

Business Group Admin Guide

Quick Start Guide



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LINES TAB

The Lines page shows all individual lines, MADNs (Multiple Appearance Directory Numbers) and MLHG (Multi Line Hunt Group) pilot lines in a Department.

- A Business Group Line is an individual line within a Business Group.
- A MADN is an external number that can be used to access multiple lines within a Business Group, so that all free lines associated with the MADN ring when the number is dialed.
- An MLHG is a set of lines within a Business Group (MLHG Members), so that calls to the group are passed to a non-busy line within the Hunt Group, or may be added to a queue if all lines are busy.

This page consists of the following functions.

- Select a Department
- Find Lines
- Move Lines between Departments
- Line Configuration
- View Group Configuration
- View Call Manager Configuration
- Download all Lines

Select a Department

Use the Lines in Department input box to select the Department to show the lines for.

A Department defines a section of a Business Group to which Lines and other functions, such as MADNs and Short Codes, can be assigned. Administrator privileges for the Department can be assigned to a particular Business Group Line, without giving the Line access to the whole Business Group.

If you wish to add a Department, please contact your service provider.

Find Lines

If you have few lines in your Business Group or selected department, you may be able to find a line by manually searching the list of lines.

Alternatively, you can search for the line you are interested in based on telephone number, extension number or name. Enter the number or name you wish to find in the Search for... input box, and the list of lines will automatically update to only show lines that match. If you wish, you can restrict your search to only match on a

given field by using the drop-down to the right of the search box.

Move Lines between Departments

To move lines between Departments.

- Select all lines with the top checkbox, or select one or more lines with the individual checkboxes. MLHG pilot lines cannot be selected.
- Select the department to move the lines to, using the Move Selected To input box.
- Click Move to make the change.

Line Configuration


Each row in the table shows the following for each individual line, MADN, or MLHG pilot line.

- Telephone number.
- Extension.
- Name. This indicates whether the line is an individual line, MADN or MLHG pilot line, and also whether the line is also an administrator.
- Department, if viewing all lines in the business group.
- View Group Configuration icon for MADNs and MLHG pilot lines only.
- View Call Manager icon for all line types.

View Group Configuration

To view the MADN configuration (for a MADN) or MLHG configuration (for an MLHG pilot line), click the  icon.

View Call Manager Configuration

To view the Call Manager configuration for an individual line, MADN or MLHG pilot line, click the  icon.

Download all Lines

To download information for all lines in the Business Group, click Download all Lines. The information will be downloaded to a CSV file and will contain, for each line:

- Department name.
- Name.
- Directory Number.

Please Note

Please note that it can take up to fifteen minutes for your changes to take effect across the whole system.

PHONES TAB

A Phone Profile is a set of configuration for a physical phone. Phone Profiles can exist at several levels.

- Globally.
- For a Business Group.
- For a Department.
- For a Business Group Line.

Where multiple Phone Profiles apply to a physical phone, they are applied in the above order so, for example, any settings from the Department Phone Profile override settings from the global Phone Profile.

This page consists of the following functions.

- Select a Department
- Find Phones
- Manage Phone Profiles
- Phones Configuration
- Assign a Phone to a Department
- Assign a Phone to a Business Group Line
- Change Phone Information

Select a Department

Use the Phones in Department input box to select the Department to show the Phones for.

A Department defines a section of a Business Group to which Lines and other functions, such as MADNs and Short Codes, can be assigned. Administrator privileges for the Department can be assigned to a particular Business Group Line, without giving the Line access to the whole Business Group.

If you wish to add a Department, please contact your service provider.

Find Lines

If you have few phones in your Business Group or selected department, you may be able to find a phone by manually searching the list of phones.


Alternatively, you can search for the phone you are interested in based on MAC address, description or telephone number. Enter the MAC address, description or number you wish to find in the Search for... input box, and the list of phones will automatically update to only show phones that match. If you wish, you can restrict your search to only match on a given field by using the drop-down to the right of the search box.

Manage Phone Profiles

Click on the manage your phone profiles link to manage your phone profiles for all phones in the Business Group.

Phones Configuration

Each row in the table shows the following for one Phone.

- Model. An image of the Phone.
- MAC Address. The address that uniquely identifies the physical Phone.
- Description. A description of the Phone.
- Assigned To. The telephone number or Department that the Phone is assigned to. Multiple phones can be assigned to the same telephone number or Department.
- Department, if viewing all phones in the business group.
- Click the  icon to manage and configure the profile for this Phone.

Assign a Phone to a Department

To assign a Phone to a new Department.

- Select all Phones with the top checkbox, or select one or more Phones with the individual checkboxes.
- Select the Department to move the Phones to, using the Select Department input box.
- Click Assign to Department to make the change.

Assign a Phone to a Business Group Line

To assign a Phone to a Business Group Line.

- Select all Phones with the top checkbox, or select one or more Phones with the individual checkboxes.
- Enter the telephone number of the Business Group Line to assign the Phones to, using the Enter number... input box.
- Click Assign to Line to make the change.

Change Phone Information

To change information about a phone, click on the appropriate row in the table, change the settings and click Apply or Cancel.

You can change the following settings.

- Description
- Whether or not the Phone is assigned to a line, and the line's telephone number if so.

If you wish to unassign the Phone from a line altogether, simply uncheck the checkbox in the Assigned to line? field.

MLHG TAB

The MLHGs (Multi Line Hunt Groups) page shows all MLHGs in a Department.

An MLHG is a set of lines within a Business Group (MLHG Members), so that calls to the group are passed to a non-busy line within the Hunt Group, or may be added to a queue if all lines are busy.

This page consists of the following functions.

- Select a Department
- Move MLHGs between Departments
- MLHG Configuration
- View MLHG Settings

Select a Department

Use the MLHGs in Department input box to select the Department to show the MLHGs for.

A Department defines a section of a Business Group to which Lines and other functions, such as MADNs and Short Codes, can be assigned. Administrator privileges for the Department can be assigned to a particular Business Group Line, without giving the Line access to the whole Business Group.

If you wish to add a Department, please contact your service provider.


Move MLHGs between Departments

To move MLHGs between Departments.


- Select all MLHGs with the top checkbox, or select one or more MLHGs with the individual checkboxes.
- Select the department to move the MLHGs to, using the Move Selected To input box.
- Click Move to make the change.

MLHG Configuration

Each row in the table shows the following for each MLHG.

- Telephone number.
- Number of lines in the MLHG.
- View MLHG settings  icon.

View MLHG Settings

To view the MLHG settings for the MLHG, click the  icon.

CALL PICKUP GROUPS TAB

The Call Pickup Groups page shows all Call Pickup Groups in a Department.

A Call Pickup Group defines a group of Business Group Lines within which the subscribers can use Call Pickup to answer each other's incoming calls.

This page consists of the following functions.

- Select a Department
- Call Pickup Group Configuration
- Move Call Pickup Groups between Departments
- Add a Call Pickup Group
- Remove a Call Pickup Group
- View Call Pickup Group Settings

Select a Department


Use the Call Pickup Groups in Department input box to select the Department to show the Call Pickup Groups for.

A Department defines a section of a Business Group to which Lines and other functions, such as MADNs and Short Codes, can be assigned. Administrator privileges for the Department can be assigned to a particular Business Group Line, without giving the Line access to the whole Business Group.

If you wish to add a Department, please contact your service provider.

Call Pickup Group Configuration

Each row in the table shows the following for each Call Pickup Group.

- Group name.
- Number of lines in the Group.
- View Group settings  icon.

Move Call Pickup Groups between Departments

To move Call Pickup Groups between Departments.

- Select all Call Pickup Groups with the top checkbox, or select one or more Call Pickup Groups with the individual checkboxes.
- Select the department to move the Call Pickup Groups to, using the Move Selected To input box.
- Click Move to make the change.

Add a Call Pickup Group

To add a Call Pickup Group to the current Department.

- Click Add Group.
- Enter a new Call Pickup Group name.
- Click Add.

Remove a Call Pickup Group

To remove a Call Pickup Group.

- Select all Call Pickup Groups with the top checkbox, or select one or more Call Pickup Groups with the individual checkboxes.
- Click Delete Selected.

View Call Pickup Group Settings

To view the settings for the Call Pickup Group, click the



SHORT CODES TAB

The Short Codes page shows all Short Codes currently in operation in a Department.

A Short Code is a code specific to the Business Group that represents an external directory number or another code that can be dialed within the Business Group (for example a Call Service access code).

This page consists of the following functions.

- Select a Department
- Short Codes Configuration
- Add a Short Code
- Add a Short Code Range
- Remove a Short Code or Short Code Range
- Modify a Short Code
- Move Short Codes between Departments

Select a Department

Use the Short Codes in Department input box to select the Department to show the Short Codes for.

A Department defines a section of a Business Group to which Lines and other functions, such as MADNs and Short Codes, can be assigned. Administrator privileges for the Department can be assigned to a particular Business Group Line, without giving the Line access to the whole Business Group.

If you wish to add a Department, please contact your service provider.

Short Codes Configuration

Each row in the table shows the following for each Short Code.

- Short Code. This is either a single code or a range of codes.
- Telephone Number or Service Access Code.
 - o The telephone number or service access code that the Short Code maps to (note that this may be blank if not assigned yet). Service Access Codes consist of a string of digits, and may optionally start with a * or #.
 - o For a range, the range of telephone numbers is shown.

Add a Short Code

To add a Short Code to the current Department.

- Click Add.
- Enter a new Short Code.
- Enter a telephone number or service access code that the Short Code maps to. This step is optional.
- Click Add.

Add a Short Code Range

To add a range of Short Codes to the current Department.

- Click Add Range.
- Enter the first and last Short Codes.
- Enter the first telephone number that the range maps to. This step is optional.
- Click Add.

Remove a Short Code or Short Code Range

To remove a Short Code or Short Code Range.

- Select all Short Codes, or Short Code Ranges with the top checkbox, or select one or more Short Codes or Short Code Ranges with the individual checkboxes.
- Click Delete Selected to make the change.

Modify a Short Code

To modify a Short Code.

- Click on the entry in the table.
- Change the Short Code or Short Code range as required.
- Change the telephone number of service access code as required.
- Click Save to make the change.

Move Short Codes between Departments

To move Short Codes between Departments.

- Select all Short Codes with the top checkbox, or select one or more Short Codes with the individual checkboxes.
- Select the department to move the Short Codes to, using the Move Selected To input box.
- Click Move to make the change.

EXTENSIONS TAB

The Extensions page shows all Extensions currently in operation in a Business Group.

An Extension allows your users to quickly dial another number within the Business Group, without having to dial the full telephone number.

This page consists of the following functions.

- Extensions Configuration
- Add an Extension
- Add an Extension Range
- Remove an Extension or Extension Range

Extensions Configuration

Each row in the table shows the following for each Extension or Extension Range.

- Extension. This is either a single code or a range of codes.
- Telephone Number. This is the telephone number that the Extension maps to. For a range it is the range of telephone numbers that the Extension Range maps to.

Add an Extension

To add an Extension to the Business Group.

- Click Add.
- Enter a new Extension.
- Enter a telephone number that the Extension maps to.
- Click Add.

Add an Extension Range

To add a range of Extensions to the Business Group.

- Click Add Range.
- Enter the first and last Extensions.
- Enter the first telephone number that the range maps to.
- Click Add.

Remove an Extension or Extension Range

To remove an Extension or Extension Range.

- Select all Extensions, or Extension Ranges with the top checkbox, or select one or more Extensions or Extension Ranges with the individual checkboxes.
- Click Remove Selected to make the change.

Please Note

Please note that it can take up to fifteen minutes for your changes to take effect across the whole system.

DEPARTMENTS TAB

The Departments page shows all departments.

Departments divide your Business group into separately-administrable groups. Business Group administrators can optionally be restricted so that they only have privileges to administer lines within a given Department. Departments may be divided into sub-departments.

This page consists of the following functions.

- Department Configuration
- Add a Department
- Delete a Department
- Edit Department

Department Configuration

Each row in the table shows the Department name and call limits. Department names are indented to show their sub-departments and the Department of which they are a sub-department.

Add a Department

To add a Department.

- Click Add Department.
- Enter a new Department name.
- Select the Department of which the new Department should be a sub-department.
- Specify call limits if necessary.
- Click Add.

Delete a Department

To delete a Department.

- Ensure that the Department is empty of Lines, Phones, Call Pickup Groups, Short Codes and other Departments – Departments can't be deleted unless they are empty.
- Click on the Department's name.
- Click Delete.

If you find that you can't delete a Department because it is not empty, check that the Department has no sub-departments and also check for entries in this Department on the Lines, Phones, Call Pickup Groups and Short Codes page. If you find any Lines, Phones, Call Pickup Groups or Short Codes, either delete them or move them into other Departments.

Edit Department Name

To edit a Department's name.

- Click on the Department's name.
- Change it in the Department Name input box.
- Click Apply.

Edit Department Operator Number

To edit a Department's operator number.

- Click on the Department's name.
- Change it in the Operator Number input box.
- Click Apply.

Delete Department Operator Number

To remove a Department's operator number and have it inherit from above.

- Click on the Department's name.
- Change the Operator Number input box to blank.
- Click Apply.

Edit Department Call Limits

To edit a Department's call limits.

- Click on the Department's name.
- Select whether each call type is blocked, limited or unlimited.
- If limited, specify the maximum number of calls of this type.
- Click Apply.

Call Limits

Call limits control how many calls are permitted into and out of a department. The call limits you set for a particular department apply to that part of the department "tree" (a department and all departments below it). Calls within that part of the tree (within the department, or between two sub-departments) do not count toward these limits, but calls to or from departments elsewhere in the business group or outside of the business group are counted. Make sure you set this limit high enough to account for all the departments below this one.

Continued...

Three different types of limits can be specified.

- Incoming and Outgoing - This limits the total number of calls into and out of the department or its sub-departments.
- Incoming - This limits the number of calls into this department or its sub-departments.
- Outgoing - This limits the number of calls out of this department or its sub-departments.

For each type of limit, calls can be

- blocked, meaning that no calls are permitted
- limited to a specific number of calls
- unlimited, meaning that any number of calls are permitted for this department and its sub-departments, although calls may still be restricted by limits set on a department higher or lower in the tree.

Please Note

Please note that it can take up to fifteen minutes for your changes to take effect across the whole system.

ACCOUNT CODES TAB

The Account Codes service allows you to log account codes of your choice against calls that you make by dialing the appropriate code when placing an outbound call.

This page consists of the following functions.

- Configuration for the Business Group
- Configuration for each Business Group Line

Configuration for the Business Group

This configuration applies to all lines in the Business Group. See Configuration for each Business Group Line for the options to allow override of configuration by individual Business Group Lines.

You can configure which types of outbound calls (e.g. local, national or international) will require you to enter an account code, and you can also choose whether you require your account codes to be validated or not.

- If account codes are validated then you define a set of permitted account codes, and you must dial a code from this list whenever you place an outbound call (if it is a type you have specified you wish to log account codes for). If you dial an account code that does not match one of this list more than a configured number of times, then your account will be blocked, and will need to be unblocked before you can place any more calls that require account codes.
- If account codes are not validated then you do not preconfigure a set of permitted account codes. When you place an outbound call (of a type you have specified you wish to log account codes for) you may dial any code of your choice.

This service cannot be enabled or disabled at a global level. It is enabled or disabled per outbound call type by configuring which types of outbound calls you wish to log account codes for.

You must configure the following information in order to use this service.

- Call types requiring an account code. Select the checkboxes for the call types that you wish to log account codes for. If you select a call type, then whenever you place a call of this type you will be required to enter an account code. If you do not select a call type then you cannot log account codes when placing this type of call.
- Account code length.
- Use validated account codes. See description above.

If you are using validated account codes, then you must also configure the following.

- Assigned account codes. This is the list of account codes that you have preconfigured. When placing an outbound call that requires account codes, you must dial one of these codes. To edit this list, click the Edit List button to bring up the manage assigned account codes overlay.
- To remove an account code from the list, click on the icon next to the appropriate entry.
- To remove all account codes from the list, click on the Clear List button.
- To add a new account code to the list, enter the account code and a friendly description in the appropriate text fields, and click the Add button.

Once you have made all the desired changes to the list, click the OK button, or the Cancel button to discard your changes.

Having changed any of this configuration you must click the Apply button to commit your changes, or the Cancel button to discard your changes.

Configuration for each Business Group Line


You can set the following options to allow an individual Business Group Line to override any of the Business Group Account Codes configuration.

- Call types may be overridden per line. Set this checkbox to allow Business Group Lines in this group to use a different set of call types from the Business Group.
- Account code length may be overridden per line. Set this checkbox to allow Business Group Lines in this group to use Account Codes with a different length to the Business Group. If a different length is configured than any validated account codes defined for the group do not apply to the line.
- Lines may view Business Group Account Codes. Set this checkbox to allow Business Group Lines in this group to view the list of validated Account Codes for the group.
- Lines can/cannot view their own account codes. The Business Group Line can be configured for one of.
 - The Line can view, but not change their own account codes.
 - The Line can view and change their own account codes.
 - The Line cannot view or change their own account codes.

CALL LOGS TAB

The Call Logs page allows you to download a report of all calls made to or from lines in your Business Group.

To download the report.

- Select the start date, either by clicking the  icon and choosing from the calendar, or by typing in the month, day and year fields.
- Optionally select the end date in a similar way - if no end date is specified, all calls up to the present are included.
- Optionally restrict the calls to a specific department and those below it by choosing it from the department selector.
- Click Download.
- Wait while the report downloads - some are large and take a while.
- Choose where to save the report to.

Once you have downloaded the report, you can open it in a spreadsheet application such as Microsoft Excel. The

report includes the following fields.

- Date and time that the call was made.
- Whether the call was between two lines in your Business Group, from an external line into your Business Group or from a line in your Business Group to an external line.
- The calling number, and its extension and department if applicable.
- The called number, and its extension and department if applicable.
- Whether the call was answered.
- The length of the call.
- How long the caller was waiting for the call to be answered.
- Any account and carrier codes that were dialed to make the call.

Note that if you filter on department and your department was recently renamed, you will only see calls that were made since the renaming.

MISCELLANEOUS SETTINGS TABS

The Miscellaneous Settings page gives access to the Number Blocks and External Calls settings information. The Other Settings tab allows the setting of other business group wide functions.

It consists of the following tabs:

- Number Blocks
- External Calls
- Other Settings

Number Blocks

This tab shows any Number Blocks configured for the Business Group.

A Number Block defines a range of directory numbers used for Business Group Lines in the Business Group.

The Number Block configuration is read-only and cannot be changed via the web. If you wish to change any of the configuration, please contact your service provider.

Telephone Number Block

Each row in the table shows one Number Block. The first column is the range of numbers in the Number Block.

Number of Lines Allocated

The second column in the table is the number of directory numbers in the Number Block to which Business Group Lines have been assigned.

External Calls

This tab shows any limits on external calls, together with the default carriers that are used when making calls.

These settings are read-only and cannot be changed via the web. If you wish to change any of the settings, please contact your service provider.

External Calls

External calls can be one of the following.

- Unlimited.
- Limited. In this case the maximum number of external calls is also shown.
- Not permitted.

Incoming Calls

Incoming calls can be one of the following.

- Unlimited.
- Limited. In this case the maximum number of simultaneous incoming calls is also shown.
- Not permitted.

Outgoing Calls

Outgoing calls can be one of the following.

- Unlimited.
- Limited. In this case the maximum number of simultaneous outgoing calls is also shown.
- Not permitted.

Local Carrier Code

Your default local carrier.

Long Distance Carrier Code

Your default long distance carrier.

International Carrier Code

Your default international carrier.

Other Settings

This tab contains a number of business group wide settings.

Restricted Subscriber Messaging

To prevent the forwarding of voicemail messages to subscribers outside of the business group, select this checkbox and click Apply.

Use Internal Extensions

To display business group extensions rather than directory numbers when possible, select this checkbox and click Apply.

Internal Operator Number

To change the operator number for the business group as a whole, enter the number you want and click Apply.

Nothing for *Music on Hold* as not enabled