

BUSINESS PHONE

WITH CALL MANAGER

Administrator Guide



Astound
Business Solutions

Powered by **RCN** | **GRANDE COMMUNICATIONS** | **wave**

OVERVIEW



One of the exciting benefits of **Business Phone with Call Manager** is the ability to set-up and control your communications according to your business' specific needs.

You can access your phone system from anywhere you have internet access using the Admin Portal.

This manual is a general overview of Business Phone with Call Manager and not meant to be an in-depth description of all features. If you have any questions please reach out to your Astound account executive.



Logging into the Administrator Portal:

Go to: <https://voice.myastoundphone.net/bg>

Use your Astound phone number and password to log in.

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ADMINISTRATOR PORTAL



Administrator Portal

This section of the guide will provide you with instructions on accessing the Administrator's Web Management Portal.

Here you will find the Administrator tools to manage system setup, multiple locations and customization options. With this intuitive portal you can supervise and control many of the system features for your Business Phone with Call Manager service.

Business Group Admin Portal User 1

Home

Groups

- Hunt Groups (MLHG)
- Call Pickup Groups

All Lines

- Users
- Attendants
- Group Access
- Phones

Services

- Departments
- Short Codes
- Account Codes
- Extensions
- Call Reports
- Music on Hold
- Misc. Settings

Groups

Groups can be used to manage how calls are handled for a selection of callers. Hunt Groups will pass calls to the next available member. The Supervisor Dashboard helps you monitor these. Call Pickup Groups allow lines to answer each other's calls.

Hunt Groups (MLHG) **Call Pickup Groups**

All Lines

The All Lines pages provide access to details of all lines in the business group. These can be filtered by User Lines, Attendants and Group Access Lines. Manage the phones in your Business Group and assign them to lines from the Phones page.

Users **Attendants** **Group Access** **Phones**

Services

To configure and manage further business services on your lines, select an option below.

Departments **Short Codes** **Account Codes** **Extensions**

Call Reports **Music on Hold** **Misc. Settings**



Multi-Line Hunt Group (MLHG)

Astound Business creates the MLHGs for your Business Group. Please contact us if you would like to set up or add a new Multi-Line Hunt Group

Business Group Admin Portal User 1

Hunt Groups in Department:

A Hunt Group (MLHG or Multi-Line Hunt Group) is a set of lines within a Business Group (members), so that calls to the group are passed to a non-busy member of the Hunt Group, or may be added to a queue if all members are busy. Please contact us if you would like to set up a new Hunt Group.

Move selected to:

| Hunt Group Name | Number of Members | Service Level | Department |
|--|-------------------|---------------|------------|
| <input type="checkbox"/> CHICAGO CORP DEMO KIT | 6 | Hunt Group | None |

Once Astound Business creates the MLHG, you can:

- Change the order or position of lines in the MLHG
- Add or remove lines from an existing MLHG
- Change the name of a MLHG
- Enable or disable the ability for MLHG members to login or out of the MLHG
- Change MLHG settings such as:
 - Change the hunting algorithm (circular, linear, round robin, longest idle, ring all)
 - Enable or disable hunting on directly dialed calls
 - Enable or disable the display of Caller ID

ADMINISTRATOR PORTAL

Groups



Call Pickup Groups

A Call Pickup Group (CPUG) defines a group of Lines which the subscribers can use Call Pickup to answer each other's incoming calls.

Business Group Admin Portal Dallas 1

Call Pickup Groups in Department: View All

A Call Pickup Group (CPUG) defines a group of Business Group Lines within which the subscribers can use Call Pickup to answer each other's incoming calls.

Move selected to: Select department Move

Delete Selected Add Group

| Call Pickup Group Name | Number of Members |
|----------------------------------|-------------------|
| Search for Call Pickup Groups... | |

There are no Call Pickup groups in the Business Group.

In the Call Pickup Groups section, you can:

- See a list of existing call Pickup Groups
- See how many lines are in a specific Pickup Group
- Add or remove Directory Numbers from a Pickup Group
- Change the name of the Pickup Group

ADMINISTRATOR PORTAL

All Lines



Users

From here, you can:

- Directly access a specific user's web portal
- Make changes to a specific user's line
- Move a Directory Number into a department
- Determine which users are designated as Administrators
- Determine which lines are associated with which users

The screenshot shows the 'Business Group Admin Portal' interface. On the left is a navigation menu with categories like Home, Groups, All Lines, and Services. The main content area displays 'Lines in Department: View All' and a table of phone lines. The table has columns for Phone Number, Ext., Name, and Department. Each row includes a checkbox for selection and a three-dot menu icon for actions.

| Phone Number | Ext. | Name | Department |
|---|------|--------------|------------|
| <input type="checkbox"/> (888) 888-8888 | | User 1 | None |
| <input type="checkbox"/> (888) 888-8888 | 101 | User 2 | None |
| <input type="checkbox"/> (888) 888-8888 | 102 | User 3 | None |
| <input type="checkbox"/> (888) 888-8888 | 103 | User 4 | None |
| <input type="checkbox"/> (888) 888-8888 | 104 | User 5 | Sales |
| <input type="checkbox"/> (888) 888-8888 | 105 | User 6 | Sales |
| <input type="checkbox"/> (888) 888-8888 | | CHICAGO CORP | None |
| <input type="checkbox"/> (888) 888-8888 | | CHICAGO CORP | None |

Phones

Note: No information will be available for Astound Business Phone line customers in this section.



Departments

Departments are a logical grouping of Directory Numbers.

For example, the Directory Numbers for all the sales staff could be grouped into a Department named “Sales”.

This allows you to quickly make changes to a large number of Directory Numbers and to separate Directory Numbers into more manageable groups.

Business Group Admin Portal User 1 -

Departments

Departments divide your Business Group into separately-administrable groups.
To edit or delete a department, click on the department in the tree view below.

[Add Department](#)

Count of departments: 6

| Department Name | Operator Number | | | |
|-----------------|-----------------|---|---|---|
| Sales | (888) 888-8888 | - | - | - |
| Marketing | (888) 888-8888 | - | - | - |
| Accounting | (888) 888-8888 | | | |
| HR | (888) 888-8888 | | | |

In the Departments section, you can:

- Add or remove Departments
- Set limits on the outbound number of calls the Department can make
- Change Department Names



Short Codes

Short codes allow you to quickly dial common phone numbers. This can most easily be thought of as Business Group speed dial. When created, short codes apply to the entire business group.

In the Short Codes section, you can:

- See and edit the list of Short Codes
- Create new Short Codes
- Delete existing Short Codes
- You can have up to 130 short codes using 1-7 digits each

| Short Code | Telephone Number or Service Access Code | Department |
|-----------------------------|---|------------|
| <input type="checkbox"/> 8 | (888) 888-8888 | Sales |
| <input type="checkbox"/> 9 | (888) 888-8888 | Marketing |
| <input type="checkbox"/> 41 | (888) 888-8888 | Accounting |
| <input type="checkbox"/> 42 | (888) 888-8888 | HR |

Extensions

Extensions allows for shorter dialing of numbers within the Business Group. For example, a business may use the last four digits of their directory number.

| Ext. | Telephone Number | Count of extensions: 6 |
|------------------------------|------------------|------------------------|
| <input type="checkbox"/> 100 | (888) 888-8888 | |
| <input type="checkbox"/> 101 | (888) 888-8888 | |
| <input type="checkbox"/> 102 | (888) 888-8888 | |
| <input type="checkbox"/> 103 | (888) 888-8888 | |
| <input type="checkbox"/> 104 | (888) 888-8888 | |
| <input type="checkbox"/> 105 | (888) 888-8888 | |

In the Extensions section, you can:

- See a list of all existing extensions and to which telephone numbers they are mapped to
- Add or Remove Extensions
- Add or Remove Extension ranges
- Edit existing Extension or Extension ranges



Call Reports

The call logs section of the Administrator Portal allows you to download a report for all calls to and from the Directory Numbers in your Business Group. The downloaded file is a CSV formatted document that can be easily read by Excel, Numbers, or most other spreadsheet programs.

Music On Hold

Music On Hold allows you to configure what music and announcements are played when a call is:

- Placed on Hold
- Queuing in a MLHG
- Parked



Misc. Settings

The Misc. Settings section allows you to:

- Set limits on calls to external numbers
- See who is set as your Long Distance Carrier
- See a list of number blocks

Business Group Admin Portal
User 1 ▾

- Home
- Groups
 - ⋮ Hunt Groups (MLHGs)
 - ⋮ Call Pickup Groups
- All Lines
 - ↓ Users
 - ⌵ Attendants
 - ⌵ Group Access
 - ☰ Phones
- Services
 - ☰ Departments
 - ⋮ Short Codes
 - ☰ Account Codes
 - ⌵ Extensions
 - ⌵ Call Reports
 - ⌵ Music on Hold ⌵
 - ⋮ Misc. Settings
- ? Help
- ! Send Feedback

Misc. Settings

Number Blocks
External Calls
Other Settings

Not all of the lines in each telephone number block may have been allocated yet. Please contact us if you would like to reserve more numbers or to allocate more lines.

| Telephone Number Block | Number of Lines Allocated |
|------------------------|---------------------------|
| (888) 888-8888 | 1 |
| (888) 888-8888 | 1 |
| (888) 888-8888 | 1 |
| (888) 888-8888 | 1 |
| (888) 888-8888 | 1 |
| (888) 888-8888 | 1 |
| (888) 888-8888 | 1 |
| (888) 888-8888 | 1 |
| (888) 888-8888 | 1 |
| (888) 888-8888 | 1 |

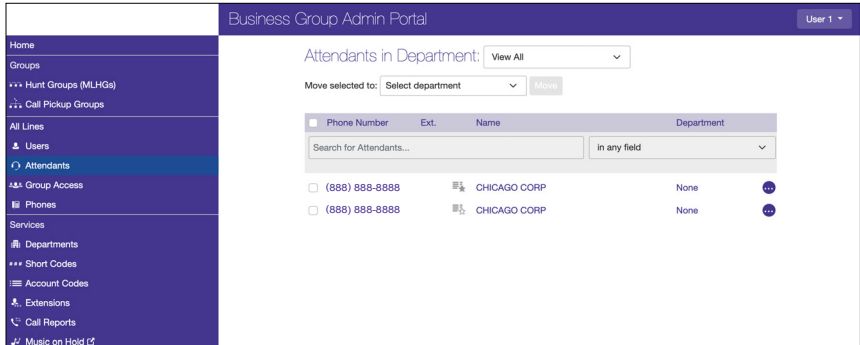
ADMINISTRATOR PORTAL

Auto Attendant

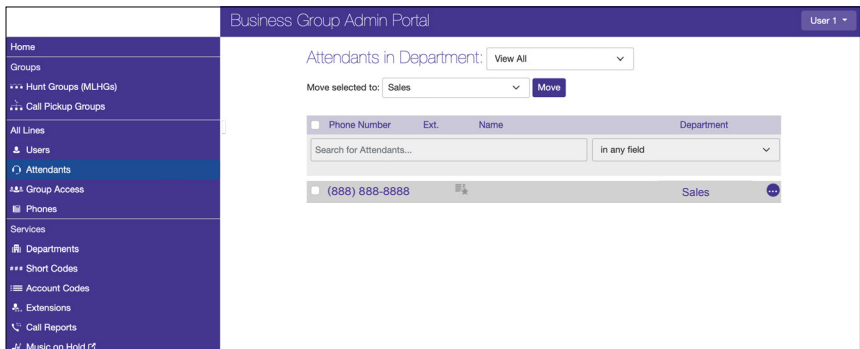


Accessing and Working in Auto Attendant

1. Select Attendants from the side menu.

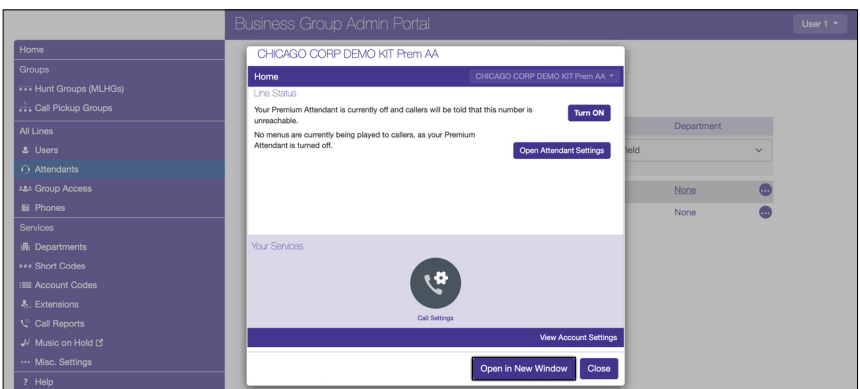


2. Select View All to view all available Auto Attendants or Select a Department to work on a specific Auto Attendant in that Department.



3. View Attendant Settings

- You can view in full window by clicking on “Open in New Window”.



ADMINISTRATOR PORTAL

Auto Attendant



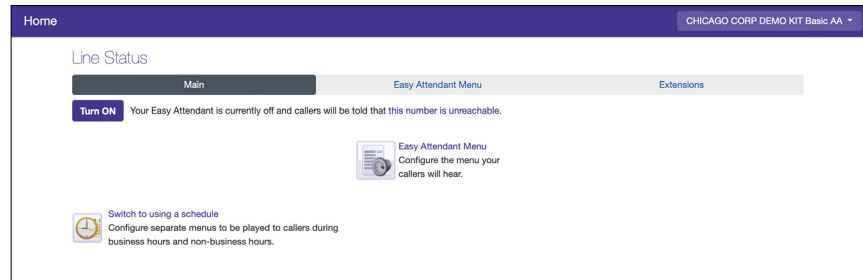
Overview

Similar to a live operator, Easy Attendant directs incoming callers to the appropriate department or employee. Easy Attendant ensures your customers' calls will be handled effectively 24 hours a day, 7 days a week.

In this section you will learn how to:

- Setup Auto Attendant for the first time.
- Setup your initial greeting and configure key options for callers. Callers will always hear the same menu.
- Play different announcements for different times or days.
- Assign functions to key options caller's could select.

Note: You can access the Auto Attendant from the Admin Portal or User Web Portal with the attendant number and password.



Initial Setup

Setting up Auto Attendant requires a few steps to correctly configure for your business. These include:

1. Log into the Admin portal
2. Choose a single menu or switch to using a schedule
3. Create Menus
4. Record initial greeting(s) for your menu(s)
5. Turn Auto Attendant ON

Note: Auto Attendant must be manually turned on and off. Scheduling will only change the functionality of the AA during those specific time periods, it cannot turn itself on and off.



Overview (Continued)

There are two options in Basic Auto Attendant:

- **Easy Attendant Menu** - Single Menu 24/7
- **Schedule Mode** - Two separate Menus for Business Hours and Non-Business Hours

Easy Attendant

The screenshot shows the 'Easy Attendant' configuration page. At the top, there is a 'Home' link and a user identifier 'CHICAGO CORP DEMO KIT Basic AA'. Below this is a 'Line Status' section with three tabs: 'Main', 'Easy Attendant Menu', and 'Extensions'. The 'Easy Attendant Menu' tab is selected. A 'Turn ON' button is visible, with a tooltip that reads: 'Your Easy Attendant is currently off and callers will be told that this number is unreachable.' Below the button, there is a 'Easy Attendant Menu' icon and text: 'Easy Attendant Menu Configure the menu your callers will hear.' At the bottom, there is a 'Switch to using a schedule' icon and text: 'Switch to using a schedule Configure separate menus to be played to callers during business hours and non-business hours.'

Schedule Mode

The screenshot shows the 'Schedule Mode' configuration page. At the top, there is a 'Home' link and a user identifier 'CHICAGO CORP DEMO KIT Basic AA'. Below this is a 'Line Status' section with five tabs: 'Main', 'Schedule', 'Business Hours Menu', 'Non-Business Hours Menu', and 'Extensions'. The 'Schedule' tab is selected. A 'Turn ON' button is visible, with a tooltip that reads: 'Your Easy Attendant is currently off and callers will be told that this number is unreachable.' Below the button, there is a 'Schedule' icon and text: 'Schedule Configure your business hours'. To the right, there are two menu icons: 'Business Hours Menu' with text 'Configure the menu your callers will hear during business hours.' and 'Non-Business Hours Menu' with text 'Configure the menu your callers will hear during non-business hours.' At the bottom, there is a 'Switch to using a single menu' icon and text: 'Switch to using a single menu Stop using your schedule - callers will always hear the same menu.'

ADMINISTRATOR PORTAL Auto Attendant



Working in Easy Attendant mode

Easy Attendant Mode is a single menu offered 24/7 when turned 'On'

Home CHICAGO CORP DEMO KIT Basic AA

Line Status

Main Easy Attendant Menu Extensions

Turn ON Your Easy Attendant is currently off and callers will be told that this number is unreachable.

Easy Attendant Menu
Configure the menu your callers will hear.

Switch to using a schedule
Configure separate menus to be played to callers during business hours and non-business hours.

Home CHICAGO CORP DEMO KIT Basic AA

Line Status

Main Easy Attendant Menu Extensions

Apply Cancel

Assign functions to each key on the caller's phone

Record initial greeting

1 (Dial by Extension)
2 (Dial by Name)
3 (Transfer to Phone)
4 (Unassigned)
5 (Unassigned)
6 (Unassigned)
7 (Unassigned)
8 (Unassigned)
9 (Play Announcement)
0 (Unassigned)

(888) 888-8888

This announcement welcomes your callers, and tells them what options they can select from. These should match the options you have configured in the panel to the left.
e.g. "Welcome to Bob's Tires. Press 1 for ..." (see full example)

record

Click on Easy Attendant Menu. Assign functions to each key on the caller's phone. Record initial greeting and all announcements.

ADMINISTRATOR PORTAL

Auto Attendant



Extensions (In Easy Attendant mode)

Home CHICAGO CORP DEMO KIT Basic AA

Line Status

Main Easy Attendant Menu Extensions

Business Group Extensions Additional Extensions

Search for entry by extension, name or telephone number...

| Extension | Name | Telephone Number | Department | Included? | Spoken Name |
|------------------------------|-----------------|------------------|------------|-----------|-------------|
| <input type="checkbox"/> | CHICAGO CORP DE | (888) 888-8888 | None | ✓ | record |
| <input type="checkbox"/> | CHICAGO CORP DE | (888) 888-8888 | None | ✓ | record |
| <input type="checkbox"/> | CHICAGO CORP DE | (888) 888-8888 | None | ✓ | record |
| <input type="checkbox"/> | CHICAGO CORP DE | (888) 888-8888 | None | ✓ | record |
| <input type="checkbox"/> 100 | User 1 | (888) 888-8888 | None | ✓ | override |
| <input type="checkbox"/> 101 | User 2 | (888) 888-8888 | None | ✓ | override |
| <input type="checkbox"/> 102 | User 3 | (888) 888-8888 | None | ✓ | record |
| <input type="checkbox"/> 103 | User 4 | (888) 888-8888 | None | ✓ | record |
| <input type="checkbox"/> 104 | User 5 | (888) 888-8888 | Sales | ✓ | record |
| <input type="checkbox"/> 105 | User 6 | (888) 888-8888 | Sales | ✓ | record |

New Business Group Extensions will be automatically included
Callers are allowed to dial by extension only after selecting "Dial by Extension" menu option

If you have configured your menu to offer callers the option to Dial by Extension or Dial by Name, you may define additional names and extensions they can dial on this page. For each entry, you must choose an extension number between 1 and 7 digits, and the phone number that a connected call should be transferred to. If you have configured Dial by Name, you must also record a name for each person you wish to be contactable.

- These extensions are different to any “internal” extension numbers you may use for dialing colleagues within your business group.
- To configure the extensions within your Business Group, click on the “Business Group Extensions” tab.
- To configure additional extensions, click on the “Add Extension” button above. Callers are allowed to dial by extension only after selecting “Dial by Extension” menu option.

ADMINISTRATOR PORTAL

Auto Attendant



Keys (In Easy Attendant mode)

Allows you to configure what should happen when a caller presses specific keys on their phone.

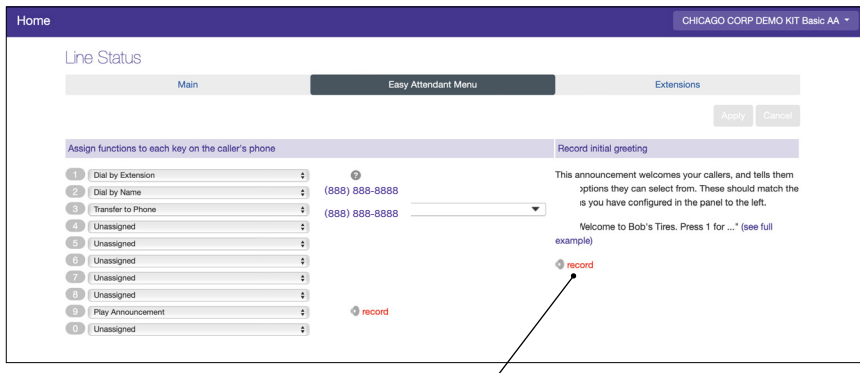
For example, “When a caller presses 1, transfer the call to a specific phone number or play a message”.

The options available are:

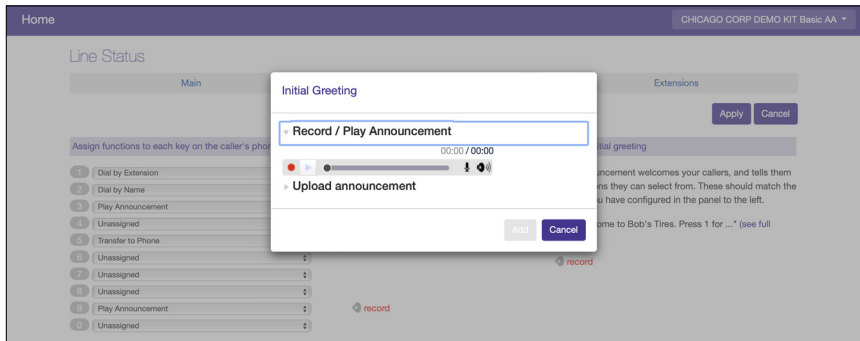
- **Unassigned:** This will perform the default action selected under the “Advanced” tab
- **Play Announcement**
- **Transfer to Phone:** Transfers a caller to a specific phone number
- **Transfer to Voice Mail:** Transfers a caller to a specific voice mail box in your business group
- **Dial by Name:** Allows the caller to enter the name of a user in your business group
- **Dial by Extension:** Allows the caller to dial the direct extension in your business group



Recording and Playing an Announcement (In Easy Attendant mode)



1. Record initial greeting and announcements. The initial greeting announcement welcomes your callers, and tells them what options they can select from. These should match the options you have configured in the panel to the left.

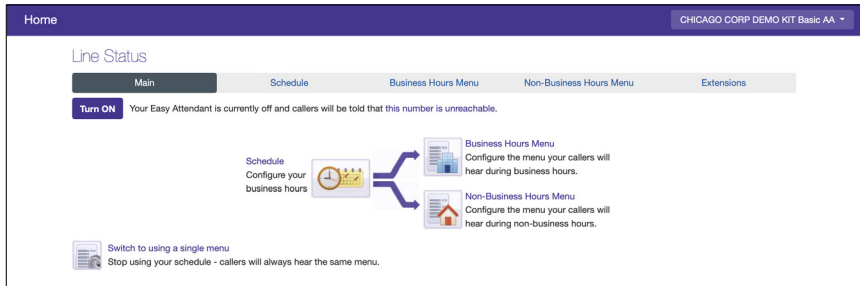


2. Click the Record button to record or upload an announcement.
* You are responsible for ensuring that you have all necessary rights to the files that you upload. Maximum announcement length is 120 seconds. Valid formats are: G711 WAV (8-bit, ulaw /alaw, mono 8kHz), 16-bit PCM WAV (16-bit, PCM, mono, 16kHz).

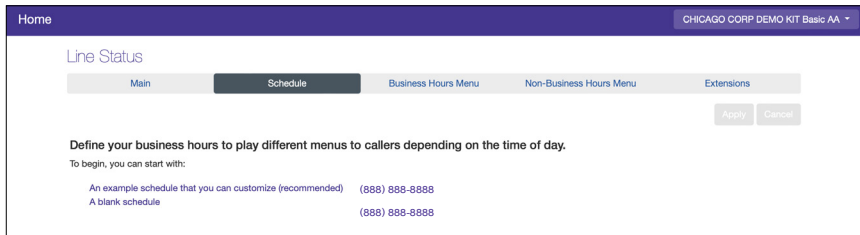


Working in Schedule mode

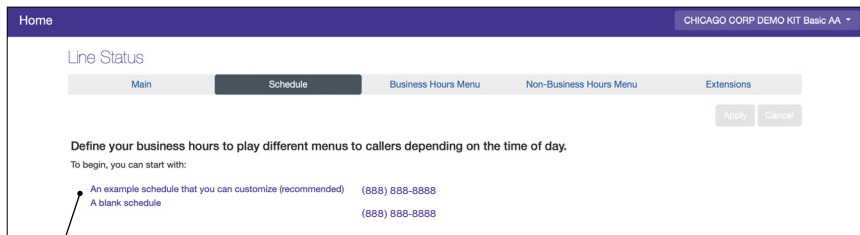
Select Business and/or Non-Business hours



Creating a Schedule:



1. Select Schedule Tab.



2. Select either Example Schedule (recommended) or Blank Schedule to create a customized a schedule.

(Continued)

ADMINISTRATOR PORTAL Auto Attendant



Creating a Schedule (In Schedule mode)

The screenshot shows the 'Line Status' interface in 'Schedule' mode. The 'Schedule' tab is selected. Below the navigation tabs, there are 'Apply' and 'Cancel' buttons. A configuration instruction reads: 'Configure your business hours by clicking on the appropriate cells in the grid. Click and drag to select multiple cells.' A grid displays days of the week (Mon-Sun) and times (1 am-11 pm). A blue shaded area covers the 10 am to 6 pm range for Monday through Saturday. To the right, the 'Special Days' section contains a text box for configuring exceptions and a calendar icon. A legend at the bottom indicates that a blue square represents 'Business Hours' and a white square represents 'Non-Business Hours'.

- When using a schedule, you can configure two separate menus: One to be played to callers during business hours and one to be played during non-business hours. You can use your existing Easy Attendant menu as the basis of one of these new menus.

Business Hours Menu

The screenshot shows the 'Line Status' interface in 'Business Hours Menu' mode. The 'Business Hours Menu' tab is selected. Below the navigation tabs, there are 'Apply' and 'Cancel' buttons. The main area is divided into two sections: 'Assign functions to each key on the caller's phone' and 'Record initial greeting'. The key assignment section lists keys 1 through 10, with key 1 set to 'Dial by Extension', key 2 to 'Dial by Name', key 3 to 'Transfer to Phone', and keys 4-10 as 'Unassigned'. A phone number '888-888-8888' is displayed next to key 3. The 'Record initial greeting' section contains a text box for the announcement and a 'record' button.

- Assign functions to the key options you want to provide to callers

Non-Business Hours Menu

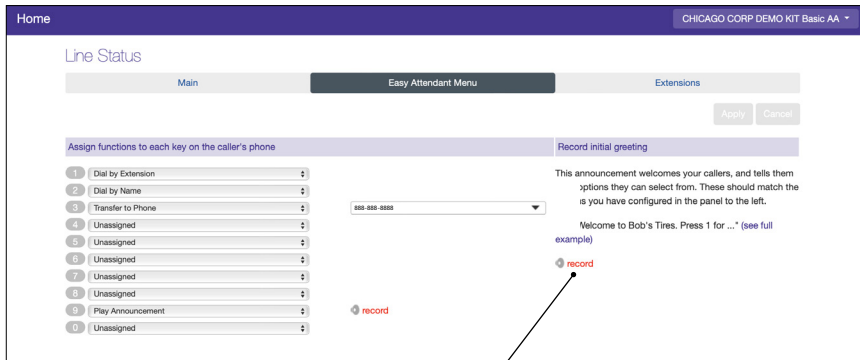
The screenshot shows the 'Line Status' interface in 'Non-Business Hours Menu' mode. The 'Non-Business Hours Menu' tab is selected. Below the navigation tabs, there are 'Apply' and 'Cancel' buttons. The main area is divided into two sections: 'Assign functions to each key on the caller's phone' and 'Record initial greeting'. The key assignment section lists keys 1 through 10, all of which are currently 'Unassigned'. The 'Record initial greeting' section contains a text box for the announcement and a 'record' button.

- Assign functions to the key options you want to provide to callers

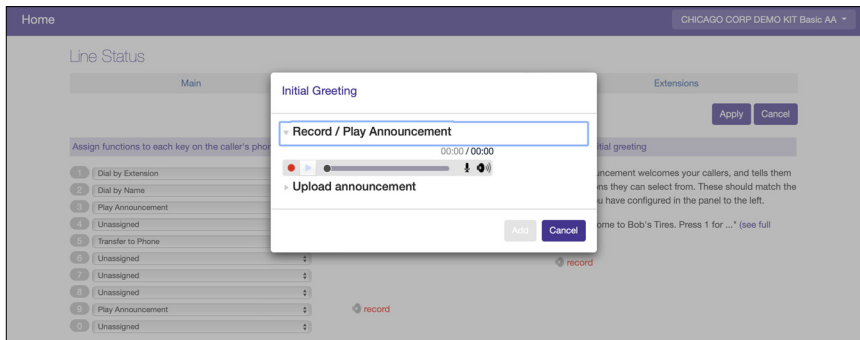


Recording and Playing an Announcement

(In Schedule mode)



1. Record initial greeting and announcements. The initial greeting announcement welcomes your callers, and tells them what options they can select from. These should match the options you have configured in the panel to the left.



2. Click the Record button to record or upload an announcement.
* You are responsible for ensuring that you have all necessary rights to the files that you upload. Maximum announcement length is 120 seconds. Valid formats are: G711 WAV (8-bit, ulaw /alaw, mono 8kHz), 16-bit PCM WAV (16-bit, PCM, mono, 16kHz).

ADMINISTRATOR PORTAL

Auto Attendant



Extensions (In Schedule mode)

Home CHICAGO CORP DEMO KIT Basic AA

Line Status

Main Schedule Business Hours Menu Non-Business Hours Menu **Extensions**

Business Group Extensions Additional Extensions

Include Selected Exclude Selected **Include All Lines** Exclude All Lines

Search for entry by extension, name or telephone number...

| Extension | Name | Telephone Number | Department | Included? | Spoken Name | |
|--------------------------|--------------------|------------------|----------------|-----------|-------------|----------|
| <input type="checkbox"/> | CHICAGO CORP DE... | (888) 888-8888 | None | ✓ | record | |
| <input type="checkbox"/> | CHICAGO CORP DE... | (888) 888-8888 | None | ✓ | record | |
| <input type="checkbox"/> | CHICAGO CORP DE... | (888) 888-8888 | None | ✓ | record | |
| <input type="checkbox"/> | CHICAGO CORP DE... | (888) 888-8888 | None | ✓ | record | |
| <input type="checkbox"/> | 100 | User 1 | (888) 888-8888 | None | ✓ | override |
| <input type="checkbox"/> | 101 | User 2 | (888) 888-8888 | None | ✓ | override |
| <input type="checkbox"/> | 102 | User 3 | (888) 888-8888 | None | ✓ | record |
| <input type="checkbox"/> | 103 | User 4 | (888) 888-8888 | None | ✓ | record |
| <input type="checkbox"/> | 104 | User 5 | (888) 888-8888 | Sales | ✓ | record |
| <input type="checkbox"/> | 105 | User 6 | (888) 888-8888 | Sales | ✓ | record |

New Business Group Extensions will be automatically included
Callers are allowed to dial by extension only after selecting "Dial by Extension" menu option

If you have configured your menu to offer callers the option to Dial by Extension or Dial by Name, you may define additional names and extensions they can dial on this page. For each entry, you must choose an extension number between 1 and 7 digits, and the phone number that a connected call should be transferred to. If you have configured Dial by Name, you must also record a name for each person you wish to be contactable.

- These extensions are different to any “internal” extension numbers you may use for dialing colleagues within your business group.
- To configure the extensions within your Business Group, click on the “Business Group Extensions” tab.
- To configure additional extensions, click on the “Add Extension” button above. Callers are allowed to dial by extension only after selecting “Dial by Extension” menu option.

ADMINISTRATOR PORTAL

Auto Attendant



Keys (In Schedule mode)

Allows you to configure what should happen when a caller presses specific keys on their phone.

For example, “When a caller presses 1, transfer the call to specific phone number or play a message”.

The options available are:

- **Unassigned:** This will perform the default action selected under “Advanced” tab
- **Play Announcement**
- **Transfer to Phone:** Transfers a caller to a specific phone number
- **Transfer to Voice Mail:** Transfers a caller to a specific voice mail box in your business group
- **Dial by Name:** Allows the caller to enter the name of a user in your business group
- **Dial by Extension:** Allows the caller to dial the direct extension in your business group



Announcements

There are three ways to record an announcement for your Auto Attendant:

- Record using a microphone on your Windows or Macintosh computer
- Record using the Astound Voice Mail access number (Requires both Attendant and Pin numbers)
- Upload a supported WAV file

Note: If you choose to record via the Astound Access Number, Auto Attendant will tell you which announcement number you need to record.

CONTACT US



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COMMUNICATIONS |  **wave**



Have More Questions?

Please Contact Us:

astoundbusiness.com/contact/

or call: 1-833-249-2786