



Secure Cloud Solutions

Hosted IP PBX

Administrator Guide

January 2010

TABLE OF CONTENTS

1. Introduction	6
1.1 Purpose of this Guide	6
1.2 Other Guides	6
2. SMB Administrator CommPortal	7
2.1 Accessing	7
2.2 Logging In	7
2.3 Using CommPortal	8
3. Lines	9
3.1 Moving Lines between Departments	9
3.2 Logging In as Another User	9
4. Multiple Appearance Directory Numbers (MADNs).....	11
4.1 Viewing MADNs	11
4.2 Viewing and Modifying MADN	12
4.2.1 MADN Lines	13
4.2.2 Other Settings	14
4.3 Changing MADN settings	14
5. Multi Line Hunt Groups (MLHGs)	15
5.1 Viewing MLHGs.....	15
5.2 Moving MLHGs to another Department	15
5.3 Viewing and Modifying MLHG.....	15
5.3.1 MLHG Pilots	16
5.3.2 MLHG Lines	17
5.3.3 Settings	19
6. Call Pickup Groups.....	20
6.1 Viewing Call Pickup Groups	20
6.2 Moving Call Pickup Groups to another Department	20
6.3 Adding Call Pickup Groups	20

6.4 Deleting Call Pickup Groups	21
6.5 Viewing and Modifying Call Pickup Groups	21
6.5.1 Lines.....	22
6.5.2 Settings	23
7. Short Codes	24
7.1 Viewing Short Codes	24
7.2 Moving Short Codes to another Department.....	24
7.3 Adding Short Codes	25
7.4 Adding Short Code Ranges	26
7.5 Deleting Short Codes and Short Code Ranges	26
7.6 Modifying Short Codes	27
7.7 Modifying Short Code Ranges	28
8. Extensions	29
8.1 Viewing Extensions	29
8.2 Adding Extensions.....	30
8.3 Adding Extension Ranges	31
8.4 Deleting Extensions and Extension Ranges	31
8.5 Modifying Extensions	32
8.6 Modifying Extension Ranges	33
9. Account Codes	34
9.1 Viewing and Modifying Account Code Settings	34
9.2 Modifying Settings	34
9.2.1 Modifying Call Types Requiring Account Codes.....	34
9.2.2 Choosing Validated or Unvalidated Account Codes	35
9.2.3 Setting Account Code Length	35
9.2.4 Blocking Access after Incorrect Account Codes	35
9.2.5 Setting Individual Line Properties	36
9.2.6 Configuring Account Codes	37

9.3 Viewing and Modifying Account Code Settings for a Line	38
10. External Calls	40
11. Number Blocks	42
12. Auto-Attendant	43
12.1 Overview	43
12.2 Planning Your Auto-Attendant	43
12.3 CommPortal Access	45
12.3.1 Logging In	45
12.3.2 Global Auto-Attendant Properties	46
12.3.3 Extensions	47
12.3.4 Announcements	48
12.3.5 Hours/Holidays	49
12.3.6 Menus	52
12.3.7 Menu Assignments	54
12.3.8 Reports.....	55
12.4 Phone Access	57
12.4.1 Logging In	57
12.4.2 Using	57
13. Music on Hold	58
13.1 CommPortal Access	58
13.1.1 Logging In	58
13.1.2 Viewing and Changing Your Security Settings	59
13.1.3 Managing Recordings	60
13.1.4 Assigning Recordings to Lines.....	62
13.2 Phone Access	64
13.2.1 Logging In	64
13.2.2 Using	64
14. Glossary	66

14.1 CommPortal	66
14.2 Logging Into CommPortal as Another User	66
14.3 Phones	66
14.4 MAC addresses	67
14.5 Departments	67
14.6 Network	68
14.7 Multiple Appearance Directory Numbers	69
14.8 Multi Line Hunt Groups.....	69
14.9 Call Pickup Groups.....	70
14.10 Short Codes	70
14.11 Extensions.....	70
14.12 Account Codes	70
14.13 Auto Attendant	71
14.14 Music on Hold	72
14.14.1 Music on Hold Performing Rights	72

I. INTRODUCTION

I.1 Purpose of this Guide

Welcome to your new phone system!

This Guide is intended to help Administrators of a Secure Cloud Solutions Hosted IP PBX phone system perform the various tasks needed to administer the system, such as

- adding new lines to the system
- setting up your call groups
- configuring your automated receptionist.

It is split into sections which describe how to configure aspect of your phone system.

There is a Glossary at the end of this Guide which explains the important concepts your phone system uses.

I.2 Other Guides

There are some other Guides which you may need to refer to when administering your phone system, and you will need to provide to the users of your phone system. These are:

- *Secure Cloud Solutions Hosted IP PBX End User Guide*. This is the more detailed version of the previous document, which describes how end users should use all of the functions and features of your phone system. You may only want to provide this guide to your more advanced “power” users, but you should understand its contents so you can provide help and guidance to your colleagues.

2. SMB ADMINISTRATOR COMMPORTAL

2.1 Accessing

To access the SMB Administrator CommPortal interface point a browser at <https://myportal.saddlebackcomm.com/bg>.

CommPortal is supported on Windows 2000, Windows XP, Windows 2003 and Windows Vista, using the following browser versions:

- Internet Explorer 7
- Mozilla Firefox 2.0

JavaScript must be enabled.

2.2 Logging In



The following shows a sample CommPortal login page.

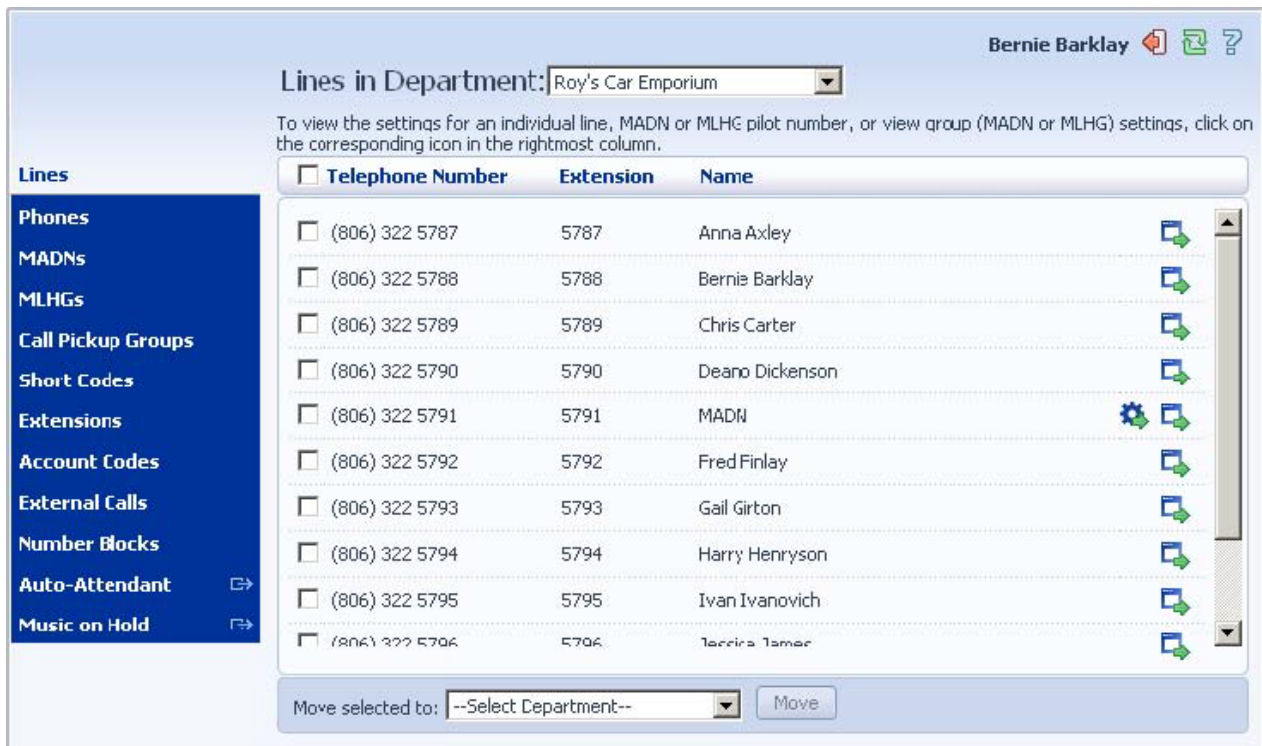
To log into CommPortal, follow these steps:

1. Enter a phone number with administrative access
2. Enter the password
3. Click on **Login**.

2.3 Using CommPortal

Once you are logged into CommPortal you are presented with the SMB Administrator's homepage.

- Down the left hand side of this page are a series of links which take you to the different pages within CommPortal.
- The main panel shows the contents of the page you've selected.
- In the top right hand the top of the page is the name of the user you are logged in as and icons which:
 - Log you out of CommPortal.
 - Refresh the current CommPortal page.
 - Open a separate browser window with detailed help on using the current page.



The screenshot displays the CommPortal interface for a user named Bernie Barklay. The main content area is titled "Lines in Department: Roy's Car Emporium". Below this title, there is a table listing phone lines with columns for Telephone Number, Extension, and Name. Each row includes a checkbox for selection and a set of icons for actions like settings and refresh. A sidebar on the left contains navigation links for various system components. At the bottom, there is a "Move selected to:" section with a dropdown menu and a "Move" button.

Lines in Department: Roy's Car Emporium

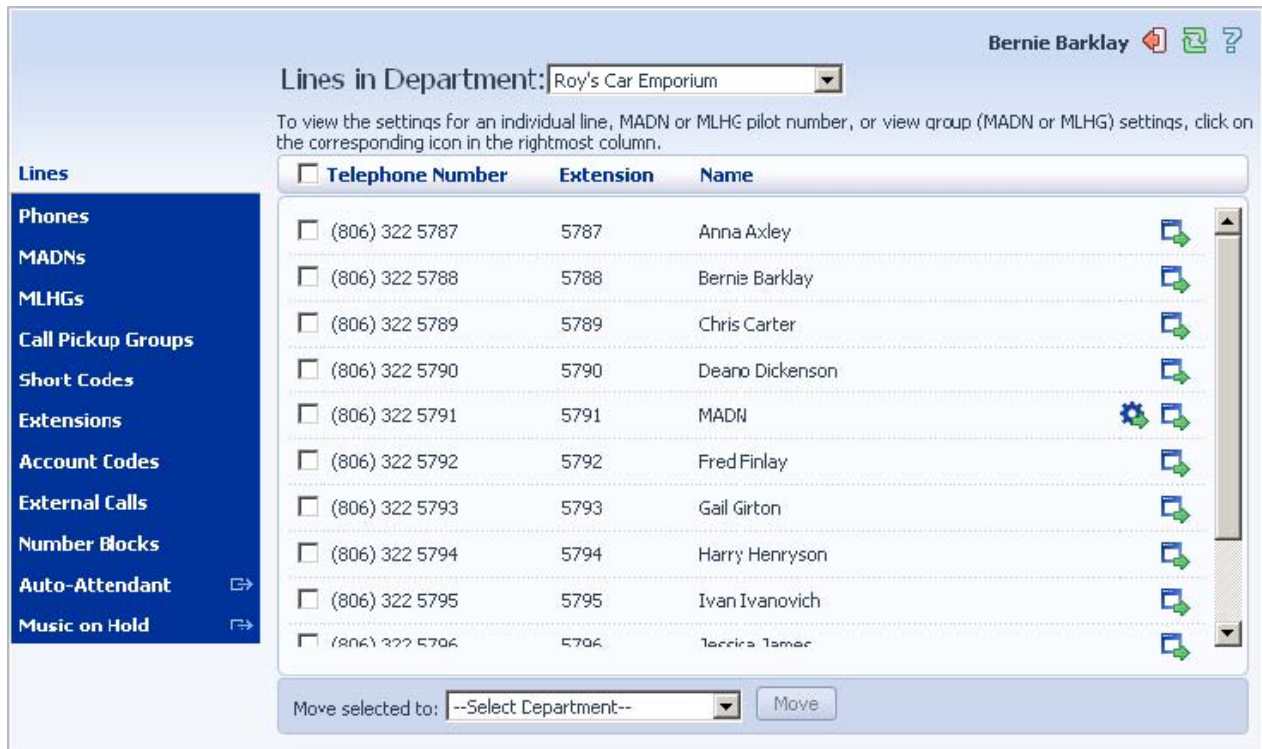
To view the settings for an individual line, MADN or MLHG pilot number, or view group (MADN or MLHG) settings, click on the corresponding icon in the rightmost column.

<input type="checkbox"/>	Telephone Number	Extension	Name	
<input type="checkbox"/>	(806) 322 5787	5787	Anna Axley	
<input type="checkbox"/>	(806) 322 5788	5788	Bernie Barklay	
<input type="checkbox"/>	(806) 322 5789	5789	Chris Carter	
<input type="checkbox"/>	(806) 322 5790	5790	Deano Dickenson	
<input type="checkbox"/>	(806) 322 5791	5791	MADN	
<input type="checkbox"/>	(806) 322 5792	5792	Fred Finlay	
<input type="checkbox"/>	(806) 322 5793	5793	Gail Girton	
<input type="checkbox"/>	(806) 322 5794	5794	Harry Henryson	
<input type="checkbox"/>	(806) 322 5795	5795	Ivan Ivanovich	
<input type="checkbox"/>	(806) 322 5796	5796	Jessica Tamar	

Move selected to: --Select Department--

3. LINES

The **Lines** page is the CommPortal SMB Administrator's homepage and it will display once you've



logged in.

This menu shows you all the lines within the department that you are an administrator of. To view lines that are in sub-departments, follow these steps:

1. Select the sub-department using the drop-down list at the top of the page.

3.1 Moving Lines between Departments

To move lines between Departments, follow these steps:

- 1 Select the line using the checkbox to the left of the line
- 2 Select the department you wish to move the line to using the drop-down list at the bottom of the page.
- 3 Click on the **Move** button.

3.2 Logging In as Another User

To log on as a regular user, follow these steps:

- 1 Select the **Individual Line** icon to the right of the line.
- 2 This will launch the regular CommPortal interface for that line in a new browser window.

Call History Contacts Call Manager Add Services Settings

Call Manager 8063225787

Summary Rules Weekly Schedule Special Days

When I receive a call

- Have my phone ring as normal
 - Send it to voicemail immediately
- Forward it to
- Apply advanced rules. Use my rules (or [set up new rules](#))
- Handle the call depending on the day or time
 - On normal days use my [rules](#)
 - On [Special Days](#) use my [rules](#)

You haven't set your [weekly schedule](#) yet. Set it up now for greater flexibility: apply different rules at specific times or on different days of the week.

Apply Cancel



For more details on modifying settings on behalf of an individual user see the *Secure Cloud Solutions Hosted IP PBX End User Guide*.

4. MULTIPLE APPEARANCE DIRECTORY NUMBERS (MADNS)

4.1 Viewing MADNs

The screenshot shows a web interface for managing Multiple Appearance Directory Numbers (MADNs). At the top right, the user is identified as 'Bernie Barklay'. The main heading is 'MADNs in Department:' followed by a dropdown menu currently set to 'Roy's Car Emporium'. Below this, a text instruction reads: 'To view the settings for the MADN line, or to view the MADN members and other settings, click on the corresponding icon in the rightmost column. Please contact us if you would like to set up a new MADN.'

A table displays the MADN entries:

<input type="checkbox"/>	Telephone Number	Extension	Number of Lines	
<input type="checkbox"/>	(806) 322 5791	5791	2	 

At the bottom of the interface, there is a 'Move selected to:' dropdown menu set to '--Select Department--' and a 'Move' button.

The **MADNs** page shows you all of the MADNs within your department.

To view MADNs in sub-departments, select the sub-department from the drop-down list at the top of the page.

4.2 Viewing and Modifying MADN

To view more details about a MADN or change its settings click on the Groups icon to the right of the

MADN (806) 322 5791 in Department: None

Bernie Barklay

MADN Lines Other Settings

<input type="checkbox"/>	Telephone Number	Extension	Name	Department	
<input type="checkbox"/>	(806) 322 5792	5792	Fred Finlay	None	
<input type="checkbox"/>	(806) 322 5793	5793	Gail Girton	None	

Remove Selected Add Lines Add single line: Add

MADN number.

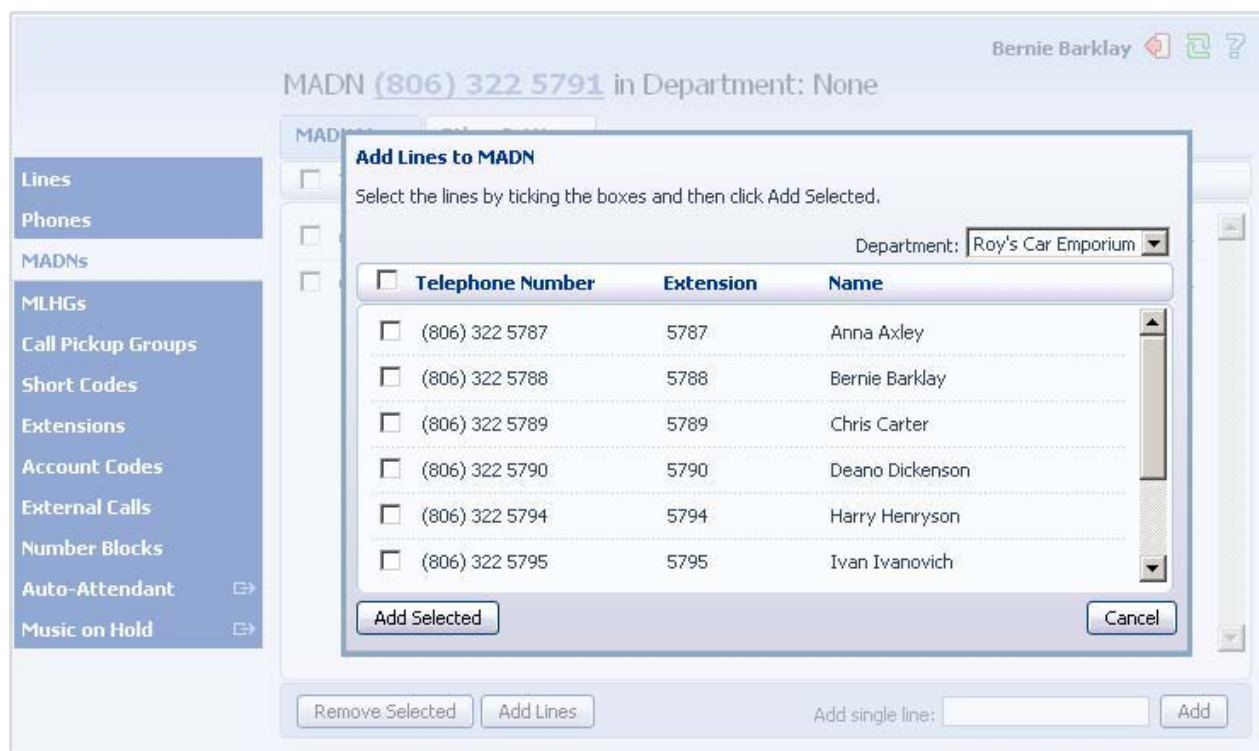
4.2.1 MADN Lines

The **MADN Lines** tab shows you all of the lines that will ring when the MADN is called.

Adding Lines

To add lines to the MADN, perform one of the following two steps:

- 1 If you know the number, enter it in the text box on the bottom right and click **Add**.
- 2 If you don't know the number, click on **Add Lines**. To select one or more lines to add, use the checkboxes to the left of the lines and click **Add Selected**.



Removing Lines

To remove a line from the MADN, follow these steps:

- 1 Select the line to remove using the checkbox to the left of it.
- 2 Click on the **Remove Selected** button.

4.2.2 Other Settings

The screenshot shows a web interface for configuring a MADN. At the top, it identifies the MADN as (806) 322 5791 in the Department of None. The user is logged in as Bernie Barklay. The 'Other Settings' tab is selected, and the 'Call Limit Algorithm' section is expanded. It explains that there are three choices for limiting calls: 1) total active and queued calls cannot exceed the number of lines, 2) total active and queued calls cannot exceed a separately specified limit, and 3) total queued calls cannot exceed a separately specified limit. The current algorithm used is the first option. A sidebar on the left contains a list of settings including Lines, Phones, MADNs, MLHGs, Call Pickup Groups, Short Codes, Extensions, Account Codes, External Calls, Number Blocks, Auto-Attendant, and Music on Hold.

The **Other Settings** tab shows you the Call Limit Algorithm in use for this MADN.

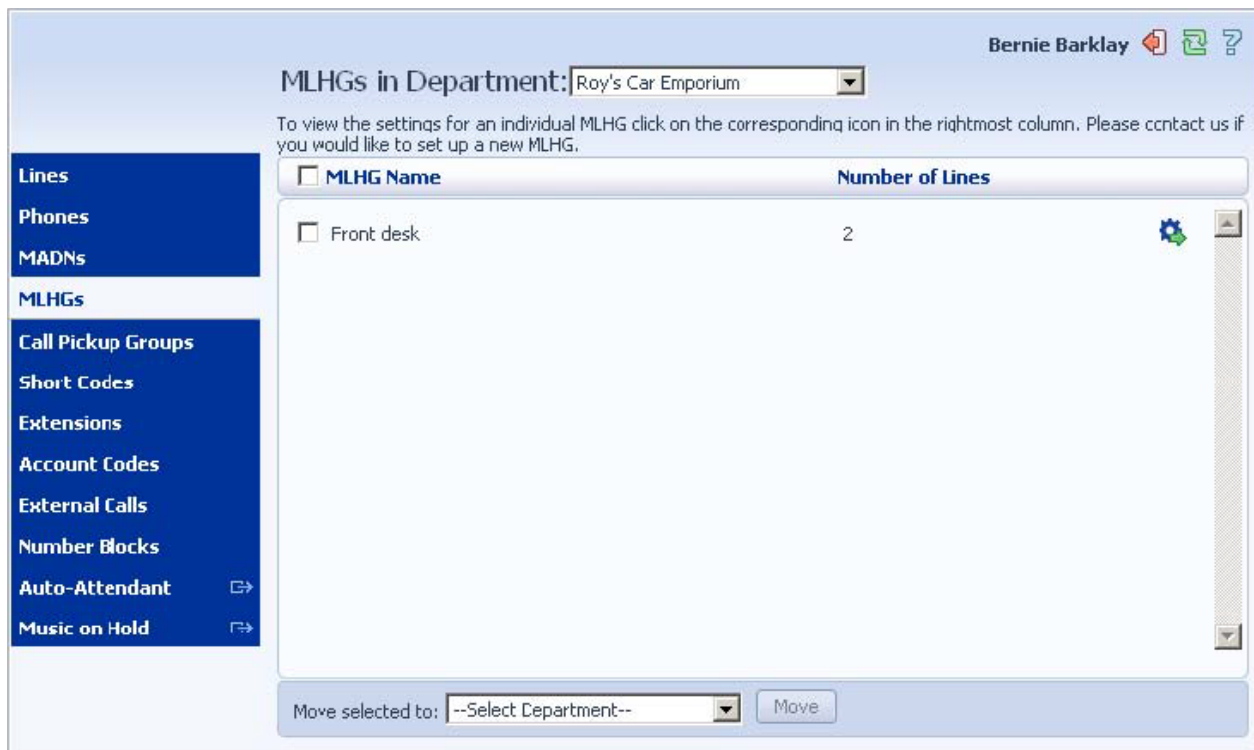
4.3 Changing MADN settings

To view and change the settings for the MADN line, follow these steps:


- 1 Click on the Individual Line icon to the right of the MADN number.
- 2 This will open a new browser window and automatically log you into CommPortal for this number. Follow the instructions for configuring settings given in the *Secure Cloud Solutions Hosted IP PBX End User Guide*.

5. MULTI LINE HUNT GROUPS (MLHGS)

5.1 Viewing MLHGs



The screenshot shows a web interface for managing MLHGs. At the top right, the user is identified as 'Bernie Barklay'. Below this, a dropdown menu shows 'MLHGs in Department: Roy's Car Emporium'. A message states: 'To view the settings for an individual MLHG click on the corresponding icon in the rightmost column. Please contact us if you would like to set up a new MLHG.' The main area contains a table with the following data:

<input type="checkbox"/> MLHG Name	Number of Lines	
<input type="checkbox"/> Front desk	2	

At the bottom, there is a 'Move selected to:' dropdown menu with '--Select Department--' and a 'Move' button.

The **MLHGs** page shows you all of the MLHGs in your department.

To view MLHGs in sub-departments, select the sub-department from the drop-down list at the top of the page.

5.2 Moving MLHGs to another Department

To move an MLHG between Departments, follow these steps:

- 1 Select the MLHG using the checkbox to the left of the MLHG.
- 2 Select the department you wish to move the MLHG to using the drop-down list at the bottom of the page.
- 3 Click on the **Move** button.

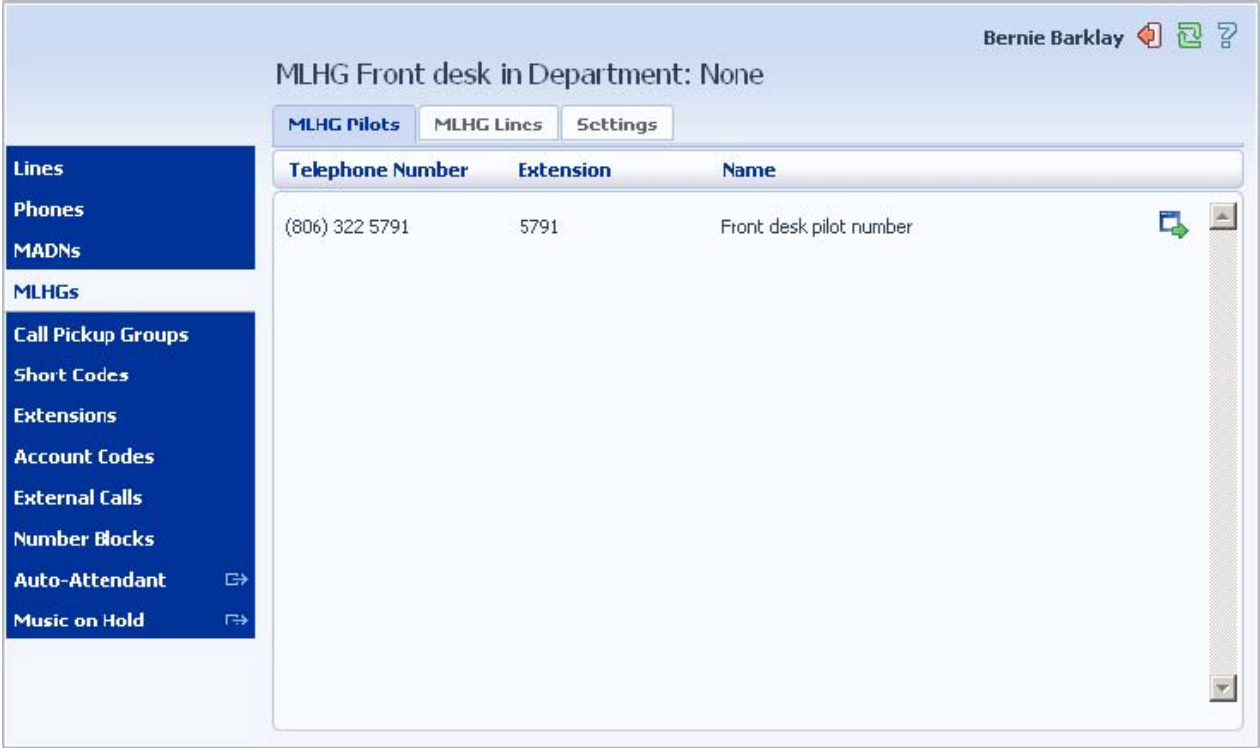
5.3 Viewing and Modifying MLHG

To view the details of an MLHG and to modify its settings you first need to select that MLHG. Do this by selecting the Group icon to the right of the MLHG.

This takes you to a series of tabs for that MLHG.

5.3.1 MLHG Pilots





The **MLHG Pilots** tab shows you any pilot numbers for this MLHG. A pilot number is one which when



called, enters this MLHG.

5.3.2 MLHG Lines

This tab shows you all of the lines which are members of this MLHG. There is an icon for each line

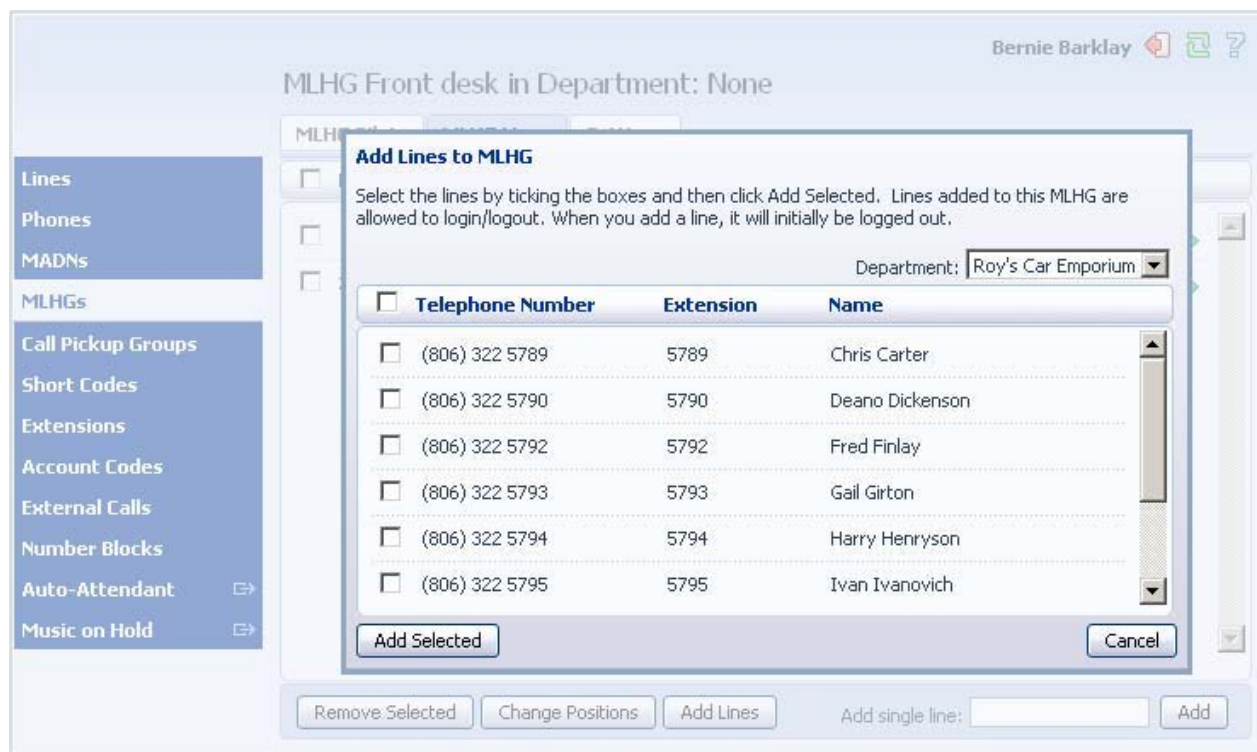
<input type="checkbox"/>	Position	Telephone Number	Extension	Name	Department	
<input type="checkbox"/>	1	(806) 322 5788	5788	 Bernie Barklay	None	
<input type="checkbox"/>	2	(806) 322 5787	5787	 Anna Axley	None	

which tells you whether each member is currently logged into this MLHG.

Adding Lines

To add lines to the MLHG, perform one of the following two steps:

- 1 If you know the number, enter it in the text box on the bottom right and click **Add**.
- 2 If you don't know the number, click on **Add Lines**. To select one or more lines to add, use the checkboxes to the left of the lines and click **Add Selected**.



Removing Lines

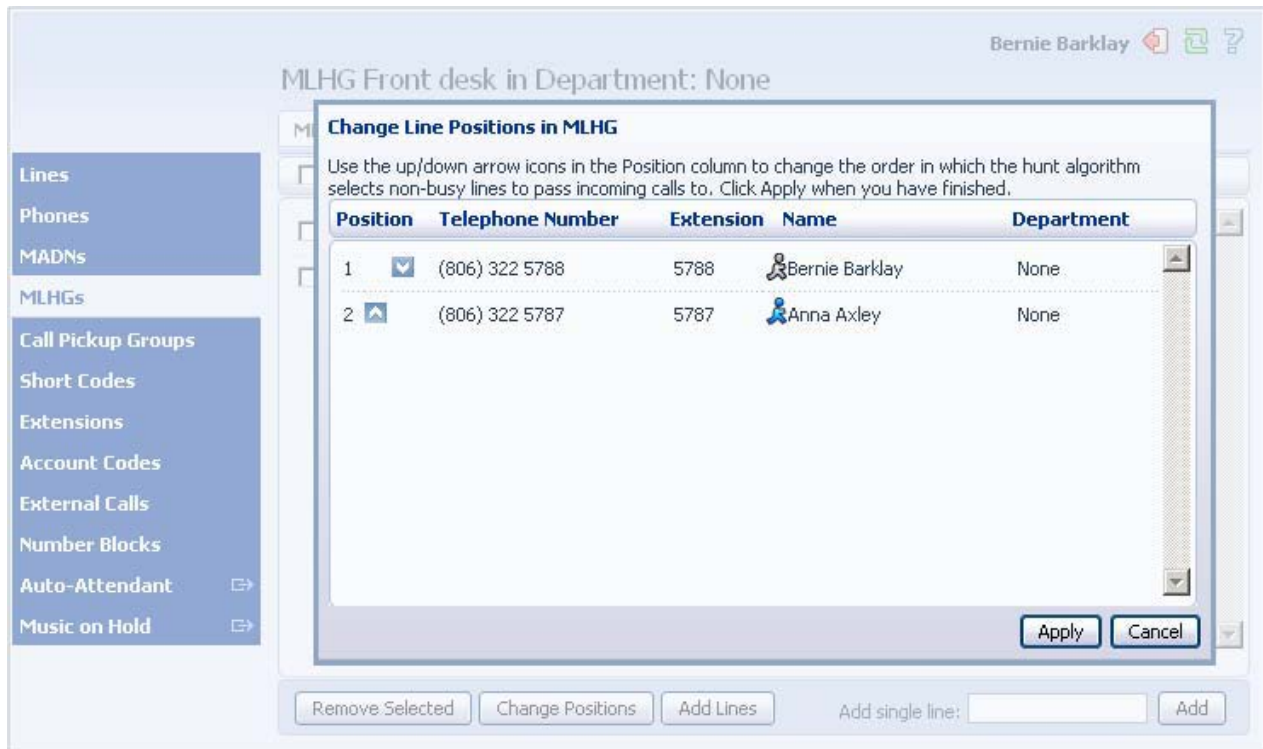
To remove a line from the MLHG, follow these steps:

- 1 Select the line to remove by using the checkbox to the left of it.
- 2 Click on the **Remove Selected** button.

Changing Positions

To change the positions of lines within the MLHG, follow these steps:

1. Click on the **Change Positions** button.
2. Move lines up and down using the icons.
3. Click on **Apply**.



5.3.3 Settings

The **Settings** tab lets you view and change various settings for the MLHG.

Preferences

The **Preferences** page allows you to rename the MLHG. To rename the MLHG, follow these steps:

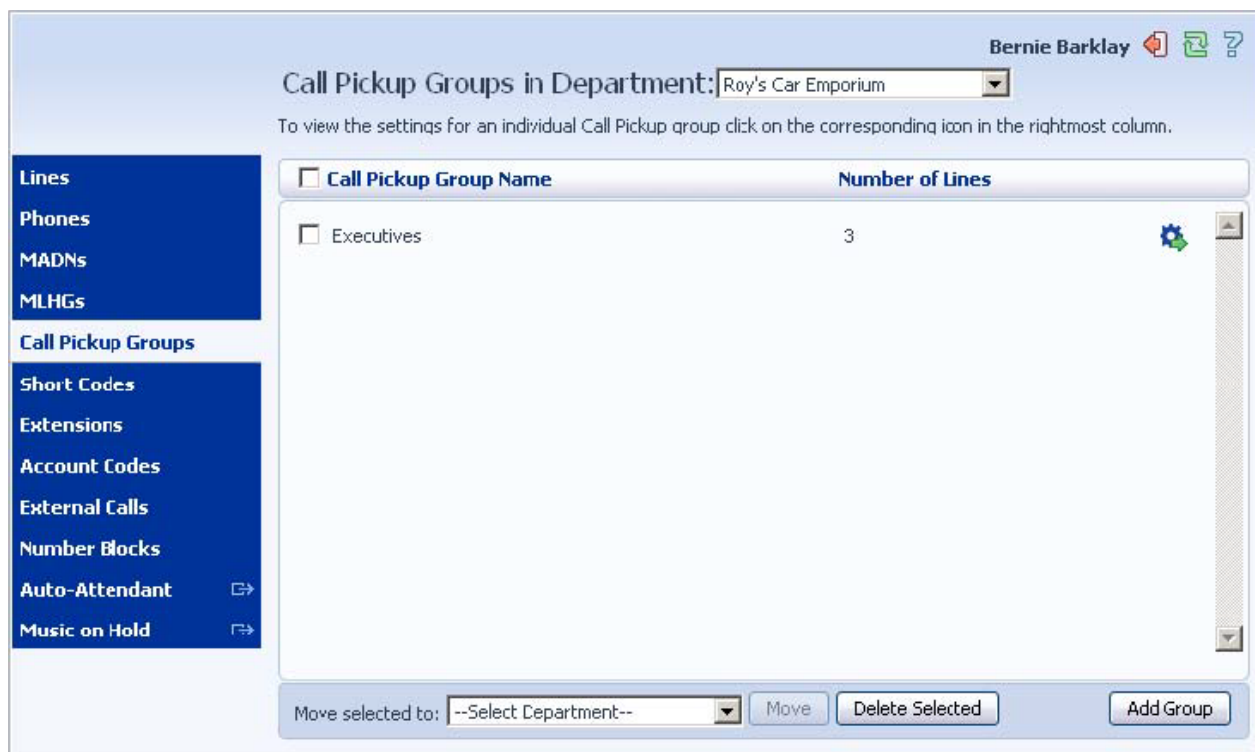
1. Type the new name in the text box.
2. Click on **Apply**.

Hunt Settings

The **Hunt Settings** page allows you to see the call distributed algorithm that is used for this MLHG and other detailed MLHG settings.

6. CALL PICKUP GROUPS

6.1 Viewing Call Pickup Groups



The **Call Pickup Groups** page shows you all of the Call Pickup Groups in your department.

To view Call Pickup Groups in sub-departments, select the sub-department from the drop-down list at the top of the page.

6.2 Moving Call Pickup Groups to another Department

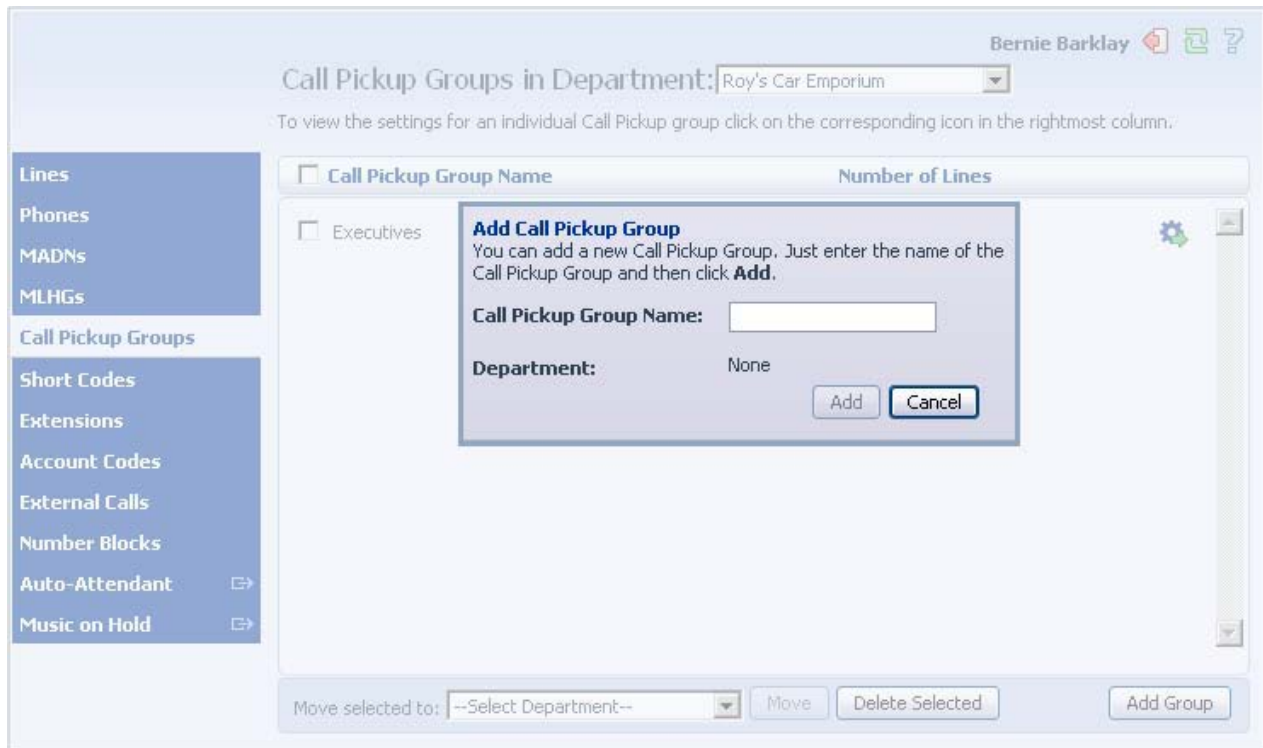
To move Call Pickup Groups between Departments, follow these steps:

- 1 Select the Call Pickup Group using the checkbox to the left of the Call Pickup Group.
- 2 Select the department you wish to move the Call Pickup Group to using the drop-down list at the bottom of the page.
- 3 Click on the **Move** button.

6.3 Adding Call Pickup Groups

To create a new Call Pickup Group, follow these steps:

- 1 Click on **Add Group**.
- 2 Enter the name of the new Call Pickup Group in the text box.



3. Click on **Add**.

6.4 Deleting Call Pickup Groups

To delete a Call Pickup Group, follow these steps:

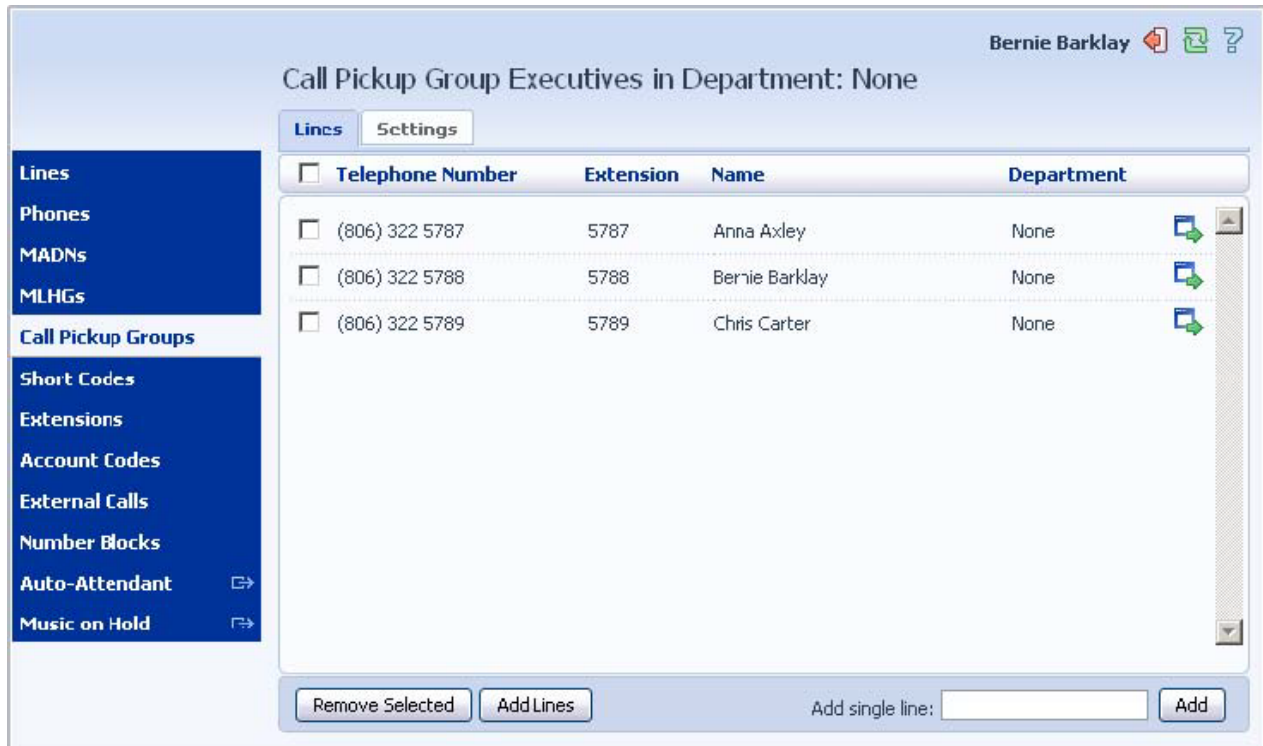
- 1 Select the Call Pickup Group using the checkbox to the left of the Call Pickup Group.
- 2 Click on the **Remove Selected** button.

6.5 Viewing and Modifying Call Pickup Groups

To view the details of a Call Pickup Group and to modify its settings, follow these steps:

- 1 Select that Call Pickup Group by selecting the **Group** icon to the right of the Call Pickup Group.
- 2 This takes you to a series of tabs for that Call Pickup Group.

6.5.1 Lines



The screenshot displays a web interface for managing call pickup groups. The title is "Call Pickup Group Executives in Department: None". The user "Bernie Barklay" is logged in. The interface has a left-hand navigation menu with options like "Lines", "Phones", "MADNs", "MLHGs", "Call Pickup Groups", "Short Codes", "Extensions", "Account Codes", "External Calls", "Number Blocks", "Auto-Attendant", and "Music on Hold". The "Lines" tab is active, showing a table of three lines. Each line has a checkbox, a telephone number, an extension, a name, and a department. At the bottom, there are buttons for "Remove Selected" and "Add Lines", along with an "Add single line:" input field and an "Add" button.

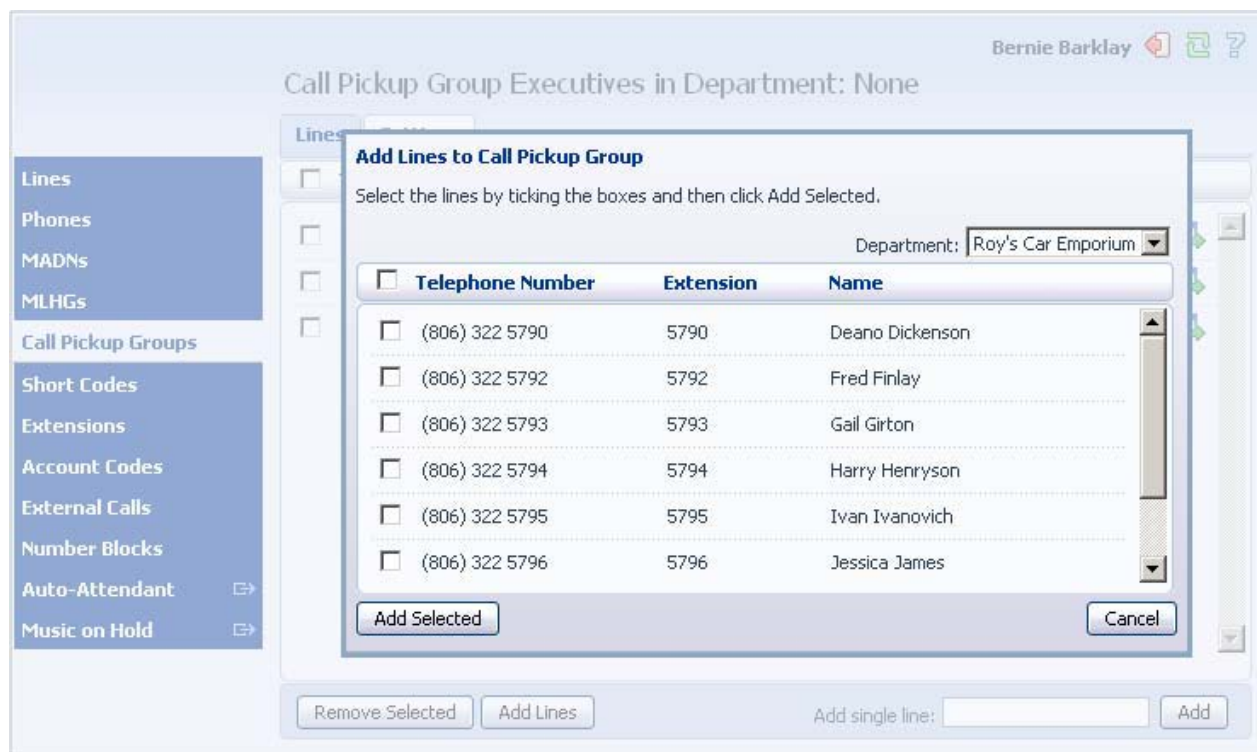
<input type="checkbox"/>	Telephone Number	Extension	Name	Department	
<input type="checkbox"/>	(806) 322 5787	5787	Anna Axley	None	
<input type="checkbox"/>	(806) 322 5788	5788	Bernie Barklay	None	
<input type="checkbox"/>	(806) 322 5789	5789	Chris Carter	None	

The **Lines** tab shows you all the lines in this Call Pickup Group.

Adding Lines

To add lines to the Call Pickup Group perform one of the following two operations:

- 1 If you know the number, enter it in the text box on the bottom right and click **Add**.
- 2 If you don't know the number, click on **Add Lines**. To select one or more lines to add, use the checkboxes to the left of the lines and click **Add Selected**.



Removing Lines

To remove a line from the Call Pickup Group, follow these steps:

- 1 Select the line to remove by using the checkbox to the left of it.
- 2 Click on the **Remove Selected** button.

6.5.2 Settings

The **Settings** tab lets you view and change the name of the Call Pickup Group. To change the name, follow these steps:

- 1 Enter the new name in the text box.
- 2 Hit **Apply**.

7. SHORT CODES

7.1 Viewing Short Codes

The screenshot shows a web interface for managing short codes. At the top, it says 'Short Codes in Department: Roy's Car Emporium'. Below this, a text box explains: 'Short codes allow your users to quickly dial common numbers. The table below shows the short codes currently in operation in the selected department.' On the left is a navigation menu with options: Lines, Phones, MADNs, MLHG's, Call Pickup Groups, Short Codes (highlighted), Extensions, Account Codes, External Calls, Number Blocks, Auto-Attendant, and Music on Hold. The main area contains a table with two columns: 'Short Code' and 'Telephone Number or Internal Code'. The table lists two entries: '6001-6005' with the number '(703) 480 0501 - (703) 480 0505' and '6006' with the number '(510) 748 8230'. At the bottom, there is a 'Move selected to:' dropdown menu set to '--Select Department--', and buttons for 'Move', 'Delete Selected', 'Add', and 'Add Range'.

<input type="checkbox"/> Short Code	Telephone Number or Internal Code
<input type="checkbox"/> 6001-6005	(703) 480 0501 - (703) 480 0505
<input type="checkbox"/> 6006	(510) 748 8230

The **Short Codes** page shows you all of the Short Codes in your department.

- To view Short Codes in sub-departments, select the sub-department from the drop-down list at the top of the page.
- To view all of the Short Codes for all departments, select **View All** from the department drop-down list.

7.2 Moving Short Codes to another Department

To move Short Codes between Departments, follow these steps:

- 1 Select the Short Code or Short Code range using the checkbox to the left of the Short Code or Short Code range.
- 2 Select the department you wish to move the Short Code or Short Code range to using the drop-down list at the bottom of the page.
- 3 Click on the **Move** button.

7.3 Adding Short Codes

To create a new Short Code, follow these steps:

1. Click on **Add**.
2. Enter the number of the Short Code to add.
3. Enter the telephone number or internal code the Short Code should dial.
4. Click on **Add**.

The screenshot shows a web application interface for managing short codes. At the top right, the user's name "Bernie Barklay" is displayed. The main heading is "Short Codes in Department:" followed by a dropdown menu showing "Roy's Car Emporium". Below this, a descriptive text states: "Short codes allow your users to quickly dial common numbers. The table below shows the short codes currently in operation in the selected department." A table with two columns, "Short Code" and "Internal Code", is partially visible, showing entries like "6001-6005" and "6006" in the first column, and "80 0505" in the second. A modal dialog box titled "Add Single Short Code" is open in the center. It contains the following fields and options: "Short Code:" with an empty text input; "Maps to:" with two radio buttons, "Telephone Number" (selected) and "Internal Code"; "Telephone Number:" with an empty text input; and "Department:" with a dropdown menu set to "None". At the bottom of the dialog are "Add" and "Cancel" buttons. The main interface also features a left-hand navigation menu with items like "Lines", "Phones", "MADNs", "MLHGs", "Call Pickup Groups", "Short Codes", "Extensions", "Account Codes", "External Calls", "Number Blocks", "Auto-Attendant", and "Music on Hold". At the bottom of the main interface, there are buttons for "Move selected to:", "Move", "Delete Selected", "Add", and "Add Range".

7.4 Adding Short Code Ranges

To create a new Short Code range, follow these steps:

- 1 Click on **Add Range**.
- 2 Enter the first and last numbers of the Short Code range to add.
- 3 Enter the telephone number or internal code the first Short Code in the range should dial. The
- 4 Click on **Add**.

Short Codes in Department: Roy's Car Emporium

Short codes allow your users to quickly dial common numbers. The table below shows the short codes currently in operation in the selected department.

<input type="checkbox"/>	Short Code	Telephone Number or Internal Code
<input type="checkbox"/>	6001-6005	0 0505
<input type="checkbox"/>	6006	

Add Range of Short Codes
Enter the first and last codes and (optionally) the first telephone number that the range maps to, and then click Add

Range of Short Codes: -

First Telephone Number:

Department: None

Move selected to: --Select Department--

7.5 Deleting Short Codes and Short Code Ranges

To delete Short Codes and Short Code Ranges, follow these steps:

- 1 Select the Short Code or Short Code range using the checkbox to the left of the Short Code or Short Code Range.
- 2 Click on the **Remove Selected** button.

7.6 Modifying Short Codes

To modify an existing Short Code, follow these steps:

1. Click on either the Short Code number or the number the Short Code dials.
2. Modify the details.
3. Click on **Save**.

Short Codes in Department: Roy's Car Emporium

Short codes allow your users to quickly dial common numbers. The table below shows the short codes currently in operation in the selected department.

<input type="checkbox"/> Short Code	Telephone Number or Internal Code
<input type="checkbox"/> 6001-6005	0 0505
<input type="checkbox"/> 6006	

Edit Single Short Code
To edit this mapping, enter new short code and/or telephone number values and click Save

Short Code:

Telephone Number:

Department: None

Move selected to: --Select Department--

7.7 Modifying Short Code Ranges

To modify an existing Short Code Range, follow these steps:

- 1 Click on either the Short Code Range numbers or the numbers the Short Code Range dials.
- 2 Modify the details.
- 3 Click on **Save**.

The screenshot shows a web application interface for managing short codes. At the top, it says "Short Codes in Department: Roy's Car Emporium". Below this, there is a table with two columns: "Short Code" and "Telephone Number or Internal Code". The table contains two rows: one for the range "6001-6005" and one for the number "6006". The "6001-6005" row is selected, and an "Edit Range of Short Codes" dialog box is open over it. The dialog box contains the following fields: "Range of Short Codes" with input boxes for "6001" and "6005", "First Telephone Number" with input box containing "(703) 480 0501", and "Department" with a dropdown menu set to "None". There are "Save" and "Cancel" buttons at the bottom of the dialog. At the bottom of the main interface, there are buttons for "Move selected to: --Select Department--", "Move", "Delete Selected", "Add", and "Add Range".

Short Code	Telephone Number or Internal Code
<input type="checkbox"/> 6001-6005	0 0505
<input type="checkbox"/> 6006	

Edit Range of Short Codes
To edit this mapping, enter new short codes and/or telephone number values and click Save

Range of Short Codes: -

First Telephone Number:

Department:

Move selected to:

8. EXTENSIONS

8.1 Viewing Extensions

Extensions

Extensions allow your users to quickly dial other numbers in the Business Group. The table below shows the extensions currently in operation.

<input type="checkbox"/> Extension	Telephone Number
<input type="checkbox"/> 5787 - 5789	(806) 322 5787 - (806) 322 5789
<input type="checkbox"/> 5790 - 5798	(806) 322 5790 - (806) 322 5798

Buttons:

The **Extensions** page shows you all of the Extensions in your business.

8.2 Adding Extensions

To create a new Extension, follow these steps:

- 1 Click on **Add**.
- 2 Enter the number of the Extension to add.
- 3 Enter the telephone number of the line in your business that this Extension should map to.
- 4 Click on **Add**.

If you have an Auto Attendant, make sure you record an announcement for this new extension. This is described in *Section 12.3.4 Announcements*.

The screenshot shows a web interface for managing extensions. The main area is titled 'Extensions' and contains a table with two columns: 'Extension' and 'Telephone Number'. The table lists two existing extensions: '5787 - 5789' with telephone number '322 5789' and '5790 - 5798' with telephone number '322 5798'. A dialog box titled 'Add Single' is open, prompting the user to enter an extension code and a telephone number. The extension code '5799' is entered in the 'Extension' field, and the telephone number '8063225799' is entered in the 'Telephone Number' field. The dialog box has 'Add' and 'Cancel' buttons. The main interface also has a 'Delete Selected' button and 'Add' and 'Add Range' buttons at the bottom.

Extensions allow your users to quickly dial other numbers in the Business Group. The table below shows the extensions currently in operation.

<input type="checkbox"/>	Extension	Telephone Number
<input type="checkbox"/>	5787 - 5789	322 5789
<input type="checkbox"/>	5790 - 5798	322 5798

Add Single
To configure a single extension, enter the code and the telephone number, and then click Add.

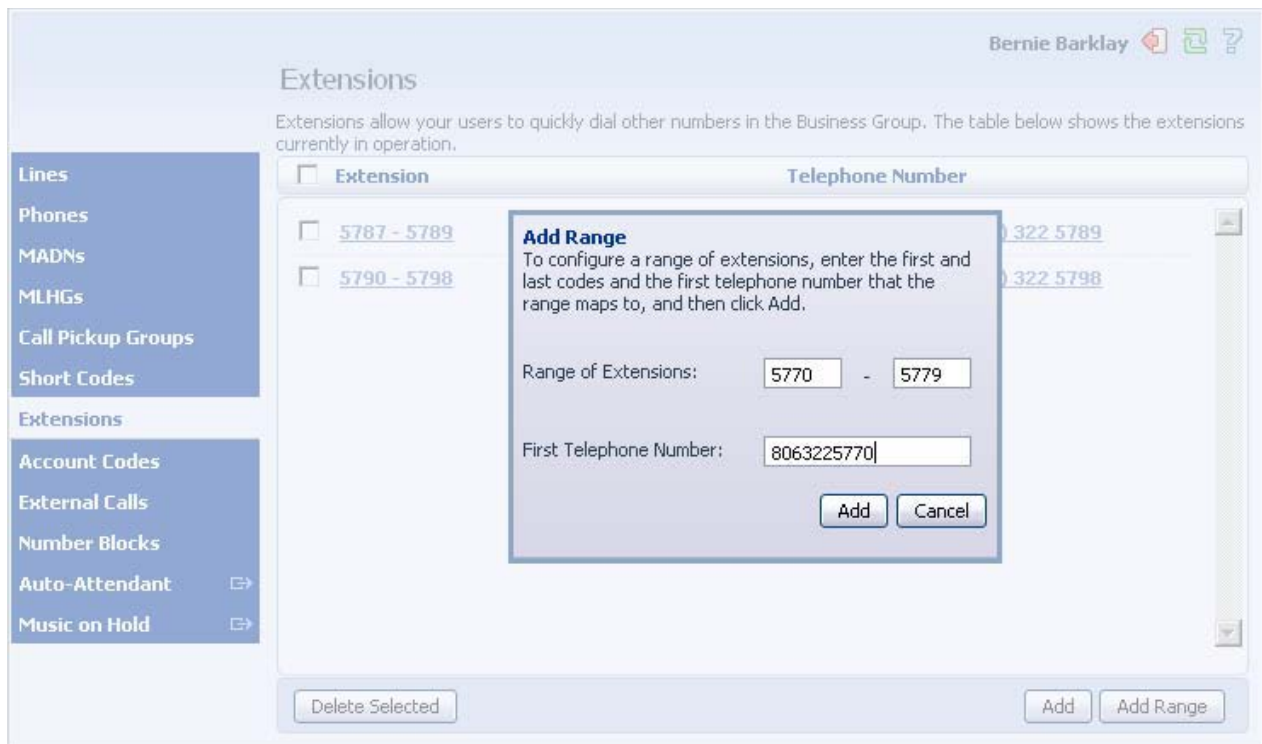
Extension:

Telephone Number:

8.3 Adding Extension Ranges

To create a new Extension range, follow these steps:

- 1 Click on **Add Range**.
- 2 Enter the first and last Extension numbers to add.
- 3 Enter the telephone number of first line in your business that this Extension range should map to.
- 4 Click on **Add**.



The screenshot shows a web interface for managing extensions. The main window is titled 'Extensions' and includes a navigation sidebar on the left with options like 'Lines', 'Phones', 'MADNs', 'MLHGs', 'Call Pickup Groups', 'Short Codes', 'Extensions', 'Account Codes', 'External Calls', 'Number Blocks', 'Auto-Attendant', and 'Music on Hold'. The main content area displays a table of extensions with columns for 'Extension' and 'Telephone Number'. Two extension ranges are listed: '5787 - 5789' and '5790 - 5798', both with checkboxes. An 'Add Range' dialog box is open, prompting the user to enter a 'Range of Extensions' (5770 - 5779) and a 'First Telephone Number' (8063225770). The dialog also includes 'Add' and 'Cancel' buttons. At the bottom of the main window, there are buttons for 'Delete Selected', 'Add', and 'Add Range'.

8.4 Deleting Extensions and Extension Ranges

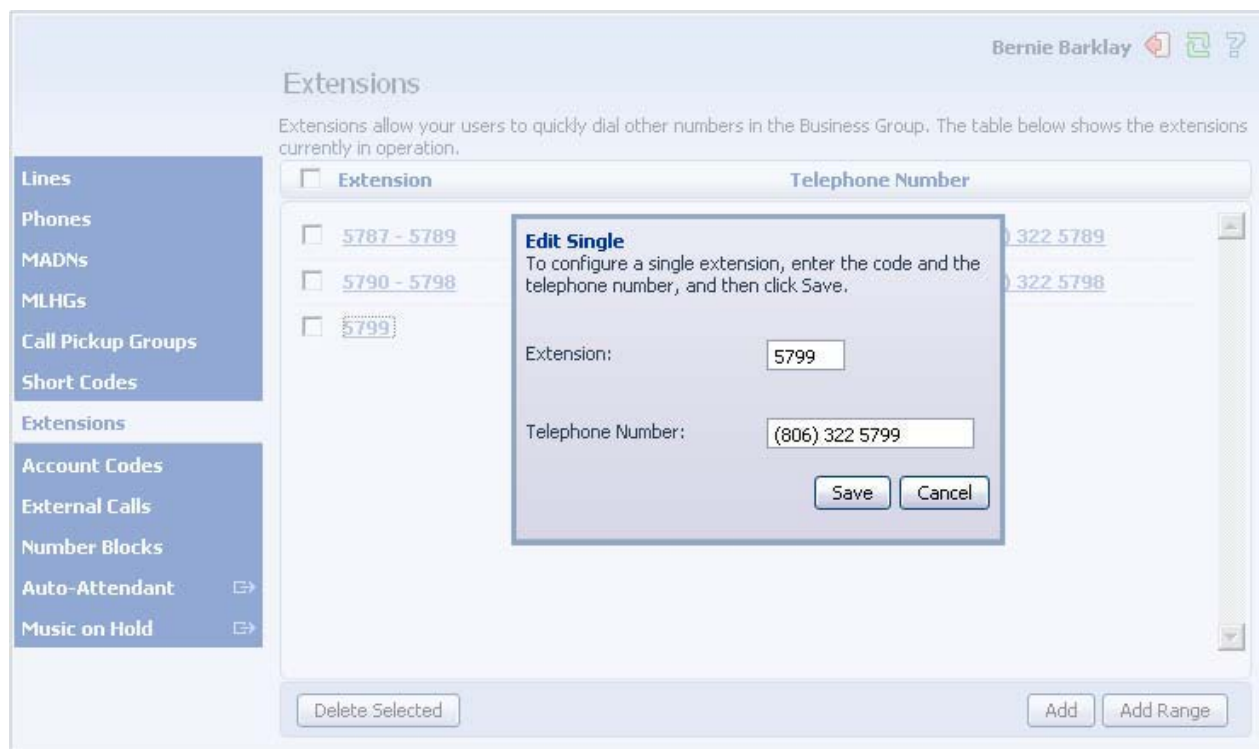
To delete Extensions and Extension Ranges, follow these steps:

- 1 Select the Extension or Extension range using the checkbox to the left of the Extension or Extension Range.
- 2 Click on the **Remove Selected** button.

8.5 Modifying Extensions

To modify an existing Extension, follow these steps:

1. Click on either the Extension number or the phone number of the Extension.
2. Modify the details.
3. Click on **Save**.



The screenshot displays a web-based interface for managing extensions. On the left is a navigation menu with categories: Lines, Phones, MADNs, MLHG's, Call Pickup Groups, Short Codes, Extensions (highlighted), Account Codes, External Calls, Number Blocks, Auto-Attendant, and Music on Hold. The main area is titled 'Extensions' and includes a user profile 'Bernie Barklay' with navigation icons. Below the title is a descriptive paragraph: 'Extensions allow your users to quickly dial other numbers in the Business Group. The table below shows the extensions currently in operation.' A table with columns 'Extension' and 'Telephone Number' lists three entries: '5787 - 5789' with number '322 5789', '5790 - 5798' with number '322 5798', and '5799' with number '(806) 322 5799'. An 'Edit Single' dialog box is open over the '5799' entry, containing the text: 'To configure a single extension, enter the code and the telephone number, and then click Save.' The dialog has two input fields: 'Extension:' with the value '5799' and 'Telephone Number:' with the value '(806) 322 5799'. At the bottom of the dialog are 'Save' and 'Cancel' buttons. At the bottom of the main interface are buttons for 'Delete Selected', 'Add', and 'Add Range'.

8.6 Modifying Extension Ranges

To modify an existing Extension Range, follow these steps:

- 1 Click on either the Extension Range numbers or the phone numbers the Extension Range dials.
- 2 Modify the details.
- 3 Click on **Save**.



The screenshot shows a web-based interface for managing extensions. On the left is a navigation menu with options: Lines, Phones, MADNs, MLHG's, Call Pickup Groups, Short Codes, Extensions (highlighted), Account Codes, External Calls, Number Blocks, Auto-Attendant, and Music on Hold. The main area is titled 'Extensions' and includes a user profile for 'Bernie Barklay'. Below the title is a table of active extensions. An 'Edit Range' dialog box is open, allowing modification of the '5790 - 5798' range. The dialog contains the following fields and controls:

Extension	Telephone Number
<input type="checkbox"/> 5787 - 5789	322 5789
<input type="checkbox"/> 5790 - 5798	322 5798
<input type="checkbox"/> 5799	

Edit Range
To configure a range of extensions, enter the first and last codes and the first telephone number that the range maps to, and then click Save.

Range of Extensions: -

First Telephone Number:

At the bottom of the main interface are buttons for 'Delete Selected', 'Add', and 'Add Range'.

9. ACCOUNT CODES

9.1 Viewing and Modifying Account Code Settings

Account Codes

The following codes are available on all lines when account codes are validated. Individual lines may also have additional codes.

Assigned Account Codes	
2222	Executives
3333	Accounts

Account Code Options

Call types requiring an account code

International National Local Business Group
 Local Operator Other Business Group
 Premium Rate Directory Carrier Dialed
 Regional

Use validated account codes: Yes No

Account code length:

Max incorrect attempts before account is blocked:

Call types may be overridden per line
 Account code length may be overridden per line
 Lines may view business group account codes

Lines: their own account codes.

The Account Codes page shows you all of your business's account code settings.

9.2 Modifying Settings

9.2.1 Modifying Call Types Requiring Account Codes

Use the checkboxes to specify which types of calls will require Account Codes:

- **International** – Whether account codes are required for calling international numbers.
- **Local** – Whether account codes are required for local calls.
- **Premium Rate** – Whether account codes are required for premium rate (1-900 number) calls.
- **Regional** – Whether account codes are required for regional calls.
- **National** – Whether account codes are required for long distance calls.
- **Operator** – Whether account codes are required for operator calls.
- **Directory** – Whether account codes are required for directory (411) calls.
- **Carrier Dialed** – Whether account codes are required to make calls when dialing a carrier code (such as 1010000).
- **Local Business Group** – Whether calls to other numbers within your business required account codes if they are local calls. Normally calls within your business will be local calls, but if you have multiple sites calls between numbers may be regional or national calls. In this case you need to use the **Other Business Group** setting.

- **Other Business Group** – Whether calls to other numbers within your business require account codes if they are not local calls. Once you have selected the call types, hit **Apply** to save your changes.

9.2.2 Choosing Validated or Unvalidated Account Codes

To use Validated Account Codes, follow these steps:

1. Check Yes after User validated account codes.
2. Hit **Apply**. To use Unvalidated Account Codes, follow these steps:

1. Check No after User validated account codes.
2. Hit **Apply**.

9.2.3 Setting Account Code Length

To specify the length that should be used by your account codes, follow these steps:

1. Enter the length in the text box after **Account code length**.
2. Hit **Apply**.

9.2.4 Blocking Access after Incorrect Account Codes

If you are using Validated Account Codes, a user's phone line will be blocked after an incorrect account code is entered too many times in succession. To change the number of incorrect entries the user is allowed, follow these steps:

1. Enter the value in the text box after Max incorrect attempts before account is blocked.
2. Hit **Apply**.

9.2.5 Setting Individual Line Properties

To specify whether various settings can also be specified for each line in your business, perform one of the following operations.

- To allow which types of calls require account codes to be changed for each line, check **Call types may be overridden per line**.
- To allow the length of account codes to be changed for each line, check **Account code length may be overridden per line**.
- To allow lines to view the account codes that you have defined for the whole business, check **Lines may view business group account codes**.
- Set whether each line should be able to view, or both view and change, or not view their own account codes by selecting the relevant setting from the dropdown list at the bottom of the **Account Code Options** section.
- If you want to have per line account codes, but don't want the user to be able to configure these, configure these by logging on to CommPortal as that user. Doing this is described in *Section 9.3 Viewing and Modifying Account Code Settings for a Line*.

Once you have made your changes, hit **Apply** to save them.

9.2.6 Configuring Account Codes

To modify the account codes, follow these steps:

1. Click on **Edit List**.
2. To add an account code, follow these steps:
 - a. Enter the code in the **Account code** text box.
 - b. Enter the description in the **Description** text box.
 - c. Click on **Add**.
3. To remove an account code by clicking the trash can icon to the right of the account code.
4. To change the description of an account code, remove it and then re-add it with the new description.
5. Once you have finished making changes, click on **OK**.
6. To save your changes you must now click **Apply**.

The screenshot displays the 'Account Codes' configuration page. A modal window titled 'Manage Assigned Account Codes' is open, showing a table of assigned codes. The table has columns for 'Account code' and 'Description'. The 'Account code' column contains '4444', '2222', and '3333'. The 'Description' column contains 'Another account code', 'Executives', and 'Accounts'. There are trash can icons to the right of the '2222' and '3333' rows. The modal also includes an 'Add' button, a 'Clear List' button, and 'OK' and 'Cancel' buttons. The background shows the 'Account Codes' section of the configuration page, with a list of assigned codes and an 'Edit List' button.

Account code	Description
4444	Another account code
2222	Executives
3333	Accounts

9.3 Viewing and Modifying Account Code Settings for a Line

If you want to view and change a particular line's account code settings, follow these steps:

- 1 Change the settings to allow you to do this as described in Section 9.2.5 Setting Individual Line Properties.

The screenshot shows the 'Account Codes' configuration page. On the left is a navigation menu with options: Lines, Phones, MADNs, MLHGs, Call Pickup Groups, Short Codes, Extensions, Account Codes (selected), External Calls, Number Blocks, Auto-Attendant, and Music on Hold. The main content area is titled 'Account Codes' and includes a sub-header: 'The following codes are available on all lines when account codes are validated. Individual lines may also have additional codes.'

Assigned Account Codes	
2222	Executives
3333	Accounts

Account Code Options

Call types requiring an account code

- International
- National
- Local Business Group
- Local
- Operator
- Other Business Group
- Premium Rate
- Directory
- Carrier Dialed
- Regional

Use validated account codes: Yes No

Account code length:




Max incorrect attempts before account is blocked:

- Call types may be overridden per line
- Account code length may be overridden per line
- Lines may view business group account codes

Lines their own account codes.












Buttons: Edit List, Apply, Cancel

- 2 Go to the **Lines** page in CommPortal and log in as the line whose settings you wish to change, as described in *Section 3.2 Logging In as Another User*.
- 3 Once you have logged in as this user, follow the instructions for modifying Account Codes in *Secure Cloud Solutions Hosted IP PBX End User Guide*.




Bernie Barklay   

Lines in Department: Roy's Car Emporium

To view the settings for an individual line, MADN or MLHG pilot number, or view group (MADN or MLHG) settings, click on the corresponding icon in the rightmost column.

<input type="checkbox"/>	Telephone Number	Extension	Name	
<input type="checkbox"/>	(806) 322 5787	5787	Anna Axley	
<input type="checkbox"/>	(806) 322 5788	5788	Bernie Barklay	
<input type="checkbox"/>	(806) 322 5789	5789	Chris Carter	
<input type="checkbox"/>	(806) 322 5790	5790	Deano Dickenson	
<input checked="" type="checkbox"/>	(806) 322 5791	5791	MLHG Front desk pilot: Front desk pilot number	 
<input type="checkbox"/>	(806) 322 5792	5792	Fred Finlay	
<input type="checkbox"/>	(806) 322 5793	5793	Gail Girton	
<input type="checkbox"/>	(806) 322 5794	5794	Harry Henryson	
<input type="checkbox"/>	(806) 322 5795	5795	Ivan Ivanovich	
<input type="checkbox"/>	(806) 322 5796	5796	Jocelyn Tamar	

Move selected to: --Select Department-- Move

(806) 322 5787   

Settings

Security | **Account Codes** | Blocking | Preferences | Messaging | Phones

Personal | Business Group

You have no personal account codes assigned.

Account Code Options

Call types requiring an account code

Override Business Group settings

International National Local Business Group
 Local Operator
 Premium Rate Directory Other Business Group
 Regional Carrier Dialed

Account code service type

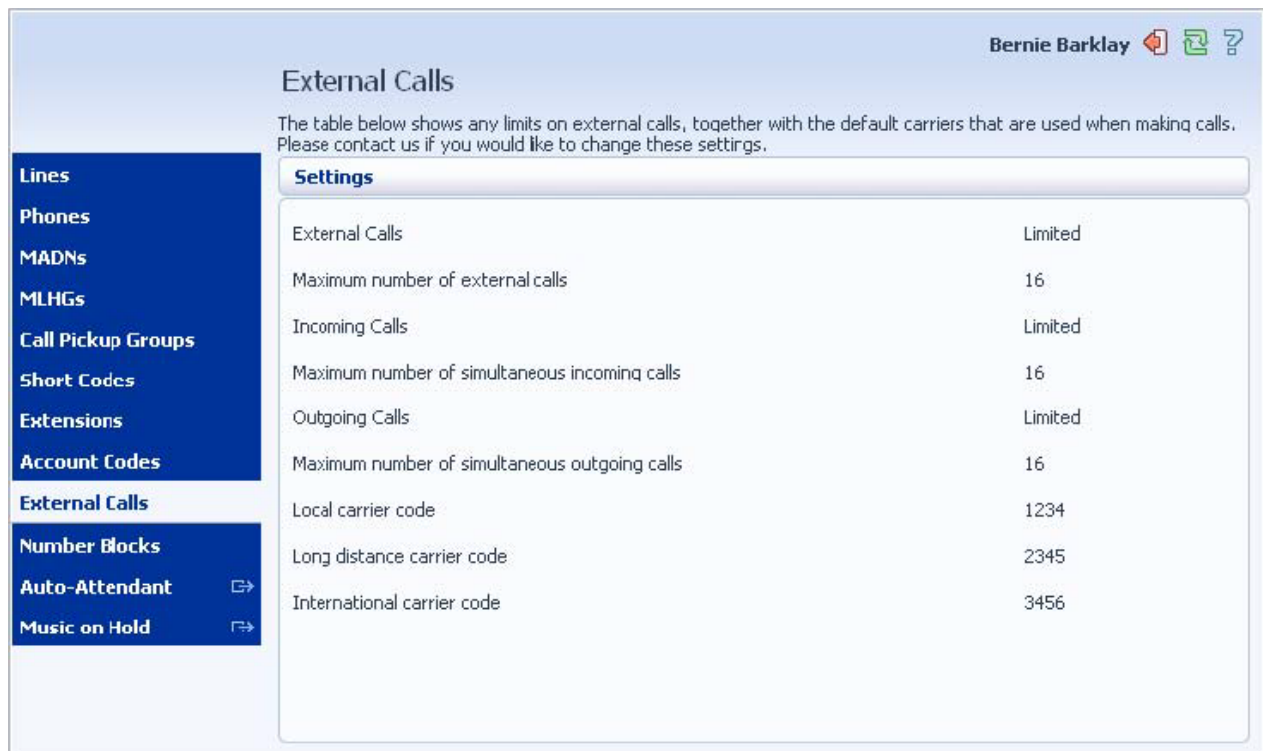
Override Business Group settings

Use validated account codes Yes No

Edit Personal Account Codes Apply Cancel

10. EXTERNAL CALLS

The **External Calls** page lets you view the settings that are in place for calls that are external to your



External Calls

The table below shows any limits on external calls, together with the default carriers that are used when making calls. Please contact us if you would like to change these settings.

Settings	
External Calls	Limited
Maximum number of external calls	16
Incoming Calls	Limited
Maximum number of simultaneous incoming calls	16
Outgoing Calls	Limited
Maximum number of simultaneous outgoing calls	16
Local carrier code	1234
Long distance carrier code	2345
International carrier code	3456

business.

- **External Calls** – This can take one of the following values:
 - Not Permitted – Calls outside of your business are not permitted.
 - Unlimited – There is no explicit limit to the number of concurrent external calls you can have, but there may be a limit to either the number of Incoming or Outgoing Calls you can make.
 - Limited – There is a limit to the number of concurrent calls you can have to outside of your business.
- **Maximum number of external calls** – If the value of **External Calls** is Limited, the value of this setting specifies how many concurrent external calls there may be at any time.
- **Incoming Calls** – This can take one of the following values:
 - Not Permitted – Inbound calls from outside of your business are not permitted.
 - Unlimited – There is no limit to the number of concurrent incoming external calls you can have, although you are still subject to any **Maximum number of external calls**.
 - Limited – There is a limit to the number of concurrent calls you can have from outside of your business.
- **Maximum number of simultaneous incoming calls** – If the value of **Incoming Calls** is Limited, the value of this setting specifies how many concurrent incoming external calls there may be at any time.
- **Outgoing Calls** – This can take one of the following values:
 - Not Permitted – Outgoing calls to outside your business are not permitted.
 - Unlimited – There is no limit to the number of concurrent outgoing external calls you can have, although you are still subject to any **Maximum number of external calls**.
 - Limited – There is a limit to the number of concurrent calls you can have to outside of your

business.

- **Maximum number of simultaneous outgoing calls** – If the value of **Outgoing Calls** is Limited, the value of this setting specifies how many concurrent incoming external calls there may be at any time.
- **Local carrier code** – This is a code that identifies which carrier will be used for any local calls your business makes. It is sometimes called PIC2.
- **Long distance carrier code** – This is a code that identifies which carrier will be used for any long distance calls your business makes. It is sometimes called PIC1.
- **International carrier code** – This is a code that identifies which carrier will be used for any international calls your business makes. It is sometimes called PIC3.

11. NUMBER BLOCKS

The **Number Blocks** page shows you all of the telephone numbers which we have assigned to your

Number Blocks

Not all of the lines in each telephone number block may have been allocated yet. Please contact us if you would like to reserve more numbers or to allocate more lines.

Telephone Number Block	Number of Lines Allocated
(806) 322 5787 - (806) 322 5789	3
(806) 322 5790 - (806) 322 5798	9
(806) 322 5799 -	1

business.

12. AUTO-ATTENDANT

12.1 Overview

To set up an Auto-Attendant you should follow these steps:

- 1 Plan what your Auto-Attendant will do. See Section 12.2.
- 2 Set up the global Auto-Attendant configuration. See Section 12.3.2.
- 3 Record the names for the extensions in your business. See Sections 12.3.3.
- 4 Set up the announcements your Auto-Attendant will use. See Section 12.3.4.
- 5 Set up your business hours and holidays. See Section 12.3.5.
- 6 Set up the menus your auto-attendant will use. See Section 12.3.6.
- 7 Assign the menus you have set up to your Auto-Attendant. See Section 12.3.7.
- 8 Test your Auto-Attendant to check it does what you want. To do this, log in via the telephone interface described in Section 12.4 Phone Access and follow the voice prompt instructions.
- 9 Activate your Auto-Attendant. See Section 12.3.2.

12.2 Planning Your Auto-Attendant

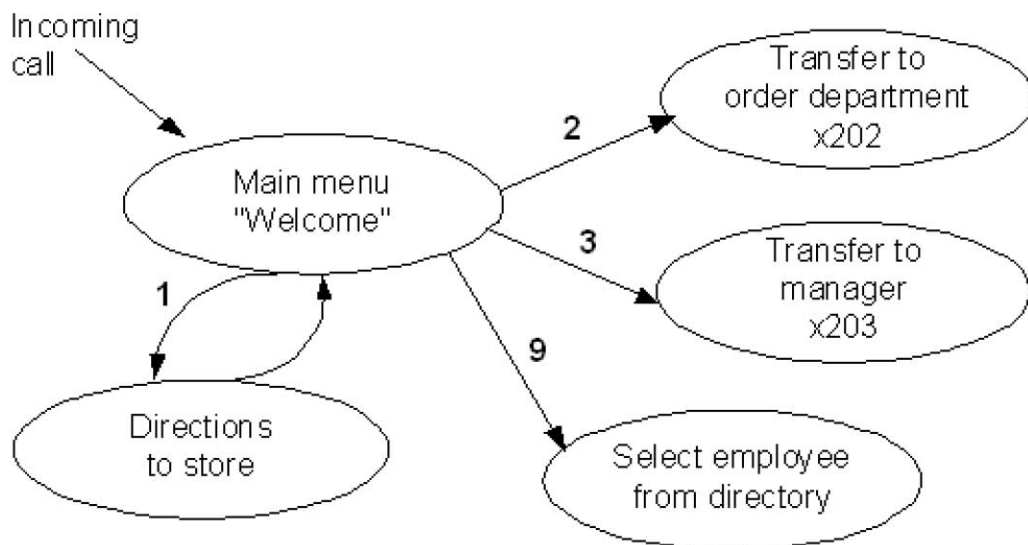
Before you start to set up your Auto Attendant, it is a good idea to sketch out the operation of each menu on paper. This allows you to plan what options you need from the menu and how each one will operate.

For example, the main menu for a pizza company may need to include the following options:

- 1 Play an announcement giving directions to the store, then return to the main menu so that the user can select another option.
- 2 Place an order with a server.
- 3 Speak to the manager.
- 4 Speak to another employee using dial-by-name.

The sketch below shows how this menu would operate, including the key presses to access

"Perfect Pizza" Auto Attendant



each option:

In the diagram, option 1 (directions to the store) is shown with an arrow returning to the main Welcome menu so that the caller can select another option if required. The other options do not need to return to the menu.

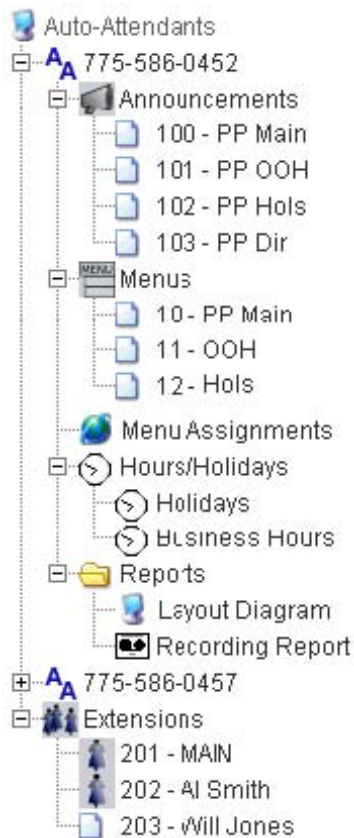
For out-of-hours and holiday operation, the Auto Attendant may provide an announcement that the store is closed (without allowing the caller to select any options), or it may provide an alternative set of menu options (in which case you should create a similar sketch for these).

12.3 CommPortal Access

12.3.1 Logging In

To log into the Auto-Attendant, follow these steps:

- 1 Click the **Auto-Attendant** link towards the bottom of the left hand side of CommPortal. This opens up a new browser window for the Auto-Attendant system.
- 2 The Screen then displays a menu tree with an AA entry for each Auto-Attendant in your business or department.
- 3 If the department you are an administrator for has sub-departments, you will see links to these at the bottom of the screen. To manage Auto-Attendants owned by these subdepartments click on the link to the sub-department.



- 4 To manage your Auto-Attendant, click on the + icon to the left of the Auto-Attendant you wish to manage. This will give you options you can use to manage the Auto-Attendant.

12.3.2 Global Auto-Attendant Properties

The **Account Information** entry allows you to define the overall properties of the Auto-Attendant. To access it, click

on the **Account Information**

telephone

Account: 7755860457, DN: 7755860457

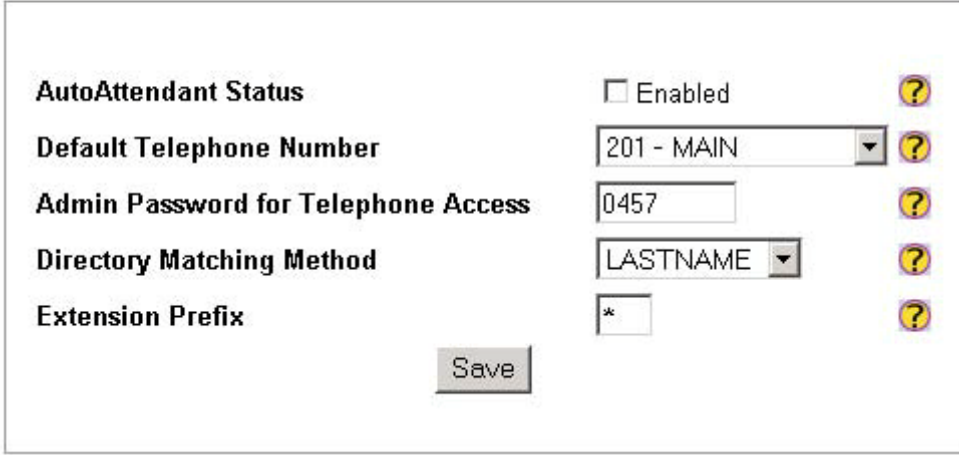
number of the

Auto-Attendant.

Activate

To activate the Auto-Attendant, follow these steps:

1. Check the **Enabled** checkbox.
2. Click on **Save**.



The screenshot shows a configuration form for the Global Auto-Attendant Properties. It includes the following fields and controls:

- AutoAttendant Status:** A checkbox labeled "Enabled" with a yellow question mark icon to its right.
- Default Telephone Number:** A drop-down menu currently showing "201 - MAIN" with a yellow question mark icon to its right.
- Admin Password for Telephone Access:** A text input field containing "0457" with a yellow question mark icon to its right.
- Directory Matching Method:** A drop-down menu currently showing "LASTNAME" with a yellow question mark icon to its right.
- Extension Prefix:** A text input field containing "*" with a yellow question mark icon to its right.
- Save:** A button located at the bottom center of the form.

Deactivate

To deactivate the Auto-Attendant, follow these steps:

1. Uncheck the **Enabled** checkbox.
2. Click on **Save**.

Set Default Number

The **Default Telephone Number** is the extension that calls will be routed to if the Auto-Attendant is disabled. To change this number, follow these steps:

1. Use the **Default Telephone Number** drop-down list to select the extension.
2. Click on **Save**.

Change Password

To change the password that you use to access the telephone interface for this Auto-Attendant, follow these steps:

- 1 Enter the new password in the **Admin Password for Telephone Access** text box.
- 2 Click on **Save**.

Change Directory Matching Method

The **Directory Matching Method** specifies whether dial by name should match on the first name or last name. To change this, follow these steps:

- 1 Select the new value from the **Directory Matching Method** drop-down list.
- 2 Click on **Save**.

Extension Prefix

The Auto-Attendant can allow callers to access a particular extension at any time by dialing the prefix configured here followed by the extension number. You can use *, #, or 0-9 as a prefix. However, any key you use as a prefix won't be available for use as a menu option.

To change the prefix, follow these steps:

- 1 Type the new prefix in the **Extension Prefix** text box.
- 2 Click on **Save**.

12.3.3 Extensions

If you want to enable dial-by-name then you will need to record and upload announcements for each of the **Extensions** on your business. To upload recordings for an extension, follow these steps:

- 1 Expand the **Extensions** menu using the + icon to the left of it.
- 2 Select the extension you wish to upload a recording for.
- 3 Click on **Browse** and selecting the recording to upload. This can be in WAV or MP3 format.
- 4 Click on **Save**. To listen to the recording for an extension, follow these steps:
 - 1 Selecting the extension you wish to play the recording of.
 - 2 Clicking on **Play Name**.

You can also record and play the names of extensions using the telephone interface which is described in *Section 12.4 Phone Access*.

Note that if you have only just assigned an extension to a line, it takes up to 24 hours for that extension to appear in the Auto-Attendant system.

12.3.4 Announcements

Before you can set up menus you will need to set up announcements in the system. If you are going to record an announcement through the telephone interface you still need to set up an announcement through this interface first.

Adding an Announcement

To add an announcement, follow these steps:

- 1 Click on the **Announcements** menu entry for this Auto-Attendant.
- 2 Enter a name for this announcement.
- 3 Enter a description for this announcement. You may find it helpful to use the actual text spoken as part of the announcement here.
- 4 If you have the recording to upload, select the file by clicking on **Browse**. This must be in WAV or MP3 format. If you don't have the announcement you can either upload it later or record it using the telephone interface.
- 5 Click on **Create**.

This announcement will now appear below **Announcements** in the menu tree. If you are going to record this announcement using the telephone interface you should note down the three digit ID which is displayed to the left of the announcement menu as you'll need to enter this to identify the announcement using your phone.

Playing an Announcement

To play an announcement, follow these steps:

- 1 Select the announcement in the menu tree.
- 2 Click on **Play announcement**.

Editing an Announcement

To edit an announcement, follow these steps:

- 1 Select the announcement in the menu tree.
- 2 Edit the **Announcement Name** field.
- 3 Edit the **Announcement Description** field.
- 4 Select a new announcement to upload by clicking on **Browse**.
- 5 Click on **Save**.

Removing an Announcement

To remove an announcement, follow these steps:

- Click on the announcement in the menu tree.
- Click on **Delete**.

Make sure you check that an announcement isn't being used before you delete it. You can use the Layout Report, described in *Section 12.3.8 Reports* to check this.

12.3.5 Hours/Holidays

The Auto-Attendant allows you to define different menus for:

- Business Hours.
- Out of Business Hours (evenings and weekends).
- Holidays.

If you want to use the Out of Business Hours and Holidays menus you will need to set up your business hours and holidays.

Holidays

To access your Holidays settings, follow these steps:

1. Expand the **Hours/Holidays** entry by clicking on the + icon to the left of it.
2. Click on the **Holidays** entry.

Holiday Date Assignment

Calendar Year:

Click on the days to select or de-select holidays.

January, 2005							February, 2005							March, 2005						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
						1			1	2	3	4	5			1	2	3	4	5
2	3	4	5	6	7	8	6	7	8	9	10	11	12	6	7	8	9	10	11	12
9	10	11	12	13	14	15	13	14	15	16	17	18	19	13	14	15	16	17	18	19
16	17	18	19	20	21	22	20	21	22	23	24	25	26	20	21	22	23	24	25	26
23	24	25	26	27	28	29	27	28						27	28	29	30	31		
30	31																			

April, 2005							May, 2005							June, 2005						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
					1	2	1	2	3	4	5	6	7			1	2	3	4	
3	4	5	6	7	8	9	8	9	10	11	12	13	14	5	6	7	8	9	10	11
10	11	12	13	14	15	16	15	16	17	18	19	20	21	12	13	14	15	16	17	18
17	18	19	20	21	22	23	22	23	24	25	26	27	28	19	20	21	22	23	24	25
24	25	26	27	28	29	30	29	30	31					26	27	28	29	30		

July, 2005							August, 2005							September, 2005						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa

The page displays a calendar for the current year. Any date that is currently assigned as a holiday is shaded in blue.

- To assign a new date as a holiday, click on the date in the calendar. The display changes to show this date shaded in blue.
- To clear a date currently assigned as a holiday, click on the shaded date. The display changes to show this date unshaded.

You can also assign holidays for later calendar years. Click on the **Calendar Year** field at the top of the dialog to select the year.

Business Hours

To access your Business Hours settings, follow these steps:

- 1 Expand the **Hours/Holidays** entry by clicking on the + icon to the left of it.
- 2 Click on the **Business Hours** entry.

Business/Weekend Menu Assignment

Time Zone

Please choose the time zone of this schedule.

Save

Business Hour Definition

Enter the start and end time (24 hour HH:MM) of each business day in the appropriate week day. If the week day is not a business day, leave both the start and end time fields blank.

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Start Time	8:00	3:00	8:00	8:00	8:00	8:00	8:00
End Time	20:00	20:00	20:00	20:00	20:00	20:00	20:00

Save

12 to 24 hour conversion

Midnight	0:00	Noon	12:00
1 AM	1:00	1 PM	13:00
2 AM	2:00	2 PM	14:00
3 AM	3:00	3 PM	15:00
4 AM	4:00	4 PM	16:00

To set up your Business Hours, follow these steps:

1. Ensure that your time zone is selected by using the drop-down list at the top of the page. Click **Save** to the right of the drop-down list if you change the time zone.
2. Set up your business hours for each day of the week.
 - You need to use the 24 hour clock format hh:mm, so if you business is open from 8.30am to 5.15pm, use 08:15 and 17:15.
 - If your business is open 24 hours a day and doesn't close overnight, use 00:00 for the **Start Time** and 24:00 for the **End Time**.
 - If your business doesn't open on a particular day leave **Start Time** and **End Time** blank.
 - Click on **Save** below the time table once you are done.

12.3.6 Menus

The **Menus** entry in the menu allows you to create the menus used by the Auto-Attendant, and the valid key presses in each menu. You will normally have at least three menus:

- 1 One for business hours.
- 2 One for out of business hours.
- 3 One for holidays.

You can have fewer than this, for example if you share the same menu between out of business hours and holidays. However, you need to create a menu even if all you want to do is play an announcement (such as “Sorry, we’re not open today”) and then release the call.

You can also have more than three menus as you can have one menu leading to another menu, and so on. You can define up to 150 menus per Auto-Attendant.

Adding a Menu

To add a menu, follow these steps:

- 1 Click on the **Menus** menu entry.
- 2 Enter a name for the menu in the **Menu Name** text box.
- 3 Enter a description for the menu in the **Menu Description** text box.
- 4 Select the announcement to be played from the **Announcement** drop-down list.
- 5 Set the timeout period using the **Timeout Period** text box. This is the amount of time the Auto-Attendant will wait after the announcement finished for an input from the user. If the user doesn’t select an option within this time then the Auto Attendant will perform the action configured for the **Timeout** filter (described below).
- 6 Click on **Save**

Configuring the Menu Options

You can use the **Menu Options** section to define what should happen when keys are pressed, or a Timeout happens.

To add an Action by, follow these steps:

1. Select a Filter from the drop-down list. This filter is either a key that the user can press, or when a timeout happens.
2. Select an action from the drop-down list. The action can be one of the following:
 - Announce-Release. This plays an announcement and then drops the caller's call.
 - Announce-Return. This plays an announcement and then returns the caller to this menu.
 - Directory. This enters the directory function, which allows the caller to select and extension using dial-by-name.
 - Menu. Go to another menu.
 - Menu-Back. Return to the previous menu.
 - Release. Drops the caller's call.
 - Transfer. Transfers the caller to either an extension within your business or to a number outside your business.
- 3. If you have chosen either the Announce-Release or Announce-Return actions, you need to select the announcement which will be played
- 4. If you have chosen the Menu action, you need to select the menu you wish the caller to be transfer to next.
- 5. If you have chosen the Transfer action, you must either select an extension to transfer the call to, or enter the full number you want the call transferred to, as you would dial it (so for example if you usually dial 9 for an outside line, you must enter 9 as the first digit here if specifying an external number).
- 6. Click on **Add**.

12.3.7 Menu Assignments

Once you have created your menus, you now need to assign which menus will be played to the caller depending on whether they call during business hours, outside business hours, or during holidays. If you want to use the same menu for two or more of these cases then you can do this.

To assign menus, follow these steps:

- 1 Select the **Menu Assignments** entry in the tree.
- 2 Select the menu you want for holidays by using the drop-down list to the right of **Select the menu that will be used on holidays**.
- 3 Select the menu you want for business hours by using the drop-down list to the right of **Select the menu that will be used for calls made during business hours**.
- 4 Select the menu you want for out of business hours by using the drop-down list to the right of **Select the menu that will be used for calls off business hours**.
- 5 Click on the **Save** button.

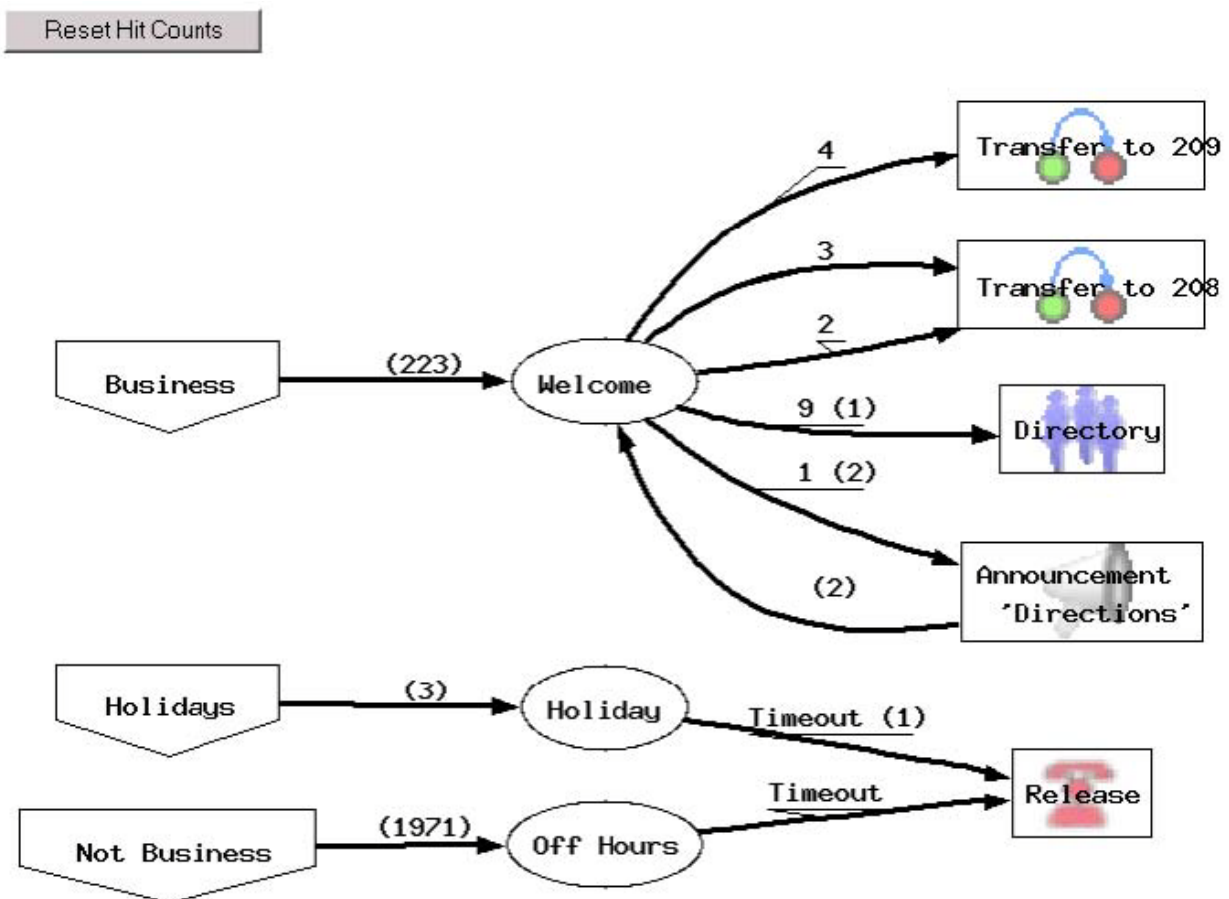
12.3.8 Reports

The **Reports** entry in the tree allows you to view

- the menu structure you have set up
- how many calls your auto-attendant has handled, and how many people are choosing the various menu options
- a summary of the recordings you have created.

Layout Diagram

The **Layout Diagram** entry in the tree allows you to view the menu structure and how it is being



used. A sample is show below:

The layout diagram is a graphical representation of the call flow for the Auto Attendant, including the number of calls that have progressed through each path.

- The shapes on the left of the diagram represent the three date/time filters defined on the **Menu Assignments** page: business hours, holidays, and out of hours.
- In the center of the diagram, ellipse shapes represent the menus used at these times.
- From each menu, an arrow shows the key press for each of the possible options in the menu (or **Timeout** for the timeout option), and leads to a box showing the action taken for that option: for example, transferring to an extension, playing an announcement, or releasing the call.
- If any calls have passed through the paths in the diagram, the number of calls on each path is shown in parenthesis above the arrow for the path.

If the Auto Attendant is running while you are viewing the report, you can use the **Refresh** button on your browser to update the display and show the latest call counts.

The **Reset Hit Counts** button above the diagram resets all of the call counts in the diagram to zero. This means that, next time you view the Layout Diagram, it shows only the calls that occurred after the reset.

Recording Report

The **Recording Report** gives you a list of all announcements and extensions on the Auto Attendant, and highlights those which are missing an audio recording.

A sample Recording Report is shown below:

Red highlighting on an announcement or extension indicates that a recording is missing. In the above shown above, recordings are missing for one announcement and one extension.

Announcements

100	PP Main For directions to the store, press 1. To place an order, press 3. To speak to the manager, press 4. To dial someone by phone extension, press * followed by the extension number. To dial someone by name, press 9.
101	PP OOH Perfect Pizza Out of Hours
102	PP Hols Perfect Pizza Holiday
103	PP Dir Perfect Pizza Directions
104	test test

Extensions

201	MAIN
202	Al Smith
203	Will Jones
207	

12.4 Phone Access

Using this interface you can:

- Activate or deactivate the Auto Attendant.
- Record and check announcements and the recorded names for extensions.
- Test the Auto Attendant menus to ensure that they are operating as you intended.
- Change the password you use to enter this interface.

12.4.1 Logging In

To access the telephone interface for Auto-Attendant, dial **480-302-6986** from your phone. To log in you need to enter:

- 1 Your telephone number.
- 2 Your Auto-Attendant password. You can view or change this by using CommPortal as described in *Section 12.3.2 Global Auto-Attendant Properties*.

12.4.2 Using

The telephone interface is menu driven with voice prompts, so listen to the prompts and then press the keys on your phone to select which option you would like.

For your convenience the top-level menus provided by the telephone interface are documented here:

*. Press * at any time to go back to the previous menu.

- 1 Activate/deactivate Auto-Attendant. This option allows you to toggle the activation status between activated and deactivated.
- 2 Manage announcements. This option allows you to listen to and record announcements. You will need the 3 digit announcement ID to listen to and modify existing announcements.
- 3 Manage extensions. This option allows you to listen to and record the announcements for extensions which are used by the dial-by-name directory.
- 4 Test menus. This option allows you to test the menus you have created. You will need the 2 digit ID of the menu you wish to test.
- 5 Change the administrator password. This option allows you to change the password you entered to enter this interface.

13. MUSIC ON HOLD

13.1 CommPortal Access

13.1.1 Logging In

To log into the Music On Hold system click the **Music On Hold** link at the bottom of the left hand side of CommPortal. This opens up a new browser window with the Music On Hold administration system.

Music On Hold

[security](#) [mappings](#) [resources](#)

Mappings in department: Roy's Car Emporium (root)

Directory number	Initial resource	Action	Follow-up resource	Actions
Default	None			<input type="button" value="Edit"/>
8063225787	10 - Greensleeves	Repeat		<input type="button" value="Edit"/> <input type="button" value="Delete"/>

Directory number	Initial resource	Action	Follow-up resource	Actions
<input type="text" value="8063225788"/>	<input type="text" value="None"/>	<input type="text" value="Repeat"/>	<input type="text"/>	<input type="button" value="Add"/>

1 of 5 mappings used

Note: If a line has been recently added to or moved within this organization, then it may take up to to one business day for the change to affect Music On Hold.

View mappings in subdepartment: [Human Resources](#) [Engineering](#)

If you are the administrator for the top-level department of your business then you will see three links at the top of the page, each taking you to a different section of the Music On Hold administration system.

- **Security** – View and configure your security settings.
- **Mappings** – This section allows you to configure different recordings to be played when different lines within your business put callers on hold.
- **Resources** – This section allows you to upload and manage your recordings.

If you are not an administrator for the top-level department of your business you will not see **Resources** as only administrators for the top-level department can manage recordings.

13.1.2 Viewing and Changing Your Security Settings

Music On Hold

security [mappings](#) [resources](#)

Admin password for telephone access (valid only for the current administrator)

To view your security settings, select the **Security** section.

As well as accessing the Music On Hold system using CommPortal, you can also use your phone to access it. Using this page you can view and change the password you will need to enter to use the phone access. To change your password, follow these steps:

1. Enter the new password in the text box.
2. Hit **Apply**.

13.1.3 Managing Recordings

Music On Hold

[security](#) [mappings](#) **resources**

Global Media List

ID Description Length

12	BING	64 seconds
11	Blues2	641 seconds
10	Blues1	437 seconds

ID Description Gain File size Length Actions

> 10	> fbfbfb	+3	0.02 MB	3 seconds	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
> 11	> passwords	-3	0.02 MB	3 seconds	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
> 12	> spanish	+3	0.02 MB	2 seconds	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>

ID	Description	Upload local resource file	Actions
<input type="text"/>	<input type="text"/>	<input type="text"/> <input type="button" value="Browse..."/>	<input type="button" value="Add"/>

Disk Used: 0.06 MB of 5 MB used.
Resources: 3 of 5 used.

To access the recordings section, click on the **Resources** link.

Global Media List

The **Global Media List** section specifies any recordings that we have made available for your use. Whether we make any recordings available to you depend on which service you have subscribed to. You can't add or remove recordings from the Global Media List.

Your Own Recordings

The second section displays any recordings that you have uploaded to the system, either using this web interface or via the phone access.

Recording Limits

At the bottom of this section you will see:

- How many MB of storage you have used.
- How many MB of storage you are allowed.
- How many recordings you have uploaded.
- How many recordings you are allowed.

The system will not allow you to exceed either your storage limit or the maximum number of recordings you are allowed.

Recording Formats

You can upload recordings to the system in either WAV or MP3 format.

Adding a Recording

To add your own recording, follow these steps:

- 1 Enter an ID for this recording in the **ID** text box. This ID must be between 10 and 99.
- 2 Enter a description for this recording in the **Description** text box.
- 3 Click on **Browse** and select the recording you wish to upload. This must be either a .wav or .mp3 file.
- 4 Click on **Add**.

Depending on the size of the recording you are uploading this process may take a few seconds.

Modifying a Recording

To change the description of a recording, follow these steps:

- 1 Click on the **Edit** button to the right of the recording.
- 2 Edit the description field.
- 3 Click **Save**. To change the volume at which a recording will play, follow these steps:
 1. Click on the **Edit** button to the right of the recording.
 2. Select a new **Gain** value from the drop-down list.
 - Select 0 to play the recording at its original volume,
 - Select +1, +2 or +3 to play the recording louder, with +3 being the loudest.
 - Select -1, -2 or -3 to play the recording quieter, with -3 being the quietest.
 3. Click **Save**.

Playing a Recording

You can play a recording that you have uploaded by clicking on the **ID** or **Description** link for that recording. Note that this will play the recording at its original volume – the **Gain** setting has no impact on playing a recording through this interface.

If you want to check the effect of changing the volume of a recording you should log into the phone interface and play the recording from there. For more details on this, see *Section 12.4 Phone Access*.

Removing a Recording

To remove a recording click on **Delete** to the right of the recording you wish to delete.

13.1.4 Assigning Recordings to Lines

You can assign recordings either to all lines in your business, or different recordings per line. To do this you need to access the **mappings** section.

You will now see a list of mappings between the directory numbers of lines in your Business Group or department and the Music On Hold resources that each line uses.

Music On Hold

[security](#) [mappings](#) [resources](#)

Directory number	Initial resource	Action	Follow-up resource	Start Point	Duration	Actions
203-203-0801	Global 10 - Blues1	Repeat - Initial interrupted	12 - spanish	Start	10 secs	Edit Delete
Default	Global 10 - Blues1	Repeat		Start		Edit
Directory number	Initial resource	Action	Follow-up resource	Start Point	Duration	Actions
<input type="text" value="203-203-0800"/>	<input type="text" value="None"/>	<input type="text" value="Repeat"/>	<input type="text"/>	<input type="text" value="Start"/>		Add

1 of 5 mappings used

If the department you are an administrator of line has one or more sub-departments, you will see links to these at the bottom of the screen.

- To manage resources for a line that is in a sub-department, click on the link for that sub-department.
- When you have followed the link to a sub-department, an additional link appears at the top of the screen, allowing you to move back up to the parent department.

There is always a **Default** mapping, which is used if you don't specify a mapping for a particular line.

Each mapping consists of a series of fields which you can set:

- An **Initial resource**, or recording, which is played when the call is put on hold.
- Optionally a **Follow-up resource**, or recording, which may be played depending on the **Action**.
 - An **Action**, which can be one of:
 - Repeat – The initial recording is played continually.
 - Play Once – The initial recording is played once, and then the follow-up recording is playing continually.
 - **Repeat – Initial Interrupted** – The initial recording should be interrupted at set intervals by the follow-up recording. This could be used to interrupt music with an announcement indicating that the user is in a queue.
 - **Repeat – Follow-up Interrupted** – The initial recording is played first. Then the follow-up recording plays continually being interrupted by the first recording.
 - The **Start point** field indicates whether the recording will start at the beginning (the value **Start** indicates this) or whether it should start at a random point of the recording (the value **Random** indicates this).
 - The **Duration** field which is used by the **Repeat – Initial Interrupted** and **Repeat – Follow-up Interrupted** actions to indicate how often the repeated recording should be interrupted.

Adding a Mapping

To add a mapping for a particular line, follow these steps:

1. Set the fields to the left of the **Add** button.
2. Click on **Add**.

Modifying a Mapping

To modify either the Default mapping, or the mapping for a line, follow these steps:

- 1 Click **Edit** to the right of the mapping.
- 2 Modify the fields.
- 3 Click on **Save**.

You cannot modify the telephone number that a mapping applies to. If you need to do this, remove the mapping and add a new one.

Removing a Mapping

To remove a mapping click on the **Delete** button to the right of the mapping. You cannot delete the default mapping.

13.2 Phone Access

Using this interface you can:

- Listen to the music or other recordings for the default mapping or the mapping you have configured for any of your lines.
- Listen to the Global Media Resources we have made available .
- Create, change or delete your own recordings.

13.2.1 Logging In

To access the telephone interface for Music On Hold, dial **480-302-6985** from your phone. To log in you need to enter:

- 1 Your telephone number.
- 2 Your Music On Hold password. You can view or change this by using CommPortal as described in *Section 13.1.2 Viewing and Changing Your Security Settings*.

13.2.2 Using

The telephone interface is menu driven with voice prompts, so listen to the prompts and then press the keys on your phone to select which option you would like.

For your convenience the top-level menus provided by the telephone interface are documented here:

*. Press * at any time to go back to the previous menu.

- 1 Listen to resource for default mapping. This will play you the recording which is played to callers on hold for extensions which do not have their own mappings.
- 2 Listen to resource for particular extension. This will play you the recording which is played to callers on hold on a particular extension.
- 3 Listen to global resources. This allows you to listen to the recordings in the Global Media List, described in Section 13.1.3 Managing Recordings.
- 4 Manage existing local resources. This allows you to modify or delete recordings you have added to the Music On Hold system. You will need the 2 digit resource ID to modify or delete a recording.
- 5 Record new local resource. This allows you to record a new resource over the phone.

I4. GLOSSARY

This appendix describes the important concepts used in your phone system.

I4.1 CommPortal

CommPortal provides a web interface to your phone system, and allows end users and SMB Administrators to modify their settings. There are two CommPortal interfaces.

- 1 The first is for regular users to modify their phone service settings.
- 2 The second is for SMB Administrators to modify both global settings for the business and to modify end-user's settings.

The second of these interfaces is the one which you will use to administer the phone system and is described by this document. For more details on using the first interface, please see the *Secure Cloud Solutions Hosted IP PBX End User Guide*.

I4.2 Logging Into CommPortal as Another User

You will sometimes need to log into CommPortal on behalf of another user. This will enable you to view and modify the user's settings just as that user can by using the regular CommPortal interface. Here are some examples of when this would come in useful.

- If a user has forgotten their password you can log on and change the password to a new value.
- If the user is unable to access CommPortal but needs a setting changed urgently, such as Call Forwarding, you can log on and do it for them.

There are a few differences between the regular CommPortal interface and what you will get to see when you log in as another user.

- The **Dashboard** page is not available so by default CommPortal takes you to the **Call Manager** page.
- The **Voicemail** page is not available for privacy reasons.

I4.3 Phones

The Hosted VoIP solution supports a number of different types of phone. These have different keys from each other and differ in their operation.

Phone Numbers

Every phone line will have its own DID (Direct Inward Dial) number, which is a regular 10 digit number including the area code, such as 555-555-5556. Within your business you are able to assign extension codes to these phone numbers. These are shorter numbers (typically 3 or 4 digits although they can be longer) which enable your employees to quickly call each other.

Your phone system is capable of having multiple lines configured on a single phone. You could configure one line on a phone which is that employee's personal DID, and another line which is your business's main switchboard number. Calls to both numbers will make this one phone ring.

Your phone system is also capable of sharing lines between phones. This means that in the example above, each phone in your business could have its own DID line, and a second line which is your business's main switchboard number. Then every phone would ring when a call came into your switchboard.

We will assign your business one or more blocks of numbers which you can then assign to phones as you wish. You can then define your own extension codes which map to these numbers. Alternatively, if you have asked us to, we will have pre-configured your system so that the phone numbers and extension codes are already assigned.

I4.4 MAC addresses

Every phone has a unique identifier called a MAC address. The phone system uses this identifier to uniquely identify a phone.

This MAC address is printed on a sticker on the phone, usually underneath. It consists of 6 groups of 2 letters or numbers, and will be printed in one of two forms:

- FE:DC:BA:12:34:56
- FEDCBA123456

I4.5 Departments

Many smaller businesses will only have a single administrator, or a number of administrators who all manage the entire phone system. However, if you work in a larger enterprise you may have different administrators each with responsibilities for the phones of different parts of your organization.

Therefore our Hosted VoIP solution supports the concept of departments. Every phone line and phone is a member of a department. Departments are hierarchical, with some departments having sub-departments. An administrator of a department is permitted to manage all phones, lines and other resources within that department. He is also allowed to manage the sub-departments.

Even the smallest business will have at least one department in the phone system, known as the top-level or root department, and where there is only one department all of the phone lines and phones will be part of this.

Larger businesses will have multiple departments, and phones and lines can be moved around these departments to allow different administrators to manage them.

An administrator's phone line is always part of the department he is the administrator for. Moving the administrator's line to a different department will remove his permissions for managing the department he used to be in, and give him permissions to manage his new department.

I4.6 Network

The phones for your Hosted VoIP phone system use an ethernet-based network to communicate with our systems. This is the same technology that provides computers with access to a network. These phones are also powered via ethernet so if you have a compatible ethernet switch there is no need for separate power connections to the phones.

Most of the phone models can also provide network access to the computers at users' desks. This means only a single network connection needs to be run to each desk.

As your telephone calls travel over an IP network the quality of the network in your offices is very important. Normally we or one of our partners will either supply and install your network, or verify that your network is suitable for Hosted VoIP.

However, it's very important that you only connect the right type of network device to the right network connection. If you connect the wrong type of equipment to your network then it may reduce the quality of your telephone calls, or even stop your telephone system working altogether. We will tell you when we install or verify your network which connections can be used for what.

14.7 Multiple Appearance Directory Numbers

A Multiple Appearance Directory Number (MADN) is a telephone number with no phone or line associated with it. Instead the MADN is configured to have a number of MADN members, each of which is a number with a line associated with it. Whenever a call comes in to the MADN all of the lines whose directory numbers are MADN members will be rung. When any of these phones is answered the rest of the phones will stop ringing.

MADNs can also be configured to enable queuing. If configured, calls which come in to a MADN whose members are all busy will be queued. These queued calls will receive Music on Hold if you have subscribed to this feature.

14.8 Multi Line Hunt Groups

A Multi Line Hunt Group allows sequential ringing of available phones for use in applications such as call centers. An MLHG consists of a number of lines within the business group, known as members. When a call comes into the hunt group, a hunt algorithm will decide which phone to ring. If this phone is busy or is not answered the hunt algorithm will move on to another phone.

- Hunt groups can have a pilot number, which is a directory number associated with the MLHG. When this pilot number is called the members of the MLHG are alerted in turn.
- Alternatively, a hunt group can be configured to hunt if any member of the hunt group is called directly using its DID number and doesn't answer.

There are various distribution algorithms available:

- Linear – hunting starts at the first configured line and goes sequentially through the members in the list in the order they were configured.
- Circular – hunting starts at the line which has been called, and then goes through as in the linear case.
- Uniform – hunting starts at the first line after the line which was called the last time this MLHG was called.
- Most idle – hunting starts at the line which has been idle for the longest period of time. After this it tries the line which has been idle the next longest period, etc.

MLHGs can also be configured to enable queuing. If configured, calls which come in to an MLHG whose members are all busy will be queued. These queued calls will receive Music on Hold if this feature is configured.

14.9 Call Pickup Groups

Group Call Pickup allows users to pick up calls that are ringing on other phones in the same business group by picking up their own phones and dialling an access code. You can have multiple groups in your business. A line can be in multiple call pickup groups. If a call is ringing on lines in both groups simultaneously and the user who is in both groups picks up a call, then they will pick up the call which started ringing first.

14.10 Short Codes

Short Codes are speed dials that are defined at the scope of your organization – so everyone in your business can use these speed dials.

14.11 Extensions

Extensions are the codes you can dial to reach other people in your business.

14.12 Account Codes

Account codes

- authorize employees to make outbound phone calls
- associate a reference number to outgoing phone calls that your business makes.

Once you have dialed a number that requires an account code you will hear a tone. This is the prompt to enter the account code. Once the account code has been correctly entered the call will be made.

There are two types of account codes.

- 1 Validated Account Codes. When the user making a phone call enters the account code it is checked against a list of valid account codes. If the account code matches one on the list the call will continue. If the account code doesn't match any on the list then an error is played.
- 2 Unvalidated Account Codes. When the user making a phone call enters the account code this account code is marked against the call in our billing system and the call continues. The account code isn't checked for validity.

You should use Validated Account Codes when you want to stop any unauthorized personnel from making outbound calls.

You can use Unvalidated Account Codes where you want to be able to record an account code against outgoing calls that you make. If you have signed up to the service with us then when we provide you with your phone bill the account code for each call will be marked on your bill. This is useful, for example, if you are billing your clients for all of your phone calls.

You can set up either type of account code either for your whole business, or select from either validated and unvalidated for each line individually. You can allow your users to manage their account codes.

14.13 Auto Attendant

The Auto-Attendant system lets you setup an automated system for directing incoming telephone calls to the appropriate person within your organization

The Auto-Attendant allows you to create a menu of different options that a caller can access using telephone key presses.

You can define different menus for use out of business hours and on holidays, so that the caller is presented with a different set of options according to the time of the call, or is presented with an announcement that the business is closed and cannot accept calls at this time.

You can also include options to allow callers to reach a particular phone extension directly, in either or both of two ways:

- 1 Dial-by-name – Callers who know the name of the person they want to call can dial the person's name using the telephone keypad. The Auto Attendant then asks for confirmation of the correct extension (there may be two or more names that match the key sequence used) before connecting the caller direct to the requested extension.
- 2 Dial-by-extension – Callers who know the extension number of the person they want to call can dial this number. The Auto Attendant then connects the caller direct to the requested extension.

You can configure the Auto-Attendant system using both CommPortal, and using your telephone.

14.14 Music on Hold

The Music On Hold system lets you configure music and recordings to be played to your callers when you put them on hold. You can either use recordings we have made available, or upload and make your own recordings.

You can access the Music On Hold system either using CommPortal, or using your telephone. The CommPortal interface is more powerful and easier to use, but you can use the telephone interface to record your own announcements to be played to callers.

14.14.1 Music on Hold Performing Rights

Playing music to callers on hold may constitute “public performance” of the music and therefore risks infringing the copyrights of composers or artists. Therefore you may need to obtain appropriate licenses to play any material that you plan to use as Music On Hold.

You can obtain these licenses from licensors such as Broadcast Music Inc (<http://www.bmi.com/>) and the American Society of Composers, Authors and Publishers (<http://www.ascap.com/>).

We do not accept any legal liability arising from copyright infringements associated with your use of Music On Hold, except where you use the Global Media Resources described in *Section 13.1.3 Managing Recordings*.