

# BizPhone

Small Business Phone System



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## User Reference Guide

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# Welcome

## Welcome to your iiNet BizPhone service!

Inside this guide you will find information on how to use and configure the features and services on offer. If you have any issues using your BizPhone service, please give our friendly Business Support Team a call on 13 86 89 and we'll be happy to help.

This guide covers both BizPhone Handset User plans (including Standard, Cordless, Premium and SoftPhone plans) as well as BizPhone Line (ATA) plans.

As our product will continue to be upgraded with enhancements and new features, please check with your BizPhone Administrator to ensure you have the most up-to-date guide.

You can also find How To video guides for a range of core BizPhone features at <http://www.bizphone.net.au/howtovideos>.

# BizPhone Frontier Feature Configuration

iiNet BizPhone has many configurable features allowing you to customise your phone to suit you best.

## BizPhone user

The user will have access to set or modify the end user configuration, such as: Call Forward, Call Waiting, Voice mail settings, etc.

The username and password for each BizPhone user is emailed to your account contact along with the Service Completion Advice.

## Log in to the Portal

To log in to the BizPhone Frontier User Portal go to <https://frontier.iinet.net.au/s/login> via your web browser, where the following will be displayed:



The screenshot shows the login page for the BizPhone Frontier User Portal. At the top left is the iinet logo with the tagline 'connect better' and the word 'Frontier' next to it. Below the logo is a dark grey button labeled 'Login'. Underneath are two input fields: 'Username: \*' and 'Password: \*'. Below the password field is a smaller 'Login' button. A link that says 'Forgot your password? Click here to reset.' is located below the input fields. At the bottom of the page, there is a footer containing copyright information: 'Copyright © 2016 iinet Limited (ABN 48 068 628 937). All rights reserved', a link for 'Website terms of use', and the URL 'iinet.net.au/business'.

Enter your BizPhone username and password.

## BizPhone Frontier User Portal

Once you log in to the Frontier portal, the BizPhone User Page (below) will appear (for BizPhone Handset Users).

The screenshot shows the user interface for the BizPhone Frontier User Portal. At the top left is the iinet logo with the tagline 'connect better' and the word 'Frontier'. At the top right, the user's name 'Kevin Clark' is displayed with a dropdown arrow. Below the header is a navigation bar with a 'Home' button. The main content area is divided into several sections:

- vPBX Music on Hold**: A dropdown menu.
- vPBX Configure Pilot Number**: A dropdown menu.
- BizPhone User**: A section containing user details: 'UAT\_TEST2', 'U122302@bizphone.iinet.net.au', and 'Kevin Clark'. Below this is service information: 'Service U122302@bizphone.iinet.net.au (Connecting 0862801019 to vPBX 9001194)' and 'BizPhone User (null for Kevin Clark)'.
- Basic User Features**: A section with a left-hand navigation menu and a list of features with toggle switches and input fields.
  - Call Forward:**
    - No Answer:  [Input Field]
    - Busy:  [Input Field]
    - Immediate:  [Input Field]
    - Not Reachable:  [Input Field]
    - Call Waiting:
    - 3-Way Conference Call:
    - Call Transfer:
    - Calling Number Display - Incoming:
    - Calling Number Display - Outgoing:
  - Barring:**
    - Mobile:
    - International:
    - Long Distance:
    - Anonymous Call Rejection:
    - Automatic Callback:
    - Do Not Disturb:
    - Do Not Disturb Reminder:
    - Remote Office:  [Input Field]
- Update**: A button at the bottom right of the configuration area.

If the user has a BizPhone Line (ATA) plan, the below Basic User Features page will appear. It has fewer menu items (Features) compared to BizPhone Handset Users.

The screenshot shows the iinet Frontier web interface. At the top left is the iinet logo and 'Frontier' text. At the top right is a user profile 'Kevin Clark'. Below the navigation bar, there are two menu items: 'vPBX Music on Hold' and 'vPBX Configure Pilot Number'. The main content area is titled 'BizPhone User' and includes the following information: 'UAT\_TEST2', 'U122302@bizphone.iinet.net.au', and 'Kevin Clark'. Below this, it says 'Service U122302@bizphone.iinet.net.au (Connecting 0882801019 to vPBX 9001194)' and 'BizPhone User (null for Kevin Clark)'. The 'Basic User Features' section is divided into two parts: 'Call Forward' and 'Barring'. The 'Call Forward' section includes: 'No Answer' (toggle off), 'Busy' (toggle off), 'Immediate' (toggle off), 'Not Reachable' (toggle off), 'Call Waiting' (toggle on), '3-Way Conference Call' (toggle off), 'Call Transfer' (toggle off), 'Calling Number Display - Incoming' (toggle on), and 'Calling Number Display - Outgoing' (toggle on). The 'Barring' section includes: 'Mobile' (toggle off), 'International' (toggle on), and 'Long Distance' (toggle off). There are input fields for each of the four 'Call Forward' options. An 'Update' button is located at the bottom right of the configuration area.

For details on how to use and configure each of the BizPhone features, please refer to the relevant sections of this document.

## Basic User Features

By default, the Basic User Features page is displayed once you log in to the Frontier User portal. If you are on another page and would like to return to the Basic User Features page, you can simply click “Basic” on the menu located on the left.

The Basic User Features are available across all handsets. They are configurable from the Frontier User portal. Alternatively, some of these features are configurable via the handsets as well.

### Notes:

- Your extension is the last 5 digits of your full geographical phone number. If your extension starts with “000”, the system will automatically replace the first or the leading digit of the extension with “1”. For example, if your extension is 000xx, it will become 100xx. For internal use, users will need to ring you on 100xx.
- Your phone number is displayed next to the Service details of the Basic User Features page.
- Not all of the Basic User Features are available on the BizPhone Line (ATA) plan. The feature section will note if the particular feature is not available for the BizPhone Line (ATA) plan.

To configure each of the Basic User Features, refer to the relevant sections.



## Call Forward No Answer

Call Forward No Answer forwards incoming calls to a particular phone number if the user does not answer the call in a specific time period. The user can also forward calls to their Voice Mail if they wish.



**Note: If Call Waiting is on and a call is waiting, it will be redirected after that time period.**

### How do you use it?

By changing your setting in Frontier, your preference will then be applied to all future calls.

**Default setting:** Off

### How to set in Frontier:

- Change the status next to Call Forward “No Answer” to active by clicking on  or inactive by clicking on . If the status is set to active, you need to enter a valid 10-digit phone or mobile number to forward all calls to. Alternatively, you can also forward calls to the Voice Mail by entering \*55 in front of the 10-digit phone number or in front of the extension.  
**The system default number of rings before a call is forward to a voice mail is 3 rings (18-20 seconds).**
- Click “Update” at the bottom of the screen to save the changes.

### How to override on handset:

- To de-activate the Call Forward No Answer feature, lift the handset and dial \*93.  
Or you can also use the handset menu to de-activate this feature:  
DECT Handset: OK → Call Features → Call Forward → OK → Disabled → Save.  
Other Handsets: Menu → Call Control → Call Forward → No Answer → Disabled → Save.
- To activate, lift the handset and dial \*92 and enter the phone number to forward the calls to.  
Or you can also use the handset menu to activate this feature:  
DECT Handset: OK → Call Features → Call Forward → OK → Enabled (enter the number to forward calls to under Target) → Save.  
Other Handsets: Menu → Call Control → Call Forward → No Answer → Enabled (enter the number to forward calls to) → Save.

## Call Forward Busy

Call Forward Busy forwards incoming calls to a particular phone number if the user is on a call. The user can also forward the calls to their Voice Mail if they wish.



**Note: Call Waiting override Call Forward Busy.**

### How do you use it?

By changing your setting in Frontier, your preference will then be applied to all future calls.

**Default setting:** Off

#### How to set in Frontier:

- Change the status next to Call Forward "Busy" to active by clicking on  or inactive by clicking on . If the status is set to active, you need to enter a valid 10-digit phone or mobile number to forward all calls to. Alternatively, you can also forward calls to the Voice Mail by entering \*55 in front of the 10-digit phone number or in front of the extension.  
**The system default number of rings before a call is forwarded to a voice mail is 3 rings (18-20 seconds).**
- Click "Update" at the bottom of the screen to save the changes.

#### How to override on handset:

- To de-activate the Call Forward Busy feature, lift the handset and dial \*91. Or you can also use the handset menu to de-activate this feature:  
DECT Handset: OK → Call Features → Call Forward → OK → Disabled → Save.  
Other Handsets: Menu → Call Control → Call Forward → Busy → Disabled → Save.
- To activate, lift the handset and dial \*90 and enter the phone number to forward the calls to. Or you can also use the handset menu to activate this feature:  
DECT Handset: OK → Call Features → Call Forward → OK → Enabled (enter the number to forward calls to under Target) → Save.  
Other Handsets: Menu → Call Control → Call Forward → Busy → Enabled (enter the number to forward calls to) → Save.

### Call Forward Immediate (Always)



Call Forward Immediate forwards all incoming calls to a particular phone number. The user can also forward the calls to their Voice Mail if they wish.

#### How do you use it?

By changing your setting in Frontier, your preference will then be applied to all future calls.

**Default setting:** Off

#### How to set in Frontier:

- Change the status next to Call Forward "Immediate" to active by clicking on  or inactive by clicking on . If the status is set to active, you need to enter a valid 10-digit phone or mobile number to forward all calls to. Alternatively, you can also forward calls to the Voice Mail by entering \*55 in front of the 10-digit phone number or in front of the phone extension.  
**The system default number of rings before a call is forwarded to a voice mail is 3 rings (18-20 seconds).**
- Click "Update" at the bottom of the screen to save the changes.

#### How to override on handset:

- To de-activate the Call Forward Immediate feature, lift the handset and dial \*73. Or you can also use the handset menu to de-activate this feature:  
DECT Handset: OK → Call Features → Call Forward → OK → Disabled → Save.  
Other Handsets: Menu → Call Control → Call Forward → Always → Disabled → Save.

- To activate, lift the handset and dial \*72 and enter the phone number to forward all calls to. Or you can also use the handset menu to activate this feature:  
DECT Handset: OK → Call Features → Call Forward → OK → Enabled (enter the number to forward calls to under Target) → Save.  
Other Handsets: Menu → Call Control → Call Forward → Always → Enabled (enter the number to forward calls to) → Save.

## Call Forward Not Reachable



Call Forward Not Reachable forwards all calls to a different phone number when the user handset is not accessible. The user can also forward the calls to their Voice Mail if they wish.

### How do you use it?

By changing your setting in Frontier, your preference will then be applied to all future calls.

**Default setting:** Off

### How to set in Frontier:

- Change the status next to Call Forward “Not Reachable” to active by clicking on  or inactive by clicking on . If the status is set to active, you need to enter a valid 10-digit phone or mobile number to forward all calls to. Alternatively, you can also forward calls to the Voice Mail by entering \*55 in front of the 10-digit phone number or in front of the phone extension.  
**The system default number of rings before a call is forwarded to a voice mail is 3 rings (18-20 seconds).**
- Click “Update” at the bottom of the screen to save the changes.

### How to override on handset:

- To de-activate the Call Forward Not Reachable feature, lift the handset and dial \*95.
- To activate, lift the handset and dial \*94 and enter the phone number to forward the calls to.

## Call Waiting

Call Waiting is a service that allows the user to be alerted to an incoming call by a faint beep or click when you are already talking on the phone. This gives the user the ability to either take that call by putting the first call on hold or just continue with the conversation that they are currently having.

### How do you use it?

To use the Call Waiting, you must already be on a call.

DECT Handset: When a second call comes through, it will appear on the phone screen, press “Accept” to speak to the second caller without hanging up the first caller (the first caller will be put on hold). To resume the held call, press “Swap”.

T42G (T42S) Handset: When a second call comes through, press the down arrow button and the answer option will be shown on the LCD screen. You can then press “Answer” to speak to the second caller without hanging up the first caller (the first caller will be put on hold).



To resume the held call, press the up arrow button and press “Resume”.

T48G (T48S) Handset: When a second call comes through, you will see the incoming call on the LCD screen. Click on the incoming call and click “Answer” to speak to the second caller without hanging up the first caller (the first caller will be put on hold).

To resume the held call, click the hold call and click “Resume”.

**Default Setting:** On

**How to set in Frontier:**

- Change the status next to Call Waiting to active by clicking on  or inactive by clicking on .
- Click “Update” at the bottom of the screen to save the changes.

**How to override on handset:**

To disable the call waiting, lift the handset and dial #43.

Or you can also use the handset menu to de-activate or activate this feature:

DECT Handset: OK → Call Features → Call Waiting → “Disabled” (to de-activate) or “Enabled” (to activate) → Save.

Other Handsets: Menu → Features → Call Waiting → “Disabled” (to de-activate) or “Enabled” (to activate) → Save.

## 3-Way Conference Call

3-Way Conference Call enables a user to bring a third party into an existing conversation, and allows the three parties to listen and talk to each other.

**How do you use it?**

To use the 3-Way Conference Call, you must start on a connected call.

DECT Handset: When you are connected in a call, press “Options” and then select “Conference” key on the phone and then enter the number of the third party you wish to conference in. Once the call is answered, press the “Conf” key again to join the parties together.

Other Handsets: Press the “Conf” or “Conference” key on the phone, and then enter the number of the third party you wish to conference in. Once they answer the call you can speak to them privately, and then press the “Conf” or “Conference” key again to join all parties together.

Note: If either of the two parties hand up during the call, the call with the other party remains connected. If the user hangs up, the other two parties will be disconnected.

**Default Setting:** On (Not configurable)

## Call Transfer

Call Transfer allows a user to transfer a connected call to a third party (either internal or any phone number).

There are two types of transfer: Blind Transfer and Attended Transfer (not available on the DECT handsets).

An attended transfer allows the user to speak to the third party privately before transferring the call across.

A blind transfer simply redirects the call to the third party and the hangs up the user.

### **How do you use it?**

To use the Call Transfer, you must start on a connected call.

DECT Handset: To transfer a call, press “Options” and select “Transfer” key on the phone. Then enter the phone number that you wish to transfer the call to and press the “Transfer” key again. The call will then be transferred to a third party.

Other Handsets: To transfer a received call, press the “Trans” or “Transfer” button on the phone. The existing call will be placed on hold, and you will have two options:

1. If you want to make an “Attended” transfer, dial the third party number, speak to the third party, and press the “Transfer” button again.
2. If you want to make a “Blind” transfer, dial the third party number and press the “Transfer” button and the call should transfer immediately.



**Default Setting:** On (Not configurable)

## Calling Number Display – Incoming

Calling Number Display – Incoming allows the user to display or hide the other party’s phone number when they are calling the user.

**Default Setting:** On

**How to set in Frontier:**



- Change the status next to Calling Number Display – Incoming (Caller Number Display) to active by clicking on  or inactive by clicking on .
- Click “Update” at the bottom of the screen to save the changes.

## Calling Number Display – Outgoing

Calling Number Display allows the user to display or hide their phone number when making an outbound call.

**Default Setting:** On

**How to set in Frontier:**

- Change the status next to Calling Number Display – Outgoing (Caller Line Identifier) to active by clicking on  or inactive by clicking on .
- Click “Update” at the bottom of the screen to save the changes.

**How to override on handset:**

- To de-activate, lift the handset and dial \*31 and then the user phone number will be restricted to the other party.
- To activate the Calling Number Display - Outgoing, lift the handset and dial #31.

## Call Barring

Call Barring allows the admin to bar certain types of calls (Mobile, International, and Long Distance) from being made from the user’s phone.

**Default Setting:** Off

**How to set in Frontier:**

Please contact your BizPhone administrator to change the settings for Call Barring.

## Anonymous Call Rejection

Anonymous Call Rejection allows a user to reject incoming calls that do not have Caller ID Display enabled. By enabling the service, a caller who has their caller ID blocked will have their incoming call rejected. The caller will hear a message informing them that the user is not accepting anonymous call at this time. The user's phone will not ring and the user will not see any indication of the call.



**Note: Anonymous Call Rejection feature is not available on BizPhone Line (ATA) plan.**

### How do you use it?

By changing your setting in Frontier, your preference will then be applied to all future calls.

**Default setting:** Off

### How to set in Frontier:

- Change the status next to Anonymous Call Rejection to active by clicking on  or inactive by clicking on .
- Click "Update" at the bottom of the screen to save the changes.

### How to override on handset:

- To Activate the Anonymous Call Rejection feature, lift the handset and dial \*77.
- To de-activate, lift the handset and dial \*87.

Or you can also use the handset menu to activate or de-activate or activate this feature:

DECT Handset: OK → Call Features → Anon. Call Rejection → OK → "Disabled" (to de-activate) or "Enabled" (to activate) → OK.

Other Handsets: Menu → Call Control → Anonymous Call Rejection → "Off" (to de-activate) or "On" (to activate) → Save

## Automatic Call Back

Automatic Call Back allows the user who receive a busy tone to monitor the busy party and automatically establish a call when the busy party becomes available.



**Note: Automatic Call Back feature is not available on BizPhone Line (ATA) plan.**

### How do you use it?

By changing your setting in Frontier, your preference will then be applied to all future calls. This feature can only be activated when calling within the same group.

**Default setting:** Off

### How to set in Frontier:

- Change the status next to Automatic Call Back to active by clicking on  or inactive by clicking on .
- Click "Update" at the bottom of the screen to save the changes.

## Do Not Disturb

Do Not Disturb allows the users to set their phone as unavailable so that incoming calls are treated as if the user is busy.



**Note: Do Not Disturb feature is not available on BizPhone Line (ATA) plan.**

### How do you use it?

By changing your setting in Frontier, your preference will then be applied to all future calls.

**Default setting:** Off

### How to set in Frontier:

- Change the status next to Do Not Disturb to active by clicking on  or inactive by clicking on .
- Click "Update" at the bottom of the screen to save the changes.

### How to override on handset:

- To Activate the Do Not Disturb feature, lift the handset and dial \*78 or press the "DND" key on the phone (not available for DECT handsets).
- To de-activate, lift the handset and dial \*79.

## Do Not Disturb Reminder

Do Not Disturb Reminder plays ring reminder when the call is blocked.



**Note: Do Not Disturb Reminder feature is not available on BizPhone Line (ATA) plan.**

### How do you use it?

By changing your setting in Frontier, your preference will then be applied in future.

**Default setting:** Off

### How to set in Frontier:

- Change the status next to Do Not Disturb Reminder to active by clicking on  or inactive by clicking on .
- Click "Update" at the bottom of the screen to save the changes.

## Remote Office

Remote Office allows the user to access and use their BizPhone service from any phone number (home office, mobile phone) that you specified as your Remote Office.

**Note: Remote Office feature is not available on BizPhone Line (ATA) plan.**



### How do you use it?

By changing your setting in Frontier, your preference will then be applied to all future calls.

**Default setting:** Off

### How to set in Frontier:



- Change the status next to Remote Office to active by clicking on  or inactive by clicking on .
- Enter the phone number you want to access your BizPhone service from on the text box next to Remote Office option.
- Click “Update” at the bottom of the screen to save the changes.

**How to override on handset (Not available for DECT handsets):**

Menu → Call Control → Remote Office → “Off” (to de-activate) or “On” (to activate) → Save

## Standard Features

The standard features are available on all handsets (unless specified) – configurable via the Frontier Portal and some are configurable via the handsets.

**Note: Not all of the Standard Features are available on BizPhone Line (ATA) plan.**

## User Details

User Details allows the user to manage and modify their details, including changing their Frontier User Portal password and their Voice Portal passcode when required.

### How do you use it?

By changing your setting in Frontier, your preference will then be applied to all future calls.

**Default setting:** Un-configured

### How to configure in Frontier:

- To access the User Details, click on the “User Details” on the menu located on the left.

**Note:** Below screen capture (User Details) page is for BizPhone Handset User only. A BizPhone Line (ATA) user will have fewer options in the menu on the left, as there are fewer features supported. Please refer to each Feature section to see which features are not supported.

vPBX Music on Hold

Schedule And Events

vPBX Configure Pilot Number

**BizPhone User**  
UAT\_TEST2  
U122302@bizphone.iinet.net.au  
Kevin Clark

**Service** U122302@bizphone.iinet.net.au (Connecting 0862801019 to vPBX 9001194)  
**BizPhone User** (Standard Handset for Kevin Clark)

Basic  
User Details  
Simultaneous Ring  
Sequential Ring  
Call Forwarding Selective  
Priority Alert  
Call Notify  
Busy Lamp Field  
Speed Dial 8  
Receptionist  
Voice Mail  
Replace Handset  
Basic Call Logs  
Client Downloads

**User Details**

**Details:**

First Name: \*

Last Name: \*

Email Address: \*

Mobile: \*

**Change Password:** ⓘ

New Password:

Please retype new password:

**Change Password:** ⓘ

Please enter Portal Passcode:

Please retype new passcode:

- Enter the user details.

User Details	Description
First Name*	Enter the first name of the user.
Last Name*	Enter the last name of the user.
Email Address*	Enter the email address of the user.
Mobile*	Enter the mobile address of the user.
Change Password	
New Password	Enter a new password for your Frontier user portal (if applicable)
Please retype new password	Retype your password you have just entered.
Change Passcode	
Please enter Portal Passcode	Enter a new passcode for your voice portal.
Please retype new passcode	Retype your passcode you have just entered for your voice portal.

**Notes:**

- \* in above table indicates mandatory field and cannot be empty.
- The specification for the User Password and Voice Portal Passcode are different. For User Password, please refer to: [User Password specification](#). For Voice Portal Passcode, please refer to: [Voice Portal Passcode specification](#).
- Once you have finished entering the user details, click “Update” to save the details you have just entered or modified for the user.

## Handset and ATA Details

This page displays the User’s handset or ATA device details: Device Name and MAC Address.

To access this page, click on the “Handset” menu located on the left if you have a BizPhone Handset User plan, or click on “ATA Details” if you have a Line (ATA) plan.

Below is the BizPhone Handset User’s Handset Details page.



Below is the BizPhone Line (ATA)’s Details Page.



Note: The Handset/ATA Details go hand-in-hand with the Replace Handset/Replace ATA feature. If you replace your handset/ATA with a new or replacement handset/ATA, the new or replacement handset/ATA’s details (Device name and MAC Address) will be displayed in this page.

## Simultaneous Ring

Simultaneous Ring allows incoming calls to ring on multiple phone numbers or extensions in addition to the user’s phone.

Note: Simultaneous Ring feature is not available on BizPhone Line (ATA) plan.

### How do you use it?

By changing your setting in Frontier, your preference will then be applied to all future calls.

Default setting: Un-configured

### How to configure in Frontier:

- To access the Simultaneous Ring, click on the “Simultaneous Ring” on the menu located on the left.

The Simultaneous Ring is configured in 2 parts:

1. Activate and configure Simultaneous Ring options (top part of the screen).
2. Create criteria for the Simultaneous Ring (bottom part of the screen).

Note: You need to set up a create criteria before you can activate the Simultaneous Ring feature.

BizPhone User  
UAT\_TEST12  
U122302@bizphone.iinet.net.au  
Kevin Clark

Service U122302@bizphone.iinet.net.au (Connecting 0882801019 to vPBX 9001194)  
BizPhone User (Standard Handset for Kevin Clark)

Basic  
User Details  
Handset  
Simultaneous Ring  
Sequential Ring  
Call Forwarding Selective  
Priority Alert  
Call Notify  
Busy Lamp Field  
Speed Dial 8  
Receptionist  
Voice Mail  
Replace Handset  
Basic Call Logs  
Client Downloads

**Simultaneous Ring**

Set Active

Do not ring my Simultaneous Ring Numbers if I'm already on a call

**Simultaneous Ring Numbers:**

Phone Number	Answer Confirmation Required
<input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>

Update

**Create Criteria**

Description:

Use simultaneous ring personal

Holiday Schedule

Time Schedule

Calls From:  
 Any Phone Number  
 Following Phone Numbers

Save

- Enter a Create Criteria for your Simultaneous Ring.

Create Criteria for Simultaneous Ring	Description
---------------------------------------	-------------

Description*	Enter the description for the Simultaneous Ring criteria.
Use Simultaneous Ring Personal	Tick this option if you want to use the Simultaneous Ring Personal.
Holiday Schedule	(if applicable) Select the Holiday schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
Time Schedule	(if applicable) Select the Time schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
Calls From	You can specify if you want to the phone to ring simultaneously when you receive call from: <ul style="list-style-type: none"> <li>- <b>Any Phone Numbers</b>, where your phone will ring simultaneously with the specified phone number(s) when you receive calls from any numbers.</li> <li>- <b>Following Phone Numbers</b>, where your phone will ONLY ring simultaneously with the specified phone number(s) when you receive calls from the specified phone numbers in this section. If you select this option, you will need to specify each phone number in each text box located under this option. You can specify up to 12 phone numbers.</li> </ul>

**Note:** \* in above table indicates mandatory field and cannot be empty.

- Click “Save” at the bottom of the Create Criteria section to save the Simultaneous Ring criteria you have just created.

When the Criteria is successfully created, it will be displayed at the bottom of the screen under “Configured Criteria”. You can update the criteria by changing the details on the criteria and click on the “Update” button below the criteria section. Or you can delete the criteria by clicking on the “Delete” button below the criteria section.

The screenshot shows a configuration panel for a criteria named "testing". It includes a "Criteria Active" toggle switch (turned on), a "Description" text box containing "testing", a "Use simultaneous ring personal" toggle switch (turned on), a "Holiday Schedule" dropdown menu set to "None", and a "Time Schedule" dropdown menu set to "Business Hours". Under "Calls From", the "Any Phone Number" radio button is selected. At the bottom right, there are "Update" and "Delete" buttons, with the "Update" button highlighted by a red box.

**Note:** You can create more than one Create Criteria by repeating the Create Criteria steps above.

- After you create the criteria for the Simultaneous Ring, you can now activate and enter the Simultaneous Ring options.

<b>Simultaneous Ring Options</b>	<b>Description</b>
Set Active	Enable this option to activate the Simultaneous Ring.
Do Not Ring My Simultaneous Ring Numbers if I'm already in a call	Enable this option if you do not want the incoming calls to ring the additional numbers if you are already in a call
<b>Simultaneous Ring Numbers</b>	
Phone Number	Enter the phone number(s) that you want to ring at the same time as your phone number for any incoming calls.
Answer Confirmation Required	Enabled this option to prevent callers from being transferred to the specified phone's voicemail.

- Click "Update" to save the changes.

## Sequential Ring

Sequential Ring allows the user to receive a call on multiple phones or devices in sequential order.

**Note:** Sequential Ring feature is not available on BizPhone Line (ATA) plan.

### How do you use it?

By changing your setting in Frontier, your preference will then be applied to all future calls.

**Default setting:** Un-configured

### How to configure in Frontier:

- To access the Sequential Ring, click on the “Sequential Ring” menu on the left.

The Sequential Ring is configured in 2 parts:

1. Activate and configure Sequential Ring options (top part of the screen).
2. Create criteria for the Sequential Ring (bottom part of the screen).

**Note:** You need to set up a create criteria before you can activate the Sequential Ring feature.



**BizPhone User**  
 UAT\_TEST2  
 U122302@bizphone.iinet.net.au  
 Kevin Clark

**Service** U122302@bizphone.iinet.net.au (Connecting 0862801019 to vPBX 9001194)  
**BizPhone User** (Standard Handset for Kevin Clark)

**Sequential Ring**

**Settings**

Use Base Location First

Number of Rings: \*

Continue the search process if the base location is busy

Enable caller to skip search process. Assumes forwarding or messaging is enabled

**Locations:**

ID	Phone Number	Number of Rings	Answer Confirmation Required
1	<input type="text"/>	<input type="text" value="2"/>	<input type="checkbox"/>
2	<input type="text"/>	<input type="text" value="2"/>	<input type="checkbox"/>
3	<input type="text"/>	<input type="text" value="2"/>	<input type="checkbox"/>
4	<input type="text"/>	<input type="text" value="2"/>	<input type="checkbox"/>
5	<input type="text"/>	<input type="text" value="2"/>	<input type="checkbox"/>

**Create Criteria**

Description: \*

Use sequential ring

Holiday Schedule

Time Schedule

Calls From:

Any Phone Number

Following Phone Numbers

- Enter a Create Criteria for your Sequential Ring.

Create Criteria for Sequential Ring	Description
Description*	Enter the description for the Sequential Ring criteria.
Use Sequential Ring	Tick this option if you want to use the Sequential Ring.
Holiday Schedule	(if applicable) Select the Holiday schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
Time Schedule	(if applicable) Select the Time schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
Calls From	You can specify if you want the phone to ring sequentially when you receive a call from: <ul style="list-style-type: none"> <li>- <b>Any Phone Numbers</b>, where the specified phone number will ring in sequence to your phone when you receive calls from any numbers.</li> </ul>

	<ul style="list-style-type: none"> <li>- <b>Following Phone Numbers</b>, where the specified phone will ONLY ring in sequence to your phone when you receive calls from the specified phone numbers in this section. If you select this option, you will need to specify each phone number in each text box located under this option. You can specify up to 12 phone numbers.</li> </ul>
--	---

**Note:** \* in above table indicates mandatory field and cannot be empty.

- Click “Save” at the bottom of the Create Criteria section to save the Sequential Ring criteria you have just created.

When the Criteria is successfully created, it will be displayed at the bottom of the screen under “Configured Criteria”. You can update the criteria by changing the details on the criteria and click on the “Update” button below the criteria section. Or you can delete the criteria by clicking on the “Delete” button below the criteria section.

**Note:** You can create more than one Create Criteria by repeating the Create Criteria steps above.

- After you create the criteria for the Sequential Ring, you can now activate and enter the Sequential Ring options.

Sequential Ring Options	Description
Use Base Location First	Enable this option if you want all incoming calls to go to the primary number first before it rings the other phone numbers.
Number of Rings*	Select the number of rings from the drop down list before the incoming calls rings the other phone numbers.
Continue the search process if the base location is busy	Enable this option if you want the service to continue to search if the primary number is busy.

Enable caller to skip the search process. Assumes forwarding or messaging is enabled	Enable this option to allow callers to terminate the search process and be put into voicemail or to the forwarding option.
<b>Locations</b>	
ID	This is a default ID set in the system.
Phone Number	Enter the Phone number for the additional phone.
Number of Rings	Select from the drop down list the number of rings before it reaches the specified phone number.
Answer Confirmation	Enabled this option to prevent callers from being transferred to the specified phone's voicemail.

**Note: \*** in above table indicates mandatory field and cannot be empty.

- Click "Update" to save the changes.

## Call Forwarding Selective

Call Forwarding Selective sends specific calls to another phone number.

**Note:** Call Forwarding Selective feature is not available on BizPhone Line (ATA) plan.

### How do you use it?

By changing your setting in Frontier, your preference will then be applied to all future calls.

**Default setting:** Un-configured

### How to configure in Frontier:

- To access the Call Forwarding Selective, click “Call Forwarding Selective” on the menu on the left.

The Call Forwarding Selective is configured in 2 parts:

- Activate and configure Call Forwarding Selective options (top part of the screen).
- Create criteria for the Call Forwarding Selective (bottom part of the screen).

### Notes:

- You need to enter a phone number to the “Default Forward To Number” field before you can set up a create criteria. Alternatively, you can also forward all calls to the Voice Mail by entering \*55 in front of the 10-digit phone number or in front of the phone extension. The system default number of rings before a call is forwarded to a voice mail is 3 rings (18-20 seconds).

The create criteria option will only appear once you have entered the “Default Forward To Number”.

The screenshot shows the configuration page for a BizPhone User. The user is identified as UAT\_TEST2 (Kevin Clark) with email U122302@bizphone.iinet.net.au. The service is U122302@bizphone.iinet.net.au (Connecting 0862801019 to vPBX 9001194). The page has a sidebar menu with options: Basic, User Details, Handset, Simultaneous Ring, Sequential Ring, Call Forwarding Selective (highlighted), Priority Alert, and Call Notify. The main content area is titled 'Call Forwarding Selective' and contains a note: 'Please Note. Call Forwarding Selective can only be active if there is at least one active criteria configured.' Below this are two toggle switches: 'Set Active: \*' (currently off) and 'Play Ring Reminder: \*' (currently off). There is a text input field for 'Default Forward To Number: \*' with a red asterisk and the text 'This field is required.' next to it. An 'Update' button is located at the bottom right of the configuration area.

- You need to set up a create criteria before you can activate the Call Forwarding Selective feature.

- Enter the “Default Forward to Number” and click “Update”. The Create Criteria Options will now appear.

The screenshot shows the configuration page for a BizPhone user. The user is identified as 'Kevin Clark' with email 'U122302@bizphone.iinet.net.au'. The service is 'U122302@bizphone.iinet.net.au (Connecting 0862801019 to vPBX 9001194)'. The 'Call Forwarding Selective' section is active, with a note that it requires at least one active criteria. The 'Set Active' and 'Play Ring Reminder' options are both turned off. The 'Default Forward To Number' is set to '0899999999'. Below this, the 'Create Criteria' section is visible, featuring a 'Description' field, 'Holiday Schedule' (set to 'None'), and 'Time Schedule' (set to 'Every Day All Day'). Under 'Forward To', the 'Default Number' option is selected. Under 'Calls From', the 'Any Phone Number' option is selected. 'Update' and 'Save' buttons are present at the bottom right.

- Enter a Create Criteria for the user’s Call Forwarding Selective.

Create Criteria for Call Forwarding Selective	Description
Description*	Enter the description for the Call Forwarding Selective criteria.
Holiday Schedule	(if applicable) Select the Holiday schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
Time Schedule	(if applicable) Select the Time schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
Forward To	Select where you want to forward the call to. <ul style="list-style-type: none"> <li>- <b>Default number:</b> tick this option if you want to forward call to the number you specified on the “Default Forward to Number”.</li> </ul>

	<ul style="list-style-type: none"> <li>- <b>Specified Number:</b> tick this option if you want to forward calls to a specified number and specify the phone number.</li> <li>- <b>Do Not Forward:</b> tick this option if you do not want to call forward.</li> </ul>
Forward From	<p>Select what phone number you want to call forward from.</p> <ul style="list-style-type: none"> <li>- <b>Any Phone Number:</b> tick this option if you want to forward calls from any phone number.</li> <li>- <b>Following Phone Number:</b> tick this option if you only want to forward calls from specific phone numbers. If you select this option, you will need to specify each phone number in each text box located under this option. You can specify up to 12 phone numbers.</li> </ul>

**Note:** \* in above table indicates mandatory field and cannot be empty.

- Click “Save” at the bottom of the Create Criteria section to save the Call Forwarding Selective criteria you have just created.

When the Criteria is successfully created, it will be displayed at the bottom of the screen under “Configured Criteria”. You can update the criteria by changing the details on the criteria and click on the “Update” button below the criteria section. Or you can delete the criteria by clicking on the “Delete” button below the criteria section.

**Note:** You can create more than one Create Criteria by repeating the Create Criteria steps above.

- After you create the criteria for the Call Forwarding Selective, you can now activate and enter the Call Forwarding Selective options.

Call Forwarding Selective Options	Description
Set Active*	Enable this option to activate the Call Forwarding Selective.

Play Ring Reminder*	Enable this option to play a short ring to remind the user that calls are being forwarded to another phone number.
Default Forward to Number*	Enter the default number to call forward to.

**Note:** \* in above table indicates mandatory field and cannot be empty.

- Click “Update” to update the Call Forwarding Selective options.

## Priority Alert

When Priority Alert is enabled, the user phone will ring with a distinctive ring allowing the user to know that the calls are from a specific person or group of people (specified in the create criteria).

**Note:** Priority Alert feature is not available on BizPhone Line (ATA) plan.

### How do you use it?

By changing your setting in Frontier, your preference will then be applied to all future calls.

**Default setting:** Un-configured

### How to configure in Frontier:

- To access the Priority Alert, click on “Priority Alert” menu on the left.

- Select and Enter the Priority Alert Create Criteria.

Priority Alert Create Criteria	Description
Description*	Enter the Description for the Priority Alert
Holiday Schedule	(if applicable) Select the Holiday schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
Time Schedule	(if applicable) Select the Time schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
Use Priority Alert	Enable this option to use Priority Alert
Calls from	Select “ <b>Any External Phone Number</b> ” if you wish to enable the Priority alert for any calls from external phone or select “ <b>Following Phone Numbers</b> ” if you wish to enable the Priority Alert for the listed phone numbers. If you select this option, you will need to specify each phone number in each text box located under this option. You can specify up to 12 phone numbers.

**Note:** \* in above table indicates mandatory field and cannot be empty.



- Click “Save” at the bottom of the Create Criteria section to save the Priority Alert criteria you have just created.

When the Criteria is successfully created, it will be displayed at the bottom of the screen under “Configured Criteria”. You can update the criteria by changing the details on the criteria and click on the “Update” button below the criteria section. Or you can delete the criteria by clicking on the “Delete” button below the criteria section.

The screenshot displays the 'Configured Criteria' section. At the top, there is a header 'Configured Criteria' followed by a sub-header 'Incoming from David'. Below this, the following settings are visible: 'Criteria Active' with a toggle switch turned on; 'Description: \*' with a text input field containing 'Incoming from David'; 'Holiday Schedule' with a dropdown menu set to 'None'; 'Time Schedule' with a dropdown menu set to 'Every Day All Day'; 'Use Priority Alert' with a toggle switch turned on; and 'Calls From:' with two radio button options: 'Any External Phone Number' (selected) and 'Following Phone Numbers'. At the bottom right, there are two buttons, 'Update' and 'Delete', which are highlighted with a red rectangular box.

Note: You can create more than one Create Criteria by repeating the Create Criteria steps above.

## Call Notify

Call Notify sends a notification message, containing the caller’s name and number, to the email address specified.

**Note:** Call Notify feature is not available on BizPhone Line (ATA) plan.

### How do you use it?

By changing your setting in Frontier, your preference will then be applied to all future calls.

**Default setting:** Un-configured

### How to configure in Frontier:

- To access Call Notify, click on “Call Notify” on the menu on the left.

The Call Notify is configured in 2 parts:

- Entering the email address for the Call Notification (top part of the screen).
- Create criteria for the Call Notify (bottom part of the screen).

**Note:** You need to set up a create criteria before you can activate Call Notify feature.

- Enter a Create Criteria for your Call Notify.

Call Notify Create Criteria	Description
Description*	Enter the description for the Call Notify.
Notify	Enable this option to activate the Call Notify.
Holiday Schedule	(if applicable) Select the Holiday schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
Time Schedule	(if applicable) Select the Time schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
Calls From	Select “Any External Phone Number” if you wish to enable the Call Notify for any calls from external phone or select

	<p><b>“Following Phone Numbers”</b> if you wish to enable the Call Notify for the listed phone numbers. Enter each of the phone numbers in each text box under this option. You can specify up to 12 phone numbers.</p>
--	---

**Note:** \* in above table indicates mandatory field and cannot be empty.

- Click “Save” at the bottom of the Create Criteria section to save the Call Notify criteria you have just created.

When the Criteria is successfully created, it will be displayed at the bottom of the screen under “Configured Criteria”. You can update the criteria by changing the details on the criteria and click on the “Update” button below the criteria section. Or you can delete the criteria by clicking on the “Delete” button below the criteria section.

**Note:** You can create more than one Create Criteria by repeating the Create Criteria steps above.

- Enter the email address you wish to send call notify to in the text box next to “Send Call Notify to” (**mandatory**).
- Click “Save” to save the email address entered.

**Example of notification email when Call Notify is activated:**



## Busy Lamp Field

Busy Lamp Field allows the user to watch the status of another user that are in the group of users assigned with Busy Lamp Field.

### Notes:

- The Busy Lamp Field feature is not available on the Cordless and Conference handset. It is only available on the T42G (T42S) and T48G (T48S) handsets.
- The user will only be able to monitor up to 50 users.
- The Busy Lamp Field feature is not available on BizPhone Line (ATA) plan.

### How do you use it?

By changing your setting in Frontier, your preference will then be applied to all future calls.

You will be able to monitor the status of the users if they are added to the Assigned users list.

To see the status of a user, look at the icon next to their name.

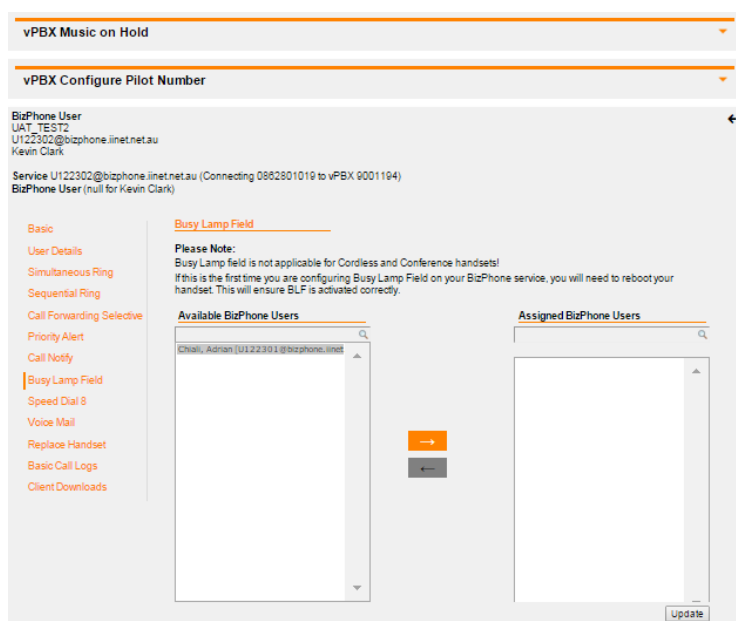
- A head/green light means their line is free.
- A stop/red light means their line is in use.


To dial the user, just press the button next to their name.


### Default setting: Un-configured

### How to configure in Frontier:

- To access the Busy Lamp Field, click on “Busy Lamp Field” menu on the left.



- The user can add the available users to the assigned users group by highlighting the user that they want to monitor from the “Available users” and click the  button. The selected user should now appear in the “Assigned users” list. Repeat the same steps if you wish to add more users to the list.

To remove the user from the “Assigned users” list, highlight the user and click the  button. Repeat the same steps if you wish to remove more users from the list.

- Click “Update” to save the changes.

**Note:** If this is the first time you configure Busy Lamp Field on your BizPhone service, you will need to reboot your handset to get the Busy Lamp Field to work on your handset.

## Speed Dial 8

Speed Dial 8 allows the user to define up to 8 frequently dialed numbers and have them dialed using a single key on the handset.

### How do you use it?

Once the Speed Dial 8 is configured in the Frontier portal (or handset), pick up the phone and press the single number of the speed dial (2-9) and then press “Send”.

**Default setting:** Un-configured

### How to configure in Frontier:

- To access the Speed Dial 8, click on “Speed Dial 8” menu on the left.

**Note:** Below screen capture (Speed Dial 8) is for BizPhone Handset User only. A BizPhone Line (ATA) user will have fewer options in the menu on the left, as there are fewer features supported. Please refer to each Feature section to see which features are not supported.

- Enter the phone number next to the “Phone Number” of each Speed Dial code. You can also enter the description, for example the user’s name next to the “Description”. The number indicates the number that you should enter for the Speed Dial. For example: If you enter a phone number under “#2” and you wish to call the number via Speed Dial, then you need to enter “2” on your handset.

**Note:** International numbers can only be added to the Speed Dial fields when the user is

already allowed to make international calls.

- Click “Update” to save the changes.

#### How to set on Handsets:

- Lift the handset and dial \*74.
- When you hear the dial tone, enter the one-digit code (2-9) that you want to represent the number you want to program, followed by the complete phone number and press the “#” key.

## Voice Mail

The BizPhone Voice Mailbox is pre-configured and ready to use as soon as you receive your BizPhone handset.

### Configuring Voice Mail settings via Frontier

By configuring the user’s Voice Mail settings via the Frontier portal, the preference will apply to all future voice mail received by the user.

- To access the Voice Mail, click on “Voice Mail” on the menu on the left.

**Note: The BizPhone Line (ATA) user needs to enable the Activate Voice Mail Feature before they can start using the Voice Mail feature.**

Below is the Voice Mail page for a BizPhone Handset User.

The screenshot shows the 'Voice Mail' settings page for a BizPhone user. The user's name is Kevin 01 - Clark, and the service is U122302@bizphone.iinet.net.au. The page is divided into a left sidebar with navigation options and a main content area for settings. The 'Voice Mail' section is active, showing several toggle switches and a file upload area. The 'Enable voice mail to be used with voice portal' toggle is turned on. The 'Enable voice mail to be forwarded as email' toggle is turned off. The 'Enable voice mail to be sent as carbon copy' toggle is turned on. There is a text input field for the 'Carbon Copy Email Address'. The 'Enable voice mail greeting' toggle is turned on. Below this, there are radio buttons for 'Use existing media file' (selected) and 'Upload new media file'. A dropdown menu shows 'Voice Portal 2016-07-12 1'. At the bottom, there is a 'Choose File' button, a 'No file chosen' message, and an 'Update' button.

Below is the Voice Mail page for a BizPhone Line (ATA) user.



- Select and Enter the Voice mail settings.

Voice Mail Settings	Description
Activate Voice Mail Feature	Enable this option if you wish to activate your Voice Mail. <b>Note: This option is only available on BizPhone Line (ATA) user. The user needs to activate their Voice Mail before they can start using it.</b>
Enable voice mail to be used with the voice portal	Enable this option if you wish to access your voice mail via the voice portal.
Enable voice mail to be forwarded as email	Enable this option to forward the user's voice mail to an email as an attachment (.wav file). <b>Note: Enabling Voicemail email notifications will mean that you lose access to the voicemails from the voice portal. You will only receive all your voicemails as an attachment via email.</b>
Delivery Email Address*	Enter the email address that you wish to receive your voice mail on.
Enable voice mail to be sent as carbon copy	Enable this option if you wish to send a carbon copy of the user's voicemail to a second email address.
Carbon Copy Email Address	Enter the email address for the voice mail to be cc'd to.
Enable voice mail greeting	Enable this option to select media file for the voice mail greeting
Use existing media file	Select this option if you wish to use an existing media file for the voice mail greeting, and select one of the media files from the drop down list.
Upload new media file^	Select this option if you wish to upload a new media file for the voice greeting.

#### Notes:

- \* in above table indicates mandatory field and cannot be empty.
- ^ audio file needs to be in .WAV or .WMA format with specific requirements. Please refer to [Audio File Specifications](#) for the list of requirements..
- Click “Update” to save the changes.

### Accessing your Voice Mail

You can access your Voice Mail via your BizPhone handset or any external number (including Mobile).

To access your Voice Mail via your BizPhone handset please refer to each of the handset guide (depending on your handset model).

To access your Voice Mail via an external number:

- Dial one of the following Voice Portal Number.

City	Voice Portal Number
Adelaide	08 8220 9999
Brisbane	07 3144 9999
Canberra	02 6210 9999
Melbourne	03 9909 9999
Perth	08 6266 9999
Sydney	02 8022 9999

- Follow the voice prompt and enter your Mailbox ID followed by a “#”.

**Note: Your Mailbox ID is your BizPhone Number.**

- Follow the voice prompt and enter your Voice portal passcode followed by a “#”.

**Note: Your voice portal passcode is emailed to you with your BizPhone Service Completion Advice.**

- Press “1” to enter your Voice Mail box and then press “1” again to listen to your message(s) (follow the voice prompt).

### Voice Mail Greetings

You can also record your Voice Mail greetings via the Voice portal by following the same steps above (up to entering your Voice portal passcode) and followed by the steps below (depending on each Greetings you want to record).

#### Busy Greetings

Busy Greetings is the greetings that the callers will hear if you have Do Not Disturb feature activated or if you are on a call and do not have Call Waiting activated.

To record your Busy Greetings: Access your Voice Mail (using the steps above – up to entering your Voice Portal passcode) and Press “1” to enter your Voice Mail box, followed by “2” to access your



Busy Greetings, and then press “1” to record your Busy Greetings. Follow the voice prompt and record your Busy Greetings.

### **No Answer Greetings**

No Answer Greetings is the greetings that the callers will hear if you do not answer their calls.

To record your No Answer Greetings: Access your Voice Mail (using the steps above – up to entering your Voice Portal passcode) and Press “1” to enter your Voice Mailbox, followed by “3” to access your No Answer Greetings, and then press “1” to record your Busy Greetings. Follow the voice prompt and record your No Answer Greetings.

### **Extended Away Greetings**

Extended Away Greetings is the greeting that the callers will hear if you plan to be away from your desk for an extended amount of time. You are required to activate and deactivate this greeting manually.

To record your Extended Away Greetings: Access your Voice Mail (using the steps above – up to entering your Voice Portal passcode) and Press “1” to enter your Voice Mailbox, followed by “4” to access your Extended Away Greetings, and then press “3” to record your Extended Away Greetings. Follow the voice prompt and record your Extended Away Greetings.

After you record your Extended Away Greetings, you are required to activate the greeting by pressing “1”.

Once you have this greeting activated, you will be reminded each time you log in to listen to messages that this greeting is activated. To de-activate your Extended Away Greetings, follow step 1-2 above and press “2”.

**Note: When the Extended Away Greetings is activated, the callers are not able to leave a voice message. Once it is de-activated, voicemail collection is turned back on.**

## Replace Handset/ATA

Replace Handset/ATA allows the user to select a different MAC Address for the handset/ATA that has been assigned to them to replace the existing handset/ATA (faulty, etc).

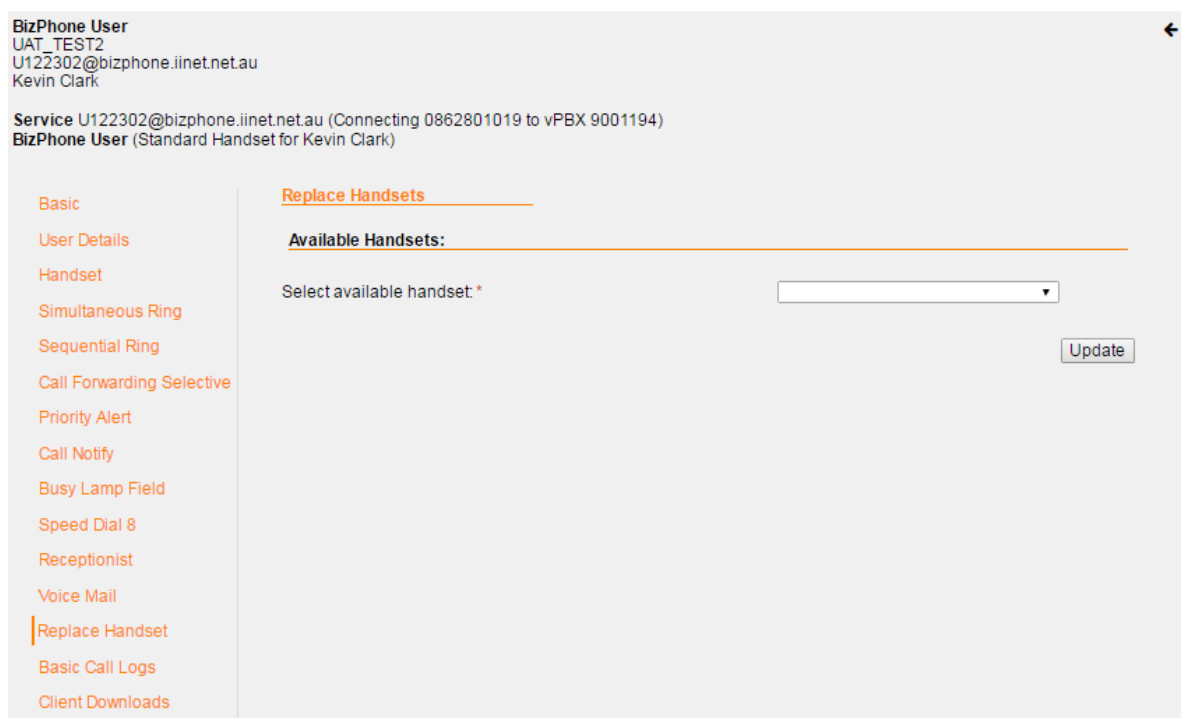
### How do you use it?

By changing your setting in Frontier, your preference will then be applied to the user.

### How to configure in Frontier:

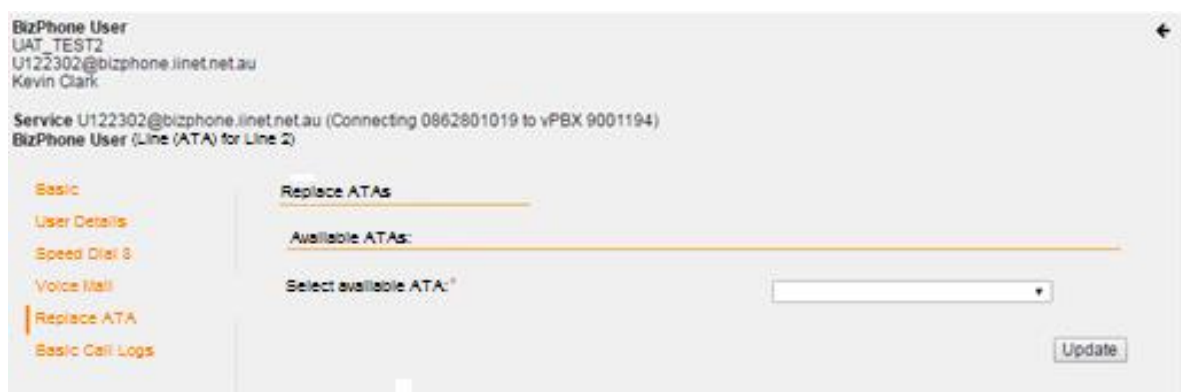
- To access Replace Handsets, click on “Replace Handsets” menu on the left or to Replace ATA, click on “Replace ATA” menu on the left.

Below is the Replace Handsets page for a BizPhone Handset User.



The screenshot shows the 'Replace Handsets' configuration page for a BizPhone Handset User. The user information at the top includes 'BizPhone User', 'UAT\_TEST2', 'U122302@bizphone.iinet.net.au', and 'Kevin Clark'. The service information is 'Service U122302@bizphone.iinet.net.au (Connecting 0862801019 to vPBX 9001194)' and 'BizPhone User (Standard Handset for Kevin Clark)'. The left sidebar contains a list of menu items: Basic, User Details, Handset, Simultaneous Ring, Sequential Ring, Call Forwarding Selective, Priority Alert, Call Notify, Busy Lamp Field, Speed Dial 8, Receptionist, Voice Mail, Replace Handset (highlighted), Basic Call Logs, and Client Downloads. The main content area is titled 'Replace Handsets' and features a section for 'Available Handsets:'. Below this, there is a label 'Select available handset: \*' followed by a dropdown menu. An 'Update' button is located at the bottom right of the configuration area.

Below is the Replace ATA page for a BizPhone Line (ATA) user.



The screenshot shows the 'Replace ATAs' configuration page for a BizPhone Line (ATA) user. The user information at the top includes 'BizPhone User', 'UAT\_TEST2', 'U122302@bizphone.iinet.net.au', and 'Kevin Clark'. The service information is 'Service U122302@bizphone.iinet.net.au (Connecting 0862801019 to vPBX 9001194)' and 'BizPhone User (Line (ATA) for Line 2)'. The left sidebar contains a list of menu items: Basic, User Details, Speed Dial 8, Voice Mail, Replace ATA (highlighted), and Basic Call Logs. The main content area is titled 'Replace ATAs' and features a section for 'Available ATAs:'. Below this, there is a label 'Select available ATA: \*' followed by a dropdown menu. An 'Update' button is located at the bottom right of the configuration area.

- Select the MAC Address of the new handset/ATA from the drop down list next to “Select available handset/ATA”.

- Click “Update” to assign the MAC Address to the user.

**Notes:**

- Once you replace your existing handset/ATA with a new or replacement handset/ATA, the details on the Handset/ATA Details section should be updated with the new or replacement handset/ATA details.
- You need to reboot your new handset/ATA to push the user configuration to this new device.

## Basic Call Logs

Basic Call Logs allows the user to view their calls history.

**How to access Basic Call Logs in Frontier:**

To access the Basic Call Logs, click on “Basic Cal Logs” menu on the left.

There are 3 types of Basic Call Logs that the user can view: Placed, Received, and Missed. By default the page will show the history for Placed calls. To view the Received or Missed calls, click on the “Received” or “Missed” under the Basic Call Logs (next to “Placed”).

**Note:** Below screen capture (Basic Call Logs) is for BizPhone Handset User only. A BizPhone Line (ATA) user will have fewer options in the menu on the left, as there are fewer features supported. Please refer to each Feature section to see which features are not supported.

The screenshot shows the user interface for a BizPhone user. On the left is a navigation menu with options: Basic, User Details, Handset, Simultaneous Ring, Sequential Ring, Call Forwarding Selective, Priority Alert, Call Notify, Busy Lamp Field, Speed Dial 8, Receptionist, Voice Mail, Replace Handset, Basic Call Logs (highlighted), and Client Downloads. The main content area is titled "Basic Call Logs" and has three tabs: "Placed", "Received", and "Missed". Below the tabs is a table with columns for Name, Phone Number, and Date Time. The table contains 18 rows of call logs, all with "Unavailable" in the Name column.

Name	Phone Number	Date Time
Unavailable	0405448578	07/04/2016 4:26:16 PM
Unavailable	0390461301	06/04/2016 1:02:47 PM
Unavailable	0390461301	06/04/2016 1:02:06 PM
Unavailable	0862678068	06/04/2016 12:35:19 PM
Unavailable	0862678068	01/04/2016 6:42:14 PM
Unavailable	0862678067	01/04/2016 6:26:40 PM
Unavailable	0390461301	01/04/2016 6:15:53 PM
Unavailable	0390461301	01/04/2016 6:15:11 PM
Unavailable	0390461300	01/04/2016 6:12:40 PM
Unavailable	0390461300	01/04/2016 6:10:32 PM
Unavailable	0390461300	01/04/2016 6:09:52 PM
Unavailable	0862678068	01/04/2016 5:49:52 PM
Unavailable	0390461301	24/03/2016 6:01:04 PM
Unavailable	0390461301	24/03/2016 5:59:47 PM
Unavailable	0390461300	24/03/2016 5:58:19 PM
Unavailable	0390461300	24/03/2016 5:57:11 PM
Unavailable	0862678068	24/03/2016 5:50:19 PM
Unavailable	0862678068	24/03/2016 5:43:26 PM
Unavailable	0862678068	14/03/2016 6:20:53 PM
Unavailable	0390461301	14/03/2016 6:19:07 PM

## Client Downloads

Client Downloads is where the user can download and access the Add-Ons such as: the Desktop and Mobile Apps for the Softphone Plan and the Receptionist App.

### Notes:


- The links to the Apps are only available if you have purchased these Add-Ons for the users.
- Since SoftPhone option is not available for BizPhone Line (ATA) users, the “Client Downloads” option will not be available as one of the BizPhone User Features for BizPhone Line (ATA) users.


### How to access Client Downloads in Frontier:

- To access the Client Downloads, click on “Client Downloads” menu on the left.

#### How to download the BizPhone App:

To download the app to your Mobile phone or Tablets, you can either scan the QR Code with your phone or tablet and then it will take you to the Android Market or Apple Store. Follow the instructions on the screen to start and complete the download. Or you can also click the

 icon below each of the QR Code to go to the Android Market or Apple Store.

To download the app on your Desktop, click on the  icon below the Desktop heading and follow the instructions to complete the download.

For information, on the system, network and bandwidth requirements, please refer to the BizPhone App Guide.

#### BizPhone User (BizPhone for Test Account UAT)

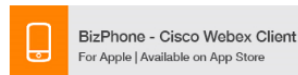
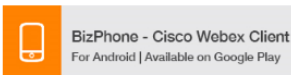
Billing Status:	Active	Billing Start Date:	14/09/2022
Account Number:	2000030689	Contract Start:	Month to Month
Customer Ref:	Test Account UAT <a href="#">Edit</a>		

[BizPhone User Features](#) | [Service History](#) | [Related Services](#) | [Related Orders](#)

#### Client Downloads

- Basic
- User Details
- Handset
- Simultaneous Ring
- Sequential Ring
- Call Forwarding Selective
- Priority Alert
- Call Notify
- Busy Lamp Field
- Speed Dial 8
- Voice Mail
- Replace Handset
- Call Logs
- Client Downloads**
- Webex User


#### Mobile



#### Desktop



## How to access the Receptionist App:

Receptionist App is a web-based Application and can be accessed by clicking the , where a new tab will be open up on the same browser. Enter the User ID and Password you have been given on your Service Completion Advice to access the Receptionist App.

### BizPhone User (BizPhone for Test Account UAT)

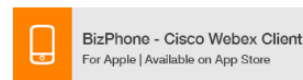
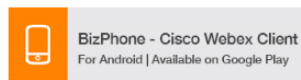
Billing Status:	Active	Billing Start Date:	14/09/2022
Account Number:	2000030689	Contract Start:	Month to Month
Customer Ref:	Test Account UAT <a href="#">Edit</a>		

**BizPhone User Features** | [Service History](#) | [Related Services](#) | [Related Orders](#)

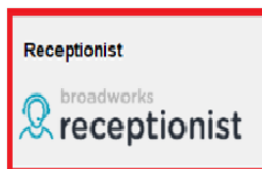
#### Client Downloads

- Basic
- User Details
- Handset
- Simultaneous Ring
- Sequential Ring
- Call Forwarding Selective
- Priority Alert
- Call Notify
- Busy Lamp Field
- Speed Dial 8
- Voice Mail
- Replace Handset
- Call Logs
- Client Downloads**
- Webex User

#### Mobile



#### Desktop




For details on how to use the BizPhone Receptionist App, please refer to [BizPhone Receptionist App section](#) on this document.

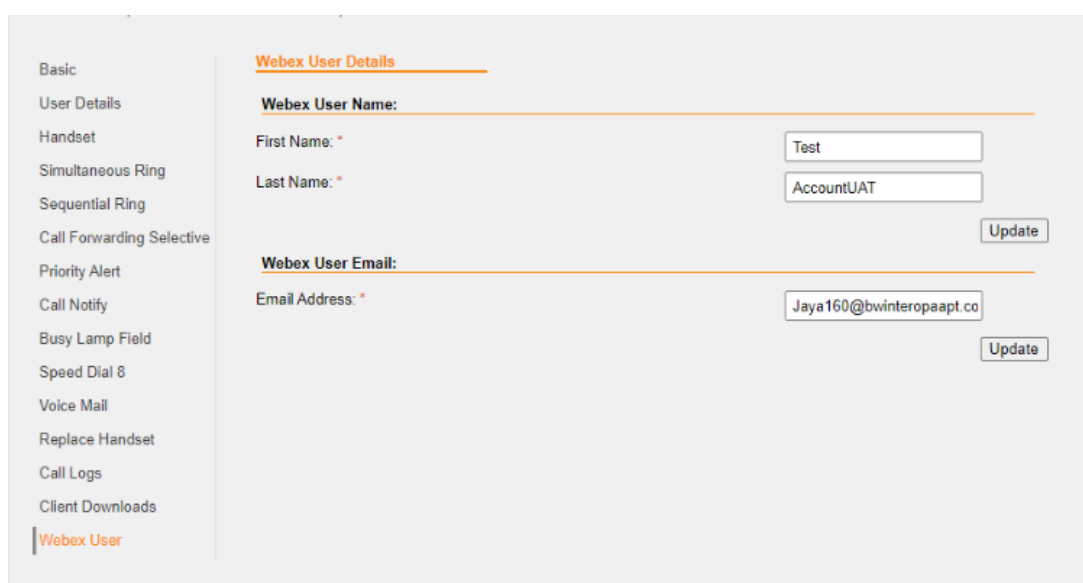
# Webex Features

## Webex User

Webex User section is only available if the customer has purchased the SoftPhone Plan or BizPhone App add-on (BizPhone with Webex). This section allows the admin to update the Webex User Name or Webex User Email which is useful when an employee for example, left the company and the admin can assign the SoftPhone or BizPhone App to another user.

### How to access Webex User in Frontier:

- To access Webex User, go to the users section under BizPhone Admin (bottom part of the main page), click on the  icon for each user that you wish to configure and when the BizPhone user page appears, click on “Webex User” menu on the left.



The screenshot displays the 'Webex User Details' configuration page. On the left is a sidebar menu with options: Basic, User Details, Handset, Simultaneous Ring, Sequential Ring, Call Forwarding Selective, Priority Alert, Call Notify, Busy Lamp Field, Speed Dial 8, Voice Mail, Replace Handset, Call Logs, Client Downloads, and Webex User (which is highlighted). The main content area is titled 'Webex User Details' and is divided into two sections. The first section, 'Webex User Name', includes 'First Name: \*' with a text box containing 'Test' and 'Last Name: \*' with a text box containing 'AccountUAT'. An 'Update' button is located to the right of the last name field. The second section, 'Webex User Email', includes 'Email Address: \*' with a text box containing 'Jaya160@bwinteropaapt.co' and an 'Update' button to its right.

- Update the field that you want to update, either User’s First Name or/and Last Name and click “Update” or/and Webex User Email and then click “Update”. Please note all the fields are mandatory and cannot be blank.

**BizPhone User**  
 Test Account UAT  
 U1248676@bizphone.iinet.net.au  
 Test Account UAT

Service U1248676@bizphone.iinet.net.au (Connecting 0291715717 to vPBX 9150860)  
 BizPhone User (BizPhone for Test Account UAT)

- Basic
- User Details
- Handset
- Simultaneous Ring
- Sequential Ring
- Call Forwarding Selective
- Priority Alert
- Call Notify
- Busy Lamp Field
- Speed Dial 8
- Voice Mail
- Replace Handset
- Call Logs
- Client Downloads
- Webex User**

**Webex User Details**

**Webex User Name:**


First Name: \* Please enter first name.

Last Name: \* Please enter last name.

**Webex User Email:**

Email Address: \*

- If the update is successful, a message saying your request has been submitted successfully will show on top of the screen (see below screenshots).

 Your request to update Webex User Name has been submitted successfully.

**BizPhone User**

Service U1248676@bizphone.iinet.net.au (Connecting 0291715717 to vPBX 9150860)  
 BizPhone User (BizPhone for Test Account UAT)

- Basic
- User Details
- Handset
- Simultaneous Ring
- Sequential Ring
- Call Forwarding Selective
- Priority Alert
- Call Notify
- Busy Lamp Field
- Speed Dial 8
- Voice Mail
- Replace Handset
- Call Logs

**Webex User Details**


**Webex User Name:**

First Name: \*

Last Name: \*

**Webex User Email:**

Email Address: \*

 Your request to update Webex User Email has been submitted successfully.


---

**BizPhone User**

Service U1248676@bizphone.iinet.net.au (Connecting 0291715717 to vPBX 9150860)  
 BizPhone User (BizPhone for Test Account UAT)

Basic	<b>Webex User Details</b>
User Details	<b>Webex User Name:</b>
Handset	First Name: * Please enter first name. <input type="text"/>
Simultaneous Ring	Last Name: * Please enter last name. <input type="text"/>
Sequential Ring	<input type="button" value="Update"/>
Call Forwarding Selective	<b>Webex User Email:</b>
Priority Alert	Email Address: * Please enter email. <input type="text"/>
Call Notify	<input type="button" value="Update"/>
Busy Lamp Field	
Speed Dial 8	
Voice Mail	
Replace Handset	
Call Logs	

If there is issue updating your Webex Email, an error message will show on top of the screen, as shown in below screenshot.

 We are unable to update Webex User Email. Please refer here for the possible reasons for error.

---

**BizPhone User**

Service U1248676@bizphone.iinet.net.au (Connecting 0291715717 to vPBX 9150860)  
 BizPhone User (BizPhone for Test Account UAT)

Basic	<b>Webex User Details</b>
User Details	<b>Webex User Name:</b>
Handset	First Name: * <input type="text" value="JayatestAccount"/>
Simultaneous Ring	Last Name: * <input type="text" value="LakshmiG"/>
Sequential Ring	<input type="button" value="Update"/>
Call Forwarding Selective	<b>Webex User Email:</b>
Priority Alert	Email Address: * <input type="text" value="Jaya150@bwinteropaapt.co"/>
Call Notify	<input type="button" value="Update"/>
Busy Lamp Field	
Speed Dial 8	
Voice Mail	
Replace Handset	
Call Logs	

Click on the link on the error message for the possible error (see below).





The most common reasons for this is that the email address supplied must be unique on the Webex platform and either:

1. A Webex account is already in use for this email address (including Webex free and paid accounts) or
2. The email address belongs to a domain which has been claimed in Webex. This typically occurs when a business has an existing Webex deployment and they have claimed the domain.

If you require further assistance, please contact us for support.

# Receptionist

Receptionist allows the receptionist to assign or remove users that they can monitor through the Receptionist App Basic ONLY. If you have ordered the Receptionist Advanced feature, you should be able to use the Receptionist interface to assign and remove users and you should not use this portal configuration option to do so.

## Notes:


- The “Receptionist” menu is only available in your Frontier portal if you have been assigned the Receptionist App license.
- Receptionist feature is not available on BizPhone Line (ATA) plan.

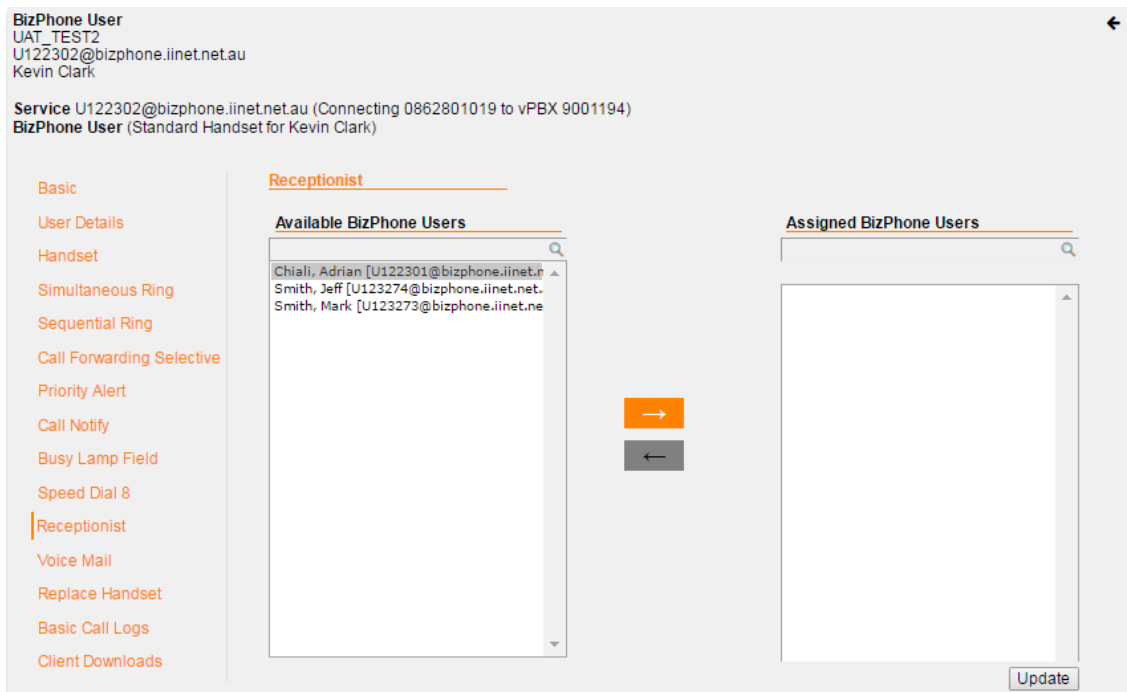
## How do you use it?


By changing your setting in Frontier, your preference will then be applied to all future calls.


**Default setting:** Un-configured

## How to configure in Frontier:

- To access Receptionist, go to the users section under BizPhone Admin (bottom part of the main page), click on the  icon for the user that has the Receptionist feature that you wish to configure. When the BizPhone user page appears, click on “Receptionist” menu on the left.



- The receptionist can add the available users to the assigned users group by highlighting the user that they want to monitor from the “Available users” and click the  button. The selected user should now appear in the “Assigned users” list. Repeat the same steps if you wish to add more users to the list.

To remove the user from the “Assigned users” list, highlight the user and click the  button. Repeat the same steps if you wish to remove more users from the list.

- Click “Update” to save the changes.

## Add-On Features & Services

The Add-On features and services are the value added features to the end user services.

### BizPhone Receptionist App

BizPhone Receptionist App is the Broadworks Attendant console that manages call distribution for front desk operator through a web based application.

There are two types of Receptionist App available as part of the iiNet BizPhone product:

- Receptionist App – Basic
- Receptionist App – Advanced

#### Receptionist App Basic

The Receptionist App Basic enables the receptionist to monitor up to 30 static phone users and have a very limited set of features. The administrator will need to login to define the list of monitored users via the Admin Portal (Refer to [Receptionist](#) section).

#### Receptionist App Advanced

The Receptionist App Advanced enables the receptionist to monitor up to 200 static phone users with an enhanced interface that has a rich set of features including monitoring, manipulating and distributing queued calls (if Call Queuing is activated), and may other call control features. The receptionist can use the Receptionist App to define and customise the list of monitored users. You will be able to upgrade from one type to another. By upgrading or changing your Reception App type, it will re-provision your Receptionist service and subsequently delete all your monitored static contacts. You will need to re-add the contacts once the new service is activated.

#### Minimum System Requirements

BizPhone Receptionist App needs to be run on specific Operating System and certain browser. The following are the Operating System, Browser and Java requirement for the Receptionist App.

Requirements	Details
Operating System	Windows XP with SP3 (or higher), Windows Vista, Windows 7, Windows 8, Mac OS X 10.5 or 10.6, or Citrix XenApp 4 or 5
Browser	Internet Explorer 8.0, 9.0 or 10.0; Firefox 17 or later; Google Chrome 17.0.963.64 or later; or Safari 5 or 6
Java	Java 1.6.0_19 or higher

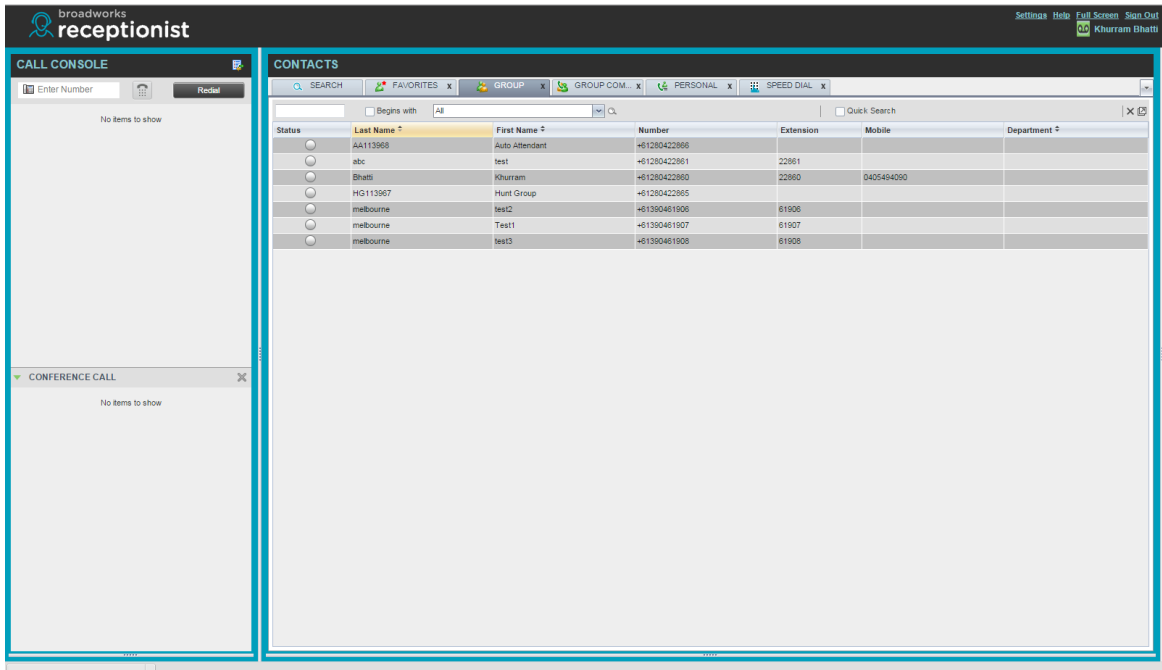
#### How do you use it?

The Receptionist console is a web-based application and accessible via the following URL:  
<https://apps.bizphone.tpgtelecom.com.au/receptionistconsole/>

Your login details will be sent with your BizPhone Service Completion Advice.

**Note: The username is case sensitive. Your login username will start with a “U” which will must be entered as an uppercase.**

Please refer to the Receptionist User Guide for the user manual and full list of supported features on the Receptionist App.



Broadworks Receptionist App

# User Password and Passcode Specifications

## User Password Specifications

- Cannot contain the Login ID
- Cannot be the reverse of the old Password
- Cannot be any of the last 5 Passwords
- Must contain at least 2 numbers
- Must contain at least 2 uppercase alpha characters
- Must contain at least 2 lowercase alpha characters
- Must be at least 12 characters

## Password Reset

When a Password Reset is requested through Frontier, users will be emailed a password reset link with a lifespan of 1 hour rather than a new randomly generated password.

## Voice Portal Passcode Specifications

- Cannot be the user's own extension or phone number
- Cannot be the user's own extension or phone number reversed
- Cannot contain 3 or more repeated digits
- Cannot be any of the last 3 Passcode(s)
- Cannot be the reversed old Passcode
- Must be at least 6 characters; no more than 8 characters

# Audio File Specifications

Audio File Format	Specifications
For .WAV files	<ul style="list-style-type: none"><li>• 8.000 or 16.000 kHz</li><li>• 8 or 16 bit mono</li><li>• U law, A-law, or PCM</li></ul>
For .WMA files	<ul style="list-style-type: none"><li>• 8.000 or 16.000 kHz</li><li>• 16 bit mono</li><li>• U law, A-law, or PCM</li></ul>
For both .WAV files and .WMA files	<ul style="list-style-type: none"><li>• The maximum audio length is 2 minutes for a Voice Messaging Greeting and Custom Ringback User/Group.</li><li>• The maximum audio length is 10 seconds for user's Voice Portal Personalised Name.</li><li>• The maximum audio length is 10 minutes for the Music On Hold greeting.</li><li>• For all other services, the maximum audio length is 5 minutes.</li></ul>

## Recording .WAV or .WMA files

You can use the below procedure to record a [personal greeting](#) or an [announcement](#) using a PC. The Application Server accepts .WAV and .WMA file formats. The section [Audio File Specifications](#) lists the full list of validation rules for the file formats.

The following table describes the procedure to record a .WAV file. Instructions are provided for the following sound recorders:

- Windows XP Sound Recorder and Windows 98 Sound Recorder.
- Windows 2000 Sound Recorder.
- Windows NT Sound Recorder.
- Audacity on Windows 7 and Windows Vista.

### Recording with Windows XP or Windows 98 Sound Recorder

1. In Windows 98, select **Start → Programs → Accessories → Entertainment → Sound Recorder** from the Windows task bar. In Windows XP, select **Start → All Programs → Accessories → Entertainment → Sound Recorder**.  
**NOTE:** It is possible that your Sound Recorder is located in a different file, or that your default sound recorder is another product. Please note the required format for your greetings below and follow the instructions for your specific sound recording product.
2. Make the setting selections. Click **Properties** from the *File* menu. The properties for *Sound* window appears.
3. Click **Convert Now** and then click **OK**. The *Sound Selection* window appears.
4. Select **PCM** from the *Format* list.
5. Select **16.000 kHz, 16 bit Mono**, under **Attributes**, and click **OK**. You may want to save this format at this point, so that you can easily select it in future.
6. In the *Properties for Sound* dialog box, click **OK**.
7. Click **Record** on the Sound Recorder. Speaking clearly into your PC microphone, record your message. When you have finished, click **Stop**. To listen to your message, click **Play**. If you are not pleased with your message, record it again.
8. When you are satisfied with your message, select **Save As** from the *File* menu. Name your sound file, being certain that you remember its location and that the file type is a .WAV file.
9. In the *File name* field, enter the desired name of your recording.
10. Click **OK**. To exit without saving, click **Cancel**.

### Recording with Windows 2000 Sound Recorder

1. Select **Start → Programs → Accessories → Multimedia → Sound Recorder** from the Windows task bar.  
**NOTE:** It is possible that your Sound Recorder is located in a different file, or that your default sound recorder is another product. Please note the required format for your greetings below and follow the instructions for your specific sound recording product.
2. Click **Record** on the Sound Recorder. Speaking clearly into your PC microphone, record your message. When you have finished, click **Stop**. To listen to your message, click **Play**. If you are not pleased with your message, record it again.
3. Click **OK**.

4. Click **Change** to modify the settings. Select **PCM** from the *Format* list. Select **16.000 kHz, 16 bit Mono** under *Attributes*, and click **OK**. You may want to save this format at this point, so that you can easily select it in the future. In the *Properties for Sound* dialog box, click **OK**.
5. When you are satisfied with your message, select **Save As** from the File menu. Name your sound file as .WAV file type.
6. In the *File name* field, enter the desired name of your recording.
7. Click **OK**. To exit without saving, click **Cancel**.

### Recording with Windows NT Sound Recorder

1. Select **Start** → **Programs** → **Accessories** → **Multimedia** → **Sound Recorder** from the Windows task bar.
2. Select **Audio Properties** from the *Edit* menu. Click the **Customize** button under *Preferred quality*. The *Customize* dialog box appears.
3. From the *Format* list, click the drop-down arrow to select **PCM**.
4. Under *Attributes*, click the drop-down arrow to select **16.000 kHz, 16 bit Mono**. You may want to save this format at this point, so that you can easily select it in the future.
5. Click **OK** in the *Customize* dialog. Then click **OK** in the *Audio Properties* dialog box.
6. Click **Record** on the Sound Recorder. Speaking clearly into your PC microphone, record your message. When you have finished, click **Stop**. To listen to your message, click **Play**. If you are not pleased with your message, record it again.
7. Click **OK**.
8. When you are satisfied with your message, select **Save As** from the *File* menu. Name your sound file as .WAV file type.
9. In the *File name* field, enter the desired name of your recording.
10. Click **OK**. To exit without saving, click **Cancel**.

### Recording with 7 - 64 bit or Windows Vista using Audacity

(Works with version 1.3.12 Beta)

**NOTE:** Using the built-in Sound Recorder from Windows 7 or Windows Vista does not work as it is not possible to control the output format. The output format defaults to .WMA (44.1kHz 96 kbps) encoding – a format that is not compatible with the Media Server.

1. Select **Start** → **All Programs** → **Audacity** from the Windows task bar.
2. Set the default sample rate for recording:
  - a. From the *Edit* menu, select **Preferences**.
  - b. Click the **Quality** tab.
  - c. Select **16000 Hz** for the *Default Sample Rate*. Select **16 bits** from the *Default Sample Format*.
3. Set the number of channels for recording:
  - a. Click the **Devices** tab.
  - b. For Channels, select **1 (Mono)**.
4. Click **OK** to exit the *Preferences* pop up.
5. Click **Record** (the round red button at the top).
6. Record your message.
7. When you have finished, click **Stop** (the yellow square button).
8. To listen to your message, click **Play** (the green arrow at the top). If you are not pleased with your message, record it again.
9. When you are satisfied with your message, from the *File* menu, select **Export**.

10. Select **Save As Type** WAV (Microsoft) signed 16 bit PCM. Name your sound file as a .WAV file type.
11. In the *File name* field, enter the desired name of your recording.
12. Click **OK**. To exit without saving, click **Cancel**.

### Converting .WAV files to .WMA

There are a range of online conversion tools you can use to convert a .WAV file to .WMA format. One example is <http://audio.online-convert.com/convert-to-wav>

Alternatively, to generate a .WMA file, first generate a .WAV file using the instructions for your relevant Sound Recorder above. Then, invoke ffmpeg to convert the .WAV file to a .WMA file. For example, to convert *recording.wav* to *newrecording.wma*, invoke:

```
ffmpeg -i recording.wav -acodec copy newrecording.wma
```