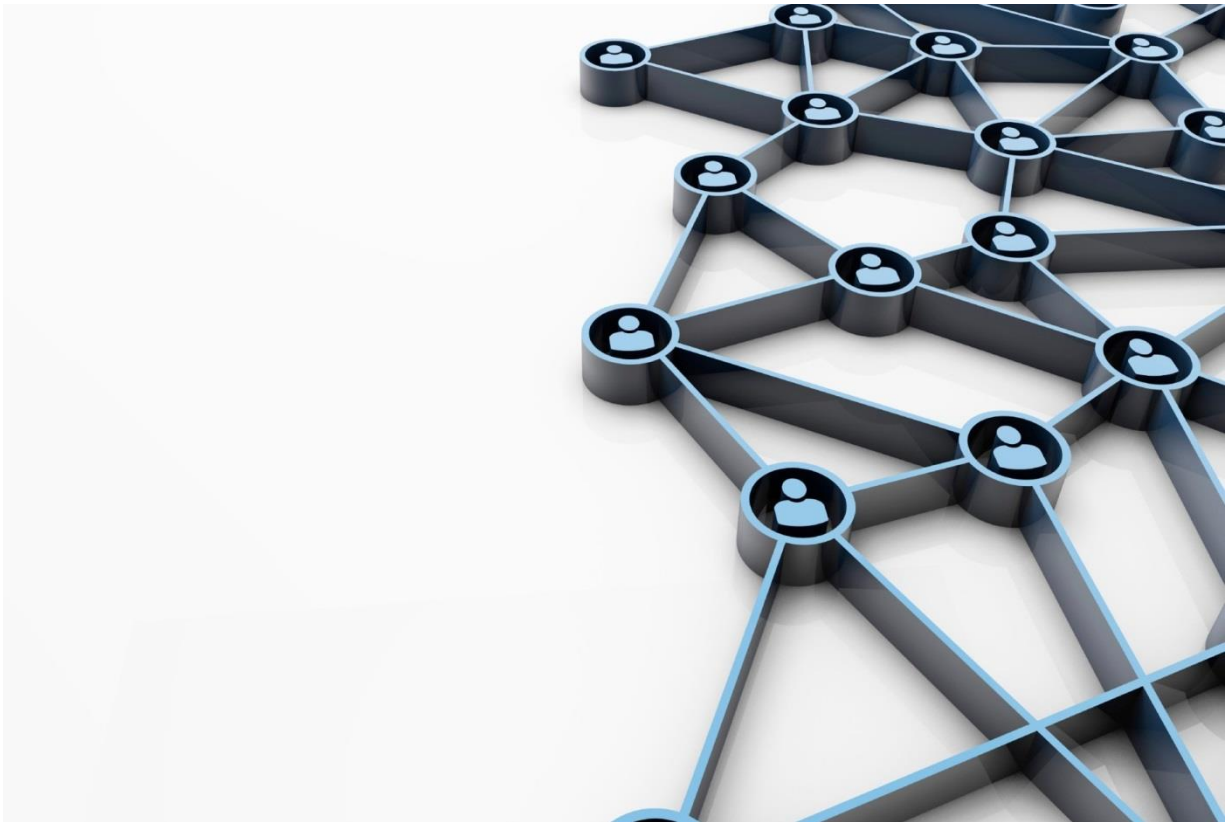


CommPortal

Administrator Guide



Version 1.2
August 3, 2018

Revision History

Revision	Date	Description	Initials
1.0	10/9/17	First published version.	CS
1.2	8/3/18	Revision for new release of CommPortal (EAS 9.4)	CS

Purpose

Use this guide to learn how to administer NHC newVoice Hosted PBX systems through CommPortal.

Audience

Information in this document is for administrators of NHC Hosted PBX telephone services.

References

Refer to this guide for more information about CommPortal:

CommPortal User Guide

Premium Auto Attendant Administrator Guide

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Overview

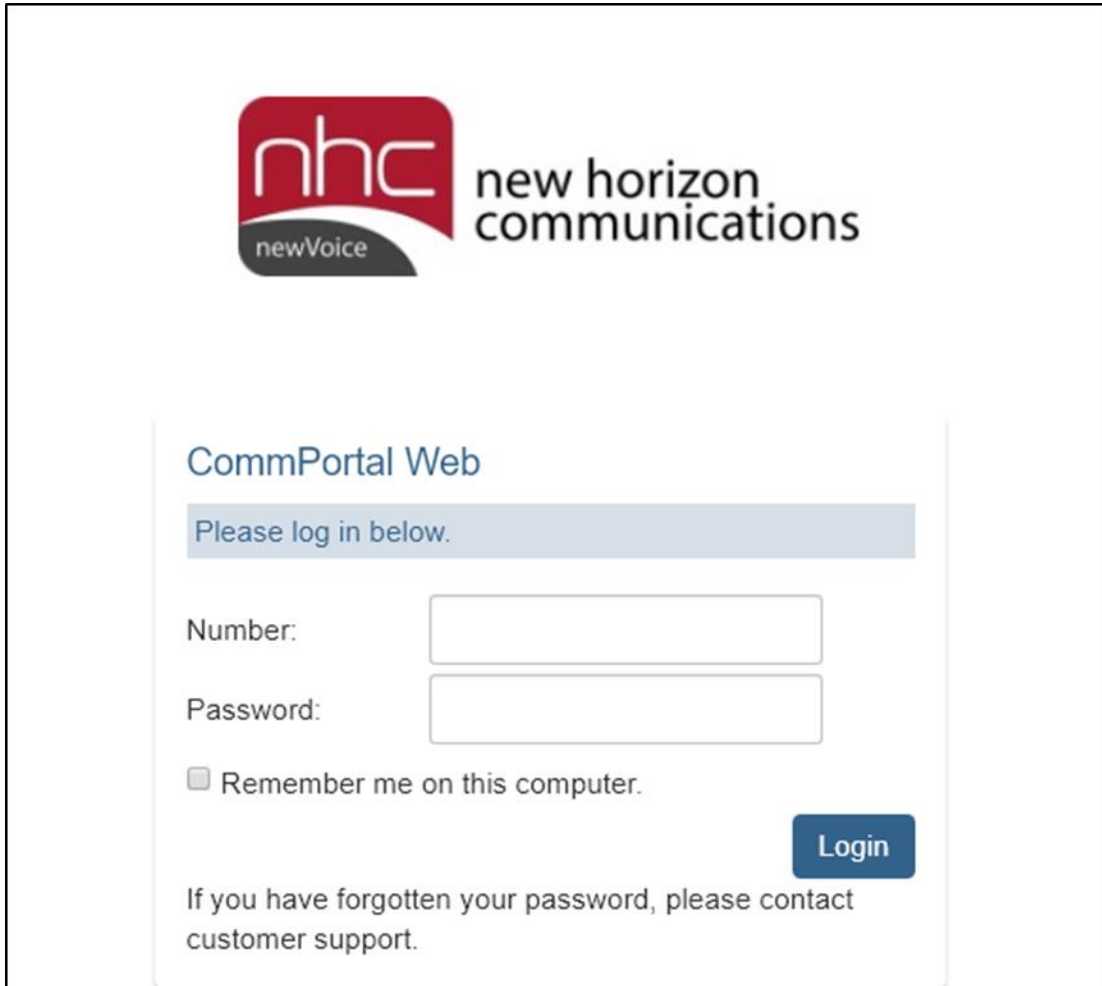
This administrator guide explains how to view and manage information in NHC's CommPortal:

- Log In
- CommPortal Help
- Home Page
- Hunt Groups
- Sim-Ring Groups
- Call Pickup Groups
- Supervisor Dashboard
- All Lines
- Users
- Attendants
- Group Access
- Phones
- Departments
- Short Codes
- Account Codes
- Extensions
- Call Logs
- Music on Hold
- Miscellaneous Settings

Log In

To log into CommPortal for business group administrators:

1. Open up a web browser.
2. Navigate to <https://commportal.nhcgrp.com/bg>.



3. Enter the following information:
 - Number* – Your 10-digit telephone number
 - Password* – Your CommPortal password

CommPortal Help

For online help, click *Help* in the left menu. Help appears for the page you have open:

The image shows the CommPortal interface. On the left is a dark blue sidebar menu with the following items: Home, Groups (with sub-items: Hunt Groups (MLHG), Sim-Ring Groups (MADNs), Call Pickup Groups, and Supervisor Dashboard), All Lines (with sub-items: Users, Attendants, Group Access, and Phones), Services (with sub-items: Departments, Short Codes, Account Codes, Extensions, Call Logs, Music on Hold, Misc. Settings, and Help), and Send Feedback. A white arrow points to the 'Help' item in the Services section. To the right is a screenshot of a Google Chrome browser window titled 'Help - Home - Google Chrome'. The address bar shows 'https://commportal.nhcgrp.com/session55ba65...'. The browser displays the 'Home' page of the help system, which includes a sidebar with links to Home, Hunt Groups, Lines, Phones, Departments, Short Codes, Account Codes, Extensions, Call Logs, Misc. Settings, and Send Feedback. The main content area of the browser shows the title 'Home' and a message: 'Please note that it can take up to fifteen minutes for any changes to take effect across the whole system.'

Home Page

The left menu on the previous page contains selections for system administrators in three sections:

Groups

Use groups to manage incoming calls based on selected lines in your business group:

- Hunt Groups (MLGHs) – A set of lines within a business group that allow calls to be passed to non-busy lines within a hunt group.
- Sim-Ring Groups (MADNs) – Provides you with one telephone number which, when called, is directed to multiple lines.
- Call Pickup Groups – Defines a group of lines where subscribers can answer each other's incoming calls using a pickup code.
- Supervisor Dashboard – Summary page for administrators.

All Lines

Manage all subscriber lines, with access to details for all lines in the business group.

Use the selections under *All Lines* to view and manage the lines in your business group:

- Users – Filter lines in your business group by user.
- Attendants – Organize information for your lines by department attendants.
- Group Access – Filter lines in your business group by group access.
- Phones – Manage the phones in your business group, and assign them to lines.

Services

Configure and manage other services with these options:

- Departments – Divide your business into separate groups.
- Short Codes – A specific speed dial like code that is tied to an external phone number.
- Account Codes – Allows you to restrict outbound calling by utilizing an access code.
- Extensions – Allows users to quickly dial another number within the business group.
- Call Logs – List calls to and from lines in your administrative domain.
- Music on Hold – The ability to change the music on hold and, if applicable, upload additional audio resources.
- Miscellaneous Settings – Gives access to the number blocks and external calls settings information.


Icons and selections in the Business Group Admin Portal correspond to the main menu:

Business Group Admin Portal

Steven Greffenius ▾

Groups

Groups can be used to manage how calls are handled for a selection of callers. Hunt Groups will pass calls to the next available member. The Supervisor Dashboard helps you monitor these. Sim-Ring Groups will ring all available members together when the external number is dialed. Call Pickup Groups allow lines to answer each other's calls.



[Hunt Groups \(MLHGs\)](#)



[Sim-Ring Groups \(MADNs\)](#)




[Call Pickup Groups](#)



[Supervisor Dashboard](#)

All Lines


The All Lines pages provide access to details of all lines in the business group. These can be filtered by User Lines, Attendants and Group Access Lines. Manage the phones in your Business Group and assign them to lines from the Phones page.



[Users](#)



[Attendants](#)




[Group Access](#)




[Phones](#)

Services


To configure and manage further business services on your lines, select an option below.



[Departments](#)



[Short Codes](#)



[Account Codes](#)



[Extensions](#)



[Call Logs](#)



[Music on Hold](#)



[Misc. Settings](#)

Hunt Groups

Select *Hunt Groups (MLGHs)* in the left menu to display lines and settings for each Multi-Line Hunt Group (MLHG) in your business group. When a hunt group is defined, the system relays calls to the group to a non-busy line within the group, or adds the call to a queue if all lines are busy.

Business Group Admin Portal

Steven Greffenius ▾

Hunt Groups in Department:

View All ▾

A Hunt Group (MLHG or Multi-Line Hunt Group) is a set of lines within a Business Group (members), so that calls to the group are passed to a non-busy member of the Hunt Group, or may be added to a queue if all members are busy. Please contact us if you would like to set up a new Hunt Group.

Move selected to:

--Select Department-- ▾

Move

<input type="checkbox"/> Hunt Group Name	Number of Members	Service Level	Department
<input type="checkbox"/> Billing	4	Hunt Group	Concord
<input type="checkbox"/> Collections MLHG	2	Hunt Group	Concord
<input type="checkbox"/> Concord OPS MLHG	10	Basic ACD	Concord
<input type="checkbox"/> Customer Service	9	Basic ACD	None
<input type="checkbox"/> Florida Repair MLHG	28	Basic ACD	Florida
<input type="checkbox"/> InfoRelay Main	3	Hunt Group	Select-Tele
<input type="checkbox"/> JP MLHG Routing TEST 2	1	Hunt Group	Concord
<input type="checkbox"/> JP Test MLHG Hunting	0	Basic ACD	Concord
<input type="checkbox"/> MRW HG	0	Hunt Group	OPEN DEPARTME...
<input type="checkbox"/> Repair Test	1	Basic ACD	Florida
<input type="checkbox"/> Test MLHG	2	Hunt Group	None
<input type="checkbox"/> VoIP Eng MLHG	6	Basic ACD	Concord

Select a hunt group to open these tabs for the selected group:

- Hunt Group Pilots
- Hunt Group Members
- Settings

Hunt Group Pilots

Click the Hunt Group Pilots tab to list pilot lines for the hunt group:

Business Group Admin Portal Steven Greffenius ▾

Hunt Group Test MLHG in Department: None

Hunt Group Pilots

Hunt Group Members

Settings

Telephone Number	Ext.	Name
(781) 290 46	4697	Test MLHG

You can assign one or more Pilot Directory Numbers to the hunt group. A pilot number provides a contact number for the whole group that will always pick a free line, instead of being associated with a specific line within the hunt group.

Hunt Group Members

Click the Hunt Group Members tab to accomplish these tasks:

You can perform three operations in the MLHG Lines tab:

- Add a line to a hunt group.
- Change line positions in a hunt group.
- Remove a line from a hunt group.

Add a Line

To add a line to a hunt group:

1. Select *Hunt Groups* in the left menu, then click the desired group in the Hunt Groups list.
2. Click the Hunt Group Members tab:

The screenshot shows the 'Business Group Admin Portal' with a user 'Steven Greffenius'. The 'Hunt Group Members' tab is active. Below the tabs are buttons for 'Remove Selected', 'Change Positions', and 'Add Lines'. An 'Add single line:' input field with an 'Add' button is present. A table lists members:

<input type="checkbox"/>	Position	Telephone Number	Ext.	Name	Department	
<input type="checkbox"/>	1	(239) 628 40	40	Jason	Florida	Actions ▼
<input type="checkbox"/>	2	(239) 628 40	40	John	Florida	Actions ▼

3. Click **Add Lines** above the list.

The Add Lines to Hunt Group pane appears:

The 'Add Lines to Hunt Group' pane shows instructions: 'Select the lines by ticking the boxes and then click Add Selected. Lines are not allowed to login/logout of this Hunt Group and when you add a line, it will immediately be logged in.' The 'Department' is set to 'New Horizon Communications'. A table lists available lines:

<input type="checkbox"/>	Telephone Number	Extension	Name
<input type="checkbox"/>	(239) 628 40	40	Forward TF
<input type="checkbox"/>	(595) 222 64		Hunt Group Customer Service pilot: Customer Service Pilot
<input type="checkbox"/>	(595) 222	90	Sim-Ring Group

Buttons at the bottom right: 'Add Selected' and 'Cancel'.

The pane displays all lines in the business group not already in a hunt group.

4. Check the lines you wish to add, or check the box at the top to select all lines.
5. Click **Add Selected** at the bottom right.

The added lines appear in the Hunt Group Members tab.

Change Line Positions

To change line positions in a hunt group:

1. Select *Hunt Groups* in the left menu, then click the desired group in the Hunt Groups list.
2. Click the Hunt Group Members tab:

Business Group Admin Portal

Steven Greffenius ▾

Hunt Group Test MLHG in Department: None

Hunt Group Pilots

Hunt Group Members

Settings

Remove Selected

Change Positions

Add Lines

Add single line:

Add

<input type="checkbox"/>	Position	Telephone Number	Ext.		Name	Department	
<input type="checkbox"/>	1	(239) 628 40	40	↕	Jason	Florida	Actions ▾
<input type="checkbox"/>	2	(239) 628 40	40	↕	John	Florida	Actions ▾

3. Click **Change Positions** above the list.

The Change Member Positions in Hunt Group pane appears:

Change Member Positions in Hunt Group

Use the up/down arrow icons in the Position column to change the order in which the hunt algorithm selects non-busy lines to pass incoming calls to. Click Apply when you have finished.

Position		Telephone Number	Ext.		Name	Department
1	↓	(239) 628 40	40	↕	Jason	Florida
2	↑	(239) 628 40	40	↕	John	Florida

Apply

Cancel

4. Click the arrows on the left to move a line's position up or down in the list.
5. Click **Apply** at the bottom right to save your changes.

Remove a Line

To remove a line from a hunt group:

1. Select *Hunt Groups* in the left menu, then click the desired group in the Hunt Groups list.
2. Click the Hunt Group Members tab:

Business Group Admin Portal

Steven Greffenius ▾

Hunt Group Test MLHG in Department: None

Hunt Group Pilots

Hunt Group Members

Settings

Remove Selected

Change Positions

Add Lines

Add single line:

Add

<input type="checkbox"/>	Position	Telephone Number	Ext.		Name	Department	
<input type="checkbox"/>	1	(239) 628 40	40		Jason	Florida	Actions ▾
<input type="checkbox"/>	2	(239) 628 40	40		John	Florida	Actions ▾

3. Check the lines you wish to remove, or check the box at the top to select all lines.
4. Click **Remove Selected** at the upper left.

Selected lines no longer appear in the list of hunt group members.

Settings

Click the Settings tab to open Preferences, where you can specify whether login or logout is supported by default for new members:

Business Group Admin Portal

Steven Greffenius ▾

Hunt Group Billing in Department: Concord

Hunt Group Pilots

Hunt Group Members

Settings

Preferences

Hunt Settings

Apply

Cancel

Hunt Group Name:

Service Level: Hunt Group

Login/logout supported by default for new members: ☐ Yes ☒ No

Click Hunt Settings, opposite Preferences, to display a list of settings for the group:

- Call Distribution Algorithm – how calls hunt.
- Maximum queue length – how many calls can be in the queue.
- Maximum time in seconds calls can be queued.
- Allow hunting on direct-dialed calls – will calls hunt if one of the members is called directly?
- How Caller ID is delivered – does the system show Caller ID or the lead number for the hunt?
- How long to ring a line for before going to next line.
- How long to wait before trying a member again.

Business Group Admin Portal

Steven Greffenius ▾

Hunt Group Billing in Department: Concord

Hunt Group Pilots

Hunt Group Members

Settings

Preferences

Hunt Settings

Apply

Cancel

This page shows the settings for the Multi Line Hunt Group. Hunting is applied to all calls to pilot numbers. Hunting is optionally applied to direct-dialed calls to busy Hunt Group members.

Settings	Value
Call Distribution Algorithm	Ring all ▾
Is line hunting applied to direct-dialed calls?	<input type="checkbox"/>
Is the Pilot's information delivered as the Caller ID?	<input type="checkbox"/>
Ring each member for (secs)	30
If a member does not answer, do not call again for (secs)	30

Sim-Ring Groups

Select *Sim-Ring Groups (MADNs)* in the left menu to open a list of sim-ring groups for your business group. A sim-ring group, or Multiple Appearance Directory Number (MADN), is a call group set up to ring more than one number simultaneously. Create a sim-ring group when you want calls to one phone number to ring more than one telephone in the business group.

Note: To set up a new sim-ring group, please contact your account manager.

The page below shows one sim-ring group, with seven individual lines assigned to the group:

Business Group Admin Portal

Steven Greffenius ▾

Sim-Ring Groups in Department:

View All ▾

A Sim-Ring Group (MADN or Multiple Appearance Directory Number) is an external number that can be used to access multiple lines within a Business Group, so that all free lines associated with the Sim-Ring Group ring together when the number is dialed. Please contact us if you would like to set up a new Sim-Ring Group.

Move selected to:

--Select Department-- ▾

Move

<input type="checkbox"/>	Telephone Number	Ext.	Number of Members	Department	
<input type="checkbox"/>	(595) 222 90	90	7	None	Actions ▾

Note: To view sim-ring groups by department, click the drop-down list at the top of the page, then select the desired department.

Sim-Ring Group Members

Select *Sim-Ring Groups* in the left menu, then click the telephone number for a group to view group members. The Sim-Ring Group Members tab opens:

Business Group Admin Portal

Steven Greffenius ▾

Sim-Ring Group (595) 222 9002 in Department: None

Sim-Ring Group Members

Other Settings

Remove Selected

Add Lines

Add single line:

Add

<input type="checkbox"/>	Telephone Number	Ext.	Name	Department
<input type="checkbox"/>	(781) 290 46	46	Paul	VoIP
<input type="checkbox"/>	(781) 290 46	46	John	VoIP
<input type="checkbox"/>	(781) 290 46	46	John	VoIP
<input type="checkbox"/>	(781) 290 46	46	Eric	VoIP
<input type="checkbox"/>	(781) 290 46	46	Kevin	VoIP
<input type="checkbox"/>	(781) 290 46	46	John	VoIP
<input type="checkbox"/>	(781) 290 46	46	Pat	VoIP

To remove lines from the sim-ring group:

1. Check the desired lines, or check the top box to select all lines in the list.
2. Click **Remove Selected** at the upper left.

Selected lines no longer appear in the list.

To add lines to the sim-ring group:

1. Click **Add Lines** above the list.

The Add Lines to Sim-Ring Group pane appears:

Add Lines to Sim-Ring Group

Select the lines by ticking the boxes and then click Add Selected.

Department: New Horizon Communications ▼

<input type="checkbox"/>	Telephone Number	Extension	Name
<input type="checkbox"/>	(239) 628 40	40	Forward TF
<input type="checkbox"/>	(595) 222 64		Hunt Group Customer Service pilot: Customer Service Pilot
<input type="checkbox"/>	(595) 222		Test

Add Selected Cancel

2. Check the desired lines, or check the top box to select all lines in the list.
3. Click **Add Selected** at the lower right.

The pane closes, and selected lines appear in the list of group members.

Note: To add a single line to sim-ring group, type the phone number in the *Add single line* field at the upper right, then click **Add**.

Other Settings

To view information about the sim-ring group's call limit algorithm, click the Other Settings tab:

Business Group Admin Portal

Steven Greffenius ▾

Sim-Ring Group (595) 222 9002 in Department: None

Sim-Ring Group Members

Other Settings

Call Limit Algorithm

There are three choices for limiting the number of calls to the Sim-Ring Group (Call Limit Algorithms):

- The total number of active and queued calls cannot exceed the number of members in the Sim-Ring Group.
- The total number of active and queued calls cannot exceed a separately specified limit.
- The total number of queued calls cannot exceed a separately specified limit.

Call Limit Algorithm used for this Sim-Ring Group

- The total number of active and queued calls cannot exceed a separately specified limit.

Please contact us if you would like to change these settings.

Call Pickup Groups

A call pickup group defines a subset of lines in a department:

- Subscribers in a pickup group can answer each other's incoming calls.
- Groups can contain up to thirty-two lines each.
- To answer calls, pickup group members must hear the other phones in the group.

Select *Call Pickup Groups* in the left menu to display the call pickup groups for all the departments in your business group. Controls for this list let you perform these tasks:

- Add a group
- Add lines to a group
- Move selected groups to another department
- Delete a group
- Rename a group

By default, Call Pickup Groups lists pickup groups for all departments:

Business Group Admin Portal

Steven Greffenius ▾

Call Pickup Groups in Department:

View All ▾

A Call Pickup Group (CPUG) defines a group of Business Group Lines within which the subscribers can use Call Pickup to answer each other's incoming calls.

Move selected to:

--Select Department-- ▾

Move

Delete Selected

Add Group

<input type="checkbox"/>	Call Pickup Group Name	Number of Members	Department
<input type="text" value="Search for..."/>			
<input type="checkbox"/>	FL CPUG Test	3	Florida
<input type="checkbox"/>	Florida Repair Test	7	None
<input type="checkbox"/>	Lex Ops	2	Concord
<input type="checkbox"/>	Sales	3	None

Note: Number of lines programmed for a particular phone limits the number of simultaneous calls. For example, if you have two lines programmed for your phone, you can take two simultaneous calls on that phone.

Add Call Pickup Groups

To add a call pickup group, first select *Call Pickup Groups* in the left menu. Then:

1. Select a department in the *View All* drop-down list opposite the page title.
2. Click **Add Group**.

The Add Call Pickup Group pane appears:

Add Call Pickup Group

You can add a new Call Pickup Group. Just enter the name of the Call Pickup Group and then click **Add**.

Call Pickup Group Name:

Department:

DEPT 1

Add

Cancel

Note: This pane does not appear if you fail to specify a department in step 1.

3. Enter the group's name next to *Call Pickup Group Name*.
4. Click **Add**.

The new group appears in the Call Pickup Groups list.

Add Lines to Call Pickup Group

To add one or more lines to a call pickup group:

1. Select *Call Pickup Groups* in the left menu.
2. Click the desired group in the Call Pickup Groups list.

A list of lines in the selected group appears.

Note: To add a single line to the group, enter the line's phone number or extension in the *Add single line* field, then click **Add**.

3. Click **Add Lines** above the list.

The Add Lines to Call Pickup Group pane appears:

Add Lines to Call Pickup Group

Select the lines by ticking the boxes and then click Add Selected.

Department: New Horizon Communications ▼

<input type="checkbox"/>	Telephone Number	Extension	Name
<input type="checkbox"/>	(239) 628 40	40	Forward TF
<input type="checkbox"/>	(595) 222 90		Test
<input type="checkbox"/>	(617) 862 06		Evan
<input type="checkbox"/>	(617) 862 06		JP's Accession

Add Selected
Cancel

4. Check the lines you want to add, or check the top box to select all lines.
5. Click **Add Selected** at the bottom right.

The pane closes, and the added lines appear in the pickup group's list of lines.

Remove Lines from Call Pickup Group

To remove one or more lines from a call pickup group:

1. Select *Call Pickup Groups* in the left menu.
2. Select the desired pickup group in the list of groups.
Members tab for the selected group opens.

Business Group Admin Portal

Steven Greffenius ▾

Call Pickup Group Lexington Operations in Department: VoIP

Members

Settings

Remove Selected

Add Lines

Add single line:

Add

<input type="checkbox"/>	Telephone Number	Ext.	Name	Department
<input type="checkbox"/>	(781) 290 46	46	Linda	Concord
<input type="checkbox"/>	(781) 290 46	46	Katie	Concord
<input type="checkbox"/>	(781) 290 46	46	Steve	Concord

3. Check the lines you want to remove, or check the top box to select all lines.
4. Click **Remove Selected** above the list.
Selected lines no longer appear in the list.

Delete Call Pickup Group

To delete a call pickup group:

1. Select *Call Pickup Groups* in the left menu.
2. Check the pickup group you want to remove, or check the top box to select all groups.

Business Group Admin Portal

Steven Greffenius ▾

Call Pickup Groups in Department:

View All ▾

A Call Pickup Group (CPUG) defines a group of Business Group Lines within which the subscribers can use Call Pickup to answer each other's incoming calls.

Move selected to:

--Select Department-- ▾

Move

Delete Selected

Add Group

<input type="checkbox"/>	Call Pickup Group Name	Number of Members	Department
<input type="text" value="Search for..."/>			
<input checked="" type="checkbox"/>	Florida CPUG	0	Jupiter FL
<input type="checkbox"/>	Florida Repair	0	Jupiter FL
<input type="checkbox"/>	Lexington Operations	3	VoIP
<input type="checkbox"/>	My First Pickup Group	3	Test Department
<input type="checkbox"/>	Sales	3	Sales Mobile Demo PHL
<input type="checkbox"/>	Test CPUG	0	Concord

3. Click **Delete Selected** above the list.
The group no longer appears in the list.

Rename Call Pickup Group

To change the name of a call pickup group:

1. Select *Call Pickup Groups* in the left menu.
2. Select the pickup group you want to rename in the list of groups.

Members tab opens for the selected group:

The screenshot shows the 'Business Group Admin Portal' header with a user dropdown for 'Steven Greffenius'. Below the header, the title 'Call Pickup Group Lex Ops in Department: Concord' is displayed. Two tabs are visible: 'Members' (active) and 'Settings'. Under the 'Members' tab, there are buttons for 'Remove Selected', 'Add Lines', and 'Add', along with an 'Add single line:' input field. A table lists members with columns for 'Telephone Number', 'Ext.', 'Name', and 'Department'.

Telephone Number	Ext.	Name	Department
<input type="checkbox"/> (781) 290 46	46	Linda	Concord
<input type="checkbox"/> (781) 290 46	46	Katie	Concord

3. Click the Settings tab.

The screenshot shows the 'Business Group Admin Portal' header with a user dropdown for 'Steven Greffenius'. Below the header, the title 'Call Pickup Group Lex Ops in Department: Concord' is displayed. Two tabs are visible: 'Members' and 'Settings' (active). Under the 'Settings' tab, there are 'Apply' and 'Cancel' buttons. A 'Group Name' section contains a 'Call Pickup Group Name:' label and an input field with the text 'Lex Ops'.

4. Enter the new call pickup group name in the name field.
 5. Click **Apply** at the upper right to save the name.
- The new name appears in the Call Pickup Groups list in the left menu.

Move Call Pickup Group to New Department

To move a call pickup group to a new department:

1. Select *Call Pickup Groups* in the left menu.
2. Check the pickup group or groups you want to move.
3. Select the destination department in the *Move selected to* drop-down list.

Business Group Admin Portal Steven Greffenius ▾

Call Pickup Groups in Department: View All ▾

A Call Pickup Group (CPUG) defines a group of Business Group Lines within which the subscribers can use Call Pickup to answer each other's incoming calls.

Move selected to: Florida ▾ **Move**

Delete Selected **Add Group**

Call Pickup Group	Number of Members	Department
<input checked="" type="checkbox"/> Florida CPU...		Jupiter FL
<input type="checkbox"/> Florida Repa...		Jupiter FL
<input type="checkbox"/> Lexington Op...		VoIP
<input type="checkbox"/> My First Pick...		Test Department
<input type="checkbox"/> Sales		Sales Mobile Demo PHL
<input type="checkbox"/> Test CPUG		Concord

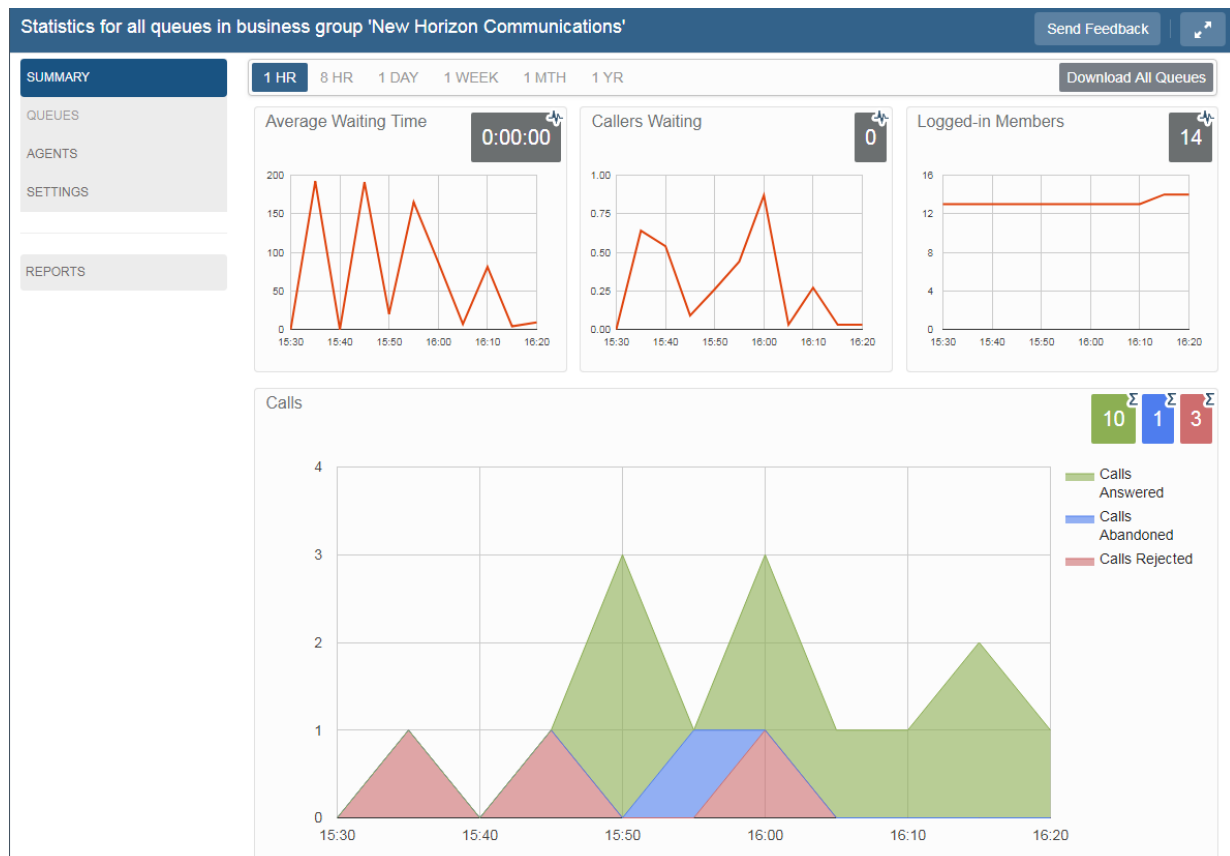
4. Click **Move** above the Call Pickup Group list.

New department name appears in the list's Department column.

Supervisor Dashboard

Open the business group's Supervisor Dashboard to view statistics in these areas:

- *Summary* – View summary statistics for all queues in the business group.
- *Queues* – View call statistics for each queue defined for the business group.
- *Agents* – View call statistics for individual agents in the business group.
- *Reports* – Create or update selected reports. Refer to instructions below.



To create a report from the Dashboard:

1. Select *Supervisor Dashboard* in the left menu.
The Dashboard opens in a new browser window.
2. Select *REPORTS* in the Dashboard's left menu.
Reports for business group <name of group> opens in a new tab.
3. Enter a title for the report.
4. Select a report from the *Report Type* drop-down list.
An explanation of the selected report type appears below the pane.

5. If required for the report type you select, specify desired data in the *Select Data* drop-down list.
6. Specify a *Data range* on the right.

Next to *Period*, simply set a start date earlier than the report's end date.

7. Click **Update Report**.

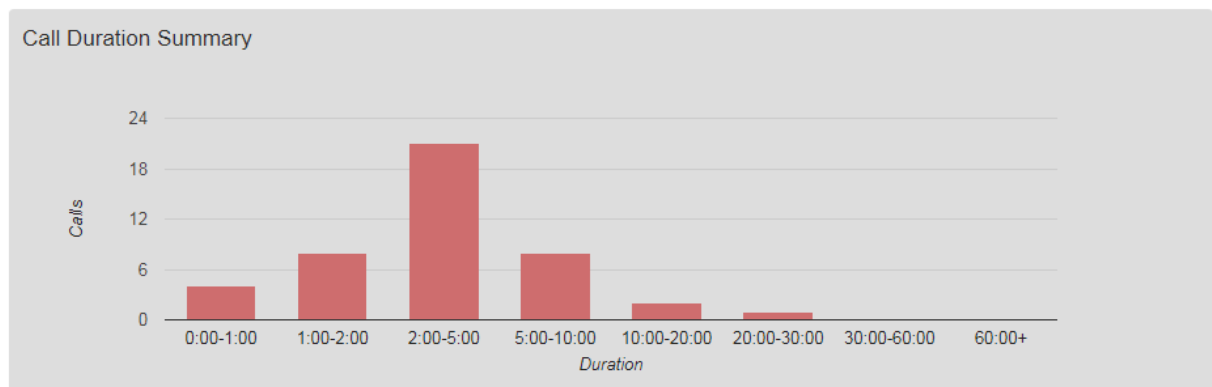
Report you requested appears below the report type summary. Specifications and graph for a sample report appears below.

Reports for business group 'New Horizon Communications'

[Send Feedback](#)

Report Title:	<input type="text" value="My Report"/>	Data range	
Report Type:	<input type="text" value="Call Duration Summary"/>	Period:	<input type="text" value="07/10/2018"/> - <input type="text" value="07/12/2018"/>
Select Data:	<input type="text" value="Concord OPS MLHG"/>	Start of day:	<input type="text" value="00"/> : <input type="text" value="00"/>
		End of day:	<input type="text" value="24"/> : <input type="text" value="00"/>
		<input type="button" value="M"/> <input type="button" value="T"/> <input type="button" value="W"/> <input type="button" value="T"/> <input type="button" value="F"/> <input type="button" value="S"/> <input type="button" value="S"/>	

The Call Duration Summary report displays the distribution of incoming call durations for the selected queue. Only calls that arrive via the selected queue will be included, for example outgoing or direct-dialled calls are not displayed. This report displays activity for up to 60 days and any activity outside of the start/end of day and from unselected days of the week is not included in the results. All times are in (GMT-5.00) America/Eastern.



All Lines

Select *All Lines* the left menu to view all the lines in your business group. A sample list appears below:

Business Group Admin Portal

Steven Greffenius ▾

Lines in Department:



View All ▾

Move selected to:

--Select Department-- ▾

Move

Download all Lines

<input type="checkbox"/> Telephone Number Ext.	Name	Department	
<div>Search for...</div> <div>in any field ▾</div>			
<input type="checkbox"/> (214) 624 97 888	Broadview 2nd Test	Concord	Actions ▾
<input type="checkbox"/> (215) 234 13	 Inteliquent TEST DID DID_C...	TEST Dept	Actions ▾
<input type="checkbox"/> (239) 628 40 40	 Florida Repair MLHG pilot: FI...	Florida	Actions ▾
<input type="checkbox"/> (239) 628 40 40	Florida Conference Room	Florida	Actions ▾

When the top drop-down list shows *View All*, the list displays all lines in your business group. It also:

- Provides administrative control of individual users in the business group.
- Allows you to search for lines using number, name, extension, or department.
- Indicates who is a business group administrator, and which lines are your auto attendants, with icons next to the seat name.

The *Actions* drop-down list for each line contains these selections:

- View individual settings
- Edit personal details
- Reset line
- Unlock account


View individual settings

Select *View individual settings* in the *Actions* drop-down list to open an individual's CommPortal page under administrator's view:





Florida Conference Room

Home Messages and Calls Contacts Start Florida Conference Room

Phone Status

 **When I receive a call**
Ring my phone [Go to Call Manager](#)

Your Services

Call Settings Message Settings Notifications Reminders

[Open in New Window](#) [Close](#)

As an administrator, you can make changes, and view information within the selected individual's CommPortal.

Note: Administrators do not have access to the individual's voicemail, voicemail settings, or click-to-dial settings.

Edit personal details

Click *Edit personal details* in the *Actions* drop-down list to modify the seat name and privileges of an individual line:

Edit Personal Details

Name	<input type="text" value="Florida Conference Room"/>
Admin	<input type="text" value="Not an Administrator"/>

To change the seat name, edit the *Name* field appropriately.

To grant administrator privileges to the individual:

1. Select the appropriate level from the *Admin* drop-down list:
 - *Not an Administrator* grants no privileges.
 - Second selection grants full business group privileges.
 - Third selection grants privileges only in the individual's department.
2. Click **Save** to save changes.

Reset line

Click *Reset line* in the *Actions* drop-down list to reset an account:

Reset Line

Telephone number:

(239) 628 4001

New account name:

☒ Also use as local calling name

☒ Remove from groups

Apply

Cancel

Enter a *New account name*, then click **Apply**. Confirm change in pop-up window.

Note: All information for the line reverts to initial setup, including voicemail. Ensure individual retrieves all voicemail messages before you reset an account.

Unlock account

Too many unsuccessful attempts to access voicemail locks the individual's account. To restore access to a locked voicemail account, click *Unlock account* in the *Actions* drop-down list.

Note: Remember to reset the individual's voicemail password.


Users

Select *Users* in the left menu to display a list of all subscribers in the business group. Since each line typically has one user, the Lines list and Users list are nearly the same.

Business Group Admin Portal Steven Greffenius ▾

Users in Department: View All ▾

Move selected to: --Select Department-- ▾ Move

<input type="checkbox"/> Telephone Number Ext.	Name	Department	
<input type="text" value="Search for..."/>		in any field ▾	
<input type="checkbox"/> (214) 624 97	888 Broadview 2nd Test	Concord	Actions ▾
<input type="checkbox"/> (215) 234 13	 Inteliquent TEST DID DID_CN...	TEST Dept	Actions ▾
<input type="checkbox"/> (239) 628 40	4001 Florida Conference Room	Florida	Actions ▾

Note: The headset icon in the second row indicates business group administrator.

Attendants

Select *Attendants* in the left menu to display a list of all Attendants in the business group.

Business Group Admin Portal

Steven Greffenius ▾

Attendants in Department:

View All ▾

Move selected to:

--Select Department-- ▾

Move

<input type="checkbox"/> Telephone Number Ext.	Name	Department	
<div>Search for...</div> <div>in any field ▾</div>			
<input type="checkbox"/> (239) 628 40	40	TEMP TEST BASIC AA New H...	Concord Actions ▾
<input type="checkbox"/> (781) 290 46	46	NHC Auto Attendant New Hori...	Concord Actions ▾
<input type="checkbox"/> (781) 290 46	46	Auto Attendant	Sales Mobile D... Actions ▾

The image below shows selections in the *Actions* drop-down list for Attendants:

Business Group Admin Portal

Steven Greffenius ▾

Attendants in Department:

View All ▾

Move selected to:

--Select Department-- ▾

Move

<input type="checkbox"/> Telephone Number Ext.	Name	Department	
<div>Search for...</div> <div>in any field ▾</div>			
<input type="checkbox"/> (239) 628 40	40	TEMP TEST BASIC AA New H...	Concord
<input type="checkbox"/> (781) 290 46	46	NHC Auto Attendant New Hori...	Concord
<input type="checkbox"/> (781) 290 46	46	Auto Attendant	Sales


View attendant settings

Edit personal details


Reset line

Unlock account

Note icons to designate two types of attendants in the list:



Solid star: Premium Auto Attendant



White star: Easy Attendant

Group Access

Select *Group Access* in the left menu to display information for all groups defined for the business group. To view groups by department, select a department in the top drop-down list.

Business Group Admin Portal

Steven Greffenius ▾

Groups in Department:

View All ▾

Move selected to:

--Select Department-- ▾

Move

<input type="checkbox"/> Telephone Number Ext.	Name	Department	
<div>Search for...</div> <div>in any field ▾</div>			
<input type="checkbox"/> (239) 628 40	40	Florida Repair MLHG pilot: FI...	Florida Actions ▾
<input type="checkbox"/> (595) 200 31	99	Repair Test pilot: Repair Test ...	Florida Actions ▾
<input type="checkbox"/> (595) 222 64		Customer Service pilot: Cust...	None Actions ▾
<input type="checkbox"/> (595) 222 90		JP Test MLHG Hunting pilot: ...	Concord Actions ▾
<input type="checkbox"/> (595) 222 90		JP MLHG Routing TEST 2 pil...	Concord Actions ▾
<input checked="" type="checkbox"/> (595) 222 90	90	Sim-Ring Group	None Actions ▾
<input type="checkbox"/> (617) 862 05		Florida Repair MLHG pilot: T...	Florida Actions ▾
<input type="checkbox"/> (781) 290 46	46	MRW HG pilot: Wildermuth G...	OPEN DEPART... Actions ▾
<input type="checkbox"/> (781) 290 46	46	InfoRelay Main pilot: InfoRela...	Select-Tele Actions ▾
<input type="checkbox"/> (781) 290 46	46	VoIP Eng MLHG pilot: VoIP E...	Concord Actions ▾
<input type="checkbox"/> (781) 290 46	46	Collections MLHG pilot: Colle...	Concord Actions ▾
<input type="checkbox"/> (781) 290 46	46	Test MLHG pilot: Test MLHG	None Actions ▾
<input type="checkbox"/> (781) 290 46	46	Billing pilot: Billing MLHG	Concord Actions ▾
<input type="checkbox"/> (781) 290 46	46	Concord OPS MLHG pilot: Le...	Concord Actions ▾

The image below shows selections in the *Actions* drop-down list for Groups:

Business Group Admin Portal

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Groups in Department:

View All ▾

Move selected to:

--Select Department-- ▾

Move

<input type="checkbox"/> Telephone Number Ext.	Name	Department	
<div>Search for...</div> <div>in any field ▾</div>			
<input type="checkbox"/> (239) 628 4000	40 Florida Repair MLHG pilot: FI...	Florida	Actions ▾
<input type="checkbox"/> (595) 200 3117	99 Repair Test pilot: Repair Test ...	Florida	<div>View line settings</div> <div>View group settings</div> <div>Edit personal details</div> <div>Reset line</div> <div>Unlock account</div>
<input type="checkbox"/> (595) 222 6424	Customer Service pilot: Cust...	None	
<input type="checkbox"/> (595) 222 9000	JP Test MLHG Hunting pilot: ...	Concord	
<input type="checkbox"/> (595) 222 9001	JP MLHG Routing TEST 2 pil...	Concord	
<input type="checkbox"/> (595) 222 9002	90 Sim-Ring Group	None	

Phones

Select *Phones* in the left menu to accomplish these tasks:

- Manage phone profiles.
- Change phone descriptions.
- Assign a phone to a department or to a line.

Manage Profiles

The Phones page lets you manage phone profiles within your business group, and assign lines to physical phones. Phone profiles configure physical phones. They exist at three levels:

- *Business group* – profile settings apply to all phones in the business group, if not overridden.
- *Department* – departmental configuration overrides business group configuration.
- *Individual phone line* – individual configuration overrides departmental and business group configurations.

Note: As a business group administrator, you can change phone configurations at all three levels.

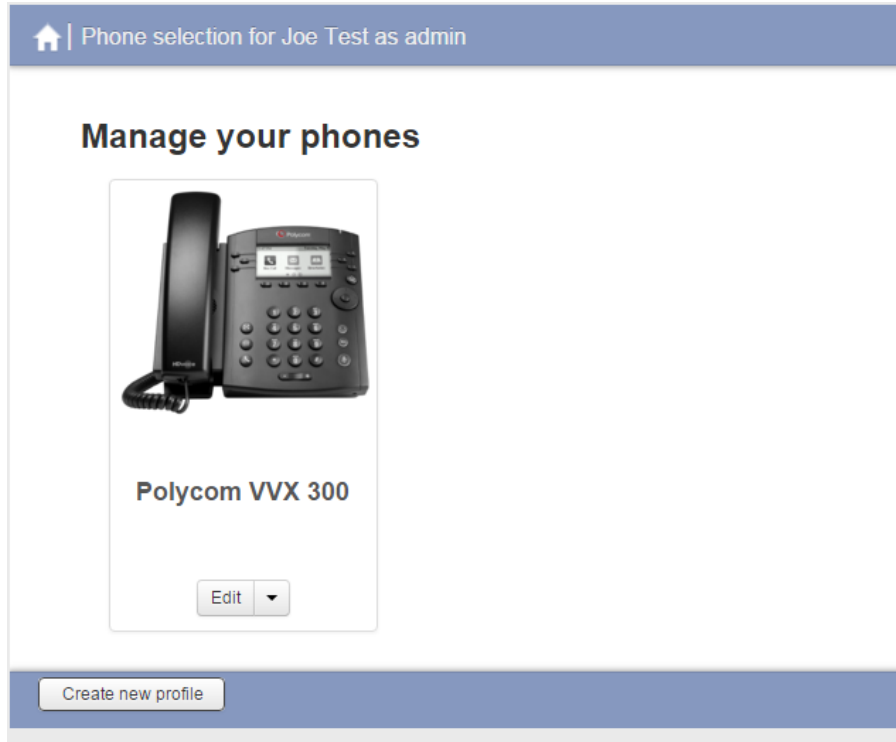
To manage your phone configurations at the business group level, click **manage your phone profiles** with *Phones in Department* set to *View All*. This operation lets you configure phone buttons and settings for the entire business group.

To manage your phone configurations at the departmental level, click **manage your phone profiles** with *Phones in Department* set to the appropriate department. This operation lets you configure phone buttons and settings only for phones assigned to the department you select.

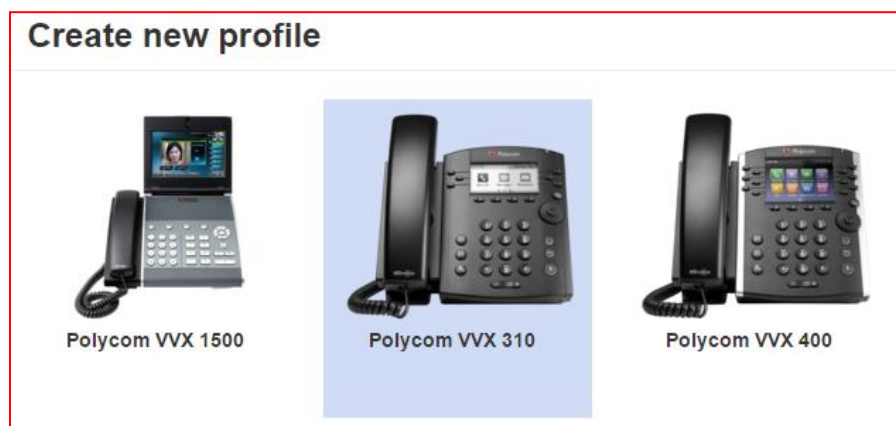
When you click **manage your phone profiles**, the *Manage your phones* screen appears.

To create a new phone profile:

1. Click **Create new profile** at the lower left.



2. Choose the phone model you wish to set programming for.

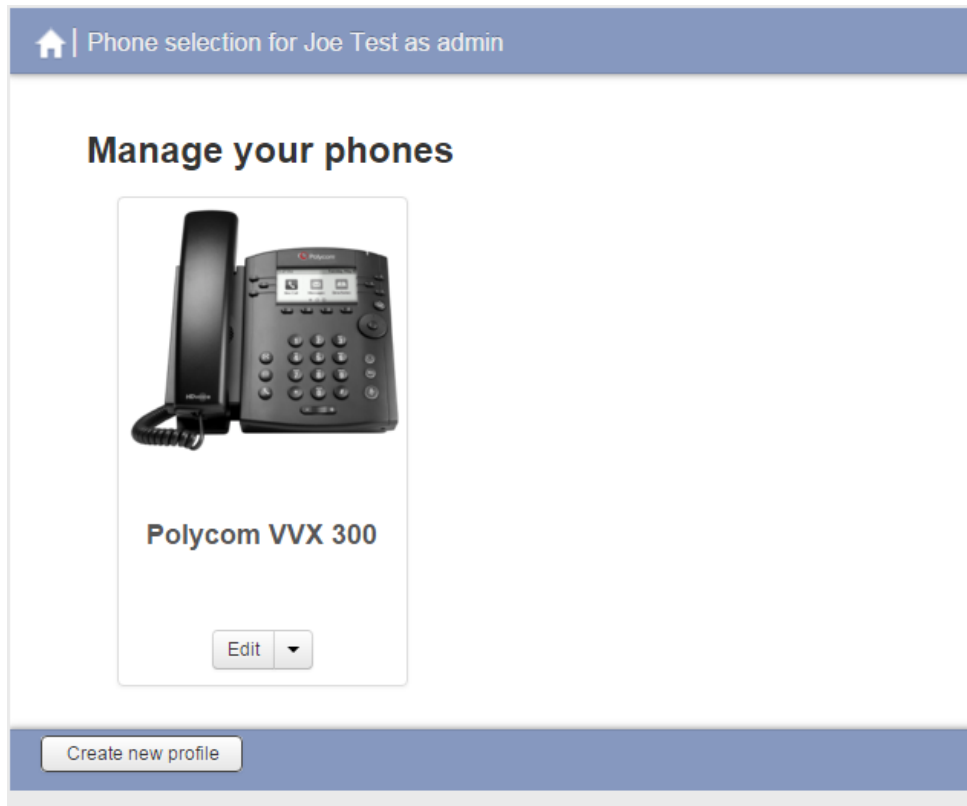


The model you select appears on the *Manage your phones* screen, and is available for programming.

Note: Choose the model that exactly matches your phone. Some phone models look similar. The VVX 300 and VX 310 look identical, but have different internal controls. If you choose a VX 300, but have a VX 310, the phone will not recognize your settings.

To edit an existing phone profile:

1. Click **Edit** for the correct phone in the *Manage your phones* screen:



The phone's profile opens:



2. Use the list on the right to modify the phone's settings.

To manage phone configurations at the individual phone level:

1. Select *Phones* in the left menu, then select *Configure phone* in the *Actions* drop-down list for the phone you want to configure.

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Phones in Department:

View All ▾

--Select Department-- ▾

Assign to Department

Enter number...

Assign to Line

Assign phones to lines using the table below or manage your phone profiles.


<input type="checkbox"/>	Model	MAC Address	Description	Assigned to	Department	
<div>Search for...</div> <div>in any field ▾</div>						
<input type="checkbox"/>		00:04:F2:02:98:37	Russ	(239) 628 40	Florida	Actions ▾
<input type="checkbox"/>		00:04:F2:2B:22:1B	00:04:f2:2B:... (781) 290 46	Sales		Change phone
<input type="checkbox"/>		00:04:F2:36:5A:2F	Wayne	(239) 628 40	Florida	Configure phone

A new window opens, to let you to edit settings for the selected phone.

🏠

Phone selection for Joe Test / 5952220900 as admin

Manage your phones



Polycom VVX 300

Edit

Create new profile

2. Click **Edit** under the phone to modify the phone profile.

Change Description

To change the description associated with a particular line in the business group:

1. Select *Phones* in the left menu, then select *Change phone* in the *Actions* drop-down list for the phone you want to configure.

The Change Phone panel opens.

Change Phone

Change the phone configuration and then click Apply.

MAC Address:	<input type="text" value="00:04:F2:02:98:37"/>		
Description:	<input type="text" value="Russ : SPIP301"/>		
Phone Model:	<input type="text" value="Phone not yet authenticated"/>		
Assigned to Line?	<input checked="" type="checkbox"/>	<input type="text" value="(239) 628 40"/>	
Phone authenticated at:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Authenticate until:	<input type="text"/>	<input type="text"/>	<input type="text"/>
Allow authentication for an hour from now			

Apply

Cancel

2. Enter new description for the phone in the *Description* field.
3. Click **Apply** to save the change and close the panel.

Assign a Phone

The Phones page lets you assign a phone to a department, or assign a phone to a line.

To assign a phone to a department:

1. Select *Phones* in the left menu, then check the desired telephone in the phones list.
2. Select a department from the drop-down list at the upper left.

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Phones in Department: View All ▾

--Select Department-- ▾ Assign to Department

Assign to Line

Search below or manage your phone profiles.

Description	Assigned to	Department	
			in any field ▾
uss- home...	(239) 628 40	Florida	Actions ▾
0:04:f2:2B:...	(781) 290 46	Sales	Actions ▾
Wayne Chu...	(239) 628 40	Florida	Actions ▾
0:04:f2:3e:...	(239) 628 40	Florida	Actions ▾
0:04:F2:3F...	(781) 290 46	VoIP	Actions ▾
004F24A0...	(781) 290 46	VoIP	Actions ▾

--Select Department-- ▾

- New Horizon Communications
- Agents
- Concord
- VoIP
- Demo Center
- OPEN DEPARTMENT
- Sales Mobile Demo PHL
- Select-Tele
- Florida
- Customer Service
- Jupiter FL
- Rochester
- Sales
- test 2
- TEST Dept

3. Click **Assign to Department**.

System prompts to confirm reassignment:

Reassignment confirmation

This operation will unassign phones from lines.

Are you sure you want to reassign?

Yes

No

4. Click **Yes** to confirm.

To assign a phone to a line:

1. Select *Phones* in the left menu, then check the desired telephone in the Phones list.
2. Enter the number you want to assign to the selected phone in the *Enter number...* field above the list.
3. Click **Assign to Line**.

The number assigned to the phone appears in the list.

Departments

Select *Departments* in the left menu to open a list of all departments in your business group.

Business Group Admin Portal

Steven Greffenius ▾

Departments

Departments divide your Business Group into separately-administrable groups.

To edit or delete a department, click on the department in the tree view below.

Add Department

Department Name	Operator Number			
<input type="text" value="Search for..."/>				
Agents		-	-	-
Concord		-	-	-
VoIP		-	-	-
Demo Center		-	-	-
OPEN DEPARTMENT		-	-	-
Sales Mobile Demo PHL		-	-	-
Select-Tele		-	-	-
Florida		-	-	-
Customer Service	(239) 628 4016	-	-	-
Jupiter FL		-	-	-
Rochester		-	-	-
Sales		-	-	-
test 2		-	-	-
TEST Dept		-	-	-

Departments divide your business group into separately administrable entities. At your option, you can restrict business group administrators so they have privileges to administer only lines within a given department. Administrators can divide departments into sub-departments.

Add Department

To add a department:

1. Select *Departments* in the left menu, then click Add Department at the upper left.

The Add Department pane appears:

Add Department


To add a new department, enter its name, select its parent department and then click **Add**.


Department Name:


Parent Department:

Operator Number:

Set limits on the number of calls this department can make:

 Incoming and Outgoing:

 Incoming:

 Outgoing:

Add

Cancel

2. Enter a name for the department you want to create.
3. Select a parent department from the drop-down list.
If it is a top-level department, select the company as the parent.
4. If applicable, enter an operator number for the department.
5. Specify any limits for the number of incoming or outgoing calls that might apply to this department.
6. Click **Add**.

The new department appears in the list.

Edit Department




To edit an existing department:

1. Select *Departments* in the left menu, then click the department name in the list.

The Edit Department pane appears:

Edit Department

To rename the department or edit its call limits, change the corresponding values and then click **Apply**. To delete it, click **Delete**.

Department Name:	<input type="text" value="Concord"/>
Operator Number:	<input type="text"/>
Set limits on the number of calls this department can make:	
 Incoming and Outgoing:	<input type="text" value="Unlimited"/>
 Incoming:	<input type="text" value="Unlimited"/>
 Outgoing:	<input type="text" value="Unlimited"/>

Delete

Apply

Cancel

2. Make required changes for department name, operator number, or call limits.
3. Click **Apply** to save changes.

Delete Department

To remove a department:

1. Select *Departments* in the left menu, then click the appropriate department name in the list.

The Edit Department pane appears.

2. Click **Delete**.

The department no longer appears on the Departments page.

Short Codes

Select *Short Codes* in the left menu to display a list of all the short codes defined for the business group. A short code is a specific code, tied to a phone number, for all users within the business group to access. The short code number cannot match an existing extension.

To display short codes by department, select a department from the drop-down list at the top.

Business Group Admin Portal

Steven Greffenius ▾

Short Codes in Department:

View All ▾

Short codes allow your users to quickly dial common numbers. The table below shows the short codes currently in operation in the selected department.

Move selected to:

--Select Department-- ▾

Move

Delete Selected

Add

Add Range

<input type="checkbox"/>	Short Code	Telephone Number or Service Access Code	Department
<input type="checkbox"/>	30	(339) 227 36	Concord
<input type="checkbox"/>	45	(518) 698 55	Demo Center
<input type="checkbox"/>	46	(860) 670 08	None
<input type="checkbox"/>	5555	(617) 947 15	None
<input type="checkbox"/>	5678	(781) 290 46	Sales

Note: The number of short codes, call park orbits, and extensions cannot exceed 130. If you need additional numbers, contact your account manager.

You can accomplish these tasks from the Short Codes list:

- Add short codes
- Edit a short code
- Delete short codes

Add Short Codes

To add a short code:

1. Select *Short Codes* in the left menu, then click **Add** at the upper right.

The Add Single Short Code pane appears:

Add Single Short Code

Enter the code and (optionally) either the telephone number or the service access code that it maps to, and then click Add

Short Code:	<input type="text"/>
Maps to:	<input checked="" type="radio"/> Telephone Number <input type="radio"/> Service Access Code
Telephone Number:	<input type="text"/>
Department:	<input type="text" value="None"/>

2. Enter the new code in the *Short Code* field.
3. Select *Telephone Number* or *Service Access Code* next to *Maps to*.
4. Enter the telephone number you want to assign to the short code.
5. Click **Add**.

The short code and telephone number or service access code appear in the Short Codes list.

To add short codes in a range:

1. Select *Short Codes* in the left menu, then click **Add Range** at the upper right.

The Add Range of Short Codes pane appears:

Add Range of Short Codes

Enter the first and last codes and (optionally) the first telephone number that the range maps to, and then click Add

Range of Short Codes:

 -

First Telephone Number:

Department:

Add

Cancel

2. Enter the first number and the last number of the short code range in the *Range of Short Codes* fields.
3. Optionally, enter the first telephone number the short code range maps to in the *First Telephone Number* field.

If you enter a telephone number, CommPortal maps short codes to phone numbers in sequence, starting with the number entered. If you do not enter a telephone number, the Short Codes list notes that telephone numbers are not yet assigned.

4. Select a department from the *Department* drop-down list, if desired.
5. Click **Add** to define the range of short codes.

Note: Extensions, short codes, and call park orbits use the same numbering resources, so you cannot duplicate numbers. For example, if you use 200 for an extension, you cannot use the same number for a short code.

Edit Short Code

To modify a short code:

1. Select *Short Codes* in the left menu, then click either the short code or the telephone number in the Short Codes list.

The Edit Single Short Code pane appears:

Edit Single Short Code

To edit this mapping, enter new short code and/or telephone number values and click Save

Short Code:	<input type="text" value="30"/>
Telephone Number:	<input type="text" value="(339) 227 36"/>
Department:	Concord

2. Enter desired changes in the *Short Code* and *Telephone Number* fields.
3. Click **Save** to save your changes and close the panel.

Your changes appear in the Short Codes list.

Delete Short Codes

To delete short codes:

1. Select *Short Codes* in the left menu, then check the short codes want to delete, or check the top box to select all codes.
2. Click **Delete Selected** at the upper left.

Selected codes no longer appear in the Short Codes list.

Account Codes

Select *Account Codes* in the left menu to define and manage account codes for your business group. When an account code applies for an outbound call, a caller must enter the appropriate code.

Business Group Admin Portal

Steven Greffenius ▾

Account Codes

The following codes are available on all lines when account codes are validated. Individual lines may also have additional codes.

Edit List

Apply

Cancel

Account Code Options

Call types requiring an account code

<input checked="" type="checkbox"/> National	<input checked="" type="checkbox"/> Operator
<input checked="" type="checkbox"/> International	<input checked="" type="checkbox"/> Directory
<input type="checkbox"/> Local	<input checked="" type="checkbox"/> Carrier Dialed
<input checked="" type="checkbox"/> Premium Rate	<input type="checkbox"/> Local Business Group
<input checked="" type="checkbox"/> Regional	<input type="checkbox"/> Other Business Group

☒ Use validated account codes

Account code length:

Max incorrect attempts before account blocked:

☒ Call types may be overridden per line

☒ Account code length may be overridden per line

☒ Lines may view business group account codes

Lines their own validated account codes.

Assigned Account Codes

7386

To set up and configure account codes:

1. Select *Account Codes* in the left menu, then check each call type that requires an account code under *Account Code Options*.
2. Check *Use validated account codes*.
3. Enter the account code length.
4. Enter the maximum number of incorrect attempts before the account is blocked.
5. Check other options that may apply.
6. Click **Apply** at the upper right.

Note: NHC must enable account codes before any codes apply.

To manage account codes:

1. Select *Account Codes* in the left menu, then click **Edit List** at the upper left.

The Manage Assigned Account Codes pane appears:

Manage Assigned Account Codes

Account code:	Description:	
<input type="text"/>	<input type="text"/>	<input type="button" value="Add"/>
7386		<input type="button" value="X"/>

- To add a new account code to the list, enter the code and description in the appropriate fields at the top, then click **Add**.
 - To remove an account code, click the **X** icon next to the appropriate entry.
 - To remove all account codes, click **Clear List** at the bottom right.
2. Click **OK** at the bottom after you have entered desired changes.
 3. Click **Apply** on the Account Codes page to save your changes.

Note: You must click **Apply** on the Account Codes page to save your changes, or **Cancel** to

discard them.

Extensions

Select *Extensions* in the left menu to display all the extensions currently active in your business group.

Business Group Admin Portal

Steven Greffenius ▾

Extensions

Extensions allow your users to quickly dial other numbers in the Business Group. The table below shows the extensions currently in operation. Additionally, to transfer calls to voicemail, prefix the extension with *. ?

Delete Selected

Add Range

Add

<input type="checkbox"/>	Ext.	Telephone Number
<input type="text" value="Search for..."/>		
<input type="checkbox"/>	0013	(347) 473 77
<input type="checkbox"/>	100	(617) 862 27
<input type="checkbox"/>	101	(617) 862 07
<input type="checkbox"/>	102	(617) 862 04

Extensions allow users to dial another telephone number within the business group, without having to dial the entire number. In addition, users can quickly dial or transfer calls to the voicemail of other numbers in the business group. To do so, dial * followed by the extension.

Note: A maximum of 130 short codes, extensions, and call park orbits are available. If you require additional numbers, contact your account manager.

Accomplish these tasks from the Extensions list:

- Add an extension
- Edit an extension
- Delete an extension

Add Extension

To add an extension to the business group:

1. Select *Extensions* in the left menu, then click **Add** at the upper right.

The Add Single pane appears:

Add Single

To configure a single extension, enter the extension code and the telephone number, and then click Add.

Extension:

Telephone Number:

Add

Cancel

Or, click **Add Range** to add a range of extensions:

Add Range

To configure a range of extensions, enter the first and last codes and the first telephone number that the range maps to, and then click Add.

Range of Extensions: -

First Telephone Number:

Add

Cancel

2. Enter the new extension in the *Extension* field.
3. Enter the phone number for that extension next to *Telephone Number*.
The telephone number must be a member of your business group.
4. Click **Add**.

The new extension appears in the Extensions list.

Edit Extension

To edit an existing extension:

1. Select *Extensions* in the left menu, then click the extension you want to edit.

The Edit Single pane appears:

Edit Single

To configure a single extension, enter the extension code and the telephone number, and then click Save.

Extension:	<input type="text" value="00"/>
Telephone Number:	<input type="text" value="(347) 473 77"/>

Save

Cancel

2. Modify the extension, the telephone number, or both.
3. Click **Save**.

Delete Extension

To remove one or more extensions:

1. Select *Extensions* in the left menu, then check the extensions you want to delete, or check the top box to select all extensions.
2. Click **Delete Selected** at the upper left.

Selected extensions and phone numbers no longer appear in the Extensions list.

Call Logs

Select *Call Logs* in the left menu to download a report of all calls made to or from lines in your business group. Information in the logs is historical. It is not compiled in real time.

Business Group Admin Portal


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Call Logs

Call Logs are presented in a CSV report listing the calls to and from lines in your administration domain. Use the filtering options to specify a date range or to restrict the report to calls to and from lines in a given department.

Filter configuration

Enter start and end dates to request logs of calls made within a specific period of time:

Start date: 
month day year

End date: 
month day year

Select the department whose calls should be included in the report. Note that the report will include calls to and from lines in the selected department and its sub-departments.

New Horizon Communications ▾

Download

To download a report:

1. Enter start and end dates for the records you wish to display.
2. Optionally, select a department in the drop-down list
3. Click **Download**.

The report downloads in CSV format.

Music on Hold

Select *Music on Hold* in the left menu to configure the music callers hear when placed on hold. Features on this page are optional.

Security

In the Security tab, enter a four-digit password for administrative access.

Music On Hold

security

mappings

resources

Admin password for telephone access (valid only for the current administrator)

Apply

Mappings

Accomplish these tasks in the Mappings tab:

- Choose the Initial Resource to specify music you wish to play for callers when on hold.
- Use the *Action* drop-down list to select how you want music on hold to play: repeat, play once, or repeat with interruptions.
- Use the *Start Point* drop-down list to specify whether the music starts at the beginning of the file, or at random.

Music On Hold

Mappings in department: New Horizon Communications (root)

security

mappings

resources

Directory number	Initial resource	Action	Follow-up resource	Start Point	Duration	Actions
Default	Global 10 - Standard	Repeat	Global 10 - Standard	Start		<div>Edit</div> <div>Use Default</div>
595-222-6424	None					<div>Edit</div> <div>Delete</div>
<div>Directory number</div> <div>239-628-4012 ▼</div>	<div>Initial resource</div> <div>None ▼</div>	<div>Action</div> <div>Repeat ▼</div>	<div>Follow-up resource</div> <div>▼</div>	<div>Start Point</div> <div>Start ▼</div>	Duration	<div>Actions</div> <div>Add</div>

6 of 25 mappings used

Note: If a line has been recently added to or moved within this organization, then it may take up to one business day for the change to affect Music On Hold.

In the left-hand column, *Default* indicates music on hold plays for the entire business group. To specify music settings for other phone numbers in the directory, select a number from the *Directory number* drop-down list, then configure music for that number. Click **Add** on the right for each number you specify.

Resources

Click the Resources tab to view ID, Description, and Length for audio files used as music or messages for callers on hold:

Music On Hold

[security](#) [mappings](#) [resources](#)

Global Media List

ID	Description	Length
10	Standard	253 seconds
20	Agents Busy	5 seconds

Note: Files must be in .WAV or .MP3 format, and cannot exceed the 10 megabyte space limit for all uploaded resources.

In the new interface, this tab does not permit administrators to add resources – audio recordings. How do you do that now?

Miscellaneous Settings

Select *Misc. Settings* in the left menu to display various settings pertinent to the business group:

- *Number Blocks* – view telephone number blocks, and number of lines allocated in each block.
- *External Calls* – set limits for external, incoming, and outgoing calls, and view default carriers.
- *Other Settings* – specify various settings for the entire business group.

The Number Blocks tab for Miscellaneous Settings appears below:

Business Group Admin Portal

Steven Greffenius ▾

Misc. Settings

Number Blocks

External Calls

Other Settings

Not all of the lines in each telephone number block may have been allocated yet. Please contact us if you would like to reserve more numbers or to allocate more lines.

Telephone Number Block	Number of Lines Allocated
(214) 624 97. -	1
(215) 234 13. -	1
(239) 628 40. - (239) 628 40	34
(254) 431 33. -	1

The External Calls tab shows limits on external calls, as well as codes for default carriers:

Misc. Settings

Number Blocks

External Calls

Other Settings

The table below shows any limits on external calls, together with the default carriers that are used when making calls. Please contact us if you would like to change these settings.

Settings

External Calls	Unlimited
Incoming Calls	Unlimited
Outgoing Calls	Unlimited
Local carrier code	0001
Long distance carrier code	0001
International carrier code	0001

The Other Settings tab contains these items:

- *Restricted Subscriber Messaging* – check to prevent forwarding of voicemail messages to someone outside of the business group.
- *Use Internal Extensions* – check to display business group extensions rather than directory numbers.
- *Internal Operator Number* – enter the desired number for the business group operator.

Misc. Settings

Number Blocks

External Calls

Other Settings

Apply

Cancel

Restricted Subscriber Messaging

☐ Restrict subscriber-to-subscriber messaging outside of the Business Group.

Internal Operator Number

Business Group operator number:

Use Internal Extensions



Display internal Business Group extensions rather than external directory numbers where possible.

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