My Vaspian
Release 7.0
Administration Reference Guide
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About this Document

This document is intended for system administrators.

Typographical Conventions

The following typographical conventions are used in the documentation.

- **Bold** text

  Indicates GUI components, such as menu items and buttons.

- *Italic* text

  References titles of publications and is used for emphasis.

- `Monospace` text

  Indicates paths and filenames, and is used for code.

Introduction

This document is a reference guide for the administration of the phone system. It describes how to customize your phone system features to suit your business.

The administration of the phone system is completed through a web interface that enables you to make changes, including

- Call Permission Profiles
- Phone Key Profiles
- Auto Attendant
- Incoming Call Routing
- Managing Group Features
- Customizing your Phone System

What's New in Release 7.0

Release 7.0 contains the following new features and feature enhancements:

Company Calls and My Calls

Company Calls and "My Calls" display a tenant's and subscriber's inbound and outbound call history in a tabular format. See the *Mitel IP Phone Reference Guide* for more information about "My Calls".

Page Groups

"Page Groups" lets subscribers page a specific group of users who are located at the same site. See the *Mitel Phone Reference Guide*.

Park Location

The "Park and Retrieve" key now includes an option to specify the park location. Subscribers can provision multiple Park and Retrieve keys—one for each park location (maximum 9). When a call is parked at that location, the key illuminates on all phones that have the Park and Retrieve location key. Administrators can configure the Park Location Method. See in the *Mitel Phone Reference Guide*.

Post-call Duration Time

Post-call Duration Time adds the call duration to the call history display on softkey-capable Mitel phones, for both "Call Lists" and "Redial". The total number of softkeys within the lists is reduced to two, one for number/name and one for time/duration. See the *Mitel Phone Reference Guide*.

Primary Phone Key

The "Primary Phone" lets subscribers designate one of the logged in devices as the initiator of Click to Call and Intercom Recipient requests. See in the *Mitel Phone Reference Guide*.

Administering the Phone System

This section describes how to administer the phone system. To get your phone system working quickly, refer to Quick Start for the Phone System. Then, before making too many changes to the default settings, read Customizing your Phone System.

Administrator Privileges

Only users with administrator privileges can administer the phone system. An administrator has access to the Company Settings menus in the web administration interface, and can therefore manage the following:

- Users and Locations
- Call Permission Profiles
- Phone Key Profiles
- Auto Attendant
- Business Hours
- External Contacts/Speed Dials
- Incoming Call Routing
- Business Details
- Phone Inventory
- Call Groups
- ACD Applications

Quick Start for the Phone System

This section describes how to get your phone system working with minimal set-up by using default settings.

To quickly set up your phone system, follow these steps:

1. Add permission profiles—see Call Permission Profiles
2. Add users—see Add a User
3. Add locations—see Add a Location
4. Add an Auto Attendant—see Add Auto Attendant
5. Set-up incoming call routing—see Configure Incoming Call Routing
6. Notify users—New users automatically receive their extension and PIN by email if your business has been configured with this option. You may want to also provide them with instructions for getting started.

> **NOTE** Contact your system administrator for information on how your business has been configured for PIN notification. If you are not configured for PIN notification by email, it is your responsibility to provide the users with their extension and the PIN that was displayed when you added them.

7. Activate location phones—see Assign a Phone.

Once your phone system is working, you can customize it to suit your company's needs. See Customizing your Phone System.

Customizing your Phone System

If you used the quick start procedures, your phone system is working using default settings. Now you should customize these to suit your company's personality and image. The following guide directs you to the various procedures to help you customize your system:

1. Do you want call permissions to change depending on the time of day?

   This is useful if you want to allow long distance or international calls only during regular business hours. To do this you must set up your business hours and permission profiles appropriately. See View Business Hours List and Call Permission Profiles.

2. Do you want the Auto Attendant to use different prompts from the defaults provided?

See Auto Attendant

3. Do you want the Auto Attendant to change depending on whether your business is open or closed?

This is normally used to provide callers with the business hours while your business is closed. To do this you must set up your business hours, add multiple Auto Attendants, and change your incoming call routing to select a different Auto Attendant depending on the business hours. See Business Details, Auto Attendant, and Incoming Call Routing.

4. Do you want incoming calls to ring at multiple phones?

This will help to ensure that calls do not go unanswered. To do this you must set up a call group and route incoming calls to that call group. See Managing Group Features and Incoming Call Routing.

5. Do you want an administrator to monitor another user's phone?

This will help administrators to manage a manager's calls. To do this you must set up a monitor group and program phone keys with a monitor option. See Managing Group Features.

Administering a Phone System with Other Phones

The following phones use the Minet protocol and therefore are closely integrated with the product:

- "Mitel 5212/5312 IP Phone"
- "Mitel 5224/5324 IP Phone"
- "Mitel 5304 IP Phone"
- "Mitel 5212/5312 IP Phone"
- "Mitel 5224/5324 IP Phone"
- "Mitel 5330 IP Phone"
- "Mitel 5340 IP Phone"

The following functionality is supported for subscribers using SIP phones:

- Basic incoming and outgoing calls
- Call Hold
- Call Display
- Multiple Line Appearances may be possible
- Callers List and/or Redial List may be implemented on the phone
- Primary members of Monitor Groups and Pickup Groups

- Speed dial (must be programmed on the phone, not through the system's web interface)
- Access to voicemail is possible through the Auto Attendant
- The phone may have a message waiting lamp and/or icon to indicate the presence of voice messages
- Call transfer

> **NOTE** Due to limits on hairpin calls (external incoming calls connected to external outgoing calls), an incoming call to a SIP phone which does a blind call transfer to a twinned phone may be dropped when the external twinned target answers the call.

- Three-way calling
- Twinning (simultaneous ringing portion, not the pullback capability)

The following web administration capabilities are supported for SIP Phones:

- Call Coverage
- Call Group membership
- Access to external and internal directories
- Personal details information (including Auto Attendant name recording)

For administrators, the following capabilities are supported on SIP phones:

- Management of SIP phone subscribers membership in any call group
- Management of permission profiles for SIP phone subscribers
- Viewing of Phone inventory including SIP phones

> **NOTE** SIP phones do not ring when the associated subscriber is a secondary member of Monitor or Pickup groups.

SIP phone hardware may have any of the following features:

- Call display
- Fixed feature keys
- Programmable keys
- Soft keys
- Hands-free Speakerphone
- Conference module
- Power over Ethernet (POE) support
- Two port switch
- Message waiting lamp

The activation procedure for a SIP phone depends on the type of phone being used. Contact your Service Provider or the appropriate document for details.

Administration for a phone system with SIP phones must include creation of an Auto Attendant that includes a menu item configured for voicemail retrieval because the message button on other phones is not integrated with the phone system. See Configure Auto Attendant Menu Options and Example: Create a Custom Auto Attendant for Voicemail Access for details.

NOTE	Contact your Service Provider for the list of supported SIP phones.

Language Settings

If configured by your service provider, you can configure language settings for users as well as for Auto Attendants.

Setting Language for Auto Attendants

When adding or editing an Auto Attendant, you can select a language (or pair of languages) from the pull-down list, which determines the default prompt language for that Auto Attendant. Depending on how your Service Provider has configured your system, you may also be able to choose a pair of languages for a bilingual Auto Attendant.

Note that you may still need to record your personal prompts in the appropriate language.

If you create submenus for your Auto Attendant, you must also select the appropriate language for that submenu.

See Auto Attendant.

Setting the Language for User or Location Phone Display

When adding or editing a user/location, you can specify the default language to be used for their phone display. Simply select the appropriate **Language for Phone** from the pull-down list. See Users and Locations for details on managing users and locations.

Setting the Language for a Voicemail box

When adding a user or location, you can also add a voicemail box to the user. The language specified in **Language for Phone** is also used for the voicemail prompts to the user (or location). See Users and Locations for details on managing users and locations.

The language used for the voicemail prompts to the user (or location) will not be changed if you change the **Language for Phone** field. The telephone user can change the language for the voicemail prompts via the web interface. See "Configure Language for Voicemail Retrieval".

The language used for default prompts to callers who want to deposit a message in a voicemail box is set for your company by the Service Provider. Contact your Service Provider if you want to change this.

Users and Locations

Users represent the people within your company, while locations represent telephones that are not associated with any single user. For example, a telephone in a conference room or a main reception area is entered into the phone system as a location.

Users have Personal Identification Numbers (PINs), while locations do not. Therefore, locations ca not log into the web interface (since a PIN is required).

In order for the users and locations within your company to have full phone service, you must enter them into the system and assign them an extension. You will also maintain other user or location specific information such as whether or not a user or location has voicemail and what types of calls can be made from a user or location telephone.

See the following topics:

- Add a User
- Add a Location
- Modify a User or Location
- Disable Access for a User or Location
- Enable a User or Location
- Delete a User or Location

View Users and Locations

To view a list of users and locations, follow these steps:

1. Click **Users and Locations** in the left menu.

   The system displays a list of all of the users and locations in your system.

2. Click the **Last Name** to view detailed information for the user or location.

   The system displays the User or Locations details page.

The User Details page lists the phones that the user is currently logged into in the Phone Information section. Check **Unassign to** unassign the user from a particular phone.

Dynamic Site Support

If the Service Provider has enabled the dynamic site support capability for this user, three non-editable fields are displayed (that are not displayed when adding a new user). The fields are as follows:

- **Allow User to Create Dynamic Site**: Indicates that the Service Provider has enabled this capability for this user. See "Dynamic Site".
- **Dynamic Site CLID**: The Calling Line ID that will be transmitted to the far end to indicate where the call is coming from. Note that the Outgoing Caller ID field above is still used to determine whether this number is transmitted. This Dynamic Site CLID takes the place of the regular "Outgoing Calling Line ID" of a regular static site.

> Note: For phones using dynamic sites which make emergency (911) calls, the Dynamic Site CLID is always transmitted to the far end.

- **Max Call Count for Dynamic Site**: This is the maximum number of concurrent external calls that will be allowed for the dynamic site. External calls include calls to a tenant Auto Attendant and the voicemail system.

Add a User

To add a user, follow these steps:

1. Click **Users and Locations** in the left menu.
2. Select **Add User** from the Add list.
3. In the **User Information** section, enter information in the following fields:

- **First Name**: (optional) The new user's first name, which is displayed in the Internal Directory on the web and on the phones.
- **Last Name**: (mandatory) The new user's last name, which is displayed in the Internal Directory on the web and on the phones.
- **Email**: (optional) The new user's email address. Users will receive their extension and PIN by email if your business has been configured with this option.
- **Home Phone**: (optional) The new user's home phone number, which is stored for your reference.
- **Mobile Phone**: (optional) The new user's mobile phone number, which is stored for your reference.

4. In the **Phone Information** section, enter information in the following fields:

- **Extension**: (mandatory) The new user's telephone extension. Select an **Extension** for the new user from the Extension list. The Extension list displays the next five available extensions for users and locations. To enter a different valid extension, select **Other** from the Extension list and type the extension of your choice in the text box.

> 📝 **NOTE** You cannot modify the extension once the user has been added.

- **Language for Phone**: (mandatory) The language you select is used for the user's phone display and any announcements or prompts generated by the system. The languages listed here are the languages supported by your Service Provider.
- **Direct Dial Phone Number**: (optional) Select a number from the list of available phone numbers to dedicate one of your company phone numbers to the new user.
- **Outgoing Caller ID**: (optional) This field defines what external parties see on their displays when this user calls them. Select Use Site Number to use the default number defined by your Service Provider (shown at the bottom of your Business Details page). Select Private to restrict the presentation of the number to the external party. Select or type and filter any number from your list of company phone numbers to use that number for the outgoing caller ID.
- **Handsfree Answerback**: (optional) Check this box to turn on the Handsfree Answerback feature for the user (without using one of their programmable memory keys) (see Phone Key Configuration Options for Profiles).
- **User Locked to Phone(s)**: (optional) Check to lock the user to the telephone(s). This prevents the user from logging out of the phone(s). See Login/Logout. This is recommended for phones that do not have Login/logout capability.
- **Site**: shows a list of sites of the subscriber's logged in devices.
- **Phones**: shows a list of logged in device with adjacent Unassign boxes.
- **Announcement**: (optional) Select an announcement from the pull-down list to be played to callers when the user puts a call on hold.

5. In the **Services** section, enter information in the following fields (optional):

- **Access from Auto Attendant**: Select an option from the drop-down list to determine whether calls can be transferred to this extension. See Auto Attendant.
- **Maximum Number of Logged In Devices**: This parameter defines the number of devices a user can be simultaneously logged into. It is not visible unless the Telco has provisioned "Multi-desking". Enter a value between 1 and the number the Telco has provisioned. The default is 1, which means that Multi-desking is not enabled.
- **Enable Twinning**: Check this box to give the new user the Twinning feature.
- **Enable Voice Mail**: Check this box to give the new user voice mail. See Enable and Disable Voicemail. This will also set the user's call coverage to redirect unanswered calls to voice mail after four rings.
- **Enable Agent**: Check to mark the new user as an agent. Only Agents can be members of queue groups.
- **Allow User to Create Dynamic Site**: If you check this box,
  a. Select or type and filter a **Dynamic Site CLID** from the drop-down list.
  b. Enter a number from the **Max Call Count for Dynamic Site**.
  c. Select a **Dynamic Site Zone** from the drop-down list.

  > NOTE This functionality is only available to Telco users.

6. In the **Permissions** section, enter information in the following fields (optional):
   - **Administrator Privileges**: Check this box to give the new user administrator privileges. See .
   - **Permission Profile Name**: Select a permission profile from the list. The "Unassigned" profile, which supports emergency and internal call types, is assigned by default.
7. In the **Phone Keys** section, enter information in the following field:
   - **Profile Name**: Select a phone key profile from the list. The "System Settings default" profile is assigned by default.
8. Do one of the following:
   - Click **Save**.
   - Click **Save and Edit...** to continue adding or to edit user settings. For example, you can record the Auto Attendant announcement name by selecting **Record**, which now appears on the page. See Record the Auto Attendant Name Announcement Record the Auto Attendant name announcement.

> NOTE If the new user's PIN is displayed to you, it is your responsibility to communicate this information to the user. The PIN notification method for your company is configured by your system administrator. Contact your system administrator for information on how your business has been configured.

Add a Location

To add a location, follow these steps:

1. Click **Users and Locations** in the left menu.
2. Select **Add Location** from the Add list.
3. In the **Location Information** section, enter information in the following fields (mandatory):
   - **Name**: The location name, which is displayed in the Internal Directory on the web and on the phones.
4. In the **Phone Information** section, enter information in the following fields:
   - **Extension**: Select an **Extension** for the location from the Extension list. The Extension list displays the next five available extensions for users and locations. You can enter a different valid extension by selecting **Other** from the Extension list and typing the extension of your choice in the text field.

   > NOTE: You cannot modify the extension once the location has been added.

   - **Language for Phone**: The language you select is used for the location's phone display and any announcements or prompts generated by the system. The languages listed are the languages supported by your Service Provider.
   - **Outgoing Caller ID**: (optional) This field defines what external parties will see on their displays for a call from this location. Select Use Site Number to use the default number defined by your Service Provider (shown at the bottom of your Business Details page). Select Private to restrict the presentation of the number to the external party. Select any number from your list of company phone numbers to use that number for the outgoing caller ID. You can also type and filter the list.
   - **Location locked to phone**: Checking this box prevents users from logging in and out of the location phone. See Login/Logout.
   - **Handsfree Answerback**: (optional) Check this box to turn on the Handsfree Answerback feature for the user (without using one of their programmable memory keys) (see Phone Key Configuration Options for Profiles).
   - **Hold Announcement**: (optional) Select an announcement from the pull-down list to be played to callers when the location puts a call on hold.
5. In the **Services** section, enter information in the following fields:
   - **Access from Auto Attendant**: Select an option from the drop-down list to determine whether calls can be transferred to this extension. (See Add Auto Attendant.)
   - **Enable Voice Mail**: Check this box to give the new location voicemail. See Enable and Disable Voicemail. This will also set the location's call coverage to redirect unanswered calls to voicemail after four rings.
   - **Enable Agent**: Check this box to mark the new location as an agent. Only Agents can be members of queue groups.
6. Select a permission profile from the **Profile Name** list in the Permissions section. The "Unassigned" profile is assigned by default.

7. Select a phone key profile from the **Profile Name** list in the Phone Keys section. The "System Settings default" profile is assigned by default.
8. Do one of the following:
   - Click **Save**.
   - Click **Save and Edit...** to continue adding or to edit user settings. For example, you can record the Auto Attendant announcement name by clicking **Record**, which now appears on the page. See Record the Auto Attendant Name Announcement.

NOTE | Users do not require a PIN to log into a location phone.

NOTE | If you create a location that is to be used by a Mitel 5201 IP Phone, you will not be able to print the phone label. This is because printing of a label for a Mitel 5201 IP Phone requires that you log in to the web interface using that phone's extension and PIN. Since locations do not have PINs, you can't log in as the phone. The solution to this is to create a User instead of a Location.

Modify a User or Location

To modify the information related to an existing user or location, follow these steps:

1. Click **Users and Locations** in the left menu.
2. Select the **Last Name** for the selected user or location.
3. Modify information in the fields as required.
4. Click **Save**.

Disable Access for a User or Location

Disable a user or location when you want to remove phone system access from users or locations without permanently removing them from the system.

To disable a user or location, follow these steps:

1. Click **Users and Locations** in the left menu.
2. Select one or more Users/Locations by checking the corresponding check boxes. To select all entries in the list, check the check box in the heading row.
3. Click **Disable**.

   Disabled users remain in the list, but the user information is marked with strike-through lines.

NOTE | # Disabled users are automatically unassigned from their telephones as soon as the phone is in an idle state.

	#	Disabled users cannot log in to a telephone or the web administration interface.
	#	System administrators cannot disable their own accounts.

Enable a User or Location

You can enable disabled users or locations to restore access to their phone system.

To enable a disabled user or location, follow these steps:

1. Click **Users and Locations** in the left menu.
2. Select one or more Users/Locations by checking the corresponding check boxes. To select all entries in the list, check the check box in the heading row.
3. Click **Enable**.

   The enabled user or location appears in the list without strike-through lines.

NOTE	#	Enabled users are not assigned to phones by default, but must log in to an available telephone to make and receive calls.
	#	Enabled users can log in to the web administration interface.

Edit User on the User's Behalf

Using Edit User on the User's Behalf, a system administrator can log in to the web administration as other users and make changes for them.

The following menus are displayed in the left pane when you log in as another user: **My Personal Details**, **My Phones, My Call Coverage, My Call Groups, My Dynamic Site** (if configured by the Service Provider), **Internal Directory**, and **External Directory**.

1. Click **Users and Locations** in the left menu.
2. Select the **Last Name** for the selected user.
3. Click **Edit User on the User's Behalf** at the top of the page.

   The system displays Logged in as User Name in the top left corner of the screen to remind you that you are logged in as another user.

4. Click **Save**.
5. Click **Previous Level** at the top right corner of the page.

   You are now logged back into your original session.

Edit Location on the Location's Behalf

Using Edit Location on the Location's Behalf, a phone system administrator can log in to the web administration as a location and make changes for the location.

To edit more location settings, follow these steps:

1. Click **Users and Locations** in the left menu.
2. Select the **Last Name** for the selected location.
3. Click **Edit Location on the Location's Behalf** at the top of the page.

    The system displays Logged in as User Name in the top left corner of the screen to remind you that you are logged in as another user.

4. Click **Save**.
5. Click **Previous Level** at the top right corner of the page.

    You are now logged back into your original session.

Delete a User or Location

Deleting users or locations permanently removes them from the system.

To delete a user or location, follow these steps:

1. Click **Users and Locations** in the left menu.
2. Select one or more Users/Locations by checking the corresponding boxes. To select all entries in the list, check the box in the heading row.
3. Click **Delete**.
4. Click **OK**.

NOTE
- \# You cannot delete a user or location if incoming call routing for one of your company phone numbers is configured to use that user or location. To delete the user or location in this case, you must change the incoming call routing configuration for that phone number to use a different extension. See Incoming Call Routing.
- \# Deleting users or locations automatically unassigns them from their telephones as soon as the phone returns to an idle state.
- \# Deleted users cannot log in to telephones or to the web administration interface.
- \# System administrators cannot delete their own system accounts.
- \# A deleted user or location phone extension can be re-assigned to other users or locations.
- \# Deleting a user will affect any Phone Key Profiles, Phone Key Mappings and Auto Attendants that directly reference the user or location.

View User or Location Site

If your business has more than one site (office), you can view the user's or location's site from the users and locations list page. See View Users and Locations.

| NOTE | If a user or location is not logged into a phone, the system cannot see their site and it displays Logged Out. |

Call Permission Profiles

Permission profiles define permissions for users and locations related to outbound calling. Every user or location is associated with a permission profile, and the ability to place calls depends on the associated profile. This section describes permission types and how to create and maintain permission profiles.

Permission Types

The following permission types can be included in a permission profile:

Call Type	Definition
Emergency (911)	Calls to the number used to report an emergency. In North America, dial 911. This permission is active for all users at all times.
Internal	Calls to another extension within the same business.
International	International calls to which long-distance charges apply.
Local (external)	Calls within the local calling area of your business. No long-distance charges apply.
Long Distance	Calls outside the local calling area of your business and outside of your region. Long-distance charges apply.
Operator Assisted	Calls in which the operator is involved, typically resulting in long distance charges.
Regional	Calls outside the local calling area of your business and within your region. Long-distance charges apply.
Toll Free (1-800)	Long distance calls to which no charges apply. Typically, these numbers begin with 1-800.
Toll Premium	Calls to a toll number to which charges apply. Typically, these numbers begin with 1-900.
Other	
Redirect Inbound Call to External Number	Allow call coverage, transfer or forward of external calls to an external phone number. Prerequisite: permission to make the external call itself.
Select Long Distance Provider	Include a long distance provider code as part of the dialed digits for a long distance call. Prerequisite: permission for Long Distance and/or International calls.
Select Regional Provider	Include a long distance provider code as part of the dialed digits for long distance calls within your region. Prerequisite: permission for Regional calls.

A permission can be enabled or disabled based on the following business hours categories:

- Open
- Closed
- Lunch
- Special

Your Service Provider defines the dial pattern for each call type.

View Permission Profiles

To view permission profiles, follow these steps:

1. Click **Call Permission Profiles** in the left menu.

   The system displays a list all Call Permission Profiles configured for your system.

2. Click the **Name** to view detailed information for the profile.

Default Permission Profile

The "Unassigned" profile is the default permission profile. It is pre-configured to allow internal and emergency calls.

The default permission profile is used under the following circumstances:

- To determine what types of calls are allowed from phones where there is no logged-in user.
- If you do not create and assign a custom permission profile to a user or location.
- If you unassign a user or location from a custom permission profile.

Use custom permission profiles for your users and locations and use the default permission profile to determine which types of calls can be made from phones where there is no logged-in user.

The default permission profile should contain the minimum possible permission to prevent unauthorized calls that have associated charges.

You can modify the default permission profile to include other call types, but it cannot be deleted.

Add a Permission Profile

To add a permission profile, follow these steps:

1. Click **Call Permission Profiles** in the left menu.
2. Click **Add**.
3. Type a Profile Name.
4. To allow a call type, check the appropriate **Call Type** boxes:

- To allow a call type to occur at any time on any day of the week, check all of the boxes beside the call type.
- To allow a call type to occur only during certain business hours, check the boxes beside the call type that corresponds to the business hours during which the call type is allowed.

5. To allow an Other, check the appropriate Other boxes.
6. Repeat steps 4 and 5 for each call type.
7. In the Membership section, add members to this profile. To add members, drag-and-drop them from the Available to the Selected list, use the **+** button, or click **Add all**. To remove members, use the **-** button or click **Remove all**.
8. Click **Save**.

| NOTE | # | Emergency and internal call types are enabled by default and cannot be disabled for all business hours in all profiles. |
| | # | Phones without a logged-in user are assigned to the default "Unassigned" permission profile. |

Assign a Permission Profile to a User or Location

To associate users and locations with existing permission profiles, follow these steps:

1. Click **Call Permission Profiles** in the left menu.
2. Click the **Name** to select a specific permission profile.
3. In the Membership section, add members to this profile. To add members, drag-and-drop them from the Available to the Selected list, use the **+** button, or click **Add all**. To remove members, use the **-** button or click **Remove all**.
4. Click **Save**.

Modify a Permission Profile

1. Click **Call Permission Profiles** in the left menu.
2. Click the **Name** to select a specific permission profile.
3. Modify the **Profile Name** if required.
4. Check or clear the Call Type boxes as required.
5. Modify the **Members of this Profile** list if required.
6. Click **Save**.

NOTE	#	An administrator can modify the default permission profile, Unassigned, with the exception of the **Profile Name** field.
	#	Emergency and internal call types are enabled and cannot be modified for all Business hours.
	#	Hours of business are configured on the Business Details page. See Business Hours.

Delete a Permission Profile

To permanently delete a profile from the system, follow these steps:

1. Click **Profiles** in the left menu.
2. Check the corresponding boxes to select one or more profiles. To select all entries in the list, check the box in the heading row.
3. Click **Delete**.
4. Click **OK**.

NOTE	#	You cannot delete the default permission profile, "Unassigned".
	#	You cannot delete a profile with associated members.

Phone Key Profiles

This section describes phone key configuration options and how to create and maintain phone key profiles.

Phone key profiles store preset memory key configurations. You can choose different profiles for different users to make using their phones faster and easier.

See the following topics:

- Add a Phone Key Profile
- Modify a Phone Key Profile
- Delete a Phone Key Profile

Phone Key Configuration Options for Profiles

The following table lists the features that can be programmed on a memory key when creating a phone key profile. Options that require an LED memory key are labeled LED.

Feature	Description	Default Label	Details
Account Code	Assign the Account Code option to a memory key so that an account code can be assigned to a call before or during the call. **Note :** The Account Code option is not displayed if the Account Codes feature is not enabled for your business.	Account Code	1) Leave the **Details** box blank if you want users to be prompted for an account code after selecting the Account Code key. 2) Type an account code in the **Details** box if you want the Account Code key to behave like an Account Code Speed Dial key. In this case, when the Account Code key is selected, the account code that you enter is automatically assigned to the call.
ACD Log In/Out	Use the ACD Log In/Out feature to turn ACD Log In/Out. Activate this feature by pressing the programmed key on the phone.		This feature only affects ACD.
Company Speed Dial	Assign the Company Speed Dial option to a memory key to dial one of the phone numbers in your External Directory by pressing the memory key. **Note**: The Company Speed Dial option is not displayed if you		Selecting the Company Speed Dial option displays a list of the names in your External Directory in the **Details** field. Select one of the names from this list to enable the Company Speed Dial option.

Feature	Description	Default Label	Details
	have not configured the system with speed dials.		
Conference Unit	Assign the Conference Unit option to a memory key to provide control of the conference unit if connected to a Mitel 5340 IP phone	Conference Unit	N/A
Directory	Assign the Directory option to a memory key to access the internal directory. This is only appropriate for Mitel 5304 IP phones.	Directory	N/A
Forward to AA (LED)	Assign the Forward to AA (Auto Attendant) option to forward all incoming calls to the Auto Attendant. To turn the Forward to AA feature on and off, select the associated memory key. When the memory key LED is lit, the feature is enabled. **Note**: The Forward to AA option is not displayed if you have not configured the system with Auto Attendants.	Forward to ***(AA Number)	Selecting the Forward to AA option displays a list of the Auto Attendants in the **Details** field. Select one of the Auto Attendants from this list to enable the Forward to AA option.
Forward to Co-worker (LED)	Assign the Forward to Co-worker option to forward all incoming calls to a co-worker. To turn the Forward to Co-worker feature on	Forward to, followed by the extension selected.	Selecting the Forward to Co-worker option displays a list of company employees in the system in the **Details** field.

Feature	Description	Default Label	Details
	and off, select the associated memory key. When the memory key LED is lit, the feature is enabled.		Select a user from this list to enable the Forward to Co-worker option.
Forward to Coverage (LED)	Assign the Forward to Coverage option to forward all incoming calls directly to the call coverage you have set up. To turn the Forward to Coverage feature on and off, select the associated memory key. When the memory key LED is lit, the feature is enabled.	Forward to Coverage	None
Forward to Number (LED)	Assign the Forward to Number option to forward all incoming calls to a user defined phone number. To turn the Forward to Number feature on and off, select the associated memory key. When the memory key LED is lit, the feature is enabled.	Forward to, followed by the number entered in the **Details** field.	Selecting the Forward to Number option displays a text box in the **Details** field. Type the phone number that you want to have your calls forwarded to into the text box to enable the Forward to Number option. **Note**: To forward to an external number, users must have permission to make that external call and Redirect Inbound Call to External Number permission.
Forward to Prompt (LED)	Assign the Forward to Prompt option to forward all incoming	Forward	**Note**: To forward to an external number, users must

Feature	Description	Default Label	Details
	calls to a user defined phone number. To turn the Forward to Prompt feature on, select the associated memory key and, using the phone keys, type in the number you would like to have your calls forwarded to. When the memory key LED is lit, the feature is enabled. To turn the Forward to Prompt feature off, select the associated memory key and then the second FWDOFF softkey.		have permission to make that external call and Redirect Inbound Call to External Number permission.
Handsfree Answerback (LED)	Assign the Handsfree Answerback option to a memory key so that your phone can automatically answer an intercom call and set up a two-way speech path.	Handsfree Answerback	
Incoming Calls List	Assign the Incoming Calls List option to a memory key to allow you to see the list of recently received incoming calls to your extension. This has the same function as the CALLS softkey.	Incoming Calls List	
Intercom to Co-Worker	Assign the Intercom to Co-Worker option	Intercom to *** (extension number)	Select a user or location from the

Feature	Description	Default Label	Details
	to a memory key to allow you to make a page directly to a co-worker's phone.		**Details** list to enable the Intercom to Co-Worker option.
Intercom to Prompt	Assign the Intercom to Prompt option to a memory key to allow you to make a page to a co-worker's number that you enter after pressing the key.	Intercom to Prompt	
Join/Leave Group	Assign the Join/Leave Group option to a memory key to join and leave the selected Call Group by selecting the programmed memory key. The memory key LED is lit when you have joined the selected Call Group. **Note**: The Join/Leave Group option is not displayed if there are no call groups defined.	Name of the selected group	Selecting Join/Leave Group displays available call groups from the **Details** list. Select a call group from the list to enable the Join/Leave Group option.
Line appearance	Line Appearance keys are required in order to receive incoming calls and to make outgoing calls. Your phone will normally have two or three pre-programmed Line Appearances. The LED on the programmed key indicates the status of the Line Appearance.	Number of the new line in sequence.	

Feature	Description	Default Label	Details
Monitor Call	Assign the Monitor Call option to a memory key to allow call monitoring for an existing monitor group. The user of the phone must be a secondary member of the monitor group.	Monitor Call and extension	Selecting Monitor Call displays available monitor groups in the **Details** list. Select a monitor group from the list to enable the Monitor Call option.
Monitor Call-Silent	Assign the Monitor Call -Silent option to a memory key to allow call monitoring for an existing monitor group.The user of the phone must be a secondary member of the monitor group.	Monitor Call-Silent and extension	Selecting Monitor Call -Silent displays available monitor groups in the **Details** list. Select a monitor group from the list to enable the Monitor Call - Silent option.
Monitor Phone	Assign the Monitor Phone option to a memory key to allow call monitoring for an existing monitor group. User of the phone must be a secondary member of the monitor group.	Monitor Phone and extension	Selecting Monitor Phone displays available monitor groups in the **Details** list. Select a monitor group from the list to enable the Monitor Phone option.
One Touch Speed Dial	Assign the One Touch Speed Dial option to a memory key to allow instant dialling of a pre-defined phone number. The user makes a call by pressing the associated memory key.		Type the number that you want to speed dial in the **Details** box.
Page	Assign the Page option to a memory key to allow the user	Page	

Feature	Description	Default Label	Details
	to make a page to all of the phones at the site. The page is broadcast through the speaker of each available phone.		

View Phone Key Profiles

To view phone key profiles, follow these steps:

1. Click **Phone Key Profiles** in the left menu.

   The system returns a list of all call permission and phone key profiles.

2. Click a **Name** to view detailed information for the selected profile.

Add a Phone Key Profile

To add a phone key profile, follow these steps:

1. Click **Phone Key Profiles** in the left menu.
2. Click **Add**.
3. Type a Profile Name.
4. Click **Save**.

   The system displays the Profiles list.

5. Click the **Name** of the profile you have just created.

   The system displays the Phone Keys Profile Details page.

6. Select the phone model from the **Phone Model** drop-down list.

> **NOTE** The phone you are logged into has an asterisk [*] beside its name. If you are not logged into a phone, the Mitel 5224 IP Phone has an asterisk [*] beside its name, since it is the system default phone.

7. Click the button icon for the memory key that you want to program.

   The system displays the **Program Memory Key Details** page.

8. Complete the following fields:
   - **Feature**: Select the feature to be programmed.
   - **Locked**: To prevent a user from changing the selected memory key configuration, select this check box.

- **Label**: Type in a description. If no description is typed the system default will be applied.
- **Details**: Select from a drop-down list or type in the required number without any spaces or characters. Not all features require this field.

> NOTE You should lock the Line Appearance configurations in the phone key profile. Line Appearances are required to make and receive phone calls.

9. Click **Save**.
10. Click **Close Window**.

   Your phone key profile is updated.

11. Repeat steps 7-10 for each memory key to be programmed.
12. You can assign users to the new profile if you choose. See Assign a Phone Key Profile to a User or Location.

Phone Model's Default Key Layout

If no phone key profile is assigned, the system uses the phone model's default key layout.

Assign a Phone Key Profile to a User or Location

To associate users or locations with existing phone key profiles, follow these steps:

1. Click **Phone Key Profiles** in the left menu.
2. Click the profile **Name**.

   The system displays the Phone Key Profile Details page.

3. In the Membership section, add members to this profile. To add members, drag-and-drop them from the Available to the Selected list, use the **+** button, or click **Add all**. To remove members, use the **-** button or click **Remove all**.
4. Click **Save**.

> NOTE # Assigning a user or location to a profile applies the profile as soon as the user or location phone is idle. Unassigning a user or location from a profile immediately applies the phone model default key layout.
> # Assigning a phone key profile to a user or location can affect their existing phone key configurations based on the following rules:
> # If a key mapping in the new profile is configured as "Locked", the changes will overwrite the existing configuration for that key.
> # If a key mapping in the new profile is not configured as "Locked", the changes will not overwrite the existing configuration for that key.

Modify a Phone Key Profile

To modify a phone key profile, follow these steps:

1. Click **Phone Key Profiles** in the left menu.
2. Click the profile **Name** that you want to assign users to.
3. Modify the Profile Name if required.
4. Modify the Membership list if required. See Assign a Phone Key Profile to a User or Location.

> **NOTE** If you have made changes in steps 3 or 4, click **Save** before moving to step 5.

5. Select the phone model from the Phone Model drop-down list.

> **NOTE** The phone you are logged into has an asterisk [*] beside its name. If you are not logged into a phone, the Mitel 5224 IP Phone has an asterisk [*] beside its name, since it is the system default phone.

6. Click the button for the memory key that you want to edit.

   The system displays the Program Memory Key Details page.

7. Make changes in the following fields as appropriate: See Phone Key Configuration Options for Profiles.
   - **Feature**: Select the feature to be programmed.
   - **Locked**: To prevent a user from changing the selected memory key configuration, select this check box.
   - **Label**: Type in a description. If no description is typed the system default will be applied.
   - **Details**: Select from a drop-down list or type in the required number without any spaces or characters. Not all features require this field.

   > **NOTE** You should lock the Line Appearance configurations in the phone key profile. Line Appearances are required to make and receive phone calls.

8. Click **Save**.
9. Click **Close Window**.

   Your phone key profile is updated.

10. Repeat steps 7-10 for each memory key to be programmed.
11. You can assign users to the new profile if you choose. See Assign a Phone Key Profile to a User or Location.

Delete a Phone Key Profile

To permanently delete a profile from the system, follow these steps:

1. Click **Phone Key Profiles** in the left menu.
2. Select one or more phone key profiles by checking the corresponding boxes. To select all entries in the list, check the box in the heading row.
3. Click **Delete**.
4. Click **OK**.

	#	You cannot delete the default phone key profile, "System Settings default".
	#	You cannot delete a profile with associated members.

External Contacts/Speed Dials

Using the external contacts feature, you can create and maintain a list of external names and phone numbers relevant to your company. This list is available from the web administration for all users under **Company Directories/External Contacts**.

The contact information entered here is also available as an option when configuring memory keys on the phones with the company speed dial feature.

See Add an External Contacts/Speed Dial Entry.

View the External Contacts/Speed Dial List

The External Contacts/Speed Dial list displays all of the names and phone numbers that you entered in external contacts.

To view the External Contacts/Speed Dial list, follow these steps:

1. Click **External Contacts/Speed Dials** in the left menu.

   The system displays a list of all entries with the following column headings: Name, Number, and Email.

The items located in the Name column are hyperlinks to the corresponding External Contacts Entry pages.

Add an External Contacts/Speed Dial Entry

To add a new entry to the External Contacts/Speed Dial list, follow these steps:

1. Click **External Contacts/Speed Dials** in the left menu.
2. Click **Add**.
3. Type the contact name you want to assign to the entry in the Name field. This can be a person or a company associated with the phone number.
4. Type an email address for the external contacts/speed dial entry contact in the Email field (optional).
5. Type the phone number you want to assign to the external Contacts/speed dial entry in the Phone Number field.
6. Click **Save**.
7. You can choose to map one of the keys on your telephone to dial this number or add it to one of your company phone key profiles.

| NOTE | # | Precede external phone numbers with the appropriate digits as required. For example, you may need to include the prefix 9 and 1 + Area Code for long distance numbers. |
| | # | The maximum number of External Contacts entries is 100. |

Modify an External Contacts/Speed Dial Entry

To modify the information for an existing external contacts/speed dial entry, follow these steps:

1. Click **External Contacts/Speed Dials** in the left menu.

2. Click the**Name** in the Name column corresponding to the speed dial that you want to modify.
3. Make the changes of your choice in the Name, Phone Number or Email fields. (Name and Phone Number fields cannot be left blank.)
4. Click **Save**.

NOTE   Precede external phone numbers with the appropriate digits as required. For example, you may need to include the prefix 9 and 1 + Area Code for long distance numbers.

Delete an External Contacts/Speed Dial Entry

To permanently remove an external contacts/speed dial entry, follow these steps:

1. Click **External Contacts/Speed Dials** in the left menu.
2. Select one or more entries by checking the corresponding checkboxes. To select all entries in the list, check the check box in the heading row.
3. Click **Delete**.
4. Click **OK**.

NOTE

Deleting an external contacts entry that is being used by a company speed dial phone key mapping will have the following effects:

\#   Customized phone key mappings revert to the mapping defined in their phone key profile.
\#   Phone key mappings in profiles revert to an "Unassigned" mapping.

Search External Contacts/Speed Dial List

To search the External Contacts/Speed Dial list, follow these steps:

1. Click **External Contacts/Speed Dials** in the left menu.
2. Type a name and/or phone number in the appropriate Name or Number field.
3. Click **Search**.

The system displays any matches. If no match is found, the message, "No match found" appears in the information panel.

4. To restore the list to display all entries, click **Show All**.

Auto Attendant

The Auto Attendant automatically receives and directs incoming calls without human intervention. The Auto Attendant is identified by a name and an extension. Auto attendant manipulations such as deleting are done based on the Auto Attendant name and extension.

Menus, prompts, and greetings define how the Auto Attendant responds when a phone key is pressed. For example, the default choices for the Auto Attendant main menu are as follows:

- 1-8 = Transfer to Extension
- 9 = Company Directory
- * = Previous Menu

The Auto Attendant must have a main menu and can also have additional submenus depending on user configuration.

A set of recorded prompts describing callers' choices is associated with each menu. See Add Auto Attendant Managing the Auto Attendant, and Delete an Auto Attendant.

Quickly Add Auto Attendant

To quickly set up the Auto Attendant based on the default menu and pre-recorded prompts and greetings, follow these steps:

1. Click **Auto Attendant** in the left menu.
2. Click **Add**.
3. Type the Auto Attendant name in the Name field.
4. Select a language for the Auto Attendant from the Default Language list. The language you select here is used to determine the language for the default main menu prompts and error messages. The Default Language list displays the languages supported by your service provider.
5. Check the box in the Time of Day Greetings section to turn on the Time of Day Greetings (optional).
6. Click **Save**.

Your new Auto Attendant has been saved with the following defaults:

Default menu options
- 1-8 = Transfer to Extension
- 9 = Company Directory
- * = Replay menu options

Pre-recorded time of day greetings (if selected):
- Good morning.
- Good afternoon.
- Good evening.

Pre-recorded prompts:
- Welcome to the Auto Attendant.
- To transfer to an extension, enter it now.
- To reach the Name Directory, press 9.
- Press * to replay this menu.

Managing the Auto Attendant

This section describes how to set up and manage Auto Attendants. See the following topics:

- View the Auto Attendant List
- View Auto Attendant Details
- Add Auto Attendant
- Modify Auto Attendant
- Delete an Auto Attendant

View the Auto Attendant List

To view the Auto Attendant list, follow these steps:

1. Click **Auto Attendant** in the left menu.

   The system displays a page containing the list of the auto attendants configured for your company. Auto Attendants are identified by names and extensions.

View Auto Attendant Details

To view detailed information about a selected Auto Attendant, follow these steps:

1. Click **Auto Attendant** in the left menu.
2. To view detailed information about a selected Auto Attendant, follow these steps:
   - The **General Information** section contains the Auto Attendant name and extension information.
   - A checkmark in the **Time of Day Greetings** box indicates that time of day greetings are enabled for the selected Auto Attendant. When time of day greetings are enabled, the system will change the initial greeting to callers, depending on the time of day.
   - The **Auto Attendant Menu and Menu Options** section displays a link for each Auto Attendant menu. By default, every Auto Attendant is created with a main menu. Submenus are created as part of the menu option configuration.
3. Click **Cancel** or another item in the left menu to continue.

Add Auto Attendant

To add a new Auto Attendant, follow these steps:

1. Click **Auto Attendant** in left menu.
2. Click **Add**.
3. Type the Auto Attendant name in the Auto Attendant Name field.
4. Select an extension for the Auto Attendant from the **Extension** list.

   The Extension list displays the next five available extensions for Auto Attendants. You can enter a different valid extension by selecting **Other** from the Extension list and typing the extension of your choice in the text field provided.

5. Select the language for the Auto Attendant from the **Default Language** list.

   The language you select is used to determine the language for the default main menu prompts and error messages. The Default Language list displays the languages supported by your service provider.

6. Check the **Time of Day Greetings** box to turn on the Time of Day Greetings (optional).

Time of day greeting times are as follows:
- Morning: 12:00 A.M. to 11:59 A.M.
- Afternoon: 12:00 P.M. to 5:59 P.M.
- Evening: 6:00 P.M. to 11:59 P.M.

7. Click **Save**.

The default choices for the Main Menu are as follows:
- 1-8 = Transfer to Extension
- 9 = Company Directory
- * = Previous Menu

> To configure custom menus and choices, click **Main Menu** . See Configure Auto Attendant Menu Options.

Modify Auto Attendant

To modify an existing Auto Attendant, follow these steps:

1. Click **Auto Attendant** in the left menu.
2. Click the Auto Attendant **Name**.
3. Make the changes of your choice to Auto Attendant Name or Time of Day Greeting.
4. Click **Save**.

> \# Language is modified on the Auto Attendant menu pages. See Auto Attendant Menus.
>
> \# The default Time of Day greetings used use the language configured for the main menu.

Delete an Auto Attendant

To delete an Auto Attendant from the system along with its associated menus, choices, prompts, and greetings, follow these steps:

1. Click **Auto Attendant** in the left menu.
2. Select one or more Auto Attendants by checking the corresponding boxes.
3. Click **Delete**.
4. Click **OK**.

📝 You cannot delete an Auto Attendant if incoming call routing for one of your company phone numbers is configured to use that Auto Attendant. To delete the Auto Attendant in this case, you must change the incoming call routing configuration for that phone number to use a different extension. See Incoming Call Routing. Do not delete an Auto Attendant with a name of zero-out. This Auto Attendant is used for a special voice mail feature which your Service Provider is responsible for configuring.

Auto Attendant Menus

This section describes how to set up and manage Auto Attendant menus. See the following topics:

- View Auto Attendant Menu Details
- Configure Auto Attendant Menu Options
- Add an Auto Attendant Submenu
- Delete an Auto Attendant Submenu

Configure Auto Attendant Menu Options

This section describes how to set up or modify the options for Auto Attendant menus. The menu options define how the system responds when a caller selects a phone key.

Menu options can be assigned to each of the following phone keys: 1-9, 0, *, and #.

📝 Note: When configuring an Auto Attendant menu, consider the extensions that are assigned to your users and locations. Extension numbers that are assigned to users must not share digits with phone key numbers that are used for Auto Attendant menu options. For example, if you have users assigned to extensions 200 to 210 and you configure your main Auto Attendant menu to use the "2" key to access a broadcast group, callers to the Auto Attendant will not be able to reach these users by dialing their extension directly. Dialing a 2 will immediately send the call to the broadcast group.

The choices for each phone key are as follows:

Option	Description
ACD Applications	Transfers the caller to a managed ACD Application.
Auto Attendant	Transfers the caller to another specified Auto Attendant.
Call Group	Transfers the caller to a specified call group.

Option	Description
Extension (dialed)	Transfers the caller to the dialed extension.
First Name Directory	Transfers the caller to the Internal Company Directory, where entries are listed by first name.
Invalid Key	Configures the phone key as unassigned. If a caller presses that phone key on the dial pad, an error message is played.
Last Name Directory	Transfers the caller to the Internal Company Directory, where entries are listed by last name.
Previous Menu	The caller can jump back one menu level.
Submenu	Transfers the caller to another menu under the parent menu.
System Disconnect	Disconnects the caller from the system, terminating the call.
User	Transfers the caller to a specified user.
Voicemail Deposit	Prompts the caller for an extension and then transfers them directly to the voicemail box associated with that extension for voicemail deposit.
Voicemail Retrieval	Prompts the caller for their extension and then transfers them to their own voicemail box for voicemail retrieval.

To set up or modify Auto Attendant choices, follow these steps:

1. Select Auto Attendant in the left menu.
2. Select the Name to select an Auto Attendant from the list.
3. Select the link in the Auto Attendant Menu and Menu Options section of the page for the Auto Attendant menu that you want to configure.
4. Enter a name for the menu in the Menu Name field (optional).
5. Type the introductory prompt text for the menu in the Introductory Prompt field (optional). This additional text is saved and can later be used to guide you through recording menu prompts.
6. Select the language for the menu from the Language list (if required). The language you select is used to determine the language for the default menu prompts and error messages. The Language list displays the languages supported by your Service Provider.
7. Select an option from the Send Caller To list for each of the phone keys.
8. Type prompt text for each phone key configured in the associated Wording for Prompt field (optional). This additional text is saved and can later be used to guide you through recording menu prompts.
9. Select the number of times that you want the Auto Attendant menu prompts to be repeated from the Play menu prompt list.

10. Configure an action for the Auto Attendant if there is no input from the caller (for example, if a caller was not using a touch tone phone) after the prompts have been repeated the configured number of times in the Play menu prompt list. There are three options: Call Group, System Disconnect, User.
11. Click Save.
12. Record a new menu prompt for the affected Auto Attendant menu. If you do not record a new menu prompt, callers will not know how to navigate the Auto Attendant. Refer to the Record audio prompts and greetings section for details.

View Auto Attendant Menu Details

To view all the menus and choice configurations for a selected Auto Attendant, follow these steps:

1. Click **Auto Attendant** in the left menu.
2. Click the **Name** of the Auto Attendant menu details you want to view.
3. Click **View Expanded Tree** at the bottom of the page.

   The system displays an expanded tree view with the **Main** menu, all submenus and associated choices for the selected Auto Attendant.

Add an Auto Attendant Submenu

To set up an Auto Attendant menu to reference another auto attendant menu, follow these steps

1. Click **Auto Attendant** in the left menu.
2. Click the **Name** to select an Auto Attendant from the list.
3. Click the link in the **Auto Attendant Menu and Menu Options** section of the page for the Auto Attendant menu you want to create a submenu for.
4. Select the **Submenu** option from the Send Caller To list for the phone key you want the new menu to start from.
5. Type the prompt text for the **Submenu** option in the associated Wording for Prompt field (optional).

   This text is saved and can later be used to guide you through recording menu prompts.

6. Click **Save**.
7. Configure choices for the new submenu. Refer to the Configure Auto Attendant menu options section for details.

Submenus are created with default menu options and prompts. By default, submenus are configured to use the same language as the parent menu. See Add Auto Attendant for a description of the default menu options.

11. Replace the handset.
12. Click **Close** on the pop-up window.

Record Auto Attendant Time-of-day Greetings

To record custom time-of-day greetings for the Auto Attendant, follow these steps:

1. Click **Auto Attendant** in the left menu.
2. Click a **Name** to select an Auto Attendant from the list.
3. Click **Record** for the time of day greeting that you want to record.
4. Confirm that the extension displayed matches that of the telephone you will be recording from. Modify the extension if required.
5. Click **Call**.
6. When the phone rings, pick up the handset.
7. Listen to the instructions and wait for the tone.
8. Record your greeting into the telephone handset.
9. Press the # key when you are finished.
10. Choose from the following options:
    a. To replay greeting press **1**.
    b. To save greeting press **2**.
    c. To re-record greeting press **3**.
    d. To exit without saving press *.
11. To record additional greetings, press the appropriate **Record and Call** button and repeat steps 7 through 10.
12. Replace the telephone handset.
13. Click **Close Window**.

Record Auto Attendant Menu Prompts

To record custom menu prompts for the Auto Attendant, follow these steps:

1. Click **Auto Attendant** in the left menu.
2. Click the Auto Attendant **Name** to select an Auto Attendant from the list.
3. Click **Record** adjacent to the menu or submenu that you want to record a prompt for.
4. Confirm that the extension displayed matches that of the telephone you will be recording from. Modify the extension if required.
5. Click **Call**.
6. When the phone rings, pick up the handset.
7. Listen to the instructions and wait for the tone.
8. Record the prompt into the telephone handset. You can read the prompt text if you have already entered it.
9. Press the # key when you are finished.
10. Choose from the following options:
    - To replay greeting press **1**.
    - To save greeting press **2**.
    - To re-record greeting press **3**.

- To exit without saving press *****.
11. To record additional menu prompts for another menu, press the appropriate **Record** link adjacent to the menu of your choice.
12. Click **Call**, and repeat steps 7 through 10.
13. Replace the telephone handset.
14. Click **Close window**.

Record all Greetings and Menu Prompts

To record all of the Auto Attendant menu prompts and time of day greetings from a single page while using prompt text, follow these steps:

1. Click **Auto Attendant** in the left menu.
2. Click a **Name** to select an Auto Attendant from the list.
3. Click **Save and Record All** at the bottom of the page.
4. Confirm that the extension displayed matches that of the telephone you will be recording from. Modify the extension if required.
5. Click **Record** beside the prompt or greeting that you want to record.
6. When the phone rings, pick up the handset.
7. Listen to the audio instructions, "Please record your message after the tone. When you are finished, press # for more options".
8. When you hear the tone, record the prompt into the handset. Use the prompt text on the Record Prompt page as a reference for what to say.
9. Press the # key when you are finished.
10. Choose from the following options:
    a. To replay greeting press **1**.
    b. To save greeting press **2**.
    c. To re-record greeting press **3**.
    d. To exit without saving press *****.
11. For each additional greeting or prompt that you want to record, click the appropriate **Record** button and repeat steps 7 through 10.
12. Replace the handset.
13. Click **Done**.

Example: Create a Custom Auto Attendant

This section provides an example of how to create a custom Auto Attendant. The Auto Attendant is being created for the fictitious company, Ace Automobiles. Ace Automobiles specializes in the sales and repair of blue, red, and old cars. They have divided their sales and service teams based on a blue, red, or old car specialty.

Pre-requisites

Before setting up the Auto Attendant for Ace Automobiles, you must do the following:

- Confirm the valid extension ranges for users and call groups. See Extension Management.
- Enter all of your employees with telephones as system users. See Users and Locations.
- Add a Blue Car Sales Call Group, a Red Car Sales Call Group and an Old Car Sales Call Group. See Managing Group Features.

Part A: Create the Auto Attendant

1. Click Auto Attendant in the left menu.
2. Click Add.
3. Type the Auto Attendant name and extension in the General Information section.
4. Select English from the Default Language list.
5. Check the Time of Day Greetings check box in the Time of Day Greeting section to turn on the Time of Day Greetings. Type prompt text in the fields provided for each Time of Day Greeting.
   a. Morning greeting
   b. Afternoon greeting
   c. Evening greeting

Part B: Configure the Auto Attendant Main Menu Options

1. Click Main Menu in the Auto Attendant Menu section. This will automatically save the Auto Attendant that you created in Part A.
2. Type text in the Introductory Prompt field for the Main Menu menu prompt: "Thank you for calling Ace Automobiles."
3. Define the Auto Attendant Main Menu menu option for each phone Key by selecting a choice from the Send Caller To list. At the same time type prompt text in the Wording for Prompt fields that you can use as a reference when recording your prompts.

[NOTE] When defining Auto Attendant phone key options, keep in mind how you have assigned extensions to your users, call groups, and Auto Attendants. One example of how the Ace Automobiles Auto Attendant main menu could be defined is provided below. The reasons and any limitations for the menu options selected are also provided.

Explanation

- Phone keys 1—5 are defined as an Extension option, which allows a caller to type in the extension for any user to reach them.

  Reason: The valid extension range for users at Ace Automobiles is 100 – 599.

- Phone key 6 is defined as a Submenu option which will be used to access a separate menu for the sales team.

Reason: A submenu was required because there would not be enough phone keys to allow direct mapping for all users and call groups on the main menu.

Limitation: Selection of phone key 6 for the sales submenu means that call groups cannot be accessed from the main menu by dialing their extension (the valid extension range for call groups is 600 – 699).

- Phone key 7 is defined as a Submenu option which will be used to access a separate menu for the service team.

  Reason: A submenu was required because there would not be enough phone keys to allow direct mapping for all users and call groups on the main menu.

  Limitation: Selection of phone key "7" for the service submenu means that if Ace Automobiles had multiple Auto Attendants, they could not be accessed from the main menu by dialing their extension (the valid extension range for Auto Attendants: 700 – 899).

- Phone key 9 is defined as a Last Name Directory option to allow a caller to reach employees by typing in the letters of their last name on the phone key pad.

  Reason: Provides a means of reaching employees when the caller does not know their extension.

- Phone key 0 is defined as a User option to allow a caller to transfer directly to a receptionist.

  Reason: Provides an easy way to reach a person when the caller does not want to navigate the Auto Attendant menu.

1. Select the number of times that you want the Auto Attendant menu prompts to be repeated from the Play menu prompt list.
2. Define the action that should be taken if the caller to the Auto Attendant does not make a phone key selection after the prompts have been repeated the configured number of times. This could happen, for example, if the caller is calling from a phone that does not have touch tone capabilities.

   Select User as the action that should be taken if the caller does not select a phone key. A list of users is displayed adjacent to the list. Select the appropriate user from this list.

   Reason: If the caller does not or is not able to select a phone key, they could be transferred to the operator who can then manually direct their call. If the operator is unavailable, the caller is then transferred to the operator's call coverage.

3. Click **Save**.

Part C: Configure your Auto Attendant Sales Submenu Options

1. Select the first Submenu in the Auto Attendant Menu section.
2. Type a submenu name and prompt text for the Submenu prompt.
   - Menu Name: Sales Menu
   - Introductory Prompt: You have reached the Ace Automobiles Sales Department.
3. Define the Auto Attendant menu option for each phone Key in the list by choosing from the Send Caller To list. At the same time type prompt text in the Wording for Prompt fields that you can use as a reference when recording your prompts.

   One example of how the Ace Automobiles Auto Attendant sales menu could be defined is provided below. In this example, the sales team is reached via call groups that have been set up according to the specialties at Ace Automobiles.

> **NOTE** Selecting Call Group will display a list of call groups in the Details area adjacent to the Send Caller To list. Select the appropriate Call Group from this list.

4. Select the number of times that you want the Auto Attendant menu prompts to be repeated from the Play menu prompt list.
5. Define the action that should be taken if the caller to the Auto Attendant does not make a phone key selection after the prompts have been repeated the configured number of times. This could happen, for example, if the caller is unsure of what option to select.

6. Select "User" as the action that should be taken if the caller does not select a phone key. A list of users is displayed adjacent to the list. Select the appropriate user from this list.

   Reason: If the caller does not or is not able to select a phone key, they could be transferred to the service manager who can then manually direct their call. If the service manager is unavailable, the caller is then transferred to the service manager's call coverage.

7. Click **Save**.

Part D: Record your Greetings and Prompts

1. Click Save and Record All at the bottom of the page.
2. Confirm that the extension of the telephone you will be using to record the prompts and greetings matches the extension in the Extension field. Type a different extension if required.
3. Click Record beside the Morning Greeting.
4. When the phone rings, lift the handset.
5. Listen to the audio instructions: "Please record your message after the tone. When you are finished, press "#" for more options".

6. When you hear the tone, record the prompt into the handset. Use the prompt text on the Record Prompt page as a reference for what to say.
7. When you are finished, press the # key.
8. Choose from the following options:
   - To replay greeting press **1**.
   - To save greeting press **2**.
   - To re-record greeting press **3**.
   - To exit without saving press *****.
9. Click Record and repeat steps 6 through 10 for the following:
   - Afternoon Greeting
   - Evening Greeting
   - Main Menu prompt
   - Sales Menu prompt
   - Service Menu prompt
10. Replace the handset.
11. Click Done.

The Ace Automobiles Auto Attendant is now saved with a custom phone key option configuration and matching custom prompts and greetings recordings.

Part E: Test your Auto Attendant

Test your set-up by calling the extension that you have assigned to your Auto Attendant. Listen to the prompts and greetings to ensure that you are satisfied with them, then select each of the phone keys to ensure they respond as you expected.

Part F: Access your Auto Attendant

To provide access to your Auto Attendant from an external phone, you can assign one of your incoming phone numbers to dial directly into the Auto Attendant. Alternatively, you can choose to have the person whose phone is assigned to your main incoming phone number set call coverage to the Auto Attendant. See Incoming Call Routing. See aslo "Call Coverage" in the *Mitel IP Phone Reference Guide*.

Example: Create a Custom Auto Attendant for Voicemail Access

This topic provides an example of how to create a custom Auto Attendant that will be used exclusively for voice mail retrieval and voice mail deposit.

A voicemail retrieval Auto Attendant is useful when the users at your company are frequently out of the office and they require easy access to their voice mail box.

A voicemail deposit Auto Attendant allows for direct access to a user's voice mail box without ringing their phone. It can be used to transfer a caller directly to a user's voice mail box.

Part A: Create Auto Attendant

1. Click **Auto Attendant** in the left menu.
2. Click **Add**.
3. Type the Auto Attendant name and extension in the General Information section.
4. Select English from the Default Language list.
5. Check the **Time of Day Greetings** box in the Time of Day Greeting section to turn on the Time of Day Greetings. Type prompt text in the fields provided for each Time of Day Greeting.

   Good morning.
   Good afternoon.
   Good evening.

Part B: Configure the Auto Attendant Main Menu Options

1. Click **Main Menu** in the Auto Attendant Menu section. This will automatically save the Auto Attendant that you created in Part A.
2. Type text in the Introductory Prompt field for the Main Menu menu prompt: "You have reached the automated voice mail access menu."
3. Define the Auto Attendant Main Menu menu option for each phone **Key** by selecting a choice from the **Send Caller To** list. At the same time type prompt text in the **Wording for Prompt** fields that you can use as a reference when recording your prompts.

📝 Because this Auto Attendant is being created exclusively for voice mail access, the configuration for phone keys described below has been limited to the Voicemail Deposit and Voicemail Retrieval options. All other keys are configured as invalid.

   - Phone key "1" is defined as the Voicemail Deposit option.
   - Phone key "2" is defined as the Voicemail Retrieval option.
   - Phone keys "0", "3-9", "*" and "#" are defined as an Invalid Key option.
4. Accept "3" as the default number of times that you want the Auto Attendant menu prompt to be repeated from the Play menu prompt list.
5. Accept the default action of "System Disconnect" that is configured for the case when the caller to the Auto Attendant does not make a selection.
6. Click **Save**.

Part C: Record your Greetings and Prompts

1. Click **Save and Record All** at the bottom of the page.
2. Confirm that the extension of the telephone you will be using to record the prompts and greetings matches the extension in the Extension field. Type a different extension if required.
3. Click **Record** beside the **Morning Greeting**.
4. When the phone rings, lift the handset.
5. Listen to the audio instructions: "Please record your message after the tone. When you are finished, press "#" for more options".

6. When you hear the tone, record the prompt into the handset. Use the prompt text on the Record Prompt page as a reference for what to say.
7. When you are finished, press the # key.
8. Choose from the following options:
    *   To replay greeting press **1**.
    *   To save greeting press **2**.
    *   To re-record greeting press **3**.
    *   To exit without saving press *****.
9. Click **Record** and repeat steps 6 through 10 for the following:
    *   Afternoon Greeting
    *   Evening Greeting
    *   Main Menu prompt
10. Replace the handset.
11. Click **Done**.

The voice mail Auto Attendant is now saved with a custom phone key option configuration and matching custom prompts and greetings recordings.

Part D: Test your Auto Attendant

Test your set-up by calling the extension that you have assigned to your Auto Attendant. Listen to the prompts and greetings to ensure that you are satisfied with them, then select each of the phone keys to ensure they respond as you expected.

Part E: Provide Access to your Auto Attendant

To provide access to your Auto Attendant from an external phone, assign one of your incoming phone numbers to dial directly into the Auto Attendant. See Incoming Call Routing.

Configure Zero-out Destination

If your Service Provider has configured this option on the voicemail system, callers to a voicemail box would have the option to dial "0" instead of leaving a voice message. When callers dial "0" they are directed to the zero-out destination defined for your company. You can define your company's zero-out destination by creating any of the following with the name "zero-out":

*   Auto Attendant: fill in the Auto Attendant Name field as "zero-out". See Add Auto Attendant.
*   Call Group: fill in the Name field as "zero-out". See Add a Broadcast Group, Add a Hunt Group, and Add a Rollover Group.
*   Special user: fill in the Last Name field as "zero-out". See Add a User.

Incoming Call Routing

Incoming call routing is used to configure the call destination for each phone number assigned to your company. You can assign different destinations to the same phone number based on your business hours. The options available for call routing are an Auto Attendant, an employee, a location or a call group.

In addition to business hours, you can define an emergency override destination (which can be an internal or external number). With a single click, you can set the call routing for all of your company phone numbers to route to the emergency override destination(s). You can also individually set your company numbers to route to the emergency override destination. With a single click, you can restore the call routing for all your company phone numbers back to their previous non-override settings.

See the following topics:

- View Incoming Call Routing Details
- Configure Incoming Call Routing
- Enable Emergency Override Routing
- Disable Emergency Override Routing
- Example: Configure Incoming Call Routing

View Incoming Call Routing Details

To view incoming call routing details, click Incoming Call Routing in the left menu. Your company phone numbers are listed in the Phone Number column.

For the Time of Day routing (Open, Closed, Lunch and Special), the destination for each phone number within your company is displayed as a telephone extension adjacent to the phone number. Call destination can be one of your company Auto Attendants, users, locations, or call groups.

For the Override routing, the telephone number (as it would be dialed from the default site of your company) to which calls are routed in the Emergency Override state is displayed.

For Business Hours, the name of the assigned Business Hours profile is displayed.

Phone Number	Open	Closed	Lunch	Special	Override	Business Hours
6134356785	120	700	700	700	96135551234	Default
6134356786	135	135	135	135	96135550987	Company Hours

The company in this example can be reached by dialing 6134356785 and 6134356786. The company administrator has configured incoming call routing for those phone numbers as follows:

- 6134356786 is dedicated to a single user. In an emergency override situation, the number will route to 96135550987. This was accomplished by routing this phone number to the user's extension (135) during all business hours, and routing the phone number to 96135550987 for the emergency override situation.
- 6134356785 is configured so that it can be handled by an operator during regular business hours, the company Auto Attendant during off-hours, and 96135551234 in an emergency override situation. This was accomplished by routing this phone number to the operator's extension (120) during "Open" business hours, to the Auto Attendant extension (700) during "Closed", "Lunch" and "Special" business hours, and to 96135551234 for the emergency override situation.

If routing has not been set up for a particular business hours category, the routing information is blank.

If no routing destinations have been set up for a phone number, then the number will be enclosed in square brackets "[]".

When Emergency Override is enabled, the main Incoming Call Routing page will show all the Time of Day call destinations (Open, Closed, Lunch, Special) as grayed out and the Override destination is displayed in bold.

Configure Incoming Call Routing

Incoming call routing is used to identify a destination for your company phone numbers. If you do not configure incoming call routing for a phone number, the number can still be dialed but cannot be answered. The caller will hear busy tone.

To configure incoming call routing for a phone number, follow these steps:

1. Click **Incoming Call Routing** in the left menu.
2. Select the phone number to be configured.
3. In the **General Information** section, fill in the **Name** to describe the phone number (for example, "Main Number").
4. From the pull-down list, select the name of the **Business Hours** profile.
5. If you want to enable the **Emergency Override** option, check the box for Enable Emergency Override Routing.
6. For the **Emergency Override** setting, select a call destination from the following options:
   - Select the **Not Assigned** option if no destination is required.
   - Select the **Auto Attendant** option to direct the call to an Auto Attendant. Select the Auto Attendant from the list provided.
   - Select the **Calling Group** option to direct the call to a call group. Select or type and filter the call group from the list provided
   - Select the **Employee/Location** option to direct the call to a user or location. Select or type and filter the user or location from the list provided.
   - Select or type and filter the **ACD Application** option to direct calls to a managed ACD Application.
   - Select the Other option to direct the call to any other number (including an external number). If you select the **Other** option, fill in the **Number** field and the **Name** field (to describe this route).
7. In the **Time of Day Routing** section, for each of the time of day categories (OPEN hours, CLOSED hours, LUNCH hours, SPECIAL hours), select a call destination from the following options:
   - Select the **Not Assigned** option if no destination is required.
   - Select the **Auto Attendant** option to direct the call to an Auto Attendant. Select the Auto Attendant from the list provided.
   - Select or type and filter the **Calling Group** option to direct the call to a call group. Select the call group from the list provided.
   - Select or type and filter the **Employee/Location** option to direct the call to a user or location. Select the user or location from the list provided.
   - Select or type and filter the **ACD Application** option to direct calls to a managed ACD Application.
8. If you want the same routing for all four time of day categories, fill in the OPEN hours call destination, then check **Use this setting for all time of day routing**. The CLOSED, LUNCH and SPECIAL hours routing will automatically be filled in for you.
9. Click **Save**.

> **NOTE** If the **Not Assigned** option is selected for a phone number, the call is not routed at all. When the number is dialed, the caller will hear ringing until they choose the end the call. When incoming call routing is viewed for this number, the routing information will be blank.

Enable Emergency Override Routing

To enable Emergency Override Routing so that all calls to all of your company phone numbers (that have emergency override destinations configured) will be routed to the configured Emergency Override destination, follow these steps:

1. Click **Incoming Call Routing** in the left menu.
2. Click **Enable All Overrides**.

To enable Emergency Override Routing so that all calls to one of your company phone numbers will be routed to its configured Emergency Override destination, follow these steps:

1. Click **Incoming Call Routing** in the left menu
2. Select the phone number for which you want calls to be routed to its configured Emergency Override destination
3. In the **Emergency Override** section, check **Enable Emergency Override Routing**.

When Emergency Override is enabled, the main Incoming Call Routing page will show all the Time of Day call destinations (Open, Closed, Lunch, Special) as grayed out and the Override destination is displayed in bold.

Disable Emergency Override Routing

To disable Emergency Override Routing so that all call routing returns to the previous configuration, follow these steps:

1. Click **Incoming Call Routing** in the left menu.
2. Click **Disable All Overrides**.

To disable Emergency Override Routing for one of your company phone numbers, follow these steps:

1. Click **Incoming Call Routing** in the left menu.
2. Select the phone number for which you want to disable the Emergency Override Routing.
3. In the Emergency Override section, uncheck **Enable Emergency Override Routing**.

When Emergency Override Routing is disabled, the main Incoming Call Routing page will show all the Time of Day call destinations (Open, Closed, Lunch, Special) in bold and the Override destination greyed out.

Example: Configure Incoming Call Routing

This section provides an example of how to configure incoming call routing for a fictitious company with the following phone numbers: 6132244444, 6132244445, and 6132244446.

Requirements

The company has the following requirements for how their phone numbers will be used:

- One phone number will be dedicated to the CEO so that he can be reached directly.
- One phone number will be dedicated to the sales team so that they can be reached directly. All sales team telephones should ring when this phone number is dialed.
- One phone number will be used as the "main" company phone number. They would like this phone number to be directed to an operator during regular business hours and the company Auto Attendant during off-hours.
- In an emergency override situation, (such as a loss of the network connection for the phones), all incoming calls should be routed to an external number 6139991234.

Pre-requisites

Before configuring incoming call routing for this company, you must do the following:

- Add the CEO, the operator and all sales team members into the system.
- Add a call group for the sales team into the system.
- Add an Auto Attendant into the system.
- Configure the business hour details to match the company's working hours.

Part A: Configure the CEO's phone number

To configure the system so that 6132244444 is the CEO's phone number, follow these steps:

1. Click **Incoming Call Routing** in the left menu.
2. Select the number **6132244444**.
3. For the **Emergency Override** section, select **Other** and fill in the **Number** 96139991234.
4. For the **Time of Day** routing, in the **OPEN** hours section, select the **Employee/ Location** option. Select the CEO's name from the list provided.

5. Check **Use this extension for all hours**.
6. Click **Save**.

Part B: Configure the sales team phone number

1. Click **Incoming Call Routing** in the left menu.
2. Select the number **6132244445**.
3. For the **Emergency Override** section, select **Other** and fill in the **Number** 96139991234.
4. For the **Time of Day** routing, in the **OPEN** hours section, select the **Calling Group** option. Select the sales team's call group from the list provided.
5. Check **Use this extension for all hours**.
6. Click **Save**.

Part C: Configure the "main" company phone number

To configure the system so that 6132244446 is directed to an operator during regular business hours, and an Auto Attendant during off-hours, follow these steps:

1. Click **Incoming Call Routing** in the left menu.
2. Select the number **6132244446**.
3. For the **Emergency Override** section, select **Other** and fill in the **Number** 96139991234.
4. For the **Time of Day** routing, in the **OPEN** hours section, select the **Employee/ Location** option. Select the operator's name from the list provided.
5. For the **Time of Day** routing, in the **CLOSED** hours section, select the **Auto Attendant** option. Select the Auto Attendant from the list provided.
6. For the **Time of Day** routing, in the **LUNCH** hours section, select the **Auto Attendant** option. Select the Auto Attendant from the list provided.
7. Click **Save**.

Part D: Enable/Disable Emergency Override Routing

To enable Emergency Override Routing so that all calls to your company phone numbers will be routed to the external number 6139991234, follow these steps:

1. Click **Incoming Call Routing** in the left menu.
2. Click **Enable All Overrides**.

To disable Emergency Override Routing so that call routing returns to the previous configuration, follow these steps:

1. Click **Incoming Call Routing** in the left menu.
2. Click **Disable All Overrides**.

Business Details

The Business Details page comprises the following:

- Extension Management
- Configure Hold Announcement
- Configure Park Location Method
- Configure Emergency Call Email Contacts
- Configure Telephone User Directory Search
- Default Ring Tones
- Configure Account Code Entry
- Site Details

Extension Management

The phone system has three sets of extension ranges: one for users and locations, one for Auto Attendants, and one for call groups.

To view extension ranges, follow these steps:

1. Select **Business Details** in the left menu.
2. Scroll down to the Extension Management section.
3. The following fields are displayed:
   - **User/Location Min.** - displays the first number available for phone extensions.
   - **User/Location Max.** - displays the last number available for phone extensions.
   - **Call Group Min.** - displays the start of the range used for Call Groups
   - **Call Group Max.** - displays the last number in the range used for Call Groups.
   - **Auto Attendant Min.** - displays the first number available to use for an Auto Attendant.
   - **Auto Attendant Max.** - displays the Last number available to use for an Auto Attendant.

Configure Hold Announcement

You can select the hold announcement used for callers to your business from a list of hold announcements provided by your Service Provider.

To configure the hold announcement for your business, follow these steps:

1. Click **Business Details** in the left menu.
2. Scroll down to the **Hold Announcement** section.
3. Select a hold announcement option from the **Hold Announcement** list.
4. Click **Save**.

NOTE If you select the System Default option, the hold announcement selected by your Service Provider as a default announcement will be played.

Once provisioned for your business, this announcement on hold becomes the default announcement for all the users in your business. You can override this setting on a per user basis by provisioning the user's hold announcement field. See Add a User.

Configure Park Location Method

You can select the method the system uses to choose a vacant location for parking calls. There are two methods to choose from:

- Longest Idle (Classic)—Typically used when users are not programming nine location keys. The Park Location that is selected is the park location that has been unused for the longest time.
- Lowest Available—Typically used for Park Location so that users are not forced to provision all nine positions as feature keys. For instance, users may only want to provision the first three positions, and use the generic key to access positions 4-9. The Park Location that is selected is lowest number of the available park locations. For example, Location 1 is chosen in preference to all others, then 2, and so forth.

Configure Emergency Call Email Contacts

Emergency Call Alert provides an email notification when a subscriber dials an emergency class of service, such as 911.

To configure Emergency Call Email Contacts, follow these steps:

1. Click **Business Details** in the left menu.
2. Enter email addresses in the **Emergency Call Email Contacts** field.

   Email addresses are delimited by spaces, semi-colons or colons.

3. Click **Save**.

When a subscriber dials an emergency class of service, the system sends an email with the following subject and body:

```
Subject: Emergency Call Attempt

An emergency call was dialed from

    Service provider:           Telco
    Tenant name:                tenant 1
    Site name:                  site 1
    Site address:               1 Hines, Ottawa, ON, H0H0H0, Canada
    Caller's name:              John Smith
    Caller's extension:         100
    Caller's device MAC:        08:00:0f:70:c8:69
    Caller's device IP address: 10.200.200.215
    Digits dialed:              96132802012
```

Configure Telephone User Directory Search

Users can use either the Predictive or Classic method when searching tenant telephone directories.

The Predictive methods lets users dial names. The system matches and displays the names beginning with the closest match.

The Classic method lets users dial one letter. The system displays a list of names beginning with that letter and users can scroll through the list.

To configure the Telephone User Directory Search, follow these steps:

1. Click **Business Details** in the left menu.
2. Scroll down to the **Telephone User Directory Search** section.
3. Select either **Predictive** or **Classic** from the drop-down list.
4. Click **Save**.

Default Ring Tones

You can set the Default Ring Tone for each of the following four possible options:

- External call direct
- Internal call via group
- Internal call direct
- External call via group

To configure Default Ring Tones, follow these steps:

1. Click **Business Details** in the left menu.
2. Scroll down to the **Default Ring Tones** section.
3. Set the Extension for test.
4. From the Internal call direct drop-down, select the ring tone you want to use.
5. From the Internal call via group drop-down, select the ring tone you want to use.
6. From the External call direct drop-down, select the ring tone you want to use.
7. From the Internal call via group drop-down, select the ring tone you want to use.
8. Click **Save**.

You can click Test to listen to the sound of the ring tone you have chosen.

Configure Account Code Entry

Users can enter account codes against incoming and outgoing calls to associate those calls with a particular client or account. Once entered, account codes are logged in the call records kept by your Service Provider and can be provided to you on request. You can enable and disable the Account Code feature for your business and specify the minimum and maximum valid account code length.

> NOTE To use the Account Code feature, a user must have a memory key programmed with the Account Code feature or be using a phone key profile that has been programmed with the Account Code feature. See Add a Phone Key Profile and "Program Memory Keys" in the *Mitel IP Phone Reference Guide* .

To enable account code entry for your business, follow these steps:

1. Click **Business Details** in the left menu.
2. Scroll down to the **Account Codes** section.
3. Select the Enabled option in the **Account Codes** list.
4. Enter the minimum number of digits that an account code can contain in the **Min Account Code Length** field.
5. Enter the maximum number of digits that an account code can contain in the **Max Account Code Length** field.
6. Click **Save**.

> NOTE Minimum and maximum account code length cannot be less than 1 or greater than 20.

Site Details

You can view a list of your company's sites. It is useful to know which site is the default site. This is because any telephone calls originated by a subscriber who is not logged in will be made as if the call had been dialed from the default site.

For example, if a user forwards his or her extension to an external number, then logs out of the phone, the forwarding is still in effect. Any calls to that extension will cause an outgoing call to be made as if it was dialed from the default site. Since your company can have multiple sites that could even be in different cities, then the call might be considered long distance and may or may not require a "1" to be prefixed.

Site details also lists the name of the default Business Hours Profile.

To determine your company's default site, follow these steps:

1. Select **Business Details** in the left menu.
2. Scroll down to the **Site Details** section.
3. The Site Name with an asterisk [*] beside it is your company's default site.

Company Calls

The Company Calls page displays all your company's inbound and outbound call history in a tabular format [1] . The system displays calls in a reverse chronological order (from most recent to past) using your company's time zone setting.

The table comprises the following columns:

- Date—the date of the start of the call.
- Time—the time of the start of the call (based on call related site time zone).
- Direction—the direction (internal, external, inbound, or outbound) of the call.
- From— the calling ID of the incoming call.
- Dialed—the dialed digits of the call.
- Auto Attendant—the Auto Attendant extension if used.
- Duration—the release time stamp of the last step in the call minus the starting time stamp of the first step of the call.
- Talk—the release time stamp of the last step in the call minus the answer time stamp of the first step of the call.
- Target—the terminating extension of the call.
- Answer—the number answering the call.
- Account Code—the account code the call if used. (Must be enabled.)

To optionally view your company calls for a specific period, follow these steps:

1. Select a time range based on your company's default time zone.
2. Click **Refresh**.

   The system filters the list based on your criteria.

Once you have the call history you want, click **Export Options: CSV** to export it in CSV (comma-separated values) format.

---

1. Missed calls are not shown here.

Business Hours

Business hours details are used to capture the following information about your company:

1. The days that you are open for business.
2. Your regular hours of operation and lunch hour.
3. Special hours of operation.

You can configure permissions for users and incoming call routing to be different for each of the business hour categories. See Business Details.

View Business Hours List

The Business Hours List page lists Business Hours Profiles. Tenant Administrators can add new profiles at this level and select profiles to edit. This page also shows the default profile (typically assigned to the tenant).

To view the Business Hours List page, click **Business Hours** in the left menu.

Tenant Default Business Hours

Once you configure Business Hours details, you can select the default profile.

To select the Tenant Default Business Hours, follow these steps:

1. Click **Business Details** in the left menu.
2. From the Business Hours drop-down list, select the profile.

Add Business Hours Profiles

To add a profile, follow these steps:

1. In the left-hand menu, click **Business Hours**.

   The system returns the Business Hours List page.

2. Click **Add**.

   The system returns the Business Hours Profile Details page.

3. Enter the profile **Name**.
4. Check the days that the business is open and enter the Business Hours for each day.

	#	The business hours categories take the following priority: Special, Lunch, then Operating Hours. This means that if the configuration indicates that more than one category applies at any particular time, the higher-priority category takes precedence.
	#	Time is displayed using the 24-hour format. The time 24:00 (24 hours, 00 minutes) refers to 23:59:59.
	#	Hours of Service Hour fields should not exceed 24 hours or be less than 0 hours. Minute fields should not exceed 60 minutes or be less than 0 minutes. The total time, hours + minutes should not exceed 24 hours nor should it be less than 0 minutes. For example , if the hour field = 24, then the minute field must = 0.

5. If this profile is to be the Tenant default, check **Tenant Default Business Hours**.
6. In the Associate with Incoming Numbers section, choose the numbers to associate with these Business Hours. To add numbers, drag-and-drop them from the Available to the Selected list, use the **+** button, or click **Add all**. To remove numbers, use the **-** button or click **Remove all**.
7. In the Associate with Sites section, choose sites to associate with these Business Hours. To add sites, drag-and-drop them from the Available to the Selected list, use the **+** button, or click **Add all**. To remove sites, use the **-** button or click **Remove all**.
8. Click **Save**.

Modify Business Hours Profiles

To modify a profile, follow these steps:

1. From the Business Hours List page, click the **Name** of the profile you want to modify.

   The system returns the Business Hours Profile Detail.

2. Modify the profile.
3. Click **Save**.

Delete Business Hours Profiles

To delete a profile, follow these steps:

1. From the Business Hours List page, check the **Name** of the profile you want to delete.
2. Click **Delete**.

   The system asks you to confirm the deletion.

3. Click **OK**.

Managing User Features

This section provides the procedures required to manage the features available to your users.

For more information, see the following topics:

- Reset PIN
- Enable and Disable Voicemail
- Reset Voicemail PIN
- Enable User as Agent
- Configure Permissions
- Assign a Phone Key Profile
- Assign a Phone Number
- Access Mobile Webadmin
- Login/Logout
- Configure Language Preferences

Reset PIN

To reset a user's PIN, follow these steps:

1. Click **Users and Locations** in the left menu.
2. Click the **Last Name** to select the user.
3. Click **Save and Reset PIN**.

Users will receive their extension and PIN by email if your business has been configured with this option and if the user has a valid email address configured.

NOTE	#	If the new user's PIN is displayed, it is your responsibility to communicate this information to the user. The PIN notification method for your company is configured by your system administrator. Contact your system administrator for information on how your business has been configured.
	#	The PIN referred to here that the user uses to log into their phone and web interface is not the same as the voicemail PIN. See Reset Voicemail PIN.

Enable and Disable Voicemail

To enable voicemail for a user or location, follow these steps:

1. Click **Users and Locations** in the left menu.
2. Click the **Last Name** to select the user or location.
3. Check **Enable Voice Mail** in the Services section.
4. Click **Save**.

To disable voicemail for a user or location, follow these steps:

1. Click **Users and Locations** in the left menu.
2. Click the **Last Name** to select the user or location.
3. Clear **Enable Voice Mail** in the Services section.
4. Click **Save**.

NOTE	To enable voicemail for a user or location, voice mail boxes must be associated with your business that are available for assignment. When you disable voicemail for a user or location, the associated voicemail box may not become available for assignment until your Service Provider has deleted the existing messages and recordings.

Reset Voicemail PIN

Users are able to reset their own voicemail box PIN through their web interface. To reset a user's or location's voicemail box PIN on their behalf, follow these steps:

1. Edit the user on their behalf - see Edit User on the User's Behalf.
2. Follow the user steps to reset the voicemail. See "Reset Voicemail PIN" in the *Mitel IP Phone Reference Guide*.

The voicemail PIN is not the same as the PIN the user uses to log into their phone and web interface. See Reset PIN.

Enable User as Agent

Only Agents can be members of queue groups. For more information, see ACD Applications.

To enable a user as an Agent, follow these steps:

1. Click **Users and Locations** in the left menu.
2. Click the **Last Name** to select the user or location.
3. Check **Agent** in the **Services** section.
4. Click **Save**.

Configure Permissions

The Permissions Profile determines which types of calls users or locations can make from their telephones.

To configure a permission profile for an existing user or location, follow these steps:

1. Click **Users and Locations** in the left menu.
2. Click the **Last Name** for the selected user or location.
3. Select a permission profile from the **Permission Profile Name** list in the **Permissions** section of the user or location Details page. You can view the details of a permission profile by first selecting it from the Permission Profile Name list and then clicking the adjacent **View Profile** button.
4. Click **Save**.

Assign a Phone Key Profile

This section describes how to assign a phone key profile to an existing user or location. Using a phone key profile, you can provide a default configuration for the memory keys on the user or location phone.

To assign a phone key profile, follow these steps:

1. Click **Users and Locations** in the left menu.
2. Click the **Last Name** for the selected user or location.
3. Select a phone key profile from the **Profile Name** list in the Phone Keys section of the user or location Details page. To view the details of a phone key profile, select it from the **Profile Name** list and then click **View Profile**.
4. Click Save.

Assign a Phone Number

To assign a phone number to a new user, select a phone number from the Direct Dial Phone Number list when adding the user. The Direct Dial Phone Number list contains a list of all phone numbers available to your company that are unassigned. See Add a User.

To assign a phone number to an existing user, associate the phone number with the user's extension on the Incoming Call Routing page. See Incoming Call Routing.

Access Mobile Webadmin

Mobile Webadmin provides users with access to *My Vaspian* functions from their

mobile device. Users can perform various tasks, including

- Configure twinning. See "Twinning" in the *Mitel IP Phone User Reference Guide*.
- Configure call coverage. See "Call Coverage" in the *Mitel IP Phone User Reference Guide*.
- Enable/Disable call forwarding; configure call forward number. See "Call Coverage" in the *Mitel IP Phone User Reference Guide*.
- Enable/Disable Call Routing Override (admin user only). See Enable Emergency Override Routing.
- Join/Leave Call Group. See "Join/Leave Group" in the *Mitel IP Phone User Reference Guide*.

Users access the Mobile Webadmin through the same login URL and credentials as the normal Webadmin service. Users need to include the tenant name in the URL.
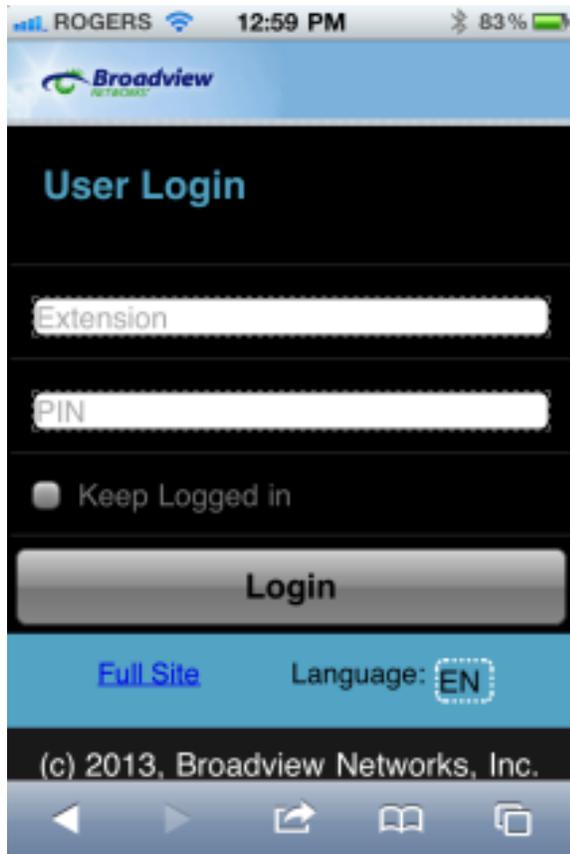
Supported devices include smart phones, such as iPhone and Android, as well as tablets, such as iPad and Android Tablet. Supported browsers include Safari and Chrome.

Mobile Webadmin Enable Incoming Call Routing

You can use the mobile webadmin to configure Emergency Override Routing.
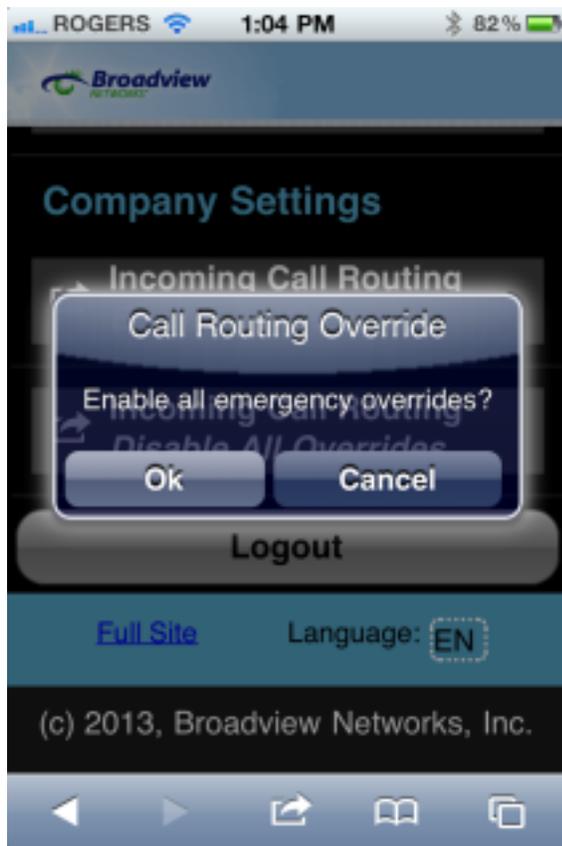
To enable Call Routing Override using your mobile device, follow these steps:
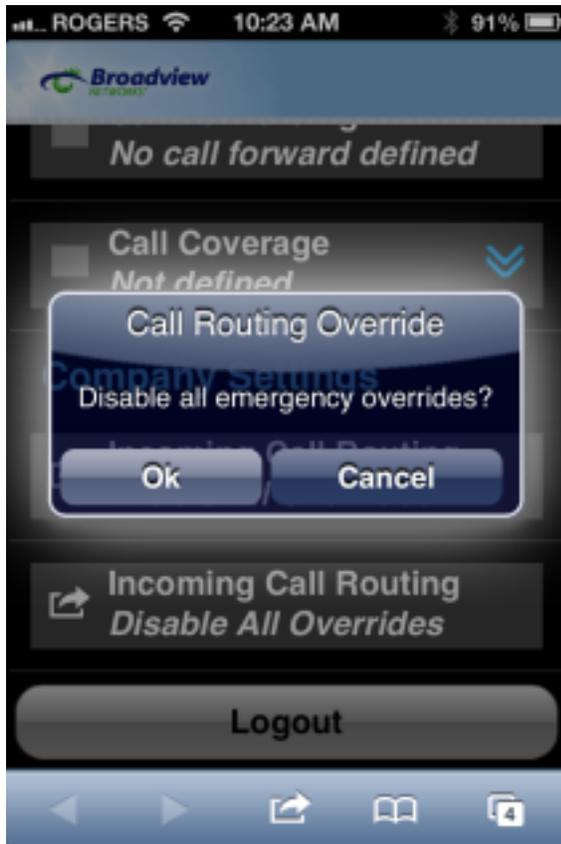
1. Log into the mobile webadmin.
2. Click **Incoming Call Routing *Enable All Overrides*.**

   The system asks you to confirm.

3. Click **Ok**.

Mobile Webadmin Disable Incoming Call Routing

You can use the mobile webadmin to configure Emergency Override Routing.

To disable Call Routing Override using your mobile device, follow these steps:

1. Log into the mobile webadmin.
2. Click **Incoming Call Routing** *Disable All Overrides* .

   The system asks you to confirm.

3. Click **Ok**.

Login/Logout

By default, users and locations can log in and log out of phones. To disable the login/logout feature, lock the user or location to the phone.

To lock a user or location to a phone, follow these steps:

1. Click **Users and Locations** in the left menu.
2. Select the **Last Name** for the selected user or location.
3. For users, check **User Locked to Phone** in the User Information section.
4. For locations, check **Location locked to phone** in the Location Information section.
5. Click Save.

To unlock a user or location from a phone, follow these steps:

1. Click **Users and Locations** in the left menu.
2. Select the **Last Name** for the selected user or location.
3. For users, clear **User Locked to Phone** in the User Information section.
4. For locations, clear **Location locked to phone** in the Location Information section.
5. Click Save.

User Web Lockout

Users are locked out from the web interface after three failed login attempts. A lockout is indicated on Users and Locations, which shows a lock icon in the Web column. It is also indicated on the User Details page, which shows a relevant note.

To reset the user's PIN, click **Save and Reset PIN**.

Configure Language Preferences

If your Service Provider supports more than one language, you can configure the language used for the web pages and phones on a per user basis.

The language used for the web pages depends on the web address that is used for access. Users should bookmark the web address for their preferred language. See "Setting your Language for the Web Interface" in the *Mitel IP Phone Reference Guide*.

The language preference for the phone can be configured by an administrator or by the users themselves. The language selected for the phone will determine the language used for:

- Messages and labels on the phone display
- Prompts when recording name announcement or Auto Attendant prompts

To configure the language for phone on behalf of a user or location, follow these steps:

1. Click **Users and Locations** in the left menu.
2. Click the **Last Name** for the selected user or location.
3. Select the required language from the **Language for Phone** drop-down list.
4. Click **Save**.

Managing Group Features

Using call groups, incoming calls can be routed to multiple users. Each call group type routes calls to group members differently. Users can join or leave the call groups to which they belong. Certain types of call groups (Broadcast, Hunt, and Rollover) are also associated with call coverage so that calls can be handled even when not answered by a group member. The following call group types are available:

Group	Definition	Key
Broadcast group	Incoming calls to a broadcast group are routed to all group members at the same time causing all available members' phone lines to ring simultaneously. The phones stop ringing once the call has been answered or forwarded to call coverage.	Broadcast groups provide an equal opportunity for all group members to answer group calls.
Call pickup group	Incoming calls to any member of a call pickup group ring the member of that group plus provide notification to other members (via a flashing pickup key). Any member of the group can answer the call on behalf of their co-worker by pressing the pickup key. The phone stops ringing once the call is answered or the call is redirected to the member's call coverage setting. Note that the extension used	Call pickup groups allow any member of a group to answer calls for their co-workers.

Group	Definition	Key
	to identify the call pickup group cannot be called.	
Hunt group (linear)	Incoming calls to a linear hunt group are routed to each group member in turn, and always start with the first member listed. Each phone rings in turn for a prescribed number of rings. If the call is not answered, it is passed to the next available member's line. This continues until the call is answered or forwarded to call coverage.	Linear hunt groups ring one phone at a time, thus establishing a preference for who will answer a group call.
Hunt group (circular)	Incoming calls to a circular hunt group are routed to each member of the group in turn, and always start with the member following the last member on the list whose phone rang. Each phone rings in turn for a prescribed number of rings. If the call is not answered, it is passed to the next available member's line. This continues until the call is answered or forwarded to call coverage.	Circular hunt groups share the load of answering a group call because calls do not always route to the first member listed. Phones ring one at a time as the group call is passed from one member to the next on the list.
Monitor group (Monitor call)	Incoming calls to the monitor primary group member can be monitored and picked up by the monitor secondary group members if they have a memory key configured to Monitor Call on their phones. Calls to a monitor group will cause the monitor primary and secondary phones to ring until the call is either answered by a group member or forwarded	Using monitor call, multiple members can answer incoming calls for another user and can be alerted when that user has available lines. To activate this group once it has been created, assign Monitor Call /Monitor -Silent key mappings for your monitor group's secondary members.

Group	Definition	Key
	to the call coverage for the monitor primary.	
Monitor groups (Monitor Phone)	The primary group member can have their phone monitored for activity rather than their calls. In this instance a secondary group member must have a memory key configured as Monitor Phone. When the primary group member is on a call the secondaries will see the LED next to programmed memory key light up.	A secondary member that assigns a Monitor Phone key is able to monitor when the primary member's phone is active as the memory key LED is lit. A memory key that is programmed as a Monitor Phone key can also be used as a speed dial to the monitored user's extension.
Rollover	Incoming calls to a rollover group are routed to each group member in turn always starting with the first member in the list until an available phone is located. The call rings on this phone until it is answered or forwarded to call coverage.	Calls to a Rollover group will only be presented to the first available group member.
Page Group	Page groups are used to page the phones of specific Page group members who are located in the same site.	Keys can be configured on phones to page the group.

When a call to a Broadcast or Hunt group is ringing, subsequent calls to the same Broadcast or Hunt group are queued. They are presented to group member's one call at a time when the previous call has been answered.

Call Group Limits

You can assign up to 100 members to Hunt, Broadcast, Monitor or Rollover call groups. If you attempt to assign more than 100 members, *My Vaspian* generates a web validation error.

You can assign up to 50 members to Pickup Groups, per tenant. If you attempt to assign more than 50 members, *My Vaspian* generates a web validation error.

The following are examples of valid memberships for Pickup Groups:

- Pickup Group 601 has 10 members and Pickup Group 602 has 40 members
- Pickup Group 601 has 20 members and Pickup Group 602 has 30 members
- Pickup Group 601 has 50 members.

View Call Groups

The Call Groups list page displays a list of all call groups in the system.

To view call groups, click **Call Groups** in the left menu.

The system displays a list of call groups.

Assign Users to a Call Group

To associate users with an existing call group, follow these steps:

1. Click **Call Groups** in the left menu.
2. Select the **Name** to select a specific call group.
3. In the Membership section, add members to this Call Group. To add members, drag-and-drop them from the Available to the Selected list, use the **+** button, or click **Add all**. To remove members, use the **-** button or click **Remove all**.
4. Click Save.

NOTE

\# Users assigned to a Broadcast, Hunt or Rollover group are logged into the group and can receive calls by default.

\# Users assigned to a Pickup group are logged into the group and can answer calls by default.

\# When assigning users to a monitor group, the monitor group secondaries must configure Monitor Call, Monitor Phone or Monitor Call Silent memory key mappings in order for the group behavior to take effect. See "Programmable Memory Key Features" in the *Mitel IP Phone Reference Guide*.

Group list

        #   When assigning users to a Hunt group, you must also configure the After 'x' rings send call to next member list to specify the number of times each users phone should ring before the call is passed to the next user.

        #   By unassigning a user from a call group, group behavior stops as soon as a call in progress is completed.

        #   Users can belong to multiple groups.

Lock Members to a Call Group

This section describes how to set up a call group in such a way that the members cannot leave it. This ensures that the members are aware of all incoming calls to their call group. This feature applies to Broadcast, Pickup, Hunt, and Rollover groups only.

To lock members to a call group, follow these steps:

1. Click **Call Groups** in the left menu.
2. Select the **Name** to select a specific call group.
3. Clear **Allow Members to Leave Group?**
4. Click **Save**.

NOTE   By default call group members are not locked to a call group.

Announcements

Broadcast, Hunt, and Rollover call groups can also be configured as Queue Groups provided the required licenses have been applied. Callers can be provided with a looping announcement that tells them their position in the queue.

When provisioning Call Groups (Broadcast, Hunt, and Rollover), Tenant Administrators must check **Queue** in the **General Information** section of the Call Group Details page.

When Tenants check the Queue box, they must also configure the following:

- Initial Greeting (mandatory)
- Wait Announcement (mandatory)
- Position Announcements (optional)

NOTE   When configuring users as members of Call Groups, Tenant Administrators must check **Agent** in the Services section of the provisioning page (User Details). Only Agents can be members of Queue groups.

Initial Greeting

After the specified number of rings, callers hear the Initial Greeting.

Select the Initial Greeting from the drop-down list. The default is Company Default.

Wait Announcement

The Wait Announcement is played to callers while they are in the queue. It starts to play when the Initial Greeting has finished playing or immediately after the specified number of rings when the Initial Greeting is set to none.

To configure the Wait Announcement, follow these steps:

1. From the drop-down list, select the announcement to play. The default is Company Default.
2. Enter the number of minutes to play the announcement before sending to call coverage.

Position Announcements

Position Announcements tell callers their place in the queue at a configurable interval. Position announcements comprise prefix (required), the number, and suffix (optional). The prefix announcement plays before the position announcement; the suffix announcement plays after the postion announcement. For example, the announcement "You are currently caller number 3. Please stay on hold to maintain your place in the queue." breaks down as follows:

Prefix	Position Announcement	Suffix
You are currently caller number	3.	Please stay on hold to maintain your place in the queue.

To configure the Position Announcement, follow these steps:

1. Check **Enable position announcements for this group**.
2. Enter a the interval between announcements in seconds. The value must be between 10 and 300. The default is 30.
3. From the drop-down list, select the announcement prefix. The default is Company Default.
4. From the drop-down list, select the announcement suffix. The default is Company Default.

Configure Call Group Call Coverage for this group.

Configure Call Group Call Coverage

Call group call coverage determines how a call is handled if none of the call group members answer the call. Call coverage applies only to Broadcast, Hunt, and Rollover groups. The monitor primary call coverage applies to incoming calls to a monitor group. For incoming calls to a member of a call pickup group, the call coverage setting of that member applies. The call coverage options available are: Employee VoiceMail, Auto Attendant, Employee, and Another Phone Number.

To configure call group call coverage, follow these steps:

1. Click **Call Groups** in the left menu.
2. Click the **Name** to select a specific Broadcast, Hunt, or Rollover call group.
3. From the Call Coverage section, select one of the following call coverage options:
   - **Employee Voice Mail**: This directs the call group call to the selected employee's voicemail box.
   - **Auto Attendant**: This directs the call group call to the Auto Attendant selected from the adjacent list.
   - **Employee**: This directs the call group call to the employee selected from the adjacent list.
   - **Another Phone Number**: This directs the call group call to the phone number in the adjacent text box.
4. Define when call coverage will take effect.
   - **Broadcast and rollover groups**: From the **After x rings send this call group's call to** list, select the number of times you want the phones to ring before call coverage takes effect.
   - **Hunt groups**: From the **After x unanswered phones** list, select the number of unanswered phones you would like the call to traverse before call coverage takes effect.
5. Click **Save**.

NOTE | No default call coverage is provided when a new broadcast, hunt or rollover group is added. If call coverage is not configured for a call group, an incoming call will ring until the caller hangs up.

Add a Broadcast Group

1. Click **Call Groups** in the left menu.
2. Select **Add Broadcast Group** from the Add list.
3. Type the broadcast group name in the **Name** field.
4. Select an extension for the broadcast group from the Extension list. The Extension list displays the next five available extensions for Call Groups. You can enter a different valid extension by selecting **Other** from the Extension list and typing the extension of your choice.

5. Check **Queue** if calls are to be queued.
6. From the drop-down list, select the **Call Behavior** for the broadcast group.
   - To configure the broadcast group calls to only ring on idle group member phones, select the "Only ring phones not in use" option.
   - To configure the broadcast group calls to ring on all group member phones even if a group member is already on a call, select the "Ring all phones" option.

> When the "Ring all phones" option is selected, incoming broadcast group calls are still queued when group member phones are ringing because of a call to the same broadcast group. See Managing Group Features.

7. In the Membership section, add members to this Call Group. To add members, drag-and-drop them from the Available to the Selected list, use the **+** button, or click **Add all**. To remove members, use the **-** button or click **Remove all**.
8. If you choose to lock users to the new call group, clear **Allow Members to Leave Call Group**.
9. If you checked the **Queue** , under the Wait Announcement section enter the following:
   a. From the drop-down list, select the number of rings before, playing the announcement.
   b. From the drop-down list, select the announcement to play.
   c. Enter the number of minutes to play the announcement before sending to call coverage.
10. Set up Call Coverage for the new broadcast group (optional).
11. Click **Save**.

> \# If a broadcast group has no members assigned to it, or if all members are logged out of their phones, the call goes immediately to call coverage.
> \# When a broadcast group is created, it has all call permissions to enable call coverage to an external number.

Transfer a Call to a Specific User's Voicemail

You can add a Broadcast group and use it to transfer calls to a specific user's voicemail.

To set up My Vaspian so that subscribers can transfer calls to a specific user's voicemail, follow these steps:

1. Create a Broadcast Group with no members assigned to it.
2. Make its behaviour to only ring phones not in use.
3. Make the coverage to the group Employee voicemail.
4. Select the employee you want whose voicemail you want to forward calls to.
5. Add a speed dial for that Broadcast Group labeled as Mr. "X"'s voicemail on the Receptionist's phone.

Modify a Broadcast Group

To modify an existing broadcast group, follow these steps:

1. Click **Call Groups** in the left menu.
2. Click the **Name** to select a specific broadcast group.
3. Modify the broadcast group name if required. The **Name** field cannot be left blank.
4. Modify the **Queue** checkbox if necessary.
5. Modify the broadcast group call behavior if necessary.
   - To configure the broadcast group calls to only ring on idle group member phones, select **Only ring phones not in use**.
   - To configure the broadcast group calls to ring on all group member phones even if a group member is already on a call, select **Ring all phones**.

> NOTE When **Ring all phones** is selected, incoming broadcast group calls are still queued when group member phones are ringing because of a call to the same broadcast group. See Managing Group Features.

6. Update the **Members of Call Group** list for the selected broadcast group (optional).
7. If required, modify whether the group members are locked to the selected broadcast group.
8. Modify the Call Coverage for the selected broadcast group (optional).
9. Click **Save**.

> NOTE If a broadcast group has no members assigned to it, or if all members are logged out of their phones, the call goes immediately to call coverage.

Add a Call Pickup Group

1. Click **Call Groups** in the left menu.
2. Select **Add Pickup Group** from the Add list.
3. Type the pickup group name in the Name field.
4. Select an **Extension** for the call pickup group from the Extension list. The Extension list displays the next five available extensions for Call Groups. You can enter a different valid extension by selecting **Other** from the Extension list and typing the extension of your choice in the Text field.

> NOTE The Extension is used for group identification purposes only. The extension cannot be dialed.

5. In the Membership section, add members to this Call Group. To add members, drag-and-drop them from the Available to the Selected list, use the **+** button, or click **Add all**. To remove members, use the **-** button or click **Remove all**.

6. If you choose to lock users to the new call group, clear **Allow Members to Leave Call Group**.
7. Click **Save**.

Modify a Call Pickup Group

To modify an existing pickup group, follow these steps:

1. Click **Call Groups** in the left menu.
2. Select the **Name** to select a specific pickup group.
3. Modify the pickup group name if required. The **Name** field cannot be left blank.
4. Update the **Members of Call Group** list for the selected pickup group (optional).
5. If required, modify whether or not the group members are locked to the selected pickup group.
6. Click **Save**

Add a Hunt Group

To add a new hunt group, follow these steps:

1. Click **Call Groups** in the left menu.
2. Select **Add Hunt Group** from the Add list.
3. Type the hunt group name in the **Name** field.
4. Select an Extension for the hunt group from the Extension list. The Extension list displays the next five available extensions for call groups. You can enter a different valid extension by selecting **Other** from the Extension list and typing the extension of your choice in the Text field.
5. Select the **Hunt Group Type** from the Type list. Circular Hunt Group is the default type.
6. Check **Queue** if calls are to be queued.
7. Select the **Call Behavior** for the hunt group.
   - To configure the hunt group calls to only ring on idle group member phones, select the **Only ring phones not in use**.
   - To configure the hunt group calls to ring on all group member phones even if a group member is already on a call, select **Ring all phones**.

   > NOTE When **Ring all phones** is selected, incoming hunt group calls are still queued when group member phones are ringing because of a call to the same hunt group. See Managing Group Features.
8. In the Membership section, add members to this Call Group. To add members, drag-and-drop them from the Available to the Selected list, use the **+** button, or click **Add all**. To remove members, use the **-** button or click **Remove all**.
9. If you choose to lock users to the new call group, clear the Allow members to leave group? check box (optional).

10. From the **After 'x' rings send call to next member** list, select how many times you would like a Hunt group member's phone to ring before the call is transferred to the next member (optional).
11. If you checked **Queue**, enter the following under the **Wait Announcement** section:
    - Select the number of rings before playing the announcement.
    - Select the announcement to play.
    - Enter the number of minutes to play the announcement before sending to call coverage.
12. Set up Call Coverage for the new hunt group (optional).
13. Click **Save**.

| NOTE | # | If a Hunt group has no members assigned to it, or if all members are logged out of their phones, the call goes immediately to call coverage. |
| | # | When a Hunt group is created it has all call permissions to enable call coverage to an external number. |

Modify a Hunt Group

1. Select **Call Groups** in the left menu.
2. Select the **Name** corresponding to the Hunt group that you want to modify.
3. Modify the Hunt group name if required. The **Name** field cannot be left blank.
4. Modify the Hunt group type in the **Type** list (optional).
5. Modify the **Queue** checkbox if necessary.
6. Modify the **Call Behavior** for the Hunt group.
    - To configure the Hunt group calls to only ring on idle group member phones, select the **Only ring phones not in use**.
    - To configure the Hunt group calls to ring on all group member phones even if a group member is already on a call, select **Ring all phones**.

    | NOTE | When **Ring all phones** is selected, incoming Hunt group calls are still queued when group member phones are ringing because of a call to the same Hunt group. See Managing Group Features. |

7. Modify the **Members of Call Group** list for the selected Hunt group if required.
8. If you choose to lock users to the call group, clear **Allow members to leave group?**.
9. From the **After 'x' rings send call to next member** list, select how many times you would like a Hunt group member's phone to ring before the call is transferred to the next member, if required.
10. Modify Call Coverage for the selected Hunt group (optional).
11. Click **Save**.

| NOTE | If a Hunt group has no members assigned to it, or if all members are logged out of their phones, the call goes immediately to call coverage. |

Change the Order of a Hunt Group Member List

The order in which Hunt Group members appear in the Members of Call Group list determines the order in which the phones will ring to address the incoming call.

To change the order of the Members of Call Group list, follow these steps:

1. Click **Call Groups** in the left menu.
2. Select the **Name** to choose a specific Hunt Group.
3. Select the name in the **Members of Call Group** list that you would like to move.
4. Drag and drop the user up or down the list order.
5. Click **Save**.

Add a Monitor Group

To create a new Monitor group, follow these steps:

1. Click **Call Groups** in the left menu.
2. Select **Add Monitor Group** from the **Add** list.
3. Select the Monitor Groups **Primary User** from the list provided. This is the user whose calls or phone will be monitored by other users. A Monitor group takes the name and extension of the Monitor primary.
4. In the Membership section, add members to this Call Group. To add members, drag-and-drop them from the Available to the Selected list, use the **+** button, or click **Add all**. To remove members, use the **-** button or click **Remove all**.
5. Click **Save**.

	#	To enable Monitor group behaviour, Monitor key mappings must be assigned for your Monitor group secondary members.
	#	If a Monitor group has no members assigned to it the call is treated as a regular incoming call to the Monitor group primary user.
	#	Since the Monitor group has the same extension as the Monitor primary user, there is no change to the way calls are made or received for that user. Their call coverage still applies to their incoming calls. For administrators, continue to use the Monitor primary user's extension (as required) when configuring Auto Attendants or incoming call routing.

Modify a Monitor Group

To modify an existing monitor group, follow these steps:

1. Click **Call Groups** in the left menu.
2. Click the **Name** corresponding to the monitor group that you want to modify.

3. Modify the **Members of Call Group** list for the selected monitor group (optional).
4. Click **Save**.

📝 If a monitor group has no members assigned to it the call is treated as a regular incoming call to the monitor-primary user.

Add a Rollover Group

1. To create a rollover group, follow these steps:
2. Click **Call Groups** in the left menu.
3. Select **Add Rollover Group** from the **Add list**.
4. Type the Rollover group name in the **Name** field.
5. Select an Extension for the rollover group from the **Extension** list. The Extension list displays the next five available extensions for Call Groups. You can enter a different valid extension by selecting Other from the Extension list and typing the extension of your choice in the Text field.
6. Check **Queue** if calls are to be queued.
7. In the Membership section, add members to this Call Group. To add members, drag-and-drop them from the Available to the Selected list, use the **+** button, or click **Add all**. To remove members, use the **-** button or click **Remove all**.
8. If you choose to lock users to the new call group, clear **Allow members to leave group?**
9. If you checked the **Queue** box, under the **Wait Announcement** section enter the following:
   a. Select the number of rings before playing the announcement.
   b. Select the announcement to play.
   c. Enter the number of minutes to play the announcement before sending to call coverage.
10. Set up Call Coverage for the new rollover group (optional).
11. Click **Save**.

📝 # If a rollover group has no members assigned to it, or if all members are logged out of their phones, the call goes immediately to call coverage.
    # When a rollover group is created it has all call permissions to enable call coverage to an external number.

Modify Rollover Group

To modify an existing Rollover group, follow these steps:

1. Click **Call Groups** in the left menu.
2. Click the **Name** to select a specific Rollover group.

---

3. Modify the Rollover group name if required. The Name field cannot be left blank.
4. Modify the **Queue** checkbox if necessary.
5. Update the **Members of Call Group** list for the selected Rollover group (optional).
6. Modify whether the group members are locked to the selected Rollover group (optional).
7. Modify the call coverage for the selected Rollover group (optional). See Configure Call Group Call Coverage.
8. Click **Save**.

> If a Rollover group has no members assigned to it, or if all members are logged out of their phones, the call goes immediately to call coverage.

Add a Page Group

1. Click **Call Groups** in the left menu.
2. Select **Add Page Group** from the Add list.
3. Type the Page Group name in the **Name** field.
4. Select an extension for the Page Group from the Extension list. The Extension list displays the next five available extensions for Call Groups. You can enter a different valid extension by selecting **Other** from the Extension list and typing the extension of your choice.
5. In the Membership section, add members to this Call Group. To add members, drag-and-drop them from the Available to the Selected list, use the **+** button, or click **Add all**. To remove members, use the **-** button or click **Remove all**.
6. Click **Save**.

Modify a Page Group

To modify an existing Page Group, follow these steps:

1. Click **Call Groups** in the left menu.
2. Click the **Name** to select a specific Page Group.
3. Modify the Page Group name if required. The **Name** field cannot be left blank.
4. Update the **Members of Call Group** list for the selected broadcast group (optional).
5. Click **Save**.

Delete a Call Group

To permanently delete a call group from the system, follow these steps:

1. Click **Call Groups** in the left menu.

2. Choose one or more call groups to delete by checking the corresponding check boxes. To select all entries in the list, check the check box in the heading row.
3. Click **Delete**.
4. Click **Save**.

NOTE

\#   You cannot delete a Pickup group, Hunt group, Broadcast group, or Rollover group with associated members.

\#   You cannot delete a Monitor group, Hunt group, Broadcast group, or Rollover group if incoming call routing for one of your company phone numbers is configured to use that call group. To delete the call group in this case, you must change the incoming call routing configuration for that phone number to use a different extension. See Incoming Call Routing.

\#   If you delete a Monitor group, the associated Monitor Call, Monitor Phone and Monitor Silent key mappings will revert to an "Unassigned" key mapping.

\#   If you delete a call Pickup group, the associated pickup key mapping will revert to an "Unassigned" key mapping.

ACD Applications

ACD Applications that are visible through these web pages have to be provisioned on another system, which is used to manage the ACD Applications. If you have not subscribed to any ACD Applications, ACD Applications does not appear in the left menu.

ACD Applications is part of an advanced inbound call application that enables calls to be held with an announcement when there are no available Agents to answer them.

Once you have provisioned ACD Applications, ACD Applications is available in the left menu. You can edit permissions, configure incoming call routing, and configure Auto Attendant menu options with ACD Applications.

View ACD Applications

To view a list of ACD Applications, follow these steps:

1. Click **ACD Applications** in the left menu.

   The system displays a list of the ACD Applications in your system.

2. Click the **Name** of the queue you want to view.

Managing Permissions

You can manage permissions by editing the profile.

To edit the ACD Application, follow these steps:

1. Click **ACD Applications** in the left menu.
2. Click the **Name** of the application you want to edit.

   The system displays the ACD Application Details - Edit page.

3. In the Permissions section, use the drop-down menu to change the Permission Profile Name.
4. Click **Save**.

Phones

The system keeps a list of all of the phones that are plugged in and connected to the network at your company. See the following topics:

- View Phone Inventory List
- View/Modify Phone Details
- Unassign Phone
- Delete a Phone
- Reset a Device

Configure Mitel 5485 Paging Unit

To configure a Mitel 5485 paging unit for use in your company, follow these steps:

1. Follow the vendor documentation to physically connect the Mitel 5485 paging unit into your network.
2. Add a location in to the system. The location extension will be used as the paging unit's extension. See Add a Location.
3. Click **Phone Inventory** in the left menu.
4. Select the **Phone Label** corresponding to the MAC address of the 5485 paging unit.
5. Select the location from the **Assigned User/Location** list.
6. Click **Save**.

The paging unit is now available to receive calls. Whenever anyone uses the paging feature, the paging unit will be one of the devices through which the page is broadcast.

> If you configure the paging unit to have the Handsfree Answerback feature, then Intercom calls to the paging unit have no time limit. If you do not configure the paging unit to have the Handsfree Answerback feature, then the maximum length of time for an Intercom call is the same as the Paging feature limit.

Assign a Phone

It is possible to assign a phone to the user/location's extension. This is needed when the phone does not have Login/logout capability (such as a port on an Foreign eXchange Station (FXS) or a Mitel 5485 Paging unit.

Once a phone has initialized, you can assign the extension by following these steps:

1. Add a user/location in to the system. The user/location extension will be used for this phone. See Add a User and Add a Location.
2. Click **Phone Inventory** in the left menu.
3. Click the **Phone Label** corresponding to the device that you want to configure an extension for. The Phone Label will be the MAC address shown on a sticker on the back of the phone or FXS.
4. Select the user/location from the **Assigned User/Location** list.
5. Click **Save**.

Unassign Phone

To remotely log a user or location out of their telephone, follow these steps:

1. Click **Users and Locations** in the left menu.

2. Click the **Last Name** for the selected user or location.
3. Click **Unassign**.
4. Click **Save**.

View Phone Inventory List

To view all company phones that are plugged in and connected to the network, click **Phone Inventory** in the left menu.

The Phone Inventory List page is displayed with the following columns:

- **Phone Label**–click to Reset a Device or Customize Device Label
- **Phone Name**–the name of the phone
- **Account**–click to View Users and Locations
- **Site**–the site the device belongs to

The default device is the first phone name in list or first logged in phone in the list showing an asterisk [*].*

View/Modify Phone Details

Using this feature, the administrator can view and make changes to phones in the company's inventory, including assigning and unassigning users and locations from their phones.

> When a phone is associated with a user or location, the user or location call permission profile determines which types of calls can be placed from the phone. When a phone is not associated with a user or location, the phone uses the default call permissions profile, "Unassigned", to determine the outbound call permissions.

To view or modify phone details, follow these steps:

1. Click **Phone Inventory** in the left menu.
2. Click the **Phone Label** corresponding to the phone that you want to view/modify.
3. Modify the label if required. The label is used to identify the phone and has a default value corresponding to the MAC address of the phone.
4. Select a user or location from the **Assigned User/Location** list to assign the user or location to the phone if required.
5. Select Unassigned from the **Assigned User/Location** list to unassign the user or location from the phone if required.
6. Click **Save**.

Delete a Phone

This section describes how to delete a phone from the system. Once a phone is deleted, it is permanently disconnected from the system. This means that the associated user or location is effectively logged out and is no longer able to receive or make calls.

To delete a phone, follow these steps:

1. Click **Phone Inventory** in the left menu.
2. Select one or more phones by checking the corresponding check boxes. To select all entries in the list, check the check box in the heading row.
3. Click **Delete**.
4. Click **OK**.

   The system display a warning message informing you that the phones selected must be physically disconnected from the network, or they will automatically be re-discovered and re-added to the inventory.

5. Physically disconnect the phone.
6. Click **OK**.

Reset a Device

Reset a device to return a phone or other discovered device to a known state when it is out of synch with the phone system.

To reset a phone or device, follow these steps:

1. Click **Phone Inventory** in the left menu.
2. Click the **Phone Label** corresponding to the phone or device that you want to view/modify.

   The system returns the Phone Inventory Details page.

3. Click **Reset Device**.

	#	User and phone configuration information is maintained when you reset a device.
	#	Resetting a device may end a call in progress.

Customize Device Label

Tenant administrators can customize device labels.

To customize a phone or device label, follow these steps:

1. Click **Phone Inventory** in the left menu.
2. Click the **Phone Label** corresponding to the phone or device that you want to view/ modify.

   The system returns the Phone Inventory Details page.

3. Edit the **Label** field.
4. Click **Save**.

Fax

Fax machines can be integrated into the IP phone system using an FXS gateway. Typically, an FXS gateway can support one fax machine per port. Each port of the FXS gateway appears as a separate device in the Phone Inventory list. From this list, you can view and modify the device details and configure an extension for your fax machines.

Contact your Service Provider for assistance in the purchase, provisioning and installation of an FXS gateway.

Once the FXS gateway is installed and provisioned, see Configure Fax Extension.

Configure Fax Extension

To receive and send faxes, the port of a device that is connected to a fax machine must have an extension.

To configure an extension for a fax, follow these steps:

1. Add a location into the system. The location extension will be used as the fax extension. See Add a Location.
2. Click **Phone Inventory** in the left menu.
3. Click the **Phone Label** corresponding to the device (port) that you want to configure an extension for.
4. Select the location from the **Assigned User/Location** list.
5. Click **Save**.

To receive external faxes, associate the fax extension with one of your company phone numbers. See Incoming Call Routing for instructions on how to route a phone number to the location associated with your fax extension.

| NOTE | # | Select Unassigned from the Assigned User/Location list if you do not want an extension to be associated with the device (port). |
| | # | The call permission profile of the location associated with the fax determines which types of calls can be placed from the fax. |

Handling Lists

Much of the information presented to you is provided in lists. This section included the following topic:

- Sorting Lists
- Searching Lists
- Exporting Lists

Sorting Lists

To sort a list, choose one of the following options:

- Select any of the table column headings. The rows in the table are sorted in ascending order (alphabetical or numeric, depending on the column heading selected).
- Select the same heading a second time to reverse the order.

Searching Lists

You can predictively search lists in *My Vaspian*. Each list has a search feature located at the top of the page.

To search a list, follow these steps:

1. From the drop-down list, select the area you want to **Search In**.
2. Begin typing a string in the **For** field.

   The system filters the list as you type your criteria.

Exporting Lists

You can export lists to any of the following four formats:

- CSV (comma-separated values)
- Excel
- XML
- PDF

Simply click the format of your choice and either open it or save it to your local drive.

Glossary of Terms

Auto Attendant
An automated system that directs incoming calls to the appropriate extensions.

ATM
Asynchronous Transfer Mode. This is a protocol used for high speed data connections

CallP Server
Call Processing Server. This is a piece of software that provides much of the intelligence for the *My Vaspian* system

Class of Service
an identifier that indicates a type of telephone call. Examples of Class of Service include "Emergency (911)", "Internal", and "Long Distance".

Click-to-Call
a web-based communication, where a user clicks a button to call a device

Conference Server
a device on the network used to provide conferencing services such as n-way calling. This is also called the Bridge Server.

Customer
From the Service Provider's perspective, this is often used to mean tenant

DHCP
Dynamic Host Control Protocol. This allows devices on an IP network to be dynamically allocated their IP Addresses and other information

DHCP Server
the machine on an IP network which allocates IP addresses and other information to devices on the network.

Dial Plan

a set of entries, which describe what action, the system should take based on the initial digits dialed (such as external call for "9")

DSL
Digital Subscriber Loop. This is a digital connection to a subscriber (usually high speed).

DSLAM
Digital Subscriber Loop Access Multiplexor. This is the device that multiplexes a set of DSL lines together.

FTP
File Transfer Protocol. This is a protocol to allow transfer of files (such as the software loads for IP phones) over a network.

Gateway
The device connecting the IP LAN to the public telephone network. The gateway contains slots that contain ports that connect to the public telephone network over PRI groups.

ICMP
Internet Control Messaging Protocol. This is a protocol that allows the Ping command.

media server
A device used to store and play Auto Attendant greetings, announcements and prompts for users of the *My Vaspian* system.

MIB
Management Information Base. This is a logical database made up of configuration, status and statistical information. It is transmitted using the SNMP protocol.

NMS
Network Management System (or Station). This is a system used to remotely monitor all components of a network. The most common protocol used by an NMS to communicate with its network components is SNMP.

NOC
Network Operations Center. This is typically a location where the Service Provider's NMS is running.

NPA
Numbering Plan Area. This is a 3-digit code also known as the Area Code

PRI
Primary Rate ISDN. This is a service that provides 23 digital voice channels plus 1 signaling channel on a standard T1 interface in a telephone network.

PRI Group
a grouping of PRI channels used for routing information.

Product DHCP Server

The DHCP Server provided as part of the *My Vaspian* product

PSAP

Public Safety Answering Point A facility equipped and staffed to receive 911 calls

PSTN

Public Switched Telephone Network.

PVC

Private Virtual Circuit. This is a reserved part of an ATM connection.

RFC

Request For Comments. This is actually used to describe specifications for protocols and computer industry related issues that are now considered standard. For example, the standard definition of SNMP is referred to as RFC1157

Route

A logical entity used to describe the type of calls based on dial plan (such as Internal, Long Distance, etc)

Route Entry

An entity that describes to which PRI group a call should be routed

RTCP

Real Time Protocol. This is a protocol used for sending messages to and from the IP Telephones.

Slot (on a gateway)

A single interface on a gateway. The slot contains ports that connect to PRI groups.

SMDI

Simplified Message Desk Interface. This is a protocol used to communicate with a voicemail system.

SMDI Port

a number indicating a characteristic of IP messages for the voice mail system.

SME

Small and Medium Business Enterprises

SMTP

Simple Mail Transfer Protocol. This is a protocol for sending e mail messages.

SNMP

Simple Network Management Protocol

T1

A standard North American physical wiring interface which provides twenty four 64 kilobit/second channels for telephone calls.

TCP
Transmission Control Protocol. This is a layer added onto the IP protocol (shown as TCP/IP) to provide reliable communication.

Telco
Telephone Company. This is a company that purchases the *My Vaspian* solution and sells voice over IP telephone service to tenants

Tenant
A customer of the Service Provider.

Tenant Administrator
A user id that has the access rights required to perform administrative functions for a given tenant.

TFTP
Trivial File Transfer Protocol. This is the protocol used by the *My Vaspian* TFTP Server that sends the software load files to IP phones.

UBR
Unspecified Bit Rate. This is a characteristic of a PVC in an ATM connection. In the *My Vaspian* system, it would be used for PC data traffic.

UDP
User Datagram Protocol. This is a layer added onto the IP protocol (shown as UDP/IP) to provide a simple way to deliver information.

User
An individual with access to the web interface of the *My Vaspian* product. A user has an associated user id and password/PIN number. From the perspective of a tenant, a user also has an associated telephone extension

VBR rt
Variable Bit Rate Real Time. This is a characteristic of a PVC in an ATM connection. In the *My Vaspian* system, it would be used for telephony traffic

VCI
Virtual Circuit Identifier. This is part of the definition of a PVC in an ATM connection. A PVC is uniquely identified by its VCI and VPI (usually written in the form ccc.ppp where ccc is the VCI and ppp is the VPI).

VPI
Virtual Path Identifier. This is part of the definition of a PVC in an ATM connection. A PVC is uniquely identified by its VCI and VPI (usually written in the form ccc.ppp where ccc is the VCI and ppp is the VPI).

Voicemail system

a device used for storage and retrieval of subscriber's voicemail.

Zone

A logical entity that associates sites with dial plans and CallP servers. Zones contain route entries that determine the physical routing of outgoing calls from the system.

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