Shaw) Business

SMARTVOICE

ONLINE FEATURE MANAGEMENT ENTERPRISE ADMIN GUIDE – TRUNKING EDITION

Last Updated: January 2021

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Welcome to the Enterprise Admin Guide for SmartVoice Services – Trunking Edition. Inside you'll find easy-to-follow instructions and definitions for all the features included with your SmartVoice service(s).

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

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

If you have any additional support questions, please don't hesitate to contact us at 1-877-742-9249 or **inquiries@shawbusiness.ca**.

Hierarchy

There are four main levels of access:

Enterprise – Enterprises represent all groups in every location. Enterprise Administrators can modify settings in each Group, plus they can view the Enterprise Directory of all users in every group. They can also run user and user service reports.

Group – Groups are set up to represents individual office locations. Group Administrators can modify settings at the Group Level, such as Auto Attendant, Hunt Groups and services that are assigned to any user within the Group.

Department – Department is optional and can be set to represent Sub-Groups of users within a Group. As Group Administrator, you can assign department administrators. Please note you cannot search for users at the Department level.

User – End users can only modify their own settings at the individual level

Logging into the portal as an Enterprise Administrator

To access the user portal visit: smartvoice.shawbusiness.ca

Figure 1

Shaw) Business

SmartVoice

| Username | | Password | | Login |

Forgot password?

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1. Refer to your provided login credentials, and do <u>not</u> add "@shawbusiness.ca" to the username.

2. The login fields can be located at the top left of the webpage

3. **First time users will be prompted to create a unique password, and choose a password that follows these protocols:**

   • **Must be between 8 to 16 characters**
   • **Must contain at least one number**
   • **Must contain at least one uppercase alpha character**
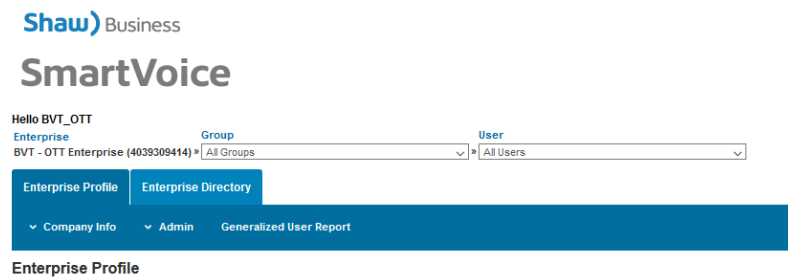   • **Must contain at least one lowercase alpha character**
   • **Cannot contain Login ID**

4. **List of compatible browsers:**
   • **Internet Explorer 9 or higher**
   • **Mozilla Firefox v24 or higher**
   • **Google Chrome v30 or higher**

Navigation

When you log in, the below navigation menus will be available:

Figure 2

Shaw) Business

SmartVoice

Hello BVT_OTT
Enterprise   **Group**   **User**
BVT - OTT Enterprise (4039309414) » All Groups   » » All Users

Enterprise Profile	Enterprise Directory

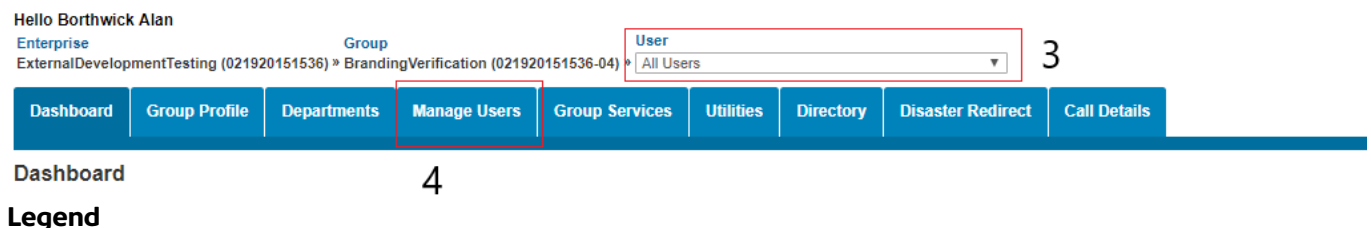⌄ Company Info   ⌄ Admin   Generalized User Report

Enterprise Profile

1. **The super navigation at the top of the page allows you to navigate between Enterprise, Group and User level.**

2. **The subtabs allow you to view and modify Enterprise, Group and User features.**

   Users can be accessed by either selecting the Manage Users tab, or by selecting a specific user from the user drop down menu.

Figure 3

Hello Borthwick Alan
Enterprise   Group   **User**
ExternalDevelopmentTesting (021920151536) » BrandingVerification (021920151536-04) » All Users   **3**

Dashboard	Group Profile	Departments	Manage Users	Group Services	Utilities	Directory	Disaster Redirect	Call Details

Dashboard   **4**

Legend

3. **User Drop Down Menu**

4. **Manage Users Tab**

Once you have selected a user, you can manage all features and services associated to that user.

Figure 4

To return to the Group level, select Group

Figure 5

PASSWORD RESETS

Change Enterprise Admin Password

From the Enterprise Profile Tab, Administrators can perform the below functions:

Enterprise Profile > Admin > Change Password

Figure 6

Change Group Admin Password

From the Group Profile tab, select the Group whose administrator you wish to modify via:

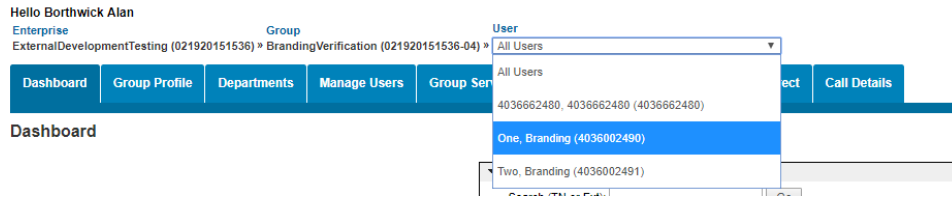**Group Profile > Site Info > Administrators**

Figure 7

Change User's Password

As an Administrator you can reset a user's password by:

1. **Selecting that user using the User drop down or selecting the Manage User subtab and then the user in the User drop down.**
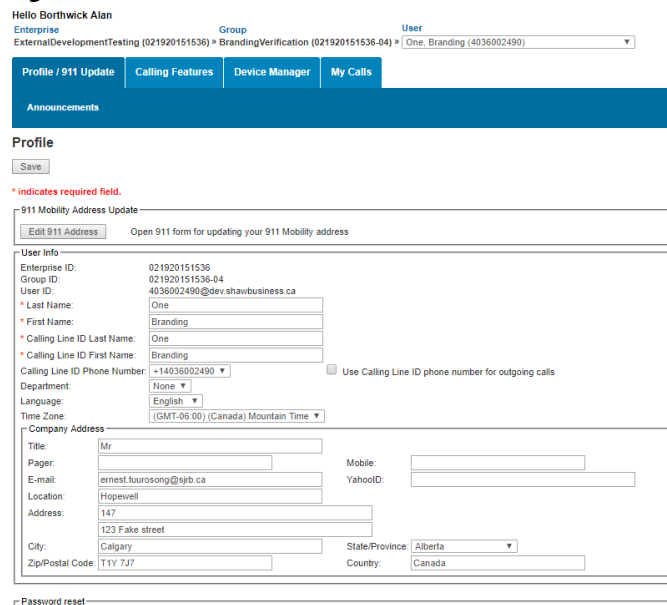
PASSWORD RESETS

Figure 8

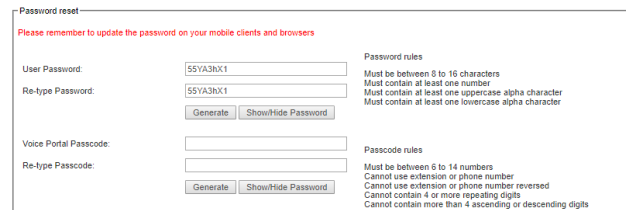2. **Once the user has been selected, navigate to the Profile/911 Update subtab.**

Figure 9

3. **Scroll down to the Password reset section.**

    Here you can rest the User's Password (For Portal Access) and/or the Voice Portal Password (for access to the user IVR)

Figure 10

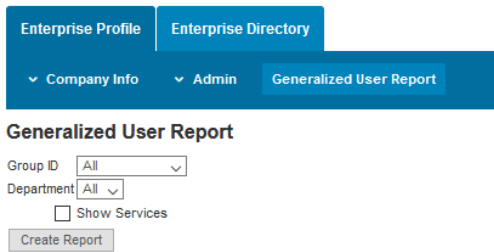4. **Once a new password has been created, click Save.**

ENTERPRISE PROFILE

In the Enterprise Profile tab, the Administrator can view the company contact information, change their password, and run reports of all users in every group and department.

Run a User Report

From the Enterprise Profile tab, Administrators can perform the below functions:

Enterprise Profile > Generalize User Report > Create Report
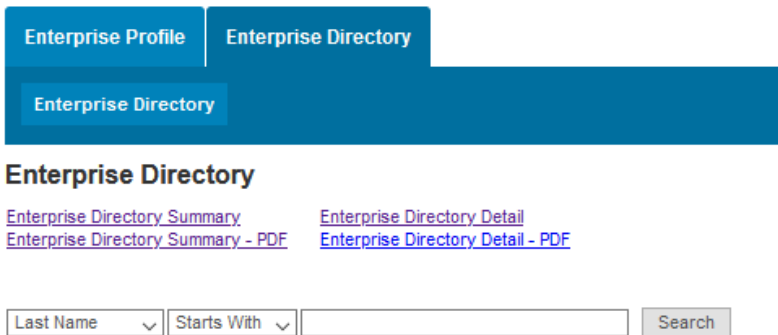
Figure 11

In the Enterprise Directory tab, the Administrator can view and search the directory of all users in the entire enterprise plus run summary and detail user reports.

Run a Detail and Summary Report

From the Enterprise Directory tab, Administrators can perform the below functions:

Enterprise Directory > Click on report type

Figure 12

Group Dashboard

The group dashboard provides a summary of users and services assigned to a Group and allows some modification via the setting tab.

Figure 13

GROUP PROFILE

In the Group Profile tab, the Administrator can manage Site info, Time Schedules, Holiday Schedules and Announcements.

Administrators

This section allows the Enterprise Administrator to add, modify or delete Group Administrators.

Group Profile > Site Info > Administrators

Figure 14

Numbers

View the number assignment for users in your group (lists number, users and current services). Searches can be performed in the search field.

Group Profile > Site Info > Numbers

Users can be assigned to Departments from the Department drop down menu (if applicable).

Figure 15

Main Number Profile

Allows you to view the existing call routing on the main number.

Group Profile > Site Info > Main Number Profile

Group Level Schedules

Schedules are used to route incoming calls to your business based on the day of week, time of day and optional holidays. Once assigned at the Group level, they can be assigned to users and Auto-Attendants, and users can use them for routing calls on user level features like Selective Call Acceptance or Rejection, SmartVoice Anywhere & Call Notify.

Group Profile > Time Schedules

To learn more about schedules, please refer to the 'Online Feature Management User Guide' located at https://business.shaw.ca/support/smartvoice-video-tutorials-user-guides.

Add an Announcement, Greeting or Message

Group Profile > Announcements

Figure 166

1. **Click Add**

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

5. **Click Save**

6. **The greeting will now show up in the Announcement repository**

GROUP PROFILE

Record an Announcement

Profile/911 Update > Announcements

Figure 17

1. **Click Add**

2. **Name your 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 18

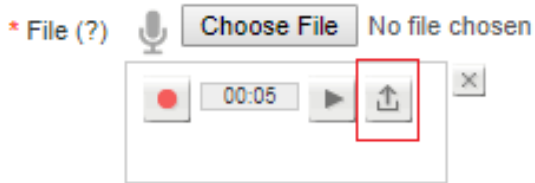6. **To upload your recording, select Upload**
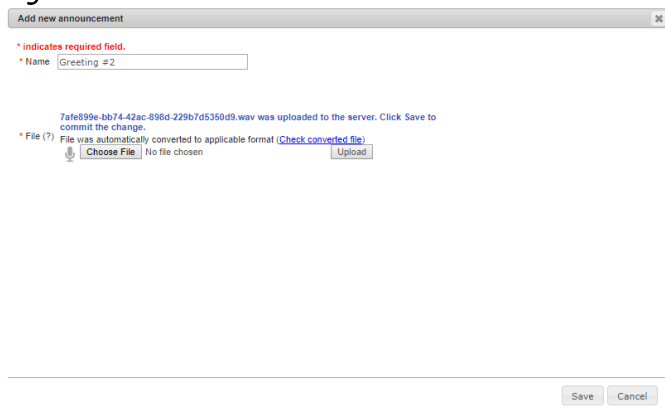
   Figure 19

   Note: You will receive confirmation if your upload was successful

7. **Click Save**

   Figure 20

8. **The greeting will now show up in the Announcement Repository**

GROUP SERVICES

Auto Attendant

The Auto Attendant is used to route calls to various destinations (employees, groups of employees' voicemail or outside numbers) all without the assistance of an operator or receptionist. They also provide callers with your company greeting and dialing option.

Each Auto Attendant can be assigned a unique 10-digit number and extension.

The Auto Attendant has two modes – Business Hours and After Hours. Each mode allows you to set up options 0-9, # and * to present callers with different choices to select. To route callers to another set of options, you can also set up sub-menus.

Group Services > Site Services > Auto Attendant (select the desired Auto Attendant)

To learn more about Auto Attendant refer to the SmartVoice – Auto Attendant guide located at https://business.shaw.ca/support/smartvoice-video-tutorials-user-guides

Music On Hold

Each group can be assigned a unique Music On Hold file and is configurable with a default music file. This is the music that a caller will hear when a user places them on hold.

Group Services > Site Services > Music On Hold

Figure 21

A Music On Hold file can be assigned to a department or Group

The Group Administrator can modify the general settings for the service such as Music On Hold on/off for Call Hold, Call Park, and Busy Camp On. They can also assign audio files for the music on hold service and indicate if an alternate source is used for internal calls or for departments. Audio uploads can be most common audio formats (.mp3, .wav, etc.) as the system will convert the file to the system requirement when the upload occurs. If external source music on hold is configured, then a device needs to be created with a customer premises ATA made available.

GROUP SERVICES

General Settings for Music On Hold

Enable Music during Call Hold – Plays music when callers are held.

Enable Music during Call Park – Plays music when callers are parked.

Enable Music during Busy Camp On – Plays music when callers are camped on another user's extension.

System Default Music – Will play the default system Music On Hold.

External Source – Please contact Shaw Business for additional details on this feature.

Custom Music On Hold – Allows you to select a file that has been uploaded in the Announcement Repository (see the Announcement section on steps to upload files).

Call Park

Call Park Groups are used to allow users to answer a call that is ringing on another extension in their group.

An Administrator can manage the Call Park and Group Call Park settings. Settings for the service include recall and alternate recall configurations, and Group Call Park display timer and announcement management.

Group Services > Site Services > Call Park

Figure 22

Call Pickup Groups

Call Pickup Groups are used to allow users to answer a call that is ringing at another extension within their Call Pickup Groups. To add or modify a Call Pickup Group:

GROUP SERVICES

Group Services > Site Services > Call Pickup

1. **Select Add**

   Figure 23
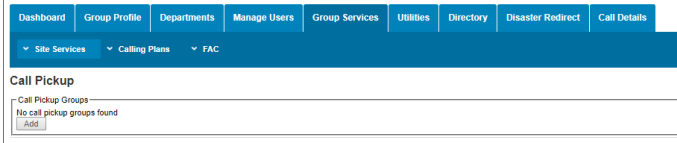
2. **Name Call Pickup Group (for example, Help Desk)**

   Figure 24
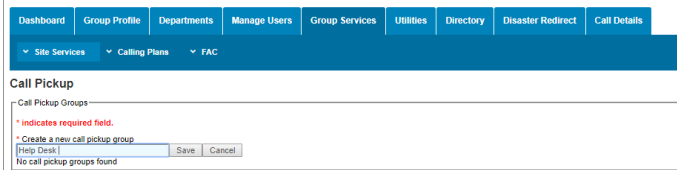
3. **Click Save**

4. **Click Search to see list of all available users**

5. **Select desired users and click Add button**

   Figure 25
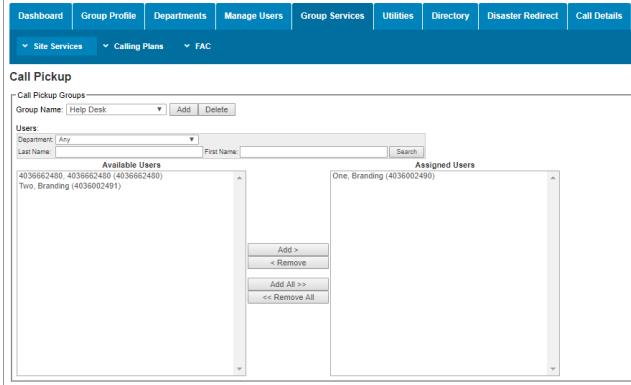
6. **Click Save**

   Once configured, any of the users in the Call Pickup Group can use the feature access code *88 to pick up another user ringing line.

GROUP SERVICES

Parking Calls

To park a call to a Call Park Group:

1. **Place the active call on hold**
2. **Initiate a new call and dial #58**

The system will search for an available extension within the Call Park Group and announce the extension the call is parked on.

To park a call on any number in your enterprise:

1. **Dial *62, then dial the extension followed by #**

To retrieve a parked call:

1. **Pick up any handset in the group and dial *82**
2. **Enter the extension the call was parked on followed by #**

Alternatively, you can retrieve a parked call from the desktop client by selecting Retrieve Parked Call and then dialing the extension the call was parked on followed by #.

Hunt Group

Hunt Groups are used to ring specific groups of users in a pre-determined pattern within or across locations when a call is made to the Hunt Group.

To modify a Hunt Group, select:

Group Services > Site Services > Hunt Group (Select Desired Hunt Group)

Administrators can control the following:
- **Hunt Group Profile information**
- **No Answer Settings**
- **Not Reachable Settings**
- **Calling Line ID Settings**
- **The users assigned to receive calls from the Hunt Group**
- **Call Policies Settings**

Figure 26

Profile Settings for Hunt Group

The Profile Settings allow you to rename the Hunt Group and modify the Group Calling Line ID Last and First name. This is important because it will be displayed on the user's phone when a call is received from the Hunt Group.

Figure 27

Group Policy

This section determines the pattern in which calls will be routed to Hunt Group users:

Figure 28

There are five Group Policy call options:

Circular – This will route calls to a user based on the order of users, and will always start users with the user following the last user that received a call from the Hunt Group.

Regular – This will route calls to a user based on the order of users starting with the user on the top of the list.

Simultaneous - This will ring all users' phones at the same time.

Uniform – This will ring the user's phone who has been idle in the Hunt Group the longest.

Weighted – This will ring users based on pre-set weighted design. If this option is selected you must assign the weight. If you had four users, an example would be: User 1 = 20%, User 2 = 20%, User 3 = 30%, User 4 = 30%.

No Answer Settings

This assigns the number of rings a caller will hear before being routed to the next user in the Hunt Group.

To forward unanswered calls to another destination, select the box and allocate the number of seconds before the call will forward. Lastly, assign a number to forward the call to.

Figure 29

Not Reachable Settings

These settings are used to forward a call to an off-net destination in the event that none of the users are connected to the network or considered offline.

Figure 30

17

GROUP SERVICES

Calling Line ID

Select Customize Calling Line ID to use the ID specified in the section above. Select Customize the CLID for this Hunt Group. Optionally, select the "Include the Hunt Group Name in the CLID"
*Note: There is limited space on the user's phone for displaying this information, unless the Hunt Group name is short. This is not recommended as the caller ID will be cut off it is too long.

Add/Remove Users

To add users to a Hunt Group:

1. **First preform a search**

Figure 31
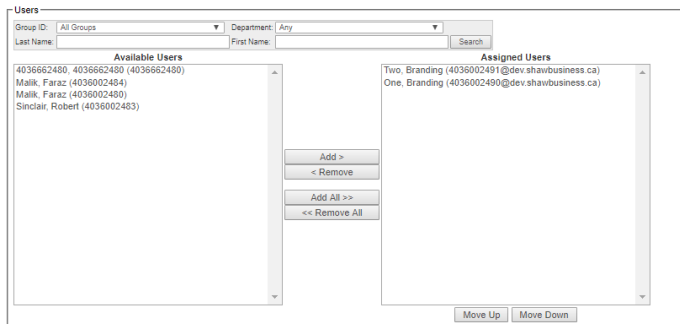
1. **Select User and click Add**
    *Please note Hunt Groups can include user accords and multiple groups. The available list may also display users from different groups.

2. **To remove users, select users from the Assigned Users List and select Remove**

3. **Click Save**

Trunk Group

To modify a Trunk Group, select:

Group Services > Site Services > Trunk Group (Select Desired Trunk Group as applicable)

Trunk Group Profile contains information about the Trunk Group, which is not modifiable by the Enterprise Administrator.

The Group Administrator can also manage the redirect options for the Trunk Group. There are three redirect options available:

1) **Call Forwarding Always: Allows the enterprise and Group Administrator to unconditionally set the redirect to a phone number or another Trunk Group within the same enterprise or group.**

2) **Incoming Capacity Exceeded: Allows the enterprise or Group Administrator to preset the redirect for a capacity-exceeded condition to a phone number or another Trunk Group within the same enterprise or group.**

3) **Disaster Redirect: Allows the enterprise or Group Administrator to preset the redirect for a failover condition to a phone number or another Trunk Group within the same enterprise or group. If None is selected, then busy treatment is applied when failover occurs.**

Figure 32

Call Policies

Connected Line Identification Privacy on Redirected Calls: This policy controls the connected line identification for the destination of a redirected call. This allows users who redirect their calls to a personal number (for example, a mobile phone) to (optionally) keep this number private and use their business phone number as a connected line identity.

GROUP SERVICES

This policy applies to normal redirections (for example, Call Forwarding and Call Transfer) and Find-me/Follow-me redirections (for example, Simultaneous Ring, Hunt Groups, Call Centers, Route Point, and so on). When the policy is applied to the call redirection scenarios such as Hunt Groups and Call Centers, the pilot number can be delivered as a connected line identity instead of the agent's number.

The policy takes the following three values and defaults to "No Privacy":

1) **No Privacy**

   If this policy is set to "No Privacy", then the redirecting party allows the Connected Line Identification of the redirect destination to be sent to the remote party.

2) **Privacy for External Calls**

   If this policy is set to "Privacy For External Calls", then the redirecting party allows the Connected Line Identification of the redirect destination to be sent to the remote party only when the remote party is in the same group/enterprise as the redirecting party.

   If the remote party is not in the same group/enterprise as the redirecting party, then the Connected Line Identification sent to the remote party is the Connected Line Identification prior to the redirection (that of the redirecting user for a normal redirection), and not the Connected Line Identification of the redirect destination.

3) **Privacy for All Calls**

   If this policy is set to "Privacy for All Calls", then the redirecting party never allows the Connected Line Identification of the redirect destination to be sent to the remote party. The Connected Line Identification sent to the remote party is the Connected Line Identification prior to the redirection (that of the redirecting user for a normal redirection), and not the Connected Line Identification of the redirect destination.

   Send Call Being Forwarded Response on Redirected Calls: This policy controls whether to generate a SIP 181 (Call Is Being Forwarded) response when a redirection is performed on a call prior to its answer. The SIP 181 response is used to indicate that the call is being redirected to a different destination. This policy applies to normal redirections before answer (for example, Call Forwarding and Blind Call Transfer before answer).

   This concludes the Enterprise Admin Web Portal Guide for SmartVoice – Trunking Edition. If you have any additional support questions, please contact us at 1-877-742-9249 or inquiries@shawbusiness.ca. We're happy to help.

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