



# TouchTone Collaborator User Guide: Standard Features

[mycollaborator.com](https://mycollaborator.com)

Learn how to make the most of your TouchTone Office Unified Communications account including managing contacts, accessing voicemail, chat, call rules and more.



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## 1 Getting Started

This user guide is designed to help teach you how to navigate the Portal, a web interface that allows you to access and control your account.

We will then break down the portal home page, the application navigation icons, the configuration options for them, and how they change the behavior of the application.

Finally, we will discuss how to use those applications in a real-world use case scenarios so that you can understand what the applications do, the configuration options that control the behavior of that application, and how to apply your knowledge to configure the application to meet your needs.

## 2 How to Access Collaborator via Browser

- From any desktop or phone, open any browser and type <https://mycollaborator.com/> (suggestion: save this site to your Bookmarks for easy access). We suggest using Chrome.
- You will get a login page like shown below. Enter your credentials provided by your administrator or click the **New User link**.

*If you did not receive credentials, click the ARE YOU A NEW USER link?*

TouchTone  
communications

Login Name

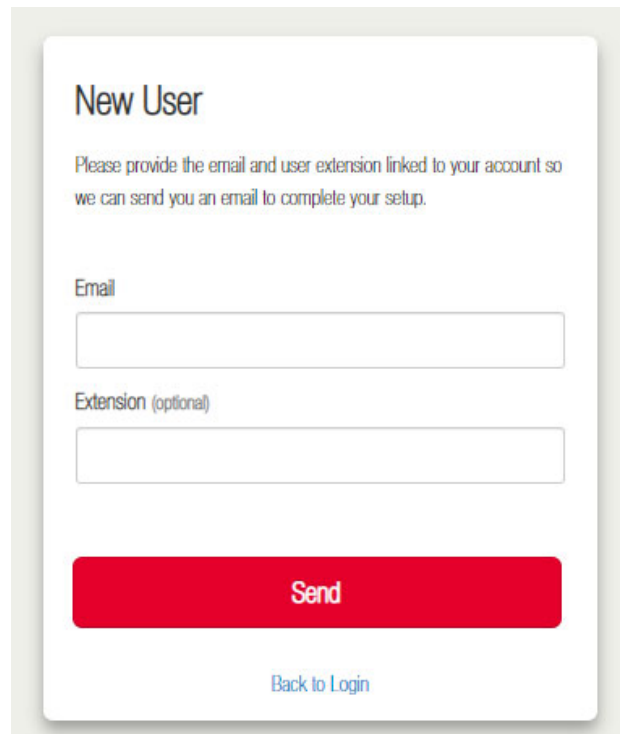
Password

Log In

[Forgot Login Name](#) | [Forgot Password](#)

[Are you a new user?](#)

- If you click “ARE YOU A NEW USER”, you will be directed to the below screen. Enter your email and extension number, and your credentials will be emailed to you. After entering your credentials, you are taken to the homepage of your account.



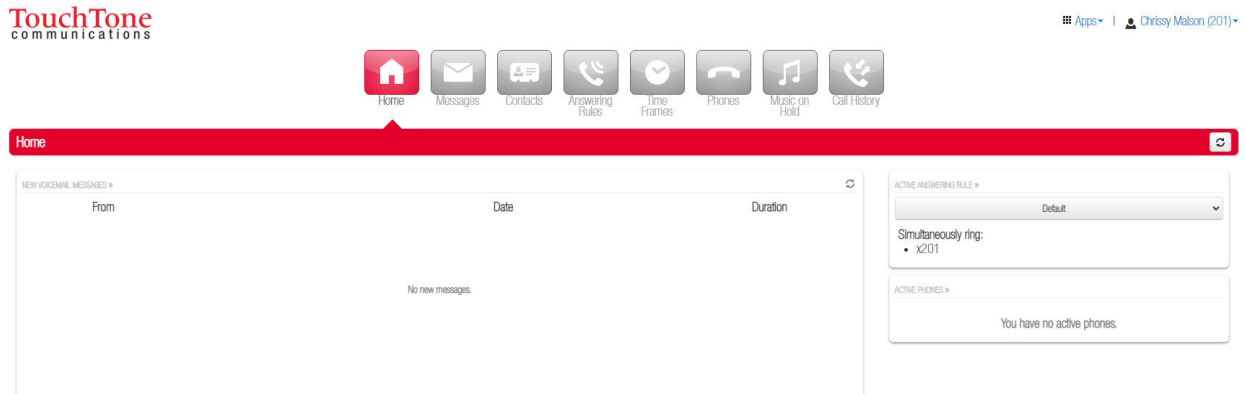
The screenshot shows a web form titled "New User". Below the title is a paragraph of instructions: "Please provide the email and user extension linked to your account so we can send you an email to complete your setup." There are two input fields: "Email" and "Extension (optional)". Below the fields is a prominent red "Send" button. At the bottom of the form is a blue link that says "Back to Login".

## 2.1 Frequently Accessed Features – Quick Links

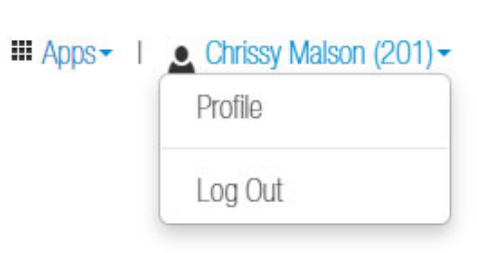
To access frequently used features, use the below URLs (which you can also bookmark for easy access). You will still be required to login, but these links will give you direct access to feature.

- **Main Portal** - <https://mycollaborator.com/>
- **Attendant Console** - <https://mycollaborator.com/portal/attendant>
- **Collaborator (webphone)** - <https://mycollaborator.com/webphone>
- **Meetings and Screenshare** - <https://mycollaborator.com/video/>
- **Call Center** (optional, add-on feature) - <https://mycollaborator.com/analytics/>

### 3 Homepage Layout

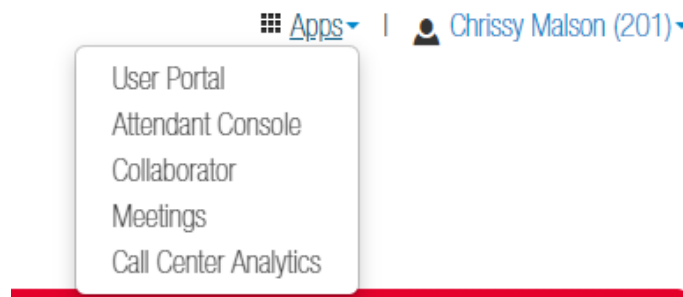


- Clicking on your name and extension number will display the option to edit your **Profile** information as well as log out of the Portal.



#### 3.1 The Attendant Console

- In the top righthand corner under **Apps** you will see a link for the **Attendant Console**, plus your name and extension number.

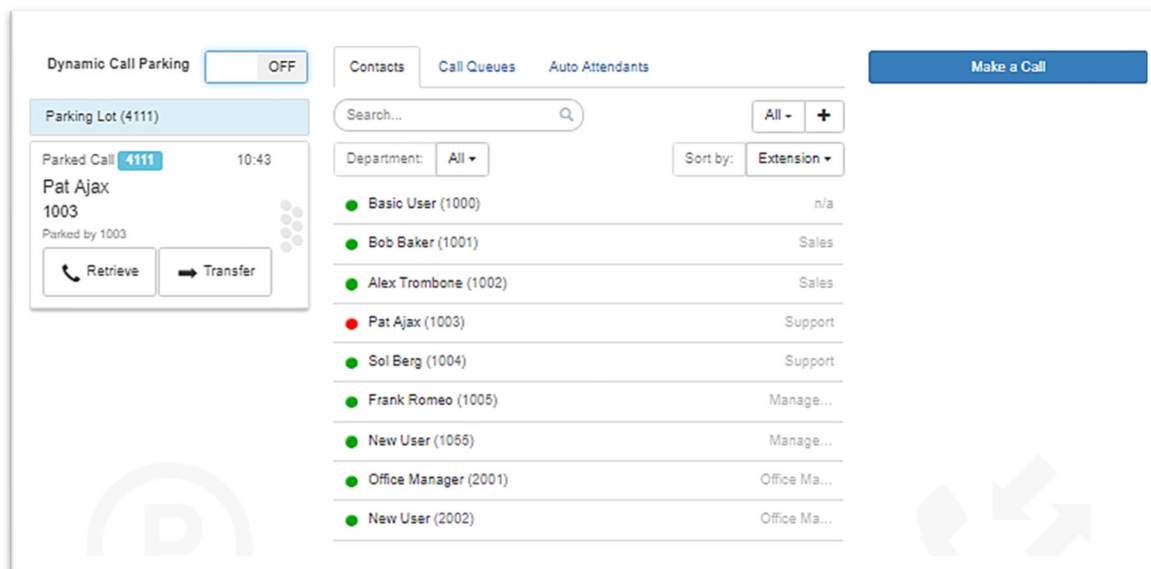


- This link will open another webpage and take you to the Attendant Console Contact's page.

- You can also access it directly via <https://mycollaborator.com/portal/attendant>.

### 3.1.1 Dynamic Call Parking

You can also enable Dynamic Call Parking from the Attendant Console. Call Park enables you to put a call into a parking orbit so that another user can then retrieve the call when they are available. Dynamic call park will place the caller in the first available parking spot. While static call parking parks the call on a specific extension.

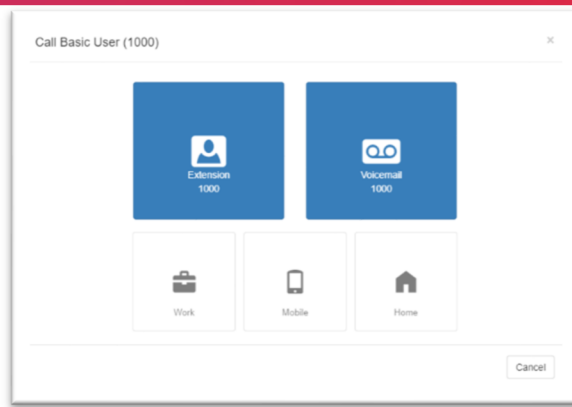


### 3.1.2 Contacts tab

The Contacts tab provides you an overview of all the contacts in your organization and provides a status indicator. A green circle displayed next to a user's name and extension means that user is currently available. A red circle means the user is currently unavailable as they are already on the phone, with another user, or set their status to Do Not Disturb. (See above image)

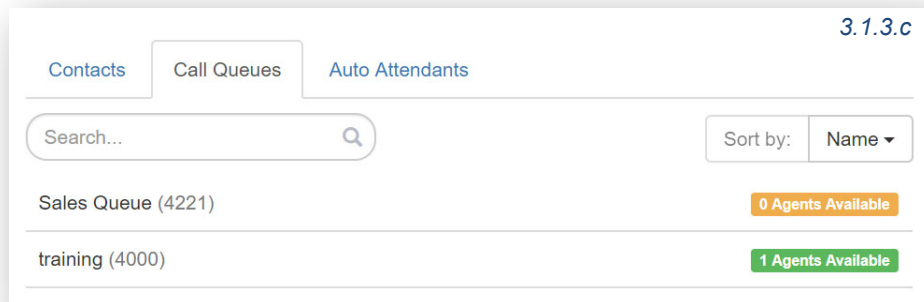
Clicking on an extension will bring up a new window where you can call the contact at their extension, their work contact, mobile number, or home contact number. You can also leave a voicemail for the contact as well.





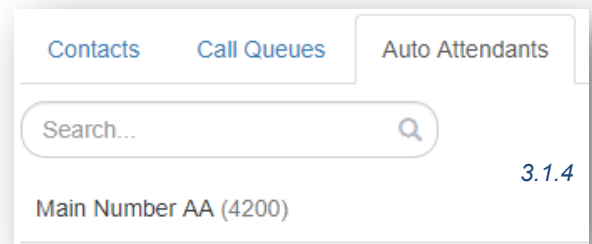
### 3.1.3 Call Queues tab

The Call Queues tab will give you an overview of how many Call Queues your organization has, and the number of agents logged into each queue.



### 3.1.4 Auto Attendants tab

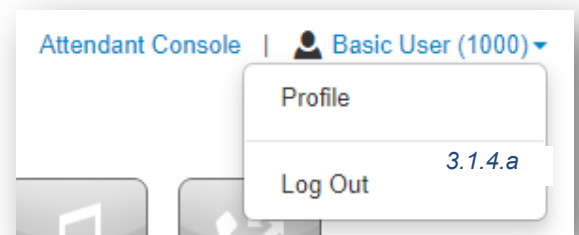
The Auto Attendants tab as seen in figure 3.1.4 will provide you with an overview of the Auto Attendants in your organization and allow you to click on them to call them.



## 3.2 Profile

Back on the Portal homepage next to the Attendant Console link you will see your name and extension number displayed as seen in figure 3.1.4.a.

This link lets you manage your profile information. When clicking on the Profile link the profile page will appear with the options to configure your account settings. The Profile options allow for you to change your account options such as your first or last name, and time zone.



Within Profile you will find:

## 3.2.1 Directory Options

Directory options allow you to configure how you are represented within the organization.

### 3.2.1.1 Announce in Audio Directory

Checking the Announce in Audio Directory will list you in the company directory. Callers will be able to search for your extension when routed to a company directory.

### 3.2.1.2 List in Directory

The List in Directory options controls if your extension is listed in Contacts in the Portal.

### 3.2.1.3 Caller ID Information

The Caller ID Information section allows you edit your area code that will be in your Caller ID and appended when only dialing 7 digits on outbound calls. You cannot edit your Caller ID or 911 Caller ID. If you need that changed contact your administrator.

## 3.2.2 Account Security

The Change Account Security section in the profile windows allows you to manage your passwords and email settings for your account.

### 3.2.2.1.1 Email Address

The Email Address field is the is where you configure your email address you would like to receive notifications from. You can add more than 1 email address by clicking the green plus sign next to the email address field.

The screenshot shows a 'Profile' configuration window with the following sections and fields:

- Profile** (Title bar)
- First Name**: Text input field containing 'Basic'.
- Last Name**: Text input field containing 'User'.
- Timezone**: Dropdown menu showing 'US/Pacific'.
- Directory Options**:
  - Announce in Audio Directory
  - List in Directory
- Caller ID Information**:
  - Area Code**: Text input field containing '858'.
  - Caller ID**: Text input field containing '8587602577'. Below it, text reads: 'You cannot edit your Caller ID'.
  - 911 Caller ID**: Text input field. Below it, text reads: 'You cannot edit your 911 Caller ID'.
- Change Account Security**:
  - Email Address(es)**: Text input field containing 'buser@aol.com'. A green plus sign is visible to the right.
  - New Password**: Text input field.
  - Confirm New Password**: Text input field. Below it, text reads: 'Minimum length of 8 characters, minimum of 1 capital letter(s), minimum of 1 number(s)'.
  - Current Password**: Text input field. Below it, text reads: 'Your current password is required to update your email address or security information'.
- Change Voicemail PIN**:
  - New PIN**: Text input field containing '\*\*\*\*'. Below it, text reads: 'Minimum length of 4 characters'.
- Buttons**: 'Cancel' and 'Save' buttons at the bottom right.

### 3.2.2.1.2 New Password

The Password field allows you to configure your account with a new Portal password used to log in with. Below is the Confirm Password field which requires you to enter the new password a second time for verification.

### 3.2.2.1.3 Current Password

The Current Password field is required to be filled out with your current password if any changes are made to any of the Change Account Security options.

### 3.2.2.1.4 Change PIN

The Change PIN option allows you to change the numeric password used to check voicemail messages over the phone.

## 3.3 Widgets on Homepage

### 3.3.1 New Voicemail Messages Panel

The New Voicemail Messages panel displays all new voicemails as seen in figure 3.3.1. The voicemails are displayed with the number of the caller that left a voicemail, their Caller ID name, followed by the date and time the message was left, as well as the duration of the voicemail.

| From           |                | Date            | Duration |  |
|----------------|----------------|-----------------|----------|--|
| (217) 212-6190 | Brent Erickson | Today, 11:37 am | 0:49     |  |
| (818) 555-7979 | Brendan W Lash | Today, 10:50 am | 0:53     |  |
| (212) 555-8311 | Doug S. Hope   | Today, 10:42 am | 0:13     |  |

You will also see the options to play, forward, download the voicemail locally to your computer, or delete the voicemail message.



### 3.3.2 Recent Call History Panel

The Recent Call History panel provides an overview of the last 10 calls as seen in figure 3.3.2. A phone icon with a green arrow represents an outbound call. A phone with a red icon means a call was not answered. Phone icon with a blue arrow means an inbound call was answered. 5 blue circles mean that a call was placed into a conference bridge.

| Number         | Name           | Date           | Duration |
|----------------|----------------|----------------|----------|
| 1055           | New User       | Today, 2:01 pm | 0:01     |
| (858) 764-5232 |                | Today, 1:58 pm | 0:00     |
| 3000           |                | Today, 1:52 pm | 0:00     |
| 3000           |                | Today, 1:52 pm | 0:00     |
| (217) 212-6190 | Brent Erickson | Today, 1:48 pm | 0:28     |
| (217) 212-6190 | Brent Erickson | Today, 1:17 pm | 1:05     |

*Figure 3.3.2*

### 3.3.3 Active Answering Rule Panel

To the right you will see the Active Answering Rule window which will display which rule is currently active and provide a summary of how calls are routed when they reach your extension. You can select a different answering rule by clicking the Active Answering Rule drop down and selecting a different rule.

**ACTIVE ANSWERING RULE »**

Default

**Simultaneously ring:**

- x5232
- (619) 344-1806
- x5232d

**Forward when unanswered to:**

- Voicemail - 5232 (Nathan Donovan)

### 3.3.4 Active Phones Panel

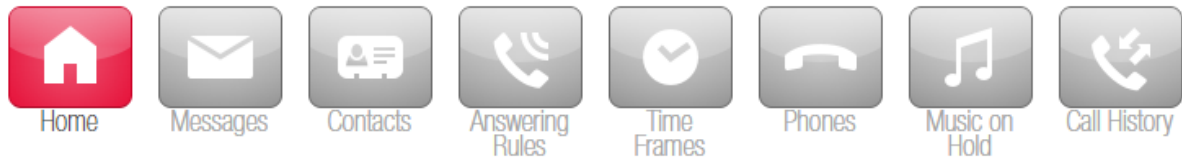
The Active Phone fields list the active phones currently registered to your account that you can send and receive calls from. If you do not see a device listed there that should be, it means the device is not configured for your account or the device is currently unregistered.

| Number | Device Name              |
|--------|--------------------------|
| 5232z  | Z 3.15.40006 rv2.8.20    |
| 5232d  | PolycomVVX-VVX_501-...   |
| 5232   | Polycom/5.4.1.14510 P... |

## 3.4 Navigation Options

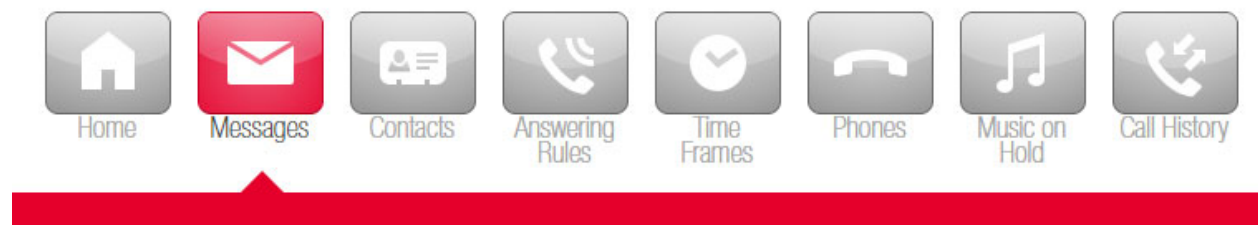
On the top of the home page under the Attendant Console, Profile, and Log Out options is the application navigation menu as seen below. Selecting an option here will take you to that

application's management center for the option selected.



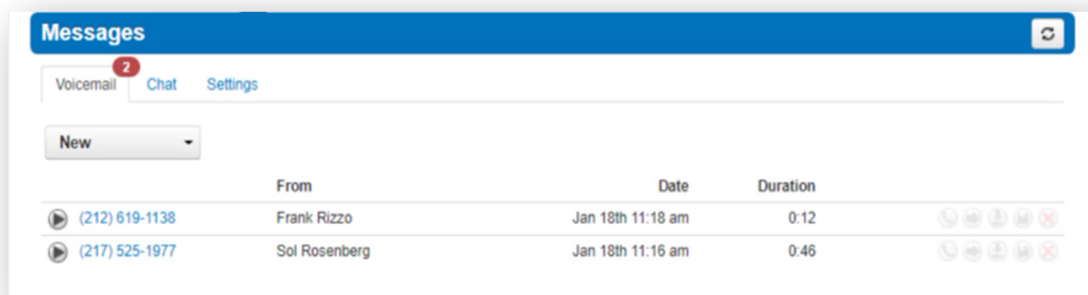
## 4 Messages

Clicking on the Messages icon will give you access to your voicemails, chat messages, and account settings for voicemail options are stored.



### 4.1 Voicemail tab

On the top of the tab, you will see a new message indicator showing you how many [Figure 4.1.a](#) new voicemails you may have. Underneath the tab selection you will see a drop down as seen below, which allows you to display new voicemails, saved messages or trashed messages.



On the new page you can see all your new voicemail messages displayed with the caller's phone number, the Caller ID name, along with the date, time and duration of the message.

To the right of the message, you will see the voicemail management options.



## VoiceMail Management Options



### 4.1.1 Call to Play

The phone icon allows you to use the Call to Play options where the system will call our extension and play the voicemail.



### 4.1.2 Forward Voicemail

The arrow pointing to the right allows you to forward the voicemail to another extension.



### 4.1.3 Download Voicemail

The Arrow pointing down allows you to download the voicemail to your computer.



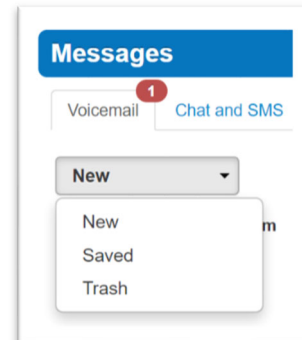
### 4.1.4 Save

The disk icon allows you to save the voicemail in your account Saved section, and will appear when selecting the Saved option from the voicemail box options.



### 4.1.5 Delete

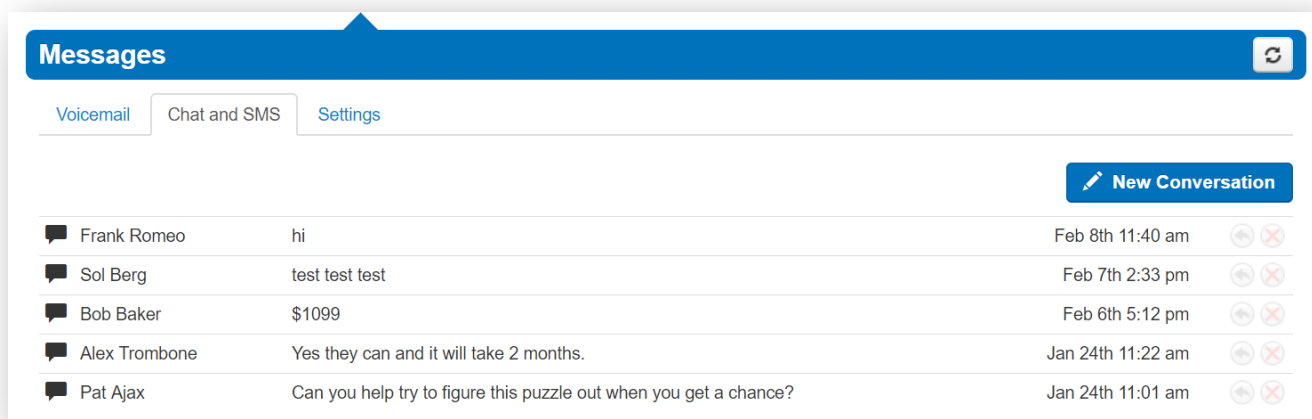
Clicking on the red X will remove the voicemail. Once a voicemail has been deleted it cannot be recovered from the phone system.



## 4.2 Chat tab

### 4.2.1 Chat and SMS tab

On the Chat tab you can see all your Chat conversations as seen below. The message is displayed with the contact's name. The last message received or sent.



| Contact Name  | Message   | Timestamp         | Actions |
|---------------|---|-------------------|---------|
| Frank Romeo   | hi  | Feb 8th 11:40 am  | ⏮️ ⏭️   |
| Sol Berg      | test test test  | Feb 7th 2:33 pm   | ⏮️ ⏭️   |
| Bob Baker     | \$1099  | Feb 6th 5:12 pm   | ⏮️ ⏭️   |
| Alex Trombone | Yes they can and it will take 2 months.                           | Jan 24th 11:22 am | ⏮️ ⏭️   |
| Pat Ajax      | Can you help try to figure this puzzle out when you get a chance? | Jan 24th 11:01 am | ⏮️ ⏭️   |

## 4.2.2 Start new conversation

To start a new conversation, click the New Conversation button and a new chat window will appear towards the bottom.

Start typing the users name or press down to see a list of everyone in the organization you can chat with. Or, in your contacts widget click the chat box icon next to their name. After clicking one of the options a chat window will appear. Click in the *Send a message...* field and start typing. Press enter when you would like to send your message.

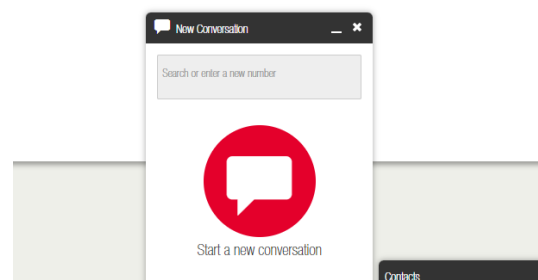
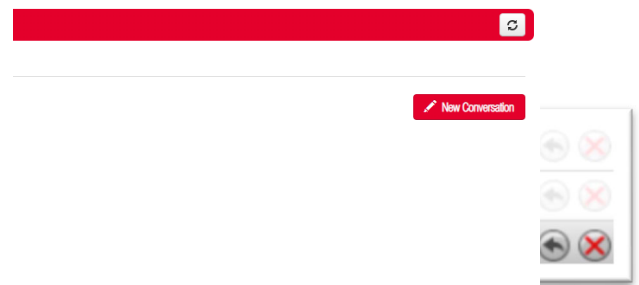
You can also start a new conversation by clicking the new conversation button. Then type or select the name of the person you want to chat with and click Start.

## 4.2.3 Replying to message

If you would like to reply to a message, simply type in the chat window that displays when receiving a message. You can also click the reply icon to the right of the message in the message center.

## 4.2.4 Delete a message

To delete a message, click the red X that appears next to the reply button when hovering over the message.



## 4.3 Settings tab

The settings tab as seen in figure 4.3. is where you can make changes to how your account handles voicemail and is represented in the company audible directory and in the Contacts of the organization.

### 4.3.1 Enable Voicemail

You can enable or disable the voicemail by clicking the checkbox next to Enable Voicemail option. A check means voicemail is enabled and unchecked means that it has been disabled.

### 4.3.2 Inbox Options

These options allow you to control your experience when calling into your voicemail box and checking your messages over the phone.

#### 4.3.2.1 Sort voicemail inbox by latest first

Clicking the box next to *Sort voicemail inbox by latest first* will configure your voicemail to play the most recent voicemail message left. If this option is not enabled, the voicemails will be played in the order they were received.

Voicemail <sup>2</sup> Chat and SMS Settings

Enable Voicemail

Inbox

Options  Sort voicemail inbox by latest first  
 Announce voicemail received time  
 Announce incoming call ID

Greetings

Voicemail Greeting 1 - VM greeting ▶ ⬇ ⬅

Recorded Name ▶ ⬇ ⬅

Unified Messaging

Email Notification Send w/ hyperlink

Voicemail Transcription Disabled

Options  Send email when mailbox is full  
 Send email after missed call



### 4.3.2.2 Announce voicemail received time

Clicking the box next to *Announce voicemail received time* configure your voicemail account to tell you the time the voicemail was left when checking messages.

### 4.3.2.3 Announce Incoming Call ID

Clicking the box next to *Announce incoming Call ID* will have your voicemail read the caller ID number to you.

## 4.3.3 Greetings

Under the voicemail inbox options, you will see the *Greetings* section contains your Voicemail greeting and recorded name used in the company directory.

### 4.3.3.1 Voicemail Greetings

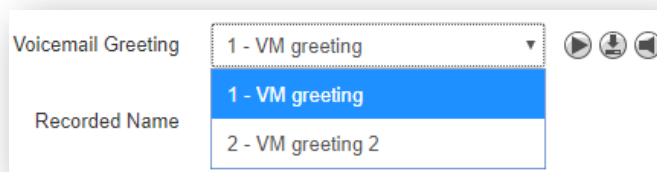
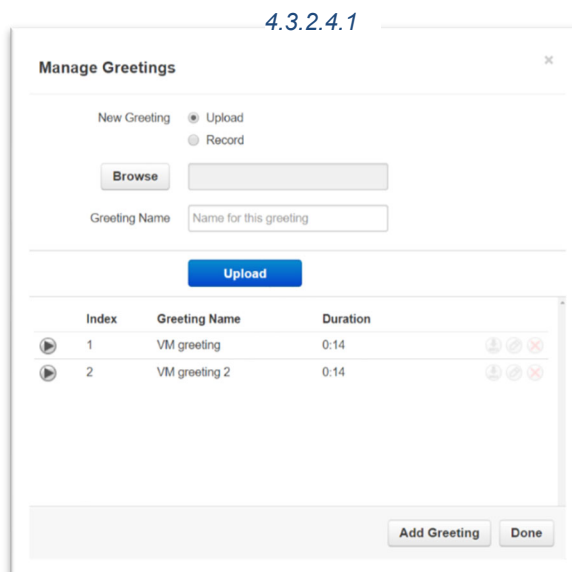
You can have more than 1 voicemail greeting and the drop-down box (as seen in figure 4.3.2.4.1) allows you to select which greeting callers will hear when reaching your voicemail. To the right of the message, you will see 3 icons for the options to Play the voicemail greeting, Download the greeting, or Manage Greetings.

### 4.3.3.2 Manage Greetings

See figure 4.3.2.4.1.1. Here you can add multiple greetings to be selected from your voicemail greetings drop-down list.

### 4.3.3.3 Adding voicemail greetings

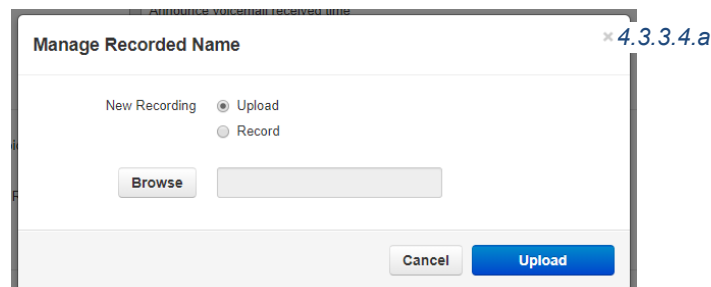
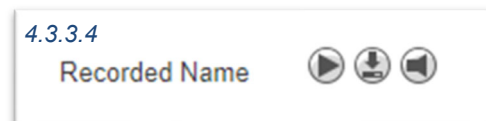
To add a voicemail greeting, click the *Add Greeting* at the bottom of the Manage Greeting portal page. You will see the options to Upload a new recording from a file on your computer, or select Record. After the greeting is created you will see the message displayed as seen in figure 4.3.2.4.1.1. To the right of the message, you will see options to Download or Edit the message, which will allow you to re-record the message or change the greeting. You will also see the option to delete the voicemail greeting message.



4.3.2.4.1.1

### 4.3.3.4 Recorded Name

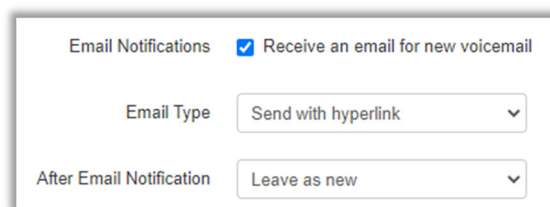
The Recorded Name option as seen in figure 4.3.3.4 allows you to record your name which will be played when someone accesses the company directory. If no recording is uploaded, the system will read your name off by each letter. When clicking the *Manage* icon, the *Manage Recorded Name* window appears as seen in figure 4.3.3.4.a, which will allow you to upload a recording from your computer. You can also record a new name by clicking record and having the system call you to record.



### 4.3.3.5 Email Notification

The Email Notification options allows you to select the format of email notifications that you receive.

- None - Selecting none will not email you when a voicemail is left.
- Send with brief hyperlink
- Send with attachment (move to saved)
- Send with attachment (move to trash)
- Send with brief attachment (leave as new)
- Send with brief attachment (move to trash)



### 4.3.3.6 Send email when mailbox is full

Enabling this option will send you an email when you've gone over your mailbox data storage limit.

### 4.3.3.7 Send email after missed call

Enabling the Send email after missed call will email you each time you miss a call even if the caller does not leave a voicemail.

For any of the changes to take effect, you must click the *Save* button at the bottom of the page as seen in figure 4.3.4.a. The *Cancel* button will disregard any changes made.



## 5 Contacts

The Contacts icon is where all users with “List in Directory” enabled are listed. If you do not see a user listed in your Contacts that is because “List in Directory” has been disabled.

5

### 5.1 Add New Contact

The Add Contact button in the righthand corner will open a new contact window as seen below. Here you would enter a new contact’s information to be saved to your account.



**Add Contact** ✕

First Name

Last Name

Work number

Mobile number

Home number

Fax number

Email

### 5.2 Import

The import option allows you to import contacts from a csv file (Outlook, Google, or Apple vCard).

### 5.3 Export

The Export button will allow you to create a csv file for the contacts group select in the *Contacts to export* drop down. The Export format will export the csv file into an Outlook, Google, or Apple vCard csv file format.

**Export Contacts** ✕

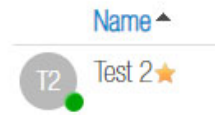
Contacts to export:

Export format:

### 5.4 Groups













On the Contacts page, you will see a drop down that will let you filter for:

- **All Users**  
Displays all users on the system with List in Directory enabled.
- **Your Favorites**  
Displays contacts you selected as favorites, which you can add/remove to by clicking the star next to the contacts name as seen here.
- **My Contacts**  
Lists all contacts that you have added.
- **Coworkers**  
Displays all contacts within the organization whose 'List in Directory' is enabled.
- **Departments**  
Which break users down by the Department entered on their user profile.  
Displays contacts that are available to be called or chatted with via the portal.



You can sort contacts by Name, Status, Department and Email (see below image)

## 5.5 Contacts Status Icon

| Name ▲   | Number(s)  | Status                   | Department | Email   |
|--|--|--------------------------|------------|---|
|  Pat Ajax   |  1003 | Hi everybody!            | Support    |   |
|  Bob Baker  |  1001 | Please IM before calling | Sales      |   |
|  Basic User |  1000 | Please call then IM      |            |   |

- **Green**  
Contacts displayed with a green dot are available.
- **Blue**  
Contacts displayed with a smaller blue dot in front of the green means that person is available to chat in the portal.
- **Red**  
If the contact has a red circle that means the user is currently busy.

## 5.6 Chat with contact

Clicking the chat icon will open a chat window with that user.

## 5.7 Edit

The Edit icon to the right of the contact will open the Edit Contact window.

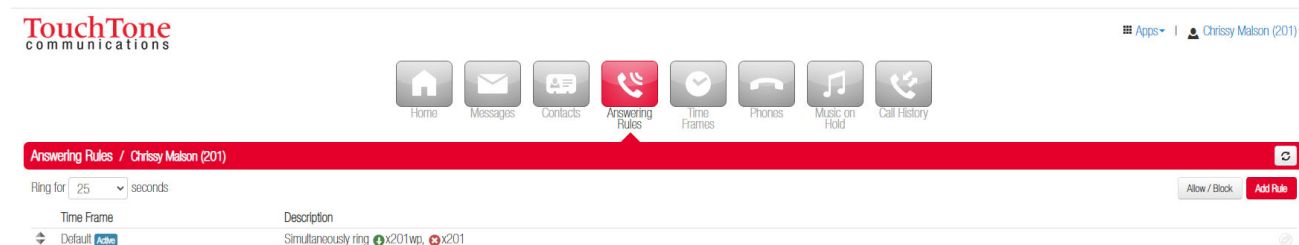
# 6 Answering Rules

The Answering Rules icon will take you to the answering rules center.

Answering Rules are how you control what devices ring and how long those devices ring for. It is also where you can configure what to do with a call that goes unanswered.

Every account is configured with a Default rule that cannot be deleted.

If you have multiple answering rules configured, the answering rule that is currently in effect will say *Active* next to the rule. Every rule is displayed with their name, a description of how the rule will route the call, and the options to edit or delete (except the default) the rule.



## 6.1 Ring for X Seconds / Ring Time

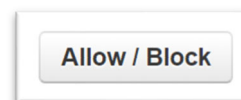
When you click on Answering Rules you will see the option to set the *ring for seconds*. This is what controls how long a call attempts to ring you for before sending the call to voicemail or the specified destination entered into the “When unanswered” field in the active answering rule.



If you do not want a ring time out, meaning you want your phone to ring forever, select *Unlimited* at the bottom of the drop-down.

## 6.2 Allow and Block Phone numbers

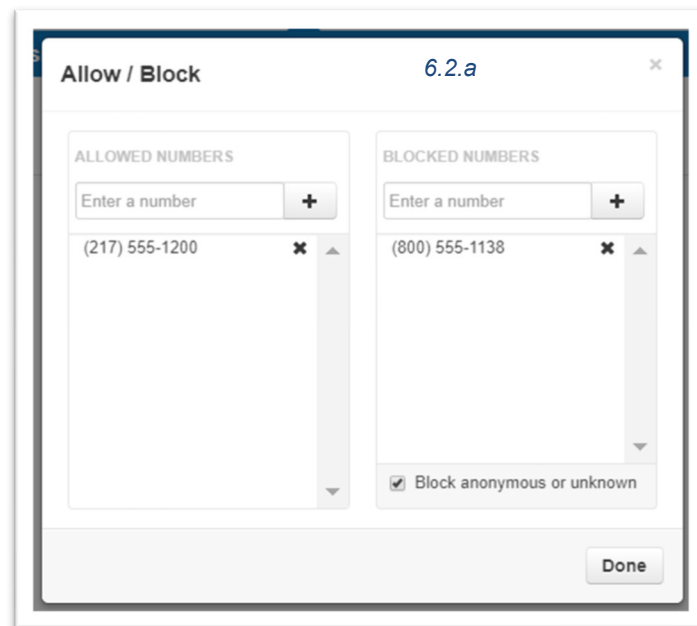
To the right you will see the Allow and Block button as seen in figure 5.2. This allows you to enter certain phone numbers to allow or prevent them reaching you. Clicking the Allow / Block button will open the Allow / Block window as seen in figure 6.2.a



6.2

On the left is the allowed numbers. This allows you to add numbers that are blocked by the domain so you can still receive calls from that user.

Phone numbers added to allow will also let the call bypass Call Screening. If you have Call Screening enabled in an answering rule but want certain phone numbers to not have to record their name when calling you, add them to the allow field. Then when that number calls you, they will be sent directly to you and not have to record their name first like other callers not listed.



Block allows you to add phone numbers you do not want to be able to reach you. To add a phone number to Allow or Block, simply enter the number into the respective field and click the plus sign to add the phone number.

### 6.2.1 **Block Anonymous or Unknown**

You can block all anonymous or unknown callers simply by clicking the check box next to 'Block anonymous or unknown'.

## 6.3 Add Rule

The *Add Rule* button as seen here allows you to configure a new Answering Rule for your account. Clicking the *Add Rule* button will display the Add an Answering Rule window as seen below.



### 6.3.1 Answering Rule Time Frame

A time frame is a specified period in which something occurs (such as when your phone rings). When configuring a new answering rule, you must first choose a Time Frame as seen in figure 6.3.1.

Figure 6.3.1

### 6.3.2 Enable

The enable options allows you to easily enable and disable the rule. A check in the box means the rule is enabled.

## 6.3.3 Do Not Disturb

The *Do Not Disturb* option as seen in figure 6.3.3 will prevent calls from reaching your device(s) and send the call to voicemail (if voicemail is enabled) or disconnect the call if voicemail is not enabled.

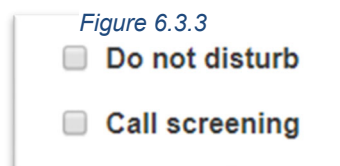


Figure 6.3.3

## 6.3.4 Call Screening

When Call Screening is enabled, callers record their name before your device(s) ring. If you answer the call, it will play the user's name. To be connected, press 1, or hang up the call and have them sent to voicemail (or wherever your Call Forwarding options are configured to send unanswered calls).

## 6.3.5 Call Forwarding

The *Call Forwarding* options, as seen in figure 6.3.5, will route calls based of the options selected. When entering a destination, it can any number (i.e. another user or your cell phone).

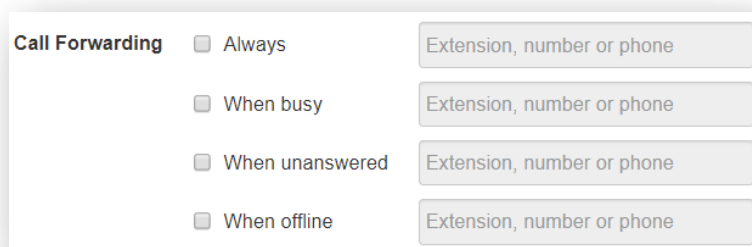


Figure 6.3.5

### 6.3.5.1 Always

*Always* will forward the call to the destination entered in *the extensions, phone number, or phone field* every time your account receives a call.

### 6.3.5.2 When Busy

*When Busy* forwards calls to the specified destination only when you are already on the line.

### 6.3.5.3 When Unanswered

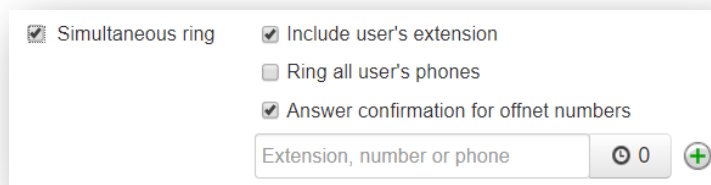
*When Unanswered* dictates where to send the call when the *Ring For X Seconds* have been reached.

### 6.3.5.4 When Offline

*When Offline* routes the call to the desired destination entered into *extension, number, or phone* field when the user's device(s) are offline. If you use a softphone on your laptop and shut down the softphone, this will be where your calls are forwarded.

## 6.3.6 Simultaneous Ring

The *Simultaneous Ring* options (SIM Ring for short) allows you to configure what devices ring when receiving a call.





### 6.3.6.1 Include User's Extensions

Enabling this option will make sure your extension rings when SIM ring is enabled.

### 6.3.6.2 Ring all User's Phones

This option will ring all devices registered to your account.

### 6.3.6.3 Answer confirmation for off net numbers

This option lets the user know the call is forward from their phone system and gives them the option to be connected to the user by pressing 1 or hanging up the call so they are not connected with the forwarded calling party.



### 6.3.7 Just ring user's extension

This option is only available if *Simultaneous ring* is not enabled. If *Just ring user's extension* is enabled, it will just ring your default device configured under your account.

## 6.4 How to create new Answering Rule with Simultaneous Ring

Example on how to create a rule for incoming calls during business hours

- Ring your extension for 45 seconds, and if unanswered
- Ring your cell phone, if unanswered for 10 seconds
- Ring the receptionist's extension (ext 1003) for 30 seconds, if unanswered
- Go to voicemail

1. Adjust the *Ring for* timeout option to 45 seconds.
2. Create a new rule by clicking *Add Rule* in  the Answering Rules center.
3. On the Add an Answering Rule window  select the *Time Frame* you would like the rule to become effective.
4. Make sure *Enabled* is checked off.
5. Click the *Simultaneous Ring* option under Call Forwarding.
6. Click *Include User's Extension* to ring our phone.
7. Enable *Answer Confirmation for Offnet Numbers* so our cell phone voicemail does not take the call if our voicemail answers the call.
8. In the *Extension, Number, or Phone Field* enter your cell phone number then click the *Ring Delay* option and slide to 10 seconds.
9. Then click the *plus sign* next to the *Extension, Number, or Phone field*. In the new window that appears, enter the extension of the receptionist (1003) and click Save.
10. Once the answering rule is created you will see it appear in the answering rules list. If the time frame you select is currently in effect, then you will see *Active* next to the rule.

### Send calls directly to Voicemail After Hours

1. Click *edit* icon for the default answering rules.
2. On the *Edit Answering Rule* for the default rule, select *Always* in the *Call Forwarding* options then enter your extension, select voicemail, and click save.
3. Then slide the rule with the “During Business Hours” selected to the top of the answering rules and the default on the bottom as seen in figure 6.4.b.

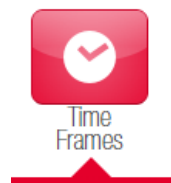
| Time Frame                   | Description  | Star Codes |
|------------------------------|--|------------|
| Business Hours <b>Active</b> | Simultaneously ring x1000, 1 (217) 212-6190, x1003 |            |
| Default                      | Ring x1000   |            |

Now when your extension receives calls during business hours your extension will ring. After 10 seconds your cell phone will start ringing in addition to your extension. Then after 30 seconds have passed it will ring the receptionist at extension 1003. If no one answers after 45 seconds the call is sent to our voicemail.

If a call reaches your extension outside of the selected business hour time frame, then the Default rule would be active and route the calls directly to voicemail.



## 7 Time Frames

The Time Frames icon will take you to the Time Frames application center. Time Frames are a set period of time which covers when we want certain events to occur, such as our phone to ring.



We create Time Frames with different time and date ranges so we can apply them to answering rules, which then allow you to control how calls are routed depending on the time of the day the call occurs.

- To view and create Time Frames, click on the Time Frame icon at the top of the navigation menu bar. Here you will see all the time frames available for you as displayed below.
- “Names” in black are set by your Office Manager and cannot be modified. You can only edit the time frames “Names” that are in blue.

| Name           | Description      | Owner  |
|----------------|------------------|--|
| Anything       | Days and Times ⓘ | Shared   |
| Business Hours | Days and Times ⓘ | Shared   |
| Holidays       | Specific Dates ⓘ | Shared   |
| Out of Office  | Specific Dates ⓘ | 1000   |

### 7.1 Adding Time Frames

7.2 To create a time frame, click on the Add Time Frame button.



- The *Add Timeframe* window will appear as seen in below.

**Add a Timeframe** ×

---

Name  Note: Name cannot be changed

When  Always  Days of the week and times  Specific dates or ranges

- The Name field allows you to give the Time Frame a name and will help identify the time frame. The name cannot be changed once the rule has been created. If you would like to change the name, you will need to delete the rule and recreate it with the new name.
- There are three timeframes available to choose from.

When  Always  Days of the week and times  Specific dates or ranges

Specific dates or ranges  to

## 7.2.1 Always

This rule will be in effect 24 hours, 7 days a week.

## 7.2.2 Days of the week and times

Allows you to select specific days and times to set the rule. When selecting this option, the days of the week appear with a check box that allow you select which days you would like the time frame active. Once you have selected a day, a blue bar will appear. Click the edge to slide and set times.

Monday

12:00 am 6:00 am 7:00 am 12:00 pm 6:00 pm 11:59 pm

If you'd like a break in the middle of the time-frame, click the plus sign next to the 11:59m as seen below.

Monday

12:00 am 6:00 am 12:00 pm 6:00 pm 11:59 pm

You will then see a second blue bar appear, representing when the second time frame should take effect.

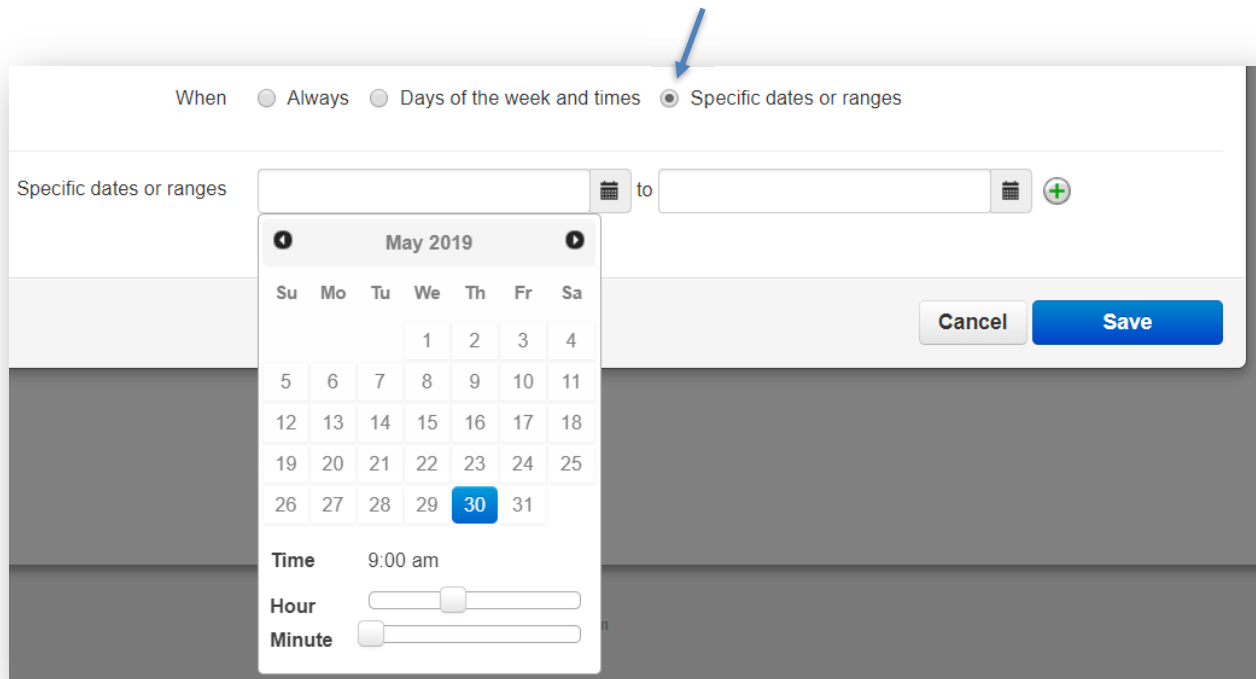
Monday

12:00 am 6:00 am 12:00 pm 6:00 pm 11:59 pm

### 7.2.3 Specific dates or ranges

This option will allow you to configure a time frame for specific dates and times.

- Select the *Specific Dates or Ranges*.
- Once selected, a calendar will appear as seen below.



- Then select the end date you would like the time frame to start and stop.
- You can also configure the Hour and Minute.
- Clicking the plus sign will allow you to add more date ranges.

### 7.3 Edit Time Frame

To edit a Time Frame, click the pencil icon. You can edit the “when” options, but not the name. If you would like to rename the Time Frame you will need to delete it and create a new one.



### 7.4 Delete Time Frame

To delete a Time Frame, click the red x delete icon.

## 8 Phones

Click the phone icon to see all registered devices to your account.

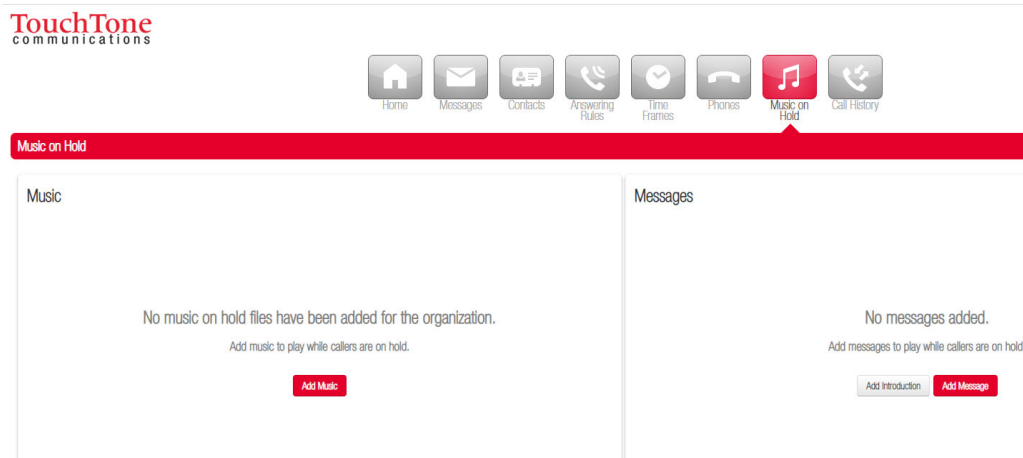


| Name   | Device Type   | IP Address           | MAC Address       | Line |
|--------|---|----------------------|-------------------|------|
| 5232   | Polycom/5.4.1.14510 PolycomVVX-VVX_500-UA/5.4.1.14510 | 66.185.162.140:1041  | 00:04:F2:79:5E:71 | 1    |
| 5232d  | PolycomVVX-VVX_501-UA/5.8.2.4732                      | 66.185.162.140:1048  | 64:16:7F:02:04:0F | 1    |
| 5232z  | Z 3.15.40006 rv2.8.20                                 | 66.185.162.140:50409 | -                 | -    |
| 5232wp | SNAPmobile Web 40.0.1 (Chrome 74.0.3729.157)          | 66.185.162.140:50737 | -                 | -    |

- A green icon next to the device means the device is registered to send and receive calls.
- A red icon means the device is unregistered. This could be because the device is a softphone and currently disabled; or the phone system is unable to communicate with the device.
- Here, you can also find the name of the device, device type, the manufacturer and model number, the IP address of the device, the MAC address, as well as the displayed extension number.

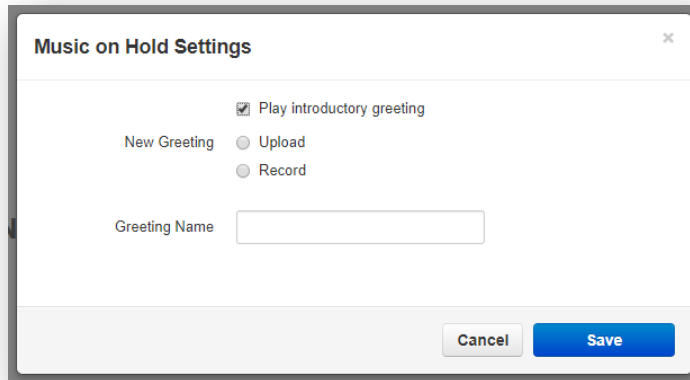
## 9 Music on Hold

Click on the Music on Hold to configure and edit your music on hold.



## 9.1 Music on Hold Settings

Click the Settings button to enable/disable the introductory greeting, upload a new file (WAV or MP3), or record your own greeting. As the default, the introductory greeting will always play first when someone is placed on hold, then music afterwards.



## 9.2 Add Music on Hold



Click the Add Music button to upload a new file – MP3 or WAV only.

## 10 Call History

Call History will list the calls made to and from your account.

TouchTone communications

# Apps - 1 | Chrissy Malson (201) -

Home Messages Contacts Answering Rules Time Frames Phones Music on Hold Call History

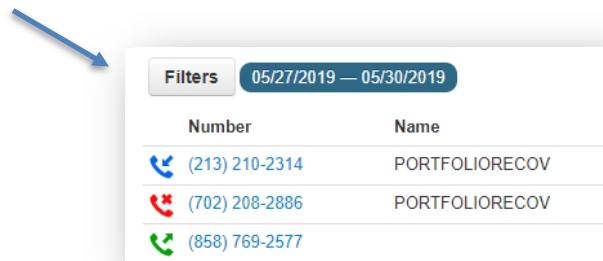
Call History

Filters 05/27/2019 — 05/30/2019 Export

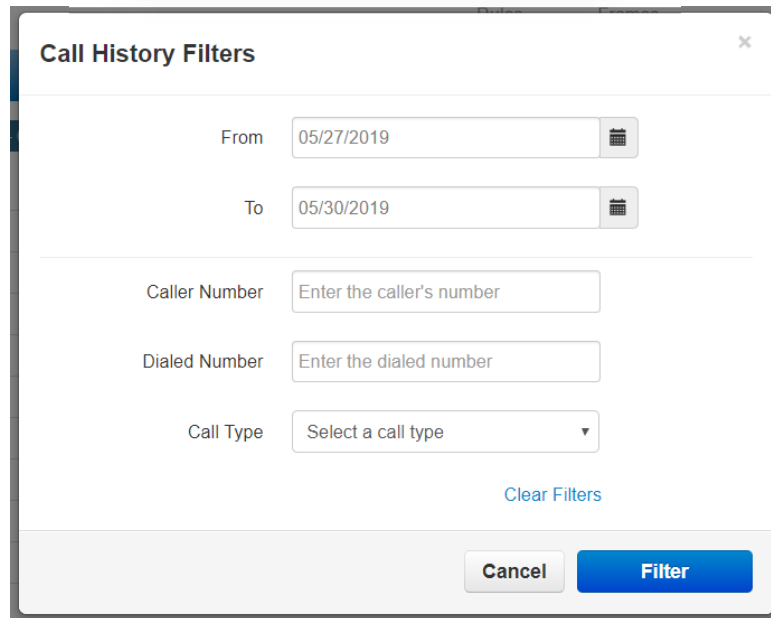
| Number         | Name           | Date               | Duration |
|----------------|----------------|--------------------|----------|
| (213) 210-2314 | PORTFOLIORECOV | Today, 1:42 pm     | 0:05     |
| (702) 208-2886 | PORTFOLIORECOV | Today, 8:38 am     | 0:00     |
| (858) 769-2577 |                | Yesterday, 1:48 pm | 0:29     |

### Call History Filters

To manipulate and change filters, click the Filters button. A window will pop up. From here you can change the Call History date range.



| Filters |                | 05/27/2019 — 05/30/2019 |                |
|---------|----------------|-------------------------|----------------|
|         | Number         |                         | Name           |
|         | (213) 210-2314 |                         | PORTFOLIORECOV |
|         | (702) 208-2886 |                         | PORTFOLIORECOV |
|         | (858) 769-2577 |                         |                |



### Call History Filters

From:

To:

---

Caller Number:

Dialed Number:

Call Type:

[Clear Filters](#)

### 10.1.1 Caller Number

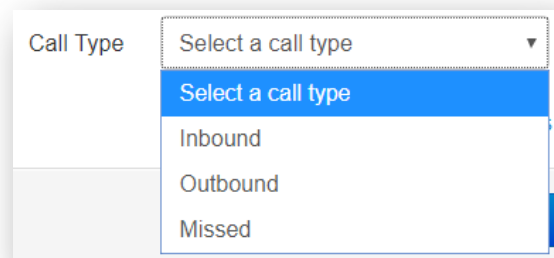
Allows you to search for calls from a specific phone number.

### 10.1.2 Dialed Number

Allows you to search for calls to a specific phone number dialed.

### 10.1.3 Call Type

The Call Type filters based off the type of call: Inbound, Outbound, or Missed call.



Call Type:

- Select a call type
- Inbound
- Outbound
- Missed



## 10.1.4 Calls Displayed

Clicking this option will allow you to filter by:



Missed calls.

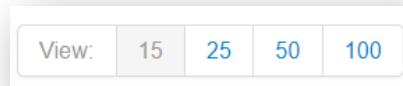


Outbound calls.



Inbound calls that were answered

### Miscellaneous



You can set the Call History to display 15, 25, 50, and 100 calls per page.



Add Contact: add Add the caller to your Contacts



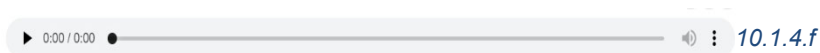
Edit Icon: add a call to your contacts by clicking the Edit Icon next to the call which will display the contact information fields as seen in figure 10.1.4.b.



Download: Download a call recording (if configured)

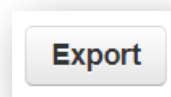


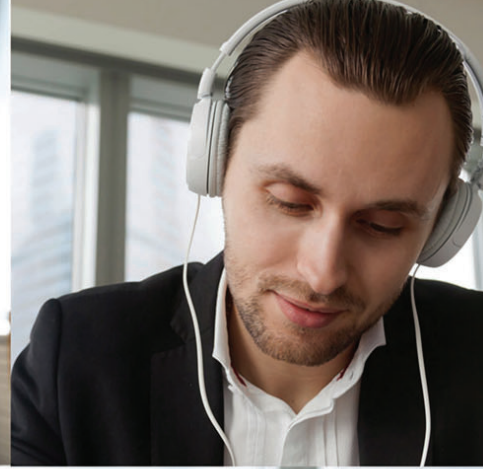
Listen to call: Listen to the call without downloading the call. A media player will open in your browser as seen below.



## 10.2 Exporting Call History

The export icon allows you to download the call history into a .csv file that can be opened in any spreadsheet application such as Excel or Apache Open Office.





## Questions?

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800.900.5474

[business.support@touchtone.net](mailto:business.support@touchtone.net)  
[touchtone.net/UC.html](http://touchtone.net/UC.html)

**TouchTone**  
communications