

# COMMAND CENTRAL USER GUIDE

JULY 2018

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# INTRODUCTION

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

This user guide will show you how to activate or de-activate a setting 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.

Care must be taken with the use of features contained in this guide to ensure correct on-going functionality of your HPBX.


## 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.

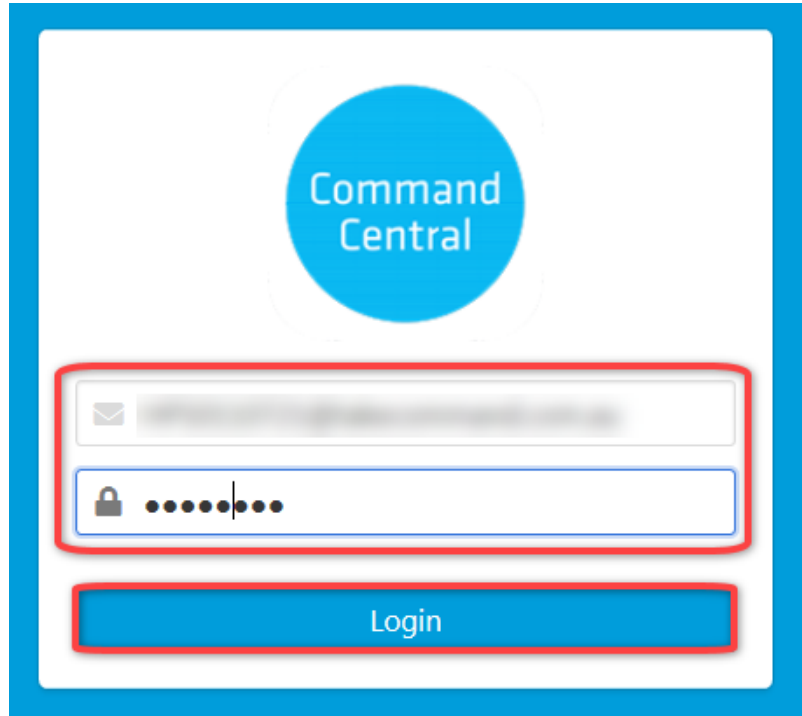
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# GETTING STARTED

## LOG IN

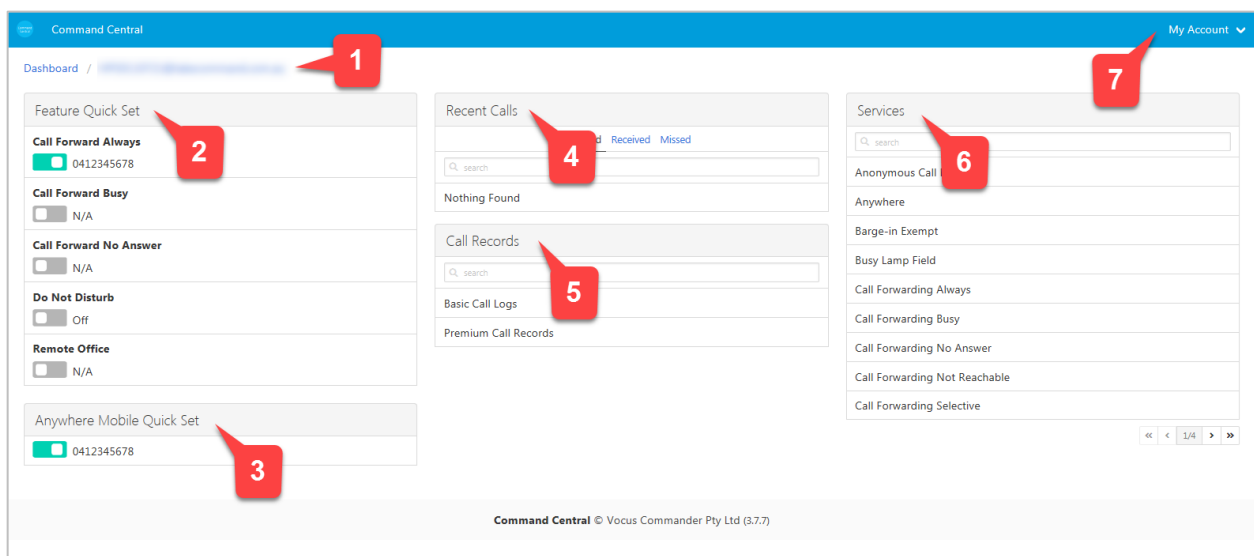
1. Open desired browser.
2. Enter URL:  
<http://commandcentral.commander.com/>
3. Enter **Username**.
4. Enter **Password**.
5. Click 

The Command Central Dashboard for the user 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. Feature Quick Set – Turn key features on or off quickly.
3. Anywhere Mobile Quick Set – Configure mobile services for the Anywhere feature.
4. Recent Calls – View and Search for placed, received and missed calls.
5. Call Records – View and Search for placed, received and missed calls including Premium Calls.
6. Services – Activate or configure features that the user has access to.
7. My Account – Contains the users business profile and logout options.

# USER PROFILE

The User Profile contains business details about the user including name, phone number and address. It also contains the user password.

## PASSWORD

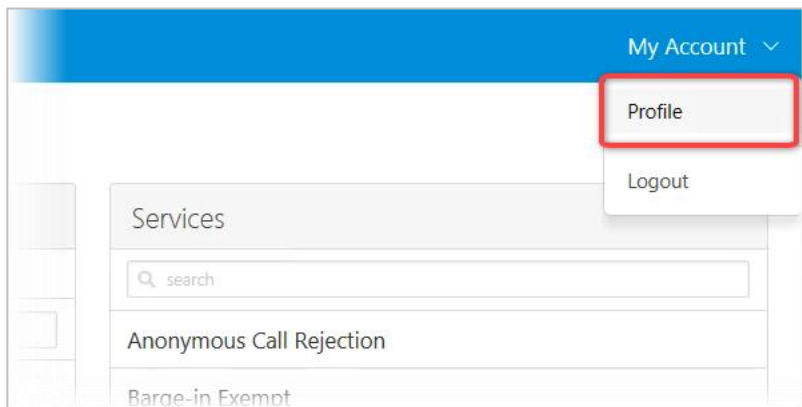
You can change your Command Central password here. This password may also be used for other applications.

To change the password for Voicemail, refer Portal Passcode on page 42.

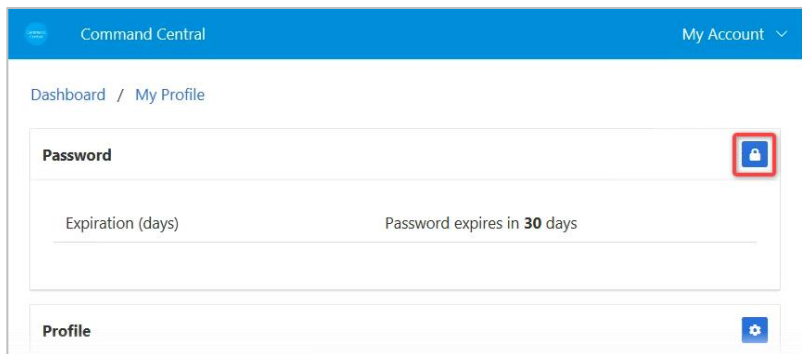
The Group Administrator can also change a password for a user.


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.

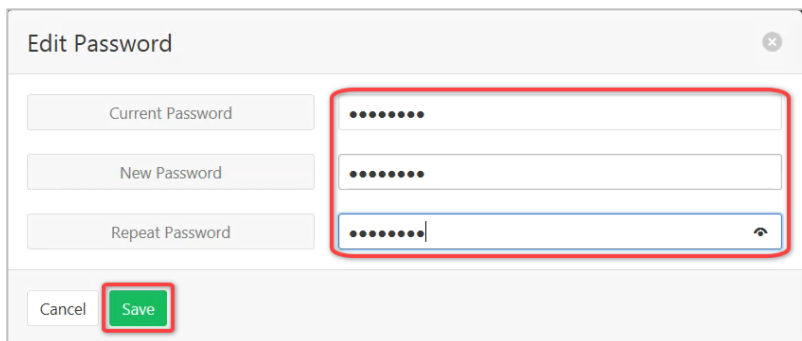
1. Select **Profile** from the **My Account** menu.



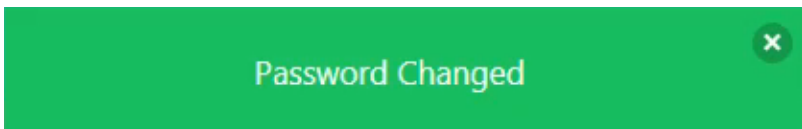
2. Click .




3. Enter the **Current Password**.
4. Enter the **New Password**.
5. Reenter the new password in the **Repeat Password** field.
6. Click .



A confirmation banner will be displayed



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

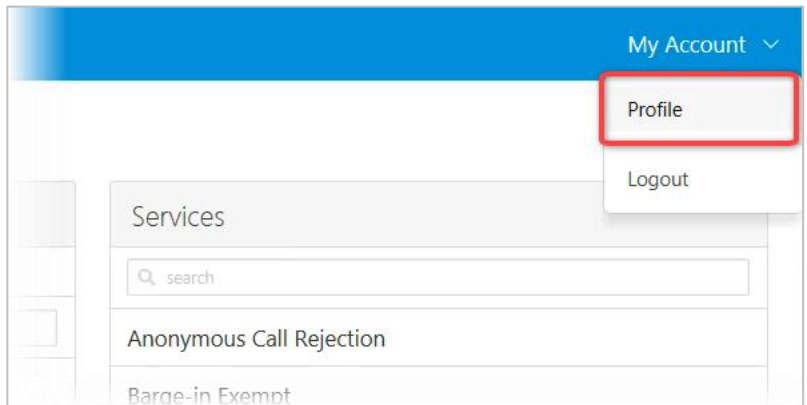
If the passwords are too short or a field is not completed the  button will not be active.



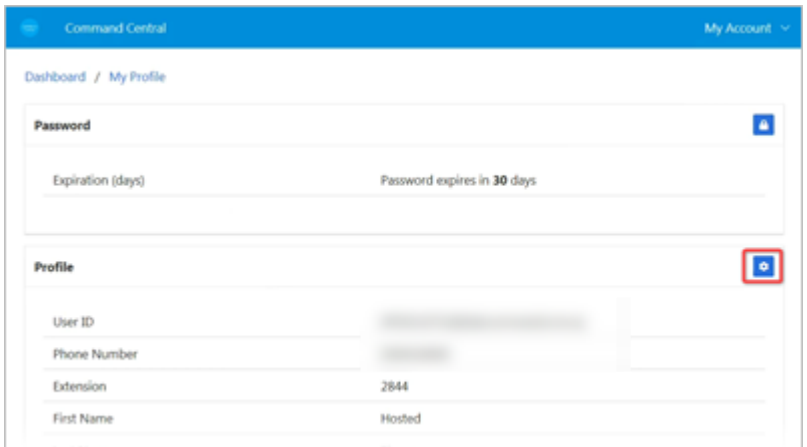
## PROFILE

Profile information will be displayed to other users and can be changed.

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



2. Click .



Profile information is displayed.

3. Enter/edit required details.
4. Click **Save**.

The User Profile will be changed, and a confirmation banner message displayed.

### Edit Profile

First Name	Joe
Last Name	Citizen
CLID First Name	Joe
CLID Last Name	Citizen
Timezone	(GMT) UTC
Language	English
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

## LOGOUT

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

My Account ▾

- Profile
- Logout**

### Services

Anonymous Call Rejection

Barge-in Exempt

# FEATURE QUICK SET

---

The Feature Quick Set pane allows commonly used features to be turned on or off using the slide controls. Items appearing in this section are fixed and not alterable by users or administrators.

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.

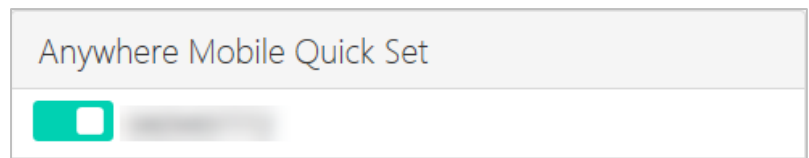
Feature Quick Set	
<b>Call Forward Always</b>	<input type="checkbox"/> N/A
<b>Call Forward Busy</b>	<input checked="" type="checkbox"/>
<b>Call Forward No Answer</b>	<input type="checkbox"/> N/A
<b>Do Not Disturb</b>	<input checked="" type="checkbox"/> On
<b>Remote Office</b>	<input type="checkbox"/> N/A



# ANYWHERE MOBILE QUICK SET

---

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 14*.

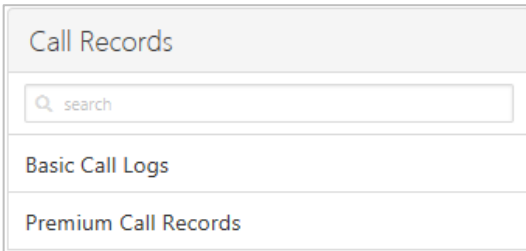
# RECENT CALLS

---

Recent Calls		
Placed	Received	Missed
<input type="text" value="search"/>		
[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 the last 20 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



Provides a call log and a Call Records Dashboard that provides the ability to show all calls currently in the database.

## BASIC CALL LOGS

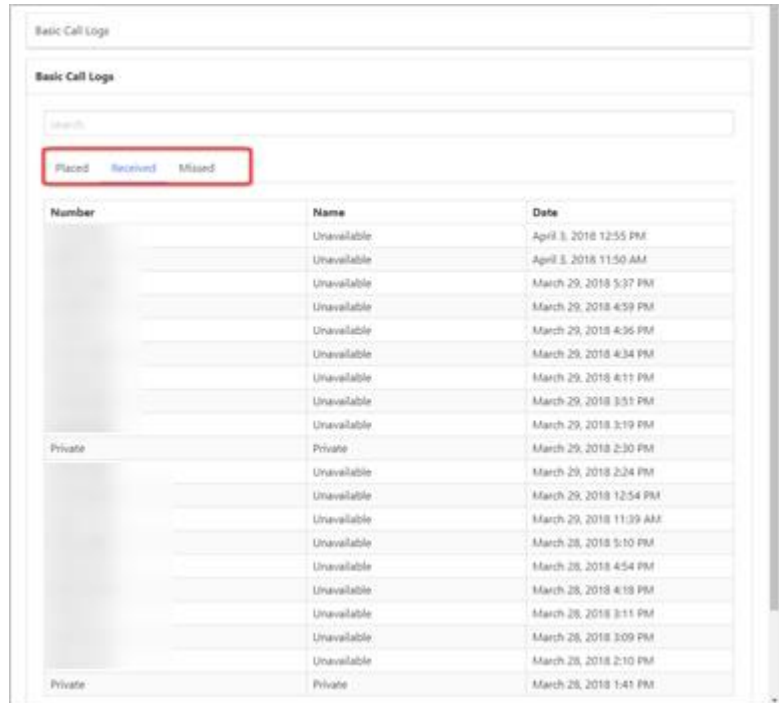
The Basic Call Logs provides a listing of Placed, Received and Missed calls. Click on the heading for the

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 **Call Records** pane.

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


If available, the name details will also be displayed.

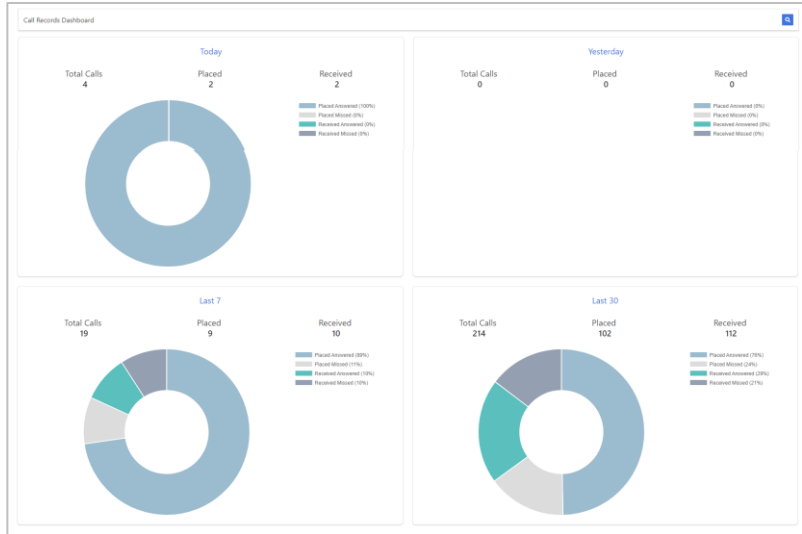


# PREMIUM CALL RECORDS

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

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.

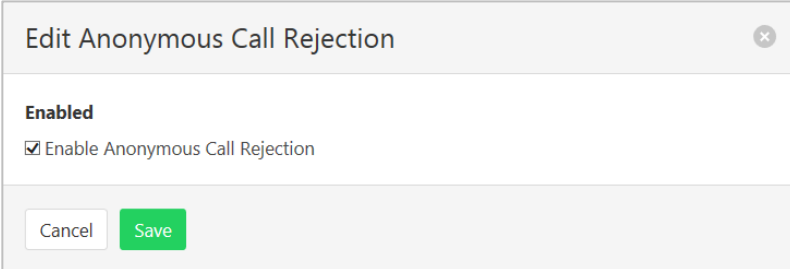
Select **Anonymous Call Rejection** from the **Services** pane.

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:

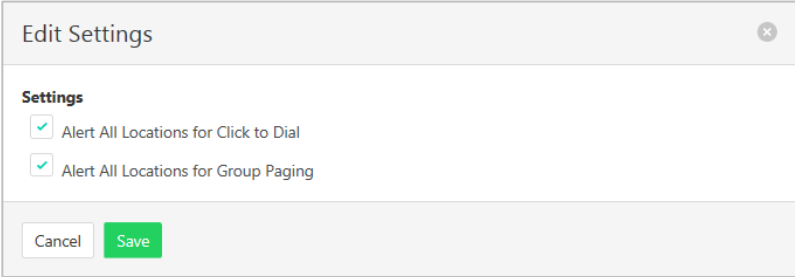
- > Alert All Locations for Click to Dial – Ensures all locations listed in the Anywhere list is active to make and receive calls when using Click to Dial.
- > Alert All Locations for Group Paging – Ensures all locations listed in the Anywhere list is active to receive Group Paging calls.
- > Outbound 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 .

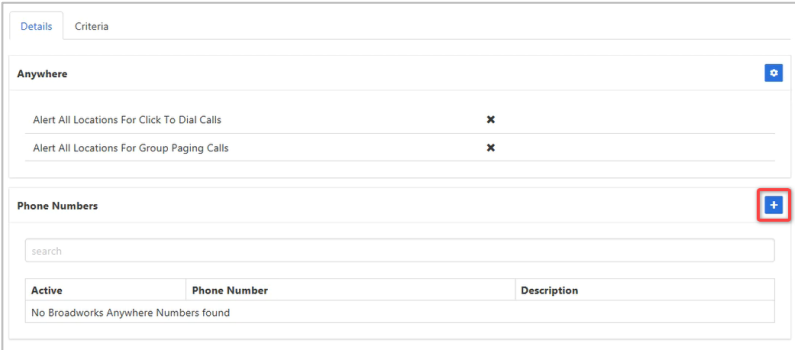



### Add Phone Number

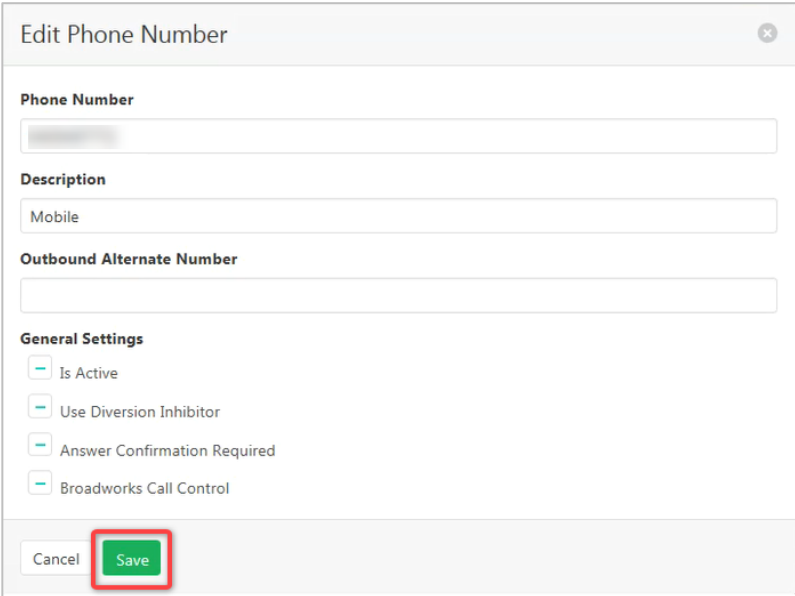
To add numbers that will work with the Anywhere feature.

Select **Anywhere** from the **Services** pane.

1. Click .

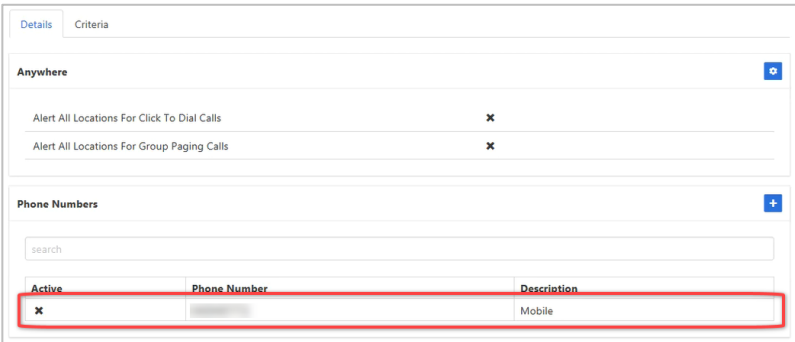


2. Enter a **Phone Number**.
3. Enter a **Description** for this feature. (More than one number can be configured.)
4. Enter an **Outbound Alternate Number**. (Optional.)
5. Click the **Is Active** checkbox to activate this number.
6. Click the **Use Diversion Inhibitor** checkbox to activate this feature.
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

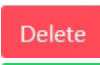
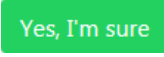
The contents can be modified as required.

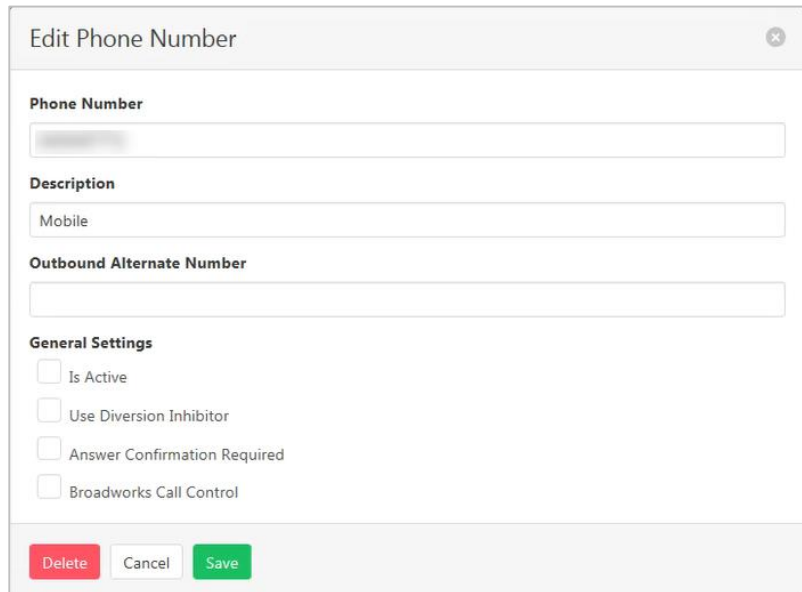
Once changes are complete:

2. Click .

### Delete

To delete this number:

3. Click .
4. 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**

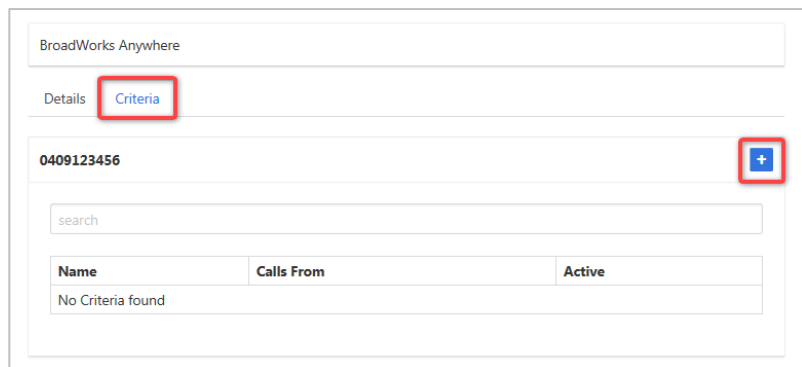
### Criteria

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 .



2. Click the **Enable Barge-in Exempt** checkbox.

3. Click .



# 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

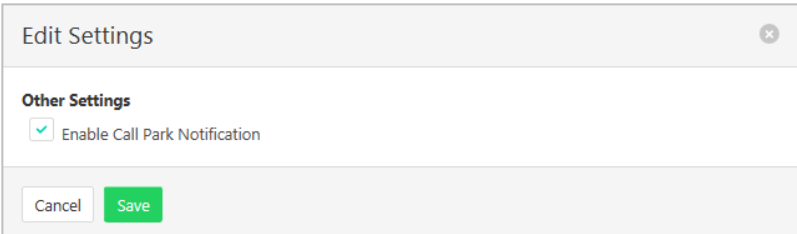
Select **Busy Lamp Field** from the **Services** pane.

1. Click  in Busy Lamp Field section.




2. Click the **Enable Call Park Notification** checkbox.

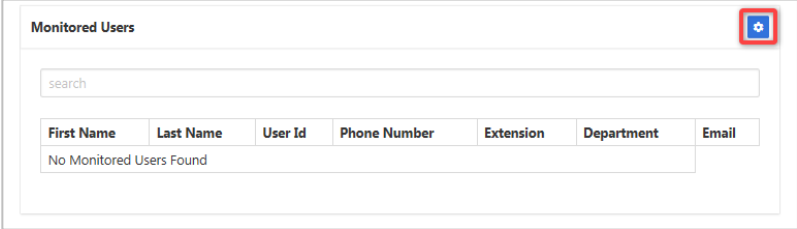
3. Click .



### 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						

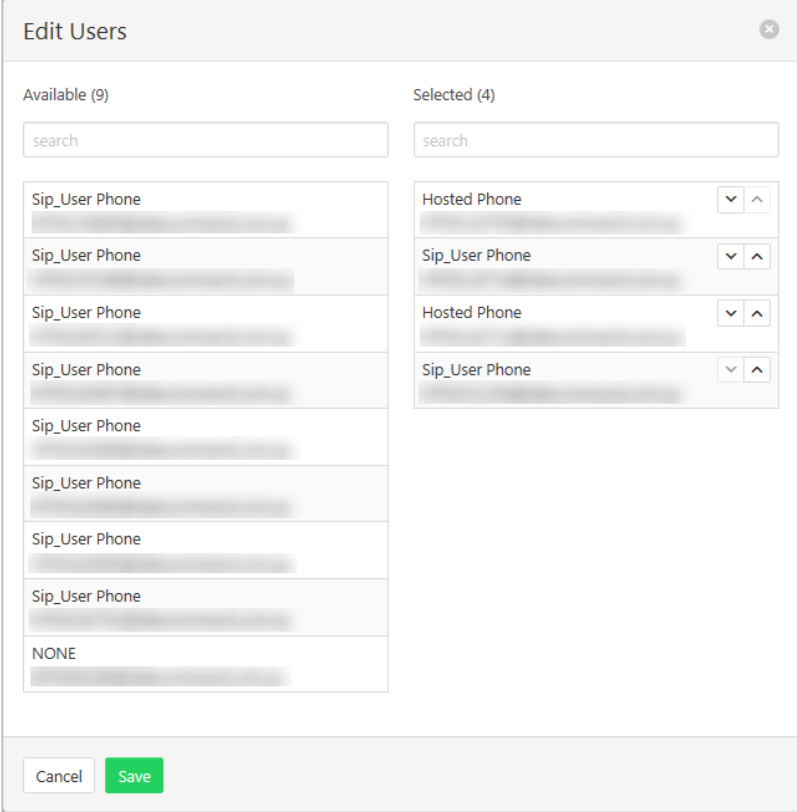
Available users will be listed in the left column.

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 .



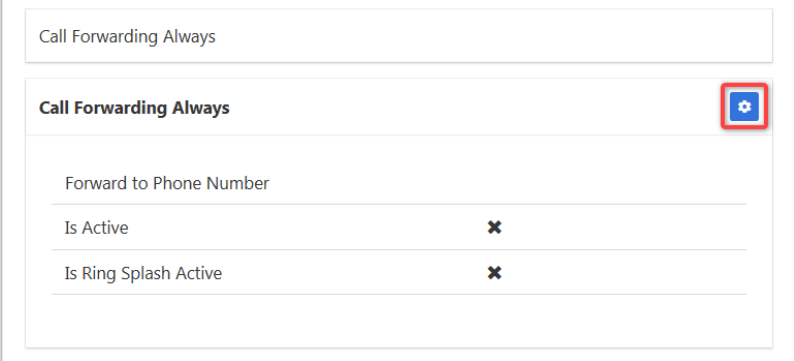
Available (9)	Selected (4)
search	search
Sip_User Phone	Hosted Phone
Sip_User Phone	Sip_User Phone
Sip_User Phone	Hosted Phone
Sip_User Phone	Sip_User Phone
Sip_User Phone	
Sip_User Phone	
Sip_User Phone	
Sip_User Phone	
NONE	
Cancel	Save


## CALL FORWARDING ALWAYS

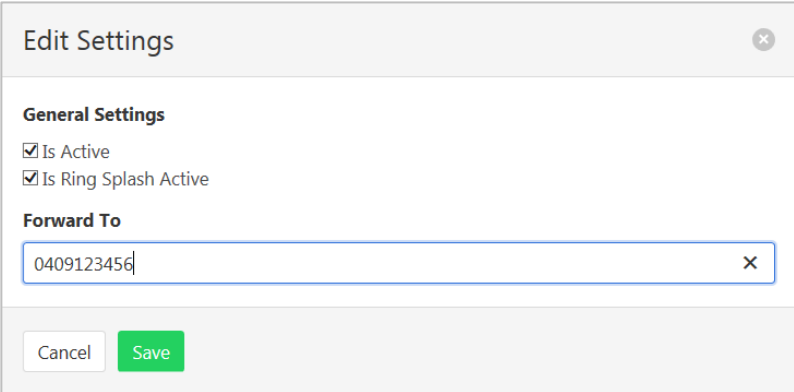
Forward all calls to another service. This feature can also be activated/deactivated from the Feature Quick Set pane. Ring Splash is a notification on the handset that a call has been forwarded.

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 .

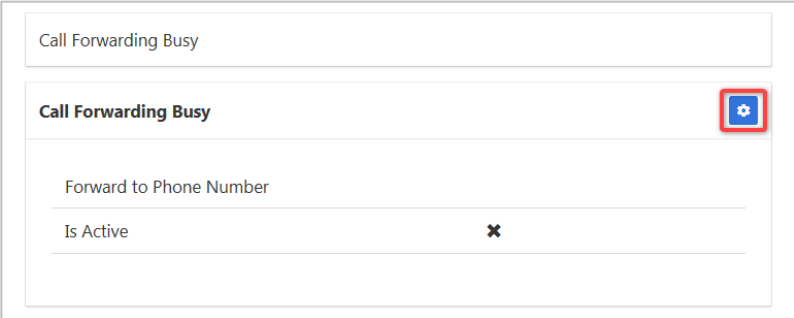



## CALL FORWARDING BUSY

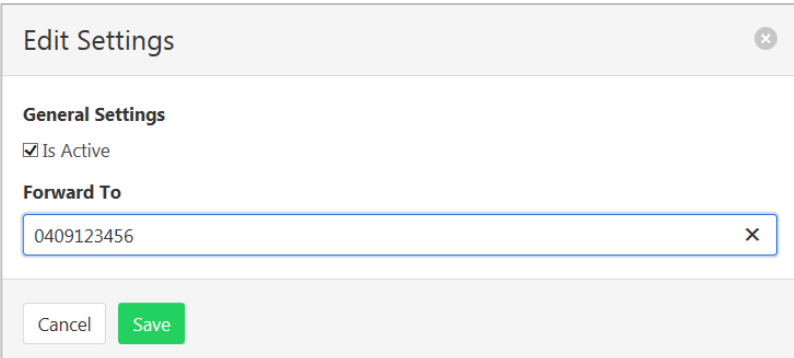
Forward calls to another service when the phone is busy. This feature can also be activated/deactivated from the Feature Quick Set pane.

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 .

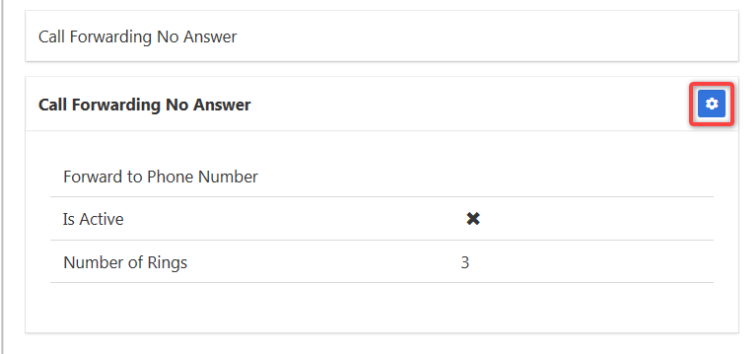



## CALL FORWARDING NO ANSWER

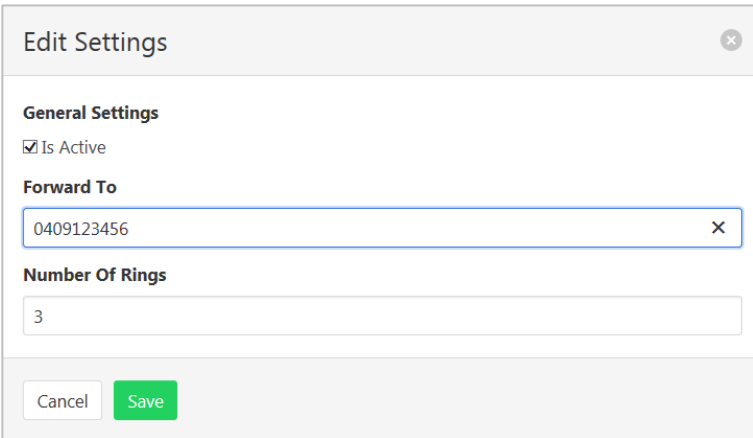
Forward calls to another service when the phone is not answered. This feature can also be activated/deactivated from the Feature Quick Set pane.

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

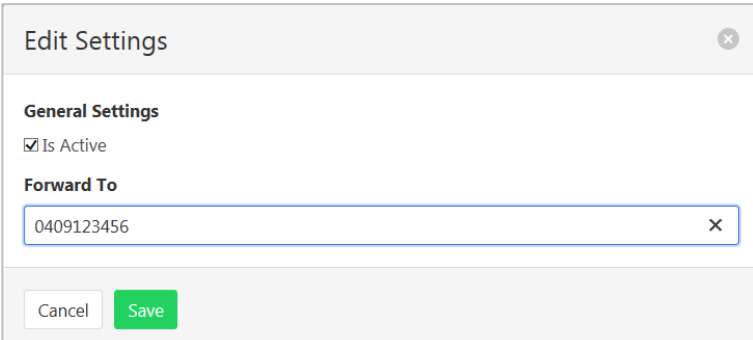
Forward calls if the number cannot be reached. This is generally during a power outage or some connection problem with the number.

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 .



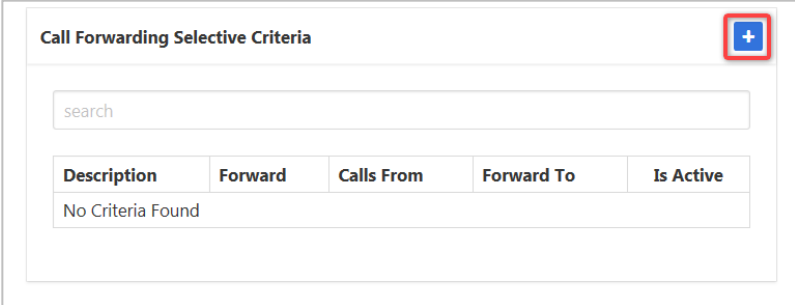
# CALL FORWARDING SELECTIVE

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

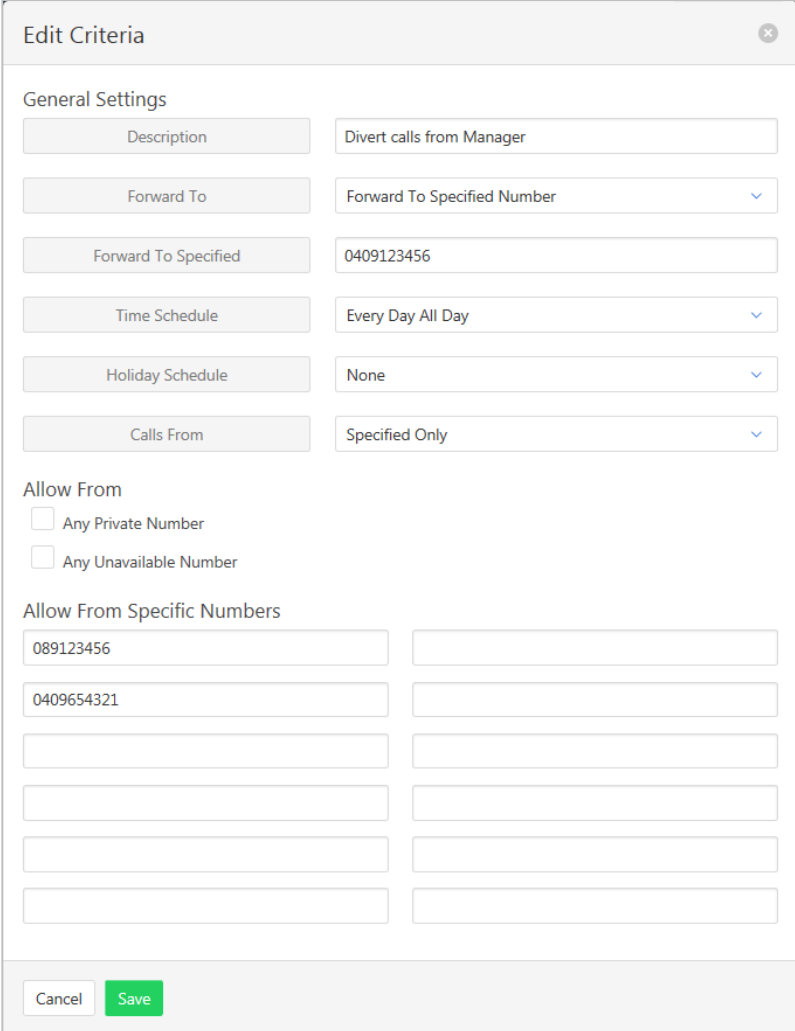
Select **Call Forwarding Selective** from the **Services** pane.

1. Click .



Description	Forward	Calls From	Forward To	Is Active
No Criteria Found				

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



**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

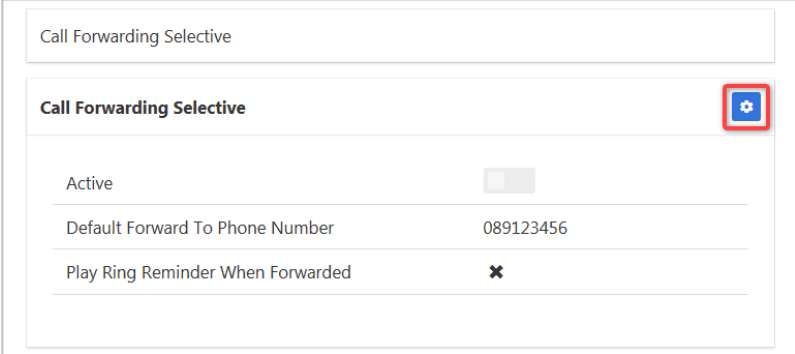
And

- > Allow from Specific Numbers


8. Click .

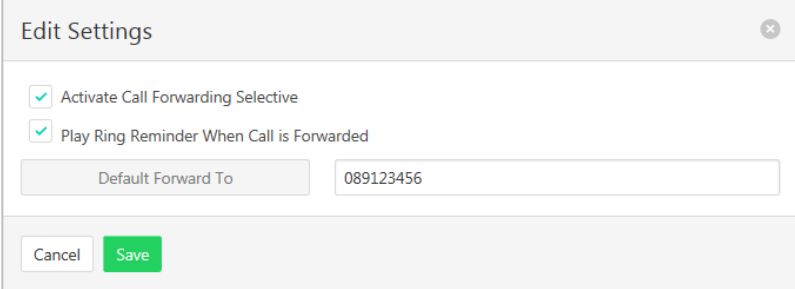
## Activate Feature

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.

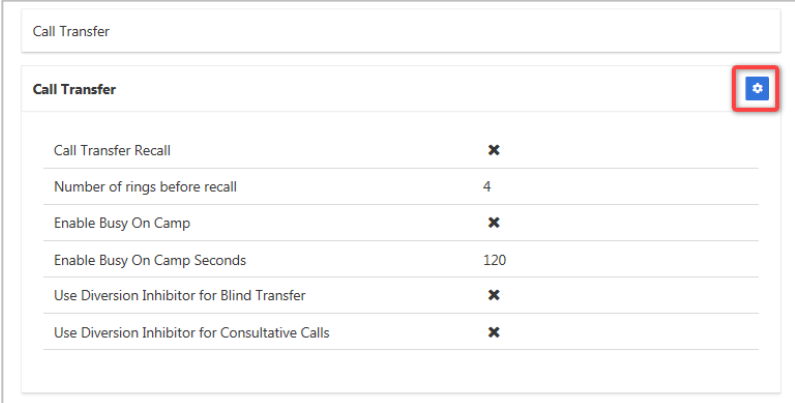
Blind Transfers are direct transfer without prior discussion with the party the call is being transferred to.

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.

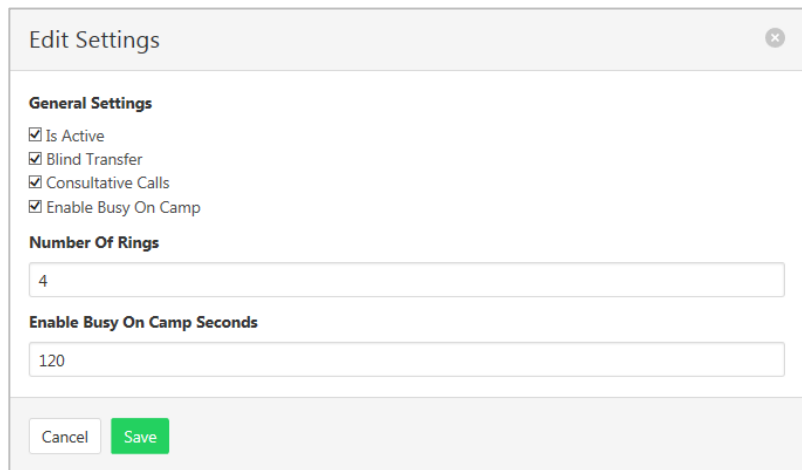
1. Click .



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.

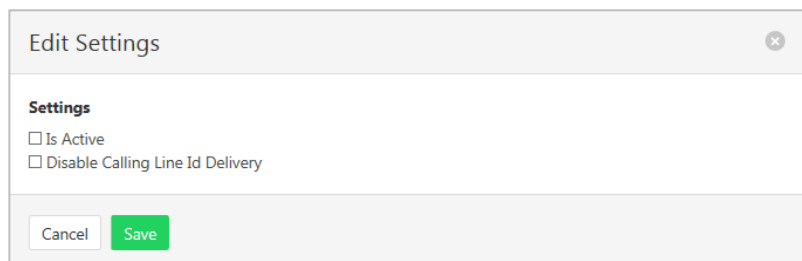
Select **Call Waiting** from the **Services** pane.

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.

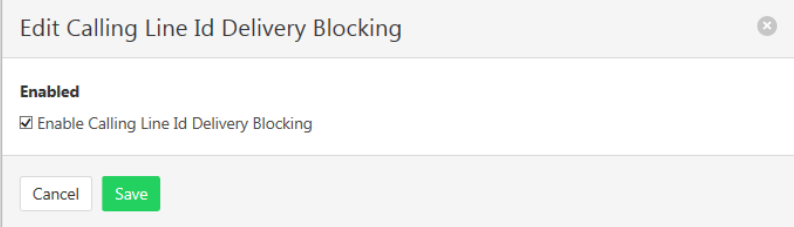
1. Click .



Calling Line ID Delivery Blocking	
<b>Calling Line ID Delivery Blocking</b> 	
Enabled	x

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

Cancel Save

# 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 .

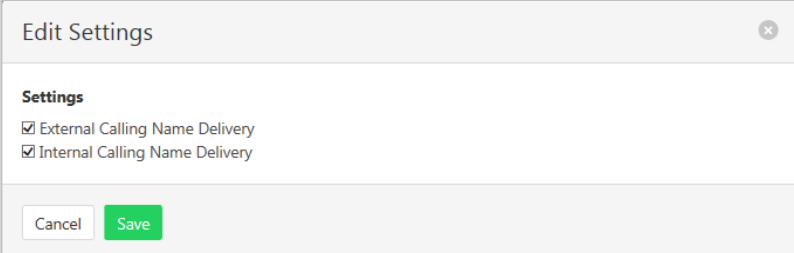


Calling Name Delivery	
<b>Calling Name Delivery</b> 	
External Calling Name Delivery	x
Internal Calling Name Delivery	x

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

Cancel Save

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 .



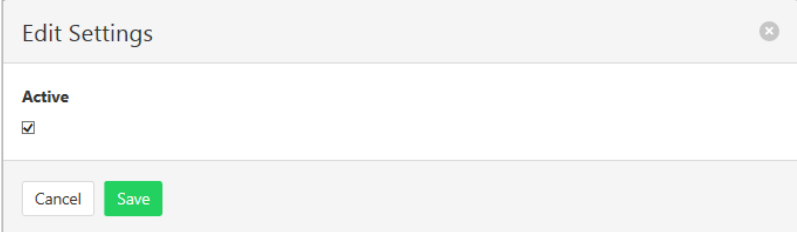
Calling Name Retrieval

Calling Name Retrieval

Active

2. Click the **Active** checkbox to enable the feature.

3. Click .



Edit Settings

**Active**

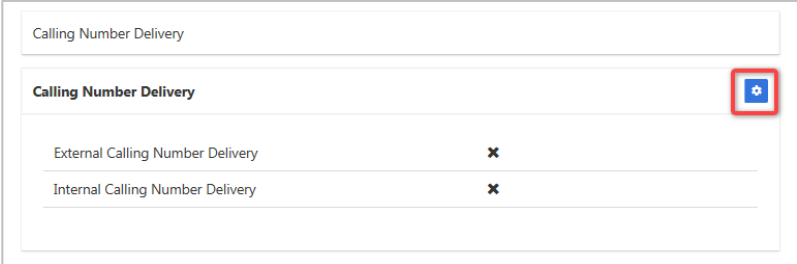
Cancel Save

# 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

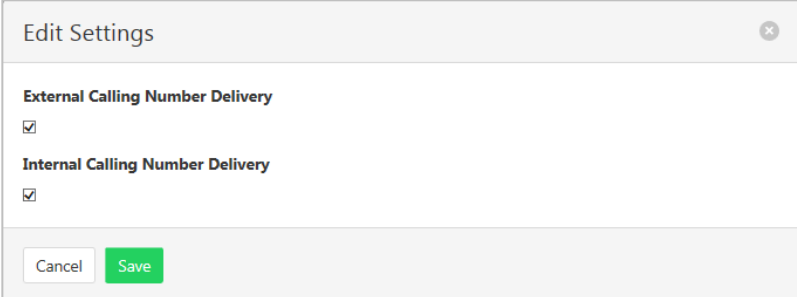
External Calling Number Delivery

Internal Calling Number Delivery

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 .



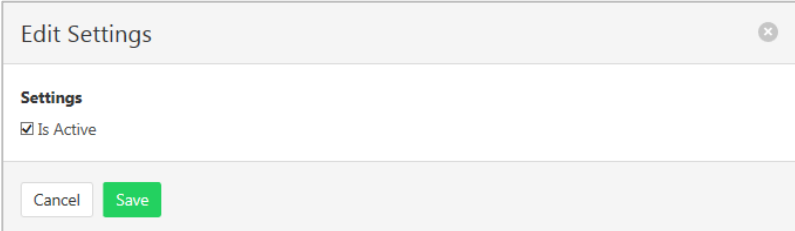
Connected Line Identification Restriction


**Connected Line Identification Restriction** 

Enable

2. Click the **Is Active** checkbox to enable the feature.


3. Click .



Edit Settings 

**Settings**

Is Active

Cancel 

# DIRECTED CALL PICKUP WITH BARGE-IN

This Group based feature allows a barge in to preset 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 .



Directed Call Pickup with Barge-in

**Directed Call Pickup with Barge-in** 

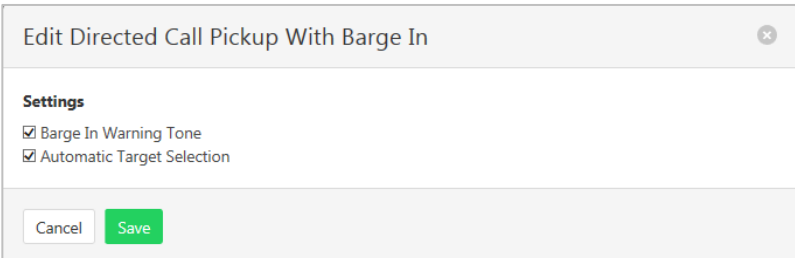
Barge In Warning Tone


Automatic Target Selection

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 .




Edit Directed Call Pickup With Barge In 

**Settings**

Barge In Warning Tone

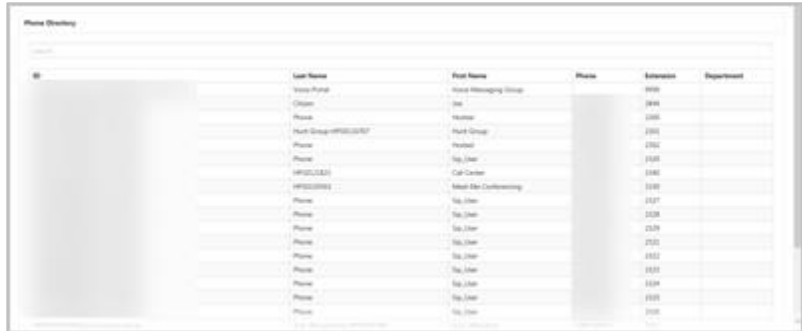
Automatic Target Selection

Cancel 

## DIRECTORY

Provides a searchable listing of all services attached to this company.

Select **Directory** from the Services pane.



ID	Last Name	First Name	Phone	Extension	Department
	Washburn	Washburn		8000	
	Clayton	Clayton		3434	
	Phone	Phone		1000	
	Phone Group (PHONES/000)	Phone Group		1000	
	Phone	Phone		1000	
	Phone	Sp. User		1000	
	Phone	Call Center		1000	
	Phone	Mail Box Configuration		1000	
	Phone	Sp. User		1000	
	Phone	Sp. User		1000	
	Phone	Sp. User		1000	
	Phone	Sp. User		1000	
	Phone	Sp. User		1000	
	Phone	Sp. User		1000	
	Phone	Sp. User		1000	
	Phone	Sp. User		1000	
	Phone	Sp. User		1000	
	Phone	Sp. User		1000	

Enter any details into the Search field, such as phone number or name. The list will display search results as data is entered the search field.

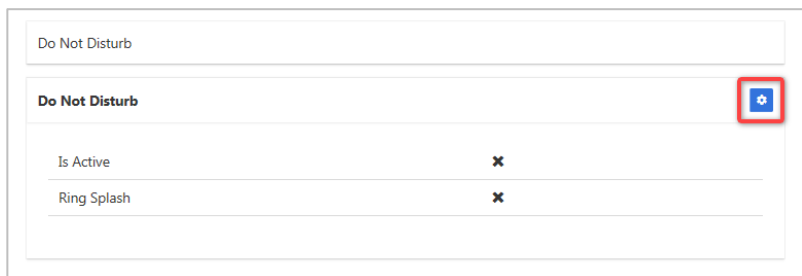
## DO NOT DISTURB

Automatically forward all incoming calls straight to Voicemail. If Voicemail is not activated the caller will hear a busy tone. This feature can also be activated/deactivated from the Feature Quick Set pane or a handset.


Ring Splash will notify the user that a call has been directed to Voicemail.

Select **Do Not Disturb** from the **Services** pane.


1. Click .

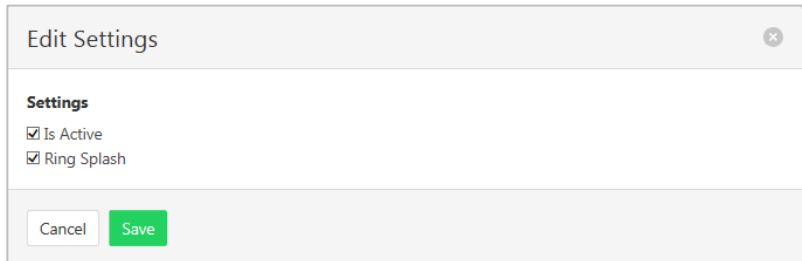


Do Not Disturb

**Do Not Disturb** 

Is Active	<input checked="" type="checkbox"/>
Ring Splash	<input checked="" type="checkbox"/>

2. Click the **Is Active** checkbox to enable the feature.
3. Click the **Ring Splash** checkbox to enable this feature.
4. Click .




Edit Settings ✕

**Settings**

Is Active

Ring Splash


Cancel 

## EXTERNAL CALLING LINE ID DELIVERY

Deliver users number to external parties being called.

Select **External Calling Line ID Delivery** from the **Services** pane.


1. Click .



External Calling Line ID Delivery

**External Calling Line ID Delivery** 

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

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

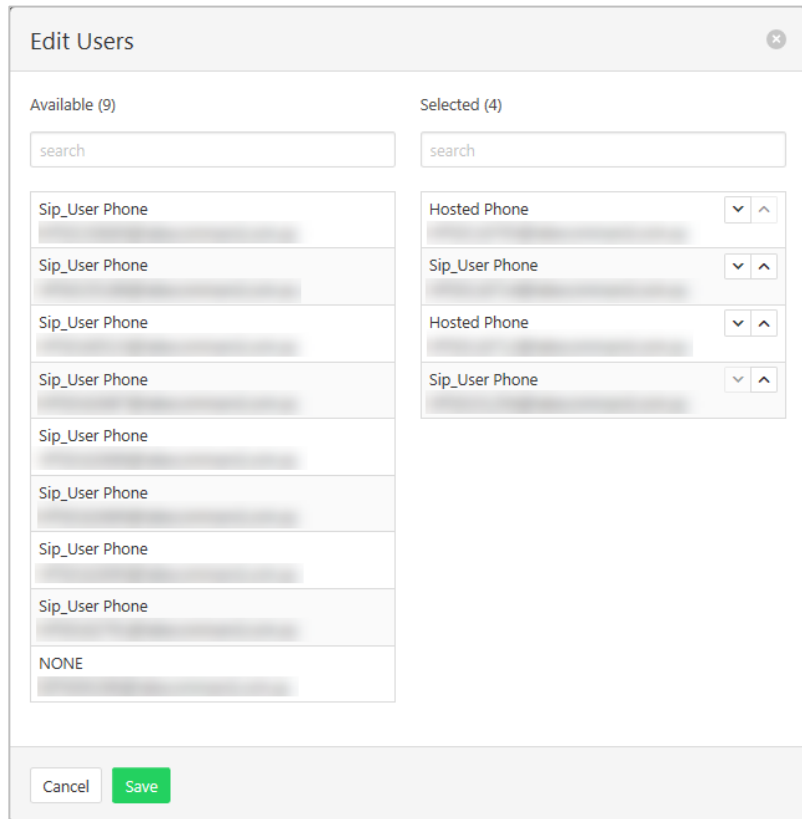
First Name	Last Name	User Id	Phone Number	Extension	Department	Email
Hosted	Phone	[REDACTED]	[REDACTED]	2302		
Sip_User	Phone	[REDACTED]	[REDACTED]	2320		
Hosted	Phone	[REDACTED]	[REDACTED]	2300		

Available users will be listed in the left column.

Selected users will be listed in the right column.

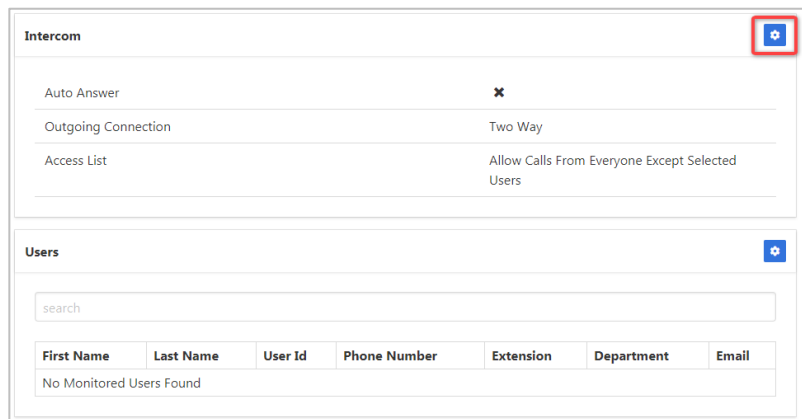
Click on a user to transfer to the other column.

2. Click .



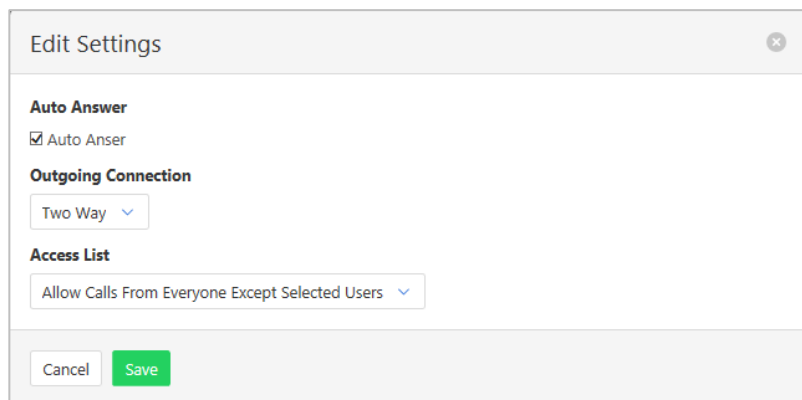
**To enable the feature:**

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 .



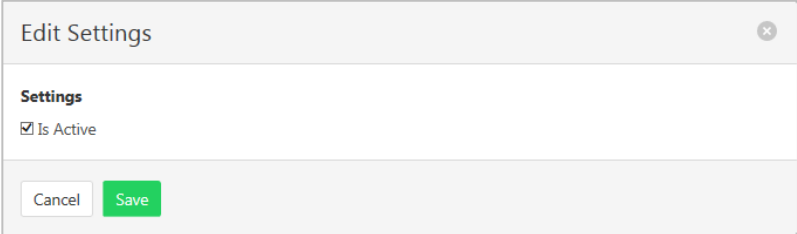
Internal Calling Line ID Delivery

**Internal Calling Line ID Delivery** 

Enable

2. Click the **Is Active** checkbox to enable the feature.


3. Click .



Edit Settings 

**Settings**

Is Active

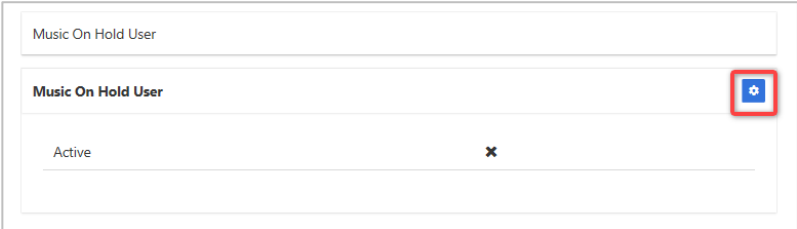
Cancel 

# 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

Cancel 

# PRIORITY ALERT

The Priority Alert feature allows a user to have 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 feature does not change the way incoming calls are processed.

Time and holiday schedules are created by a site administrator.

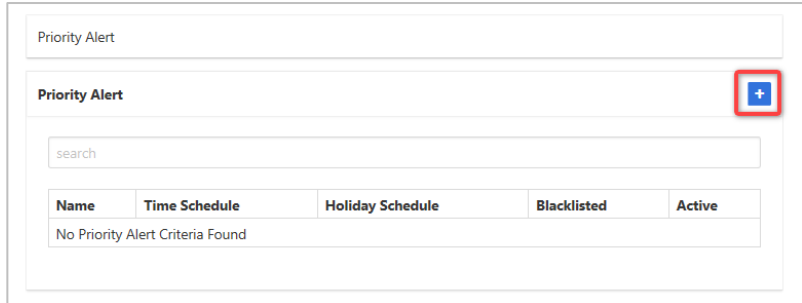
Select **Priority Alert** from the **Services** pane.


A list of existing Priority Alerts is displayed.

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

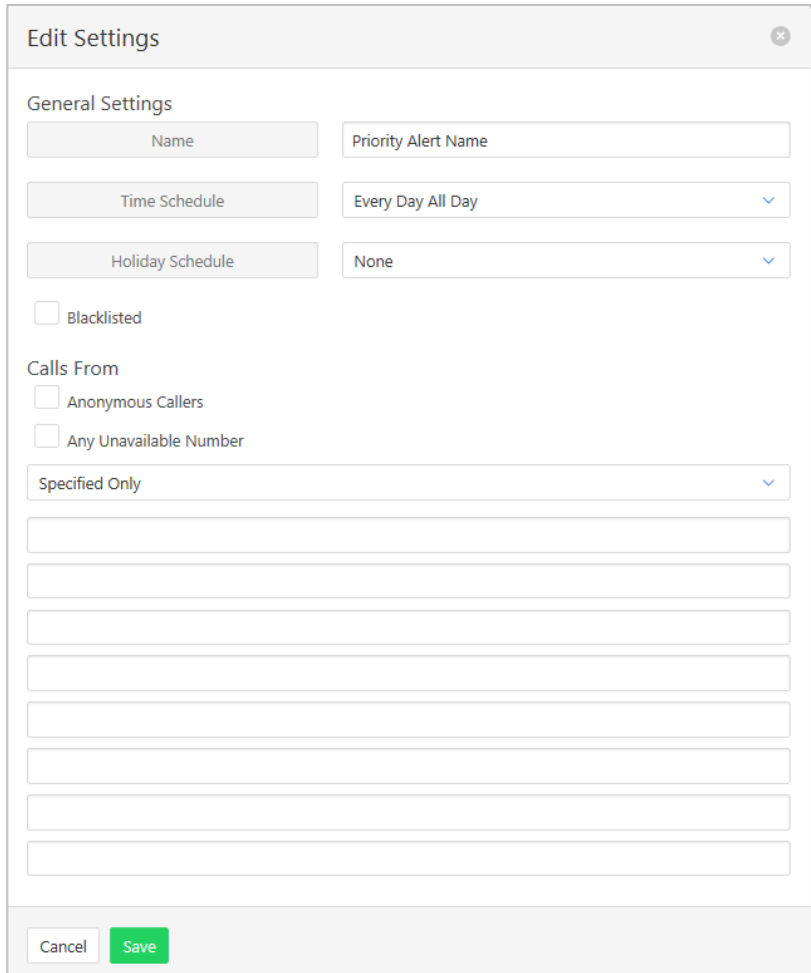
To create a new Priority Alert:

1. Click .



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

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





# 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 .




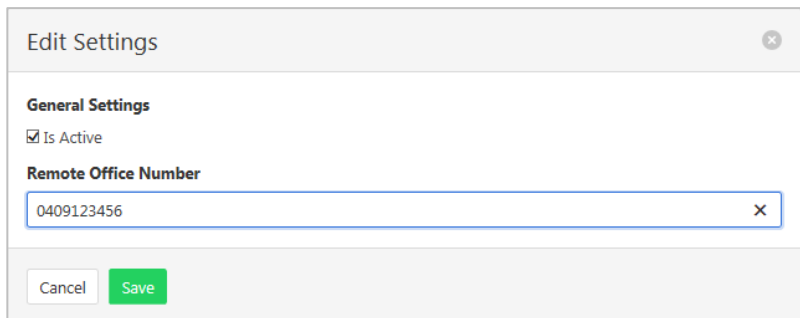
Remote Office


**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 Save

# SELECTIVE CALL ACCEPTANCE

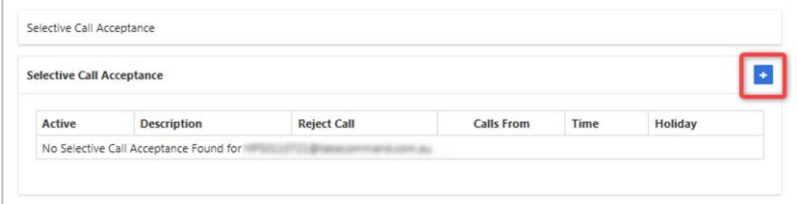
Selective Call Acceptance allows calls to be accepted based on several criteria including time or holiday schedule and/or specific numbers. Rejected calls get an audio message stating “The party you are trying to call is not accepting calls at this time”.

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 .



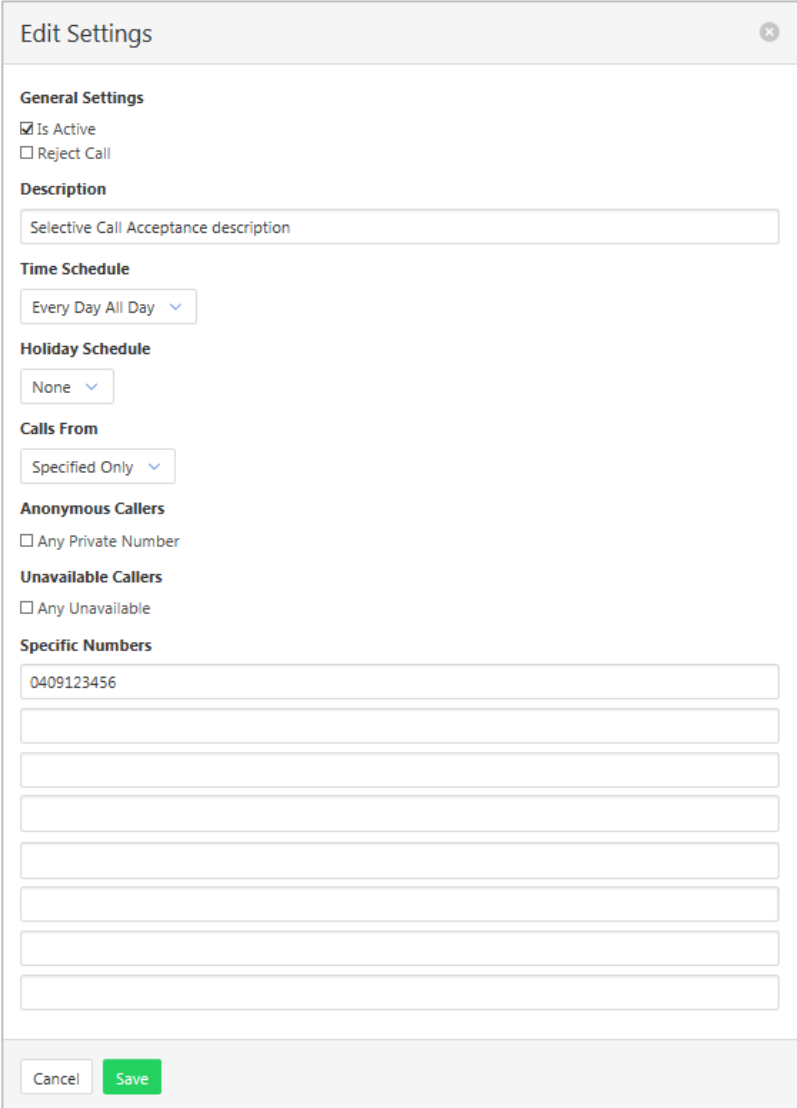
Selective Call Acceptance


Selective Call Acceptance 

Active	Description	Reject Call	Calls From	Time	Holiday
No Selective Call Acceptance Found for <a href="#">[Phone Number]</a>					

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

# SELECTIVE CALL REJECTION

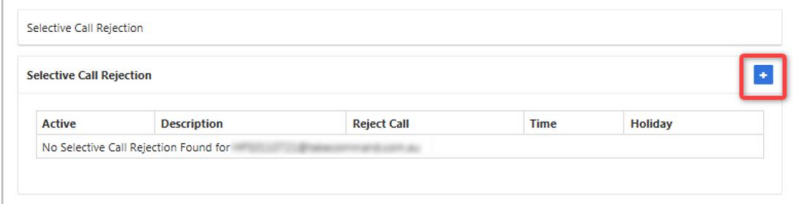
Selective Call Rejection allows calls to be rejected based on several criteria including time or holiday schedule and/or specific numbers. Rejected calls get an audio message stating “The party you are trying to call is not accepting calls at this time”.


Selective Call Acceptance screening is applied before Selective Call Rejection screening.

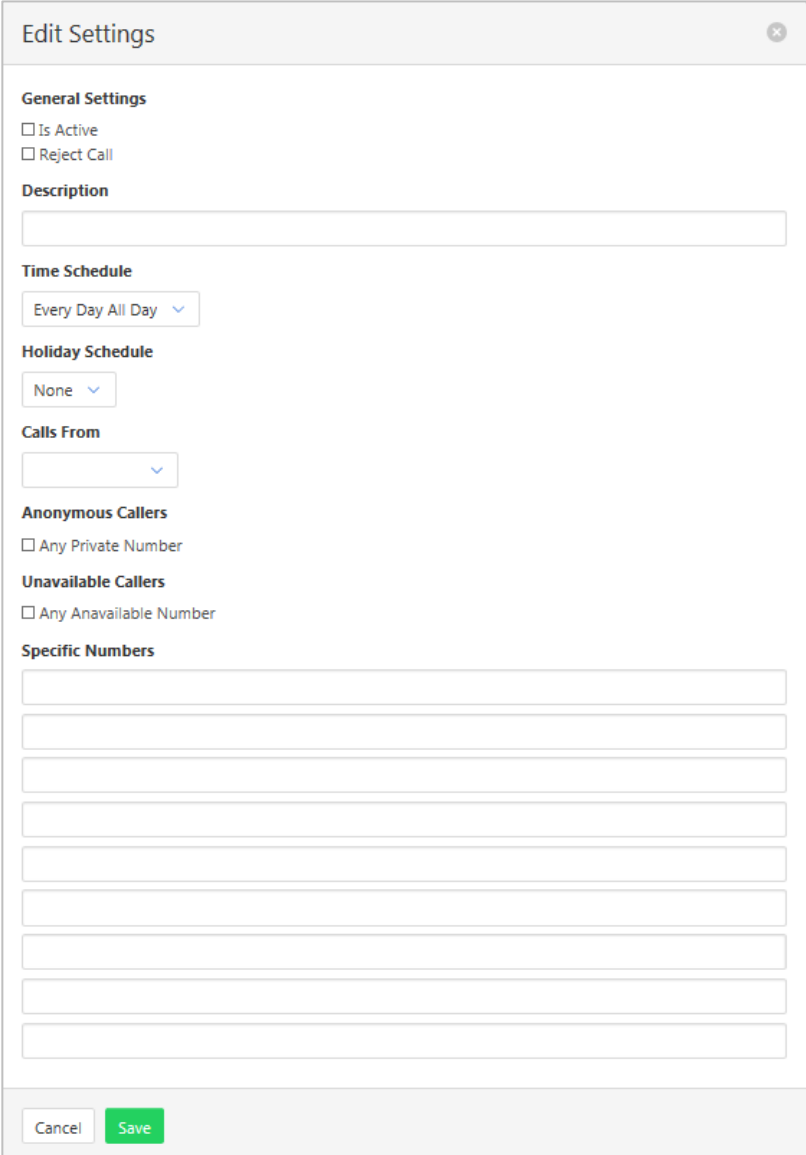
Time and holiday schedules are created by a site administrator.

Select **Selective Call Rejection** from the **Services** pane.

1. Click .



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**).
11. Click .



# 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.

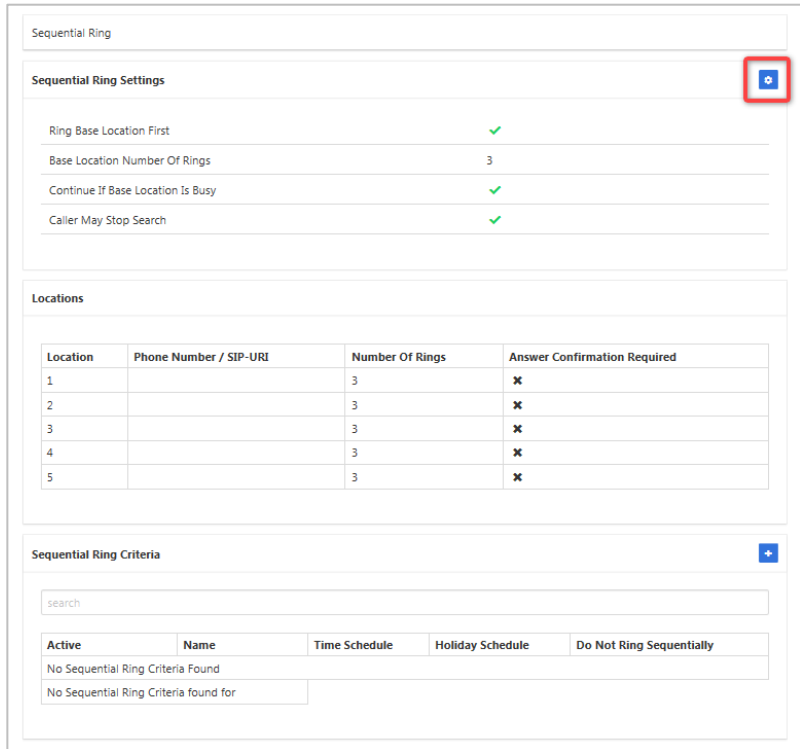
Answer confirmation means that the user receiving the call will have to press a key to accept the call. This is so that the user is aware that the call has been redirected.

Time and holiday schedules are created by a site administrator.

## Activating Sequential Ring:

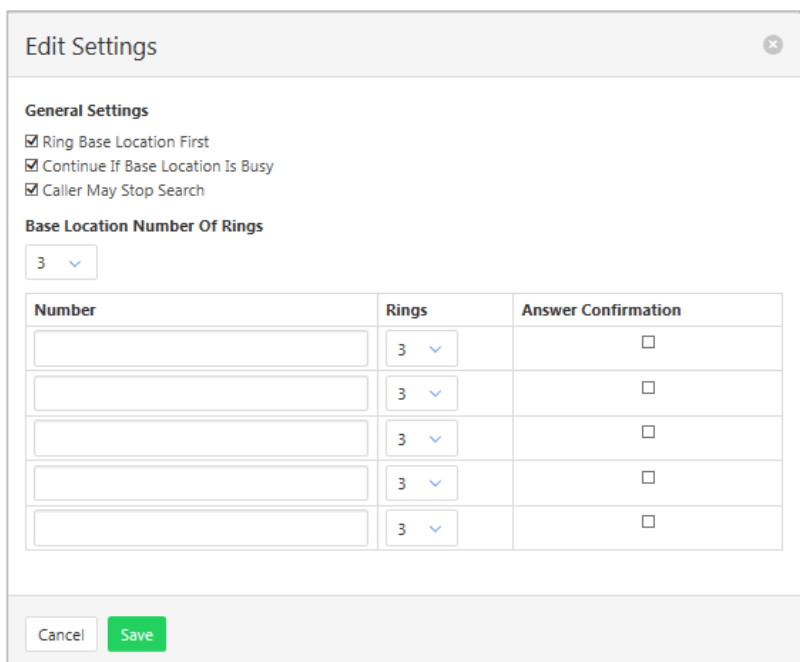
Select **Sequential Ring** from the Services pane.

1. Click .



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.

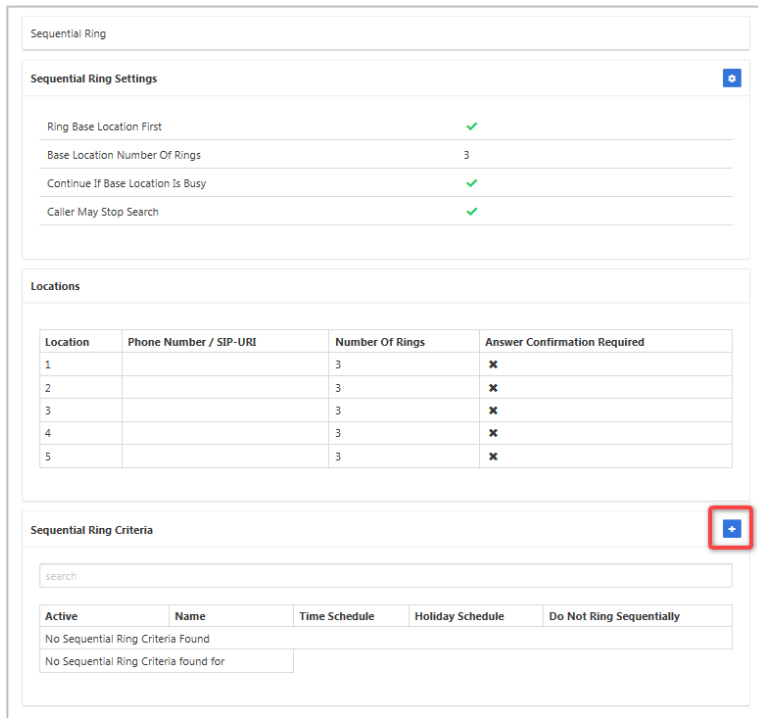
9. Click .



**To set Sequential Ring Criteria:**

(Optional)

1. Click .



Sequential Ring

**Sequential Ring Settings**

Ring Base Location First	<input checked="" type="checkbox"/>
Base Location Number Of Rings	3
Continue If Base Location Is Busy	<input checked="" type="checkbox"/>
Caller May Stop Search	<input checked="" type="checkbox"/>


**Locations**

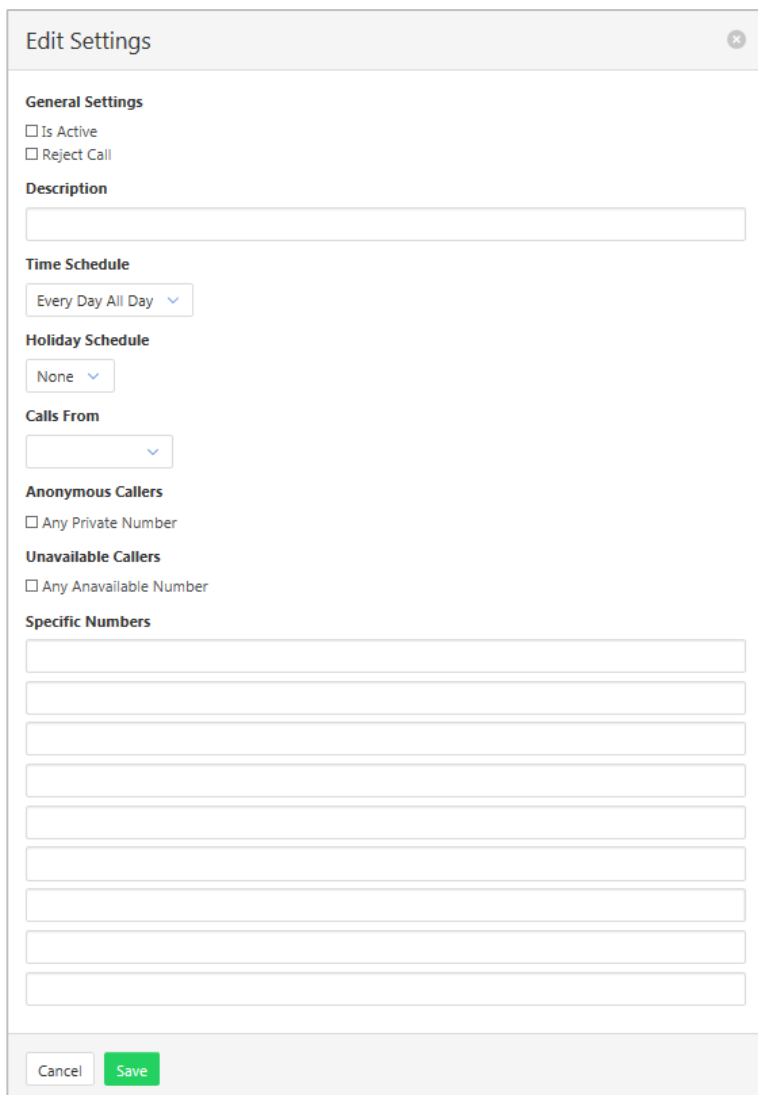
Location	Phone Number / SIP-URI	Number Of Rings	Answer Confirmation Required
1		3	x
2		3	x
3		3	x
4		3	x
5		3	x

**Sequential Ring Criteria**

search

Active	Name	Time Schedule	Holiday Schedule	Do Not Ring Sequentially
<input type="checkbox"/>	No Sequential Ring Criteria Found			
	No Sequential Ring Criteria found for			

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**.)
11. Click .



**Edit Settings**

**General Settings**

Is Active

Reject Call

**Description**

**Time Schedule**

Every Day All Day

**Holiday Schedule**

None

**Calls From**

**Anonymous Callers**

Any Private Number

**Unavailable Callers**

Any Unavailable Number

**Specific Numbers**

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.

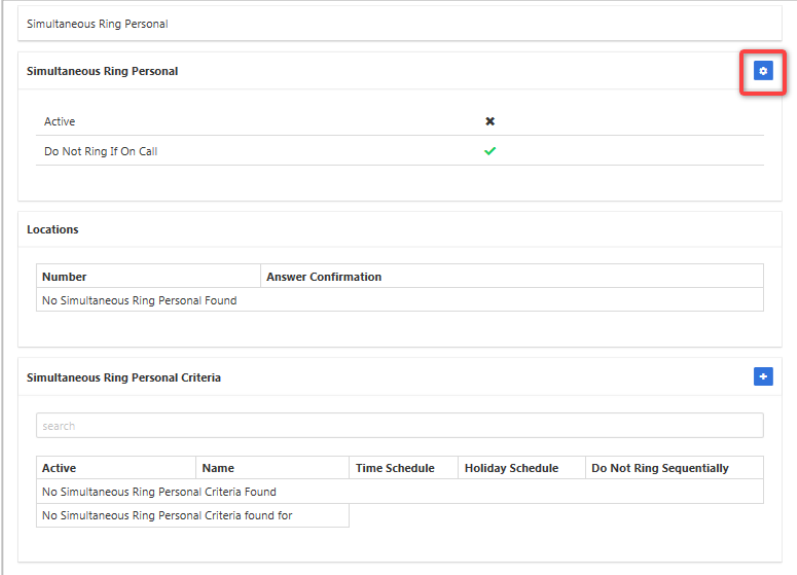
The option for Answer Confirmation means the answering point must press a button to confirm acceptance of the call before it is connected.

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

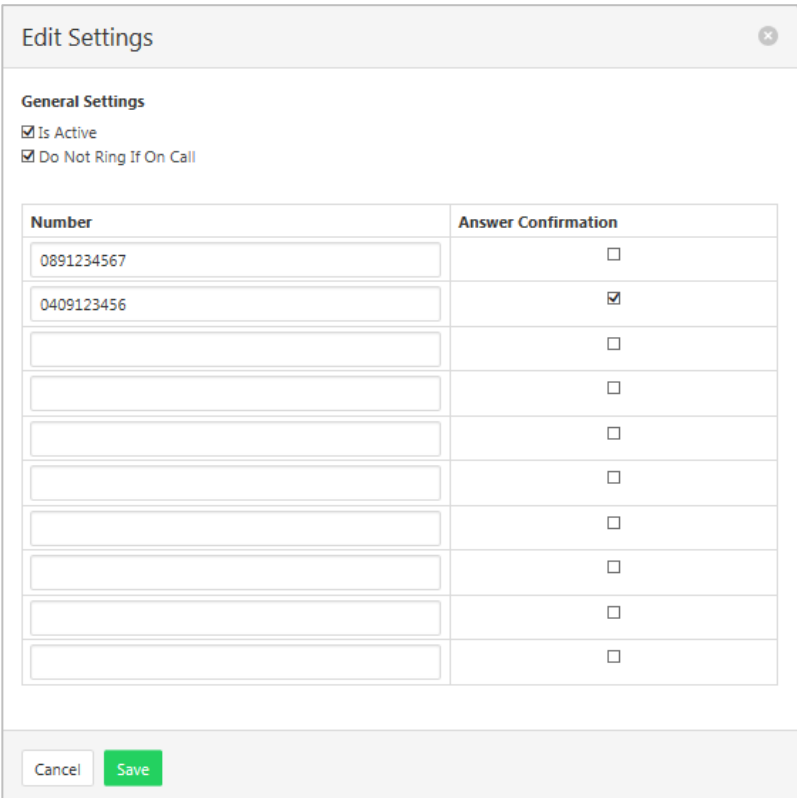
Number	Answer Confirmation
No Simultaneous Ring Personal Found	


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 


**To set Simultaneous Ring Personal Criteria:**

(Optional.)

- 1. Click .

Location	Phone Number / SIP-URI	Number Of Rings	Answer Confirmation Required
1		3	✗
2		3	✗
3		3	✗
4		3	✗
5		3	✗

Active	Name	Time Schedule	Holiday Schedule	Do Not Ring Sequentially
	No Sequential Ring Criteria Found			
	No Sequential Ring Criteria found for			

- 2. Click the **Enable Simultaneous Ring Personal** checkbox to enable this feature.
- 3. Enter a Description for this feature. (Multiple rules can be entered.)
- 4. Click the **Blacklisted** checkbox for calls not to ring sequentially.
- 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**.)
- 11. Click .

**Edit Criteria**

**Active**  
 Enable Simultaneous Ring Personal

**Description**  
Simultaneous Ring Personal Description

**Do Not Ring Sequentially**  
 Blacklisted

**Time Schedule**  
All Day Every Day

**Holiday Schedule**  
None

**Calls From**  
Any

**Anonymous Callers**  
 Any Private Number

**Unavailable Callers**  
 Any Unavailable Number

**Specific Numbers**  
[Empty input fields]

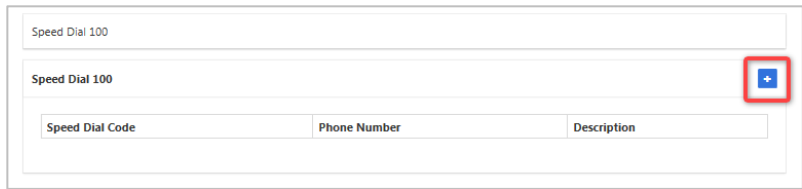
Cancel Save

# SPEED DIAL 100

Preset 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 .

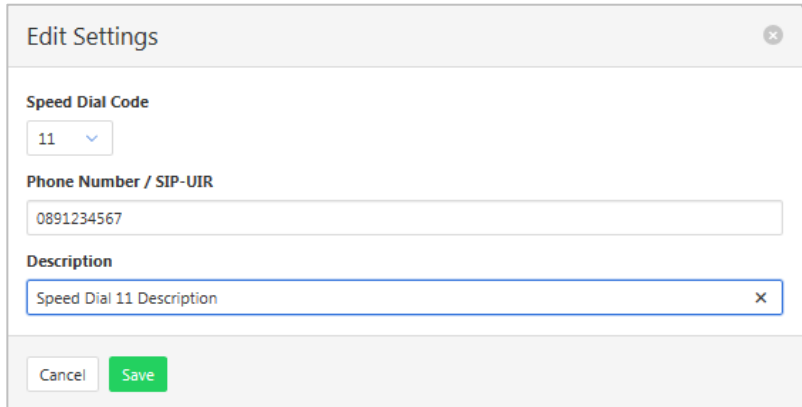


Speed Dial 100

Speed Dial 100

Speed Dial Code	Phone Number	Description
-----------------	--------------	-------------

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 .



Edit Settings

Speed Dial Code

11

Phone Number / SIP-UIR

0891234567

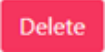
Description

Speed Dial 11 Description

Cancel Save

Repeat for other Speed Dials.

To delete an existing Speed Dial, access the speed dial entry and

- click .

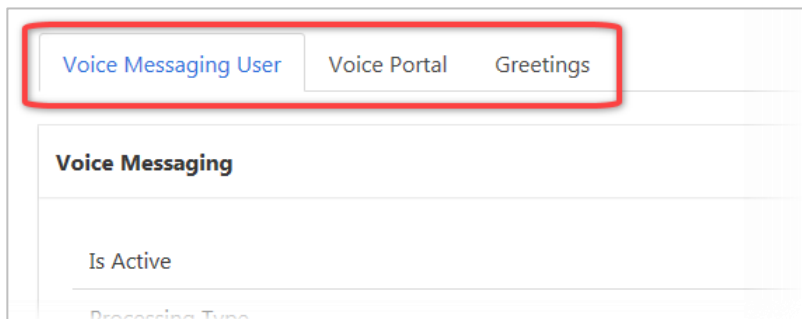
# VOICE MESSAGING USER

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 Portal Greetings

**Voice Messaging**

Is Active

Processing Type





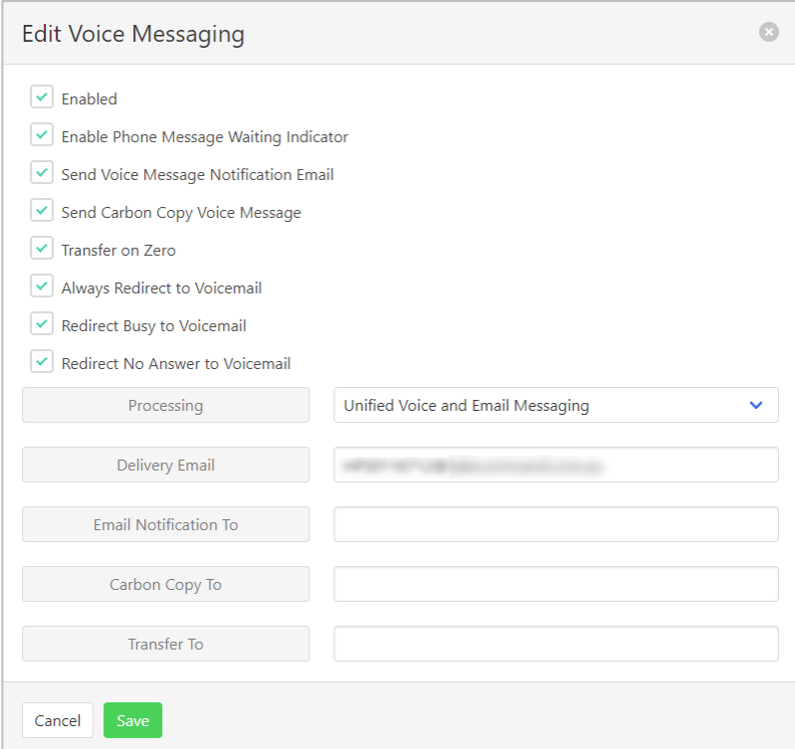
## VOICE MESSAGING USER

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]

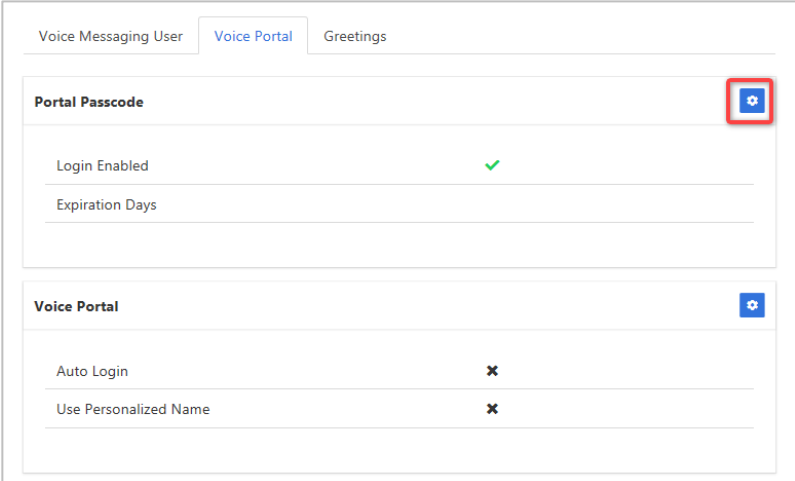
Cancel Save

## 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 prerecorded 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 **Current Passcode**.
3. Enter **New Passcode**.
4. Reenter **New Passcode**.
5. Click .



Edit Portal Passcode 

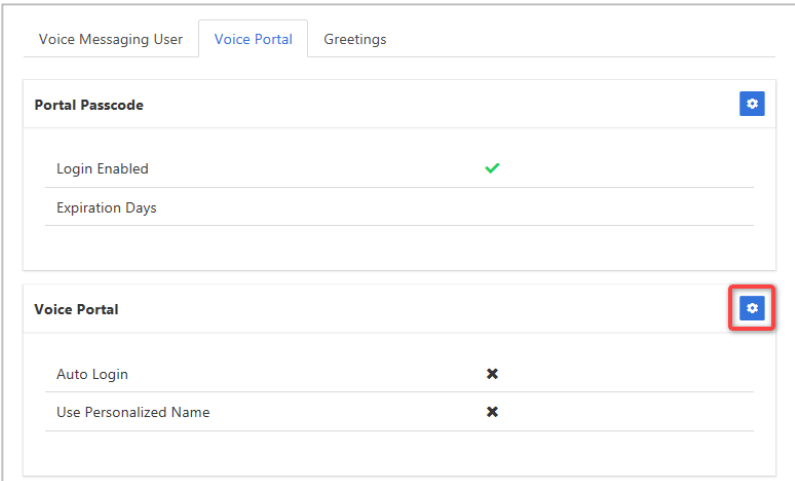
**Current Passcode**

**New Passcode**


**New Passcode Again**

### 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. 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