

allCloud Professional

Basic Web Portal User Guide

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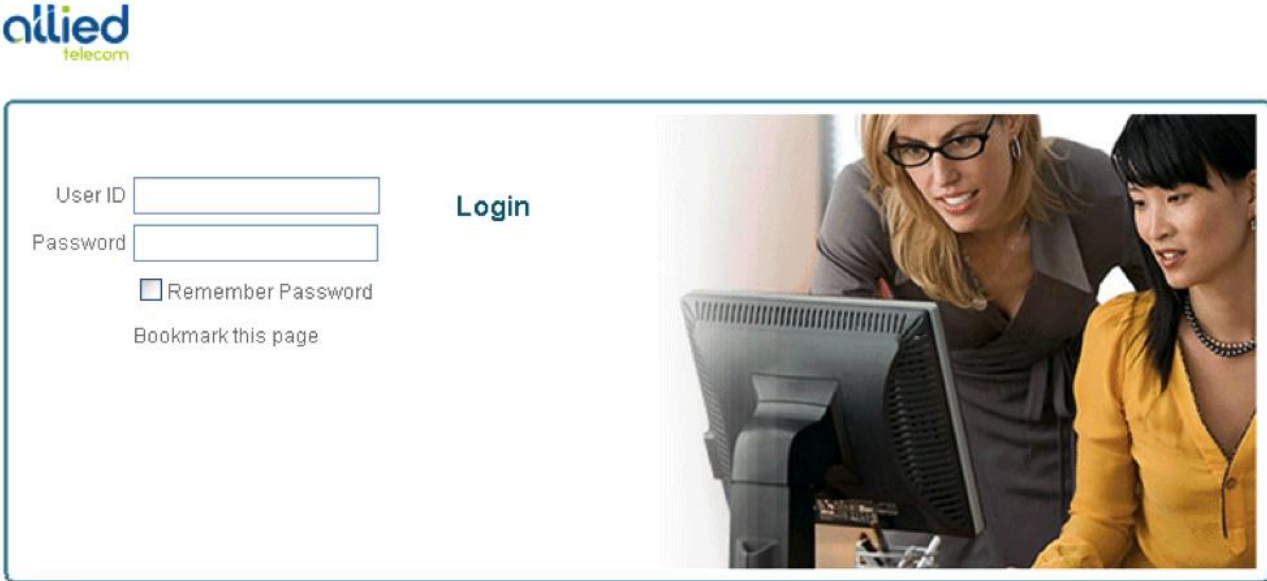
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Login

To access the web portal, log in to: myphone.alliedtelecom.net



allied
telecom

User ID

Password

Remember Password

[Bookmark this page](#)

Login

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The programs included herein are subject to a restricted use license and can only be used in conjunction with this application.

Enter your login credentials to proceed with configuration. Once you are logged in to the web portal you should see a screen similar to the one above.

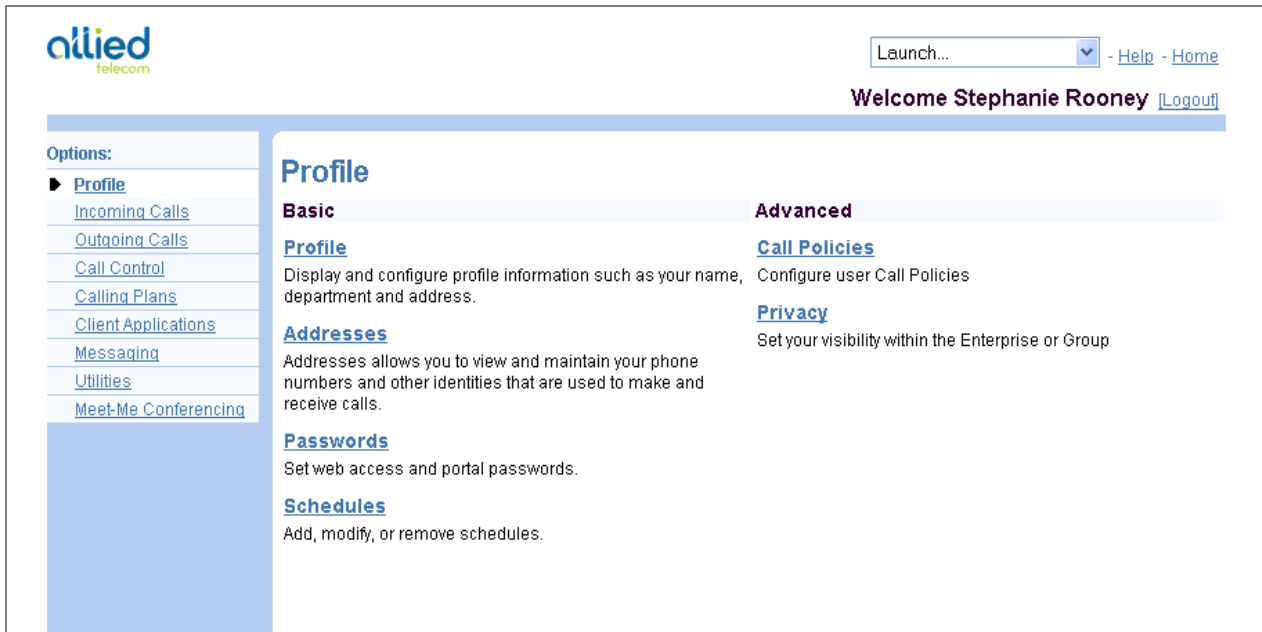
Profile Menu

The Profile page displays menu items used for user profile management. To access a service, click on the link for that particular service on this Profile Menu page.

PROFILE MENU FEATURE LINKS

- Profile (Personal Data)**
- Addresses
- Passwords**
- Call Policies
- Privacy
- Schedules

***The asterisk marks the most used feature links we will cover in this guide.*



Personal Data

To edit your Personal Data, click on the PROFILE link. Some information, such the *Service Provider ID*, *Group*, and *User ID*, cannot be changed.

► **NOTE:** You must enter information in a text box that has an asterisk (*); you have the option to choose whether or not to enter information in a text box that does not have an asterisk.

To move between input boxes, use the TAB key on your keyboard, or use your mouse pointer to click in the text box.

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Utilities
- Meet-Me Conferencing

Profile

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

OK Apply Cancel

Enterprise ID: ATG Group: ATGDC1
 User ID: srooney
 * Last Name: Rooney * First Name: Stephanie
 Calling Line ID Last Name: Rooney Calling Line ID First Name: Stephanie
 Department: Language: English
 Time Zone: (GMT-05:00) (US) Eastern Time Network Class of Service:

Additional Information

Title: _____
 Pager: _____ Mobile: _____
 E-mail: _____ YahooID: _____
 Location: _____
 Address: _____
 City: _____ State/Province: - Select -
 Zip/Postal Code: _____ Country: _____
 IM&P ID: srooney@allied.bc.im

OK Apply Cancel

TASK

Edit your profile information.

HOW TO DO IT

To edit, highlight the text in the text box and then type over.

Save your changes.

Click APPLY or OK. (APPLY saves your changes. OK saves your changes and displays the previous page.)

To exit without saving, select another page or click CANCEL to display the previous page.

Passwords

To reset or change your password, click on the **PASSWORDS** link. You are the only person who knows your password. Although administrators can access your pages, they do not know your password. Administrators can reset your password, which can be done without knowing your current password.

- ▶ **NOTE:** Your administrator can set the number of unsuccessful login attempts (for example, three may be set as the maximum number of login attempts). If you reach the limit that the administrator has set, you are blocked from logging in and your administrator must reset your password for you to gain access.

TASK

Select the password you want to change.

HOW TO DO IT

"Set web access password" changes the password you use to log in to the web portal. This password is comprised of letters and/or numbers.

- ▶ **NOTE:** Your web access password must be at least six (6) characters long.

"Set voice portal password" changes the code you use to access your voice portal using your telephone. This password must be comprised of numbers.

Select the password you want to change (CONTINUED).

INSTRUCTIONS CONTINUE ON NEXT PAGE>>

You can also use your telephone to change your voice portal password. Dial the voice portal phone number and provide your extension and password when prompted. Follow the instructions to change your password.

► *NOTE: If your administrator changes your voice portal password, you will be prompted to change your password when you login again to the voice portal.*

Type your current password.	Type your password exactly as you would when logging in to the system, including capitalization. Your password does not appear as you type on your keyboard; an asterisk (*) displays for each character you type.
Type a new password.	Type your new password exactly as you would when logging in to the system, including capitalization. Your password does not appear as you type on your keyboard; an asterisk (*) displays for each character you type.
Type the new password again.	Again, type your new password exactly as you would when logging in to the system, including capitalization. This is to ensure that you typed the password correctly.
Save your changes.	Click APPLY or OK . APPLY saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click CANCEL to display the previous page.

Incoming Calls Menu

This page displays menu items used to handle incoming calls. You can activate or deactivate some of the services by turning them on or off on the page for the service. To access the page for a particular service, click on the link for that service on this page.

INCOMING CALLS FEATURE LINKS

[Anonymous Rejection](#)

[Calling Name Delivery](#)

[Calling Number Delivery](#)

[Call Forwarding Always**](#)

[Do Not Disturb**](#)

[External Calling Line Calling ID Delivery – On](#)

[Internal Calling Line Calling ID Delivery – On](#)

***The asterisk marks the most used feature links we will cover in this guide.*

<p>Options:</p> <ul style="list-style-type: none"> Profile ▶ Incoming Calls Outgoing Calls Call Control Calling Plans Client Applications Messaging Utilities Meet-Me Conferencing 	<h2 style="margin: 0;">Incoming Calls</h2> <table border="0" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #e6f2ff;"> <th style="text-align: left; padding: 5px;">Basic</th> <th style="text-align: left; padding: 5px;">Advanced</th> </tr> </thead> <tbody> <tr> <td style="vertical-align: top; padding: 5px;"> <p><u>Anonymous Rejection - Off</u> Prevent a caller from reaching you when the caller has explicitly restricted his/her number.</p> <p><u>Calling Name Delivery - On</u> Provides Calling Name information for external and internal callers.</p> <p><u>Calling Number Delivery - On</u> Provides Calling Number information for external and internal callers.</p> <p><u>Call Forwarding Always - Off</u> Automatically forward all your incoming calls to a different phone number.</p> <p><u>Do Not Disturb - Off</u> Automatically forward your calls to your voice messaging service, if configured, otherwise the caller hears a busy tone.</p> <p><u>External Calling Line ID Delivery - On</u> Provides Calling Line ID information of an external caller.</p> <p><u>Internal Calling Line ID Delivery - On</u> Provide Calling Line ID information of group or enterprise member when called.</p> </td> <td style="vertical-align: top; padding: 5px;"> <p>None of the menu items in this category are enabled.</p> </td> </tr> </tbody> </table>	Basic	Advanced	<p><u>Anonymous Rejection - Off</u> Prevent a caller from reaching you when the caller has explicitly restricted his/her number.</p> <p><u>Calling Name Delivery - On</u> Provides Calling Name information for external and internal callers.</p> <p><u>Calling Number Delivery - On</u> Provides Calling Number information for external and internal callers.</p> <p><u>Call Forwarding Always - Off</u> Automatically forward all your incoming calls to a different phone number.</p> <p><u>Do Not Disturb - Off</u> Automatically forward your calls to your voice messaging service, if configured, otherwise the caller hears a busy tone.</p> <p><u>External Calling Line ID Delivery - On</u> Provides Calling Line ID information of an external caller.</p> <p><u>Internal Calling Line ID Delivery - On</u> Provide Calling Line ID information of group or enterprise member when called.</p>	<p>None of the menu items in this category are enabled.</p>
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Call Forwarding Always

This page is used to activate and edit the options for the *Call Forwarding Always* (CFA) service. You can turn this service on or off, or edit the options, at any time.

The *Call Forwarding Always* service allows you to redirect your incoming phone calls to another number; a mobile phone or another employee, such as an administrative assistant. Variations of *Call Forwarding* exist, such as *Call Forwarding No Answer* or *Call Forwarding Selective*. Unlike those services, *Call Forwarding Always* redirects all of your calls, not just those received when you do not answer.

FROM YOUR WEB PORTAL

Call Forwarding Always can be activated or changed using your web portal.

Options:

- [Profile](#)
- ▶ Incoming Calls**
- [Outgoing Calls](#)
- [Call Control](#)
- [Calling Plans](#)
- [Client Applications](#)
- [Messaging](#)
- [Utilities](#)
- [Meet-Me Conferencing](#)

Call Forwarding Always

Call Forwarding Always allows you to forward all your incoming calls to a different phone number or SIP-URI, such as your home office or cell phone. You can also make your primary phone emit a short ring burst to inform you if you are next to your phone when the call is forwarded by using the Ring Reminder. This is important when you have forgotten the service is turned on and you are at your primary phone waiting to receive calls. Note that the address (phone number or SIP-URI) you forward your calls to must be permitted by your outgoing calling plan. You can also set the phone number or SIP-URI to forward to using the voice portal or on the phone using the feature access code.

OK Apply Cancel

Call Forwarding Always: On Off

* Calls Forward to phone number / SIP-URI:

Play Ring Reminder when a call is forwarded

OK Apply Cancel

TASK

Turn Call Forwarding Always On.

HOW TO DO IT

Click the “On” radio button to turn on Call Forwarding Always.

Enter the phone number to forward to.

In the “Calls Forward to phone number” box, type in the 10-digit phone number you wish to forward your business calls to.

Save your changes.

Click **APPLY** to save your changes. Then click **OK** to display the previous page.

To turn off Call Forwarding Always.

Click the "Off" radio button. Then click **APPLY** to save your changes.

FROM YOUR PHONE

Call Forwarding Always can also be activated or options can be changed using your phone. To activate this service on your telephone, dial ***72**, followed by the phone number to which your calls are redirected. To deactivate this service, dial ***73**.

Do Not Disturb

This feature allows you to prevent your phone from ringing. All incoming calls are sent to your *Voice Messaging* box or another specified location, such as a number indicated by the *Call Forwarding Busy* service.

FROM YOUR WEB PORTAL

Do Not Disturb can be activated or changed using your web portal.

TASK

HOW TO DO IT

To turn on Do Not Disturb.

Click the "On" radio button to turn on Do Not Disturb.

► **NOTE:** Once enabled, DND will send all calls directly to your voicemail. Calls cannot be received again until to disable this feature.

Save your changes.

Click **APPLY** to save your changes.

To turn off Do Not Disturb.

Click the "Off" radio button. Then click **APPLY**.

FROM YOUR PHONE

The *Do Not Disturb* service can also be activated or options can be changed using your voice portal. To activate this service on your telephone, dial *78. To deactivate this service, dial *79.

Outgoing Calls Menu

This page displays menu items used to handle outgoing calls. You can activate or deactivate some of the services by turning them on or off on the page for the service. To access the page for a particular service, click on the link for that service on this page.

OUTGOING CALLS FEATURE LINKS

[Automatic Callback](#)

[Call Return](#)

[Last Number Redial](#)

[Line ID Blocking](#)

[Speed Dial 8**](#)

[Personal Phone List**](#)

***The asterisk marks the most used feature links we will cover in this guide.*

<p>Options:</p> <ul style="list-style-type: none"> Profile Incoming Calls ▶ Outgoing Calls Call Control Calling Plans Client Applications Messaging Utilities Meet-Me Conferencing 	<h2>Outgoing Calls</h2> <table border="1"> <thead> <tr> <th style="text-align: left;">Basic</th> <th style="text-align: left;">Advanced</th> </tr> </thead> <tbody> <tr> <td> <p>Automatic Callback - Off Allows you to monitor a busy party in your group and automatically establish a call when the busy party is available.</p> <p>Call Return Return a call to the last party that called you, whether or not the call was answered.</p> <p>Last Number Redial Call the last number that you dialed.</p> <p>Line ID Blocking - Off Prevent your phone number from being displayed when calling other numbers.</p> <p>Speed Dial 8 Dial a pre-defined number by dialing only one digit.</p> </td> <td> <p>Personal Phone List Configure a list of numbers to allow quick dialing from your CommPilot Call Manager.</p> </td> </tr> </tbody> </table>	Basic	Advanced	<p>Automatic Callback - Off Allows you to monitor a busy party in your group and automatically establish a call when the busy party is available.</p> <p>Call Return Return a call to the last party that called you, whether or not the call was answered.</p> <p>Last Number Redial Call the last number that you dialed.</p> <p>Line ID Blocking - Off Prevent your phone number from being displayed when calling other numbers.</p> <p>Speed Dial 8 Dial a pre-defined number by dialing only one digit.</p>	<p>Personal Phone List Configure a list of numbers to allow quick dialing from your CommPilot Call Manager.</p>
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Speed Dial 8

You use this page to program numbers for *Speed Dial 8*. This service allows you to associate single digit codes to frequently dialed or hard to remember phone numbers or SIP-URI addresses. You can dial a speed dial code instead of the full number to place calls. To use speed dial from the phone, you should dial the speed dial code number, and then press **#**. For example, to call the number associated with Speed Dial Code 6, the user should dial **6#**.

Options:

- [Profile](#)
- [Incoming Calls](#)
- [Outgoing Calls](#)
- [Call Control](#)
- [Calling Plans](#)
- [Client Applications](#)
- [Messaging](#)
- [Service Scripts](#)
- [Utilities](#)
- [Meet-Me Conferencing](#)

Speed Dial 8

Speed Dial 8 allows you to set up to eight speed dial numbers that can be called with the push of a button. Enter the number as you would normally dial it and then just hit that number on your touch pad to call it. You can also program your speed dial using your phone and the star code for Speed Dial 8.

OK
Apply
Cancel

Speed Code	Phone Number / SIP-URI	Name
2	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>
6	<input type="text"/>	<input type="text"/>
7	<input type="text"/>	<input type="text"/>
8	<input type="text"/>	<input type="text"/>
9	<input type="text"/>	<input type="text"/>

OK
Apply
Cancel

TASK

Enter the phone number.

HOW TO DO IT

Type a complete phone number, (including a country code if necessary), for dialing on your system.

Enter a name.

Type a name or description for the speed dial code. This name does not affect the operation of the speed dial code. It is just a convenience to help you remember why the speed dial code was programmed.

Save your changes.

Click **APPLY** or **OK**. **APPLY** saves your changes. **OK** saves your changes and displays the previous page.

To exit without saving, select another page or click **CANCEL** to display the previous page.

Personal Phone List

You use this page to view your *Personal Phone List*, which is used as a speed dial list from your phone.

Using this page you can:

- Add a new contact
- Modify contact information
- Delete a contact from your list
- Import names and phone numbers from a file

Whenever the list is changed, it is automatically re-sorted in alphabetical order.

Options:

- [Profile](#)
- [Incoming Calls](#)
- ▶ [Outgoing Calls](#)
- [Call Control](#)
- [Calling Plans](#)
- [Client Applications](#)
- [Messaging](#)
- [Utilities](#)
- [Meet-Me Conferencing](#)

Personal Phone List

Personal Phone List allows you to store frequently called numbers to be dialed from your CommPilot Call Manager. You can also import multiple numbers for this list quickly by loading them from a CSV file.

OK Apply Add Cancel

[Import Phone List](#)

Delete	Name ▲	Phone Number	Edit
No Entries Present			

OK Apply Add Cancel

TASK

HOW TO DO IT

Add a new contact.

Click **ADD**. The *Personal Phone List Add* page appears.

Modify a contact.

Click **EDIT** beside the name or number you want to change. The *Personal Phone List Modify* page appears

Delete a contact

Click **EDIT** beside the name or number you want to delete. The *Personal Phone List Modify* page appears.

OR:

Check the *Delete* check box next to the contact to delete.

Save your changes. Click **APPLY** or **OK**. **APPLY** saves your changes. **OK** saves your changes and displays the previous page.

INSTRUCTIONS CONTINUE ON NEXT PAGE>>

Import names and phone numbers from a file. Click on **Import Phone List**. The *Personal Phone List Import* page appears (see image below).

Options:

- Profile
- Incoming Calls
- ▶ **Outgoing Calls**
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Utilities
- Meet-Me Conferencing

Personal Phone List Import

Import personal phone list entries from a CSV file. For details about the CSV file, click on the [Help](#) link for this page.

OK Apply Cancel

* Select a Phone List File: Browse...

OK Apply Cancel

Messaging Menu

This page displays menu items used to handle *Voice Messaging*. To access the page for a particular service, click on the link for that service on this page.

INCOMING CALLS FEATURE LINKS

- [Aliases](#)
- [Distribution Lists](#)
- [Greetings](#)
- [Integrated IM&P – On](#)
- [Voice Management – On**](#)
- [Voice Portal](#)

***The asterisk marks the most used feature links we will cover in this guide.*

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Voice Management

You use this page to set up your voice messaging options, including Unified Messaging, notification of new voice mails, carbon copies, and allowing callers to press **0** to reach an alternate location.

TASK

Turn your Voice Messaging service on or off.

HOW TO DO IT

Click **ON** or **OFF**.

Indicate how you want your incoming calls to be handled.

To send all incoming calls to voice mail, check *Send All Calls to Voice Mail*.

To send calls to voice mail when you are engaged in a call, check *Send Busy Calls to Voice Mail*.

To send calls to voice mail when they are unanswered, check *Send Unanswered Calls to Voice Mail*.

INSTRUCTIONS CONTINUE ON NEXT PAGE>>

Indicate whether you want to be notified by email of new messages.

If a check mark appears in the *"Notify me by e-mail of the new voice message at this address:"* box, a short e-mail message informing you about the new caller and date/time of the message is sent.

In the text box, type the e-mail address where you want these notifications to be sent.

This setting also controls whether the system sends you e-mail notifications when you print fax messages from the Voice Portal.

Indicate if you want a carbon copy of your messages.

If you want a carbon copy of your messages to be sent to another e-mail address, check the *"E-mail a carbon copy of the voice message to:"* box, and provide the e-mail address where you want the copy to be sent.

Indicate whether callers have the option to transfer to another number in addition to leaving a voice message.

If a check mark appears in the *"Transfer on '0' to Phone Number:"* box, callers can press '0' during your outgoing voice message and be transferred to another number, such as a mobile phone or *Auto Attendant*.

If a caller presses '0' while recording a message, the caller is prompted with the option to send or to cancel the current message before being transferred.

Save your changes.

To save your changes, click **APPLY** or **OK**. **APPLY** saves your changes. **OK** saves your changes and displays the previous page.

To exit without saving, select another page or click **CANCEL** to display the previous page.

Trouble Shooting & Help

- ▶ For additional questions or assistance,

Please contact ALLIED Telecom Group at:

202.541.9000

- ▶ For Support after hours, please call or email:

202.349.0440 / support@alliedtelecom.net

- ▶ To upgrade or downgrade service, please call Sales at:

202.349.0408

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