



Cloud Hosted IP PBX

Premium Attendant Training



- Welcome to AirePBX
- This Premium 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 you to be more efficient in your 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 Voicemail Greetings.
 - Overview Premium Attendant CommPortal functions.

- **User Information Page.**
 - This page contains links to a number of documented resources like phone guides and CommPortal training.
 - AireSpring.com/resources
- **CommPortal**
 - Online web based portal to manage your voicemail, contacts, and call features such as Find Me Follow Me.
 - CommPortal.AireSpring.com
 - Customer Care
 - 888-288-5010

- **The Phones**
 - There are a number of different phone options with 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 actions for keys a caller can press.

Logon to CommPortal

CommPortal Web

Please log in below.

Number:

Password:

Remember me on this computer.

If you have forgotten your password, please contact customer support.

- Go to:
CommPortal.Airespring.com
- You will be prompted for
 - Number
 - Premium Attendant Telephone number
 - Password

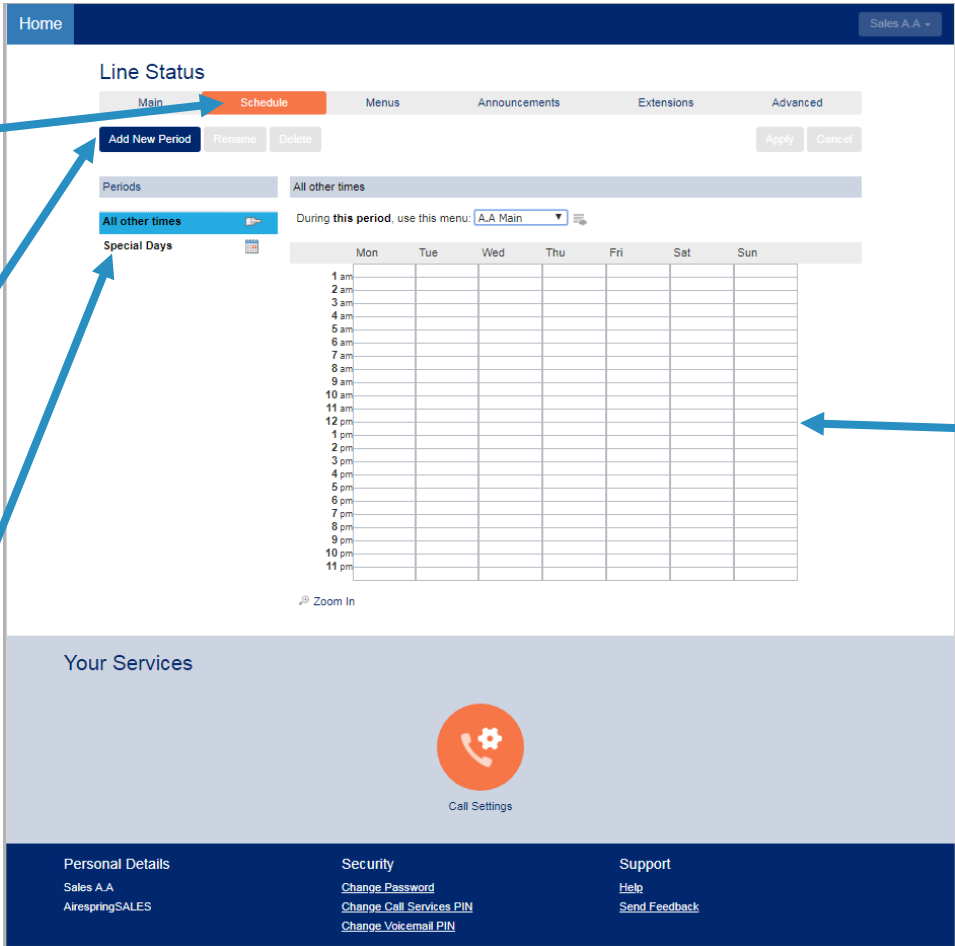


Configure your weekly schedule and holidays, so that different menus can be played based on time and day.

Schedule Tab

Add, Rename, Delete Periods

List of Periods



Home Sales A.A

Line Status

Main **Schedule** Menu Announcements Extensions Advanced

Add New Period Rename Delete Apply Cancel

Periods All other times

All other times During this period, use this menu: A.A Main

Special Days

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
1 am							
2 am							
3 am							
4 am							
5 am							
6 am							
7 am							
8 am							
9 am							
10 am							
11 am							
12 pm							
1 pm							
2 pm							
3 pm							
4 pm							
5 pm							
6 pm							
7 pm							
8 pm							
9 pm							
10 pm							
11 pm							

Zoom In

Your Services

Call Settings

Personal Details: Sales A.A, AirespringSALES

Security: Change Password, Change Call Services PIN, Change Voicemail PIN

Support: Help, Send Feedback

Weekly Schedule

Add New Period

1. Click Add New Period

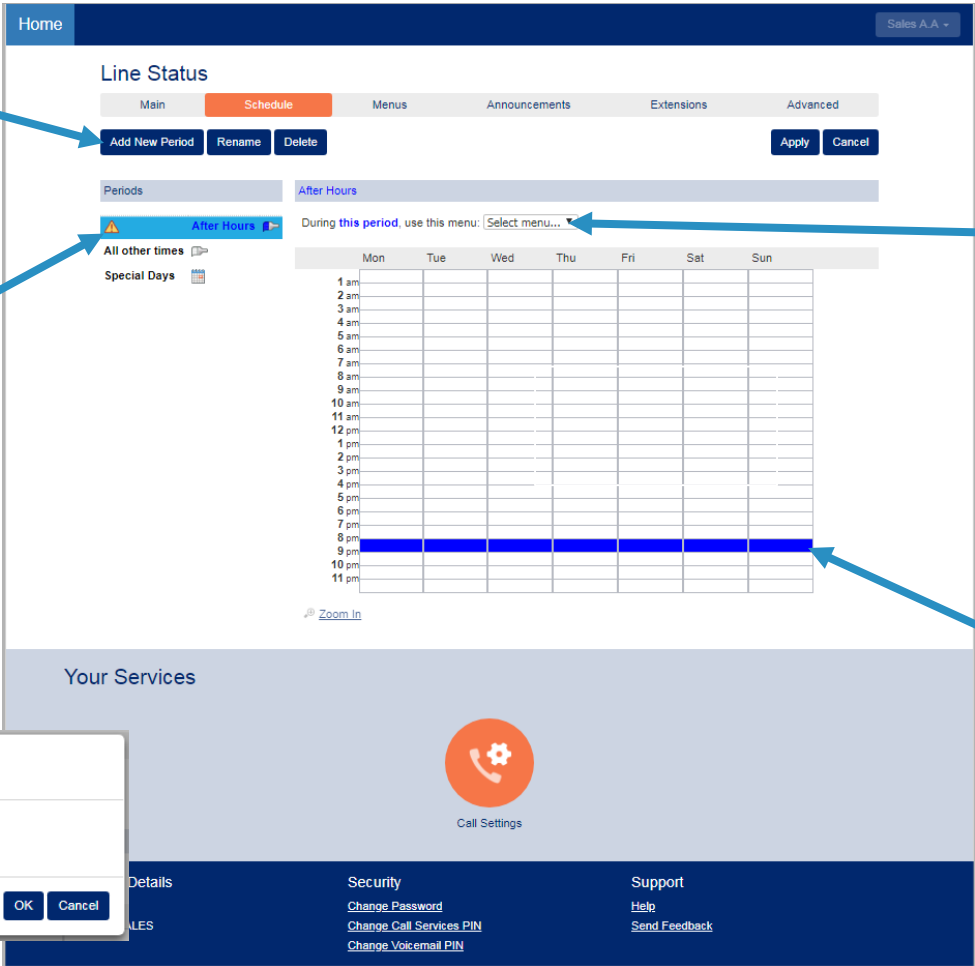
New Period appears, needs menu selection

2. Enter new period name

Choose a name for this new period.

For example, you might choose "Lunch" or "Working Hours".

Name:



Home Sales A.A.

Line Status

Main Schedule Menus Announcements Extensions Advanced

Add New Period Rename Delete Apply Cancel

Periods After Hours

During this period, use this menu:

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
1 am							
2 am							
3 am							
4 am							
5 am							
6 am							
7 am							
8 am							
9 am							
10 am							
11 am							
12 pm							
1 pm							
2 pm							
3 pm							
4 pm							
5 pm							
6 pm							
7 pm							
8 pm							
9 pm							
10 pm							
11 pm							

Zoom In

Your Services

Call Settings

Details Security Support

Change Password Change Call Services PIN Change Voicemail PIN Help Send Feedback

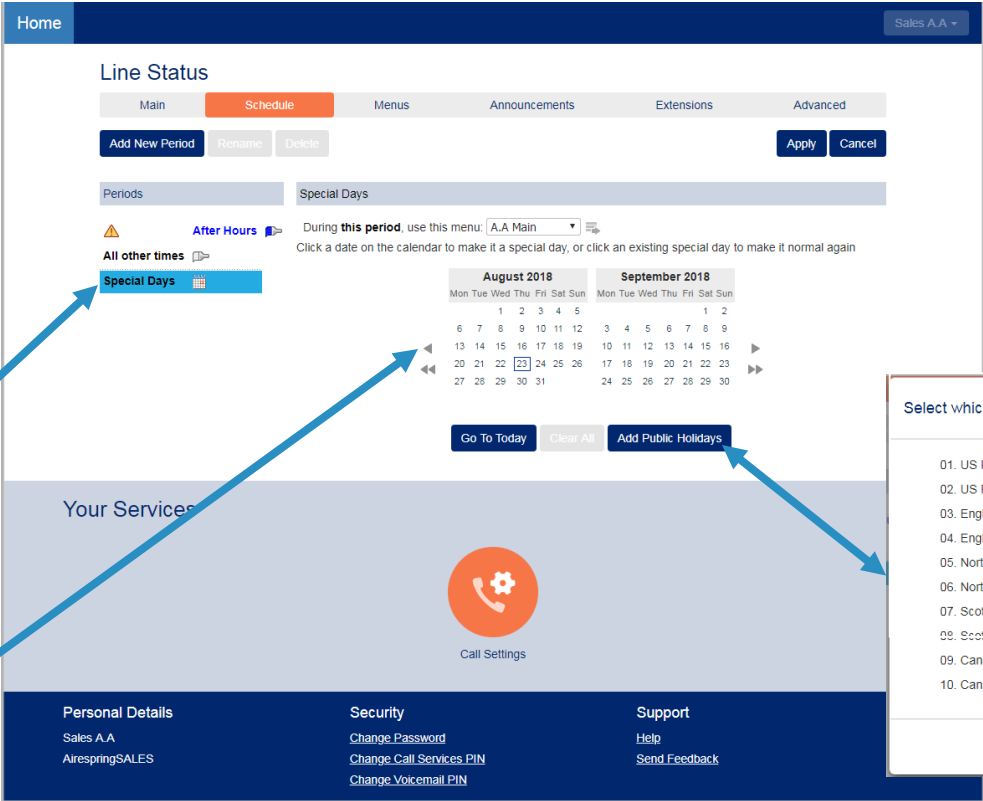
3. Select Menu for new period

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

Add, Manage Public Holidays and Special Days

Select Special Days

Scroll months and click to select a specific day



Home Sales A.A

Line Status

Main Schedule Menus Announcements Extensions Advanced

Add New Period Rename Delete Apply Cancel

Periods Special Days

⚠ After Hours During this period, use this menu: A.A Main

All other times

Special Days

August 2018 September 2018

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

Go To Today Clear All Add Public Holidays

Your Services

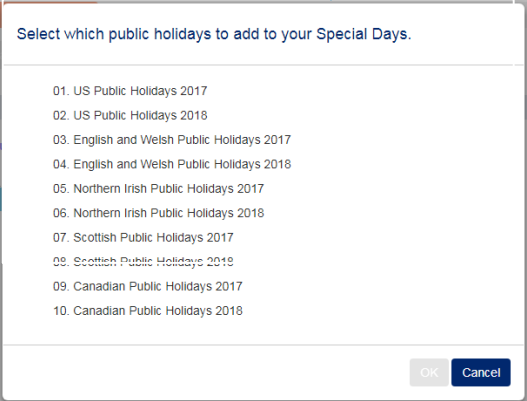
Call Settings

Personal Details: Sales A.A, AirespringSALES

Security: Change Password, Change Call Services PIN, Change Voicemail PIN

Support: Help, Send Feedback

Add Public Holidays Pop Up.



Select which public holidays to add to your Special Days.

- 01. US Public Holidays 2017
- 02. US Public Holidays 2018
- 03. English and Welsh Public Holidays 2017
- 04. English and Welsh Public Holidays 2018
- 05. Northern Irish Public Holidays 2017
- 06. Northern Irish Public Holidays 2018
- 07. Scottish Public Holidays 2017
- 09. Scottish Public Holidays 2018
- 09. Canadian Public Holidays 2017
- 10. Canadian Public Holidays 2018

OK Cancel

Menus

Define the menus of announcements, key functions, and other actions offered that your callers will be able to choose from.

Menus Sub tab

Highlighted Menu name and announcement settings

2. Enter Name of new menu, Select announcement

1. Click Add New Menu

Current menu

3. Click Apply

Home

Line Status

Main Schedule **Menu** Announcements Extensions

Add New Menu Delete

Menus

Search for: A.A Main

Name: A.A Main

Description: Enter optional description...

Menu announcement: AA Main

Your Services

Call Settings

Personal Details: Sales A.A, AirespringSALES

Security: Change Password, Change Call Services PIN, Change Voicemail PIN

Support: Help, Send Feedback

Home

Line Status

Main Schedule **Menu** Announcements Extensions Advanced

Add New Menu Delete

Menus

Search for: A.A Main

Name: Enter name...

Description: Enter optional description...

Menu announcement: Select announcement...

Warning: This menu has not been set up

Your Services

Call Settings

Personal Details: Sales A.A, AirespringSALES

Security: Change Password, Change Call Services PIN, Change Voicemail PIN

Support: Help, Send Feedback

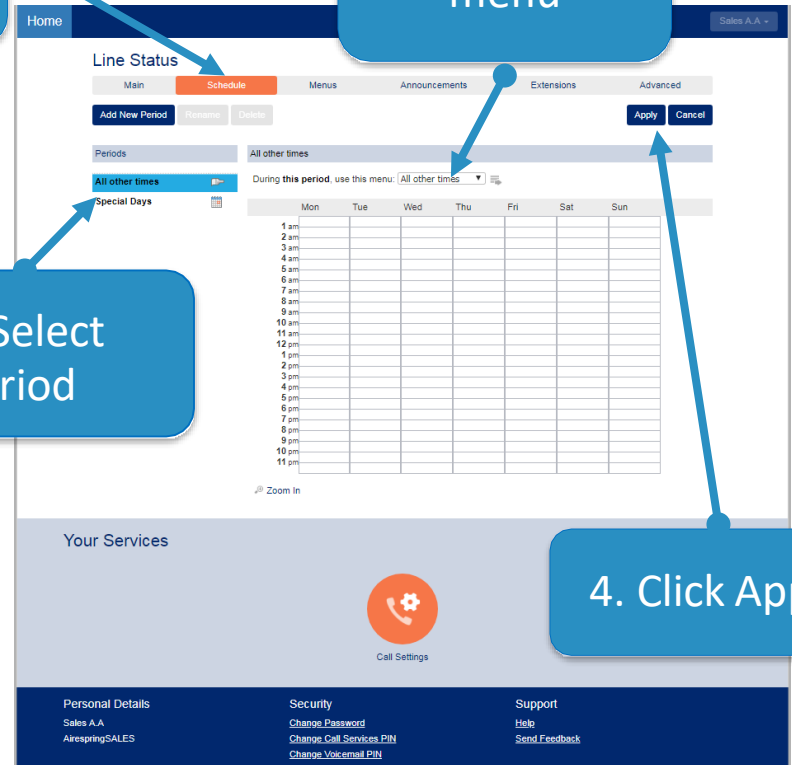
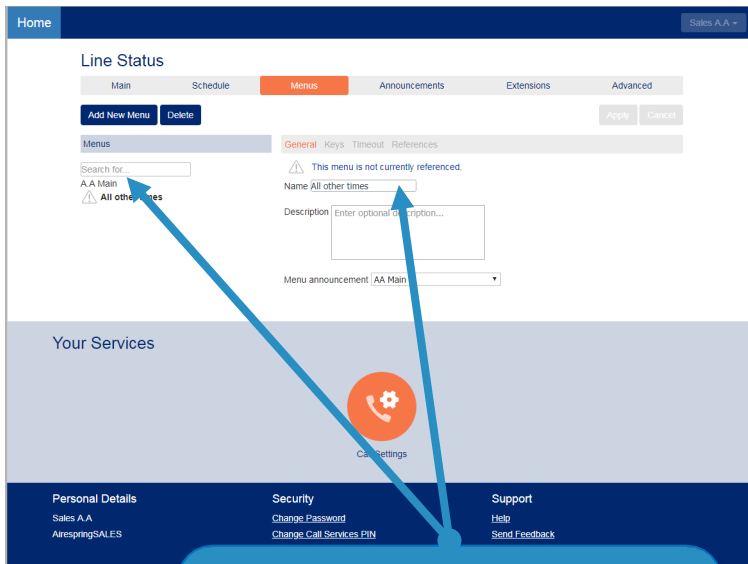
Associate New Menu with Schedule Period

1. Select Schedule Tab

3. Select new menu

2. Select Period

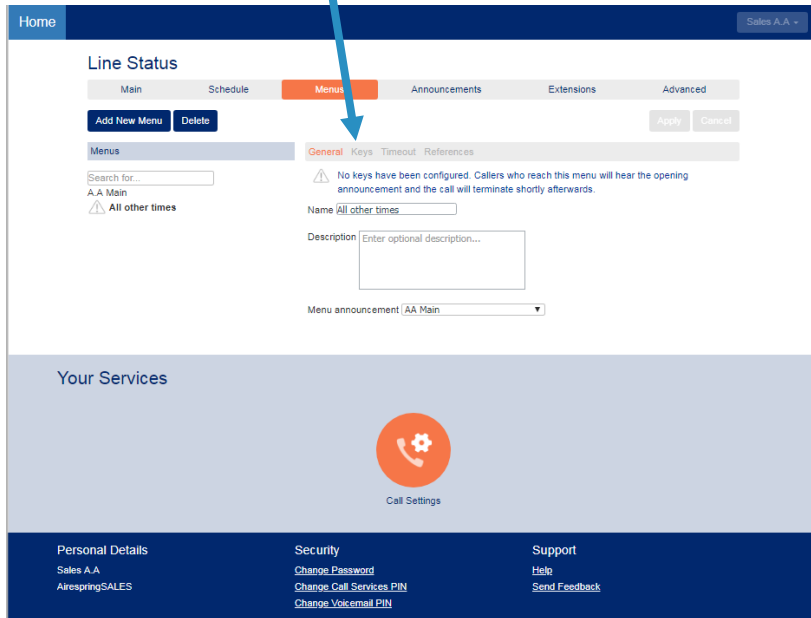
4. Click Apply



New Menu appears, but not associated with a schedule Period

Associate New Menu with Key Functions

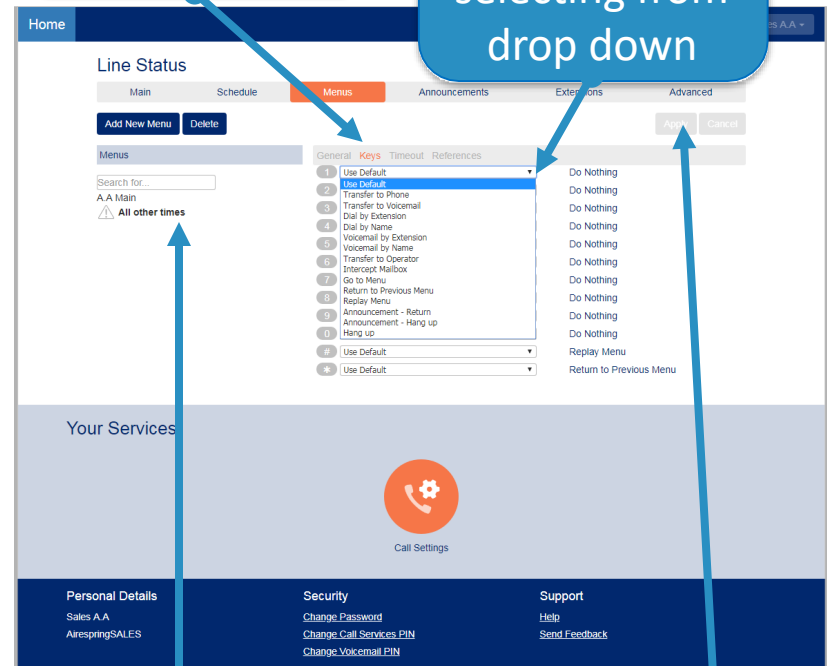
New Menu now needs Key functions associated



The screenshot shows the 'Line Status' page with the 'Menu' tab selected. The 'General' sub-tab is active, showing a warning message: 'No keys have been configured. Callers who reach this menu will hear the opening announcement and the call will terminate shortly afterwards.' The 'Name' field is set to 'All other times' and the 'Menu announcement' is set to 'AA Main'. There are 'Add New Menu' and 'Delete' buttons at the top left, and 'Apply' and 'Cancel' buttons at the top right.

1. Select Keys Sub tab

3. Define Key Function by selecting from drop down



The screenshot shows the 'Line Status' page with the 'Keys' sub-tab selected. A dropdown menu is open, showing a list of key functions. The 'Apply' button is highlighted. A callout box points to the 'Apply' button.

Key	Function	Action
1	Use Default	Do Nothing
2	Use Default	Do Nothing
3	Transfer to Phone	Do Nothing
4	Transfer to Voicemail	Do Nothing
5	Dial by Extension	Do Nothing
6	Dial by Name	Do Nothing
7	Voicemail by Extension	Do Nothing
8	Voicemail by Name	Do Nothing
9	Transfer to Operator	Do Nothing
10	Intercept Mailbox	Do Nothing
11	Go to Menu	Do Nothing
12	Return to Previous Menu	Do Nothing
13	Replay Menu	Do Nothing
14	Announcement - Return	Do Nothing
15	Announcement - Hang up	Do Nothing
16	Hang up	Do Nothing
17	Use Default	Replay Menu
18	Use Default	Return to Previous Menu

2. Select Menu

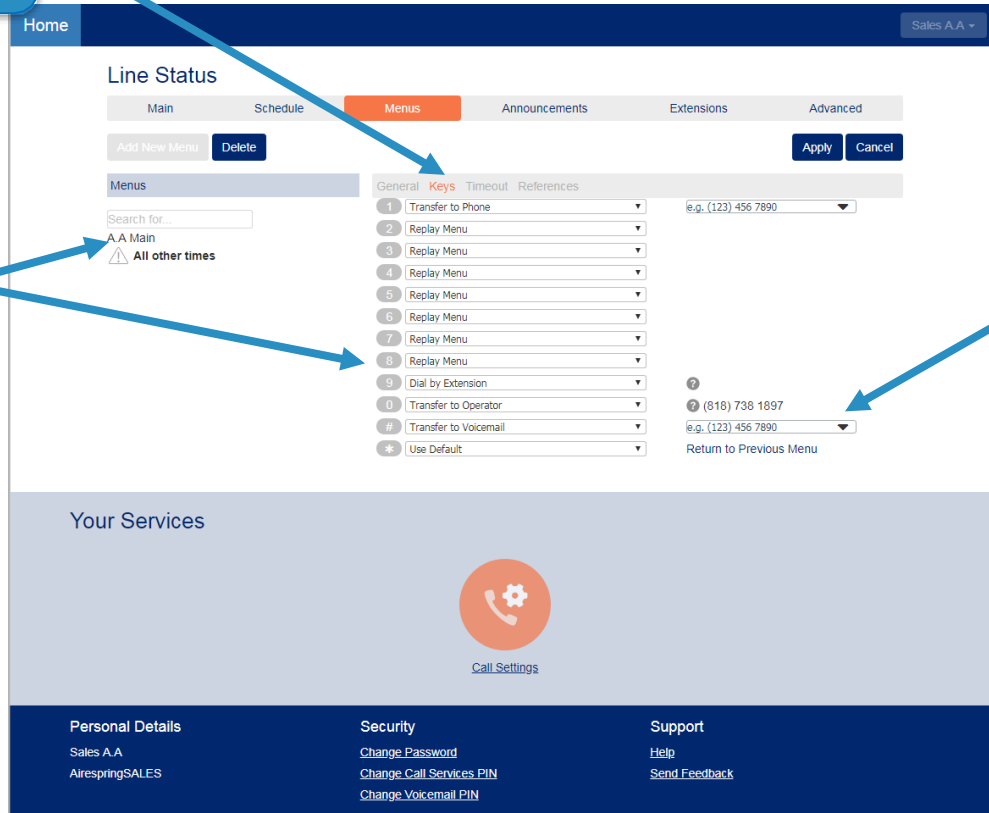
4. Click Apply

Key Functions

Keys Sub tab

Highlighted Menu's current Key functions

Numbers calls will be transferred to when key is selected

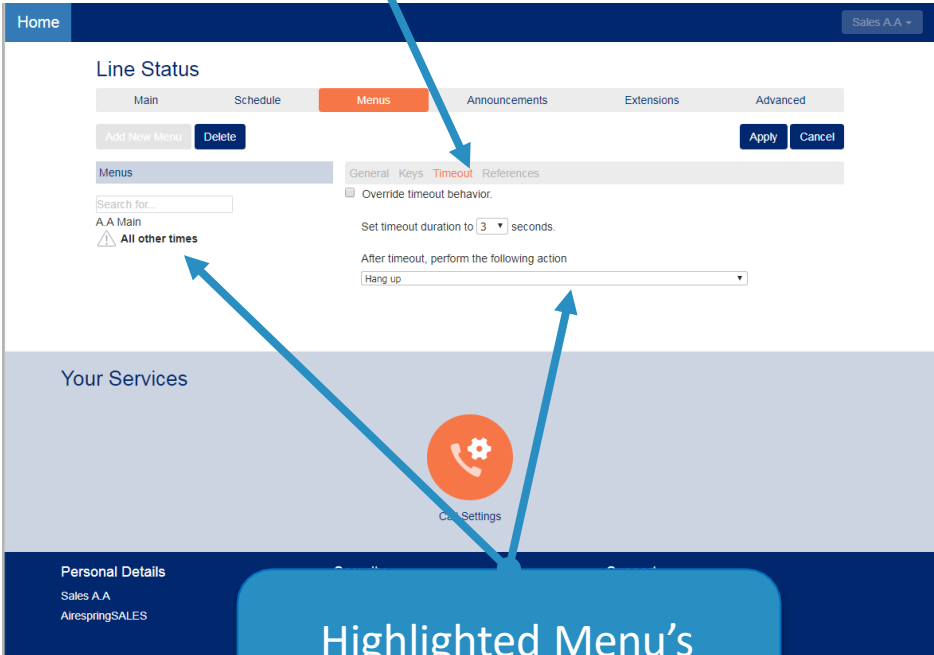


The screenshot displays the 'Line Status' configuration page with the 'Menus' sub-tab selected. The 'Keys' sub-tab is active, showing a list of keys (1-9, 0, #, *) with dropdown menus for their functions. The '1' key is set to 'Transfer to Phone' with the number '(123) 456 7890'. The '0' key is set to 'Transfer to Operator' with the number '(818) 738 1697'. The '#' key is set to 'Transfer to Voicemail' with the number '(123) 456 7890'. The '*' key is set to 'Use Default'. The 'Return to Previous Menu' button is visible. The interface also shows a search bar, 'Add New Menu' and 'Delete' buttons, and a 'Call Settings' icon in the 'Your Services' section.

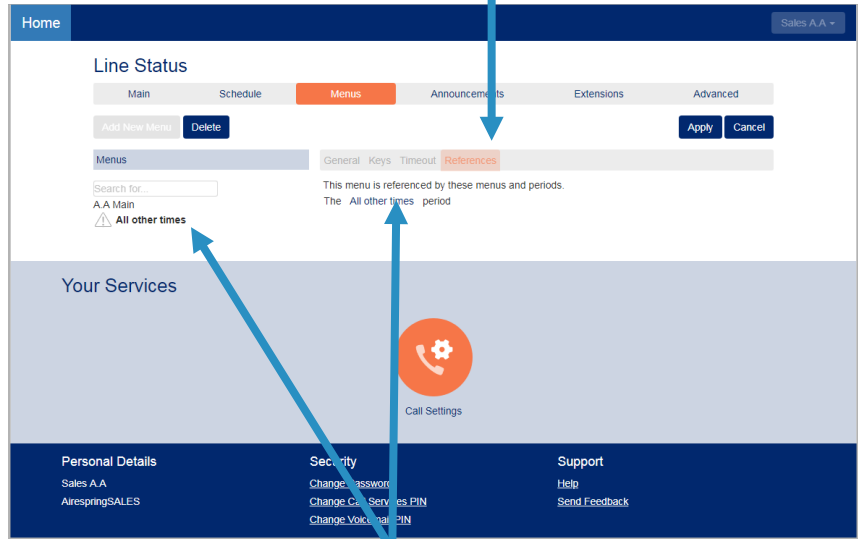
Timeout & References

Timeout
Sub tab

References
Sub tab



Highlighted Menu's
current Timeout settings



Highlighted Menu's
associated Periods

Creating, Recording, and Uploading Announcements

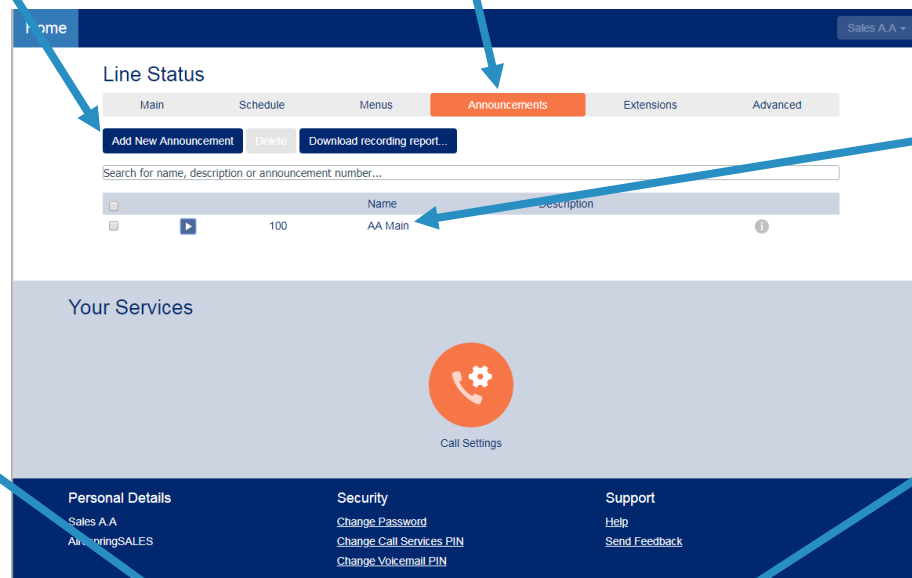
Create New Announcements Pop Up

Announcements tab

Edit existing Announcement

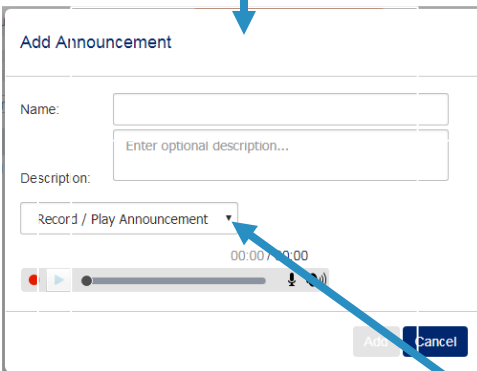
Dropdown for recording options

Record announcement via phone by dialing TUI access number and follow prompts

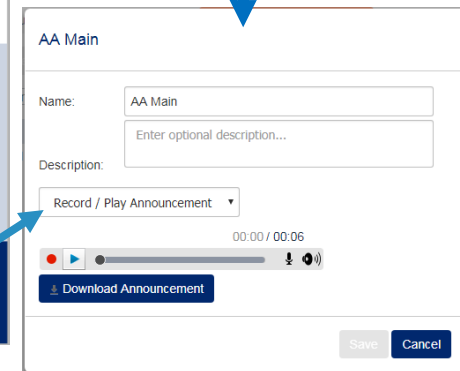


The main interface shows the 'Announcements' tab selected. It includes a search bar, a table with columns for Name and Description, and a 'Download recording report...' button. Below the table is a 'Your Services' section with a 'Call Settings' icon. The footer contains navigation links for Personal Details, Security, and Support.

Name	Description
100	AA Main



The 'Add Announcement' form includes fields for Name, an optional description, and a dropdown menu for recording options. It also features a recording progress bar and 'Add' and 'Cancel' buttons.



The 'Edit existing Announcement' form shows the details for 'AA Main', including its name, description, recording options dropdown, a recording progress bar, and a 'Download Announcement' button. 'Save' and 'Cancel' buttons are at the bottom.

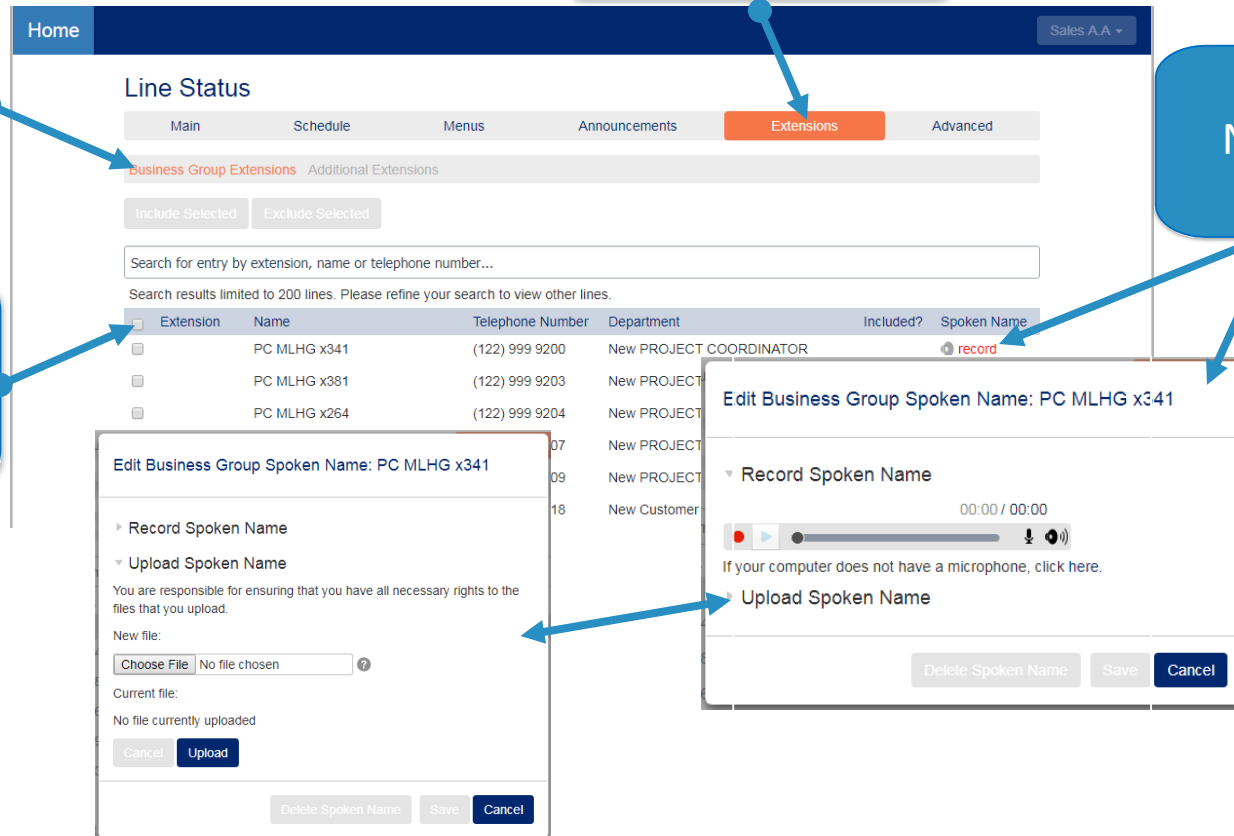
Manage the extensions your caller can transfer to.

Extensions tab

Business Group Extensions Sub tab

Spoken Name Pop Up

Existing BG Extensions List



The screenshot displays the Airespring web interface. At the top, there is a navigation bar with 'Home' and 'Sales A.A'. Below this is the 'Line Status' section, which includes tabs for 'Main', 'Schedule', 'Menus', 'Announcements', 'Extensions', and 'Advanced'. The 'Extensions' tab is selected. Underneath, there are sub-tabs for 'Business Group Extensions' and 'Additional Extensions'. A search bar is present with the text 'Search for entry by extension, name or telephone number...'. Below the search bar, a table lists existing business group extensions. The table has columns for 'Extension', 'Name', 'Telephone Number', 'Department', 'Included?', and 'Spoken Name'. The first row shows 'PC MLHG x341' with a 'record' icon in the 'Spoken Name' column. Two pop-up windows are overlaid on the interface. The first pop-up, titled 'Edit Business Group Spoken Name: PC MLHG x341', contains a 'Record Spoken Name' section with a play button and a timer, and an 'Upload Spoken Name' section with a 'Choose File' button and an 'Upload' button. The second pop-up, also titled 'Edit Business Group Spoken Name: PC MLHG x341', contains a 'Record Spoken Name' section with a play button and a timer, and an 'Upload Spoken Name' section with a 'Delete Spoken Name' button, a 'Save' button, and a 'Cancel' button.

Extension	Name	Telephone Number	Department	Included?	Spoken Name
<input type="checkbox"/>	PC MLHG x341	(122) 999 9200	New PROJECT COORDINATOR		record
<input type="checkbox"/>	PC MLHG x381	(122) 999 9203	New PROJECT		
<input type="checkbox"/>	PC MLHG x264	(122) 999 9204	New PROJECT		

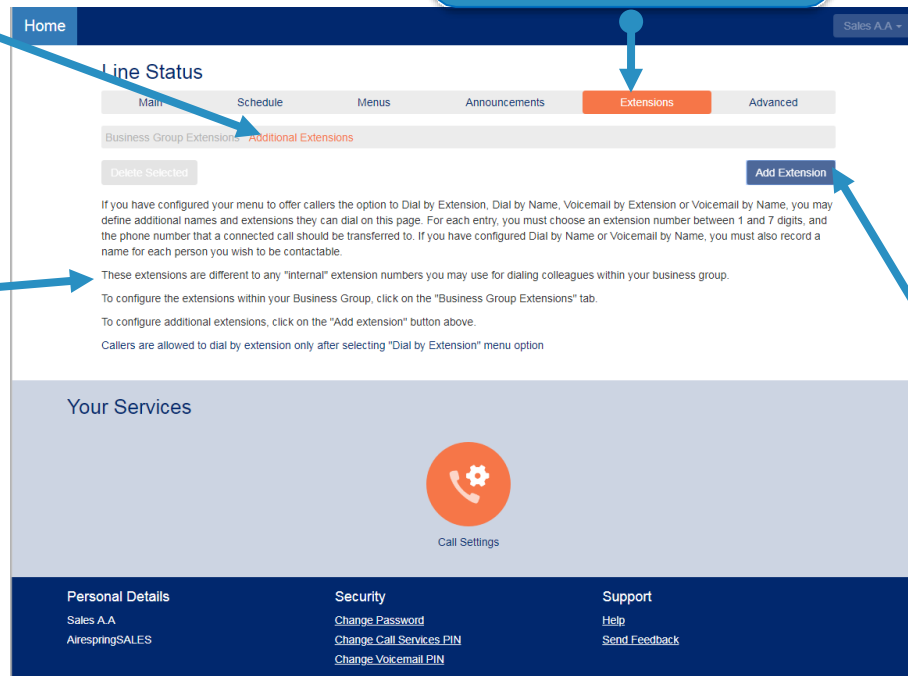
Manage the extensions your caller can transfer to.

Additional Extensions Sub tab

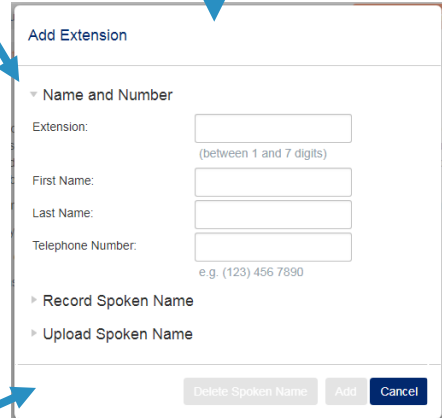
Extensions tab

Rules and requirements for additional extensions

Add Extension Pop Up



The screenshot shows the Airespring web interface. At the top, there is a navigation bar with 'Home' and 'Sales A.A'. Below this is a 'Line Status' section with tabs for 'Main', 'Schedule', 'Menus', 'Announcements', 'Extensions', and 'Advanced'. The 'Extensions' tab is highlighted. Underneath, there is a sub-tab for 'Additional Extensions' and a 'Delete Selected' button. A blue callout box labeled 'Additional Extensions Sub tab' points to this sub-tab. Below the sub-tab, there is a paragraph of text explaining the purpose of additional extensions and a blue 'Add Extension' button. A blue callout box labeled 'Extensions tab' points to the 'Extensions' tab. Below the text, there is a 'Your Services' section with a 'Call Settings' icon. At the bottom, there is a footer with 'Personal Details', 'Security', and 'Support' sections.



The screenshot shows the 'Add Extension' pop-up form. It has a title 'Add Extension' and a dropdown menu for 'Name and Number'. Below this, there are input fields for 'Extension:' (with a note '(between 1 and 7 digits)'), 'First Name:', 'Last Name:', and 'Telephone Number:' (with an example 'e.g. (123) 456 7890'). There are also sections for 'Record Spoken Name' and 'Upload Spoken Name'. At the bottom, there are buttons for 'Delete Spoken Name', 'Add', and 'Cancel'.

These launch the same Pop Ups as previous slide

Configure the advanced settings that apply across all your menus.

Error Handling
Sub tab

Current Timeout
settings

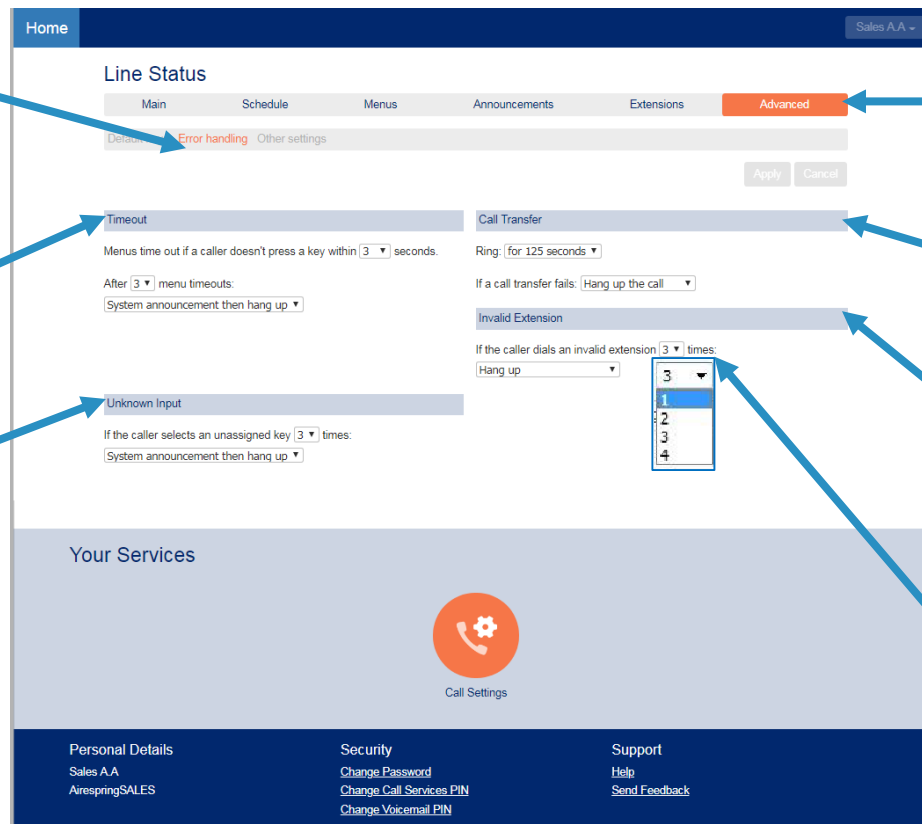
Unknown Input
settings

Advanced tab

Call Transfer
settings

Invalid Extension
settings

Number of
Errors Selection
Drop Down
Menu



Home Sales AA

Line Status

Main Schedule Menus Announcements Extensions **Advanced**

Default **Error handling** Other settings

Apply Cancel

Timeout

Menus time out if a caller doesn't press a key within seconds.

After menu timeouts:

Unknown Input

If the caller selects an unassigned key times:

Call Transfer

Ring: for seconds


If a call transfer fails:

Invalid Extension

If the caller dials an invalid extension times:

1 2 3 4

Your Services

 Call Settings

Personal Details
Sales AA
AirespringSALES

Security
[Change Password](#)
[Change Call Services PIN](#)
[Change Voicemail PIN](#)

Support
[Help](#)
[Send Feedback](#)

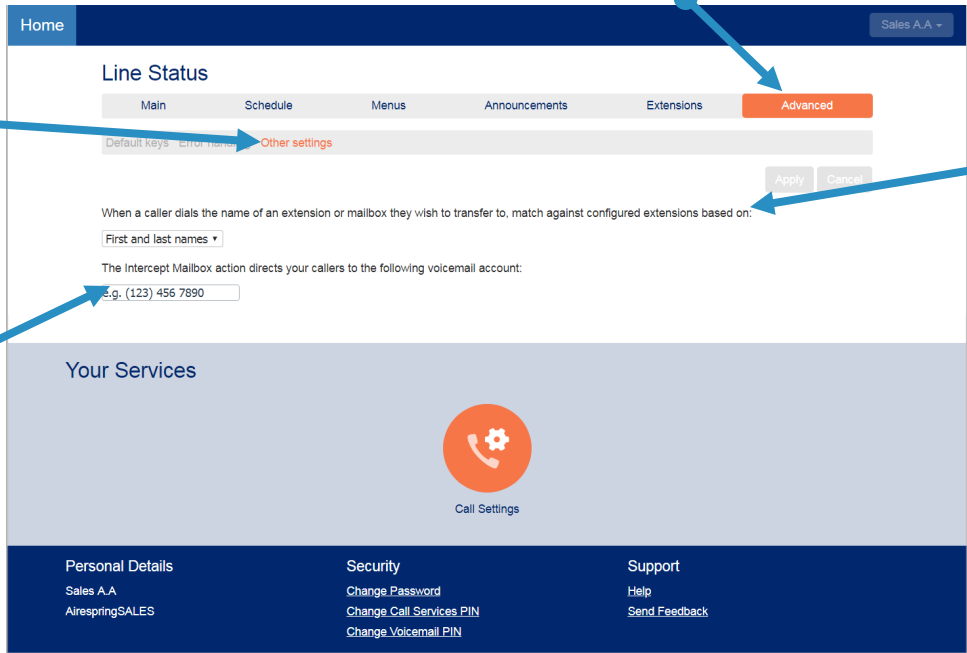
Configure the advanced settings that apply across all your menus.

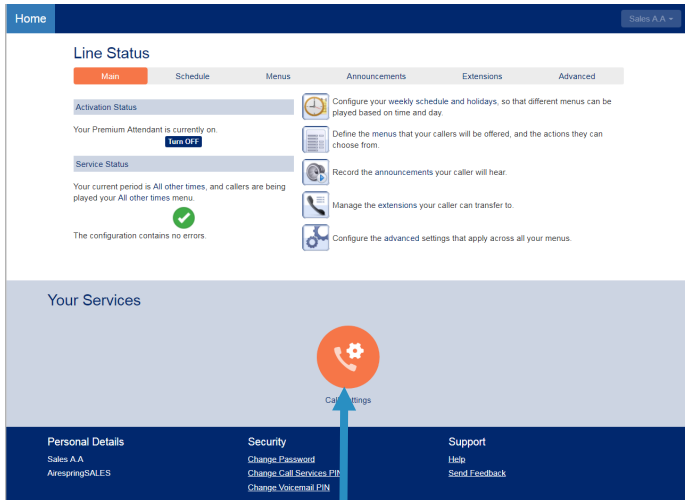
Advanced tab

Other Settings Sub tab

Match extension or mailbox name caller desires to configured transfer function

Number for Intercept Voicemail Mailbox





Home Sales A.A. ▾

Line Status

Main | Schedule | Menu | Announcements | Extensions | Advanced

Activation Status
Configure your weekly schedule and holidays, so that different menus can be played based on time and day.
Your Premium Attendant is currently on. **Turn OFF**

Service Status
Record the announcements your caller will hear.
Your current period is All other times, and callers are being played your All other times menu. **OK**
The configuration contains no errors.

Your Services

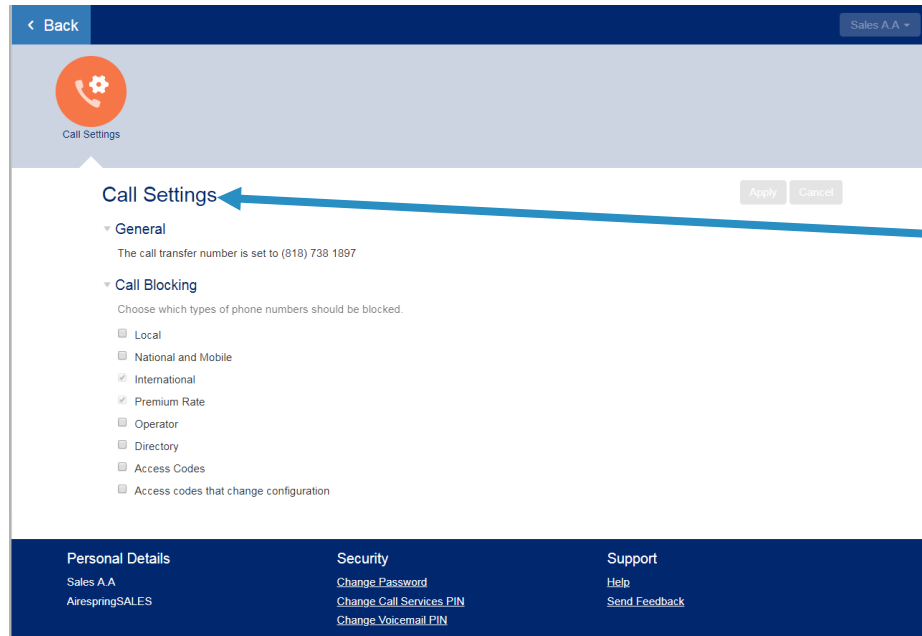
Call Settings

Personal Details
Sales A.A.
AirespringSALES

Security
[Change Password](#)
[Change Call Services PIN](#)
[Change Voicemail PIN](#)

Support
[Help](#)
[Send Feedback](#)

Call Settings Shortcut



< Back Sales A.A. ▾

Call Settings

Call Settings Apply Cancel

- General**
The call transfer number is set to (818) 738 1897
- Call Blocking**
Choose which types of phone numbers should be blocked.
 - Local
 - National and Mobile
 - International
 - Premium Rate
 - Operator
 - Directory
 - Access Codes
 - Access codes that change configuration

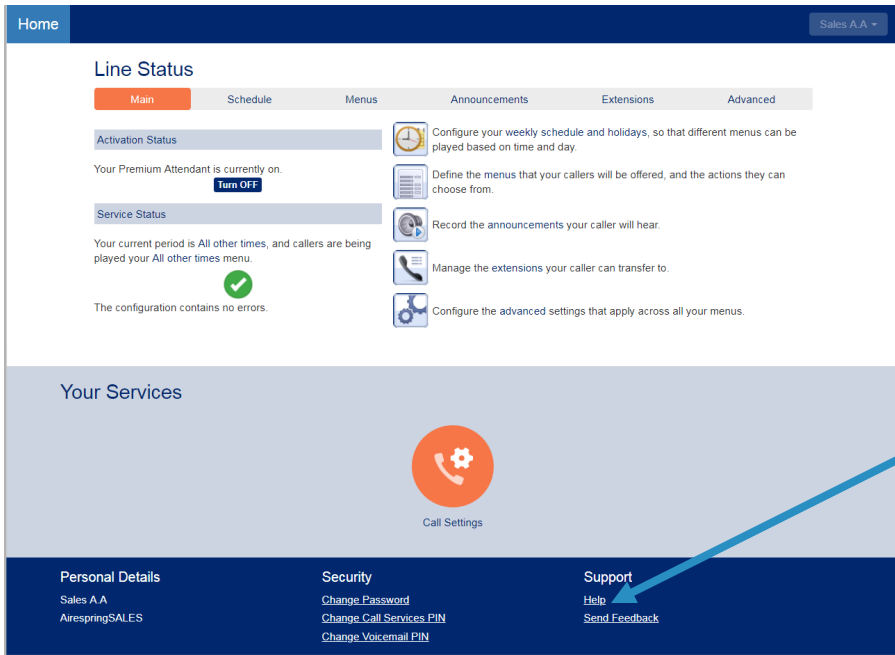
Personal Details
Sales A.A.
AirespringSALES

Security
[Change Password](#)
[Change Call Services PIN](#)
[Change Voicemail PIN](#)

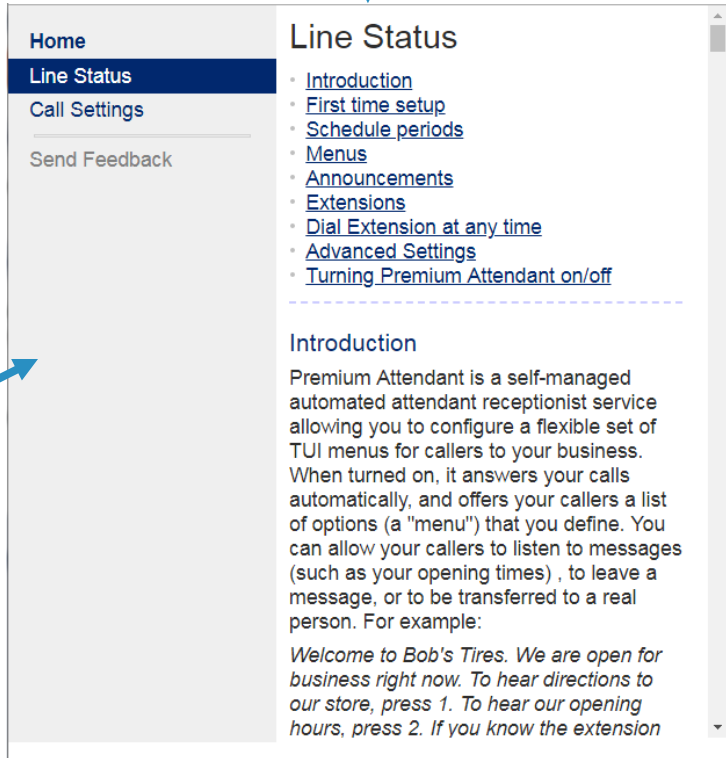
Support
[Help](#)
[Send Feedback](#)

Call Settings

Onboard Help Pop Up



The screenshot shows the main dashboard with a 'Home' header and 'Sales A.A.' user info. The 'Line Status' section is active, showing tabs for Main, Schedule, Menu, Announcements, Extensions, and Advanced. Under 'Main', there are sections for Activation Status (Turn OFF), Service Status (All other times), and a green checkmark indicating no errors. Below this is a 'Your Services' section with a 'Call Settings' icon. At the bottom, there are links for Personal Details, Security, and Support (Help, Send Feedback).



The help pop-up is titled 'Line Status' and lists several topics: Introduction, First time setup, Schedule periods, Menus, Announcements, Extensions, Dial Extension at any time, Advanced Settings, and Turning Premium Attendant on/off. The 'Introduction' section is expanded, showing text about the Premium Attendant service and an example message: 'Welcome to Bob's Tires. We are open for business right now. To hear directions to our store, press 1. To hear our opening hours, press 2. If you know the extension'.