



MY CLOUD SERVICES PORTAL

USER GUIDE

MOMENTUM

31623Q1-UC

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In This Guide

Welcome.....	8
Introduction	8
My Cloud Services Portal.....	9
Sign In.....	9
Site tour	10
Quick Access Tools	11
Menu	11
Work Area.....	11
My Services Dashboard	12
Support	12
Training.....	12
Account Management	13
Dashboard Links	13
Profile.....	13
View Profile	13
Change e911 Address (Temporary)	14
Add a Temporary e911 Service Address	14
Edit Primary e911 Service Address	14
Reset to Primary e911 Service Address	14
Change Recovery/Notification Email	14
Change Password	15
Edit Profile	15
Additional Profile Settings.....	15
Applications.....	16
Voicemail.....	16
Enable/Disable Voicemail	16
Play Voicemail	16
Download Voicemail	16
Forward Voicemail.....	16
Voicemail Block Delete	17
View All Voicemails.....	17
Reset Voicemail Pin	17
Manage Voicemail Settings	17
Voice Messaging	17
Send All Calls to Voicemail.....	17

Send Busy Calls to Voicemail.....	17
Send Unanswered Calls to Voicemail.....	17
Forward to Multiple Emails	17
Forward to One Email.....	18
Notify Me by Email When New Messages Arrive.....	18
Email a Carbon Copy of the Message	18
Transfer on '0' to Phone Number.....	18
Manage Voicemail Greetings	18
Message Deposit.....	19
Disable Message Deposit.....	19
Call Logs	19
Filter Call Logs	19
View All Call Logs & Details	20
Basic Features	20
Working with Settings.....	20
Access the Settings Page	21
View / Edit Feature Settings	21
Manage Settings for Multiple Lines/Accounts	21
Profile	21
Manage Profile	21
Anonymous Call Rejection	21
Manage Anonymous Call Rejection.....	21
Announcement Repository.....	22
Add an Announcement File	22
Download an Announcement File.....	22
Edit an Announcement File.....	22
Delete an Announcement File	22
Automatic Hold / Retrieve	23
Barge-In Exempt.....	23
Call Block	23
Add a Call Block	23
Edit a Call Block	24
Activate a Call Block.....	24
Delete a Call Block	24
Caller ID	24
Manage Caller ID.....	24
Call Notify	24
Setup Call Notify.....	25

Activate Call Notify.....	25
Edit Call Notify Settings.....	25
Delete Call Notify.....	25
Call Transfer (Recall).....	26
Manage Call Transfer Recalls	26
Call Waiting	26
Manage Call Waiting.....	26
CommPilot Express	27
Connected Line Identification Restriction	28
Manage Connected Line ID Restriction	28
Conference List	28
Add a Conference Listing	28
Manage Conference Recordings	29
Edit a Conference Listing.....	29
Delete a Conference Listing	29
Launch Moderator Tool.....	29
Download the Conference Microsoft Outlook Add-In	29
Manage Conference Moderators	30
Custom Ringback User	30
Add a Custom Ringback List	30
Edit a Custom Ringback List.....	31
Delete a Custom Ringback List.....	31
Direct Call Pickup with Barge-In	31
Do Not Disturb	31
Manage Do Not Disturb	31
Hoteling Guest.....	31
Manage Hoteling Guest.....	32
Hoteling Host	32
Manage Hoteling Host	32
Music On Hold	32
Manage Music On Hold	32
Outbound Caller ID Block	33
Manage Outbound Caller ID Block	33
Priority Alert	33
Add a Priority Alert.....	33
Activate a Priority Alert	33
Edit a Priority Alert.....	33
Delete a Priority Alert.....	34

Privacy	34
Manage Privacy.....	34
Receptionist Dashboard	34
Monitor Users in Receptionist Dashboard	34
Quick Access to the Receptionist Dashboard.....	34
Receptionist Dashboard SMB	35
Monitor Users in Receptionist Dashboard SMB.....	35
Quick Access to the Receptionist Dashboard SMB.....	35
Selective Call Acceptance	35
Add a Selective Call Acceptance List	35
Edit a Selective Call Acceptance List.....	36
Delete a Selective Call Acceptance List	36
Speed Dial	36
Add a Speed Dial Contact	36
Edit a Speed Dial Contact.....	36
Delete a Speed Dial Contact	36
Export Speed Dial Contact List.....	36
Call Forwarding	37
Set Call Forwarding Number(s)	37
Edit Call Forwarding Numbers.....	37
Delete Call Forwarding Numbers.....	37
Call Forwarding Selective	37
Add a Call Forwarding Selective List.....	37
Edit a Call Forwarding Selective List	38
Delete a Call Forwarding Selective List	38
Find Me – Simultaneous Ring	39
Setup Find Me – Simultaneous Ring Numbers	39
Setup Find Me – Simultaneous Ring Triggers	39
Edit Find Me – Simultaneous Ring.....	40
Delete Find Me – Simultaneous Ring	40
Find Me – Sequential Ring	40
Setup Find Me – Sequential Ring	40
Setup Find Me – Sequential Ring Triggers	40
Edit Find Me – Sequential Ring	41
Delete Find Me – Sequential Ring	41
Push to Talk	41
Manage Push To Talk.....	41
Virtual Number	42

Contact Centers	42
Manage Contact Center Settings.....	42
Client App	43
Supervisor	43
Manage Supervisor Settings.....	43
Fax-to-Email / Email-to-Fax	43
Voicemail	43
Distribution List	43
Manage Distribution List.....	44
Reset Voicemail Pin	44
Anywhere	44
Setup Anywhere	44
Edit Anywhere	44
Delete Anywhere	44
Remote Office	45
Manage Remote Office.....	45
Enterprise Directory	45
Print Enterprise Directory Summary	45
Print Enterprise Directory Details.....	45
Time Schedule	46
Add a Schedule	46
View a Schedule.....	46
Delete a Schedule	46
Add a Time Schedule Event	46
Edit a Time Schedule Event	47
Delete a Time Schedule Event	47
Contact Us	48

Welcome

Welcome to the Momentum family. We are thrilled to be working with you!

We also want to welcome you to the new My Cloud Services Portal. The Momentum Team is constantly developing ways to improve your experience and offer new communications management tools that increase your productivity and make it easy to do what you do. At Momentum, we understand the critical nature of communications services to businesses and to *people*, and we take our responsibility seriously. It is our mission to make certain that you have the ultimate in state-of-the-art communications, unparalleled network reliability, and a consistently superior customer experience to ensure that you and your company are in a position to *thrive*.

Thank you for letting us help you communicate!

Sincerely,
The Entire Momentum Telecom Team

INTRODUCTION

This reference guide is a convenient, go-to resource for individual users just getting started with the new My Cloud Services Portal for online account feature and service management. It provides an overview of the application website sections that may be available within the Portal and offers instructions and tips for setup and maintenance of the communication features and services. It should be noted that some features described here may not be included with every subscription type or offered to all users by every organization.

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 in-depth training upon request. The team at Momentum is committed to doing everything possible to deliver an exceptional experience, and we strive to improve every day.

My Cloud Services Portal

The My Cloud Services Portal website makes it easy for voice subscribers to review, customize, and manage account information and feature settings securely while working online.

SIGN IN

To Access the My Cloud Services Portal:

1. Open a web browser (Chrome, Mozilla, Explorer...) and enter the URL (web address) provided to you for online calling feature management. **Example:** <https://portal.momentumtelecom.com/>
 2. Enter your **Username** (xxxxxxxxx@mymtm.us) and **Password** credentials, as requested.
 3. Click the **Sign In** button and the My Cloud Services Portal opens.
- ❖ Use the **Forgot Password?** link to securely update your portal password credentials. The system will send a secure link to the email address on file for the account. Contact your organization's Administrator for assistance, as needed.

Terms & Conditions

The first time a user accesses the portal they are presented with an E911 Dialing Terms and Conditions acknowledgment dialog that must be completed to proceed.

1. Use the tools to review or save the document, as desired.
2. Click to place a check in the check box.
3. Click the **Save** button to submit and close the dialog.

Note: Once submitted, this dialog will not be presented at login again, unless these Terms and Conditions are updated.

Once you have signed into the My Cloud Services Portal and acknowledged the terms and conditions when they are presented, access to the tools you need to manage the communications features on the account are right at your fingertips.

1
Scroll through the document

2
Click within the Checkbox

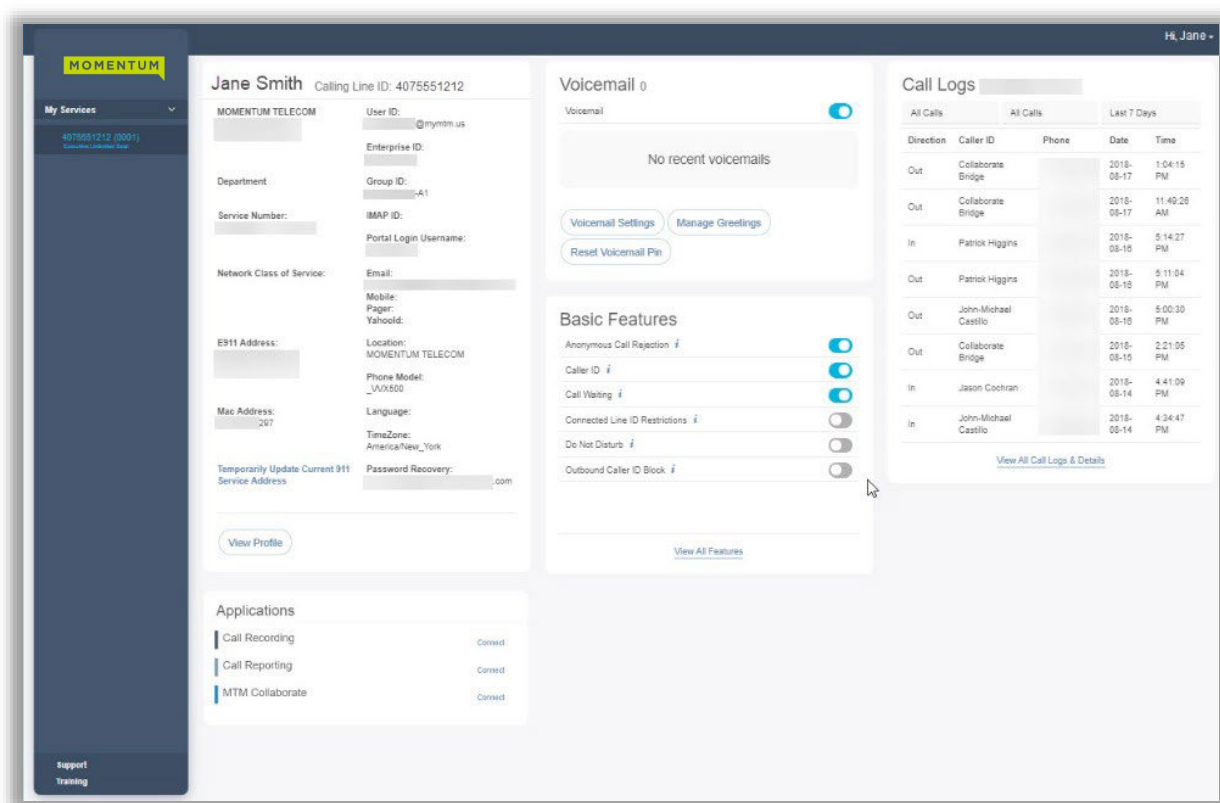
3
Click Save

Toolbar
Pages 1/3
- / + Font Size
Reset Font Size
Download PDF
Print to PDF/File
More View Options

SITE TOUR

All *My Cloud Services Portal* users will see the **My Services Dashboard** when the portal opens, and they review their individual account. This is the Home page within the portal, offering an up-to-date view of your profile, call logs, and voicemails, along with quick access to all of your setting management tools.

Although it is currently optimized for desktop usage, the *My Cloud Services portal* is accessible from any Internet-enabled device – desktop, laptop, tablet, or smartphone – so you can manage your calling services, whether you are in your office, at home, or on the go.



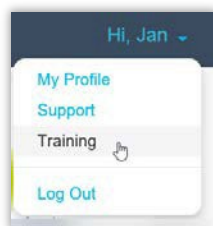
Your account type and/or role determines the features and services displayed to you within the portal. Helpful information is offered throughout each section of the portal to make it easy for users of all levels to manage their account settings and calling features.

The following sections describe the site tools and sections that are available to all users.

For your security, if the connection to this portal is left idle by the user for more than 10 minutes, the system will start and display a 60 second countdown with an option to remain logged in. If the countdown reaches zero (0), the connection to the portal automatically closes and displays the Sign In page for the Cloud Services Portal.

Quick Access Tools

The drop-down menu at the top of the Portal application screen offers quick access throughout the site:

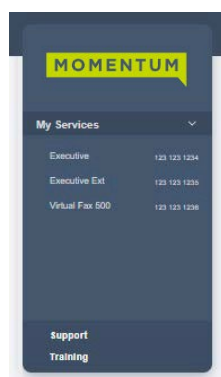


The **Hi, <You>** drop-down menu offers direct links to:

- ❖ My Profile – View/Edit your Profile information.
- ❖ Support – Opens the Support page where you can view useful information.
- ❖ Training – Opens the MomentumU web page for quick access to resources.
- ❖ Log Out – Return to the My Cloud Services Portal Sign In page.

Menu

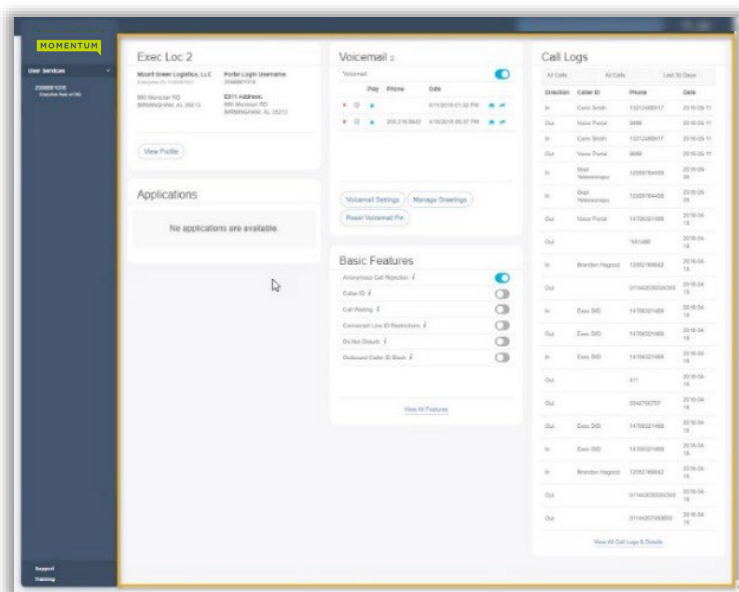
The panel on the left offers direct menu access to all line/extension accounts assigned to the user and any areas of the portal the user may view. These options can include:



- ❖ Logo – The logo offers a quick link back to the Dashboard / Home Page.
- ❖ My Services – Access to the My Services Dashboard for any line(s) and extensions included on an individual account.
- ❖ Support – This menu option opens the Support page which lists useful information, links to access any add-on applications that may be available, and the requirements for downloading additional tools may also be provided here.
- ❖ Training – This menu option opens the Training page, where useful information about the most commonly used features is available.

Work Area

The center of the portal screen is your 'Work Area' where information, features, and tools are displayed.



Account Management

DASHBOARD LINKS

- ❖ **Profile** - This dashboard section widget (card) displays your profile information and links to the [View Profile](#) page where access to manage your profile settings, password, e911 features, and notification email addresses is provided.
- ❖ **Call Logs** – This card offers the recent Call Log history and links to a view of up to 1000 incoming and outgoing calls that occurred within the past 90 days.
- ❖ **Voicemail** – This card displays recent messages and links to the available [Voicemail Settings](#) and lists for easy access to manage your voicemail and messaging features.
- ❖ **Applications** – This card provides helpful links to the Sign In or landing pages of any add-on modules or applications enabled for use on your account.
- ❖ **Basic Features** – This card offers quick access to your On / Off settings and a link to the [Settings](#) page where management tools for additional features and services are provided.

PROFILE

This section of the dashboard displays a summary of your account profile information (Name, Address, Phone Number, User ID, Device model, etc.), and provides links to set up a temporary e911 location, review the entire profile, and access your password and directory profile management tools.

The [My Profile](#) link found in the toolbar (the drop down by your username) also offers another access point to view the Profile.

The following features and access links are all provided via the **Profile** card on the My (User) Services Dashboard:

View Profile

[View Profile](#)

Click on the [View Profile](#) button to review your current contact information and access the management tools for your password, email notification settings, and temporary e911 location changes.

Secondary links to [Edit Profile](#), [Change Password](#) and other setting tools are also included in the *View Profile* dialog.

Change e911 Address (Temporary)

The [Temporarily Update Current 911 Service Address](#) link opens the dialog that allows the user to add and validate temporary e911 Service Address locations for use when traveling to different locations with the associated device. You must temporarily update your e911 Service Address in the event you may need to access emergency services from an address other than the Primary e911 Service Address, and then reset it back to the Primary e911 Service Address upon your return.

Note: Any time a user changes the e911 address on their profile - either Temporary or Primary - fees may be incurred for the organization and the System Admin will receive an email notification of the change.

Add a Temporary e911 Service Address

1. Click on the Temporarily Update Current 911 Service Address link to begin.
2. Enter the complete Address information for the temporary address you wish to use in the fields provided - please *include specifics like building, department, floor, N/S/E/W, and similar helpful information (a Dispatchable Location) that can be sent to the PSAP to help emergency responders find you quickly during an emergency.*
3. Click on the [Save](#) button to submit the information and receive a **Success!** message when the address confirmation process completes.

Please allow up to 10 minutes for the address to validate after updating. If the address cannot be validated, it may be because the information is not specific enough, is for a PO Box, is not within the continental United States, Puerto Rico, or Hawaii, or is too new to be verified by the PSAP system. If you are unable to validate a service address, please contact your Administrator or customer service at the service provider for assistance.

Edit Primary e911 Service Address

By default, your e911 Service Address is the primary address of record for your service account. If a change is required, please contact your Administrator or service provider to initiate a Change of Address (or "Move" order) to change the Primary E911 Service Address permanently.

Reset to Primary e911 Service Address

1. Click on the Temporarily Update Current 911 Service Address link in the [View Profile](#) dialog.
2. Click on the Reset to Primary link.
3. Click on the [Save](#) button to submit the change and receive a **Success!** message when it is completed.

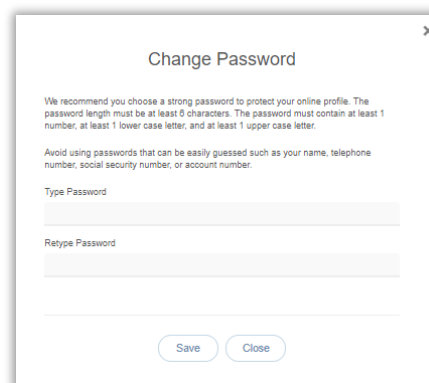
Change Recovery/Notification Email

1. Click the [Change Recovery Email](#) link to open the Change Email dialog.
2. Password Recovery Email: Enter or change the email address on file for recovering your login information. The system will send your password to this email address.
3. Service & CPNI Email Notifications: Enter or change the email address on file for receipt of notifications from the provider. The system will send service notifications to this email address.
4. Click on the [Save](#) button when your edits are complete.

Change Password

The [Change Password](#) link provides direct access to update your unified communications password information.

1. Click on the [Change Password](#) link.
2. Type a new Password.
3. Retype to verify.
4. Click the [Save](#) button.
New passwords must be **8** or more characters and contain at least 1 number or special character, 1 lower case letter, and 1 upper case letter.



Change Password

We recommend you choose a strong password to protect your online profile. The password length must be at least 8 characters. The password must contain at least 1 number, at least 1 lower case letter, and at least 1 upper case letter.

Avoid using passwords that can be easily guessed such as your name, telephone number, social security number, or account number.

Type Password

Retype Password

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

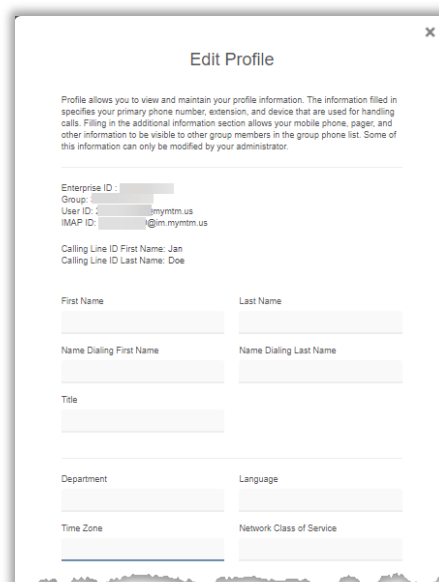
Edit Profile

[Edit Profile](#)

The [Edit Profile](#) button provides access to modify additional profile contact information. The information you include (mobile phone, email, etc.) is visible to other group members when viewing the directory or phone list.

In View Profile:

1. Click the [Edit Profile](#) button to view/edit the following options:
 - ❖ Preferred Name (First/Last)
 - ❖ Preferred Name when dialing out (First/Last)
 - ❖ Work Information (Title, Department)
 - ❖ Language preference
 - ❖ Time Zone
 - ❖ Class of Service
 - ❖ Additional Contact Information (phone, email, personal address)
2. Click the [Save](#) button when you are finished to update the data.



Edit Profile

Profile allows you to view and maintain your profile information. The information filled in specifies your primary phone number, extension, and device that are used for handling calls. Filling in the additional information section allows your mobile phone, pager, and other information to be visible to other group members in the group phone list. Some of this information can only be modified by your administrator.

Enterprise ID:
 Group:
 User ID: @mytm.us
 IMAP ID: @mytm.us

Calling Line ID First Name: Jan
 Calling Line ID Last Name: Doe

First Name Last Name

Name Dialing First Name Name Dialing Last Name

Title

Department Language

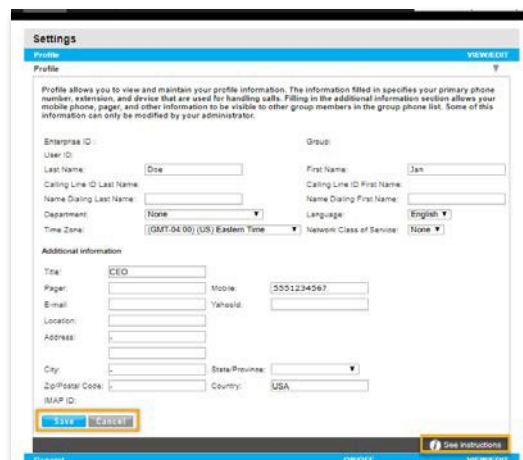
Time Zone Network Class of Service

*An Administrator is needed to modify some of the Profile information.
Contact your Administrator for assistance with the settings you cannot modify.*

Additional Profile Settings

Access to additional profile settings for the directory and monitoring services is provided in the [Settings](#) page.

See Also: [Profile \(in Settings\)](#).



Settings

[Profile](#) [VIEW/EDIT](#)

Profile allows you to view and maintain your profile information. The information filled in specifies your primary phone number, extension, and device that are used for handling calls. Filling in the additional information section allows your mobile phone, pager, and other information to be visible to other group members in the group phone list. Some of this information can only be modified by your administrator.

Enterprise ID: Group:

User ID: First Name: Jan

Last Name: Last Name: Doe

Calling Line ID Last Name: Name Dialing First Name:

Name Dialing Last Name: Name Dialing Last Name:

Department: Language: English

Time Zone: Network Class of Service:

Additional Information

Title: CEO

Pager: Mobile: 5551234567

Email: Yahoo!

Location:

Address:

City: State/Province:

Zip/Postal Code: Country: USA

IMAP ID:

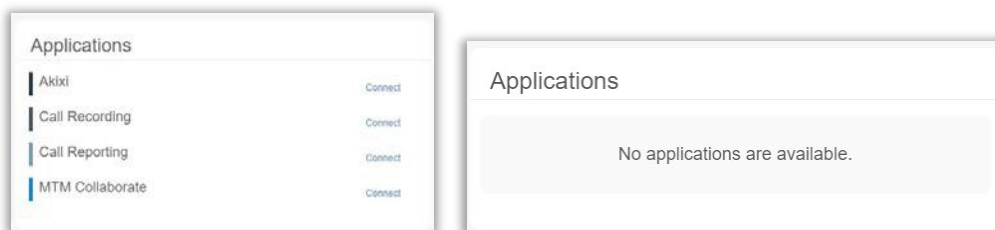
[Save](#) [Cancel](#)

[General](#) [ON/OFF](#) [See Instructions](#)

APPLICATIONS

The **Applications** card in the Dashboard displays links to any additional applications related to the account. My Cloud Services offers an easy way to connect directly to the sign in or landing page of the corresponding service or application in this section of the Dashboard. Contact your administrator for assistance if you require assistance to access add-on modules on your account.

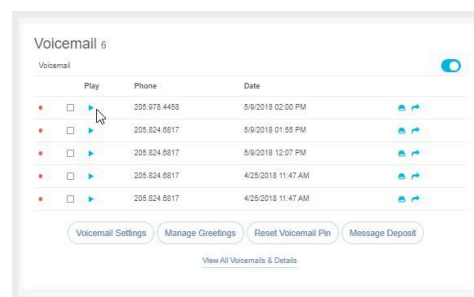
1. Click on the **Connect** link to open and access the sign in / landing page or application of the corresponding option in a new browser window.



If no additional applications are included with the service, this card displays a simple “No applications are available.” message.

VOICEMAIL

The **Voicemail** card displays a list of your current un-deleted voicemail messages and the common voicemail feature management tools in the Dashboard. It offers quick access to any additional messages, Voicemail feature tools, and to update the Voicemail PIN information. The red dot • next to a Voicemail indicates an un-played message.



Many Voicemail settings are also found within the Voicemail Edit view in the **Settings** page.

Enable/Disable Voicemail



The **On/Off** toggle at the top of the Voicemail card **enables** or disables the Voicemail feature right from the Dashboard.

Play Voicemail

- ▶ Click on the **Play** icon next to a voicemail in the list to listen to the message online.

Download Voicemail



Click on the **Download** icon next to a message to download and save a copy of the message file to a location on your system.

Forward Voicemail



Click on the **Forward** icon next to a message to send the voicemail .wav file to an email address.

Voicemail Block | Delete

☐ Click to place a checkmark ✓ in the box next to a Voicemail to view the [Block | Delete](#) options above. Simply click on the option you prefer to perform the action.

- ❖ [Block](#) disallows future calls from the number without providing a warning message to the caller.
- ❖ [Delete](#) immediately removes the Voicemail from your dashboard/phone list and deletes the record/recording fully from the database at midnight the day you elected to delete it.

View All Voicemails

Click on the [View All Voicemails](#) link below the list to open the dialog and review or manage any additional voicemails.

Reset Voicemail Pin

Reset Voicemail Pin

Click on the [Reset Voicemail Pin](#) button to reset the current PIN to the default (8462) to allow a new Voicemail PIN to be safely entered via the telephone/device.

Manage Voicemail Settings

Voicemail Settings

The [Voicemail Settings](#) button opens the Voicemail Settings pop-up dialog where the following voicemail settings may be turned on or off, and email notifications and forwarding on '0' may be managed.

Always click the [Save](#) button once changes are made to submit new information. A [Success!](#) Message displays when an update to Voicemail Settings is completed.

Voice Messaging

On | Off – Turns the Voicemail feature on or off.

Send All Calls to Voicemail

On | Off – All calls are sent to voicemail while this feature is enabled.

Send Busy Calls to Voicemail

On | Off – When this setting is enabled, new incoming calls are sent directly to voicemail if the line is already in use (busy).

Send Unanswered Calls to Voicemail

On | Off – When this setting is enabled, calls that go unanswered after a specified number of rings are sent to voicemail by the system.

Forward to Multiple Emails

On | Off – (Unified Communications) Saves the voicemail recording in the portal/voicemail inbox and sends voicemail recording files to the email address(es) specified. Click the toggle to turn On (enable), then enter at least one 1 and up to five (5) email addresses separated by commas in the text field that is provided.

Forward to One Email

On | Off – Sends the voicemail recording file to a specified email address. Note: Enabling this option sends the message recordings to the email address and does not save the voicemails to the portal or voicemail inbox. Click the toggle to turn On (enable) and then enter the email address in the text field provided.

Notify Me by Email When New Messages Arrive

On | Off – When enabled, a simple new voicemail received notification email is sent to the address that is defined in the text field provided.

Email a Carbon Copy of the Message

On | Off – When enabled, a copy of the new voicemail notification email is sent to the email address defined in the text field provided.

Transfer on '0' to Phone Number

On | Off – When set to ON and a 10-digit phone number is defined, incoming callers are given the option to press '0' to transfer.

Manage Voicemail Greetings

The **Voicemail** card displays the Manage Greetings button, providing access to select the greetings used when a caller is sent to voicemail. The system provides a default greeting, so these settings are optional.

- Click on the Manage Greetings [Manage Greetings](#) button.
- Select or define the following as needed to setup voicemail greetings:
 - Busy Greeting:** Click to select System Greeting (default) or Personal Greeting. If Personal Greeting is selected, use the adjacent drop-down menu to choose an Announcement already uploaded (in the Announcement Repository) for use.
 - No Answer Greeting:** (Optional) Click to select *System Greeting* (default) or the *Unavailable Greeting* option.
 - Alternate No Answer Greetings:** This dialog allows the user to prepare multiple no answer greetings that can be used and then select the one that is in use. Click to select an alternate No Answer greeting that was already uploaded for use.
 - Number of rings before greeting** – Select an amount of rings (from 1-10) that will occur before the caller is sent to voicemail and will hear the greeting currently in use.
 - Auto-login to Voice Portal when calling from my phone:** Click to enable this setting to allow the system to keep you logged into the Voice Portal on the phone for quick access.
- Click the **Save** button to submit the changes, close the dialog, and return to the Dashboard view. Return to this dialog to edit settings in the future.

See also: [Announcement Repository](#), [Manage Voicemail Settings](#)

Message Deposit

The **Voicemail** card displays a quick access button for **Message Deposit** settings. These settings allow the user to quickly disable the ability for incoming callers to leave a message after hearing the user's voicemail greeting. By default, Message Deposit is always turned **On** which allows callers to leave a message and hear the menu options. This feature works with the Voicemail Greeting Settings.

Note: When Message Deposit is disabled, the Voicemail Menu is disabled. This means that incoming callers won't hear the menu options and the user will not hear menu options announced when logging in to manage voicemails if Message Deposit is disabled.

Disable Message Deposit

In the Voicemail card on the Dashboard:

1. Click on the Message Deposit [Message Deposit](#) button to view the Message Deposit dialog.
2. Choose the option to use:
 - **General** – A check mark ☒ here disables message deposit for all calls that go to voicemail.
 - **No Answer Greeting** – A check mark ☒ here disables message deposit for calls that are sent to voicemail when a No Answer Greeting is in use.
3. Click on the [Save](#) button to submit the change, close the dialog, and return to the Dashboard. Return to this dialog to turn off the setting when it is no longer needed.

CALL LOGS

The **Call Logs** card displays a list of the latest incoming and outgoing calls on the account with filters to review specific call types and date ranges. It also provides easy access to review all available call log data for the past 90 days – up to 1000 calls via the View All Call Logs & Details link.

Filter Call Logs

Within the **Call Logs** dashboard card, multiple *Filters* are provided that allow users to select specific call types and date ranges to review. The Call Logs filter options include:

Call Type

All Calls
Incoming Calls
Outgoing Calls

Call ConnectionType

All Calls
Connected
No Answer
Incomplete
Forwarded

Date

Today
Yesterday
Last 7 Days
Last 30 Days
Last 90 Days
Custom

All Calls		All Calls		Today	
Direction	Call	Connected	No Answer	Phone	Date
outgoing	Mira			237 401	1/13/18
outgoing	Chan			822 059	1/13/18
incoming	Marc			585 947	1/13/18
outgoing	Wync			714 535	1/13/18
incoming	Shan			391 554	1/13/18
outgoing	Anna			321 332	1/13/18
outgoing	Alahz			345 760	1/13/18
outgoing	Alan			074 970	1/13/18
outgoing	Sung			522 410	1/13/18
incoming	Ivory			612 407	1/13/18
incoming	Jaco			755 564	1/13/18
incoming	Deed			953 282	1/13/18
outgoing	Del F			995 201	1/13/18
incoming	Duan			570 554	1/13/18
outgoing	Shari			847 235	1/13/18
outgoing	Carr			682 850	1/13/18
incoming	Betty			920 758	1/13/18
incoming	Rash			555 527	1/13/18
incoming	Kim			789 355	1/13/18
outgoing	Chan			995 921	1/13/18

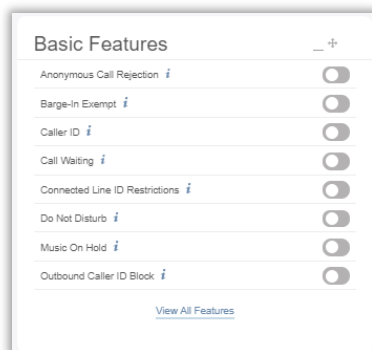
[View All Call Logs & Details](#)

View All Call Logs & Details

The [View All Call Logs & Details](#) link at the bottom of the Call Logs card offers easy access to review a detailed list of up to 1000 calls over the past 90 days. The same filters offered within the dashboard are available within the larger view to make it simple to locate information about specific call types or calls that occurred within specific time-frames, and a link to [Export Call Logs](#) allows the user to download the data to an excel spreadsheet format.

BASIC FEATURES

The **Basic Features** Dashboard card provides quick access to your On/Off feature settings and information about each. This dashboard section also provides a [View All Features](#) link that opens the **Settings** page for review and management of additional service features.



Each item displayed within the **Basic Features** card on the Dashboard is an **On / Off** setting for the individual user account. Descriptions of the features that are provided for management here display as pop-up information by placing the cursor over the 'i' icon next to an item.



The slider toggles in the **Basic Features** card allow the user to set each available option to **On** (enabled) or **Off** (disabled) quickly and easily.

Additional settings may be managed by clicking on the [View All Features](#) link at the bottom of this dashboard card. This opens the full list of feature settings on the user's account for review and management.

WORKING WITH 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 a simple table format and provides access to review and to **Edit** the settings for each feature.

- ❖ Features are generally grouped by type to make similar features easy to locate.
- ❖ The drop-down (top right) offers quick access to additional assigned accounts for setting management tasks.
- ❖ On/Off features show their current status within the table.
- ❖ The arrow ► under the **View/Edit** column (far right) adjacent to a feature opens the **Edit** view.
- ❖ While viewing a feature's setting details, the **See instructions** icon at the bottom of the view provides access to helpful information about setup and/or interactions with other features.
- ❖ Many of the On/Off features shown in this list and the individually enabled settings shown here may also be managed through the device using phone codes, AKA: Star Codes. (ex: *77).

2001		[2001 (testing ext2)]	
Profile VIEW/EDIT			
Profile			
General VIEW/EDIT			
Anonymous Call Rejection	OFF		►
Announcement Repository			►
Automatic Hold / Retrieve			►
Call Block	OFF		►
Caller ID	ON		►
Call Notify	OFF		►
Call Transfer			►
Call Waiting	ON		►
Connected Line Identification Restriction	OFF		►
Custom Ringback User			►
Do Not Disturb	OFF		►
Hoteling Guest	OFF		►
Hoteling Host	OFF		►
Outbound Caller ID Block	OFF		►
Pre-Alerting Announcement	OFF		►
Priority Alert			►
Privacy			►
Selective Call Acceptance	OFF		►
Speed Dial			►
Forwarding VIEW/EDIT			
Call Forwarding			►
Call Forwarding Selective	OFF		►
Find Me - Simultaneous Ring	OFF		►
Find Me - Sequential Ring	OFF		►
Push to Talk	ON		►
Messaging VIEW/EDIT			
Vicemail	ON		►
Distribution List			►



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

Access the Settings Page

In the *My Services Dashboard*:

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

View / Edit Feature Settings

1. In the **Settings** page: Click on the arrow ► under the View/Edit column next to a feature to open the *Edit* dialog view.

Manage Settings for Multiple Lines/Accounts

Where multiple lines are assigned and may be viewed by a User or Admin, the drop-down tool within the **Settings** view (just above the table on the top right) offers the ability to switch between those lines to manage the feature settings for all accounts that are available to the user (or Administrator) for multiple lines.

1. Click on the drop-down tool to view a list of any additional lines for selection.
2. Click on an option in the list to choose and begin working with that line's settings. *The settings for the new line will display in the table below for review/management.*
3. *Repeat to review or make changes to additional account/line settings to which access is provided.*

Note: The system will also help the user or Administrator to quickly get back to the dashboard of the account/line they started with by displaying it at the top of the Left Navigation panel at all times.

Profile

The **Profile** section of the *Settings* page offers additional personal data fields that may be added to display in directories and phone lists. Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

Manage Profile

1. Enter any information that you wish to make available in lists or directories.
2. Click the **Save** button to update and return to the **Settings** page.

Anonymous Call Rejection

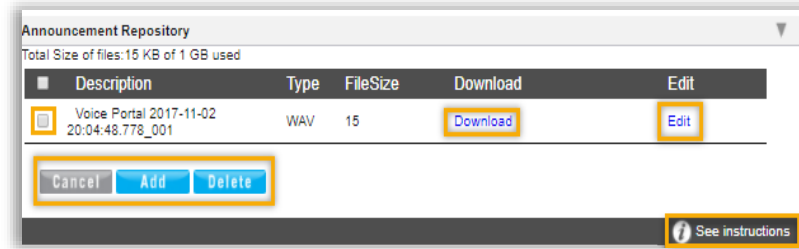
On | Off setting. **Anonymous Call Rejection** tells the system to play an intercept message and reject (block) incoming calls from anyone with Caller ID set to 'Anonymous'. Because the calls are blocked and will not ring through, Call Logging, etc. are disabled when a call triggers this feature. Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

Manage Anonymous Call Rejection

1. Slide the toggle to **ON** or Off.
2. Click the **Save** button.

Announcement Repository

The **Announcement Repository** service offers the ability to upload and store message .wav files for use as Voicemail greetings and announcement messages.



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

Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

Add an Announcement File

1. Click on the [Add](#) button to begin.
2. Type the Name to be displayed in 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 to submit the change and return to [Settings](#).

Download an Announcement File

1. Click on the [Download](#) link.
2. Navigate to and select the local folder you wish to use to save a copy of the file.

Edit an Announcement File

1. Click on the [Edit](#) link next to an Announcement listing to open its *Edit* view and make changes.
2. Click on the [Save](#) button to submit changes and close this dialog.

Delete an Announcement File

Use Caution. The removal action is immediate and cannot be undone.

1. Click to place a check ☒ in the box next to an Announcement in the file list to select it.
2. Click on the [Delete](#) button.

Automatic Hold / Retrieve

This setting provides a method to place incoming calls on hold and retrieve them automatically without using the feature access (Star) codes.

Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

- Select and/or enter the following:
 - Automatic Hold / Retrieve On Off - Click to set to ☐ On or ☒ Off (default)
 - Automatically retrieve the call after: _____
- Enter the number of seconds the call will remain on hold before it is automatically retrieved to the line.
- Click the **Save** button when finished to submit the changes and close the dialog.

Automatic Hold / Retrieve

Automatic Hold / Retrieve provides an alternate method to hold and retrieve calls. Incoming calls are automatically held and retrieved without having to use feature access codes.

Automatic Hold / Retrieve: ☐ On ☒ Off

* Automatically retrieve the call after: seconds

Save

Barge-In Exempt

On | Off Setting. When enabled (ON), barge in attempts clickon the adjacent drop-down arrow the adjacent drop-down arrow ► to access this feature's *Edit* view.

Barge-In Exempt

Barge-In Exempt allows you to block barge-in attempts from other users with Directed Call Pickup with Barge-In

Barge-In Exempt: ☒ On ☐ Off

Save **Cancel**

[See instructions](#)

Call Block

Use the **Call Block** feature to define criteria that will block calls from people you would rather not talk to, limit or forward calls from specific numbers, or even create a list of numbers you always want to accept even when Call Block is enabled.

Incoming calls that meet all criteria defined here are notified that you cannot be reached, and the call is disconnected. These calls are not logged.

Call Block

Call Block allows you to reject calls that meet your pre-defined criteria. These callers will be given an announcement that you cannot be reached. Use this feature to prevent nuisance calls from people you would rather not talk to. The criteria for each Call Block entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be true to reject the call.

Active	Description	Reject	Calls	Edit
<input type="checkbox"/>	test 1	Yes	All calls	Edit

Save **Add**

[See instructions](#)

Add a Call Block

- Click on the **Add** button to begin defining new Call Block criteria.
- Define the following criteria, as needed:

- ❖ **Description** – Required: A short descriptive title for this call block type to show in the list.
 - ❖ **Reject Call** – Optional: Click to setup this list to Block Calls when your criteria are met.
 - ❖ **Do Not Reject Call** – Optional: Click to setup this list to accept calls from specific numbers when the criteria are met.
 - ❖ **Select Time Schedule** – Optional: Choose a Time Schedule from the drop-down menu. OR...
 - ❖ **Selected Holiday Schedule** – Optional: Choose a Holiday Schedule from the drop-down menu.
- Note:** Only one schedule type (Time or Holiday) can be selected at a time.
- ❖ **From Any Number** – Optional: Select if any number dialed in will be accepted or blocked for the schedule you selected.

Settings - Call Block

Description:

☒ Reject Call
☐ Do not Reject Call

Select Time Schedule:

Select Holiday Schedule:

☐ From Any Phone number
☐ Forwarded
☐ From following phone numbers
☐ Any Private Number
☐ Any Unavailable Number
 Specific Phone Numbers

Save **Delete** **Cancel**

- ❖ Forwarded – Optional: Select if incoming forwarded numbers will be blocked.
 - ❖ From Following Phone Numbers – Select to define individual numbers to accept or block.
 - ❖ Any Private Number – Select to trigger on incoming calls with “Private” Call ID.
 - ❖ Any Unavailable Number – Select to trigger on incoming calls with “Unavailable” Call ID.
 - ❖ Specific Phone Numbers – Select and then enter up to twelve (12) 10-digit phone numbers.
3. Click the [Save](#) button when finished to submit the call block criteria and close the view.

Edit a Call Block

1. Click on the [Edit](#) link next to a Call Block entry.
2. Make changes to the Description, Trigger Options, and/or the specified Phone Numbers.
3. Click the [Save](#) button when finished.

Activate a Call Block

1. Click to place a checkmark ☒ next to a Call Block entry to [activate](#) that selection.
2. Click the [Save](#) button to submit the change and close the *Edit* view.

Delete a Call Block

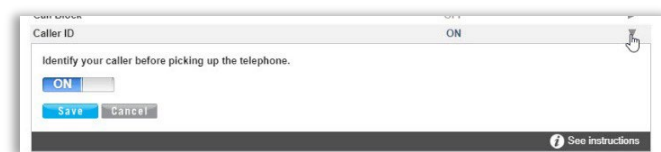
Use caution. The item is immediately removed when Delete is selected.

1. Click on the [Edit](#) link next to a Call Block entry.
2. Click the [Delete](#) button to remove the selected Call Block and its information from the system.

Caller ID

On | Off Feature. **Caller ID** allows the user to turn the *view Caller ID for incoming calls* feature on or off. When enabled, it may take up to two (2) rings to see the available Caller ID information on your device.
Note: The Off option deactivates Caller ID for incoming calls, but not for your outgoing calls. See [Outbound Caller ID Block](#).

Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

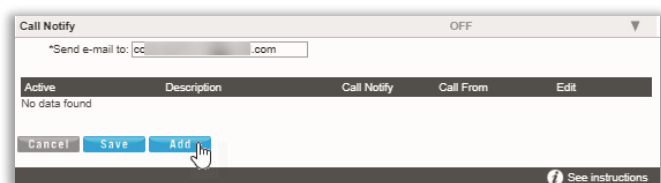


Manage Caller ID

1. Slide the toggle to **ON** to enable or **Off** to disable.
2. Click on the [Save](#) button to submit the change and close the *Edit* view.

Call Notify

The **Call Notify** service allows users to define the recipient address for email notifications when specific types of calls are received. Click the adjacent drop-down arrow ► to access this feature's *Edit* view.



Setup Call Notify

1. Send email to: Enter the email address for call notifications.
2. Click the [Add](#) button to define new *Call Notify* criteria.
3. **Description:** Enter a name to display in lists.
4. Select or define the following options, as needed:
 - ❖ Set to Notify or Do Not Notify.
 - ❖ Select Time Schedule: Optional: Select a pre-defined Time Schedule - OR -
 - ❖ Selected Holiday Schedule: Optional: Select a Holiday Schedule.
Note: Only one schedule type (Time or Holiday) may be selected for use in each Call Notify event.
 - ❖ Call Policies: Select an option from the following - From Any Phone Number, Following Phone Numbers, Any Private Numbers, Any Unavailable Numbers, and/or specify up to twelve (12) Phone Numbers, as needed.
5. Click the [Save](#) button and wait for the **Data Saved Successfully!** message to display.
6. Click on the ☒ Exit icon to close the criteria dialog.
7. Click the [Save](#) button to update the system and close the *Edit* view.

Activate Call Notify

1. Click to place a check in the box ☒ under the [Active](#) column for a listing to activate it.

Edit Call Notify Settings

1. Click the [Edit](#) link next to a *Call Notify* listing.
2. Make changes as needed.
3. Click the [Save](#) button and wait for the **Data Saved Successfully!** message to display.
4. Click on the ☒ Exit icon to close the dialog.
5. Click on the [Save](#) button to update the system and return to the [Settings](#) list view.

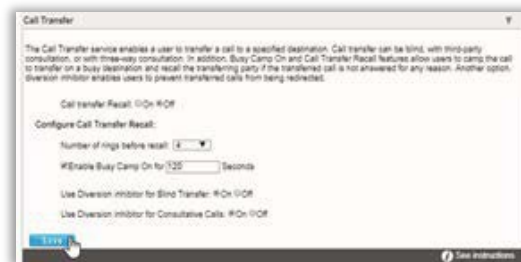
Action	Description	Call Notify	Call From
Edit	1 notify	Yes	Any private number, Any unavailable number, 3218483173

Delete Call Notify

1. Click the [Edit](#) link next to the desired listing.
2. Click the [Delete](#) button and wait for the **Deleted Successfully!** message to display.
3. Click on the ☒ Exit icon to close the dialog.
4. Click on the [Save](#) button to update the list and return to [Settings](#).

Call Transfer (Recall)

The **Call Transfer** service enables a user to transfer calls to specified destinations as Blind, Consultative, or 3-way Consultative Transfers. This setting defines the criteria to automatically **recall** your transferred calls when they are not answered for any reason, and/or to prevent your transferred calls from being automatically redirected by the destination user's settings. Click the adjacent drop-down arrow ► to access this feature's *Edit* view.



Manage Call Transfer Recalls

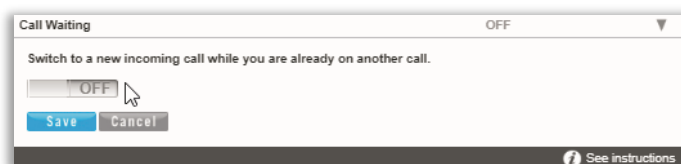
1. Click within the appropriate radial button to turn the service **On** or **Off**.
2. Configure the following setting options, as needed:
 - ❖ Number of rings before Recall: Select a number of rings from the drop-down menu.
 - ❖ Enable Busy Camp On for x Seconds: Turn on 'busy' for a set time. Click to place a check in the box to ☒ enable (or ☐ disable) and enter a number of seconds in the adjacent field.
 - ❖ Use Diversion Inhibitor for Blind Transfer: Disallow auto-redirects on Blind Transfers. Click within a radial button to set to **On** or **Off**.
 - ❖ Use Diversion Inhibitor for Consultative Transfer: Disallow auto-redirects on Consultative Transfers. Click within a radial button to set to **On** or **Off**.
3. Click on the **Save** button to submit the setup/change(s) and close the *Edit* view.

Call Waiting

On/Off Setting. The **Call Waiting** service allows users to receive calls while their line is in use, see the callerID of the new caller, and decide whether to automatically place the current caller on hold and answer the second call - or let the second call go to Voicemail (if enabled). Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

Manage Call Waiting

1. Slide the toggle to **ON** or Off and click on the **Save** button to submit the change and close the *Edit* view.



CommPilot Express

The CommPilot Express settings allow a user to define profiles that control what happens when an inbound call arrives and the CommPilot presence indicates that user is Available - In the office, Available - out of office, Busy, or Unavailable. Once defined, saved, and enabled, each profile can be managed in this area of the portal or via the phone/device (where supported). Note: when enabled, CommPilot Express will take precedence over some other service settings that relate to incoming call behavior. The use of these settings and profiles is optional. Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

1. To manage CommPilot Express settings, select or enter information for the following:

- ❖ **Current Profile:** Choose from the drop-down menu options to select a saved profile.
- ❖ **Available – In the Office**
 - Also ring this phone number: _____
- Enter the alternate 10-digit phone number to simultaneously ring.

If Busy:

- ☐ Have Voice Messaging (take the call)
- Click to ☒ select/enable calls to be sent to voicemail when *busy*, OR
- ☐ Forward to this phone number _____
- Click to ☒ select/enable, and enter the 10-digit phone number to which the system should forward calls when in office but busy

If No Answer:

- ☐ Have Voice Messaging take the call
- Click to ☒ select/enable and instruct the system to send calls to voicemail if calls go unanswered, OR
- ☐ Forward to this phone number: _____ - Click to ☒ select/enable and enter the 10 digit phone number to which the system should forward calls in the adjacent field

❖ **Available – Out of Office**

- ☐ Have Voice Messaging take the call – Click to enable and instruct the system to send calls to voicemail when out of office, OR
- ☐ Forward to this phone number: _____ - Click to enable and enter the 10 digit phone number wo which the system should forward calls in the adjacent field.
- ☐ Also notify me by e-mail when a call comes in: _____ - Click to ☒ select/enable and enter the email address the system should use to send notifications for incoming calls while out of office.

❖ **Busy**

- ☐ Send all calls to Voice Messaging except calls from these phone numbers: - Click to enable and enter up to three (3) 10-digit phone numbers in the fields directly below.
- Which will be forwarded to this phone number: Enter a 10-digit phone number in the adjacent field to which only calls from the phone numbers listed above will be forwarded.

CommPilot Express OFF

CommPilot Express allows you to pre-configure four profiles to control your inbound calls. These profiles can quickly be changed using the web or phone when you leave your desk or when you are at remote location. If you use CommPilot Express, it takes precedence over some of your other services settings associated with processing incoming calls.

Current Profile: None

Available - In the Office

Also ring this phone number: _____

If Busy:

☒ Have Voice Messaging

☐ Forward to this phone number: _____

If No Answer:

☒ Have Voice Messaging take the call

☐ Forward to this phone number: _____

Available - Out of the office

When a call comes in:

☒ Have Voice Messaging take the call

☐ Forward to this phone number: _____

☐ Also notify me by e-mail when a call comes in: _____

Busy

☐ Send all calls to Voice Messaging except calls from these phone numbers: _____

Which will be forwarded to this phone number: _____

☐ Also E-mail me here when a call comes in: _____

Unavailable

☐ Send all calls to Voice Messaging except calls from these phone numbers: _____

Which will be forwarded to this phone number: _____

Have Voice Messaging take the call using:

☒ No Answer Greeting

☐ Unavailable Greeting

Save Cancel

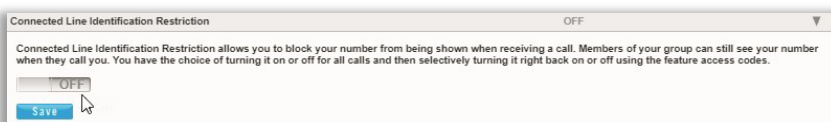
[See Instructions](#)

- ☐ Also E-mail me here when a call comes in: - Click to ☒ select/enable and enter the email address the system should send notifications to when a call comes in while you are *Busy*.
 - ❖ **Unavailable**
 - ☐ Send all calls to Voice Messaging except calls from these phone numbers: - Click to enable and enter up to three (3) 10-digit phone numbers in the fields directly below.
 - Which will be forwarded to this phone number: Enter a 10-digit phone number in the adjacent field to which only calls from the phone numbers listed above will be forwarded.
 - ❖ Have Voice Messaging take the call using:
 - ☐ No Answer Greeting - Click to ☐ select/enable to instruct the system to use the No Answer Greeting you've setup for voicemails - OR
 - ☐ Unavailable Greeting - Click to ☐ select/enable to instruct the system to use the Unavailable Greeting you've setup for voicemails.
2. Click on the **Save** button to submit the changes to the profile and exit the dialog - or click the Cancel button to exit without saving any changes.

Connected Line Identification Restriction

On | Off Setting. The **Connected Line Identification Restriction** feature allows you to block your number from being shown when receiving a call. Members of your group can still see your number when they call you.

Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

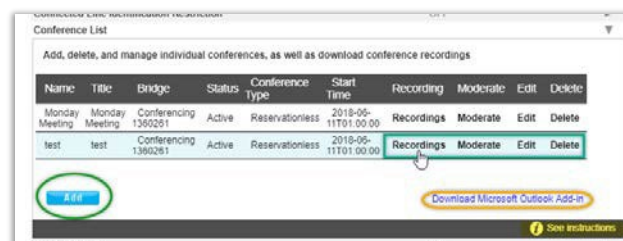


Manage Connected Line ID Restriction

- Slide the toggle to **ON** or Off and click on the **Save** button to submit the change and close the *Edit* view.

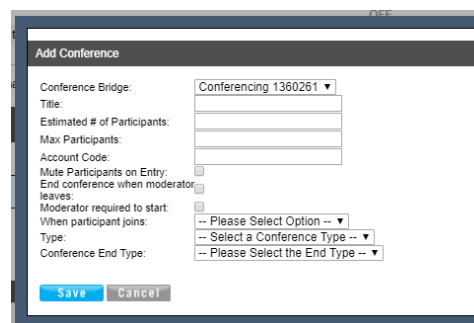
Conference List

The **Conference List** service allows users to manage settings for online conferences, the participants and moderators, and the conference recording downloads. Click the adjacent drop-down arrow ► to access this feature's setting management tools.



Add a Conference Listing

- Click on the **Add** button to create a new conference.
- Select the appropriate Conference Bridge type from the drop-down menu.
- Define the following:
 - ❖ Title (a short description of the conference)
 - ❖ Estimated Number of Participants ____
 - ❖ Maximum Number of Participants ____

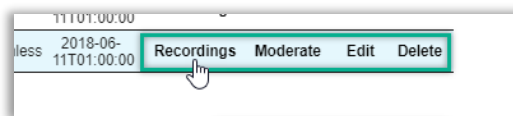


- ❖ Account Code _____ (an x-digit code for participants to use to access the conference)
4. Click to place a check within the adjacent box ☒ to enable the following options, as needed:
 - ❖ Mute Participants on Entry
 - ❖ End Conference When Moderator Leaves
 - ❖ Moderator Required to Start
 5. Define When Participant Joins: Select the appropriate action from the drop-down menu.
 6. Define Type: Select from *One Time* (Define the Date, Start Time, and Duration in HH and MM), *Reservationless* (Define the Start Date and End Type), and *Recurring* (Define the Recurrence information as required)
 7. Click the [Save](#) button to add the new Conference setup and close the criteria *view*.
 8. Click the [Save](#) button in *Conference List* settings to update the system and exit the *Edit* view.

Manage Conference Recordings

The following [recording](#) management tools are provided in the *Edit* view:

- A. Click on the [Recordings](#) link next to the appropriate Conference Listing to review any recording details and options.
- B. Click on the Download option and follow the steps to save a recording to a local file.
- C. Click on the [Delete](#) option next to a listing to remove the selected recording from the archive.



Edit a Conference Listing

1. Click on the *Edit* option next to the appropriate Conference listing to open the criteria setup view.
2. Make changes to the setup, as needed.
3. Click on the [Save](#) button to update the conference list information.

Delete a Conference Listing

Use Caution. The item and all its information are immediately removed from the system.

1. Click on the [Delete](#) option next to the appropriate Conference Listing to Immediately remove it.

Launch Moderator Tool

1. Click on the [Moderate](#) link next to the appropriate Conference Listing.
2. Enter your Password.
3. Click the [Launch Moderator Tool](#) button to open the pop-up view for the conference.

Download the Conference Microsoft Outlook Add-In

1. Click on the Download the Microsoft Outlook Add-In Link at the bottom of the *Conference List settings* view and follow the instructions to install the plug-in.

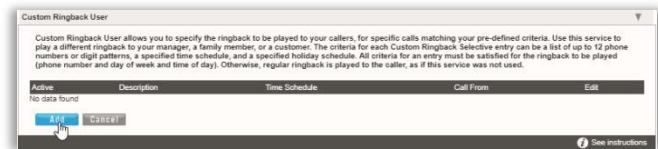
Manage Conference Moderators

1. Click [Edit](#) next to the appropriate Conference listing.
2. Highlight the appropriate Available Users and use the arrows ▶ ◀ to move them to/from the ConferenceModerators section.
3. Click the [Save](#) button to return to the [Settings](#) list when finished.

Custom Ringback User

As a [Custom Ringback User](#), you can select a ringback message to be played to specified callers based on your pre-defined criteria.

The criteria for each Custom Ringback you define can include up to 12 phone numbers or digit patterns and specific schedules. Click the adjacent drop-down arrow ▶ to access this feature's [Edit](#) view.



Add a Custom Ringback List

1. Click on the [Add](#) button to begin defining a Custom Ringback listing.
2. Description: Type a name that will display in the Custom Ringback list.
3. Enter or select from the following options, as needed:
 - ❖ Play custom Ringback: Click within the ☒ radial button to enable
 - ❖ Do not play custom ringback: Click within the ☐ radial button to enable
 - ❖ Selected Time Schedule: Use the drop-down menu to select the correct option. **OR...**
 - ❖ Selected Holiday Schedule: Use the drop-down menu to select the correct option.
Note: Only one schedule type (Time or Holiday) can be defined per list.
 - ❖ Audio Ringback: Click within the appropriate radio button to enable ☒ No personal Ringback, or [URL](#), or [Personal Ringback File](#) and enter or use the drop-down menus to include the information required for your selection.
 - ❖ Calls From: Click to select ☒ Any Phone Number or ☐ Following Phone Numbers
 - ❖ As Needed: Click within the adjacent check boxes ☒ to include calls from Any private number, and/or Any unavailable number.
 - ❖ Specific Phone Numbers: Enter the 10-digit numbers in the fields provided, as needed to define calls from specific numbers.
4. Click on the [Save](#) button to submit the new Custom Ringback listing and close the [Edit](#) view.

Edit a Custom Ringback List

1. Click on the [Edit](#) link adjacent to the desired Custom Ringback listing.
2. Make changes to the setting options, as necessary.
3. Click on the [Save](#) button to submit the changes and return to [Settings](#).

Delete a Custom Ringback List

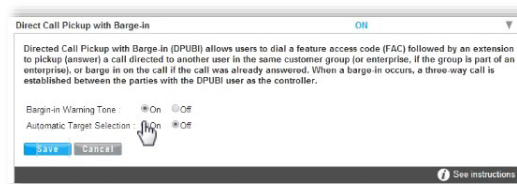
Use Caution. Once Delete is selected, the item and all its information are immediately removed from the system.

1. Click on the [Edit](#) link adjacent to the Custom Ringback listing you wish to remove.
2. Click on the [Delete](#) button to immediately remove the custom callback list from the system and exit the *Edit* view.

Direct Call Pickup with Barge-In

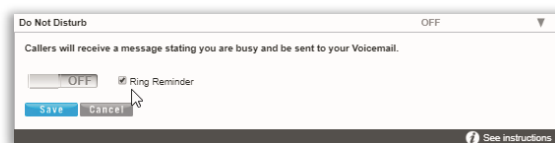
Dial into a call to another member of the group and if already answered, create a 3 way conference. Click on the adjacent drop down ▼ arrow to access this feature's *Edit* view and enable the following options:

1. Barge-In Warning Tone: Click **On** to enable the tone
2. Automatic Target Selection: Click **On** to enable.
3. Click the [Save](#) button to submit the change and close the view.



Do Not Disturb

On | Off Setting. When **Do Not Disturb** is enabled, incoming callers receive a message stating that you are busy and can be sent to your Voicemail if that service is also turned ON. Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

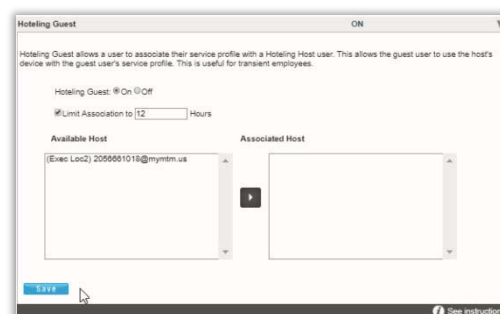


Manage Do Not Disturb

1. Click to toggle the switch to **On** or Off, as desired.
2. Ring Reminder: Click to place a check in the box ☒ if you wish to be reminded that DND is enabled.
3. Click the [Save](#) button to submit the change and exit the *Edit* view.

Hoteling Guest

The **Hoteling Guest** feature allows a user to associate their account profile with a [Hoteling Host](#) user's device/number, which means the Hoteling Guest user can utilize the Hoteling Host's device as though it is their own device/extension for a period of time. Click the adjacent drop-down arrow ► to access this feature's *Edit* view.



Manage Hoteling Guest

1. Click within a radial button to set Hoteling Guest to **On** or **Off**.
2. Limit Association to x Hours: Click to place a check mark to enable and then enter the number of Hours.
3. Highlight an Available Host number and use the arrow ► to move it to the Associated Host section to select it.
4. Click the **Save** button to submit the change and exit the *Edit* view.

Hoteling Host

The **Hoteling Host** service allows a user account/device to be designated as a *Host*. A user who is already setup as a Hoteling Guest can then select the Hoteling Host. When the two are associated, the Host allows the Guest to use the host's device with the guest's service profile (as though it is their own device/extension) for a period of time. Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

Manage Hoteling Host

1. Hoteling Host: Click within a radial button to set to **On** (selected) or **Off** (default).
2. Enforce Association Limit 24 Hours: Click to place a checkmark in the box ☒ to enable the limitation. If the Association limit (24hrs) is not enforced, the Guest user is allowed to associate with the Host user's device indefinitely.
3. Access Level: Click to select **Enterprise** or **Group**.
4. Associated Guest: Enter the requested information (Last Name, First Name, Phone Number, Extension, and the Associated Date).
5. Click **Save** to submit and close the *Edit* view.

Music On Hold

On | Off feature. The **Music On Hold** feature may also be available to manage from the [Basic Features](#) card on your Dashboard/Home Page. Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

Manage Music On Hold

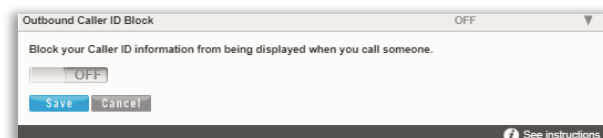
1. Click within the appropriate radial button to turn **On** (selected) or **Off** (default).
2. Click the **Save** button to submit the change and close the view.

Outbound Caller ID Block

On | Off feature. When enabled, the **Outbound Caller ID** feature allows you to block your Caller ID information from being displayed when you call someone. Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

Manage Outbound Caller ID Block

1. Click within the appropriate radial button to turn **On** ☐ or **Off** ☐ (default).
2. Click the **Save** button to submit the change and close the *Edit* view.

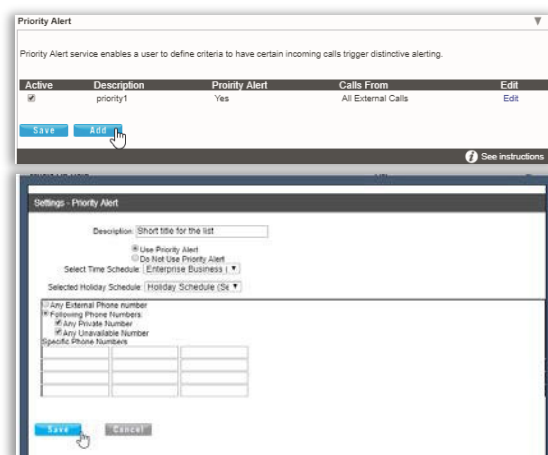


Priority Alert

The **Priority Alert** feature allows a user to define criteria that triggers distinctive alerts for specific incoming calls. Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

Add a Priority Alert

1. Click on the **Add** button to open the criteria dialog.
2. **Description:** Type a short title (E.g., Priority 1, Low Priority, etc.) for this alert.
3. Select, set, or define the following options, as needed:
 - ❖ Use Priority Alert – Click the radial button to ☐ enable or ☐ /disable.
 - ❖ Do Not Use Priority Alert – click to enable ☐ /disable.
 - ❖ Selected Time Schedule: Choose an option from the drop-down menu, **or...**
 - ❖ Selected Holiday Schedule: Choose an option from the drop-down menu.
Note: Only one schedule type (Time or Holiday) may be selected for each Priority Alert.
 - ❖ Any External Phone Number – click to enable ☐ /disable.
 - ❖ Following Phone Numbers – click to enable ☐ /disable.
 - ❖ Any Private Number – enable ☐ /disable.
 - ❖ Any Unavailable Number – click to enable ☐ /disable.
 - ❖ Specific Phone Numbers – enter up to 12 (twelve) 10-digit numbers that will be included for the alert.
4. Click on the **Save** button to submit the new *Priority Alert* and return to **Settings**.



Activate a Priority Alert

1. Click to place a checkmark ☒ in the **Active** box next to a Priority Alert listing to activate it.

Edit a Priority Alert

1. Click on the **Edit** link next to the appropriate Priority Alert listing to open the *Criteria* dialog for editing.
2. Make changes to the settings, schedules, or numbers, as needed, and click **Save** to update.

Delete a Priority Alert

1. Click on the [Edit](#) link next to the appropriate Priority Alert listing to open its *Edit* view.
2. Click on the [Delete](#) button to remove the Priority Alert from the system.
Wait for the Deleted Successfully! message.
3. Close the dialog to return focus the *Priority Alert* list and click on the [Save](#) button to update and exit.

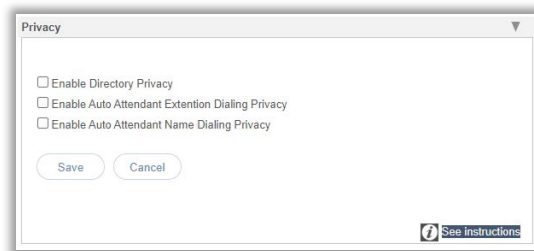
Privacy

The **Privacy** feature allows you to define your name and number privacy settings for Directories, Auto Attendants, and Hunt Groups.

Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

Manage Privacy

1. Click to enable ☒ or disable ☐ the following options, as needed:
 - ❖ Enable Directory Privacy - when enabled, removes the the name/number from group/enterprise directories.
 - ❖ Enable Auto Attendant Extension Dialing Privacy - when enabled, removes extension/number from Auto Attendant extension dialing.
 - ❖ Enable Auto Attendant Name Dialing Privacy - when enabled, removes the Name from Auto Attendant name dialing.
2. Click the [Save](#) button to update the system with the new information and close the *Edit* view.



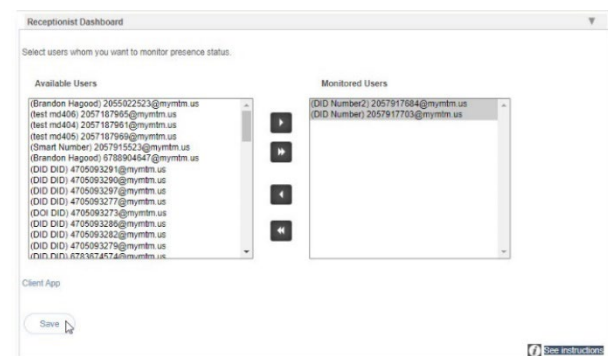
Receptionist Dashboard

This feature allows the user assigned to the Broadsoft Receptionist Client to select other users in their organization whom they wish to monitor for presence status within the Receptionist Dashboard client.

Monitor Users in Receptionist Dashboard

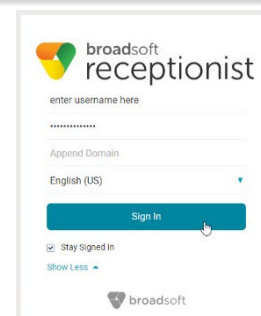
To select users to monitor within the application:

1. Select from the listed lines in the **Available Users** section and use the arrow tools to move them to the **Monitored Users** section.
2. Click [Save](#) when finished to submit changes and close the dialog.



Quick Access to the Receptionist Dashboard

1. Click on the [Client App](#) link to open the sign in page for the Broadsoft Receptionist client application in a new browser window.



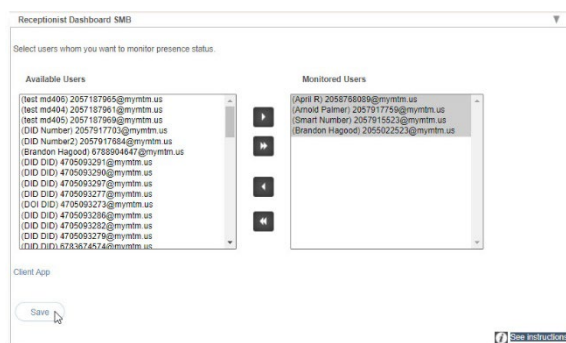
Receptionist Dashboard SMB

This feature allows the user assigned to the Broadsoft Receptionist SMB client application to select other users in their organization whom they wish to monitor for presence status within the Receptionist Dashboard application.

Monitor Users in Receptionist Dashboard SMB

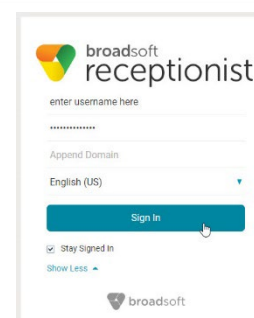
To select users to monitor within the application:

1. Select from the listed lines in the **Available Users** section and use the arrow tools to move them to the **Monitored Users** section.
2. Click **Save** when finished to submit changes and close the dialog.



Quick Access to the Receptionist Dashboard SMB

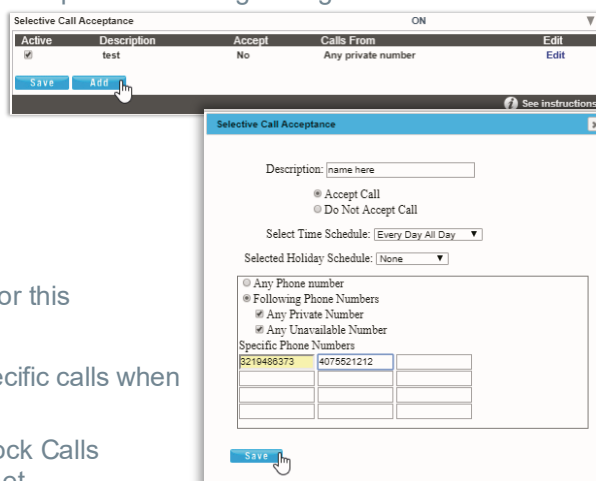
1. Click on the Client App link to open the sign in page for the Broadsoft Receptionist SMB client application in a new browser window.



Selective Call Acceptance

Selective Call Acceptance allows the user to create lists of specific incoming calling numbers and the criteria for acceptance (or Non-acceptance).

Click the adjacent drop-down arrow ► to access this feature's *Edit* view.



Add a Selective Call Acceptance List

1. Click on the **Add** button to open the criteria view.
2. Define the following criteria options, as needed:
 - ❖ **Description** – Required: A short descriptive title for this call block type.
 - ❖ **Accept Call** – Click to setup this list to accept specific calls when all the criteria defined here are met.
 - ❖ **Do Not Accept Call** – Click to setup this list to Block Calls specific calls when all criteria defined here are met.
 - ❖ **Select Time Schedule** – Choose a pre-defined Time Schedule from the drop-down menu. **OR**...
 - ❖ **Selected Holiday Schedule** – Choose a pre-defined Holiday Schedule from the drop-down menu.
Note: Only one schedule type (Time or Holiday) can be selected at a time.
 - ❖ **Any Number** – Select if any number dialed in will be accepted or blocked.
 - ❖ **Following Phone Numbers** – Select to define individual numbers to accept or block.
 - ❖ **Any Private Number** – Select to trigger for incoming calls with “Private” Caller ID.
 - ❖ **Any Unavailable Number** – Select to trigger for incoming calls with “Unavailable” Caller ID.
 - ❖ **Specific Phone Numbers** – Select and enter up to twelve (12) 10-digit phone numbers.
3. Click the **Save** button when finished to submit the changes and close the *Edit* view.

Edit a Selective Call Acceptance List

1. Click on the [Edit](#) link next to the appropriate Selective Call Acceptance listing to open the item's *Edit* view.
2. Make changes to the settings, schedules, or numbers - as needed.
3. Click on the [Save](#) button to update the Priority Alert information.

Delete a Selective Call Acceptance List

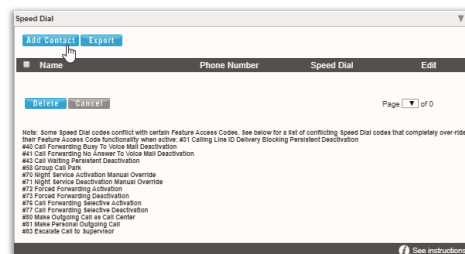
1. Click on the [Edit](#) link next to the appropriate listing.
2. Click on the [Delete](#) button and wait for the **Deleted Successfully!** message.
3. Click on the ☒ Exit icon to return to the list.
4. Click on the [Save](#) button to update the information and return to [Settings](#).

Speed Dial

This feature allows users to define [Speed Dial](#) options for specific numbers using short 2 digit codes (00-99) prefixed by the # sign. Some 2-digit code combinations will conflict with Calling Feature (Star) Codes. These Star Codes are listed to assist the user. Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

Add a Speed Dial Contact

1. Click on [Add Contact](#).
2. Enter First Name and Last Name.
3. Enter at least one (1) Phone Number (10 digits, no spaces or special characters) in the appropriate field (Home, Work, Mobile)
4. Primary Phone: Select the type using the drop-down menu (Home, Work, or Mobile)
5. Select from the [available](#) (unused) list of Speed Dial Codes using the drop-down menu (00-99). (Check the Star Codes listed for you to ensure there are no conflicts)
6. Click the [Save](#) button to submit the new Speed Dial Code and close the *Edit* view.



Edit a Speed Dial Contact

1. Click [Edit](#) next to a Speed Dial Contact in the list.
2. Make changes to name, numbers, primary assignment, or code, as needed.
3. Click the [Save](#) button to submit the change and close the view.

Delete a Speed Dial Contact

1. Click within the checkbox ☒ in the first column to select an item in the list.
2. Click on the [Delete](#) button below.

OR

1. Click the [Edit](#) link next to a Speed Dial Contact to open its Criteria dialog.
2. Click the [Delete](#) button.
3. Click the ☒ Exit icon to return to the *Edit* view.
4. Click [Save](#) to submit the changes and return to [Settings](#).

Export Speed Dial Contact List

1. Click on the [Export](#) button to automatically download a .csv format report containing the current list of Speed Dial Contacts which can be saved to a local folder or printed, as desired.

Call Forwarding

The **Call Forwarding** service allows users to set up simple forwarding numbers for specific purposes and set the service to work Always, when you Don't Answer, have a Busy Line, or when you're Not Reachable.

Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

Set Call Forwarding Number(s)

1. Click the toggle next to the appropriate forwarding option(s) to turn **ON** or Off.
2. Enter the 10-digit number or extension (no spaces or special characters) in the adjacent Forward To: field for the option(s) selected.
3. Forward After x Rings: Use the drop-down menu to select the number of rings before a call is forwarded.
4. Click the **Save** button to submit the changes and close the *Edit* view.

Edit Call Forwarding Numbers

1. Make changes as needed to forwarding numbers or enabled options.
2. Click the **Save** button to submit the change(s).

Delete Call Forwarding Numbers

1. Simply remove (erase) the number from the appropriate Call Forwarding type and click the **Save** button.

Call Forwarding Selective

The **Call Forwarding Selective** feature allows users to set up a default forwarding number, define very specific criteria that will trigger call forwarding, and receive a reminder when the feature is enabled. Note: All criteria defined must be met for this feature to work. Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

Add a Call Forwarding Selective List

1. Click within the radial button for ☉ **ON** to enable or ○ Off to disable (default).
2. Enter the Default Call Forward To number (10-digits, no spaces or special characters).
3. Click within the check box ☒ to enable Play Ring reminder when a call is forwarded.
4. Click the **Save** button to update the system – this closes the view.
5. Reopen the Call Forwarding Selective *Edit* view.

6. Click the [Add](#) button to open the dialog further and define the selective forwarding trigger criteria.
7. Enter or select from the following:
 - ❖ **Description:** Type a short description or title for review in lists.
 - ❖ **Forward To:** Select an option from those you defined (see steps 1-4 above) using the drop-down menu.
 - ❖ **Selected Time Schedule:** Choose a Time Schedule using the drop-down menu. **Selected Holiday Schedule:** Choose a Holiday schedule using the drop-down menu. **Note:** *Only one schedule type (Time or Holiday) may be selected at a time.*
 - ❖ **Calls From:** Select an option using the drop-down menu (If *From Following Phone Numbers* is selected, enter up to twelve (12) 10-digit number(s) in the *From Following* fields provided below)
 - ❖ Click within the radial buttons ☐ to include forwarding to the default number for Anonymous caller ID and/or Unavailable caller ID.
8. Click the [Save](#) button to submit the data and close the view.
Optional: Repeat these steps to create multiple lists with alternative triggers or schedules.

Edit a Call Forwarding Selective List

Editing options found within the Call Forwarding Selective *Edit* view:

- A. **Turn On/Off:** Click within the radial button for **ON** to enable or **Off** to disable (default) and [Save](#).
- B. **Change Default Call Forward Number:** Type a new 10-digit phone number in the field provided and [Save](#).
- C. **Ring Reminder:** Click within the Play ring reminder... check box to enable ☒ / disable ☐ and [Save](#).
- D. **Edit the Forwarding Trigger Criteria:**
 1. Click on the [Edit](#) link next to the desired listing to open the *Call Forwarding Selective Criteria* dialog.
 2. Make changes to the trigger criteria (Description, Schedules, and/or specified numbers to forward), as needed.
 3. Click the [Save](#) button to submit the changes and close the view.

Delete a Call Forwarding Selective List

Caution: This action is immediate and cannot be undone.

1. Click on the [Delete](#) link next to the desired listing to instantly remove the selected listing.

Find Me – Simultaneous Ring

The **Find Me – Simultaneous Ring** service makes it easy to ensure you don't miss a call. It allows users to define up to ten (10) alternate phone numbers/ SIP URI addresses to ring when a call comes through and create multiple scenarios to use when the service is *On*.

All numbers defined here ring at the same time if they are enabled for usage. Click the adjacent drop-down arrow ► under View/Edit to access this feature's *Edit* view.

Setup Find Me – Simultaneous Ring Numbers

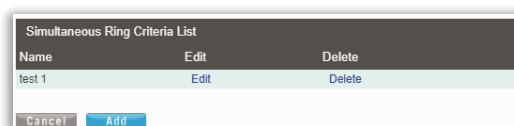
1. Click within the appropriate radial button to turn **ON** ☉ or **Off** ○ (default).
2. Do not ring my simultaneous ring numbers if I'm already on a call: Click to place a check in the box ☒ to enable this feature.
3. Phone Number / SIP URI: Enter up to ten (10) phone or SIP URI numbers in the fields provided.
4. Answer Confirmation Required: Click to place checkmarks in the box to enable this feature for a number.
5. Click the **Save** button when finished to save the data and close the view.

Setup Find Me – Simultaneous Ring Triggers

1. Click on the **Add** button beneath the number list to open the *Add Simultaneous Ring Criteria* list.
2. Description: (required) Type a short descriptive title for review in lists.
3. Define the following criteria options, as needed:
 - ❖ Setup Options: Use the drop-down menu to define whether this criteria list will use Simultaneous Ring or not.
 - ❖ Select Time Schedule: Choose a Time Schedule using the drop-down menu.
 - OR**
 - ❖ Selected Holiday Schedule: Choose a Holiday schedule using the drop-down menu. **Note:** *Only one schedule type (Time or Holiday) may be in use.*
 - ❖ Calls From: Use the drop-down menu to choose an option (and enter up to **12** 10-digit phone numbers in the fields provided below if *Following Phone Numbers* is selected).
 - ❖ Anonymous Callers: Click to add a check in the box ☒ to enable.
 - ❖ Unavailable Callers: Click to add a check in the box ☒ to enable.
4. Click on the **Save** button when finished to submit the criteria and close the view.
Repeat to create additional criteria for different calling scenarios or schedules.

Edit Find Me – Simultaneous Ring

1. Make any changes to the Find Me settings.
2. Click the [Edit](#) link next to an item to modify the triggers.
3. Click the [Save](#) button(s) to submit the changes.



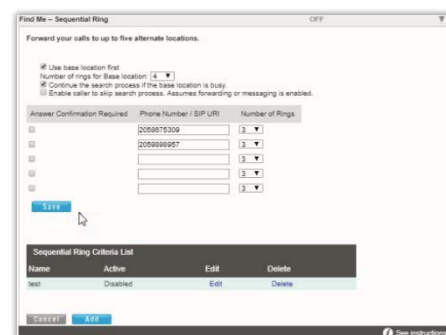
Delete Find Me – Simultaneous Ring

Caution: This action is immediate and cannot be undone.

1. Click the [Delete](#) link next to an item in the *Simultaneous Ring Criteria List* section to remove the selection.
2. Click the [Save](#) button to update the list information and return to [Settings](#) when finished.

Find Me – Sequential Ring

The [Find Me – Sequential Ring](#) service allows the user to define and manage up to five (5) alternate phone numbers that can be set to ring one after the other based on specific criteria if an incoming call is not answered. Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

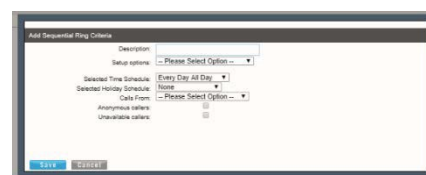


Setup Find Me – Sequential Ring

1. Define the following basic setup options, as needed:
 - ❖ Use base location first: Click to turn On ☒ or Off ☐ (default).
 - ❖ Number of rings for Base location: Use the drop-down menu to select a number of rings.
 - ❖ Continue the search process if the base location is busy: Click within the check box to turn On ☒ or Off ☐ (default) to allow forwarding even when the base number is busy.
 - ❖ Enable caller to skip process: Click within the check box to turn On ☒ or Off ☐ (default).
2. Define the setup for the numbers that will be used for forwarding (in the order of their use):
 - ❖ Answer Confirmation Required: Click to place a check in the box to enable this.
 - ❖ Phone Number / SIP URI: Type a 10-digit number (no spaces or special characters) in the field(s) provided.
 - ❖ Number of Rings: Use the drop-down selection tool to choose a number of rings before trying the next number in the list (below).
3. Click the [Save](#) button to submit the changes and return to [Settings](#).

Setup Find Me – Sequential Ring Triggers

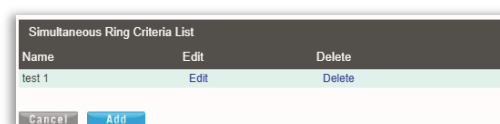
1. Click on the [Add](#) button beneath the number list to open the *Add Sequential Ring Criteria* dialog.
2. Add a Description: (required) Type a short descriptive title for review in lists.
3. Enter or select from the following trigger options, as needed:
 - ❖ Setup Options: Use the drop-down menu to define whether this list will use Sequential Ring.



- ❖ Select Time Schedule: Select a Time Schedule using the drop-down menu.
OR
 - ❖ Selected Holiday Schedule: Choose a Holiday schedule from the drop-down menu.
Note: *Only one schedule type can be used at a time when defining a set of criteria.*
 - ❖ Calls From: Use the drop-down menu to choose an option (and enter phone numbers in the fields provided below if **Following Phone Numbers** is selected).
 - ❖ Anonymous Callers: Click to add a check in the box ☒ to enable.
 - ❖ Unavailable Callers: Click to add a check in the box ☒ to enable.
4. Click on the [Save](#) button when finished to submit the trigger criteria and return to [Settings](#).

Edit Find Me – Sequential Ring

1. Make changes to numbers or Answer Confirmation settings, as needed.
2. Click the [Edit](#) link next to a list item and make changes to the trigger criteria, as needed.
3. Click the [Save](#) button to update the information when finished.



Delete Find Me – Sequential Ring

Caution: This action is immediate and cannot be undone.

1. Click the [Delete](#) link next to a list item.
2. Click the [Save](#) button to update the list and return to [Settings](#).

Push to Talk

The **Push to Talk** feature allows specific calls to be answered automatically via the speakerphone/ intercom function on the device. Users can define which numbers/callers within the directory will have **Push to Talk** access when calling you. Click the adjacent drop-down arrow ► to access this feature's **Edit** view.

Manage Push To Talk

1. Define the following options, as needed:
 - ❖ Auto Answer: Click to place a check in the box to automatically answer **Push to Talk** calls via speakerphone / intercom.
 - ❖ Outgoing Connection Type: Click within the radial buttons to select the appropriate connection type.
 - One Way: The originator can talk to the party receiving the call, but the receiver cannot respond.
 - Two Way: The originator and receiver can talk to each other.
 - ❖ Access Lists: Click within the radial button to select the appropriate option:
 - Allow Calls from Selected Users: Select users to allow below.
 - Allow Calls From Everyone Except Selected Users: Select users to disallow below.
 - ❖ Available Users: Highlight and use the arrows ► ◀ to move users to move selection(s) to and from the **Selected Users** section.
2. Click on the [Save](#) button to submit the changes and return to [Settings](#) when finished.



Virtual Number

Note: The Virtual Number feature requires an Administrator to have configured new numbers and extensions for use. The setting dialog allows a user to define up to ten (10) additional phone numbers and extensions to ring along with your primary number and extension. All additional numbers ring your phone(s) just like your primary phone. The user can specify a distinctive ringing pattern for each number if the phone device supports it. Only an administrator can configure new numbers and extensions for your virtual number. If you do not have additional virtual numbers available for selection in this dialog, contact your Administrator for assistance.

Click the adjacent drop-down arrow ► to access the *Edit* dialog view.

1. Select and or enter information for the following, as needed:
2. Distinctive Ring: Click to turn the distinctive ring capability for the numbers/extensions defined below ☉ On or ○ Off.

- ❖ **Phone Number:** Select a pre-defined option from the drop-down menu as needed to define the ring for an extension/number.
 - ❖ **Extension:** Type the correct extension in the field provided for each line (as needed).
 - ❖ **Ring Patterns:** Choose an available ring pattern from the drop-down menu, as needed.
 - ❖ **Description:** Type a short description in this field to assist with future edits/changes.
3. Click on the **Save** button to submit the new information and return to the **Settings** list view.

Contact Centers

The settings for **Contact Centers** are generally pre-defined by an Admin during the installation and implementation of a Contact Center, or upon the addition of new users. However, some Supervisors or Managers may receive additional access to modify limited settings used in conjunction with the Contact Center features within their individual accounts. Remember, these personal account settings do not override the Enterprise Contact Center Agent or Supervisor settings.

The adjacent drop-down arrow ► opens this feature's *Edit* view.

Manage Contact Center Settings

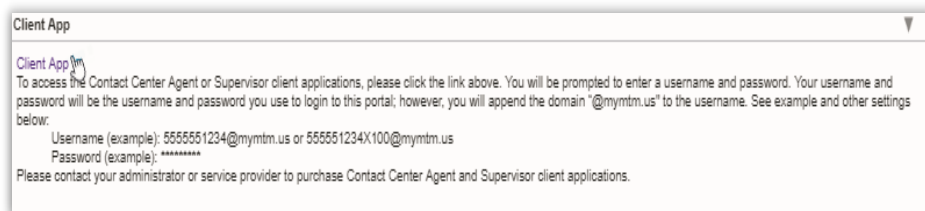
1. Define the following options, as needed:

- ❖ **ACD State:** Select an option from the drop-down menu.
- ❖ **Make outgoing calls as:** Click to enable and select the appropriate menu option.
- ❖ **Use Guard Timer Setting:** Click to select for either Default or User.
- ❖ **Enable guard timer:** Click ☒ to enable and select the appropriate number of *Seconds* using the drop-down menu.
- ❖ **Use Agent Unavailable Settings:** Click to select either Default or User settings.
- ❖ Click ☒ to enable/ ☐ disable Force agent to unavailable on Do Not Disturb activation.
- ❖ Click ☒ to enable/ ☐ disable Force agent to unavailable after X consecutive bounced calls and specify the number.
- ❖ Click ☒ under Join Contact Center to enable your account for contact center usage.
- ❖ Select an alternate Skill Level using the available drop-down menu options.

2. Click the **Save** button when finished to submit the changes and close the view.

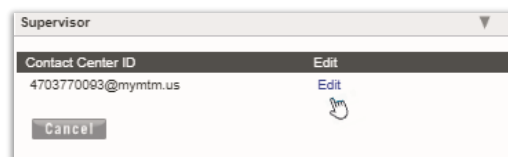
Client App

The **Client App** feature in the *Settings* page provides authorized users with an access point for the Contact Center or Supervisor client application sign in page. Instructions are provided in the *Edit* view.



Supervisor

The **Supervisor** feature in the *Settings* page offers authorized users the ability to manage their Contact Center agent assignments. Click the adjacent drop-down arrow ► to access this feature's *Edit* view.



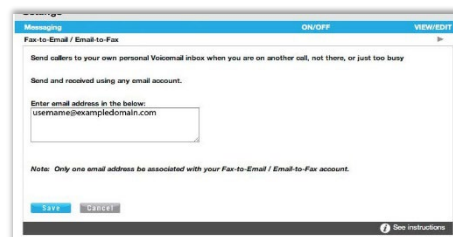
Manage Supervisor Settings

1. Click on the **Edit** link to view the Agent assignment options.
2. Highlight the agents you wish to select and use the ► ◀ arrows to move Available Agents to Assigned Agents or vice versa.
3. Click the **Save** button when the changes are complete to update the system and close the *Edit* view.



Fax-to-Email / Email-to-Fax

1. Click on the **Edit** link to view the setting options.
2. Enter email address below: Enter the email address to use for Fax.
3. Click the **Save** button when the changes are complete to update the system and close the *Edit* view.

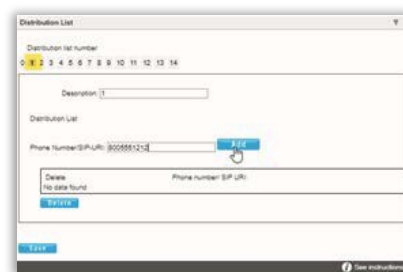


Voicemail

See [Voicemail](#).

Distribution List

The **Distribution List** feature allows the user to create one or more messaging distribution lists (up to 14) that will send Voicemail notifications using the portal setup when new messages are left on voicemail. Click the adjacent drop-down arrow ► to access this feature's *Edit* view.



Manage Distribution List

1. Click to select a Distribution List Number from the options at the top.
2. Enter the Description (name).
3. Type the Phone Number/Ext (10-digits; no spaces or special characters).
4. Click the [Add](#) button and click [Save](#) to submit the data and exit.

Reset Voicemail Pin

See [Reset Voicemail Pin](#).

Anywhere

The **Anywhere** feature allows users to set up another way to ensure no calls are missed by defining an Alternate Phone Number for use with the **Mobility** application. Click the adjacent drop-down arrow ► to access this feature's *Edit* view.



Setup Anywhere

1. Click the [View Available Portal List](#) link to review the available Anywhere numbers and make note.
2. Click the [Add](#) button to set up Anywhere Phone Number and Selective Criteria.
3. Enter the 10-digit Anywhere phone number.
4. Enter a short Description (name) for display in lists.
5. Click within the check boxes to Enable ☒ / Disable ☐ the options, *Note: Only one Schedule type (Holiday or Time) can be defined at a time.*
6. Click on the [Selective Criteria](#) tab to define trigger criteria (schedules, caller types, or to specify numbers).
7. Click the [Save](#) button(s) to submit the data and exit the *Edit* view.

Edit Anywhere

1. Click on the *Edit* link next to the Anywhere listing.
2. Make changes to the *Phone Number* or *Selective Criteria* settings, as needed.
3. Click the [Save](#) button(s) to submit the changes and return to [Settings](#) when done.

Delete Anywhere

Use caution. This action immediately removes the *Anywhere* number association and cannot be undone.

1. Click to place a check in the box ☒ next to the desired listing.
2. Click on the [Delete](#) button to remove the listing and return to [Settings](#).

Remote Office

The **Remote Office** service allows you to redirect all calls to the phone number defined here. Use your home phone, cell phone, or even a hotel room phone as your business phone in conjunction with the *CommPilot Manager* application. When enabled, you can make phone calls and have them billed to your business. Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

Manage Remote Office

1. Click to toggle the service **ON** or **OFF**.
2. Remote Phone Number: Enter a number.
3. Click on the **Save** button.

Enterprise Directory

The **Enterprise Directory** feature offers an online listing of all phone service information within the Enterprise directory for the account. Click the adjacent drop-down arrow ► to access this feature's *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.

Name	Phone Number	Extension	Department	Mobile	E-mail Address	Group ID
310001951-02-Default (Collaborate - Audio)						02
310001951-03-Default (Collaborate - Audio)						03
310001951-04-Default (Collaborate - Audio)						04
310001951-05-Default (Collaborate - Audio)						05
Auto Attendant 1300204 (Auto Attendant)	4705021472	1472				310001951-01
Auto Attendant 1300271 (Auto Attendant)	4705021088	0088				310001951-01
BroadWorks Anywhere 1300207 (BroadWorks Anywhere)	4705021011	1011				310001951-01
Collaborate Bridge 1300202 (Collaborate - Audio)	4705021490	1490				310001951-01
Conferencing 1300201 (Meet-Me Conferencing)	4705021002	0002				310001951-01
DID.DID	4705060200	3200				310001951-02
DID.DID	4705060201	3201				310001951-02
DID.DID	4705060204	3204				310001951-02

Print Enterprise Directory Details

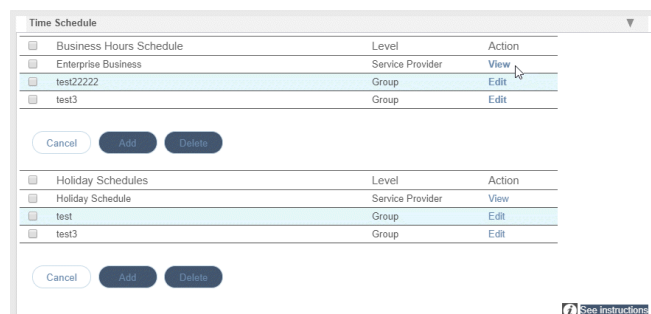
1. Click on the **Enterprise Directory Details** link to view a detailed phone list that is ready to print using your browser features.

Time Schedule

The **Time Schedule** feature allows users to schedule call behaviors (send to voicemail, etc.). Click the adjacent drop-down arrow ► to access this feature's *Edit* view.

Add a Schedule

1. Click to place a check mark ☒ next to Business Hours or Holiday Schedule.
2. Click the **Add** button for that option.
3. Enter a unique Schedule Name.
4. Click the **Save** button when finished.



View a Schedule

Some schedules are read-only in this view. Simply click **View** to review the schedule's current setup.

Delete a Schedule

Use caution. This action removes the schedule and any underlying events 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 remove the Schedule and any events within it.

Add a Time Schedule Event

1. Click to place a checkmark ☒ next to the preferred schedule option (Business Hours or Holiday).
2. Click **Add Event**.
3. Event Name – Type a short title for review in lists.
4. Define the following as needed for a specific event type:
 - ❖ 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
 - ❖ Recurs – Select from Never, Daily, Weekly, Monthly by Day, Monthly by Week, Yearly by Day, Yearlyby Week
 - ❖ Recur every X (Months or Year and/or the Numerical day of the month).
 - ❖ End – Select from *Never*, *After (x # of occurrences)*, or *Date* (and set the end date).
 - ❖ Announcement Start and Announcement End - Optional.
Select a Start announcement from the drop-down list to use at the beginning of the period defined for the event. Select an End Announcement from the drop-down list to play when the event is slated to stop.

Note: An announcement defined for the End may play to callers if an announcement/prompt is not defined for regular hours, none is specified at the start of the next event, or if there are no other schedules with events that have prompts/announcements that will trigger to play at the time this event is slated to end.

Note: *This specialized and optional feature is only for use in Holiday Schedules and in tandem with the location/group level Auto-Attendant Tree features. It is not for use with personal Business Hours schedules. Start and End announcements may be used with AA tree holiday prompt schedules in events that run during 1 single day (within the hours of 12:00am-11:59pm in one 24 hour period). The Start and End announcements are not optimized for use in any other schedules, events set to be recurring, or for events that span multiple days and/or that are defined to cross the midnight hour.*

See also: [Announcement Repository](#).

5. Click **Save** when finished to submit the data and return to **Settings**.

Edit a Time Schedule Event

1. Click on the **Edit** link 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 to submit the changes and close the view.

Delete a Time Schedule Event

Use caution. This action immediately removes the event and cannot be undone.

1. Click within the checkbox ☒ adjacent to a Schedule to select it.
2. Click the **Edit** link next to the selected item to review the Schedule's events.
3. Click within the checkbox ☒ adjacent to an *Event* listing to select it.
4. Click on the **Delete Event** button.
5. Click on the **Save** button to refresh the Schedule data and exit.

Contact Us

A team of expert customer support professionals are here to assist with technical issues, questions related to billing, feature usage, and service upgrades, as well as any other general inquiries you may have. Simply contact us and a friendly representative will help you with your request.

In order to provide optimal support, we recommend that the account owner (or a fully Authorized Contact) submit a ticket or contact us via our toll-free support number regarding any critical or timely issues that may require troubleshooting. A phone call is always the fastest way to get expert assistance. And always keep your account number handy to help us better assist you right when you need us.

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