

The logo for SmartVoice, featuring the word "SmartVoice" in a white, sans-serif font. The background of the top half of the cover is a dark, close-up photograph of a telephone handset and its base, showing a speaker grille and various buttons.

SmartVoice

Online Feature Management End User Guide

Shaw) Business

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Logging In

Inside you'll find easy-to-follow instructions and definitions for all the features included with your SmartVoice service. Note: Some features may not display due to the packages you are currently subscribed to, please contact your Administrator for more information.

Note: VoIP phone emergency 9-1-1 features differ from traditional 9-1-1 services.

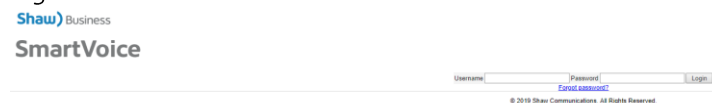
Visit <https://business.shaw.ca/smartvoice911> for more information.

Logging into the portal

To access the user portal visit: <https://smartvoice.shawbusiness.ca>

1. Refer to the welcome email for your username and password
2. The login fields can be located at the top left of the web page
3. First time users will be prompted to create a unique password, choose a password that has:
 - a. Must be between 8 to 16 characters
 - b. Must contain at least one number
 - c. Must contain at least one uppercase alpha character
 - d. Must contain at least one lowercase alpha character
 - e. Cannot contain Login ID
4. List of compatible browsers:
 - a. Internet Explorer 9 or higher
 - b. Mozilla Firefox v24 or higher
 - c. Google Chrome v30 or higher

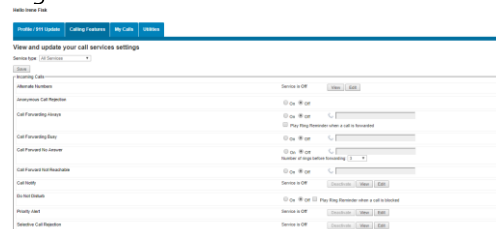
Figure 1



Calling features

To view and update your call service settings access the Calling Features Menu.

Figure 2



Managing Incoming Calls

Alternate Number

The Alternate Numbers service allows a user to have up to ten alternate phone numbers in addition to the main phone number and to assign one of four distinctive ring patterns to each alternate number. In addition, a distinctive call waiting tone is associated with each distinctive ring pattern.

Figure 3

Hello Irene Fisk

Profile / 911 Update

Calling Features

My Calls

Utilities

View and update your call services settings

Service type: All Services

Save

Incoming Calls

Alternate Numbers

Service is Off

View

Edit

Anonymous Call Rejection

☐ On ☒ Off

1. Select the edit function for this service from within your calling features.
Calling Features > Incoming Calls > Alternate Numbers: Edit
2. Select the ring pattern in the drop down associated to each available alternate number. Four ring patterns are available (normal, long-long, short-short-long, and short-long-short)

Figure 4

Alternate Numbers

Confirmation Ring

Phone Number

Extension

Ring Pattern

Phone #1

0004

Long-Long

Phone #2

Normal

Phone #3

Normal

Phone #4

Normal

Phone #5

Normal

Phone #6

Normal

Phone #7

Normal

Phone #8

Normal

Phone #9

Normal

Phone #10

Normal

Cancel

Save

Anonymous Call Rejection

The Anonymous Call Rejection service enables a user to reject calls from parties outside the user’s group who have explicitly restricted their identities (phone number and name).

4
Anonymous Call Rejection can be turned on/off as required.

Calling Features > Incoming Calls > Anonymous Call Rejection

Figure 5

Hello Irene Fisk

Profile / 911 Update

Calling Features

My Calls

Utilities

View and update your call services settings

Service type: All Services

Save

Incoming Calls

Alternate Numbers

Service is Off

View

Edit

Anonymous Call Rejection

☐ On ☒ Off

Feature Access Code(s)

- Anonymous Call Rejection Activation *77
- Anonymous Call Rejection Deactivation *87
- Anonymous Call Rejection Interrogation *77*

Call Forwarding Always

The Call Forwarding Always service allows a user to redirect all incoming calls to another destination automatically. Call Forwarding Always can be turned on/off as required and call forward location can be added.

Calling Features > Incoming Call > Call Forwarding Always

This service can also be configured to play a ring reminder whenever a call is forwarded.

Feature Access Code(s)

- Call Forwarding Always Activation *72
- Call Forwarding Always Deactivation *73
- Call Forwarding Always Interrogation *72*
- Call Forwarding Always Voicemail Activation *21
- Call Forwarding Always Voicemail Deactivation #21

Figure 6

Call Forwarding Always	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="text"/>
<input 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"/>
Call Forward No Answer	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="text"/> Number of rings before forwarding: 3
Call Forward Not Reachable	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="text"/>

Call Forwarding Busy

The Call Forwarding Busy service allows a user to redirect incoming calls to another destination when the user is busy. Call Forwarding Busy can be turned on/off as required and call forward location can be added.

Calling Features > Incoming Call-> Call Forwarding Busy

Figure 7

Call Forwarding Always	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="text"/>
<input 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"/>
Call Forward No Answer	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="text"/> Number of rings before forwarding: 3
Call Forward Not Reachable	<input type="radio"/> On <input checked="" type="radio"/> Off	<input type="text"/>

Feature Access Code(s)

- Call Forwarding Busy Activation *90
- Call Forwarding Busy Deactivation *90
- Call Forwarding Busy Interrogation *90*
- Call Forwarding Busy Voicemail Activation *40
- Call Forwarding Busy Voicemail Deactivation #40

Call Forward No Answer

The Call Forwarding Busy service allows a user to redirect incoming calls to another destination when the user is busy. Call Forwarding Busy can be turned on/off as required and call forward location can be added.

Calling Features > Incoming Call >-Call Forwarding Busy

Feature Access Code(s)

- Call Forwarding No Answer Activation *92
- Call Forwarding No Answer Deactivation *93
- Call Forwarding No Answer Interrogation *92*
- Call Forwarding No Answer Voicemail Activation *41
- Call Forwarding No Answer Voicemail Deactivation #41

Figure 8

Call Forwarding Always

On

Off

☐ Play Ring Reminder when a call is forwarded

Call Forwarding Busy

On

Off

Call Forward No Answer

On

Off

Number of rings before forwarding: 3

Call Forward Not Reachable

On

Off

Call Forward Not Reachable

The Call Forwarding Not Reachable service allows users to redirect incoming calls to a configurable destination when the user’s device is unreachable or unregistered. Call Forwarding Not Reachable can be turned on/off as required and call forward location can be added.

Figure 9

Call Forwarding Always

On

Off

☐ Play Ring Reminder when a call is forwarded

Call Forwarding Busy

On

Off

Call Forward No Answer

On

Off

Number of rings before forwarding: 3

Call Forward Not Reachable

On

Off

Feature Access Code(s)

- Call Forwarding Not Reachable Activation *95
- Call Forwarding Not Reachable Deactivation #94
- Call Forwarding Not Reachable Interrogation *94

Call Notify

The Call Notify service allows a user to receive e-mail notifications about selected incoming calls based on the specified selective criteria. The user can create and manage call notification rules and the notification e-mail destination.

Calling Features > Incoming Calls > Call Notify

Figure 10

Service type: Incoming Calls

Save

Call Notify

Service is Off

Deactivate View Edit

The user can activate/deactivate the service, view exist rules, and edit the service. Once the edit window opens the user can add their email address and create and manage call notification rules based on a pre-created schedule and/or the calling party’s directory number.

Figure 11

Call Notify

Indicates required field.

E-mail

Active

Description

Time Schedule

Holiday Schedule

Calls From

Add New Rule:

Description

Notify

Do not notify

Time Schedule: Every Day All Day

Holiday Schedule: None

Calls From:

Any phone number

Any following phone numbers:

Any private number

Any unavailable number

Specify phone numbers:

Priority Alert

The Priority Alert service enables a user to have a certain incoming calls ring on their phone with a different tone (short-short), for example, when they receive a call from their manager or spouse or when the call is from inside the group. The user can create and manage priority alert rules that will ring the phone with a different tone.

Calling Features > Incoming Calls > Priority Alert

Figure 12

Service type: Incoming Calls

Save

Priority Alert

Service is On

Deactivate

View

Edit

The user can activate/deactivate the service, view existing rules, and edit the service. Once the edit window opens the user can create and manage priority alert rules based on a pre-created schedule and/or the calling party’s directory number.

Selective Call Acceptance

This service enables a user to accept calls selectively, based on configurable conditions. Calls that do not meet the specified conditions are rejected and provided a treatment. The user can create and manage selective call acceptance rules.

Calling Features > Incoming Calls > Selective Call Acceptance: Edit

Figure 13

Service type: Incoming Calls

Save

Selective Call Acceptance

Service is Off

Deactivate

View

Edit

Selective Call Rejection

Service is Off

Deactivate

View

Edit

The user can activate/deactivate the service, view existing rules, and edit the service. Once the edit window opens the user can create and manage selective call acceptance rules based on a pre-created schedule and/or the calling party’s directory number.

Figure 14

Selective Call Acceptance

* indicates required field.

Active

Description

Time Schedule

Holiday Schedule

Calls From

Add New Rule:

Remove

* Description:

Accept call

Do not accept call

Time Schedule: Every Day All Day

Holiday Schedule: None

Calls From: Any phone number

Any following phone numbers:

Any private number

Any unavailable number

Specific phone numbers:

Add Rule...

Cancel

Save

Selected Call Rejection

This service enables a user to define criteria that causes certain incoming calls to be rejected and provided a treatment. Additional criteria are automatically created by the system when calls are reported as malicious by the Customer Originated Trace service. All other calls terminate as usual. The user can create and manage selective call rejection rules.

7
Calling Features > Incoming Calls > Selective Call Rejection: Edit

Figure 15

Service type: Incoming Calls

Save

Selective Call Acceptance

Service is Off

Deactivate

View

Edit

Selective Call Rejection

Service is Off

Deactivate

View

Edit

The user can activate/deactivate the service, view existing rules, and edit the service. Once the edit window opens the user can create and manage selective call rejection rules based on a pre-created schedule and/or the calling party's directory number.

Figure 16

A screenshot of a web-based configuration window titled "Selective Call Rejection". The window has a tabbed interface with tabs for "Active", "Description", "Time Schedule", "Holiday Schedule", and "Calls From". The "Active" tab is selected. Below the tabs, there is a section for "Add New Rule" with a "Description" field and a "Remove" button. Under "Time Schedule", there is a "Time Schedule" dropdown menu set to "Every Day All Day" and a "Holiday Schedule" dropdown menu set to "None". Under "Calls From", there are radio buttons for "From any phone number" (selected), "Forwarded", and "From any following phone numbers". Below these are checkboxes for "Any private number", "Any unlisted number", and "Specific phone numbers", followed by a list of input fields for specific phone numbers. At the bottom, there are "Add Rule...", "Cancel", and "Save" buttons.

Feature Access Code(s)
Selective Call Rejection Interrogation *60

Managing Outgoing Calls

Automatic Call Back

The Automatic Call Back (ACB) service allows a user to request a notification when the previously called busy party becomes idle and is connected without having to redial the phone number. The Automatic Call Back service can be activated against internal and external called parties. Automatic Call Back can be turned on/off as required via the End User Portal.

To Activate this feature, you can dial "1" when a busy signal is reached.

Calling Features > Outgoing Calls > Automatic Call Back

Figure 17

A screenshot of a web-based configuration window for "Automatic Call Back". The window has a "Service type" dropdown menu set to "Outgoing Calls" and a "Save" button. Below this, there are two rows of configuration options. The first row is "Automatic Callback" with a radio button set to "On". The second row is "Line ID Blocking" with a radio button set to "Off".

Feature Access Code(s)
Automatic Call Back Cancellation *86
Automatic Call Back Cancellation *66

Line ID Blocking

This service enables a user to block delivery of their identity to the called party on a permanent basis or per call if the feature access code is used. Calling Line ID Delivery Blocking can be turned on/off as required.

Calling Features > Outgoing Calls > Line ID Blocking

Figure 18

Service type: Outgoing Calls

Save Cancel

Automatic Callback ☒ On ☐ Off

Line ID Blocking ☐ On ☒ Off

Feature Access Code(s)

- Calling Line ID Blocking Interrogation *54*
- Calling Line ID Blocking per Call *67
- Calling Line ID Blocking Persistent Activation *31
- Calling Line ID Blocking Persistent Deactivation #31

Personal Directories

This section is comprised of multiple directories that allows users to manage their contacts and serves as a searchable company director, listing names, numbers and email addresses.

Figure 19

Outgoing Calls

Automatic Callback ☐ On ☒ Off

Line ID Blocking ☐ On ☒ Off

Personal Directories

Speed Dial 8

Speed Dial 100

Each user added to the group is automatically added to this list. Also included are the extensions for reaching the Auto Attendant(s), Hunt Group(s), and the Voice Portal, when applicable.

- Add a new contact > Click Add. The Personal Directories Add page appears.
 - Modify contact information > Click Edit beside the name or number you want to change. The Personal Directories Modify page appears.
 - Delete a contact from your list > Click Edit beside the name or number you want to delete. The Personal Directories List Modify page appears.
- Or, check the Delete check box next to the contact to delete.
- Save your changes > Click Apply or OK > Apply saves your changes > OK saves your changes and displays the previous page
- To exit without saving, select another page or click Cancel to display the previous page.

WARNING: This action cannot be undone. Once you click Apply or OK, the contact is permanently deleted.

- Import names and phone numbers from a file > Click on Import Phone List. The Personal Directories Import page appears.
 - Whenever the list is changed, it is automatically re-sorted in alphabetical order.
- Changes are effective immediately in your Phone screen.

Figure 20

Personal Directories

* indicates required field.

Name	Phone Number
Yes	401234567

Add Edit Delete

Import CSV

Select a Phone List File Choose File No file chosen Upload

Cancel Save

Speed Dial

The Speed Dial service allows a user to place calls using a directory of frequently called numbers.

The user dials the associated one or two-digit speed code, preceded by a configurable prefix. The service is available as Speed Dial 8 and Speed Dial 100.



The user can create and manage their speed dial entries.

Calling Features > Outgoing Calls > Speed Dial 8
or
Calling Features > Outgoing Calls > Speed Dial 100

Figure 21

Service type: Outgoing Calls

Save

 Speed Dial 8	Edit
 Speed Dial 100	Edit

Speed Dial 100 Dialing Prefix: #

The speed dial 8 edit screen provides a list of 8 [2-9] entries for speed dial numbers. The speed dial 100 edit screen also provides a list [00-99], but it also allows for a .csv upload and download of the speed dial list.

Figure 22

Speed Dial 100

* indicates required field.

Speed Dial Code 100	Phone Number	Description	
01	4032426360	Home	Delete

Add

Export CSV

Export report to CSV Submit

Import CSV

Select a Speed Dial 100 List File: Choose file No file chosen Upload

Cancel Save

Feature Access Code(s)
Speed Dial 8 *74
Speed Dial 100 *75

Call Control Features

Barge-In Exempt

When a user has the Barge-in Exempt service enabled, another user using the Directed Call Pickup with Barge-in service cannot barge in on their calls. If a user attempts to use Directed Call Pickup with Barge-in to barge in on the user with Barge-in Exempt enabled, the barge-in is rejected and the caller hears a reorder tone.

Barge-in Exempt can be turned on/off as required.

Calling Features-> Call Control-> Barge-in Exempt

Figure 23

The screenshot shows a configuration window for 'Service type: Call Control'. It includes a 'Save' button and a toggle switch for 'Barge-in exempt' which is currently set to 'Off'.

SmartVoice Anywhere

The user can register and manage distinct phone numbers (a.k.a. locations) to extend their services to other devices in their control like a shared call appearance configuration.

Calling Features > Call Control > SmartVoice Anywhere

Selecting add allows the user to add new locations for their account and optionally manage the outbound alternate number service for that location.

Figure 24

The screenshot shows a configuration window for 'Service type: Call Control'. It includes a 'Save' button and a section for 'SmartVoice Anywhere'. A message states 'No number(s) configured - click Add to add number(s)'. There are 'View' and 'Add' buttons.

- Outbound alternate phone number
- Whether to enable (if available on account)
- Whether answer confirmation is required
- Whether to use SmartVoice -based call control services

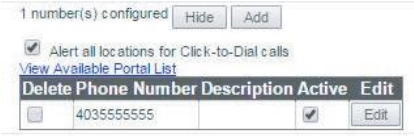
Any phone number added as a SmartVoice Anywhere location cannot be added again by anyone with the SmartVoice service. Anyone attempting to do so will be presented with the error [Error 8251] Phone number already exists.

Figure 25

The screenshot shows a detailed configuration form for 'SmartVoice Anywhere'. It includes a 'Phone Number' field, a 'Description' field, and a checkbox for 'Enable this location'. Below these are 'Advanced Options' including 'Outbound Alternate Phone Number(SIP URI)', 'Enable Diversion Inhibitor', 'Require Answer Confirmation', and 'Use Network-based Call Control Services'. There are 'Cancel' and 'Save' buttons at the bottom.

The user can also select view to manage, activate / deactivate, and delete locations from their account, as well as control Click-to-Dial services for registered locations.

Figure 26

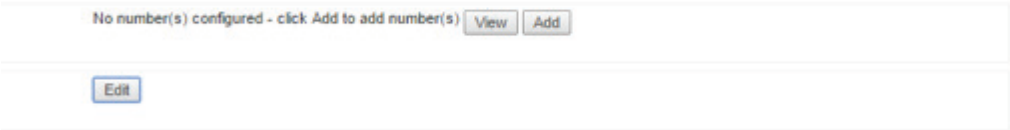


Call Transfer

The Call Transfer service enables the user to transfer a call to a specified destination. Call transfers can be blind, with third-party consultation, or with three-way consultation. In addition, the Busy Camp On and Call Transfer Recall features allow the user to camp the call to transfer on a busy destination and to be recalled if the transferred call is not answered for any reason.

The user can manage their Call Transfer service interactions.

Figure 27



Calling Features > Call Control > Call Transfer: Edit

Once the edit window opens the user can manage the follow:

- Call Transfer Recall (on/off, number of rings, and busy camp)
- Whether to enable (if available on account)

Note: For these two enhancements, the user must subscribe to "Diversion Inhibitor".

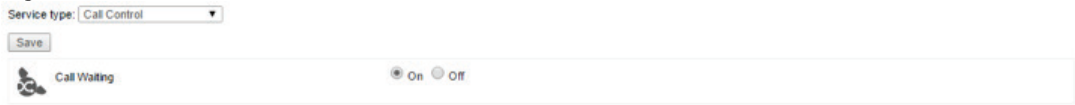
Call Waiting

The Call Waiting service enables a user to answer a call while already engaged in another call.

Call Waiting can be turned on/off as required.

Calling Features > Call Control > Call Waiting

Figure 28



Feature Access Code(s)

- Cancel Call Waiting *70
- Call Waiting Interrogation *53*
- Call Waiting Persistent Activation *43
- Call Waiting Persistent Deactivation #43

Directed Call Pickup with Barge-In

The Directed Call Pickup with Barge-in service allows a user to pick up (answer) a call directed to another user in the same customer group or enterprise, or barge in on the call if the call was already answered.

There is no user management of this service in the Customer Portal Interface.

Feature Access Code(s)
Directed Call Pickup w/ Barge-in *33

Hoteling Guest and Hoteling Host

Hoteling allows SmartVoice users to associate their service profiles with devices other than their own. The service is typically used by transient employees. For example, an enterprise can set up visitor cubicles with phones that visiting employees can use with their own service profiles.

Hoteling functionality is delivered in two separate services: Hoteling Host and Hoteling Guest.

Hoteling Guest (assigned to all accounts) allows users to log into phones with Hoteling Host on the account. Although there are methods to activate and log into a Hoteling Host (i.e. function key, user portal, etc.).

Figure 29

The screenshot shows a web interface for managing Hoteling services. At the top, there is a 'Service type' dropdown menu set to 'Call Control' and a 'Save' button. Below this, there are two rows of controls. The first row is for 'Hoteling Guest', showing 'On' and 'Off' radio buttons (with 'On' selected), an 'Edit' button, and the text 'No host associated'. The second row is for 'Hoteling Host', showing 'On' and 'Off' radio buttons (with 'Off' selected), an 'Edit' button, and the text 'No guest associated'.

Calling Features > Call Control > Hoteling Guest

The user with Hoteling Guest assigned can turn the service on/off and associate their account to a host via the edit screen. Within the edit screen, a search for available hosts can be performed and set as the associated host.

Figure 30

The screenshot shows the 'Hoteling Guest' edit screen. It includes fields for 'Host', 'Association Date', and 'Host Association Limit'. Below these is a 'Guest Association Limit' field with a value of '12' and a unit of 'Hours'. There is a 'Select Host' section with a search bar and a list of 'Available Hosts'. An 'Add' button is located between the 'Available Hosts' and 'Selected Host' lists. At the bottom, there are 'Cancel' and 'Save' buttons.

Calling Features > Call Control > Hoteling Host

The user with Hoteling Host assigned can turn the service on/off and view associated guests via the edit screen. Within the edit screen, the host can also control the association limit and access level.

Figure 31

The screenshot shows the 'Hoteling Host' edit screen. It includes an 'Enforce Association Limit' checkbox (checked) with a value of '24' and a unit of 'Hours'. There is an 'Access Level' section with 'Enterprise' and 'Group' radio buttons (with 'Group' selected). Below this is an 'Associated Guest' field with the text 'No guest associated'. At the bottom, there are 'Cancel' and 'Save' buttons.

By default, both services are set to off and must be turned on in this interface before the service will work through any of the management methods.

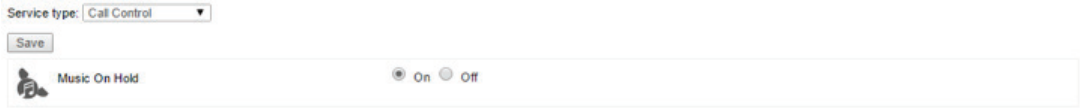
Music on Hold

The service can be individually enabled or disabled for the Call Hold, Call Park, and Busy Camp On services.

The group administrator can manage their Music on Hold service and add the desired audio. This can be turned on/off for each individual account.

Calling Features > Call Control > Music on Hold

Figure 32



Feature Access Code(s)
Music on Hold per Call Deactivation *60*

Push to Talk

The Push to Talk service allows a user to call another station, where the system requests that the destination station automatically answer. This provides for intercom-like functionality. The user at the destination station can control which users can call them with this service.

The user can manage the Push to Talk configuration and turn auto answer on/off for the service.

Calling Features > Call Control > Push to Talk

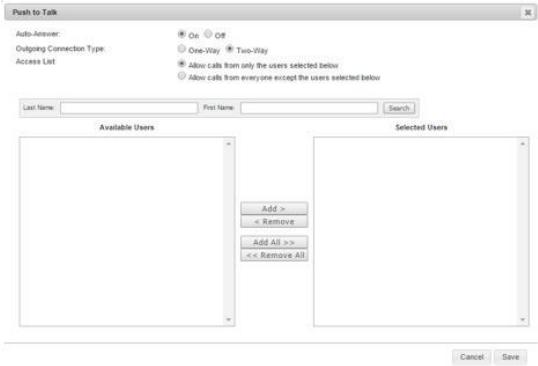
Figure 33



Within the edit screen the user can manage auto answer, whether the outgoing connection is one- or two-way communication and control the access list for incoming requests (enterprise wide search).

Feature Access Code(s)
Push to Talk *50

Figure 34



Shared Call Appearance

The Shared Call Appearance service allows an incoming call to appear at multiple locations simultaneously. All devices where call appearance is shared can be used to answer an incoming call or originate a call on behalf of the primary location. The service also has private hold capability. When a location puts a call on private hold, only the location that held the call can retrieve it.

Shaw currently offers 5 shared call appearances as part of certain service packages and a la carte options to upgrade this to 10, 15 and 20 shared appearances.

The user can view all the devices sharing their line and manage the shared call appearance behavior when the line is on another device.

Calling Features > Call Control > Shared Call Appearance

Figure 35



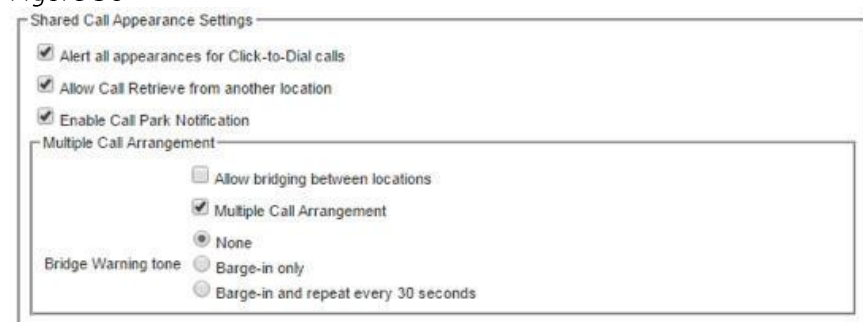
The screenshot shows a configuration page for 'Shared Call Appearance'. At the top, there is a 'Service type' dropdown menu set to 'Call Control' and a 'Save' button. Below this, a status bar indicates 'Service is On' with 'View' and 'Edit' buttons. The main content area is titled 'Shared Call Appearance' and contains a list of devices sharing the account's line.

The view button provides a list of all devices sharing the accounts line. This includes all Business Communicator mobile applications and other phones programmed with a shared call appearance for the account. Shared call appearances are added to this view when the user's appearance is added other accounts or devices by a provisioning or group admin role.

The edit screen allows the user to manage the following configurations for this service.

- Alert all appearances for Click-to-Dial calls – when a Click-to-Dial call is made all shared appearances will ring during the two-stage dialing process
- Allow Call Retrieve from another location – allows the user to dial a feature access code to retrieve an existing active call from any of the shared appearances
- Enable Call Park Notification – notification is sent to all shared appearances when call is parked to the account
- Multiple Call Arrangement – provides the ability for multiple calls to be handled concurrently on different Shared Call Appearance locations
- Allow bridging between locations – similar to directed call pickup with barge-in; the user can also manage a warning tone when a bridge from another location occurs during a call.

Figure 36



The screenshot shows the 'Shared Call Appearance Settings' configuration page. It includes several checkboxes: 'Alert all appearances for Click-to-Dial calls' (checked), 'Allow Call Retrieve from another location' (checked), and 'Enable Call Park Notification' (checked). Below these is a section for 'Multiple Call Arrangement' with a checkbox 'Allow bridging between locations' (unchecked) and a radio button 'Multiple Call Arrangement' (selected). Underneath, there is a 'Bridge Warning tone' section with three radio button options: 'None' (selected), 'Barge-in only', and 'Barge-in and repeat every 30 seconds'.

Feature Access Code(s)

Call Retrieve *11

Messaging

Voice Mail Management

Calling Features-> Messaging > Voice Mail Management

Voice Messaging User service enables users to record messages from callers for calls that are not answered within a specified number of rings, for calls that receive a busy condition, or for calls received when the user is outside of their primary zone.

The user can manage all aspects of their voice messaging service as well as view their existing messages in a visual voicemail format. The configurable services include alias, greeting, and voicemail management, as well as managing distribution lists.

Figure 37

The screenshot shows a web interface for configuring a 'Messaging' service. At the top, there is a 'Service type' dropdown menu set to 'Messaging' and a 'Save' button. Below this, there are four sections, each with a telephone handset icon and a title: 'Aliases', 'Greetings', 'Voice Email Management', and 'Voicemail Distribution Lists'. Each section has 'View' and 'Edit' buttons. The 'Greetings' section also includes a 'Number of rings before greeting' dropdown menu set to '3'.

Figure 38

The screenshot shows a 'Voicemail Management' dialog box. At the top, there is a 'Voicemail' section with 'On' and 'Off' radio buttons. Below this is a 'Voicemail Settings' section with two checked checkboxes: 'Send Busy Calls to Voicemail' and 'Send Unanswered Calls to Voicemail'. Under the heading 'When a message arrives...', there is a checked checkbox for 'Use Phone Message Waiting Indicator'. Below this are three rows for 'E-mail notification without attachment', 'E-mail notification with attachment', and 'Transfer on V to Phone Number', each with 'On' and 'Off' radio buttons and a text input field. At the bottom right are 'Cancel' and 'Save' buttons.

Greetings

Calling Features→ Messaging > Greetings

Personal and system greetings can be assigned via the edit screen for this service. The number of rings before the greeting is played can also be managed here. To record Voice or upload voice mail greetings please refer to the Announcement section.

Figure 39

The screenshot shows a 'Greetings' dialog box. It has three main sections: 'Busy Greeting', 'No Answer Greeting', and 'Unavailable Greeting'. Each section has radio buttons for 'System greeting' and 'Personal Greeting'. The 'Busy Greeting' section has a dropdown menu for 'Load personal greeting' with a list of options including 'None', 'Personal Greeting - Standard user', and 'Test user'. The 'No Answer Greeting' and 'Unavailable Greeting' sections also have similar dropdown menus. At the bottom, there is a table with columns 'Greeting Name' and 'Load Alternate Greeting'. The table has three rows, each with an input field for the name and a dropdown menu for the alternate greeting. At the bottom right are 'Cancel' and 'Save' buttons.

Aliases

Calling Features→ Messaging > Aliases

Alias service allows users to access their voice mailbox from another phone as if they were at their primary phone.

Note: Any phone numbers added as Messaging. Alias cannot be added again with the same service. Attempting to do so will be presented with error [Error 4422 - Invalid Alias].

Figure 40



Aliases

* Indicates required field.

* Alias: 4036698466 Delete

* Alias: Delete

Add

Cancel Save

Voice Mail Distribution

Calling Features→ Messaging > Voicemail Distribution Lists

Voicemail Distribution Lists allows the user to create and manage up to 15 [0-14] distribution lists for mass voicemail distribution.

Feature Access Code(s)

Voicemail Retrieval *98

Clear Voicemail Waiting Indicator #98

Direct Voicemail Transfer *55*

Voice Portal

Calling Features→ Messaging > Voice Portal

The voice portal provides an IVR interface that can be called by members of the group from any phone to manage their services and voice mailbox or to change their passcode. The group administrator can also use the voice portal to record new greetings for a group's Auto Attendants.

Provisioning:

Figure 41

Voice Portal

Voice Portal Settings

☐ Authenticate to Voicemail and Voice Portal when calling from my phone

Personalized Name

Load Personalized Name: Choose File No file chosen Upload

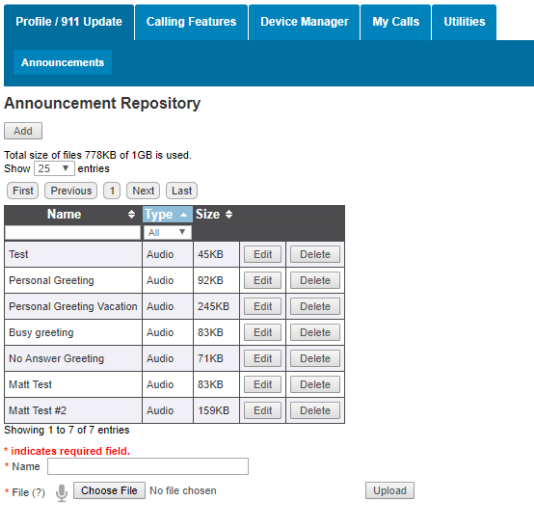
Cancel Save

Announcements

Follow these steps to add an announcement, greeting or message.

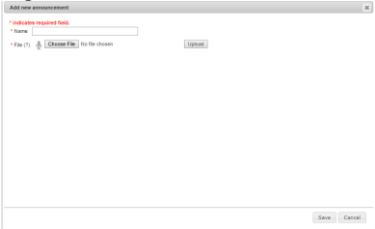
Profile/911 Update > Announcements

Figure 42



1. Click add

Figure 43



2. Name your Announcement and click Choose File
3. Select the appropriate wave file you wish to use as your greeting
4. Click upload

Note: You will receive confirmation if your upload was successful

Figure 44

Add new announcement

* Indicates required field.

NamePersonal Greeting - Standard

Answer #2 was successfully uploaded to the server. Click Save to commit the change.

File was automatically converted to applicable format (Check conversion log).

File (7)

Choose File

No file chosen

Upload

Save

Cancel

1. Click Save
2. The greeting will now show up in the Announcement repository

Figure 45

Profile / 911 UpdateCalling FeaturesDevice ManagerMy CallsUtilities

Announcements

Announcement Repository

Add

Total size of files 991KB of 1GB is used.

Show 25 entries

FirstPrevious12NextLast

Name	Type	Size		
Personal Greeting - Standard	Audio	213KB	Edit	Delete
Test	Audio	45KB	Edit	Delete
Personal Greeting	Audio	92KB	Edit	Delete
Personal Greeting Vacation	Audio	245KB	Edit	Delete
Busy greeting	Audio	83KB	Edit	Delete
No Answer Greeting	Audio	71KB	Edit	Delete
Matt Test	Audio	83KB	Edit	Delete
Matt Test #2	Audio	159KB	Edit	Delete

Showing 1 to 8 of 8 entries

* Indicates required field.

Name

File (7)

Choose File

No file chosen

Upload

Follow these steps to record an announcement

Profile/911 Update > Announcements

Figure 46

Profile / 911 UpdateCalling FeaturesDevice ManagerMy CallsUtilities

Announcements

Announcement Repository

Add

Total size of files 991KB of 1GB is used.

Show 25 entries

FirstPrevious12NextLast

Name	Type	Size		
Personal Greeting - Standard	Audio	213KB	Edit	Delete
Test	Audio	45KB	Edit	Delete
Personal Greeting	Audio	92KB	Edit	Delete
Personal Greeting Vacation	Audio	245KB	Edit	Delete
Busy greeting	Audio	83KB	Edit	Delete
No Answer Greeting	Audio	71KB	Edit	Delete
Matt Test	Audio	83KB	Edit	Delete
Matt Test #2	Audio	159KB	Edit	Delete

Showing 1 to 8 of 8 entries

* Indicates required field.

Name

File (7)

Choose File

No file chosen

Upload

1. Click add

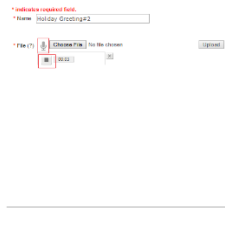
2. Name you Announcement

3. Click the microphone button

4. To start recording click the square record icon

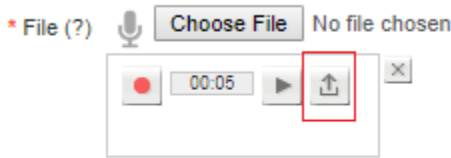
5. Press the square record button to stop recording

Figure 47



6. To upload your recording select the upload icon

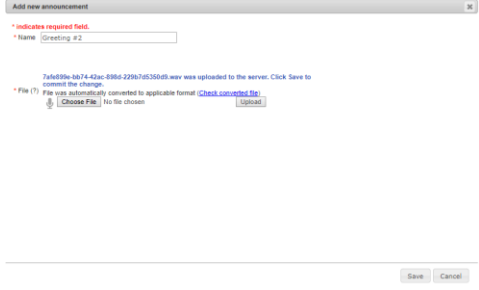
Figure 47



Note: You will receive confirmation if your upload was successful

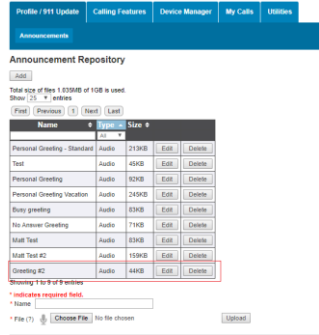
7. Click Save

Figure 48



8. The greeting will now show up in the Announcement repository

Figure 49



Feature Access Code(s)
Voicemail Retrieval *98
Clear Voicemail Waiting Indicator #98
Direct Voicemail Transfer *55

Client Application

Busy Lamp Field

The Busy Lamp Field (BLF) service allows a user with a SIP attendant console phone to monitor the hook switch status and remote party information of selected users via the busy lamp fields on the phone.

Busy Lamp Field requires two stages to manage the service; BLF keys add to the phone by the group administrator, and BLF line management performed by the user.

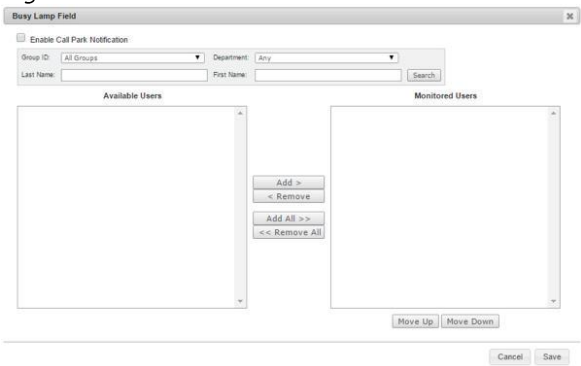
- BLF keys can be added to the available line keys on a phone set. This is performed by the group administrator using the Virtual Device Management (VDM) function.

Monitored BLF lines can now be added to these keys.

• **Calling Features > Client Applications > Busy Lamp Field: Edit**

Once the edit window opens the user can search the enterprise for other accounts that they wish to actively monitor and use the Add and Remove options to move users from the available users to monitored users and back. These lines will be added to the available BLF keys on the phone in the order that they are added in this list and can be reordered using the move up / move down buttons provided. The current maximum number of BLF keys that can be added to a phone set is fifty.

Figure 50



My Calls (Basic Call Logs)

The Call Logs services allow users to view information about their placed, received, and missed calls, the Basic Call Logs service provides a user with access to a small number of call logs.

Call Logs can be viewed for each user or for the group.

To view logs for the entire group, the group administrator can build a report under the call details tab and email the report to any valid email address with the call logs in the message body or download as a PDF or CSV file. The system stores three months of call record data, which is available in the CSV and PDF downloads. The email and on-screen web view provide up to the latest 1000 records of the report period requested.

Figure 51

DashboardGroup ProfileDepartmentsManage UsersGroup ServicesUtilitiesDirectoryDisaster RedirectCall Details

Query Call Details

Query Call Details

Report

User:All

Sort by:Start date/timeIn: descendingOrder

Date range:From: 01/23/2015To: 01/09/2015

Include:☒ Inbound calls☒ Mixed calls☒ Outbound calls

Search by full or partial telephone number:

Create Report

Export

Email to:

Export report to PDF

Export report to CSV

1. The user can also view their individual call logs, either as a report (same as above) or with a quick view of the last 20 calls in the My Calls tab in the user view.

Figure 52

ProfileCalling FeaturesMy CallsVoiceMailUtilities

Query Call DetailsLast 20 Calls

Last 20 Calls

Export

Email to:ernest.lisurosong@sjrb.ca

Export report to PDF

Export report to CSV

Index	Group	Phone Number	Calling Number	Called Number	Caller Name	Call Date	Call Time	Call Direction	Call Duration	Answer Indicate
1	(120220141430-01)	+15873912319	+15873912319	4034546245		01/29/2015	02:31 PM	Originating	00:00:10	Yes
2	(120220141430-01)	+15873912319	+15873912319	4036485826		01/28/2015	02:09 PM	Originating	00:00:17	Yes
3	(120220141430-01)	+15873912319	+15873912319	4036485826		01/28/2015	10:56 AM	Originating	00:00:31	Yes



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