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# **VoIP Portal Instructions**

Featuring Call Routing & Call Accounting Setup

# ACC Telecom Hosted Telecommunication Solutions

-----August 2012-----

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### The Harbor City Corporation t/a ACC Telecom

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# I. ADVANCED CALL ROUTING

## Call Routing Setup when System is Offline

**IMPORTANT!** Please follow the steps below to forward incoming calls to an outside number should your system or device lose registration in the event of Internet or power outages. Please note voicemail will still function in the event of power/internet failure but live calls will only be forwarded with this call routing option if your system is *completely* down. Should you experience intermittent internet or power issues, please also enable an outside number for the If Not Answered call routing option.

- 1. Click on the Services Tab
- 2. On the Left hand side of your screen, click on Extensions  $\rightarrow$  Standard
- 3. Click EDIT next to the desired extension
- 4. Click on the CALL ROUTING tab found under Routing & Configuration.
- 5. Click on the drop down box next to **IF OFFLINE** and choose **Outside Number**.
- 6. Type the full 10-digit outside phone number (home, cell, etc.)
- 7. Click SAVE. Please see Figure 28.
- 8. Allow at least 5 minutes for the system to update before making a \*test call.

Home Activity Voicema	ail Services Cases Accounting Reports Settings
Home » Services » PBX Co	onfiguration » Extensions » Standard » Standard Detail
Create New 💌	Standard Extension Detail
PBX Info	Extension Details
Account Details	
Phone Numbers	Extension Number: 101
Standard Phone Numbers	Name:
Toll Free Phone Numbers	Outgoing Caller ID: () 👻
E911	E911 Location:
SIP Trunks	Seconds to ring: 25
Standard Cloud Import/Export	SIP Peer Status Registered - Refresh - Show Details - Prune Peer (Last updated 2/13/2013 at 12:32:42 PM)
Endpoints Import/Export	Routing & Configuration
Mailboxes Standard Broadcast	Call Routing SIP Config Endpoint Find Me Advanced How would you like incoming calls to be handled? The system will send all calls to the "Try First" setting.
Auto Attendant	on the settings below.
Time Frames	Try First' Dhono V 101. V Ding Time: 40
Groups	
Contacts Import/Export	If Not Answered: Mailbox 101
Conference Bridge	If Offline: Mailbox 101
Listen Live	
Call Center	

## One Number Follow Me / "FIND ME"

The "Find Me" feature allows incoming calls to ring various numbers (i.e. - cell, home number, etc.) before transferring to voicemail.

Please follow the steps below to enable the "Find Me" feature:

- 1. Log into your portal at <a href="http://voip.acctelecom.com">http://voip.acctelecom.com</a>
- 2. Click **SERVICES** on the blue navigation bar.
- 3. Click on **EXTENSIONS** on the left hand side of your screen.
- 4. Click on **STANDARD** on the left hand side of screen, located below Extensions.

Home Activity Voicemail	Services Cases	s Accounting Reports S	ettings		
Home » Services » PBX Conf	iguration » Extension	S			
Create New	Extens	ion List			
PBX Info Account Details	Search —	Search	Clear Search		
Phone Numbers	New Standard Ex	tension New Cloud Extension	mport/Export		
Toll Free Phone Numbers	Extension	Name	Туре	Route To	
E911	007	Erik	Standard	Phone 007	
SIP Trunks	13	Chris	Cloud		
Extensions	42	Chris	Standard	Phone	
Standard	69	Bret Softnhone	Standard		
Import/Export	80		Standard	Phone	
Mailboxes	99		Cloud		
Standard	107	Oni	Standard	Phone	
Broadcast	222	Kristin	Standard	Find Me	
Auto Attendant	333	Chris	Standard	Phone	
Time Frames	369	Pete Softphone	Standard	Phone	

- 5. Make sure you display **"ALL" records** located on the right hand side of your screen.
- 6. Locate the user's name and click on **EDIT** located on the right hand side of your screen.
- Click on the FIND ME tab. To configure your Find Me settings, define your locations by entering a 10 digit number for each of the 5 available Find Me locations. You have three options:
  - a. **Extension:** selecting this option will ring the phone associated with your extension.
  - b. **Outside Line:** this is a phone number such as a cell phone or your home phone.
  - c. **Other Extension:** selecting this option will give you the ability to select any extension configured in your virtual phone system.

Home Activity Voicemail	Services Cases Accounting Reports Settings
Home » Services » PBX Config	uration » Extensions » Standard » Standard Detail
Create New	Standard Extension Detail
PBX Info	Extension Details
Account Details	Extension Number
Phone Numbers Standard Phone Numbers	
Toll Free Phone Numbers	
E911	E911 Location: Select
SIP Trunks	No E911 Location is selected, calling will not be active for this extension.
Extensions Standard	Seconds to ring: 25
Cloud	SIP Peer Status
Import/Export	Registered - Refresh - Show Details - Prune Peer
Mailboxes	(Last updated 2/10/2012 at 05:52:21 PM)
Broadcast	Deutics & Configuration
Auto Attendant	Routing & Computation
Time Frames	Call Routing SIP Config Device Find Me Advanced
Croups	The Find Me feature attempts to be used of dialing each of the following locations until you accept or reject the call. The caller is placed on hold until you are found. Once you answer the call you have the option to accept the call or reject
Groups	the call. You also have the entires to reject the call and leave a short message for the caller.
Lister Live	1 My Estancian Rings your attension
Cisteri Live	2 Outside Line (100)
Queue	
Agents	
Reason Codes	
Tally Codes	P- Other Extension
Holidays	Bing each location for 15 💌 eccende
Call Recording	Ring each rocation for instances them to you before connecting
File Access	Record care is name and announce ment of you before commercing.
Hold Music	Since the carlot are option of transforming to recentlan between each location denired above.
Call Blocking	C Active during the hours below Always active
	Figure 3

- 8. Click **SAVE** at the bottom of the page.
- 9. Click the CALL ROUTING TAB and change TRY FIRST to "FIND ME", IF BUSY to "FIND ME", etc.
- 10. Click **SAVE** at the bottom of the page.

Extensions	Seconds to ring: 25				
Cloud	SIP Peer Status				
Import/Export					
Mailboxes Standard Broadcast	Kegisterde - Ketresh - Show Details - Prune Peer (Last updated 2/10/2012 at 05:32:21 PM)				
Divadcast	Routing & Configuration				
Auto Attendant	Call Routing SIP Config   Device   Find Me   Advanced				
Time Frames	now wowd you like incoming calls to be handled? The sytem will send all calls to the "Try First" setting.				
Groups	If you are busy, unable to answer the phone, or the phone is omine, the system will handle the call based on the settings below				
Conference Bridge					
Listen Live	Try First: Phone 2. Ring Time: 15				
Call Center	If Busy: Select 2 Ring Time: 25				
Queue	If Not Answered				
Agents					
Reason Codes					
Tally Codes	Group				
Holidays	Auto Attendant				
Call Recording	Voice Mailbox Time Frame				
File Access					
Hold Music					
Call Blocking	You may record y Outside Number number or click th Company Directory our phone will ring and you will be guided through the recording process. To listen to the current				
Recent Items	recording, click th Check Voicemail pupload a file, browse for the file on your PC.				
Extension #4862	Clicking the Rec (Find Me )e phone at extension (type a name or extension number to change)				
Extension #222	Unavailable Message: Record Diav or unload a file Choose File No file chosen				
Extension #100					
Order #-1	Record Play or upload a file: Choose File No file chosen				
Credit/Memo #-1	Your Name: Record Play or upload a file: Choose File No file chosen				

Figure 3.1

## Additional "FIND ME" Features

In addition to defining your locations, there are a few options that can be updated:

- a) **Ring each location for** *n* **seconds:** The system will ring each location for this number of seconds before attempting to reach you at the next location in the list.
- b) Record caller's name: If this checkbox is selected, the caller will first be prompted to record their name. When you answer the call, the system will play "You have an incoming call from...", then the caller's name that was recorded. This is useful for call screening.
- c) Give the caller the option of transferring to voicemail: If this checkbox is selected, the caller will hear a brief prompt asking them if they'd like to continue locating you, or leave you a voicemail; between each location defined.
- 11. Save your settings and make a test call.

# **II. CALL ACCOUNTING**

### **Detailed Call Reports**

As an ACC Telecom Hosted Phone System user, Call Accounting is included with your virtual phone system for no additional charge. Run reports and graphs on specific phone numbers, time periods, Call type, and more for marketing, customer service, or reporting purposes.

Please follow the steps below to obtain detailed call reports:

- 1. To view your detailed call reports, log into your VoIP user portal at <a href="http://voip.acctelecom.com">http://voip.acctelecom.com</a>.
- 2. Click on Reports.
- 3. <u>Change the Start Date, End Date & Call Type if applicable</u>. <u>Click</u> <u>Search</u>.
- 4. Next, click **Export Results**. Your call details will be exported to an Excel file.
- 5. To calculate your total minutes within the Excel file, click on an open cell and type your SUM formula. **Ex- SUM=(B3:B22299)**

Home Activity Voicemail	Services Cases Accounting	Reports Setting	gs				
Home » Reports » Activity							
Create New Activity Activity Graph Path Usage ADD Reports Real-time Console Queue Performance Agent Events Queue Call Activity Activity Activity	Call Activity: AC Start Date: 2/20/2012 End Date: 2/27/2012 Call Type: All Calls Keywods: <u>Search (Clear Searc</u> View Acthyt Graphs & View Virtual Path Usa	C Telecon	n Demo			≪ Previous - Nexts Page 1 of 14 (	267 Records) - 20 💌
Queue Summary by Number	Date/Time	Duration	Call Type	From		То	Acct. Code
Recent items           Order #-1           Order #9392           Order #9698           Extension #222	2/27/2012 01:09:16 PM 2/27/2012 12:52:15 PM 2/27/2012 12:19:41 PM 2/27/2012 12:19:41 PM 2/27/2012 11:52:02 AM 2/27/2012 11:50:18 AM	00:08:50 00:01:14 00:00:43 00:07:37 00:00:09	Outgoing Incoming Incoming Outgoing Outgoing	(443) 393- (337) 474- (804) 330- (202) 842- (202) 842-	"ACC Demo" [Ext 4 ]	(910) 471- Extension 8 Extension 8 (703) 243- (703) 243-	
						Figure 4	

### **ON-DEMAND CALL PATHS**

### **Unlimited Paths vs. Virtual Paths**

- Unlimited "paths" are phone lines with nationwide, unlimited calling.
- **On-Demand "paths"** are lines that open temporarily to allow additional incoming calls when all of your unlimited paths are unavailable due to call volume. In other words, On-Demand paths allow your unlimited paths to "burst" when you have reached your call path threshold. To reduce the probability of your callers hearing a busy signal the system will open a temporary line for usage through the end of your billing cycle.

### **On-Demand Path Pricing**

Should you system open a temporary call path, a one-time charge of \$38.95 (per path) would be applied to your invoice.

### Setting the Number of On-Demand Paths

The On-Demand Path feature has the ability to be set at 0-9 call paths. Your system automatically defaults to (1) On-Demand Path. To update the quantity of On-Demand paths follow the below instructions:

- Click on the **Settings** tab
- Click on Service Settings to the left of your screen
- Scroll to Paths → On-Demand Call Paths
- Type in the desired quantity of On-demand paths (0-9).
- Scroll to the bottom of the page and click **Update PBX** to save your settings.

	Pioneering solutions in Voice & Data technology
Home Activity Voicemail	Services Cases Accounting Reports Settings
Home » Settings » Service Set	ttings
Create New 🔻	Service Settings - ACC Telecom
Service Settings	General Info
International Settings	Customer Namel ACC Telesom
Customer Profile	PBX Context: actacct
My Profile	PBX PIN: Validate PIN
Users	
Networks	Paths
Message Center Inbox Drafts Sent Archived	Prepaid Call Paths: 12 On-Demand Call Paths: 5 paths Prepaid Fax Paths: 0 On-Demand Fax Paths: 1 paths Rates
2010104	Figu

### **CALL PATH MONITORING**

As a Hosted customer you have the ability to monitor your unlimited path usage within your VoIP user portal by utilizing our usage graph feature. By monitoring your usage monthly you will be able to track calling patterns or seasonal trends, helping your business stay fiscally responsible by evaluating the quantity of lines needed during any given time.

### Call Path Usage Graph

To display a Path Usage graph:

- Click on the **Reports** tab
- Under Activity choose Path Usage
- Select a date range and click Submit
- The graph will display the number of concurrent calls during a specific time period.



Figure 6

## **III. RING GROUP**

**Group Ring:** Group Ring is a collection of extensions which are to be rung at the same time by the same call. For example, you may have a customer support department with 4 support representatives, and you might want all support phones to ring simultaneously when a caller hits key 2 at your auto attendant.

- 1. Log into your portal at <u>http://voip.acctelecom.com</u>
- 2. Click the Services tab.
- 3. Click Groups
- 4. Click New Group
- 5. Create an internal Group Name. A Group Name is a short name given to each group, just for something to refer to the group by within the Customer Portal.
- 6. Select your choice for Ring all Extensions:
  - a) "At the Same Time"- selecting this choice will ring all the selected extensions.
  - Sequentially"- selecting this choice will ring each extension individually for the certain number of seconds indicated under "Seconds to Ring", before moving to the next extension.
- 7. Indicate the number of seconds you wish each extension to ring before the timeout option is executed under "Seconds to Ring".
- 8. "Extensions"- choose the extensions you wish to add to the Ring Group by highlighting the specific number and then clicking add. To remove the extension, highlight and click remove.
- 9. "After Ringing Group Forward Call"- indicate an action if none of the extensions answer the call in the allotted time.
- 10. Click "Add Group"

Home Activity Voicemail	Services Cases Accounting Reports Settings
Home » Services » PBX Config	Iration » Groups » Group Detail
Create New	New Ring Group
PBX Info Account Details Phone Numbers Standard Phone Numbers Toll Free Phone Numbers	Group Name: Ring all extensions: At the same time Seconds to Ring: 20 Caller ID Settings: Original Caller ID
E911 SIP Trunks	Extensions
Extensions Standard Cloud ImportExport Mailboxes Standard Broadcast Auto Attendant Time Frames Groups Conference Bridge Listen Live Call Center Ouene	Available Extensions:     Extensions to Ring:       6436 Daniel     42 (Chris Smartphone)       333 Chris     007 (Erik       222 Kristin     1234       107 On     6412       6449 DEL:     6412       80     6412       809 Peter     6413       6473 Holly     emme       269 (Pete Softphone)     emme       269 Trobog     v
Agents Reason Codes Tally Codes Holidays	After ringing Gup forward call: Select

Thank you for purchasing ACC Telecom's Hosted VOIP Solution.

Please call our Support team at 410-423-6500 for any questions or concerns.

We appreciate your business!