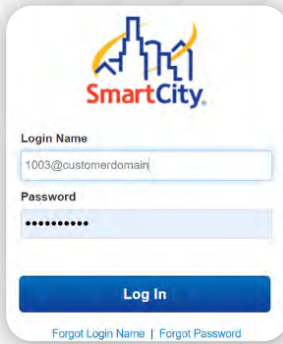




HOSTED VOICE QUICK START GUIDE ADMINISTRATOR/OFFICE MANAGER PORTAL

Hosted Voice includes a comprehensive set of administrator tools for configuring and managing the platform. This Quick Start Guide will give you a high-level overview of the Administrator's Portal. The full user guide can be found at <http://support.smartcityvoice.com/>.

The web portal allows you to manage your organization, your account, and communication with others. All administrative tasks are performed through the admin portal, a web-based application that run on any device (PC, laptop, tablet, or mobile phone) running on a browser.



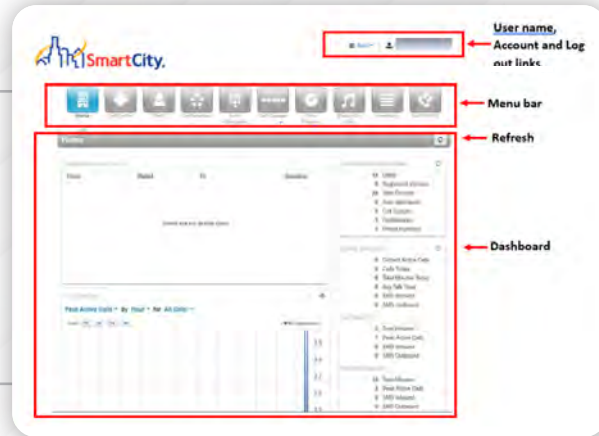
LOGGING INTO THE WEB PORTAL

To access the Administrator's Web Portal:











1. Launch a web browser.
2. In the browser address bar, type <https://portal.smartcityvoice.com/portal/login> and press enter. You will see this log in page.
3. Enter login name using the user's extension and the company domain, typically the same as your email address domain as per this example - ext@companydomain.
4. Enter your password.
5. Click Log In.

ADMIN PORTAL USER INTERFACE

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



ADMIN MENU ICONS

	Shows active call information including graphs and statistics.		Shows all time frames configured in the platform, and allows you to add, edit, and delete time frames and view time frame start and end times.
	Shows users configured in the platform, and allows you to add, edit, and import users.		Shows all files that are part of the Music On Hold feature, and allows you to add, edit, and delete Music On Hold files, change the order in which files are played, and randomize the playing of the files.
	Shows conferences configured in the platform, and allows you to edit, delete, join a conference, and view conference statistics.		Allows you to manage the phone numbers and phone hardware in the platform.
	Shows auto attendants configured in the platform, and allows you to add, edit, and delete auto attendants.		Allows you to review, filter, and export call logs for analysis.
	Shows call queues configured in the platform, and allows you to add, edit, and delete call queues, add Music on Hold files to call queues, and configure agents associated with call queues.		Wherever you see this button in the top-right corner, you can click to refresh the information on the page.

To see a full version of the Hosted Voice User Guides, please visit: support.smartcitytelecom.com