LUS FIBER
All Business

Hosted Voice

YOUR ADMINISTRATOR'S GUIDE TO THE LUS FIBER ALL BUSINESS HOSTED VOICE ExecCONNECT SYSTEM

Rely on us to take care of your business.

CONTENTS

1 INTRODUCTION

1.1 PURPOSE OF THIS GUIDE

Welcome to Hosted Voice from LUS Fiber! This guide is intended to help Administrators perform the various tasks needed to manage their phone system, such as:

- Adding new lines to the system
- Setting up your call groups
- Configuring your auto attendant

This guide is divided into sections which describe how to configure different aspects of your phone system. At the end, you will find a glossary which explains the important concepts of your phone system uses.

1.2 OTHER GUIDES

There are additional guides that you may need to refer to when administering your phone system, and that you will need to provide to the users of your phone system:

- "Hosted Voice User's Guide" - This guide describes how end users should use all of the functions and features of your phone system. You should distribute copies of this document to all of your end users.
- "Hosted Voice Quick Start Guide" - This guide offers quick reference to commonly used features of your phone system.

2 EXECCONNECT BUSINESS GROUP ADMINISTRATOR (BG ADMIN)

ExecCONNECT provides a web interface to your phone system, and allows end users and Business Administrators to modify their settings. There are two ExecCONNECT interfaces.

- The first is for regular users to manage their business telephony settings.
- The second is for Business Administrators to modify both global settings for the business and to modify end-users' settings.

The second of these interfaces is the one which you will use to administer the phone system and is described by this document. For more details on using the first interface, please see the "Hosted Voice End User Guide".

2.1 ACCESSING EXECCONNECT BG ADMIN

To configure BG lines and to manage their BG's lines and services, a BG Administrator should log in using a separate login page than regular users. The address is https://voicemail.lusfiber.net/bg/login.html.

ExecCONNECT is supported on the latest versions of all major browsers and operating systems. These include:

- Microsoft Internet Explorer version 6 or later

- Firefox version 3 or later
- Google Chrome version 4 or later (Windows only)
- Safari version 5 or later (Mac OS X only)

It is supported on the following operating systems:

- Microsoft Windows 2000
- Microsoft Windows XP
- Microsoft Windows Vista
- Microsoft Windows 7 & 8
- Mac OS X 10.6, Snow Leopard
- Mac OS X 10.7 (Lion)

NOTE: JavaScript must be enabled.

2.2 LOGGING INTO EXECCONNECT BG ADMIN

To log into ExecCONNECT, follow these steps:

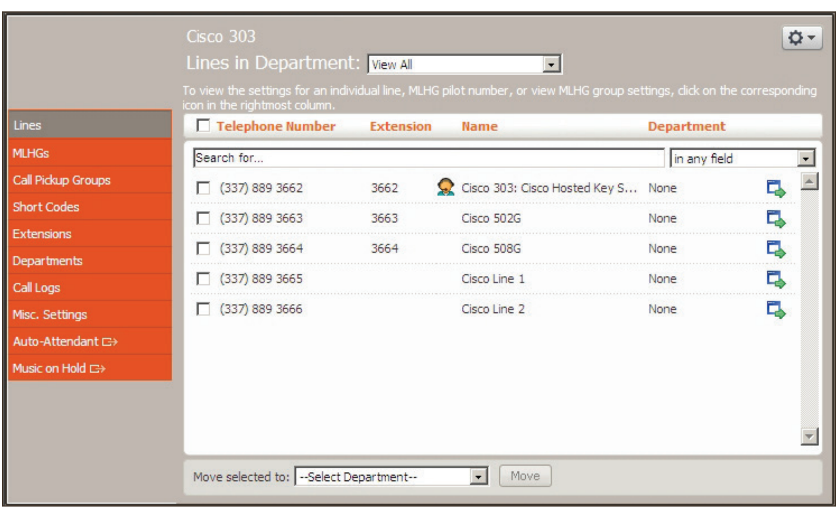
1. Go to https://voicemail.lusfiber.net/bg/login.html.
2. Enter a phone number that has been assigned administrative access.

   NOTE: Do not use spaces, hyphens or parentheses. Enter the 10 digit number only.
3. Enter the password
4. Click on Login.

2.3 USING EXECCONNECT BG ADMIN

Once you are logged into ExecCONNECT you are presented with the Business Group Administrator's homepage.

Figure 1: ExecCONNECT Business Group Administrator homepage



- Down the left hand side of this page are a series of links which take you to the different pages within ExecCONNECT.
- The main panel shows the contents of the page you've selected.
- In the top right hand of the page is the name of the user you are logged in as and icons which:

Help - Will open a new browser window with detailed options on using the current page.

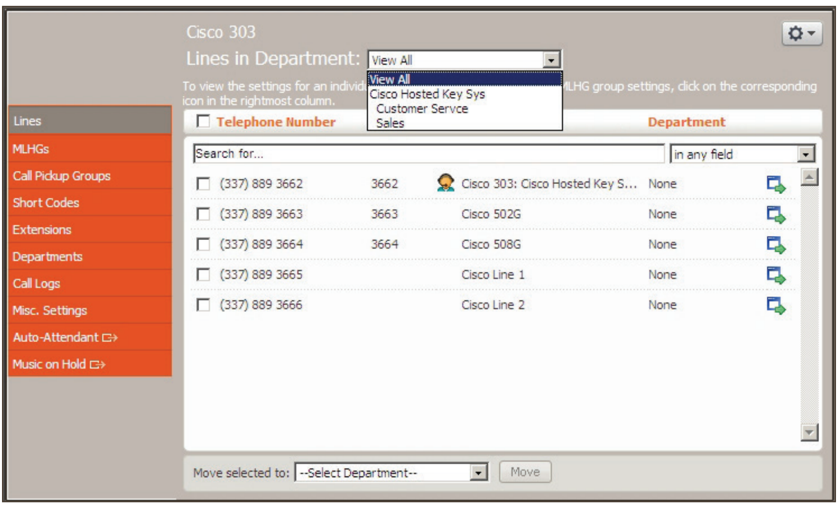
Refresh - Will refresh the current ExecCONNECT page.

Log Out - Will log out of ExecCONNECT.

3 LINES

The LINES tab is the ExecCONNECT Business Group Administrator's homepage and it will display once you've logged in.

Figure 2: ExecCONNECT Business Group Admin Lines display



This menu shows all the lines within the department that you are an administrator of. To view lines that are in sub-departments, select the sub-department using the drop-down list at the top of the page.

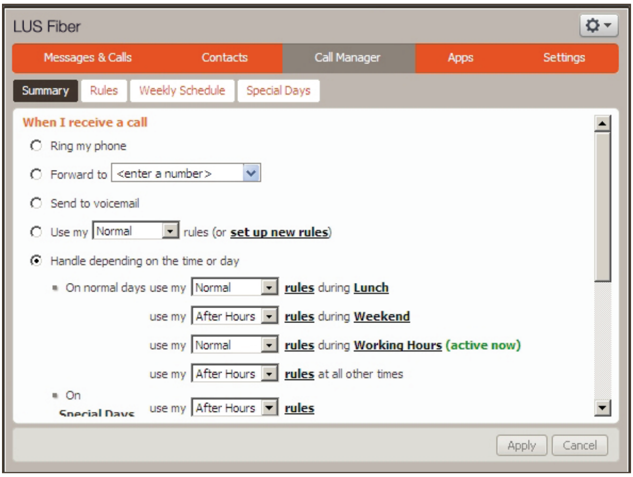
3.1 LOGGING INTO A USER'S ACCOUNT

To log on as a regular user, follow these steps:

1. Select the Individual Line icon to the right of the line.
2. This will launch the regular ExecCONNECT interface for that line in a new browser window.
3. From here you can make modifications to:
    - Messages & Calls
    - Contacts
    - Call Manager
    - Apps
    - Settings

4. Once you have made your modifications and are satisfied, click "Apply" at the bottom right of the window and close the window.
5. If you made an error and do not wish to save your changes, simply click "Cancel" at the bottom right of the window.

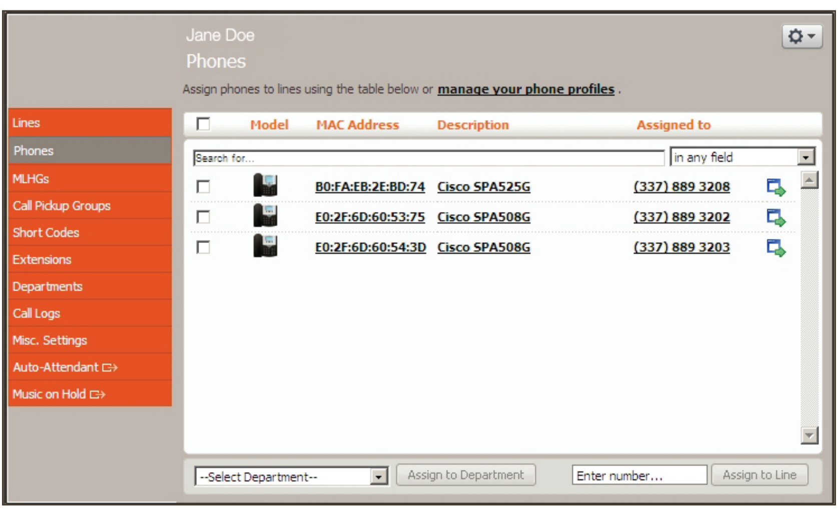
Figure 3: Call Manager



4 PHONES

To access the Phones page select the Phones link on the left hand side of the page.

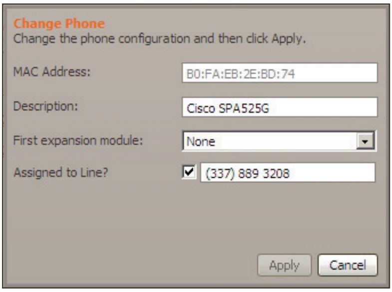
Figure 4: ExecCONNECT Business Group Admin Phones display



This page shows you all of the known phones in the current department. To view the phones in sub-departments, select a different department using the drop-down list at the top of the page.

4.1 MODIFY PHONE DESCRIPTION

Figure 5: Modify Phone Description dialog box

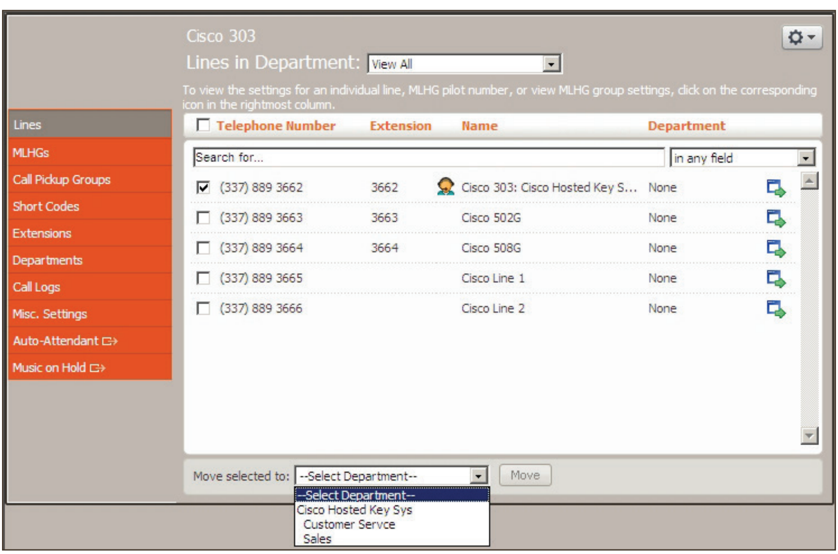


To change the description given to a phone, follow these steps:

1. Click on the current "Description" of the phone.
2. Enter the new description.
3. Click on the "Apply" button.

4.2 MOVING PHONES BETWEEN DEPARTMENTS

Figure 6: Moving phones between departments



To move a phone between departments, follow these steps:

1. Within the "Phones" tab, select the phone you wish to move by using the checkbox to the left of the line.
2. Select the department you wish to move the phone to by using the drop-down list at the bottom of the window.
3. Click on the "Assign to Department" button.

4.3 ASSIGNING A LINE TO A PHONE

To assign a phone to a line, follow these steps:

1. Within the "Phones" tab, select the phone you wish to assign a line to by using the checkbox to the left of the phone.
2. Enter the number of the line you wish to assign to the phone using the "Enter number…" box at the bottom right of the window.
3. Confirm by clicking on the "Assign to Line" button.

4.4 REMOVING A LINE FROM A PHONE

You may wish to remove a line from a phone if, for example, the phone breaks and you need to assign a new phone to the user.

To remove a line from a phone, follow these steps:

1. Within the "Phones" tab, select the phone you wish to assign a line to by using the checkbox to the left of the phone.
2. Use the "Select Department" drop down to select what department the unassigned phone should be part of.
3. Confirm by clicking on the "Assign to Department" button.

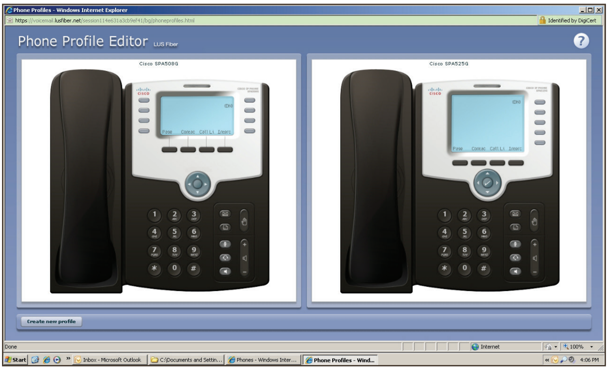
4.5 PHONE PROFILES

NOTE: Managing phone profiles requires Adobe Flash version 9.0 or greater.

To manage the phone profiles for the department you are an administrator for, follow these steps:

1. Within the "Phones" tab, click the "manage your phone profiles" link toward the top center of the window. This launches a new window with the Phone Profile Editor.
2. You can now modify a phone profile. Place your mouse over the picture of the phone whose profile you want to modify. Note the Model number at the top of each picture.
3. Either select "Edit" from the drop-down list that appears beneath the image of the phone or simply click somewhere on the phone.

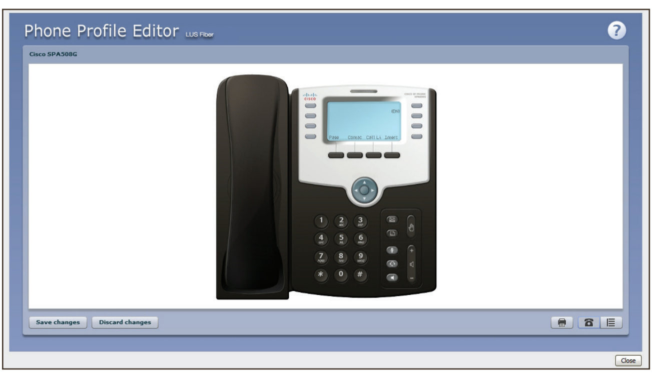
Figure 7: Editing a Phone Profile



4. From here, you can choose which view you would like to use when making your modifications.
    - The Graphical view. To select this view, click on the phone icon at the bottom right of the window. This is the default view.
    - The Table view. To select the table view click on the table icon at the bottom right of the window.

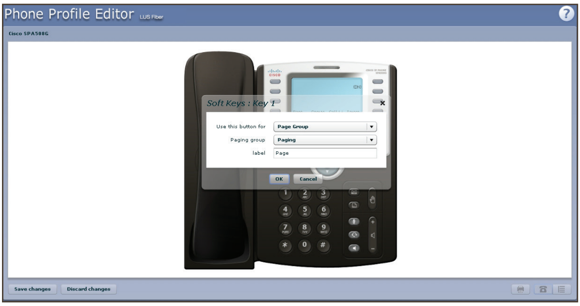
To configure a phone key, using the Graphical view, follow these steps:

Figure 8: Modify Phone Profile with Graphical View



1. To see if a key can be configured, place your mouse pointer over it.
    - If the key glows blue it can be configured.
    - If the key glows red it cannot be configured.
2. To select a key to be configured, click on that key.
3. From the drop-down list that appears, select a function for this key where it says “Use this button for”.

Figure 9: Key Configuration drop down menu



4. Select a label for this key. If the phone you are configuring has a display next to the key, this is the label which will appear on the phone display for that key. If you are assigning certain types of function to a key, you will also need to enter a value for that key. The functions which require this extra value are:
   - **Speed Dial -** The value is the telephone number to be called.
   - **Enhanced Speed Dial -** The value is the telephone number to be called.
   - **Monitored Extension -** The value is the extension number to monitor.
   - **Enhanced Monitored Extension -** The value is the extension number to monitor.
   - **Directed Pickup -** The value is the extension number you wish to pick up calls for.
   - **Paging Group -** Select a paging group from the drop down menu.

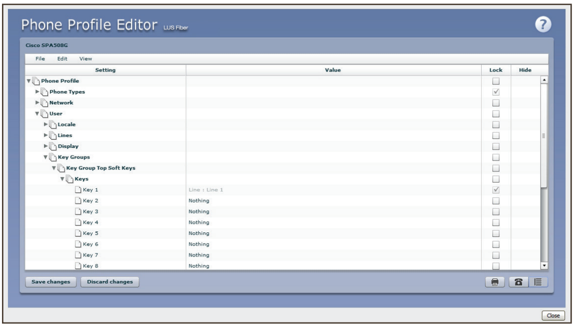
Depending on the phone model and the level of the phone service you have subscribed to, these features may not all be available to you.

5. Click on “OK”.

This change has now been temporarily stored to this phone profile. To permanently save a change, click on “Save changes” at the bottom left of the window. Note that changes will not be applied to the actual phones themselves until they are rebooted. You may abandon any changes you have made in this session or since you last saved by clicking on “Discard Changes” at the bottom left of the window.

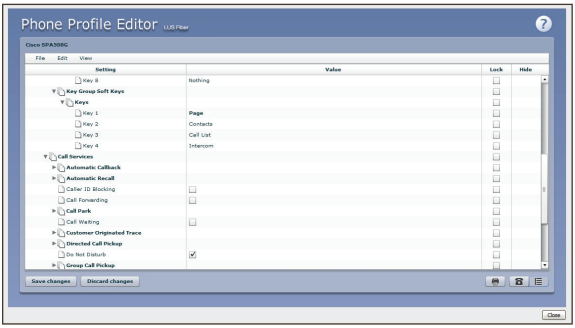
To change the value of a setting, using the Table view, follow these steps:

Figure 10: Table view



1. Expand the levels in the table view until the setting you wish to change is visible.
2. Select the value for that setting by clicking on it.
3. Depending on the type of setting you are changing, this will either give you a drop-down list to select a new value from or give you a text box to enter a value. Select or enter a value.

Figure 11: Changing Settings using table view



4. To lock a setting so that neither end-users nor administrators of sub-departments can change it, select the Lock check-box.
5. To hide a setting so that neither end-users nor administrators of sub-departments can see it, select the Hide check-box.
6. To save your changes permanently, click on the “Save changes” button at the bottom left of the window. Changes won’t be applied to the phones themselves until they are next rebooted.
7. To abandon any changes you have made in this session, or since you last saved, click on “Discard Changes” and close the window.

4.6 MODIFYING PHONE CONFIGURATION AS USER

To log into and modify the phone settings as one of your users, follow these steps:

1. Within the “Phones” tab, click on the individual line icon to the right of the line.

2. Follow the instructions on using the Phone Configurator to manage the configuration of individual phones which are given in the “Hosted Voice End User Guide”.
3. Confirm changes by clicking “Save changes”. Cancel by clicking “Discard Changes”.

4.7 COPYING PHONE CONFIGURATION

To copy the configuration from one phone to another, follow these steps:

1. Modify the old phone as the user by clicking on the Individual Line icon to the right of the phone.
2. Go to the table view, using the table view icon to the bottom right of the screen.
3. Select the Phone Profile object that you want to duplicate.
4. Right click and select “Copy Item(s)”.
5. A popup window will appear asking you to confirm your action. Exit the Phone Configurator by closing the window.
6. Log into the new phone as the user (as you did in step 1).
7. Go to the table view.
8. Select the Phone Profile object.
9. Right click and select “Paste Item(s)”.
10. Click on “Save Changes”.

4.8 REPLACING A PHONE WITH AN IDENTICAL MODEL

To replace a phone with one of an identical model, follow these steps:

1. Copy the configuration of the existing phone to the new phone by following the instructions in Section 4.7.
2. Remove the existing phone from the phone line, by following the instructions in Section 4.4.
3. Add the new phone to the line which was removed from the old line, by following the instructions in Section 4.3.

Note: The new phone must be in the same department as the phone being replaced. If it isn’t, you or another administrator with sufficient permissions must move the phone to the appropriate department before you can assign the line to it. Follow the instructions in section 4.2 to perform this task.

4. Unplug the computer’s Ethernet cable from the old phone if one is plugged in.
5. Unplug the telephone Ethernet cable from the old phone.
6. Plug the computer’s Ethernet cable into the PC socket of the new phone.
7. Plug the telephone Ethernet cable into the new phone.
8. The new phone should now power up and retrieve its configuration from the server. The new phone will be configured identically to the old phone.

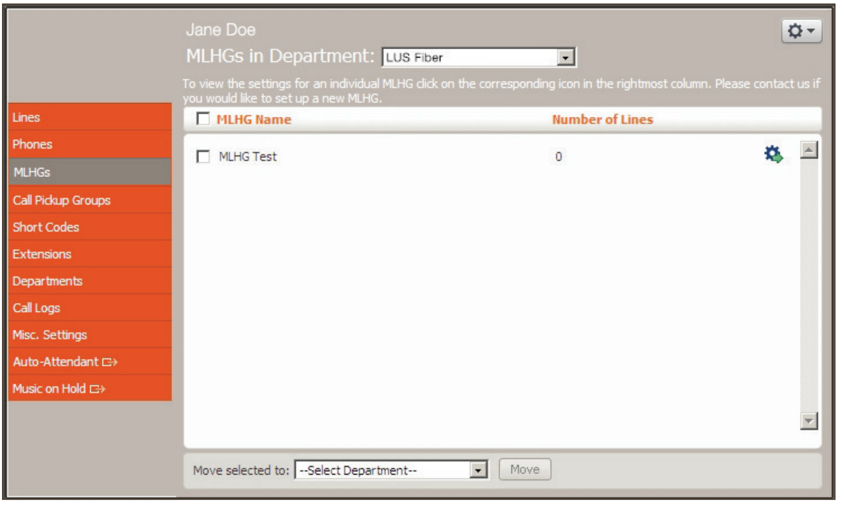
5 MULTI LINE HUNT GROUP

Multi Line Hunt Groups (MLHG) are created by LUS Fiber within our system, with your input, at the time of installation. End users can not create MLHGs and are allowed only to manage this part of the system.

5.1 VIEWING MLHGS

The MLHGs page displays all of the MLHGs in your department.

Figure 12: ExecCONNECT Business Group Admin MLHGs display



To view MLHGs in sub-departments, select the sub-department from the drop-down list at the top of the page.

5.2 MOVING MLHGS TO ANOTHER DEPARTMENT

To move an MLHG between departments, follow these steps:

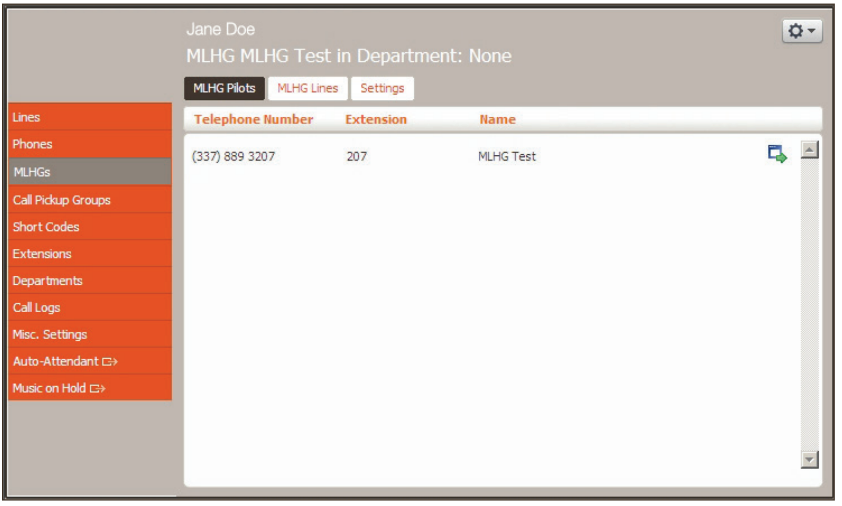
1. Select the MLHG using the checkbox to the left of the MLHG.
2. Select the department you wish to move the MLHG to by using the drop-down menu labeled as "Move selected to:" at the bottom of the window.
3. Click on the "Move" button.

5.3 VIEWING AND MODIFYING MLHG

To view the details of an MLHG and to modify its settings you first need to select that MLHG. Do this by selecting the Group icon to the right of the MLHG. This takes you to a series of tabs for that MLHG.

5.3.1 MLHG Pilots

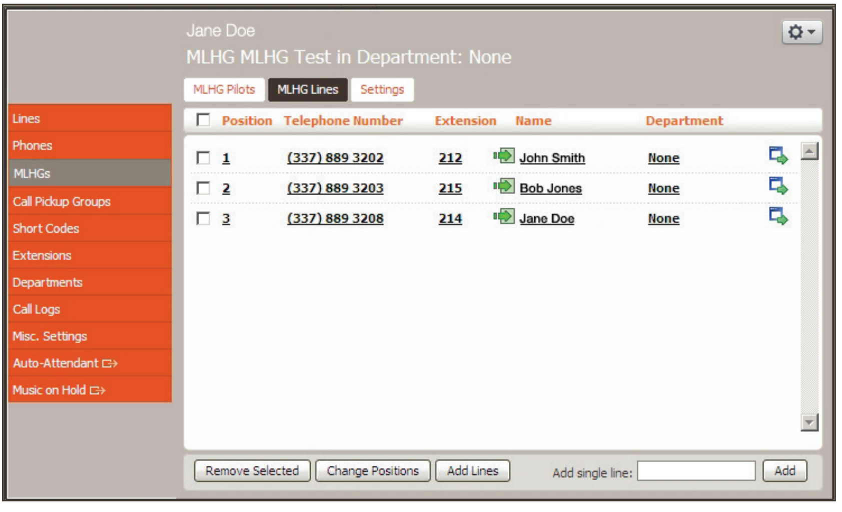
Figure 13: MLHG Pilots tab



The MLHG Pilots tab displays any pilot numbers for this MLHG. A pilot number is one which when called, enters this MLHG.

5.3.2 MLHG Lines

Figure 14: MLHG Lines tab

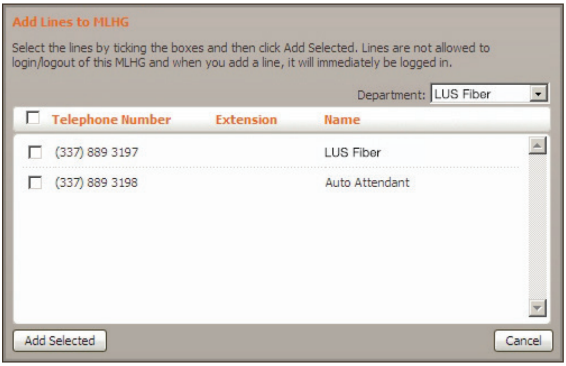


This tab displays all of the lines which are members of this MLHG. There is an icon for each line which tells you whether each member is currently logged into this MLHG.

Changes can be made by selecting line(s) and using the action buttons at the bottom of the window.

5.3.2.1 Adding Lines - To add lines to the MLHG, perform one of the following two steps:

Figure 15: Add Lines to MLHG dialog box



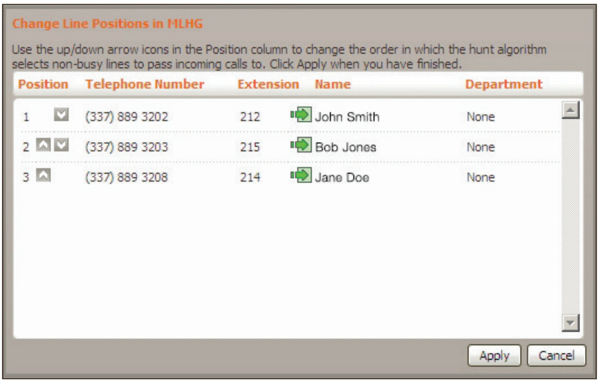
1. If you know the number, enter it in the text box on the bottom right and click “Add”.
2. If you don’t know the number, click on “Add Lines”. To select one or more lines to add, use the checkboxes to the left of the lines and click “Add Selected”.

5.3.2.2 Removing Lines - To remove a line from the MLHG, follow these steps:

1. Select the line to remove by using the checkbox to the left of it.
2. Click on the “Remove Selected” button.

5.3.2.3 Changing Positions - To change the positions of lines within the MLHG, follow these steps:

Figure 16: Change Line Positions in MLHG dialog box

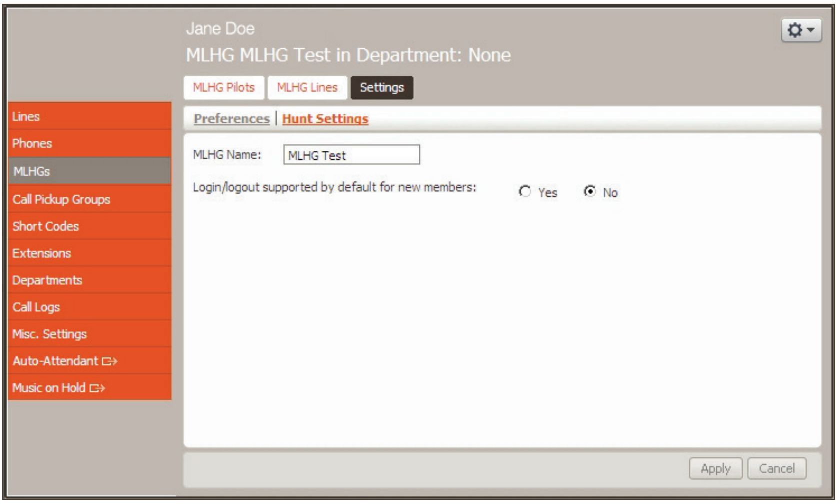


1. Click on the “Change Positions” button.
2. Move lines up and down using the icons.
3. Click on “Apply”.

5.3.3 Settings

The Settings tab lets you view and change various settings for the MLHG.

Figure 17: Settings tab



Preferences - The Preferences page allows you to rename the MLHG. To rename the MLHG, follow these steps:

1. Type the new name in the text box.
2. Click on "Apply".

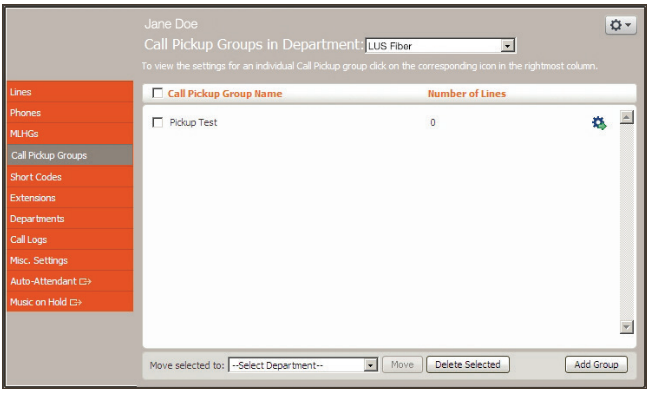
Hunt Settings - The Hunt Settings page allows you to see the call distribution algorithm that is currently in use for this MLHG and other detailed MLHG settings.

6 CALL PICKUP GROUPS

6.1 VIEWING CALL PICKUP GROUPS

The Call Pickup Groups page displays all of the Call Pickup Groups in your department.

Figure 18: ExecCONNECT Business Group Admin Call Pickup Groups display



To view Call Pickup Groups in sub-departments, select the sub-department from the drop-down list at the top of the page.

6.2 ADDING CALL PICKUP GROUPS

Figure 19: Add Call Pickup Group dialog box

To create a new Call Pickup Group, follow these steps:

1. Click on “Add Group” at the bottom right of the window.
2. Enter the name of the new Call Pickup Group in the text box.
3. Click on “Add”.

6.3 DELETING CALL PICKUP GROUPS

To delete a Call Pickup Group, follow these steps:

1. Select the Call Pickup Group using the checkbox to the left of the Call Pickup Group.
2. Click on the “Remove Selected” button.

6.4 MOVING CALL PICKUP GROUPS TO ANOTHER DEPARTMENT

To move Call Pickup Groups between departments, follow these steps:

1. Select the Call Pickup Group using the checkbox to the left of the Call Pickup Group.
2. Select the department you wish to move the Call Pickup group to using the drop-down list at the bottom of the page.
3. Click on the “Move” button.

6.5 VIEWING AND MODIFYING CALL PICKUP GROUPS

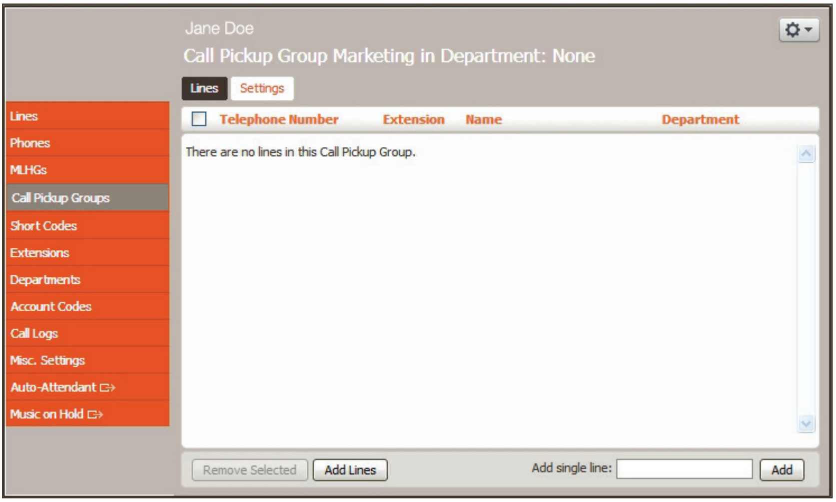
To view the details of a Call Pickup Group and to modify its settings, follow these steps:

1. Select that Call Pickup Group by selecting the Group icon to the right of the Call Pickup Group.
2. This takes you to a couple of tabs for that Call Pickup Group (“Lines” and “Settings”).

6.5.1 Managing Call Pickup Group lines

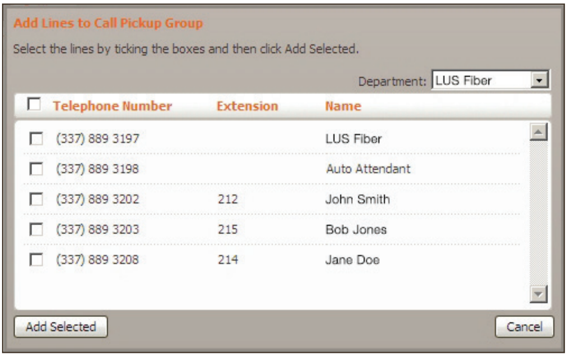
The “Lines” tab within the “Call Pickup Groups” tab displays all the lines in this Call Pickup Group.

Figure 20: Managing Call Pick Up Group Lines



Adding Lines

Figure 21: Add Lines to Call Pickup Group dialog box



To add lines to the Call Pickup Group perform one of the following two operations:

1. If you know the number, enter it in the text box on the bottom right and click “Add”.
2. If you don’t know the number, click on “Add Lines”. To select one or more lines to add, use the checkboxes to the left of the lines and click “Add Selected”.

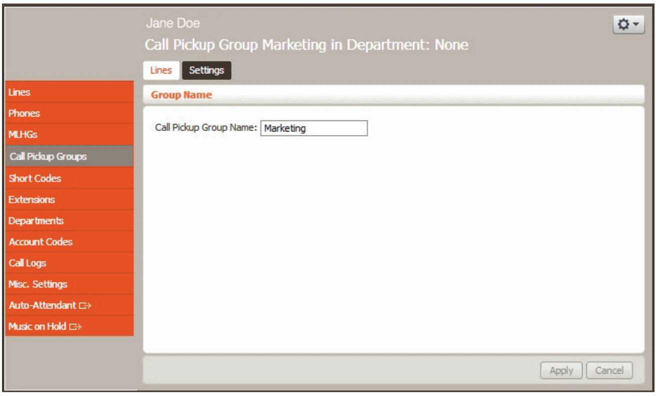
Removing Lines

To remove a line from the Call Pickup Group, follow these steps:

1. Select the line to remove by using the checkbox to the left of it.
2. Click on the “Remove Selected” button.

6.5.2 Settings

Figure 22: Settings tab



The "Settings" tab lets you view and change the name of the Call Pickup Group. To change the name, follow these steps:

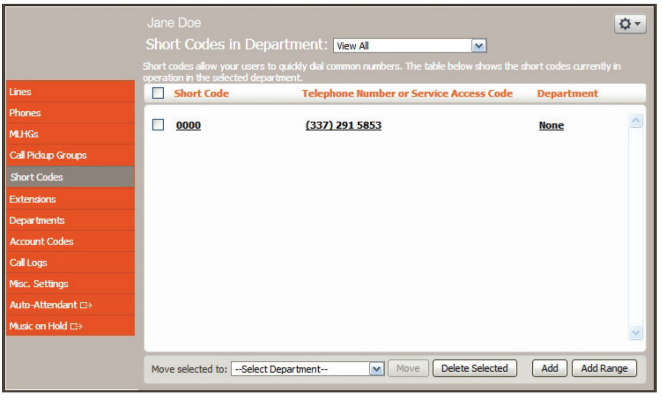
1. Enter the new name in the text box.
2. Click "Apply".

7 SHORT CODES

7.1 VIEWING SHORT CODES

The "Short Codes" page displays all of the Short Codes in your department.

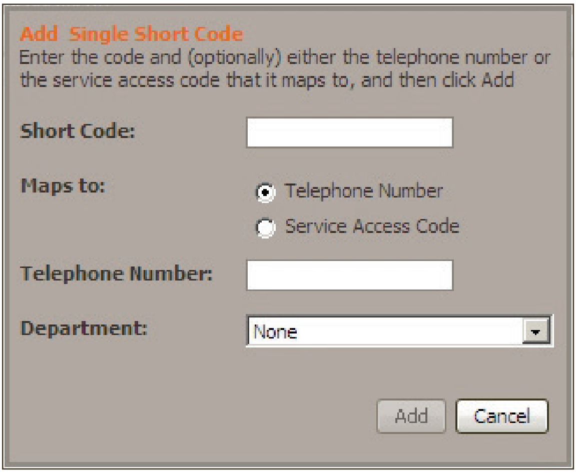
Figure 23: ExecCONNECT Business Group Admin Short Codes display



- To view Short Codes in sub-departments, select the sub-department from the drop-down list at the top of the page.
- To view all of the Short Codes for all departments, select "View All" from the department drop-down list.

7.2 ADDING SHORT CODES

Figure 24: Add Single Short Code dialog box

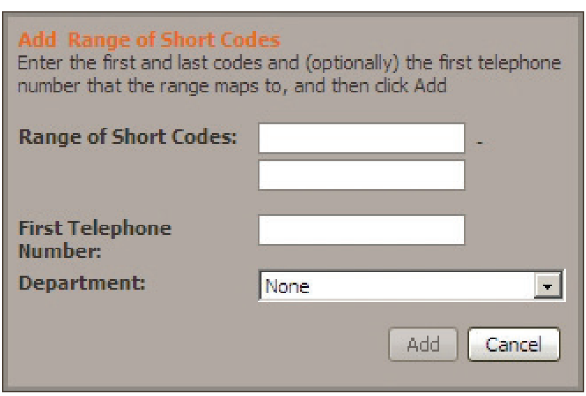


To create a new Short Code, follow these steps:

1. Click on “Add”.
2. Enter the number of the Short Code to add.
3. Enter the telephone number or internal code the Short Code should dial.
4. Click on “Add”.

7.3 ADDING SHORT CODE RANGES

Figure 25: Add Range of Short Codes dialog box



To create a new Short Code range, follow these steps:

1. Click on “Add Range”.

2. Enter the first and last numbers of the Short Code range to add.
3. Enter the telephone number or internal code the first Short Code in the range should dial. Then enter the telephone number or internal code for the last Short Code in the range.
4. Click on “Add”.

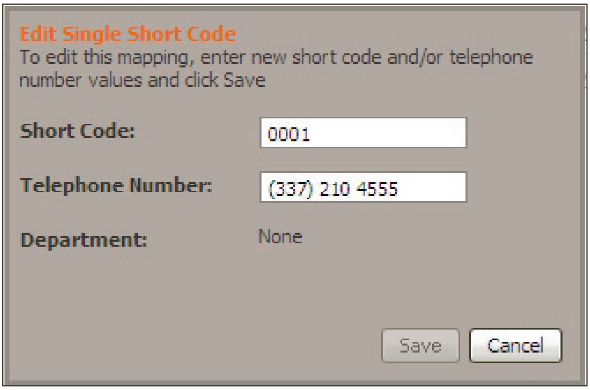
7.4 DELETING SHORT CODES AND SHORT CODE RANGES

To delete Short Codes and Short Code ranges, follow these steps:

1. Select the Short Code or Short Code range using the checkbox to the left of the Short Code or Short Code range.
2. Click on the “Delete Selected” button.

7.5 MODIFYING SHORT CODES

Figure 26: Edit Single Short Code dialog box



To modify an existing Short Code, follow these steps:

1. Click on either the Short Code number or the number the Short Code dials.
2. Modify the details.
3. Click on “Save”.

7.6 MODIFYING SHORT CODE RANGES

To modify an existing Short Code range, follow these steps:

1. Click on either the Short Code range numbers or the numbers the Short Code range dials.
2. Modify the details.
3. Click on “Save”.

7.7 MOVING SHORT CODES TO ANOTHER DEPARTMENT

To move Short Codes between departments, follow these steps:

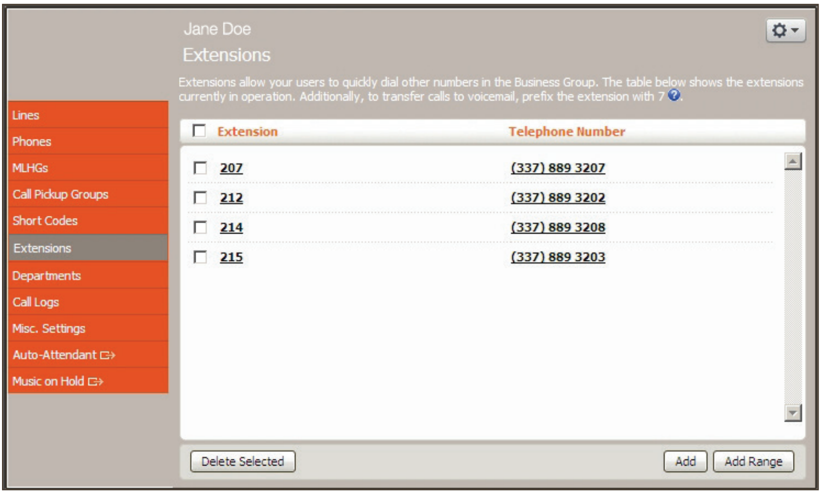
1. Select the Short Code or Short Code range using the checkbox to the left of the Short Code or Short Code range.
2. Select the department you wish to move the Short Code or Short Code range to using the drop-down list at the bottom of the page.
3. Click on the “Move” button.

8 EXTENSIONS

8.1 VIEWING EXTENSIONS

The Extensions page displays all of the Extensions in your business.

Figure 27: ExecCONNECT Business Group Admin Extensions display



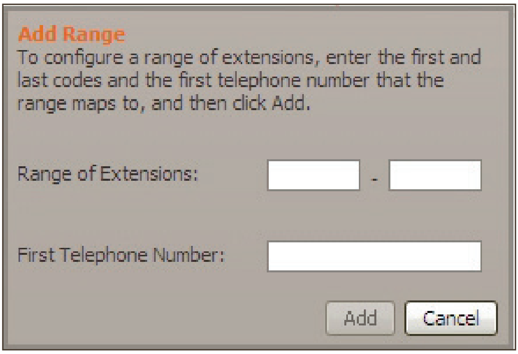
8.2 ADDING EXTENSIONS

To create a new Extension, follow these steps:

1. Click on “Add”.
2. Enter the number of the Extension to add.
3. Enter the telephone number of the line in your business that this Extension should map to.
4. Click on “Add”.

8.3 ADDING EXTENSION RANGES

Figure 28: Add Extension Range dialog box



To create a new Extension range, follow these steps:

1. Click on “Add Range”.
2. Enter the first and last Extension numbers to add.
3. Enter the telephone number of first line in your business that this Extension range should map to.
4. Click on “Add”.

8.4 DELETING EXTENSIONS AND EXTENSION RANGES

To delete Extensions and Extension ranges, follow these steps:

1. Select the Extension or Extension range using the checkbox to the left of the Extension or Extension range.
2. Click on the “Delete Selected” button.

8.5 MODIFYING EXTENSIONS

To modify an existing Extension, follow these steps:

1. Click on either the Extension number or the phone number of the Extension.
2. Modify the details.
3. Click on “Save”.

8.6 MODIFYING EXTENSION RANGES

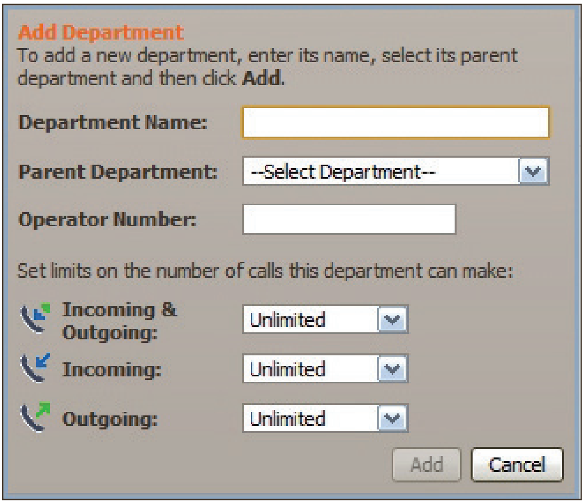
To modify an existing Extension range, follow these steps:

1. Click on either the Extension range numbers or the phone numbers the Extension range dials.
2. Modify the details.
3. Click on “Save”.

9 DEPARTMENTS

The BG Admin has the ability to create departments within the business group. To create a business group, follow these steps:

Figure 29: Add Department dialog box

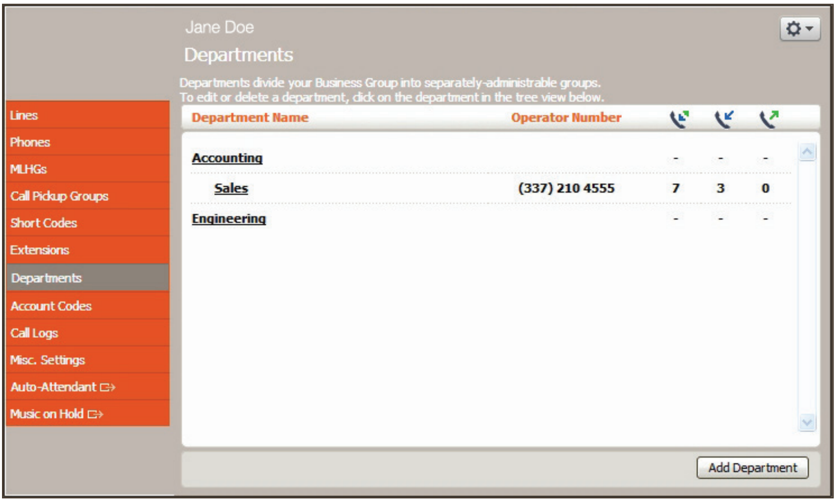


1. From the BG Admin Page select the "Departments" link on the left of the page.
2. Click the "Add Department" button at the bottom of the page and the dialog shown above will appear.
3. Enter the following information:
    - **Department Name**
    - **Parent Directory -** If this is a top level department, you will use the Business Group Name. If this is a sub department, this will be the upper level department.
    - **Operator Number -** Enter the number of the line that will act as operator for this department.
4. If you plan to limit the number of calls allowed for this department, enter the following information:
    - **Incoming & Outgoing -** Enter the total number of combined concurrent calls that this department will be permitted to have active at any given time.
    - **Incoming -** Enter the total number of concurrent incoming calls that this department will be permitted to have active at any given time.
    - **Outgoing -** Enter the number of concurrent outgoing calls that this department will be permitted to have active at any given time.

NOTE: To allow any mix of incoming & outgoing enter the same value in all three fields, or set both the Incoming and the Outgoing fields to Unlimited.

Some example departments are given below.

Figure 30: Example departments



9.1 MOVING LINES BETWEEN DEPARTMENTS

To move lines between departments, follow these steps:

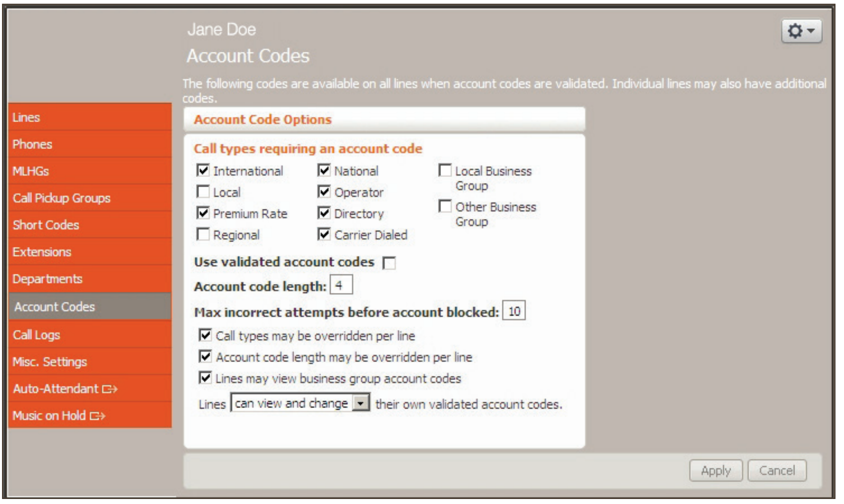
1. Select the line using the checkbox to the left of the line.
2. Select the department you wish to move the line to using the drop-down list at the bottom of the page.
3. Click on the “Move” button.

10 ACCOUNT CODES

10.1 VIEWING AND MODIFYING ACCOUNT CODE SETTINGS

The Account Codes page displays all of your business’ account code settings.

Figure 31: ExecCONNECT Business Group Admin Account Codes display



10.2 MODIFYING SETTINGS

10.2.1 Modifying call types requiring account codes

Use the checkboxes to specify which types of calls will require account codes:

- **International**
- **Local**
- **Premium Rates –** Whether account codes are required for premium rate (1-900 number) calls.
- **Regional**
- **National -** Whether account codes are required for long distance calls.
- **Mobile -** only available in areas which are not part of the North American Numbering Plan (NANP).
- **Operator -** Whether account codes are required for operator assisted calls.
- **Directory -** Whether account codes are required for directory (411) calls.
- **Carrier Dialed -** Whether account codes are required to make calls when dialing a carrier code (such as 1010000).
- **Local Business Group -** Whether account codes are required for local calls to other numbers within your business. Normally calls within your business will be local calls, but if you have multiple sites calls between numbers may be regional or national calls. In this case you need to use the Other Business Group setting.
- **Other Business Group -** Whether account codes are required for non-local calls to other numbers within your business.

Note: You cannot require an account code for emergency calls, toll-free calls, or calls to service access codes.

Once you have selected the call types, click “Apply” to save your changes.

10.2.2 Setting account code length

To specify the length that should be used by your account codes, follow these steps:

1. Enter the length in the text box after Account code length.
2. Click "Apply".

NOTE: If the Account Code length is modified, then the Account Codes that already exist will also have to be modified.

10.2.3 Blocking access after incorrect account codes

If you are using Validated Account Codes, a user's phone line will be blocked after an incorrect account code is entered too many times in succession. To change the number of incorrect entries the user is allowed, follow these steps:

1. Enter the value in the text box after Max incorrect attempts before account is blocked.
2. Click "Apply".

10.2.4 Setting individual line properties

To define whether various settings can also be specified for each line in your business, perform one of the following operations:

- To allow which types of calls require account codes to be changed for each line, check "Call types may be overridden per line".
- To allow the length of account codes to be changed for each line, check "Account code length may be overridden per line".
- To allow lines to view the account codes that you have defined for the whole business, check "Lines may view business group account codes".
- Set whether each line should be able to view, or both view and change, or not view their own account codes by selecting the relevant setting from the dropdown list at the bottom of the Account Code Options section.
- If you want to have per line account codes, but don't want the user to be able to configure these, configure these by logging on to ExecCONNECT as that user. This is described in Section 10.3. Once you have made your changes, click "Apply" to save them.

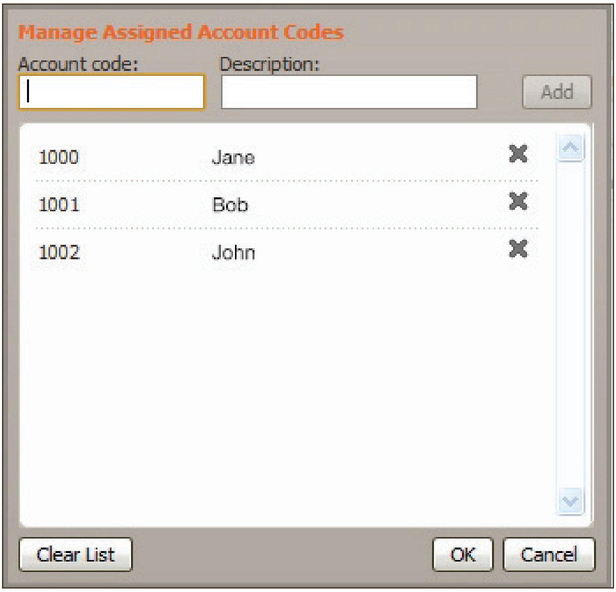
10.2.5 Configuring account codes

To modify the account codes, follow these steps:

1. Click on "Edit List".
2. To add an account code, follow these steps:
   - Enter the code in the "Account code" text box.
   - Enter the description in the "Description" text box.
   - Click on "Add".
3. To remove an account code, click the "X" to the right of the account code.

4. To change the description of an account code, remove it and re-add it with the new description.
5. Once you have finished making changes, click on “OK”.
6. To save your changes you must now click “Apply”.

Figure 32: Manage Assigned Account Codes dialog box



10.3 VIEWING AND MODIFYING ACCOUNT CODE SETTINGS FOR A LINE

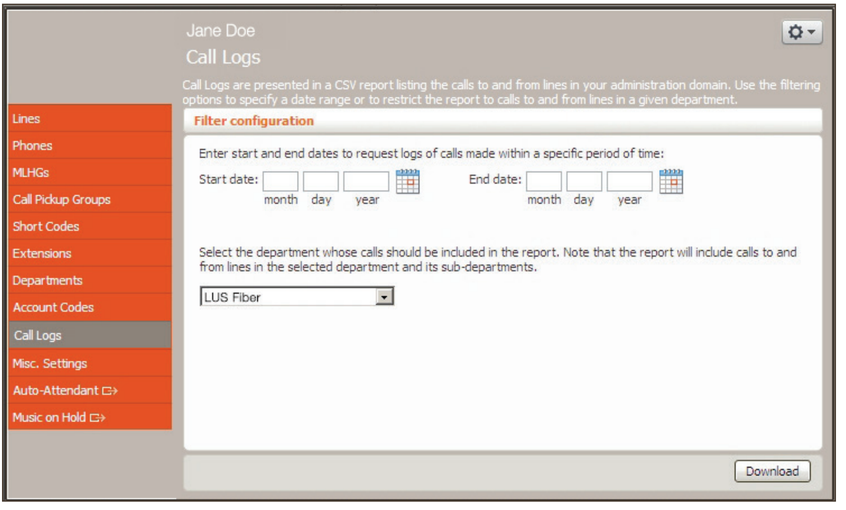
If you want to view or change a particular line’s account code settings, follow these steps:

1. Change the settings to allow you to do this as described in Section 10.2.5.
2. Go to the “Lines” page in ExecCONNECT and log in as the line whose settings you wish to change, as described in Section 3.1.
3. Once you have logged in as this user, follow the instructions for modifying account codes in the “Hosted Voice User Guide’.

11 CALL LOGS

The Call Logs page enables Business Group Administrators with the appropriate permissions to access Business Group Call Logs.

Figure 33: Call Logs page



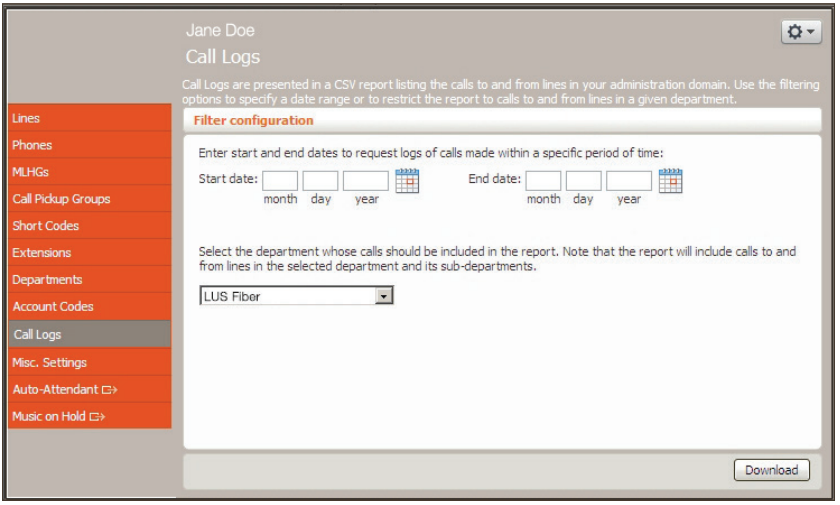
The BG Administrator can click on the "Call Logs" menu button to launch a new page that allows them to export call logs for their Business Group fragment, and any departments under their control within their Business Group fragment, including:

- Request a report containing the logs of all calls made (up to a month at a time) to and from lines within their administration domain (whole business group or department and sub-departments).
- Filter call logs specifying a date range, and/or by department domain if the Business Group has them.
- Error messages are displayed if any of these filters are set to incorrect values. The UI will validate these filters once the "Download" button is clicked, and then display a dialog box while the report downloads. The BG Admin cannot access the main page or navigate to another page during this process, although they can cancel the operation.

These call logs can then be imported into other programs, for example Microsoft Excel. When using Microsoft Excel, the BG Admin should use the Import Data menu option and change the data format of all telephone number columns to text to ensure that the telephone numbers in the call logs are displayed correctly.

To download call logs, follow these steps:

Figure 34: ExecCONNECT Business Group Admin Call Logs display

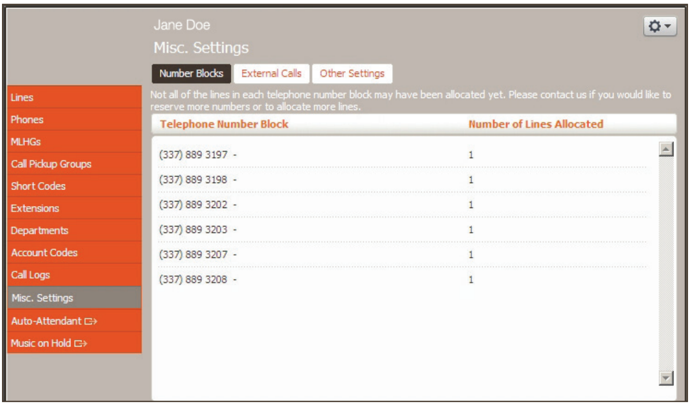


1. From the BG Admin page select the "Call Logs" link from the left of the page and the following appears.
2. Enter the time frame (up to 30 days) and the department for the call logs that you would like to see.
3. Click the "Download" button. The report will be generated and the download will begin.
4. Select the program to open the file or select save file.

12 MISC. SETTINGS

12.1 NUMBER BLOCKS

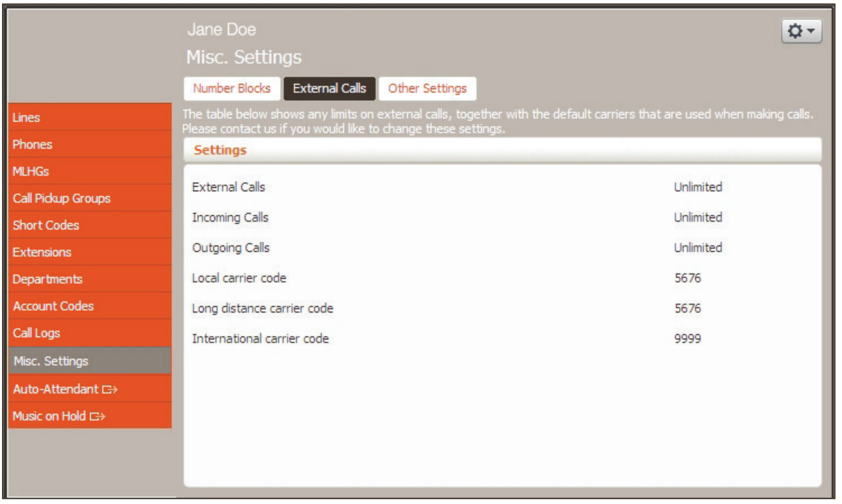
Figure 35: ExecCONNECT Business Group Admin Number Blocks display



The Number Blocks page displays all of the telephone numbers which LUS Fiber has assigned to your business.

12.2 EXTERNAL CALLS

Figure 36: ExecCONNECT Business Group Admin External Calls display



The External Calls page lets you view the settings that are in place for calls that are external to your business.

External Calls - This can take one of the following values:

- **Not Permitted -** Calls outside of your business are not permitted.
- **Unlimited -** There is no explicit limit to the number of concurrent external calls you can have, but there may be a limit to either the number of Incoming or Outgoing Calls you can make.
- **Limited -** There is a limit to the number of concurrent calls you can have to outside of your business.
- **Maximum Number of External Calls -** If the value of External Calls is Limited, the value of this setting specifies how many concurrent external calls there may be at any time.

Incoming Calls - This can take one of the following values:

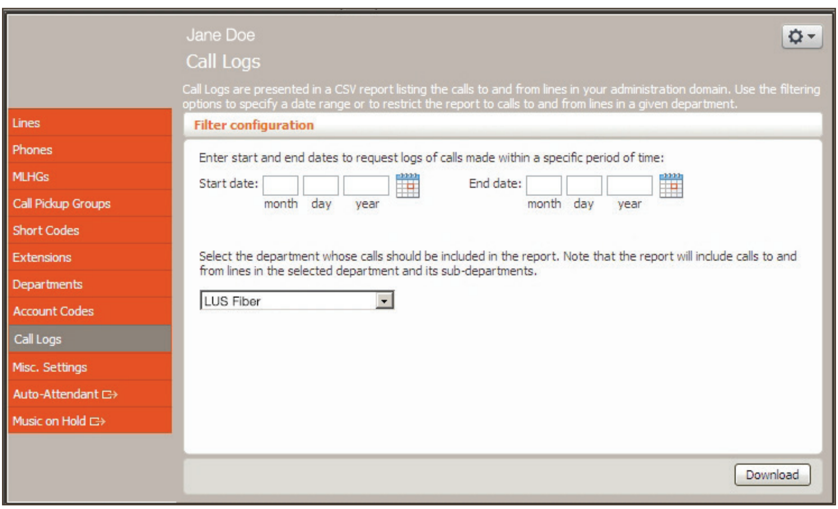
- **Not Permitted -** Inbound calls from outside of your business are not permitted.
- **Unlimited -** There is no limit to the number of concurrent incoming external calls you can have, although you are still subject to any Maximum number of external calls.
- **Limited -** There is a limit to the number of concurrent calls you can have from outside of your business.
- **Maximum Number of Simultaneous Incoming Calls -** If the value of Incoming Calls is Limited, the value of this setting specifies how many concurrent incoming external calls there may be at any time.

Outgoing Calls - This can take one of the following values:

- **Not Permitted -** Outgoing calls to outside your business are not permitted.
- **Unlimited -** There is no limit to the number of concurrent outgoing external calls you can have, although you are still subject to any Maximum number of external calls.
- **Limited -** There is a limit to the number of concurrent calls you can have to outside of your business.
- **Maximun Number Of Simultaneous Outgoing Calls -** If the value of Outgoing Calls is Limited, the value of this setting specifies how many concurrent incoming external calls there may be at any time.
- **Local Carrier Code -** This is a code that identifies which carrier will be used for any local calls your business makes. It is sometimes called PIC2.
- **Long Distance Carrier Code -** This is a code that identifies which carrier will be used for any long distance calls your business makes. It is sometimes called PIC1.
- **International Carrier Code -** This is a code that identifies which carrier will be used for any international calls your business makes. It is sometimes called PIC3.

12.3 OTHER SETTINGS

Figure 37: ExecCONNECT Business Group Admin Other Settings display



- Restricted Subscriber Messaging
- Internal Operator Number
- Use Internal Extensions

13 AUTO-ATTENDANT

13.1 OVERVIEW

Hosted Voice Auto-Attendant offers a very simple automated telephone menu. Callers to a business are directed to the automated telephone menu, providing key options to transfer to specific departments or individuals in the business, to transfer to a voicemail account directly, or to listen to a recorded announcement. You can choose to have either a single menu that plays when the attendant is turned on, or two different menus for business and non-business hours that are used according to a pre-defined schedule. When Auto-Attendant is turned off, you can either forward callers to another telephone number or play a message informing the caller that your business is currently closed.

13.2 AUTO-ATTENDANT

13.2.1 Planning your Auto-Attendant

Before you start to set up your Auto-Attendant, it is a good idea to sketch out the operation of each menu on paper. This allows you to plan what options you need from the menu and how each one will operate. For example, the main menu for a pizza company may need to include the following options:

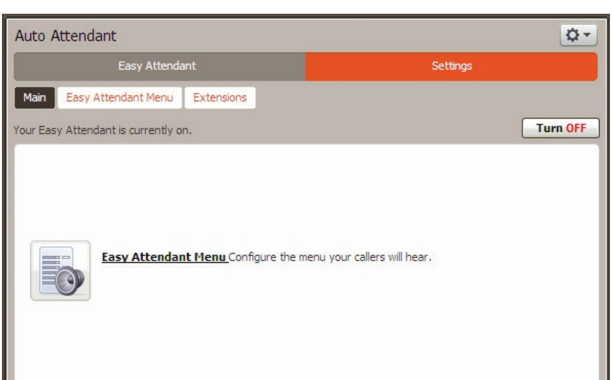
- Play an announcement giving directions to the store, then return to the main menu so that the user can select another option.
- Place an order with a server.
- Speak to the manager.
- Speak to another employee using dial-by-name.

13.2.2 Configuring Auto-Attendant

To configure your Auto-Attendant, log into the Auto-Attendant, following these steps:

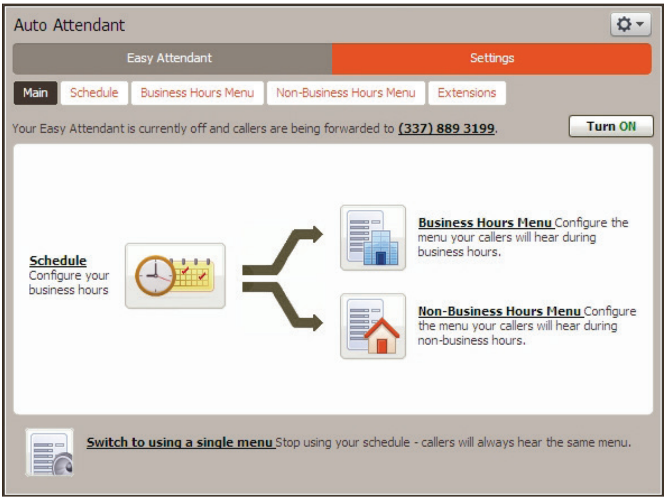
1. From the BG Administrator portal, select the "Lines" tab and then click the "Individual Line" icon on the far right side of the "Auto Attendant" line. As an alternative, you can access the ExecCONNECT user login screen and enter the Auto-Attendant Number and Password.
2. The screen then displays the Auto-Attendant portal.

Figure 38: Auto-Attendant Portal (scheduled menu)



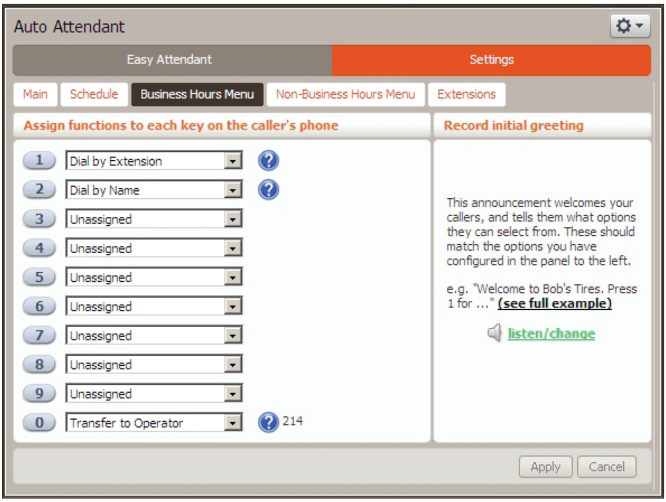
3. Begin configuring your Auto-Attendant by selecting “Switch to using a schedule.” From there you can choose to use a “scheduled menu” or a “single menu” for business hours and non-business hours. Auto-Attendant will default to the “scheduled menu”.

Figure 39: Auto-Attendant Portal (single menu)



4. If using a scheduled menu, begin setting up your Auto-Attendant by listening to the Initial Greeting. Go to the “Business Hours Menu” tab. Now select the “listen/change” option on the lower right of the window. To record a new greeting, follow these steps:

Figure 40: Recording an initial greeting

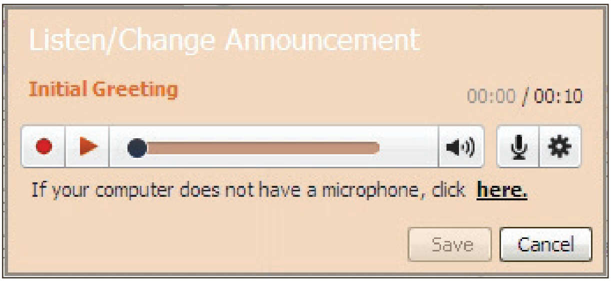


a. Return to the "Business Hours Menu".

b. In the main field, you will see where you can "Assign functions to each key on the caller's phone". From the drop down menu associated with key you want the recording to play from, select "Play announcement".

c. To the right of the speaker icon, click on "record" and the "Record Announcement" window will open.

Figure 41: Recording an initial greeting



d. Make sure your microphone is plugged in and functioning correctly.

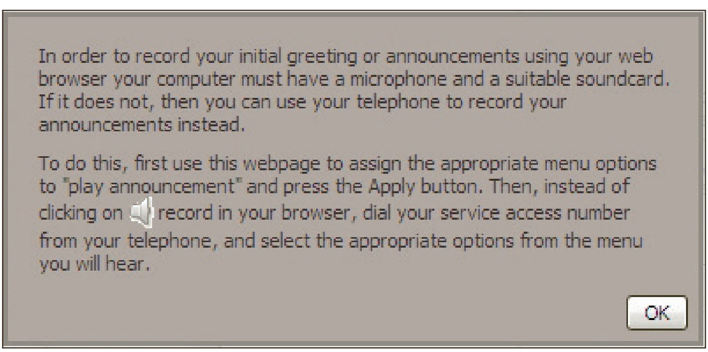
e. When you are ready, press the "record" icon at the left of the window.

f. Enable "Flash" if instructed to.

g. When you are satisfied with your recording press the "stop" icon and "save".

If your computer does not have a microphone, click "here" at the end of that question in the "Listen/ Change Announcement" window.

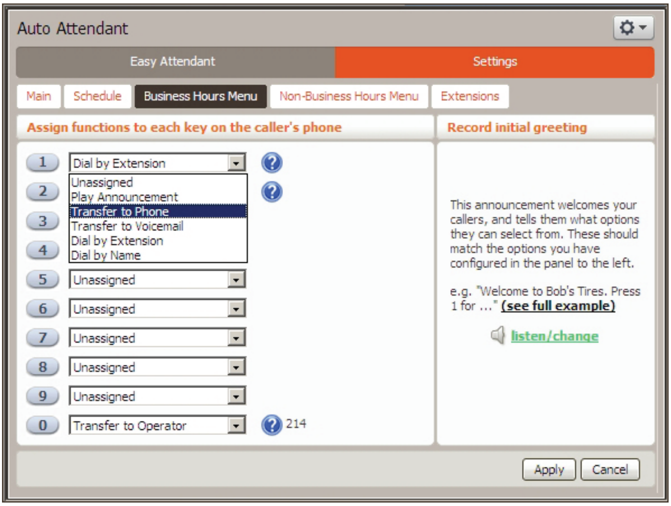
Figure 42: Recording an initial greeting



In order to record your initial greeting or announcements using your web browser your computer must have a microphone and a suitable soundcard. If it does not, then you can use your telephone to record your announcements instead. To do this, first use this webpage to assign the appropriate menu options to "play announcement" and press the Apply button. Then, instead of clicking on record in your browser, dial your service access number from your telephone, and select the appropriate options from the menu you will hear.

5. Now you are ready to define the specific menu items as defined in your plan to one of the following options:

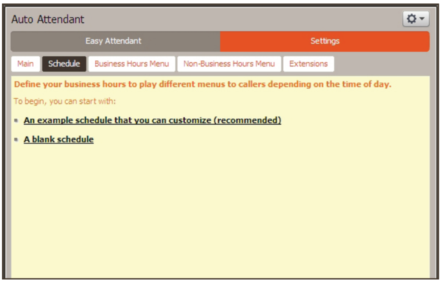
Figure 43: Recording an initial greeting



- **Unassigned**
- **Play Announcement**
- **Transfer To Phone**
- **Transfer To Voicemail**
- **Dial By Extension**
- **Dial By Name**

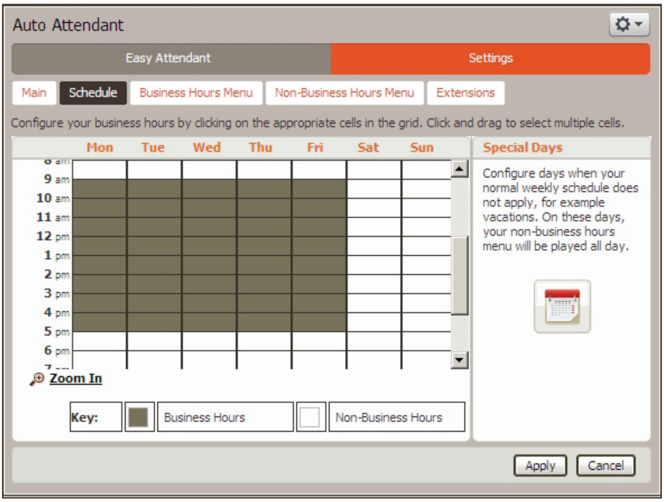
6. Once you are satisfied with your set up, click "Apply".
7. Repeat steps 4 and 5 above for the Non-Business Hours menu.
8. Next you will need to establish your working hours by selecting the "Schedule" tab. You will be given the option to choose between "An example schedule that you can customize (recommended)" or "A blank schedule."

Figure 44: Auto-Attendant Schedule tab



9. We recommend that you start with the "An example schedule that you can customize (recommended)." Once in the Schedule screen, click on the individual day/time cells to indicate the normal business hours. In the example below, the business hours are Monday – Friday from 9:00 am until 5:00 pm. Any other times are considered non-working hours. Once you are satisfied with your selection, click "Apply".

Figure 45: Auto-Attendant Schedule tab



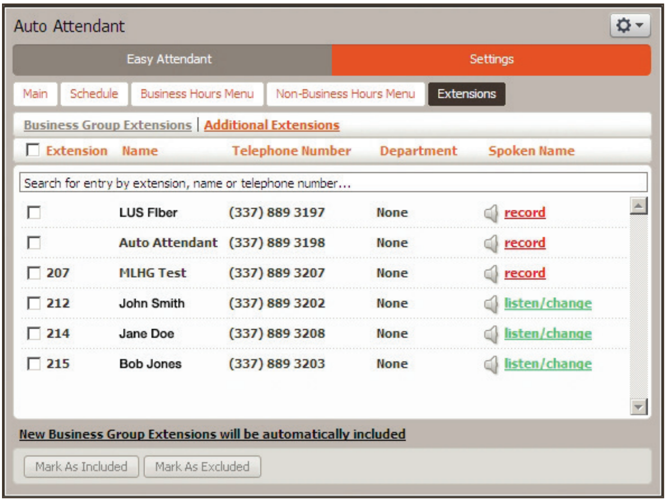
10. Next you will need to select any non-working days (such as holidays) by clicking on the calendar icon in the "Special Days" section of the Schedule page. There are three ways to select holidays:
    - You can use the "Choose Public Holidays" option to automatically add public holidays for your region.
    - You can choose individual non-working days by clicking on the date in the calendar.
    - You can choose to do some combination of both of the above options.

Once you are satisfied with your selections, click "Apply."

Figure 46: Special Days

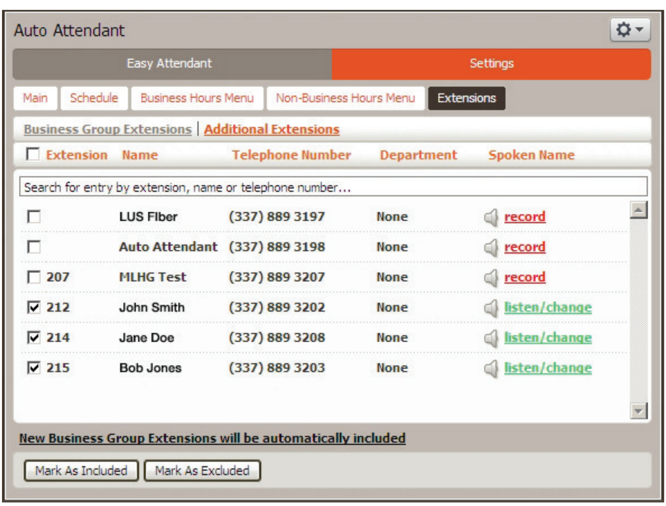
11. If you will be using “Dial by Name”, then you will need to define which extensions will participate in dial by name and record the names of users in the “EXTENSIONS” tab.

Figure 47: Auto-Attendant Extensions tab



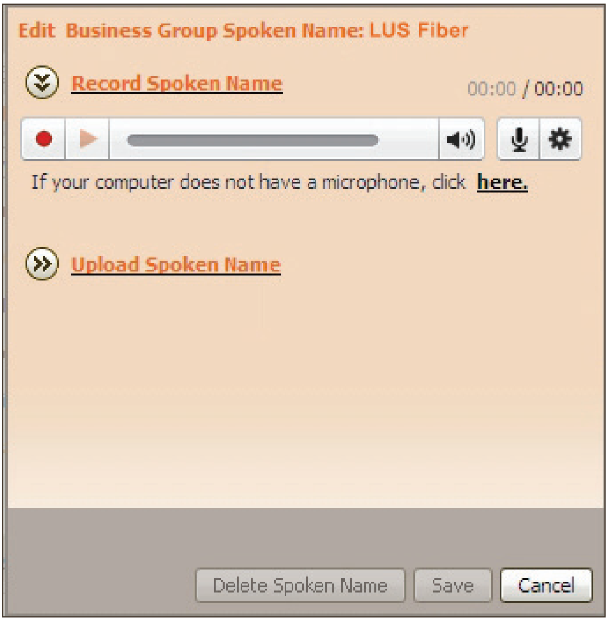
To include or exclude an extension from dial by name, select the extensions as shown below and then click either “Mark as Included” or “Mark as Excluded” at the bottom left of the window.

Figure 48: Auto-Attendant Extensions tab



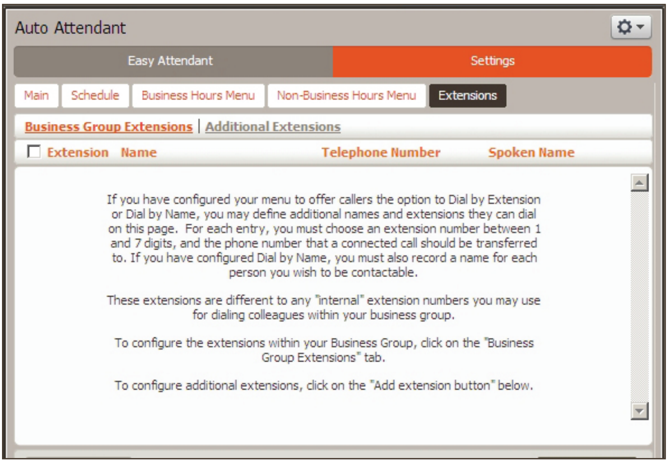
To record the user’s name click on the “Record” link for the user at the far right of the line. From there, follow the instructions provided.

Figure 49: Auto-Attendant Extensions tab



You may also add an extension to the list of options. Click on the "Additional Extentions" button and follow the instructions provided.

Figure 50: Auto-Attendant Extensions tab



12. The final step in this process is to activate your Auto-Attendant by clicking the "Turn On" button from the Main Tab. Your Auto-Attendant is now active.

Figure 51: Auto-Attendant Activation

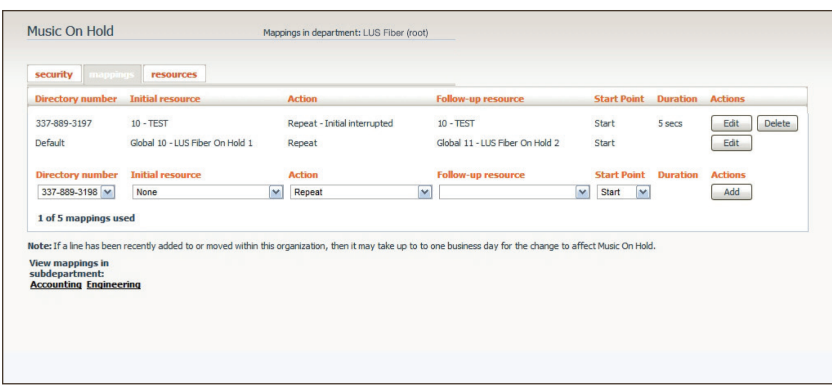
14 MUSIC ON HOLD

14.1 ExecCONNECT ACCESS

14.1.1 Logging in

To log into the Music On Hold system, click the “Music On Hold” link at the bottom of the left hand side of ExecCONNECT. This opens up a new browser window with the Music On Hold administration system.

Figure 52: Music On Hold administration system



If you are the administrator for the top-level department of your business then you will see three links at the top of the page, each taking you to a different section of the Music On Hold administration system.

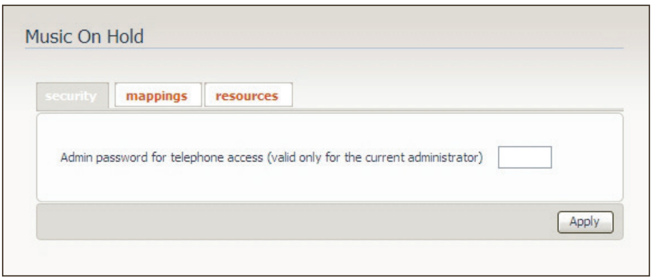
- **Security -** View and configure your security settings.

- **Mapping -** This section allows you to configure different recordings to be played when different lines within your business put callers on hold.
- **Resources -** This section allows you to upload and manage your recordings. If you are not an administrator for the top-level department of your business you will not see Resources as only administrators for the top-level department can manage recordings.

14.1.2 Viewing and changing your security settings

To view your security settings, select the Security section.

Figure 53: Music On Hold Security section



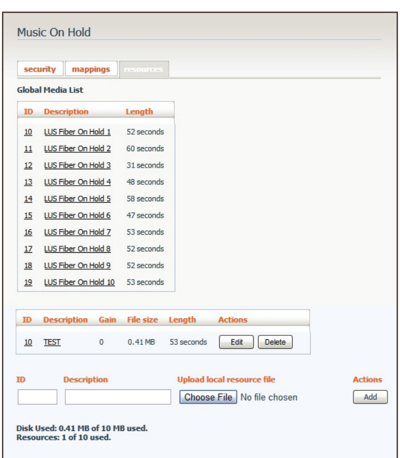
As well as accessing the Music On Hold system using ExecCONNECT, you can also use your phone to access it. Using this page you can view and change the password you will need to enter to use the phone access. To change your password, follow these steps:

1. Enter the new password in the text box.
2. Click "Apply".

14.1.3 Managing recordings

To access the recordings section, click on the "Resources" link.

Figure 54: Music On Hold Resources section



Global Media List

The Global Media List section specifies any recordings that we have made available for your use. Whether we make any recordings available to you depends on which service you have subscribed to. You cannot add or remove recordings from the Global Media List.

Your Own Recordings

The second section displays any recordings that you have uploaded to the system, either using this web interface or via the phone access.

Recording Limits

At the bottom of this section you will see:

- How many MB of storage you have used.
- How many MB of storage you are allowed.
- How many recordings you have uploaded.
- How many recordings you are allowed.

The system will not allow you to exceed either your storage limit or the maximum number of recordings you are allowed.

Recording Formats

You can upload recordings to the system in either WAV or MP3 format.

Adding a Recording

To add your own recording, follow these steps:

1. Enter an ID for this recording in the ID text box. This ID must be between 10 and 99.
2. Enter a description for this recording in the "Description" text box.
3. Click on "Browse" and select the recording you wish to upload. This must be either a WAV or MP3 file.
4. Click on "Add".

Depending on the size of the recording you are uploading, this process may take a few seconds.

Modifying a Recording

To change the description of a recording, follow these steps:

1. Click on the "Edit" button to the right of the recording.
2. Edit the Description field.
3. Click "Save".

To change the volume at which a recording will play, follow these steps:

1. Click on the “Edit” button to the right of the recording.
2. Select a new “Gain” value from the drop-down list.
   - Select 0 to play the recording at its original volume.
   - Select +1, +2 or +3 to play the recording louder, with +3 being the loudest.
   - Select -1, -2 or -3 to play the recording quieter, with -3 being the quietest.
3. Click “Save”.

Playing a Recording

You can play a recording that you have uploaded by clicking on the “ID” or Description link for that recording. Note that this will play the recording at its original volume – the “Gain” setting has no impact on playing a recording through this interface.

If you want to check the effect of changing the volume of a recording you should log into the phone interface and play the recording from there. For more details on this, see Section 14.2.

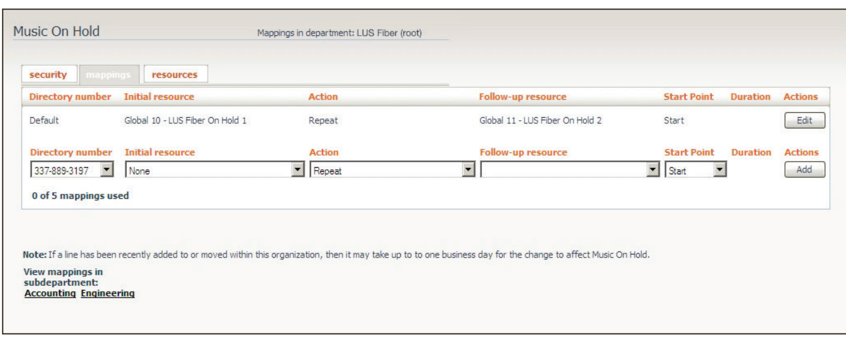
Removing a Recording

To remove a recording click on “Delete” to the right of the recording you wish to delete.

14.1.4 Assigning recordings to lines

You can assign recordings either to all lines in your business, or different recordings per line. To do this you need to access the “Mapping” section.

Figure 55: Music On Hold Mappings section



You will now see a list of mappings between the directory numbers of lines in your Business Group or department and the “Music On Hold” resources that each line uses.

If the department you are an administrator of has one or more sub-departments, you will see links to these at the bottom of the screen.

- To manage resources for a line that is in a sub-department, click on the link for that sub-department.

- When you have followed the link to a sub-department, an additional link appears at the top of the screen, allowing you to move back up to the parent department.

  There is always a default mapping, which is used if you don't specify a mapping for a particular line. Each mapping consists of a series of fields which you can set:

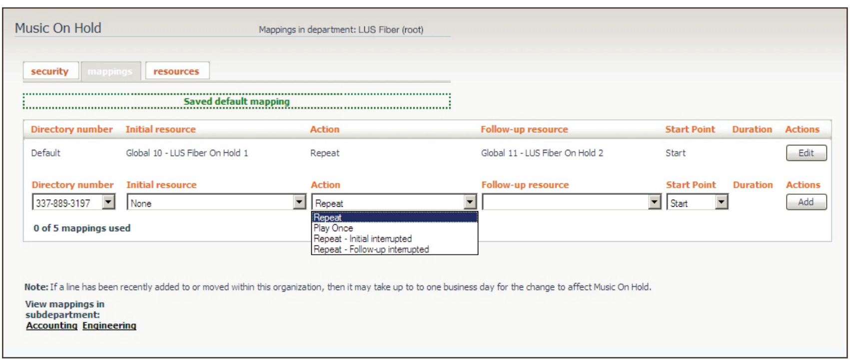
  § An "Initial resource", or recording, which is played when the call is put on hold.

  § An "Action", which can be one of the following:

  * **Repeat -** The initial recording is played continually.
  * **Play Once -** The initial recording is played once, and then the follow-up recording is playing continually.
  * **Repeat - Initial Interrupted -** The initial recording should be interrupted at set intervals by the follow-up recording. This could be used to interrupt music with an announcement indicating that the user is in a queue.
  * **Repeat - Follow-Up Interrupted -** The initial recording is played first. Then the follow-up recording plays continually being interrupted by the first recording.

  § Optionally a "Follow-up resource", or recording, which may be played depending on the Action.

Figure 56: Music On Hold Mappings section



- The "Start Point" drop down indicates whether the recording will start at the beginning (the value "Start" indicates this) or whether it should start at a random point of the recording (the value "Random" indicates this).
- The "Duration" field which is used when the "Repeat – Initial Interrupted" and "Repeat – Follow-up Interrupted" actions are selected, indicate how often the repeated recording should be interrupted.

Adding a Mapping

To add a mapping for a particular line, follow these steps:

1. Select from the options in the drop downs under "Initial resources", "Action", "Follow-up resources" and "Start Point".
2. Once you have these fields selected, click on the "Add" button to the far right of the line.

Modifying a Mapping

To modify either the default mapping, or the mapping for a line, follow these steps:

1. Click “Edit” to the right of the line you want to modify.
2. Change the selection in the drop downs to the new settings you want to apply to that line.
3. Click on “Save”.

You cannot modify the telephone number that a mapping applies to. If you need to do this, remove the mapping and add a new one.

Removing a Mapping

To remove the mapping for a number, click on the “Delete” button to the right of the mapping. You cannot delete the default mapping.

14.2 PHONE ACCESS

Using this interface you can:

- Listen to the music or other recordings for the default mapping or the mapping you have configured for any of your lines.
- Listen to the Global Media Resources we have made available.
- Create, change, or delete your own recordings.

14.2.1 Logging in

To access the telephone interface for Music On Hold, dial 1-337-534-0664 from your phone. To log in you need to enter:

- Your administrative telephone number and password.
- Your Music On Hold password. You can view or change this by using ExecCONNECT as described in Section 14.1.2.

14.2.2 Using the telephone interface

The telephone interface is a menu driven with voice prompts, so listen to the prompts and press the keys on your phone to select which option you would like.

For your convenience the top-level menus provided by the telephone interface are documented here:

“*” Press * at any time to go back to the previous menu.

“1” Listen to resource for default mapping. This will allow you to listen to the recording which is played to callers when they are on hold for extensions which do not have their own mappings.

“2” Listen to resource for particular extension. This will allow you to listen to the recording which is played to callers on hold on a particular extension.

“3” Listen to global resources. This allows you to listen to the recordings in the Global Media List, described in Section 14.1.3. You will need the 2 digit resource ID of the recording you want to listen to.

"4" Manage existing local resources. This allows you to modify or delete recordings you have added to the Music On Hold system, including recording a new resource to replace an existing one. You will need the 2 digit resource ID of the recording you want to modify or delete.

"5" Record new local resource. This allows you to record a new resource over the phone. Follow the instructions given. There will be a number of prompts that will guide you through the process.

GLOSSARY

This appendix describes the important concepts used in your phone system.

A.1 EXECCONNECT

ExecCONNECT provides a web interface to your phone system, and allows end users and Business Administrators to modify their settings. There are two ExecCONNECT interfaces.

- The first is for regular users to manage their business telephone settings.
- The second is for Business Administrators to modify both global settings for the business and to modify end-users' settings.

The second of these interfaces is the one which you will use to administer the phone system and is described by this document. For more details on using the first interface, please see the "Hosted Voice End User Guide".

A.2 PHONE NUMBERS

Every phone line within your business has its own DID (Direct Inward Dial) number, which is a regular 10 digit number including the area code, such as 555-444-1414. Within your business you are able to assign extension codes to these phone numbers. These are shorter numbers (typically 3 or 4 digits although they can be longer) which enable your employees to quickly call each other.
Your phone system is capable of having multiple lines configured on a single phone. You could configure one line on a phone which is that employee's personal DID, and another line which is your business's main switchboard number. Calls to both numbers will make this one phone ring.

Your phone system is also capable of sharing lines between phones. This means that in the example above, each phone in your business could have its own DID line, and a second line which is your business's main switchboard number. Then every phone would ring when a call came into your switchboard.

We will assign your business one or more blocks of numbers which you can then assign to phones as you wish. You can then define your own extension codes which map to these numbers. Alternatively, if you have asked us to, we will have pre-configured your system so that the phone numbers and extension codes are already assigned.

A.3 MAC ADDRESSES

Every phone has a unique identifier called a MAC address. The phone system uses this identifier to uniquely identify a phone.

This MAC address is printed on a sticker on the phone, usually underneath. It consists of 6 groups of 2 letters or numbers, and will be printed in one of two forms:

- FE:DC:BA:12:34:56
- FEDCBA123456

A.4 DEPARTMENTS

Many smaller businesses will only have a single administrator, or a number of administrators who all manage the entire phone system. However, if you work in a larger enterprise you may have different administrators each with responsibilities for the phones of different parts of your organization.

Therefore LUS Fiber's Hosted Voice solution supports the concept of departments. Every phone line and phone is a member of a department. Departments are hierarchical, with some departments having sub-departments. An administrator of a department is permitted to manage all phones, lines, and other resources within that department. They are also allowed to manage the sub-departments.

Even the smallest business will have at least one department in the phone system, known as the top-level or root department, where there is only one department all of the phone lines and phones will be part of this.

Larger businesses will have multiple departments, and phones and lines can be moved around these departments to allow different administrators to manage them.

An administrator's phone line is always part of the department he is the administrator for. Moving the administrator's line to a different department will remove his permissions for managing the department he used to be in, and give him permissions to manage his new department.

A.5 PHONE PROFILES

A department's phone profile consists of the default phone configuration which will be automatically applied to all phones within that department. There is a different profile for each type of phone within the department.

In this case, a department can have up to three profiles – one for each type of phone.
A department inherits the phone profiles from any parent departments, so parent departments can specify some elements of a phone's configuration, and the sub-department can configure others.

A.5.1 Phone profile graphical view

You can configure the keys of the phone using the graphical view so that the phones used by people in your department will contain these settings by default. For example you can configure a key to access voicemail which will be configured on every phone in your department.

A.5.2 Phone profile table view

The table view allows you to configure a wider range of settings than just key settings and provides a more powerful interface.

- Lock settings so that neither end-users nor administrators in sub-departments can override settings.
- Hide settings so that neither end-users nor administrators in sub-departments can view settings.
- Configure ringtones.
- Configure the phone display.
- Configure the time and date format, and time zone.

A.6 MULTI LINE HUNT GROUPS

A Multi Line Hunt Group allows sequential ringing of available phones for use in applications such as call centers. An MLHG consists of a number of lines within the business group, known as members. When a call comes into the hunt group, a hunt algorithm will decide which phone to ring. If this phone is busy or is not answered the hunt algorithm will move on to another phone.

- Hunt groups have a pilot number, which is a directory number associated with the MLHG. When this pilot number is called the members of the MLHG are alerted in turn.
- Alternatively, a hunt group can be configured to hunt if any member of the hunt group is called directly using its DID number and doesn't answer.

MLHGs can be configured to enable queuing. If configured, calls which come in to an MLHG whose members are all busy will be queued. These queued calls will receive Music On Hold if this feature is configured.

A.7 CALL PICKUP GROUPS

Group Call Pickup allows users to pick up calls that are ringing on other phones (in a pre-defined pickup group within the same business group by picking up their own phones and dialing an access code). Note that if two or more phones within the pickup group are ringing at the same time, the user cannot control which call is picked up.

You can have multiple groups in your business. A line can be in multiple Call Pickup Groups. If a call is ringing on lines in both groups simultaneously and the user who is in both groups picks up a call, then they will pick up the call which started ringing first.

Directed Call Pickup is similar, but allows the user to pick up the call that is ringing on a specific phone within the group. Users pick up their own phones and dial an access code followed by the extension code for the line which is ringing.

A.8 SHORT CODES

Short codes are speed dials that are defined at the scope of your organization – so everyone in your business can use these speed dials.

A.9 ACCOUNT CODES

Account codes:

- Authorize employees to make outbound phone calls.
- Associate a reference number to outgoing phone calls that your business makes.
  Once you have dialed a number that requires an account code you will hear a tone. This is the prompt to enter the account code. Once the account code has been correctly entered the call will be made.

There are two types of account codes:

- Validated Account Codes. When the user making a phone call enters the account code, it is checked against a list of valid account codes. If the account code matches one on the list the call will continue. If the account code doesn't match any on the list then an error is played. You should use Validated Account Codes when you want to stop any unauthorized personnel from making outbound calls.
- Unvalidated Account Codes. When the user making a phone call enters the account code this account code is marked against the call in our billing system and the call continues. The account code isn't checked for validity.

You can use Unvalidated Account Codes when you want to record an account code against outgoing calls that you make. If you have signed up for this service the account code for each call will be marked on your bill. This is useful, for example, if you are billing your clients for all of your phone calls.

You can set up either type of account code either for your whole business, or select from either validated and unvalidated for each line individually. You can allow your users to manage their account codes.

A.10 AUTO-ATTENDANT

Auto-Attendant offers a very simple automated telephone menu. Callers to a business are directed to the automated telephone menu, providing key options to transfer to specific departments or individuals in the business, to transfer to a voicemail account directly, or to listen to a recorded announcement. You can choose to have either a single menu that plays when Auto-Attendant is turned on, or two different menus for business and non-business hours that are used according to a pre-defined schedule. When Auto-Attendant is turned off, you can either forward callers to another telephone number or play a message informing the caller that your business is currently closed.

A.11 MUSIC ON HOLD

The Music On Hold system lets you configure music and recordings to be played to your callers when you put them on hold. You can either use recordings we have made available, or upload and make your own recordings.

You can access the Music On Hold system either using ExecCONNECT, or using your telephone. The ExecCONNECT interface is more powerful and easier to use, but you can use the telephone interface to record your own announcements to be played to callers.

NOTES

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