

Web Portal User Guide

Easily set up new calling features, or make changes to existing ones through TouchTone's Business VoIP Web Portal.

This guide covers:

- Accessing the Web Portal
- Setting up calling features (user level)
- Setting up calling features (admin level)
- Changing existing calling features



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Introduction

TouchTone provides its Business VoIP users with an easy-to-use Web-based portal to help manage both their service and calling features.

This guide was designed to help you better understand the Web Portal so that you can utilize all of the features and functionality that VoIP has to offer.

This guide covers popular calling features. If one of the features you are looking to configure is not included, please call Business Support at **1-800-900-5474**, and one of our representatives will be happy to assist you.

Accessing the Web Portal

The Web Portal can be accessed from just about any web browser (Firefox, Internet Explorer, Chrome, and Safari).

Login

1. Enter the Business VoIP Web Portal URL into your Browser: businessvoip.touchtone.net.
2. A login screen will appear. **Enter your username and password.**

Your user username and password can be found in your Welcome Package Email.

Once logged in, you can set up new features or change settings for existing ones.

Help Button

While logged in, you can access a comprehensive step-by-step help guide to help you navigate the Portal and your features. You can access this guide at any time by clicking on the **HELP** button located in the upper right hand side of your screen.

The information each **HELP** button provides differs from page to page and provides information specific to the page you are currently on. For example, if you wish to know more information about a certain feature, simply click on that feature and press the **HELP** button. You will be given more information about what the feature does, plus all the configurable options that the feature has.

TouchTone
communications

Group > Users : a1demo

Welcome Demo Admin [Logout]

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans

Profile

Basic

Profile

Display and configure profile information such as your name, department and address.

Advanced

Assign Services

Assign or unassign services and service packs.

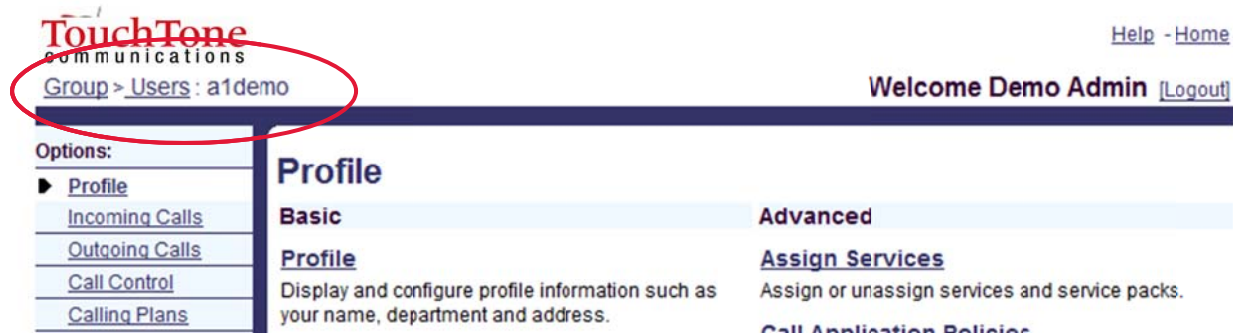
Call Application Policies

Help - Home

Site Navigation (admin user level only)

The Web Portal is setup in a hierarchal fashion, with the Group Services at the initial home or group level, and the User Functions on the user level. You can determine which level you are at by looking in the upper left-hand corner of your portal screen (see figure below).

This figure shows the Account a1demo under the User level. To return to the Group level, simply click on "Group" in the upper left-hand corner, or "Home" in the upper right-hand corner of your screen.



Calling Features – User Level

Voicemail / Voice Management

Voice Management allows you to specify how you would like to handle your messages.

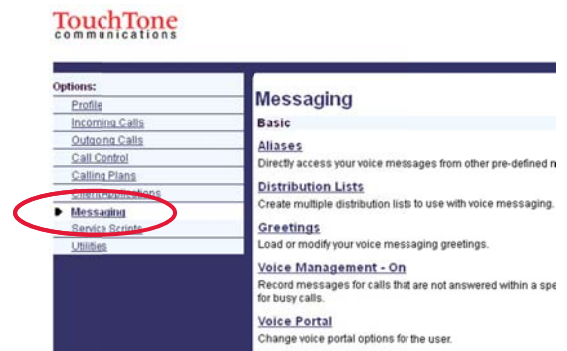
Voicemail Options:

- Send All Calls to Voicemail
- Send Busy Calls to Voicemail
- Send Unanswered Calls to Voicemail
- Send Calls while out of Primary Zone to Voicemail
- Send messages to your e-mail

Please note: When logging into your voicemail box for the first time, you will be prompted to change your password.

Accessing Voice Management

1. Log into the Business VoIP Web Portal.
2. Under **Options** (on the left-hand side), click **Messaging**.
3. Click **Voice Management**.
4. Choose how you would like to handle your messages.




Initial Voicemail Login / Changing Password

1. Access your Voicemail box (see Accessing Voicemail below).

2. **Enter** your **Voicemail PIN** followed by the **# key** (your PIN can be found in the Account Summary sent with your Welcome Package Email).
3. **Enter a new Voicemail PIN** at the prompt.
4. **Re-enter** your **Voicemail PIN** at the prompt.
5. **Record** your **name** at the prompt.
6. Press **#**.

Accessing Voicemail

From your Phone

1. Lift the handset.
2. Press the **Messages** button. The messages key () is the button with the “envelope” symbol.
3. Enter your **VM password** then **#** (your PIN can be found in your Account Summary).
4. See Voicemail Controls for additional options.

From an Outside Phone

1. **Dial your phone number.**
2. **Press *** when you hear your message.
3. **Enter your VM password** then **press #** (your PIN can be found in your Account Summary).
4. See Voicemail Controls for additional options.

Voicemail Control Options (Voicemail Main Menu)

Once logged into your voicemail box you have several options.

- **Press 1** to **access voicemail** box
 - **Press 1** to **play messages** (see Play Message Options for additional selections)
 - o **Press 9** to hear Additional Options
 - **Press 2** to **record Busy Greeting** (see Recording Voicemail Greetings)
 - **Press 3** to **record No Answer Greeting** (see Recording Voicemail Greetings)
- **Press 3** to **record your name.**
- **Press 5** to **compose a message** (see Compose Message Options for additional selections)
- **Press 8** to **change Voicemail passcode**
- **Press 9** to **exit**
- **Press #** to **repeat menu**

Play Message Options

- **Press 2** to play or repeat message; skip envelope
- **Press 4** to play previous message
- **Press 5** to play message envelope
- **Press 6** to play next message
- **Press 7** to delete message
- **Press 9** to hear additional options (see Additional Options)
- **Press *** to return to previous menu
- **Press #** to save message

Additional Options

- **Press 1** to reply to the message (see Reply to Message for additional options).
- **Press 2** to forward message (see Forward Message for additional options).
- **Press *** to return to previous menu
- **Press #** to repeat menu

Reply to Message

- **Press 1** to change current reply
- **Press 2** to listen to current reply
- **Press 3** to send reply
- **Press 6** to set or clear urgent indicator
- **Press 7** to set or clear confidential indicator
- **Press *** to return to previous menu
- **Press #** to repeat menu

Forward Message

- **Press 1** to change current introduction
- **Press 2** listen to current introduction
- **Press 3** to send message to specific group members
- **Press 4** send message to entire group
- **Press 5** send message to distribution list
- **Press 6** set or clear urgent indicator
- **Press *** return to previous menu
- **Press #** repeat menu

Compose Message Options

- **Press 7** to delete all messages
- **Press *** to go to Comm Pilot Voice portal

Press # repeat menu.

Recording Voicemail Greetings

You can record your voicemail greetings using your phone, or upload an audio or multi-media video file via the Web Portal. You can choose to set up a Busy Greeting, No Answer Greeting, and Alternate to No Answer Greeting. It is not necessary to record a customized Busy No Answer or Alternate to No Answer greeting.


To manage Greetings from the Web Portal,

1. Log into the Business Web Portal.
2. **Under Options** (located on the left-hand side), click on **Messaging**.
3. **Under Messaging**, choose **Greetings**.

4. From here, you can choose to set up a Busy Greeting, No Answer Greeting, and Alternate to No Answer Greeting by uploading an audio or multi-media video file.
5. Once you have uploaded your file(s), click OK or Apply to save changes.

To manage Greetings from your Phone,

Setting up voicemail can be different depending on what model VoIP phone you have. For additional information please refer to your phone model's [User Guide](#).

On most phones, to set up voice mail, press the Messages button () and follow the voice instructions.

Record No Answer Greeting (from your VoIP phone)

1. Access your voicemail from your VoIP phone.
2. **Press 1** for mailbox options.
3. **Press 3** to record your No Answer Greeting.
4. Follow the prompts for recording, reviewing and accepting the recording.

Record No Answer Greeting (from an outside phone)

1. Dial your phone number.
2. **Press *** when you hear your message.
3. **Enter your VM password** then **press #**.

Record No Answer Greeting (from the Portal)

1. Log into the Business Web Portal.
2. Under **Options** (located on the left-hand side), click on **Messaging**.
3. Under **Messaging**, choose **Greetings**.
4. Under **No Answer Greeting**, click on **Browse** to upload your greeting.

Recording Name

Via the Web Portal

In the Voice Portal you can set a Personalized Name (upload an audio file to use as your name for Auto Attendant and Voice Messaging) as well as set up your Voice Portal auto-login.

1. Log into the Business Web Portal.
2. **Under Options** (located on the left-hand side), click on **Messaging**.
3. **Under Messaging**, choose **Voice Portal**.
4. To upload file, click on **Browse**. Search for the file you wish to upload and click **Open**.
5. If you would like to use this file as your Auto-Login to your Voice Portal, click the corresponding check box.
6. To save changes, click **OK** or **Apply**.

Via your Phone

1. **Access your Voicemail** box.
2. **Press 3**.
3. Follow the message prompts.

Voicemail to Email

To send a copy of your voicemails to an email address:

1. Log into the Business VoIP Web Portal.
2. Select **Messaging** from the Options, and then click **Voice Management**.
3. Towards the bottom of the page, in the “Additionally...” section, click on the check box “**E-mail a carbon copy of the message to _____**” and enter your email address in the box.
4. Click **Apply** or **OK**.

To send your voicemail to an email address without storing a copy on your IP Phone:

1. Log in to the Business VoIP Web Portal.
2. Select **Messaging** from the Options, and then click **Voice Management**.
3. Towards the middle of the page, in the “When a message arrives...” section, click the radio button “**Forward it to this e-mail address:**” and enter your email address in the box.
4. Click **Apply** or **OK**.

Call Transfer (Attended, Blind & Transfer to Voicemail)

The Call Transfer feature allows you to transfer calls to another telephone number (landline or cell phone), extension, or voicemail.

You can choose from three options:

- Attended
- Blind
- Transfer to Voicemail

Attended Transfer

1. During a conversation, press the **Transfer (xfer)** soft key. The call is placed on hold and you will hear a dial tone.
2. **Dial the number to which you want to transfer the call.** Wait for the party to answer so you can announce the transfer.
3. If the called party is available, **press the Transfer (xfer) soft key again** to complete the transfer.
4. If the called party is unavailable, you can hang up and press the blinking line key of the original call to cancel the transfer and return to the holding party.

Blind Transfer

1. During a conversation, press the **Blind Transfer (bxfer)** soft key.
2. The LCD will then display Enter Blind Transfer Target. Dial the number to which you want to transfer the call to.
3. Hit dial and the call will immediately transfer.

Transferring a Call Directly to Voicemail

1. During a conversation, press the Transfer (xfer) soft key and dial *55. When prompted, enter the 4-digit extension and press #.

Find Me Follow Me (Mobile Office)

With Find Me Follow Me, your calls follow you wherever you go. Receive calls from any phone as if you were in the office. Three options are available: Sequential, Simultaneous and Forward.

Sequential Ring

This features allows you to ring multiple phones sequentially when calls are received.

To enable Sequential Ring:

1. Log into the Business VoIP Web Portal.
2. Click the **Incoming Calls** link located on the left hand side.
3. Click **Sequential Ring**.
4. Click the **Add** button.
5. **Enter a Description** and click the **OK**.
6. Click the **Use Sequential Ring** radio button.
7. **Select a Schedule**, if needed (default is "Every Day All Day".)
8. Click **OK**.
9. **Enter the phone numbers** that you want to ring.
10. Leave the rest of the options as defaults.
11. Click **Apply**, and then **OK**.

To disable Sequential Ring:

1. Log into the Business VoIP Web Portal.
2. Click the **Incoming Calls** link on the left hand side.
3. Click **Sequential Ring**.
4. Uncheck the box for **Active**.
5. Click **Apply** and then **OK**.

Simultaneous Ring

This feature allows you to ring multiple phones simultaneously when calls are received.

To enable Simultaneous Ring Personal:

1. Log into the Business VoIP Web Portal.
2. Click the **Incoming Calls** link located on the left hand side.
3. Click **Simultaneous Ring Personal**.
4. Click the **Add** button.
5. **Enter a Description** and click on **OK**.
6. Click **On** radio button.
7. **Enter the phone numbers** that you want to ring simultaneously with your VoIP phone.
8. Leave the rest of the options as defaults.

9. Click **Apply**, and then **OK**.

To disable Simultaneous Ring Personal:

1. Log into the Business VoIP Web Portal.
2. Click the **Incoming Calls** link on the left hand side.
3. Click **Simultaneous Ring Personal**.
4. Click the **Off** radio button.
5. Click **Apply**, and then **OK**.

Forwarding

Use this feature to forward all incoming calls to an extension or outside number. When someone dials your extension, the forwarded extension or number will then receive the call. You can forward calls to a VoIP or non-VoIP phone/number. Forwarding is controlled from the Web Portal, allowing you to forward your calls from any Browser while away from your desk.

To forward a line:

1. Log into the Business VoIP Web Portal.
2. Click the **Incoming Calls** link on the left hand side.
3. **Select call forwarding type.** There are three types to choose from.
 - **Call Forwarding Always:** Automatically forward all your incoming calls to a different phone number.
 - **Call Forwarding No Answer:** Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.
 - **Call Forwarding Not Reachable:** Automatically forward your calls to a different phone number when your phone is unreachable (offline).
4. Click the **On** radio button next to the call forwarding type you would like to enable.
5. Next to Calls Forward to phone number / SIP-URI, **enter the phone number** to which you want to forward your calls.
6. Click **Apply**, and then **OK**.

To disable forwarding:

1. Log into the Business VoIP Web Portal.
2. Click the **Incoming Calls** link on the left hand side.
3. **Select the call forwarding type** you want to disable.
4. Click the **Off** radio button.
5. Click **Apply**, and then **OK**.

NOTE: If voicemail is enabled on your IP phone, unanswered calls will be sent to your voicemail box after the no-answer duration is met.

Calling Features – Admin Level

You must be an account administrator in order to make changes to the following features.

Auto Attendants

The Auto Attendant feature allows you to automatically greet callers and direct them to the right person by simply pressing a button (for example: For Sales, press 1; For Support, press 2).

If at any time an incoming call to your main line is not answered, the call will be sent to your auto attendant greeting. There are several options you can choose from:

- Extension dialing (e.g. "If you know your party's extension you may dial it at any time.")
- Dial by name directory (e.g. "For our dial by name directory, please press 1".)
- Transfer to an extension or a hunt group (e.g. "Press 1 for sales, and 2 for billing;" or "Press 1 for Bob Smith, press 2 for Susan Love.")
- Repeat the menu (e.g. "If you'd like to hear these options again, please press 9.")

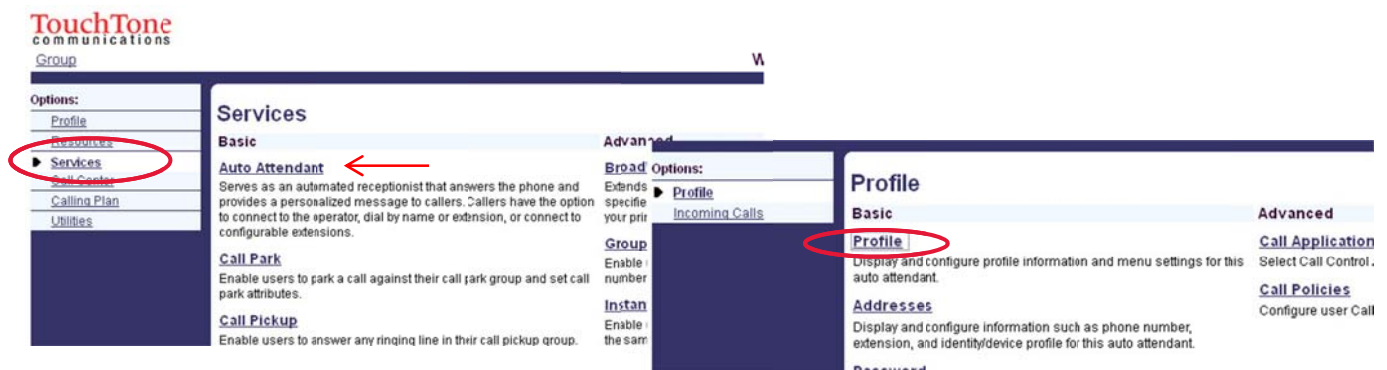
You can configure as many options as you would like, using the 0-9 keys. If you'd like to discuss setup options, please call our Business Support Department.

To Record Your Auto Attendant Greeting From Your Phone:

1. Press the **Voicemail** key. When prompted, press the * key to access another mailbox.
2. Enter your **Voice Portal Extension**.
3. Enter your **Voice Portal Password**, followed by the # key.
4. **Press 1** to record or change the Business Hours Greeting. You do not need to record an After Hours Greeting.
5. Listen to the new greeting and accept if satisfied.

To Upload a Pre-Recorded Greeting:

1. Log into the Business VoIP Web Portal using your admin credentials.
2. From the Group level, under **Options**, click on **Services**.
3. Click on **Auto Attendant**. (See Figure 1A)
4. **Find the Auto Attendant** you wish to upload a pre-recorded greeting to and click **Edit**.
(You can only add greetings to already existing Auto Attendants. If you do not see an Auto Attendant listed, it means one has not been setup for you. Please call Business Support to add a new Auto Attendant.)
5. Click **Profile**. (See Figure 1B)



6. Click on the Hours you would like to upload your greeting for (**choose either Business Hours Menu OR After Hours Menu**). (See Figure 1C)
7. Then click **Personal Greeting**. (See Figure 1D)
8. Click **Browse** and **upload** your file.
9. Click **OK**.

TouchTone communications
Service Provider > Widgets Incorp > Auto Attendant: Widgets Main

Options:
Profile

Auto Attendant Modify
Modify an existing auto attendant.

Auto Attendant ID: natinstarmortgage-aa [Change User ID \(Also saves current screen data\)](#)

* Name: Main Line

* Calling Line ID Last Name: Line * Calling Line ID First Name: Main

Department: None Language: English

Time Zone: (GMT-0400) (US) Eastern Time

Business Hours: [None] Holiday Schedule: None

[Business Hours Menu \(Also saves current screen data\)](#) **OR** [After Hours Menu \(Also saves current screen data\)](#)

Scope of extension dialing: ☒ Group ☐ Department

Scope of name dialing: ☒ Group ☐ Department

Name Dialing Entries: ☐ LastName • FirstName ☒ LastName • FirstName and FirstName • LastName

Business Hours Menu
Configure the automated receptionist greeting prompt and dialing menu to be used during business hours.

OK Cancel

Business Hours Greeting:

☐ Default Greeting

☒ Personal Greeting

Load personal greeting: [Browse...](#) No file selected.

Menu Options:

☒ Enable first-level extension dialing

Key	Description	Action	Phone Num
0	group operator	Transfer to operator	
1	dial by extension	Extension dialing	
2	dial by name	Name dialing	
3			
4			
5			
6			

Example Auto Attendant Scripts

Main Menu Script:

Thank you for calling, [Business Name]. Please listen carefully to the following menu. If you know your party's extension you may dial it at any time. For a dial by name directory press the star key, or, press 0 to be connected to the operator.

Press 1 to speak with [Employee or Department Name]

Press 2 to speak with [Employee or Department Name]

After Hours Script:

Thank you for calling the [Business Name]. Our normal hours of operation are Monday – Friday from 9:00 am - 5:00 pm eastern standard time. If this is an emergency, you may reach our After Hours Support Team at 1-800-555-5555. Otherwise, please leave us a detailed message and we will return your call during business hours. You may also visit us online at www.site.com.

Hunt Groups

Hunt groups provide a way for calls to reach a number of users in your group using different call distribution options.

To use the hunt group feature:

1. Log into the Business VoIP Web Portal.
2. In the Group level, click **Services**.
3. Click **Hunt Group**.
4. **Choose the hunt group** you wish to edit by clicking on the name.
5. Click **Profile**. You should see a screen like below:

The screenshot shows the 'Hunt Group Profile' web form. At the top, it says 'Modify the selected hunt group.' and has buttons for 'OK', 'Apply', 'Delete', and 'Cancel'. The form contains several fields: 'Hunt Group ID: deno_hg' with a 'Change User ID (Also saves current screen data)' link; '* Name: Hunt Group1'; '* Calling Line ID Last Name: Group1'; '* Calling Line ID First Name: Hunt'; 'Department: None'; 'Time Zone: (GMT-04:00) (US) Eastern Time'; a checked checkbox for 'Allow Call Waiting on agents'; 'Group Policy' with radio buttons for 'Circular', 'Regular', 'Simultaneous' (selected), 'Uniform', and 'Weighted Call Distribution'; 'No Answer Settings' with checkboxes for 'Skip to next agent after 5 Rings' and 'Forward call after waiting 0 seconds'; 'Calls Forward to:'; 'Not Reachable Settings' with a checked checkbox for 'Enable Call Forwarding Not Reachable'; 'Calls Forward to:'; a checkbox for 'Make Hunt Group busy when all available agents are not reachable'; and 'Calling Line ID Settings' with radio buttons for 'Use the system default CLID configuration (currently including the Hunt Group Name in the CLID)' (selected) and 'Customize the CLID for this Hunt Group:', which includes a checked checkbox for 'Include the Hunt Group Name in the CLID'.

6. You can configure the following options:
 - **Name:** Enter a unique name.
 - **Name for Caller ID:** You can specify a first and last name for the calling line's identity (ID). This name will appear on the caller ID display of any phones configured to ring into this hunt group.
 - **Department:** Use the drop-down to select a department or keep it as 'none'.
 - **Time Zone:** You can choose a time zone for your hunt group(s).
 - **Ring All (allow call waiting for agents/operators):** When unchecked, the hunt group will see if the operator is on the phone. If the operator is on the phone, it will bypass that operator and go to the next designated operator in that hunt group.
 - **Group Policy:** You can choose one of the following hunt group distribution policies:
 - **Circular:** Incoming calls come in the order appeared in the hunt group list at the bottom of page. Once a call is answered the next incoming call picks up where the last call left off and circles around.
 - **Regular:** Incoming calls hunt through agents in the order they appear in the list, starting from the top each time.
 - **Simultaneous:** Incoming calls alert all agents at the same time. The first agent to answer handles the call.
 - **Uniform:** Incoming calls hunt through all agents in order, starting with the agent who has been idle the longest and ending with the agent who most recently answered a call.

- Weighted Call Distribution: Incoming calls are assigned to idle agents based on percentages you assign on the Hunt Group's Profile – Weighted Call Distribution page.
 - **No Answer Settings:** This option sets how the service behaves if a user doesn't answer the call.
 - Check "Skip" to skip to the next agent after a call goes unanswered after a specified number of rings.
 - Check "Forward Call" to forward calls to a specific number if a call goes unanswered in the time specified. Enter the Forward To number in the "Calls Forward To" text box.
 - "Next" assign users to the hunt group by clicking the search button and adding them to the Available user's column. Use the Move Up and the Move Down buttons to re-arrange the order for circular and regular call policies.
7. Hit **OK** to save.

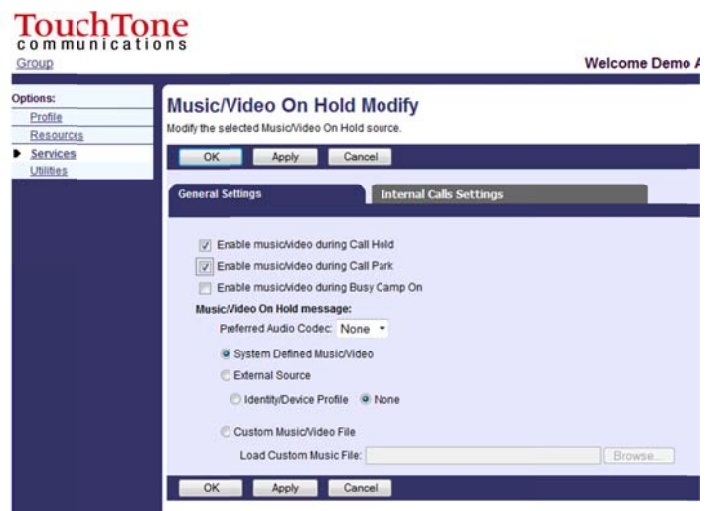
To add users

1. Select the **Search** button on the right hand side of the page.
2. This will populate all of the users on your account that are available to be added to the Hunt Group.
3. **Select the users** you wish to add to your Hunt Group from the **Available Users List** and click **Add**. These users will now appear in the **Assigned Users list**.
4. You can rearrange the order of the users on your list by highlighting the users name in the Assigned Users list and clicking the Move Up or Move Down buttons. **Once you are satisfied with your configurations, click OK.**

Music On Hold

The Music On Hold feature allows callers to hear music or an audio file when a call is placed on hold or parked.

1. Log into the Business VoIP Web Portal.
2. At the group level, go to **Services**.
3. Click **Music/Video on Hold Modify**.
4. To edit the group level music on hold, click **Group** or **Edit**.
5. You will be brought to the following screen:
6. To enable **Music on Hold**, click the first checkbox (default checked.)
7. To enable **Music During Park**, click the second check box (default checked.)
8. To enable **Music During Busy Camp On**, click the third check box.



9. Type of music can be defined by one of three ways:
 - a. **System Defined Music/Video:** Default music that comes with your phone system.
 - b. **External Source:** Music from a separate device on or off your network. If you wish to setup external Music on Hold, please contact Business Support for assistance.
 - c. **Custom Music/Video File:** If you wish to add your own music, you may upload an audio file in the following formats:
 - CCITT u-Law or A-Law
 - 8.000 kHz
 - 8 bit Mono
 - .WAV file Type
 - Under 5 MB in size
10. To apply changes, click **OK** or **Apply**.

Barge-In (Established Call)

You can configure the Barge-In feature two ways:

- Barge-In Exempt
- Directed Call Pick with Barge-In.

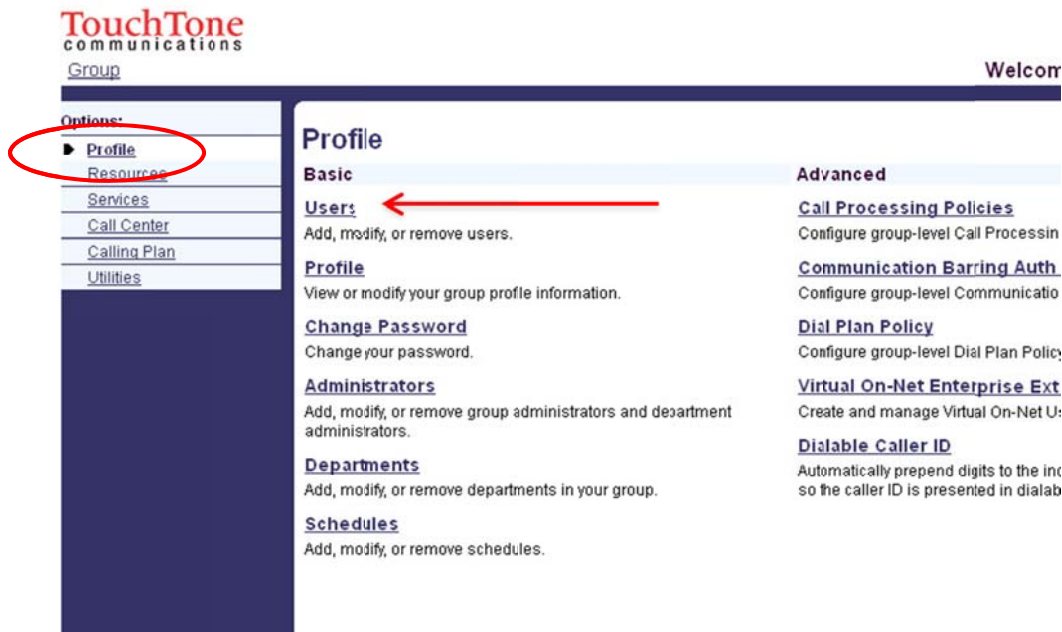
Barge-in Exempt allows you to block barge-in attempts from other users with Directed Call Pickup with Barge-in.

Directed Call Pickup with Barge-in allows you to dial a feature access code followed by an extension to pick up or barge-in on a call to another group member. If the call has not been answered, then it is picked up. If the call has been answered, then barge-in occurs. A barge-in results in a three-way call being created between you, the group member being barged-in on, and the other party the group member is connected to. You are the controller of the barge-in three-way call. Silent Monitoring is the ability for supervisor to listen into calls being handled by their agents. Silent Monitoring can be configured to play a tone to allow agents to know they are being monitored.

To Enable and Disable Barge-In Exempt

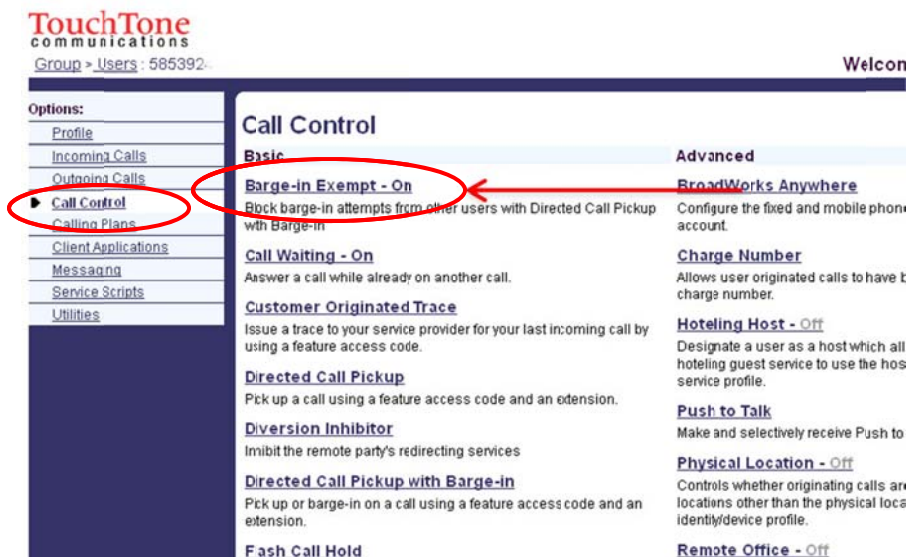
From the Web Portal

1. Log into the Business VoIP Web Portal using your admin credentials. Please Note: You can only change the settings for Barge-In Exempt as an administrator.
2. Under Options (on the left-hand side), **click on Profile.** (see Figure 2A)
3. **Click Users.** (see Figure 2A)



(Figure 2A)

4. Click the **Search button** to retrieve all Users in your Group, or search by specific criteria (last name, first name, phone number, email address, or trunk group).
5. **Select the User** whose call you would like to barge in on.
6. Click on **Call Control** from the menu on the left-hand side. (see Figure 2B)
7. Click on the first item: **Barge-In Exempt on or off**. (see Figure 2B)



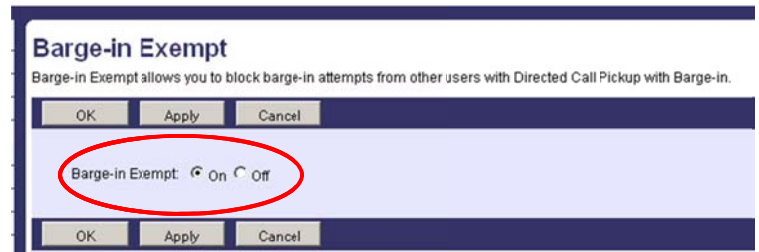
(Figure 2B)

8. **Select either On or Off (Barge-in Exempt: On or Off)**. The default for this service is On.

Barge-In Exempt On: When this service is on, others within your group cannot interrupt your calls with the Directed Call Pickup with Barge-In.

Barge-In Exempt Off: When this service is turned off, others within your group can join or pickup your calls with the Directed Call Pickup with Barge-In service.

9. Click **Apply** or **OK** to save changes.



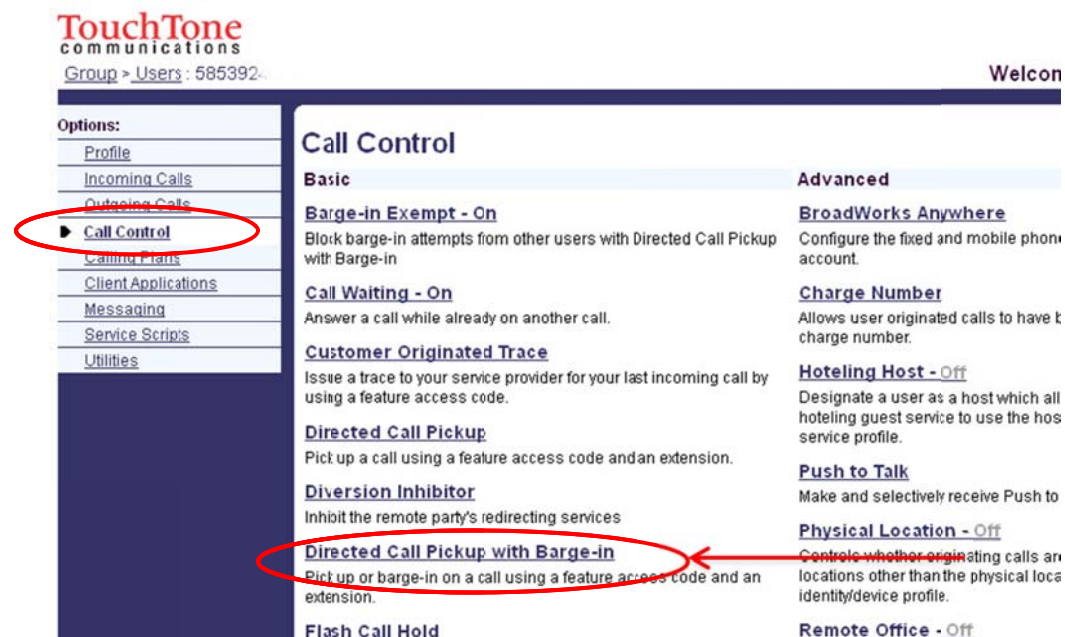
From Your Phone

To barge in on a call, dial *33 and the extension you would like to barge in on.

To Enable and Disable Directed Call Pick Up with Barge-In.

From the Web Portal

1. Log into the Business VoIP Web Portal using your admin credentials. Please Note: You can only change the settings for Barge-In Exempt as an administrator.
2. Under Options (on the left-hand side), **click on Profile.** (see Figure 2A)
3. **Click Users.** (see Figure 2A)
4. **Click the Search button** to retrieve all Users in your Group, or search by specific criteria (last name, first name, phone number, email address, or trunk group).
5. **Select the User** whose call you would like to barge in on.
6. Click on **Call Control** from the menu on the left-hand side. (see Figure 2C)
7. Click on **Directed Call Pickup with Barge-In.** (see Figure 2C)



(Figure 2C)

8. **Enable or disable Barge-in Warning Tone.** To enable Barge-in Warning Tone, click On; to disable it, click Off. *Note: When the Warning Tone is enabled, the caller hears a tone before you barge-in on a call.*
9. Click **Apply** or **OK** to save changes.

Barge-in Warning Tone: ☒ On ☐ Off
Automatic Target Selection: ☐ On ☒ Off
Silent Monitoring Warning Tone: ☐ On ☒ Off

OK Apply Cancel

From Your Phone

To barge in on a call, dial *33 and the extension you would like to barge in on.

Additional Admin Features

As an Administrator, you have the ability to edit settings and passwords for all of the user accounts in your group (if you are an administrator of a department, you will only be able to edit user settings for your department). You also have access to additional user control settings that individual users do not have.

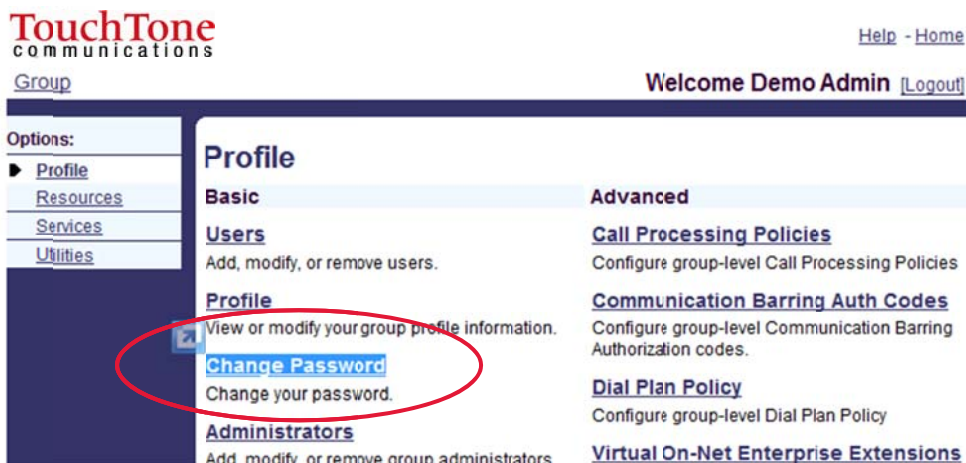
These include:

- Changing admin passwords
- Adding and editing administrators
- Adding and editing departments
- Assigning a user to a department
- Changing an assigned name of an extension or phone

Changing Admin Passwords

To change your admin password:

1. Log into the Business VoIP Web Portal using your admin credentials.
2. In the Welcome Screen click on **Change Passwords**.



3. Type in your current password, then the new password twice.
4. Hit **Apply** or **OK** to save changes.

Resetting Web Portal and Voicemail Passwords

To change the name assigned to a phone, including their calling line ID:

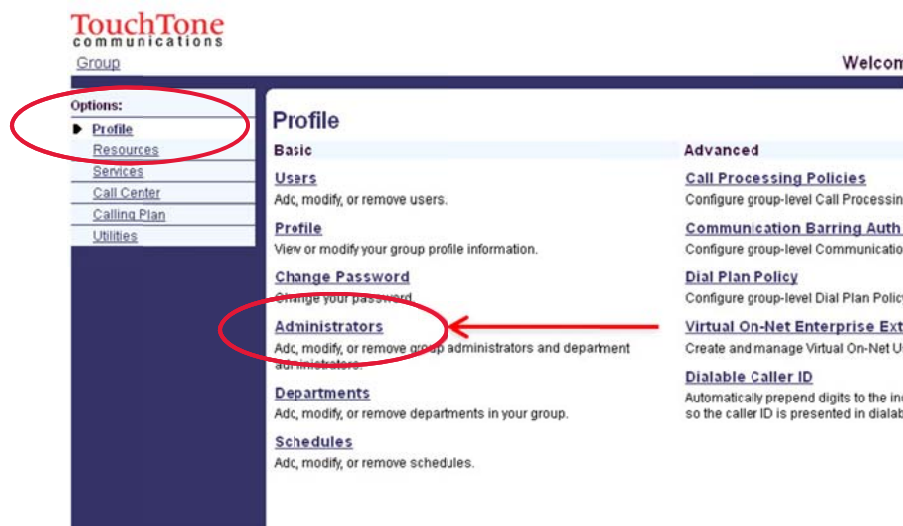
1. Log into the Business VoIP Web Portal using your admin credentials.
2. At the Group level click **Users**.
3. **Click the Search button** to populate all Users in your Group, or search by specific criteria (last name, first name, phone number, email address, or trunk group).
4. Choose the user you wish to edit by **clicking on their name**, or click the **edit** button next to their name.
5. Click **Passwords**.
 - a. To reset the user's **web portal password**:
 - Select **Set Web Access Password**, type in the new password, and select **Apply** or **OK**.
 - b. To reset the user's **voicemail portal password** (standard voicemail access):
 - Select **Set Portal Password**, type in the new password, and select **Apply** or **OK**.

Adding/Editing Administrators

As an Administrator, you are able to add and edit Administrator Accounts, as well as issue special privileges. There is no limit to the amount of administrators you can have. You can manage these settings through your Web Portal.

To add administrators:

1. Log into the Business VoIP Web Portal using your admin credentials.
2. At the Group level, click **Administrators**.



3. **To add an administrator**, click on the **Add**.
4. **To edit an administrator**, **click on the administrator's name**.
5. To add or edit an administrator, you will need to populate the following:
 - **Administrator ID**: Used for the newly created administrator to login into the portal.
 - **Name**: First and last name
 - **Password**: Current and new password
 - **Administrator Type**: Either Group or Department access. You can specify which department you wish to assign the administrator to.
6. Click **OK** to save the changes.

Adding/Editing Departments

You can create departments within the Portal to help organize your company and how it functions. For example, you can assign different music on hold for each department, or to limit the scope of extensions and name dialing in the Auto Attendant.

To create a department:

1. Log into the Business VoIP Web Portal using your admin credentials.
2. At the group level, click **Departments**.
3. Click **Add** to create a department. To edit an already configured department, click on the Department name.
4. Type in the **Department Name** and use the dropdown if you wish to have it be a subsidiary of another department.
5. Click **OK**.

Assigning a User to a Department

To assign a user to a department:

1. Log into the Business VoIP Web Portal using your admin credentials.
2. At the Group level click **Users**.
3. **Click the Search button** to populate all Users in your Group, **or search by specific criteria** (last name, first name, phone number, email address, or trunk group).
4. Choose the user you wish to edit by clicking on their name, or the **Edit** button next to their name.
5. Click **Profile**.
6. Click on the **Department** drop down menu and **select the department** you wish to assign the user to.
7. Click **OK** or **Apply**.

Changing an Assigned Name of an Extension or Phone

As an administrator, you can control the names assigned to each of your VoIP phones. The names assigned to each phone will display as the assigned caller ID when placing internal phone calls.

To change or update a name assignment:

1. Log into the Business VoIP Web Portal using your admin credentials.
2. At the Group Level click **Users**.
3. **Click the Search button** to populate all Users in your Group, **or search by specific criteria** (last name, first name, phone number, email address, or trunk group).
4. **Choose the user** you wish to edit by clicking on their name, or click on the **edit** button next to their name.
5. Click **Profile**.
6. **Enter in the last and first name** of the new employee. Repeat entries in the **Calling Line ID Last Name** and **Calling Line ID First Name**.
7. Click **OK** or **Apply**.