Logix Voice Services

Voice Services Portal User Guide

Version: June 2024

Contents

1 Voice Portal Overview

The Logix Voice Services Portal allows you to manage certain calling features, view your organization's call history and manage other settings related to your Logix Voice Services.

When your Account Manager user was created, an email that contains your username, temporary password, and the portal URL was sent to you. Keep that email safe! If you haven't received it, please contact Logix Customer Support.

1. Go to https://logix.user.alianza.com/login
2. Enter your username and password.
3. Check *Remember Me* if you want to save your username and password.
4. Click **[Login]**.

LOGIX
FIBER NETWORKS

Login

Email Address or Username*

Forgot Password?

Password*

☐ Remember Me

Login

First-Time Login

The first time you log in, you'll be prompted to set a password. Your password must be 8-16 characters long and include uppercase and lowercase letters and at least one number. It cannot contain any part of your username.

2   Account Manager Access

As an Account Manager user, you can access and manage many Business Lines features in the Voice Portal, including:

SECTION	VOICE PORTAL MANAGEMENT
Phone Numbers	• View phone numbers • View phone number routing
Business Lines	• View all lines • Modify Line Handling settings • Change the assigned voicemail box
Hunt Groups	• View all Hunt Groups • Change the line routing order • Add existing Business Lines to hunting strategy • Remove lines from a group • Change hunting strategy • Change voicemail box assignment • Create and manage Forward Codes
Voicemail	• Reset a voicemail box PIN • Access and manage messages

Contact Customer Support

If you need any assistance, please contact Customer Support. They can answer your questions and help you to add or remove phone numbers, lines, devices, or voicemail boxes.

3   Business Lines

Phone Numbers

In the Voice Portal, go to **Business Lines > Phone Numbers**. Here you can see the phone numbers on your account, including their status and destination. To add a phone number to your account, please contact Customer Support.

Hunt Groups

A Hunt Group is a method for distributing incoming phone calls from a single telephone number to a group of several phone lines. Businesses use Hunt Groups to distribute calls over multiple lines, allowing an idle user in the group to answer the call if another line is busy.

Hover over a Hunt Group and click on **Edit** to open it. Here, there are two tabs with different settings:

- Hunt Configuration defines how calls will be handled once they reach the group. This was defined when the group was created and can be edited here.

- Forward Code Management is where you set up star codes that forward the Hunt Group to another number.

Hunt Configuration

- **Hunt Group Details**

   Hunt Group Details include the name of the group and the phone number assigned to it. To add a new Hunt Group or change a group's name or routing phone number, please contact Customer Support.

Main Office	Linear	1 (617) 326-8008	^

Hunt Configuration   Forward Code Management

Hunt Group Details

Hunt Group Name   **Main Office**

Phone Numbers   **1 (617) 326-8008**

- **Ring Strategy**

  In the Hunt Configuration tab under Ring Strategy, you can see which option is currently enabled:

  - Line Hunt: Calls to the Hunt Group are following the line hunting configuration defined here.

  Ring Strategy

  - Forward: Calls to the Hunt Group are being forwarded using the code selected below. To change which forward code is enabled, select a different code, and click **[Save]**.

  Ring Strategy

These tabs act as a switch that allows you to choose the which hunting strategy is currently enabled for the Hunt Group. For example, if you want to turn off forwarding and enable line hunting, select the Line Hunt tab then click **[Save]**.

Once saved, the settings will be immediately applied to the Hunt Group.

- **Line Hunt Configurations**

A Hunt Group requires at least one line.
1. Choose a hunting configuration (Linear, Sequential, or Simultaneous) and then assign lines to the group.
2. Click **[+ Add]** to add another line to the configuration.

Linear Ring

A linear configuration is meant to provide a solution commonly referred to as "Rollover Lines" in the telecommunications industry. The first line that is available (in service, not on a call) will ring for the time designated in the **Unanswered Call Handling** rules. Only one line will ring per call. Lines that are busy or out of service will be considered unavailable.

Use the arrows on the left to change the line order or click the X on the right to remove a line from the configuration.

Sequential Ring

In a sequential pattern, calls will ring each line in order until answered or the ring timeout is met. Lines that are busy or out of service will be skipped in the hunting sequence.

Each line has an individual timeout setting. For example, a business may want to have a front office to ring for 10 seconds and then allow the **back-office** ring for 20 seconds and so on. One ring is 6 seconds. The default timeout setting is 18 seconds per line (3 rings).

Add the lines and enter a timeout setting for each. A sequential configuration allows for a maximum of 20-line rules. A line can be added to the configuration more than once. Use the arrows on the left to change the order of the lines or click the X on the right to remove a line from the configuration.

Line Hunt	Forward

○ Linear: Ring first available line

● Sequential: Ring lines in order

○ Simultaneous: Ring all lines at the same time

Lines	Timeout	
2345678901	18 sec	✖
2345678902	18 sec	✖
2345678903	18 sec	✖
2345678904	18 sec	✖

+ Add

Total Ring Time

Listed under Unanswered Call Handling, the Total Ring Time is the cumulative time set for all lines in the group. The maximum total ring duration is 150 seconds (2.5 minutes). Lines that are busy or out of service will be skipped in the hunting sequence, resulting in a shorter total ring time.

Simultaneous Ring

In a sequential pattern, calls will ring each line in order until answered or the ring timeout is met. Lines that are busy or out of service will be skipped in the hunting sequence.

Unanswered Call Handling

Unanswered Call Handling is where you set up the failover options that determine what happens when a call isn't answered by any line in the group.

In a linear or simultaneous configuration, Unanswered Call Handling rules apply to any line that does not answer. If all lines are out of service, the call follows the Out of Service rule. If all lines are busy, the call follows the Busy rule.

In a sequential configuration, Unanswered Call Handling rules are determined by only the last line in the sequence. See how this works in the examples below.

Unanswered Call Handling

No Answer	Busy Tone ▾	after `24` seconds
All Lines Busy	Busy Tone ▾	
Out of Service	Busy Tone ▾	

Like Direct-Call Handling, there are three failover types:

TYPE	DESCRIPTION
No Answer	Choose what happens when the call is not answered. For a linear or sequential configuration, also enter the number of seconds a call will ring before timing out. The default is 24 seconds (4 rings).
All Lines Busy	Choose what happens when all lines are busy. In a sequential configuration, this will apply if the last line in the sequence is busy.
Out of Service	Choose what happens when the last line is not registered. In a sequential configuration, this will apply if the last line in the sequence.

Each failover type can be set to one of the following settings:

SETTING	DESCRIPTION
Busy Tone	The caller will hear a busy tone.
Forward To	Enter a phone number for calls to be forwarded to. When forwarding calls, Hunt Groups use the account's calling plan.
Send to Voicemail	Choose an existing voicemail box or **[+ New Voicemail]** to create and use a new one.

Sequential Call Handling Scenarios

> In a sequential configuration, Unanswered Call Handling is dependent on the status of the last line in the sequence. This is different from the other configuration types, in which Unanswered Call Handling will be applied to any line that does not answer.
>
> To explain how this works, following are a few call scenarios based on the Hung Group configuration below. In each scenario, Line 3 is the last line.

SCENARIO	RESULT
All Lines: Available	A new call will ring Line 1 for 18 seconds, line 2 for 18 seconds, then line 3 for 18 seconds. If Line 3 does not answer, the caller will hear a busy tone.
All Lines: Out of Service	Because Line 3 is out of service, a new call will be immediately forwarded to the specified number.
All Lines: Busy	Because Line 3 is busy, a new call will be immediately sent to voicemail.
Line 1: Busy (on a call) Line 2: Out of Service Line 3: Available	A new call will ring Line 3 for 18 seconds. If Line 3 does not answer, the caller will hear a busy tone.
Line 1: Available Line 2: Available Line 3: Busy (on a call)	A new call will ring Line 1 for 18 seconds, then Line 2 for 18 seconds. Then, because Line 3 is busy, the call will be sent to voicemail.
Line 1: Busy (on a call) Line 2: Available Line 3: Out of Service	A new call will ring Line 2 for 18 seconds. Then, because Line 3 is out of service, the call will be forwarded to the specified number.

| Sequential Group | Sequential | - - - | ^ |

Hunt Configuration   Forward Code Management

Hunt Group Details

Hunt Group Name   [Sequential Group|]

Direct Number   **Assign number via Phone Numbers**

Hunt Configuration

| **Line Hunt** | Forward |

○ Linear: Ring first available line

● Sequential: Ring lines in order

○ Simultaneous: Ring all lines at the same time

Lines   Timeout

∧ ∨   [Line 1   ▾]   [18 sec] ✕

∧ ∨   [Line 2   ▾]   [18 sec] ✕

∧ ∨   [Line 3   ▾]   [18 sec] ✕

[+ Add]

Unanswered Call Handling

Total Ring Time   **0 min 54 sec** ⓘ

No Answer   [Busy Tone   ▾]

All Lines Busy   [Send to Voicemail   ▾]   [Voicemail 1   ▾]

Out of Service   [Forward To   ▾]   [1 (801) 373-▮▮▮▮]

Delete   Cancel   **Save**

Forward Strategy

When the Forward tab is selected, calls to the Hunt Group are being forwarded using the code selected below.

- To change the active Forward Code, select a different code, and click **[Save]**.
- To add or modify a code, go to the Forward Code Management tab.

Ring Strategy

Line Hunt	**Forward**

◉ *30 – Out to Lunch
1 (234) 567-8904

Save Your Settings!
Once saved, the settings will be immediately applied to the Hunt Group.

Forward Code Management

Go to **Hunt Groups > Edit > Forward Code Management** tab. This is where you'll set up the forward codes that can be enabled for the group. *(Hover over a Hunt Group and click on **Edit** to open it.)*

Forward codes allow end users to dial a star code to forward all calls destined for the Hunt Group to another number. They can also be enabled in the Hunt Configuration tab. There are two types of forward codes:

1. Variable codes allow the user to dial a star code and enter the phone number calls will be forwarded to. This is ideal if the business needs more flexibility to forward to a different number each time.
2. Fixed codes forward incoming calls to a preconfigured phone number. This is ideal when the business needs to forward to the same number regularly, such as an after-hours answering service.

For example, at the end of the day, the receptionist dials a star code to forward all calls to an after-hours answering service. The next morning, they dial the same code to disable it and send calls back to the line hunt.

You can set up as many codes as you need, but only one can be enabled at a time.

Add Forward Code

The star codes available on the Hunt Group for forwarding are from a reserved range of 2-digit codes that are not already set up for standard use and are not being used by another Hunt Group.

1. In the Forward Code Management tab, click **[+ Add Forward Code]**.
2. Complete each field
3. Click **[Save]**

FIELD	DESCRIPTION
Forward Name	Enter a name for this code.
Star Code	Assign an available star code from the menu. If you need a code that is not available, please contact Customer Support.
Type	Choose **Fixed** or **Variable**.
	Once a code is saved, the type cannot be changed. For example, a Fixed code cannot be switched to a Variable code, and vice versa.
Forward Number	For a Fixed code, enter the phone number calls will be forwarded to when the call is enabled.

Delete Forward Code

Deleted forwarding codes cannot be restored. When an active forward code is deleted, the forwarding will be removed from the Hunt Group and all calls destined for the group will follow the group strategy.

Be careful to delete the Forwarding Code and not the Hunt Group.

1. In the Forward Code Management tab, click [+ Add Forward Code].
2. Complete each field
3. Click **[Save]**

| After-Hours Support | *31 | Fixed | 1 (234) 567-8903 | ^ |

Forward Name: After-Hours Support

Star Code: *31

Type: **Fixed**

Forward Number: 1 (234) 567-8903

Delete   Cancel   **Save**

Using Forward Codes

Any line on the account can dial the forwarding star codes, regardless of group membership, but only one forwarding code can be used at a time. The last dialed star code becomes active (enabled), while the prior star code is deactivated (disabled).

Forward codes can be enabled or disabled in the **Hunt Configuration > Forward** tab, but the easiest way to manage Forward codes is by dialing the star code.

Hunt Group Star Codes

CODE	STEPS
Enable Fixed	1. Dial the Forwarding code. You will hear, *"Calls forward to [Phone Number]. Goodbye."* 2. All calls to the Hunt Group are forwarded to the number assigned to the code.
Enable Variable	1. Dial the Forwarding code. You will hear: "Please enter the forwarding number followed by the pound sign." 2. Enter the forwarding number followed by the pound sign. You will hear, *"Calls forward to [Phone Number]. Goodbye."* 3. All calls to the Hunt Group are forwarded to this number.
Disable Forwarding	1. Dial the Forwarding code. You will hear, "Call forwarding disabled. Goodbye." 2. The forward code is disabled, and the Hunt Group uses the configured hunt settings again.

Lines

In the Voice Portal, go to **Business Lines > Lines**.

This is a quick view of all lines and their settings. To add or delete a line, or to assign a phone number to a line, please contact LOGIX Customer Support.

Edit a Line

Lines are assigned to phone numbers, but phone numbers cannot be assigned to a line from here. Instead, go to the phone number and set the destination to the line.

1.   Select the line to expand its settings.

2.   Enter or edit the information in the fields below.

3.   When you're done, click **[Save].**

Edit a Line

Line 2	Ring Line (24 Sec)	None	None	^

Line Details

Line Name   Line 2

Phone Numbers   **1 (801) 345-2281**

Voicemail Box   [Voicemail 2   ▼]

FIELD	DESCRIPTION
Line Name	This is the name of your line. Since lines are associated with ports on your device, it may be a good idea to name each line in order of the physical port. To change the name of the line, contact Customer Support.
Phone Numbers	This displays the phone number(s) assigned to the line. If the line is linked to a Hunt Group or isn't linked to anything at all, this will say "None." To change the phone number or destination of the line, contact your service provider.
Assigned Voicemail	Choose which voicemail box, if any, will be assigned to this line. A voicemail box must be assigned if any Direct-Call Handling option (below) will be set to *Send to Voicemail*. • **None:** No voicemail box will be assigned. • **Existing Voicemail:** Choose a voicemail box already set up on the account.

Assigned Voicemail

When a voicemail box is assigned to a line, two things are enabled:
- **Access.** The line has access to call the box to manage its settings and messages.
- **Direct-Call Handling Rules.** The line can be set to send calls to the voicemail box.

Direct-Call Handling

Direct-Call Handling rules are in effect only when a call rings directly to a phone number assigned to the line. These settings will not be applied when the line is rung as part of a Hunt Group.

Ring Line

When the Ring Strategy is set to *Ring Line*, incoming calls to this line will follow the rules defined here. Remember to assign a voicemail box to the line if you want to use *Send to Voicemail* as a Direct-Call Handling rule; it won't work otherwise.

FIELD	DESCRIPTION
No Answer	Choose how incoming calls will be handled when not answered and enter the number of seconds calls will be allowed to ring until the action is triggered. The default timeout setting is 24 seconds (4 rings). • **Busy Tone:** When a call times out, the caller will hear a busy tone. • **Forward To:** When a call times out, it will be forwarded to the number you enter here. • **Send to Voicemail:** When a call times out, send it to the line's voicemail box. • **Ring Forever:** Ring until the call is answered or the caller hangs up.
Line Busy	Choose how incoming calls will be handled when the line is busy. • **Busy Tone:** The caller will hear a busy tone. • **Forward To:** Calls to this line will be forwarded to the number you enter here. • **Send to Voicemail:** Calls will be sent to the voicemail box assigned to the line.
Out of Service	Choose how incoming calls will be handled when the line is out of service. • **Busy Tone:** The caller will hear a busy tone. • **Forward To:** Calls to this line will be forwarded to the number you enter here. • **Send to Voicemail:** Calls will be sent to the voicemail box assigned to the phone number.
Call Waiting	Call Waiting is disabled by default to allow incoming calls to follow the Direct-Call Handling rules. Check this box to enable it. Call Waiting allows incoming calls to a line while the line is in use. The called party will hear an intermittent beep to indicate another call is waiting on the line, and the caller will hear the standard ringtone. When enabled, incoming calls will not follow Direct-Call Handling rules.

Forward To

When the Ring Strategy is set to *Forward*, incoming calls to this line will be immediately forwarded to the number you enter here.

Direct-Call Handling

Direct-call handling is in effect when a phone number is assigned to the line, not when the line is rung as part of a hunt group.

Handling Rule	Ring Line	**Forward to**

Forwarding Number	_ (___) ___-____

Caller Identification

When a line is created in the Phone Number workflow by setting the destination to a new line, caller ID for the new line is automatically set to that phone number. You can modify that here.

Caller Identification

Caller ID Number	1 (801) 345-2281
Caller ID Name	**New Company**
Caller ID Enabled	✔
E911 Record	1 (801) 345-2281 - 1000 E 1000 E, Pleasant Grove, UT 84062

FIELD	DESCRIPTION
Caller ID Number	Choose which phone number will be used for caller ID. It can be set to any of the phone numbers on your account. Choosing **None** may result in some carriers rejecting the call.
Caller ID Name	This is the name that will be displayed on the phone of the person called. To change this name, contact your service provider.
Caller ID Enabled	This is checked by default. If unchecked, all calls made from this line will be sent anonymously (BLOCKED).
E911 Record	Choose which E911 record to use for this line. When a 911 call is made from this line, the name, address, and phone number information from the record selected here will be sent with the call.

Save Your Settings!

Once saved, the settings are immediately applied to the line.

Voicemail

Voicemail boxes are set up by line, not by user, which makes it easier to share. One voicemail box can be assigned to a single line or be shared by multiple lines. Set it up your way.

- Need only one voicemail box for the company? Create one voicemail box and assign all your lines to it.
- Need one for customer service and another for the manager? Set up multiple boxes and assign your lines, as necessary.
- Don't need voicemail? It's turned off by default, so there's nothing to disable.

In Lines, you can see which voicemail box is assigned to the line, so you'll know where your calls are going.

Voicemail Management

Dial the **Voicemail Management** star code to access the messages for that line, record a greeting, or update the PIN. Remember, all lines assigned to the box will use the same PIN. Refer to the Voicemail Guide for details.

Voicemail Box Management

Go to **Account > Business Lines > Voicemail**. Here you can see all your voicemail boxes, the lines they're assigned to, and the email addresses messages will be sent to.

Voicemail

Name ↑	Assigned Lines	Email Recipients	
Voicemail 1	Line 1	None	⌄
Voicemail 2	Line 2	None	⌄
Voicemail 3	Line 3	None	⌄
			1-3 of 3 ‹ ›

Edit a Voicemail Box

1. Click the voicemail box to expand its settings.
2. Make any necessary changes to the settings below, and then click **[Save]**.

Voicemail Box Details

| Back Office | Line 2, +1 | None | ^ |

Voicemail Box Details

Voicemail Box Name	Back Office
Assigned Lines	Line 2 ✕ Line 3 ✕

↻ Reset PIN ⓘ

FIELD	DESCRIPTION
Voicemail Box Name	Enter or edit the name of the voicemail box.
Assigned Lines	Assign a new line from the drop-down menu. Click X to unassign a particular line from the box.
Reset PIN	The first time the box is accessed, the user will be asked to set the PIN. When this button is clicked, the PIN is reset to 1234. The first time the box is accessed, the user will be asked to set the PIN.

Voicemail Box Greetings

Users can upload and download their voicemail greetings. Click the field to select a file from your computer, then click [Upload]. The upload will accept WAVE, MP3, and OGG files that are less than 10MB.

Voicemail Box Greetings ⓘ

Basic Greeting	Click Here	☁ Upload

Accepted files: WAVE, MP3, and OGG files under 10MB

Custom Greetings

Any custom voicemail greeting upload here will override basic and personal name greetings.

Busy Greeting	Click Here	☁ Upload

Accepted files: WAVE, MP3, and OGG files under 10MB

No Answer Greeting	Click Here	☁ Upload

Accepted files: WAVE, MP3, and OGG files under 10MB

Messages

These are all the messages saved to the voicemail box. Messages can be sorted by Time/Date, Length, and Status (New or Saved).

☐	Date/Time ↓	Caller	Length	Status		
☐	May 28, 2021 5:15 PM	1 (801) 534-4672	3 seconds	New	✉	🗑
☐	Jan 20, 2016 10:40 AM	2001	2 minutes, 59 seconds	New		
☐	Jan 20, 2016 10:36 AM	2001	2 seconds	New		

1-3 of 3 < >

Field	Description
✉ Save	Change the status of the message to *Saved*.
🗑 Delete	Delete this message from the box. To delete all or multiple messages at once, select the message on the left and then click the trash icon at the top right.

4. **Call History**

Call History holds the records of all calls made and received on the account. Calls are presented in chronological order with the most recent call at the top. At the top right of the table, the current record list can be emailed (exported) as a CSV file.

Filters

The last 30 days of call records are shown by default, but you can either change the date range or delete it to get exactly the data you need. Records can also be filtered by Type and/or Call Flags. These settings allow you to identify patterns in the calls, such as how many calls are being sent to voicemail, what calls are being missed, etc.

Set filters for Date Range, Start time, End time and other criteria in the **Filters** drop-down box. If necessary, click **Reset Filter** to remove any parameters and display all calls again.
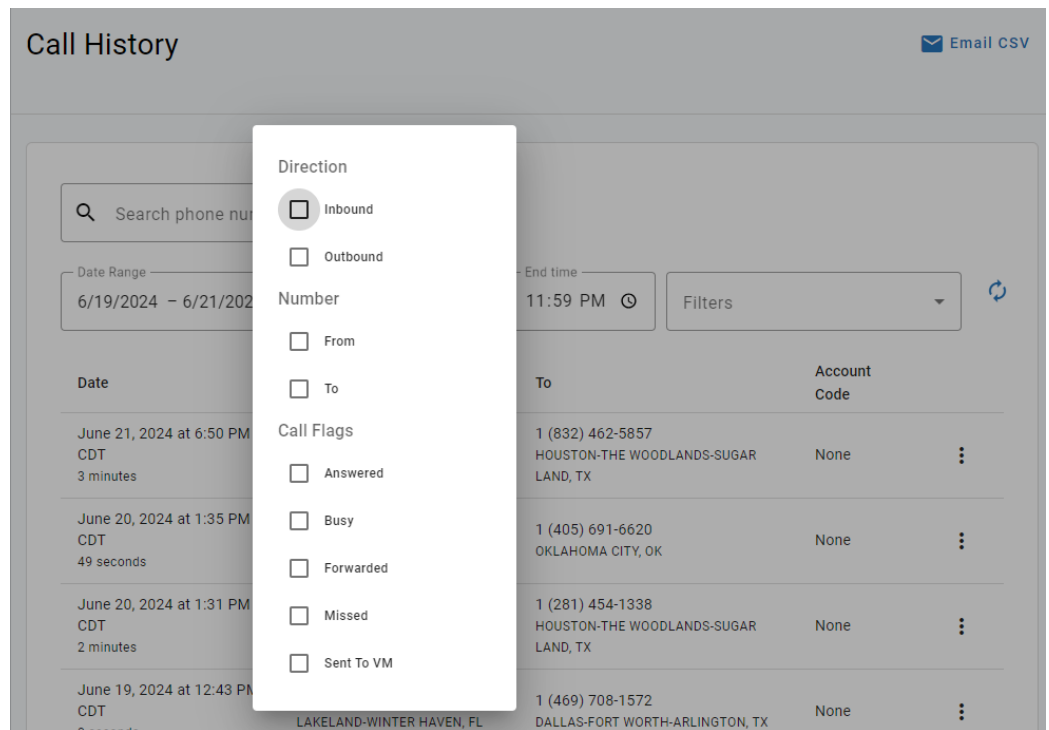
Details

Click the three dots menu on the right of a call to view the details or technical details of the call.

June 28, 2024 at 10:42 PM CDT 0 seconds	1 (469) 708- DALLAS-FORT WORTH-ARLINGTON, TX	1 (281) 825- HOUSTON-THE WOODLANDS-SUGAR LAND, TX	None	⋮
June 28, 2024 at 10:42 PM CDT 0 seconds	1 (469) 708- DALLAS-FORT WORTH-ARLINGTON, TX	1 (832) 381- HOUSTON-THE WOODLANDS-SUGAR LAND, TX	Details	
June 28, 2024 at 10:41 PM CDT	1 (469) 708- DALLAS FORT WORTH	1 (281) 363- HOUSTON THE WOODLANDS SUGAR	Technical Details	

FIELD	DESCRIPTION
Time and Length	Start time, connected date and time, end date and time, billed length, and actual length.
Cost	The total cost, whether it was included in the calling plan, and the rate per minute.
Origination	The originating number, location, and category (On or Off Network).
Termination	The terminating number, location, and category (On or Off Network).

Email a Call History Report

In the call table, you can see the dat3e, time and duration of each call, the number the call originated from, and the number the caller dialed. At the right of the header, you have the option to export the report as a CSV file.

1. Go to **Account > Call History**.

2. Filter the list by Date, Type, and Call Flags to show only the information you need.

3. At the top right of the table, click **✉ Email CSV**. A banner will be displayed on the page to indicate that the system is now generating your report.

4. When the file is ready, an email will be sent to you with a link to download it. The link will expire in 5 days and can only be used

> ✓ Your call history report is being generated. Please wait a few minutes and then check your email for a link to download the report.
>
> ✉ Email CSV

once.   The email will come from

noreply@cymbus.com

EMAIL ADDRESS

The link to download the Call History report is sent to the email address on your user account. If an email address is not linked to your account yet, you can add it in Users > Settings, or contact an account administrator for assistance.

5.Settings

Most settings that apply to the entire account can only be managed by LOGIX, but the settings you can manage are available here.

Calls (Music on Hold)
Follow these steps to update the hold music on your account.
1.   Go to Settings > Calls.
2.   Select a setting from the menu to apply it to the account:
    – None (Intermittent Beep). The caller will hear two short beeps every 15 seconds.
    – Standard Options. Choose one of three looped, copyright-free audio files.
    – Custom Audio. Upload any WAV, MP3, or OGG file under 15 MB.
3.   The new setting will be applied to the account immediately — no saving necessary.

Music On Hold

None (Intermittent Beep) ▼

None (Intermittent Beep)   ✓

Standard Options
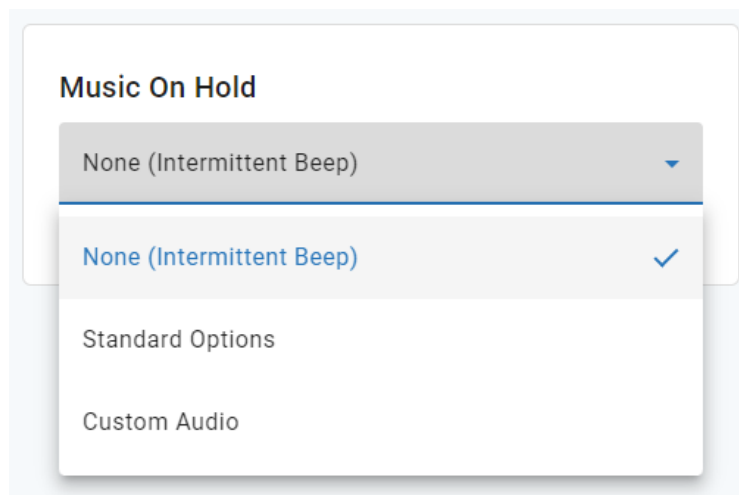
Custom Audio

LISTEN TO AUDIO FILES IN YOUR BROWSER

To hear what a file sounds like, click the ▶ **play** button on the right. Standard options can be played before (and after) you make a selection, and a custom audio file can be played once it's been uploaded.

Upload Custom Audio

Give your account a personal touch by uploading custom music for callers to listen to while on hold. Use any WAV, MP3, or OGG file under 15 MB that you have rights to.

Music On Hold

Custom Audio ▾

⬆

Drop file or click to browse

WAV, MP3, or OGG file under 15 MB ⓘ

1. To upload a custom audio file, do one of the following:
    - Drag and drop the file from your computer to the upload area.
    - Click the link in the upload area, then select an audio file from your computer, and click **[Open]**.

2. Once uploaded, the file will be transcoded and optimized for use by the phone system, which will result in some degree of quality loss. To hear what it sounds like, click the ▶ **play** button on the right or call a phone number on your account and ask to be placed on hold.

3. Once the page is refreshed, the file will be renamed to **hold_music.wav**.

Change Custom Audio

Only one custom audio file can be uploaded to the account at a time. To change the current audio file, open the three dots menu on the right and select Delete & Upload New File, then drag and drop the new file to apply it to the account.

Between the time one file is deleted and another is applied, Music On Hold will be set to None (Intermittent Beep).

Custom Audio Disclaimer
All hold music must be licensed.
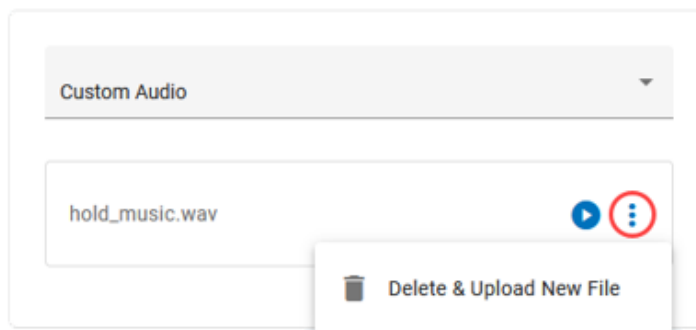
Emergency Notifications

In recent years, the FCC has passed Kari's Law and RAY BAUM's Act to help expedite response to emergency services to callers and improve outcomes. As part of Kari's Law, all multi-line telephone systems (MLTS) must be preconfigured to send a notification to an on-site location (like a front desk or security office) when a 911 call is made.

For Emergency Call Notifications to work, each phone number on the account must be successfully configured with a valid E911 record, which includes the physical address where the device is located and any other information necessary to precisely identify the caller's location. It is the end user's responsibility to keep this information up to date.

ALTERNATIVE SOLUTION

Emergency Call Notifications are *required* for any and all MLTS manufactured, imported, sold, leased, or installed after **February 16, 2020**. If your account already meets this requirement with an on-premises solution, select *Alternative solution in use*.

Configure Notifications

It is important that you choose to notify a central location where someone will see or hear the notification, such as a managed distribution list of on-site personnel (front desk, security office, administrators, etc.), rather than an individual who may or may not be at the location 100% of the time. While there isn't a limit on how many contacts can be entered here, make sure the number is reasonable for your organization.

1. Go to **Settings > General: Emergency Notifications**.

2. Identify the email address(es) and SMS-capable phone number(s) that will be notified when an emergency call is placed from a number on the account.

3. Enter those email addresses and phone numbers in the portal and click **[Save]**.

4. Click **[Test Notifications]** to send a test to make sure it's working.

      a. Alternatively, you can ask the end user to dial 933 to verify their emergency call record with their E911 provider. The call will be connected to an automated 911 verification service, which will play back the dialing phone number and its associated address and send a test notification to the ENS recipients.

5. Confirm with the recipients they have received the test notifications and they understand what the notification is for.

Now, when someone on your account dials 9-1-1, the emergency call is processed and a notification is sent to the recipients configured in the portal, so they are made aware of the situation and can assist emergency responders upon arrival.

Emergency Notification Log

The Emergency Notification Log contains a complete history of all test and emergency call notifications sent for this account. The notification type is identified on the left, followed by the date, time, and sent status:

- Successful: The notification was successfully sent to all parties.
- Partially Failed: The notification was sent to some but not all parties.
- Failed: The notification was not sent.

Expand an entry for details.