Ziply Fiber Hosted Voice

User Guide

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Welcome

Ziply Fiber Hosted Voice provides the functionality and flexibility your teams need to communicate effectively—wherever they are. Built on the Northwest's best, fastest network for business, our cloud-based solution will transform the way your workforce communicates.

Feature Plans

Ziply Fiber Hosted Voice offers three tiers of service, including various voice features like auto-attendant, extension-to-extension dialing and other advanced Call handling features. The Standard and Advanced plans also include the Ziply Fiber Hosted Voice softphone app, enabling access to voice services and collaboration tools—including messaging, video conferencing and screen sharing—from your smartphones, tablets and desktops.

Here's a closer look at the features in each plan:

Feature	Basic	Standard	Advanced
Auto-Attendants - Call Groups - Call Queues	✓	✓	✓
Cloud PBX	✓	✓	✓
Call Park	✓	✓	✓
Extension Dialing	✓	✓	✓
Find Me/Follow Me	✓	✓	✓
Hold Music	✓	✓	✓
Presence	✓	✓	✓
Visual Voicemail	✓	✓	✓
Mobile & Desktop Softphone App		✓	✓
Team Messaging		✓	✓
Screen Sharing			✓
Video Conferencing			✓

Star Codes Guide

Dial the following codes to activate and deactivate the indicated features.

Account Call Screening	
*57	Call Trace

User Call Handling	
**	Directed Call Pickup
*40	Pick Up Group
*43	Call Waiting: Enable
*44	Call Waiting: Disable
*70	Call Waiting: Disable Next Call
*62	Call Park
*66+	Call Park Retrieval
*65	Caller ID: Enable Next Call
*67	Caller ID: Block Next Call
*68	Caller ID: Manage (On/Off)
*69	Last Call Return
*100	Voicemail Management

User Call Forwarding	
*00	Send Call Directly to Voicemail
*72	Call Forward: All (On/Off)

User Call Screening	
*58	Custom Caller Block w/Message
*59	Custom Callers: Allow
*60	Custom Callers: Block
*63	Custom Callers: Forward
*64	All Other Callers: Block
*74	All Other Callers: Allow
*77	Anonymous Callers: Block
*87	Anonymous Callers: Allow
*95	Anonymous Callers: Block w/Message
*97	Anonymous Callers: Disable Block w/Message
*78	Do Not Disturb: Enable
*79	Do Not Disturb: Disable

Social & Public Services	
211	Essential Community Services
411	Directory Assistance
511	Traveller Information (US)
611	Customer Service
711	Telecommunications Relay Service
811	Utility Location Services (US)
811	Canadian Health Services (CAN)
911	Emergency Services

Social & Public Services

The following codes provide quick access to special services based on your location and according to caller ID, without the need for an area code.

Code	Feature
211	**Essential Community Services** Access to community information and referral services includes essential needs, crisis, and disaster assistance. Visit http://www.211.org to learn about services in your area.
411	**Directory Assistance** Phone service is used to look up a published telephone number and/or address listing.
511	**Traveler Information (US)** Local hotline for real-time information regarding traffic and road conditions. Not available in all states.
611	**Customer Service** Dials Customer Service.
711	**Telecommunications Relay Service** TRS uses operators to facilitate phone calls between users with hearing and speech difficulties and other users. A person may initiate a TRS call with or without a disability. Visit www.fcc.gov to learn more.
811	**Utility Location Service (US)** "Call Before You Dig" routes the caller to their local utility location services. Call a few days before beginning an excavation project to find out the location of underground utilities and reduce the risk of severe damage.
811	**Canadian Health Service (CAN)** Call to speak to a local health care professional about medical advice, mental health, healthy eating and more.
911	**Emergency Services** Based on the registered address, calls to 911 (US or CAN) will be sent to the nearest Public Safety Answering Point (PSAP). Both callback number and address are available to the PSAP on each call.

E911 Emergency Services

When you call 911, the address associated with your phone number is used to direct the call to the correct local emergency response units, known as Public Safety Access Points (PSAPs). The PSAP then uses that address to send emergency response units to the appropriate location.

To ensure rapid response times, PSAPs standardize 911 addresses to be accurate and unambiguous for emergency response units. This record of standardized addresses is known as the Master Street Address Guide (MSAG).

Address Validation

When activating a number, we require an address associated with it. Sometimes, the address provided initially isn't in a standard format (i.e. referring to a street by a nickname versus the official name, omitting the directional, outdated street name, etc.), which can delay emergency service response times.

To best serve you, we validate every address back to the MSAG. If the address cannot be validated, we will contact you to correct it.

If an address is not validated, calls to 911 will be charged a fee and add a delay to the routing process while the national call center agents ask for the address. In worst-case scenarios, if the caller cannot communicate clearly, the call could not get routed at all, resulting in **death** and **legal action**. It is crucial to address rejections timely and ensure your address recorded with us is the correct address.

911 for Remote Office Users

Each phone is set with a 911 callback number and an associated location address. This allows remote users to be part of the company phone system and still send their remote office address and direct callback number to the 911 operator if they dial 911.

Warning

If there is a power or internet outage, your phone may not be able to place a 911 call.

Using Your IP Phone

Every IP phone is different, so the steps described below may be slightly different on your device. Refer to your device user guide for more information.

Placing Calls

There are multiple ways to place a call on an IP phone. If you misdial the number, you can "backspace" to correct it without starting over.

1. Do one of the following:
   - Select **New Call**.
   - Pick up the handset.
   - Press a line key.
   - Press the Speakerphone button.
   - Press the Headset button.
2. Enter a number or choose a contact from the Directory or Recent Calls.
3. Press **Dial** or **Send**.

> **Dial 9**
>
> To call a number that isn't an extension, you may need to first dial 9 to reach an outside line. When you hear the dial tone, you can finish entering the phone number.

Answering Calls

To answer a call, do one of the following:

- Press **Answer**.
- Pick up the handset.
- Press the **Speakerphone** button.
- Press the **Headset** button.

When answering an incoming call while on an active call, the call you were in will be placed on hold, and the incoming call will be active.

Holding Calls

- While on a call, press **Hold**. The caller will hear hold music.
- To retrieve the call, press **Resume**.

Call Transfer

Attended Transfer

Use this method to talk to the party you're transferring the call to. The recipient will see your caller ID on the call.

1. While on a call, press **Transfer**
2. The caller will begin to hear hold music
3. Dial the extension or phone number of a contact
4. When the call is answered, inform your contact of the transfer
5. Hang up to complete the transfer

Blind Transfer

Use this method if you don't need to talk to the party to which the call is being transferred. The recipient will see the call as if it is coming from the original caller.

1. While on a call, press **Transfer**. The caller will begin to hear hold music.
2. Press **Blind**.
3. Dial the extension/phone number where the call should be transferred
4. Hang up. The caller will be transferred over to the new extension/phone number.

> **Yealink Phones**
>
> Press **Transfer**, dial the extension or phone number, and press **Transfer** again.

Transfer Call to Voicemail

When you want to transfer a current call to the correct person without interrupting their current call or having it ring at their desk, you can transfer the current call directly to that user's voicemail box.

1. Place caller on hold. The caller will begin to hear hold music.
2. Dial the star code + the extension.
3. Press **Dial** > **More** > **Join**.
4. Hang up. The caller will be in the other user's voicemail box.

> **Yealink Phones**
>
> On Yealink phones, press **Transfer**, dial the star code + the extension, then press **B Transfer**.

Conference Calls

Three-way calling lets you bring two parties into the same callers to participate in the same conversation.

Use Call Conference on Polycom VVX

1. While on a call, press **More** then **Confrnc**.
2. Enter the second number/extension to have on the call.
3. When the second party answers, press **More** then **Confrnc**.

To split the conference call back into individual calls, press **Split**. To rejoin the callers again, press **Join**.

Use Call Conference on Yealink

1. While on a call, press **Conference**.
2. Enter the second number/extension to have on the call.
3. When the second party answers, press **Conference**.

To split the conference call back into individual calls, press **Split**. There is no way to rejoin the callers once split.

Paging

You can make a one-way announcement to all the phones on your account using the paging service. All phones that are not in use will use the speakerphone to play the message. This allows you to send a message to others in your organization without disturbing the lobby or other sensitive areas.

Contact Customer Support to set up a paging group and assign it to a line on your device. Each group is assigned a Page Priority level:

- **Standard:** All devices except those on a call and with Do Not Disturb enabled
- **Priority:** All devices except those on a call
- **Emergency:** All devices regardless of status

Make an Announcement

4. Press the line key assigned to the paging group or dial the group's extension.
5. You are now connected to all users in the paging group. Make your announcement and then hang up.

Calling Features

Call Screening

Calls from anonymous or other callers can be given special treatment, such as being blocked, sent directly to voicemail, forwarded to another phone number (like your mobile) or assigned a custom ring pattern.

All Other Callers

If you don't want to receive calls from anyone, use this feature to block all callers and ensure that only specific callers can reach you.

Code	Description
*64	**Block All Other Callers** **All other callers (not otherwise specified in Call Handling settings).** 1. Dial the star code. 2. You will hear, "Your selective call accept service has been activated."
*74	**Allow All Other Callers** **All other callers (not otherwise specified in Call Handling settings) will be allowed.** 1. Dial the star code. 2. You will hear, "Your selective call accept service has been deactivated."

Anonymous Callers

Use this feature to block anonymous callers without caller ID).

Code	Description
***77**	**Block Anonymous Callers** Calls without caller ID will be blocked, and the caller will hear a busy tone. 1. Dial the star code. 2. You will hear, "Your anonymous call rejection service has been activated. All incoming calls will be checked for number privacy before they are allowed to complete to your line."
*87	**Allow Anonymous Callers** **Calls without caller ID will be allowed.** 1. Dial the star code. 2. You will hear, "Your anonymous call rejection service has been deactivated."
*95	**Block Anonymous Callers with Message** **Calls without caller ID will be blocked, and the caller will hear a message.** 1. Dial the star code. 2. You will hear, "Your anonymous call rejection service has been activated. All incoming calls will be checked for number privacy before they are allowed to complete to your line."
*97	**Unblock Anonymous Callers with Message** **Disables "Anonymous Callers: Block with Message." Anonymous calls will be allowed.** 1. Dial the star code. 2. You will hear, "Your anonymous call rejection service has been deactivated."

Custom Callers

Use this feature to control who can call your phone and what happens when they do. These settings can be managed in the Voice Portal or by star code.

Code	Description
***59**	**Allow Custom Callers** Calls from the number specified will be blocked with a message. Use this feature if you've blocked all callers and want to allow a specific caller to contact you. 1. Dial the star code. 2. Enter your voicemail PIN followed by #. 3. Enter the 10-digit phone number, starting with 1, followed by #. 4. You will hear, "Calls from [phone number] will be allowed."
*60	**Block Custom Callers** **Calls from the number specified will be blocked. Blocked callers will hear a busy signal.** 1. Dial the star code. 2. Enter your voicemail PIN followed by #. 3. Enter the 10-digit phone number, starting with a 1, followed by #. 4. You will hear, "Calls from [phone number] will be blocked."
*58	**Block Custom Callers with Message** **Calls from the number specified will be blocked with a message.** 1. Dial the star code. 2. Enter your voicemail PIN followed by #. 3. Enter the 10-digit phone number, starting with 1, followed by #. 4. You will hear, "Calls from [phone number] will be blocked."
*63	**Forward Custom Callers** **Calls from the number specified will be forwarded.** 1. Dial the star code. 2. Enter your voicemail PIN followed by #. 3. Enter the 10-digit phone number, starting with 1, followed by #. 4. You will hear, "Calls from [phone number] will be forwarded." A Forward To number must be set up in the Voice Portal for forwarding to work. If a number is not set, forwarded calls will fail over to the *All Other Callers* setting.

Call Trace

Call Trace allows you to mark a harassing or threatening phone call in your Call History. If necessary, you must take additional actions to establish a case with your local law enforcement agency.

Code	Description
*57	Call Trace 1. After ending the call, dial the star code. 2. You will hear, "The previous call will be marked in your call history." 3. A new line for the trace will be entered in the Call History.

Do Not Disturb

When you don't want your phone to ring, activate Do Not Disturb to send all incoming calls directly to your voicemail box.

Code	Description
***78**	Enable Do Not Disturb 1. Dial the star code. 2. You will hear, "Do Not Disturb enabled." 3. All calls will be sent to Voicemail.
*79	Disable Do Not Disturb 1. Dial the star code. 2. You will hear, "Do Not Disturb disabled."

Call Forwarding

When you aren't available to answer calls on your phone, you can forward your calls elsewhere. Call Forwarding can be set up in the voice portal or by star codes. You can set up a schedule to forward calls during certain hours in the Voice Portal.

Call Forwarding Star Codes

These star codes are applied to the Line. For each Call Forwarding star code, the call handling options are: *Busy Tone*, *Forward* and *Send to Voicemail*.

Code	Description
*00	**Forward Call to Voicemail** **Send a call directly to another user's voicemail box.** 1. Place the caller on hold. The caller will hear hold music. 2. Dial the star code + the user's extension. 3. Press Dial > More > Join. 4. Hang up. The caller will be in the other user's voicemail box.
*72	**Call Forward: All (On/Off)** **Choose where to forward all calls to your Line.** 1. Dial the star code. 2. Enter your voicemail PIN followed by #. 3. Choose an option: – **Enable:** Press 1 to enter a forwarding number followed by #. – **Disable:** Press 2 to disable Forwarding.
*90	**Call Forward: Busy (On/Off)** **Choose where to forward calls when you're on another call.** 1. Dial the star code. 2. Enter your voicemail PIN followed by #. 3. Choose an option: – Press 1 to enter a forwarding number followed by #. – Press 2 to send calls to Voicemail.
*92	**Call Forward: No Answer (On/Off)** **Choose how calls will be handled when your Line isn't answered.** 1. Dial the star code.

2. Enter your voicemail PIN.
3. Choose an option:
   - Press 1 to enter a forwarding number followed by #.
   - Press 2 to send calls to Voicemail.

*94 Call Forward: Out of Service (On/Off)

Choose how calls will be handled when your Line is out of service or not registered.

1. Dial the star code.
2. Enter your voicemail PIN followed by #.
3. Choose an option:
   - Press 1 to enter a forwarding number followed by #.
   - Press 2 to send calls to Voicemail.

Remote Access Forwarding

When you're away from your phone but still want to receive calls, you don't need to get back to your phone to set things up. Unconditional call forwarding, or Forwarding of all calls, is available remotely using the voicemail system, and will continue to function even if there is a power outage, internet outage or device failure.

1. From a phone not connected to your account, dial your 10-digit phone number.
2. When you hear your voicemail greeting, press #.
3. Enter your voicemail PIN followed by #.
4. Press 8 for Personal Options.
5. Press 5 to access the Call Forwarding menu.
   - Press 1 to forward all calls. Enter forwarding destination number followed by #.
   - Press 2 to send all calls to your Line.

Call Handling

Call Park

Call Park, also known as Valet Call Park, combines the elements of transferring a call and placing it on hold. Rather than asking the caller to call back later or sending them to voicemail, the call can be transferred to a virtual parking spot where it will remain on hold until retrieved. To create parking spots on the account, contact Customer Support.

Using your IP phone

When a parking spot is assigned to a line on your phone, you can park and retrieve calls with the click of a button. To set it up on your device, contact an account Administrator.

Code	Description
Line	**Call Park** **Places a call in a parking spot.** 1. While on a call, press the line key assigned to the parking spot. 2. The call will be placed in that parking spot.
Line	**Call Park Retrieval** **Retrieves a parked call from a parking spot.** 1. Press the line key on the phone for the parking spot the call is in. 2. You will be connected to the caller.

Using Star Codes

When parking calls using star codes, you will be automatically assigned a call to a numbered parking spot, and the call can be retrieved by anyone who knows the parking location number.

Code	Description
*62	**Call Park** **Place a call in a parking spot.** 1. While on a call, press Transfer and dial the star code. 2. The system indicates the parking spot where the call has been placed. 3. Hang up.
*66	**Call Park Retrieval** **Retrieve a parked call from a parking spot.** 1. Dial the star code + the parking spot where the call was placed. – For example: *6601 2. You are now connected to the parked caller.

Call Pickup

Directed Call Pickup

When you want to answer calls for other people in your office, you can use the Directed Call Pick Up feature to answer a call ringing at a specific extension.

Code	Description
**	**Directed Call Pickup** **Answer a call ringing at a specific extension.** 1. When you hear the call ringing, pick up your phone and dial ** followed by the extension the call is ringing to. 2. You are now connected to the caller.

Pick Up Group

A Pick Up Group allows incoming calls to be answered by another group member. Contact Customer Support to create a group.

Code	Description
*40	**Pick Up Group** **Answer a ringing extension for another user in the same Pick Up Group.** 1. When you hear a call ringing on another group member's phone, pick up your phone and dial the Pick Up Group star code to answer it. – If multiple calls are ringing, the call that has been ringing the longest will be answered. – If you belong to multiple groups, the longest ringing call in any of your groups will be answered.

Call Waiting

If a second call comes in while you're on a call, you'll hear the Call Waiting tone. To answer that call, you can choose to place your current call on hold and pick up the incoming call. Additionally, you can temporarily or entirely enable or disable Call Waiting from your phone or in the Voice Portal.

Switching Calls

When Call Waiting is enabled on your phone, you can switch between your current call and a new incoming call.

1. When notified of a second incoming call, press the line button on your phone. Your first call will be placed on hold, and your second call will be active.
2. You can switch between the two calls by pressing the line button for the call you want to switch to.

Star Codes

Code	Description
*43	**Call Waiting: Enable** **Enable Call Waiting for ALL of your calls.** 1. Dial the star code. 2. You will hear a message indicating the call waiting service has been activated.
*44	**Call Waiting: Disable** **Disable Call Waiting for ALL of your calls.** 1. Dial the star code. 2. You will hear a message indicating the call waiting service has been deactivated.
*70	**Call Waiting: Disable Next Call** **Keep the next phone call you make from being interrupted. If call waiting is enabled on the Line, this star code will disable Call waiting on the current Call only.** 1. Dial the star code + the phone number. 2. Call Waiting is disabled for the current call, and any incoming call will follow the "busy" call behavior. 3. After you hang up, Call Waiting will be active again.

Caller ID

The name sent with caller ID sometimes referred to as CNAM, is a setting on your phone number. If the name on your caller ID is incorrect, please contact Customer Support to update it.

- **Outbound Caller ID:** The caller ID number sent with outbound calls is set on each user. You can choose to send out the main company number, a specific user-assigned number, or not send out any caller ID.
- **Internal Caller ID:** When calling another user on your PBX, your caller ID is your name and extension.

Most mobile phone carriers do not send the CNAM because mobile phones look up the calling phone number in the device's contact list. Also, calls to 911 will always send the 911 callback number set on the device, regardless of your caller ID settings.

Star Codes

Do you want to send your caller ID with every call? Or do you want to block it for every call but unblock it for the current call? Use the following star codes to manage your Caller ID settings.

Code	Description
*65	**Caller ID: Enable Next Call** **If your caller ID is disabled (blocked) for all calls, this will enable it for this current call only. Future calls will not be affected.** 1. Dial the star code + the number for the party you're trying to reach. 2. Caller ID will be displayed to the party on this call.
*67	**Caller ID: Block Next Call** **If your caller ID is enabled for all calls, this will block it from being sent with this current call only. Future calls will not be affected.** 1. Dial the star code + the number for the party you're trying to reach. 2. Caller ID will be displayed as "BLOCKED" to the party on this call.
*68	**Caller ID: Manage (On/Off)** **Manage your Caller ID setting for all calls.** 1. Dial the star code. 2. Enter your 4-digit PIN followed by #. 3. Follow the prompts to enable or disable caller ID.

Do Not Disturb

When you don't want your phone to ring, activate Do Not Disturb to send all incoming calls directly to your voicemail box.

Code	Description
*78	**Enable Do Not Disturb** 1. Dial the star code. 2. You will hear, "Do Not Disturb enabled."
*79	**Disable Do Not Disturb**

1. Dial the star code.
2. You will hear, "Do Not Disturb disabled."

Last Call Return

Code	Description
*69	Last Call Return **Dials the last caller ID number that rang the Line. It does not redial the last *outbound* call.** 1. Dial the star code. 2. Your phone will redial the last number that called you.

Voicemail Local Access

Your voicemail box can be accessed in the Voice Portal remotely or by dialing a star code from a phone connected to the account.

Access a Voicemail Box

Direct Access

1. Dial the Voicemail Management star code from a line assigned to your voicemail box.
2. Enter your voicemail PIN and press #.

Remote Access

1. From a line not assigned to the voicemail box, dial your 10-digit phone number.
2. When the greeting plays, press #.
3. Enter your voicemail PIN and press #.

Listen to Messages

Access the voicemail box and **press 1** to listen to your messages. Use the following to navigate the menu:

- **Press 1:** Skip message and mark the message as "unread"
- **Press 2:** Save the message and mark the message as "read"
- **Press 3:** Erase message
- **Press 9:** Repeat message
- **Press 0:** Exit menu

> **Voicemail PIN**
>
> **The default PIN is 1234.** The first time you access your voicemail box, you will be prompted to set a new PIN which must be 4-digits or longer.

Customize a Voicemail Box

Personal Options

Access the voicemail box and **press 8** for personal options. Use the following to navigate the menu:

- **Press 1:** Change the PIN
- **Press 2:** Personalize your greeting
- **Press 3:** Record your personal name
- **Press 5:** Set up Call Forwarding
- **Press 6:** Set Up a Call Screening Forwarding Number
- **Press 9:** Repeat personal options
- **Press 0:** Exit menu

Change the PIN

1. Access your voicemail box and press 8 for personal options.
2. Press 1 to change the PIN.
3. Enter a new PIN at least 4-digits long, then press #.
4. Hang up or press 0 to return to the main menu when you're done.

Change Your Greetings

1. Access your voicemail box and press 8 for personal options.
2. Press 2 to change your greetings.
   - Press 1 to change the default (basic) greeting.
   - Press 2 to change the "busy" greeting.
   - Press 3 to change the "no answer" greeting.
3. When done, hang up or press 0 to go back to the main menu.

Voice Portal Guide
Limited Users

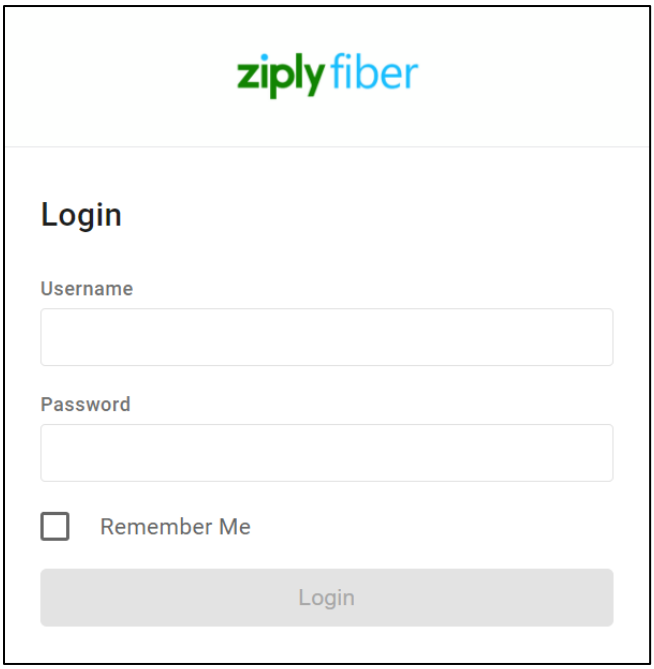
Voice Portal

Sign In

The Voice Portal is where you can control who can contact you, as well as how and when they can reach you. Many features can also be managed by dialing star codes.

When your account is created, an email that contains your username, a link to create your password and the portal URL will be sent to you. Keep that email safe so you can refer to it later. If you haven't received it, check your junk mail or spam filters first, and then contact Customer Support if necessary.

1. Go to https://hostedvoice.ziplyfiber.com/login
2. Enter your username (not email) and password
3. Check *Remember Me* if you want to save your username and password
4. Click **Sign in**



First-Time Access

The first time you sign in, you'll be prompted to set a password. Your password must be 8-16 characters long and include uppercase and lowercase letters and at least one number. It cannot contain any part of your username.

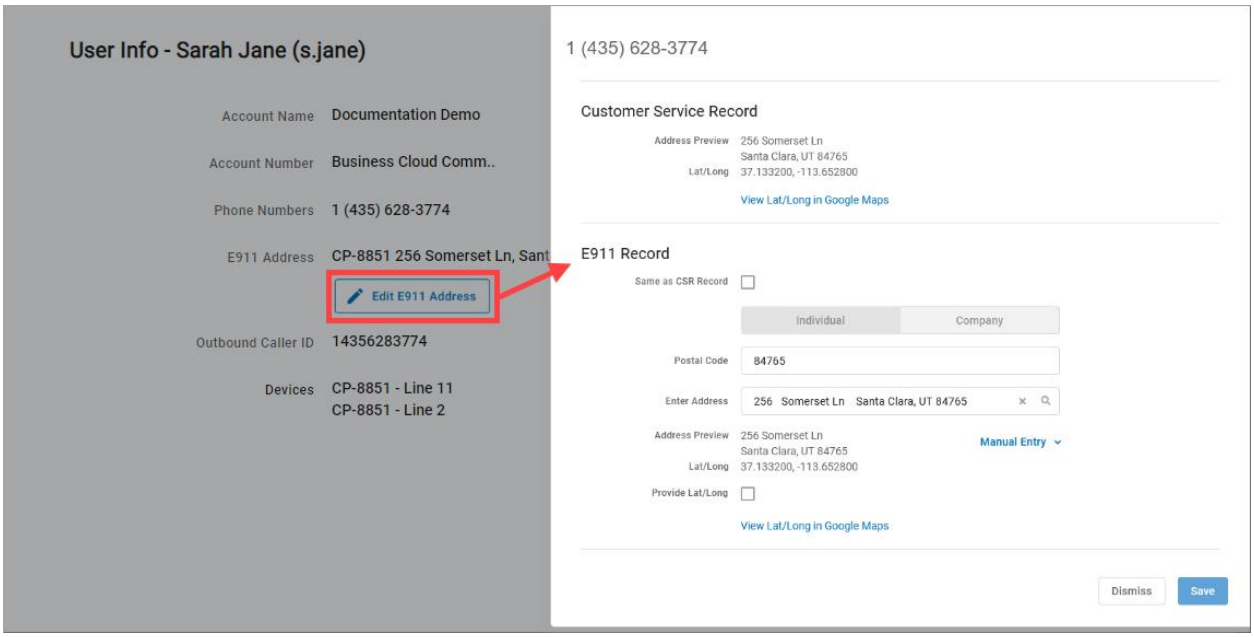
User Info

The User Info section shows your account name and number, your direct phone number(s), your E911 address, which phone number is used as your outbound caller ID and the device(s) assigned to you.

If any of this information is NOT correct, please contact Customer Service for assistance.

Edit E911 Address

Emergency services will be dispatched to the address listed here if a 911 call is placed from your phone number. If this is not the address of your physical location, please click the button and update it.

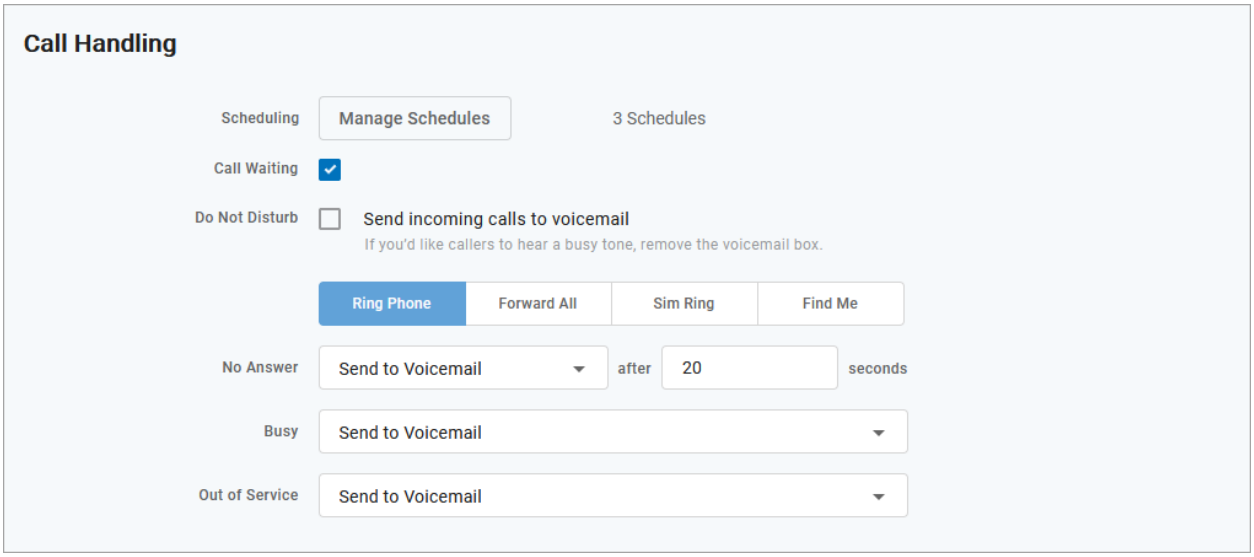


Phone Numbers

This is a list of the phone number(s) routed to you and your device(s). To add or remove a phone number, please contact Customer Support.

Call Handling

Call Handling determines how your incoming calls will be routed under different circumstances.



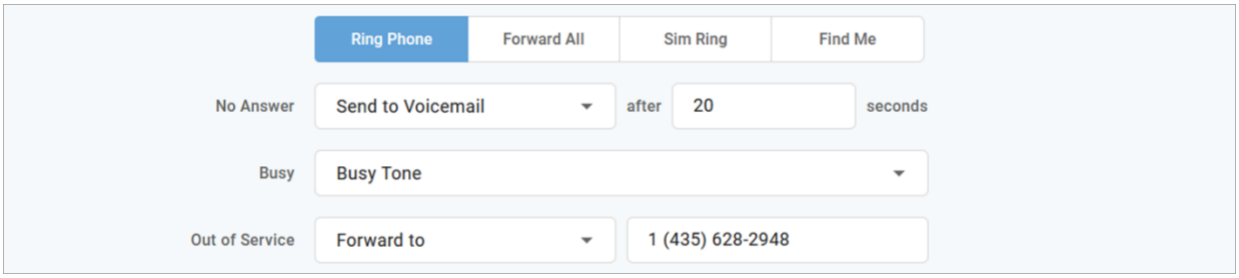
Feature	Description
Scheduling	Create or manage schedules that determine how incoming calls are routed during specific times. See Schedules for more information.
Call Waiting	Check this box to enable Call Waiting, which will allow a second call to ring through while you are already on the phone. • **Enabled:** When you're on a call, you'll hear a tone to let you know a second caller is trying to reach you. • **Disabled:** While you're on a call, incoming calls will hear a busy tone.
Do Not Disturb	Check this box to enable Do Not Disturb.

- **Enabled:** incoming calls are sent directly to your voicemail box.
- **Disabled**: Incoming calls follow your Call Handling settings.

> Callers will hear a busy tone if DND is enabled, but you don't have a voicemail box. If you have a voicemail box but want callers to hear a busy tone, your voicemail box will need to be removed.

Ring Phone

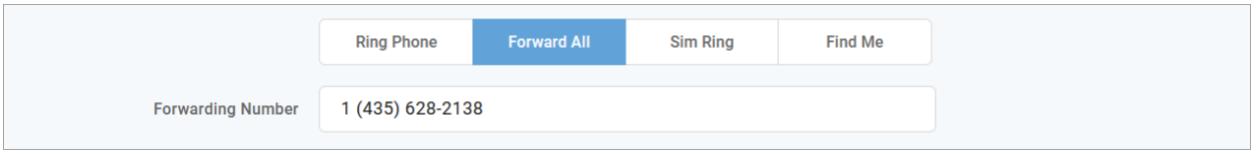
This is the path incoming calls will follow when the call isn't answered, the line is busy or the device is out of service. Callers can be sent to voicemail for each circumstance, hear a busy tone, be forwarded to another number or ring forever.



Feature	Description
No Answer	The call is unanswered after a specified number of seconds
Busy	The device is busy (already in use, and Call Waiting is not enabled)
Out of Service	The device has lost power or is otherwise not registering as an active device

Forward All

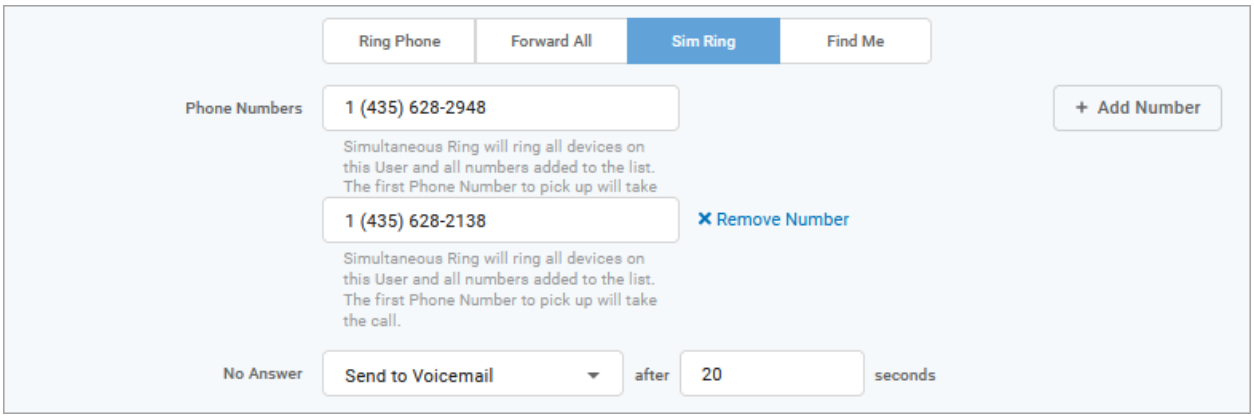
Working on the go and need all the calls that come into your desk phone to get to you? Do all incoming calls need to be redirected elsewhere? Forward All does this by sending your callers to the phone number you enter here. Once a *Forwarding Number* is entered, this feature can be enabled or disabled from the device by dialing star codes.



Simultaneous Ring

Simultaneous Ring, or Sim Ring, will ring all numbers added to the list until the call is answered or times out. The first phone number to pick up will take the call.

You can add a limit to how long the call will ring, and after it's timed out, have it sent to voicemail, forwarded to another number or given a busy tone. If you like, you can also set the call to ring indefinitely.



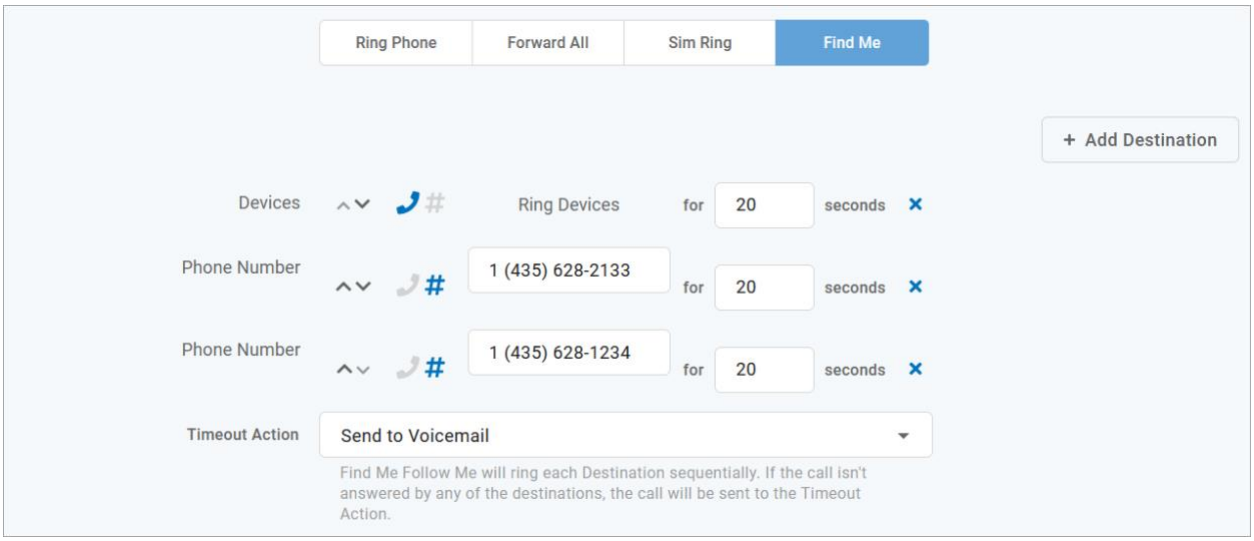
Feature	Description
Phone Numbers	Enter the phone number(s) that will ring. To add another number to the list, click +Add Number.
No Answer	Choose what happens when the call is unanswered: • Busy tone • Forward to (add a forwarding number) • Ring indefinitely • Send to Voicemail Also, enter the number of seconds the call will ring before the action is triggered. The carrier may disconnect calls that ring longer than 120 seconds.

Voicemail

It is possible that voicemail for these other numbers could pick up the call before the timeout if the user's timeout is shorter than what is set here.

Find Me/Follow Me

Life happens and often drags you away from the desk. What's a caller to do when they need to find you? Find Me/Follow Me will route your incoming calls to a customizable sequence of destinations to create a unique dial plan just for you and your line.



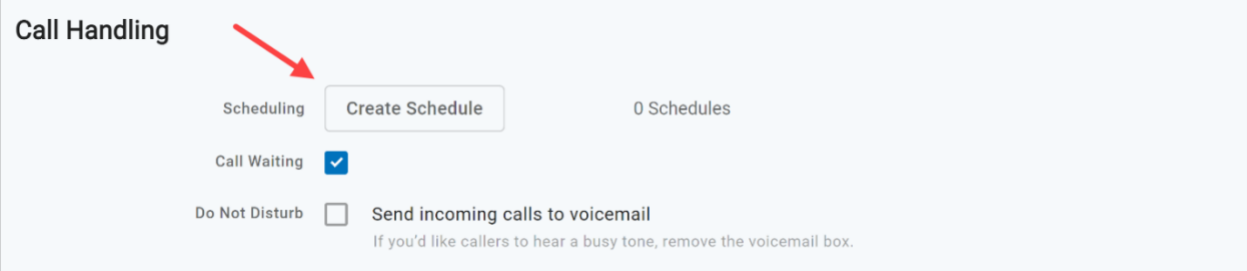
Feature	Description
Destinations	Indicate if calls should route through Devices or # Phone Numbers by clicking the respective icons. • Use the ^ v arrows to reorder the destinations. • Click + Add Destination to add more destination fields.
Devices	In the field provided, enter a timeout setting. Remember, calls that ring longer than the carrier may disconnect 120 seconds.
Phone Number	Enter the phone number calls should progress to and how long each number will ring.
Timeout Action	Choose what will happen to the call after all destinations have timed out: • Busy tone • Send to Voicemail

Schedules

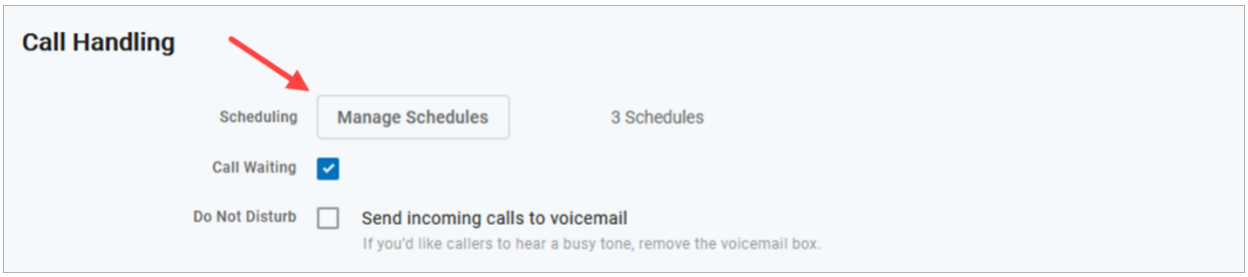
Schedules provide custom routing for your callers based on when they call, down to the minute. Schedule times follow your account's default time zone.

Within the scheduler, the Call Handling options are: Ring Phone, Forward All, Sim Ring and Find Me. The main Call Handling section will take effect *outside* of these hours.

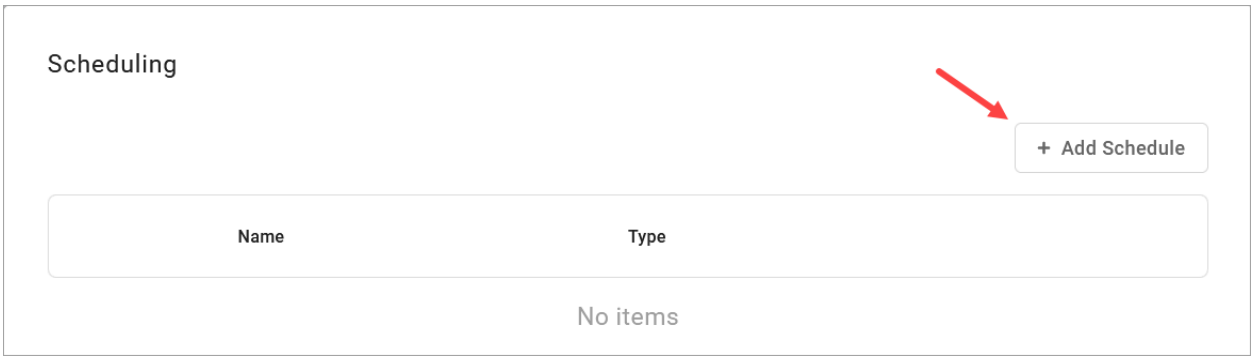
1. Within the Call Handling section, click **Create Schedule**.

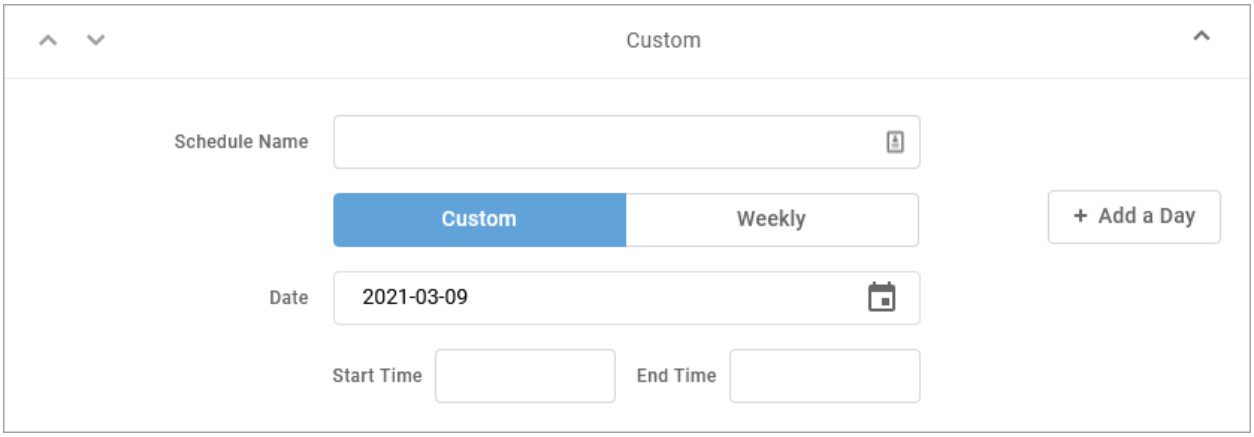


   - If there are already schedules set up on the account, the button will read **Manage Schedules**.

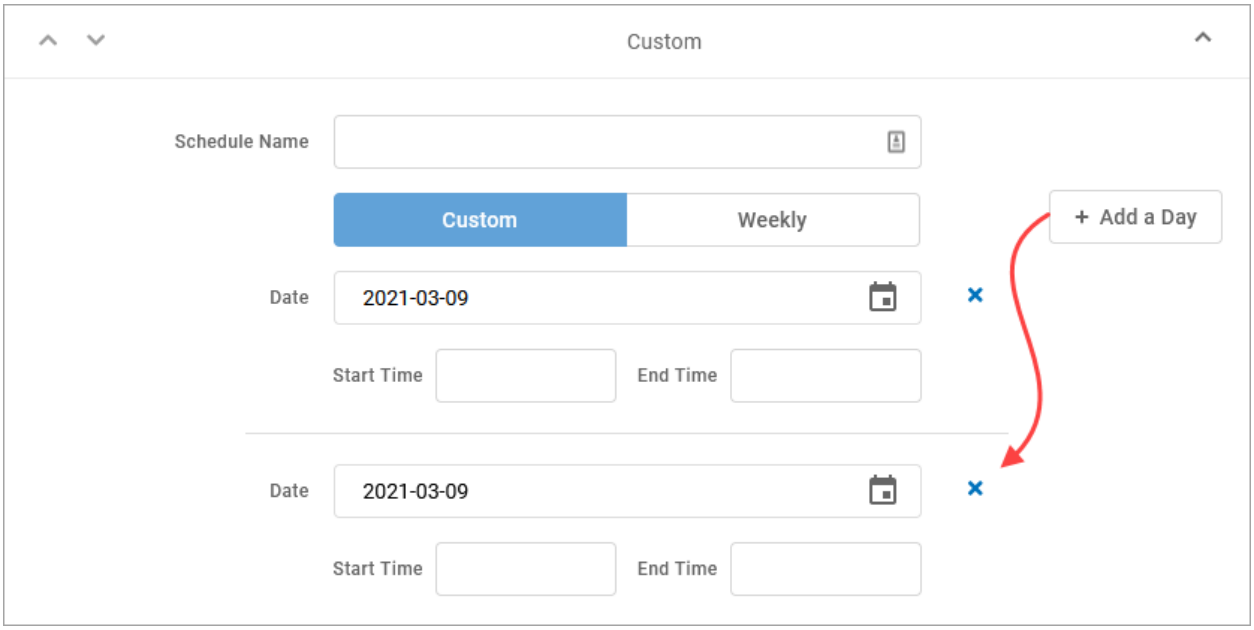


2. In the Scheduling window, click **+Add Schedule**.

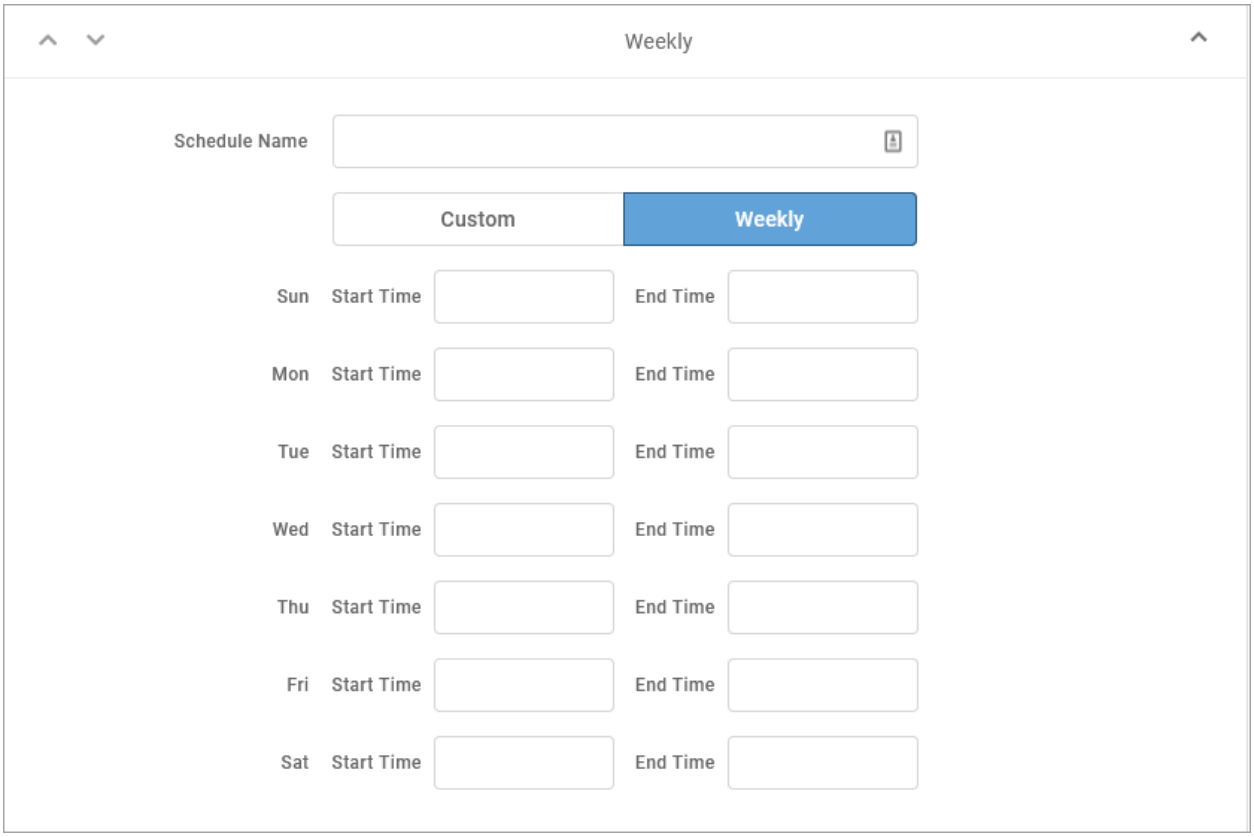




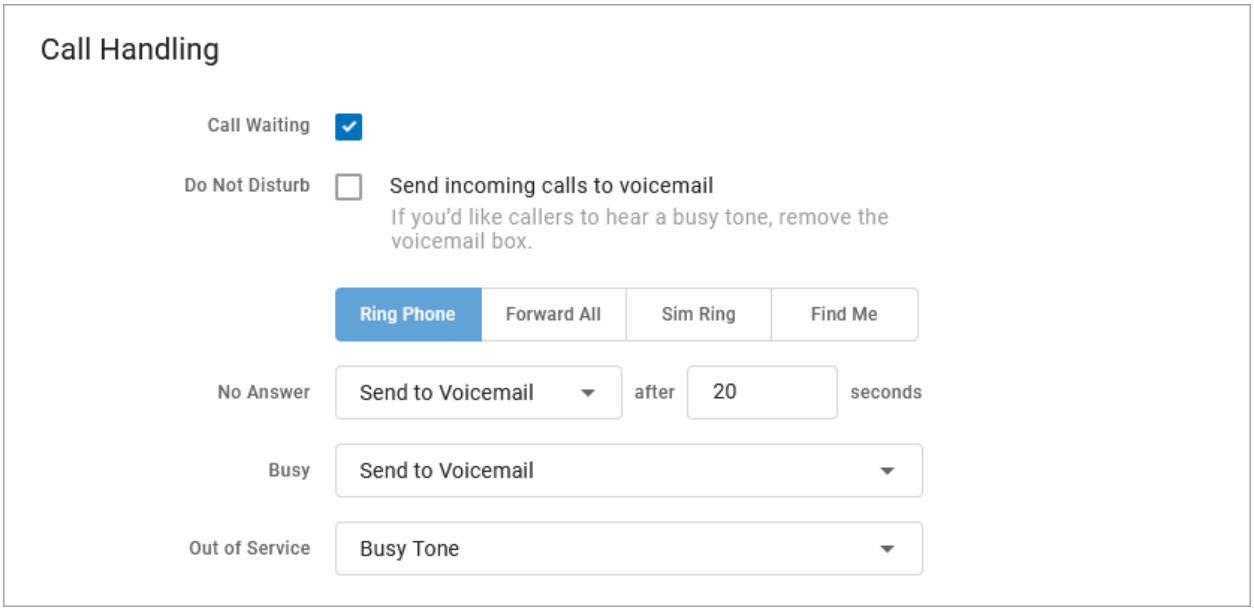
3. **Schedule Name:** Give the Schedule a name.
4. **Type:** Choose whether this Schedule is for specific dates (Custom) or recurring (Weekly).
   - Click [+ Add a Day] to add another section on a Custom schedule.



   - On a Weekly schedule, enter the start and end times for the days of the week the call handling should be in effect.



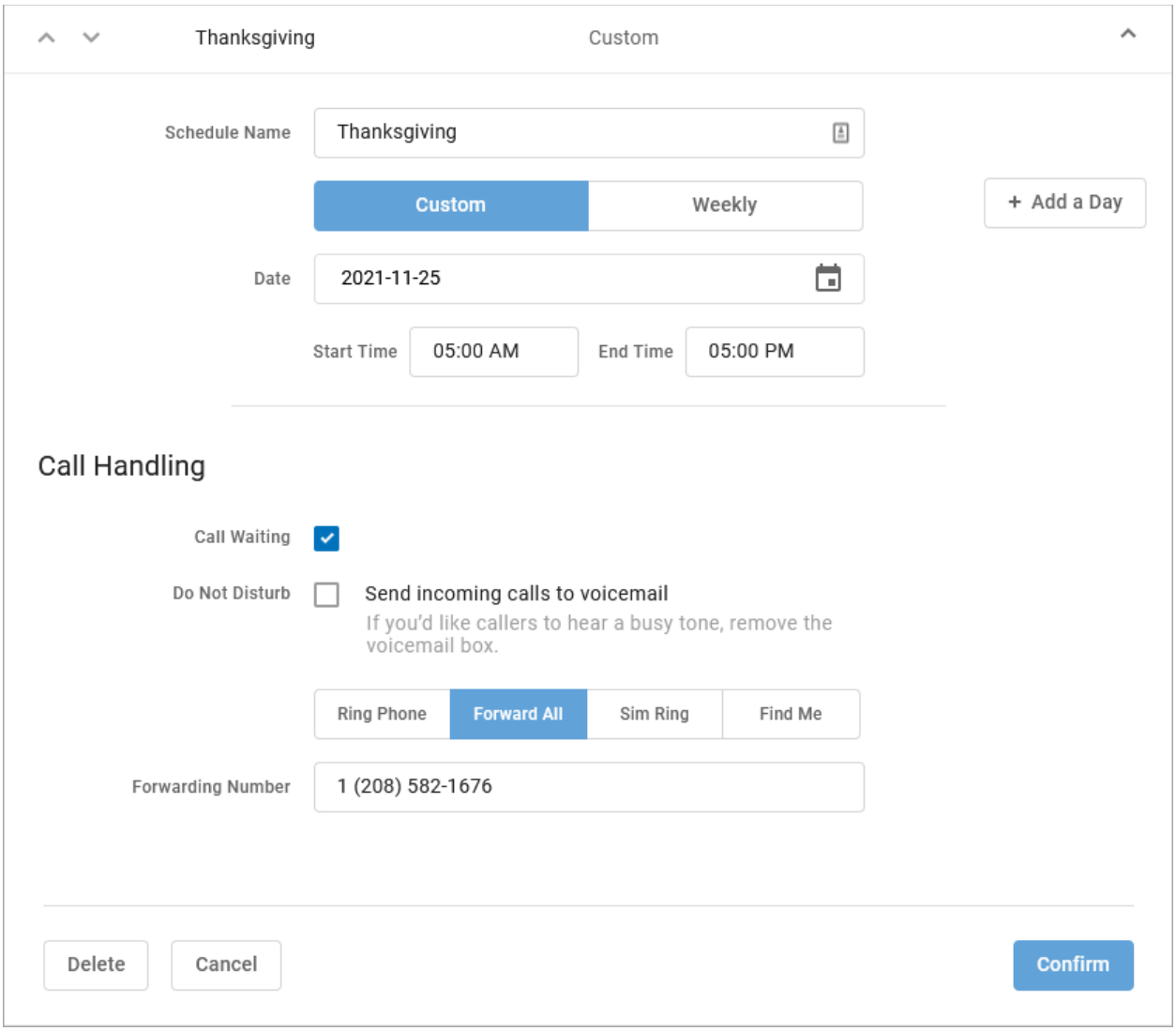
5. **Call Handling**. Choose what happens to calls during the Schedule.



6. Click **Confirm** and then **Save**.

Example of a Custom Schedule

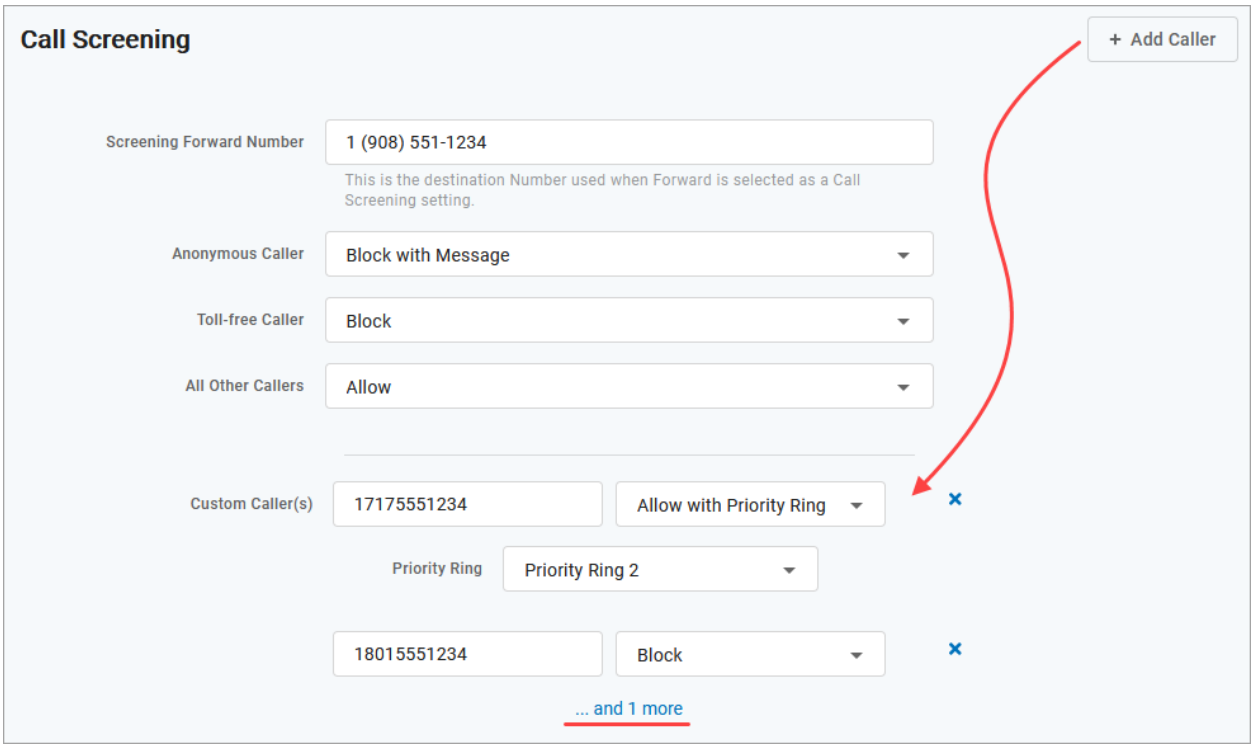
In the custom schedule example below, calls received between 5:00 AM and 5:00 PM on November 15, 2019, will be forwarded to 1-208-582-1676. Any call outside of that specific time will follow the call handling set up in the main Call Handling section.



Call Screening

Call Screening blocks unwanted calls, and you can decide what happens to the calls you turn away. Are they hung up on automatically, or do they hear a message first? Do you forward them to another number, or do you send them to voicemail?

Choose how calls from anonymous numbers, toll-free numbers and other callers will be handled, including Custom Callers (specific phone numbers). For each category, choose a screening behavior from the drop-down menu.



Call Screening Categories

Feature	Description
[+ Add Caller]	Starts the process of setting up call screening behaviors for a specific phone number.
Screening Forward Number	Enter a destination phone number used when This is the destination number used when a call screening category is set to *Forward*.
Anonymous Caller	Choose what happens to incoming calls that don't send caller ID.
Toll-Free Caller	Choose what happens to incoming calls from a toll-free number.
All Other Callers	Choose what happens to all other incoming calls unless otherwise defined by a custom rule.

Custom Callers	Click **+Add Caller** to define the screening behavior for a specific phone number. If there are more than two custom callers, click **…and X more** at the bottom to see them.

Call Screening Behaviors

For each category, choose a screening behavior from the drop-down menu.

Feature	Description
Allow	Allow the caller to ring through.
Allow with Priority Ring	Allow the caller to ring through with a priority ringtone. Choose from 7 other ring patterns.
Block	Block the caller from ringing through. Callers will hear a busy signal.
Block with Message	Block the call with a message: • **Custom Callers:** *"The number you have dialed is not accepting calls at this time."* • **Toll-Free Callers:** *"The number you have dialed is not accepting calls from toll-free numbers at this time."* • **Anonymous Callers:** *"The number you have dialed is not accepting calls from anonymous numbers."*
Forward	If you choose to forward calls from the caller, you must select the number forwarded to in the *Screening Forward Number* field.
Voicemail	The caller will be sent to your voicemail box.

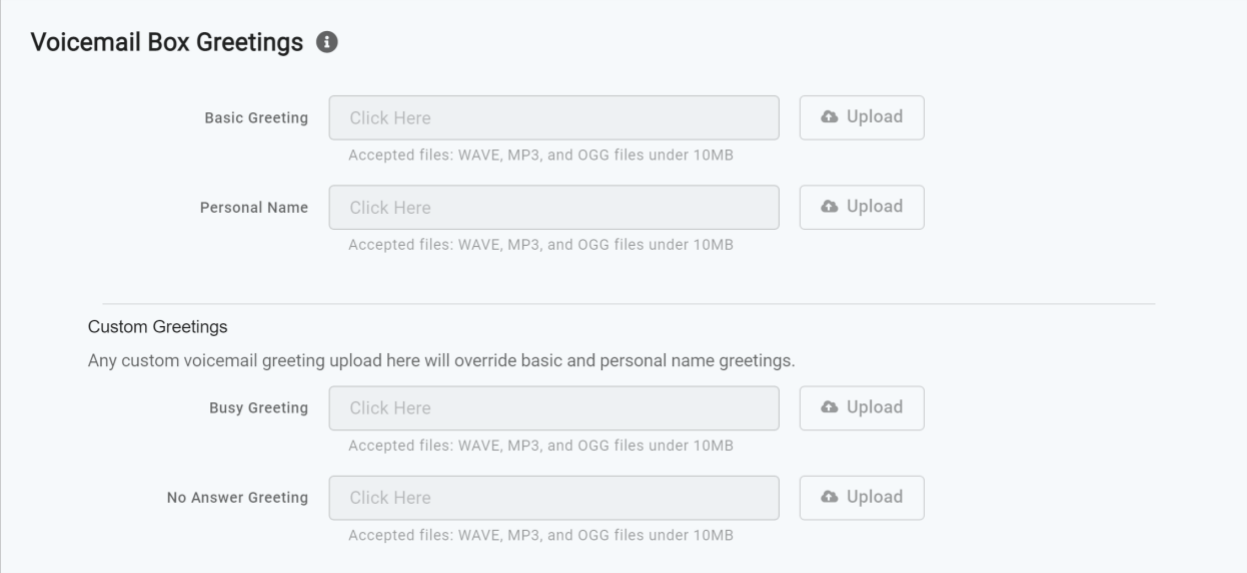
Voicemail

A voicemail box was assigned to you with your Ziply Fiber Hosted Voice service. You can upload your voicemail greetings and personal name recordings in the Voice Portal, View and manage any saved messages and set up voicemail forwarding to email.

Voicemail messages and greetings can also be managed by calling the voicemail box. See Voicemail Local Access for more information.

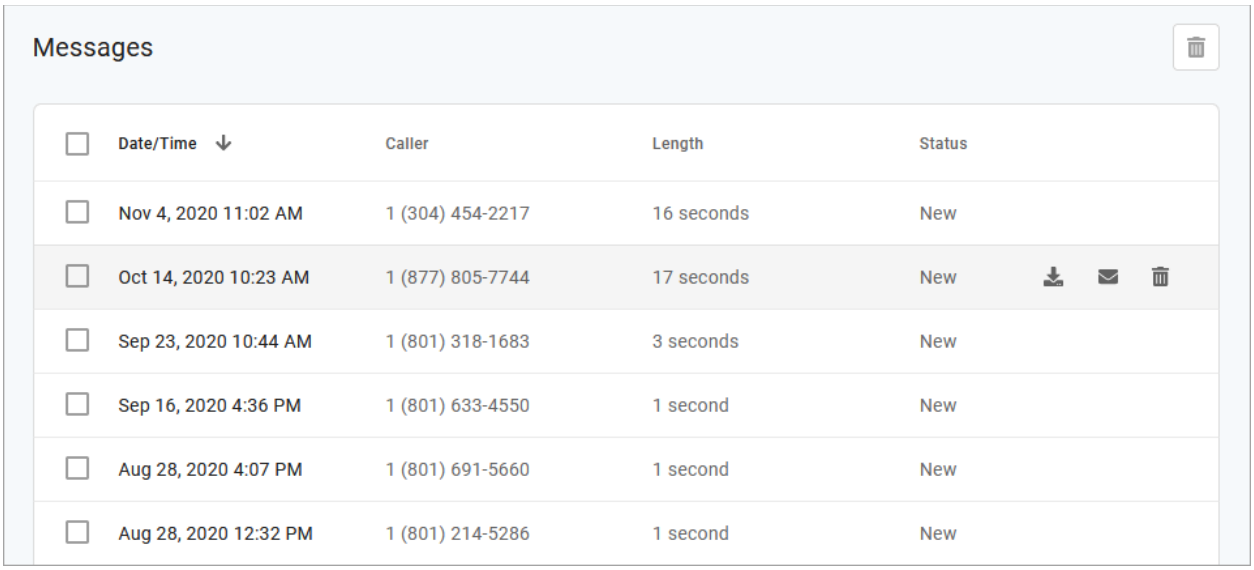
Voicemail Box Greetings

Here, you can upload and manage your voicemail greetings (Basic, Busy, No Answer) and personal name recording. Click the field to select a file from your computer, then click **Upload**. The Upload will accept WAVE, MP3 and OGG files less than 10MB.



Messages

Voicemail messages saved to the box are listed here.



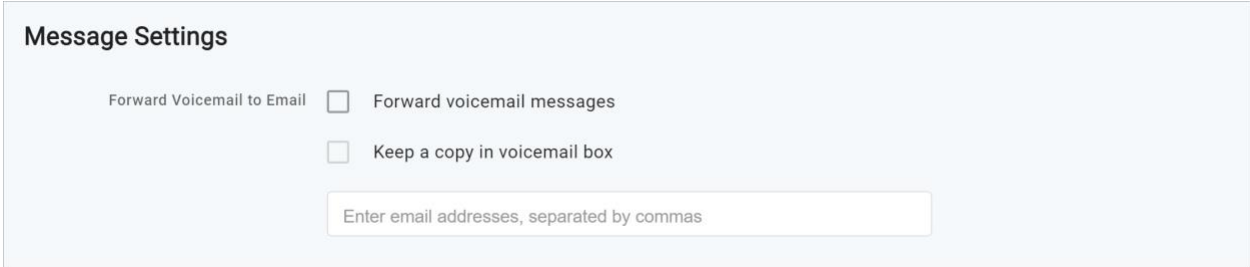
Messages can be sorted by Time/Date, Length and Status (New or Saved). Hover over an individual message to see the management tools on the right.

Field	Description
	Save a copy of the message to your computer as an MP3 file.
	Change the status of the message to *Saved*.
	Delete this message from the box. To delete all or multiple messages at once, select the message on the left and then click the trash icon at the top right.

Message Waiting Indicator

The message waiting indicator (MWI) on your device notifies you when a new voicemail message is waiting to be retrieved. When you've listened to, saved, or deleted the message, the MWI will turn off.

Message Settings



Forward Voicemail to Email

Messages left on your voicemail box can be forwarded as an MP3 file to one or more email addresses. Users also have the option to keep a copy of the message in their voicemail box when it's forwarded.

1. Check **Forward Voicemail to Email**.
2. Optionally, check. **Keep a copy in the voicemail box**.
3. Enter one or more email addresses, each separated by a comma.
4. At the bottom of the section, click **Save**.

Voice Portal Guide
Admin Users

Voice Portal

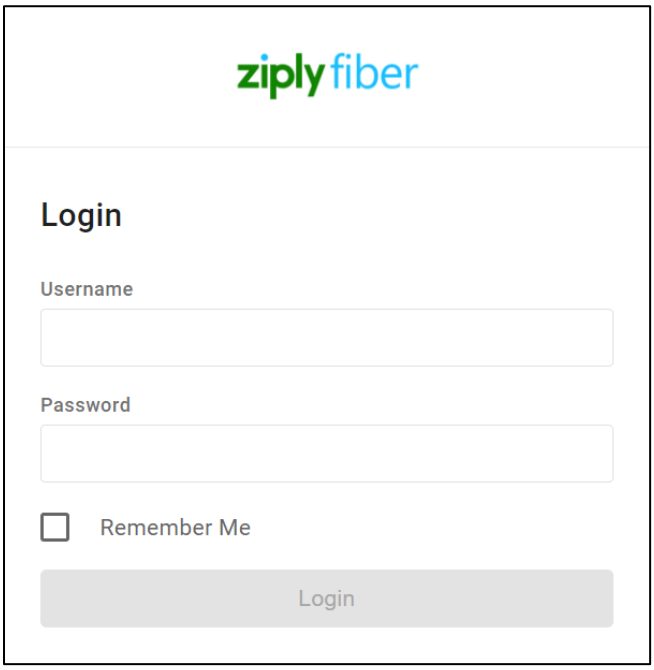
The Voice Portal is where you can control who can contact you, how they will reach you and when they can reach you. Many features can also be managed by dialing star codes.

As an Account Manager or Admin user, you can also manage your services and other users on the account. You may also have access to manage Auto-Attendants and Phone Numbers (E911 addresses). If you don't see those sections in the menu, please contact your service provider to change those settings.

Sign In

When your account was created, an email that contains your username, a link to create your password, and the portal URL were sent to you. Keep that email safe so you can refer to it later. If you have not received that email or can't remember your password, please contact Customer Support.

1. Go to https://hostedvoice.ziplyfiber.com/login
2. Enter your username (not email) and password
3. Check *Remember Me* if you want to save your username and password
4. Click **Sign in**

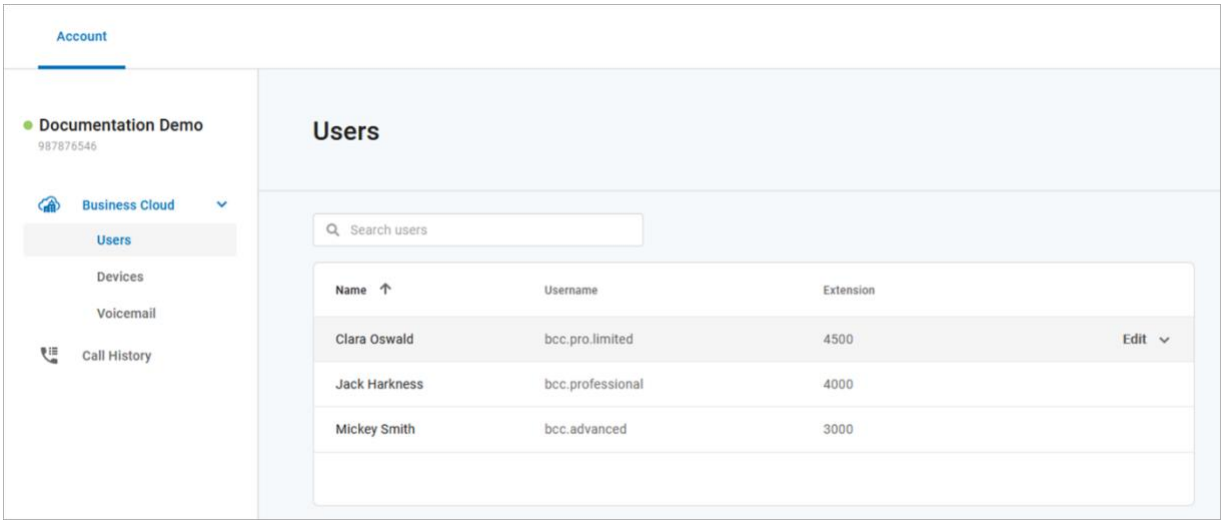


First-Time Login

The first time you log in, you'll be prompted to set a password. Your password must be 8-16 characters long and include uppercase and lowercase letters and at least one number. It cannot contain any part of your username.

Users

All users on your account are listed here. To edit the settings for a specific user, hover over the user and click **Edit** on the right.



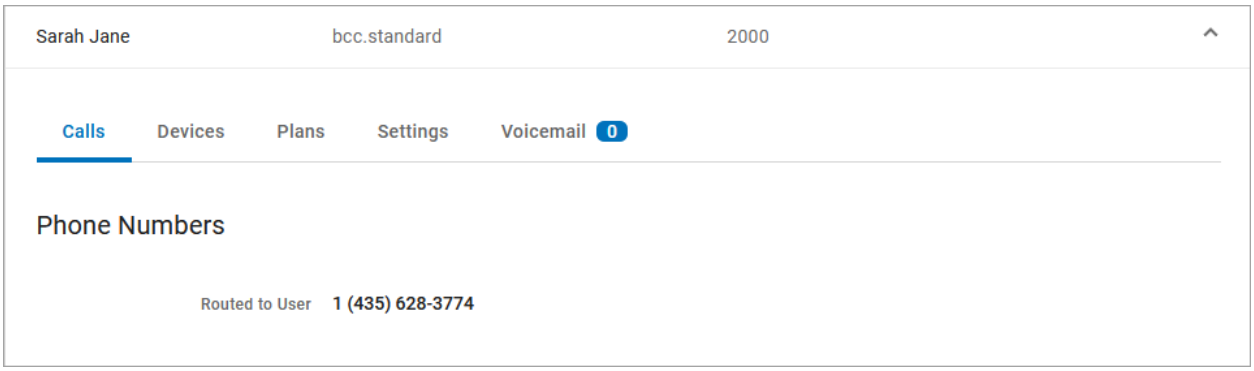
For each user, five tabs organize the user's settings: Calls, Devices, Plans, Settings and Voicemail

Calls

The Calls tab lists the user's phone number(s) and the settings that control how incoming calls to this user are handled.

Phone Numbers

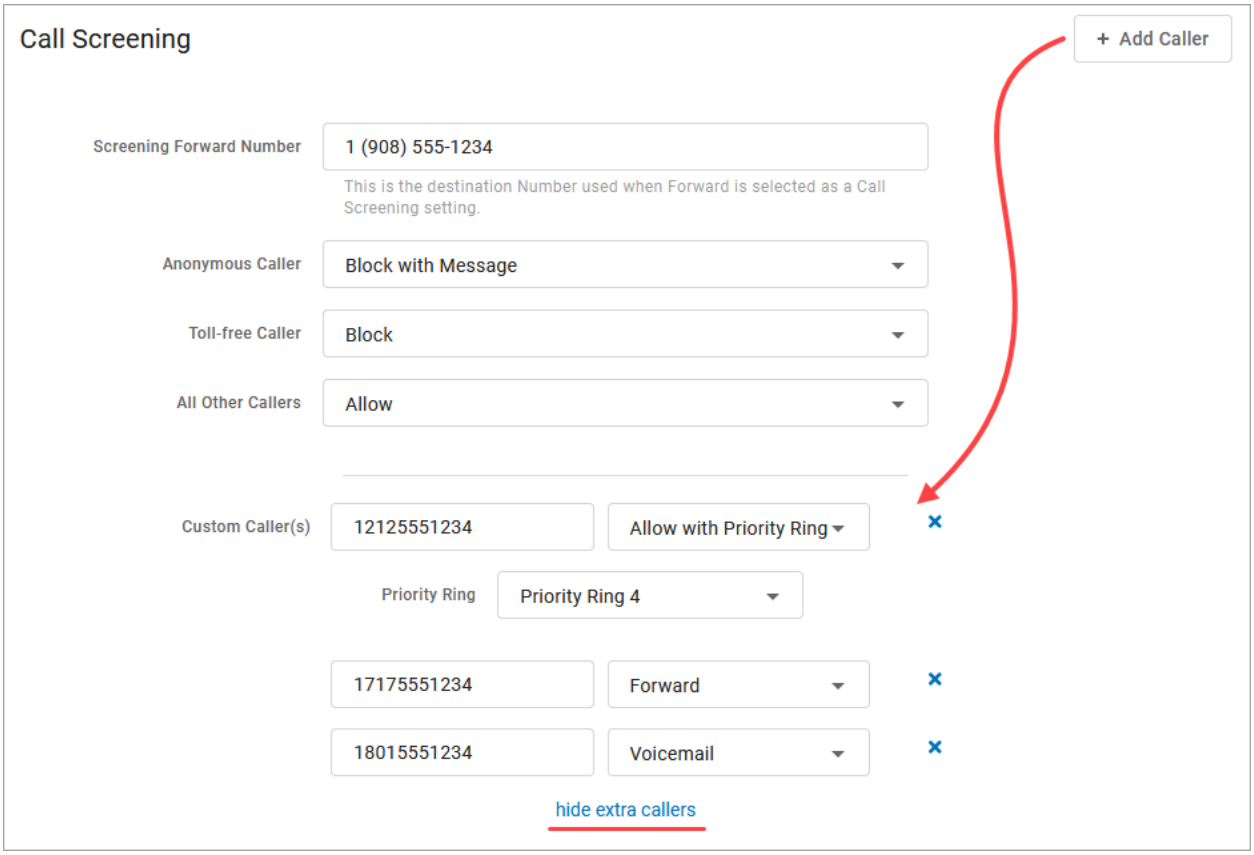
All phone numbers pointing to this user are listed here. Incoming calls to these numbers will follow the user's Call Handling and Call Screening options as defined below. To add or remove a phone number, please contact Customer Support.



Call Screening

Call Screening can help block unwanted calls from reaching you, and you can decide what happens to the calls you turn away. Are they hung up on automatically, or do they hear a message first? Do you forward them to another number, or do you send them to voicemail?

Choose how calls from anonymous numbers, toll-free numbers, and other callers will be handled, including Custom Callers (specific phone numbers). For each category, choose a screening behavior from the drop-down menu.



Call Screening Categories

Feature	Description
[+ Add Caller]	Starts the process of setting up call screening behaviors for a specific phone number. The specific callers being screened and the associated screening behavior are listed under the *Custom Callers* field.
Screening Forward Number	Enter a destination phone number that will be used when a call screening category is set to *Forward*.
Anonymous Caller	Choose what happens to incoming calls that don't send caller ID.
Toll-Free Caller	Choose what happens to incoming calls from a toll-free number.
All Other Callers	Choose what happens to all other incoming calls unless otherwise defined by a custom rule.
Custom Callers	Click **+Add Caller** to define the screening behavior for a specific phone number. If there are more than two custom callers, click **…and X more** at the bottom to see them.

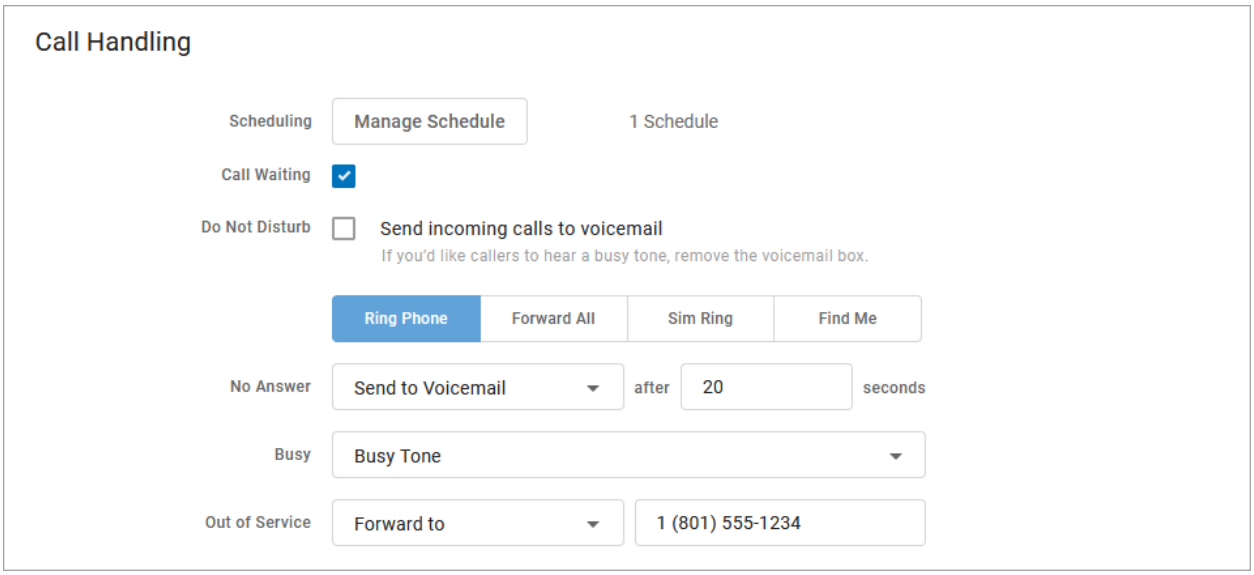
Call Screening Behaviors

For each category, choose a screening behavior from the drop-down menu.

Feature	Description
Allow	Allow the caller to ring through.
Allow with Priority Ring	Allow the caller to ring through with a priority ringtone. Choose from seven other ring patterns.
Block	Block the caller from ringing through. Callers will hear a busy signal.
Block with Message	Block the call with a message: • **Custom Callers:** "The number you have dialed is not accepting calls at this time." • **Toll-Free Callers:** "The number you have dialed is not accepting calls from toll-free numbers at this time." • **Anonymous Callers:** "The number you have dialed is not accepting calls from anonymous numbers."
Forward	If you choose to forward calls from the caller, you **must** choose the number those calls are forwarded to in the *Screening Forward Number* field.
Voicemail	Send the caller directly to voicemail.

Call Handling

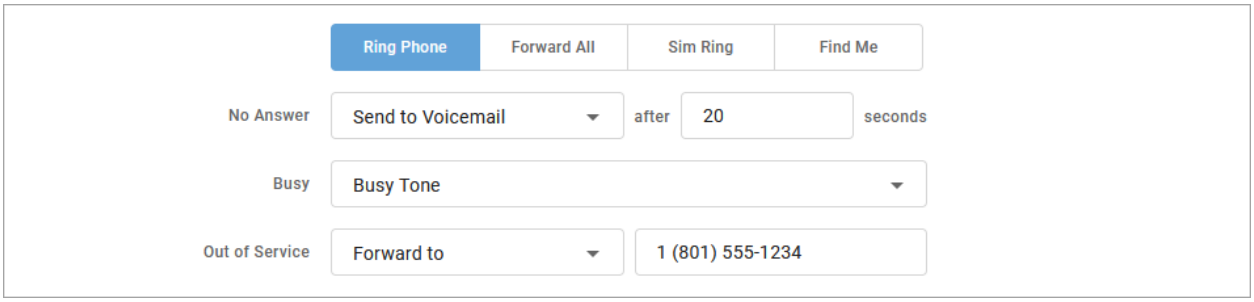
Call Handling determines how incoming calls are routed under various circumstances. In the first section, create or manage your Call Handling Schedules, Call Waiting and Do Not Disturb settings. Just below that, select and configure a ring strategy.



Feature	Description
Scheduling	Create one or more schedules to dictate different behaviors based on the date/time the call comes in. See Schedules for more information.
Call Waiting	Checking this box will allow a second call to ring through while you are already on the phone. While Call Waiting is enabled and on an active call, you will hear a tone to let you know a second caller is trying to reach you. If this feature is not enabled, incoming calls will hear a busy tone while you're on an active call.
Do Not Disturb	Indicates if Do Not Disturb is enabled. While enabled, all incoming calls will be sent directly to Voicemail. Callers will hear a busy tone if DND is enabled but you don't have a voicemail box. If you have a voicemail box but want callers to hear a busy tone, the voicemail box will need to be removed.

Ring Phone

This is the path incoming calls will follow when the call isn't answered, the line is busy or the device is out of service. Callers can be sent to voicemail for each circumstance, hear a busy tone, be forwarded to another number or ring forever.

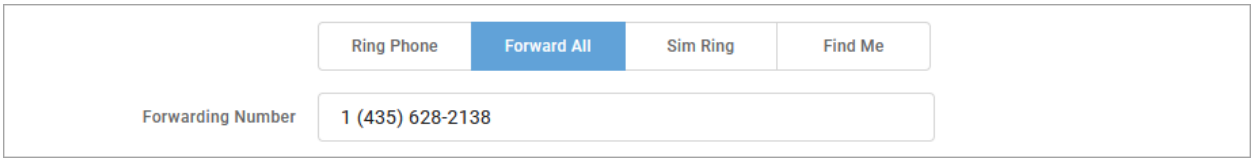


Feature	Description
No Answer	The call is unanswered after a specified number of seconds.
Busy	The device is busy (already in use, and Call Waiting is not enabled).
Out of Service	The device lost power or is otherwise not registering as an active device.

Forward All

Working on the go and need all the calls that come into your desk phone to get to you? Do all incoming calls need to be redirected elsewhere? Forward All can do this by sending your callers to an alternative phone number that you enter here.

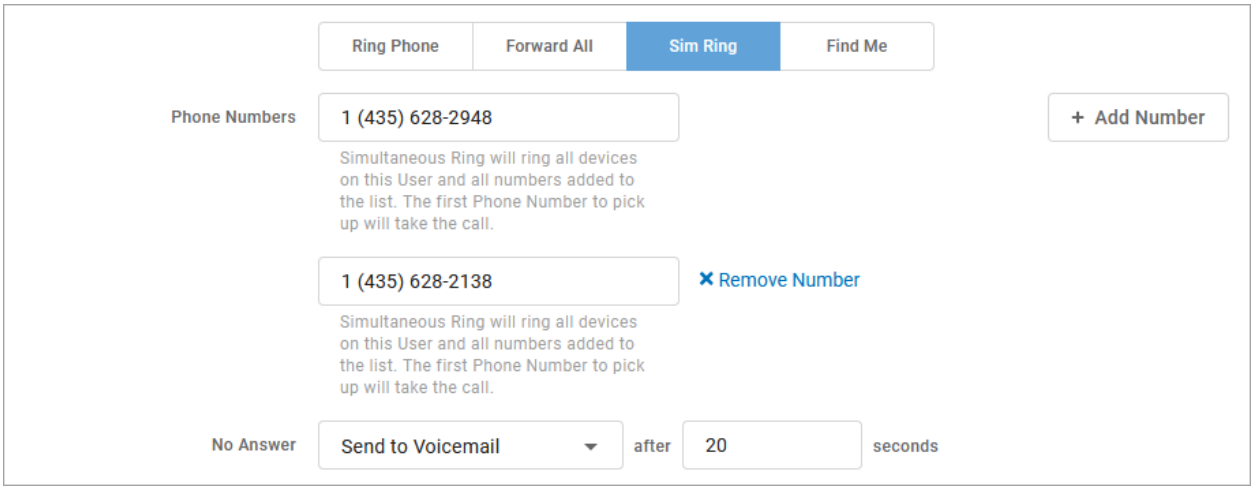
Once a *Forwarding Number* is entered, this feature can be enabled or disabled from the device by dialing star codes.



Simultaneous Ring

Simultaneous Ring, or Sim Ring, will ring all numbers added to the list until the call is answered or times out. The first phone number to pick up will take the call.

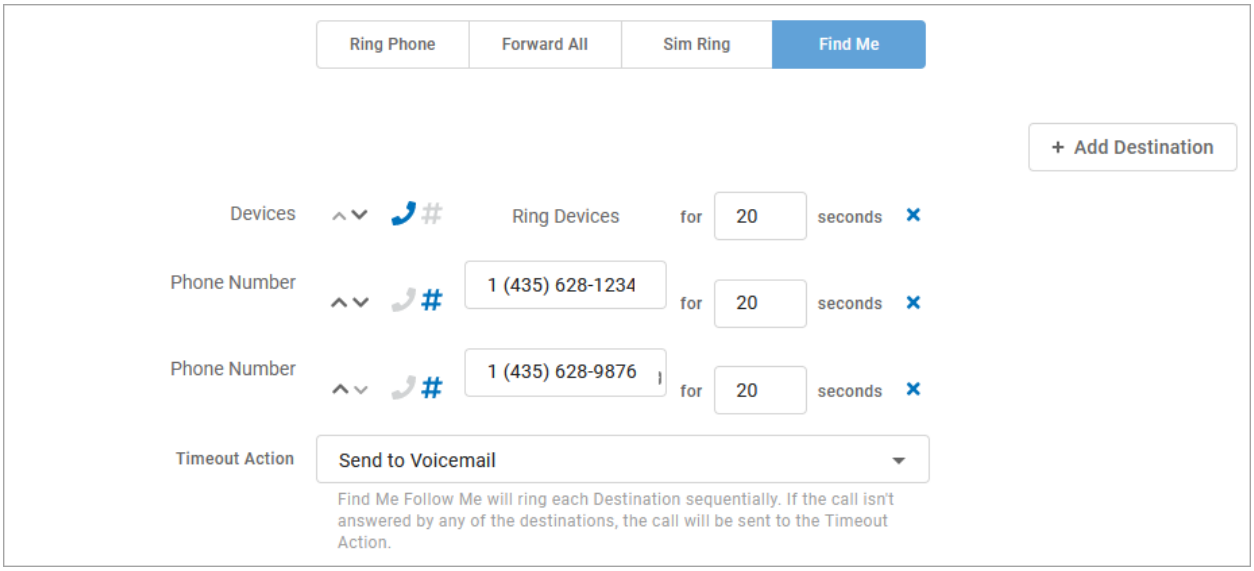
You can add a limit to how long the call will ring, and after it's timed out, have it sent to voicemail, forwarded to another number, or given a busy tone. If you like, you can also set the call to ring indefinitely.



Feature	Description
Phone Numbers	Enter the phone number(s) that will ring. To add another number to the list, click +Add Number.
No Answer	Choose what happens when the call is unanswered: • Busy tone • Forward to (add a forwarding number) • Ring indefinitely • Send to voicemail Also, enter the number of seconds the call will ring before the action is triggered. The carrier may disconnect calls that ring longer than 120 seconds.

Find Me/Follow Me

Find Me/Follow Me routes your incoming calls to a customizable sequence of destinations to create a unique dial plan just for you and your line.



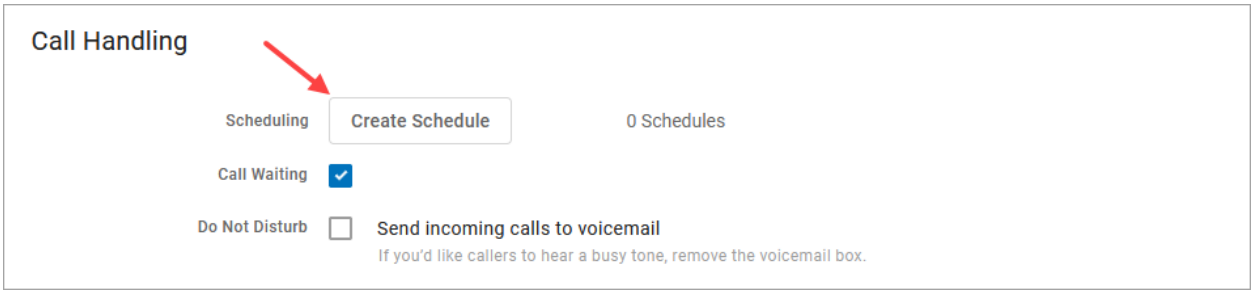
Feature	Description
Destinations	Indicate if calls should route through Devices or # Phone Numbers by clicking the respective icons. • Use the arrows to reorder the destinations. • Click + Add Destination to add more destination fields.
Devices	In the field provided, enter a timeout setting. The carrier may disconnect calls that ring longer than 120 seconds.
Phone Number	Enter the phone number calls should progress to and how long each number will ring.
Timeout Action	Choose what will happen to the call after all destinations have timed out: • Busy tone • Send to voicemail

Schedules

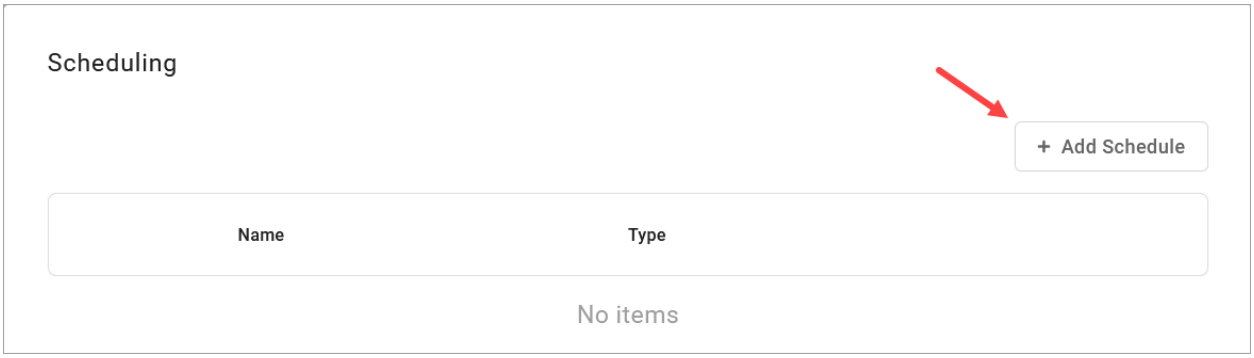
Schedules provide custom routing for your callers based on when they call—down to the minute. Schedule times follow your account's default time zone.

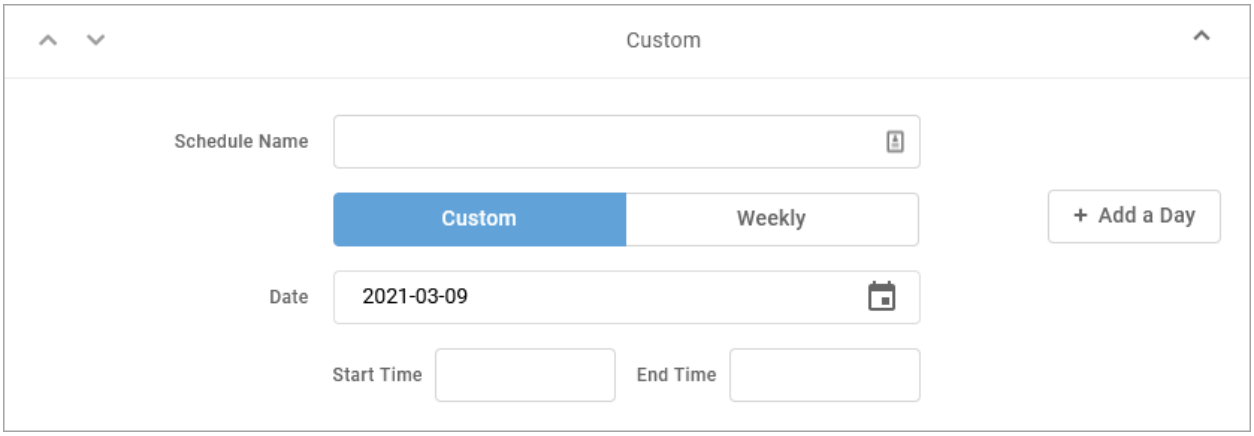
Within the scheduler, the Call Handling options are: Ring Phone, Forward All, Sim Ring and Find Me. The main Call Handling section will take effect *outside* of these scheduled hours.

1. Within the Call Handling section, click **Create Schedule**.
   - If there are already schedules on the account, the button is **Manage Schedules**.



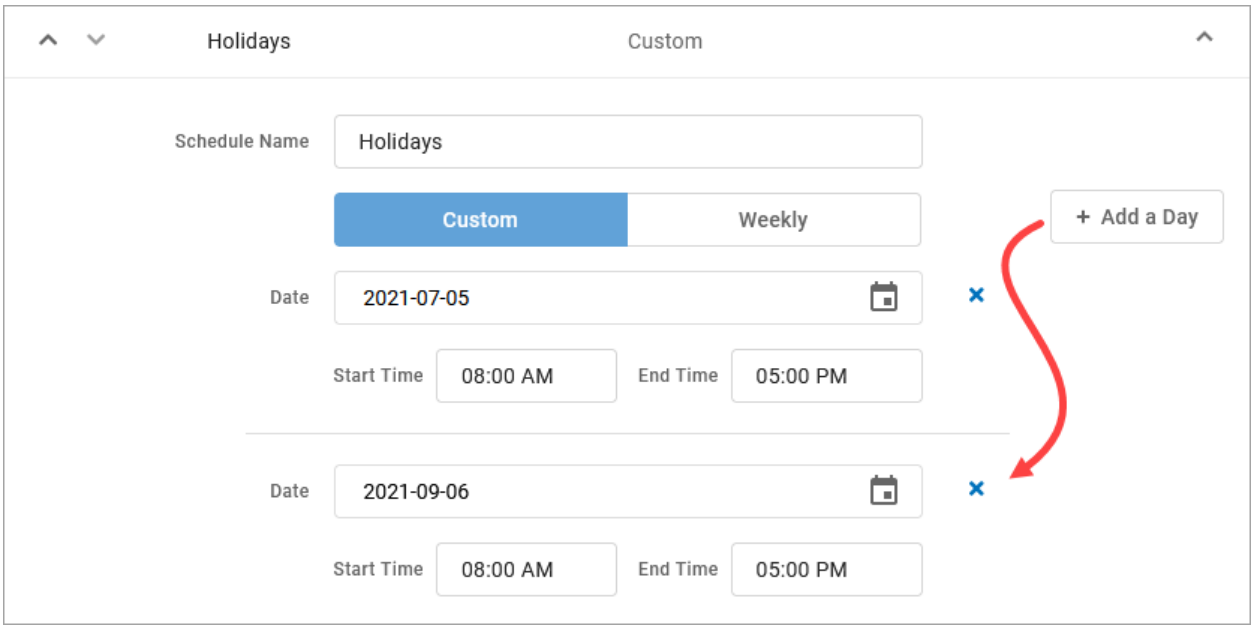
2. In the Scheduling window, click **+Add Schedule**.



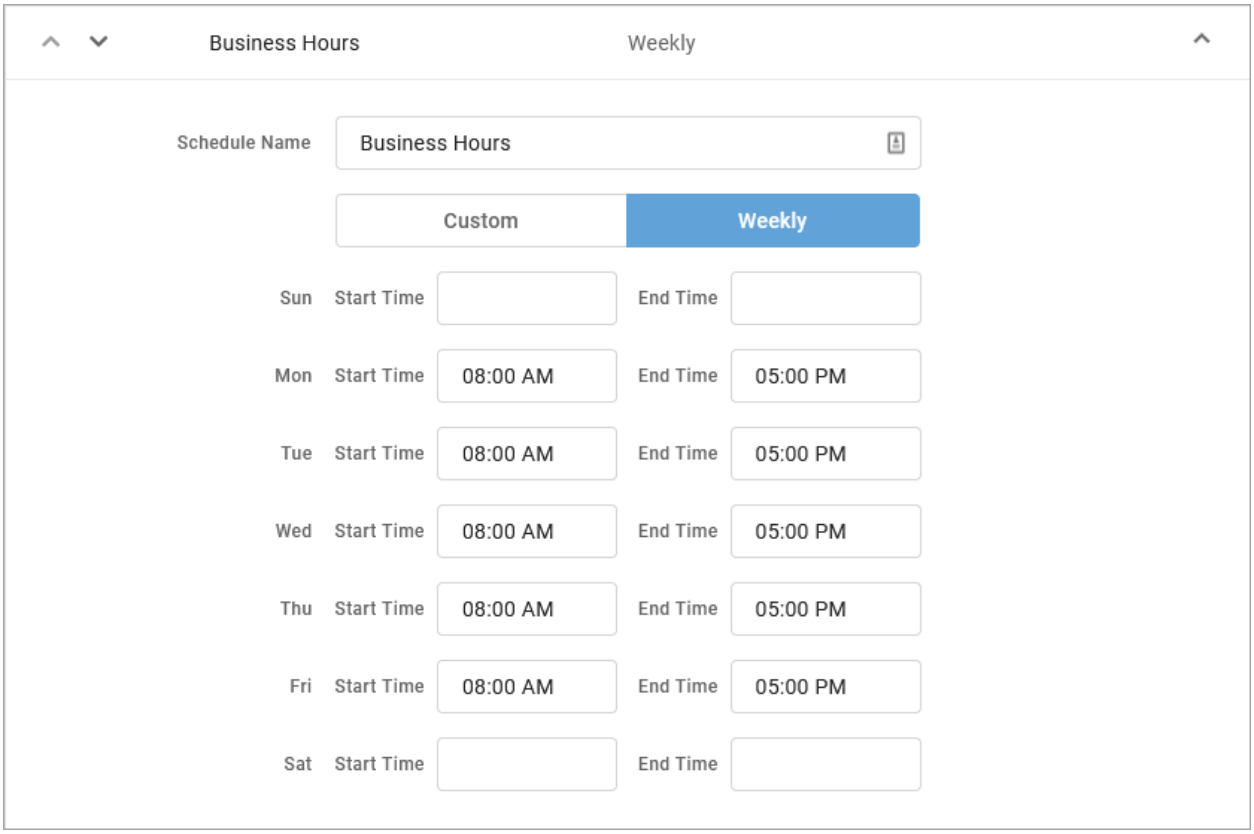


3. **Schedule Name:** Give the Schedule a name.

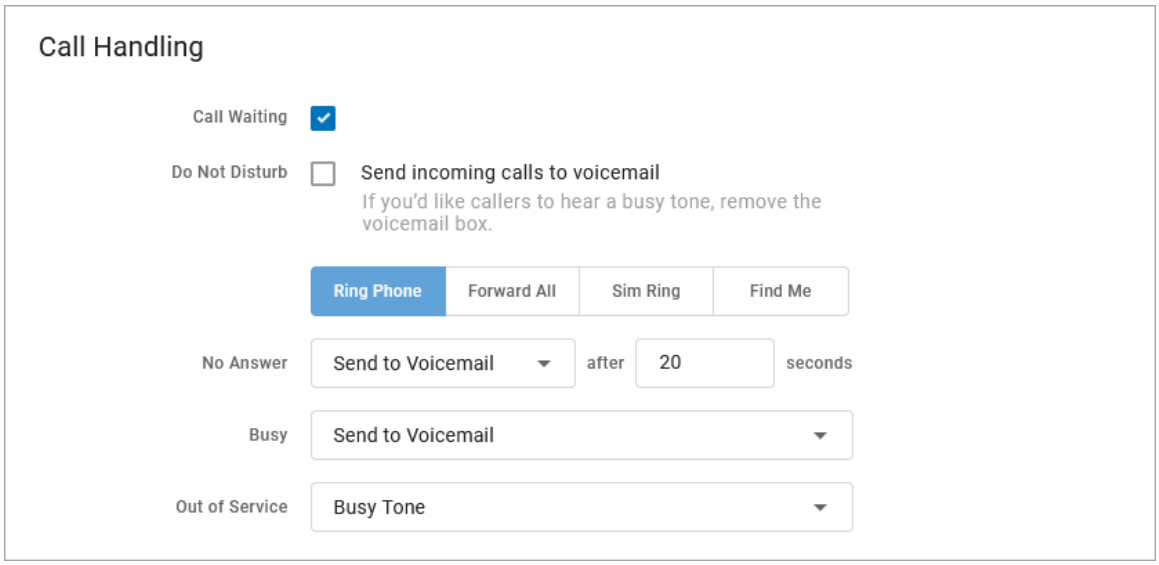
4. **Type:** Choose whether this Schedule is for specific dates (Custom) or recurring (Weekly).
   - On a Custom schedule, fill in the dates and times the Schedule will be in effect. If not using a 24-hour time, including AM or PM. Click **+ Add a Day** to add another section.



   - On a Weekly, recurring Schedule, enter the start and end times for the days of the week you want this call handling to be in effect.



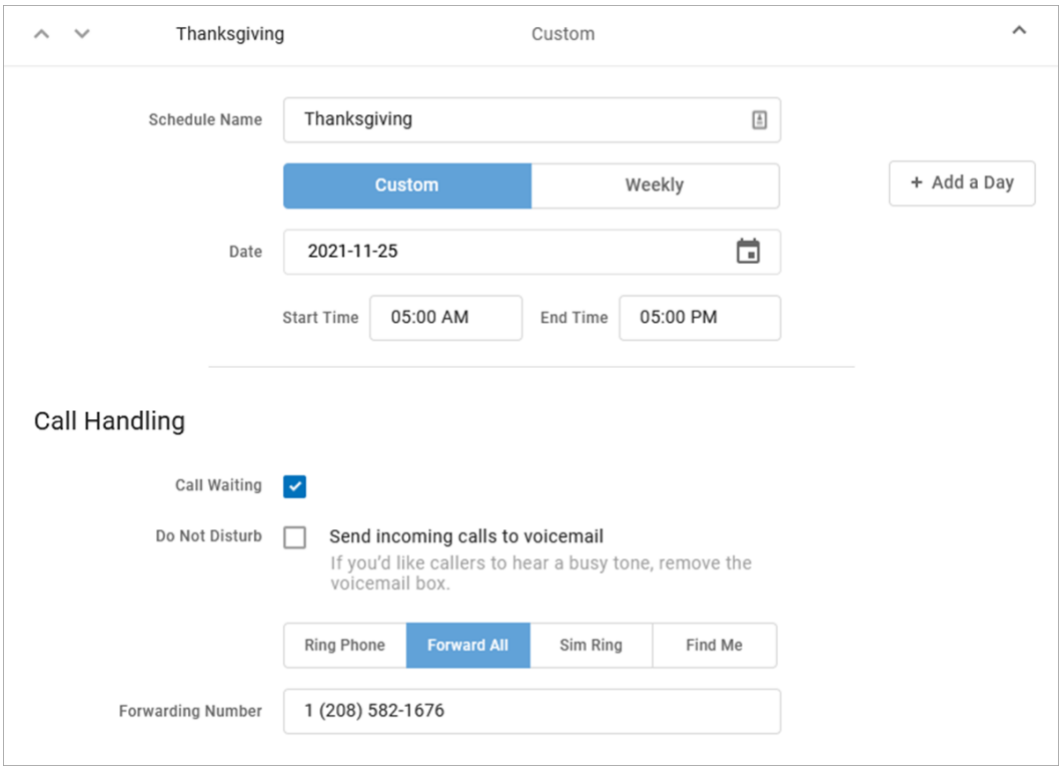
5. **Call Handling:** Choose the Call handling action that will occur during the specified times.



6. Click **Confirm** and then **Save**.

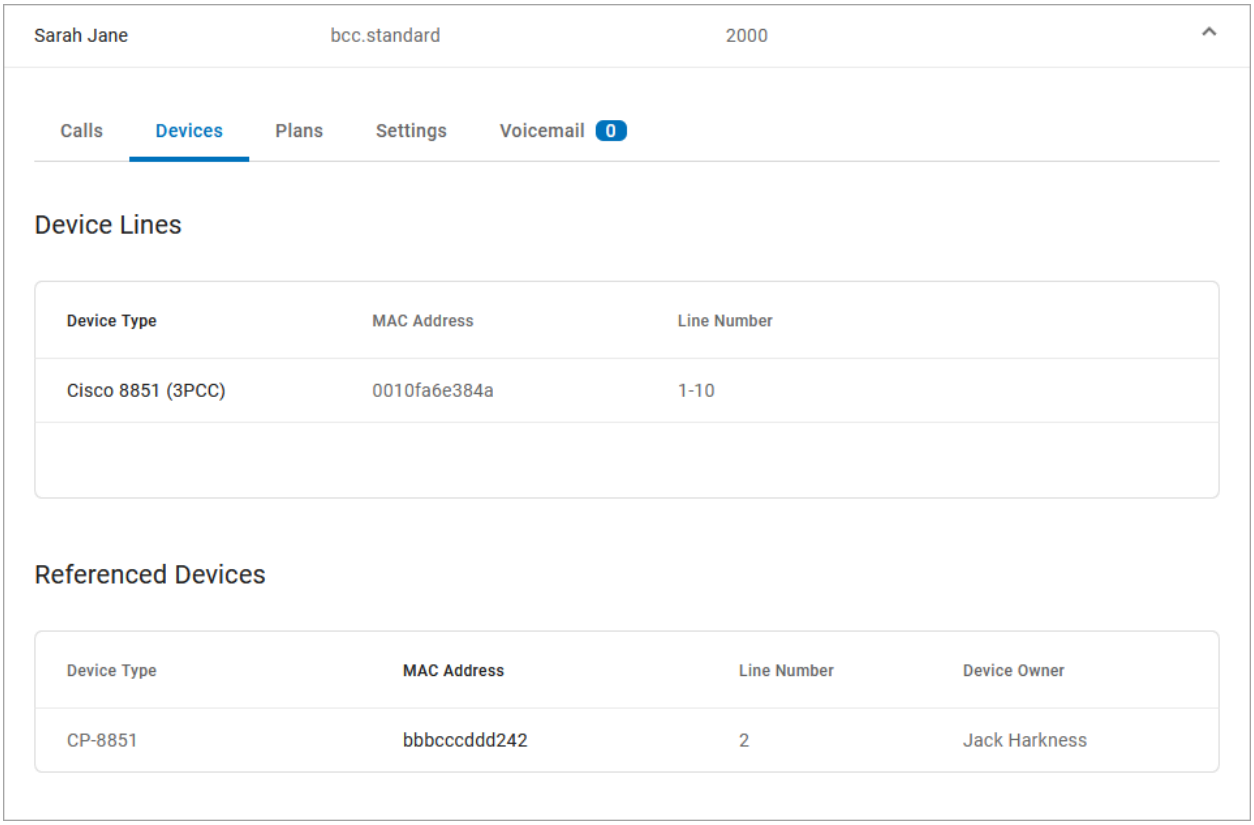
Custom Schedule Example

In the custom schedule example below, calls received between 5:00 AM and 5:00 PM on November 25, 2021, will be forwarded to 1-208-582-1676. Any call outside of that specific time will follow the call handling set up in the main Call Handling section.



Devices

All devices assigned to the user are listed in the **Device Lines** section. If the user has a shared line on another user's device, it will be listed under **Referenced Devices**.



Devices can be managed at the user level (here) or from the main Devices section in the left navigation menu. In either location, find the device and click **Edit** on the right to manage its settings:

- **Device Info:** View the MAC Address, Device Type, and Configuration Status. There you can also Swap the device for a new one or upload a Bulk Configuration file.
- **Line Configuration:** On an IP phone, you can assign features to lines, including Call Park, Device Line, Paging Group, Presence/BLF, Shared Line and Speed Dial.
- **Sidecar:** Configure a sidecar (key expansion module) on the device.

See Devices for detailed information about these features and settings.

Ziply Fiber Hosted Voice Devices

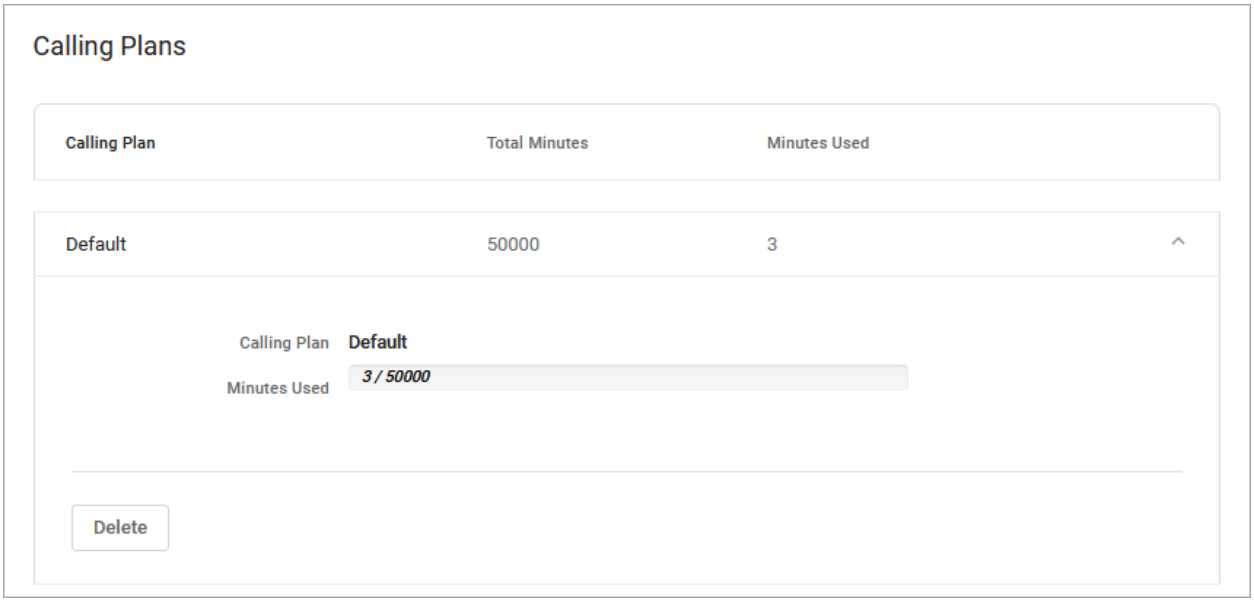
Only physical devices are listed in the Voice Portal. Users on Advanced or Professional plans are automatically assigned two Ziply Fiber Hosted Voice softphone devices not included here.

Plans

Calling Plans

The calling plan(s) assigned to the user dictates where that user can call and if calls will be rated or use plan minutes. Expand a plan to see how many minutes have been used.

Calling plan minutes refresh at midnight UTC on the account's monthly billing date. If the billing date is set to the 5th, the previous cycle will end on the 4th at 23:59:59 and the new cycle will start on the 5th at 00:00:00.



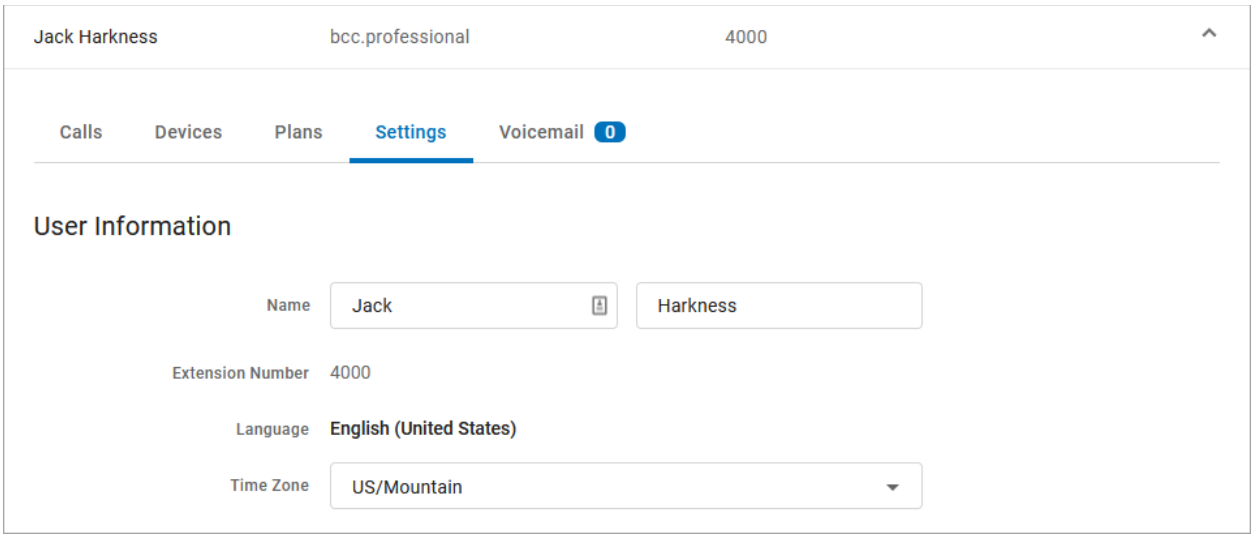
Contact Support

To add or modify the user's Calling Plan, please contact Customer Support.

Settings

The Settings tab displays the user's information and settings, including the outbound caller ID number for that user, the time zone used by the system and the language used in the voicemail menu.

User Information

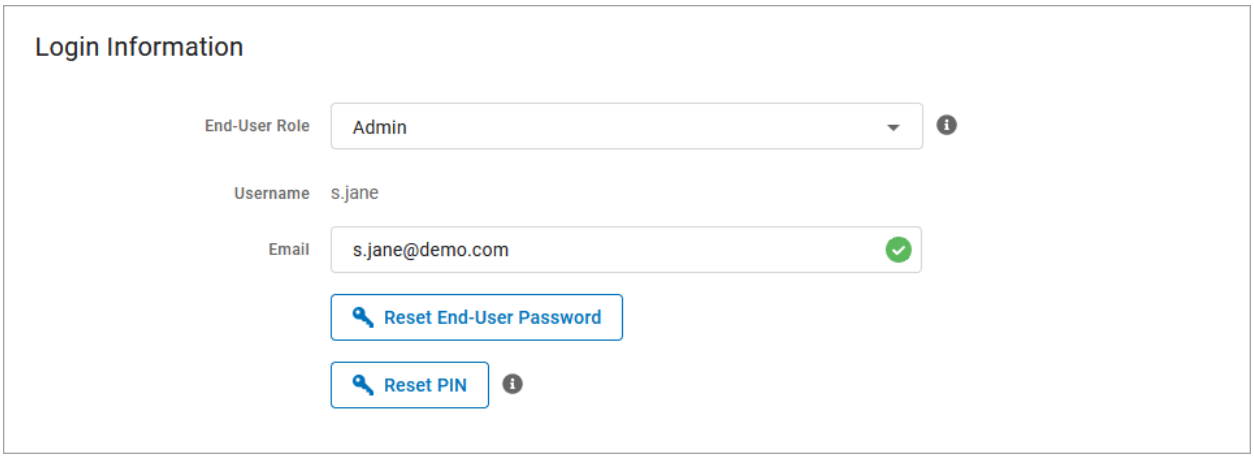


Feature	Description
Name	The user's first and last name.
Extension	The user's phone extension.
Language	The language used in the Voice Portal and voicemail menu: English or French.
Time Zone	The time zone is displayed on the user's device and call records.

Contact Support

To change the user's extension or language settings, please contact Customer Support.

Login Information



Feature	Description
End-User Role	The user's role determines their level of access in the Voice Portal. • **Admin** (default) permits the user to manage the settings for every user on the account. • **Limited** allows end-users to access only their account features, including Call Handling, Call Screening and Voicemail. You cannot change your End-User Role.
Username	This is the username they will use to log in to the Voice Portal. This cannot be changed.
Email	An email address is required for every user. This is where their *Welcome* and *Forgot Password* emails are sent.
Reset End-User Password	Reset the user's password. The system generates the new password: • The first four characters of the user's first name in ALL CAPS • The first four characters of the user's last name are lower case. • For example SARAjane
Reset PIN	Reset the user's voicemail box PIN to 1234.

Contact Support

To update the user's email address on the account, please contact Customer Support.

Caller ID

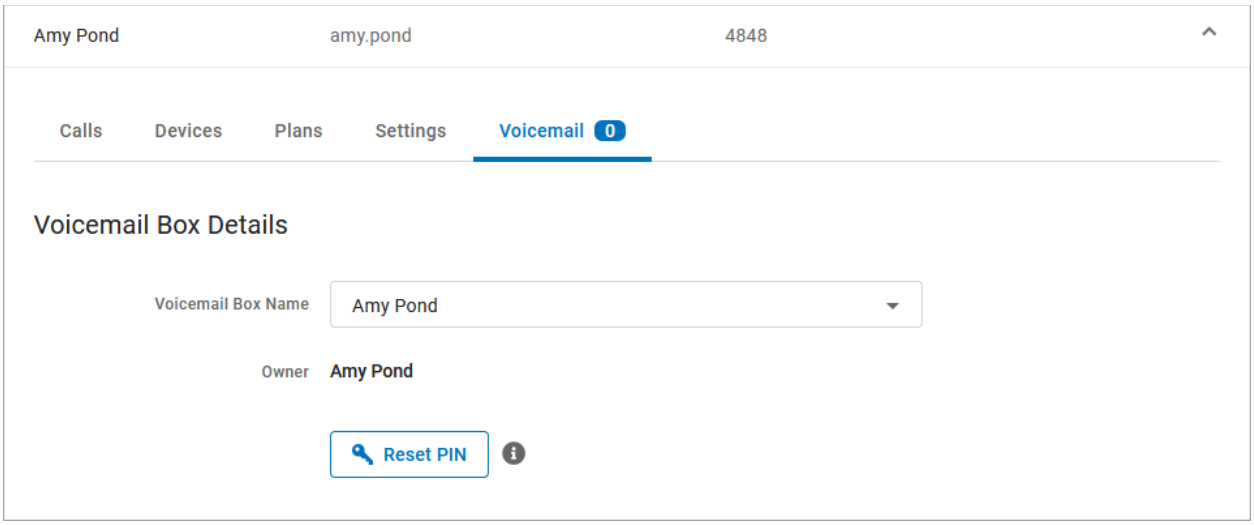
Using a compatible phone, users can see the name and number of the calling party. When a call is placed, the user's name and phone number are sent with the call. Users can control when their caller ID information is sent by dialing star codes.

Feature	Description
Caller ID Number	The phone number selected here is displayed on the phone of the person being called. Users can choose the main account number, phone number or choose None not to send out any caller ID. This field is required. It is important to choose a number here, even if you choose to disable caller ID (below). If this field is set to *None*, outbound calls—even to 911—will be sent out as *Anonymous*, and the carrier may reject the Call.
Caller ID Name (CNAM)	The name is associated with the phone number that will display on the person being called. • If the *Caller ID number* is set to *None*, this will say ANONYMOUS. • If *Caller ID Enabled* is unchecked, this will say BLOCKED. • If *Caller ID Enabled* is checked, this will reflect the caller ID name of the phone number selected above.
Caller ID Enabled	Determines if the Caller ID Name will be shown or not on the phone of the person being called. This setting can also be managed by star code. • **Checked:** The caller ID will be sent on all outbound calls. • **Unchecked:** The caller ID will be sent as BLOCKED. Calls to 911 will still send out the phone number selected in the Caller ID Number field.

Voicemail

A voicemail box is assigned to each Ziply Fiber Hosted Voice user. In the user's Voicemail tab, you can manage their voicemail greetings, messages and message settings.

Voicemail Box Details



Voicemail Box Name

The voicemail box assigned to the user is listed here. To change the user's voicemail box assignment, click the drop-down menu and select a different box.

Reset PIN

If the user cannot remember their voicemail box PIN to sign in, click **Reset PIN** to reset it for them. The default PIN is 1234. The first time the user logs in to their voicemail box with the default PIN, they will be asked to set a new one. See Voicemail Local Access for more information.

> **Voicemail Management**
>
> Voicemail boxes can be managed at the user level (here) or in the Voicemail section of the Voice Portal. The settings for Voicemail Box Greetings, Messages and Message Settings are the same in both locations. See Voicemail for more information about these settings.

Amy Pond amy.pond 4848

Calls Devices Plans Settings Voicemail 0

Voicemail Box Details

Voicemail Box Name: Amy Pond

Owner: Amy Pond

Reset PIN

Voicemail Box Greetings

Basic Greeting: Click Here — Upload

Accepted files: WAVE, MP3, and OGG files under 10MB

Personal Name: Click Here — Upload

Accepted files: WAVE, MP3, and OGG files under 10MB

Custom Greetings

Any custom voicemail greeting upload here will override basic and personal name greetings.

Busy Greeting: Click Here — Upload

Accepted files: WAVE, MP3, and OGG files under 10MB

No Answer Greeting: Click Here — Upload

Accepted files: WAVE, MP3, and OGG files under 10MB

Messages

Date/Time	Caller	Length	Status

No Voicemail Messages

Message Settings

Forward Voicemail to Email: Forward voicemail messages

Keep a copy in voicemail box

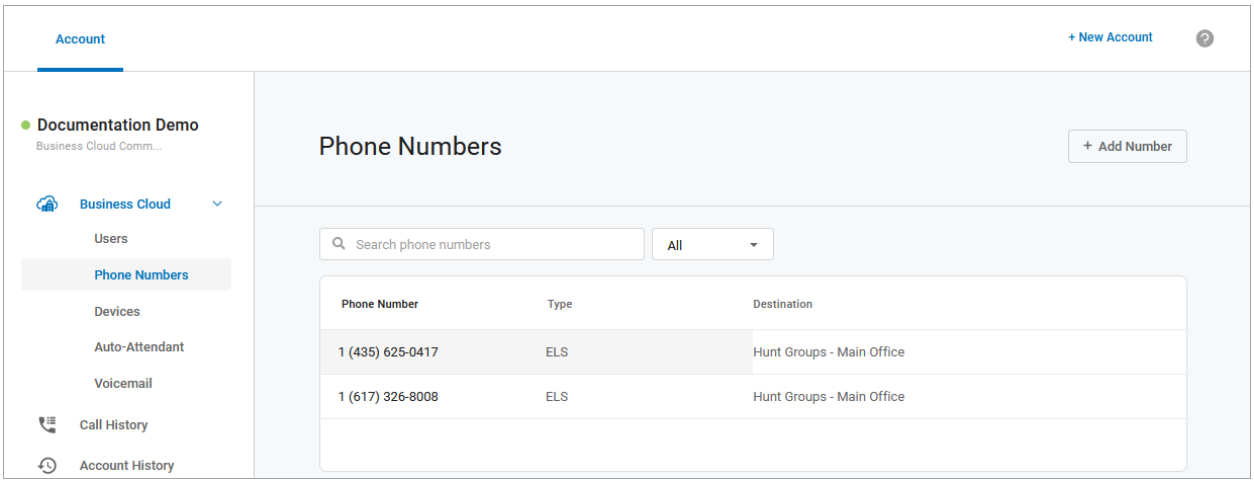
Enable Transcription: Enable Transcription of Messages

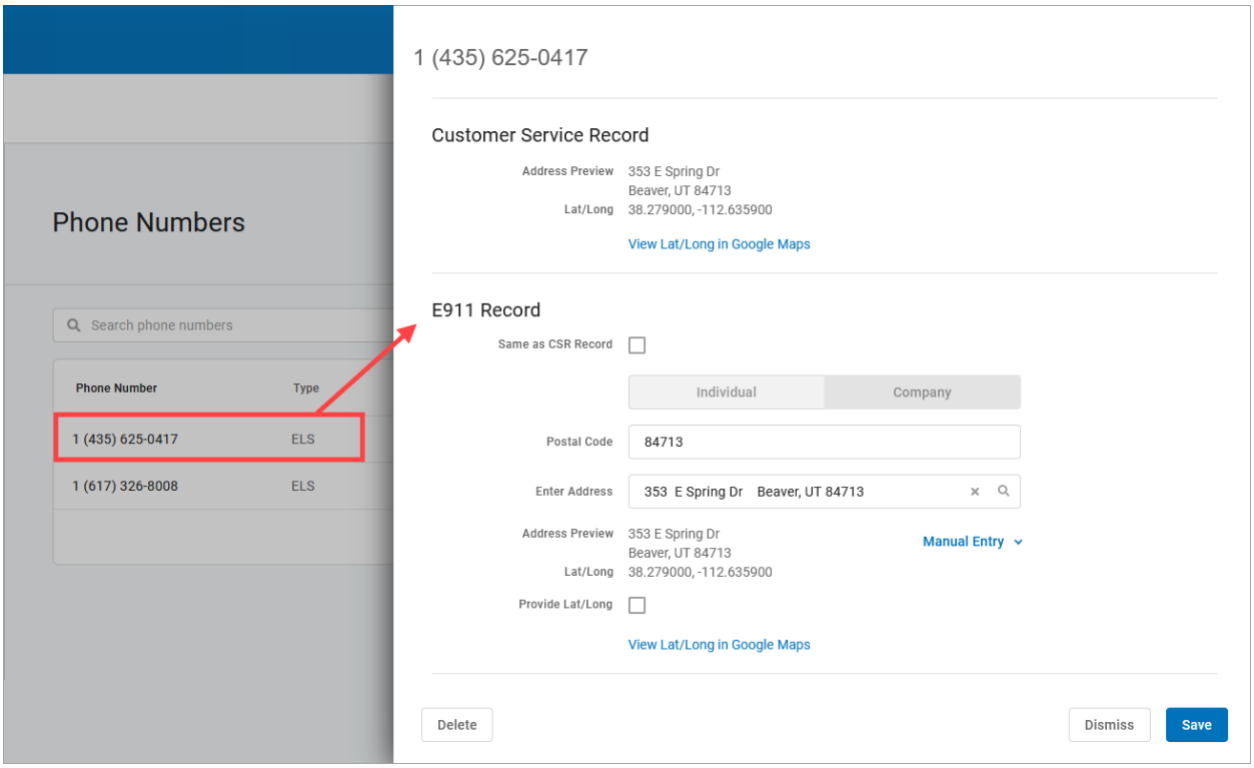
Enter email addresses, separated by commas

Phone Numbers

You can see the phone numbers on the account and the destination to which they're routed in Phone Numbers. Click the **left** side of the phone number to view the Customer Service Record and edit the E911 Record.

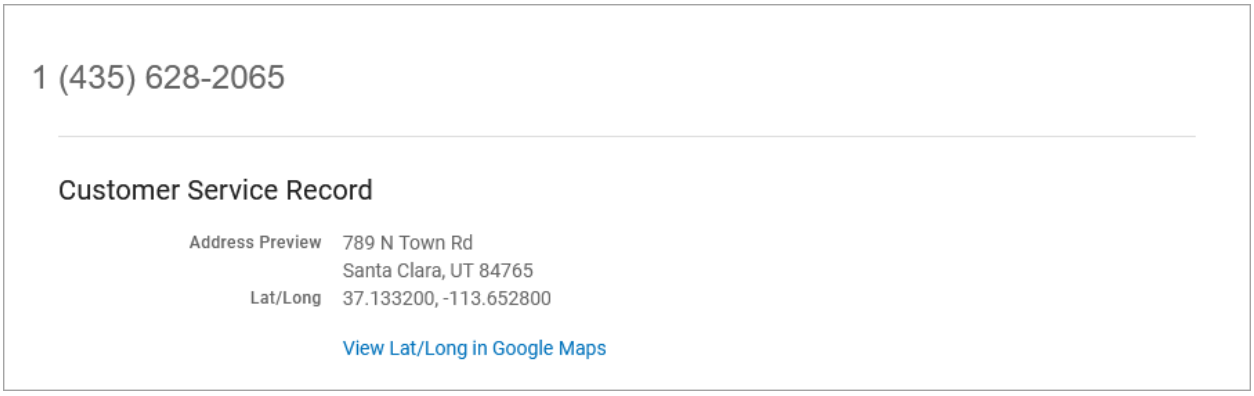
If you don't see Phone Numbers in the menu, please contact Customer Support.





Customer Service Record

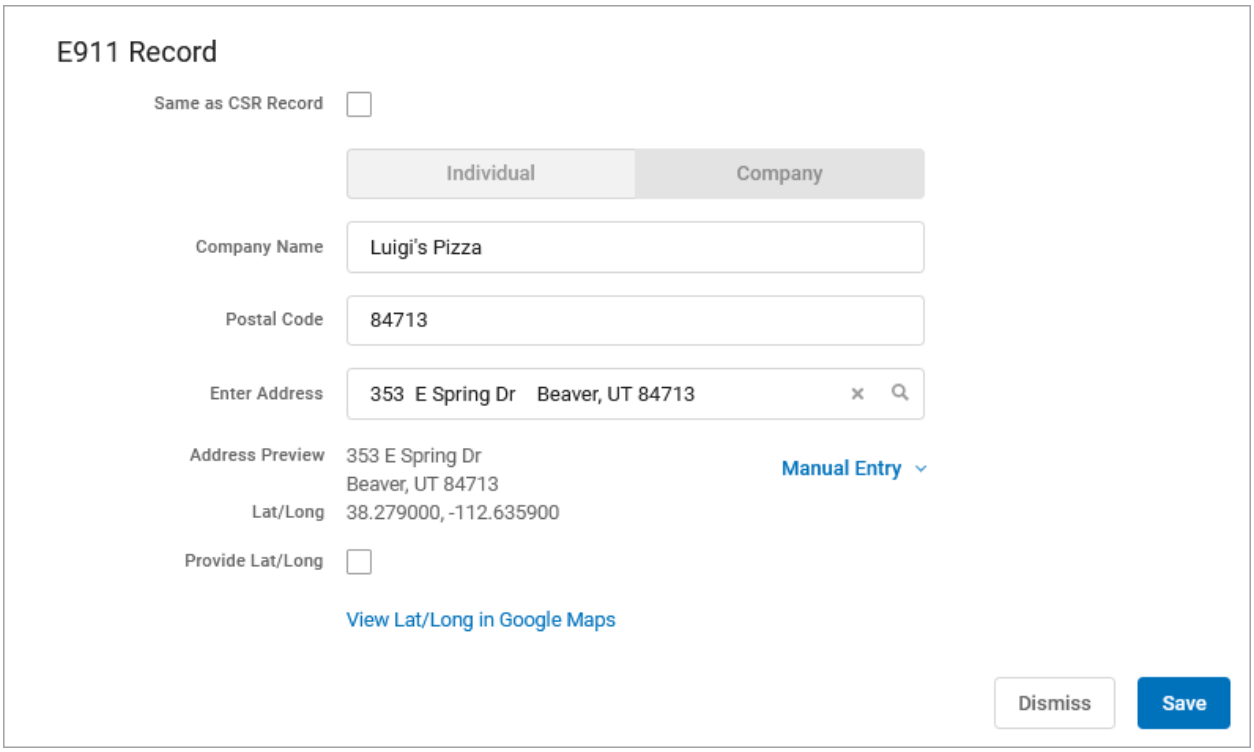
The customer service record (CSR) includes the person's or company's name, postal code and street address. This information is entered when the phone number is added to the account and can only be changed by Customer Support.



E911 Record

An E911 address allows emergency services to determine the location of each device in case they need to call 911. The registered address must be the physical address where the device is located and include any additional information (such as a suite, apartment, building, etc.) necessary to identify the caller's location.

If the E911 address is the same as the CSR, check the **Same as CSR Record** box. If not, uncheck the box and enter the correct information in the fields below. When you're done, click **Save**. It may take several hours for the changes to take effect.



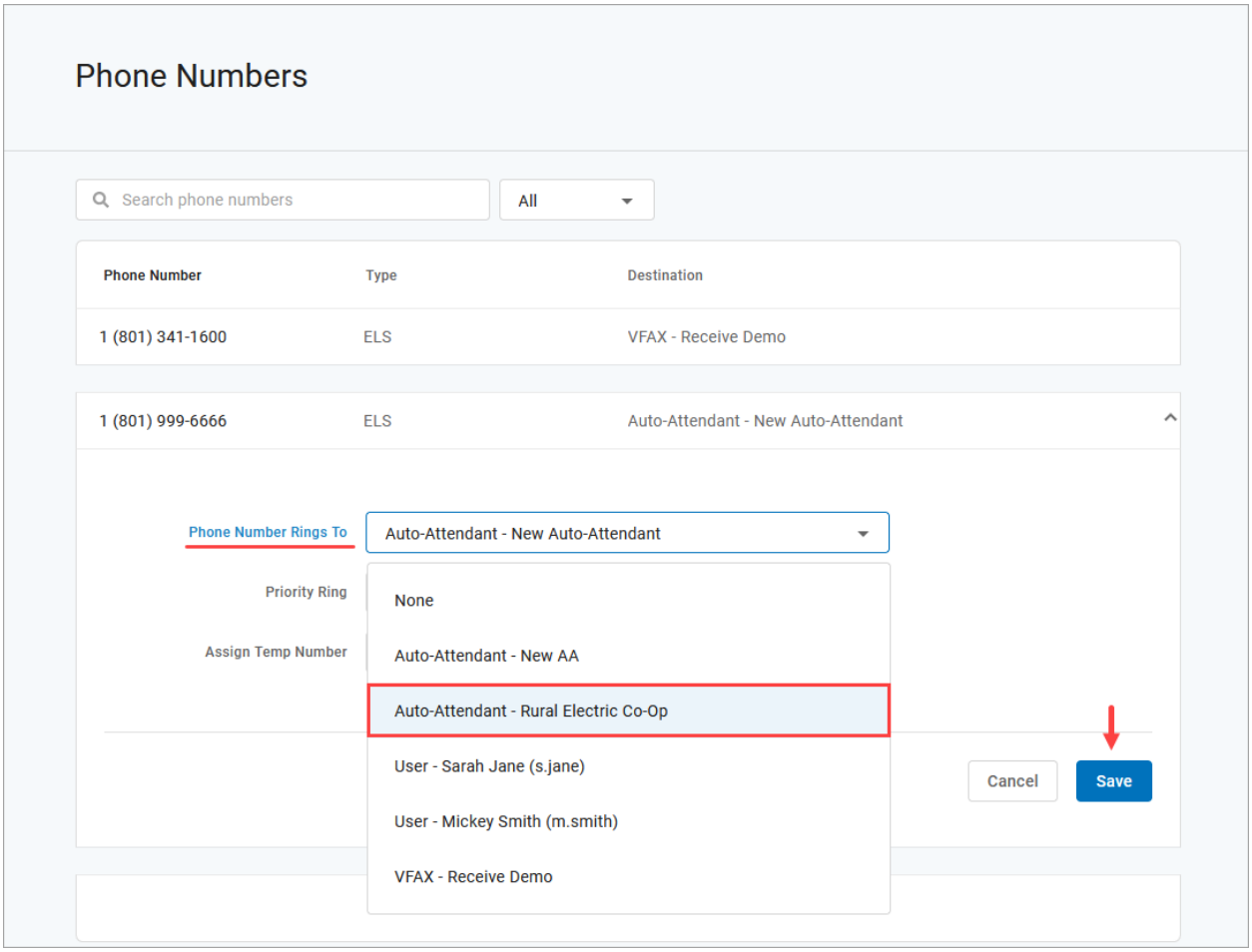
Feature	Description
Name	The name of the individual or company the phone number belongs to.
Postal Code	The postal code of the address.
Enter Address	The address is associated with the phone number. Start typing an address, and options will populate below. Select the correct address.
Manual Entry	Enter the address manually. These fields will automatically populate the existing information and are optional unless otherwise indicated. If the address is for a multi-unit building, you can add the Unit Type and Unit Number here.
Provide Lat/Long	Check this box to view and/or modify the latitude and longitude, if necessary.

Phone Number Route Management

When a phone number is added to the account, a destination is assigned so callers are directed to the right place. The destination can be changed at any time, such as when activating a new auto-attendant or reassigning a phone number from one user to another.

To change a phone number's destination:

1. Go to the **Phone Numbers** page.
2. Locate the phone number you want to modify and click the right side to expand the settings.
3. Click the *Phone Number Rings To* drop-down menu and choose a new destination.
4. Click **Save**. The changes will be applied immediately.

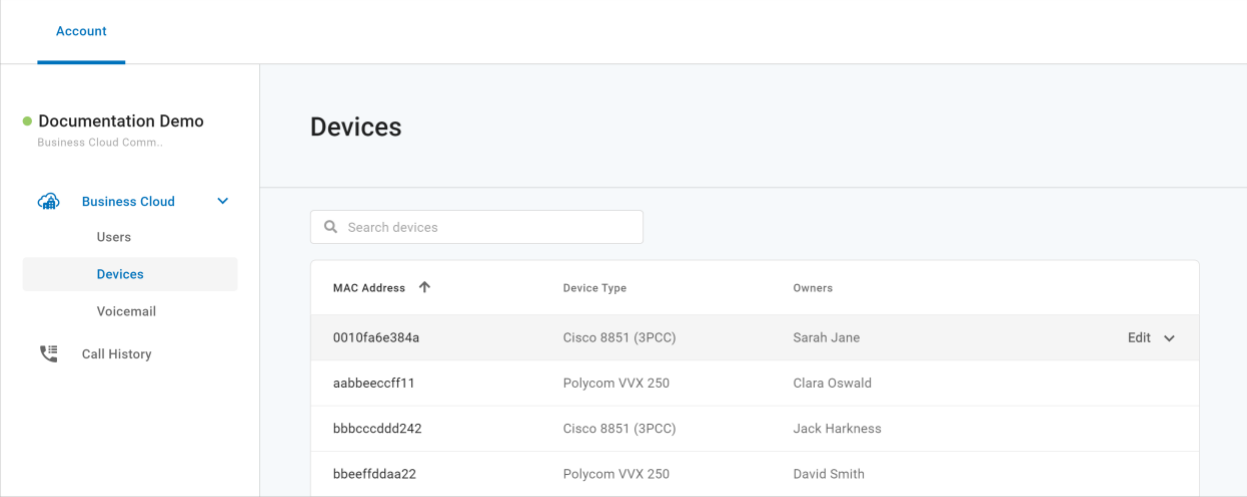


Customer Support

If you don't have access to the Phone Numbers page, please contact Customer Support for assistance.

Devices

This section allows you to see all the devices on the account without going to the specific user. To locate a device, you can search for the owner's name or MAC address. The list can also be sorted by MAC Address or Device Type.



To view and manage device settings:

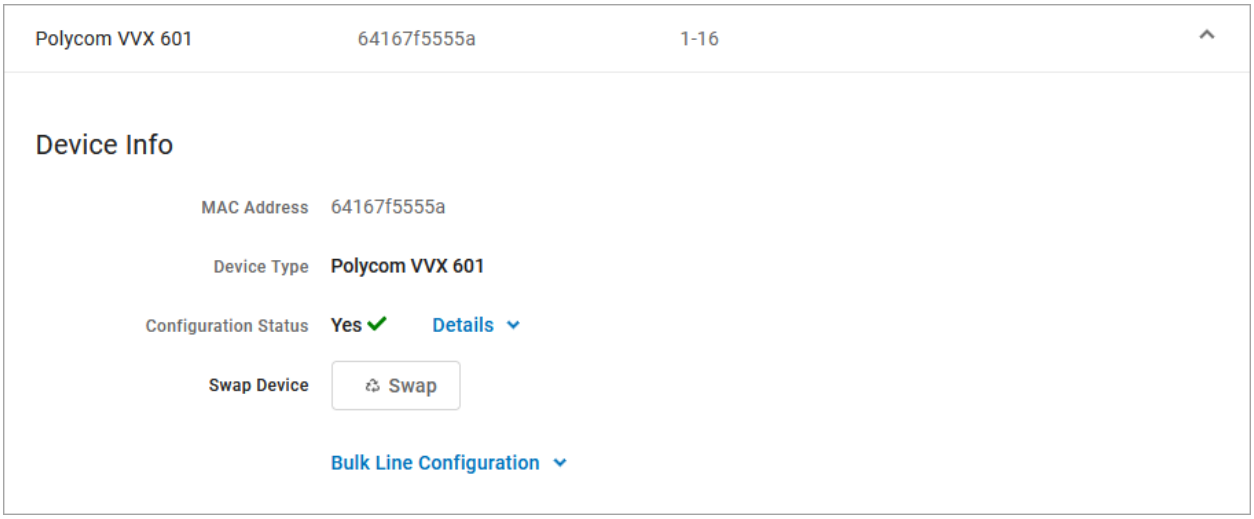
1. Go to either:
   - Account > Business Cloud > Users > Devices tab
   - Account > Business Cloud > Devices
2. Locate the device you want to manage and click **Edit** on the right.

Ziply Fiber Hosted Voice Devices

Only physical devices are listed in the Voice Portal. Users on Advanced or Professional plans are automatically assigned two Ziply Fiber Hosted Voice softphone devices that are not included here.

Device Info

Here you can see the device's MAC Address, Device Type (make and model) and Configuration Status.



Configuration Status

The Configuration Status indicates if the device is provisioned and registered on the voice server. If yes, the device is online and available for use. If no, make sure the device is on and correct the MAC address. If not, please contact Customer Support for update.

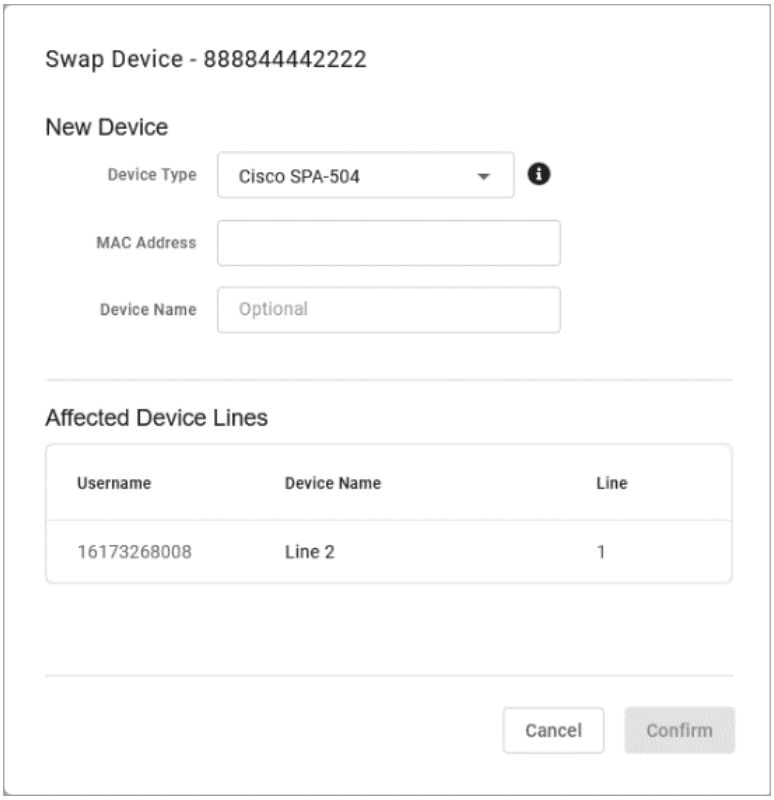
Swap Device

Got a user upgrading (or downgrading) from one device to another? Switching out the devices on the Voice Portal is fast and easy. The new device must have the same (or more) number of configured lines on the original device.

If a sidecar is currently enabled, disable it before switching the device, then set it up again after the switch.

1. Click **Swap**.
2. Enter the information for the new device in the fields provided.
   - **Device Type:** Select the new device type. If the device you're trying to use isn't listed here, please contact Support.
   - **MAC Address:** Enter the device's MAC address.
   - **Device Name:** Optionally, enter a name for the device.
3. Double-check the list of Affected Device Lines to make sure you won't break anything. Once the switch is complete, you may need to set up these lines again.

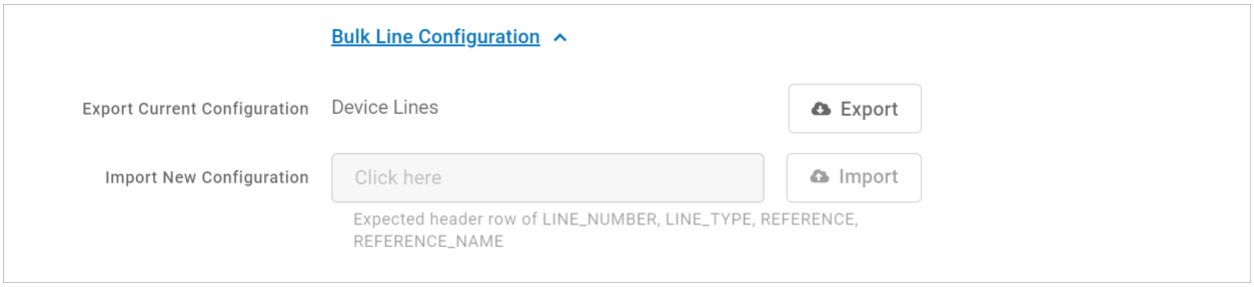
4. Click **Confirm** to complete the switch.



Bulk Line Configuration

Using Bulk Line Configuration, you can import (upload) a CSV file to quickly set up the lines on an IP phone or export (download) the current line configuration.

If you need to configure multiple IP phones in basically the same way, you can use a single CSV file with the standard configuration and upload it to each device. You can also make minor changes to the CSV file to give a user a unique set up when necessary.



Import File Format

An import file for IP phone setup requires specific headers and must be a Comma Separated Value (CSV) file to be accepted. These are the required header and field values:

Header Row Values	Field Values
LINE_NUMBER	The numeric line number on the device. The import does not accept line numbers that don't exist on the device.
LINE_TYPE	Enter one of the following values to assign a feature to that Line: • Line: Device line assigned to the owner of the IP phone. – Line 1 must be set to Line. It cannot be set to another type. • ReferencedUser: Shared Line with another user on the account. • PresenceBlfUser: Assignment of the device line to monitor the state of another user on the same account. • SpeedDialUser: Assignment the device Line to another user on the account as a speed dial. • SpeedDialTn: Assignment of the device line to an external number or star code. • CallParkingSpot: Assignment of the device line to a parking spot. • SipPaging: Assignment of the device line to a paging group. • Blank: Device Line is *Deactivated.*
REFERENCE	The 3- to the 6-digit extension of other users on the account (SpeedDialUser) or a speed dial phone number (SpeedDialTN).
REFERENCE_NAME	The user or object that owns the *Reference*. This field is listed on export but is not required for an import.

Example Import File

LINE_NUMBER	LINE_TYPE	REFERENCE	REFERENCE_NAME
1	Line		
2	ReferencedUser	4000	Gary Summers
3	SpeedDialUser	4000	Gary Summers
4	PresenceBlfUser	8888	Doug Manager
5	SpeedDialTn	18014403529	Higgins Mobile
6	CallParkingSpot	103	Parking Spot 4

Line Configuration

Individual lines on an IP phone can be assigned to a custom feature. Line 1 is the device owner's main line and is always a *Device Line* type; it cannot be changed. All other lines are set to *Deactivated* by default, but another feature can be assigned from here, including:

- Call Park
- Device Line
- Paging Group
- Presence/BLF
- Shared Line
- Speed Dial

Line Configuration

Line Number	Type	Assignment	
1	Device Line		
2	Call Park	Parking Spot 1	
3	Deactivated		Edit
4	Paging Group	Back Office	
5	Presence/BLF	David Smith	
6	Shared Line	Clara Oswald	
7	Speed Dial	*456	

To assign a feature to a line on a user's device:

1. Go to either:
   - Account > Business Cloud > Users > Devices tab.
   - Account > Business Cloud > Devices
2. Locate and expand the device you want to configure.
3. Under **Line Configuration**, expand the Line you want to assign a feature to.
   - Line 1 will always be assigned the *Device Line* type. It cannot be changed.
4. Fill out any required fields and click **Save** when you're done.

Contact Support

For any other device changes, please contact Customer Support.

Call Park

Parking spots can be assigned to a line on the device. This allows a user to take an active call and put the caller in a designated parking spot at the press of a button. The call can then be picked up on any phone with the parking spot set up in their line configuration by picking up the phone and pressing the line key assigned to the Call Park feature.

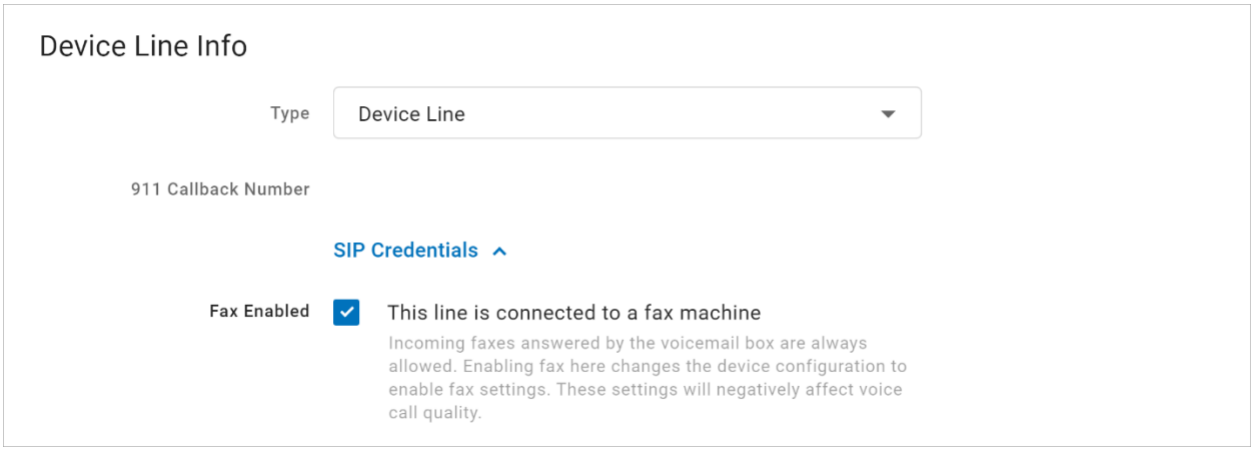
To add parking spots to the account, don't hesitate to contact Customer Support.

- **Type:** Call Park
- **Assignment:** Choose a parking spot.

Device Line

A Device Line functions as an additional line assigned to the device's owner. It is a traditional line, able to place calls with the user's outbound caller ID and receive or pick up calls sent to the user.

Line 1 is always set to Device Line; it cannot be changed. This is the primary Line belonging to the device's owner.



Fax Enabled

To enable fax on this Line, expand the **SIP Credentials** menu and check the box. This should only be enabled if this Line is primarily for receiving faxes as these settings will *negatively* affect voice quality.

Paging Group

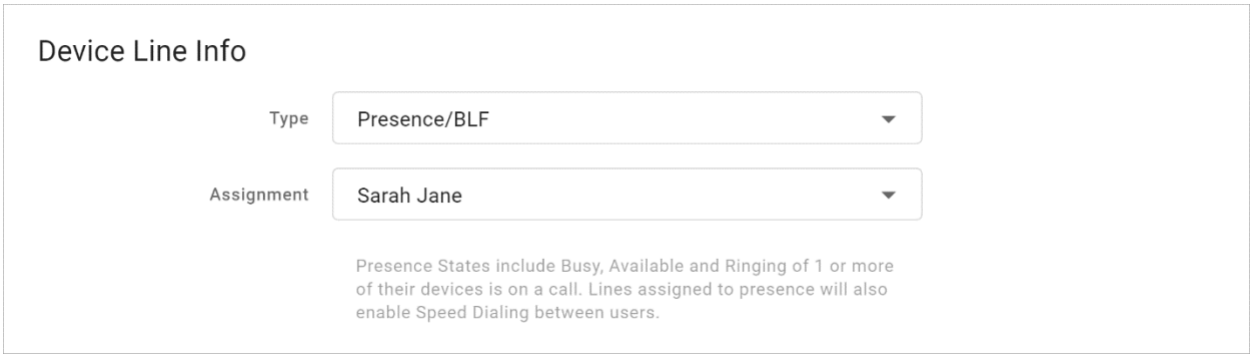
Paging Groups are used to make one-way announcements to one or more devices. By assigning users to a Paging Group, all of the users assigned to that group can be contacted at once via their device's speaker, just by pressing the paging group set up in the line configuration of the device.

To set up a Paging Group on the account, please contact Customer Support.

- **Type:** Paging Group
- **Assignment:** Select a group from the list

Presence/BLF

This feature will let you add other users to extra lines on your phone, so you'll know when they are on a call, have a call coming in, or are free. Lines assigned to Presence/BLF will also enable speed dialing between users.



- **Type:** Presence/BLF
- **Assignment:** Select a user from the list

Shared Line

A shared line allows this user to receive and place calls as another user from their own phone.

Inbound calls ring on both devices, and either user can answer it on their IP phone. Outbound calls from the shared Line utilize the shared user's outbound caller ID. Dialing a star code (for forwarding calls, accessing voicemail, etc.) while on the shared Line also affects the assigned user.

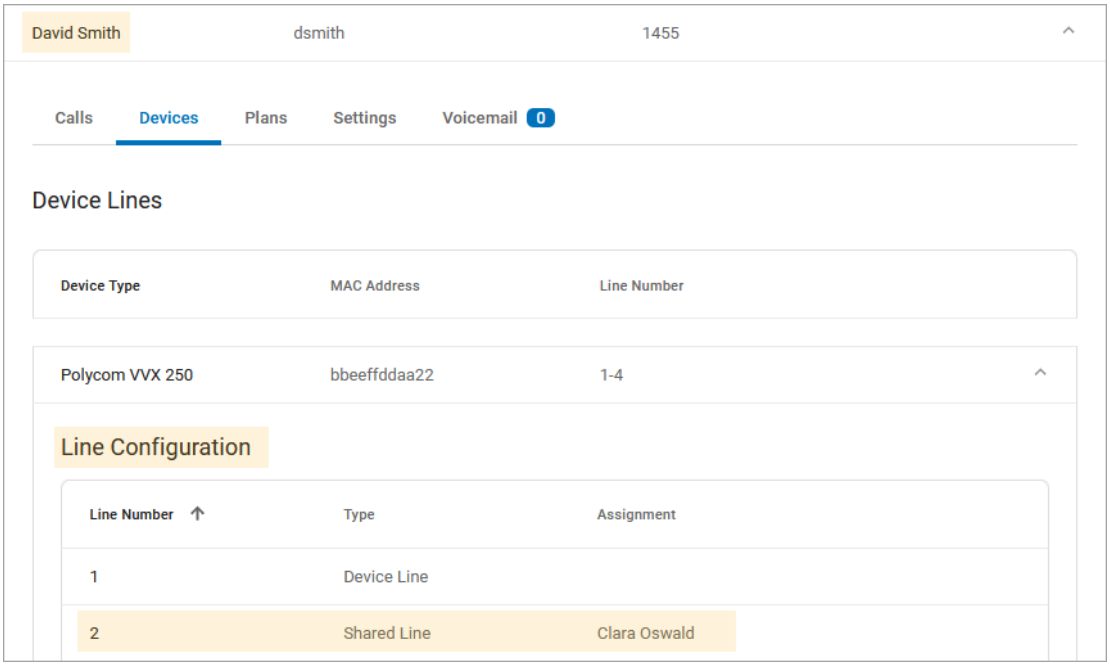
For users that have been assigned as a shared line on another device, that device will be listed in the user's Devices tab under Referenced Devices.

- **Type:** Shared Line
- **Assignment:** Select a user

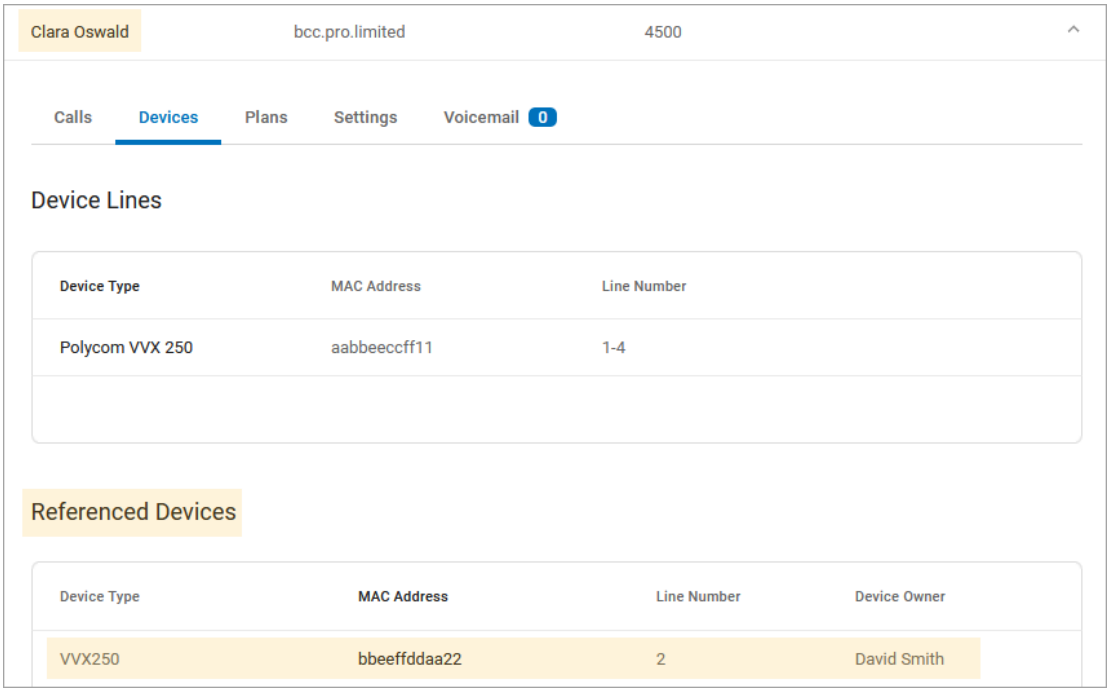
Example of a shared line

The example below shows a shared line between David Smith and Clara Oswald.

In the first image, we see the user David Smith has set up a shared line with Clara Oswald on his Polycom VVX device.



In the second image, we see in Clara's Devices tab that the VVX 250 belonging to David Smith is shown in the Referenced Devices section.



Speed Dial

Speed Dial type allows you to configure quick one-touch dialing from your IP phone. Speed Dial can be configured to dial other users on your account, an outside phone number, or a star code for Pick Up Group.

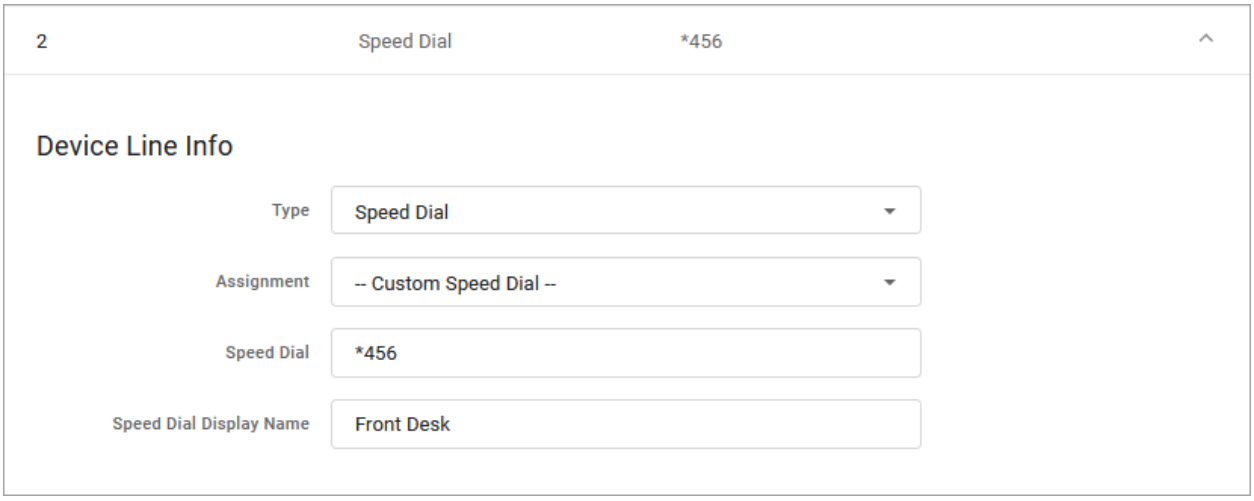
Assigning a Speed Dial

This will allow you to dial other users on your account at the touch of a button.

- **Type:** Speed Dial
- **Assignment:** Choose a user from the list

Assigning a Custom Speed Dial

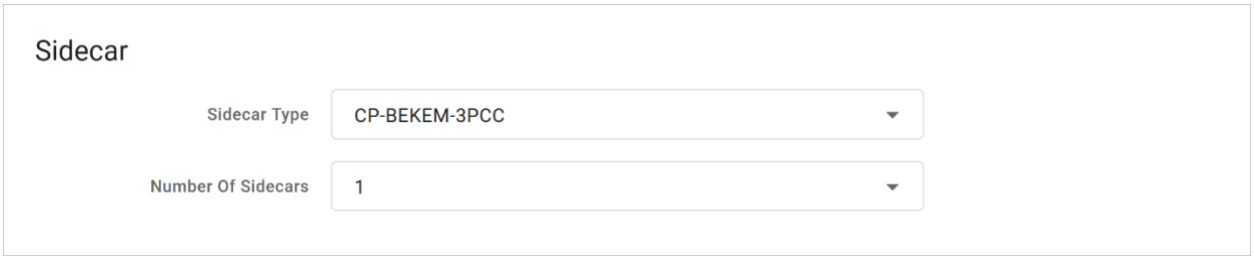
This will allow you to speed dial an outside line or a star code, like a [Pick Up Group](#).



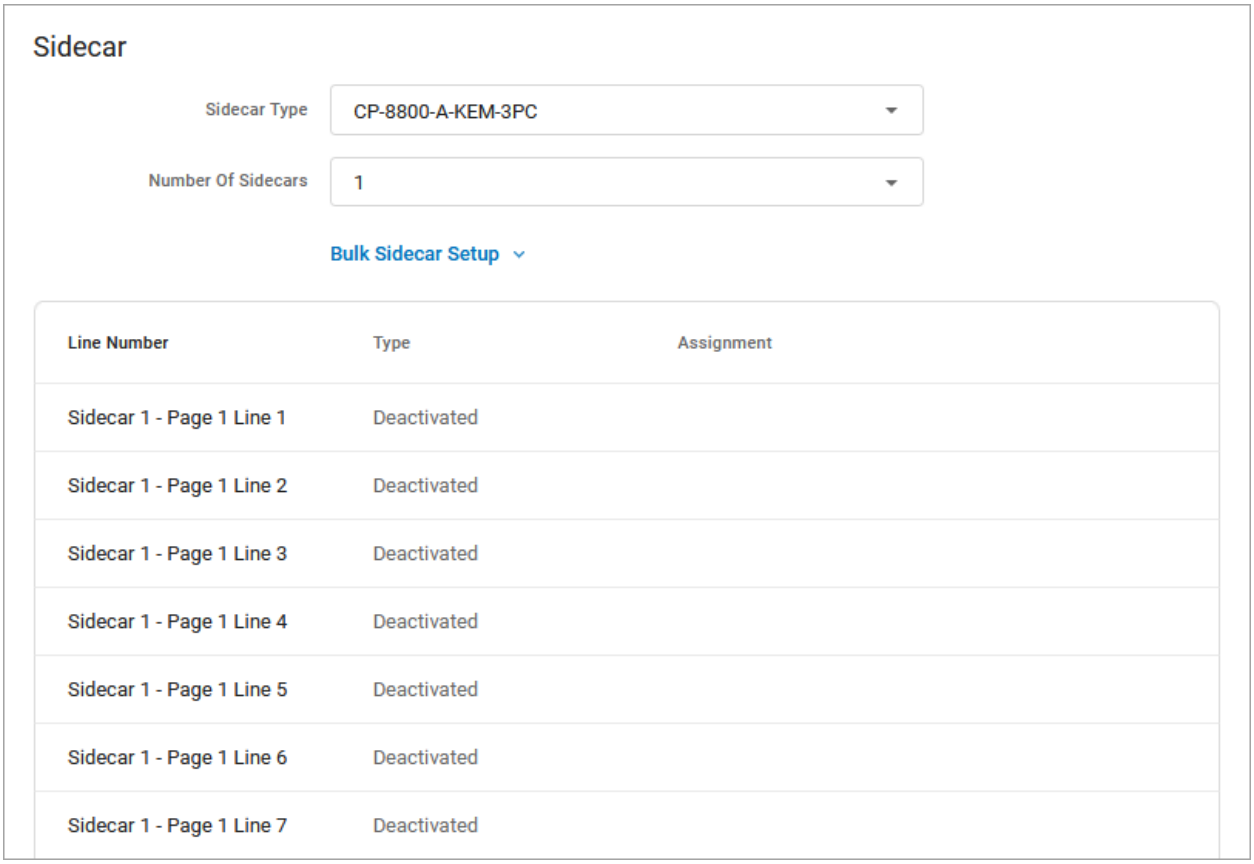
- **Type**: Speed Dial
- **Assignment:** Custom Speed Dial
- **Speed Dial:** Enter a phone number or star code.
- **Speed Dial Display Name**: Enter a name for the group displayed on your phone for the Line.

Sidecar

Sidecars, also called Expansion Modules, can be provisioned on an IP phone for additional line keys and functionality. Expand an IP phone device and scroll down past the Line Configuration section to see the Sidecar option.



- **Sidecar Type:** Select a sidecar type from the menu. This list will only display options compatible with the IP phone being managed.
- **Number of Sidecars:** Select the number of sidecars added to the IP phone.



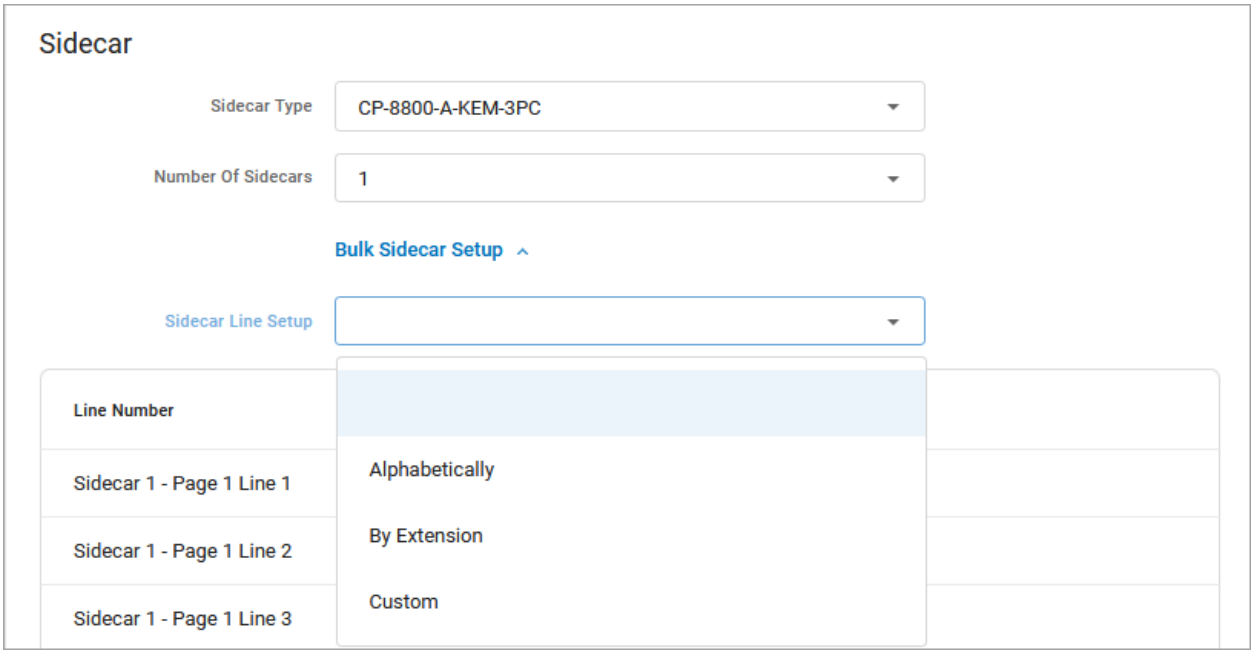
Bulk Sidecar Setup

Use Bulk Sidecar Setup to automatically assign users (speed dial) to lines on the sidecar all at once. If there are more users than lines, some users may not be added.

There are three bulk sidecar setup options:

- **Alphabetically:** Add all possible users in order by the last name.
- **By Extension:** Add all possible users in order by their extension number.
- **Custom:** Choose specific users as sidecar lines in a single operation.

Choose an option, then scroll down past the lines and click **Save** to implement it.

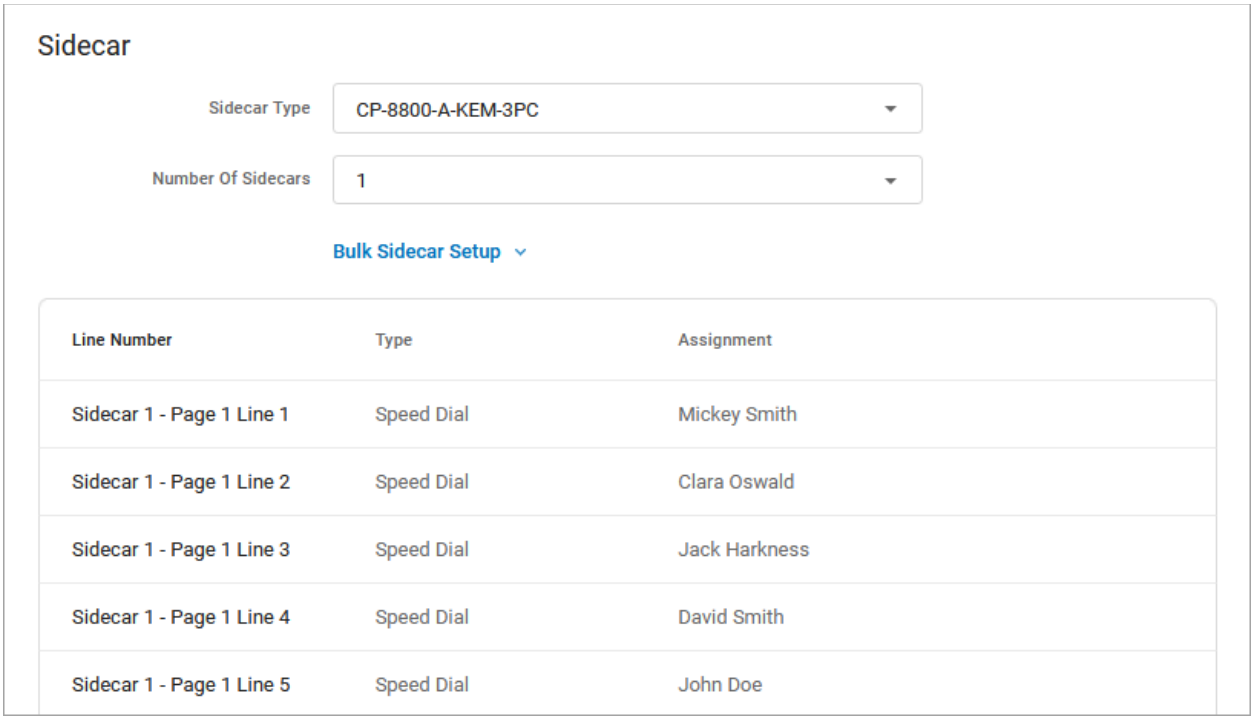


Important

Any bulk setup operation will overwrite the current sidecar configuration—it cannot be undone!

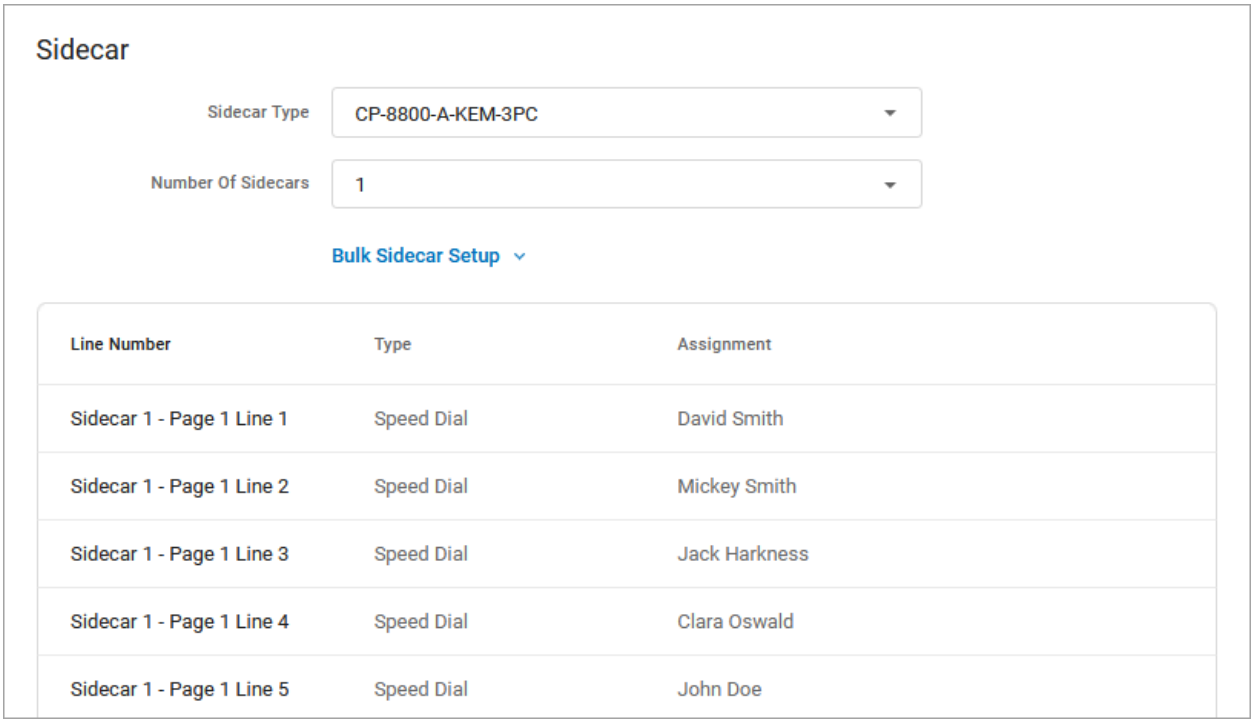
Alphabetically

Users are assigned to lines in reverse alphabetical order.



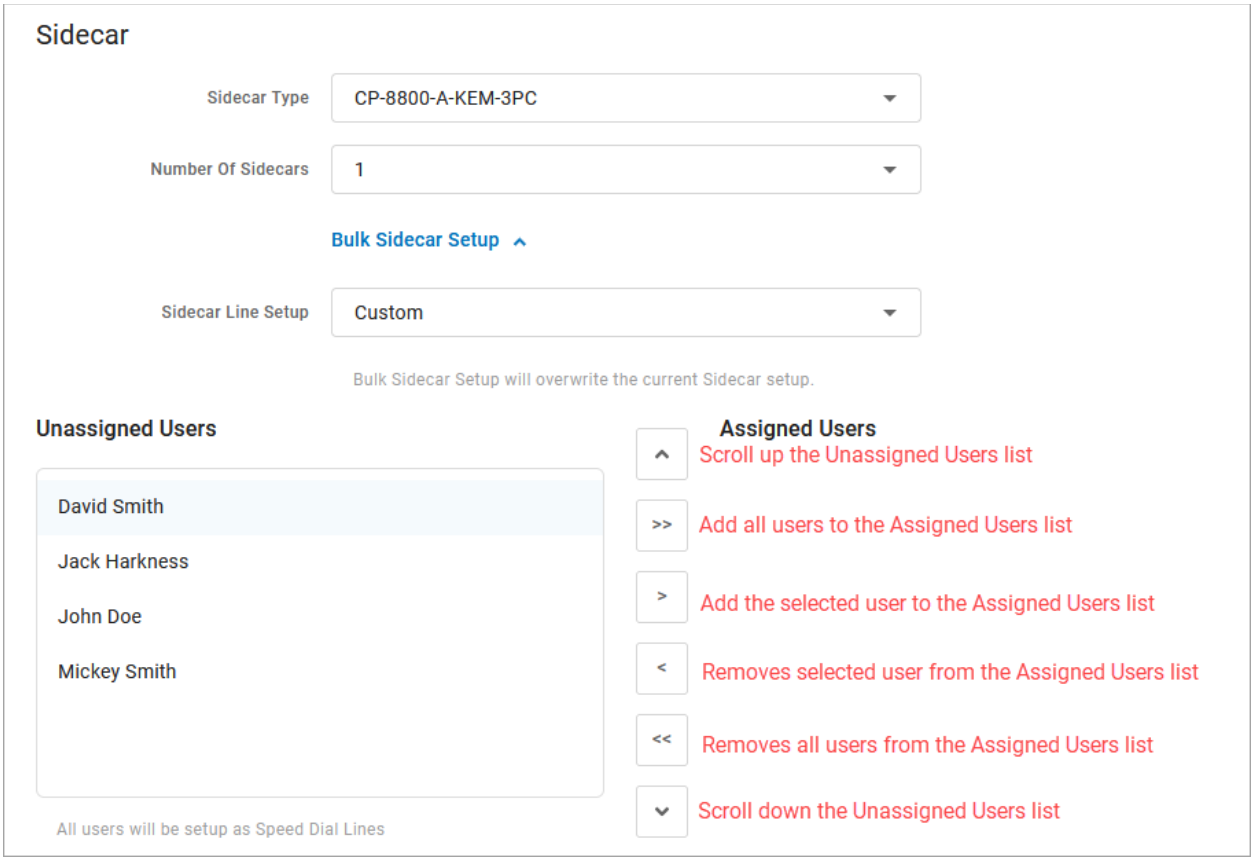
By Extension

Users are assigned to lines in order of the user's extension number.



Custom

Use the arrows to move Unassigned Users to the Assigned Users list.



Auto-Attendant

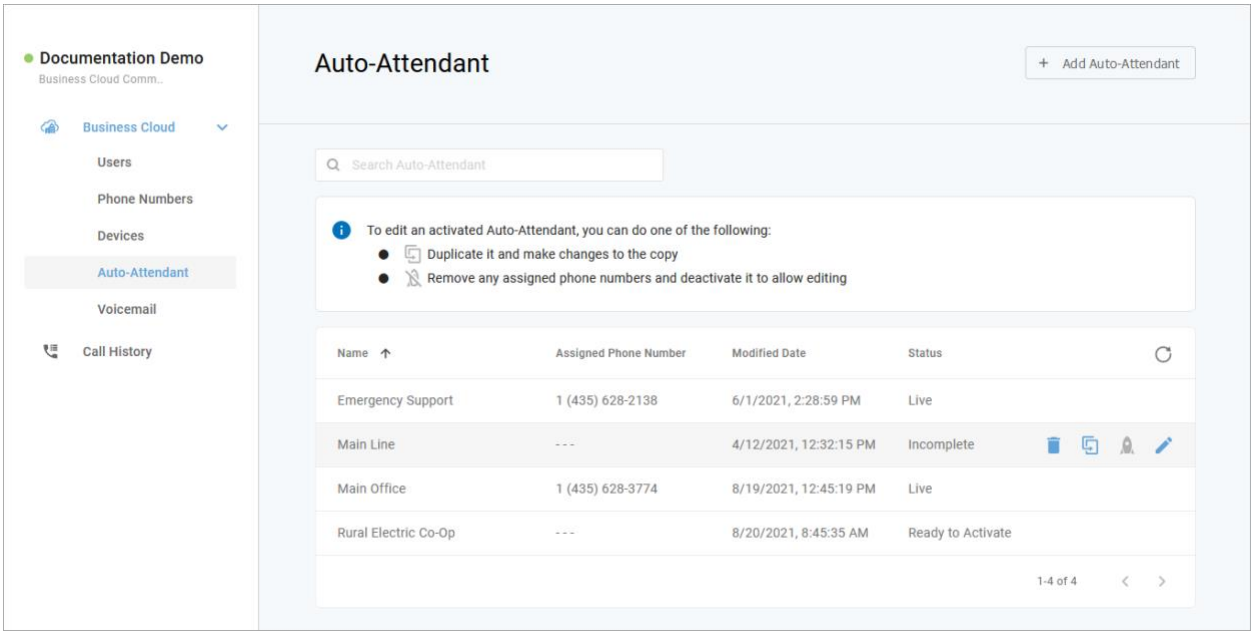
Auto-attendants enable identification, segmentation and routing callers to the most appropriate agent within your team. It's a simple, effective and completely customizable tool that will significantly reduce costs and increase efficiency within any company.

Auto-attendants are easy to build and modify. The editor lays out your routes into clear columns and rows so you can see exactly what you're building and how it all fits together. Changes are saved in real-time, so you won't lose any edits—even if you close the window. Incomplete auto-attendants will also be saved to be edited and completed later.

Overview

In **Business Cloud > Auto Attendant**, you can see all the auto-attendants on the account, including the assigned phone number(s), last modified date, and status. You can build and keep as many auto-attendants as you need. Changes are saved in real-time, so you can start building now and come back to finish it later.

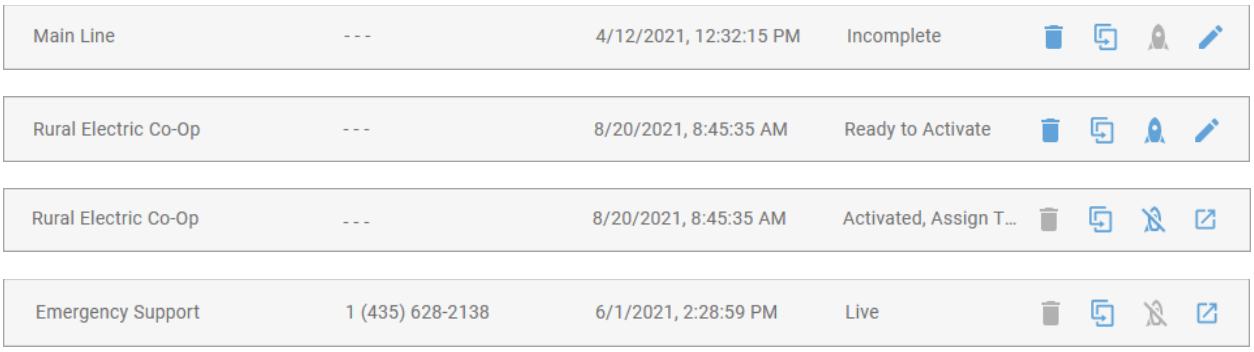
If you don't see Auto-Attendant in the menu, don't hesitate to contact Customer Support.



Field	Description
[+Add Auto-Attendant]	Start creating a new auto-attendant. The builder will open in a new window, so you can look back at the auto-attendant list if you need to reference it.
Name	The name of the auto-attendant. If a name weren't saved, it would be named "untitled auto-attendant" by default.
Assigned Phone Number	The phone number(s) is directed to this auto-attendant. A phone number must be assigned before calls can be directed through the auto-attendant; contact Customer Support for assistance if this is blank.
Modified Date	The auto-attendant's last date was modified: month, day, year, time.
Status	• **Incomplete:** Open routes need to be closed before the auto-attendant can be launched. • **Ready to Activate:** All routes are closed and ready to be launched (activated). • **Activated:** The route has been launched, and it can now be assigned to a phone number. • **Live:** A phone number is assigned, and this auto-attendant is live.

Tools

Hover over an auto-attendant to see the tools on the right. The tools available are different for each status. For example, you cannot delete or edit an Activated or Live auto-attendant so that those options will be greyed out, but you will have the *View Only* option.



Field	Description
Delete	Permanently delete this auto-attendant. This cannot be undone. Before deleting an auto-attendant, contact Customer Support to redirect the phone number, so calls aren't sent to an attendant that no longer exists.
Duplicate	Active auto-attendants cannot be edited, but you can duplicate them and change the copy. The duplicate feature makes it easy to create a new auto-attendant based on an existing one.

Activate	When the status is *Valid*, click the **Activate** icon to activate it so the attendant will be available as a destination in the Phone Number menu.
Deactivate	Deactivate the auto-attendant. *The activated* status will be downgraded to *Valid*, and *Linked* status will be downgraded to *Activated*. The phone number must be unassigned before the auto-attendant can be edited. Please contact Customer Support for assistance.
Edit	Make changes to an inactive auto-attendant in the builder. Changes are saved in real-time, so Live and Activated auto-attendant cannot be edited.
View Only	Open an active auto-attendant to see how it's set up without the risk of making changes to a live call flow. Auto-attendants cannot be modified in View Only mode.

Auto-Attendant Setup

Managing inbound calls is a crucial part of how an organization handles everyday business, and the process here is simple, straightforward and fully customizable. By implementing auto-attendants, you can customize where your callers are routed based on a schedule. Whether they're calling the phone number for a specific or trying to reach the regional office, you get to decide what happens when they call.

Add an Auto-Attendant

1. Click **+ Add Auto-Attendant**.
2. The auto-attendant builder will open in a new window. If your browser doesn't allow pop-ups, it may ask if you want to allow this one.
3. Enter a name for this auto-attendant.
4. Click the Add icon to select and add a new route (see the summary below). When a route is selected, the editor will slide out on the right of your window.
5. Configure the route as needed, then click Save.
6. There is now a / Add icon next to each new route on the auto-attendant builder. Click the icon to add the next route.

Auto-Attendant Routes Summary

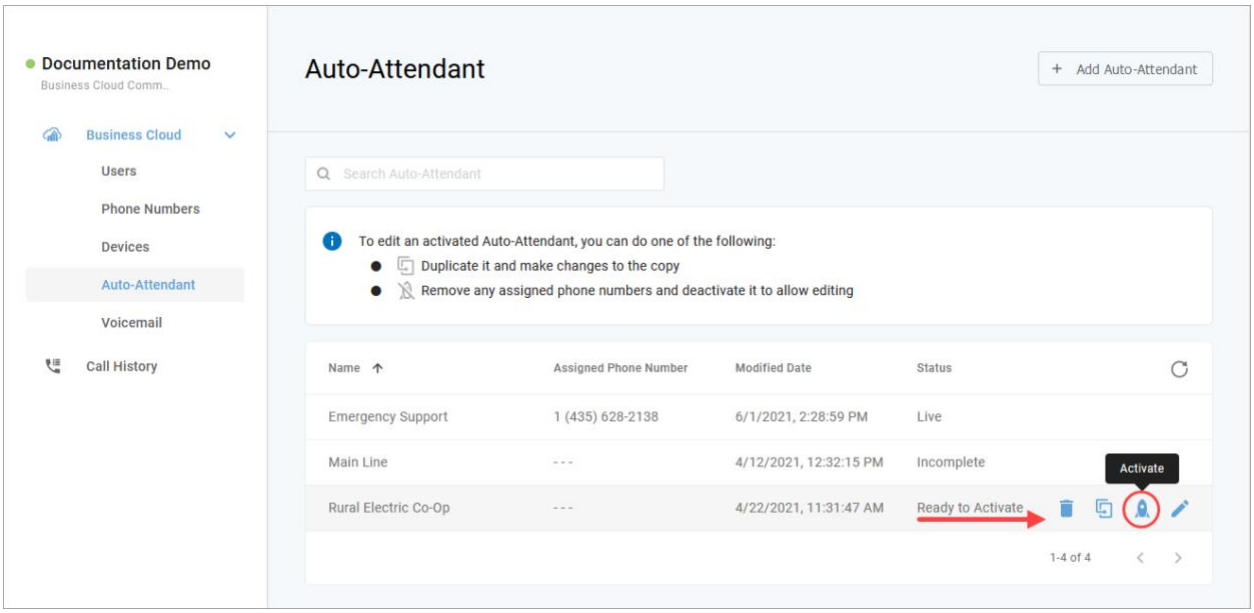
Field	Description
Schedule	Routes the caller to a call flow based on a defined schedule.
Menu	Plays a recording, typically the readout of the phone menu and waits for the touch-tone input from the user to determine the next route.
Message	Plays a pre-recorded sound clip.
Group	Routes the caller to a group of users (not devices). This route also supports Call queuing.

User	Routes the caller to a specific user's devices or the user's Voicemail. The Call will follow the user's call handling settings.
Hang Up	Ends the call.
Reference	Redirects the caller to another route in this auto-attendant. For example, if a call is routed to a user, but the user doesn't answer, instead of ending the call there, so they have to call back, you could reference the Main Menu so the caller can start over.

Activate an Auto-Attendant

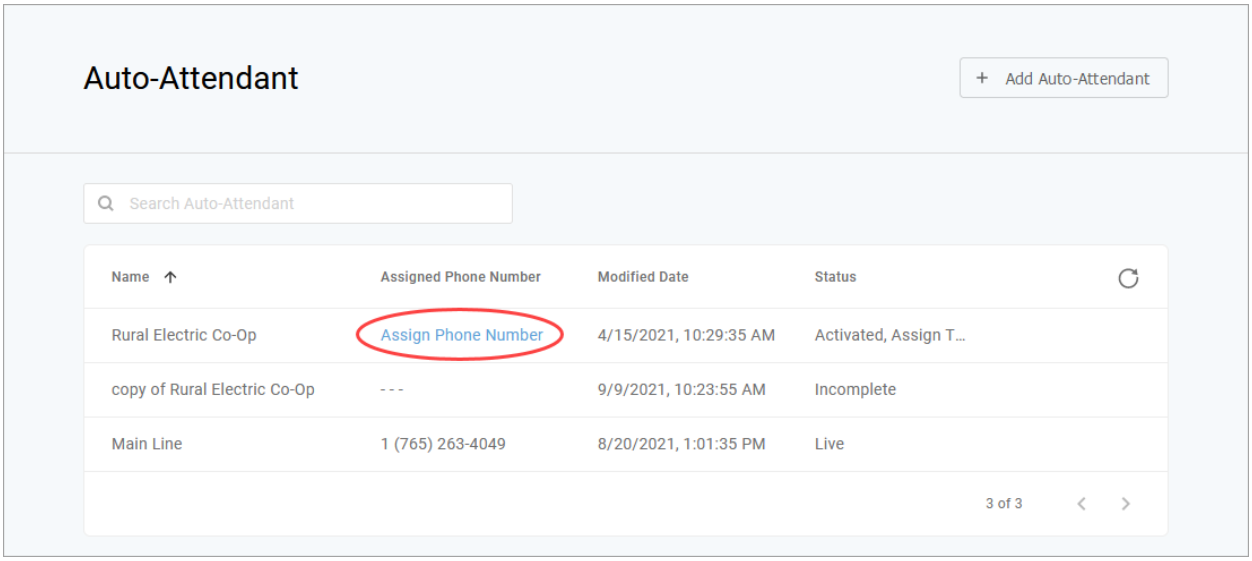
When the auto-attendant is complete, meaning there aren't any open routes and everything is good to go, its status will be updated to "Ready to Activate."

At this point, you can **Activate** it and then assign a phone number to it.

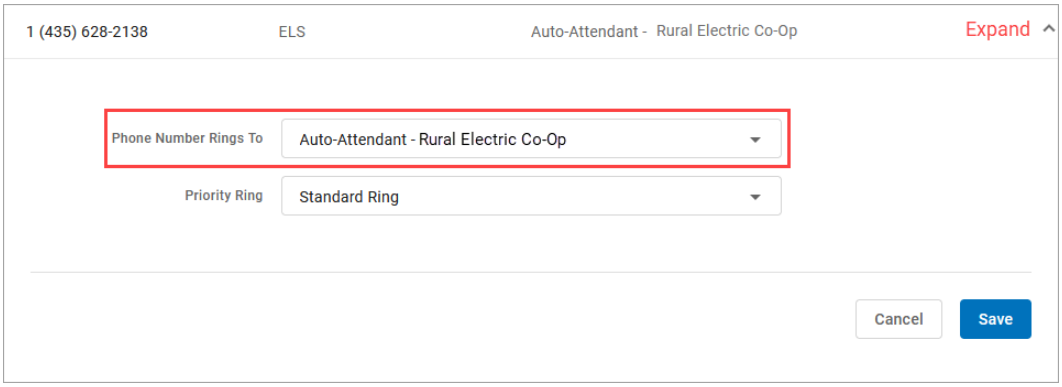


Assign a Phone Number

Once the auto-attendant is activated, assign it to a phone number. This step is **required** before calls can be directed through the auto-attendant.



1. Click the *Assign Phone Number* link to go to the Phone Numbers page.
2. Locate the phone number you want to modify and click the right side to expand the settings.



3. Click the **Phone Number Rings To** drop-down menu and choose the auto-attendant as the new destination.
4. Click **Save**. Calls to that phone number will now be directed through the auto-attendant.

If you don't have access to the Phone Numbers page, please contact Customer Support for assistance assigning the auto-attendant to a phone number.

Edit an Auto-Attendant

Once an auto-attendant has been activated, whether or not a phone number has been assigned, it can no longer be edited. This is because the Auto-Attendant route builder saves changes in real-time, and we don't want you to break an active call flow, even temporarily.

If you want to see how the auto-attendant is set up, click/open it in **View Only** mode. But if you do need to make changes, you have a few options:

Option 1: Duplicate, Edit, Switch

1. In the Voice Portal, go to the Auto-Attendant page. Locate the one you want to modify and click Duplicate.
2. Click Edit to open the builder and make any necessary changes.
3. Go back to the Auto-Attendant page, find the one you just modified, and click Activate.
4. When you're ready for the new version to go live, go to the Phone Numbers page and locate the phone number assigned to the original auto-attendant. Click the destination on the right and change it to the new auto-attendant.
5. Calls to that phone number will now be directed through the new auto-attendant.
6. Go to the Auto-Attendant page, locate the original, and click Deactivate.
7. Delete the old version or rename it, so users don't confuse them.

Option 2: Deactivate, Edit, Reactivate

To avoid breaking an active call flow, make these changes after-hours, when you are sure calls aren't coming in for the time it will take to make changes.

1. In the Voice Portal, go to the Phone Numbers page and locate the phone number assigned to the auto-attendant you want to modify.
2. Click the phone number destination on the right and change it to "None" or another viable option (like a temporary auto-attendant).
3. Go to the Auto-Attendant page and locate the one you want to modify. On the right, click **Deactivate**.
4. Now click Edit to open the builder and make any necessary changes.
5. When you're done, go back to the Auto-Attendant page, locate the auto-attendant you just modified, and click Activate.
6. Click the *Assign Phone Number* link to go to the Phone Numbers page.
7. Locate the phone number you want to assign, click the destination on the right and change it back to the auto-attendant.
8. Calls to that phone number will now be directed through the auto-attendant.

Auto-Attendant Routes

The auto-attendant builder comprises various routes that work together to route calls. As routes are added to the builder, they're arranged in neat rows and columns so you can see how it all fits together. Routes can be easily found, moved around, and connected as the auto-attendant is built.

When you're done configuring a route, click **Save**, and it will be added to the builder canvas. Routes that have an ⊕ **Add** icon after it *requires* another route.

To edit a route, click on the primary card to open it on the right.

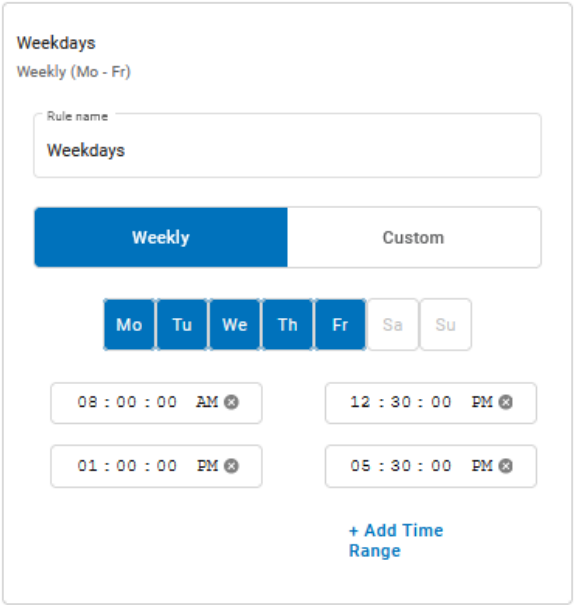
> **Info**
> For best results, use Chrome or Firefox (not Safari).

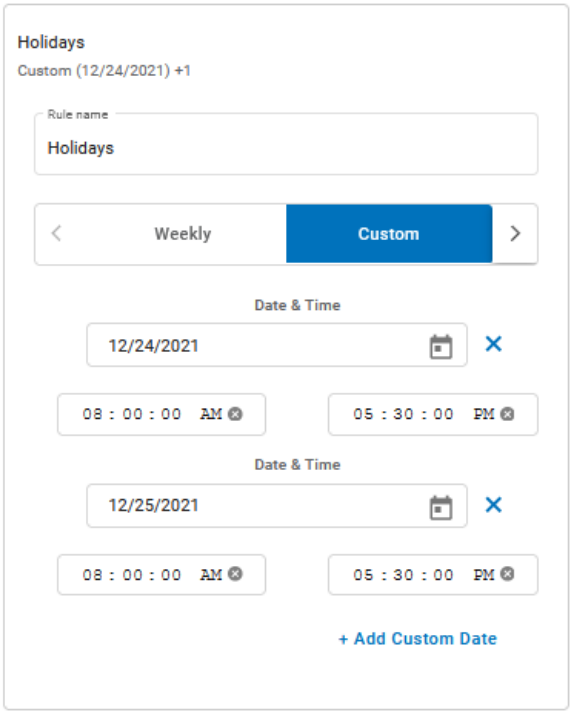
Schedule

Set your phone system to direct incoming calls to different destinations depending on when they call in, such as business hours, lunch hours, holidays after-hours, etc.

A schedule requires at least one rule, but you can add as many as needed. Calls will be routed to the first rule that matches the time of the incoming call, based on the priority order in which the rules are set. To change the order of your rules, click the ═ icon to the right of the rule and drag it to the correct position.

1. **Schedule Name:** Enter a name for this Schedule (20-character max).
2. **Time Zone:** Select which time zone should be applied.
3. **Rule Name:** Enter a name for this rule.
4. **Weekly/Custom:** Choose a rule type: Weekly (recurring) or Custom (one-time).
   - **Day/Date:** For a Weekly rule, select the days of the week that this rule applies to. Choose one or more dates (but not a range).
   - **Time:** Enter the start and end times. You can type it in or click the **clock** icon on the right to use the drop-down menu (Chrome only).
     - For a Weekly rule, you can split the rule into different times during the day. Click **+ Add Time Range** and then enter the other time.
   - **Save:** When you're done, click the checkmark in the top right.
5. If needed, click **+ Add Rule** to add another rule to this Schedule.
6. When you're done adding rules to the Schedule, click **[Save]**.





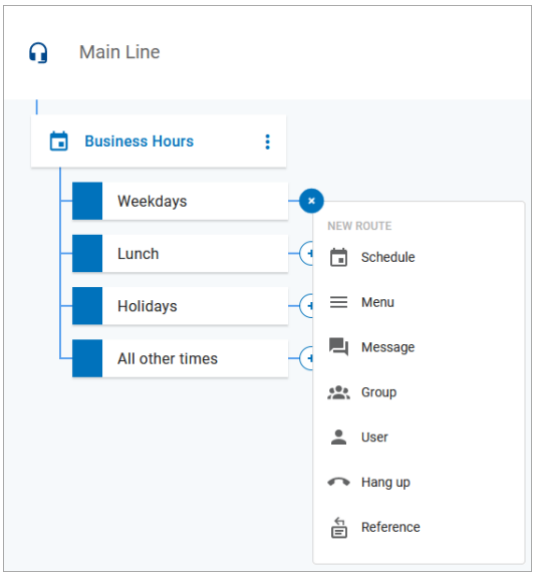
Delete a Rule

To delete a rule, click the **trash** icon. The rule will be crossed out, but if you change your mind, it can still be **restored** or **edited** until the Schedule is saved. Once you save the Schedule, any deleted rules will be deleted permanently.

Save

After you set up and save your Schedule, the routes are added to the Auto-Attendant builder canvas. Click the **Add** icon to add another route.

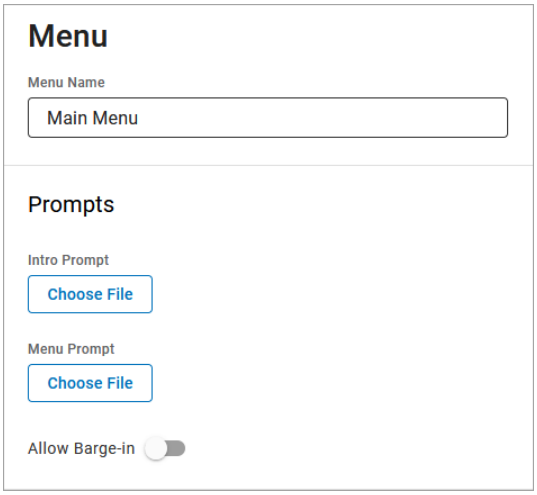
By default, an "All other times" route will be added to determine where calls are routed during times that aren't specified by a rule.



Menu

A Menu directs the caller to a message and DTMF (Dual-tone Multi-Frequency signaling, commonly referred to as touch-tones) options for call routing based on the key dialed.

Enter a name for this menu, and then upload your prompts.

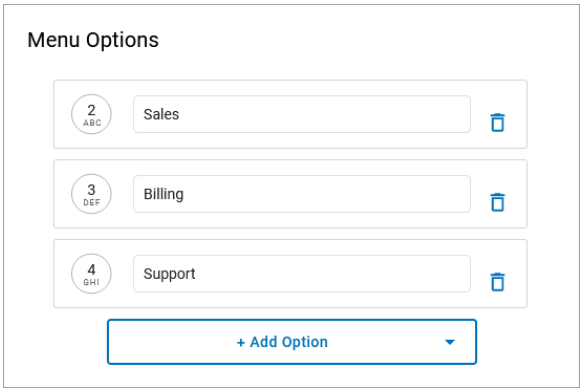


Field	Description
Intro Prompt	The recorded audio that a caller will hear upon entering the menu. A WAV file must be uploaded before the menu can be saved.
Menu Prompt	A caller will hear the recorded audio after the introduction prompt has been completed. A WAV file must be uploaded before the menu can be saved. WAV files must be less than 5 MB and in an 8-bit mono U-Law file format. Example: *"Thank you for calling Acme Corp. Press 1 for Sales, 2 for Support, or 3 for Billing."*
Allow Barge-In	Allow callers to interrupt the Intro prompt by dialing an option (DTMF input) before they hear it. Regardless of this setting, callers can always interrupt the Menu prompt.

Menu Options

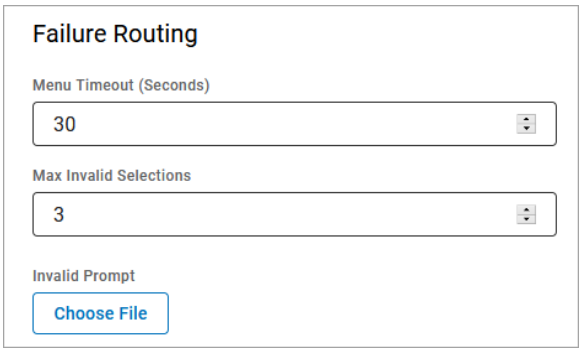
Add DTMF (touchtone) options (0-9, *, #). Each option needs a name and a completed route.

1. Click **+ Add Option**.
2. Select a DTMF option (0-9,*, or #).
3. Enter a name for the menu option.
4. Repeat steps 1-3 for other menu options.



Failure Routing

Choose what happens if the caller dials an invalid option or fails to make a selection within a specified time.



Field	Description
Menu Timeout	The number of seconds delays before directing the call into the failure route.
Max Invalid Selections	The number of invalid DTMF (touch-tone) selections will be allowed prior to directing the call into the failure route.
Invalid Prompt Upload	Upload a recorded audio file (WAV or WAVE) that a caller will hear after dialing an invalid DMTF option (required). Files must be less than 5 MB and in 8-bit mono U-Law format. Example verbiage: "The number you entered was invalid. Please try again."

When you're done configuring the menu, click **[Save]**. The menu will be added to the auto-attendant builder canvas.

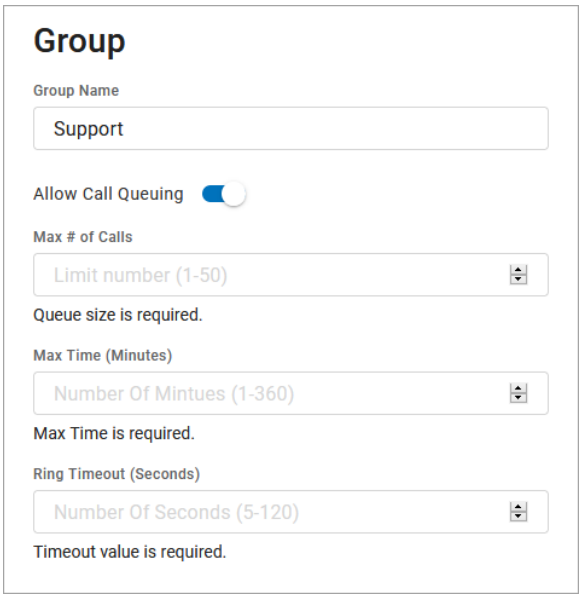
Message

The caller will hear a pre-recorded message.

Field	Description
Message Name	Enter a name for this particular message.
Message	Upload a recorded audio file (WAV or WAVE under 5 MB) that will play when the caller reaches this point in the route.

Group

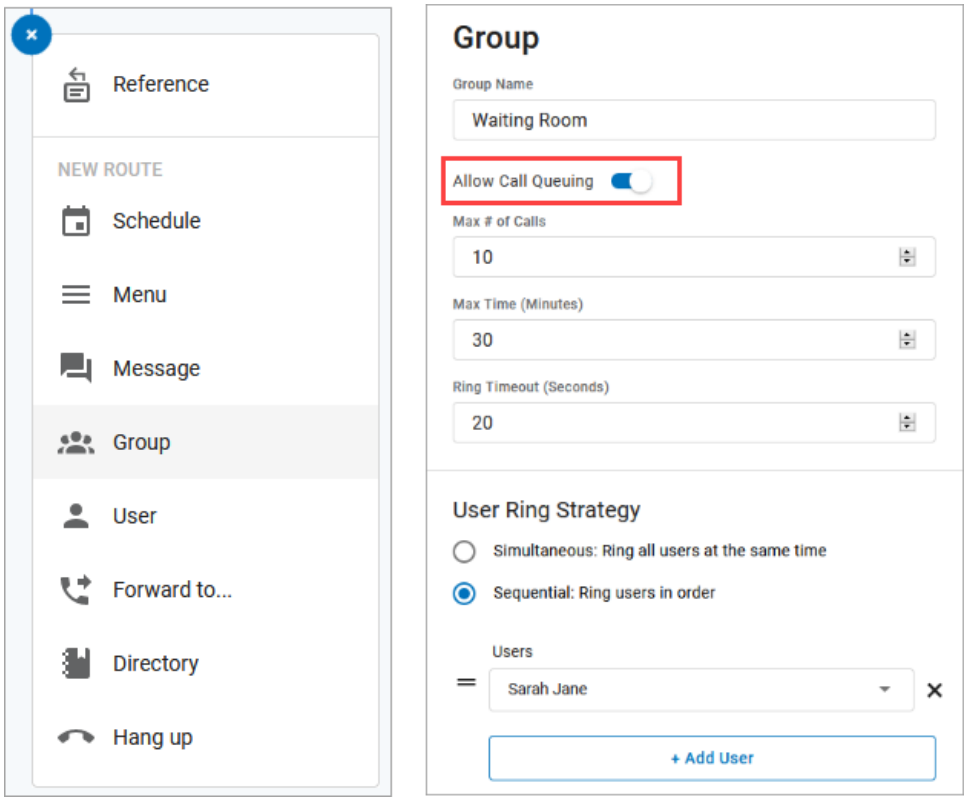
A Group allows the call to ring multiple users (not devices). All user call handling rules will be honored. The first user (or user's call handling rule) to answer will take it.



Field	Description
Group Name	Enter a name to identify this group.
Allow Call Queuing	Allows calls to enter a queue.
Max # of Calls	Enter the number of calls in the queue at one time (1–50).
Max Time (Minutes)	Enter the number of minutes that a call is allowed to be in the queue (limit 360). Once the max time is reached, the Call is sent to the failure route.
Ring Timeout (Seconds)	Enter the number of seconds a call will ring a user (sequential) or group (simultaneous) before it is pushed back to the front of the queue (limit 120). Keep this setting low to ensure calls are answered quickly. If a Group is set to ring all devices simultaneously and a phone becomes available after the Call is already in the group, the phone will ring but not until the Ring Timeout setting is met.

Call Queueing

Long calling queues have an undeniably negative impact on your customer's experience. For 66% of callers, two minutes on hold is their breaking point. While call queuing is not a new idea, not all tools are created equal. The Auto-Attendant feature helps your business pre-set and manage large call volumes without increasing operational costs through the easy-to-use, intuitive Voice Portal.

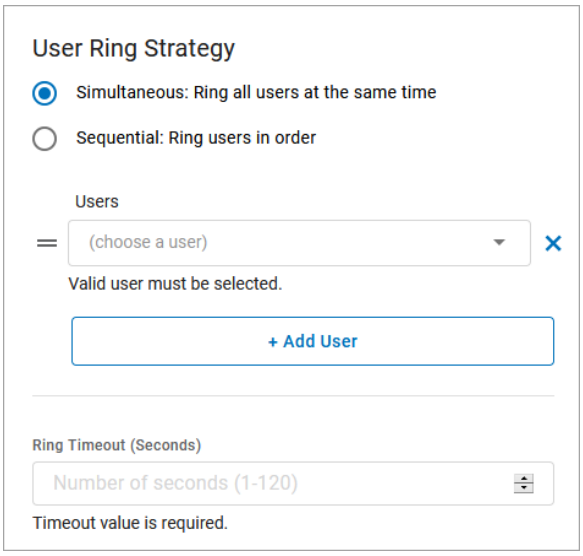


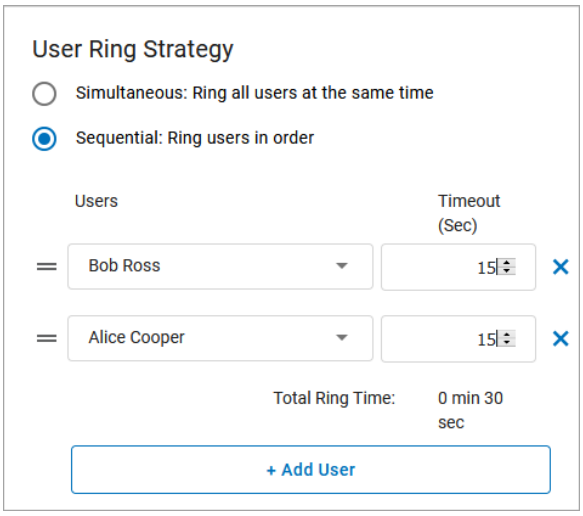
1. In the Auto-Attendant, add a **Group** route.
2. Slide the toggle for **Allow Call Queueing**. This will enable the ability to have incoming calls placed in a "waiting room" where hold music will play while waiting for the next available representative.
   - Because hold music is set at the account level, not at the queue level, custom music cannot be set for each individual queue.
3. Enter the following information:
   - **Max # of Calls.** How many people can wait on Hold at a time.
   - **Max Time.** How long can each call be on Hold before the failure routing takes effect.
   - **Ring Timeout.** The number of seconds a call will ring a user (sequential) or all users (simultaneous) in this group before it is pushed back to the front of the queue (limit 120). Keep this setting low to ensure calls are answered quickly.

4. Next, choose a ring strategy:
   - **Simultaneous:** Ring all users at the same time.
   - **Sequential:** Ring users in order. The amount of time it routes to each user is added to the group until the max time parameter has been met, then route the Call to the following route.
5. Finally, add individuals to the group.
6. When you're done, click **Save**.

User Ring Strategy

Choose if calls will ring to all users at once or in order.

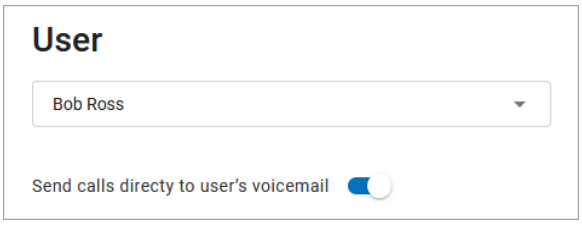




Field	Description
Simultaneous	Rings all devices in the group at the same time. The first user to answer gets the call.
Sequential	Rings one device in the group at a time in a specified order until the call is answered. For a sequential strategy, enter each user and the number of seconds the call will ring for that user before going on to the next.
Users	Add a user to the group.
Ring Timeout	The number of seconds the call will attempt to route to this group. After the timeout, calls will route to the next specified route.

User

Routes to a single user whose personal call handling setting will apply as normal. If "Send calls directly to user's voicemail" is selected, the call bypasses the user's call handling rules and routes directly to the user's voicemail box.



Directory

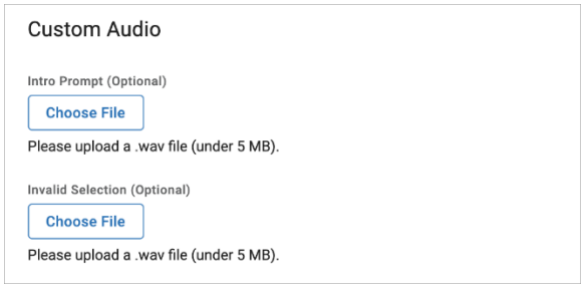
Allows the caller to dial a user in the directory using text to speech. When the caller reaches this point, they will hear, "Dial by last name" or "Dial by the first name." The caller will dial three or more characters of the user's name and press #. If there is more than one matching user, the caller will select a user from a list of options.

Dial by…

Choose if callers can dial the user by their last name or first name.

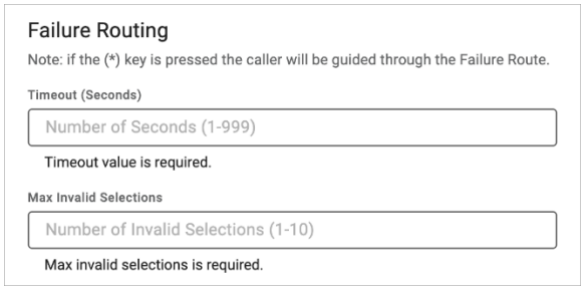
Custom Audio

Optionally, upload custom audio prompts to provide callers with customized guidance. WAV files must be less than 5 MB. The caller will hear the default prompts if a custom file is not used.



Failure Routing

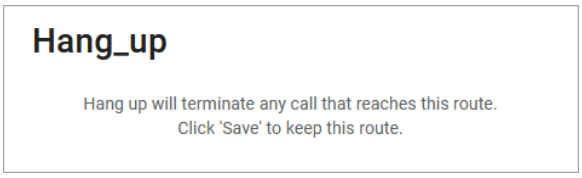
A failure route is required if the caller cannot reach the user they were looking for.



Field	Description
Timeout (seconds)	Enter the number of seconds the Call can be in the directory. (1-999)
Max Invalid Selections	Enter the number of invalid selections the caller can try before the Call is redirected to the failure route. (1-10)

Hang Up

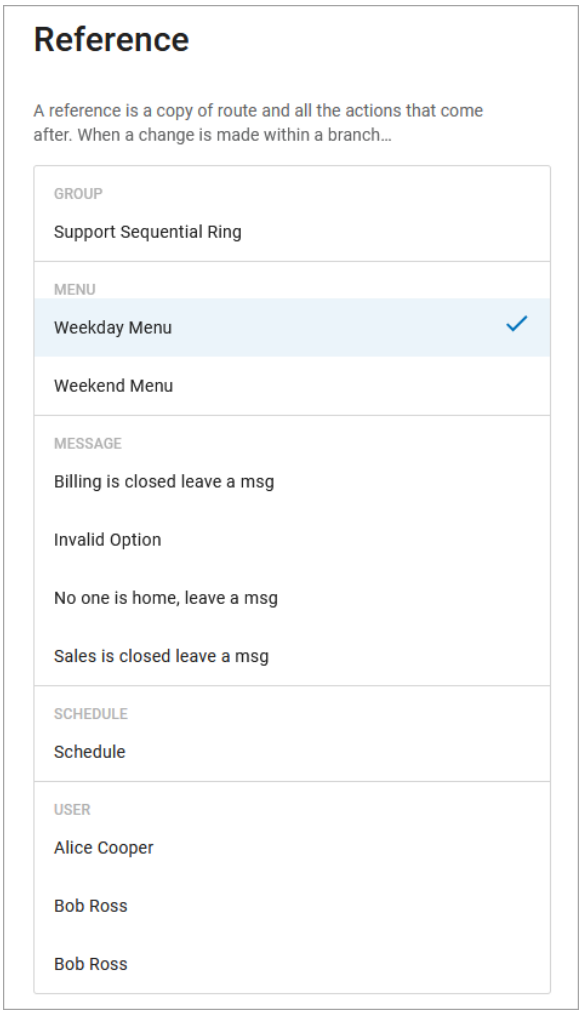
Terminates any call that reaches this point. Click **Save** to keep this route.



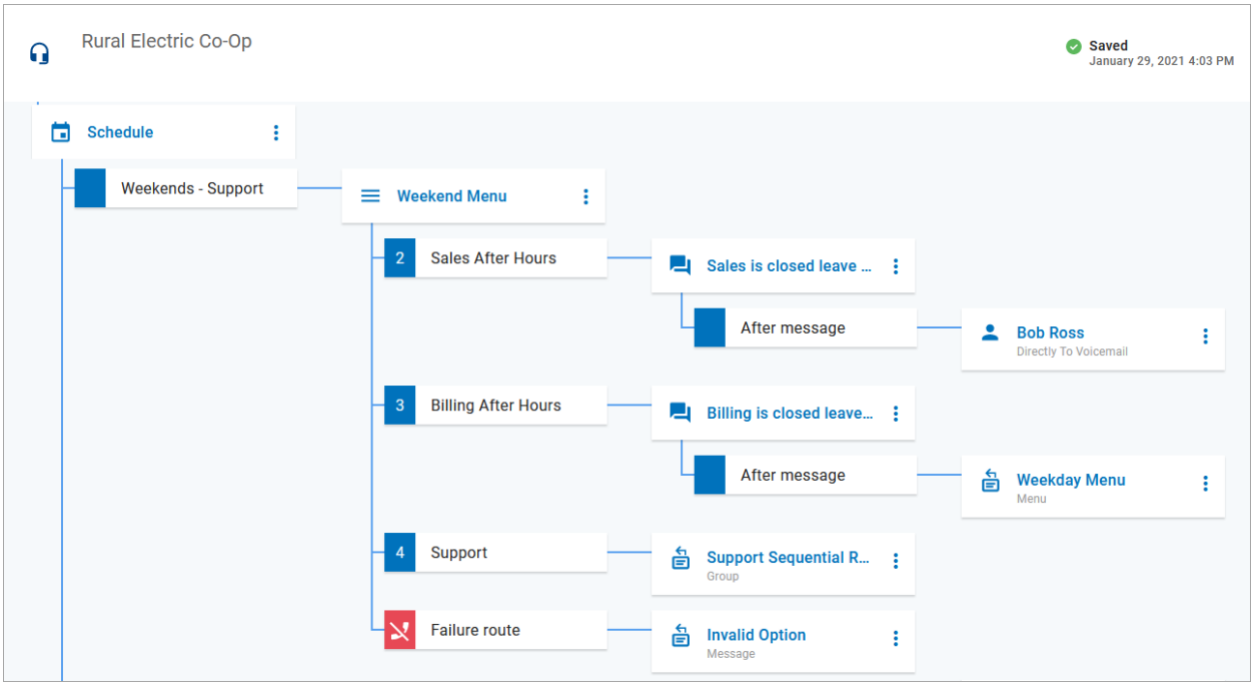
Reference

A Reference when you redirect the call to another route. When a change is made in the original route, any references that use it will also be updated.

Choose which Group, Menu, Message, Schedule or User a caller will be redirected to once they reach this point in the route, then click **Save**.

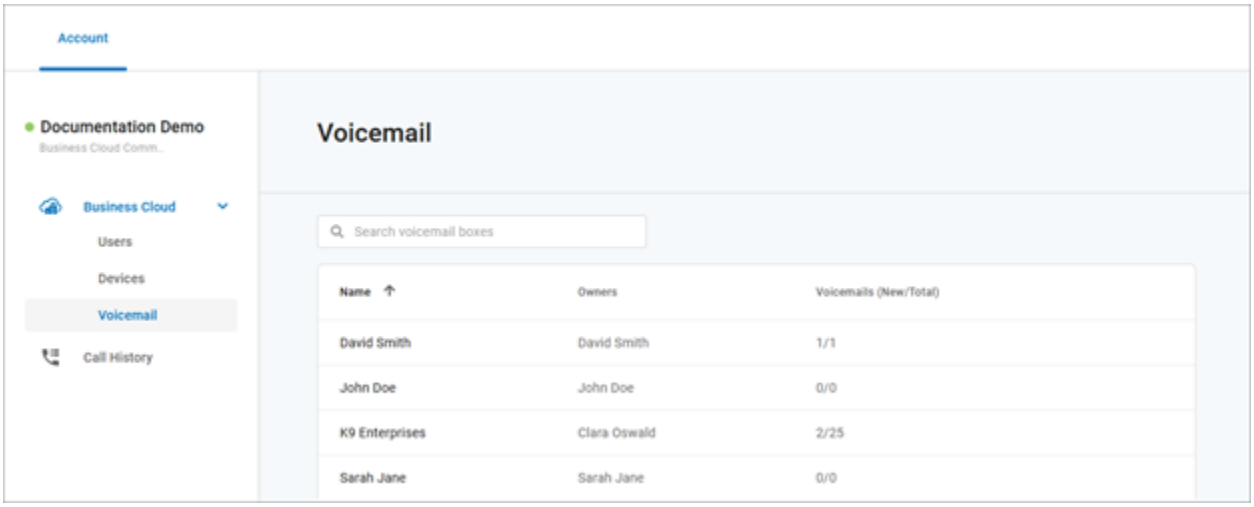


Example of a Completed Route



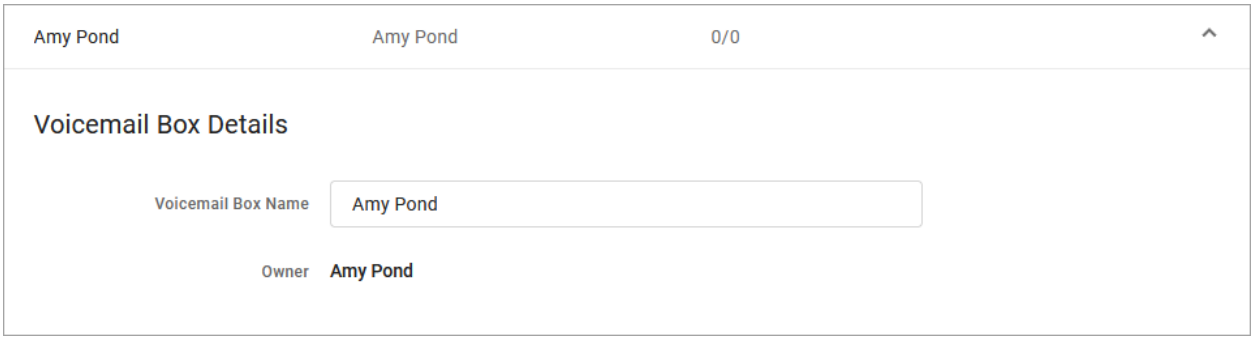
Voicemail

This section houses all the voicemail boxes set up on the account. The settings are the same as they are in the Users > Voicemail tab. Expand a voicemail box to view the details.



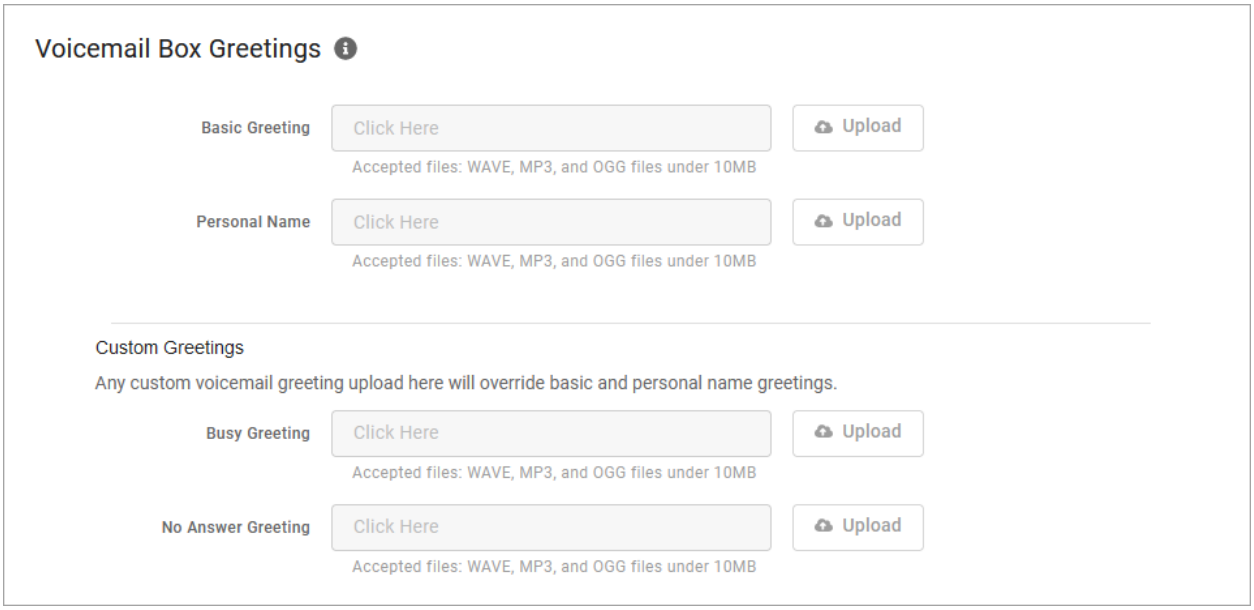
Voicemail Box Details

The Voicemail Box Details include the name of the box and its owner. The Voicemail Box Name can be edited here if needed.



Voicemail Box Greetings

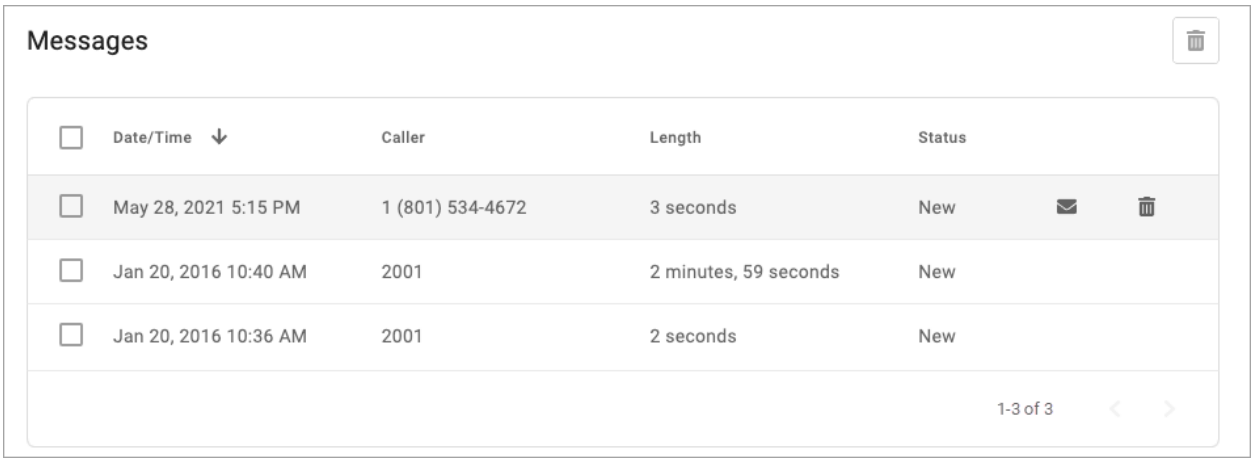
Users can upload their voicemail greetings (Basic, Busy, No Answer) and personal name recordings. Click the field to select a file from your computer, then click **Upload**. The Upload will accept WAVE, MP3, and OGG files less than 10MB.



Messages

Voicemail messages saved to the box are listed here. Messages can be sorted by Time/Date, Length and Status (New or Saved). Hover over an individual message to see the management tools (Save and Delete) on the right.

Please note messages cannot be downloaded from the Voice Portal.

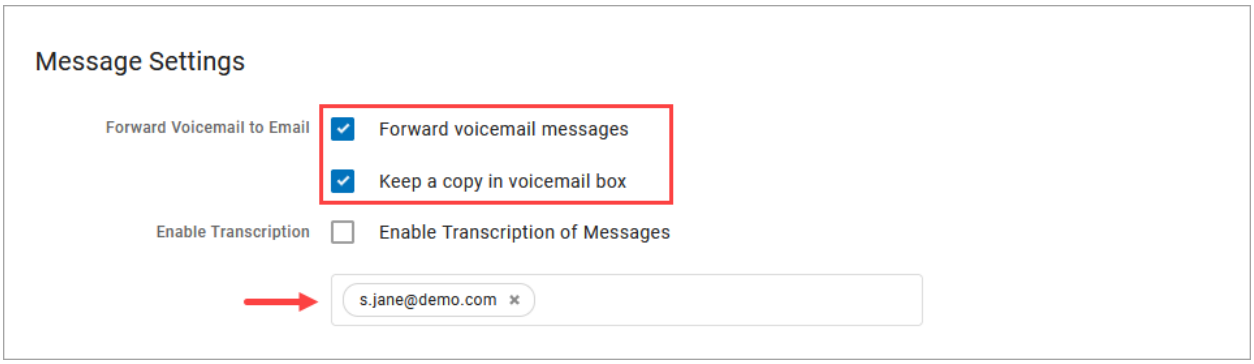


Field	Description
Save	Change the status of the message to *Saved*.
Delete	Delete this message from the box. To delete all or multiple messages at once, select the message on the left and then click the trash icon at the top right.

Message Waiting Indicator

The message waiting indicator (MWI) on the user's device notifies them when a new voicemail message is available. Once the message has been listened to or deleted, the MWI will turn off.

Message Settings



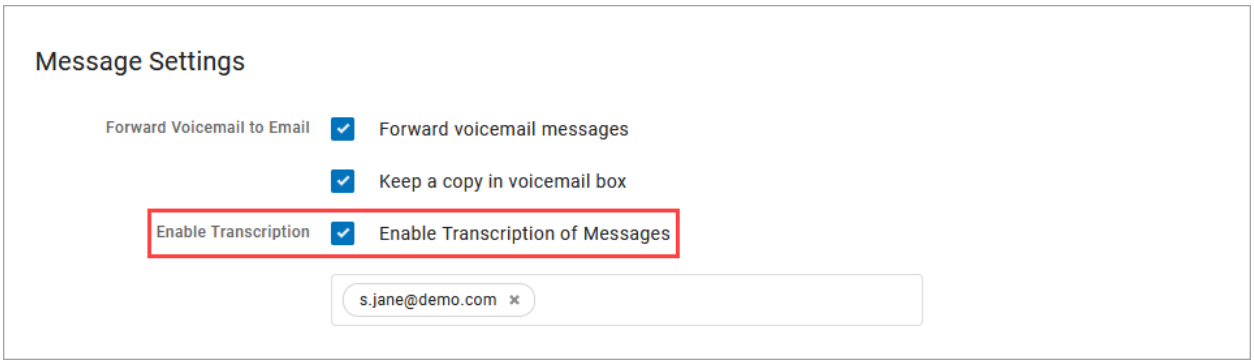
Forward Voicemail to Email

Messages left on the user's voicemail box can be forwarded as an MP3 file to one or more email addresses. Users also have the option to keep a copy of the message in their voicemail box when it's forwarded.

1. Check **Forward Voicemail to Email**.
2. Optionally, check. **Keep a copy in the voicemail box**.
   - When checked, the message waiting indicator (MWI) on the user's device will stay on until they've listened to or deleted the message from their voicemail box.
3. Enter one or more email addresses, each separated by a comma.
4. At the bottom of the section, click **[Save]**.

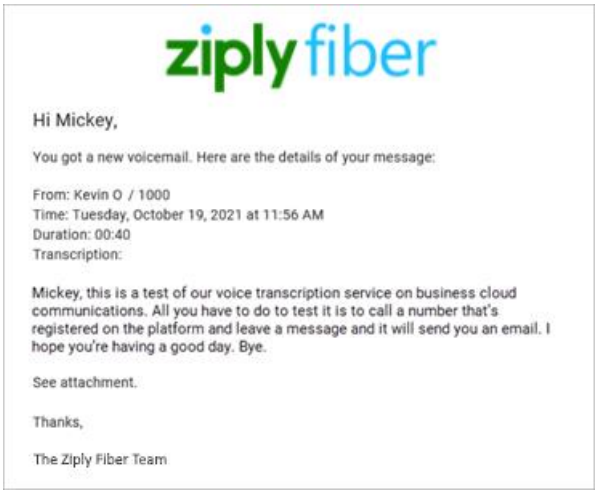
Enable Voicemail Transcription

Sometimes reading a voicemail message is easier than listening to it. Voicemail transcription takes the audio from the voicemail message. It converts it to text, which is then forwarded to one or more email addresses with or without the message attached as an MP3 file (depending on if you also have Forwarding enabled).



1. Check the box for **Enable Transcription**.
2. In the field below, enter one or more email addresses in the field below separated by commas (required).
3. Click **[Save].**

Voicemail messages will be transcribed and sent to the email address(es) indicated here from *hostedvoice@ziplyfiber.com*. If "Forward Voicemail to Email" is also enabled, an MP3 of the message will be attached to the email. Here's an example of what that may look like:



ziply fiber

Hi Mickey,

You got a new voicemail. Here are the details of your message:

From: Kevin O / 1000
Time: Tuesday, October 19, 2021 at 11:56 AM
Duration: 00:40
Transcription:

Mickey, this is a test of our voice transcription service on business cloud communications. All you have to do to test it is to call a number that's registered on the platform and leave a message and it will send you an email. I hope you're having a good day. Bye.

See attachment.

Thanks,

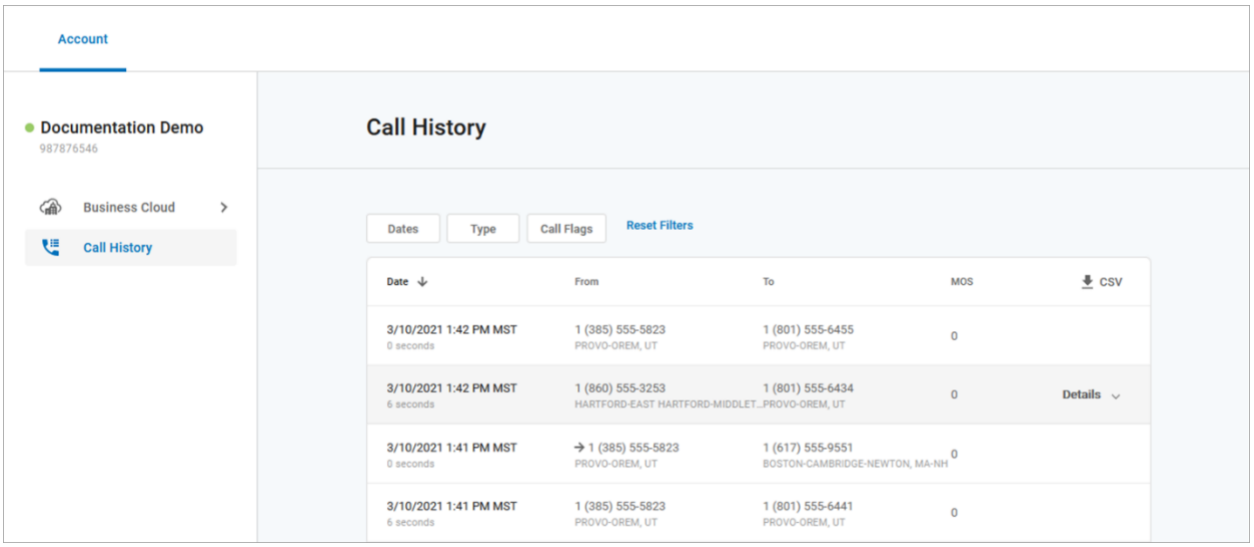
The Ziply Fiber Team

English

Voicemails can only be transcribed from US English. If a message cannot be transcribed for any reason, such as poor audio quality, an email will still be sent with a message saying, "Message could not be transcribed."

Call History

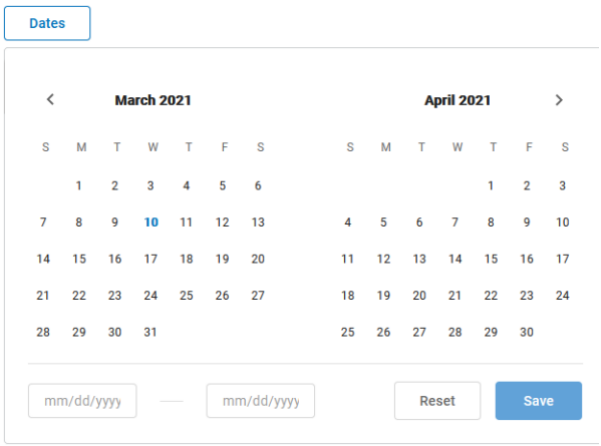
Call History holds the records of all calls made and received within the account. Calls are presented in chronological order, with the most recent call at the top. At the top right of the table, the current record list can be downloaded as a CSV file.

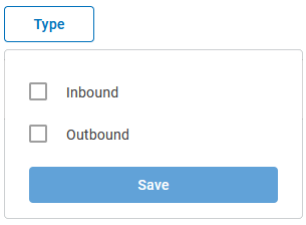


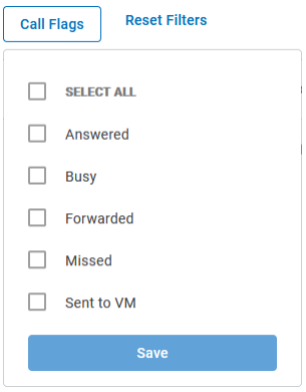
Filters

Call records can be filtered by Date, Type and/or Call Flags. These filters allow you to identify patterns in the calls, such as how many calls are being sent to voicemail, what calls are being missed, etc.

Click the filter buttons to set your criteria. If necessary, click **[Reset Filter]** to remove any parameters and display ALL calls again. Once your parameters are set, the matching call records are displayed below.

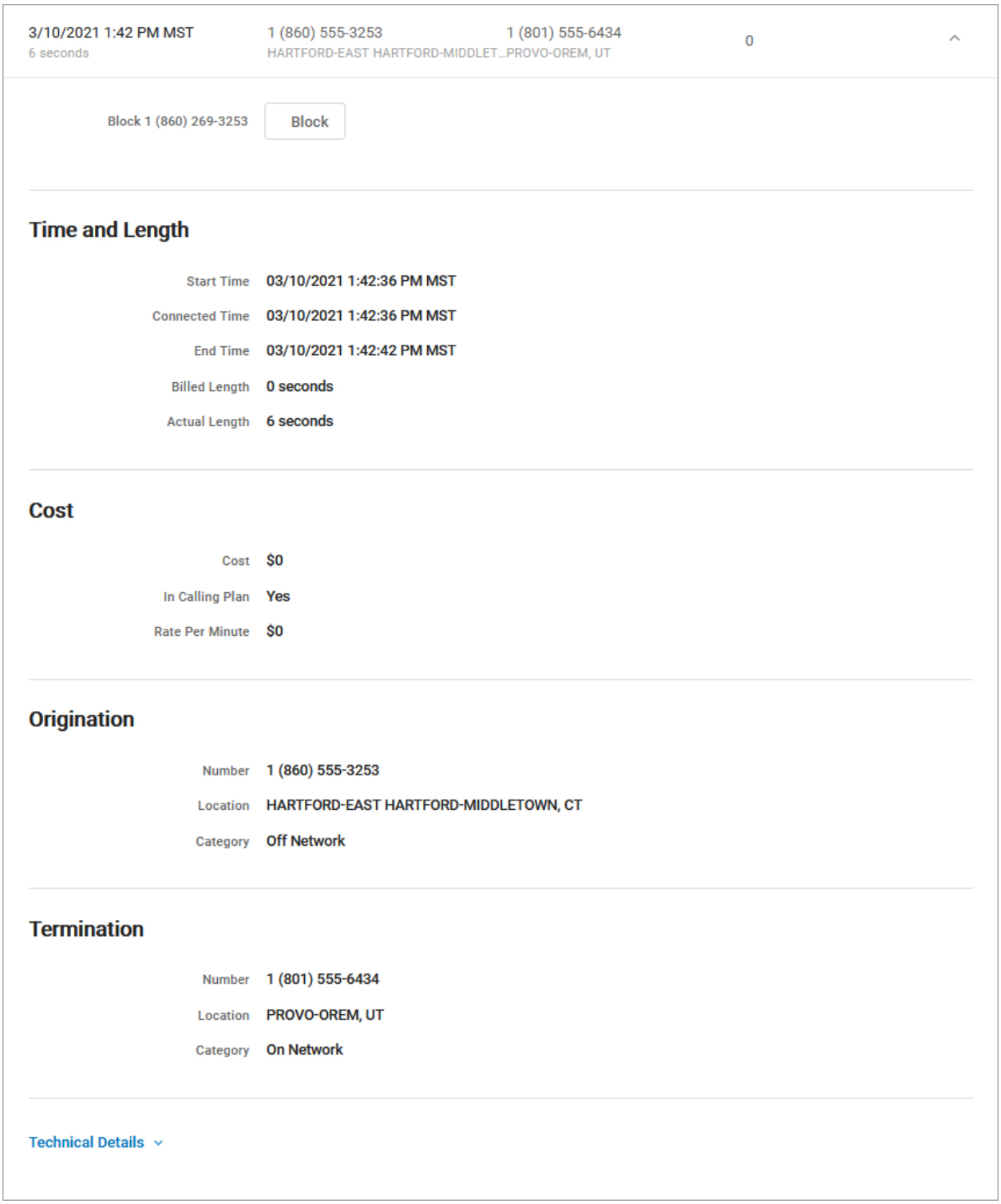


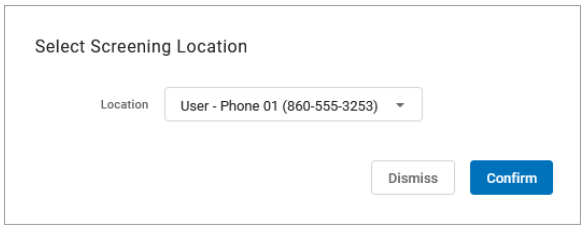




Details

For more information about a call, hover over a record and click **Details** on the right.



Field	Description
Block	If necessary, you can block the inbound caller. Click [Block] to add the inbound caller to the user's or account's blocked caller list (in Call Handling). 
Time and Length	Start time, connected date and time, end date and time, billed length and actual length.
Cost	The total cost, whether it was included in the calling plan and the rate per minute.
Origination	The originating number, location and category (On or Off Network).
Termination	The terminating number, location and category (On or Off Network).
Technical Details	View all the technical details of the call. This can be helpful to Customer Support when troubleshooting call issues

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