BizPhone

Small Business Phone System

Admin Reference Guide

Contents

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 ensure you check the online version of this guide at your *BizPhone Online Portal* (https://www.iihelp.iinet.net.au/BizPhone_Support_Resources) to get the most up-to-date information.

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 Administrator

The Administrator will have access to the Frontier Admin portal to set or modify the BizPhone phone system and end user configuration options, such as:

- Group Level configuration options
- Configuration of any existing phone/user settings (Call Forward, Do Not Disturb, etc)

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

Log in to the Portal

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

Enter the BizPhone Admin's username and password.

BizPhone Frontier Admin Portal

Once you log in to the Frontier portal, the below page (Main page) will appear.

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

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

To access the Basic User Features, go to the users section under BizPhone Admin (bottom part of the screen) and click on the ⬀ icon for each user that you wish to configure.

For example, in the below screen there are 4 users that you can configure.

Once you click the ⬚ icon next to the BizPhone user, the Basic User Features page below will appear (for BizPhone Handset Users).

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 a BizPhone Handset User.

Notes:

- The extension of the user is the last 5 digits of their full geographical phone number. For any extension starting with "000", the system will automatically replace the first or the leading digit of the extension with "1". For example, if the extension is 000xx, it will become 100xx. For internal use, users need to ring 100xx to reach the users.
- The phone number of each user is displayed next to the Service details of the Basic User Features page.

To return to the main page without changes, click on the ← icon located at the top right of each BizPhone User page.

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 the user's settings 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 the user's settings 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 the user's 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 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 the user's settings 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 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 the user is 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 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 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. It 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 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.

Override External CLI

Override External CLI allows the user to override their Calling Number Display for outgoing **external** calls with a different phone number than his/her own or the pilot number. **Note that the override number can only be another active BizPhone number**.

Below are examples to show situations where this feature may be useful:
- An external CLI to be configured on a customer department level (e.g. Finance, HR) or location/store.
- An external CLI to be configured for users in Hunt Group only, so when the users in the group return a missed call or make outgoing external calls, the Hunt Group number will appear as their external CLI.
- A specific user(s) to be exempted from the pilot number. For example, the company director may not want to display the pilot number as their external CLI.

Default Setting: Off
How to set in Frontier:
- Change the status next to Override External CLI to active by clicking on ⬤ or inactive by clicking on ⬤.
- Select a phone number from the drop down list. This number will then be displayed as the CLI when the suer makes an outgoing external call.
- Click "Update" at the bottom of the screen to save the changes.

Call Barring

Call Barring bars 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:
- Change the status next to the Barring "Mobile" or "International" or "Long Distance" to active by clicking on ⬜ or inactive by clicking on 🔴 .
- Click "Update" at the bottom of the screen to save the changes.

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 is not available on BizPhone Line (ATA) plan.

How do you use it?
By changing the user's settings 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 is not available on BizPhone Line (ATA) plan.

How do you use it?
By changing the user's 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 is not available on BizPhone Line (ATA) plan.

How do you use it?
By changing the user's settings 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 is not available on BizPhone Line (ATA) plan.

How do you use it?
By changing the user's settings in Frontier, your preference will then be applied for future calls.

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 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 is not available on BizPhone Line (ATA) plan.

How do you use it?
By changing the user's settings 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) – these features are configurable via the Frontier Portal, and some features are also configurable via the handsets.

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

User Details

User Details allows the administrator to manage and modify the user details when required. For example, when a user leaves the company, the administrator can replace the user details with a new or other user if the handset is reallocated to a different user.
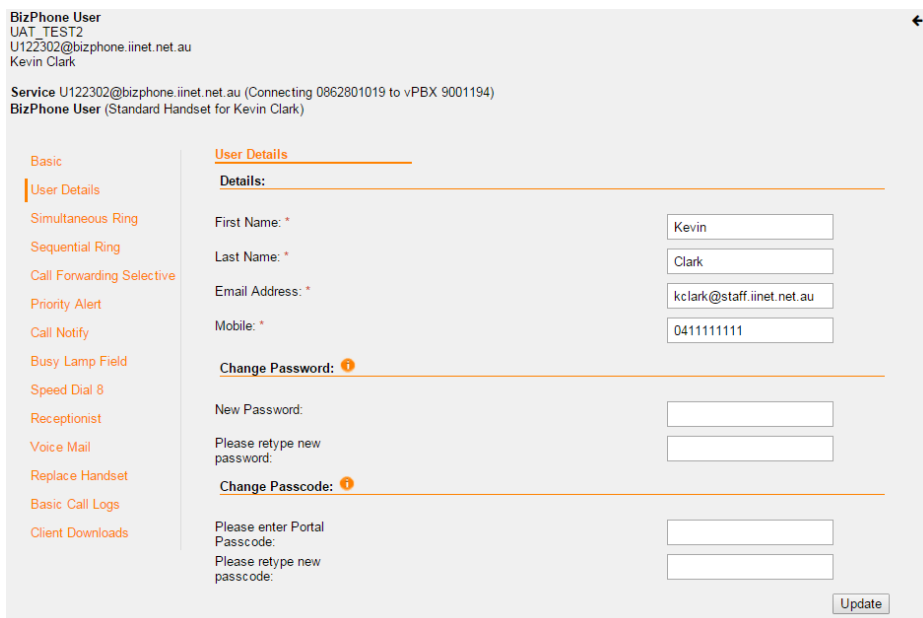
How do you use it?
By changing the settings in Frontier, the preference will then be applied to all future calls.

Default setting: Un-configured

How to configure in Frontier:
- To access User Details, 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 "User Details" menu on the left.

  Note: Below screen capture (User Details page) is for BizPhone Handset Users only. A BizPhone Line (ATA) user will have less menu on the left because there are fewer features supported. Please refer to each Features section to see which features are not supported.

- 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 the user's Frontier user portal (if applicable).
Please retype new password	Retype the password you have just entered.

Change Passcode	
Please enter Portal Passcode	Enter a new passcode for the user's voice portal.
Please retype new passcode	Retype your passcode you have just entered for the user's 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: <u>User Password specification</u>. For Voice Portal Passcode, please refer to: <u>Voice Portal Passcode specification</u>.

- Once you have finished entering the user details, click "Update" to save the details you have just entered or modified for the user.

To return to the main page without changes, click on the icon located at the top right of each BizPhone User page.

Handset and ATA Details

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

To access the Handset/ATA details, 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 display the handset information for and when the BizPhone user page appears, click on "Handset" menu on the left if you have a BizPhone Handset User plan or click on "ATA Details" if you have a Line (ATA) plan.

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
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

Handset Details

Device Name: U122302T42G01
Mac Address: 00-15-65-96-80-9D

Below is the BizPhone Line ATA's Details page:

BizPhone User
UAT_TEST2
U122302@bizphone.iinet.net.au
Kevin Clark

Service U122302@bizphone.iinet.net.au (Connecting 0862801019 to vPBX 9001194)
BizPhone User (Line (ATA) for Line 2)

Basic
User Details
ATA Details
Speed Dial 8
Voice Mail
Replace ATA
Basic Call Logs

ATA Details

Device Name: U122302T42G01
Mac Address: 00-15-65-96-80-9D

Note: The Handset/ATA Details go hand-in-hand with the Replace Handset/Replace ATA feature. If you replace a user's 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.

To return to the main page, click on the ← icon located at the top right of each BizPhone User page.

Simultaneous Ring

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

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

How do you use it?
By changing the settings in Frontier, the preference will then be applied to all future calls.

Default setting: Un-configured
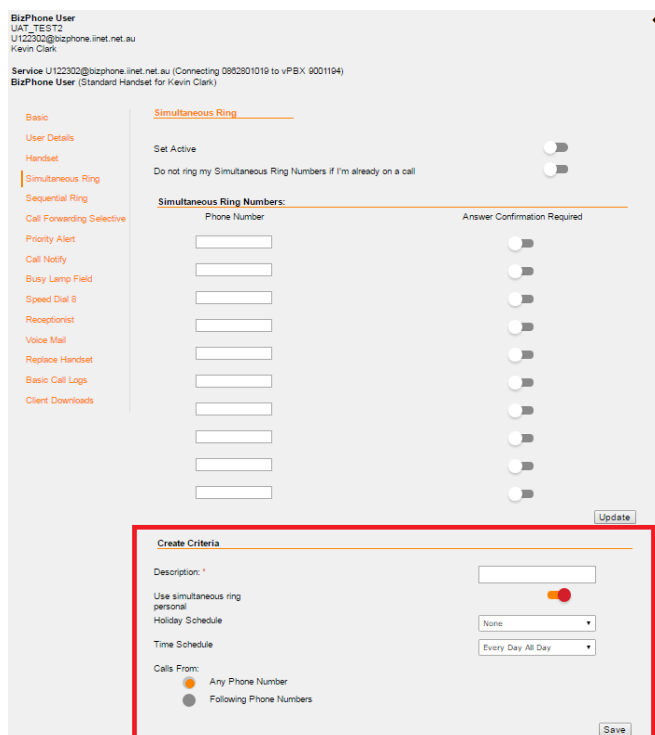
How to configure in Frontier:
- To access Simultaneous Ring, go to the users section under BizPhone Admin (bottom part of the main page), click on the ⬈ icon for each user that you wish to configure and when the BizPhone user page appears, click on "Simultaneous Ring" menu on the left.

  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).

  Notes:
  - You need to set up a create criteria before you can activate the Simultaneous Ring feature for the user.

  - You need to set up "Schedules and Events" before you can enter a Create Criteria or you can use the default Time Schedule. To set up the Schedules and Events, please refer to Schedules and Events section in this document.

- Enter a Create Criteria for the user's 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 the phone to ring simultaneously when you receive call from: - **Any Phone Numbers**, where the user's phone will ring simultaneously with the specified phone number(s) when they receive calls from any numbers. - **Following Phone Numbers**, where the user's phone will ONLY ring simultaneously with the specified phone number(s) when they 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.

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.

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.

Simultaneous Ring Options	Description
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 the user is already in a call.
Simultaneous Ring Numbers	
Phone Number	Enter the phone number(s) that you want to ring at the same time as the user's phone number for any incoming calls.
Answer Confirmation Required	Enable this option to prevent callers from being transferred to the specified phone's voicemail.

- Click "Update" to save the changes.

To return to the main page without changes, click on the ← icon located at the top right of each BizPhone User page.

Sequential Ring

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

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

How do you use it?

By changing the settings in Frontier, the preference will then be applied to all future calls.

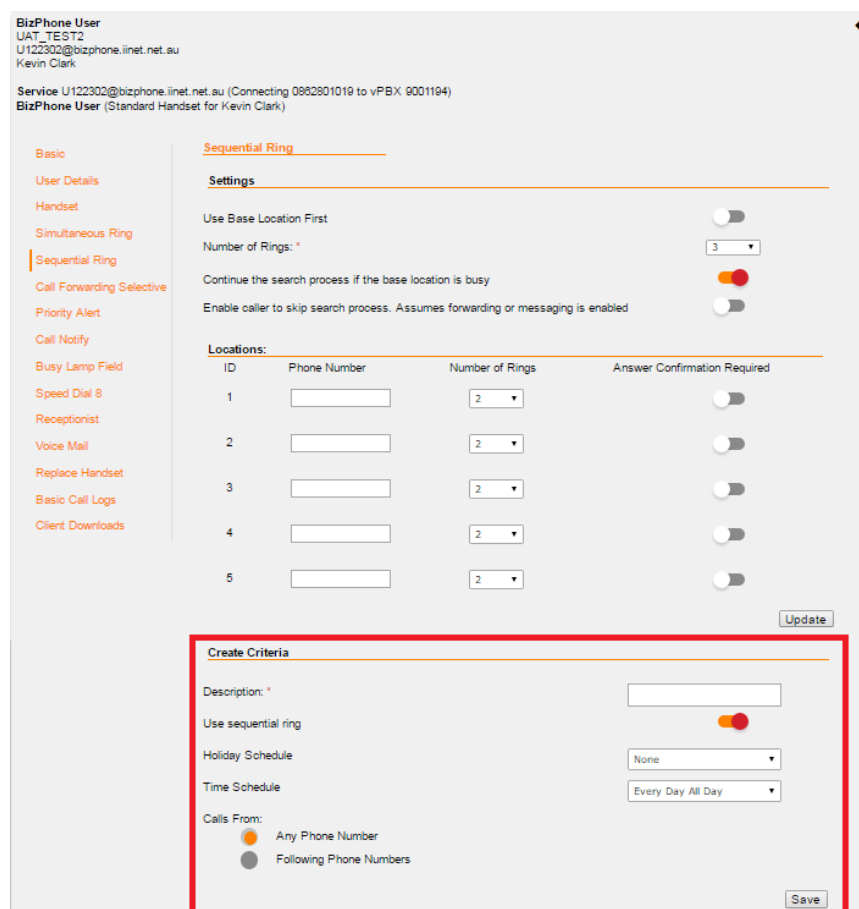Default setting: Un-configured

How to configure in Frontier:

- To access Sequential Ring, 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 "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).

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

- You need to set up "Schedules and Events" before you can enter a Create Criteria or you can use the default Time Schedule. To set up the Schedules and Events, please refer to Schedules and Events section in this document.

- Enter a Create Criteria for the user's 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 the user receives call from: - **Any Phone Numbers**, where the specified phone number will ring in sequence to the user's phone when they receive calls from any numbers. - **Following Phone Numbers**, where the specified phone will ONLY ring in sequence to the user's phone when they 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.

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.
Locations	
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.

To return to the main page without changes, click on the icon located at the top right of each BizPhone User page.

Call Forwarding Selective

Call Forwarding Selective sends specific calls to another phone number.

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

How do you use it?
By changing the settings in Frontier, the preference will then be applied to all future calls.

Default setting: Un-configured

How to configure in Frontier:
- To access Call Forwarding Selective, 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 "Call Forwarding Selective" menu on the left.

The Call Forwarding Selective is configured in 2 parts:
1. Activate and configure Call Forwarding Selective options (top part of the screen).
2. 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".

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

- You need to set up "Schedules and Events" before you can enter a Create Criteria or you can use the default Time Schedule. To set up the Schedules and Events, please refer to Schedules and Events section in this document.

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

- 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. - **Default number:** tick this option if you want to forward calls to the number you specified on the "Default Forward to Number". - **Specified Number:** tick this option if you want to forward calls to a specified number and specify the phone number. - **Do Not Forward:** tick this option if you do not want to call forward.
Forward From	Select what phone number you want to call forward from. - **Any Phone Number:** tick this option if you want to forward calls from any phone number. - **Following Phone Number:** 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.

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.

To return to the main page without changes, click on the ← icon located at the top right of each BizPhone User page.

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).

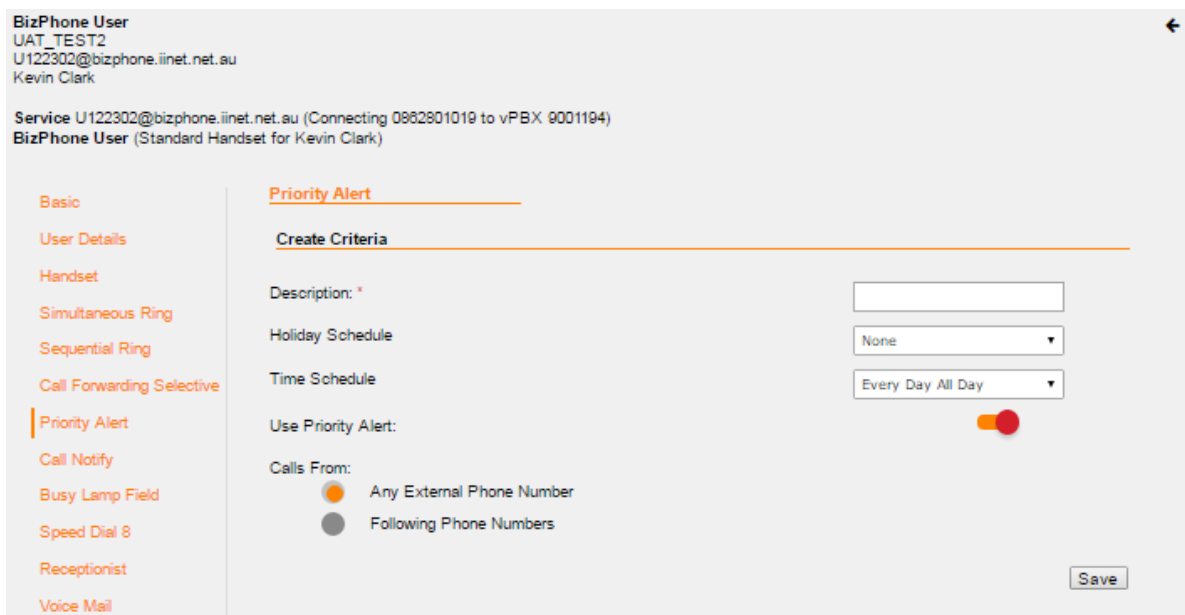Note: Priority Alert is not available on BizPhone Line (ATA) plan.

How do you use it?

By changing the settings in Frontier, the preference will then be applied to all future calls.

Default setting: Un-configured

How to configure in Frontier:

- To access Priority Alert, 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 "Priority Alert" menu on the left.

- Select and Enter the Priority Alert Create Criteria.

  Note: You need to set up "Schedules and Events" before you can enter a Create Criteria or you can use the default Time Schedule. To set up the Schedules and Events, please refer to Schedules and Events section in this document.

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 "**Any External Phone Number**" if you wish to enable the Priority alert for any calls from external phone or select "**Following Phone Numbers**" 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.

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

To return to the main page without changes, click on the ← icon located at the top right of each BizPhone User page.

Call Notify

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

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

How do you use it?
By changing the settings in Frontier, the preference will then be applied to all future calls.

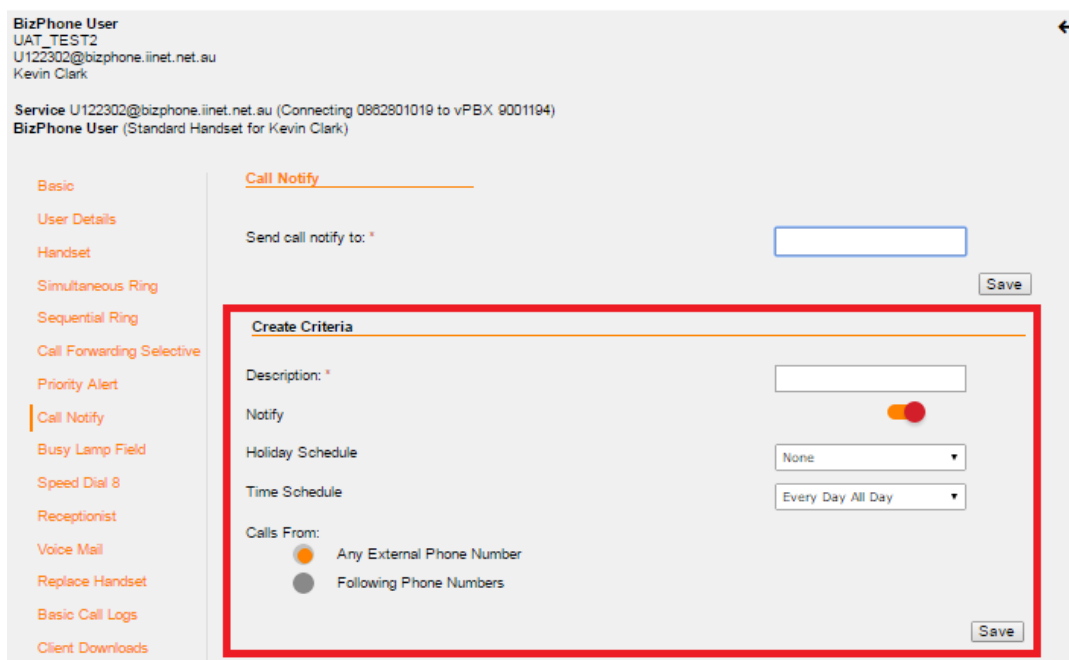Default setting: Un-configured

How to configure in Frontier:
- To access Call Notify, 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 "Call Notify" menu on the left.

  The Call Notify is configured in 2 parts:
  1. Entering the email address for the Call Notification (top part of the screen).
  2. Create criteria for the Call Notify (bottom part of the screen).

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

  - You need to set up "Schedules and Events" before you can enter a Create Criteria or you can use the default Time Schedule. To set up the Schedules and Events, please refer to Schedules and Events section in this document.

- 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 **"Following Phone Numbers**" 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.

**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.

To return to the main page without changes, click on the ← icon located at the top right of each BizPhone User page.

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 handsets. 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 the settings in Frontier, the 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 Busy Lamp Field, click on "Busy Lamp Field" menu on the left.
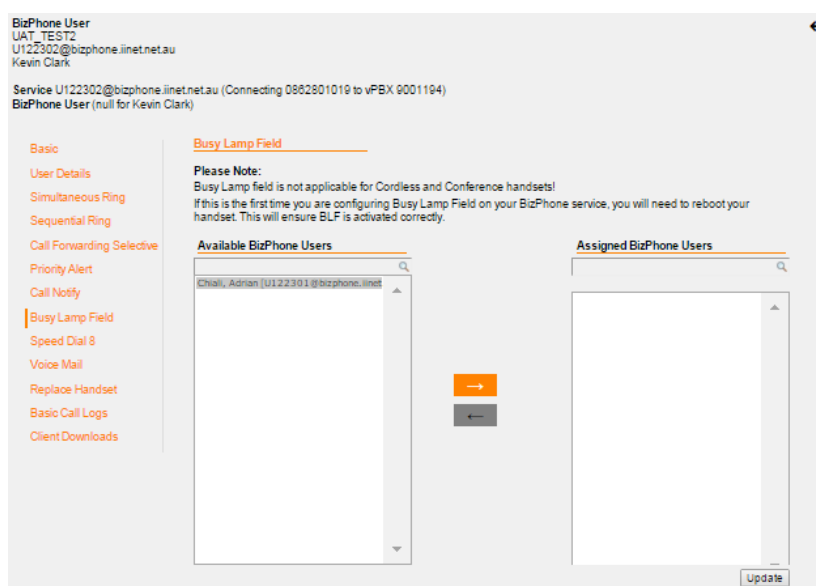
- You can add the available users to the assigned users group by highlighting the user that they want to monitor from the "Available users" and click the → button. The selected

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.

- If this is the first time the Busy Lamp Field is configured for the user, you will need to reboot the user's handset to get the Busy Lamp Field to work on their handset.

To return to the main page without changes, click on the ⬅ icon located at the top right of each BizPhone User page.

Speed Dial 8

Speed Dial 8 allows you to define up to 8 frequently dialled numbers and have them dialled 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

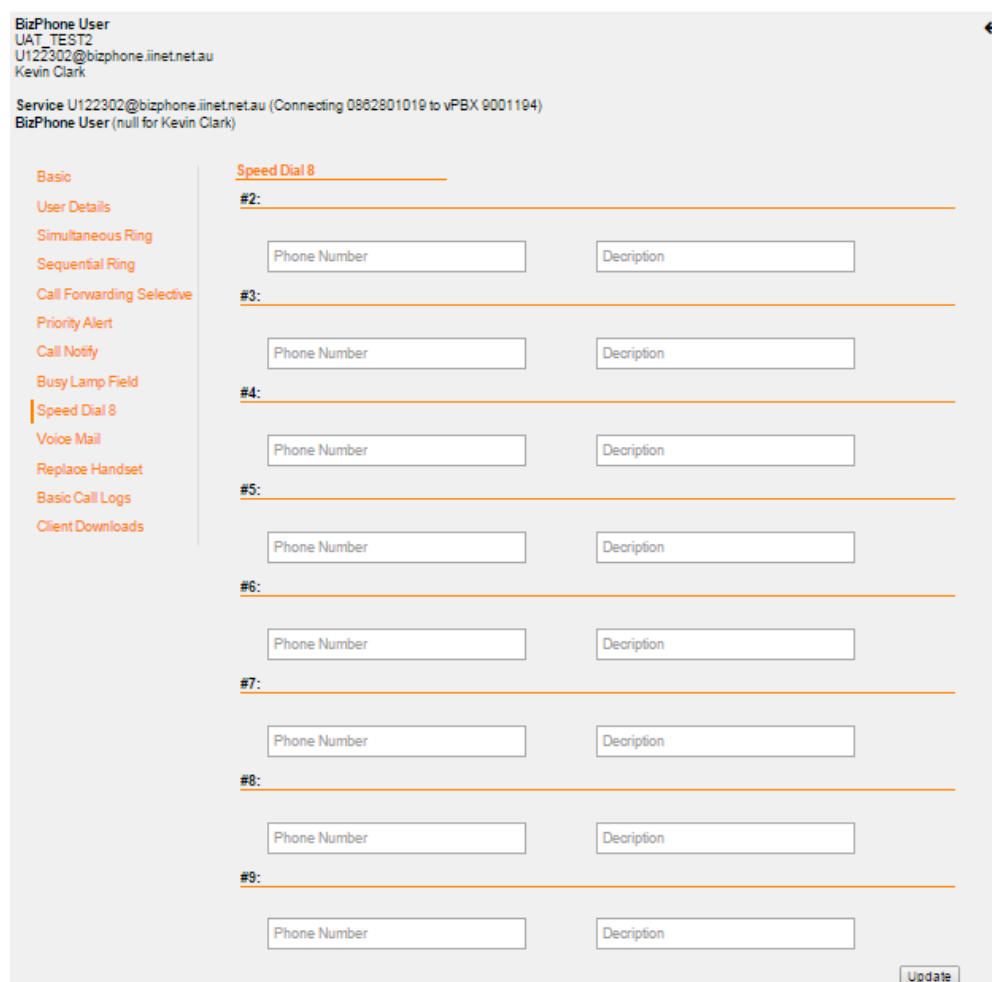### How to configure in Frontier:

- To access Speed Dial 8, 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 "Speed Dial 8" menu on the left.

  Note: Below screen capture (Speed Dial 8) is for BizPhone Handset Users 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 Features 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.

To return to the main page without changes, click on the ← icon located at the top right of each BizPhone User page.

Voice Mail

The BizPhone Voice Mailbox is pre-configured and ready to use as soon as the user receives their BizPhone handset.
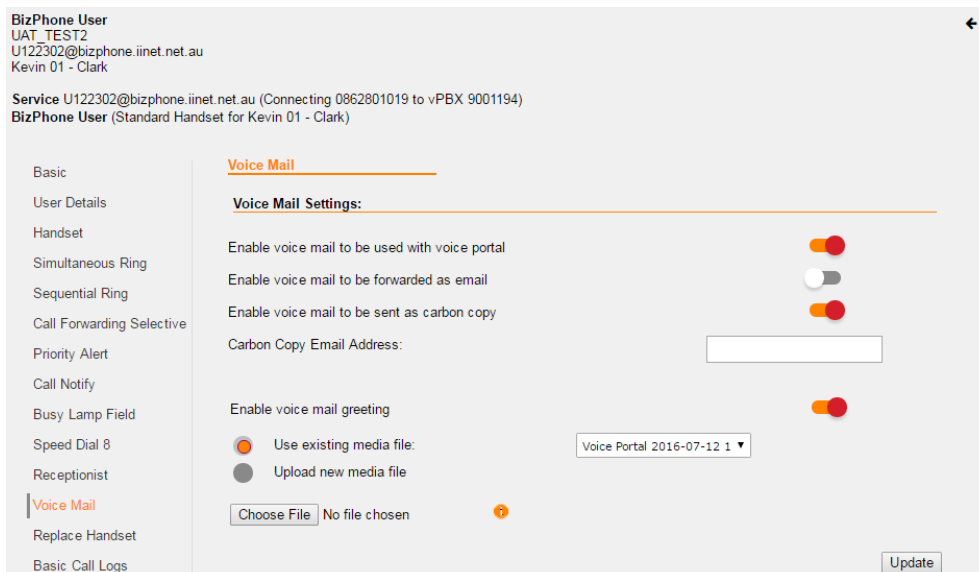
Configuring Voice Mail settings via Frontier

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 Voice Mail, 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 "Voice Mail" 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.

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. 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.
Enable voice mail to be used with the voice portal	Enable this option to enable the user to access their 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). 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.
Delivery Email Address*	Enter the email address for the user to receive their 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.

To return to the main page without changes, click on the ⬅ icon located at the top right of each BizPhone User page.

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 Numbers.

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 are the greetings that callers will hear if you have the 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 are the greetings that 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 are the greetings that 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 greetings 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 greetings by pressing "**1**".
Once you have the greetings 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 are 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 admin to select a different MAC Address for the user's handset/ATA that has been assigned to them to replace the existing handset/ATA (faulty, etc).
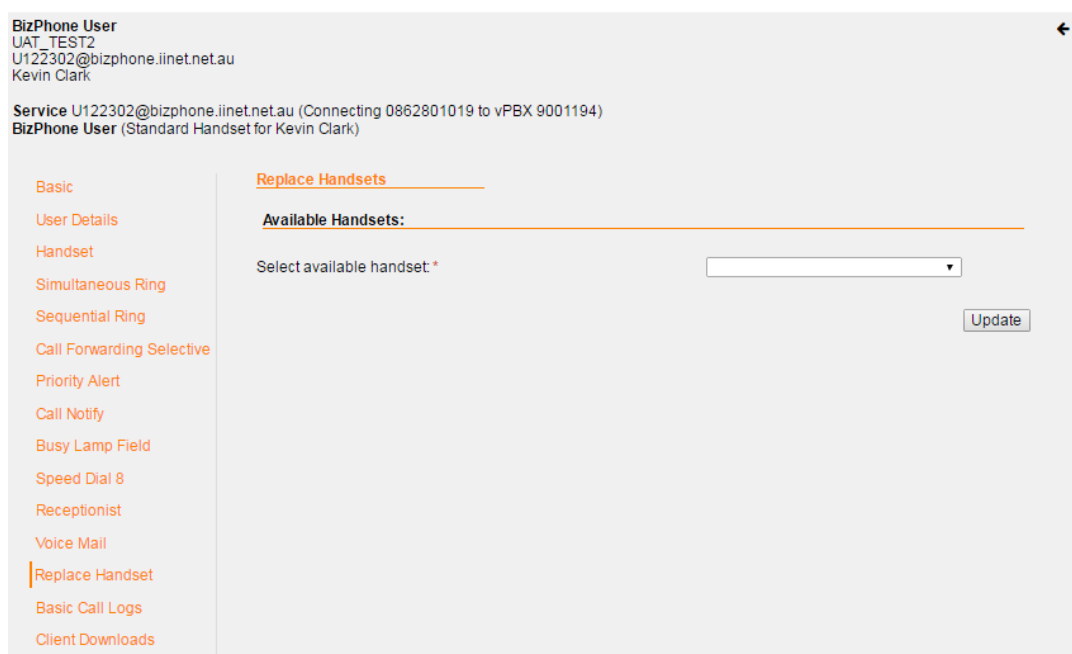
How do you use it?

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

How to configure in Frontier:

- To access Replace Handset/ATA, 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 "Replace Handsets" menu on the left, or click on "Replace ATA" to replace ATA device.

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

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

- 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.

To return to the main page without changes click on the ← icon located at the top right of each BizPhone User page.

Notes:
- Once you replace your existing handset/ATA with a new or replacement handset/ATA, the details on the Handset/ATA 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 admin to view the user's calls history.

How to access Basic Call Logs in Frontier:
To access Basic Call Logs, 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 "Basic Call 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 Users 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 Features section to see which features are not supported.

To return to the main page, click on the ← icon located at the top right of each BizPhone User page.

Client Downloads

Client Downloads is where the admin can download and access the Add-Ons such as: the Desktop and Mobile Apps for the Softphone Plan and the Receptionist App.
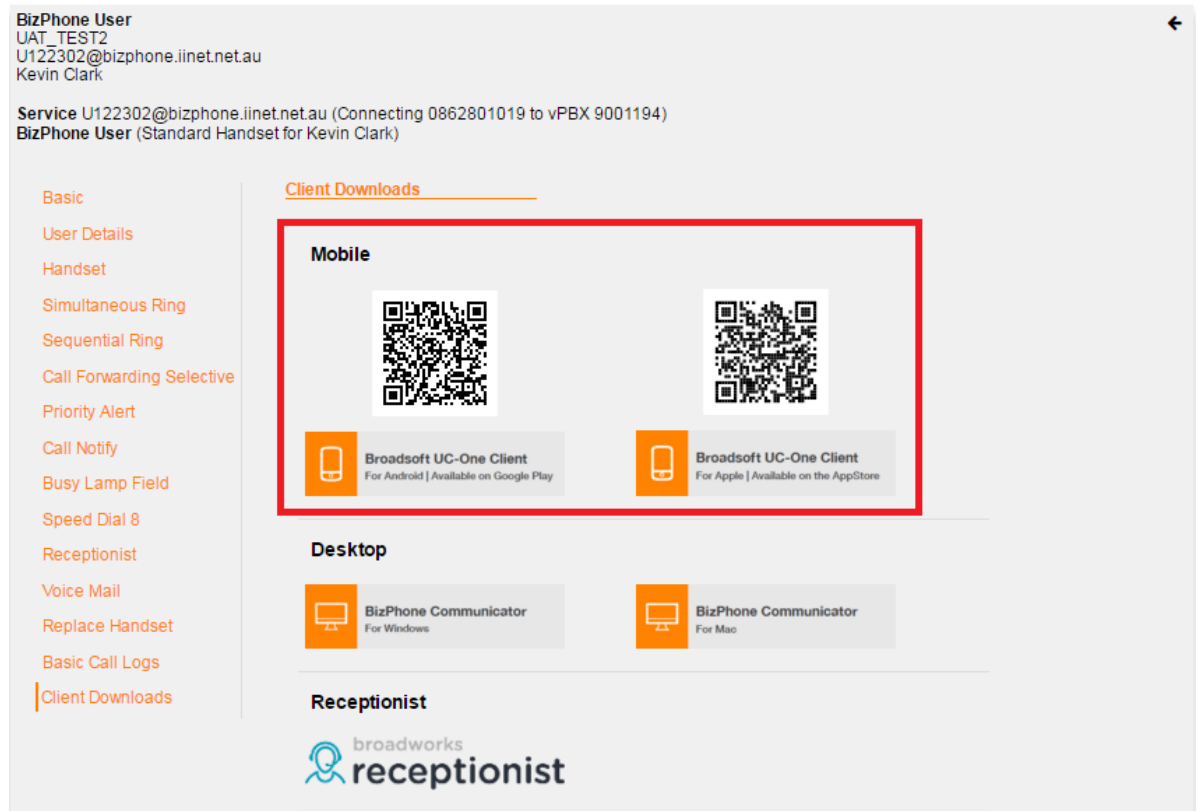
Notes:
- The link to the Apps are only available if you have purchased these Add-Ons for the users.
- Since SoftPhone option is not available for BizPhone Line (ATA) Users, the "Client Downloads" option will not be available as one of the BizPhone User Features for BizPhone Line (ATA) Users.

How to access Client Downloads in Frontier:

- To access Client Downloads, 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 "Client Downloads" menu on the left.

How to download the Mobile App:

You will need to download the Mobile App via your Mobile phone. Click on either of the icons. The left one is for Android and the right one is for iPhone (referenced under the "Broadsoft UC-One Client" next to the icon). The Android App is available on Google Play and the iPhone App is available on the AppStore.

For details on what the Mobile App is and how to use it, please refer to the BizPhone Mobile App section of this document.

How to download the Desktop App:

Click on the icon. The left one is for Windows Operating System and the right one is for Macintosh Operating System (referenced under the "BizPhone Communicator" next to the icon). Once you click on the icon, a window will pop up to save the BizPhone Communicator setup file. You can then save the .exe or .dmg file for installation.

For details on what the Mobile App is and how to use it, please refer to the BizPhone Desktop App section of this document.
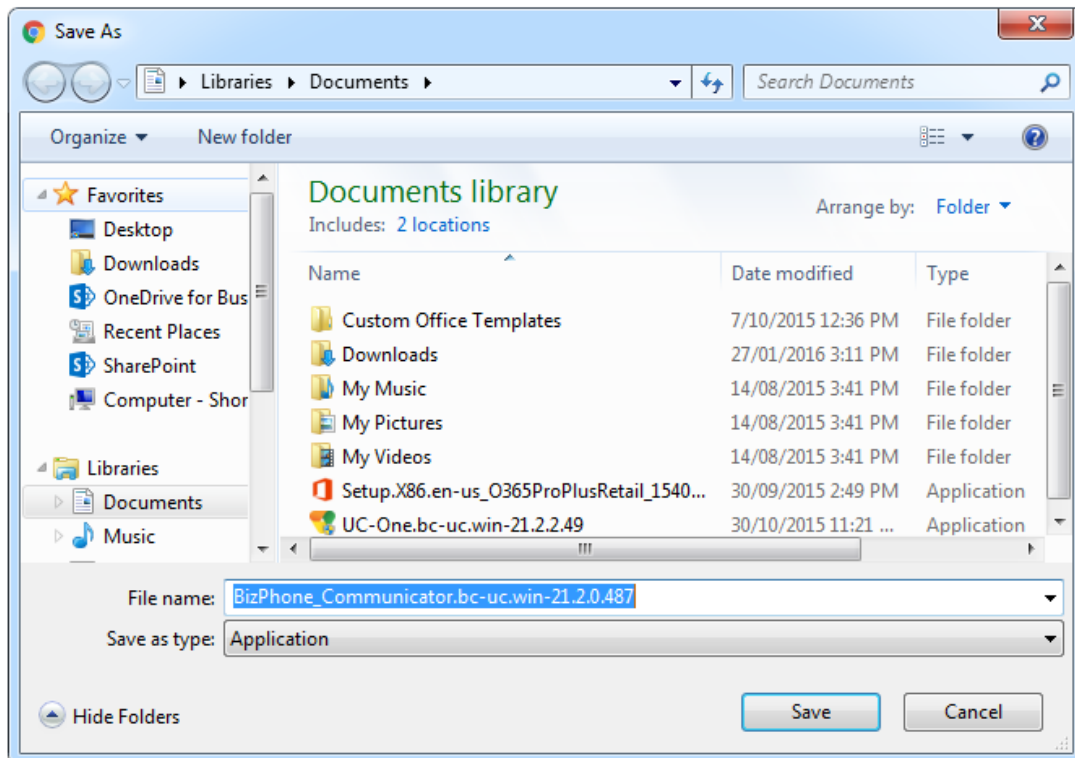
How to access the Receptionist App:

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.
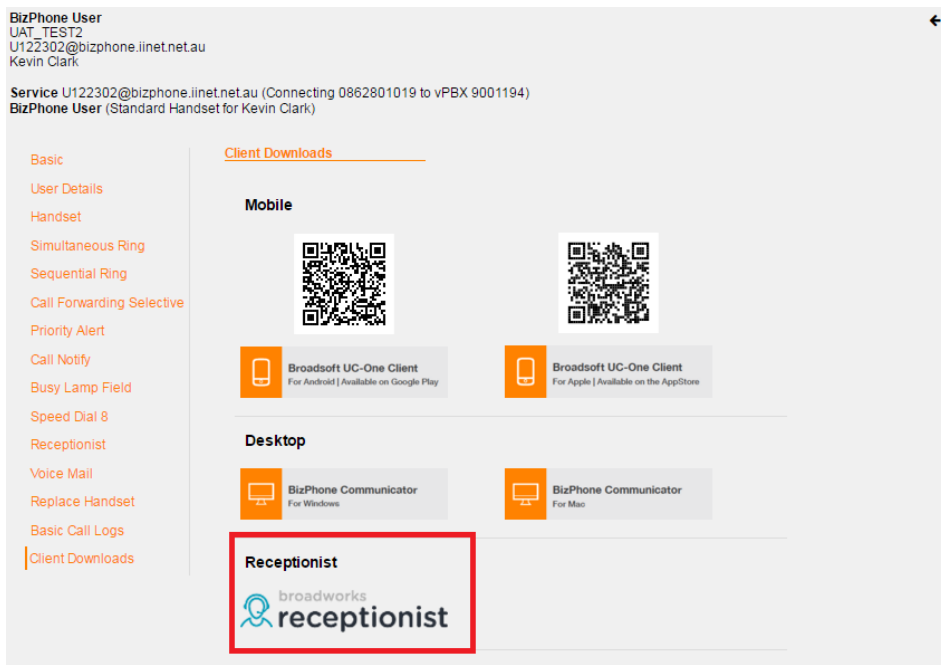
For details on how to use the BizPhone Receptionist App, please refer to BizPhone Receptionist App section on this document.

To return to the main page, click on the ⬅ icon located at the top right of each BizPhone User page.

Skype for Business

The Skype for Business section is where the user can enable and download the Desktop App that has been integrated with Skype for Business (Business Communicator for Skype for Business).

The Business Communicator for Skype for Business allows the user to use their Skype for Business app to make external calls via their BizPhone number.

- After entering the phone number in the Skype for Business app, the BizPhone Communicator Desktop app will launch and place the call.
- The Skype for Business app will automatically update its status to "in a call".
- The BizPhone user's number will be displayed to the recipient.

Notes:
- **The link to the App is only available if you have purchased this Add-On for the user.**
- **Skype for Business Desktop App is only available on Windows Operating System.**
- **Although you will be able to make external calls through the Skype for Business app, incoming calls will still need to be answers via the BizPhone Communicator Desktop App.**
- **Users cannot use this feature to add/call an external party to a Lync/Skype meeting.**
- 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 Skype for Business in Frontier:

- To access Skype for Business, click on "Skype for Business" menu on the left.
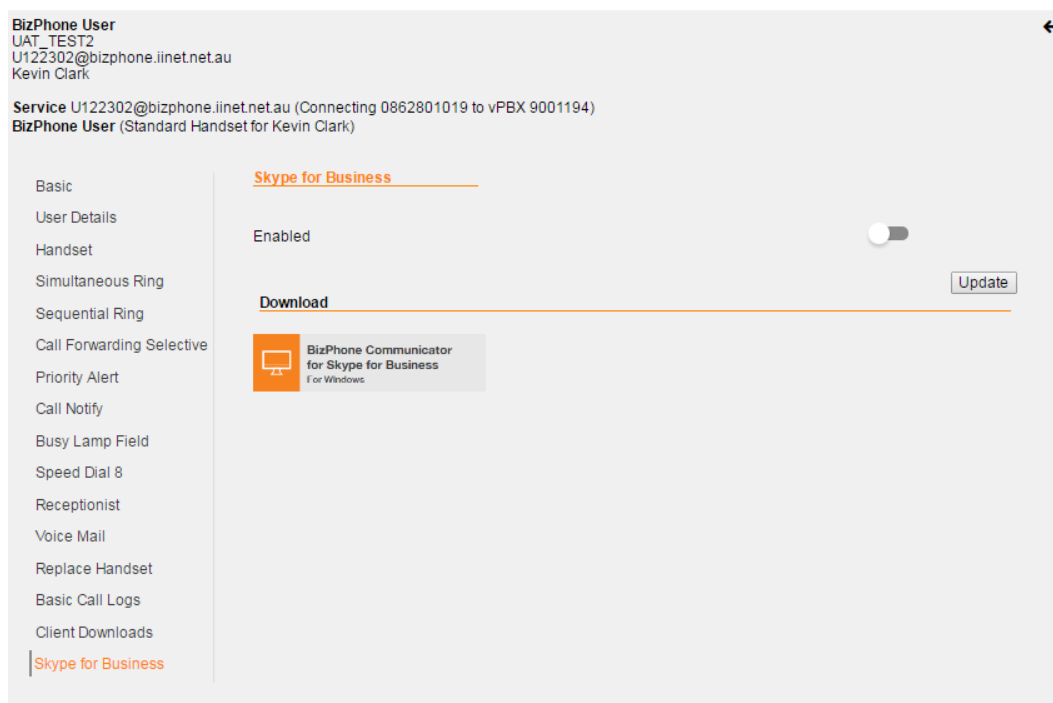
- Click on the [icon] icon to download the Business Communicator for Skype for Business. Once you click on the icon, a window will pop up to save the Business Communicator setup file. You can then save the .exe file for installation.
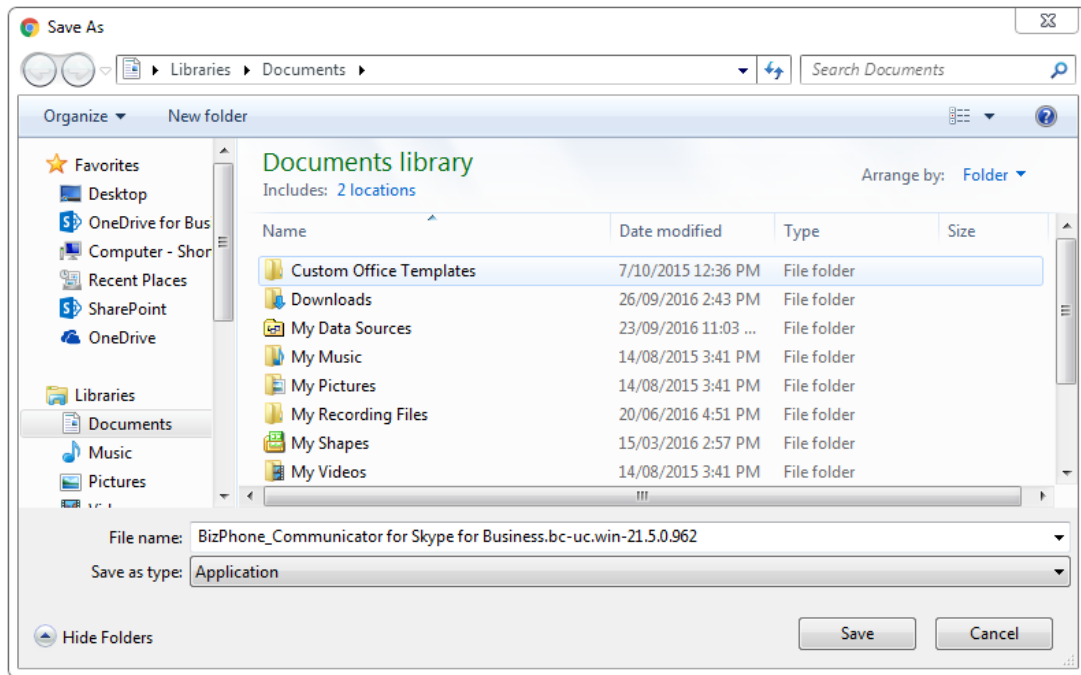
Follow the process on how to install the Desktop App. See BizPhone Desktop App section of this document for more information.

Note: Before you can start using the Business Communicator for Skype for Business, you will need to enable the Skype for Business option on the page.

- Enable the Skype for Business option and click "Update".
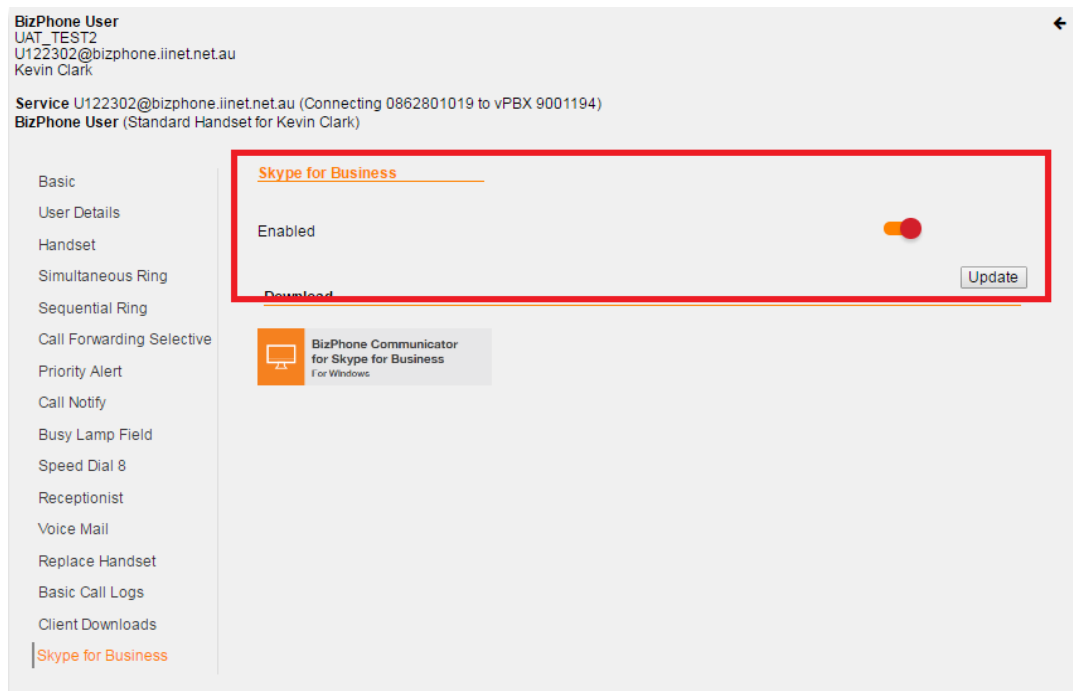
Group Features

The group features are the services that are available at the "group" level and only configurable via the Frontier Admin Portal.

Hunt Group

Hunt Group offers a method of distributing any inbound calls to a group of phones that are defined by the admin.

The admin can choose how the users are included in a Hunt Group and the method of incoming calls distribution. There are 4 different distribution methods available.

Circular

This method sends incoming calls to users in the order listed by the administrator. The call will go to the user following the user that answered the last call.

Regular

This method sends incoming calls to users in the order listed by the administrator. The call will go to the first available person in the list.
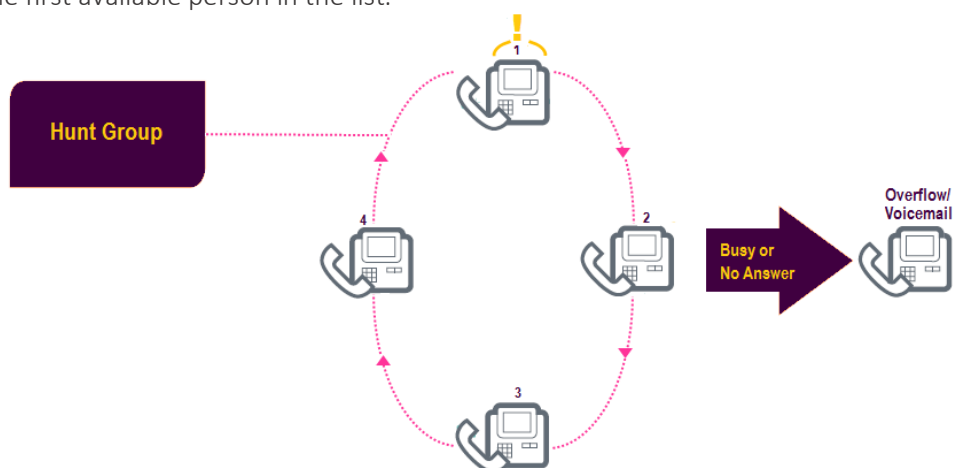
Simultaneous

This method sends incoming calls to all the users listed by the administrator at the same time.

Uniform

This method sends incoming calls to the user who's been idle the longest. Once a user completes a call they are moved to the bottom of the call queue.
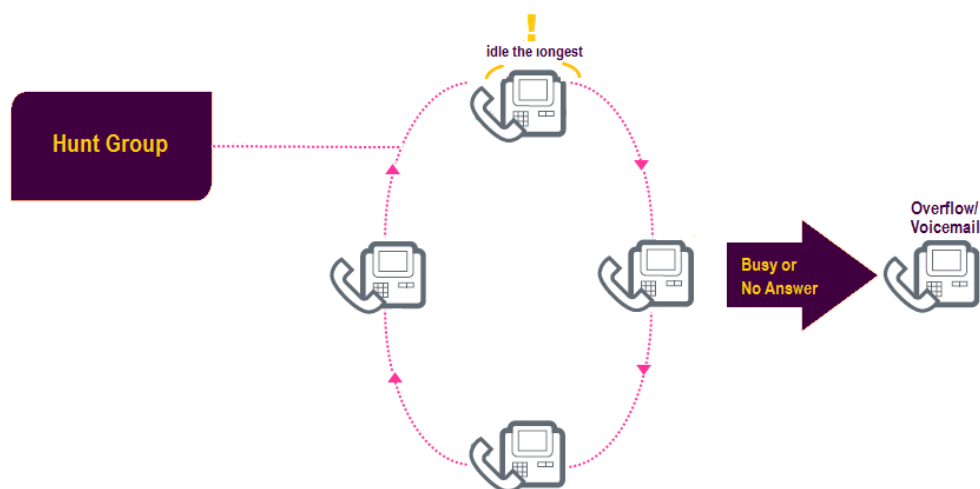
How to configure in Frontier:

- To access the Hunt Group, go to the BizPhone Main page and on the "BizPhone Admin" section, you will see "BizPhone Hunt Group". Click on the ⬈ icon for each Hunt Group that you wish to configure.
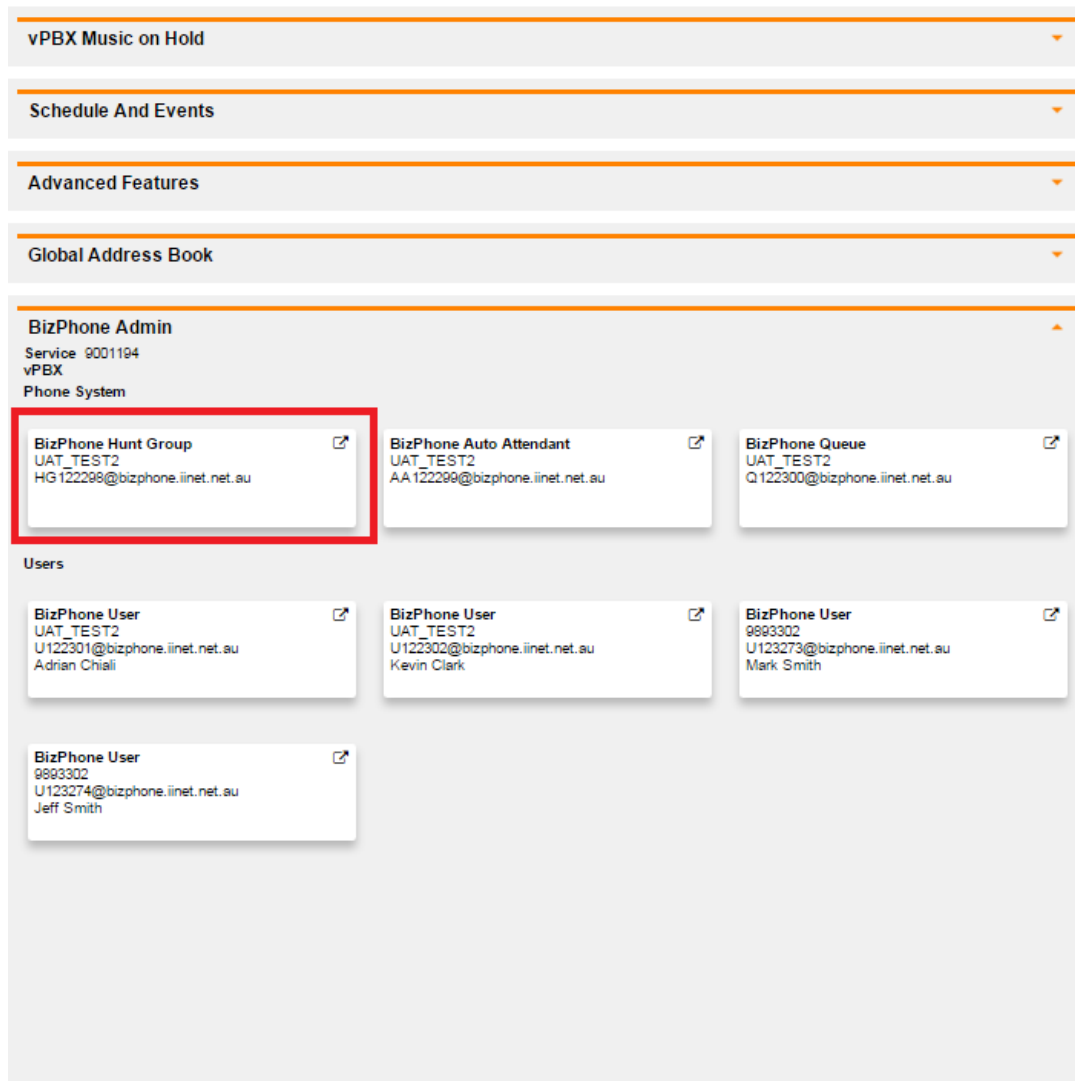
Once you click on the ⬈ icon of the Hunt Group, the below page will appear (next page).

BizPhone Hunt Group
DanielHG Test
HG152903@bizphone.tel.net.au

Set Active:	

General Settings:

Hunt Group ID:	HG152903@bizphone
Hunt Group Name: *	HG152903
CLID First Name: *	HG152903
CLID Last Name: *	Hunt Group
Phone Number:	0952801134

Voice Mail Settings

Voice Mail Settings:

Activate Voice Mail Feature	●
Enable voice mail to be used with voice portal	●
Enable voice mail to be forwarded as email	●
Delivery Email Address:	
Enable voice mail to be sent as carbon copy	●
Carbon Copy Email Address:	
Enable voice mail media file	●
Select Media File:*	Select One ▾

Call Routing

Call Routing:

Allow Call Waiting on Agents	
Allow members to control Group Busy	
Enable Group Busy	
Apply Group Busy When Terminating Call to Agent	

Group Policy
- ● Circular
- ● Regular
- ● Simultaneous
- ● Uniform

No Answer Settings

No Answer Settings:

Call Forward to:	
Skip to next agent after	5 rings
Forward call after waiting:	seconds

Not Reachable Settings

Not Reachable Settings:

Enable Call Forwarding Not Reachable	
Make Hunt Group busy when all available agents are not reachable	●

Call Forwarding (Always/Busy)

Call Forwarding (Always/Busy):

Always	
Busy	

Call Forwarding Selective

Call Forwarding Selective

Enable	

ⓘ Please note that collapsed criteria will not be updated on submit

⊕ New Criteria ▾

Calling ID Settings

Calling ID Settings:

- ● Use the system default CLID configuration (include the Hunt Group name in the CLID)
- ● Customize the CLID for this Hunt Group

Include the Hunt Group Name in the CLID	●

Group Members

Group Members:

Available BizPhone Users		Assigned BizPhone Users
Bizbizphone, Simon [U12 Smith, Mark [U123273@b Smith, Jeff [U123274@bu Haig, Jamie [U143355@b Town, Cape [U145539@b Lewis, David [U164402@t Lewis, David2ndATA [U16	→ ←	04-Bartels, Daniel [U143 01 - Clark, Kevin [U1223;

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Public

- Enter and select the settings for the Hunt Group.

| Settings	Description
General	
Set Active	Enable this to activate the Hunt Group.
Hunt Group ID	This ID is allocated by default.
Hunt Group Name*	Enter a name for the Hunt Group.
CLID First Name*	Enter a First Name for the Hunt Group.
CLID Last Name*	Enter a Last Name for the Hunt Group.
Phone Number	This Phone Number is allocated by default.
Voice Mail Settings	
Activate Voice Mail Feature	Enable this to activate the voice mail feature for the Hunt Group.
Enable voice mail to be used with voice portal	Enable this option if you wish to be able to listen to the Hunt Group voice messages through the Voice Portal.
Enable voice mail to be forwarded as email	Enable this option if you wish to send a copy of the Hunt Group voice mail to an email and enter the email address in the field.
Delivery Email Address	Enter the email address for the voice mail to be sent to.
Enable voice mail to be sent as carbon copy	Enable this option if you wish to send a carbon copy of the Hunt Group voice mail to a second email address.
CC Email Address	Enter the email address for the voice mail to be CC'd to.
Enable voice mail media file	Enable this option if you wish to select a media file for the Hunt Group voice mail.
Select Media File^	Select the available media file from the drop down list. If there is no media file available, please upload the file. See note below for more information.
Call Routing	
Call Waiting on Agents	Enable this to allow Call waiting on the assigned users/agents. **Note: If all users are busy in a hunt group, calls will fail unless you enable this option and Call Waiting feature on each agent. With Call Waiting (each agent) and this option enabled, the calls will be treated as not answered and overflow when no answer timer expires.**
Allows members control Group Busy	Enable this to give group members control over the Group Busy policy.
Enable Group Busy	Enable this to allow group busy policy for the Hunt Group. **Note: Enabling Group Busy does not mean that calls will overflow. Overflow is only for "Not Answer" and "Not Reachable" conditions. If you enable Group Busy, all calls will fail to fast busy tone unless Call Forward Busy is enabled.**
Apply Group Busy when terminating Call to agent	Enable this to always apply the Enable Group Busy policy when calls are made through the directory hunting number.
Group Policy	Select one of the Hunt Group distribution methods (described earlier in this section).
No Answer Settings	

Call Forward To*	Enter the phone number to forward calls to when there is no answer. Alternatively, calls can also be forward to Voice Mail by entering *55 in front of the 10-digit phone number of in front of the phone extension. **Note: This must be one of your BizPhone Phone Numbers.**
Skip to next agent after *xx* rings	Specify the number of rings before the call is sent to next agent.
Forward call after waiting *xx* seconds	Specify the number of seconds before call is forwarded to the specified phone number.
Not Reachable Settings	
Enable Call Forwarding Not Reachable	Calls are forwarded to this number when the Hunt Group is unreachable. Alternatively, calls can also be forward to Voice Mail by entering *55 in front of the 10-digit phone number of in front of the phone extension.
Make Hunt group busy when all available agents are not reachable	Enable this to send a busy tone to the caller when the hunt group is unreachable.
Call Forwarding (Always/Busy) – only available on a non-complimentary or Billable Hunt Group	
Always	Enable this to forward all calls to a specified number when the Hunt Group is unreachable. Alternatively, calls can also be forwarded to Voice Mail by entering *55 in front of the 10-digit phone number or in front of the phone extension.
Busy	Enable this to forward all calls to a specified number when the Hunt Group is busy. Alternatively, calls can also be forwarded to Voice Mail by entering *55 in front of the 10-digit phone number or in front of the phone extension.
Call Forwarding Selective – only available on a non-complimentary or Billable Hunt Group	
Enable	Enable this to forward specific calls to a specified number. Alternatively, calls can also be forwarded to Voice Mail by entering *55 in front of the 10-digit phone number or in front of the phone extension.
Play Ring Reminder	Enable this option if you wish to play reminder for Call Forwarding.
Default Forward To	Enter a default forwarding number.

New Criteria (see red notes below)	Description	Enter the description for the Call Forwarding here.
	Holiday Schedule	Select the Holiday Schedule you have defined under Schedule and Events
	Time Schedule	Select the Time Schedule you have defined under Schedule and Events
	Forward To	Select "Default Number" if you wish to forward the calls to the default number specified.

		Select "Specified Number" if you wish to forward the calls to a specified number. Enter the specified number in the text box next to this option.
		Select "Do Not Forward" if you do not wish to forward your calls to a phone number.
		Select "Any Phone Number" if you wish to forward calls from any phone number.
	Calls From	Select "Following Phone Numbers" if you wish to only forward calls from certain numbers. Specify the phone numbers in the text boxes.
Calling ID Settings		
Use System Default Hunt Group	Use the CLID settings defined by default.	
Include Hunt Group name in CLID	Use the Hunt Group name specified in the General settings as the CLID.	
Assigned BizPhone Users		
Group Members	Assign the BizPhone Users to the Hunt Group by highlighting the user you wish to add from the "Available BizPhone Users" list and click the [→] button and the user will be added to the assigned list. To add more users, repeat the same steps. To remove user from the "Assigned BizPhone List", click [←] button and the user will be removed from the list.	

Notes:
- * in above table indicates mandatory field and cannot be empty.
- ^ To upload the media file, please refer to the Upload Announcement section in this document.
- Call Forwarding Always/Busy and Call Forwarding Selective are only available for Billable (non-complimentary) Hunt Groups.
- You need to set up a New Criteria before you can activate the Call Forwarding Selective Feature.
- You need to set up "Schedules and Events" before you can enter a New Criteria or you can use the default Time Schedule for Call Forwarding Selective. To set up the Schedules and Events, please refer to Schedules and Events section in this document.
- Collapsed Criteria will not be updated on submit. You need to expand the Criteria to update.

- Once you have finished configuring all options, click "Update" at the bottom of the screen and it will save the Hunt Group settings that you have just configured.

To return to the main page without changes, click on the ⬅ icon located at the top right of each BizPhone Hunt Group page.

Queue

Queue allows the user to queue incoming calls when all the phones are busy until you are able to answer the calls. This is useful during peak times where your business is in high demand.

There are 5 different Queue methods available.

Circular

This method sends incoming calls to users in the order listed by the administrator. The call will go to the user following the user that answered the last call.

Regular

This method sends incoming calls to users in the order listed by the administrator. The call will go to the first available person in the list.

Simultaneous

This method sends incoming calls to all the users listed by the administrator at the same time.
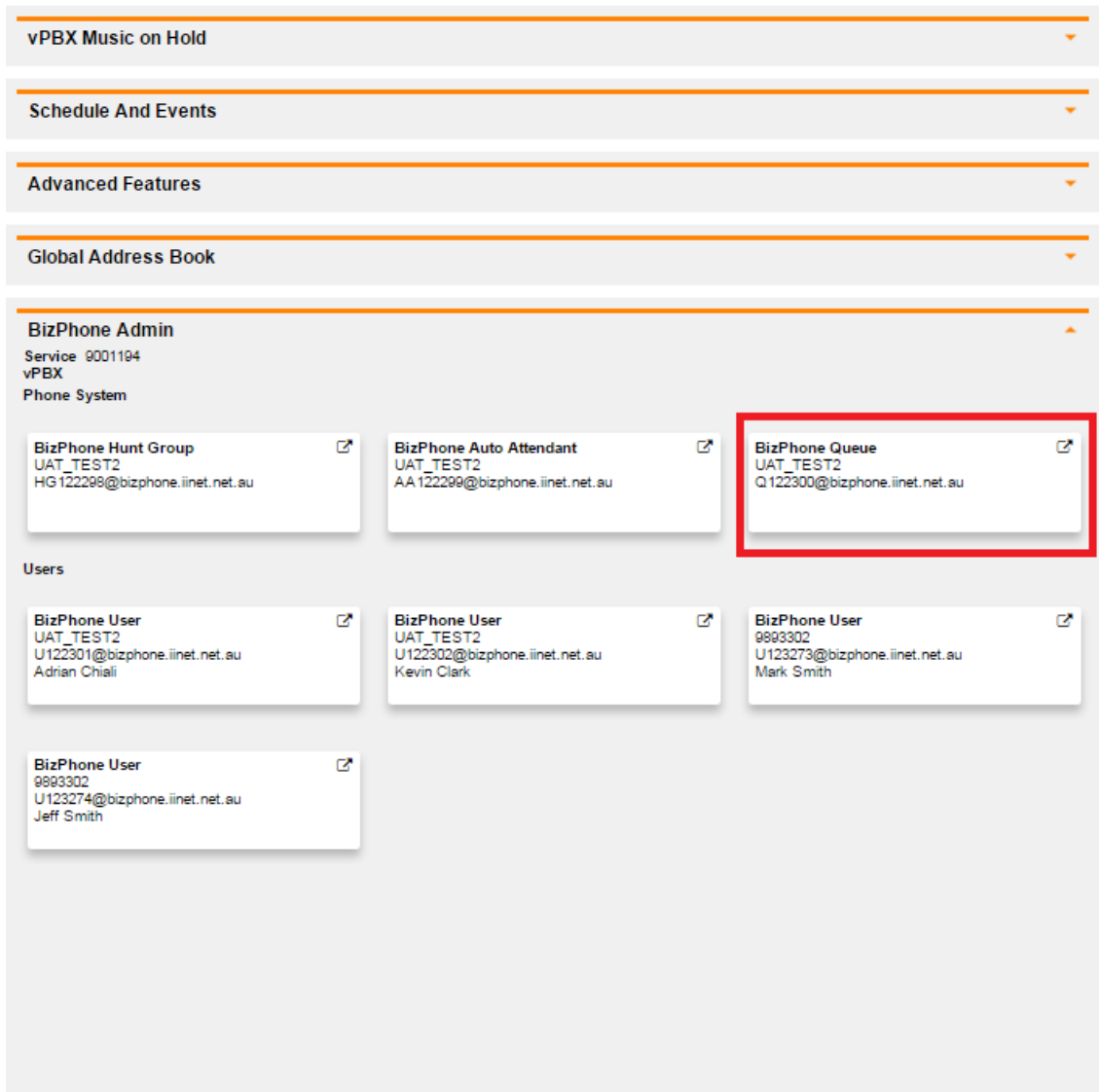
Uniform

This method sends incoming calls to the user who's been idle the longest. Once a user completes a call they are moved to the bottom of the call queue.

Weighted Call Distribution

This method send incoming calls randomly to agents according to percentages you assign on the Call Centre.

How to configure in Frontier:

- To access the Queue, go to the BizPhone Main page and on the "BizPhone Admin" section, you will see "BizPhone Queue" and click on the ⧉ icon for each Hunt Group that you wish to configure.

Once you click on the ⧉ icon of the Queue, below page will appear (next page).

BizPhone Queue
UAT_TEST2
Q1ZZ300@bizphone.tmd.net.au

Set Active:

General Settings:

Queue ID:	Q1ZZ300@bizphone
Queue Name: *	Q1ZZ300
CLID First Name: *	Q1ZZ300
CLID Last Name: *	Queue
Phone Number:	0884700007

Group Policy
- Circular
- Regular
- ● Simultaneous
- Uniform

Queue Settings:

Allow callers to dial [0] to escape out of queue

Play ringing when offering call

Reset caller statistics upon entry to queue

Queue Length: [20]

Voice Mail Settings:

Activate Voice Mail Feature

Entrance Announcement Settings

Play entrance announcement

Announcement Type
- ● Default
- Custom

On-Hold Announcement Settings

Enable Media On-Hold announcement

Announcement Type
- ● Default
- Custom

Routing Settings:

Bounce calls after [5] rings

Enable overflow after calls wait [60] seconds

Play announcement before overflow processing

Overflow Action
- Perform Busy Treatment
- ● Transfer to Phone Number
- Play ringing until caller hangs up

Transfer to Phone Number: * [0884700004]

Agent Settings:

Allow Call Waiting on agents

Group Members:

Available BizPhone Users	Assigned BizPhone Users
Bulezbphone, Simon [U12	01 - Clark, Kevin [U1223

Update

- Enter and select the Queue settings.

Settings	Description
General	
Set Active	Enable this to activate the queue.
Queue ID	This ID is allocated by default.
Queue Name*	Enter a name for the Queue.
CLID First Name*	Enter a First Name for the Queue.
CLID Last Name*	Enter a Last Name for the Queue.
Phone Number	This Phone Number is allocated by default.
Group Policy	Select one of the Queue methods (described earlier in this section).
Queue Settings	
Allows callers to dial 0 to escape out of queue	Enable this if you want the callers to have the ability to press "0" to escape out of the queue.
Play ringing when offering call	Enable this to enable play ringing when offering a call to an agent in lieu of the caller hearing music on hold. This lets the caller knows their call is about to be answered.
Reset caller statistics upon entry to queue	Enable this if you require caller statistics to be reset each time the agents log into a queue.
Queue Length (Calls)	The maximum number of calls that can be queued at any one time.
Voice Mail Settings	
Activate Voice Mail Feature	Enable this to activate the voice mail feature for the Queue.
Enable voice mail to be used with voice portal	Enable this option if you wish to be able to listen to the Queue voice messages through the Voice Portal.
Enable voice mail to be forwarded as email	Enable this option if you wish to send a copy of the Hunt Group voice mail to an email and enter the email address in the field.
Delivery Email Address	Enter the email address for the voice mail to be sent to.
Enable voice mail to be sent as carbon copy	Enable this option if you wish to send a carbon copy of the Queue voice mail to a second email address.
CC Email Address	Enter the email address for the voice mail to be CC'd to.
Enable voice mail media file	Enable this option if you wish to select a media file for the Queue voice mail.
Select Media File^	Select the available media file from the drop down list. If there is no media file available, please upload the file. See note below for more information.
Entrance Announcement Settings	
Play Entrance Announcement	Enable this option to play the Entrance Announcement for the Queue
Announcement Type	Select Announcement Type. Choose "Default" if you wish to use the system default Announcement. Choose "Custom" if you wish to use a Custom Announcement and then select the media file.

Select Media File^	This option is only displayed when you choose "Custom" Announcement Type. Select the media file from the drop down list. If there is no media file available, please upload
On-Hold Announcement Settings	
Enable Media On-Hold Announcement	Enable this option to play Announcement when the caller is On-Hold in the queue.
Announcement Type	Select Announcement Type. Choose "Default" if you wish to use the system default Announcement.
Select Media File^	This option is only displayed when you choose "Custom" Announcement Type. Select the media file from the drop down list. If there is no media file available, please upload the file.
Routing Settings	
Bounce calls after *xx* rings	Enable and Select how many rings before the calls are bounce to next agent if they are unanswered.
Enable overflow after call wait *xx* seconds	Enable and Select how many seconds to wait before the calls are overflow to the next agent.
Play announcement before overflow processing	Enable this to play announcement to the caller before the call is overflowed.
Overflow Action	Select one of the overflow routing options.
Transfer to Phone Number	Enter the phone number to transfer the call to if you select to transfer to phone number as the Overflow Action.
Agent Settings	
Allow call waiting on Agents	Tick this box to allow agents to have the ability to handle more than once call at a time. Agents must also have the Call Waiting feature enabled on the user profile.
Assigned BizPhone Users	
Group Members	Assign the BizPhone Users to the Queue by highlighting the user you wish to add from the "Available BizPhone Users" list and click the → button and the user will be added to the assigned list. To add more users, repeat the same steps. To remove user from the "Assigned BizPhone List", click ← button and the user will be removed from the list.

Note: * in above table indicates mandatory field and cannot be empty.
   ^ To upload the media file, please refer to the [Upload Announcement](#) section in this document.

- Click "Update" at the bottom of the page to save the Queue settings that you have just configured.
  To return to the main page without changes, click on the ← icon located at the top right of each BizPhone Queue page.

Music on Hold

Music on Hold plays music while callers are on hold. This feature allows the group administrator to upload the audio file for the Music on Hold.

How to configure in Frontier:

- To access the Music on Hold, click on the ▼ icon next to "vPBX Music On Hold" on the main page.
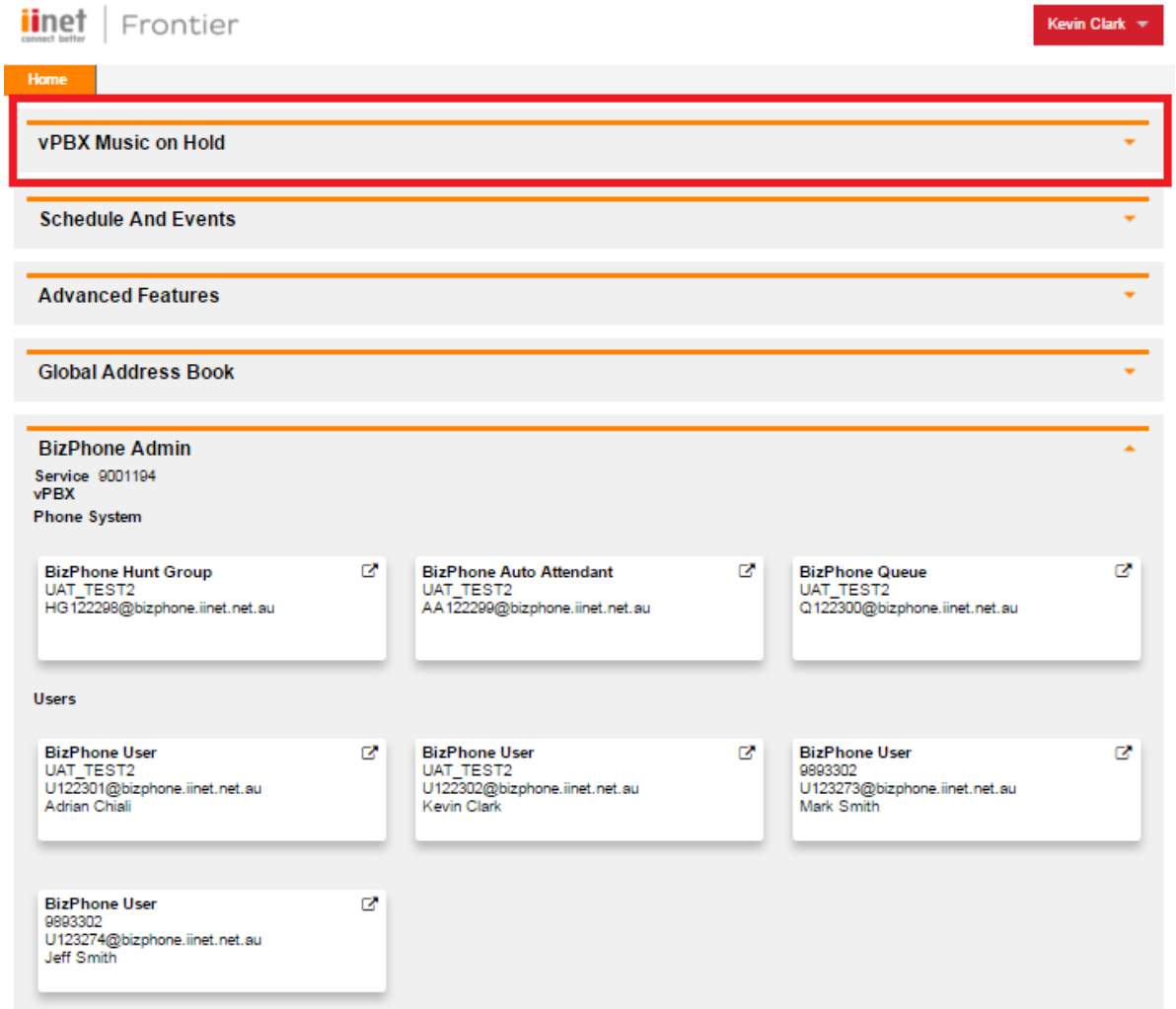
The Music On Hold page will appear (below).

- Select the Music on Hold settings.

Profile	Description
Enable music/video during Call Hold	Enable this if you wish to play music for callers that are on hold.
System	Tick this option if you wish to use system defined Music on Hold.
Custom Music/Video File	Tick this option if you wish to use a custom audio file for Music on Hold.
Use existing audio file	Tick this option if you have existing audio file and wish to use it.
Upload new audio file	Tick this option to upload a new audio file and choose file to upload.

Note: The 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 Music on Hold settings that you have just configured.

To close the Music on Hold menu, click on the ⏶ icon next to "vPBX Music On Hold".

Schedules and Events

Schedules and Events allows the administrator to set up the Time schedule and Holiday schedule for BizPhone services.

The Time schedule and Holiday schedule are used in the following BizPhone features/services:
- Auto Attendant
- Call Forwarding Selective
- Simultaneous Ring
- Sequential Ring
- Call Notify
- Priority Alert

To route calls based on the time of the day (business or after hours), you can configure the Time schedule. You can also configure your company holiday schedule by identifying the dates of the holiday in the Holiday schedule.

How to create and configure Schedules and Events in Frontier:
- To access the Schedules and Events, click on the ▼ icon next to "Schedules and Events" on the main page.
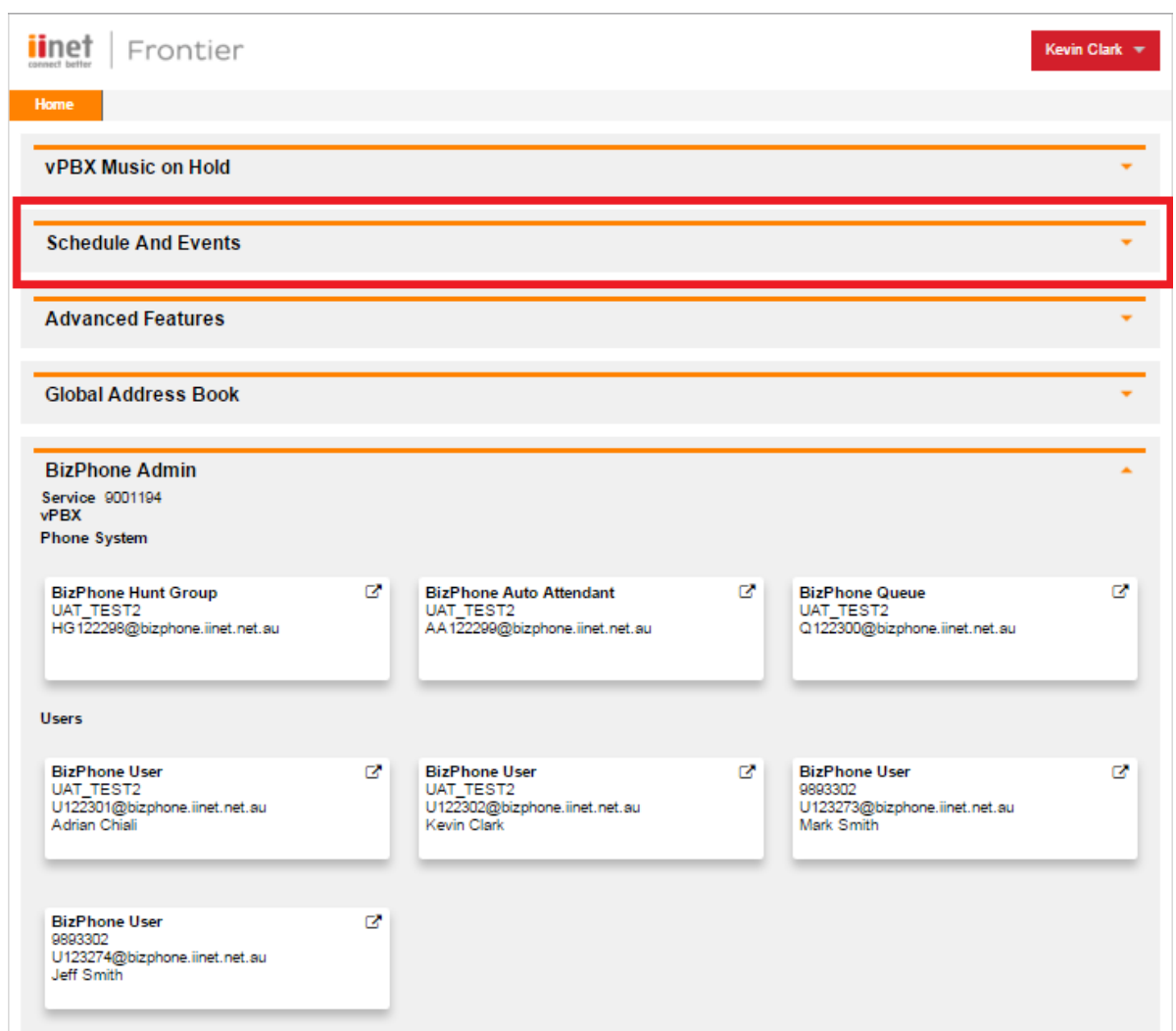
The Schedules and Events page will appear (below).

- Create a schedule by entering the Schedule Name and the Schedule Type.

Create Schedule	Description
Schedule Name*	Enter the name for the schedule. For example: Christmas Holiday, etc.
Schedule Type	Select the required Schedule Type: - **Holiday**: if you wish to create a Holiday Schedule. - **Time**: if you wish to create a Time Schedule (Business or After hours).

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

- Click "Save" under the Create Schedule section to save the schedule you have just created. You can create multiple schedules by repeating the same steps above.

- Once the Schedule is created, it will appear under Current Schedules section on the same screen.

- To create an event for the schedule, click on the ▶ icon next to the schedule you have just created and the schedule page drop down. You can now create the event for the schedule by clicking on the "Create Event" button.

- Enter and select the details for the event.

Create Event	Description
Event Name*	Enter a name for the event.
Start Date*	Enter the start date for the event.
End Date*	Enter the end date for the event.
All Day event	Activate this if it is an all-day event.
Start Time*	(if applicable) This option is disabled if you activate the All Day event. If it is not an all-day event, you will need to select the hours and minutes from the drop down list as to when you want the event to start.
End Time*	(if applicable) This option is disabled if you activate the All Day event. If it is not an all-day event, you will need to select the hours and minutes from the drop down list as to when you want the event to end.
Recurrence Pattern	Select one from the drop down list how you wish the event to reoccur:
	Never: if you do not want the event to reoccur.
	Daily: if you want the event to repeat daily. If you select this option, the Recurrence Interval and Recurrence End Date fields will appear. **Recurrence Interval*** is a mandatory field and you will need to enter in how many day(s) do you want the event to occur. **Recurrence End Date** is the date you want the event to end.

Weekly: if you want the event to occur weekly. If you select this option, the Recurrence Interval, the days (Monday – Sunday), and the Recurrence End Date fields will appear.

Recurrence Interval* is a mandatory field and you will need to enter in how many week(s) do you want the event to occur and you need to activate at least a day for the event to occur. For example, activate Monday if you want the event to occur every Monday.

Recurrence End Date is the date you want the event to end.

Monthly: if you want the event to occur monthly. If you select this option, the Recurrence Interval, On Day, and the Recurrence End Date fields will appear.

Recurrence Interval* is a mandatory field and you will need to enter in how many month(s) do you want the event to occur.

On Day* is also a mandatory field and you need to enter on which day of the month do you want the event to occur.

Recurrence End Date is the date you want the event to end.

Yearly: if you want the event to occur yearly. If you select this option, the Recurrence Interval, On Day, Month Of, and Recurrence End Date fields will appear.

Recurrence Interval* is a mandatory field and you will need to enter in how many year you want the event to occur.

On Day* is also a mandatory field and you need to enter on which day of the month do you want the event to occur.

Month of* is also a mandatory field that let you select from the drop down list you want the event to occur.

Recurrence End Date is the date you want the event to end.

Notes:
- * in above table indicates mandatory field and cannot be empty.
- The duration (between Start Date and End Date) must be shorter than how frequently it occurs (Recurrence Interval).

- Click "Save" button to save the event you have just created. You can create multiple events for a schedule by repeating the Create Event steps above.

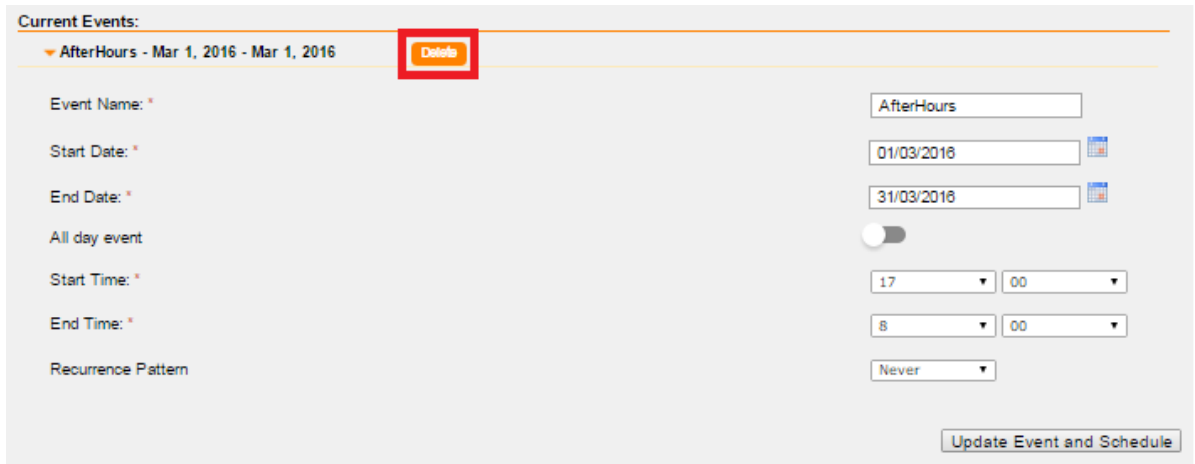Once the event is created, it will appear under "Current Events" of the schedule. You can modify the event by click on the "Update Event and Schedule" button.
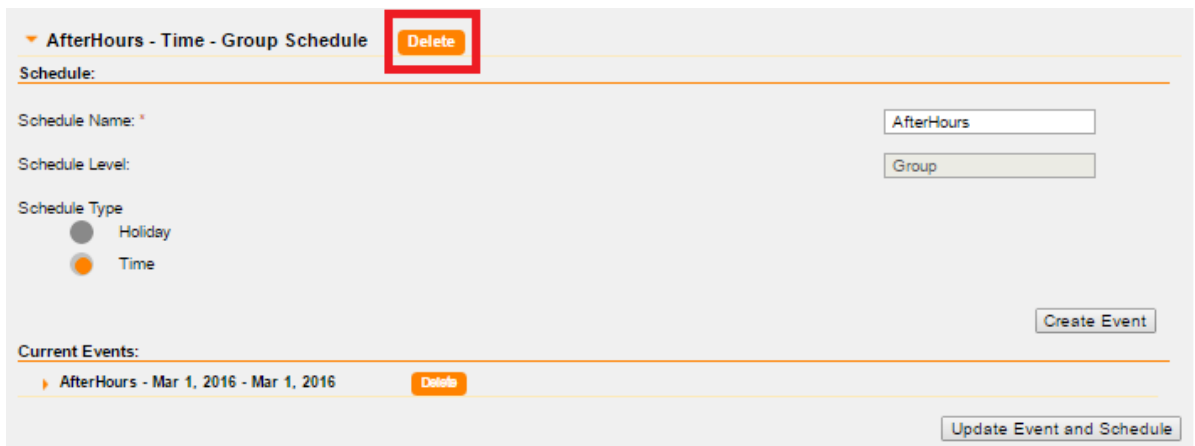
Deleting an event or schedule

- You can delete an event by clicking on the "Delete" button next to the event.

- You can delete a schedule by clicking on the "Delete" button next to the schedule.

To close the Schedules and Events menu, click on the ▲ icon next to "Schedules and Events".

Global Address Book

Global Address Book allows the administrator to upload a phone book for the BizPhone service.

Note: Global Address Book is not available on BizPhone SoftPhone plan or as part of the Desktop/Mobile Apps or Clients.

How to configure in Frontier:

- To access the Global Address Book, click on the ▼ icon next to "Global Address Book" on the main page (next page).
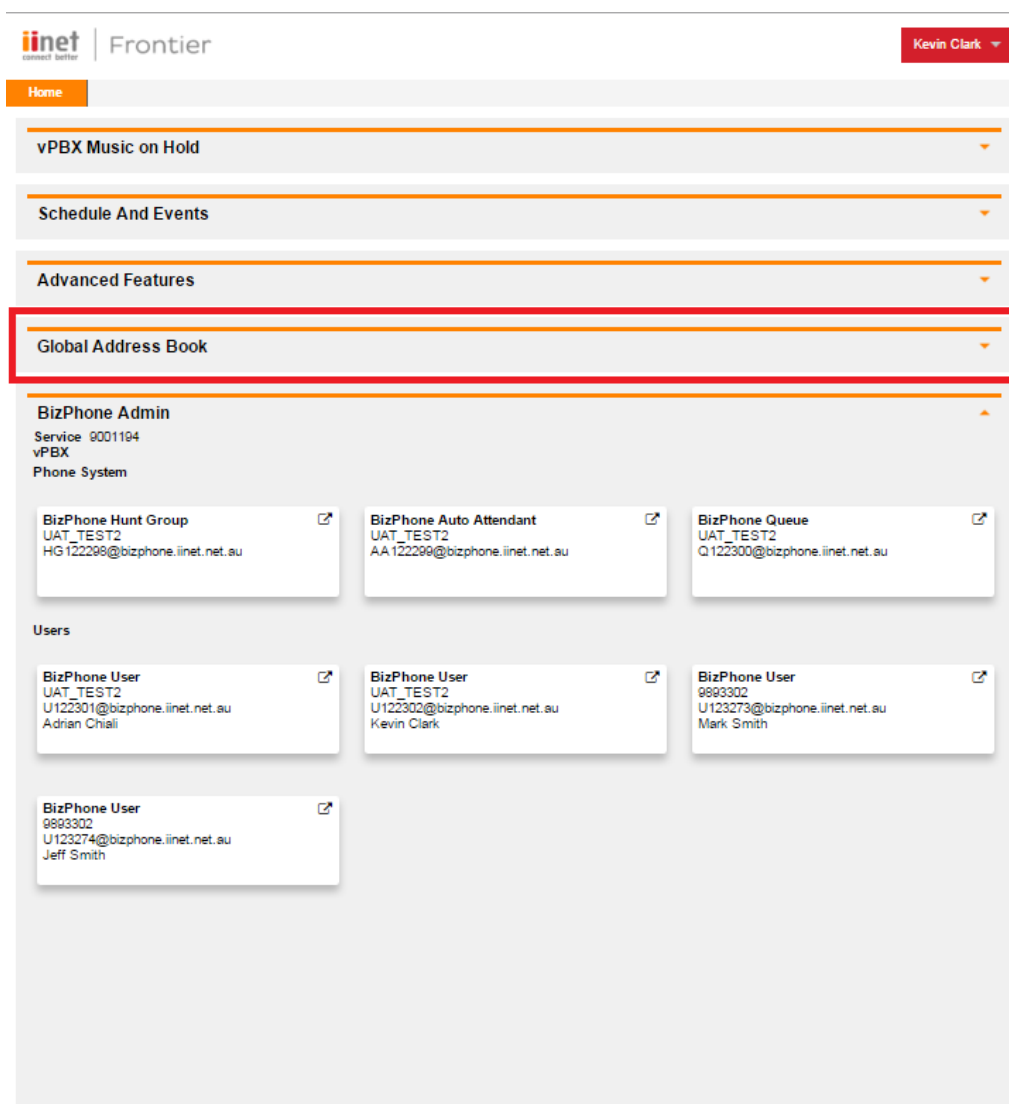
Global Address Book page will appear (below).
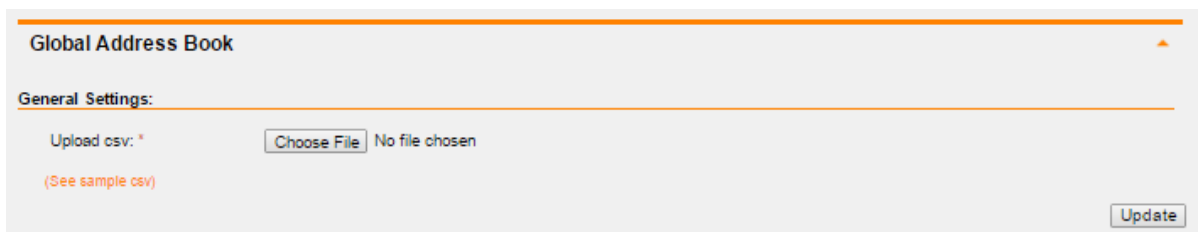
- Upload a csv file for the address book by clicking on the "Choose File" button.

The csv file should have 2 columns: Name and Number. You can see a sample csv by clicking on "See sample csv" on the screen.

Note: You can add up to 500 entries (contacts) to the csv file.
- The contacts in the Global Address Book should now appears on the handset.

Note: The contacts will get updated in the T48G (T48S) handset instantly, but the user will need to restart the T42G (T42S) handset before the contacts appear on their handset.

How to access Global Address Book via the T42G (T42S) handset:
- Press the "Directory" soft key on the main LCD screen.
- Using the Up and Down button ( ) on the handset, scroll through and click on "Group Common".
- The contacts details (Name and Phone number) that you have uploaded via the Global Address Book in Frontier will appear on the LCD screen.

How to access Global Address Book via the T48G (T48S) handset:
- Press the "Directory" on the main LCD screen.
- Click on "Group Common" menu on the left of the screen.
- The contacts details (Name and Phone number) that you have uploaded via the Global Address Book in Frontier will appear on the LCD screen.

How to access Global Address Book via the Cordless DECT handset:
- Press "OK" button on the handset.
- Scroll through to "Directory" menu with the down arrow button and press "OK".
- Select "Network Dir" by using the up and down arrow button and press "Enter" or the "OK" button.
- Select "GroupCommon" by using the up and down arrow button and press "Enter" or the "OK" button.
- The contacts details (Name and Phone number) that you have uploaded via the Global Address Book in Frontier will appear on the phone screen.
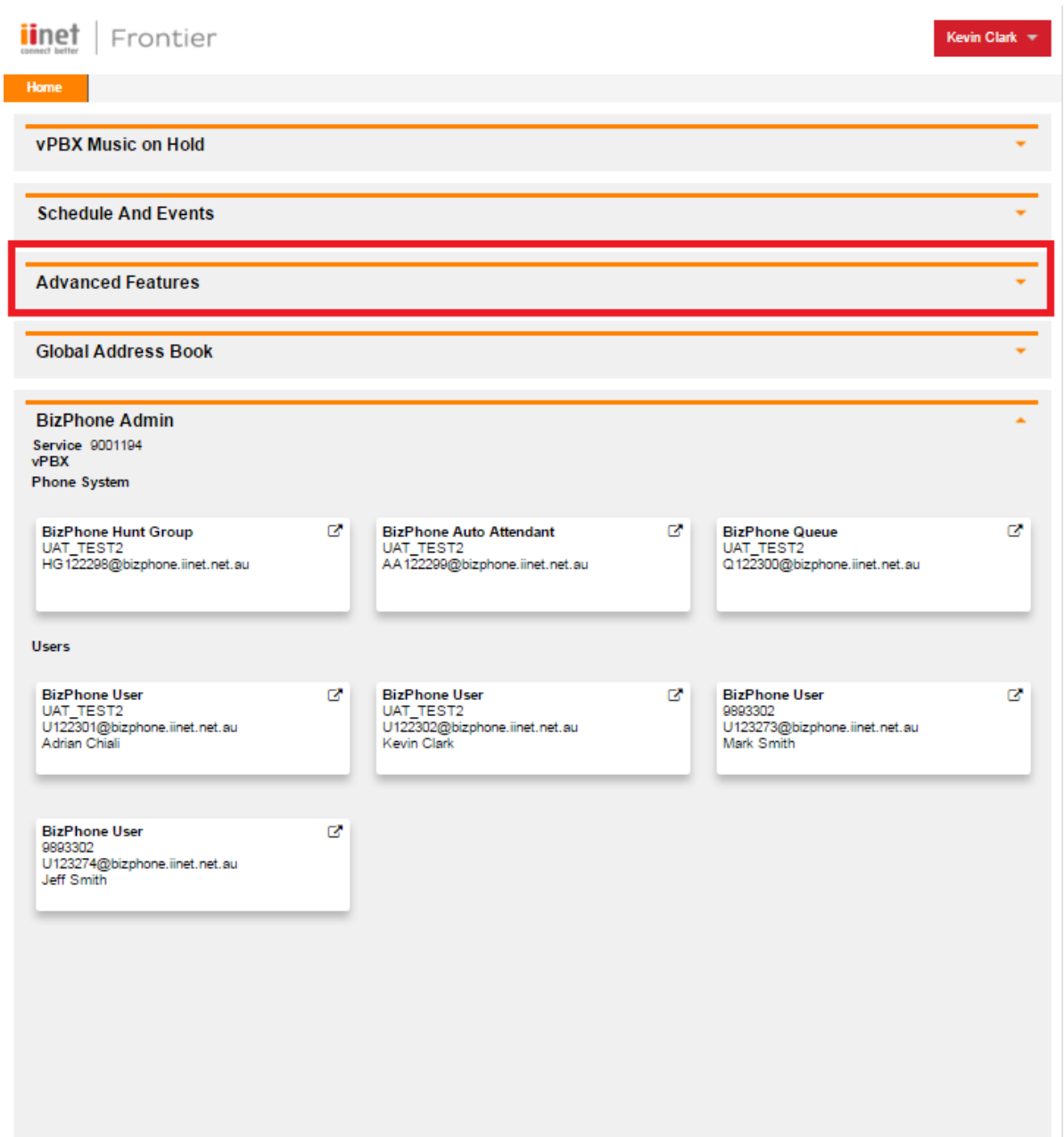
Advanced Features

Configure Pilot Number

Configure Pilot Number allows the administrator to select the Pilot Number (Group Number) from a list of phone numbers or you can select "None" if you do not want to specify a Pilot Number.

How to configure in Frontier:

- To access the Configure Pilot Number, click on the ⏷ icon next to "Advanced Features" on the main page.

The "Configure Pilot Number" option will appear in the expanded menu (below).

- Select the Pilot Number from the drop down list.

- Click "Update" to save the changes.

To close the Configure Pilot Number option, click on the ▲ icon next to "Advanced Features".

Call Forward Unused Numbers

Call Forward Unused Numbers allows the administrator to choose the default number to forward incoming calls for unused numbers, i.e. those number(s) that are not allocated to any BizPhone user.

How to configure in Frontier:

- To access the Call Forward Unused Numbers feature, click on the ▼ next to "Advanced Features" on the main page.

The Advanced Features page will appear (below). You are on the "Configure Pilot Number" page by default.

- Click on the "Call Forward Unused Numbers" menu on the left.

The Call Forward Unused Numbers page will appear (below).

- Select the number from the drop down list. You can select "None" if you do not want to forward any incoming calls for the Unused Numbers.

- Click "Update" to save the changes.

To close the Call Forward Unused Numbers option, click on the ▲ icon next to "Advanced Features".

Upload Announcement

Upload Announcement allows the administrator to upload media files for the group. The media files can be used for Group and User's Voice Mail Greetings.

How to configure in Frontier:
- To access the Upload Announcement option, click on the ▾ next to "Advanced Features" on the main page.
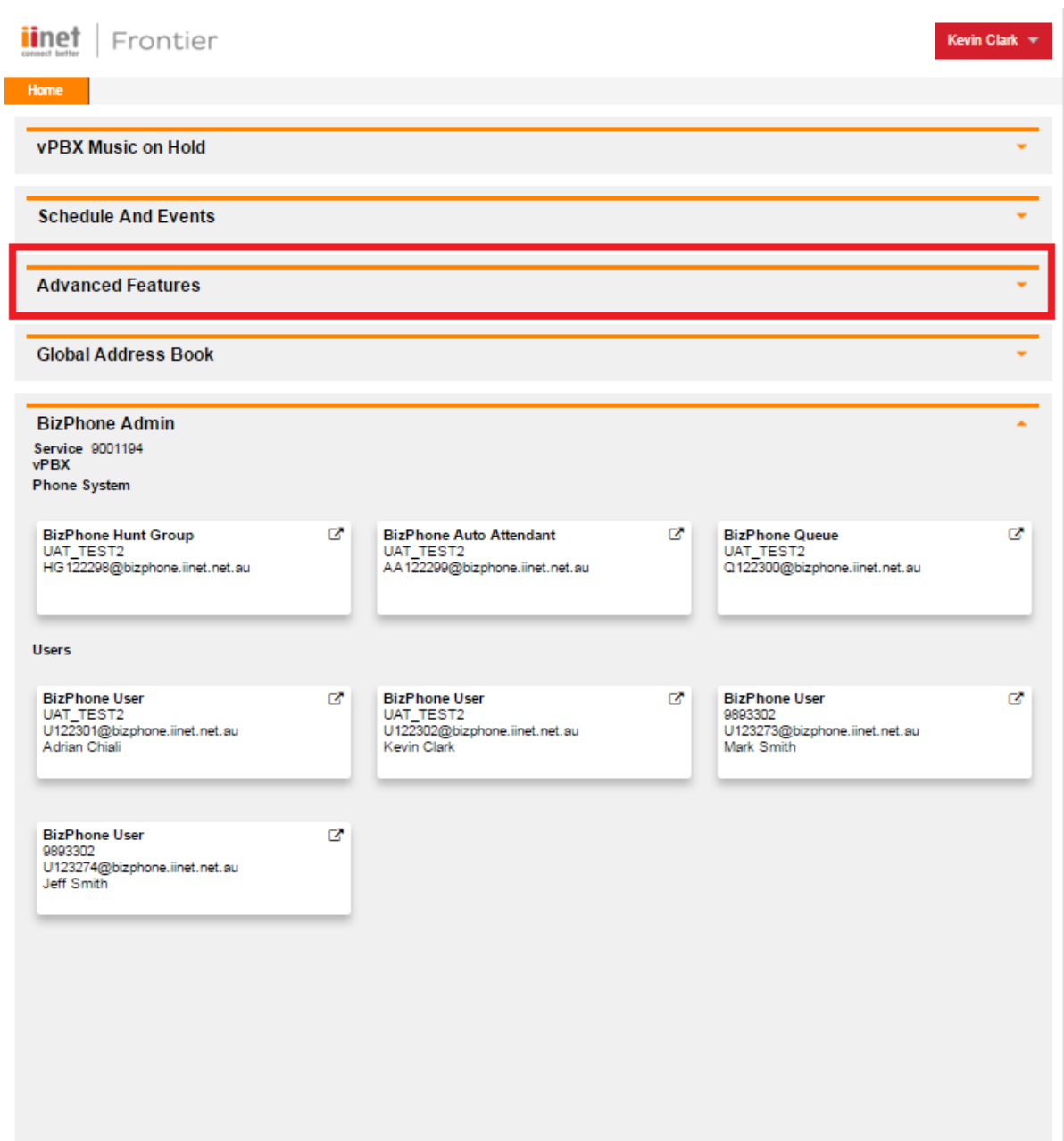
The Advanced Features page will appear (next page). You are on the "Configure Pilot Number" page by default.

- Click on the "Upload Announcement" menu on the left.

The Upload Announcement page will appear (below).

- Choose the media file that you wish to upload by clicking on the "Choose File" button and then select the media file from your local machine or network drive.

Note: The 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 "Upload" to upload the media file.

Receptionist Features

Auto Attendant

Auto Attendant is a voice menu system that plays a recorded greeting to incoming callers and allows them to choose to be directed to an internal extension. Sometimes this feature is referred to as IVR (Interactive Voice Response).

An Auto Attendant can consist of one or more menus and the concept of "an instance" of an auto-attendant is important.

What is an instance of Auto Attendant?

An instance of Auto Attendant is a single recording and menu that is assigned an internal extension.

Example as shown below:
There are two Auto Attendant instances: One for the main business number and the other one for Customer Service.
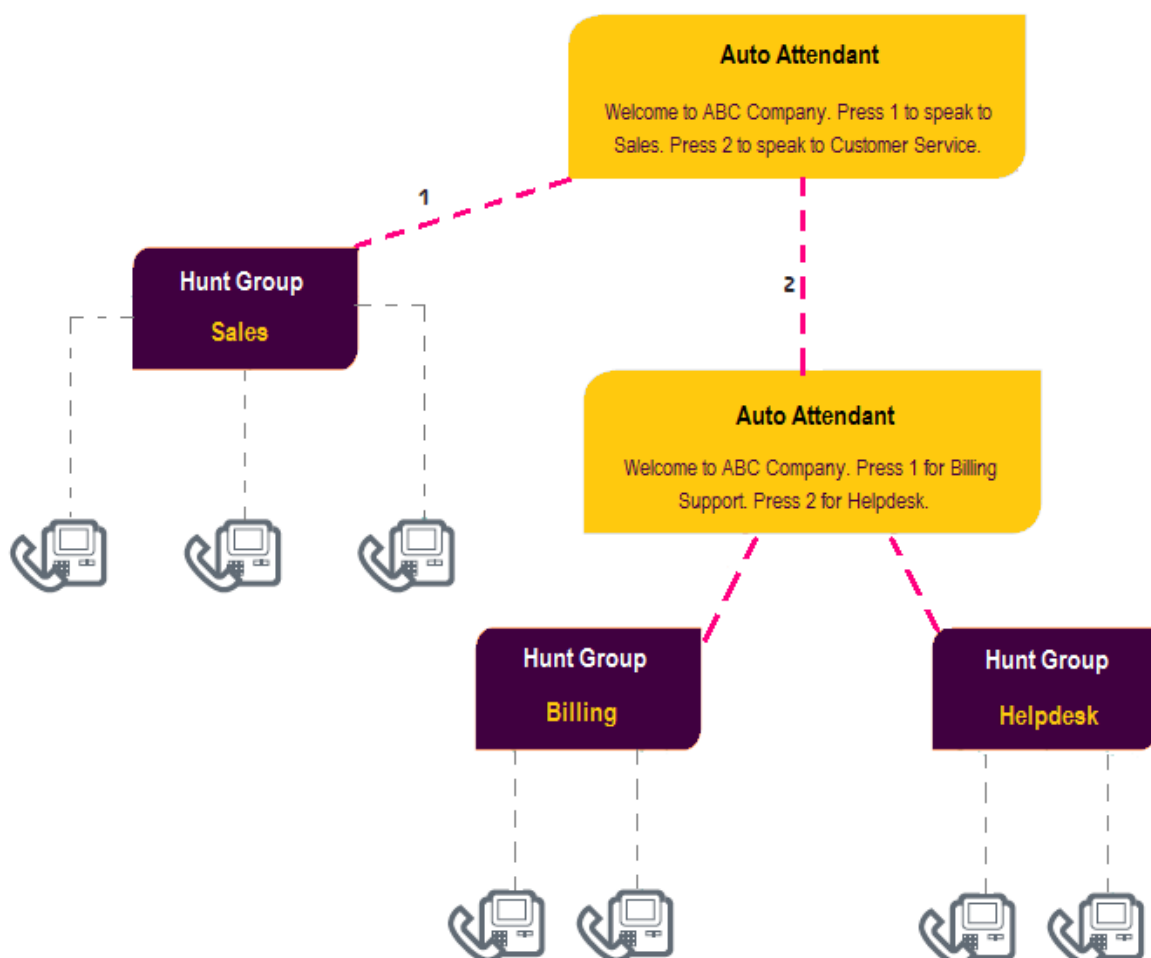
How to configure in Frontier:

There are 3 parts of Auto Attendant configuration:

1. Basic

- To access the Auto Attendant, go to the BizPhone Main page and on the "BizPhone Admin" section, you will see "BizPhone Auto Attendant" and click on the ⬈ icon for each Auto Attendant that you wish to configure.

The Auto Attendant Basic Settings page will appear (next page).

This page will allow you to activate and set the general settings for the Auto Attendant.

- Activate and enter the basic settings for the Auto Attendant.

Basic settings	Description
Set Active	Enable this if you wish to activate the Auto Attendant and untick to deactivate
General Settings	
Auto Attendant ID	This ID is allocated by default.
Auto Attendant Name*	Enter a Name for the Auto Attendant.
CLID First Name*	Enter a First Name for the Auto Attendant.
CLID Last Name*	Enter a Last Name for the Auto Attendant.
Phone Number	The Auto Attendant phone number is allocated automatically when the service is provisioned.
Voice Mail Settings	

Activate Voice Mail Feature	Enable this to activate the voice mail feature for the Auto Attendant.
Enable voice mail to be used with voice portal	Enable this option if you wish to be able to listen to the Auto Attendant voice messages through the Voice Portal.
Enable voice mail to be forwarded as email	Enable this option if you wish to send a copy of the Auto Attendant voice mail to an email and enter the email address in the field.
Delivery Email Address	Enter the email address for the voice mail to be sent to.
Enable voice mail to be sent as carbon copy	Enable this option if you wish to send a carbon copy of the Auto Attendant voice mail to a second email address.
CC Email Address	Enter the email address for the voice mail to be CC'd to.
Enable voice mail media file	Enable this option if you wish to select a media file for the Auto Attendant voice mail.
Select Media File^	Select the available media file from the drop down list. If there is no media file available, please upload the file. See note below for more information.
Scope of Dialing	
Name Dialing Entries	Define how the caller should say the name of the person they want to reach. • **Last + First**: where the caller must first say the last name of the person and then say their first name. • **Last + First or First + Last**: where the caller can say either the last name and then the first name of the person or vice versa.

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

^ To upload the media file, please refer to the Upload Announcement section in this document.

- Click "Update" to save the Auto Attendant settings that you just configured.

2. Business Hours Menu

- To access the Business Hours Menu for the Auto Attendant, go to the BizPhone Auto Attendant page and click on the "Business Hours Menu" on the left and below page will appear.

- Select and enter the Business Hours Menu for the Auto Attendant.

Business Hours Menu	Description
Audio File Selection	
Default	Tick this if you wish to use the system default audio file.
Personal	Tick this if you wish to upload your personal audio file. You can use a "Default" system defined audio file or to upload a "Personal" audio file. To upload an audio file, click "Choose File" and select the audio file you wish to play to the callers when they reach the Auto Attendant. Note: The audio file needs to be in .WAV or .WMA format with specific requirements. Please refer to Audio File Specifications for the list of requirements.

Audio Keys	
Key	This is the key on the handset keypad to which you assign actions.
Description	Optional description of the menu option.
Action	A Drop down list of actions: • **Transfer to Operator**: Plays the message "Please stay on the line while your call is transferred to the operator" and then transfer the call to the specified operator number. • **Transfer With Prompt**: Plays the message "Your call is being transferred, please hold" and then transfers the call to the specified number. • **Transfer Without Prompt**: Transfers the call to the specified number, without playing a transfer prompt. • **Name Dialing**: Brings the user into the automated name directory. • **Extension Dialing:** Prompts the user for an extension and transfer the user. • **Repeat Menu**: Replays Auto Attendant Menu options. • **Exit**: Exits user from the Auto Attendant and terminates the call.
Phone Number	When the action selected is to transfer a call, a phone number must be specified. **Note: Calls to non-BizPhone numbers will be charged.**

3. **After Hours Menu**

- To access the After Hours Menu for the Auto Attendant, go to the BizPhone Auto Attendant page and click on the "After Hours Menu" on the left and below page will appear.

- Select and enter the After Hours Menu for the Auto Attendant.

Business Hours Menu	Description
Audio File Selection	
Default	Tick this if you wish to use the system default audio file.
Personal	Tick this if you wish to upload your personal audio file. You can use a "Default" system defined audio file or to upload a "Personal" audio file. To upload an audio file, click "Choose File" and select the audio file you wish to play to the callers when they reach the Auto Attendant. **Note: The audio file needs to be in .WAV or .WMA format with specific requirements. Please refer to Audio File Specifications for the list of requirements.**
Audio Keys	
Key	This is the key on the handset keypad to which you assign actions.
Description	Optional description of the menu option.
Action	A Drop down list of actions: • **Transfer to Operator**: Plays the message "Please stay on the line while your call is transferred to the operator" and then transfer the call to the specified operator number. • **Transfer With Prompt**: Plays the message "Your call is being transferred, please hold" and then transfers the call to the specified number. • **Transfer Without Prompt**: Transfers the call to the specified number, without playing a transfer prompt. • **Name Dialing**: Brings the user into the automated name directory. • **Extension Dialing:** Prompts the user for an extension and transfer the user. • **Repeat Menu**: Replays Auto Attendant Menu options. • **Exit**: Exits user from the Auto Attendant and terminates the call.
Phone Number	When the action selected is to transfer a call, a phone number must be specified. **Note: This must be one of your BizPhone phone numbers.**

To return to the main page without changes, click on the ⬅ icon located at the top right of each BizPhone Auto Attendant page.

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 on the User menu if they 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.
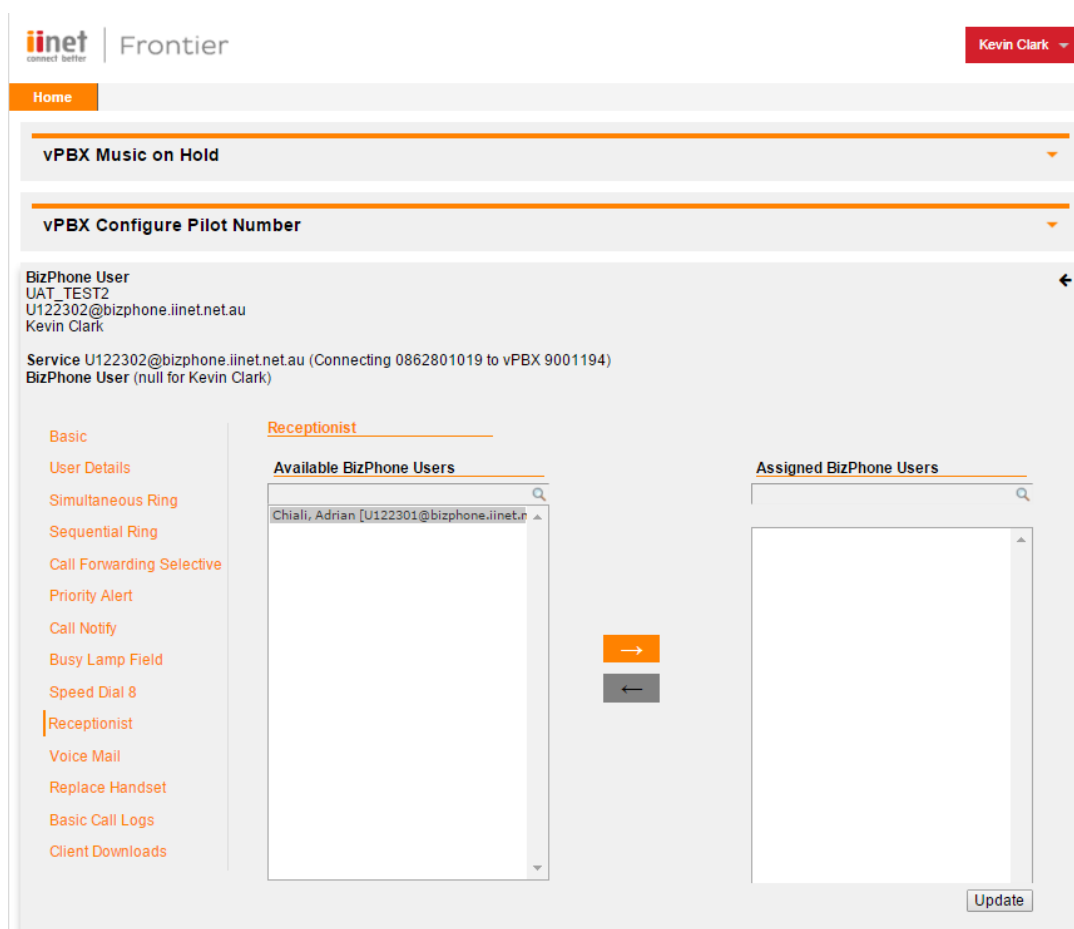
- The receptionist can add the available users to the assigned users group by highlighting the user that they want to monitor from the "Available users" and click the → button. The

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.

To return to the main page without changes, click on the ← icon located at the top right of the BizPhone User page.

Add-On Features & Services

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

BizPhone Desktop App

BizPhone Desktop App is the iiNet branded UC One Communicator Desktop Softphone application that allows the user to make and receive calls, access voicemail, and to configure their basic telephone features, such as Call Forwarding, Do Not Disturb, etc. For the full list of features, please refer to the Business Communicator User Guide Desktop.

Minimum System and Hardware Requirements

BizPhone Desktop App needs to be run on specific Operating System and hardware. The following are the Desktop App version 21.2.0.487 minimum system and hardware requirements.

Requirements	Details
Operating System	Mac OS 10.8 Mountain Lion, Mac OS 10.9 Mavericks, Mac OS 10.10 Yosemite, Windows Vista, Windows 7 or Windows 8/8.1 or Windows 10 (Classical view only)
CPU	Minimum 1.5 GHz CPU, Pentium 4, dual core CPU with 2GB RAM
Disk space	The installation footprint is approximately 125 megabytes (MB) on OS X and 215 MB on Windows
Peripherals	For voice calls, a sound card, speakers, and a microphone or a headset are required

Where do you download it?

You can download the App via the Portal (Refer to section Client Downloads).

How do you install it? (based on the Windows App)

- Click on the set up (.exe or .dmg) file that you have downloaded.
- Select the language from the drop down list and click "Ok".
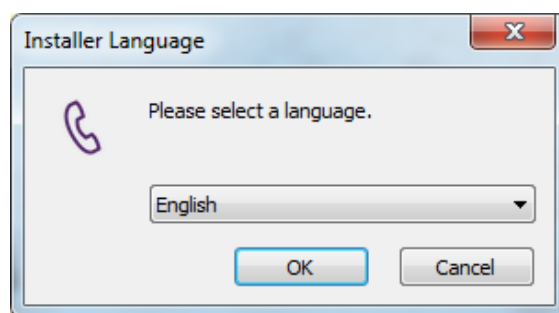
- Click "Next" on the Welcome screen.

- Click "I Agree" on the License Agreement.
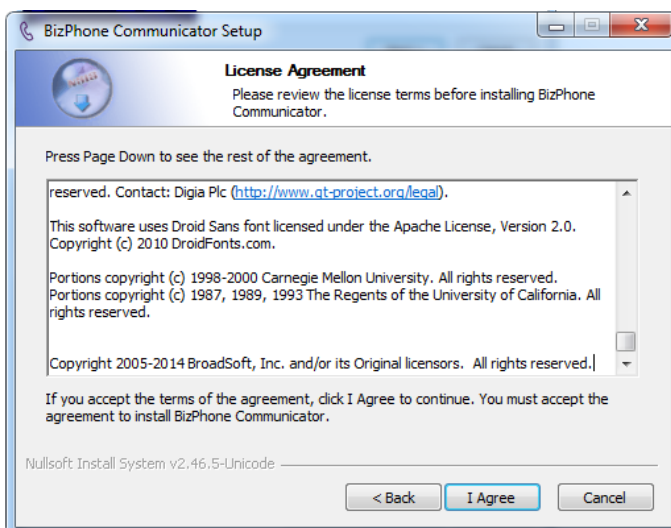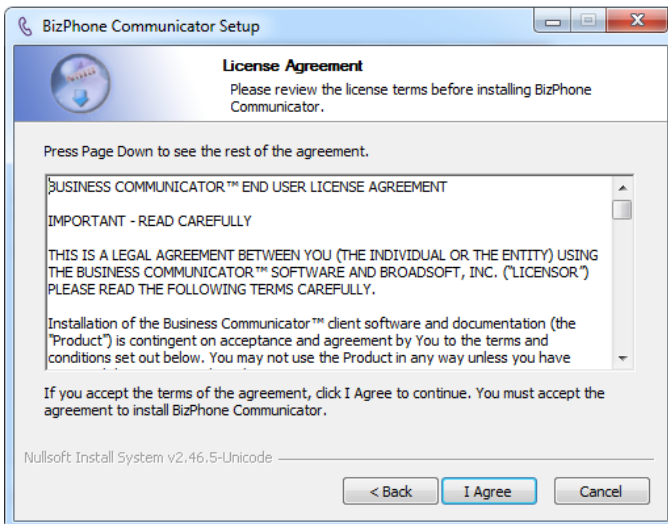
- Click "Next" on the Install Options.
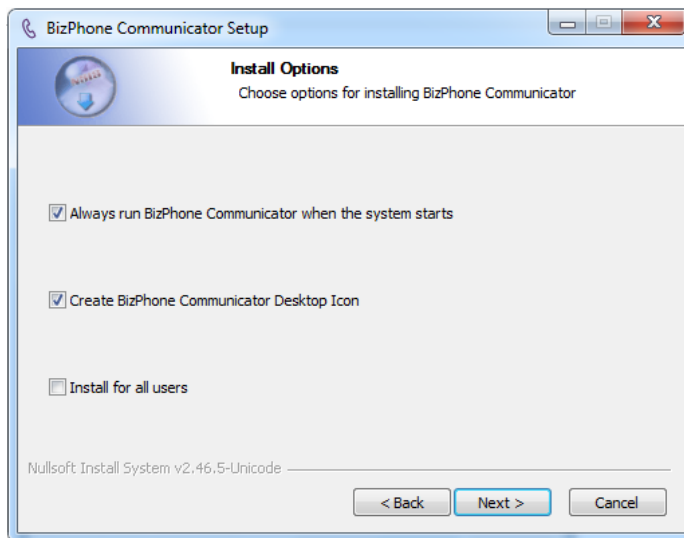
- Click "Next" on the Choose Install Location.
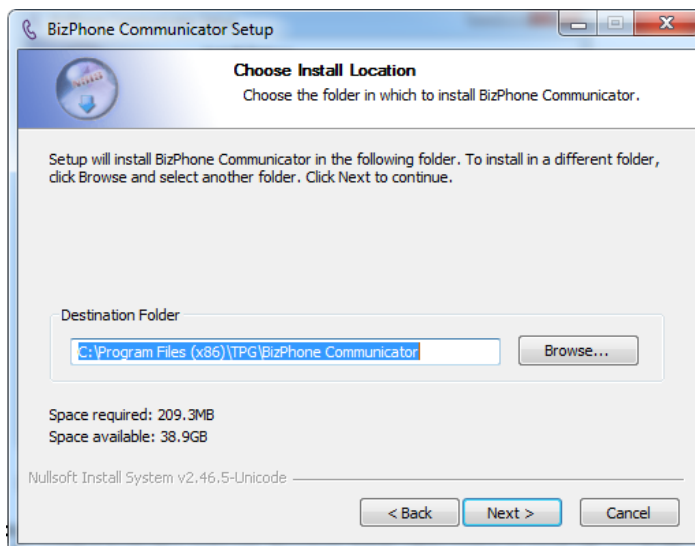
- Click "Install" on the Choose Start Menu Folder. Please wait while the BizPhone Communicator is being installed.
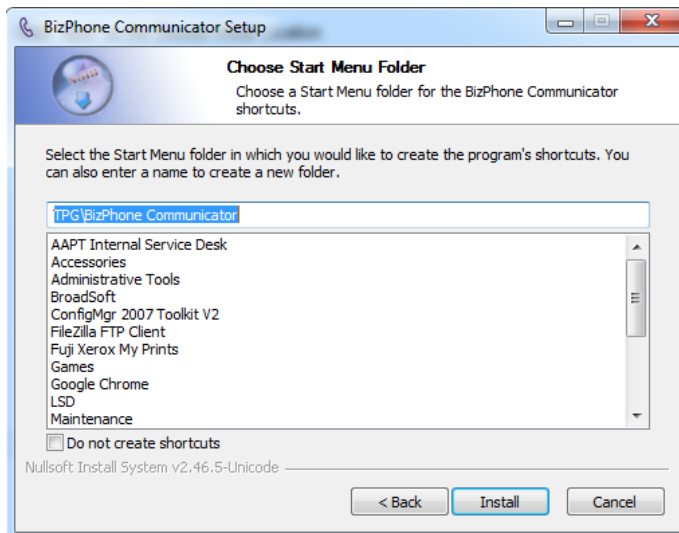
- Your setup is completed. Click "Next".
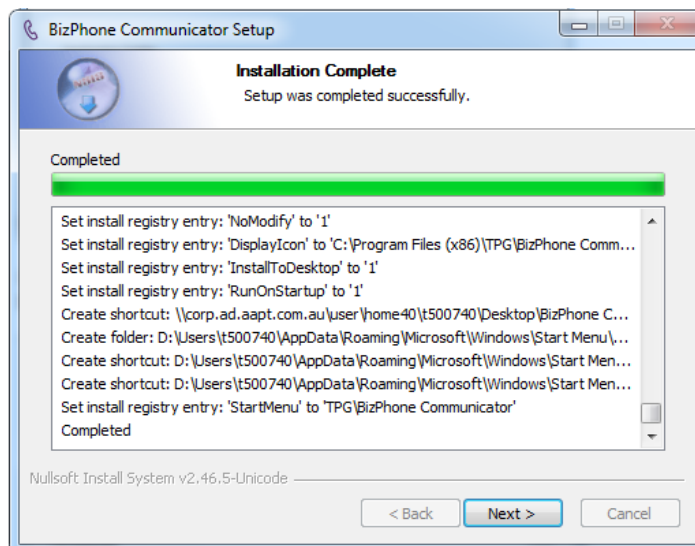
- Click "Finish" to close the setup.
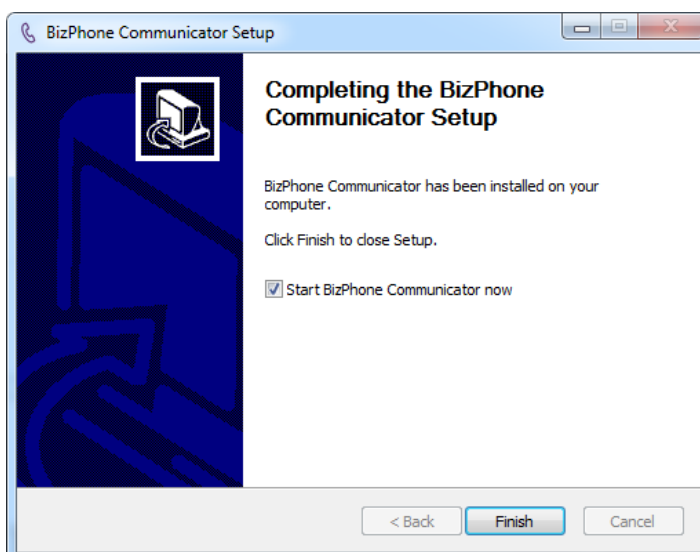
How do you use it?

Launch the installed Application and Login. Your login details will be sent in an email with your BizPhone Service Completion Advice.

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

Please refer to the Business Communicator User Guide Desktop for the BizPhone Desktop App user manual.
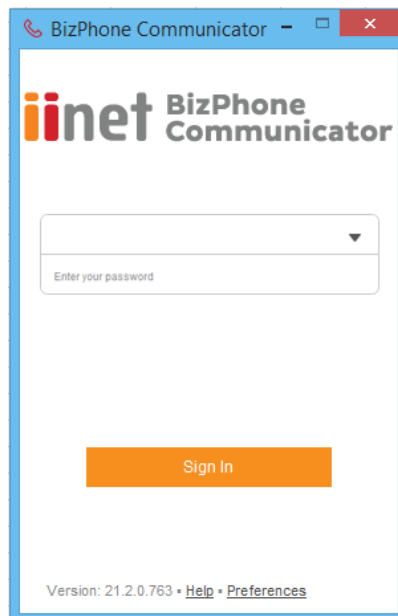
iiNet Branded BizPhone Communicator Desktop App

BizPhone Mobile App

BizPhone Mobile App is the Broadsoft UC One Communicator Mobile Softphone application that is available on the User's mobile phone to allow them to make and receive calls, and manage their telephony features. The Mobile App is supported on different Operating Systems, such as Google Android and Apple IOS.

Where do you download it?

You can download the App via Google Play (for Android) or AppStore (for iPhone) on your mobile. You can find information about the App in the Client Downloads section of this document.

How do you use it?

Click on the UC One Communicator icon on your mobile and login. Your login details will be sent in an email with your BizPhone Service Completion Advice.

When you launch the App, it will ask you for login URL. Please enter https://apps.bizphone.tpgtelecom.com.au to the login URL and click "OK" to continue to the application.

Then enter your login details (username and password) and click "Sign in". After sign in, you can start using your Mobile App.

Note: The login username is case sensitive. Your login username will start with a "U" which must be entered as uppercase.
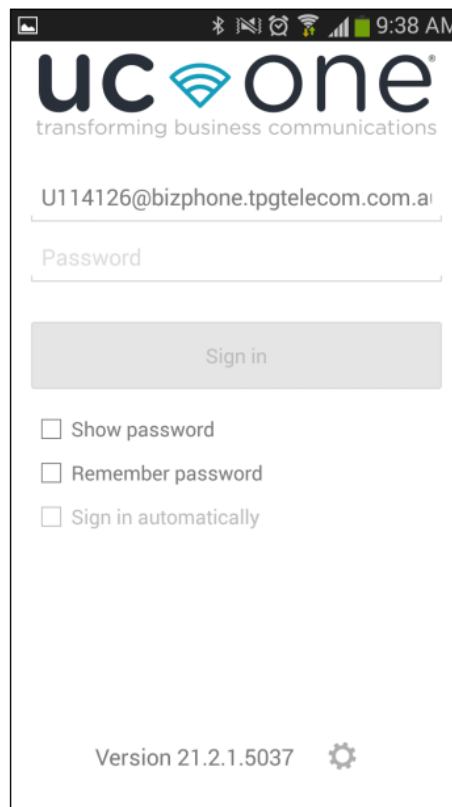
UC One Communicator Mobile App

Please refer to the Business Communicator User Guide Android and Business Communicator User Guide iPhone for the BizPhone Mobile App user manual.

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 Systems and certain browsers. 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.
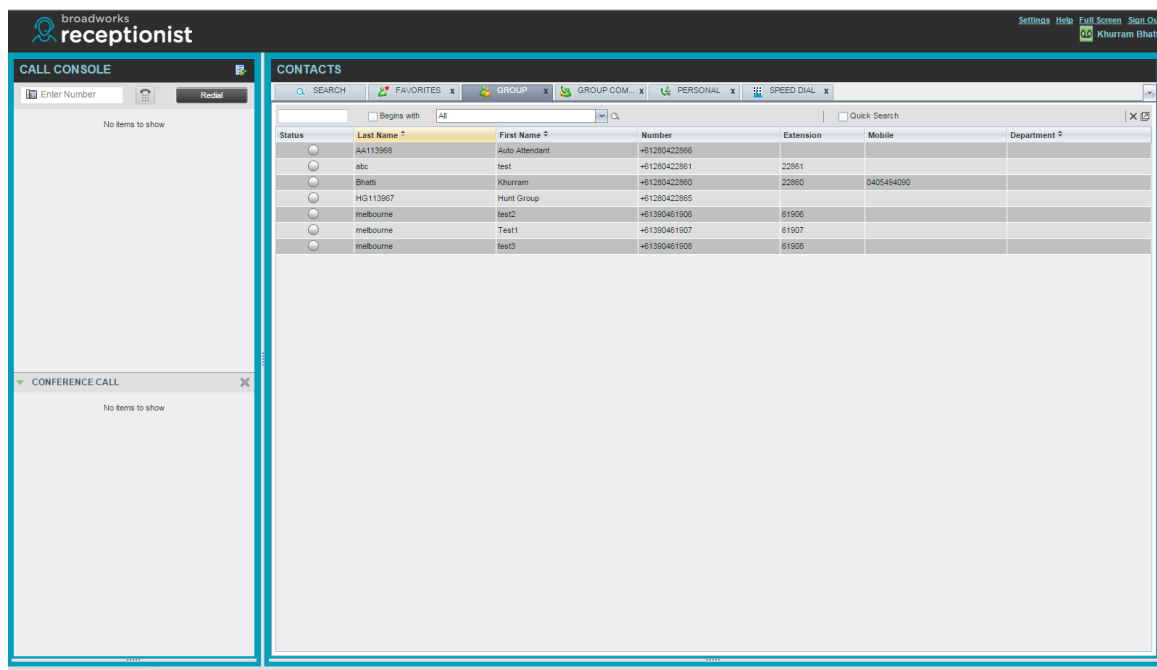
Broadworks Receptionist App

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	• 8.000 or 16.000 kHz • 8 or 16 bit mono • U law, A-law, or PCM
For .WMA files	• 8.000 or 16.000 kHz • 16 bit mono • U law, A-law, or PCM
For both .WAV files and .WMA files	• The maximum audio length is 2 minutes for a Voice Messaging Greeting and Custom Ringback User/Group. • The maximum audio length is 10 seconds for user's Voice Portal Personalised Name. • The maximum audio length is 10 minutes for the Music On Hold greeting. • For all other services, the maximum audio length is 5 minutes.

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