

## **Business Services**

# Hosted VoIP Business Group Administration (BGAdmin) Guide

**User Guide** 



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## **Getting Started**

When you go to the WOW! Business Group Administrator Web Portal link (https://phone.wowforbusiness.com/bg), the first screen that appears is your login screen. Enter your email address or telephone number and password.

#### NOTE – Your initial password is provided by WOW! during Training with the System Administrator.

Please log in belo	ow.		Welcome	Velcome to CommPo	rtal Setup Wizard
Email / Number: Password:	Reset Password		Change Pasword Change PIN Finished	Your password has already be You can update your password Old password: New password: Confirm new password: To improve security you mast a your account.	
Remember me	on this computer.	_		to send forgotten password lin	
		Login		You may also allow logging in phone number.	Log out Previous Next

If you are attempting to log in to an existing account without having an account email setup, the following dialog will display:

N	No Account Email Set	
	To improve security you must add an email address before accessing your account.	
	This is required in order to keep you informed of password changes and to send forgotter password links.	1
- 100 Cont of	You may also allow logging in using this email address instead of your phone number.	
201100	Allow email login	
	Continue	Log

If the checkbox for allowing email login is checked but the email entered is currently in use on another account, the following dialog will display. Only one account for a given email address can be used for the purposes of logging in.



**Please note:** you will need to change your pin and password. For security reasons, your new pin must be 6–20 digits. You will also be guided through changing your password on first time login. Your password should be between 8 and 20 characters, including 1 Capital letter, 1 number, and 1 special character. For improved security, passwords cannot have a letter or number that repeats three or more times (for example "AMJ25554"), can only have up to two sequential numbers (for example "AMJ2345") and the password cannot be the phone number.

**Disclaimer:** This document shows an account with all features activated. Your actual screens may differ due to the features assigned to your account.

For a quick reference to commonly performed tasks, please see the appendix at the end of this document.



## Homepage



The Homepage is the main page that displays after login. This page is divided as follows:

- **Groups** This section of the homepage allows you to manage your group features such as hunt groups or call pick up groups.
- All Lines This section of the homepage allows you to manage your individual user settings such as lines/TNs, phones/devices, auto attendants or the like.
- Services This section of the homepage allows you to manage the services in your account such as Music on Hold, short codes, extensions, etc.

Once you select an option on the homepage, you are taken to the section that allows you to manage and change the settings you selected. These pages also have a navigation menu to the side, so you can switch between functions without going back to the homepage.



## Groups

#### Hunt Groups (MLHGs)

WOW, Business					
Home	Business Group Admin	Portal	Easy	Attendant (Admin) 👻	
Groups Hunt Groups (MLHGs)	Hunt Groups in D				
-Receptionists Call Pickup Groups		Iti-Line Hunt Group) is a set o he group are passed to a non			
All Lines Users		embers are busy. Please cont			
Attendants Group Access	Move selected to:Select	t Department 🔻 Move			
Phones Services	Hunt Group Name	Number of Members	Service Level	Department	
Departments Short Codes	Receptionists	3	Hunt Group	123 Main St	
Account Codes Extensions					
Call Logs Music on Hold 🗗					
Misc. Settings					
Help Sond Foodback					

The **Hunt Groups (MLHGs)** menu option allows you to view and administer the hunt groups (MLHGs) for any department configured within the business group. This page also makes it easy to move a selected hunt group to another department yourself but will not allow you to add a new hunt group. Due to the number of service interactions and available configuration options therein, this requires a call to Customer Support. An existing MLHG can be configured by either clicking the name in the left menu or in the center pane.

	VOV	Busi	iness	
Home	Business Group Admin P	ortal	Easy /	Attendant (Admin) 👻
Groups Hunt Groups (MLHGs) -Receptionists	Hunt Groups in De		<b>V</b>	
Call Pickup Groups All Lines	A Hunt Group (MLHG or Multi (members), so that calls to the be added to a queue if all mer	group are passed to a non-	busy member of the	Hunt Group, or may
Users Attendants	Hunt Group.	epartment <b>T</b> Move		
Group Access Phones Services	Hunt Group Name	Number of Members	Service Level	Department
Departments Short Codes Account Codes	Receptionists	3	Hunt Group	123 Main St
Extensions Call Logs				
Music on Hold 🗹 Misc. Settings				
Help Sand Foodbook				



Clicking either option will display the MLHG's pilot number information (if assigned), as it's the first tab on the next menu.

V	VOV	Busines	<b>S</b> S
Ноте	Business Group Admin Port	al	Easy Attendant (Admin) 🗸
Groups Hunt Groups (MLHGs) -Receptionists	Hunt Group Recepti	onists in Department:	123 Main St
Call Pickup Groups	Hunt Group Pilots	Hunt Group Members	Settings
All Lines Users	Telephone Number	Ext. Name	
Attendants Group Access Phones	(812) 437 0070	Receptionists	Pilot
Services Departments Short Codes			
Account Codes Extensions Call Logs			
Music on Hold 🖒 Misc. Settings			
Help Send Feedback			

Clicking the center menu option will bring up a list of the MLHG's members and allow adding and removing members, or changing the hunt order of the existing members.





To remove a line from the MLHG, simply check the box next to the line you'd like to remove and click the **Remove Selected** button at the top.

	Business Gr	oup Admin Portal		Eas	y Attendant (Admin)
Groups Hunt Groups (MLHGs) -Receptionists	Change M	ember Positions i	n Hunt Gro	oup	
Call Pickup Groups All Lines		wn arrow icons in the Posi octs non-busy lines to pass		-	
Users Attendants	Position	Telephone Number	Ext.	Name	Department
Group Access Phones	1	(812) 437 0074	3	Right VVX601	123 Main St
	2	(812) 437 0073	1	Left VVX601	123 Main St
	3	(812) 437 0072	4	Right VVX401	123 Main St
					Apply Cano
Music on Hold 🗗 Misc. Settings			_		

Clicking the **Change Positions** button opens a dialog which allows altering the order of the MLHG as you see fit. The red circle in the screenshot above indicates arrows that appear when you mouse over one of the MLHG members. Clicking the up arrow moves the highlighted user up one position while clicking the down arrow moves them down one position. Please be aware that as you click the buttons, the position will change real time but the highlighted line will not. Ensure that the user's TNs and names are in the order you'd like prior to pressing the **Apply** button.

V	NO	N, Bu	siness	i
Home	Business Group Ad	min Portal	E	asy Attendant (Admin) 👻
Groups Hunt Groups (MLHGs) -Receptionists	Hunt Group R	Receptionists in De	partment: 12	3 Main St
Call Pickup Groups	Hunt Group Pilo	ts Hunt Group Men	nbers 🤇 🤇	Settings
All Lines Users	Pr	eferences	Hunt	Settings
Attendants Group Access				
Phones Services	Hunt Group Name: Service Level:	Receptionists Hunt Group		
Departments Short Codes		d by default for new members:	🔵 Yes 💿 No	
Account Codes Extensions				
Call Logs Music on Hold 🕜				
Misc. Settings Help Send Feedback				



Clicking the **Settings** button allows you to configure MLHG level settings, such as the MLHG's name. This screen also allows you to set the default behavior for users' login/logout from the MLHG level as opposed to on a per user basis.

	VOW, Bu	siness
Home	Business Group Admin Portal	Easy Attendant (Admin) 🗸
Groups Hunt Groups (MLHGs) -Receptionists	Hunt Group Receptionists in Dep	partment: 123 Main St
Call Pickup Groups	Hunt Group Pilots Hunt Group Mem	bers Settings
All Lines Users	Preferences	Hunt Settings
Attendants Group Access Phones	This page shows the settings for the Multi Line Hunt G	Apply Cancel
Services Departments	numbers. Hunting is optionally applied to direct-dialed	
Short Codes	Settings	Value
Account Codes Extensions	Call Distribution Algorithm	Linear 🔻
Call Logs	Is line hunting applied to direct-dialed calls?	<ul> <li>Image: A start of the start of</li></ul>
Music on Hold 🕑	Is the Pilot's information delivered as the Caller ID?	
Misc. Settings Help	Ring each member for (secs)	10
Send Feedback	If a member does not answer, do not call again for (secs)	1

Additional options are available on the Hunt Settings tab and include the following:

- Call Distribution Algorithm
  - **Linear (default)** If a Pilot Directory Number is called, hunting starts with the first MLHG Member and continues through the list in order until a non-busy line is found. If a busy MLHG Member is dialed directly, and Hunt on direct dialed calls is set to True, hunting starts with the MLHG Member after the dialed number and continues to the end of the list until a non-busy line is found. It does not start again from the beginning of the list.
  - **Circular** If a Pilot Directory Number is called, this is the same as Linear (above). If a busy MLHG Member is dialed directly, and Hunt on direct dialed calls is set to True, this is the same as Linear (above) except that once the end of the list is reached, hunting will continue from the beginning of the list until it reaches the dialed MLHG Member.
  - Uniform (Round robin) If a Pilot Directory Number is called, hunting starts with the first number after the line that
    was selected by the previous hunt. When the end of the list is reached, hunting continues from the beginning of the
    list until it reaches the number it started with. If a busy MLHG Member is dialed directly, and Hunt on direct dialed calls
    is set to True, this is the same as Circular hunting.
  - Uniform (Longest idle) If a Pilot Directory Number is called, or a busy MLHG Member is dialed directly and Hunt on direct dialed calls is set to True, hunting starts with the MLHG Member that has been idle for the longest. The idle time for a Member is calculated using the end time of any incoming or outgoing calls to or from the Member, not just those allocated by hunting. When an MLHG Member disables the Do Not Disturb call service, its idle time is reset to zero.
  - Ring all If a Pilot Directory Number is called, all free MLHG Member child objects ring simultaneously until one member answers the call. The MLHG Members can only be alerted to one call at any time. The order of MLHG Members has no effect. If Hunt on no-answer is selected and a call is not answered within the time specified in Noanswer timeout, the call is returned to the queue and all MLHG Members whose phones rang are not offered any further calls from the MLHG for the time specified in No-answer exclusion time.
- Is line hunting applied to direct dialed calls? Checking this box indicates whether hunting using the previously described algorithm should begin on a call to one of the MLHG members. If no MLHG Pilot is defined, this option should remain checked or the MLHG will not function.
- Is the Pilot's information delivered as the Caller ID? If a pilot is defined for the MLHG and results in a call being delivered to one of the MLHG members, that user's phone will display the caller ID number and name information of the pilot as opposed to the original caller. This allows MLHG users to know whether they're receiving a direct call or a call into the business's main line.



- The remaining two options are only shown if Hunt on no-answer is enabled, which isn't a user configurable option:
  - Ring each member for (secs): This indicates how many seconds a MLHG member will ring before rolling to the next member.
  - If a member does not answer, do not call again for (secs): This will set the number of seconds a MLHG member should be excluded from receiving calls to the MLHG after not answering a call. <u>Be careful when configuring the overlap</u> <u>between this value and the previous one, as it's very easy to misconfigure.</u>

None of the aforementioned options will take effect until the Apply button is clicked at the top of the menu.

		Business
Home	Business Group Admin Portal	Easy Attendant (Admin) 🗸
Groups Hunt Groups (MLHGs)	Hunt Group Receptionists in	Department: 123 Main St
-Receptionists Call Pickup Groups	Hunt Group Pilots Hunt Grou	p Members Settings
All Lines Users	Preferences	Hunt Settings
Attendants Group Access Phones		Apply Cancel
Services Departments	numbers. Hunting is optionally applied to direct	Hunt Group. Hunting is applied to all calls to pilot -dialed calls to busy Hunt Group members.
Short Codes	Settings	Value
Account Codes Extensions	Call Distribution Algorithm	Circular
Call Logs	Is line hunting applied to direct-dialed calls?	
Music on Hold 🗹	Is the Pilot's information delivered as the Caller	ID?
Misc. Settings Help	Ring each member for (secs)	10
Send Feedback	If a member does not answer, do not call again (secs)	for 1

**Note:** Please use care when manipulating MLHG members and/or the hunt order, as either change can cause issues with more complex call flows. E.g. if a member is configured to forward to another user (or Auto Attendant) in the event a call into the MLHG isn't answered, which is relatively common. At any point, if you need assistance, please don't hesitate to contact WOW!.



#### **Call Pickup Groups**

	NOW, Busine	ess
Home	Business Group Admin Portal	Easy Attendant (Admin) 🚽
Groups Hunt Groups (MLHGs) Call Pickup Groups -Executive Line	Call Pickup Groups in Department: View A Call Pickup Group (CPUG) defines a group of Business Group subscribers can use Call Pickup to answer each other's incoming	Lines within which the
All Lines Users Attendants Group Access	Move selected to:Select Department  Move Delete Selected	Add Group
Phones Services Departments Short Codes	Call Pickup Group Name Number of Member Search for	rs Department
Account Codes Extensions Call Logs Music on Hold 🗗	Executive Line 4	123 Main St
Misc. Settings Help Send Feedback		

The **Call Pickup Groups** menu option allows you to view and administer the call pickup groups provisioned for your business group. Call Pickup Groups allows users to answer calls destined for stations other than their own and are quite useful for situations where users will be away from their desks or for call center environments. This feature is user configurable to allow adding pickup groups as well as moving an existing group to another department within the business group.

V	VOW!	Busines	S
Home	Business Group Admin Portal		Easy Attendant (Admin) 🗸
Groups Hunt Groups (MLHGs) Call Pickup Groups Executive Line All Lines Users Attendants Group Access Phones	Call Pickup Groups in Dep A Call Pickup Group (CPUG) defines a gro subscribers can use Call Pickup to answer Move selected to:Select Department Delete Selected	up of Business Group Lines each other's incoming calls	
Services Departments Short Codes	Call Pickup Group Name	Number of Members	Department
Account Codes Extensions Call Logs Music on Hold [2] Misc. Settings Help Send Feedback	Executive Line	4	123 Main St

Clicking on the Call Pickup Group's name in either the left menu or the center pane will bring up its individual options.



	VOW	Busines	S
Home	Business Group Admin Portal	I	Easy Attendant (Admin) 👻
Groups Hunt Groups (MLHGs) Call Pickup Groups -Executive Line	Call Pickup Group Ex St	xecutive Line in Depa	rtment: 123 Main
All Lines	Members		Settings
Users Attendants Group Access	Remove Selected Add Lines	Add single line:	Add
Phones	Telephone Number	Ext. Name	Department
Services Departments	(812) 437 0075	Left VVX311	123 Main St
Short Codes	(812) 437 0076	Right VVX311	123 Main St
Account Codes Extensions	(812) 437 0077	Left VVX411	123 Main St
Call Logs Music on Hold 🗗 Misc. Settings	(812) 437 0078	Right VVX411	123 Main St
Help Send Feedback			

The **Members** tab (which displays first by default after clicking a Call Pickup Group) shows the existing members of the group and allows you to add or remove users. To remove a single line, click the check box next to the line you'd like to remove and click the **Remove Selected** button. If you'd like to add a single line (and know the TN of the User you'd like to add) you can do so by typing the full 10 digit TN into the **Add single line:** box and clicking **Add**.

	NOW	Busines	SS
Home	Business Group Admin Porta	al	Easy Attendant (Admin) 👻
Groups Hunt Groups (MLHGs) Call Pickup Groups -Executive Line	Call Pickup Group E St	xecutive Line in Depa	rtment: 123 Main
All Lines	Members		Settings
Users Attendants	Remove Selected Add Lines	Add single line:	Add
Group Access Phones	Telephone Number	Ext. Name	Department
Services Departments	(812) 437 0075	Left VVX311	123 Main St
Short Codes	(812) 437 0076	Right VVX311	123 Main St
Account Codes Extensions	(812) 437 0077	Left VVX411	123 Main St
Call Logs Music on Hold 🗗	(812) 437 0078	Right VVX411	123 Main St
Misc. Settings			
Help Send Feedback			

To add a group of lines to the call pickup group, click the Add Lines button, which will display the following dialog.



W	<b>O</b> M	//	Business

Home	Business Group Admin Portal		Easy Attendant (Admin) 🗸
Groups Hunt Groups (MLHGs)	Add Lines to Call Pickup G	roup	
Call Pickup Groups -Executive Line	Select the lines by ticking the boxes an	nd then click Add Selected.	
	Department: 123 Main St 🔹	]	
Attendants Group Access	Telephone Number	Extension Name	<u>^</u>
	(812) 437 0071	Left VVX4	01
Services Departments	(812) 437 0072	Right VVX	401
Short Codes Account Codes	(812) 437 0073	Left VVX6	01
Extensions Call Logs	(812) 437 0074	Right VVX	.601
Music on Hold [2] Misc. Settings			Add Selected Cancel
Help Send Feedback			

(For the sake of discussion, the Business Group's main department has been selected to list all of the lines in the BG that aren't already including in the existing Call Pickup Group.) To add additional lines to the current Call Pickup Group, click the checkbox beside the lines you'd like to add and click the **Add Selected** button at the bottom of the dialog. This can be done to add a single line as well, if you so choose.

V	VOW! Busine	SS
Home	Business Group Admin Portal	Easy Attendant (Admin) 👻
Groups Hunt Groups (MLHGs) Call Pickup Groups -Executive Line	Call Pickup Group Executive Line in Dep St	partment: 123 Main
All Lines	Members	Settings
Users Attendants Group Access		Apply Cancel
Phones	Group Name	
Services Departments Short Codes	Call Pickup Group Name: Executive Line	
Account Codes Extensions Call Logs		
Music on Hold 🗗 Misc. Settings		
Help Send Feedback		

The Settings menu is straight forward and allows you to change the name of the selected Call Pickup Group.



### Lines

#### **All Lines**

lome	Business Group Admin Po	rtal	Easy Atten	dant (Admin) 👻
Groups Funt Groups (MLHGs) Call Pickup Groups	Lines in Departme	nt: View All	¥	
All Lines	Move selected to:Select De	epartment 🔻 Move	Down	load all Lines
Jsers Attendants	Telephone Number Ext.	Name	Department	
Group Access Phones	Search for		in any field	Ŧ
Services				
Departments	(812) 437 0071	Left VVX401	123 Main St	Actions <b>v</b>
hort Codes .ccount Codes	(812) 437 0072	Right VVX401	123 Main St	Actions V
xtensions all Logs	(812) 437 0072	Left VVX601	123 Main St	Actions V
lusic on Hold 🗹 lisc. Settings	(812) 437 0074	Right VVX601	123 Main St	Actions <b>v</b>
elp	(812) 437 0075	Left VVX311	123 Main St	Actions <b>v</b>
end Feedback	(812) 437 0076	Right VVX311	123 Main St	Actions V
	(812) 437 0077	Left VVX411	123 Main St	Actions <b>v</b>
	(812) 437 0078	Right VVX411	123 Main St	Actions <b>v</b>

The **All Lines** menu option returns a scrollable list of all of the phone numbers, user names and their respective departments within the group selected. As the screenshot above indicates, this can show either the entire business group as one continuous list or a single department's users for a more granular view. Using the Download all Lines button, you can obtain a .CSV file of this information for auditing outside of BGAdmin, should you so choose.

The Actions dropdown menu contains a variety of options for interacting with a single user's line.

Home	NOV		
Groups Hunt Groups (MLHGs)	Business Group Admin Po		Easy Attendant (Admin) -
Call Pickup Groups All Lines	Move selected to:Select D	epartment T Move	Download all Lines
Users Attendants	Telephone Number Ext.	Name	Department
Group Access Phones	Search for		in any field 🔻
Services Departments			$\sim$
Short Codes	(812) 437 0071	Left VVX401	123 Main St Actions View individual settings
Account Codes Extensions	(812) 437 0072 (812) 437 0073	Right VVX401 Left VVX601	1: Edit personal details
Call Logs Music on Hold 🗗 Misc. Settings	(812) 437 0074	Right VVX601	1: Reset line
Help	(812) 437 0075	Left VVX311	1: Unlock account
Send Feedback	(812) 437 0076	Right VVX311	123 Main St Actions V
	(812) 437 0077	Left VVX411	123 Main St Actions ▼
	(812) 437 0078	Right VVX411	123 Main St Actions V



- View individual settings Clicking this link opens a pop up window to display that user's individual CommPortal. This is very useful to audit or change a user's personal configuration should the need dictate, eliminating the need to exit your current BGAdmin session and log into that user's account, which would require knowledge of their credentials.
- Edit personal details This link allows you to change a user's provisioned name (e.g. move a certain user to another physical phone/desk) or to assign a user BGAdmin privileges. The latter option allows you to assign a backup user or handoff BGAdmin responsibilities entirely, without requiring a call to WOW for assistance.
- Reset Line The Reset Line option on the Lines page allows you to allocate the selected line to a different user. Resetting a line removes all data, including any call lists. <u>Note</u>: Resetting an account is a significant change that takes a few seconds to complete, and cannot be reversed. The existing account is stripped all messages and contacts are deleted, personal settings and schedules are removed and service options are returned to the Class of Service values. Subscribed services are still available, but may be disabled awaiting reactivation by the new subscriber.
- Unlock Account The Unlock Account option is available for cases where a user has disabled access to their account via too many incorrect password attempts. To reset the user's login count and allow another attempt, simply click this link.



#### Users

Home	Business Group Admin	Portal	Easy Attend	lant (Admin) 🚽
Groups Hunt Groups (MLHGs) Call Pickup Groups	Users in Departr	ment: View All	¥	
All Lines	Move selected to:Selected	t Department ▼ Move		
Users Attendants	Telephone Number	Ext. Name	Department	
Group Access Phones	Search for		in any field	•
Services				
Departments	(812) 437 0071	Left VVX401	123 Main St	Actions <b>v</b>
Short Codes Account Codes	(812) 437 0072	Right VVX401	123 Main St	Actions V
Extensions				
Call Logs	(812) 437 0073	Left VVX601	123 Main St	Actions V
Music on Hold 🗹	(812) 437 0074	Right VVX601	123 Main St	Actions <b>v</b>
Misc. Settings	(812) 437 0075	Left VVX311	123 Main St	Actions V
Help	(012) 437 0075	Leit VVX311	123 Main St	ACUONS V
Send Feedback	(812) 437 0076	Right VVX311	123 Main St	Actions <b>v</b>
	(812) 437 0077	Left VVX411	123 Main St	Actions V
				10000110 1
	(812) 437 0078	Right VVX411	123 Main St	Actions

The **Users menu option displays much the same information as the All Lines** section as listed above. The key difference is that it only shows lines as represented by a physical user as opposed to a logical one. Said another way, this is the list of lines within the Business Group with the exclusion of Attendants.

#### **Attendants**

V	NOW! Busine	SS
Home	Business Group Admin Portal	Easy Attendant (Admin) 🗸
Groups Hunt Groups (MLHGs) Call Pickup Groups All Lines	Attendants in Department: View All Move selected to:Select Department-  Move	T
Users Attendants	Telephone Number Ext. Name	Department
Group Access Phones Services	Search for	/ field 🔻
Departments Short Codes Account Codes Extensions Call Logs Music on Hold [2]	(812) 492 0779 0779 ≣ະຼີ Easy Attendant (Admin) Examp	123 Main St Actions 🔻
Misc. Settings Help Send Feedback		

The **Attendants** menu, as named, lists and details all of the auto attendant lines for the account, whether they be Premium or Easy Attendants.



#### **Group Access**

	NOW, Bus	iness
Home	Business Group Admin Portal	Easy Attendant (Admin) 👻
Groups Hunt Groups (MLHGs) Call Pickup Groups All Lines Users	Groups in Department: View All Move selected to:Select Department  Move	T
Attendants	Telephone Number Ext. Name	Department
Group Access Phones	Search for	in any field
Services Departments Short Codes	🗌 (812) 437 0070 🛛 😭 Receptionists pilot: Re	eceptionis 123 Main St Actions V
Account Codes Extensions Call Logs		
Music on Hold 🗗 Misc. Settings		
Help Send Feedback		

The **Group Access** menu allows you to administer MLHG pilot numbers, if they are assigned within your Business Group. If no MLHG pilots are defined, no data will be displayed on this dialog. This menu functions in much the same way as the others within the Lines header, with clicking the TN/name opening the user's CommPortal. The Actions menu contains the following options:

V	<b>VOW!</b> Business	;
Home	Business Group Admin Portal	asy Attendant (Admin) 👻
Groups Hunt Groups (MLHGs) Call Pickup Groups	Groups in Department: View All	
All Lines	Move selected to:Select Department V Move	View line settings
Users Attendants	Telephone Number Ext. Name Dep	View group settings
Group Access Phones	Search for in any field	Edit personal details
Services		Reset line
Departments Short Codes	(812) 437 0070 Receptionists pilot: Receptionis 123	Unlock account
Account Codes Extensions		
Call Logs		
Music on Hold 🗹 Misc. Settings		
Help Send Feedback		

These features are largely identical as previously described, with the lone exception highlighted above. Clicking the View group settings option will link you back to the MLHG configuration dialog as it is described in a previous section. This allows easy access to the MLHG configuration if you need to make changes to both the MLHG pilot and the MLHG itself.



#### **Phones**

		ess
Home	Business Group Admin Portal	Easy Attendant (Admin) 👻
Groups Hunt Groups (MLHGs) Call Pickup Groups	Phones in Department: View All	
All Lines Users	Select Department  Assign to Department Enter number Assign to Line	
Attendants Group Access Phones	Assign phones to lines using the table below or manage your ph	
Services Departments Short Codes	Model MAC Address Description Assigned to     Search for     in an	Department ny field •
Account Codes Extensions	00:04:F2:64:9B:7C Right VVX300 (812) 492 0772	2 123 Main St Actions V
Call Logs Music on Hold 🗗 Misc. Settings	00:04:F2:64:9B:81 Left VVX300 (812) 492 071	
Help Send Feedback	00:04:F2:8E:56:E0 Left VVX400 (812) 492 0773	3 123 Main St Actions ▼
	□ In 64:16:7F:0A:4C:92 Left VVX601 (812) 437 0073	3 123 Main St Actions ▼

The **Phones** link displays all of the phones in the business group, regardless of whether they're currently assigned to a line. This is useful to manage the equipment assigned to the account. The Actions dropdown contains options for changing the phone assigned to a line or accessing the phone configuration screen, the latter of which is well documented in the Hosted VoIP CommPortal Guide.



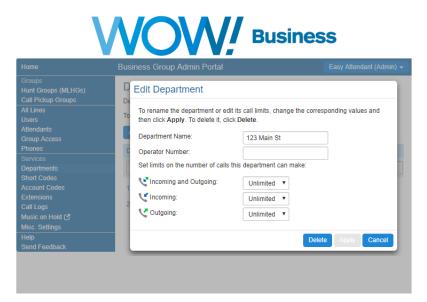
## **Services**

#### **Departments**

Home	Business Group Admin F	Portal	Easy Att	endant	(Admin) -
Groups Hunt Groups (MLHGs) Call Pickup Groups	Departments	iness Group into separately-administr	able groups		
All Lines Users		t, click on the department in the tree v			
Attendants Group Access	Add Department				
Phones Services	Department Name	Operator Number	હ	<u>بر</u>	5
Departments	Search for				
Short Codes Account Codes	123 Main St		-	-	-
Extensions Call Logs	225 Chestnut Ave		-	-	-
Music on Hold 🗹 Misc. Settings					
Help Send Feedback					

**Departments allow you** to divide **your** account into sections so that you can control access and permissions differently while grouping users and devices into logical partitions. By default, WOW! sets up accounts with the company name-account number. Departments are then added to define different locations that WOW! services. You can add departments by selecting the add department button or you can edit departments by clicking on the department name. From the add/edit screen, you can perform the following actions:

- Change or add department name
- Select the parent department for use in multi-tiered environments.
- Set an operator number different from the account operator number
- Set limits on or block incoming or outgoing calls.





#### **Short Codes**

<b>VVOVV</b> Business				
Home	Business Group Admin Portal	Easy Attendant (Admin) 🗸		
Groups Hunt Groups (MLHGs) Call Pickup Groups All Lines Users Attendants Group Access Phones	Short Codes in Department: View All Short codes allow your users to quickly dial common numbers. The codes currently in operation in the selected department. Move selected to:Select Department  Move Delete Selected	table below shows the short		
Services Departments	Short Code Telephone Number or Service Access Code	Department		
Short Codes Account Codes Extensions Call Logs Music on Hold [2] Misc. Settings	73 - 74 (812) 492 0773 - (812) 492 0774	123 Main St		
Help				

**Short codes** allow you to quickly dial frequently used feature codes or assign a functional equivalent to an extension to dial a number residing outside of the business group.

The Short Codes dialog allows you to view short codes present in all departments within the business group or a single, specific department. It also allows multiple codes to be selected and easily moved to a different department in the business group from the main screen.

To add a single Short Code, simply click the Add button and complete the required fields. This can also be done in the form of a range of contiguous short codes but those must match to a range of contiguous phone numbers. As such, this cannot be used to add a range of short codes to dial features (star codes).

#### **Account Codes**

NOTICE: Hosted VoIP Customers using WOW's legacy version of Account Codes prior to February 5, 2019 should not use this functionality. Using Hosted VoIP Account Codes In conjunction with the legacy version of Account codes may cause problems with outbound calling.





Account Codes allow you to control the ability for users within the Business Group to make certain call types, based on whether they enter either a predefined code (Validated) or any string of digits of a specific length (Non-Validated). The two screenshots that follow show a variety of options to be used when administering this feature and their details are listed below.

- Call types requiring an account code:
  - **National** Nationwide long distance calls.
  - o International Any International calls outside of the US, including toll free.
  - Local Local geographic area calling that isn't considered long distance.
  - Premium Rate 900, 976, etc.
  - Regional Calls within the same LATA that are billed as LD.
  - Operator Operator and operator services calls.
  - Directory Directory assistance calls.
  - Carrier Dialed Calls made using a 10-10 dial around (e.g. 10-10-288 to use ATT LD).
  - o Local Business Group Extension dialing within the business group to local numbers.
  - o Other Business Group Extension dialing within the business group to numbers outside of the local calling area.
- Use validated account codes:
  - When this option is checked, the code dialed by a user will be checked against a list of predefined codes to allow the call to be placed. When it is not checked, any string of digits matching the configured length can be used. The major use case for this option would be offloading the management of codes to WOW! as opposed to having to manage a list of assigned codes yourself.
- Account code length:
  - This parameter sets the length of the account codes in use for the BG. When setting validated account codes, the number of digits must equal this value.
- Max incorrect attempts before account blocked:
  - This indicates the number of times a user is allowed to enter an invalid account code (whether validated or non-validated) before their account is blocked from further calling.
- Account code length may be overridden per line:
- o If this option is checked, an individual line/user can have an account code length differing from the global value.
- Lines may view business group account codes:
  - This setting allows an individual user to view the account codes set for the entire business group. If your intent is to control users' access to certain calling options, this should be left disabled.
- Lines can view and change/can view/cannot view their own validated account codes:
  - Depending on how this option is set, an individual user of the business group can either view and edit, view only or have no access to their codes. This allows you better control over your users' access to calling options and overall security.

The remaining option on the example screenshot is a readout of all of the account codes assigned to the business group, which can be edited by clicking the Edit List button at the top of the menu. The third screenshot in this series shows the appearance of that menu.



Call Logs	Business Group Admin Po	rtal Easy Attendant (Admin)
Music on Hold 🗗 Misc. Settings	Premium Rate	Local Business Group
Help	Regional	Other Business Group
Send Feedback		
	Use validated account codes	5
	Account code length: 4	
	Max incorrect attempts before a	account blocked: 10
	Call types may be overridder	n per line
	Account code length may be	e overridden per line
	🖌 Lines may view business gro	pup account codes
	Lines can view and change -	their own validated account codes.
	Lines can view and change V	uren own vanualeu account coues.
	Applement Appendix Or the	
	Assigned Account Codes	
	1234	Test
4ome	NOM	Business
	Business Group Admin Por	tal Easy Attendant (Adm
	NOM	tal Easy Attendant (Adm
Groups Hunt Groups (MLHGs) Call Pickup Groups	Business Group Admin Por	tal Easy Attendant (Adm
Groups Hunt Groups (MLHGs) Call Pickup Groups All Lines Jsers	Business Group Admin Por Manage Assigned Ac	tal Easy Attendant (Admi
Groups Hunt Groups (MLHGs) 2all Pickup Groups All Lines Jsers Attendants	Business Group Admin Por Manage Assigned Ac	tal Easy Attendant (Admi
Home Groups Hunt Groups (MLHGs) Call Pickup Groups All Lines Jsers Attendants Group Access Phones	Business Group Admin Por Manage Assigned Ac	tal Easy Attendant (Admi
Groups Hunt Groups (MLHGs) 2all Pickup Groups All Lines Jsers Attendants	Business Group Admin Por Manage Assigned Ac Account code:	tal Easy Attendant (Admi ccount Codes Description: Add
Groups Hunt Groups (MLHGs) Call Pickup Groups JI Lines Jsers Jsers Hendants Group Access Phones	Business Group Admin Por Manage Assigned Ac Account code:	tal Easy Attendant (Admi ccount Codes Description: Add
Sroups Junt Groups (MLHGs) Call Pickup Groups Jers Vitlendants Group Access Phones Bervices Departments Short Codes	Business Group Admin Por Manage Assigned Ac Account code:	tal Easy Attendant (Admi ccount Codes Description: Add
Sroups Hunt Groups (MLHGs) Call Pickup Groups Vil Lines Jeers Standants Group Access Prones Services Departments Short Codes Account Codes	Business Group Admin Por Manage Assigned Ac Account code:	tal Easy Attendant (Admi ccount Codes Description: Add
Sroups Hunt Groups (MLHGs) Lall Pickup Groups Lall Pickup Groups Lall Lines Jesers Attendants Group Access Phones Departments Short Codes Extensions	Business Group Admin Por Manage Assigned Ac Account code:	tal Easy Attendant (Admi ccount Codes Description: Add
Sroups 4unt Groups (MLHGs) 2all Pickup Groups 2all Pickup Groups 2all Jeres 4utendants 3roup Access Phones Services Departments Short Codes Account Codes Call Logs	Business Group Admin Por Manage Assigned Ac Account code:	tal Easy Attendant (Admi ccount Codes Description: Add
Sroups Hunt Groups (MLHGs) Lall Pickup Groups Lall Pickup Groups Lall Lines Jears Attendants Group Access Phones Departments Short Codes Extensions	Business Group Admin Por Manage Assigned Ac Account code:	tal Easy Attendant (Admi ccount Codes Description: Add
Sroups Hunt Groups (MLHGs) 2all Pickup Groups VI Lines Jears Stand Access Phones Services Services Services Account Codes Account Account Account Account Account Account	Business Group Admin Por Manage Assigned Ac Account code:	tal Easy Attendant (Admi ccount Codes Description: Add
Sroups Aunt Groups (MLHGs) All Pickup Groups All Lines Jsers Attendants Group Access Prones Bervices Bervices Short Codes Account Codes Extensions Call Logs Music on Hold C <sup>4</sup> Misc. Settings	Business Group Admin Por Manage Assigned Ac Account code:	tal Easy Attendant (Admi ccount Codes Description: Add

Α	В	С	D	E	F	G	н	I.	J	K	L	М	N
Date	Time	Call Type	Calling Number	Calling Extension	Calling Depar	Called Number	Called Extension	Called Department	Call Connected	Duration	Queuing Time	Account Code	Carrier Code
1/9/2019	13:37:11	Originating	8124370071		123 Main St	4024779200			No	0:00:06			5442
1/9/2019	13:37:22	Originating	8124370071		123 Main St	4024779200			No	0:00:06			5442
1/9/2019	13:36:50	Originating	8124370071		123 Main St	4024779200			Yes	0:00:10	0:00:06	1234	5442
1/9/2019	13:42:34	Originating	8124370071		123 Main St	4024779200			Yes	0:00:11	0:00:07	9876	5442
1/9/2019	13:42:50	Originating	8124370071		123 Main St	4024779200			Yes	0:00:08	0:00:05	1234	5442

If **Account Codes** are in use, the code used for a given call will be visible on the Call Logs for the BG. This makes it easy to audit users' behavior, up to and including the determination whether codes are being shared without your knowledge. For the case of the two calls showing no code in the screenshot above, an invalid code was entered. The code used for a connected call will be visible whether validated or non-validated Account Codes are used.



#### **Extensions**

	NOV	Busin	ess
Home	Business Group Admin I	Portal	Easy Attendant (Admin) 🗸
Groups Hunt Groups (MLHGs) Call Pickup Groups All Lines Users Attendants Group Access Phones		to quickly dial other numbers in the tty in operation. Additionally, to trans	
Services	Ext.	Telephone Number	
Departments Short Codes Account Codes	Search for		
Extensions Call Logs Music on Hold [2] Misc. Settings Help	0770 - 0779	(812) 492 0770 - (812) 492 077	9
Sand Faadback			

**Extensions** allow you to quickly dial other numbers in the Business Group. Once extensions have been assigned, users can also dial # plus the extension number to contact a user's voicemail box directly. This is useful to transfer a call directly to voicemail when someone is busy or otherwise unavailable.

To add an extension, simply click the Add button and fill in the desired extension and phone number to be dialed. In much the same manner as short codes, this also can be done as a range with a series of extensions mapping to a contiguous range of phone numbers within the business group.



#### **Call Reports**

As an Administrator for your Hosted VoIP Business Group, you have access to multiple reports to help you analyze your inbound and outbound calling data. You can view the reports directly in CommPortal or you can schedule reports to be sent to your email in an Excel and PDF format.

To access reports, go to the main page and click on Call Reports.



On the Call Reports page, you will see a summary of your calls





By scrolling down, you will also see a summary of your average call duration.



The third summary chart will display your average alerting duration.





In addition to the Summary Reports, you also have access to multiple reports that will give you an effective view of your calling patterns. You can pick and choose the reports you want to run on a daily basis, or you can run a one-time report as needed.

Click on the **Reports** Tab and then the **New Report** button.

	VOW! BI	usiness
Home	Business Group Admin Portal	Toni Rardin 🚽 🕯
Groups Hunt Groups (MLHGs) Call Pickup Groups	Call Reports	
All Lines	Summary Reports	Download Logs
Users Attendants	Manage Reports New Report	
Group Access Phones	Reports provide a way to visualize call activity more several different report types for analyzing call activit	
Services Departments Short Codes	Reports may be viewed directly or may be saved so the future and emailed to specified recipients.	
Account Codes Extensions	the luture and entailed to specified recipients.	
Call Reports		
Music on Hold 🕑		
Misc. Settings		
Help Send Feedback		

You will than choose the type of report you would like to run from the following options:

- Account Statistics The Account Statistics report shows a summary of the outbound call activity of all account codes.
- **Call Duration Summary** The Call Duration report displays the distribution of call durations for both Inbound and outbound calls.
- Call Log The Call Log report shows details for all calls.
- Frequent Caller Summary The Frequent Caller Summary report provides an overview of the most frequent callers into the Business Group.
- Frequently Called Summary The Frequently Called Summary report provides an overview of the most frequently called lines within the Business Group.
- Long Ringing Time The Long Ringing Time report shows details for all Incoming calls that ring for more than 30 seconds.
- **Missed Call Detail** The Missed Calls Detail report shows all Incoming calls that were not connected. *Please note: If you have an Automated Attendant, the call will show as connected as soon as the Automated Attendant picks up the call.*
- Missed Calls Summary The Missed Calls Summary report shows a high-level summary of Incoming calls that were not connected.
- Short Calls The Short Calls report shows details for all Incoming calls that lasts less than 5 seconds, not Including ringing time.
- Top Talkers The Top Talkers report shows the lines with the longest total time spent in calls.
- Traffic by Day The Traffic by Day report displays a summary of the call activity level per day.
- Traffic by Hour The Traffic by Hour report shows a summary of the call activity level per hour.
- Unreturned Calls Detail The Unreturned Calls Detail report shows details for all calls that are not connected and not subsequently successfully retried or returned in the period of the report.
- User Statistics report The User Statistics report shows a summary of the activity of all lines Individually.

## Business

#### Once you select your Report Type, you will see a full description of that report at the bottom of your page.

Reports for business gr	roup 'WOW (Corporate HVoIP)'		Send Feed	dback Save Cancel
Report Title:			Data range	
Report Type:	Frequent Caller Summary	Period:	02/05/2024	- 02/09/2024
Department:	Any	Start of day:	12 midnight 🗸	: 00 ~
Line Filter:		End of day:	12 midnight 🗸 🗸	: 00 🗸
Account Code:		МТ	w т	F S S
Schedule:	One Off 🗸			
Send to:				
<ul> <li>This report covers in</li> <li>This report displays unselected days of 1</li> <li>Filters are applied to</li> <li>The Line filter may r</li> <li>Scheduled reports r</li> </ul>	Summary report provides an overview of the most frequent callers into the Bus acoming calls only. activity for up to 60 days into the past, with a maximum range within a single re the week is not included in the results. o individual calls before those calls are summarised into reports. match source, intermediate or target numbers. Therefore there may be more cal nay take several hours to arrive from the end of the selected time range. T-5.00) America/Eastern.	port of 5 days. Any		

Your next step is to add a Report Title, select a Schedule of either **One Off** for a single report or **Daily** for repeated reports, add a destination **email address** or multiple email addresses separated by a comma and enter your **Data Range** information. Reports will display activity for up to 60 days in the past with a maximum range of 5 days within a single report.

Click on Save when you have selected all of your report criteria.

		Schurecuback Save Cane		
Report Title:	Frequent Caller Summary - February	Data range		
Report Type:	Frequent Caller Summary	Period: 02/05/2024 - 02/09/2024		
Department:	Any	Start of day: 12 midnight v : 00 v		
Line Filter:		End of day: 12 midnight 🗸 : 00 🗸		
Account Code:		M T W T F S S		
Schedule:	One Off 🗸			
Send to:	email@wowinc.com			

- . The Frequent Caller Summary report provides an overview of the most frequent callers into the Business Group.
- · This report covers incoming calls only.
- This report displays activity for up to 60 days into the past, with a maximum range within a single report of 5 days. Any activity outside of the start/end of day and from unselected days of the week is not included in the results.
- · Filters are applied to individual calls before those calls are summarised into reports.
- The Line filter may match source, intermediate or target numbers. Therefore there may be more calls included in a particular report than initially expected.
- Scheduled reports may take several hours to arrive from the end of the selected time range.
- All times are in (GMT-5.00) America/Eastern.

Note: Multiple destination email addresses can be added by separating them by a ",".



To manage existing reports that you have already created, select the Manage Reports option on the Call Reports page.



Home	Business Group Admin Portal	j .	Toni Rardin 🗸
Groups Hunt Groups (MLHGs) Call Pickup Groups	Call Reports		
All Lines	Summary	Reports	Download Logs
Users Attendants	Manage Reports New Report		
Group Access Phones	Reports provide a way to visualize several different report types for an		-
Services Departments	Reports may be viewed directly or		-
Short Codes	the future and emailed to specified		n be datematically generated in
Account Codes Extensions			
Call Reports			
Music on Hold 🗹			
Misc. Settings			
Help			
Send Feedback	i de la companya de l		

From the Manage Reports tab, you have the option to Edit, Delete or Clone any of your existing reports. You can also Add a New Report from this screen.

Report Schedule Manager	Send Feedback Add a new report
Welcome 'Toni Rardin', Your scheduled reports are listed below. Schedule a new report with the button in the top right.	
Frequent Caller Summary - February No filters - Frequent Caller Summary	Scheduled: One Off Edit Period: 02/05/2024 - 02/09/2024 Clone
<b>Top Talkers</b> No filters - Top Talkers	Scheduled: Daily Edit Next due: Today Clone
<b>Traffic by Hour</b> No filters - Traffic by Hour	Scheduled: One Off Edit Period: 02/13/2024 - 02/13/2024 Clone



If you simply want a view of all Call Logs, this option is also available on the Call Reports page. Click on **Download Logs**, enter your **Date Range** and click **Download** to have a CSV file created for you.

	NOV	Busin	ess
Home	Business Group Admin Po	ortal	Toni Rardin 👻
Groups Hunt Groups (MLHGs) Call Pickup Groups	Call Reports		
All Lines	Summary	Reports	Download Logs
Users Attendants	Download CSV report of all ca	lls to and from lines in your adminis	stration domain.
Group Access	Date Range:		
Phones Services	Start date: 02 14	2024	
Departments Short Codes Account Codes	End date: 02 14	2024	
Extensions Call Reports	month day Department:	year	
Music on Hold 🗹 Misc. Settings	WOW (Corporate HVoIP)	chosen department and all sub dep	partments
Help Send Feedback	Download	chosen department and all sub dep	anunents.

The Call Logs feature allows you to download logs for all call activity originating from or terminating to the users within the Business Group. As shown above, this can be done for a specified date range and for the entire BG or for only a specific department. This report will also include intra-BG (station to station) calls and is downloaded in .CSV format for easy import into Excel or any other spreadsheet program.



#### **Music on Hold**

		Busines	S
Home	Business Group Admin Portal		Easy Attendant (Admin) 🗸
Groups Hunt Groups (MLHGs) Call Pickup Groups	Misc. Settings		
All Lines	Number Blocks	External Calls	Other Settings
Users Attendants Group Access	Not all of the lines in each telephone n us if you would like to reserve more nu		
Phones	Telephone Number Block	Number of Li	nes Allocated
Services Departments	(812) 437 0070 -	1	
Short Codes	(812) 437 0071 - (812) 437 0078	8	
Account Codes Extensions	(812) 492 0770 - (812) 492 0779	10	
Call Logs			
Music on Hold 🕜			
Misc. Settings			
Help			
Send Feedback			

The **Music on Hold** link allows you to access another utility by which Music on Hold for the BG can be managed. Clicking this link will open a new browser window allowing access to configuration options as detailed below. (Note: in the example screenshot, the middle pane shows Misc. Settings simply because clicking the Music on Hold link opens an entirely new window.)

#### Uploading new hold music:

Click on the "resources" tab. The Global Media List will show the default music options that we have made available for your use. You cannot add or remove recordings from the Global Media List.

ID Description Length
16 Polycom Hold 69 seconds
to Polycolli Hold 09 secolds
15 Ringback 9 seconds
13 Lemmens Fanfare 239 seconds
12 In the Bleak 227 seconds
<u>11</u> <u>Clint</u> 274 seconds
10 Old Bowery Excerpt 182 seconds
14 Bach Fugue 91 seconds
here are currently no local resources stored.
D Description Upload local resource file
Choose File No file choser

#### To upload your own hold music:

- Enter an ID for the new recording in the "ID" text box.
- Enter a description for the new recording in the "Description" text box.
- Click on "Choose File," select the preferred file to upload.
- Click "Add." These recordings will appear in a second section below the Global Media List.



#### **Recording Limits**

- At the bottom of this section, you will see:
- How many much storage you have used vs. total available.
- How many recordings you have uploaded vs. how many are allowed.

#### **Recording Formats**

WAV or MP3 formats are supported when uploading new files.

#### To edit a recording:

- Click "Edit" to the right of the recording.
- Edit the "Description" field.
- Click "Save."

#### To change the volume level used for a recording:

- Click "Edit" to the right of the recording.
- Choose a new "Gain" value from the list.
- Select "o" to play at the original recorded volume
- Select +1, +2, or +3 to play the recording louder
- Select -1, -2, or -3 to play the recording quieter
- Click "Save."

#### To Map music files to lines:

 Click on the "mappings" tab. This will allow you to assign the appropriate music file and action to each available Directory Number.

w mappings in de	partment: <u>ExampleBG-10</u>	1819 (root)				
ecurity mappin	gs resources					
irectory number	Initial resource	Action	Follow-up resource	Start Point	Duration	Action
Default	None			Start		Edit
Directory number	Initial resource	Action	Follow-up resource	Start Point	Duration	Action
812-437-0070 V	None	<ul> <li>Repeat</li> </ul>	•	▼ Start ▼		Add

Note: If a line has been recently added to or moved within this organization, then it may take up to to one business day for the change to affect Music On Hold

- For each Directory Number, select the music file and action (Repeat, Play Once, Repeat Initial Interrupted, or Repeat Follow-up Interrupted):
  - Repeat: The recording will play continuously in a loop.
  - Play Once: The initial recording will play once and then the follow-up recording will play continuously.
  - Repeat Initial Interrupted: The initial recording will play and then be interrupted at defined intervals.
  - The music is interrupted to play an announcement such as "Thank you for holding."
  - Repeat Follow-up Interrupted: The initial recording is played first. The follow up recording then plays continuously being interrupted by a recording.
  - If you select "Follow-up Interrupted", then select the follow up music file. Then select "start point" to determine where the music file should start to play. To complete the selection, click on "Add."

Note: If the BG is configured with a MLHG pilot number and the configured MLHG uses the Ring All distribution algorithm, or if queuing is enabled that pilot number will have a Music on Hold mapping for "Ringback". This is to provide the illusion of a call ringing a user at the business when a call is received. This can be reconfigured to one of the other available options (or your own, custom option) but it is not recommended to leave blank or otherwise missing.



#### **Misc. Settings**

Home	Business Group Admin Portal		Easy Attendant (Admin)
Groups Hunt Groups (MLHGs)	Misc. Settings		
Call Pickup Groups All Lines	Number Blocks	External Calls	Other Settings
Users Attendants Group Access	Not all of the lines in each telephone n us if you would like to reserve more nu		
Phones	Telephone Number Block	Number of	f Lines Allocated
Services Departments Short Codes	(812) 437 0071 - (812) 437 0078 (812) 492 0770 - (812) 492 0779	8 10	
Account Codes Extensions Call Logs			
Music on Hold [2] Misc. Settings			
Help Send Feedback			

The **Misc. Settings** menu option allows you to manage various other features within the Business Group, some that are user alterable and some of which are merely informational. In the screenshot above, the assigned number blocks (TNs available for use by the BG) are listed.

	NOW, Busine	ess
Home	Business Group Admin Portal	Easy Attendant (Admin) 🗸
Groups Hunt Groups (MLHGs)	Misc. Settings	
Call Pickup Groups All Lines	Number Blocks External Calls	Other Settings
Users Attendants Group Access	The table below shows any limits on external calls, together with when making calls. Please contact us if you would like to change	
Phones	Settings	
Services Departments Short Codes	External Calls	Unlimited Unlimited
Account Codes Account Codes Extensions	Outgoing Calls	Unlimited
Call Logs	Local carrier code	5442
Music on Hold 🗗 Misc. Settings	Long distance carrier code	5442 5442
Help Send Feedback	international camer code	5442

This screenshot lists the assigned **External Calls** limits as well as the long-distance carrier choices for various call types. These values are purely informational and cannot be manipulated at the user level. If your LD carrier is WOW, the carrier code will be 5442, however, if a third party carrier has been chosen, this will be a different value entirely.



The Call Notifications tab can be found under Services and Misc. Settings.

	Business Group Adm	in Portal		
Home	Miss Cattings			
	Misc. Settings			
🖚 Hunt Groups (MLHGs)	Number Blocks	External Calls	Call Notifications	Other Settings
📩 Call Pickup Groups			y calls are dialled within their d	
All Lines	departments will contact bo	th the emergency contacts of	of their own department and the	ose of its parent's.
💄 Users	Disable Emergency Call N	lotifications		Add New
O Attendants	Department	Emergency Contac	ts	
484 Group Access	Hosted Test BG	Test Email		Actions V
🧊 Phones	A STREET STORE STORE STORE	📞 Test Cell Phone		
🖷 Departments				
*** Short Codes				
:= Account Codes				
🐥 Extensions				
🤤 Call Logs				
••• Misc. Settings				
? Help				
! Send Feedback				

Administrators can set up Emergency Call Notifications for either phone numbers or email addresses to receive notifications that an emergency 911 call (or 933 test call) has been made from a line in the business group. These notifications can be narrowed down to the department level as well, if desired.

	Business Group Admin Portal		
Groups Hunt Groups (MLHGs) Call Pickup Groups All Lines Users Attendants Group Access Phones	Emergency Callers Add details for the people to be notified wit department. Department: Hosted Test BG	nen emergency calls are made from the ch	osen
Services	Email	Outdial	
Departments Short Codes	Name	Telephone Number	
Account Codes Extensions Call Logs Misc. Settings Help Send Feedback	Test Cell Phone	5555551234	¥
		Sa	ve Cancel

If a phone number is entered, when an emergency call is made by a line in the BG, the number will receive a call with an automated recording stating the following:

"This is an emergency call notification. An emergency call has been dialed by <voicemail recorded name> telephone number <telephone number> the dialed number was <911 or 933>. To confirm that you have heard this notification, Press 1. To replay the notification, press 2."

Calls are repeated every two minutes if '1' is not pressed during the call.



If an email address Is entered, an email will be sent with the same information conveyed in it.

	Business Group Admin Portal		
Groups Hunt Groups (MLHGs) Call Pickup Groups	Emergency Callers		
All Lines Users Attendants Group Access Phones	Add details for the people to be notified whether department.	en emergency calls are made from th	e chosen
	Email	Outdial	
Departments Short Codes	Name	Email Address	
Account Codes Extensions Call Logs Misc. Settings	Test Email	test@test.com	Ť
Help Send Feedback			
			Save Cancel

The final tab of the Misc. Settings screen lists a handful of user alterable features:

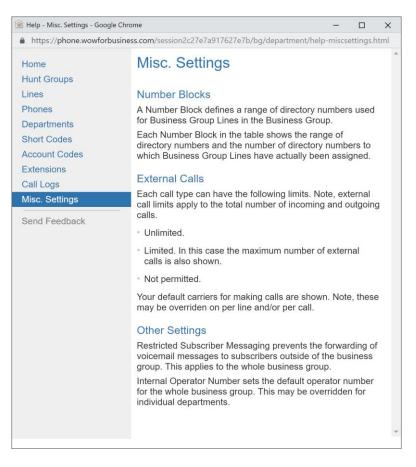
- **Restricted Subscriber Messaging** While user alterable, this option is set by WOW and shouldn't be changed. It relates to feature specific messaging that may need to pass between members of the BG to negotiate intra-BG calling. Changing this feature may lead to unexpected failures in certain call scenarios.
- Internal Operator Number This is the number serving as the Operator for the BG itself and should be set to the 10digit phone number of that user if this feature is being used. The default setting is 0 as indicated in the screenshot above.
- Use Internal Extensions This option controls whether intra-BG calls (station to station) are represented via their extensions or their full 10 digit TN on caller ID. Depending on the company culture/user base, this may be beneficial from a user interaction standpoint. I.e. if a business has many stations, it's subjectively easier to remember extensions as opposed to a user's full 10 digit TN. Representing an inbound call with that extension information can translate to a more seamless and easier user experience in those cases.



Home	Business Group Admin Port	al	Easy Attendant (Admin) 🗸
Groups Hunt Groups (MLHGs) Call Pickup Groups	Misc. Settings		
All Lines	Number Blocks	External Calls	Other Settings
Users Attendants			Apply Cancel
Group Access Phones	Restricted Subscriber Messaging	)	
Services Departments	Restrict subscriber-to-subscrib	er messaging outside of the Busi	ness Group.
Short Codes Account Codes	Internal Operator Number		
Extensions Call Logs	Business Group operator number	0	
Music on Hold 🗗	Use Internal Extensions		
Misc. Settings Help Send Feedback	✓ Ø Display internal Business Group (	extensions rather than external di	rectory numbers where possible.



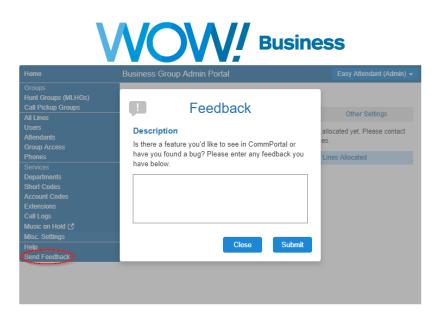
#### Help



Clicking the **Help** option displays the pop-up window above, which collates the various text details for the features contained within the BGAdmin portal along with some additional information for explanation. This can be very useful in better understanding how a certain feature or option functions both from an administrative aspect as well as from a user interaction standpoint.



#### Send Feedback



When you select send feedback in your account settings, you'll get a pop-up that allows you to type the feedback you want to send regarding CommPortal. This is a good way for you to send feedback to WOW! on a bug or feature request that you might encounter but should not be a replacement for calling or chatting with our care agents as that is the fastest and most reliable way to get support from WOW!.

## **Appendix – Common Tasks**

#### **Changing a User's PIN and CommPortal Password**

To change a user's passwords for voicemail, call services and CommPortal, follow these steps.

	<b>NOV</b>		usiness	
Home	Business Group Admin	Portal	Easy Atten	dant (Admin) 👻
Groups Hunt Groups (MLHGs) Call Pickup Groups	Users in Depart	ment: View All	Y	
All Lines	Move selected to:Sele	ct Department 🔻 Mo		
Users Attendants	Telephone Number	Ext. Name	Department	
Group Access Phones	Search for		in any field	•
Services Departments Short Codes	(812) 437 0071	Left VVX401	123 Main St	Actions <b>v</b>
Account Codes	(812) 437 0072	Right VVX401	123 Main St	Actions <b>v</b>
Extensions Call Logs	(812) 437 0073	Left VVX601	123 Main St	Actions <b>v</b>
Music on Hold 🕜 Misc. Settings	(812) 437 0074	Right VVX601	123 Main St	Actions <b>v</b>
Help	(812) 437 0075	Left VVX311	123 Main St	Actions V
Send Feedback	(812) 437 0076	Right VVX311	123 Main St	Actions <b>v</b>
	(812) 437 0077	Left VVX411	123 Main St	Actions <b>v</b>
	(812) 437 0078	Right VVX411	123 Main St	Actions <b>v</b>



Access the All Lines or Users menu and click the User's name in the center column as indicated above. This will pop up the following window, which is a direct access to that user's CommPortal.

۵ ۱	VOW Voice - Go	ogle Chrome					-		×
	https://phone	e.wowforbusiness.com/sess	ion17666d4d2ca8	8e109/line81243	70071/main.html#	/			
	Home	Messages and C	alls Conta	icts	Make	Call	Left VVX4	401 -	
	د Av	ne Status railable for Calls Ig calls will: Ring your A	ccount Phone	C	\$				
	A If there © Fo © See If your   © Fo	Account Phone (812) 437 0071 is no answer rward to <u>another phone</u> aff end to voicemail after 24 s phone is busy rward to <u>another phone</u> end to voicemail	er 36 seconds	1	Forward Reject	inced Set d <u>Selected</u> <u>Selected</u> tive Ringtor d if Unavail nous Caller	<u>1e</u> lable		
	Your	Services	Message Settings	Notificat	ions Accor	Int Codes			
	Perse Left V 123 M <u>Device</u>	ain St	Security Change Passw Change Call Se Change Voicen	ervices PIN	Support <u>Help</u> Downloads Send Feedba	<u>ck</u>			

The relevant section of this menu is indicated by the red box, with links to change the following passwords

- Change Password This will open a dialog to change the user's CommPortal password
- Change Call Services PIN This will open a dialog to change a user's PIN to access certain call services, including call forward remote access.
- Change Voicemail PIN This will open a dialog to change the user's Voicemail access PIN.

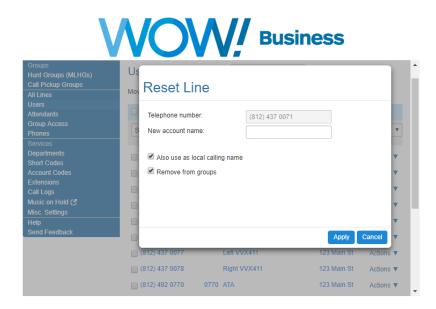


#### **Onboarding a New User / Resetting an Account**

To either reset an account entirely for later use or to reassign an existing account to a new user, use the Reset Line function from the Actions menu on either the All Lines or Users menu:

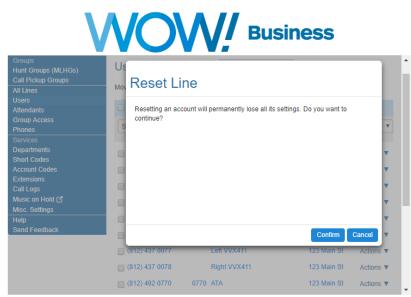
Groups Hunt Groups (MLHGs) Call Pickup Groups	Business Group Admin Po	rtal	Easy Attendant (	Admin) <del>-</del>
All Lines	Move selected to:Select De	epartment 🔻 Move		
Users Attendants	Telephone Number Ext.	Name	Department	
Group Access Phones	Search for		in any field	•
Services Departments Short Codes	(812) 437 0071	Left VVX401	123 Main St	ctions 🔻
Account Codes Extensions	(812) 437 0072	Right VVX401	12: View individual	-
Call Logs Music on Hold 🗗	(812) 437 0073 (812) 437 0074	Left VVX601 Right VVX601	12: Edit personal d	etails
Misc. Settings Help	(812) 437 0075	Left VVX311	12: Unlock account	
Send Feedback	(812) 437 0076	Right VVX311	123 Main St A	ctions 🔻
	(812) 437 0077	Left VVX411	123 Main St Ad	ctions <b>v</b>
	(812) 437 0078	Right VVX411	123 Main St Ad	ctions 🔻
	(812) 492 0770 0770	O ATA	123 Main St Ad	ctions <b>v</b>

The Reset Line function displays the following dialog.

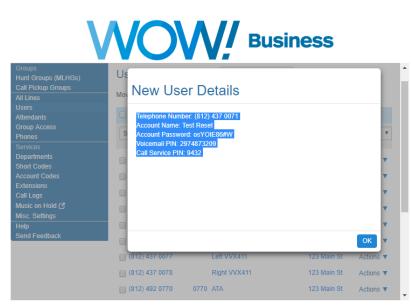




This allows you to assign a new name to the User and check whether that name should be used Caller ID Name for calls within the Business Group. The second checkbox allows you to remove the User/TN from any of its existing groups, so it can be reassigned to other groups at your discretion. This function also resets any of the previous user's settings - including all passwords – and the new values are displayed in the confirmation screen that follows:



Be aware that a secondary confirmation is required due to the nature of this activity.



The new information as configured is highlighted when it's displayed, which makes copying and pasting it for later reference easy.

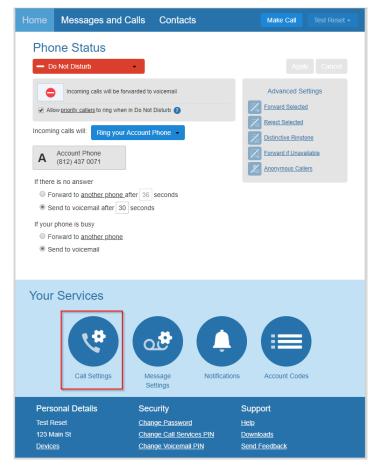


#### **Configuring Local Caller ID Name**

In the event you'd like to configure users within the BG to show a specific name when making extension to extension (internal) calls, you can use BGAdmin's access to each user's CommPortal to set that up. To begin, find the user you'd like to configure on either the **All Lines** or **Users** menu.

N	VOV	Bus	iness	
Home	Business Group Admin Por	tal		Left VVX600 👻 🔒
Groups Hunt Groups (MLHGs) Call Pickup Groups	Users in Departme	nt: View All	T	
All Lines	Move selected to:Select De	partment ▼ Move		
Users Attendants	Telephone Number Ext.	Name	Department	
Group Access Phones	Search for		in any field	Ŧ
Services	·			
Departments	(812) 437 0071	Left VVX401	123 Main St	Actions <b>v</b>
Short Codes Account Codes	(812) 437 0072	Right VVX401	123 Main St	Actions V
Extensions			100 11-1- 01	
Call Logs	(812) 437 0073	Left VVX601	123 Main St	Actions V
Music on Hold 🖸	(812) 437 0074	Right VVX601	123 Main St	Actions V
Misc. Settings Help	(812) 437 0075	Left VVX311	123 Main St	Actions <b>v</b>
Send Feedback	(812) 437 0076	Right VVX311	123 Main St	Actions V
	(812) 437 0077	Left VVX411	123 Main St	Actions <b>v</b>
	(812) 437 0078	Right VVX411	123 Main St	Actions <b>v</b>

Once you've accessed this dialog, either click the User's number/name or select View individual settings from the Actions menu. Either option will open that user's CommPortal. Once accessed, click the **Call Settings** button.





Clicking this option will bring up the following dialog.

< Back Messages and Calls	Contacts	Make Call	Test Reset 🕶
Call Settings	s Account Codes		
Call Settings			
▼ General			
The call transfer number is set to 0  Withhold caller ID when making calls			
If not withheld, signal my name as:			
Provide caller ID for incoming calls			
Provide caller name for incoming calls			
Call Forwarding			
Call Blocking			
Personal Details Sec	urity	Support	
	ge Password	<u>Help</u>	
	ge Call Services PIN	Downloads	
Devices Chan	ge Voicemail PIN	Send Feedback	

The relevant dialog is highlighted with the red box in the screenshot above. Adding text in the indicated window will set the local Caller ID Name display to the value you'd like to present on internal calls, as previously discussed.