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.

TABLE OF CONTENTS

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.

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

	Hunt Group Name	Number of Members	Service Level	Department
☐	ACD Test Group	4	Premium ACD	None
☐	PASE Test MLHG	7	Hunt Group	None

	Hunt Group Name	Number of Members	Service Level	Department
☐	ACD Test Group	4	Premium ACD	None
☐	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

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.

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

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

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.

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.

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

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.

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

9

ADMINISTRATOR PORTAL
Services

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

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.
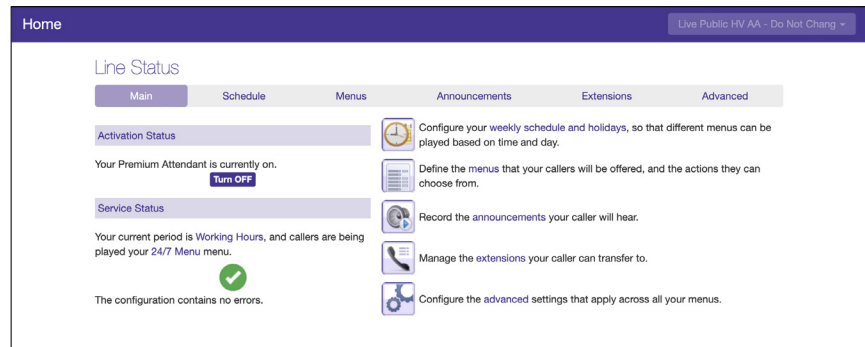
Initial Setup

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.

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.

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.

3. View Attendant Settings
   • You can view in full window by clicking on "Open in New Window".

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.

Auto Attendant
Schedule Period

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

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)
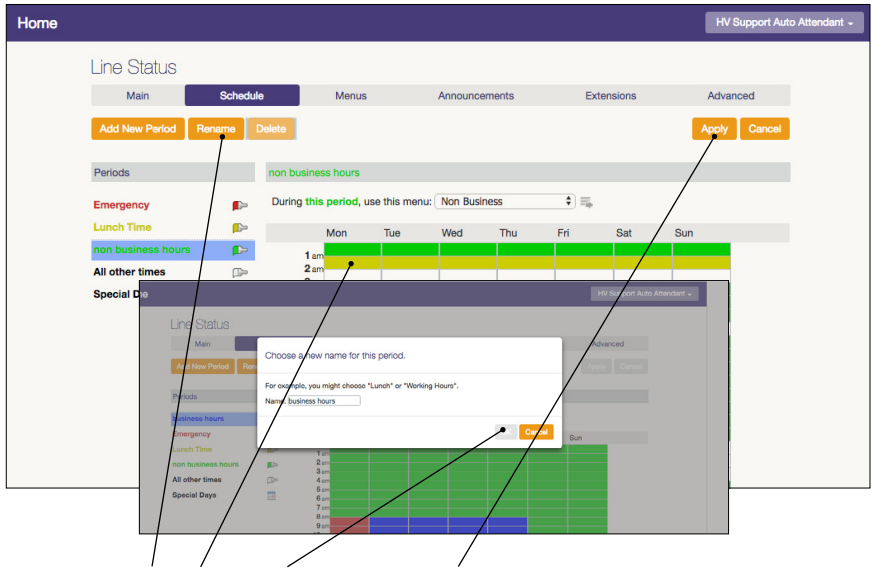
Editing Existing Schedule Periods

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
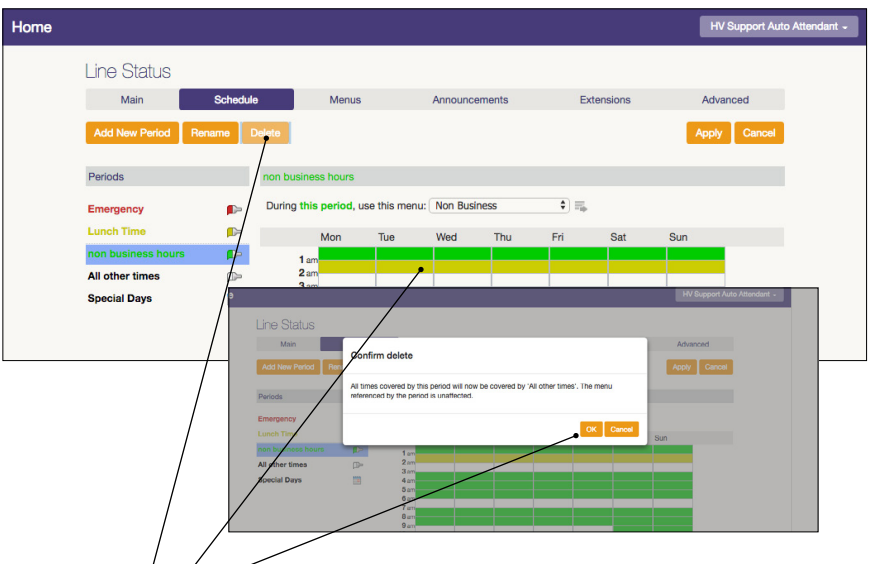
Deleting a Schedule Period

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.


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

17
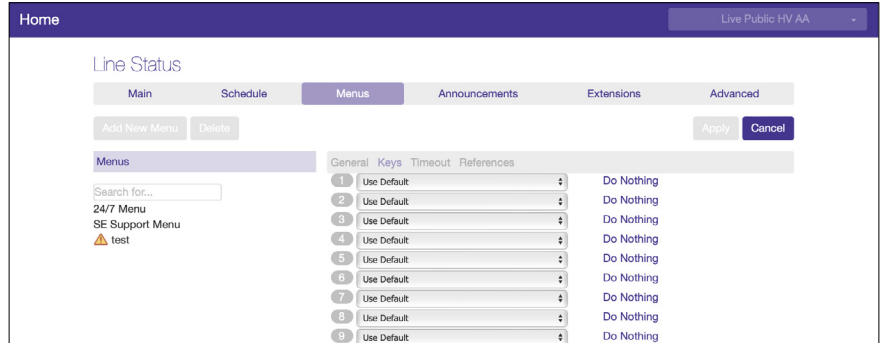
Keys

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

Auto Attendant

Timeouts

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.

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".

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

CONTACT US

Astound
Business Solutions
Powered by RCN | GRANDE COMMUNICATIONS | wave

Have More Questions?

Please Contact Us:
astoundbusiness.com/contact/
or call: 1-833-249-2786