MANAGED VOICE PORTAL

ADMIN USER GUIDE

MEDIACOM℠ BUSINESS

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1 WEB PORTAL

The MVS Admin Portal provides a web interface to your phone system and allows end users and Business Administrators to modify their settings. There are two portal interfaces.

- The first is for regular users: Mediacom Business Phone User Portal to manage their business telephony settings.
- The second is for Business Group Administrators to modify both global settings for the business and to modify end-users' settings: MVS Admin Portal

1.1 ACCESSING THE MVS ADMIN PORTAL INTERFACE

To configure BG lines, and to manage their BG's lines and services, an administrator should log in to the MVS Admin Portal interface using a separate login page to regular users.

Individual Line Users: https://www.mediacombusiness.com/voice

MVS Admin Portal: https://www.mediacombusiness.com/voice-admin

The web portal is supported on the latest versions of all major browsers and operating systems. This includes:

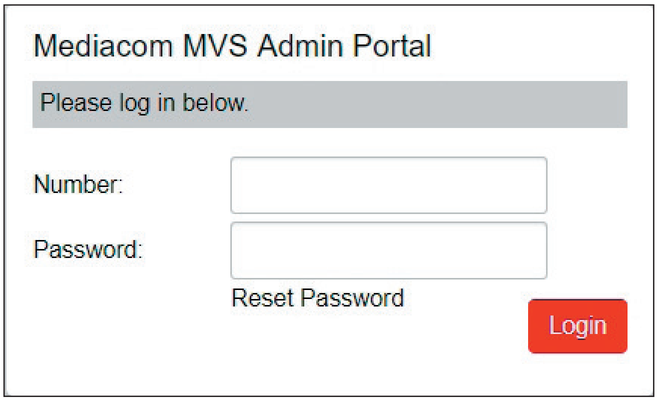
- Microsoft Internet Explorer version 11
- Edge
- Firefox version 3 or later
- Google Chrome version 4 or later (Windows only)
- Safari version 5 or later (Mac OS X only)

It is supported on the following operating systems:

- Microsoft Windows Vista
- Microsoft Windows 7
- Microsoft Windows 8
- Mac OS X 10.6, Snow Leopard and later, although some features are only supported by later versions
- JavaScript must be enabled

1.2 LOGGING INTO THE MVS ADMIN PORTAL

Login page

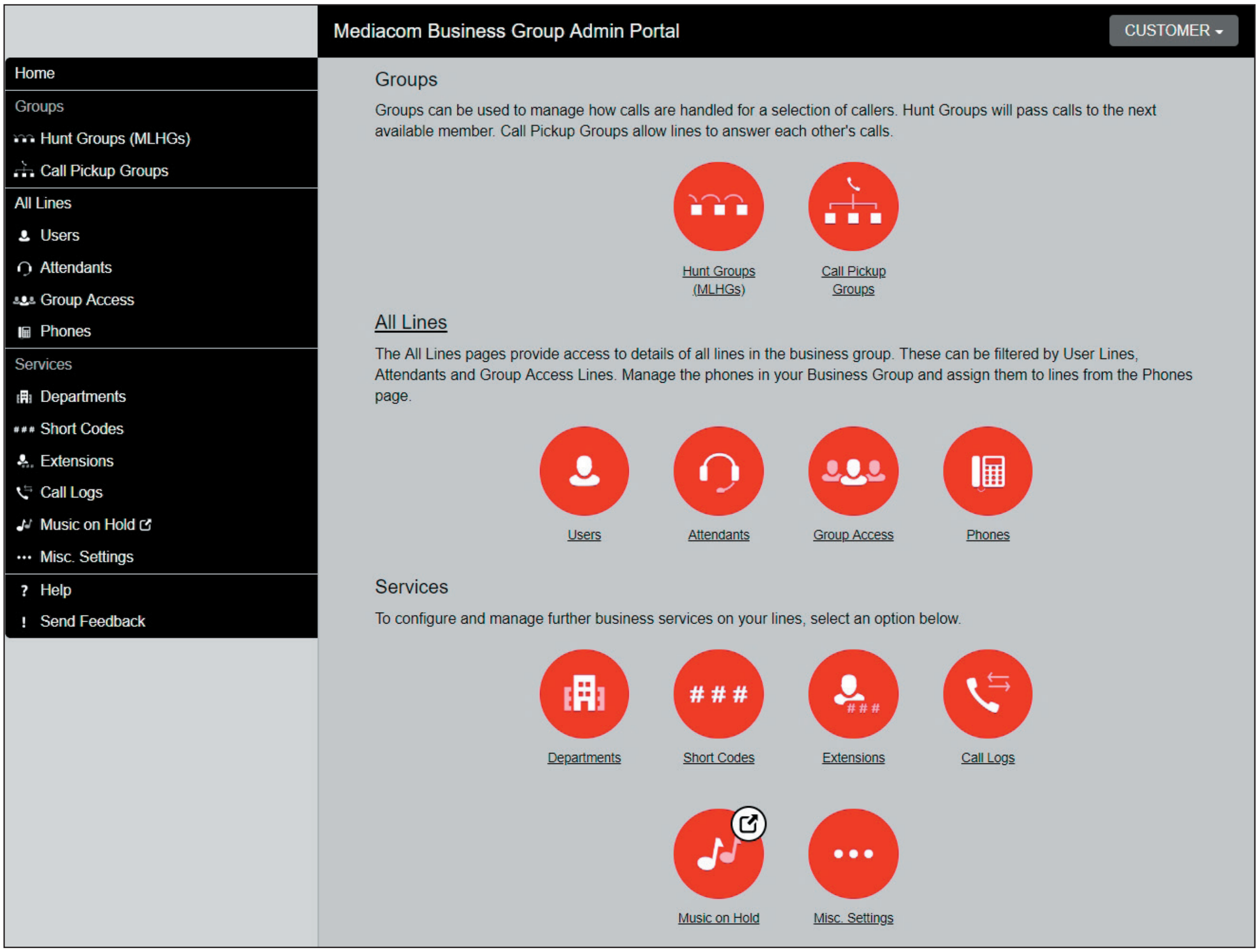


To log into, follow these steps:

1. Enter a phone number with administrative access.
2. Enter the password.
3. Click on **Login**.

1.3 USING THE MVS ADMIN PORTAL

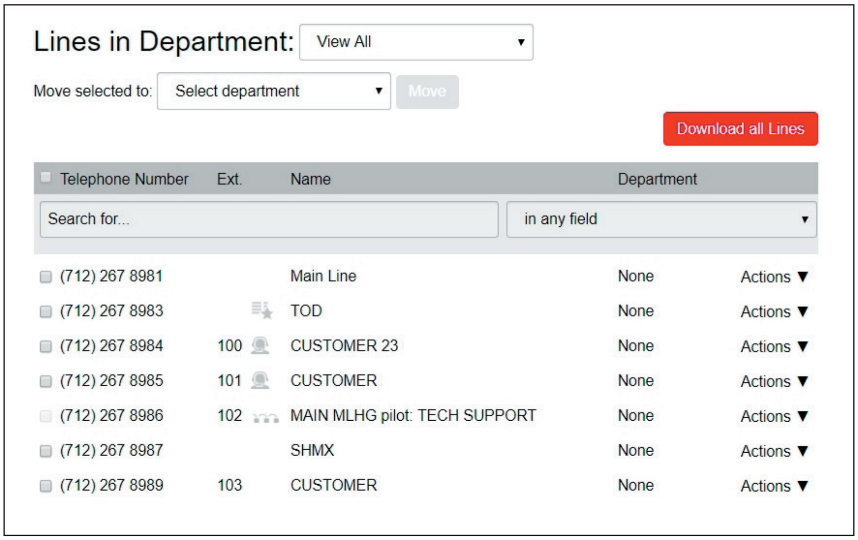
Once you are logged into the Admin Portal you are presented with the Business Group Administrator's homepage.



- Down the left-hand side of this page are a series of links which take you to the different pages within the Portal
- The main panel shows the same information as the left-hand sidebar but as a series of clickable icons
- The name of the user you are logged in as is shown at the top of the page. Use the drop-down to reveal a **Logout** link
- At the bottom of the left-hand sidebar, you can follow links to access **Help** for the screen you are viewing

2 MANAGING LINES WITH THE MVS ADMIN PORTAL

To manage the lines in your Department, click on the **All Lines** option on the left-hand sidebar.



This menu shows all the lines within the department(s) of which you are an administrator.

2.1 WORKING WITH YOUR BUSINESS GROUP LINES

If you manage multiple departments or have any sub-departments in your department, you can select the department or sub-department using a drop-down list at the top of the page. This drop-down also includes a search box, which may be useful if you have a large number of departments in your Business Group. As you type a term in the search box, you will see possible matches and you can then select the Department you want.

When **View All** is selected, the screen includes a Department column so that you can see where a particular line is located.

The **Download all Lines** button on the top right of the screen enables you to download a .csv file giving the name, DN and department of each line, ordered by the department to which the lines belong if you have more than one department.

The **Actions** drop-down on the far right of each line has some or all of the following options, depending on the type of line. Each option opens a pop-up where you can view or carry out a configuration.

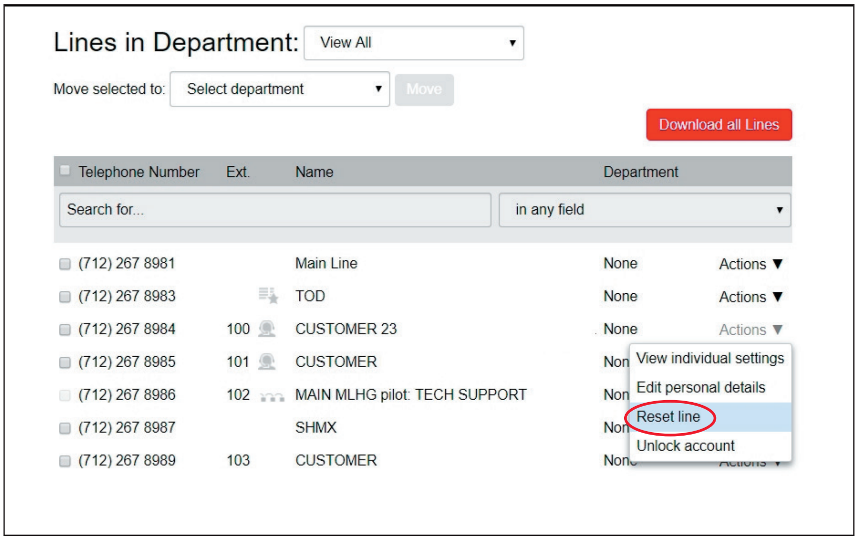
- view individual settings or view line settings to view configuration for the selected line
- view group settings for this line (if the line is a member of a Group, for example a Hunt Group)
- edit personal details, for example renaming the line
- add services to the line
- reset the line
- unlock the account

2.1.1 Resetting a Business Group Line

You can use a reset line option on a Business Group line if you need to allocate this line to a different subscriber. Resetting the line removes all the current data associated with the line, including any call lists.

To reset the line:

- Expand the **Actions** drop-down alongside the line
- Select **Reset** line



- This will launch a pop-up where you can enter the name of the new subscriber
- Choose whether to use the account name as the local calling name (this is ticked by default)
- Choose whether to remove the line from all the groups which the previous subscriber belonged to (this is ticked by default)
- Click **Apply**
- You will then see a confirmation pop-up warning you that resetting the line will lose all the data for the line and cannot be undone
- Click **Confirm** to reset the line, or **Cancel** to leave the line unchanged
- If you click **Confirm**, you will then see a **New User Details** pop-up showing the new account name, directory number and all the PINs/passwords, which will have been set to randomly generated numeric or alphanumeric sequences
- You can copy and paste this information into an email to send to the new line user
- The new account created for this new subscriber will not yet be initialized and the subscriber will be prompted to set a new TUI PIN/Portal password and record an initial greeting the first time they log in

2.1.2 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 top of the page.
3. Click on the **Move** button.

2.1.3 Logging into a User's Account

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

1. Expand the **Actions** drop-down to the right of the line, and select **View Individual Settings.**
2. This will launch the User Portal interface for that line in a new browser window.

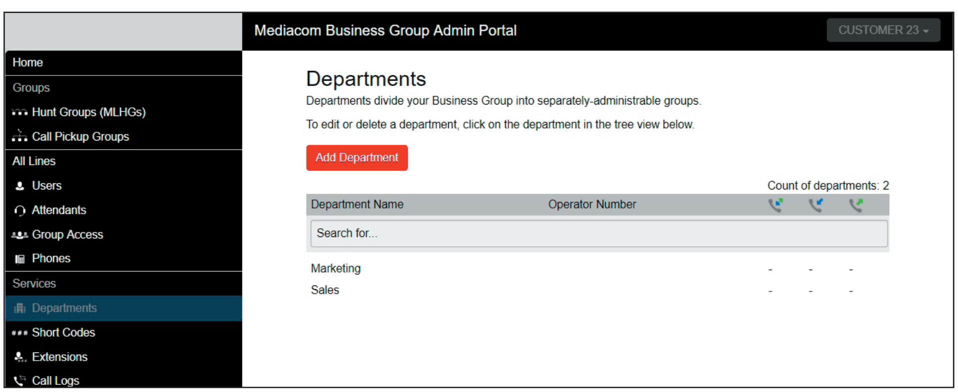
2.2 DEPARTMENTS

Your Business Group may have several departments. You may be able to use the following options in the Admin interface to view and manage your departments. The **Departments** link is only visible to root administrator.

2.2.1 Managing Departments

You will see the following screen when you click on the **Departments** link in the menu on the left of any page.

This displays all the departments in your Business Group, along with any configured restrictions on the number of incoming, outgoing or incoming/outgoing calls.

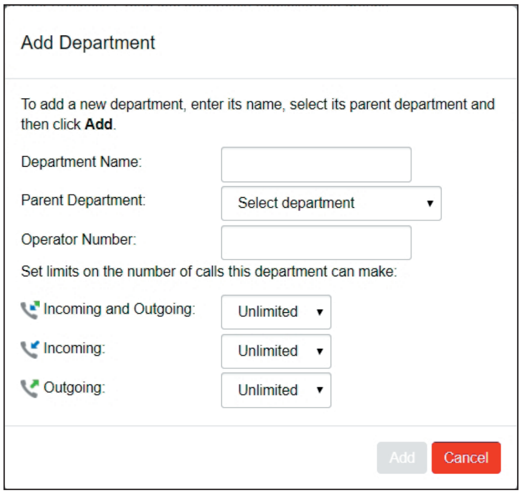


If you have a very large number of departments, you can use the **Search for** box to find a department. As you type, matching departments are shown, with the matching text highlighted in yellow.

2.2.2 Adding Departments

The administrator may create departments within the business group. Each Business Group can have up to 1,000 departments.

To create a department within a business group follow these steps:



1. Select the **Departments** link on the left of the page. Click the **Add Department** button at the top of the page and the dialog shown above will appear.

2. 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
    - 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.

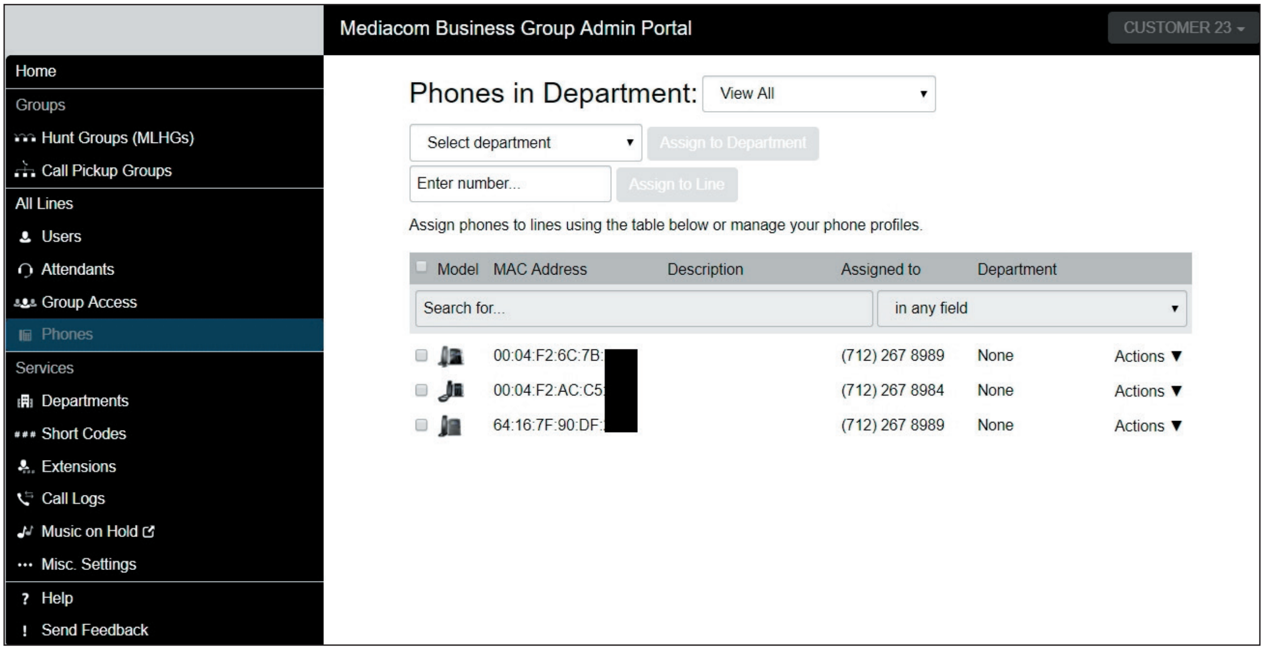
    Incoming – Enter the total number of concurrent incoming calls that this department will be permitted to have active at any given time.

    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.

3 MANAGING PHONES

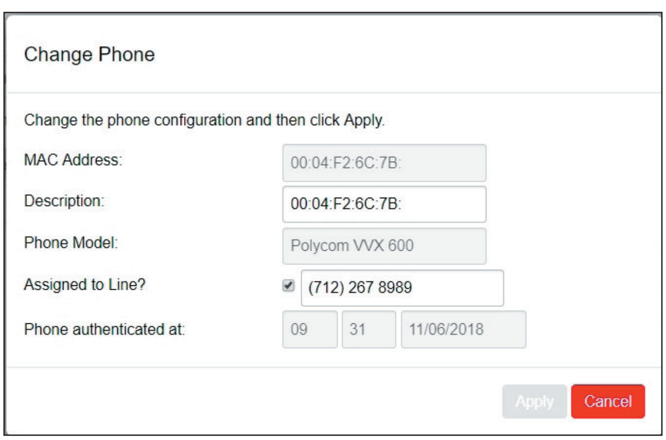
To access the Phones page select the **Phones** link on the left hand side of the page.



This page shows you all 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.

The **Actions** drop-down alongside each phone allows you to:

- **Change Phone** - make changes to an individual phone, for example to modify its description or allocate it to a line
- **Configure Phone** - access the phone profile for this individual phone so that you can make changes to it, as described in



3.1 MODIFY PHONE DESCRIPTION

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

1. Click on the phone entry, or use **Actions**, **Change Phone** to launch the pop-up shown in the Change Phone dialog box.
2. Enter the new description.
3. Click on the **Apply** button.

3.2 MOVING PHONES BETWEEN DEPARTMENTS

To move a phone between departments, follow these steps:

1. Select the phone you wish to move using the checkbox to the left of the phone.
2. Select the department you wish to move the phone to using the drop-down list at the bottom of the page.
3. Click on the **Assign to Department** button.

3.3 ASSIGNING A PHONE TO A LINE

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

1. Select the phone you wish to assign a line to 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 top of the page.
3. Click on the **Assign to Line** button.

3.4 REMOVING A PHONE FROM A LINE

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

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

1. Select the phone by using the checkbox to the left of the phone.
2. Select the department the unassigned phone should be part of using the drop-down at the top of the page.
3. Click on the **Assign to Department** button.

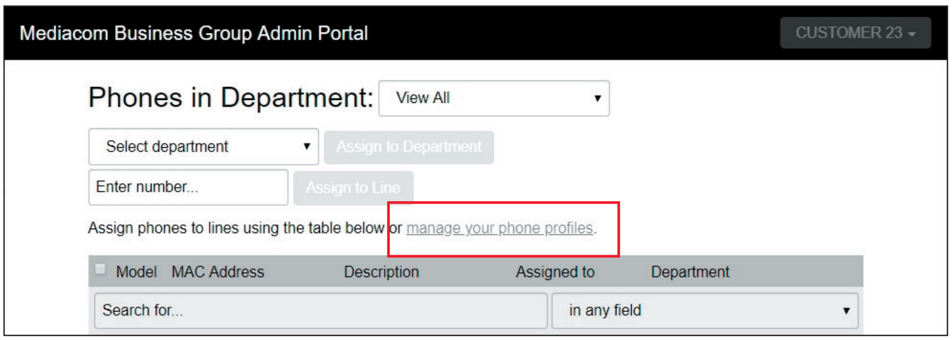
3.5 PHONE PROFILES - ENDPOINT PACK PHONES

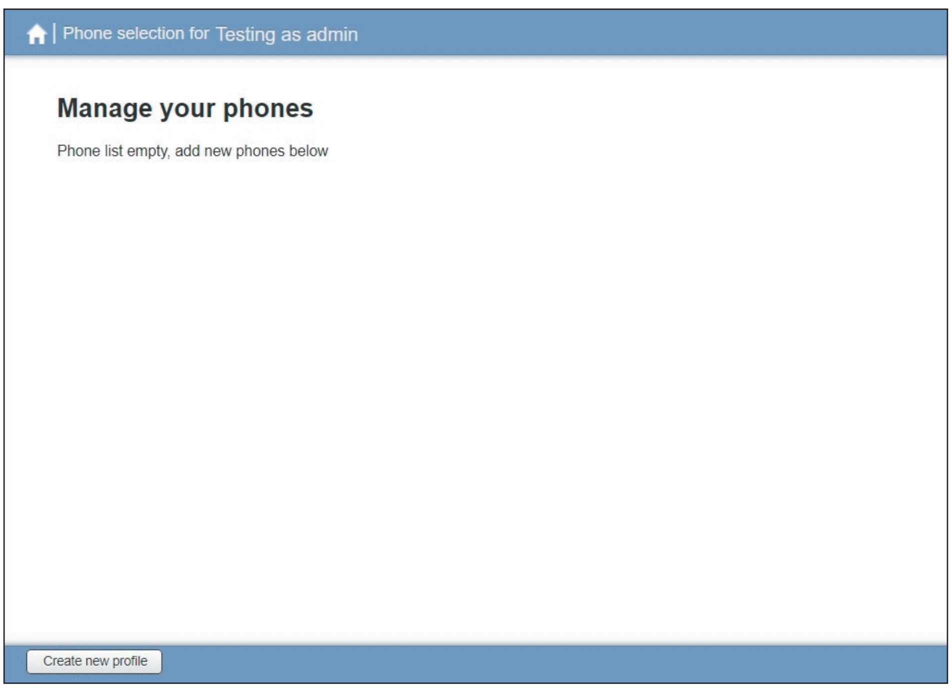
This section describes how to use the Phone Profile Editor.

3.5.1 Managing Phone Profiles

To manage the phone profiles for your department, follow these steps:

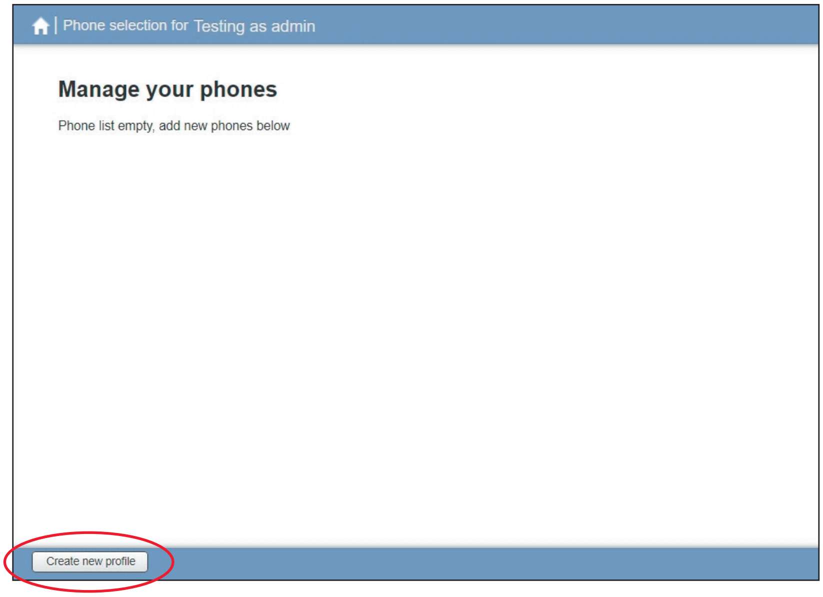
1. Click the **Manage Your Phone Profiles** link towards the top of the Phones page.
2. This launches a new window with the **Phone Profile**.





3.5.2 Adding a New Phone Profile

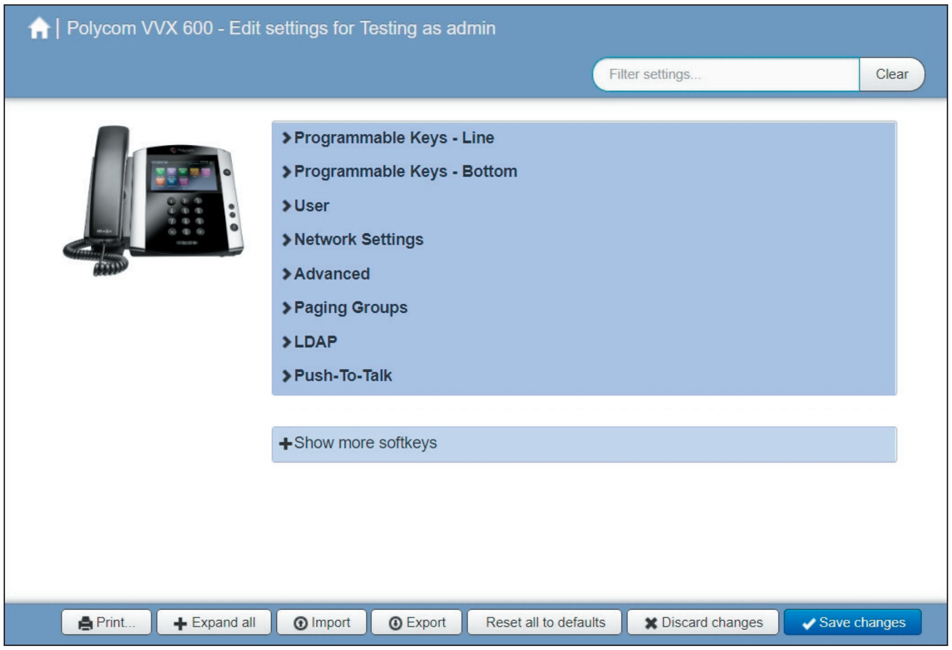
By default, a department does not contain any phone profiles. To add a new phone profile, follow these steps:



1. Click on the **Create new profile** button at the bottom left of the screen to launch the **Create new profile** screen which displays pictures of the handsets of all the available phone models.
2. Select the model of phone you want to create a profile for.
3. Click on **OK**.
4. A default profile for the phone will now appear in the **Phone Profile Editor**.

3.5.3 Modifying a Phone Profile

To open the phone profile that you want to modify, either click on the picture of the phone or select **Edit** from the drop-down underneath the picture.



1. On this screen, you can click on the arrows alongside the headings to expand the individual settings so that you can make changes to them.
2. For each setting, use the drop-down to select a new value.
3. Click the padlock icon if you want to lock or hide this setting so that a subscriber cannot change it.
4. The column on the far right indicates when the default value is set in the phone profile. You can use the **Reset all to defaults** button at the bottom of the screen if you want this profile to use the default values.
5. Settings that you cannot change will be grayed out.
6. To save your changes permanently click on **Save changes**. 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**.

3.5.4 Logging out of the Phone Profile Editor

Close your browser window to log out of the Phone Profile Editor.

3.6 MODIFYING PHONE CONFIGURATION AS A USER

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

1. Click on the **Individual Line** icon to the right of the phone.
2. Modify the drop-downs to add or change an existing line key or bottom key. Save your configuration.
3. Hold down 1-3-0 simultaneously on your phone to force a reboot. Alternately you can wait for the phone to auto-update itself overnight to see your changes.

3.7 INSTALLING A NEW PHONE

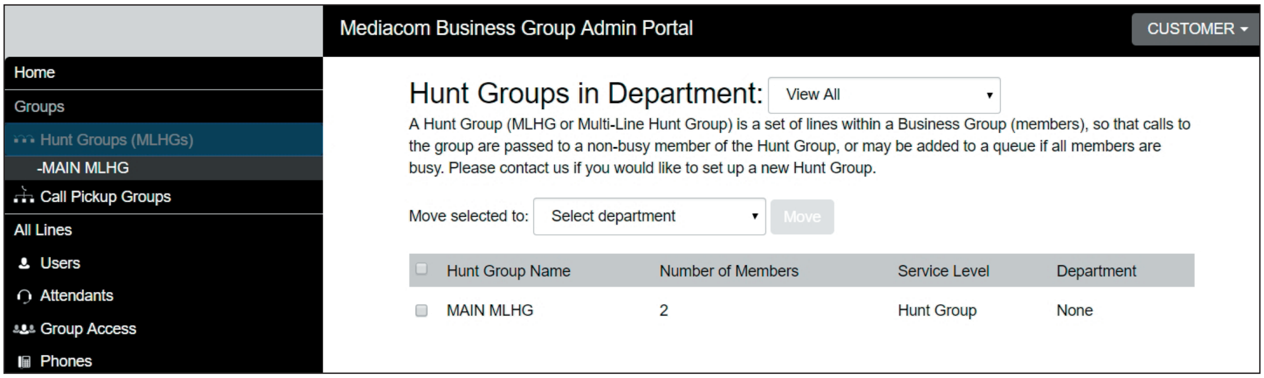
To install a new phone, follow these steps:

1. Connect the new phone to you network jack.
2. The phone should now power up and retrieve its configuration from the Mediacom Business server.
3. Once the phone has fully powered up, if there is no phone number configured on the phone you will need to assign the phone to a spare line to the phone using the portal.

4 MANAGING HUNT GROUPS: MULTI-LINE HUNT GROUPS (MLHG)

4.1 VIEWING HUNT GROUPS

The MLHG page displays all the MLHG in the Business Group.



To view MLHG (Hunt Groups) in sub-departments, select the sub-department from the drop-down list at the top of the page.

4.2 MOVING MLHG 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 using the drop-down list at the bottom of the page.
3. Click on the **Move** button.

4.3 VIEWING AND MODIFYING HUNT GROUPS

To view the details of a MLHG and to modify its settings, select that MLHG by clicking anywhere on its entry on the Hunt Groups screen.

This takes you to a series of tabs for that MLHG.

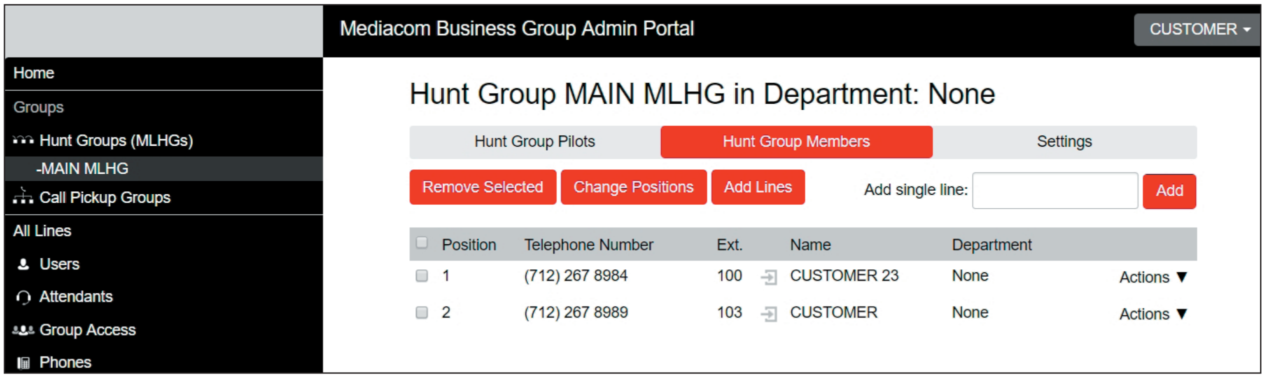
4.3.1 Multi-Line Hunt Group Pilots

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

Click anywhere on a Pilot Line entry to access the portal interface for this line. This allows you to carry out any configuration on the Pilot line, for example you can enable or disable the Unavailable Call Forwarding service for this line and configure the forwarding number that would be used if all your lines were unavailable, for example because there was a power outage at your site.

4.3.2 Multi-Line Hunt Group Members

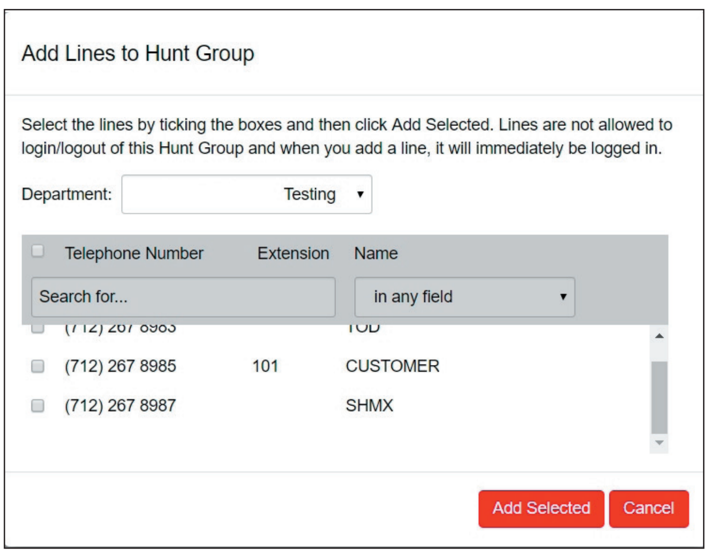
This tab displays all the lines which are members of this Hunt Group. There is an icon for each line which tells you whether each member is currently logged into this Hunt Group.



Adding Lines:

To add lines to the Hunt Group, perform one of the following two steps:

1. If you know the number, enter it in the text box on the top 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:

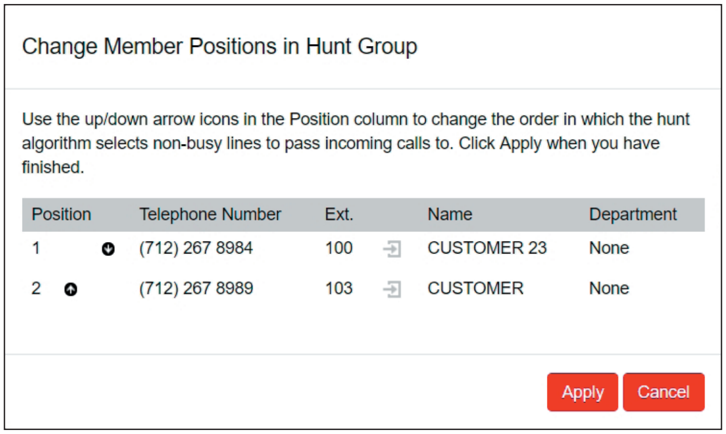
To remove a line from the Multi-Line Hunt Group, follow these steps:

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

Changing Positions:

To change the positions of lines within the MLHG Hunt Group, follow these steps:

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



4.3.3 Settings

The Settings tab lets you view and change various settings for the Multi-Line Hunt Group.

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

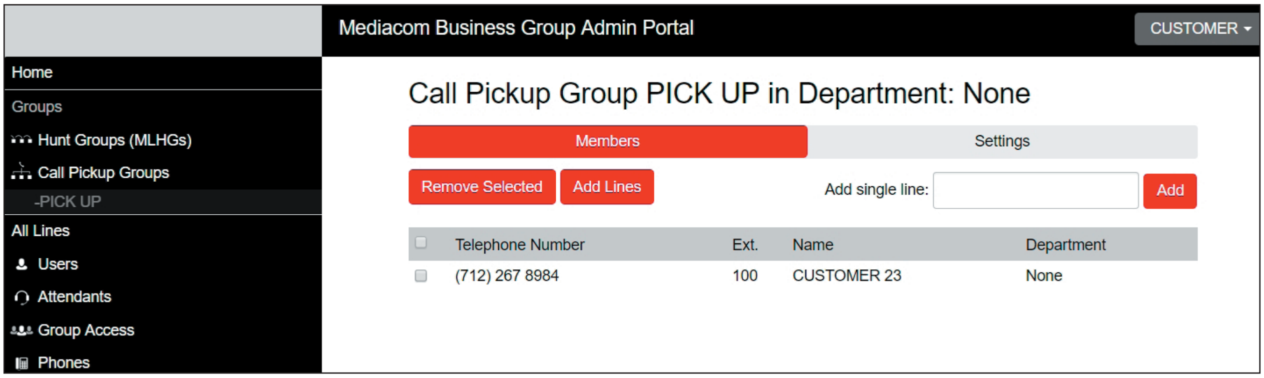
The Hunt Settings page allows you to see the call distribution algorithm that is currently in use for this MLHG and other detailed MLHG settings.

You can also use a setting on this page to determine whether the Pilot Line's information (DN and name) is delivered as the Caller ID.

5 MANAGING CALL PICKUP GROUPS

5.1 VIEWING CALL PICKUP GROUPS

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



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

5.2 MOVING CALL PICKUP GROUPS TO ANOTHER DEPARTMENT

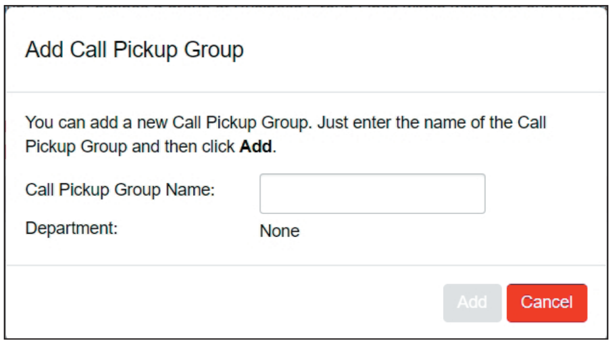
To move Call Pickup Groups between departments, follow these steps:

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 top of the page.
3. Click on the **Move** button.

5.3 ADDING CALL PICKUP GROUPS

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

1. Select the Department to which you want to add the Call Pickup Group.
2. Click on **Add Group**.
3. Enter the name of the new Call Pickup Group in the text box.
4. Click on **Add**.



5.4 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.

5.5 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 clicking on its entry.
2. This takes you to the page for that Call Pickup Group.

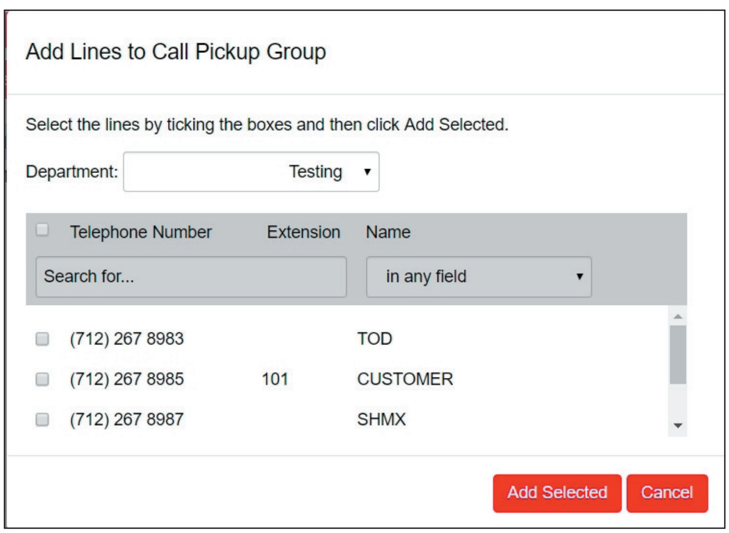
5.5.1 Managing Call Pick Up Group Members

The **Members** tab displays all the lines in this Call Pickup Group.

Adding Lines:

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 top 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.

5.5.2 Settings

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

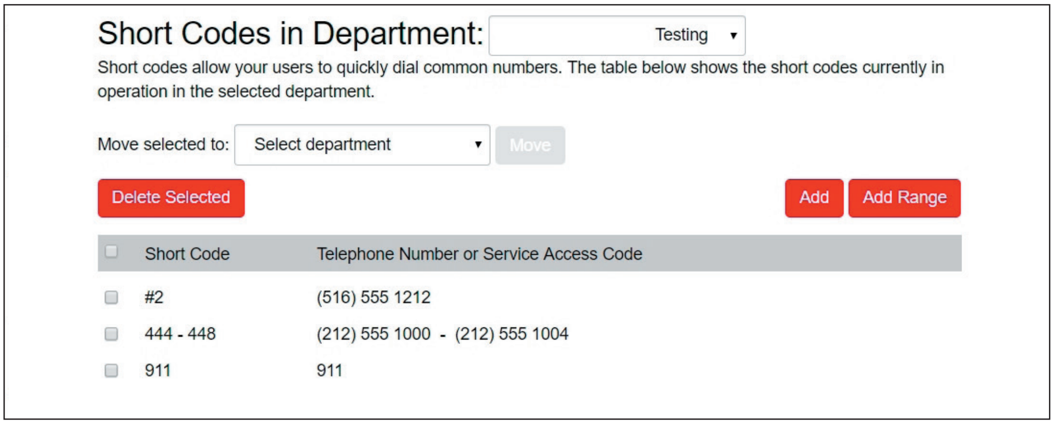
1. Enter the new name in the text box.

2. Click **Apply**.

6 MANAGING SHORT CODES

6.1 VIEWING SHORT CODES

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



- 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 the Short Codes for all departments, select **View All** from the department drop-down list

6.2 MOVING SHORT CODES TO ANOTHER DEPARTMENT

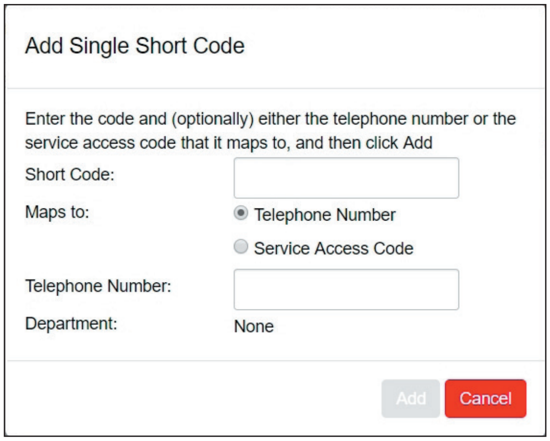
To move Short Codes between departments, follow these steps:

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 top of the page.
3. Click on the **Move** button.

6.3 ADDING SHORT CODES

To create a new Short Code, follow these steps:

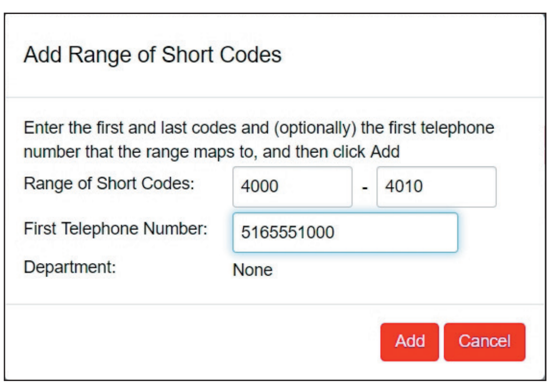
1. Click on **Add**.
2. Enter the number of the Short Code to add.
3. Enter the telephone number or internal code the Short Code should dial.
4. Click on **Add**.



6.4 ADDING SHORT CODE RANGES

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. Optionally, enter the telephone number or internal code the first Short Code in the range should dial.
4. Click on **Add**.



6.5 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 **Remove Selected** button.

6.6 MODIFYING SHORT CODES

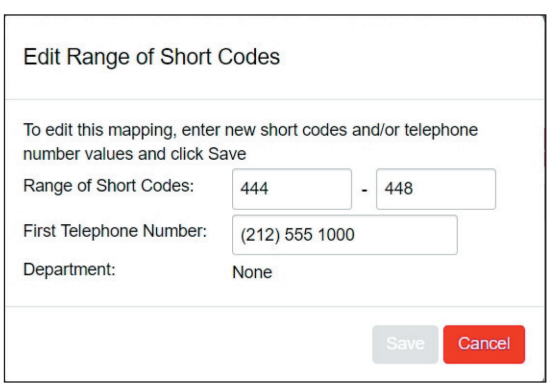
To modify an existing Short Code, follow these steps:

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

6.7 MODIFYING SHORT CODE RANGES

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

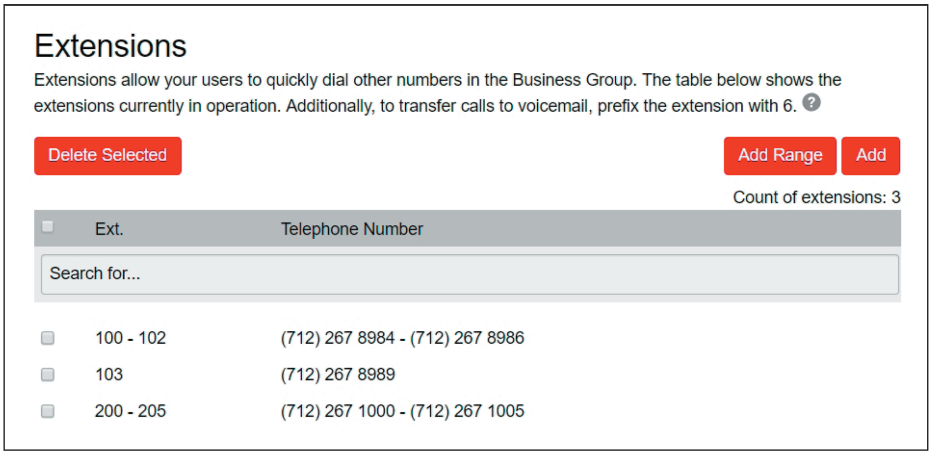
1. Click on either the Short Code range numbers or the numbers the Short Code range dials.
2. Modify the details.
3. Click on **Save**.



7 MANAGING EXTENSIONS

7.1 VIEWING EXTENSIONS

The Extensions page displays all the Extensions in your business.



7.2 ADDING EXTENSIONS

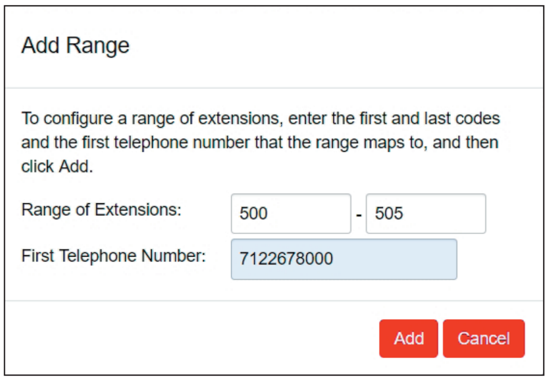
To create a single new Extension, follow these steps:

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**.

7.3 ADDING EXTENSION RANGES

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**.



7.4 DELETING EXTENSIONS AND EXTENSION RANGES

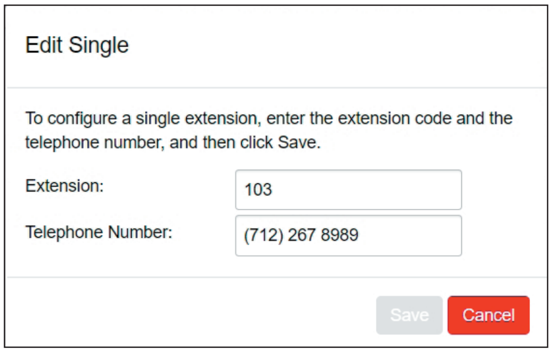
To delete Extensions and Extension ranges, follow these steps:

1. Select the Extension or Extension range using the checkbox to the left of the Extension or Extension range.
2. Click on the **Remove Selected** button.

7.5 MODIFYING EXTENSIONS

To modify an existing Extension, follow these steps:

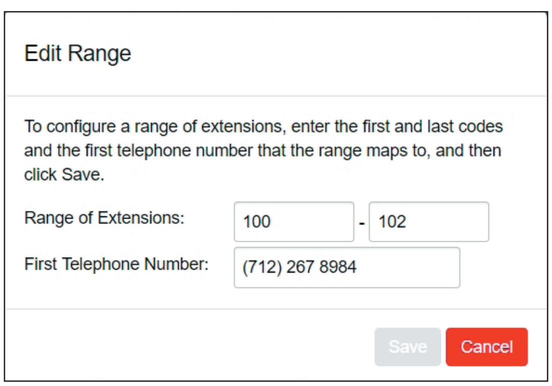
1. Click on either the Extension number or the phone number of the Extension.
2. Modify the details.
3. Click on **Save**.



7.6 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**.



8 VIEWING BUSINESS GROUP CALL LOGS

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

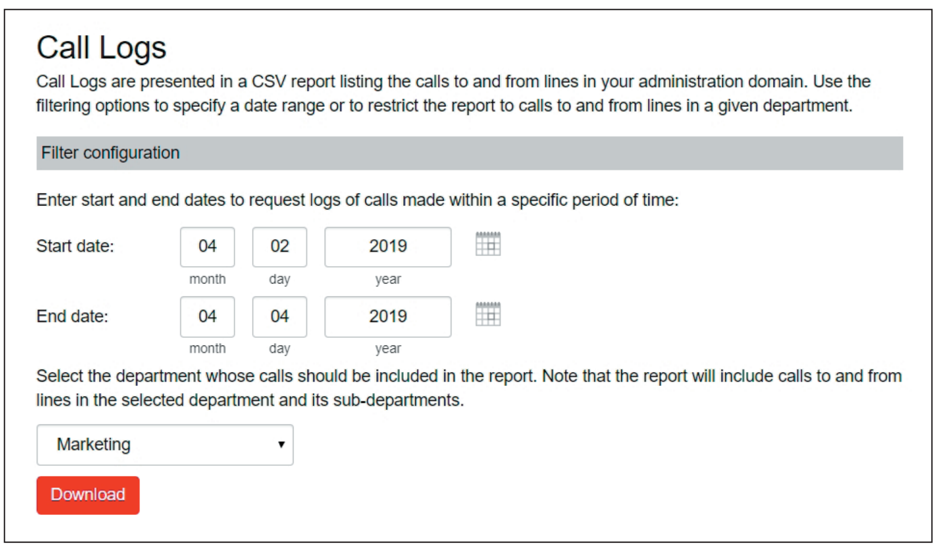
The administrator can click on the Call Logs menu button to launch a new page that allows them to export call logs for their Business Group including:

- 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 MVS Admin Portal 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 MVS 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:

- From the MVS Admin Portal page select the **Call Logs** link from the left of the page and the following appears



- Enter the time frame (up to 30 days) and the department for the call logs that you would like to see
- Click the **Download** button. The report will be downloaded on to your computer

9 VIEWING MISCELLANEOUS SETTINGS

The Miscellaneous Settings page allows you to view and change several settings associated with your Business Group.

9.1 VIEWING NUMBER BLOCK SETTINGS

The **Number Blocks** tab displays all the telephone numbers which have been assigned to your business.

9.2 VIEWING EXTERNAL CALL SETTINGS

The **External Calls** tab 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 numbers 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.

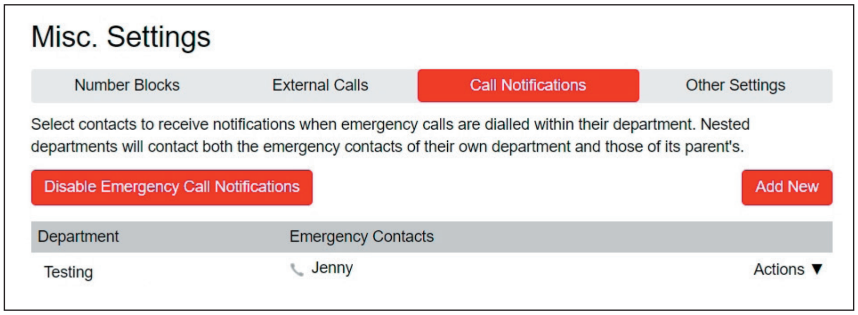
  Limited – There is a limit to the number of concurrent calls you can have to numbers outside of your business.

  Maximum 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.

9.3 CONFIGURING CALL NOTIFICATIONS

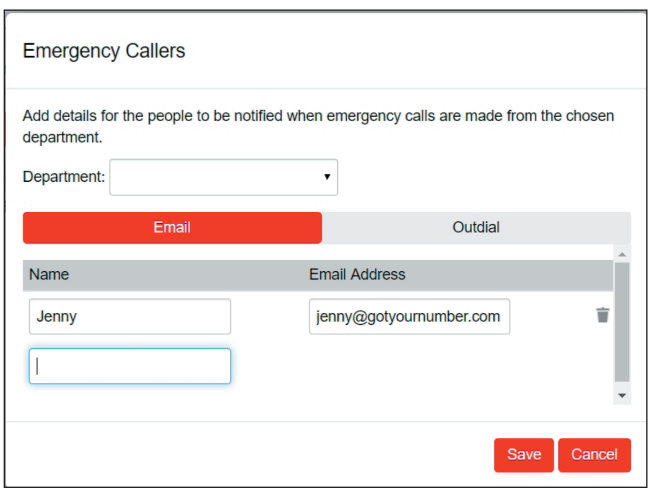
If you are a root administrator, you can use the Call Notifications tab to enable or disable call notifications. These Call Notifications are used to alert selected people whenever an emergency call is made by one of the lines in the Business Group.

When Call Notifications are enabled in your Business Group, you can view and amend the targets who will receive either an email or an out dial notification whenever an emergency call is made by one of the lines in the Business Group. If you are a Department administrator, you will only see targets configured in the departments and sub-departments you administer.



- If you want to add a new call notification target, click the **Add New** button
- If you want to edit an existing call notification target, expand the **Actions** drop-down and click **Edit**

Both these actions launch the Emergency Callers dialog box.



- Use the drop-down alongside **Department** to select the Department whose lines should trigger a call notification. If some targets have already been configured for a department, these will be displayed on the pop-up
- Select the appropriate tab for either an Email or an out dial call notification
- Fill in the name and either the telephone number (which can be any number and does not have to be a line within this Department or Business Group) or email address as appropriate
- Click **Save**

If this notification target has already been configured at Business Group level and a notification needs to be sent, they will only receive a single notification.

9.4 VIEWING OTHER SETTINGS

The Other Settings tab lets you view settings for Restricted Subscriber Messaging, the Internal Operator Number, and Internal Extensions.

- Restricted Subscriber Messaging – This determines whether members of this Business Group can send messages only to other members of the same Business Group
- Use Internal Extensions – This determines whether the portal displays the Business Group extension number associated with a directory number where possible
- Internal Operator Number – This determines the number used to access this Business Group's operator

10 AUTO-ATTENDANT - PREMIUM ATTENDANT

10.1 OVERVIEW

- Premium Attendant offers a full feature automated telephone menu
- Callers to a business are directed to the automated TUI, 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 either have a single menu that plays when Premium Attendant is turned on, or two different menus for business and non-business hours that are used according to a pre-defined schedule
- It also includes more call handling options, such as Dial by Name and Dial by Extension, as well as greater control over the actions taken for any given key press

10.2 PREMIUM ATTENDANT

This section outlines the required steps for configuring the Premium Attendant.

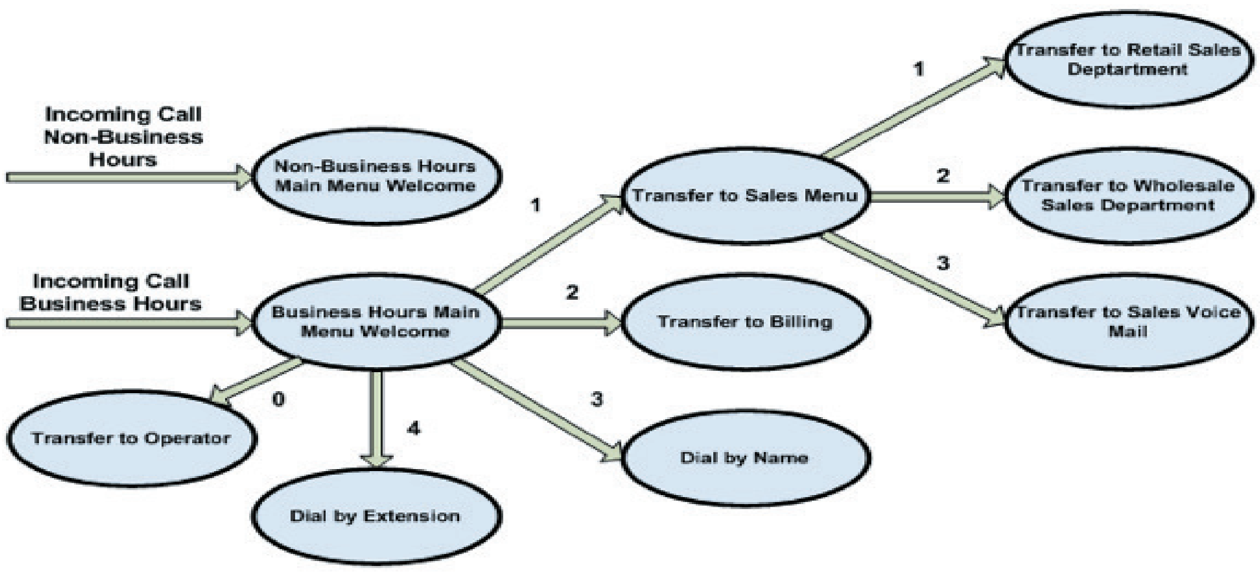
10.2.1 Planning your Premium Attendant

Before you start to set up your Premium 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 sales company may include the following options:

1. Have a scheduled attendant.
2. Provide a main menu for business hours that provides the company's default greeting and menu.
3. Have the ability to transfer to a sales menu that provides additional menu options.
4. Transfer to speak with the billing department.
5. Dial by name.
6. Dial by extension.
7. Transfer to an operator.

The sketch below shows how this menu would operate, including the key presses to access each option:

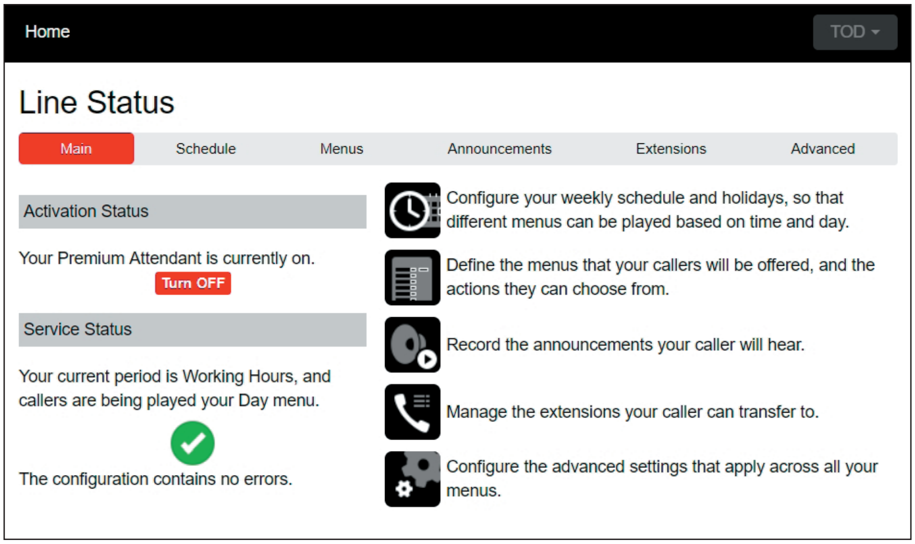


For out-of-hours and holiday operation, Premium Attendant may provide an announcement, for example saying that the business is closed, (without allowing the caller to select any options), or it may provide an alternative set of menu options.

10.2.2 Logging into Premium Attendant

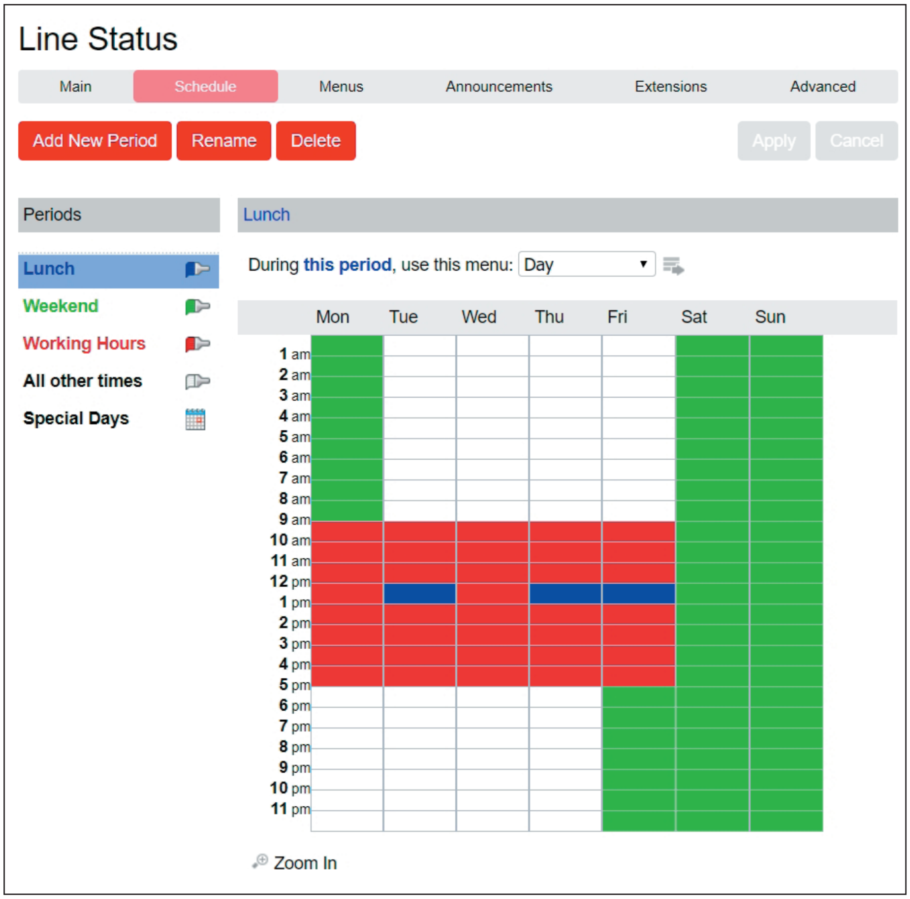
To configure your Premium Attendant, log into the Auto-Attendant, following these steps:

From the MVS Admin Portal, select **Lines** and then click the **Individual Line** icon on the far-right side of the page. As an alternative, you can access the portal user login screen and enter the Premium Attendant Number and Password. The screen then displays the Premium Attendant portal.

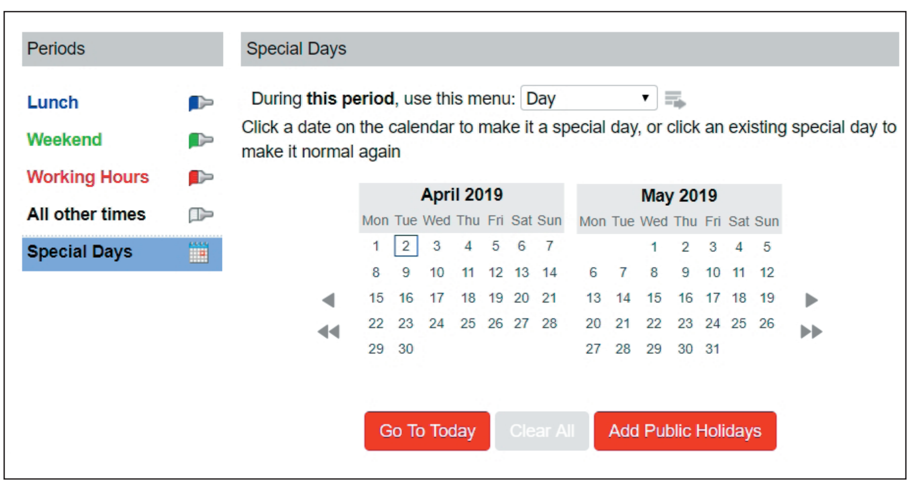


10.2.3 Configuring Premium Attendant Schedule

You can configure your weekly schedule by clicking on the **Weekly Schedule and Holidays** icon. Once in the Schedule screen, click on the **Business Hours** key and then click in the calendar and, while holding down the left mouse button, drag the mouse across the calendar to indicate the business hours. In the example below, the business hours are Monday – Friday from 9:00 a.m. until 5:00 p.m. Any other time are considered non-working hours.

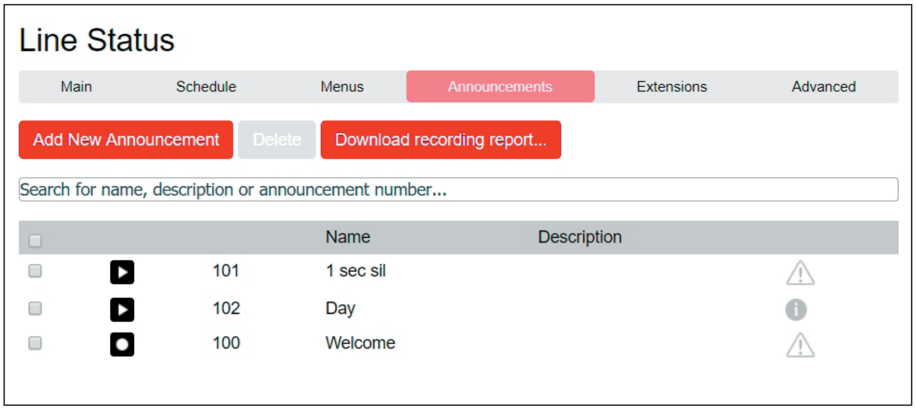


Next you will need to select any non-working days such as holidays by clicking on the calendar icon in the Periods section of the Schedule page. You can choose individual non-working days by clicking on the date in the calendar, or you can use the **Choose Public Holidays** option to automatically add public holidays for your region.

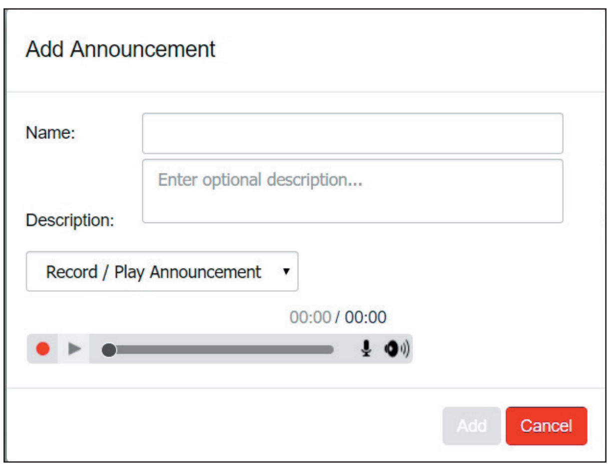


10.2.4 Configuring Premium Attendant Announcements

In order to use your Premium Attendant you will need to record or upload the announcements that will be played as either your primary Business Hours or Non-Business Hours greeting as well as any other recorded announcements required. The example would require three announcements, one each for Business Hours, Non-Business hours and the Sales menu. Click on the Announcements tab to begin configuration.



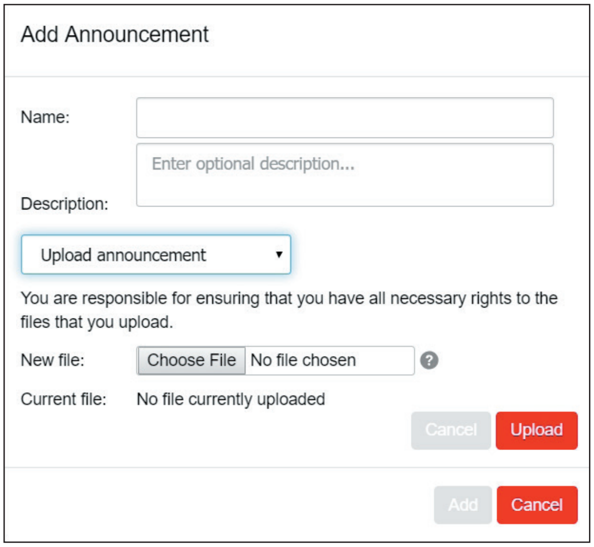
Click the **Add New Announcement** button and then follow the steps below.



1. Enter the name and description of your announcement.
2. To record your announcement using a microphone or headset connected to your computer, click the red record button.
3. When you have finished recording, press the stop button and click on the **Add** button at the bottom of the interface.

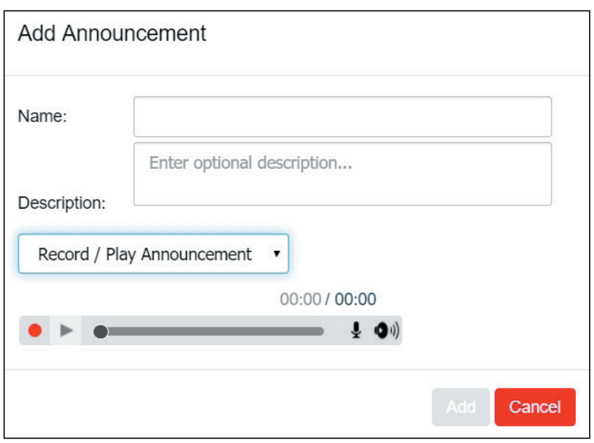
To upload pre-recorded announcements, select **Upload Announcement** from the drop-down menu on the announcement recorder and browse to the location of your announcement and click upload. After your upload has completed click the **Add** button.

10.2.4 Configuring Premium Attendant Announcements (cont.)



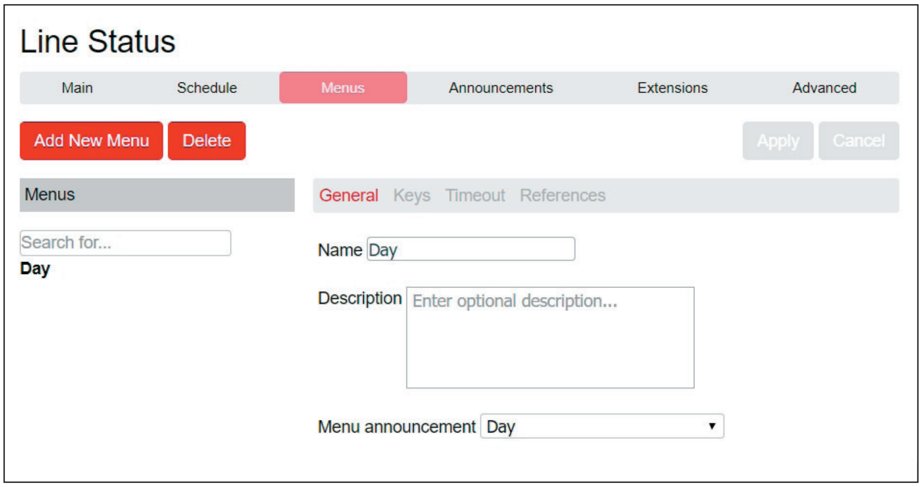
To record the announcement using your telephone, do the following.

1. Create the announcement by adding a name and description and selecting **Record By Phone** from the drop-down menu.
2. Make a note of the announcement number and then click on the **Add** button.
3. Dial the main number for your Premium Attendant service provided by your service provider, enter the number for your Premium Attendant, enter the pin and then follow the prompts to record your announcement using the announcement number noted in the previous step.

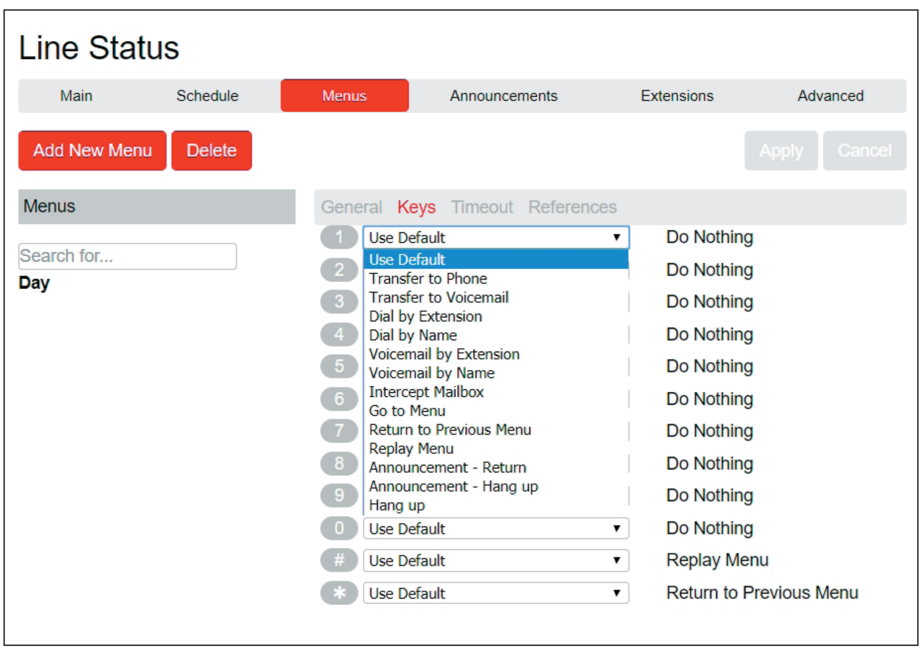


10.2.5 Configuring Premium Attendant Menus

Next you will need to set up your Premium Attendant menu options. By default, there are two menus defined in Premium Attendant. These could be used as your main business hours menu and main non-business hours menu. You can add additional menus as required by clicking the **Add** button.



- Begin to configure your menu by providing a name and description and selecting the Menu announcement to be used by this menu, and then click **Apply**
- Next you will need to configure the action for each key pressed for your menu by selecting the **Keys** link and then selecting an option using the dropdown menus for each key pressed in the menu

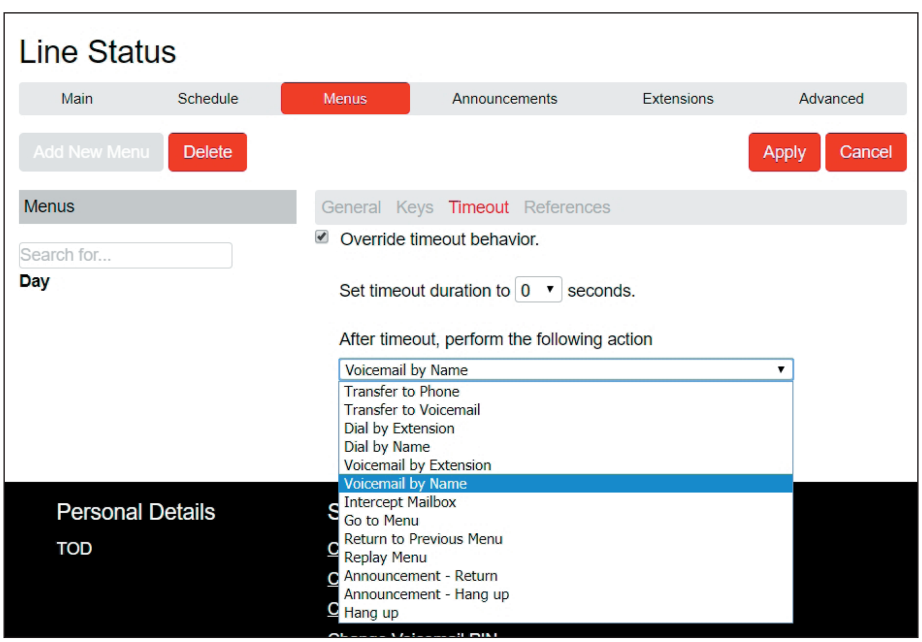


10.2.5 Configuring Premium Attendant Menus (cont.)

The options available for each key are as follows:

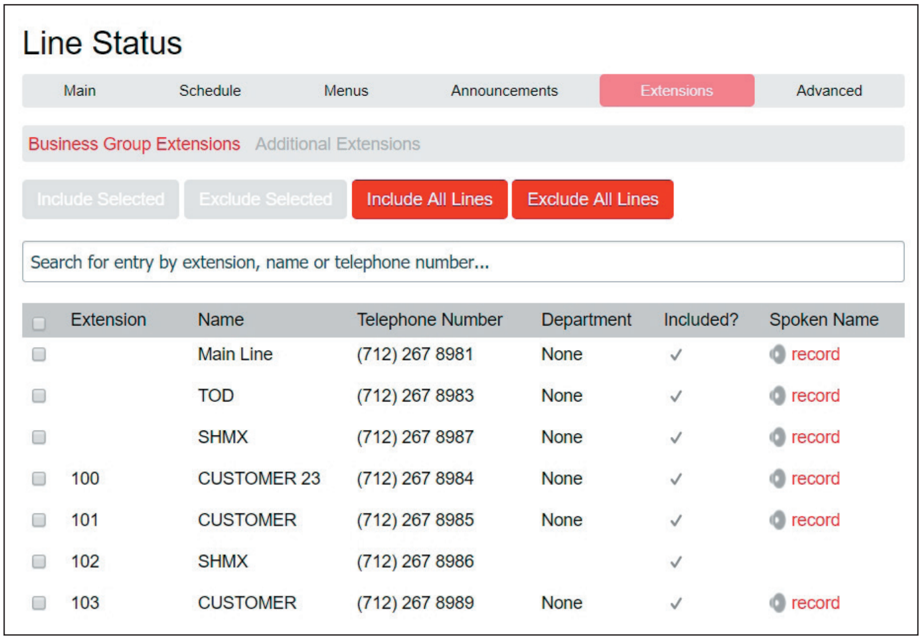
- ✔ Use Default (This option is default for all keys for new menus)
- ✔ Transfer to Phone
- ✔ Transfer to Voicemail
- ✔ Dial by Extension
- ✔ Self-care by Extension
- ✔ Dial by Name
- ✔ Voicemail by Extension
- ✔ Voicemail by Name
- ✔ Transfer to Operator
- ✔ Intercept Mailbox
- ✔ Go to Menu
- ✔ Return to Previous Menu
- ✔ Replay Menu
- ✔ Announcement – Return
- ✔ Announcement – Hang Up
- ✔ Hang Up

- Next, you will need to configure the timeout behavior of your menu to address callers that do not press a key in this menu. Enter the timeout duration and the timeout behavior from the dropdown list as seen below and click **Apply**



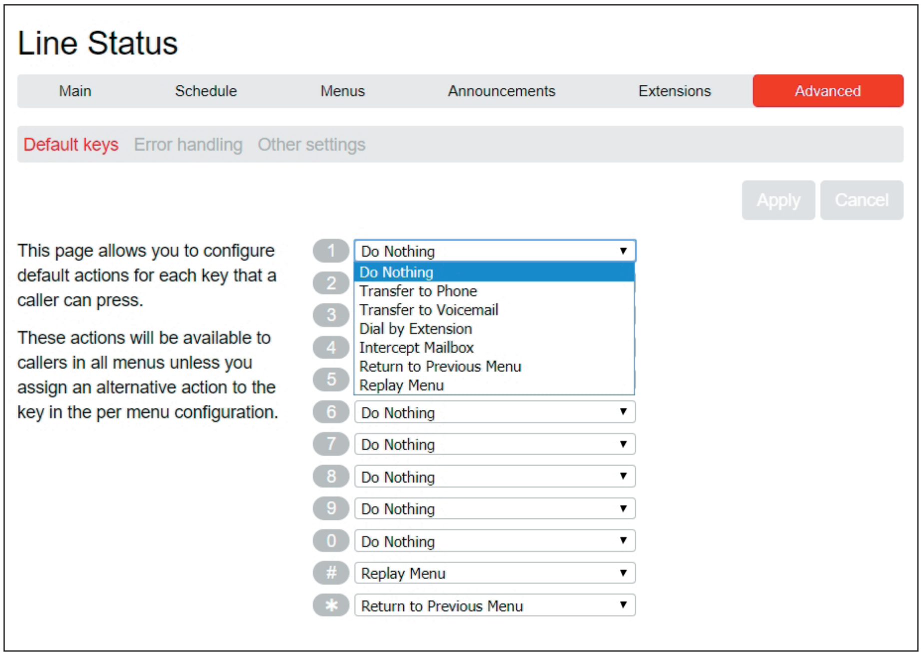
10.2.6 Configuring Premium Attendant Extensions

If you plan on using dial by name or dial by extension, you will need to select the extensions and record a name for the dial by name.

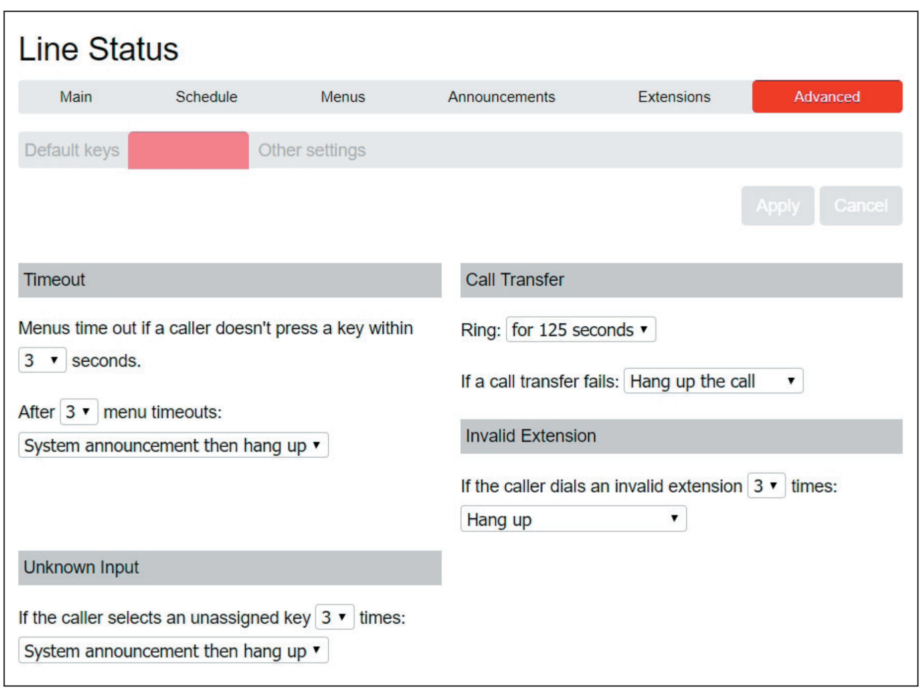


10.2.7 Configuring Premium Attendant Advanced Options

In order to configure the advanced settings for your Premium Attendant, click on the **Advanced** tab and define the default handling for each key press. These actions will be available to callers in all menus unless you assign an alternative action to the key in the per menu configuration.



Next, click on the **Error Handling** link and set the value and behavior for Timeout, Call Transfers, Unknown Input and Invalid Extensions.



10.2.8 Activating Premium Attendant

Finally, you will need to activate your Premium Attendant by going to the Main page and selecting the T**urn On** button.

The Premium Attendant interface uses the following error messages and icons to alert you to incorrect or missing configuration. These are produced on page load and are not updated dynamically.

- The Main tab has a Service Status panel that states your current schedule period and the menu that callers will hear. It also reports if you have errors in any menus, or one or more announcements is missing audio
- The Schedule and Menus pages use a banner line to report any errors
- The following icons are used to indicate incorrect or incomplete configuration:

  Error Icon

  Warning Icon

If there are any errors in your configuration, you will be warned against turning on Premium Attendant, and in some cases this will be prohibited. You should therefore resolve the configuration errors before attempting to turn Premium Attendant on.

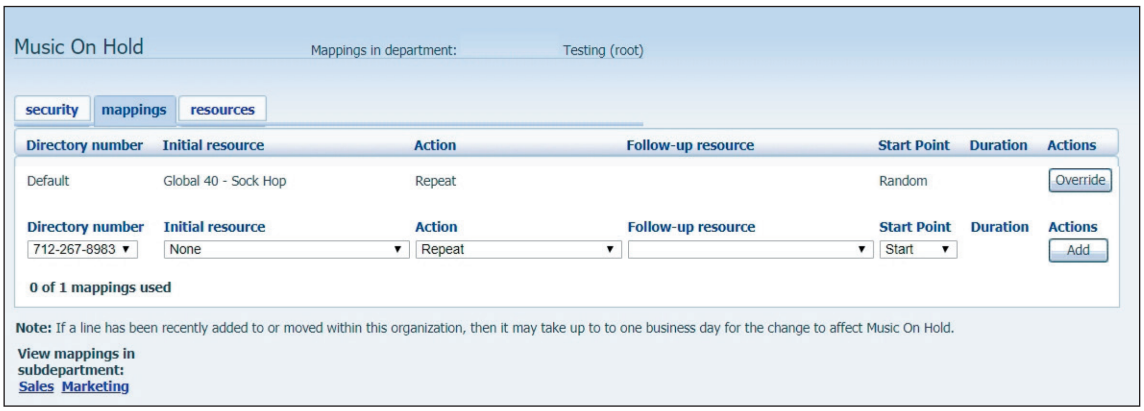
11 MUSIC ON HOLD

If your system uses Music on Hold, you will be able to access your Music on Hold administration system from the MVS Admin Portal interface.

11.1 ACCESS

11.1.1 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 the portal menu. This opens a new browser window with the Music on Hold administration system.



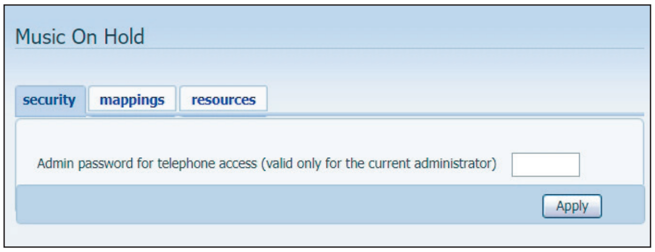
If you are the administrator for the top-level department of your business then you will see three links at the top of the page, each taking you to a different section of the Music on Hold administration system.

- Security – View and configure your security settings
- Mappings – 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.

11.1.2 Viewing and Changing Your Security Settings

To view your security settings, select the **Security** section.

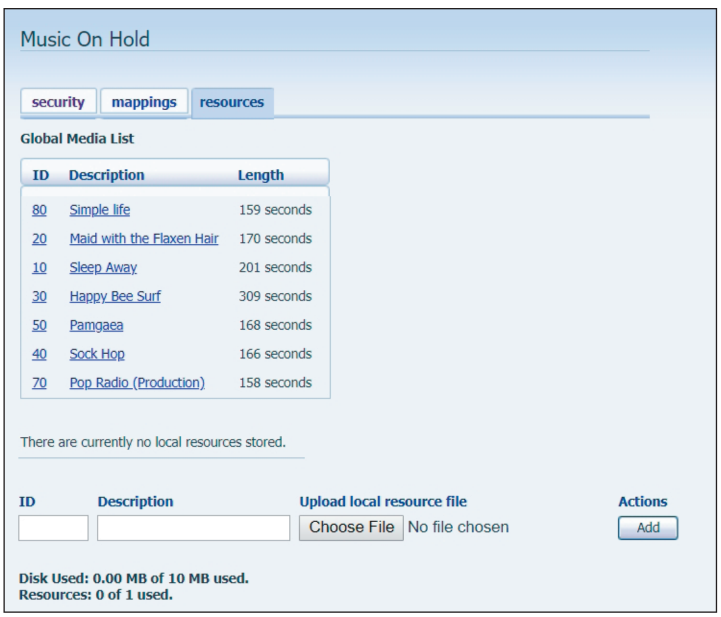


You can also use your phone to access your Music on Hold. Using this page, you can view and change the password you will need to enter to use the phone access. To change your password, follow these steps:

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

11.1.3 Managing Recordings

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



Global Media List

The Global Media List section specifies any recordings that are available for your use. Whether we make any recordings available to you depends on which service level 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.

11.1.3 Managing Recordings (cont.)

Recording limits

At the bottom of this section you will see:

- MB of storage you have used
- MB of storage you are allowed
- Recordings you have uploaded
- 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:

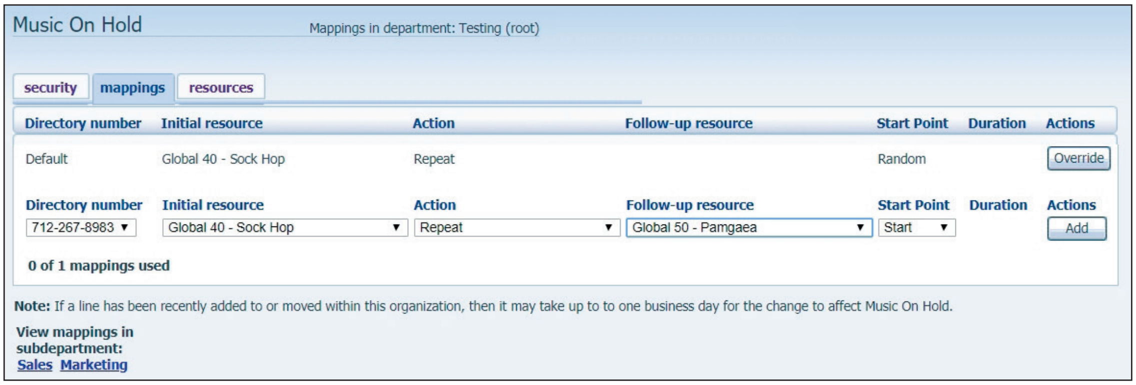
1. Click on the **Edit** button to the right of the recording.
2. Edit the **Description** field.
3. Click **Save**.

Removing a Recording

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

11.1.4 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 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. This is shown first in the list with **Default** instead of a Directory number and applies to all directory numbers except for those with their own individual mappings in the list. The **mappings** screen also shows how many individual mappings you are allowed to create.

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
- Optionally a **Follow-Up Resource**, or recording, which may be played depending on the **Action**
- An **Action**, which can be one of:

  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.

- The **Start Point** field 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)

11.1.4 Assigning Recordings to Lines (cont.)

- The **Duration** field which is used by the **Repeat** – **Initial Interrupted** ***and*** **Repeat** – **Follow-up Interrupted** actions to indicate how often the repeated recording should be interrupted

In general, Mediacom Business will configure a Default resource to be played as a single, repeating resource.

- If you are an administrator for the whole Business Group, you can override this mapping for the whole group and all its departments, to use a different resource or a combination of resources
- If you are an administrator for a department within the group, you can override the default mapping for your department and any sub-departments
  - If you have not changed the default, it appears with an **Override** button to the right (instead of the **Edit** button shown for other mappings)

Adding a Mapping

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

1. Use the **Directory Number, Initial Resource, Action, Follow-up Resource, Start Point**, and **Duration** drop-downs to set these fields (located to the left of the **Add** button).
2. Click on **Add**.

11.1.4 Assigning Recordings to Lines (cont.)

Modifying a Mapping

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

1. To change the default mapping that was supplied by Mediacom Business or inherited from a higher-level department, click the **Override** button to the right of the mapping.

    - If you were overriding the default mapping, the **Override** button is now replaced by **Edit** and **Use Default** buttons

    To change any other existing mapping, including the default mapping if you have already overridden it, click **Edit** to the right of the mapping.

2. Modify the fields.

    - To revert to the existing default mapping that was supplied by Mediacom Business for the whole Business Group, or the default mapping for your department if you are a department administrator, click the **Use Default** button

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 a mapping click on the **Delete** button to the right of the mapping. You cannot delete the default mapping, but you can override it, edit it, or revert to the original default that was inherited from Mediacom Business settings or from a higher-level department.

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