AllCloud Connection
User Web Portal Guide

FOR END USERS

allied

Contents

About This Guide

This guide provides step-by-step instructions on how to manage the most common features and settings to your phone and calling features. If you need additional information, please contact Allied Support.

AllCloud Connection is a web portal that gives users the ability to manage their phone settings and calling features. This guide will highlight:

- Call Records

- Features and Services

- Passwords

- Profile Information

Web Portal Access

To access the AllCloud Connection portal, direct your Internet browser to: https://connection.alliedtelecom.net/. You should have received your AllCloud Credentials (User ID and password) from your system administrator.
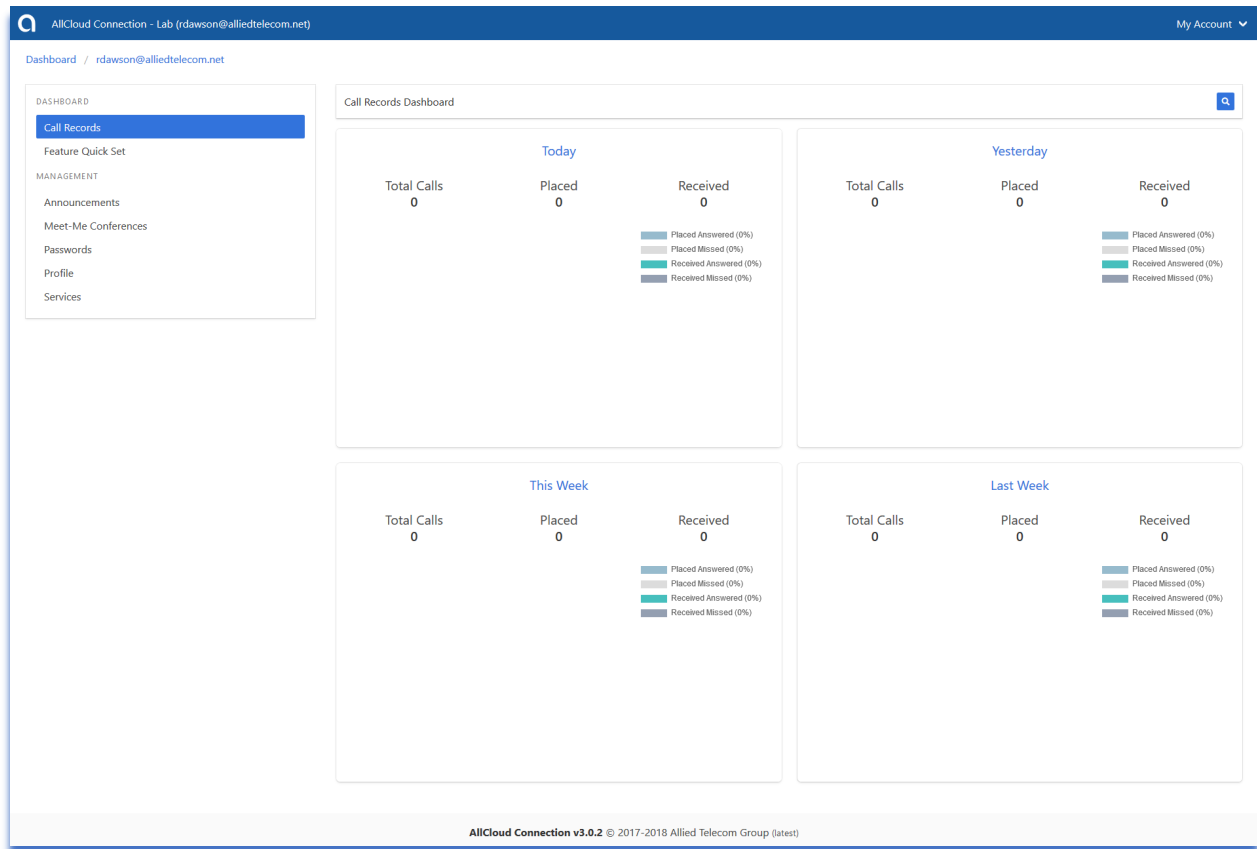
User Dashboard

The user dashboard default displays to your user dashboard with available options and service selection in the left sidebar, and the user's Premium Call Records displayed in the center of the window.

The dashboard left sidebar is broken into two sections:

- Dashboard:
  - o Call Records
  - o Feature Quick Set

- Management
  - o Announcements
  - o Meet-Me Conferences
 - o Passwords
  - o Profile
  - o Services

Call Records

The Call Records Dashboard provides your premium call records with up to 30 days history. You can use the search bar to search a specific date of calls or click on one of the four headers to see a breakdown of all calls during that specified time period (i.e. Today, Yesterday, This Week, or Last Week).

The "Overview" tab will display an infographic of the call type breakdown. Hovering over the infographic will give you a detailed breakdown of all calls in and out of the line over the specified period of time (i.e. Placed Answered, Placed Missed, Received Answered, and Received Missed).

The "Raw Data" tab will provide the raw data of each call. Clicking on the download icon will allow you to download the data and export it into a .csv file.

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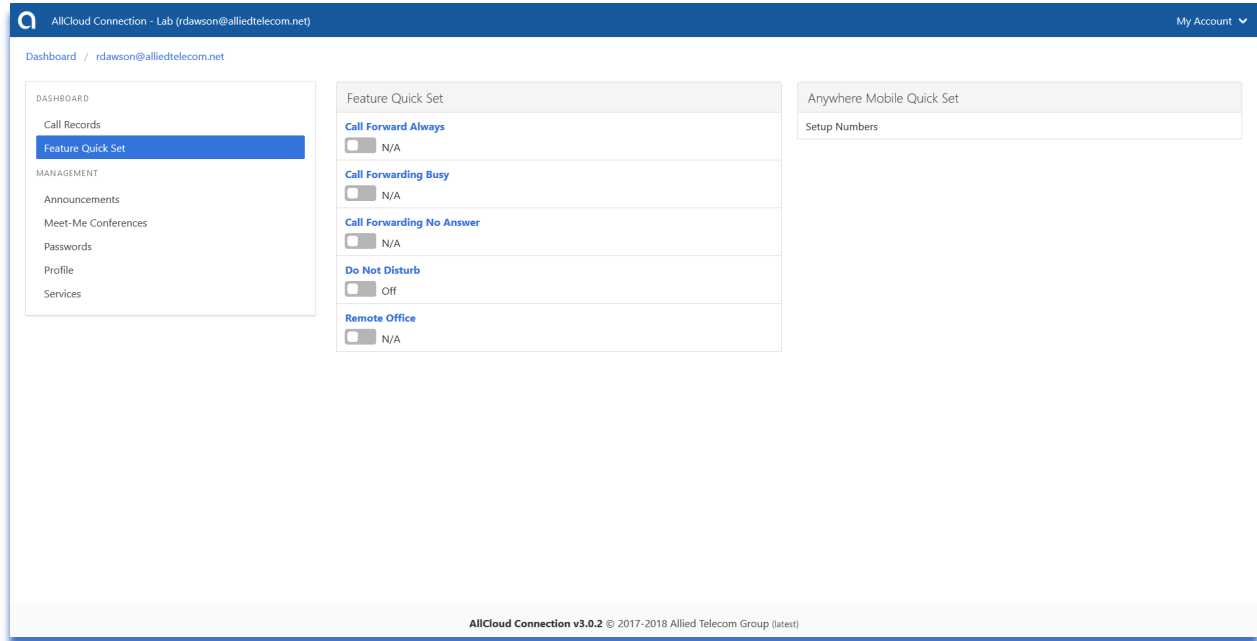
This section provides a quick and direct way to enable the most common user features by toggling on and off the selected feature.

- **Call Forward Always:** Enable this feature to forward all calls to another number. If there is no number selected for this feature, you will 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 under **Management** on the sidebar.

- **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.

Management

This section provides options to manage various aspects of how your calls as a user are handled. It's broken down into four sections:

- **Announcements:** Any announcement uploaded to your profile will be stored here. You can upload announcements using the "+" icon and can apply them to their voicemail account.
- **Meet-Me Conferences:** If you have an assigned Meet-Me Conference bridge, the bridge information will be located here.
- **Passwords:** Users can update their AllCloud and voicemail portal passwords here.
    - o **Password:** This is your AllCloud password. It's used for any web based function including AllCloud Connection (this web portal), AllCloud Link, and AllCloud Communicator. To update it, click the lock icon in the top right corner of the window. This password must be at least 6 letters/numbers and must have at least one uppercase, lowercase, special character and number. Click "Save" to update the password.
    - o **Portal Passcode:** This is your voicemail portal passcode- what you would use to access your voicemail. To update it, click the gear icon. This passcode must be 4-8 digits.
- **Profile:** Your profile information is located here. It can be updated by clicking the lock icon in the top right corner of the window.
- **Services:** User services are listed and can be modified in this section. Below you will find modification instructions for the most common and applicable user services. To modify any user service, click on it.

Services

User services are listed and can be modified here by clicking on the service. *Note: Services may be listed here that are not included in your service pack or may not be available. If the user wants more information about any service listed in this section, please contact Allied Support.*

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."

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.
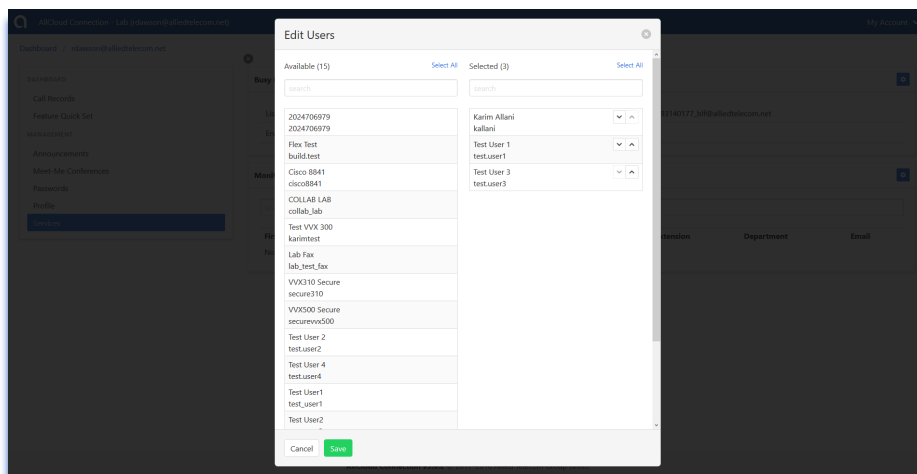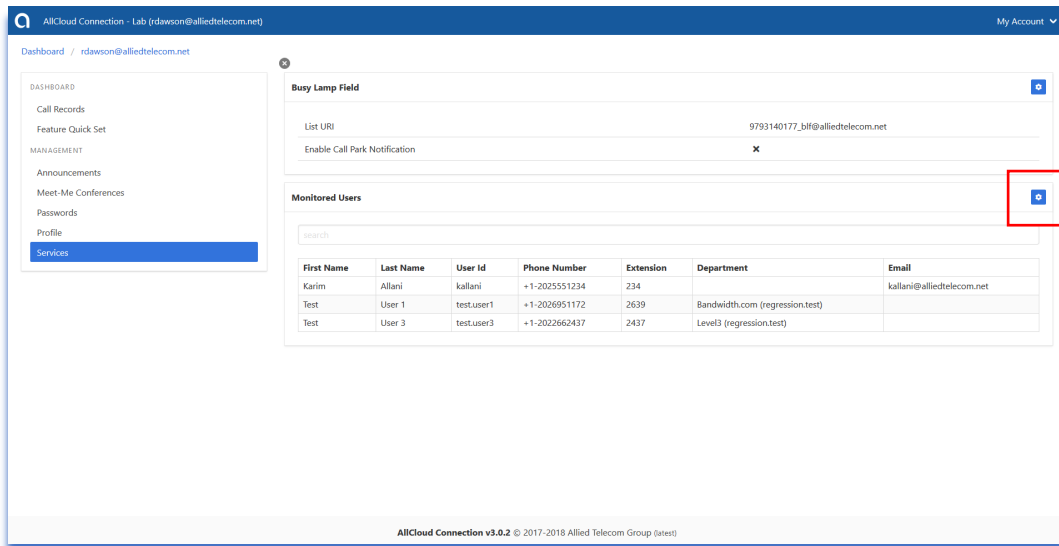
Call Forwarding Always

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.

You may also set your primary phone to play a single ring when a call is forwarded, by selecting Ring Splash Active.

1. Select Settings

2. Check or uncheck "Active" and "Ring Splash Active"

3. In Forward To box, enter your desired number

4. Click "Save"
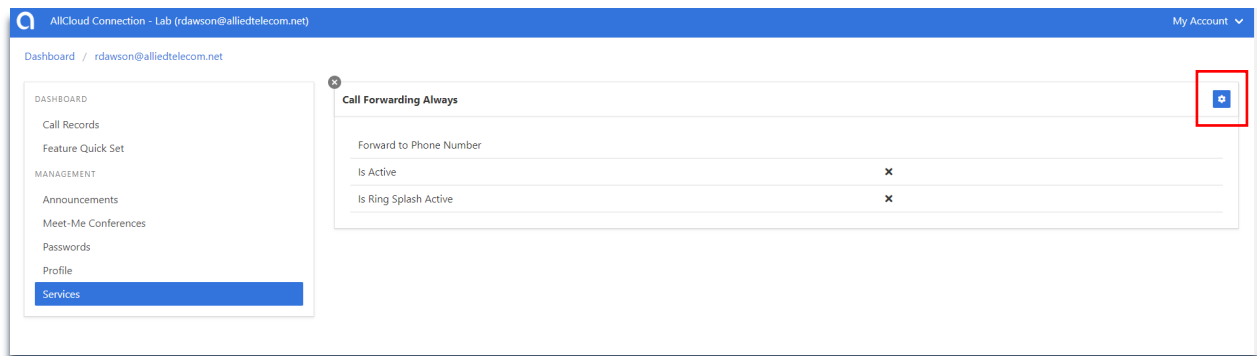
Call Forwarding Busy

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 before the call is to be forwarded
5. Click "Save"

Call Forwarding Not Reachable

Automatically forwards your calls to a different phone number when your phone is unreachable (i.e. in the case of an internet outage).

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
4. Click "Save"

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

9. Click "Save"

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

You can manage your AllCloud Communicator Collaborate conference bridge through this web portal.

- **My Room:** in this section, you can designate if you want to play conference bride notification tones and select bridge management options such as notification tones." You can also view and refresh your "my room" conference bridge ID. To edit these preferences, click the gear icon in the "My Room" section.

Note: If "End room session when owner departs" or "Owner required to start room session" are selected, the owner of the room must sign in from their extension (i.e. their desktop phone/ or AllCloud Communicator app) in order for the conference bridge to open.

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 by selecting to play "Ring Splash."

1. Select Settings
2. Check or uncheck "Active" and whether to play a "Ring Splash"
3. Click "Save"

Hoteling Guest

Hoteling Guest enables the user to be able sign into a hoteling host phone via the voicemail portal. *Note: for more information about hoteling, please contact Allied Support.*

To enable the hoteling guest feature:

1. Click the gear icon within the service to edit the settings
2. Select "Is Active"
3. Enter a time limit that the guest will be associated to the phone. Once the time limit has expired, the guest is automatically disassociated with the host phone.
4. Using the dropdown, select which host phone the guest will be using.
5. Click "Save" to save the changes"

Hoteling Host

Hoteling Host enables the user to be able sign into a phone as a guest via the voicemail portal.

To enable the hoteling guest feature:

1. Click the gear icon within the service to edit the settings
2. Select "Is Active"
3. Enter a time limit that guests will be associated to the phone. Once the time limit has expired, the guest is automatically disassociated with the host phone.
4. Click "Save" to save the changes"

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"
3. Click "Save"

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
4. Click "Save"

Sequential Ring

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

To enable Sequential Ring, click the gear Icon to the right of "Sequential Ring Settings." Adjust your "General Settings" as you wish.

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.

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

14. Click "Save"

Speed Dial 100

Allows you to set up to 100 speed dial numbers.

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

Allows you to modify your voice messaging settings.

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.

    o *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.

    o *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.