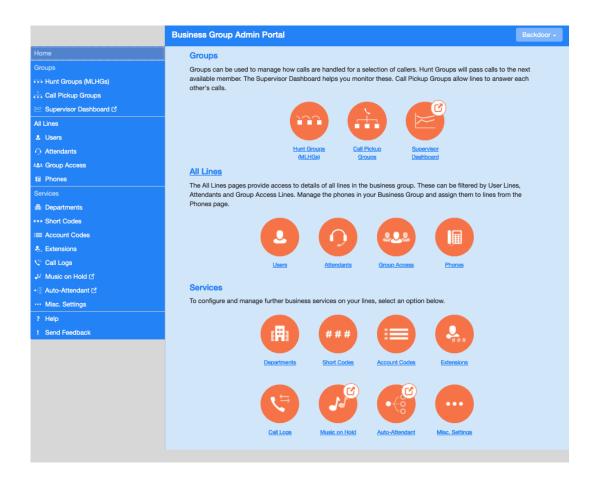
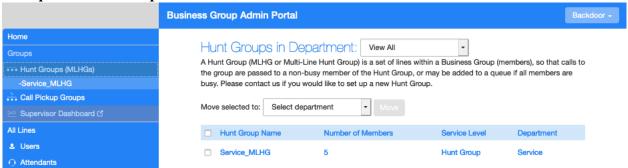
Business Group Administrator: SmartMail Voicemail

Homepage

The Home page is a dashboard to navigate to your Groups, Lines and Services. Please note that when changes are made it may take up to fifteen minutes to take effect across the whole system.



Group >> Hunt Groups



Group >> Hunt Group >> Hunt Group Pilot

You can view your Hunt Group Pilot number in this section. If the Hunt Group Pilot number is clicked a window will pop up for the Status and Services assigned to this line



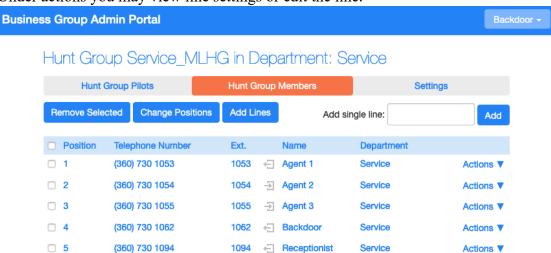




Group >> Hunt Group >> Hunt Group Members

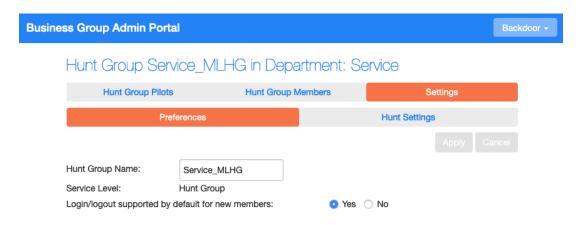
Hunt Group Members allows you to view the Telephone numbers that are members of the hunt group. You many remove, change positions or add lines.

Under actions you may view line settings or edit the line.



Group >> Hunt Group >> Settings >> Preferences

In this area it shows the hunt group name, service level and login/logout support.



Group >> Hunt Group >> Settings >> Hunt Settings

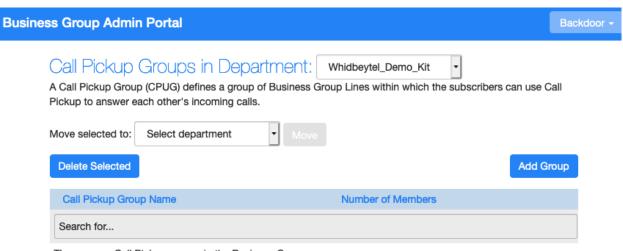
This page will show you the settings for the Hunt Group.

Hunt Group Service_MLHG in Department: Service

| Hunt Group Pilots | Hunt Group Members | | Settings | | |
|--|-----------------------|---------------|----------------------|------------|-------------|
| Preferences | | Hunt Settings | | | |
| | | | | | |
| This page shows the settings for the N is optionally applied to direct-dialed ca | | | ed to all calls to p | ilot numbe | rs. Hunting |
| Settings | | Value | | | |
| Call Distribution Algorithm | | Ring a | I | • | |
| Maximum queue length | | 16 | | | |
| Maximum time in seconds that calls ar | re queued for | 20 | | | |
| Is line hunting applied to direct-dialed | calls? | | |) | |
| Is the Pilot's information delivered as t | he Caller ID? | | | | |
| Ring each member for (secs) | | 5 | | | |
| If a member does not answer, do not o | call again for (secs) | 10 | | | |

Group >> Call Pickup Groups

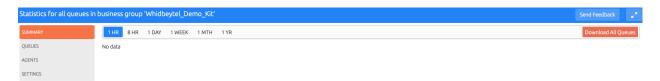
On this page you can view your call pickup groups (CPUG). A CPUG allows subscribers to answer each other's incoming calls. You may add a group or delete a group.



There are no Call Pickup groups in the Business Group.

Group >> Supervisor Dashboard

This is available for a line that has ACD supervisor enabled. This will allow a for Statistics to be viewed for all queues in the business group.

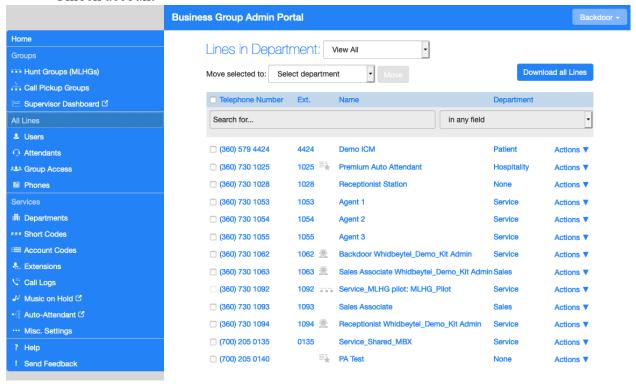


All Lines

This page will allow you to view all the lines in the business group. You may also view the User lines, attendant lines, and Group access.

The Actions dropdown on the right of each line allows the following:

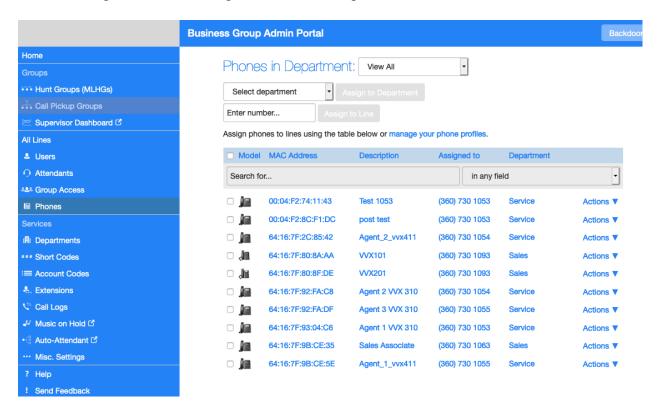
- View Individual settings
- Edit personal setting
- Add services
- Reset Line (Resetting an account will **permanently** lose all its settings including saved messages and contacts. Please take extra care when performing this operation.)
- Unlock account



All Lines >> Phones

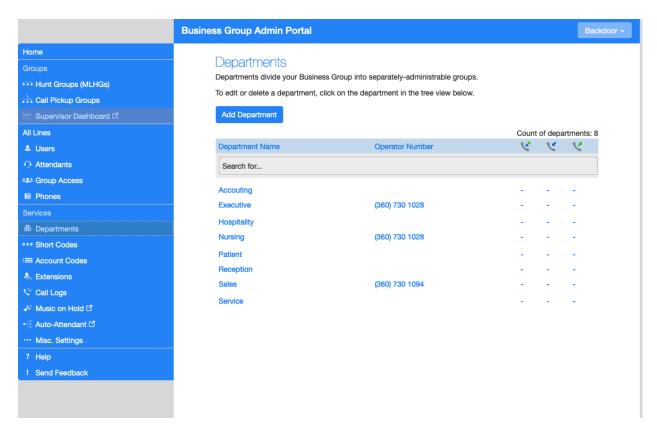
Here you will be able to view you phones and what lines they are assigned to. You may do the following actions.

- Change Phone Change description or change to another line.
- Configure Phone Configure buttons on the phone.



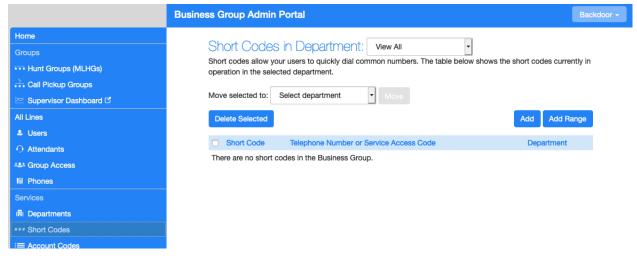
Services >> Departments

Departments allow you to divide your Business Group into separate groups that can be administrable. You may add, edit or delete a department.



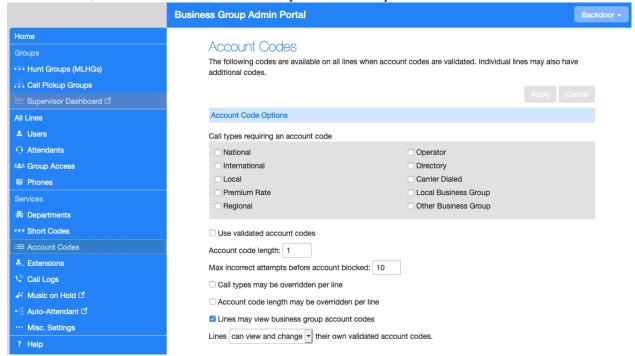
Services >> Short Codes

Short codes are used to quickly dial frequently dialed numbers. You may add or delete short codes.



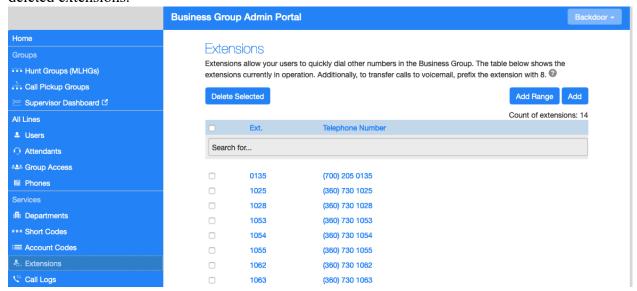
Service >> Account Codes

Account codes may be configured under this page. You many select the call types requiring an account code, the number of incorrect attempts and other options listed below.



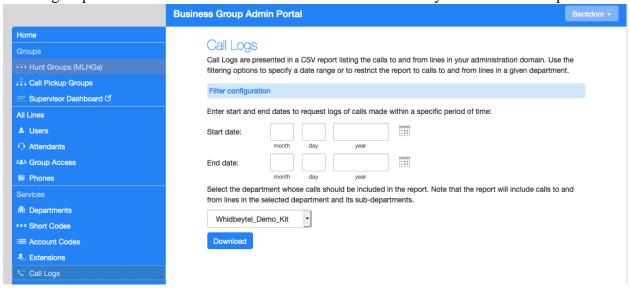
Service >> Extensions

Extensions allow you to quickly dial other numbers in your Business Group. You may add or deleted extensions.



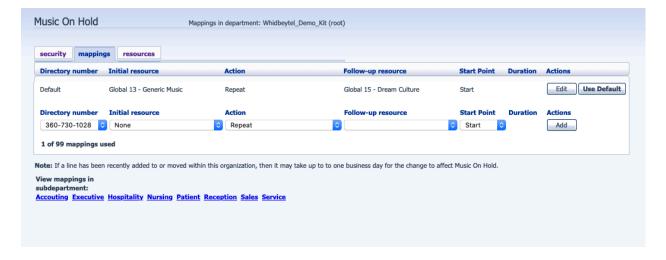
Service >> Call Logs

Call Logs report in a CSV format and list calls to and from lines in you Business Group.



Service >> Music On Hold (MOH)

MOH is used when you put a caller on hold. You may add up to 10 resources (files) or 10MB of disk space (whichever comes first). You may put bulletins, advertisements or music. Please only use music you are licensed for.



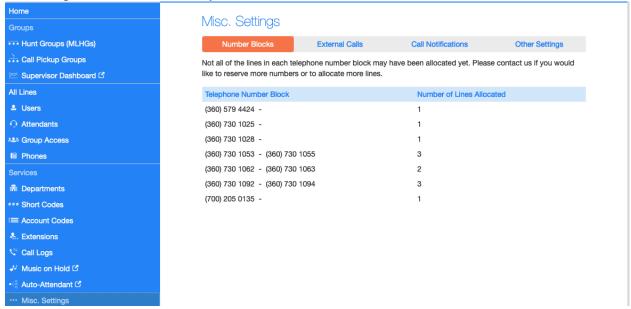
Service >> Auto-Attendant

This was used for the legacy Auto-attendant. It was replaced by the Easy/Premium Attendant. This is not used anymore.



Service >> Misc. Settings >> Number Blocks

You may view the number blocks that are assigned to your business group. If you need more numbers please contact Whidbey Telecom.



Service >> Misc. Settings >> External Calls

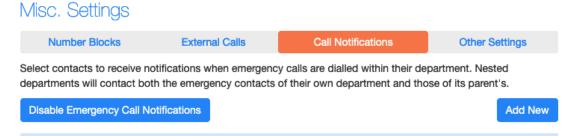
You may view call limits and carriers used.

Misc. Settings

| Number Blocks | External Calls | Call Notifications | Other Settings | | | |
|---|----------------|--------------------|----------------|--|--|--|
| The table below shows any limits on external calls, together with the default carriers that are used when making calls. Please contact us if you would like to change these settings. | | | | | | |
| Settings | | | | | | |
| External Calls | | l | Jnlimited | | | |
| Incoming Calls | | ı | Jnlimited | | | |
| Outgoing Calls | | l | Jnlimited | | | |
| Local carrier code | | • | 6030 | | | |
| Long distance carrier code | | 6 | 6030 | | | |
| International carrier code | | (| 6030 | | | |

Service >> Misc. Settings >> Call Notifications

Call Notification are used to notify the selected contacts when an emergency call is dial within their department. Email and Telephone numbers are used to notify the selected contact.



Actions ▼

Service >> Misc. Settings >> Other Settings

Department

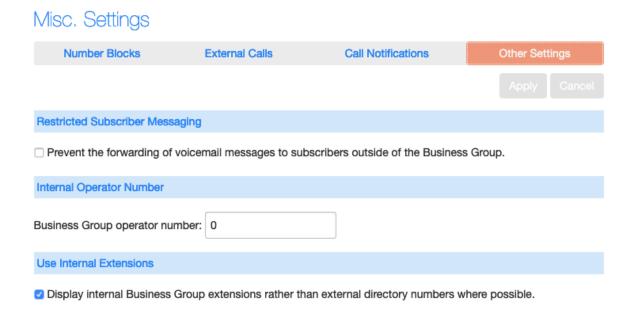
Whidbeytel_Demo_Kit

You may designate a business group operator number, display internal Business Group extensions and restrict subscriber messaging.

Emergency Contacts

Market Joshua Land

📞 Josh Desk, Joshua Cell



Help

When you are needing more information about a setting you may click the help button on the bottom left of the menu. You may also call 360 321 8324 for further assistance.

