



Cloud Hosted IP PBX

Premium Attendant Training

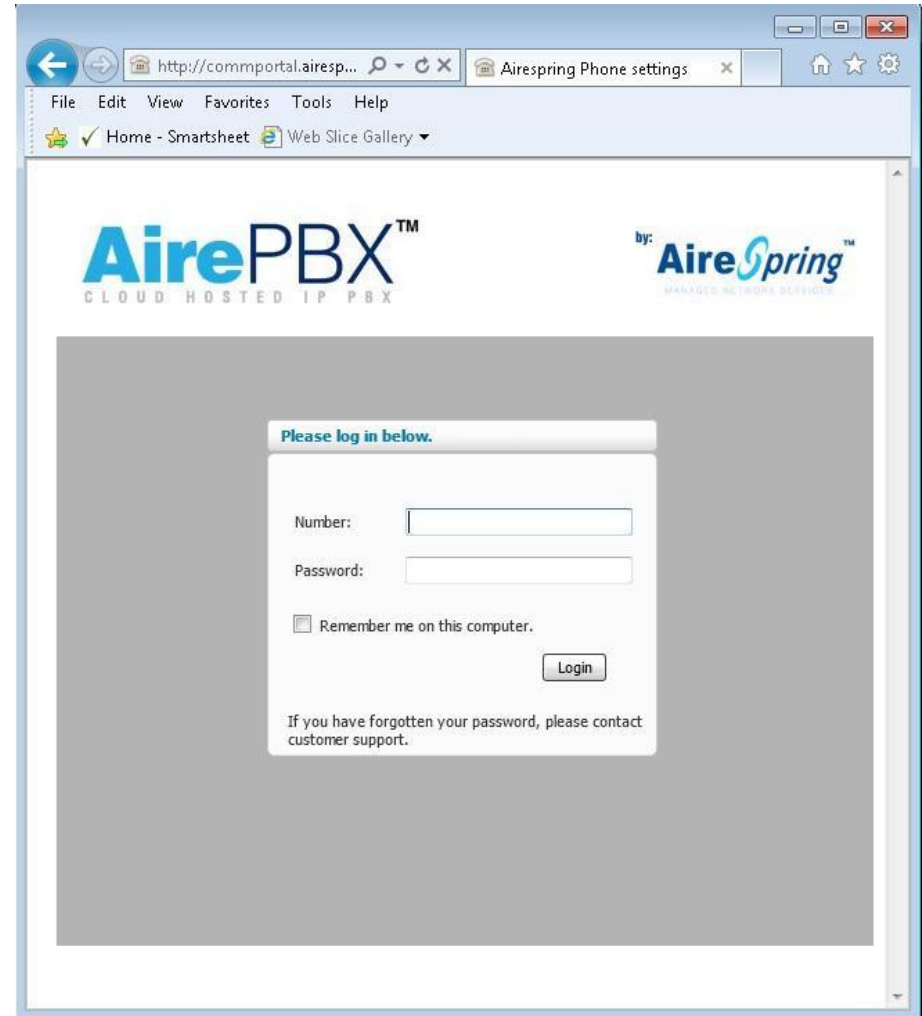
- Welcome to AirePBX
- This Premium Attendant User training is designed to help you get comfortable with your new Cloud Hosted IP PBX.
- With an amazing number of features the AirePBX System will empower your Business to be more efficient in day to day activities.

- 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.

- **User Information Page.**
 - A number of documented resources linked to this pager like phone guides and CommPortal training.
 - [Airespring.com/ip-PBX-customer](https://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

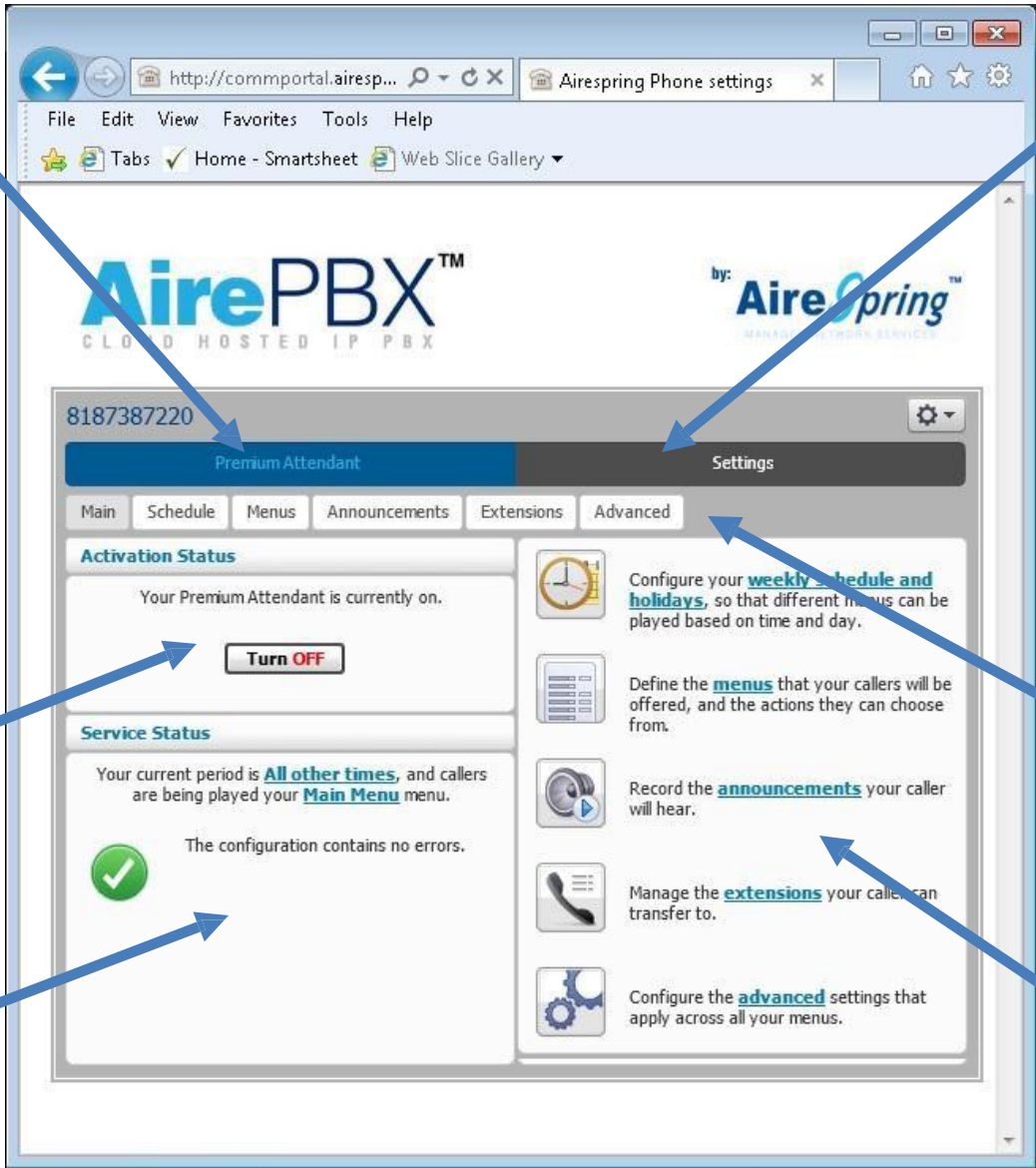
- **The Phones**
 - There are a number of different phone options with the AirePBX.
 - Quick guide reference information for your specific model can be found on the user information webpage
- **CommPortal**
 - Online web portal which allows you to:
 - Configure weekly and holiday call menu schedules.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

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



Premium Attendant Tab

Account Settings Tab



Activation Status

Sub Tabs

Service Status

Short cuts to Sub Tabs

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

Add New Period

New Period appears, needs menu selection

2. Enter new period name

Choose a name for the new period.
For example, you might choose "Lunch" or "Working Hours".
Name:

1. Click Add New Period

The screenshot shows the AirePBX interface for configuring a schedule. The 'Periods' list on the left includes 'After Hours', 'Weekdays', 'Weekend', and 'All other times'. The 'Schedule' grid shows a grid of time slots (1 pm to 11 pm) for Monday, Tuesday, Wednesday, and Sunday. A modal dialog is open for naming the new period, with the name 'After Hours' entered. A dropdown menu is open for selecting a menu for the 'After Hours' period, with 'Main Menu' selected. The 'Add New Period' button is highlighted at the bottom of the interface.

3. Select Menu for new period

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

Add, Manage Public Holidays and Special Days

AirePBX™
CLOUD HOSTED IP PBX

by: **AireSpring™**
MANAGED NETWORK SERVICE

8187387220

Premium Attendant | Settings

Main | Schedule | Menus | Announcements | Extensions | Advanced

Special Days

During **this period**, use this menu: Main Menu

Click a date on the calendar to make it a special day, or click an existing special day to make it normal again

November 2012							December 2012						
Mon	Tue	Wed	Thu	Fri	Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
			1	2	3	4						1	2
5	6	7	8	9	10	11	3	4	5	6	7	8	9
12	13	14	15	16	17	18	10	11	12	13	14	15	16
19	20	21	22	23	24	25	17	18	19	20	21	22	23
26	27	28	29	30			24	25	26	27	28	29	30
							31						

Go To Today | Clear All | Add Public Holidays

Add New Period | Rename | Delete | Apply | Cancel

Select which public holidays to add to your Special Days.

- 01. US Public Holidays 2012
- 02. US Public Holidays 2013
- 03. English and Welsh Public Holidays 2012
- 04. English and Welsh Public Holidays 2013
- 05. Northern Irish Public Holidays 2012

OK | Cancel

Select Special Days

Scroll months and click to select a specific day

Add Public Holidays Pop Up. Scroll and Select to choose

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

General Sub tab

Highlighted Menu name and announcement settings

Current menus

1. Click Add New Menu

2. Enter Name of new menu, Select announcement

3. Click Apply

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Premium Attendant

Main Schedule Menus Announcements Extensions Advanced

Menus | General | Keys | Timeout | References

Search for...

Main Menu
Weekend

Name: Main Menu
Description: Enter optional description...
Menu announcement: Welcome

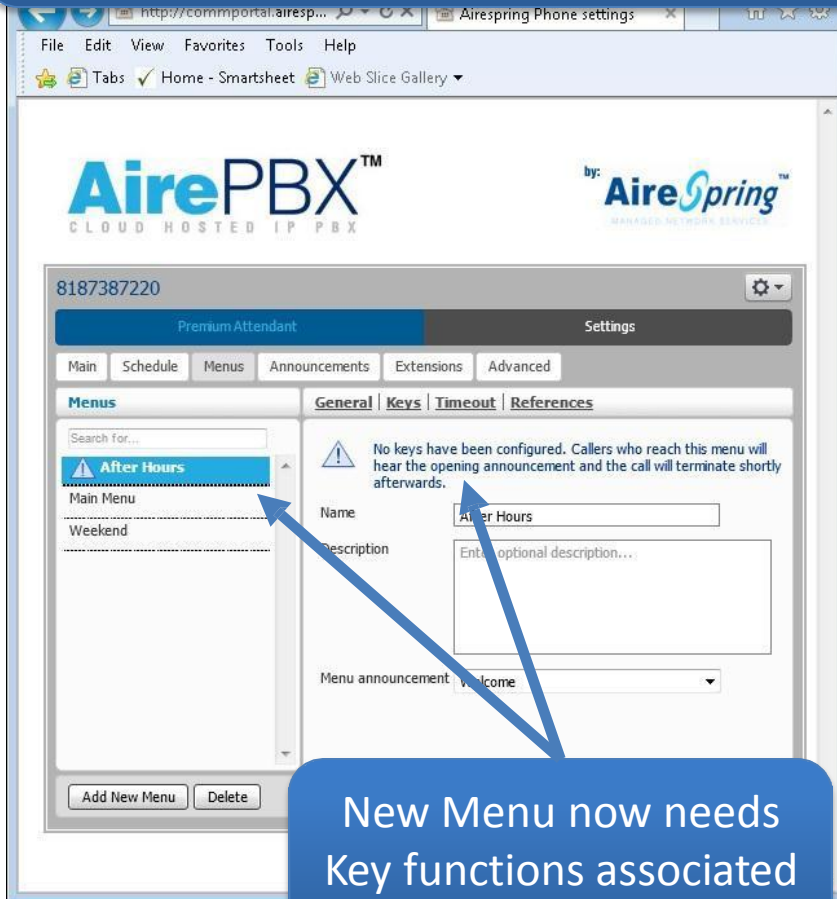
Add New Menu Delete Apply Cancel

This menu has not been set up.

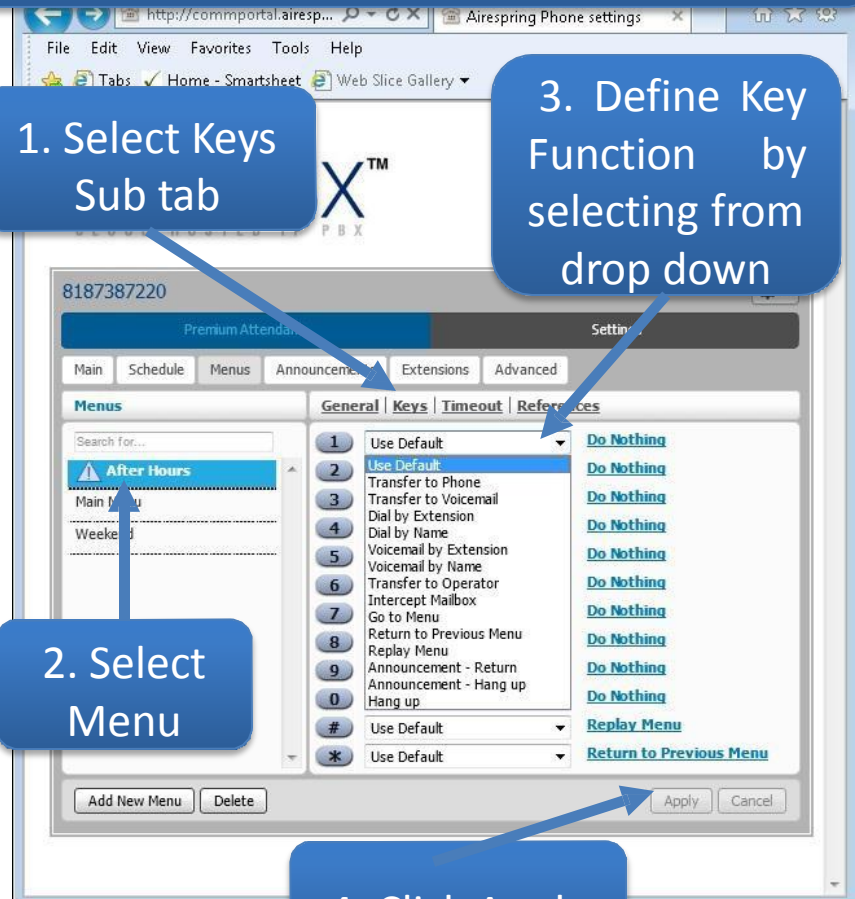
Name: Enter name...
Description: Enter optional description...
Menu announcement: Select announcement...
 Select announcement...
 Create new announcement...
 weekend
 Welcome

Add New Menu Delete Apply Cancel

Associate New Menu with Key Functions



New Menu now needs Key functions associated associated



1. Select Keys Sub tab

3. Define Key Function by selecting from drop down

2. Select Menu

4. Click Apply

Key Functions

Keys Sub tab

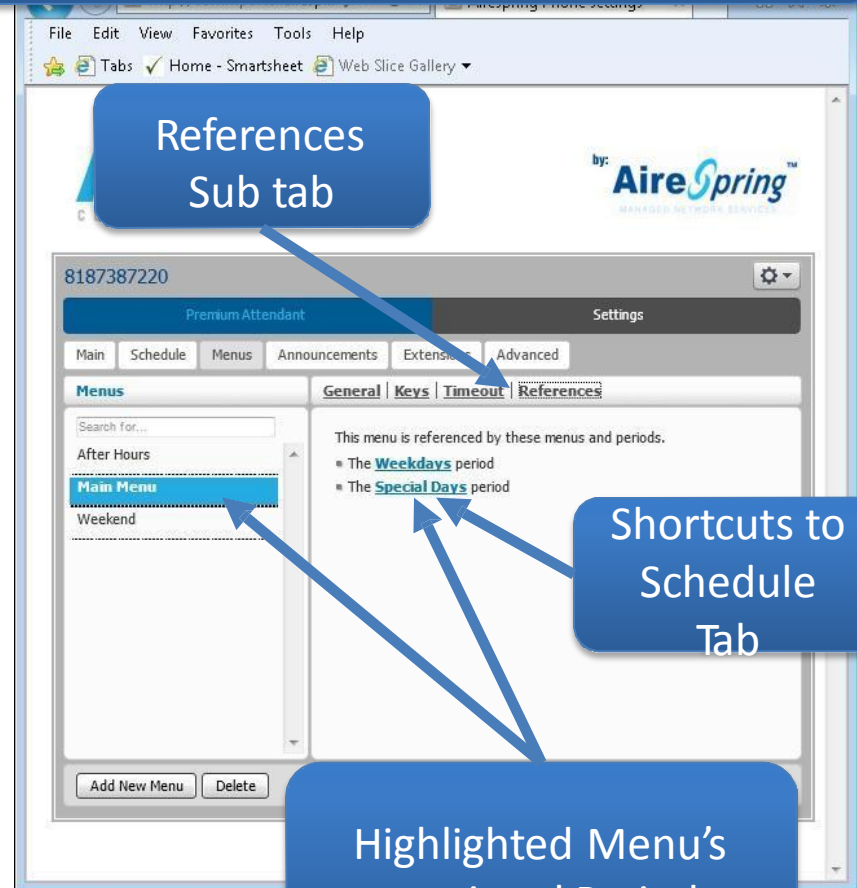
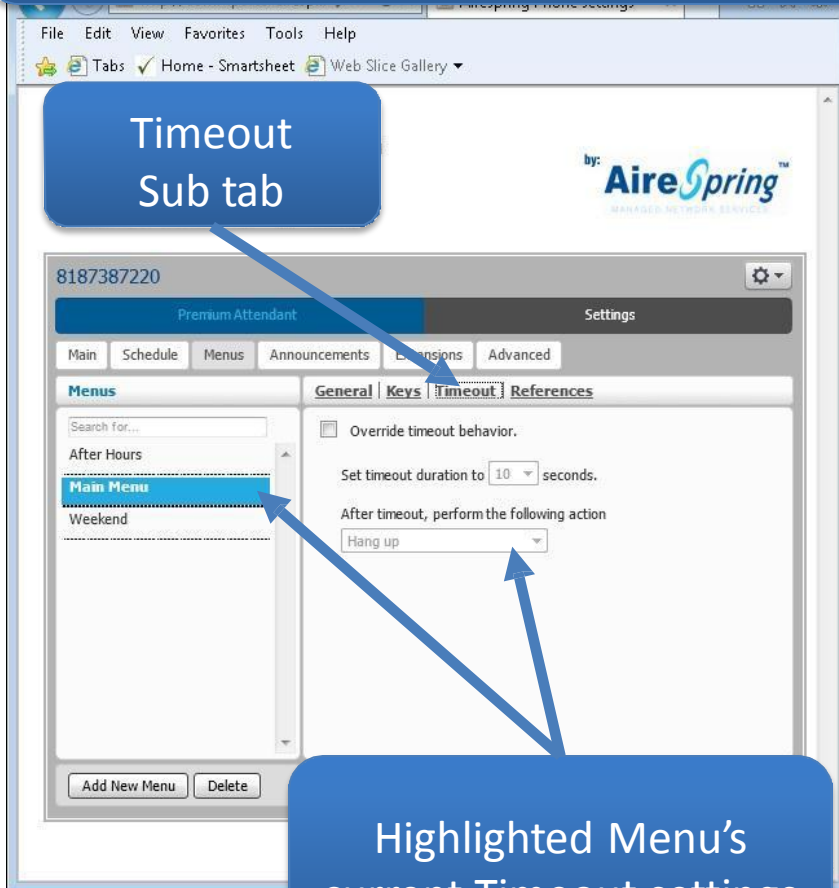
Highlighted Menu's current Key functions

Numbers calls will be transferred to when key selected

The screenshot shows the AirePBX web interface for configuring menus. The 'Menus' section is active, and the 'Keys' sub-tab is selected. A list of key functions is displayed, each with a number and a dropdown menu for the destination phone number. The 'Main Menu' is highlighted in the left sidebar.

Key	Function	Destination
1	Transfer to Phone	(818) 738 2222
2	Replay Menu	
3	Replay Menu	
4	Replay Menu	
5	Replay Menu	
6	Replay Menu	
7	Replay Menu	
8	Replay Menu	
9	Dial by Extension	
0	Transfer to Operator	(818) 738 7220
#	Intercept Mailbox	(818) 738 7222
*	Use Default	

Timeout & References



Record the announcements your caller will hear.

Announcements
tab

List of current
announcements

The screenshot shows the AirePBX web interface. At the top, there are logos for AirePBX and AireSpring. Below that, there's a navigation bar with tabs: Main, Schedule, Menus, Announcements, Extensions, and Advanced. The 'Announcements' tab is selected. Below the navigation bar, there's a search bar and a table of announcements. The table has columns for Name and Description. There are two announcements listed: '101 weekend' with description 'Closed for the weekend' and '100 Welcome' with description 'Thank you for calling Airespring Demo. If you k...'. A pop-up window is open over the '100 Welcome' announcement, showing a form to edit the announcement. The form has fields for Name and Description, a dropdown for 'Record / Play Announcement', a progress bar, and buttons for 'Save' and 'Cancel'.

Play or Edit
announcement
Pop Up

Record new announcement Download Recording Report

New
Announcement
Pop Up
Record, Name
and Description

Add Announcement

Name:

Description:

Record / Play Announcement

00:00 / 00:00

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Premium Attendant Settings

Main Schedule Menus Announcements Extensions Advanced

<input type="checkbox"/>	Name	Description	<input type="button" value="i"/>
<input type="checkbox"/>	101 weekend	Closed for the weekend	<input type="button" value="i"/>
<input type="checkbox"/>	100 Welcome	Thank you for calling Airespring Demo. If you k...	<input type="button" value="i"/>

Search for name, description or announcement number...

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

Recording report

You are about to download a CSV format report with detail of all your recordings. Creating and downloading a recording report may take several minutes.

Export status:

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

The screenshot displays the AirePBX web interface for managing extensions. The main page shows a table of Business Group Extensions with columns for Extension, Name, Telephone Number, Department, and Spoken Name. There are three entries in the table:

Extension	Name	Telephone Number	Department	Spoken Name
8187387220		(818) 738 7220	None	record
Airespring_de...		(818) 738 7230	None	record
102		(818) 738 7223	None	record

Two pop-up windows are overlaid on the interface:

- Edit Business Group Spoken Name: 8187387223**: This window contains a "Record Spoken Name" section with a "Record" button and a "No name has been recorded." message. Below it is an "Upload Spoken Name" section with a "Browse..." button and a "Current file:" field.
- Edit Business Group Spoken Name: 8187387223**: This window features a "Record Spoken Name" section with a recording timer (00:00 / 00:00), a microphone icon, and a "Record" button. Below it is an "Upload Spoken Name" section with a "Browse..." button and a "Current file:" field.

Manage the extensions your caller can transfer to.

Extensions tab

Additional Extensions Sub tab

Rules and requirements for additional extensions

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Premium Attendant Settings

Main Schedule Menus Announcements **Extensions** Advanced

Business Group Extensions **Additional Extensions**

<input type="checkbox"/>	Extension	Name	Telephone Number	Spoken Name
<p>If you have configured your menu to offer callers the option to Dial by Extension, Dial by Name, Voicemail by Extension or Voicemail by Name, you may define additional names and extensions they can dial on this page. For each entry, you must choose an extension number between 1 and 7 digits, and the phone number that a connected call should be transferred to. If you have configured Dial by Name or Voicemail by Name, you must also record a name for each person you wish to be contactable.</p> <p>These extensions are different to any "internal" extension numbers you may use for dialing colleagues within your business group.</p> <p>To configure the extensions within your Business Group, click on the "Business Group Extensions" tab.</p> <p>To configure additional extensions, click on the "Add extension button" below.</p>				

Delete Selected Add Extension

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

Add Extension

Name & Number

Extension:
(between 1 and 7 digits)

First Name:

Last Name:

Telephone Number:
e.g. (123) 456 7890

Record Spoken Name

name has been recorded.

Upload Spoken Name

Delete Spoken Name Add Cancel

These launch the same Pop Ups as previous slide

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

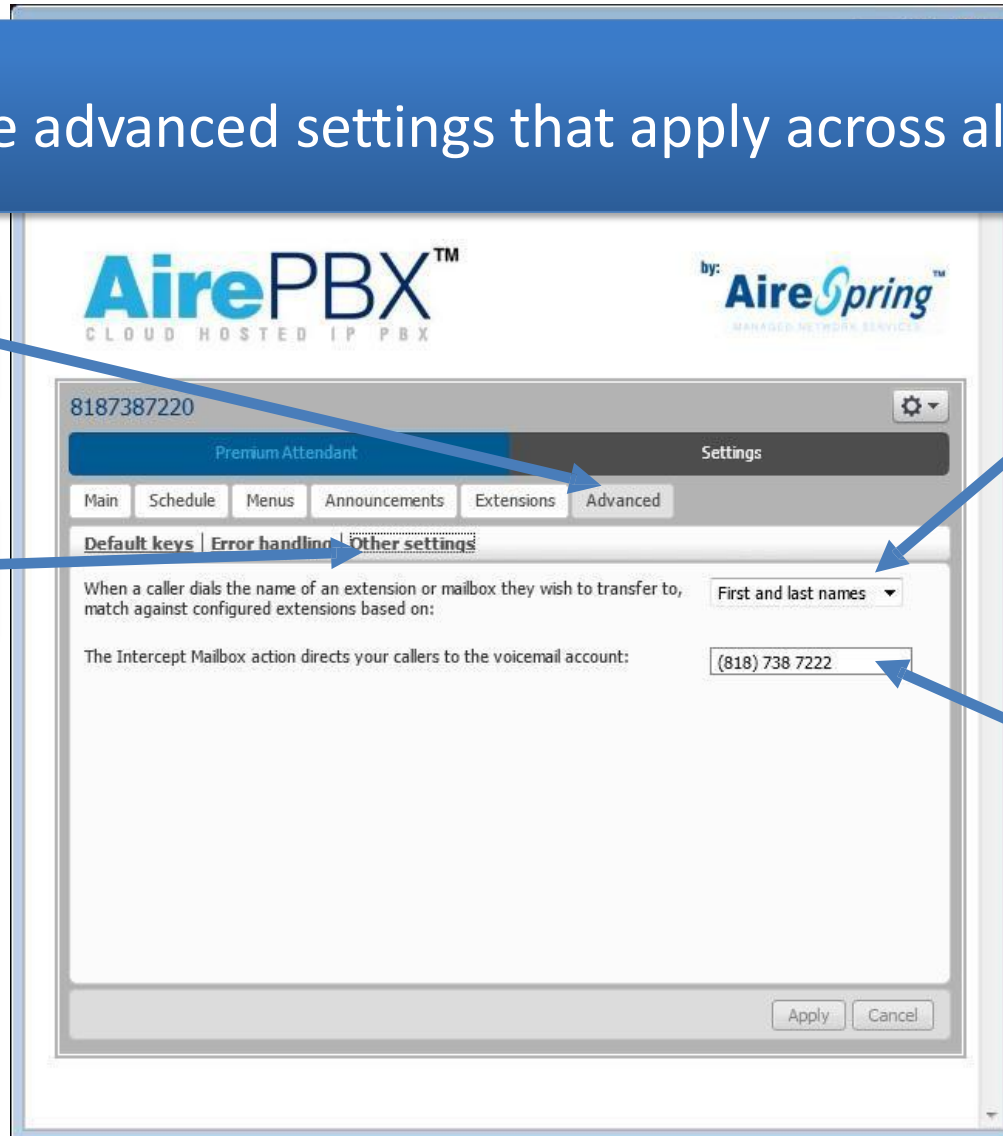
Number of
Errors Selection
Drop Down
Menu

Action
Selection Drop
Down Menu

Configure the advanced settings that apply across all your menus.

Advanced tab

Other Settings
Sub tab



8187387220

Premium Attendant Settings

Main Schedule Menus Announcements Extensions **Advanced**

Default keys | Error handling | Other settings

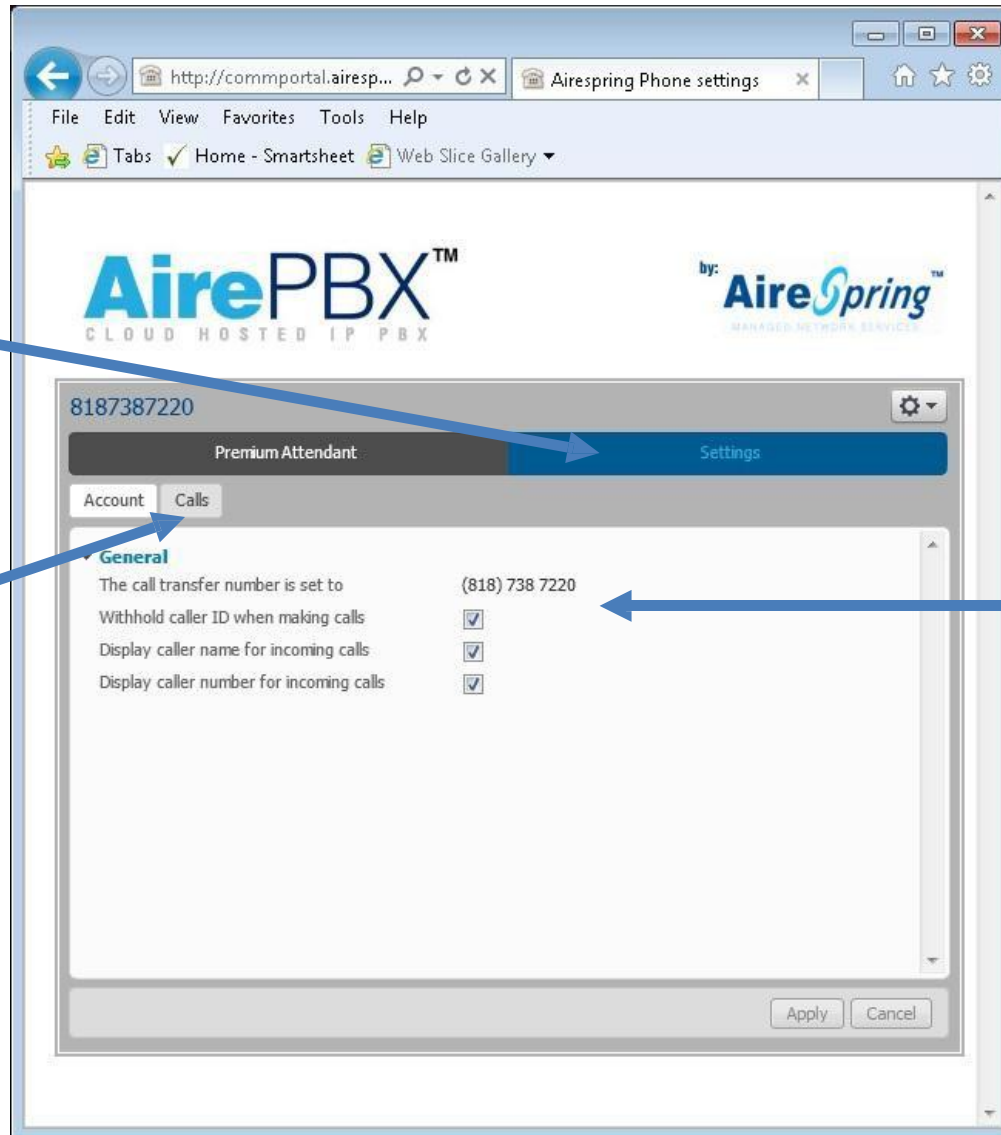
When a caller dials the name of an extension or mailbox they wish to transfer to, match against configured extensions based on:

The Intercept Mailbox action directs your callers to the voicemail account:

Apply Cancel

Extension,
Mailbox
transfer
function match
configuration

Number for
Intercept
Voicemail
Mailbox

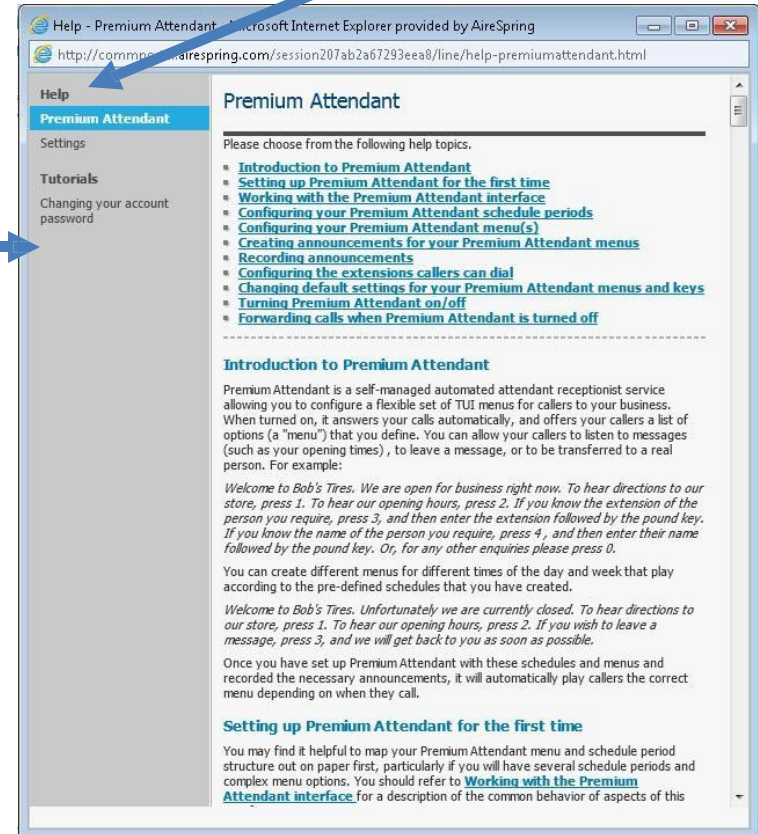
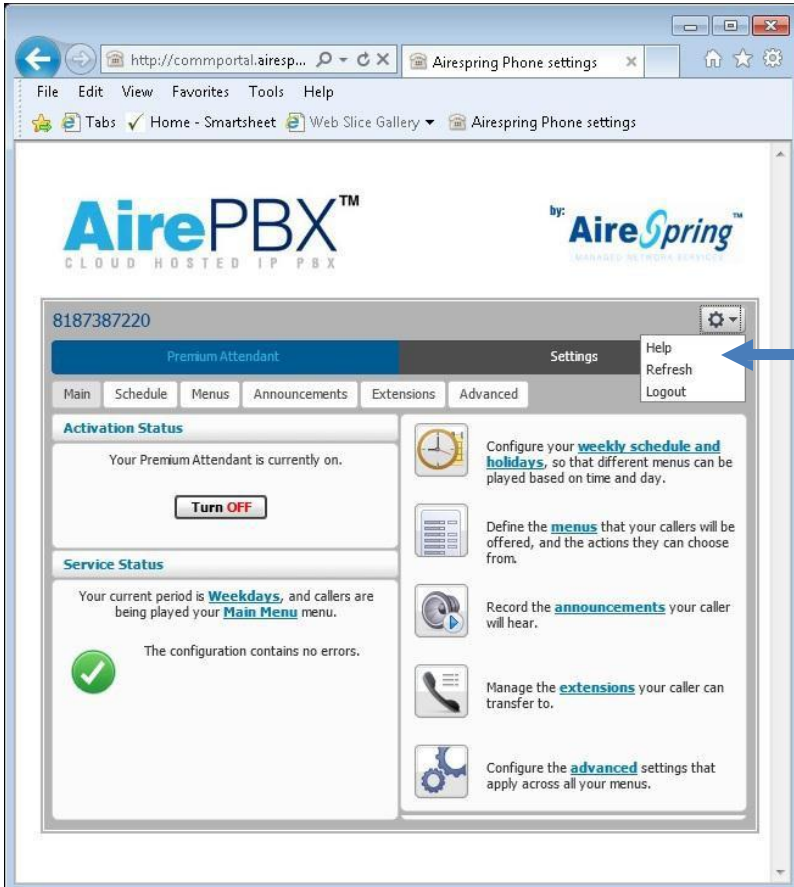


Account Settings tab

Calls Sub Tab

Caller ID and Number settings

Onboard Help PopUp



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