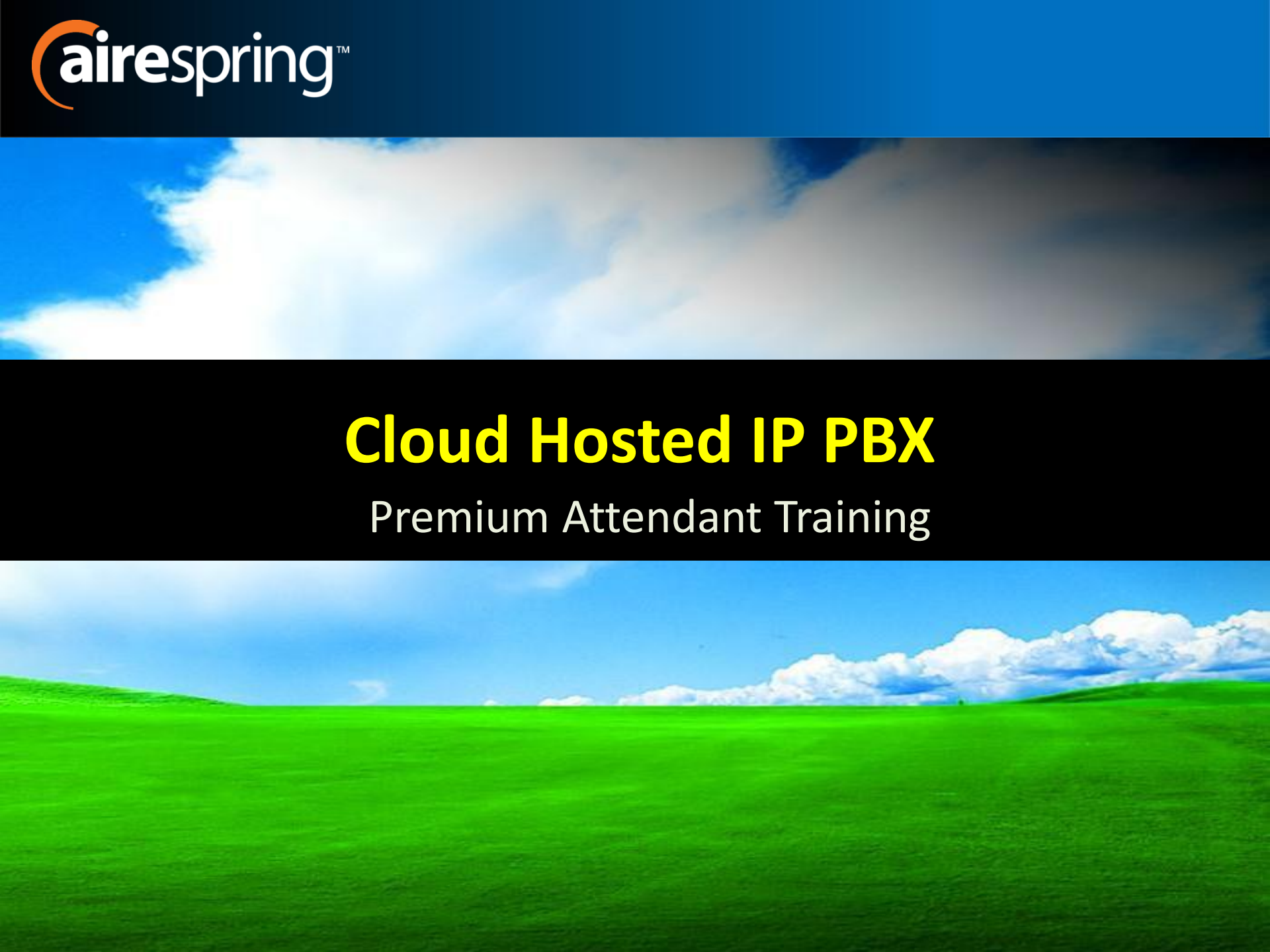

airespring™
Cloud Hosted IP PBX
Premium Attendant Training

Welcome!

- Welcome to AirePBX
- This Premium Attendant User training is designed to help you get comfortable with your new Cloud Hosted IP PBX.
- With an amazing number of features the AirePBX System will empower your Business to be more efficient in day to day activates.

Ready Start!

- AireSpring created this Ready Start! Guide to assist you with the initial setup of your new AirePBX Premium Attendant User.
  - Setup Announcements.
  - Overview of Premium Attendant CommPortal functions.

Resources

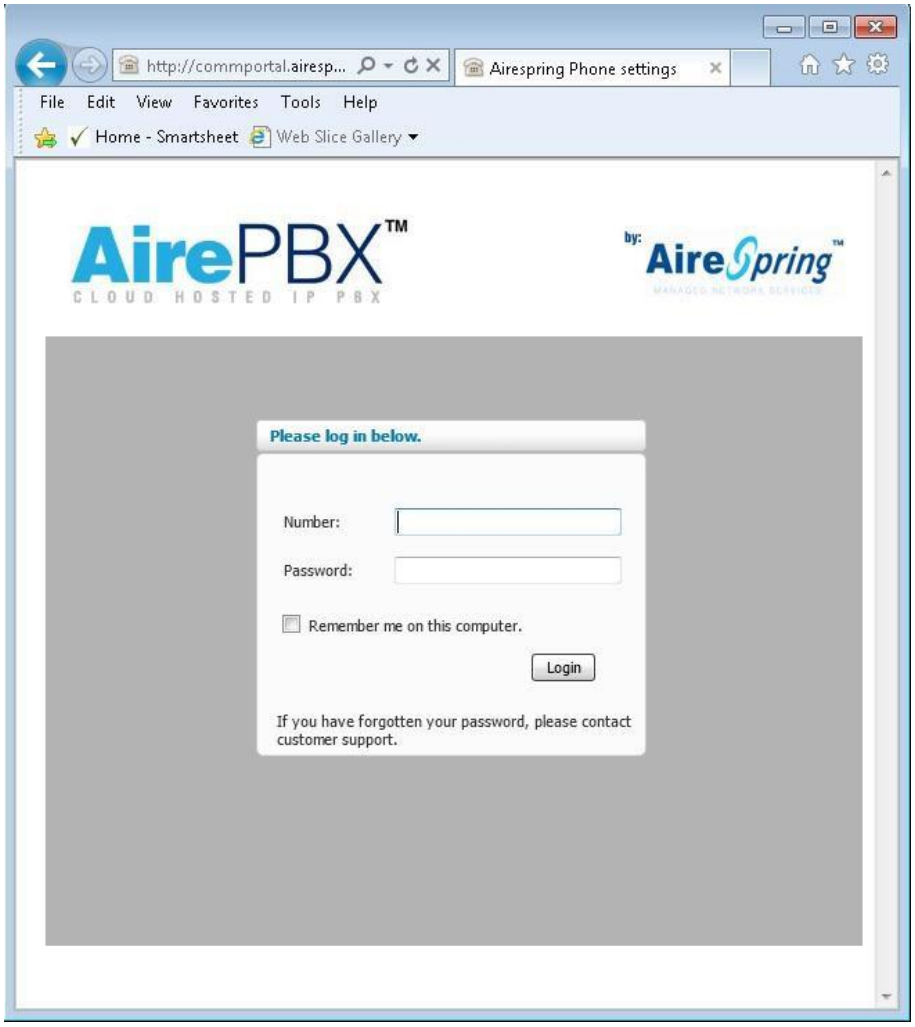
- User Information Page.
  - A number of documented resources linked to this pager like phone guides and CommPortal training.
  - Airespring.com/ip-PBX-customer
- CommPortal
  - Online web based portal to manage your business announcements and call management.
  - https://commportal.airespring.com/#login.html
- Customer Care
  - 888-288-5010

AirePBX Components

- The Phones
  - There are a number of different phone options with the AirePBX.
  - Quick guide reference information for your specific model can be found on the user information webpage
- CommPortal
  - Online web portal which allows you to:
    - Configure weekly and holiday call menu schedules.
    - Record and manage announcements callers will hear.
    - Manage extensions callers can transfer to.
    - Configure default action for keys a caller can press.

Logon to CommPortal

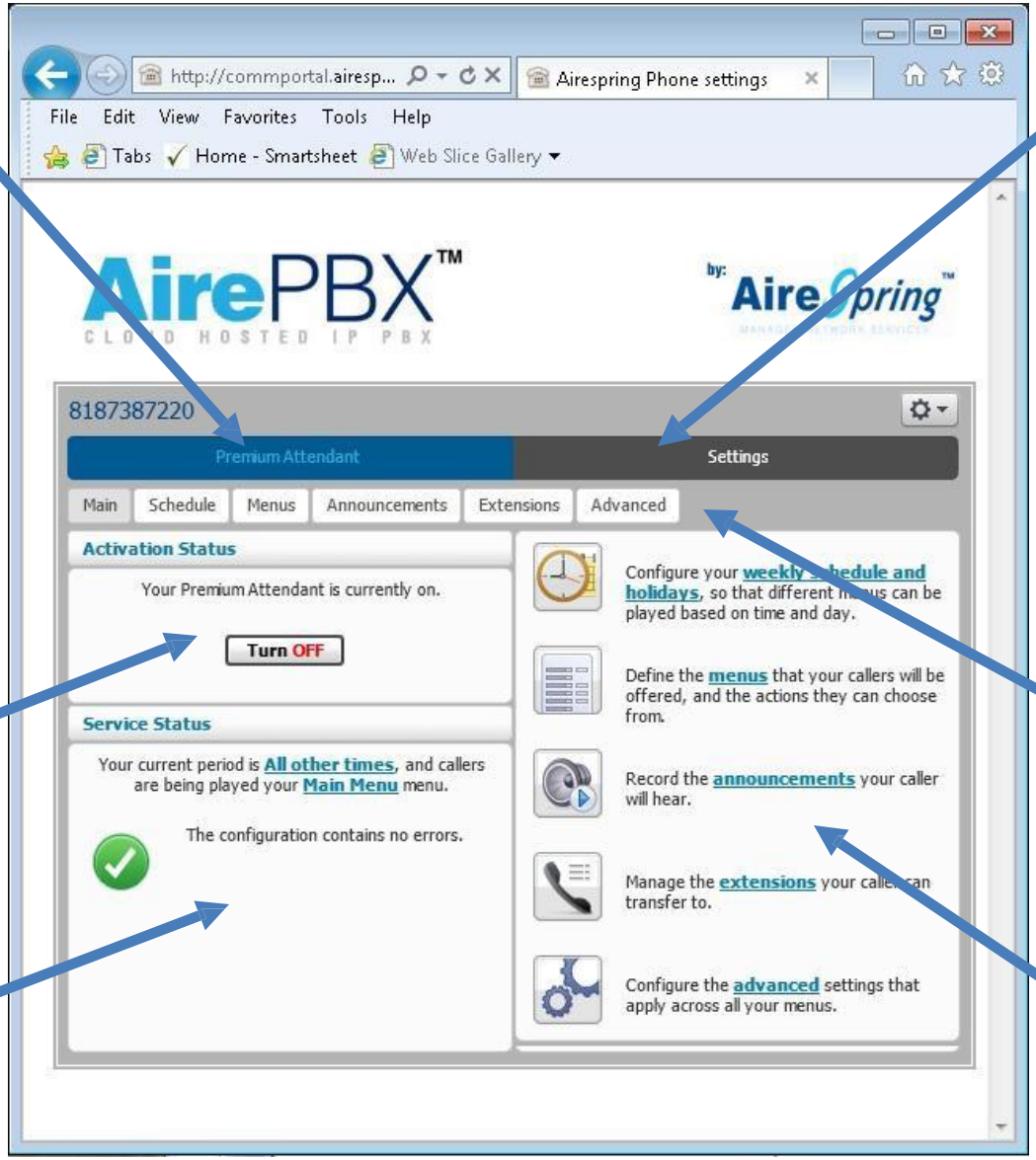
- Go to: http://commportal.airespring.com/#login.html
- You will be prompted for:
  - Number
    - Premium Attendant Telephone number
  - Password



CommPortal Basics

Premium Attendant Tab

Account Settings Tab



Activation Status

Sub Tabs

Service Status

Short cuts to Sub Tabs

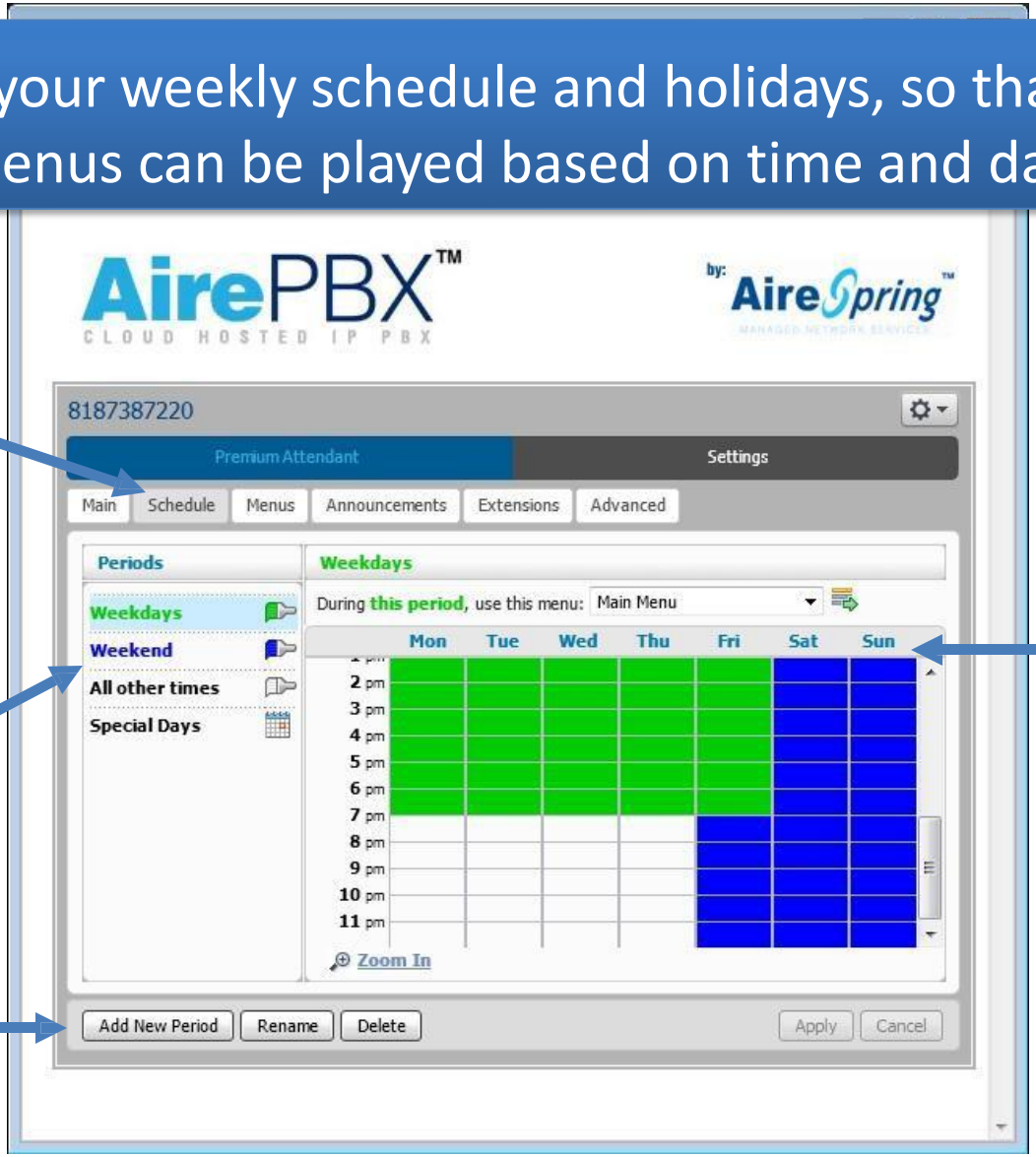
Schedule

Configure your weekly schedule and holidays, so that different menus can be played based on time and day.

Schedule Sub Tab

List of periods

Add, Rename, Delete Periods



Weekly Schedule

Schedule

Add New Period

New Period appears, needs menu selection

2. Enter new period name

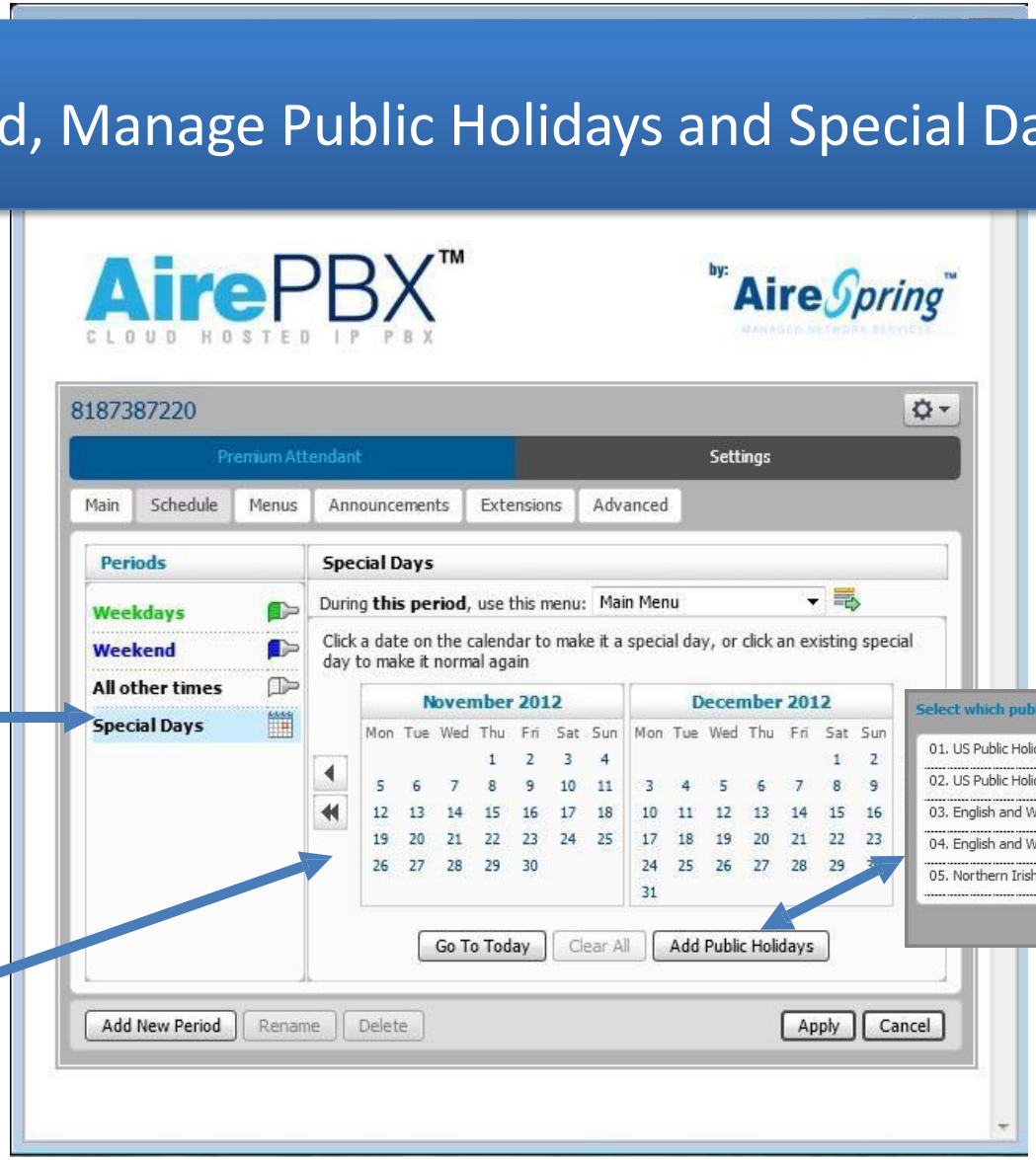
1. Click Add New Period

3. Select Menu for new period

4. Click cell to selected period , drag to change several calls.

Schedule

Add, Manage Public Holidays and Special Days



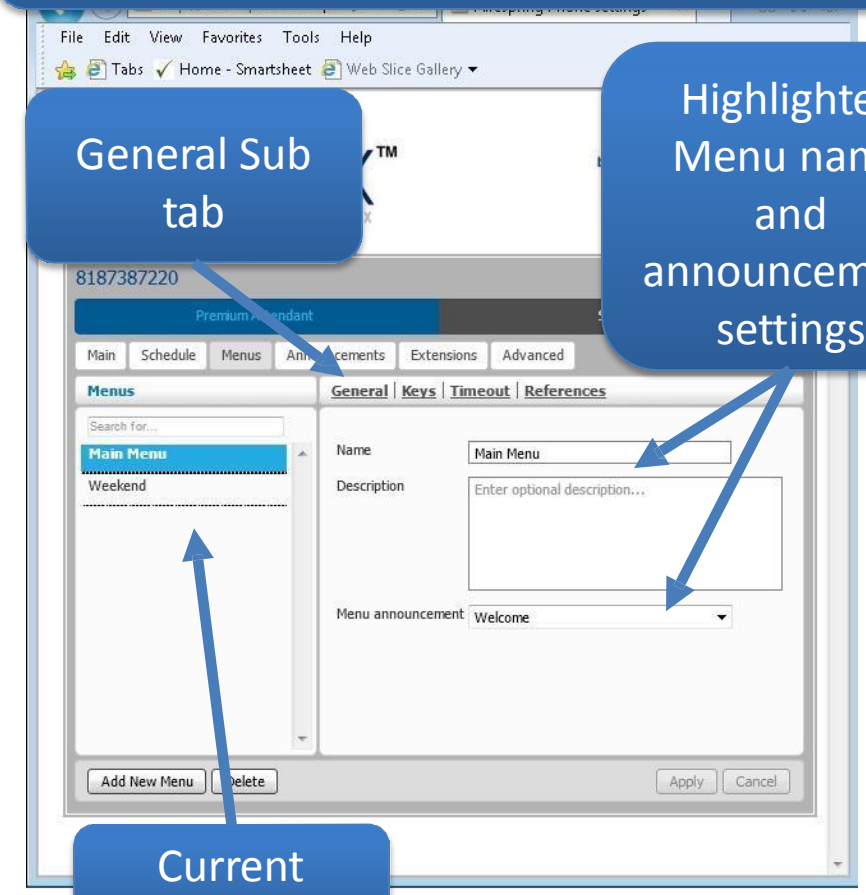
Select Special Days

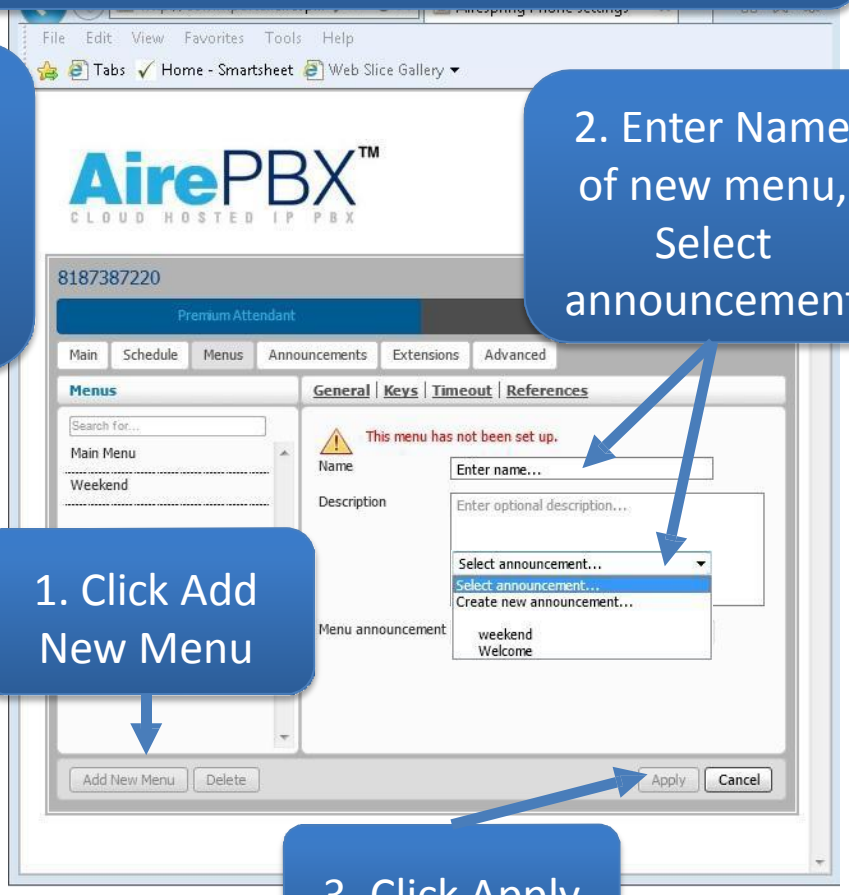
Scroll months and click to select a specific day

Add Public Holidays Pop Up. Scroll and Select to choose

Menus

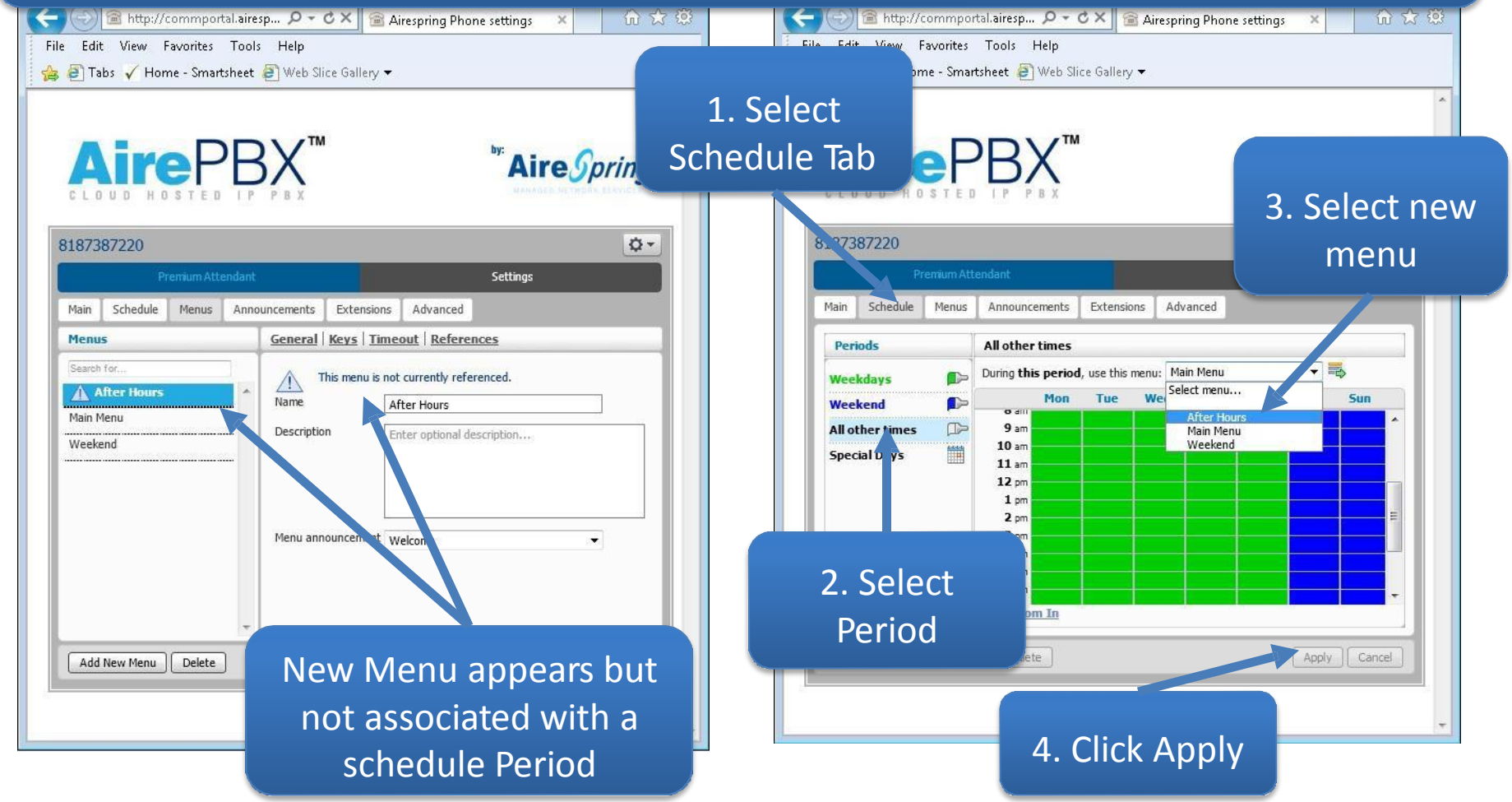
Define the menus that your callers will be offered, and the actions they can choose from.





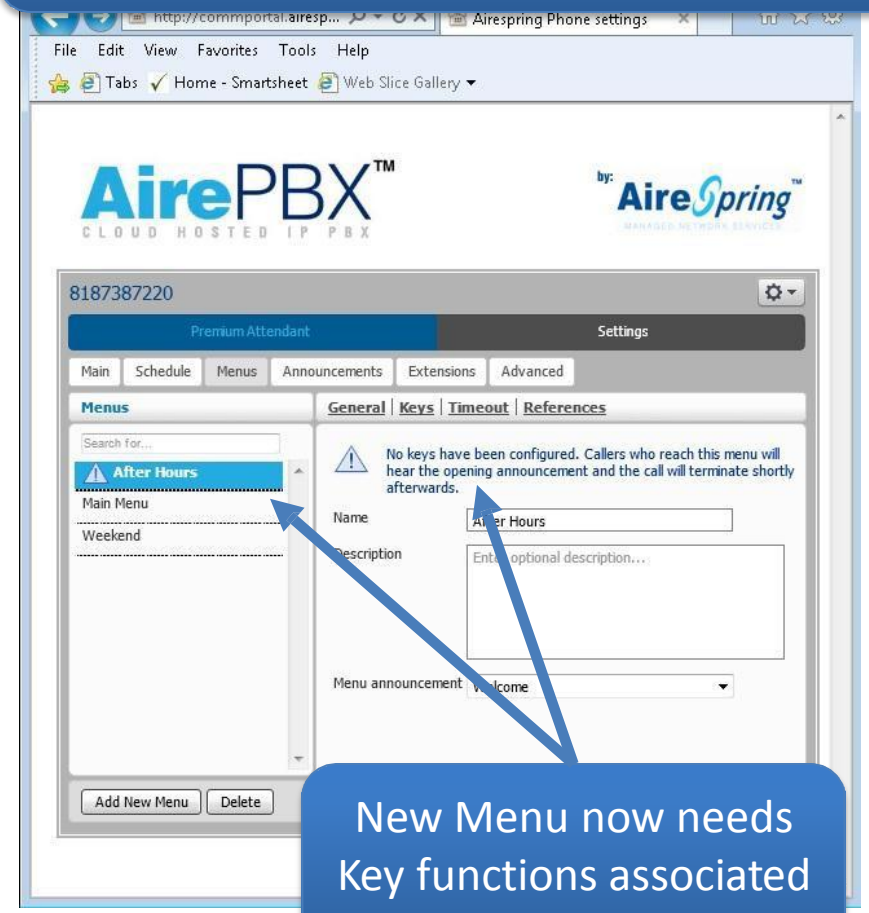
Menus

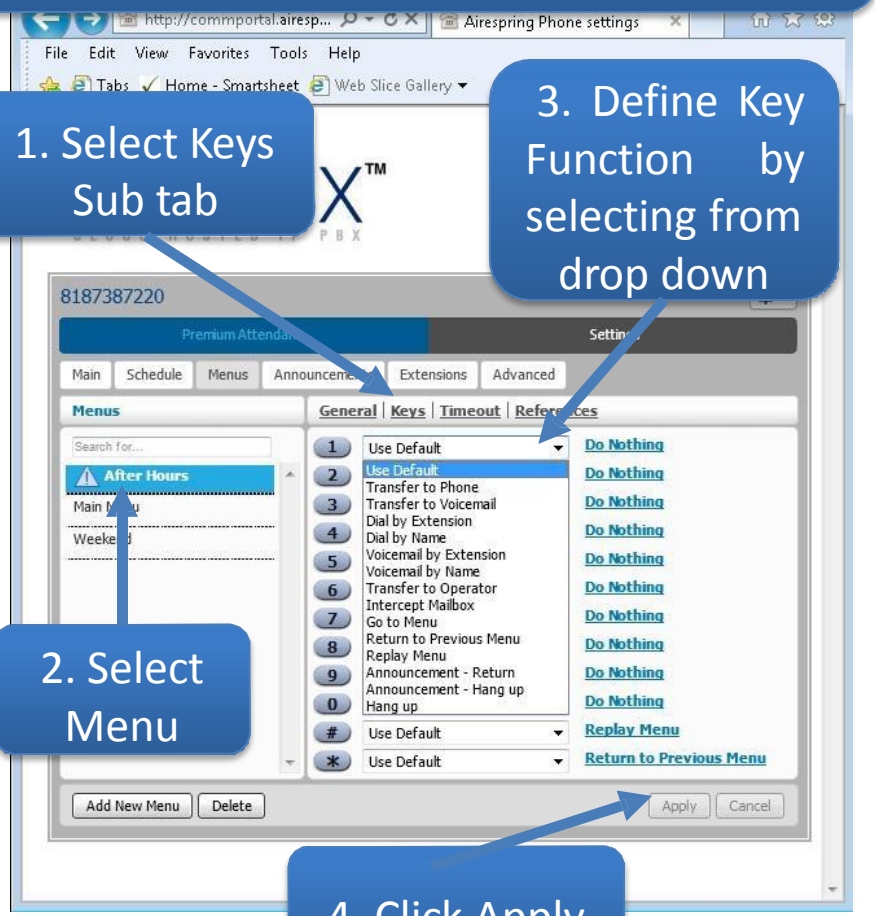
Associate New Menu with Schedule Period



Menus

Associate New Menu with Key Functions





Menus

Key Functions

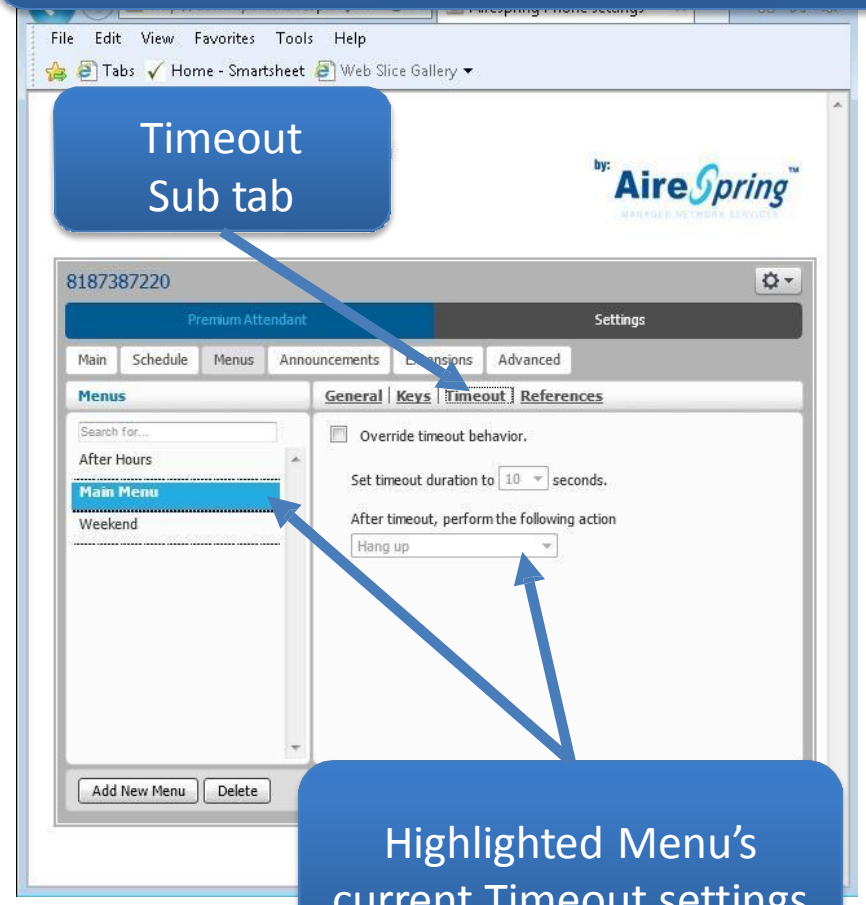
Keys Sub tab

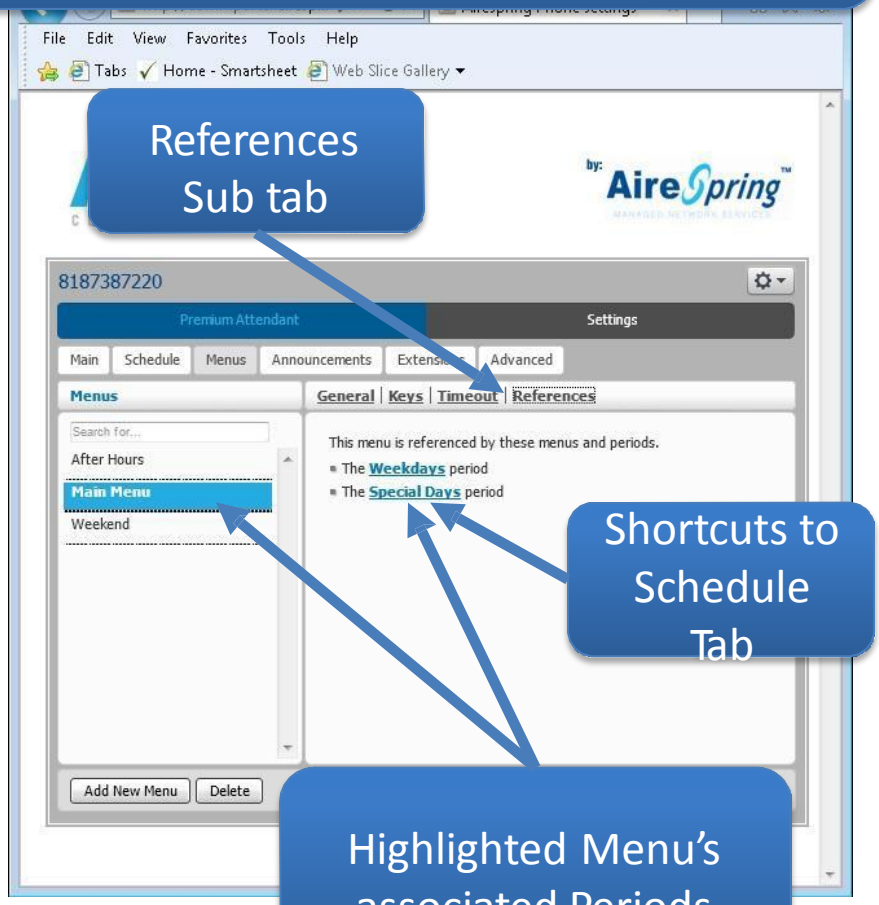
Highlighted Menu's current Key functions

Numbers calls will be transferred to when key selected

Menus

Timeout & References



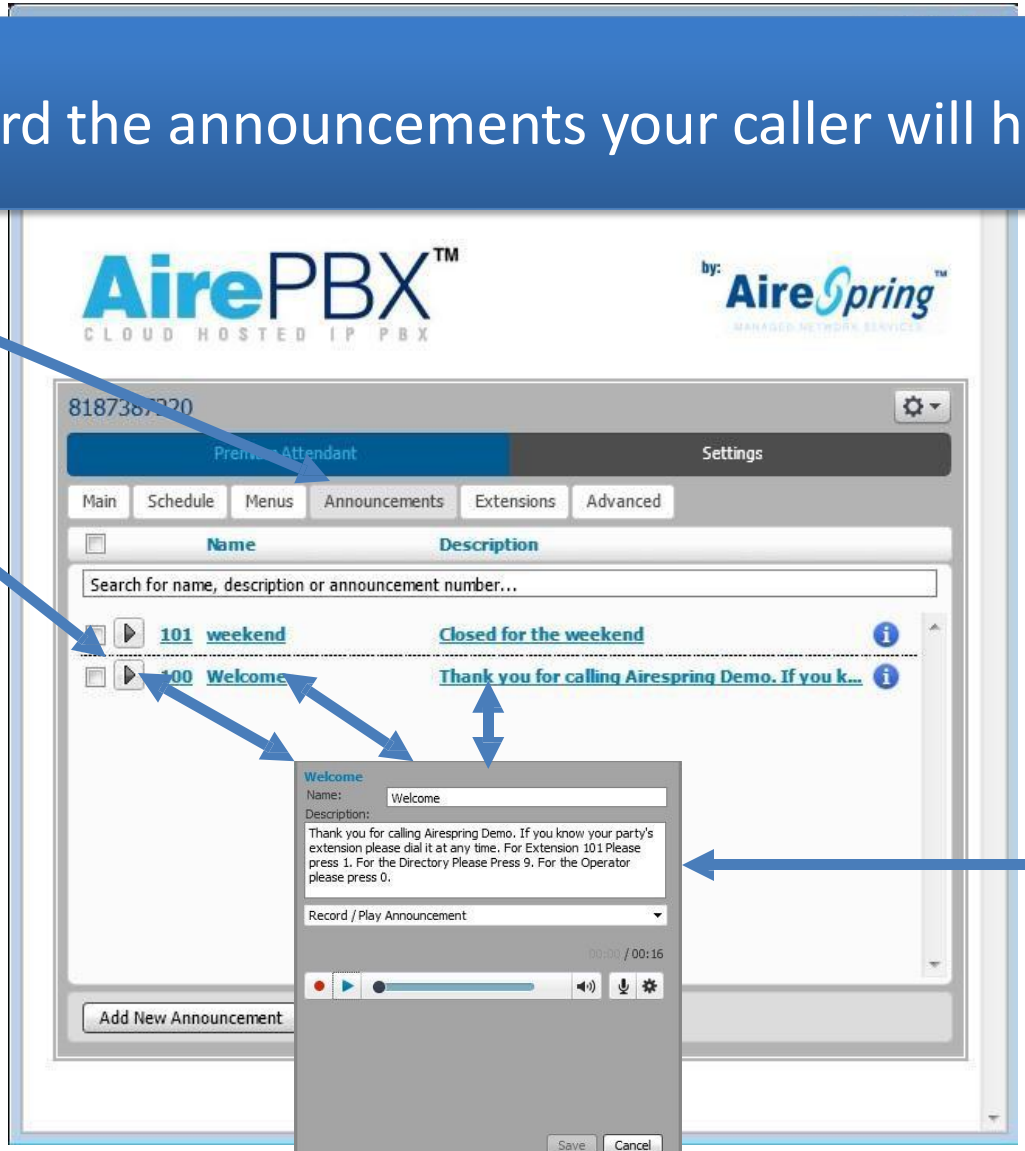


Announcements

Record the announcements your caller will hear.

Announcements tab

List of current announcements



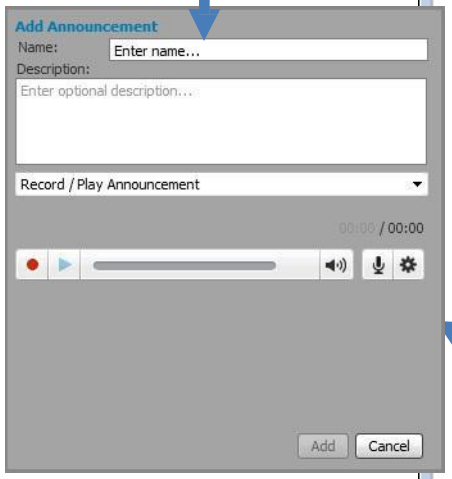
Play or Edit announcement Pop Up

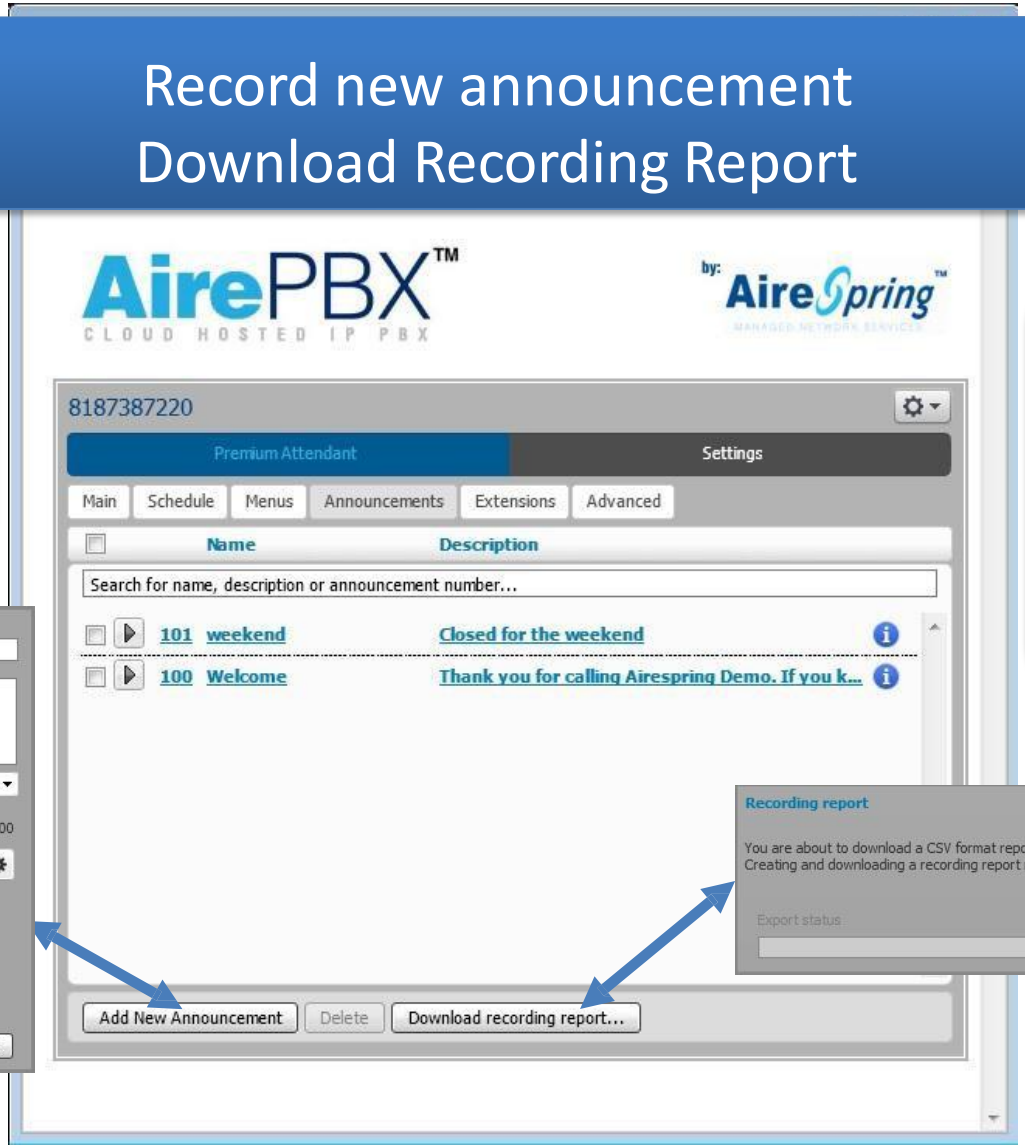
Announcements

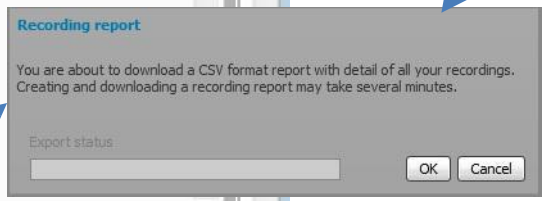
Record new announcement
Download Recording Report

New Announcement Pop Up Record, Name and Description

Recording Report Download Pop Up exports Announcements Number, Names, Description







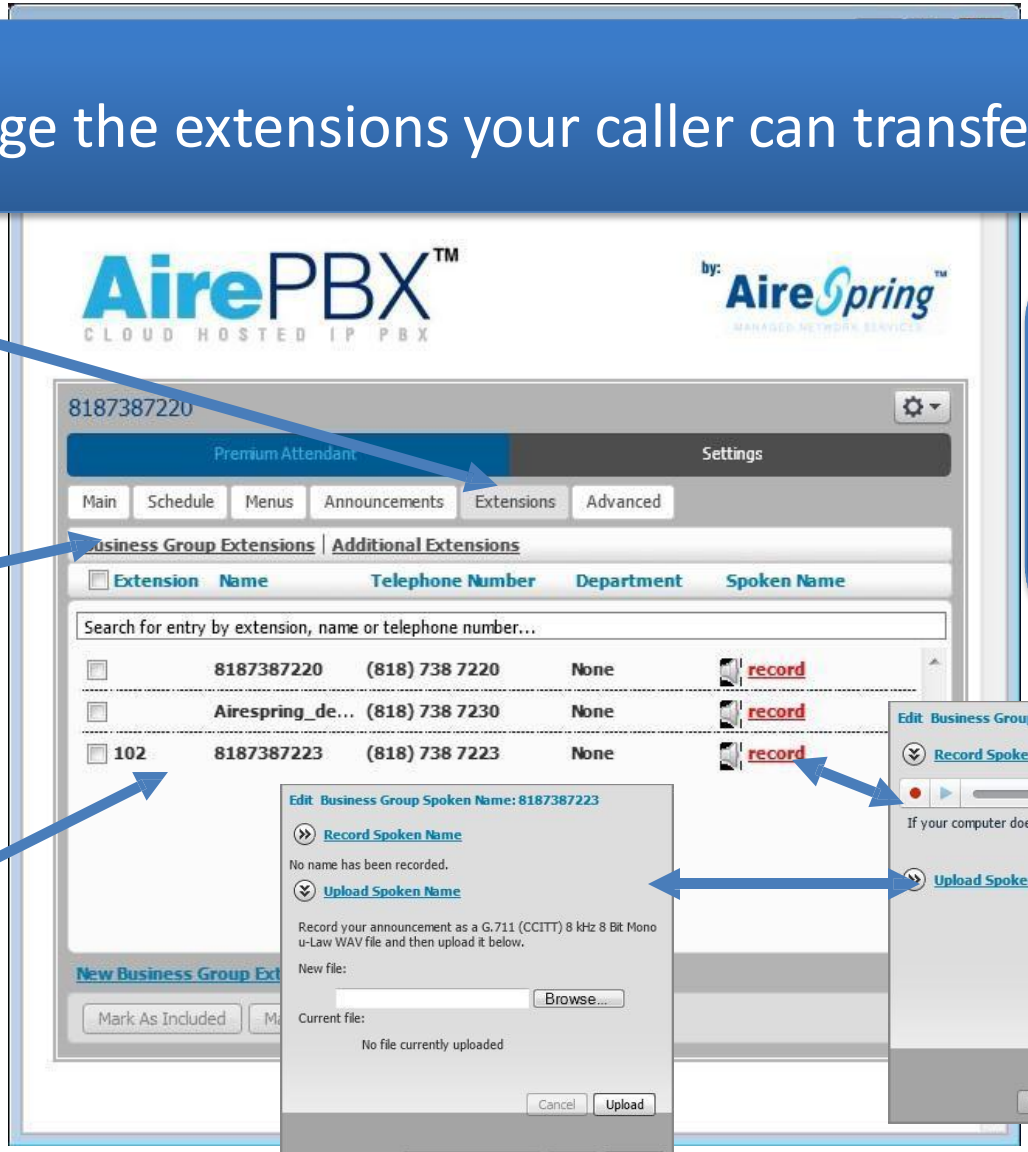
Extensions

Manage the extensions your caller can transfer to.

Extensions tab

Business Group Extensions Sub tab

Existing BG Extensions List



Spoken Name Recording Pop Ups Record, Edit or Upload user name audio file

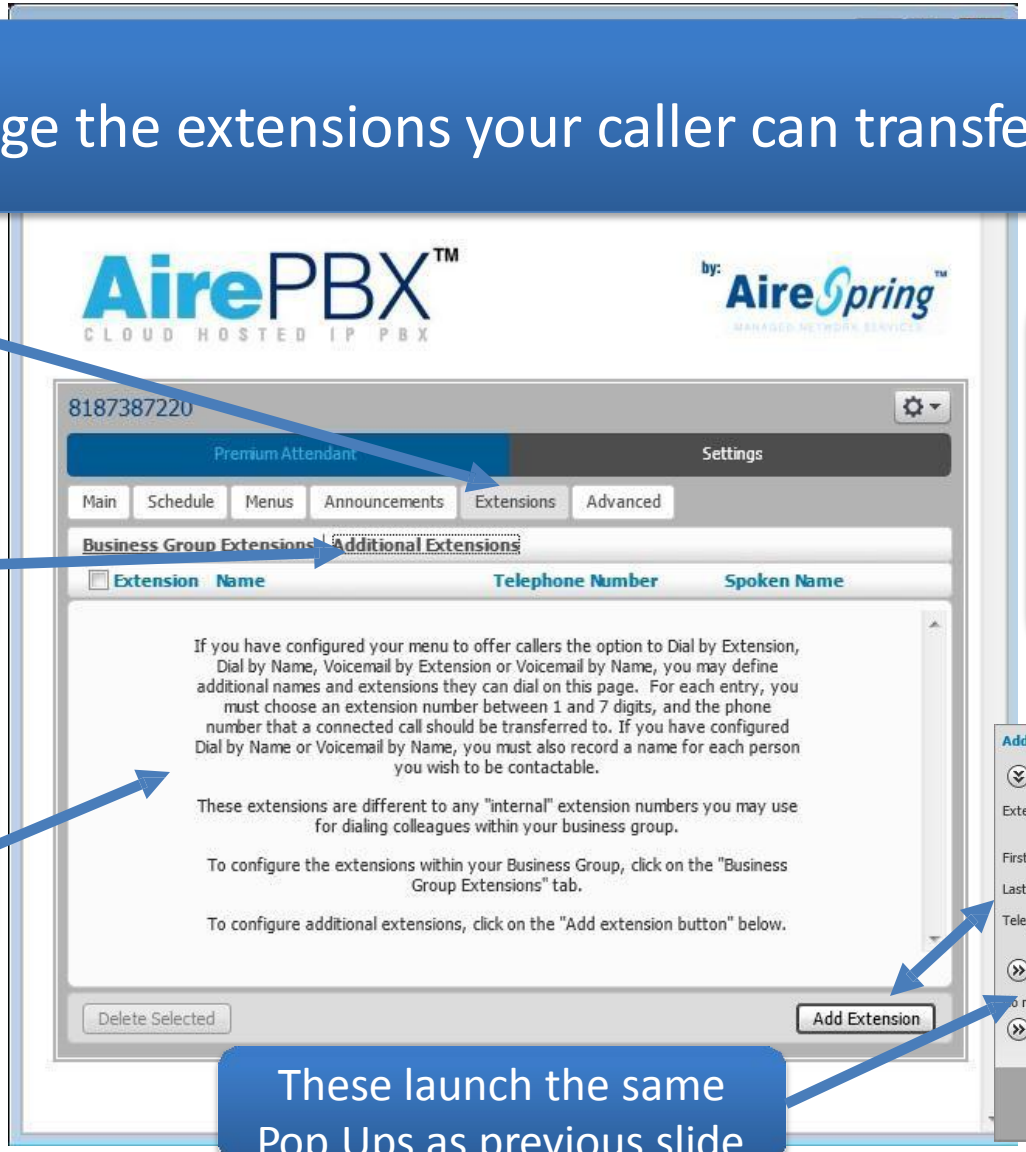
Extensions

Manage the extensions your caller can transfer to.

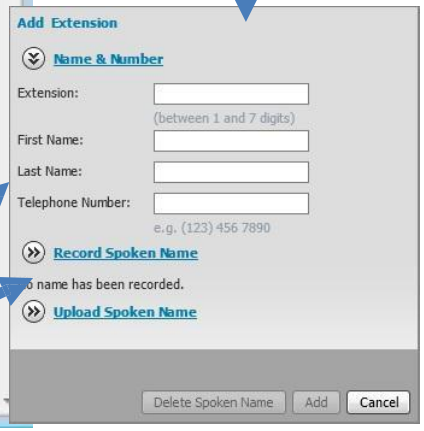
Extensions tab

Additional Extensions Sub tab

Rules and requirements for additional extensions



Add Extension Pop Ups Name, Number, Extension Record, Edit or Upload user name audio file



These launch the same Pop Ups as previous slide

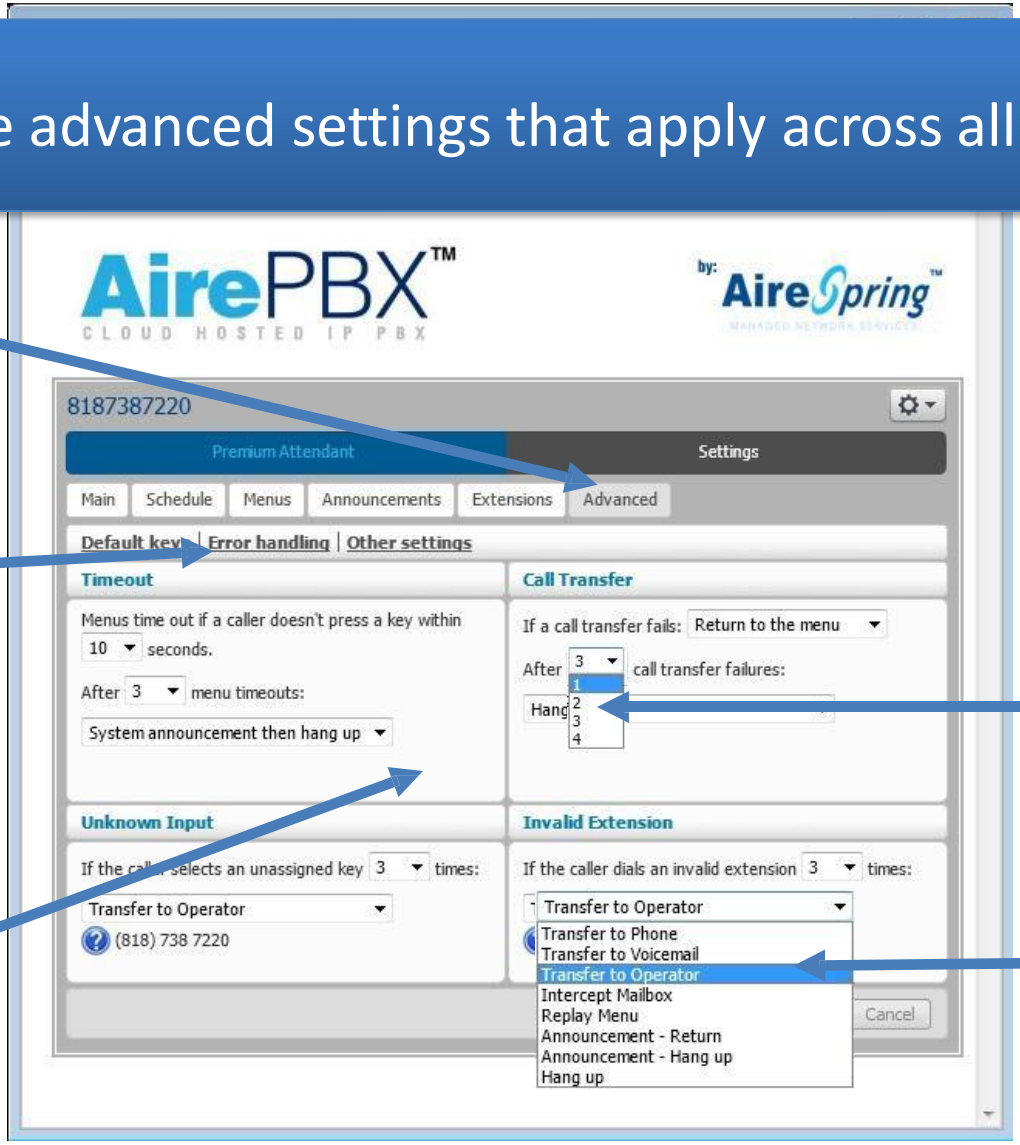
Advanced

Configure the advanced settings that apply across all your menus.

Advanced tab

Error Handling Sub tab

Current Timeout, Call Transfer, Unknown Input and Invalid Extension settings



Number of Errors Selection Drop Down Menu

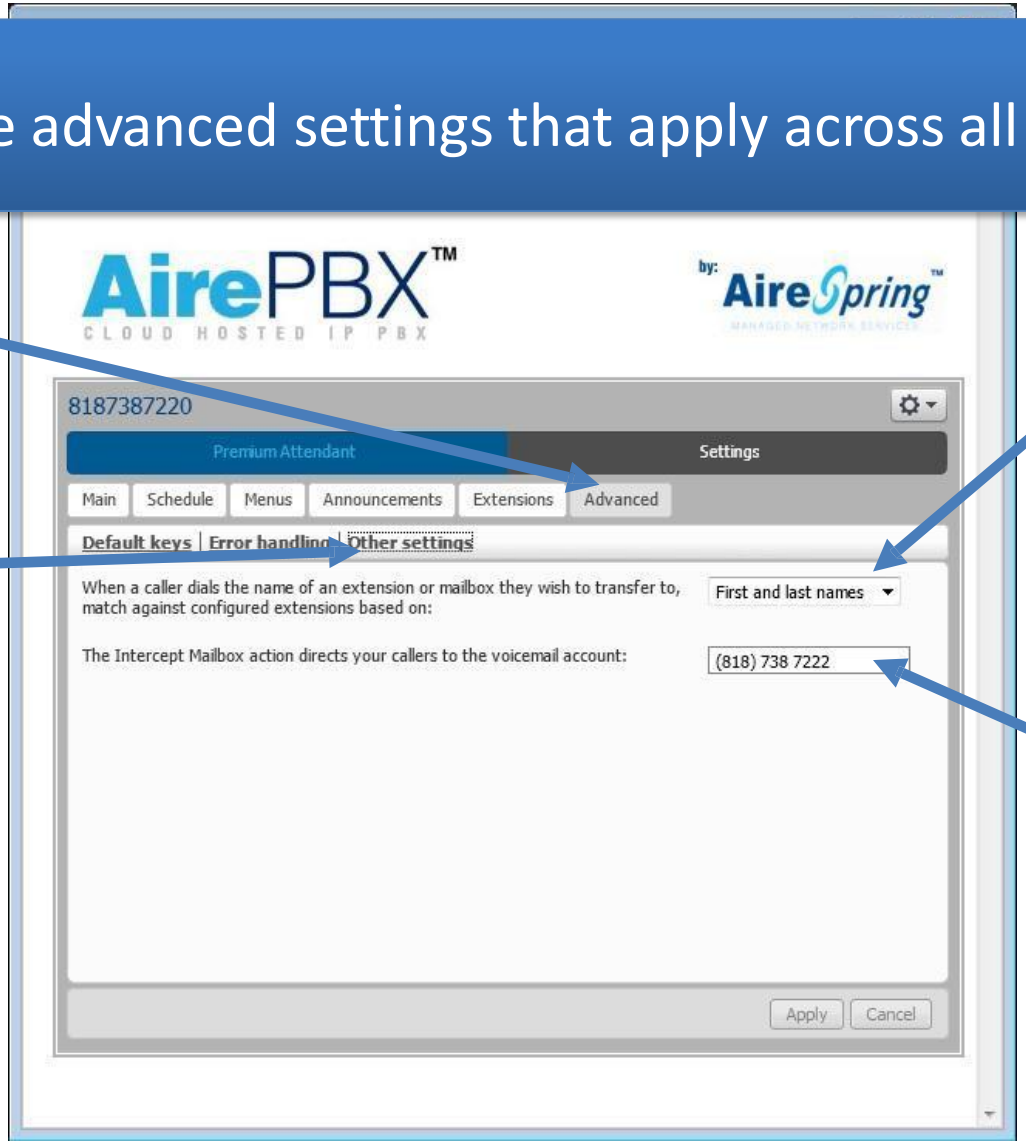
Action Selection Drop Down Menu

Advanced

Configure the advanced settings that apply across all your menus.

Advanced tab

Other Settings Sub tab



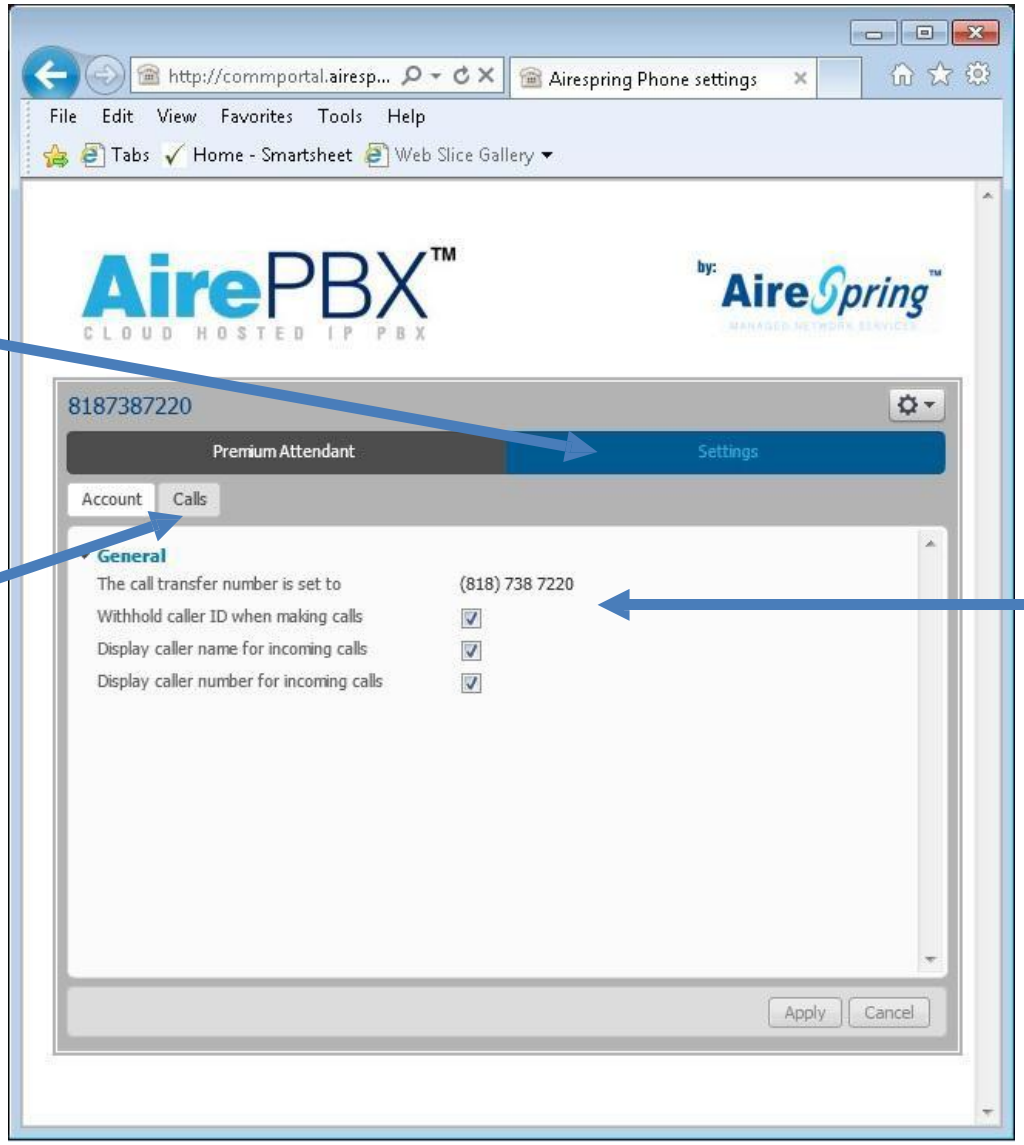
Extension, Mailbox transfer function match configuration

Number for Intercept Voicemail Mailbox

Settings

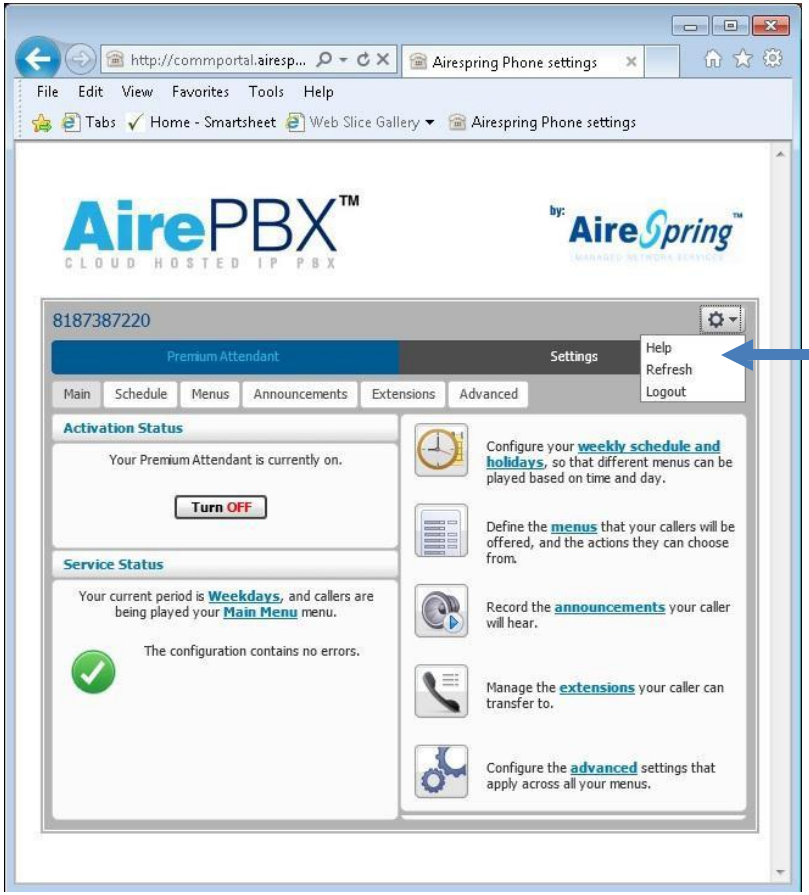
Account Settings tab

Calls Sub Tab

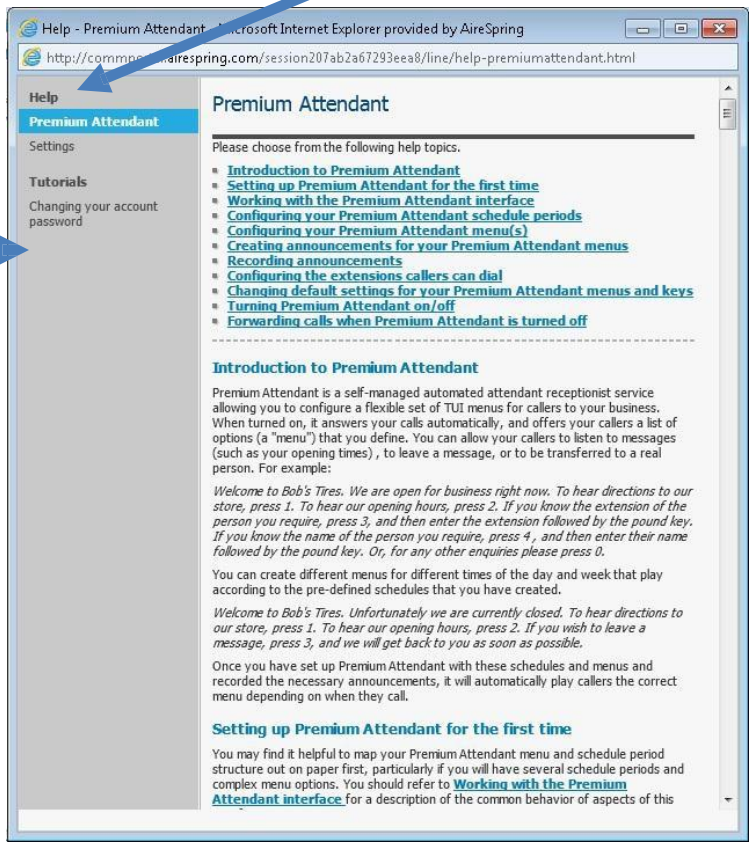


Caller ID and Number settings

Additional HELP!



Onboard Help PopUp



[MetaSwitch YouTube Channel](www.youtube.com/user/builtonmetaswitch?feature=results_main)