



**SmartVoice**

**Online Feature  
Management Admin  
Guide**

**Shaw)** Business

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# Logging in / Hierarchy and Navigation

Inside you'll find easy-to-follow instructions and definitions for all the features included with your SmartVoice service.

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

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

## Hierarchy

There are three main levels of access:

**Group** – Groups are set up to represent 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 are 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

To access the user portal visit: **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:
  - 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

When you log in the below navigation menus will be available

Herb Bornbeck Alan

Category: Group User

ExternalIdentification (021920161636) StandingIdentification (021920161636-04) [Add Users](#)

1

2

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

Dashboard

- Users can be accessed by either selecting the manage user tab or by selecting a specific user from the user drop down menu

**Figure 3**

Helix Dashboard Allen

Enterprise Group

ExternalDevelopment/Testing (021920151536) > Branding/Verification (021920151536-164)

Search User 3


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

Dashboard 4

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

[illegible]

To return to the group level select group



**Figure 5**

Users: root@aws.com

Created: 10/20/2015 10:20:45 AM Last: 10/20/2015 10:20:45 AM

Profile: root | Update | Get Access Key | Console Manager | My Keys

View and update your call services settings

Access Key: [None]

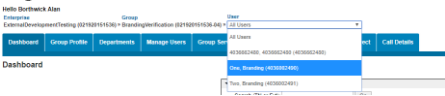
# User Password Reset

## Change user's password

As an administrator you can rest a user's password by:

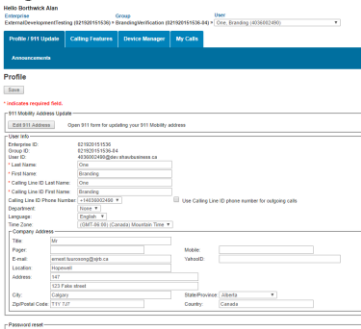
1. Selecting that user using the user drop down or selecting the Manage User subtab and then the user in the user drop down

Figure 6



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

Figure 7



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 8

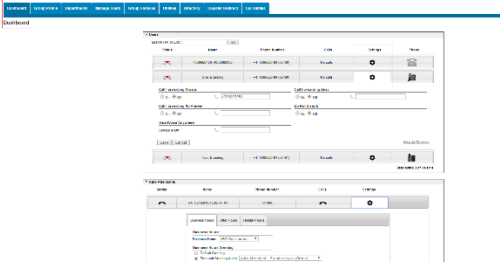


4. Once a new password has been created, click save

# Dashboard

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

Figure 9



# Group Profile

In the Group profile tab, the administrator can manage Site info, Time schedules, holiday Schedules and announcements.

## Change admin password

From the Site info Tab Administrators can perform the below functions:

**Group Profile > Site Info > Change Password**

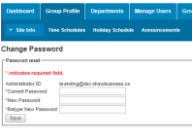
Figure 10



## Change password

Allows you to change the Administrator password

Figure 11



## 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 12

A screenshot of the 'Numbers' table. At the top, there is a navigation bar with tabs: 'Dashboard', 'Group Profile', 'Departments', 'Manage Users', and 'Group Services'. Below the navigation bar, there is a sub-navigation bar with links: 'Site Info', 'Time Schedules', 'Holiday Schedules', and 'Announcements'. The main content area is titled 'Numbers' and contains a table with the following columns: 'Phone Numbers', 'Assigned To', and 'Activated Department'. The table has 5 rows of data.

Phone Numbers	Assigned To	Activated Department
+1-416-292-0400	One Branding	yes
+1-416-292-0401	Two Branding	yes
+1-416-292-0402	Three Branding	yes
+1-416-292-0403	Four Branding	no
+1-416-292-0404	Five Branding	no

## Administrators

This section allows the Group Administrator to add, modify or deleted Group Administrators

### Group Profile > Site Info > Administrator

Figure 13

A screenshot of the 'Administrator' form. At the top, there is a navigation bar with tabs: 'Dashboard', 'Group Profile', 'Departments', 'Manage Users', and 'Group Services'. Below the navigation bar, there is a sub-navigation bar with links: 'Site Info', 'Time Schedules', 'Holiday Schedules', and 'Announcements'. The main content area is titled 'Administrator' and contains a form with fields for 'Administrator ID', 'Last Name', 'First Name', 'Email', 'Phone', 'Fax', 'Mobile', 'Home', 'Work', 'Cell', 'Other', 'Address', 'City', 'State', 'Zip', 'Country', 'Language', and 'Administrator Type'. There is a 'Submit' button at the bottom of the form.

## 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 refer to the 'Online Feature Management User Guide' located at <https://business.shaw.ca/support/smartvoice-video-tutorials-user-guides>

## Auto attendant

The Auto Attendant is used to rout calls to varies destination (employees, groups of employees' voice mail 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)

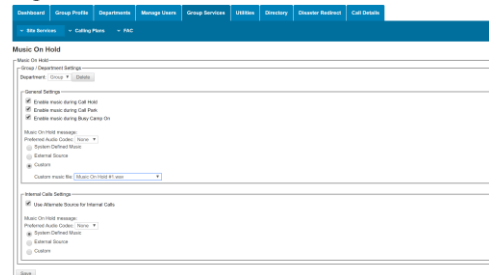
To learn more about Auto Attendants refer to the SmartVoice – Auto Attendant guide located at <https://business.shaw.ca/support/smartvoice-video-tutorials-user-guides>

## 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 14



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 than a device needs to be created with a customer premises ATA made available.

## General settings for Music on hold

**Enable Music on 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

**Customer 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

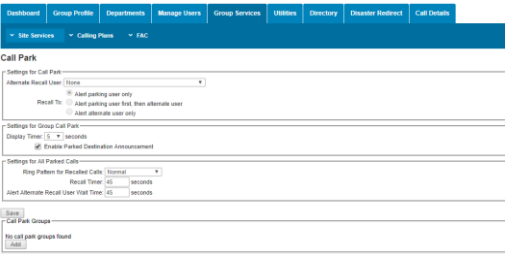
Call park groups are used to allows users to answer a call that is ringing on another extension in their group.

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 15



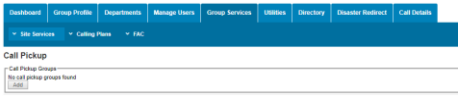
Call pickup groups

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 > Site Services > Call Pickup

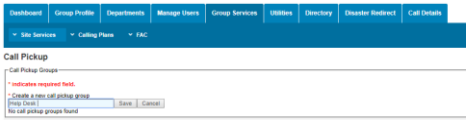
- 1. Selects add

Figure 16



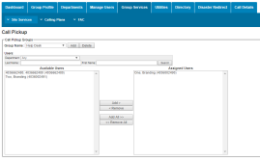
- 2. Name Call pickup group (for example Help Desk)

Figure 17



- 3. Click save
- 4. Click Search to see list of all available users
- 5. Select desired users and click add button

Figure 18



- 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

Parking calls

To park a call to a call park Groups:

- 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 park 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

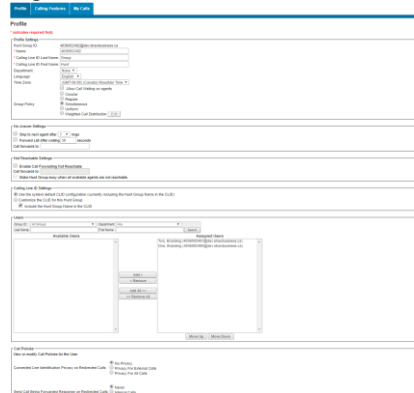
To modify a hunt group, select:

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

Administrators can control the following

- Hunt group profile information
- No Answer Settings
- Call distribution Policy Settings
- Not reachable settings
- Calling Line ID settings
- The users assigned to receive calls from the hunt group

Figure 19

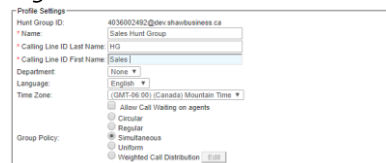


## Profile settings for Group

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

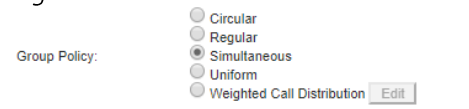
Figure 20



## Group policy

This section determines the pattern in which calls will be routed to hunt group users

Figure 21



Group Policy:

- ☐ Circular
- ☐ Regular
- ☒ Simultaneous
- ☐ Uniform
- ☐ Weighted Call Distribution

## There are 5 call options

**Circular** – This will route calls to user based on the order of users and will always start users start with the user following the last user that received a call from the hunt group

**Regular** – This will route calls to 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 (for example if you had 4 users:

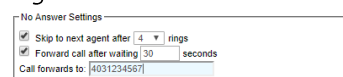
User1 =20%, User 2=20%, user 3=30%, user 4 =30%

## No answer setting

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 call to

Figure 22



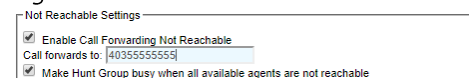
No Answer Settings

- ☒ Skip to next agent after 4 rings
- ☒ Forward call after waiting 30 seconds
- Call forwards to: 4031234567

## Not reachable settings

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

Figure 23



Not Reachable Settings

- ☒ Enable Call Forwarding Not Reachable
- Call forwards to: 4035555555
- ☒ Make Hunt Group busy when all available agents are not reachable

## 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"

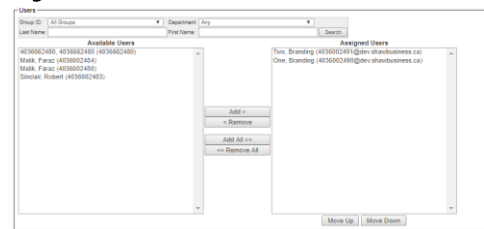
\*Note there is limited space on the user's phone for displaying this information, unless the hunt group name is short this is not recommended

## Add/Remove users

To add users to a hunt group

1. First preform a search

Figure 24



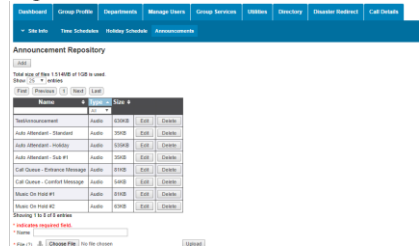
1. Select user and click add  
\*please note hunt groups can include users accords multiple groups and the available list may display users from different groups
2. To remove users, select users from the assignee list and select remove
3. Click Save

# Announcement

Follow these steps to add an announcement, greeting or message

## Group Profile > Announcements

Figure 25

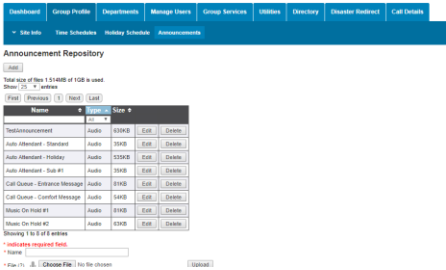


1. Click add
2. Name you Announcement and click Choose File
3. Select the appropriate wave file you wish to use as your greeting
4. Click upload  
Note: You will receive confirmation if your upload was successful
5. Click Save
6. The greeting will now show up in the Announcement repository

Follow these steps to record an announcement

## Profile/911 Update > Announcements

Figure 25



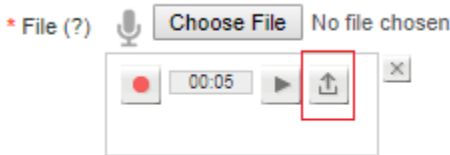
1. Click add
2. Name you Announcement
3. Click the microphone button
4. To start recording click the square record icon
5. Press the square record button to stop recording

Figure 26



6. To upload your recording select the upload icon

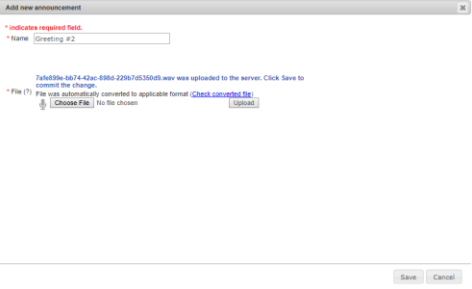
Figure 27



Note: You will receive confirmation if your upload was successful

7. Click Save

Figure 28



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

