

# HOSTED VOICE

## Administrator Guide



**Astound**  
Business Solutions

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

# OVERVIEW



One of the exciting benefits of **Astound Hosted Voice** 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 Astound Hosted Voice 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 Astound Hosted Voice service.

**Business Group Admin Portal** User 1

**Home**

**Groups**

- Hunt Groups (MLHG)
- Call Pickup Groups
- Supervisor Dashboard

**All Lines**

- Users
- Attendants
- Group Access
- Phones

**Services**

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

**Help**

Send Feedback

**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
- Supervisor Dashboard

**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

<input type="checkbox"/> Hunt Group Name	Number of Members	Service Level	Department
<input type="checkbox"/> ACD Test Group	4	Premium ACD	None
<input type="checkbox"/> PASE Test MLHG	7	Hunt Group	None

<input type="checkbox"/> Hunt Group Name	Number of Members	Service Level	Department
<input type="checkbox"/> ACD Test Group	4	Premium ACD	None
<input type="checkbox"/> PASE Test MLHG	7	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.

On 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 user's are designated as Administrators
- Determine which lines are associated with which user's

Business Group Admin Portal

Lines in Department: View All

Move selected to: Select department Move Download all Lines

Phone Number	Ext.	Name	Department
(888) 888-8888		User 1	None
(888) 888-8888	101	User 2	None
(888) 888-8888	102	User 3	None
(888) 888-8888	103	User 4	None
(888) 888-8888	104	User 5	Sales
(888) 888-8888	105	User 6	Sales
(888) 888-8888		CHICAGO CORP	None
(888) 888-8888		CHICAGO CORP	None

## Phones

From here, you can:

- See a graphic for each phone
- Directory Number (DN) associated to each phone
- MAC address for each phone
- Description (or name) for each line

You can also move phones into a department or assign numbers to an available phone from this section.

Business Group Admin Portal

Phones in Department: View All

Select department Assign to Department

Enter number... Assign to Line

Assign phones to lines using the table below or manage your phone profiles.

Model	MAC Address	Description	Assigned to	Department
	00:00:00:00:AA:AA	User 4	(888) 888-8888	None
	00:00:00:00:AA:AA	User 1	(888) 888-8888	None
	00:00:00:00:AA:AA	User 2	(888) 888-8888	None

The Phones section of the Administrator Portal is used to show all the phones in a Business Group.





## 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.

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

On 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	

On the Extensions section, you can:

- See a list of all existing extensions and to which telephone numbers that 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 (MLHGa)
- 📞 Call Pickup Groups
- 📄 Supervisor Dashboard ↗

All Lines

- 👤 Users
- 👤 Attendants
- 👤 Group Access
- 📞 Phones

Services

- 🏢 Departments
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- 📧 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



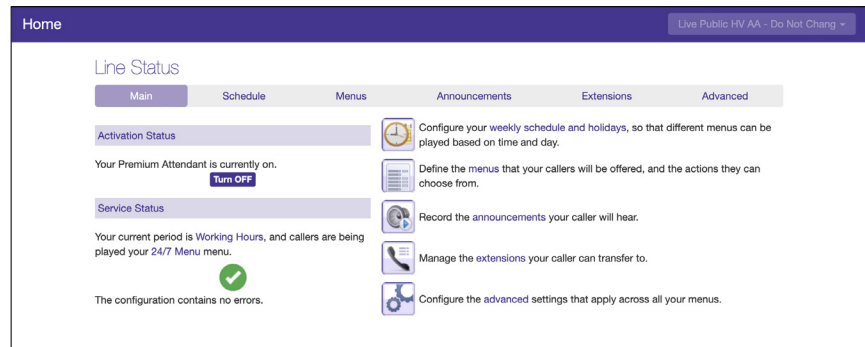
## Overview

Astound's Auto Attendant allows you to configure how the automated system handles incoming calls.

In this section you will learn how to:

- Setup Auto Attendant for the first time
- Create different menus for different times or days
- Play different announcements for different times or days
- Configure extension behavior for different times or days
- Configure error handling

**Note:** You can access the Auto Attendant from the Admin Portal or directly with the phone number and password using the standard portal url.



## Initial Setup

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

1. Log into the standard portal
2. Turn OFF Auto Attendant
3. Temporarily forward the number to another extension or number
4. Create Schedule Periods
5. Create Menus
6. Record announcements for each Schedule Period
7. Configure Advanced Settings and error handling
8. 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.

**Note:** To Set Up your attendant, it is suggested to start with Announcements > then Menus > then Schedule > then Activation.

# ADMINISTRATOR PORTAL

## Auto Attendant



## Accessing and Working in Auto Attendant

**Note:** The following instructions are for the Premium Auto Attendant (Multi-Level). The Basic Auto Attendant (Single Level) setup requires less detail to build.

1. Select Attendants from the side menu.

Phone Number	Ext.	Name	Department
(888) 888-8888		CHICAGO CORP	None
(888) 888-8888		CHICAGO CORP	None

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

Phone Number	Ext.	Name	Department
(888) 888-8888			Sales
(888) 888-8888			Marketing

3. View Attendant Settings

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

CHICAGO CORP DEMO KIT Prem AA

Home

Line Status

Your Premium Attendant is currently off and callers will be told that this number is unreachable. [Turn ON](#)

No menus are currently being played to callers, as your Premium Attendant is turned off. [Open Attendant Settings](#)

Your Services

Call Settings

[View Account Settings](#)

[Open in New Window](#) [Close](#)



# ADMINISTRATOR PORTAL

## Auto Attendant



(Continued)

Full window of view Auto Attendant Home Page

- You can access all the Auto Attendant features from the Home page.

Home Live Public HV AA - Do Not Chang -

### Line Status

Main Schedule Menus Announcements Extensions Advanced

**Activation Status**

Your Premium Attendant is currently on. [Turn OFF](#)

**Service Status**

Your current period is Working Hours, and callers are being played your 24/7 Menu menu.

The configuration contains no errors.

- Configure your weekly schedule and holidays, so that different menus can be played based on time and day.
- Define the menus that your callers will be offered, and the actions they can choose from.
- Record the announcements your caller will hear.
- Manage the extensions your caller can transfer to.
- Configure the advanced settings that apply across all your menus.





## Auto Attendant Schedule Period

Allows you to configure Auto Attendant with your business hours, non-business hours and special days (such as holidays).

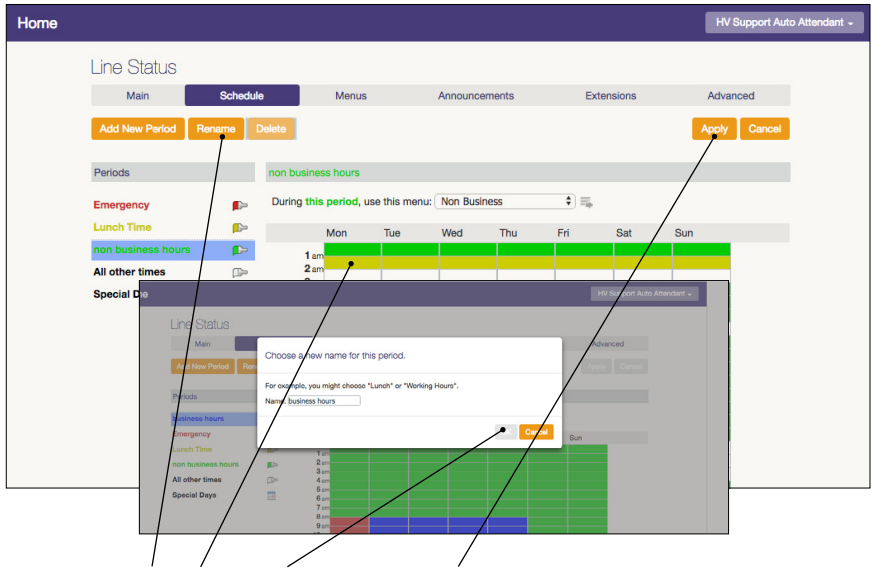
The top screenshot shows the 'Line Status' page with the 'Schedule' tab selected. The 'Add New Period' button is highlighted with a callout box. The bottom screenshot shows a modal dialog box titled 'Choose a name for this new period.' with a text input field and 'OK' and 'Cancel' buttons. A callout box points to the input field.

### Creating a New and Adding an Additional Schedule Period

1. Click the Schedule tab
2. Click Add New Period at the bottom
3. Enter in a name for the new schedule period and click OK
4. Click on a cell in the grid to change its color to the new schedule color  
**TIP:** You can click and drag multiple cells for quicker edits
5. Click Apply to complete Schedule Period

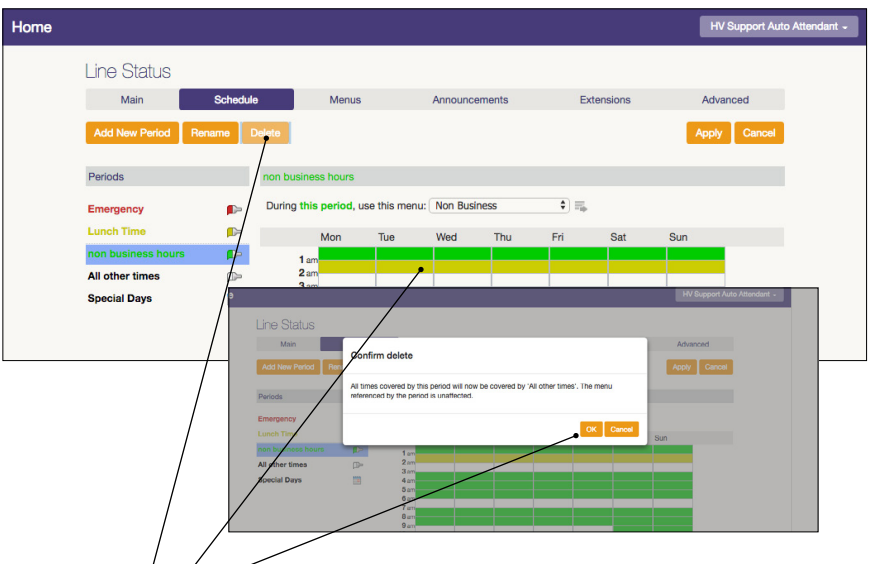


## Auto Attendant Schedule Period (Continued)



### Editing Existing Schedule Periods

1. On the left hand side, click the schedule you'd like to edit
2. Click on a cell in the grid to change its color to the schedule you're editing  
**TIP:** You can click and drag multiple cells for quicker edits
3. Click OK to confirm the new name, then click Apply



### Deleting a Schedule Period

1. Highlight the schedule period
2. Click Delete
3. Read the warning and click OK  
**WARNING:** All times covered by this period will now be covered by 'All other times'  
 The menu referenced by the period is unaffected





## Menu

Create the actual menus for Auto Attendant.

The options available here are:

- **General:** This section is where you create menus that work with the Schedule Periods.
- **Keys:** What happens when someone presses 1? This is where you configure these options.
- **Timeout:** What should happen when a caller doesn't press a button?
- **References:** Which schedule periods (if any) use this particular menu.

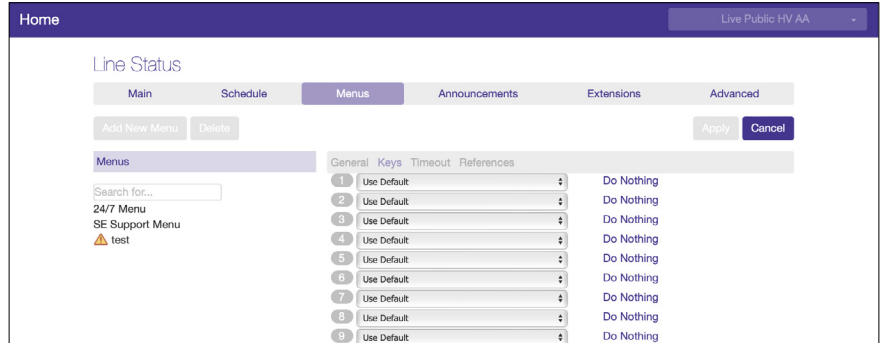
The screenshot shows the 'Menu' configuration interface. At the top, there are tabs for 'Main', 'Schedule', 'Menu', 'Announcements', 'Extensions', and 'Advanced'. Below the tabs, there are buttons for 'Add New Menu' and 'Delete', along with 'Apply' and 'Cancel' buttons. The 'Menu' tab is active, displaying a search bar and a list of existing menus: '24/7 Menu', 'SE Support Menu', and 'test'. To the right, there is a form for creating a new menu. The form has tabs for 'General', 'Keys', 'Timeout', and 'References'. The 'General' tab is selected, showing a red warning message: 'This menu has not been set up.' Below this, there is a 'Name' field, a 'Description' field with the placeholder text 'Enter optional description...', and a 'Menu announcement' dropdown menu with the option 'Select announcement...'. A line points from the 'Add New Menu' button to the 'Name' field.

### To Add a New Menu

1. Click the Add New Menu button
2. Type in a name for the menu
  - TIP:** For ease of use, the Menu Name and Schedule Period should match
3. Type in a description for the menu
4. Choose an existing announcement or create a new announcement
5. Click Apply
6. Click the Keys tab
7. Choose what should happen when a specific key is pressed
  - TIP:** For details, see “Keys Tab” section
8. Click Apply
9. Click the Timeout tab
10. Choose what should happen if a caller doesn't choose an option on Auto Attendant and click “apply”
  - TIP:** For details, see “Timeout” section



## Keys



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

For example, “When a caller presses 1, transfer the call to Sales”

The options available are:

- **Use Default:** This will do the default action selected under “Advanced” tab
- **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 Extension:** Allows the caller to dial the direct extension in your business group
- **Dial by Name:** Allows the caller to enter the name of a user in your business group
- **Voice Mail by Extension:** Allows the caller to go directly to the Voice Mail box of a specific extension
- **Voice Mail by Name:** Allows the caller to go directly to the Voice Mail box of a specific user
- **Intercept Mailbox:** This forwards the caller to a mailbox selected under Advanced

Other Settings:

- **Go to Menu:** Sends the call to another pre-configured menu
- **Return to Previous Menu:** Takes the caller up one level in the menu structure. If there is not another level, the current menu will be played
- **Replay Menu:** The current menu will replay for the caller
- **Announcement-Return:** The caller will hear a different announcement then hear the current menu again
- **Announcement-Hang up:** The caller will hear a different announcement and then the call will end
- **Hang Up:** The call will end without any announcement



## Timeouts

The screenshot shows the 'Line Status' configuration page for a menu. The 'Menu' tab is selected, and the 'Timeout' sub-tab is active. The configuration includes a search bar, a list of menus (24/7 Menu, SE Support Menu, test), and a 'Timeout' section. The 'Override timeout behavior' checkbox is checked. The 'Set timeout duration to' is set to 5 seconds. The 'After timeout, perform the following action' dropdown is set to 'Transfer to Phone' with the phone number '(888) 888-8888' selected.

By default, menus will automatically replay the current menu after three seconds.

You can configure the menu to do any of the following after the caller hasn't pressed a button in [X] seconds:

- Transfer to phone or voice mail
- Dial by name or extension
- Voice mail by name or extension
- Intercept mailbox
- Go to another menu
- Return to previous menu
- Replay current menu (default)
- Announcement and Return
- Announcement and Hang up
- Hang Up



## Additional Menu Tabs

### Announcements

Shows the announcements already configured (if any) in Auto Attendant as well as allowing you to create new announcements.

There are three ways to record an announcement in Auto Attendant:

- Record using a microphone on your Windows or Macintosh computer
- Record using the Astound Voice Mail access number
- 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.

Name	Description	
101 New Customer Recording	24/7 New Messages to reach customer service directly and timeout to customer service	📌
102 SE Menu Message		📌
100 Tech/Customer Support 24/7	24/7 New Messages to reach customer service directly and timeout to customer service	📌

### Extensions

Allows you to configure which of the numbers/extensions are available for callers to reach using Auto Attendant. You can also record a spoken name for each person or group.

By default, Auto Attendant will automatically include new business group extensions.

To change this, click “New Business Group Extensions will be automatically included” and choose “Automatically exclude them.” And click “apply”.

Extension	Name	Telephone Number	Department	Included?	Spoken Name
8700	Live Public HV AA - Do Not Chang	(888) 888-8888	Sales	<input type="checkbox"/>	record
8701	Demo 8701	(888) 888-8888	Marketing	<input type="checkbox"/>	override



## Additional Menu Tabs (Continued)

### Advanced

Allows detailed configuration of Auto Attendant. These settings can override other settings on other tabs and should be used with caution.

The options available are:

- **Default Keys:** Configure default actions for each key that will be the default action unless overridden in a specific menu
- **Error Handling:** Configure the default behaviors for timeouts, failed call transfers and invalid extensions
- **Other Settings:** Configures if names are matched by first name, last name, or both, select an intercept mailbox if using this feature

Home Live Public HV AA

### Line Status

Main Schedule Menu Announcements Extensions **Advanced**

Default keys Error handling Other settings

Apply Cancel

This page allows you to configure default actions for each key that a caller can press. These actions will be available to callers in all menus unless you assign an alternative action to the key in the per menu configuration.

1	Do Nothing
2	Do Nothing
3	Do Nothing
4	Do Nothing
5	Do Nothing
6	Do Nothing
7	Do Nothing
8	Do Nothing
9	Do Nothing
10	Transfer to Phone
11	Replay Menu
12	Return to Previous Menu



## CONTACT US



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**Have More Questions?**

**Please Contact Us:**

**[astoundbusiness.com/contact/](https://astoundbusiness.com/contact/)**

**or call: 1-833-249-2786**