



# **Business Voice**

# **Cloud**

Administrator Portal

User Guide

# Contents

<b>Introduction .....</b>	<b>6</b>
<b>Portal Access .....</b>	<b>7</b>
<i>Direct Online Access .....</i>	<i>7</i>
<i>Access Via RPX.....</i>	<i>7</i>
<b>Admin Tools .....</b>	<b>8</b>
<b>Dashboard .....</b>	<b>9</b>
<i>Admin Dashboard Sections .....</i>	<i>9</i>
Profile.....	9
Favorite Services .....	9
Quick View.....	10
Call Activity .....	10
Devices .....	10
Activity History .....	10
<b>Locations .....</b>	<b>11</b>
<i>Access Group Settings by Location.....</i>	<i>11</i>
<i>Account / Authorization Codes .....</i>	<i>12</i>
Add an Account or Authorization Code .....	12
Account / Authorization Code Administration .....	12
Edit an Account / Authorization Code.....	12
View Account / Authorization Code Reports.....	13
<i>Announcement Repository .....</i>	<i>13</i>
Add an Announcement File.....	13
Download an Announcement File .....	13
Edit an Announcement File .....	13
Delete an Announcement File .....	13
<i>Auto Attendant.....</i>	<i>14</i>
Edit Auto Attendant Basic Settings.....	14
Edit Auto Attendant Business Hours Prompts .....	14
Edit Auto Attendant After Hours Prompts .....	15
<i>Auto Attendant – Tree.....</i>	<i>15</i>
Edit Auto Attendant Tree Advanced Settings .....	15
Set Auto Attendant Tree Business Hours Prompts .....	16
Set Auto Attendant Tree After Hours Prompts .....	16
Set Auto Attendant Tree Holiday Prompts .....	16
Add Auto Attendant Tree Submenus.....	17
Edit Auto Attendant Tree Submenus.....	17
Delete Auto Attendant Tree Submenus.....	17
<i>Outbound Caller ID .....</i>	<i>18</i>
Manage Outbound Caller ID .....	18
<i>Series Completion .....</i>	<i>18</i>
Add Series Completion .....	18
Edit Series Completion.....	18
Delete Series Completion .....	19
<i>Conference Bridge List.....</i>	<i>19</i>
Manage Conference Bridge List.....	19
<i>Instant Conference .....</i>	<i>19</i>
Manage Instant Conference.....	19
<i>Call Park (Groups).....</i>	<i>20</i>
Manage Call Park Group Default Settings .....	20
Add a Call Park Group .....	20
Edit a Call Park Group .....	20
Delete a Call Park Group .....	21
<i>Call Pickup (Groups).....</i>	<i>21</i>
Add a Call Pickup Group.....	21
Manage Call Pickup Groups .....	21
<i>Advanced Hunting .....</i>	<i>22</i>
Manage Advanced Hunting Settings .....	22

<i>Music On Hold</i> .....	23
Manage Music On Hold .....	23
<i>Custom Contact Directory</i> .....	23
Add a Custom Contact Directory List .....	23
Edit a Custom Contact Directory List .....	23
Delete a Custom Contact Directory List .....	23
<i>Departments</i> .....	24
Add a Department .....	24
Edit a Department .....	24
Delete a Department .....	24
<i>Enterprise Directory</i> .....	25
Print Enterprise Directory Summary .....	25
Print Enterprise Directory Details .....	25
<i>Time Schedule</i> .....	25
Add a Schedule .....	25
Delete a Schedule .....	25
Add an Event .....	25
Edit an Event .....	26
Delete an Event .....	26
<i>Manage Lines</i> .....	26
<i>Manage Users</i> .....	27
Manage User Password and Recovery Email .....	27
Add Users to Groups .....	27
Edit User Access and Extension .....	27
Set MACD and Device Provisioning Permissions .....	28
Delete Users .....	28
<i>Manage Group Calling Line ID</i> .....	29
<b>Services &amp; Users</b> .....	<b>30</b>
<i>Manage Services &amp; Users</i> .....	30
User Profile .....	31
Voicemail .....	31
Call Logs .....	31
Applications .....	31
Basic Features .....	31
<i>Working with User Settings</i> .....	31
Access the Settings Page .....	32
View / Edit User Feature Settings .....	32
<b>Trunking</b> .....	<b>33</b>
<i>Manage Trunking Settings</i> .....	33
Call Forward Always .....	33
Unreachable Destination .....	34
<b>Enterprise Settings</b> .....	<b>35</b>
<i>Enterprise FQDN Setup</i> .....	35
Add a Fully Qualified Domain Name (FQDN) .....	35
Delete a Fully Qualified Domain Name (FQDN) .....	35
<i>Enterprise Departments</i> .....	36
Add a Department .....	36
Edit a Department .....	36
Delete a Department .....	36
<i>Enterprise Directory</i> .....	36
Print Enterprise Directory Summary .....	36
Print Enterprise Directory Details .....	36
<i>Enterprise Time Schedules</i> .....	37
Add a Schedule .....	37
Delete a Schedule .....	37
Add an Event .....	37
Edit an Event .....	37
Delete an Event .....	37
<i>Enterprise Agent Default Settings</i> .....	38
Manage Enterprise Agent Default Settings .....	38
<i>Enterprise Agent Unavailable Codes</i> .....	38

Enable Agent Unavailable Codes.....	38
Add Agent Unavailable Codes .....	39
Edit Agent Unavailable Codes .....	39
<i>Enterprise Call Disposition Codes .....</i>	<i>39</i>
Add Call Disposition Codes.....	39
Edit Call Disposition Codes.....	40
Delete Call Disposition Codes.....	40
<i>Enterprise Contact Center Routing Policies .....</i>	<i>40</i>
Manage Enterprise Contact Center Routing Policies .....	40
<b>Devices.....</b>	<b>41</b>
<i>View Device Lists.....</i>	<i>42</i>
<i>Group VLAN Settings .....</i>	<i>42</i>
<i>Group FQDN Settings.....</i>	<i>43</i>
<i>Add a Device .....</i>	<i>43</i>
<i>Export Device Setting/Configuration Information.....</i>	<i>43</i>
<i>View Device Activity History .....</i>	<i>44</i>
<i>Check Registration Status .....</i>	<i>44</i>
<i>Configure a Device .....</i>	<i>44</i>
Swap Device .....	45
Modify Current Device VLAN Set to TCP .....	45
Set Device FQDN Assignment.....	45
Set Device Line Assignments .....	45
Modify Device Configuration .....	46
<i>Unassign a Device .....</i>	<i>46</i>
Device - Unassign Only.....	46
Device - Unassign and Remove from Inventory .....	46
<i>Manage Unassigned Devices.....</i>	<i>47</i>
Edit Unassigned Device Inventory Data.....	47
Remove an Unassigned Device from Inventory .....	47
Add a Fully Qualified Domain Name (FQDN).....	48
Delete a Fully Qualified Domain Name (FQDN).....	48
<b>Contact Center .....</b>	<b>49</b>
<i>Edit Contact Center Queues.....</i>	<i>49</i>
Edit Contact Center Basics .....	50
Edit Contact Center Group Policy Settings .....	50
Edit Contact Center Bandwidth and QoS Settings .....	50
Edit Contact Center Settings.....	50
Edit Contact Center Reporting .....	50
Edit Contact Center Agent Settings.....	51
Reset Contact Center Queue Password .....	51
<i>Configure Contact Center Features.....</i>	<i>51</i>
Contact Center Agents.....	52
Contact Center Status & Statistics .....	52
Contact Center Supervisors .....	52
Contact Center Announcements .....	53
<i>Manage Contact Center Announcement Repository .....</i>	<i>53</i>
Contact Center Distinctive Ring .....	53
Contact Center Bounced Calls – Queue .....	53
Contact Center Overflow – Queue .....	54
Contact Center Stranded Calls – Queue.....	54
<b>Service Changes .....</b>	<b>55</b>
<i>Open Requests.....</i>	<i>56</i>
View Open Requests by Location .....	56
Sort Open Requests .....	56
View Open Requests by Location .....	56
Clear Filters.....	56
View a Service Change Order.....	57
Edit a Service Change Order .....	57
Delete a Service Change Order .....	57
Terminate a Service Change Order .....	57
<i>Add Services.....</i>	<i>58</i>

Add a Service Change Order .....	58
Print Service Change Confirmation .....	59
<i>Manage User Add-Ons</i> .....	60
Assign a User Level Add-On .....	61
Un-Assign a User Level Add-On .....	61
<i>View All Service Changes</i> .....	62
View Service Change Details .....	63
Edit an Active Service Change .....	63
Delete a Service Change .....	63
<i>Caller ID (CNAM)</i> .....	63
<i>Block</i> .....	64
<i>Extension</i> .....	64
<i>Listing</i> .....	65
<i>Virtual Terminating Number</i> .....	66

# Introduction

This guide is a convenient, go-to resource for Administrators getting started with the [Logix Cloud Services Portal](#) to manage communications accounts and services online. It provides an overview of the application website sections that may be available to various users who access the Portal, and offers instructions and tips for setup and maintenance of the communication features and services offered by your telecommunications provider.

We encourage you to take some time to review this document and keep it handy for future reference. Should you need further assistance, please reach out to us. We are always here to help you with fast, courteous, and professional support, and we offer free additional training upon request.

It is important to note that this document describes all features that can be enabled and made available by the provider or the organization. Some features described here may not be included in your subscription or offered to all users by your organization. Please contact your organization's Communications Administrator to determine the features and services you will have access to review and manage within the Logix Cloud Services Portal.

## IMPORTANT!

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The Cloud Services Portal is a permission-based application.

The application provider defines the initial activation and service level of the portal for all end users. This includes the sections that will be made available to users working within it, and any customizations to the style or branding. Super Administrator access to work in the *Realtime Provisioning Explorer* (RPX) application is required to complete these activation and customization tasks.

Contact this application's provider for assistance or more information.

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## Portal Access

Logix offers an intuitive online Cloud Services Portal that makes it easy for Admins to manage enterprise and subscriber account features and settings online. Although it is currently *optimized for desktop usage*, the portal *is* accessible from any Internet-enabled device – even tablets or smartphones – so you can manage your services, whether you are in the office or on the go. In most cases, your Admin sign in credentials will be sent via email.

Your Initial LOGIN information will be emailed to you prior to your conversion .  
Please contact your install coordinator, or customer service for you credentials.

## Direct Online Access

1. Open a web browser and enter the URL (web address) provided to you for online account management.

*Example:* <https://myphone.mylogix.com/>

2. Enter the Admin Account Username

❖ If you forget your password hit the link to retrieve your portal sign in credentials whenever necessary.

3. Click the [Sign In](#) button and Cloud Services Portal opens.  
Once you have signed into the Cloud Services Portal, the tools and features you need to easily manage your communications and account setup are right at your fingertips.

## Access Via RPX

(Restricted) Once the Cloud Services Portal access is enabled for an organization, authorized Administrators with RPX access may view and manage the features and services provided to the account from the new Subscriber Portal **Emulation** functionality within RPX. This is similar to the emulation functionality provided by RPX for previous subscriber portal iterations.

1. Log into the Beta Realtime Provisioning Explorer (**RPX**) application.
2. Locate and select the customer account location or group.
3. Click on the S (Services) icon or go to the Services tab.
4. Click on the group link for an Admin user in the *Subscriber Portal (New)* column.  
The Logix Portal instance opens directly into the **Locations** Settings view for the group or Enterprise and offers access to the other Administration Tools areas within the portal via the menu on the left.

# Admin Tools

The Cloud Services Portal provides useful resources for routine Administrator-level tasks. Administrators can sign in and instantly locate account information, setup and manage individual user accounts, define universal settings for Groups or Locations, create and update Auto-Attendants, Hunt Groups, Enterprise Time Schedules, and much more – quickly and easily online.

When Administrators log into the portal, they see the **Admin Tools** section of the Menu Panel which provides authorized users with access to manage the organizational settings and services, as well as locate and manage individual accounts within the organization.

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**Security Note:** *Once logged in, the connection will automatically close if left idle for an extended period. The system first prompts the user to continue working or log out, and then offers a countdown period prior to automatically closing and returning to the Sign In page.*

---

The **Admin Tools** navigation menu is permission-based, and can provide access to any or all of the following sections, if they are in use for the organization or enabled for the Admin:

- ❖ [Dashboard](#) – The home page for Administrators that provides access to key information, features, and the areas each Admin is authorized to manage within the portal
- ❖ [Locations](#) – Location and Group level setting management
- ❖ [Services & Users](#) – User Account list and access to manage individual user service settings
- ❖ [Devices](#) – Review and manage device inventory on the account
- ❖ [Trunking](#) – Review and manage SIP Trunk settings
- ❖ [Enterprise Settings](#) – Manager enterprise-level services and settings
- ❖ [Contact Center](#) – Administer contact center settings and configurations
- ❖ [Service Changes](#) – Advanced service change and order management tools only displayed to specially trained Administrators

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*Your role and authorization level determine the sections and features you may view and manage.*

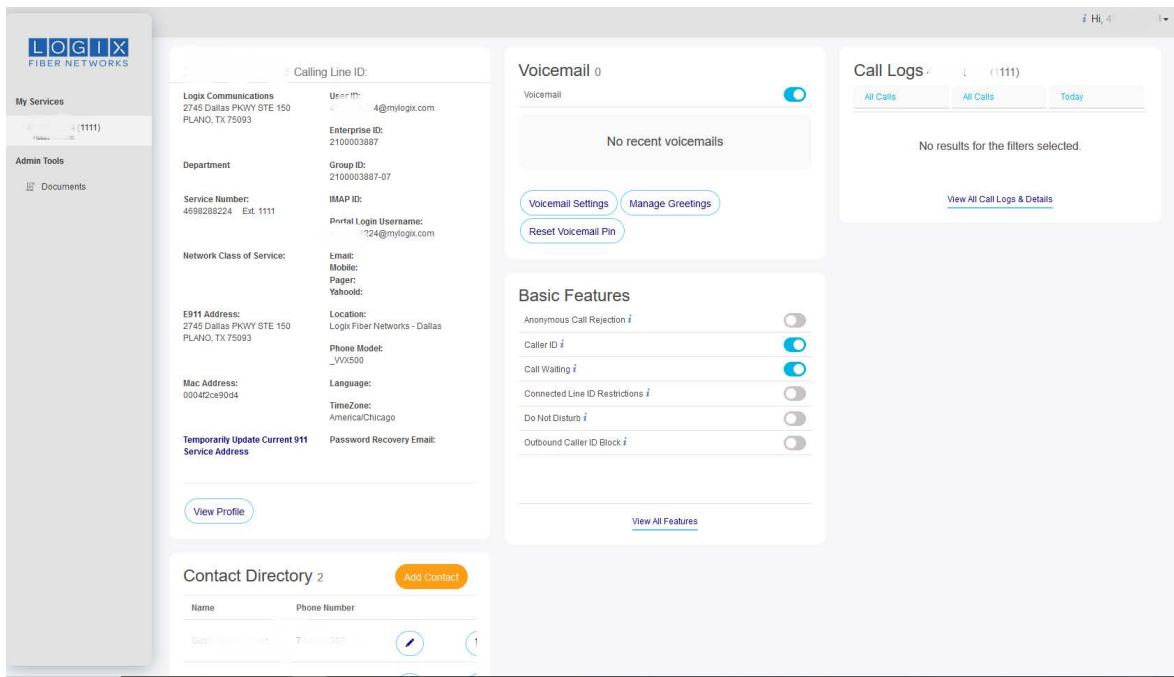
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Each menu option opens the main page to begin working with the related settings or services, when those are included on the account. Only the options and services the Admin is authorized to view by the organization or provider will be available for review within the portal.



# Dashboard

The **Dashboard** is the Home page for Admins. It provides at-a-glance information about the activity of the accounts and services the Admin may view, site-wide search functionality, and quick access to all of the work areas the Admin needs within the portal.



## Admin Dashboard Sections

Each section widget (card) featured within the Admin Dashboard provides useful information, tools, and quick access links to relevant work areas.

### Profile

This card at the top of the Dashboard offers the basic account information as a reference.

**Best Company, Inc.**  
880 Montclair RD  
BIRMINGHAM, AL 35213  
Account No.: 2100008263

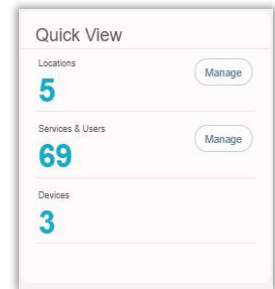
### Favorite Services

A list of the service and user accounts that the Admin includes in their Favorites list (stars★) with quick links to access those accounts from the dashboard for routine management tasks. The **View All Services** link opens the **Services & Users** page for review.

Favorite Services			
Q			
Name	Service	ServiceNumber	Exten...
★ Basic Metered	Basic (Seat) Metered LD	4708321482	1482
★ Collab Bridge	Collaborate Bridge	4708321490	1490
★ Anywhere Feature	Anywhere Feature Control	4708321011	1011
★ AA Tree	Auto Attendant Tree	4708321472	1472
★ Brandon Hagood	Call Center DNS Number	2055090031	9031
View All Services			

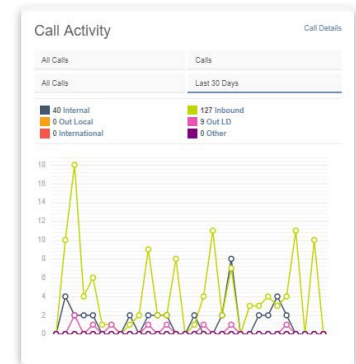
## Quick View

Up-to-date information about the account, including the number of [Locations](#), [Services and Users](#), and Devices, with links to the pages where those items can be managed.



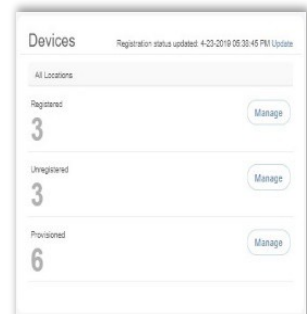
## Call Activity

This section provides a quick graphical view of call data, with filtering tools to select alternate call data for review by location, call type, time-frame, etc. This card offers useful 'mouse-over' details of the statistics within the dashboard view and a [Call Details](#) link to review filterable call log data and export call logs to a spreadsheet format for reporting.



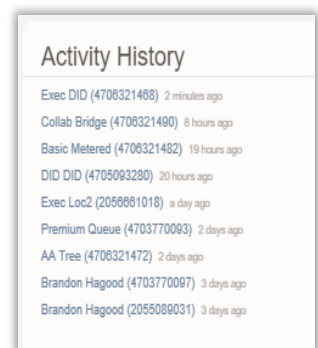
## Devices

The Devices card displays the current counts for NEPS and BroadSoft registered and/or provisioned devices in inventory, with access to filter the information per [Location](#), check registration status information, and *Manage* the *Registered*, *Unregistered* or *Provisioned* Devices assigned to selected Locations/Groups



## Activity History

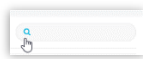
This dashboard section shows the times of the most recent Administrator-level activity on the system (that the admin may access), and provides direct access links to the [User Services Dashboard](#) of each account displayed in the list.



## Locations

The **Locations** page provides a searchable list of the Locations (Groups) currently configured on the account. Authorized Admins may search for terms within the list, use the column headers to sort the data alphanumerically, edit features the Group uses, and export a detailed location list to a .csv format report.

### Section Search



Enter terms to locate data specific to the **Locations** section.

### Column Links

The links in the **Location ID**, **Services**, and **Users** columns open filtered lists within the **Services & Users** page for review and maintenance of related assignments.



The **Edit** icon for each Location opens the **Group Settings** page for Feature maintenance and administration tasks.

## Access Group Settings by Location

The **Locations** page provides easy access to manage the group settings by Location. If there are multiple locations or groups, this page provides the primary information for each within a searchable and filterable list and the ability to manage individual group/location settings and services via the adjacent **Edit** icon.

1. Click on the **Edit** icon  adjacent to a Location (far right column) to open the Location's Group Settings dialog. Any features or services the Group uses are displayed for management in this page.
2. Click on the ► arrow under the View/Edit column adjacent to a setting in the list to open its *Edit* view.



**Location/Group features often include at least some of the following setting options:**

## Account / Authorization Codes

Manage setup and usage of Account and Authorization Codes. Only one type of code may be used at a time for your Location. Basic Instructions for setup are provided via the *See Instructions* link.

- ❖ **Account Codes** organize calls for expense tracking and accounting purposes.
- ❖ **Authorization Codes** control long distance access and secure your phone lines.

Codes	Description	Edit
<input type="checkbox"/> 123456	test	Edit
<input type="checkbox"/> 234567	test2	Edit

[Add Code](#) [Delete](#)

Page 1 of 1

### Add an Account or Authorization Code

1. Click the [Add Code](#) button.
2. Enter a Code and a Description (name).
3. Click the [Save](#) button to submit the new code and return the focus to the Account/Authorization Codes *Edit* view.
4. Click to place a check in the box ☒ next to the code to enable usage.
5. Click the [Save](#) button to update the system and close the *Edit* view.

### Account / Authorization Code Administration

In the Administration section of the Account/Authorization Codes *Edit* view:

1. **Type:** Click within the radial button to turn **ON** ☐ Account OR ☐ Authorization Codes.
2. **Number of Digits:** Define the required code length using the drop-down menu.
3. **Allow Local and Toll-Free Calls without Account/Authorization Code:** Optional - Place a check in the box ☒ to enable this functionality.
4. **Set Restricted User Types:** Click to select desired SIP Trunk Users within the **Non-Restricted** list and use the arrows   to move them to (or from) the **Mandatory** or **Optional** fields.
5. Click the [Save](#) button below when finished to update the system and return to Group Settings.

[Add Code](#) [Delete](#) Page 1 of 1

**Administration**

Type: ☒ Account Code On: ☐ Authorization Code On: ☐ OFF

Number of Digits:

Warning: Changing the "Number of Digits" will deactivate all active codes.

☒ Allow Local and Toll-Free Calls without Account/Authorization Code

**Non-Restricted Users**

- 4162178108 (1000) (Number Search)
- 8762199229 (9829) (Only TN VoiceMail)
- 476621528 (1530) (Virtual Basic Mailbox)
- 4766321488 (1468) (DND Fax1)
- 206681911 (1530) (Text CC)
- 206681988 (1800) (Text CC)

**Restricted Users**

- 4166321482 (1462) (Measured Basic)

**Optional Users**

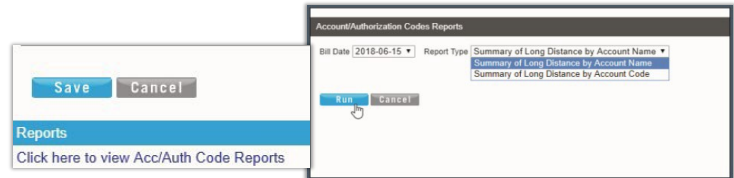
[Save](#) [Reset](#)

### Edit an Account / Authorization Code

- A. Click within the checkbox ☒ next to a code to enable or disable the code and click [Save](#) within the Code list section to update the system.
- B. Click on the [Edit](#) link next to a Code in the list to change the name or code numbers and click the [Save](#) buttons in each area to submit the changes.

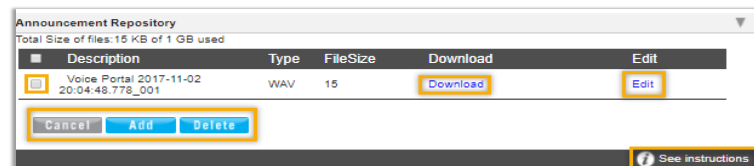
## View Account / Authorization Code Reports

1. Click on the [Click here to view Acc/Auth Code Reports](#) link.
2. Select the Bill Date.
3. Select the Report Type.
4. Click the Run button to create and review the selected report.



## Announcement Repository

Manage the announcements and greetings that are available for selection by the group. This feature offers the ability to upload and store announcements and messages. Files uploaded and stored in the group Announcement Repository are available within selection lists when setting up Voicemail greetings and announcement messages. Basic Instructions and file size requirements are provided via the [See Instructions](#) link in the Edit view. While in the Settings page, click the adjacent ► arrow under View/Edit to open the Edit view.



The repository offers up to 1 GB of storage space. The total amount of storage that has been used displays for review. Maximum file size for audio announcements is 5 MB in CCIT u-Law 8kHz, 8-bit Mono format.

## Add an Announcement File

1. Click on the [Add](#) button to begin.
2. Type the Name to be displayed in file selection lists.
3. Click on the [Choose File](#) button to select a local audio file to upload into the repository.
4. Click the [Save](#) button.

## Download an Announcement File

1. Click on the [Download](#) link.
2. Select the local folder you wish to use to store a copy of the file.

## Edit an Announcement File

1. Click on the [Edit](#) link next to an Announcement to view its settings. Change the Name or,
2. Click the [Choose File](#) button to navigate to and select a new file to upload/replace the announcement.
3. Click on the [Save](#) button to submit changes and exit.

## Delete an Announcement File

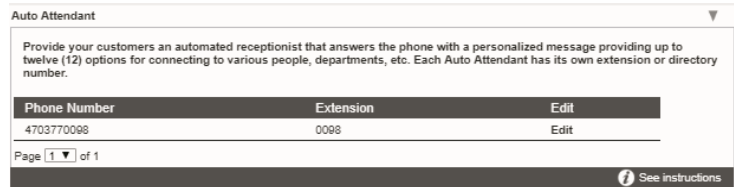
**Caution:** This action is immediate and cannot be undone.

1. Click to place a check ☒ in the box next to an Announcement.
2. Click on the [Delete](#) button. The removal action is immediate.

## Auto Attendant

Manage the basic settings for the automated receptionist line(s) that answer the phone with a personalized message. Each Auto Attendant offers up to twelve (12) options for connecting to various people, departments, etc., and will be assigned its own extension or directory number. Basic instructions are provided via the See Instructions link in the settings dialog.

While in the Settings view, click the adjacent ► arrow under View/Edit to open the Edit view.



Auto Attendant

Provide your customers an automated receptionist that answers the phone with a personalized message providing up to twelve (12) options for connecting to various people, departments, etc. Each Auto Attendant has its own extension or directory number.

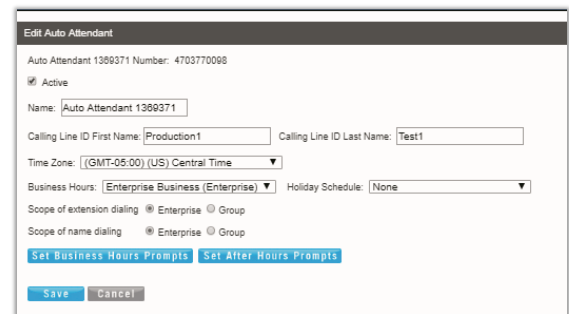
Phone Number	Extension	Edit
4703770098	0098	Edit

Page [ 1 ▼ ] of 1

[See instructions](#)

### Edit Auto Attendant Basic Settings

1. Click on the [Edit](#) link next to the Auto Attendant listing to review the current settings.
2. Make the following changes, *as needed*:
  - ❖ **Active:** Click within the checkbox to set to ☒ **Active** or to ☐ disable the Auto Attendant.
  - ❖ **Name:** Type a name that displays in lists.
  - ❖ **Calling Line ID First Name / Last Name:** Type the name that will show on Caller ID for this Auto Attendant
  - ❖ **Time Zone:** Select the appropriate time zone where the Auto Attendant (or Location/Group) resides.
  - ❖ **Business Hours:** Select the Appropriate option from the drop-down menu.
  - ❖ **Holiday Schedule:** Select the Appropriate option from the drop-down menu.
  - ❖ **Scope of extension dialing:** Select ☒ Enterprise or ☐ Group.
  - ❖ **Scope of name dialing:** Select ☒ Enterprise or ☐ Group.
3. Click [Save](#) to submit the changes and return the Auto Attendant list.



Edit Auto Attendant

Auto Attendant 1360371 Number: 4703770098

☒ Active

Name: Auto Attendant 1360371

Calling Line ID First Name: Production1 Calling Line ID Last Name: Test1

Time Zone: (GMT-05:00) (US) Central Time

Business Hours: Enterprise Business (Enterprise) Holiday Schedule: None

Scope of extension dialing ☒ Enterprise ☐ Group

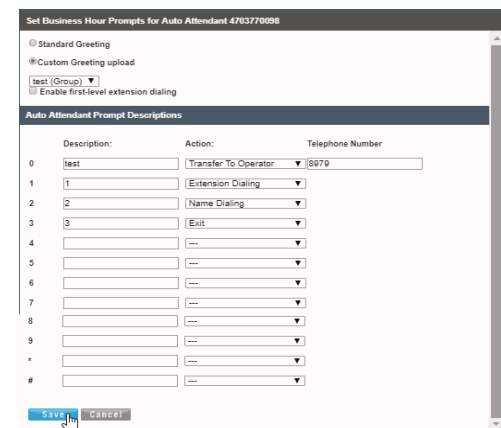
Scope of name dialing ☒ Enterprise ☐ Group

[Set Business Hours Prompts](#) [Set After Hours Prompts](#)

[Save](#) [Cancel](#)

### Edit Auto Attendant Business Hours Prompts

1. Click on the [Edit](#) link next to the desired Auto Attendant listing to review the current settings.
2. Click on the [Set Business Hours Prompts](#) button.
3. Select ☒ Standard Greeting or ☐ Custom Greeting, upload and choose a greeting from the drop-down menu.
4. Enable first-level extension dialing: Click within the checkbox to ☒ enable.
5. Add Auto Attendant Prompt Descriptions and Actions for each line (up to 12), as needed.
6. Click the [Save](#) button to submit the changes and return to the Edit Auto Attendant dialog.
7. Click the [Save](#) button to update the system with the new Auto Attendant settings and return to the Auto Attendant list.



Set Business Hour Prompts for Auto Attendant 4703770098

☐ Standard Greeting

☒ Custom Greeting upload

test (Group) ▼

☒ Enable first-level extension dialing

Auto Attendant Prompt Descriptions

	Description:	Action:	Telephone Number
0	test	Transfer To Operator ▼	0079
1	1	Extension Dialing ▼	
2	2	Name Dialing ▼	
3	3	Exit ▼	
4		... ▼	
5		... ▼	
6		... ▼	
7		... ▼	
8		... ▼	
9		... ▼	
*		... ▼	
#		... ▼	

[Save](#) [Cancel](#)

## Edit Auto Attendant After Hours Prompts

1. Click on the [Edit](#) link next to the desired Auto Attendant listing to review the current settings.
2. Click on the [Set After Hours Prompts](#) button.
3. Select ☐ Standard Greeting or ☐ Custom Greeting upload and choose a greeting from the drop-down menu.
4. Enable first-level extension dialing: Click within the checkbox to ☒ enable.
5. Add Auto Attendant Prompt Descriptions and Actions for each defined line (up to 12), as needed.
6. Click the [Save](#) button to submit the changes and close the pop-up dialog.
7. Click the [Save](#) button to update the system with the new Auto Attendant settings and return to the Auto Attendant list.

## Auto Attendant – Tree

Manage the advanced settings for Auto Attendant lines and create one or more submenus to handle additional lines, multiple calling schedules, individual departments, etc. While in the Settings page, click the adjacent ► arrow under View/Edit to open the *Edit* view.

## Edit Auto Attendant Tree Advanced Settings

1. Click on the [Edit](#) link next to the Auto Attendant listing to review the current settings.
2. Make the following changes, as needed:
  - ❖ **Active:** Click within the checkbox to set to ☐ Active or ☐ Disabled.
  - ❖ **Name:** Type a name that displays in lists.
  - ❖ **Calling Line ID First Name / Last Name:** Type the name that will show on Caller ID for this Auto Attendant
  - ❖ **Department:** Choose an option from the drop-down menu.
  - ❖ **Language:** Choose an option from the drop-down menu.
  - ❖ **Time Zone:** Select the appropriate time zone where the Auto Attendant (or Location/Group) resides.
  - ❖ **Network Class of Service:** Choose an option using the drop-down menu.
  - ❖ **Enable video support:** Click within the checkbox to ☒ enable or disable ☐.
  - ❖ **Scope of extension dialing:** Select ☐ Enterprise or ☐ Group.
  - ❖ **Scope of name dialing:** Select ☐ Enterprise or ☐ Group.
  - ❖ **Name Dialing Entries:** Select the display type option for names.
  - ❖ **Transfer to the operator after seconds of inactivity:** Enter an amount of time (seconds).
3. Click [Save](#) to submit the changes and return the Auto Attendant list.

## Set Auto Attendant Tree Business Hours Prompts

1. Click on the [Edit](#) link next to the Auto Attendant - Tree listing to review the current settings.
2. Click on the Set Business Hours Prompts button.
3. Select ☐ Default Greeting or ☐ Personal Greeting upload and choose a greeting from the drop-down menu.
4. Click within the checkbox to ☒ Enable first-level extension dialing.
5. Add Auto Attendant Prompt Descriptions and Actions for each line (up to 12), as needed.
6. Click the [Save](#) button to submit the changes and return to the *Edit Auto Attendant* dialog.
7. Click the [Save](#) button to update the system with the new Auto Attendant settings and return to the Auto Attendant list.

Description	Action	Telephone Number
1	Transfer To Operator	8879
2	Extension Dialing	
3	Name Dialing	
4		
5		
6		
7		
8		
9		
10		
11		
12		

## Set Auto Attendant Tree After Hours Prompts

1. Click on the [Edit](#) link next to the Auto Attendant listing to review the current settings.
2. Click on the [Set After Hours Prompts](#) button.
3. Select ☐ Default Greeting or ☐ Personal Greeting upload and choose a greeting from the drop-down menu.
4. Click within the checkbox to ☒ Enable first-level extension dialing.
5. Business hours: Choose an option from the drop-down menu.
6. Add Auto Attendant Prompt Descriptions and Actions for each line (up to 12), as needed.
7. Click the [Save](#) button to submit the changes and return to the Edit Auto Attendant dialog.
8. Click the [Save](#) button to update the system with the new Auto Attendant settings and return to the Auto Attendant list.

Description	Action	Telephone Number
1	Transfer To Operator	8879
2	Extension Dialing	
3	Name Dialing	
4		
5		
6		
7		
8		
9		
10		
11		
12		

## Set Auto Attendant Tree Holiday Prompts

1. Click on the [Edit](#) link next to the Auto Attendant listing to review the current settings.
2. Click on the Set Holiday Prompts button.
3. Select ☐ Default Greeting or ☐ Personal Greeting upload and choose a greeting from the pre-defined list in the drop-down menu.  
(These greetings were uploaded previously in [Announcement Repository](#)).
4. Click within the checkbox to ☒ Enable first-level extension dialing, as needed.
5. Holiday Schedule: Choose an option from the drop-down menu.
6. Add up to 12 Auto Attendant Prompt Descriptions and Actions, as needed.
7. Click the [Save](#) button to submit the changes and return to the Auto Attendant *Edit* view.
8. Click the [Save](#) button to update the system with the new Auto Attendant settings.

Description	Action	Telephone Number
1	Transfer To Operator	8879
2	Extension Dialing	
3	Name Dialing	
4		
5		
6		
7		
8		
9		
10		
11		
12		

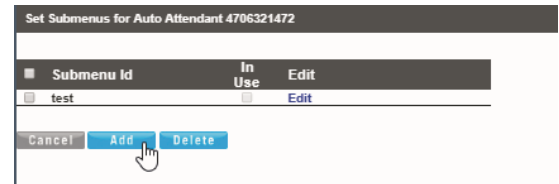


## Add Auto Attendant Tree Submenus

The advanced settings in **Auto Attendant – Tree** offer the ability to create one (1) overall Auto Attendant PLUS multiple Auto Attendants under it that can be set up to handle calls or specific work for locations, groups or departments, and more.

1. Click on the [Edit](#) link next to the Auto Attendant - Tree listing to review the current settings.

2. Click on the **Submenus** button to open the *Set Submenus for...* dialog.



3. Click on the [Add](#) button to begin creating a new Auto Attendant Submenu.

4. Define the following, as needed:

- ❖ Submenu ID: Type a name that displays in lists.
- ❖ Select ☐ Default Greeting or ☐ Personal Greeting upload and choose a greeting from the drop-down menu.
- ❖ Click within the checkbox to ☒ Enable extension dialing at any time.
- ❖ Add Auto Attendant Prompt Descriptions and Actions for each line (up to 12), as needed.

5. Click [Save](#) to submit the changes and return the Auto Attendant list. Repeat to add more Auto Attendant - Tree Submenus.

## Edit Auto Attendant Tree Submenus

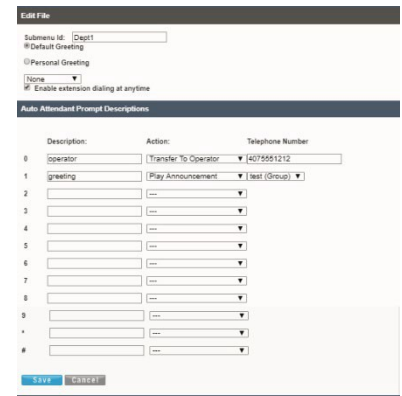
1. Click on the [Edit](#) link next to the Auto Attendant - Tree listing to review the current settings.

2. Click on the **Submenus** button to open the *Set Submenus for...* dialog. Click on the [Edit](#) link next to the Submenu.

3. Modify the settings or prompts, as needed.

4. Click the [Save](#) button to submit the Submenu changes and return to the Auto Attendant Tree Setting view.

5. Click the [Save](#) button in the *Setting* view to update the system with the new setup and close the dialog.



## Delete Auto Attendant Tree Submenus

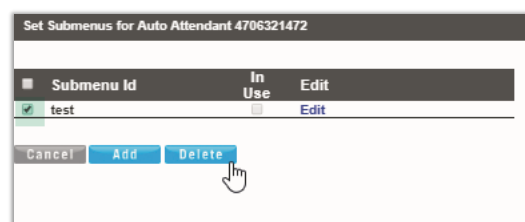
**Caution:** This action is immediate and cannot be undone.

1. Click on the [Edit](#) link next to the Auto Attendant - Tree listing to review the current settings.

2. Click on the **Submenus** button to open the *Set Submenus for...* dialog.

3. Click within the checkbox ☒ next to the Submenu you wish to delete from the list.

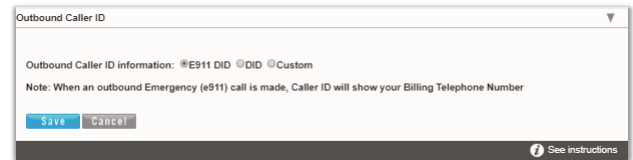
4. Click on the [Delete](#) button to remove the selection and close the *Set Submenu for...* dialog.



## Outbound Caller ID

Manage the Caller ID that is shown for outbound calls from users/devices assigned to the Trunk Group.

While in the Settings page, click the adjacent ► arrow under View/Edit to open the *Edit* view.



Outbound Caller ID

Outbound Caller ID information: ☒ E911 DID ☐ DID ☐ Custom

Note: When an outbound Emergency (e911) call is made, Caller ID will show your Billing Telephone Number

[Save](#) [Cancel](#)

[See instructions](#)

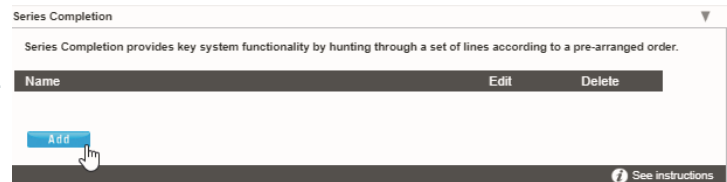
### Manage Outbound Caller ID

1. Click to select ☒ E911, ☐ DID, or ☐ Custom.
2. Click the [Save](#) button to submit the information and close the dialog. If e911 is selected, the primary billing number is displayed.

## Series Completion

This service provides key *Hunt Group* functionality by allowing the Admin to assign users' lines. The system will hunt through this set of lines according to the pre-defined order and availability.

While in the Settings page, click the adjacent ► arrow under View/Edit to open the *Edit* view.



Series Completion

Series Completion provides key system functionality by hunting through a set of lines according to a pre-arranged order.

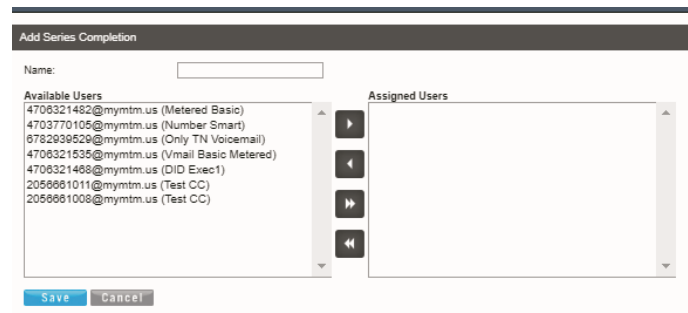
Name	Edit	Delete
------	------	--------

[Add](#)

[See instructions](#)

### Add Series Completion

1. Click on the [Add](#) button to open the setup dialog.
2. Enter a Name to display in lists.
3. Highlight Available Users and use the arrows to move them to the Assigned Users section.
4. Click the [Save](#) button when finished to submit the data and close the dialog.



Add Series Completion

Name:

**Available Users**

- 4706321482@mymtm.us (Metered Basic)
- 4703770105@mymtm.us (Number Smart)
- 6782939529@mymtm.us (Only TN Voicemail)
- 4706321535@mymtm.us (Vmail Basic Metered)
- 4706321468@mymtm.us (DID Exec1)
- 2059081011@mymtm.us (Test CC)
- 2056661008@mymtm.us (Test CC)

►

◄

►►

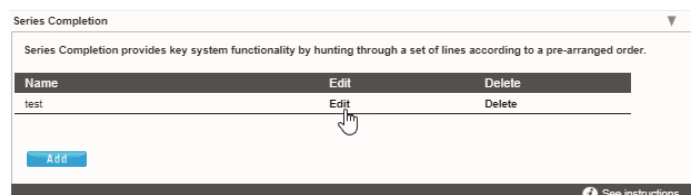
◄◄

**Assigned Users**

[Save](#) [Cancel](#)

### Edit Series Completion

1. Click on the [Edit](#) link adjacent to the Series you wish to modify.
2. Make changes to the Name or Assigned Users.
3. Click the [Save](#) button to submit the changes and close the dialog.



Series Completion

Series Completion provides key system functionality by hunting through a set of lines according to a pre-arranged order.

Name	Edit	Delete
test	<a href="#">Edit</a>	<a href="#">Delete</a>

[Add](#)

[See instructions](#)

## Delete Series Completion

**Caution:** This action is immediate and cannot be undone.

1. Click on the **Delete** option adjacent to the item you wish to remove from the system.

*The selected item is immediately removed from the list and from the system.*

Series Completion

Series Completion provides key system functionality by hunting through a set of lines according to a pre-arranged order.

Name	Edit	Delete
test	Edit	Delete

[Add](#)

[See Instructions](#)

## Conference Bridge List

Assign Conference Hosts and Moderators for your Conference Bridge(s).

While in the Settings page, click the adjacent ► arrow under View/Edit to open the **Edit** view.

Conference Bridge List

Assign Conference Hosts/Moderators to Conference Bridges

Name	Phone Number	Extension	Edit
Meet-Me CNF 1399795	2055585492	5492	Edit

[See Instructions](#)

## Manage Conference Bridge List

1. Click on the **Edit** option adjacent to the Conference Bridge you wish to modify.
2. Make changes to the Name, Calling Line names, Operator Phone Number or Conference Moderators.
3. Click the **Save** button to submit the changes and close the dialog.

Edit Conference Bridge

Name: Conferencing 1360261

Calling Line Id First Name: Production

Calling Line Id Last Name: Test

Operator Phone Number:

Available Users

- 2056661008@mymtm.us (Test CC)
- 2055022522@mymtm.us (Tagood Brandon)
- 2055083652@mymtm.us (One User)
- 2055024947@mymtm.us (two User)

Conference Moderators

- 4705093291@mymtm.us (DID DID)
- 4705093286@mymtm.us (DID DID)
- 4705093282@mymtm.us (DID DID)
- 4705093297@mymtm.us (DID DID)
- 6783674578@mymtm.us (DID DID)
- 6783674574@mymtm.us (DID DID)
- 4705093279@mymtm.us (DID DID)
- 4705093273@mymtm.us (DID DID)
- 4705093290@mymtm.us (DID DID)
- 2056661018@mymtm.us (Loc2 Exec)
- 4705093277@mymtm.us (DID DID)
- 4705093284@mymtm.us (DID DID)

[Save](#) [Cancel](#)

## Instant Conference

Manage this feature for use with the Push To Talk service to create hands-free intercom conferencing for Groups. Once defined, users may dial the **Instant Conference to Call Group** number or use the intercom by dialing \*50 followed by the instant conference extension. While in the Settings page, click the adjacent ► arrow under View/Edit to open the Edit view.

## Manage Instant Conference

1. Click **Add** or **Edit** Instant Conference to manage the Instant Conference group.
2. Enter or modify the Name for the Instant Conference.
3. Maximum Time for Unanswered Calls: Click within the checkbox to ☒ Enable / ☐ Disable and specify a time in Minutes.
4. Enter the appropriate 10-digit phone number(s) to be added to Instant Conference (define the group).
5. Click the **Save** button to submit the data and close the dialog.

to Talk and you can call a group for a hands-free intercom conference.

Extension: 9002

[Edit](#)

Edit Instant Conference

Name: test Test ☐ Enable Maximum Time for Unanswered Calls ☐ Minutes

Enter the numbers that should be included in this Instant Conference.


[Save](#) [Cancel](#)

## Call Park (Groups)

Manage the Location/Group settings for Call Park Groups, and enable people within your organization to park and retrieve 1 call at a time.

While in the Settings page, click the adjacent ► arrow under View/Edit to open the Edit view.

Call Park

Settings for Call Park

Alternate Recall User: Select Alternate Recall User  
☐ Alert parking user only  
☐ Alert parking user first, then alternate user  
☐ Alert parking alternate user only

Recall To

Settings for Group Call Park

Display Timer: [10] Seconds

☒ Enable Parked Destination Announcement

Settings for All Parked Calls

Ring Pattern for Recalled Calls: Long-Long

Recall Timer: [35] Seconds (30 - 600)

Alert Alternate Recall User Wait Time: [50] Seconds (30 - 600)

Group Name	Edit
New_Group_21_3_2019_18_58_43	Edit
New_Group_7_3_2019_11_45_5	Edit

Add Save Cancel

### Manage Call Park Group Default Settings

1. Select or Enter the following: **Settings for Call Park:**
  - ❖ Alternate User Recall To: ☒ Choose a user type.
  - ❖ Set Display Timer (in seconds).
  - ❖ Click to ☐ Disable/☒ Enable Parked Destination Announcement.
  - ❖ Ring Pattern for Recalled Calls: Select an option from the drop-down menu.
  - ❖ Recall Timer: Set an amount of time (from 30-600 seconds).
  - ❖ Alert Alternate Recall User Wait Time: Set an amount of time (from 30-600 seconds).
2. Click the **Save** button to submit the default settings and close the dialog.

### Add a Call Park Group

1. Click the **Add** button.
2. Accept the default or enter a Group Name.
3. Choose the group's Recall To: ☒ user type.
4. Use the ◀ ▶ arrows to move highlighted Assigned Users to/from Selected Users.
5. Click the **Save** button to submit the information and close the dialog.

Add Call Park

Enable people within your organization to park and retrieve calls. Call Park must be turned on by Administrator for an extension to park/retrieve calls.

Group Name: New\_Group\_20\_3\_2019\_9\_34\_22

Recall To: ☒ Alert parking user only  
☐ Alert parking user first, then alternate user  
☐ Alert parking alternate user only

Enter search Criteria Below

None Starts With Search

Available Users

- (Smart Number) 4703770105@myntm.us
- (Voicemail Only) TN6762939529@myntm.us
- (Exec DID) 4706321488@myntm.us
- (Dgnl) Yelavala@myntm.us
- (Sleeve) No.0256233090@myntm.us
- (April\_R) 2050760009@myntm.us
- (April\_Shannon) 205075912@myntm.us
- (CC\_Test) 2056661000@myntm.us
- (test\_test) 20566604017@myntm.us
- (CC\_Test) 2056661011@myntm.us
- (Webb) 168212057917734@myntm.us
- (Webb\_Shawell) 20566028500@myntm.us

Selected Users

Save Cancel Add

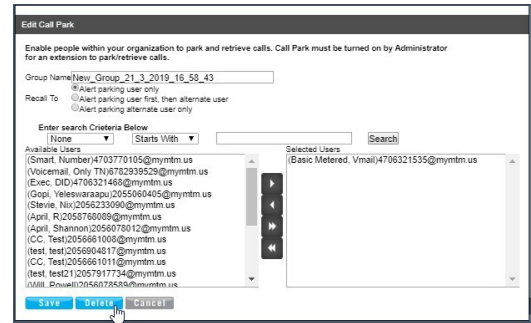
### Edit a Call Park Group

1. Modify the Call Park (Group) Default Settings.
2. Click the **Save** button to update the call park group default settings.
3. Optional: Click the **Edit** option next to a Group in the list.
4. Modify the Group Name, Recall To, or User assignments.
5. Click the **Save** button to submit the changes and close the dialog.

## Delete a Call Park Group

**Caution:** This action is immediate and cannot be undone.

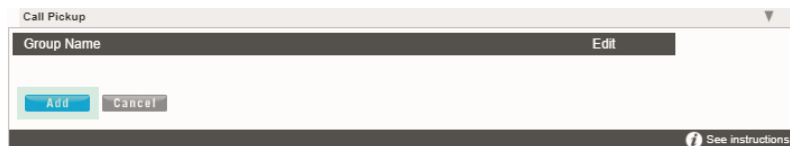
1. Click the [Edit](#) button next to a Group in the list.
2. Click the [Delete](#) button to remove the Group listing and close the dialog. The selected Call Park Group is immediately removed.



## Call Pickup (Groups)

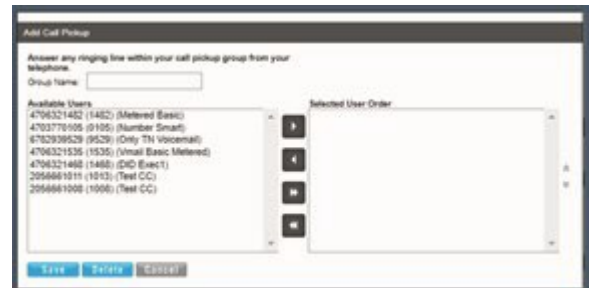
Assign and Allow users to answer any ringing line within their call pickup group.

While in the Settings page, click the adjacent ► arrow under View/Edit to open the [Edit](#) view.



## Add a Call Pickup Group

1. Click the [Add](#) button.
2. Enter a Group Name.
3. Click the arrows to move highlighted Available Users to/from Selected User Order.
4. Click the [Save](#) button to submit the new group and close the dialog.



## Manage Call Pickup Groups

1. Click on the [Edit](#) option next to a Call Pickup Group.
  - a. Make Changes to [Name](#) and/or [Selected Users](#) and click the [Save](#) button.  
Or
  - b. **Use Caution:** Click the [Delete](#) button to instantly remove the group from the system and close the dialog.

## Advanced Hunting

Utilize all your lines and prevent unnecessary busy signals. When a call is generated to a line that is busy, the call automatically rolls to the next number in the Hunt Group.

### Manage Advanced Hunting Settings

1. Click on the [Edit](#) option next to the Hunt Group listing.
2. Make changes to the following settings and options:
  - ❖ **Name:** Enter a name that displays in lists.
  - ❖ **Calling Line ID (First/Last):** Enter the Caller ID name.
  - ❖ **Hunt Style:** Select a hunt style from the drop-down options.
  - ❖ **Allow Call Waiting:** Click to ☒ Enable / ☐ Disable.
  - ❖ **Highlight and use arrows to move Available Users to/from Selected User Order and/or Directory Number Hunting.**

**Note:** When a user is assigned to Directory Number Hunting and the user receives a call, the call is presented to the user first. If this Directory Number user is busy or unavailable, the service then applies the Hunt Style policy that has been configured for the Hunt Group. If a number is included in the Directory Number Hunting field, it essentially becomes a pilot number for the Hunt Group if busy or not answered.

**Edit Hunt Group**

Name: Hunt Group 1360255

Calling Line ID First Name: Hunt

Calling Line ID Last Name: Group

Hunt Style: Register

☒ Allow Call Waiting on Line

**Available Users**

- 4769680277 (DND DND)
- 4769680279 (DND DND)
- 4769680280 (DND DND)
- 4769680282 (DND DND)
- 4769680284 (DND DND)
- 4769680286 (DND DND)
- 4769680288 (DND DND)
- 4769680290 (DND DND)
- 4769680291 (DND DND)
- 4769680297 (DND DND)
- 4769682480 (Basic Member)
- 4769682505 (Basic Member)

**Selected User Order**

- 4769681000 (CIC Test)

**Directory Number Hunting**

Department: Select Department

Time Zone: (GMT-05:00) US: Central Time

☒ Allow members to control Group Busy

☒ Enable Group Busy

☒ Apply Group Busy When Terminating Call to Agent

☒ Skip to next agent after rings: 5 rings

☒ Forward call after waiting seconds: 30 seconds

Calls forward to: 1234567890

☒ Enable Call Forwarding Not Reachable

Make Hunt Group busy when all available agents are not reachable

☒ Use the system default CLID configuration (currently including the Hunt Group Name in the CLID)

☒ Customize the CLID for this Hunt Group

☒ Include the Hunt Group Name in the CLID

**Save** **Cancel**

- ❖ **Department:** Select the appropriate department from the drop-down selection list.
  - ❖ **Time Zone:** Select the appropriate time zone for the group/location.
  - ❖ **Allow Members to control Group Busy:** Click to ☒ Enable / ☐ Disable.
  - ❖ **Enable Group Busy:** Click to ☒ Enable / ☐ Disable.
  - ❖ **Apply Group Busy When Terminating Call To Agent:** Click to ☒ Enable / ☐ Disable.
  - ❖ **Skip to next agent after x rings:** Click to ☐ Disable / ☒ Enable and select the amount of rings.
  - ❖ **Forward call after waiting x seconds:** Click to ☐ Disable / ☒ Enable and select the amount of seconds.
  - ❖ **Enable Call Forwarding Not Reachable:** Click to ☒ Enable / ☐ Disable.
  - ❖ **Calls forward to:** Enter the 10-digit phone number/SIP URI.
  - ❖ **Make Hunt Group busy when all agents are not reachable:** Click to ☒ Enable / ☐ Disable.
  - ❖ **Use system default CLID:** Click to ☒ Enable / ☐ Disable.
  - ❖ **Customize the CLID for this Hunt Group:** Click to ☐ Enable / ☒ Disable.
  - ❖ **Include the Hunt Group Name in the CLID:** Click to ☒ Enable / ☐ Disable.
3. Click the [Save](#) button to submit the new data and close the dialog.

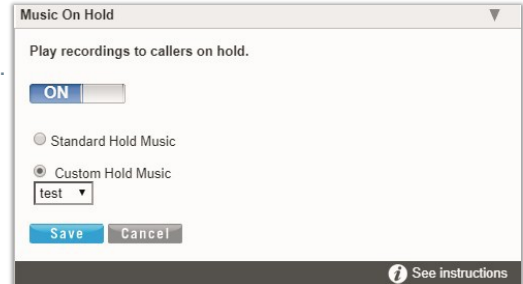
## Music On Hold

Manage the music or greeting files played to callers when placed on hold. Basic Instructions and file size requirements are provided via the  [See instructions](#) link.

While in the Settings page: Click the adjacent ► arrow under View/Edit to open the [Edit](#) view.

### Manage Music On Hold

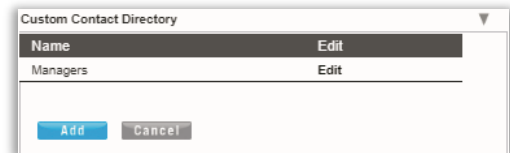
1. Click to turn **ON** or Off
2. Select ☐ Standard Hold Music or ☒ Custom Hold Music.
3. *Optional:* Choose a pre-uploaded 'custom file' from the drop-down menu (see: [Announcement Repository](#)).
4. Click the [Save](#) button to submit the change and close the dialog.



The 'Music On Hold' dialog box has a title bar with a dropdown arrow. Below the title bar is the text 'Play recordings to callers on hold.' followed by a toggle switch currently set to 'ON'. Below the toggle are two radio buttons: 'Standard Hold Music' (unselected) and 'Custom Hold Music' (selected). Under 'Custom Hold Music' is a dropdown menu showing 'test'. At the bottom are 'Save' and 'Cancel' buttons. A footer bar contains an 'i See instructions' link.

## Custom Contact Directory

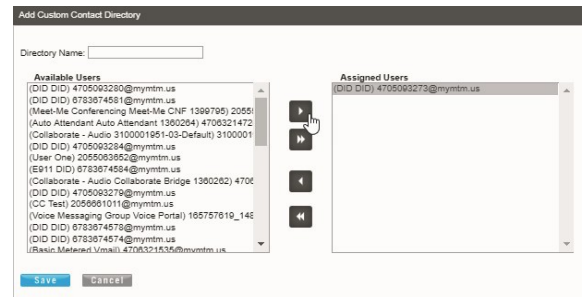
Create and manage customized contact groups within the directory. While in the Settings page, click the adjacent ► arrow under View/Edit to open the [Edit](#) view.



The 'Custom Contact Directory' dialog box has a title bar with a dropdown arrow. Below the title bar is a table with two columns: 'Name' and 'Edit'. The table has one row with the text 'Managers' and an 'Edit' button. Below the table are 'Add' and 'Cancel' buttons.

### Add a Custom Contact Directory List

1. Click on the [Add](#) button to create a custom contact list.
2. Type a Name for the list.
3. Select from the Available Users list and use the arrows ◀▶ to move them to/from the Assigned Users section
4. Click the [Save](#) button when finished to submit the list and close the pop-up dialog.



The 'Add Custom Contact Directory' dialog box has a title bar with a dropdown arrow. Below the title bar is a 'Directory Name:' text input field. Below this are two lists: 'Available Users' and 'Assigned Users'. The 'Available Users' list contains many entries with IDs and email addresses. The 'Assigned Users' list currently contains one entry. Between the two lists are four arrow buttons: a right arrow, a left arrow, a double right arrow, and a double left arrow. At the bottom are 'Save' and 'Cancel' buttons.

### Edit a Custom Contact Directory List

1. Click the [Edit](#) option next to a Contact List.
2. Make changes to the list Name or Assigned Users, as needed.
3. Click the [Save](#) button to update the list and close the pop-up dialog.

### Delete a Custom Contact Directory List

1. Click the [Edit](#) option next to a Contact List.
2. Click the [Delete](#) button to immediately remove the list from the system and close the dialog.

## Departments

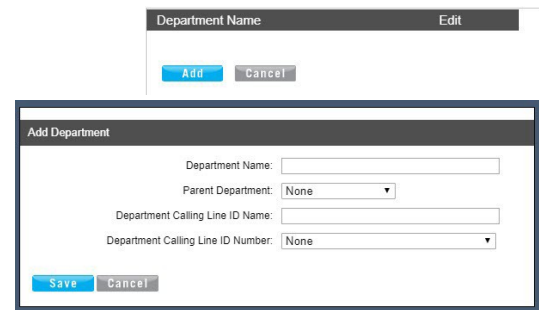
Manage Departments for the Location/Group.



The screenshot shows a web interface titled "Group Services" with a sub-header "Custom Contact Directory". Below this is a "Departments" section. It contains a table with one row: "Department Name" and "Edit". To the right of the table is a "View/Edit" link. Below the table are two buttons: "Add" and "Cancel". A mouse cursor is pointing at the "Edit" link.

### Add a Department

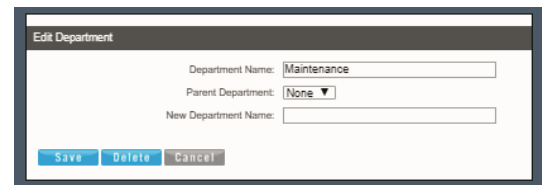
1. Click the [Add](#) button to create a new Department. Type the Department Name.
2. Select the Parent Department from the drop-down menu options.
3. Click the [Save](#) button to submit the changes and close the dialog.



The screenshot shows the "Add Department" dialog box. It has a header "Add Department". Below the header are four fields: "Department Name:" (text input), "Parent Department:" (drop-down menu with "None" selected), "Department Calling Line ID Name:" (text input), and "Department Calling Line ID Number:" (drop-down menu with "None" selected). At the bottom are two buttons: "Save" and "Cancel".

### Edit a Department

1. Click on the [Edit](#) link next to the Department.
2. Make the changes you wish to make.
3. Click the [Save](#) button to submit the changes and close the dialog.



The screenshot shows the "Edit Department" dialog box. It has a header "Edit Department". Below the header are three fields: "Department Name:" (text input with "Maintenance" entered), "Parent Department:" (drop-down menu with "None" selected), and "New Department Name:" (text input). At the bottom are three buttons: "Save", "Delete", and "Cancel".

### Delete a Department

**Caution:** This action is immediate and cannot be undone.

1. Click on the [Edit](#) link next to the desired Department.
2. Click the [Delete](#) button to remove the selected department from the system and close the dialog.



## Enterprise Directory

The Enterprise Directory feature offers an online listing of all phone service information within the Enterprise directory for the account. While in the Settings page, click the adjacent ► arrow under View/Edit to open the [Edit](#) view.

### Print Enterprise Directory Summary

1. Click on the [Enterprise Directory Summary](#) Link to view a summary listing of the Phone List to print using your browser feature.

### Print Enterprise Directory Details

1. Click on the [Enterprise Directory Details](#) link to view a detailed Phone List that is ready to print using your browser feature.

Enterprise Directory						
Enterprise Directory Summary			Enterprise Directory Details			
Name	Phone Number	Extension	Department	Mobile	E-mail Address	Group ID
3100001951-02-Default (Collaborate - Audio)						3100001951-02
3100001951-03-Default (Collaborate - Audio)						3100001951-03
3100001951-04-Default (Collaborate - Audio)						3100001951-04
3100001951-05-Default (Collaborate - Audio)						3100001951-05
Auto Attendant 1360264 (Auto Attendant)	4706321472	1472				3100001951-01
Auto Attendant 1360371 (Auto Attendant)	4703770068	0068				3100001951-01
BroadWorks Anywhere 1360257 (BroadWorks Anywhere)	4706321011	1011				3100001951-01
Collaborate Bridge 1360262 (Collaborate - Audio)	4706321460	1460				3100001951-01
Conferencing 1360261 (Meet-Me Conferencing)	4703770062	0062				3100001951-01
DiD:DiD	4706063280	3280				3100001951-02
DiD:DiD	4705093291	3291				3100001951-02
DiD:DiD	4706063264	3264				3100001951-02

## Time Schedule

The Location [Time Schedule](#) feature allows Admins to set the group or location's schedules for business hours, holidays, and events. Calls that fall within these times can be sent to voicemail or receive a pre-defined greeting.

### Add a Schedule

1. Click to place a checkmark ☒ next to the preferred option (Business Hours or Holiday Schedule).
2. Click the [Add](#) button under that option.
3. Enter a unique Schedule Name.
4. Click the [Save](#) button when finished.

Time Schedule

ON

☒ Business Hours Schedule

Edit

☐ Enterprise Test

Edit

Cancel

Add

Delete

☒ Holiday Schedules

Edit

☐ Thanksgiving

Edit

☐ Christmas

Edit

Cancel

Add

Delete

See instructions

### Delete a Schedule

**Caution:** This action is immediate and cannot be undone.

1. Click within the checkbox ☒ adjacent to a **Schedule** to select it.
2. Click on the [Delete](#) button within that section to immediately remove the Schedule and any events attached to it.

### Add an Event

1. Click to place a checkmark next to the preferred option (☒ Business Hours or ☒ Holiday Schedule).
2. Click [Add Event](#) to define the following options for a specific event type:
  - ❖ **Event Name:** Required - Type a short title for review in lists.
  - ❖ **Start Date:** Select the date the event begins.
  - ❖ Select the **All Day Event** checkbox ☒, or define the following:
  - ❖ **Start Time, End Time, and/or End Date.**

- ❖ Optional: **Rekurs** – (Never, Daily, Weekly, Monthly by Day, Monthly by Week, Yearly by Day, Yearly by Week)
- ❖ Optional: **Recur every x** (Months or Year and/or the Numerical day of the month).
- ❖ Optional: **End** – *Never, After (x # of occurrences), or Date* (set the end date).

3. Click **Save** when finished to submit the data and close the dialog.

### Edit an Event

1. Click on the **Edit** option next to the desired Time Schedule option.
2. Make changes to the event name, date, times, or recurrences.
3. Click **Save** when finished to submit the changes and close the dialog.

### Delete an Event

**Caution:** This action is immediate and cannot be undone.

1. Click within the checkbox ☒ adjacent to a **Schedule** to select it.
2. Click the **Edit** option next to the selected item to review the schedule's list of Events.
3. Click within the checkbox ☒ adjacent to an Event listed within the dialog to select it.
4. Click on the **Delete Event** button.
5. Click on the **Save** button to update the data for the Schedule and close the dialog.

## Manage Lines

Manage the names and numbers associated with lines on the account.

While in the Settings page, click the adjacent ► arrow under View/Edit to open the **Edit** view.

1. Click the **Edit** link next to a number to update the information.
2. Make changes to the **Name** (first/last), **Line Description**, and **Outbound Caller ID**, as needed.
3. Click on the **Save** button to submit the changes and close the dialog.

Manage Lines

Last Name	First Name	Phone Number	Extension	Line Description	Edit
Metered	Basic	+1-4706321482	1482	Basic Metered	Edit
Number	Smart	+1-4703770105	0105	Smart Number	Edit
Only TN	Voicemail	+1-6782939529	9529	Voicemail Only TN	Edit
Vmail	Basic Metered	+1-4706321535	1535	Basic Metered Vmail	Edit
DID	Exec1	+1-4706321468	1468	Exec DID	Edit
Test	CC	+1-2056661011	1011	CC Test	Edit
Test	CC	+1-2056661008	1008	CC Test	Edit

Cancel

See instructions

Edit Line

First Name:

Last Name:

Line Description:

Outbound Caller ID:

Save Cancel

## Manage Users

Manage users, their access rights and extension assignments.

While in the Settings page, click the adjacent ► arrow under View/Edit to open the [Edit](#) view.

### Manage User Password and Recovery Email

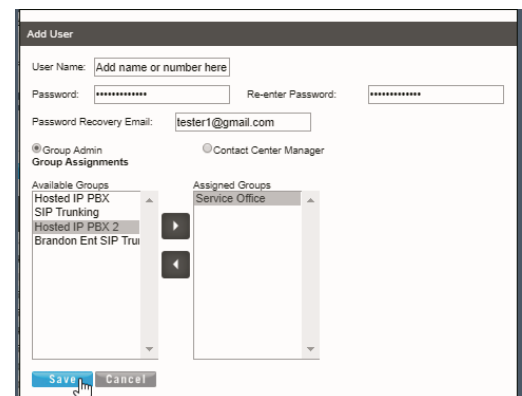
1. Locate the user you wish to modify within the list. Click the [Edit](#) option next to the selected user.
2. Enter the following, as needed:
  - ❖ Password: Type the new Password and again in Re-enter Password to confirm.
  - ❖ Password Recovery Email: Type the full email in [name@email.com](#) format. This is where the system will send the recovery information.
3. Click the [Save](#) button to submit the change and close the dialog.



A screenshot of a dialog box titled "Password Recovery Email:". It contains a text input field for the email address. Below the input field, there are two checkboxes: "MACD and Device Provisioning Permissions" (which is checked) and "Assign Administrative Rights". To the right of these checkboxes, there is a button labeled "Assign Contact Cer". A mouse cursor is pointing at the "Assign Contact Cer" button.

### Add Users to Groups

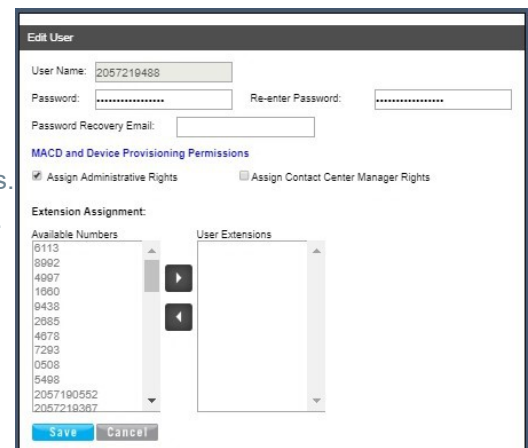
1. Click the [Add User](#) button. Enter or define the following:
  - ❖ User Name: Type the name or designation (phone number, device type, etc.) you wish to display in lists.
  - ❖ Password: Enter and reenter the password assignment for the user.
  - ❖ Password Recovery Email: Enter an email address for password recovery notifications.
  - ❖ Group Admin: Click to enable/disable this as the initial assignment.
  - ❖ Contact Center Manager: Click to enable/disable this as the initial assignment.
  - ❖ Highlight item(s) in the Available Groups section and use the arrows to add to the *Assigned Groups*.
2. Click the [Save](#) button to submit the change and close the dialog.



A screenshot of a dialog box titled "Add User". It contains several fields: "User Name" (with a placeholder "Add name or number here"), "Password" (masked with asterisks), "Re-enter Password" (masked with asterisks), and "Password Recovery Email" (with the value "tester1@gmail.com"). Below these fields, there are two radio buttons: "Group Admin" (selected) and "Contact Center Manager". Under "Group Admin", there are two sections: "Available Groups" and "Assigned Groups". "Available Groups" lists "Hosted IP PBX", "SIP Trunking", "Hosted IP PBX 2", and "Brandon Ent SIP Tru". "Assigned Groups" lists "Service Office". There are arrows between the two lists to move items. At the bottom, there are "Save" and "Cancel" buttons. A mouse cursor is pointing at the "Save" button.

### Edit User Access and Extension

1. Locate the user you wish to modify within the list.
2. Click the [Edit](#) option next to the selected user.
3. Make changes to the following, as needed:
  - ❖ Password (and repeat)
  - ❖ Password Recovery Email: Enter a new email address.
  - ❖ ☒ Assign Administrative Rights to Enable, as needed.
  - ❖ ☒ Assign Contact Center Manager Rights to Enable as needed.
  - ❖ Extension Assignments: Select from the Available Numbers and use the arrows ◀▶ to move to or from the User Extensions.
4. Click the [Save](#) button to submit and close the dialog.



A screenshot of a dialog box titled "Edit User". It contains several fields: "User Name" (with the value "2057219488"), "Password" (masked with asterisks), "Re-enter Password" (masked with asterisks), and "Password Recovery Email" (empty). Below these fields, there are two checkboxes: "MACD and Device Provisioning Permissions" (checked) and "Assign Administrative Rights" (checked). To the right of these checkboxes, there is a checkbox for "Assign Contact Center Manager Rights". Under "Assign Administrative Rights", there are two sections: "Available Numbers" and "User Extensions". "Available Numbers" lists "0113", "8002", "4997", "1860", "9438", "2085", "4078", "7293", "0508", "5498", "2057190552", and "2057219367". "User Extensions" is empty. There are arrows between the two lists to move items. At the bottom, there are "Save" and "Cancel" buttons. A mouse cursor is pointing at the "Save" button.

## Set MACD and Device Provisioning Permissions

Additional permissions for managing MACD (Service Changes) and Device Provisioning may be defined by an Administrator with access to modify those settings. Each assignment provides access to manage the specified areas and features when the user logs in as Admin. See also [Devices](#) and [Service Changes](#).

1. Locate a user with the Admin set to **Yes** within the list. Click on the **Edit** option next to the selected user.
2. Click on the **MACD and Device Provisioning Permissions** link to review and edit those settings.
3. Click within the checkboxes to ☒ enable or ☐ disable appropriate administrative inventory management permissions and service change access to following, as needed:
4. Click the **Save** button to submit the changes, close the dialog, and return to the *Edit User* view.

**MACDs and Device Provisioning Permissions**

**MACDs Permissions**

- ☐ MACD Name
- ☒ Change Block
- ☒ Change Extension
- ☒ Assign UserAddons
- ☒ Unassign UserAddons
- ☒ Change CNAM
- ☒ Change Listing
- ☒ ChangeVN TerminatingNumber
- ☒ Add Services
- ☒ Change LineType
- ☒ Change SeatType
- ☒ Change IPTrunking CallPathPlan and Count

**Device Provisioning**

- ☐ Provision action name
- ☒ Setup FQDN
- ☒ Setup NewDevice
- ☒ Setup GroupLevelFQDN
- ☒ Set GroupVLANID
- ☒ Delete ExistingDevice
- ☒ Swap Device

**Save** **Cancel**

## Delete Users

**Caution:** This action is immediate and cannot be undone. Any assignments, associations or add-ons must be managed as well.

1. Click within the checkbox ☒ adjacent to a user to select that individual.
2. Click the **Delete User** button to instantly remove the user from the list and from the system.

## Manage Group Calling Line ID

**Important:** If your system uses extension-only seats (without associated telephone numbers) along with *Call Recording* assigned, changing the Group Calling Line ID here will cause the Call Recording feature to stop working. Please have an authorized contact request the appropriate Call Recording configuration changes by the Operator/Service Provider before changing the Group Calling Line ID.

1. Define or select from the following options, as needed:

❖ **Use Group name for Calling Line Identity:**

Click within the checkbox ☒ to Enable and define the following options as needed:

▪ **Calling Line ID Group Name:** Enter the group name that displays in Caller ID

▪ **Calling Line ID Group Number:** Select the number option from the list.

▪ **Use User phone number for Calling Line identity:** ☐ Click to enable, as needed.

▪ **Use configurable phone number for Calling Line identity:** ☐ Click to enable, as needed.

▪ **Use group/department phone number for Calling Line Identity:** ☐ Click to enable, as needed.

Manage Group Calling Line ID

☒ Use group name for Calling Line Identity

Calling Line Id Group Name

Calling Line Id Group Number

☒ Use user phone number for Calling Line Identity

☐ Use configurable phone number for Calling Line Identity

☐ Use group/department phone number for Calling Line Identity

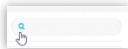
WARNING: If you have extension-only seats, without associated telephone numbers and with Call Recording assigned, changing the Group Calling Line ID will cause Call Recording to stop. Please have your administrator contact the service provider and make the appropriate Call Recording configuration changes before changing the Group Calling Line ID.

2. Click the **Save** button to submit the changes and close the dialog.

## Services & Users

The **Services & Users** section lists the individual accounts within the enterprise (or area the admin reviews). The data is searchable and sortable, and includes all important information at-a-glance. Admins may also set users or services as Favorites ★ in this page, Check / Update the Registration Status, or go directly to a specific account dashboard to review and manage settings.

### Section Search



Locate any data found within the table below.

### Check Registration Status

Poll NEPS / Broadsoft provisioned device registration status and update.

### Favorites ★

The first column allows Admins to set Favorites ★ for easy Dashboard access.

### Service ID & Ext

The links under the **Service ID** and **Ext** columns open the **User Services Dashboard** for the selected account.

## Manage Services & Users

Locate an item in the list and click on the [link](#) under the **Service ID** or **Ext** column to open the individual **User Dashboard** to review the current information for the account and access all account features for administration:

**Carin Smith** Calling Line ID:

**MOMENTUM TELECOM**

User ID: [@momentum.us](#)

Enterprise ID: 2001

Department: GROUP ID: 2001

Service Number: BSEP ID:

Portal Login Username:

Network Class of Service:

Email: [@momentumtelecom.com](#)

Mobile: [@momentumtelecom.com](#)

Finger: [@momentumtelecom.com](#)

Yotswort:

Location: MOMENTUM TELECOM

Phone Model: \_UNITE0

Language:

Timezone: America/New\_York

Temporarily Update Contact 911 Service Address:

Password Recovery: [@momentumtelecom.com](#)

[View Profile](#)

**Applications**

No applications are available.

**Voicemail** [e](#)

Voicemail: ☒

No recent voicemails

[Voicemail Settings](#) [Manage Greetings](#) [Reset Voicemail Pin](#)

**Basic Features**

Anonymous Call Rejection: ☒

Caller ID: ☒

Call Waiting: ☒

Conferenced Line ID Restrictions: ☒

Do Not Disturb: ☐

Outbound Caller ID Block: ☐

[View All Features](#)

**Call Logs** (6917)

Direction	Caller ID	Phone	Date	Time
In	Jason		2018-05-28	11:30:21 AM
Out			2018-05-27	5:57:57 PM
In	LARRY		2018-05-27	5:58:42 PM
Out	Michael		2018-05-27	5:59:08 PM
Out	Michael		2018-05-27	5:59:54 PM
In	Michael		2018-05-27	5:59:52 PM
In	Elisab		2018-05-25	2:59:21 PM
Out	John-A		2018-05-25	10:04:15 AM
Out	John-A		2018-05-25	2:13:28 PM
In	Tissa C		2018-05-22	8:27:35 AM
Out	Catala		2018-05-22	2:28:47 PM
In	Patrick		2018-05-20	2:49:47 PM
In	Jason		2018-05-18	1:39:53 PM
Out	John-A		2018-05-18	1:30:12 PM
In	John-A		2018-05-18	1:27:38 PM
Out			2018-05-18	1:59:46 PM
In	WHITE		2018-05-18	1:59:22 PM
Out			2018-05-18	12:00:15 PM
Out	Grand		2018-05-18	10:54:50 AM
In	John-A		2018-05-14	2:23:31 PM

[View All Call Logs & Details](#)

## User Profile

This dashboard card displays the current profile information and the [View Profile](#) button provides access to manage temporary e911 locations, Change the Password, Manage notification emails and update directory information.

## Voicemail

This card displays recent un-deleted voicemails to play, delete, forward, or block callers. A red dot • indicates un-played messages. A [View All Voicemails & Details](#) link provides access to review and manage all undeleted voicemails *if there are more undeleted messages available than can be displayed within the dashboard*.

## Call Logs

This dashboard card displays the latest calls to/from the user's device and [View All Call Logs](#) button opens a new page to display up to 1000 calls within the past 90 days, with filtering tools and a link to [Export Call Logs](#) to a spreadsheet report format.

## Applications

This card provides direct links to the landing or [Sign In](#) page for add-on applications assigned to the user, if applicable.

## Basic Features

This card displays the [On/Off](#) feature settings for easy access and the [View All Features & Services](#) link offers direct access to the user's [Settings](#) page to manage [all](#) services and features provided for the account.

## Working with User Settings

Clicking on the [View All Features](#) link at the bottom of the **Basic Features** card opens the **Settings** page, which lists the features and services that are available to the user in an easy to read table format, and provides access to View and to Edit the settings for each feature.

Settings		
Profile		<a href="#">VIEW/EDIT</a>
Profile		
General	ON/OFF	<a href="#">VIEW/EDIT</a>
Anonymous Call Rejection	OFF	<a href="#">▶</a>
Announcement Repository		<a href="#">▶</a>
Call Block	OFF	<a href="#">▶</a>
Caller ID	ON	<a href="#">▶</a>
Call Notify	OFF	<a href="#">▶</a>
Call Waiting	OFF	<a href="#">▶</a>
Connected Line Identification Restriction	OFF	<a href="#">▶</a>
Do Not Disturb	ON	<a href="#">▶</a>
Hoteling Guest	ON	<a href="#">▶</a>
Hoteling Host	ON	<a href="#">▶</a>
Outbound Caller ID Block	ON	<a href="#">▶</a>
Priority Alert		<a href="#">▶</a>
Privacy		<a href="#">▶</a>
Selective Call Acceptance	ON	<a href="#">▶</a>
Speed Dial		<a href="#">▶</a>
Forwarding	ON/OFF	<a href="#">VIEW/EDIT</a>
Call Forwarding Selective	OFF	<a href="#">▶</a>
Find Me - Simultaneous Ring	ON	<a href="#">▶</a>
Find Me - Sequential Ring	OFF	<a href="#">▶</a>
Push to Talk	ON	<a href="#">▶</a>
Messaging	ON/OFF	<a href="#">VIEW/EDIT</a>
Voicemail	ON	<a href="#">▶</a>
Distribution List		<a href="#">▶</a>
Reset Voicemail PIN		<a href="#">▶</a>
Emergency		<a href="#">VIEW/EDIT</a>
Anywhere		<a href="#">▶</a>
User Services	ON/OFF	<a href="#">VIEW/EDIT</a>
Enterprise Directory		<a href="#">▶</a>
Title Schedule	ON	<a href="#">▶</a>

- ❖ Features are generally grouped by type to make similar features easy to locate.
- ❖ On/Off features show their current status within the table.
- ❖ The arrow ► under the [View/Edit](#) column (far right) for a feature opens the [Edit](#) view.
- ❖ Many of the [On/Off](#) features shown in this list and the individually enabled settings shown here may also be managed through the user's device using phone codes, AKA: Star Codes. (ex: [\\*77](#)).



*Your account type and/or role defines the users, features and services you may access.  
Some features shown in this document may not be available to all organizations, Admins or users.*

### Access the Settings Page

1. In the Dashboard: Click on the [View All Features](#) link in the Basic Features card to open the [Settings](#) page.

### View / Edit User Feature Settings

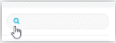
1. In the [Settings](#) page: Click on the arrow ► under the [View/Edit](#) column next to a feature to open its [Edit](#) view and modify the feature setup.

*Instructions for managing individual user level features and services are provided in the User Guide.*



## Trunking

The **Trunking** page offers a searchable view of the current SIP Trunk Group(s) on the account, and offers access to review and manage individual services or users assigned to a SIP Trunk Group. The data displayed here includes **Location ID**, **Trunk Group ID**, **Pilot DID**, **Call Paths**, and the trunk group **Service Number** count.




**Section Search**


Locate data found within the table below.

**Column Links**

The link in the **Location ID** column provides access to review the list of **Services & Users** assigned to the Trunk group. The **Pilot DID** link opens the User Services Dashboard and Profile for the account.



The **Edit** button opens the SIP Trunk Group settings for review and maintenance.

 Click on the **Edit** icon adjacent to the Trunk Group listing (far right column) to open the *Trunk Group Features* page and manage the call forwarding settings and usage.

## Manage Trunking Settings

General Settings for SIP Trunking might include any features defined for organization-wide use.

6783674584		
Trunk Group Features	ON/OFF	VIEW/EDIT
Call Forward Always		►
Unreachable Destination		►

For Example:

### Call Forward Always

This feature defines the overall behavior of Forwarding and Routing for the SIP Trunk. Click on the arrow ► under the View/Edit column to open the **Edit** view for this service. The default action for *Call Forwarding Always* is **None**.

- Click to enable one of the following alternate options, as needed:
  - ❖ Forward to Phone Number/SIP-URI: and enter the 10- digit number (no spaces or special characters).
  - ❖ Reroute to Trunk Group and select the group using the drop-down menu.
- Click the **Save** button when finished to submit the data and close the settings dialog.

**Call Forward Always** ▼  
Call Forwarding Always Action: ☒ None  
☐ Forward to Phone Number/SIP-URI:  
2058675309  
☐ Reroute to Trunk Group: None ▼  
**Save**

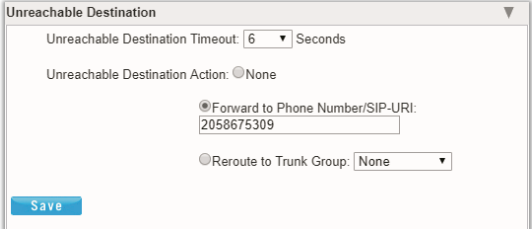
## Unreachable Destination

Manage the behavior for calls when the dialed destination is unreachable. The default action is **None**. Click on the arrow ► under the View/Edit column next to a feature to open its *Edit* view.

1. Click to enable one of the following alternate options, as needed:

- ❖ **Forward to Phone Number/SIP-URI:** and enter the 10- digit number (no spaces or special characters).
- ❖ **Reroute to Trunk Group** and select the group using the drop-down menu.

2. Click the **Save** button when finished to submit the data and close the settings dialog.



The image shows a settings dialog titled "Unreachable Destination". It contains the following fields and options:

- Unreachable Destination Timeout:** A dropdown menu set to "6" with the unit "Seconds".
- Unreachable Destination Action:** Two radio buttons. The first is "Forward to Phone Number/SIP-URI:" which is selected, and the second is "None".
- Forward to Phone Number/SIP-URI:** A text input field containing the number "2058675309".
- Reroute to Trunk Group:** A radio button (unselected) followed by a dropdown menu set to "None".
- Save:** A blue button at the bottom left.

**Note:** Trunking settings are made available for administration here per the organization's requirements. If additional features or services are displayed for Trunking administration, please refer to the sections in this guide that describe working with those features.

## Enterprise Settings

The [Enterprise Settings](#) menu option opens that section for review and administration of the global feature settings.

In this section simply click on an ► arrow under the View/Edit column adjacent to the desired Enterprise Service or the Contact Center feature to view the item's [Edit](#) dialog and manage the settings.

## Enterprise FQDN Setup

Manage the [Fully Qualified Domain Names \(FQDNs\)](#) to be used by devices in inventory on the account.

### Add a Fully Qualified Domain Name (FQDN)

In the *Enterprise Settings* view:

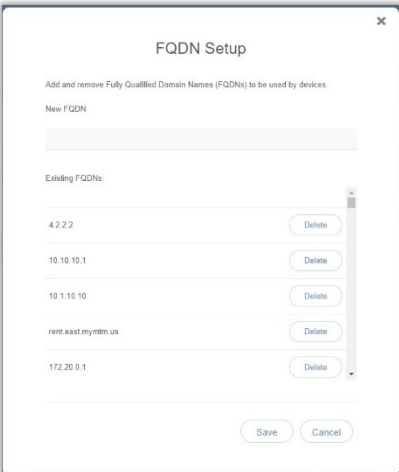
1. Click the [Edit](#) icon adjacent to FQDN Setup.
2. Enter a new FULLY QUALIFIED DOMAIN NAME in the text field.
3. Click [Save](#) when finished to update the list of available FQDNs and close the dialog.

### Delete a Fully Qualified Domain Name (FQDN)

**Use caution.** This action is immediate and cannot be undone. Any devices setup to use the deleted FQDN must be edited to select an existing FQDN.

In the *Enterprise Settings* view:

1. Click the [Edit](#) icon adjacent to FQDN Setup.
2. Click the [Delete](#) button adjacent to an existing FQDN listing.
3. Click [Save](#) when finished to close the dialog.



The screenshot shows the 'FQDN Setup' dialog box. At the top, it says 'Add and remove Fully Qualified Domain Names (FQDNs) to be used by devices.' Below this is a 'New FQDN' text input field. Underneath is a section titled 'Existing FQDNs:' which contains a list of domain names: '4.2.2.2', '10.10.10.1', '10.1.10.10', 'rent.east.mymem.us', and '172.20.0.1'. Each entry has a 'Delete' button to its right. At the bottom right of the dialog are 'Save' and 'Cancel' buttons.

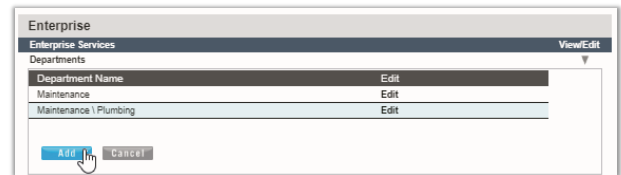
## Enterprise Departments

Administrator-level access to manage departments for the entire organization.

### Add a Department

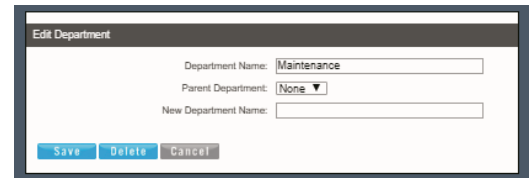
In the [Departments](#) edit view:

1. Click the [Add](#) button to create a new Department.
2. Type the DEPARTMENT NAME.
3. Select the PARENT DEPARTMENT from the drop- down menu options.
4. Click the [Save](#) button to submit the changes and close the dialog.



### Edit a Department

1. Click on the [Edit](#) link next to a department.
2. Make the changes you wish to make.
3. Click the [Save](#) button to submit the changes and close the dialog.



### Delete a Department

**Caution:** This action is immediate and cannot be undone

1. Click on the [Edit](#) link next to a department.
2. Click the [Delete](#) button to remove the selected department and return to Enterprise Settings.

## Enterprise Directory

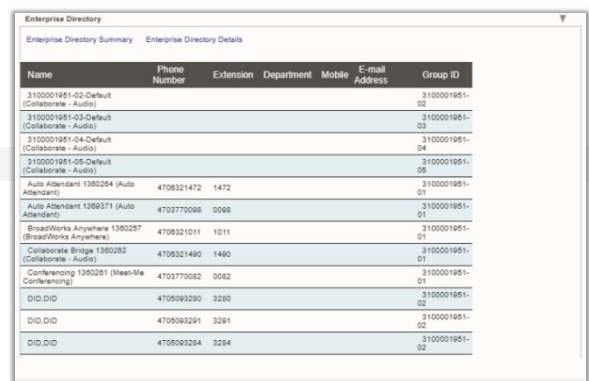
The [Enterprise Directory](#) feature offers an online listing of all phone service information within the Enterprise directory for the account.

### Print Enterprise Directory Summary

1. Click on the [Enterprise Directory Summary](#) Link to view a summary listing of the Phone List to print using your browser feature.

### Print Enterprise Directory Details

1. Click on the [Enterprise Directory Details](#) link to view a detailed Phone List that is ready to print using your browser feature.



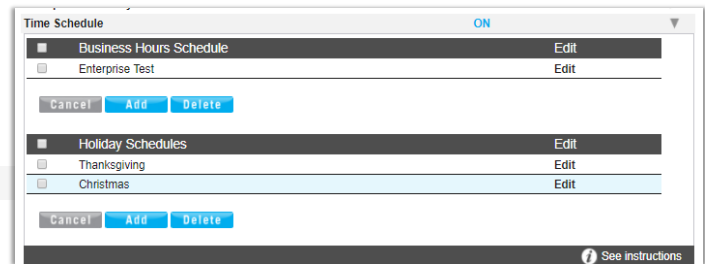
Name	Phone Number	Extension	Department	Mobile	E-mail Address	Group ID
3100001951-03-Default (Collaborate - Audio)						3100001951-03
3100001951-03-Default (Collaborate - Audio)						3100001951-03
3100001951-04-Default (Collaborate - Audio)						3100001951-04
3100001951-05-Default (Collaborate - Audio)						3100001951-05
Auto Attendant 1360284 (Auto Attendant)	4705321472	1472				3100001951-01
Auto Attendant 1369371 (Auto Attendant)	4703770098	0098				3100001951-01
BroadWorks Anywhere 1360257 (BroadWorks Anywhere)	4706321011	1011				3100001951-01
Collaborate Bridge 1360292 (Collaborate - Audio)	4706321490	1490				3100001951-01
Conferencing 1360281 (Meet-Me Conferencing)	4703770082	0082				3100001951-01
DiD:DiD	4705060280	3280				3100001951-02
DiD:DiD	4705060291	3291				3100001951-02
DiD:DiD	4705060294	3294				3100001951-02

## Enterprise Time Schedules

The **Enterprise Time Schedule** feature allows Admins to set the global schedules for during or after business hours, holidays, and events, and manage them online.

### Add a Schedule

1. Click to place a checkmark next to the preferred option (☒ BUSINESS HOURS or ☒ HOLIDAY SCHEDULE).
2. Click the **Add** button under that option.
3. Enter a unique SCHEDULE NAME.
4. Click the **Save** button when finished.



### Delete a Schedule

**Caution:** This action is immediate and cannot be undone.

1. Click within the checkbox ☒ adjacent to a Schedule to select it.
2. Click on the **Delete** button within that section to immediately delete the Schedule and any events attached to it.

### Add an Event

1. Click to place a checkmark ☒ next to the preferred option (BUSINESS HOURS or HOLIDAY SCHEDULE)
2. Click **Add Event** to review and define the following options, as needed for a specific event type:
  - ❖ EVENT NAME: Type a short title for review in lists.
  - ❖ START DATE: Select the date the event begins.
  - ❖ ALL DAY EVENT Select the checkbox ☒, OR define the Start Time, End Time, and/or End Date
  - ❖ RECURS: (Never, Daily, Weekly, Monthly by Day, Monthly by Week, Yearly by Day, Yearly by Week).
  - ❖ RECUR EVERY x (Months or Year and/or the Numerical day of the month).
  - ❖ END: Never, After (x # of occurrences), or Date (set the end date).
3. Click on the **Save** button when finished to submit the data and close the pop-up dialog.

### Edit an Event

1. Click on the **Edit** option next to the desired Time Schedule option.
2. Make changes to the Event Name, Date(s), Time(s) or recurrences.
3. Click **Save** when finished.

### Delete an Event

**Caution:** This action is immediate and cannot be undone.

1. Click within the checkbox ☒ adjacent to a Schedule to select it.
2. Click the **Edit** option to view the **Time Schedule Edit** dialog and the list of *Events*.
3. Click within the checkbox ☒ adjacent to an EVENT to select it.
4. Click on the **Delete Event** button.
5. Click on the **Save** button to update the Schedule and close the dialog.

## Enterprise Agent Default Settings

Define and manage the default level Contact Center settings for agents to handle Guard Time settings and Agent Unavailable behaviors.

### Manage Enterprise Agent Default Settings

1. Select and define the following settings for Agents assigned to the Contact Center:
  - ❖ **USE GUARD TIME SETTINGS:** Click within the radial button to enable either ☐ Default or ☐ Enterprise.
  - ❖ Click within the box ☒ to **ENABLE GUARD TIME** and select the amount of time in *Seconds* using the drop-down menu.
  - ❖ **USE AGENT UNAVAILABLE SETTINGS:** Click within the radial button to enable either ☐ Default or ☐ Enterprise.
  - ❖ Click within the box ☒ to enable **FORCE AGENT TO UNAVAILABLE ON DO NOT DISTURB ACTIVATION**.
  - ❖ Click within the box ☒ to **FORCE AGENT TO UNAVAILABLE ON PERSONAL CALLS**.
  - ❖ Click within the box ☒ to **FORCE AGENT TO UNAVAILABLE AFTER X consecutive bounces**, and specify the number of bounces using the drop-down menu.
2. Click the [Save](#) button when settings are defined to submit the changes and close the dialog.

Agent Default Settings

Use Guard Time Settings: ☒ Default ☐ Enterprise

☐ Enable guard time for  Seconds

Use Agent Unavailable Settings: ☒ Default ☐ Enterprise

☒ Force Agent to unavailable on do not disturb activation.

☒ Force Agent to unavailable on personal calls.

☒ Force Agent to unavailable after  consecutive bounces

[Save](#)

## Enterprise Agent Unavailable Codes

Enable, add, and manage activation and usage of the codes agents will use when unavailable for Contact Center calls. Click on the arrow ► under the View/Edit column next to this feature to open its [Edit](#) view.

### Enable Agent Unavailable Codes

1. Select and define the following settings, as needed:
  - ❖ **ENABLE AGENT UNAVAILABLE CODES** - Click within the box ☒ to Enable/ ☐ Disable.
  - ❖ **DEFAULT CODE ON DO NOT DISTURB** - Choose the correct option using the drop-down menu.
  - ❖ **DEFAULT CODES PERSONAL CALLS** - Choose the correct option using the drop-down menu.
  - ❖ Choose the **DEFAULT CODES ON CONSECUTIVE BOUNCES** using the drop-down menu.
  - ❖ **FORCE USE OF AGENT CODES UNAVAILABLE WITH DEFAULT CODE** - Click within the box ☒ to enable and select a code using the drop-down menu.
2. Click the [Save](#) button to submit the data and close the dialog.

Agent Unavailable Codes

☒ Enable Agent Unavailable Codes

Default Code on Do Not Disturb activation:

Default Codes personal calls:

Default Codes on consecutive bounces:

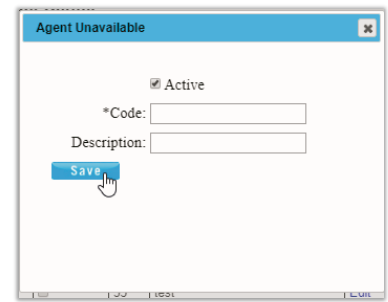
☒ Force use of Agent Codes Unavailable with default code:

Active	Code	Description	Edit
<input checked="" type="checkbox"/>	55	test	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	71	1971	<a href="#">Edit</a>
<input checked="" type="checkbox"/>	777	Assisting Others	<a href="#">Edit</a>

[Save](#) [Add](#)

## Add Agent Unavailable Codes

1. Click on the [Add](#) button to begin adding a new code.
2. Click within the ACTIVE checkbox ☒ to enable the new code for usage.
3. Type the new CODE in the field provided.
4. Type a DESCRIPTION / title that will be displayed for review in lists.
5. Click the [Save](#) button and close the dialog.
6. *Optional:* Review the list of codes and click within the boxes adjacent to each to Activate ☒ or Deactivate ☐ individual items.
7. Click the [Save](#) button to submit the changes and close the Agent Unavailable Codes edit settings dialog.

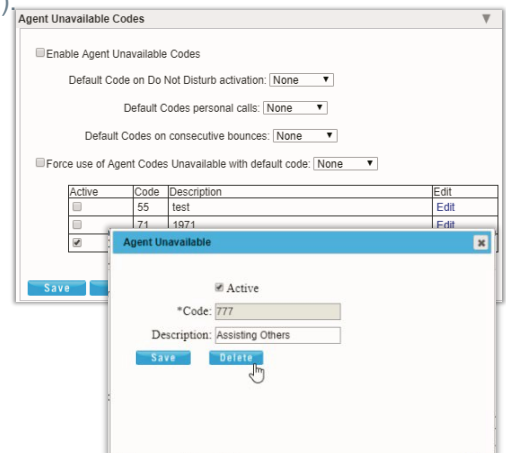


The 'Agent Unavailable' dialog box contains the following elements:

- ☒ Active
- \*Code:
- Description:
- [Save](#) button

## Edit Agent Unavailable Codes

1. Make changes to the following, as needed:
  - ❖ Click to Enable/Disable AGENT UNAVAILABLE CODES (all).
  - ❖ Choose alternate default code selections.
  - ❖ Click to ☒ Activate or ☐ disable individual codes.
  - ❖ Click on the [Edit](#) link next to a Code in the list to change the code or the description, or to Delete it.
2. Click the [Save](#) button(s) to submit the changes, update the system, and close the dialogs.



The 'Agent Unavailable Codes' dialog box contains the following elements:

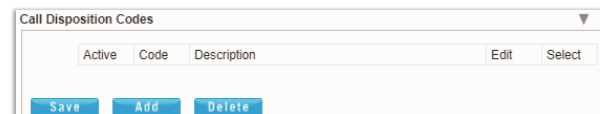
- ☐ Enable Agent Unavailable Codes
- Default Code on Do Not Disturb activation:
- Default Codes personal calls:
- Default Codes on consecutive bounces:
- ☐ Force use of Agent Codes Unavailable with default code:
- Table with columns: Active, Code, Description, Edit
- [Save](#) button

The 'Agent Unavailable' dialog box (overlaid) contains the following elements:

- ☒ Active
- \*Code:
- Description:
- [Save](#) button
- [Delete](#) button

## Enterprise Call Disposition Codes

Add and manage the enterprise level Call Disposition codes that are used for your organization's Contact Center(s). Click on the arrow ► under the View/Edit column next to a feature to open its [Edit](#) view.



The 'Call Disposition Codes' dialog box contains the following elements:

Active	Code	Description	Edit	Select
<input type="checkbox"/>			<a href="#">Edit</a>	<a href="#">Select</a>

[Save](#) [Add](#) [Delete](#)

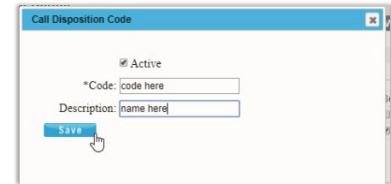
## Add Call Disposition Codes

1. Click the [Add](#) button to create a new Call Disposition Code.
2. Click within the ACTIVE checkbox to Enable ☒ (default) or Disable ☐ the new code.
3. Enter the new CODE in the field provided.
4. Type the DESCRIPTION (name) in the field provided.
5. Click the [Save](#) button to submit the new data and close the dialog.

## Edit Call Disposition Codes

1. In the Call Disposition Codes Edit view, you may make the following changes:

- ❖ **Activate/Deactivate Call Disposition Codes:** Click within the Active checkbox to Enable ☒ or Disable ☐ the selected code.
- ❖ **Edit Call Disposition Code information:** Click on the [Edit](#) option next to an item in the list to review and modify the CODE and DESCRIPTION information.



2. Click the [Save](#) button(s) to submit all changes and close dialogs.

## Delete Call Disposition Codes

**Caution:** This action is immediate and cannot be undone.

1. Click within the checkbox ☒ in the [Select](#) column next to a listed code, *Example: Agent Unavailable Code*.
2. Click on the [Delete](#) button to remove the code from the system.
3. Click the [Save](#) button(s) to submit all changes and close dialogs.


## Enterprise Contact Center Routing Policies

Administrator access to define and manage the type of call routing and/or the call priority level(s) to be used for your organization's Contact Center(s).

Click on the arrow ► under the View/Edit column next to a feature to open its [Edit](#) view.

## Manage Enterprise Contact Center Routing Policies

1. Select an overall **Routing Policy**:
2. Click the radial button next to ☒ Longest Wait Time (default) or ☐ Priority Order.
3. If Priority Order is selected, define the order of priority (1, 2, 3...) for each of the listed Contact Centers.
4. Click on the [Save](#) button to submit the changes and Exit.

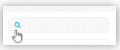











## Devices

The [Devices](#) section offers a searchable table list view of All Devices, as well as individual lists of the [Assigned](#) and [Unassigned](#) devices that have been added into the *inventory* of the account. Admins may also have access to [Add](#), [Configure](#), [Unassign/Remove](#) devices, or [Export](#) the list of devices and their current setting information to a [.csv](#) spreadsheet. The information provided for each device listed within the table includes: MAC address, Make Model, ACQ Code, [Assigned To](#), Location, FQDN, [TN Count](#), and whether it is Video Enabled.

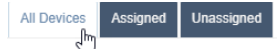
Function icons to the right of each device listing offer access to review the device's activity [History](#), [Configure](#) the device, [Unassign](#) the device, [Edit](#) unassigned device inventory data, or [Remove](#) an Unassigned device.

<p><b>Section Search</b></p>  <p>Locate data found within the table view below.</p>	<p><b>Add Device</b></p>  <p>The <a href="#">Add Device</a> button allows an authorized Admin to add new devices to inventory one at a time. Once added, the device(s) may be configured and assigned to users.</p>	<p><b>Export Devices</b></p> <p><a href="#">Export Devices</a></p> <p>The <a href="#">Export Devices</a> link downloads a .csv spreadsheet containing the list of devices and their current settings for review or reporting.</p>
<p><b>Tab Views</b></p>  <p>Click a tab to review listed information for <a href="#">All Devices</a>, <a href="#">Assigned</a> or <a href="#">Unassigned</a> Devices and Manage Group VLAN or FQDN Settings.</p>	<p><b>Column Link(s)</b></p> <p><a href="#">Assigned To</a> and <a href="#">TN Count</a> links provide access to review the device's assignments/numbers and link to the <a href="#">Services &amp; Users</a> page listing.</p>	<p><b>History</b></p>  <p>Provides access to review the entire history of activity for the selected device.</p>
<p><b>Configure</b></p>  <p>Opens a new view where the user may define or edit the configuration data for the selected device.</p>	<p><b>Check Registration Status</b></p> <p>Poll NEPS / BroadSoft provisioned device registration status. Registration data is updated and the latest poll time stamp is displayed.</p>	<p><b>Unassign</b></p>  <p>Allows authorized users to delete the current assignment for a device, or <a href="#">Unassign and Remove</a> the device from inventory.</p>
<p><b>Remove</b></p>  <p>Delete unassigned devices from inventory.</p>	<p><b>Edit</b></p>  <p>Modify Unassigned device inventory data.</p>	

## View Device Lists

Access to review and manage the account's devices in inventory is provided in the Admin Dashboard via the Devices card and the Quick View card for authorized administrators.

- ❖ The Devices section is also accessible via the menu listing in the Navigation panel on the left.
- ❖ The tabs at the top of the **Devices** page offer access to review the device lists for **All Devices**, **Assigned** and **Unassigned** devices.
- ❖ The default view is **All Devices**.



While in the Devices section, click on a tab at the top of the page to view related lists of devices in inventory (if any) and to access the inventory management tools for those devices.

## Group VLAN Settings

This Devices page allows an Admin to manage the default **Virtual Location Area Network (VLAN) ID**, **IP Transport Protocol**, and **Audio and Signaling Encryption** for each location's devices.


Note: Individual devices within the Group may be setup with alternate VLAN IDs or Encryption during provisioning or configuration, and changes to some settings in this tab may require all devices assigned to the Group to be re-provisioned prior to configuration updates taking effect.

1. Click on the **Group VLAN Settings** tab.
2. Select a **Location** from the drop-down menu options.
3. Enable and define the following settings, as needed to define defaults for the group:

### Set Group VLAN ID

 **Use VLAN ID?** On/Off setting. Click to slide the toggle to ON and enter the VLAN ID in the field provided. Must be between 2 and 1001, or between 1006 and 4094.

### Set Group IP Transport Protocol for Devices

 **Use TCP?** On/Off setting. Click to slide the toggle to ON as needed to use TCP as the IP transport protocol rather than UDP (default).

Note: TCP is not the typical transport protocol for voice traffic and should only be used when there are 20+ Busy Lamp Fields (BLF) configured for one or more individual devices in the group (E.g.; Receptionist sidecar device). If the current IP transport protocol settings for this group are changed (Enabled or Disabled), all devices within the group must be re-provisioned before the new setting will be pushed to device configuration files. Contact Technical Support for assistance, as needed.

### Set Group Encrypted Audio & Signaling for Devices

 **Enable Encrypted Audio & Signaling?** On/Off setting. Click to slide the toggle to ON as needed for usage.

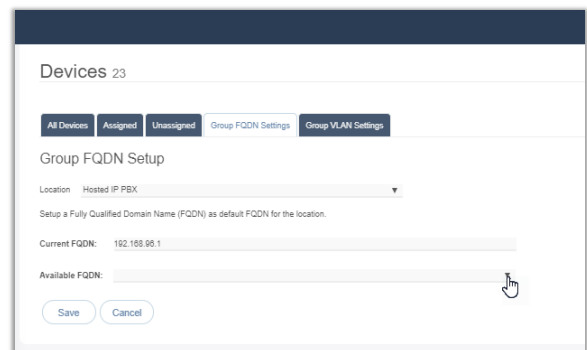
4. **Save** - Click on the **Save** button to update the system with any changes.

## Group FQDN Settings

The default Fully Qualified Domain Name (FQDN) can be defined for each Location/Group in the Devices page. The FQDN can also be managed at the individual device level when editing the configuration.

While working in **DEVICES**:

1. Click on the **Group FQDN Settings** Tab.
2. **Location** - Choose a location option from the drop-down menu list.
3. **Current FQDN** – Read Only. Displays any current default FQDN assignment for the location.
4. **Available FQDN** – Click within the field to open the drop-down selection list and choose an option from the FQDNs that are available for selection.
5. **Save** - Click the Save button to update the system with the new information.



The screenshot shows the 'Group FQDN Setup' window. At the top, there are tabs: 'All Devices', 'Assigned', 'Unassigned', 'Group FQDN Settings' (which is active), and 'Group VLAN Settings'. Below the tabs, the 'Group FQDN Setup' section is visible. It includes a 'Location' dropdown menu currently set to 'Hosted IP PBX'. Below this, there is a text input field for 'Current FQDN' with the value '192.168.06.1'. At the bottom, there is an 'Available FQDN' field with a hand cursor icon next to it, indicating it is clickable. There are 'Save' and 'Cancel' buttons at the bottom of the form.

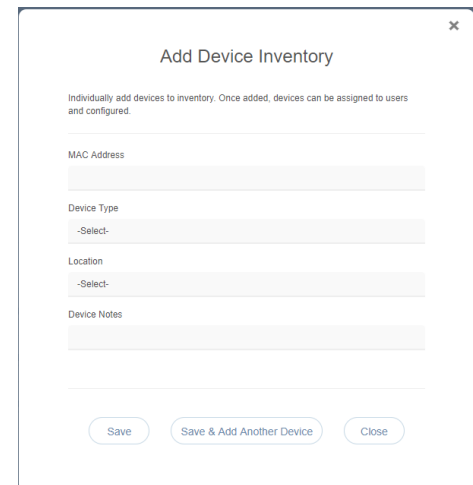
## Add a Device

**Add Device**

The **Add Device** button opens a new view where an authorized Admin can enter new device information into inventory, including the type, MAC address, and location for its usage.

While working in **Devices**:

1. Click on the **Add Device** button to begin.
2. Enter or select the correct options for the following:
  - **MAC Address** – Type the MAC address in the correct format. Assistance is provided if the entered format is incorrect.
  - **Device Type** – Select the correct type in the drop-down menu.
  - **Location** – Select the correct location from the drop-down menu.
  - **Device Notes** – Optional. Enter any useful information about the new device in the field provided.
3. Click the **Save** button to update the system with the new information and close the dialog, OR
4. Click the **Save & Add Another Device** button to save the information and define the settings for another device in inventory.



The screenshot shows the 'Add Device Inventory' dialog box. It has a title bar with a close button (X). Inside, there is a subtitle 'Add Device Inventory' and a brief instruction: 'Individually add devices to inventory. Once added, devices can be assigned to users and configured.' Below this, there are four input fields: 'MAC Address' (a text field), 'Device Type' (a dropdown menu with '-Select-' selected), 'Location' (a dropdown menu with '-Select-' selected), and 'Device Notes' (a text area). At the bottom of the dialog, there are three buttons: 'Save', 'Save & Add Another Device', and 'Close'.


## Export Device Setting/Configuration Information

**Export Devices**

The **Export Devices** link at the top of the **Devices** section view allows users to download the current list of devices along with the information shown within the Devices list to a .csv spreadsheet for reporting or distribution.

## View Device Activity History

 The **History** column of the Devices page offers quick button access to review the activity (provision, configuration, and assignment) history of each device. *While working in Devices:*

1. Click on the **History**  button adjacent to a device to instruct the system to open a new dialog, and load the device's activity history for review.
2. Click the **Close** button to exit the dialog and return to the Devices list view.

## Check Registration Status

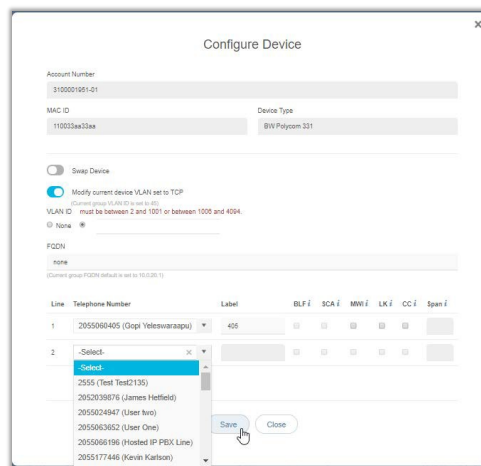


The **Check Registration Status** link (top right of the main Devices page) polls NEPS and BroadSoft for the latest registration information, and updates the devices in the list with that new data, as needed. The date and time of the latest check is displayed to Admins as a reference. Note: The review and update process may take a few moments to complete.

## Configure a Device



The **Configure** button next to a device in the list opens a dialog that allows an authorized Admin to define the configuration or make modifications to the current configuration settings for a selected device. The information icons in the dialog offer helpful setting information.




The 'Configure Device' dialog box contains the following fields and sections:

- Account Number:** 3100001681-01
- MAC ID:** 110033ee33ae
- Device Type:** B/W Polycom 331
- Swap Device:** ☐
- Modify current device VLAN set to TCP:** ☒  
(Current group VLAN ID is set to 400)
- VLAN ID:**  Must be between 2 and 1001 or between 1006 and 4094.
- PODN:**  (Current group PODN default is set to 100.20.1)
- Table:**

Line	Telephone Number	Label	BLF	SCA	MWI	LK	CC	Span
1	2055060405 (Deepa Velosvarapu)	405						
2	-Select-							
- Dropdown menu for Line 2:**
  - Select-
  - 2555 (Test Test2135)
  - 2052039876 (James Hatfield)
  - 2055024947 (User Two)
  - 2055063652 (User One)
  - 2055066196 (Hosted IP PBX Line)
  - 2055177446 (Kevin Karlsson)
- Buttons:** Save, Close



Note: Device configuration options are dependent on the BroadWorks features and services that are enabled for use by the organization.

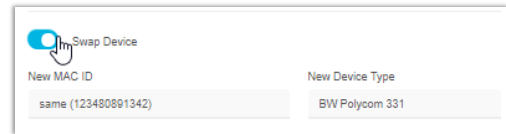
*While working in Devices:*

1. Click on the **Configure** button adjacent to a Device in the list to open the **Configure Device** dialog.
2. Select or specify the device configuration options, as needed or required.  
(Note: The information displayed in darker gray fields is read-only.)
3. Define the Telephone Number, Label (extension), and service/feature behavior options for each **Line**.
4. Information about each service setting is provided by clicking on the adjacent .
5. Click **Save** when all necessary configuration information for the device has been defined. The system updates and the dialog closes.

## Swap Device



While working in Configure Device:

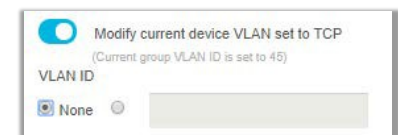
1. Click to toggle the  **Swap Device** setting switch to **ON**.
2. Select the **New MAC ID** from the drop-down list.
3. Select the **New Device Type** from the drop-down list of available options.  
OR – Click the setting toggle switch to *disable* .
4. Click **Save** to update the information and close the dialog.  
OR – Click **Close** to exit the dialog without making changes.



The dialog box titled "Swap Device" contains two sections. The first section, "New MAC ID", has a dropdown menu showing "same (123480891342)". The second section, "New Device Type", has a dropdown menu showing "BW Polycom 331".

## Modify Current Device VLAN Set to TCP

1. Click to toggle  the switch to **Enabled** or **Disable** .
2. Click to select **None**, OR  
Click to select the other radio button and enter a **VLAN ID** in the adjacent text field (must be between 2 and 1001 OR between 1006 and 4094 and the current Group VLAN ID is shown - in this example the default is 45.)
3. Click **Save** to update the information  
Or click **Close** to quit and exit.



The dialog box titled "Modify current device VLAN set to TCP" shows the toggle switch turned on. Below it, the "VLAN ID" section has a radio button selected for "None".



The dialog box titled "Modify current device VLAN set to TCP" shows the toggle switch turned off. Below it, the "VLAN ID" section has a radio button selected for "VLAN ID" with a text field containing "0". A red error message states: "VLAN ID must be between 2 and 1001 or between 1006 and 4094."

## Set Device FQDN Assignment

While working in Configure Device:

1. Click within the **FQDN** field to select from the available **Fully Qualified Domain Name** options in the drop-down list.
2. Click **Save** to update the information, or click **Close** to quit and exit.

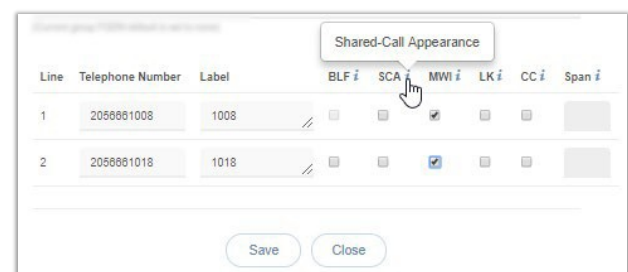


The dialog box titled "FQDN" shows a dropdown menu with "test.fqdn.com" selected. A note below the dropdown states: "(Current group FQDN default is set to none)".

## Set Device Line Assignments

While working in Configure Device:

1. Define the following information for each line on the device (line 1, line 2, etc.), as needed:
  - **Telephone Number** – Locate and select a telephone number or name for the line from the drop-down list of available options.
  - ☒ **Label** – Enter the extension or select from the drop-down list of available options.
  - ☒ **BLF** – Click to place a check in the corresponding checkbox to enable *Busy Lamp Field* (presence information) for any secondary line(s).
  - ☒ **SCA** – Click to place a check in the corresponding checkbox to enable *Shared*



The dialog box titled "Set Device Line Assignments" shows a table with two lines. Line 1 has Telephone Number 2056661008, Label 1008, and checkboxes for BLF, SCA, MWI, LK, CC, and Span. Line 2 has Telephone Number 2056661018, Label 1018, and checkboxes for BLF, SCA, MWI, LK, CC, and Span. A "Shared-Call Appearance" button is visible above the table. At the bottom are "Save" and "Close" buttons.

Line	Telephone Number	Label	BLF <i>i</i>	SCA <i>i</i>	MWI <i>i</i>	LK <i>i</i>	CC <i>i</i>	Span <i>i</i>
1	2056661008	1008	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	2056661018	1018	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*Call Appearance* for the line. SCA is not available to be selected for a line if the service (telephone number) is not already provisioned on another device.

- ☒ MWI – Click to place a check in the corresponding checkbox to enable *Message Waiting Indicator* on the line. Recommended.
  - ☒ LK – Click to place a check in the corresponding checkbox to enable *Line Key Span* on the line.
  - ☒ CC – Click to place a check in the corresponding checkbox to enable / require *Contact Center Agent Sign-On* for the line.
  - **Span** – Enter the number of line keys (digits) to be used for agent login in the space provided.
2. Click **Save** when all necessary configuration information for the device has been defined. The system updates and the dialog closes.

## Modify Device Configuration

*While working in Devices:*

1. Select a device within one of the Device Tab lists.
2. Click the **Configure** button adjacent to it.
3. Make changes to the current device settings or line features, as needed.
4. Click **Save** when all necessary configuration changes for the device have been defined. The system updates and the dialog closes and returns focus to the Devices list view.

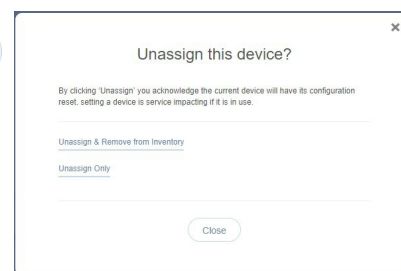
## Unassign a Device

*While working in Devices:*

1. Click on the **Unassign** button adjacent to the device to be unassigned.

Unassign

Admins have **two** options when Unassigning devices – to remove the assignment only **or** to **remove the assignment and delete the device from inventory**.



### Device - Unassign Only

1. Click on the **Unassign Only** link in the Unassign this device? dialog to remove current line/service assignments but keep the selected device available in inventory to allow for reassignment/configuration.

### Device - Unassign and Remove from Inventory

**Use Caution.** This action cannot be undone.

1. Click on the **Unassign & Remove from Inventory** link in the Unassign the device? dialog to remove the assignments AND delete the selected device from inventory.
2. Click **Yes** to confirm the action if prompted. The device (and any assignments or configurations) is deleted.

## Manage Unassigned Devices

Devices that are not currently assigned are listed in the **All Devices** and the **Unassigned** tabs when reviewing the *Devices* section. Besides the *History* and *Configure* tools, additional management tools are provided for any currently Unassigned devices to assist admins with device management tasks.

MAC	Make Model	ACQ...	Assigned To	Location	FQDN	TN ...	Video Enabled	History
04167B01516	BIW Polycor ...			Hosted IP PBX	N/A	0	false	<a href="#">Edit</a> <a href="#">Configure</a> <a href="#">Remove</a>

The additional tools include:

**Edit**

Edit – Select this button to edit the device inventory information before configuring and assigning it.

**Remove**

Remove – Select this button to remove the unassigned device from inventory immediately.

### Edit Unassigned Device Inventory Data

Once a device has been added or has been unassigned, an authorized Admin may edit the associated inventory data (MAC Address, Type, Location and User assignments...).

*While working in Devices:*

1. Select an Unassigned device in the list.
2. Click the [Edit](#) button adjacent to it to begin editing the inventory information.
3. Select or specify the following:
  - **MAC Address** – Enter or Edit the MAC Address. Correct formatting information is provided if entered in error.
  - **Device Type** – Select the correct device type from the drop- down list of options.
  - **Location** – Select the correct Group/Location from the drop- down list of options.
  - **Device Notes** – Enter short notes about the device.

**Edit**

### Edit Device Inventory

MAC Address  
04167B01516

Device Type  
BIW Polycor Business Media VXX 101

Location  
880 Montclair RD - 3100001951-01

Device Notes  
NEPS Sync

[Save](#) [Close](#)

4. Click [Save](#) to update the system with the new device information, close the dialog, and return to the Devices list.

### Remove an Unassigned Device from Inventory

*While working in Devices:*

1. Select an Unassigned device in the list.
2. Click on the adjacent [Remove](#) button for the listing.
3. Click the [Remove from Inventory link](#) to delete the unassigned device from inventory and return to *Devices* to review the updated list.

**Remove**

### Remove this device?

By clicking "Remove" you acknowledge the current device will be removed from your inventory.

[Remove from Inventory](#)

[Close](#)

## Add a Fully Qualified Domain Name (FQDN)

In the **Enterprise Settings** view:

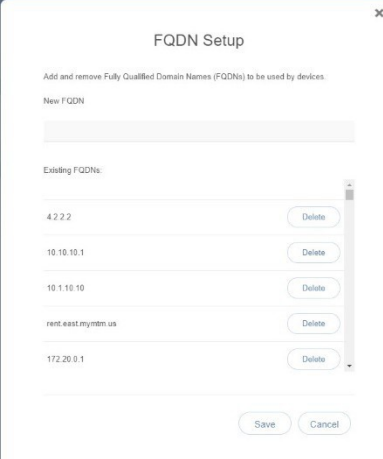
1. Click the **Edit** icon adjacent to FQDN Setup.
2. Enter a new Fully Qualified Domain Name in the text field.
3. Click **Save** when finished to update the list of available FQDNs and close the dialog.

## Delete a Fully Qualified Domain Name (FQDN)

**Use caution.** This action is immediate and cannot be undone and devices setup to use the deleted FQDN must be edited to select an existing FQDN.

In the **Enterprise Settings** view:

1. Click the **Edit** icon adjacent to FQDN Setup.
2. Click the **Delete** button adjacent to an existing FQDN listing.
3. Click **Save** when finished to close the dialog.



The screenshot shows the 'FQDN Setup' dialog box. At the top, it says 'FQDN Setup' with a close button (X). Below that, a subtitle reads 'Add and remove Fully Qualified Domain Names (FQDNs) to be used by devices.' There is a section for 'New FQDN' with a text input field. Below that is a section for 'Existing FQDNs' which contains a list of FQDNs: '4.2.2.2', '10.10.10.1', '10.1.10.10', 'rent.east.mymdm.us', and '172.20.0.1'. Each entry has a 'Delete' button to its right. At the bottom of the dialog are 'Save' and 'Cancel' buttons.

Existing FQDNs	Action
4.2.2.2	Delete
10.10.10.1	Delete
10.1.10.10	Delete
rent.east.mymdm.us	Delete
172.20.0.1	Delete



## Contact Center

The [Contact Center](#) page provides authorized Admins with access to manage call flow and queue configurations, and edit Contact Center settings. Simply select a Contact Center in your list and click the adjacent [Edit](#) link to manage its settings, or click the [Configure](#) link to define the Basic, Advanced, and Routing Policy features.

## Edit Contact Center Queues


The [Edit](#) option for a listing in the **Contact Center** page opens the **Contact Center Queue List Edit** view where the fundamental activation, call behavior, Quality of Service, queueing, reporting, and log in requirements are defined.

Contact Center Queue List

Contact Center

Edit Contact Center Queue

You can configure Contact Centers to allow agents to log in and out, to queue incoming calls that cannot be answered immediately, to re-direct calls when the group cannot accept calls, and to provide music or videos for caller on hold.

Active 

Contact Center Type: Premium

Contact Center ID: 93@myntm.us

\* Name: CC Loc 1

\* Calling Line ID Last Name: From

\* Calling Line ID First Name: QUEUR

Department: None

Language: English

Time Zone: (GMT-05:00) (US) Central Time

Routing Type

☒ Priority Based ☒ Skill Based

Group Policy

☒ Circular ☒ Regular ☐ Simultaneous ☐ Uniform ☐ Weighted Call Distribution

Bandwidth and QoS Settings

Preferred announcement / music codec for external calls: G.711

Preferred announcement / music codec for internal calls: G.711

Contact Center Settings

Queue Length: 50 calls

☒ Enable video support

☒ Play ringing when offering call

☒ Allow callers to dial 0 to escape out of queue

☒ Reset caller statistics upon entry to queue

Reporting Settings

☒ Enable Contact Center External Reporting

CCRS: None

Agent Settings

☒ Allow agents to join Contact Centers

☐ Allow Call Waiting on agents

☐ Enable calls to agents in wrap-up state

☒ Enable maximum ACD wrap-up timer: 0 : 30 (minutes:seconds)

☒ Automatically set agent state to Wrap-Up after call

☐ Automatically answer calls after waiting 0 seconds

Reset Contact Center Queue Password

Save

## Edit Contact Center Basics

1. Make changes to the following, as needed.
  - ❖ Name: Type the name of the Contact Center that will display in lists and reports.
  - ❖ Calling Line ID: Type the Last Name and the First Name
  - ❖ Department: Choose the appropriate department from the drop-down menu.
  - ❖ Language: Select a language from the drop-down menu.
  - ❖ Time Zone: Choose the appropriate option for the location of the contact center.
2. Click the [Save](#) button or continue to the next section.

## Edit Contact Center Group Policy Settings

1. Group Policy Section: Define the following, as needed:
  - ❖ ☐ Circular: hunt agents in order listed on queue profile, starting where the last call left off
  - ❖ ☐ Regular: Send calls to first available agent on list, always beginning at the top of the list.
  - ❖ ☐ Simultaneous: Ring all agents at the same time; first user to answer handles the call.
  - ❖ ☐ Uniform: Send calls to the agent that has been idle the longest.
  - ❖ ☐ Weighted Call Distribution: (enables Skills-based routing) Distribute calls to idle agents per their Contact Center profile skill percentage assignments.
2. Click the [Save](#) button, or continue to the next section...

## Edit Contact Center Bandwidth and QoS Settings

1. Select from the following setting options, as needed:
  - ❖ Preferred announcement / music codec for external calls: Use the drop-down menu to select from None, G.711, G.726, G.729 or AMR
  - ❖ Preferred announcement / music codec for internal calls: Use the drop-down menu to select from None, G.711, G.726, G.729 or AMR
2. Click the [Save](#) button to submit all changes and close the dialog - or continue to the next section.

## Edit Contact Center Settings

1. Select and/or define the following Setting options, as needed:
  - ❖ Queue Length calls: Enter the minimum number of calls for the queue to trigger.
  - ❖ Enable video support: Click within the checkbox to ☒ enable/ ☐ disable
  - ❖ Play Ringing when offering call: Click within the checkbox to ☒ enable/ ☐ disable.
  - ❖ Allow callers to dial to escape out of queue: Enter the digit(s) a caller may dial to exit the queue.
  - ❖ Reset caller statistics upon entry to queue: Click within the checkbox to ☒ enable/ ☐ disable.
2. Click the [Save](#) button to submit all changes and close the dialog - or continue to the next section.

## Edit Contact Center Reporting

1. Select or define the following Reporting options, as needed:
  - ❖ Enable Contact Center External Reporting: Click within the checkbox to ☒ enable/ ☐ disable.

- ❖ CCRs: Choose an option from the drop-down menu.
- Click the [Save](#) button to submit all changes and close the dialog - or continue to the next section.

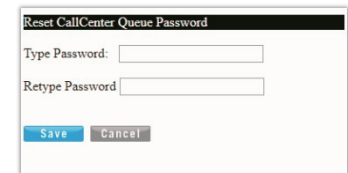
## Edit Contact Center Agent Settings

- Select or define the following Agent Setting options, as needed:
  - ❖ Allow agents to join Contact Centers: Click within the checkbox to ☒ enable/ ☐ disable.
  - ❖ Allow Call Waiting on Agents: Click within the checkbox to ☒ enable/ ☐ disable.
  - ❖ Enable calls to agents in wrap-up state: Click within the checkbox to ☒ enable/ ☐ disable.
  - ❖ Enable maximum ACD wrap-up timer \_MM\_ : \_SS\_ : Type the ADC wrap-up time limit in Minutes and/or Seconds
- Automatically set agent state to \_\_\_\_ after call: Click within the checkbox to ☒ enable/ ☐ disable.  
Click the [Save](#) button to submit all changes and close the dialog.

## Reset Contact Center Queue Password

Manage the password for the Contact Center.

- Click on the [Reset Contact Center Queue Password](#) link at the bottom of the dialog.
- Type a new Password.
- Retype the new Password.
- Click the [Save](#) button to submit the change to the Call Center queue password.



Reset CallCenter Queue Password

Type Password:

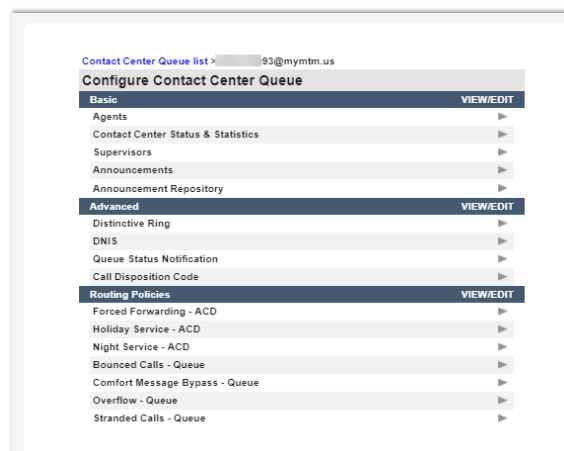
Retype Password:

[Save](#) [Cancel](#)

## Configure Contact Center Features

The [Configure](#) option for a listing in the Contact Center page opens the *Contact Center Queue List* where the Basic, Advanced and Routing Policy feature settings may be managed. Activation for usage of many of these features must also be defined in the [Edit Contact Center Queue](#) section.

- Click on the [Configure](#) link for a Contact Center listing to open the *Configure Contact Center Queue* dialog. The list of features and services displays.
- Click on the arrow ► under the View/Edit column next to a feature to open its [Edit](#) view.



Contact Center Queue list > 93@mytm.us

**Configure Contact Center Queue**

Basic	VIEW/EDIT
Agents	►
Contact Center Status & Statistics	►
Supervisors	►
Announcements	►
Announcement Repository	►

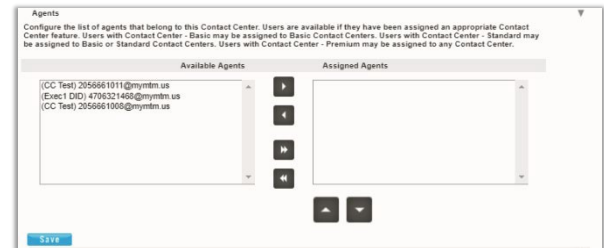
Advanced	VIEW/EDIT
Distinctive Ring	►
DNIS	►
Queue Status Notification	►
Call Disposition Code	►

Routing Policies	VIEW/EDIT
Forced Forwarding - ACD	►
Holiday Service - ACD	►
Night Service - ACD	►
Bounced Calls - Queue	►
Comfort Message Bypass - Queue	►
Overflow - Queue	►
Stranded Calls - Queue	►

## Contact Center Agents

Configure the list of agents that belong to the selected Contact Center. Users are available for selection if they have been assigned an appropriate Contact Center feature. *Users with Contact Center - Basic may be assigned to Basic Contact Centers. Users with Contact Center - Standard may be assigned to Basic or Standard Contact Centers. Users with Contact Center - Premium may be assigned to any Contact Center.*

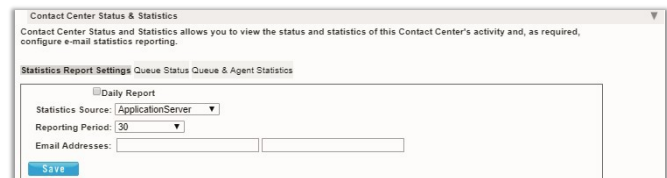
1. Use the ◀▶ arrows to move selected Available Agents to/from the Assigned Agents section.
2. Use the ▲▼ arrows to select and reorder the agents in the Assigned Agents list.
3. Click the [Save](#) button when finished to submit the data and close the dialog.



## Contact Center Status & Statistics

Configure how the status and statistics of this Contact Center's activity are viewed and setup the email recipient(s).

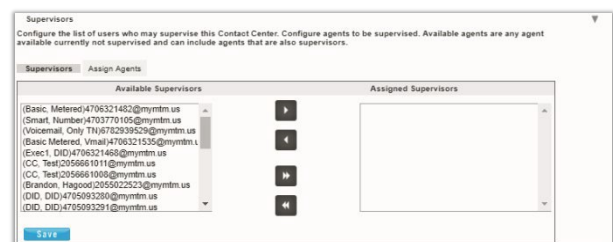
1. Select or enter required information for the following options for statistics and reporting, as needed:
  - ❖ **Daily Report:** Click to enable/disable.
  - ❖ **Statistics Source:** Select the appropriate option from the drop-down menu list, as needed.
  - ❖ **Reporting Period:** Select the appropriate number of days from the drop-down menu list.
  - ❖ **Email Addresses:** Enter email addresses in the fields provided, as needed.
2. Click the [Save](#) button when finished to submit the data and close the dialog.



## Contact Center Supervisors

Manage the Supervisors and Agent assignments for this contact center.

1. Select *Available Supervisors* and use the arrows to move the selections to the *Assigned Supervisors* section.
2. Click on the *Assign Agents* tab.
3. Choose a Supervisor from the drop-down menu.
4. Select from the *Available Agents* and use the arrows ◀ ▶ to move the selections to the *Assigned Agents* section.
5. Repeat to assign other Supervisors.
6. Click on the [Save](#) button when finished to update the system and return to the Configure Contact Center Queue dialog.



## Contact Center Announcements

Define the Announcement types and audio file selections for the Contact Center.

1. Select and define the following announcement options, as needed:

- ❖ ☒ Play Entrance Message
- ❖ ☒ Entrance Message is mandatory when played
- ❖ Audio: Select desired option:
  - ☐ Default
  - ☐ URL - enter the URL(s) in order of play
  - ☐ Custom - select File(s) in order of play.



2. Click the **Save** button when finished to submit the data and close the dialog.

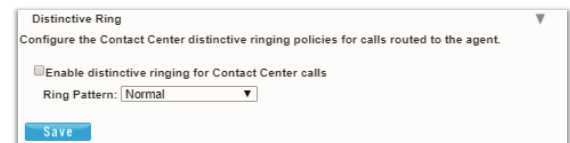
## Manage Contact Center Announcement Repository

Manage the announcements and greeting files used by this Contact Center. As with the Announcement Repositories for any Locations, Groups or Departments, the file requirements and current usage amounts for the Contact Center's announcement files are displayed to the Admin, and basic instructions for uploads and management are provided via the [SEE INSTRUCTIONS](#) link. [See Announcement Repository](#)

## Contact Center Distinctive Ring

Manage distinctive ringing policies for Contact Center calls routed to agents that have Distinctive Ring setup for use.

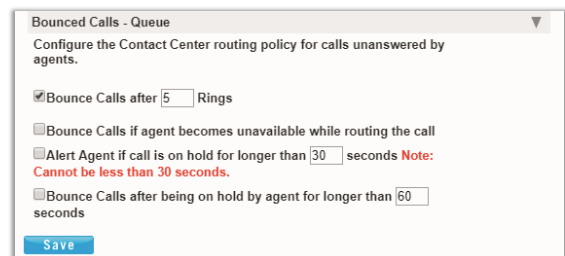
1. Click to ☒ Enable distinctive ringing for Contact Center Calls.
2. Ring Pattern: Select the desired ring tone pattern from the drop-down menu options.
3. Click the **Save** button when finished to update the system and close the dialog.



## Contact Center Bounced Calls – Queue

Configure the Contact Center routing policy for unanswered calls.

1. Enable the following options, as needed:
  - ❖ ☒ Bounce Calls after x Rings: Enter the number of rings if enabled.
  - ❖ ☒ Bounce Calls if agent becomes unavailable while routing the call.
  - ❖ ☒ Alert Agent if call is on hold for longer than x seconds. Enter 30+ seconds if enabled.
  - ❖ ☒ Bounce Calls after being on hold by agent for longer than x seconds. Enter an amount of time in seconds.
2. Click the **Save** button when finished to submit the data and close the dialog.



## Contact Center Overflow – Queue

Configure the Contact Center routing policy, including announcements or videos for unanswered calls.

1. Select and define the following action and file options, as needed:

- ❖ ☐ Perform busy treatment.
- ❖ ☐ Transfer to phone number SIP URI.
- ❖ ☐ Play ringing until caller hangs up.
- ❖ ☒ Enable Overflow after calls wait x Seconds and select the amount of time (seconds) from the drop- down menu.
- ❖ ☒ Play announcement before overflow processing and define the audio file(s)/types below.
- ❖ Audio: Select desired option:
  - ☐ Default
  - ☐ URL and enter the URL(s) in order of play
  - ☐ Custom and select File(s) in order of play.

The screenshot shows the 'Overflow - Queue' configuration window. It has a title bar 'Overflow - Queue' and a close button. The main text says 'Configure the Contact Center routing policy when a large number of calls have been received or calls have been waiting longer than a configured threshold.' Below this is a note: 'Note: The URLs/files for audio video will be played in order they are listed.' The 'Action:' section has four radio buttons: 'Perform busy treatment' (selected), 'Transfer to phone number SIP-URI:' (with an empty text box), 'Play ringing until caller hangs up.', and 'Enable Overflow after calls wait 30 Seconds' (with a dropdown menu showing '30'). There is also a checkbox for 'Play announcement before overflow processing'. The 'Audio:' section has three radio buttons: 'Default' (selected), 'URL' (with four empty text boxes labeled 1, 2, 3, 4), and 'Custom' (with four dropdown menus labeled File1, File2, File3, File4, all showing 'None'). A 'Save' button is at the bottom.

2. Click **Save** when finished to submit the data and close the dialog.

## Contact Center Stranded Calls – Queue

Configure the Contact Center routing for calls stranded in queue when all agents are signed-out.

1. Select one of the following action options:

- ❖ ☐ Leave in queue
- ❖ ☐ Perform busy treatment
- ❖ ☐ Transfer to phone number SIP or URL:  
Select to enable and enter the appropriate 10-digit number or URL.

The screenshot shows the 'Stranded Calls - Queue' configuration window. It has a title bar 'Stranded Calls - Queue' and a close button. The main text says 'Configure the Contact Center routing policy for calls stranded in queue when all the agents are signed-out.' The 'Action:' section has three radio buttons: 'Leave in queue' (selected), 'Perform busy treatment', and 'Transfer to phone number SIP-URL:' (with an empty text box). A 'Save' button is at the bottom.

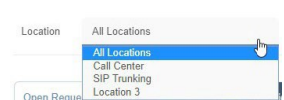

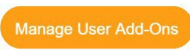

2. Click the **Save** button when finished to submit the data and close the dialog.

## Service Changes

*The Service Changes section of the Logix Cloud Services Portal is an advanced Administration tool which requires additional access permissions to be in place in order for the user to see and work with the tools it provides.*

The **Service Changes** page provides a searchable list of the current service orders for the account and the current status of each. Tools are provided to view services by Location, [Add Services](#), [Manage User Add-Ons](#), [View All Service Changes](#) (historical activity), [Edit](#) and [Terminate](#) incomplete orders, or [Delete](#) open service change orders. Information and useful system notifications are provided throughout this area to assist Super Admins with Service Change tasks.

The primary Service Change tools listed at the top of the page include:

	Select the <b>Location</b> to be managed/reviewed from the drop-down selection tool above the tabs and then choose a tab or action button to begin performing tasks.
	Opens the <a href="#">Add Service</a> view to allow selection and configuration of new service requests/orders.
	Opens the <a href="#">Manage User Add-ons</a> view of the current Add-on assignments, sortable by location and Un-Assign Add-ons to allow reassignment/Change.
	Opens the <a href="#">All Service Changes</a> view to display a sortable list of all service change requests that have been entered and their status (Open, Submitted, Discarded, Processing). Context sensitive tools are provided to View, Edit, Delete and/or Terminate, based on the current status of the order.

The default view when the Service Changes page displays is **Open Requests** for *All Locations*. Information is provided in a sortable table view. Tabs above the table offer access to all of the service change areas and the tools to perform related actions and tasks.

The *Change* management areas are only non-billable and may include sections like:

[Open Requests](#), [Caller ID \[CNAM\]](#), [Block](#), [Extension](#), and [Virtual Terminating Number](#).



# Open Requests

The default view when the Service Changes section first displays is Open Requests for All Locations.

This view may be filtered and sorted using the [Location](#) selection tool, table [Column Headers](#), and the [Order](#), [Account](#), [MACD Type](#), [Created By](#) and [Status](#) filter tools within the table.

## View Open Requests by Location


Click on the Location drop-down at the top of the page and select an available option to filter the view by Open Requests for the selected location.

## Sort Open Requests

Click on the [Column Headers](#) in the Open Requests view to sort the data in ascending or descending order alphanumerically based on the values within the selected column.

## View Open Requests by Location

The list of open and processing Service Change order requests may also be filtered by:

Order	Account	MACD Type	Created By	Status
<div></div> <div>Type an order number or part of an order number to filter the list to show only matching items. The table will dynamically update and filter further as matching numbers are entered.</div>	<div>Account</div> <div><div>Select</div><div>Select</div><div>3100000028-03</div><div>3100000028-03</div></div> <div>Select an account number option from the drop-down list to only show open requests for that account.</div>	<div>MACD Type</div> <div><div>Select</div><div>Select</div><div>ADD_SERVICES</div></div> <div>Select an available MACD type option from the drop-down list to show only that type of open request in the table below.</div>	<div>Created By</div> <div><div>ma</div></div> <div>Type a name or part of a name to filter the list by a creator. The drop-down also displays all service change creators as selection options.</div>	<div>Status</div> <div><div>All</div><div>All</div></div> <div>Drop-down selection tool which allows users to filter the list by order status.</div>

## Clear Filters

Click this link above the far right column to remove filters and return to the default sort and display order.



## View a Service Change Order

When a service is added and in an Open or Processing status, it is listed for review in the Open Requests tab.

1. Click the [View](#) link adjacent to the item in the far right column to open the read-only *Order Details* view.

278478	3100000028-01	ASSIGN_USER_ADDON	Test Account	02/07/2019	matt.warren	02/07/2019	matt.warren	OPEN	<a href="#">View</a>
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2. Click [Close](#) when finished to exit the dialog and return to the list of Service Change requests.

CHNG\_CNAM Order Details

Product	Service ID	Extension	Line Name	Location	Caller ID (CNAM)
Executive Unlimited Seat	2014400002	8902	Retail Retail	Test Account	John Doe

Close

## Edit a Service Change Order

If a service change order can be edited, the option to do so is provided.

1. Click on the [Edit](#) link adjacent to an item in the far right column to open the item in *Edit* mode.

Order	Account	MACD Type	Customer Name	Created Date	Created By	Modified Date	Modified By	Status	
	Select	Select							
282881	3100000028-01	ADD_SERVICES	Test Account	03/01/2019	Cloud Services Portal	03/01/2019	Cloud Services Portal	OPEN	<a href="#">Edit</a>

2. Make changes to the order, service configuration, quantity, etc., as needed.

**Note:** Each service change type requires specific information for configuration. The system will assist users and notify if any missing information is discovered during the auto-confirmation process it completes prior to allowing the order to be submitted.

3. Click [Save](#) when finished to submit the updates/changes for processing.

## Delete a Service Change Order

If a service change order can be deleted, the option to do so is provided.

1. Click on the [Delete](#) link adjacent to the desired item in the far right column.

2. Click [Yes](#) when prompted to confirm the action.

The service change order is deleted and the system updates the list of Open Requests. The history of the action is also recorded and may be reviewed by clicking on the [View All Service Changes](#) link at the top of the Service Changes section.

Cloud Services Portal	OPEN	<a href="#">Edit</a>
Cloud Services Portal	OPEN	<a href="#">Delete</a>

Delete MACD Request?

Are you sure you wish to delete this MACD Order?

YesNo

## Terminate a Service Change Order

If a service change order can be terminated, the option to do so is provided.

1. Click on the [Terminate](#) link adjacent to an item in the far right column.

Cloud Services Portal	PROCESSING	<a href="#">View</a>
Cloud Services Portal	OPEN	<a href="#">Terminate</a>

2. Click [Yes](#) when prompted to complete the termination.

Terminate MACD Request?

Are you sure you wish to terminate this MACD Order?

YesNo

## Add Services

Add Services

Where enabled, this button offers Advanced access to create and submit a new service order for a location on the account.

### Add a Service Change Order

1. Click the **Add Services** button to open the *Add Services* view.
2. Choose a **Location** from the drop- down selection tool.
3. Choose the desired service by:
  - a. Enter a term in the *Search* tool above the list.
  - b. Scroll through the list of available items.
4. Click the **Add** button adjacent to a desired item to select it.  
The selected item is displayed at the top of the page to allow for *configuration*.

*Most service change types require specific configuration information in order to submit for processing.*

**Note:** At any time, users may stop the add process.

Click **Remove** to delete the item from the order and click **Yes** to confirm and re-select something else; or click **Cancel** to discard the order and click **Yes** to confirm.

5. Click **Configure** to view configuration details.
6. Enter all **required** and any useful information for configuration of the selected item.
7. Click **Save**. The system will review and then either provide a **Success!** message, or indicate that there is missing/required configuration information, and will provide an opportunity to revise and **Save** again.
8. Repeat steps 3 – 7 for any other services to be added to this location in this order.
9. Click **Continue** to proceed to order submission.
10. Enter or select an appropriate begin **Service Date** (*today* is highlighted).
11. Click **Submit Order** when finished to send the new service order and view the *Order Confirmation* page.

*During validation, the system will note any current services or products that are inconsistent or incompatible with a new order selection, as well as those that already exist and do not need to be re-ordered, and then inform the user.*

The screenshot shows the 'Add Services' form. At the top, there is a 'Location' dropdown menu with options: 'Call Center', 'Call Center', 'SAP Incoming', and 'Location 3'. Below this is a search bar labeled 'Search Momentum Products by Part ID or Description'. A table lists services with columns: 'Part Num', 'Product Description', 'Monthly', and 'One-Time'. The table contains three rows: DA213 (Toll-Free Number, \$4.70 Monthly, \$9.45 One-Time), DX205 (Virtual Number, \$1.85 Monthly, \$9.45 One-Time), and DX214 (Call Center DNS Number, \$0.90 Monthly, \$9.45 One-Time). Each row has an 'Add' button to its right.

The screenshot shows the 'Add Services' form with a selected item 'Auto Attendant Tree' (Part Num: 8077). Below the item name, there is a 'Quantity' field set to 1 and a 'Remove' button. To the right of the item name is a 'Configure' button. Below the item, there are 'Continue' and 'Cancel' buttons. A search bar is also present. A table at the bottom shows the selected item and other services: 8077 (Auto Attendant Tree, \$0.00 Monthly, \$0.00 One-Time), 70377 (Barge-In, \$0.00 Monthly, \$0.00 One-Time), and 70375 (Basic Call Center User, \$0.00 Monthly, \$0.00 One-Time). Each row has an 'Add' button.

The screenshot shows the 'Add Services' form with a selected item 'Barge-In' (Part Num: 70377). Below the item name, there is a 'Service Date' field. A calendar for March 2019 is displayed, showing dates from 1 to 31. The date 'Tuesday, March 06, 2019' is selected. Below the calendar, there is a red error message: 'Desired Due Date is mandatory.' At the bottom, there are 'Submit Order' and 'Back' buttons.

## Print Service Change Confirmation

While viewing the *Services Confirmation* page after submitting a Service Change, the option to [Print Confirmation](#) is provided at the bottom of the page.

Services Confirmation - Order ID: 284039

Part Num	Product	Monthly	One-Time	Due Date	Extension	Line Email	Location	Service Address	Service Date
DA213	Toll-Free Number	\$4.95	\$0.00	03/07/2019			Louie's Famous Chicken	880 Montclair RD BIRMINGHAM, AL 35213	03/29/2019

[Print Confirmation](#)

1. Click on the [Print Confirmation Link](#) to open the Print dialog.
2. Accept the default settings (PDF, All pages, to local file...) or select from the following print options:
  - **Destination:** Click [Change](#) to specify the print type and file location.
  - **Pages:** Specify the number of pages to print.
  - **Pages per sheet:** Specify as needed.
  - **Margins:** Define as needed.
  - **Options:** Click to place checkmarks in the checkboxes for Headers and footers and Background Graphics to include in the final print copy.
3. Click [Save](#) when finished to download a copy of the order confirmation.

Print

Total: 2 pages

[Save](#) [Cancel](#)

Destination Save as PDF

[Change...](#)

Pages ☒ All ☐ e.g. 1-5, 8, 11-13

Pages per sheet 1

Margins Default

Options ☐ Headers and footers ☒ Background graphics

## Manage User Add-Ons

### Manage User Add-Ons



When available, the **Manage User Add-Ons** button (at the top of the Service Changes page views) opens the *Manage User Add-Ons* section where users have access to review current user-level add-on services for each location on the account, and assign and un-assign those add-ons.

Manage User Add-ons

LocationLouie's Famous Chicken

Add-On

Momentum Mobility with Messenger	Available: 4 Assigned: 0 Remaining: 4	Assign
Barge In	Available: 1 Assigned: 1 Remaining: 0	Un-Assign
Momentum Mobility Desktop Softphone	Available: 3 Assigned: 2 Remaining: 1	AssignUn-Assign
Momentum Mobility View	Available: 1 Assigned: 1 Remaining: 0	Un-Assign
Momentum Connector	Available: 2 Assigned: 0 Remaining: 2	Assign
Call Reporting Lite Extension	Available: 1 Assigned: 0 Remaining: 1	Assign
Call Reporting Plus or Call Reporting Pro Extension	Available: 1 Assigned: 1 Remaining: 0	Un-Assign
Call Reporting Pro Agent	Available: 1 Assigned: 1 Remaining: 0	Un-Assign
Momentum Mobility Cloud-based Softphone	Available: 2 Assigned: 2 Remaining: 0	Un-Assign

- ❖ This view provides access to lists of the current user add-on services.
- ❖ Filter the view using the Location selection tool at the top of the page (required).
- ❖ Each item in the list offers details that include:
- ❖ **Add-On** (service name)
- ❖ Available, Assigned and Remaining add-on counts
- ❖ Management tools to **Assign**  available add-ons and **Un-Assign**  add-ons.

---

*Note:* Assigned User Add-Ons must be Un-Assigned prior to a MACD Service Change request.

---

## Assign a User Level Add-On

Assign

The **Assign** management tool is available to use for User Add-ons that have a count of 1 or more under **Remaining**.

1. Click the **Assign** button adjacent to an Add-On (far right column).  
*The list of available users with compatible services displays for selection.*

2. Locate the user(s) to be assigned the Add-On:
  - a. Scroll through the list to locate the appropriate user.
  - b. Use the Search tool at the top of the list to filter the list by name or telephone number (TN).

- Click on the **Assign** button next to the desired user to assign the add-on.

4. Repeat for any other users if there are multiple Add-Ons available.

- Click **Save** when finished to submit the change in User Add-On assignment(s), close the dialog and return to the Manage Add-Ons view.

*The system updates the counts under Available, Assigned, and Remaining for the User Add-On changes just entered.*

Assign User Add-On					
Available 4 Assigned 1 Remaining 3					
Search Users by Name or TN					
Service ID	Extension	First Name	Last Name	Seat Type	
	0037	B	B	Advanced Executive Seat	Assign
	0038	B	B	Executive Executive Seat	Assign
	00	Rauld	Tait	Executive Executive Seat	Assign
	7222	Alia	K	Advanced Executive Seat	Assign
	727	Jean	Hamble	Executive Executive Seat	Assign
	9074	Patrice	Furber-Homer	Executive Executive Seat	Assign
221408002	8002	Rauld	Tait	Executive Unlimited Seat	Assign
2202104006	4007	test	order	Executive Unlimited Seat	Assign
220021000	1000	Tait	Law-D	Advanced Chief Unlimited	Assign
220021210	0100	Rauld	Tait	Executive Unlimited Seat	Assign
220022000	2000	Tait	Libert	Executive Unlimited Seat	Assign
220022000	0000	Fawc	Jehowill	Basic Seat	Assign
2200004000	0400	Elmer	Elmer	Basic Seat	Assign
2200210007	001		3	Advanced Chief Unlimited	Assign
2202104000	0400	2	2	Advanced Chief Unlimited	Assign
2200210007	007	B	B	Basic Seat	Assign
2202100024	0024	Rauld	Tait	Executive Unlimited Seat	Assign
2202100100	0100	test	3	Executive Unlimited Seat	Assign
2202100104	0104	Math	Tait	Executive Unlimited Seat	Assign
2202100003	0003	test	1	Advanced Chief Unlimited	Assign
2202104003	0403	test	meeting	Executive Unlimited Seat	Assign
2202100100	0100	test	meeting	Executive Unlimited Seat	Assign
2200002012	2012	test	user	Advanced Chief Unlimited	Assign
22400100103	00103	test	user	Advanced Chief Unlimited	Assign
0000210000	0070	Brandon	Marion	Executive Unlimited Seat	Assign
0000000020	0020	test	1	Executive Unlimited Seat	Assign

Save Done

## Un-Assign a User Level Add-On

Un-Assign

The **Un-Assign** management tool is available for User Add-ons that have a count of one (1) or more under **Assigned**.

1. Click on the Un-Assign button adjacent to an Add-On (far right column).
2. *The list of current Add-On Assignments displays.*
3. Click on the **Un-Assign** button next to the desired user to remove the assignment.
4. Repeat for any other users if there are multiple Add-Ons to be unassigned.

- Click **Save** when finished to submit the change in User Add-On assignment(s), close the dialog and return to the Manage Add-Ons view.

*The system updates the counts under Available, Assigned and Remaining for the User Add-On changes just entered.*

✕

Un-Assign User Add-On

Available: 3 Assigned: 2 Remaining: 1

Search Users by Name or TN

Service ID	Extension	First Name	Last Name	Seat Type	
2055620508	0508	Kasey	Jameson	Basic Seat	<button>Un-Assign</button>
2053831219	9438	Retail	Test	Executive Unlimited Seat	<button>Un-Assign</button>

Save

Close

## View All Service Changes

### View All Service Changes

Click the [View All Service Changes](#) link for Admin access to view a table listing of historical and current Service Change orders, including those that were Discarded or Terminated, and to perform management tasks to View, Edit, Delete, or Terminate any orders in the process queue.

All Service Changes								
Order	Account	Service Changes Type	Created Date	Created By	Modified Date	Modified By	Status	
<input type="text"/>	All ▼	All ▼		<input type="text"/>			All ▼	<a href="#">Clear Filters</a>
293416	3100000028-01	ADD_SERVICES	04/24/2019	3099347877uy@yxxxxku.com	04/24/2019	3099347877uy@yxxxxku.com	OPEN	<a href="#">Edit</a> <a href="#">Delete</a>
291648	3100000028-01	ADD_SERVICES	04/16/2019	matt.warren	04/16/2019	matt.warren	OPEN	<a href="#">View</a>
291521	3100000028-13	ADD_SERVICES	04/15/2019	jdewoody	04/15/2019	jdewoody	COMPLETED	<a href="#">View</a>
291416	3100000028-01	ADD_SERVICES	04/14/2019	3099347877uy@yxxxxku.com	04/14/2019	3099347877uy@yxxxxku.com	DISCARDED	<a href="#">View</a>
291404	3100000028-13	ADD_SERVICES	04/12/2019	jdewoody	04/12/2019	jdewoody	COMPLETED	<a href="#">View</a>
290757	3100000028-01	ADD_SERVICES	04/10/2019	3099347877uy@yxxxxku.com	04/10/2019	3099347877uy@yxxxxku.com	COMPLETED	<a href="#">View</a>
289914	3100000028-01	ADD_SERVICES	04/05/2019	3099347877uy@yxxxxku.com	04/05/2019	3099347877uy@yxxxxku.com	COMPLETED	<a href="#">View</a>
289906	3100000028-01	ADD_SERVICES	04/05/2019	3099347877uy@yxxxxku.com	04/05/2019	3099347877uy@yxxxxku.com	OPEN	<a href="#">Edit</a> <a href="#">Delete</a>
289413	3100000028-01	ADD_SERVICES	04/03/2019	3099347877uy@yxxxxku.com	04/03/2019	3099347877uy@yxxxxku.com	COMPLETED	<a href="#">View</a>
289346	3100000028-01	ADD_SERVICES	04/03/2019	3099347877uy@yxxxxku.com	04/05/2019	3099347877uy@yxxxxku.com	DISCARDED	<a href="#">View</a>

Information for the Service Changes is listed in an easy-to-read table format showing the most recent service changes first by default.

#### Data within the table includes:

- ❖ **Order** – The order number for the Service Change
- ❖ **Account** – The Location identifier
- ❖ **Service Changes Type** – The service change type
- ❖ **Customer Name** – The parent account
- ❖ **Created Date** – The day the service change was created
- ❖ **Created By** – The Admin who created the service change
- ❖ **Modified Date** – The date of the last change to the order
- ❖ **Modified By** – The Admin who last modified the order
- ❖ **Status** – The current status (Open, Submitted, Processing, Discarded) of the order

#### Admins with appropriate access can perform the following administrative activities in this view:

- ❖ **Sort** – The column headers may be used to sort the data in ascending/descending alphanumeric order.
- ❖ **Filter** – The data in the table may be filtered using the tools above the table to modify the view by **Order** (*number*), **Account** (*select*), **MACD Type** (*select*), **Created By** (*name*) and by **Status** (*Open, Submitted, Processing and Discarded*).
- ❖ **Clear Filters** – This link removes any filter selections and resets the table to the default sort order.
- ❖ **Actions** – The action link options (**View**, **Add**, **Delete**, **Terminate**) adjacent to each listing in the far right column are dynamically provide the correct actions that can be performed based on the current status of the service change order.

## View Service Change Details

1. Click [View](#) next to an item to review the read-only information about the service change order.
2. Click [Cancel](#) when finished.

## Edit an Active Service Change

This action is available when editing is permissible.

1. Click on the [Edit](#) link next to the desired item to open the Add Services view where editing is permitted.
2. Click the Configure button to update or modify quantity, name, numbers etc.

**Note:** Each service change type requires specific information for configuration. The system will assist users and notify if any missing information is discovered during the auto-confirmation process it completes prior to allowing the order to be submitted.

3. Locate, select and configure additional services (as needed).

## Delete a Service Change

This action is available to select when permissible within the process. Completed orders cannot be deleted. **Use Caution:** This action cannot be undone.

1. Click the [Delete](#) link option adjacent to a Service Change order listing.
2. Click [Yes](#) to confirm the action when prompted.

## Caller ID (CNAM)

If enabled, allows Admins to manage/[change](#) the Caller ID to be displayed for lines in each location on the account. In this tab, Column headers may be used to sort the list alphabetically. A section search tool is provided to allow users to filter the list by entered terms. The details provided for each of the items in the list include the Product (name), Service ID, Extension (current), Line Name, and Location.

1. Click on the Caller ID [CNAM] tab.
2. Select the appropriate [Location](#) at the top of the page to display the assigned lines. Locate the service to be receive a CNAM change within the list
3. **Caller ID [CNAM]:** Type the name to be displayed to receivers when Caller ID is in use.
4. Repeat for any additional Caller ID [CNAM] changes to other listings.
5. Click [Save](#) to submit the changes for processing,  
Or click [Cancel](#) and confirm when prompted to discard changes.

The screenshot shows the 'Service Changes' interface. At the top, there's a 'Location' dropdown menu set to 'Test2'. Below it, there's a 'Caller ID [CNAM]' section with a search bar and a 'Save' button. The main part of the interface is a table with the following columns: Product, T Service ID, Extension, Line Name, Location, and Caller ID (CNAM). The table contains three rows of data:

Product	T Service ID	Extension	Line Name	Location	Caller ID (CNAM)
Auto Attendant	205020946	0540	Repeat Test1	Test2	Repeat Test
Call Center CHG Number	205020956	0550	Repeat Test	Test2	Repeat Test
Premium Content Center Guest DID	205020972	3572	Repeat Test	Test2	Repeat Test

## Block

Manage/*change* settings that block specific call types from lines in each Location on the account. In this tab, Column headers may be used to sort the list alphanumerically. A section search tool is provided to allow users to filter the list by entered terms. The details provided for each of the items in the list include the Product (name), Service ID, Extension (current), Line Name, and Location. Simple On/Off checkbox tools for the block setting options are provided.

1. Click on the **Block** tab to display the section.
2. Select a **Location** at the top of the page to display the assigned lines.
3. Locate the line to be changed.
4. **Block:** Click within a checkbox to enable/disable the setting options, as needed. These settings include:
  - ❖ **Directory Assistance:** ☒ Enable to block calls from the line to directory assistance (USA = 411).
  - ❖ **Operator Assistance:** ☒ Enable to block calls from the line to operator assistance.
  - ❖ **International Calling:** ☒ Enable to block international calls from the line.
  - ❖ **Domestic Long Distance:** ☒ Enable to block domestic long distance calls from the line.
5. Click **Save** to submit the changes for processing, or click **Cancel** and confirm when prompted to discard changes.

The screenshot shows the 'Service Changes' window with the 'Block' tab selected. The table lists service lines with columns for Product, Service ID, Extension, Line Name, Location, and Block. The 'Block' column contains checkboxes for Directory Assistance, Operator Assistance, International Calling, and Domestic Long Distance.

Product	Service ID	Extension	Line Name	Location	Block
Auto Attendant	205620049	0049	Retail Test1	Test2	<input type="checkbox"/> Directory Assistance (411) <input type="checkbox"/> Operator Assistance (0) <input checked="" type="checkbox"/> International Calling <input type="checkbox"/> Domestic Long Distance
Call Center (NCS) Number	205620049	0000	Retail Test	Test2	<input type="checkbox"/> Directory Assistance (411) <input type="checkbox"/> Operator Assistance (0) <input checked="" type="checkbox"/> International Calling <input type="checkbox"/> Domestic Long Distance
Premium Contact Center Queue (CCQ)	205620372	3572	Retail Test	Test2	<input type="checkbox"/> Directory Assistance (411) <input type="checkbox"/> Operator Assistance (0) <input checked="" type="checkbox"/> International Calling <input type="checkbox"/> Domestic Long Distance
Executive Unlimited Seat	205620663	0003	myd line	Test2	<input type="checkbox"/> Directory Assistance (411) <input type="checkbox"/> Operator Assistance (0) <input checked="" type="checkbox"/> International Calling <input type="checkbox"/> Domestic Long Distance
Executive Unlimited Seat	205721655	0055	test order	Test2	<input type="checkbox"/> Directory Assistance (411) <input type="checkbox"/> Operator Assistance (0) <input checked="" type="checkbox"/> International Calling <input type="checkbox"/> Domestic Long Distance

## Extension

Manage/*change* extension assignments for lines in each location on the account. In this tab, a section search tool is provided to allow users to filter the list by entered terms. The details provided for each of the items in the list include the Product (name), Service ID, Extension (current), Line Name, and Location, and Extension (new). Column headers may be used to sort the list alphanumerically.

1. Click on the **Extension** tab.
2. Select a **Location** at the top of the page to view assigned lines in a simple table format.
3. Locate the item to be changed.
4. Type a new extension number in the
5. Extension field adjacent to the item
6. Repeat as needed for other lines.
7. Click **Save** when finished to submit the change(s) to the extension(s), or click **Cancel** and confirm when prompted to discard changes to extensions.

The screenshot shows the 'Service Changes' window with the 'Extension' tab selected. The table lists service lines with columns for Product, Service ID, Extension, Line Name, Location, and Extension. The 'Extension' column contains input fields for new extension numbers.

Product	Service ID	Extension	Line Name	Location	Extension
Auto Attendant	205620049	0049	Retail Test1	Test2	0049
Call Center (NCS) Number	205620049	0000	Retail Test	Test2	0000
Premium Contact Center Queue (CCQ)	205620372	3572	Retail Test	Test2	3572
Executive Unlimited Seat	205620663	0003	myd line	Test2	0003
Executive Unlimited Seat	205721655	0055	test order	Test2	0055



## Listing

Make *changes* to the *Listing Type*, *Omit Address*, and *Listing Name* options for the ordered products for each location on the account. The data in this section is listed in an easy to use table format. The searchable details provided for each of the items in the list include the Product (name), Service ID, Extension (current), Line Name, Location, Listing Type, Omit Address, and Listing Name.

The screenshot shows the 'Service Changes' window with the 'Listing' tab active. The location is set to 'Louie's Famous Chicken'. A table lists services with columns for Product, Service ID, Extension, Line Name, Location, Listing Type, Omit Address, and Listing Name. The 'Listing Type' column has dropdown menus with options like 'NONPUB', 'LISTED', 'NONLIST', 'NOSUBMIT', and 'NOSUBMIT'. A 'Save' button is visible at the bottom right.

Product	Service ID	Extension	Line Name	Location	Listing Type	Omit Address	Listing Name
Auto Attendant	2014250502	9113	test order	Louie's Famous Chicken	NONPUB	<input type="checkbox"/>	John Doe
Executive Unlimited Seat	2014489902	9992	Retail Test	Louie's Famous Chicken	NOSUBMIT	<input type="checkbox"/>	
Call Center DNS Number	2028393068	3598	Retail Test	Louie's Famous Chicken	NOSUBMIT	<input type="checkbox"/>	
Executive Unlimited Seat	2052104008	4087	test order	Louie's Famous Chicken	NOSUBMIT	<input type="checkbox"/>	

1. Click on the **Listing** tab to open the section for review.
2. Select a **Location** at the top of the page. The list for the location displays.
3. Make changes to the following, as needed:
  - ❖ **Listing Type:** Choose from:

The screenshot shows a dropdown menu for 'Listing Type' with the following options: NONPUB, LISTED, NONLIST, NONPUB, NOSUBMIT, and NOSUBMIT. A hand icon is pointing to the second 'NONPUB' option.

- LISTED – Select to enter information and list.
- NONLIST – Select to enter information but not include in list.
- NONPUB – Select to Enter information but not include for publish.
- NOSUBMIT – *Default. Read-Only.* Select another Listing Type to make changes.

- ❖ **Omit Address:** Click to place a checkmark in the box to omit Address in the listing.
  - ❖ **Listing Name:** Type the name for the listing.
4. Repeat as needed to make changes to additional listings for the location.
  5. Click **Save** when finished to update the Listing(s) with the change(s). Or click **Cancel** and confirm to discard changes to Listing Types.

## Virtual Terminating Number

This Service Changes tab provides access for authorized Admins to make changes to the terminating number assignment for any Virtual Terminating Number lines that have already been added to the account. (Ref: [Add Services](#) and [Line Type](#)).

Service Changes

Location: Louie's Famous Chicken

Open Requests Seal Type Caller ID (CNAM) Block Extension Line Type Listing **Virtual Terminating Number**

Search Momentum Services... Cancel Save

Product	Service ID	Line Name	Location	Terminating Number
Virtual Number	3048079517	8 8	Louie's Famous Chicken	2057219534
Virtual Number	2055006329	3 3	Louie's Famous Chicken	2057219538

1. Click on the **Virtual Terminating Number** tab in the *Service Changes* page.
2. Select a **Location** from the drop-down list at the top of the page. *The list for the location displays.*
3. Identify the correct virtual number line within the table.  
*The Search tool and column headers are available to assist in sorting or filtering the list.*
4. Click within the corresponding field under the **Terminating Number** column (far right).
5. Enter the new 10-digit telephone number (**no** spaces/special characters) to define a new number to which all calls will be directed.
6. Click on the **Save** button when finished to submit the changes and update the system with the new terminating number information.

While the system updates the data for the VTN(s), the change request information may be reviewed in the **Open Requests** tab, and within the **View All Service Changes** page.

The History of this service change activity may be reviewed in both of those pages, as well.