

MANAGED VOICE PORTAL

ADMIN USER GUIDE



MEDIACOMSM
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:

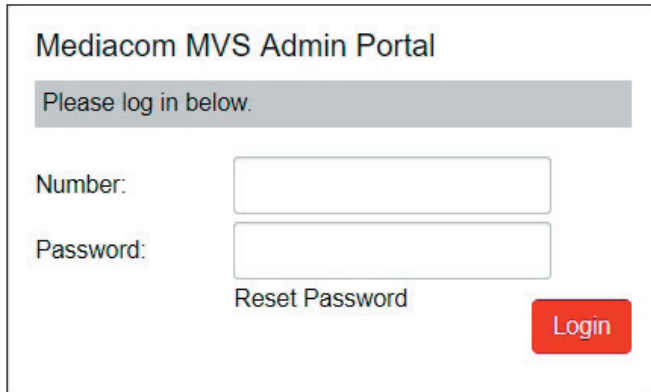
- Microsoft Internet Explorer version 11
- Edge
- Firefox version 3 or later
- Google Chrome version 4 or later (Windows only)
- Safari version 5 or later (Mac OS X only)

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



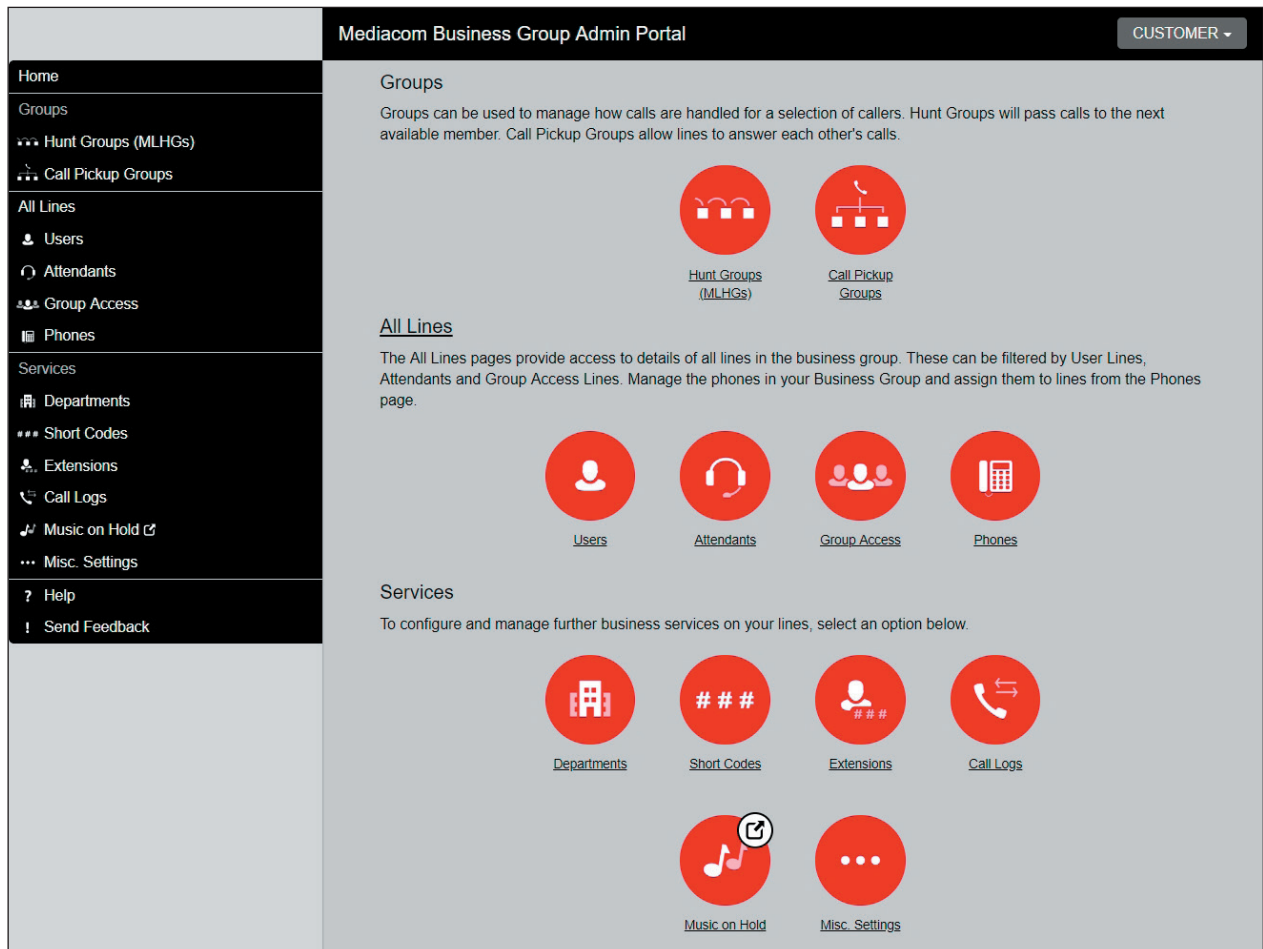
The login page for the Mediacom MVS Admin Portal. It features a title 'Mediacom MVS Admin Portal' at the top. Below the title is a grey instruction bar that says 'Please log in below.' There are two input fields: one for 'Number:' and one for 'Password:'. Below the password field is a 'Reset Password' link. To the right of the 'Reset Password' link is a red 'Login' button.

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.

Telephone Number	Ext.	Name	Department
(712) 267 8981		Main Line	None
(712) 267 8983		TOD	None
(712) 267 8984	100	CUSTOMER 23	None
(712) 267 8985	101	CUSTOMER	None
(712) 267 8986	102	MAIN MLHG pilot: TECH SUPPORT	None
(712) 267 8987		SHMX	None
(712) 267 8989	103	CUSTOMER	None

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**

The screenshot shows a web interface titled 'Lines in Department:'. At the top, there is a dropdown menu set to 'View All'. Below it, a 'Move selected to:' section includes a 'Select department' dropdown and a 'Move' button. A red 'Download all Lines' button is also present. The main area contains a table with columns: Telephone Number, Ext., Name, and Department. A search bar is located above the table. The table lists several lines, including 'Main Line', 'TOD', 'CUSTOMER 23', 'CUSTOMER', 'MAIN MLHG pilot: TECH SUPPORT', 'SHMX', and 'CUSTOMER'. The 'Actions' dropdown for the 'MAIN MLHG pilot: TECH SUPPORT' line is expanded, showing options: 'View individual settings', 'Edit personal details', 'Reset line' (which is circled in red), and 'Unlock account'.

- 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.

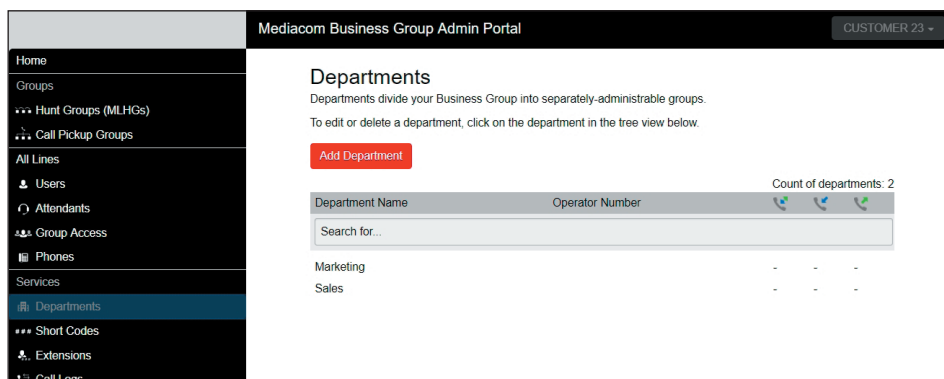
2.2 DEPARTMENTS

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.

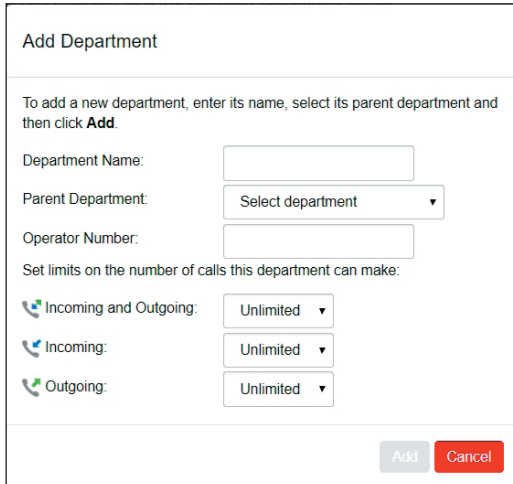


If you have a very large number of departments, you can use the **Search for** box to find a department. As you type, matching departments are shown, with the matching text highlighted in yellow.

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.

Mediacom Business Group Admin Portal

CUSTOMER 23

Home

Groups

Hunt Groups (MLHGs)

Call Pickup Groups

All Lines

Users

Attendants

Group Access

Phones

Services

Departments

Short Codes

Extensions

Call Logs

Music on Hold

Misc. Settings

Help

Send Feedback

Phones in Department: View All

Select department Assign to Department

Enter number... Assign to Line

Assign phones to lines using the table below or manage your phone profiles.

Model	MAC Address	Description	Assigned to	Department	
	00:04:F2:6C:7B:		(712) 267 8989	None	Actions
	00:04:F2:AC:C5:		(712) 267 8984	None	Actions
	64:16:7F:90:DF:		(712) 267 8989	None	Actions

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

Change Phone

Change the phone configuration and then click Apply.

MAC Address: 00:04:F2:6C:7B:

Description: 00:04:F2:6C:7B:

Phone Model: Polycom VVX 600

Assigned to Line? ☒ (712) 267 8989

Phone authenticated at: 09 31 11/06/2018

Apply Cancel

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**.

Mediacom Business Group Admin Portal

CUSTOMER 23

Phones in Department:

View All

Select department

Assign to Department

Enter number...

Assign to Line

Assign phones to lines using the table below

or [manage your phone profiles.](#)

Model	MAC Address	Description	Assigned to	Department
Search for...				
in any field				

Phone selection for Testing as admin

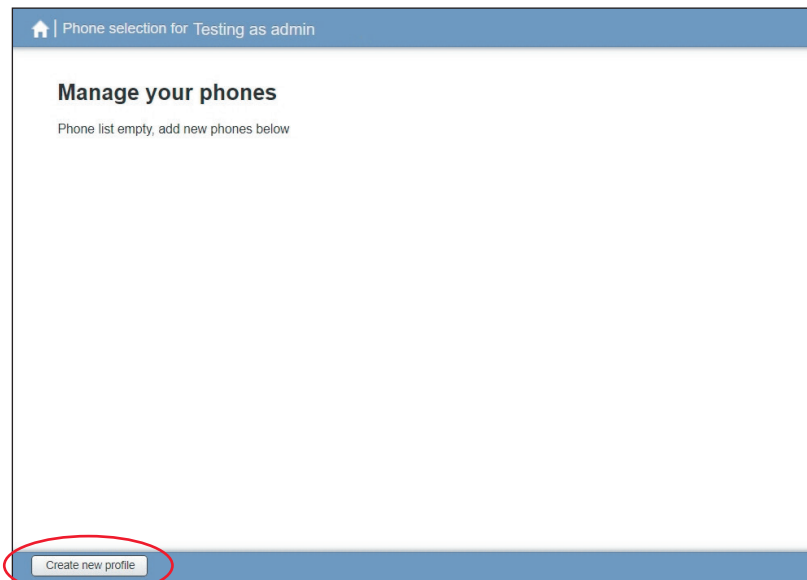
Manage your phones

Phone list empty, add new phones below

Create new 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.

The screenshot shows the Mediacom Business Group Admin Portal. On the left is a navigation menu with options: Home, Groups, Hunt Groups (MLHGs), -MAIN MLHG, Call Pickup Groups, All Lines, Users, Attendants, Group Access, and Phones. The main content area is titled 'Hunt Groups in Department:' and includes a 'View All' dropdown. Below this is a descriptive paragraph about Hunt Groups. A 'Move selected to:' section contains a 'Select department' dropdown and a 'Move' button. At the bottom is a table with columns: Hunt Group Name, Number of Members, Service Level, and Department. The table contains one entry: MAIN MLHG with 2 members, Service Level of Hunt Group, and Department of None.

Hunt Group Name	Number of Members	Service Level	Department
MAIN MLHG	2	Hunt Group	None

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.

Mediacom Business Group Admin Portal

CUSTOMER

Hunt Group MAIN MLHG in Department: None

Hunt Group Pilots | **Hunt Group Members** | Settings

Remove Selected | Change Positions | Add Lines | Add single line: Add

<input type="checkbox"/>	Position	Telephone Number	Ext.	Name	Department	Actions
<input type="checkbox"/>	1	(712) 267 8984	100	CUSTOMER 23	None	Actions ▼
<input type="checkbox"/>	2	(712) 267 8989	103	CUSTOMER	None	Actions ▼

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**.

Add Lines to Hunt Group

Select the lines by ticking the boxes and then click Add Selected. Lines are not allowed to login/logout of this Hunt Group and when you add a line, it will immediately be logged in.

Department:

<input type="checkbox"/>	Telephone Number	Extension	Name
<input type="checkbox"/>	(712) 207 6963		TOD
<input type="checkbox"/>	(712) 267 8985	101	CUSTOMER
<input type="checkbox"/>	(712) 267 8987		SHMX

Add Selected Cancel

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**.

Change Member Positions in Hunt Group

Use the up/down arrow icons in the Position column to change the order in which the hunt algorithm selects non-busy lines to pass incoming calls to. Click Apply when you have finished.

Position		Telephone Number	Ext.		Name	Department
1	⬆	(712) 267 8984	100	⬆	CUSTOMER 23	None
2	⬆	(712) 267 8989	103	⬆	CUSTOMER	None

Apply

Cancel

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.

Mediacom Business Group Admin Portal CUSTOMER ▾

Call Pickup Group PICK UP in Department: None

Members Settings

Remove Selected Add Lines

Add single line: Add

<input type="checkbox"/>	Telephone Number	Ext.	Name	Department
<input type="checkbox"/>	(712) 267 8984	100	CUSTOMER 23	None

Home
Groups
Hunt Groups (MLHGs)
Call Pickup Groups
PICK UP
All Lines
Users
Attendants
Group Access
Phones

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**.

Add Call Pickup Group

You can add a new Call Pickup Group. Just enter the name of the Call Pickup Group and then click **Add**.

Call Pickup Group Name:

Department: None

Add

Cancel

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**.

Add Lines to Call Pickup Group

Select the lines by ticking the boxes and then click Add Selected.

Department:

☐ Telephone Number

Extension

Name

in any field

☐ (712) 267 8983

TOD

☐ (712) 267 8985

101

CUSTOMER

☐ (712) 267 8987

SHMX

Add Selected

Cancel

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.

Short Codes in Department:

Testing ▾

Short codes allow your users to quickly dial common numbers. The table below shows the short codes currently in operation in the selected department.

Move selected to:

Select department ▾

Move

Delete Selected

Add

Add Range

<input type="checkbox"/>	Short Code	Telephone Number or Service Access Code
<input type="checkbox"/>	#2	(516) 555 1212
<input type="checkbox"/>	444 - 448	(212) 555 1000 - (212) 555 1004
<input type="checkbox"/>	911	911

- 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**.

Add Single Short Code

Enter the code and (optionally) either the telephone number or the service access code that it maps to, and then click Add

Short Code:

Maps to: ☒ Telephone Number ☐ Service Access Code

Telephone Number:

Department: None

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**.

Add Range of Short Codes

Enter the first and last codes and (optionally) the first telephone number that the range maps to, and then click Add

Range of Short Codes: -

First Telephone Number:

Department: None

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**.

Edit Single Short Code

To edit this mapping, enter new short code and/or telephone number values and click Save

Short Code:

Telephone Number:

Department:

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**.

Edit Range of Short Codes

To edit this mapping, enter new short codes and/or telephone number values and click Save

Range of Short Codes: -

First Telephone Number:

Department:

7 MANAGING EXTENSIONS

7.1 VIEWING EXTENSIONS

The Extensions page displays all the Extensions in your business.

Extensions

Extensions allow your users to quickly dial other numbers in the Business Group. The table below shows the extensions currently in operation. Additionally, to transfer calls to voicemail, prefix the extension with 6. ?

Delete Selected

Add RangeAdd

Count of extensions: 3

<input type="checkbox"/>	Ext.	Telephone Number
<input type="text" value="Search for..."/>		
<input type="checkbox"/>	100 - 102	(712) 267 8984 - (712) 267 8986
<input type="checkbox"/>	103	(712) 267 8989
<input type="checkbox"/>	200 - 205	(712) 267 1000 - (712) 267 1005

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**.

Add Range

To configure a range of extensions, enter the first and last codes and the first telephone number that the range maps to, and then click Add.

Range of Extensions:

500

-

505

First Telephone Number:

7122678000

Add

Cancel

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**.

Edit Single

To configure a single extension, enter the extension code and the telephone number, and then click Save.

Extension:

Telephone Number:

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**.

Edit Range

To configure a range of extensions, enter the first and last codes and the first telephone number that the range maps to, and then click Save.

Range of Extensions: -

First Telephone Number:

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

Call Logs


Call Logs are presented in a CSV report listing the calls to and from lines in your administration domain. Use the filtering options to specify a date range or to restrict the report to calls to and from lines in a given department.

Filter configuration

Enter start and end dates to request logs of calls made within a specific period of time:

Start date: 

month day year

End date: 

month day year

Select the department whose calls should be included in the report. Note that the report will include calls to and from lines in the selected department and its sub-departments.

▼

Download

- 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.

The screenshot shows the 'Misc. Settings' page with the 'Call Notifications' tab selected. It includes a 'Disable Emergency Call Notifications' button and an 'Add New' button. Below is a table with columns for 'Department', 'Emergency Contacts', and 'Actions'. The table contains one entry for 'Testing' with the contact 'Jenny'.

Department	Emergency Contacts	Actions
Testing	Jenny	Actions ▼

- 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.

The 'Emergency Callers' dialog box is shown. It has a 'Department' dropdown menu. Below it are two tabs: 'Email' (selected) and 'Outdial'. Under the 'Email' tab, there are input fields for 'Name' (containing 'Jenny') and 'Email Address' (containing 'jenny@gotyournumber.com'). There is also an empty input field below the name field. At the bottom are 'Save' and 'Cancel' buttons.

- 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.

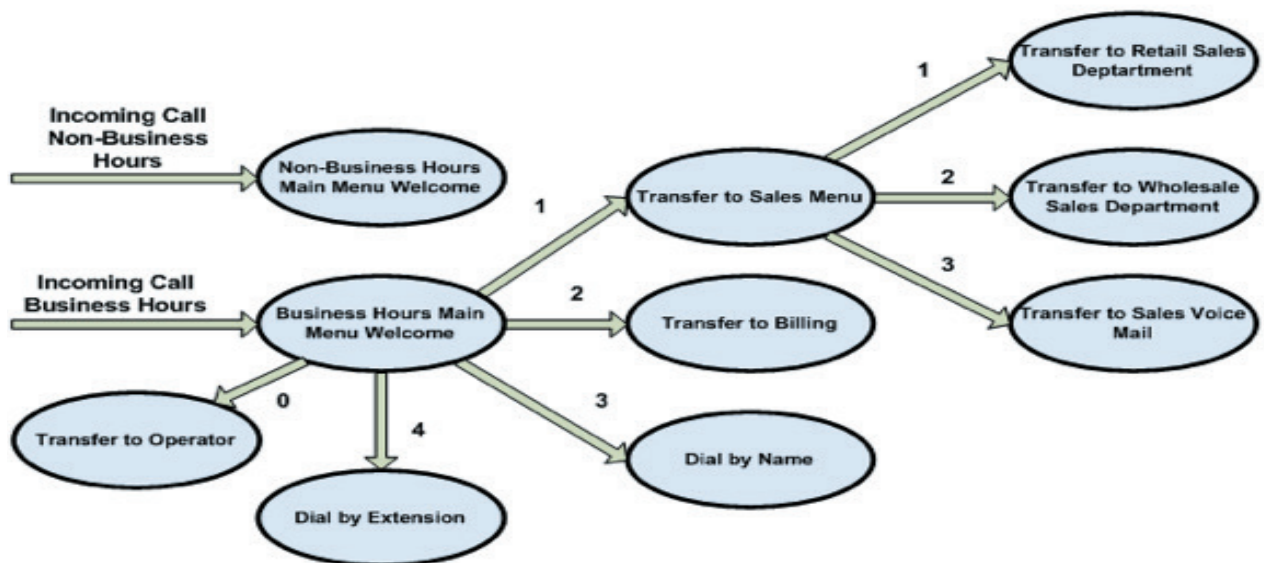
10.2.1 Planning your Premium Attendant

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:

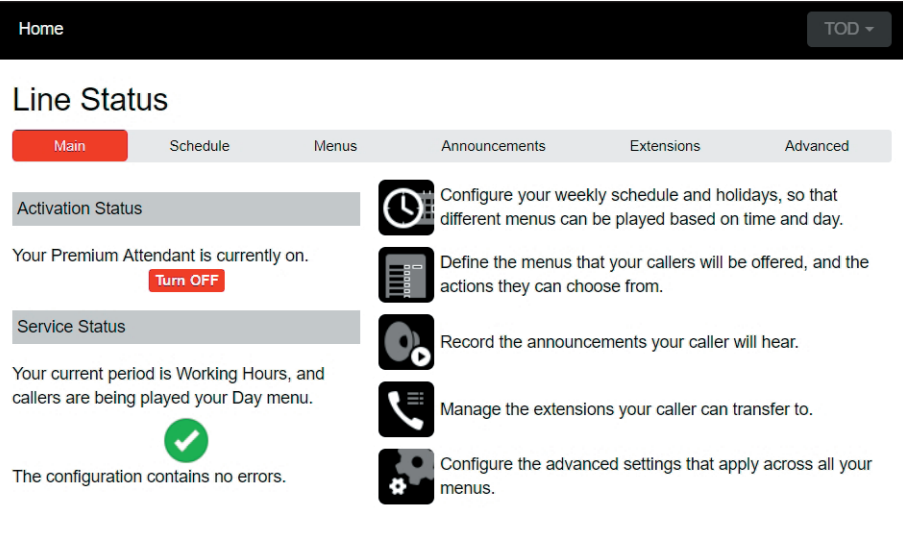


For out-of-hours and holiday operation, Premium Attendant may provide an announcement, for example saying that the business is closed, (without allowing the caller to select any options), or it may provide an alternative set of menu options.

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.

Line Status

Main Schedule Menus Announcements Extensions Advanced

Add New Period Rename Delete Apply Cancel

Periods

Lunch

Weekend

Working Hours

All other times

Special Days

During this period, use this menu: Day

	Mon	Tue	Wed	Thu	Fri	Sat	Sun
1 am							
2 am							
3 am							
4 am							
5 am							
6 am							
7 am							
8 am							
9 am							
10 am							
11 am							
12 pm							
1 pm							
2 pm							
3 pm							
4 pm							
5 pm							
6 pm							
7 pm							
8 pm							
9 pm							
10 pm							
11 pm							

Zoom In

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.

Periods

Lunch

Weekend

Working Hours

All other times

Special Days

Special Days

During this period, use this menu: Day

Click a date on the calendar to make it a special day, or click an existing special day to make it normal again

April 2019

May 2019

Go To Today

Clear All

Add Public Holidays

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.

Line Status

Main Schedule Menus Announcements Extensions Advanced

Add New Announcement Delete Download recording report...

<input type="checkbox"/>		Name	Description	
<input type="checkbox"/>		101	1 sec sil	
<input type="checkbox"/>		102	Day	
<input type="checkbox"/>		100	Welcome	

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

Add Announcement

Name:

Description:

Record / Play Announcement

00:00 / 00:00

Add

Cancel

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.)

Add Announcement

Name:

Enter optional description...

Description:

Upload announcement

You are responsible for ensuring that you have all necessary rights to the files that you upload.

New file:

Choose File

No file chosen

?

Current file:

No file currently uploaded

Cancel

Upload

Add

Cancel

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.

Add Announcement

Name:

Enter optional description...

Description:

Record / Play Announcement

00:00 / 00:00

Add

Cancel

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.

Line Status

MainScheduleMenusAnnouncementsExtensionsAdvanced

Add New MenuDeleteApplyCancel

Menus

GeneralKeysTimeoutReferences

Search for...

Day

Name

Day

Description

Enter optional description...

Menu announcement

Day

- 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

Line Status

MainScheduleMenusAnnouncementsExtensionsAdvanced

Add New MenuDeleteApplyCancel

Menus

GeneralKeysTimeoutReferences

Search for...

Day

1

Use Default

Do Nothing

2

Use Default

Do Nothing

3

Transfer to Phone

Do Nothing

4

Transfer to Voicemail

Do Nothing

5

Dial by Extension

Do Nothing

6

Dial by Name

Do Nothing

7

Voicemail by Extension

Do Nothing

8

Voicemail by Name

Do Nothing

9

Intercept Mailbox

Do Nothing

0

Go to Menu

Do Nothing

1

Return to Previous Menu

Do Nothing

2

Replay Menu

Do Nothing

3

Announcement - Return

Do Nothing

4

Announcement - Hang up

Do Nothing

5

Hang up

Do Nothing

6

Use Default

Do Nothing

7

Use Default

Replay Menu

8

Use Default

Return to Previous 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**

The screenshot shows the 'Line Status' configuration interface. At the top, there are tabs for 'Main', 'Schedule', 'Menus' (which is active), 'Announcements', 'Extensions', and 'Advanced'. Below the tabs are buttons for 'Add New Menu', 'Delete', 'Apply', and 'Cancel'. The 'Menus' section has a search bar and a 'Day' dropdown. The 'Timeout' tab is selected, showing a checkbox for 'Override timeout behavior.' which is checked. Below this is a 'Set timeout duration to' field with a dropdown set to '0' and the text 'seconds.'. A section titled 'After timeout, perform the following action' contains a dropdown menu. The dropdown is open, showing a list of actions: 'Voicemail by Name', 'Transfer to Phone', 'Transfer to Voicemail', 'Dial by Extension', 'Dial by Name', 'Voicemail by Extension', 'Voicemail by Name' (highlighted), 'Intercept Mailbox', 'Go to Menu', 'Return to Previous Menu', 'Replay Menu', 'Announcement - Return', 'Announcement - Hang up', and 'Hang up'. On the left side of the interface, there is a 'Personal Details' section with a 'TOD' label.

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.

Line Status

MainScheduleMenusAnnouncementsExtensionsAdvanced

Business Group ExtensionsAdditional Extensions







Include Selected

Exclude Selected

Include All Lines

Exclude All Lines

Search for entry by extension, name or telephone number...

<input type="checkbox"/>	Extension	Name	Telephone Number	Department	Included?	Spoken Name
<input type="checkbox"/>		Main Line	(712) 267 8981	None	✓	 record
<input type="checkbox"/>		TOD	(712) 267 8983	None	✓	 record
<input type="checkbox"/>		SHMX	(712) 267 8987	None	✓	 record
<input type="checkbox"/>	100	CUSTOMER 23	(712) 267 8984	None	✓	 record
<input type="checkbox"/>	101	CUSTOMER	(712) 267 8985	None	✓	 record
<input type="checkbox"/>	102	SHMX	(712) 267 8986		✓	
<input type="checkbox"/>	103	CUSTOMER	(712) 267 8989	None	✓	 record

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.

Line Status

MainScheduleMenusAnnouncementsExtensionsAdvanced

Default keysError handlingOther settings

ApplyCancel

This page allows you to configure default actions for each key that a caller can 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.

1

2

3

4

5

6

7

8

9

0

#

*

Do Nothing

Do Nothing

Transfer to Phone

Transfer to Voicemail

Dial by Extension

Intercept Mailbox

Return to Previous Menu

Replay Menu

Do Nothing

Do Nothing

Do Nothing

Do Nothing

Do Nothing

Replay Menu

Return to Previous Menu

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

Line Status

MainScheduleMenusAnnouncementsExtensionsAdvanced

Default keysError handlingOther settings

ApplyCancel

Timeout

Call Transfer

Menus time out if a caller doesn't press a key within
3 seconds.
After 3 menu timeouts:
System announcement then hang up

Ring: for 125 seconds
If a call transfer fails: Hang up the call

Invalid Extension

If the caller dials an invalid extension 3 times:
Hang up

Unknown Input

If the caller selects an unassigned key 3 times:
System announcement then hang up

43

10.2.8 Activating Premium Attendant

Finally, you will need to activate your Premium Attendant by going to the Main page and selecting the **Turn 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.

The screenshot displays the 'Music On Hold' administration interface. At the top, it shows 'Mappings in department: Testing (root)'. Below this are three tabs: 'security', 'mappings' (which is selected), and 'resources'. The main content area features a table with the following columns: 'Directory number', 'Initial resource', 'Action', 'Follow-up resource', 'Start Point', 'Duration', and 'Actions'. The first row shows 'Default' as the directory number, 'Global 40 - Sock Hop' as the initial resource, 'Repeat' as the action, and 'Random' as the start point, with an 'Override' button in the actions column. Below the table, there are input fields for 'Directory number' (containing '712-267-8983'), 'Initial resource' (a dropdown menu with 'None' selected), 'Action' (a dropdown menu with 'Repeat' selected), 'Follow-up resource' (a dropdown menu with 'None' selected), 'Start Point' (a dropdown menu with 'Start' selected), and 'Duration'. An 'Add' button is located to the right of these fields. Below the form, it states '0 of 1 mappings used'. A note at the bottom reads: 'Note: If a line has been recently added to or moved within this organization, then it may take up to one business day for the change to affect Music On Hold.' At the very bottom, there is a link to 'View mappings in subdepartment: Sales Marketing'.

Directory number	Initial resource	Action	Follow-up resource	Start Point	Duration	Actions
Default	Global 40 - Sock Hop	Repeat		Random		<button>Override</button>

Directory number: 712-267-8983
Initial resource: None
Action: Repeat
Follow-up resource: None
Start Point: Start
Duration:
Add

0 of 1 mappings used

Note: If a line has been recently added to or moved within this organization, then it may take up to one business day for the change to affect Music On Hold.

View mappings in subdepartment: [Sales](#) [Marketing](#)

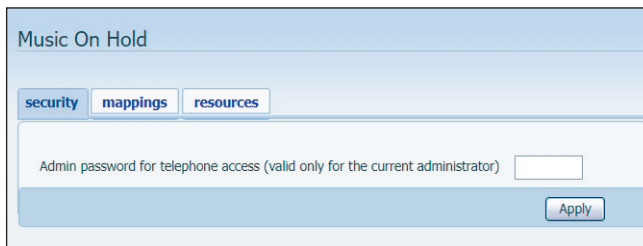
If you are the administrator for the top-level department of your business then you will see three links at the top of the page, each taking you to a different section of the Music on Hold administration system.

- 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.



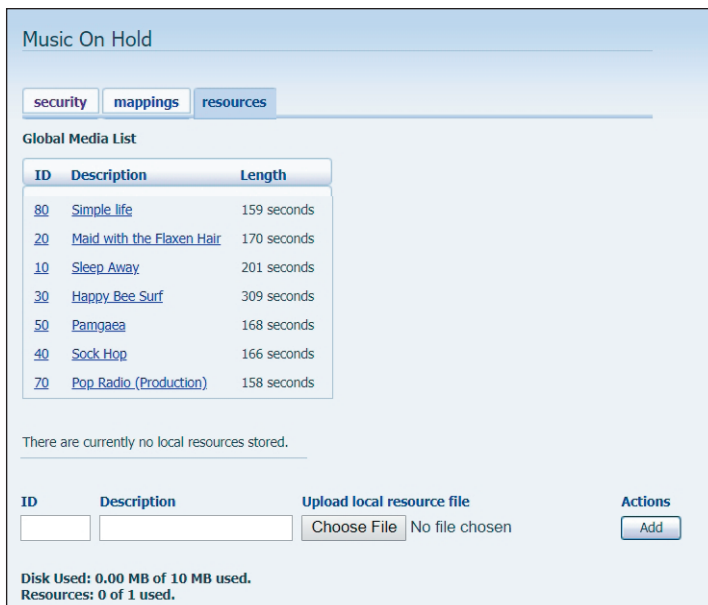
The screenshot shows the 'Music On Hold' interface with three tabs: 'security', 'mappings', and 'resources'. The 'security' tab is selected. Below the tabs, there is a text input field labeled 'Admin password for telephone access (valid only for the current administrator)' and an 'Apply' button.

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.



The screenshot shows the 'Music On Hold' interface with three tabs: 'security', 'mappings', and 'resources'. The 'resources' tab is selected. Below the tabs, there is a section titled 'Global Media List' containing a table with columns 'ID', 'Description', and 'Length'. Below the table, there is a message 'There are currently no local resources stored.' and a section for uploading local resource files with an 'Add' button. At the bottom, there is a status bar showing 'Disk Used: 0.00 MB of 10 MB used.' and 'Resources: 0 of 1 used.'

ID	Description	Length
80	Simple life	159 seconds
20	Maid with the Flaxen Hair	170 seconds
10	Sleep Away	201 seconds
30	Happy Bee Surf	309 seconds
50	Pamgaea	168 seconds
40	Sock Hop	166 seconds
70	Pop Radio (Production)	158 seconds

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.

Music On Hold Mappings in department: Testing (root)

security mappings resources

Directory number	Initial resource	Action	Follow-up resource	Start Point	Duration	Actions
Default	Global 40 - Sock Hop	Repeat		Random		Override
712-267-8983	Global 40 - Sock Hop	Repeat	Global 50 - Pamgaea	Start		Add

0 of 1 mappings used

Note: If a line has been recently added to or moved within this organization, then it may take up to one business day for the change to affect Music On Hold.

View mappings in subdepartment: Sales Marketing

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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