



alpha VOICE **USER PORTAL**

PHONE AND SERVICE
MANUAL FOR USE
OF ONLINE ALPHA
VOICE FEATURES

SCAN FOR SERVICE PAGE
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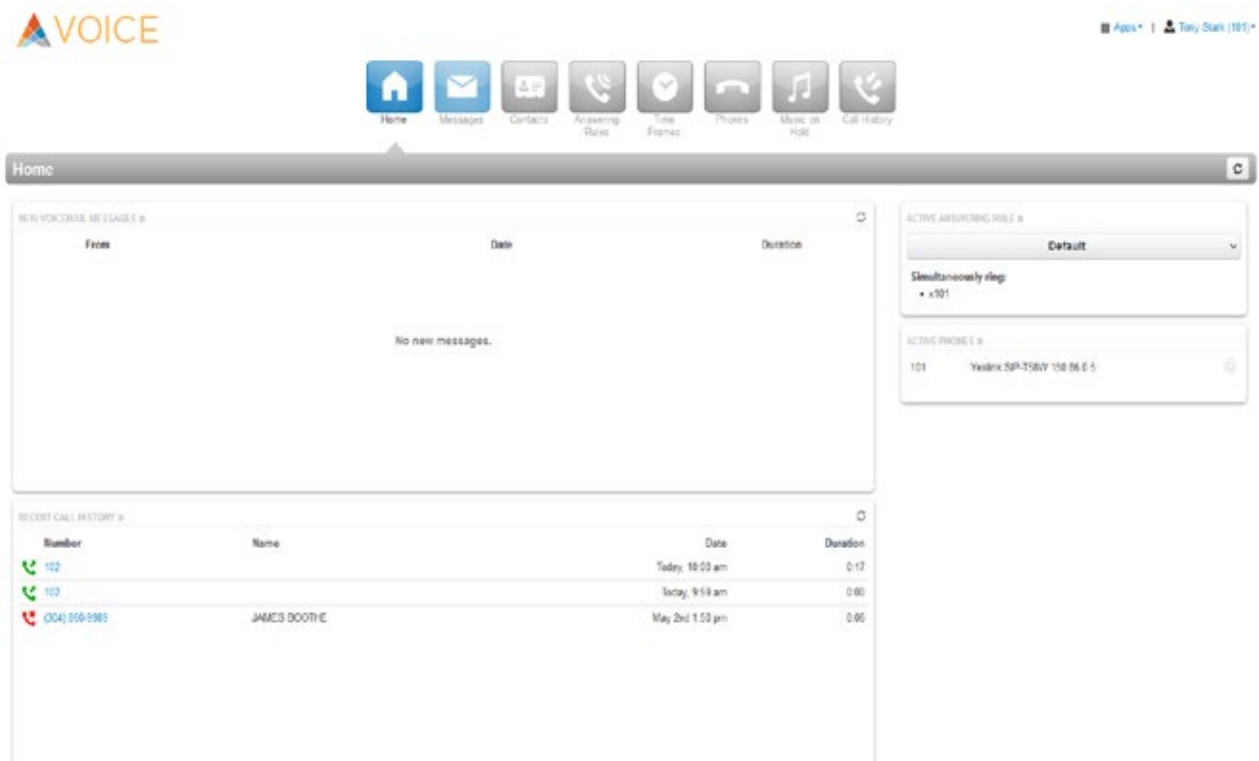
Getting Started

Welcome to your new unified communications account! Your account on this system will allow you to make calls, receive voicemails, chat with other users in the organization and much more.

This document is designed to help teach you how to navigate to the Manager Portal, a web interface that allows you to access and control your account.

We will then break down the Manager Portal home page, the application navigation icons, the configuration options for them, and how they change the behavior of the application.

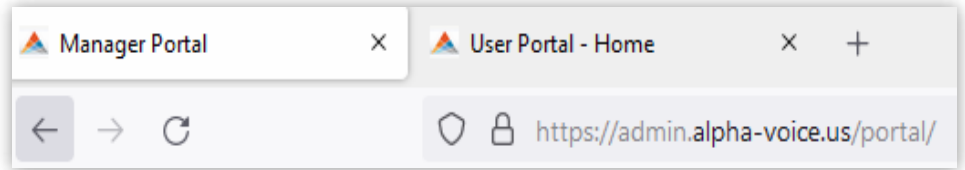
Finally, we will discuss how to use those applications in a real-world use case scenario, so you understand what the applications do, the configuration options that control the behavior of the application, and how to apply your knowledge to configure the application to meet your needs.



1 The Manager Portal

1.1 Accessing the Manager Portal

To manage your account, you will use the manager portal. A web interface that allows you to easily communicate with others and manage your account settings.

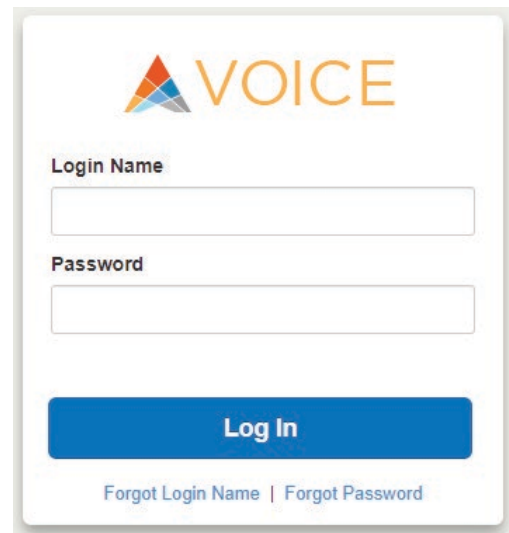


In order to access the manager portal, open a web browser and enter your fully qualified domain provided by your administrator into your web browser
Login address: <https://admin.alpha-voice.us/portal/>

1.2 Logging In

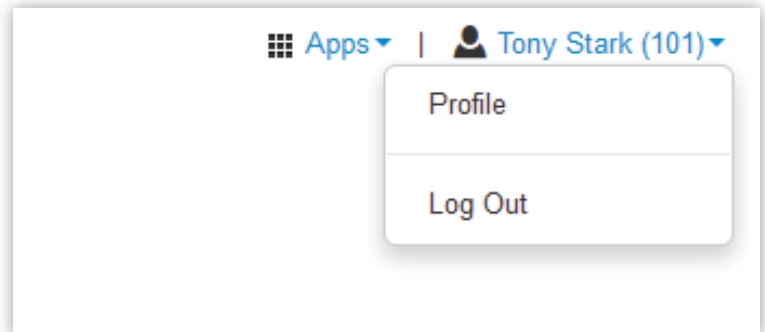
After entering the domain into your browser, you will be taken to the login page.

On the login page, enter your credentials provided by your administrator or click the New User link. Then enter your email and extension number and your credentials will be emailed to you. After entering your credentials, you are taken to the homepage of your account



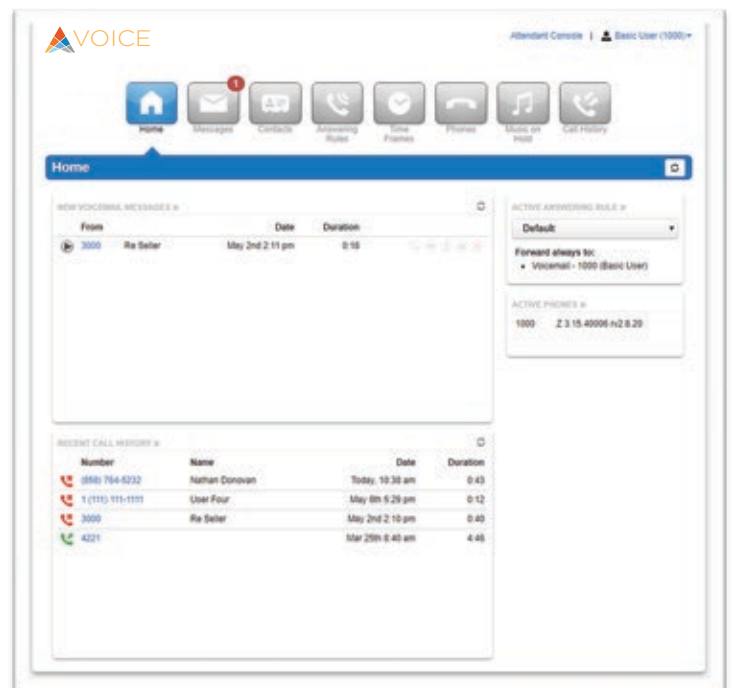
2 Homepage Layout

In the top righthand corner of the Manager Portal you will see the links for the Attendant Console plus your name and extension number displayed. Clicking on your name and extension number will display the options to edit your Profile information and log out of the manager portal



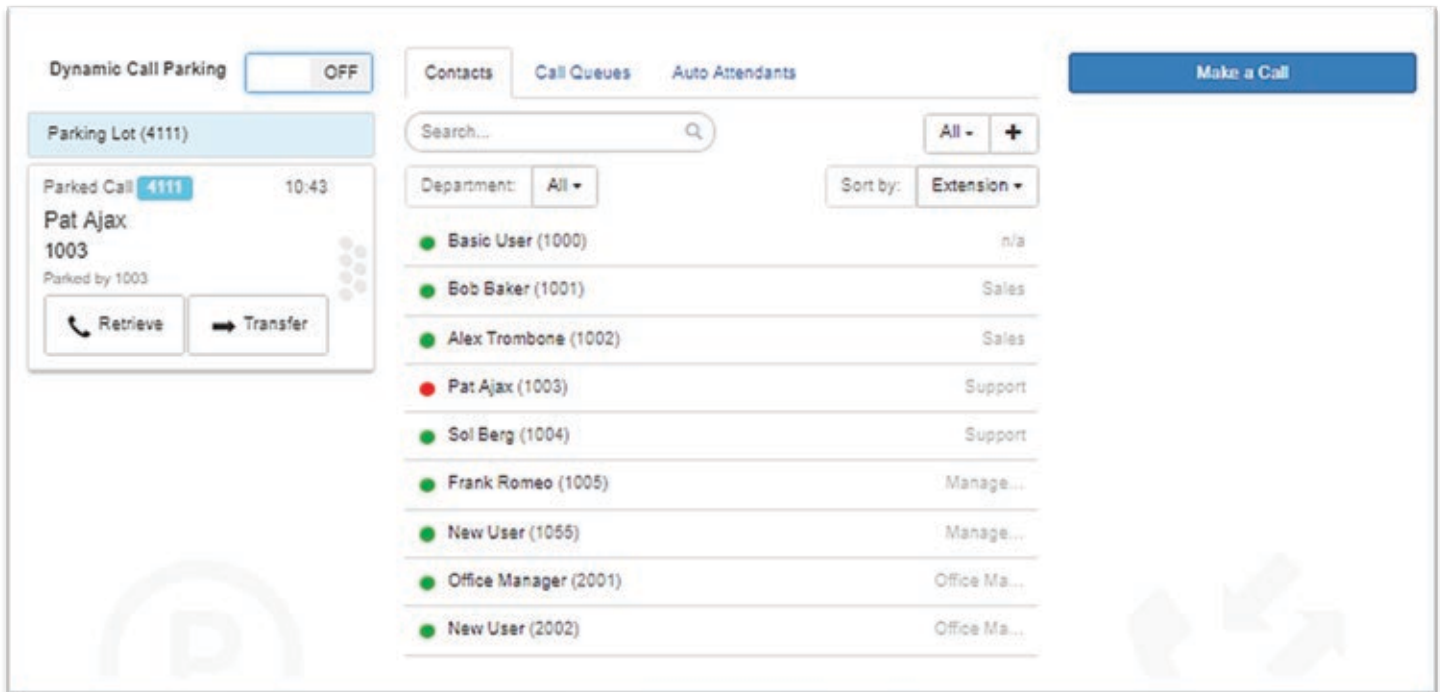
2.1 The Attendant Console

At the very top righthand corner of the home page is a link to the Attendant Console. This link will open another webpage and take you to the Attendant Console Contact's page



2.2 Dynamic Call Parking

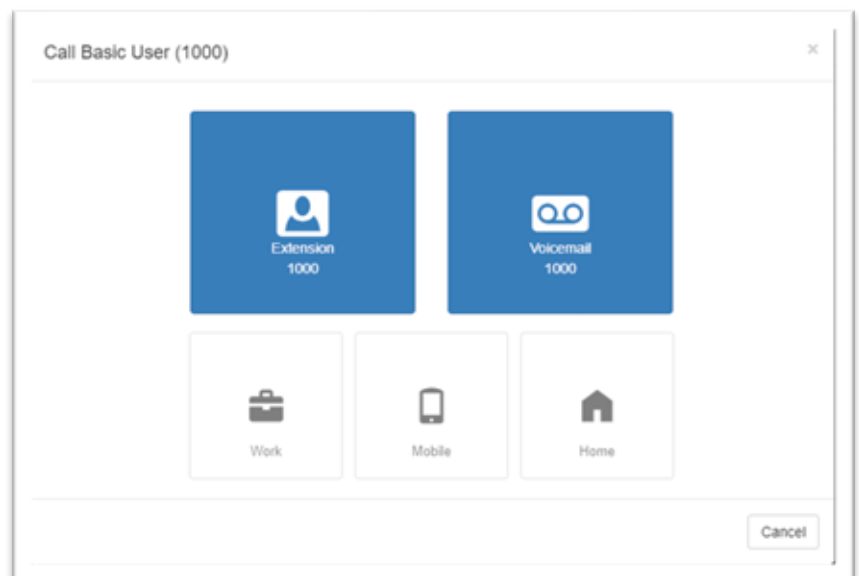
You can also enable Dynamic Call Parking from the Attendant Console. Call Park enables you to put a call into a parking orbit so that another user can then retrieve the call when they are available. Dynamic call park will place the caller in the first available parking spot. While static call parking parks the call on a specific extension.



2.3 Contacts Tab

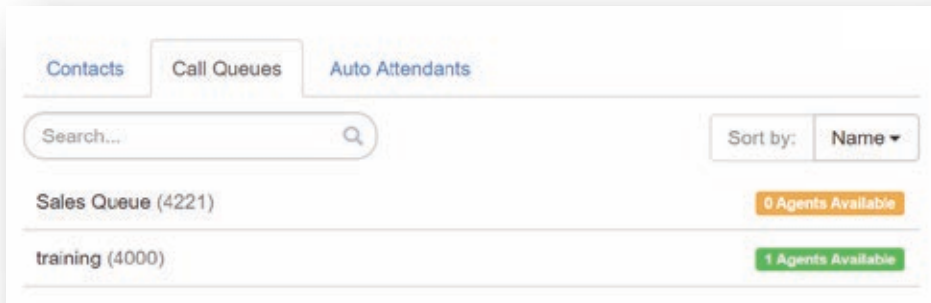
The Contacts tab provides you an overview of all the contacts in your organization and provides a status indicator

A green circle displayed next to a user's name and extension means that user is currently available. A red circle means the user is currently unavailable as they are already on the phone with another user or set their status to Do Not Disturb. Clicking on an extension will bring up a new window, where you can call the contact at their extension, their work contact, mobile number, or their home contact number. You can



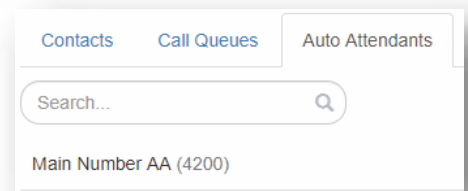
2.4 Call Queues Tab

The Call Queues tab will give you an overview of how many Call Queues your organization has, and the number of agents logged into each queue if you have been setup.



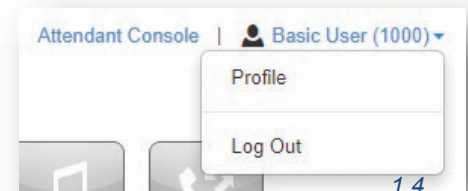
2.5 Auto Attendants Tab

The Auto Attendants tab will provide you with an overview of the Auto Attendants in your organization and allow you to click on them to call them if you have been setup.



Back on the Manager Portal homepage next to the Attendant Console link we see your name and extension number displayed.

This link lets you manage your profile information. When clicking on the Profile link the profile page will appear with the options to configure your account settings.



2.6 Profile

The Profile options allows for you to change your account options such as your first or last name, and Time Zone.

2.7 Directory Options

Directory options allow you to configure how you are represented in the organization contacts in the Manager Portal and audible company directory.

2.8 Announce in Audio Directory

Checking the Announce in Audio Directory will list you in the company directory. Callers will be able to search for your extension when routed to a company directory.

2.9 List in Directory

The List in Directory options controls if your extension is listed in the Contacts in the Manager Portal.

2.10 Caller ID Information

The Caller ID Information section allows you edit your area code that will be in your Caller ID and appended when only dialing 7 digits on outbound calls. You cannot edit your Caller ID or 911 Caller ID. If you need that changed contact your officer manager.

2.11 Change Account Security

The Change Account Security section in the profile windows allows you to manage your passwords and email settings for your account.

2.12 Email Address

The Email Address field is the is where you configure your email address you would like to receive notification from. You can add more than 1 email address by clicking the green plus sign next to the email address field.

2.13 New Password

The Password field allows you to configure your account with a new Manager Portal password used to login with. Below is the Confirm Password field which requires you to enter the new password a second time for verification.

The screenshot shows a 'Profile' window with the following sections and fields:

- Personal Information:**
 - First Name: Basic
 - Last Name: User
 - Timezone: US/Pacific (dropdown menu)
 - Directory Options:
 - Announce in Audio Directory
 - List in Directory
- Caller ID Information:**
 - Area Code: 858
 - Caller ID: 8587692577 (Note: You cannot edit your Caller ID)
 - 911 Caller ID: (Note: You cannot edit your 911 Caller ID)
- Change Account Security:**
 - Email Address(es): buser@aol.com (with a green plus sign icon)
 - New Password: (empty field)
 - Confirm New Password: (empty field)
 - Minimum length of 8 characters, minimum of 1 capital letter(s), minimum of 1 number(s).
 - Current Password: (empty field)
 - Your current password is required to update your email address or security information.
- Change Voicemail PIN:**
 - New PIN: ****
 - Minimum length of 4 characters.

At the bottom right, there are 'Cancel' and 'Save' buttons.

2.14 Current Password

The Current Password field is required to be filled out with your current password if any changes are made to any of the Change Account Security options.

2.15 Change PIN

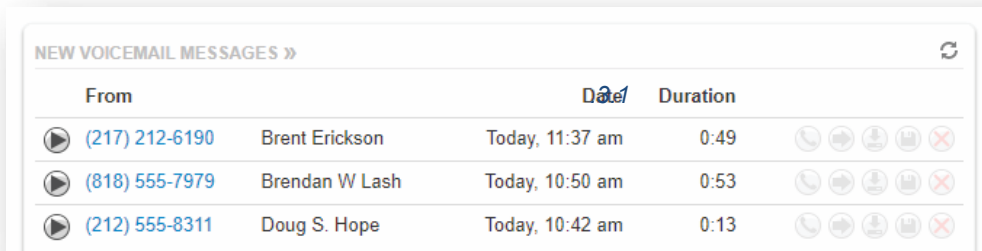
The Change PIN option allows you to change the numeric password used to check voicemail messages over the phone.

Below the Profile link is the Log Out option as seen back in figure 2-1 which will log you out of the manager portal and take you back to the login page.

2.16 Widgets on homepage

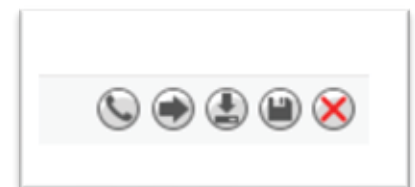
2.17 New Voicemail Messages Panel

The New Voicemail Messages panel displays all new voicemails. The voicemails are displayed with the number of the caller that left a voicemail. Their Caller ID name. Followed by the date and time the message was left and the duration of the voicemail.



NEW VOICEMAIL MESSAGES »				
From		Date	Duration	
(217) 212-6190	Brent Erickson	Today, 11:37 am	0:49	
(818) 555-7979	Brendan W Lash	Today, 10:50 am	0:53	
(212) 555-8311	Doug S. Hope	Today, 10:42 am	0:13	







You will also see the options to Call to Play, forward the voicemail, download the voicemail locally to your computer or delete the voicemail message.



2.18 Recent Call History Panel

The Recent Call History panel provides an overview of the last 10 calls as seen. A phone icon with a green arrow represents an outbound call.

RECENT CALL HISTORY »

Number	Name	Date	Duration
 1055	New User	Today, 2:01 pm	0:0
 (858) 764-5232		Today, 1:58 pm	0:0
 3000		Today, 1:52 pm	0:0
 3000		Today, 1:52 pm	0:0
 (217) 212-6190	Brent Erickson	Today, 1:48 pm	0:2
 (217) 212-6190	Brent Erickson	Today, 1:17 pm	1:0

A phone with a red icon means a call was not answered. Phone icon with a blue arrow means an inbound call was answered. 5 blue circles mean that a call was placed to a conference bridge.

2.19 Active Answering Rule Panel

To the right you will see the Active Answering Rule window which will display which rule is currently active and provide a summary of how calls are routed when they reach your extension. You can select a different answering rule by clicking the Active Answering Rule drop down and selecting a different rule.

ACTIVE ANSWERING RULE »

Default ▾

Simultaneously ring:

- x5232
- (619) 344-1806
- x5232d

Forward when unanswered to:

- Voicemail - 5232 (Nathan Donovan)

2.20 Active Phones Panel

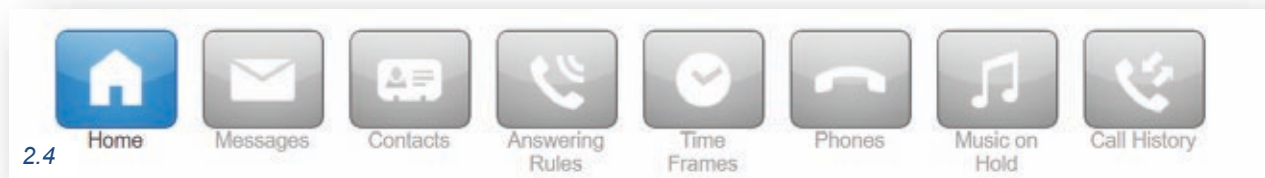
The Active Phone fields below list the active phones currently registered to your account you can send and receive calls from. If you do not see a device listed there that should be, that means the device is not configured for your account or the device is currently unregistered.

ACTIVE PHONES »

5232z	Z 3.15.40006 rv2.8.20
5232d	PolycomVVX-VVX_501
5232	Polycom/5.4.1.14510 P

2.21 Navigation Options

On the top of the home page under the Attendant Console, Profile, and Log Out options is the application navigation menu. Selecting an option here will take you to that applications management center for the option selected.



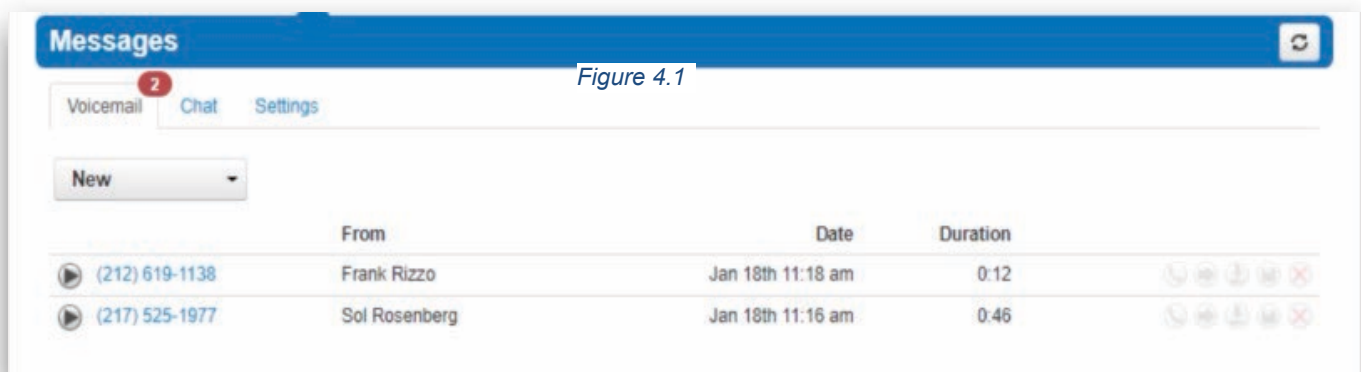
3 Messages

The Messages icon is where all your voicemails, chat messages, and account settings for voicemail options are stored.



.1 Voicemail tab

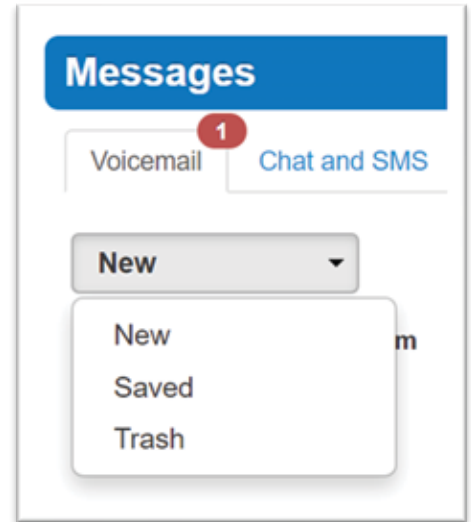
Clicking the Message Center icon will take you to the Messages center voicemail tab. On the top of the tab, you will see a new message indicator showing how many (if any) new voicemails your account has.



Underneath the tab selection you will see a drop down which allows you to display new voicemails, saved messages, or trashed messages.

On the new page you can see all your new voicemail messages displayed with the caller's phone number. The Caller ID name, along with the date, time, and duration of the message.

To the right of the message and message information you will see the voicemail management options.



3.2 Call to Play



The phone icon allows you to use the Call to Play options where the system will call our extension and play the voicemail.

3.3 Forward Voicemail



The arrow pointing to the right allows you to forward the voicemail to another extension.

3.4 Download Voicemail



The Arrow pointing down allows you to download the voicemail to your computer.

3.5 Save

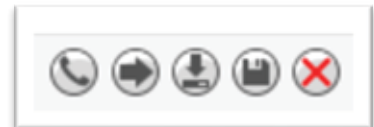


The disk icon as allows you to save the voicemail in your account Saved section and will appear when selecting the Saved option from the voicemail box options.

3.6 Delete



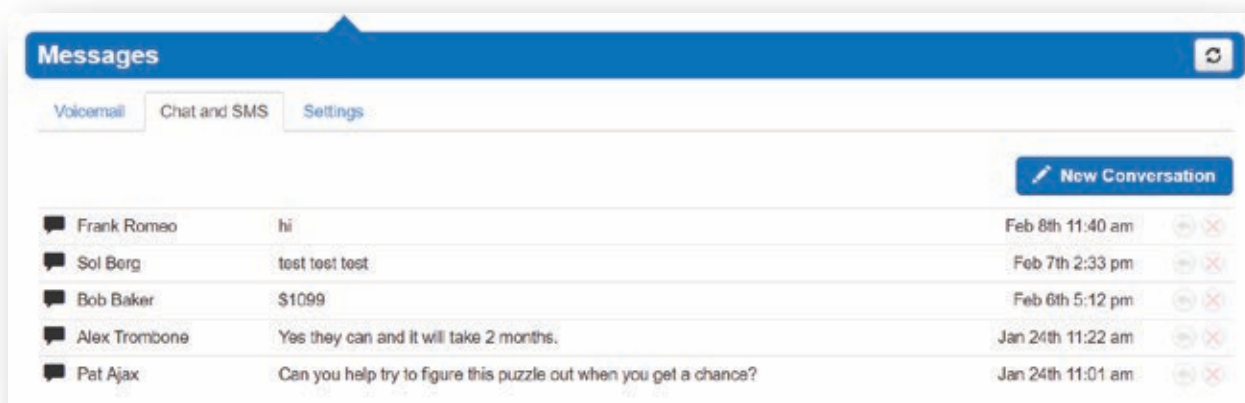
The red X is the delete option and clicking the icon will remove the voicemail. Once a voicemail has been deleted it can not be recovered from the phone system. If your account is configured to send an email notification with voicemail attachment



3.7 Chat

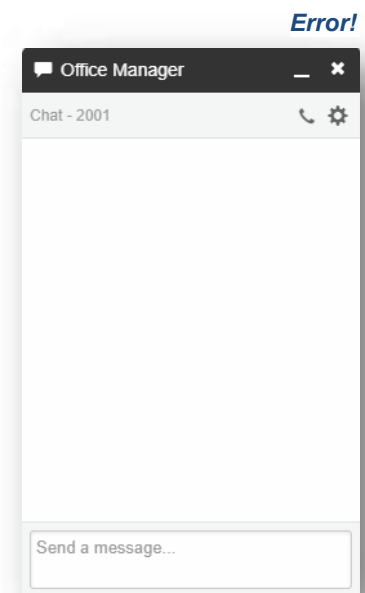
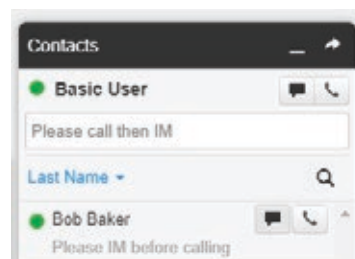
3.8 How To Chat

On the Chat tab you can see all your Chat conversations. The message is displayed with the contacts name. The last message received or sent.



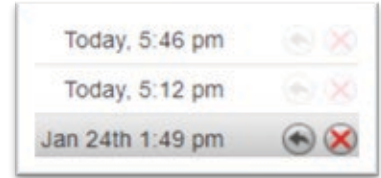
3.9 Start new conversation

To start a new conversation, click the New Conversation button and a new chat window will appear. Start typing the users name or press down to see a list of everyone in the organization you can select from. Or on in your contacts widget click the chat box icon next to their name After clicking one of the options a chat window will appear. Click in the *Send a message...* field and start typing. Press enter when you would like to send your message.



3.10 Replying to message

If you would like to reply to a message, simply type in the chat window that displays when receiving a message. You can also click the reply icon to the right of the message in the message center.



3.11 Delete a message

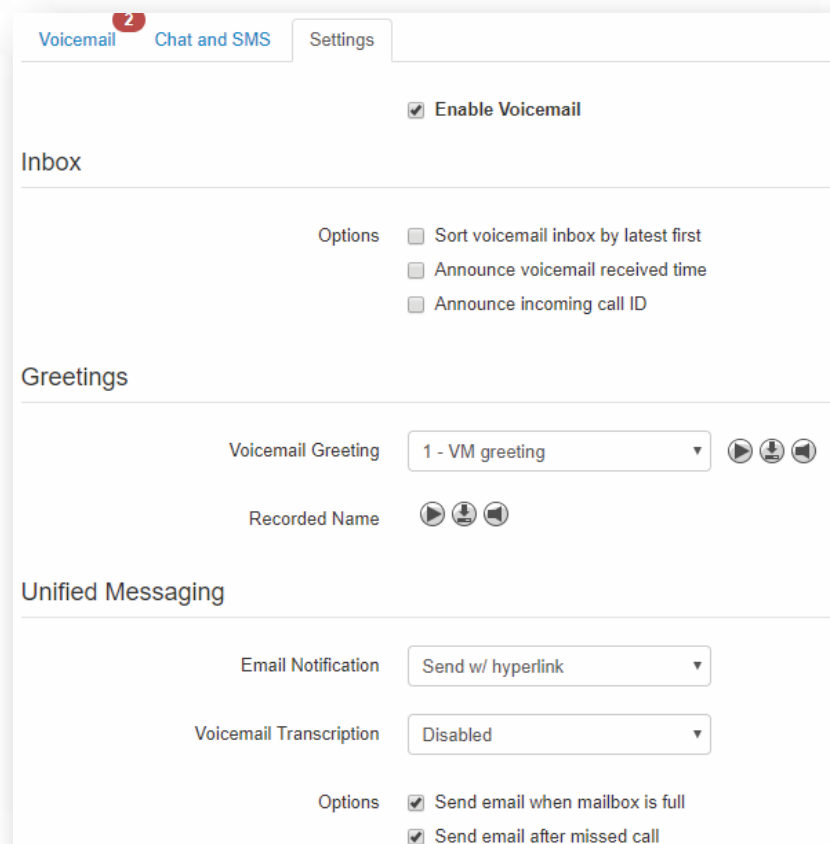
To delete a message, click the red x that appears next to the reply button when hovering over the message.

3.12 Settings tab

The settings tab is where you can make changes to how your account handles voicemail and is represented in the company audible directory and in the Contacts of the organization.

3.13 Enable Voicemail

You can enable or disable the voicemail by clicking the checkbox next to Enable Voicemail option. A check means voicemail is enabled and unchecked means that it has been disabled.



3.14 Inbox Options

These options allow you to control your experience when calling into your voicemail box and checking your messages over the phone.

3.15 Sort voicemail inbox by latest first

Clicking the box next to *Sort voicemail inbox by latest first* will configure your voicemail to play the most recent voicemail message left as the first message you hear. If this option is not enabled the voicemails will be played in the order they were received.

3.16 Announce voicemail received time

Clicking the box next to *Announce voicemail received time* configure your voicemail account to tell you the time the voicemail was left when checking messages.

3.17 Announce incoming call ID

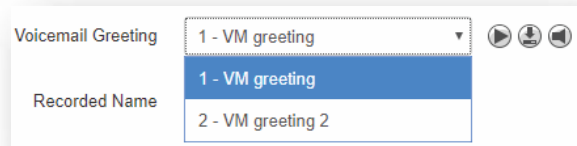
Clicking the box next to *Announce incoming Call ID* will have your voicemail read the caller ID number to you.

3.18 Greetings

Under the voicemail inbox options, you will see the *Greetings* section contains your Voicemail greeting and recorded name used in the company directory.

3.19 Voicemail Greetings

You can have more than 1 voicemail greeting and the drop-down box allows you to select which greeting callers will hear when reaching your voicemail. To the right of the message select option you will see 3 icons for the options to Play the voicemail greeting, Download the greeting, Or Manage Greetings.

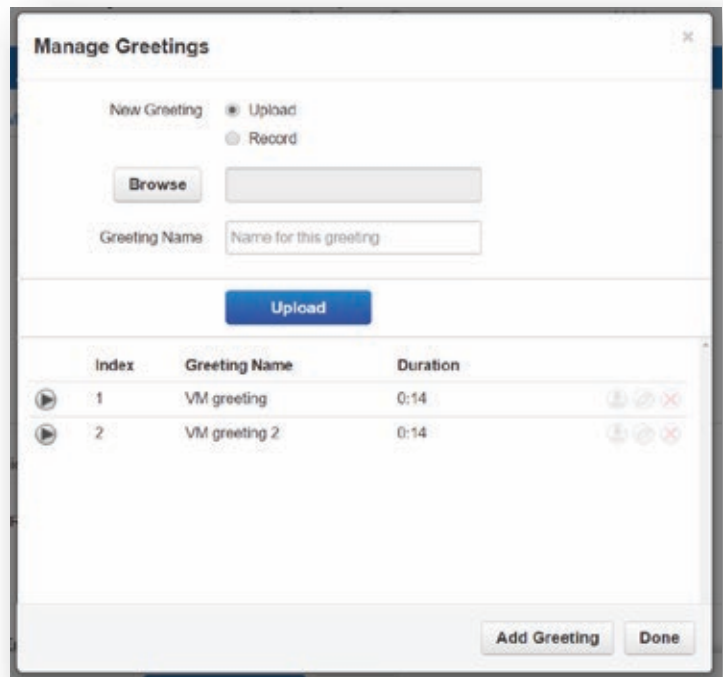


3.20 Manage Greetings

Clicking the Manage Greetings icon takes you to the Manage Greetings center. Here you can add mutlipue greetings to be selected from your voicemail greetings drop-down list.

3.21 Adding voicemail greetings

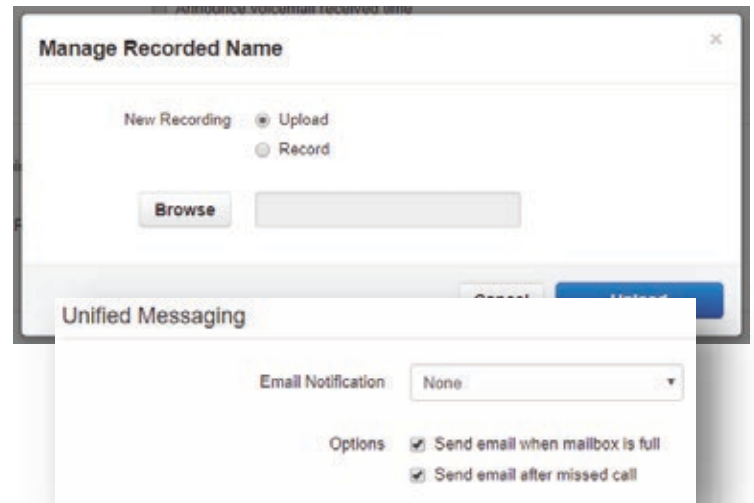
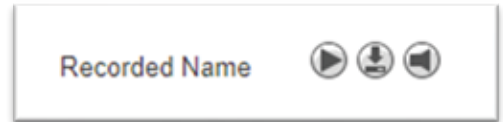
To add a voicemail greeting, click the *Add Greeting* at the bottom of the Manage Greeting portal page. You will see the options to Upload a new recording from a file on your computer or selecting Record which will call you as the number you enter to record a new greeting. After the greeting is created you will see the message displayed to the right. You will see options to Download, Edit the



greeting. You will also see the option to delete the voicemail greeting message.

3.22 Recorded Name

The Recorded Name option allows you to record your name which will be played when the company directory says your name. If no recording is uploaded the system will read your name off by each letter. When clicking the *Manage* icon the *Manage Recorded Name* window appears which will allow you to upload a recording from your computer. Or record a new name by clicking the record and having the system call you to record.



3.23 Unfied Messages

Under the Greetings you will see the Unified Messaging options which will allow you to manage your email notifications when a voicemail is left, a call is missed, or if your mailbox becomes full.

Email Notification

The Email Notification options allows you to select the format of email notifications that you receive.

Send w/ brief hyperlink

Send w/ attachment (move to saved)

Send w/ attachment (move to trash)

Send w/ brief attachment (leave as new)

Send w/ brief attachment (move to trash)

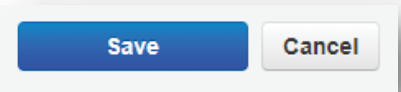
Send email when mailbox is full

Enabling this option will send you an email when you've gone over your mailbox data storage limit.

Send email after missed call

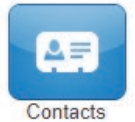
Enabling the Send email after missed call will email you each time you miss a call even if the caller does not leave a voicemail.

For any of the changes to take effect you must click the **Save** button at the bottom of the page. The **Cancel** button will disregard any changes made.



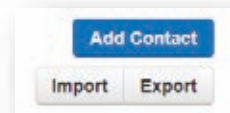
4 Contacts

The Contacts center icon as seen in figure 5 is where all users with "List in Directory" enabled under their profile are listed. If you do not see a user listed in the contacts that is because "List in Directory" has been disabled.



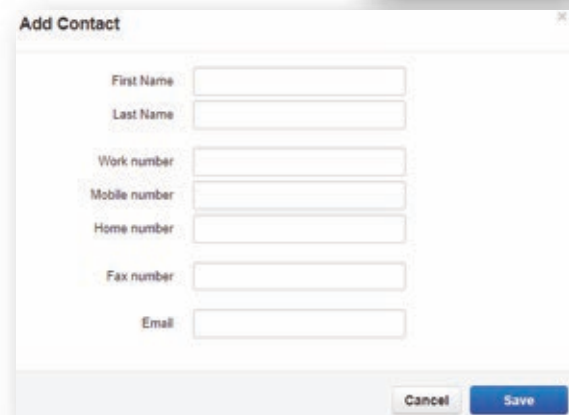
4.1 Add Contact

The Add Contact button in the righthand corner will open the new contact window and allow you to enter a new contact that will be displayed in your account's contacts.



4.2 Import

The import option allows you to import contacts from a csv file (Outlook, Google, and Apple vCard) that will bulk create users in your contacts.

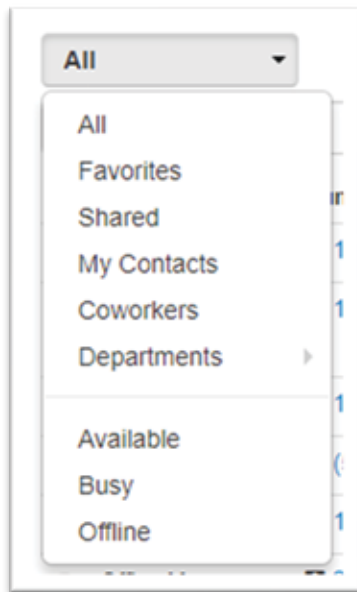


4.3 Export

The Export button will allow you to create a csv file for the contacts group select in the *Contacts to export* drop down. The Export format will export the csv file into an Outlook, Google, or Apple vCard csv file format.

4.4 Groups

On the Contacts page, you will see a drop down that will let you filter for:

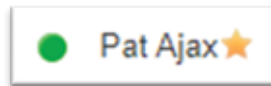


All Users

Displays all users on the system with List in Directory enabled.

Your Favorites

Displays contacts you selected as favorites. Which you can add to by clicking the star next to the contact's name.



Shared

Shared contacts are contacts available to the entire organization added by Office Managers.

4.5 My Contacts

Contacts you have manually added by clicking the Add Contact button in the top right.

4.6 Coworkers

Displays all contacts in organization with List in Directory enabled.

4.7 Departments

Which break users down by the Department entered on their user profile.

4.8 Available Users

Displays contacts that are available to be called or chat via the portal.







4.9 Busy Users

Are users currently on the phone or has their status set to Do Not Disturb.

4.10 Offline Users

Users not logged into the portal can still receive chat messages once logged back in.

When selecting a contacts group option, the contacts for that group will appear. You can sort them by Name, Status, Department and Email.

Name ▲	Number(s)	Status	Department	Email
● Pat Ajax	1003	Hi everybody!	Support	 
● Bob Baker	1001	Please IM before calling	Sales	 
● Basic User	1000	Please call then IM		 

4.11 Contacts Status Icon

Green

Contacts displayed with a green dot are available.

Blue

Contacts displayed with a smaller blue dot in front of the green means that person is available to chat in the portal.

Red

If the contact has a red circle that means the user is currently busy.

You can chat with the user by clicking the chat icon to the right. Next to the chat icon you will see the Edit contact icon



4.12 Chat with contact

Clicking the chat icon will open a chat window with that user.

- First Name
- Last Name
- You cannot change the extension number
- Work number
- Mobile Number
- Home Number
- Fax number
- Email address

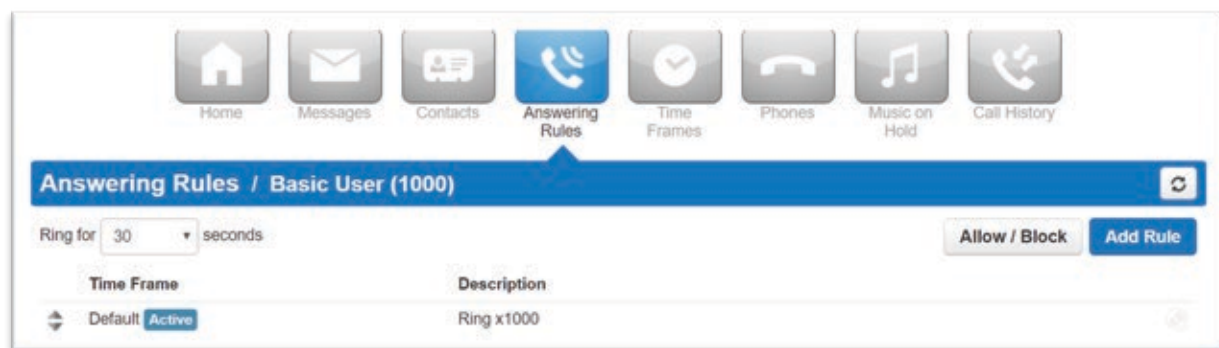
5 Answering Rules



The Answering Rules icon as seen in figure 6 will take you to your answering rules center. Answering Rules are how you control what devices ring, how long those devices ring for when receiving a call. It is also where you can configure what to do with a call that goes unanswered.

Clicking the Answering Rules icon in will take you to your Answering Rules center. Here you will see your answering rules listed. Every account is configured with a Default rule that cannot be deleted.

If you have multiple answering rules configured the answering rule that is currently infect will say Active next to the rule. Every rule is displayed with their name. A description of how the rule will route the call and the options to edit or delete (except the default) the rule.



5.1 Ring for __ seconds / Ring Time

When you click on Answering Rules you will see the option to set the *Ring for seconds*.

This is what controls how long a call attempts to ring you for.



To set the ring time out click the drop-down to select how many seconds you would like calls to ring before sending the call to voicemail or the specified destination entered into the When unanswered field in the active answering rule.

If you do not want a ring time out, meaning you want your phone to ring forever, select Unlimited at the bottom of the drop-down.

5.2 Allow and Block Phone numbers

To the right you will see the Allow and Block button. This allows you to enter certain phone numbers to allow or prevent them reaching you. Clicking the Allow / Block button will open the Allow / Block window.



On the left is the allowed numbers. This allows you to add numbers that are blocked by the domain so you can still receive calls from that user.

Phone numbers added to allow will also let the call bypass Call Screening. If you have Call Screening enabled in an answering rule but want certain phone numbers to not have to record their name when calling you, add them to the allow field. Then when that number calls you, they will be sent directly to you and not have to record their name first like other callers not listed.



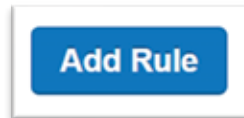
Block allows you to add phone numbers you do not want to be able to reach you. To add a phone number to Allow or Block, simply enter the number into the respective field and click the plus sign to add the phone number.

5.3 Block anonymous or unknown

You can block all anonymous or unknown callers simply by clicking the check box next to *Block anonymous or unknown*.

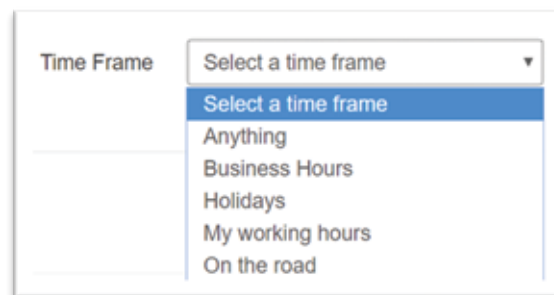
5.4 Add Rule

The *Add Rule* button allows you to configure a new Answering Rules for your account. Clicking the *Add Rule* button will display the Add an Answering Rule window.



5.5 Answering rule Time Frame

Time Frames are a set period of time which covers when we want certain events to occur such as our phone to ring. When configuring a new answering rule you must first chose when the rule will be in affect by selecting a [Time Frame](#). BEFORE YOU CAN SETUP A RULE, YOU MUST SETUP A TIME FRAME.

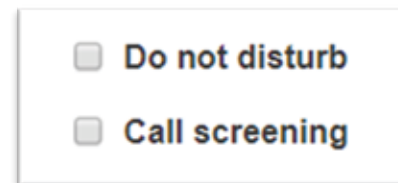


5.6 Enable

The enable options lets you easily enable and disable the rule from being in affect. A check in the box means the rules is enabled and will be in affect during the selected time frame.

5.7 Do Not Disturb

The *Do not Disturb* option will prevent calls from reaching your devices and send the call to voicemail if voicemail is enabled or disconnect the call if voicemail is not enabled.

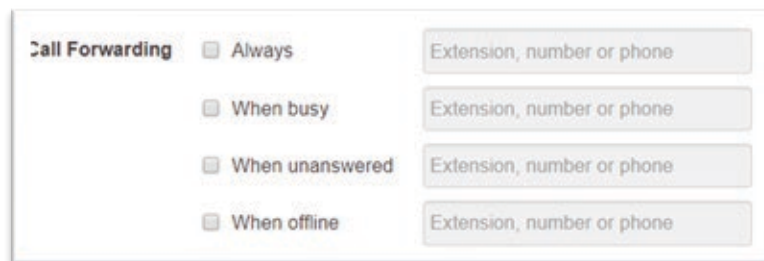


5.8 Call Screening

When Call screening is enabled, callers record their name. After they record their name, then your devices will ring. If you answer the call, it will play the users name and allow to press 1 to be connected or hang up the call and have them be sent to voicemail or wherever your Call Forwarding options are configured to send unanswered calls.

5.9 Call Forwarding

The Call Forwarding options will route calls based of the options selected. When entering a destination, it can be anything you would like, another user or another telephone number that does not have to be associated with your account or even on the system.



Always

Always will forward the call to the destination entered in *the Extensions, phone number, or phone field* every time your account received a call.

When Busy

When Busy forwards calls only when you are already on the line.

When Unanswered

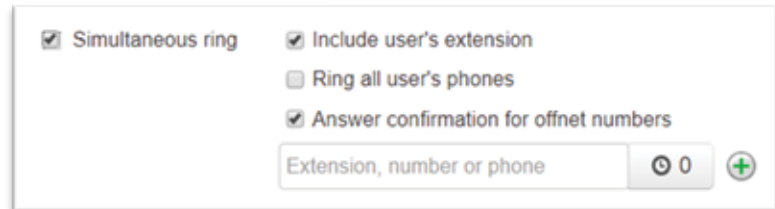
When unanswered dictates where to send the call when the *Ring For X Seconds* has been reached.

When Offline

When Offline routes the call to the desired destination entered into *extension, number, or phone* field when the user's devices are offline. If you use a softphone on your laptop and shut down the softphone this is where your calls are forwarded.

5.10 Simultaneous Ring

The *Simultaneous Ring* options, also known as SIM ring for short allows you to configure what devices ring when receiving a call. Clicking the *Simultaneous Ring* box will allow you to ring more than just your extension and allow you to ring other extensions or phone numbers as well.

A screenshot of a configuration window for 'Simultaneous Ring'. It contains four checkboxes: 'Simultaneous ring' (checked), 'Include user's extension' (checked), 'Ring all user's phones' (unchecked), and 'Answer confirmation for offnet numbers' (checked). Below the checkboxes is a text input field labeled 'Extension, number or phone' with a '0' and a '+' button to its right.

5.11 Include user's extensions

Enabling this option will make sure your extension rings when sim rings is enabled.

5.12 Ring all user's phones

This option will ring all devices registered to your account.

5.13 Answer confirmation for off net numbers

This option lets the user know the call is forward from their phone system and gives them the option to be connected to the user by pressing 1 or hanging up the call so they are not connected with the forwarded calling party.

5.14 Just ring user's extension

This option is only available if *Simultaneous ring* is not enabled. If *Just ring user's extension* is enabled, it will just ring your default device configured under your account.

5.15 Create Answering Rule With Simultaneous Ring

If we wanted to create a rule when receiving an incoming call during business hours to ring our extension for 45 seconds before sending the call to voicemail, then after 10 seconds ring our cell phone, then after 30 seconds ring a receptionist's extension 1003. Then go to voicemail after business hours we would:

1. On the Answering Rule page we would adjust the *Ring for* timeout option to 45 seconds.
2. Create a new rule by clicking *Add Rule* in the Answering Rules center.
3. On the Add an Answering Rule window select the *Time Frame* you would like the rule to be in effect.
4. Make sure *Enabled* has a checked box.

5. Click the *Simultaneous ring* option under Call Forwarding.
6. Click *Include user's extension* to ring our phone.
7. Enable *Answer confirmation for offnet numbers* so our cell phone voicemail does not take the call if our voicemail answers the call.
8. In the Extension, number, or phone field enter your cell phone number you would like to ring then click the *Ring Delay* option and slide to 10 seconds.

Edit Answering Rule

Time Frame: This is when your answering rule will apply

Enabled

Do not disturb

Call screening

Call Forwarding

Always

When busy

When unanswered

When offline

Simultaneous ring

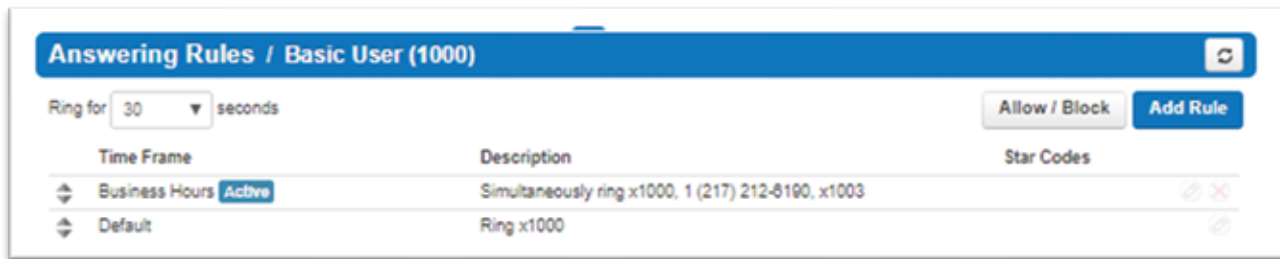
Include user's extension

Ring all user's phones

Answer confirmation for offnet numbers

Just ring user's extension

9. Then click the *plus sign* next to the *Extension, number, or phone field* and in the new window that appears enter the extension of the receptionist 1003 and click save.
10. Once the answering rule is created you will see it appear in the answering rules list. If the time frame you select is in effect, then you will see *Active* next to the rule.
11. To send calls directly to voicemail afterhours click the *edit* icon for the default answering rules.
12. On the *Edit Answering Rule* for the default rule, select *Always* in the *Call Forwarding* options then enter your extension, select voicemail, and click save.
13. Then slide the rule with the during business hours selected to the top of the answering rules and the default on the bottom.



Now when your extension receives calls during business hours your extension will ring. After 10 seconds your cell phone will start ringing in addition to your extension. Then after 30 seconds have passed it will ring the receptionist at extension 1003. If no one answers after 45 seconds the call is sent to our voicemail.

If a call reaches your extension outside of the selected business hour time frame, then the Default rule would be active and route the calls directly to voicemail.

6 Time Frames

The Time Frames icon as seen in figure 7 will take you to the Time Frames application center. Time Frames are a set period of time which covers when we want certain events to occur, such as our phone to ring.



We create Time Frames with different time and date ranges so we can apply them to answering rules which then allow you to control how calls are routed depending on the time of the day the call occurs.

To view and create your available Time Frames click on the Time Frame icon in the top navigation menu bar as seen in figure 7. Here you will see all the time frames available for you. Time frames with names in black and without

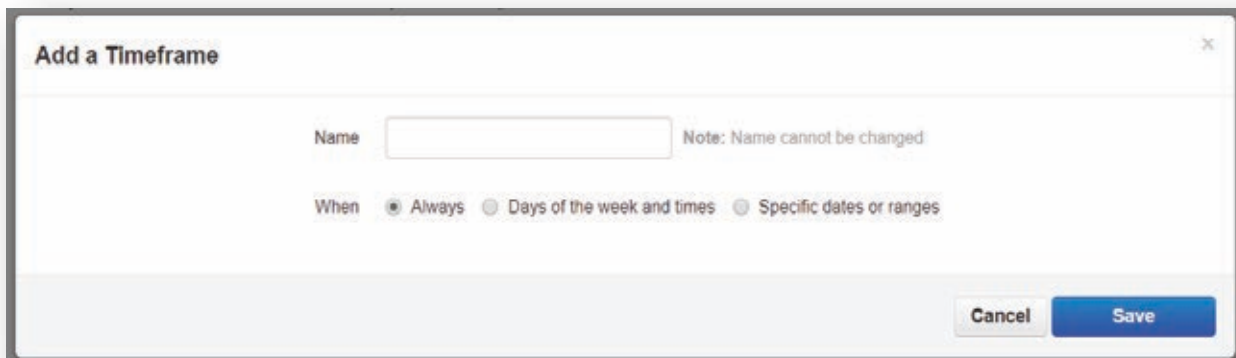
name	Description	Owner
Anything	Days and Times ⓘ	Shared
Business Hours	Days and Times ⓘ	Shared
Holidays	Specific Dates ⓘ	Shared
Out of Office	Specific Dates ⓘ	1000

the option to edit or delete are time frames created at the domain level that are available to everyone in the domain to use. You can only edit the time frames with blue name that you created. If you need domain level Time Frames changed contact your Office Manager.

[Add Time Frame](#)

6.1 Adding Time Frames

To create a time frame, click on the Add Time Frame button. After clicking Add Time Frame button the *Add Timeframe* window will appear.



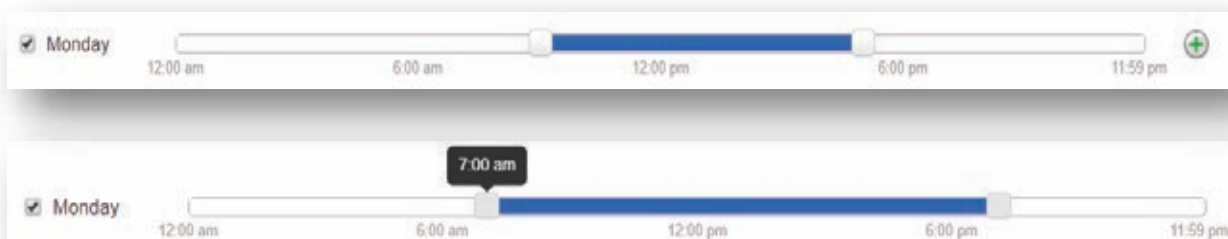
The Name field allows you to give the Time Frame a name that will help identify the time frame. The name cannot be changed once the rule as been created. If you want to change the name delete the rule and recreate it with the new name. Under the name field, you see three options for when the time frame should be in effect:

Always

This option makes the time frame always in effect. 24 hours a day 7.

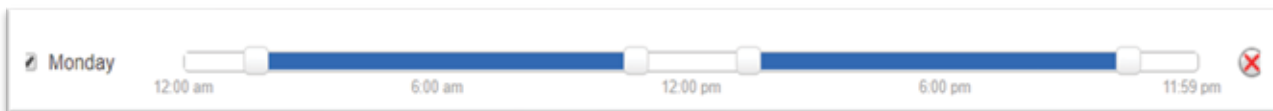
Days of the week and times

Allows you to select specific days of the week and the hours in the day you want the time frame to take effect. When selecting this option, the days of the week appear with a check box that allow you select which days you would like the time frame active. Once selecting a day of the week, a blue bar appears allowing you to slide the ends to when you would like the time frame to



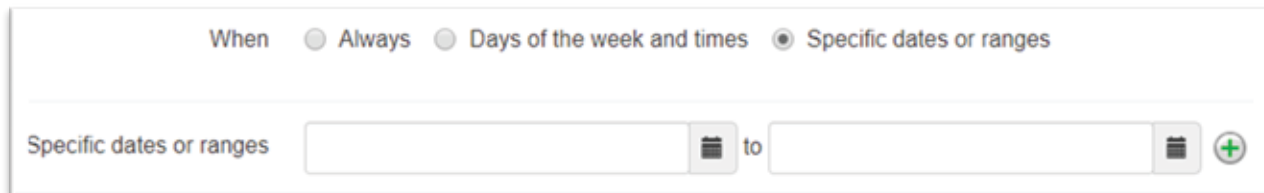
stop and start. If you'd like your time frame to be in effect from 7am to 7pm, simply click on the edge of the blue bar and slide them over to the desired time.

If you'd like a break in the middle of the time frame, click the plus sign next to the 11:59m. You will then see another blue bar appearing representing when the time frame will take effect.

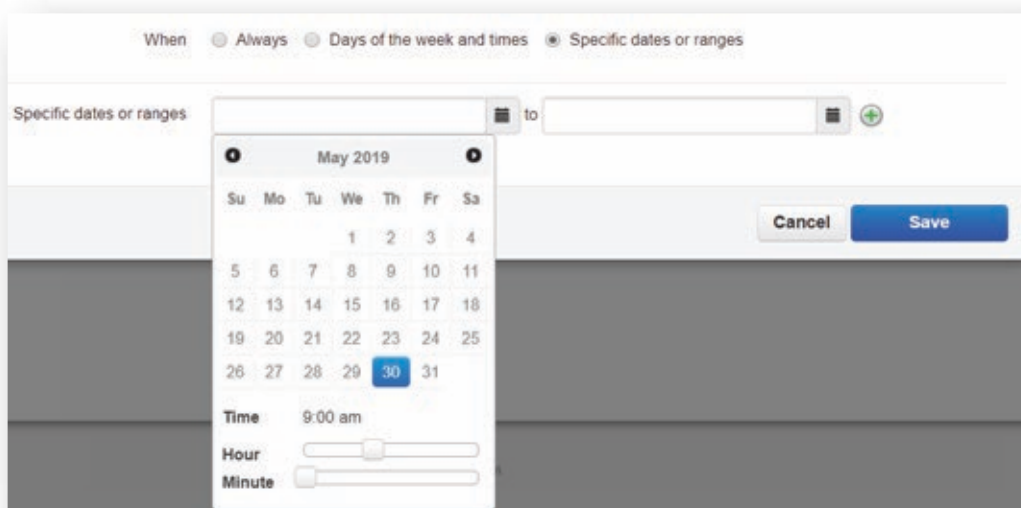


Specific dates or ranges

This option will allow you to configure a time frame to be in effect for specific dates and times. After selecting the Specific date or ranges options you will see the *to* and *from* dates.



When clicking in the *To* or *From* date fields a calendar will appear.



Then select the end date you would like the time frame to start and stop.

Below the calendar is the *Hour* and *Minute* options so you can configure your time frames to start and stop certain hours on the selected dates.

Clicking the plus sign will all you to add more date ranges for the time frame to be in effect.

6.2 Edit Time Frame

To edit a Time Frame, click the pencil icon to the right. You can edit the When options however not the name. If you would like to rename the Time Frame delete it and create a new when with the same When options however new desired name.

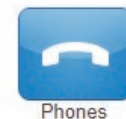


6.3 Delete Time Frame

To delete a Time Frame click the red x delete icon.

7 Phones

The phone icon as seen in figure 8 will take you to your phones center where all registered devices to your account are listed.



Name	Device Type	IP Address	MAC Address	Line
✓ 5232	Polycom/5.4.1.14510 PolycomVVX-VVX_500-UA/5.4.1.14510	66.185.162.140:1041	00:04:F2:79:5E:71	1
✓ 5232d	PolycomVVX-VVX_501-UA/5.8.2.4732	66.185.162.140:1048	64:16:7F:02:04:0F	1
✗ 5232z	Z 3.15.40006 rv2.8.20	66.185.162.140:50409	-	-
✗ 5232wp	SNAPmobile Web 40.0.1 (Chrome 74.0.3729.157)	66.185.162.140:50737	-	-

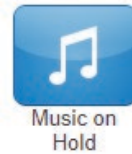
A green icon next to the device means the device is registered and will be able to send and receive calls without issue.

A red icon means the device is unregistered. This could be caused because the device is softphone and currently turned off. Or the phone system is unable to communicate with the device.

To the right of the status indicator is the name of the device. Followed by device type, the manufacturer and model number of the device, the IP address the device is registered at, the MAC address of the device. Then the line number the device has the extension number displayed.

8 Music on Hold

Clicking the Music on Hold icon will take you to your accounts music on hold center and will list all the custom music uploaded to your account that is played when you place someone on hold. Music played in a top-to-bottom order or randomized depending how the queue was created.



Song Name	Duration	Filesize	
beethovens 5th	0:33	259.37 KB	
brams 1	0:33	259.37 KB	
mozart	0:33	259.37 KB	

8.1 Music on Hold Settings

Clicking the setting button will display the Music on Hold Settings which allows for the option Play introductory greeting to be enabled. When the option is selected, you will be asked to upload a WAV or mp3 file of the introductory greeting. This introductory greeting will always play first when someone is placed on hold then music afterwards.

Play introductory greeting

New Greeting Upload Record

Greeting Name

Cancel Save

8.2 Add Music on Hold




The Add Music button will allow you upload an mp3 or WAV file format and name the music on hold file.



9 Call History

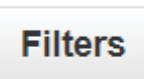
The Call History icon will take you to the Call History page. Where you will see the calls made to and from your account for the specified date range.




Number	Name	Date	Duration	
(213) 210-2314	PORTFOLIORECOV	Today, 1:42 pm	0:05	  
(702) 208-2886	PORTFOLIORECOV	Today, 8:38 am	0:00	  
(858) 769-2577		Yesterday, 1:48 pm	0:29	  


9.1 Call History Filters

You can change the date range by clicking the Filters button. After clicking the filter button, the Call History Filters window will appear. Here you can change the Call History date range.



Call History Filters ✕

From: 

To: 

Caller Number:

Dialed Number:

Call Type: ▼

[Clear Filters](#)

9.2 Caller Number

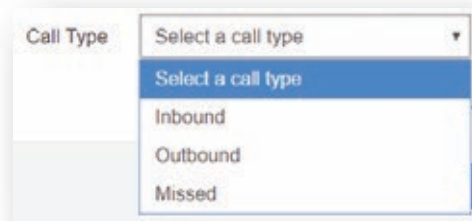
Allows you to search for calls from a specific phone number by entering the number into the Caller Number field.

9.3 Dialed Number

The Dialed Number field will let you filter for a specific number that you dialed.




9.4 Call Type

The Call Type drop down lets you filter based off the type of call. Inbound, Outbound, or Missed call.



9.5 Calls Displayed

Clicking the Filter button will then display the calls that match the filter criteria.

-  Calls displayed with a red x are missed calls.
-  Calls displayed with a green arrow are outbound calls.
-  Calls displayed with a blue arrow are inbound calls that were answered.

You can set the Call History to display 15, 25, 50, and 100 calls per page.



The caller can be added to your contacts by clicking the Add Contact icon.



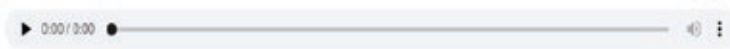
You can add a call to your contacts by clicking the Edit Icon next to the call which will display the contact information fields.



If call recording is enabled for your profile, device, or if the call was from a queue configured to record calls you can download the call clicking the Download icon.



If you'd like to listen to the call without downloading the call you can click the listen icon which will open a media player right in your browser.



9.6 Exporting Call History

The export icon allows you to download the call history into a csv file that can be opened in any spreadsheet application such as Excel or Apache Open Office.

