Hosted Voice User Guide

Smart City

SMARTCITYVOICE.COM |

Table of Contents

Introduction

Welcome to your new Hosted Voice account. Through your account, you will be able to make calls, receive voicemails, chat with other users in the organization and much more.

Your new Hosted Voice solution delivers the best in traditional phone system features with modern Internet Protocol (IP) capabilities. You will be able to perform many common tasks on your phone, as well as make full use of your web portal.

This guide is designed to teach you how to navigate the User Portal, a web interface that allows you to access and control your account. We will walk you through the home page, the application navigation icons, the configuration options, and how to change them. We will show you how to use these applications, the configuration options that control the behavior of the application, and how to configure it to best meet your needs.

Let's get started!

Please visit our support page at https://support.smartcityvoice.com/ if you have any further questions. You will find additional information and instructional videos.

NOTE: Contact your Administrator if you have any questions about your Hosted Voice service or if you have issues accessing the web portal.

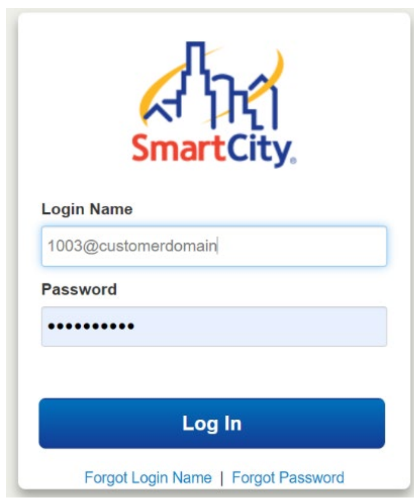
Accessing the User Portal

The User Portal is a web interface that you use to manage your account, that allows you to easily communicate with others and manage your account settings. In order to access your User Portal, open a web browser and enter the full domain name provided by your Administrator into your web browser.

Logging into the User Portal

To access the User Portal:

1. Launch a web browser.
2. In the browser address bar, type https://portal.smartcityvoice.com/and press enter. You will see this log in page.

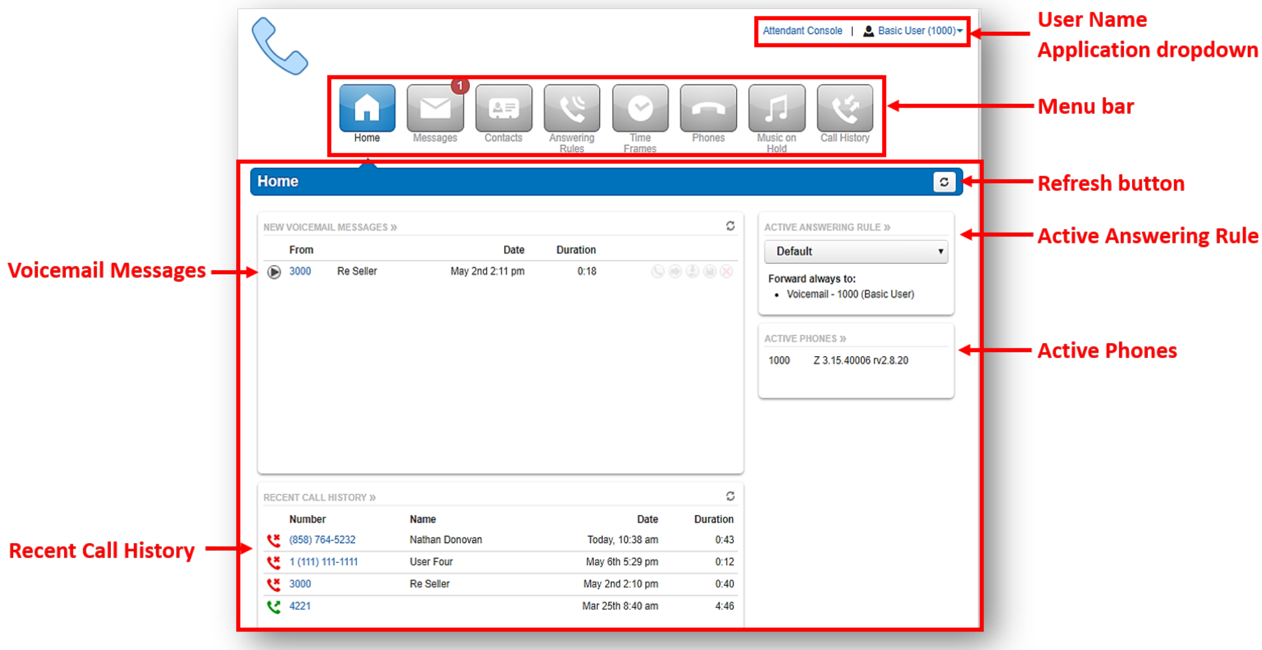


3. Enter your **ext@customerdomainname** in the Login Name field. The customer domain name is typically the same as your email address domain. Do not include .com in your login name.
4. Enter your password in the **Password** field.
5. Click **Log In.**

NOTE: Contact your company's Administrator if you have any issues with accessing the User Portal.

Navigating the Homepage

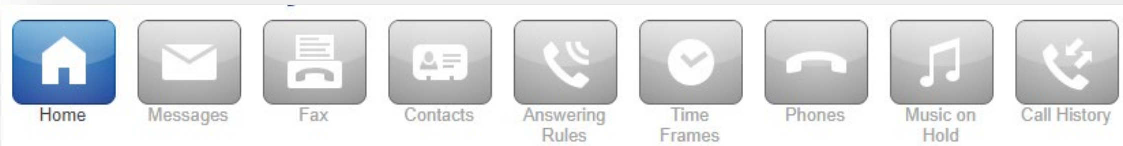
Once you log into the portal, you will have access to the platform. The Home Page gives you an at-a-glance review of everything going on with your extension. The top of the User Portal interface contains a menu bar with icons for navigating through the portal (see the User Menu Icons table). When you click an icon, the page associated with the icon appears in the dashboard.



Home Page Widgets	Description
New Voicemail Messages	Shows new Voicemail messages. You can play messages, click to call back, download, save, and delete. Hover over the message to see all the controls.
Recent Call History	Color-coded icons that show your last 10 calls: • Green icon – Outbound call. • Red icon – Missed inbound call. • Blue icon – Inbound call was answered. • 5 Blue circles – A call was placed to a conference bridge. To call back a number, click the phone number.
Active Answering Rule	Displays which Answering Rule is currently active and provides a summary of how calls are routed when they reach your extension. You can select a different answering rule by clicking the Active Answering Rule dropdown and selecting a different rule.
Active Phones	Lists the active phones currently registered to your account that you can send and receive calls from. If you do not see a device listed there that should be, that means that the device is not configured for your account or the device is currently unregistered.

Menu Bar

Once you log into the portal, you will have access to the platform. The top of the user portal interface contains a menu bar with icons for navigating through the portal as detailed below. When you click an icon, the page associated with the icon appears in the dashboard.

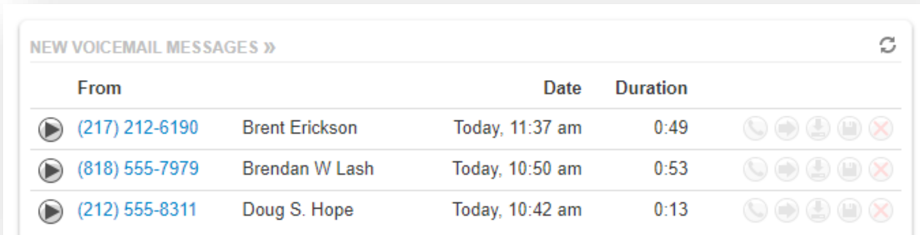


User Portal Menu Icons

Menu Icon	Description
Home	Shows active call information including graphs and statistics.
Messages	View all your voicemails, chat messages, and account settings for voicemail options.
Fax	Allows you send and receive e-faxes
Contacts	View the directory of all extensions on your system, add/change/delete contacts to enable easier access to everyone you need to reach.
Answering Rules	Control what devices ring, how long those devices ring for when receiving a call and configure what to do with a call that goes unanswered.
Time Frames	Allows you to control the scheduling of your extension, including open hours, holidays, and closed hours.
Phones	Phone center where all of your registered devices are displayed. You will also find the QR codes to download the Smart City Connect mobile application.
Music On Hold	Includes all the custom music uploaded to your account that is played when someone is on hold. Music is played in a top-to-bottom order or randomized depending on how the queue was created.
Call History	Allows you to see the calls made to and from your account for a specified date range.

New Voicemail Messages Panel

The New Voicemail Messages panel displays all new voicemails. The voicemails are displayed with the number of the caller that left a voicemail, their Caller ID name, date and time of message, and the duration of the voicemail as shown below.


NEW VOICEMAIL MESSAGES »

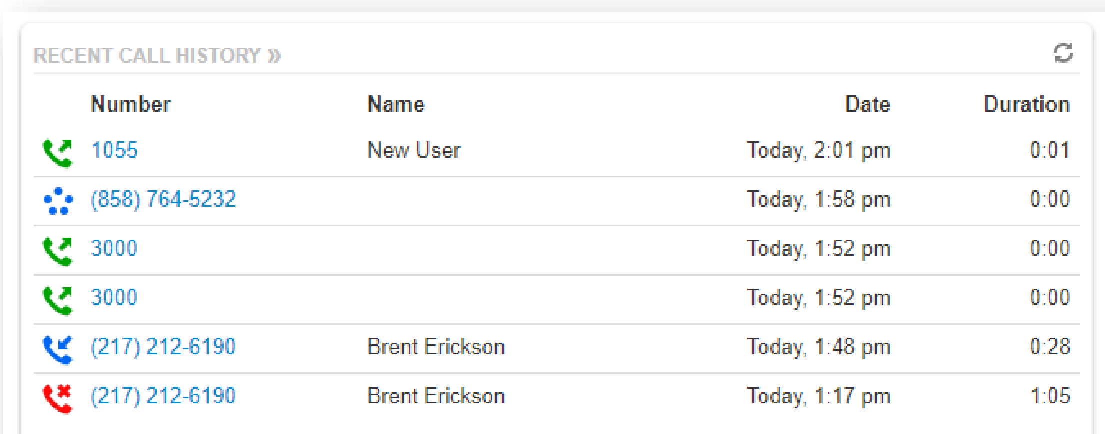
From		Date	Duration
(217) 212-6190	Brent Erickson	Today, 11:37 am	0:49
(818) 555-7979	Brendan W Lash	Today, 10:50 am	0:53
(212) 555-8311	Doug S. Hope	Today, 10:42 am	0:13

You will also see options to Call to Play, forward the voicemail, download the voicemail, save locally to your computer, or delete the voicemail message.

Recent Call History Panel

The Recent Call History panel provides an overview of the last 10 calls.

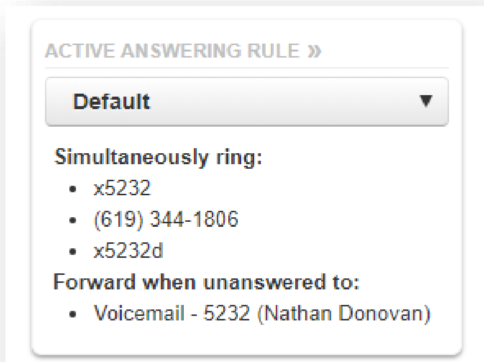
- A phone icon with a **green arrow** represents an outbound call.
- A phone icon with a **red arrow** means a call was not answered.
- A phone icon with a **blue arrow** means an inbound call was answered.
- **5 blue circles** mean that a call was placed to a conference bridge.


RECENT CALL HISTORY »

Number	Name	Date	Duration
1055	New User	Today, 2:01 pm	0:01
(858) 764-5232		Today, 1:58 pm	0:00
3000		Today, 1:52 pm	0:00
3000		Today, 1:52 pm	0:00
(217) 212-6190	Brent Erickson	Today, 1:48 pm	0:28
(217) 212-6190	Brent Erickson	Today, 1:17 pm	1:05

Active Answering Rule Panel

On the right side of the home page, you will see the Active Answering Rule window which will display which rule is currently active and provides a summary of how calls are routed when they reach your extension. You can select a different answering rule by clicking on the Active Answering Rule dropdown and selecting a different rule.

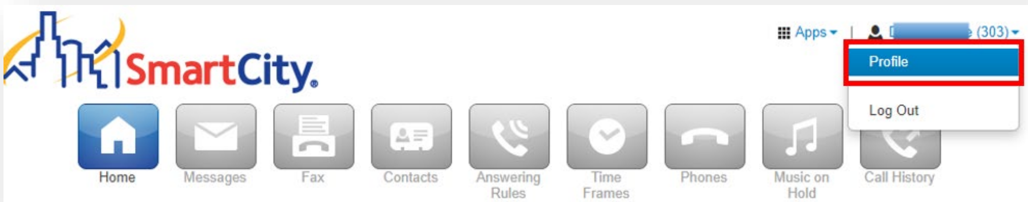


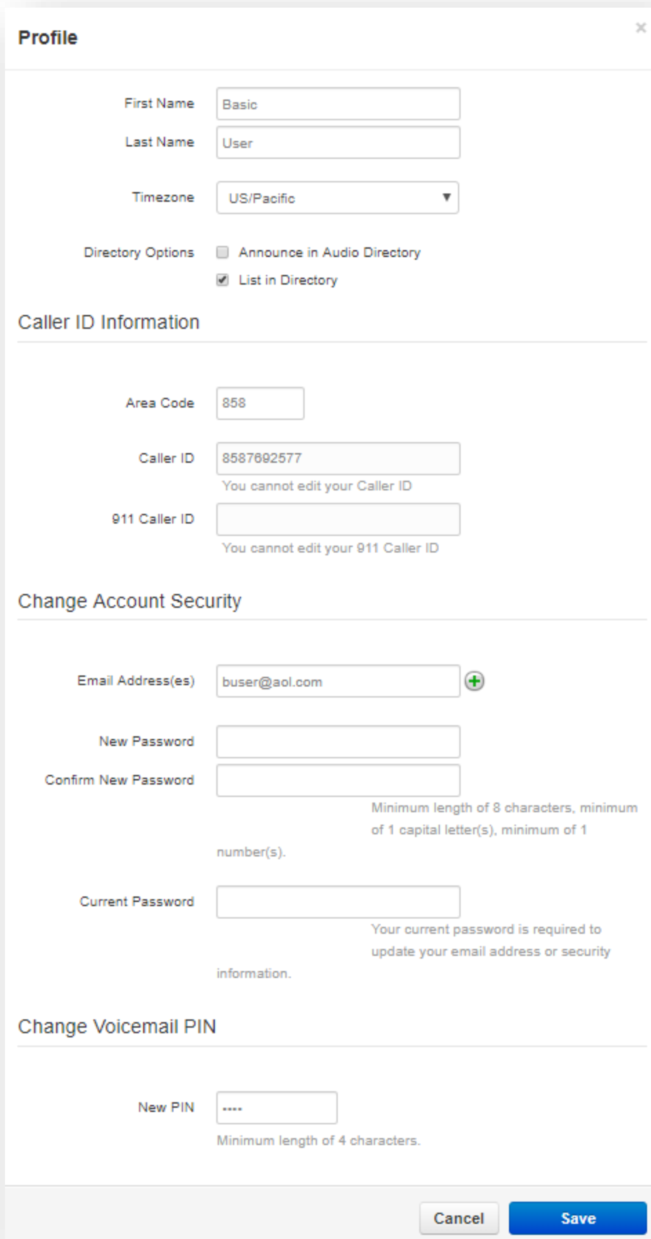
Active Phones Panel

The Active Phone widget shows the active phones currently registered to your account that you can send and receive calls to and from. If you do not see a device listed there that should be, that means the device is not configured for your account or the device is currently unregistered. Contact your Administrator to add and configure your phone.

View/Change your Profile

The **Profile** option allows you to change your account options such as your first or last name, and Time Zone. Clicking on your down arrow in the upper righthand corner, will give you a dropdown to view your Profile.





Profile Options

Profile Field	Description
First Name/Last Name	The first name and last name will be shown in contacts and used in the dial by name directory.
Time Zone	Shows your local time zone.
Directory Options	Configure how you are represented in the organization contacts in the User Portal and the audible company directory. • **Announce in Audio Directory:** Check to be included in the dial by name directory. • **List in Directory:** Controls if your extension is listed in the Contacts in the User Portal.
Caller ID Information	Edit your area code that will be in your Caller ID and appended when only dialing 7 digits on oubound calls. You cannot edit your Caller ID or 911 Caller ID. Contact your administrator if you need this changed. • **Area Code:** Local area code for 7 digit dialing associated with your account. • **Caller ID:** This is the number recipients will see for outbound calls. • **911 Caller ID:** The e911-enabled number the 911 agent will see.
Change Account Security	Manage your passwords and email settings for your account.
Email Address	Configure your email address that you would like to receive notification from. You can add more than one (1) email address by clicking the green plus sign next to the email address field. 
New Password	Configure your account with a new User Portal password to login to the portal. Fill in the New Password and Confirm New Password fields for verification.
Current Password	The Current Password field is required to be filled out with your current password if any changes are made to the Change Account Security Options.
Change PIN	Allows you to change the numeric password used to check voicemail messages over the phone.

Desktop Call Control

Desktop Call Controls appear when making or receiving a call. These controls allow you to see who is calling and manage a current call.

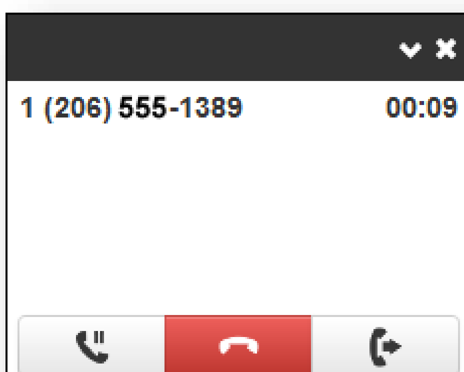
Incoming Calls

Incoming calls appear in a window in the portal as shown in the example below. This window shows the Caller ID name and number, along with **Reject** and **Answer** buttons.

- Selecting **Reject** sends the call to voicemail if available. The **Answer** button may not be available, depending on your handset model.

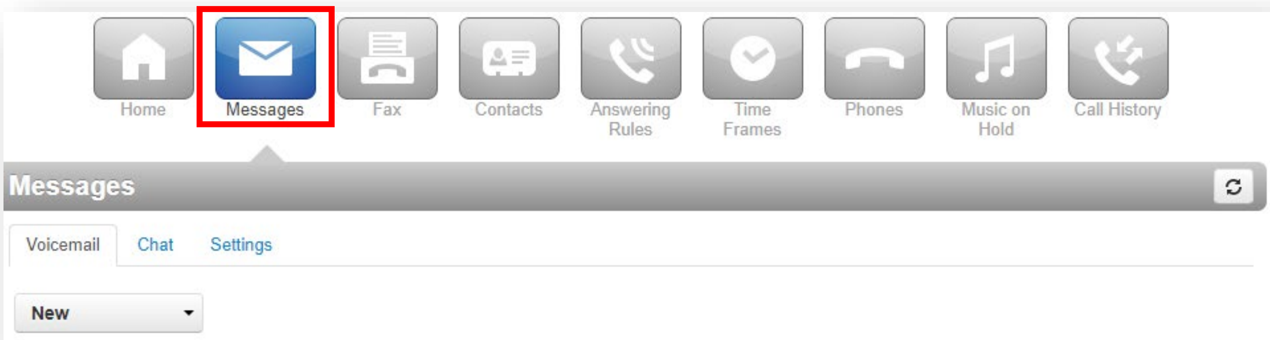
Active Calls

An Active Call window will appear that shows the Caller ID and call time. The three controls at the bottom of the window let you hold, hang up, or transfer the call. If you select transfer, a field appears for entering the extension of the recipient. If you prefix the recipient's extension number with 03, the call goes straight to voicemail.



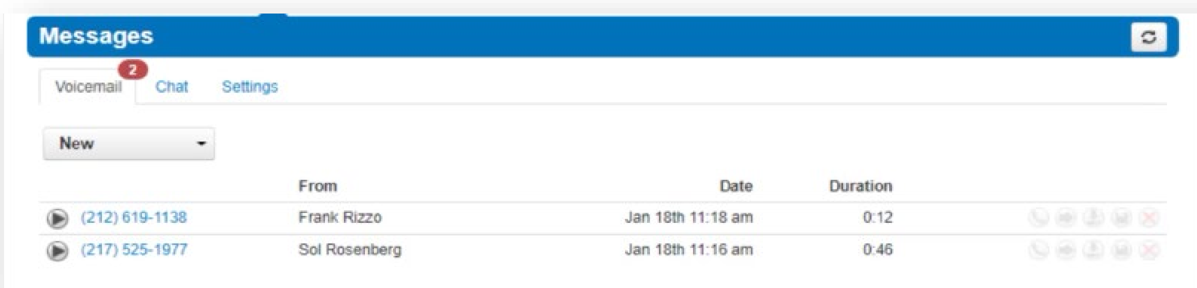
Managing Your Messages

The **Messages** icon is where all of your voicemails, chat messages, and account setting for voicemail options are stored. You can manage your new, saved, and deleted voicemails, as well as your greetings and other settings in the Messages tab. There are three tabs in the Messages center: Voicemail, Chat and Settings.

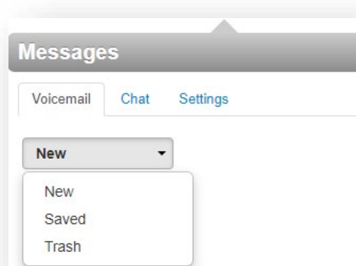


Voicemail Tab

Clicking the Message Center icon will take you to the Messages center **Voicemail tab**. On the top of the tab, you will see a new message indicator showing how many (if any) new voicemails your account has.

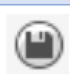


Underneath the tab selection, you will see a dropdown which allows you to display new voicemails, saved messages, or trashed messages.



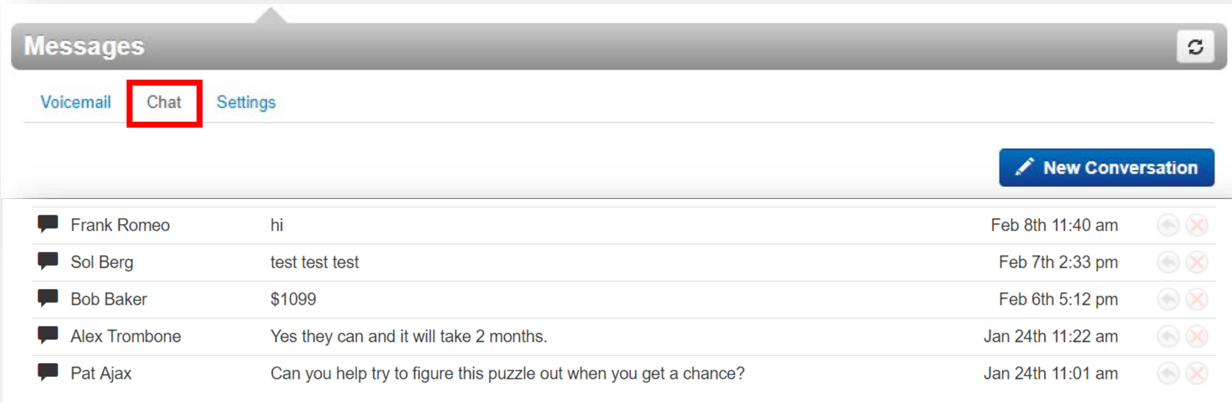
On the **New** messages page, you can see all of your new voicemail messages displayed with the caller's phone number, Caller ID name, date and time, and the duration of the message. To the right side of the message, you will see **Voicemail Management** options:

Voicemail Management

Icon	Voicemail Options	Description
	Call to Play	The phone icon allows you to use the Call to Play option where the system will call your extension and play the voicemail.
	Forward Voicemail	The arrow pointing to the right allows you to forward the voicemail to another extension.
	Download Voicemail	The arrow pointing down allows you to download the voicemail to your computer.
	Save	The disk icon allows you to save the voicemail to your account Saved section and will appear when selecting the Saved option from the voicemail box options.
	Delete	The red X is the delete option and clicking the icon will remove the voicemail. Once a voicemail has been deleted, it cannot be recovered from the phone system.

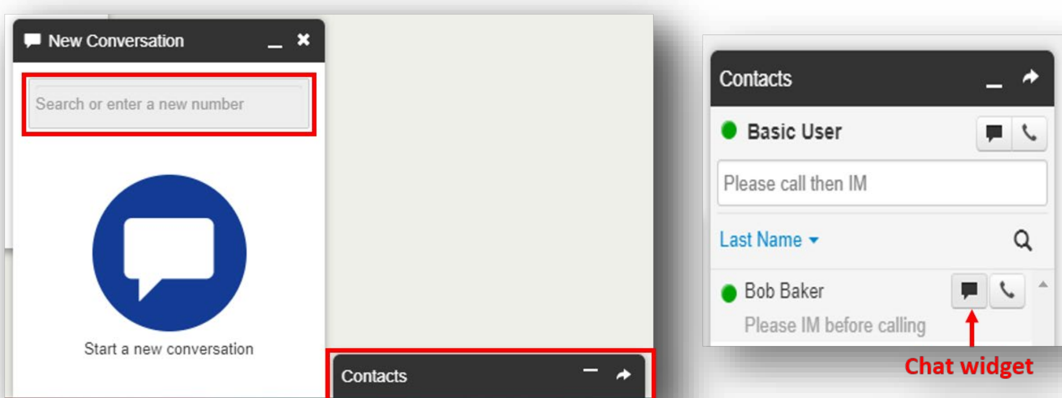
Chat Tab

On the **Chat** tab, you will see all your Chat conversations. The message is displayed with the contacts name, and the last message received or sent.

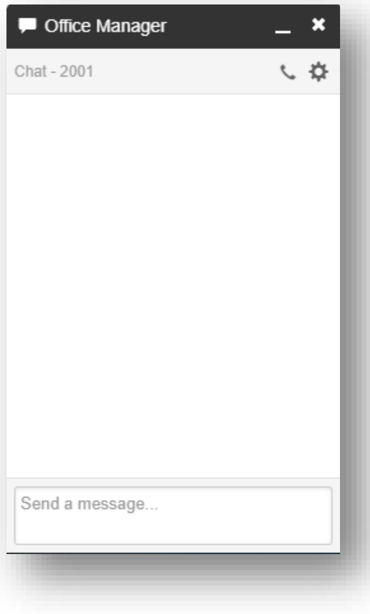


Start a New Chat

To start a new conversation, click the **New Conversation** button and a new chat window will appear. Start typing the user's name or press down to see a list of everyone in the organization you can select from. Opening the **Contacts** in the lower right corner will open up a list of everyone in the organization. Click the chat box next to their name. After clicking one of the options, a chat window will appear.

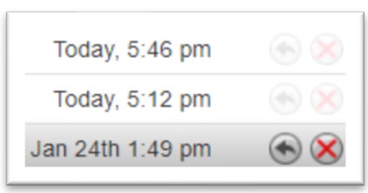


Click in the ***Send a Message*** field and start typing in the chat box that opens. Press **Enter** to send your message.



Replying to a Chat Message

If you would like to reply to a message, simply type in the chat window that displays when receiving a message. You can also click the **Reply** icon to the right of the message center.

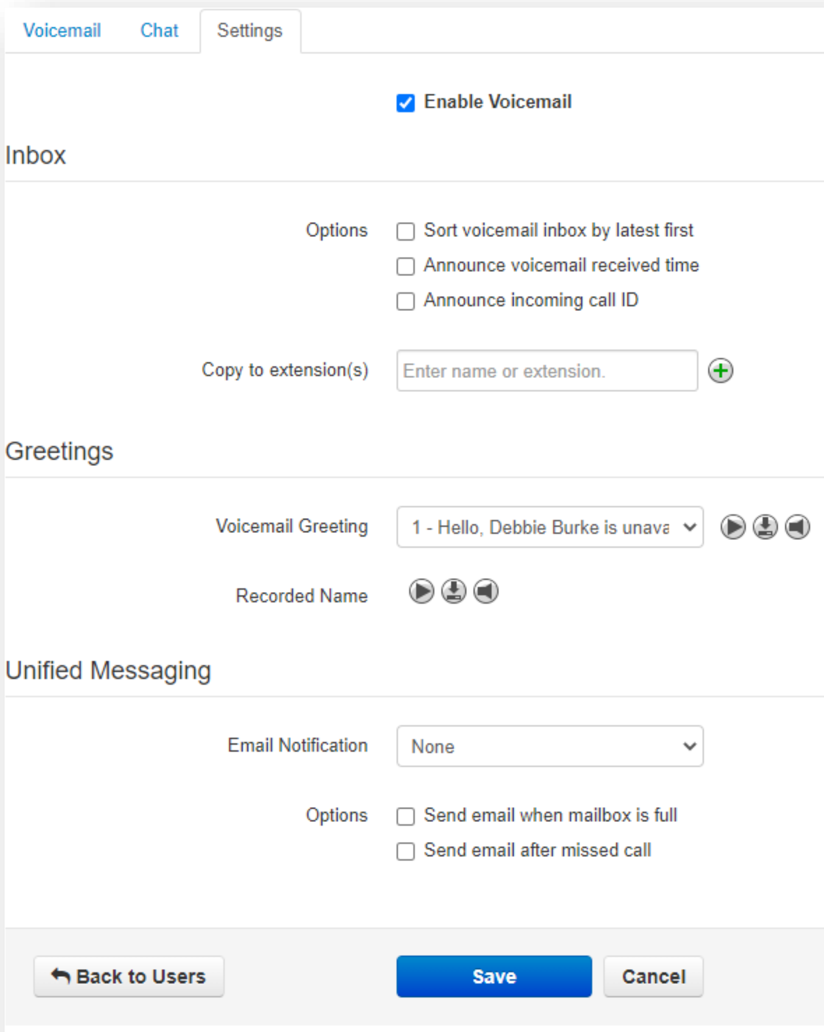


Deleting a Chat Message

To delete a message, click the red X that appears next to the reply button when hovering over the message.

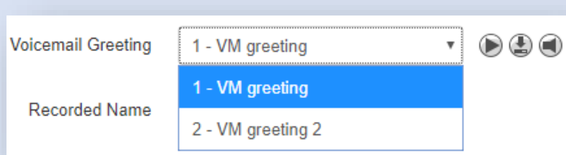
Voicemail Settings Tab

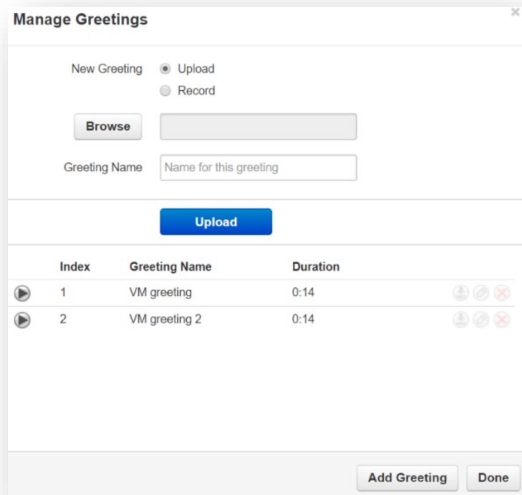
The **Settings tab** is where you can make changes to how your account handles voicemail and is represented in the company audible directory and in the Contacts of the organization. Clicking the **Settings** tab displays options for controlling your voicemail order, timestamps, greetings, and voicemail to email.

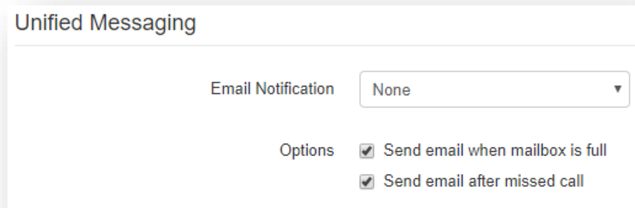


Defining the Settings Tab in Messages

Setting	Description
Enable Voicemail	Enable or disable voicemail by clicking on the checkbox next to Enable Voicemail option. • **Checked –** Voicemail is enabled. • **Unchecked –** Voicemail has been disabled.
Inbox Options	Allow you to control your experience when calling into your voicemail box and checking your messages over the phone. • **Sort voicemail inbox by latest first –** Clicking this box will configure your voicemail to play the most recent voicemail message left as the first message you hear. If this option is not enabled, the voicemails will be played in the order they were received. • **Announce voicemail received time –** Clicking this box will configure your voicemail account to tell you the time the voicemail was left when checking messages. • **Announce incoming call ID –** Clicking this box will have your voicemail read the Caller ID number to you.

Greetings	The Greeting section contains your voicemail greeting and recorded name in the company directory.
	• **Voicemail Greeting –** You can have more than 1 voicemail greeting and the dropdown box allows you to select which greetings callers will hear when reaching your voicemail. To the right of the message select options, you will see 3 icons for the options to
	  ○ Play the voicemail greeting
	  ○ Download the greeting
	  ○ Manage greetings
	

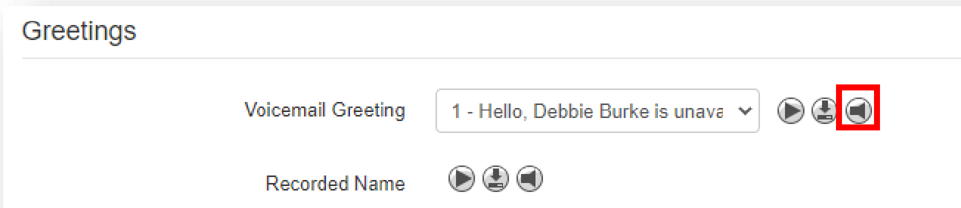
Setting	Description
Greetings	**Manage Greeting** – Clicking the Manage Greetings icon takes you to the Manage Greeting center where you can add multiple greetings to your voicemail greetings dropdown list.  **Adding voicemail greetings** -- – To add a voicemail greeting, click the **Add Greeting** at the bottom of the Manage Greeting portal page. • **Upload** a new recording from a file on your computer. • **Record** which will call you as the number you enter to record a new greeting. After the greeting is created, you will see the message displayed. To the right of the message, you will see options to Download, Edit the message, which will allow you to re-record the message or change the greeting. You will also see the option to delete the voicemail greeting message.
Greetings	The **Recorded Name** option allows you to record you name which will be played when the company directory says your name. If no recording is uploaded, the system will read your name off by each letter. When clicking the **Manage** icon, the **Manage Recorded Name** window will appear. This will allow you to upload a recording from your computer or record a new name by clicking on the record and having the system call you to record.

Setting	Description
Unified Messages	Allow you to manage your email notifications when a voicemai is left, a call is missed, or if your mailbox becomes full.  **Email notification Options:** • None – No email will be sent when a voicemail is left. • Send w/brief hyperlink • Send w/attachment (move Saved) • Send w/attachment (move to Trash) • Send w/brief attachment (Leave as New) • Send w/brief attachment (move to Trash) • **Send Email when mailbox is full** – Enabling this will send you an email when you've gone over your mailbox data storage limit. • **Send email after missed call** – Enabling this will send you an email each time you miss a call even if the caller does not leave a voicemail. For any of the changes to take effect, you must click **Save** button at the bottom of the page. The **Cancel** button will disregard any changes made.

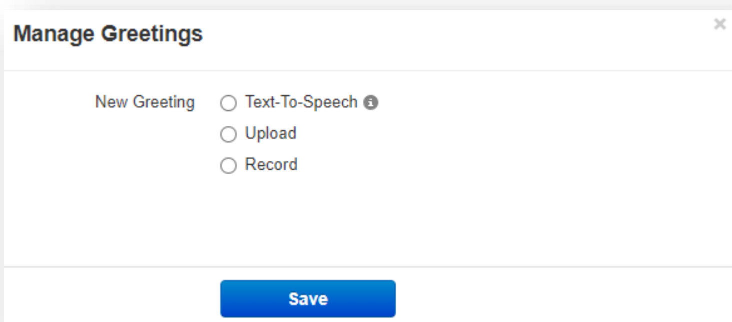
Recording a Greeting

To record a greeting:

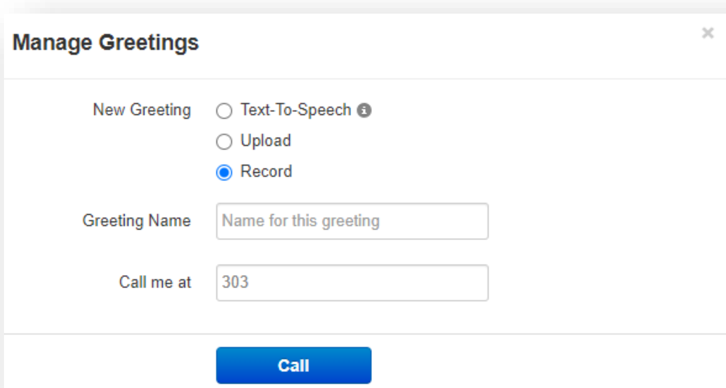
1. From the **Settings** tab of the Messages page, click the speaker icon.



2. A Manage Greeting box will pop-up. Click **Add Greeting** in the lower right corner. The **New Greeting** box will pop-up that will allow you to either record a greeting via Text-to-Speech, Upload a greeting or Record a greeting through your phone.



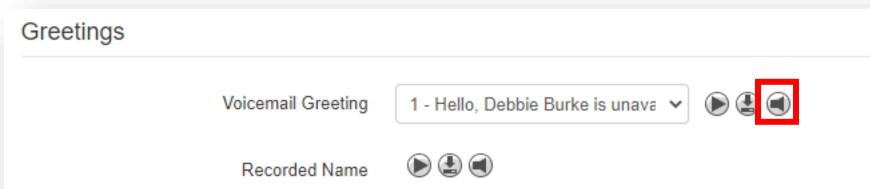
3. To record a new greeting, click **Record.**



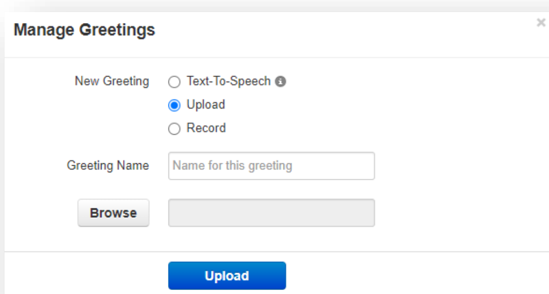
4. In the **Call me at** field, enter a number to call. This can be an extension or another telephone number such as your cell phone.
5. In the **Greeting Name** field, enter a name for this greeting.
6. Click the **Call** button.
7. At the prompt, record the new greeting. When you finish the greeting, press **#.**
8. Click **Add Greeting** at the bottom of the Manage Greetings page, and then click **Done** to close the page.

Uploading a Greeting

1. From the **Settings** tab of the Messages page, click the speaker icon.



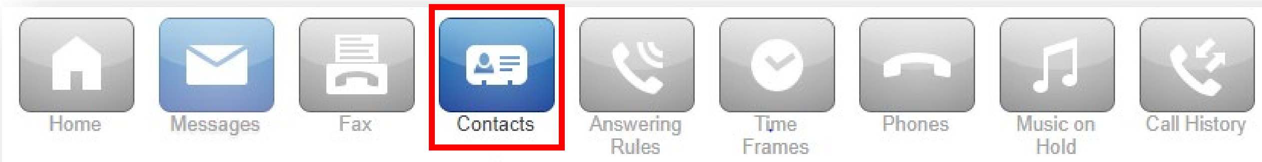
2. Click on **Upload** and click the **Browse** button.



3. In the Choose File to Upload dialog box, select a WAV or MP3 recording from your PC, and then click **Open.** The path and file name will appear in the **Browse** field.
4. Click **Upload.**
5. Click **Add Greeting** at the bottom of the Manage Greeting page, and then click **Done** to close the page.

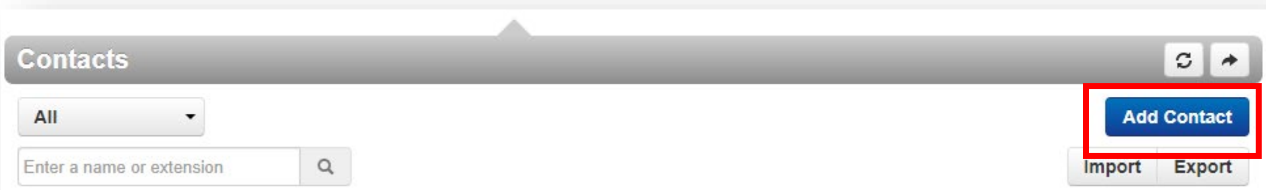
Contacts

The **Contacts** icon is where you will be able to see all the users who are listed in the directory. If you do not see a user listed in the contacts, they have disabled "List in Directory".

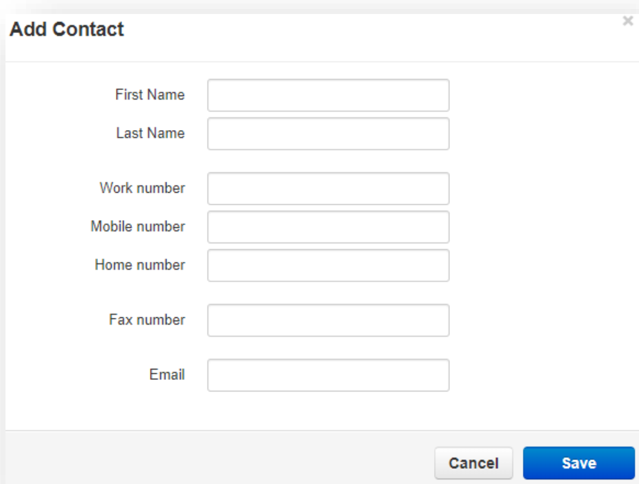


Add a Contact

Use the **Add Contact** button, found in the upper right corner, to add new contacts to your account's contacts.



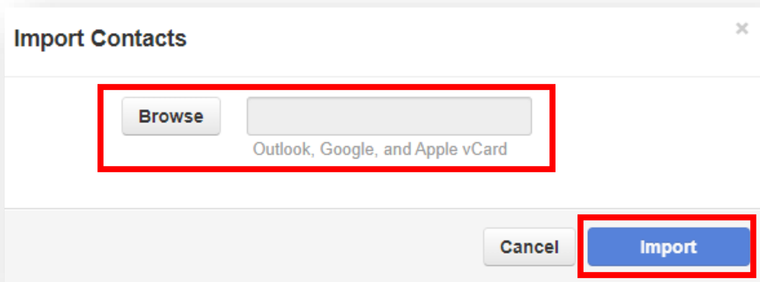
When clicking the **Add Contact** button, a pop-up box will appear where you can enter the new contacts information. Be sure to hit **Save** to add the contact.



Importing Contacts

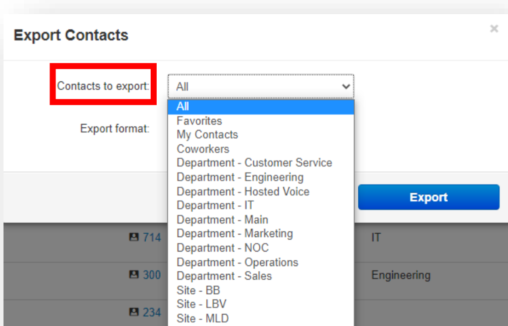
The **Import** option allows you to import contacts from a .csv file (Outlook, Google, and Apple vCard) that will bulk create users in your contacts.

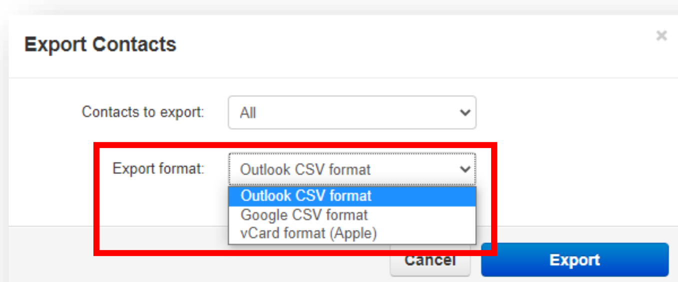
When you click on the Import button, you will get the following pop-up that will allow you to upload the file. Find the file that you want to upload and click **Import.**



Exporting Contacts

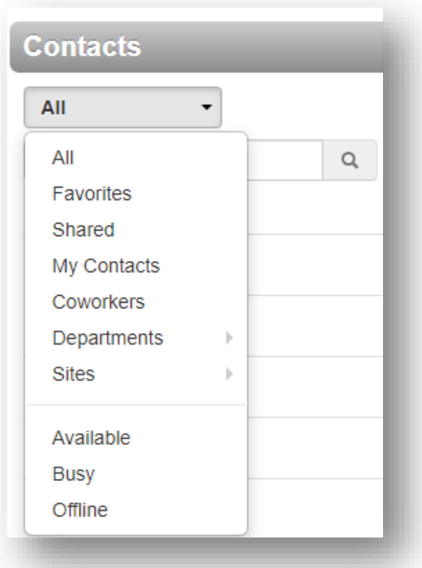
The **Export** button will allow you to create a .csv file from your directory. You can select all your contacts in the directory or select the contacts you want to export in the **Contacts to export** dropdown. The Export format will export the .csv file into an Outlook, Google, or Apple vCard .csv file format. Click the **Export** button to finish.





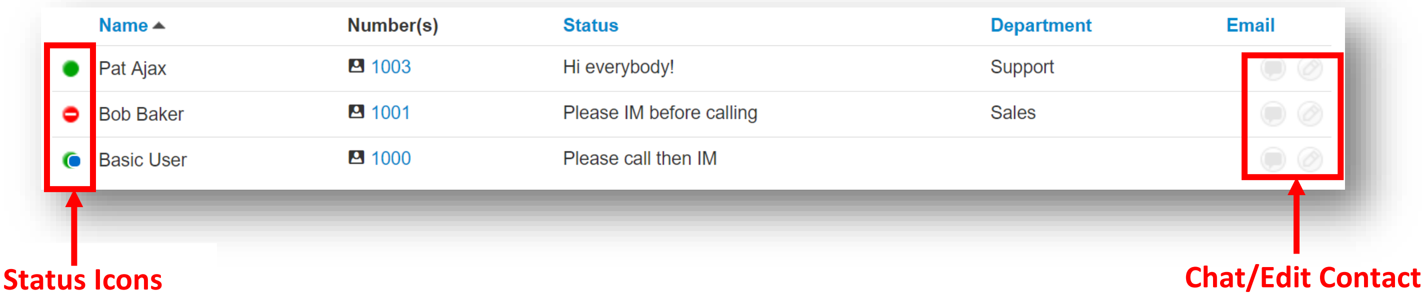
Contact Groups

On the **Contacts** page, you will see a dropdown for **Groups** that will let you filter for groups of contacts as defined below.



Contact Group	Description
All	Displays all users on the system with List in Directory enabled.
Favorites	Displays contacts that you selected as favorites. To add to your favorites, click on the star next to the contact's name as shown below. 
Shared	Shared contacts are contacts available to the entire organization added by your Hosted Voice Administrator.
My Contacts	Displays the contacts that you have manually added by clicking on the **Add Contact** button in the top right.
Coworkers	Displays all contacts in the organization with List in Directory enabled.
Departments	Breaks users down by the department entered on their user profile.
Available	Displays contacts that are available to be called or chat via the portal.
Busy	Displays users that are currently on the phone or who have their status set to Do Not Disturb.
Offline	Displays users who do not have a registered device and are not logged into the portal as available to chat.

When you select a **Contacts Group** option, the contacts for that group will appear as below. You can sort them by Name, Status, Department, and Email.



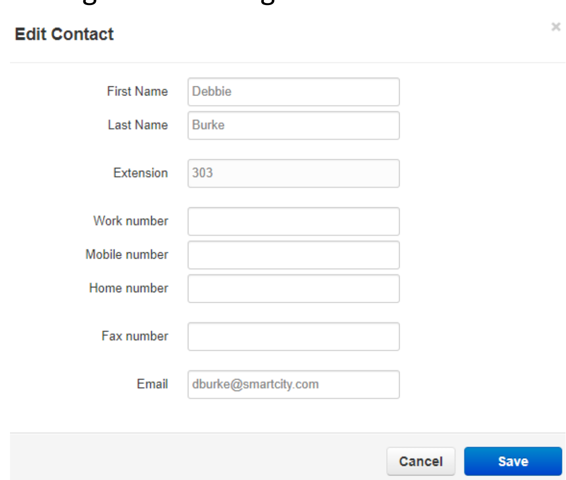
In the example above, you can see **Contact Status icons** for each of the listed contacts on the left-hand side of the list. You can also **chat** with contacts by clicking the chat icon on the right side.

Contact Status	Description
Green	Contact is available.
Blue	Contacts displayed with a smaller blue dot in front of the green means that person is available to chat in the portal.
Red	User is currently busy.

Edit Contacts

The **Edit** icon to the right of the icon, highlighted above, will open the Edit Contact window where you can configure the contact fields, including the following fields.

- First Name
- Last Name
- Work number
- Mobile number
- Home number
- Fax number
- Email address



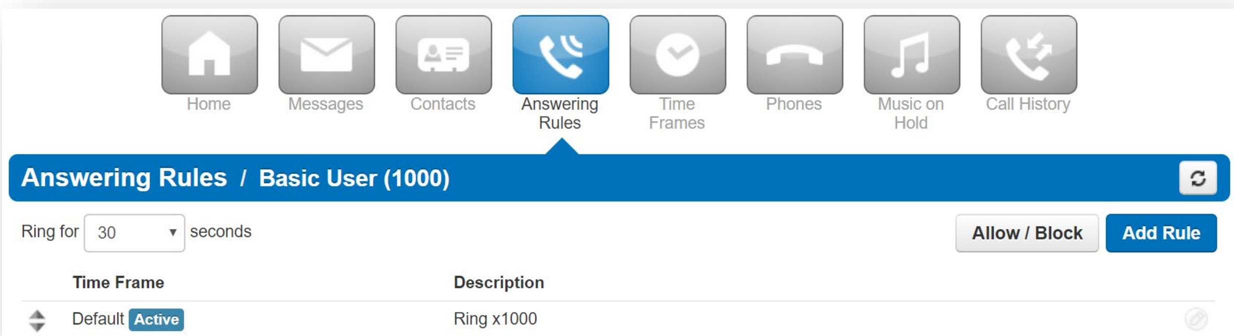
Please note that you cannot change the extension number.

Answering Rules

The **Answering Rules** icon will take you to your Answering Rules center. Answering Rules are how you control what devices ring, how long those devices ring for when receiving a call. It is also where you can configure what to do with a call that goes unanswered.

Clicking the Answering Rules icon will take you to your Answering Rules center where you will see your answering rules listed. Every account is configured with a Default rule that cannot be deleted.

If you have multiple answering rules configured, the Answering Rule that is currently in effect will show Active next to the rule. Every rule is displayed with their name, with a description of how the rule will route the call and the options to edit or delete the rule.



Answering Rules Options

Ring for X seconds/Ring Time

When you click on Answering Rules, you will see the option to set the Ring for Seconds, found in the upper left side, below the Answering Rules bar. This is what controls how long a call attempts to ring you.

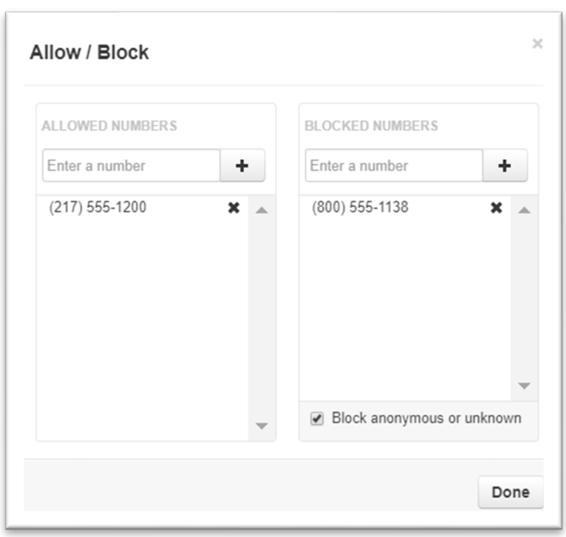
To set the ring time, click the drop-down to select how many seconds you would like calls to ring before sending the call to voicemail or to the specified destination entered into the When Unanswered field in the active answering rule.

If you do not want a ring time out, meaning you want your phone to keep ringing, select **Unlimited** at the bottom of the drop-down box.

Allow and Block Phone Numbers

In the upper right corner underneath the Answering Rules bar, you will see the **Allow and Block** buttons.

This allows you to enter certain phone numbers to allow or prevent them from reaching you. Clicking the Allow/Block button will open the Allow/Block window.

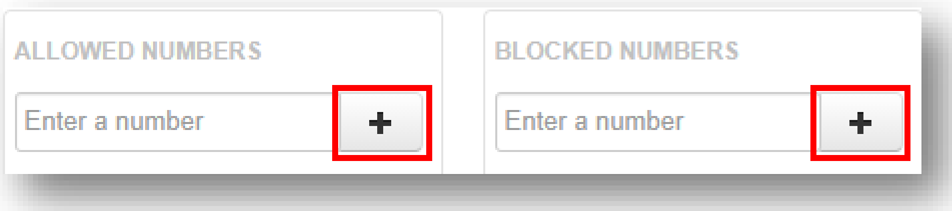


On the left is the **Allowed Numbers**. This allows you to add numbers that are blocked by the domain so you can still receive calls from that user.

Phone numbers added to allow will also let the call bypass Call Screening. If you have Call Screening enabled in an answering rule but want certain phone numbers to not have to record their name when calling you, add them to the Allow field. When that number calls you, they will be sent directly to you and not have to record their name first like other callers not listed.

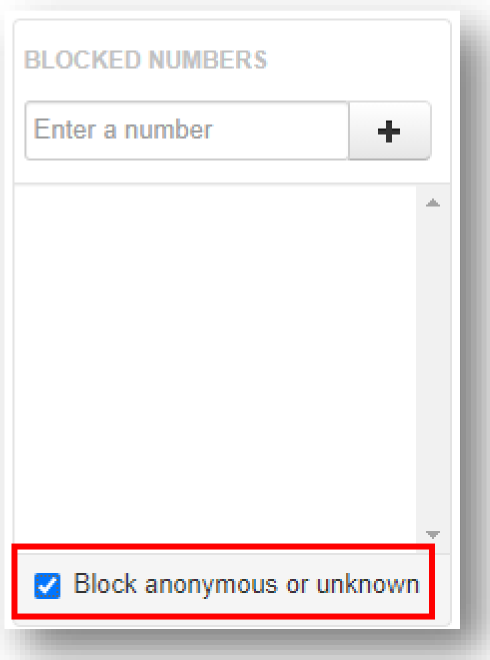
Block, located on the right side, allows you to add phone numbers you do not want to be able to reach you.

To add a phone number to Allow or Block, simply enter the number into the respective field and click the **plus** sign to add the phone number.



Block Anonymous or Unknown Callers

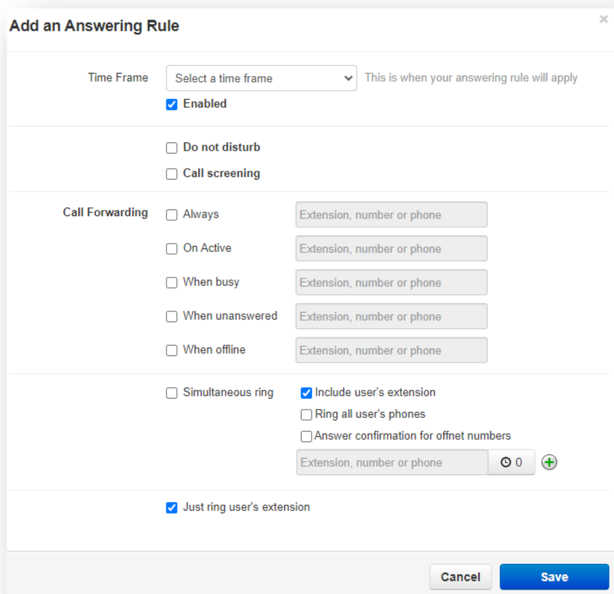
You can block all anonymous or unknown callers simply by clicking the check box next to **Block anonymous or unknown**, found under the **Blocked Numbers** box.



Add an Answering Rule

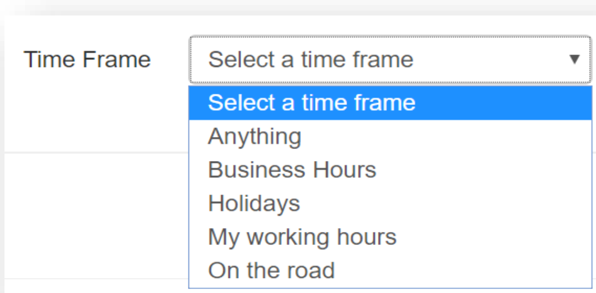
The **Add Rule** button, found in the upper right corner under the Answering Rules bar, allows you to configure a new Answering Rule for your account.

Clicking the **Add Rule** button will display an **Add an Answering Rule** window as shown below.

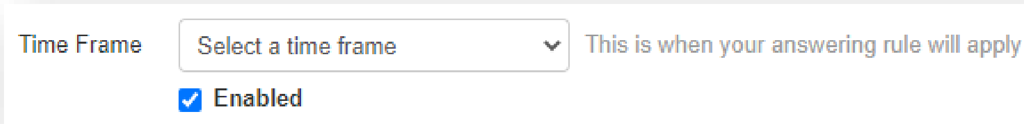


Answering Rule Time Frame

Time Frames are a set period of time which covers when you want certain events to occur such as the phone to ring. When configuring a new answering rule, you must first choose when the rule will be in effect by selecting a Time Frame.

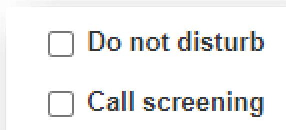


The **Enable** options let you easily enable and disable the rule from being in affect. A check in the box means the rule is enabled and will be in effect during the selected time frame.



Do Not Disturb

The **Do Not Disturb** option will prevent calls from reaching your devices and will send the caller to voicemail if voicemail is enabled or disconnect the call if voicemail is not enabled.

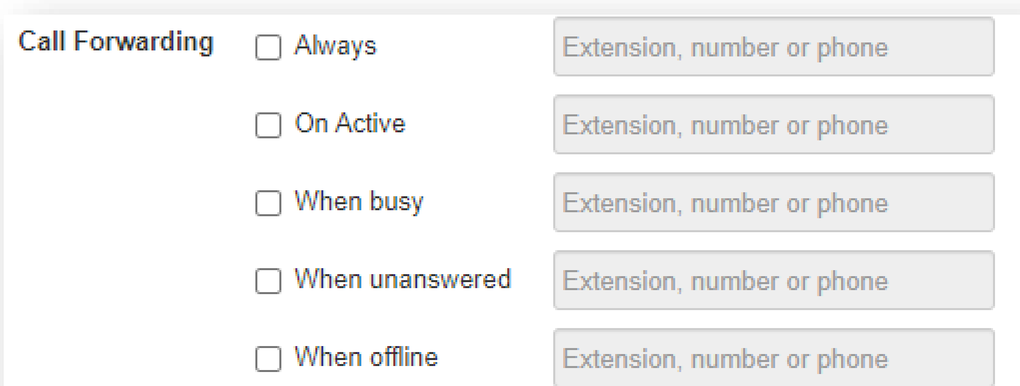


Call Screening

When **Call Screening** is enabled, callers record their name. Your device will ring after they record their name. If you answer the call, it will play the caller's name and allow you to press 1 to be connected or hang up the call and have them sent to voicemail or wherever your **Call Forwarding** options are configured to send unanswered calls.

Call Forwarding Options

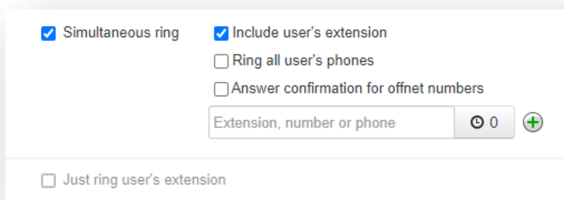
The **Call Forwarding** options will route calls based on the options selected. You can select whatever you would like for the destination – it can be forwarded to another user or another telephone number that does not have to be associated with your account or even on the system.



Call Forwarding Option	Description
Always	Selecting Always will forward the call to the destination entered in the *Extension, phone number or phone* box.
On Active	Forwards calls to the number specified when you have one or more calls active.
When busy	When Busy forwards calls only when you are already on the line.
When unanswered	Dictates where to send the call when the *Ring for X Seconds* has been reached.
When offline	Routes the call to the desired destination entered into the *Extension, number or phone* field when the user's devices are offline. If you use a softphone on your laptop and shut down the softphone, this is where your calls are forwarded.

Simultaneous Ring

The **Simultaneous Ring** options, also known as SIM ring for short, allows you to configure what devices ring when receiving a call.



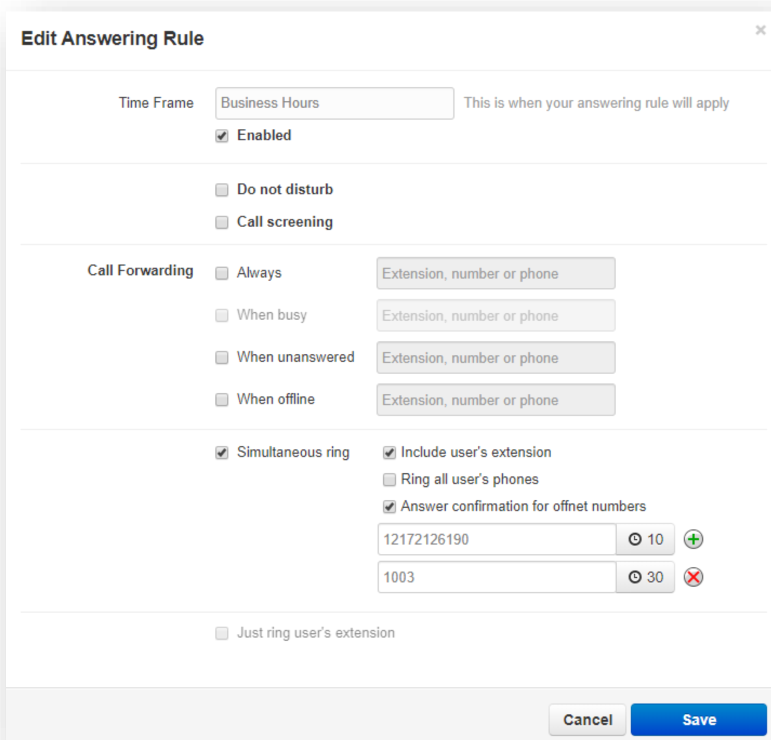
Clicking the **Simultaneous Ring** box will allow you to ring more than just your extension, allowing you to ring other extensions or phone numbers as well.

Simultaneous Ring Options	Description
Include user's extension	Enabling this option will ensure that your extension rings when SIM Ring is enabled.
Ring all user's phones	This option will ring all devices registered to your account.
Answer confirmation for offnet numbers	Lets you know that the call is forwarded from the phone system and gives you the option to be connected to the user by pressing 1 or hanging up the call so you are not connected with the forwarded calling party.
Just ring user's extension	This option is only available if Simultaneous Ring is not enabled. If *Just ring user's extension* is enabled, it will just ring to your default device configured on your account.

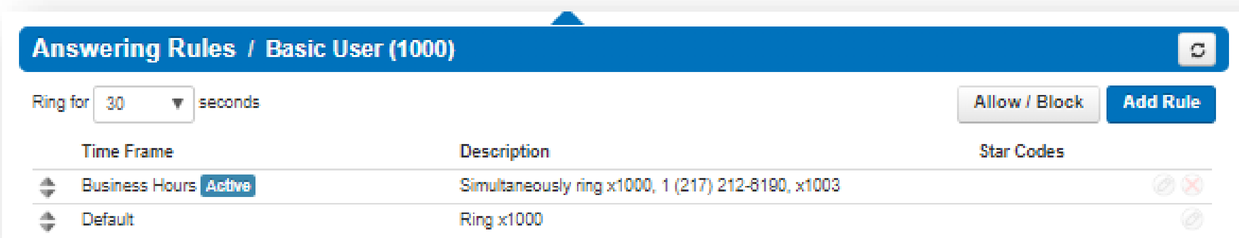
Creating a new Answering Rule with Simultaneous Ring

If you want to create a rule when receiving an incoming call during business hours to ring your extension for 45 seconds before sending the call to voicemail, then after 10 seconds ring your cell phone, then after 30 seconds, ring a receptionist's extension, and go to voicemail after business hours, follow these steps:

1. On the Answering Rule page, adjust the *Ring for timeout* option to 45 seconds.
2. Create a new rule by clicking *Add Rule* in the Answering Rules center.
3. On the Add an Answering Rule window select the *Time Frame* for which you would like the rule to be in effect.
4. Make sure the *Enabled* box is checked.
5. Click the *Simultaneous ring* option under Call Forwarding.
6. Click *Include user's extension* to ring our phone.
7. Enable *Answer confirmation for offnet numbers* to set so your voicemail answers the call.
8. In the *Extension, number, or phone field* enter the cell phone number you would like to ring then click the *Ring Delay* option and slide to 10 seconds.
9. Then click the *plus sign* next to the *Extension, number, or phone field* and in the new window that appears enter the extension of the receptionist 1003 and click **Save**.



10. Once the answering rule is created you will see it appear in the Answering Rules list as shown below. If the time frame you select is in effect, then you will see *Active* next to the rule.
11. To send calls directly to voicemail afterhours click the *edit* icon for the default answering rules.
12. On the *Edit* Answering Rule for the default rule, select *Always* in the *Call Forwarding* options then enter your extension, select voicemail, and click save.
13. Then slide the rule with the during business hours selected to the top of the answering rules and the default on the bottom as shown below.

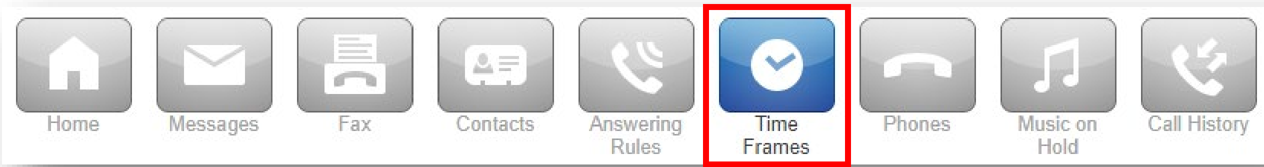


With this configuration, when your extension receives calls during business hours, your extension will ring. After 10 seconds, your cell phone will start ringing in addition to your extension. After 30 seconds have passed, it will ring the receptionist at extension 1003. If no one answers after 45 seconds, the call is sent to your voicemail.

If a call reaches your extension outside of the business hour time frame, the Default rule would be active and route the calls directly to your voicemail.

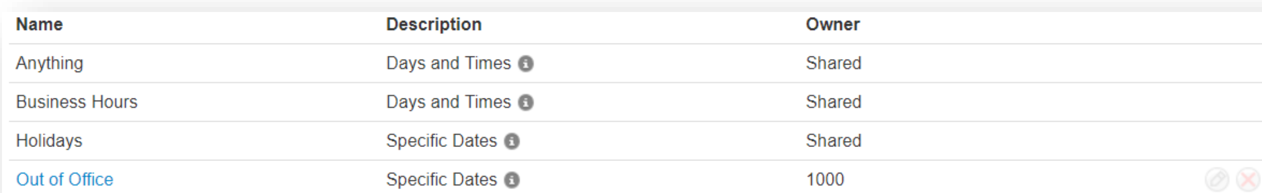
Time Frames

The **Time Frames** icon will take you to the Time Frames application center. Time Frames are a set period of time which covers when you want certain events to occur, such as your phone to ring.



Time Frames are created with different time and date ranges so you can apply them to Answering Rules which then allow you to control how calls are routed, depending on the time of the day that the call occurs.

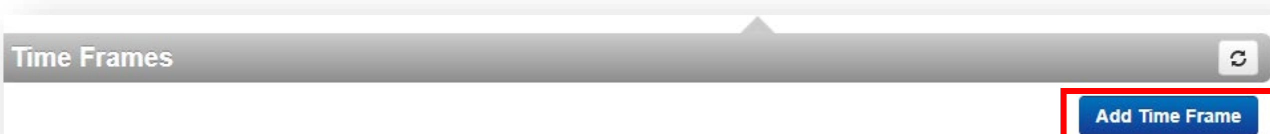
To view and create your available Time Frames, click on the Time Frame icon in the menu bar to see all the time frames available for you. Time Frames with names in black and without the option to edit or delete are time frames created at the domain level that are available for everyone to use. You can only edit Time Frames with the blue name that you created. If you need domain level Time Frames changed, contact your Hosted Voice Administrator.



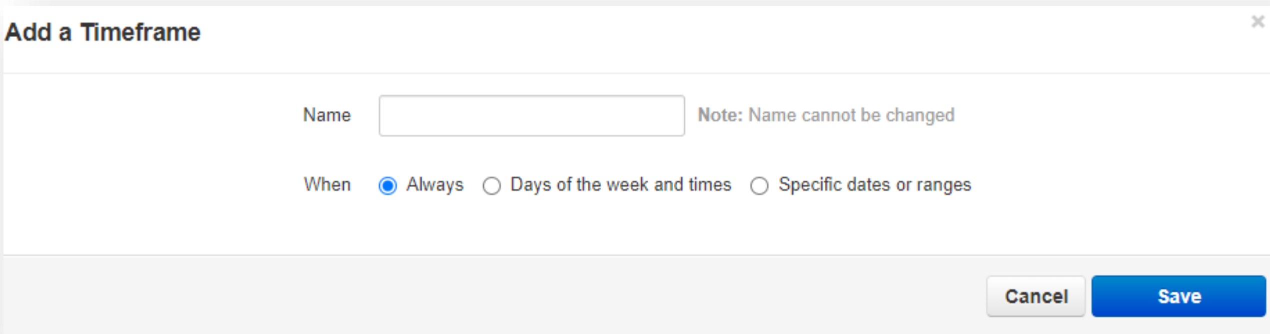
Name	Description	Owner
Anything	Days and Times	Shared
Business Hours	Days and Times	Shared
Holidays	Specific Dates	Shared
Out of Office	Specific Dates	1000

Adding Time Frames

To create a time frame, click on the blue **Add Time Frame** button on the right side under the Time Frames bar.

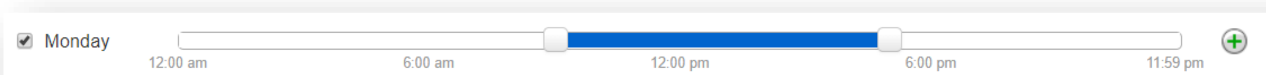


After clicking the **Add Time Frame** button, the **Add a Timeframe** window will appear.

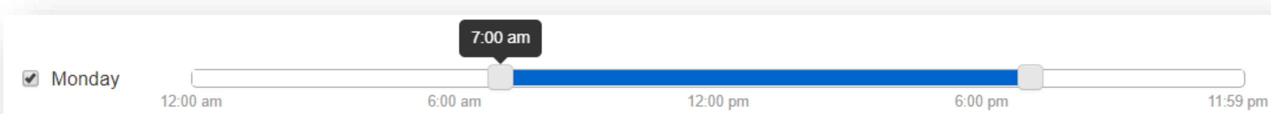


The **Name Field** allows you to give the Time Frame a name that will help you identify it. The name cannot be changed once the rule has been created. If you want to change the name, delete the rule and recreate it with the new name. Under the Name field, you will see three options for when the Time Frame should be in effect:

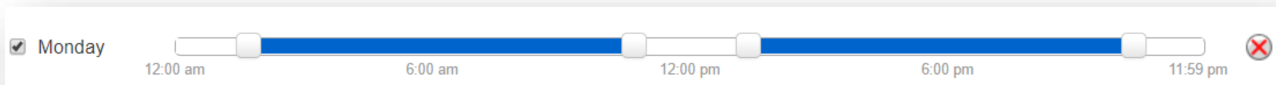
- **Always** – This option makes the Time Frame always in effect, 24 hours a day, 7 days a week.
- **Days of the week and times** – Allows you to select specific days of the week and the hours in the day you want the Time Frame to take effect. When selecting this option, the days of the week appear with a check box that allows you to select which days you would like the time frame active. Once selecting a day of the week, a blue bar appears allowing you to slide the ends to when you would like the time frame to stop and start.



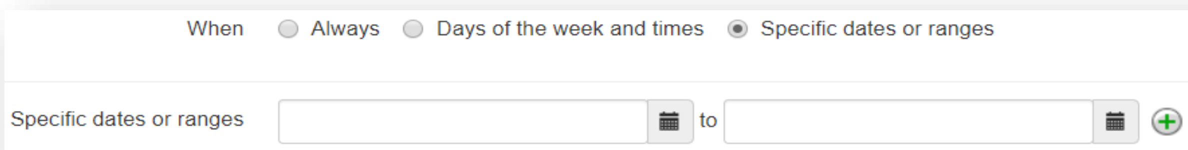
If would like your time frame to be in effect from 7am to 7pm, simply click on the edge of the blue bar and slide them over to the desired time as shown below.



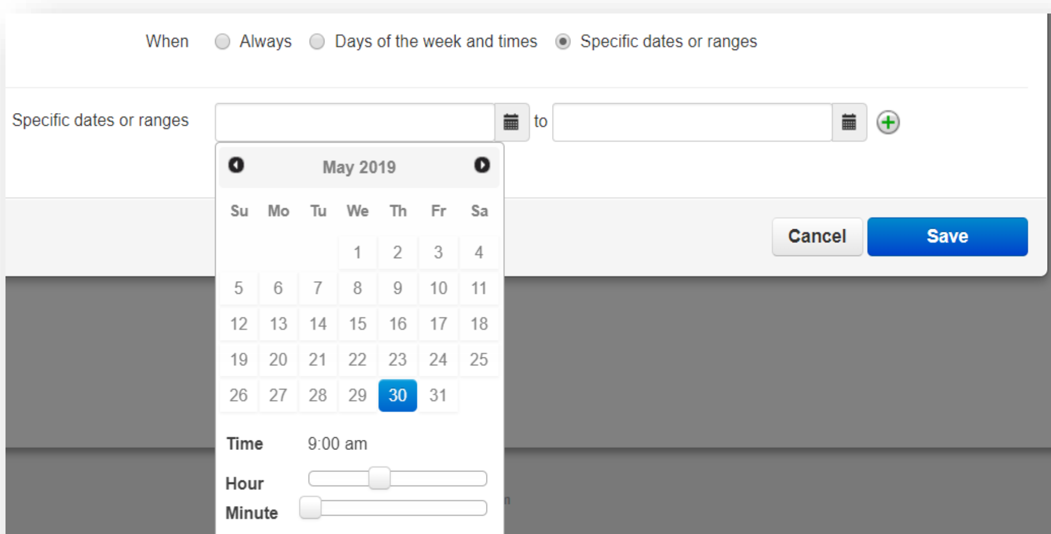
If you would like a break in the middle of the Time Frame, click the green **Plus** sign next to the 11:59 pm as shown below. You will then see another blue line appear that represents when the Time Frame will take effect.



- **Specific dates or ranges** – This option will allow you to configure a Time Frame to be in effect for specific dates and times, such as your company's holidays. After selecting the Specific date or ranges options, you will see the *to and from* dates.



When clicking in the *To* and *From* date fields, a calendar will appear. Select the dates you would like the Time Frame to start and stop. Clicking the green plus sign will allow you to add more date ranges for the Time Frame to be in effect.



Editing a Time Frame

To edit a Time Frame, click the pencil icon to the right of the Time Frame. You can edit the *When* options, however not the Time Frame name. If you would like to rename the Time Frame, delete it, and create a new Time Frame when with the same *When* options and the new desired name.

Deleting a Time Frame

To delete a Time Frame, click the red X icon.

Phones

The **Phone** icon in the menu bar will take you to your phones center where all of the registered devices on your account are listed.

Clicking on the Phone icon will take you to the Phone Center.

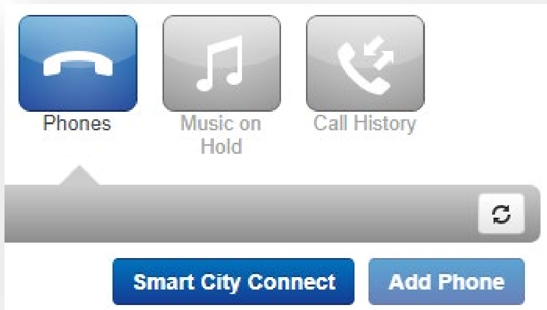
Name	Device Type	IP Address	MAC Address	Line
5232	Polycom/5.4.1.14510 PolycomVVX-VVX_500-UA/5.4.1.14510	66.185.162.140:1041	00:04:F2:79:5E:71	1
5232d	PolycomVVX-VVX_501-UA/5.8.2.4732	66.185.162.140:1048	64:16:7F:02:04:0F	1
5232z	Z 3.15.40006 rv2.8.20	66.185.162.140:50409	-	-
5232wp	SNAPmobile Web 40.0.1 (Chrome 74.0.3729.157)	66.185.162.140:50737	-	-

Each row shows a phone that has been added to the system, along with:

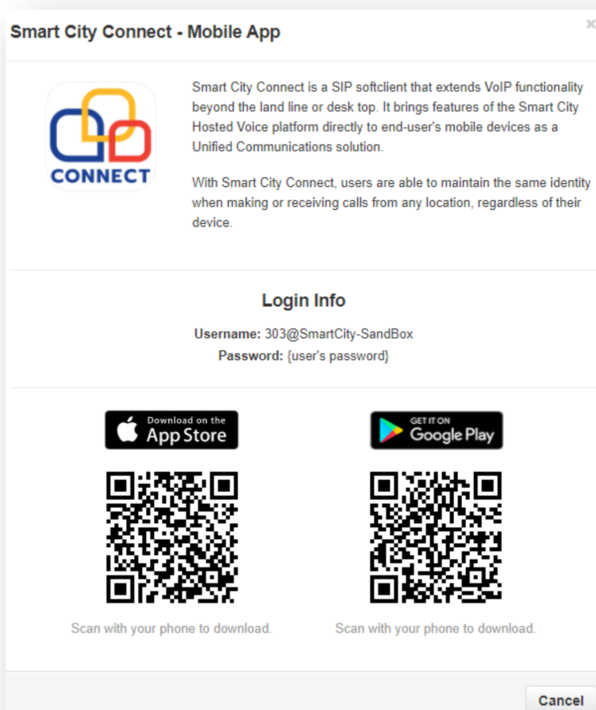
- Whether the phone is registered.
    - A **green** icon next to the device means the device is registered and will be able to send and receive calls without issue.
    - A **red** icon means the device is unregistered. This occurs when you are not logged into your softphone, the phone system is unable to communicate with the device, or your mobile app is not active.
- The name and device type. The hyperlink below the **Name** column allows you to edit the device information. You can also edit or delete devices using the icons on the right side of the row.
- The device's IP address, MAC address (if the device is a desk phone), and line number on the device associated with your extension.

Smart City Connect Mobile App

The Phones page also has a button to **Smart City Connect**, the mobile app that turns your cell phone into an extension of your Hosted Voice service. You can make and receive calls with the same identity as being in the office along with managing your voicemail, answering rules, and contacts.



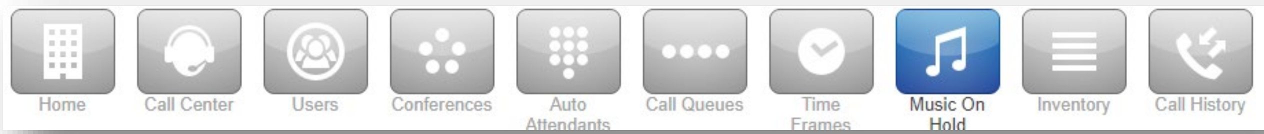
Click the **Smart City Connect** button to use the mobile app. A splash screen will appear.



Scan the QR code to download the app or search for **Smart City Connect** in the app store and then enter the information for that page into the Smart City Connect login screen.

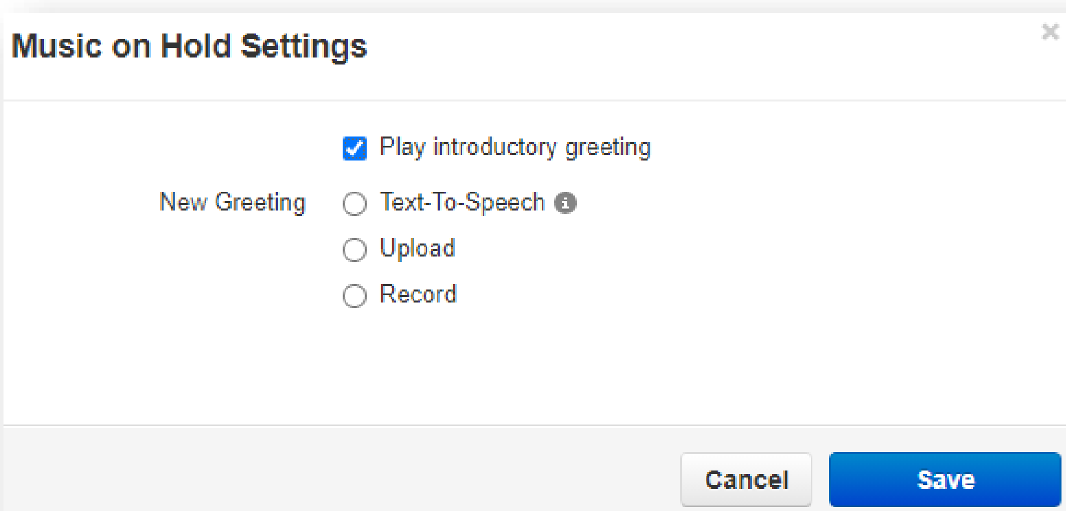
Music on Hold Settings

Clicking the setting button will display the **Music on Hold** icon will take you to the Music on Hold center.



Clicking the **Settings** button will give you the option to play an introductory greeting.

To enable this, check the *Play introductory greeting* box to enable it. When the option is selected, you will be asked to upload a WAV or mp3 file of the introductory greeting. This introductory greeting will always play first when someone is placed on hold then music afterwards.

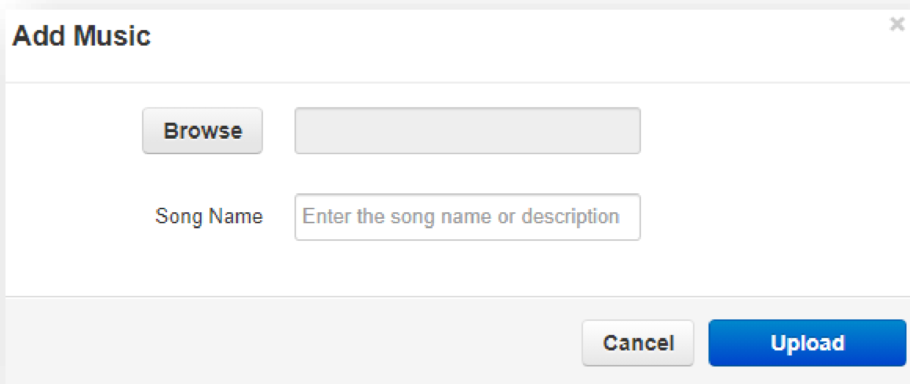


Adding Music on Hold Files

The Add Music button will allow you upload an mp3 or .WAV file format and name the Music on Hold file.

1. From the Music on Hold page, click **Add Music.**

The Add Music page appears.

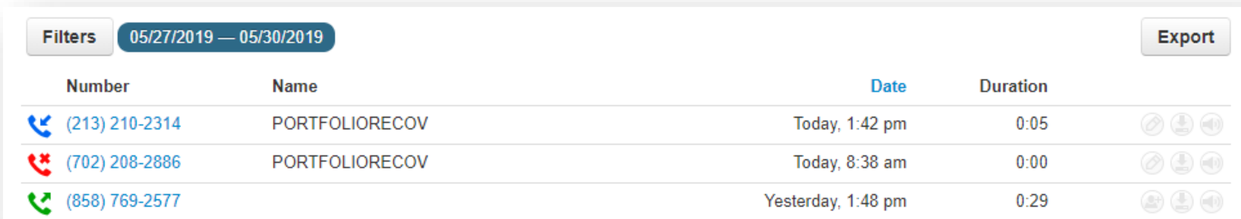


2. Click the **Browse** button. Go to the location where the file you want to import is located.
3. Click the file, and then click **Open.** The path and file appear in the Browse field.
4. Enter a name for the song in the **Song Name** field.
5. Click **Upload.** The music file appears on the Music on Hold page.

It is important to note that the music file must be in MP3 or WAV format and must be properly licensed.

Call History

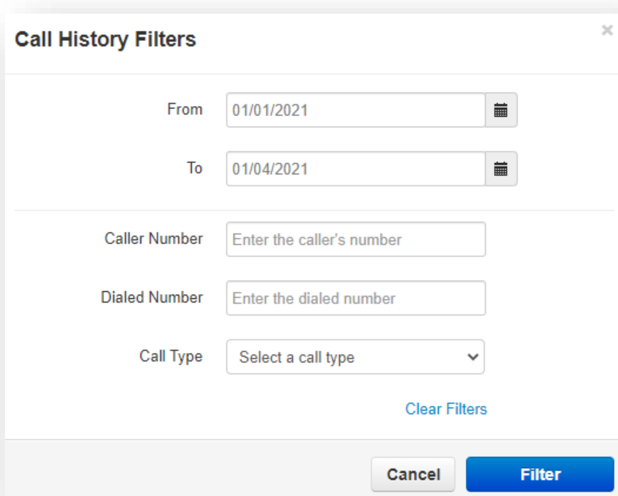
The **Call History** icon will take you to the Call History page where you will see the calls made to and from your account for the specified date range.



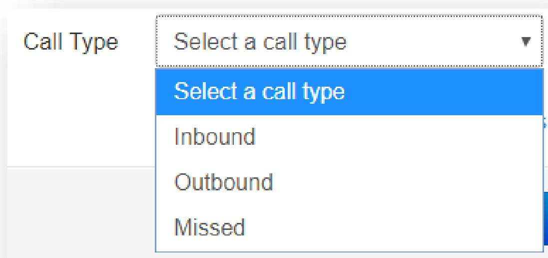
Call History Filters

You can change the date range by clicking the **Filters** button.

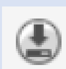
After clicking the **Filters** button, the Call History Filters window will appear. You can change the Call History date range.



Call History Filters Fields

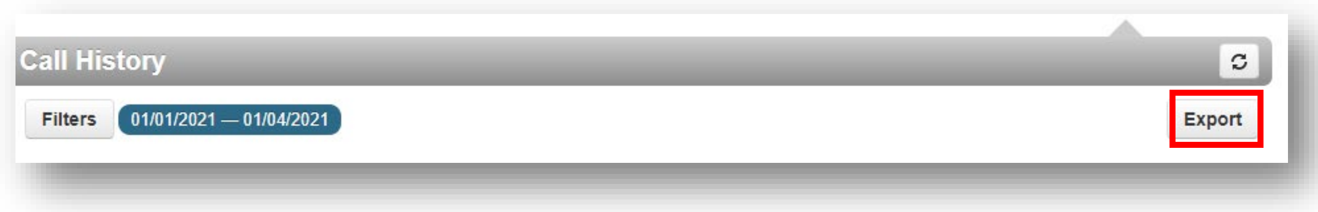
Calling History Filter Fields	Description
Date Range	Enter the start and end dates that you want to see your Call History records.
Caller Number	Allows you to search for calls from a specific phone number by entering the number into the Caller Number field.
Dialed Number	This field will let you filter for a specific number that you dialed.
Call Type	The Call Type drop down lets you filter based off the type of call, including Inbound, Outbound or Missed Call. 
Calls Displayed	Clicking this will display the calls that match the filter criteria.  Calls displayed with a red x are missed calls.  Calls displayed with a green arrow are outbound calls.  Calls displayed with a blue arrow are inbound calls that were answered. You can set the Call History to display in 15, 25, 50, and 100 calls per page. 

Adding/Saving Options

Icon	Description
	Allows you to add the caller to your contacts by clicking the Add Contact Icon.
	Clicking the Edit icon will allow you to add a call to your contacts, which will display the contact information fields.
	If call recording is enabled for your profile, device, or if the call was from a queue configured to record calls you can download the call clicking the Download icon.
	If you’d like to listen to the call without downloading the call you can click the Listen icon which will open a media player right in your browser.

Exporting Call History

The **Export** icon allows you to download the call history into a csv file that can be opened in any spreadsheet application such as Excel or Apache Open Office.

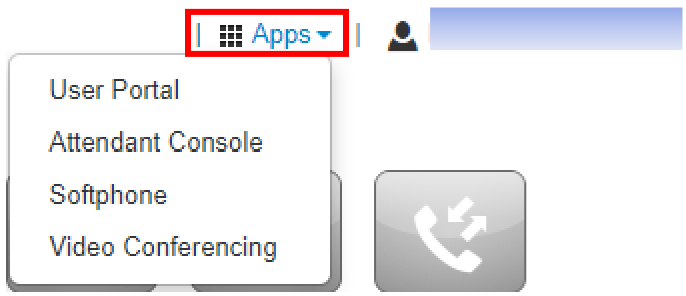


To export the Call History log:

1. From the Call History page, click **Export.** Depending on your browser, the history log is downloaded to your computer or you will be prompted to save the log. The log is in a comma-separated-value (CSV) format.
2. After downloading the log, you can open it using Microsoft Excel, Google Docs, and other spreadsheet applications.

Accessing your Applications

In the top righthand corner of the User Portal, you will be able to access your applications, including the Attendant Console, Softphone, and Video Conferencing by clicking on the **Apps** dropdown menu as shown below.

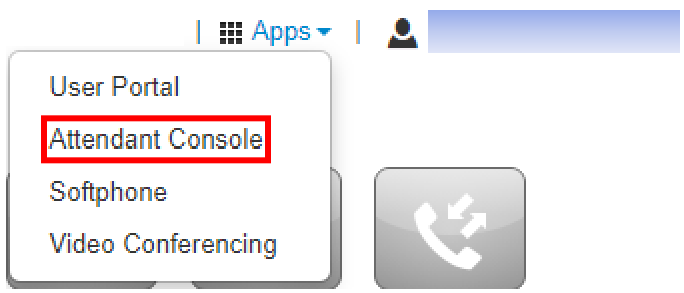


- **User Portal** is the web interface that enables you to manage your account. It provides an at-a-glance view of everything going on with your extension. Click on this to return to your home page.
- **Attendant Console** allows you to park a call with either Dynamic or Static Call Parking. Call Park enables you to put a call into a parking orbit so that another user can then retrieve the call when they are available. ***Dynamic Call Park*** will place the caller in the first available parking spot. ***Static Parking*** will allow you to park the call on a specific extension.
- **Softphone** allows you to make telephone calls over the Internet via your computer or laptop. From the Softphone app, you can view and edit contacts, make calls, chat, hear voicemails, view answering rules and record greetings.
- **Video Conferencing**, if subscribed to by your company, will allow you to join and schedule video conferences, and set up meeting rooms.

Attendant Console

The **Attendant Console** allows you to park a call with either Dynamic or Static Call Parking. Call Park enables you to put a call into a parking orbit so that another user can then retrieve the call when they are available. ***Dynamic Call Park*** will place the caller in the first available parking spot. ***Static Parking*** will allow you to park the call on a specific extension.

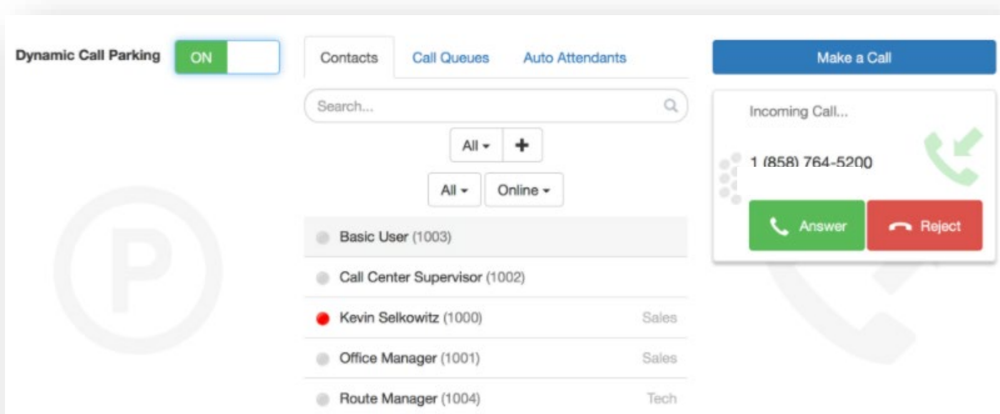
To access the Attendant Console, click on the Apps dropdown in the top righthand corner of the User Portal. Select **Attendant Console.**



This link will open another webpage and take you to the Attendant Console Contact's page.

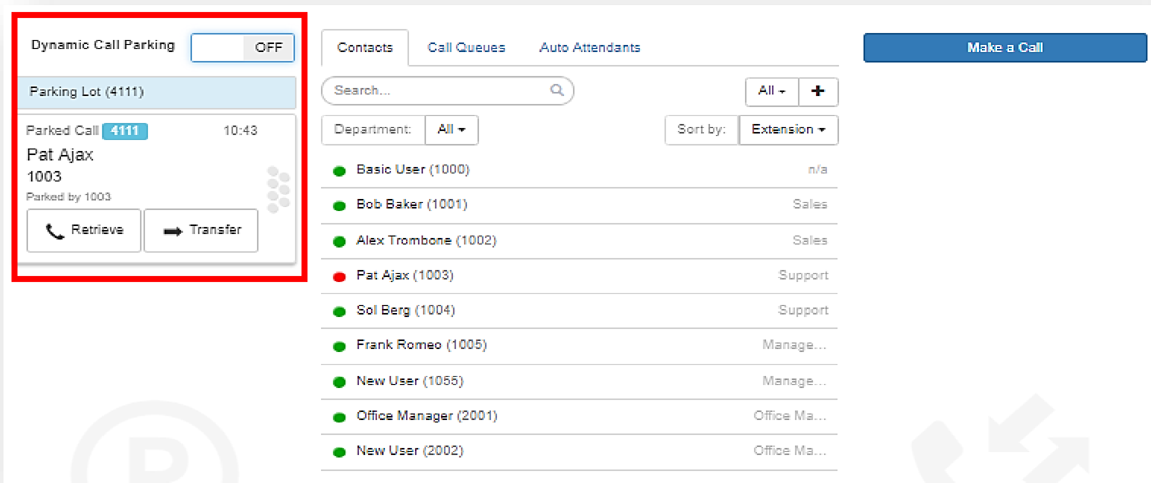
The Attendant Console consists of 3 panels:

- **Call Park Zone** – This shows calls that are currently parked and call parks if dynamic call parking is disabled.
- **Extensions** – Provides an overview of all the Contacts, Call Queues and Auto Attendants in your organization.
- **Make a Call/Active Calls** – Allows you to make new calls and managed existing calls.



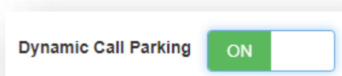
Call Park Zone

Dynamic Call Park will place the caller in the first available parking spot and can be enabled from the Attendant Console. Call Park lets you put a call into a parking orbit so that another user can then retrieve the call when they are available. Dynamic call park will place the caller in the first available parking spot. While **Static Call Parking** parks the call on a specific extension.

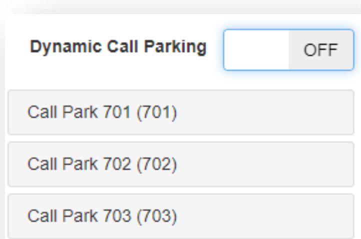


Parking a Call

When Dynamic Call Parking is enabled, you can drag and drop the call to the Call Park zone or click the Park button within the active call widget. The call will then be parked in the first available Call Park.

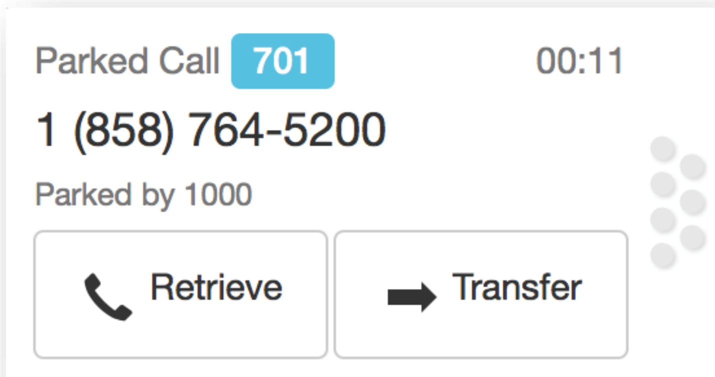


When the Dynamic Call Parking is disabled, you can drag and drop the call to the desired call park in the first column or press the Park button on an active call and then click the destination call park.



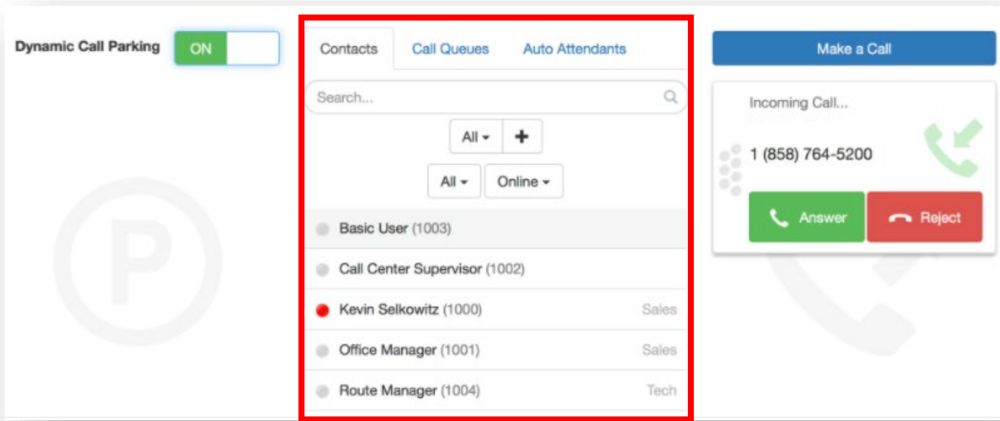
When a call is parked, there are two possible actions – retrieve or transfer the call.

- **Retrieve** will move the call to the Attendant Console user's phone. Pressing Retrieve or drag the call to the **Make a Call** column to park retrieve.
- **Transfer** will move the call into any user in the system. Pressing Transfer and then clicking an extension in the **Extensions** column or drag the call to the **Extensions** column to transfer from the park.



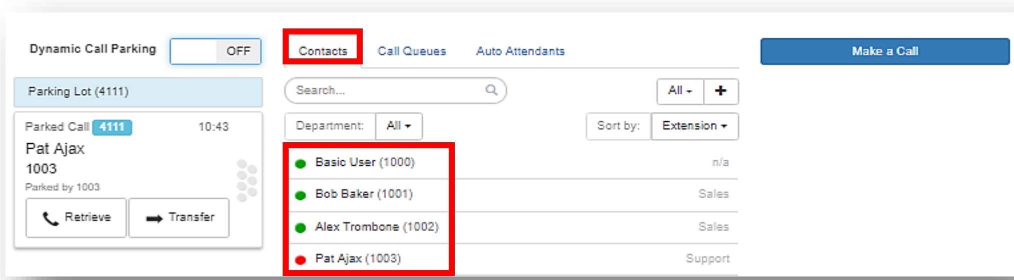
Extensions

The second column in the Attendant Console displays the extensions in your organization by three types: Contacts, Call Queues, and Auto Attendants.



Contacts Tab

The Contacts tab provides an overview of all the contacts in your organization and provides a status indicator.

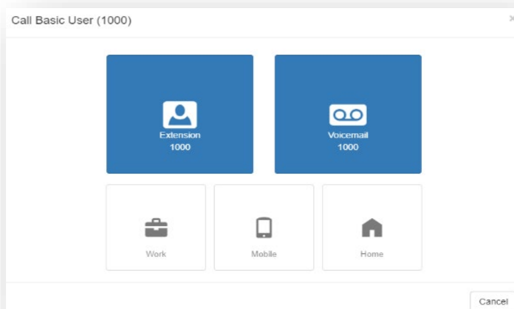


- A **green** circle displayed next to a user's name and extension means that the user is currently available.
- A **red** circle means that the user is currently unavailable as they are already on the phone or have set their status to Do Not Disturb.
- A **gray** circle means that they are offline.

There are a variety of filtering options to help you find the right contact quickly:

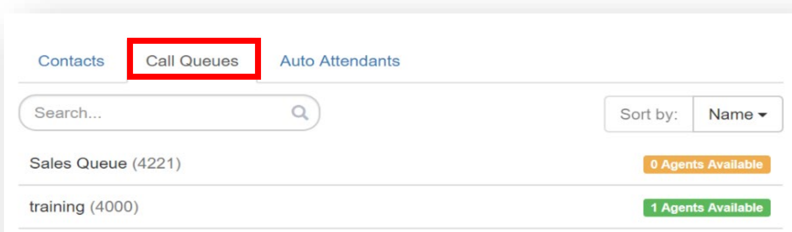
1. Sorted by status indicator, first name, last name, or extension.
2. Filtered by department.
3. Groups can be created to display other subsets of users. **Favorites** are those contacts that are selected as favorites from the Contacts will be carried over from the portal contacts favorites section.

Clicking on a Contact will bring up a new window where you can call the contact at their extension, their work contact, mobile number, or their home contact number. You can also leave a voicemail for the contact.



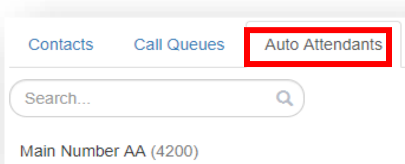
Call Queues Tab

The **Call Queues** tab will give you an overview of how many Call Queues your organization has, and the number of agents logged into each queue.



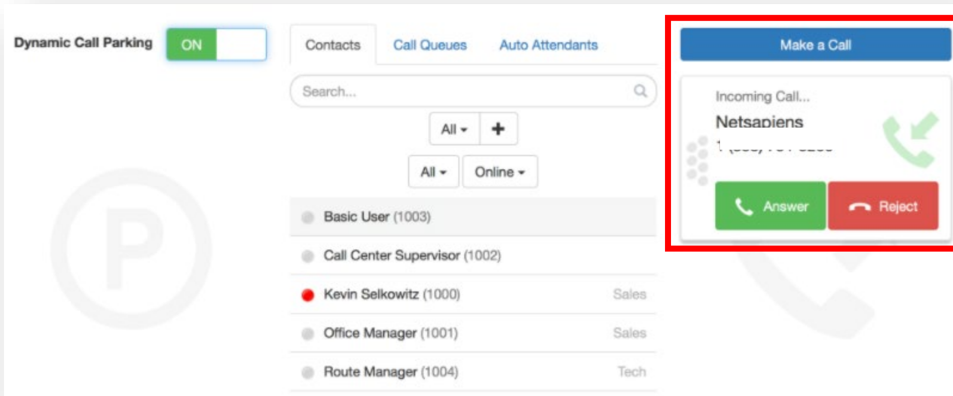
Auto Attendants Tab

The **Auto Attendants** tab will provide you with an overview of the Auto Attendants in your organization and allow you to click on them to call them.



Make A Call and Active Calls

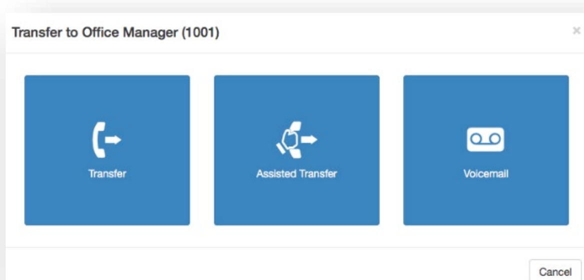
The third column in the Attendant Console is the **Make a Call** column.



Click **Make a Call** to display a dial pad to dial from the Console. Your desk phone will ring. Once you answer it, your call will be made.

When you have a call, you'll see call status, call direction, Caller ID if available, and call handling options.

- **Hold** – Click hold to hold the call. Click again to return the call.
- **Transfer** – When you click Transfer, click a destination user from Contacts. You'll see options to compete a blind transfer, assisted transfer, or transfer to voicemail. You can also drag and drop the active call to an extension in the Contact section.



- **Park** – Parks the call. When Dynamic Parking Enabled, click **Park.** With it disabled, click **Park** and then click the target Call Park.
- **End** – Terminates the call.