



ZiPLY Fiber Hosted Voice

Administration Portal Instructional Guide

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Hunt Group or Multi Line Hunt Group or (MLHG)

Is a set of lines within a Business Group (business members), so that calls to the group are passed to a non-busy member of the Hunt Group, or may be added to a queue if all members are busy.

The BG Administrator can:

- Select one or more Hunt Groups using the check-boxes and move the selected Hunt Group(s) between departments using the drop-down
- Click on a Hunt Group to access the configuration screen for that Hunt Group.

| <input type="checkbox"/> | Hunt Group Name | Number of Members | Service Level | Department |
|--------------------------|-----------------|-------------------|---------------|------------|
| <input type="checkbox"/> | Sales HG | 3 | Hunt Group | None |

| <input type="checkbox"/> | Position | Telephone Number | Ext. | Name | Department |
|--------------------------|----------|------------------|------|------------------|------------|
| <input type="checkbox"/> | 1 | (408) 776-1000 | | Marc KiCullen | None |
| <input type="checkbox"/> | 2 | (408) 776-1000 | | Gretchen Suzelle | None |
| <input type="checkbox"/> | 3 | (408) 776-1000 | | Denice Noble | None |

On the configuration screen for an individual Hunt Group, the BG Admin can: Change settings, including

- Add or remove member lines
- Change the position of member lines
- The name of the Hunt Group
- Whether new members can log in or log out if by default

Hunt Group Name: Sales HG
Service Level: Hunt Group
Login/logout supported by default for new members: Yes No

Change Settings, (continued)

- The call distribution algorithms
- Change queue length
- Set ring length for each member
- Enable hunting direct dialed calls
- Set time length for unanswered call

Hunt Group Sales HG in Department: None

Hunt Group Pilots Hunt Group Members **Settings**

Preferences **Hunt Settings** Apply Cancel

This page shows the settings for the Multi Line Hunt Group. Hunting is applied to all calls to pilot numbers. Hunting is optionally applied to direct-dialed calls to busy Hunt Group members.

| Settings | Value |
|---|--------|
| Call Distribution Algorithm | Linear |
| Maximum queue length | |
| Is line hunting applied to direct-dialed calls? | |
| Is the Pilot's information delivered as the Caller ID? | |
| Ring each member for (secs) | 30 |
| If a member does not answer, do not call again for (secs) | 30 |

Call Pickup Groups

Call Pickup Groups

A Call Pickup group allows a member of this group to answer the calls from a different Directory Number.

Incoming calls to a Business Group Line that is a member of a Call Pickup Group can be answered by any other member of the Call Pickup group, who simply presses a key to connect to that call.

- View all the currently-configured Call Pickup Groups
- Add or remove lines from the Call Pickup Group
- Add or delete Call Pickup Groups

Call Pickup Groups in Department: SV00000000000000000635

A Call Pickup Group (CPUG) defines a group of Business Group Lines within which the subscribers can use Call Pickup to answer each other's incoming calls.

Move selected to: Select department Move

Delete Selected Add Group

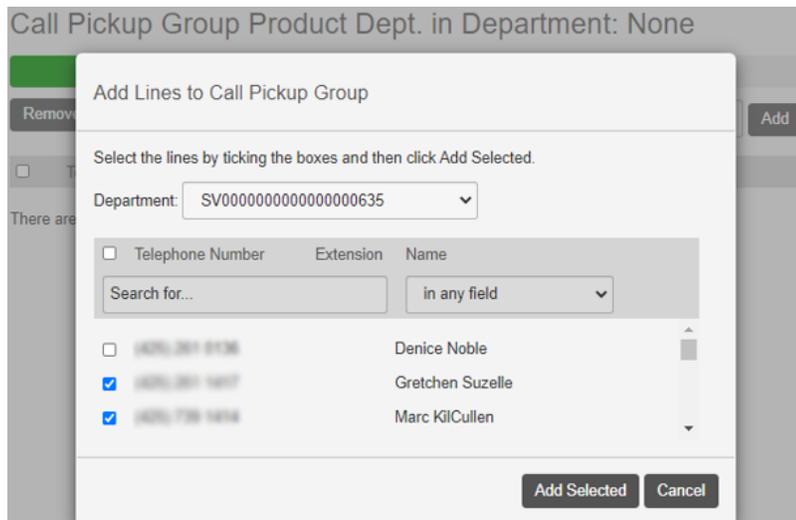
| Call Pickup Group Name | Number of Members |
|-------------------------------------|-------------------|
| Search for... | |
| <input type="checkbox"/> Sales Dept | 0 |

Create a Call Pickup Group:

- From the top right side of the screen, select the Business Group
- Select, Add Group
- In Pop-Up window name the new pickup group

To add users to the Pickup Group:

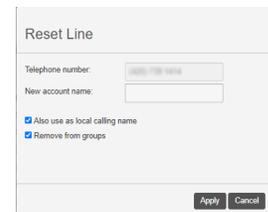
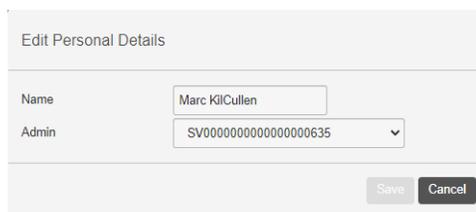
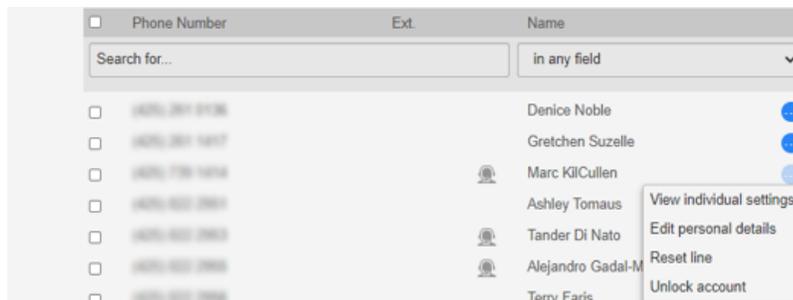
- Select the new Call Pickup Group
- Choose, Add Lines
- Select from the list of members
- Then select, Add Selected



Users

Users page shows a list all business group members. Select the Blue icon to make changes to:

- Phone number
- Extension Number
- Name of User
- Admin assignment
- Edit User profile
 - View individual settings
 - Edit personal details
 - Reset line
 - Unlock account



Easy Attendant is an automated receptionist service. When turned on, it answers your calls automatically, and offers your callers a list of options (a “menu”) that you define. You can allow your callers to listen to messages (such as your opening times), to leave a message, or to be transferred to a real person.

How to Configure Easy Auto Attendant w/ All Day Business Hours

Step 1 Select, Attendants from the left side panel

Step 2 Then select Easy Attendant

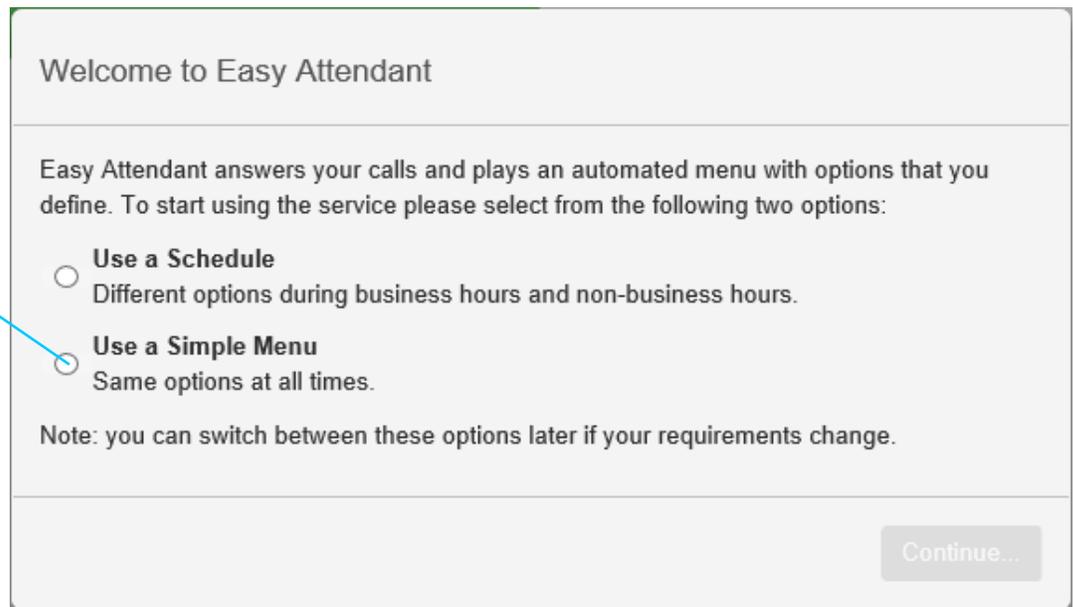
Choose whether to offer your callers different menus during business hours and outside of business hours. The first time you configure Easy Attendant, you will be asked to make this choice. If you have already been asked, and now wish to change your mind, see schedule/single menu modes before you follow the rest of these instructions.

There are two different ways to use and view the AA:

- One option –Schedule: Allows for configuring business and non- business hours.
- Second option – Simple Menu allows for configuring based off a 24 hour business day

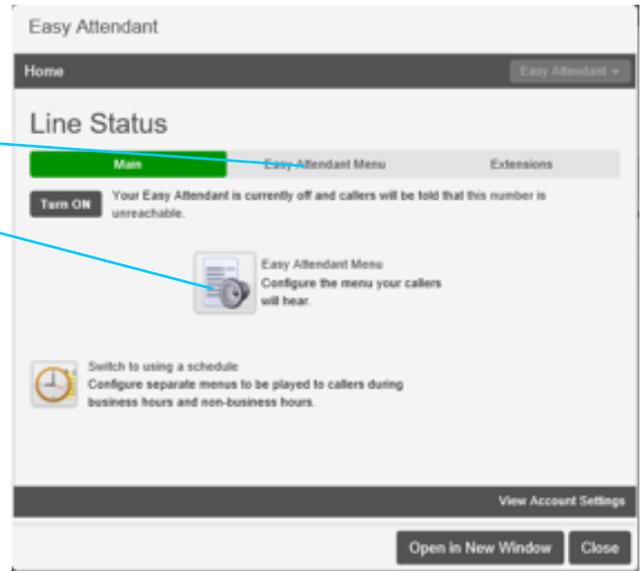
Step 3

Select Simple Schedule



Step 2

Select either the Easy Attendant Menu tab or select the Easy Attendant icon in the middle of the screen



Step 3

Use the drop down from each numbered keys 1 -9 and 0 to assign the appropriate function. Option 0 is typically reserved to return to an operator or receptionist. Your dropdown options are:

Assign functions to each key on the caller's phone

| | |
|---|-----------------------|
| 1 | Unassigned |
| 2 | Play Announcement |
| 3 | Transfer to Phone |
| 4 | Transfer to Voicemail |
| 5 | Dial by Extension |
| 6 | Dial by Name |
| 7 | Unassigned |
| 8 | Unassigned |
| 9 | Unassigned |
| 0 | Unassigned |

Play Announcement

If you assign a key to "Play announcement" you must also record the announcement you want to play, either by clicking on the record that appears to the right of the dropdown, or by dialing the appropriate service access number from your telephone.

Dial by Name

Give your callers suitable instructions as part of your greeting (which you will record in step 3 below). For example, if you assign key 4 to dial by name, then your initial greeting should include wording similar to: "if you know the name of the person you require, press 4, and then enter the name followed by the pound key."

Unassigned

If a caller presses this key, they will be told that the option is not recognized

Play announcement

If a caller presses this key, they will be played a message that you have recorded.

Transfer to phone

If a caller presses this key, they are transferred to a phone number of your choice. For example, you might want to allow callers to "press 4 to speak to a sales representative". You must also enter the phone number you wish to transfer to in the box that will appear to the right of the dropdown. Enter the phone number exactly as you would dial it from a phone

Dial by extension

If a caller presses this key, they can choose who they want to speak to within your organization by dialing an extension number. If you assign a key to dial by extension, you must also do the following

Dial by name

If a caller presses this key, they can choose who they want to speak to within your organization by dialing their name. If you assign a key to dial by name, you must also do both of the following

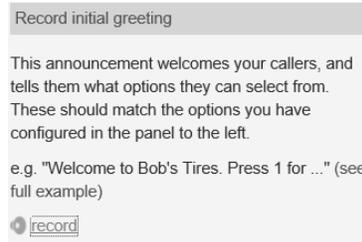
Transfer to voicemail

If a caller presses this key, they will be transferred directly to a voice mailbox of your choice and invited to leave a message.

Step 4

Look for “Record initial greeting”, off to the right of the page. “

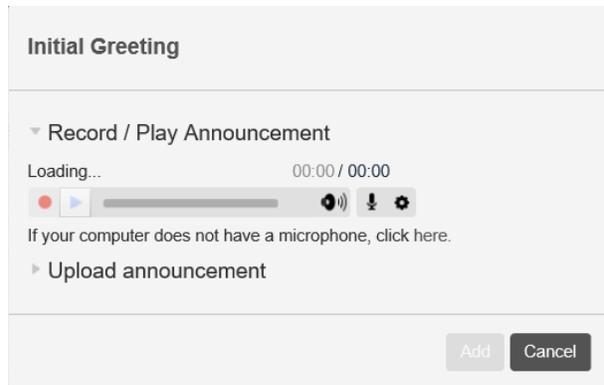
- Select the link “listen/change” to create the AA greeting you wish your callers to hear.



Step 5

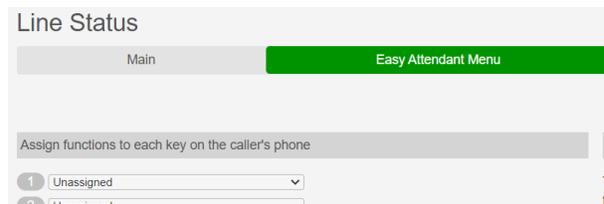
Select the “Rec” button to begin recording.

- Use the “**Play**” button to listen to the recorded greeting.
- Remember to Save your work
- The “**Mic**” icon controls the volume of the greeting while recording.
- The “**speaker**” icon controls the volume of the greeting the callers hear.



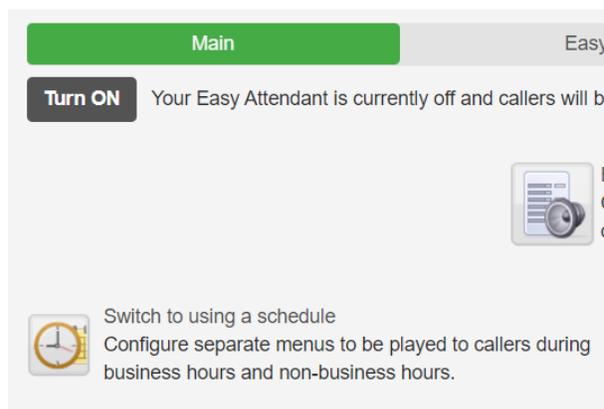
Step 6

Go back to the landing page by selecting the tab, “Main” at the top of the page. *See example to the right*



Step 7

From the Main page Select, “Turn On” from up to the upper right part of the page. *See example to the right. Your Auto attendant is now live. All incoming callers can select for the phone tree options mentioned in your greeting.*

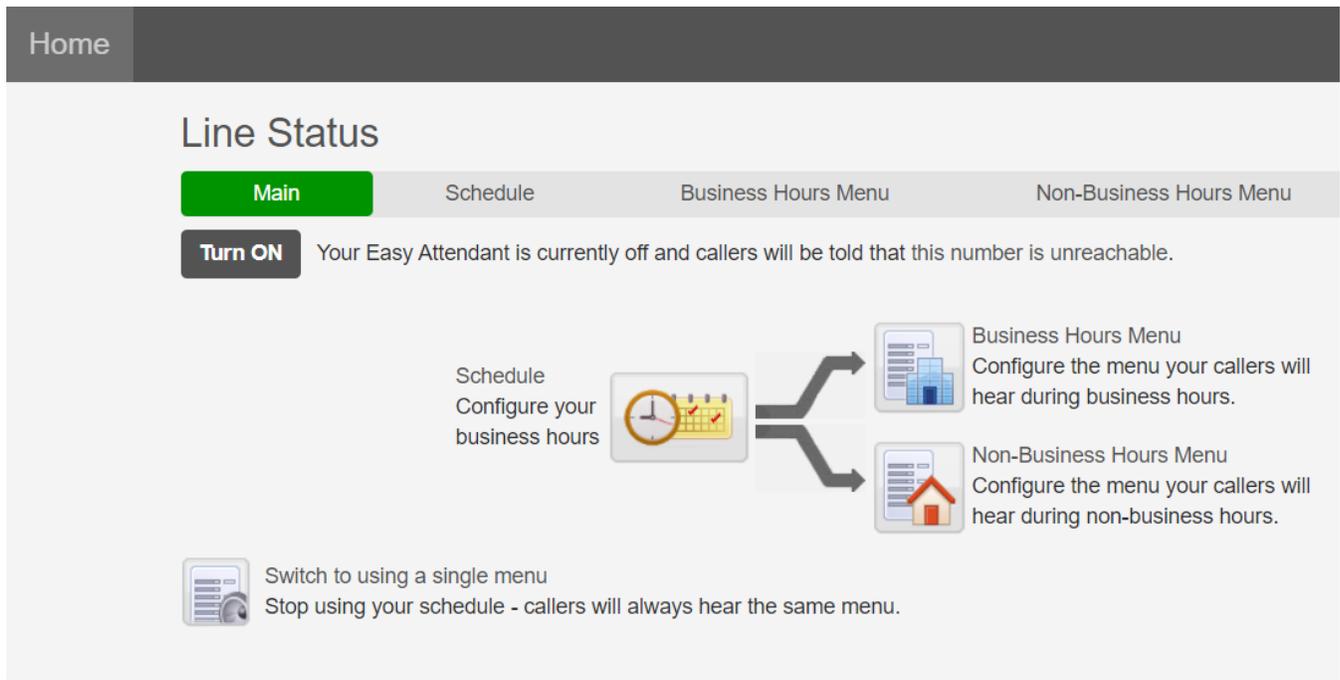


How to Set Up an Auto Attendant Using Business and Non-Business Hours

Create and Assign a Schedule

A schedule needs to be assigned to the Auto Attendant for it to not only play the correct greeting, but to forward the calls during the appropriate time of the day or week.

From the main screen you can begin the set up process of your Auto Attendant by selecting from the tabs at the top of the screen or, use the icons in center of the screen.

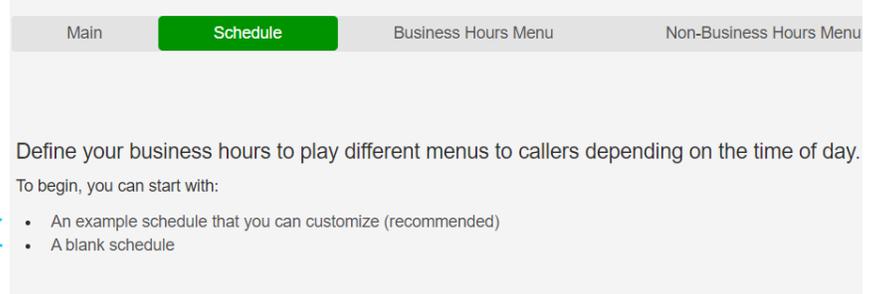


Step 1

Select Schedule or the icon, Schedule Configure your business hours. Then select either:

- An example schedule
- A blank schedule

Line Status



How to Set Up an Auto Attendant Using Business and Non-Business Hours

Step 2

Choosing Example to modify a premade schedule:

With your cursor, select a date and time to modify the schedule example.

Choosing Schedule to create your own schedule:

Using your mouse select the beginning day and starting hours, and drag the mouse to the last day of the week and closing hours

Example: Select Monday at 8am then drag your mouse to 5pm, then drag your cursor across the screen till you come to Friday. Then let go of the cursor.

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

** Note:

- Business hours are in blue
- Non-business hours are blank

January 2021 February 2021 March 2021

| Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Sun |
|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| | | 1 | 2 | 3 | | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 4 | 5 | 6 | 7 | 8 | 9 | 10 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 11 | 12 | 13 | 14 | 15 | 16 | 17 | 15 | 16 | 17 | 18 | 19 | 20 | 21 | 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 18 | 19 | 20 | 21 | 22 | 23 | 24 | 22 | 23 | 24 | 25 | 26 | 27 | 28 | 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 25 | 26 | 27 | 28 | 29 | 30 | 31 | | | | | | | | 29 | 30 | 31 | | | | |

Go To Today Clear All Add Public Holidays OK Cancel

Select the Calendar Icon to set public holidays



How to Set Up an Auto Attendant Using Business and Non-Business Hours

Configure the Auto Attendant

Step 3

To set your Business Hours Menu and Non-Business Hours Menu. Use the same instruction steps for [Easy Auto Attendant w/ All Day Business Hours](#)

** Note:

- Remember that a Greeting needs to be created for the Business Hours Menu and Non-Business Hours Menu, before the Auto Attendant can be Turned On.
- The Greetings being recorded should reflect the numbered options you are giving the incoming callers to select from.

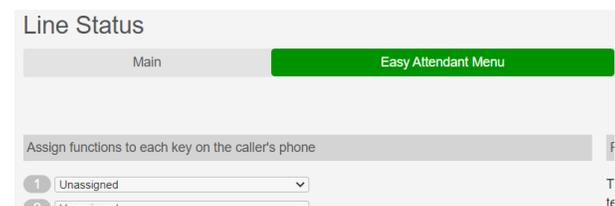
If the Dial by Name option is being offered to incoming callers.

- Select the Extensions tab at the top
- Select the record icon to record the first and last name of each user from the directory.

| Name | Telephone Number | Department | Included? | Spoken Name |
|---------------------|------------------|------------|-----------|-------------|
| Denice Noble | (405) 261-0136 | None | ✓ | record |
| Gretchen Suzelle | (405) 261-1417 | None | ✓ | record |
| Ashley Tomaus | (405) 422-2841 | None | ✓ | record |
| Tander Di Nato | (405) 422-2843 | None | ✓ | record |
| Alejandro Gadala... | (405) 422-2845 | None | ✓ | record |
| Terry Faris | (405) 422-2846 | None | ✓ | record |

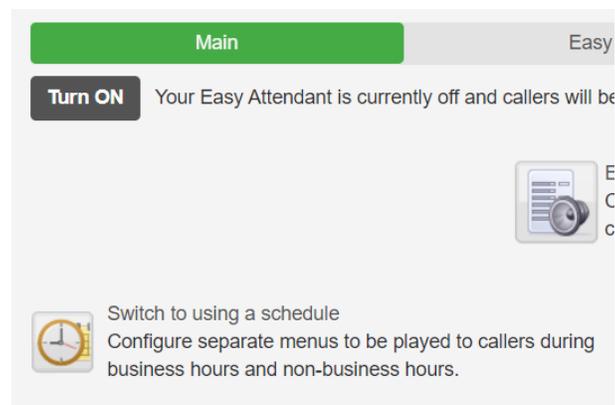
Step 4

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Step 5

From the Main page Select, “Turn On” from up to the upper right part of the page. See example to the right Your Auto attendant is now live. All incoming callers can select for the phone tree options mentioned in your greeting.



How to Set Up an Auto Attendant Using Business and Non-Business Hours

Short Codes

Short codes allow your users to quickly dial common numbers.

Set New Short Code:

- Select Add
- Phone number associated to each phone
- MAC address for each phone
- Description / Name of each phone
- Move phones into a department

To add users to the Pickup Group:

- Select the new Call Pickup Group
- Choose, Add Lines
- Select from the list of members
- Then select, Add Selected

Account Codes

Account Codes service allows you to log account codes of your choice against calls that you make by dialing the appropriate code when placing an outbound call.

Configure which types of outbound calls (e.g. local, national or international) will require you to enter an account code, and you can also choose whether you require your account codes to be validated or not.

Dial a code from this list whenever you place an outbound call. If you dial an account code that does not match one of this list more than a configured number of times, then your account will be blocked, and will need to be unblocked before you can place any more calls that require account codes

How to Set Up an Auto Attendant Using Business and Non-Business Hours

Call Reports

Call Reports allows you to download a report of all calls made to or from lines in your Business Group or a particular department.

Once you have downloaded the report, you can open it in a spreadsheet application such as Microsoft Excel. The report includes the following fields:

- Set the Start Date and End Date
- Set for the whole Business Group or set to a department

Call Reports
Download CSV report of all calls to and from lines in your administration domain.

Date Range:

Start date: / /

month day year

End date: / /

month day year

Department:

Note, the data will include the chosen department and all sub departments.

Download

Music On Hold

Music On Hold allows you to configure what music and announcements are played when a call is:

- Placed on Hold
- Queuing in a MLHG
- Parked

Music On Hold Mappings in department: SV00000000000000000635 (root)

security **mappings** **resources**

Saved mapping for 425822

| Directory number | Initial resource | Action | Follow-up resource | Start Point | Duration | Actions |
|------------------|--------------------|--------|--------------------|-------------|----------|---|
| Default | Global 12 - Test | Repeat | | Random | | <input type="button" value="Override"/> |
| 425-739- | Global 12 - Test | Repeat | | Start | | <input type="button" value="Edit"/> <input type="button" value="Delete"/> |
| 425-822- | Global 11 - test 2 | Repeat | | Start | | <input type="button" value="Edit"/> <input type="button" value="Delete"/> |
| 425-822- | Global 11 - test 2 | Repeat | | Start | | <input type="button" value="Edit"/> <input type="button" value="Delete"/> |
| 425-822- | Global 11 - test 2 | Repeat | | Start | | <input type="button" value="Edit"/> <input type="button" value="Delete"/> |
| 425-822- | None | | | | | <input type="button" value="Edit"/> <input type="button" value="Delete"/> |

5 of 5 mappings used
If you require extra mappings, please contact customer support to discuss whether an alternative service plan may meet your needs.