



Entanet VoIP Enrich Product Handbook

Version 2.0.0

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Service features may differ from those stated. For the latest version of this document see the Entanet Partner Site at <https://partners.enta.net>.

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Home

This screen provides a summary of your licence and supplier details. You can also read important system notifications on this screen.

- Licence Information
- Supplier Details
- Important Information

Licence Information

This area shows who is the licence holder of this particular service. To change this information please contact us. The current software version is also listed along with the number of extensions and trunks allocated to this particular service. To add or remove extensions and trunks please contact us.

Supplier Details

Our useful contact information is displayed on the right of the screen. This information is summarised below the menu on every screen of your portal.

Important Information

Periodically we may provide notices of scheduled system maintenance or other important information related to your service.

[Home](#) | [Numbers](#) | [Extensions](#) | [Auto Attendant](#) | [Hunt Groups](#) | [Queues](#) | [Prompts](#) | [Reports](#)

• Customer Services T: 0870 777 4224 E: cs@enta.net • Technical Support T: 0870 224 3494 E: support@enta.net

Welcome - VoIP Enrich

Setup and manage your VoIP service

[Log Out](#)

Licence Information

Licensed To: Jon Farmer
Entanet International Ltd
Software Version: 2.0.0
Extensions: 10
Trunks: 3

Entanet International Ltd.

Technical Support: T: 0870 224 3494
support@enta.net
Customer Services: T: 0870 777 4224
cs@enta.net
Website: www.enta.net
Address: Stafford Park 6
Telford
Shropshire
TF3 3AT

Important Information

Huntgroup Improvements

30th Jun 2007 - 11:00 AM

You can now give a name to a huntgroup and optionally alter the CLI of the caller by prepending the name of the huntgroup to the callers CLI.

Follow Me

5th Jun 2007 - 11:00 AM

We are pleased to announce the introduction of our 'Follow Me' service. You can use this function to try up to 5 additional numbers (including mobiles and international numbers) if your extension is busy or not answered after a specified number of seconds.

Hunt group improvements

2nd Jun 2007 - 11:00 AM

You can now add external numbers such as a mobile to a hunt group. This feature is currently restricted to hunt groups set to ring in a 'Consecutive' ring strategy.

Add more Numbers and Trunks

We can add new numbers and trunks in bulk or on a one for one basis. Contact us to for further information and to add new trunks or numbers.



Numbers

For each number choose how you want incoming calls to be handled from the actions within the drop down list. Actions you can choose include: disable, ring extension, ring hunt group, join queue, auto attendant or send to voicemail.

- Number
- Record
- Action
- Destination

Number

Each incoming number assigned to your VoIP service is listed here.

Record

Check the box to have all calls that are made to a number recorded automatically. Clear the box to stop recording calls.

Action

You can choose from a variety of actions for each number. These are listed below. Changes are made immediately. The actions you can choose from are:

- Disabled
- Ring Extension
- Ring Hunt Group
- Join Queue
- Auto Attendant
- Send to Voicemail

Incoming Numbers

Review your numbers and define the handling of your incoming calls

[Log Out](#)

Information

Each incoming number assigned to your VoIP service is listed here.

For each number choose how you want incoming calls to be handled from the actions within the drop down list. Actions you can choose include: disable, ring extension, ring hunt group, join queue, auto attendant or send to voicemail.

Number	Record	Action	Destination
0121 270 0800	<input checked="" type="checkbox"/>	Ring Extension	502 - Paul Stone Desk
0121 270 0804	<input checked="" type="checkbox"/>	Disabled	
01952 457 163	<input checked="" type="checkbox"/>	Disabled	

Alter your Extensions

You can add new extensions or remove existing extensions on a one for one basis or in bulk. Contact us to find out more.



Disabled:

Disabled numbers will play back a busy tone to callers.

Ring Extension:

Choose 'Ring Extension' to route calls to the specified incoming number through to a destination extension. Ensure you choose which extension within the destination drop down.

Ring Hunt Group:

'Ring Hunt Group' sends all calls to the incoming number to a destination hunt group.

Ensure you choose the required hunt group from the drop down list within the destination field.

Join Queue:

Choose 'Join queue' to send incoming calls to a destination queue. Select the required queue from the drop down menu within the destination field.

Auto Attendant:

Selecting 'Auto Attendant' will send incoming calls to your pre defined auto attendant. This can be set up within the Auto Attendant page of this portal.

Send to Voicemail:

You can also choose to send all incoming calls to an incoming number to a voicemail destination.

Destination

Some actions require you to select a destination. The list of destinations is context sensitive. For example, if you set a number to 'Disabled' then the destination drop down does not appear as the number is now disabled. Alternatively if you chose 'Ring an Extension' a drop down menu would appear displaying your list of extensions. Please note that changes take effect immediately. Live calls in operation are not interrupted when you make changes but will access your changes straight away without ending their call.

Extensions

Each user has an extension with associated features. Assign extensions to users then define their group, outgoing CLI and call forwarding number.

- Extensions
- Voicemail
- Phones

Extensions

Manage all extensions and edit individual extension settings

- Extension
- Status
- Name
- SIP Password

- Group
- Outgoing CLI
- Record
- Edit
- Show Passwords

Extension:

An extension is a number used to make calls between users of the VoIP service without the need to dial a full length telephone number. Click the save button to save your changes.

Status:

The status column will show a green 'tick' icon if an extension is currently registered with a VoIP device and a red 'cross' icon if it is not registered. Move your mouse over a green tick icon to review username, user agent, IP address, registered date / time and the expiry time. Click the save button to save your changes.

Extensions

Manage extensions, voicemail and phones

Log Out

Information

Extension:

An extension is a number used to make calls between users of the VoIP service without the need to dial a full length telephone number. Click the save button to save your changes.

Status

The status column will show a green 'tick' icon if an extension is currently registered with a VoIP device and a red 'cross' icon if it is not registered. Move your mouse over a green tick icon to review username, user agent, IP address, registered date / time and the expiry time. Click the save button to save your changes

Extensions Voicemail Phones

Extension	Status	Name	SIP Password	Group	Outgoing CLI	Record	Edit
501	✗	Jon Farmer Desk	*****	Pre-Sales	0121 270 0800	✓	✎
502	✓	Paul Stone Desk	*****	Pre-Sales	0121 270 0804	✓	✎
503	✗	Flexor 500 " @ ' <u>foo<	*****	Accounts	0121 270 0800	✓	✎
504	✗	Grandstream A	*****	Sales	0121 270 0804	✓	✎
507	⊖	Grandstream B		Sales	0121 270 0804	✓	✎
508	✗	Ojo US A f	***	Sales	0121 270 0804	✓	✎
509	✗	Ojo US B	***	Sales	0121 270 0804	✓	✎
510	⊖	Ojo A		Sales	0121 270 0804	✓	✎
511	⊖	Ojo B g		Sales	0121 270 0804	✓	✎
888	✗	Elsa Chen	*****	Sales	0121 270 0804	✓	✎

Show Passwords

Save

Add Call Recording

Did you know that you can record calls to and from your service and retrieve those recordings from your 'Report' menu? Contact us to find out more and to have this facility activated.



Name:

Enter a name used to identify the phone. Click the save button to save your changes.

SIP Password:

You can edit the SIP Password for an extension in this field. Click the save button to save your changes.

Group:

The group setting defines the call pickup group the extension belongs to. Any phones ringing within the same group can be picked up by another member of the specified group by dialling *8 from their VoIP device. Click the save button to save your changes.

Outgoing CLI:

The outgoing Caller Line Identification (CLI) can be defined by inserting the required number into the outgoing CLI field. This number will be presented on all outgoing calls from this extension. Only registered CLI Numbers will be presented on outgoing calls. Click the save button to save your changes.

Record:

Check the box to have all calls that are made to and from an extension recorded automatically. Click the save button to save your changes.

Edit:

Select the edit button for any corresponding extension to define the users call privileges, follow me options and permissions for the end user control panel. Click the save button to save your changes.

Show Passwords:

Check this box to reveal the SIP Passwords for your extensions. Clear the box to hide the passwords.

Edit Extension

Edit privileges, follow me and control panel options for an extension.

Click the 'All Extensions' tab menu item to return to the extensions screen.

- Call Privileges
- Call Forward and Follow Me

Call Privileges:

This is the default screen when you click to edit an extension from the Extensions screen.

Outgoing Calls:

Check this box to allow outgoing calls to be made from this extension. Click the save button to save your changes.

Mobile Numbers:

Check this box to allow calls to mobile phones to be made from this extension. Click the save button to save your changes.

International Numbers:

Check this box to allow calls to international numbers to be made from this extension. Click the save button to save your changes.

Premium Rate Numbers:

Check this box to allow calls to premium rate numbers to be made from this extension. Click the save button to save your changes.

Edit Extension 501 - Jon Farmer Desk

< All Extensions	Call Privileges	Call Forward and Follow Me
➔	Outgoing Calls:	<input type="checkbox"/>
m	Mobile Numbers:	<input type="checkbox"/>
i	International Numbers:	<input type="checkbox"/>
£	Premium Rate Numbers:	<input type="checkbox"/>
<input type="button" value="Save"/>		

Screen 4 - Extensions: Edit Extension: Call Privileges



Call Forward and Follow Me:

From this screen you can configure call forwarding and follow me services.

Call Forwarding:

Enter a number into the field to forward all calls for this extension. Click the save button to save your changes. Simply delete the number and click the save button to disable call forward.

Follow Me:

Enter a number to be included in the Follow Me chain in the 'number to dial' field. Enter how long you want that number to ring for in seconds in the 'seconds' field. Click the save button to save your changes.

Edit Extension 501 - Jon Farmer Desk

[< All Extensions](#) [Call Privileges](#) **[Call Forward and Follow Me](#)**

Call Forward

Forward All Calls To Number:

Follow Me

#	Number to Dial	Seconds
1	<input type="text" value="0111 2223345"/>	<input type="text" value="10"/>
2	<input type="text" value="23123123"/>	<input type="text" value="4"/>
3	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>



Voicemail

Manage voicemail settings, voicemail notifications for each extension and enable / disable each extension.

- Extension
- PIN
- Email
- Timeout
- SMS Notification
- SMS Number
- Enabled

Extension:

Each voicemail account is listed by extension showing extension number and extension name for ease of reference.

PIN:

Voicemail can be retrieved from a phone by using a PIN. A four digit PIN is required for each extension and is entered into the PIN field. Access to voicemail from a user's phone does not require a PIN. To collect voicemail messages dial 8500 from your handset. Click the save button to save your changes.

Email:

Voicemail notifications are sent via Email. Enter an email address into the field for each extension. A WAV file will then be sent to this email address every time a voicemail is received. Click the save button to save your changes.

Timeout:

Set how long a phone will ring, in seconds, before going to voicemail. Click the save button to save your changes.

Extensions

Manage extensions, voicemail and phones

Log Out

Information

Extension

Each voicemail account is listed by extension showing extension number and extension name for ease of reference.

PIN

Voicemail can be retrieved from a phone by using a PIN. A four digit PIN is required for each extension and is entered into the PIN field. Access to voicemail from a user's phone does not require a PIN. To collect voicemail messages dial 8500 from your handset. Click the save button to save your changes.

Email

Voicemail notifications are sent via Email. Enter an email address into the field for each extension. A WAV file will then be sent to this email address every time a voicemail is received. Click the save button to save your changes.

Extensions Voicemail Phones

Extension	PIN	Email	Timeout	SMS Notification	SMS Number	Enabled
501 - Jon Farmer Desk	0000	me@mycompany.com	10	<input type="checkbox"/>		<input checked="" type="checkbox"/>
502 - Paul Stone Desk	1111	me@mycompany.com	30	<input type="checkbox"/>		<input checked="" type="checkbox"/>
503 - Flexor 500 " @' <u>foo</u>	2222	me@mycompany.com	10	<input type="checkbox"/>		<input checked="" type="checkbox"/>
504 - Grandstream A	3333	me@mycompany.com	10	<input checked="" type="checkbox"/>	07900112233	<input checked="" type="checkbox"/>
507 - Grandstream B				<input type="checkbox"/>		<input type="checkbox"/>
508 - Ojo US A f				<input type="checkbox"/>		<input type="checkbox"/>
509 - Ojo US B				<input type="checkbox"/>		<input type="checkbox"/>
510 - Ojo A				<input type="checkbox"/>		<input type="checkbox"/>
511 - Ojo B g				<input type="checkbox"/>		<input type="checkbox"/>
888 - Elsa Chen				<input type="checkbox"/>		<input type="checkbox"/>

Save

Add Call Recording

Did you know that you can record calls to and from your service and retrieve those recordings from your 'Report' menu? Contact us to find out more and to have this facility activated.



SMS Notification:

Check this box to activate SMS notification of emails. Ensure you enter an SMS capable number in the SMS Number field. Please note SMS notification is a chargeable service. Click the save button to save your changes.

SMS Number:

A valid number that accepts SMS messages is required in this field to receive SMS notification of voicemail. Ensure that the SMS Notification box is checked to activate notifications to the number you enter. Please note SMS notification is a chargeable service. Click the save button to save your changes.

Enabled:

You can enable / disable the voicemail for each extension with this check box. Click the save button to save your changes.

Phones

You can configure user's phones via this provisioning tool.

- Extension
- Phone Model
- Mac Address

Extension:

Each phone is listed by extension showing the extension number and extension name for ease of reference.

Phone Model:

Choose the make and model of phone from the dropdown menu. Listed phones can be auto provisioned. Click the save button to save your changes.

Mac Address:

Enter the Mac Address which can be found on the bottom of your device. Click the save button to save your changes.

Home | Numbers | **Extensions** | Auto Attendant | Hunt Groups | Queues | Prompts | Reports
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Extensions
Log Out

Manage extensions, voicemail and phones

Information

You can configure user's phones via this provisioning tool.

Extension
Each phone is listed by extension showing extension number and extension name for ease of reference. Click the save button to save your changes.

Phone Model
Choose the make and model of phone from the dropdown menu. Listed phones will be auto provisioned. Click the save button to save your changes.

Mac Address
Enter the MAC Address which can be found on the bottom of your device. Click the save button to save your changes.

Extensions	Voicemail	Phones
Extension	Phone Model	Mac Address
501 - Jon Farmer Desk		Elmeg IP290 <input type="text" value="05:14:16:24:05:E9"/>
502 - Paul Stone Desk		Zoom ATA 5081 <input type="text"/>
503 - Flexor 500 " @' <u>foo</u>		Snom 320 <input type="text"/>
504 - Grandstream A		- <input type="text"/>
507 - Grandstream B		- <input type="text"/>
508 - Ojo US A f		- <input type="text"/>
509 - Ojo US B		- <input type="text"/>
510 - Ojo A		- <input type="text"/>
511 - Ojo B g		- <input type="text"/>
888 - Elsa Chen		- <input type="text"/>

Add Call Recording

Did you know that you can record calls to and from your service and retrieve those recordings from your 'Report' menu? Contact us to find out more and to have this facility activated.

Auto Attendant

Dial 306 to test the Auto Attendant.

An auto attendant allows callers to be automatically transferred to a user's extension, to hunt groups or call queues by selecting from a customisable menu of options. You can also configure open times and closed times for each day of the week and can override these with 'special times' options.

- Auto Attendant Mode
- Time Based Routing
- Open
- Closed
- Special

Auto Attendant Mode

You can quickly review the status of the auto attendant. The status shows how the auto attendant is currently performing. The status shows a label (Open, Closed, Special) reflecting what option is currently in effect. The time period for the setting currently active is also shown.

You can quickly configure the auto attendant from the Mode drop down menu. Choose Time Based Routing, Permanently Open or Permanently Closed.

Selecting Time Based Routing configures the auto attendant to operate according to your Time Based Routing Settings. Selecting Permanent Open Mode configures the auto attendant to use your 'Open' settings only. Selecting Permanent Closed Mode configures the auto attendant to use your 'Closed' settings only.

Home | Numbers | Extensions | **Auto Attendant** | Hunt Groups | Queues | Prompts | Reports

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Auto Attendant

Set your attendant times, manage your audio prompts and configure menu actions Log Out

Information

Dial 306 to test the Auto Attendant

An auto attendant allows callers to be automatically transferred to a user's extension, to hunt groups or call queues by selecting from a customisable menu of options. You can also configure open times and closed times for each day of the week and can override these with 'special times' options.

Status: Closed Mode: Time Based Routed

Time Based Routing | Open | Closed | Special

Modify Your Open Times:

Day	From	To
Monday	09:00	17:00

Your Chosen Open Times:
There are no open times currently set. Please modify your open times.

Modify Your Special Times:

Day	Month	Year	Time
From: 5	Dec	2007	00:00
To: 5	Dec	2007	00:00

Your Chosen Special Times:
There are no special times currently set. Please modify your special times.

Alter your Extensions

You can add new extensions or remove existing extensions on a one for one basis or in bulk. Contact us to find out more.



Time Based Routing

This screen allows you to configure the open and special time periods for your auto attendant. You can also review the open and special times that are already set. Please note: any time that is not 'Open' or overridden by a 'Special' time is considered to be 'Closed' by the auto attendant.

- Modify your open times
- Modify your special times
- Your chosen open times
- Your chosen special times

Modify your open times:

You can modify your open times by adding a new time period. Select a day, the time the period starts (from) and the time the period ends (to). Click the 'add' button to add that new time period to your chosen times. You can now see that your new time has been added to the 'Your Chosen Open Times' area of the screen.

Modify your special times:

You can modify your special times by adding a new time period. Select a day, a month, and the time the period starts from. Then do the same for when the new special time period will end. Click the 'add' button to add that new time period to your chosen times. You can now see that your new time has been added to the 'Your Chosen Special Times' area of the screen.

Your chosen open times:

You can review your list of chosen open times. When you add a new open time an entry will be listed here automatically. The list shows the day in which each time period is active, a 'from' time and a 'to' time. You can also delete a time period by clicking the delete button.

Your chosen special times:

You can review your list of chosen special times. When you add a new special time an entry will be listed here automatically. The list shows the day, month and time the special period starts and the day, month and time the special period ends. You can also delete a time period by clicking the delete button.

Open

When a call is delivered to the auto attendant the caller can hear a menu containing an introduction and a series of options in succession. The menu presented to a caller depends upon the status of the Auto Attendant (Open, Closed & Special). Use the corresponding tabs to configure the menu for each status.

Please note that although you do not upload your audio files in the auto attendant settings you do allocate uploaded files to these options. You manage & upload your audio files from the 'Prompts' main menu item.

Each menu has the following features:

- Option
- Prompt
- Action
- Destination
- Enabled

Option:

The Option column lists an introduction and a range of options. Callers routed to the auto attendant will hear your introduction and then your menu options in numerical order (if enabled). Please note that changes take effect immediately. Live calls in operation are not interrupted when you make changes however they will access your changes straight away without ending their call.

Prompts:

Determine which prompts are associated with the introduction and your menu options. The drop down list has categories that correspond to the categories in the prompts library.

Click the main menu item 'Prompts' to manage your library. Please note that changes take effect immediately. Live calls in operation are not interrupted when you make changes however they will access your changes straight away without ending their call.

Select the prompt you wish to be played to a caller from the drop down list for your introduction and for each of your menu options. Once selected a prompt becomes active.

You can allocate the same prompt to more than one option at the same time. You can hear a prompt by pressing the speaker button next to the prompt drop down list. Please note that changes take effect immediately. Live calls in operation are not interrupted when you make changes but will access your changes straight away without ending their call.

Actions:

For each menu option you can set a corresponding action. The actions you can set are:

- Disabled
- Ring Extension
- Ring Hunt Group
- Join Queue
- Send to Voicemail

Disabled:

The option is disabled and not included in the menu when a caller is routed to the auto attendant. Please note that changes take effect immediately. Live calls in operation are not interrupted when you make changes but will access your changes straight away without ending their call.



Ring Extension:

When this action is selected callers will be routed directly to an extension. Select an extension from the destination field. If you do not select an extension this menu option is automatically disabled. Please note that changes take effect immediately. Live calls in operation are not interrupted when you make changes but will access your changes straight away without ending their call.

Ring Hunt Group:

When this action is selected callers will be routed directly to a hunt group. Select a hunt group from the destination field. If you do not select a hunt group this menu option is automatically disabled. Please note that changes take effect immediately.

Live calls in operation are not interrupted when you make changes but will access your changes straight away without ending their call.

Join Queue:

When this action is selected callers will be routed directly to a queue. Select a queue from the destination field. If you do not select a queue this menu option is automatically disabled. Please note that changes take effect immediately. Live calls in operation are not interrupted when you make changes but will access your changes straight away without ending their call.

Send to Voicemail:

When this action is selected callers will be routed directly to a voicemail account. Select a voicemail account from the destination field. If you do not select a voicemail account this menu option is automatically disabled. Please note that changes take effect immediately. Live calls in operation are not interrupted when you make changes but will access your changes straight away without ending their call.

Auto Attendant

Set your attendant times, manage your audio prompts and configure menu actions

Log Out

Information

When a call is delivered to the auto attendant the caller can hear a menu containing an introduction and a series of options in succession. The menu presented to a caller depends upon the status of the Auto Attendant (Open, Closed & Special). Use the corresponding tabs to configure the menu for each status.

Please note that although you do not upload your audio files in the auto attendant settings you do allocate uploaded files to options. You manage & upload your audio files from the 'Prompts' main menu item.

Status: Closed Mode: Time Based Routed

Time Based Routing **Open** Closed Special

Option	Prompt	Action	Destination	Enabled
Introduction	Intro Message			<input checked="" type="checkbox"/>
Option 1	Prompt 1	Ring Extension	501 - Jon Farmer Desk	<input checked="" type="checkbox"/>
Option 2	Prompt 2	Ring Extension	509 - Ojo US B	<input checked="" type="checkbox"/>
Option 3	Prompt 3	Ring Extension	504 - Grandstream A	<input checked="" type="checkbox"/>
Option 4	Prompt 4	Ring Extension	503 - Flexor 500 * @ ' <u>fo</u>	<input checked="" type="checkbox"/>
Option 5	Prompt 5	Send To Voicemail	502 - Paul Stone Desk	<input checked="" type="checkbox"/>
Option 6	-	Ring Hunt Group	102 - Farmer	<input checked="" type="checkbox"/>
Option 7	-	Disabled		<input type="checkbox"/>
Option 8	-	Disabled		<input type="checkbox"/>
Option 9	-	Disabled		<input type="checkbox"/>

Upgrade your Hunt Groups

You can add new hunt groups or remove existing hunt groups on a one for one basis or in bulk. Contact us to find out more.



Destination:

Some actions require you to select a destination. The list of destinations is context sensitive. For example, if you set Option 1 to 'Ring Hunt Group' then the destination drop down will display a list of your hunt groups to choose from. If your chosen action presents you with a destination drop down and you do not make a selection then the menu option will be automatically disabled. Please note that changes take effect immediately. Live calls in operation are not interrupted when you make changes but will access your changes straight away without ending their call.

Enabled:

This check box allows you to activate and deactivate each menu option and your introduction without altering any settings. If your chosen configuration disabled a menu item then this check box will not be accessible. Please note that changes take effect immediately. Live calls in operation are not interrupted when you make changes but will access your changes straight away without ending their call.

Closed

When a call is delivered to the auto attendant the caller can hear a menu containing an introduction and a series of options in succession. The menu presented to a caller depends upon the status of the Auto Attendant (Open, Closed & Special). Use the corresponding tabs to configure the menu for each status.

Please note that although you do not upload your audio files in the auto attendant settings you do allocate uploaded files to options. You manage & upload your audio files from the 'Prompts' main menu item.

Each menu has the following features:

- Option
- Prompt
- Action
- Destination
- Enabled

Disabled:

The option is disabled and not included in the menu when a caller is routed to the auto attendant. Please note that changes take effect immediately. Live calls in operation are not interrupted when you make changes but will access your changes straight away without ending their call.

Ring Extension:

When this action is selected callers will be routed directly to an extension. Select an extension from the destination field. If you do not select an extension this menu option is automatically disabled. Please note that changes take effect immediately. Live calls in operation are not interrupted when you make changes but will access your changes straight away without ending their call.

Ring Hunt Group:

When this action is selected callers will be routed directly to a hunt group. Select a hunt group from the destination field. If you do not select a hunt group this menu option is automatically disabled. Please note that changes take effect immediately.

Live calls in operation are not interrupted when you make changes but will access your changes straight away without ending their call.

Join Queue:

When this action is selected callers will be routed directly to a queue. Select a queue from the destination field. If you do not select a queue this menu option is automatically disabled. Please note that changes take effect immediately. Live calls in operation are not interrupted when you make changes but will access your changes straight away without ending their call.

Send to Voicemail:

When this action is selected callers will be routed directly to a voicemail account. Select a voicemail account from the destination field. If you do not select a voicemail account this menu option is automatically disabled. Please note that changes take effect immediately. Live calls in operation are not interrupted when you make changes but will access your changes straight away without ending their call.

Destination:

Some actions require you to select a destination. The list of destinations is context sensitive. For example, if you set Option 1 to 'Ring Hunt Group' then the destination drop down will display a list of your hunt groups to choose from. If your chosen action presents you with a destination drop down and you do not make a selection then the menu option will be automatically disabled. Please note that changes take effect immediately. Live calls in operation are not interrupted when you make changes but will access your changes straight away without ending their call.

Enabled:

This check box allows you to activate and deactivate each menu option and your introduction without altering any settings. If your chosen configuration disabled a menu item then this check box will not be accessible. Please note that changes take effect immediately. Live calls in operation are not interrupted when you make changes but will access your changes straight away without ending their call.



Special

When a call is delivered to the auto attendant the caller can hear a menu containing an introduction and a series of options in succession. The menu presented to a caller depends upon the status of the Auto Attendant (Open, Closed & Special). Use the corresponding tabs to configure the menu for each status.

Please note that although you do not upload your audio files in the auto attendant settings you do allocate uploaded files to options. You manage & upload your audio files from the 'Prompts' main menu item.

Each menu has the following features:

- Option
- Prompt
- Action
- Destination
- Enabled

Disabled:

The option is disabled and not included in the menu when a caller is routed to the auto attendant. Please note that changes take effect immediately. Live calls in operation are not interrupted when you make changes but will access your changes straight away without ending their call.

Ring Extension:

When this action is selected callers will be routed directly to an extension. Select an extension from the destination field. If you do not select an extension this menu option is automatically disabled. Please note that changes take effect immediately. Live calls in operation are not interrupted when you make changes but will access your changes straight away without ending their call.

Ring Hunt Group:

When this action is selected callers will be routed directly to a hunt group. Select a hunt group from the destination field. If you do not select a hunt group this menu option is automatically disabled. Please note that changes take effect immediately.

Live calls in operation are not interrupted when you make changes but will access your changes straight away without ending their call.

Join Queue:

When this action is selected callers will be routed directly to a queue. Select a queue from the destination field. If you do not select a queue this menu option is automatically disabled. Please note that changes take effect immediately. Live calls in operation are not interrupted when you make changes but will access your changes straight away without ending their call.

Send to Voicemail:

When this action is selected callers will be routed directly to a voicemail account. Select a voicemail account from the destination field. If you do not select a voicemail account this menu option is automatically disabled. Please note that changes take effect immediately. Live calls in operation are not interrupted when you make changes but will access your changes straight away without ending their call.

Destination:

Some actions require you to select a destination. The list of destinations is context sensitive. For example, if you set Option 1 to 'Ring Hunt Group' then the destination drop down will display a list of your hunt groups to choose from. If your chosen action presents you with a destination drop down and you do not make a selection then the menu option will be automatically disabled. Please note that changes take effect immediately. Live calls in operation are not interrupted when you make changes but will access your changes straight away without ending their call.

Enabled:

This check box allows you to activate and deactivate each menu option and your introduction without altering any settings. If your chosen configuration disabled a menu item then this check box will not be accessible. Please note that changes take effect immediately. Live calls in operation are not interrupted when you make changes but will access your changes straight away without ending their call.

Hunt Groups

A hunt group is used to pass calls to multiple extensions, external numbers and other existing groups. Hunt groups have their own extension number which can be dialled like any other extension.

The hunt group summary screen shows all hunt group and their individual settings:

- Extension
- Name
- Members
- Strategy
- Record
- Enabled
- Edit

Extension

Each hunt group has an extension. Hunt group extensions can be dialled just like end user extensions.

Name

The name of each hunt group is displayed for ease of reference. This can be edited by clicking the edit button.

Members

The members of the hunt group are displayed for ease of reference. This can be edited by clicking the edit button.

Strategy

The calling strategy for each hunt group is displayed for ease of reference. This can be edited by clicking the edit button.

Home | Numbers | Extensions | Auto Attendant | **Hunt Groups** | Queues | Prompts | Reports
• Customer Services T: 0870 777 4224 E: cs@enta.net • Technical Support T: 0870 224 3494 E: support@enta.net

Hunt Groups

Deliver calls dynamically to a group of users

[Log Out](#)

Information

A hunt group is used to pass calls to multiple extensions, external numbers and other existing groups. Hunt groups have their own extension number which can be dialled like any other extension.

The hunt group summary screen shows all hunt group and their individual settings:

Extension	Name	Members	Strategy	Record	Enabled	Edit
101	Test " " sdf	<div style="font-size: x-small; margin: 0;"> f 502 - Paul Stone Desk f Sales f 508 - Ojo US A f </div>	Consecutive ▾	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
102	Farmer	No Members	Ring All ▾	<input type="checkbox"/>	<input type="checkbox"/>	
103		No Members	Ring All ▾	<input type="checkbox"/>	<input type="checkbox"/>	
104		No Members	Ring All ▾	<input type="checkbox"/>	<input type="checkbox"/>	
105		No Members	Ring All ▾	<input type="checkbox"/>	<input type="checkbox"/>	
106		No Members	Ring All ▾	<input type="checkbox"/>	<input type="checkbox"/>	
107		No Members	Ring All ▾	<input type="checkbox"/>	<input type="checkbox"/>	
108		No Members	Ring All ▾	<input type="checkbox"/>	<input type="checkbox"/>	
109		No Members	Ring All ▾	<input type="checkbox"/>	<input type="checkbox"/>	
110		No Members	Ring All ▾	<input type="checkbox"/>	<input type="checkbox"/>	

Add Call Recording

Did you know that you can record calls to and from your service and retrieve those recordings from your 'Report' menu? Contact us to find out more and to have this facility activated.



Record

You can configure each hunt group to record incoming and outgoing calls automatically by checking the 'record' box. To turn call recording off for a hunt group clear the check box.

Enabled

You can enable or disable a hunt group without affecting its settings by checking or clearing the 'Enabled' check box.

Edit

Click the edit button to edit the options for the hunt group and to manage its members.

Edit Hunt Group

Manage the members of this hunt group and configure hunt group options.

- All Hunt Groups
- Members
- Hunt Group Options

All Hunt Groups

Click this menu tab to return to the screen showing the list of all hunt groups.

Members

Add and remove individual members of this hunt group including extensions, groups and external numbers. This screen is shown by default when you edit a hunt group.

- Add Member
- Member List

Add Member:

You can choose to add an extension, a group or external number to this hunt group. Make your selection from the 'Member Type' drop down list.

Once you have chosen a member type a list of available members is shown in the 'Member' drop down list. Select from this list to add your new member.

Once you have added a new member the member list is updated with your choice.

Please note the member type 'external number' is only activated when the hunt group ring strategy is set to 'Consecutive'.

Member List:

The member list displays the current active members of this hunt group. You can delete a member by clicking the delete for a member entry.

Edit Hunt Group 101 - Test ' " sdf

< All Hunt Groups **Members** Hunt Group Options

Add Members:

Member Type: Member:

Type	Member	Delete
Extension	502 - Paul Stone Desk	
Group	Sales	
Extension	508 - Ojo US A f	

Please note external numbers are only activated when the hunt group ring strategy is set to 'Consecutive'



Hunt Group Options

Click this menu tab to manage the options for this hunt group. This tab is displayed by default when you click the edit hunt group button on the hunt groups screen.

- Enabled
- Name
- Introduction message:
- Strategy
- Alter CLI
- Loops
- Ring Time
- Voicemail
- Call Recording

Enabled:

You can enable or disable a hunt group by checking or clicking the check box. Press the save button to save your changes.

Name:

Enter a name for the hunt group into this field. Your chosen name is used for ease of reference throughout the portal. Press the save button to save your changes.

Introduction Message:

You can choose to have a prompt played to callers when their call enters a hunt group.

Use the drop down menu to select a prompt from your prompt library. You can play a selected prompt by pressing the speaker icon. Press the save button to save your changes.

Strategy:

You can choose to have calls delivered to members of the group consecutively or have all members phones ring at once. Make your selection from the drop down menu and press the save button to save your changes.

Alter CLI:

When a call is delivered to a hunt group member you can have the hunt group name shown on the display of a compatible IP device. Check this box to activate this feature or clear the box to deactivate it. Press the save button to save your changes.

Loops:

If you have set your strategy to 'Ring All' the loops option sets the number of times the hunt group repeats the Ring Time. If you have set your strategy to 'Consecutive' the loops option sets the number of times the complete member list is called. Press the save button to save your changes.

Ring Time:

If you chose the consecutive strategy the ring time determines how long each extension rings for before the next extension is tried.

Voicemail:

Once the loops have been completed a call is sent to voicemail. Choose a destination voicemail box from the drop down list.

Edit Hunt Group 101 - Test ' ' sdf

< All Hunt Groups

Members

Hunt Group Options

Enabled:	<input checked="" type="checkbox"/>
Name:	<input type="text" value="Test ' ' sdf"/>
Introduction Message:	<input type="text" value="one two three"/> <input type="button" value="Speaker"/>
Strategy:	<input type="text" value="Consecutive"/>
Alter CLI:	<input checked="" type="checkbox"/>
Loops:	<input type="text" value="6"/>
Ring Time:	<input type="text" value="10"/> seconds
Voicemail:	<input type="text" value="501 - Jon Farmer Desk"/>
Call Recording:	<input checked="" type="checkbox"/>
<input type="button" value="Save"/>	

Queues

A queue is used to deliver waiting calls in succession to users according to a calling strategy. Manage each of your queues from this screen.

Please note: To log one of your extensions into the queue dial *2 and the queue extension number (e.g. *2307 for queue #307). To log an extension out of a queue dial **2 and the queue extension number (e.g. **2307 for queue #0307).

- Extension
- Queue Name
- State
- Strategy
- Record
- Enabled
- Edit

Extension

This is the unique extension number for a queue. Users can dial this extension just like any other extension in the system.

Queue Name

The name of each queue is displayed for ease of reference. This can be edited in by clicking the edit button.

State

Time based routing can be applied to each queue. The current status (Open, Closed or Special) is displayed here for each queue. You can edit the Time Based Routing options by clicking on the edit button.

Queues



Deliver waiting calls in succession to users according to a calling strategy

Log Out

Information

A queue is used to deliver waiting calls in succession to users according to a calling strategy. Manage each of your queues from this screen.

Please note: To log one of your extensions into the queue dial *2 and the queue extension number (e.g. *2307 for queue #307). To log an extension out of a queue dial **2 and the queue extension number (e.g. **2307 for queue #0307).

Extension	Name	State	Strategy	Record	Enabled	Edit
307	Sales	Open	Fewest Calls	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
308	Support	Closed	Round Robin	<input type="checkbox"/>	<input checked="" type="checkbox"/>	

Add Call Recording

Did you know that you can record calls to and from your service and retrieve those recordings from your 'Report' menu? Contact us to find out more and to have this facility activated.



Strategy

You can review or modify the ring strategy for the queue from here. The strategies are:

- Ring All
- Round Robin
- Least Recent
- Fewest Calls
- Random

Ring All:

Deliver calls to all extensions at the same time. The phones of all the extensions logged into the queue will ring at once until the call is picked up.

Round Robin:

Calls are delivered to each extension logged into the queue in succession.

Least Recent:

A call is delivered to the extension that received the least recent call.

Fewest Calls:

A call is delivered to the extension that has received the fewest calls

Random:

Calls are delivered randomly between extensions logged into the queue.

Record

Check this box to record all calls to the queue. Clear this box to deactivate call recording.

Enabled

Check this box to enable a queue. You can disable a queue by clearing this box.

Disabling or enabling a queue does not modify its specific settings. Click the edit button to modify a queue's settings.

Edit

To modify the settings and time based routing options for a queue click the edit button.



Edit Queue

Manage options and time based routing for a queue.

- Queue Status
- All Queues
- Queue Options
- Time Based Routing

Queue Status

You can quickly review the status of the queue. The status shows how the queue is currently performing. The status shows a label (Open, Closed, Special) reflecting which option is currently in effect. The time period for the setting currently active is also shown.

All Queues

Click this tab to return to the list of queues.

Queue Options

Manage the options for this queue.

- Enabled
- Name
- Strategy
- Announce Frequency
- Ring Timeout
- On Hold
- Voicemail Timeout
- Voicemail Box
- Allow 'i' to Exit
- Call Recording

Enabled:

Check this box to enable a queue. You can disable a queue by clearing this box. Disabling or enabling a queue does not modify its specific settings. Click the edit button to modify a queue's settings.

Name:

The queue name is used throughout the portal (for example, in the Numbers screen when you choose to deliver a number to a queue). Edit the queue name here and press the save button to save your changes.

Edit Queue 307 - Sales

Status: Open

< All Queues Queue Options Time Based Routing

Enabled:	<input checked="" type="checkbox"/>
Name:	<input type="text" value="Sales"/>
Strategy:	<input type="text" value="Fewest Calls"/>
Announce Frequency:	<input type="text" value="120 seconds"/>
Ring Timeout:	<input type="text" value="10"/> seconds
On Hold:	<input type="text" value="Ring"/>
Voicemail Timeout:	<input type="text" value="30"/> seconds
Voicemail Box:	<input type="text" value="No Voicemail"/>
Allow '1' to Exit:	<input checked="" type="checkbox"/>
Call Recording:	<input checked="" type="checkbox"/>

Save



Strategy:

You can review or modify the ring strategy for the queue from here. The strategies are:

- Ring All
- Round Robin
- Least Recent
- Fewest Calls
- Random

Ring All:

Deliver calls to all extensions at the same time. The phones of all the extensions logged into the queue will ring at once until the call is picked up.

Round Robin:

Calls are delivered to each extension logged into the queue in succession.

Least Recent:

A call is delivered to the extension that received the least recent call.

Fewest Calls:

A call is delivered to the extension that has received the fewest calls

Random:

Calls are delivered randomly between extensions logged into the queue.

Announce Frequency:

Set how often a call position is played back to a caller. You can disable queue announcements by selecting 'Disabled' from the drop down list.

Ring Timeout:

If you chose the round robin or random strategy the ring timeout determine how long each extensions rings for before the next extension is tried.

On Hold:

Choose the audio a caller hears while in the queue.

Voicemail Timeout:

Set the amount of time, in seconds, before a queue drops automatically to voicemail.

Voicemail Box:

When the voicemail timeout is reached a call is delivered to voicemail. Choose which voicemail box is used from the drop down list.

Allow 'i' to Exit:

Check this box to allow callers to press 'i' to drop straight to voicemail without waiting.

Call Recording:

You can configure each queue to record incoming and outgoing calls automatically by checking the 'record' box. To call recording off for a queue clear the check box.

Time Based Routing

This screen allows you to configure the open and special time periods for your queue.

You can also review the open and special times that are already set. Please note: any time that is not 'Open' or overridden by a 'Special' time is considered to be 'Closed' by the queue.

- Queue State
- Introductory Message
- Action
- Modify your open times
- Modify your special times
- Your chosen open times
- Your chosen special times

Queue State:

You can see the current state of the queue. States include 'Open', 'Closed' and 'Special'. The state changes automatically depending upon your chosen time periods (and is shown above the tab menu).

Introductory Message:

When a call joins a queue for the first time you can play back a message to a caller.

Select the audio file you wish to play from the drop down list. You can play a file back by clicking on the speaker button. You can add, delete and configure audio files by clicking the 'Prompts' main menu item.

Action:

The action drop down list is context sensitive. You can choose to have calls join the queue, to have the queue hang up or to sent to voicemail. If you choose 'send to voicemail' be sure to select a voicemail box from the additional drop down list that is displayed.

Modify your open times:

You can modify your open times by adding a new time period. Select a day, the time the period starts (from) and the time the period ends (to). Click the 'add' button to add that new time period to your chosen times. You can now see that your new time has been added to the 'Your Chosen Open Times' area of the screen.



Modify your special times:

You can modify your special times by adding a new time period. Select a day, a month, and the time the period starts from. Then do the same for when the new special time period will end. Click the 'add' button to add that new time period to your chosen times.

You can now see that your new time has been added to the 'Your Chosen Special Times' area of the screen.

Your chosen open times:

You can review your list of chosen open times. When you add a new open time an entry will be listed here automatically. The list shows the day in which each time period is active, a 'from' time and a 'to' time. You can also delete a time period by clicking the delete button.

Your chosen special times:

You can review your list of chosen special times. When you add a new special time an entry will be listed here automatically. The list shows the day, month and time the special period starts and the day, month and time the special period ends. You can also delete a time period by clicking the delete button.

Edit Queue 307 - Sales

Status: Open

Queue State	Intro Message	Action
Open	LoopyMusic <input type="button" value="v"/> <input type="button" value="v"/>	Hangup Call <input type="button" value="v"/>
Closed	LoopyMusic <input type="button" value="v"/> <input type="button" value="v"/>	Allowed to Join Queue <input type="button" value="v"/>
Special	- <input type="button" value="v"/>	Allowed to Join Queue <input type="button" value="v"/>

Modify Your Open Times:

Day	From	To
Monday <input type="button" value="v"/>	09 <input type="button" value="v"/> : 00 <input type="button" value="v"/>	— 17 <input type="button" value="v"/> : 00 <input type="button" value="v"/>

Your Chosen Open Times:

There are no open times currently set. Please modify your open times.

Modify Your Special Times:

Day	Month	Year	Time
From: 6 <input type="button" value="v"/>	Dec <input type="button" value="v"/>	2007 <input type="button" value="v"/>	00 <input type="button" value="v"/> : 00 <input type="button" value="v"/>
To: 6 <input type="button" value="v"/>	Dec <input type="button" value="v"/>	2007 <input type="button" value="v"/>	00 <input type="button" value="v"/> : 00 <input type="button" value="v"/>

Your Chosen Special Times:

There are no special times currently set. Please modify your special times.

Prompts

You can upload new prompts in WAV or MP3 format, manage and delete prompts from this screen.

- Upload Prompt
- Unallocated Prompts
- Allocated Prompts

Upload Prompt

You can upload audio recordings to be used as prompts in your auto attendant, hunt groups and call queues.

To upload a recording click the 'browse' button and locate the file on your computer.

Once a file has been uploaded it automatically appears in the 'Unallocated Prompts' list.

Unallocated Prompts

You can review prompts you have not allocated to your auto attendant, queues or hunt groups from this list.

To allocate prompts configure the Auto Attendant, Hunt Groups or Queues screens (from the main menu).

When you upload a new prompt the list automatically refreshes with a new entry.

- Edit
- Delete
- Title
- Duration
- Play

Edit:

When you press the edit button the title field becomes editable allowing you to rename a prompt. Click the save button to save your changes.

Delete:

You can delete a prompt from the list by clicking the delete button. Please note that you can only delete prompts that are unallocated.

Prompts

Review and manage your audio prompts

Log Out

Information

Upload Prompt

You can upload audio recordings to be used as prompts in your auto attendant, hunt groups and call queues.

To upload a recording click the 'browse' button and locate the file on your computer. Once a file has uploaded it automatically appears in the 'Unallocated Prompts' list.

Unallocated Prompts

You can review prompts you have not allocated to your auto attendant, queues or hunt groups from this list.

To allocate prompts configure the Auto Attendant, Hunt Groups or Queues screens (from the main menu).

When you upload a new prompt the list automatically refreshes with a new entry.

Upload Prompt

WAV or MP3 format

Unallocated Prompts

Edit	Delete	Title	Duration	Play
		this isn't a test	2s	

Allocated Prompts

▶ Hunt Group Prompts (1)

▼ Queue Prompts

Edit	Title	Duration	Play
	LoopyMusic	3s	
	One thing	2s	

▶ Auto Attendant Prompts (5)

Alter your Extensions

You can add new extensions or remove existing extensions on a one for one basis or in bulk. Contact us to find out more.



Title:

The title is a name for your prompt. You can edit this title by clicking the edit button. The name you enter is shown in the prompt drop down lists throughout the portal.

Duration:

The duration of your prompt is displayed in this column.

Play:

You can play a prompt back through your computer by pressing the speaker button. To stop playback simply click the button again.

Allocated Prompts

Allocated prompts are displayed in one of three categories – Hunt Group Prompts, Queue Prompts and Auto Attendant Prompts. The category title displays the total number of prompts it contains in parenthesis. To view the prompts contained in a category click on the title. You can collapse the category by clicking the title again.

To allocate a prompt configure the settings available via the main menu options (e.g. Hunt Groups or Auto Attendant).

The following fields are shown when you expand a category:

- Edit
- Title
- Duration
- Play

Edit:

When you press the edit button the title field becomes editable allowing you to rename a prompt. Click the save button to save your changes.

Title:

The title is a name for your prompt. You can edit this title by clicking the edit button. The name you enter is shown in the prompt drop down lists throughout the portal.

Duration:

The duration of your prompt is displayed in this column.

Play:

You can play a prompt back through your computer by pressing the speaker button. To stop playback simply click the button again.



Reports

From the reports screen you can review detailed call logs and, if the option is available, play back your call recordings.

- Time Period
- From
- To
- Date / Time
- Duration
- Recording
- Download

Time Period

Select the period you wish to review call logs for. Choose a date range for the beginning of the report (Day, Month & Year) and choose a date for the end of the report (Day, Month & Year).

You can filter the report to specific extensions, hunt groups or queues from the drop down list. You can also set the filter to 'All' to review all call logs in your specified date range.

When you chosen your date period and your filters press the submit button to retrieve the report.

From

The call origin number or extension.

To

The call destination number, extension queue or hunt group.

Date / Time

The date (YYYY-MM-DD) and time (HH:MM:SS) the call started.

Duration

The total duration of the call (HH:MM:SS)

Recording

If the call was recorded you can press the speaker button to play the call back through your computer.

Download

Click the icon to download the report to your computer in the available formats.



Phone Commands

You can perform multiple actions by entering codes with your IP device. These commands are:

Call Pickup

Pickup a group call:

You can pickup a call coming through to an IP device in the same call pickup group by dialling *3.

Pickup any call:

Dial *31 to pickup any call coming through to a device registered with your system.

Pickup a specific call:

You can pickup a specific call coming through to an IP device registered with your service by dialling *32 and the extension number (e.g. *32307).

Auto Attendant

Test auto attendant:

You can test your auto attendant by dialling 306 from a device connected to the service.

Call Forwarding

Forward calls:

Dial *4 and your required destination number. This will forward all calls on your phone to that number. A message will play saying "Your call forward request has been successful" confirming that call forwarding is turned on.

Remove call forwarding:

Dial **4 to remove call forwarding. A message will play saying "call forwarding has been disabled" confirming that call forwarding is turned off.

Check call forwarding status:

Dial *41 to check the status of your call forwarding. One of two messages will play back, either "your phone is not currently forwarded" or "your phone is currently forwarded to (your number)".

Queues

Log in to a queue:

You can log your extension into a queue by dialling *2 and the queue extension number (e.g. *2307).

Log out of a queue:

You can log your extension out of a queue by dialling *2 and the queue extension number (e.g. *2307).

Voicemail

Retrieve voicemail from your IP device:

To retrieve voicemail for your extension dial 8500 from your IP device.

