



HOSTED VOICE QUICK START GUIDE

ADMINISTRATOR'S COMMON TASKS

This guide will give you a description of frequently performed tasks.



CREATING A NEW USER

1. Click the User icon in the menu bar.
2. Click the Add User button.
3. Complete the fields in Add a User pop-up window.
4. Click Add User button in the lower right corner.



RESETTING A PASSWORD

1. On the menu bar, click the Users icon.
2. Click the name of the user that needs a password change.
3. Scroll down to the Change Account Security section, and then enter a numeric password in the New Password and Confirm New Password fields.
4. Click Save.



REPLACING EMPLOYEES

If you have a new employee taking over an old employee's extension:

1. On the menu bar, click the Users icon.
2. Click the name of the user being replaced.
3. Change the name, department, email address, and password, as appropriate, and then click Save.
4. To reset the mailbox for the new employee, click the Voicemail tab, scroll down to the Data section, click Clear Data followed by Yes at the confirmation prompt, and then click Save.



MOVING A PHONE

If a user changes office, we recommend moving the phone. The user's extension will follow the phone. If leaving the phone in the current location, use the following procedure to reassign phones:

1. On the menu bar, click the Inventory icon.
2. Click the Phone Hardware tab.
3. Click the Mac Address on the appropriate phone.
4. In the pop-up window, reassign the extensions, and then click Save.



CHANGING OPEN HOURS

1. On the menu bar, click the Time Frames icon.
2. Click the name of the time frame you want to edit.
3. In the pop-up window, change the When setting. Use the check boxes, sliders, and text fields to adjust the open hour rules, as appropriate.
4. Click Save.

SETTING NEW HOLIDAYS

Setting new holidays is a 2-step procedure. First, create or edit a time frame, and then configure user answering rules for that time frame.



1. Set the Time Frame:
 - a. On the menu bar, click the Time Frames icon.
 - b. Click Add Time Frame to add a new time frame or click the Name of the time frame you want to edit.
 - c. In the pop-up window, enter or edit the name of the holiday, click when it occurs, and use the check boxes, sliders, and text fields to adjust the rules, as appropriate.
 - d. Click Save.



2. Set the user Answering Rules:
 - a. On the menu bar, click Users icon.
 - b. Click the name of a user who needs the time frame applied to them.
 - c. Click the Answering Rules link.
 - d. Check to see whether the time frame already applies to that user. Otherwise, click Add Rule.
 - e. Using the Time Frame drop-down list, select the time frame you defined in Step 1.
 - f. Complete the other settings as found in Adding/Editing Answering Rules table.
 - g. Click Save.
 - h. Reorder the time frames as needed to ensure the new rule takes precedence.



SETTING CALL FORWARDING

1. On the menu bar, click the Users icon.
2. Click the name of the user you want to forward.
3. Click the Answering Rules tab.
4. Hover over a time frame, and then click the edit icon.
5. In the pop-up window, select the appropriate call forwarding check box and enter the extension, number, or phone.



BLOCKING A CALLER

1. On the menu bar, click the Users icon.
2. Click the name of the user that needs a block.
3. Click the Answering Rules tab.
4. Click the Allow/Block button.
5. In the pop-up window, enter the caller's number under BLOCKED NUMBERS, and then click +.
6. Click Done.

Allow / Block