - > Allow from Specific Numbers.
8. Click Save.

✕
Edit Criteria

General Settings

Description	Divert calls from Manager
Forward To	Forward To Specified Number ▼
Forward To Specified	0409123456
Time Schedule	Every Day All Day ▼
Holiday Schedule	None ▼
Calls From	Specified Only ▼

Allow From

Any Private Number

Any Unavailable Number

Allow From Specific Numbers

089123456	
0409654321	

Cancel
Save

Calling Name Retrieval

Retrieve name details of a caller.


1. Click **Configure Services**.
2. Click **Calling Name Retrieval**.

The screenshot shows the 'Configure Services' interface. On the left is a navigation menu with categories like CLOUD Q, REPORTING, PROVISIONING, and CALLING PLANS. The 'Configure Services' option is highlighted. The main area displays a table of services:

Name	Description	Is Active
Anonymous Call Rejection	Anonymous Call Rejection	✓
Basic Call Logs	Basic Call Logs	✗
Call Forwarding Always	Call Forwarding Always	✓
Call Forwarding Busy	Call Forwarding Busy	✓
Call Forwarding Selective	Call Forwarding Selective	✓
Calling Name Retrieval	Calling Name Retrieval	✓
Do Not Disturb	Do Not Disturb	✓
Priority Alert	Priority Alert	✓
Voice Messaging User	Voice Messaging User	✓

3. Click .

The screenshot shows the configuration page for 'Calling Name Retrieval'. The 'Active' checkbox is unchecked. A gear icon in the top right corner is highlighted with a red box.

4. Click the **Active** checkbox to enable.
5. Click .

The screenshot shows the 'Edit Settings' dialog box. The 'Active' checkbox is checked. The 'Save' button is highlighted.

Do Not Disturb

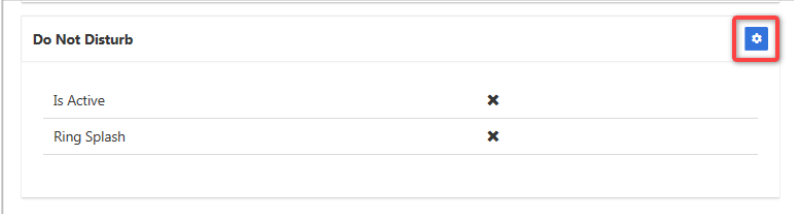
Automatically forward all incoming calls straight to Voicemail. If Voicemail is not activated the caller will hear a busy tone. Ring Splash will notify the user that a call has been directed to Voicemail.

1. Click **Configure Services**.
2. Click **Do Not Disturb**.

The screenshot shows the 'Configure Services' interface. On the left is a navigation menu with categories like CLOUD Q, REPORTING, PROVISIONING, and CALLING PLANS. The 'Configure Services' option is highlighted. The main area displays a table of services:


Name	Description	Is Active
Anonymous Call Rejection	Anonymous Call Rejection	✓
Basic Call Logs	Basic Call Logs	✗
Call Forwarding Always	Call Forwarding Always	✓
Call Forwarding Busy	Call Forwarding Busy	✓
Call Forwarding Selective	Call Forwarding Selective	✓
Calling Name Retrieval	Calling Name Retrieval	✓
Do Not Disturb	Do Not Disturb	✓
Priority Alert	Priority Alert	✓
Voice Messaging User	Voice Messaging User	✓

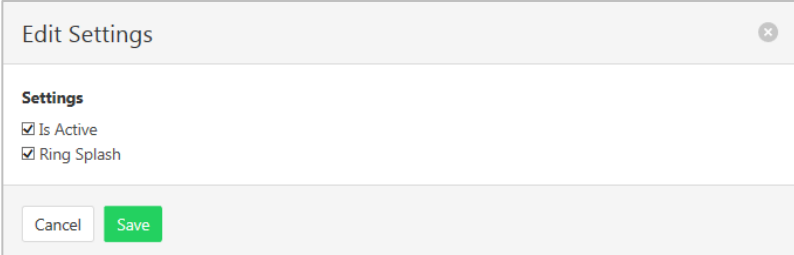
3. Click .



Do Not Disturb

Is Active	x
Ring Splash	x

4. Click the **Is Active** checkbox to enable.
5. Click the **Ring Splash** checkbox to enable.
6. Click .



Edit Settings

Settings

- Is Active
- Ring Splash

Cancel Save

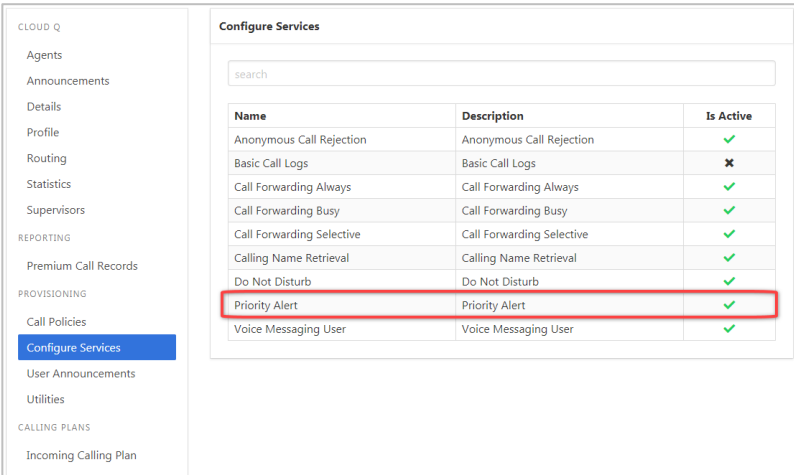
Priority Alert

The Priority Alert service allows a user to have specified incoming calls alert them distinctively when meeting pre-specified criteria. The alert method is via a distinct ringing alerting tone.

Apart from the distinctive alerting pattern, this service does not change the way incoming calls are processed.

Refer Schedules on page 169 for information on how to create Time and Holiday schedules.


1. Click **Configure Services**.
2. Click **Priority Alert**.



Configure Services

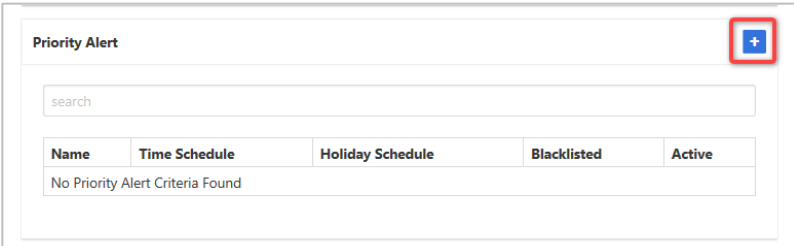
Name	Description	Is Active
Anonymous Call Rejection	Anonymous Call Rejection	✓
Basic Call Logs	Basic Call Logs	x
Call Forwarding Always	Call Forwarding Always	✓
Call Forwarding Busy	Call Forwarding Busy	✓
Call Forwarding Selective	Call Forwarding Selective	✓
Calling Name Retrieval	Calling Name Retrieval	✓
Do Not Disturb	Do Not Disturb	✓
Priority Alert	Priority Alert	✓
Voice Messaging User	Voice Messaging User	✓

A list of existing Priority Alerts is displayed.

Existing alerts can be activated/deactivated by using the slide control .

To create a new Priority Alert:


3. Click .



Priority Alert

search

Name	Time Schedule	Holiday Schedule	Blacklisted	Active
No Priority Alert Criteria Found				

4. Enter a **Name** for the Priority Alert. (More than one can be created.)
5. Select a **Time Schedule** that will apply to the Alert. (Optional.)
6. Select a **Holiday Schedule** to apply to the alert. (Optional.)
7. Click the **Blacklisted** checkbox to stop a calling number using this feature.
8. Click the **Anonymous Callers** checkbox to apply this alert to Anonymous callers.
9. Click the **Any Unavailable Number** checkbox to apply this alert to Unavailable numbers.
10. Select Any External or Specified only from the drop-down listing.
11. Enter numbers if **Specified Only** is selected.
12. Click .

Edit Settings ✕

General Settings

Name

Time Schedule

Holiday Schedule

Blacklisted

Anonymous Callers

Any Unavailable Number

Specified Only

Priority Alert Name

Every Day All Day

None

Cancel Save

Voice Messaging User

Voicemail options including redirection settings, greetings and passwords.

1. Click **Configure Services**.
2. Click **Voice Messaging User**.

CLOUD Q

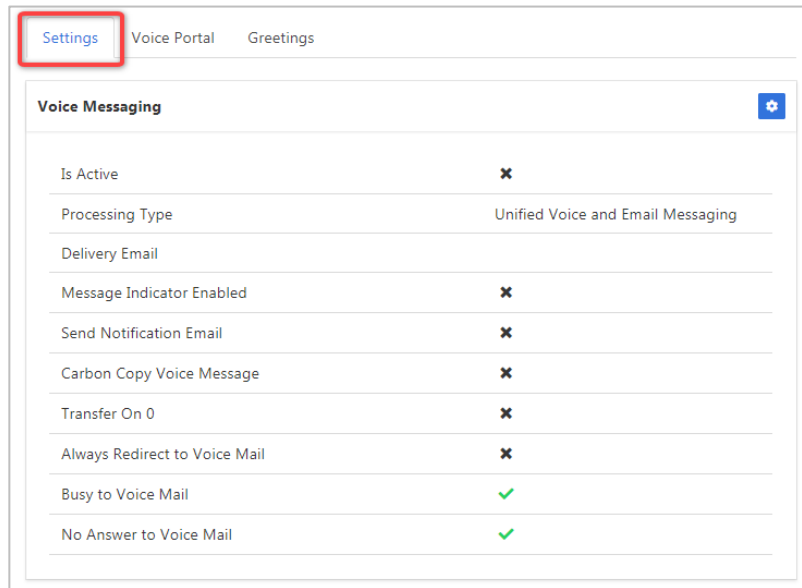
- Agents
- Announcements
- Details
- Profile
- Routing
- Statistics
- Supervisors
- REPORTING
- Premium Call Records
- PROVISIONING
- Call Policies
- Configure Services
- User Announcements
- Utilities
- CALLING PLANS
- Incoming Calling Plan

Configure Services

Name	Description	Is Active
Anonymous Call Rejection	Anonymous Call Rejection	✓
Basic Call Logs	Basic Call Logs	✗
Call Forwarding Always	Call Forwarding Always	✓
Call Forwarding Busy	Call Forwarding Busy	✓
Call Forwarding Selective	Call Forwarding Selective	✓
Calling Name Retrieval	Calling Name Retrieval	✓
Do Not Disturb	Do Not Disturb	✓
Priority Alert	Priority Alert	✓
Voice Messaging User	Voice Messaging User	✓

3. Select the required tab from:

- > Settings
- > Voice Portal
- > Greetings





Settings

Voice Messaging User provides options such as when a call should go to Voicemail and how the messages should be presented.

Available settings:

- > Phone Message waiting Indicator – displays on the handset that a voicemail message exists.
- > Send Voice Message Notification email – send email to nominated number advising a voicemail message exists.
- > Carbon Copy Voice Message – send a duplicate voicemail message to another user.
- > Transfer on Zero – send a call direct to Voicemail by dialling zero.
- > Always redirect to Voicemail – all calls are to be sent to voicemail.
- > Redirect Busy to Voicemail – when all users are busy calls are to be redirected to voicemail.
- > Redirect No Answer to Voicemail – when calls are not answered they are to be redirected to voicemail.
- > Processing Type – choose between messages being delivered via both voice and email messaging or email only.
- > Delivery Email – email address for voicemail message.
- > Email Notification To – email address for email notification. Required if Send Voice Message Notification email selected.
- > Carbon Copy To – email address for carbon copy voicemail email copy. Required if Carbon Copy Voice Message selected.
- > Transfer To – transfer number for calls to be transferred to. Required if Transfer on Zero selected.

1. Click .
2. Click **Enabled** checkbox to activate Voicemail.
3. Edit settings as required.
4. Click .

Edit Voice Messaging ✕

- Enabled
- Enable Phone Message Waiting Indicator
- Send Voice Message Notification Email
- Send Carbon Copy Voice Message
- Transfer on Zero
- Always Redirect to Voicemail
- Redirect Busy to Voicemail
- Redirect No Answer to Voicemail

Processing

Unified Voice and Email Messaging ▼

Delivery Email

Email Notification To

Carbon Copy To

Transfer To

Cancel

Save


Voice Portal

Auto login, personalized name settings and password resets. Personalised name allows the recording of the user's name to be added to a standard greeting. For example, "FRED cannot take your call" where FRED is pre-recorded by the user.

Portal Passcode


1. Click .

Voice Messaging User
Voice Portal
Greetings

Portal Passcode 

Login Enabled ✓

Expiration Days _____


Voice Portal 

Auto Login ✕

Use Personalized Name ✕

2. Enter **Passcode** and **Repeat Passcode**.

Or

3. Click  to **Generate Random Passcode**.

Passcode and **Repeat Passcode** are entered automatically.

Edit Portal Passcode ✕


New Passcode

Passcode 

Repeat Passcode 

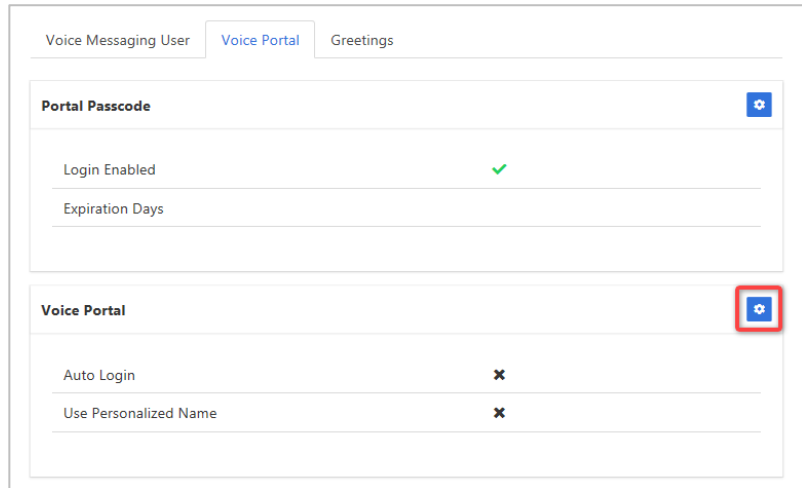
Cancel


Save

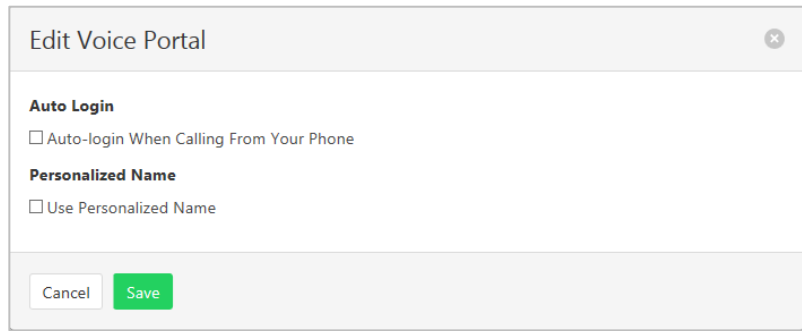
Click  to hide/unhide number entries.

Voice Portal

1. Click .



2. Click **Auto-login When Calling from Your Phone** checkbox to activate auto logon.
3. Click **Use Personalized Name** checkbox to use name in Voicemail messages.
4. Click .





Greetings

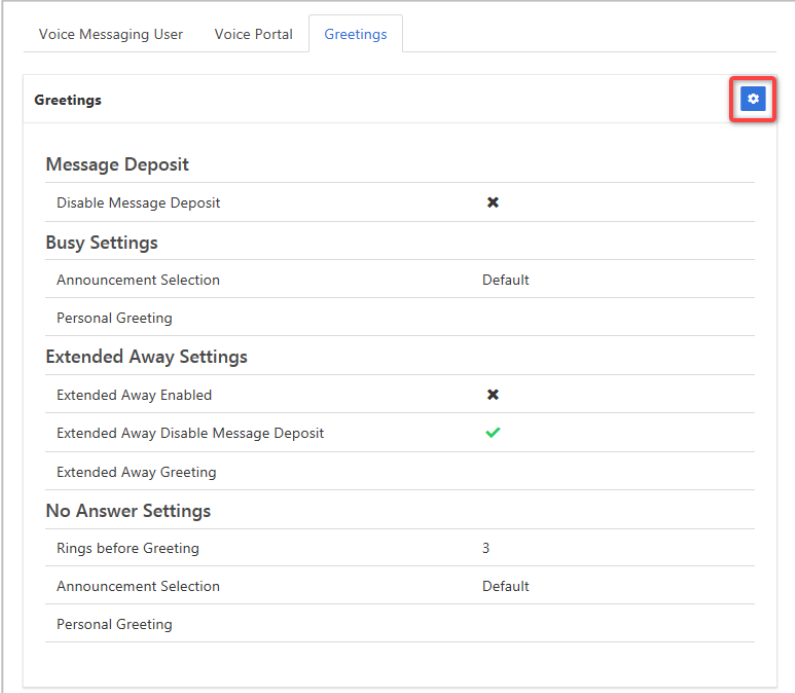
Set options related to message greetings. Including:

- > Disable Message Deposit – this feature will disable all greetings and voicemail and then allow a user to choose to disconnect or Forward incoming calls.
- > Announcement settings – use default announcements or create a personal announcement/s.
- > Create alternate greetings that can be stored and used as required.
- > Extended Away – stop voicemail messages being received if the user will be away for an extended period.

In the cases where announcements and greetings can be selected the following options are common:

- >  Allows the user to choose a pre-existing audio file from their PC or Network.
- >  Choose from audio files that have already been uploaded.

1. Click .



Voice Messaging User Voice Portal Greetings

Greetings

Message Deposit

Disable Message Deposit	x
-------------------------	---

Busy Settings

Announcement Selection	Default
Personal Greeting	

Extended Away Settings

Extended Away Enabled	x
Extended Away Disable Message Deposit	✓
Extended Away Greeting	

No Answer Settings

Rings before Greeting	3
Announcement Selection	Default
Personal Greeting	

Message Deposit

- Click **Disable Message Deposit** checkbox to stop voicemail messages being recorded.
- Select **After Greeting Action**. (Required if Disable Message Deposit is selected).

Busy Settings

- From **Busy Settings**, choose Announcement Selection. If personal selected, then choose Personal Greeting file.

Extended Away Settings

- Click **Extended Away Enabled** checkbox to activate this feature.
- Click **Extended Away Disable Message Deposit** to stop messages being kept during away period.
- Choose **Extended Away Greeting**. (Required if Extended Away is enabled.)

No Answer Settings

- Select the number of **Rings before Greeting** from the drop-down list.
- Select **Announcement Selection** from the drop-down list.
- Select **Personal Greeting**. Required if Personal is chosen from the Announcement Selection list.
- Select **Alternate Greetings 01-03**. Required if Greetings 01-03 is chosen from the Announcement Selection list.

Edit Greetings

Message Deposit

Disable Message Deposit

After Greeting Action: Disconnect

Busy Settings

Announcement Selection: Default

Personal Greeting: No Announcement Selected + ≡

Extended Away Settings

Extended Away Enabled

Extended Away Disable Message Deposit

Extended Away Greeting: No Announcement Selected + ≡

No Answer Settings

Rings before Greeting: 3

Announcement Selection: Default

Personal Greeting: No Announcement Selected + ≡

Alternate Greetings

Alternate Greeting 01	Greeting Name	No Announcement S	+ ≡
Alternate Greeting 02	Greeting Name	No Announcement S	+ ≡
Alternate Greeting 03	Greeting Name	No Announcement S	+ ≡

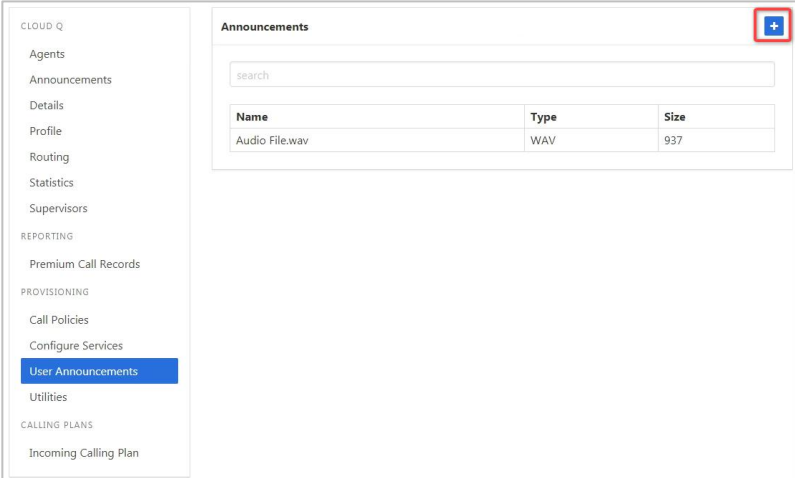
Cancel Save

USER ANNOUNCEMENTS

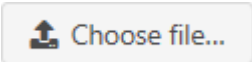
The file format required is .wav (PCM, 16,000kHz, 16 bit Mono).

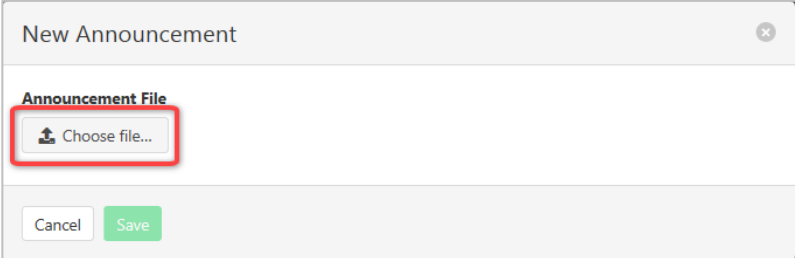
1. Click **User Announcements**.


2. Click .

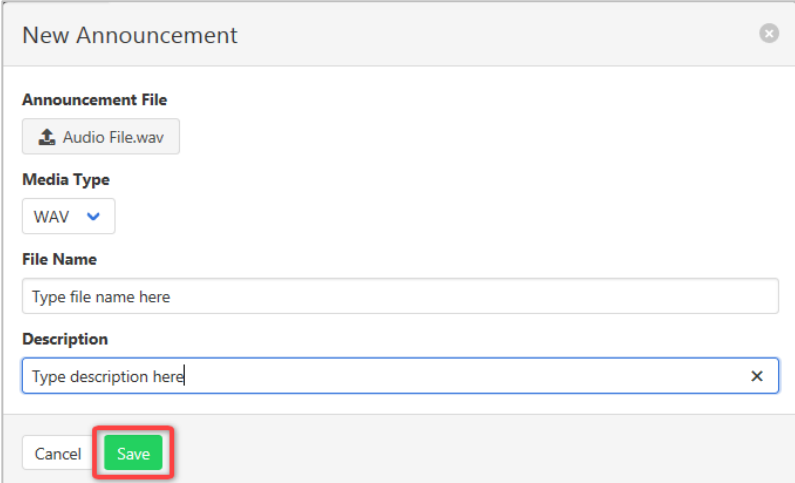


Name	Type	Size
Audio File.wav	WAV	937

3. Click .
4. Search for the file on local PC.

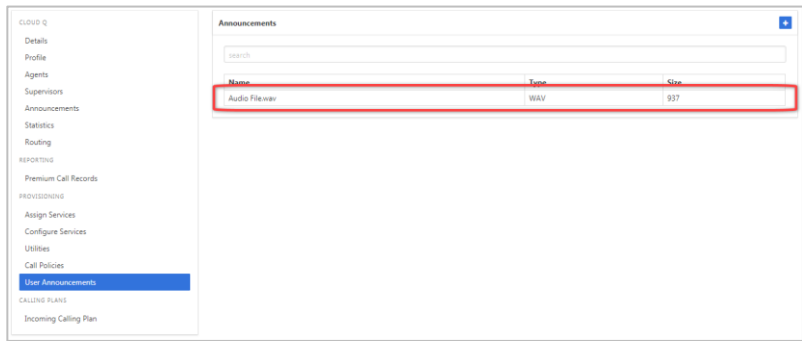


5. Select **Media Type**.
6. Enter **File Name** and **Description**.
7. Click .



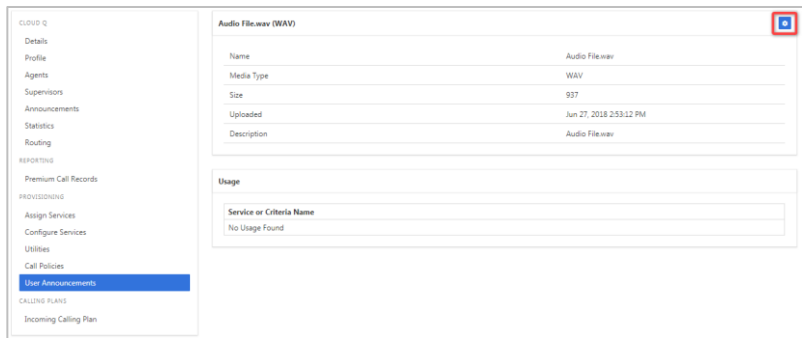
Edit/Delete and announcement

1. Click on the Announcement to be edited or deleted.



Audio file details are displayed along with details of where the audio file is being used.

2. Click .

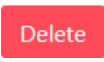
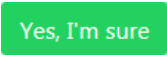


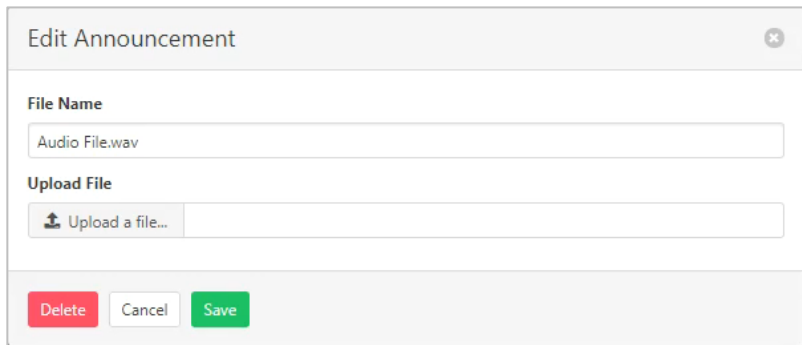
Edit

Change the File Name or upload a new audio file.

3. Click .

Delete

3. Click .
4. Click  at confirmation message.



UTILITIES

A list of the feature access codes for the Cloud Q.

Click **Utilities**.

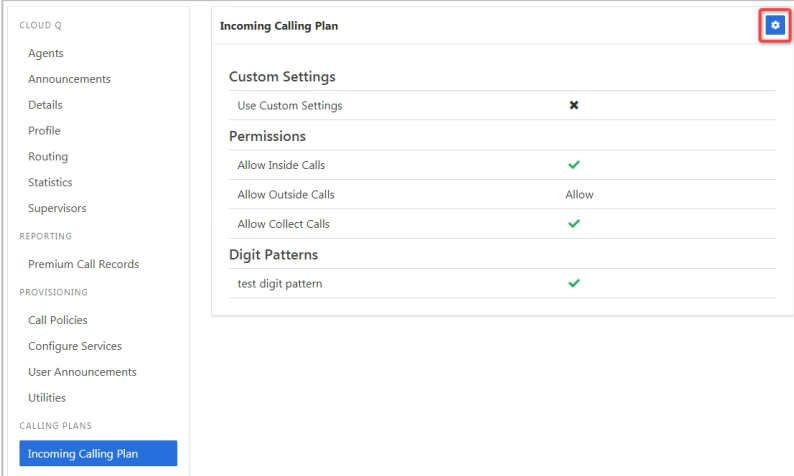
User Feature Access Code	Main Code	Alternate Code
Direct Voice Mail Transfer	*55	
Call Park	*68	
Group Call Park	#58	
Voice Mail Clear MWI	*99	
Call Forwarding No Answer To Voice Mail Deactivation	#41	
Call Forwarding Busy Activation	*90	
Do Not Disturb Activation	*78	
Anonymous Call Rejection Deactivation	*87	
No Answer Timer	*610	
Call Forwarding Always To Voice Mail Activation	*21	
Call Forwarding No Answer Interrogation	*61*	
Call Forwarding Busy Interrogation	*67*	
Call Forwarding Busy To Voice Mail Activation	*40	
Anonymous Call Rejection Interrogation	*52*	
EOCP Sustained Authorization Code Unlock	*47	

INCOMING CALLING PLAN

Set up what call types agents can make or receive.

1. Click **Incoming Calling Plan**.

2. Click .



Incoming Calling Plan	
Custom Settings	
Use Custom Settings	✘
Permissions	
Allow Inside Calls	✓
Allow Outside Calls	Allow
Allow Collect Calls	✓
Digit Patterns	
test digit pattern	✓

3. Tick **Custom Settings**.



Custom Settings

Use Custom Settings

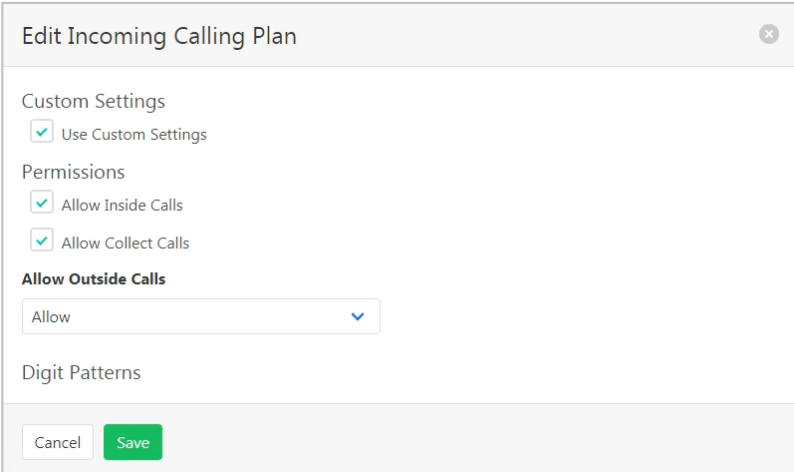
Cancel Save

4. Tick to allow **Inside** or **Collect Calls**.

5. Select **Allow Outside Calls** required option from:

- > Allow.
- > Allow only if redirected from another user.
- > Disallow.

6. Click .



Custom Settings

Use Custom Settings

Permissions

Allow Inside Calls

Allow Collect Calls

Allow Outside Calls

Allow

Digit Patterns

Cancel Save

ENTERPRISE TRUNK

The Enterprise Trunk is the first place an incoming call will be directed to from the PSTN and Vocus SIP networks. The Enterprise Trunk will have 1 or more SIP Trunks attached. Each SIP trunk will have 1 or more users. The Enterprise trunk is the access point for the Vocus SIP service to a business.

As an example:

- › A business may have an Enterprise trunk that serves several offices.
- › Each office/site will have a SIP Trunk. (Larger sites could have more than one SIP trunk.)
- › Each SIP trunk can carry a number of concurrent calls (Channels).
- › Each SIP Trunk has Users. Generally, more users than channels as not all users would require a phone line at the same time.

Provisioning a new Enterprise Trunk would only occur on initial creation of the services or a major structural change to the business and phone setup.

Available settings:

- › Max Reroute Attempts – How many times the Enterprise Trunk will attempt to route a call to the next Trunk Group beyond the initial route attempt.
- › Exhaustion Action – What happens when each of the Trunk Groups are at capacity or unreachable. This allows the calls to be treated with busy or forwarded to another number.
- › Max Reroutes In Priority – Choose the Maximum number of reroute attempts before invoking Route Exhaustion Action


Select **Enterprise Trunk** from the **Group Services** pane.

The Enterprise Trunks are displayed.

Click on the required Enterprise Trunk.

Enterprise Trunk	Routing Type
SIP0000288	weighted

Details tab

1. Click  to modify the Enterprise Group details.

Details	
Trunk Name	
Max Reroute Attempts	1
Exhaustion Action	None
Routing	Priority Weighted Routing
Max Reroutes in Priority	1
Ordering Algorithm	

2. Modify details as required.

3. Click .

Edit Trunk Details

Trunk Name

Max Reroute Attempts

1

Exhaustion Action


None

Max Reroutes In Priority

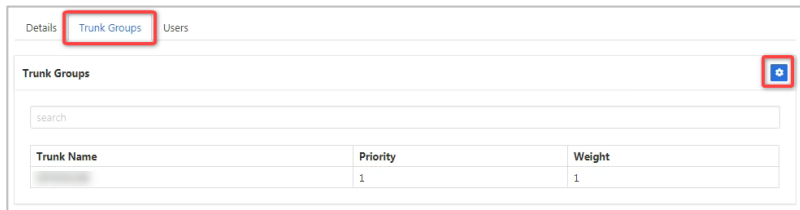
1

Cancel Save

Trunk Groups tab

1. Click  to allocate which SIP Trunks belong to this Enterprise Trunk.

Note – unless more than one Enterprise Trunk exists all should be allocated.

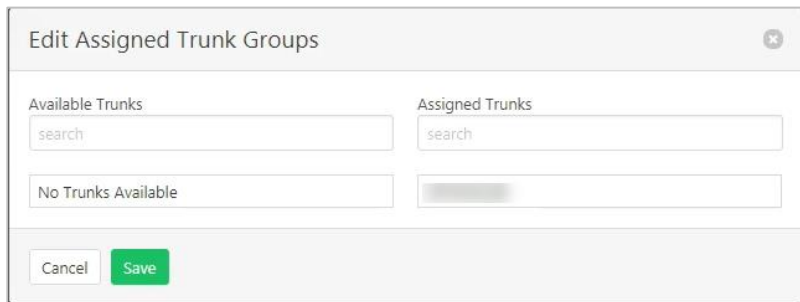


Trunk Name	Priority	Weight
[Redacted]	1	1


2. Click on the SIP Trunk to move from one list to another.

Once changes are complete:

3. Click .



4. Click on the SIP Trunk to edit.



Trunk Name	Priority	Weight
[Redacted]	1	1

5. Modify details as required.


Priority – the order in which calls are distributed to each SIP trunk.

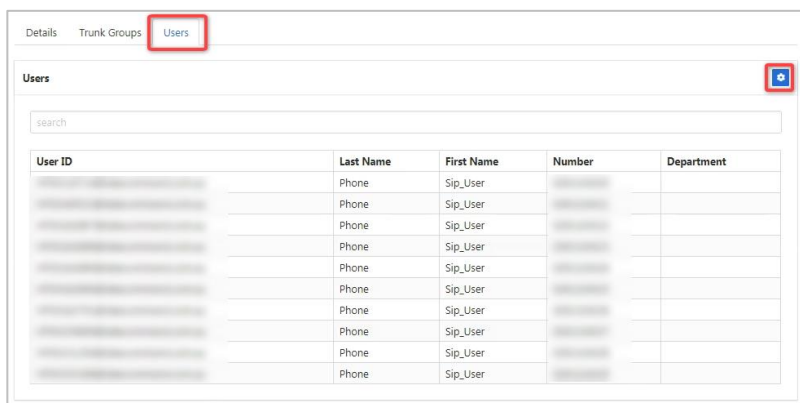
Weight – If 2 trunk groups have the same priority then calls will be distributed based on weight.

6. Click .



Users tab

1. Click  to allocate Users to the Enterprise Trunk.

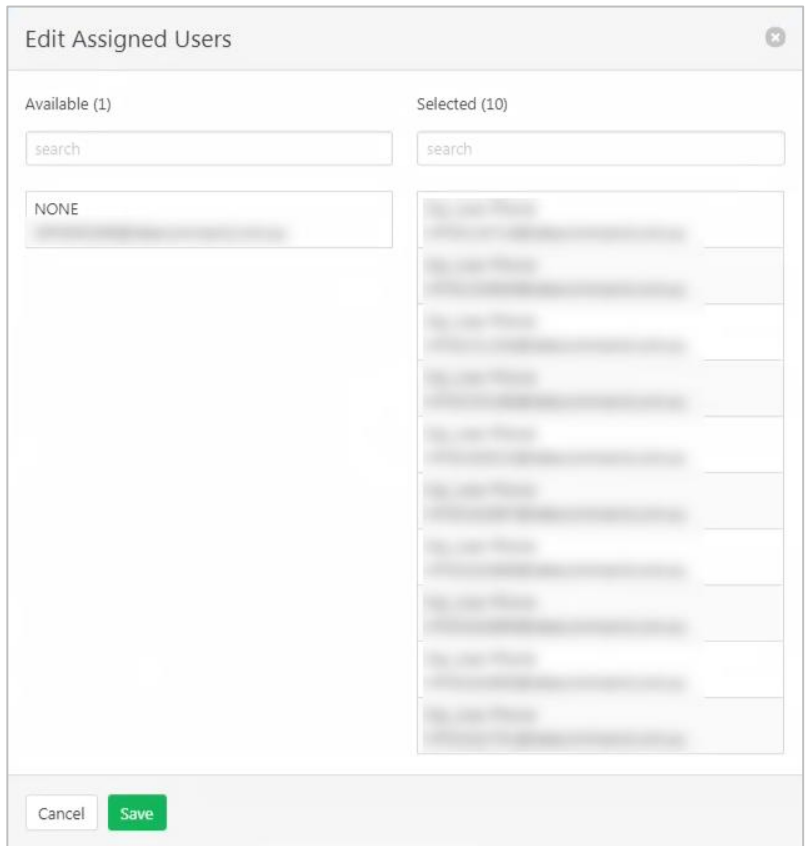


User ID	Last Name	First Name	Number	Department
[Redacted]	Phone	Sip_User	[Redacted]	
[Redacted]	Phone	Sip_User	[Redacted]	
[Redacted]	Phone	Sip_User	[Redacted]	
[Redacted]	Phone	Sip_User	[Redacted]	
[Redacted]	Phone	Sip_User	[Redacted]	
[Redacted]	Phone	Sip_User	[Redacted]	
[Redacted]	Phone	Sip_User	[Redacted]	
[Redacted]	Phone	Sip_User	[Redacted]	
[Redacted]	Phone	Sip_User	[Redacted]	
[Redacted]	Phone	Sip_User	[Redacted]	
[Redacted]	Phone	Sip_User	[Redacted]	

2. Click on the Users to move from one list to another.

Once changes are complete:

3. Click .



Edit Assigned Users

Available (1) Selected (10)

search search

NONE

Cancel Save

HUNT GROUP

A Hunt Group allows incoming calls to a central phone number to be distributed to users. Calls can be distributed to the Hunt Group in several ways including regular, circular, simultaneous or uniform.

When a hunt group is created, the users are provisioned in an ordered list. The hunting process essentially determines how to process that list to find an idle user where the call can be terminated.

- > Regular (linear) – the incoming calls to the group start hunting on the first user in the list and hunt all the provisioned users sequentially, until an idle user is found, or the end of the list is reached.
- > Circular – the incoming calls to the group start hunting with the user following the last user to receive a call. When the end of the list is reached, the hunting circles back to the first user in the list. The hunting ends when an idle user is found, or all the users have been visited.
- > Uniform – the incoming calls to the group are presented with the user that has been idle for the longest time.
- > Simultaneous – the incoming calls alert all idle users in the group. The call is connected to the first user to answer the call.
- > Weighted – the incoming calls alert agents in a pseudo-random fashion according to their relative weight. Agents with a higher weight are assigned more incoming calls than agents with lower weights.

In all cases, if all users in the hunt group are busy, the incoming call is provided with the busy processing that applies to the hunt group such as Call Forwarding Busy or a group Voice Mail.

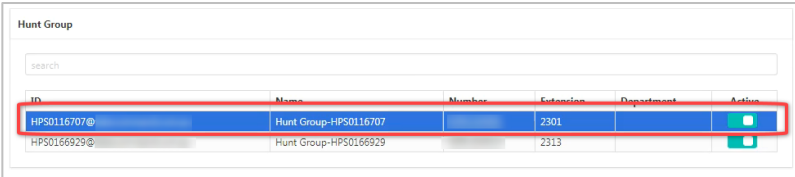
Hunt Groups will need to be set up by Vocus. However, modification of a Hunt Groups features can be made by the Group administrator.

Select **Hunt Group** from the **Group Services** pane.

Note – use the slide control to activate/deactivate a Hunt Group.

Click the required Hunt Group.

A list of available settings is displayed. Click the required option in the left pane.



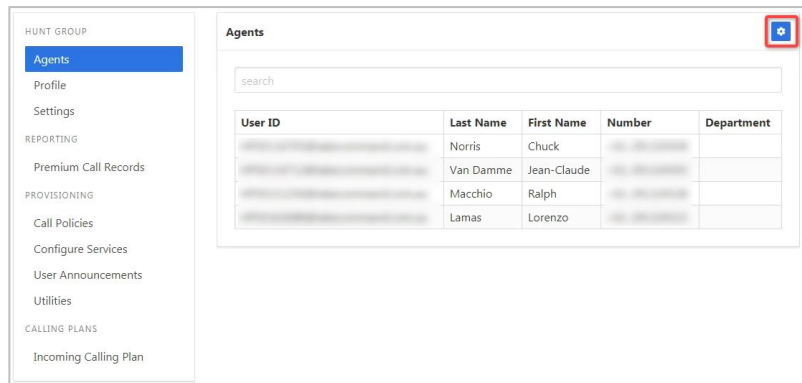
ID	Name	Number	Extension	Department	Active
HPS0116707@	Hunt Group-HPS0116707		2301		<input checked="" type="checkbox"/>
HPS0166929@	Hunt Group-HPS0166929		2313		<input type="checkbox"/>

AGENTS

Specify which agents/users are part of the Hunt Group.

1. Click **Agents**.

2. Click .



HUNT GROUP

- Agents
- Profile
- Settings

REPORTING

- Premium Call Records

PROVISIONING

- Call Policies
- Configure Services
- User Announcements
- Utilities

CALLING PLANS

- Incoming Calling Plan

Agents

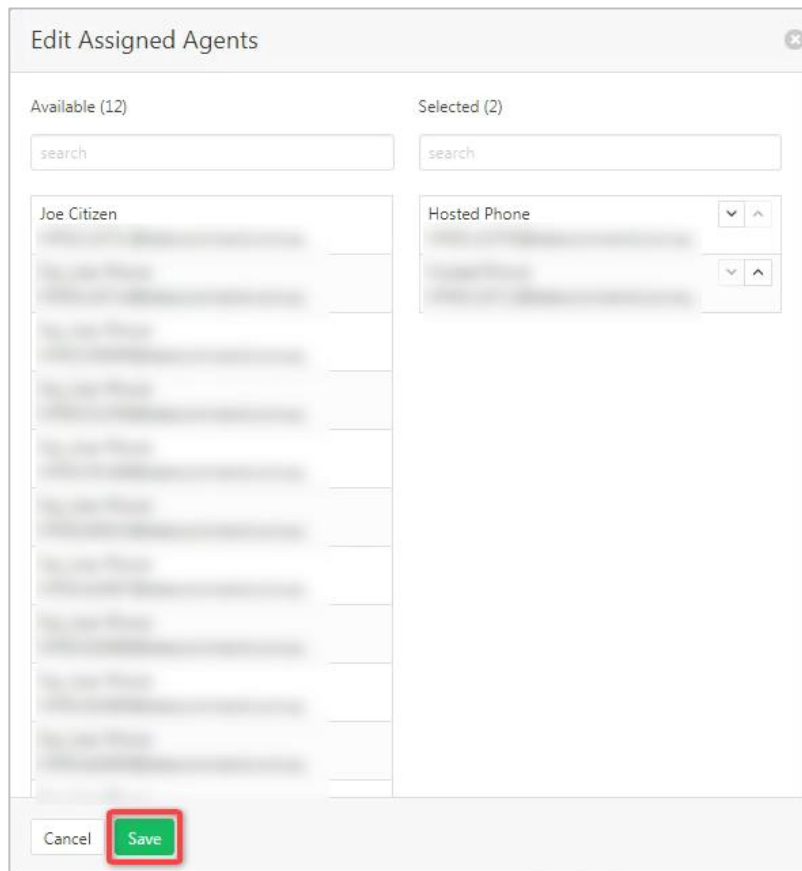
search

User ID	Last Name	First Name	Number	Department
	Norris	Chuck		
	Van Damme	Jean-Claude		
	Macchio	Ralph		
	Lamas	Lorenzo		

The Assigned Agents list can be modified by clicking on the users in one list to transfer to the other.

Once changes are complete:

3. Click .



Edit Assigned Agents

Available (12)

search

Joe Citizen

Selected (2)

search

Hosted Phone

Cancel Save

PROFILE

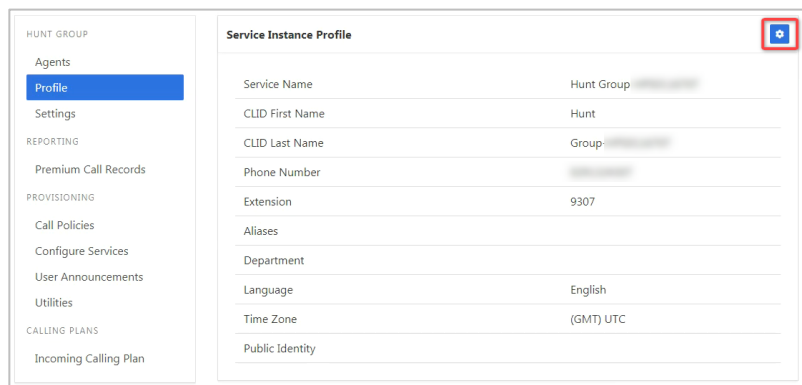
Edit CLID name, the main phone number of the Hunt Group and the time zone.

Available settings:

- › Service Name – The name assigned to the Hunt Group.
- › CLID First Name – the Calling Line ID first name.
- › CLID Last Name – the Calling Line ID last name.
- › Phone Number – the number associated with the Hunt Group. Generally, the main advertised number.
- › Extension – the extension associated with the Hunt Group.
- › Aliases – the ability to put in a different name for the Hunt Group. Not used by Commander.
- › Department – if the Hunt Group is attached to a department.
- › Language – the language to be used.
- › Time Zone – the time zone to be used.
- › Public Identity – not used by Commander.

1. Click **Profile**.

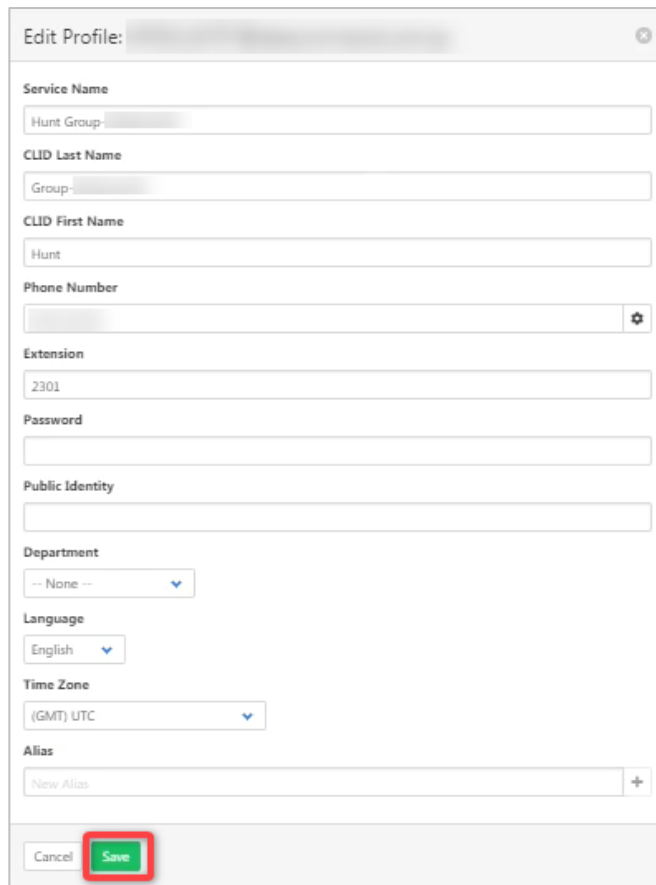
2. Click .



Service Instance Profile	
Service Name	Hunt Group
CLID First Name	Hunt
CLID Last Name	Group
Phone Number	
Extension	9307
Aliases	
Department	
Language	English
Time Zone	(GMT) UTC
Public Identity	

3. Modify settings as required.

4. Click .



Service Name: Hunt Group

CLID Last Name: Group

CLID First Name: Hunt

Phone Number: [input field]

Extension: 2301

Password: [input field]

Public Identity: [input field]

Department: -- None --

Language: English

Time Zone: (GMT) UTC

Alias: New Alias

Buttons: Cancel, Save

SETTINGS

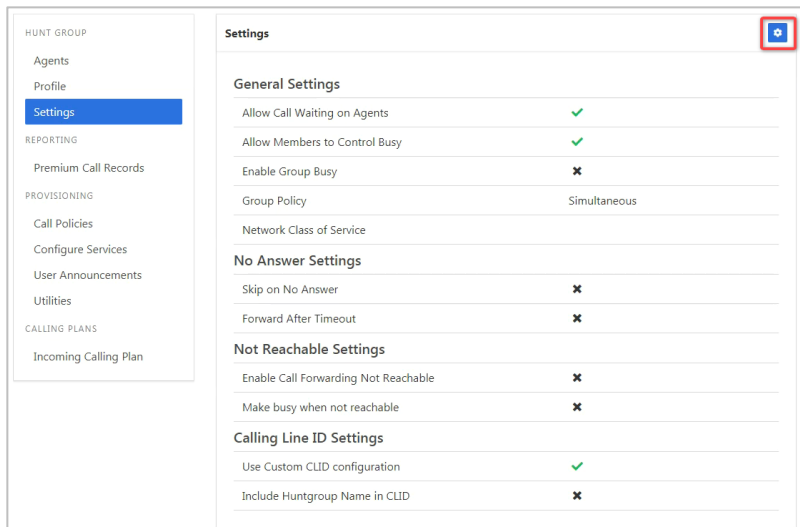
Edit settings for the Hunt Group.

Available settings:

- › Allow Call Waiting on Agents – allows agents to have more than one call at a time directed to them. Agents must also have their Call Waiting feature in their user profile selected.
- › Allow Members to Control Busy – if selected users can control the Group is busy policy via the use of feature access codes.
- › Enable Group Busy – allows the group to be busy if no users are available to take calls, and then calls can be actioned based on the busy settings.
- › Apply Group Busy When Terminating Call to Agent – To always apply the Enable Group Busy policy when calls are made through the directory hunting number, check the Apply Group Busy When Terminating Call to Agent box.
- › Group Policy – enables the selection of a Group policy such as circular, weighted etc.
- › Network Class of Service – This feature is not being used by Commander.
- › Skip on No Answer – Skip to the next user if the current one doesn't answer after specified rings.
- › Forward After Timeout – Where to forward calls to if no-one answers within specified time.
- › Enable Call Forwarding Not Reachable – activates this call forwarding feature for the Group.
- › Make Busy when not Reachable – busy tone is provided when the Group is not reachable. (Such as service outage.)
- › Use Custom CLID Configuration – this setting allows the inclusion of the Huntgroup name into the Calling Line Identification.
- › Include Huntgroup Name in CLID – include the Huntgroup name into the Calling Line Identification.

1. Click **Settings**.

2. Click .

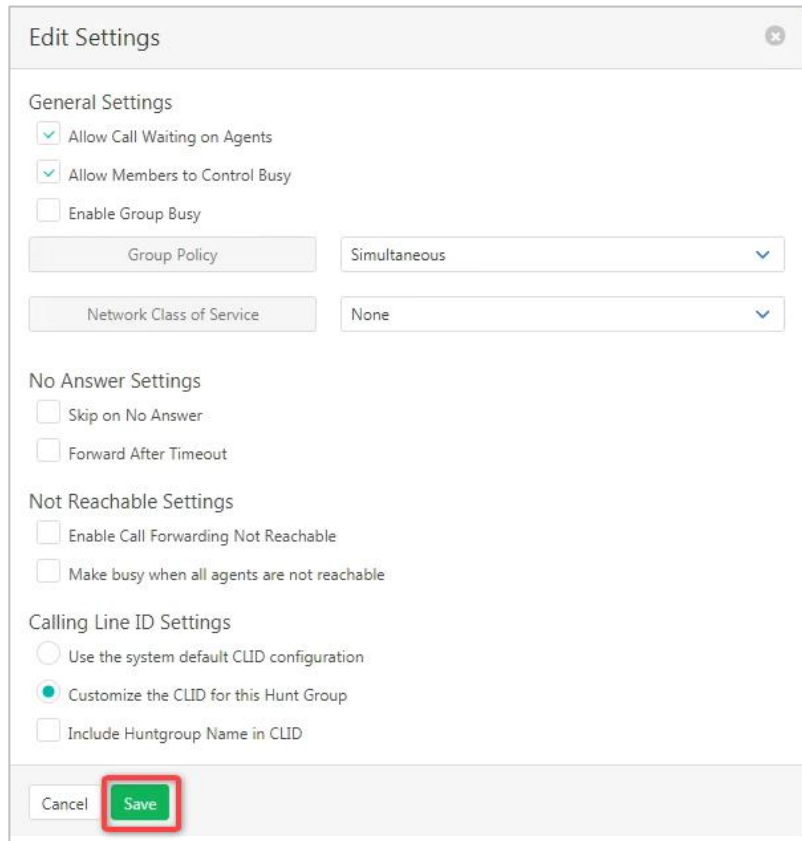


HUNT GROUP	
Agents	
Profile	
Settings	
REPORTING	
Premium Call Records	
PROVISIONING	
Call Policies	
Configure Services	
User Announcements	
Utilities	
CALLING PLANS	
Incoming Calling Plan	

Settings	
General Settings	
Allow Call Waiting on Agents	✓
Allow Members to Control Busy	✓
Enable Group Busy	✗
Group Policy	Simultaneous
Network Class of Service	
No Answer Settings	
Skip on No Answer	✗
Forward After Timeout	✗
Not Reachable Settings	
Enable Call Forwarding Not Reachable	✗
Make busy when not reachable	✗
Calling Line ID Settings	
Use Custom CLID configuration	✓
Include Huntgroup Name in CLID	✗

Modify settings as required.

3. Click .



Edit Settings

General Settings

- Allow Call Waiting on Agents
- Allow Members to Control Busy
- Enable Group Busy

Group Policy:

Network Class of Service:

No Answer Settings


- Skip on No Answer
- Forward After Timeout

Not Reachable Settings

- Enable Call Forwarding Not Reachable
- Make busy when all agents are not reachable

Calling Line ID Settings

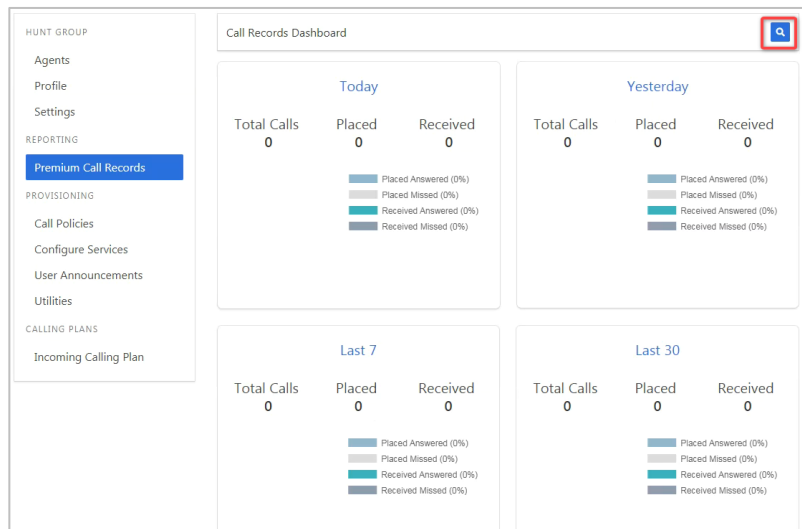
- Use the system default CLID configuration
- Customize the CLID for this Hunt Group
- Include Huntgroup Name in CLID

Cancel 

PREMIUM CALL RECORDS

A graphical display of call records.

1. Click **Premium Call Records**.



Call Records Dashboard

HUNT GROUP

- Agents
- Profile
- Settings

REPORTING

- Premium Call Records**

PROVISIONING

- Call Policies
- Configure Services
- User Announcements
- Utilities

CALLING PLANS

- Incoming Calling Plan

Today

Total Calls	Placed	Received
0	0	0

Yesterday

Total Calls	Placed	Received
0	0	0


Last 7

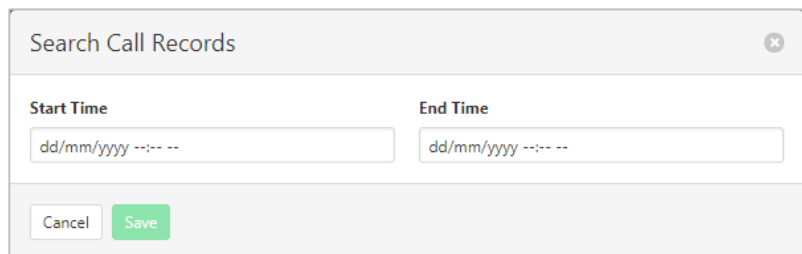
Total Calls	Placed	Received
0	0	0

Last 30

Total Calls	Placed	Received
0	0	0

Legend: Placed Answered (0%), Placed Missed (0%), Received Answered (0%), Received Missed (0%)


2. Click  to be able to specify a period for the dashboard display.



Search Call Records

Start Time

End Time

Cancel 

CALL POLICIES

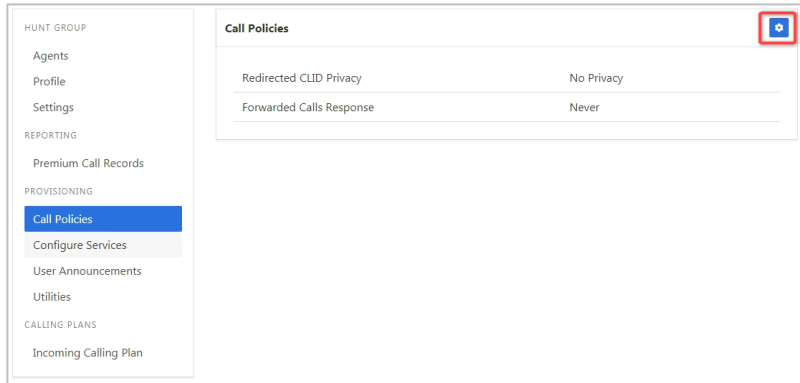
Set the CLID privacy policies and the forwarded calls response.


CLID privacy allows the Calling Line ID to be withheld/not withheld on external or all calls.

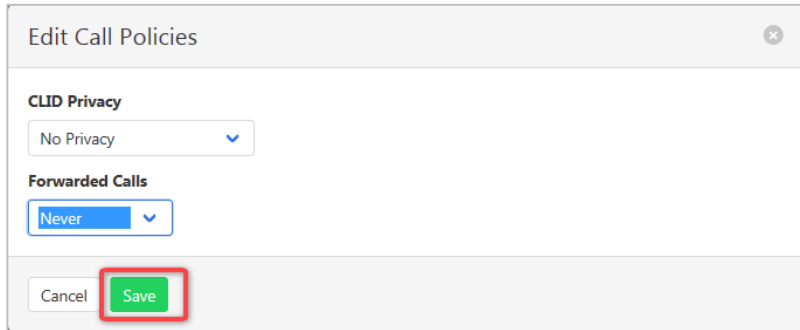
Forwarded Calls can be set to never, internal or for all calls.

1. Click **Call Policies**.

2. Click .



3. Select the **CLID Privacy** required from the drop-down list.
4. Select the **Forwarded Calls** option required from the drop-down list.
5. Click .



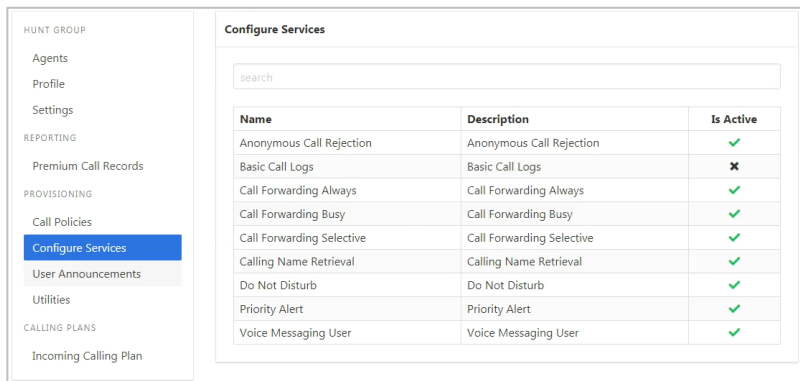
CONFIGURE SERVICES

Configure the features available to the Hunt Group. Note that these features apply to all users within the group.

- Click **Configure Services**.

Services are listed with an active indicator.


To modify a service, click on the item.

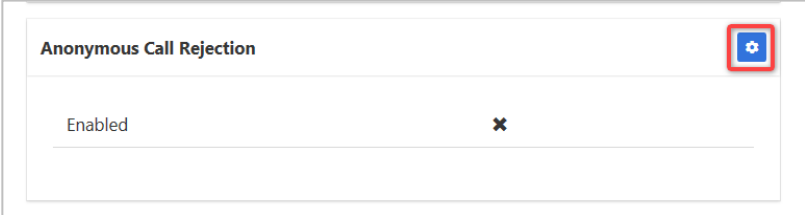



Name	Description	Is Active
Anonymous Call Rejection	Anonymous Call Rejection	✓
Basic Call Logs	Basic Call Logs	✗
Call Forwarding Always	Call Forwarding Always	✓
Call Forwarding Busy	Call Forwarding Busy	✓
Call Forwarding Selective	Call Forwarding Selective	✓
Calling Name Retrieval	Calling Name Retrieval	✓
Do Not Disturb	Do Not Disturb	✓
Priority Alert	Priority Alert	✓
Voice Messaging User	Voice Messaging User	✓

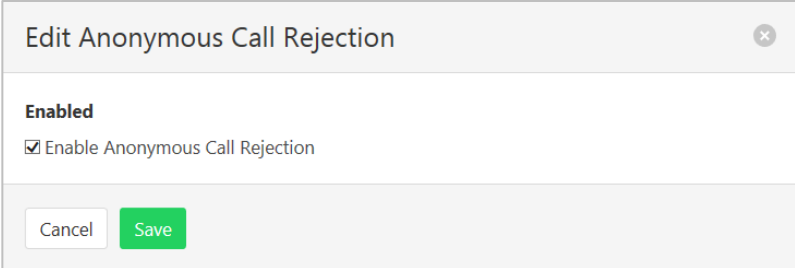
Anonymous Call Rejection

Calls that do not have a valid caller ID will be automatically rejected. These calls will not proceed to Voicemail.

1. Click **Configure Services**.
2. Click **Anonymous Call Rejection**.
3. Click .



4. Click the **Enable Anonymous Call Rejection** checkbox.
5. Click .



Basic Call Logs

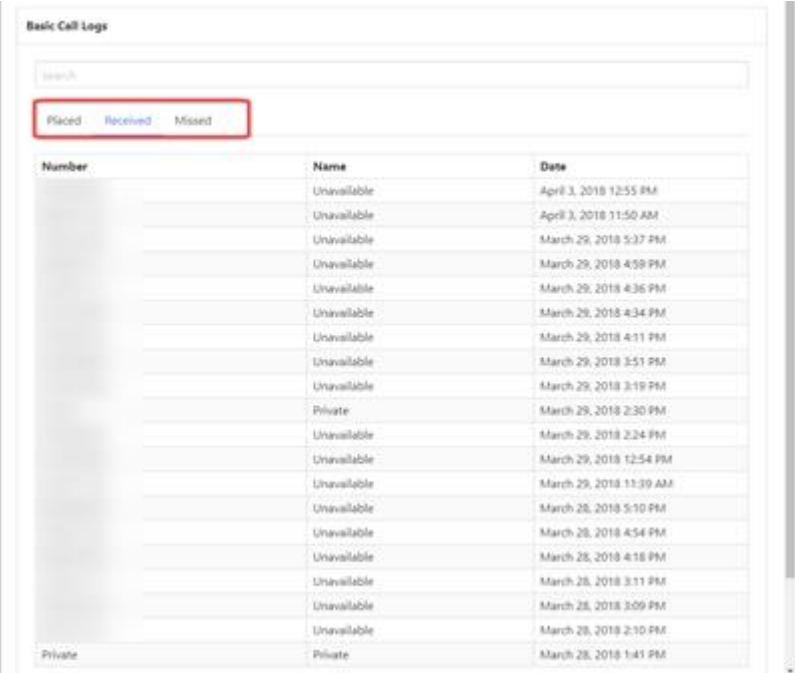
The Basic Call Logs provides a listing of Placed, Received and Missed calls. Click on the heading for the

required list. Enter a number into the Search

field to find all appearances of that number in the list.

1. Click **Configure Services**.
2. Click **Basic Call Logs**.
3. Click on **Placed**, **Received** or **Missed** for a list of that call type.

If available, the name details will also be displayed.

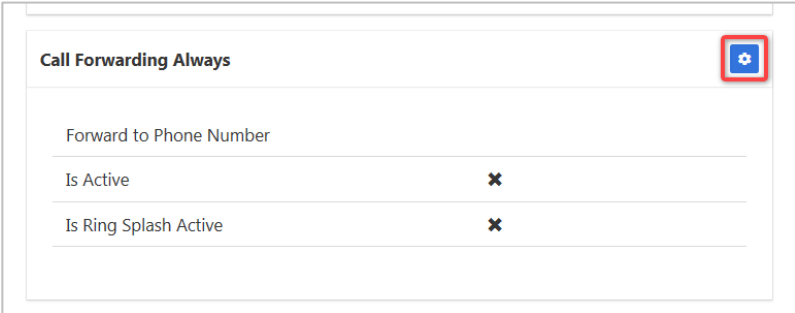



Number	Name	Date
	Unavailable	April 3, 2018 12:55 PM
	Unavailable	April 3, 2018 11:50 AM
	Unavailable	March 29, 2018 5:37 PM
	Unavailable	March 29, 2018 4:58 PM
	Unavailable	March 29, 2018 4:36 PM
	Unavailable	March 29, 2018 4:34 PM
	Unavailable	March 29, 2018 4:11 PM
	Unavailable	March 29, 2018 3:51 PM
	Unavailable	March 29, 2018 3:19 PM
	Private	March 29, 2018 2:30 PM
	Unavailable	March 29, 2018 2:24 PM
	Unavailable	March 29, 2018 12:54 PM
	Unavailable	March 29, 2018 11:39 AM
	Unavailable	March 28, 2018 5:10 PM
	Unavailable	March 28, 2018 4:54 PM
	Unavailable	March 28, 2018 4:18 PM
	Unavailable	March 28, 2018 3:11 PM
	Unavailable	March 28, 2018 3:09 PM
	Unavailable	March 28, 2018 2:10 PM
Private	Private	March 28, 2018 1:41 PM

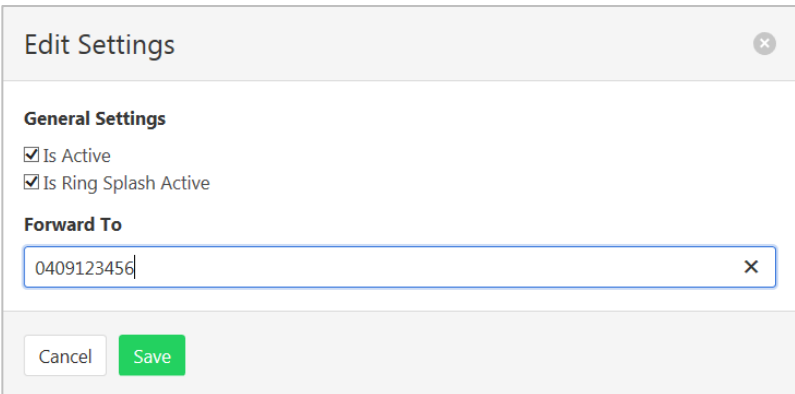
Call Forwarding Always

Forward all calls to another service. Ring Splash is a notification on the handset that a call has been forwarded.

1. Click **Configure Services**.
2. Click **Call Forwarding Always**.
3. Click .




4. Click the **Is Active** checkbox to enable.
5. Click the **Is Ring Splash Active** checkbox to enable.
6. Enter the phone number for calls to be forwarded to.
7. Click .




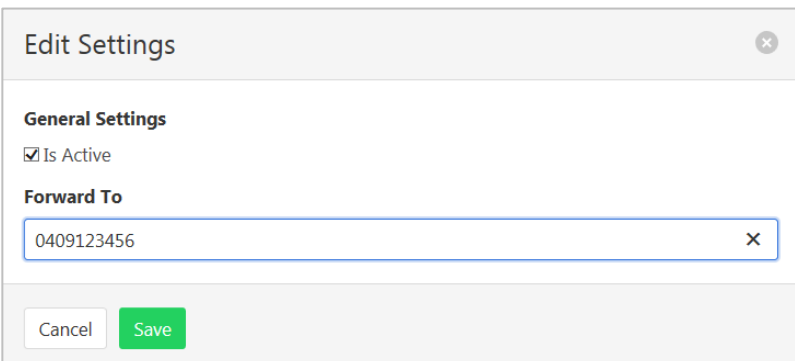
Call Forwarding Busy

Forward calls to another service when the Hunt Group is busy.

1. Click **Configure Services**.
2. Click **Call Forwarding Busy**.
3. Click .




4. Click the **Is Active** checkbox to enable.
5. Enter the phone number for calls to be forwarded to.
6. Click .




Call Forwarding Selective

Call Forward Selective allows the call forwarding of specific callers to various services. The service needs to be activated with a default phone number. The selected callers and the destination numbers also needs to be added. The service cannot be activated without a selective criteria being specified.

Specify Service details

1. Click **Configure Services**.
2. Click **Call Forwarding Selective**.
3. Click .

Call Forwarding Selective Criteria


Description	Forward	Calls From	Forward To	Is Active
No Criteria Found				

4. Enter a description to be associated with this call forwarding service. (Multiple can be entered.)
5. Choose **Forward To**:
 - > Forward to Default Number – default number specified when activating service.
 - > Forward to Specified Number – specified numbers entered below.
 - > Do Not Forward – exclude certain numbers from being forwarded.
6. Enter **Forward to Specified** number.
7. Select **Time Schedule**.
8. Select **Holiday Schedule**.
9. Select **Calls From** option:
 - > Any – Call Forwarding applies to all incoming calls.
 - > Specified – Call Forwarding applies only to numbers specified below. If this is selected, then options to:
 - > Allow From Any Private Number.
 - > Allow From Any Unavailable Number.
 - > Allow from Specific Numbers.

Edit Criteria
✕

General Settings

Description	Divert calls from Manager
Forward To	Forward To Specified Number ▼
Forward To Specified	0409123456
Time Schedule	Every Day All Day ▼
Holiday Schedule	None ▼
Calls From	Specified Only ▼

Allow From

Any Private Number

Any Unavailable Number


Allow From Specific Numbers

089123456	<input style="width: 100%;" type="text"/>
0409654321	<input style="width: 100%;" type="text"/>
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>
<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>

Cancel
Save


10. Click .

Activate Service

1. Click **Configure Services**.
2. Click **Call Forwarding Selective**.
3. Click .

Call Forwarding Selective

Active	<input type="checkbox"/>
Default Forward To Phone Number	089123456
Play Ring Reminder When Forwarded	<input checked="" type="checkbox"/>

4. Click the **Is Active** checkbox to enable.
5. Click the **Play Ring Reminder When Call is Forwarded** checkbox to activate. (Optional.)
6. Enter the default phone number for calls to be forwarded to.
7. Click .

Edit Settings


Activate Call Forwarding Selective

Play Ring Reminder When Call is Forwarded

Default Forward To:


Calling Name Retrieval

Retrieve name details of a caller.

1. Click **Configure Services**.
2. Click **Calling Name Retrieval**.
3. Click .

Calling Name Retrieval

Active	<input checked="" type="checkbox"/>
--------	-------------------------------------

4. Click the **Active** checkbox to enable.
5. Click .

Edit Settings

Active


Do Not Disturb

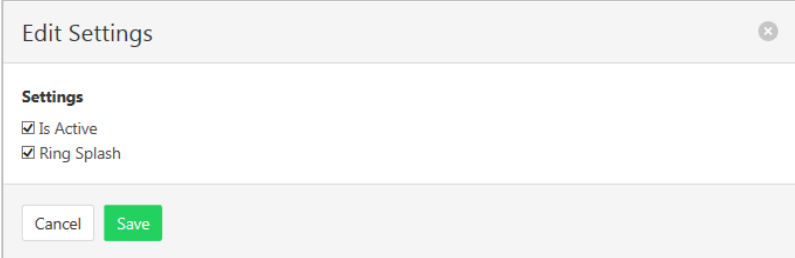
Automatically forward all incoming calls straight to Voicemail. If Voicemail is not activated the caller will hear a busy tone. Ring Splash will notify the user that a call has been directed to Voicemail.

1. Click **Configure Services**.
2. Click **Do Not Disturb**.
3. Click .



Do Not Disturb	
Is Active	<input checked="" type="checkbox"/>
Ring Splash	<input checked="" type="checkbox"/>

4. Click the **Is Active** checkbox to enable.
5. Click the **Ring Splash** checkbox to enable.
6. Click .



Edit Settings

Settings

Is Active

Ring Splash

Cancel Save

Priority Alert

The Priority Alert service allows a user to have some incoming calls alert them distinctively when meeting pre-specified criteria. The alert method is via a distinct ringing alerting tone.

Apart from the distinctive alerting pattern, this service does not change the way incoming calls are processed.

Refer Schedules on page 169 for details on how to add or modify Schedules.

1. Click **Configure Services**.
2. Click **Priority Alert**.

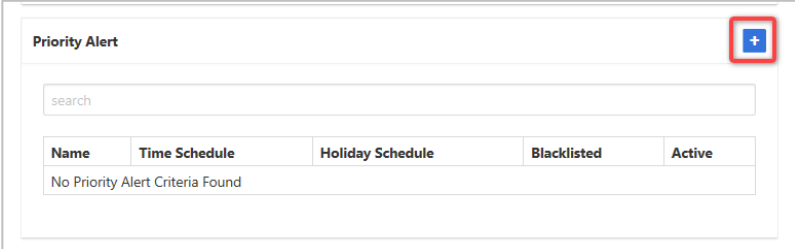
A list of existing Priority Alerts is displayed.

Existing alerts can be activated/deactivated by using the

slide control .

To create a new Priority Alert:


3. Click .



Priority Alert

search

Name	Time Schedule	Holiday Schedule	Blacklisted	Active
No Priority Alert Criteria Found				

4. Enter a **Name** for the Priority Alert. (More than one can be created.)
5. Select a **Time Schedule** that will apply to the Alert. (Optional.)
6. Select a **Holiday Schedule** to apply to the alert. (Optional.)
7. Click the **Blacklisted** checkbox to stop a calling number using this feature.
8. Click the **Anonymous** checkbox to apply this alert to Anonymous callers.
9. Click the **Any Unavailable Number** checkbox to apply this alert to Unavailable numbers.
10. Select Any External or Specified only from the drop-down listing.
11. Enter numbers if Specified Only is selected.
12. Click .

The Priority Alert will be activated, and a confirmation banner message displayed.

Edit Settings ✕

General Settings

Name	Priority Alert Name
Time Schedule	Every Day All Day ▼
Holiday Schedule	None ▼

Blacklisted

Calls From

Anonymous Callers

Any Unavailable Number

Specified Only ▼

Cancel
Save

Voice Messaging User

Voicemail options including redirection settings, greetings and passwords.

1. Click **Configure Services**.
2. Click **Voice Messaging User**.
3. Select the required Tab from:
 - > Settings
 - > Voice Portal
 - > Greetings

Settings
Voice Portal
Greetings

Voice Messaging ⚙️



Is Active	✕
Processing Type	Unified Voice and Email Messaging
Delivery Email	
Message Indicator Enabled	✕
Send Notification Email	✕

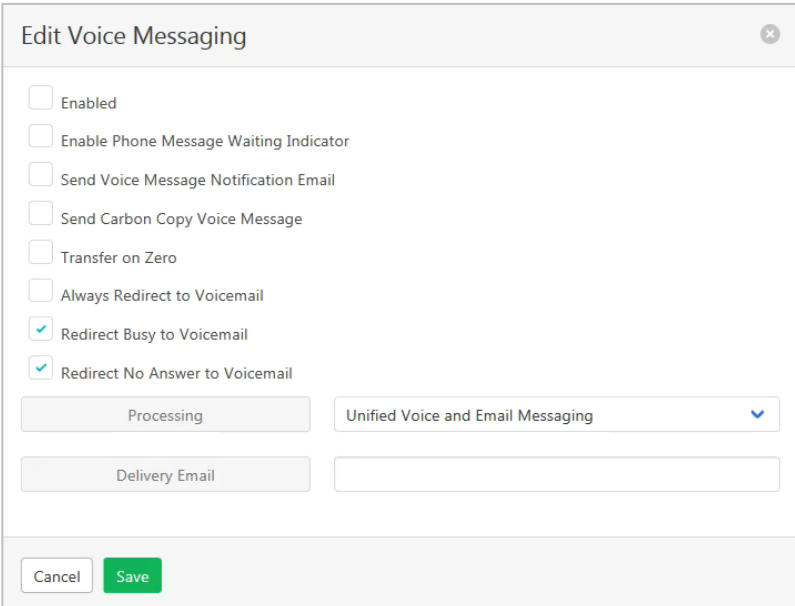
Settings

Voice Messaging User provides options such as when a call should go to Voicemail and how the messages should be presented.

The following features can be activated:

- > Processing Type – choose between messages being delivered via both voice and email messaging or email only.
- > Message waiting Indicator – displays on the handset that a voicemail message exists.
- > Carbon Copy Voice Message – send a duplicate voicemail message to another user.
- > Transfer on Zero – send a call direct to Voicemail by dialling zero.
- > Zone to Voicemail – adds a timestamp to the voicemail.

1. Click .
2. Click **Enabled** checkbox to activate Voicemail.
3. Click **Enable Phone Message Waiting Indicator** checkbox to activate. (Optional.)
4. Click **Send Voice Message Notification Email** checkbox if an email is required for voicemail notification. (Optional.)
5. Click **Send Carbon Copy Voice Message** checkbox if a duplicate email notification is required. (Optional.)
6. Enter **Carbon Copy To email address**. Required only if Carbon Copy Message has been checked.
7. Click **Transfer on Zero** checkbox to enable this feature.
8. Click **Always Redirect to Voicemail** checkbox to enable this feature. (Optional.)
9. Click **Redirect Busy to Voicemail** checkbox to enable this feature. (Optional.)
10. Click **Redirect No Answer to Voicemail** checkbox to enable this feature. (Optional.)
11. Choose Processing type from the drop-down list.
12. Enter **Delivery Email** address.
13. Click .



Edit Voice Messaging

- Enabled
- Enable Phone Message Waiting Indicator
- Send Voice Message Notification Email
- Send Carbon Copy Voice Message
- Transfer on Zero
- Always Redirect to Voicemail
- Redirect Busy to Voicemail
- Redirect No Answer to Voicemail

Processing Unified Voice and Email Messaging

Delivery Email

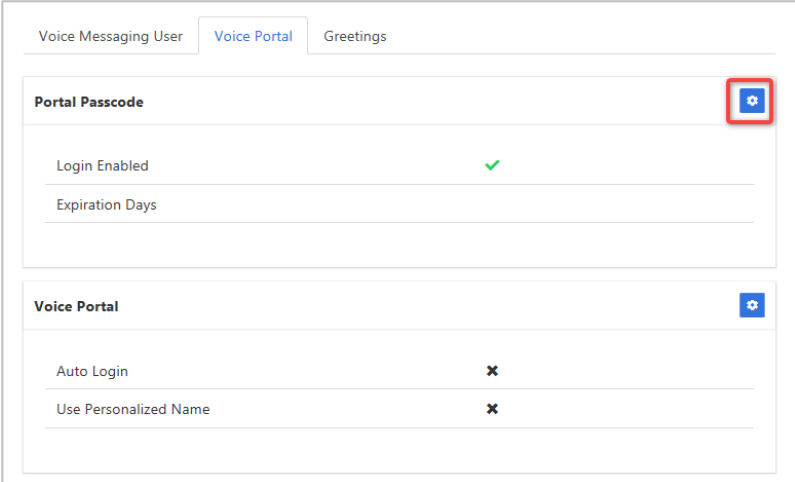
Cancel Save

Voice Portal


Auto login, personalized name settings and password resets. Personalised name allows the recording of the user's name to be added to a standard greeting. For example, "FRED cannot take your call" where FRED is pre-recorded by the user.

Portal Passcode

1. Click .




Voice Messaging User | Voice Portal | Greetings

Portal Passcode 


Login Enabled ✓

Expiration Days

Voice Portal 

Auto Login ✗

Use Personalized Name ✗

2. Click  to Generate Random Passcode.

Password and Repeat Password are entered automatically.

Click  to hide/unhide number entries.

3. Click .



Edit Portal Passcode ✕

New Passcode

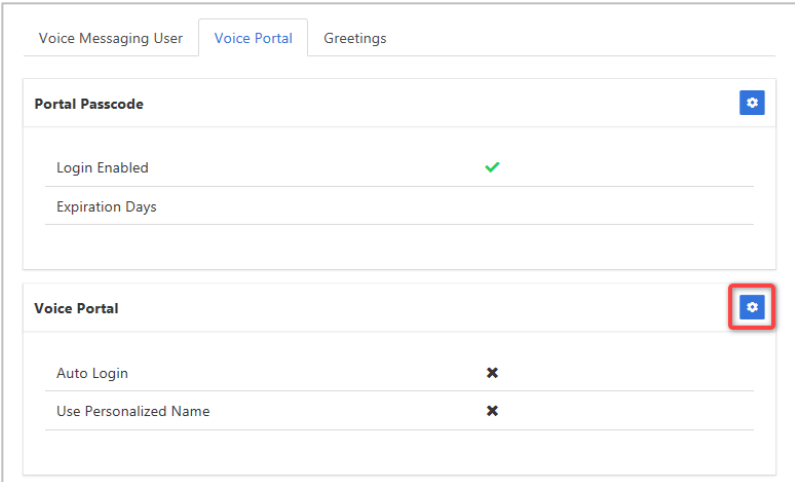
Passcode ⚠️ 🔑

Repeat Passcode ✓ 👁️


Cancel Save

Voice Portal Options

1. Click .




Voice Messaging User | Voice Portal | Greetings

Portal Passcode 


Login Enabled ✓

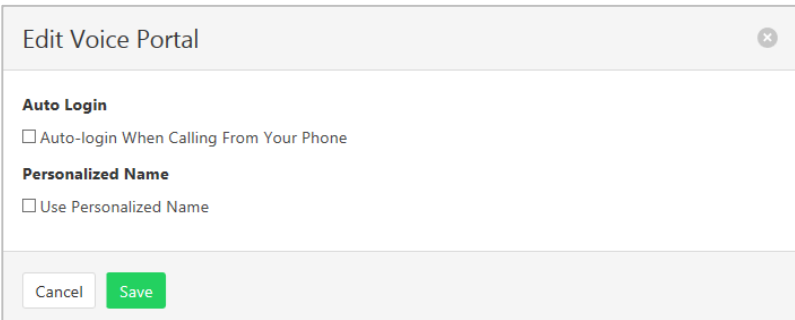
Expiration Days

Voice Portal 

Auto Login ✗

Use Personalized Name ✗

2. Click **Auto-login When Calling from Your Phone** checkbox to activate auto logon.
3. Click **Use Personalized Name** checkbox to use name in Voicemail messages.
4. Click .



Edit Voice Portal ✕

Auto Login

Auto-login When Calling From Your Phone

Personalized Name

Use Personalized Name

Cancel Save



Greetings

Set options related to message greetings.

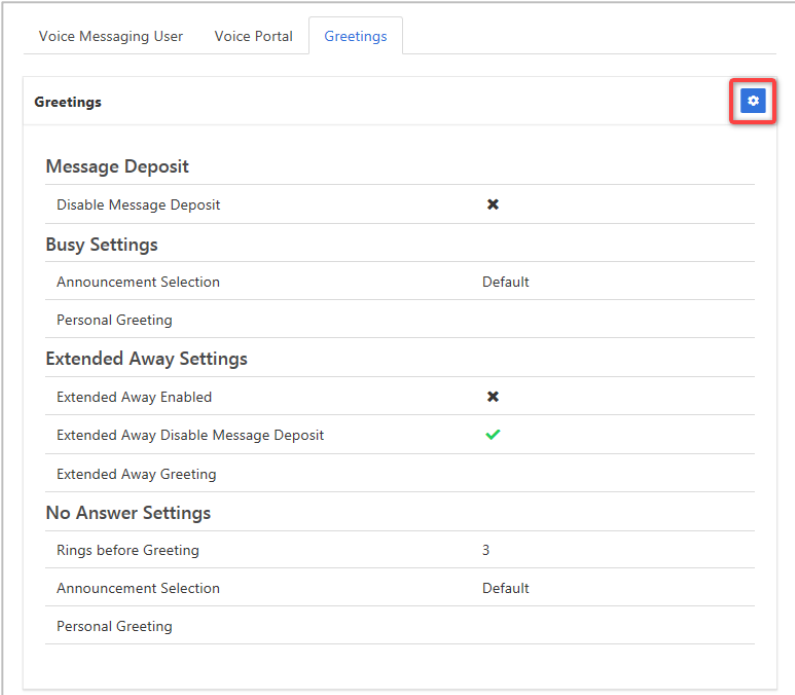
Available settings:

- > Disable Message Deposit – this feature will disable all greetings and voicemail and then allow a user to choose to disconnect or Forward incoming calls.
- > Announcement settings – use default announcements or create a personal announcement/s.
- > Create alternate greetings that can be stored and used as required.
- > Extended Away – stop voicemail messages being received if the user will be away for an extended period.


In the cases where announcements and greetings can be selected the following options are common:

- >  Allows the user to choose a pre-existing audio file from their PC or Network.
- >  Choose from audio files that have already been uploaded.

1. Click .



Voice Messaging User Voice Portal **Greetings**

Greetings 

Message Deposit

Disable Message Deposit	x
-------------------------	---

Busy Settings

Announcement Selection	Default
Personal Greeting	

Extended Away Settings

Extended Away Enabled	x
Extended Away Disable Message Deposit	✓
Extended Away Greeting	

No Answer Settings

Rings before Greeting	3
Announcement Selection	Default
Personal Greeting	

Message Deposit

2. Click **Disable Message Deposit** checkbox to stop voicemail messages being recorded.
3. Select **After Greeting Action**. (Required if Disable Message Deposit is selected.)

Busy Settings

4. From **Busy Settings**, choose Announcement Selection. If personal selected, then choose Personal Greeting file.

Extended Away Settings

5. Click **Extended Away Enabled** checkbox to activate this feature.
6. Click **Extended Away Disable Message Deposit** to stop messages being kept during away period.
7. Choose **Extended Away Greeting**. (Required if Extended Away is enabled.)

No Answer Settings

8. Select the number of **Rings before Greeting** from the drop-down list.
9. Select **Announcement Selection** from the drop-down list.
10. Select **Personal Greeting**. Required if Personal is chosen from the Announcement Selection list.
11. Select **Alternate Greetings 01-03**. Required if Greetings 01-03 is chosen from the Announcement Selection list.

Edit Greetings ✕

Message Deposit

Disable Message Deposit

After Greeting Action: Disconnect

Busy Settings

Announcement Selection: Default

Personal Greeting: No Announcement Selected + ≡

Extended Away Settings

Extended Away Enabled

Extended Away Disable Message Deposit

Extended Away Greeting: No Announcement Selected + ≡

No Answer Settings

Rings before Greeting: 3

Announcement Selection: Default

Personal Greeting: No Announcement Selected + ≡

Alternate Greetings

Alternate Greeting 01	Greeting Name	No Announcement S	+ ≡
Alternate Greeting 02	Greeting Name	No Announcement S	+ ≡
Alternate Greeting 03	Greeting Name	No Announcement S	+ ≡

Cancel Save

USER ANNOUNCEMENTS

Audio files used for the Hunt Group announcements can be found here. New files can be added, and existing files deleted.

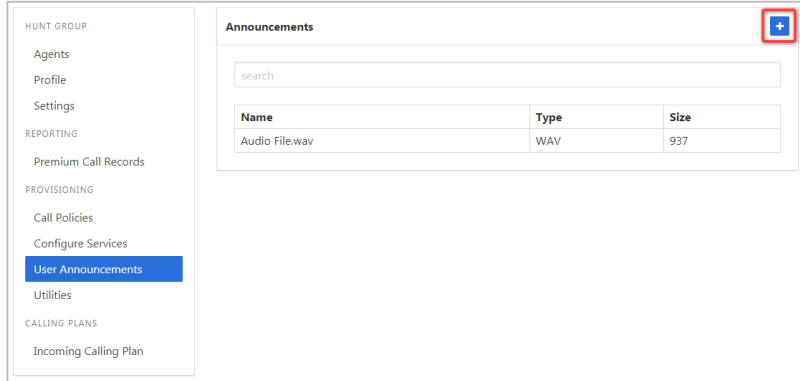
The file format required is .wav (PCM, 16,000kHz, 16 bit Mono).

1. Click **User Announcements**.

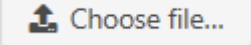
Currently stored announcements are listed.

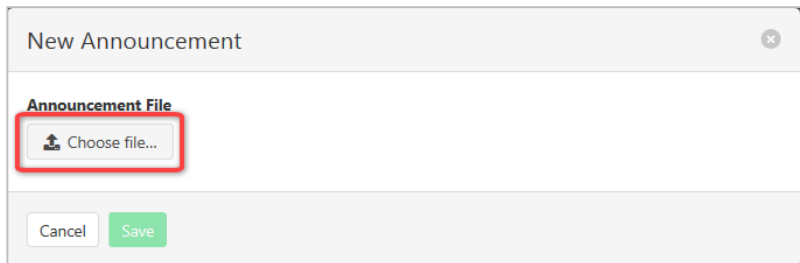
Add an announcement


2. Click .

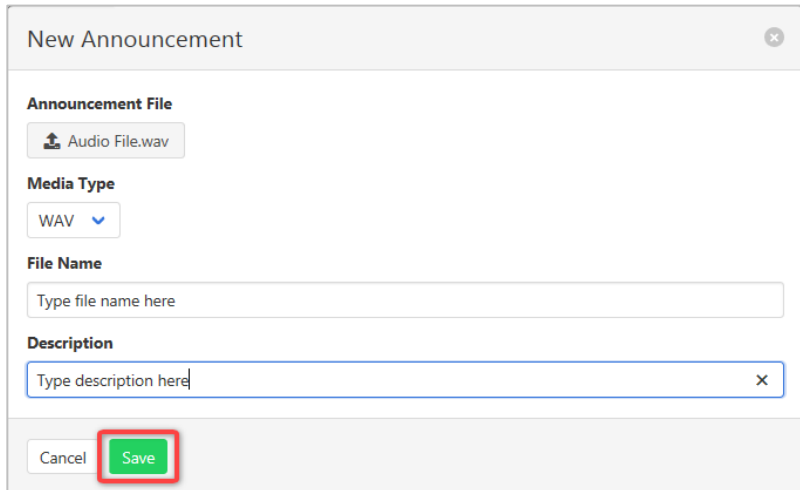


Name	Type	Size
Audio File.wav	WAV	937

3. Click .
4. Search for the file on local PC.

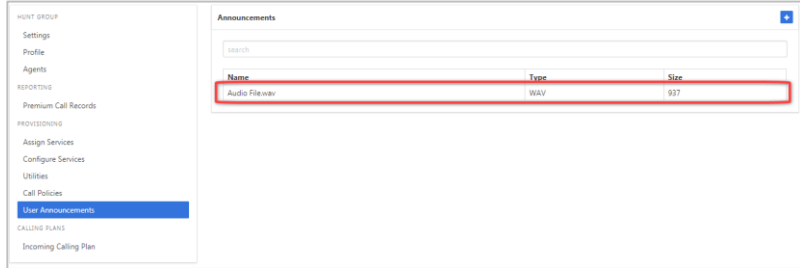


5. Select **Media Type**.
6. Enter **File Name** and **Description**.
7. Click .



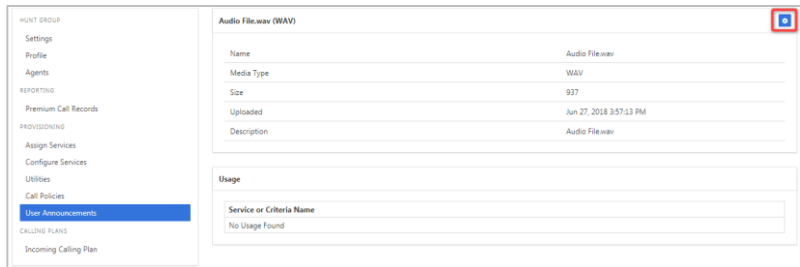
Edit/Delete and announcement

1. Click on the Announcement to be edited or deleted.



Audio file details are displayed along with details of where the audio file is being used.

2. Click .

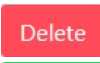
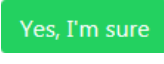


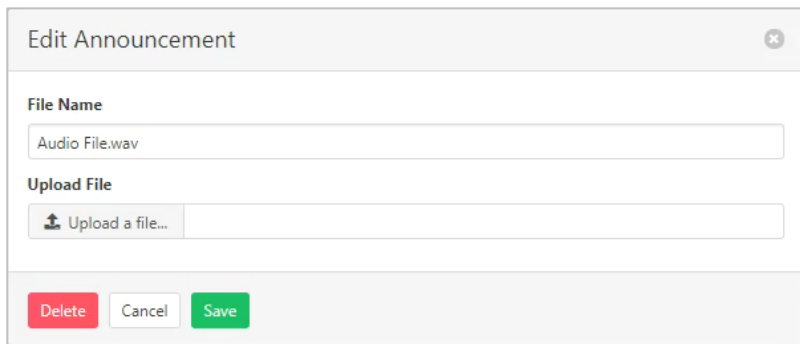
Edit

Change the File Name or upload a new audio file.

3. Click .

Delete

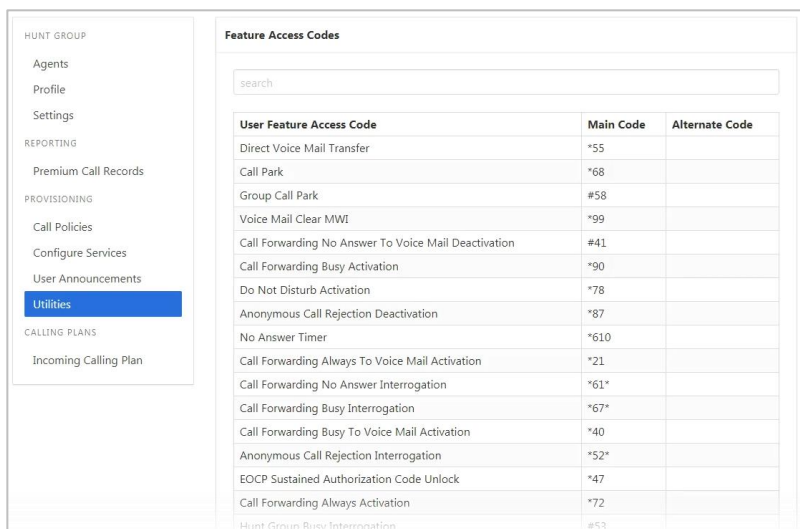
3. Click .
4. Click  at confirmation message.



UTILITIES


Lists all the User Feature Access Codes that are available to users within the Hunt Group.

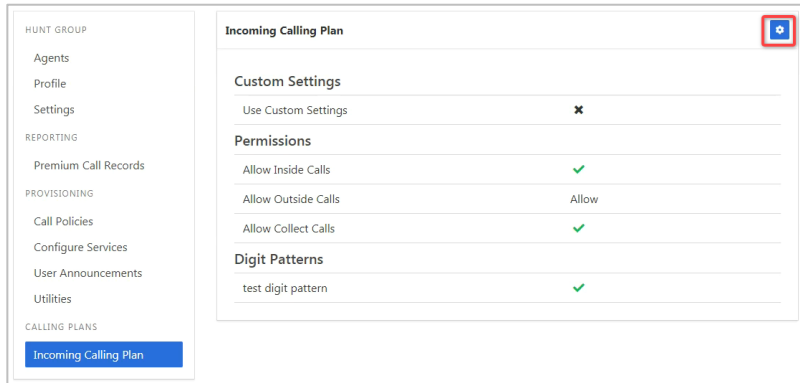
Click **Utilities**.




INCOMING CALLING PLANS

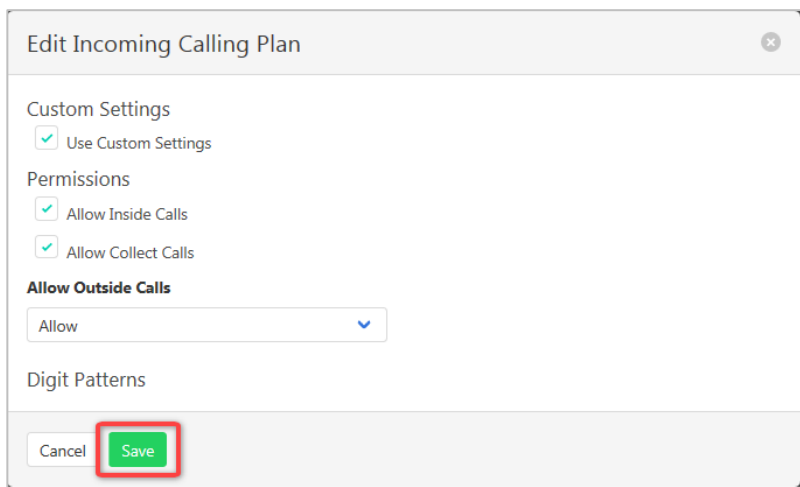
Using either custom or standard settings, this feature sets permissions for what calls the Hunt Group members can make.

1. Click **Incoming Calling Plan**.
2. Click .



Note – options are only available with Custom Settings selected.

3. Tick to **Allow Inside** and **Collect Calls**.
4. Select **Outside Calling** option from the drop-down list.
5. Click .



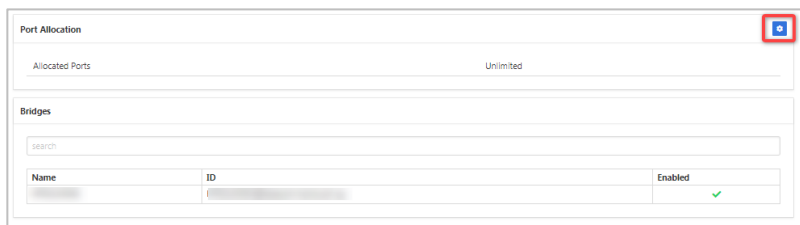
MEET-ME CONFERENCING

Enables the use, and monitoring of n-way conferences via a web interface. Both internal and external participants can use a conference bridge once it has been set up.

Select **Meet-Me Conferencing** from the **Group Services** pane.

To modify the Port Allocation:

1. Click .



Enter the required number of Allocated Ports (-1 = unlimited)

2. Click .



To modify the Bridge details.

Click the required conference bridge.

A list of available settings is displayed. Click the required option in the left pane.



DETAILS

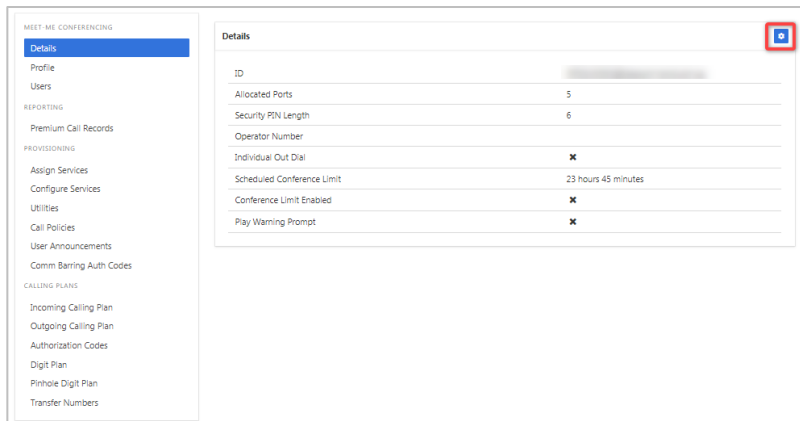
Set basic details of the bridge including if participants can dial out and maximum duration times.


Available settings:

- Allocated Ports – how many ports the bridge can access.
- Security PIN Length – how long the access to the conference security PIN will be.
- Operator Number – enter the number for an operator if required.
- Individual Out Dial – allow individuals to dial out from the conference.
- Warning Prompt – play a warning when conference is scheduled to end.
- Max Scheduled Hours – maximum time (hours) a conference can be scheduled.
- Max Scheduled Minutes – maximum time (minutes) a conference can be scheduled.
- Set Max duration – tick to indicate that a conference will have a maximum duration time.
- Max Duration Hours – only displays if Set Max Duration ticked. The time (hours) a conference can last.
- Max Duration minutes – only displays if Set Max Duration ticked. The time (minutes) a conference can last.

1. Click **Details**.

2. Click .



3. Modify details as required.
4. Click .

Edit Bridge Details ✕

Allocated Ports

(max: Unlimited)

Security PIN Length

Operator Number

Individual Out Dial

 Allow Individual Out Dial

Warning Prompt

 Play Conference End Warning Prompt

Max Scheduled Hours

Max Scheduled Minutes

Set Max Duration

 Enable Max Conference Duration

PROFILE

Edit CLID name, the main phone number of the Conference group and the time zone.

Available settings:

- Service Name – the name assigned to the Meet-Me Conference.
- CLID First Name – the Calling Line ID first name.
- CLID Last Name - the Calling Line ID last name.
- Phone Number – the number associated with the Meet-Me Conference.
- Extension – the extension associated with the Meet-Me Conference.
- Aliases –not used by Commander.
- Department – if the Meet-Me Conference is attached to a department.
- Language – the language to be used.
- Time Zone – the time zone to be used.
- Public Identity – not used by Commander.


1. Click **Profile**.
2. Click .

MEET-ME CONFERRING

- Details
- Profile
- Users
- REPORTING
- Premium Call Records
- PROVISIONING
- Assign Services
- Configure Services
- Utilities
- Call Policies
- User Announcements
- Comm Barring Auth Codes
- CALLING PLANS
- Incoming Calling Plan
- Outgoing Calling Plan
- Authorization Codes
- Digit Plan
- Pinhole Digit Plan
- Transfer Numbers

Service Instance Profile ⓘ

Service Name	
CLID First Name	Bridge
CLID Last Name	
Phone Number	
Extension	2330
Aliases	
Department	
Language	English
Time Zone	(GMT) UTC
Public Identity	

3. Modify details as required:
4. Click .

Edit Profile: ✕

Service Name	Auto Receptionist
CLID Last Name	Receptionist-
CLID First Name	Auto
Phone Number	<input type="text"/> ⚙️
Extension	2311
Password	<input type="password"/> ✓ 🔑 <input type="password"/> ✓ 🔑
Public Identity	<input type="text"/>
Department	-- None -- ▼
Language	English ▼
Time Zone	(GMT) UTC ▼
Alias	New Alias +

USERS

List, add and delete the agents that can access Matt-Me Conferencing.

1. Click **Users**.
2. Click .

MEET-ME CONFERENCE

Details

Profile

Users

REPORTING

Premium Call Records

PROVISIONING

Assign Services

Configure Services

UTILITIES

Call Policies

User Announcements

Comm Barring Auth Codes

CALLING PLANS

Incoming Calling Plan

Outgoing Calling Plan

Authorization Codes

Digit Plan

Pinhole Digit Plan

Transfer Numbers

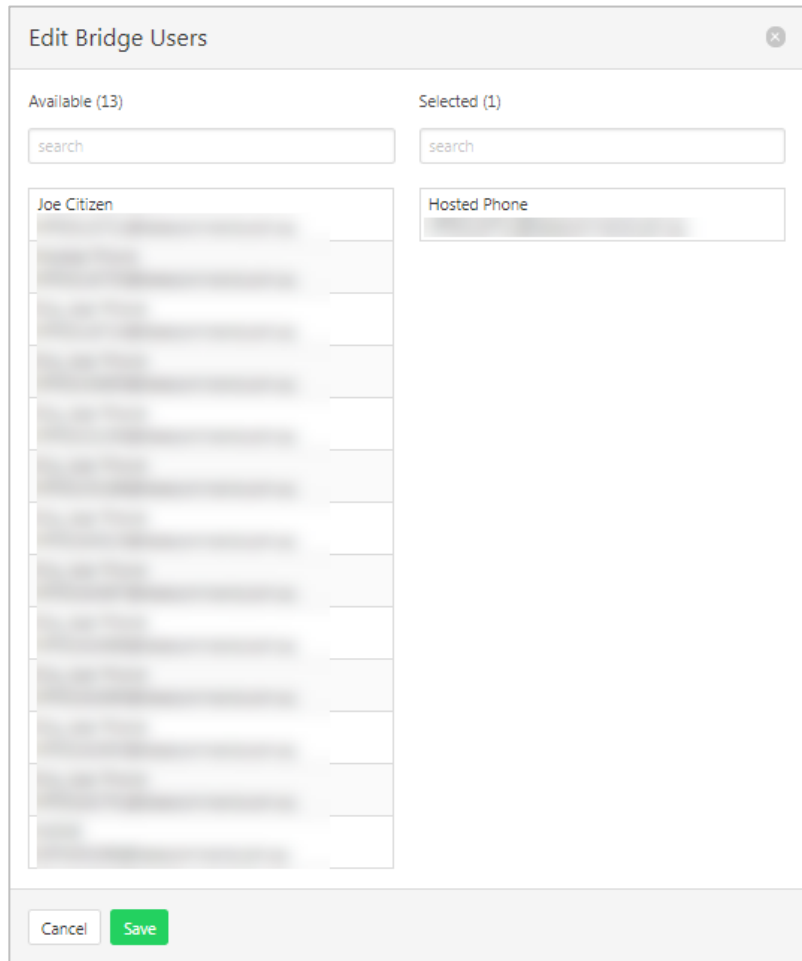
SEARCH

User ID	Last Name	First Name	Number	Department
[REDACTED]	Phone	Hosted	+61-[REDACTED]	

The users list can be modified by clicking on the users in one list to transfer to the other.

Once changes are complete:

3. Click .



Edit Bridge Users

Available (13) Selected (1)

search search

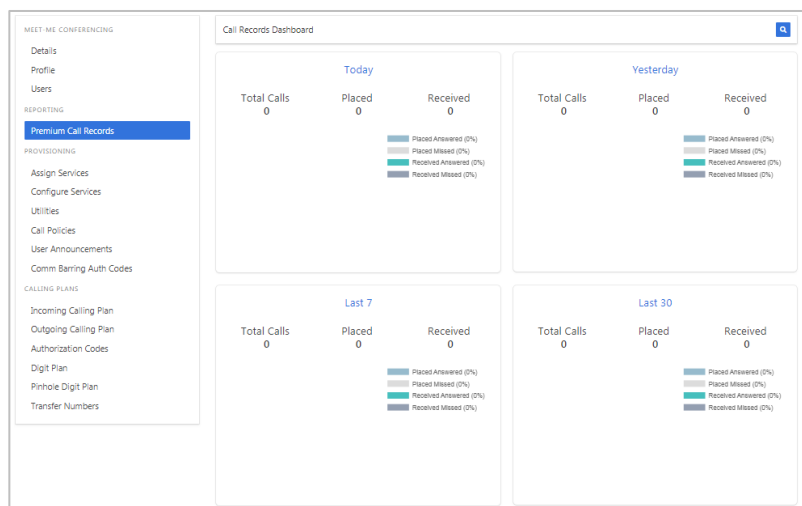
Joe Citizen Hosted Phone

Cancel Save

PREMIUM CALL RECORDS

A graphical display of call records.

Click **Premium Call Records**.



Call Records Dashboard

MEET-ME CONFERENCEING

- Details
- Profile
- Users
- REPORTING
 - Premium Call Records**
- PROVISIONING
 - Assign Services
 - Configure Services
 - Utilities
 - Call Policies
 - User Announcements
 - Comm Barring Auth Codes
- CALLING PLANS
 - Incoming Calling Plan
 - Outgoing Calling Plan
 - Authorization Codes
 - Digit Plan
 - Pinhole Digit Plan
 - Transfer Numbers

Today

Total Calls 0 Placed 0 Received 0

Placed Answered (2%)
Placed Missed (2%)
Received Answered (2%)
Received Missed (2%)

Yesterday

Total Calls 0 Placed 0 Received 0

Placed Answered (2%)
Placed Missed (2%)
Received Answered (2%)
Received Missed (2%)

Last 7


Total Calls 0 Placed 0 Received 0

Placed Answered (2%)
Placed Missed (2%)
Received Answered (2%)
Received Missed (2%)

Last 30

Total Calls 0 Placed 0 Received 0

Placed Answered (2%)
Placed Missed (2%)
Received Answered (2%)
Received Missed (2%)

Click  to be able to specify a period for the dashboard display.


Search Call Records

Start Time

End Time

CALL POLICIES

Set the CLID and Forwarded Call policies.

1. Click **Call Policies**.
2. Click .

MEET-ME CONFERENCING

- Details
- Profile
- Users

REPORTING

- Premium Call Records

PROVISIONING

- Call Policies**
- Comm Barring Auth Codes
- Configure Services
- User Announcements
- Utilities

CALLING PLANS

- Authorization Codes
- Digit Plan
- Incoming Calling Plan
- Outgoing Calling Plan
- Pinhole Digit Plan
- Transfer Numbers

Call Policies

Redirected CLID Privacy	No Privacy
Forwarded Calls Response	Never

3. Modify settings as required.
- Once changes are complete:

4. Click .

Edit Call Policies

CLID Privacy

Forwarded Calls

COMM BARRING AUTH CODES

This feature is not currently being supported by Vocus.

CONFIGURE SERVICES

Configure the features available to the Meet-Me Conference. Note that these features apply to all users within the conference.

Click **Configure Services**.

Services are listed with an Is Active indicator.


To modify a service, click on the item.


MEET-ME CONFERENCING		
<ul style="list-style-type: none"> Details Profile Users 		
REPORTING		
Premium Call Records		
PROVISIONING		
Assign Services		
Configure Services		
Utilities		
Call Policies		
User Announcements		
Comm Barring Auth Codes		
CALLING PLANS		
Incoming Calling Plan		
Outgoing Calling Plan		
Authorization Codes		
Digit Plan		
Pinhole Digit Plan		
Transfer Numbers		

Configure Services		
SEARCH		
Name	Description	Is Active
Anonymous Call Rejection	Anonymous Call Rejection	✓
Call Forwarding Always	Call Forwarding Always	✓
Call Forwarding Busy	Call Forwarding Busy	✓
Call Forwarding Selective	Call Forwarding Selective	✓
Calling Name Retrieval	Calling Name Retrieval	✓
Do Not Disturb	Do Not Disturb	✓
Voice Messaging User	Voice Messaging User	✓


Anonymous Call Rejection

Calls that do not have a valid caller ID will be automatically rejected. These calls will not proceed to Voicemail.

1. Click **Configure Services**.
2. Click **Anonymous Call Rejection**.
3. Click .

Anonymous Call Rejection 


Enabled ✕

4. Click the **Enable Anonymous Call Rejection** checkbox.
5. Click .

Edit Anonymous Call Rejection ✕

Enabled


Enable Anonymous Call Rejection

Cancel 

Call Forwarding Always

Forward all calls to another service. Ring Splash is a notification on the handset that a call has been forwarded.


1. Click **Configure Services**.
2. Click **Call Forwarding Always**.
3. Click .

Call Forwarding Always 

Forward to Phone Number

Is Active ✕

Is Ring Splash Active ✕

- Click the **Is Active** checkbox to enable.
- Click the **Is Ring Splash Active** checkbox to enable.
- Enter the phone number for calls to be forwarded to.
- Click .

✕

Edit Settings

General Settings

Is Active

Is Ring Splash Active


Forward To

✕

Cancel
Save

Call Forwarding Busy

Forward calls to another service when the Conference Bridge is busy.


- Click **Configure Services**.
- Click **Call Forwarding Busy**.
- Click .

✕

Call Forwarding Busy

Forward to Phone Number

Is Active ✕

- Click the **Is Active** checkbox to enable.
- Enter the phone number for calls to be forwarded to.
- Click .

✕

Edit Settings

General Settings

Is Active

Forward To


✕


Cancel
Save

Call Forwarding Selective


Call Forward Selective allows the call forwarding of specific callers to various services. The service needs to be activated with a default phone number. The selected callers and the destination numbers also needs to be added. The service cannot be activated without a Selective Criteria being specified.

Specify Service details

1. Click **Configure Services**.
2. Click **Call Forwarding Selective**.
3. Click **Call Forwarding Selective Criteria**
4. Click .

Call Forwarding Selective Criteria


Description	Forward	Calls From	Forward To	Is Active
No Criteria Found				

5. Enter a description to be associated with this call forwarding service. (Multiple can be entered.)
6. Choose **Forward To**:
 - > Forward to Default Number – default number specified when activating service.
 - > Forward to Specified Number – specified numbers entered below.
 - > Do Not Forward – exclude certain numbers from being forwarded.
7. Enter **Forward to Specified** number.
8. Select **Time Schedule**.
9. Select **Holiday Schedule**.
10. Select **Calls From** option:
 - > Any – Call Forwarding applies to all incoming calls
 - > Specified – Call Forwarding applies only to numbers specified below. If this is selected, then options to:
 - > Allow From Any Private Number.
 - > Allow From Any Unavailable Number
 - > Allow from Specific Numbers
11. Click .

Edit Criteria
×

General Settings

Description	Divert calls from Manager
Forward To	Forward To Specified Number ▼
Forward To Specified	0409123456
Time Schedule	Every Day All Day ▼
Holiday Schedule	None ▼
Calls From	Specified Only ▼

Allow From

Any Private Number

Any Unavailable Number

Allow From Specific Numbers


089123456	
0409654321	

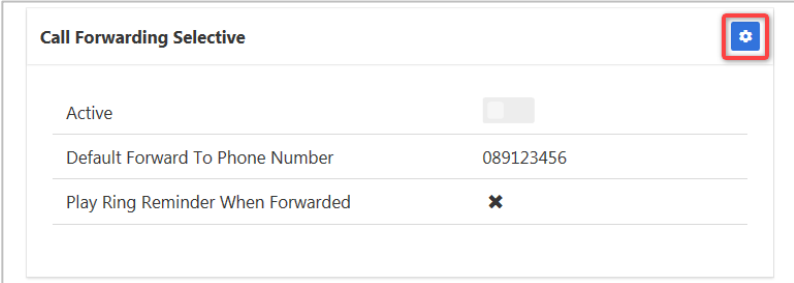
Cancel
Save

VOCUS | BUSINESS PORTAL | ADMINISTRATION GUIDE
Commercial in confidence


102

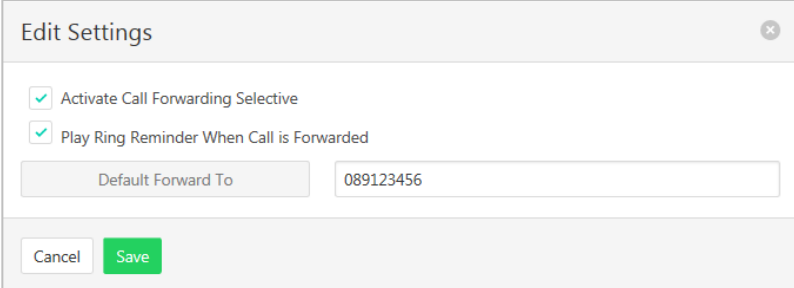
Activate Service

1. Click **Configure Services**.
2. Click **Call Forwarding Selective**.
3. Click .



Call Forwarding Selective	
Active	<input type="checkbox"/>
Default Forward To Phone Number	089123456
Play Ring Reminder When Forwarded	<input checked="" type="checkbox"/>

4. Click the **Is Active** checkbox to enable.
5. Click the **Play Ring Reminder When Call is Forwarded** checkbox to activate. (Optional)
6. Enter the default phone number for calls to be forwarded to.
7. Click .



Edit Settings

Activate Call Forwarding Selective


Play Ring Reminder When Call is Forwarded

Default Forward To: 089123456

Cancel Save


Calling Name Retrieval

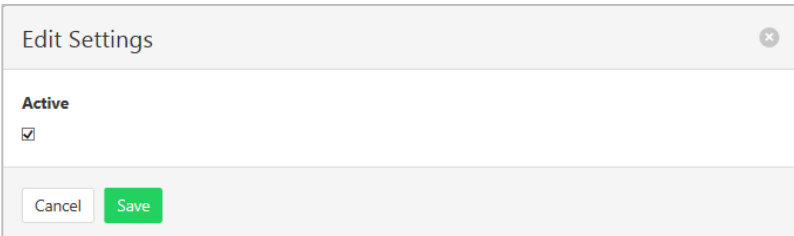
Retrieve name details of a caller.

1. Click **Configure Services**.
2. Click **Calling Name Retrieval**.
3. Click .



Calling Name Retrieval	
Active	<input type="checkbox"/>

4. Click the **Active** checkbox to enable.
5. Click .




Edit Settings

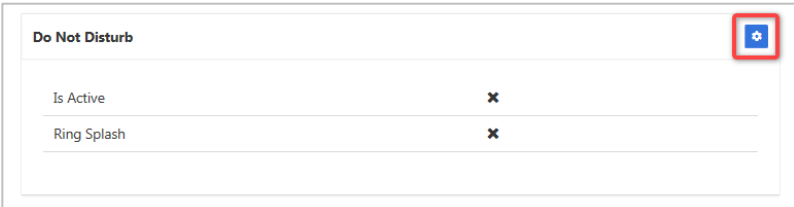
Active

Cancel Save


Do Not Disturb

Automatically forward all incoming calls straight to Voicemail. If Voicemail is not activated the caller will hear a busy tone. Ring Splash will notify the user that a call has been directed to Voicemail.

1. Click **Configure Services**.
2. Click **Do Not Disturb**.
3. Click .



Do Not Disturb	
Is Active	<input type="checkbox"/>
Ring Splash	<input type="checkbox"/>

4. Click the **Is Active** checkbox to enable.
5. Click the **Ring Splash** checkbox to enable.
6. Click .

Edit Settings
✕

Settings

Is Active

Ring Splash

Cancel
Save

The feature/s will be activated, and a confirmation banner message displayed.

Voice Messaging User

Voicemail options including redirection settings, greetings and passwords.

1. Click **Configure Services**.
2. Click **Voice Messaging User**.
3. Select the required tab from:
 - > Settings
 - > Voice Portal
 - > Greetings

Settings
Voice Portal
Greetings

Voice Messaging ⚙️



Is Active	✕
Processing Type	Unified Voice and Email Messaging
Delivery Email	
Message Indicator Enabled	✕
Send Notification Email	✕

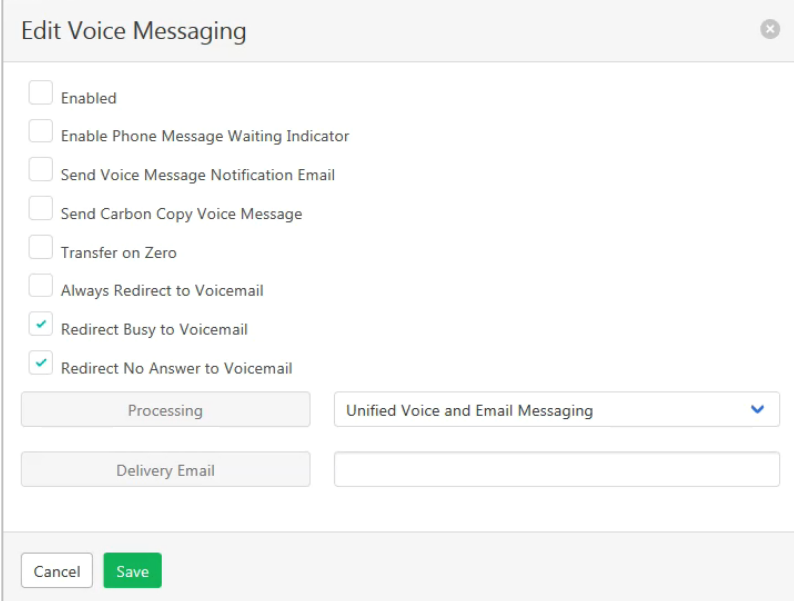
Settings

Voice Messaging User provides options such as when a call should go to Voicemail and how the messages should be presented.

The following features can be activated:

- > Processing Type – choose between messages being delivered via both voice and email messaging or email only.
- > Message waiting Indicator – displays on the handset that a voicemail message exists.
- > Carbon Copy Voice Message – send a duplicate voicemail message to another user.
- > Transfer on Zero – send a call direct to Voicemail by dialling zero.
- > Zone to Voicemail – adds a timestamp to the voicemail.

1. Click .
2. Click **Enabled** checkbox to activate Voicemail.
3. Click **Enable Phone Message Waiting Indicator** checkbox to activate. (Optional)
4. Click **Send Voice Message Notification Email** checkbox if an email is required for voicemail notification. (Optional)
5. Click **Send Carbon Copy Voice Message** checkbox if a duplicate email notification is required. (Optional)
6. Enter **Carbon Copy To email address**. Required only if Carbon Copy Message has been checked.
7. Click **Transfer on Zero** checkbox to enable this feature.
8. Click **Always Redirect to Voicemail** checkbox to enable this feature. (Optional)
9. Click **Redirect Busy to Voicemail** checkbox to enable this feature. (Optional)
10. Click **Redirect No Answer to Voicemail** checkbox to enable this feature. (Optional)
11. Choose Processing type from the drop-down list.
12. Enter **Delivery Email** address.
13. Click .



The screenshot shows the 'Edit Voice Messaging' dialog box with the following settings:

- Enabled
- Enable Phone Message Waiting Indicator
- Send Voice Message Notification Email
- Send Carbon Copy Voice Message
- Transfer on Zero
- Always Redirect to Voicemail
- Redirect Busy to Voicemail
- Redirect No Answer to Voicemail

Processing type: Processing (selected)

Unified Voice and Email Messaging: Unified Voice and Email Messaging (selected)

Delivery Email: [Empty text field]

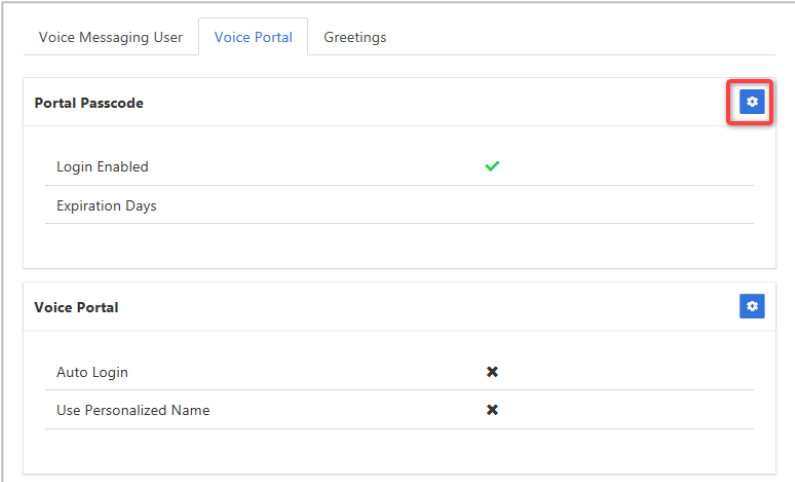
Buttons: Cancel, Save

Voice Portal

Auto login, personalized name settings and password resets. Personalised name allows the recording of the user's name to be added to a standard greeting. For example, "FRED cannot take your call" where FRED is pre-recorded by the user.

Portal Passcode


1. Click .



Section	Setting	Status
Portal Passcode	Login Enabled	✓
	Expiration Days	
Voice Portal	Auto Login	✗
	Use Personalized Name	✗

2. Enter **Passcode** and **Repeat Passcode**.

Or

3. Click  to **Generate Random Passcode**.

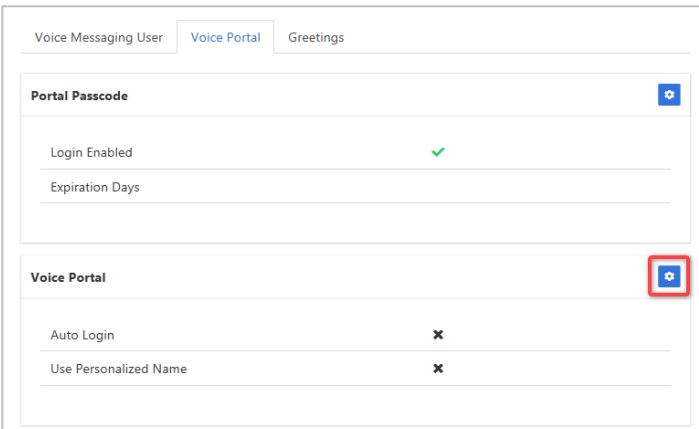
Passcode and **Repeat Passcode** are entered automatically.




Click  to hide/unhide number entries.

Voice Portal Options

1. Click .



Section	Setting	Status
Portal Passcode	Login Enabled	✓
	Expiration Days	
Voice Portal	Auto Login	✗
	Use Personalized Name	✗

2. Click **Auto-login When Calling from Your Phone** checkbox to activate auto logon.
3. Click **Use Personalized Name** checkbox to use name in Voicemail messages.
4. Click .

Edit Voice Portal
✕

Auto Login

Auto-login When Calling From Your Phone

Personalized Name

Use Personalized Name

Cancel
Save



Greetings

Set options related to message greetings.

Available settings:


- > Disable Message Deposit – this feature will disable all greetings and voicemail and then allow a user to choose to disconnect or Forward incoming calls.
- > Announcement settings – use default announcements or create a personal announcement/s.
- > Create alternate greetings that can be stored and used as required.
- > Extended Away – stop voicemail messages being received if the user will be away for an extended period.

In the cases where announcements and greetings can be selected the following options are common:

- >  Allows the user to choose a pre-existing audio file from their PC or Network.
- >  Choose from audio files that have already been uploaded.

1. Click .

Voice Messaging User
Voice Portal
Greetings

Greetings 

Message Deposit

Disable Message Deposit ✕

Busy Settings

Announcement Selection Default

Personal Greeting

Extended Away Settings

Extended Away Enabled ✕

Extended Away Disable Message Deposit ✓

Extended Away Greeting

No Answer Settings

Rings before Greeting 3

Announcement Selection Default

Personal Greeting

Message Deposit

- Click **Disable Message Deposit** checkbox to stop voicemail messages being recorded.
- Select **After Greeting Action**. (Required if Disable Message Deposit is selected.)

Busy Settings

- From **Busy Settings**, choose Announcement Selection. If personal selected, then choose Personal Greeting file.

Extended Away Settings

- Click **Extended Away Enabled** checkbox to activate this feature.
- Click **Extended Away Disable Message Deposit** to stop messages being kept during away period.
- Choose **Extended Away Greeting**. (Required if Extended Away is enabled.)

No Answer Settings

- Select the number of **Rings before Greeting** from the drop-down list.
- Select **Announcement Selection** from the drop-down list.
- Select **Personal Greeting**. Required if Personal is chosen from the Announcement Selection list.
- Select **Alternate Greetings 01-03**. Required if Greetings 01-03 is chosen from the Announcement Selection list.

Edit Greetings ✕

Message Deposit

Disable Message Deposit

After Greeting Action: Disconnect

Busy Settings

Announcement Selection: Default

Personal Greeting: No Announcement Selected + ≡

Extended Away Settings

Extended Away Enabled

Extended Away Disable Message Deposit

Extended Away Greeting: No Announcement Selected + ≡

No Answer Settings

Rings before Greeting: 3

Announcement Selection: Default

Personal Greeting: No Announcement Selected + ≡

Alternate Greetings

Alternate Greeting 01	Greeting Name	No Announcement S	+ ≡
Alternate Greeting 02	Greeting Name	No Announcement S	+ ≡
Alternate Greeting 03	Greeting Name	No Announcement S	+ ≡

Cancel Save

USER ANNOUNCEMENTS

Audio files used for the Meet-Me Conferencing announcements can be found here. New files can be added, and existing files deleted.

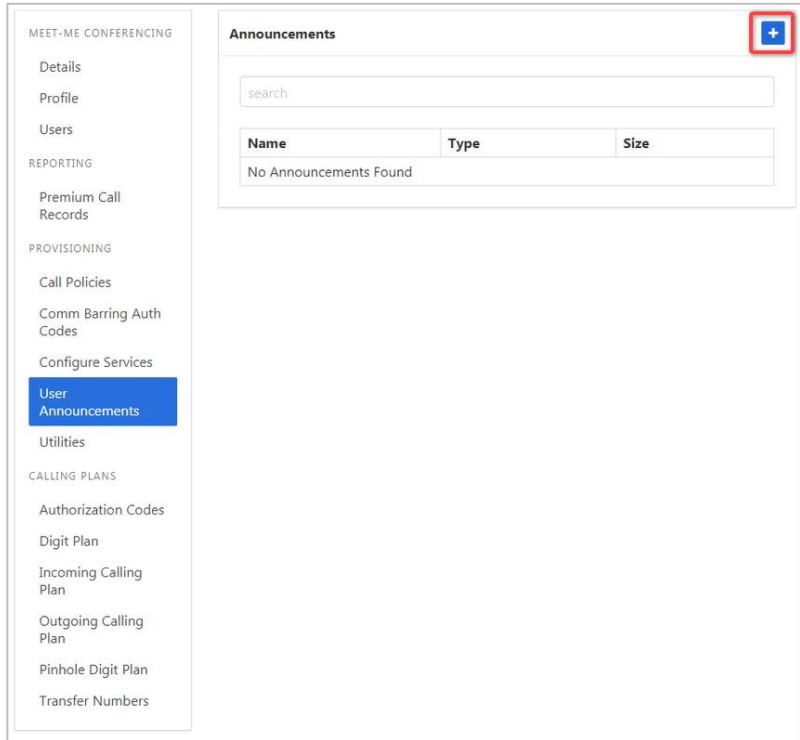
The file format required is .wav (PCM, 16,000kHz, 16 bit Mono).

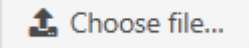
1. Click **User Announcements**.

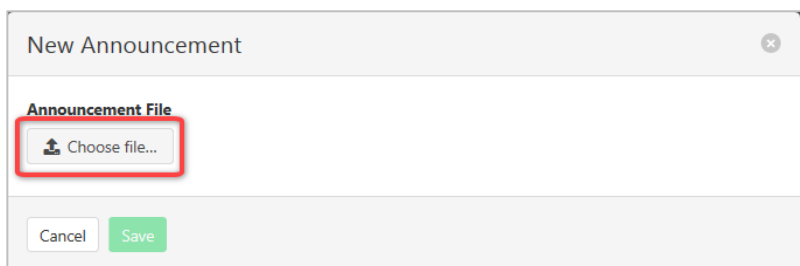
Currently stored announcements are listed.


Add an announcement

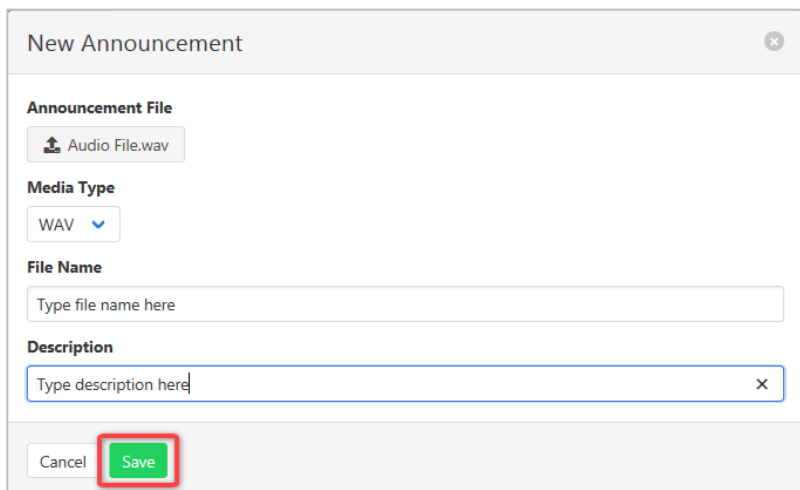
2. Click .



3. Click .
4. Search for the file on local PC.

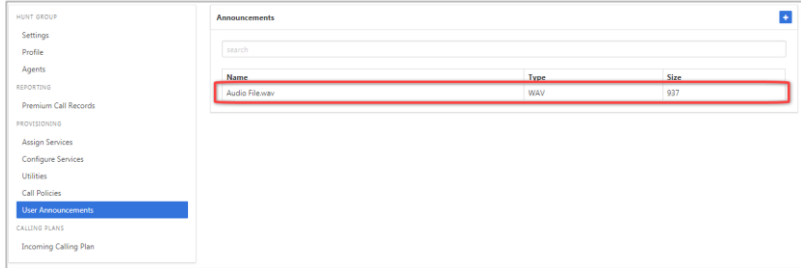


5. Select **Media Type**.
6. Enter **File Name** and **Description**.
7. Click .



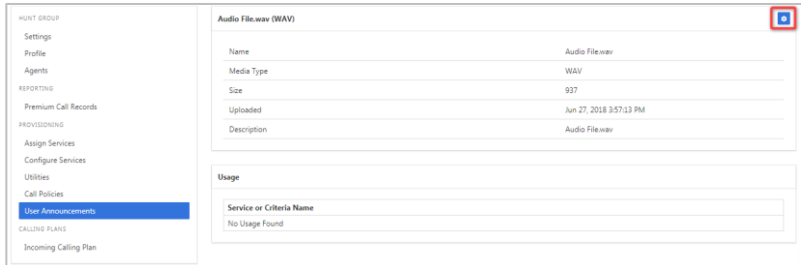
Edit/Delete and announcement

1. Click on the Announcement to be edited or deleted.



Audio file details are displayed along with details of where the audio file is being used.

2. Click .


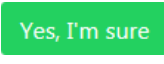


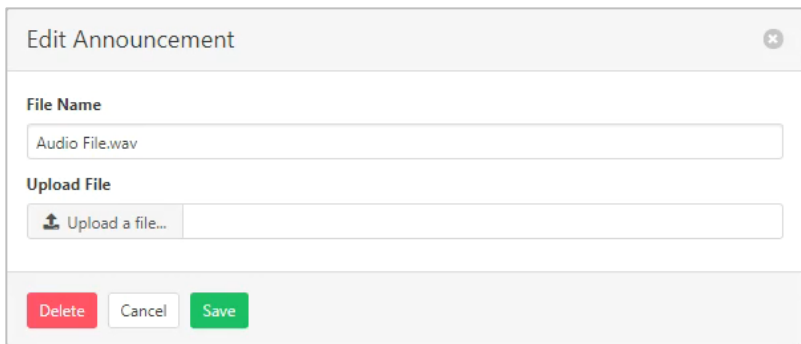
Edit

Change the File Name or upload a new audio file.

3. Click .

Delete

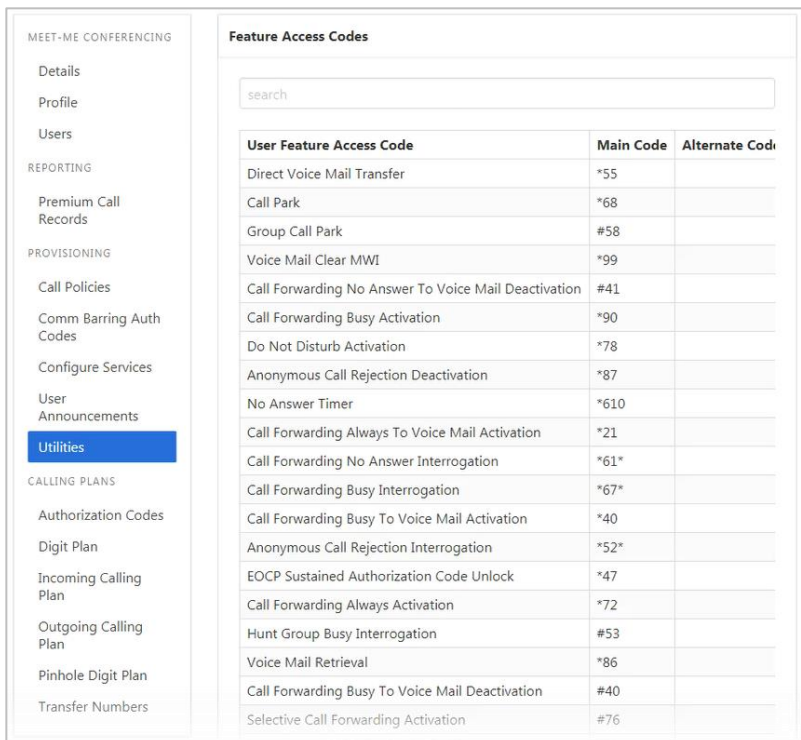
3. Click .
4. Click  at confirmation message.



UTILITIES

Lists all the User Feature Access Codes that are available to users for the Meet-Me conference.

Click **Utilities**.



AUTHORIZATION CODES

Outgoing call types can be set up to only be allowed with the input of an Authorisation Code. Authorisation codes can be created for the whole group or just for a department.

To define which calls require an authorisation code refer *Outgoing Calling Plan on page 150*.

Refer *Departments on page 158* for details on how to add or modify Departments.

1. Click **Authorization Codes**.
2. Click slider to activate Authorisation codes.

MEET-ME CONFERENCING

- Details
- Profile
- Users

REPORTING

- Premium Call Records

PROVISIONING

- Call Policies
- Comm Barring Auth Codes
- Configure Services
- User Announcements
- Utilities

CALLING PLANS

- Authorization Codes**
- Digit Plan
- Incoming Calling Plan
- Outgoing Calling Plan
- Pinhole Digit Plan
- Transfer Numbers

Settings

Use Custom Codes

Add a code

1. Click .

MEET-ME CONFERENCING

- Details
- Profile
- Users

REPORTING

- Premium Call Records

PROVISIONING


- Call Policies
- Comm Barring Auth Codes
- Configure Services
- User Announcements
- Utilities

CALLING PLANS


- Authorization Codes**
- Digit Plan
- Incoming Calling Plan
- Outgoing Calling Plan
- Pinhole Digit Plan
- Transfer Numbers


Settings


Use Custom Codes

Authorization Codes 

search

Name	Description	
1234	Test Authorisation code	

2. Enter a **Code**. (Must contain digits only.)
3. Enter a code **Description**.
4. Click .

Add Authorization Code 

Code

2468

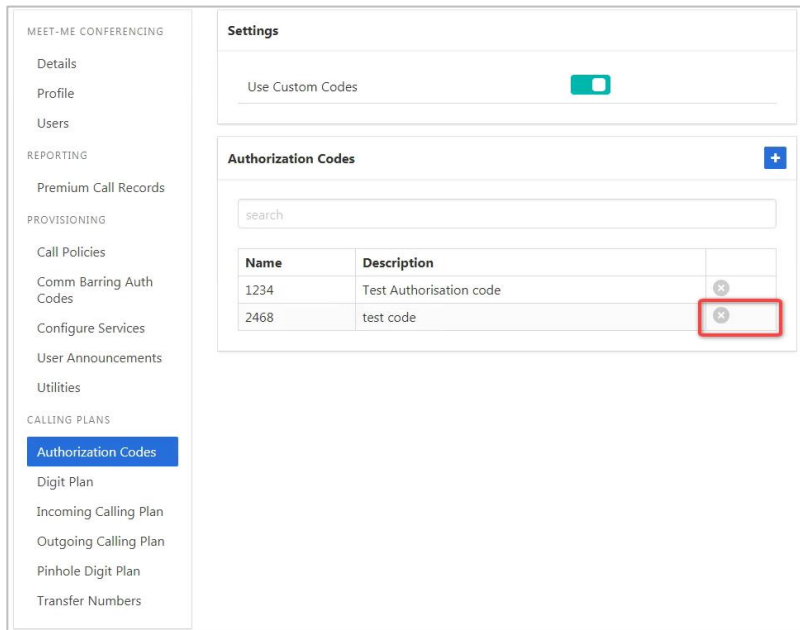
Description



test code

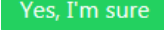
Cancel Save

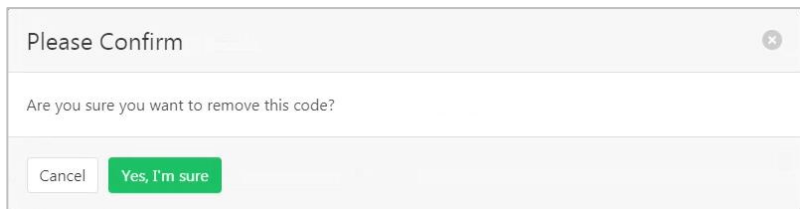
Delete a Code

1. Click .



Name	Description	
1234	Test Authorisation code	
2468	test code	

2. Click  at confirmation message.




Please Confirm

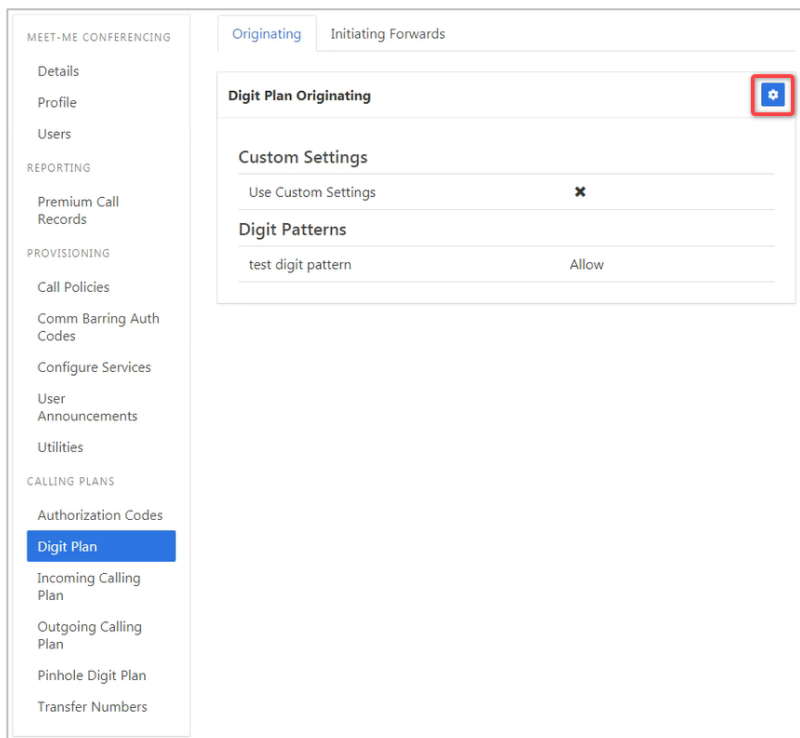
Are you sure you want to remove this code?

Cancel Yes, I'm sure


DIGIT PLAN

Set custom settings for a digit plan including using transfer numbers.

1. Click **Digit Plan**.
2. Click .



Originating	Initiating Forwards
Digit Plan Originating	
Custom Settings	
Use Custom Settings	<input checked="" type="checkbox"/>
Digit Patterns	
test digit pattern	Allow

3. Check **Use Custom Settings**.
4. Select required **Test Digit Pattern**.
5. Click .

Edit Settings ✕


Custom Settings

Use Custom Settings

Permissions

test digit pattern

Allow ▼

1. Click **Digit Plan**.
2. Click the **Initiating Forwards** tab.
3. Click .

MEET-ME CONFERENCING

Details

Profile

Users

REPORTING

Premium Call Records

PROVISIONING

Call Policies

Comm Barring Auth Codes

Configure Services

User Announcements

Utilities

CALLING PLANS

Authorization Codes

Digit Plan


Incoming Calling Plan

Outgoing Calling Plan

Pinhole Digit Plan

Transfer Numbers

Originating Initiating Forwards


Digit Plan Redirecting 

Custom Settings

Use Custom Settings ✕

Digit Patterns

test digit pattern ✓

4. Check **Use Custom Settings**.
5. Check **Allow test digit pattern**. required Test Digit Pattern.
6. Click .

Edit Settings ✕

Custom Settings

Use Custom Settings

Permissions

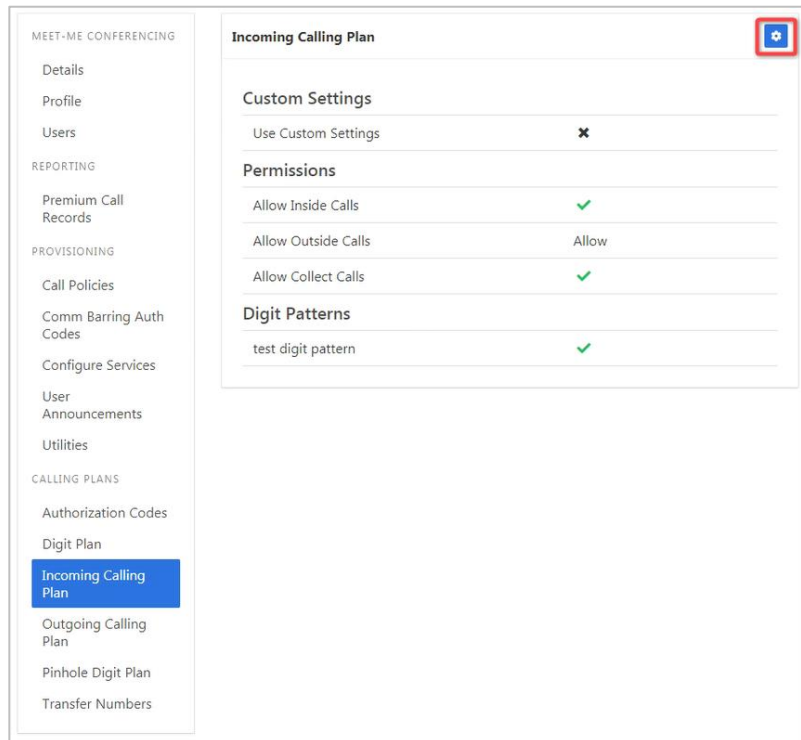
Allow test digit pattern

INCOMING CALLING PLAN

Using either custom or standard settings, this feature sets permissions for what calls the Meet-Me conference can make.

1. Click **Incoming Calling Plan**.

2. Click .



MEET-ME CONFERENCING	
Details	
Profile	
Users	


REPORTING	
Premium Call Records	

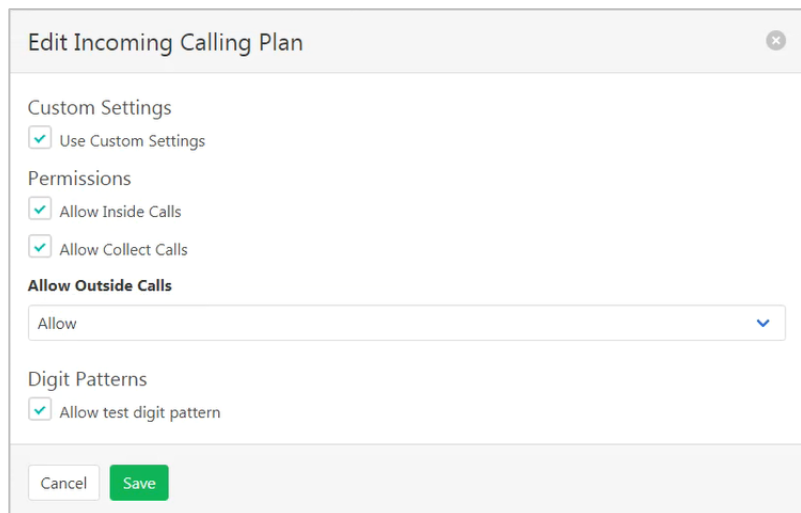
PROVISIONING	
Call Policies	
Comm Barring Auth Codes	
Configure Services	
User Announcements	
Utilities	

CALLING PLANS	
Authorization Codes	
Digit Plan	
Incoming Calling Plan	
Outgoing Calling Plan	
Pinhole Digit Plan	
Transfer Numbers	

Incoming Calling Plan	
Custom Settings	
Use Custom Settings	x
Permissions	
Allow Inside Calls	✓
Allow Outside Calls	Allow
Allow Collect Calls	✓
Digit Patterns	
test digit pattern	✓

Note – options are only available with **Custom Settings** checked.

3. Tick to **Allow Inside** and **Collect Calls**.
4. Select **Outside Calling** option from the drop-down list.
5. Tick to **Allow test digit pattern**.
6. Click .



Edit Incoming Calling Plan	
Custom Settings	
<input checked="" type="checkbox"/> Use Custom Settings	
Permissions	
<input checked="" type="checkbox"/> Allow Inside Calls	
<input checked="" type="checkbox"/> Allow Collect Calls	
Allow Outside Calls	
Allow	▼
Digit Patterns	
<input checked="" type="checkbox"/> Allow test digit pattern	
Cancel	Save

OUTGOING CALLING PLAN

Defines the types of calls that the Meet-Me conference can make.

For each call type the following options are provided:

- > Allow – calls to this call type are allowed.
- > Disallow – calls to this call type are not allowed.
- > Authorisation Code Required – callers are prompted to enter an Authorisation Code.
- > Transfer to First Transfer Number – calls made to this call type are transferred to the First Transfer Number.
- > Transfer to Second Transfer Number – calls made to this call type are transferred to the Second Transfer Number.
- > Transfer to Third Transfer Number – calls made to this call type are transferred to the Third Transfer Number.

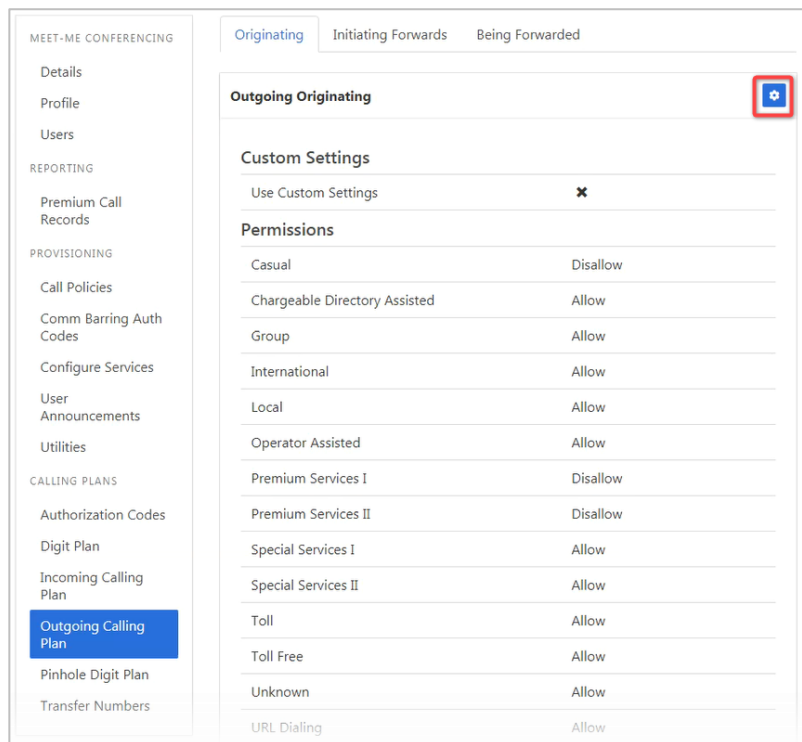
To define Authorisation Codes – refer to Authorization Codes on page 111.


To set Transfer Numbers – refer to Transfer Numbers on page 120.

Originating tab:


1. Click **Outgoing Calling Plan**.

2. Click .



MEET-ME CONFERENCING	Originating	Initiating Forwards	Being Forwarded
Details	Outgoing Originating 		
Profile	Custom Settings		
Users	Use Custom Settings x		
REPORTING	Permissions		
Premium Call Records	Casual		Disallow
PROVISIONING	Chargeable Directory Assisted		Allow
Call Policies	Group		Allow
Comm Barring Auth Codes	International		Allow
Configure Services	Local		Allow
User Announcements	Operator Assisted		Allow
Utilities	Premium Services I		Disallow
CALLING PLANS	Premium Services II		Disallow
Authorization Codes	Special Services I		Allow
Digit Plan	Special Services II		Allow
Incoming Calling Plan	Toll		Allow
Outgoing Calling Plan	Toll Free		Allow
Pinhole Digit Plan	Unknown		Allow
Transfer Numbers	URL Dialing		Allow

Note – options are only available with Custom Settings selected.

3. Select the option required for each Call Type.
4. Click .

Edit Originating ✕

Custom Settings
 Use Custom Settings

Permissions

Casual
 Disallow ▼

Chargeable Directory Assisted
 Allow ▼

Group
 Allow ▼

International
 Allow ▼

Local
 Allow ▼


Operator Assisted
 Allow ▼

Premium Services I
 Disallow ▼

Premium Services II
 Disallow ▼

Special Services I

Initiating Forwards tab.

1. Click **Outgoing Calling Plan**.
2. Click the **Initiating Forwards** tab.
3. Click .

MEET-ME CONFERENCING
Originating Initiating Forwards Being Forwarded

Details

Profile

Users

REPORTING

Premium Call Records

PROVISIONING

Call Policies

Comm Barring Auth Codes

Configure Services

User Announcements

Utilities

CALLING PLANS

Authorization Codes


Digit Plan

Incoming Calling Plan

Outgoing Calling Plan

Pinhole Digit Plan

Transfer Numbers

Outgoing Redirecting 

Custom Settings

Use Custom Settings	✕
---------------------	---


Permissions

Casual	✕
Chargeable Directory Assisted	✓
Group	✓
International	✓
Local	✓
Operator Assisted	✓
Premium Services I	✕
Premium Services II	✕
Special Services I	✓
Special Services II	✓
Toll	✓
Toll Free	✓
Unknown	✓
URL Dialing	✓

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 Commercial in confidence

116

Note – options are only available with Custom Settings selected.

4. Select the option required for each Call Type.
5. Click .

Edit Redirecting

Custom Settings

Use Custom Settings

Permissions

Casual

Chargeable Directory Assisted

Group

International

Local

Operator Assisted

Premium Services I

Premium Services II

Special Services I

Special Services II


Toll

Toll Free

Unknown

URL Dialing

Being Forwarded tab:

1. Click **Outgoing Calling Plan**.
2. Click the **Being Forwarded** tab.
3. Click .

MEET-ME CONFERENCING

Details

Profile

Users

REPORTING

Premium Call Records

PROVISIONING

Call Policies

Comm Barring Auth Codes

Configure Services

User Announcements

Utilities

CALLING PLANS

Authorization Codes

Digit Plan


Incoming Calling Plan

Outgoing Calling Plan

Pinhole Digit Plan

Transfer Numbers

Originating Initiating Forwards **Being Forwarded**

Outgoing Redirected 

Custom Settings

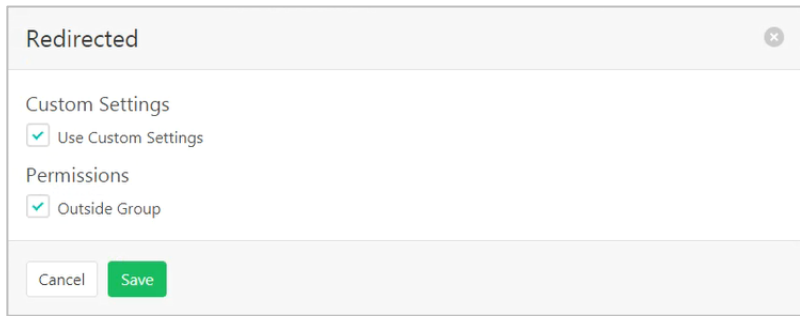
Use Custom Settings	✘
---------------------	---

Permissions

Outside Group	✔
---------------	---

4. Tick to indicate if calls can be redirected outside of the group.

5. Click .

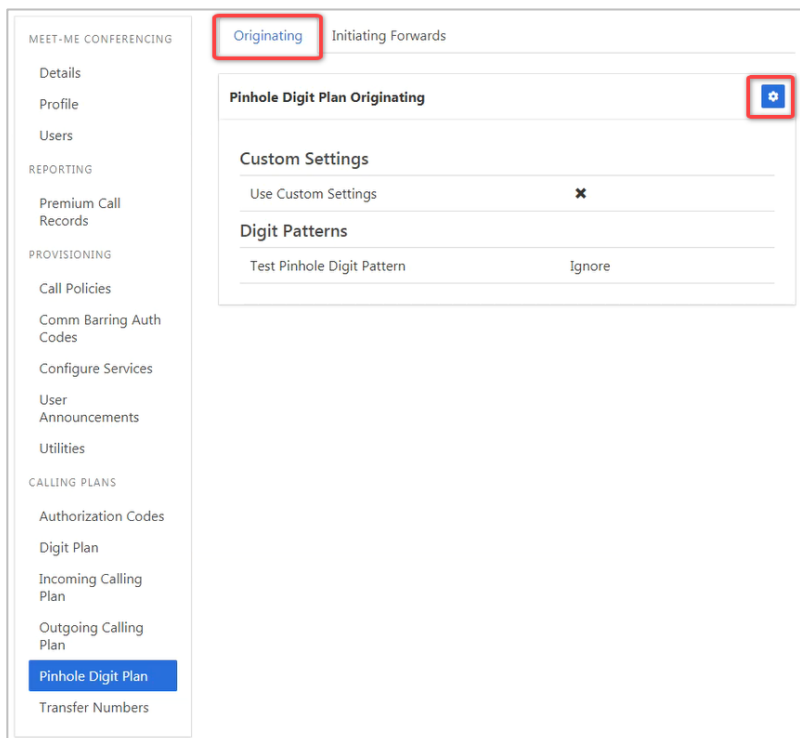


PINHOLE DIGIT PLAN

Override departments, or the group outgoing dial restrictions based on a defined digit pattern. To create a pattern - refer *Pinhole Digit Plan on page 118*.

1. Click **Pinhole Digit Plan**.

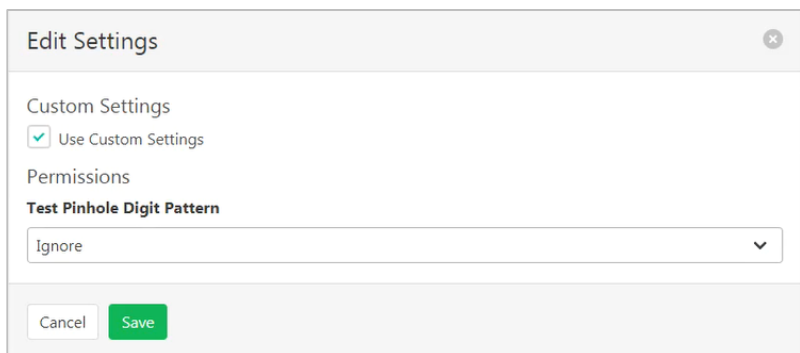
2. Click .



3. Tick to select **Use Custom Settings**.

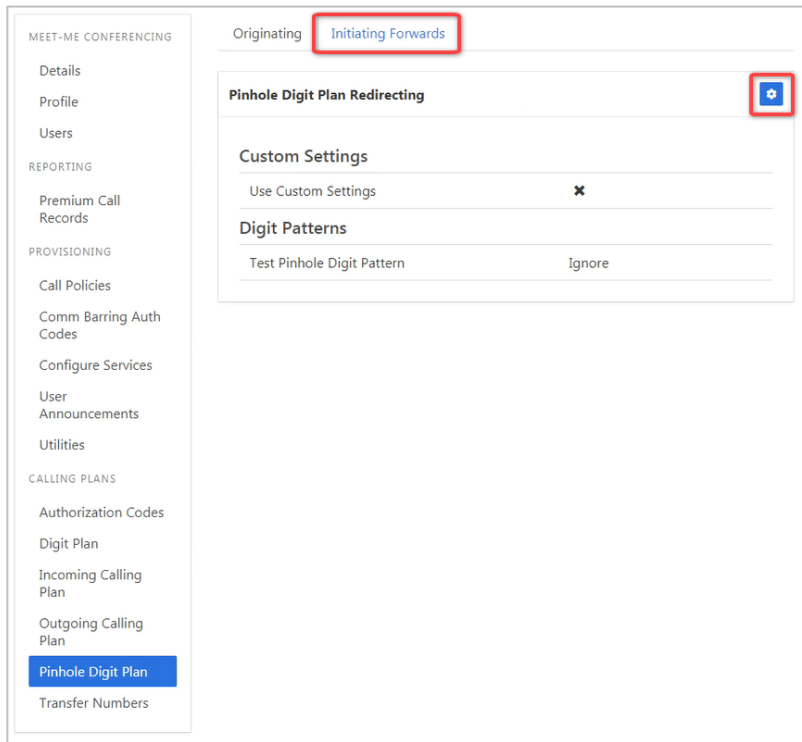
4. Select the permissions required for the Pinhole Digit Pattern.


5. Click .

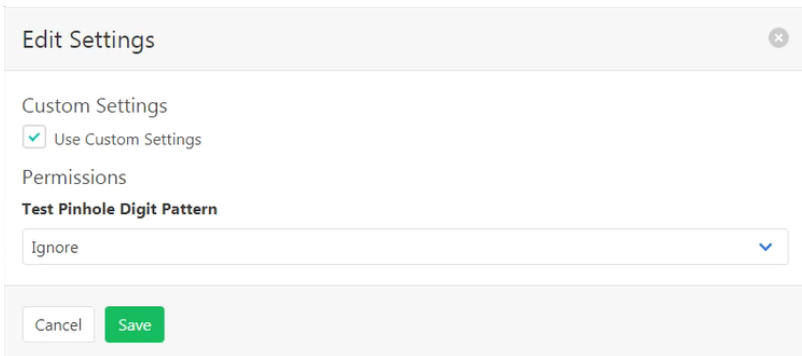


Initiating Forwards tab

1. Click **Pinhole Digit Plan**.
2. Click the **Initiating Forwards** tab.
3. Click .



4. Tick to select **Use Custom Settings**.
5. Select the permissions required for the Test Pinhole Digit Pattern.
6. Click .



TRANSFER NUMBERS

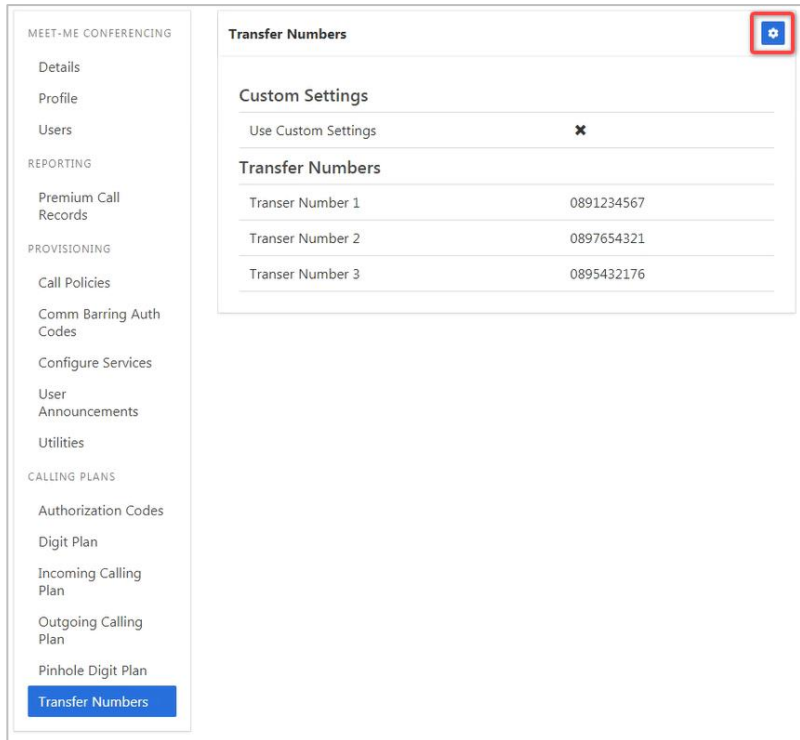
Transfer numbers (T1, T2, and T3) can be assigned to specific call types in the Outgoing Calling Plan and Outgoing Digit Plan to block users from making those types of calls. When a user dials a number for a call type to which a transfer number has been assigned, the call is routed to the transfer number instead of to the dialled number. If a Meet-Me Conference has no transfer number, and an outgoing call type has a transfer number assigned to it, the call is blocked.

Refer *Outgoing Calling Plan* on page 115.

Refer *Digit Plan* on page 112 for details on using Transfer numbers with a digit plan.

1. Click **Transfer Numbers**.

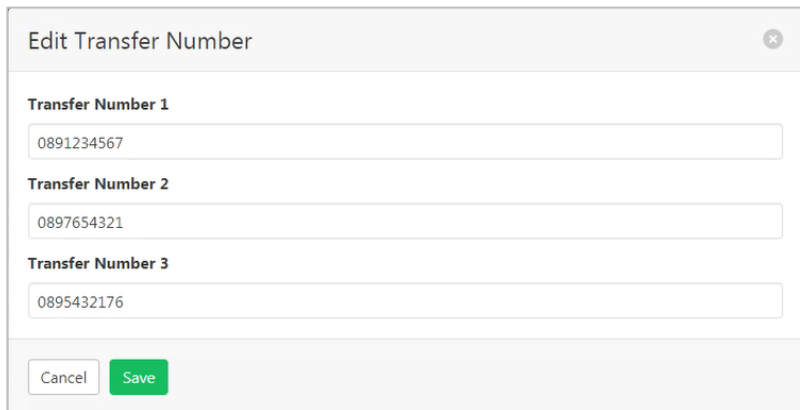
2. Click .



Transfer Numbers	
Transfer Number 1	0891234567
Transfer Number 2	0897654321
Transfer Number 3	0895432176

3. Enter Transfer Numbers 1,2 and 3.

4. Click .



Transfer Number 1
0891234567

Transfer Number 2
0897654321

Transfer Number 3
0895432176

Cancel Save

MUSIC ON HOLD

Play music or messages to callers when they are placed on hold. Different Music on Hold is available for the Group or for each created Department. Music on Hold can be selected for Call Hold, Call Park and Busy Camp On.




Announcements can be:

- > System – default Music On Hold provided by the system.
- > Custom – upload a custom audio file. Limited acceptable file types are accepted – refer below.
- > External – audio file is contained on an external device.

The file format required is .wav (PCM, 16,000kHz, 16 bit Mono).

Default Music On Hold settings will be created for the group. These settings can be modified as required.

Available settings:

- > Audio Codec – a selection of audio codecs.
- > Announcement Type – choose from:
 - > System – Music On Hold will be the default generated by the system.
 - > Custom – an option to add an Audio file is provided. Click  to add a file or  to list available files.
 - > External – an option to add an Access Device is provided. Click  to select from a list of connected devices.

Select **Music On Hold** from the **Group Services** pane.

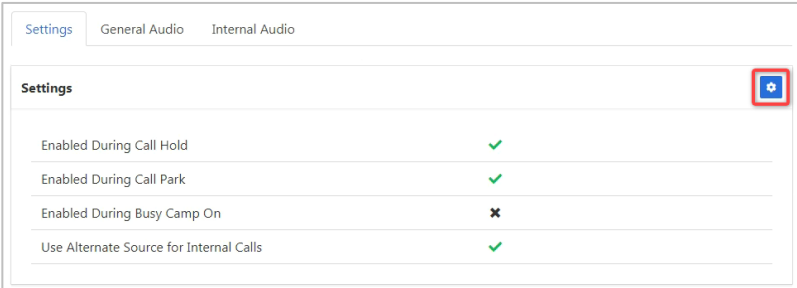
1. Click on the Group.



The screenshot shows a 'Music On Hold' selection window. It has a search bar at the top. Below it is a table with two columns: 'Type' and 'Name'. The first row in the table has 'Group' in the 'Type' column and a blurred name in the 'Name' column. This row is highlighted with a red border. Below the table, it says 'No MOH Departments'. There is a blue plus icon in the top right corner.

Group settings:

2. Click .

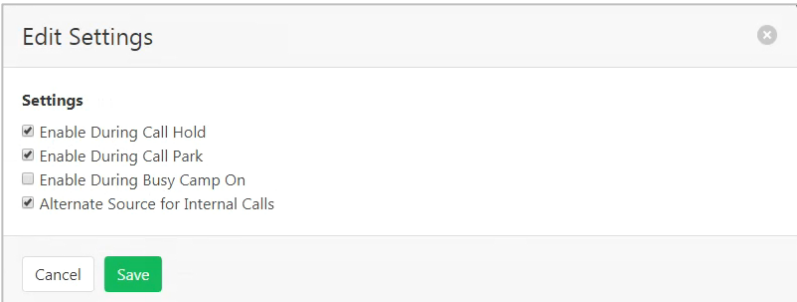


The screenshot shows the 'Settings' tab for 'General Audio'. Under the 'Settings' section, there are four rows, each with a label and a status indicator: 'Enabled During Call Hold' (green checkmark), 'Enabled During Call Park' (green checkmark), 'Enabled During Busy Camp On' (red X), and 'Use Alternate Source for Internal Calls' (green checkmark). A blue gear icon is in the top right corner.

Set if Music On Hold is to be active during Call Hold, Call Park and Busy Camp On.

Set if an Alternate Music On Hold source is to be used for Internal calls.

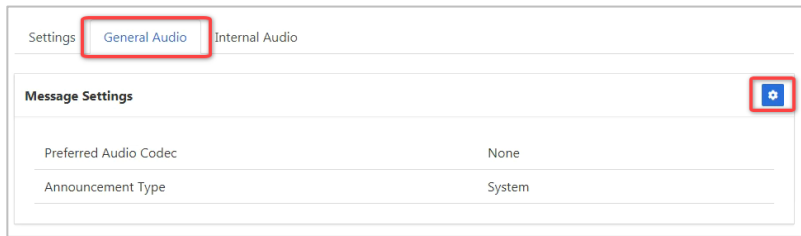
3. Click .




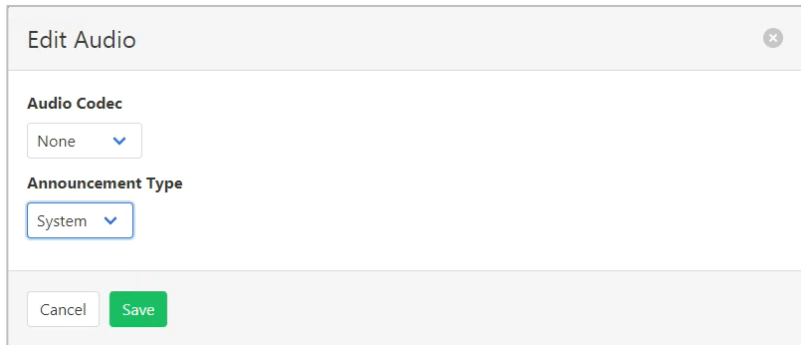
The screenshot shows an 'Edit Settings' dialog box. It has a title bar with a close button. Under the 'Settings' section, there are four checkboxes: 'Enable During Call Hold' (checked), 'Enable During Call Park' (checked), 'Enable During Busy Camp On' (unchecked), and 'Alternate Source for Internal Calls' (checked). At the bottom, there are 'Cancel' and 'Save' buttons.

General Audio

1. Select the **General Audio** tab.
2. Click .




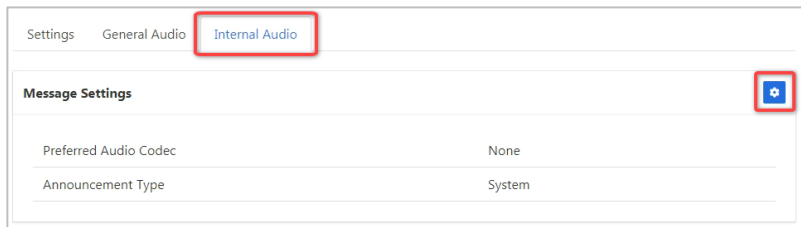
3. Modify settings as required.
4. Click .




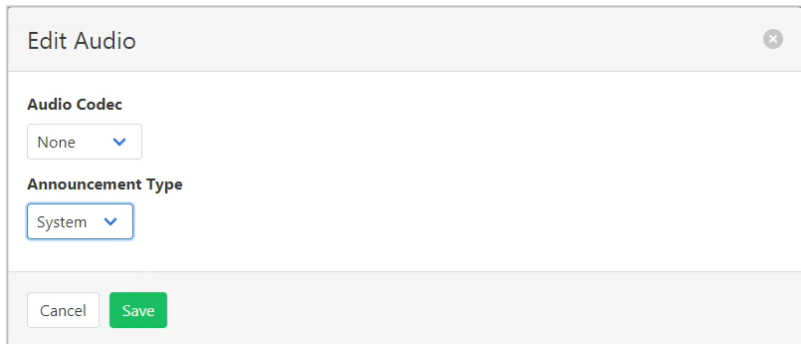
Internal Audio

Used if internal calls are to have a different Music On Hold source. Must be activated in the Group Settings.

1. Select the **Internal Audio** tab.
2. Click .



3. Modify settings as required.
4. Click .

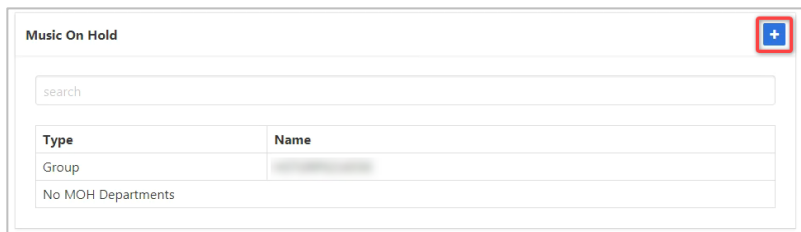



MUSIC ON HOLD – CREATE DEPARTMENT

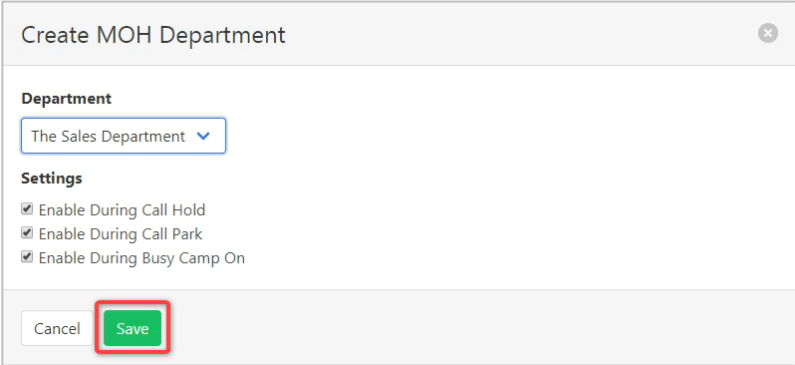
Music On Hold can be configured differently for each Department. The Department must exist first. For information on how to create or modify a Department refer *Departments* on page 158.

Select **Music On Hold** from the **Group Services** pane.

1. Click .



2. Select the required **Department** from the drop-down list.
3. Select if Music On Hold will operate with **Call Hold**, **Call Park** and **Busy Camp On** by using the check boxes.
4. Click .




Create MOH Department

Department
The Sales Department

Settings

- Enable During Call Hold
- Enable During Call Park
- Enable During Busy Camp On

Cancel 

The Department Music On Hold has now been created and the Settings, General Audio and Internal Audio options are available. These can be configured in the same manner as Music on Hold.

MUSIC ON HOLD – MODIFY OR DELETE DEPARTMENT

Select **Music On Hold** from the **Group Services** pane.

1. Click on the required Department.

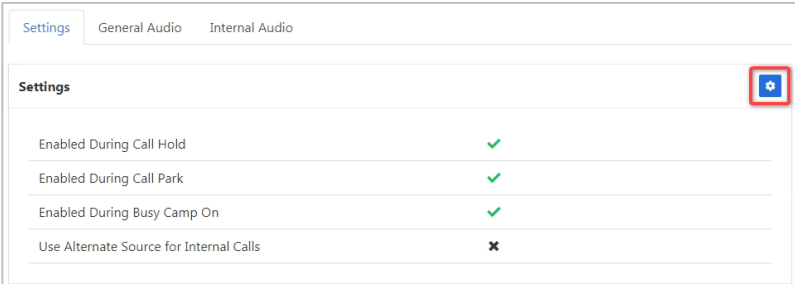


Music On Hold

search

Type	Name
Group	[Redacted]
Department	The Sales Department


2. Click .




Settings | General Audio | Internal Audio

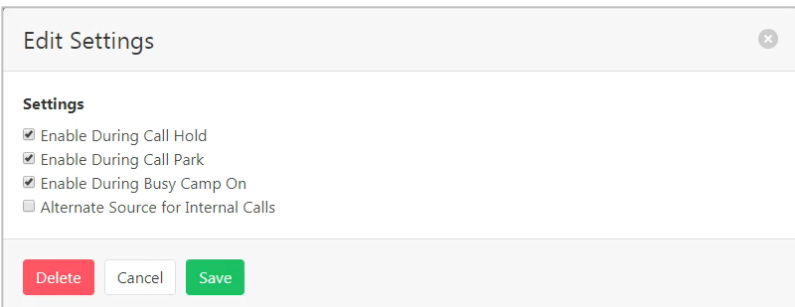
Settings

- Enabled During Call Hold
- Enabled During Call Park
- Enabled During Busy Camp On
- Use Alternate Source for Internal Calls



Modify


3. Edit fields as required.
4. Click .



Edit Settings

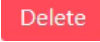
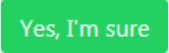
Settings

- Enable During Call Hold
- Enable During Call Park
- Enable During Busy Camp On
- Alternate Source for Internal Calls

Delete Cancel 

Delete

To delete the Department:

3. Click .
4. Click  at confirmation message.

SIP TRUNK GROUP

The SIP Trunk is the IP line that carries the services to a site. Each SIP trunk has a set number of channels and users. Channels are the number of concurrent external calls available. Users are the number of locations (people) that those concurrent calls can be made or answered at.

As an example:

- > A business may have an Enterprise trunk that serves several offices.
- > Each office/site will have a SIP Trunk. (Larger sites could have more than one SIP trunk.)
- > Each SIP trunk can carry a number of concurrent calls. (Channels.)
- > Each SIP Trunk has Users. Generally, more users than channels as not all users would require a phone line at the same time.

The relationship between Enterprise trunks, SIP trunks and Users is set up when services are created by Vocus.

Provisioning a new SIP Trunk will be performed by Vocus .

Select **SIP Trunk – Group** from the **Group Services** pane.

Call Capacity is the number of channels (concurrent calls) available. This is fixed.

A list of SIP Trunks for the Enterprise is displayed.

Click on the required SIP Trunk to view and edit settings.

The screenshot shows a configuration page with two main sections. The top section is titled 'Call Capacity' and contains two rows: 'Max Active Calls' with a value of '2 / Unlimited' and 'Max Bursting Calls' with a value of '0 / Unlimited'. The bottom section is titled 'Trunk Groups' and features a search bar and a table. The table has two columns: 'Trunk Group' and 'Device Name'. A red box highlights the first row of the table, which contains the value 'SIP0000288' in the 'Trunk Group' column.

Call Capacity

Defines the number of channels available and what actions take place if the number of channels is exceeded. Channels can be defined as the number of active calls that can be made or received concurrently. Note that settings can only be modified to what has been paid for.


Available settings:

- > Maximum Active Calls – this is the number of channels and is set by Commander.
- > Maximum Active Incoming – limit the number of incoming calls.
- > Maximum Active Outgoing – limit the number of outgoing calls.
- > Bursting Enabled – provide extra channel capacity during peaks. This service is currently not supported.
- > Capacity Exceeded Action – forward or reroute calls when channel capacity has been exceeded.
- > Capacity Exceeded Value – how many calls defines as capacity exceeded.
- > Capacity Exceeded Offset Value – Capacity cannot be exceeded so this setting is not currently supported.

1. Click **Call Capacity**.

2. Click .

The screenshot shows the 'Call Capacity' configuration page. On the left is a navigation menu with 'Call Capacity' highlighted in blue. On the right is the configuration form, which has a settings gear icon in the top right corner highlighted with a red box. The form contains the following settings: 'Maximum Active Calls' (2), 'Maximum Active Incoming' (empty), 'Maximum Active Outgoing' (empty), 'Bursting Enabled' (checked with an 'x'), 'Capacity Exceeded Action' (None), 'Capacity Exceeded Initial Value' (0 calls), and 'Capacity Exceeded Offset Value' (0 calls).

- Alter settings as required.
- Click .

Capacity Management

Max Active Calls

Max Incoming Calls

Max Outgoing Calls

Bursting Enabled
 Enable Bursting Capacity

Bursting Max Active Calls

Bursting Max Incoming Calls

Bursting Max Outgoing Calls


Capacity Exceeded Actions

Capacity Exceeded Initial Value

Capacity Exceeded Initial Offset

Call Forward

Direct all calls to this SIP Trunk to another number or to an alternate Trunk Group.

- Click **Call Forward**.
- Click .

- Call Capacity
- Call Forward
- Hosted Users
- Settings
- Stateful Rerouting
- Unreachable
- Users

Call Forward Always

Call Forward Always Action:

Choose the **Actions** required from:

- > **None** – no forwarding action.
- > **Forward** – forward calls to an alternate number. (Enter **Forwarding To** number.)
- > **Reroute** – divert calls to another SIP Trunk within the same Enterprise. (Select **Reroute To**.)

Edit Call Forward Always

Actions

Forward To

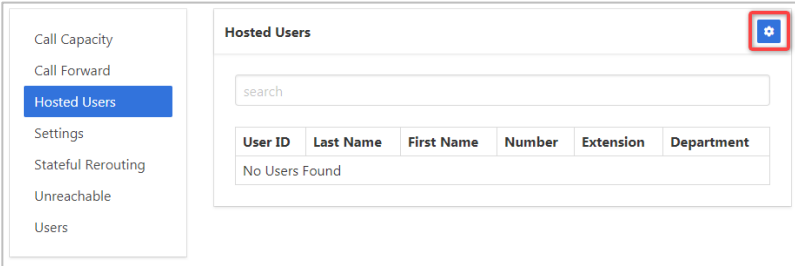
- Click .

Hosted Users

Users that are not part of a Trunk Group assigned to the Enterprise Trunk can be added as individual hosted users.

1. Click **Hosted Users**.

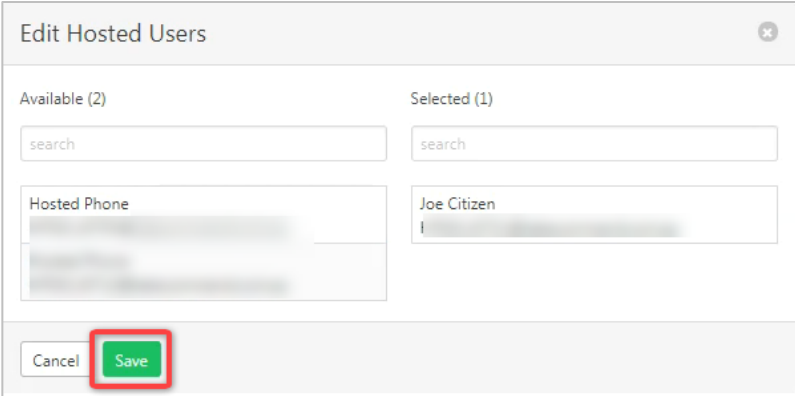
2. Click .



Click on the users in one list to transfer to the other.

Once changes are complete:

3. Click .

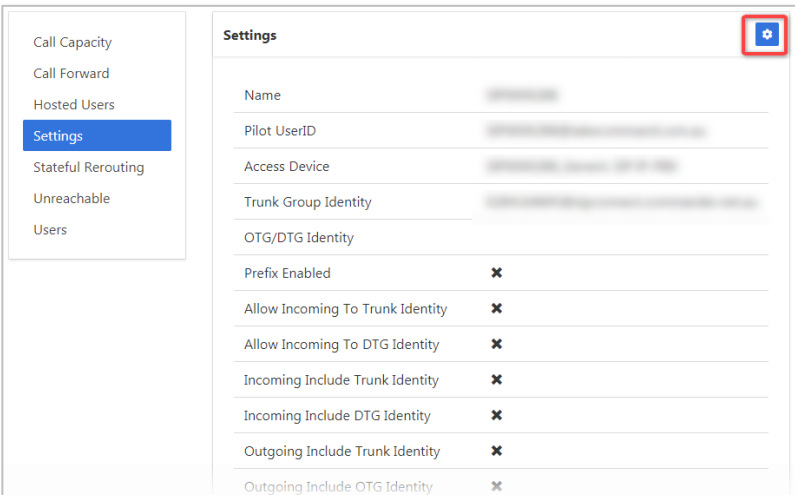


Settings

The following settings are for the operation of a SIP Trunk Group. They will be configured by Vocus and should not be altered.

1. Click **Settings**.

2. Click  to edit settings.



3. Edit settings as required. (Not recommended.)

4. Click .

Edit Profile ✕

Department Name

Trunk Group Identity

OTG Identity

Prefix
 Prefix Enabled

Call Settings

- Allow calls to trunk group with Trunk Identity
- Allow calls to trunk group with DTG Identity
- Include Trunk Identity for Calls to Trunk Group
- Include DTG Identity for Calls to Trunk Group
- Include Trunk Identity for Calls from Trunk Group
- Include OTG Identity for Calls from Trunk Group
- Enable Network Address Identity
- Allow Unscreened Calls
- Allow Unscreened Emergency Calls

Peering Domain
 Route to Peering Domain

Call Optimization Policy

CLID Policy

CL Asserted ID Policy
 Use System Calling Line Asserted Identity Policy

CL Asserted ID Policy

Charge Number Policy

Stateful Rerouting

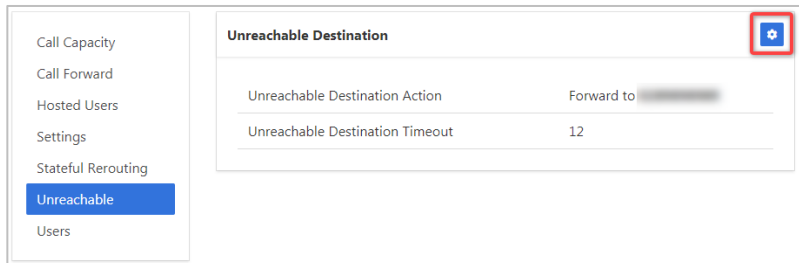
The 'Stateful Routing' tab, sets the parameters for the rerouting of calls across multiple Trunk Groups. These parameters do not need to be altered for your Vocus SIP service. Vocus advises not to modify these settings.

Unreachable

Configure how the Trunk Group will operate when the physical link between the site and Vocus SIP is not operational. Calls can be forwarded to a number or sent to an alternate Trunk Group. The Invitation Timeout defines the length of time before calls are rerouted.

1. Click **Unreachable**.

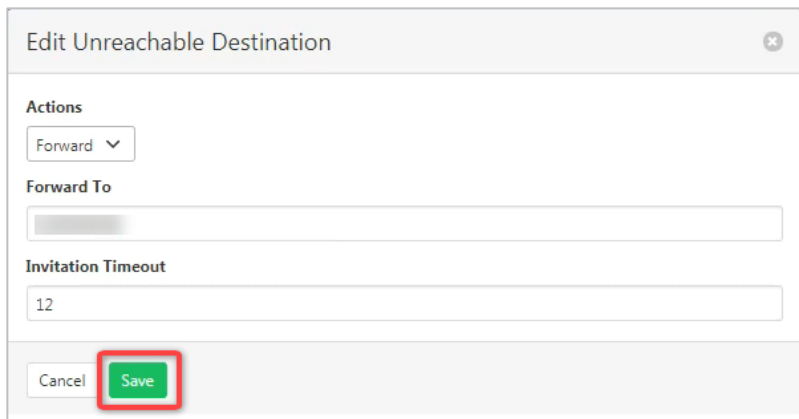
2. Click .



Choose the **Actions** required from:

- > **None** – no forwarding action.
- > **Forward** – forward calls to an alternate number. (Enter **Forwarding To** number.)
- > **Reroute** – divert calls to another SIP Trunk within the same Enterprise. (Select **Reroute To**.)

3. Select the **Invitation Timeout** number required.



Click .

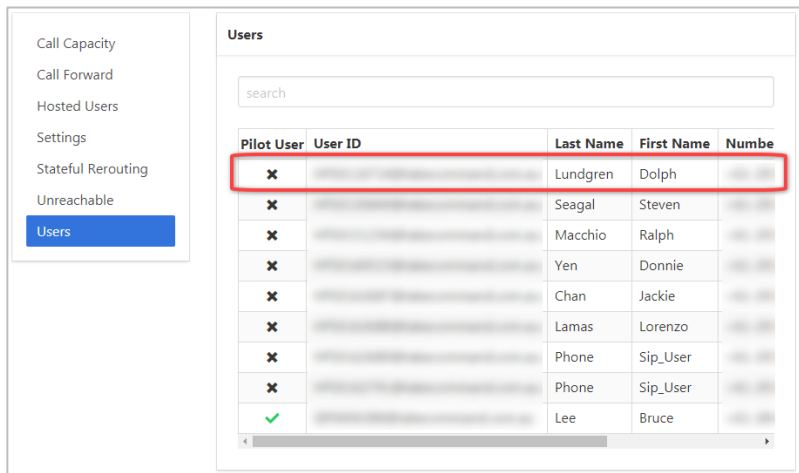
Users

Remove a user from the SIP Trunk group and set a pilot user.

The Pilot user is the primary user associated with the trunk group. This user is assigned by Vocus as part of setting up the service and is separate from the other users and numbers associated with the trunk group.

1. Click **Users**.

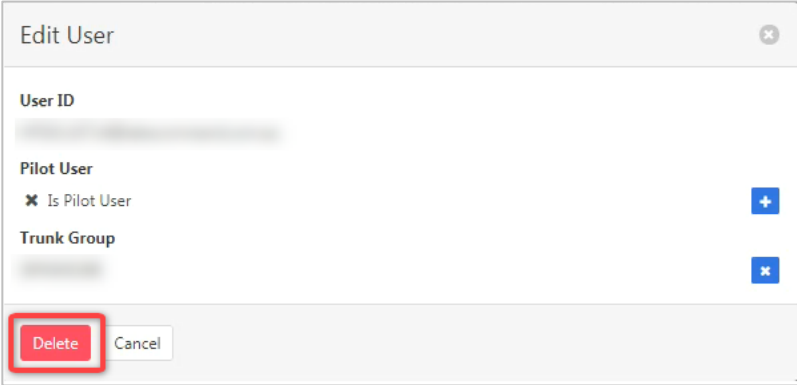
2. Click required User.



Pilot User	User ID	Last Name	First Name	Number
x		Lundgren	Dolph	
x		Seagal	Steven	
x		Macchio	Ralph	
x		Yen	Donnie	
x		Chan	Jackie	
x		Lamas	Lorenzo	
x		Phone	Sip_User	
x		Phone	Sip_User	
✓		Lee	Bruce	


To set the Pilot User:


1. Click .





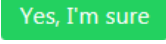
Edit User

User ID

Pilot User
✘ Is Pilot User 

Trunk Group 

2. Click .



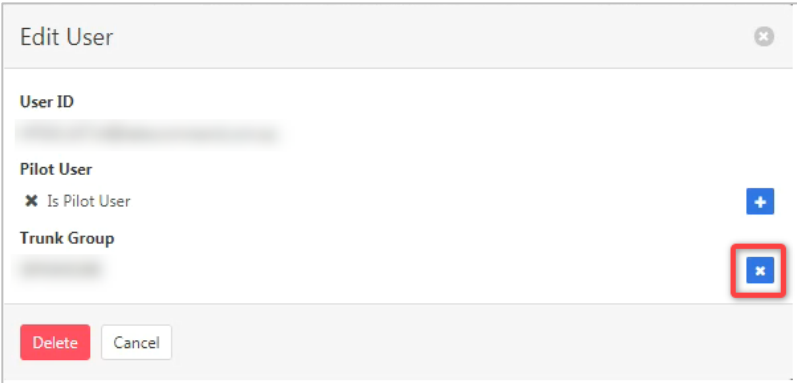
Please Confirm

Are you sure you want to make [redacted] the Pilot User?


To remove the Trunk Group from the User:


1. Click .





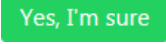
Edit User

User ID

Pilot User
✘ Is Pilot User 

Trunk Group 


 

2. Click .

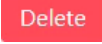
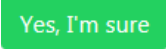


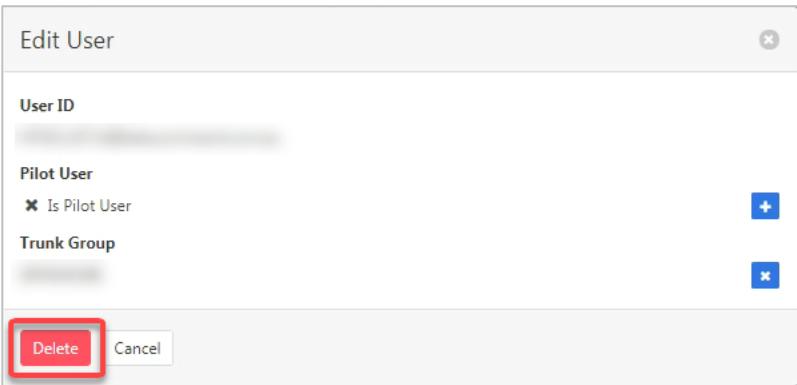
Please Confirm

Are you sure you want to remove this Trunk Group from the User?


To Delete the User:


3. Click .
4. Click  at confirmation message.





Edit User

User ID

Pilot User
✘ Is Pilot User 

Trunk Group 

USER SERVICES

User Services allows the administrator to view a list of users by service. It also allows the services to be activated, deactivated or configured.

CALL FORWARDING ALWAYS

This feature will forward all incoming calls.

Ring splash signals a user that the Call Forwarding Always feature has been evoked.

Select **Call Forwarding Always** from the **User Services** pane.

A listing of Users and their current Call Forwarding Always options are displayed.

To modify settings:

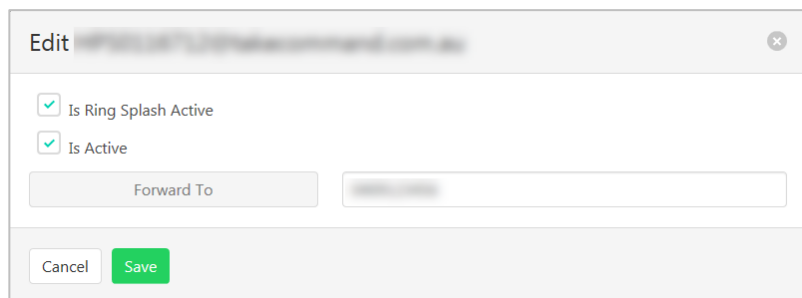
1. Click on a user.



User ID	First Name	Last Name	Phone Number	Active	Ring Splash	Forward To
	Joe	Citizen	+61-...	✓	✓	041234
	Hosted	Phone	+61-...	✓	✓	040912
	Hosted	Phone	+61-...	✗	✗	
	Sip_User	Phone	+61-...	✗	✗	

2. Modify options as required:
3. **Forward To** number required if service active.

4. Click **Save**.



Is Ring Splash Active

Is Active

Forward To:

Cancel Save

CALL FORWARDING BUSY

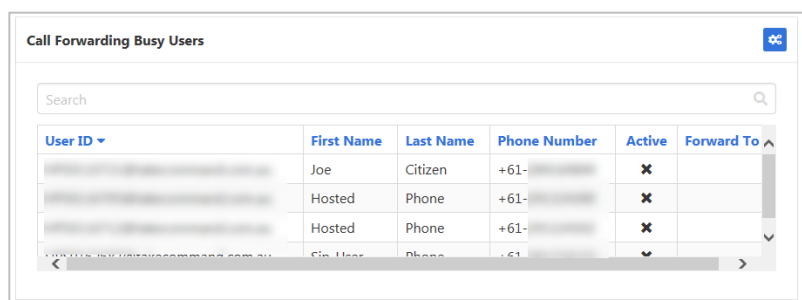
This feature will forward incoming calls when the users service is currently in call.

Select **Call Forwarding Busy** from the **User Services** pane.

A listing of Users and their current Call Forwarding Busy options are displayed.

To modify settings:

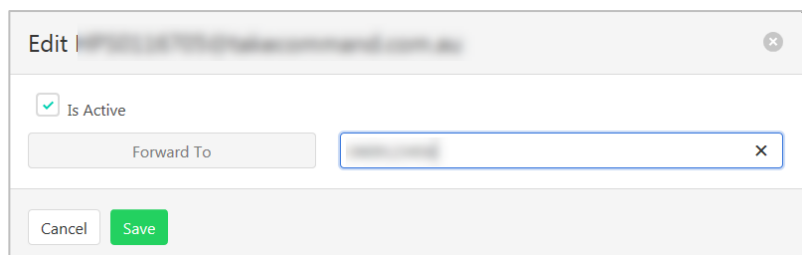
1. Click on a user.



User ID	First Name	Last Name	Phone Number	Active	Forward To
	Joe	Citizen	+61-...	✗	
	Hosted	Phone	+61-...	✗	
	Hosted	Phone	+61-...	✗	
	Sip_User	Phone	+61-...	✗	

2. Modify **Is Active** as required.
3. **Forward To** number required if service active.

4. Click **Save**.



Is Active

Forward To:

Cancel Save

CALL FORWARD NO ANSWER

This feature will forward incoming calls when the called user does not answer. The number of rings before a call is classified as no answer can also be set.

Select **Call Forwarding No Answer** from the **User Services** pane.

A listing of Users and their current Call Forwarding No Answer options are displayed.

To modify settings:

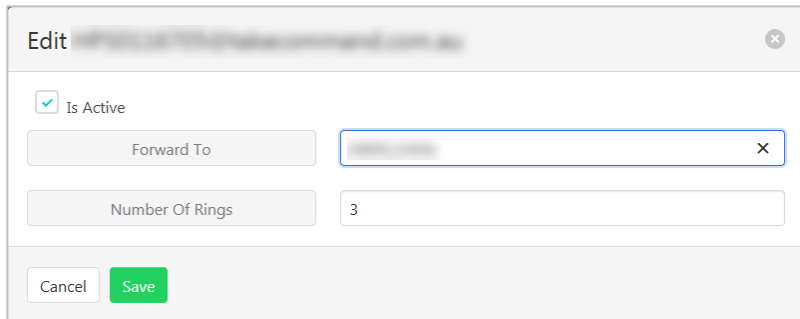
1. Click on a user.



User ID	First Name	Last Name	Phone Number	Active	Forward To	Number of Rings
	Joe	Citizen	+61-...	x		3
	Hosted	Phone	+61-...	x		3
	Hosted	Phone	+61-...	x		3
	Sip_User	Phone	+61-...	x		3

2. Modify **Is Active** as required.
3. **Forward To** and **Number of Rings** are required if service active.

4. Click .



Edit [User ID]

Is Active

Forward To: [Dropdown]

Number Of Rings: 3

Cancel Save

CALL FORWARDING NOT REACHABLE

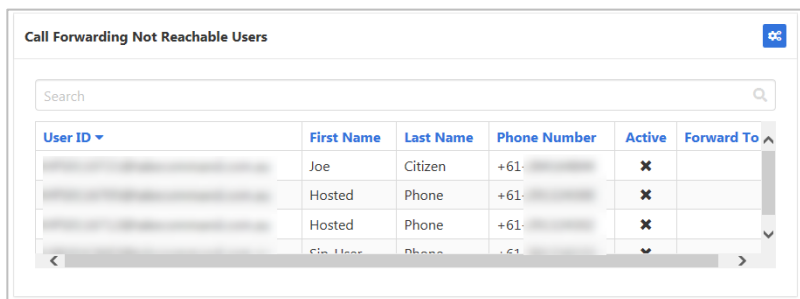
This feature will forward incoming calls when the called user is not reachable – such as a power failure or connectivity loss.

Select **Call Forwarding Not Reachable** from the **User Services** pane.

A listing of Users and their current Call Forwarding Not Reachable options are displayed.

To modify settings:

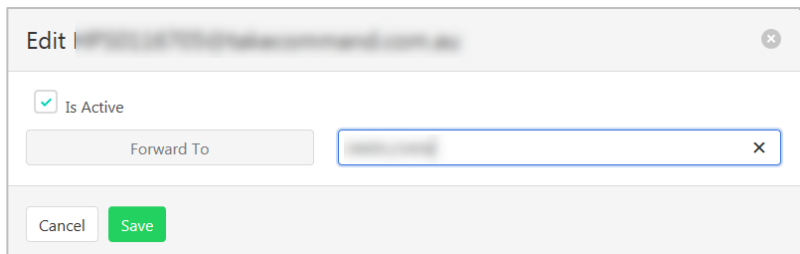
1. Click on a user.



User ID	First Name	Last Name	Phone Number	Active	Forward To
	Joe	Citizen	+61-...	x	
	Hosted	Phone	+61-...	x	
	Hosted	Phone	+61-...	x	
	Sip_User	Phone	+61-...	x	

2. Modify **Is Active** as required.
3. **Forward To** number required if service active.

4. Click .



Edit [User ID]

Is Active

Forward To: [Dropdown]

Cancel Save

CALLING LINE ID DELIVERY BLOCKING

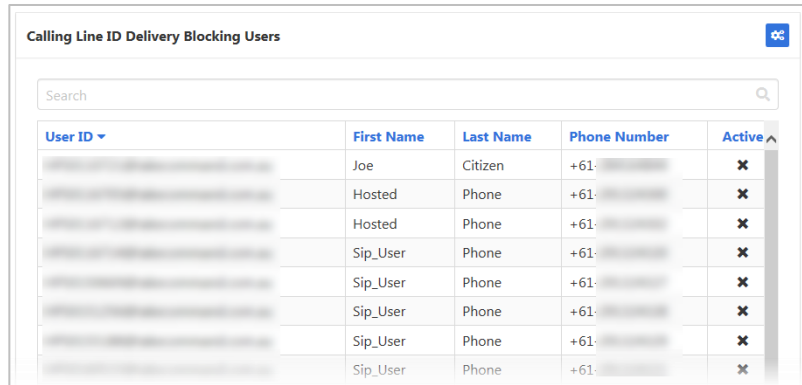
Calling Line ID Delivery Blocking allows blocking of a user's number from being shown when calling other numbers. Members of a group can still see a user's number when calling internally.

Select **Calling Line ID Delivery Blocking** from the **User Services** pane.

A listing of Users and their current Call Forwarding Not Reachable options are displayed.

To modify settings:

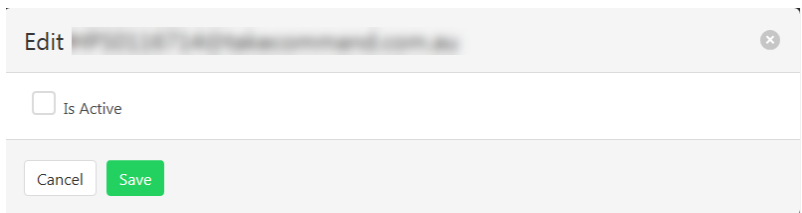
1. Click on a user.



User ID	First Name	Last Name	Phone Number	Active
	Joe	Citizen	+61. [REDACTED]	X
	Hosted	Phone	+61. [REDACTED]	X
	Hosted	Phone	+61. [REDACTED]	X
	Sip_User	Phone	+61. [REDACTED]	X
	Sip_User	Phone	+61. [REDACTED]	X
	Sip_User	Phone	+61. [REDACTED]	X
	Sip_User	Phone	+61. [REDACTED]	X
	Sip_User	Phone	+61. [REDACTED]	X

2. Modify **Is Active** as required.

3. Click **Save**.



Edit [REDACTED]

Is Active

Cancel Save

OUTGOING CALLING PLANS

Calling plans specify the user access to outbound calls (both direct and forward). These can be customised per user or Outgoing Calling Plan defaults can be used.

When setting the outbound call access, the following options are provided per outgoing call type:

- > Allow – calls of this type will be allowed.
- > Disallow – calls of this type will not be allowed.
- > Authorization Code Required – calls of this type will be allowed with the entry of an Authorisation code.
- > Transfer to First Transfer Number – user is transferred to a specified transfer number on call attempt.
- > Transfer to Second Transfer Number – user is transferred to a specified transfer number on call attempt.
- > Transfer to Third Transfer Number – user is transferred to a specified transfer number on call attempt.

Three types of Outgoing Calling plans can be set:

- > Originating – the user commences the call.
- > Initiating Forwards – the user forwards a call on.
- > Being Forwarded – the users calls another user and is forwarded on.

All user lists can be filtered to display All, Custom or Default Outgoing Calling plan options.

For information on creating transfer number/s refer *Transfer Numbers on page 148*.

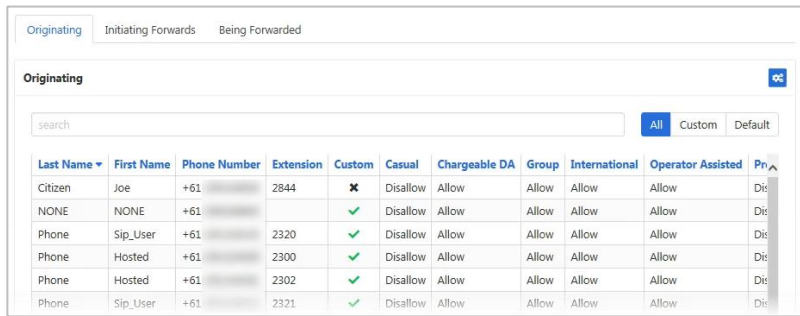
Originating Calls

Select **Outgoing Calling Plans** from the **User Services** pane.

A listing of Users and their current Originating Outgoing Calling Plan options are displayed.

To modify settings:

1. Click on a user.



The screenshot shows the 'Originating' tab in a system interface. It features a search bar and three filter buttons: 'All', 'Custom', and 'Default'. Below is a table with columns: Last Name, First Name, Phone Number, Extension, Custom, Casual, Chargeable DA, Group, International, Operator Assisted, and Priority. The table lists several users with their respective settings.

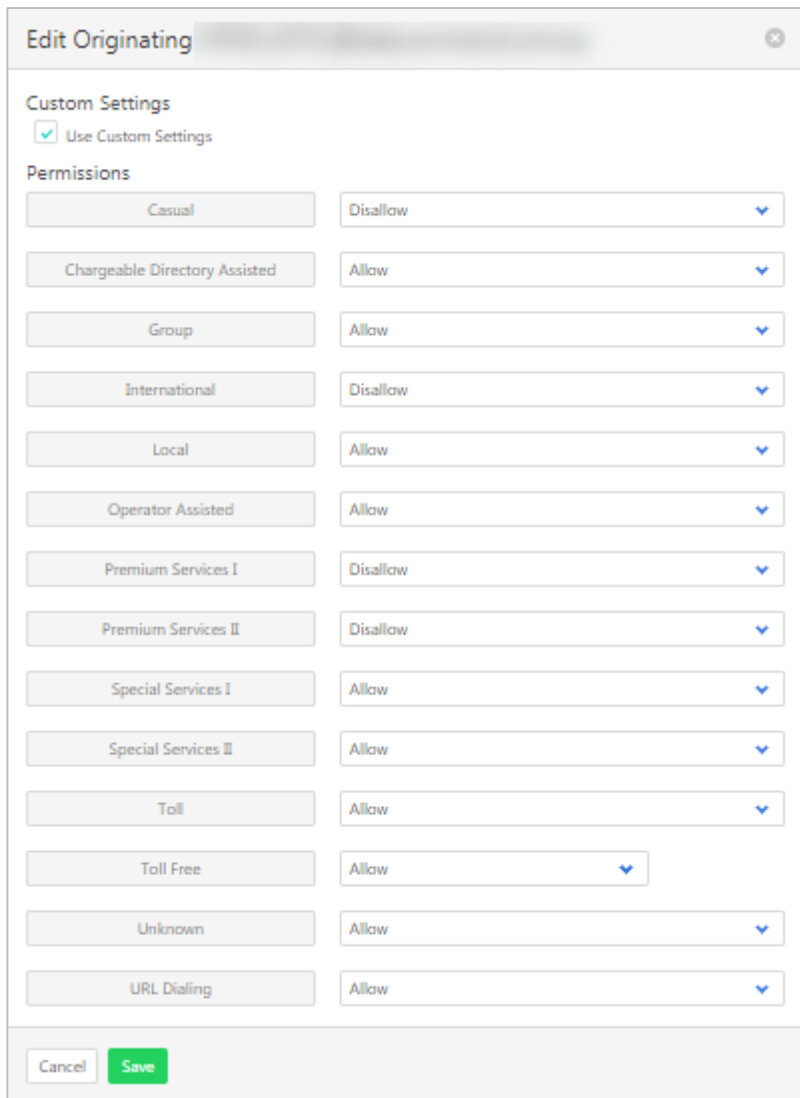
Last Name	First Name	Phone Number	Extension	Custom	Casual	Chargeable DA	Group	International	Operator Assisted	Pr
Citizen	Joe	+61	2844	✘	Disallow	Allow	Allow	Allow	Allow	Dis
NONE	NONE	+61		✔	Disallow	Allow	Allow	Allow	Allow	Dis
Phone	Sip_User	+61	2320	✔	Disallow	Allow	Allow	Allow	Allow	Dis
Phone	Hosted	+61	2300	✔	Disallow	Allow	Allow	Allow	Allow	Dis
Phone	Hosted	+61	2302	✔	Disallow	Allow	Allow	Allow	Allow	Dis
Phone	Sip_User	+61	2321	✔	Disallow	Allow	Allow	Allow	Allow	Dis

If Custom Settings is selected:

Specify the access option per call type using the drop-down menus.

2. Click .

Or

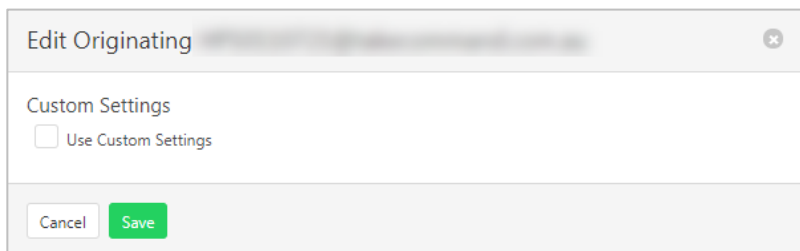


The screenshot shows the 'Edit Originating' dialog box with the 'Custom Settings' section selected. The 'Use Custom Settings' checkbox is checked. Below it, a list of permissions is shown with corresponding drop-down menus for each: Casual (Disallow), Chargeable Directory Assisted (Allow), Group (Allow), International (Disallow), Local (Allow), Operator Assisted (Allow), Premium Services I (Disallow), Premium Services II (Disallow), Special Services I (Allow), Special Services II (Allow), Toll (Allow), Toll Free (Allow), Unknown (Allow), and URL Dialing (Allow). At the bottom, there are 'Cancel' and 'Save' buttons.

To use default Outbound Calling options, deselect **Custom Settings**.

Note – all calling options are removed.

2. Click .



The screenshot shows the 'Edit Originating' dialog box with the 'Custom Settings' section selected. The 'Use Custom Settings' checkbox is unchecked. At the bottom, there are 'Cancel' and 'Save' buttons.

Initiating Forwards

Select **Outgoing Calling Plans** from the **User Services** pane.

1. Click the **Initiating Forwards** tab.

A listing of users and their current redirecting Outgoing Calling Plan options are displayed.

To modify settings:

2. Click on a user.

Last Name	First Name	Phone Number	Extension	Custom	Casual	Chargeable DA	Group	International	Operator Assisted	Premium
Citizen	Joe	+61	2844	✗	✗	✓	✓	✓	✓	
NONE	NONE	+61		✓	✗	✗	✓	✗	✗	
Phone	Sip_User	+61	2320	✓	✗	✓	✓	✓	✓	
Phone	Hosted	+61	2300	✓	✗	✗	✓	✗	✗	
Phone	Hosted	+61	2302	✓	✗	✗	✓	✗	✗	
Phone	Sip_User	+61	2321	✓	✗	✓	✓	✗	✗	
Phone	Sip_User	+61	2322	✓	✗	✗	✓	✗	✗	
Phone	Sip_User	+61	2323	✓	✗	✗	✓	✗	✗	
Phone	Sip_User	+61	2324	✓	✗	✗	✓	✗	✗	
Phone	Sip_User	+61	2325	✓	✗	✗	✓	✗	✗	
Phone	Sip_User	+61	2326	✓	✗	✗	✓	✗	✗	
Phone	Sip_User	+61	2327	✓	✗	✗	✓	✗	✗	
Phone	Sip_User	+61	2328	✓	✗	✗	✓	✗	✗	
Phone	Sip_User	+61	2329	✓	✗	✗	✓	✗	✗	

If **Custom Settings** is selected:

Specify the access option per call type using the drop-down menus.

Click .

Redirecting - [User Name]

Custom Settings

Use Custom Settings

Permissions

Casual

Chargeable Directory Assisted

Group

International

Local

Operator Assisted

Premium Services I

Premium Services II

Special Services I

Special Services II

Toll

Toll Free

Unknown

URL Dialing

Cancel Save

To use default Outbound Calling options, deselect **Custom Settings**.

Note – all calling options are removed.

Click .

Redirecting - [User Name]

Custom Settings

Use Custom Settings

Cancel Save

Being Forwarded

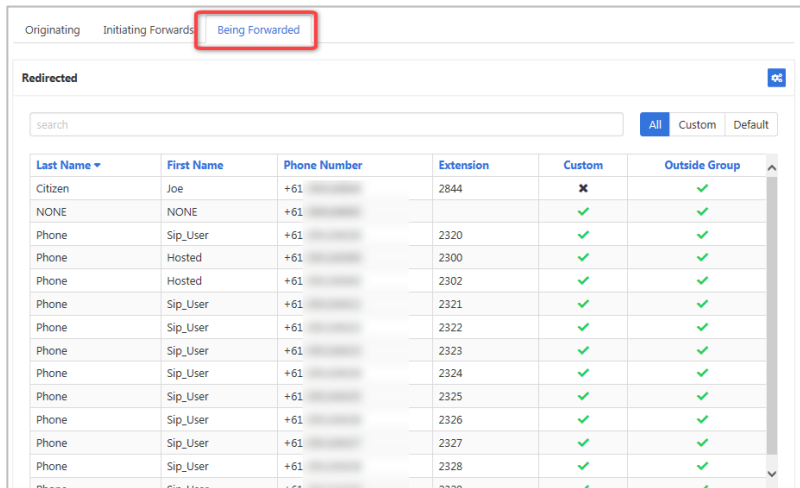
Select **Outgoing Calling Plans** from the **User Services** pane.

1. Click the **Being Forwarded** tab.

A listing of Users and their current Originating Outgoing Calling Plan options are displayed.

To modify settings:

2. Click on a user.

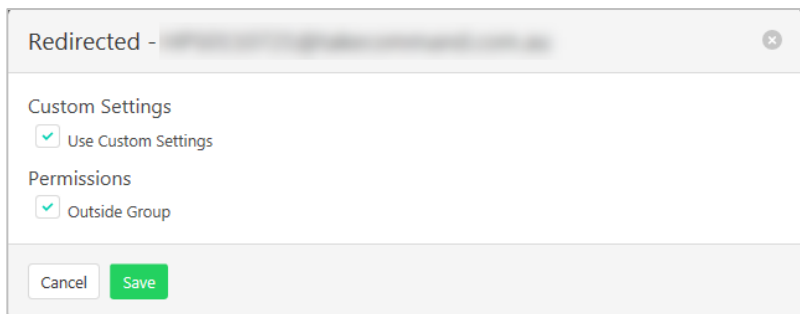


Last Name	First Name	Phone Number	Extension	Custom	Outside Group
Citizen	Joe	+61	2844	✘	✔
NONE	NONE	+61		✔	✔
Phone	Sip_User	+61	2320	✔	✔
Phone	Hosted	+61	2300	✔	✔
Phone	Hosted	+61	2302	✔	✔
Phone	Sip_User	+61	2321	✔	✔
Phone	Sip_User	+61	2322	✔	✔
Phone	Sip_User	+61	2323	✔	✔
Phone	Sip_User	+61	2324	✔	✔
Phone	Sip_User	+61	2325	✔	✔
Phone	Sip_User	+61	2326	✔	✔
Phone	Sip_User	+61	2327	✔	✔
Phone	Sip_User	+61	2328	✔	✔

If Custom Settings is selected:

3. Specify if using **Outside Group** permissions.

4. Click .



Redirected - [User Name]

Custom Settings

Use Custom Settings

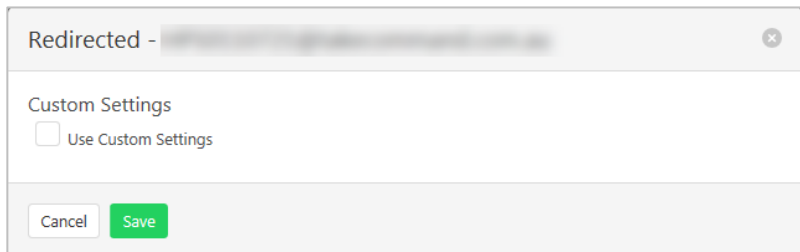
Permissions

Outside Group

Cancel Save

To use default Outbound Calling options, deselect **Custom Settings**.

- Click .



Redirected - [User Name]

Custom Settings

Use Custom Settings

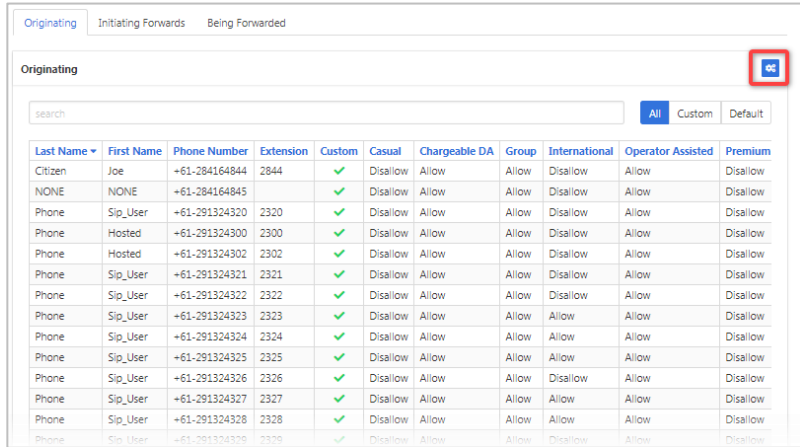
Cancel Save

Bulk changes

To make changes to multiple users at a time:

Select **Outgoing Calling Plans** from the **User Services** pane.

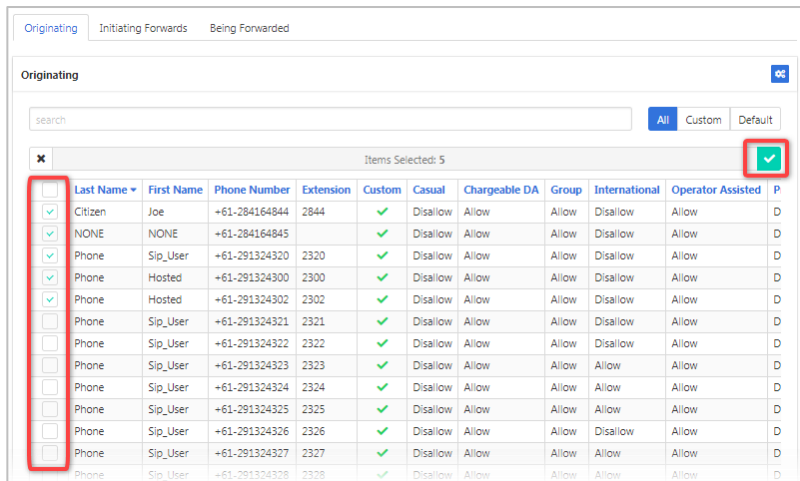
1. Click .



Last Name	First Name	Phone Number	Extension	Custom	Casual	Chargeable DA	Group	International	Operator Assisted	Premium
Citizen	Joe	+61-284164844	2844	✓	Disallow	Allow	Allow	Disallow	Allow	Disallow
NONE	NONE	+61-284164845		✓	Disallow	Allow	Allow	Disallow	Allow	Disallow
Phone	Sip_User	+61-291324320	2320	✓	Disallow	Allow	Allow	Disallow	Allow	Disallow
Phone	Hosted	+61-291324300	2300	✓	Disallow	Allow	Allow	Disallow	Allow	Disallow
Phone	Hosted	+61-291324302	2302	✓	Disallow	Allow	Allow	Disallow	Allow	Disallow
Phone	Sip_User	+61-291324321	2321	✓	Disallow	Allow	Allow	Disallow	Allow	Disallow
Phone	Sip_User	+61-291324322	2322	✓	Disallow	Allow	Allow	Disallow	Allow	Disallow
Phone	Sip_User	+61-291324323	2323	✓	Disallow	Allow	Allow	Disallow	Allow	Disallow
Phone	Sip_User	+61-291324324	2324	✓	Disallow	Allow	Allow	Disallow	Allow	Disallow
Phone	Sip_User	+61-291324325	2325	✓	Disallow	Allow	Allow	Disallow	Allow	Disallow
Phone	Sip_User	+61-291324326	2326	✓	Disallow	Allow	Allow	Disallow	Allow	Disallow
Phone	Sip_User	+61-291324327	2327	✓	Disallow	Allow	Allow	Disallow	Allow	Disallow
Phone	Sip_User	+61-291324328	2328	✓	Disallow	Allow	Allow	Disallow	Allow	Disallow
Phone	Sip_User	+61-291324329	2329	✓	Disallow	Allow	Allow	Disallow	Allow	Disallow

2. Tick to indicate which users to modify.
3. Click .

Continue modifying as per the instructions above. Changes will affect users that have been selected.



	Last Name	First Name	Phone Number	Extension	Custom	Casual	Chargeable DA	Group	International	Operator Assisted	P
<input checked="" type="checkbox"/>	Citizen	Joe	+61-284164844	2844	✓	Disallow	Allow	Allow	Disallow	Allow	D
<input checked="" type="checkbox"/>	NONE	NONE	+61-284164845		✓	Disallow	Allow	Allow	Disallow	Allow	D
<input checked="" type="checkbox"/>	Phone	Sip_User	+61-291324320	2320	✓	Disallow	Allow	Allow	Disallow	Allow	D
<input checked="" type="checkbox"/>	Phone	Hosted	+61-291324300	2300	✓	Disallow	Allow	Allow	Disallow	Allow	D
<input checked="" type="checkbox"/>	Phone	Hosted	+61-291324302	2302	✓	Disallow	Allow	Allow	Disallow	Allow	D
<input type="checkbox"/>	Phone	Sip_User	+61-291324321	2321	✓	Disallow	Allow	Allow	Disallow	Allow	D
<input type="checkbox"/>	Phone	Sip_User	+61-291324322	2322	✓	Disallow	Allow	Allow	Disallow	Allow	D
<input type="checkbox"/>	Phone	Sip_User	+61-291324323	2323	✓	Disallow	Allow	Allow	Disallow	Allow	D
<input type="checkbox"/>	Phone	Sip_User	+61-291324324	2324	✓	Disallow	Allow	Allow	Disallow	Allow	D
<input type="checkbox"/>	Phone	Sip_User	+61-291324325	2325	✓	Disallow	Allow	Allow	Disallow	Allow	D
<input type="checkbox"/>	Phone	Sip_User	+61-291324326	2326	✓	Disallow	Allow	Allow	Disallow	Allow	D
<input type="checkbox"/>	Phone	Sip_User	+61-291324327	2327	✓	Disallow	Allow	Allow	Disallow	Allow	D
<input type="checkbox"/>	Phone	Sip_User	+61-291324328	2328	✓	Disallow	Allow	Allow	Disallow	Allow	D

VOICE MESSAGING

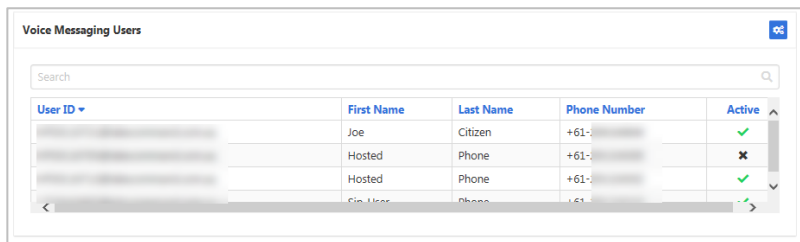
Provides a list of users and their Voice Messaging options. Activating Voice Messaging and selecting when calls are redirected to Voicemail can be done from here.

Select **Voice Messaging** from the **User Services** pane.

A listing of Users and their current Voice Messaging options is displayed.

To modify settings:

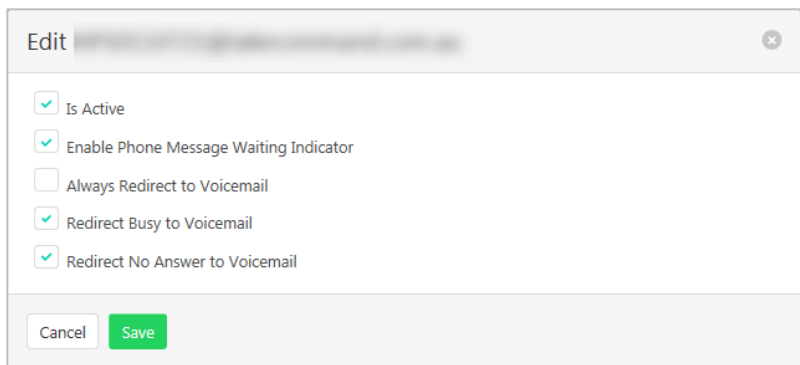
1. Click on a user.



User ID	First Name	Last Name	Phone Number	Active
	Joe	Citizen	+61-284164844	✓
	Hosted	Phone	+61-291324300	✗
	Hosted	Phone	+61-291324302	✓
	Sip_User	Phone	+61-291324320	✓

Use the tick boxes to activate the required redirect services to Voicemail.

2. Click .



Edit [User Name]

- Is Active
- Enable Phone Message Waiting Indicator
- Always Redirect to Voicemail
- Redirect Busy to Voicemail
- Redirect No Answer to Voicemail

Cancel Save

MANAGEMENT

ADMINISTRATORS

Add, modify and remove group administrators.

ADD ADMINISTRATOR


Select **Administrator** from the **Management** pane.

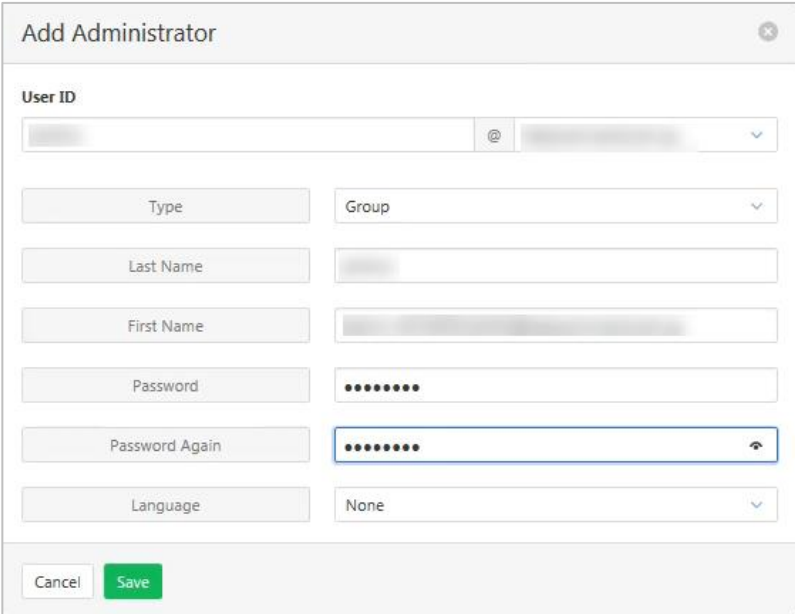
1. Click .



The screenshot shows the 'Administrators' management pane. It features a search bar at the top, followed by a table with columns for ID, First Name, Last Name, and Department. A red box highlights a plus icon in the top right corner of the pane.

ID	First Name	Last Name	Department
Admin-			

2. Enter **User ID** and select realm from the drop-down menu.
3. Select **Type**. Either Group or Department.
4. Enter **Last Name**, **First Name**, **Password**, **Password Again**.
5. Select **Language**. Either Australian or English
6. Click .

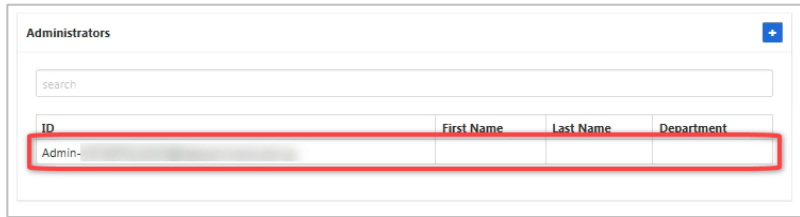


The screenshot shows the 'Add Administrator' form. It includes fields for User ID, Type (set to Group), Last Name, First Name, Password, Password Again, and Language (set to None). There are 'Cancel' and 'Save' buttons at the bottom.

MODIFY OR DELETE ADMINISTRATOR

Administrators can be created with various permission levels for each function. Modify an administrator to set the privileges to the required levels.

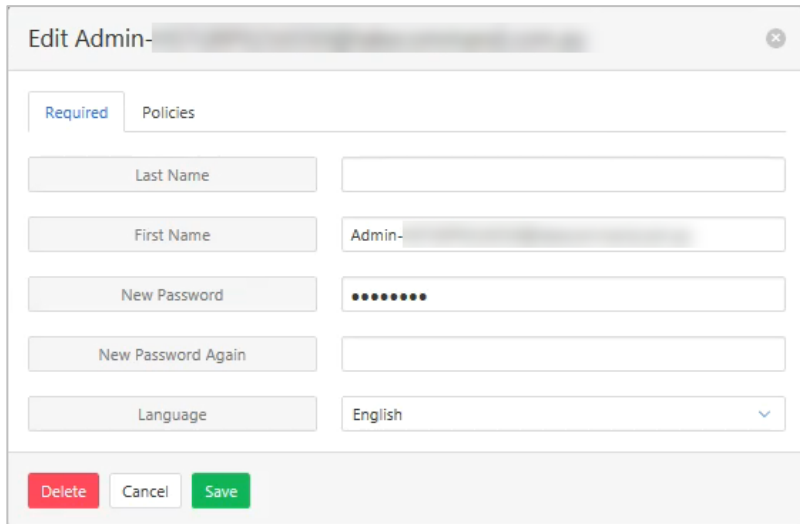
1. Click on the Administrator to be modified or deleted.



The screenshot shows a table titled "Administrators" with a search bar at the top. The table has four columns: "ID", "First Name", "Last Name", and "Department". A single row is visible with the ID "Admin-...", and this row is highlighted with a red border.

Delete

1. Click **Delete**.
2. Click **Yes, I'm sure** at confirmation message.

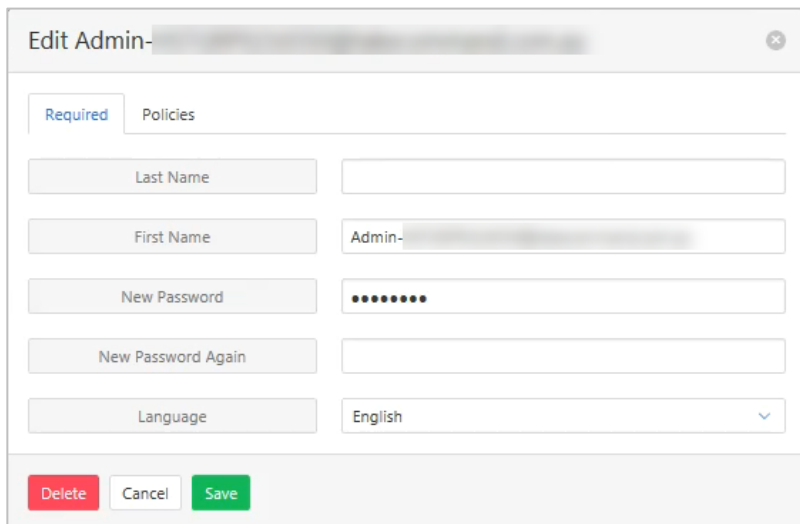


The screenshot shows the "Edit Admin" form with the "Required" tab selected. The form contains several input fields: "Last Name", "First Name" (pre-filled with "Admin-..."), "New Password" (masked with dots), "New Password Again", and "Language" (set to "English"). At the bottom, there are three buttons: "Delete" (red), "Cancel" (white), and "Save" (green).

Modify

Required tab


1. Modify fields as required.
2. Click **Save**.



This screenshot is identical to the one above, showing the "Edit Admin" form with the "Required" tab selected. The form contains several input fields: "Last Name", "First Name" (pre-filled with "Admin-..."), "New Password" (masked with dots), "New Password Again", and "Language" (set to "English"). At the bottom, there are three buttons: "Delete" (red), "Cancel" (white), and "Save" (green).

Policies tab

Use the drop-down menus to alter the permissions for the administrator. A read only or full access options are provided. More options exist for certain items.

Click  .

Edit

Required Policies

Profile	Full
User	Full
Admin	Full
Department	Full
Access Device	Full
PhoneNumber Extension	Full
CallingLineId Number	Full
Services	Full
Dialable CallerID	Full
Enhanced Service	Full
Feature Access Code	Full
Number Activation	Full
Office Zone	Read-Only
Session Admission	Read-Only
Trunk Group	Full

ANNOUNCEMENTS

Once created in the system, announcements can then be used as a part of IVR's.

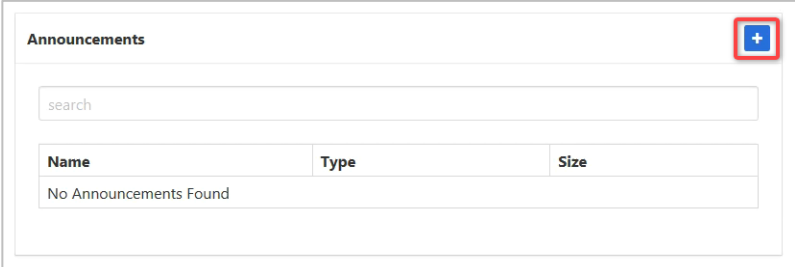
Announcements can either be viewed, deleted or new recordings added.

File format for audio files must be .wav (PCM, 16,000kHs, 16 bit Mono)

ADD AN ANNOUNCEMENT

Select **Announcements** from the **Management** pane.

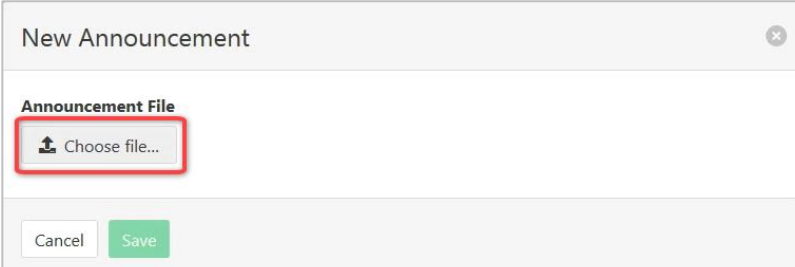
1. Click .



The screenshot shows a management pane titled "Announcements". It features a search input field with the placeholder text "search". Below the search field is a table with three columns: "Name", "Type", and "Size". The table content is "No Announcements Found". A red box highlights a blue plus icon in the top right corner of the pane.

2. Click .

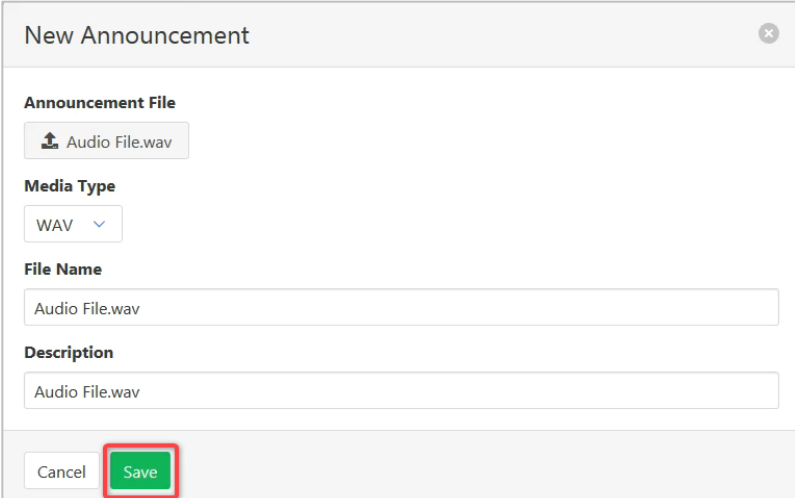
A Windows file search window opens allowing the required file to be located.



The screenshot shows a "New Announcement" dialog box. It has a title bar with a close button. The main content area is titled "Announcement File" and contains a "Choose file..." button with an upload icon. At the bottom, there are "Cancel" and "Save" buttons. A red box highlights the "Choose file..." button.

3. **File Name** and **Description** can be changed as required.

4. Click .



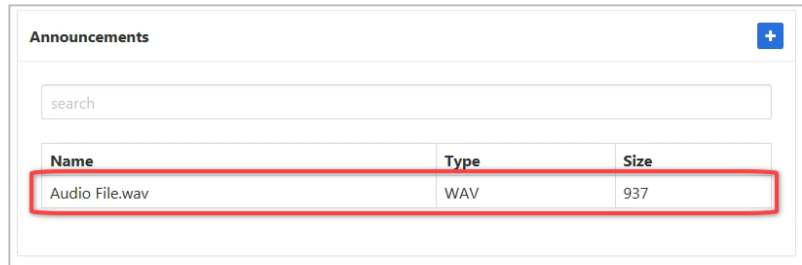
The screenshot shows the "New Announcement" dialog box with the "Announcement File" field filled with "Audio File.wav". Below it, the "Media Type" is set to "WAV" in a dropdown menu. The "File Name" field contains "Audio File.wav" and the "Description" field also contains "Audio File.wav". At the bottom, there are "Cancel" and "Save" buttons. A red box highlights the "Save" button.

VIEW, MODIFY AND DELETE ANNOUNCEMENTS

Select **Announcements** from the **Management** pane.

A list of announcements is displayed.

1. Click required announcement.

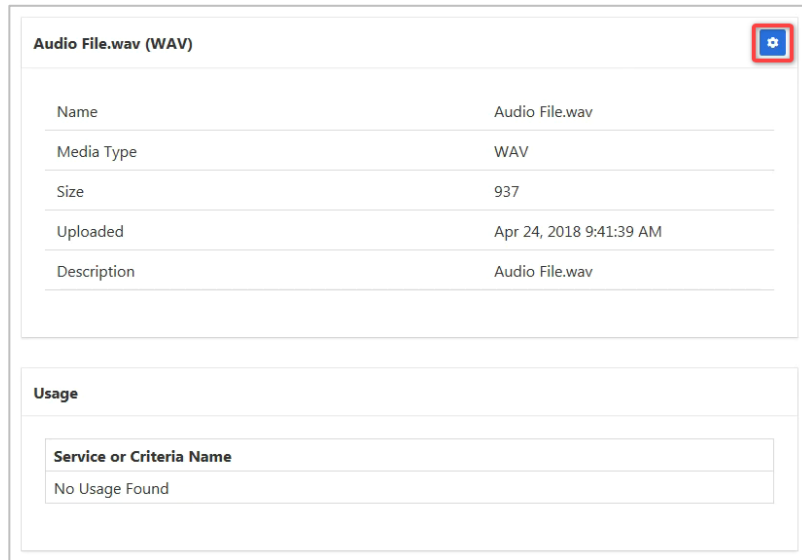


Name	Type	Size
Audio File.wav	WAV	937

Details of the announcement including its usage is displayed.

To modify or delete the announcement:

2. click .



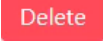
Name	Audio File.wav
Media Type	WAV
Size	937
Uploaded	Apr 24, 2018 9:41:39 AM
Description	Audio File.wav

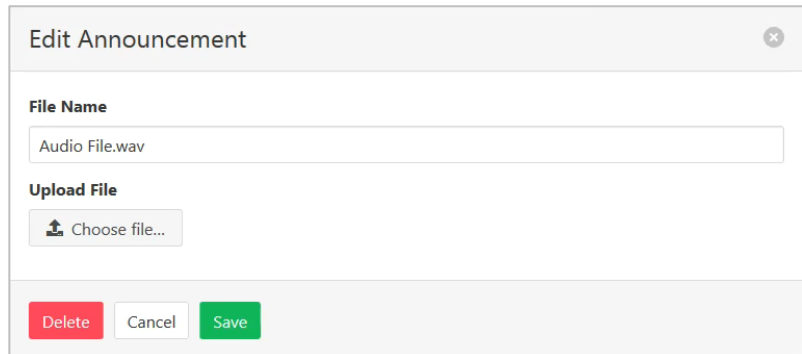
Usage

Service or Criteria Name

No Usage Found

The announcement file name can be changed, a new file uploaded or

click  to remove the announcement.



Edit Announcement

File Name

Audio File.wav

Upload File

Choose file...

Delete Cancel Save

BUSINESS PROFILE

View or modify your group profile information.


Available settings:

- > Group Name – the name assigned to the Group
- > Default Domain – the Domain for the group. Generally, <companyname.com.au>.
- > User Limit – the maximum number of users allowed on this Group.
- > CLID Name – the Call Line Identification name.
- > CLID Number – the number associated with the Group. Generally, the main advertised number.
- > Location Dialling Code – Not used by Commander phone.
- > Timezone – the time zone for the Group.
- > Contact Name.
- > Contact Email.
- > Contact Number.
- > Address Line 1. (of the contact.)
- > Address Line 2.
- > City.
- > State/Province.
- > Country.

Select **Business Profile** from the **Management** pane.

Business Profile information is displayed. To modify information:


Click .

Profile 

Group Name	
Default Domain	
User Count	14
User Limit	999
CLID Name	
CLID Number	
Location Dialling Code	
Timezone	(GMT) UTC
Contact	
Address	

Required tab

The Group Name, Default Domain and the User Limit can be modified.


Edit Group 

Required Optional

Group Name

Default Domain
User Limit


Optional tab

1. Modify items as required.
2. Click .


Edit Group

Required **Optional**

CLID Name

CLID Number
 

Location Dialing Code

Timezone
(GMT) UTC 

Contact Name


Contact Email

Contact Number

Address Line 1

Address Line 2

City

State/Province
None 

Postal Code

Country

CALL PROCESSING POLICY

Set the group call processing policies including the way Calling Line ID (CLID) will display and the call limits for number and duration of various calls.

Select **Call Processing Policy** from the **Management** pane.

1. Click .

Group Call Processing Policy

Calling Line Id **Call Limits**

Use Group Name	x
Allow Department Name Override	x
Use Group Calling Line Id Policy	x Using Enterprise Calling Line Id Policy
External Calls	Use Configurable CLID
Enterprise Calls	Use External Calls Policy
Group Calls	Use Extension
Emergency Calls	Use Configurable CLID
Allow Alternate Numbers for Redirecting Identity	x
Allow Configurable CLID for Redirecting Identity	✓
Block Calling Name for External Calls	x

2. Click the **Calling Line ID** tab.
3. Modify settings as required.

✕

Edit Group Call Processing Policy

Calling Line Id

Call Limits

Use Group Name

Allow Department Name Override

Use Group Calling Line Id Policy Using Enterprise Calling Line Id Policy

External Calls Use Configurable CLID ▼

Enterprise Calls Use External Calls Policy ▼

Group Calls Use Extension ▼

Emergency Calls Use Configurable CLID ▼

Allow Alternate Numbers for Redirecting Identity
 Allow Configurable CLID for Redirecting Identity
 Block Calling Name for External Calls

Cancel

Save

4. Click the **Call Limits** tab.
5. Modify settings as required.

When all modifications have been made:

6. Click Save.

✕

Edit Group Call Processing Policy

Calling Line Id

Call Limits

Use Group Call Limits Policy Use Enterprise Call Limits Policy

Enable Maximum Number of Concurrent Calls
 Enable Maximum Number of Concurrent Video Calls
 Enable Maximum Duration for Answered Calls
 Enable Maximum Duration for Unanswered Calls
 Enable Maximum Number of Concurrent Redirected Calls
 Enable Maximum Number of Concurrent Find Me/Follow Me Invocations
 Enable Maximum Find Me/Follow Me Depth

Maximum Redirection Depth

Cancel

Save

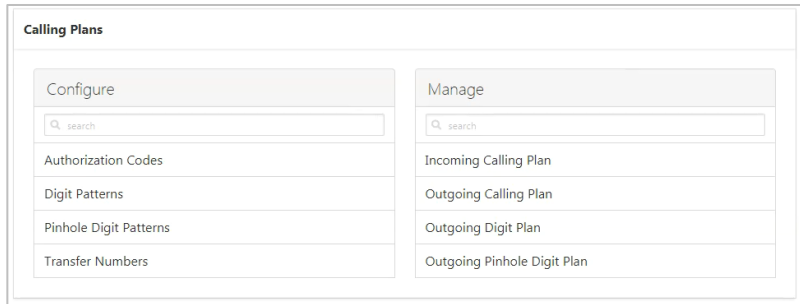
CALLING PLANS

Calling Plans allows configuration and management of the rules for calls. This will determine which types of calls can be made, received and transferred by users and departments within the Enterprise.

Select **Calling Plans** from the **Management** pane.

Configuration allows the creation of codes, digit patterns and transfer numbers.

Manage allows the setting up of incoming and outgoing plans that determine which calls can be made or received.



CONFIGURE

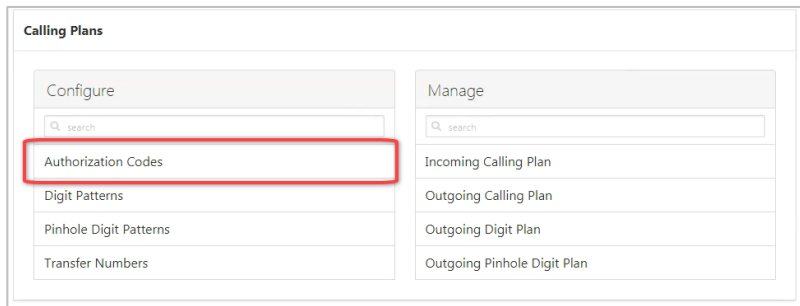
Authorisation Code

Outgoing call types can be set up to only be allowed with the input of an Authorisation Code. Authorisation codes can be created for the whole group or just for a department.

To define which calls require an authorisation code refer *Outgoing Calling Plan* on page 150.

Refer *Departments* on page 158 for details on how to add or modify Departments.

1. Click **Authorization Codes**.



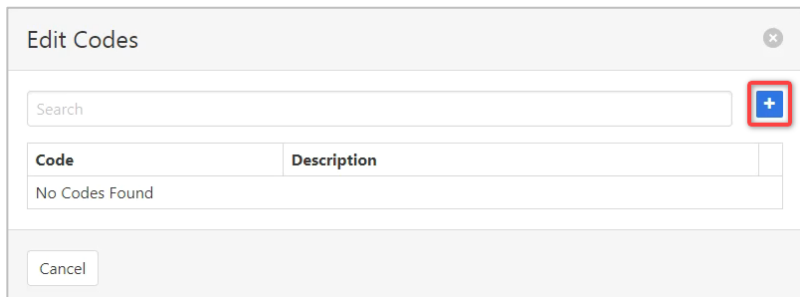
2. Click to select if the code is to be for the Group or a Department.


A list of existing codes is displayed.

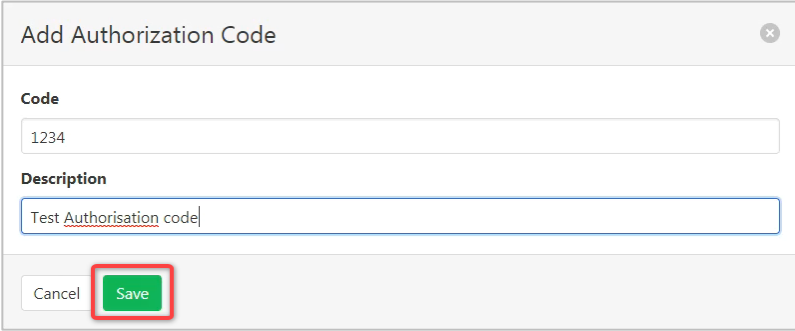


Add a code

1. Click .




2. Enter a **Code**. (Must contain digits only.)
3. Enter a code **Description**.
4. Click .



Add Authorization Code

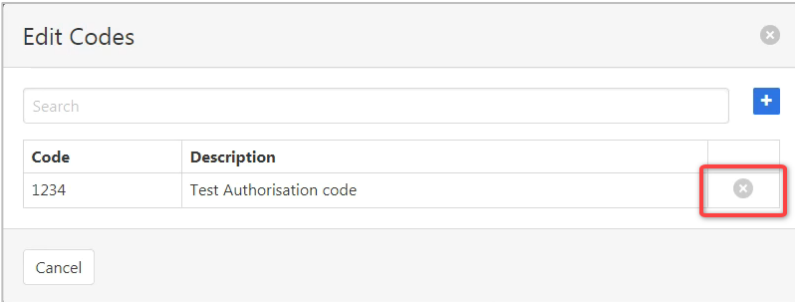
Code
1234

Description
Test Authorisation code


Cancel 


Delete a Code

2. Click .

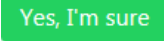


Edit Codes

Search 

Code	Description	
1234	Test Authorisation code	

Cancel

3. Click  at confirmation message



Please Confirm

Are you sure you want to remove 1234?

Cancel 

Digit Patterns

Digit patterns consist of any sequence of digits, which can include wild cards, and each string is given a name. The digit strings are available for both incoming and outgoing plans.

When a call is placed or received, the number is checked against assigned digit patterns (whether assigned to the individual user or to their department or group). Note that if the user does not have individual assignments, their department digit string settings take effect. If the user is not assigned to a department, then the group default assignments take effect. If the number matches any assigned digit patterns, the call is blocked.

A digit string can contain one or more question marks (?) as a wildcard that represents any digit between 0-9. These wild cards (?) can appear in any position except as the national prefix or country code.

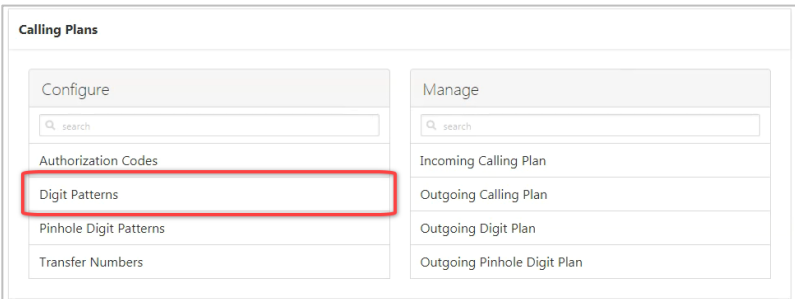
An asterisk (*) can also be used as a wildcard. This wild card can be used once, in the trailing position to the right.

If a digit string contains a “?” and a “*”, the “*” must be after the “?”.

Examples: 089293???? and 089293????*

Add Digit Patterns

1. Click **Digit Patterns**.




Calling Plans

Configure

Search

Authorization Codes



Pinhole Digit Patterns

Transfer Numbers

Manage

Search

Incoming Calling Plan


Outgoing Calling Plan

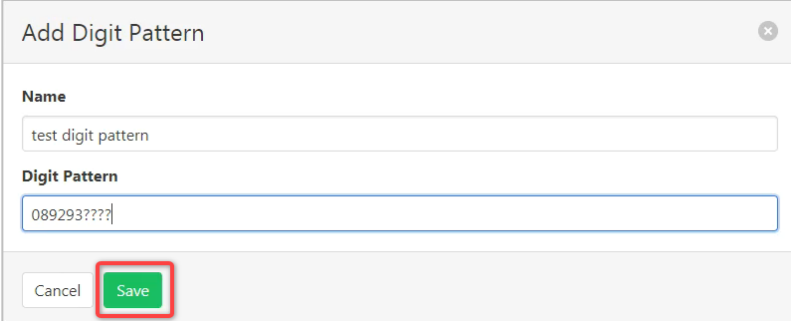
Outgoing Digit Plan

Outgoing Pinhole Digit Plan

2. Click .

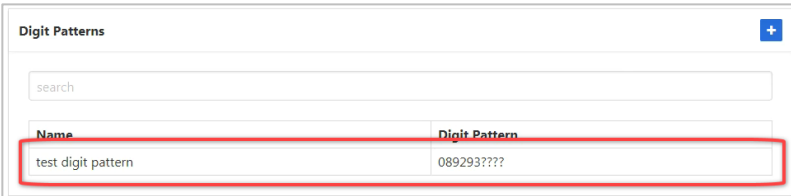



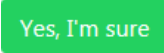
3. Enter a **Name**.
4. Enter the **Digit Pattern**.
5. Click .

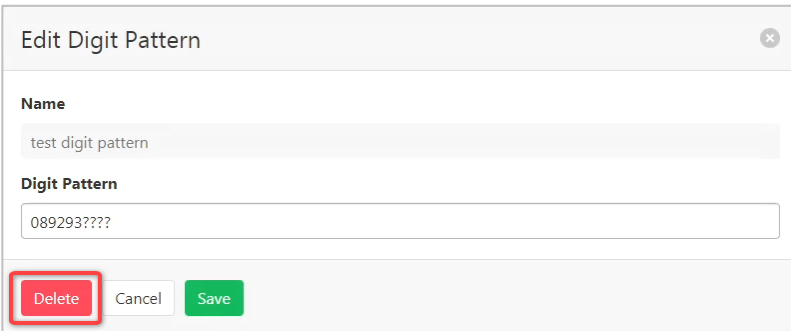


Delete a Digit Pattern

1. Click Digit Pattern to be deleted.



2. Click .
3. Click  at confirmation message.



Pinhole Digit Patterns

Pinhole Digit Strings are used to override outgoing dial restrictions.

A digit string can contain one or more question marks (?) as a wildcard that represents any digit between 0-9. These wild cards (?) can appear in any position except as the national prefix or country code.

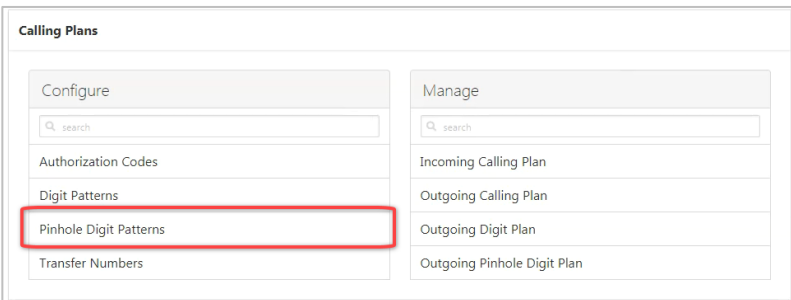
An asterisk (*) can also be used as a wildcard. This wild card can be used once, in the trailing position to the right.

If a digit string contains a “?” and a “*”, the “*” must be after the “?”.

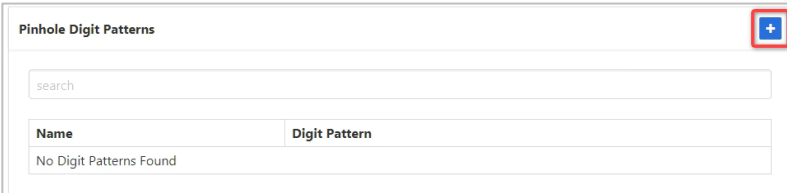
Examples: 089293???? and 089293????*

Add Pinhole Digit Patterns


1. Click **Pinhole Digit Patterns**.




2. Click .



The screenshot shows the 'Pinhole Digit Patterns' page. At the top right, there is a blue square button with a white plus sign. Below it is a search bar with the placeholder text 'search'. Underneath the search bar is a table with two columns: 'Name' and 'Digit Pattern'. The table currently contains one row with the text 'No Digit Patterns Found'.

3. Enter a **Name**.
4. Enter the **Digit Pattern**.
5. Click .



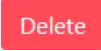
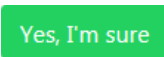
The screenshot shows the 'Add Pinhole Digit Pattern' dialog box. It has a title bar with a close button (X). The dialog contains two input fields: 'Name' with the text 'Test Pinhole Digit Pattern' and 'Digit Pattern' with the text '089293????'. At the bottom of the dialog, there are two buttons: 'Cancel' and 'Save', with the 'Save' button highlighted by a red box.

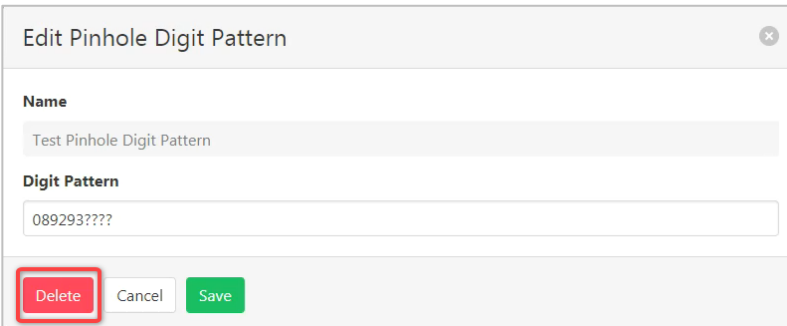
Delete a Digit Pattern

1. Click Pinhole Digit Pattern to be deleted.



The screenshot shows the 'Pinhole Digit Patterns' page. At the top right, there is a blue square button with a white plus sign. Below it is a search bar with the placeholder text 'search'. Underneath the search bar is a table with two columns: 'Name' and 'Digit Pattern'. The table contains one row with the text 'Test Pinhole Digit Pattern' in the 'Name' column and '089293????' in the 'Digit Pattern' column. This row is highlighted with a red box.

2. Click .
3. Click  at confirmation message.



The screenshot shows the 'Edit Pinhole Digit Pattern' dialog box. It has a title bar with a close button (X). The dialog contains two input fields: 'Name' with the text 'Test Pinhole Digit Pattern' and 'Digit Pattern' with the text '089293????'. At the bottom of the dialog, there are three buttons: 'Delete', 'Cancel', and 'Save', with the 'Delete' button highlighted by a red box.

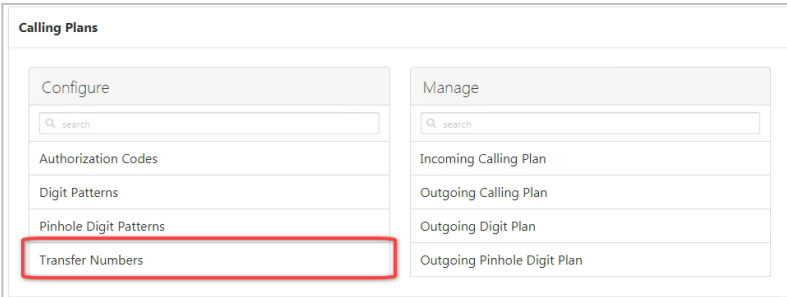
Transfer Numbers

Transfer numbers (T1, T2, and T3) can be assigned to specific call types in the Outgoing Calling Plan and Outgoing Digit Plan to block users from making those types of calls. When a user dials a number for a call type to which a transfer number has been assigned, the call is routed to the transfer number instead of to the dialled number. If a department has no transfer number, and an outgoing call type has a transfer number assigned to it, the call is blocked.

Refer *Outgoing Calling Plan* on page 150 for details on using Transfer numbers.

Refer *Outgoing Digit Plan* on page 152 for details on using Transfer numbers with a digit plan.

1. Click **Transfer Numbers**.



The screenshot shows the 'Calling Plans' page. It is divided into two main sections: 'Configure' and 'Manage'. The 'Configure' section has a search bar and a list of items: 'Authorization Codes', 'Digit Patterns', 'Pinhole Digit Patterns', and 'Transfer Numbers'. The 'Transfer Numbers' item is highlighted with a red box. The 'Manage' section has a search bar and a list of items: 'Incoming Calling Plan', 'Outgoing Calling Plan', 'Outgoing Digit Plan', and 'Outgoing Pinhole Digit Plan'.

2. Click to select Group or Department.

Transfer Numbers

search

Department/Group	Transfer 1	Transfer 2	Transfer 3
Group Default			
The Sales Department			

3. Enter Transfer Numbers 1,2 and 3.

4. Click **Save**.

Group Default - Transfer Numbers

Transfer Number 1: 0891234567

Transfer Number 2: 0897654321

Transfer Number 3: 0895432176

Cancel **Save**

MANAGE

Incoming Calling Plan

Configure which calls can be received. Also indicate if Digit Pattern calls can be allowed. Incoming Calling Plans can be configured for the whole Group or individual Departments.

Refer *Digit Patterns* on page 146 for information on maintaining Digit Patterns.

Refer *Departments* on page 158 for details on how to add or modify Departments.

1. Click **Incoming Calling Plan**.

Calling Plans

Configure

Manage

search

Authorization Codes

Digit Patterns

Pinhole Digit Patterns

Transfer Numbers

Incoming Calling Plan

Outgoing Calling Plan

Outgoing Digit Plan


Outgoing Pinhole Digit Plan

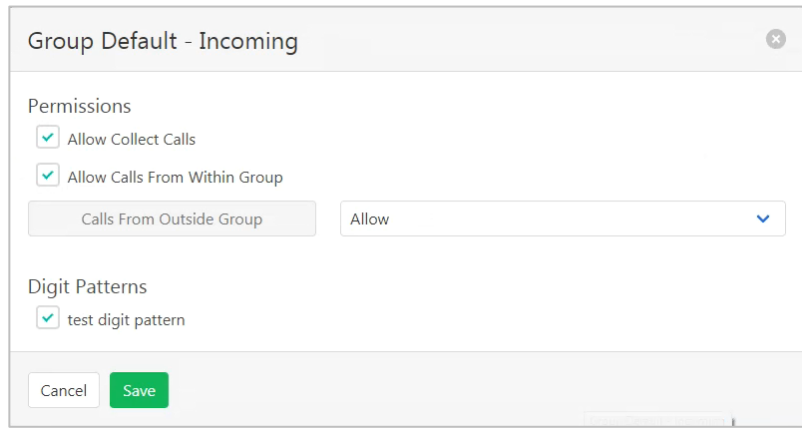
2. Click to select Group or Department.

Incoming Calling Plan

search

Department	Calls From Within	Calls From Outside	Collect Calls
Group Default	✓	Allow	✓
The Sales Department	✓	Allow	✓

3. Select required Permissions options.
4. Select **Calls From Outside Group** required option from:
 - > Allow.
 - > Allow only if redirected from another user.
 - > Disallow.
5. Click .



Outgoing Calling Plan

Defines the types of calls that Group and Department members can make.

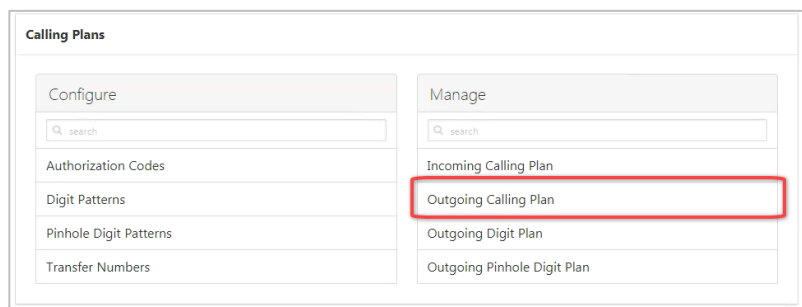
For each call type the following options are provided:

- > Allow – calls to this call type are allowed.
- > Disallow – calls to this call type are not allowed.
- > Authorisation Code Required – callers are prompted to enter an Authorisation Code.
- > Transfer to First Transfer Number – calls made to this call type are transferred to the First Transfer Number.
- > Transfer to Second Transfer Number – calls made to this call type are transferred to the Second Transfer Number.
- > Transfer to Third Transfer Number – calls made to this call type are transferred to the Third Transfer Number.

To define Authorisation Codes – refer to *Authorisation Code* on page 145.

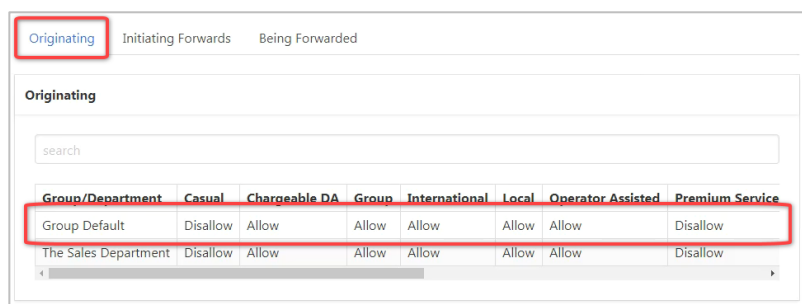
To set Transfer Numbers – refer to *Transfer Numbers* on page 148.

1. Click **Outgoing Calling Plan**.



Originating tab

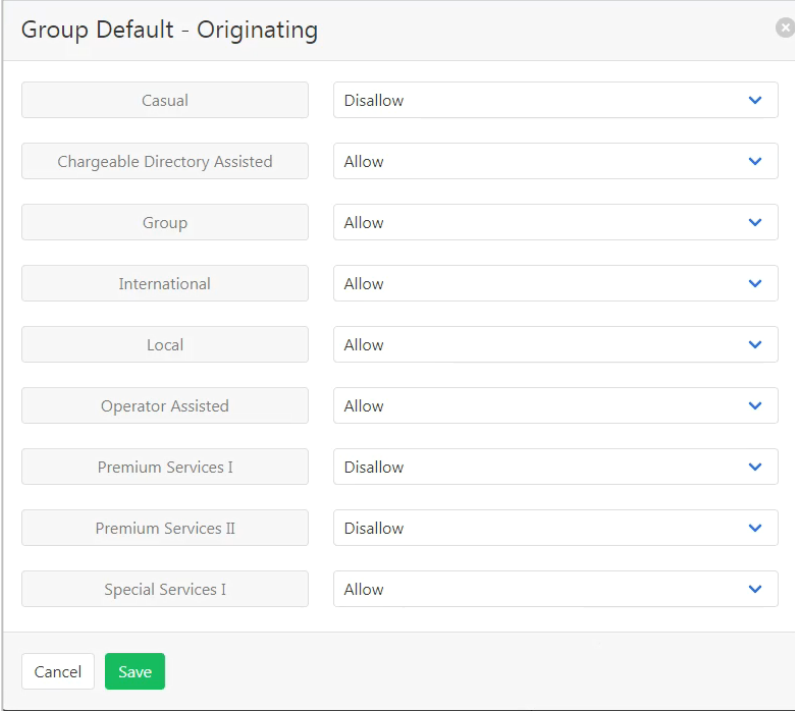
2. Click to select Group or Department.



Group/Department	Casual	Chargeable DA	Group	International	Local	Operator Assisted	Premium Service
Group Default	Disallow	Allow	Allow	Allow	Allow	Allow	Disallow
The Sales Department	Disallow	Allow	Allow	Allow	Allow	Allow	Disallow

3. Select the option required for each Call Type.

4. Click .



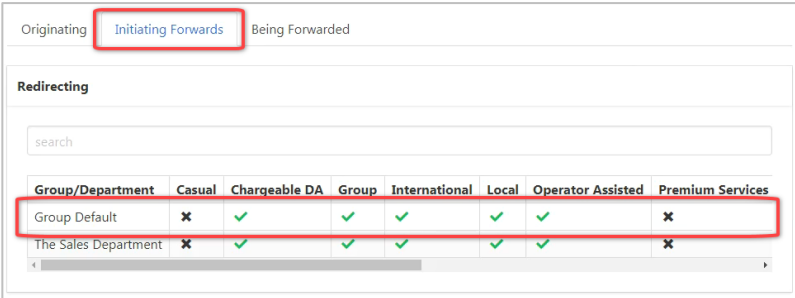
Group Default - Originating

Casual	Disallow
Chargeable Directory Assisted	Allow
Group	Allow
International	Allow
Local	Allow
Operator Assisted	Allow
Premium Services I	Disallow
Premium Services II	Disallow
Special Services I	Allow

Cancel Save

Initiating Forwards tab

1. Click to select Group or Department.



Originating **Initiating Forwards** Being Forwarded

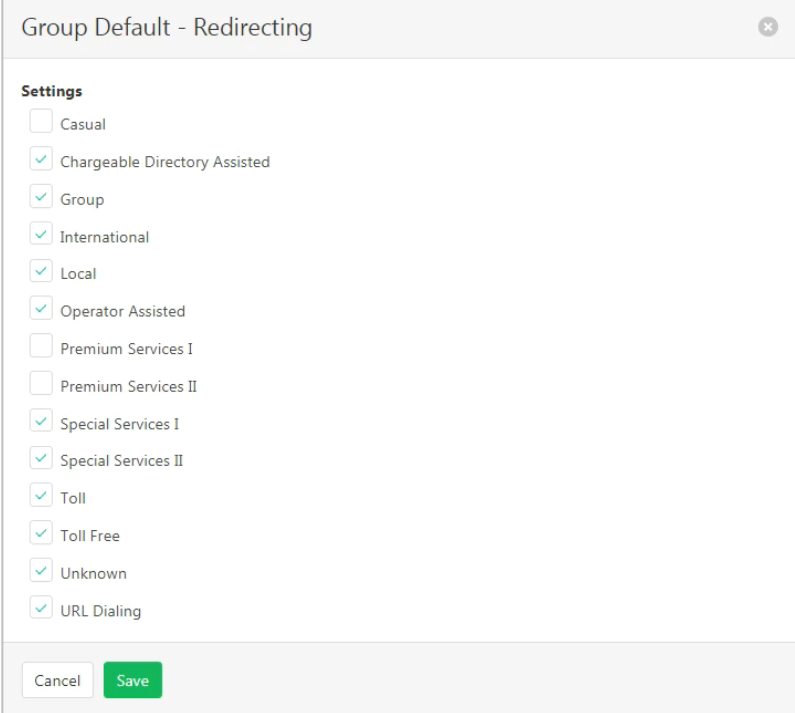
Redirecting

search

Group/Department	Casual	Chargeable DA	Group	International	Local	Operator Assisted	Premium Services
Group Default	✗	✓	✓	✓	✓	✓	✗
The Sales Department	✗	✓	✓	✓	✓	✓	✗

2. Tick to indicate which call types calls can be forwarded to.

3. Click .



Group Default - Redirecting

Settings

- Casual
- Chargeable Directory Assisted
- Group
- International
- Local
- Operator Assisted
- Premium Services I
- Premium Services II
- Special Services I
- Special Services II
- Toll
- Toll Free
- Unknown
- URL Dialing

Cancel Save

Being Forwarded tab

1. Click to select Group or Department.

Group/Department	Outside Group
Group Default	✓
The Sales Department	✓

2. Tick to indicate if calls can be redirected outside of the group.

Group Default - Redirected

Settings

Outside Group

Cancel Save

Outgoing Digit Plan

Once a Digit Plan has been created (*refer Digit Patterns on page 146*) it can then be applied to either a group or department for Originating, Initiating Forwards and Call Me Now call types.

1. Click **Outgoing Digit Plan**.

Calling Plans

Configure Manage

Authorization Codes Incoming Calling Plan

Digit Patterns **Outgoing Calling Plan**

Pinhole Digit Patterns **Outgoing Digit Plan**

Transfer Numbers Outgoing Pinhole Digit Plan

Originating tab

2. Click to select Group or Department.

Department/Group	test digit pattern
Group Default	Allow
IT dept	Allow
The Sales Department	Allow

3. Select the permissions required for each Digit Pattern.

4. Click **Save**.

Group Default - Originating

Digit Pattern Permissions

test digit pattern Allow

Cancel Save

Initiating Forwards tab

1. Click to select Group or Department.

Department/Group	test digit pattern
Group Default	✓
IT dept	✓
The Sales Department	✓

2. Tick to indicate which Digit Pattern Permissions are to apply.

3. Click .

Outgoing Pinhole Digit Plan

Override departments, or the group outgoing dial restrictions based on a defined digit pattern. To create a pattern, refer *Pinhole Digit Patterns on page 147*.

1. Click **Outgoing Pinhole Digit Plan**.

Originating tab

2. Click to select Group or Department.

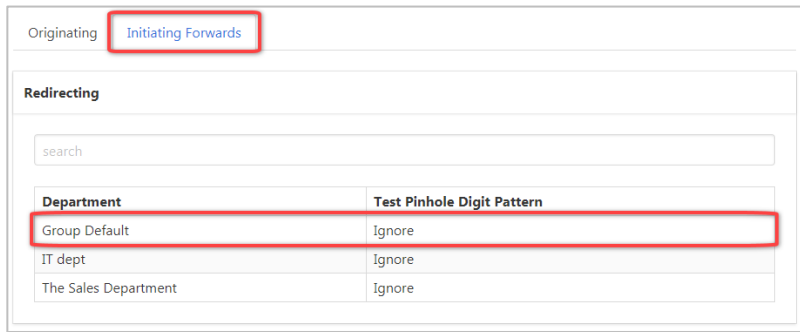
Department	Test Pinhole Digit Pattern
Group Default	Ignore
IT dept	Ignore
The Sales Department	Ignore

3. Select the permissions required for each Pinhole Digit Pattern.

4. Click .

Initiating Forwards tab

1. Click to select Group or Department.



Originating **Initiating Forwards**

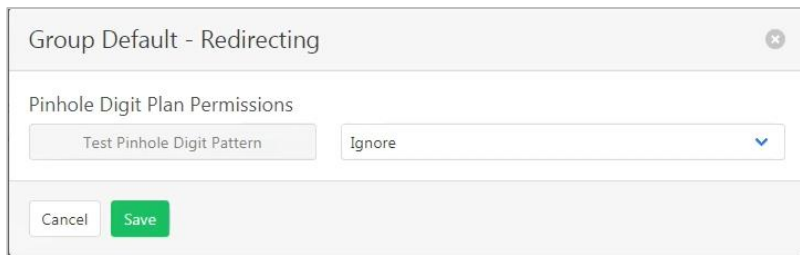
Redirecting

search

Department	Test Pinhole Digit Pattern
Group Default	Ignore
IT dept	Ignore
The Sales Department	Ignore

2. Select which Pinhole Digit Plan Permissions are to apply.

3. Click **Save**.



Group Default - Redirecting

Pinhole Digit Plan Permissions

Test Pinhole Digit Pattern Ignore

Cancel **Save**

COMMON PHONE LIST

Setup a common phone list. This is a directory of common numbers called by the Group. External numbers such as suppliers, couriers or other commonly dialled numbers.

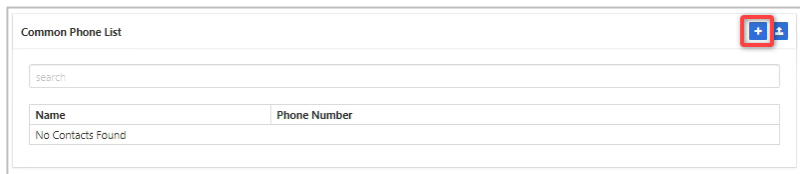
The Common Phone List is used as a speed-dial list from a user's CommPilot Call Manager.

Contacts can be added one at a time or imported from a CSV file.

Add Contact

Select Common Phone List from the Management pane.

1. Click **+**.



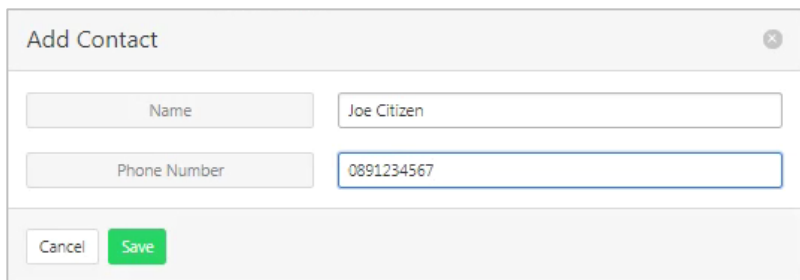
Common Phone List

search

Name	Phone Number
No Contacts Found	

2. Enter contact **Name** and **Phone Number**.

3. Click **Save**.



Add Contact

Name Joe Citizen

Phone Number 0891234567

Cancel **Save**

Edit or Delete Contact

Select **Common Phone List** from the **Management** pane.

1. Click on the required contact.

Name	Phone Number
Joe Citizen	0891234567

Edit

2. Modify the details as required

3. Click **Save**.

Delete

2. Click **Delete**.

3. Click **Yes, I'm sure** at confirmation message.

Update Contact

Name: Joe Citizen

Phone Number: 0891234567

Buttons: Delete, Cancel, Save

Import Contacts

Select **Common Phone List** from the **Management** pane.

1. Click .

Name	Phone Number
No Contacts Found	

2. Click **Upload a file...**.

3. Locate the CSV file and click open.

4. Click **Save**.

Import Contacts

Upload a file...

Example CSV File

```
"name","phoneNumber"  
"Jane B Doe","301-555-1231"  
"Jane M Doe","301-555-1232"
```

Buttons: Cancel, Save

CUSTOM DIRECTORY

Define custom contact directories that contain a subset of the users from the group or enterprise. This could be all staff within the sales area or a list of users belonging to a Department.

ADD A CUSTOM DIRECTORY

Select **Custom Directory** from the **Management** pane.

1. Click .

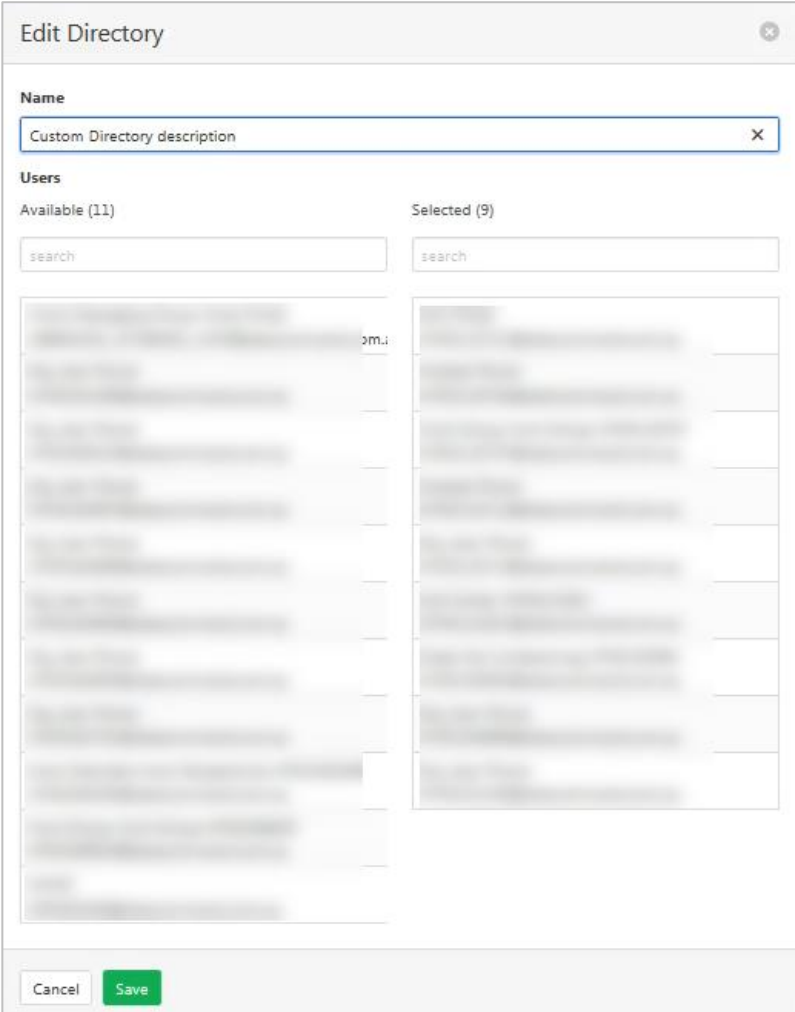


2. Enter a name for the Custom Directory.
3. Click items on one list to transfer to the other list.

Note: Available items lists all users. Selected lists users that will be a part of this Custom Directory.

Once the list of Selected users is correct:

4. Click .



VIEW, MODIFY AND DELETE CUSTOM DIRECTORY

Select **Custom Directory** from the **Management** pane.

A list of created **Custom Directories** is displayed.

1. Click required Custom Directory.



Modify

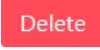
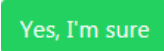
The contents of the Custom Directory can be modified by clicking on the items in one list to transfer to the other.

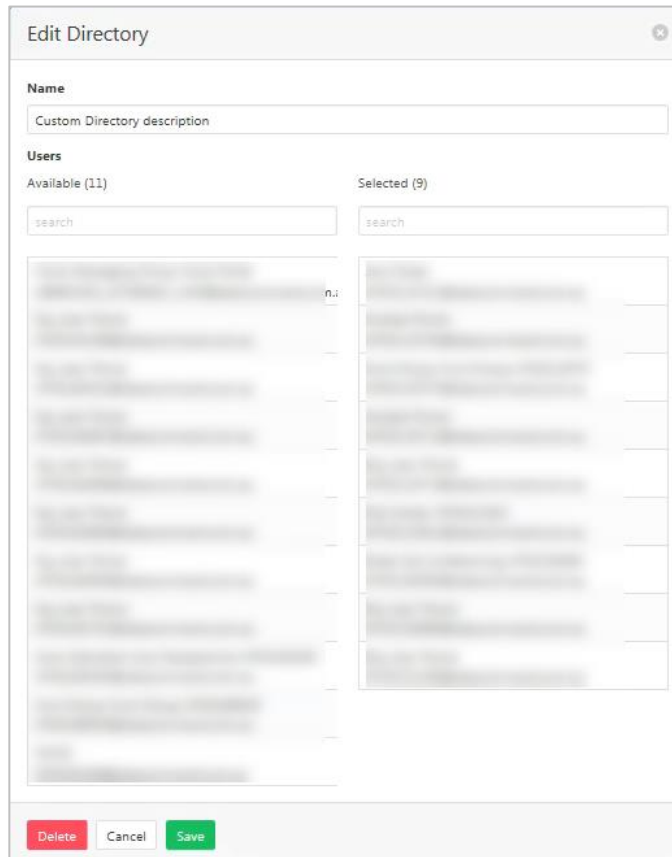
Once changes are complete:

Click .

Delete

To delete the Custom Directory:

1. Click .
1. Click  on confirmation message.



Modify

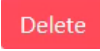
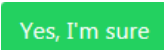
The contents of the Viewable Pack can be modified by clicking on the items in one list to transfer to the other.

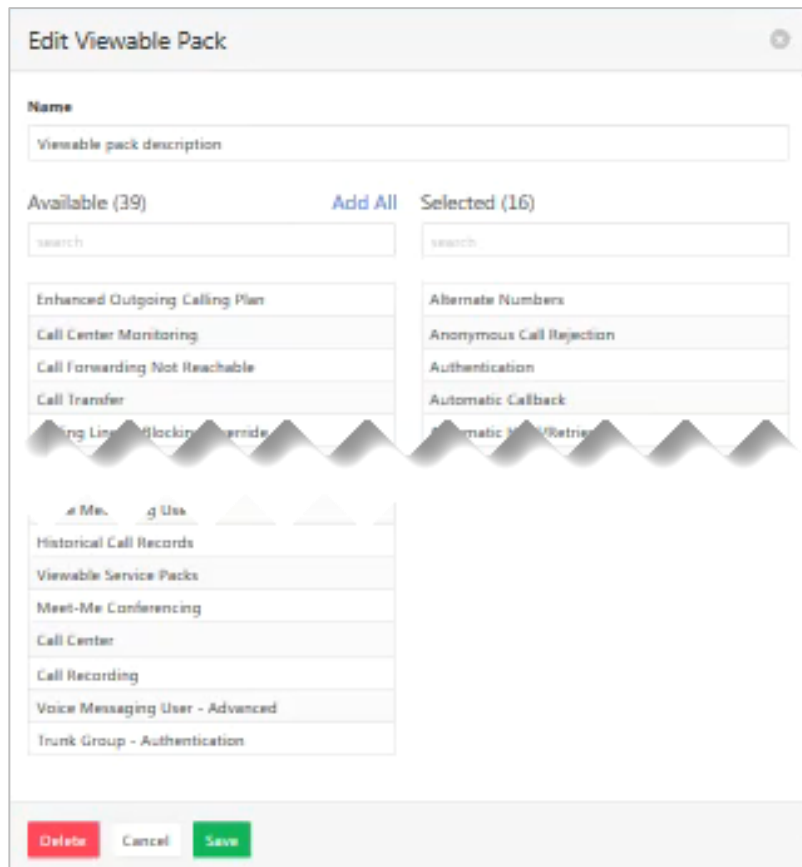
Once changes are complete:

Click .

Delete

To delete the Viewable Pack:

1. Click .
2. Click  at confirmation message.




DEPARTMENTS

Departments can be created allowing grouping of users from within the Enterprise. Once a Department is created, users can be assigned to a Department via their profile. Administrators can be set per department. Departments can be set up in a parent child hierarchy allowing Departments to reflect the Enterprise structure.

ADD A DEPARTMENT

Select **Departments** from the **Management** pane.

1. Click .

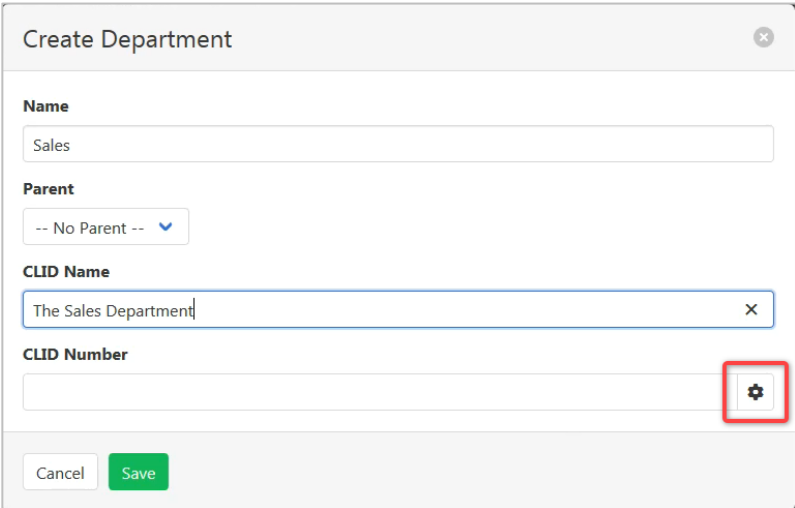


2. Enter **Name**.
3. Select **Parent**. (Optional.)

Note – Departments can be set up in a hierarchy with child departments being created.

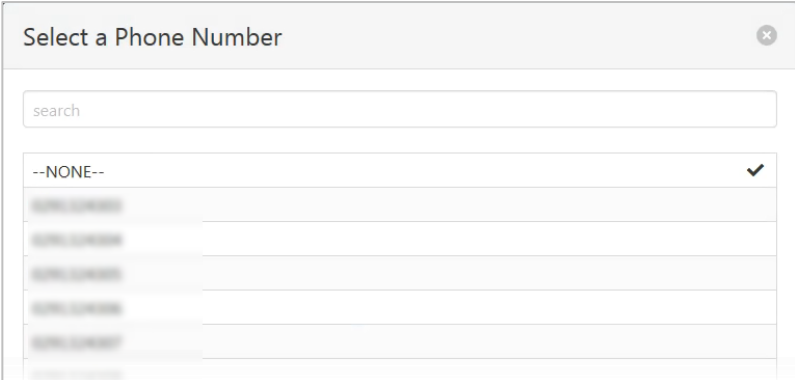
4. Enter **CLID Name**.

5. Click .

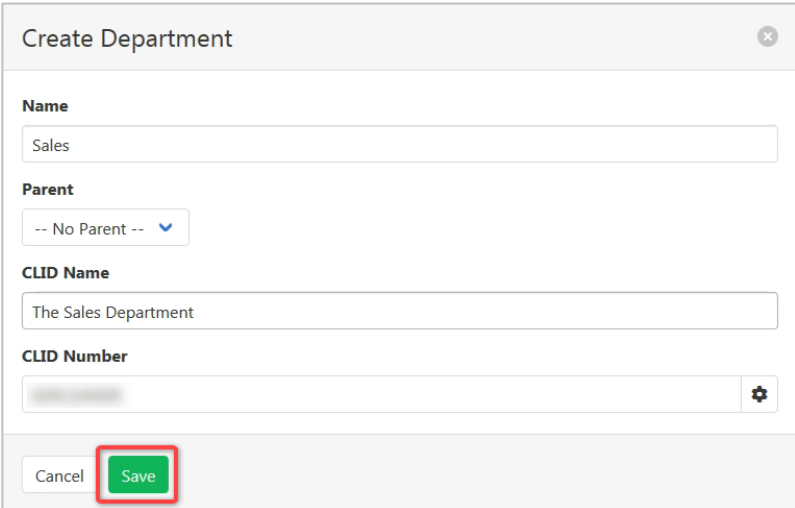


6. Select a Phone number.

Note – this will be the primary number for the Department.



7. Click .




Create Department

Name
Sales


Parent
-- No Parent --

CLID Name
The Sales Department

CLID Number
[Redacted]

Cancel 

ADD AN ADMINISTRATOR

1. Select the **Admins** tab.
2. Click .




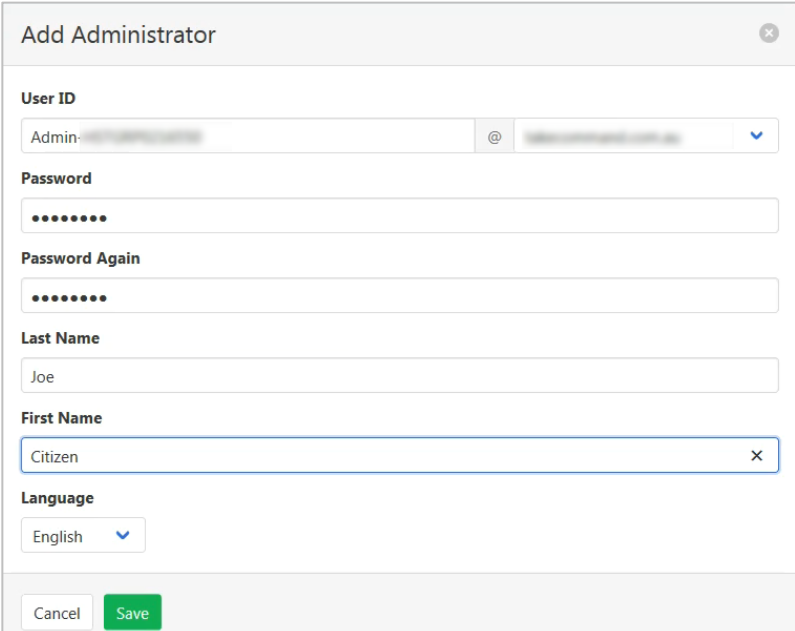
Details 

Administrators 

search

ID	First Name	Last Name
No Admins Found		

3. Enter **Password, Password Again, Last Name** and **First Name**.
4. Select desired **Language**.
5. Click .



Add Administrator

User ID
Admin. [Redacted] @ [Redacted] [Dropdown]


Password
[Redacted]

Password Again
[Redacted]

Last Name
Joe

First Name
Citizen

Language
English [Dropdown]

Cancel 

VIEW, MODIFY AND DELETE A DEPARTMENT

Select **Departments** from the **Management** pane.

A list of Departments will be displayed.

1. Click on the required Department.

Name	CLID Name	CLID Number
The Sales Department	The sales department	

Modify


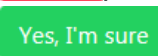
2. Click .

Edit fields as required.

3. Click .

Delete

To delete the Department:

1. Click .
2. Click  at confirmation message.

Note – all Department Administrators must be deleted before the Department can be removed.

VIEW, MODIFY AND DELETE A DEPARTMENT ADMINISTRATOR

Select **Departments** from the **Management** pane.

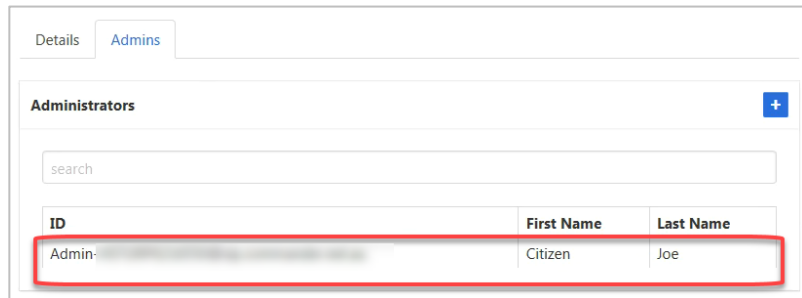
A list of Departments will be displayed.

1. Click the **Admins** tab.
- A list of Administrators is displayed.

ID	First Name	Last Name
Admin	Citizen	Joe

Modify

2. Click on the required Administrator.




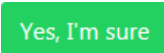
ID	First Name	Last Name
Admin-	Citizen	Joe

Edit fields as required.

3. Click .

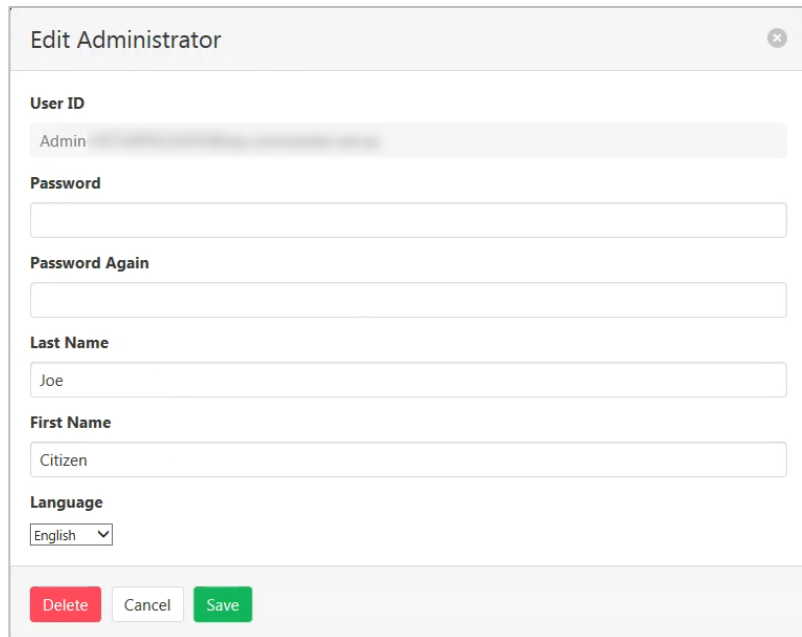
Delete

To delete the Department:

3. Click .
4. Click  at confirmation message.

Note – Departments cannot be deleted if:

- > Any Administrators exist for the Department.
- > Any users are allocated to the Department.
- > The Department has any child Departments.



Edit Administrator

User ID: Admin-




Password: []

Password Again: []

Last Name: Joe

First Name: Citizen

Language: English

DEVICE MANAGEMENT

Command Central is deployed with a standard handset key layout for all handsets. These handset templates can be modified to allow a custom layout. Changes could include addition of speed dial keys or a change to the labelling of a key. Templates can then be assigned to each user providing a customisable handset experience.

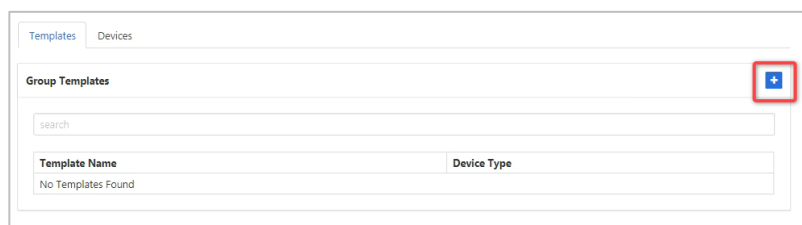
Once the default template has been modified, and a new template created, it will then need to be assigned to the handsets. Once the handset has the new template assigned it will then need to be reset for the template to take effect.


Select **Device Management** from the **Management** pane.

Custom Group Templates are listed.

To add a new Template:

1. Click .



Group Templates 

search: []

Template Name	Device Type
No Templates Found	

A list of standard templates is displayed. These will form the basis of a custom template.

2. Click to select a template.

Template Name	Device Type
Commander KTS 46G-t46	Commander KTS 46G
Commander Key Phone Executive Default	Commander KTS 48G
Commander Key Phone Office Default	Commander KTS 46G
Commander Phone Essentials Desk " T41P " Default	Commander 41P
Commander Phone Office " T46G " Default	Commander 46G
Commander Phone Executive " T48G " Default	Commander 48G
Commander KTS 48G-t48	Commander KTS 48G
Commander 46G	Commander 46G
Commander 46G-t46	Commander 46G
Commander 46G-BLRT	Commander 46G
Commander_T48G-t48	Commander_T48G
Commander_T46G-t46	Commander_T46G
Commander_T41P-41p	Commander_T41P
M2 Office 48G-t48	M2 Office 48G
Commander MEL 48G M2 Default	Commander KTS 48G
Commander 46G Default	Commander 46G
Commander 48G-t48	Commander 48G
Commander 48G-t48-1466725257	Commander 48G
Commander_T41P-41p-1467160097	Commander_T41P

3. Click the **Configuration** tab.

The custom template can now be modified.

Option	Value
Handset can edit soft-keys	x

CONFIGURATION

Accounts

A handset can have multiple numbers/users associated with it, this refers to which account is used for the action that is being set.

1. Click **Accounts**.
2. Click to select required account.

Account	Enabled	Primary	Ringtone
Account 1	✓	x	
Account 2	x	x	
Account 3	x	x	
Account 4	x	x	
Account 5	x	x	
Account 6	x	x	

3. Tick to select **Account Enabled** and **Primary Account**.
4. Select required **Ringtone** from the drop-down list.
5. Click **Save**.

Edit Account

Settings

Account Enabled
 Primary Account

Ringtone

Cancel Save

Directories

LDAP Attributes.

The following table lists the most common attributes used to configure the LDAP lookup on IP phones.

ABBREVIATION	NAME	DESCRIPTION
gn	givenName	First Name.
cn	commonName	LDAP attribute is made up from given name joined to surname.
sn	surname	Last name or family name.
dn	distinguishedName	Unique identifier for each entry.
dc	dc	Domain Component.
-	company	Company or organization name.
-	telephoneNumber	Office phone number.
mobile	mobilePhoneNumber	Mobile or cellular phone number.
ipPhone	ipphoneNumber	Home phone number

Available settings:

- > LDAP Enabled – Enable the Lightweight Directory Access Protocol. (This will provide handset access to the Active Directory.)
- > LDAP Version – Choose the version of Lightweight Directory Access Protocol.
- > LDAP Host – Enter the Lightweight Directory Access Protocol host details.
- > LDAP Port – Enter port details for the Lightweight Directory Access Protocol.
- > LDAP Base DN – Configures the LDAP search base which corresponds to the location of the LDAP phone book from which the LDAP search request begins. The search base narrows the search scope and decreases directory search time.
- > LDAP User – Configures the user name used to login the LDAP server. This parameter can be left blank in case the server allows anonymous to login. Otherwise you will need to provide the user name to login the LDAP server. (Example: cn=manager,dc=yealink,dc=cn)
- > LDAP Password – Configures the password used to login the LDAP server. This parameter can be left blank in case the server allows anonymous to login. Otherwise you will need to provide the password to login the LDAP server.
- > Name Filter – Configures the search criteria for LDAP contact names look up. The “*” symbol in the filter stands for any character. The “%” symbol in the filter stands for the name prefix entered by the user.
- > Number Filter – Configures the search criteria for LDAP contact numbers look up. The “*” symbol in the filter stands for any number. The “%” symbol in the filter stands for the number prefix entered by the user.
- > Max Hits – Configures the maximum number of search results to be returned by the LDAP server. If it is set to blank, the LDAP server will return all searched results.
- > Name Attribute – Configures the name attributes of each record to be returned by the LDAP server. It compresses the search results. You can configure multiple name attributes separated by spaces.
- > Number Attribute – Configures the number attributes of each record to be returned by the LDAP server. It compresses the search results. You can configure multiple number attributes separated by spaces.
- > Display Name – Configures the display name of the contact record displayed on the LCD screen. The value must start with “%” symbol.
- > Call in Lookups – Enables or disables the IP phone to perform an LDAP search when receiving an incoming call.
- > Enable Sort – Enables or disables the IP phone to sort the search results in alphabetical order or numerical order.
- > Dial Lookup – Enables or disables the IP phone to perform an LDAP search when placing a call.

1. Click **Directories**.
2. Click on each tag to modify.

Tag	Value
LDAP Enabled	✘
LDAP Version	
LDAP Host	
LDAP Port	
LDAP Base DN	
LDAP User	
LDAP Password	
Name Filter	
Number Filter	

Keys

The number and numbering of keys will depend based on the type of handset being configured.

1. Click on a key to modify.

2. Select the key function from the **Type** drop-down list.

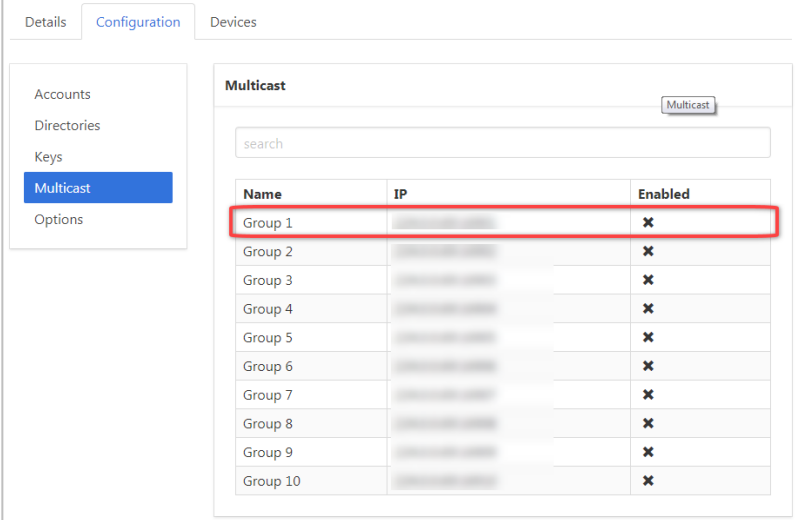
Repeat for keys as required.

3. Click **Save**.

Multicast


Multicast is used for PA functionality on the local network, you can have different groups for this and you separate them using different IP and ports.

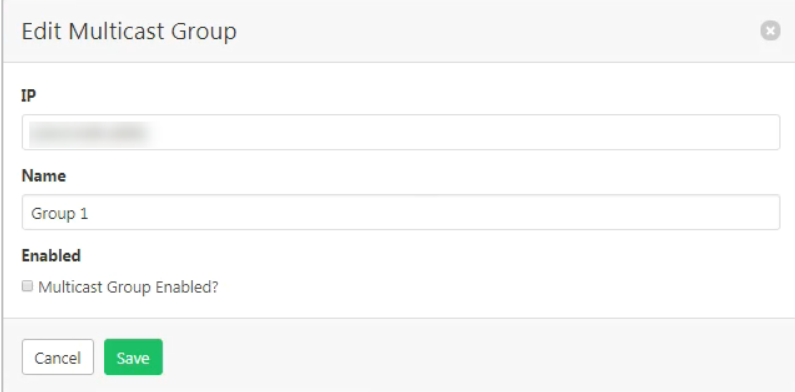
1. Click **Multicast**.
2. Click the required Group name.



The screenshot shows the 'Configuration' tab of the Multicast settings. On the left, a sidebar menu has 'Multicast' selected. The main area displays a table with columns 'Name', 'IP', and 'Enabled'. The first row, 'Group 1', is highlighted with a red border. Below the table is a search bar.

Name	IP	Enabled
Group 1		✘
Group 2		✘
Group 3		✘
Group 4		✘
Group 5		✘
Group 6		✘
Group 7		✘
Group 8		✘
Group 9		✘
Group 10		✘

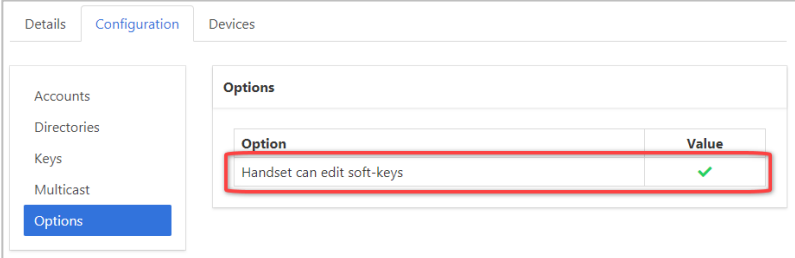
3. Modify **IP** and **Name**.
4. Tick to enable **Multicast Group**.
5. Click .



The screenshot shows the 'Edit Multicast Group' dialog box. It contains three input fields: 'IP', 'Name' (with 'Group 1' entered), and 'Enabled' (with a checkbox labeled 'Multicast Group Enabled?'). At the bottom are 'Cancel' and 'Save' buttons.


Options


1. Click **Handset can edit soft-keys**.



The screenshot shows the 'Options' configuration page. On the left, a sidebar menu has 'Options' selected. The main area displays a table with columns 'Option' and 'Value'. The first row, 'Handset can edit soft-keys', is highlighted with a red border. Below the table is a search bar.

Option	Value
Handset can edit soft-keys	✓

2. Tick to **Allow Editing of soft-keys on Handset**.
3. Click .

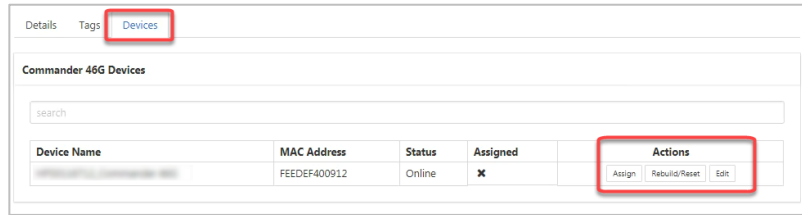


The screenshot shows the 'Edit Options' dialog box. It contains a checkbox labeled 'Allow Editing of soft-keys on Handset?'. At the bottom are 'Cancel' and 'Save' buttons.


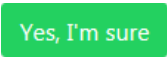
DEVICES

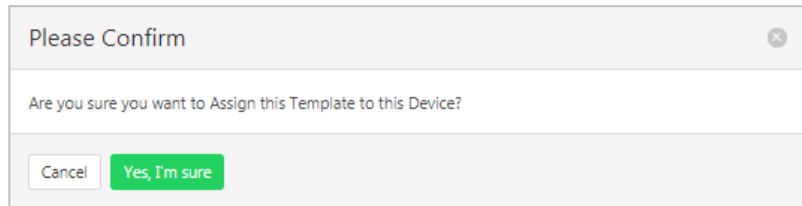
A list of matching devices will be displayed. Choose which of these devices the new template is to be assigned to. Then rebuild the device with the new template.

1. Click the **Devices** tab.
2. Select the required **Action**.


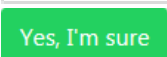


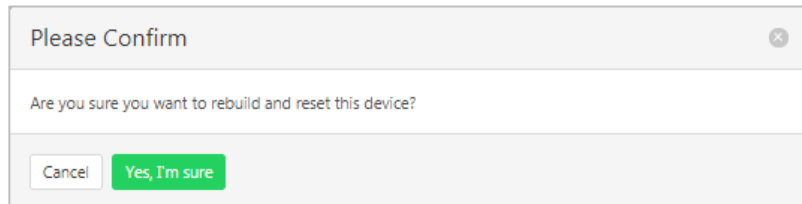
Assign

1. Click .
2. Click .



Rebuild

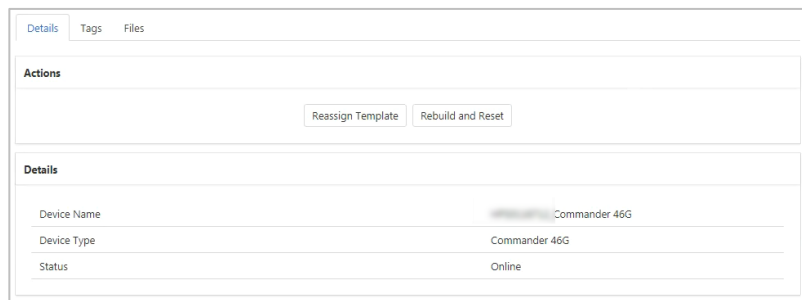
1. Click .
2. Click .



Edit

3. Click .

The same configuration options are available including the actual configuration files. These files can be downloaded or copied.



DELETE

To delete a custom template that is no longer required.

Select **Device Management** from the **Management** pane.

Custom Group Templates are listed.

1. Click the template to be deleted.



2. Click .



- Click **Delete**.
- Click **Yes, I'm sure** at confirmation message.

Edit Template ✕

Template Name

Commander 46G-

Delete
Cancel
Save

DIRECTORY

Displays the group directory list.

Select **Directory** from the **Management** pane.

A list of all users currently in the group directory is displayed.

Scroll to locate a user or enter any details into the field, such as phone number or name. The list will display search results as data is entered the search field.

ID	Last Name	First Name	Phone	Extension	Department	Group
	Voice Portal	Voice Messaging Group		9999		HSTGRP0216550
	Citizen	Joe		2844		HSTGRP0216550
	Phone	Hosted		2300		HSTGRP0216550
	Hunt Group-HP50118787	Hunt Group		2301		HSTGRP0216550
	Phone	Hosted		2302		HSTGRP0216550
	Phone	Sip_User		2320		HSTGRP0216550
	HP50121821	Call Center		2340		HSTGRP0216550
	HP50125553	Main Mx Conferencing		2330		HSTGRP0216550
	Phone	Sip_User		2327		HSTGRP0216550
	Phone	Sip_User		2328		HSTGRP0216550
	Phone	Sip_User		2329		HSTGRP0216550
	Phone	Sip_User		2321		HSTGRP0216550
	Phone	Sip_User		2322		HSTGRP0216550
	Phone	Sip_User		2323		HSTGRP0216550
	Phone	Sip_User		2324		HSTGRP0216550
	Phone	Sip_User		2325		HSTGRP0216550
	Phone	Sip_User		2326		HSTGRP0216550
	Auto Receptionist-HP50165294	Auto Attendant		2311		HSTGRP0216550
	Hunt Group-HP50166929	Hunt Group		2313		HSTGRP0216550
	NONE	NONE				HSTGRP0216550

NETWORK CLASS OF SERVICE

This feature is not being used by Vocus .

SCHEDULES

Schedules (Time or Holiday schedules) are a set of criteria including hours, days and weeks that can be used to set preferences for what happens to a call during these scheduled times.

A Schedule is created first (e.g. Public Holidays). Then for each schedule, multiple events can be created. (e.g. Christmas Day, New Year's Day etc).


Once a Schedule has been created it can then be used to set IVR announcements based on the schedule such as after hour greetings or messages when it is a public holiday. It can also be used by users to determine when call forwarding options are activated.

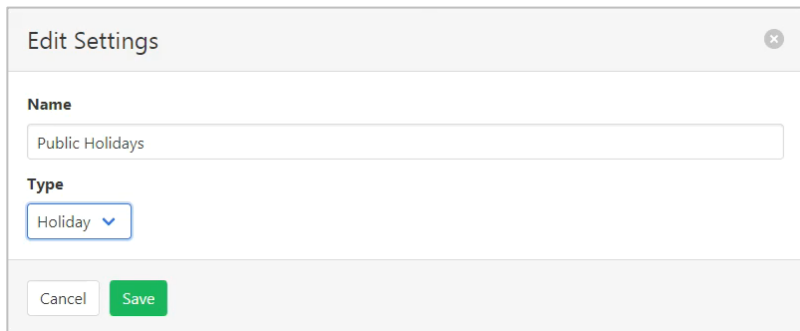
ADD A SCHEDULE

Select **Schedules** from the **Management** pane.

1. Click .

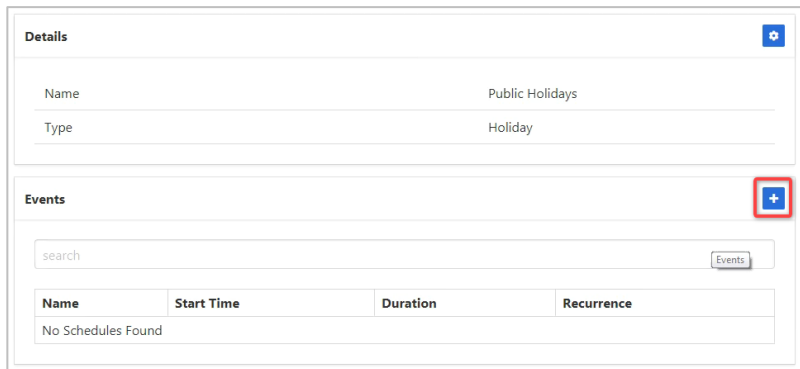


2. Enter **Name**
3. Choose **Holiday** from the Type drop-down list.
4. Click .



ADD AN EVENT

1. Click .




2. Enter an Event name.
3. Tick if an **All Day Event**.

Note – if this is not ticked then time options are available in Starts At and Ends At.

4. Enter **Starts At** and **Ends At** (generally the same day).
5. Choose Repeats option from:
 - > Never (once of event)
 - > Daily
 - > Weekly
 - > Monthly
 - > Yearly.

(Note that repeats options will vary based on selection.)

6. Choose Ends from:
 - > Never – on going event
 - > After – specify number of times (such as for the next 2 months)
 - > On – specify a date.
7. Click .

Edit Event

Event Name
Christmas Day

Options
 All Day Event


Starts At
01/06/2018

Ends At
01/06/2018

Repeats
Yearly

Yearly On
Day 25 Of December

Ends
Never

Cancel 

EDIT OR DELETE A SCHEDULE


Select **Schedules** from the **Management** pane.


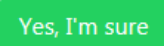
1. Click on the Schedule to be edited or deleted.

Schedules

All Holiday Time

Name	Type	Level
Public Holidays	Holiday	Group

2. Edit the Schedule as required
 3. Click .
- Or

2. Click  to delete the Schedule.
3. Click  at confirmation message.

Edit Schedule

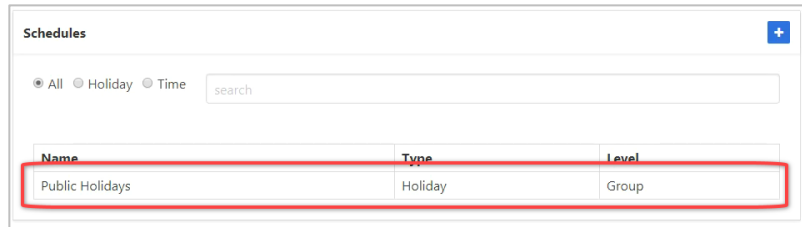
Schedule Name
Public Holidays

Delete Cancel 

EDIT OR DELETE AN EVENT

Select **Schedules** from the **Management** pane.

1. Click on the Schedule that contains the event.

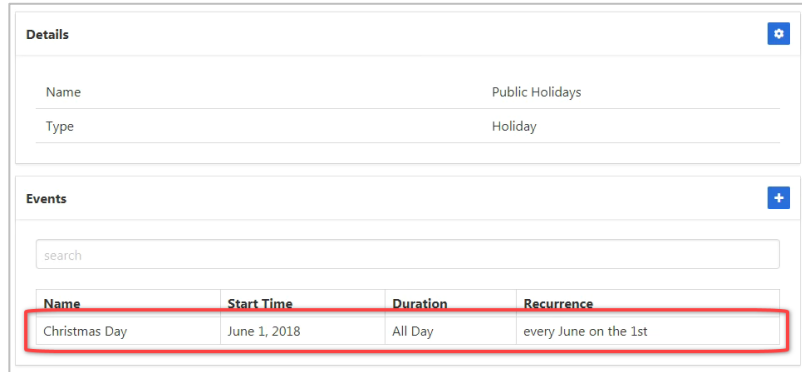


Schedules

All Holiday Time

Name	Type	Level
Public Holidays	Holiday	Group

2. Click on the Event to be edited or deleted.



Details

Name: Public Holidays
Type: Holiday

Events

Name	Start Time	Duration	Recurrence
Christmas Day	June 1, 2018	All Day	every June on the 1st

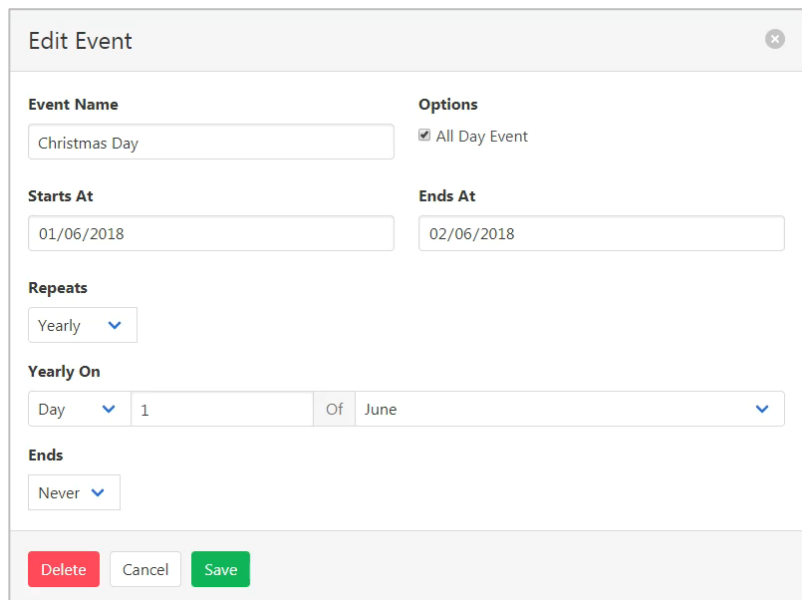
3. Edit the event as required.

4. Click **Save**.

Or

3. Click **Delete** to delete the event.

4. Click **Yes, I'm sure** at confirmation message.



Edit Event

Event Name: Christmas Day

Options: All Day Event

Starts At: 01/06/2018

Ends At: 02/06/2018

Repeats: Yearly

Yearly On: Day 1 of June

Ends: Never

Delete **Cancel** **Save**

USERS

Lists active users and allows limited functionality to modify user features.

Select **Users** from the **Management** pane.

A list of all active users is displayed.

Scroll to locate a user or enter any details into the field, such as phone number or name. The list will display search results as data is entered the search field.

Users

ID	Last Name	First Name	Phone	Ext
	Citizen	Joe		2844
	Phone	Hosted		2300
	Phone	Hosted		2302
	Phone	Sip_User		2320
	Phone	Sip_User		2327
	Phone	Sip_User		2328
	Phone	Sip_User		2329
	Phone	Sip_User		2321
	Phone	Sip_User		2322
	Phone	Sip_User		2323
	Phone	Sip_User		2324
	Phone	Sip_User		2325
	Phone	Sip_User		2326
	NONE	NONE		

Clicking on a user will allow the administrator to perform some functions as though they were logged in as that user.

For information on Provisioning refer *PROVISIONING* on page 176.

For information on Services refer *SERVICES* on page 184..

Provisioning

Addresses

Profile

Viewable Pack

Services

Call Waiting

Calling Line ID Delivery Blocking

Connected Line Identification Restriction

Directory

External Calling Line ID Delivery

Internal Calling Line ID Delivery

Meet-Me Conferencing

VIEWABLE PACKS

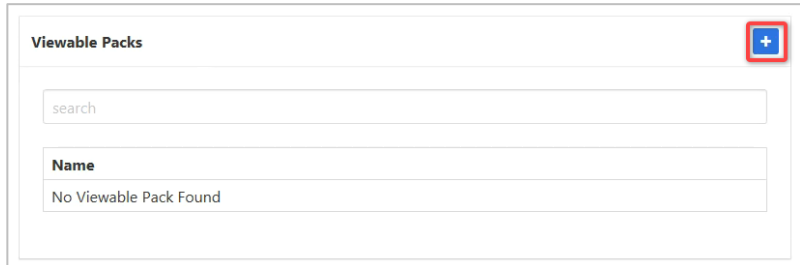
Viewable packs allow different sets of features to be visible to each user. This gives you control over what functionality is available to each user. By default, all features are viewable.

Once a Viewable Pack has been created refer *Viewable Pack on page 179* for details on how to add a Viewing Pack to a user.

ADD A VIEWABLE PACK

Select **Viewable Packs** from the **Management** pane.

1. Click .



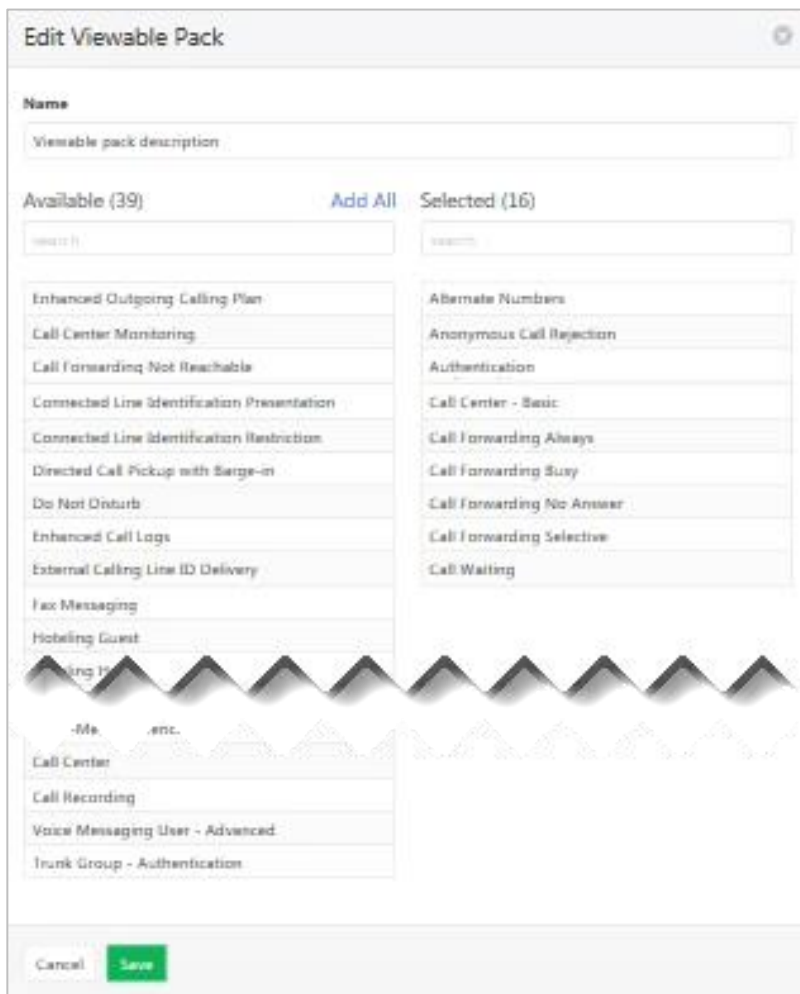
2. Enter a name for the Viewable Pack.
3. Click items on one list to transfer to the other list.

Note: Available items lists all functions that are available to be chosen.

Selected items lists all functions that the user allocated to this viewable pack will be able to choose/update.

Once the Selected functions list displays the required functions:

4. Click .



VIEW, MODIFY AND DELETE VIEWABLE PACKS

Select **Viewable Packs** from the **Management** pane.

A list of created Viewable Packs is displayed.

1. Click required Viewable Pack.



The screenshot shows a 'Viewable Packs' management interface. At the top right is a blue '+' icon. Below it is a search bar with the placeholder text 'search'. Underneath is a table with a header row containing 'Name' and a data row containing 'Viewable pack description'. The data row is highlighted with a red border.

Modify

The contents of the Viewable Pack can be modified by clicking on the items in one list to transfer to the other.

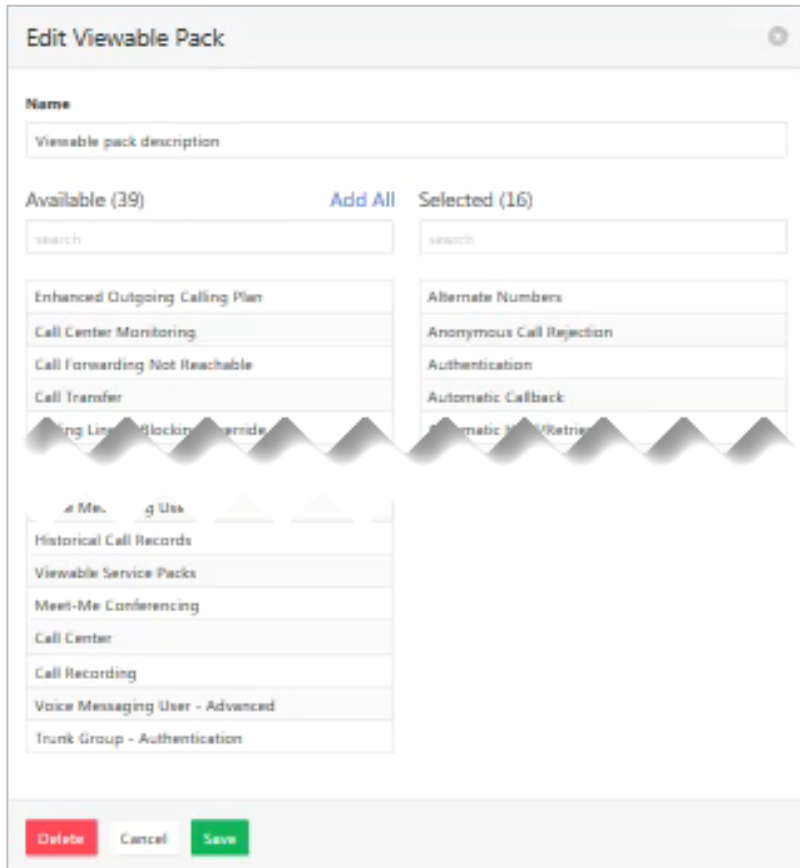
Once changes are complete:

2. Click **Save**.

Delete

To delete the Viewable Pack:

2. Click **Delete**.
3. Click **Yes, I'm sure** on confirmation message.



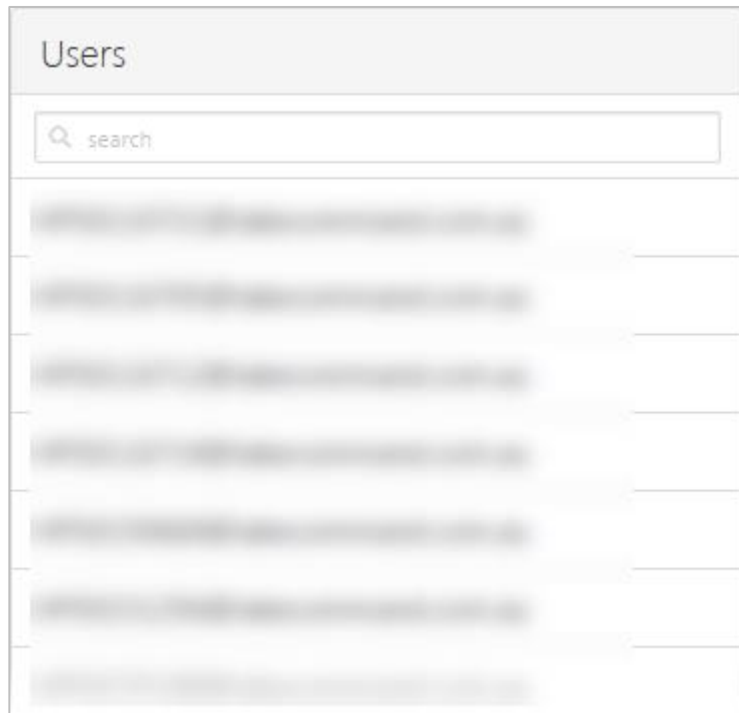
The screenshot shows the 'Edit Viewable Pack' interface. At the top right is a gear icon. Below it is a search bar with the placeholder text 'search'. Underneath is a table with a header row containing 'Name' and a data row containing 'Viewable pack description'. Below the table are two columns of items: 'Available (39)' and 'Selected (16)'. The 'Available' column has a search bar and a list of items including 'Enhanced Outgoing Calling Plan', 'Call Center Monitoring', 'Call Forwarding Not Reachable', 'Call Transfer', 'Incoming Line Locking Override', 'Historical Call Records', 'Viewable Service Packs', 'Meet-Me Conferencing', 'Call Center', 'Call Recording', 'Voice Messaging User - Advanced', and 'Trunk Group - Authentication'. The 'Selected' column has a search bar and a list of items including 'Alternate Numbers', 'Anonymous Call Rejection', 'Authentication', 'Automatic Callback', and 'Automatic Call Retrieval'. At the bottom are three buttons: 'Delete', 'Cancel', and 'Save'.

USERS

The User pane provides a searchable list of current users. Clicking on a user will allow the administrator to perform all functions as though they were logged in as that user.

Enter the required user in the search box to locate them on the list.

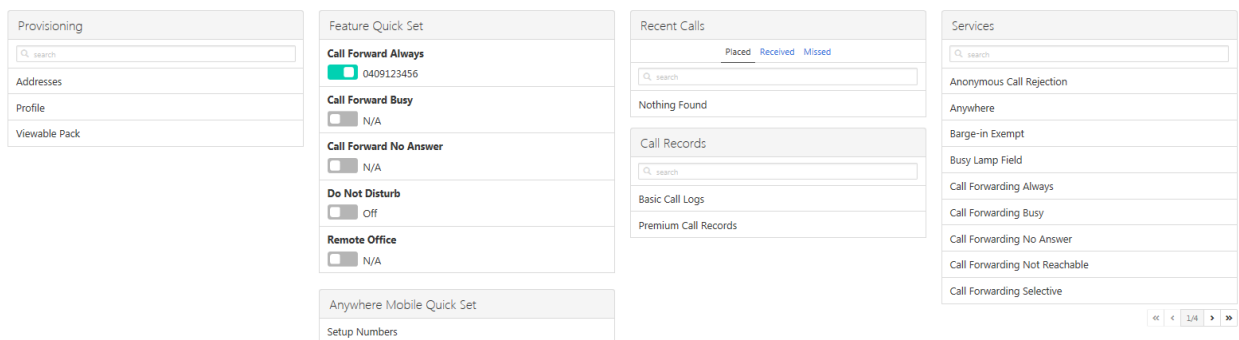
Click to select required user



The User dashboard is displayed with the Provisioning, Feature Quick Set, Anywhere Mobile Quick Set, Recent Calls, Call Records and Services panes all displaying in the same way as if logged in as the user. All functions in these panes can be activated/deactivated and configured in the same way as a user.

Note – only the panes applicable to the particular user will be displayed.

The Provisioning pane is not displayed to an end user.




PROVISIONING

Items in this section are only displayed after the User has been selected from the main dashboard.

ADDRESSES

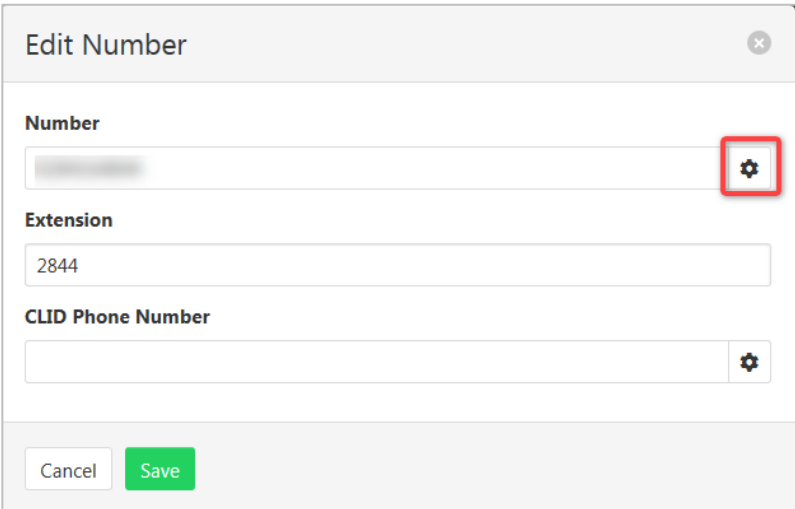
The Addresses option allows viewing and modification of the user's phone number and extension.

1. Click to select required user from the **User pane**.
2. Click **Addresses**.
3. Click  to Edit Number.



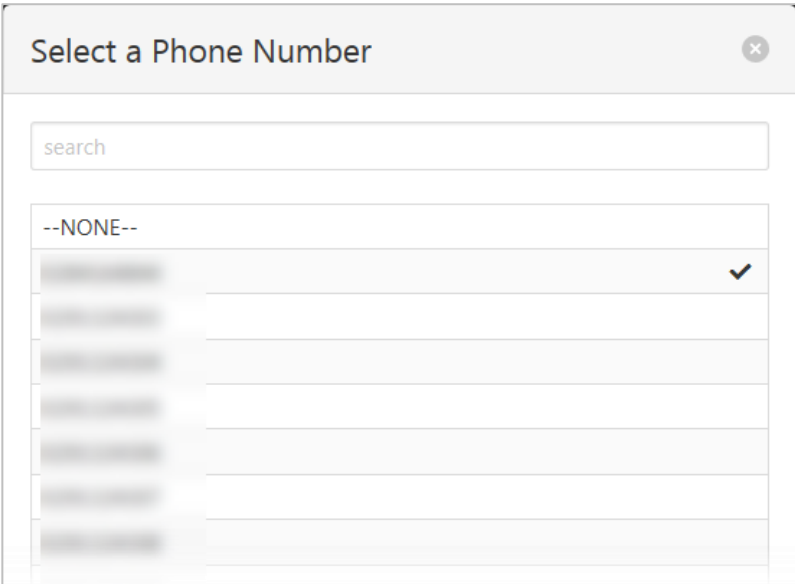
To modify Number:

4. Click .



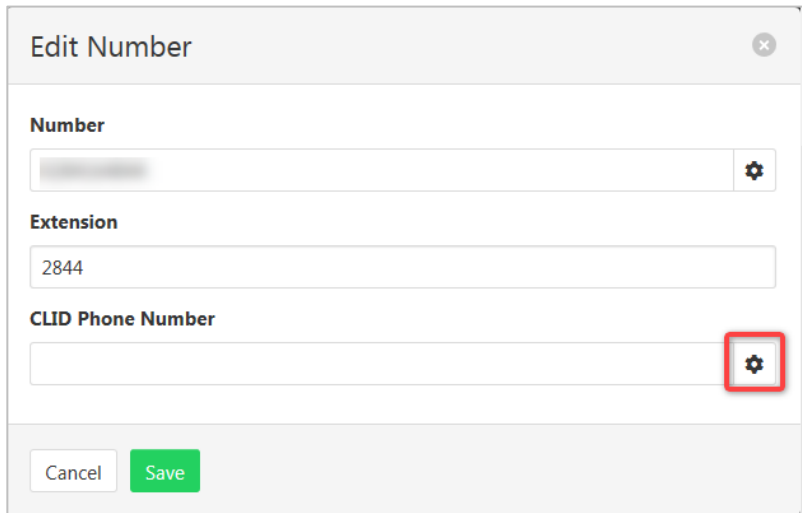
5. Click to select required number from available numbers list.

Extension field populates based on number selected. Automatically sets to the last 4 digits of the phone number but can be changed if required.



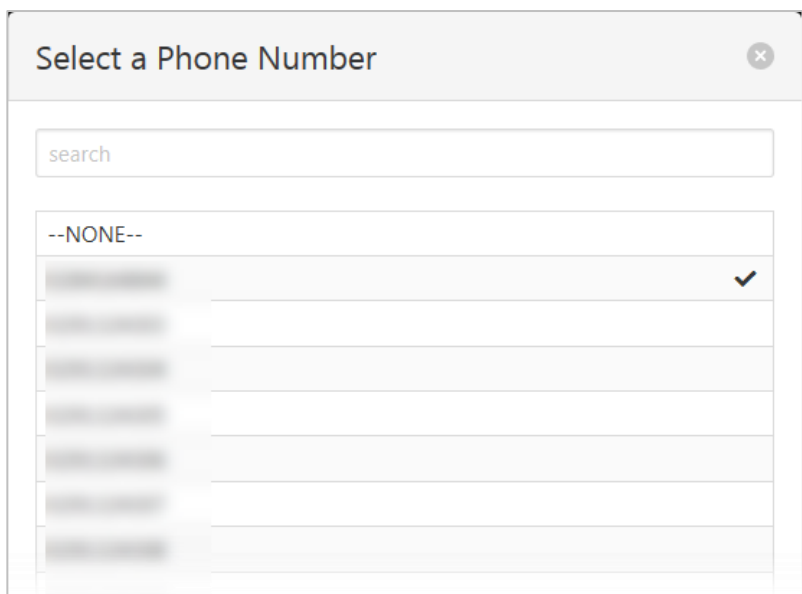
To modify CLID Phone Number:

- 6. Click .




- 7. Click to select required CLID from available list.

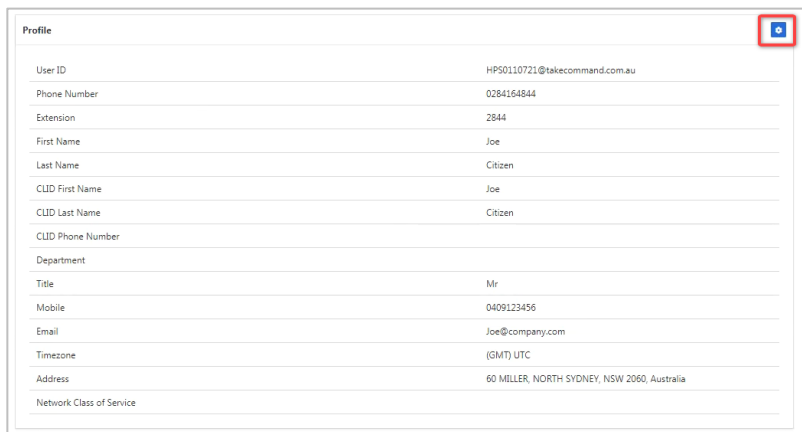
- 8. Click .



PROFILE

The users personal profile details can be modified by the user or the administrator.

- 1. Click to select required user from the **User pane**.
- 2. Click **Profile**.
- 3. Click .



Profile	
User ID	HP50110721@takecommand.com.au
Phone Number	0284164844
Extension	2844
First Name	Joe
Last Name	Citizen
CLID First Name	Joe
CLID Last Name	Citizen
CLID Phone Number	
Department	
Title	Mr
Mobile	0409123456
Email	Joe@company.com
Timezone	(GMT) UTC
Address	60 MILLER, NORTH SYDNEY, NSW 2060, Australia
Network Class of Service	

4. Edit profile details as required.
5. Click **Save**.

Edit Profile ✕

First Name	Joe
Last Name	Citizen
CLID First Name	Joe
CLID Last Name	Citizen
Department	None ▼
Timezone	(GMT) UTC ▼
Language	English ▼
Network Class of Service	None ▼
Title	Mr
Email Address	Joe@company.com
Pager Number	
Mobile Number	0409123456
Address Location	
Address Line 1	60
Address Line 2	MILLER
City	NORTH SYDNEY
State/Province	▼
Postal Code	2060
Country	Australia

VIEWABLE PACK

Viewable packs allow different sets of features to be visible to each user. This gives you control over what functionality is available to each user. By default, all features are viewable.

To create a Viewable Pack, refer to Viewable Packs on page 173.

1. Click to select required user from the **User pane**.
2. Click **Viewable Pack**.

Available Viewing Packs will be listed. The list can also be searched.

Viewable Pack Name	Assigned
Default (view all)	✓

3. Click to select required **Viewing Pack**.

4. Click

Yes, I'm sure

Please Confirm

Are you sure you want to select this Viewable Service Pack?

Cancel Yes, I'm sure

FEATURE QUICK SET

Items in this section are only displayed after the User has been selected from the main dashboard.

The Feature Quick Set pane allows commonly used features to be turned on or off using the slide controls.

If the feature has not been configured clicking on the slide control will open the relevant feature configuration window.

Detailed explanations of each of these features and how to configure them is contained in the Services section of this guide.

Feature Quick Set	
Call Forward Always	<input type="checkbox"/> N/A
Call Forward Busy	<input checked="" type="checkbox"/>
Call Forward No Answer	<input type="checkbox"/> N/A
Do Not Disturb	<input checked="" type="checkbox"/> On
Remote Office	<input type="checkbox"/> N/A

ANYWHERE MOBILE QUICK SET

Items in this section are only displayed after the User has been selected from the main dashboard.

Anywhere is a feature that allows calls to be made and received from any device, at any location, with only one phone number, one dial plan, one voice mailbox, and a unified set of features.

Anywhere is a means to make the connection between your mobile phone and your desk phone work better. For example, you can call colleagues from your mobile phone using your four-digit extension, move calls seamlessly from a desk phone to a mobile phone when an important call needs to travel with the user, and move a call from a mobile phone to a land-line phone so others can listen in on the speaker phone.

The Anywhere Mobile Quick Set pane allows quick activation of the Anywhere feature.

If the feature has not been configured clicking on the slide control will open the Anywhere configuration window.

For a detailed explanation on configuring the Anywhere feature *refer Anywhere on page 185*.

RECENT CALLS

Items in this section are only displayed after the User has been selected from the main dashboard.

Recent Calls

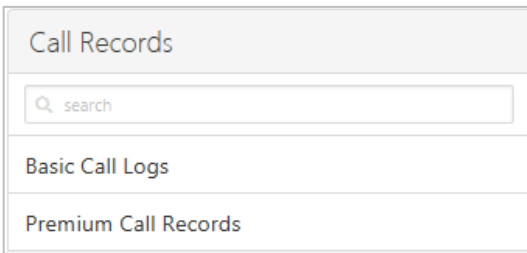
[Placed](#) [Received](#) [Missed](#)

[REDACTED]	1 week ago
[REDACTED]	1 week ago
[REDACTED]	2 weeks ago
[REDACTED]	2 weeks ago
[REDACTED]	2 weeks ago

The Recent Calls pane provides a listing of Placed, Received and Missed calls. Click on the heading for the required list. Enter a number into the Search field to search the list.

CALL RECORDS

Items in this section are only displayed after the User has been selected from the main dashboard.

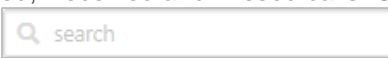


Provides a call log and a Call Records Dashboard that provides the ability to show all calls currently in the database.

BASIC CALL LOGS

The Basic Call Logs provides a listing of Placed, Received and Missed calls. Click on the heading for the

required list. Enter a number into the Search



field to find all appearances of that number in the list.

Select **Basic Call Logs** from the **Services** pane.

Click on **Placed**, **Received** or **Missed** for a list of that call type.


If available, the name details will also be displayed.

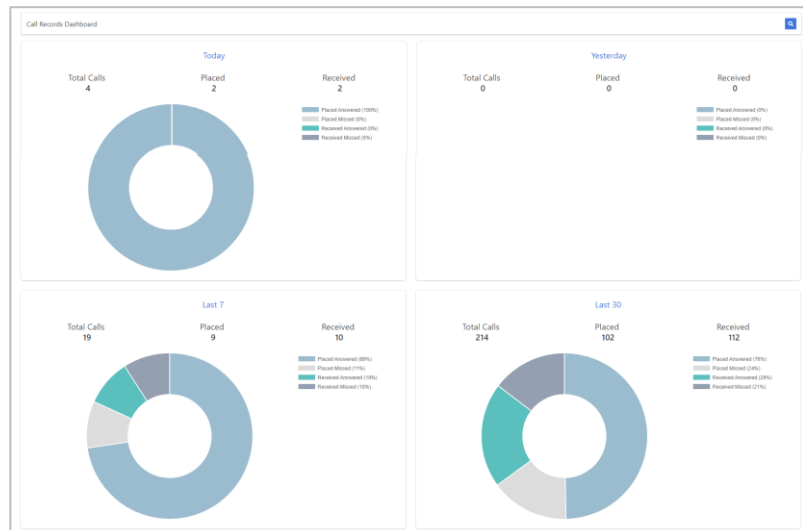
Number	Name	Date
	Unavailable	April 3, 2018 12:55 PM
	Unavailable	April 3, 2018 11:50 AM
	Unavailable	March 29, 2018 5:37 PM
	Unavailable	March 29, 2018 4:59 PM
	Unavailable	March 29, 2018 4:36 PM
	Unavailable	March 29, 2018 4:34 PM
	Unavailable	March 29, 2018 4:11 PM
	Unavailable	March 29, 2018 3:55 PM
	Unavailable	March 29, 2018 3:19 PM
	Private	March 29, 2018 2:30 PM
	Unavailable	March 29, 2018 2:24 PM
	Unavailable	March 29, 2018 1:54 PM
	Unavailable	March 29, 2018 11:39 AM
	Unavailable	March 28, 2018 5:10 PM
	Unavailable	March 28, 2018 4:54 PM
	Unavailable	March 28, 2018 4:18 PM
	Unavailable	March 28, 2018 3:11 PM
	Unavailable	March 28, 2018 3:09 PM
	Unavailable	March 28, 2018 2:10 PM
	Private	March 28, 2018 1:41 PM

PREMIUM CALL RECORDS

Call Records Dashboard. The premium title is used to indicate that this call records dashboard has more information available than Basic Call Logs.

Select **Premium Call Records** from the **Call Records** pane.

For a set period click  then enter start and end times.



SERVICES

Items in this section are only displayed after the User has been selected from the main dashboard.

The Services pane provides a listing of various phone features and the ability to configure them. The Group Administrator can determine what features are viewable by an individual user but generally, only features that the user has been granted access to will be displayed.

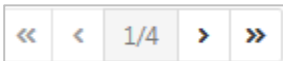
Enter a feature into the Search field to locate it

in the list.

Click on the feature to configure.

Commonly used features will be displayed in the Feature Quick Set pane and can be activated there as well.

If more than one page of features is available use the page controls.



A full listing of features and how to configure them is contained below.

Services

- Anonymous Call Rejection
- Anywhere
- Barge-in Exempt
- Busy Lamp Field
- Call Forwarding Always
- Call Forwarding Busy
- Call Forwarding No Answer
- Call Forwarding Not Reachable
- Call Forwarding Selective

ANONYMOUS CALL REJECTION

With this feature active incoming calls that do not have a caller ID will be automatically rejected. These calls will not proceed to Voicemail.

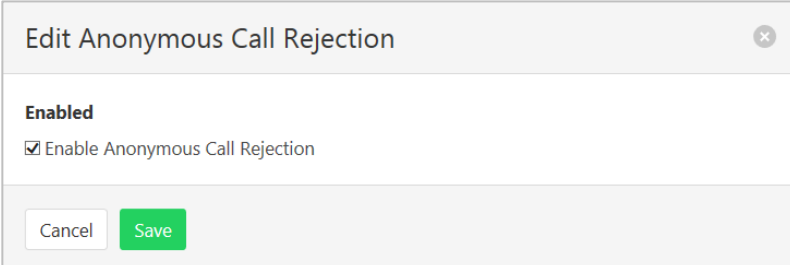
Select **Anonymous Call Rejection** from the **Services** pane.

1. Click .



2. Click the **Enable Anonymous Call Rejection** checkbox.

3. Click .



ANYWHERE

Anywhere allows users to make and receive calls from any device at any location with only one number. Calls can be made from an associated service to display the office caller ID. The Details tab allows setup of Click to Dial, Group Paging and the numbers to be associated with Anywhere. The Criteria tab allows a schedule to be created for when the feature will be active.

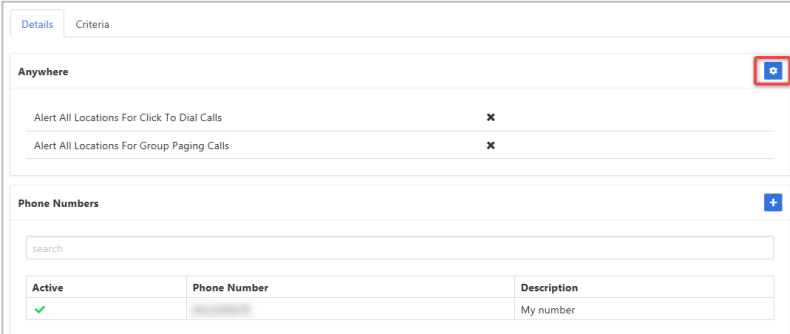
Time and holiday schedules are created by the system administrator.


The following features can be activated:

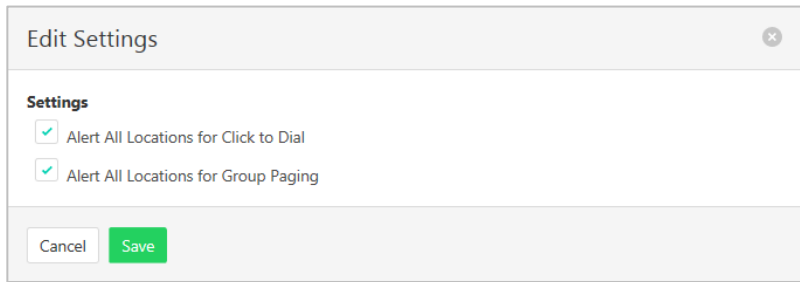
- > Alert All Locations for Click to Dial – Ensures all locations listed in the Anywhere list is active to make and receive calls when using Click to Dial.
- > Alert All Locations for Group Paging – Ensures all locations listed in the Anywhere list is active to receive Group Paging calls.
- > Outbound Alternate Number. – Set an alternative outbound calling number.
- > Use Diversion Inhibitor – Prevents calls, redirected by a user from being redirected again.
- > Answer Confirmation Required – Requires the user to press any digit on their cell phone to accept an incoming call.
- > Call Control - Allows a user to originate calls from their suitable mobile phone through their desk phone service and enables easy control of features such as Remote Office, Anywhere, DND and Call Forwarding settings.

Select **Anywhere** from the **Services** pane.

1. Click .



2. Click the **Alert All Locations for Click to Dial** checkbox to enable this feature.
3. Click the **Alert All Locations for Group Paging** checkbox to enable this feature.
4. Click .

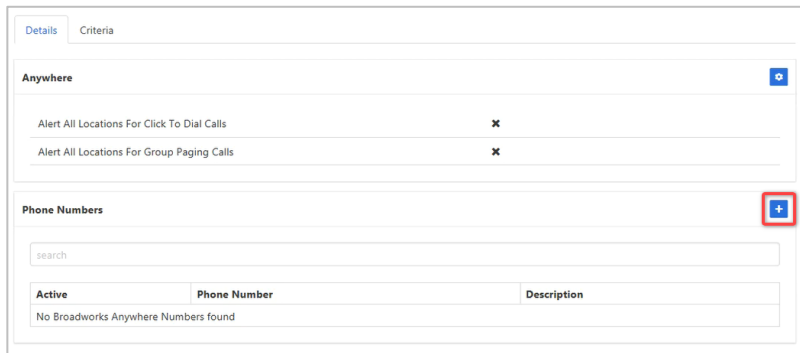



Add Phone Number

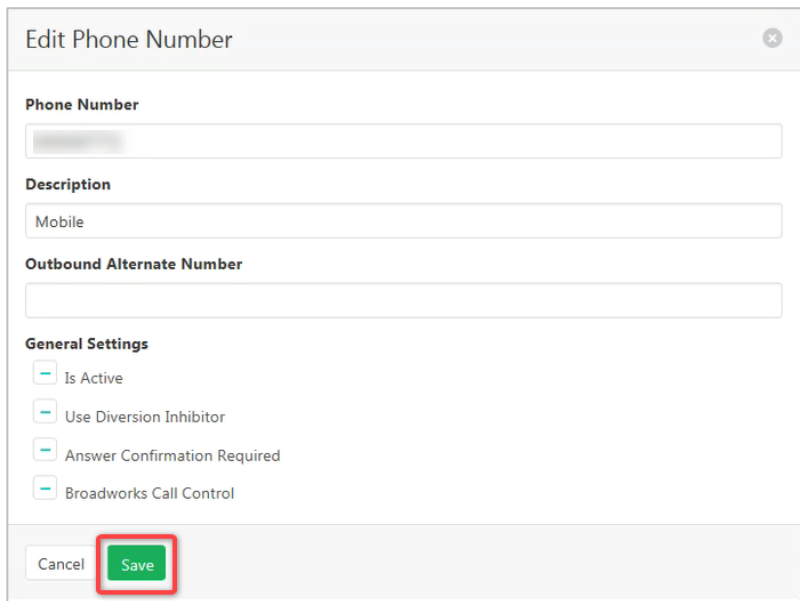
To add numbers that will work with the Anywhere feature.

Select **Anywhere** from the **Services** pane.

1. Click .



2. Enter a **Phone Number**.
3. Enter a **Description** for this feature. (More than one number can be configured.)
4. Enter an **Outbound Alternate Number**. (Optional.)
5. Click the **Is Active** checkbox to activate this number.
6. Click the **Use Diversion Inhibitor** checkbox to activate this feature.
7. Click **Answer Confirmation Required** checkbox to activate this feature.
8. Click **Broadworks Call Control** checkbox to activate this feature.
9. Click .



Modify or Delete phone number

1. Click on the number to be modified.



Modify

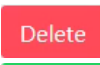
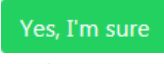
The contents can be modified as required.

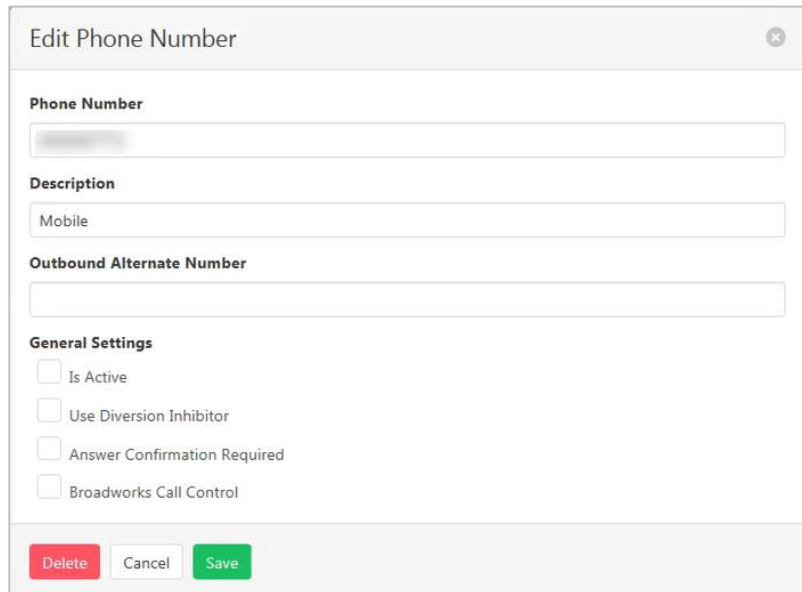
Once changes are complete:

2. Click .

Delete

To delete this number:

1. Click .
2. Click  on confirmation message.



Edit Phone Number

Phone Number

Description
Mobile

Outbound Alternate Number

General Settings

- Is Active
- Use Diversion Inhibitor
- Answer Confirmation Required
- Broadworks Call Control


Delete **Cancel** **Save**

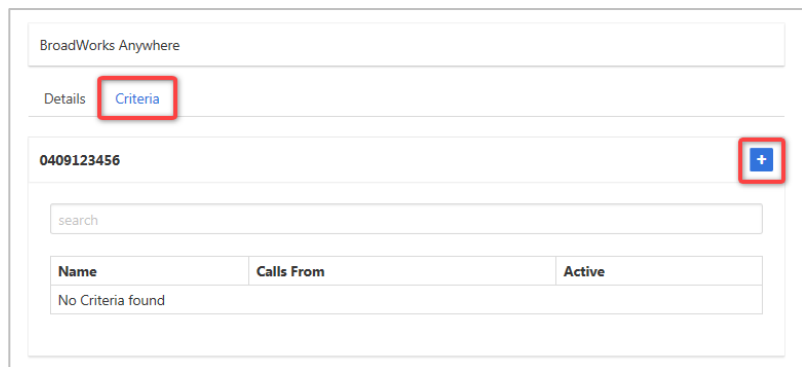
Criteria

To add or edit a schedule of when the Anywhere feature will operate.

Note – there will be a section for each phone number created in the prior step. If no phone number has been created, this section will be blank.


Select **Anywhere** from the **Services** pane.

1. Click the **Criteria** tab.
2. Click .




BroadWorks Anywhere

Details **Criteria**

0409123456 

search

Name	Calls From	Active
No Criteria found		

3. Enter a **Name** for this feature.
(Multiple rules can be entered)
4. Click the **Is Active** checkbox to enable this feature.
5. Click the **Blacklisted** checkbox to enable this feature. Note – blacklisting reverses the action of the criteria. Instead of applying an action, blacklisting will specifically not apply it.
6. Select a **Time Schedule**.
(Optional)
7. Select a **Holiday Schedule**.
(Optional)
8. Select Specified Only or All calls from the **Calls From** drop down menu.
9. Click the **Any Private Number** checkbox for the rule to apply to all Anonymous Callers.
(Optional)
10. Click the **Any Unavailable** checkbox for the rule to apply to all Unavailable Callers.
11. Enter **Specific Numbers** for the rule to apply to. One number per line. (Required if **Specified Only** selected in **Calls From**)
12. Click .

Edit Criteria ✕

Name

General Settings

Is Active

Blacklisted

Time Schedule

Holiday Schedule

Calls From

From DN Criteria

Any Private Number

Any Unavailable

Specific Number

BARGE-IN EXEMPT

When this feature is activated no other users can “Barge in” on a call. Barge-in is often used in Help Desk and Contact Centre situations when a supervisor joins in a conversation for training and coaching purposes.

Select **Barge-in Exempt** from the **Services** pane.

1. Click .



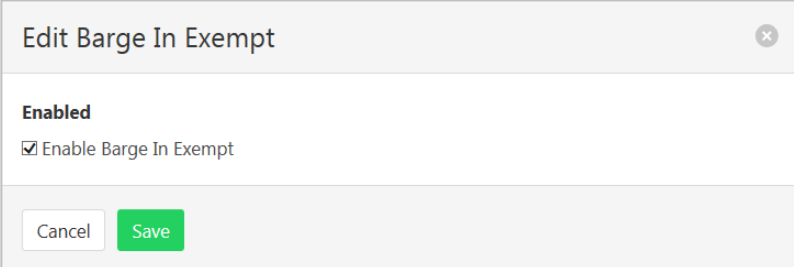
Barge-in Exempt

Barge In Exempt 

Enabled ✕

2. Click the **Enable Barge-in Exempt** checkbox.


3. Click .



Edit Barge In Exempt ✕

Enabled

Enable Barge In Exempt

Cancel 

BUSY LAMP FIELD

Allows creation of a list of people within the business that can be monitored from a user’s handset to see when a user is busy on a call or free. Busy Lamp Field keys can then be programmed on a handset. Most often these will automatically populate when you reset your handset, or manually set the DSS keys on the phone to display Busy Lamp Field.

The feature needs to be activated and the users to be monitored needs to be set.

To enable notifications about calls being parked/no longer parked against monitored users use the Enable Call Park Notification option.

Activating Feature

Select **Busy Lamp Field** from the **Services** pane.

1. Click  in Busy Lamp Field section.



Busy Lamp Field

Busy Lamp Field 

List URI

Enable Call Park Notification ✕

2. Click the **Enable Call Park Notification** checkbox.


3. Click .



Edit Settings ✕


Other Settings

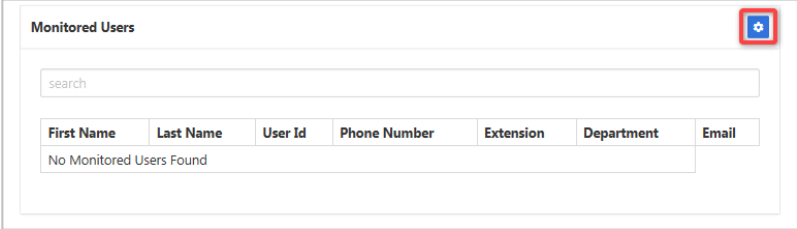
Enable Call Park Notification

Cancel 

Set Users to Monitor

Select **Busy Lamp Field** from the **Services** pane.

1. Click  in Monitored Users section.





First Name	Last Name	User Id	Phone Number	Extension	Department	Email
No Monitored Users Found						

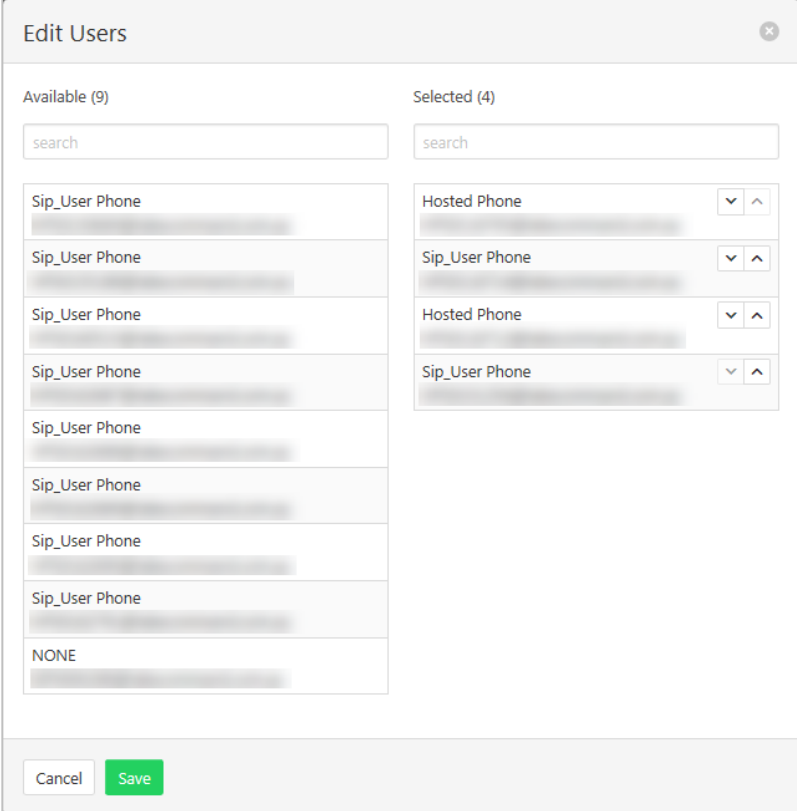
Available users will be listed in the left column.

Selected users will be listed in the right column.

Click on a user to transfer to the other column.

Click  or  to change the order of the selected services. The order of the services here will be the order they are presented on a handset.

2. Click .



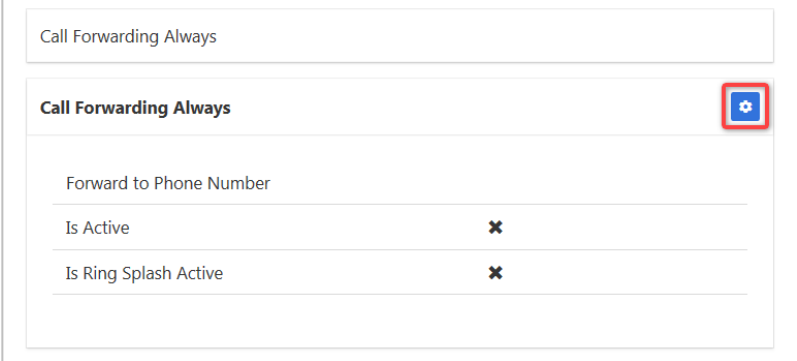
Available (9)	Selected (4)
search	search
Sip_User Phone	Hosted Phone
Sip_User Phone	Sip_User Phone
Sip_User Phone	Hosted Phone
Sip_User Phone	Sip_User Phone
Sip_User Phone	
Sip_User Phone	
Sip_User Phone	
Sip_User Phone	
NONE	
Cancel	Save


CALL FORWARDING ALWAYS

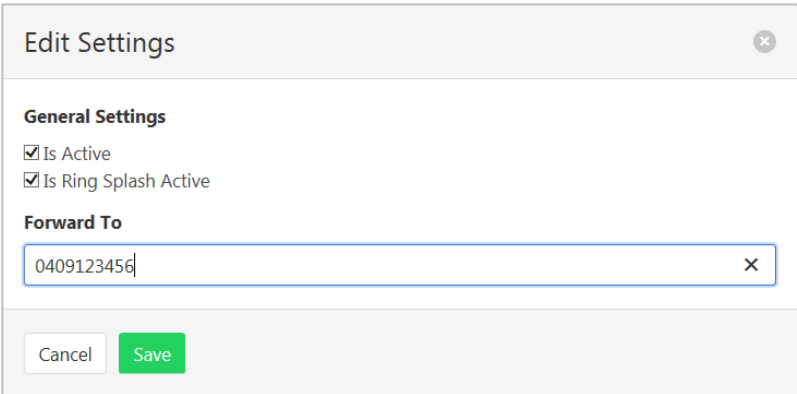
Forward all calls to another service. This feature can also be activated/deactivated from the Feature Quick Set pane. Ring Splash is a notification on the handset that a call has been forwarded.

Select **Call Forwarding Always** from the **Services** pane.

1. Click .



2. Click the **Is Active** checkbox to enable the feature.
3. Click the **Is Ring Splash Active** checkbox to enable this feature.
4. Enter the phone number for calls to be forwarded to.
5. Click .

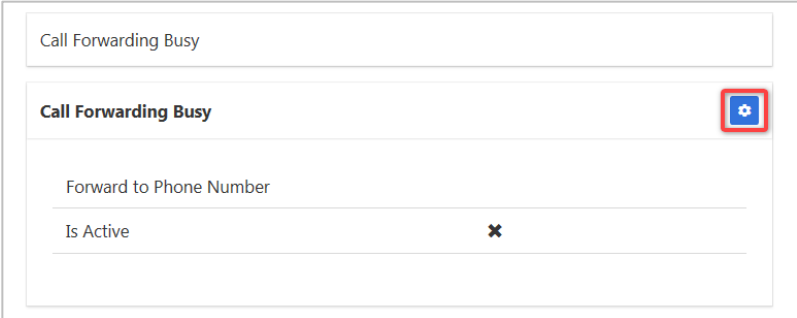



CALL FORWARDING BUSY

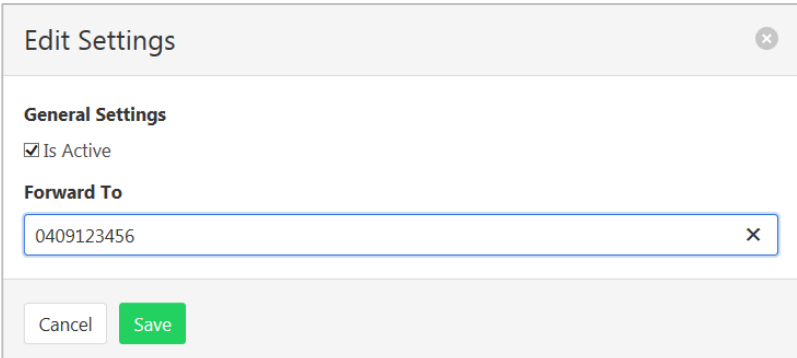
Forward calls to another service when the phone is busy. This feature can also be activated/deactivated from the Feature Quick Set pane.

Select **Call Forwarding Busy** from the **Services** pane.

1. Click .



2. Click the **Is Active** checkbox to enable the feature.
3. Enter the phone number for calls to be forwarded to.
4. Click .

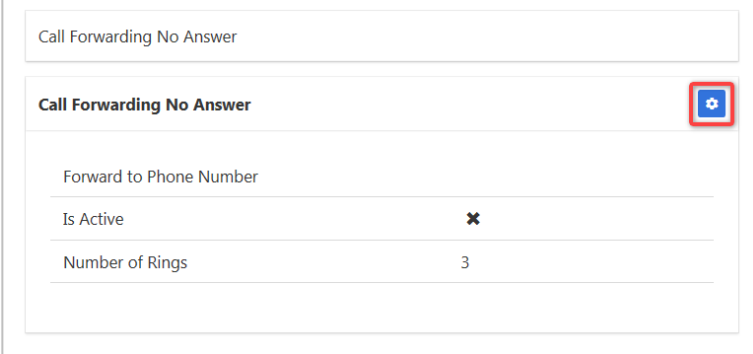



CALL FORWARDING NO ANSWER

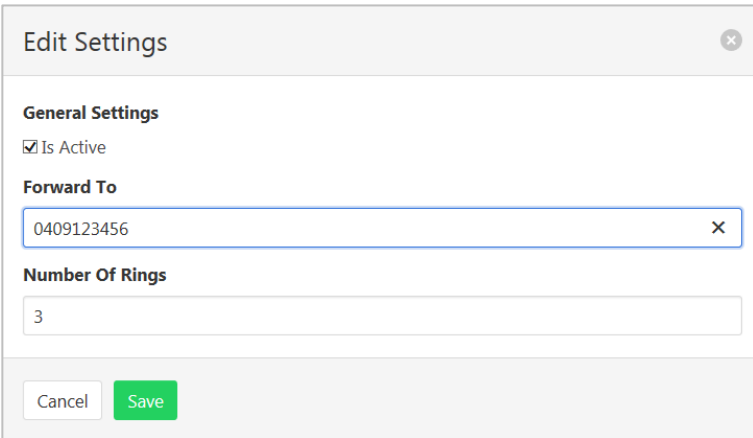
Forward calls to another service when the phone is not answered. This feature can also be activated/deactivated from the Feature Quick Set pane.

Select **Call Forwarding No Answer** from the **Services** pane.

1. Click .



2. Click the **Is Active** checkbox to enable the feature.
3. Enter the phone number for calls to be forwarded to.
4. Enter the Number of Rings before the call is forwarded. (1 to 20.)
5. Click .




CALL FORWARDING NOT REACHABLE

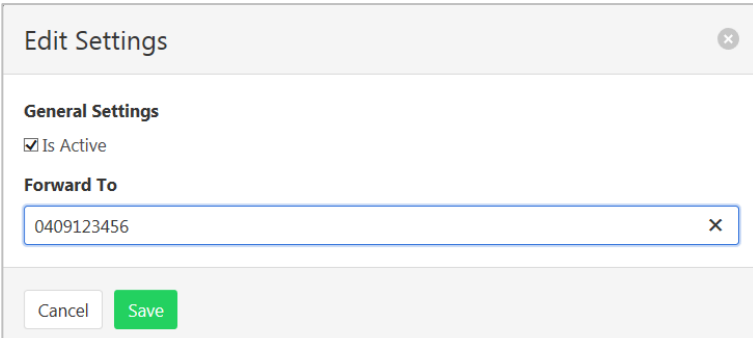
Forward calls if the number cannot be reached. This is generally during a power outage or some connection problem with the number.

Select **Call Forwarding Not Reachable** from the **Services** pane.

1. Click .



2. Click the **Is Active** checkbox to enable the feature.
3. Enter the phone number for calls to be forwarded to.
4. Click .



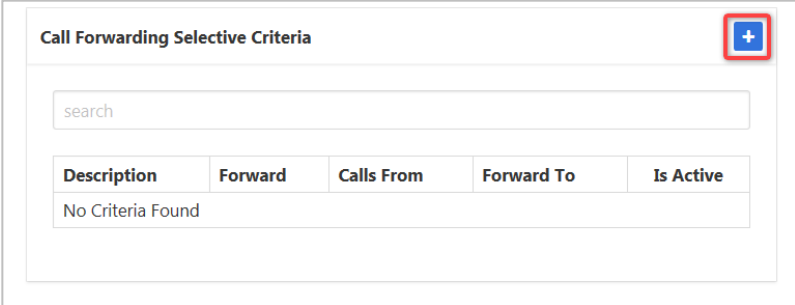
CALL FORWARDING SELECTIVE

Call Forward Selective allows the call forwarding of specific callers to various services. The feature needs to be activated with a default phone number. The selected callers and the destination numbers also needs to be added. The feature cannot be activated without a Selective Criteria being specified.

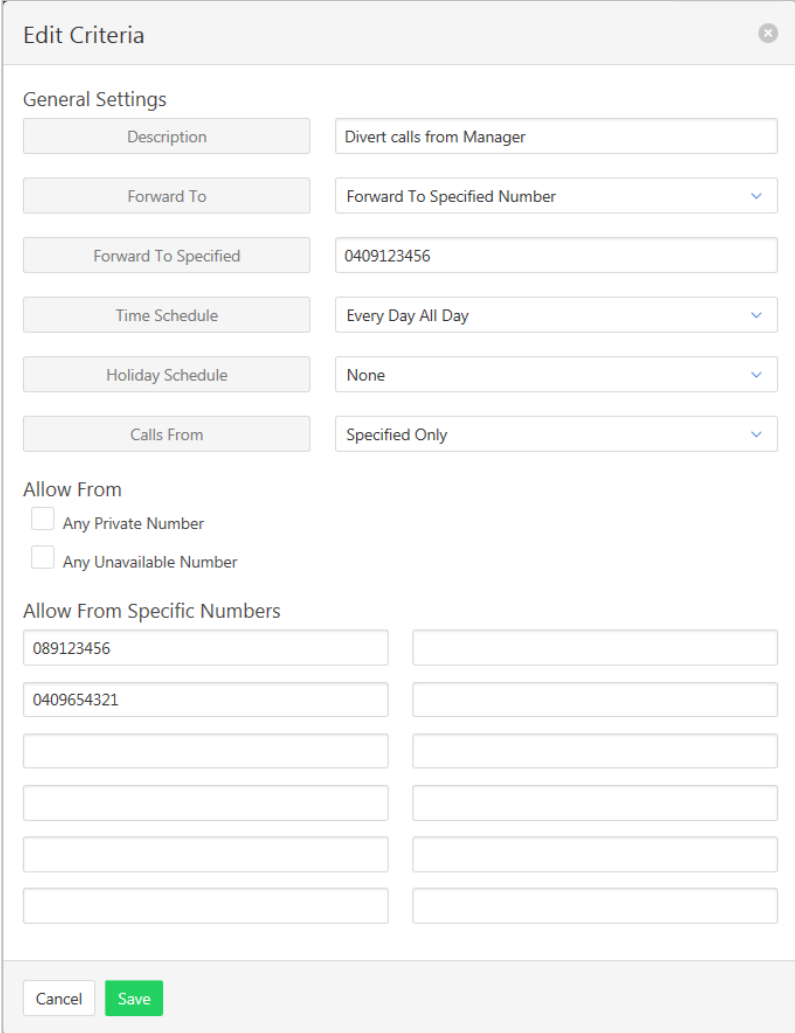
Specify Service details

Select **Call Forwarding Selective** from the **Services** pane.

1. Click .



2. Enter a description to be associated with this call forwarding feature. (Multiple can be entered.)
3. Choose **Forward To**:
 - > Forward to Default Number – Default number specified when activating feature.
 - > Forward to Specified Number – Specified numbers entered below.
 - > Do Not Forward – Exclude certain numbers from being forwarded.
4. Enter **Forward to Specified** number.
5. Select **Time Schedule**.
6. Select **Holiday Schedule**.
7. Select **Calls From** option



- > Any – Call Forwarding applies to all incoming calls
- > Specified – Call Forwarding applies only to numbers specified below. If this is selected, then options to:
 - > Allow From Any Private Number.
 - > Allow From Any Unavailable Number

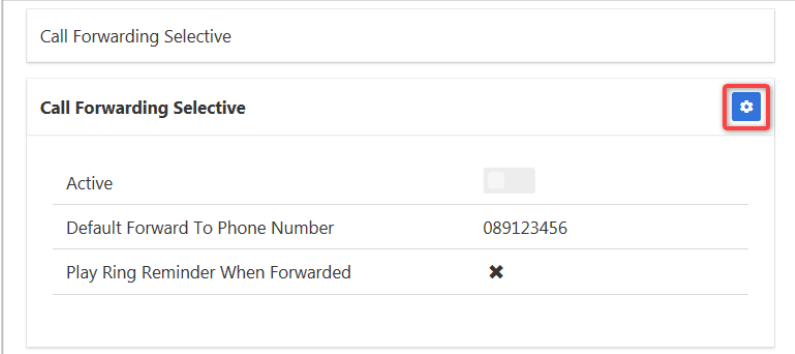
And

- > Allow from Specific Numbers


8. Click .

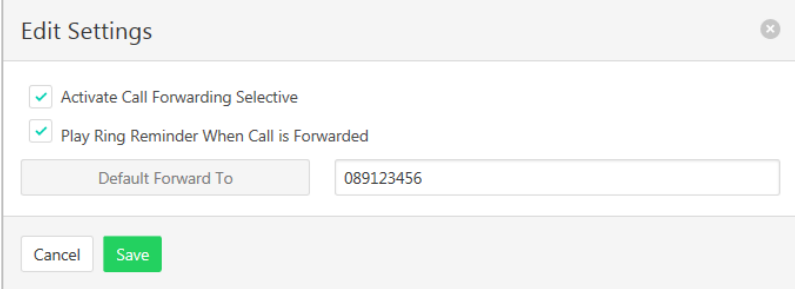
Activate Feature

1. Click .



Call Forwarding Selective	
Active	<input type="checkbox"/>
Default Forward To Phone Number	089123456
Play Ring Reminder When Forwarded	✘

2. Click the **Is Active** checkbox to enable the feature.
3. Click the **Play Ring Reminder When Call is Forwarded** checkbox to activate this feature. (Optional)
4. Enter the default phone number for calls to be forwarded to.
5. Click .



Edit Settings

Activate Call Forwarding Selective

Play Ring Reminder When Call is Forwarded

Default Forward To: 089123456

Cancel Save

CALL TRANSFER

To set options available when transferring calls. Options include Busy on Camp, Blind and Consultative transfer.

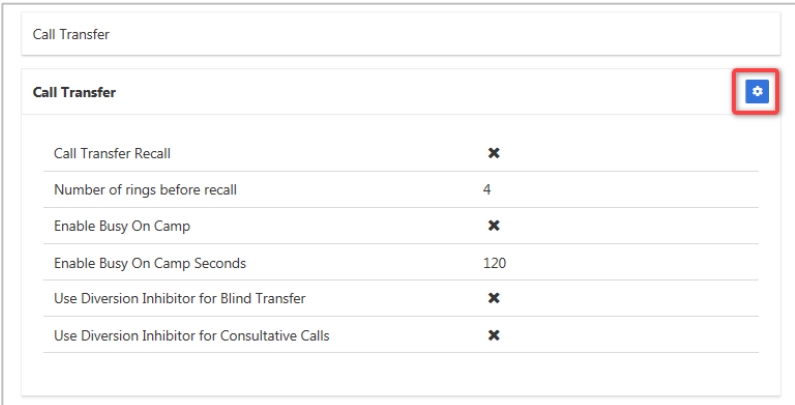
Blind Transfers are direct transfer without prior discussion with the party the call is being transferred to.

Consultative transfers allow a conversation with the party the call is being transferred to prior to the transfer.


The Busy on Camp feature allows a call to be transferred to a party that is already on a call. The transferred call will then “Camp” waiting for the line to become free. Busy Camp on Seconds determines the time a call will remain “Camped on”. Once Camp on is enabled a caller cannot opt out and leave a message.

Select **Call Transfer** from the **Services** pane.

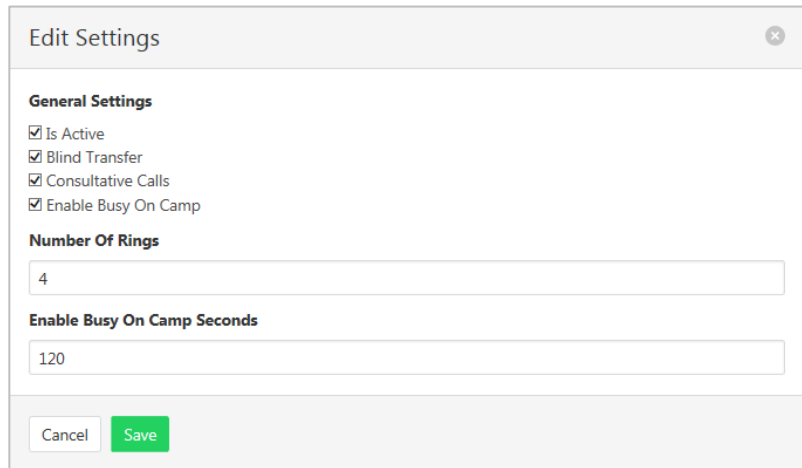
1. Click .



Call Transfer	
Call Transfer Recall	✘
Number of rings before recall	4
Enable Busy On Camp	✘
Enable Busy On Camp Seconds	120
Use Diversion Inhibitor for Blind Transfer	✘
Use Diversion Inhibitor for Consultative Calls	✘

2. Click the **Is Active** checkbox to enable the feature.
3. Click the **Blind Transfer** checkbox to enable this feature.
4. Click the **Consultative Calls** checkbox to enable this feature.
5. Click the **Enable Busy on Camp** checkbox to enable this feature.
6. Click .

The features will be activated, and a confirmation banner message displayed.




CALL WAITING

Call Waiting allows receipt of another call while you are on the phone. You can turn it on or off for all calls and then selectively turn it back on or off using feature access codes.

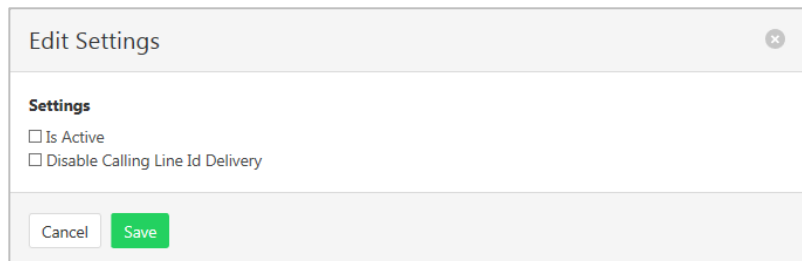
Select **Call Waiting** from the **Services** pane.

1. Click .



2. Click the **Is Active** checkbox to enable the feature.
3. Click the **Disable Calling Line ID Delivery** checkbox to disable this feature. (Optional.)
4. Click .

The features will be activated, and a confirmation banner message displayed.



CALLING LINE ID DELIVERY BLOCKING

Block the details of the calling number being displayed on the receiver's handset.

Select **Calling Line ID Delivery Blocking** from the **Services** pane.

1. Click .



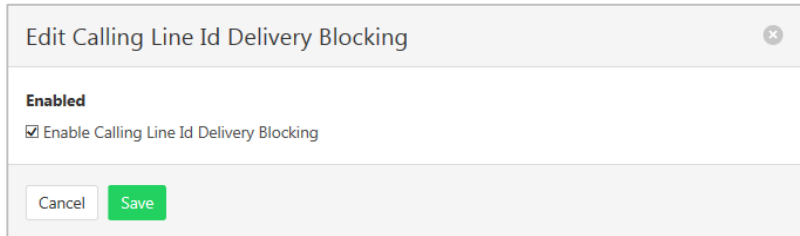
Calling Line ID Delivery Blocking


Calling Line ID Delivery Blocking 

Enabled

2. Click the **Enable Calling Line ID Delivery Blocking** checkbox to enable the feature.

3. Click .



Edit Calling Line Id Delivery Blocking 

Enabled

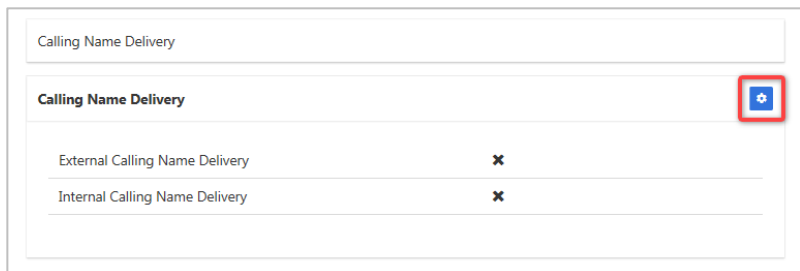
Enable Calling Line Id Delivery Blocking

CALLING NAME DELIVERY


Deliver users calling name to either internal or external parties. The name delivered is set under the user profile and both first and last names will be delivered. Calling names are generally not delivered to off-net calls as the information cannot be passed through the PSTN.

Select **Calling Name Delivery** from the **Services** pane.

1. Click .



Calling Name Delivery

Calling Name Delivery 

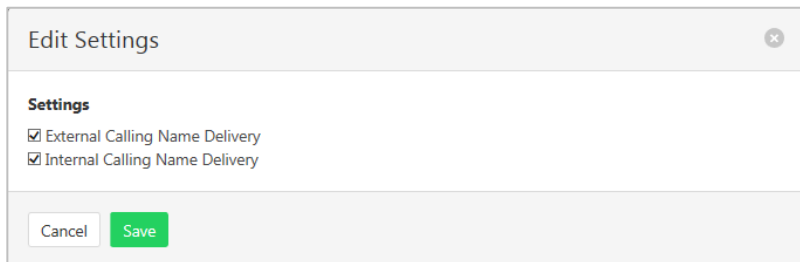
External Calling Name Delivery


Internal Calling Name Delivery

2. Click the **External Calling Name Delivery** checkbox to enable the feature.

3. Click the **Internal Calling Name Delivery** checkbox to enable the feature.

4. Click .



Edit Settings 

Settings

External Calling Name Delivery

Internal Calling Name Delivery

The features will be activated, and a confirmation banner message displayed.

CALLING NAME RETRIEVAL

Retrieve details of a caller. Note that this feature will only work if the details are available and have been provided by the calling party.

Select **Calling Name Retrieval** from the **Services** pane.

1. Click .

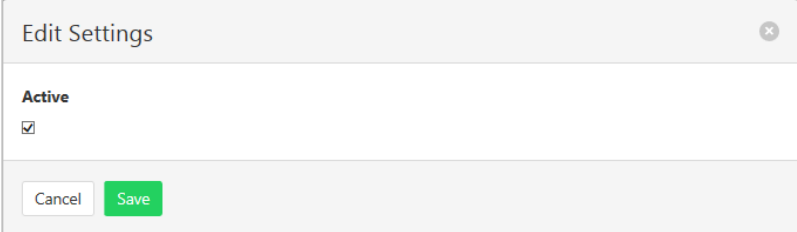


Calling Name Retrieval

Calling Name Retrieval	
Active	<input checked="" type="checkbox"/>

2. Click the **Active** checkbox to enable the feature.

3. Click .



Edit Settings

Active

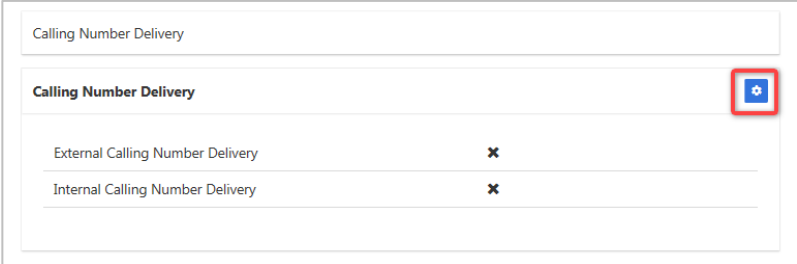
Cancel Save

CALLING NUMBER DELIVERY

Deliver users number to parties being called. This can be for either external and/or internal calls.

Select **Calling Number Delivery** from the **Services** pane.

1. Click .



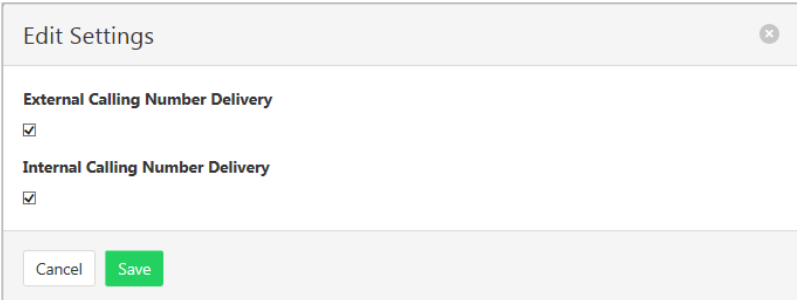
Calling Number Delivery

Calling Number Delivery	
External Calling Number Delivery	<input checked="" type="checkbox"/>
Internal Calling Number Delivery	<input checked="" type="checkbox"/>

2. Click the **External Number Delivery** checkbox to enable the feature.

3. Click the **Internal Number Delivery** checkbox to enable the feature.

4. Click .



Edit Settings

External Calling Number Delivery

Internal Calling Number Delivery


Cancel Save

CONNECTED LINE IDENTIFICATION RESTRICTION

Blocks the delivery of caller ID information when making an outbound call.

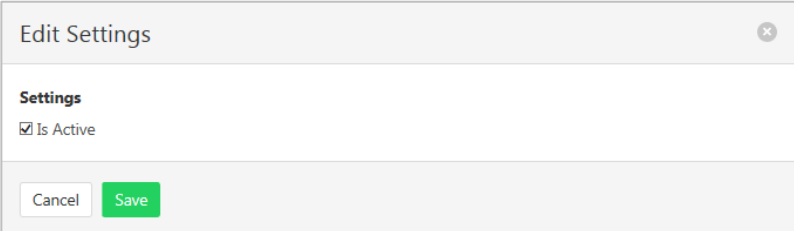
Select **Calling Number Delivery** from the **Services** pane.

1. Click .



2. Click the **Is Active** checkbox to enable the feature.

3. Click .

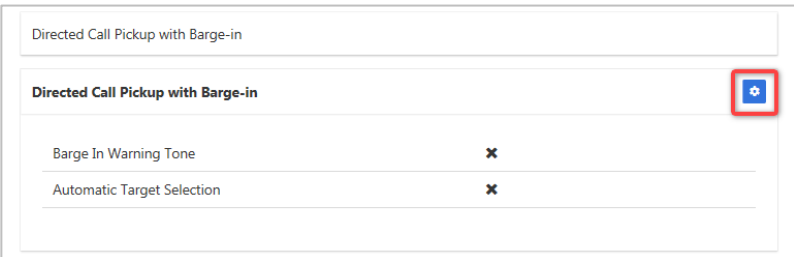


DIRECTED CALL PICKUP WITH BARGE-IN

This Group based feature allows a barge in to pre-set groups. Barge in Waiting tone notifies the user that a call is waiting to Barge in and Automatic Target selection will operate if only one person in the group is available for Barge In.

Select **Directed Call Pickup with Barge-In** from the **Services** pane.

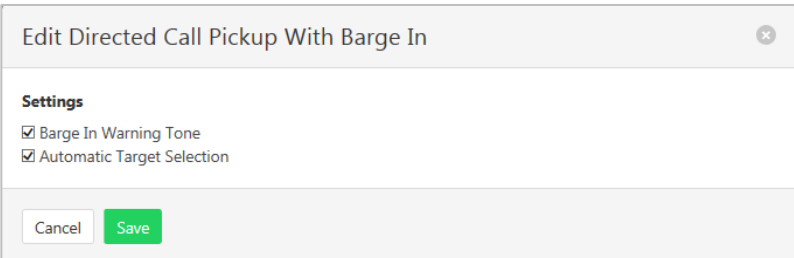
1. Click .




2. Click the **Barge in Waiting Tone** checkbox to enable the feature.

3. Click the **Automatic Target Selection** checkbox to enable the feature.

4. Click .



2. Click the **Is Active** checkbox to enable the feature.
3. Click .

✕

Settings

Is Active

Cancel
Save

FAX2EMAIL


Converts an incoming fax to an email and delivers it to the email address specified in Voice Messaging. The fax is included as an attached TIF image.

Select **Fax2Email** from the **Services** pane.

1. Click .

✕

Fax2Email

Fax2Email 

Active ✕

phoneNumber [REDACTED]

Extension 2333

2. Click the **Is Active** checkbox to enable the feature.

3. Click .

✕

Active

Is Active

Cancel
Save

INTERCOM

Intercom allows users in the business to call each other and the call to be answered automatically. Users can specify which numbers this feature applies to. A list of users is entered. This list will then be flagged as either the list that will use the Intercom or the list that is excluded from this function. Calls can also be one way (can only answer) or two way (can answer and commence intercom call).

To create an Intercom list:

Select **Intercom** from the **Services** pane.

1. Click .


✕

Intercom

Auto Answer ✕

Outgoing Connection Two Way

Access List Allow Calls From Everyone Except Selected Users

Users 

search

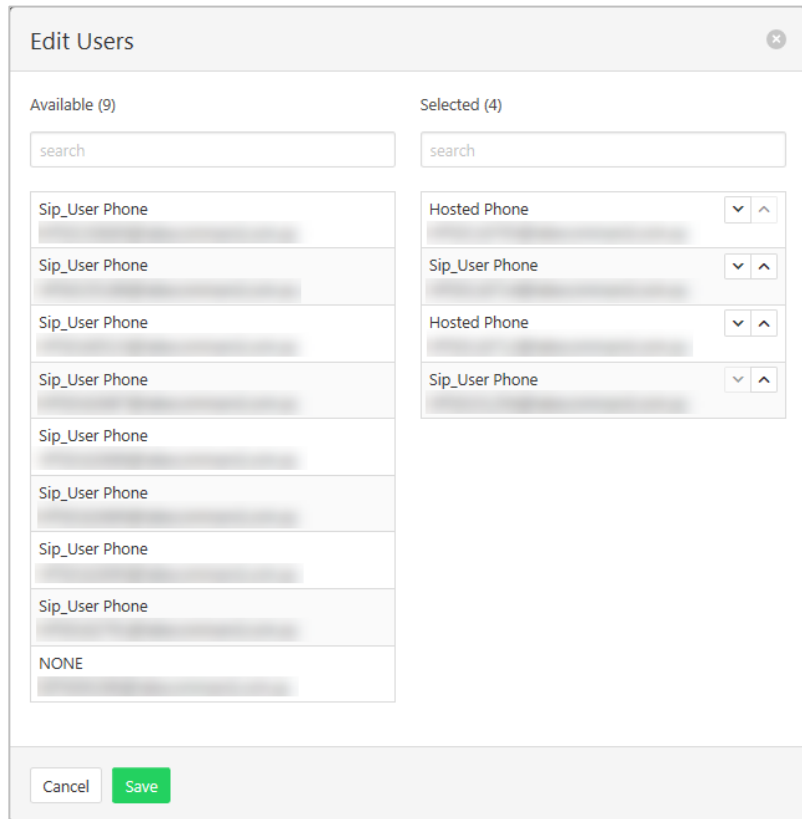
First Name	Last Name	User Id	Phone Number	Extension	Department	Email
Hosted	Phone	[REDACTED]	[REDACTED]	2302		
Sip_User	Phone	[REDACTED]	[REDACTED]	2320		
Hosted	Phone	[REDACTED]	[REDACTED]	2300		

Available users will be listed in the left column.

Selected users will be listed in the right column.

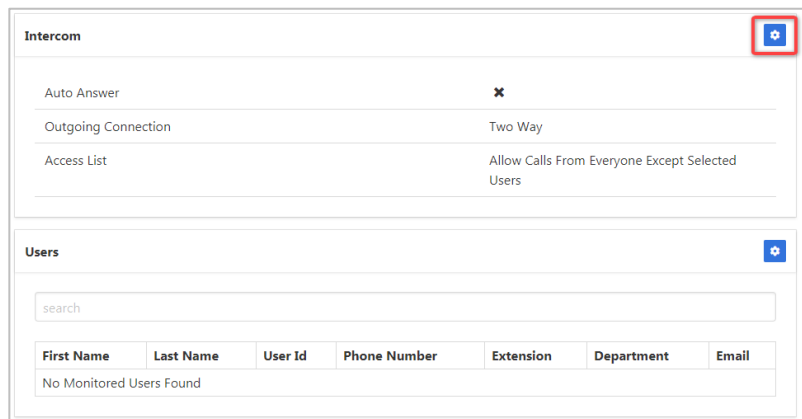
Click on a user to transfer to the other column.

2. Click .



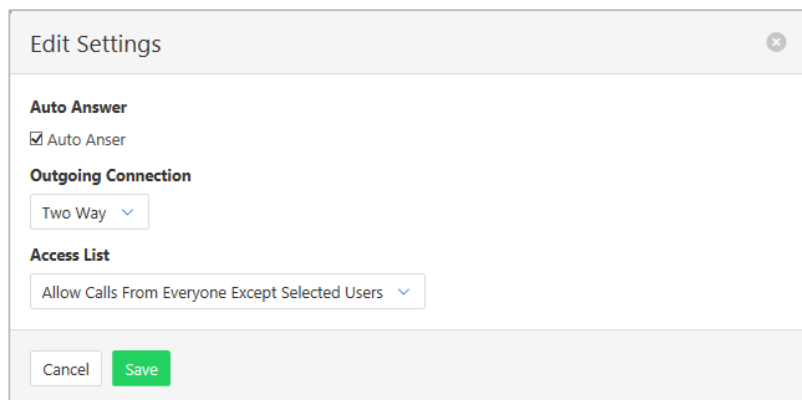
To enable the feature:

1. Click .



2. Click the **Auto Answer** checkbox to enable the feature.
3. Select if feature is to be a One-Way or Two-Way feature from the **Outgoing Connection** drop down list.
4. In the **Access List** drop down list choose from:
 - > Allow Calls from Everyone Except Selected Users.
 - > Allow Calls from Selected Users.

5. Click .



INTERNAL CALLING LINE ID DELIVERY

Deliver users number to internal parties (Within the group) being called.

Select **Internal Calling Line ID Delivery** from the **Services** pane.

1. Click .



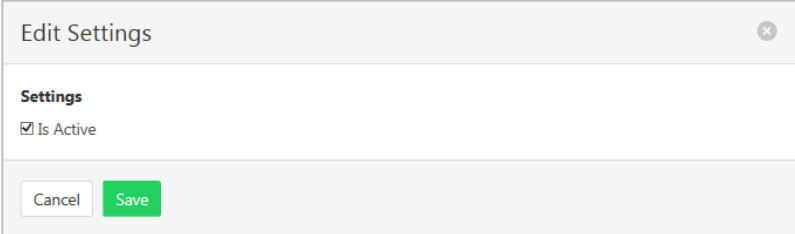
Internal Calling Line ID Delivery


Internal Calling Line ID Delivery 

Enable

2. Click the **Is Active** checkbox to enable the feature.

3. Click .



Edit Settings 

Settings

Is Active

MUSIC ON HOLD USER


Music on hold can be activated or deactivated by a user.

Select **Music On Hold User** from the **Services** pane.

1. Click .



Music On Hold User

Music On Hold User 

Active

2. Click the **Is Active** checkbox to enable the feature.

3. Click .



Edit Settings 

Settings

Is Active

REMOTE OFFICE

The Remote Office feature allows users to nominate a different phone number their office phone number.

Calls are received as if users were in the office, but users can make calls from the nominated phone as if they are in the office as well. Users will be called back on the nominated number before the dialled party is called.

All the calls made will display the office caller ID to the people who receive calls.

This feature can also be activated/deactivated from the Feature Quick Set pane.

Select **Remote Office** from the **Services** pane.

1. Click .




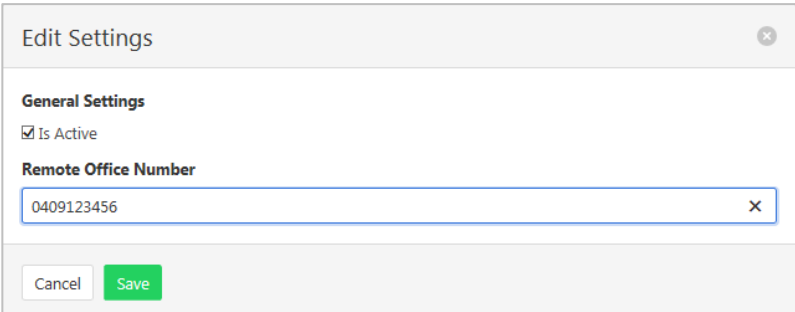
Remote Office


Remote Office 

Active

Remote Office Number

2. Click the **Is Active** checkbox to enable the feature.
3. Enter the **Remote Office Number**.
4. Click .





Edit Settings 

General Settings

Is Active

Remote Office Number

0409123456 

Cancel 

SELECTIVE CALL ACCEPTANCE

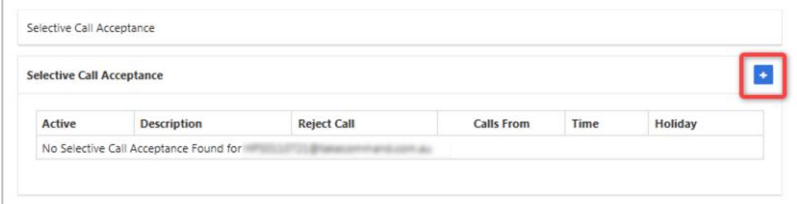
Selective Call Acceptance allows calls to be accepted based on several criteria including time or holiday schedule and/or specific numbers. Rejected calls get an audio message stating “The party you are trying to call is not accepting calls at this time”.

Selective Call Acceptance screening is applied before Selective Call Rejection screening.

Time and holiday schedules are created by a site administrator.

Select **Selective Call Acceptance** from the **Services** pane.

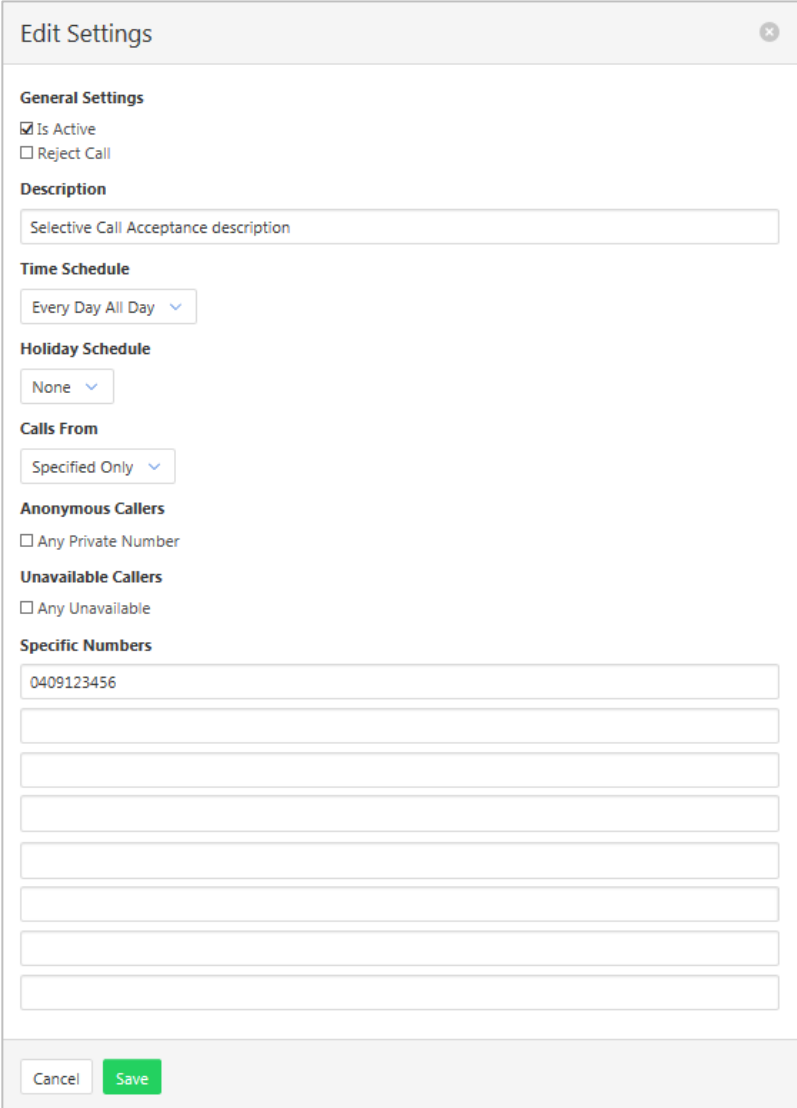
1. Click .



Active	Description	Reject Call	Calls From	Time	Holiday
No Selective Call Acceptance Found for [email address]					

2. Click the **Is Active** checkbox to enable the feature.
3. Click the **Reject Call** checkbox to reject calls based on the entered details.
4. Enter a **Description** for this feature. (Multiple rules can be entered.)
5. Select a **Time Schedule**. (Optional.)
6. Select a **Holiday Schedule**. (Optional.)
7. From the **Calls From** drop down menu select Specified Only or All calls.
8. Click the **Any Private Number** checkbox for the rule to apply to all Anonymous Callers. (Optional.)
9. Click the **Any Unavailable** checkbox for the rule to apply to all Unavailable Callers.
10. Enter Specific Numbers for the rule to apply to. (Required if **Specified Only** selected in **Calls From**.) (One number per line.)

11. Click .



Edit Settings

General Settings

Is Active
 Reject Call

Description

Selective Call Acceptance description

Time Schedule

Every Day All Day

Holiday Schedule

None

Calls From

Specified Only

Anonymous Callers

Any Private Number

Unavailable Callers

Any Unavailable

Specific Numbers

0409123456

Cancel Save

SEQUENTIAL RING

Sequential ring allows for an incoming call to ring at several locations in turn. If the first service does not answer the call, it then rings at a second location and so on. This feature allows calls to be routed based on several criteria including time or holiday schedule and/or specific numbers. While the feature searches for the user, the calling party is provided with a greeting followed by periodic comfort announcements.

A caller may stop the process by pressing # and then no answer process will be commenced. (Such as voicemail.) Tick “Caller May Stop Search” to activate this sub feature.

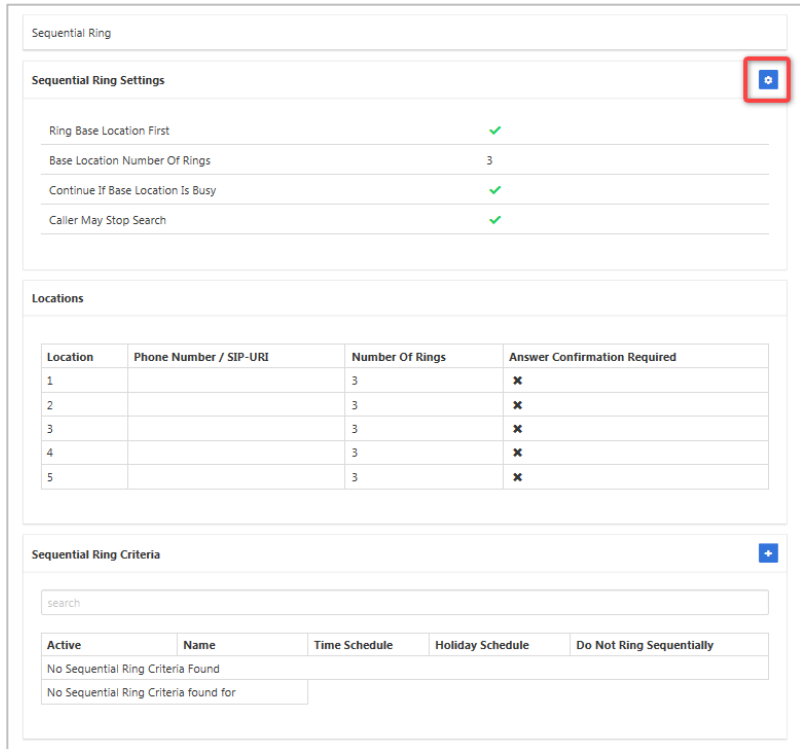
Answer confirmation means that the user receiving the call will have to press a key to accept the call. This is so that the user is aware that the call has been redirected.

Time and holiday schedules are created by a site administrator.

Activating Sequential Ring:

Select **Sequential Ring** from the Services pane.

1. Click .



Sequential Ring

Sequential Ring Settings

Ring Base Location First	✓
Base Location Number Of Rings	3
Continue If Base Location Is Busy	✓
Caller May Stop Search	✓


Locations

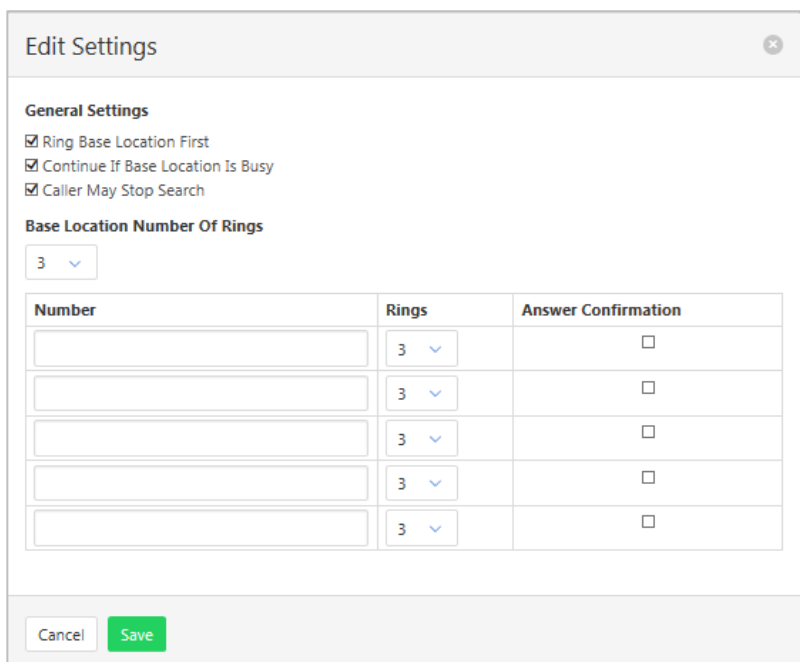
Location	Phone Number / SIP-URI	Number Of Rings	Answer Confirmation Required
1		3	✗
2		3	✗
3		3	✗
4		3	✗
5		3	✗

Sequential Ring Criteria

search

Active	Name	Time Schedule	Holiday Schedule	Do Not Ring Sequentially
No Sequential Ring Criteria Found				
No Sequential Ring Criteria found for				

2. Click the **Ring Base Location First** checkbox to enable this feature.
3. Click the **Continue if Base Location is Busy** checkbox to enable this feature.
4. Click the **Caller May Stop Search** checkbox to enable this feature.
5. Select the **Base Location Number of Rings** number from the drop-down list.
6. Enter up to six numbers for the call to be routed through. Specify the number of rings at each location.
7. Enter number of rings for each location.
8. Enter Answer/Confirmation checkbox if this feature is required.
9. Click .



Edit Settings

General Settings

Ring Base Location First

Continue If Base Location Is Busy

Caller May Stop Search

Base Location Number Of Rings

3

Number	Rings	Answer Confirmation
<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"/>

Cancel Save

SIMULTANEOUS RING PERSONAL

Allows up to 10 phones to ring in addition to the desk phone when there is an incoming call. Users can also prevent the other phones ringing if they are already on a call. This feature allows Simultaneous Ring based on several criteria including time or holiday schedule and/or specific numbers.

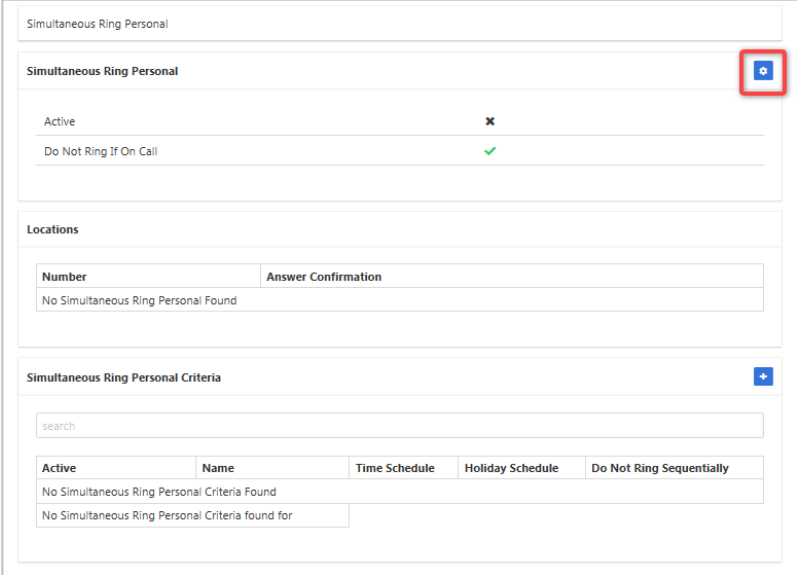
The option for Answer Confirmation means the answering point must press a button to confirm acceptance of the call before it is connected.

Time and holiday schedules are created by a site administrator.


Activating Simultaneous Ring Personal:

Select **Simultaneous Ring Personal** from the **Services** pane.

1. Click .



Simultaneous Ring Personal


Simultaneous Ring Personal 

Active x

Do Not Ring If On Call ✓


Locations

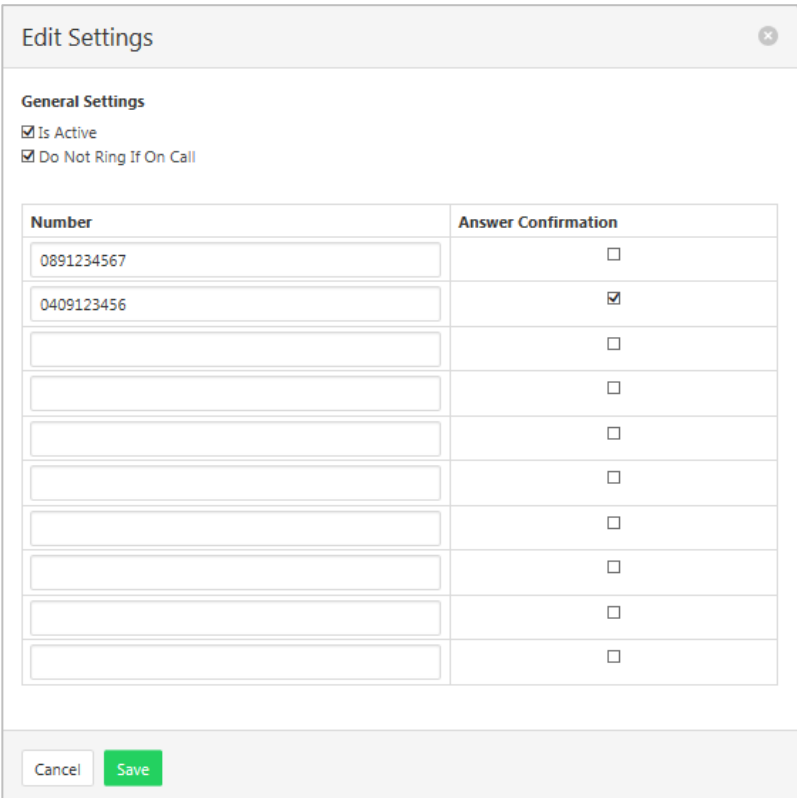
Number	Answer Confirmation
No Simultaneous Ring Personal Found	


Simultaneous Ring Personal Criteria 

search

Active	Name	Time Schedule	Holiday Schedule	Do Not Ring Sequentially
No Simultaneous Ring Personal Criteria Found				
No Simultaneous Ring Personal Criteria found for				

2. Click the **Is Active** checkbox to enable the feature.
3. Click the **Do Not Ring If on Call** to enable this feature.
4. Enter the other locations Numbers where the call is to ring.
5. Click the Answer Confirmation checkbox next to each number if confirmation is required. (Optional.)
6. Click .




Edit Settings 

General Settings

Is Active

Do Not Ring If On Call

Number	Answer Confirmation
0891234567	<input type="checkbox"/>
0409123456	<input checked="" type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>
	<input type="checkbox"/>

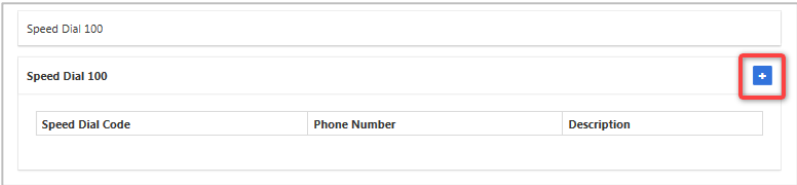
Cancel 


SPEED DIAL 100

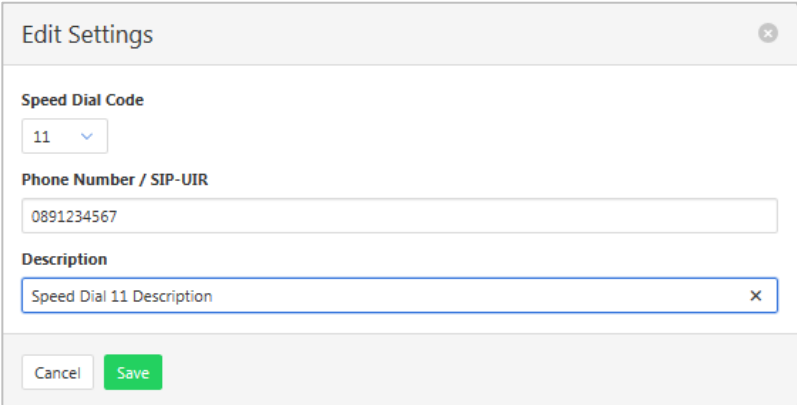
Pre-set up to 100 numbers as a speed dial. To activate type *75 followed by the Speed Dial Code

Select **Speed Dial 100** from the **Services** pane.

1. Click .




2. Select a **Speed Dial Code** from the drop-down list.
3. Enter the **Phone Number/SIP-UIR** to be dialled.
4. Enter a **Description** for the Speed Dial.
5. Click .



Repeat for other Speed Dials.

To delete an existing Speed Dial, access the speed dial entry and

- click .

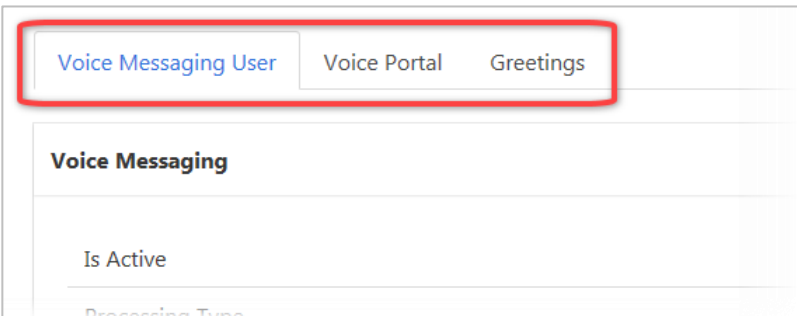
VOICE MESSAGING USER

Voicemail options including redirection settings, greetings and passwords.

Select **Voice Messaging User** from the **Services** pane.

Select the required Tab from:

- > Voice Messaging User
- > Voice Portal
- > Greetings





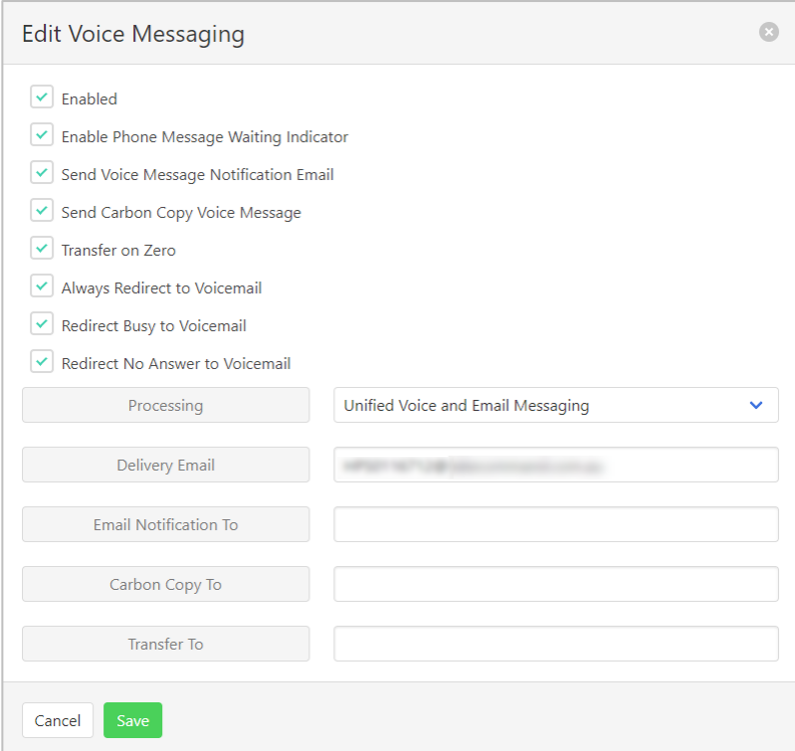
VOICE MESSAGING USER

Voice Messaging User provides options such as when an incoming call should go to Voicemail and how the messages should be presented.

The following features can be activated:

- > Processing Type – Choose between messages being delivered to both voice and email messaging or email only
- > Message waiting Indicator – Displays on the handset that a voicemail message exists.
- > Carbon Copy Voice Message – Send a duplicate voicemail message to another user.
- > Transfer on Zero – send a call direct to Voicemail by dialling zero.
- > Zone to Voicemail – adds the time to the voicemail.

1. Click .
2. Click **Enabled** checkbox to activate Voicemail.
3. Choose Processing type from the drop-down list.
4. Enter **Delivery Email** address.
5. Click **Enable Phone Message Waiting Indicator** checkbox to activate this feature. (Optional)
6. Click **Send Voice Message Notification Email** checkbox if an email is required for voicemail notification. (Optional.)
7. Click **Send Carbon Copy Voice Message** checkbox if a duplicate email notification is required. (Optional.)
8. Enter **Carbon Copy To email address**. Required only if Carbon Copy Message has been checked.
9. Click **Transfer on Zero** checkbox to enable this feature.
10. Click **Always Redirect to Voicemail** checkbox to enable this feature. (Optional.)
11. Click **Redirect Busy to Voicemail** checkbox to enable this feature. (Optional.)
12. Click **Redirect No Answer to Voicemail** checkbox to enable this feature. (Optional.)
13. Click .



Edit Voice Messaging

- Enabled
- Enable Phone Message Waiting Indicator
- Send Voice Message Notification Email
- Send Carbon Copy Voice Message
- Transfer on Zero
- Always Redirect to Voicemail
- Redirect Busy to Voicemail
- Redirect No Answer to Voicemail

Processing: Unified Voice and Email Messaging

Delivery Email: [Redacted]

Email Notification To: [Redacted]

Carbon Copy To: [Redacted]

Transfer To: [Redacted]

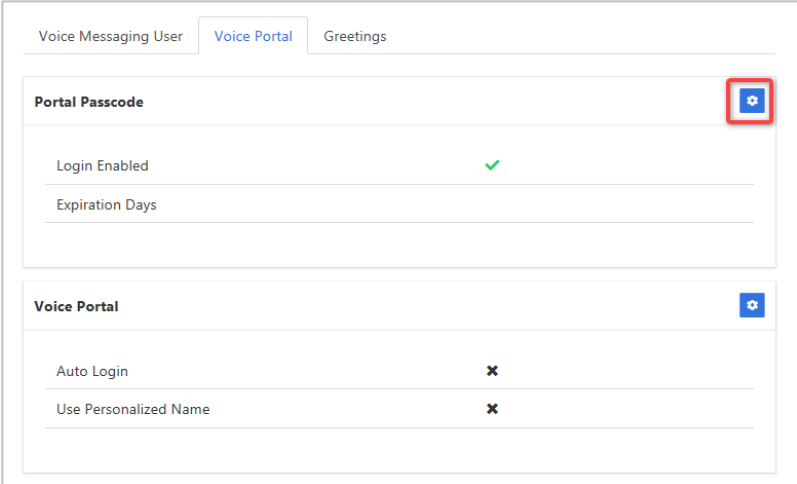
Cancel Save


VOICE PORTAL

Auto login, personalized name settings and password resets. Personalised name allows the recording of the user's name to be added to a standard greeting. For example, "FRED cannot take your call" where FRED is pre-recorded by the user.

Portal Passcode

1. Click .

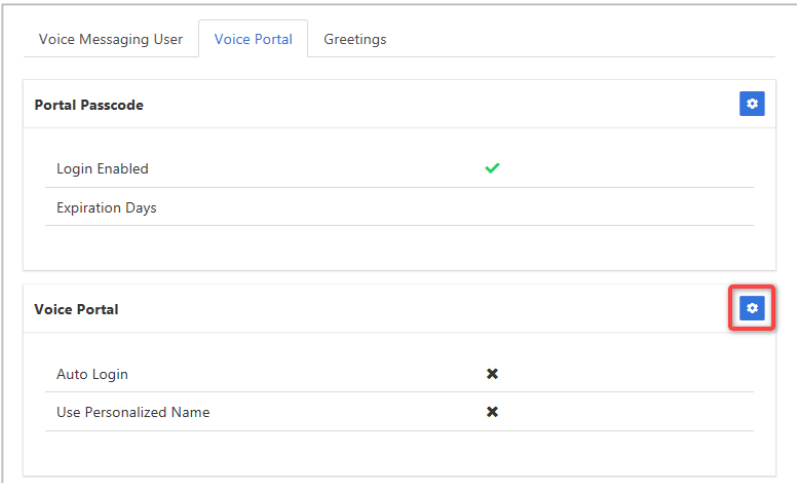



2. Enter **Current Passcode**.
3. Enter **New Passcode**.
4. Re-enter **New Passcode**.
5. Click .



Voice Portal Options

1. Click .



2. Click **Auto-login When Calling from Your Phone** checkbox to activate auto logon.
3. Click **Use Personalized Name** checkbox to use name in Voicemail messages.
4. Click .

Edit Voice Portal
✕

Auto Login

Auto-login When Calling From Your Phone

Personalized Name

Use Personalized Name



Cancel
Save

GREETINGS

Set options related to message greetings. Including:


- > Disable Message Deposit – This feature will disable all greetings and voicemail and then allow a user to choose to disconnect or Forward incoming calls.
- > Announcement settings – Use default announcements or create a personal announcement/s.
- > Create alternate greetings that can be stored and used as required.
- > Extended Away – Stop voicemail messages being received if the user will be away for an extended period.

In the cases where announcements and greetings can be selected the following options are common:

- >  Allows the user to choose a pre-existing audio file from their PC or Network.
- >  Choose from audio files that have already been uploaded.

1. Click .

Voice Messaging User
Voice Portal
Greetings

Greetings 

Message Deposit

Disable Message Deposit ✕

Busy Settings

Announcement Selection Default

Personal Greeting

Extended Away Settings

Extended Away Enabled ✕

Extended Away Disable Message Deposit ✓

Extended Away Greeting

No Answer Settings

Rings before Greeting 3

Announcement Selection Default

Personal Greeting

Message Deposit

- Click **Disable Message Deposit** checkbox to stop voicemail messages being recorded.
- Select **After Greeting Action**. (Required if Disable Message Deposit is selected.)

Busy Settings

- From **Busy Settings**, choose Announcement Selection. If personal selected, then choose Personal Greeting file.

Extended Away Settings

- Click **Extended Away Enabled** checkbox to activate this feature.
- Click **Extended Away Disable Message Deposit** to stop messages being kept during away period.
- Choose **Extended Away Greeting**. (Required if Extended Away is enabled.)

No Answer Settings

- Select the number of **Rings before Greeting** from the drop-down list.
- Select **Announcement Selection** from the drop-down list.
- Select **Personal Greeting**. Required if Personal is chosen from the Announcement Selection list.
- Select **Alternate Greetings 01-03**. Required if Greetings 01-03 is chosen from the Announcement Selection list.

Edit Greetings

Message Deposit

Disable Message Deposit

After Greeting Action: Disconnect

Busy Settings

Announcement Selection: Default

Personal Greeting: No Announcement Selected

Extended Away Settings

Extended Away Enabled

Extended Away Disable Message Deposit

Extended Away Greeting: No Announcement Selected

No Answer Settings

Rings before Greeting: 3

Announcement Selection: Default

Personal Greeting: No Announcement Selected

Alternate Greetings

Alternate Greeting 01	Greeting Name	No Announcement S	+	≡
Alternate Greeting 02	Greeting Name	No Announcement S	+	≡
Alternate Greeting 03	Greeting Name	No Announcement S	+	≡

Cancel Save