

CONFIDENTIAL

# DobsonUC

Unified Communications

## Hosted PBX Administrator Guide

V10 / Release 1

March 2021

# Notices

Copyright 2000 –2021 Dobson Fiber. All rights reserved.

This document contains Dobson Fiber Confidential Information and is provided to the recipient under the terms of the Non-Disclosure Agreement currently in force.

This manual is issued on a controlled basis to a specific person on the understanding that no part of the Dobson Fiber product code or documentation (including this manual) will be copied or distributed without prior agreement in writing from Dobson Fiber.

Dobson Fiber reserves the right to, without notice, modify or revise all or part of this document and/or change product features or specifications and shall not be responsible for any loss, cost, or damage, including consequential damage, caused by reliance on these materials.

Dobson and the **DobsonUC** logo are trademarks of Dobson Fiber. Other brands and products referenced herein are the trademarks or registered trademarks of their respective holders.

---

# 1 Introduction

## 1.1 Purpose of this guide

Welcome to your new phone system!

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

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

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

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

## 1.2 Other guides

There are other guides that you may need to refer to when administering your phone system, and you will need to provide to the users of your phone system. These are:

- **DobsonUC** Hosted PBX *End User Quick References*. These are two page quick reference cards which describe the basic features of your new phones. You should distribute these Quick References to all of your end users.
- **DobsonUC** Hosted PBX *End User Guide*. This guide describes in more detail how end users should use all of the functions and features of your phone system. You should distribute copies of this document to all of your end users.



## 2 Web Portal Business Group Administrator (BG Admin)

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

- The first is for regular users to manage their business telephony settings.
- The second is for Business Group Administrators to modify both global settings for the business and to modify end-users' settings.

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

### 2.1 Accessing the Web Portal BG Admin interface

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

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

- Microsoft Internet Explorer version 11
- Edge
- Firefox version 3 or later
- Google Chrome version 4 or later (Windows only)
- Safari version 5 or later (Mac OS X only)

It is supported on the following operating systems:

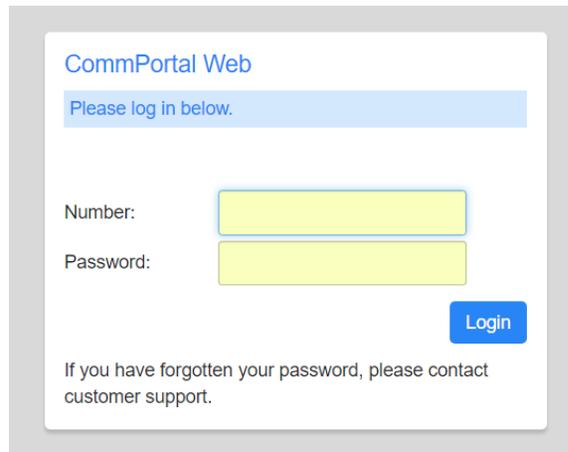
- Microsoft Windows Vista
- Microsoft Windows 7
- Microsoft Windows 8
- Microsoft Windows 10
- Mac OS X 10.6, Snow Leopard and later, although some features are only supported by later versions

JavaScript must be enabled.

## 2.2 Logging into Web Portal BG Admin

The following shows a sample Web Portal login page.

**Figure 1: Web Portal login page**



CommPortal Web

Please log in below.

Number:

Password:

Login

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

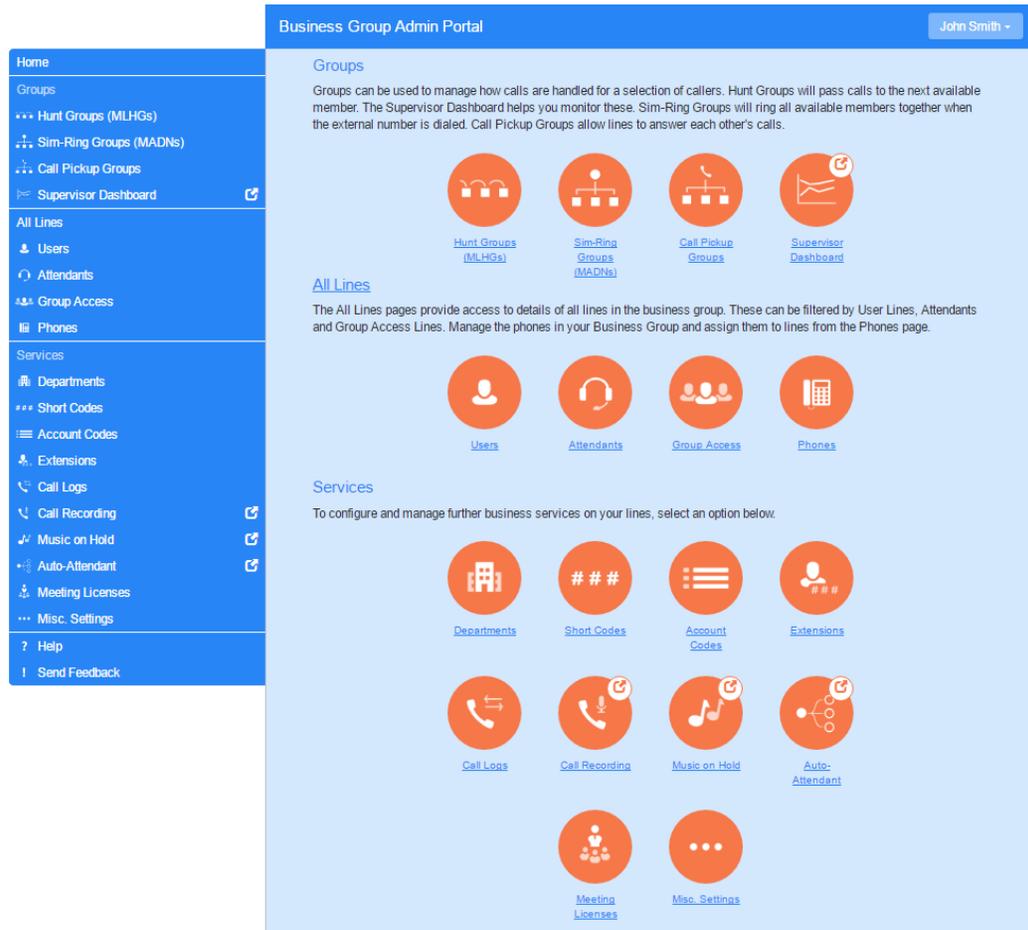
To log into Web Portal, follow these steps:

1. Enter a phone number with administrative access
2. Enter the password
3. Click on *Login*.

## 2.3 Using Web Portal BG Admin

Once you are logged into Web Portal you are presented with the Business Group Administrator's homepage.

**Figure 2: Web Portal Business Group Administrator homepage**



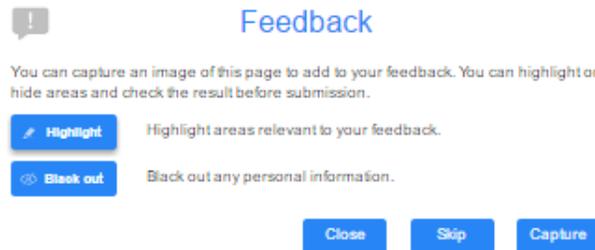
- Down the left hand side of this page are a series of links which take you to the different pages within Web Portal.
- The main panel shows the the same information as the left hand sidebar but as a series of clickable icons.
- The name of the user you are logged in as is shown at the top of the page. Use the drop-down to reveal a **Logout** link.
- At the bottom of the left-hand sidebar, you can follow links to
  - access **Help** for the screen you are viewing
  - **Send Feedback**, as described below.

### 2.3.1 Send Feedback

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

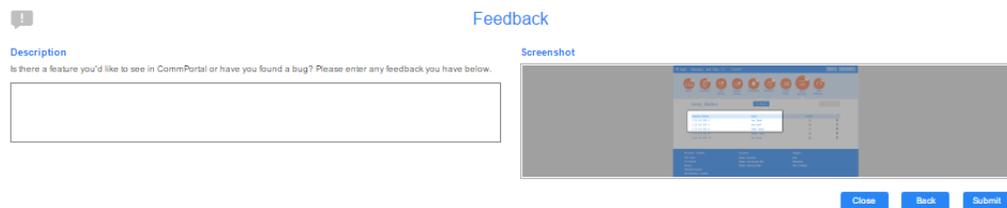
Clicking on the **Send Feedback** link launches a pop-up.

**Figure 3: Send Feedback first pop-up**



- If you want to include a screenshot of the BG interface:
  - Highlight particular areas of the screen by selecting **Highlight**, positioning the cross-hatch and then dragging – the area that will be included in the screenshot will be highlighted.
  - Use the **Black out** option to disguise any personal information
  - Click **Capture**.
- If you do not want to include a screenshot, click **Skip**.
- This launches a second screen, with the screenshot on the right (if you have taken one) and a box where you can add a description of the problem you have encountered or enhancement you would like to see.

**Figure 4: Send Feedback second pop-up**



- Click **Submit** to send your feedback.

## 3 Managing lines with BG Admin

To manage the lines in your Department, click on the **All Lines** option on the left-hand sidebar.

**Figure 5: Web Portal Business Group Admin Lines display**

The screenshot shows the 'Business Group Admin Portal' interface. On the left is a sidebar with navigation options: Home, Groups (with sub-options: Hunt Groups (MLHGs), Sim-Ring Groups (MADNs), Call Pickup Groups, Supervisor Dashboard), All Lines (selected), Users, Attendants, Group Access, Phones, and Services. The main content area is titled 'Lines in Department:' and includes a 'View All' dropdown menu. Below this is a 'Move selected to:' dropdown menu with a 'Move' button and a 'Download all Lines' button. A search box is present with the text 'Search for...' and a dropdown menu set to 'in any field'. The table below lists several lines:

Telephone Number	Ext.	Name	Department	Actions
(801) 901 1000	123	Al	MetaSwitch	Actions ▼
(801) 901 1001	124	Steve	Daitan	Actions ▼
(801) 901 1002	125	Sim-Ring Group	MetaSwitch	Actions ▼
(801) 901 1003	*126	Dean	MetaSwitch	Actions ▼
(801) 901 1004	#127	Sim-Ring Group	MetaSwitch	Actions ▼
(801) 901 1006	128	Accounts pilot: John	MetaSwitch	Actions ▼

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

### Business Groups configured to support more than 10,000 lines

***Business Groups currently only support a maximum of 10,000 lines. This configuration is being introduced to optimize performance in preparation for an increase in Business Group scale that may be introduced in the future.***

If you are a BG Admin in a Business Group that is configured to support more than 10,000 lines, you should note the following:

- All lines must be in a specific Department. You will see a warning if there are any lines that are in the root Department, and will be prompted to move them to a sub-Department.
- If you are an administrator of the root Department for this Business Group, you will not see a list of all lines but will be prompted to select a Department (which could be the root Department).
- If you are an administrator for the entire Business Group, you will see all lines within the Business Group.

### 3.2 Working with your Business Group Lines

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

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

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

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

- view individual settings or view line settings to view configuration for the selected line
- view group settings for this line (if the Line is a member of a Group, for example a Hunt Group)
- edit personal details, for example renaming the line
- add services to the line
- reset the line, as described in 3.2.1
- unlock the account.

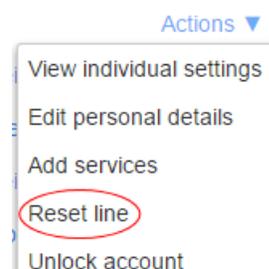
### 3.2.1 Resetting a Business Group Line

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

To reset the line:

- Expand the **Actions** drop-down alongside the line.
- Select *Reset line*.

**Figure 6: Actions drop-down**



- This will launch a pop-up where you should
  - enter the name of the new subscriber
  - choose whether to use the account name as the local calling name (this is ticked by default)

- choose whether to remove the line from all the groups which the previous subscriber belonged to (this is ticked by default).
- Click **Apply**.
- You will then see a confirmation pop-up warning you that resetting the line will lose all the data for the line and cannot be undone.
- Click **Confirm** to reset the line, or **Cancel** to leave the line unchanged.
- If you click **Confirm**, you will then see a New User Details pop-up showing the new account name, directory number and all the PINs/passwords, which will have been set to randomly generated numeric or alphanumeric sequences.
- You can copy and paste this information into an email to send to the new line user.
- The new **DobsonUC** EAS account created for this new subscriber will not yet be initialized and the subscriber will be prompted to set a new TUI PIN/Web Portal password and record an initial greeting the first time they log in.

### 3.2.2 Moving lines between departments

To move lines between departments, follow these steps:

1. Select the line using the checkbox to the left of the line
2. Select the department you wish to move the line to using the drop-down list at the top of the page.
3. Click on the *Move* button.

### 3.2.3 Logging into a user's account

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

1. Expand the **Actions** drop-down to the right of the line, and select *View individual settings*.
2. This will launch the regular Web Portal interface for that line in a new browser window.

For more details on modifying settings on behalf of an individual user see the **DobsonUC Hosted PBX End User Guide**.

## 3.3 Departments

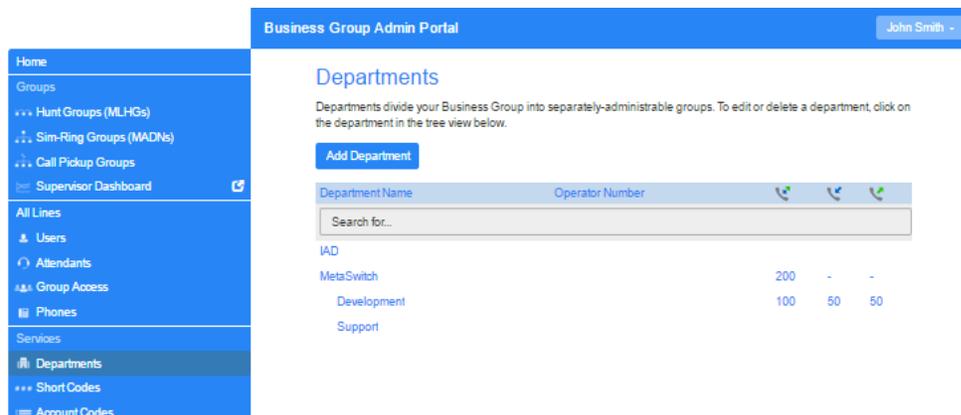
Your Business Group may have a number of departments. You may be able to use the following options in the Web Portal Business Group Admin interface to view and manage your departments. The *Departments* link is only visible to root BG Admins.

### 3.3.1 Managing Departments

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

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

**Figure 7: Departments page**



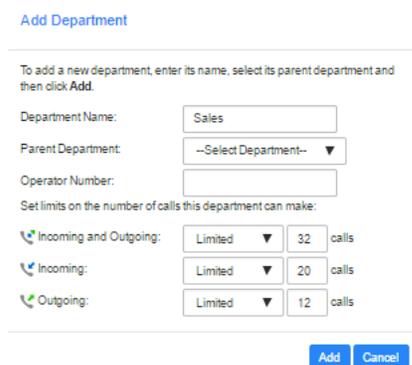
If you have a very large number of departments, you can use the *Search for* box to find a department. As you type, matching departments are shown, with the matching text highlighted in yellow.

### 3.3.2 Adding Departments

The BG Admin may be able to create departments within the business group. Each Business Group can have up to 1,000 departments.

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

**Figure 8: Add Department dialog box**



1. From the BG Admin Page select the *Departments* link on the left of the page. Click the *Add Department* button at the top of the page and the dialog shown above will appear.
2. Enter the following information.
  - Department Name
  - Parent Directory – If this is a top level department, you will use the Business Group Name. If this is a sub department, this will be the upper level department

## CONFIDENTIAL

- Operator Number – Enter the number of the line that will act as operator for this department
- If you plan to limit the number of calls allowed for this department, enter the following information
  1. Incoming & Outgoing – Enter the total number of combined concurrent calls that this department will be permitted to have active at any given time.
  2. Incoming – Enter the total number of concurrent incoming calls that this department will be permitted to have active at any given time.
  3. Outgoing – Enter the number of concurrent outgoing calls that this department will be permitted to have active at any given time.

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

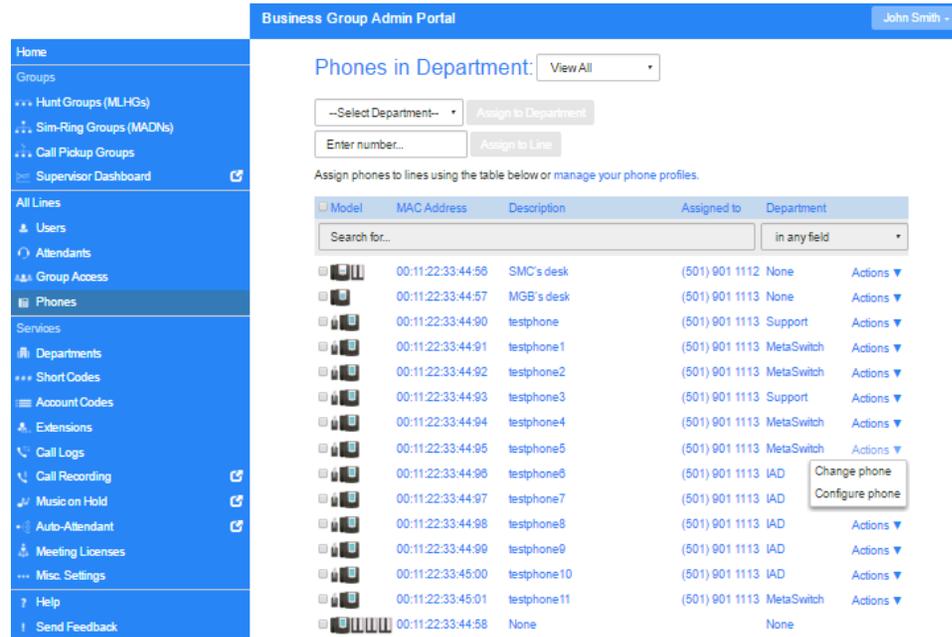
Some example departments are shown in 3.3.1.



# 4 Managing phones with BG Admin

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

**Figure 9: Web Portal Business Group Admin Phones display**

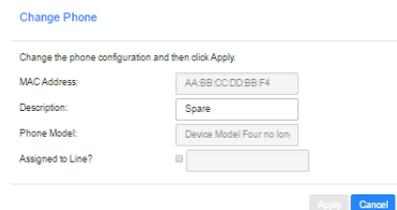


This page shows you all of the known phones in the current department. To view the phones in sub-departments, select a different department using the drop-down list at the top of the page.

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

- **Change phone** – make changes to an individual phone, for example to modify its description or allocate it to a line.
- **Configure phone** – access the phone profile for this individual phone so that you can make changes to it, as described in 4.5, Phone profiles – built-in phones or 4.6, Phone profiles – Endpoint Pack phones.

**Figure 10: Change Phone dialog box**



## 4.1 Modify phone description

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

1. Click on the phone entry, or use **Actions, Change Phone** to launch the pop-up shown in Figure 10: Change Phone dialog box.
2. Enter the new description.
3. Click on the *Apply* button.

## 4.2 Moving phones between departments

To move a phone between departments, follow these steps:

1. Select the phone you wish to move using the checkbox to the left of the phone.
2. Select the department you wish to move the phone to using the drop-down list at the bottom of the page.
3. Click on the *Assign to Department* button.

## 4.3 Assigning a phone to a line

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

1. Select the phone you wish to assign a line to using the checkbox to the left of the phone.
2. Enter the number of the line you wish to assign to the phone using the *Enter number ...* box at the top of the page.
3. Click on the *Assign to Line* button.

## 4.4 Removing a phone from a line

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

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

1. Select the phone by using the checkbox to the left of the phone.
2. Select the department the unassigned phone should be part of using the drop-down at the top of the page.
3. Click on the *Assign to Department* button.

## 4.5 Phone profiles – built-in phones

*This section describes how to work with phone profiles for SIP phones provisioned using the Built-In provisioning method. If your phones are provisioned using an Endpoint Pack, or have just been migrated to use Endpoint Pack provisioning, you should refer to section 4.6.*

This section describes how to use the Phone Profile Editor (also called the Web Portal Phone Configurator) to work with Built-In phone profiles. Note that managing built-In phone profiles requires Adobe Flash version 9.0 or greater.

### 4.5.1 Managing phone profiles

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

1. Click the *manage your phone profiles* link towards the top of the Web Portal page.
2. This launches a new window with the Phone Profile Editor (also called the Phone Configurator).

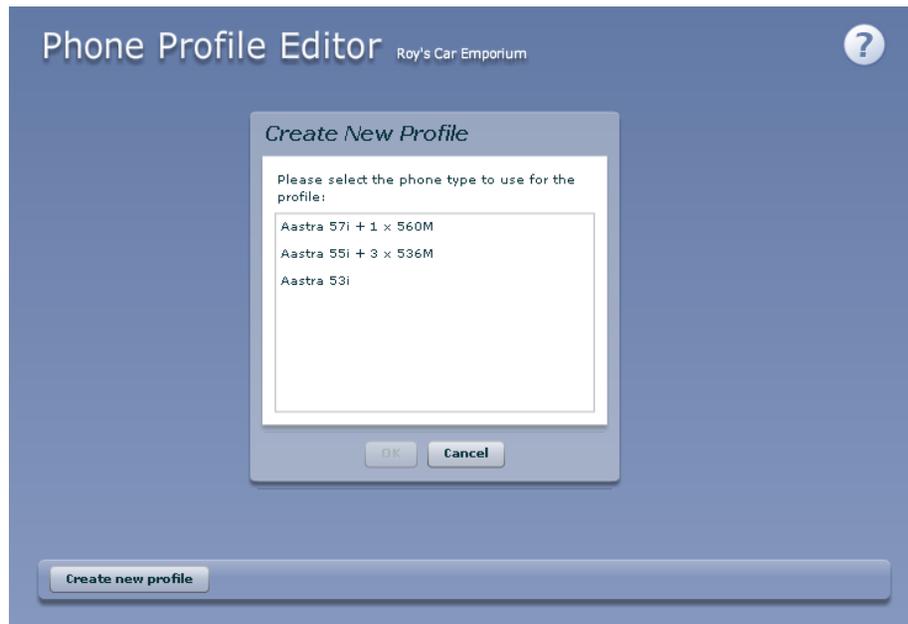
**Figure 11: Phone Profile Editor**



### 4.5.2 Adding a new phone profile

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

**Figure 12: Create New Profile dialog box**



1. Click on the *Create new profile* button to launch a list of available phone models.
2. Select the model of phone you want to create a profile for.
3. Click on *OK*.
4. A default profile for the phone will now appear in the Phone Profile Editor.

**Figure 13: Default Phone Profile**



### 4.5.3 Modifying a phone profile

To modify a phone profile, follow these steps:

1. Place your mouse over the picture of the phone whose profile you want to modify.
2. Select *Edit* from the drop-down list that appears.

**Figure 14: Editing a Phone Profile**



#### Configuration views

There are two views of the phone profile configuration:

1. The graphical phone view. To select this view, click on the phone icon at the bottom right of the window. This is the default view.
2. A table view. To select the table view click on the table icon at the bottom right of the window.

#### Graphical view

To configure a phone key, follow these steps:

- To see if a key can be configured place your mouse pointer over it.
  - If the key glows blue it can be configured.
  - If it glows red it cannot be configured.
- To select a key to be configured, click on that key.

**Figure 15: Key Configuration dialog box**



- From the drop-down list select a function for this key.

**Figure 16: Key Configuration drop down menu**



- Select a label for this key. If the phone you are configuring has a display next to the key, this is the label which will appear on the phone display for that key. If you are assigning certain types of function to a key you will also need to enter a value for that key. The functions which require this extra value are:
  - Speed Dial. The value is the telephone number to be called.
  - Enhanced Speed Dial. The value is the telephone number to be called.

## CONFIDENTIAL

- Monitored Extension. The value is the extension number to monitor.
- Enhanced Monitored Extension. The value is the extension number to monitor.
- Directed Pickup. The value is the extension number you wish to pick up calls for.
- Paging Group. Select a paging group from the drop down menu.

Depending on your phone model and the level of the phone service you have subscribed to these features may not all be available to you.

**Figure 17: Key Configuration dialog box with function and label selected**



- Click on *OK*.

**Figure 18: Phone Profile with key configured**



- This change has now been temporarily stored to this phone profile. To permanently save a change click on *Save changes*. Note that changes will not be applied to the actual phones themselves until they are rebooted.

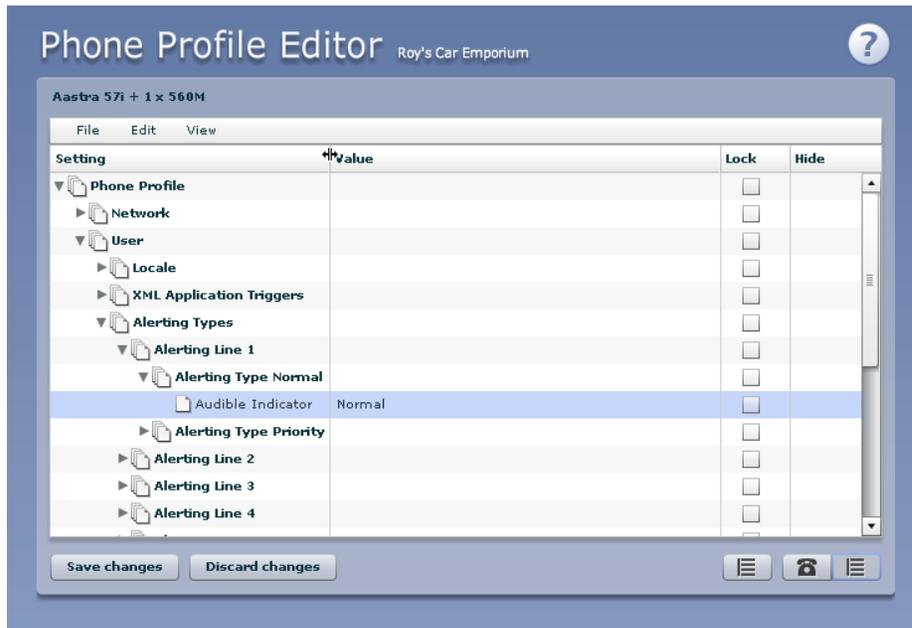
Abandon any changes you have made in this session or since you last saved by clicking on *Discard Changes*.

### Table View

To change the value of a setting, follow these steps:

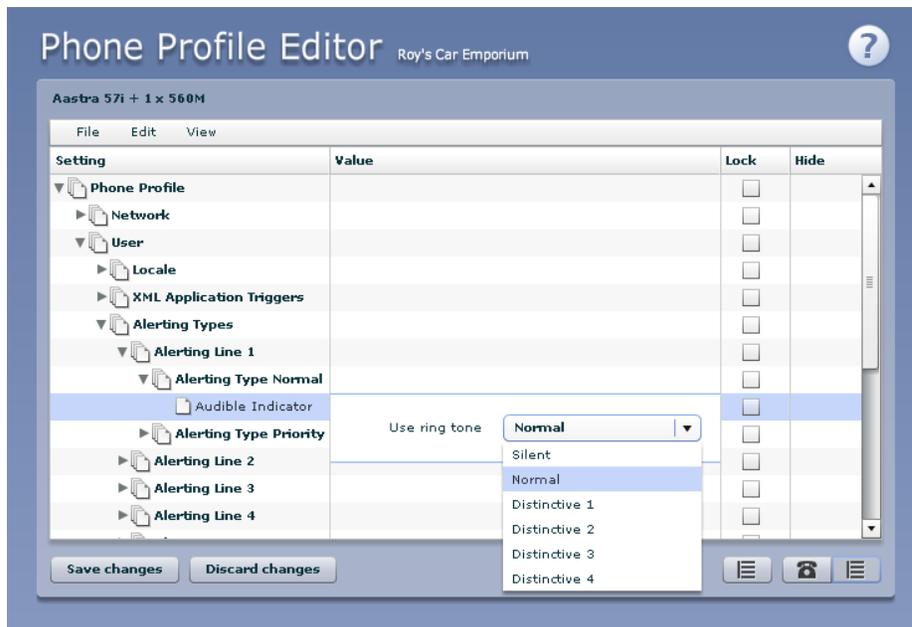
- Expand the levels in the table view until the setting you wish to change is visible.

Figure 19: Table view



- Select the value for that setting by clicking on it.
- Depending on the type of setting you are changing this will either give you a drop-down list to select a new value from or give you a text box to enter a value. Select or enter a value.

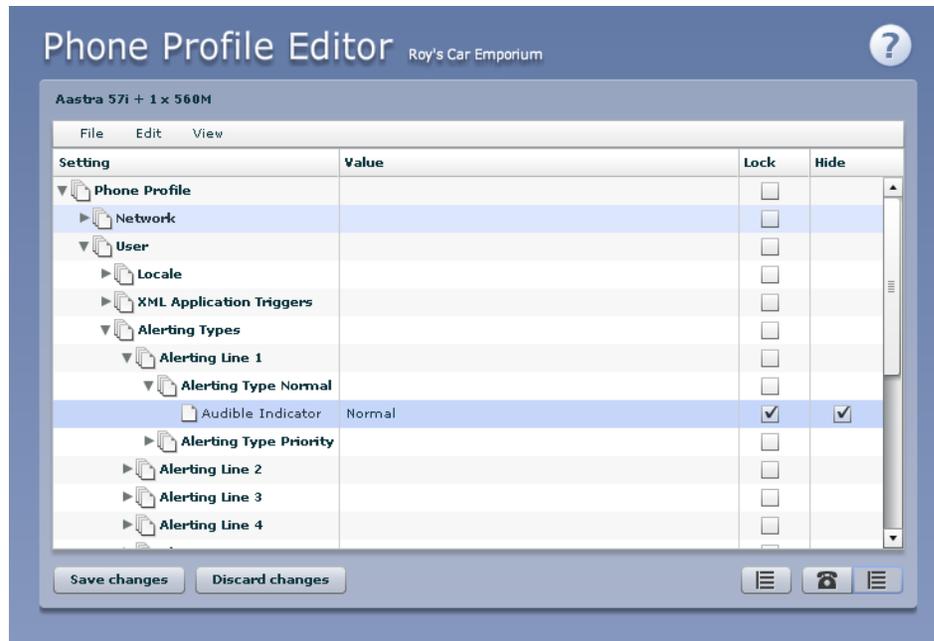
Figure 20: Changing Settings using table view



- To lock a setting so that neither end-users nor administrators of sub-departments can change it, select the *Lock* check-box.

- To hide a setting so that neither end-users nor administrators of sub-departments can see it, select the *Hide* check-box.

**Figure 21: Hiding a setting using table view**



- To save your changes permanently click on *Save changes*. Changes won't be applied to the phones themselves until they are next rebooted.
- To abandon any changes you have made in this session, or since you last saved, click on *Discard Changes*.

#### 4.5.4 Logging out of the Phone Profile Editor

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

## 4.6 Phone profiles – Endpoint Pack phones

*This section describes how to work with phone profiles for SIP phones provisioned using an Endpoint Pack. If your phones are provisioned using Built-In provisioning, you should refer to section 4.5.*

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

If you only have Endpoint Pack phone profiles, you do not need Adobe Flash. However, if you have any Built-In phone profiles, you must have Adobe Flash version 9.0 or greater.

### 4.6.1 Managing phone profiles

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

1. Click the *manage your phone profiles* link towards the top of the Web Portal Phones page.

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

**Figure 22: Default Phone Profile Editor**



## 4.6.2 Adding a new phone profile

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

**Figure 23: Create New Profile dialog box**

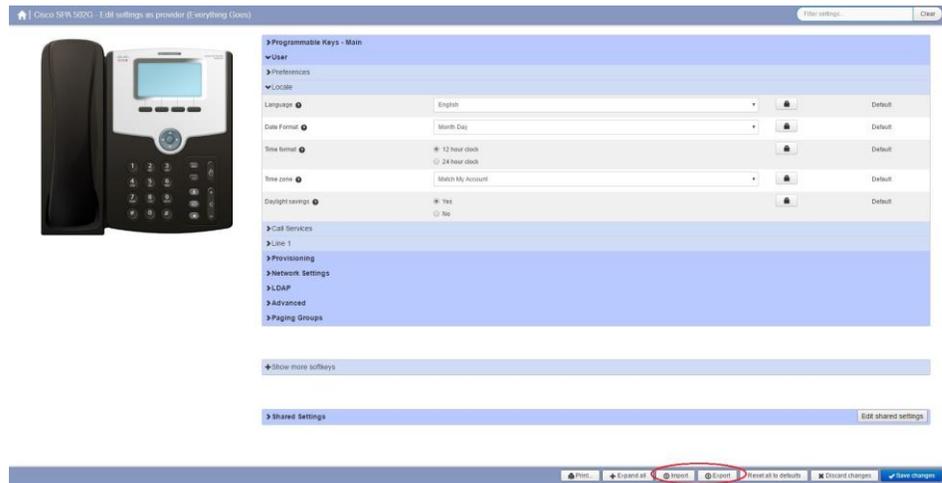


1. Click on the *Create new profile* button at the bottom left of the screen to launch the Create new profile screen which displays pictures of the handsets of all the available phone models.
2. Select the model of phone you want to create a profile for.
3. Click on *OK*.
4. A default profile for the phone will now appear in the Phone Profile Editor.
5. Phone profiles with a yellow triangle in the top left corner are provisioned using the Built-In method and you should refer to section 4.5 for information on viewing and editing these profiles.

## 4.6.3 Modifying a phone profile

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

Figure 24: Modifying a phone profile



1. On this screen, you can click on the arrows alongside the headings to expand the individual settings so that you can make changes to them.
2. For each setting, use the drop-down to select a new value.
3. Click the padlock icon if you want to lock or hide this setting so that a subscriber cannot change it.
4. The column on the far right indicates when the default value is set in the phone profile. You can use the *Reset all to defaults* button at the bottom of the screen if you want this profile to use the default values.
5. Settings that you cannot change will be grayed out.
6. For some phone models, some settings may be grouped together into 'hotspots'.
  - If you hover your mouse over the handset image and a hotspot appears, you can click on this so that only the settings that relate to the keys in this hotspot appear on the right-hand side.
  - Click on any other area of the phone image to restore the full list of settings.
7. Some settings are shared between Phone Profiles and are displayed in a Shared Settings panel.
  - Click *Edit shared settings* to view and, if you have permission, modify these settings. For example, you may want to enable or disable the use of XML applications for this phone.
8. You can use the Import and Export buttons at the bottom of the screen to export phone settings from one Endpoint Pack phone profile to a file and then import the settings from that file into another phone profile.

- Clicking the **Export** button writes the phone profile data at the current scope in the phone profile hierarchy to a text file in XML format that can be downloaded to the user's PC. This file will include all settings that have been explicitly configured at the scope being exported, but does not contain the first/primary line configuration to avoid you configuring multiple SIP phones to all register with the same SIP line when the file is imported to another phone profile.
- Clicking the **Import** button launches a File Open dialog, where you can select a previously exported data file. The settings are then imported into the currently selected phone profile.

The Web Portal Phone Configurator validates the import file and, if any settings have been changed from the defaults, asks you whether to keep or reset current settings. It then runs the import and applies the settings, modifying the UI to display the new values. It displays warning messages if any settings cannot be applied.

- Once all the settings have been imported, you can review the changes before saving them. Valid changes that have been imported are shown in blue. Any invalid changes are shown in red.
9. To save your changes permanently click on *Save changes*. Changes won't be applied to the phones themselves until they are next rebooted.
  10. To abandon any changes you have made in this session, or since you last saved, click on *Discard Changes*.

#### 4.6.4 Logging out of the Phone Profile Editor

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

### 4.7 Modifying phone configuration as a user

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

1. Click on the Individual Line icon to the right of the phone.
2. Follow the instructions on using the Phone Configurator to manage the configuration of individual phones which are given in the *Dobson Fiber Hosted PBX End User Guide*.

### 4.8 Copying phone configuration

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

1. Modify the old phone as the user, by clicking on the Individual Line icon to the right of the phone.
2. Go to the table view, using the table view icon to the bottom right of the screen.
3. Select the Phone Profile object.
4. Select *Edit->Copy*.

5. Exit the Phone Configurator by closing the window.
6. Now log into the new phone as the user.
7. Go to the table view.
8. Select the Phone Profile object.
9. Select *Edit->Paste*.
10. Click on *Save Changes*.

## 4.9 Installing a new phone

To install a new phone, follow these steps.

1. Ensure the phone is compatible with our service. If you have bought the phone from Dobson Fiber or one of our approved partners it will be compatible.
2. If you need to connect a PC to the network through the phone, connect the computer's Ethernet cable into the PC jack of the phone.
3. Connect a spare telephone Ethernet cable into the LAN or Network socket of the new phone and connect to you network jack.
4. The phone should now power up and retrieve its configuration from our server.
5. Once the phone has fully powered up, if there is no phone number configured on the phone you will need to assign the phone to a spare line to the phone using Web Portal. See section 4.3 for instructions on how to do this.

## 4.10 Replacing with an identical phone model

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

1. Using Web Portal, copy the configuration of the existing phone to the new phone by following the instructions in Section 4.8.
2. Using Web Portal, remove the existing phone from the phone line, by following the instructions in section 4.4.
3. Using Web Portal, add the new phone to the line which was removed from the old line, by following the instructions in section 4.3.

Note: The new phone must be in the same department as the phone being replaced. If it isn't, you or another administrator with sufficient permissions must move the phone to the appropriate department before you can assign the line to it. Follow the instructions in section 4.2 to perform this task.

4. Unplug the computer's Ethernet cable from the old phone if one is plugged in.
5. Unplug the telephone Ethernet cable from the old phone.
6. Plug the computer's Ethernet cable into the PC socket of the new phone.
7. Plug the telephone Ethernet cable into the new phone.

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

#### 4.10.1 Replacing with a different phone model

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

1. Using Web Portal, remove the existing phone from the phone line, by following the instructions in section 4.4.
2. Using Web Portal, add the new phone to the line which was removed from the old line, by following the instructions in section 4.3.

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

Follow the instructions in section 4.2 to perform this task.

3. Unplug the computer's Ethernet cable from the old phone if one is plugged in.
4. Unplug the telephone Ethernet cable from the old phone.
5. Plug the computer's Ethernet cable into the PC socket of the new phone.
6. Plug the telephone Ethernet cable into the new phone.
7. The new phone should now power up and retrieve its configuration from the server. It will have the default configuration defined by any department profiles, and can now be configured by the phone user. For more information on department phone profiles, see section 4.5.

## 5 Managing Sim-Ring Groups (Multiple Appearance Directory Numbers (MADNs))

*From V7.4 onwards, MLHGs are enhanced to provide the same function as MADNs by providing a ring all distribution algorithm. MADNs will continue to work as in previous versions. However, for new configuration, you should use MLHGs instead. For more information on MLHGs, see section 6.*

### 5.1 Viewing Sim-Ring Groups (MADNs)

The Sim-Ring Groups (MADNs) page displays all of the Sim-Ring Groups (MADNs) within your department.

**Figure 25: Web Portal Business Group Admin Sim-Ring Groups (MADNs) Display**

The screenshot shows the 'Business Group Admin Portal' interface. The left-hand navigation menu includes 'Home', 'Groups', 'Hunt Groups (MLHGs)', 'Sim-Ring Groups (MADNs)', 'Call Pickup Groups', 'Supervisor Dashboard', 'All Lines', and 'Users'. The main content area is titled 'Sim-Ring Groups in Department:' and includes a 'Data Connection' dropdown. Below the title is a descriptive paragraph about Sim-Ring Groups. A 'Move selected to:' section shows a dropdown menu set to 'Support' and a 'Move' button. The main table lists four Sim-Ring Groups with their telephone numbers, extensions, and member counts. An 'Actions' dropdown menu is open next to the last row, showing options for 'View group settings' and 'View line settings'.

Telephone Number	Extension	Number of Members	Actions
(501) 901 1002	856	5	Actions
(501) 901 1003	857	1	Actions
(501) 901 1004	858	3	Actions
(501) 901 1005	860	1	View group settings View line settings

To view Sim-Ring Groups (MADNs) in sub-departments, select the sub-department from the drop-down list at the top of the page.

The **Actions** drop-down allows you to

- **View group settings**, where you can make changes to the membership of this Sim-Ring group and view the current call limit algorithms.
- **View line settings**, where you can view the Web Portal page for an individual line within the Sim-Ring group.

### 5.2 Viewing and modifying a Sim-Ring Group (MADN)

To view more details about a Sim-Ring Group (MADN) or change its settings, click anywhere on the Sim-Ring Group's entry or click **Actions**, then **View group settings**.

**Figure 26: MADN groups display**



## 5.2.1 Sim-Ring Group (MADN) Members

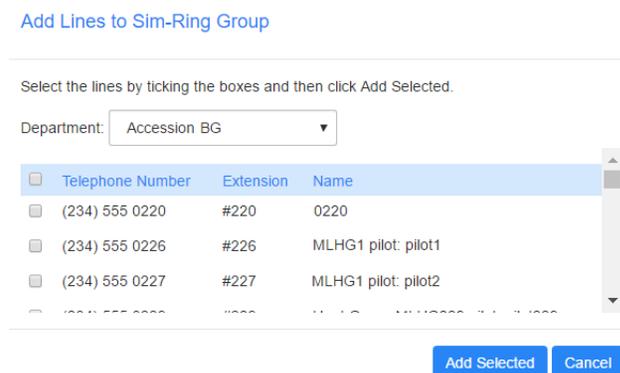
The **Sim-Ring Group (MADN) Members** tab displays all of the lines that will ring when the **Sim-Ring Group** is called.

### Adding lines

To add lines to the **Sim-Ring Group**, perform one of the following two steps:

1. If you want to add a single line and know the number, enter it in the **Add single line** text box on the top right and click *Add*.
2. If you don't know the number, click on *Add Lines*. To select one or more lines to add, use the checkboxes to the left of the lines and click *Add Selected*.

**Figure 27: Add Lines to MADN dialog box**



### Removing lines

To remove a line from the Sim-Ring Group, follow these steps:

1. Select the line to remove using the checkbox to the left of it.
2. Click on the *Remove Selected* button.

## 5.2.2 Other settings

The Other Settings tab shows you the Call Limit Algorithm in use for this Sim-Ring Group.

## 5.3 Changing Sim-Ring Group settings

To view and change the settings for the Sim-Ring Group line, follow these steps:

1. Click on the Actions drop-down to the right of the Sim-Ring Group number and select **View line settings**.
2. This will open a new browser window and automatically log you into Web Portal for this number. Follow the instructions for configuring settings given in the *Dobson Fiber Hosted PBX End User Guide*.



## 6 Managing Hunt Groups (Multi Line Hunt Groups (MLHGs))

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

### 6.1 Viewing Hunt Groups

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

**Figure 28: Web Portal Business Group Admin Hunt Groups (MLHGs) display**

The screenshot shows the 'Business Group Admin Portal' interface. The left sidebar contains navigation options: Home, Groups, Hunt Groups (MLHGs) (with sub-items: Accounts, Marketing, Sales, Support), Sim-Ring Groups (MADNs), Call Pickup Groups, Supervisor Dashboard, All Lines, Users, Attendants, Group Access, and Phones. The main content area is titled 'Hunt Groups in Department:' and includes a 'View All' dropdown. Below this is a descriptive paragraph about Hunt Groups. A 'Move selected to:' section features a dropdown menu for selecting a department and a 'Move' button. A table lists the Hunt Groups with columns for Hunt Group Name, Number of Members, Service Level, and Department. At the bottom, it shows 'Licenses remaining: Basic ACD 19 of 20, Premium ACD 13 of 15'.

Hunt Group Name	Number of Members	Service Level	Department
Accounts	6	Premium ACD	MetaSwitch
Marketing	2	Premium ACD	MetaSwitch
Sales	3	Basic ACD	MetaSwitch
Support	1	Hunt Group	MetaSwitch

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

### 6.2 Moving MLHGs to another department

To move an MLHG between departments, follow these steps:

1. Select the MLHG using the checkbox to the left of the MLHG.
2. Select the department you wish to move the MLHG to using the drop-down list at the bottom of the page.
3. Click on the *Move* button.

## 6.3 Viewing and modifying Hunt Groups

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

This takes you to a series of tabs for that MLHG.

### 6.3.1 Hunt Group pilots

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

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

### 6.3.2 Hunt Group Members

This tab displays all of the lines which are members of this Hunt Group. There is an icon for each line which tells you whether each member is currently logged into this Hunt Group.

**Figure 29: Hunt Group Lines tab**

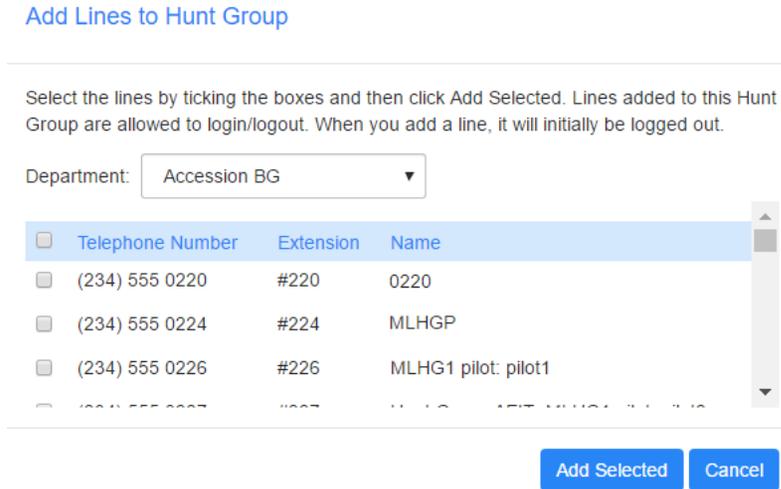
Position	Telephone Number	Extension	Name	Department	Actions
1	(234) 555 0222	#222	Sim-Ring Group	1	Actions ▼
2	(234) 555 0825		TEST 2	1	Actions ▼
3	(234) 555 0833		TEST 3	1	Actions ▼
4	(234) 555 0834		TEST 4	1	Actions ▼
5	(234) 555 0836		TEST 5	1	Actions ▼

### Adding lines

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

1. If you know the number, enter it in the text box on the top right and click *Add*.
2. If you don't know the number, click on *Add Lines*. To select one or more lines to add, use the checkboxes to the left of the lines and click *Add Selected*.

**Figure 30: Add Lines to Hunt Group dialog box**



### Removing lines

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

1. Select the line to remove by using the checkbox to the left of it.
2. Click on the *Remove Selected* button.

### Changing positions

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

1. Click on the *Change Positions* button.
2. Move lines up and down using the icons.
3. Click on *Apply*.

**Figure 31: Change Line Positions in MLHG dialog box**

Change Member Positions in Hunt Group

Use the up/down arrow icons in the Position column to change the order in which the hunt algorithm selects non-busy lines to pass incoming calls to. Click Apply when you have finished.

Position	Telephone Number	Extension		Name	Department
1	(234) 555 0222	#222	↕	Sim-Ring Group	1
2	(234) 555 0825		↕	TEST	1
3	(234) 555 0833		↕	TEST 3	1
4	(234) 555 0834		↕	TEST 4	None
5	(234) 555 0836		↕	TEST 5	None
6	(234) 555 0835		↕	TEST 6	None

Apply Cancel

### 6.3.3 Settings

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

#### Preferences

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

1. Type the new name in the text box.
2. Click on *Apply*.

#### Hunt settings

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

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

## 6.4 Integrated ACD

If you have the Integrated ACD (Automated Call Distribution) feature in your deployment, the **Supervisor Dashboard** link on the left-hand menu in Web Portal allows you to access detailed current and historical information about the call queues and agents in the MLHG(s) that you administer and generate reports.

In this interface, the term 'queue' refers to an MLHG and 'agent' to its members.

Clicking the *Supervisor Dashboard* button launches the Summary screen in a new browser window.

**Figure 32: BG Administrator Summary statistics screen**



You should refer to your Integrated ACD documentation for detailed information on the features provided by Integrated ACD.



# 7 Managing Call Pickup Groups

## 7.1 Viewing Call Pickup Groups

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

**Figure 33: Web Portal Business Group Admin Call Pickup Groups display**

The screenshot shows the 'Business Group Admin Portal' interface. On the left is a navigation menu with options like Home, Groups, Hunt Groups (MLHGs), Sim-Ring Groups (MADNs), Call Pickup Groups, Supervisor Dashboard, All Lines, Users, Attendants, and Group Access. The main content area is titled 'Call Pickup Groups in Department:' and includes a 'View All' dropdown. Below this is a description of a Call Pickup Group (CPUG) and a 'Move selected to:' dropdown menu. There are 'Delete Selected' and 'Add Group' buttons. A table displays the following data:

Call Pickup Group Name	Number of Members	Department
Jeffs	4	MetaSwitch
Toms	3	MetaSwitch

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

## 7.2 Moving Call Pickup Groups to another department

To move Call Pickup Groups between departments, follow these steps:

1. Select the Call Pickup Group using the checkbox to the left of the Call Pickup Group.
2. Select the department you wish to move the Call Pickup group to using the drop-down list at the top of the page.
3. Click on the *Move* button.

## 7.3 Adding Call Pickup Groups

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

1. Select the Department to which you want to add the Call Pickup Group.
2. Click on *Add Group*.
3. Enter the name of the new Call Pickup Group in the text box.
4. Click on *Add*.

**Figure 34: Add Call Pickup Group dialog box**

Add Call Pickup Group

---

You can add a new Call Pickup Group. Just enter the name of the Call Pickup Group and then click **Add**.

Call Pickup Group Name:

Department:

---

## 7.4 Deleting Call Pickup Groups

To delete a Call Pickup Group, follow these steps:

1. Select the Call Pickup Group using the checkbox to the left of the Call Pickup Group.
2. Click on the *Remove Selected* button.

## 7.5 Viewing and Modifying Call Pickup Groups

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

1. Select that Call Pickup Group by clicking on its entry.
2. This takes you to the page for that Call Pickup Group.

### 7.5.1 Managing Call Pick Up Group Members

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

**Figure 35: Call Pickup Groups Members tab**

Business Group Admin Portal name0220

Home

Groups

- \*\*\* Hunt Groups (MLHGs)
- \*\* Sim-Ring Groups (MADNs)
- \*\*\* Call Pickup Groups

-Accession CPG

- test-1
- test-2
- test-3
- test-4
- test-5

Call Pickup Group Accession CPG in Department: None

Members Settings

Add single line:

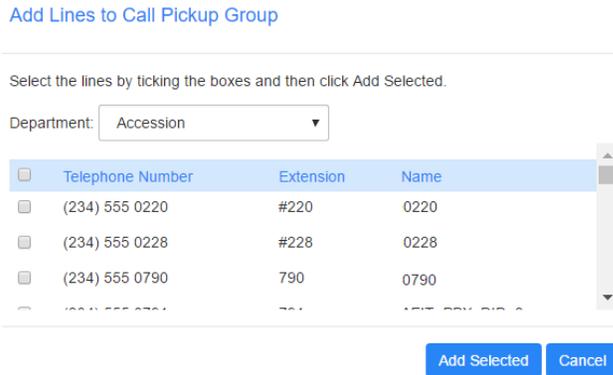
<input type="checkbox"/>	Telephone Number	Extension	Name	Department
<input type="checkbox"/>	(234) 555 0220	#220	0220	None
<input type="checkbox"/>	(234) 555 0224	#224	0224	None
<input type="checkbox"/>	(234) 555 0228	#228	0228	None

### Adding lines

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

1. If you know the number, enter it in the text box on the top right and click *Add*.
2. If you don't know the number, click on *Add Lines*. To select one or more lines to add, use the checkboxes to the left of the lines and click *Add Selected*.

**Figure 36: Add Lines to Call Pickup Group dialog box**



### Removing lines

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

1. Select the line to remove by using the checkbox to the left of it.
2. Click on the *Remove Selected* button.

## 7.5.2

### Settings

The Settings tab lets you view and change the name of the Call Pickup Group. To change the name, follow these steps:

1. Enter the new name in the text box.
2. Click *Apply*.



# 8 Managing Short Codes

## 8.1 Viewing Short Codes

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

**Figure 37: Web Portal Business Group Admin Short Codes display**

The screenshot shows the 'Business Group Admin Portal' interface. The left sidebar contains navigation options: Home, Groups (with sub-items: Hunt Groups (MLHGs), Sim-Ring Groups (MADNs), Call Pickup Groups, Supervisor Dashboard), All Lines (with sub-items: Users, Attendants, Group Access, Phones), Services (with sub-items: Departments, Short Codes, Account Codes). The main content area is titled 'Short Codes in Department:' with a 'View All' dropdown. Below this is a descriptive sentence and a 'Move selected to:' dropdown set to '--Select Department--' with a 'Move' button. There are 'Delete Selected', 'Add', and 'Add Range' buttons. A table lists short codes and their departments:

Short Code	Telephone Number or Service Access Code	Department
<input type="checkbox"/> 300	(041) 555 3000	MetaSwitch
<input type="checkbox"/> 301	Telephone Number not yet assigned	MetaSwitch
<input type="checkbox"/> 700 - 770	Telephone Numbers not yet assigned	MetaSwitch
<input type="checkbox"/> 400	420	Support
<input type="checkbox"/> 700 - 770	Telephone Numbers not yet assigned	MetaSwitch
<input type="checkbox"/> 400	420	Support
<input type="checkbox"/> 401	Service Access Code not yet assigned	MetaSwitch

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

## 8.2 Moving Short Codes to another department

To move Short Codes between departments, follow these steps:

1. Select the Short Code or Short Code range assigned using the checkbox to the left of the Short Code or Short Code range.
2. Select the department you wish to move the Short Code or Short Code range to using the drop-down list at the top of the page.
3. Click on the *Move* button.

## 8.3 Adding Short Codes

To create a new Short Code, follow these steps:

1. Click on *Add*.
2. Enter the number of the Short Code to add.
3. Enter the telephone number or internal code the Short Code should dial.
4. Click on *Add*.

**Figure 38: Add Single Short Code dialog box**[Add Single Short Code](#)

Enter the code and (optionally) either the telephone number or the service access code that it maps to, and then click Add

Short Code:	<input type="text" value="432"/>
Maps to:	<input checked="" type="radio"/> Telephone Number <input type="radio"/> Service Access Code
Telephone Number:	<input type="text"/>
Department:	None

## 8.4 Adding Short Code ranges

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

1. Click on *Add Range*.
2. Enter the first and last numbers of the Short Code range to add.
3. Optionally, enter the telephone number or internal code the first Short Code in the range should dial.
4. Click on *Add*.

**Figure 39: Add Range of Short Codes dialog box**[Add Range of Short Codes](#)

Enter the first and last codes and (optionally) the first telephone number that the range maps to, and then click Add

Range of Short Codes:	<input type="text" value="444"/> - <input type="text" value="448"/>
First Telephone Number:	<input type="text"/>
Department:	None

## 8.5 Deleting Short Codes and Short Code ranges

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

1. Select the Short Code or Short Code range using the checkbox to the left of the Short Code or Short Code range.
2. Click on the *Remove Selected* button.

## 8.6 Modifying Short Codes

To modify an existing Short Code, follow these steps:

1. Click on either the Short Code number or the number the Short Code dials.
2. Modify the details.
3. Click on *Save*.

**Figure 40 : Edit Single Short Code dialog box**

[Edit Single Short Code](#)

To edit this mapping, enter new short code and/or telephone number values and click Save

Short Code:	<input type="text" value="4321"/>
Telephone Number:	<input type="text" value="(234) 741 2588"/>
Department:	None

## 8.7 Modifying Short Code ranges

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

1. Click on either the Short Code range numbers or the numbers the Short Code range dials.
2. Modify the details.
3. Click on *Save*.

**Figure 41 : Edit Range of Short Codes dialog box**

[Edit Range of Short Codes](#)

To edit this mapping, enter new short codes and/or telephone number values and click Save

Range of Short Codes:	<input type="text" value="220"/> - <input type="text" value="228"/>
First Telephone Number:	<input type="text" value="(234) 555 0220"/>
Department:	None



# 9 Managing Extensions

## 9.1 Viewing Extensions

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

**Figure 42: Web Portal Business Group Admin Extensions display**

The screenshot shows the 'Business Group Admin Portal' interface. The top navigation bar includes the user name 'John Smith'. The left sidebar lists various administrative options, with 'Extensions' highlighted. The main content area displays the 'Extensions' page, which includes a table of active extensions and buttons for 'Delete Selected', 'Add Range', and 'Add'.

Extension	Telephone Number
854 - 880	(501) 901 1000 - (501) 901 1026
700 - 720	(501) 901 1030 - (501) 901 1050
732	(501) 901 1054

## 9.2 Adding Extensions

To create a single new Extension, follow these steps:

1. Click on *Add*.
2. Enter the number of the Extension to add.
3. Enter the telephone number of the line in your business that this Extension should map to.
4. Click on *Add*.

## 9.3 Adding Extension ranges

To create a new Extension range, follow these steps:

1. Click on *Add Range*.
2. Enter the first and last Extension numbers to add.
3. Enter the telephone number of first line in your business that this Extension range should map to.
4. Click on *Add*.

**Figure 43: Add Extension Range dialog box**

[Add Range](#)

To configure a range of extensions, enter the first and last codes and the first telephone number that the range maps to, and then click Add.

Range of Extensions:  -   
First Telephone Number:

## 9.4 Deleting Extensions and Extension ranges

To delete Extensions and Extension ranges, follow these steps:

1. Select the Extension or Extension range using the checkbox to the left of the Extension or Extension range.
2. Click on the *Remove Selected* button.

## 9.5 Modifying Extensions

To modify an existing Extension, follow these steps:

1. Click on either the Extension number or the phone number of the Extension.
2. Modify the details.
3. Click on *Save*.

**Figure 44: Edit Single Extension dialog box**

[Edit Single](#)

To configure a single extension, enter the extension code and the telephone number, and then click Save.

Extension:   
Telephone Number:

## 9.6 Modifying Extension ranges

To modify an existing Extension range, follow these steps:

1. Click on either the Extension range numbers or the phone numbers the Extension range dials.
2. Modify the details.
3. Click on **Save**.

**Figure 45: Edit Extension Range dialog box**

### Edit Range

To configure a range of extensions, enter the first and last codes and the first telephone number that the range maps to, and then click **Save**.

Range of Extensions:  -

First Telephone Number:



# 10 Managing account codes

## 10.1 Viewing and modifying account code settings

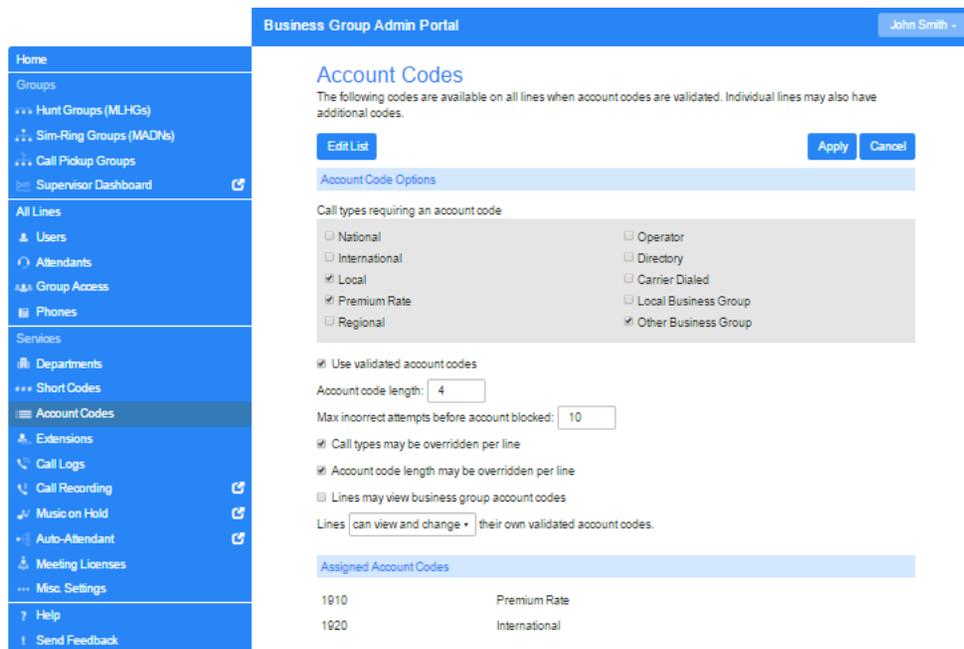
The Account Codes page displays all of your business's account code settings.

## 10.2 Modifying settings

### 10.2.1 Modifying call types requiring account codes

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

**Figure 46: Web Portal Business Group Admin Account Codes display**



- National – Whether account codes are required for long distance calls.
- International – Whether account codes are required for calling international numbers.
- Local – Whether account codes are required for local calls.
- Premium Rate – Whether account codes are required for premium rate (1-900 number) calls.
- Regional – Whether account codes are required for regional calls.
- Mobile (only available in areas which are not part of the North American Numbering Plan (NANP)) – Whether account codes are required for mobile calls.
- Operator – Whether account codes are required for operator calls.

- Directory – Whether account codes are required for directory (411) calls.
- Carrier Dialed – Whether account codes are required to make calls when dialing a carrier code (such as 1010000).
- Local Business Group – Whether account codes are required for local calls to other numbers within your business. Normally calls within your business will be local calls, but if you have multiple sites calls between numbers may be regional or national calls. In this case you need to use the Other Business Group setting.
- Other Business Group – Whether account codes are required for non-local calls to other numbers within your business

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

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

## 10.2.2 Choosing Validated or Non-validated Account Codes

To use Validated Account Codes, follow these steps:

1. Check *Yes* after *User validated account codes*.
2. Click *Apply*.

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

1. Check *No* after *User validated account codes*.
2. Click *Apply*.

## 10.2.3 Setting account code length

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

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

## 10.2.4 Blocking access after incorrect account codes

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

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

## 10.2.5 Setting individual line properties

To specify whether various settings can also be specified for each line in your business, perform one of the following operations.

- To allow which types of calls require account codes to be changed for each line, check *Call types may be overridden per line*.
- To allow the length of account codes to be changed for each line, check *Account code length may be overridden per line*.
- To allow lines to view the account codes that you have defined for the whole business, check *Lines may view business group account codes*.
- Set whether each line should be able to view, or both view and change, or not view their own account codes by selecting the relevant setting from the dropdown list at the bottom of the Account Code Options section.
- If you want to have per line account codes, but don't want the user to be able to configure these, configure these by logging on to Web Portal as that user. This is described in Section 10.3. Once you have made your changes, click *Apply* to save them.

## 10.2.6 Configuring account codes

To modify the account codes, click on *Edit List* at the top of the Accounts code page shown in Figure 46.

The following screen appears.

**Figure 47: Manage Assigned Account Codes dialog box**

Manage Assigned Account Codes

Account code:	Description:	
<input type="text" value="4567"/>	<input type="text" value="Support"/>	<input type="button" value="Add"/>
0123	Accounts	<input type="button" value="Delete"/>
0234	Sales	<input type="button" value="Delete"/>

1. To add an account code, follow these steps:
  - Enter the code in the *Account code* text box.
  - Enter the description in the *Description* text box.
  - Click on *Add*.
2. To remove an account code, click the delete icon to the right of the account code.

3. To change the description of an account code, remove it and then re-add it with the new description.
4. Once you have finished making changes, click on *OK*.
5. To save your changes you must now click *Apply*.

## 10.3 Viewing and modifying account code settings for a line

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

1. Change the settings to allow you to do this as described in Section 10.2.5.
2. Go to the Lines page in Web Portal and log in as the line whose settings you wish to change, as described in Section 3.2.3.
3. Once you have logged in as this user, follow the instructions for modifying account codes in the Dobson Fiber *Hosted PBX End User Guide*.

## 10.4 Viewing Business Group Call Logs

The Call Logs page enables Business Group Administrators with the appropriate permissions to access Business Group Call Logs. The Call Logs menu button is only available if the associated DobsonUC has Business Group Call Logs enabled.

The BG Administrator can click on the Call Logs menu button to launch a new page that allows them to export call logs for their Business Group fragment, and any departments under their control within their Business Group fragment, including.

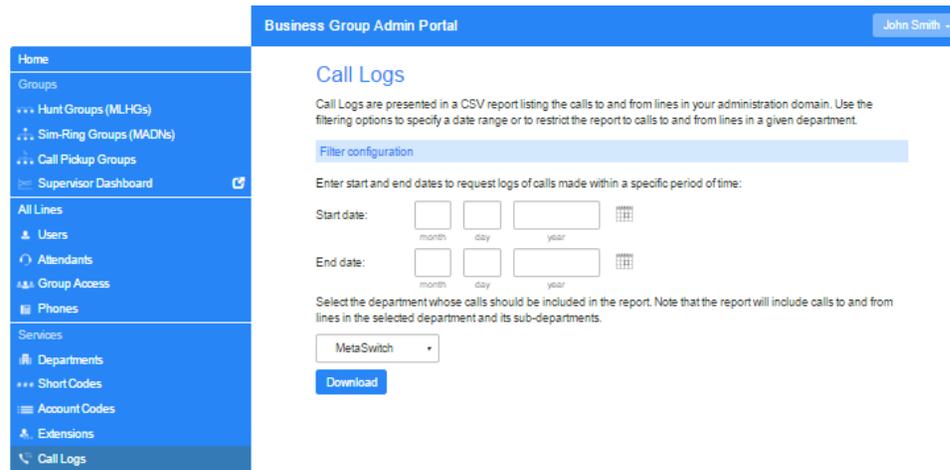
- Request a report containing the logs of all calls made (up to a month at a time) to and from lines within their administration domain (whole business group or department and sub-departments)
- Filter call logs specifying a date range, and/or by department domain if the Business Group has them.
- Error messages are displayed if any of these filters are set to incorrect values. The UI will validate these filters once the *Download* button is clicked, and then display a dialog box while the report downloads. The BG Admin cannot access the main page or navigate to another page during this process, although they can cancel the operation.

These call logs can then be imported into other programs, for example Microsoft Excel. When using Microsoft Excel, the BG Admin should use the Import Data menu option and change the data format of all telephone number columns to text to ensure that the telephone numbers in the call logs are displayed correctly.

To download call logs follow these steps:

- From the BG Admin page select the *Call Logs* link from the left of the page and the following appears.

Figure 48: Web Portal Business Group Admin Call Logs display



- Enter the time frame (up to 30 days) and the department for the call logs that you would like to see.
- Click the *Download* button. The report will be downloaded on to your computer.

# 11 Viewing miscellaneous settings

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

**Figure 49: Web Portal Business Group Admin Number Misc. Settings display**

Telephone Number Block	Number of Lines Allocated
(501) 901 1000 - (501) 901 1099	10
(501) 901 1100 - (501) 901 1199	0
(501) 901 1200 - (501) 901 1299	15

It includes the following tabs.

- Number Blocks, described in section 11.1.
- External Calls, described in section 11.2.
- Call Notifications, described in section 11.3.
- Other Settings, described in section 11.4.

## 11.1 Viewing Number Block settings

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

## 11.2 Viewing External Call settings

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

- External Calls – This can take one of the following values:
  - Not Permitted – Calls outside of your business are not permitted.
  - Unlimited – There is no explicit limit to the number of concurrent external calls you can have, but there may be a limit to either the number of Incoming or Outgoing Calls you can make.
  - Limited – There is a limit to the number of concurrent calls you can have to numbers outside of your business.
- Maximum number of external calls – If the value of External Calls is Limited, the value of this setting specifies how many concurrent external calls there may be at any time.
- Incoming Calls – This can take one of the following values:

## CONFIDENTIAL

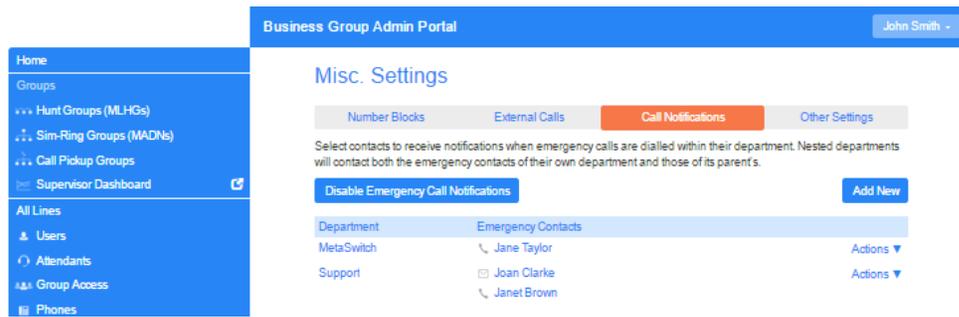
- Not Permitted – Inbound calls from outside of your business are not permitted.
- Unlimited – There is no limit to the number of concurrent incoming external calls you can have, although you are still subject to any Maximum number of external calls.
- Limited – There is a limit to the number of concurrent calls you can have from outside of your business.
- Maximum number of simultaneous incoming calls – If the value of Incoming Calls is Limited, the value of this setting specifies how many concurrent incoming external calls there may be at any time.
- Outgoing Calls – This can take one of the following values:
  - Not Permitted – Outgoing calls to outside your business are not permitted.
  - Unlimited – There is no limit to the number of concurrent outgoing external calls you can have, although you are still subject to any Maximum number of external calls.
  - Limited – There is a limit to the number of concurrent calls you can have to numbers outside of your business.
- Maximum number of simultaneous outgoing calls – If the value of Outgoing Calls is Limited, the value of this setting specifies how many concurrent incoming external calls there may be at any time.
- Local carrier code – This is a code that identifies which carrier will be used for any local calls your business makes. It is sometimes called PIC2.
- Long distance carrier code – This is a code that identifies which carrier will be used for any long distance calls your business makes. It is sometimes called PIC1.
- International carrier code – This is a code that identifies which carrier will be used for any international calls your business makes. It is sometimes called PIC3.

### 11.3 Configuring Call Notifications

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

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

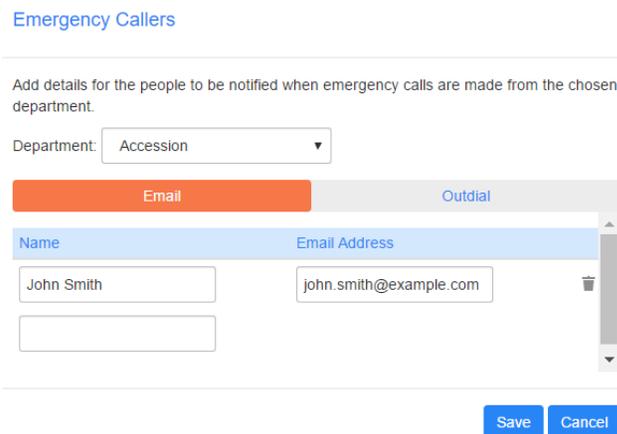
**Figure 50: Call Notifications tab**



- If you want to add a new call notification target, click the **Add New** button.
- If you want to edit an existing call notification target, expand the *Actions* drop-down and click *Edit*.

Both these actions launch the Emergency Callers pop-up.

**Figure 51: Emergency Callers pop-up**



- Use the drop-down alongside *Department* to select the Department whose lines should trigger a call notification. If some targets have already been configured for a department, these will be displayed on the pop-up.
- Select the appropriate tab for either an Email or an Out dial call notification.
- Fill in the name and either the telephone number (which can be any number and does not have to be a line within this Department or Business Group) or email address as appropriate.
- Click **Save**.

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

## 11.4 Viewing other settings

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

## CONFIDENTIAL

- Restricted Subscriber Messaging – This determines whether members of this Business Group can send messages only to other members of the same Business Group.
- Use Internal extensions – This determines whether or not Web Portal displays the Business Group extension number associated with a directory number where possible.
- Internal operator number – This determines the number used to access this Business Group's operator.



# 12 Auto-Attendant – Easy Attendant / Premium Attendant

## 12.1 Overview

DobsonUC provides two solutions for Auto Attendant functionality.

- Easy Attendant offers a very simple automated telephone menu.
  - Callers to a business are directed to the automated TUI, providing key options to transfer to specific departments or individuals in the business, to transfer to a voicemail account directly, or to listen to a recorded announcement.
  - You can choose to either have a single menu that plays when Easy Attendant is turned on, or two different menus for business and non-business hours that are used according to a pre-defined schedule.
  - When Easy Attendant is turned off, you can either forward callers to another telephone number or play a message informing the caller that your business is currently closed.
- Premium Attendant, aimed at small and medium business subscribers, offers an increased level of service compared to Easy Attendant.
  - In addition to all the features offered by Easy Attendant, Premium Attendant allows multiple menus with a finer scheduling control.
  - It also includes more call handling options, such as Voicemail by Name and Voicemail by Extension, as well as greater control over the actions taken for any given key press.

Both Easy and Premium Attendant can also be configured to allow callers to dial an extension at any point in the menu and not just on a Dial by Extension menu option. If you want to use this option, you must enable it as described in 12.2.4 and you should also ensure that your initial greeting mentions the option that a caller who knows the extension they require can dial it immediately.

## 12.2 Easy Attendant

This section outlines the required steps for configuring Easy Attendant.

### 12.2.1 Planning your Easy Attendant

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

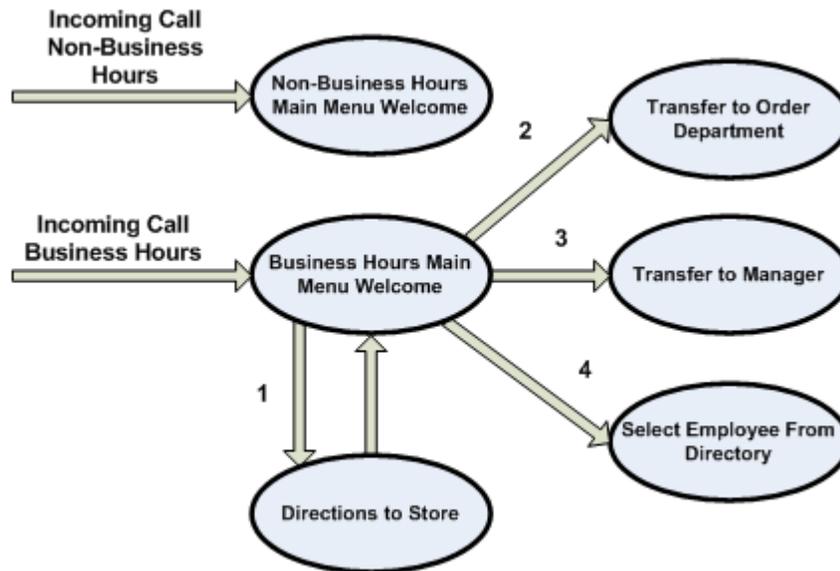
For example, the main menu for a pizza company may need to include the following options:

1. Play an announcement giving directions to the store, then return to the main menu so that the user can select another option.

2. Place an order with a server.
3. Speak to the manager.
4. Speak to another employee using dial-by-name.

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

**Figure 52: Easy Attendant call handling example**



In the diagram, option 1 (directions to the store) is shown with an arrow returning to the main Welcome menu so that the caller can select another option if required. This is because this option is playing a recording. The other options do not allow the return to the menu.

For out-of-hours and holiday operation, Easy Attendant may provide an announcement that the store is closed (without allowing the caller to select any options), or it may provide an alternative set of menu options.

## 12.2.2 Logging on to Easy Attendant

To configure your Easy Attendant, log into the Easy Attendant, following these steps:

- From the BG Administrator portal, select *Lines* and then click the *Individual Line* icon on the far right side of the page. As an alternative, you can access the Web Portal user login screen and enter the Easy Attendant Number and Password.
- If this is the first time you have logged in, or if no Easy Attendant configuration has yet been set up, you will see a Welcome screen.

**Figure 53: Easy Attendant Welcome screen**

Welcome to Easy Attendant

Easy Attendant answers your calls and plays an automated menu with options that you define. To start using the service please select from the following two options:

- Use a Schedule**  
Different options during business hours and non-business hours.
- Use a Simple Menu**  
Same options at all times.

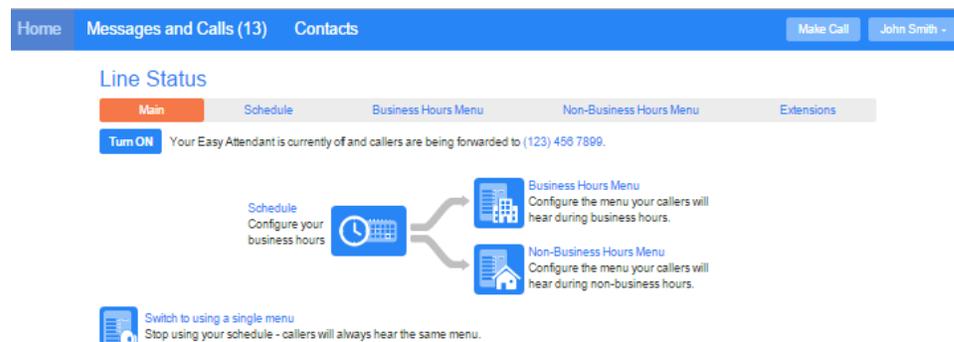
Note: you can switch between these options later if your requirements change.

Continue...

- Use the radio buttons to select either a scheduled menu for business hours and non-business hours or a simple menu that will be played whenever Easy Attendant is turned on, and press **Continue**. (You can change this later if you need to.)
- The screen then displays the Easy Attendant portal.
- This screen enables you to
  - turn your Easy Attendant on and off (Easy Attendant must be turned off while you are configuring it)
  - configure your Easy Attendant menus
  - set the Schedule, if you are using different menus for business hours and non-business hours.

***If you selected to use a single menu, this screen will have a single Easy Attendant Menu tab.***

**Figure 54: Easy Attendant Portal**



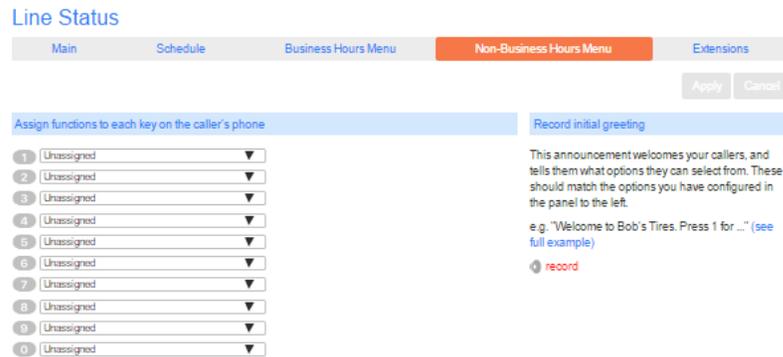
### 12.2.3 Configuring Easy Attendant menus and schedules

You should now begin configuring your Easy Attendant menu(s) and schedules.

- Select either the Business Hours Menu tab or, if you are using a single menu, the Easy Attendant Menu tab.
- First, set up your Easy Attendant by recording the initial greeting.

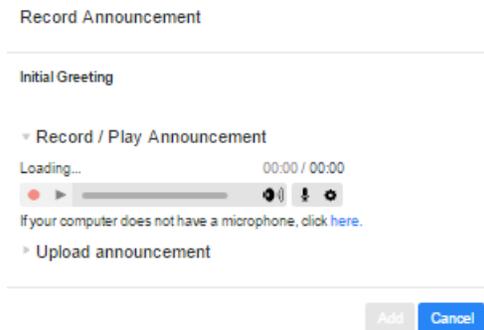
- If you are using the Dial By Extension At Any Time option, you should ensure that this initial greeting includes the option for a caller to dial an extension immediately if they know the extension number of the person or department they want to reach.

**Figure 55: Recording an initial greeting**



- Select the *record* option on the lower right of the screen. This launches the announcement recorder, where you can either record an announcement, or upload a pre-recorded announcement.

**Figure 56: Announcement recorder**

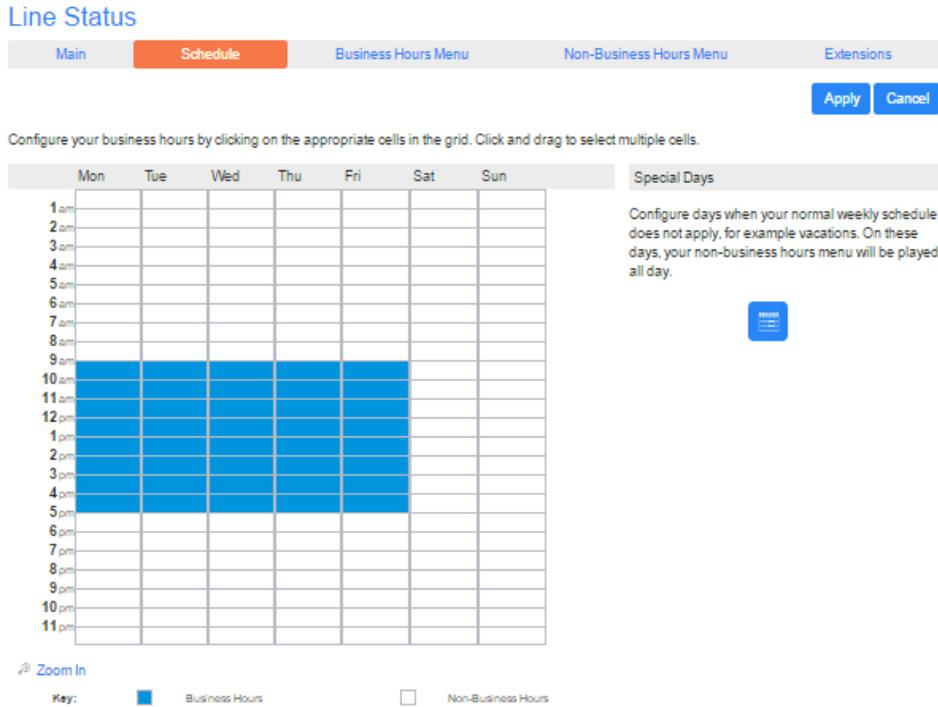


- Once you have recorded or uploaded your initial greeting, you can return to the Menu tab.
- Now you are ready to define the specific menu items as defined in your plan to one of the following options.
  - Play Announcement
  - Transfer to Phone
  - Transfer to Voicemail Dial by Extension
  - Dial by Name
- If you are using a different menu for non-business hours, you should now set up the initial recording and configure the menu options on the Non-Business Hours Menu tab.

CONFIDENTIAL

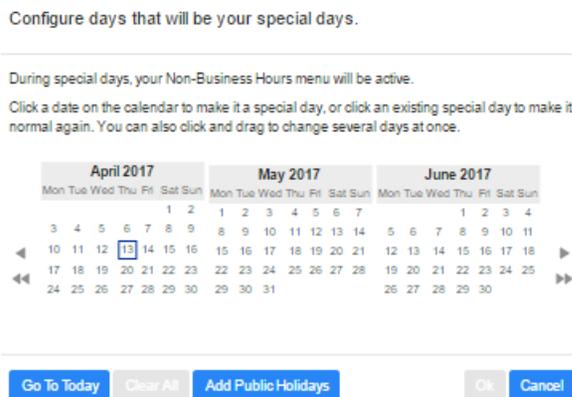
- Next you will need to establish your working hours by selecting the *Schedule* tab. Once in the Schedule screen, click on the *Business Hours* key and then click in the calendar and while holding down the left mouse button drag the mouse across the calendar to indicate the business hours. In the example below, the business hours are Monday – Friday from 9:00 am until 5:00 pm. Any other time are considered non-working hours.

Figure 57: Easy Attendant Schedule tab



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

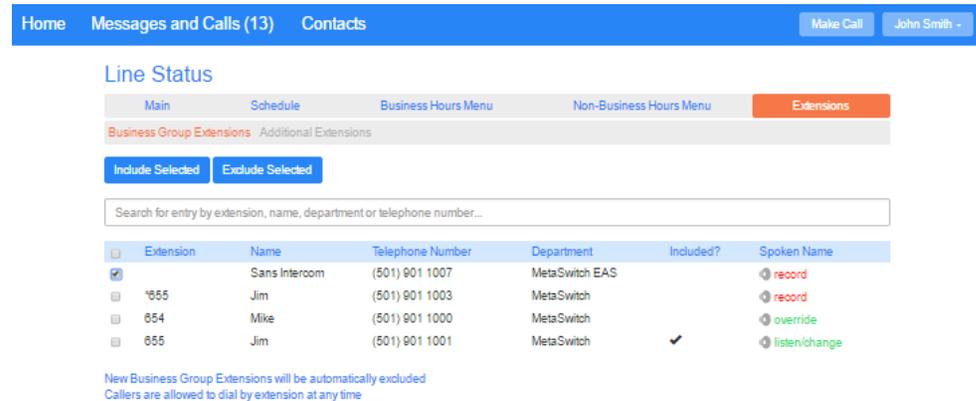
Figure 58: Special Days



## 12.2.4 Configuring your Easy Attendant extensions

If you will be using "Dial by Name", then you will need to define which extensions will participate in dial by name and record the names of users in the extensions tab. Additionally, if you want to use the Dial By Extension At Any Time option, you must configure it here.

**Figure 59: Easy Attendant Extensions tab**

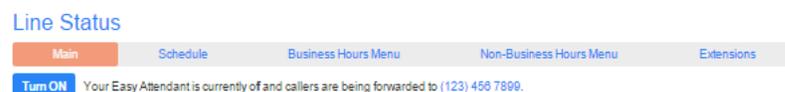


- The *Callers are allowed to dial by extension at any time* link at the foot of the screen means that callers can dial an extension at any point in the Easy Attendant menu and not just on a Dial by Extension menu option. If you want to restrict dial by extension to Dial by Extension menu options only click on this link. It will now display that *Callers are allowed to dial by extension only after selecting "Dial by Extension" menu option*.
- To include or exclude an extension from dial by name, select the extension(s) by ticking the checkbox on the left of each extension and then click either *Include Selected* or *Exclude Selected*.
- To record the user's name click on the **record** link for the user. If a name has already been recorded, this link will display **listen/change**.
- To record names to be used for dial by name, click the record icon. If the spoken name has already been created, the screen will show listen/change rather than record, and you can click this link to hear the existing recording and change it if you need to.
- Use this recording interface to record the name or upload a spoken name recording, and click the Save button.

## 12.2.5 Activating Easy Attendant

- The final step in this process is to activate your Easy Attendant by clicking the *Turn On* button from the Main Tab. Your Easy Attendant is now active.

**Figure 60: Turn Easy Attendant On button**



## 12.3 Premium Attendant

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

### 12.3.1 Planning your Premium Attendant

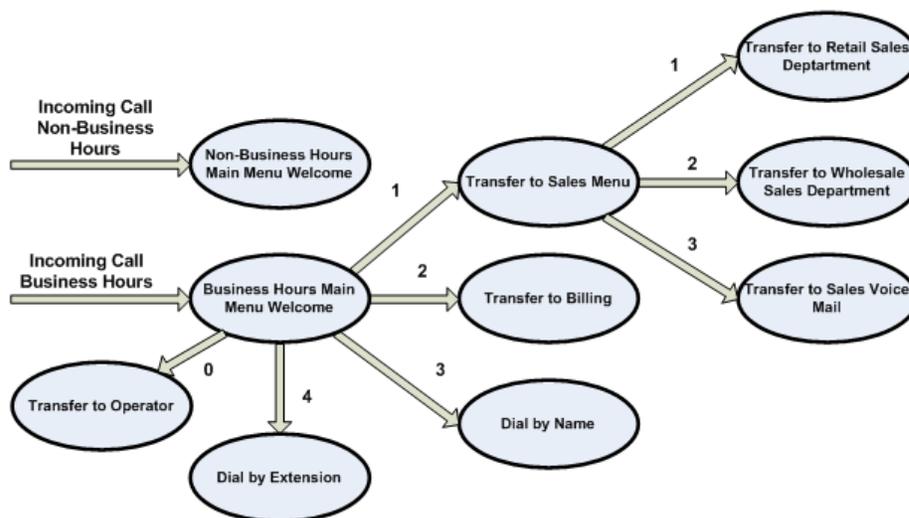
Before you start to set up your Premium Attendant, it is a good idea to sketch out the operation of each menu on paper. This allows you to plan what options you need from the menu and how each one will operate.

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

1. Have a scheduled Attendant.
2. Provide a main menu for business hours that provides the companies default greeting and menu.
3. Have the ability to transfer to a sales menu that provides additional menu options.
4. Transfer to speak with the Billing department.
5. Dial by name.
6. Dial by extension.
7. Transfer to an operator.

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

**Figure 61: Premium Attendant call handling example**



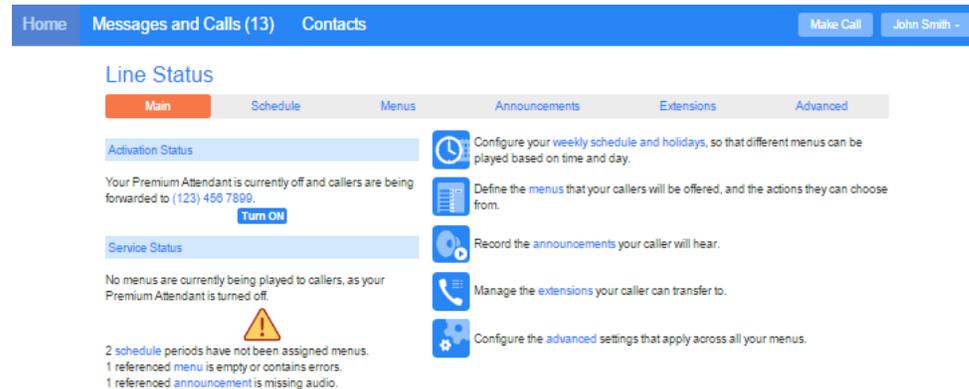
For out-of-hours and holiday operation, Premium Attendant may provide an announcement, for example saying that the business is closed, (without allowing the caller to select any options), or it may provide an alternative set of menu options.

## 12.3.2 Logging into Premium Attendant

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

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

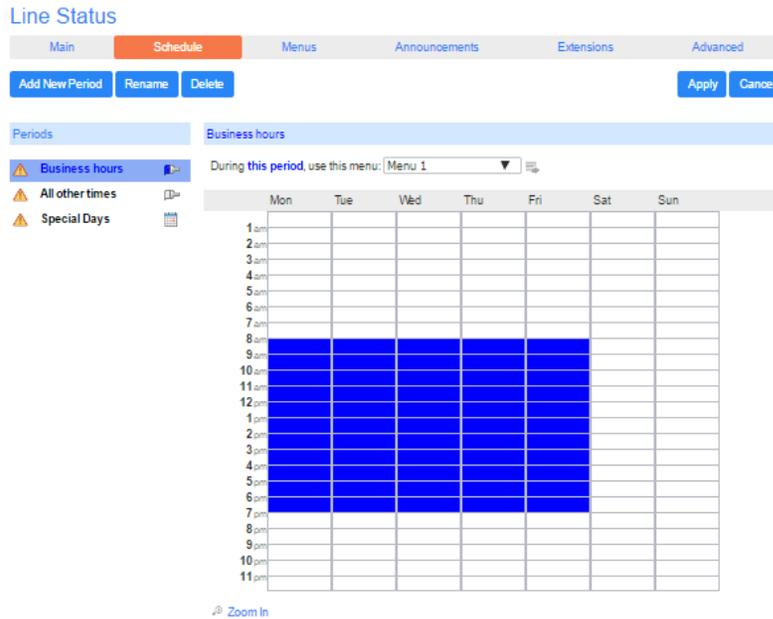
**Figure 62: Premium Attendant Portal**



## 12.3.3 Configuring Premium Attendant Schedule

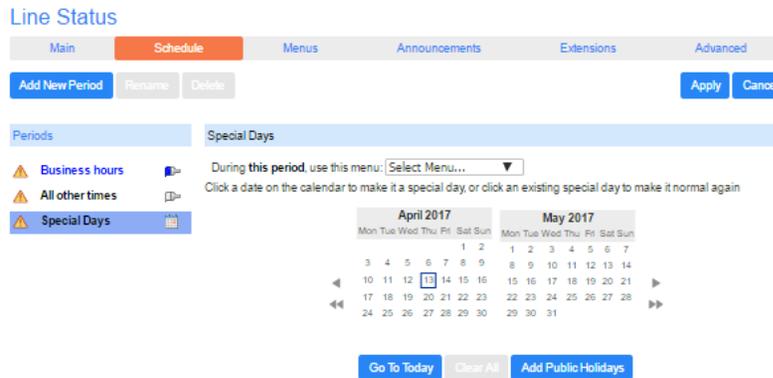
You can configure your weekly schedule by clicking on the *Weekly Schedule and Holidays* icon. Once in the Schedule screen, click on the *Business Hours* key and then click in the calendar and, while holding down the left mouse button, drag the mouse across the calendar to indicate the business hours.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

Figure 63: Premium Attendant Schedule tab



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

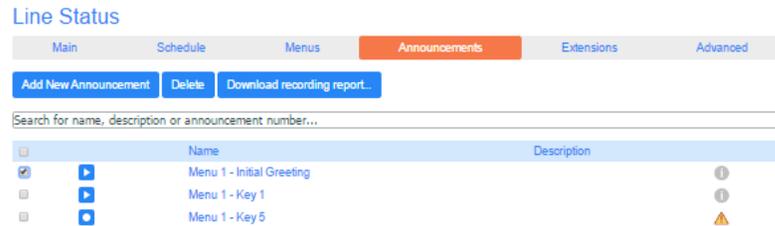
Figure 64: Premium Attendant Special Days



## 12.3.4 Configuring Premium Attendant Announcements

In order to use your Premium Attendant you will need to record or upload the announcements that will be played as either your primary Business Hours or Non-Business Hours greeting as well as any other recorded announcements required. The example in section 12.3.1 would require three announcements, one each for Business Hours, Non-Business hours and the Sales menu. Click in the Announcements tab to begin configuration.

**Figure 65: Premium Attendant Announcements tab**



Click the *Add New Announcement* button and then follow the steps below.

**Figure 66: Add Announcement**

1. Enter the name and description of your announcement.
2. To record your announcement using a microphone or headset connected to your computer, click the red record button.
3. When you have finished recording, press the stop button and click on the *Add* button at the bottom of the interface.

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

**Figure 67: Uploading an Announcement**

Menu 1 - Key 5

---

Name:

Description:

Record your announcement and upload it below valid formats are: G711 WAV (8-bit, ulaw / alaw, mono, 8kHz), 16-bit PCM WAV (16-bit, PCM, mono, 16kHz).

New file:  No file chosen

Current file: No file currently uploaded

---

To record the announcement using your telephone, do the following.

1. Create the announcement by adding a name and description and selecting *Record By Phone* from the drop-down menu.
2. Make a note of the announcement number and then click on the *Add* button.
3. Dial the main number for your Premium Attendant service provided by your service provider, enter the number for your Premium Attendant, enter the pin and then follow the prompts to record your announcement using the announcement number noted in the previous step.

**Figure 68: Recording Announcements by Phone**

Menu 1 - Key 5

---

Name:

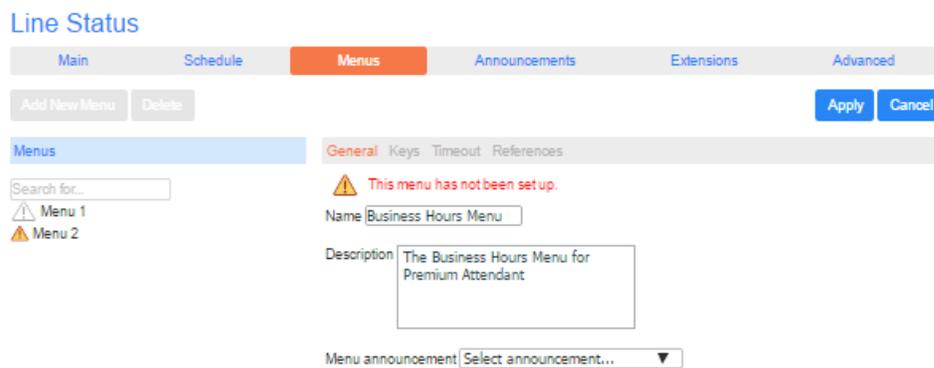
Description:

To record this announcement, dial your Premium Attendant access number, and follow the prompts to edit announcements. Enter the announcement number when prompted.

### 12.3.5 Configuring Premium Attendant Menus

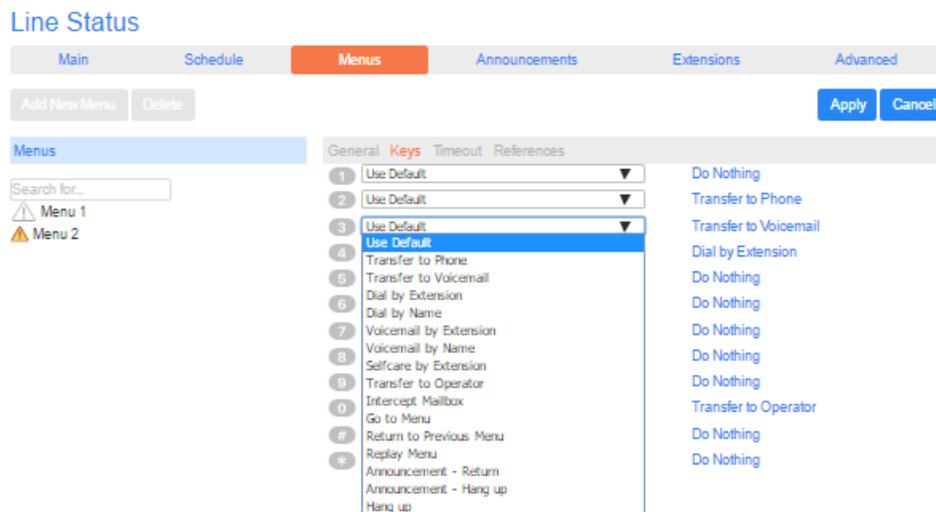
Next you will need to set up your Premium Attendant menu options. By default, there are two menus defined in Premium Attendant. These could be used as your main business hours menu and you main non-business hours menu. You can add additional menus as required by clicking the *Add* button.

**Figure 69: Premium Attendant Menus tab**



- Begin to configure your menu by providing a name and description and selecting the Menu announcement to be used by this menu, and then click *Apply*.
- Next you will need to configure the action for each key pressed for your menu by selecting the *Keys* link and then selecting an option using the dropdown menus for each key pressed in the menu.

**Figure 70: Premium Attendant key configuration menu**



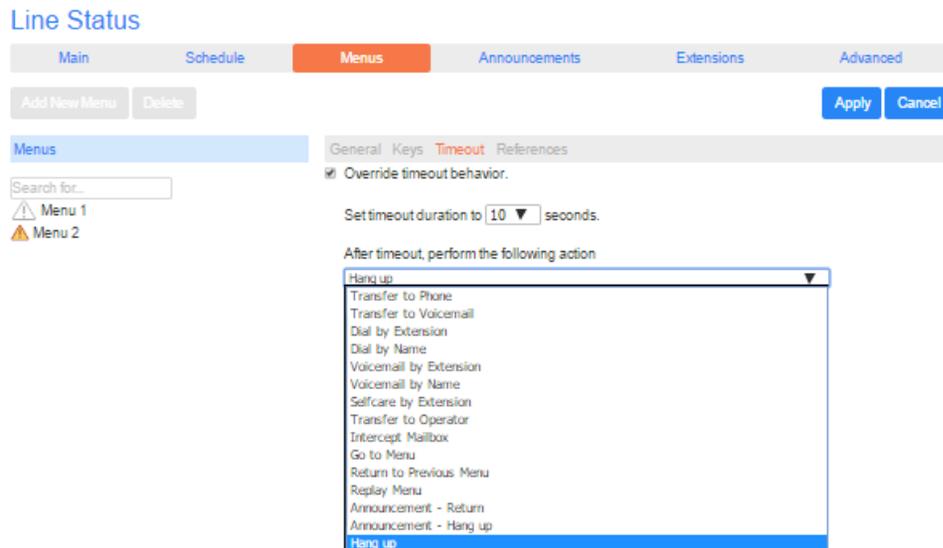
The options available for each key are as follows:

- Use Default (This option is default for all keys for new menus)
- Transfer to Phone
- Transfer to Voicemail (CoS controlled)
- Dial by Extension (CoS controlled including whether an announcement is automatically played giving initial instructions when this key is pressed, or whether these instructions must be recorded by the subscriber in the menu announcement)
- Self-care by Extension (CoS controlled, allows subscribers with mailboxes only identified by extension numbers to dial in to their mailbox)
- Dial by Name (CoS controlled)
- Voicemail by Extension (CoS controlled)

## CONFIDENTIAL

- Voicemail by Name (CoS controlled)
  - Transfer to Operator (CoS controlled, and only available for Premium Attendants in a Business Group)
  - Intercept mailbox (CoS controlled)
  - Go to Menu
  - Return to Previous Menu
  - Replay Menu
  - Announcement – Return
  - Announcement – Hang up
  - Hang up
- Next, you will need to configure the timeout behavior of your menu to address callers that do not press a key in this menu. Enter the timeout duration and the timeout behavior from the dropdown list as seen below and click *Apply*.

**Figure 71: Premium Attendant timeout configuration menu**



### 12.3.6 Configuring Premium Attendant extensions

If you plan on using dial by name or dial by extension, you will need to select the extensions and record a name for the dial by name.

**Figure 72: Premium Attendant Extensions tab**

Line Status

Main Schedule Menus Announcements **Extensions** Advanced

Business Group Extensions Additional Extensions

Include Selected Exclude Selected

Search for entry by extension, name, department or telephone number...

<input type="checkbox"/>	Extension	Name	Telephone Number	Department	Included?	Spoken Name
<input type="checkbox"/>		Sans Interroom	(501) 901 1007	MetaSwitch EAS	✓	record
<input checked="" type="checkbox"/>	855	Jim	(501) 901 1003	MetaSwitch	✓	record
<input type="checkbox"/>	854	Mike	(501) 901 1000	MetaSwitch	✓	override
<input type="checkbox"/>	855	Jim	(501) 901 1001	MetaSwitch	✓	listen/change

New Business Group Extensions will be automatically excluded  
Callers are allowed to dial by extension only after selecting "Dial by Extension" menu option

The procedure for configuring your Premium Attendant extensions is the same as for Easy Attendant, as described in 12.2.4.

### 12.3.7 Configuring Premium Attendant advanced options

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

**Figure 73: Premium Attendant Advanced Settings tab**

Line Status

Main Schedule Menus Announcements Extensions **Advanced**

Default keys Error handling Other settings

Apply Cancel

This page allows you to configure default actions for each key that a caller can press. These actions will be available to callers in all menus unless you assign an alternative action to the key in the per menu configuration.

1	Do Nothing	(987) 654 3210
2	Transfer to Phone	(987) 654 3211
3	Transfer to Voicemail	
4	Dial by Extension	
5	Do Nothing	
6	Do Nothing	
7	Transfer to Phone	e.g. (123) 456 7890
8	Do Nothing	
9	Do Nothing	
0	Transfer to Operator	20305
#	Do Nothing	
*	Do Nothing	

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

Figure 74: Premium Attendant Error Handling menu

Line Status

Main Schedule Menus Announcements Extensions **Advanced**

Default keys **Error handling** Other settings

Apply Cancel

**Timeout**

Menu time out if a caller doesn't press a key within 10 seconds.

After 1 menu timeouts:

Intercept Mailbox

(020) 812 3123

**Call Transfer**

Ring: for 45 seconds

If a call transfer fails: Return to the menu

After 2 call transfer failures:

Transfer to Operator

29305

**Unknown Input**

If the caller selects an unassigned key 4 times:

Hang up

**Invalid Extension**

If the caller dials an invalid extension 1 times:

Announcement - Hang up

Select announcement...



### 12.3.8 Activating Premium Attendant

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

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

- The Main tab has a Service Status panel that states your current schedule period and the menu that callers will hear. It also reports if you have errors in any menus, or one or more announcements is missing audio.
- The Schedule and Menus pages use a banner line to report any errors.
- The following icons are used to indicate incorrect or incomplete configuration
  -  error icon
  -  warning icon

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



## A

# Glossary

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

## A.1 Web Portal

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

1. The first is for regular users to manage their business telephony settings.
2. The second is for Business Administrators to modify both global settings for the business and to modify end-users' settings.

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

## A.2 Logging into Web Portal as another user

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

- If a user has forgotten their password you can log on and change the password to a new value.
- If the user is unable to access Web Portal but needs a setting changed urgently, such as Call Forwarding, you can log on and do it for them.

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

- The Dashboard page is not available so by default Web Portal takes you to the Call Manager page.
- The Voicemail page is not available for privacy reasons.

## A.3 Phones

The *Hosted PBX* VoIP solution supports a number of different types of phone. These have different keys from each other and differ in their operation. For specific instructions on using the phones, please see the *Dobson Fiber Hosted PBX End User Guide*.

## A.4 Phone numbers

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

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

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

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

## A.5 MAC addresses

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

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

- FE:DC:BA:12:34:56
- FEDCBA123456

## A.6 Departments

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

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

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

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

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

## A.7 Phone profiles

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

As an example, a department may deploy three types of phones:

- Aastra 53i
- Aastra 55i with 3 560M sidecars
- Aastra 57i with a 536M sidecar

In this case the department will have up to three profiles – one for each type of phone.

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

### A.7.1 Modifying Phone profiles

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

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

## A.7.2 Copying phone configuration

## A.8 Network

You can also modify other configuration in a phone profile. .

- Lock settings so that neither end-users nor administrators in sub-departments can override settings.
- Hide settings so that neither end-users nor administrators in sub-departments can view settings.
- Configure ringtones.
- Configure the phone display.
- Configure the time and date format, and time zone.

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

Making changes to your phone configuration is described in Chapter 4.

If you need to replace a user's phone for them, because the old one breaks, you may have to copy the configuration of the old phone to the new phone. This is described in section 4.8.

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

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

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

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

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

## A.9 Sim-Ring Groups (Multiple Appearance Directory Numbers MADNs)

---

***From V7.4 onwards, MLHGs are enhanced to provide the same function as MADNs by providing a 'ring all' distribution algorithm. MADNs will continue to work as in previous versions. However, for new configuration, you should use MLHGs instead. For more information on MLHGs, see section A.10.***

---

A Multiple Appearance Directory Number (MADN) is a telephone number with no phone or line associated with it. Instead the MADN is configured to have a number of MADN members, each of which is a number with a line associated with it. Whenever a call comes in to the MADN all of the lines whose directory numbers are MADN members will be rung. When any of these phones is answered the rest of the phones will stop ringing.

A line may be a member of one more than one MADN. In this case it rings when a call comes in to any of the MADNs that the line is a member of.

MADNs can also be configured to enable queuing. If configured, calls which come in to a MADN whose members are all busy will be queued. These queued calls will receive Music On Hold if you have subscribed to this feature.

You can configure to allow calls direct to a MADN member's directory number (rather than to the MADN itself). If permitted, these calls bypass the MADN and use the called number's services. Similarly, calls made from the MADN member's phone use the line's caller ID and call services rather than those of the MADN, although you can configure the calling party number on these lines to match the MADN number if required.

## A.10 Multi Line Hunt Groups (MLHGs)

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

- Hunt groups have a pilot number, which is a directory number associated with the MLHG. When this pilot number is called the members of the MLHG are alerted in turn.
- Alternatively, a hunt group can be configured to hunt if any member of the hunt group is called directly using its DID number and doesn't answer.

There are various distribution algorithms available:

- Linear – hunting starts at the first configured line and goes sequentially through the members in the list in the order they were configured.
- Circular – hunting starts at the line which has been called, and then goes through as in the linear case.

- Uniform – hunting starts at the first line after the line which was called the last time this MLHG was called.
- Most idle – hunting starts at the line which has been idle for the longest period of time. After this it tries the line which has been idle the next longest period, etc.
- Ring all – all free MLHG members ring simultaneously until one member answers the call.

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

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

- A Queue refers to a MLHG.
- An Agent refers to a member of a MLHG.

## A.11 Call Pickup Groups

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

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

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

## A.12 Short Codes

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

## A.13 Extensions

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

## A.14 Account codes

Account codes:

## CONFIDENTIAL

- authorize employees to make outbound phone calls
- associate a reference number to outgoing phone calls that your business makes.

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

There are two types of account codes.

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

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

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

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

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

## A.15 Auto Attendant – Easy Attendant / Premium Attendant

DobsonUC provides two solutions for Auto Attendant functionality. Easy Attendant offers a very simple automated telephone menu. Callers to a business are directed to the automated TUI, providing key options to transfer to specific departments or individuals in the business, to transfer to a voicemail account directly, or to listen to a recorded announcement. You can choose either to have a single menu that plays when Easy Attendant is turned on, or two different menus for business and non-business hours that are used according to a pre-defined schedule. When Easy Attendant is turned off, you can either forward callers to another telephone number or play a message informing the caller that your business is currently closed.

Premium Attendant, aimed at small and medium business subscribers, offers an increased level of service compared to Easy Attendant. In addition to all the features offered by Easy Attendant, Premium Attendant allows multiple menus with a finer scheduling control. It also includes more call handling options, such as Voicemail by Name and Voicemail by Extension, as well as greater control over the actions taken for any given key press.

## A.16 Music On Hold

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

### A.16.1 Music On Hold performing rights

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

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

We do not accept any legal liability arising from copyright infringements associated with your use of Music On Hold.