

Frontier[®] SmartVoice

Frequently Asked Questions

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To download the full Frontier SmartVoice User Guide, please visit:
<https://business.frontier.com/smartvoice>





Welcome to Frontier® SmartVoice

Call, connect and communicate at a whole new level

Frontier SmartVoice is a VOIP solution that provides mobility, convenience, and helps streamline your business calls. Control calls with a full suite of features including:

- ✓ The **ability to self manage over 180 calling features** & unlimited nationwide long-distance including Canada
- ✓ **Mobile & PC clients with twinning** – One number can be used across all user devices, desk phone, desktop & mobile
- ✓ **Call control & centralized contacts** – Seamless access to business & personal contacts
- ✓ **Instant messaging & presence** – Know coworkers' availability and real-time chat with colleagues, managers & suppliers
- ✓ **Unified messaging** – Visual voicemail and voicemail to email
- ✓ **Frontier® Communicator App** is a full-featured soft phone for a mobile device or tablet. Send & receive calls from a business number, as well as instant message



Enhanced
SmartVoice
support on us
for 30 days*

Feature Administration by Frontier has specialized agents ready to guide you through your SmartVoice system. Let's work together. Call us today. 833.767.8862

*Monthly Feature Administration is included at no charge for the first 30 days upon installation. Optional subscription of service available after 30 days billed at \$7.99 per month per seat. Feature Administration support agents are available M-F 8am-8pm CST at 833.767.8862.



User CommPortal

How to self-manage settings from an easy-to-use web interface

Dashboard: See any voicemails, call history and current general information search for contacts, how to answer incoming calls & presence.

Messages & Calls: See detailed information about any inbound or outbound calls and voicemail.

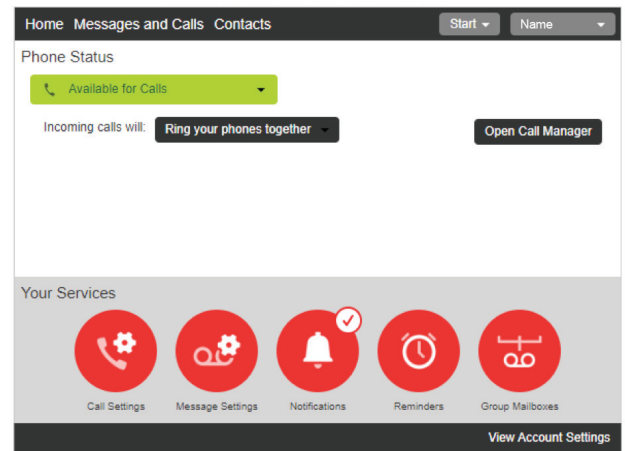
Contacts: Create and edit your contact list.

Call Manager: Choose flexible options for call handling such as forwarding, rejection.

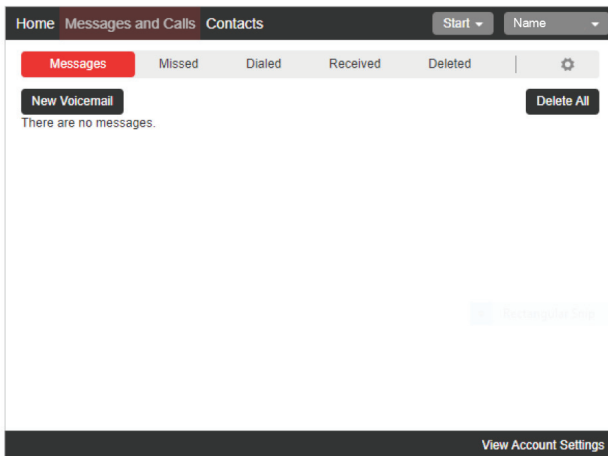
Apps: Download the Frontier® Communicator App to manage calls from mobile and desktop devices.

Settings: Customize options like PIN, notifications, reminders and more for your system.

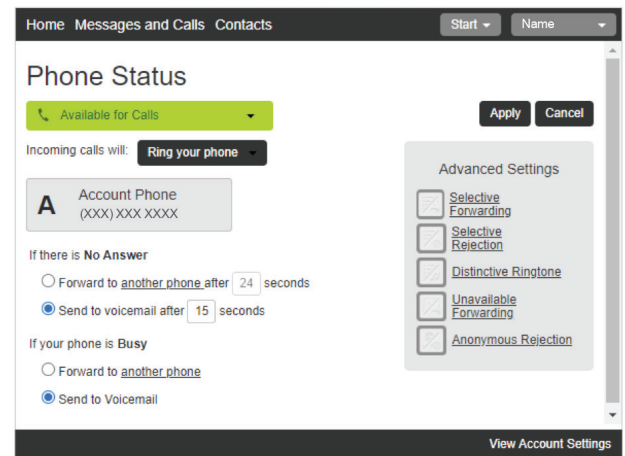
Dashboard Tab



Messages & Calls Tab



Call Manager Tab





Business Admin Portal

Self-manage your service from here



Groups

Hunt Groups: Modify the Hunt Group which directs incoming calls.

Call Pickup Groups: Allow users of a predefined group to answer incoming calls within that group.

Lines

Users: Provides ability to move any configured user between departments.

Attendants: Provides ability to move an attendant to a different department & view attendant settings to edit details of attendant, rest the line & unlock account.

Group Access: Provides the ability to move any configured group to a different department.

Phones: Provides the ability to view all phones within the Business Group, move any configured phone/line to another department, assign a phone number to a specific phone, view relevant phone information & revise description of phone or user name.

Services

Department: Provides ability to add a department to the Business Group.

Short Codes: Provides ability to delete, add, add a range. Import & export short codes within a Business Group.

Account Codes: Provides the ability to log account codes of your choice for calls made by dialing appropriate code when placing an outgoing call.

Extensions: Provides the ability for the administrator to create extensions for each line within the Business Group.

Call Logs: Provides the ability to download a report of all calls made to & from all lines within the Business Group.

Music on Hold: This option is currently unavailable and will be released soon.

Misc. Settings: Provides the ability to view all lines within a Business Group, view external call settings and other misc. settings for forwarding rules for voice mail, operator number & how external extensions are utilized.



Voicemail

Voicemail can be accessed and set up via the physical phone, Frontier® Communicator App or the User CommPortal.

Set up Voicemail

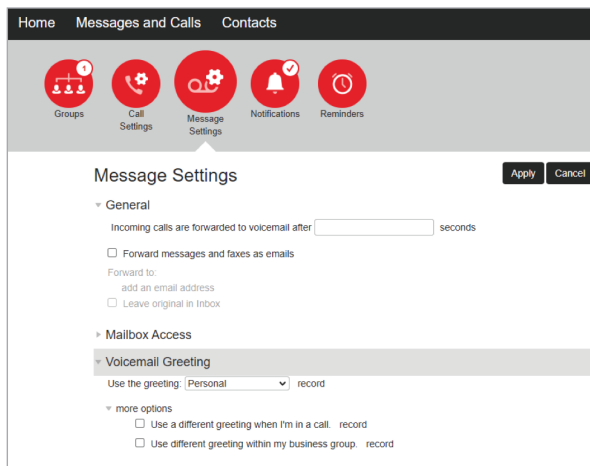
- 1** Access voicemail:
 - Dial *100 or press the envelope icon on the Polycom phone touch screen
 - Dial *100 from Frontier Communicator App
 - Dial 844.944.4993 from another phone
- 2** Enter the voicemail PIN (provided by the Frontier rep at order acceptance or the technician during the installation).
- 3** Follow the voice prompts to set up voice messaging.

Greeting Settings in Business Admin Portal

Access **Business Admin Portal**

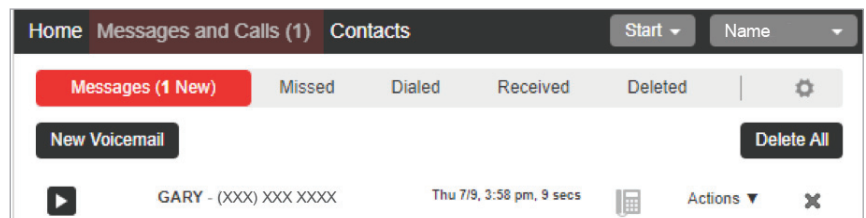
Select: **All Lines, Actions, Individual Settings & Message Settings**

Under the **Voicemail Greeting** section, you can pick the style of intro greeting. The most common selection is **Personal**. Here, you can change your voicemail greetings, as well as extra options under **More Options**. Record separate greetings right from your computer.



Listening to Messages

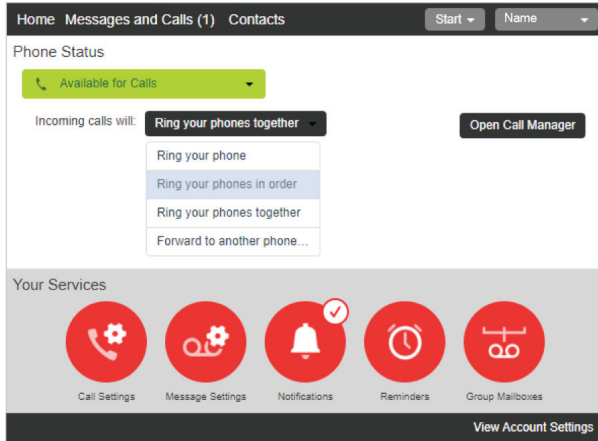
Enter your User Portal, and under **Messages & Calls** you will see your voicemails. You can listen to these directly from your PC.





Ring Your Phones Together

- Access User Comm Portal



← Press drop down for incoming calls
 ← Select **Ring your phones together**

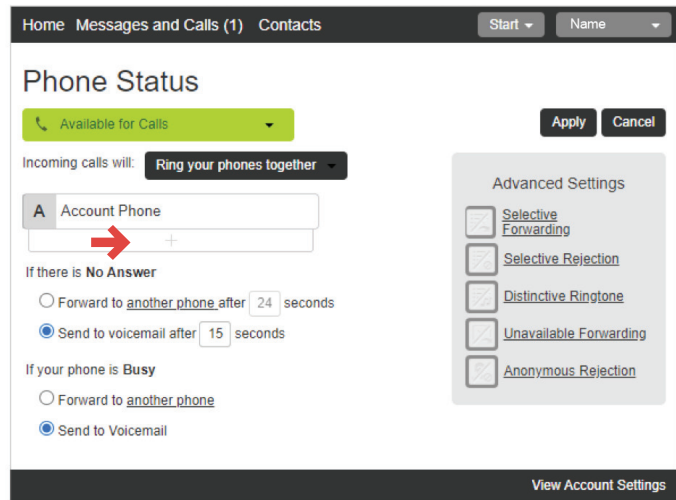
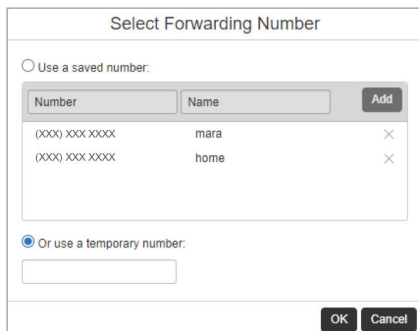
- Main line does not have to be configured on another phone for this feature to work
- External numbers (i.e. cell phone numbers) can be included to the master list

Instructions:

1 Access **User CommPortal**.

Go to **Call Manager** and click the drop down, and select **Ring your phones together**.

2 You will now see there is a plus sign added under the account phone. Click this and open the **master list**.



Instructions continued on following page



Ring Your Phones Together (cont.)

Instructions (cont.):

- 3** Once the master list is opened, you can add up to 10 numbers you want to ring simultaneously when the original number is called. Keep adding numbers until you are complete. Enter **Number** and **Name**, press **Add**. Keep adding numbers until all numbers have been added to the master list.
- 4** Once finished, click **OK**. The last number added will appear automatically.
- 5** To remove a line from the call list, mouse over the number. When the X appears, click it and the number will be removed.
- 6** Once all changes are made, click **Apply**.

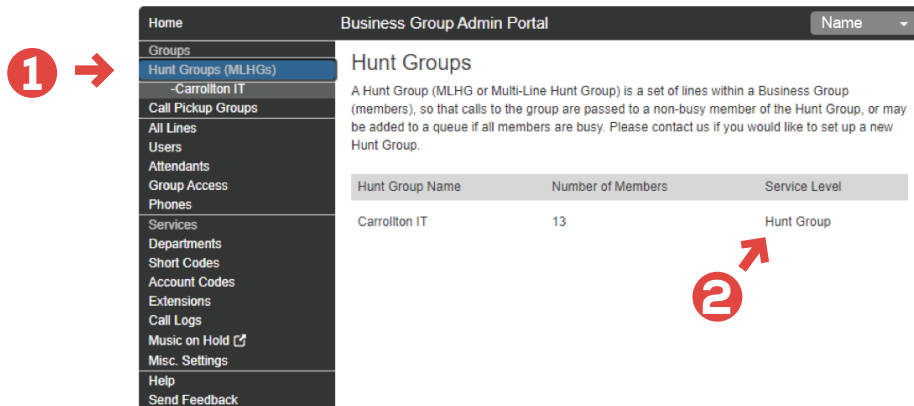
The screenshot shows a dialog box titled "Select Forwarding Number". It has two radio buttons: "Use a saved number:" (selected) and "Or use a temporary number:". Under "Use a saved number:", there is a table with two columns: "Number" and "Name". The table contains two rows: one with "(xxx) xxx xxx" and "mara", and another with "(xxx) xxx xxx" and "home". Each row has a small "X" icon to its right. An "Add" button is to the right of the table. Below the table is a text input field. At the bottom right are "OK" and "Cancel" buttons. Red callouts are present: a "3" with a right-pointing arrow points to the "Add" button; a "5" with an arrow points to the "X" icon of the "home" row; and a "4" with an upward-pointing arrow points to the "OK" button.



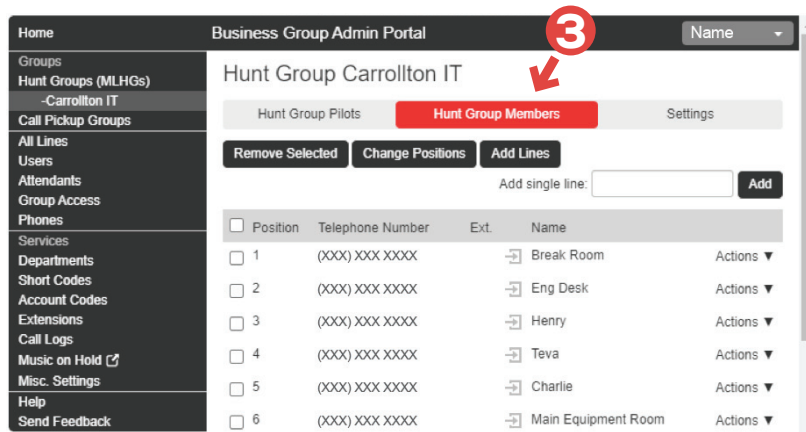
Hunting

- Add/remove members
- Reorganize members
- Call Waiting Removal

- 1 Access the **Business Admin Portal** and go to the **Hunt Groups** tab. →
- 2 Follow up by clicking the cog wheel to enter your **Hunt Groups Settings**.



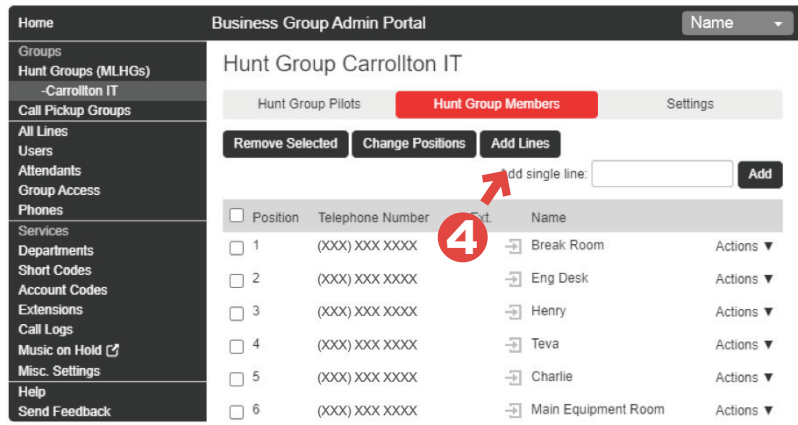
- 3 You will now see the new menu, which has multiple capabilities. Click **Hunt Group Members**.



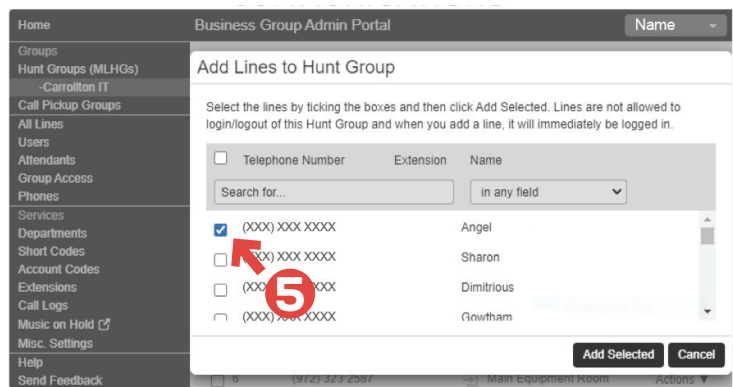


Hunting (cont.)

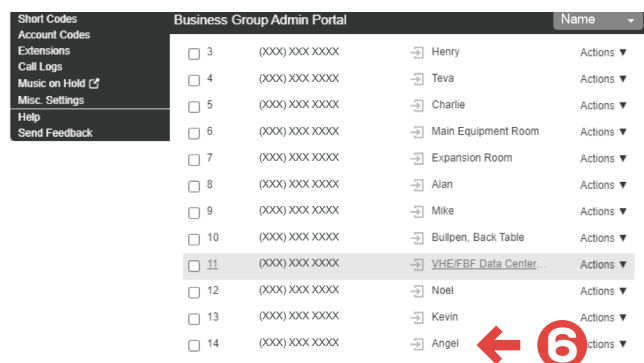
- 4** Click on **Add Lines** to view the numbers in the MLHG.



- 5** You can select the individual checkboxes or press the one above to select every number. Once done, click **Add Selected**.



- 6** You will now see all the added numbers in your list, as well as their position within the hunt.



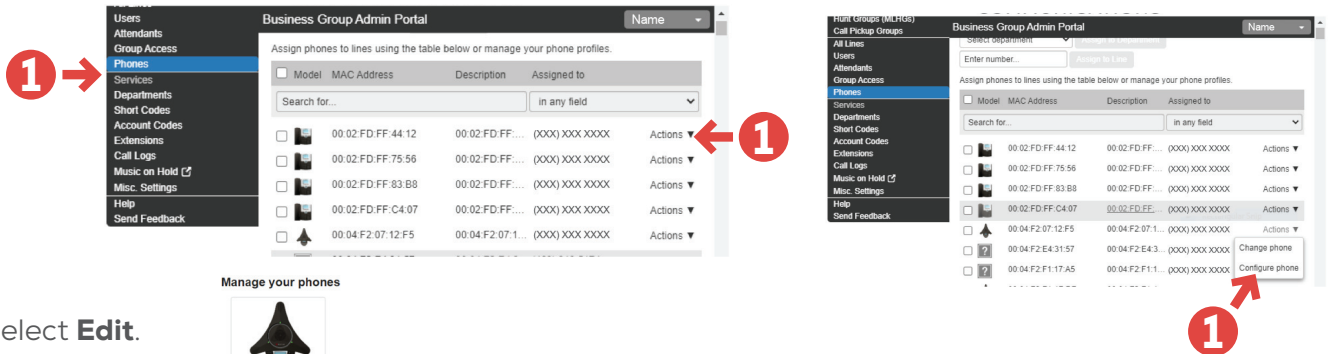
Note: If you are adding members that were not part of your hunt sequence when the lines were installed, you will need to follow the **Call Waiting Removal** (next page) steps as well, for the hunting to work correctly.



Call Waiting Removal

Note: If you are adding members that were not a part of your hunt sequence when the lines were installed, you will need to follow these steps for the hunting to work correctly.

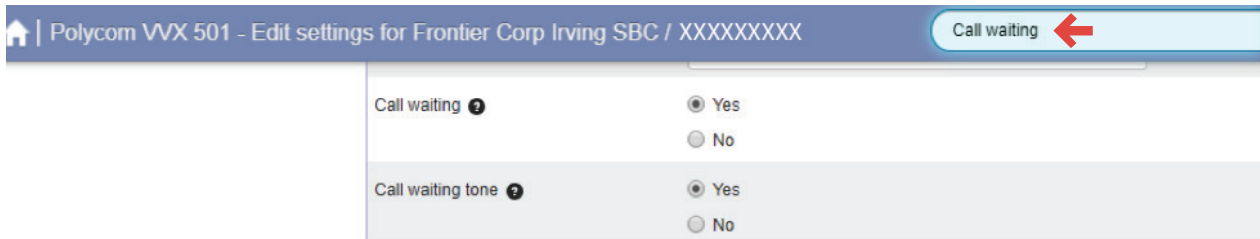
1 Access **Business Admin Portal**, select **Phones** tab & select **Actions** and then **Configure Phone**.



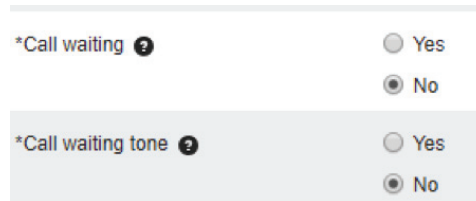
2 Select **Edit**.



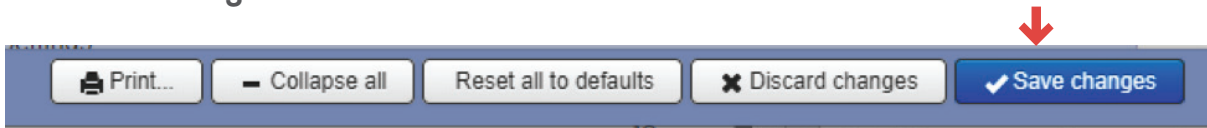
3 Type **Call waiting** in the filter settings box in upper right corner. Press **Enter**.



4 Click **No** next to **Call waiting** and **Call waiting tone**.



5 Click **Save changes** at the bottom of the screen.



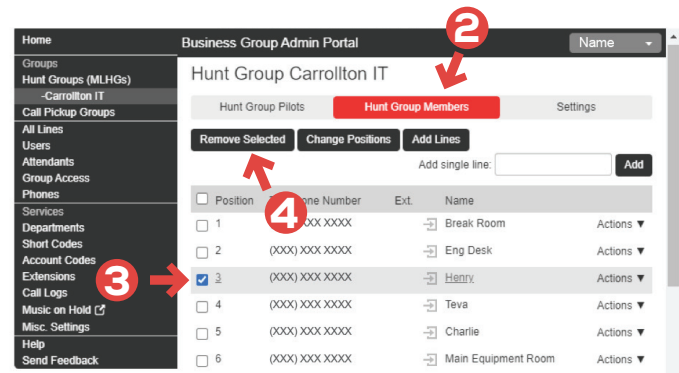
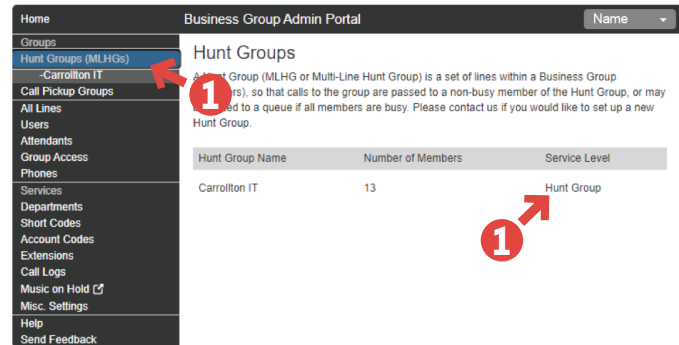
6 Power cycle the phone.



Removing and Rearranging a Member of the Hunt Group

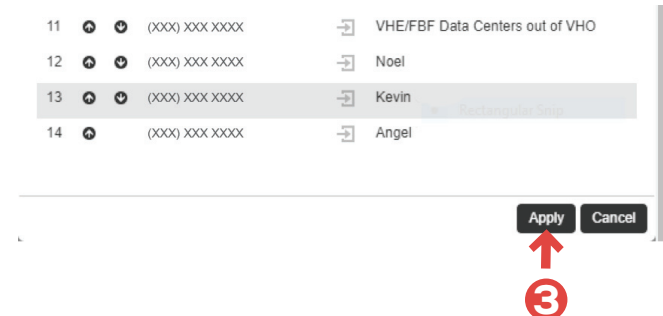
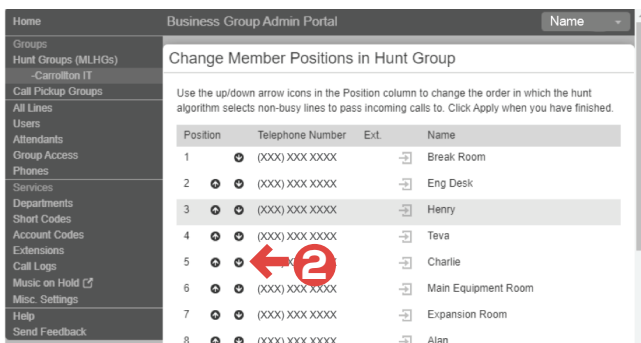
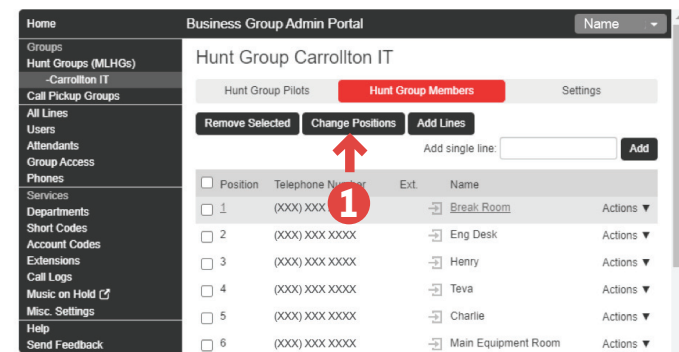
Remove a member of the Hunt Group

- 1 Access **Business Admin Portal** and go to **MLHG** tab. Follow up by clicking **Hunt Group** to edit Group settings.
- 2 Select **Hunt Group Members** tab.
- 3 Click the check box next to the number to be removed.
- 4 Click **Remove Selected** at the bottom of the screen.



Rearrange a member of the Hunt Group

- 1 Click **Change Positions**.
- 2 Click the up/down arrow icons under the **Position** column to move the line to the desired position.
- 3 Click **Apply**.





Change Line Appearances: Adding a Line to a Polycom Phone

Change Line Appearances allows you to make other numbers in the Business Group appear on the phone set. For example, you will be able to configure the main number to appear on other phones and answer incoming calls.

Each phone has a set number of line appearances:

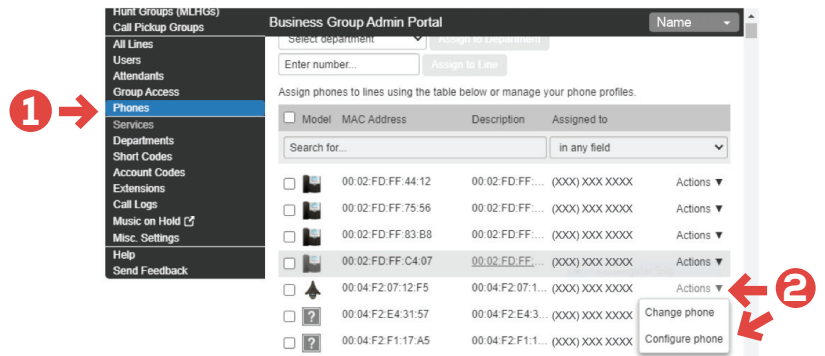
Polycom VVX 311: 6 lines

Polycom VVX 501: 12 lines

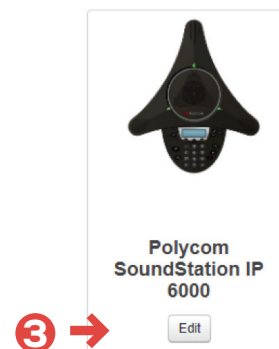
Polycom VVX 601: 16 lines

Instructions:

- 1 From the **Business Admin Portal**, click the **Phones** tab.
- 2 Click **Actions** then **Configure phone**.
- 3 Click on **Edit** to open the phone settings.



Manage your phones



Note: This menu is also used to modify any of the keys of the phone and other changes. Any changes made in this screen require the phone to be power cycled.

Instructions continued on following page

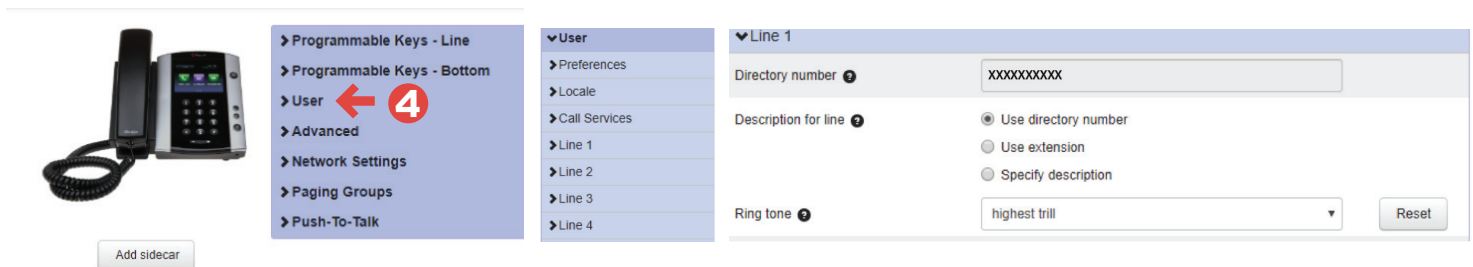


Change Line Appearances: Adding a Line to a Polycom Phone (cont.)

Instructions (cont.):

- Click the **User** drop down. **Line 1** belongs to the phone number assigned to the phone.

Note: **Line 1** cannot be changed.

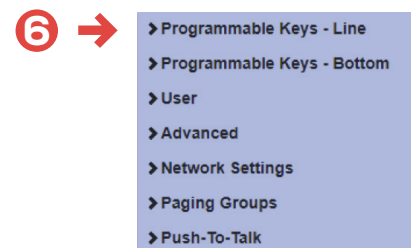


- On **Line 2**, fill in the following:
 - Directory number:** Type the 10-digit telephone number of the line to be added to the phone.
 - Optional* – **Description for line:** This information will display on the phone.
 - Use directory number:** The full 10 digit number
 - Use extension:** The extension listed in the Business Admin Portal
 - Specify description:** The text entered in the description field
 - Ring tone:** This feature is not yet available.



Note: Repeat step 5, using a different line number to add additional lines to the phone.

- Once the numbers are added to the lines, click the **Programmable Keys-Line** to add them to the phone.



Instructions continued on following page



Change Line Appearances: Adding a Line to a Polycom Phone (cont.)

Instructions (cont.):

7 **Key 1** belongs to the phone number assigned to the phone.

Note: **Key 1** cannot be changed.

8 Select **Key 2** to add the additional line that was entered under the **User** tab.

Note: It's good practice to match each key with the line number associated under the **User** tab.

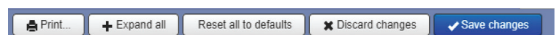
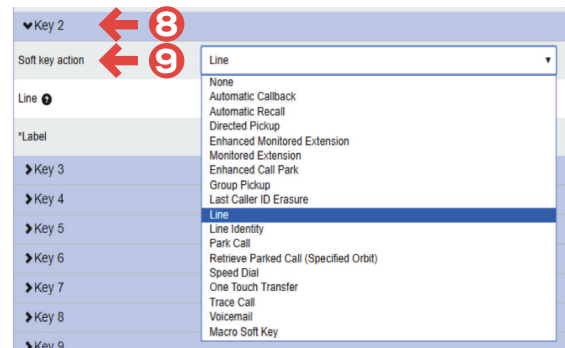
9 **Soft key action:** Select **Line**

10 **Line:** Select **Line 2**

11 **Label:** Enter a description for this key. When the line soft key is selected, the label text is only used to identify the key, it will **not** appear on the phone.

Note: Repeat Steps 7-11, using a different key number to add additional lines to the phone.

12 Click **Save changes** at the bottom of the screen. Power cycle the phone for changes to take effect.



SmartVoice requires an Internet connection that is billed as an additional monthly fee. 1 Premium Plus seat, plus phone rental, required for any SmartVoice configuration. Desktop phones and conference room phones are subject to availability. Unlimited nationwide and Canada long distance minutes exclude 900, international, directory assistance and dial-up calls. Usage restrictions may apply. Your Frontier SmartVoice service, including 911 service, will not function without electrical or battery backup power. In the event of a power outage, you may not be able to make calls. Frontier reserves the right to withdraw this offer at any time.

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