

HOSTED VOICE

Administration Guide



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Welcome to DB Networks Hosted Voice.....

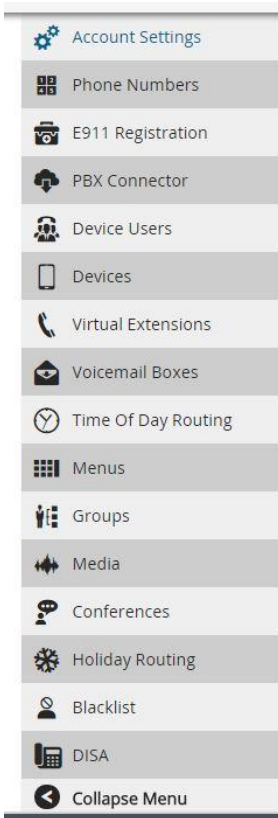
This Administration Guide contains essential information about your DB Networks Hosted Voice Service, including how to use your telephone and its features. The following Tabs indicate the different selections that are available to you on your DB Networks Account Portal.

CALLING TIPS

- For Outside Calls, dial the 10-digit number you are calling.
- It is not necessary to dial '9' to get an outside line. This is important to remember, so you don't call 911 inadvertently.
- It is not necessary to dial '1' when placing domestic long distance calls.
- You must dial '011' to call international numbers (outside of the U.S. and Canada) –
 - *****NOTE***** -Dialing international does require a PIN for security measures and that can be obtained by DB Networks. You can use the default or DB Networks can implement your preferred PIN #.
- When making an internal or external call, the system waits ten seconds before placing the call (to make sure you are finished dialing). To speed this up, press the # key to immediately execute the call.
- Be aware that if you wait too long to enter a complete number, the phone will dial the digits entered – most likely resulting in a busy signal/error message due to the number being invalid.
- Dial **911** to contact local emergency services.

VoIP

Let's get started by looking at the VoIP menu and what each tab does for your Hosted Voice Service



Account Settings

The information under Account Settings is provisioned by DB Networks, LLC. There are defaults under this section that you can turn on/off for your convenience.

Phone Numbers

Under the Phone Numbers tab, you can see what phone numbers are assigned to your account and how they are provisioned.

- **General Information**
 - Status – This will tell you whether the phone number is in service or offline
 - Inbound CNAM Dip: This is always on and allows for caller ID to come through
- **Caller ID Name**
 - Outbound Caller ID – This is how your Caller ID shows up on outbound calls
 - Caller ID Prepend - This is left blank
- **Call Routing**
 - This is where the phone number routes to on incoming calls
 - Example – Device User, Group, Menu (Auto Attendant), etc.
 - If you have a Holiday routing set up, you would see the routing for that option as well.

E911 Registration

The phone number with the E911 address associated will be listed under this tab.

- **Address**
 - This is the company name and physical address associated with that phone number for when 911 is dialed.
 - Also the device users that are attached to this phone number for dialing 911 for this address.

Device Users

The Device User page is used to assign an extension to a user. The landing page of the device user shows the following information:

- **User Information**
 - **Extension** - A unique number assigned to a user that when dialed will ring all of the devices assigned to the user, based on the Ring Rules set for that user.
 - **Name** - The user's full name. This name will be used in the Company Directory, if the company uses one. This can differ from what will be displayed on internal CID, based on settings of that user.
 - **Email** - This designates where voicemails will be delivered. Multiple email addresses can be assigned to a single extension.
 - **Phone** - The outbound Caller ID number when this device user/extension dials off-net.
 - **Devices** - Shows how many different devices and/or softphones are assigned to this user. When editing the device user, you can control the ring flow for these devices.
- **Features**
 - **Voicemail Features** - We allow a simple slider to turn on and off voicemail to an extension as well as the voicemail-to-email feature. With Voicemail Number turned on, you can choose from the list of Voicemail boxes that exist on the account or "Create New". If "Create New" is selected, Atlas will create a new voicemail box automatically with an identical number to this extension.
 - **Additional Emails** - This area should have **different** email addresses that the customer would like have receive these voicemails at. If the same email address is used here as in the section above, it will cause duplicate emails. Separate the emails in this text box with a comma.
 - **Add to Company Directory** - Yes or No. This will hide or allow for the extension to be searched within the Directory that a customer may call into. It will base its entry on the Name that was input at the top.
 - **When Found** - Sets where the caller will be routed if they were to identify this device user through the company directory.
 - **Add Conference** - This is a quick means to create a conference through the device user interface. The conference created will use this device user's name and extension as its identity (Name and Number). With *Add Conference*: ON you will be able to designate a *PIN* for the conference.
- **Call Logic Options**
 - **Reset Caller ID** - Setting this to Yes will erase any prepends added to the Caller ID by the system based on the routing the call took to display only the original Caller ID.
 - **Prepend Caller ID** - This will add to the beginning of incoming Caller ID anything set into this field.
 - **Find Me Follow Me** - With this section set Off, the following three options are able to be filled out. Without FMFM on, Atlas will ring all associated devices at once for the time set before following its No Answer route. (The next image will show the Devices with FMFM on)
 - **Not Registered** - If all devices associated with this extension are unregistered, this field will automatically forward calls to the extension out to the 10 Digit number saved here.
 - **Busy Route/No Answer** - These fields can route to any Atlas destination or an outside line. Generally they are set to a voicemail, but are completely editable based on the preference of the user.

- **On Net Caller ID Name** - For internal calls only, to assign a Name to show up when calling another extension.
- **On Net Caller ID Number** - Generally this will be the extension number of the user, but can be set to any extension currently existing on the account.
- **Off Net Caller ID Number** - Choose from any number on the account. Any device assigned to this extension will use this number when they send a call off network.
- **Devices**
 - If any devices are attached to the device user, they will be listed in a table in this section. You can also add/remove devices from the user. There is means to create a device from this interface if you wish to create a device belonging to this device user, or you can select from an already existing device. With **Find Me Follow Me** turned on, the Devices section adjusts itself to give control over which device will ring when, and for how long. After ringing for the assigned amount of time, if not answered, the “**No Answer**” route will be used.what devices are assigned to this extension.
- **Dashboard Access**
 - To have simple-user dashboard access, a portal user and device user must be linked. You can set that linkage from either interface. Here at Device User interface, you can create a portal user, or choose from an existing portal user. This will allow this user/extension to have a Simple Device User, for more in depth CDRs. If you are going to allow you end users access to the portal, it may be worth creating these accounts for them.
- **Restrictions**
 - This is where you can allow or deny the ability to dial International, High Rate (Canada), Caribbean or US Toll Free. Inherit allows them to dial these options and Deny does not allow them to call within that option.

Devices

This is where you can see what devices are assigned to the user. The programming of the Device is done at the DB Networks level due to the advanced programming on the portal as well as the phone. Also, you are able to see if your services are in service or offline by the color of the phone icon.

- Green – In Service
- Red – Offline

Virtual Extensions

Virtual Extensions are used to route calls to just about any VoIP feature by simply dialing an extension number.

Voicemail Boxes

The End User can record their greeting via uploading a new recording file, recording over the phone or adding an existing greeting.

The PIN number for the voicemail box will be visible under the Basic Information while setting up the voicemail box. Once the box is setup, that PIN disappears. You can reset the PIN via using the Simple Slider and moving it to Yes.

Time of Day Routing

Time of Day Routing routes calls to different Hosted Voice Service features or locations based on the time of day a call is made.

Menus

Menus, often called Auto Attendants or IVRs allow you to control a menu based voice response. The caller hears a recorded message allowing them to input a numeric value where calls will be routed.

Examples would be –

Day Greeting – Played during business hours

Night Greeting – Played outside of normal business hours

Info Greeting – Provides your callers information on your business (address, fax#, website, directions)

Groups

You can ring a group of Device Users and/or Devices in order, or ring them all at the same time (Incoming Ring Group). You can also ring a cell phone or external number along with your VoIP or office phones.

Conferences

The End User can do a conference call from their phones at any time (see User Guide for instructions). The Customer also has the option to use the Conference Tab to set up a pre-programmed room number with a Conference Room PIN.

Set up your Scheduled Conference Call:

- Log into Atlas and navigate to VoIP
- Click on conferences
- Click add Conference
- Enter the name, phone number (we will route a number to the conference next) and a pin then save.
- Go to phone numbers and select the number you entered and edit selected. Under call routing click route to and select conference and select your new conference and hit save.

Holiday Routing

Holiday scheduled can be set up based on daily, weekly, monthly or annual time frames. These holiday schedules can be recurring or one time only.

Most often Holiday routing is used for common holidays such as Thanksgiving and Christmas. You can set up Christmas to fall on the same date every year and each year adjust the Thanksgiving holiday or any other holiday you may not be open.

Blacklist

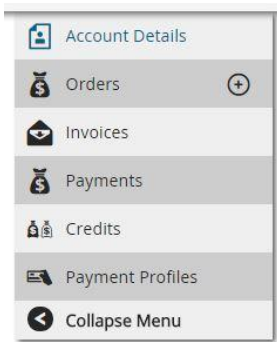
The portal allows an Account to block incoming calls from a list of numbers. Simply navigate to the Blacklist tab and put the list of numbers (one number per line).

DISA

DISA feature allows you make a business call from an outside line while appearing to be calling from your business. The purpose is to be able to conduct a business call from an outside line when necessary, and still appear to be calling from your business line. Knowing that it is common to have to call from your personal phone at times to conduct business, DISA is the means to do so and protect your privacy, while maintaining your business identity with the client. Contact DB Networks for assistance in setting up this feature.

FINANCE

The Finance Tab is for the Customer to be able to monitor their Invoices and payments for their Hosted Voice Service. Let's take a look at the Finance Menu.



Account Details

The Account Details page is an informational page for the customer. It shows them Company Name, Account #, Address, Users and any Tax Exemption Codes, if applicable.

Orders

The Order tab shows you your monthly recurring costs.

Invoices

The Invoice tab gives the customer the ability to view all of their invoices and Call Report. All invoices are emailed to the Billing Contact monthly. If the customer has a payment profile set up for automatic payments via credit card, then a copy of the invoice and receipt will be mailed the billing contact monthly.

Payments

The Payment Tab provides the customer details on all of their payments processed with DB Networks. The customer can also make a one-time credit card payment by choosing the Add Payment Button on the top right.

Credits

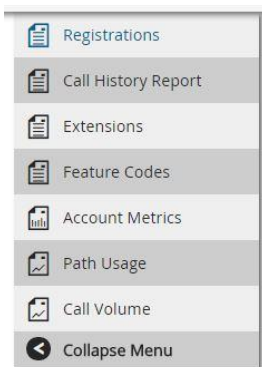
If there have been any credits applied to your account, the credits will be listed under the Credits Tab.

Payment Profiles

The Customer can request to have the Payment Profile tab activated and they will be able to set up a profile so that they can enter a credit card for automatic payment. Please contact DB Networks to have the Payment Profile option activated.

REPORTS

Under the Reports Tab, the Customer can run a variety of reports in regards to their call history, path usage, call volume and more. Let's take a look at the Reports Menu.



Registrations

The Registrations Tab will show you the device users that are registered with the Hosted Voice Service.

Call History Report

The Customer can run a report for their call history for all outbound and inbound calls for a specified period of time. Filters can also be used to limit the information seen such as only outbound calls or only inbound calls. These reports can be exported for distribution.

Search: Direction: Start:

DATE	FROM (CALLER ID)	TO (CALLER NUMBER)	STATUS	DURATION
Mar 10 2016 01:27:19 PM	+17204039878 (XXXXXXXXXX)	XXXXXXXXXX	ANS	00:00
Mar 10 2016 01:25:38 PM	+17209048893 (XXXXXXXXXX)	XXXXXXXXXX	ANS	00:00
Mar 10 2016 11:52:50 AM	+13038828369 (XXXXXXXXXX)	XXXXXXXXXX (XXXXXXXXXX)	ANS	00:00
Mar 10 2016 11:52:07 AM	+13038828369 (XXXXXXXXXX)	XXXXXXXXXX	ANS	00:00
Mar 10 2016 11:36:59 AM	+13032281100 (XXXXXXXXXX)	XXXXXXXXXX (XXXXXXXXXX)	ANS	00:00
Mar 10 2016 11:08:27 AM	+17209048893 (XXXXXXXXXX)	XXXXXXXXXX (XXXXXXXXXX)	ANS	00:00

Extensions

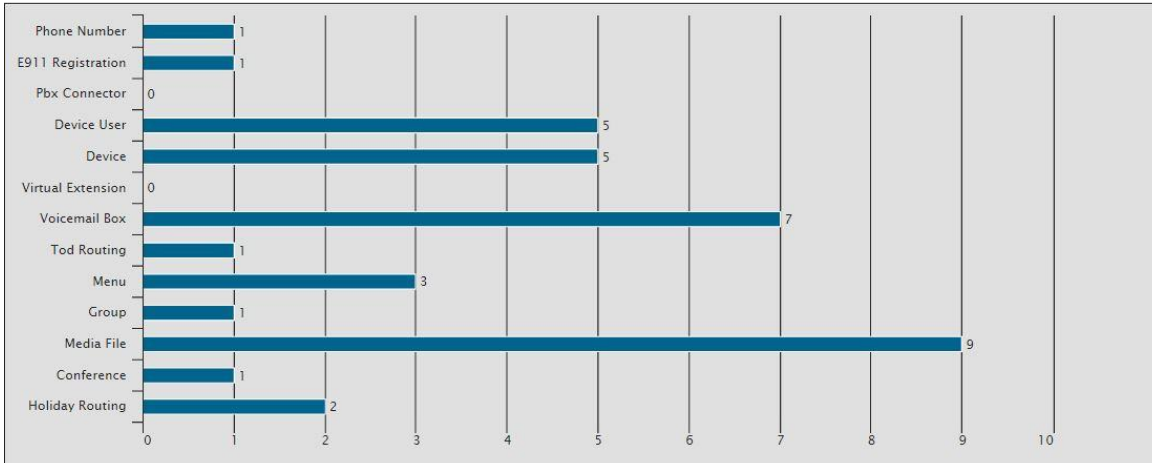
The Extensions Report will show you the extensions that are associated with your Hosted Voice Service.

Feature Codes

The Feature Codes report provides the end user with a variety of codes that can be used the VoIP telephones. Some of the features codes are for Park and retrieve, call forwarding, disable call forwarding and more.

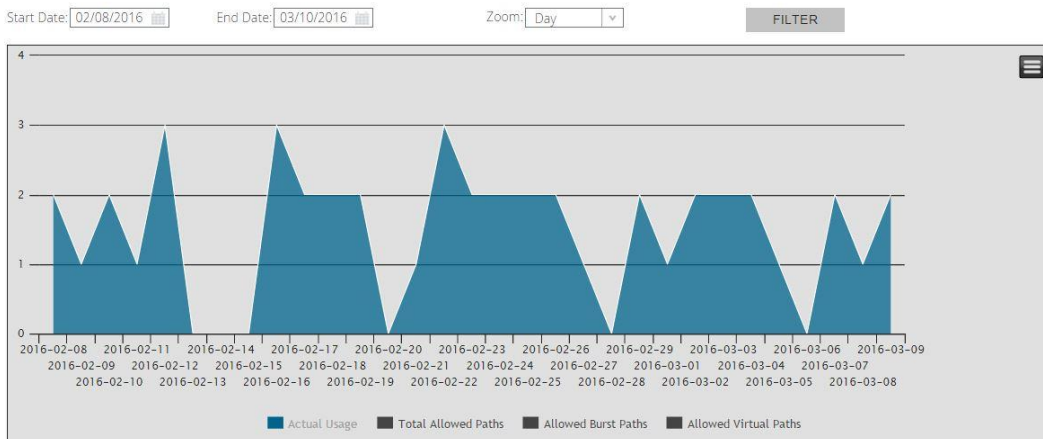
Account Metrics

The Account Metrics tab will give you a snapshot of your VoIP Menu and what is being used under each tab.



Path Usage

The Path Usage Report will give you a snapshot of the how many paths are being used concurrently during a specified period of time that can be viewed as Day, Week or Month.



Call Volume

The Call Volume Report allows you to see where your call volume is during the day via hourly, daily, weekly or monthly. The calls are divided up by inbound and outbound calls.



SETTINGS

The Settings Menu is where the customer can set up individual users for the portal and review any phone numbers that are being ported. Let's take a look at the Settings Menu.



User Manager

Users

- Under the Users Tab you can view who has been created as a User and the access the user has to the portal.

Roles

- Under the Roles Tab it shows the different roles available to users.
 - Account Administrator
 - This user has access to everything on the portal and the ability to make changes.
 - Billing
 - This user is customizable and typically is used for the Finance Tab and this role can be customized to the type of access they have to the portal and what they can/cannot change.
 - Simple Account User
 - This Role is for a Device User and it provides the user access to information about their Extension.
 - The Simple User Dashboard consists of a main panel containing settings for Call Logic, Inbound & Outbound calls, devices belonging to the user, FMFM and Voicemail to email.
 - Below the main panel is Call History
 - To the right of the main panel is auxiliary panels for Quick Calling and checking voicemail message.
 - Technical
 - This role is also customizable as to what this role has access to such as VoIP, Finance, Reports and Settings.

Porting

Under the Porting Tab the customer can view their porting information for their telephone numbers. It will allow the customer to monitor the porting process and status. Once the port has been completed, there will be no information under this tab.