

# **Orbitel**

## **COMMUNICATIONS**

Business Lines

USER GUIDE | MARCH 2021

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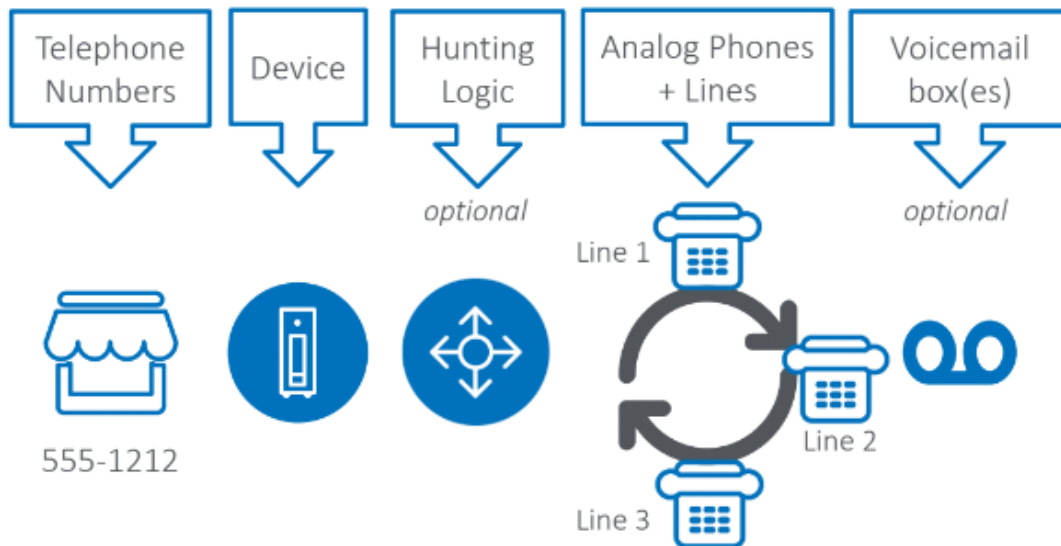
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# WELCOME

Business Lines is a line-based voice solution delivered over IP to analog phones, key systems, or a PBX. No users, no people, just lines. It's a simple solution for users with simple needs. It's great for retail shops, professional offices, service companies with single sites, and more.



## Features

Single Page Management	See all your phone numbers, lines, Hunt Groups, devices, and voicemail boxes on the same page.
Quick Setup	Create new lines and Hunt Groups while adding phone numbers and create voicemail boxes while setting up lines. Change a setting in one section and it will be updated in the others.
Line-Based	Phone numbers and lines are created independently.
Hunt Groups	Set up linear, sequential, or simultaneous ring line hunting and star codes to quickly forward a line to a Hunt Group. Using Hunt Groups, a single phone number could be sufficient to run a business.
Optional	Voicemail and call waiting are disabled by default.

# STAR CODE GUIDE

## HUNT GROUPS

Forward Code: Fixed

Forward Code: Variable

## CODE DESCRIPTION

*31	Caller ID: Manage (On/Off)
*55	Direct to Voicemail
*65	Caller ID: Enable Next Call
*66	Last Call Return
*67	Caller ID: Block Next Call
*69	Last Call Return
*70	Call Waiting: Disable Next Call
*71	Custom Callers: Block with Message
*72	Call Forward Always
*73	Call Forward Always
*76	Custom Callers: Allow
*77	Custom Callers: Block
*78	Do Not Disturb: Enable
*79	Do Not Disturb: Disable
*86	Voicemail Management

## CODE DESCRIPTION

*87	Block Anonymous Callers
*90	Call Forward Busy
*91	Call Forward Busy
*92	Call Forward No Answer
*93	Call Forward No Answer
*94	Call Forward Out of Service
*95	Call Forward Out of Service

## SOCIAL & PUBLIC SERVICES

211	Essential Community Services
411	Directory Assistance
511	Traveler Information (US)
611	Customer Service
711	Telecommunications Relay Service
811	Utility Location Services (US)
811	Canadian Health Services (CAN)
911	Emergency Services

# SOCIAL & PUBLIC SERVICES

The following services provide quick access to special services based on the caller's location (according to caller ID), without the need for an area code.

CODE	FEATURE
211	<p><b>Essential Community Services</b></p> <p>Access to community information and referral services, such as essential needs, crisis, and disaster assistance. Visit <a href="http://www.211.org">http://www.211.org</a> to learn about services in your area.</p>
411	<p><b>Directory Assistance</b></p> <p>Phone service used to look up a published telephone number and/or address listing.</p>
511	<p><b>Traveler Information (US)</b></p> <p>Local hotline for real-time information regarding traffic and road conditions. Not available in all states.</p>
611	<p><b>Customer Support</b></p> <p>Dials Customer Support.</p>
711	<p><b>Telecommunications Relay Service</b></p> <p>TRS uses operators to facilitate phone calls between people with hearing and speech disabilities and other individuals. A TRS call may be initiated by a person with or without a disability. Visit <a href="http://www.fcc.gov">www.fcc.gov</a> to learn more.</p>
811	<p><b>Utility Location Services (US)</b></p> <p>"Call Before You Dig" routes the caller to their local utility location services. Call a few days before beginning an excavation project to find out the location of underground utilities and reduce the risk of serious damage.</p>
811	<p><b>Canadian Health Services (CAN)</b></p> <p>Call to speak to a local health care professional about medical advice, mental health, healthy eating, and more.</p>
911	<p><b>Emergency Services</b></p> <p>Calls to 911 (US or CAN) will be sent to the nearest Public Safety Answering Point (PSAP) based on the registered address. Both callback number and address are available to the PSAP on each call.</p>

## CALLING FEATURES

### Call Screening

You have control to ensure you receive important calls. You can limit the callers that ring your phone, filter callers, or forward important callers to another number.

Calls from anonymous callers, or other callers, can be given special treatment, such as being blocked, sent directly to voicemail, forwarded to another phone number (like your mobile), or having a custom ring pattern assigned.

## Anonymous Callers

Calls from anonymous callers (without caller ID) can waste your time and distract you from other calls you want to take. Block them from even ringing your phone.

CODE	DESCRIPTION
*77	<p><b>Block Anonymous Callers</b> Calls without caller ID will be blocked and the caller will hear a busy tone.</p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. You will hear, <i>"Your anonymous call rejection service has been activated. All incoming calls will be checked for number privacy before they are allowed to complete to your line."</i></li> </ol>
*87	<p><b>Allow Anonymous Callers</b> Calls without caller ID will be allowed.</p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. You will hear a prompt saying, <i>"Your anonymous call rejection service has been deactivated."</i></li> </ol>

## Custom Callers

If you want to screen calls from specific numbers, use this feature to control who can call your phone and what happens when they do. This can be set up in the online Voice Portal or by star code.

CODE	DESCRIPTION
*76	<p><b>Allow Custom Callers</b> Calls from the number specified will be blocked with a message. Use this feature if you've blocked all callers and want to allow a specific caller to contact you.</p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. Enter your voicemail PIN followed by #.</li> <li>3. Enter the 10-digit phone number, starting with 1, followed by #.</li> <li>4. You will hear, <i>"Calls from [phone number] will be allowed."</i></li> </ol>
*77	<p><b>Block Custom Callers</b> Calls from the number specified will be blocked. Blocked callers will hear a busy signal.</p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. Enter your voicemail PIN followed by #.</li> <li>3. Enter the 10-digit phone number, starting with a 1, followed by #. <ul style="list-style-type: none"> <li>- You will hear, <i>"Calls from [phone number] will be blocked."</i></li> </ul> </li> </ol>

## Call Forwarding

Call Forwarding can be set up in the Voice Portal or by star codes. In the Voice Portal, you can set up a schedule to forward calls during certain hours, like your lunch break. Your phone will be forwarded at the same time every day, based on the set schedule.

## CALL FORWARDING STAR CODES

CODE	DESCRIPTION
*72/73	<p><b>Call Forward: All (On/Off)</b> Choose where to forward calls to your line.</p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. Enter your 4-digit PIN followed by #.</li> <li>3. Choose an option: <ul style="list-style-type: none"> <li>– <b>Enable:</b> Press 1 and enter the destination's 10-digit phone number, starting with a 1.</li> <li>– <b>Disable:</b> Press 2 to disable forwarding and allow calls to ring to your line.</li> </ul> </li> </ol>
*90/91	<p><b>Call Forwarding: Busy (On/Off)</b> Choose where to forward calls when you're on another call or your phone is off hook. Calls can be forwarded to a specific number or go to voicemail.</p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. Enter your voicemail PIN.</li> <li>3. Choose an option: <ul style="list-style-type: none"> <li>– Press 1 to enter the destination's 10-digit phone number, starting with a 1.</li> <li>– Press 2 to have calls sent to voicemail.</li> </ul> </li> </ol>
*92/93	<p><b>Call Forwarding: No Answer (On/Off)</b> Choose how calls will be handled when the line isn't answered.</p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. Enter your voicemail PIN.</li> <li>3. Choose an option: <ul style="list-style-type: none"> <li>– Press 1 to enter the destination's 10-digit phone number, starting with a 1.</li> <li>– Press 2 to send calls to voicemail.</li> </ul> </li> </ol>
*94/95	<p><b>Call Forwarding: Out of Service (On/Off)</b> Choose how calls will be handled when the line is out of service or not registered.</p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. Enter your voicemail PIN followed by #.</li> <li>3. Choose an option: <ul style="list-style-type: none"> <li>– Press 1 to enter the destination's 10-digit phone number followed by #.</li> <li>– Press 2 to send calls to voicemail.</li> </ul> </li> </ol>

## Remote Access Forwarding

When you're away from your phone but still want to receive calls, you don't need to get back to your phone to set things up. Unconditional call forwarding, or forwarding of all calls, is available remotely using the voicemail system. Remote Forwarding will continue to function even if there is a power outage, internet outage, or device failure.

1. From a phone not connected to your account, dial your 10-digit phone number.
2. When you hear your voicemail greeting, press #.
3. Enter your voicemail PIN followed by #.



4. Press 8 for personal options then press 5 to access the Call Forwarding menu.
  - Press 1 to forward all calls. Enter forwarding destination number followed by #. You will hear, “*All calls will be forwarded.*”
  - Press 2 to send all calls to your line. You will hear, “*Calls will ring your line, goodbye.*”

## Line Management

### Caller ID

The name sent with caller ID, sometimes referred to as CNAM, is a setting on your phone number. If the name on your caller ID is incorrect, please contact Customer Support to update it.

The caller ID number sent with outbound calls is set on each line. You can choose to send out the main company number, the number assigned to the line, not send out any caller ID. See [Caller Identification](#) for more information.

Most mobile phone carriers do not send the CNAM because mobile phones look up the calling phone number in the device’s contact list. Also, calls to 911 will always send the 911 callback number set on the device, regardless of your caller ID settings.

### CALLER ID STAR CODES

Do you want to send your caller ID with every call? Or do you want to block it for every call but unblock it for the current call? Use the following star codes to manage it.

CODE	DESCRIPTION
*65	<p><b>Caller ID: Enable Next Call</b> Enable caller ID to be sent with the current call only.</p> <ol style="list-style-type: none"> <li>1. Dial the star code + the number for the party you’re trying to reach.               <ul style="list-style-type: none"> <li>– For example: *658012265555</li> </ul> </li> <li>2. Caller ID will be displayed to the party on this call.</li> </ol> <p>If caller ID is disabled for all calls, this star code will enable caller ID to be sent with the current call only. Future calls will not be affected.</p>
*67	<p><b>Caller ID: Block Next Call</b> Block caller ID from being sent on the current call only.</p> <ol style="list-style-type: none"> <li>1. Dial the star code + the number for the party you’re trying to reach.               <ul style="list-style-type: none"> <li>– For example: *678012265555</li> </ul> </li> <li>2. Caller ID will not be displayed to the party on this call.</li> </ol> <p>If caller ID is enabled for all calls, this star code will block caller ID from being sent with the current call only. Future calls will not be affected.</p>
*31	<p><b>Caller ID: Manage (On/Off)</b> Manage your caller ID setting for all calls.</p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. Enter your 4-digit PIN, followed by #.               <ul style="list-style-type: none"> <li>– Press 1 to enable caller ID on all calls</li> <li>– Press 2 to disable caller ID on all calls.</li> </ul> </li> </ol>

## Call Waiting

While on a call, if a second call comes in, you'll hear the Call Waiting tone. To answer that call, you can choose to place your current call on hold and pick up the incoming call. Additionally, you can temporarily or completely enable or disable Call Waiting from your phone or in the Voice Portal.

See [Line Management](#) for how to enable and disable Call Waiting in your Voice Portal.

## SWITCHING CALLS

When Call Waiting is enabled on your phone, you can switch between your current call and a new incoming call:

- When notified of a second incoming call, press the line button on your phone.
- Your first call will be placed on hold, and your second call will be active.
- You can switch between the two calls by pressing the line button for the call you want to switch to.

## CALL WAITING STAR CODES

CODE	DESCRIPTION
*70	<p><b>Call Waiting: Disable Next Call</b> Keep the next phone call you make from being interrupted. If call waiting is enabled on the line, this star code will disable caller ID on the current call only.</p> <ol style="list-style-type: none"> <li>1. Dial the star code + the phone number of the party you're trying to reach. <ul style="list-style-type: none"> <li>– For example: *70800123456</li> </ul> </li> <li>2. Call Waiting is disabled for the current call. <ul style="list-style-type: none"> <li>– During this call, any incoming call will follow the "busy" call behavior.</li> <li>– After you hang up, Call Waiting will be active again.</li> </ul> </li> </ol>

## Last Call Return

CODE	DESCRIPTION
*66/69	<p><b>Call Return</b> Dials the last caller ID number that rang the line.</p> <ol style="list-style-type: none"> <li>1. Dial the star code.</li> <li>2. You will be connected to the last number that called you.</li> </ol>

## Voicemail

CODE	DESCRIPTION
*86	<p><b>Voicemail Management</b> Access the voicemail box assigned to the line. See the <a href="#">Voicemail Guide</a> for details about accessing the voicemail box.</p>

# VOICE PORTAL

Your Voice Portal account is set up and ready to go. This is where you'll have access to When your Account Manager user was created, an email that contains your username, temporary password, and the portal URL was sent to you. Keep that email safe! If you haven't received it, please contact Customer Support.

1. Go to [URL].
2. Enter your username and password.
3. Check *Remember Me* if you want to save your username and password.
4. Click [Login].

## FIRST-TIME LOGIN

The first time you log in, you'll be prompted to set a password. Your password must be 8-16 characters long and include uppercase and lowercase letters and at least one number. It cannot contain any part of your username.

## Account Manager Access

As an Account Manager user, you can access and manage many Business Lines features in the Voice Portal, including:

SECTION	VOICE PORTAL MANAGEMENT
Phone Numbers	<ul style="list-style-type: none"> <li>• View phone numbers</li> <li>• View phone number routing</li> </ul>
Business Lines	<ul style="list-style-type: none"> <li>• View all lines</li> </ul>

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	<ul style="list-style-type: none"><li>• Modify Line Handling settings</li><li>• Change the assigned voicemail box</li></ul>
Hunt Groups	<ul style="list-style-type: none"><li>• View all Hunt Groups</li><li>• Change the line routing order</li><li>• Add existing Business Lines to hunting strategy</li><li>• Remove lines from a group</li><li>• Change hunting strategy</li><li>• Change voicemail box assignment</li><li>• Create and manage Forward Codes</li></ul>
Voicemail	<ul style="list-style-type: none"><li>• Reset a voicemail box PIN</li><li>• Access and manage messages</li></ul>

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## CONTACT CUSTOMER SUPPORT

If you need any assistance, please contact Customer Support. They can answer your questions and help you to add or remove phone numbers, lines, devices, or voicemail boxes.

# PHONE NUMBERS

In the Voice Portal, go to **Business Lines > Phone Numbers**.

Here you can see the phone numbers on your account, including their status and destination. To add a phone number to your account, please contact Customer Support.

The screenshot shows the ALIANZA Business Lines User Guide interface. The top navigation bar is blue with the ALIANZA logo on the left and a "Business Lines Demo" dropdown on the right. Below the navigation bar, the "Account" section is active. The left sidebar contains the following menu items: "Voice Portal" (Account Manager), "Business Lines" (with a dropdown arrow), "Phone Numbers" (highlighted), "Hunt Groups", "Lines", "Voicemail", and "Call History". The main content area is titled "Phone Numbers" and displays a table with the following data:

Phone Number ↑	Status	Destination
1 (801) 555-0173	Active	Sarah Jane (sarah.jane)
1 (801) 555-2781	Activation Pending	None

At the bottom right of the table, there is a pagination indicator "1-2 of 2" with left and right navigation arrows.

# HUNT GROUPS

There's magic in Hunt Groups, especially for businesses with multiple lines that need call distribution. Instead of going into Lines to set up call forwarding in an over-complicated way, users can set up call distribution rules in a single interface.

A Hunt Group is a method for distributing incoming phone calls from a single telephone number to a group of several phone lines. Businesses use Hunt Groups to distribute calls over multiple lines, allowing an idle user in the group to answer the call if another line is busy.

Select a Hunt Group to open it. Here, there are two tabs with different settings:

- [Hunt Configuration](#) defines how calls will be handled once they reach the group. This was defined when the group was created and can be edited here.
- [Forward Code Management](#) is where you set up star codes that forward the Hunt Group to another number.

## Hunt Configuration

### Hunt Group Details

Hunt Group Details include the name of the group and the phone number assigned to it. To add a new Hunt Group or change a group's name or routing phone number, please contact Customer Support.

Main Office	Linear	1 (617) 326-8008	^
<div style="display: flex; justify-content: space-between;"> <span><b>Hunt Configuration</b></span> <span>Forward Code Management</span> </div> <hr/> <h4>Hunt Group Details</h4> <p>Hunt Group Name <b>Main Office</b></p> <p>Phone Numbers <b>1 (617) 326-8008</b></p>			

### Ring Strategy Switch

In the Hunt Configuration tab under Ring Strategy, you can see which option is currently enabled:

- **Line Hunt:** Calls to the Hunt Group are following the line hunting configuration defined here.
- **Forward:** Calls to the Hunt Group are being forwarded using the code selected below. To change which forward code is enabled, select a different code, and click **[Save]**.

These tabs act as a switch that allows you to choose the which hunting strategy is currently enabled for the Hunt Group. For example, if you want to turn off forwarding and enable line hunting, select the **Line Hunt** tab then click **[Save]**.

Once saved, the settings will be immediately applied to the Hunt Group.

## Line Hunt Strategy

A Hunt Group requires at least one line.

- Choose a hunting configuration (Linear, Sequential, or Simultaneous) and then assign lines to the group.
- Click [+ **Add**] to add another line to the configuration.

### LINEAR RING

A linear configuration is meant to provide a solution commonly referred to as “Rollover Lines” in the telecommunications industry. The first line that is available (in service, not on a call) will ring for the time designated in the [Unanswered Call Handling](#) rules. Only one line will ring per call. Lines that are busy or out of service will be considered unavailable.

Use the arrows on the left to change the line order or click the X on the right to remove a line from the configuration.

## SEQUENTIAL RING

In a sequential pattern, calls will ring each line in order until answered or the ring timeout is met. Lines that are busy or out of service will be skipped in the hunting sequence.

Each line has an individual timeout setting. For example, a business may want to have a front office to ring for 10 seconds and then allow the back office ring for 20 seconds and so on. One ring is 6 seconds. The default timeout setting is 18 seconds per line (3 rings).

Add the lines and enter a timeout setting for each. A sequential configuration allows for a maximum of 20 line rules. A line can be added to the configuration more than once. Use the arrows on the left to change the order of the lines or click the X on the right to remove a line from the configuration.

Lines	Timeout
Line 3	18 sec
Line 1	18 sec
Line 2	18 sec
Line 1	18 sec

+ Add

## TOTAL RING TIME

Listed under Unanswered Call Handling, the Total Ring Time is the cumulative time set for all lines in the group. The maximum total ring duration is 150 seconds (2.5 minutes). Lines that are busy or out of service will be skipped in the hunting sequence, resulting in a shorter total ring time.

## SIMULTANEOUS RING

All lines will ring at the same time, so the order of lines doesn't matter. Lines that are busy or out of service will not ring. To remove a line, click the X to the right.

Lines
Line 3
Line 1
Line 2

+ Add



## UNANSWERED CALL HANDLING

Unanswered Call Handling is where you set up the failover options that determine what happens when a call isn't answered by any line in the group.

In a linear or simultaneous configuration, Unanswered Call Handling rules apply to any line that does not answer. If all lines are out of service, the call follows the Out of Service rule. If all lines are busy, the call follows the Busy rule.

In a sequential configuration, Unanswered Call Handling rules are determined by only the last line in the sequence. See how this works in the examples below.

**Unanswered Call Handling**

No Answer  after  seconds

All Lines Busy

Out of Service

Like Direct-Call Handling, there are three failover types:

TYPE	DESCRIPTION
No Answer	Choose what happens when the call is not answered. For a linear or sequential configuration, also enter the number of seconds a call will ring before timing out. The default is 24 seconds (4 rings).
All Lines Busy	Choose what happens when all lines are busy. In a sequential configuration, this will apply if the last line in the sequence is busy.
Out of Service	Choose what happens when the last line is not registered. In a sequential configuration, this will apply if the last line in the sequence.

Each failover type can be set to one of the following settings:

SETTING	DESCRIPTION
Busy Tone	The caller will hear a busy tone.
Forward To	Enter a phone number for calls to be forwarded to. When forwarding calls, Hunt Groups use the account's calling plan.
Send to Voicemail	Choose an existing voicemail box or [+ <b>New Voicemail</b> ] to create and use a new one.

## SEQUENTIAL CALL HANDLING SCENARIOS

In a sequential configuration, Unanswered Call Handling is dependent on the status of the last line in the sequence. This is different from the other configuration types, in which Unanswered Call Handling will be applied to any line that does not answer.

To explain how this works, a few call scenarios are outlined below using the Hunt Group configuration on the next page. In each scenario, Line 3 is the last line.

SCENARIO	RESULT
All Lines: Available	A new call will ring Line 1 for 18 seconds, line 2 for 18 seconds, then line 3 for 18 seconds. If Line 3 does not answer, the caller will hear a busy tone.
All Lines: Out of Service	Because Line 3 is out of service, a new call will be immediately forwarded to the specified number.
All Lines: Busy	Because Line 3 is busy, a new call will be immediately sent to voicemail.
Line 1: Busy (on a call) Line 2: Out of Service Line 3: Available	A new call will ring Line 3 for 18 seconds. If Line 3 does not answer, the caller will hear a busy tone.
Line 1: Available Line 2: Available Line 3: Busy (on a call)	A new call will ring Line 1 for 18 seconds, then Line 2 for 18 seconds. Then, because Line 3 is busy, the call will be sent to voicemail.
Line 1: Busy (on a call) Line 2: Available Line 3: Out of Service	A new call will ring Line 2 for 18 seconds. Then, because Line 3 is out of service, the call will be forwarded to the specified number.

Sequential Group
Sequential
---
^

Hunt Configuration
Forward Code Management

---

### Hunt Group Details

Hunt Group Name

Direct Number **Assign number via Phone Numbers**

### Hunt Configuration

Line Hunt

Forward

Linear: Ring first available line  
 Sequential: Ring lines in order  
 Simultaneous: Ring all lines at the same time

	Lines		Timeout		
^ v	<input style="width: 150px;" type="text" value="Line 1"/>	v	<input style="width: 50px;" type="text" value="18 sec"/>	x	
^ v	<input style="width: 150px;" type="text" value="Line 2"/>	v	<input style="width: 50px;" type="text" value="18 sec"/>	x	
^ v	<input style="width: 150px;" type="text" value="Line 3"/>	v	<input style="width: 50px;" type="text" value="18 sec"/>	x	

+ Add

### Unanswered Call Handling

Total Ring Time **0 min 54 sec** i

No Answer

All Lines Busy

Out of Service

---

Delete
Cancel

Save

## Forward Strategy

When the **Forward** tab is selected, calls to the Hunt Group are being forwarded using the code selected below.

- To change the active Forward Code, select a different code, and click [**Save**].
- To add or modify a code, go to the Forward Code Management tab.

### SAVE YOUR SETTINGS!

Once saved, the settings will be immediately applied to the Hunt Group.

## Forward Code Management

Go to **Hunt Groups > Edit > Forward Code Management** tab. This is where you'll set up the forward codes that can be enabled for the group.

Forward codes allow end users to dial a star code to forward all calls destined for the Hunt Group to another number. They can also be enabled in the Hunt Configuration tab. There are two types of forward codes:

1. **Variable** codes allow the user to dial a star code and enter the phone number calls will be forwarded to. This is ideal if the business needs more flexibility to forward to a different number each time.
2. **Fixed** codes forward incoming calls to a preconfigured phone number. This is ideal when the business needs to forward to the same number regularly, such as an after-hours answering service.
  - For example, at the end of the day, the receptionist dials a star code to forward all calls to an after-hours answering service. The next morning, they dial the same code to disable it and send calls back to the line hunt.

You can set up as many codes as you need, but only one can be enabled at a time.

## Add Forward Code

The star codes available on the Hunt Group for forwarding are from a reserved range of 2-digit codes (such as \*8X for \*80–\*89) that are not already set up for standard use and are not being used by another Hunt Group.

1. Go to Account > Business Lines > Hunt Groups.
2. In the Forward Code Management tab, click [+ Add Forward Code].
3. Complete each field:

FIELD	DESCRIPTION
Forward Name	Enter a name for this code.
Star Code	Assign an available star code from the menu. If you need a code that is not available, please contact Customer Support.
Type	Choose <b>Fixed</b> or <b>Variable</b> .  Once a code is saved, the type cannot be changed. For example, a Fixed code cannot be switched to a Variable code, and vice versa.
Forward Number	For a Fixed code, enter the phone number calls will be forwarded to when the call is enabled.

4. Click [Save].

## Delete Forward Code

Deleted forwarding codes *cannot* be restored. When an active forward code is deleted, the forwarding will be removed from the Hunt Group and all calls destined for the group will follow the group strategy.

Be careful to delete the Forwarding Code and not the Hunt Group!

1. In the *Forward Code Management* tab, select the code you want to delete.
2. Click [Delete] on the left.
3. A message will ask if you really want to delete the code. Click [Delete] to confirm.

After-Hours Support	*123	Fixed	1 (800) 555-1234	^
---------------------	------	-------	------------------	---

---

Forward Name

Star Code

Type **Fixed**

Forward Number

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## Using Forward Codes

Any line on the account can dial the forwarding star codes, regardless of group membership, but only one forwarding code can be used at a time. The last dialed star code becomes active (enabled), while the prior star code is deactivated (disabled).

Forward codes can be enabled or disabled in the **Hunt Configuration > Forward** tab, but the easiest way to manage Forward codes is by dialing the star code.

### HUNT GROUP STAR CODES

CODE	STEPS
Enable Fixed	<ol style="list-style-type: none"> <li>1. Dial the Forwarding code. You will hear, <i>"Calls forward to [PhoneNumber]. Goodbye."</i></li> <li>2. All calls to the Hunt Group are forwarded to the number assigned to the code.</li> </ol>
Enable Variable	<ol style="list-style-type: none"> <li>1. Dial the Forwarding code. You will hear: "Please enter the forwarding number followed by the pound sign."</li> <li>2. Enter the forwarding number followed by the pound sign. You will hear, <i>"Calls forward to [PhoneNumber]. Goodbye."</i></li> <li>3. All calls to the Hunt Group are forwarded to this number.</li> </ol>
Disable Forwarding	<ol style="list-style-type: none"> <li>1. Dial the Forwarding code. You will hear, "Call forwarding disabled. Goodbye."</li> <li>2. The forward code is disabled, and the Hunt Group uses the configured hunt settings again.</li> </ol>

# LINE MANAGEMENT

In the Voice Portal, go to **Business Lines > Lines**.

This is a quick view of all lines and their settings. If you don't have any lines yet, add a new one. New lines can be created here or while adding a phone number or Hunt Group to the account, but Direct-Call Handling settings are only managed here.

To add or delete a line, or to assign a phone number to a line, please contact Customer Support.

## Edit a Line

Lines are assigned to phone numbers, but phone numbers cannot be assigned to a line from here. Instead, go to the phone number and set the destination to the line.

Lines				
Name ↑	Handling	Phone Numbers	Caller ID	
Line 1	Ring Line (24 Sec)	None	None	▼
Line 2	Ring Line (24 Sec)	None	None	<b>Edit</b> ▼
Line 3	Ring Line (24 Sec)	None	None	▼
Line 3a	Ring Line (24 Sec)	None	None	▼
Line 4	Ring Line (24 Sec)	None	None	▼

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1. Select the line to expand its settings.
2. Enter or edit the information in the fields below.
3. When you're done, click **[Save]**.



# Line Details

Line 2	Ring Line (24 Sec)	None	None	^
<b>Line Details</b>				
Line Name	Line 2			
Phone Numbers	1 (801) 345-2281			
Voicemail Box	Voicemail 2			

FIELD	DESCRIPTION
Line Name	This is the name of your line. Since lines are associated with ports on your device, it may be a good idea to name each line in order of the physical port. To change the name of the line, contact Customer Support.
Phone Numbers	This displays the phone number(s) assigned to the line. If the line is linked to a Hunt Group or isn't linked to anything at all, this will say "None." To change the phone number or destination of the line, contact your service provider.
Assigned Voicemail	Choose which voicemail box, if any, will be assigned to this line. A voicemail box must be assigned if any Direct-Call Handling option (below) will be set to <i>Send to Voicemail</i> . <ul style="list-style-type: none"> <li><b>None:</b> No voicemail box will be assigned.</li> <li><b>Existing Voicemail:</b> Choose a voicemail box already set up on the account.</li> </ul>

## ASSIGNED VOICEMAIL

When a voicemail box is assigned to a line, two things are enabled:

- **Access.** The line has access to call the box to manage its settings and messages.
- **Direct-Call Handling Rules.** The line can be set to send calls to the voicemail box.

# Direct-Call Handling

Direct-Call Handling rules are in effect only when a call rings directly to a phone number assigned to the line. These settings will not be applied when the line is rung as part of a Hunt Group.

## Ring Line

When the Ring Strategy is set to *Ring Line*, incoming calls to this line will follow the rules defined here. Remember to assign a voicemail box to the line if you want to use *Send to Voicemail* as a Direct-Call Handling rule; it won't work otherwise.

## Direct-Call Handling

Direct-call handling is in effect when a phone number is assigned to the line, not when the line is rung as part of a hunt group.

Ring Line
Forward

No Answer Busy Tone ▼ after 24 seconds

Busy Forward to ▼ -( ) - -

Out of Service Busy Tone ▼

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Call Waiting  Allow line to be called while on an active call

FIELD	DESCRIPTION
No Answer	<p>Choose how incoming calls will be handled when not answered and enter the number of seconds calls will be allowed to ring until the action is triggered. The default timeout setting is 24 seconds (4 rings).</p> <ul style="list-style-type: none"> <li>• <b>Busy Tone:</b> When a call times out, the caller will hear a busy tone.</li> <li>• <b>Forward:</b> When a call times out, it will be forwarded to the number you enter here.</li> <li>• <b>Send to Voicemail:</b> When a call times out, send it to the line's voicemail box.</li> <li>• <b>Ring Forever:</b> Ring until the call is answered or the caller hangs up.</li> </ul>
Line Busy	<p>Choose how incoming calls will be handled when the line is busy.</p> <ul style="list-style-type: none"> <li>• <b>Busy Tone:</b> The caller will hear a busy tone.</li> <li>• <b>Forward:</b> Calls to this line will be forwarded to the number you enter here.</li> <li>• <b>Send to Voicemail:</b> Calls will be sent to the voicemail box assigned to the line.</li> </ul>
Out of Service	<p>Choose how incoming calls will be handled when the line is out of service.</p> <ul style="list-style-type: none"> <li>• <b>Busy Tone:</b> The caller will hear a busy tone.</li> <li>• <b>Forward:</b> Calls to this line will be forwarded to the number you enter here.</li> <li>• <b>Send to Voicemail:</b> Calls will be sent to the voicemail box assigned to the phone number.</li> </ul>
Call Waiting	<p>Call Waiting is disabled by default to allow incoming calls to follow the Direct-Call Handling rules. Check this box to enable it.</p> <div style="border: 1px solid #ccc; background-color: #f0f0f0; padding: 5px; margin-top: 10px;"> <p>Call Waiting allows incoming calls to a line while the line is in use. The called party will hear an intermittent beep to indicate another call is waiting on the line, and the caller will hear the standard ringtone. When enabled, incoming calls will not follow Direct-Call Handling rules.</p> </div>

## Forward

When the Ring Strategy is set to *Forward*, incoming calls to this line will be immediately forwarded to the number you enter here.

**Line Handling**

Handling Rule Ring Line Forward

Forwarding Number \_ ( ) \_ - \_

## Caller Identification

When a line is created in the Phone Number workflow by setting the destination to a new line, caller ID for the new line is automatically set to that phone number. You can modify that here.

**Caller Identification**

Caller ID Number 1 (801) 345-2281 ▼

Caller ID Name **New Company**

Caller ID Enabled

E911 Record 1 (801) 345-2281 - 1000 E 1000 E, Pleasant Grove, UT 84062 ▼

FIELD	DESCRIPTION
Caller ID Number	Choose which phone number will be used for caller ID. It can be set to any of the phone numbers on your account.  <div style="background-color: #ffe6e6; padding: 5px; border: 1px solid #ccc;"> <span style="color: red; font-weight: bold;"> </span> Choosing <b>None</b> may result in some carriers rejecting the call.         </div>
Caller ID Name	This is the name that will be displayed on the phone of the person called. To change this name, contact your service provider.
Caller ID Enabled	This is checked by default. If unchecked, all calls made from this line will be sent anonymously (BLOCKED).
E911 Record	Choose which E911 record to use for this line. <div style="background-color: #e6f2ff; padding: 5px; border: 1px solid #ccc;"> <span style="color: blue; font-weight: bold;"> </span> When a 911 call is made from this line, the name, address, and phone number information from the record selected here will be sent with the call.         </div>

### SAVE YOUR SETTINGS!

Once saved, the settings are immediately applied to the line.

# VOICEMAIL

Does your business need a voicemail box? Many businesses need only one, while others might need a few, and some don't need voicemail at all. Voicemail is an optional feature, so contact Customer Support if you want to set up a box.

Voicemail boxes are set up by line, not by user, which makes it easier to share. One voicemail box can be assigned to a single line or be shared by multiple lines. Set it up your way.

- Need only one voicemail box for the company? Create one voicemail box and assign all your lines to it.
- Need one for customer service and another for the manager? Set up multiple boxes and assign your lines, as necessary.
- Don't need voicemail? It's turned off by default, so there's nothing to disable.




In **Lines**, you can see which voicemail box is assigned to the line, so you'll know where your calls are going.



## VOICEMAIL MANAGEMENT

Dial the **Voicemail Management** star code to access the messages for that line, record a greeting, or update the PIN. Remember, all lines assigned to the box will use the same PIN. Refer to the Voicemail Guide for details.

## Voicemail Box Management

To manage your voicemail boxes, log in to your Voice Portal and go to **Account > Business Lines > Voicemail**. Here you can see all your voicemail boxes, the lines they're assigned to, and the email addresses messages will be sent to.

Voicemail		
Name ↑	Assigned Lines	Email Recipients
Voicemail 1	Line 1	None 
Voicemail 2	Line 2	None 
Voicemail 3	Line 3	None 

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## Edit a Voicemail Box

1. Click the voicemail box to expand its settings.
2. Make any necessary changes to the settings below, and then click **[Save]**.

## VOICEMAIL BOX DETAILS

Back Office	Line 2, +1	None	^
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### Voicemail Box Details

Voicemail Box Name

Assigned Lines

[Reset PIN](#) ⓘ

FIELD	DESCRIPTION
Voicemail Box Name	Enter or edit the name of the voicemail box.
Assigned Lines	Assign a new line from the drop-down menu. Click X to unassign a particular line from the box.
Reset PIN	The first time the box is accessed, the user will be asked to set the PIN. When this button is clicked, the PIN is reset to 1234. The first time the box is accessed, the user will be asked to set the PIN.

## VOICEMAIL BOX GREETINGS

Users can upload and download their voicemail greetings and personal name recordings. Click the field to select a file from your computer, then click **[Upload]**. The upload will accept WAVE, MP3, and OGG files that are less than 10MB.

### Voicemail Box Greetings ⓘ

**Basic Greeting**

Accepted files: WAVE, MP3, and OGG files under 10MB

**Personal Name**

Accepted files: WAVE, MP3, and OGG files under 10MB

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**Custom Greetings**  
Any custom voicemail greeting upload here will override basic and personal name greetings.

**Busy Greeting**





Accepted files: WAVE, MP3, and OGG files under 10MB




**No Answer Greeting**

Accepted files: WAVE, MP3, and OGG files under 10MB

## MESSAGES

These are all of the messages saved to the voicemail box. Messages can be sorted by Time/Date, Length, and Status (New or Saved).

Messages				
<input type="checkbox"/>	Date/Time ↓	Caller	Length	Status
<input type="checkbox"/>	Nov 4, 2020 11:02 AM	1 (304) 454-2217	16 seconds	New
<input type="checkbox"/>	Oct 14, 2020 10:23 AM	1 (877) 805-7744	17 seconds	New   
<input type="checkbox"/>	Sep 23, 2020 10:44 AM	1 (801) 318-1683	3 seconds	New

-  Save a copy of the message to your computer as an MP3 file.
-  Change the status of the message to Saved.
-  Delete this message from the box. To delete all or multiple messages at once, select the message on the left and then click the trash icon at the top right.

## MESSAGE SETTINGS

Voicemail messages can be forwarded as an MP3 file to one or more email addresses.

### Message Settings

Forward Voicemail to Email  Forward voicemail messages

Keep a copy in voicemail box

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FIELD	DESCRIPTION
Assign to	Assign a new line from the drop-down menu. Click <b>X</b> to unassign a particular line from the box.
Reset PIN	The PIN will be reset to 1234. The next time the voicemail box is accessed, the end user will be prompted to set a new PIN.
Messages	Select a message for the following options: <ul style="list-style-type: none"> <li>• Mark as New or Saved</li> <li>• Delete</li> <li>• Download</li> </ul>

3. Review your settings and then click [Save].

## Voicemail Box Access

Business Your voicemail box can be accessed remotely or from a phone connected to the line it's assigned to. The first time the box is accessed, the default PIN is 1234.

## Direct Access

1. From a phone connected to your account, dial the Voicemail Management star code.
2. Enter the voicemail PIN and press #.

## Remote Access

1. From a phone that isn't connected to your account, dial the 10-digit phone number.
2. When the voicemail greeting plays, press #.
3. Enter the voicemail PIN and press #.

## Voicemail Menu

### PRESS 1: LISTEN TO MESSAGES

Press 1	Skip message
Press 2	Save message
Press 3	Erase message
Press 9	Repeat message
Press 0	Exit menu

### PRESS 8: PERSONALIZE VOICEMAIL

Press 1	Change the PIN
Press 2	Record a greeting
Press 3	Record your name
Press 5	Set up call forwarding
Press 6	Set up a forwarding number
Press 9	Repeat personal options
Press 0	Exit menu

### CHANGE THE PIN

1. Access the voicemail box and press 8.
2. Press 1 to change the PIN.
3. Enter a new PIN that is at least 4-digits long, then press #.
4. When you're done, hang up or press 0 to go back to the main menu.

### RECORD A GREETING

1. Access the voicemail box and press 8.
2. Press 2 to manage your greetings.
3. Press 1 to change the default greeting.
4. Press 2 to change the "busy" greeting.
5. Press 3 to change the "no answer" greeting.
6. When you're done, hang up or press 0 to go back to the main menu.

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