

# AllCloud Connection Administrative Web Portal Guide



For Group Administrators





## Contents

About This Guide .....	2
Web Portal Access.....	2
Administrator Portal Dashboard .....	3
Reports.....	3
Auto Attendant Report.....	4
Premium Call Records Report.....	6
User Call Report.....	8
User Report.....	11
Group Services.....	12
Auto Attendant.....	12
Customize/Modify Auto Attendant Announcement.....	13
Collaborate (for Collaborate Service Pack groups only) .....	14
Hunt Group.....	15
Meet-Me Conferencing .....	17
User Services.....	18
Call Forwarding Always/Busy/No Answer/Not Reachable.....	19
Call Recording.....	20
Hoteling Guest.....	21
Hoteling Host.....	22
Management.....	23
Administrators.....	23
Announcements.....	24
Business Profile.....	26
Common Phone List.....	26
Custom Directory.....	27
Directory.....	28
Schedules.....	28
Users.....	30
User Features & Functions.....	31
User Profile Dashboard.....	31
Feature Quick Set.....	32
Management- User .....	33
User Services.....	35



## About This Guide

The AllCloud Connection Administrative Guide is designed to enable Group Administrators to remotely access the company's telephony system to:

- Customize how the business will respond to calls
- Manage incoming and outgoing calls
- Manage employees' phone numbers and profiles
- View and export multiple reports
- Update greetings and announcements

## Web Portal Access

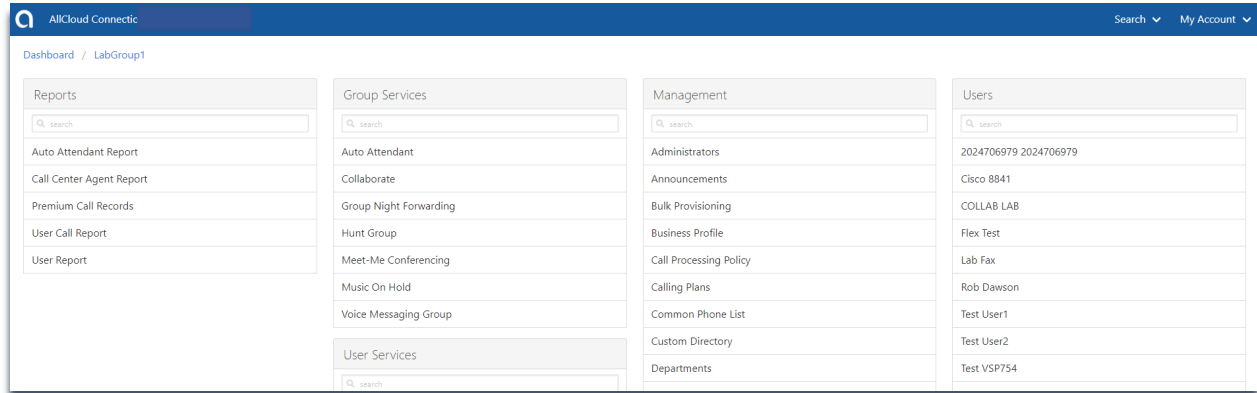
To access the AllCloud Connection portal, direct your Internet browser to:  
<https://connection.alliedtelecom.net/>

You should have already received your User ID and password from your Allied UC Training Specialist.





## Administrator Portal Dashboard



The AllCloud Connection Administrative Dashboard displays options- each of which has a menu associated with it. The administrative dashboard will include Reports, Group Services, User Services, Management and Users.

### Reports

Reports allows the administrator to run and compile multiple utilization reports from the Auto Attendant, Call Records and User Reports.

- **Auto Attendant Reports:** Real-time summary and detailed reporting to track Call Volume, Call Time and Raw Data, based on the administrator's input.
- **Premium Call Records:** Premium call records allows the administrator to see how many total calls have come into the group. The Call Record Dashboard will allow the administrator to see the total amount of Placed Calls, Received Calls and Missed Calls. The Main Dashboard will show Recent Data; however, you may click the "search" icon to input specific dates and times. The raw data on this report can also be downloaded.
- **User Call Report:** The User Call Report provides a user breakdown of placed and received calls by user in a graph form. This data can be searched, filtered, and/or downloaded.
- **User Report:** The User Report option will give the administrator a snapshot of all users. This report will list out the User ID, User First and Last Names, Phone Number, Extension, Device Type, MAC Address, Service Packs and Premium Services assigned to the User.



## Auto Attendant Report

1. Click on “Auto Attendant” under Reports.
2. Select which Auto Attendant from the “Instance” drop-down menu.
3. Select “Hourly” or “Daily” from the “Report Type” drop down.
4. Input the “Start” and “End” time and click Save. *(note: the “i” info button will give you suggested search parameters)*
5. Click “Generate” to populate the requested data
  - o You can select from Call Volume, Call Time and Raw Data.
  - o Select download to have it in a .CSV file.

### Search Call Records ✕

Instance	Lab Test AA <span>▼</span>
Report Type	Daily <span>▼</span>
Start Time	January 1, 2019 at 9AM <span>i</span> Jan 1, 2019 9:00:00 AM
End Time	January 11, 2019 at 5PM  <span>i</span> Jan 11, 2019 5:00:00 PM



AllCloud Connection
Applications Search My Account

Dashboard / ATGDC / Auto Attendant Report

Daily Report  
February 1, 2019 12:00 AM - February 12, 2019 12:00 AM

Call Volume
Call Time
Raw Data

**Call Volume**

Call Volume Per Time Period

Call Volume Per Option

**Call Volume Data**

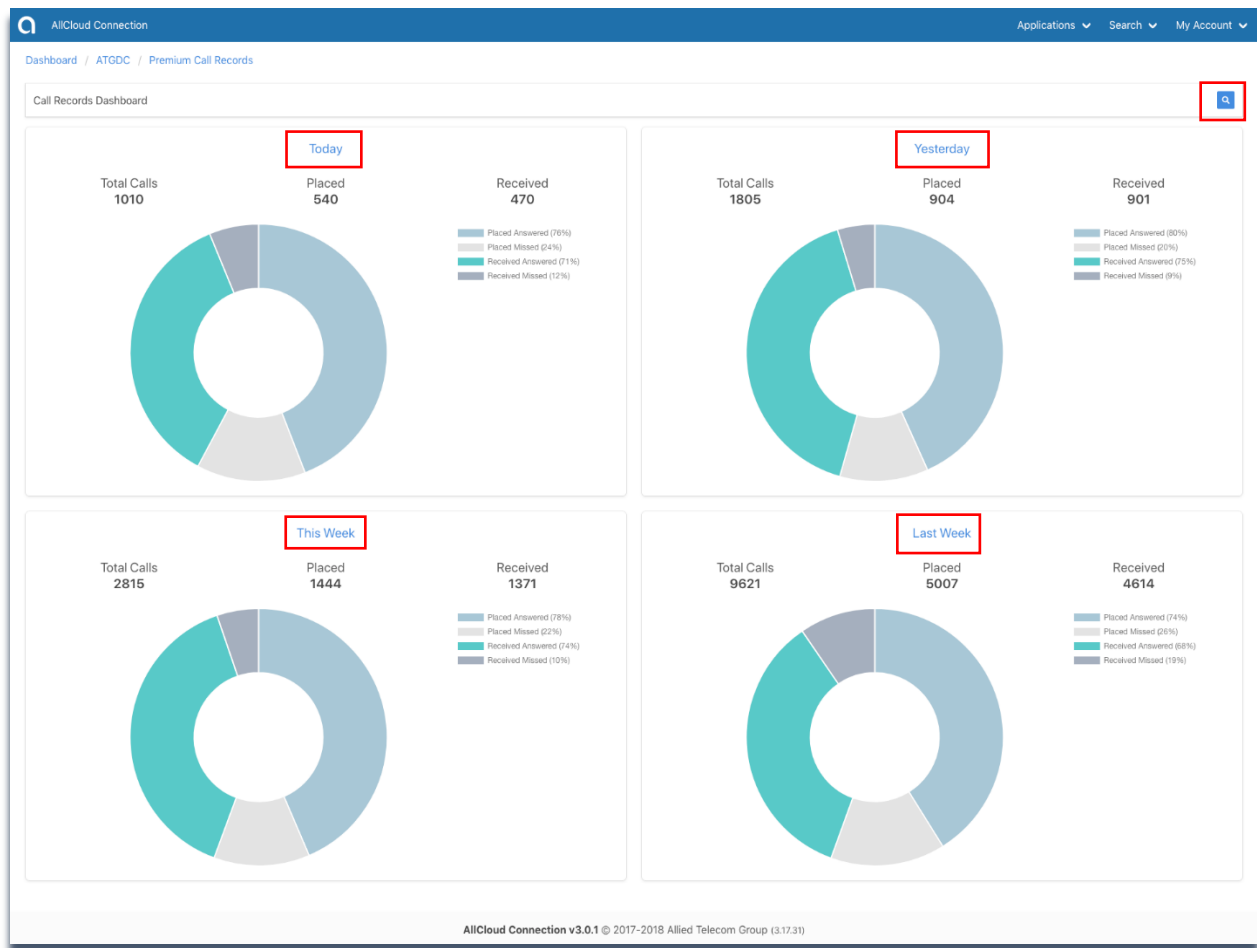
Option	Feb 1	Feb 2	Feb 3	Feb 4	Feb 5	Feb 6	Feb 7	Feb 8	Feb 9	Feb 10	Feb 11	Total
Allied Support Queue	3	0	0	2	2	1	0	1	0	0	0	9
Chanel Allen-Hale	0	0	0	0	0	0	1	0	0	0	0	1
Darrin Miller	0	0	0	0	1	0	0	0	0	0	0	1
George Swiney	0	0	0	0	1	0	0	0	0	0	0	1
George Swiney2	0	0	0	0	1	0	0	0	0	0	0	1
Hostess Bar	12	7	3	9	13	14	18	17	8	6	9	127
Iron Gate Management	1	0	0	0	0	0	0	0	0	0	0	1
Ken Williams	0	0	0	0	0	0	1	0	0	0	0	1
Mainline HG	3	3	0	1	0	3	1	3	2	0	1	17
Other Options Auto Attendant	0	0	0	0	1	0	0	0	1	1	0	3
Reception Rollover HG	2	0	0	0	4	1	0	0	0	0	0	7
Ron Pyles	0	0	0	0	1	0	0	0	0	0	0	1
Sales Line	0	0	0	0	0	0	0	0	1	0	0	1
Voice Portal Voice Portal	0	3	0	1	2	0	0	1	1	0	1	10
Walter Ames	0	0	0	0	0	2	0	0	0	0	0	2
<b>Total</b>	<b>21</b>	<b>15</b>	<b>3</b>	<b>13</b>	<b>27</b>	<b>23</b>	<b>23</b>	<b>25</b>	<b>13</b>	<b>7</b>	<b>13</b>	<b>183</b>

AllCloud Connection v3.0.1 © 2017-2018 Allied Telecom Group (3.17.31)



## Premium Call Records Report

1. Click on “Premium Call Records” under Reports. The Call Records Dashboard will display.
2. Either use the search field to search a specific date (up to 30 days back) or select one of the pre-populated headers (Today, Yesterday, This Week, Last Week) to view the call record for that time period.
3. The overview tab will display an infographic showing all calls in and out of your group during the specified time period. It’s broken down into Placed Answered, Placed Missed, Received Answered, and Received Missed. Hovering over the infographic will give you more detail about each type of call.
4. The Raw Data tab will give you detailed list of each call in and out of the group during the specified time period. This data can be searched, filtered and downloaded to a .csv (using the download button).





AllCloud Connection Applications Search My Account

Dashboard / ATGDC / Premium Call Records

February 20, 2019 12:00 AM - February 20, 2019 11:59 PM ✕ 🔍

Overview Raw Data

February 20, 2019 12:00 AM - February 20, 2019 11:59 PM 📄

Placed
  Placed Missed
  Received
  Received Missed
  Redirect
  Other

UserID  🔍

User ID	Department	Direction	Called Number	Calling Number	Calling Name	Start Time	Answer
rselvin		Redirect	+12			February 20, 2019 2:58 AM	Februa
rselvin		Placed	+12		on	February 20, 2019 2:58 AM	Februa
mjameson		Received	+12			February 20, 2019 2:58 AM	Februa
mjameson		Placed	301			February 20, 2019 2:58 AM	Februa
alliedsupport		Received	+12		IARY	February 20, 2019 4:43 AM	Februa
ddickens		Received	+12		IARY	February 20, 2019 4:43 AM	Februa
alliedsupport		Placed	+12			February 20, 2019 4:43 AM	Februa
alliedsupport		Placed	+12			February 20, 2019 4:54 AM	Februa
alliedsupport		Received	+12		LER	February 20, 2019 4:54 AM	Februa
ddickens		Received	+12		LER	February 20, 2019 4:54 AM	Februa
ddickens		Placed	540			February 20, 2019 5:00 AM	Februa
ddickens		Placed	301			February 20, 2019 5:21 AM	Februa
alliedsupport		Received	+12		DONN	February 20, 2019 6:12 AM	Februa
alliedsupport		Placed	+12			February 20, 2019 6:13 AM	Februa
ddickens		Received	+12		DONN	February 20, 2019 6:13 AM	Februa
282557182_171648136_VMR		Received	+12			February 20, 2019 6:33 AM	Februa
nscarafife		Placed	+12		oice Portal	February 20, 2019 6:33 AM	Februa
nscarafife		Redirect	+12			February 20, 2019 6:33 AM	Februa
ddiaz		Redirect	+12			February 20, 2019 6:33 AM	Februa
ddiaz		Placed	+12		oice Portal	February 20, 2019 6:33 AM	Februa
282557182_171648136_VMR		Received	+12			February 20, 2019 6:33 AM	Februa
ddiaz		Placed	+12		oice Portal	February 20, 2019 6:34 AM	Februa
282557182_171648136_VMR		Received	+12			February 20, 2019 6:34 AM	Februa
ddiaz		Redirect	+12			February 20, 2019 6:34 AM	Februa
jsayell		Redirect	+12		LER	February 20, 2019 7:02 AM	Februa

« < 1/35 > »

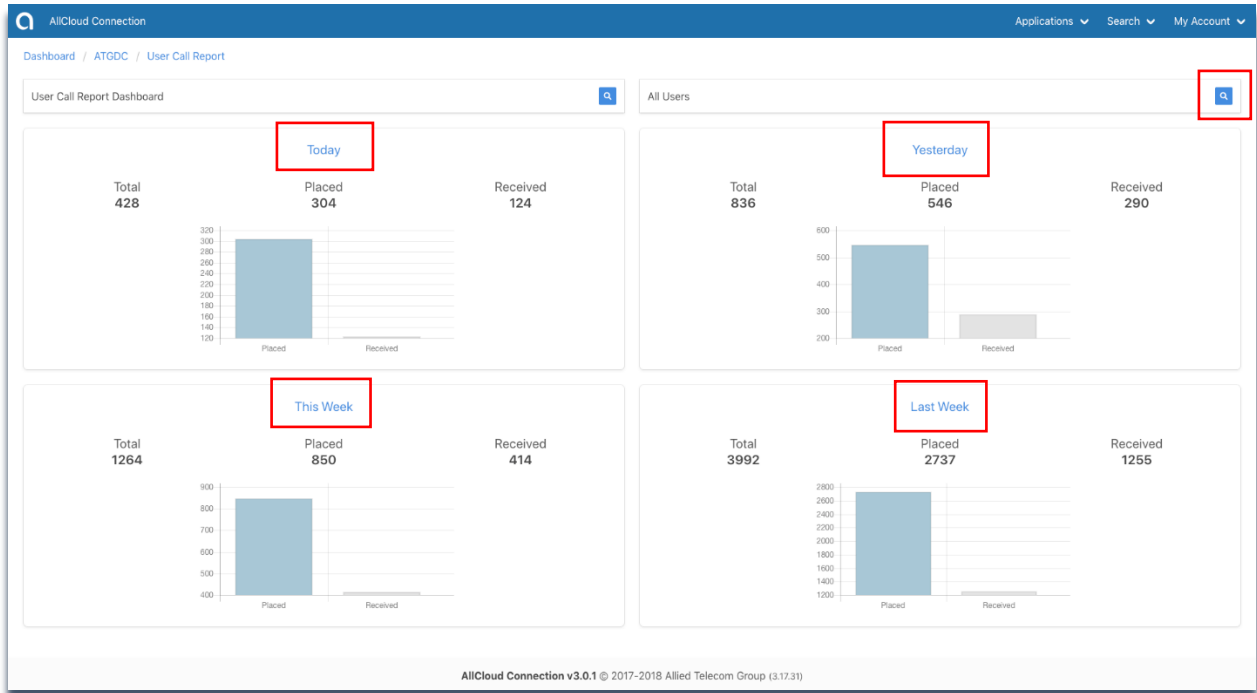
AllCloud Connection v3.0.1 © 2017-2018 Allied Telecom Group (3.17.31)

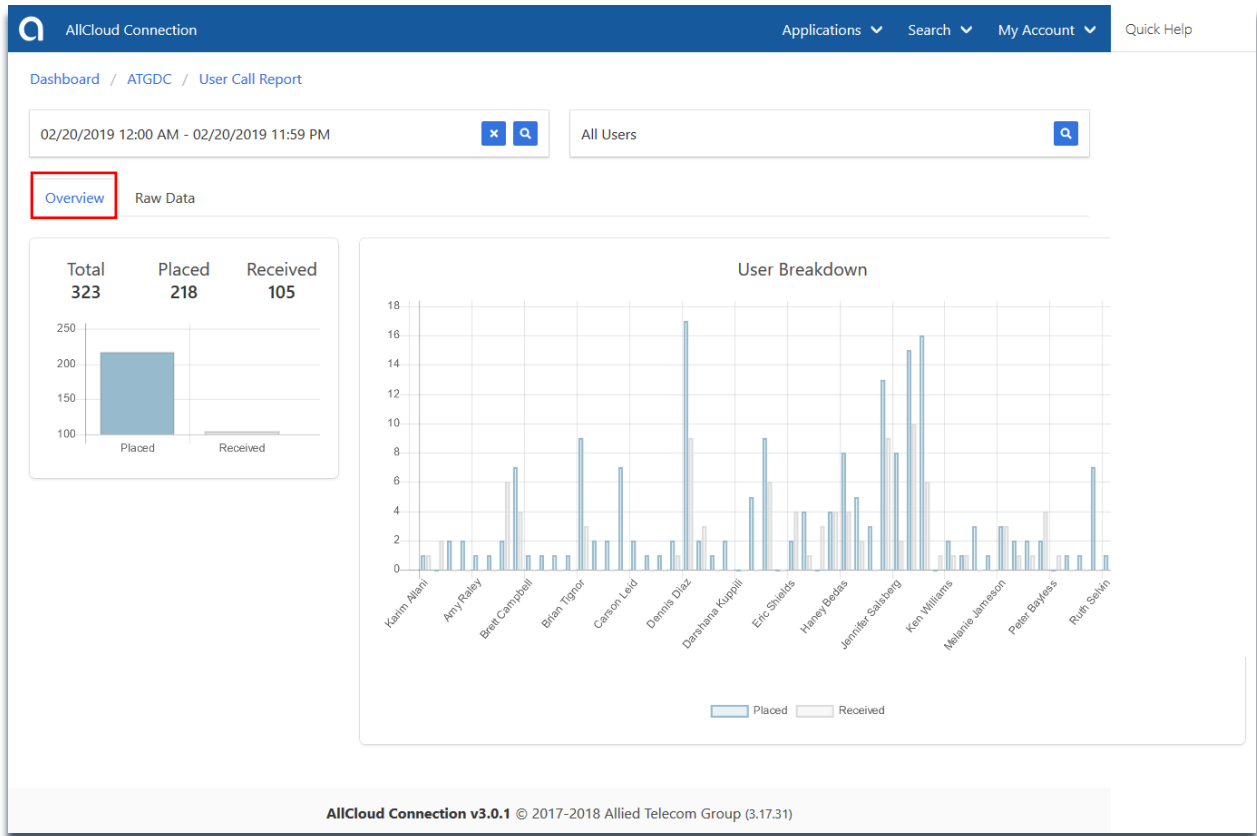




## User Call Report

The User Call Report shows, in graph form, calls by user in your group. From the main page, you can search by a specific user or you can click a designated header (Today, Yesterday, This Week, or Last Week) to get more information.







AllCloud Connection Applications Search My Account

Dashboard / ATGDC / User Call Report

02/20/2019 12:00 AM - 02/20/2019 11:59 PM All Users

Overview **Raw Data**

02/20/2019 12:00 AM - 02/20/2019 11:59 PM Download

Search

Last Name	First Name	Inbound Calls	Inbound Time	Outbound Calls	Outbound Time	Total Calls	Total Time
Abbott	Keith	1	00:00:00	0	00:06:21	1	00:06:21
Allani	Karim	1	00:05:07	1	00:07:29	2	00:12:36
Bayless	Peter	1	00:00:00	0	00:00:01	1	00:00:01
Bedas	Haney	4	00:32:45	8	00:11:57	12	00:44:42
Berrios	Ruben	0	00:00:17	1	00:00:00	1	00:00:17
Bowen	Bridget	4	00:08:32	7	00:08:49	11	00:17:21
Brown	Mark	1	00:08:10	1	00:16:45	2	00:24:55
Brush	Matthew	0	01:44:48	3	00:00:00	3	01:44:48
Burton	John	2	00:01:41	5	00:00:56	7	00:02:37
Campbell	Brett	0	00:00:07	1	00:00:00	1	00:00:07
Clark	Terry	1	00:49:22	6	00:01:22	7	00:50:44
Conrad	Stuart	3	02:52:56	14	00:22:44	17	03:15:40
Dawson	Rob	0	00:13:40	1	00:00:00	1	00:13:40
Demirci	Deniz	1	01:35:08	2	00:05:07	3	01:40:15
Diaz	Dennis	9	01:28:05	17	00:55:24	26	02:23:29
Dickens	Darius	3	00:00:57	2	00:09:50	5	00:10:47
Dickey	Ben	0	00:00:06	1	00:00:00	1	00:00:06
Emery	Caitlin	0	01:39:40	2	00:00:00	2	01:39:40
Fawcett	Danny	0	00:00:07	1	00:00:00	1	00:00:07
Gadia	Allan	0	00:42:08	2	00:00:00	2	00:42:08
Grant	Carrie	0	00:07:30	2	00:00:00	2	00:07:30
Jackson	Chris	0	00:22:07	7	00:00:00	7	00:22:07
Jameson	Martha	0	00:01:47	1	00:00:00	1	00:01:47
Jameson	Melanie	3	00:03:58	3	00:03:58	6	00:07:56
Johnson	Donna	0	00:01:00	2	00:00:00	2	00:01:00
Kuppili	Darshana	0	00:00:00	0	00:00:00	0	00:00:00
Laporte	Ashley	2	00:00:00	0	00:11:39	2	00:11:39
Leid	Carson	0	00:00:07	2	00:00:00	2	00:00:07
Line	Fax	3	00:00:00	0	00:04:57	3	00:04:57
Lodter	Brayden	0	00:00:03	1	00:00:00	1	00:00:03
Lookingbill	Tyler	0	00:00:02	1	00:00:00	1	00:00:02
McLeod	David	0	01:53:50	5	00:00:00	5	01:53:50
Miller	Darrin	6	00:03:01	9	00:35:03	15	00:38:04
Moss	Ben	0	00:00:42	1	00:00:00	1	00:00:42
Pryke	Jami	0	00:03:28	3	00:00:00	3	00:03:28
Pyles	Ron	0	03:12:15	7	00:00:00	7	03:12:15
Quimson	Janise	9	01:32:27	13	01:27:01	22	02:59:28
Raley	Amy	0	00:38:57	1	00:00:00	1	00:38:57
Ramlochan	Nafeeza	1	00:10:27	2	00:09:57	3	00:20:24
Reception	ATG	6	00:37:51	2	00:39:27	8	01:17:18
Salsberg	Jennifer	2	00:49:54	8	00:23:30	10	01:13:24
Savage	Michelle	1	00:00:47	2	00:00:25	3	00:01:12
Sayell	Jason	10	00:41:35	15	00:52:19	25	01:33:54
Scarafle	Nicole	4	00:02:11	2	00:09:30	6	00:11:41
Schrack	Adam	0	00:27:13	1	00:00:00	1	00:27:13
Selvin	Ruth	0	00:00:05	1	00:00:00	1	00:00:05
Shields	Eric	4	00:13:54	2	00:14:31	6	00:28:25
Smith	Corinthia	0	00:04:18	1	00:00:00	1	00:04:18
Smith	Robyn	2	00:46:39	2	00:46:39	4	01:33:18
Ssebunnya	Jerome	6	00:36:20	16	00:35:05	22	01:11:25

« < 1/2 > »

AllCloud Connection v3.0.1 © 2017-2018 Allied Telecom Group (3.17.31)



## User Report

The user report displays all users in your group, providing information such as their user ID, name, extension, device, MAC address, and service pack. Clicking on any user will take you directly to their user profile.

Dashboard / LabGroup1 / User Report

User Report

User ID	Last Name	First Name	Phone	Extension	Activated	In Trunk	Device Type	MAC Address	Service Packs	User Services
2024706979@alliedtelecom.net	2024706979	2024706979		0123	✗	✓			AllCloud Performance	
build.test@alliedtelecom.net	Test	Flex		7777	✗	✗	Polycom-560	0004F243C840	Premium	
cisco8841@alliedtelecom.net	8841	Cisco	2028887706	8841	✗	✗	Cisco-CP-8841-3PCC	000832A8A2D2	AllCloud Performance	
collab_lab@alliedtelecom.net	LAB	COLLAB		9876	✗	✗	Business Communicator - PC		AllCloud Performance	Integrated IMP,BroadTou
karimtest@alliedtelecom.net	VVX 300	Test		5566	✗	✗	Polycom VVX300-S	0004F26A7054	AllCloud Performance	
lab_test_fax@alliedtelecom.net	Fax	Lab		8745	✗	✗	Linksys SPA-2102	547C693F1002	AllCloud Performance	
rdawson@alliedtelecom.net	Dawson	Rob	9793140177	0177	✓	✗	Business Communicator - Mobile		AllCloud Performance,Collaborate Pack 3.0,Collaborate_Test	Anonymous Call Rejection,CommPilot Express,Com
secure310@alliedtelecom.net	Secure	VVX310		3000	✗	✗	Polycom VVX310-S		Premium	
securevvx500@alliedtelecom.net	Secure	VVX500	2028887768	7768	✗	✗	Polycom VVX500-S	0004F2BCD348	AllCloud Performance	
test_user1@alliedtelecom.net	User1	Test		1111	✗	✗			AllCloud Performance	Integrated IMP,BroadTou
test_user2@alliedtelecom.net	User2	Test		2222	✗	✗	Business Communicator - PC		AllCloud Performance	Integrated IMP,BroadTou
testvsp754@alliedtelecom.net	VSP754	Test		1598	✗	✗	VTech_VCS754	14AEDB10F343	Premium	
twebb2@lendlease.com	Webb	Trey			✗	✗				Anonymous Call Rejection
webtest@alliedtelecom.net	Test	Web			✗	✗			AllCloud Performance	Integrated IMP,Collaborate

AllCloud Connection v3.0.2 © 2017-2018 Allied Telecom Group (latest)

Click on the “download” icon to export to a .CSV file

	A	B	C	D	E	F	G	H	I	J
1	userid	groupid	serviceProviderId	lastName	firstName	phoneNumber	extension	phoneNumberActive	inTrunkGroup	deviceType
2	build.test@alliedtelecom.net	LabGroup1	LabEnterprise	Test	Flex		7777	FALSE	FALSE	Polycom-560
3	test_user1@alliedtelecom.net	LabGroup1	LabEnterprise	User1	Test		1111	FALSE	FALSE	
4	securevvx500@alliedtelecom.net	LabGroup1	LabEnterprise	Secure	VVX500	2028887768	7768	FALSE	FALSE	Polycom V
5	2024706979@alliedtelecom.net	LabGroup1	LabEnterprise	2024706979	2024706979		123	FALSE	TRUE	
6	testvsp754@alliedtelecom.net	LabGroup1	LabEnterprise	VSP754	Test		1598	FALSE	FALSE	VTech_VCS
7	twebb2@lendlease.com	LabGroup1	LabEnterprise	Webb	Trey			FALSE	FALSE	
8	rdawson@alliedtelecom.net	LabGroup1	LabEnterprise	Dawson	Rob	9793140177	177	TRUE	FALSE	Business Co
9	collab_lab@alliedtelecom.net	LabGroup1	LabEnterprise	LAB	COLLAB		9876	FALSE	FALSE	Business Co
10	secure310@alliedtelecom.net	LabGroup1	LabEnterprise	Secure	VVX310		3000	FALSE	FALSE	Polycom V
11	lab_test_fax@alliedtelecom.net	LabGroup1	LabEnterprise	Fax	Lab		8745	FALSE	FALSE	Linksys SPA
12	test_user2@alliedtelecom.net	LabGroup1	LabEnterprise	User2	Test		2222	FALSE	FALSE	Business Co
13	webtest@alliedtelecom.net	LabGroup1	LabEnterprise	Test	Web			FALSE	FALSE	
14	karimtest@alliedtelecom.net	LabGroup1	LabEnterprise	VVX 300	Test		5566	FALSE	FALSE	Polycom V
15	cisco8841@alliedtelecom.net	LabGroup1	LabEnterprise	8841	Cisco	2028887706	8841	FALSE	FALSE	Cisco-CP-88



## Group Services

The Group Services section provides access to additional functions that assist you in customizing your voice services. *Please note: Not all services will be present for every customer. For more information on what services are applied to your group, please contact Allied Support.*

- **Auto Attendant:** Serves as an automated receptionist that answers the phone and provides a personalized message to callers. Callers have the option to connect to the operator, dial by name or extension, or connect to configurable extensions.
- **Collaborate (for Collaborate Service Pack Users only):** Collaborate provides information on the group's AllCloud Communicator conference bridge such as the group's dial in number and user's "My Room ID"
- **Hunt Group:** Automatically process incoming calls by a single telephone number by distributing them among a group of users or agents.
- **Meet Me Conferencing:** In this section group administrators can view the allocated ports available for meet-me-conferencing conference bridges assigned as well as the specific bridges assigned to the group.

## Auto Attendant

The Group Administrator can access their Auto Attendant(s) under the "Group Services" menu. If an Auto Attendant has been created, the Group Administrator can configure or modify the existing Auto Attendants.

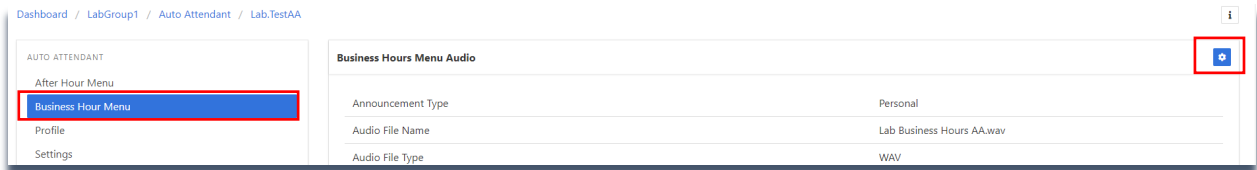
Once an auto attendant is selected, a menu of available options will appear in the left sidebar. The menu of available options is broken into sections, each alphabetized.

Key	Action	Action Data	Description
0	Transfer To Operator		group operator
1	Extension Dialing		dial by extension
2	Name Dialing		dial by name

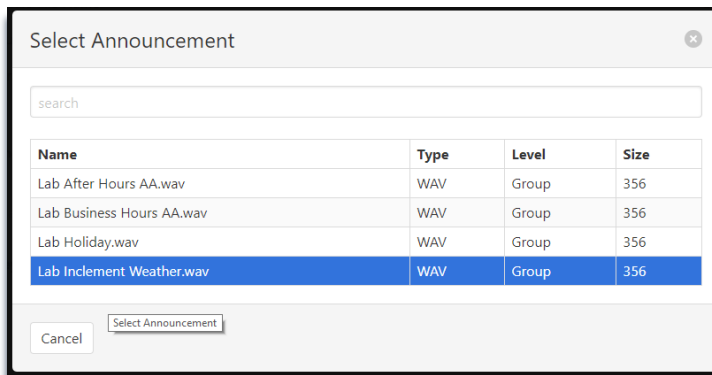
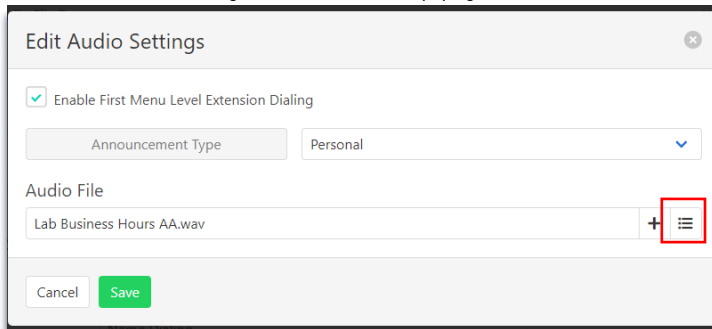


## Customize/Modify Auto Attendant Announcement

1. Select “Auto Attendant” under Group Services.
2. Select the Auto Attendant you wish to modify.
3. Select the auto attendant announcement you would like to change from the menu on the left (After Hours Menu, Business Hours Menu, or Holiday Menu).
4. Click the “edit” button to select the greeting you wish to apply. *(Please note: Greetings should be uploaded and stored in the “Announcements” section under “Management.” For information on how to upload new announcements, please see the “Announcements” section.*



5. From this screen click the icon showing the bulleted list to select the new announcement you wish to apply.



6. After selecting the announcement, click “Save” to save your changes.



## Collaborate (for Collaborate Service Pack groups only)

From this section, Collaborate Service Pack group administrators can view their AllCloud Communicator conference bridge dial in phone number as well as the users assigned to the service pack’s user information such as user ID and My Room ID.

To view your group’s AllCloud Communicator Collaborate conference bridge dial in number, click on “Collaborate” under “Group Services.”

Dashboard / LabGroup1 / Collaborate

Collaborate Users

Collaborate

Name	Participants	Phone Number	Extension	Department
LabGroup1-Default	Unlimited	2024706979	6979	

To view the user information for those assigned in your group, click on the tab “Users” from this screen. You can also click on any of the users to go directly to their user profile.

Dashboard / LabGroup1 / Collaborate

Collaborate Users

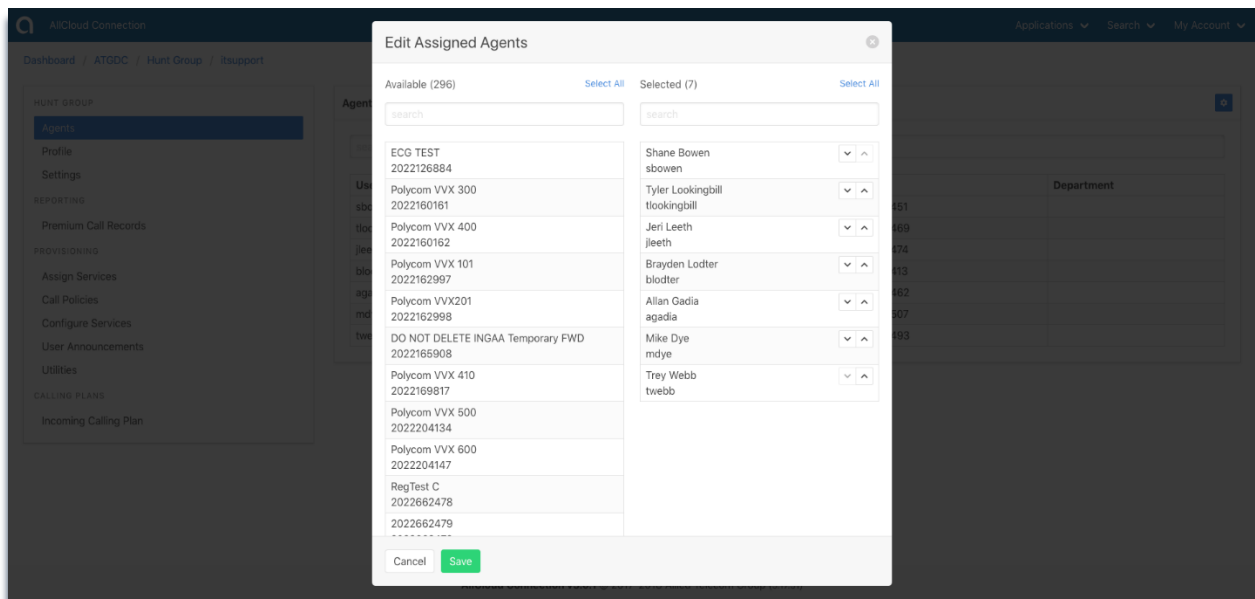
Users

Name	Participants	Phone Number	Extension	User Id	Last Name	First Name	My Room Id
LabGroup1-Default	Unlimited			webtest	Test	Web	87
LabGroup1-Default	Unlimited			twebb2@lendlease.com	Webb	Trey	18
LabGroup1-Default	Unlimited		9876	collab_lab	LAB	COLLAB	76
LabGroup1-Default	Unlimited		1111	test_user1	User1	Test	06
LabGroup1-Default	Unlimited		2222	test_user2	User2	Test	16
LabGroup1-Default	Unlimited	+1-9793140177	0177	rdawson	Dawson	Rob	45



## Hunt Group

1. Click on “[Hunt Group](#)” under Group Services.
2. Select the Hunt Group to modify. The left sidebar will display available options in alphabetical order.
  - [Agents](#): Displays the agents assigned to the hunt group.
  - [Profile](#): Displays basic profile information about the hunt group (e.g. Caller ID).
  - [Settings](#): Displays the way that the hunt group functions.
3. To add or remove agents from the hunt group, select “[Agents](#)” from the left sidebar. Select the gear icon to edit the agents in the hunt group. Click to select and add available agents from the left column to add them into the hunt group. Similarly, click agents from the right column to remove them. Click “[Save](#)” to save your changes.



4. The [Settings](#) selection from the left sidebar gives the group administrator options to adjust how the hunt group operates. To adjust how the hunt group operates, click the gear icon to edit the hunt group settings.





Dashboard / ATGDC / Hunt Group / voiceimplementation

**HUNT GROUP**

- Agents
- Profile
- Settings**

**REPORTING**

- Premium Call Records

**PROVISIONING**

- Assign Services
- Call Policies
- Configure Services
- User Announcements
- Utilities

**CALLING PLANS**

- Incoming Calling Plan

**Settings**

**General Settings**

Allow Call Waiting on Agents	✓
Allow Members to Control Busy	✗
Enable Group Busy	✗
Group Policy	Simultaneous
Network Class of Service	

**No Answer Settings**

Skip on No Answer	✓ After 4 Rings
Forward After Timeout	✗

**Not Reachable Settings**

Enable Call Forwarding Not Reachable	✓ To *552007
Make busy when not reachable	✗

**Calling Line ID Settings**

Use Custom CLID configuration	✗
-------------------------------	---

AllCloud Connection v3.0.1 © 2017-2018 Allied Telecom Group (3.17.31)

From the Edit Hunt Group settings page, you can edit the Group Policy (select a ring plan/call flow from the drop-down menu):

- **Circular** – Will ring the next user in a predetermined list. This type will consider the last person that answered a Hunt Group call and route a new call to the next person on the list.
- **Regular** – Will ring 1<sup>st</sup> person on the list. Each new call that comes in will start with the 1<sup>st</sup> person on the list.
- **Simultaneous** – Will ring all users in the Hunt Group at one time.
- **Uniform** – Will ring the user that has gone the longest amount of time without receiving a call (sometimes called Longest Idle)

5. Click “Save” to update your changes.



## Meet-Me Conferencing

In this section group administrators can view the allocated ports available for Meet-Me Conferencing conference bridges assigned as well as the specific bridges assigned to the group.

The screenshot displays the AllCloud Connection web portal interface. The top navigation bar includes the AllCloud logo, the text 'AllCloud Connection', and dropdown menus for 'Applications', 'Search', and 'My Account'. The breadcrumb trail shows the path: 'Dashboard / ATGDC / Meet-Me Conferencing / ATG\_HQ'. A left-hand navigation menu is organized into sections: 'MEET-ME CONFERENCING' (with sub-items: Details, Profile, Users), 'REPORTING' (with sub-item: Premium Call Records), 'PROVISIONING' (with sub-items: Assign Services, Call Policies, Comm Barring Auth Codes, Configure Services, User Announcements, Utilities), and 'CALLING PLANS' (with sub-items: Authorization Codes, Digit Plan, Incoming Calling Plan, Outgoing Calling Plan, Pinhole Digit Plan, Transfer Numbers). The 'Profile' item is currently selected. The main content area is titled 'Service Instance Profile' and contains a table with the following data:

Service Name	ATG HQ
CLID First Name	ATG
CLID Last Name	Conf Bridge
Phone Number	2023490401
Extension	401
Aliases	
Department	
Language	English
Time Zone	(GMT-05:00) (US) Eastern Time
Public Identity	

At the bottom of the page, the footer text reads: 'AllCloud Connection v3.0.1 © 2017-2018 Allied Telecom Group (3.17.31)'.



## User Services

The User Services section provides a quick way to view services assigned to users in the group. It also serves as well as a way to assign common services to users in bulk. *Please note: Not all services will be present for every group/customer. For more information on what services are applied to your group, please contact Allied Support.*

- **Call Forwarding Always:** Enable this feature to forward all calls from to another number.
- **Call Forwarding Busy:** Automatically forwards your calls to a different phone number when your phone is busy.
- **Call Forwarding No Answer:** Forwards your calls to a different phone number when you do not answer your primary phone.
- **Call Forwarding Not Reachable:** Automatically forwards your calls to a different phone number when your phone is unreachable.
- **Call Recording:** If Call Recording is an assigned service on the user's account, you can manage when calls will be recorded.
- **Hoteling Guest:** Hoteling enables mobile users to be "Guests" on in-office host phones. Hoteling supports this activity by enabling users with guest privileges to log into a host phone via their voice portal. This allows the employee to use the host phone to make and receive their calls as usual, while retaining their AllCloud User Profile.
- **Hoteling Host:** Designated phones in the group that hoteling guests can sign into to use on a temporary, as needed basis.



## Call Forwarding Always/Busy/No Answer/Not Reachable

The Group Administrator can view who in their group currently has Call Forwarding Always active by clicking on “Call Forwarding Always” on the dashboard. Any user with Call Forwarding Always active will show a green checkmark in the “Active” column.

AllCloud Connection - Lab (jp\_grp\_admin) Search My Account

Dashboard / LabGroup1 / Call Forwarding Always

Call Forwarding Always Users

Search

User ID	First Name	Last Name	Phone Number	Active	Ring Splash	Forward To
2024706979@alliedtelecom.net	2024706979	2024706979		x	x	
build.test@alliedtelecom.net	Flex	Test		x	x	
cisco8841@alliedtelecom.net	Cisco	8841	+1-2028887706	✓	x	2023725988
collab_lab@alliedtelecom.net	COLLAB	LAB		x	x	
karimtest@alliedtelecom.net	Test	VVX 300		x	x	
lab_test_fax@alliedtelecom.net	Lab	Fax		x	x	
rdawson@alliedtelecom.net	Rob	Dawson	+1-9793140177	x	x	
secure310@alliedtelecom.net	VVX310	Secure		x	x	
securevvx500@alliedtelecom.net	VVX500	Secure	+1-2028887768	x	x	
test_user1@alliedtelecom.net	Test	User1		x	x	
test_user2@alliedtelecom.net	Test	User2		x	x	
testvsp754@alliedtelecom.net	Test	VSP754		x	x	
twebb2@lendlease.com	Trey	Webb		x	x	
webtest@alliedtelecom.net	Web	Test		x	x	

AllCloud Connection v3.0.2 © 2017-2018 Allied Telecom Group (latest)

To assign Call Forwarding Always/Busy/No Answer/Not Reachable to a user or group of users at once:

1. Click the bulk provision icon.
2. Check the boxes on the left for each user you wish to assign the service to.
3. Click the green check mark when you've selected the users.



Call Forwarding Always Users

User ID	First Name	Last Name	Phone Number	Active	Ring Splash	Forward To
2024706979@alliedtelecom.net	2024706979	2024706979		✘	✘	
build.test@alliedtelecom.net	Flex	Test		✘	✘	
cisco8841@alliedtelecom.net	Cisco	8841	+1-2028887706	✔	✘	2023725988
collab_lab@alliedtelecom.net	COLLAB	LAB		✘	✘	
karimtest@alliedtelecom.net	Test	VX300		✘	✘	
lab_test_fax@alliedtelecom.net	Lab	Fax		✘	✘	
rdawson@alliedtelecom.net	Rob	Dawson	+1-9793140177	✘	✘	
secure310@alliedtelecom.net	VX310	Secure		✘	✘	
securevxx500@alliedtelecom.net	VX500	Secure	+1-2028887768	✘	✘	
test_user1@alliedtelecom.net	Test	User1		✘	✘	
test_user2@alliedtelecom.net	Test	User2		✘	✘	
testvsp754@alliedtelecom.net	Test	VSP754		✘	✘	
twebb2@lendlease.com	Trey	Webb		✘	✘	
webtest@alliedtelecom.net	Web	Test		✘	✘	

AllCloud Connection v3.0.2 © 2017-2018 Allied Telecom Group (latest)

4. Check "Is Active" and enter the "Forward To" phone number.
5. Click "Save" to save your changes and activate the service.

Call Forwarding Always Users

User ID	First Name	Last Name	Phone Number	Active	Ring Splash	Forward To
2024706979@alliedtelecom.net	2024706979	2024706979		✘	✘	
build.test@alliedtelecom.net	Flex	Test		✘	✘	
cisco8841@alliedtelecom.net	Cisco	8841	+1-2028887706	✔	✘	2023725988
collab_lab@alliedtelecom.net	COLLAB	LAB		✘	✘	
karimtest@alliedtelecom.net	Test	VX300		✘	✘	
lab_test_fax@alliedtelecom.net	Lab	Fax		✘	✘	
rdawson@alliedtelecom.net	Rob	Dawson	+1-9793140177	✘	✘	
secure310@alliedtelecom.net	VX310	Secure		✘	✘	
securevxx500@alliedtelecom.net	VX500	Secure	+1-2028887768	✘	✘	
test_user1@alliedtelecom.net	Test	User1		✘	✘	
test_user2@alliedtelecom.net	Test	User2		✘	✘	
testvsp754@alliedtelecom.net	Test	VSP754		✘	✘	
twebb2@lendlease.com	Trey	Webb		✘	✘	
webtest@alliedtelecom.net	Web	Test		✘	✘	

Edit 14 Users

Is Ring Splash Active

Is Active

Forward To: 7035551234

Cancel Save

AllCloud Connection v3.0.2 © 2017-2018 Allied Telecom Group (latest)

## Call Recording

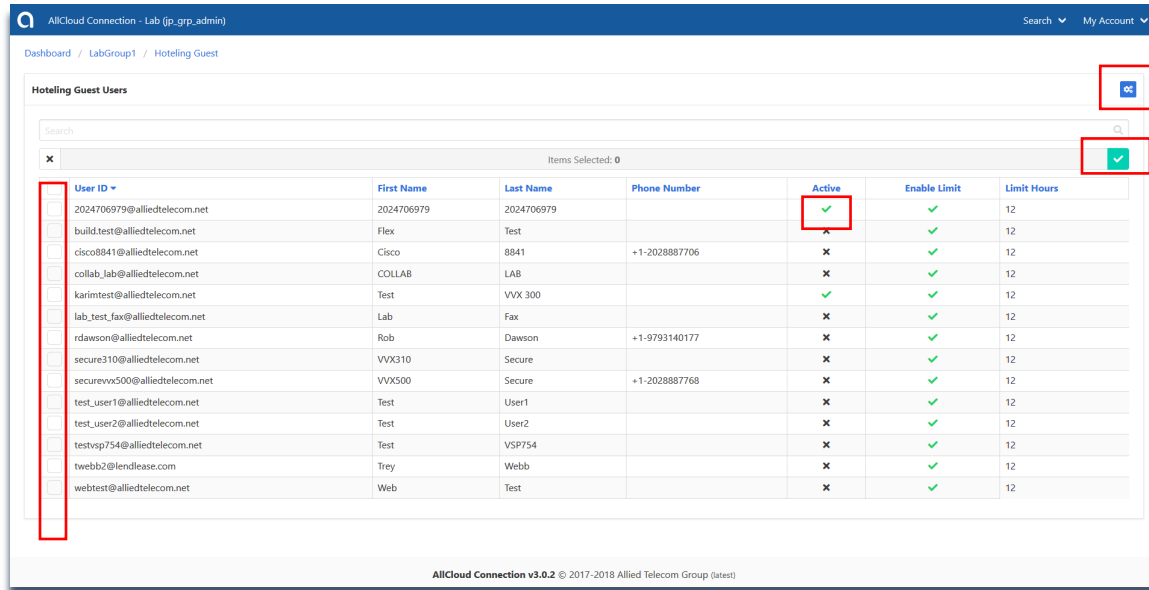
Please contact Allied Support for more information on Call Recording.



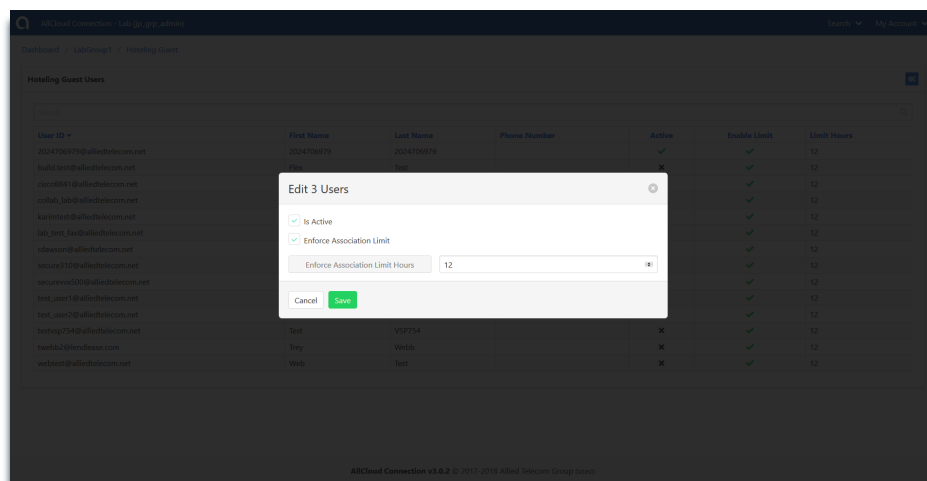
## Hoteling Guest

Selecting “Hoteling Guest” will show which users are already assigned as a guest. These users are designated by a green checkmark in the active column. Selected users will be able to sign into a host phone as needed. Group administrators can assign additional users individually or in bulk to be Hoteling guests.

1. Click the bulk selection icon.
2. Click the boxes to the left of the users you wish to assign the service to.



3. Check “Is Active” and “Enforce Association Limit.” (Enforce Association Limit unassigns the guest to the host phone after the set number of limit hours).
4. Enter the “Enforce Association Limit Hours.”
5. Click “Save” to save your changes and assign the selected users to be able to sign into hoteling host phones as guests.

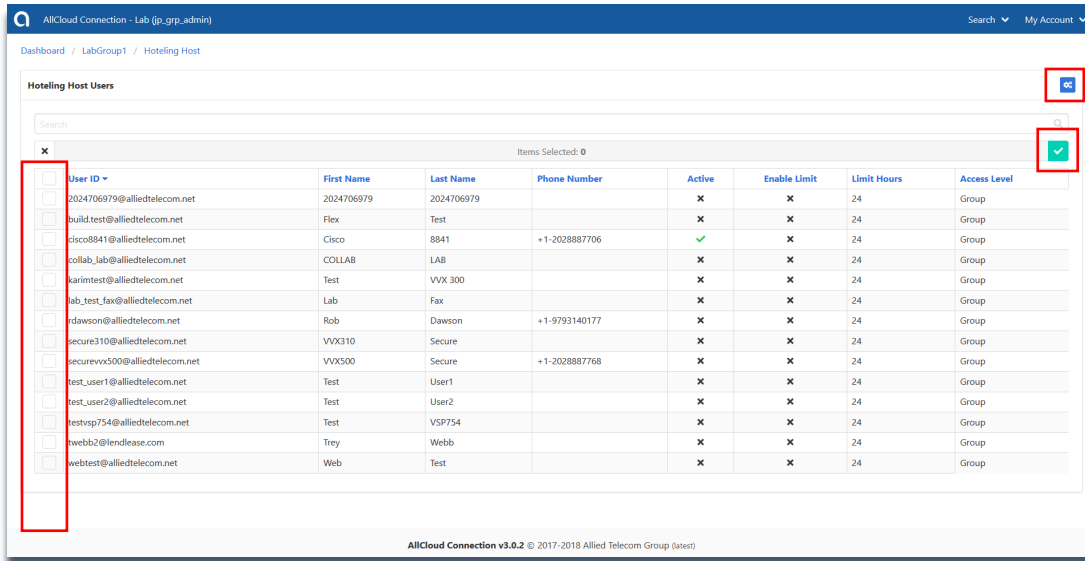




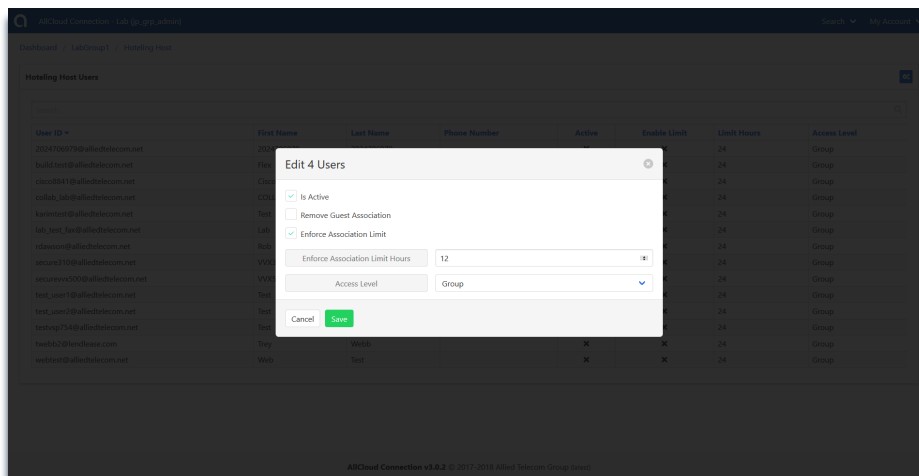
## Hoteling Host

Selecting “Hoteling Host” will show which user phones are already assigned to be a hoteling host phone. These are designated by a green checkmark in the active column. Group administrators can assign additional users individually or in bulk to be Hoteling hosts.

1. Click the bulk selection icon.
2. Click the boxes to the left of the users you wish to assign the service to.



3. Check “Is Active” and “Enforce Association Limit.” (Enforce Association Limit unassigns the guest to the host phone after the set number of limit hours).
4. Enter the “Enforce Association Limit Hours.”
5. In the Access Level dropdown, select “Group.”
6. Click “Save” to save your changes and assign the selected users to be able to host hoteling guests.





## Management

Management allows administrators to modify and view current administrators, view current announcements, view and modify the directory, view and modify schedules and view and modify all user's profiles.

- **Administrators:** The Administrator can view the Administrators for the group.
- **Announcements:** View all group announcements that have been uploaded into your account and change/upload new announcements
- **Business Profile:** Shows the basic information relating to the group's profile.
- **Common Phone List:** Group administrators can upload a common, shared phone list that will appear on user's phones in their directories.
- **Custom Directory:** Administrators can add/remove new or old employees easily into the Enterprise Contact Directory
- **Directory:** See all users within your enterprise, their status and credentials
- **Schedules:** View and modify any existing schedules applied to your account
- **Users:** Search, view, and modify users and their credentials

## Administrators

Click on "Administrators" under Management to view the list of group administrators on your account. To modify group administrators, please contact Allied Telecom support.





## Announcements

1. Click on “Announcements” under Management.
2. From here, you can view all Announcements. Clicking on any announcement in this list will give you additional information about the announcement, including where it is currently applied on your voice services.

Dashboard / LabGroup1 / Announcements

**Announcements** +

search

Name	Type	Size
Lab After Hours AA.wav	WAV	356
Lab Business Hours AA.wav	WAV	356
Lab Holiday.wav	WAV	356
Lab Inclement Weather.wav	WAV	356

Dashboard / LabGroup1 / Announcements / Lab After Hours AA.wav (WAV)

**Lab After Hours AA.wav (WAV)** +

Name	Lab After Hours AA.wav
Media Type	WAV
Size	356
Uploaded	Jan 22, 2019 1:32:51 PM
Description	Lab After Hours AA

**Usage**

<b>Service or Criteria Name</b>	
Auto Attendant	

3. You can also upload new announcements to be applied to your voice services. From the “Announcements” section, click the “+” button to add a new announcement. Upload a file from your computer. Once uploaded you can update the description. Click “Save” to save your changes.

Dashboard / LabGroup1 / Announcements

**Announcements** +

search

Name	Type	Size
Lab After Hours AA.wav	WAV	356
Lab Business Hours AA.wav	WAV	356
Lab Holiday.wav	WAV	356
Lab Inclement Weather.wav	WAV	356



New Announcement

**Announcement File**

Upload a file...

Cancel Save

New Announcement

**Announcement File**

Upload a file... Lab Business Hours AA.wav

**File Name**

Lab Business Hours AA.wav

**Description**

Lab Business Hours AA

Cancel Save

*Please note: Depending upon your group's call flow, announcements may have been applied in different areas and in different applications. For more information on how your group's announcements are being applied, please contact Allied support.*



## Business Profile

The Business Profile provides basic information about your group. It cannot be modified by a group administrator.

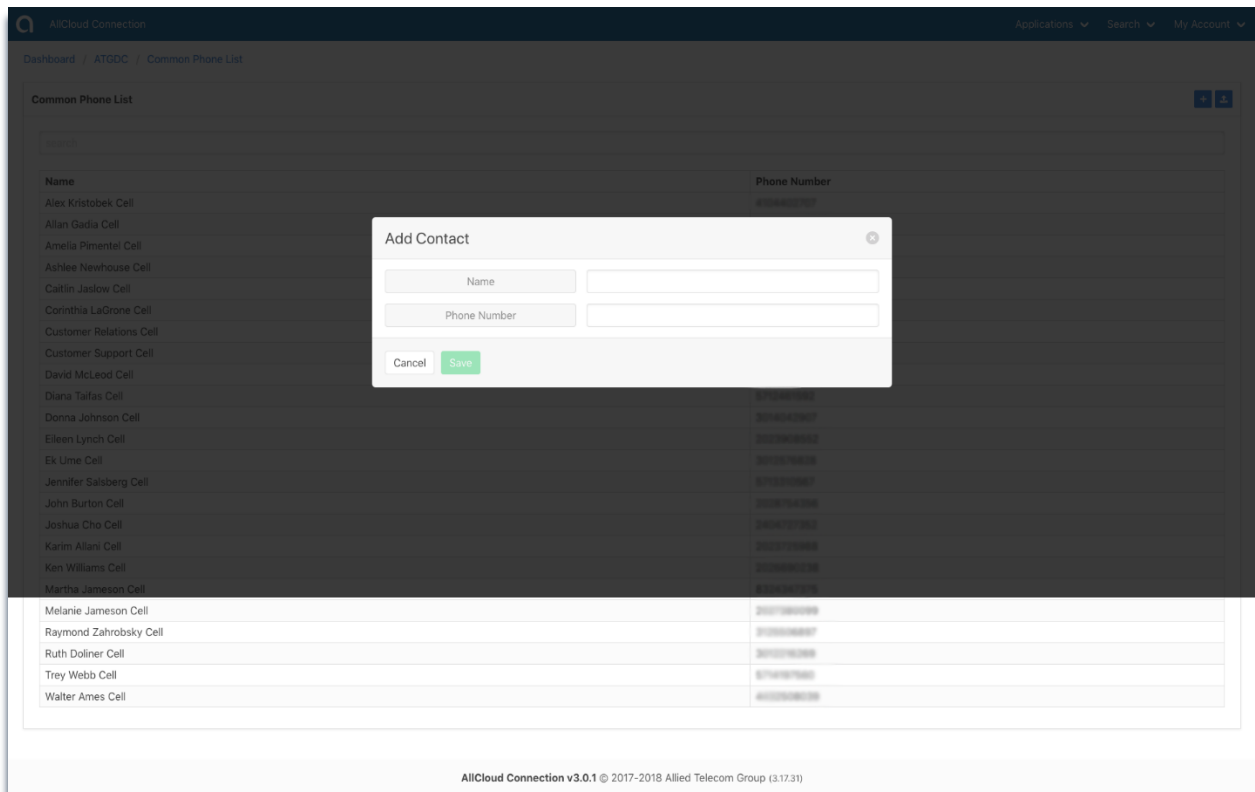
Dashboard / LabGroup1 / Profile

Profile	
Group Name	LabGroup1
Default Domain	alliedtelecom.net
User Count	14
User Limit	30
CLID Name	Allied Telecom Group
CLID Number	2028887768
Location Dialing Code	
Timezone	(GMT-05:00) (US) Eastern Time
Contact	
Address	

## Common Phone List

1. To view, add, or modify entries to the group's common phone list, click "Common Phone List."
2. You can manually add entries by clicking the "+" or upload a csv file by clicking the upload icon.

*Please note : For these changes to display on your group's physical phones, they must be rebooted. To reboot the phones a group administrator can either call our 24/7 support team to schedule an afterhours reboot or it can be done individually on each phone's rom the phone's settings menu.*



## Custom Directory

1. To modify the group's company directory stored on the physical phones (i.e. due to staffing changes), click on "Custom Directory" under Management.
2. Click on the Directory Name to view and modify. From the Edit Directory screen, you can add/remove users from the current directory.
3. To add a contact, click on a contact from the Available list on the left side. Once that contact has been selected it will automatically appear on the Selected list on the right side. You may also click on the users under the Selected column on the right side and remove them from the custom contact directory.
4. Click "Save" to update your changes.

*Please note: For these changes to display on your group's physical phones, they must be rebooted. To reboot the phones a group administrator can either call our 24/7 support team to schedule an after hours reboot or it can be done individually on each phone from the phone's settings menu.*



## Directory

From this page you can see a list of your group's User IDs, User Names, Direct Dials, Extension, Departments, and Groups.

## Schedules

In this section, group administrators can add new schedules or modify existing schedules. It should be noted that group administrators should contact support for schedule modification if they aren't completely confident in the process. Mistakes in schedules can negatively alter call flow for the group.

1. Click on "Schedules" under Management.
2. Select the schedule you would like to edit.

Dashboard / LabGroup1 / Schedules

Search [ ] My Account [ ]

Schedules [ + ]

search [ ] All Holiday Time

Name	Type	Level
JK_After Hours	Time	Group
JK_Business Hours	Time	Group
test	Holiday	Group

AllCloud Connection v3.0.2 © 2017-2018 Allied Telecom Group (3.17.25)

3. Click on the "Event" that you would like to edit or click the "+" button to add an event to the schedule.





Dashboard / ATGDC / Schedules / Holiday

**Details** ⚙️

Name	Holiday
Type	Holiday

**Events** +

Name	Start Time	Duration	Recurrence
Christmas	December 25, 2014	All Day	every December on the 25th
Christmas 2016	December 23, 2016 5:00 PM	3 days	None
New Year's	November 26, 2014	All Day	every January on the 1st
Thanksgiving	November 23, 2017 3:00 PM	4 days	every November on the 4th Thursday

Events

4. From the Edit Event Screen, you can edit the time and days of the event.
5. Click "Save" to enable your changes.
6. You may also delete the event by clicking "Delete".



## Users

From the Admin Dashboard you can view or modify user profile information under “Users” in “Management” or by selecting a specific user in the “Users” section of the dashboard. Selecting a user will take you to the user profile page. For more information on how to manage a user’s services and functions, please see the “User Services and Functions” Section.

The screenshot displays the 'Call Records Dashboard' for user 'rdawson@alliedtelecom.net'. The sidebar menu on the left is highlighted with a red box, showing categories: DASHBOARD (Call Records), MANAGEMENT (Announcements, Meet-Me Conferences, Passwords, Profile, Services), and PROVISIONING (Authorization Codes, Calling Plans, Number and Device, Service Packs, Services, Shared Call Appearance, User ID or Delete, Viewable Packs). The main content area contains four charts for 'Today', 'Yesterday', 'This Week', and 'Last Week'. Each chart shows 'Total Calls', 'Placed', and 'Received' counts, all of which are 0. A legend below each chart indicates call status percentages: Placed Answered (0%), Placed Missed (0%), Received Answered (0%), and Received Missed (0%).

Period	Total Calls	Placed	Received
Today	0	0	0
Yesterday	0	0	0
This Week	0	0	0
Last Week	0	0	0



## User Features & Functions

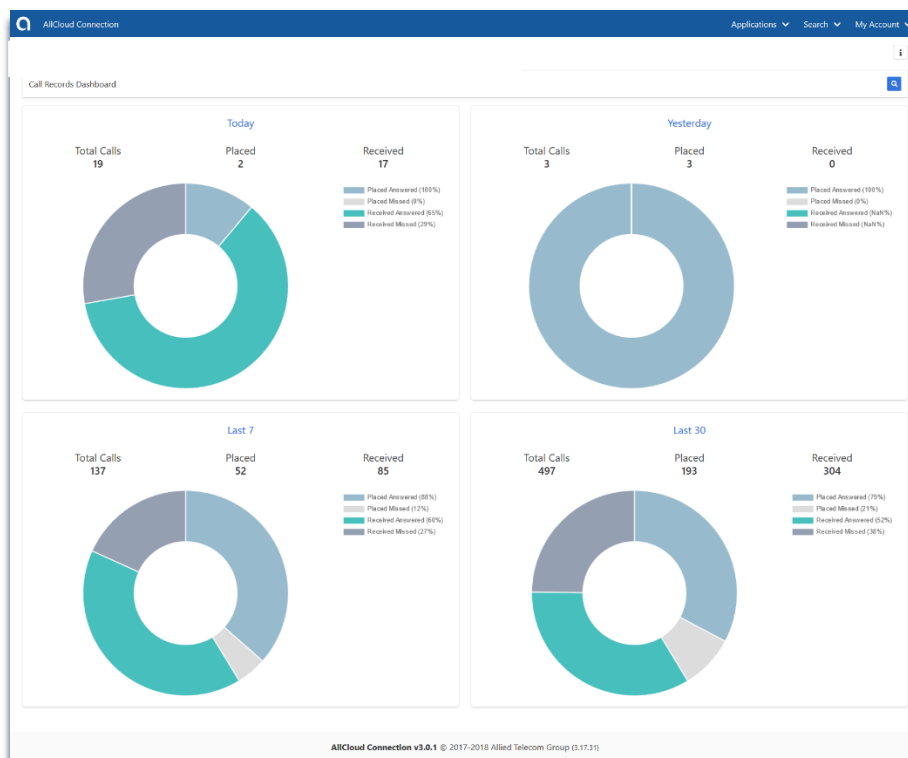
The sections below provide step-by-step instructions on how to manage the most common features and settings to your phone and calling features. Within a user's profile the available services are listed on the left side bar in alphabetical order by type. If you need additional information, please contact Allied Support.

### User Profile Dashboard

This section includes the user's call records dashboard and feature quick set (the most common features users will want/need to set on their phone service).

#### Call Records Dashboard:

The default view on the user profile page, is the user's Call Records dashboard. The user's call records can be searched (up to 30 days back) by either using the search bar or by selecting one of the dashboard sections (Today, Yesterday, This Week, or Last Week).



Clicking the hot link header of any of the dashboard sections will provide you with detailed call reporting of all calls in and out of your phone (including via all softphones). The "Overview" tab shows your calls in graph form. The "Raw Data" tab provides detailed call information. This tab can be downloaded and exported via Microsoft Excel by clicking the download icon in the top right corner of the section.





## Feature Quick Set

This section provides a quick and direct way to enable the most common user features by toggling on and off the selected feature.

- **Call Forward Always:** Enable this feature to forward all calls from to another number. If there is no number selected for this feature, you would get a notification to configure a call forward number when you toggle the feature on. If you need to change this number, select “Call Forward Always” in the services section of the dashboard.
- **Call Forward Busy:** Enable this feature to forward all calls when you are on an active call on your desk phone.
- **Call Forward No Answer:** Enable this feature to forward calls if you do not answer them on your desk phone.
- **Do Not Disturb:** Enable this feature to send all calls directly to voicemail.
- **Remote Office:** Enable this feature to receive calls to a mobile device as if it were your business phone.

The screenshot displays the AllCloud Connection administrative web portal. The breadcrumb navigation at the top reads: Dashboard / LabGroup1 / Users / rdawson@alliedtelecom.net. The left sidebar menu is organized into three sections: DASHBOARD (Call Records, Feature Quick Set), MANAGEMENT (Announcements, Meet-Me Conferences, Passwords, Profile, Services), and PROVISIONING (Authorization Codes, Calling Plans, Number and Device, Service Packs, Services, Shared Call Appearance, User ID or Delete, Viewable Packs). The 'Feature Quick Set' page is highlighted with a red border and contains the following features:

Feature	Status
Call Forward Always	<input type="checkbox"/> N/A
Call Forwarding Busy	<input type="checkbox"/> N/A
Call Forwarding No Answer	<input type="checkbox"/> N/A
Do Not Disturb	<input type="checkbox"/> Off
Remote Office	<input type="checkbox"/> N/A

To the right of the Feature Quick Set is the 'Anywhere Mobile Quick Set' section, which includes a 'Setup Numbers' field.



## Management- User

### Announcements

Any user-level announcements will be stored here.

### Meet-Me Conferences

If a user has an assigned Meet-Me Conference bridge, it will be displayed here. Clicking on the conference bridge will provide additional information such as the Conference ID and the Moderator Pin. From here, you can also modify some management options of the conference bridge.

The screenshot shows the 'Edit Conference' modal in the AllCloud Administrative Web Portal. The modal is titled 'Edit Conference' and contains the following sections:

- Details:** Fields for Title (Conference), Account Code, Estimated Participants, Notification, and Play Tone (dropdown menu).
- Options:** Checkboxes for 'Mute All Attendees On Entry', 'End Conference On Moderator Exit', 'Moderator Required' (checked), 'Security Pin Required', and 'Allow Unique Identifier'.
- Delegate Users:** Search boxes for 'Available (1)' and 'Selected (0)', each with a 'Select All' button. Below the search boxes, it shows 'No Users Selected' for both.
- Information:** A table with the following data:
 

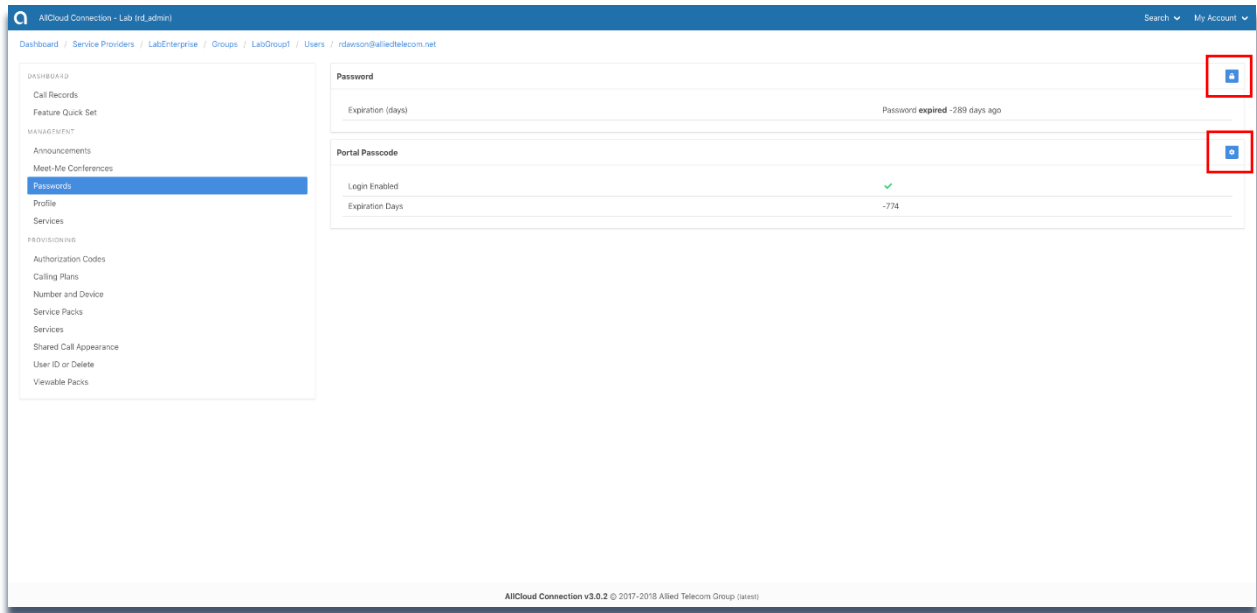
Bridge	test
Conference #	9193140077
Conference Id	270958
Moderator Pin	099949
Extension	7000
Moderator Security Pin	

At the bottom of the modal are 'Delete', 'Cancel', and 'Save' buttons.

### Passwords

From here, group administrators can update user passwords. “Password” is the password used for the user’s AllCloud Credentials (AllCloud Credentials are used for anything web- based. For example, AllCloud Connection, AllCloud Communicator, AllCloud Link). “Portal Passcode” is the user’s voicemail portal passcode. To edit either, click the edit icon in the appropriate section.

- Password: Used for anything web based (AllCloud Connection, AllCloud Communicator, AllCloud Link). Password must be at least 6 characters and include at least one uppercase letter, one lowercase letter, one number and one special character.
- Portal Passcode: Used for a user’s voicemail portal. Must contain 4-8 digits.



## Profile

The user’s profile information will be stored here. It can be viewed or modified. Modification is available when the edit icon is clicked.

## Services

User services are displayed here. Any that are applied to the user will have a green check mark in the active column. To modify any user service, click on it. Additional information on common user service modification is provided below.

*Please note: Available services will vary based on the assigned service pack. Some options listed below may not be available.*



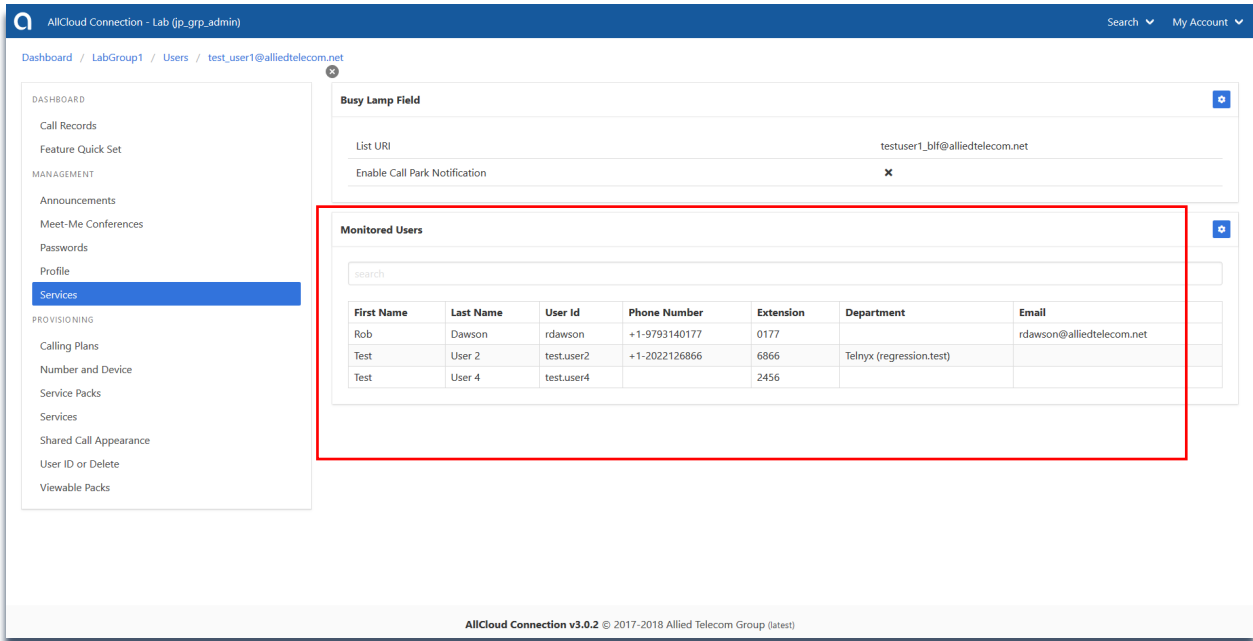
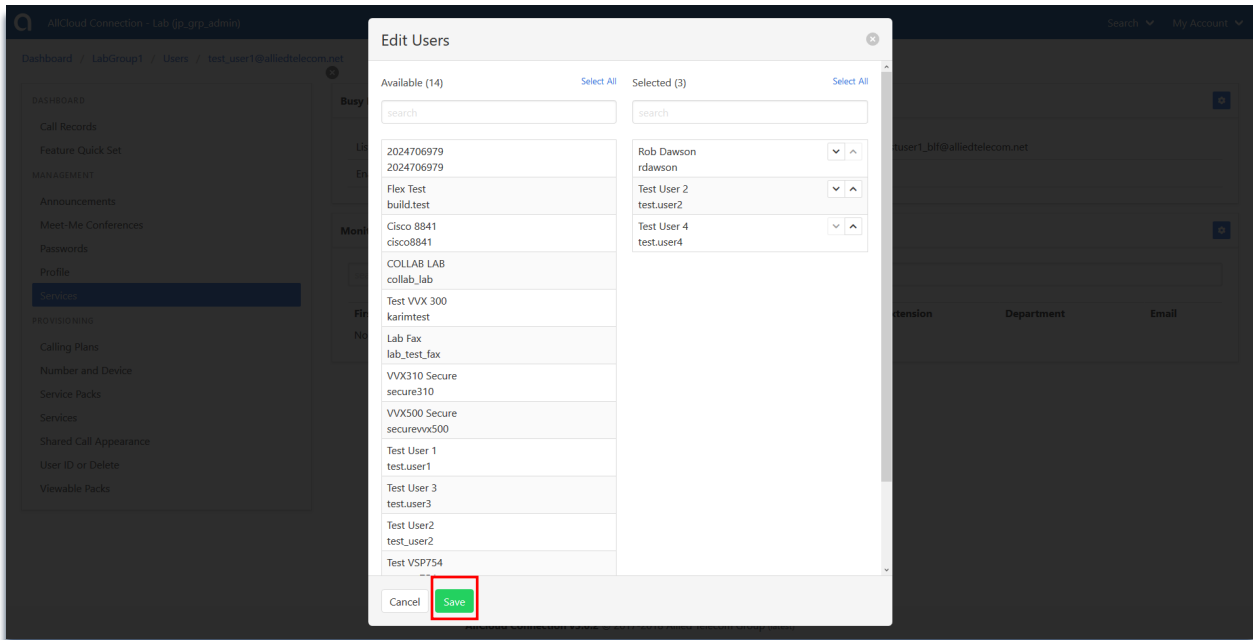
## User Services

### Busy Lamp Field

Designates a list of users in your enterprise that you can monitor and dial.

You can select to monitor as many enterprise contacts as your phone will allow with available lines. To add a colleague to your busy lamp field, click the gear icon next to “Monitored Users.” Click the name of the individuals you would like to monitor from the left column. Click “Save.”

The screenshot shows the AllCloud Connection web portal interface. The breadcrumb trail is: Dashboard / LabGroup1 / Users / test\_user1@alliedtelecom.net. The left sidebar menu includes sections for DASHBOARD, MANAGEMENT, and PROVISIONING, with 'Services' highlighted. The main content area has two sections: 'Busy Lamp Field' and 'Monitored Users'. The 'Busy Lamp Field' section contains a 'List URI' field with the value 'testuser1\_blf@alliedtelecom.net' and an 'Enable Call Park Notification' checkbox that is checked. The 'Monitored Users' section has a search bar and a table with columns: First Name, Last Name, User Id, Phone Number, Extension, Department, and Email. The table currently displays 'No Monitored Users Found'. A red box highlights a gear icon in the top right corner of the 'Monitored Users' section.



From your phone's home screen, you can use the Busy Lamp Field to see their status (i.e. available, on a call, on do not disturb) as well as to speed dial them.

To remove people from your Busy Lamp Field, repeat the previous steps, but click them out of the right column.

*Please note: if the URI List field is empty in the Busy Lamp Field section. Please contact Allied support your group administrator to add Busy Lamp Fields.*



## Call Forwarding Always

Forwards all incoming calls directly to a different, valid, phone number.

If the number is invalid, the system will not allow the forward to be saved.

1. Select Settings
2. Check or uncheck “Active” and “Ring Splash Active” (*Please note: When Ring Splash is active, the desk phone will quickly partially ring before the call is forwarded.*)
3. In Forward To box, enter your desired number

## Call Forwarding Busy

Automatically forwards your calls to a different phone number when your phone is busy.

Your phone is defined as being “Busy” when Call Waiting is turned off or Do Not Disturb is enabled.

1. Select Settings
2. Check or uncheck “Active”
3. In Forward to box, enter your desired number

## Call Forwarding No Answer

Forwards your calls to a different phone number when you do not answer your primary phone.

You may define how many rings at your primary phone(s) there will be, before the call is forwarded to the specified number instead of Voice Messaging (if enabled).

1. Select Settings
2. Check or uncheck “Active”
3. In Forward to box, enter your desired number
4. Choose desired number of rings



## Call Forwarding Not Reachable

Automatically forwards your calls to a different phone number when your phone is unreachable.

Call Forwarding Not Reachable takes effect when your phone is off, unregistered, or otherwise unable to reach Allied.

1. Select Settings
2. Check or uncheck “Active”
3. In Forward to box, enter your desired number

## Call Forwarding Selective

Automatically forwards your calls to different phone numbers based on pre-defined group-level criteria (time, date, day of week, etc.).

If a group-level schedule has been defined, you may click the plus button and enter a description of the forwarding, specify whether the call is forwarded to and where, and select from a Holiday or Time schedule.

You may also choose whether the forwarding is active or not and the default number for forwards.

1. Select Add
2. Set a description
3. Choose whether this schedule uses your default forwarding number, another number, or if incoming calls should not forward for this schedule
4. Choose group-defined time and holiday schedules
5. Select between all calls or only specified calls
  - a. Choose whether callers deliberately presenting as Anonymous are blocked
  - b. Choose whether callers presenting as Unavailable are blocked
  - c. In the boxes, define if specific calling numbers activate simultaneous ringing
6. Select Settings
7. Check or uncheck “Activate Call Forwarding Selective” and “Play Ring Reminder When Call Is Forwarded”
8. In the box, define the default forwarding number for your schedules



## Collaborate-Audio (this is only for Collaborate service pack users)

You can manage your AllCloud Communciator Collaborate conference bridge through this web portal. To see your Collaborate conference bridge settings, select “Collaborate” from the services menu. The only section that is editable in this area is “My Room”

The screenshot displays the 'Services' menu in the left sidebar, with 'Services' selected. The main content area shows the 'Collaborate' settings for a bridge. The 'My Room' section is highlighted with a red border. Below is a table of the settings shown in the 'My Room' section:

Setting	Value
Room ID	450536
Room Name	My Room
Notification	✓
End When Owner Departs	✗
Owner Required to Start	✗

**My Room:** in this section, you can refresh and update your “My Room” bridge ID. You can also make modifications to how your “My Room” will operate such as play a tone when people join your conference bridge and specify how you want to be able to access the bridge.





The screenshot shows the 'Edit My Room' interface. The 'Room ID' field contains '450536' and has a refresh icon. The 'Room Name' field contains 'My Room'. The 'Notification' dropdown menu is open, showing 'No Notification' as the selected option, with 'No Notification' and 'Play Tone' as other options. There are two checkboxes: 'End room session when owner departs' and 'Owner required to start room session'. At the bottom, there are 'Cancel' and 'Save' buttons.

To refresh your “My Room” conference bridge ID, click the refresh button next to the “Room ID” field.

To have a tone play when guests join your “My Room” conference bridge, use the dropdown in the “Notification” field to “Play Tone.”

If you check/select “End room session when owner departs” and/or “Owner required to start room session” you will be required to always call your “My Room” conference bridge to start a session from your extensions. (i.e. you wouldn’t be able to start a “My Room” conference bridge from another phone).

Click “Save” to save your changes.

## Directory

Lists all known users in your Enterprise.

## Do Not Disturb

Sends calls directly to your voicemail without ringing your phone.

Do Not Disturb will use your Busy Greeting as recorded in the voice portal.

You can define whether your phone plays a single ring when a call is sent directly to voicemail.

1. Select Settings
2. Check or uncheck “Active” and whether to play a “Ring Splash”



## Music On Hold - User

Plays group hold music when remote party is placed on hold or parked.

If your group has hold music enabled, you may turn it on or off.

1. Select Settings
2. Check or uncheck “Active”

## Remote Office

Enables your cellphone to receive calls as though it were your business phone.

1. Select Settings
2. Check or uncheck “Active”
3. In the box, define your cellphone number

## Sequential Ring

Allows incoming calls to ring a sequence of phone numbers or extensions.

To enable or adjust Sequential Ring, click the gear icon to the right of “Sequential Ring Settings.”

Add phone numbers or extensions that you would like to ring in sequence and designate the number of rings that you would like to ring before moving to the next location. If calls go through the entire sequence without being answered, the final destination will be your base location voicemail.

*Please note: your base location is your desk phone. Answer Confirmation will notify you that the call is coming from your office number by asking you to press any key to answer.*

Number	Rings	Answer Confirmation
7035551234	3	<input type="checkbox"/>
	3	<input type="checkbox"/>
	3	<input type="checkbox"/>
	3	<input type="checkbox"/>
	3	<input type="checkbox"/>



## Simultaneous Ring Personal

Allows incoming calls to ring multiple numbers simultaneously.

Simultaneous ring allows you to set up to 10 phone numbers (or extensions) that will ring in addition to your main phone when you receive a call. In addition, you determine the schedule on which the listed numbers will ring; this can be based on group-defined time and holiday schedules. Further, you can determine whether only specific inbound calls will ring you simultaneously based on calling number and whether the caller is Anonymous or Unavailable.

If setting a cellphone number as a target for simultaneous ring, it is advised to set Answer Confirmation Required so that the cellphone's voicemail does not pick up the call.

1. Select Settings
2. Check or uncheck "Active" and "Do Not Ring If On Call"
3. Under Number, list all numbers that will ring simultaneously
4. Select Answer Confirmation as desired for each listed number
5. Select Add
6. Check or uncheck "Enable Simultaneous Ring Personal" to turn schedule on or off
7. Set a description
8. Check or uncheck "Blacklisted" to choose whether this schedule activates simultaneous ringing
9. Choose group-defined time and holiday schedules
10. Select between all calls or only specified calls
11. Choose whether callers deliberately presenting as Anonymous are blocked
12. Choose whether callers presenting as Unavailable are blocked
13. In the boxes, define if specific calling numbers activate simultaneous ringing



## Speed Dialing 100

Allows you to set up to 100 speed dial numbers. These will be stored at the user level, not the group level.

You may activate the speed dial by dialing # and then the numbers 00-99 as you define.

1. Select Add
2. Choose your speed dial code, selecting from 0-99
3. Enter the number you wish to associate to your speed dial (e.g. #99)
4. Set a description

## Voice Messaging – User

From the “Settings” tab you can manage how you would like your voicemails to be handled. Click the gear icon to see available options.

- **Enabled:** This should be selected
- **Enable Phone Message Waiting Indicator:** This controls the message waiting indicator light on your physical phone.
- **Send Voice Message Notification Email:** Selecting this feature will make it so that when you receive a voicemail, you’ll be sent an email notifying you that you have a voicemail.
  - *Please note: it will not be a copy of the voicemail. Your voicemail to email service makes this option unnecessary.*
- **Send Carbon Copy Voice Message:** This must be enabled and configured if you’re using “Unified Messaging.” Once selected, enter your email address in the “Carbon Copy To” field. If you are not using unified messaging, you can also designate another email address to receive copies of your voicemail messages.
- **Transfer on Zero:** Selecting this feature allows you to give people leaving you a voicemail to press “0” to be transferred to another number or extension that you designate.
  - *Please note: when selecting this feature, you must leave a corresponding “No Answer” greeting on your voicemail so that people know they have the option to press “0” to be transferred to someone else.*
- **Redirect Busy to Voicemail:** This feature should be selected. It sends unanswered call waiting calls to voicemail.
- **Redirect No Answer to Voicemail:** This feature should be selected.



To change the way you receive voicemail messages select “Processing.” “Unified Messaging” gives you your voicemails both through the physical phone and via email. “Deliver to Email Address Only” provides your voicemails only via email. When “Deliver to Email Address Only” is selected, you won’t receive voicemails on the physical phone and therefore won’t need to delete them from there.

*Please note: If you choose to change your processing to “Deliver to Email Address Only” you must enter an email address in the “Delivery Email” field.*

*If you choose to change your processing to “Unified Voice and Email Messaging” you must select “Send Carbon Copy Voice Message” from the above menu and enter your email address in the “Carbon Copy To” field.*

