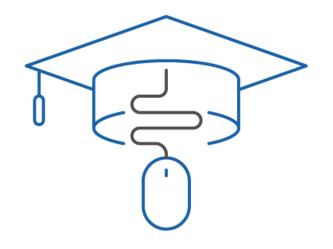
# THE Communications STACK Provider<sup>M</sup>



## NHC Academy Training Module

Hosted Voice Product Training Business Group Administrator

#### What you'll learn today.



#### Agenda

- 1. Logging In
- 2. Help Tool
- 3. Administrator Portal
- 4. MLHG's
- 5. Call Pick Up Groups
- 6. Lines
- 7. Phones
- 8. Departments
- 9. Short Codes
- 10. Account Codes
- 11. Extensions
- 12. Call Logs
- 13. Music on Hold
- 14. Misc. Settings







Open up a web browser

Navigate to <a href="https://commportal.nhcgrp.com/bg">https://commportal.nhcgrp.com/bg</a>

#### **CommPortal Web**

Please log in belo	Please log in below.					
Number:	5558675309					
Password:	•••••					
C Remember me	on this computer.					
	Login					
If you have forgotte customer support.	en your password, please contact					

You will need to enter the following information.

Number – This is your 10 digit telephone number.

Password – This is your Commportal Password

#### CommPortal Help

# **c**nhc

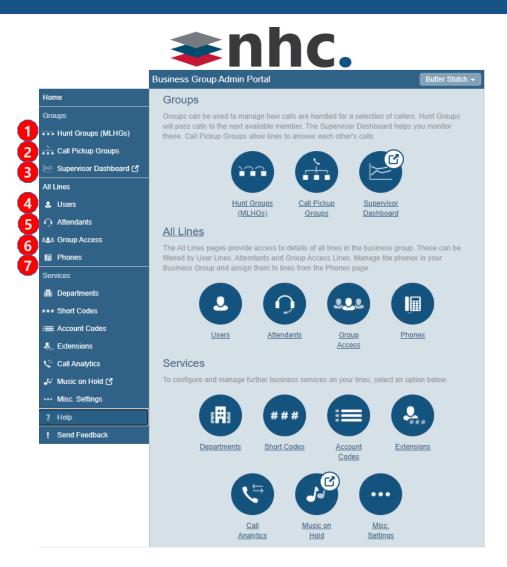
Home	Lines	^
Hunt Groups	The Lines page shows any User Lines, Sim-Ring	
Lines	Groups (MADNs), Hunt Group Pilots and Attendants. Additionally, the visible list may be filtered by	
Phones	selecting the Users, Attendants and Groups	
Departments	navigator links.	
Short Codes	<ul> <li>User lines correspond to particular people within</li> </ul>	
Account Codes	the Business Group.	
Extensions	<ul> <li>Attendants can provide basic call routing services,</li> </ul>	
Misc. Settings	e.g. for a single external directory number for a business.	
Send Feedback	<ul> <li>Sim-Ring and Hunt Groups allow callers to find an available user without having to ring them individually.</li> </ul>	
	Actions	
	For each line, this button allows you to:	
	<ul> <li>View the Hunt Group or Sim-Ring Group configuration.</li> </ul>	
	<ul> <li>View the line (including attendant) configuration.</li> <li>Reset a line.</li> </ul>	
	<ul> <li>Unlock an account. If the account was not locked, nothing will happen.</li> </ul>	
	Reset Line	
	You will be asked for some new properties for the	~

# For on demand help, click on the Setting: Help hyperlink.

(located at the bottom of the page)

#### Administrative Portal

# **anhc**



#### **1.**Hunt Groups MLHG's (Multi-line Hunt Group):

- A set of lines within a business group that allow calls to be passed to multiple lines within a hunt group.
- **2.Call Pick Up Groups:** defines a group of lines in which subscribers can answer each others incoming call
- **3.Supervisor Dashboard:** shows your call stats for the agents within a MLHG. (This will only appear if you have a Premium ACD and you are designated an ACD Supervisor)
- **4.Users:** Shows all individual lines under your business group.
- **5.Attendants:** Shows all Auto Attendants in your business group.
- **6.Group Access:** Shows you a list of MLHGs within your BG
- **7.Phones:** Allows you to manage the devices in your business group.

#### Administrative Portal cont....

# **anhc**



- **1.Departments:** Divide your business into separate groups.
- **2.Short Codes:** A specific speed dial like code that is tied to an external phone number.
- **3.Account Codes:** Allows you to restrict outbound calling by utilizing an access code.
- **4. Extensions:** Allows users to quickly dial another number within the business group.
- **5.Call Analytics:** Download CSV report of all calls to and from lines in your administration domain.
- **6.Music on Hold:** The ability to change the music on hold and if applicable upload additional sound resources.
- **7.Misc. Settings:** Gives access to the number blocks & external calls settings information.

#### MLHG's - Multi Line Hunt Groups - Settings



	Business Group Admin	3157157570 🗸						
Home	Hunt Groups in I	Hunt Groups in Department: View All						
Groups	A Hunt Group (MLHG or Mu	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 Groups (MLHGs)								
-hunt 2	Hunt Group.	,	,	·				
-MLGH	Move selected to:Selec	ct Department 🗸 Move						
-test 1								
-test 2	Hunt Group Name	Number of Members	Service Level	Department				
-test 3	□ hunt 2	3	Premium ACD	None				
🚠 Call Pickup Groups		0						
🗁 Supervisor Dashboard 🗹	D MLGH	1	Hunt Group	None				
	🗖 test 1	1	Hunt Group	None				
All Lines	🗖 test 2	1	Hunt Group	None				
🚨 Users	🗖 test 3	1	Hunt Group	None				
∩ Attendants								

The MLHG page displays all lines and settings for a single MLHG (Multi Line Hunt Group).

A MLHG is a set of lines within a Business Group (MLHG Members), so that calls to the group hunt to a non-busy line within the Group or may be added to a queue if all lines are busy.

#### MLHG's - Multi Line Hunt Groups



	Business Group Admin Porta	al	3157157570 🗸		
Home	Hunt Group hunt 2 ir	Department: None			
Groups	Hunt Group Pilots	Hunt Group Members	Settings		
-hunt 2 -MLGH -test 1 -test 2 -test 3 ∴ Call Pickup Groups	Telephone Number (595) 222 Home Groups Munt Groups (MLHGs)	Ext. 1057 Business Group Admin Porta Hunt Group hunt 2 in Hunt Group Pilots		Settings	
	-hunt 2 -MLGH -test 1 -test 2 -test 3 -test 3	Preferences Hunt Group Name: hunt 2 Service Level: Premium Login/logout supported by default f		Hunt Settings Apply Cancel Concel No Portal	3157
		Home Groups Hunt Groups (MLHGs) -hunt 2 -MLGH -test 1 -test 2 -test 3	Hunt Group hunt Hunt Group Pilots Preferer	2 in Department: None Hunt Group Members	Settings Hunt Settings Apply g is applied to all calls
		Call Pickup Groups  Supervisor Dashboard i  All Lines  Users Attendants  Coup Access  Phones	Call Distribution Algorithm Maximum queue length Is line hunting applied to dir Is the Pilot's information del Ring each member for (sec If a member does not answ (secs)	ivered as the Caller ID?	all V

- 1. Click on the Hunt group name.
- 2. Under Settings, you can change if Login/Logout is supported by default for new members.
- **3**. Displays the Settings for the MLHG, providing access to the Preferences & Hunt Settings.

Ability to Change:

- Call Distribution Algorithm (how calls hunt)
- Maximum Queue length (How many calls can be in the queue)
- Maximum time calls can be queued
- Allow hunting on direct dialed calls (will the calls hunt if one of the members is called directly)
- How caller id is delivered (does it show callers caller id or the lead number for the hunt)
- How long to ring a line for before going to next line
- How long before trying a member again

pilot

#### MLHG's - Multi Line Hunt Groups - Pilot Numbers



Business Group Admin Portal 3157157570 -						
Home	Hunt Group hunt 2 in Department: None					
Groups	Hunt Group Pilots	Hunt Group Members		Settings		
Hunt Groups (MLHGs)	Telephone Number	E	Ext.	Name		
-MLGH	5558675309	1	1057	Test 1		
-test 1 -test 2						
-test 3						

The MLHG Pilots page provides access to the Pilot Lines for the MLHG.

You can optionally assign one or more MLHG Pilot Directory Numbers to the Hunt Group. These provide a single contact number for the whole group.

#### MLHG's - Multi Line Hunt Groups – Adding Lines



	Bus	siness Group Admin	Portal			3157157570 🗸			
Home	н	lunt Group hunt 2 in Department: None							
Groups	L I	Hunt Group Pilots	Hunt Group Pilots Hunt Group Members						
⊷⊶ Hunt Groups (MLHGs)	1.2			· · · · · · · · · · · · · · · · · · ·		Ū.			
-hunt 2		Remove Selected Ch	ange Positions	Add Lines	1				
-MLGH				Add sir	igle line:	Add			
-test 1	C	Desition Telephone N	lumber Ext	. Name	Department				
-test 2 -test 3		1 (315) 572	414	4 🕣 3155724	Dept 1	Actions 🔻			
	\dd I	Lines to Hunt Gro	oup						
➢ Supervisor Dashboard C	are a	et the lines by ticking the llowed to login/logout. W artment: Joe Test 🗸							
		Telephone Number	Extension	Name		Â			
		(315) 572		315572					
2	$\checkmark$	(315) 572	4147	Test Line					
		(315) 572	4202	411 test					
		(315) 572		analog 2431					
					3				

#### To Add a Line to a MLHG:

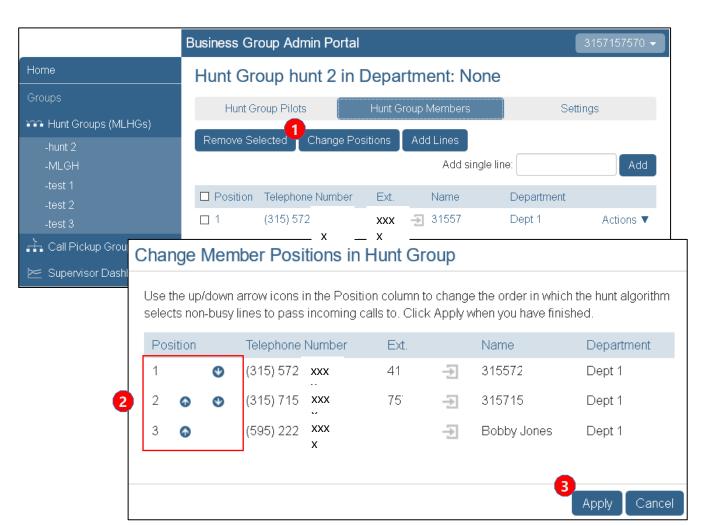
- 1. Click the Add Lines button.
- 2. Choose the number you wish to add by:
  - selecting the top checkbox to select all
  - select one or more with the individual checkboxes.

NOTE: Displayed is a list of all lines in the Business Group that are not already in a MLHG).

3. Click the Add Selected button.

#### MLHG's - Multi Line Hunt Groups – Change Line Position





To Change the Positions of the Lines in a MLHG:

- 1. Click the Change Positions button. (You are shown a list of all lines in the MLHG).
- 2. Use the arrows to move a line's position up or down the list.
- 3. Click the Apply button to save the change.

#### MLHG's - Multi Line Hunt Groups – Remove Lines



Business Group Admin Portal 3157157570 -								
Home	Hunt Group hunt 2 in Department: None							
Groups	Hunt Group Pilots	Hunt Group Pilots Hunt Group Members						
👬 Hunt Groups (MLHGs)								
-hunt 2	Remove Selected Change P	Positions Add Lines						
-MLGH		Add single I	ine: Add					
-test 1	Position Telephone Number	Ext. Name	Department					
-test 2								
-test 3	□ 1 (315) 572	41 🏼 🕣 31557	Dept 1 Actions 🔻					
🚠 Call Pickup Groups	2 (315) 715	75 🔄 31571	Dept 1 Actions <b>V</b>					
🗁 Supervisor Dashboard 🗹	☑ 3 (595) 222	09 🛃 Bobby Jones	Dept 1 Actions <b>V</b>					

To Remove a Line from a MLHG:

- 1. Choose the number you wish to remove by:
  - selecting the top checkbox to select all
  - select one or more with the individual checkboxes.
- 2. Click the Remove Selected button.

### Call Pickup Groups



	Business Group Admin Portal		3157157570 🗸					
Home	Call Pickup Groups in Dep	artment: View All						
Groups		A Call Pickup Group (CPUG) defines a group of Business Group Lines within which the subscribers						
Hunt Groups (MLHGs)	can use Call Pickup to answer each other's i							
👬 Call Pickup Groups	Move selected to:Select Department	Move						
-CPG!	Delete Selected		Add Group					
-New CPG -Sales	Call Pickup Group Name	Number of Members	Department					
🗁 Supervisor Dashboard 🗹	Search for							
All Lines	CPG!	2	Dept 1					
🧕 Users	New CPG	2	None					
O Attendants	□ Sales	3	None					

The Call Pickup Groups page displays all the Call Pickup Groups in a department.

A Call Pickup Group defines a group of Business Group Lines within which the subscribers can use Call Pickup to answer each other's incoming calls. (A group can contain a maximum of 32 lines.)

Members of the Call Pickup Group must be able to hear the ringing phones of other group members.

**Note**: Calls are limited to the number of lines programmed on each user's phone. For example: If you only have 2 lines programmed on the phone, you will only be allowed to have 2 simultaneous calls on that particular phone.

## Call Pickup Groups – Add Groups



	Business Group Admin Portal		3157157570 🗸				
Home	Call Pickup Groups in [	Department: View All	~				
Groups Hunt Groups (MLHGs)		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.					
🚠 Call Pickup Groups	Move selected to:Select Departme	Move selected to:Select Department V Move					
-CPG! -New CPG -Sales	Delete Selected     Add Grou       Call Pickup Group Name     Number of Members     Department						
-sales	Search for						
All Lines		2	Dept 1				
💄 Users			Nono				
O Attendants	□ Sal	oup					
	You can add a new Call P then click <b>Add</b> .	Pickup Group. Just enter the name	of the Call Pickup Group and				
	Call Pickup Group Name:	Parts					
	Department:	None					
			3				
			Add Cancel				

#### To Add a Call Pickup Group:

- 1. Click the Add Group button.
- 2. Enter a new Call Pickup Group name.

#### 3. Click the Add button.

## Call Pickup Groups – Configuration



	Business Group Admin Portal 3157157570 -					
Home	Call Pickup Group CPG! in Department: Dept 1					
Groups	Members			Settings		
Call Pickup Groups	Remove Selected Add Lines		Add single line:	Add		
-CPG!	Telephone Number	Ext.	Name	Department		
-New CPG -Sales	□ (595) 222 □ (595) 222		NHC Hosted 6000	Dept 1 Dept 1		
📂 Supervisor Dashboard 🗹			00.01.12	Dopr.		

Cancel

Click on the call pick up group name from the side menu.

To Add a Line:

- Click the Add Lines button.
- Select the lines to add.
- Click the Add Selected button.

#### Add Lines to Call Pickup Group

Select	Select the lines by ticking the boxes and then click Add Selected.								
Depar	Department: Joe Test V								
	Telephone Number	Extension	Name						
	(315) 572		31557						
	(315) 572	147	Test Line						
	(315) 572	202	411 test						
	(315) 572		analog 2431						
			Add Selected						

Call Pickup Group CPG! in Department: Dept 1									
	M	lembers			S	ettings			
Re	emove Selected	Add Lines		Add single	e line:		Add		
	Telephone Numb	er	Ext.	Name		Department			
	<u>(595) 222</u>			NHC Hoste	ed 6000	Dept 1			
	(595) 222			00:04:F2:		Dept 1			

To Remove a Line:

- Select the lines to remove
- Click the Remove Selected button.

#### Call Pickup Groups – Delete Groups



	Business Group Admin Portal	3157157570 🗸
Home	Call Pickup Groups in Department: Joe Test	
Groups	A Call Pickup Group (CPUG) defines a group of Business Group Lines within whice can use Call Pickup to answer each other's incoming calls.	ch the subscribers
🚠 Call Pickup Groups	Move selected to:Select Department V Move	
-CPG! -New CPG	Delete Selected	Add Group
-Sales	Call Pickup Group Name Number of Members	
😕 Supervisor Dashboard 🗹	Search for	
All Lines	New CPG 2	
Lusers	Sales 3	

To Delete a Call Pickup Group:

- 1. Choose the group you wish to remove by:
  - selecting the top checkbox to select all
  - select one or more with the individual checkboxes.
- 2. Click the Delete Selected button

#### Call Pickup Groups - Settings



	Business Group Admin Portal 3157157570 -
Home	Call Pickup Group CPG! in Department: Dept 1
Groups Hunt Groups (MLHGs)	Members Settings
Call Pickup Groups	3 Apply Cancel
-CPG!	Group Name
-New CPG -Sales	Call Pickup Group Name: CPG
📂 Supervisor Dashboard 🗹	

Access the Settings tab to change the name of the Call Pickup Group.

- 1. Click on the Settings tab.
- 2. Enter the new Call Pickup Group name in the box.
- 3. Click the Apply button to save the changes.

#### All Lines

# **c**nhc

	newVoice	new hori commun	zon ications	
	Business Group Admi	n Portal		wx 500 👻
Home	Lines			
Groups •••• Hunt Groups (MLHGs)	Telephone Number	Ext.	Name	
🚠 Call Pickup Groups	Search for		in any field	~
All Lines	(315) 572	) 🙊	test 4800	Actions 🔻
💄 Users	(315) 572		test 4801	Actions <b>▼</b>
$oldsymbol{O}$ Attendants	(315) 572	: <u>Q</u>	vvx 500	Actions 🔻
444 Group Access	(315) 572	÷ 🔍	Test 3	Actions 🔻
🖩 Phones	(315) 572	+ <u>@</u>	test 4804	Actions 🔻
Services	(315) 572	i 🤦	test 670	Actions 🔻
🖪 Departments	(315) 572	r	sla	Actions 🔻
### Short Codes	(315) 572	)	Jon VVX 300	Actions 🔻
📰 Account Codes	(595) 200		59520(	Actions 🔻
🚑 Extensions	(595) 200		59520(	Actions 🔻
🧈 Music on Hold 🗹	(595) 200	100	SLA Groups pilot: test	Actions 🔻
••• Misc. Settings				
? Help				
! Send Feedback				

The Lines Tab displays all the numbers in your business group.

The lines sub tabs allow for a finer view.

**Users:** Allows you to see only the users in the business group.

**Attendants:** Allows you to see only the auto attendants in the business group.

**Group Access:** Allows you to see only the groups the business group.

**Phones :** Allows you to see the configured devices in the business group.

- This display also provides Administrative control of individual users in the business group.
- This view will also allow you to search for lines using a number, name, extension, or department.
- You can also identify who is a business group administrator and what lines are you auto attendants from this view by reviewing the icons next to the seat name.

#### Icons





The Solid star icon represents the Premium Auto Attendant.

The white star icon represents the Easy Attendant.



5

The person wearing headset represents a Business Group Administrator.



Three boxes connected at the top represents a MLHG Pilot TN, the telephone number that when dialed will ring a group of lines.

#### Lines - Actions – View Individual Settings

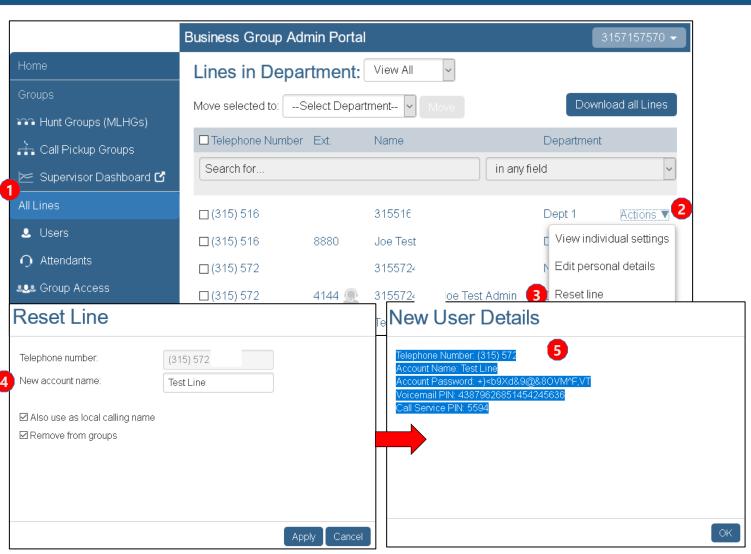


	Business Group Admin Portal		3157157570 🗸
Home	Lines in Department: View All	~	
Groups 🕶 Hunt Groups (MLHGs)	Move selected to:Select Department	Move	Download all Lines
📩 Call Pickup Groups	Telephone Number Ext. Name		Department
🗠 Supervisor Dashboard 🗹	Search for	in any fi	ield ~
AllLines	□ (315) 516 31551€		Dept 1 Actions 🔻
💄 Users	3155168200		View individual settings
O Attendants	Home Messages Contacts Phone Status	3155168200 -	<ul> <li>Edit personal details</li> </ul>
Sroup Access	Forward to: (315) 572 Inactive	Go to Call Manager	_ Reset line
Phones			N Unlock account
	Call Settings Message Settings Notifications Accou	unt Codes	

- Click the Actions drop-down and select View individual settings to gain access to an individuals CommPortal under the administrator's view.
- You will be able to make changes and view information within the selected individuals CommPortal.

Note: Administrator's will not have access to the individual's voicemail messages or click-to-dial.

#### Lines – Actions- Reset Account Information



From the All Lines tab in the Business Group Admin portal, an Administrator has the ability to reset the account.

**s**nhc

1. Go to the **All Lines** tab.

5.

- 2. Click on the **Actions** dropdown.
- 3. Click the **Reset Line** option.
- 4. Enter New account name. Apply. (Confirm change on pop up window)

Record Password information for new user.

Note: This will reset all the information back to the initial setup, including voicemail. You should ensure that all voicemail messages are retrieved prior to completing this action

#### Lines - Actions - Unlock Account



	Business Group Adr	min Portal			3157157570 🗸
Home	Lines in Depa	rtment:	View All	~	
Groups	Move selected to:S	elect Depart	ment 🗸		Download all Lines
👀 Hunt Groups (MLHGs)					
🚠 Call Pickup Groups	Telephone Number	Ext.	Name		Department
🗠 Supervisor Dashboard 🗹	Search for			in any fie	eld 🗸
All Lines	□ (315) 516		31551		Dept 1
🚨 Users	□ (315) 516	888 .	Joe Test		View individual settings
O Attendants	(315) 572		315572414	40	▶ Edit personal details
Scess Group Access	□ (315) 572	<u>@</u>	31557:	Joe Test Admin	E Reset line
Phones	□ (315) 572	414	Test Line	3	Unlock account

If the user attempts to access their voicemail and enters the incorrect voicemail password too many times, they are locked out.

Administrators have the ability to unlock the user's voicemail.

- 1. Go to the **All Lines** tab.
- 2. Click on the **Actions** dropdown.
- 3. Click the **Unlock account** option.

Note: Don't forget to also reset the user's Voicemail password.

## **Editing Personal Details**



	Business Group Admin	Portal		31571575	70 🗸
Home	Lines in Departm	nent: View All	~		
Groups	Move selected to:Selec	ct Department 🗸		Download all Lir	nes
🛺 Hunt Groups (MLHGs)					
🚠 Call Pickup Groups	Telephone Number Ex	d. Name		Department	
😕 Supervisor Dashboard 🗹	Search for		in any field	d 	~
All Lines	□ (315) 516	315516		Dept 1	5 <b>V</b>
💄 Users	□ (315) 516 88	36 Joe Test	-	View individual setti	ngs
O Attendants	□ (315) 572	3155724	2	Edit personal details	;
se Group Access	□ (315) 572 41	14 315572	Joe Test Admin	E Reset line	
Edit Perso	nal Details			t	
Name	Jenny Ma	anning			
Admin	B Not an A	Administrator 🗸			
		٩		/e Cancel	
		dministrator	Dohri		
□ (315) 516	8880 8880 Joe Test Dept 1		Dept 1	Actions 🔻	

As an Administrator, you can change aspects of a user's individual line:

- 1. Click on **Actions button** to the right of the user you wish to modify.
- 2. Click on **Edit personal details**
- 3. To Change Seat Name:

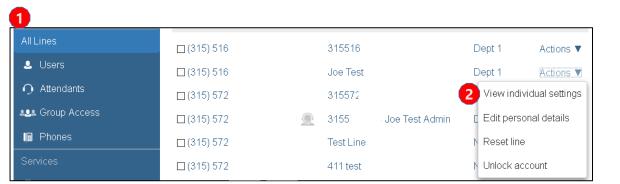
-Edit the Name field appropriately.

To Grant Administrator Privileges:

- Click on Admin drop-down and choose the level.
- Not an Administrator grants no privileges.
- The Next level down grants full business group privileges .
- The Next level down grants privileges only in the department.
- 4. Click the Save button.

## Changing Internal Caller ID







Call Settings 5 Apply Can	cel
General	
Caller transfer is not available as no operator number has been set for your business group.  Withhold caller ID when making calls  Provide caller ID for incoming calls  Provide caller name for incoming calls	

You can change the caller ID for calls internally between other callers in your Business Group.

- 1. Go to **All Lines**.
- 2. Select the **Actions** button, and select **View individual settings**
- 3. Click on the **Call Setting** from your services menu on the new window that just popped up.
- 4. Enter the name as it should be displayed in the If not withheld, signal my name as: field.
- 5. Click **Apply**

Note: This field is limited to 15 characters. This name will only show internally when using extension dialing and will not be send outside of the business group.

#### Phones - Management

# **c**nhc

	Business	Group Admin F	Porta	I			(	315715757	0 🗸
Home	Phone	s in Departi	mer	nt: View All	~				
Groups	Select	Department- 🗸							
🕶 Hunt Groups (MLHGs)	Enter nur								
🚠 Call Pickup Groups									
🗁 Supervisor Dashboard 🗹		ones to lines using MAC Address	ine iai	Description	Assigne		Department		
All Lines				Description	Assigne				
🚨 Users	Search	for			]	in any fi	eid		~
Attendants	□ 🚛	00:04:F2:		00:04:f2:40:	(595) 2	22	Dept 1	Actions	•
- Le Group Access	- <b>J</b>	00:04:F2:		Polycom VV	<u>(315) 5</u>	72	Dept 1	Actions	•
Phones		00:04:F2:		Polycom So	(595) 2	22	Dept 1	Actions	•
Services		00:08:5D:		00:08:5D:2	(315) 7	15	Dept 1	Actions	•
🖬 Departments		00:08:5D:		00:08:5D:3	(595) 2	22	None	Actions	•
		00:08:5D:		00:08:5D:4	(315) 5	16	Dept 1	Actions	•
### Short Codes	□?	12:12:12:		12:12:12:12	(595) 2	22	Dept 1	Actions	•
Account Codes		34:DB:FC		34:DB:FD:5	(508) 7	79	Dept 3	Actions	•
🐥 Extensions		68:EF:BD		Test	(315) 5	72	None	Actions	•
🗘 Call Logs		B0:FA:EE		B0:FA:EB:3			None	Actions	
🔊 Music on Hold 🗹	?			50.1 M.ED.0	(010)0	14	TAOHO	Actions	*

- The Phones page provides the ability to manage the phone profiles within your business group and assign lines.
- A Phone Profile is a set of configurations for a physical phone and can exist at several levels.
  - For a Business Group
  - For a Department (This phone profile will override the Business Group level programming)
  - For a Business Group Line (This phone profile will override the Departmental level programming)

**Note**: As a Business Group Administrator you have the ability to change phone configurations at the Business Group level, the department level & the individual level.



		Business G	roup Admi	n Portal		31	57157570 🗸
Home		Phones	in Depa	artment: View A	~		
Groups Hunt Group A Call Pickup Supervisor		Enter numl Assign phor		Assign to Line	manage your pho	•	
All Lines				Broup Admin Portat		Department	3157157570 🗸
<ul> <li>Users</li> <li>Attendants</li> </ul>				in Departmen			
Stroup Acc	Groups	(MLHGs)	Select D Enter numl		n to Department		
Services	Call Pickup C			nes to lines using the tab MAC Address	le below or manag	e your phone profiles. Assigned to	
### Short Cod	All Lines		Search fo			in any field	~
:= Account C	O Attendants		- 📖 - 🚛	00:04:F2:« 00:04:F2:(	00:04:f2:4 Polycom VV.	(595) 222 X (315) 572	Actions ▼ Actions ▼
<ul> <li>Extensions</li> <li>Call Logs</li> </ul>	Sroup Acces	·s		00:04:F2:,	Polycom Sol	ın (595) 222	Actions <b>V</b>
🔊 Music on H				00:08:5D: 00:08:5D:	00:08:5 00:08:5	i (315) 715 (315) 516	Actions ▼ Actions ▼
	### Short Codes		□ ?	12:12:12:1	12:12:1	(595) 222	Actions <b>V</b>

To Manage your Phone Configurations at the Business Group Level:

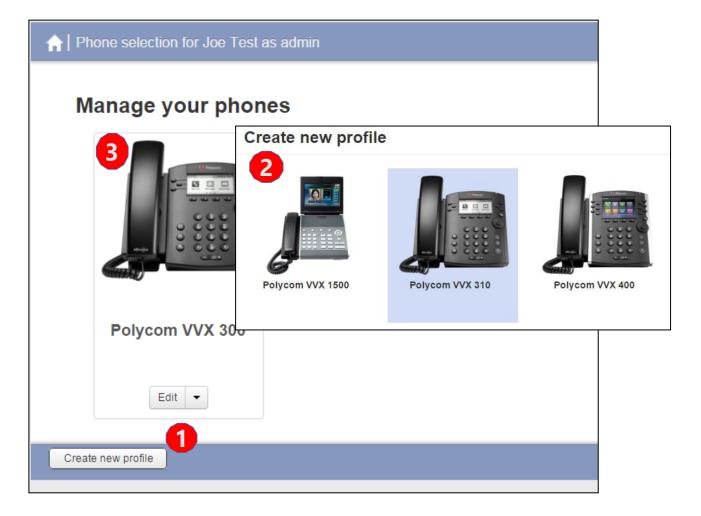
Click on manage your phone profiles (with the Phones in Department set to View All)

To Manage your Phone Configurations at the Departmental Level. This will allow you to Configure phone buttons and settings for the entire business group.

Click on manage your phone profiles (with the Phones in Department set to the appropriate department). This will allow you to Configure phone buttons and settings for only the phones that are assigned to this department..

THE Communications STACK Provider™





To Create a New Phone Profile:

- 1. Click Create New Profile button
- 2. Choose the phone model you wish to set programming for.
- 3. It will appear on your Manage your phones page & be available for programming.

Note : You will want to choose the model that matches your phone. Some phone models look very similar. The VVX 300 and 310 look the same but have different internals. If you choose a 300 and you have a 310 the programming will not take on the phone.



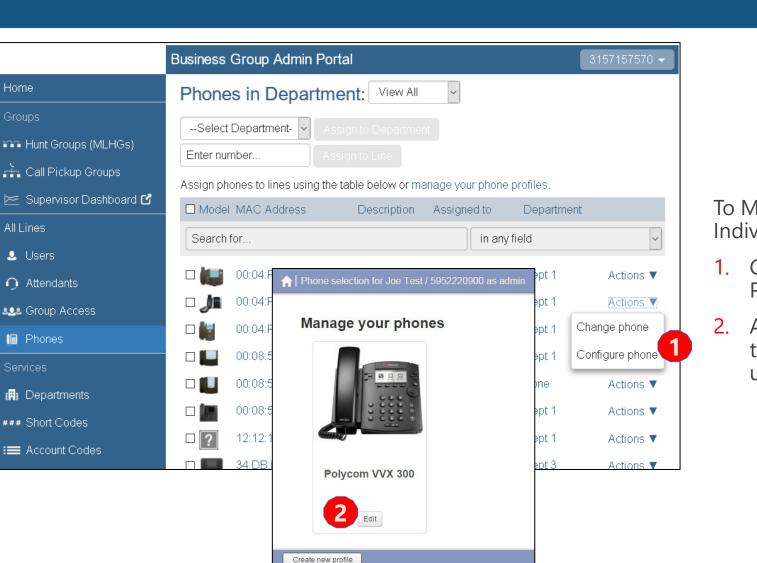


THE Communications STACK Provider™

Home

All Lines

💄 Users



To Manage your Phone Configurations at the Individual Phone Level:

- 1. Click on the Actions **v** drop down from the Phones tab and choose **Configure phone**.
- A new window will open allowing you to edit the profile for the individual phone. Click Edit under the phone profile to make changes.

**c**nhc

#### Phones - Descriptions

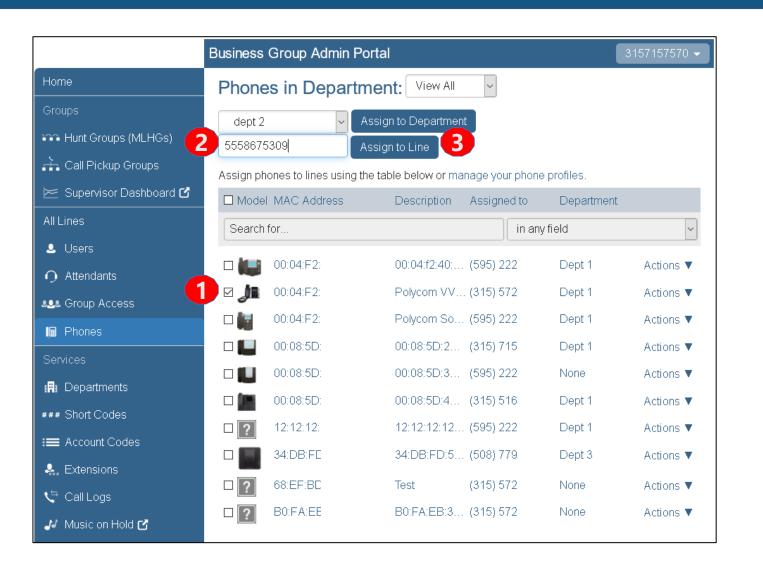


		Business	Group Admin Porta	al			3157157570 🗸
Home	,	Phone	s in Departme	nt: View All	~		
Group	os	Select	Department-	on to Department.			
<b>1111</b>	Change Phone						
	Change the phone config	uration and t	then click Apply.				
	MAC Address:		00:04:F2:				nent
2	Description:		00:04:f2				~
<b>b</b> ()	Phone Model:		Polycom SoundP	oint IP			Actions 🔻
، روب ه <b>ود</b> (	Assigned to Line?		(595) 222				Actions V
	Phone authenticated at:		14 56	07/24/2017			Change phone
Servi							Configure phone
_	repartments			3	Apply C	ancel	Actions 🔻
	hort Codes		00:08:5D:4D:AA:45	00:08:5D:4 (	315) 516 8200	Dept 1	Actions 🔻
	ccount Codes	□?	12:12:12:12:12:12	12:12:12:12 (	595) 222 0909	Dept 1	Actions 🔻
:= A			34:DB:FD:5C:BB:91	34:DB:FD:5 (	508) 779 6012	Dept 3	Actions <b>V</b>

To Change the Description Associated with a particular line in the Group:

- Click on the <sup>Actions</sup> ▼ drop down from the Phones tab and choose **Change** phone.
- 2. In the pop-up window input the new description in the Description field.
- 3. Click the Apply button.

#### Phones – Assigning a Telephone number to Phone



#### To Assign a Line to a Phone:

1. Place a checkmark next to the phone.

**n**hc

- 2. Enter the telephone number.
- 3. Click Assign to Line.

Note: Telephone Number must be an existing Telephone Number or already built. To add a new number to a phone contact NHC.

#### Phones – Assigning to Departments



	Business Group Admin	Portal	3157157570 🗸
Home	Phones in Depart	tment: View All	
Groups	dept 2	Assign to Department	
🕶 Hunt Groups (MLHGs)	5558675309	Assign to Line	
👬 Call Pickup Groups	Assign phones to lines using	g the table below or manage your phone	e profiles.
🔀 Supervisor Dashboard 🗹	Model MAC Address	Description Assigned to	Department
All Lines	Search for	in any	y field
🧕 Users	<b></b>	00.04/0.40	Dant 4
• Attendants	00:04:F2:	00:04:f2:40: (595) 222	Dept 1 Actions 🔻
💵 Group Access	☑ J 00:04:F2:	Polycom VV (315) 572	Dept 1 Actions 🔻
Phones	🗆 🏭 00:04:F2:	Polycom So (595) 222	Dept 1 Actions 🔻
Services	🗆 🛄 00:08:5D:	00:08:5D:2 (315) 715	Dept 1 Actions 🔻
	🗆 🛄 00:08:5D:	00:08:5D:3 (595) 222	None Actions 🔻
🖪 Departments	00:08:5D:	00:08:5D:4 (315) 516	Dept 1 Actions 🔻
### Short Codes	<b>12:12:12:</b>	12:12:12:12 (595) 222	Dept 1 Actions 🔻
≡ Account Codes	34:DB:FC	34:DB:FD:5 (508) 779	Dept 3 Actions V
🐥 Extensions			
🗲 Call Logs	□ <b>?</b> 68:EF:BC	、 Test (315) 572	None Actions 🔻
🧈 Music on Hold 🗹	B0:FA:EE	B0:FA:EB:3 (315) 572	None Actions <b>V</b>

The Phones page also provides access to Assign Phones to a Department or Assign Phones to a Line.

To Assign a Phone to a Department:

- 1. Place a checkmark next to the phone.
- 2. Select the department from the dropdown box.
- 3. Click Assign to Department.

#### Departments



	Business Group Admin P	ortal		3157	157570 🗸			
Home	Departments							
Groups	Departments divide your Busi	ness Group into separately-administral	ole groups.					
Hunt Groups (MLHGs)	To edit or delete a department, click on the department in the tree view below.							
🚠 Call Pickup Groups	Add Department							
🗁 Supervisor Dashboard 🗹	Department Name	Operator Number	C.	Ľ	2			
All Lines	Search for							
💄 Users	Durt 1		0					
O Attendants	Dept 1		U	-	-			
	dept 2		-	-	-			
Phones	Dept 3		-	-	-			
Services	SIP		-	-	-			
🖪 Departments								

The Departments page displays all departments in the Business Group.

Departments divide your Business Group into separately-administrable groups.

Business Group administrators can optionally be restricted so that they only have privileges to administer lines within a given Department.

Departments may also be divided into subdepartments.

#### Departments – Adding a Department



	Business Group Admir	n Portal		3157157570 🗸
Home Groups	Departments Departments divide your Business Group into separately-administrable groups.			c
Hunt Groups (MLHGs)	To edit or delete a departm			5.
🚠 Call Pickup Groups 🥄	Add Department			
😕 Supervisor Dashboard 🗹	Department Name	Operator Nu	mber 📢	2 2 9 3
All Lines	Search fo Add Depa	artment		
<ul> <li>Users</li> <li>Attendants</li> </ul>	Dept 1 To add a new department, enter its name, select its parent department and then dept 2 Add.			
Group Access	Dept 3 Department SIP Parent Dep	t Name: artment:	Parts Joe Test	
Services	Operator Ni	umber:	5558675309	
🖪 Departments	Set limits o	Set limits on the number of calls this department can make:		
	🔰 😢 Incomin	g and Outgoing:	Unlimited ~	
	5 CIncomin	g:	Unlimited ~	
	V Outgoin	ıg:	Unlimited ~	
				6 Add

To Add a Department:

- 1. Click the Add Department button.
- 2. Enter a new name for the Department you wish to create.
- 3. Select a Parent Department your new department will belong to as a Sub-Department.
- 4. If applicable, enter an Operator Number.
- 5. Specify any call limits you would like to apply to this department.
- 6. Click the Add button.

#### Short Codes



	Business Group Admin Portal 3157157570 -		
Home	Short Codes in Department: Joe Test		
Groups	Short codes allow your users to quickly dial common numbers. The table below shows the short		
Hunt Groups (MLHGs)	codes currently in operation in the selected department.		
👬 Call Pickup Groups	Move selected to:Select Department Y Move		
🗁 Supervisor Dashboard 🗹	Delete Selected Add Add Range		
All Lines	Short Code     Telephone Number or Service Access Code		
💄 Users	□ 171 *71		
O Attendants	□ 172 *72		
se Group Access	□ 182 *82		
🖩 Phones	□ 199 *99		
Services	□ 555 (585) 851 ·		
🖪 Departments	900 *9000		
### Short Codes	901 (585) 261:		
	□ 1170 *70		
:= Account Codes	□ 8000 *7570		
🐣 Extensions	9000 *4144		

## The **Short Codes** page shows all the short codes active in a department.

A Short Code is a specific code that is tied to a phone number for all users within the business group to access.

\*The Short Code number can not match an existing extension, and by default, there is a maximum of 130 short codes, call park orbits and extensions allowed at once. If additional are required, please contact New Horizons.

#### Short Codes - Adding



	Business Group Admin Portal 3157157570 -			
Home	Short Codes in Department: Joe Test			
Groups	Short codes allow your users to quickly dial common numbers. The table below shows the short			
👀 Hunt Groups (MLHGs)	codes currently in operation in the selected department.			
👬 Call Pickup Groups	Move selected to:Select Department V Move			
📂 Supervisor Dashboard 🗹	Delete Selected Add Range			
All Lines	Short Code     Telephone Number or Service Access Code			
💄 Users	□ 171			
O Attendants	Add Single Short Code <sup>172</sup> <sup>182</sup> Enter the code and (optionally) either the telephone number or the service			
Les Group Access				
🖩 Phones	□ 199 access code that it maps to, and then click Add			
Services	□ 5.2 Short Code: 5309			
	generation Interest and the second seco			
🛱 Departments	□ 901 O Service Access Code			
### Short Codes	□ 1 4 Telephone Number: 5558675309			
≡ Account Codes	Boot Department: None			
🐥, Extensions	900( 5 Add Cancel			

To Add a Short Code:

- 1. Click the Add button.
- 2. Enter a new Short Code.
- 3. Select a Telephone Number or Service Access Code.
- 4. Enter the telephone number to be assigned to the Short Code.
- 5. Click the Add button.

As an additional option select a department from the drop- down menu.

\* Short codes can also be added in ranges by using the Add Range button. Enter the beginning & end of the short code range and the 1<sup>st</sup> number in the range. This is only suitable for numbers in a sequence.

\* Call Park Orbits, Extension and Short Codes, all use the same numbering resources and cannot be duplicated. For example if you use extension 200 you cannot have a short code 200.

## Short Codes - Deleting



	Business Group Admin Portal 3157157570 -						
Home	Short Codes in Department: Joe Test						
Groups	Short codes allow your users to quickly dial common numbers. The table below shows the short						
👀 Hunt Groups (MLHGs)	codes currently in operation in the selected department.						
🚠 Call Pickup Groups	Move selected to:Select Department Move						
📂 Supervisor Dashboard 🗹	Delete Selected Add Range						
All Lines	Short Code Telephone Number or Service Access Code						
🚨 Users	□ 171 *71						
O Attendants	□ 172 *72						
Les Group Access	□ 182 *82						
🗐 Phones	□ 199 *99						
Services	☑ 555 (585) 851						
📳 Departments	900 *9000						
### Short Codes	901 (585) 2						
I Account Codes	1170 *70						
	8000 *7570						
- Extensions	9000 *4144						

To Delete a Short Code or Short Code Range:

- 1. Choose the Short Code or Short Code Range you wish to remove by:
  - selecting the top checkbox to select all
  - select one or more with the individual checkboxes.
- 2. Click the Delete Selected button.

### Account Codes

## **c**nhc

	Business Group Admin Portal		3157157570 🗸		
Home	Account Codes				
Groups	The following codes are available on all lines when account codes are validated. Individual lines				
📭 Hunt Groups (MLHGs)	may also have additional codes.				
🚠 Call Pickup Groups	Edit List				
📂 Supervisor Dashboard 🗹	Account Code Options				
All Lines	Call types requiring an account code				
🚨 Users	□National	🗹 Operator			
Sers Sers	☑ International	☑ Directory			
O Attendants	Local	Carrier Dialed			
Les Group Access	Premium Rate	□Local Business Group			
🗐 Phones	Regional	□ Other Business Group			
Services	✓ Use validated account codes				
🖪 Departments	Account code length: 4				
### Short Codes	Max incorrect attempts before account blocked:	10			
≔ Account Codes					
💄 Extensions	Call types may be overridden per line				
🗢 Call Logs	Account code length may be overridden per li	ne			
🔊 Music on Hold 🗹	☑ Lines may view business group account code	S			
••• Misc. Settings	Lines can view and change - their own validat	ed account codes.			

The **Account Codes** page allows you to establish account codes of your choice against calls made by dialing the appropriate code when placing an outbound call.

- 1. Check the box next to the Call Type you wish to associate with an Account Code.
- 2. Enable **Use Validated Account Codes** by checking the box to the right.
- 3. Decide the **Account Code Length**.
- 4. Decide the maximum incorrect attempts before blocking the account.
- 5. Click the Apply button to save.

**<u>Note</u>:** Account Codes <u>**MUST**</u> be enabled by New Horizon before any codes apply.

## Assigning Account Codes



	Business Group Admin Portal 3157157	570 🗸
Home Groups I Hunt Groups (MLHGs)	Account Codes The following codes are available on all lines when account codes are validated. Individual line may also have additional codes.  Edit List  Apply Ca	es ancel
🚠 Call Pickup Groups 🗠 Eupervisor Dashboard 🗹	Account Code Options Call types requirin Manage Assigned Account Codes	
All Lines এ Users	Account code: Description: Account code: Description: International Account code: Add	
Attendants     Group Access	□ Local ×3	
Services	□ Regional	
₩ Departments	Account code leng	
:≡ Account Codes	Max incorrect atter A ClearList OK Cancer	
🐥 Extensions	Account code length may be everyidden per line	

- 1. Click the Edit List button.
- 2. To Add a New Account Code to the List:
  - Enter the account code & description in the appropriate fields.
  - Click the Add button.
- 3. To Remove an Account Code:
  - Click the X icon next to the appropriate entry.
- 4. To Remove all the Account Codes:
  - Click the Clear List button.

Once all desired changes have been made:

- 5. Click the OK button.
- 6. Click Apply to complete changes
- <u>Note</u>: You must click the **Apply** button to save your changes or the **Cancel** button to discard your changes.

### Extensions



	Busir	ness Group Ad	min Portal	3157157570 👻			
Home	Ex	tensions					
Groups		Extensions allow your users to quickly dial other numbers in the Business Group. The table below					
👬 Hunt Groups (MLHGs)		shows the extensions currently in operation. Additionally, to transfer calls to voicemail, prefix the extension with *. ②					
👬 Call Pickup Groups	De	Delete Selected Add Range Add					
🔄 Supervisor Dashboard 🗹		<b>E</b> :*	Telephone Nu				
All Lines		Ext.	Telephone Nu	ninger			
🚨 Users	S	earch for					
<b>O</b> Attendants		0555	(315) 599				
		0900 - 0908	(595) 222	- (595) 222			
🖩 Phones		1057	(595) 222				
Services		4144	(315) 572				
🖪 Departments		4147	(315) 572				
		4202	(315) 572				
### Short Codes		4342	(595) 222				
I Account Codes		4343	(595) 222				
🐥 Extensions		5300 - 5309	(555) 867	- (555) 867			

## The Extensions page shows all the extensions currently active in a Business Group.

An extension allows users to quickly dial another number within the Business Group without having to dial the full telephone number.

Users also have the ability to call or transfer straight to voicemail by dialing a star (\*) code followed by the extension.

By default, there is a maximum of 130 short codes, call park orbits and extensions. If additional are required, please contact New Horizons.

## **Extensions - Adding**



	Business Group Admin Portal	3157157570 🗸				
Home	Extensions					
Groups	Extensions allow your users to quickly dial other numbers in the Business Group. The table below					
📭 Hunt Groups (MLHGs)	shows the extensions currently in operation. Additionally, to transfer calls to voicemail, prefix the extension with *.					
👬 Call Pickup Groups		d Range Add				
😕 Supervisor Dashboard 🗹						
All Lines	Ext. Telephone Number					
🚨 Users	Search for					
O Attendants						
Sroup Access	□ 0900 - 09 To configure a single extension, enter the extension o	ode and the telephone				
Phones	number, and then click Add.					
Services	□ 4144 2 Extension: 5555					
📳 Departments						
### Short Codes	4202 4202 4202 4202 4202 4202 4202 4202					
	4342					
I≡ Account Codes	□ 4343	4 Add Can				
💄 Extensions	□ 5300 - 5309 (555) 867 - (555) 867					

To Add an Extension to the Business Group:

- 1. Click the Add button.
- 2. Enter the new extension number you wish to create.
- 3. Enter the telephone number that the extension is assigned to. (\* The telephone number must be a member of your business group.)
- 4. Click the **Add** button.

As an additional option select a department from the drop-down menu.

\* Short codes can also be added in ranges by using the Add Range button. Enter the beginning & end of the short code range and the 1<sup>st</sup> number in the range. This is only suitable for numbers in a sequence.

## Extensions - Editing



	Business Group Admin Porta	al 3157157570 🗸				
Home	Extensions					
Groups	Extensions allow your users to quickly dial other numbers in the Business Group. The table below					
Hunt Groups (MLHGs)	shows the extensions currently in operation. Additionally, to transfer calls to voicemail, prefix the extension with *. 📀					
👬 Call Pickup Groups	Delete Selected	Add Range Add				
🗁 Supervisor Dashboard 🗹						
All Lines		elephone Number				
💄 Users	Search for					
O Attendants	<b>1</b> 0555 (315) 599 (					
	□ <u>0900-0908 (5</u>	595) 222 - (595) 222				
Phones	Edit Single					
Services	To configuro a cinglo	e extension, enter the extension code and the telephone				
🖪 Departments	number, and then clic					
### Short Codes		0555				
:= Account Codes						
Extensions	□ B Telephone Number: □	(315) 599				
		4 Save Cance				

To Change or Edit an Extension that has been previously created:

- 1. Click on the hyperlink of the Extension you want to edit.
- 2. Edit the Extension
- 3. Edit the telephone number
- 4. Click the Save button.

## Extensions - Deleting



	Business Group A	Admin Portal 3157157570 -				
Home	Extensions					
Groups	Extensions allow your users to quickly dial other numbers in the Business Group. The table below					
👬 Hunt Groups (MLHGs)	shows the extension extension with *. 2	shows the extensions currently in operation. Additionally, to transfer calls to voicemail, prefix the extension with * 😨				
👬 Call Pickup Groups	Delete Selected					
😕 Supervisor Dashboard 🗹	Ext.	Telephone Number				
All Lines						
💄 Users	Search for					
O Attendants	0555	(315) 599 (				
Soup Access	0900 - 0908	(595) 222 (				
🖩 Phones	☐ 1057	(595) 222 ·				
Services	□ 4144	(315) 572 -				
📳 Departments	4147	(315) 572 4				
### Short Codes	4202	(315) 572 4				
	□ 4342	(595) 222 -				
I≡ Account Codes	□ 4343	(595) 222 4				
🐥 Extensions	□ 5300 - 5309	(555) 867 (				

#### To Delete an Extension or Extension Range:

- 1. Choose the Extension or Range you wish to remove by:
  - selecting the top checkbox to select all
  - select one or more with the individual checkboxes.
- 2. Click the Delete Selected button.

## Call Logs



	Business Group Admin Portal 3157157570 -					
Home Groups Munt Groups (MLHGs)	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.					
👬 Call Pickup Groups	Filter configuration					
📂 Supervisor Dashboard 🗹	Enter start and end dates to request logs of calls made within a specific period of time:					
All Lines	Start date: 06 05 2018					
💄 Users	month day year					
O Attendants	End date: 06 12 2018					
Soup Access	Select the department whose calls should be included in the report. Note that the report will include					
🗐 Phones	calls to and from lines in the selected department and its sub-departments.					
Services	Joe Test 🗸					
🖪 Departments	Download					
### Short Codes						
≡ Account Codes						
💄 Extensions						
🗢 Call Logs						

The Call Logs page allows you to download a report of all calls made to or from lines in your Business Group. Information is provided on a historical basis (not real time).

To Download a Report:

- 1. Enter the start and end dates for the records you wish to display.
- 2. From the drop-down box, select the department whose calls should be included in the report. (Optional)
- 3. Click the Download button.

## Music on Hold - Mapping



View mappings in de	partment.	(root)				
security mappin	gs resources					
Directory number	Initial resource	Action	Follow-up resource	Start Point	Duration	Actions
Default	Global 10 - Standard	▼ Repeat	▼ Global 10 - Standard	▼ Start ▼		Save
Directory number	Initial resource	Action	Follow-up resource	Start Point	Duration	Actions
595-222 •	Global 10 - Standard	<ul> <li>Repeat</li> </ul>	▼ Global 10 - Standard ▼	Start 🔻		Add
0 of 5 mappings u	sed					

The Music on Hold page provides access to allow users to configure the music that the callers will hear when placed on hold. This is an optional feature.

The Mappings tab provides you with many options to consider when deciding to use Music on Hold.

- Choose the **Initial Resource** as the music you wish to play to callers when on hold.
- What Action you want the music on hold to follow: repeat, play once, or repeat with interruptions.
- **Start Point** Choose whether you want the music to start at the beginning of the file or random.
- 1. Default Music on hold that will play for the whole business group
- 2. Directory Number Music on Hold that will play for specific numbers

## Music on Hold – Adding Resources



Mus	ic On Hold					
sec	urity mapp	ings				
Globa	al Media List					
There	are currently no	global	resources sto	red.		
	D	0.1	<b>F</b> (1) - 1 - 1			
ID	Description	Gain	File size	Length	Actions	
<u>20</u>	Music File	0	1.21 MB	159 seconds	Edit Delete	
	0					
ID	Descript	ion		Upload loc	al resource file	B Actions
				Choose	File No file chosen	Add
Disk U	Jsed: 1.21 MB	of 10 N	1B used.			
Resou	rces: 1 of 10	used.				

The Music on Hold Resources page allows you to upload files to use as music or messages on hold.

- 1. Click on **Choose File**, Click on Browse. Find the file you wish to upload on your computer. The File must be in .WAV or .MP3 format and cannot exceed the total size limit for the music on hold (10 MB).
- 2. Give the file and ID number and Description, the ID should be a number, the Description a word(s).
- 3. Click the Add button to upload

## Misc. Settings – Other Settings

## **a**nhc

	Business Group Admin Port	al	3157157570 🗸
Home	Misc. Settings		
Groups	Number Blocks	External Calls	Other Settings
📭 Hunt Groups (MLHGs)			
👬 Call Pickup Groups			Apply Cancel
🗁 Supervisor Dashboard 🗹	Restricted Subscriber Messagin	g	
All Lines	Restrict subscriber-to-subscrib	er messaging outside of the B	usiness Group.
🚨 Users	Internal Operator Number		
O Attendants	Business Group operator number	r: 5558675309	
Scess Group Access	Use Internal Extensions		
🖩 Phones			
Services	Display Internal Business Group	extensions rather than external	directory numbers where possible.
📳 Departments			
### Short Codes			
≡ Account Codes			
🐥 Extensions			
🗢 Call Logs			
🏕 Music on Hold 🗹			
••• Misc. Settings			

The Miscellaneous Settings page gives access to the Number Blocks and External Calls settings information. The Other Settings tab allows the setting of other business group wide functions.

Restricted Subscriber Messaging is used to prevent the forwarding of voicemails to someone outside of the Business Group.

To Use Internal Extensions, checkmark the box to display business group extensions rather than directory numbers.

To change the Internal Operator Number for the Business Group as a whole, enter the number you want.

### Misc. Settings – Other Settings- 911 Notification Email



Home	Misc. Settings						
Groups	wise. Settings						
Hunt Groups (MLHGs)	Number Blocks	External Calls	Call Notifications	Other Settings			
🕂 Call Pickup Groups	Select contacts to receive no						
📂 Supervisor Dashboard 🗹	departments will contact both the emergency contacts of their own department and those of its p						
All Lines	Disable Emergency Call N	otifications		Add New			
💄 Users	Department	Emergency Co	ontacts				
O Attendants		<b></b>					
Sroup Access	There are no Call Notification	Emergency Callers					
🗐 Phones							
Services			e notified when emergency call	is are made from the			
🖪 Departments		chosen department.					
### Short Codes		Department: Joe Test	~				
:≡ Account Codes		Email		Outdial			
🔩 Extensions		Name	Email Address	•			
↓ Call Reports		C Bear	C_Bear@dot.com	×			
Nusic on Hold 🖸							
••• Misc. Settings							
				*			

The Miscellaneous Settings page gives access to the 911 Notification configuration tab.

This will send notifications to the configured parties when 911 is dialed.

To configure Email Notification.

Choose Misc. Settings.

Then Call Notifications.

Press Add New.

Select the Department you which to configure for.

\*these are usually set by location address

Select email.

Add the name of email recipient.

Add Email address

Click Save

Save

Cancel

# Misc. Settings – Other Settings- 911 Notification Outbound Dial



Home	Mino Cotting	10		
Groups	Misc. Setting	js		
Hunt Groups (MLHGs)	Number Blocks	External Calls	Call Notifications	Other Settings
🚠 Call Pickup Groups	Select contacts to receive notifications when emergency calls are dialled within their department. Nested departments will contact both the emergency contacts of their own department and those of its parent's.			
😕 Supervisor Dashboard 🗹				
All Lines	Disable Emergency Call Notifications Add New			
L Users	Department	Emergency	Contacts	
O Attendants	Dopartment	Lineigeney	oonaato	
LLL Group Access	There are no Call Notifications configured.			
Phones		Emergency Callers		
Services				
📕 Departments		Add details for the people to be noti	fied when emergency calls are made	from the chosen department.
### Short Codes		Department: Joe Test	~	
:≡ Account Codes		Email		Outdial
Sector Extensions		Email		Ouldiai
🕻 Call Reports		Name	Telephone Number	
🏕 Music on Hold 🗹		C_Bear	5558675309	
··· Misc. Settings				

The Miscellaneous Settings page gives access to the 911 Notification configuration tab.

This will send notifications to the configured parties when 911 is dialed.

To configure Call Notification.

Choose Misc. Settings.

Then Call Notifications.

Press Add New.

Select the Department you which to configure for.

\*these are usually set by location address

Select Outdial.

Add the name of Outdial recipient.

Add telephone number.

Click Save.

Save

Cancel



## Thank you for learning with us today!

Have Questions? Visit <u>nhcgrp.com/academy</u> for more information.