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Getting Started

1. Create your MegaPath Customer Portal (<https://my.megapath.com>) login credentials if you have not already done so. You or another company contact received an email from MegaPath with directions to create your MegaPath Customer Portal login credentials including Username, Password and security questions. If you need assistance with your login credentials, call your Voice Project Manager (VPM) or voice support. The MegaPath Customer Portal is for Account Admins only.
2. Distribute login information to your Users (located on the *User Details Sheet*)
 - a. Voicemail PIN (User access to individual user voice mailbox)
 - b. Voice Manager (<https://mv.megapath.com>) User access to the Voice Manager mobility application – manage services and make calls while on the go)
3. Visit the MegaPath Voice Learning Center at www.megapath.com/VLC to get acquainted with your service and phones.
4. Sign up for personalized training (<http://www.megapath.com/support/voice/training/>). We offer instructor-led training that is tailored to your company. Courses are offered for both Account Admins and Users.

MegaPath Customer Portal

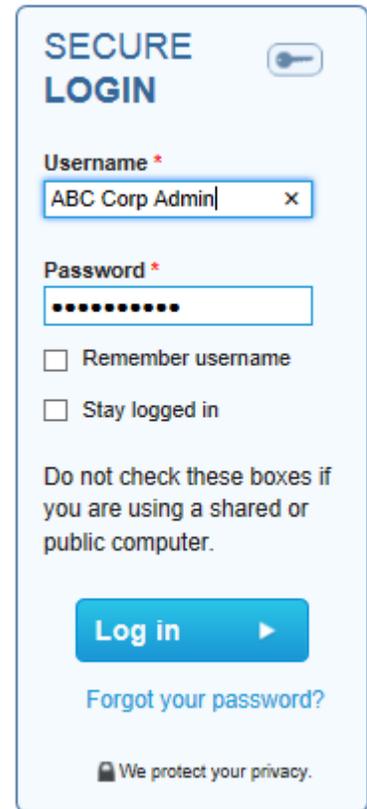
The MegaPath Customer Portal a self-service administration portal that gives the Account Admin the ability to manage various tasks such as:

- › **Services** – View and manage your services
- › **Billing** – View statements or pay your balance
- › **Tickets** – View and manage your support tickets
- › **Orders** – View and manage your online orders
- › **Company** – Manage your company details and portal users
- › **Account** – View and edit your account information

Logging In

1. Enter your Username & Password
2. You can select the option to Remember username and Stay logged in.

Note: Once your Customer Portal credentials have been created, you can use the password reset utility by clicking on “Forgot your password” if necessary.



The screenshot shows a 'SECURE LOGIN' form with a key icon in the top right corner. It contains two input fields: 'Username *' with the text 'ABC Corp Admin|' and a clear button 'x', and 'Password *' with masked characters '.....'. Below the fields are two checkboxes: 'Remember username' and 'Stay logged in'. A warning message reads: 'Do not check these boxes if you are using a shared or public computer.' At the bottom, there is a blue 'Log in' button with a right-pointing arrow, a link for 'Forgot your password?', and a privacy notice: 'We protect your privacy.' with a lock icon.

Logging Out

To log out of the Customer Portal, click on the Logout icon at the top righthand side of the page.

The screenshot shows the MegaPath Customer Portal interface. At the top, there is a navigation bar with the MegaPath logo and 'Customer Portal' text. To the right of the logo, there are links for 'Chat Now', 'Support: 1-877-611-6342', and 'Log out'. Below the navigation bar, there are several tabs: 'Home', 'Services', 'Orders', 'Billing', 'Support', 'My Company', and 'My Account'. The main content area is divided into several sections:

- Welcome Diane Giuffre**: Account # - 2856058, Last Login - 01/22/2015 16:14:12 PM.
- Services**: View and manage your services. Includes 'Your Active Services' with links for Voice, Security, Data & Networking, and Hosted IT.
- Billing**: View statements or pay your balance. Includes a note about selecting a service location for site-specific billing information.
- Tickets**: View and manage your support tickets. Includes a table of tickets:

Ticket #	Status	Site ID	Updated
8631542	open	3418205	01/21/15 11:54
AN8627555	closed	2856058	01/21/15 09:51
AN8627542	closed	2856058	01/20/15 11:32

- Orders**: View and manage your online orders. Includes a table of orders:

Order Ticket	Date	Status	Details
8396387	2014-10-29	Completed	View
8072514	2014-07-22	Completed	View
8072539	2014-07-22	Completed	View

- Company**: Manage your company details and portal users. Includes fields for Organization, Account Number (2856058), Service Locations (6), and Portal Users (20).
- Account**: View and edit your account information. Includes fields for Username (Diane Giuffre), Contact ((571) 306-4095), and Email (Diane.Giuffre@megapath...).

Voice Administration

Voice Administration is a module within the MegaPath Customer Portal, providing Account Admins access to manage their Voice Services and Users. Only Voice Administrators with Account Admin permission can access the Voice Administration portal.

Once logged in to Voice Administration, you will be at the Enterprise-level of Voice Administration – this is your home page. At the Enterprise level, you have access to your Enterprise, Groups and Users. Optionally, you can also set up Departments.

Enterprise = your company

Groups = your locations

Departments = subdivisions within your groups

Users = individual employees and lines

Note: User's have access to a manage a subset of their personal features in Voice Administration, however, they should use the Voice Manager for configurations such as Call Forwarding and Find Me Follow Me (Simultaneous & Sequential Ring).

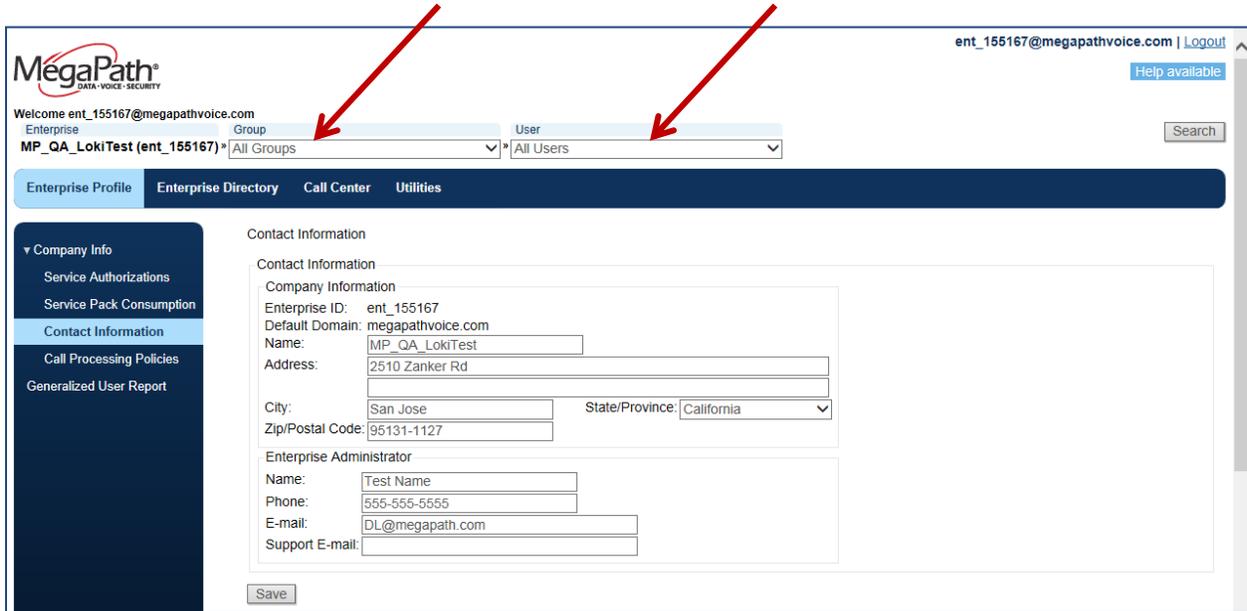
Navigation tips:

Level	How Accessed	Attributes
Enterprise	<ol style="list-style-type: none"> 1. https://my.megapath.com 2. Click Voice (under Services) 3. Click Manage Now (Voice Administration) 	<ul style="list-style-type: none"> › Home page › Access Groups (grp_) and (ste_) › View Enterprise account details › Access Enterprise Directory
Group-Site (ste_)	<p>On the Enterprise home page:</p> <ol style="list-style-type: none"> 1. Click the Group dropdown 2. Select the site (ste_) that you wish to access 	<ul style="list-style-type: none"> › Site-level Dashboard › Manage high-level User settings › Access Manage User tab to access detail-level User settings › Site-level Time & Holiday Schedules › Site-level Call Details
Group (grp_)	<p>On the Enterprise home page:</p> <ol style="list-style-type: none"> 1. Click the Group dropdown 2. Select the Group (grp_) that you wish to access 	<ul style="list-style-type: none"> › Group-level Dashboard › Manage high-level Group Service settings › Group Services tab to access detail-level Group settings › Manage User tab (Voice Portal)
User	<p>On the Enterprise home page:</p> <ol style="list-style-type: none"> 1. Click the User dropdown 2. Select the User that you wish to access 	<ul style="list-style-type: none"> › User's Calling Features & Profile tabs

To get started:

1. If you haven't already done so, log in to the MegaPath Customer Portal (<https://my.megapath.com>)
2. Click **Voice** under Services
3. Click **Manage Now** (Voice Administration)

After clicking **Manage Now**, you are at the **Enterprise Level** of the Voice Administration portal. From there you can access your **Groups** and **Users**.



To access **Group Services** select the (**grp_**) group from the Group dropdown.



To access your **Group Profile** or **Users** at the site level, select a site (**ste_**) group.

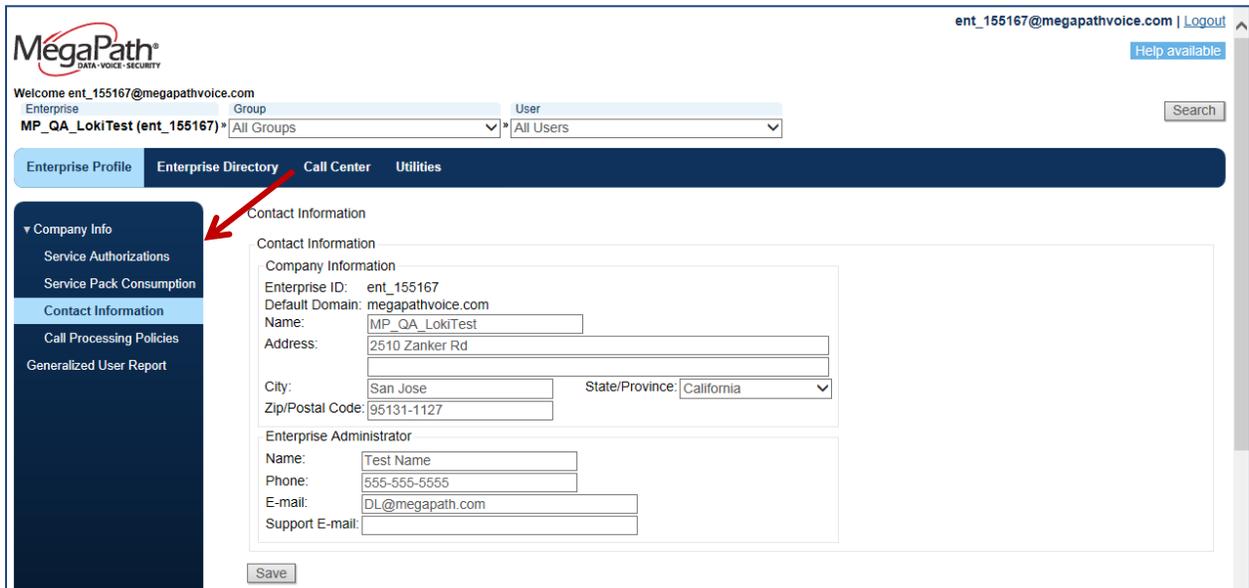


To access an individual User, click the **User** dropdown, and select a User.



In addition, at the Enterprise level, using the left navigation links, you can access:

- › **Company Info**
 - **Service Authorizations** (Group & User Services) & Utilization
 - **Service Pack Consumption**
 - **Contact Information**
 - **Call Processing Policies**
- › **Generalized User Report**



To view your Enterprise Directory, click the **Enterprise Directory** tab.



Group Services

There are a couple of ways to gain access to your Group Services.

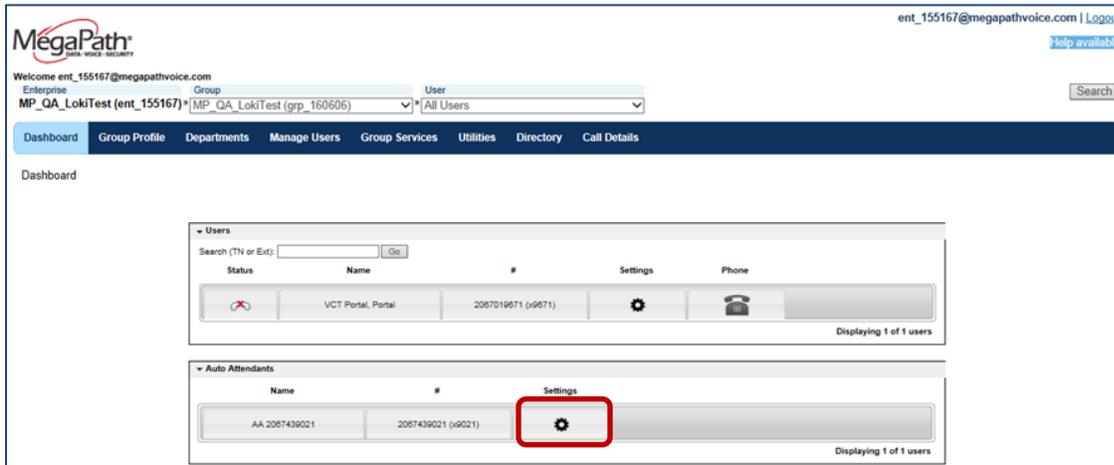
1. **Group:** Select the (**grp_**) group from the **Group** dropdown. This list (**Dashboard**) includes a subset of Group services that are most frequently accessed, such as Auto Attendants and Hunt Groups. High-level settings are available via the Dashboard.
2. **Group Services (Tab):** This list includes all Group Services and their detailed configurations.

To access Group Services such as Auto Attendants and Hunt Groups, select the **grp_** group from the **Group** dropdown. When the (**grp_**) group is selected, the **Dashboard** is displayed.



1. Dashboard (Group)

The **Dashboard** shows a short list of Group Services with the most frequently accessed *settings*.



The screenshot displays the MegaPath Voice Administrator interface. At the top, there is a navigation bar with the following tabs: Dashboard, Group Profile, Departments, Manage Users, Group Services, Utilities, Directory, and Call Details. The 'Dashboard' tab is currently selected. Below the navigation bar, there is a search bar and a table of users. The table has columns for Status, Name, #, Settings, and Phone. One user is listed: VCT Portal, Portal, 2067019671 (x9671). Below the users table, there is a table of auto attendants. The table has columns for Name, #, and Settings. One auto attendant is listed: AA 2067439021, 2067439021 (x9021). The 'Settings' link for this auto attendant is highlighted with a red box.

Auto Attendant example: Locate the Auto Attendant, and click **Settings**. From this page, you can update your **Business/After Hours Greeting** and **Business Hours Dialing Menu**.

If the configuration you wish to change is not on the Dashboard, click the **Detailed Settings** link.

Auto Attendants

Name	#	Settings
AA 2087439021	2087439021 (x9021)	⚙️

Business Hours | After Hours

Business Hours Greeting

Default Greeting
 Personal Greeting CateringAndDeliveryVM1.wav

Load personal greeting:

Business Hours Dialing Menu

Enable first-level extension dialing

Key	Description	Action	Phone
0		---	
1	dial by extension	Transfer With Prompt	2130
2	dial by name	Transfer Without Promp	9052
3	Transfer with Prompt	Transfer To Operator	9281
4	Transfer without	Name Dialing	
5	Repeat 1	Extension Dialing	
6	7889#\$\$# Exit	Repeat Menu	
7	rew4324321*	Exit	
8		---	
9	rew4324321*	Transfer With Prompt	7039399281
*	rew4324321*	Transfer Without Promp	7039399281
#		---	

Detailed Settings

Depending on your services, you may see some of the following Group Services on your Dashboard.

Group Service	Available Settings
Users	<ul style="list-style-type: none"> › To configure the Voice Portal, go to the Group Services tab.
Auto Attendant	<ul style="list-style-type: none"> › Business Hours Greeting › Business Hours Dialing Menu › Enable first-level extension dialing › After Hours Greeting › After Hours Dialing Menu › Enable first-level extension dialing
Hunt Group	<ul style="list-style-type: none"> › Group Policy (Hunting Style) › No Answer Settings › Assign to/Remove Users from Hunt Group
Instant Call Group	<ul style="list-style-type: none"> › Profile Settings › Instant Call Group User List › Call Policies
MegaPath Anywhere	<ul style="list-style-type: none"> › Profile (Calling Line ID, Prompts, In-Call Service Activation Digits)
Meet-Me Conferencing	<ul style="list-style-type: none"> › Allocate ports to bridge › Allow outdial › Assign to/Remove Users from Conference Hosts

2. Group Services Tab

From the Group Services tab, you can access the following:

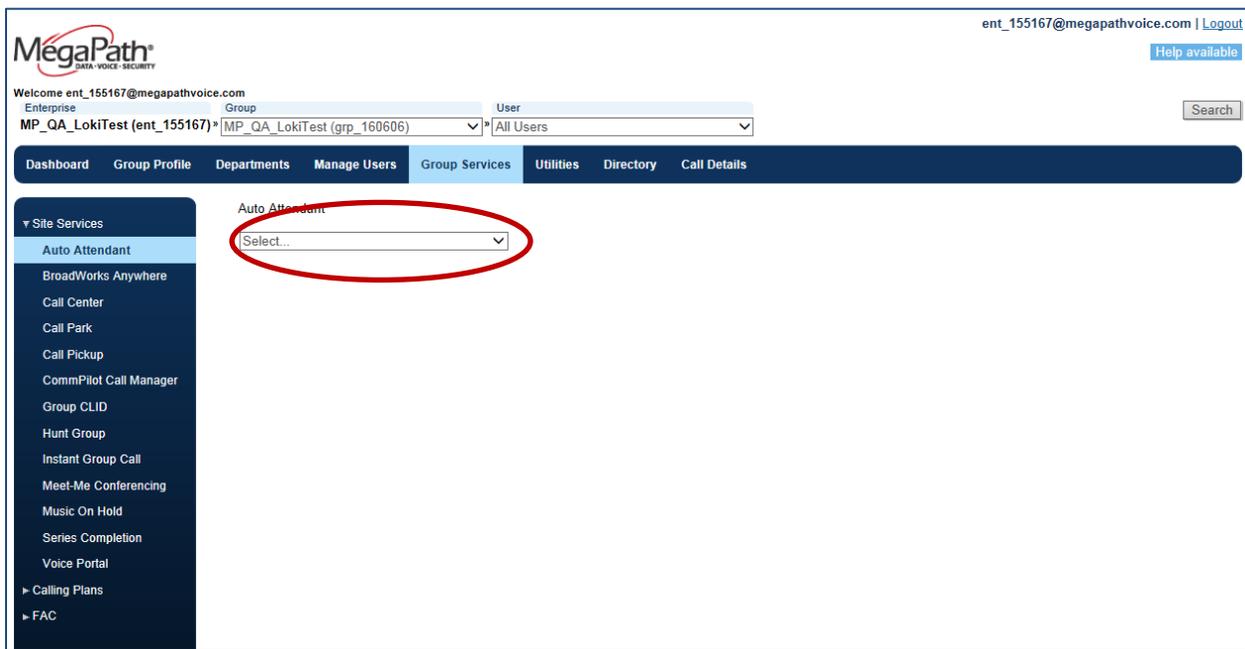
- › **Site Services** (example : Auto Attendant, Hunt Group, etc.)
- › **Calling Plans** (Calling Plans, Account/Auth Codes)
- › **FAC** - Feature Access Codes

To access more detailed Group service configurations, use the **Group Services** tab. Once you have selected the (**grp_**) group from the dropdown, the Group Services tab is displayed.



The **Group Services** page gives you access to your full Group service configurations, Calling Plans and Feature Access Codes (FAC) list.

Auto Attendant



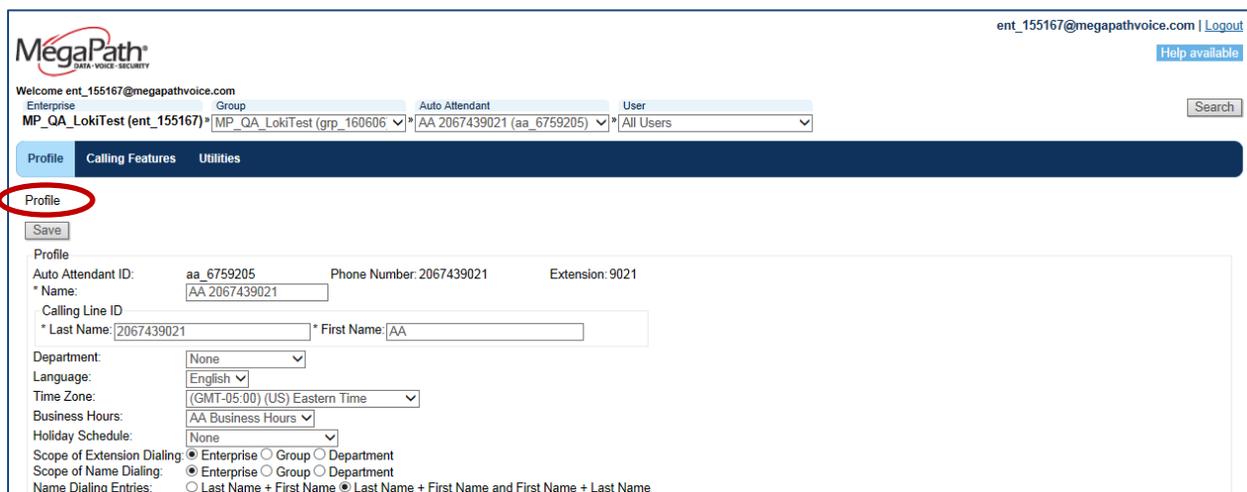
To view your Auto Attendant(s), select **Auto Attendant** in the left navigation. Select the Auto Attendant you wish to modify from the dropdown. The Auto Attendant **Profile** page is displayed.

The Auto Attendant **Profile** page allows you to manage:

- › Name
- › Calling Line ID Last & First Name
- › Department
- › Language
- › Time Zone (it is important to make sure your Auto Attendant is assigned to the correct TZ)
- › Business Hours (Every Daly All Day, Business Hours, Random)
- › Holiday Schedule
- › Business/After Hours Greetings
- › Enable First Level Extension Dialing
Key Extension Dialing settings for Business and After hours
- › Scope of extension dialing
- › Scope of name dialing
- › Name Dialing Entries

Under Profile, **Business Hours** are the rules applied to the Auto Attendant during Business Hours as defined by the company administrator. The default Business Hours is “Every Day All Day”. This means the same greeting and menu options are played to callers all the time. If the company administrator has created Time Schedules, then they will be displayed in the Business Hours dropdown, and can be selected as an alternative to the default.

If the company administrator has created a **Holiday Schedule**, it will available in the Holiday Schedule dropdown.



ent_155167@megapathvoice.com | [Logout](#) [Help available](#)

Welcome ent_155167@megapathvoice.com

Enterprise Group Auto Attendant User
 MP_QA_LokiTest (ent_155167) MP_QA_LokiTest (grp_160606) AA_2067439021 (aa_6759205) All Users

Profile Calling Features Utilities

Profile

Profile
 Auto Attendant ID: aa_6759205 Phone Number: 2067439021 Extension: 9021
 * Name: AA_2067439021
 Calling Line ID
 * Last Name: 2067439021 * First Name: AA
 Department: None
 Language: English
 Time Zone: (GMT-05:00) (US) Eastern Time
 Business Hours: AA Business Hours
 Holiday Schedule: None
 Scope of Extension Dialing: Enterprise Group Department
 Scope of Name Dialing: Enterprise Group Department
 Name Dialing Entries: Last Name + First Name Last Name + First Name and First Name + Last Name

The **Business/After Hours** menu addresses how the Auto Attendant will perform during your operating hours. To modify your **After Hours** menu (if you are using one); go to the After Hours tab.

Business Hours Greeting

- › Default (system generated greeting)
- › Personal (personalized greeting recorded in the CommPilot Voice Portal or upload audio file from a Personal Computer)

Business Hours Dialing Menu (Defines call flow)

- › Enable first-level extension dialing
- › Key Description
- › Action
- › Phone (10-digit phone number or extension) for transfers

Business Hours

After Hours

Business Hours Greeting

Default Greeting

Personal Greeting CateringAndDeliveryVM1.wav

Business Hours Dialing Menu

Enable first-level extension dialing

Key	Key Description	Action	Phone
0		---	
1	dial by extension	Transfer With Prompl	2130
2	dial by name	Transfer Without Proi	9052
3	Transfer with Prompt	Transfer To Operator	9281
4	Transfer without	Name Dialing	
5	Repeat 1	Extension Dialing	
6	7889#\$\$\$# Exit	Repeat Menu	
7	rew432432!*	Exit	
8		---	
9	rew432432!*	Transfer With Prompl	7039399281
*	rew432432!*	Transfer Without Proi	7039399281
#		---	

Using the Business Hours Menu you can route callers to specific users (extensions) and Hunt Groups. For example, you can set “0” to transfer to the group operator’s extension. You can change the dial by extension and name options or remove them completely. Dial by name allows callers to enter the letters in a user’s name to route to that user. Additionally, you could make Option 3 go to your Sales Hunt Group. To complete this action, type “sales” in the 4 Key Description, set action to “Transfer without Prompt” and enter your sales Hunt Group extension. (To find the Hunt Group extension, click **Services**, then **Hunt Groups**.)

First-level extension dialing, when checked, allows callers to dial an extension any time during the recorded greeting; and allows Auto Attendant greetings to be recorded remotely – offsite.

NOTE: When you make changes to this menu, you **MUST** change your greeting to match the new options so that callers may be rerouted correctly.

We recommend that the person recording a Personal Greeting prepare a script in advance. When editing the Key Description and Action, make sure that they match your phone numbers and call flow.

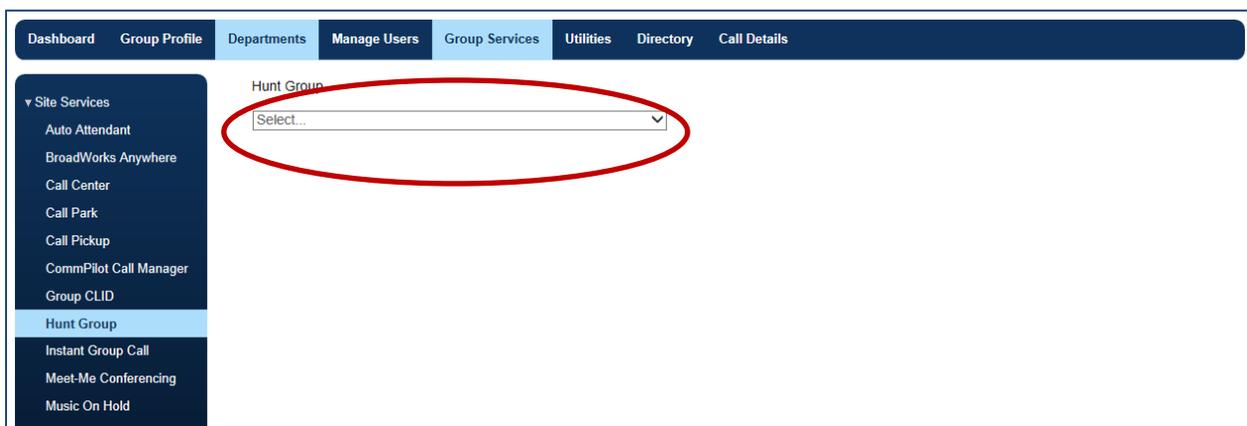
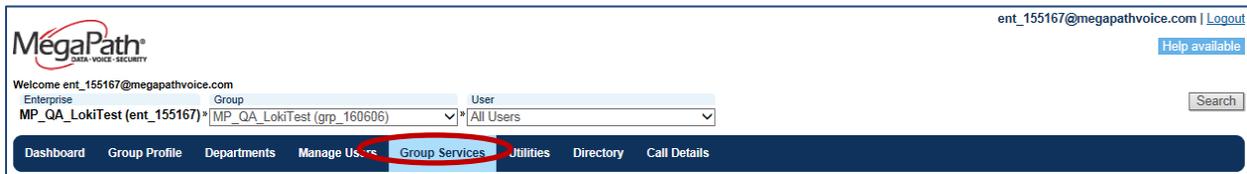
The **Key Description** column corresponds to the keys on the telephone key pad, and tells you where you are sending the call. The **Action** applies to the Key Description, and is selected from the dropdown options. Each Key Description must have an Action associated with it. Any transfer option must have an associated phone number or extension.

Call Policies

View and/or make modification to Call Policies for the User.

Hunt Group

1. Click the **Group Services** tab
2. select **Hunt Group** from the left navigation menu
3. Select the Hunt Group to be modified in the **Hunt Group** dropdown



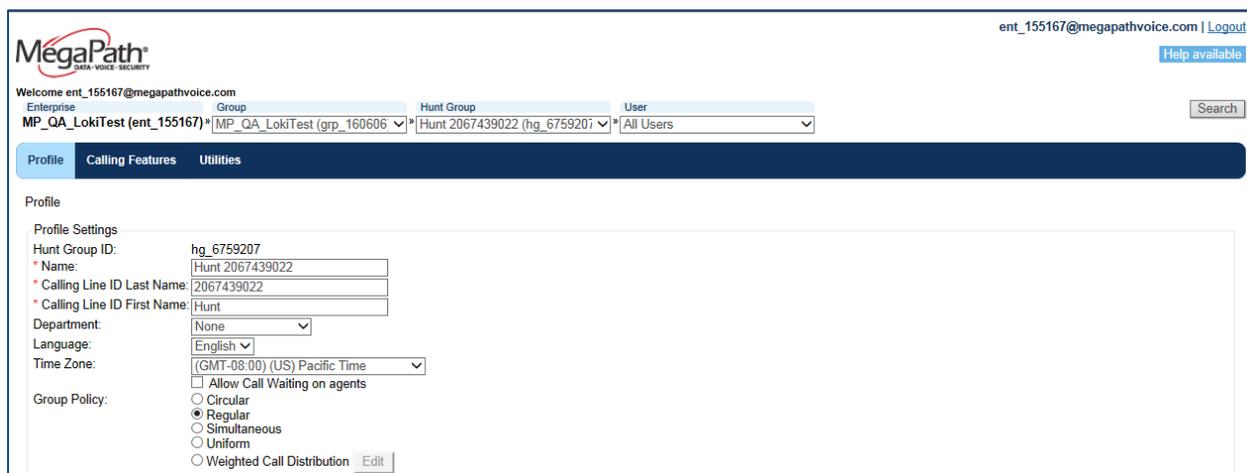
The Hunt Group page has the following sections:

- › Profile Settings
- › No Answer Settings
- › Users
- › Call Policies

Profile Settings

The Hunt Group Profile page allows you to view the Hunt Group ID, and update the following:

- › Name
- › Calling Line ID Last Name
- › Calling Line ID First Name
- › Department
- › Language
- › Time Zone
- › Allow Call Waiting on agents
- › Group Policy



The screenshot shows the MegaPath user interface for the Hunt Group Profile page. At the top, there is a navigation bar with the MegaPath logo, the user's email address (ent_155167@megapathvoice.com), and a Logout link. Below the navigation bar, there is a search bar and a navigation menu with tabs for Profile, Calling Features, and Utilities. The Profile tab is selected. The main content area displays the Profile Settings for the Hunt Group. The settings include: Hunt Group ID (hg_6759207), Name (Hunt 2067439022), Calling Line ID Last Name (2067439022), Calling Line ID First Name (Hunt), Department (None), Language (English), Time Zone ((GMT-08:00) (US) Pacific Time), Allow Call Waiting on agents (unchecked), and Group Policy (Regular selected, with other options: Circular, Simultaneous, Uniform, and Weighted Call Distribution). An Edit button is located at the bottom right of the settings area.

Allow Call Waiting on agents

When the Call Waiting on agents is checked, agent hears a call waiting beep when new call comes in.

Group Policy

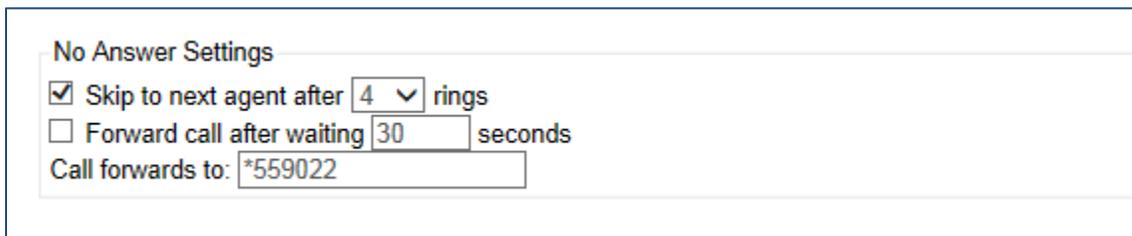
Select one of the Group Policies based on your business need. Click the radio button next to the group policy desired.

Group Policy Definitions

- › **Circular:** Incoming calls hunt through agents in the order they appear in the list, starting with the agent following the last agent to receive a call. When the search reaches the end of the list, it loops back to the top and continues until it has tried all agents.
- › **Regular:** Incoming calls hunt through agents in the order they appear in the list, starting from the top each time.
- › **Simultaneous:** Incoming calls alert all agents at the same time. The first agent to answer handles the call.
- › **Uniform:** Incoming calls hunt through all agents in order, starting with the agent who has been idle the longest and ending with the agent who most recently answered a call.
- › **Weighted Call Distribution:** Incoming calls are assigned to idle agents based on percentages you assign on the Hunt Group's Profile – Weighted Call Distribution page.

No Answer Settings

No Answer Settings – What you want to happen when no one answers.



The screenshot shows a configuration form titled "No Answer Settings". It contains three main settings:

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

Choose from the options based on your business need:

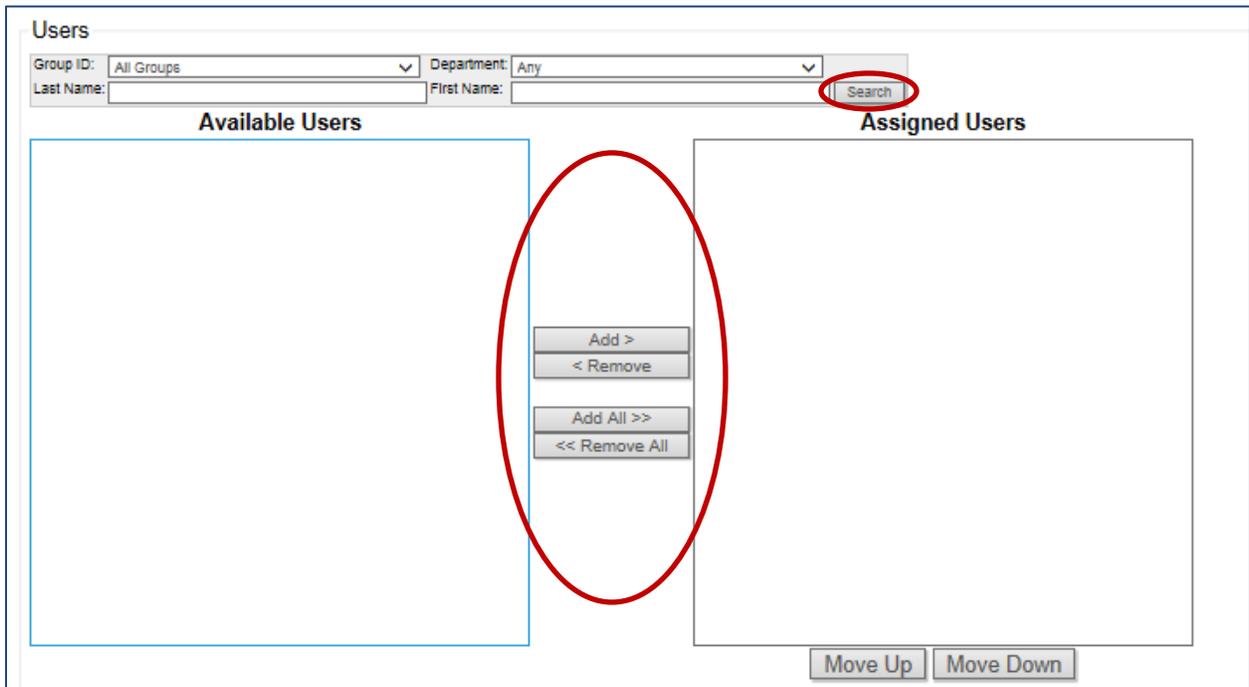
- › Skip to the next agent after a configurable number of rings (choose from the dropdown)
- › Forward call after waiting a configurable number of seconds – check the box and enter a number in the field
- › Calls forwards to. If the forwarding option is used, a phone number or extension must be entered into the field provided. In this example, the calls are forwarded to the voicemail of extension 9022. The *55 command sends a call directly to voicemail.

Users

The Users section allows you to add or remove users/agents to your Hunt Group.

To assign Users to the Hunt Group:

Use the search boxes to search for an individual user, or to display all users click the **Search** button.



Using either of these methods, Users will be displayed in the **Available Users** box. To move Users from Available Users to Assigned Users, use the **Add** or **Add All** buttons. Similarly if you need to remove a User from the Assigned Users, use the **Remove** or **Remove All** buttons.

You can also move Users up or down in the Assigned Users list by using the **Move Up** or **Move Down** buttons. These options move a User up or down in the queue.

To save changes click **Save**.

Call Policies

View and/or make modification to Call Policies for the User.

Call Policies
View or modify Call Policies for the User

Connected Line Identification Privacy on Redirected Calls: No Privacy
 Privacy For External Calls
 Privacy For All Calls

Send Call Being Forwarded Response on Redirected Calls: Never
 Internal Calls
 All Calls

Instant Group Call

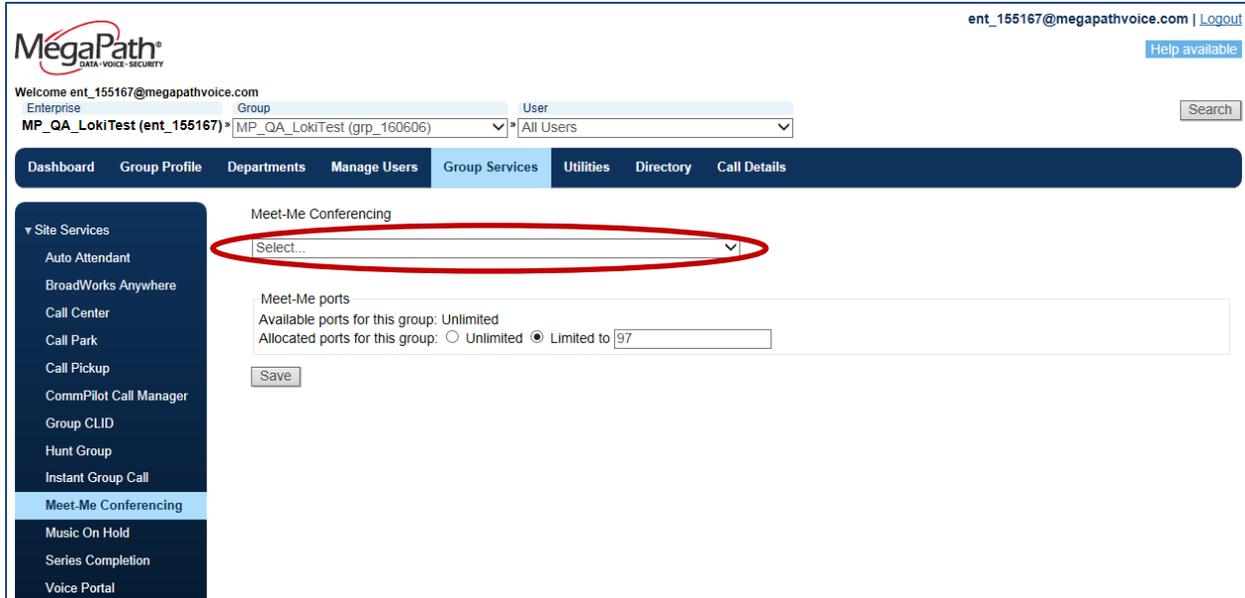
Instant Group Call allows the Customer Administrator to configure up to 20 distinct telephone numbers that will be automatically dialed by the system and added to an instant conference call every time a User calls the associated telephone number. Valid telephone numbers include internal extensions as well as all domestic, 10-digit telephone numbers.

Instant Group Call may be used in conjunction with Push To Talk (PTT) to simulate an internal paging solution. PTT is a feature available for all calling plans with the exception of Common Lines and Shared Lines.

To view Instant Group Call(s), select **Instant Group Call** in the left navigation. Select the Instant Group Call you wish to modify from the dropdown.

Meet-Me Conferencing

To assign User's, first select a Meet-Me Conferencing account from the dropdown.



The Meet-Me Conference Profile page is displayed. To assign Users, use the Search fields to display User or to display all Users, click the **Search** button. Use the Add or Add All button to move User's from **Available Users** to **Conference Hosts**. Finish your edits, and then click **Save**.

Profile

Meet-Me Conference Bridge Profile

Conference Bridge ID: AC_6759211 Phone Number: 2067439024 Extension: 9024

* Name:

Calling Line ID

* Last Name: * First Name:

Department:

Language:

Time Zone:

Operator Phone Number:

Maximum Ports Available For This Bridge: 97

Allocated Ports To This Bridge:

Allow Individual Outdial

Users

Group ID: Department:

Last Name: First Name:

Available Users	Conference Hosts
	2067439020, DianeGiuffre (2067439020) 2067439052, CCSupervisor (2067439052)

Call Policies

View or modify Call Policies for the User

Connected Line Identification Privacy on Redirected Calls: No Privacy
 Privacy For External Calls
 Privacy For All Calls

Send Call Being Forwarded Response on Redirected Calls: Never
 Internal Calls
 All Calls

Note: If the Meet-Me Conferencing has not been assigned to a User, Meet-Me Conferencing is not displayed on the User's **Calling Features** page.

Configure User's Conference Bridge

The User's Meet-Me Conferencing Bridges are located on the **Calling Features** page.

As an administrator, you can configure the conference on behalf of a User.

Note: The User can also configure his Meet-Me Conferencing service via the Voice Manager. Once logged in, the User clicks **Settings>Advanced Configuration**. When the User clicks Advanced Configuration, a new browser window opens displaying the User's **Calling Features** page.

The following options are available at the User level:

- › View the User's account information, click the **View** button.
- › Add a new Conferencing account, click the **Add** button.
- › View a list of recorded conferences, click the **Listen** button.



Before the audio conferencing service can be used, you or the User must "Add" the conference configuration. To configure a conferencing bridge, click the **Add** button. The **Meet-Me Conference Add** page is displayed. Fill in the details as desired, and click **Save**.

The screenshot shows a "Meet-Me Conference Add" dialog box. It contains the following fields and options:

- Bridge Name: Conf 2067439024 (dropdown menu)
- *Title: (text input field)
- Account Code: (text input field)
- Estimated number of participants: (text input field)
- Restrict number of participants to: (checkbox)
- Mute all attendees on entry: (checkbox)
- End conference when moderator departs: (checkbox)
- Moderator required to start conference: (checkbox)
- When attendees join/leave:
 - Play tone (radio button, selected)
 - Play recorded name (radio button)
 - No notification (radio button)
- Type:
 - One Time (radio button)
 - Recurring (radio button)
 - Reservationless (radio button, selected)
- Schedule:
 - Start Date: 12/11/2014 (calendar icon)
 - *End Date:
 - Never (radio button, selected)
 - Date: (calendar icon)

At the bottom right, there are two buttons: "Cancel" and "Save". The "Save" button is circled in red.

To modify or delete a User's Meet Me Conferencing Bridge, click **View** and then **Edit**. The **Meet-Me Conference Modify** page is displayed. Make changes as desired. The User's Moderator PIN and Conference Code are displayed on this page. Click **Hide** to close the page.

Meet-Me Conference Modify

Bridge Name: Conf 2067439024

*Title:

Account Code:

Estimated number of participants:

Restrict number of participants to

Mute all attendees on entry

End conference when moderator departs

Moderator required to start conference

When attendees join/leave: Play tone Play recorded name No notification

Type: One Time Recurring Reservationless

Schedule

Start Date:

*End Date: Never Date

Conference Access

Phone Number: 2067439024

Conference ID: 099399

Moderator Access

Phone Number: 2067439024

Extension: 9024

Moderator Pin: 034959

If any conferences have been recorded, they will appear in the Meet-Me Conference Recording List.

Meet-Me Conference Recording List

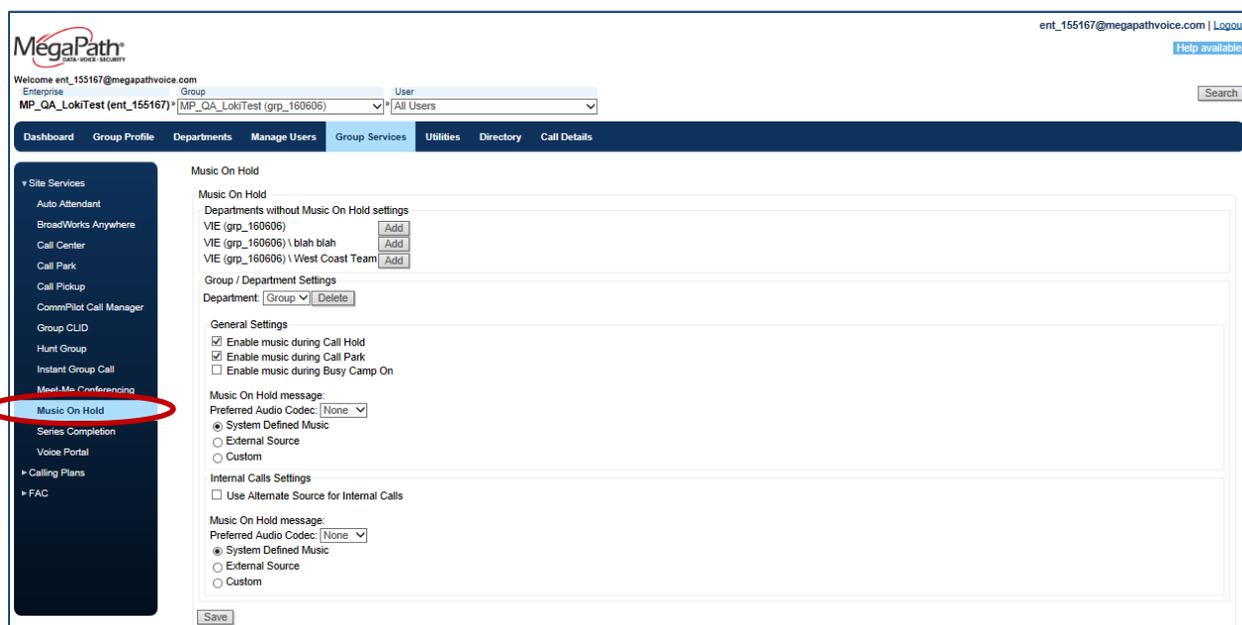
Conference Title	Bridge Name	Start Time	File Size	Listen	Delete
No data available in table					
Showing 0 to 0 of 0 entries					
<input type="button" value="First"/> <input type="button" value="Previous"/> <input type="button" value="Next"/> <input type="button" value="Last"/>					
<input type="button" value="Cancel"/> <input type="button" value="Save"/>					

Music On Hold

Music On Hold is configured for the entire group or by department. The following settings can be configured:

- › Enable Music On Hold
- › Change the Music On Hold message (for External and Internal calls)
- › Delete Music On Hold for a Department

From the Group Services Tab, select Music On Hold from the left navigation menu. The Music On Hold page is displayed.



The screenshot displays the MegaPath Voice Administrator interface. The left navigation menu is visible, with 'Music On Hold' highlighted. The main content area is titled 'Music On Hold' and contains the following sections:

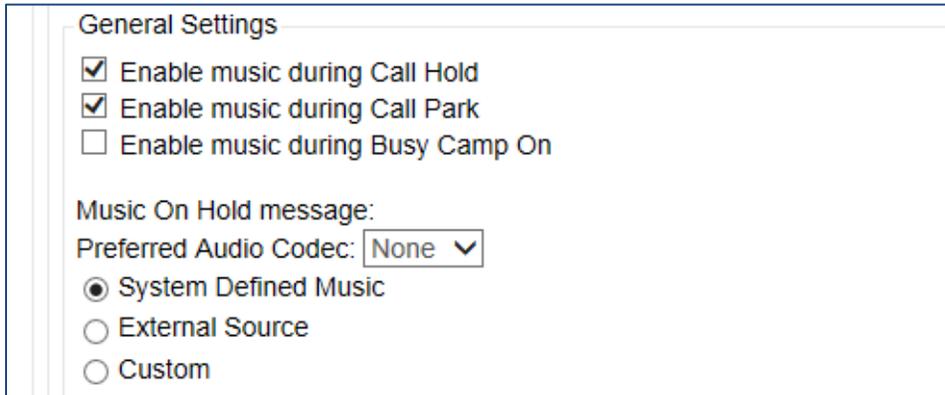
- Music On Hold**: A section for configuring music on hold settings.
- Departments without Music On Hold settings**: A list of departments with 'Add' buttons next to them. The list includes:
 - VIE (grp_160606)
 - VIE (grp_160606) \ blah blah
 - VIE (grp_160606) \ West Coast Team
- Group / Department Settings**: A section for selecting the department to apply settings to. It includes a 'Department' dropdown menu and a 'Delete' button.
- General Settings**: A section with checkboxes for:
 - Enable music during Call Hold
 - Enable music during Call Park
 - Enable music during Busy Camp On
- Music On Hold message:** Two sections for configuring messages for external and internal calls. Each section includes a 'Preferred Audio Codec' dropdown menu and radio buttons for 'System Defined Music', 'External Source', and 'Custom'.

Group / Department Settings:

- › **Group:** Set for all users in this site / group.
- › **Departments:** If departments are set up, you can select the Department to apply different settings for each department.
 - **Save** in between changing departments.
 - If departments within this group do not have hold settings, you will see an **Add** button at the top to add them to this dropdown.
 - You can also use the **Delete** button to remove them from the dropdown.

General Settings:

- › Select the checkbox to **Enable** Music On Hold settings (Call Hold, Call Park & Busy Camp On).
- › **Music on Hold Message:** Select radio button for hold music source
 - **System defined:** default - this is the default system hold music
 - **External Source:** currently unsupported.
 - **Custom:** select to upload a custom file. (See instructions below)



General Settings

- Enable music during Call Hold
- Enable music during Call Park
- Enable music during Busy Camp On

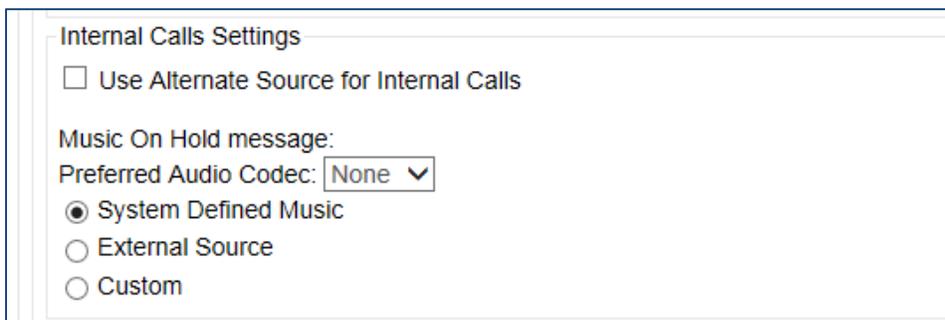
Music On Hold message:

Preferred Audio Codec:

- System Defined Music
- External Source
- Custom

Internal Calls Settings

- › **Use Alternate Source for Internal Calls: Check the box to enable.**
 - This allows different hold music on internal calls and regular inbound calls.
 - General settings must have hold music enabled.
- › **Music on Hold Message:** Select radio button for hold music source:
 - **Select Preferred Audio Codec from the dropdown.**
 - **System defined:** default - this is the default system hold music
 - **External Source:** currently unsupported.
 - **Custom:** select to upload a custom file.
 - **Save** after making any changes.



Internal Calls Settings

- Use Alternate Source for Internal Calls

Music On Hold message:

Preferred Audio Codec:

- System Defined Music
- External Source
- Custom

To Turn Music On Hold Off/On for a User:

The Company Administrator can turn Music On Hold On/Off for a User. To turn a User's Music On Hold On/Off:

1. Select a User from the **User** dropdown (Enterprise home page)
2. On the **Calling Features** page, locate **Music On Hold** (Call Control)
3. Turn on/off as desired
4. Click **Save**



Users can turn hold music on/off via the Voice Manager>Settings>Advanced Configuration (Voice Administration). Once the Advanced Configuration link is clicked, a new browser window opens to the User's Calling Features page.

Group Profile Tab

From the Group Profile tab, you can access your site information:

- › **Site Info**
 - **Location Info**
 - **Change Password**
 - **Service Authorizations**
 - **Numbers**
 - **Password & Passcode Rules**
 - **Main Number Profile**
- › **Time Schedules**
- › **Holiday Schedules**

User Management

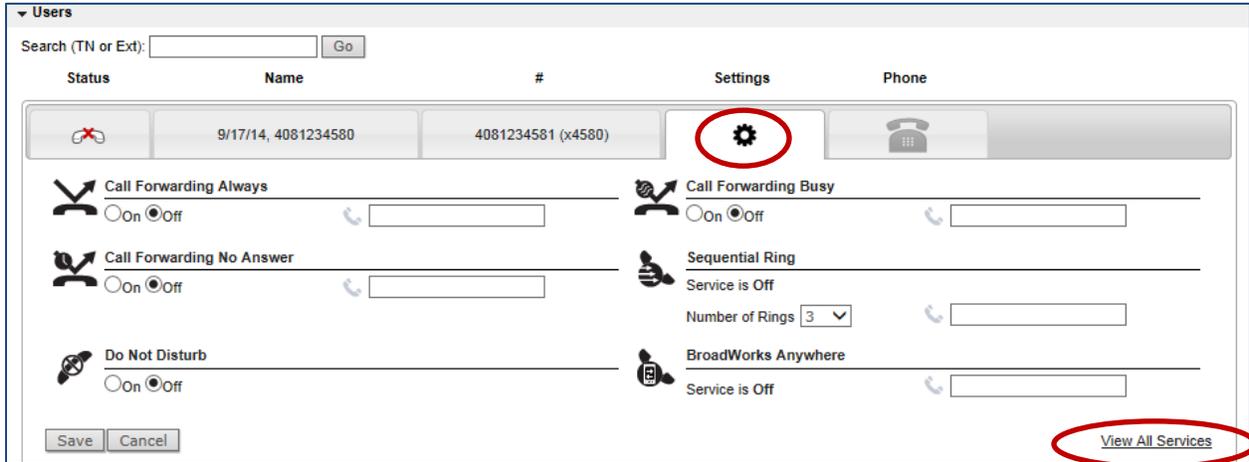
There are a couple of ways to gain access to your Users.

1. **User:** Select an individual User from the **User** dropdown. This list includes all Users across sites and groups.
2. **Site level:** Select the **(ste_)** group from the **Group** dropdown. This list includes Users assigned to a particular site.

Dashboard (Site/User)

The site/User Dashboard is displayed when you select the **(ste_)** group. It shows a list of Users that are provisioned to a site. The Dashboard provides access to the most frequently accessed *settings* for your Users. You can change the User's **Voice Manager** password by clicking the **Name** tab.

To update User settings in the Dashboard, select a User, and then the **Settings** tab. If the service that you wish to update is not listed here, click **View All Services**.



User Tabs

Once you have selected a User from the **User** dropdown, there are two tabs from which **User** management takes place:

1. **Profile** (change User's Voice Manager password, e911 Address, Call Policies, Time & Holiday Schedules, view Assigned Services)
2. **Calling Features** (Incoming & Outgoing calls, Call Control, Calling Plans, Messaging, etc.)



Frequent User Tasks:

<p>Change User's Voicemail PIN</p>	<ol style="list-style-type: none"> 1. On the Calling Features page, locate Third Party Voice Messaging. 2. Click Edit. 3. Enter new PIN in the Reset PIN field. 4. Click Reset. 5. Click Save.
<p>Change User's Number of rings before greeting</p>	<ol style="list-style-type: none"> 1. On the Calling Features page, locate Third Party Voice Messaging. 2. Click Edit. 3. Select the number of rings from the dropdown. 4. Click Save.
<p>Turn User's Fax Messaging On/Off</p>	<ol style="list-style-type: none"> 1. On the Calling Features page, locate Third Party Voice Messaging. 2. Click Edit. 3. Turn Fax Messaging On/Off. 4. Click Save.
<p>Change User's Voice Manager Password</p>	<ol style="list-style-type: none"> 1. Select the Profile tab. 2. Locate Password reset. 3. Click "Generate". 4. Click Save at the top of the Profile page.
<p>Change e911 Address for a User who is not located at the corporate site, e.g. teleworker.</p>	<ol style="list-style-type: none"> 1. Select the Profile tab. 2. Locate E911 Address. 3. Fill in the required fields. 4. Click Validate. 5. Click Save.
<p>Change a User's Call Forwarding options</p>	<ol style="list-style-type: none"> 1. On the Calling Features page, locate the Incoming Calls section. 2. Next to the Call Forwarding option you wish to update, you have the option to turn the service on/off, and enter a forwarding phone number. 3. Click Save at the top of the page.
<p>Require Authorization Code for outgoing calls</p> <p>Note: Authorization Codes can be configured for the group from the Group Services tab.</p>	<ol style="list-style-type: none"> 1. On the Calling Features page, locate the Calling Plans section. 2. Locate Outgoing Plan. 3. Enter a check in the box Custom Settings – Authorization Codes. 4. Enter code in the provided field. 5. Enter description in the provided field. 6. Click Add. 7. Click Save.

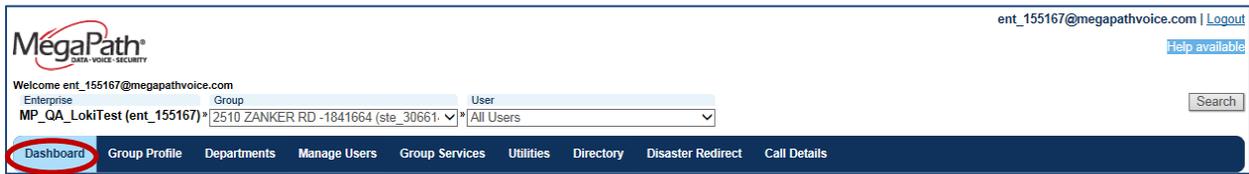
Calling Features

If you select the (ste_) group, all users associated with the site are available.

Note: To select an individual User, use the **User** dropdown on the Enterprise Profile, and proceed to the **Calling Features** tab.

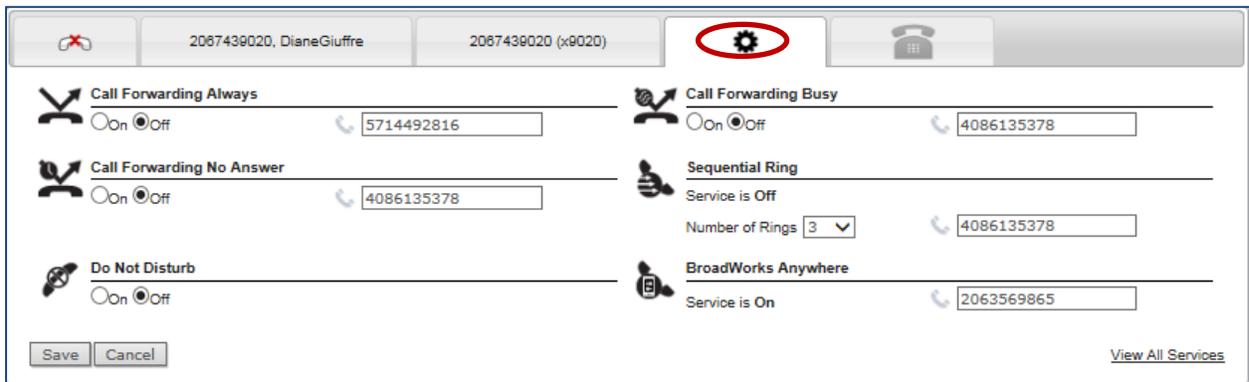
Dashboard

When you select the (ste_) group, the User Dashboard is displayed.



A subset of Calling Features can be updated from the Dashboard.

Click **Settings** next to the User to view the options. Make changes as desired, and then click **Save**. To link to the Calling Features page from the Dashboard, click the **View All Services** link.



Calling Features Tab

The following services can be configured on behalf of a User:

- › Incoming Calls
- › Outgoing Calls
- › Call Control
- › Calling Plans
- › Messaging
- › Client Applications
- › Meet-Me Conferencing

Incoming Calls

Incoming Calls settings determine how incoming calls will be handled by the system. For example, if the User is planning to be away from his desk, he can use features like Call Forwarding or Find Me Follow Me features Simultaneous Ring and Sequential Ring. Users manage (a subset of) these features in the Voice Manager, e.g., Call Forwarding options. If necessary, you can manage these settings on behalf of a User.

Alternate Numbers – define alternate numbers	Anonymous Call Rejection – (on/off)	Call Forwarding Always – (on/off); designate forwarding phone number	Call Forwarding Busy – (on/off); designate forwarding phone number; play ring reminder	Call Forwarding No Answer – (on/off); designate forwarding phone number; program number of rings before forward
Call Forward Not Reachable – (on/off); designate forwarding phone number	Call Forwarding Selective – (on/off); designate forwarding phone number; create rules	Call Notify – (on/off); create rules	CommPilot Express – change status, add phone numbers, enable email; program busy numbers	Do Not Disturb – (on/off)
Priority Alert – (on/off); create rules	Selective Call Acceptance – (on/off); create rules	Selective Call Rejection – (on/off); create rules	Simultaneous Ring – (on/off); create rules	Sequential Ring – (on/off); create rules

Incoming Calls	
Alternate Numbers	Service is On <input type="button" value="View"/> <input type="button" value="Edit"/>
Anonymous Call Rejection	<input type="radio"/> On <input checked="" type="radio"/> Off
Call Forwarding Always	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="text" value="5714492816"/> <input checked="" type="checkbox"/> Play Ring Reminder when a call is forwarded
Call Forwarding Busy	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="text" value="4086135378"/>
Call Forward No Answer	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="text" value="4086135378"/> Number of rings before forwarding: <input type="text" value="3"/>
Call Forward Not Reachable	<input checked="" type="radio"/> On <input type="radio"/> Off <input type="text" value="1234567890"/>
Call Forwarding Selective	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="button" value="View"/> <input type="button" value="Edit"/>
Call Notify	Service is Off <input type="button" value="Deactivate"/> <input type="button" value="View"/> <input type="button" value="Edit"/>
CommPilot Express	<input type="text" value="None"/> <input type="button" value="Edit"/>
Do Not Disturb	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="checkbox"/> Play Ring Reminder when a call is blocked
Priority Alert	Service is Off <input type="button" value="Deactivate"/> <input type="button" value="View"/> <input type="button" value="Edit"/>
Selective Call Acceptance	Service is Off <input type="button" value="Deactivate"/> <input type="button" value="View"/> <input type="button" value="Edit"/>
Selective Call Rejection	Service is Off <input type="button" value="Deactivate"/> <input type="button" value="View"/> <input type="button" value="Edit"/>
Simultaneous Ring Personal	<input type="radio"/> On <input checked="" type="radio"/> Off Phone numbers populated: 2 <input type="button" value="View"/> <input type="button" value="Edit"/>
Sequential Ring	Service is Off <input type="button" value="Deactivate"/> <input type="button" value="View"/> <input type="button" value="Edit"/>

Outgoing Calls

Outgoing Calls settings determine how outgoing calls will be handled by the system. For example, the outgoing line ID can be blocked on outgoing calls. Users manage these features by accessing Advanced Configuration (Voice Administration) from the Voice Manager. If necessary, you can manage these settings on behalf of a User.

Line ID Blocking

On/Off setting – when turned off, Line ID will not be blocked, when turned on, Line ID will be blocked.

Personal Phone List

A user creates a Personal Phone List in Advanced Configuration (Voice Administration). A personal phone list can be created by adding individual contacts, or by importing a .CSV file.

Speed Dial 100

User creates Speed Dial 100 numbers in Advanced Configuration (Voice Administration). Speed dial numbers can also be programmed using the phone.

Outgoing Calls	
 Line ID Blocking	<input type="radio"/> On <input checked="" type="radio"/> Off
 Personal Phone List	<input type="button" value="Edit"/>
 Speed Dial 100	<input type="button" value="Edit"/> Speed Dial 100 Dialing Prefix: #

Call Control

This section allows select call control services to be managed for a User. Many of these features can be managed by the User. Call Recording is an exception. Call Recording is enabled or disabled by the administrator.

Configuration Options:

Barge-in Exempt (on/off)	MegaPath Anywhere (add MegaPath Anywhere phone number)	Call Recording (on/off) User: view only – (on/off)	Call Transfer <ul style="list-style-type: none"> • Transfer Recall • Program # of rings prior to transfer • Enable Busy Camp On • Diversion Inhibitor settings 	Call Waiting – (on/off)	Directed Call Pickup with Barge-in – (on/off); waiting tone
Hoteling Guest – (on/off); configure guest	Hoteling Host – (on/off); configure host	Music On Hold – (on/off)	Push to Talk – turn Auto Answer (on/off); configure Push to Talk group	Remote Office – (on/off); add Remote Office phone number	Shared Call Appearance – configure service

Call Control	
Barge-in exempt	<input checked="" type="radio"/> On <input type="radio"/> Off
BroadWorks Anywhere	6 number(s) configured View Add
Call Recording	Record Call: <input type="radio"/> On <input checked="" type="radio"/> Off
Call Transfer	Edit
Call Waiting	<input checked="" type="radio"/> On <input type="radio"/> Off
Directed Call Pickup with Barge-in	Warning Tone: <input checked="" type="radio"/> On <input type="radio"/> Off
Hoteling Guest	<input type="radio"/> On <input checked="" type="radio"/> Off Edit No host associated
Hoteling Host	<input checked="" type="radio"/> On <input type="radio"/> Off Edit No guest associated
Music On Hold	<input checked="" type="radio"/> On <input type="radio"/> Off
Push to Talk	Auto-Answer: <input type="radio"/> On <input checked="" type="radio"/> Off Edit
Remote Office	<input type="radio"/> On <input checked="" type="radio"/> Off <input type="text"/>
Shared Call Appearance	Service is Off View Edit

Calling Plans

Calling Plans can only be modified by the administrator.

- › **Incoming Calling Plan** – create custom settings for: calls within the group, calls from outside and collect calls.
- › **Outgoing Calling Plan (Authorization Codes)** – create custom settings for outgoing calls; require an authorization code to complete outgoing calls.
- › **Call Transfers** – add Call Transfer Numbers.
- › **Outgoing Calling Plan** – create rules for calls being Forwarded or Transferred Outside of the Group. Determine for each originating call type whether or not the caller can initiate a forward or transfer.

Calling Plans ✕

Incoming Calling Plan

Custom Settings

Calls From Within Group:

Calls From Outside Group: Allow ▼

Collect Calls:

Outgoing Plan

Custom Settings

Outgoing Authorization Codes

Add New Code

Code:

Description:

Call Transfer Numbers

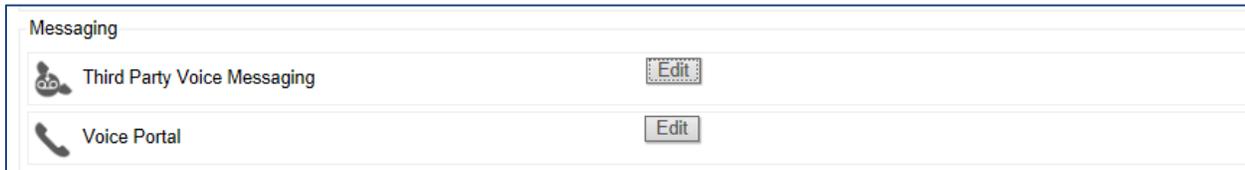
Transfer Number 1:

Transfer Number 2:

Transfer Number 3:

Messaging

In the Messaging section you can reset the User's Voicemail PIN and upload a recording that can be uploaded to the Auto Attendant if your company plans to use Dial by Name.



Third Party Messaging

In the Third Party Messaging section, you can Change a User's Voicemail PIN and turn Fax Messaging on or off.

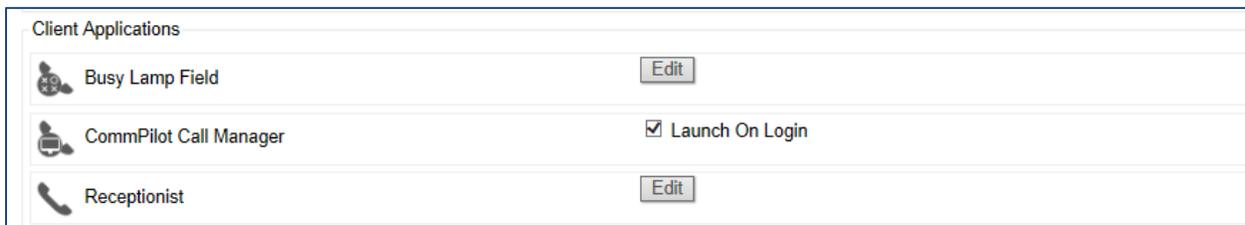
Voice Portal

Log a User into the Voice Portal automatically when they call from their phone. Upload a Name recording that can be uploaded to the Auto Attendant if your company uses Dial by Name.

Client Applications

Configure the following:

- › **Busy Lamp Field** – configure Monitored Users
- › **CommPilot Call Manager** – enable/disable whether or not the CommPilot Call Manager launches on login
- › **Receptionist** – Configure Monitored Users



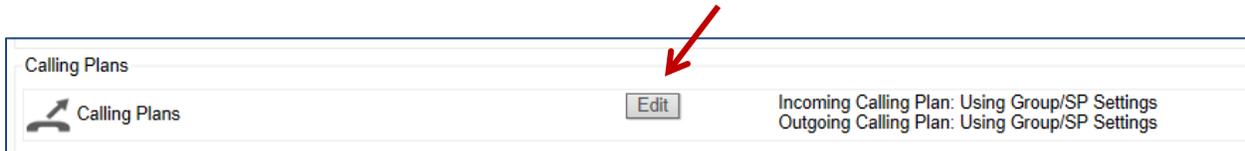
Meet-Me Conferencing

Manage a User's Meet-Me Conferencing Service. View conference bridges assigned to a User, add and delete conference bridges for a User. Modify Meet-Me Conference Settings. Listen to, download and delete recorded conferences. To configure Meet-Me Conference Users, go to the **Group Services** tab.

Calling Plans (Configuration)

- › Incoming Calling Plan
- › Outgoing Calling Plan (Authorization Codes)
- › Transfer Numbers

To edit a User's Calling Plans, click **Edit**.



Incoming Calling Plan – create custom settings for: calls within the group, calls from outside and collect calls.

To edit a User's Incoming Calling plan:

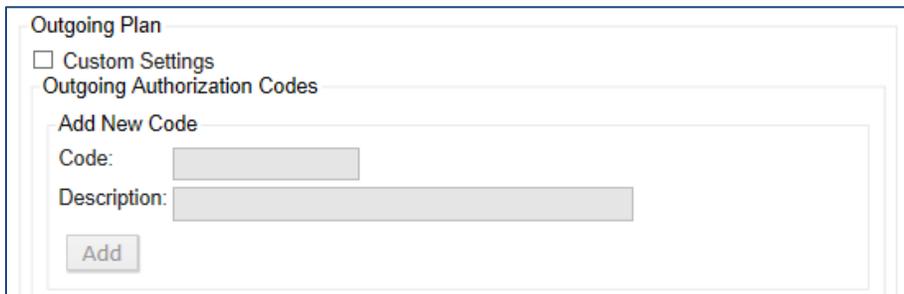
1. Enter a check in the box to enable **Custom Settings**
2. Create the rules for the User
3. Click **Save**



Outgoing Calling Plan (Authorization Codes) –require an authorization code to complete outgoing calls.

To edit a User's Outgoing Calling plan:

1. Enter a check in the box to enable **Custom Settings**
2. Enter new code in the **Code** field
3. Enter a description in the **Description** field
4. Click **Add**



Call Transfers – add Call Transfer Numbers:

1. Enter Call Transfer number in the provided field(s) – up to three
2. Click **Save**

Call Transfer Numbers

Transfer Number 1:

Transfer Number 2:

Transfer Number 3:

User Profile

The **Profile** page gives you access to many services and configurations. Including:

- › User Information
- › E911 Address
- › Reset the User's Voice Manager Password
- › Call Policies
- › Time Schedules
- › Holiday Schedules
- › View Group Time Schedules
- › View Services assigned to a User

User Information

The following fields can be modified:

- › Last Name
- › First Name
- › Calling Line ID Last Name
- › Calling Line ID First Name
- › Department (departments will appear in the dropdown if set up)
- › Time Zone
- › Additional Info: Title, Pager, Email, Location, Mobile, YahooID

Profile
Calling Features
Utilities

Profile

* indicates required field.

User Info

Enterprise ID: ent_155167

Group ID: ste_306614

User ID: 2067439020@megapathvoice.com

* Last Name:

* First Name:

* Calling Line ID Last Name:

* Calling Line ID First Name:

Calling Line ID Phone Number: 2067439020

Department:

Language:

Time Zone:

Additional Info

Title:

Pager: Mobile:

E-mail: YahooID:

Location:

E911 Address

If you have offsite employees, you will need to update their e911 address to their physical address. To change the employee's e911 address:

1. Fill in the required fields
2. Click **Validate** to verify the address against the e911 database. When finished with your changes.
3. Click **Save**

Note: You can also select to override the address validation.

E911 Address

* Street Number:

Pre-Directional:

* Street Name:

Street Name Suffix:

Post-Directional:

Unit Type:

Unit Value:

* City:

* State:

* ZIP: -

Use Site Address:
2510 ZANKER RD
SAN JOSE, CA 95131

Override address validation

Reset Voice Manager Password

To reset a User's Voice Manager Password:

1. Click **Generate** to create a new password – this action will fill in both password fields
2. Click **Save**

Password reset

User Password:

Re-type Password:

Alternately, you can reset the Voice Manager password from the site/User **Dashboard** by clicking on the User's **Name**. To display the Dashboard, select the **(ste_)** group from the Group Dropdown.

Call Policies

You can view or modify the Call Policies for the User. These two settings are available:

- › Connected Line Identification Privacy on Redirected Calls
- › Send Call Being Forwarded Response on Redirected Calls

To modify the Call Policies select from the available options and then click **Save**.

Call Policies
View or modify Call Policies for the User

Connected Line Identification Privacy on Redirected Calls: No Privacy
 Privacy For External Calls
 Privacy For All Calls

Send Call Being Forwarded Response on Redirected Calls: Never
 Internal Calls
 All Calls

Time Schedule

You can create Time Schedules for Users. Time Schedules are used for personal services like: Call Forwarding Selective, Selective Call Rejection, Priority Alert, Simultaneous Ring Personal, etc.

To create a new Time Schedule:

1. Click **Add New Schedule**. A new Time Schedule tab will open.
2. Name the Schedule.
3. Fill out the Time Schedule (Click the start time and drag to the end time for each day of the week as it applies to your business.)
4. Click **Save**.

Time Schedules

July 28 2014

	12 AM	1 AM	2 AM	3 AM	4 AM	5 AM	6 AM	7 AM	8 AM	9 AM	10 AM	11 AM	12 PM	1 PM	2 PM	3 PM	4 PM	5 PM	6 PM	7 PM	8 PM	9 PM	10 PM	11 PM
Monday																								
Tuesday																								
Wednes...																								
Thursday																								
Friday																								
Saturday																								
Sunday																								

As long as the Time Schedule is in draft mode, you will see an exclamation point next to the Schedule Name.

Phone Number/Extension

View the User's phone number and extension.

Group Time Schedules

View Group Time Schedules if created.

Assigned Services

View a list of the User's assigned services, for example: Call Forwarding options, Call Recording, Push to Talk, etc.