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Cloud, Fully Managed and Connected

Hosted PBX
Administrator Guide

Table of Contents

1 Introduction

1.1 Purpose of this guide

Welcome to the AireSpring phone system!

This guide is intended to help Administrators of the Hosted PBX phone system perform the various tasks needed to administer the system, such as:

- ▶ Adding new lines to the system
- ▶ Setting up your call groups
- ▶ Configuring your automated receptionist.

It is split into sections which describe how to configure a different aspect of your phone system.

There is a glossary at the end of this guide which explains the important concepts your phone system uses.

2   CommPortal Business Group Administrator (BG Admin)

CommPortal provides a web interface to your phone system and allows end users and Business Administrators to modify their settings. There are two CommPortal interfaces.

▶ The first is for regular users to manage their business telephony settings.

▶ The second is for Business Group Administrators to modify both global settings for the business and to modify end-users' settings.

The second of these interfaces is the one which you will use to administer the phone system and is described by this document. For more details on using the first interface, please see the CommPortal Guide.

2.1   Accessing the CommPortal BG Admin interface

To configure BG lines, and to manage their BG's lines and services, a BG Administrator should log in to the CommPortal BG Admin interface using a separate login page to regular users. For example, if BG Line Users log in at https://commportal.airespring.com , a BG Administrator might log in at https://commportal.airespring.com/bg . The BG Administrator login page sends the BG Administrator to the BG Administrator section of the default web UI.

CommPortal is supported on the latest versions of all major browsers and operating systems. This includes:

▶ Microsoft Internet Explorer version 11

▶ Edge

▶ Firefox version 3 or later

▶ Google Chrome (Windows only)

▶ Safari version 5 or later (Mac OS X only)

It is supported on the following operating systems:

▶ Microsoft Windows Vista

▶ Microsoft Windows 7

▶ Microsoft Windows 8

▶ Microsoft Windows 10

▶ Microsoft Windows 11

▶ Mac OS X 10.6, Snow Leopard
   and later, although some features
   are only supported by later versions
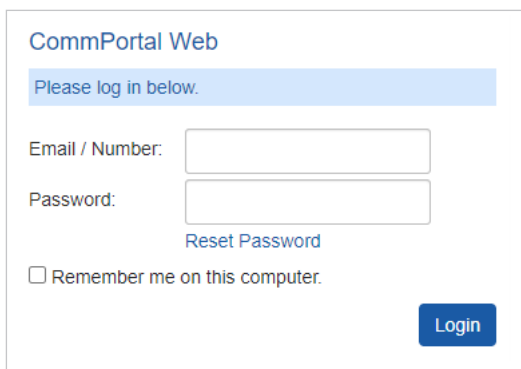
JavaScript must be enabled.

2.2 Accessing the CommPortal BG Admin interface

2.2 Logging into CommPortal BG Admin

The following shows a sample CommPortal login page.

Figure 1: CommPortal login page

To log into CommPortal, follow these steps:

1. Enter a phone number with administrative access.

2. Enter the password.

3. Click on Login.

If this is the first time the phone number is used for a CommPortal logon, please log on to the Subscriber portal first and properly initialize the mailbox. Once completed, the BG Admin logon will be permitted.

2.3 Using CommPortal BG Admin

Once you are logged into CommPortal you will see the Business Group Administrator's homepage.

Figure 2: CommPortal Business Group Administrator homepage
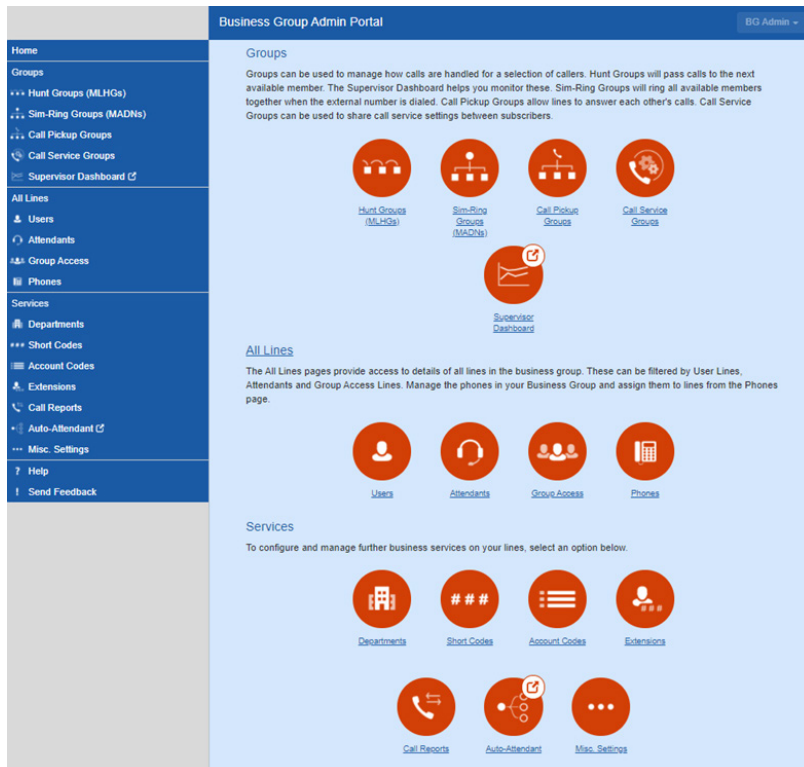
▶ Down the left-hand side of this page are a series of links which take you to the different pages within CommPortal.

▶ Depending on the configuration of your system, you may not have access to all the services shown on this screenshot. You will only see links to features and services that you can view and manage.

▶ The main panel shows the same information as the left-hand sidebar but as a series of clickable icons.

▶ The name of the user you are logged in as is shown at the top of the page. Use the drop-down to reveal a Logout link.

▶ At the bottom of the left-hand sidebar, you can follow links to

▶ Access Help for the screen you are viewing.

▶ Send Feedback, as described below.

2.3.1 Send Feedback

If you encounter a problem when using the CommPortal BG Admin interface, or have a suggestion for an improvement, you can click on the Send Feedback link and submit a report to AireSpring.

Clicking on the Send Feedback link launches a pop-up.

Figure 3: Send Feedback first pop-up.
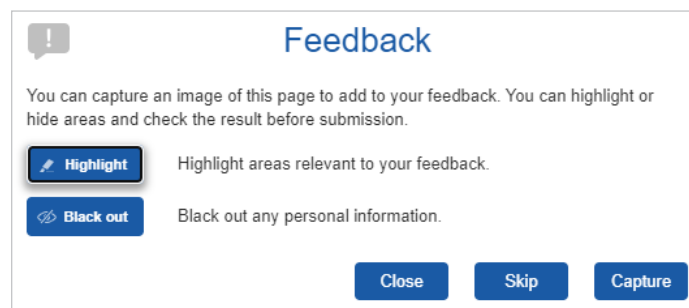
If you want to include a screenshot of the BG interface:

▶ Highlight particular areas of the screen by selecting Highlight, positioning the crosshatch and then dragging – the area that will be included in the screenshot will be highlighted.

▶ Use the Black out option to disguise any personal information.

▶ Click Capture.

▶ If you do not want to include a screenshot, click Skip.

▶ This launches a second screen, with the screenshot on the right (if you have taken one) and a box where you can add a description of the problem you have encountered or enhancement you would like to see.
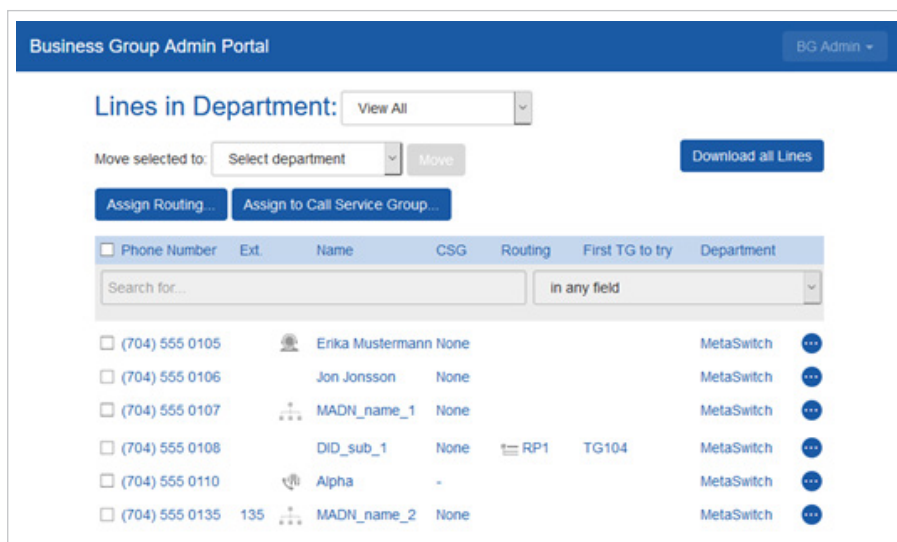
Figure 4: Send Feedback second pop-up.
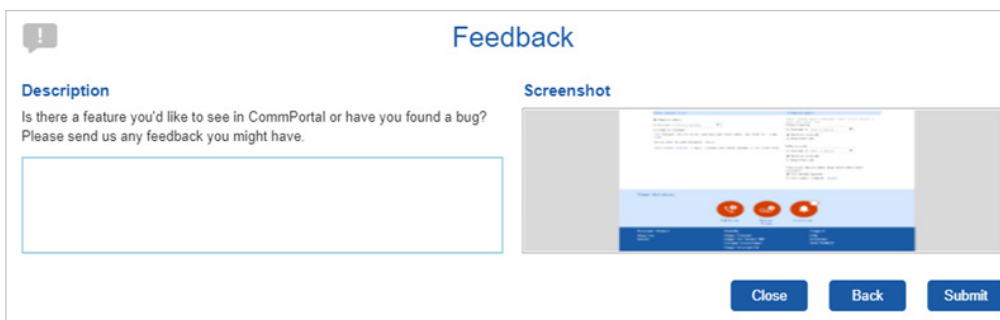
• Click Submit to send your feedback.

3   Managing lines with BG Admin

To manage the lines in your department, click on the All-Lines option on the left-hand sidebar.
Figure 5: CommPortal Business Group Admin Lines display

This menu shows all the lines within the department(s) of which you are an administrator.

3.1   Working with your Business Group Lines

If you manage multiple departments or have any sub-departments in your department, you can select the department or sub-department using a drop-down list at the top of the page. This drop-down also includes a search box, which may be useful if you have a large number of departments in your Business Group. As you type a term in the search box, you will possibly match, and you can then select the department you want.

When View All is selected, the screen includes a department column so that you can see where a particular line is located.

The Download All Lines button on the top right of the screen enables you to download a .csv file giving the name, DN and department of each line, ordered by the department to which the lines belong if you have more than one department.

The Actions icon on the far right of each line has some or all of the following options, depending on the type of line. Each option opens a pop-up where you can view or carry out configuration.

▶ Vew individual settings or view line settings to view configuration for the selected line.

▶ View group settings for this line (if the Line is a member of a Group, for example a Hunt Group)

▶ Edit personal details, for example renaming the line.

▶ Add services to the line.

▶ Reset the line, as described in 4.2.1

▶ Unlock the account.
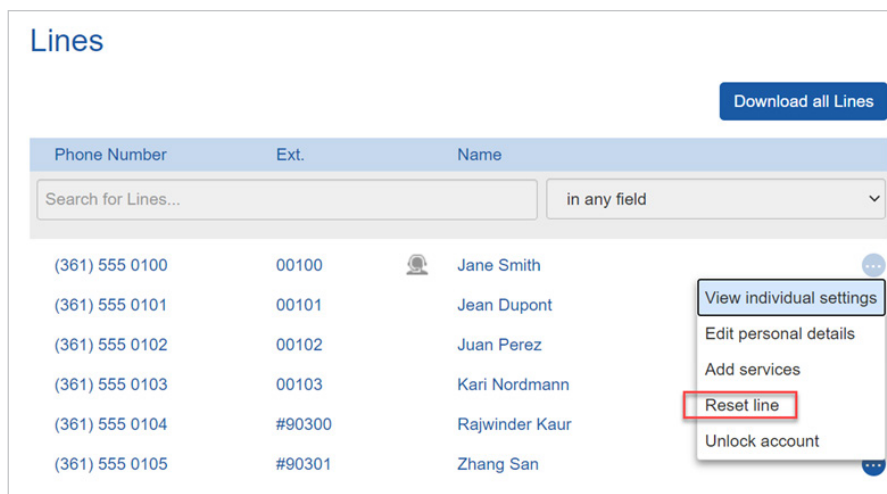
3.1.1   Resetting a Business Group Line

You can use a reset line option on a Business Group line if you need to allocate this line to a different subscriber. Resetting the line removes all the current data associated with the line, including any call lists.

To reset the line:

▶ Expand the Actions icon alongside the line.

▶ Select Reset line.

Figure 6: Actions drop-down

▶ This will launch a pop-up where you should:

▶ Enter the name of the new subscriber.

▶ Choose whether to use the account name as the local calling name (this is ticked by default)

▶ Choose whether to remove the line from all the groups which the previous subscriber belonged to (this is ticked by default).

▶ Click Apply.

▶ You will then see a confirmation pop-up warning you that resetting the line will lose all the data for the line and cannot be undone.

▶ Click Confirm to reset the line or Cancel to leave the line unchanged.

▶ If you click Confirm, you will then see a New User Details pop-up showing the new account name, directory number and all the PINs/passwords, which will have been set to randomly generated numeric or alphanumeric sequences.

▶ You can copy and paste this information into an email to send to the new line user.

▶ The new account created for this new subscriber will not yet be initialized and the subscriber will be prompted to set a new TUI PIN/CommPortal password and record an initial greeting the first time they log in.

3.1.2 Moving lines between departments

To move lines between departments, follow these steps:

1. Select the line using the checkbox to the left of the line.

2. Select the department you wish to move the line to using the drop-down list at the top of the page.

3. Click on the Move button.

3.1.3 Logging into a user's account

To log on as a regular user, follow these steps:

1. Expand the Actions icon to the right of the line and select View individual settings.

2. This will launch the regular CommPortal interface for that line in a new browser window.

For more details on modifying settings on behalf of an individual user, see the CommPortal Guide.

3.2 Departments
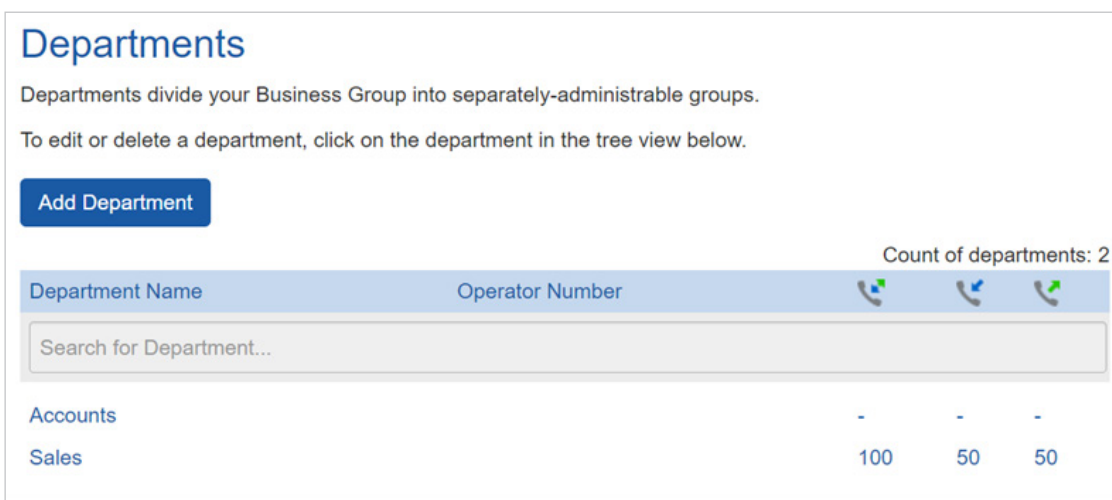
Your Business Group may have a number of departments. You may be able to use the following options in the CommPortal Business Group Admin interface to view and manage your departments. The Departments link is only visible to root BG Admins.

3.2.1 Managing Departments

You will see the following screen when you click on the Departments link in the menu on the left of any page in the CommPortal BG Admin interface.

This displays all the departments in your Business Group, along with any configured restrictions on the number of incoming, outgoing, or incoming/outgoing calls.

Figure 7: Departments page
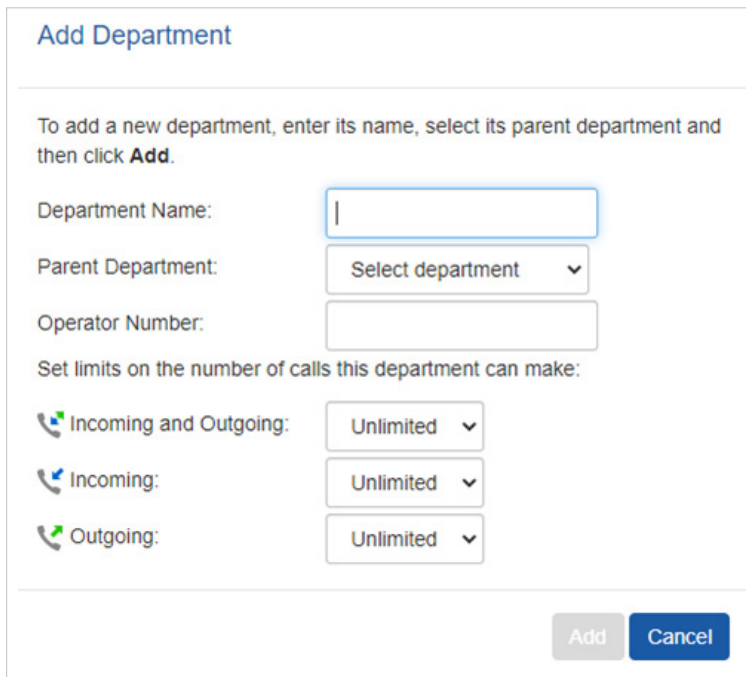
If you have a very large number of departments, you can use the Search for box to find a department. As you type, matching departments are shown, with the matching text highlighted in yellow.

3.2.2 Adding Departments

The BG Admin may be able to create departments within the business group. Each Business Group can have up to 1,000 departments or, if it is configured as a Business Group that supports more than 10,000 lines up to 4,000 departments.

To create a department within a business group, follow these steps:

Figure 8: Add Department dialog box.

1. From the BG Admin Page select the Departments link on the left of the page. Click the Add Department button at the top of the page and the dialog shown above will appear.

2. Enter the following information.

▶ Department Name

▶ Parent Directory – If this is a top-level department, you will use the Business Group Name. If this is a sub department, this will be the upper-level department.

▶ Operator Number – Enter the number of the line that will act as operator for this department.

▶ If you plan to limit the number of calls allowed for this department, enter the following information.

1. Incoming & Outgoing – Enter the total number of combined concurrent calls that this department will be permitted to have active at any given time.

2. Incoming – Enter the total number of concurrent incoming calls that this department will be permitted to have active at any given time.

3. Outgoing – Enter the number of concurrent outgoing calls that this department will be permitted to have active at any given time.

NOTE: To allow any mix of incoming & outgoing to enter the same value in all three fields or set both the Incoming and the Outgoing fields to Unlimited.

Some example departments are shown in 4.3.1.

4   Managing phones with BG Admin

To access the Phones page, select the Phones link on the left-hand side of the page.

Figure 9: CommPortal Business Group Admin Phones display
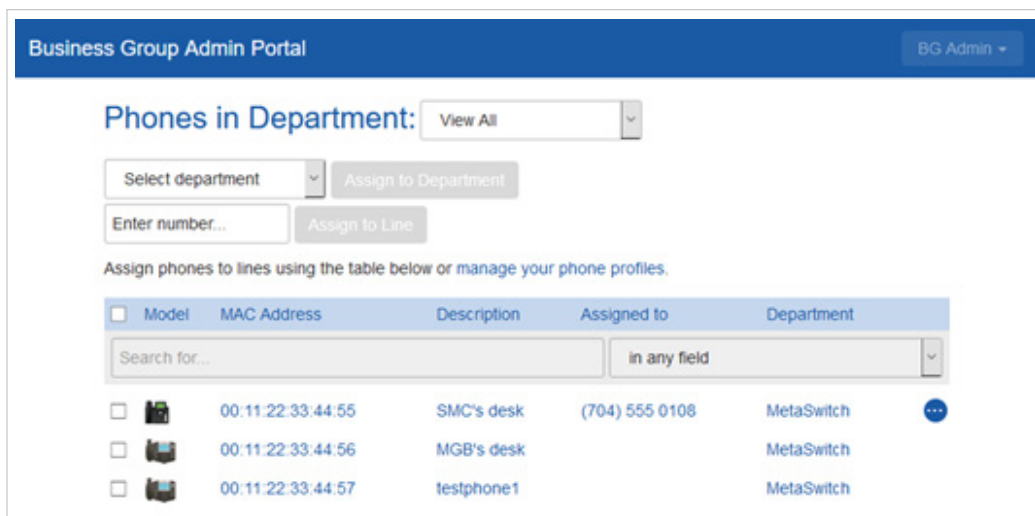
To access the Phones page, select the Phones link on the left-hand side of the page.
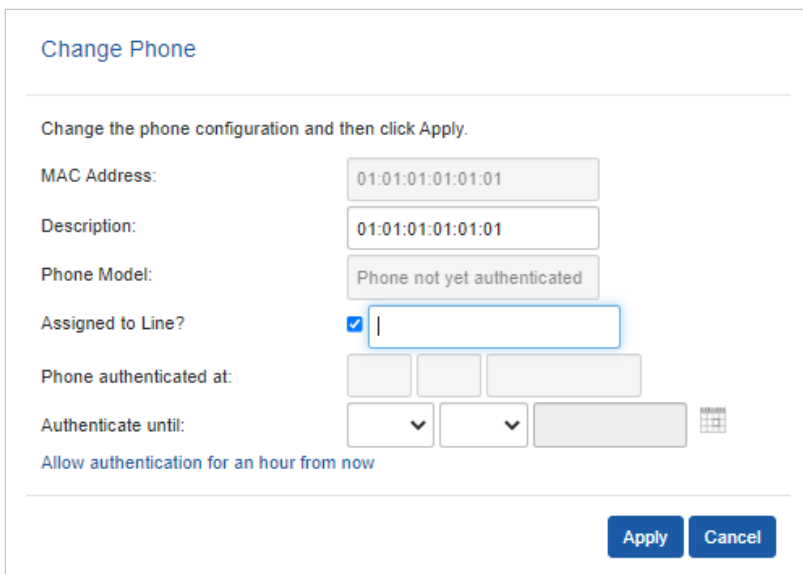
Figure 9: CommPortal Business Group Admin Phones display

This page shows you all of the known phones in the current department. To view the phones in sub-departments, select a different department using the drop-down list at the top of the page.

The Actions drop-down alongside each phone allows you to:

▶ Change phone – make changes to an individual phone (for example, to modify its description or allocate it to a line).

▶ Configure phone – access the phone profile for this individual phone so that you can make changes to it, as described in the following sections:

▶ 5.5, Phone profiles – Endpoint Pack phones

Figure 10: Change Phone dialogue box

4.1 Modify phone description

To change the description given to a phone, follow these steps:

1. Click on the phone entry, or use Actions, Change Phone to launch the pop-up shown in Figure 10: Change Phone dialog box.

2. Enter the new description.

3. Click on the Apply button.

4.2 Moving phones between departments

To move a phone between departments, follow these steps:

1. Select the phone you wish to move to using the checkbox to the left of the phone.

2. Select the department you wish to move the phone to using the drop-down list at the bottom of the page.

3. Click on the Assign to Department button.

4.3 Assigning a phone to a line

To assign a phone to a line, follow these steps:

1. Select the phone you wish to assign a line to using the checkbox to the left of the phone.

2. Enter the number of the line you wish to assign to the phone using the Enter number … box at the top of the page.

3. Click on the Assign to Line button.

4.4 Removing a phone from a line

You may wish to remove a phone from a line if, for example, the phone breaks and you need to assign a new phone to the user's line.

To remove a phone from a line, follow these steps:

1. Select the phone by using the checkbox to the left of the phone.

2. Select the department the unassigned phone should be part of using the drop-down at the top of the page.

3. Click on the *Assign to Department button.*

4.5 Phone profiles – Endpoint Pack phones

This section describes how to work with phone profiles for SIP phones provisioned using an Endpoint Pack, which is the recommended way of deploying these devices.

This section describes how to use the Phone Profile Editor (also called the CommPortal Phone Configurator) to work with Endpoint Pack phone profiles.

4.5.1 Managing phone profiles

To manage the Endpoint Pack phone profiles for the department you are an administrator for, follow these steps:

1. Click the manage your phone profiles link towards the top of the CommPortal Phones page.

2. This launches a new window with the Phone Profile Editor (also called the CommPortal Phone Configurator).

Figure 11: Default Phone Profile Editor

4.5.2   Adding a new phone profile

By default, a department does not contain any phone profiles. To add a new phone profile, follow these steps:

1. Click on the *Create new profile* button at the bottom left of the screen to launch the Create new profile screen which displays pictures of the handsets of all the available phone models.

2. Select the model of phone you want to create a profile for.

3. Click on *OK*.

4. A default profile for the phone will now appear in the Phone Profile Editor.

5. Phone profiles with a yellow triangle in the top left corner are provisioned using the Built-In method and you should refer to section 5.5 for information on viewing and editing these profiles. In most deployment, you will only have Endpoint Pack phones.

Figure 12
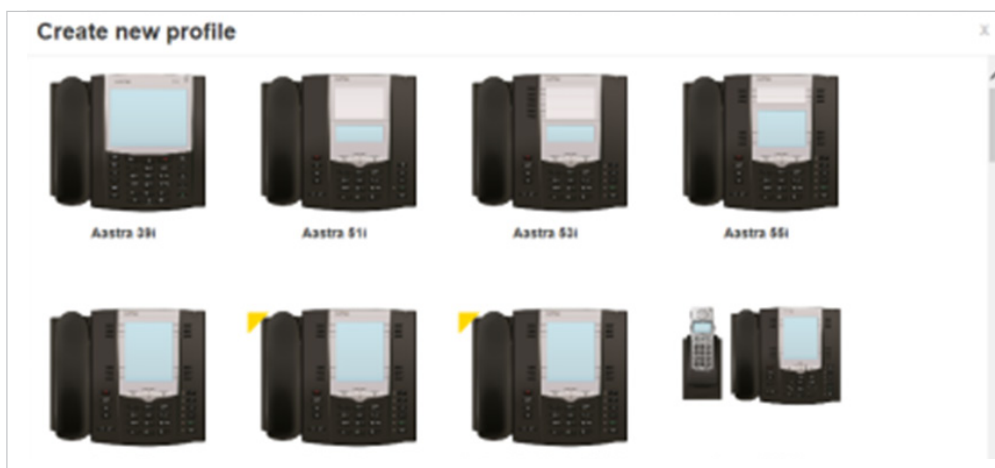
4.5.3   Modifying a phone profile

To open the phone profile that you want to modify, either click on the picture of the phone or select Edit from the drop-down underneath the picture.

Figure 13: Modifying a phone profile.

1. On this screen, you can click on the arrows alongside the headings to expand the individual settings so that you can make changes to them.

2. For each setting, use the drop-down to select a new value.

3. Click the padlock icon if you want to lock or hide this setting so that a subscriber cannot change it.

4. The column on the far right indicates when the default value is set in the phone profile. You can use the Reset all to defaults button at the bottom of the screen if you want this profile to use the default values.

5. Settings that you cannot change will be grayed out.

6. For some phone models, some settings may be grouped together into 'hotspots'.

   ▶ If you hover your mouse over the handset image and a hotspot appears, you can click on this so that only the settings that relate to the keys in this hotspot appear on the right-hand side.

   ▶ Click on any other area of the phone image to restore the full list of settings.

7. Some settings are shared between Phone Profiles and are displayed in a Shared Settings panel.

   ▶ Click Edit shared settings to view and, if you have permission, modify these settings. For example, you may want to enable or disable the use of XML applications for this phone.

8. You can use the Import and Export buttons at the bottom of the screen to export phone settings from one Endpoint Pack phone profile to a file and then import the settings from that file into another phone profile.

▶ Clicking the Export button writes the phone profile data at the current scope in the phone profile hierarchy to a text file in XML format that can be downloaded to the user's PC.
This file will include all settings that have been explicitly configured at the scope being exported but does not contain the first/primary line configuration to avoid you configuring multiple SIP phones to all register with the same SIP line when the file is imported to another phone profile.

▶ Clicking the Import button launches a File Open dialog, where you can select a previously exported data file. The settings are then imported into the currently selected phone profile.
The CommPortal Phone Configurator validates the import file and, if any settings have been changed from the defaults, asks you whether to keep or reset current settings. It then runs the import and applies the settings, modifying the UI to display the new values. It displays warning messages if any settings cannot be applied.

▶ Once all the settings have been imported, you can review the changes before saving them. Valid changes that have been imported are shown in blue. Any invalid changes are shown in red.

9. To save your changes permanently:

▶ Update phone(s) immediately when saving option on the bottom of the UI. Tick this option if you want the changes to be sent to the phone immediately when you select Save changes, rather than waiting for it to be rebooted.

▶ Click on Save changes. Unless you have ticked Update phone(s) immediately when saving, changes won't be applied to the phones themselves until they are next rebooted.

10. To abandon any changes, you have made in this session, or since you last saved, click on *Discard Changes.*

4.5.4   Logging out of the Phone Profile Editor

Close your browser window to log out of the Phone Profile Editor.

4.6   Modifying phone configuration as a user

To log into and modify the phone settings as one of your users, follow these steps:

1. Click on the Individual Line icon to the right of the phone.

2. Follow the instructions on using the Phone Configurator to manage the configuration of individual phones which are given phone model guides at https://airespring.com/resources.

4.7　Copying phone conﬁguration

To copy the conﬁguration from one phone to another, follow these steps:

1. Modify the old phone as the user, by clicking on the Individual Line icon to the right of the phone.

2. Go to the table view, using the table view icon to the bottom right of the screen.

3. Select the Phone Proﬁle object.

4. Select *Edit->Copy.*

5. Exit the Phone Conﬁgurator by closing the window.

6. Now log into the new phone as the user.

7. Go to the table view.

8. Select the Phone Proﬁle object.

9. Select *Edit->Paste.*

10. Click on *Save Changes.*

4.8　Replacing with an identical phone model

To replace a phone with one of an identical model, follow these steps:

Contact AireSpring via a MACD order to have the new MAC address(es) added to your Business Group. If the phone is a replacement via an AireSpring repair ticket, your technician will help you getting the MAC added for you.

1. Using CommPortal, copy the conﬁguration of the existing phone to the new phone by following the instructions in Section 5.8.

2. Using CommPortal, remove the existing phone from the phone line, by following the instructions in section 5.4.

3. Using CommPortal, add the new phone to the line, which was removed from the old line, by following the instructions in section 5.3.

Note: The new phone must be in the same department as the phone being replaced. If it isn't, you or another administrator with suﬃcient permissions must move the phone to the appropriate department before you can assign the line to it. Follow the instructions in section 5.2 to perform this task.

4. Unplug the computer's Ethernet cable from the old phone if one is plugged in.

5. Unplug the telephone Ethernet cable from the old phone.

6. Plug the computer's Ethernet cable into the PC socket of the new phone.

7. Plug the telephone Ethernet cable into the new phone.

8. The new phone should now power up and retrieve its conﬁguration from the server. The new phone will be conﬁgured identically to the old phone.

4.8.1   Replacing with a different phone model

To replace a phone with one of a different model, follow these steps:

Contact AireSpring via a MACD order to have the new MAC address(es) added to your Business Group. If the phone is a replacement via an AireSpring repair ticket, your technician will help you getting the MAC added for you.

1.   Using CommPortal, remove the existing phone from the phone line, by following the instructions in section 5.4.

2.   Using CommPortal, add the new phone to the line which was removed from the old line, by following the instructions in section 5.3.

Note: The new phone must be in the same department as the phone being replaced. If it isn't, you or another administrator with sufficient permissions must move the phone to the appropriate department before you can assign the line to it.

Follow the instructions in section 5.2 to perform this task.

3.   Unplug the computer's Ethernet cable from the old phone if one is plugged in.

4.   Unplug the telephone Ethernet cable from the old phone.

5.   Plug the computer's Ethernet cable into the PC socket of the new phone.

6.   Plug the telephone Ethernet cable into the new phone.

7.   The new phone should now power up and retrieve its configuration from the server. It will have the default configuration defined by any department profiles and can now be configured by the phone user. For more information on department phone profiles, see section 5.5.
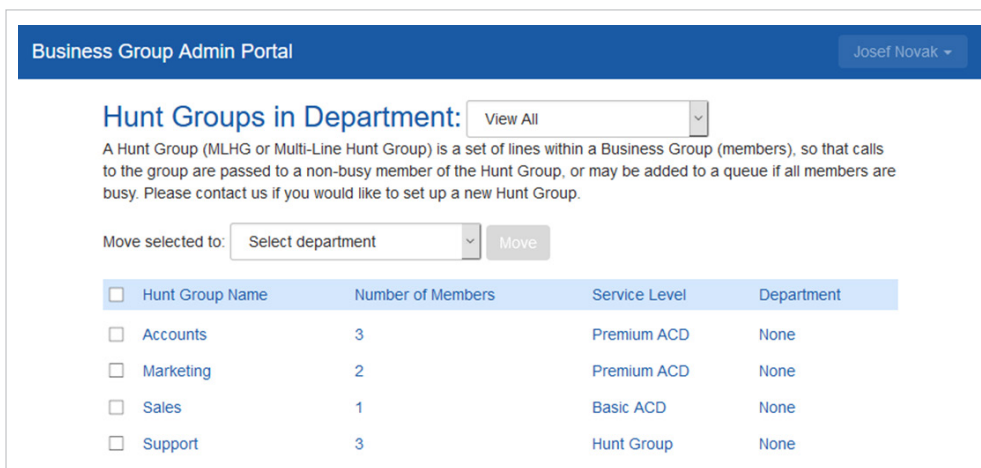
5 Managing Hunt Groups (Multi Line Hunt Groups (MLHGs))

If you are using the Integrated ACD (Automated Call Distribution) feature, you should refer to the Integrated ACD End User Guide for more information on how to administer the MLHGs making up your Call Center. In Integrated ACD, MLHGs are referred to as Queues.

5.1 Viewing Hunt Groups

The Hunt Groups page displays all of the Hunt Groups in the Business Group or department(s) that you have permission to administer.

Figure 28: CommPortal Business Group Admin Hunt Groups (MLHGs) display

To view Hunt Groups in sub-departments, select the sub-department from the drop-down list at the top of the page.

5.2 Moving MLHGs to another department

To move an MLHG between departments, follow these steps:

1. Select the MLHG using the checkbox to the left of the MLHG.

2. Select the department you wish to move the MLHG to using the drop-down list at the bottom of the page.

3. Click on the Move button.

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5.3 Viewing and modifying Hunt Groups

To view the details of a Hunt Group and to modify its settings, select that MLHG by clicking anywhere on its entry on the Hunt Groups screen.

This takes you to a series of tabs for that MLHG.
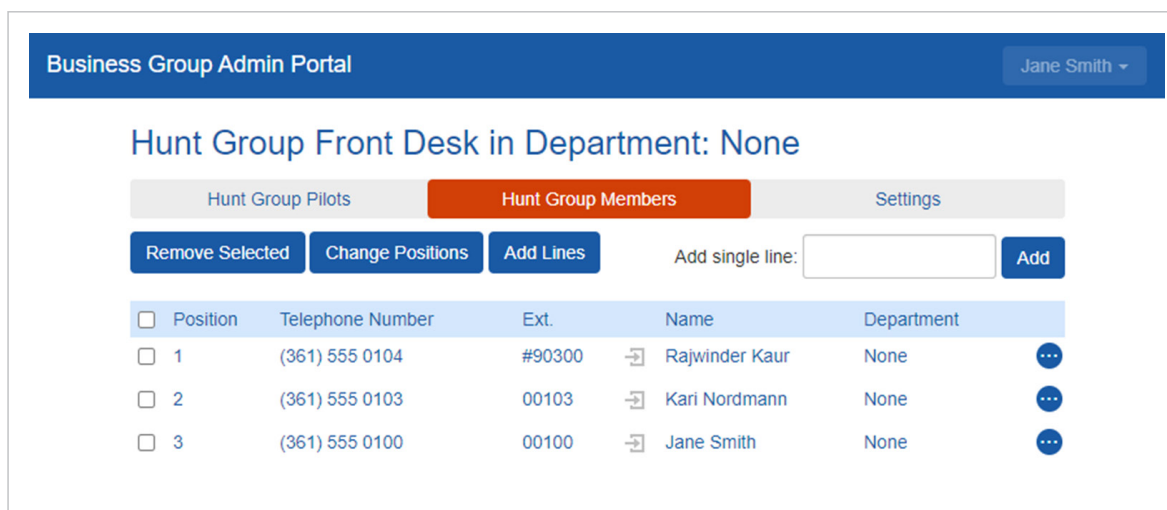
5.3.1 Hunt Group Pilots

The Hunt Groups Pilots tab displays any pilot numbers for this Hunt Group. A pilot number is one which, when called, enters this Hunt Group.

Click anywhere on a Pilot Line entry to access the CommPortal interface for this line. This allows you to carry out any configuration on the Pilot line, for example you can enable or disable the Unavailable Call Forwarding service for this line and configure the forwarding number that would be used if all your lines were unavailable, for example because there was a power outage at your site.

5.3.2 Hunt Group Members

This tab displays all of the lines which are members of this Hunt Group. There is an icon for each line which tells you whether each member is currently logged into this Hunt Group. Your deployment may be configured so that Hunt Groups can contain lines that are external to your Business Group.

Figure 29: Hunt Group Lines tab
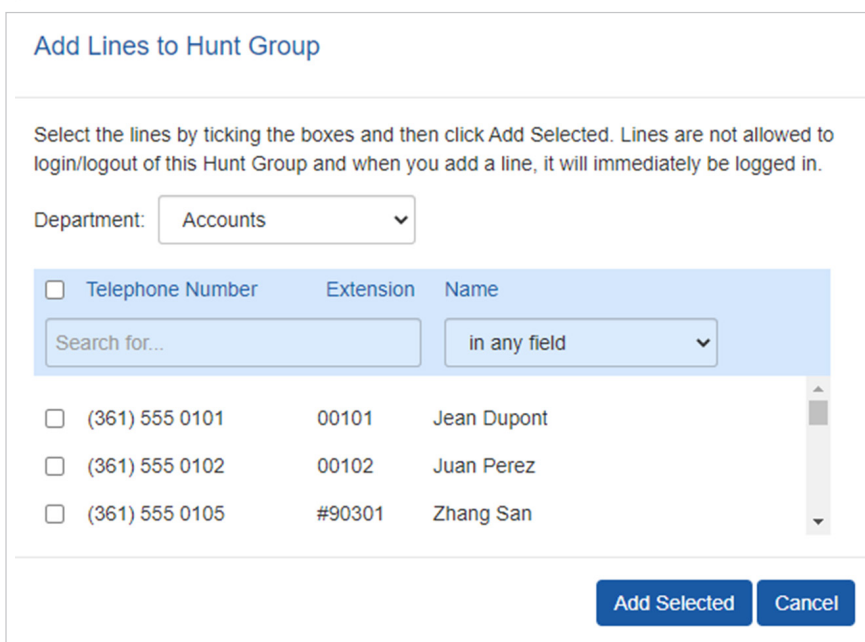
Adding lines

To add lines to the Hunt Group, perform one of the following two steps:

1. If you know the number, enter it in the text box on the top right and click *Add.*

▶ Note that if you want to add an external line to the Hunt Group, you must add it by specifying its full directory number in the text box. You cannot select from a list because this line is not a member of your Business Group.

▶ You cannot add external lines to an MLHG that uses the Integrated ACD service described in 7.4.

2. If you don't know the number, click on *Add Lines.* To select one or more lines to add, use the checkboxes to the left of the lines and click *Add Selected.*

Figure 30: Add Lines to Hunt Group dialog box.

Removing lines

To remove a line from the Hunt Group, follow these steps:

1. Select the line to remove by using the checkbox to the left of it.

2. Click on the *Remove Selected* button.

Changing positions

To change the positions of lines within the Hunt Group, follow these steps:

1. Click on the *Change Positions* button.

2. Move lines up and down using the icons.

3. Click on *Apply.*

Figure 31: Change Line Positions in MLHG dialog box

5.3.3 Settings

The Settings tab lets you view and change various settings for the Hunt Group.

Preferences

The Preferences page allows you to rename the MLHG. To rename the MLHG, follow these steps:

1. Type the new name in the text box.

2. Click on *Apply*.

Hunt settings

The Hunt Settings page allows you to see the call distribution algorithm that is currently in use for this MLHG and other detailed MLHG settings.

You can also use a setting on this page to determine whether the Pilot Line's information (DN and name) is delivered as the Caller ID.

5.4 Integrated ACD
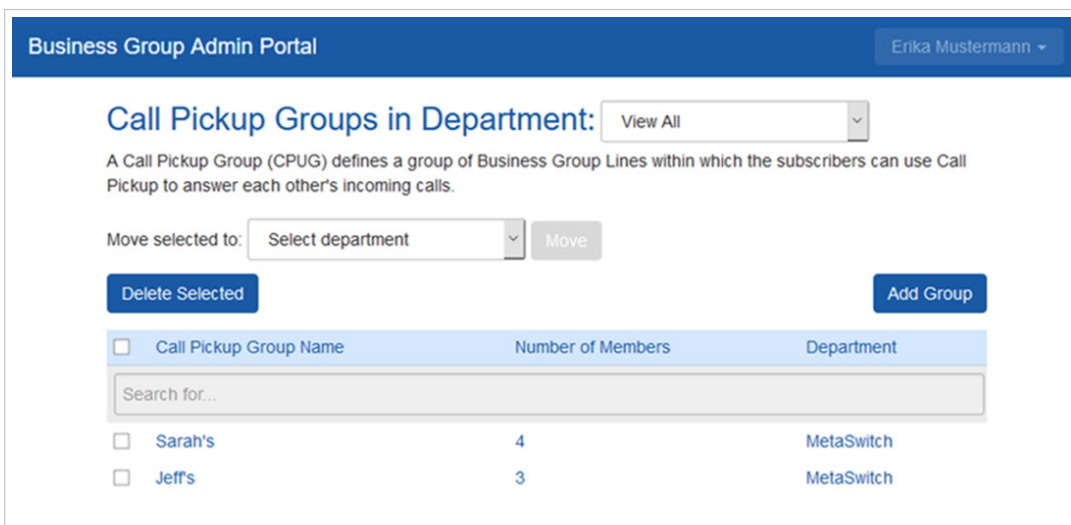
For specifics on the iACD service please refer to the Integrated ACD Guide at https://airespring.com/resources

Managing Call Pickup Groups

5.5 Viewing Call Pickup Groups

The Call Pickup Groups page displays all of the Call Pickup Groups in your department.

Figure 33: CommPortal Business Group Admin Call Pickup Groups display.

To view Call Pickup Groups in sub-departments, select the sub-department from the drop-down list at the top of the page.

5.6 Moving Call Pickup Groups to another department

To move Call Pickup Groups between departments, follow these steps:
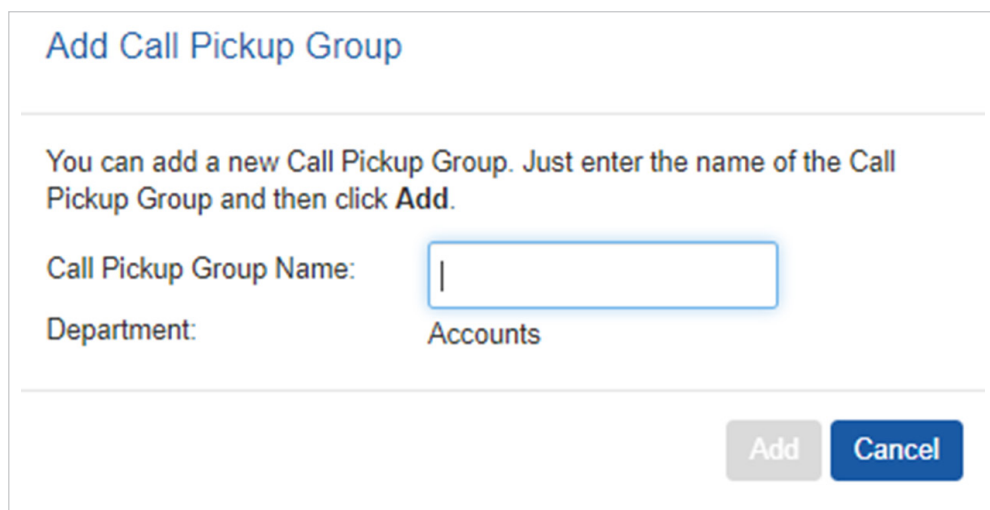
1. Select the Call Pickup Group using the checkbox to the left of the Call Pickup Group.

2. Select the department you wish to move the Call Pickup group to using the drop-down list at the top of the page.

3. Click on the Move button.

5.7 Adding Call Pickup Groups

To create a new Call Pickup Group, follow these steps:

1. Select the Department to which you want to add the Call Pickup Group.

2. Click on *Add Group.*

3. Enter the name of the new Call Pickup Group in the text box.

4. Click on *Add.*

Figure 34: Add Call Pickup Group dialog box

5.8 Deleting Call Pickup Groups

To delete a Call Pickup Group, follow these steps:

1. Select the Call Pickup Group using the checkbox to the left of the Call Pickup Group.

2. Click on the Remove Selected button.

5.9 Viewing and Modifying Call Pickup Groups
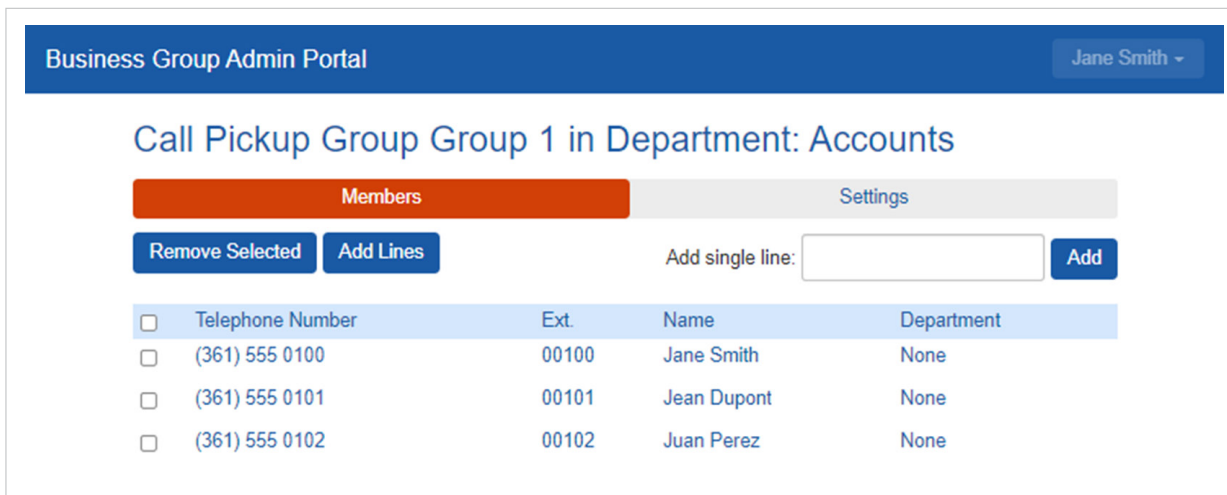
To view the details of a Call Pickup Group and to modify its settings, follow these steps:

1. Select that Call Pickup Group by clicking on its entry.

2. This takes you to the page for that Call Pickup Group.

5.9.1 Managing Call Pick Up Group Members

The Members tab displays all the lines in this Call Pickup Group.

Figure 35: Call Pickup Groups Members tab
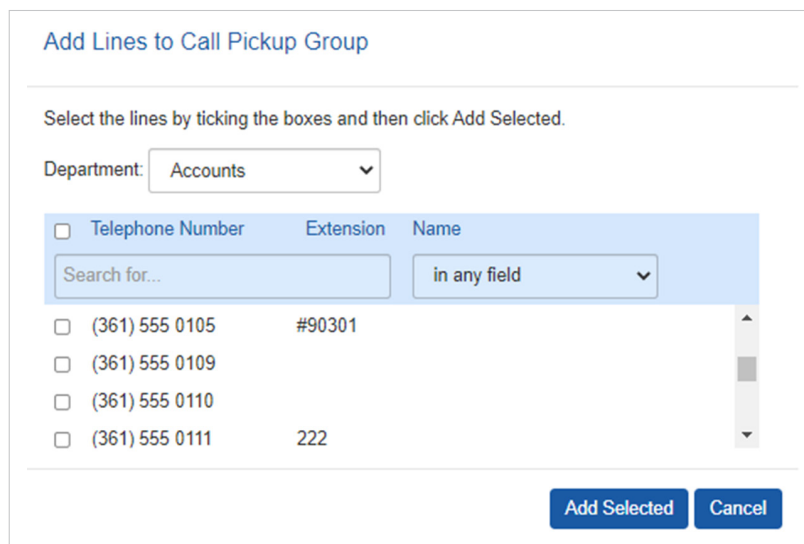
Adding lines

To add lines to the Call Pickup Group, perform one of the following two operations:

1. If you know the number, enter it in the text box on the top right and click Add.

2. If you don't know the number, click on Add Lines. To select one or more lines to add, use the checkboxes to the left of the lines and click Add Selected.

Figure 36: Add Lines to Call Pickup Group dialog box

Removing lines

To remove a line from the Call Pickup Group, follow these steps:

1. Select the line to remove by using the checkbox to the left of it.

2. Click on the Remove Selected button.

5.9.2   Settings

The Settings tab lets you view and change the name of the Call Pickup Group. To change the name, follow these steps:
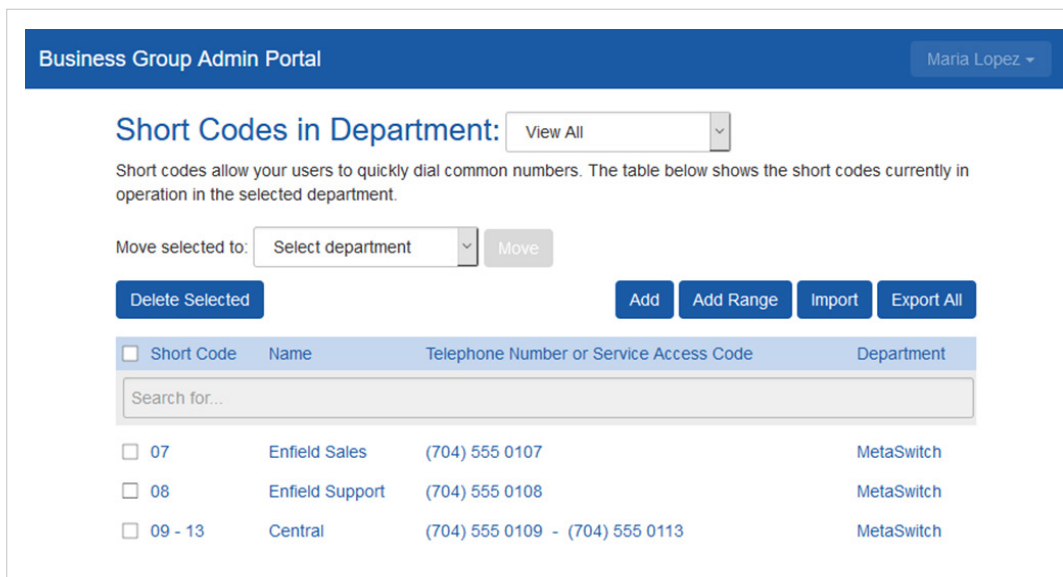
1. Enter the new name in the text box.

2. Click Apply.

Hosted PBX Administrator Guide

6 Managing Short Codes

6.1 Viewing Short Codes

The Short Codes page displays all of the Short Codes in your department.

Figure 37: CommPortal Business Group Admin Short Codes display

▶ **To view Short Codes in sub-departments, select the sub-department from the drop-down list at the top of the page.**

▶ **To view all of the Short Codes for all departments, select View All from the department drop-down list.**

▶ **You will only see the Import and Export All buttons if you are a root administrator for the Business Group. These options allow you to add large numbers of short codes and/or short code ranges and are described in   9.8, Importing and Exporting short codes. A Business Group can have up to 10,000 short codes and/or short code ranges, of which 1,000 can have names.**

6.2 Moving Short Codes to another department

To move Short Codes between departments, follow these steps:

1. **Select the Short Code or Short Code range using the checkbox to the left of the Short Code or Short Code range.**

2. **Select the department you wish to move the Short Code or Short Code range to using the drop-down list at the top of the page.**

3. **Click on the Move button.**

Hosted PBX Administrator Guide

6.3　Adding Short Codes

To create a new Short Code, follow these steps:

1.　Click on *Add*.

2.　Enter the number of the Short Code to add.

3.　Enter the telephone number or internal code, the Short Code should dial.

   ▶　Note that if you are going to add a name, you can only have one short code that contains this telephone number.

4.　If the short code should be in a specific department, use the drop-down to select it.

5.　Optionally add a name for this short code.

   ▶　If this short code is configured with a full national or international number, this name will be delivered as CNAM to the Business Group lines if the external DN matches the incoming caller ID.

   ▶　Named short codes will also be included in Business Group and CommPortal contact lists, including a Business Address book that can be accessed on the CommPortal interface and on supported SIP phones.

   ▶　You can have up to 1,000 named short codes or short code ranges in a Business Group.

6.　Click on *Add*.

Figure 38: Add Single Short Code dialog box
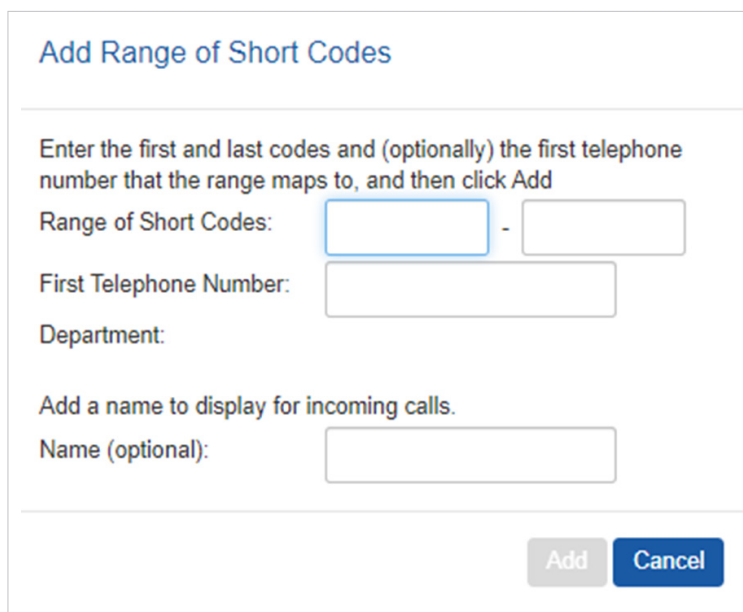
6.4　Adding Short Code ranges

To create a new Short Code range, follow these steps:

1.　Click on *Add Range*.

2. Enter the first and last numbers of the Short Code range to add.

3. Optionally, enter the telephone number or internal code the first Short Code in the range should dial.

4. Optionally, add a name for this short code range. This name will be used for any incoming call from the range of telephone numbers covered by this short code range but will not appear in the Business Group directory or contacts.

5. Click on *Add*.

Figure 39: Add Range of Short Codes dialog box.

6.5 Deleting Short Codes and Short Code ranges
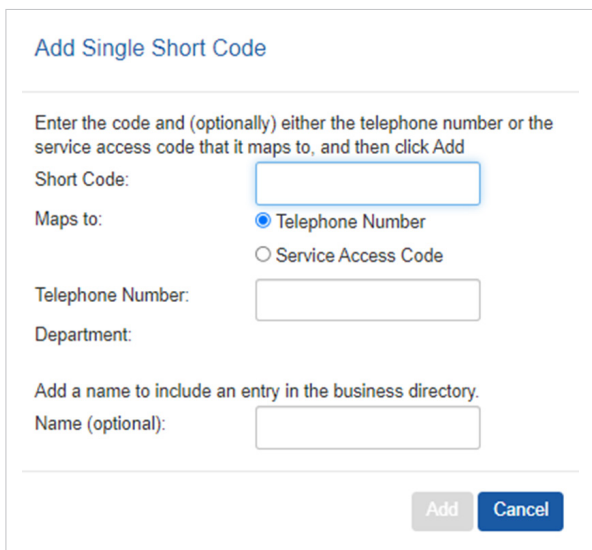
To delete Short Codes and Short Code ranges, follow these steps:

1. Select the Short Code or Short Code range using the checkbox to the left of the Short Code or Short Code range.

2. Click on the Remove Selected button.

6.6 Modifying Short Codes

To modify an existing Short Code, follow these steps:

1. Click on either the Short Code number or the number the Short Code dials.

2. Modify the details.

3. Click on Save.

Figure 40 : Edit Single Short Code dialog box

6.7 Modifying Short Code ranges

To modify an existing Short Code range, follow these steps:

1. Click on either the Short Code range numbers or the numbers the Short Code range dials.

2. Modify the details.

3. Click on Save.

Figure 41 : Edit Range of Short Codes dialog box

6.8 Importing and exporting short codes

You will only see the Import and Export All buttons if you are a root administrator for the Business Group.

The Import and Export All buttons allow you to:

▶ Import short codes and/or short code ranges from a file in CSV format. This is very useful if you need to add a large number of short codes or short code ranges.

▶ Export all the short codes and short code ranges that are currently configured in the Business Group in CSV format.

To import a large number of new short codes, follow these steps:

1. Use the Export All button to generate a CSV file that has all the existing short codes and short code ranges.

2. Add the new short codes and short code ranges to the CSV file, using the same format.

   ▶ Note that you can only have 1,000 entries in the file. If you need to add more short codes, you will need to use several files.

   ▶ You can have a maximum of 10,000 short codes or short code ranges in a Business Group. However, of these, only 1,000 can be named short codes.

   ▶ CSV files can be viewed and edited using Microsoft Excel, but any leading zeros will be removed, large numbers converted to scientific notation, and other characters may be changed unless UTF-8 encoding is used. To avoid data corruption, use the From Text/CSV button and select UTF-8 encoding when importing the short codes CSV file into Excel and also follow the instructions in Keeping leading zeros and large numbers on Microsoft's Support portal to retain any leading zeros or large numbers.

3. Click the Import button.

4. Follow the instructions on the Import Short Codes screen to select the CSV file and mandate what should happen if a short code or short code name already exists. Short codes numbers must be unique, but you can use the same name for more than one short code.

Figure 42: Import Short Codes screen.

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7 Managing Extensions

7.1 Viewing Extensions

The Extensions page displays all of the Extensions in your business.

Figure 43: CommPortal Business Group Admin Extensions display

7.2 Adding Extensions

To create a single new Extension, follow these steps:

1. Click on *Add.*

2. Enter the number of the Extension to add.

3. Enter the telephone number of the line in your business that this Extension should map to.

4. If the option is visible, you can also choose to add a location prefix length for this Extension. Location prefixes allow you to set multiple overlapping Extension ranges in your business. These ranges can represent different physical locations and allow calls within a single location without dialing a location prefix. If you do not want to set a location prefix length for this Extension, leave the value as 0.

5. Click on *Add.*

7.3 Adding Extension ranges

To create a new Extension range, follow these steps:
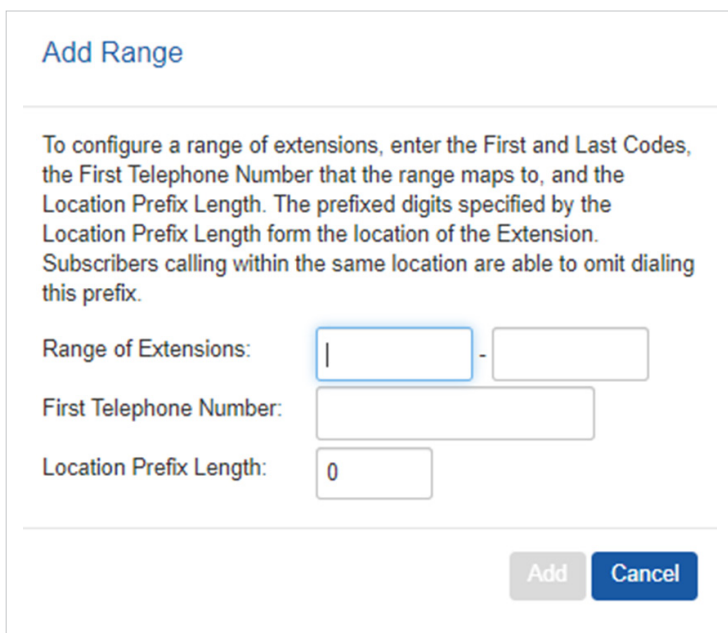
1. Click on *Add Range.*

2. Enter the first and last Extension numbers to add.

3. Enter the telephone number of the first line in your business that this Extension range should map to.

4. If the option is visible, you can also choose to add a location prefix length for this Extension range. Location prefixes allow you to set multiple overlapping Extension ranges in your business. These ranges can represent different physical locations and allow calls within a single location without dialing a location prefix. If you do not want to set a location prefix length for this Extension Range, leave the value as 0.

5. Click on *Add*.

Figure 44: Add Extension Range dialog box

7.4 Deleting Extensions and Extension ranges
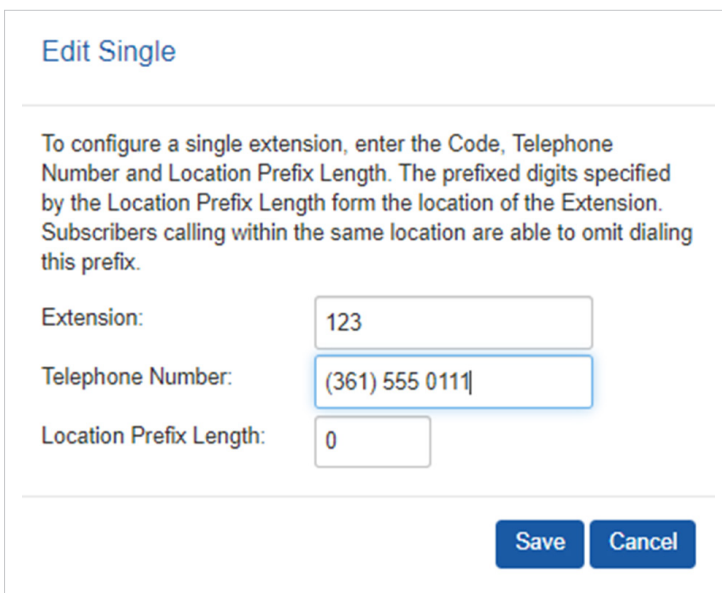
To delete Extensions and Extension ranges, follow these steps:

1. Select the Extension or Extension range using the checkbox to the left of the Extension or Extension range.

2. Click on the *Remove* Selected button.

7.5 Modifying Extensions

To modify an existing Extension, follow these steps:

1. Click on either the Extension number or the phone number of the Extension.

2. Modify the details.

3. Click on *Save*.

Figure 45: Edit Single Extension dialog box
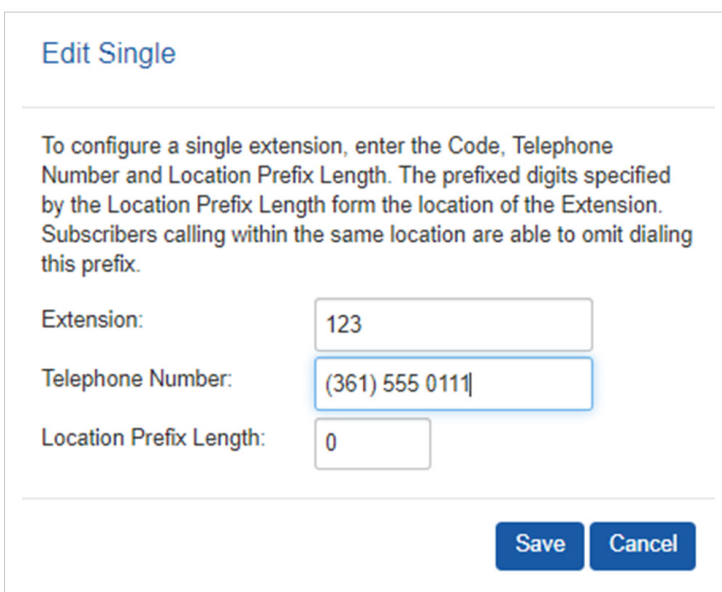
7.6 Modifying Extension ranges

To modify an existing Extension range, follow these steps:

1. Click on either the Extension range numbers, or the phone numbers the Extension range dials.

2. Modify the details.

3. Click on *Save.*

Figure 46: Edit Extension Range dialog box

8 Managing account codes

8.1 Viewing and modifying account code settings
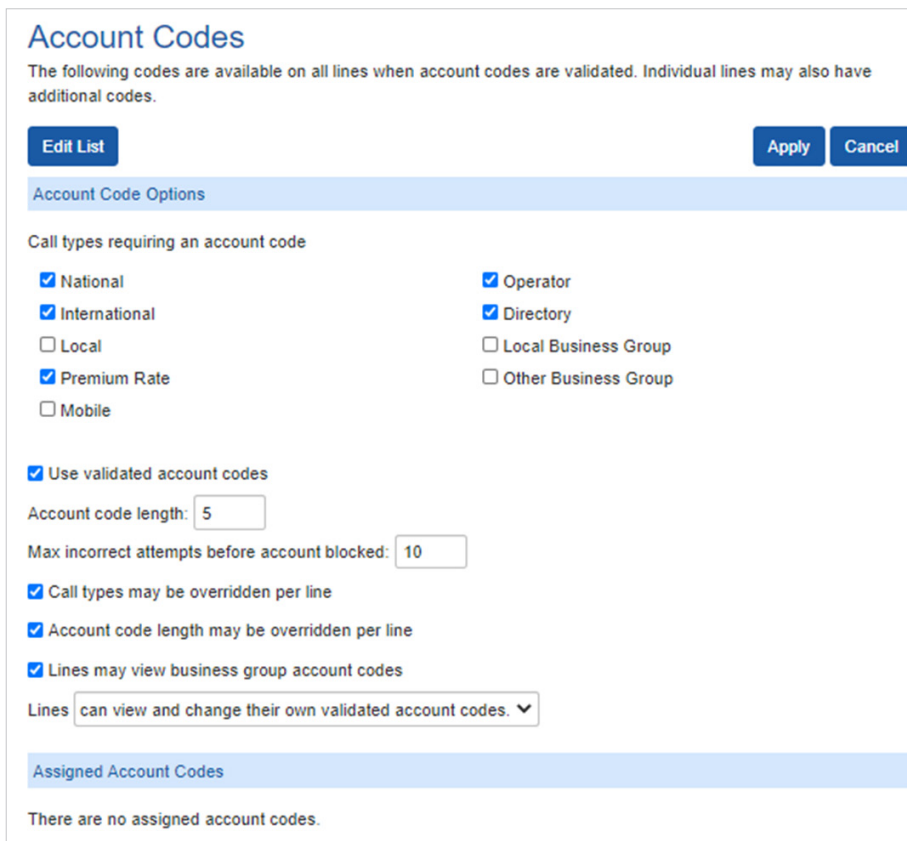
The Account Codes page displays all of your business's account code settings.

8.2 Modifying settings

8.2.1 Modifying call types requiring account codes

Use the checkboxes on the Account Codes page to specify which types of calls will require account codes:

Figure 47: CommPortal Business Group Admin Account Codes display

▶ National – Whether account codes are required for long distance calls.

▶ International – Whether account codes are required for calling international numbers.

▶ Local – Whether account codes are required for local calls.

▶ Premium Rate –Whether account codes are required for premium rate (1-900 number) calls.

▶ Regional – Whether account codes are required for regional calls.

▶ Mobile (only available in areas which are not part of the North American Numbering Plan (NANP)) – Whether account codes are required for mobile calls.

▶ Operator – Whether account codes are required for operator calls.

▶ Directory – Whether account codes are required for directory (411) calls.

▶ Carrier Dialed – Whether account codes are required to make calls when dialing a carrier code (such as 1010000).

▶ Local Business Group – Whether account codes are required for local calls to other numbers within your business. Normally calls within your business will be local calls, but if you have multiple sites calls between numbers may be regional or national calls. In this case you need to use the Other Business Group setting.

▶ Other Business Group – Whether account codes are required for non-local calls to other numbers within your business.

Note: You cannot require an account code for emergency calls, toll-free calls, or calls to service access codes.

Once you have selected the call types, click Apply to save your changes.

8.2.2   Choosing Validated or Non-validated Account Codes

To use Validated Account Codes, follow these steps:

1. Check *Yes* after User validated account codes.

2. Click *Apply.*

To use Non-validated Account Codes, follow these steps:

1. Check No after User validated account codes.

2. Click *Apply.*

8.2.3   Setting account code length

To specify the length that should be used by your account codes, follow these steps:

1. Enter the length in the text box after *Account code length:*

2. Click *Apply.*

8.2.4   Blocking access after incorrect account codes

If you are using Validated Account Codes, a user's phone line will be blocked after an incorrect account code is entered too many times in succession. To change the number of incorrect entries the user is allowed, follow these steps:

1. Enter the value in the text box after *Max incorrect attempts before account is blocked:*

2. Click *Apply.*

8.2.5   Setting individual line properties

To specify whether various settings can also be specified for each line in your business, perform one of the following operations.
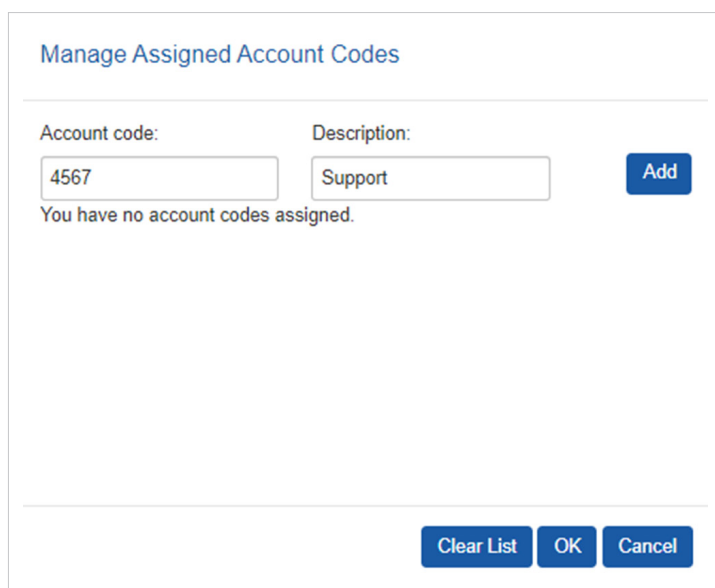
▶ To allow which types of calls require account codes to be changed for each line, check Call types may be overridden per line.

▶ To allow the length of account codes to be changed for each line, check Account code length may be overridden per line.

▶ To allow lines to view the account codes that you have defined for the whole business, check Lines may view business group account codes.

▶ Set whether each line should be able to view, or both view and change, or not view their own account codes by selecting the relevant setting from the dropdown list at the bottom of the Account Code Options section.

▶ If you want to have per line account codes, but don't want the user to be able to configure these, configure these by logging on to CommPortal as that user. This is described in Section 11.3. Once you have made your changes, click Apply to save them.

8.2.6   Configuring account codes

To modify the account codes, click on Edit List at the top of the Accounts code page shown in Figure 47.

The following screen appears.

Figure 48: Manage Assigned Account Codes dialog box

1. To add an account code, follow these steps:

   ▶ Enter the code in the Account code text box.

   ▶ Enter the description in the Description text box.

   ▶ Click on Add.

2. To remove an account code, click the delete icon to the right of the account code.

3. To change the description of an account code, remove it and then re-add it with the new description.

4. Once you have finished making changes, click on OK.

5. To save your changes you must now click Apply.

8.3   Viewing and modifying account code settings for a line

If you want to view or change a particular line's account code settings, follow these steps:

1. Change the settings to allow you to do this as described in Section 11.2.5.

2. Go to the Lines page in CommPortal and log in as the line whose settings you wish to change, as described in Section 4.2.3.

3. Once you have logged in as this user, as described in Account codes.
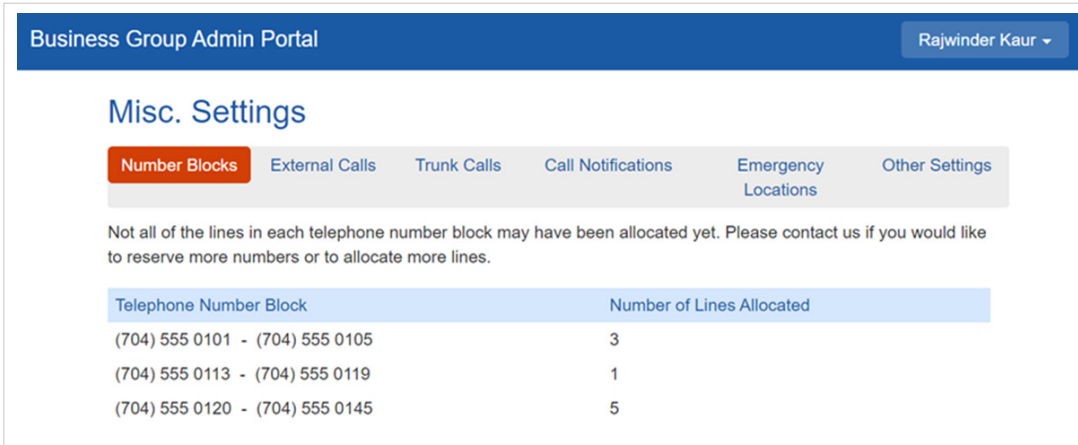
8.4   Business Group Call Logs

Please refer to the Enhanced Call Reports document on https://airespring.com/resources for BG call logs and reports.

9 Viewing miscellaneous settings

The Misc. Settings page allows you to view and change a number of settings associated with your Business Group.

Figure 69: CommPortal Business Group Admin Number Misc. Settings display

It includes the following tabs.

▶ Number Blocks, described in section 13.1.

▶ External Calls, described in section 13.2.

▶ Call Notifications, described in section 13.3.

▶ Managing Emergency Location data, described in section 13.4.

▶ Other Settings, described in section 13.5.

9.1 Viewing Number Block settings

The Number Blocks tab displays all of the telephone numbers which we have assigned to your business.

9.2 Viewing External Call settings

The External Calls tab lets you view the settings that are in place for calls that are external to your business.

▶ External Calls – This can take one of the following values:

▶ Not Permitted – Calls outside of your business are not permitted.

▶ Unlimited – There is no explicit limit to the number of concurrent external calls you can have, but there may be a limit to either the number of Incoming or Outgoing Calls you can make.
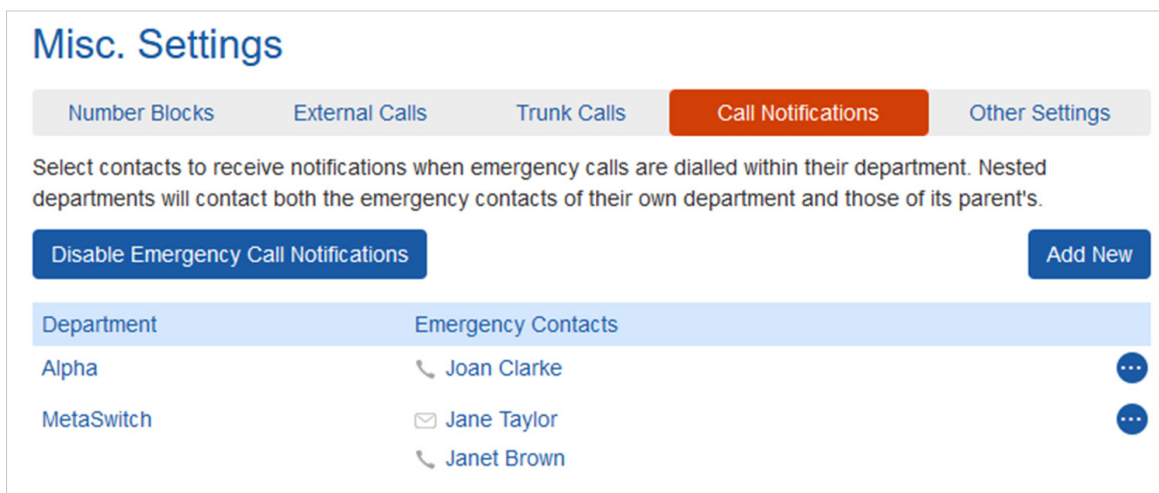
▶ Limited – There is a limit to the number of concurrent calls you can have to numbers outside of your business.

▶ Maximum number of external calls – If the value of External Calls is Limited, the value of this setting specifies how many concurrent external calls there may be at any time.

▶ Incoming Calls – This can take one of the following values:

Not Permitted – Inbound calls from outside of your business are not permitted.

▶ Unlimited – There is no limit to the number of concurrent incoming external calls you can have, although you are still subject to any maximum number of external calls.

▶ Limited – There is a limit to the number of concurrent calls you can have from outside of your business.

▶ Maximum number of simultaneous incoming calls – If the value of Incoming Calls is Limited, the value of this setting specifies how many concurrent incoming external calls there may be at any time.

▶ Outgoing Calls – This can take one of the following values:

▶ Not Permitted – Outgoing calls to outside your business are not permitted.

▶ Unlimited – There is no limit to the number of concurrent outgoing external calls you can have, although you are still subject to any Maximum number of external calls.

▶ Limited – There is a limit to the number of concurrent calls you can have to numbers outside of your business.

▶ Maximum number of simultaneous outgoing calls – If the value of Outgoing Calls is Limited, the value of this setting specifies how many concurrent incoming external calls there may be at any time.

▶ Local carrier code – This is a code that identifies which carrier will be used for any local calls your business makes. It is sometimes called PIC2.

▶ Long distance carrier code – This is a code that identifies which carrier will be used for any long distance calls your business makes. It is sometimes called PIC1.

▶ International carrier code – This is a code that identifies which carrier will be used for any international calls your business makes. It is sometimes called PIC3.

9.3   Configuring Call Notifications

If you are a root BG Admin, you can use the Call Notifications tab to enable or disable call notifications. These Call Notifications are used to alert selected people whenever an emergency call is made by one of the lines in the Business Group.

When Call Notifications are enabled in your Business Group, you can view and amend the targets who will receive either an email or an out-dial notification whenever an emergency call is made by one of the lines in the Business Group. If you are a department administrator, you will only see targets configured in the departments and sub-departments you administer.

Figure 70: Call Notifications tab
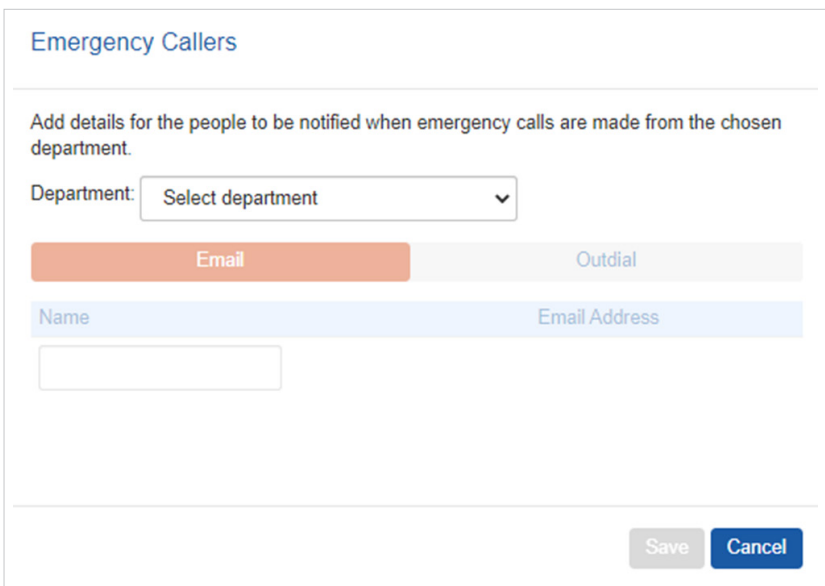
▶   If you want to add a new call notification target, click the Add New button.

▶   If you want to edit an existing call notification target, expand the Actions
      drop-down and click Edit.

Both these actions launch the Emergency Callers pop-up.

Figure 71: Emergency Callers pop-up

▶ Use the drop-down alongside *Department* to select the Department whose lines should trigger a call notification. If some targets have already been configured for a department, these will be displayed on the pop-up.

▶ Select the appropriate tab for either an Email or an Out-dial call notification.

▶ Fill in the name and either the telephone number (which can be any number and does not have to be a line within this Department or Business Group) or email address as appropriate.

▶ Click *Save.*

If this notification target has already been configured at Business Group level and a notification needs to be sent, they will only receive a single notification.

9.4 Viewing other settings

The Other Settings tab lets you view settings for Restricted Subscriber Messaging, the Internal Operator Number, and internal extensions.

▶ Restricted Subscriber Messaging – This determines whether members of this Business Group can send messages only to other members of the same Business Group.

▶ Internal operator number – This determines the number used to access this Business Group's operator and allows you to specify whether you want to allow individual subscribers to set their own call transfer number that is used when a caller reaches a subscriber's mailbox and wants to try the subscriber on another number rather than leave a voicemail. You may want to force these calls to go to an operator, for example your business's receptionist, or let your subscribers optionally set this to a number that they own, for example their mobile number.

▶ Use Internal extensions – This determines whether or not CommPortal displays the Business Group extension number associated with a directory number where possible.

10 Auto-Attendant –Premium Attendant

10.1 Overview

▶ Premium Attendant allows multiple menus with a finer scheduling control.

▶ It also includes more call handling options, such as Voicemail by Name and Voicemail by Extension, as well as greater control over the actions taken for any given key press.

Premium Attendant can also be configured to allow callers to dial an extension at any point in the menu and not just on a Dial by Extension menu option. If you want to use this option, you must enable it as described in 14.2.4 and you should also ensure that your initial greeting mentions the option that a caller who knows the extension they require can dial it immediately.

10.2 Premium Attendant

This section outlines the required steps for configuring the Premium Attendant.

10.2.1 Blocking access after incorrect account codes

Before you start to set up your Premium Attendant, it is a good idea to sketch out the operation of each menu on paper. This allows you to plan what options you need from the menu and how each one will operate.

For example, the main menu for a sales company may include the following options:

1. Have a scheduled Attendant.

2. Provide a main menu for business hours that provides the companies default greeting and menu.

3. Have the ability to transfer to a sales menu that provides additional menu options.

4. Transfer to speak with the Billing department.

5. Dial by name.

6. Dial by extension.

7. Transfer to an operator.

The sketch below shows how this menu would operate, including the key presses to access each option:

Figure 82: Premium Attendant call handling example
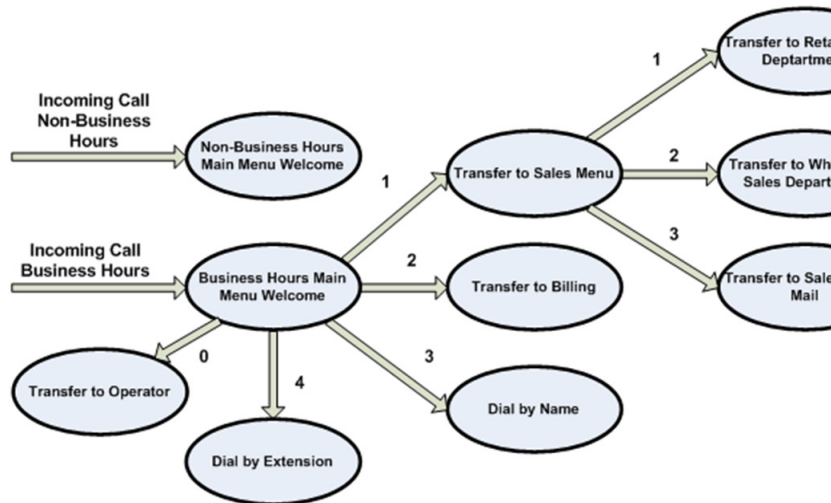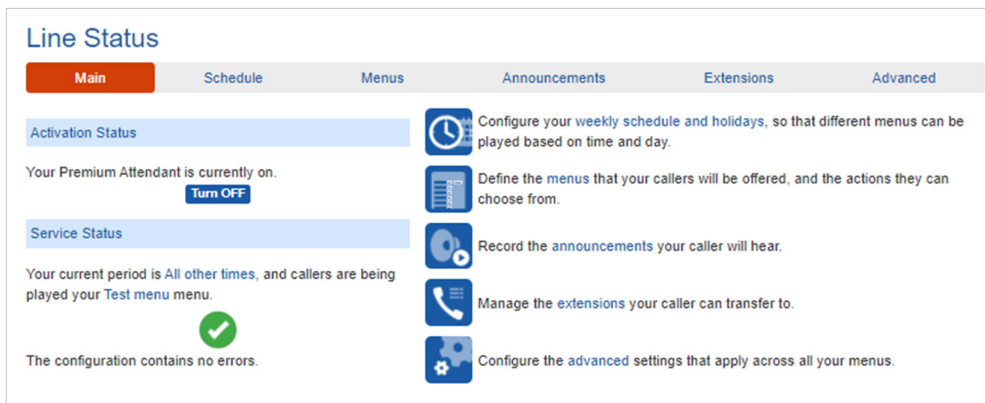
For out-of-hours and holiday operation, Premium Attendant may provide an announcement, for example saying that the business is closed, (without allowing the caller to select any options), or it may provide an alternative set of menu options.

10.2.2 Logging into Premium Attendant

To configure your Premium Attendant log into the Auto-Attendant, following these steps:

From the BG Administrator portal, select Lines and then click the Individual Line icon on the far-right side of the page. As an alternative, you can access the CommPortal user login screen and enter the Premium Attendant Number and Password. The screen then displays the Premium Attendant portal.
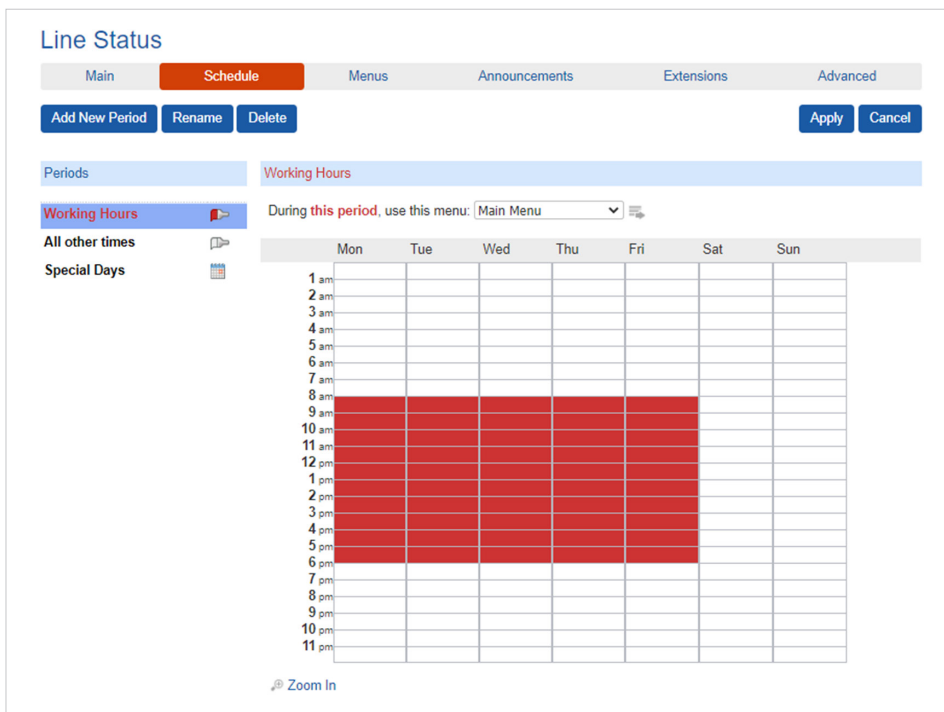
Figure 83: Premium Attendant Portal

10.2.3   Configuring Premium Attendant Schedule

You can configure your weekly schedule by clicking on the Weekly Schedule and Holidays icon. Once in the Schedule screen, click on the Business Hours key and then click on the calendar and, while holding down the left mouse button, drag the mouse across the calendar to indicate the business hours. In the example below, the business hours are Monday – Friday from 9:00 am until 5:00 pm. Any other time is considered non-working hours.

Figure 84: Premium Attendant Schedule tab

Next you will need to select any non-working days such as holidays by clicking on the calendar icon in the Periods section of the Schedule page. You can choose individual non-working days by clicking on the date in the calendar, or you can use the Choose Public Holidays option to automatically add public holidays for your region.

Figure 85: Premium Attendant Special Days
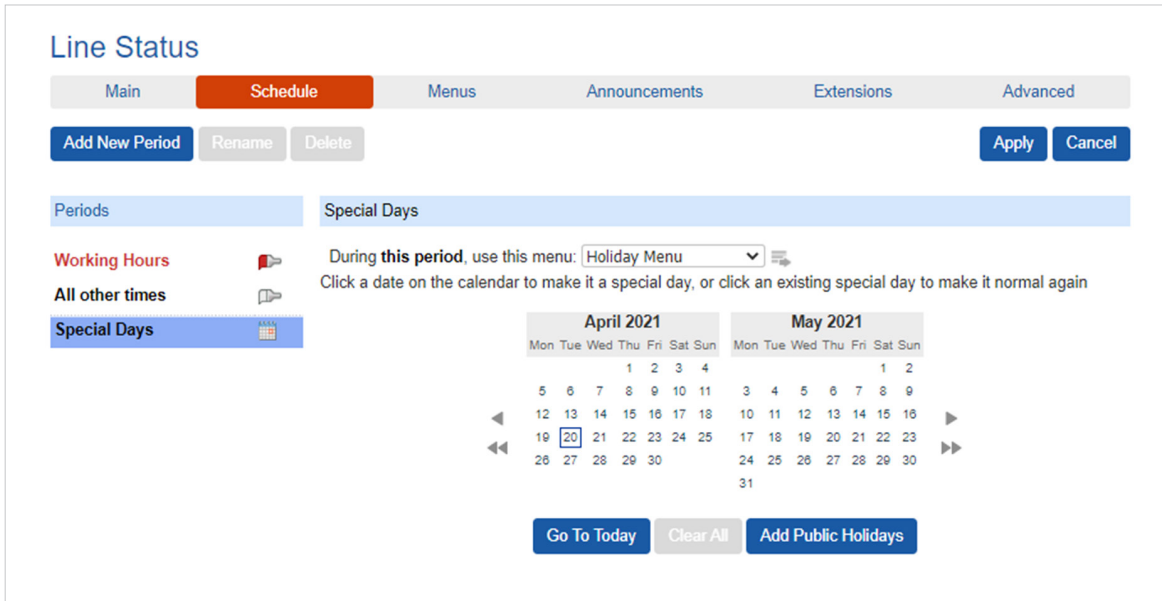
10.2.4 Configuring Premium Attendant Announcements

To use your Premium Attendant you will need to record or upload the announcements that will be played as either your primary Business Hours or Non-Business Hours greeting as well as any other recorded announcements required. The example in section   14.3.1 would require three announcements, one each for Business Hours, Non-Business hours and the Sales menu. Click on the Announcements tab to begin configuration.
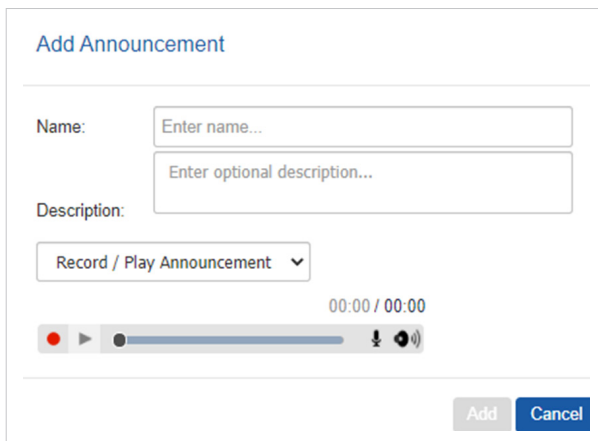
Figure 86: Premium Attendant Announcements tab
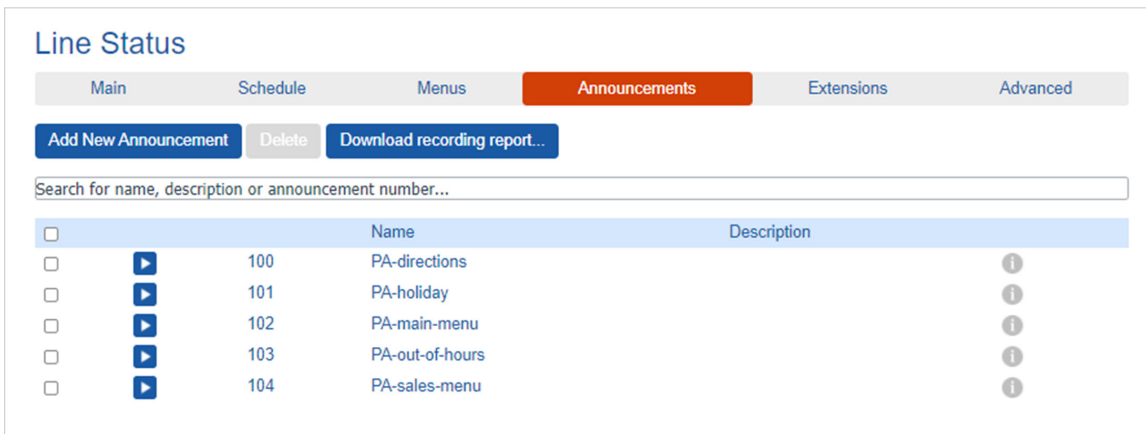
Click the *Add New Announcement* button and then follow the steps below.

Figure 87: Add Announcement
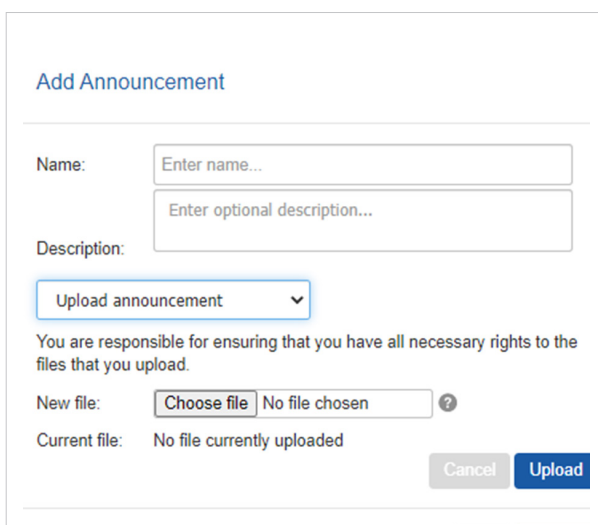
1. Enter the name and description of your announcement.

2. To record your announcement using a microphone or headset connected to your computer, click the red record button.

3. When you have finished recording, press the stop button, and click on the Add button at the bottom of the interface.

To upload pre-recorded announcements, select Upload Announcement from the drop-down menu on the announcement recorder and browse to the location of your announcement and click upload. After your upload has been completed click the Add button.

Figure 88: Uploading an Announcement
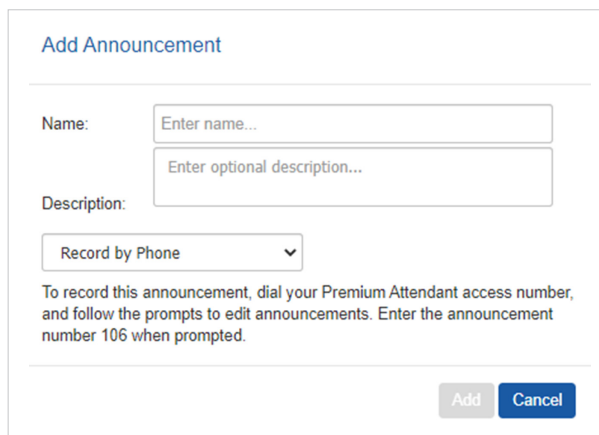
To record the announcement using your telephone, do the following.

1. Create the announcement by adding a name and description and selecting Record by Phone from the drop-down menu.

2. Make a note of the announcement number and then click on the Add button.

3. Dial the main number for your Premium Attendant service provided by your service provider, enter the number for your Premium Attendant, enter the pin and then follow the prompts to record your announcement using the announcement number noted in the previous step.

Figure 89: Recording Announcements by Phone
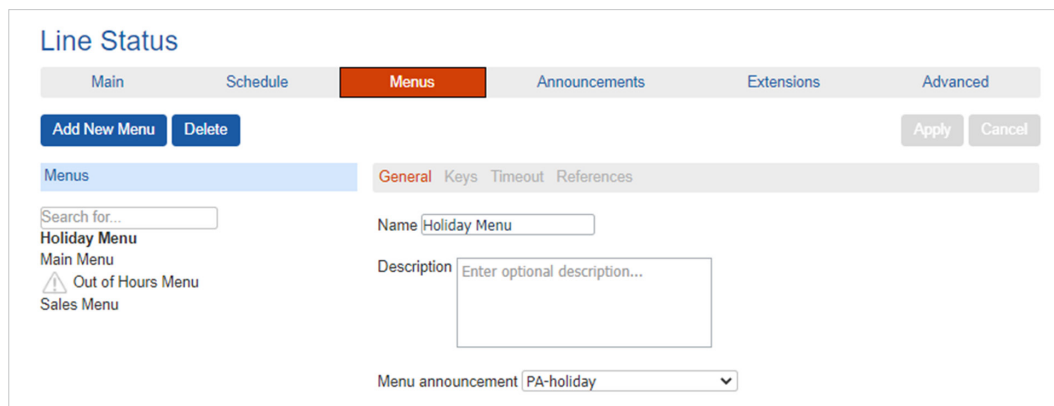
10.2.5   Configuring Premium Attendant Menus

Next you will need to set up your Premium Attendant menu options. By default, there are two menus defined in Premium Attendant. These could be used as your main business hours menu and your main non-business hours menu. You can add additional menus as required by clicking the Add button.

Figure 90: Premium Attendant Menus tab
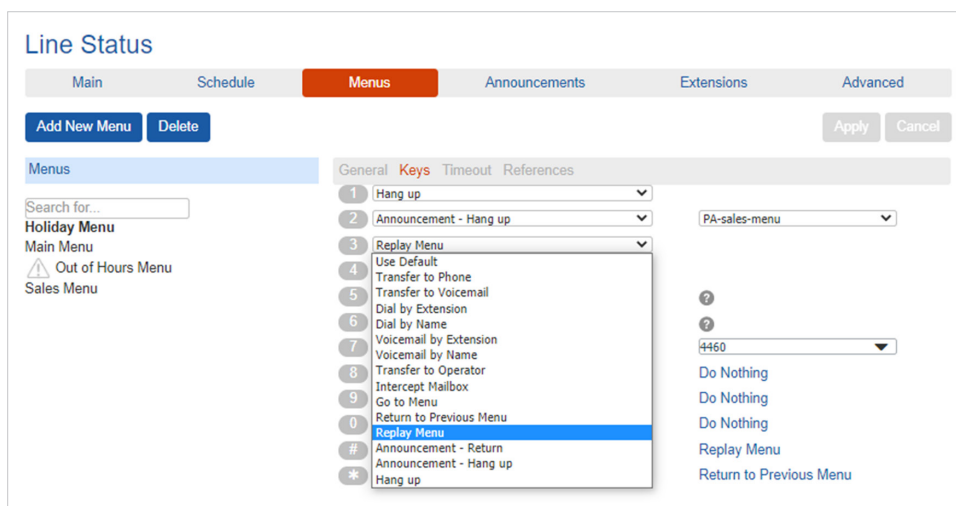
▶ Begin to configure your menu by providing a name and description and selecting the Menu   announcement to be used by this menu, and then click Apply.

▶ Next you will need to configure the action for each key pressed for your menu by selecting the Keys link and then selecting an option using the dropdown menus for each key pressed in the menu.

Figure 91: Premium Attendant key configuration menu

▶ The options available for each key are as follows:

▶ Use Default (This option is default for all keys for new menus)

▶ Transfer to Phone

▶ Transfer to Voicemail (CoS controlled)

▶ Dial by Extension (CoS controlled including whether an announcement is automatically played giving initial instructions when this key is pressed, or whether these instructions must be recorded by the subscriber in the menu announcement)

▶ Self-care by Extension (CoS controlled, allows subscribers with mailboxes only identified by extension numbers to dial in to their mailbox)

▶ Dial by Name (CoS controlled)

▶ Voicemail by Extension (CoS controlled)

▶ Voicemail by Name (CoS controlled)

▶ Transfer to Operator (CoS controlled, and only available for Premium Attendants in a Business Group)

▶ Go to Menu

▶ Return to Previous Menu

▶ Replay Menu

▶ Announcement – Return

▶ Announcement – Hang up.

▶ Hang up.

Next, you will need to configure the timeout behavior of your menu to address callers that do not press a key in this menu. Enter the timeout duration and the timeout behavior from the dropdown list as seen below and click *Apply*.

Figure 91: Premium Attendant key configuration menu
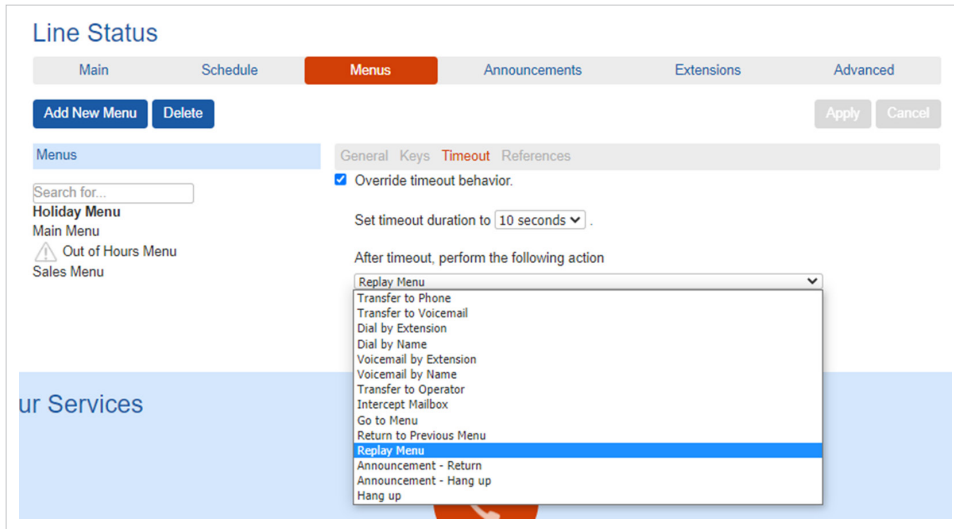
10.2.6   Configuring Premium Attendant Menus

If you plan on using dial by name or dial by extension, you will need to select the extensions and record a name for the dial by name.
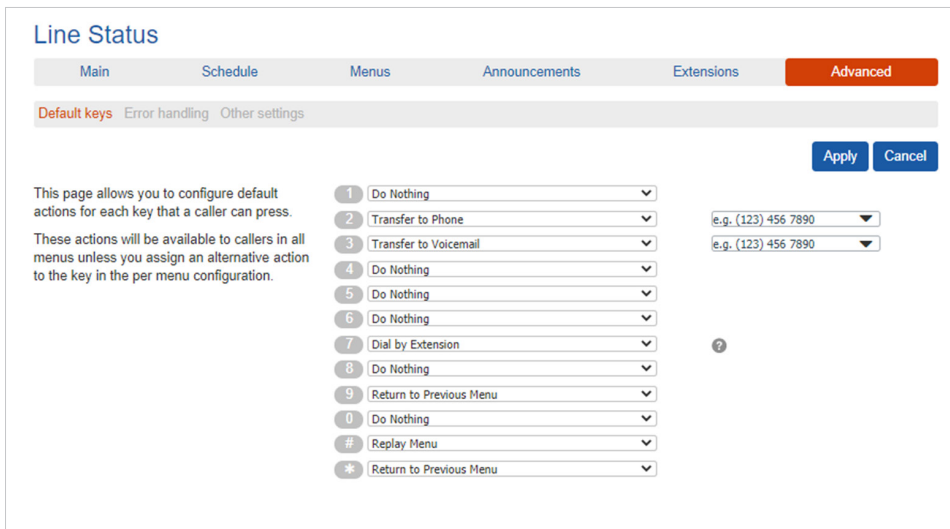
Figure 93: Premium Attendant Extensions tab
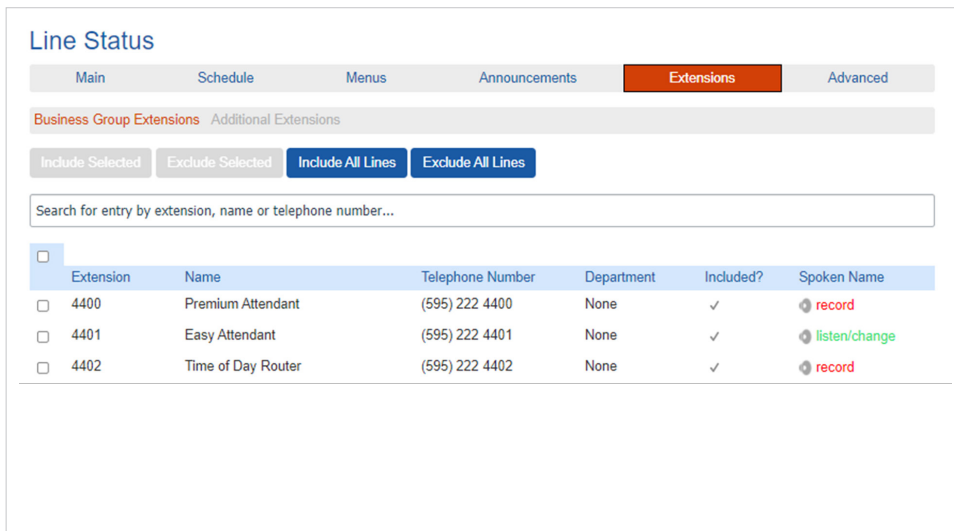
10.2.7   Configuring Premium Attendant advanced options

In order to configure the advanced settings for your Premium Attendant, click on the Advanced tab and define the default handling for each key press. These actions will be available to callers in all menus unless you assign an alternative action to the key in the per menu configuration.

Figure 94: Premium Attendant Advanced Settings tab

Next, click on the Error Handling link and set the value and behavior for Timeout, Call Transfers, Unknown Input and Invalid Extensions.

Figure 95: Premium Attendant Error Handling menu

10.2.8   Activating Premium Attendant

Finally, you will need to activate your Premium Attendant by going to the Main page and selecting the Turn On button.

The Premium Attendant interface uses the following error messages and icons to alert you to incorrect or missing configuration. These are produced on page load and are not updated dynamically.

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▶ The Main tab has a Service Status panel that states your current schedule period and the menu that callers will hear. It also reports if you have errors in any menus, or one or more announcements is missing audio.

▶ The Schedule and Menus pages use a banner line to report any errors.

▶ The following icons are used to indicate incorrect or incomplete configuration

▶ ⚠ Error icon

▶ ⚠ Warning icon

If there are any errors in your configuration, you will be warned against turning on Premium Attendant, and in some cases this will be prohibited. You should therefore resolve the configuration errors before attempting to turn Premium Attendant on.

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11 Meeting Licenses
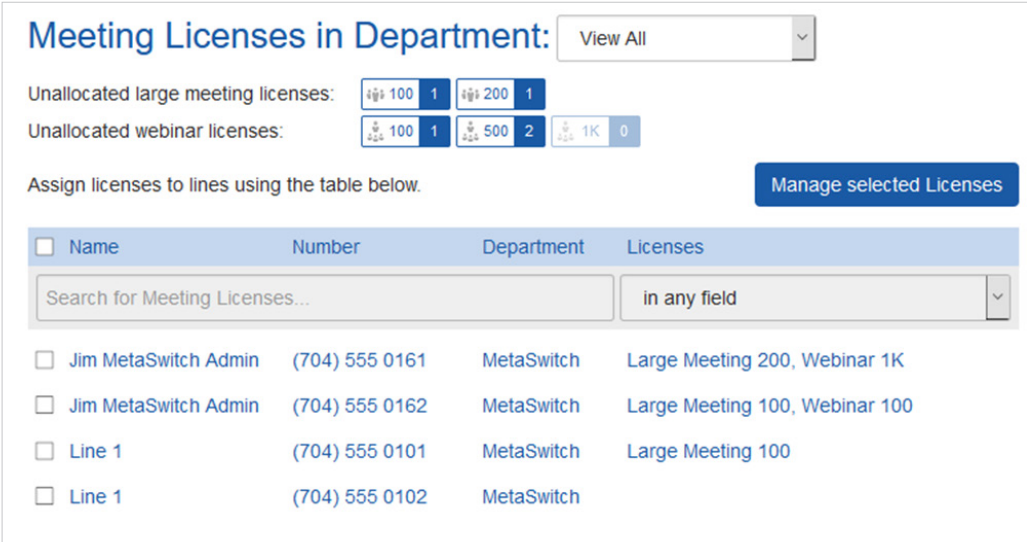
Meeting is a full featured web and video conferencing service. Meeting adds Web, Video and Audio-conferencing capabilities as both a fully integrated unified communications client on MaX UC Desktop and MaX UC Mobile, or as a stand-alone client called MaX Meeting. The MaX UC Desktop V3.00 Refresh client is only available as a fully featured client and cannot be deployed as a stand-alone Meeting or Chat/Meeting client.

Webinars provide a full featured webinar product that includes registration of attendees with custom questions, attendee lists, Q&A, polling, and a chat facility for attendees. Note that Webinars are not supported on the MaX UC Desktop V3.00 Refresh client.

Meeting supports up to 100 participants in a single meeting. However, licenses for Large Meetings can be purchased that permit up to 500 participants. Webinars also require specific licenses that permit up to 1,000 view-only participants. These licenses are assigned to your Business Group by your service provider, but you can use CommPortal to allocate licenses to individual lines as required.

If your system includes Large Meetings and/or Webinars, the Meeting Licenses page shows the licenses currently assigned to your Business Group or Department.

Figure 96: Meeting Licenses screen

▶ Use the drop-down to select the Department where you want to view or change license allocation.

▶ You can then see:

▶ How many licenses of each type are currently unallocated in this Department.

▶ Which lines already have licenses assigned to them.

To change the license(s) allocated to one or more lines:

▶ Tick the checkbox alongside the line(s) you want to change.

▶ Click Manage selected Licenses to launch the Modify Licenses pop-up.

Figure 97: Modify Meeting and Webinar licenses.

▶ Use the radio buttons to select the license(s) that you want to allocate to the line(s).

▶ You can only allocate a license if you have enough unallocated licenses of that type, as shown at the top of the screen.

▶ Some lines in the Business Group or Department might be configured by your service provider to only allow small meetings of 10 or 25 participants. You cannot allocate licenses for Large Meetings to a line that is restricted to small meetings.

▶ To remove a license from a line, click None.

▶ Once you have made your changes, click Save.

12 Music on Hold
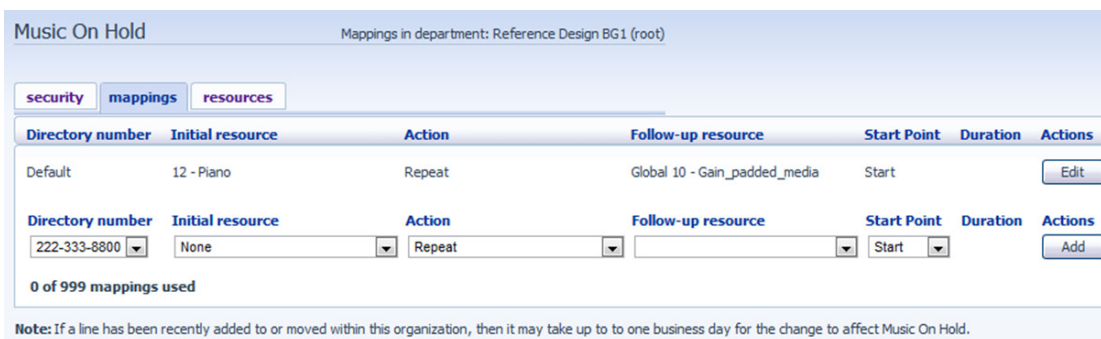
If your system uses Music on Hold, you will be able to access your Music On Hold administration system from the CommPortal BG Admin interface.

12.1 CommPortal access

12.1.1 Logging in

To log into the Music on Hold system, click the Music On Hold link at the bottom of the left hand side of CommPortal. This opens up a new browser window with the Music on Hold administration system.

Figure 98: Music on Hold administration system

If you are the administrator for the top-level department of your business then you will see three links at the top of the page, each taking you to a different section of the Music on Hold administration system.

▶ Security – View and configure your security settings.

▶ Mappings – This section allows you to configure different recordings to be played when different lines within your business put callers on hold.

▶ Resources – This section allows you to upload and manage your recordings.

If you are not an administrator for the top-level department of your business, you will not see Resources as only administrators for the top-level department can manage recordings.

12.1.2 Viewing and changing your security settings

To view your security settings, select the Security section.

Figure 94: Premium Attendant Advanced Settings tab
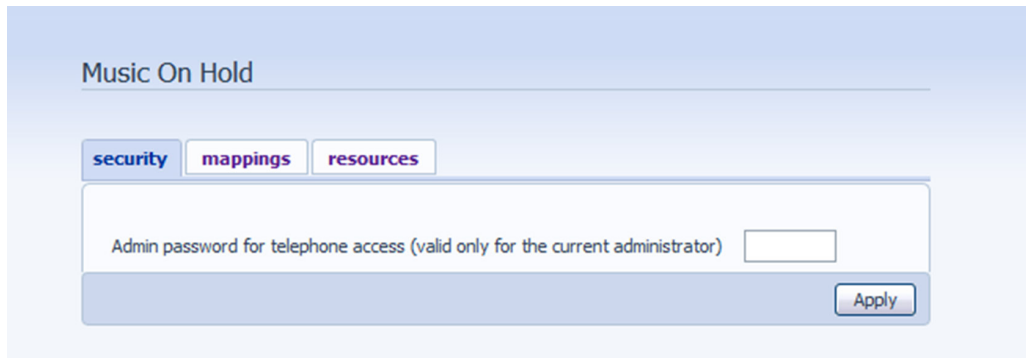
As well as accessing the Music on Hold system using CommPortal, you can also use your phone to access it. Using this page, you can view and change the password you will need to enter to use the phone access. To change your password, follow these steps:

1. Enter the new password in the text box.

2. Click *Apply*.

12.1.3   Managing recordings

To access the recordings section, click on the Resources link.

Figure 100: Music on Hold Resources section

Global Media List

The Global Media List is provided for test purposes only. Please upload your own licensed or self-recorded media files for your business.

Your own recordings

The second section displays any recordings that you have uploaded to the system, either using this web interface or via phone access.

Recording limits

At the bottom of this section, you will see:

▶ How many MB of storage you have used.

▶ How many MB of storage you are allowed.

▶ How many recordings you have uploaded.

▶ How many recordings you are allowed.

The system will not allow you to exceed either your storage limit or the maximum number of recordings you are allowed.

Recording formats

You can upload recordings to the system in either WAV or MP3 format. Recordings should be recorded in 8-bit mono streams. If you currently have a stereo or higher bit rate recording, please use tools such as https://g711.org/ to convert the file prior to uploading them as your MOH file(s).

Adding a recording

To add your own recording, follow these steps:

1. Enter an ID for this recording in the ID text box. This ID must be between 10 and 99.

2. Enter a description for this recording in the Description text box.

3. Click on Browse and select the recording you wish to upload. This must be either a .wav or .mp3 file.

4. Click on *Add.*

Depending on the size of the recording you are uploading this process may take a few seconds.

Modifying a recording

To change the description of a recording, follow these steps:

1. Click on the *Edit* button to the right of the recording.

2. Edit the *Description* field.

3. Click *Save.*

4. To change the volume at which a recording will play, follow these steps:

5. Click on the *Edit* button to the right of the recording.

6. Select a new *Gain* value from the drop-down list.

   ▶ Select 0 to play the recording at its original volume,

   ▶ Select +1, +2 or +3 to play the recording louder, with +3 being the loudest.

   ▶ Select -1, -2 or -3 to play the recording quieter, with -3 being the quietest.

7. Click *Save.*

Playing a recording

You can play a recording that you have uploaded by clicking on the ID or Description link for that recording. Note that this will play the recording at its original volume – the Gain setting has no impact on playing a recording through this interface.

If you want to check the effect of changing the volume of a recording, you should log into the phone interface and play the recording from there. For more details on this, see Section 16.2.1.

Removing a recording

To remove a recording click on Delete to the right of the recording you wish to delete.

12.1.4   Assigning recordings to lines

You can assign recordings either to all lines in your business, or different recordings per line. To do this you need to access the mappings section.

Figure 101: Music on Hold Mappings section

You will now see a list of mappings between the directory numbers of lines in your Business Group or department and the Music on Hold resources that each line uses.

If the department you are an administrator of has one or more sub-departments, you will see links to these at the bottom of the screen.

▶ To manage resources for a line that is in a sub-department, click on the link for that sub-department.

▶ When you have followed the link to a sub-department, an additional link appears at the top of the screen, allowing you to move back up to the parent department.

There is always a default mapping, which is used if you don't specify a mapping for a particular line. This is shown first in the list with Default instead of a Directory number and applies to all directory numbers except for those with their own individual mappings in the list. The mappings screen also shows how many individual mappings you are allowed to create.

Each mapping consists of a series of fields which you can set:

▶ An Initial resource, or recording, which is played when the call is put on hold.

▶ Optionally a Follow-up resource, or recording, which may be played depending on the Action.

▶ An Action, which can be one of:

　　▶ Repeat – The initial recording is played continually.

　　▶ Play Once – The initial recording is played once, and then the follow-up recording is playing continually.

　　▶ Repeat – Initial Interrupted – The initial recording should be interrupted at set intervals by the follow-up recording. This could be used to interrupt music with an announcement indicating that the user is in a queue.

　　▶ Repeat – Follow-up Interrupted – The initial recording is played first. Then the follow-up recording plays continually being interrupted by the first recording.

▶ The Start point field indicates whether the recording will start at the beginning (the value Start indicates this) or whether it should start at a random point of the recording (the value Random indicates this).

▶ The Duration field which is used by the Repeat – Initial Interrupted and Repeat – Follow-up Interrupted actions to indicate how often the repeated recording should be interrupted.

In general, your Service Provider will configure a Default resource to be played as a single, repeating resource.

▶ If you are an administrator for the whole Business Group, you can override this mapping for the whole group and all its departments, to use a different resource or a combination of resources.

▶ If you are an administrator for a department within the group, you can override the default mapping for your department and any sub-departments.

▶ If you have not changed the default, it appears with an Override button to the right (instead of the Edit button shown for other mappings).

Adding a mapping

To add a mapping for a particular line, follow these steps:

1. Use the Directory number, Initial resource, Action, Follow-up resource, Start Point, and Duration drop-downs to set these fields (located to the left of the *Add* button).

2. Click on *Add.*

Modifying a mapping

To modify either the default mapping, or the mapping for a line, follow these steps:

1. To change the default mapping that was supplied by your Service Provider or inherited from a higher-level department, click the *Override* button to the right of the mapping.

▶ If you were overriding the default mapping, the *Override* button is now replaced by *Edit* and *Use Default* buttons.

   To change any other existing mapping, including the default mapping if you have already overridden it, click *Edit* to the right of the mapping.

2. Modify the fields.

▶ To revert to the existing default mapping that was supplied by your Service Provider for the whole Business Group, or the default mapping for your department if you are a department administrator, click the Use *Default* button.

3. Click on *Save.*

You cannot modify the telephone number that a mapping applies to. If you need to do this, remove the mapping, and add a new one.

Removing a mapping

To remove a mapping click on the *Delete* button to the right of the mapping. You cannot delete the default mapping, but you can override it, edit it, or revert to the original default that was inherited from Service Provider settings or from a higher-level department.

A   Glossary

This appendix describes the important concepts used in your phone system.

A.1   CommPortal

CommPortal provides a web interface to your phone system and allows end users and Business Administrators to modify their settings. There are two CommPortal interfaces.

1. The first is for regular users to manage their business telephony settings.

2. The second is for Business Administrators to modify both global settings for the business and to modify end-users' settings.

The second of these interfaces is the one which you will use to administer the phone system and is described by this document. You will see this interface if you log on to an individual line as administrator.

A.2   Logging into CommPortal as another user

You may at times need to log into CommPortal on behalf of another user. This will enable you to view and modify the user's settings just as that user can by using the regular CommPortal interface. Here are some examples of when this would come in useful.

▶ If a user has forgotten their password, you can log on and change the password to a new value.

▶ If the user is unable to access CommPortal but needs a setting changed urgently, such as Call Forwarding, you can log on and do it for them.

There are a few differences between the regular CommPortal interface and what you will get to see when you log in as another user.

▶ The Dashboard page is not available so by default CommPortal takes you to the Call Manager page.

▶ The Voicemail page is not available for privacy reasons.

A.3   Phones

The *Hosted PBX* VoIP solution supports a number of different types of phones. These have different keys from each other and differ in their operation. For specific instructions on using the phones, please contact AireSpring support.

A.4 Phone numbers

Every phone line within your business has its own DID (Direct Inward Dial) number, which is a regular 10-digit number including the area code, such as 555-555-5556. Within your business you can assign extension codes to these phone numbers. These are shorter numbers (typically 3 or 4 digits although they can be longer) which enable your employees to quickly call each other.

Your phone system can have multiple lines configured on a single phone. You could configure one line on a phone which is that employee's personal DID, and another line which is your business's main switchboard number. Calls to both numbers will make this one phone ring.

Your phone system is also capable of sharing lines between phones. This means that in the example above, each phone in your business could have its own DID line, and a second line which is your business's main switchboard number. Then every phone would ring when a call came into your switchboard.

We will assign your business one or more blocks of numbers which you can then assign to phones as you wish. You can then define your own extension codes which map to these numbers. Alternatively, if you have asked us to, we will have pre-configured your system so that the phone numbers and extension codes are already assigned.

A.5 MAC addresses

Every phone has a unique identifier called a MAC address. The phone system uses this identifier to uniquely identify a phone.

This MAC address is printed on a sticker on the phone, usually underneath. It consists of 6 groups of 2 letters or numbers, and will be printed in one of two forms:

▶ FE:DC:BA:12:34:56

▶ FEDCBA123456

A.6 Departments

Many smaller businesses will only have a single administrator, or a number of administrators who all manage the entire phone system. However, if you work in a larger enterprise you may have different administrators each with responsibilities for the phones of different parts of your organization.

Therefore, our Hosted PBX solution supports the concept of departments. Every phone line and phone are a member of a department. Departments are hierarchical, with some departments having sub-departments. An administrator of a department is permitted to manage all phones, lines, and other resources within that department. They are also allowed to manage the sub-departments.

Even the smallest business will have at least one department in the phone system, known as the top-level or root department, and where there is only one department all the phone lines and phones will be part of this.

Larger businesses will have multiple departments, and phones and lines can be moved around these departments to allow different administrators to manage them.

An administrator's phone line is always part of the department he is the administrator for. Moving the administrator's line to a different department will remove his permissions for managing the department he used to be in and give him permissions to manage his new department.

A.7 Phone profiles

A department's phone profiles consist of default phone configuration which will be automatically applied to all phones within that department. There is a different profile for each type of phone within the department.

A department inherits the phone profiles from any parent departments, so parent departments can specify some elements of a phone's configuration, and the sub-department can configure others.

A.7.1 Modifying Phone profiles

The Phone Profile Editor allows you to make a range of changes to these phone profiles.

You can configure the keys of the phone so that the phones used by people in your department will contain these settings by default. For example, you can configure a key to access voicemail which will be configured on every phone of this model in your department.

You can also modify other configurations in a phone profile.

▶ Lock settings so that neither end-users nor administrators in sub-departments can override settings.

▶ Hide settings so that neither end-users nor administrators in sub-departments can view settings.

▶ Configure ringtones.

▶ Configure the phone display.

▶ Configure the time and date format, and time zone.

Note: the exact options available to you will depend on your phone model and the level of phone service you have subscribed to. In some cases, there may be more advanced features available to you.

Making changes to your phone configuration is described in Chapter 5.

A.7.2   Copying phone configuration

If you need to replace a user's phone for them, because the old one breaks, you may have to copy the configuration of the old phone to the new phone. This is described in section 5.8.

Note: Copying phone settings is only supported if you are replacing the old phone with a new phone of the same model. If you are upgrading the phone, you or the user will need to manually apply any settings to the new phone.

A.8   Network

The phones for your *Hosted PBX* use an Ethernet-based network to communicate with our systems. This is the same technology that provides computers with access to a network. These phones are also powered via Ethernet so if you have a compatible Ethernet switch there is no need for separate power connections to the phones.

Most of the phone models can also provide network access to the computers at users' desks. This means only a single network connection needs to be run to each desk.

As your telephone calls travel over an IP network the quality of the network in your offices is very important. Normally, we or one of our partners will either supply and install your network or verify that your network is suitable for Hosted VoIP.

However, it's very important that you only connect the right type of network device to the right network connection. If you connect the wrong type of equipment to your network then it may reduce the quality of your telephone calls, or even stop your telephone system working altogether. We will tell you when we install or verify your network which connections can be used for what.

For details on the requirements of the network please contact AireSpring for the CPC Network Design and Requirements document.

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A.9 Multi Line Hunt Groups (MLHGs)

A Multi Line Hunt Group allows sequential ringing of available phones for use in applications such as call centers. An MLHG consists of a number of lines within the business group, known as members. When a call comes into the hunt group, a hunt algorithm will decide which phone to ring. If this phone is busy or is not answered the hunt algorithm will move on to another phone.

Hunt groups have a pilot number, which is a directory number associated with the MLHG. When this pilot number is called the members of the MLHG are alerted in turn.

▶ Alternatively, a hunt group can be configured to hunt if any member of the hunt group is called directly using its DID number and doesn't answer.

There are various distribution algorithms available:

▶ Linear – hunting starts at the first configured line and goes sequentially through the members in the list in the order they were configured.

▶ Circular – hunting starts at the line which has been called, and then goes through as in the linear case.

▶ Uniform – hunting starts at the first line after the line which was called the last time this MLHG was called.

▶ Most idle – hunting starts at the line which has been idle for the longest period of time. After this it tries the line which has been idle the next longest period, etc.

▶ Ring all – all free MLHG members ring simultaneously until one member answers the call.

MLHGs can also be configured to enable queuing. If configured, calls which come in to an MLHG whose members are all busy will be queued. These queued calls will receive Music on Hold if this feature is configured. You can also offer callers the option to press 0 to exit the queue and have their call diverted to voicemail or forwarded to another number.

If you have Integrated ACD that allows you to view and download statistics for activity in your MLHGs from the main MLHG page and generate reports, the interface will use slightly different terminology within the Integrated ACD UI.

▶ A Queue refers to MLHG.

▶ An Agent refers to a member of MLHG.

A.10   Call Pickup Groups

Group Call Pickup allows users to pick up calls that are ringing on other phones (in a pre-defined pickup group within the same business group by picking up their own phones and dialing an access code). Note that if two or more phones within the pickup group are ringing at the same time, the user cannot control which call is picked up.

You can have multiple groups in your business. A line can be in multiple Call Pickup Groups. If a call is ringing on lines in both groups simultaneously and the user who is in both groups picks up a call, then they will pick up the call which started ringing first.

Directed Call Pickup is similar but allows the user to pick up the call that is ringing on a specific phone within the group. Users pick up their own phones and dial an access code followed by the extension code for the line which is ringing.

A.11   Short Codes

Short codes are speed dials that are defined at the scope of your organization – so everyone in your business can use these speed dials.

Extensions

Extensions are the codes you can dial to reach other people in your business.

Account codes

▶ Authorize employees to make outbound phone calls.

▶ Associate a reference number to outgoing phone calls that your business makes.

Once you have dialed a number that requires an account code you will hear a tone. This is the prompt to enter the account code. Once the account code has been correctly entered the call will be made.

There are two types of account codes.

1. Validated Account Codes. When the user making a phone call enters the account code it is checked against a list of valid account codes. If the account code matches one on the list the call will continue. If the account code doesn't match any on the list then an error is played.

   You should use Validated Account Codes when you want to stop any unauthorized personnel from making outbound calls.

2. Unvalidated Account Codes. When the user making a phone call enters the account code this account code is marked against the call in our billing system and the call continues. The account code isn't checked for validity.

You can use Unvalidated Account Codes where you want to be able to record an account code against outgoing calls that you make. If you have signed up to the service with us, then when we provide you with your phone bill the account code for each call will be marked on your bill. This is useful, for example, if you are billing your clients for all your phone calls.

You can set up either type of account code either for your whole business or select from either validated and unvalidated for each line individually. You can allow your users to manage their account codes.

A.14 Auto Attendant –Premium Attendant

Premium Attendant is aimed at small and medium business subscribers. Premium Attendant allows multiple menus with a finer scheduling control. It also includes more call handling options, such as Voicemail by Name and Voicemail by Extension, as well as greater control over the actions taken for any given key press.

A.15 Music on Hold

The Music on Hold system lets you configure music and recordings to be played to your callers when you put them on hold. You can either use recordings we have made available, or upload and make your own recordings.

You can access the Music on Hold system either using CommPortal, or using your telephone. The CommPortal interface is more powerful and easier to use, but you can use the telephone interface to record your own announcements to be played to callers.

A.15.1 Music on Hold performing rights

Playing music to callers on hold may constitute a "public performance" of the music and therefore risks infringing the copyrights of composers or artists. Therefore, you may need to obtain appropriate licenses to play any material that you plan to use as Music On Hold.

You can obtain these licenses from licensors such as Broadcast Music Inc (http://www.bmi.com/) and the American Society of Composers, Authors and Publishers (http://www.ascap.com/).

We do not accept any legal liability arising from copyright infringements associated with your use of Music On Hold, except where you use the Global Media Resources described in Section 16.1.3.

For additional information or help, please contact us here:

🎧 Customer Service: 800.825.1055 opt 2

✉ email: customerservice@airespring.com