Dear MegaPath Business Voice Administrator,

Thank you for choosing MegaPath. We have designed this resource guide to help you get the most out of your new MegaPath phone service.

Phone service from MegaPath provides many benefits, including ensured continuity of service at all times. If your phone system ever loses its connection, for any reason, it is reassuring to know that all of the services we provide (Voicemail, Auto Attendants, Hunt Groups, etc.) will still be available. What’s more, should you need to temporarily re-route your calls, MegaPath can quickly and easily process your changes over the phone or you can even re-route most services yourself through our convenient Web Portal.

If you ordered phones, you will find E911 stickers enclosed with each phone that the FCC requires all Voice over IP (VoIP) providers supply to their customers. Please place the stickers visibly on your phone to serve as a reminder to all users that 911 services may not be available during power outages or disruptions of broadband service.

If you move any of the phones to a new service address, it is your responsibility to update MegaPath immediately with the new service address by following these instructions:

- Call (888) 886-5255.
- Provide your MegaPath-provided Personal Identification Number (PIN) for each telephone number that has been moved.
- Then provide your updated service address.

For more information and training materials, please visit our Voice Support page at www.megapath.com/support/voice. There you will find useful resources such as the following:

- Instructional guides, including this Admin Guide, the Quick Reference Guide, and our Service Guides. The Quick Reference Guide is included with every phone you receive from MegaPath.
- Informational training videos, including New User Phone Training, Administrator Training, and Training on the Outlook Toolbar.

We appreciate your business. If you have any questions about your MegaPath phone service, please contact your MegaPath Representative.

Sincerely,

MegaPath Customer Service

(888) 886-5255
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About This Guide
MegaPath Hosted Voice is an advanced phone service with powerful features, accessible everywhere you have internet access. Whether you choose Hosted Voice or Integrated Voice, this Administrator Guide is designed to help you maximize your features, support your employees, and in general get the most out of your MegaPath phone service.

About You
As the site administrator for your company’s phone system, you will be responsible for updating employee information and managing company resources within the MegaPath network. You will also be providing support to all of the employees in your company and helping them use their telephones, features, and web portal.
The site administrator is the person in the office who is responsible for administering the phone system, and is assigned by your company. In addition, the site administrator is the person responsible for managing the user profiles within your company, and the first point of contact for end users. You will see references within this guide to users or end users, these are the employees within your company.

Hosted Voice vs. Integrated Voice
Before you begin, it is important to identify which type of MegaPath phone service you have, Hosted Voice or Integrated Voice. The primary difference between the two options is whether or not your company is using a PBX, Key System, or other on-premise phone management hardware.
Hosted Voice

With Hosted Voice, there is no on-premise phone system. Instead, each employee receives their own MegaPath certified phone, dedicated telephone number, customizable features, and Web Portal access. In addition, each site may also receive a Voice over IP (VoIP) gateway to help manage voice traffic and ensure Quality of Service (QoS).

Equipment

IP phones, adapters, and a VoIP gateway are the only equipment that must be installed at your site to support MegaPath Hosted Voice. This equipment performs the following functions:

- Converts voice traffic into IP packets for transmission to the carrier network and manage return traffic
- Transmits signaling information between a control server and the telephone
- Quality of Service (QoS), which prioritizes voice packets over data packets, ensuring the sound quality of your incoming and outgoing phone calls.

The following IP telephones are currently supported and certified for use with MegaPath Hosted Voice:

- Cisco 7940G SIP phone
- Cisco 7960G SIP phone
- Cisco SPA 303G* SIP phone
- Cisco SPA 504G* SIP phone
- Cisco SPA 509G* SIP phone
- Cisco SPA 525G* SIP phone
- Linksys SPA 942* SIP phone
- Linksys SPA 962* SIP phone
- Polycom SoundPoint IP 321* phone
- Polycom SoundPoint IP 330* phone
- Polycom SoundPoint IP 335* phone
- Polycom SoundPoint IP 650* phone
- Polycom SoundPoint IP 670* phone
- Polycom SoundPoint IP 670* expansion module
- Polycom SoundStation IP 4000 conference phone
- Polycom SoundStation IP 6000 conference phone
- Counterpath eyeBeam v1.5 SIP softphone

**NOTE:** All phones marked with an asterisk (*) are IEEE 802.3af Power-over-Ethernet (POE) compatible. Please contact your MegaPath Representative for questions about POE.

**NOTE:** MegaPath strongly recommends usage of a USB headset with softphones to ensure optimal audio quality and performance.

The following Analog Telephone Adapter (TA) is currently supported with MegaPath Hosted Voice:

- Linksys SPA 2100/2102 ATA

The following VoIP gateways are currently supported and certified for use with MegaPath Hosted Voice:

- EdgeMarc 4200 Converged Network Appliance
- EdgeMarc 4500 Converged Network Appliance
- EdgeMarc 4552 Converged Network Appliance
- EdgeMarc 200AE2 Converged Network Appliance
**Integrated Voice**

With Integrated Voice, employees continue to use their existing phones, with the MegaPath telephone lines delivered to the on-premise phone system. Employees typically do not have individual Web Portal access, as most call routing and voicemail features are handled through the on-premise PBX or Key system.

**Equipment**

A VoIP gateway and Integrated Access Device (IAD) are the only equipment that must be installed at your site to support MegaPath Integrated Voice. This equipment performs the following functions:

- Converts voice traffic into IP packets for transmission to the carrier network and manages return traffic.
- Transmits signaling information between a control server and the phone system.
- Quality of Service (QoS), which prioritizes voice packets over data packets, ensuring the sound quality of your incoming and outgoing phone calls.

The following Integrated Access Devices are currently supported with MegaPath Integrated Voice:

- Adtran 916 T1 16-port IAD
- Adtran 924E T1 24-port IAD
- Linksys SPA 8000 ATA

The following VoIP gateways are currently supported and certified for use with MegaPath Integrated Voice:

- EdgeMarc 4200 Converged Network Appliance
- EdgeMarc 4500 Converged Network Appliance
- EdgeMarc 4552 Converged Network Appliance
- EdgeMarc 200AE2 Converged Network Appliance
- Adtran NetVanta 3448
- Adtran Total Access 916
- Adtran Total Access 924E
Web Portal

URL: http://voiceportal.megapath.com

The MegaPath Web Portal provides the ability for both administrators and users to configure call routing functions and features associated with their MegaPath phone service.

Administrator Functions

- Reset employee passwords
- Manage Auto Attendant, Hunt Group, and Call Centers
- Configure or reset employee feature settings
- Manage company-wide Time and Holiday Schedules
- Setup Account and Authorization codes

User Features

- Manage Voicemail settings
- Manage call routing features such as Call Forwarding, Simultaneous Ring, and Remote Office
- View Call Logs & Enterprise/Group Directory

System Requirements

The supported browser for the MegaPath Hosted Voice portal is Microsoft Internet Explorer 5.0 or higher with the Microsoft Java VM installed. Earlier versions of IE or any version of other browsers (Firefox, Safari, Opera) may be compatible with some functions of the Web Portal but are not certified or supported.

Internet Explorer security options must be set as follows:

- Download signed ActiveX controls - "Prompt"
- Run ActiveX controls and plug-in - "Enable"
- Script ActiveX controls marked safe for scripting - "Enable"
General Portal Guidelines

All pages in the portal contain a logo pane at the top of the page, which displays the user’s role, their location in the system, and their name. All pages also contain the following links in the logo pane:

- **Help**: opens a Help window with additional information related to the current page. Help opens in its own browser window. To exit the Help page, click the X in the upper right corner of the browser window.
- **Home**: displays the Home page for the current user.
- **Logout**: logs the current user out of the portal.

On each page of the portal, the navigation pane and content pane are displayed below the logo pane.

The navigation pane displays your various options, each of which has a menu page associated with it. Clicking an option, for example, **Profile**, highlights the option and displays its associated menu page in the content pane. Menu items display as links to additional pages. The options displayed on the navigation pane may change depending on the role of the user (administrator or end user) and their available services (such as whether an end user can create conference instances or not).

The following buttons are available on most content pages and are used to add, modify, and save data or to display the previous page:

- **Apply**: saves any changed information on the current page.
- **OK**: saves any changed information on the current page and displays the previous page.
- **Cancel**: cancels the last operation, returns to the information last saved on the page, and displays the previous page.
- **Add**: displays another page, which allows you to add an item to the system, for example, a new Time Schedule.
- **Delete**: removes the selected item from the system.

The next part of this guide explains in detail how to use the system administrative functions of the Web Portal.
Log In

The Login page is used to access the system. To login:

1. Launch your web browser.
2. Go to http://voiceportal.megapath.com. You will see the following page:

3. Enter your group administrator ID and password (provided to you by MegaPath).
4. Click Login or press Enter.
5. The portal will open to your Home page.

Profile Menu

The Group Profile menu is the Home page for administrators and the first page displayed whenever you login to the portal. To return to this page, click the "Home" link in the upper right-hand corner of the portal at any time.

1. Use the Group Profile menu to view the users in your company, add and modify holiday and time schedules, and change your password.

NOTE: You may also click the Group link in the logo pane to return to the group profile menu at any time.
User Management

From the Users link on the Group Profile menu, you can select individual users and access their view of the Web Portal for the purposes of managing their features and call routing, exactly as if they were logged into the Web Portal themselves. In addition, as an administrator, you will also have the ability to reset user passwords without their current password, modify allowed calling plans for incoming and outgoing calls on an individual user basis, and configure the Intercept User feature for employees that have recently left or changed their number.

This section describes how to use the administrator features of user management along with a few select user features. To view instructions for how to manage all user features, please refer to the MegaPath End User Guide.

NOTE: To add a new employee, move an employee’s extension, or delete an employee from the system, you must contact your MegaPath Representative.

To open a user’s profile:

1. Click Users on the Group Profile menu. The Users page displays.

2. Select the desired search criteria (e.g. “First Name,” “Last Name,” or “Phone Number” & “Starts With,” “Contains,” or “Equal To”).

3. Fill in the search information in the text box.

4. Click the Search button. The results page displays.

NOTE: To view all users, leave the text box empty and click the Search button.
5. Click **Edit** (or any other item on the row) for a specific user to manage their profile. The user's Profile menu displays.

USER PROFILE

**To manage a user's profile information:**

1. Open the desired user's profile.
2. Click **Profile**. The user’s Profile page displays.

3. On the user's Profile page you can view and modify selected user information, such as job **Title**, **Mobile** phone number, and **E-mail** address.
4. Click **OK** when you are finished with the user’s profile.
USER PASSWORDS

Use the Passwords page to change a user's password for the web portal or the voicemail system. Users can also change their own passwords.

1. Open the desired user's profile.
2. Click Passwords on the User Profile menu. The User Passwords page displays.

3. Select the radio button for the web access or voice portal (voicemail) password, depending on the type of password you want to change.
4. Type the new password in each of the new password text boxes.
5. Click Apply or OK to save your changes.

NOTE: When resetting the voice portal (voicemail) password, be sure to use only numeric digits as the phones cannot transmit non-numeric characters.

USER INCOMING CALLING PLAN

Use the Incoming Calling Plan page to configure or change the incoming calling restrictions for a selected user.

1. Open the desired user's profile.
2. Click Calling Plans from the Navigation Pane. The Calling Plans menu displays.
3. Click Incoming Calling Plan on the Calling Plans menu. The Incoming Calling Plan page displays.

4. To make the user settings editable, check the “Custom Settings” checkbox.
5. In the Collect Calls rule, check (allow) or uncheck (prevent) the Permitted checkbox for the user for one or more of the call types.
6. Click Apply or OK to save your changes.
USER ALTERNATE NUMBERS

Alternate numbers enable users to purchase an additional (alternate) telephone number that automatically routes calls back to their primary telephone number. This feature is most commonly used when a company wants a Toll-Free and a Local number to route all calls to their main location's receptionist or Auto Attendant. Please contact your MegaPath Representative to set up Alternate numbers.

USER OUTGOING CALLING PLAN

The Outgoing Calling Plan page allows you to configure or change the outgoing calling restrictions for a selected user. Calling restrictions are most often placed on common area phones such as those available in lobbies or conference rooms to prevent unauthorized calls to premium or international destinations.

To modify the Outgoing Calling Plan for a specific user:

1. Open the desired user’s profile.
2. Click Calling Plans from the Navigation Pane. The Calling Plans menu displays.
3. Click Outgoing Calling Plan on the Calling Plans menu. The Outgoing Calling Plan page displays.
4. Click the Originating Calls tab to edit settings for Originating Calls.
5. Check the Custom Settings check box if you would like to make the Calling Plan settings editable.
6. Place a checkmark (allow) or clear the checkmark (prevent) in the Permitted box to alter the ability for the user to make calls for the given option (International, Operator Assisted, etc.).
7. Click the **Initiating Call Forwards/Transfers** tab to edit settings for user Initiated Call Forwards and Transfers.

8. Check the **Custom Settings** check box if you would like to make the Calling Plan settings editable.

9. Place a checkmark (allow) or clear the checkmark (prevent) in the **Permitted** box to alter the ability for the user to make calls for the given option (International, Operator Assisted, etc.).

**USER WARNING TONE FOR DIRECTED CALL PICKUP WITH BARGE-IN**

Directed Call Pickup with Barge-in is a feature that allows a member of a Call Pickup group to join, or “Barge-in,” on a call already in progress for another member of the same Call pickup group. This feature is most often used when a manager wishes to assist another employee via a 3-way conversation or when a manager needs to listen in for quality assurance purposes. Depending on how this feature will be used, you may or may not want the warning tone to sound when this feature is activated. For more information on setting up Call Pickup Groups, see page 32 of this guide.

To activate or deactivate Directed Call Pickup with Barge-in for a selected user:

1. Open the desired user’s profile.
2. Click **Call Control** from the Navigation Pane. The Call Control menu displays.
3. Click **Directed Call Pickup with Barge-in** on the Call Control menu. The Directed Call Pickup with Barge-in page displays.

**Directed Call Pickup with Barge-in**

Directed Call Pickup with Barge-in allows you to dial a feature access code followed by an extension to pick up or barge-in on a call to another group member. If the call has not been answered, then it is picked up. If the call has been answered, then barge-in occurs. A barge-in results in a three-way call being created between you, the group member being barged-in on, and the other party the group member is connected to. You are the controller of the barge-in three-way call.

4. Select the desired radio button to turn the Warning Tone **On** or **Off** for barge-in calls to other users in the Call Pickup group.
5. Click **Apply** or **OK** to save your changes.
REMOTE OFFICE

The Remote Office feature allows a user to make and receive Hosted Voice calls from an alternate phone (cell, home, hotel, etc.). The user must have access to the internet, and the alternate phone must be reachable via a direct dial telephone number. This feature is not compatible with telephones that are only reachable via an auto attendant or receptionist.

When Remote Office is active, all inbound calls are automatically forwarded to the user’s alternate phone. To place outbound calls, the user must initiate the call via the toolbar or the Web Portal. The call will first be routed through their alternate phone, which will ring. When the user picks up the phone, the call will then be routed to the desired recipient. This way the call recipient will see the user’s business telephone information displayed on caller ID, instead of the information of the phone being used.

Please note that if the alternate phone being used is long distance from the user’s business phone, standard long distance usage rates may apply for every call placed or received using the Remote Office feature. Furthermore, if the user is placing an outbound long distance call (based on their business phone’s calling area), additional standard long distance usage charges may apply to the destination leg of the call as well.

To configure Remote Office for a selected user:

1. Open the desired user’s profile.
2. Click Call Control from the Navigation Pane. The Call Control menu displays.
3. Click Remote Office on the Call Control menu. The Remote Office page displays.
4. Select the desired radio button to turn Remote Office On or Off for the current user.
5. Enter the user’s alternate phone number (home, cell, hotel, etc.).
6. Click Apply or OK to save your changes.
HOTELING HOST

Hoteling Host allows a user to be designated as a host user. A user, who is assigned the hoteling guest service, can then be associated to the host user giving them the same features available to the host. When associated, the host user allows the guest user to use the host's device with the guest's service profile. If association limit is not enforced, the Guest user is allowed to associate with the Host user indefinitely.

1. Click Call Control from the Navigation pane. The Call Control Profile page displays.
2. Click Hoteling Host on the Call Control menu page. The Hoteling Host page displays.

3. Activate or de-activate your phone device as a host.
   - Click On or Off. When this service is on your phone device can be used as a Hoteling Host. If someone is using your phone device as a Hoteling Guest, information on that user is displayed in the Associated Guest area.
   - When this service is turned off, your phone device cannot be used as a Hoteling Host.

4. Define the association time limit.
   - To select a time limit, select the Enforce Association Limit check box and enter the amount of time in the Hours text box.

5. Click Apply or OK to save your changes.
**SHARED CALL APPEARANCE**

Shared Call Appearance allows MegaPath to provision up to 5 devices with the same telephone number. You must contact your MegaPath Representative to set up or modify your Shared Call Appearance settings. All devices sharing the same telephone number behave as extensions of that telephone number and must reside at the same physical address to ensure accurate 911 and emergency response. Devices that support Line Status Monitoring (Linksys SPA 942/962, Polycom SoundPoint IP 321/330/335/650/670, and Cisco SPA 303G/504G/509G/525G) will also indicate when a shared line is ringing, busy, or on hold.

To view all devices which are sharing the same telephone number as the current user:

1. Open the desired user’s profile.
2. Click Call Control from the Navigation Pane. The Call Control menu displays.
3. Click Shared Call Appearance on the Call Control menu. The Shared Call Appearance page displays.

4. Place a checkmark in the checkbox to `Alert all appearances for Click-to-Dial calls` if you wish to have all phones sharing the same telephone number ring whenever a call is initiated through the toolbar or the Web Portal.

5. Place a checkmark in the checkbox to `Allow Call Retrieve from another location` if you wish to be able to pick up an active call from another location using a feature access code.

6. Place a checkmark in the checkbox to `Allow bridging between locations` to allow one or more users to pick up a device at a shared call appearance user’s locations and barge in on the user’s current call.

7. Select a `Bridge Warning tone` from the radio selections: None, Barge-in only, or Barge-in and repeat every 30 seconds.

8. Click OK or Cancel to return to the previous page.

**USER UTILITIES – AUTHENTICATION**

Authentication allows you to modify the username and password data required for a user’s phone to register. Please do not edit the user authentication name or password in the Utilities menu. Changing this information will cause the user’s phone service to stop working. This is not the password with which the user logs in to the Web Portal. Please see the User Passwords section on page 15 for instructions on how to modify the user’s Web Portal password.
INTERCEPT USER

Intercept user allows you to intercept all calls for a specific user and play an announcement with new contact information for the user or alternate instructions. You can also give the caller the option to press 0 and be transferred to an alternate number during the announcement.

To configure Intercept User:

1. Open the desired user’s profile.
2. Click Utilities from the Navigation Pane. The Utilities menu displays.
3. Click Intercept User from the Utilities menu. The Intercept User page displays.

4. Select the desired radio button to turn Intercept user **On** or **Off**.
5. Select Default Announcement to have the system play the following default announcement to all callers to the selected user: “The number you are trying to reach is out of service.”
6. Select Personal Announcement to upload a pre-recorded announcement that will be played for all callers to the selected user.
7. Check the box next to Play new Phone Number and enter the new telephone number in the associated text box to have the system play the new phone number after the announcement.
8. Check the box next to Transfer on ‘0’ to Phone Number and enter the desired telephone number in the associated text box to have the system announce, “Press zero now if you wish to be transferred to the new location,” and transfer any callers who press zero.
9. Click Apply or OK to save your changes.
Company-Wide Phone Settings

Now that we have examined how to manage individual users, the remaining options in the Web Portal will help you manage your company-wide phone settings. Beginning with the Group Profile page, this section describes how to use the company-wide features of your MegaPath phone system.

CHANGE ADMINISTRATOR PASSWORD

Use the Change Password page to change your admin password for the web portal.

To change your administrator Web Portal password:

1. Click Change Password on the Group Profile menu. The Change Password page displays.

2. Type your current password, followed by your new password twice, in the appropriate boxes. All fields are required.

3. Click Apply or OK to save your changes.
HOLIDAY SCHEDULE

Use the Holiday Schedule page to manage all the holiday schedules for your company. Once you create a Holiday schedule, it can be applied to company-wide phone services, such as an Auto Attendant, so that any after-hours greetings and menus are played to callers during scheduled Holidays, in addition to standard non-business hours.

1. Click Holiday Schedule on the Group Profile menu. The Holiday Schedule page displays.

2. Click Add to add a holiday schedule for the group. The Holiday Schedule Add page displays.

3. Enter a name for the schedule in the Holiday Schedule Name text box.
4. Enter a description for the Holiday you would like to configure in an open Holiday text box.
5. Enter a start date for your Holiday in the corresponding Start Date text box. You may either select the date from a calendar interface by clicking the corresponding calendar icon or enter the date manually in mm/dd/yyyy format.
6. Enter an end date for your Holiday in the corresponding End Date text box. You may either select the date from a calendar interface by clicking the corresponding calendar icon or enter the date manually in mm/dd/yyyy format. For single-day holidays, you may leave the end date blank.
7. Repeat steps 4 through 6 for each holiday you wish to add to the current Holiday Schedule. You may have up to 20 holidays configured per Holiday Schedule.
8. Click OK to save your changes and return to the previous page.
To modify or delete a holiday schedule:

1. Click **Holiday Schedule** on the Group Profile menu. The Holiday Schedule page displays.
2. Click **Edit** on the row for the desired holiday schedule. The Holiday Schedule Modify page displays.
3. Edit the data in any of the fields to modify the Holiday Schedule.
4. Click **OK** to save your changes.
5. OR, click **Delete** to delete the holiday schedule. The previous page displays, with the deleted schedule removed.

**TIME SCHEDULE**

Similar to Holiday Schedules, Time Schedules define active (or working) hours of each day on a weekly basis and can be applied to specific features to activate or deactivate the feature according to a preset schedule. There are two types of Time Schedules that can be created, Personal and Group Time Schedules.

**Personal Time Schedules** are created by individual end users and may be applied, modified, or deleted by the user who created them.

**Group Time Schedules** are created by you, the admin, and may be applied, modified, or deleted only by you. Group Time Schedules are the only time schedules that may be applied to company-wide (or group) services such as the Auto Attendant. Group Time Schedules may also be applied by end users; however, they will have no other management capabilities.

To add a schedule:

1. Click **Time Schedule** on the Group Profile menu. The Time Schedule page displays.
2. Click **Add** to add a time schedule for the group. The Time Schedule Add page displays.

![Time Schedule Add](image)

3. Enter a name for the schedule in the **Time Schedule Name** text box.

4. Select a start day for your desired schedule entry from the **Start Day** drop down box.

5. Enter a start time for your desired schedule entry in the corresponding **Start Time** text box, using the HH:MM format and select whether the time is AM or PM, from the associated drop down box.

6. Select an end day for your desired schedule entry from the **End Day** drop down box.

7. Enter an end time for your desired schedule entry in the corresponding **End Time** text box, using the HH:MM format and select whether the time is AM or PM, from the associated drop down box.

8. Repeat steps 4 through 7 for each entry you wish to add to the current Time Schedule. You may have up to 20 entries configured per Time Schedule.

**NOTE:** When a time schedule is applied to a feature, that feature will be active between the start day/time and end day/time of each entry. For example, an entry of **Start Monday, 8:00am** through **End Monday, 5:00pm**, followed by similar entries for each of **Tuesday, Wednesday, Thursday, and Friday**, will resemble a standard 8-5 work week.

Alternatively, a single entry of **Start Monday, 8:00am** through **End Friday, 5:00pm** will cause any feature using the given Time Schedule to be **active 24hrs** of each day, beginning Monday at 8:00am and extending through Friday at 5:00pm.

9. Click **OK** to save your changes and return to the previous page.

To delete or modify a time schedule:

1. Click **Time Schedule** on the Group Profile menu. The Time Schedule page displays.

2. Click **Edit** or any item on the row for the schedule you wish to modify on the Time Schedule page. The Time Schedule Modify page displays.

3. Edit the name and any entries you wish to modify.

4. Click **OK** to save your changes and return to the previous page.

Or, click **Delete** to delete the current time schedule. The previous page displays.
Resources Menu

Use the items on the Resources menu to list resources assigned to your group, such as what telephone numbers, which users, and how many phones you have configured in the system.

NOTE: The resources menu is for informational purposes only. Please contact your MegaPath Representative if you wish to modify any resources allocated to your company.

CONFERENCE PORTS

From the Conference Ports page, you can view the number of ports (concurrent call legs) allocated to your company for use in conducting web and audio conferences.

To view your allocated conference ports:

1. Click Resources from the Navigation Pane. The Resources menu displays.
2. Click Conference Ports on the Resources menu. The Conference Ports page displays.
3. Click OK to display the previous page.
IDENTITY/DEVICE PROFILES

From the Identity/Device Profiles page, you can view the device name and type for each IP phone, telephone adapter, or Integrated Access Device on your network.

To list the devices allocated to your group:

1. Click Resources from the Navigation Pane. The Resources menu displays.
2. Click Identity/Device Profiles on the Resources menu. The Identity/Device Profiles page displays.
3. Enter the desired search criteria and click Search to return a filtered list of devices. To view all devices, leave the text box empty and click Search.
4. Click OK to display the previous page.
DOMAINS

From the domains page, you can view the domain assigned to your MegaPath phone system and all of its associated users. For most customers, the domain they will be assigned is MegaPath.net and all users within the company will be allocated to that domain.

To display the domains used by your company and to list the users assigned to a domain:

1. Click Resources from the Navigation Pane. The Resources menu displays.
2. Click Domains on the Resources menu. The Domains page displays.

3. Click Edit for the desired domain. The Domain Users page displays.

4. Enter the desired search criteria and click Search to return a filtered list of users. To view all users, leave the text box empty and click Search.

5. Click Edit next to a desired user to go to their profile page.
6. OR, click OK to return to the Group profile page.
NUMBERS

From the Numbers page, you can view all telephone numbers assigned to your MegaPath phone system.

To list the numbers assigned to your company:

1. Click Resources from the Navigation Pane. The Resources menu displays.
2. Click Numbers on the Resources menu. The Numbers page displays.

3. Enter the desired search criteria and click Search to view a filtered list of assigned telephone numbers. To view all numbers, leave the text box empty and click Search.

4. Click OK to display the previous page.
SERVICES

From the Services page, you can view all services assigned to your MegaPath phone system.

To list the services assigned to your group:

1. Click Resources from the Navigation Pane. The Resources menu displays.
2. Click Services on the Resources menu. The Services page displays.

3. Click OK to display the previous page.

TRUNKING CALL CAPACITY

Trunking Call Capacity applies only to Integrated Voice service and indicates the maximum number of simultaneous calls which may be placed at any given time.

To view your current Trunking Call Capacity:

1. Click Resources from the Navigation Pane. The Resources menu displays.
2. Click Trunking Call Capacity from the Resources page. The Trunking Call Capacity page displays.

3. Click OK to return to the previous page.

NOTE: If you are an Integrated Voice customer and would like to change your Trunking Call Capacity, please contact your MegaPath Representative.
Services Menu

The Services Menu is where you will be able to access and configure the majority of your company-wide services. Items such as the Auto Attendant, Hunt Groups, and Conference Bridges are all located on the Services Menu.

AUTO ATTENDANT

An Auto Attendant answers incoming calls with a pre-recorded message and can allow callers to choose to be transferred to another number, dial a known extension, or utilize name dialing to reach a specific employee.

To set up and configure your Auto Attendant:

1. Click Services from the Navigation Pane. The Services menu displays.
2. Click Auto Attendant on the Services menu. The Auto Attendant page displays.

3. Check (or uncheck) the Active box to activate (or deactivate) a specific Auto Attendant.
4. Click on Edit to view and modify the settings for the desired Auto Attendant. The Auto Attendant Profile page displays. Click Profile. The Auto Attendant Modify page displays.
NOTE: Please do not change the **Auto Attendant ID**, **User ID**, **Name**, **Calling Line ID First/Last Name**, **Department**, **Time Zone**, **Language**, or **Aliases** as altering these items could have an adverse effect on your Auto Attendant’s functionality.

5. Select a Time Schedule to apply to the current Auto Attendant from the **Business Hours** drop down box. You may choose from the default Time Schedule of **Every Day All Day**, (which sets the Auto Attendant permanently on) or any of the company-wide, Group Time Schedules you created earlier. For help with Time Schedules, see page 18.

6. Select a Holiday Schedule to apply to the current Auto Attendant from the **Holiday Schedule** drop down box. You may choose from the default Holiday Schedule of **None**, (which doesn’t alter Auto Attendant behavior for any holidays) or any of the company wide Holiday Schedules you created earlier. For help with Holiday Schedules, see page 16.

7. Click **Business Hours Menu** to modify the Auto Attendant settings in effect during business hours. Your current Auto Attendant settings are saved and the Business Hours Menu displays. See “To Configure the Auto Attendant Business Hours Menu” below for more information on configuring your business hours options.

8. Click **After Hours Menu** to modify the Auto Attendant settings in effect after business hours. Your current Auto Attendant settings are saved and the After Hours Menu displays. See “To Configure the Auto Attendant After Hours Menu” below for more information on configuring your after business hours options.

9. **Scope of extension dialing** defines whether the system should search through employees at the Enterprise, Group, or Department level, whenever Extension Dialing is selected by the caller. Unless directed by your MegaPath representative, this setting should not be changed.

10. **Scope of name dialing** defines whether the system should search through employees at the Enterprise, Group, or Department level, whenever Name Dialing is selected by the caller. Unless directed by your MegaPath representative, this setting should not be changed.

11. Select the desired radio button for how the system should allow callers to enter names when using **Name Dialing Entries**.

   **FirstName + LastName** requires the caller to type the user’s last name, followed by the user’s first name, into the telephone whenever Name Dialing is used. Once the system can determine a unique match, the system will connect the caller with that user.

   **FirstName + LastName and FirstName + LastName** allows the caller to type either the desired user’s first name followed by the user’s last name or the user’s last name followed by the user’s first name into the telephone whenever Name Dialing is used. Once the system can determine a unique match, the system will connect the caller with that user.

12. Click **Apply** to save your settings.
To configure the Auto Attendant Business Hours and Auto Attendant After Hours Menu:

1. Click Services from the Navigation Pane. The Services menu displays.
2. Click Auto Attendant on the Services menu. The Auto Attendant page displays.
3. Click Edit to view and modify the settings for the desired Auto Attendant. The Auto Attendant Modify page displays.
4. Click Business Hours Menu. The Business Hours Menu page displays (shown below).

OR

Click After Hours Menu. The After Hours Menu page displays.

5. Select the Default Greeting radio button to have the system play a generic system recording to the caller during business hours.

NOTE: The generic system recording does not change based on the menu options you configure and is therefore not recommended.

6. Select Personal Greeting to upload a pre-recorded greeting that will be played for all callers during business hours. For help with uploading announcements, please see the Frequently Asked Questions at the end of this guide on page 68.

NOTE: You may also record a greeting over the phone, through the voice portal. If you record your greeting over the phone, the Personal Greeting radio button will be preselected, followed by the status “Recorded from Voice Portal” whenever you visit the Business Hours Menu.

7. Check the box next to Enable first-level extension dialing to give callers the ability to dial a known extension as soon as the Auto Attendant answers the call.

8. Enter a description of the action you want the Auto Attendant to take when a specific number key is pressed, in the Description text box, next to the desired number.

9. Select the desired action from the associated Action drop down box. See Table 1 on page 29 for a list of available actions and their descriptions.

10. Click OK to save your changes.
<table>
<thead>
<tr>
<th>Action</th>
<th>Message played to caller</th>
<th>What happens</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transfer to operator</td>
<td>“Please stay on the line while your call is transferred.”</td>
<td>Call is transferred to the number in the associated <strong>Phone Number</strong> text box.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If the number is not valid, the call ends with the message “Your call cannot be transferred, please try again later, thank you.”</td>
</tr>
<tr>
<td>Transfer with prompt</td>
<td>“Transferring to…”</td>
<td>Call is transferred to the number in the associated <strong>Phone Number</strong> text box.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If the number is not valid, the call ends with the message “The number you have dialed is not in service. Please check the number and try your call again. Thank you.”</td>
</tr>
<tr>
<td>Transfer without prompt</td>
<td>None</td>
<td>Call is transferred to the number in the Number column.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>If the number is not valid, the call ends with the message “The number you have dialed is not in service. Please check the number and try your call again. Thank you.”</td>
</tr>
<tr>
<td>Name Dialing</td>
<td>None</td>
<td>Access to name dialing is provided.</td>
</tr>
<tr>
<td>Extension Dialing</td>
<td>None</td>
<td>Access to extension dialing is provided.</td>
</tr>
<tr>
<td>Exit</td>
<td>None</td>
<td>Call is released.</td>
</tr>
<tr>
<td>Repeat Menu</td>
<td>None</td>
<td>Menu greeting is replayed.</td>
</tr>
<tr>
<td>“—” (Indicates no action has been selected.)</td>
<td>“This key is not valid. Please try again.”</td>
<td>Menu greeting is replayed.</td>
</tr>
</tbody>
</table>
COMMPIL0T CALL MANAGER

CommPilot Call Manager is the web based application that users can utilize to click to dial calls and manage commonly used call routing features (such as call forward and remote office) when logged into the Web Portal.

As the admin, you can decide whether end users can view the company wide (Enterprise) directory from within the Call Manager application. This setting will not affect a user’s ability to view the Enterprise directory under the Utilities tab or from within the Voice Communications Toolbar.

To allow or prevent display of the Enterprise directory from the CommPilot Call Manager:

1. Click Services from the Navigation Pane. The Services menu displays.
2. Click CommPilot Call Manager on the Services menu. The CommPilot Call Manager page displays.

3. Select the Display Enterprise Directory radio button to allow users to view the Enterprise directory and search for individuals by name.
4. Select the Hide Enterprise Directory radio button to hide the Enterprise Directory from all users.
5. Select the Display Limited Enterprise Directory (search only) radio button to only allow users to search for individuals by name.
6. Click Apply or OK to save your changes.
CALL PICKUP

Call Pickup enables a user to answer any ringing line (within their Call Pickup Group) from their desk phone. To pick up a ringing call, a user dials the Call Pickup star code (*98) and is immediately connected to the caller. If more than one line in a Call Pickup Group is ringing, the call that has been ringing the longest is answered first. A user may also dial the Directed Call Pickup star code (*97), followed by a specific extension, to only answer a ringing call to that extension, regardless of how many lines in the Call Pickup Group are ringing.

NOTE: You may set up more than one call pickup group for your company however; users may only belong to one call pickup group at a time.

To add a Call Pickup Group:

1. Click Services from the Navigation Pane. The Services menu displays.
2. Click Call Pickup on the Services menu. The Call Pickup page displays.
3. Click Add to add a Call Pickup Group. The Call Pickup Add page displays.

NOTE: You may set up more than one call pickup group for your company however; users may only belong to one call pickup group at a time.

To add a Call Pickup Group:

1. Click Services from the Navigation Pane. The Services menu displays.
2. Click Call Pickup on the Services menu. The Call Pickup page displays.
3. Click Add to add a Call Pickup Group. The Call Pickup Add page displays.

NOTE: You may set up more than one call pickup group for your company however; users may only belong to one call pickup group at a time.

To add a Call Pickup Group:

1. Click Services from the Navigation Pane. The Services menu displays.
2. Click Call Pickup on the Services menu. The Call Pickup page displays.
3. Click Add to add a Call Pickup Group. The Call Pickup Add page displays.

NOTE: You may set up more than one call pickup group for your company however; users may only belong to one call pickup group at a time.

To add a Call Pickup Group:

1. Click Services from the Navigation Pane. The Services menu displays.
2. Click Call Pickup on the Services menu. The Call Pickup page displays.
3. Click Add to add a Call Pickup Group. The Call Pickup Add page displays.

NOTE: You may set up more than one call pickup group for your company however; users may only belong to one call pickup group at a time.

To add a Call Pickup Group:

1. Click Services from the Navigation Pane. The Services menu displays.
2. Click Call Pickup on the Services menu. The Call Pickup page displays.
3. Click Add to add a Call Pickup Group. The Call Pickup Add page displays.

NOTE: You may set up more than one call pickup group for your company however; users may only belong to one call pickup group at a time.

To add a Call Pickup Group:

1. Click Services from the Navigation Pane. The Services menu displays.
2. Click Call Pickup on the Services menu. The Call Pickup page displays.
3. Click Add to add a Call Pickup Group. The Call Pickup Add page displays.

NOTE: You may set up more than one call pickup group for your company however; users may only belong to one call pickup group at a time.

To add a Call Pickup Group:

1. Click Services from the Navigation Pane. The Services menu displays.
2. Click Call Pickup on the Services menu. The Call Pickup page displays.
3. Click Add to add a Call Pickup Group. The Call Pickup Add page displays.

NOTE: You may set up more than one call pickup group for your company however; users may only belong to one call pickup group at a time.

To add a Call Pickup Group:

1. Click Services from the Navigation Pane. The Services menu displays.
2. Click Call Pickup on the Services menu. The Call Pickup page displays.
3. Click Add to add a Call Pickup Group. The Call Pickup Add page displays.

NOTE: You may set up more than one call pickup group for your company however; users may only belong to one call pickup group at a time.

To add a Call Pickup Group:

1. Click Services from the Navigation Pane. The Services menu displays.
2. Click Call Pickup on the Services menu. The Call Pickup page displays.
3. Click Add to add a Call Pickup Group. The Call Pickup Add page displays.

NOTE: You may set up more than one call pickup group for your company however; users may only belong to one call pickup group at a time.

To add a Call Pickup Group:

1. Click Services from the Navigation Pane. The Services menu displays.
2. Click Call Pickup on the Services menu. The Call Pickup page displays.
3. Click Add to add a Call Pickup Group. The Call Pickup Add page displays.

NOTE: You may set up more than one call pickup group for your company however; users may only belong to one call pickup group at a time.

To add a Call Pickup Group:

1. Click Services from the Navigation Pane. The Services menu displays.
2. Click Call Pickup on the Services menu. The Call Pickup page displays.
3. Click Add to add a Call Pickup Group. The Call Pickup Add page displays.

NOTE: You may set up more than one call pickup group for your company however; users may only belong to one call pickup group at a time.

To add a Call Pickup Group:

1. Click Services from the Navigation Pane. The Services menu displays.
2. Click Call Pickup on the Services menu. The Call Pickup page displays.
3. Click Add to add a Call Pickup Group. The Call Pickup Add page displays.

NOTE: You may set up more than one call pickup group for your company however; users may only belong to one call pickup group at a time.

To add a Call Pickup Group:

1. Click Services from the Navigation Pane. The Services menu displays.
2. Click Call Pickup on the Services menu. The Call Pickup page displays.
3. Click Add to add a Call Pickup Group. The Call Pickup Add page displays.

NOTE: You may set up more than one call pickup group for your company however; users may only belong to one call pickup group at a time.

To add a Call Pickup Group:

1. Click Services from the Navigation Pane. The Services menu displays.
2. Click Call Pickup on the Services menu. The Call Pickup page displays.
3. Click Add to add a Call Pickup Group. The Call Pickup Add page displays.

NOTE: You may set up more than one call pickup group for your company however; users may only belong to one call pickup group at a time.

To add a Call Pickup Group:

1. Click Services from the Navigation Pane. The Services menu displays.
2. Click Call Pickup on the Services menu. The Call Pickup page displays.
3. Click Add to add a Call Pickup Group. The Call Pickup Add page displays.

NOTE: You may set up more than one call pickup group for your company however; users may only belong to one call pickup group at a time.

To add a Call Pickup Group:

1. Click Services from the Navigation Pane. The Services menu displays.
2. Click Call Pickup on the Services menu. The Call Pickup page displays.
3. Click Add to add a Call Pickup Group. The Call Pickup Add page displays.

NOTE: You may set up more than one call pickup group for your company however; users may only belong to one call pickup group at a time.
4. Enter a description in the **Group Name** text box.

5. Select the desired search criteria (e.g. “Last Name,” “First Name,” or “Department” and “Starts With,” “Contains,” or “Equal to”) under the **Enter search criteria below** section.

6. Enter the desired search information in the text box to filter the users returned. To return all users, leave the text box blank.

7. Click the **Search** button to return available users matching the search criteria. The results will be displayed in the **Available Users** box.

8. Highlight one or more users in the **Available Users** box and click **Add** to move the selected user(s) to the **Assigned Users** box.

9. OR, click **Add All** to move all users from the **Available Users** box to the **Assigned Users** box.

10. Highlight one or more users in the **Assigned Users** box and click **Remove** to return the selected user(s) to the **Available Users** box.

11. OR, click **Remove All** to return all users to the **Available Users** box.

   **NOTE:** Only users not already assigned to a Call Pickup Group will be displayed in the **Available Users** box.

12. Click **OK** to save your changes.

To Modify a Call Pickup Group:

1. Click **Services** from the Navigation Pane. The Services menu displays.

2. Click **Call Pickup** on the Services menu. The Call Pickup page displays.

3. Click **Edit** next to the desired call pickup group. The Call Pickup Modify page displays.

4. Repeat Steps 4 through 9 from “To Add a Call Pickup Group” above.

5. Click **OK** to save your changes.
HUNT GROUP

A Hunt Group is an add on service which enables you to direct incoming calls to a pre-determined group of users according to one of several ring patterns. Please contact your MegaPath Representative to add or remove a Hunt Group from your account.

To configure or modify a hunt group:

1. Click Services from the Navigation Pane. The Services menu displays.
2. Click Hunt Group on the Services menu. The Hunt Group page displays.
3. Click Edit next to the hunt group you would like to modify. The Hunt Group Profile Menu displays.
4. Click **Profile**. The Hunt Group Profile page displays.

![Hunt Group Profile](image)

**NOTE:** Please do not change the **Name**, **Calling Line ID First/Last Name**, **Department**, **Language**, **Time Zone**, or **Aliases** as any changes to these items may cause your Hunt Group to function incorrectly. If you need to change any of these settings, please contact your MegaPath Representative.

5. Check the box next to **Allow Call Waiting on Agents** to have the system play a call waiting tone for incoming calls to an agent of the Hunt Group, even when they are already on a call.

6. Select the radio button for your desired ring pattern in the **Group Policy** section. A summary of the available ring patterns and their descriptions is given in Table 2.

7. Check the box next to **Skip to next agent after** and select a desired number of rings from the associated drop down box to limit the number of rings each member of the group receives before the system tries another user.

**NOTE:** **Skip to next agent after** does not apply to the Simultaneous ring pattern.

8. Check the box next to **Forward call after waiting** to have a call to the Hunt Group automatically forwarded if it remains unanswered beyond the number of seconds you enter in the associated text box. Calls will be forwarded to the telephone number you enter in the **Calls Forward to** text box.

9. Select the desired search criteria (e.g. “Last Name,” “First Name,” or “Group” and “Starts With,” “Contains,” or “Equal to”) under the **Enter search criteria below** section.

10. Enter the desired search information in the text box to filter the users returned. To return all users, leave the text box blank.

11. Click **Search** to return available users matching the search criteria. The results will be displayed in the **Available Users** box.

12. Highlight one or more users in the Available Users box and click **Add** to move the selected user(s) to the Assigned Users box.

OR, click **Add All** to move all users from the Available Users box to the Assigned Users box.
13. Highlight one or more users in the Assigned Users box and click **Remove** to return the selected user(s) to the Available Users box.

OR, click **Remove All** to return all users to the Available Users box.

**NOTE:** Only users in the **Assigned Users** box will be included in the Hunt Group.

14. Click **OK** to save your changes.

### Table 2: Hunt Group Ring Patterns

<table>
<thead>
<tr>
<th>Ring Pattern</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Circular</td>
<td>Incoming calls hunt in a circle for the next available agent.</td>
</tr>
<tr>
<td>Regular</td>
<td>Incoming calls hunt in order (top to bottom) for the next available agent.</td>
</tr>
<tr>
<td>Simultaneous</td>
<td>Incoming calls ring all phones at once.</td>
</tr>
<tr>
<td>Uniform</td>
<td>Incoming calls are distributed evenly across agents based on idle time.</td>
</tr>
<tr>
<td>Weighted Call Distribution</td>
<td>Incoming calls are distributed across agents based on a percentage you set.</td>
</tr>
</tbody>
</table>

To set percentages of each call for agents using Weighted Call Distribution:

1. Configure your Hunt Group according to steps 1 through 14 above.
2. Click **Group** in the upper left corner of the portal to return to the Group Profile page.
3. Click **Services** from the Navigation Pane. The Services menu displays.
4. Click **Hunt Group** on the Services menu. The Hunt Group page displays
5. Click **Edit** next to the desired hunt group. The Hunt Group Profile Menu displays with an additional link, **Weighted Call Distribution**.
6. Click **Weighted Call Distribution**. The Weighted Call Distribution page displays.

![Weighted Call Distribution](image)

7. Enter the desired percentage of calls for each user in the associated text boxes. All percents must sum to 100%.

8. Click **Apply** or **OK** to save your settings.

**CONFERENCE BRIDGES**

A Conference Bridge is a powerful add on service that allows up to 97 participants to meet at one time in a telephone conference. As the system administrator, you have the ability to designate individual users within your company as **Bridge Administrators**. A Bridge Administrator can setup and create one-time, recurring, or reservationless conferences as well as issue conference meeting invitations, dial out to conference participants, and even lead, record, and play back conferences to non-participants at a later date. See the MegaPath End User Guide for additional information. Please contact your MegaPath Representative to add or remove a conference bridge from your account.

To manage Conference Bridge Administrators:

1. Click **Services** from the Navigation Pane. The Services menu displays.

2. Click **Conference Bridges** on the Services menu. The Conference Bridges page displays.

![Conference Bridges](image)

3. Check the box next to the desired Conference Bridge to designate that bridge as **Active**. Remove the check mark to designate the bridge as inactive.

4. Click **Apply** to save your settings.

5. Click **Edit** next to the desired Conference Bridge you to wish to modify. The Conference Bridge Profile page displays.
6. Click **Profile**. The Conference Bridges Modify page displays.

![Conference Bridges Modify](image)

**NOTE:** Please do not change the Name, Calling Line ID First/Last Name, Department, Time Zone, Line/Port, Allocated ports, Aliases, or On Outcall, Apply Service Profile of settings of the Conference Bridge as any changes to these items may cause your Conference Bridge to function incorrectly. If you need to change any of these settings, please contact your MegaPath Representative.

7. Check the box next to **Allow outdial in invitation** to enable the conference leader to call out to conference participants from an active conference.

8. Check the box next to **Allow document download during presentation** to allow web conference participants to download presentation items while the conference is in progress.

9. Select the desired search criteria (e.g. “Last Name,” “First Name,” or “Group” and “Starts With,” “Contains,” or “Equal to”) under the **Enter search criteria below** section.

10. Enter the desired search information in the text box to filter the users returned. To return all users, leave the text box blank.

11. Click **Search** to return available users matching the search criteria. The results will be displayed in the **Available Users** box.
12. Highlight one or more users in the Available Users box and click **Add** to move the selected user(s) to the Bridge Administrators box.

   OR, click **Add All** to move all users from the Available Users box to the Bridge Administrators box.

13. Highlight one or more users in the Bridge Administrators box and click **Remove** to return the selected user(s) to the Available Users box.

   OR, click **Remove All** to return all users to the Available Users box.

   **NOTE:** Only users in the **Bridge Administrators** box will be able to setup and manage conferences using the current Conference Bridge.

14. Click **Apply** or **OK** to save your settings.

**ALTERNATE NUMBERS**

Alternate Numbers is an add-on service that allows you to have up to 10 “regional” telephone numbers, all directed to a single main number. By utilizing Alternate Numbers, companies can publish telephone numbers in different geographic regions that register as a local call for all callers in that region, while keeping a single main telephone number that is local to their office. Alternate Numbers may be applied to Hunt Groups or Conference Bridges and any unassigned telephone number on your account may be used as an Alternate Number, including Toll-Free numbers. Please contact your MegaPath representative to add or remove Alternate Numbers from your account.

To modify Alternate Numbers:

1. Navigate to either the Conference Bridge Profile page or the Hunt Group Profile page (depending on which service you wish to modify the Alternate Number settings for), according to the preceding instructions. Click **Incoming Calls** from the Navigation pane. The Incoming Calls page displays.

2. Click **Incoming Calls** from the navigation pane. The Incoming Calls page displays.

3. Click **Alternate Numbers** on the Incoming Calls page. The Alternate Numbers page displays.
4. Select the On or Off radio button next to Distinctive Ring to toggle whether the system changes the ring pattern based on the number dialed.  

   NOTE: Not all phones are compatible with the Distinctive Ring settings.

5. Select an available number from the Phone Number drop down box. The Extension text box will automatically populate with any associated extension.

6. Select the desired Ring Pattern from the Ring Pattern drop down box for the system to use when Distinctive Ring is active.

7. Click Apply or OK to save your settings.
MUSIC/VIDEO ON HOLD

Music on Hold is played to callers whenever the call is placed on hold through the phone or through the use of Call Park (see the MegaPath End User Guide to learn more about Call Park). When configuring Music on Hold, you can use the system defined music or upload your own, pre-recorded wav files.

To configure your Music on Hold:

1. Click Services from the Navigation Pane. The Services menu displays.
2. Click Music/Video on Hold on the Services menu. The Music/Video on Hold page displays.
3. Click Edit to modify the Music On Hold settings. The Music/Video On Hold Modify page displays.
4. Place a checkmark in the box next to Enable music/video during Call Hold to play music to the caller when the call is placed on hold through the phone.
5. Place a checkmark in the box next to Enable music/video during Call Park to play music to the caller when the call is “Parked”.
6. Select the System Defined Music/Video radio button to use the default hold music.
7. Select the Custom Music/Video File radio button to upload a pre-recorded music file.
   NOTE: Video on Hold and Music from an external source are not supported at this time.

VOICE MESSAGING & VOICE PORTAL

Voice Messaging and Voice Portal modifies how the system handles voicemail for your company.

Please do not make any modifications to the settings on these pages; any changes you make to these configurations could cause your voicemail system to function incorrectly. Contact your MegaPath Representative if you have questions about your voice messaging or voice portal settings.
CALL CENTER

A call center is an add-on service that enables you to direct incoming calls to a pre-determined group of users according to one of several ring patterns. If all users are busy, the Call Center will place additional callers in a queue to wait until one of the agents has been freed up. Call Centers also provide daily call statistics which can be automatically emailed to you on a periodic basis. Please contact your MegaPath Representative to add or remove a Call Center from your account.

To configure your call center:

1. Click **Services** from the Navigation Pane. The Services menu displays.

2. Click **Call Center** on the Services menu. The Call Center menu page displays.

3. Check the box next to the desired Call Center to designate that Call Center as **Active**. Remove the check mark to designate the Call Center as inactive.

4. Click **Apply** to save your changes.

5. Click **Edit** on the row of the call center you would like to modify. The Call Center home page displays.

**Profile**

<table>
<thead>
<tr>
<th>Basic</th>
<th>Advanced</th>
</tr>
</thead>
</table>

- **Profile**: Display and configure information such as phone number, extension, and members for this call center.
- **Addresses**: Display and configure information such as phone number, extension, and identity/device profile for this call center.
- **Password**: Configure the web access and voice portal password for this call center.
- **Statistics**: Display this call center’s statistical data.
- **Announcements**: Load or modify the call center announcements.
- **Voice Portal**: Change voice portal options of the call center.
6. Click **Profile** on the Call Center menu. The Call Center Profile page displays.

NOTE: Please do not change the **Name**, **Calling Line ID First/Last Name**, **Department**, **Language**, **Aliases**, or **Time Zone** as any changes to these items may cause your Call Center to function incorrectly. If you need to change any of these settings, please contact your MegaPath Representative.

7. Check the box next to **Allow Call Waiting on Agents** to have the system play a call waiting tone for incoming calls to an agent of the Call Center, even when they are already on a call.

NOTE: When using Call Waiting in conjunction with a Call Center, no calls will be queued as the system will continue trying each agent via their Call Waiting functionality.

8. Select the radio button for your desired ring pattern in the **Group Policy** section. A summary of the available ring patterns and their descriptions is given in Table 2 on page 35, under the Hunt Group section.

9. Enter the desired number of calls to be queued in the text box next to **Queue Length** to set the maximum number of calls that may be waiting in the queue at any time. Additional calls will be routed directly to voicemail.

10. Enter the desired number of seconds the system should wait between comfort messages in the **Time Between Messages** text box.

11. Check the box next to **Allow agent logon/logoff** to give users the ability to log in to and out of the Call Center via their Web Portal.

12. Check the box next to **Enable music or video on hold for queued calls** to have the system play hold music to any callers in the queue.

13. Check the box next to **Play Comfort Message** to have the system announce “Your call is very important to us. Please wait for the next available agent,” at the timed intervals you specify in the **Time Between Messages** text box. For more information on comfort messages, see Call Center Announcements on page 47.

<table>
<thead>
<tr>
<th>Call Center Profile</th>
<th>Modify the selected call center.</th>
</tr>
</thead>
<tbody>
<tr>
<td>* Call Center ID: oc_4047898</td>
<td>Change User ID (also saves current screen data)</td>
</tr>
<tr>
<td>* Calling Line ID Last Name: CallCenter</td>
<td>* Calling Line ID First Name: GspSr1</td>
</tr>
<tr>
<td>Department: None</td>
<td>Language: English</td>
</tr>
<tr>
<td>Time Zone: GMT-08:00 (US) Pacific Time</td>
<td>F Allow Call Waiting on agents</td>
</tr>
<tr>
<td>Group Policy: Circular</td>
<td>Regular</td>
</tr>
<tr>
<td>Call Center Settings:</td>
<td>Queue Length: 2 calls</td>
</tr>
<tr>
<td>Time Between Messages: 10 seconds</td>
<td>Enable music or video on hold for queued calls</td>
</tr>
<tr>
<td></td>
<td>Play comfort message</td>
</tr>
<tr>
<td></td>
<td>Enable guard timer for 5 seconds</td>
</tr>
</tbody>
</table>

Enter search criteria below

<table>
<thead>
<tr>
<th>Available Users</th>
<th>Assigned Users</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add</td>
<td>2[PE3] Alpha (H15603/240)</td>
</tr>
<tr>
<td>Remove</td>
<td>3[PE3] Alpha (H15603/270)</td>
</tr>
<tr>
<td>Add</td>
<td>4[PE3] Alpha (H15603/270)</td>
</tr>
<tr>
<td>Remove</td>
<td>5[PE3] Alpha (H15603/270)</td>
</tr>
</tbody>
</table>

NOTE: The system will continue to try each agent via their Call Waiting functionality.
14. Check the box next to **Enable guard timer for** and select the desired number of seconds, from the drop down box, to have the system wait the specified time before routing another call to an agent who has just ended a call.

15. Check the box next to **Skip to next agent after** and select a desired number of rings from the associated drop down box to limit the number of rings each member of the group receives before the system tries another user.

**NOTE:** The Skip to next agent option does not apply to the Simultaneous ring pattern.

16. Check the box next to **Forward call after waiting** to have a call automatically forwarded if it remains unanswered beyond the number of seconds you enter in the associated text box. Calls will be forwarded to the telephone number you enter in the **Calls Forward to** text box.

17. Select the desired search criteria (e.g. “Last Name,” “First Name,” or “Group” and “Starts With,” “Contains,” or “Equal to”) under the **Enter search criteria below** section.

18. Enter the desired search information in the text box to filter the users returned. To return all users, leave the text box blank.

19. Click **Search** to return available users matching the search criteria. The results will be displayed in the **Available Users** box.

20. Highlight one or more users in the **Available Users** box and click **Add** to move the selected user(s) to the **Assigned Users** box.

**OR,** click **Add All** to move all users from the **Available Users** box to the **Assigned Users** box.

21. Highlight one or more users in the **Assigned Users** box and click **Remove** to return the selected user(s) to the **Available Users** box.

**OR,** click **Remove All** to return all users to the **Available Users** box.

**NOTE:** Only users in the **Assigned Users** box will be included in the Call Center.

22. Click **Apply** or **OK** to save your changes.
CALL CENTER STATISTICS

Your MegaPath Call Center will automatically log various statistics which may be viewed online or emailed via a report at regular intervals to up to two distinct email addresses. The available statistics are summarized below:

General Call Statistics – real time
  • Number of calls in queue now

General Call Statistics – total per day
  • Number of incoming calls
  • Number of calls queued (held for the next available agent)
  • Number of busy overflows (calls that came in after the queue limit was exceeded)
  • Number of calls answered
  • Average time spent with an agent
  • Average time in queue
  • Average number of agents busy
  • Average number of agents logged off
  • Average hold time before call loss

Agent Specific Statistics – total per day
  • Number of calls received for each agent
  • Average time each agent spends with a call (mm:ss)
  • Amount of time each agent was logged off (mm:ss)
  • Amount of time each agent was busy with a call (mm:ss)
  • Amount of time each the agent is logged on and idle (mm:ss)
  • Number of calls not answered by agent

To view your Call Center Statistics:

1. Click Services from the Navigation Pane. The Services menu displays.
2. Click Call Center on the Services menu. The Call Center menu page displays.
3. Click Edit on the row of the call center you would like to view statistics for. The Call Center home page displays.
4. Click **Statistics** on the Call Center menu. The Call Center Statistics page displays, showing all call center statistics for the current day and the previous day.

5. Check the box next to **Clear today’s statistics** to zero out all statistics for the current day.

6. Check the box next to **Daily Report** to activate automatic email reporting by the system.

7. Select the desired time interval from the drop down box next to **Reporting Period** to specify the time between the generation of each emailed report (15, 30, or 60 minutes).

8. Enter the email addresses where you would like the automatic reports sent in the text boxes next to **E-mail Address(es)**. You may enter up to two addresses, one per box.

9. Click **Apply** or **OK** to save your settings.
CALL CENTER ANNOUNCEMENTS

When all Call Center Agents are busy and a caller is placed into the Call Center queue, there are two comfort messages that may be played to the caller:

1. The Entrance Message is played when a caller is first placed into the queue
2. The Periodic Comfort Message is played at intervals you specified on the Call Center Profile page.

See “To Configure Your Call Center” on page 42 for more information. You may also customize the music on hold played to a caller in the Call Center via the Call Center Announcements.

To manage your comfort messages and Call Center Music on Hold:

1. Click Services from the Navigation Pane. The Services menu displays.
2. Click Call Center on the Services menu. The Call Center menu page displays.
3. Click Edit on the row of the call center you would like to modify. The Call Center home page displays.
4. Click Announcements on the Call Center menu. The Announcements page displays.

5. Select the System Announcement radio button under Entrance message to have the system play the default entrance message: “Your call is very important to us. Please wait for the next available agent or press ‘0’ to leave a message,” at the time a caller is placed into the queue.

6. Select the Custom Announcement radio button under Entrance message to upload a custom entrance message that the system will play at the time a caller is placed into the queue.

7. Select the System Announcement radio button under Periodic comfort message to have the system play the default periodic comfort message: “Your call is very important to us. Please wait for the next available agent,” at the intervals you specified on the Call Center Profile page for as long as the caller is in the queue.

8. Select the Custom Announcement radio button under Periodic comfort message to upload a custom periodic comfort message that the system will play at the intervals you specified on the Call Center Profile page for as long as the caller is in the queue.

9. Select the System Defined Music/Video radio button under Music/Video on Hold message to have the system play the default hold music to all callers in the queue.

10. Select the Custom Music/Video File radio button under Music/Video on Hold message to upload a custom music file that the system will play to all callers in the queue.

11. Click Apply or OK to save your settings.
THIRD-PARTY VOICE MAIL SUPPORT

Because MegaPath provides a dedicated voicemail account for every voicemail user, Third-Party Voice Mail Support is not required and is disabled by default. If Third-Party Voice Mail Support is required, please contact your MegaPath Representative.

INSTANT CALL GROUP

Instant Call Groups allow you to create a new instant group call and manage existing instant group calls. Defining an instant group call allows you to call a group of users. Instant group call instances are groups of users that you can call on-demand.

Instant Group Call allows you to configure up to 20 distinct telephone numbers that will be automatically dialed by the system and added to an instant conference call every time a user calls the associated telephone number. Valid telephone numbers include internal extensions as well as all domestic 10-digit telephone numbers.

1. Click on Services from the Navigation Pane. The Services menu displays.
2. Click Instant Group Call on the Services menu. The Instant Call Group page displays.
3. To activate or deactivate an instant call group that you have previously set up check or uncheck the Active box.
4. To modify an Instant Group Call click Edit next to the Instant Group Call that you wish to modify. This will display the Instant Group Call Profile page. Click on Profile to display the Instant Group Call Profile page.
5. Use the Instant Group Call Profile page to modify an Instant Group Call Profile.

**Instant Group Call ID**: The Instant Group Call ID is assigned by MegaPath. Please do not change this or your Instant Group Call may cease to function.

**Name, Calling Line ID First/Last Name, Department**: These items are configured by MegaPath. If you would like to make changes to the Name, Calling Line ID Last Name, Calling Line ID First Name, or Department please contact MegaPath support.

**Enable Maximum Call Time for Unanswered Calls**
- **Unchecked**: Instant Group Call will ring all configured telephone numbers until they are answered.
- **Checked**: Instant Group Call will ring all configured telephone numbers until they are answered or until the maximum number of specified minutes has been reached.

**Phone Number / SIP-URI**
1. Enter the extension or 10-digit telephone number you wish to add to the Instant Group Call and click **Add**.
2. The number entered will show up under the **Phone Number / SIP-URI** list below the text box.
3. Repeat steps 1 & 2 for up to 20 numbers.
4. Click **Apply** or **OK** to save your settings.

To delete numbers from the list, use the checkbox and the **Delete** button.
Account AND Authorization Codes

Account Codes allow you to track calls made by specific users and are most commonly used for time allocation and re-billing purposes. Authorization codes allow you to restrict outbound calls unless the caller enters a pre-defined authorization code and are most commonly used for conference room or lobby phones.

To configure your Account and Authorization Codes:

1. Click **Acct/Auth Codes** from the Navigation Pane. The Acct/Auth Codes menu displays.

2. Click **Administration** on the Acct/Auth Codes menu. The Administration page displays.
ACCOUNT CODE:

3. Select the Account Code radio button. The Administration page changes to the Account Codes management layout.

NOTE: Enabling Account Codes will disable any Authorization Code settings you may have.

4. Select the desired digit length from the drop down box next to Number of Digits to specify the length of all account codes that will be created and used.

5. Check the box next to Allow Local and Toll-Free Calls without Account/Authorization Code to allow the user to place local and toll-free calls without entering an Account code.

6. Select the desired search criteria (e.g. “Last Name,” “First Name,” or “Department” and “Starts With,” “Contains,” or “Equal to”) under the Enter search criteria below section.

7. Enter the desired search information in the text box to filter the users returned. To return all users, leave the text box blank.

8. Click Search to return available users matching the search criteria. The results will be displayed in the Non-restricted Users box.

9. Highlight one or more users in the Non-restricted Users box and click Add next to one of the Restricted Users boxes to move the user(s) into that box.

   OR, click Add All next to one of the Restricted Users boxes to move all users into that box.

   NOTE: Users in the Mandatory Usage box must enter an account code before they may place a call, while users in the Optional (FAC-based) Usage box may dial *71 if they wish to associate an account code with the call.

10. Highlight one or more users in one of the Restricted Users boxes and click Remove to return the selected user(s) to the Non-restricted Users box.

    OR, click Remove All to return all users to the Non-restricted Users box.

11. Click Apply or OK to save your settings.
**AUTHORIZATION CODE:**


   **NOTE:** Enabling Authorization Codes will disable any Account Code settings you may have.

13. Select the desired digit length from the drop down box next to **Number of Digits** to specify the length of all Authorization codes that will be created and used.

14. Check the box next to **Allow Local and Toll-Free Calls without Account/Authorization Code** to allow the use to place local and toll-free calls without entering an Authorization code.

15. Select the desired search criteria (e.g. “Last Name,” “First Name,” or “Department” and “Starts With,” “Contains,” or “Equal to”) under the **Enter search criteria below** section.

16. Enter the desired search information in the text box to filter the users returned. To return all users, leave the text box blank.

17. Click **Search** to return available users matching the search criteria. The results will be displayed in the **Non-restricted Users** box.

18. Highlight one or more users in the **Non-restricted Users** box and click **Add** to move the user(s) into the **Restricted Users** box.

   OR, click **Add All** to move all users into the **Restricted Users** box.

19. Highlight one or more users in the **Restricted Users** box and click **Remove** to return the selected user(s) to the **Non-restricted Users** box.

   OR, click **Remove All** to return all users to the **Non-restricted Users** box.

20. Click **Apply** or **OK** to save your settings.

To disable Account or Authorization codes:

21. Select the **Deactivated** radio button.

22. Click **Apply** or **OK** to save your settings.
CODES MANAGEMENT

When using Account Codes, the system will allow the user to enter any code so long as it is the same length in digits as you specified on the Account Code Administration page. If you are using Authorization Codes, however, you will need to tell the system which codes specifically a user is allowed to use. Any codes not specified in the system will prevent outbound calls for all restricted users.

NOTE: If you change the Account/Authorization Code digit length as specified on the Administration page, all codes entered in the Codes Management page will be cleared.

To Manage Your Authorization Codes:

1. Click Acct/Auth Codes from the Navigation Pane. The Acct/Auth Codes menu displays.
2. Click Codes Management on the Acct/Auth Codes menu. The Codes Management page displays.

3. Check the box in the Delete column that corresponds to any code you would like remove and click Apply to permanently delete the selected code(s) from the system.
4. Click Add on the Codes Management page to add a new authorization code. The Codes Management Add page displays.

5. Enter the code you would like to add in the text box next to Account/Authorization Code.
   
   NOTE: An asterisk (*) indicates required data. Additionally, the length of any code you enter must match the length specified on the Acct/Auth Codes Administration page.

6. Enter a name for your code in the text box next to Description to help you identify your code at a later date.
7. Click OK to save your changes.
8. Repeat Steps 4 through 7 for each code you wish to enter.
Utilities Menu

The Utilities Menu contains several useful Utilities for viewing information about your MegaPath phone system, including the list of Feature Access Codes available to all users, an Enterprise Directory that shows the direct telephone number and extension for every user and the password rules that govern creation of all new passwords used by the system.

Utilities Menu

**CALLING LINE ID**

Calling Line ID refers to the name and telephone number seen by the recipient whenever a user places a call. With your MegaPath phone system, you can choose whether the Calling Line ID reflects that of your users or that of your company whenever a user places a call.

To modify your Calling Line ID:

1. Click **Utilities** from the Navigation Pane. The Utilities menu displays.
2. Click **Calling Line ID** on the Utilities menu. The Group Calling Line ID page displays.
3. Check the box next to **Use group number, instead of user number, in the outgoing Calling Line ID** to replace the user’s telephone number with the company’s telephone number on all outbound calls. Remove the checkmark to return to the user’s telephone number.

   **NOTE:** The Group Number is identified immediately above the checkboxes.

4. Check the box next to **Use group name, instead of user name, in the outgoing Calling Line ID** to replace the user’s name with the company’s name on all outbound calls. Remove the checkmark to return to the user’s name.

   **NOTE:** The Group Name is identified immediately below the checkboxes and only applies to on-net calls, i.e. calls made between users or to other MegaPath customers. Any calls made to non-MegaPath customers will have a separate Calling Line ID Name as set up by MegaPath.
NOTE: Please contact your MegaPath representative if you need to make any changes to your Calling Line ID name or number.

5. Click Apply or OK to save your settings.

COMMON PHONE LIST

The Common Phone List allows you to setup contacts that can be accessed by all employees through the Enterprise Directory.

To manage your Common Phone List:

1. Click Utilities from the Navigation Pane. The Utilities menu displays.
2. Click Common Phone List on the Utilities menu. The Common Phone List page displays.

3. Check the box in the Delete column that corresponds to any entry you would like remove and click Apply to permanently delete the selected contact(s) from the system.

4. Click Add on the Common Phone List page to add a phone number. The Common Phone List Add page displays.

5. Enter a description for the contact in the text box following Name to name your contact.

6. Enter the telephone number in the text box following Phone Number to specify the associated telephone number.

7. Click OK to save your contact.
IMPORT A PHONE LIST

In addition to manually entering each contact, you may also import an existing phone list from a Comma Separated Value (CSV) file.

To produce a CSV text file, ensure that all entries have the following format: “name”, “number” (including quotes) and include the name/number headings as the first entry.

Example:

“name”, “number”
“MegaPath”, “8005565829”
“John Doe”, “2065551000”
“Jane Doe”, “2065556000”

To upload a Common Phone List:

1. Click Utilities from the Navigation Pane. The Utilities menu displays.
2. Click Common Phone List on the Utilities menu. The Common Phone List page displays.
3. Click Import Phone List on the Common Phone List page. The Common Phone List Import page displays.
4. Click Browse and locate the CSV file containing the phone list you wish to import. The path to the file displays in the text box.
5. Click Apply or OK to upload your phone list. The common phone list page displays including the entries you just uploaded.

FEATURE ACCESS CODES

Users dial Feature Access Codes (also called star codes) to access certain services, for example, Last Number Redial and Call Return.

To display the feature access codes for your company:

1. Click Utilities from the Navigation Pane. The Utilities menu displays.
2. Click Feature Access Codes on the Utilities menu. The Feature Access Codes page displays. See the Available Feature Access Codes on page 70 for a table that explains the function of each Feature Access Code.
3. Click **OK** to return to the Utilities menu.
ENTERPRISE DIRECTORY

The Enterprise Directory displays a list of all users set up on your MegaPath phone system, including their telephone number, extension, and additional contact information that they may have added on their personal profile page.

To view users and their contact information:

1. Click Utilities from the Navigation Pane. The Utilities menu displays.
3. Select the desired search criteria (e.g., “Last Name,” “First Name,” “Phone Number”, etc. and “Starts With,” “Contains,” or “Equal To”) under the Enter search criteria below section.
4. Enter the desired search information in the text box to filter the users returned. To return all users, leave the text box blank.
5. Click Search. The results are displayed on the page.
6. Click OK to return to the Utilities page.
INVENTORY REPORT

The Inventory Report page will generate a report showing all services available to or in use by your company, based on users, phone number, device, or department.

To generate an Inventory Report:

1. Click Utilities from the Navigation Pane. The Utilities menu displays.
2. Click Inventory Report on the Utilities menu. The Inventory Report page displays.
3. Check the box next to each item you want included in the report.
4. Enter your email address in the text box next to Also send report to this e-mail address to have the system email you a copy of the report.
5. Click OK. The Utilities page displays and the report will be emailed to the address you entered once the system has completed generating the report.

Below is a portion of a sample report:

<table>
<thead>
<tr>
<th>User Name</th>
<th>Phone Number</th>
<th>Department</th>
<th>Device Name</th>
<th>IP Address</th>
<th>Port</th>
<th>Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>User 1</td>
<td>+1234567890</td>
<td></td>
<td>Cisco7940G4784</td>
<td></td>
<td></td>
<td>Alternate Numbers</td>
</tr>
<tr>
<td>User 2</td>
<td>+1234567890</td>
<td></td>
<td>Cisco7940G4784</td>
<td></td>
<td></td>
<td>Anonymous Call Rejection</td>
</tr>
<tr>
<td>User 3</td>
<td>+1234567890</td>
<td></td>
<td>Cisco7940G4784</td>
<td></td>
<td></td>
<td>Simultaneous Ring Personal</td>
</tr>
<tr>
<td>User 4</td>
<td>+1234567890</td>
<td></td>
<td>Cisco7940G4784</td>
<td></td>
<td></td>
<td>Selective Call Rejection</td>
</tr>
<tr>
<td>User 5</td>
<td>+1234567890</td>
<td></td>
<td>Cisco7940G4784</td>
<td></td>
<td></td>
<td>Call Forwarding Selective</td>
</tr>
<tr>
<td>User 6</td>
<td>+1234567890</td>
<td></td>
<td>Cisco7940G4784</td>
<td></td>
<td></td>
<td>Selective Call Acceptance</td>
</tr>
<tr>
<td>User 7</td>
<td>+1234567890</td>
<td></td>
<td>Cisco7940G4784</td>
<td></td>
<td></td>
<td>Remote Office</td>
</tr>
<tr>
<td>User 8</td>
<td>+1234567890</td>
<td></td>
<td>Cisco7940G4784</td>
<td></td>
<td></td>
<td>Call Return</td>
</tr>
<tr>
<td>User 9</td>
<td>+1234567890</td>
<td></td>
<td>Cisco7940G4784</td>
<td></td>
<td></td>
<td>Security Alert</td>
</tr>
<tr>
<td>User 10</td>
<td>+1234567890</td>
<td></td>
<td>Cisco7940G4784</td>
<td></td>
<td></td>
<td>Outlook Integration</td>
</tr>
<tr>
<td>User 11</td>
<td>+1234567890</td>
<td></td>
<td>Cisco7940G4784</td>
<td></td>
<td></td>
<td>Last Number Redial</td>
</tr>
<tr>
<td>User 12</td>
<td>+1234567890</td>
<td></td>
<td>Cisco7940G4784</td>
<td></td>
<td></td>
<td>Intercept User</td>
</tr>
<tr>
<td>User 13</td>
<td>+1234567890</td>
<td></td>
<td>Cisco7940G4784</td>
<td></td>
<td></td>
<td>Flash Three Way Call</td>
</tr>
<tr>
<td>User 14</td>
<td>+1234567890</td>
<td></td>
<td>Cisco7940G4784</td>
<td></td>
<td></td>
<td>Flash Call Transfer</td>
</tr>
<tr>
<td>User 15</td>
<td>+1234567890</td>
<td></td>
<td>Cisco7940G4784</td>
<td></td>
<td></td>
<td>Do Not Disturb</td>
</tr>
<tr>
<td>User 16</td>
<td>+1234567890</td>
<td></td>
<td>Cisco7940G4784</td>
<td></td>
<td></td>
<td>Connect/Call Manager</td>
</tr>
<tr>
<td>User 17</td>
<td>+1234567890</td>
<td></td>
<td>Cisco7940G4784</td>
<td></td>
<td></td>
<td>Connect/Call Express</td>
</tr>
<tr>
<td>User 18</td>
<td>+1234567890</td>
<td></td>
<td>Cisco7940G4784</td>
<td></td>
<td></td>
<td>Calling Line ID Delivery Blocking</td>
</tr>
<tr>
<td>User 19</td>
<td>+1234567890</td>
<td></td>
<td>Cisco7940G4784</td>
<td></td>
<td></td>
<td>Call Modify</td>
</tr>
<tr>
<td>User 20</td>
<td>+1234567890</td>
<td></td>
<td>Cisco7940G4784</td>
<td></td>
<td></td>
<td>Call Forwarding No Answer</td>
</tr>
<tr>
<td>User 21</td>
<td>+1234567890</td>
<td></td>
<td>Cisco7940G4784</td>
<td></td>
<td></td>
<td>Call Forwarding Busy</td>
</tr>
<tr>
<td>User 22</td>
<td>+1234567890</td>
<td></td>
<td>Cisco7940G4784</td>
<td></td>
<td></td>
<td>Call Forwarding Always</td>
</tr>
</tbody>
</table>
PASSWORD RULES

The Password Rules page displays the requirements governing generation of new user passwords for the Web Portal. Users must follow the criteria set on this page when resetting or changing their passwords.

To view the Password Rules:

1. Click Utilities from the Navigation Pane. The Utilities menu displays.
2. Click Password Rules on the Utilities menu. The Password Rules page displays.

3. Click OK to return to the Utilities menu.

PASSCODE RULES

The Passcode Rules page displays the requirements governing creation and update of user Portal passcodes. Users must follow the criteria set on this page when resetting, or changing their Portal passcodes. Although these settings can be modified, MegaPath has created a default template to ensure the optimum balance between security and usability and recommends against changing any of the settings on this page.

To view or modify the Passcode Rules:

1. Click Utilities from the Navigation Pane. The Utilities menu displays.
2. Click Passcode Rules on the Utilities menu. The Passcode Rules page displays.

3. Select the Group Rules radio button.
4. Check the box next to cannot be the repeated digits to prevent passcodes with repeated digits.
5. Check the box next to **cannot be the user’s own extension or phone number** to prevent passcodes that are identical to a user’s extension or phone number.

6. Check the box next to **cannot be the user’s own extension or phone number reversed** to prevent passcodes that are the user’s extension or phone number in reverse order.

7. Check the box next to **cannot be the old passcode** to prevent users from returning to an old passcode.

8. Check the box next to **cannot be the old passcode reversed** to prevent passcodes that are the same digits as a previous passcode, but in reverse order.

9. Select a minimum passcode length from the drop down box following **must be at least** and a maximum length from the drop down box following **no more than**.

10. Select the **After** radio button and enter a length (in days) in the text box associated with **Passcodes expire** to specify the length of time before a passcode will expire and need to be changed by the user. Or, select the **Never** radio button to remove expiration completely.

11. Select the **After** radio button and enter a length (in attempts) in the text box associated with **Disable login** to specify the number of failed login attempts before a user’s voicemail access will become disabled and need to be reset by you, the admin. Or, select the **Never** radio button to never disable an account regardless of failed login attempts.

12. Check the box next to **When login is disabled, send email to:** and enter the desired email address in the following text box to receive an email notification any time a user’s voicemail access is disabled.

13. Click **Apply** or **OK** to save your settings.

**CONFIGURE DEVICE**

The configure device page is currently not supported by MegaPath. Please do not use this menu item, as any changes you make to your device configurations could cause the telephones on your network to cease functioning. Please contact your MegaPath Representative with any questions or changes related to the devices on your network.

**DIGIT COLLECTION**

Digit Collection allows you to create special calling rules, such as the need to dial 9 to place an outbound call. Most customers have no need for this functionality and will therefore have no digit collection rules created.

To view the customized digit collection rules (digit map) for your company:

1. Click **Utilities** from the Navigation Pane. The Utilities menu displays.

2. Click **Digit Collection** on the Utilities menu. The Group Digit Collection page displays.

3. Click **OK** to return to the Utilities menu.
EXTENSION DIALING

Extension Dialing allows all users in the company to dial a 2 to 6 digit extension from their phone to reach other users within the company. All extensions in a group must be the same length and must be established when the phone system is initially installed. If you need make changes to the extension length, please contact your MegaPath representative.

To view the extension length for your company:

1. Click Utilities from the Navigation Pane. The Utilities menu displays.
2. Click Extension Dialing on the Utilities menu. The Extension Dialing page displays.

3. Click OK to return to the Utilities menu.

INTERCEPT GROUP

Intercept Group allows you to play an informational announcement to the caller whenever a call is placed to a user in the affected group. Intercept Group is most commonly used when a customer moves and changes all of their telephone numbers.

To view the Intercept Group settings for your company:

1. Click Utilities from the Navigation Pane. The Utilities menu displays.
2. Click Intercept Group on the Group Utilities menu. The Intercept Group page displays.

3. Click OK to return to the Utilities menu.
VOICE PORTAL BRANDING

The Voice Portal Branding page allows you to upload custom greetings which will be played as a welcome whenever a user accesses the voicemail system. There are two messages that may be uploaded:

The Voice Portal Greeting is played when a user accesses the voicemail system from their phone. The Voice Messaging Greeting is played when a user dials their telephone number from an outside line and presses * to interrupt their greeting and check messages.

To upload custom greetings:

1. Click Utilities from the Navigation Pane. The Utilities menu displays.
3. Select Default Greeting under Voice Portal Greeting to have the system play, “Welcome to your CommPilot Voice Portal,” when a user dials the voicemail system from their phone.
4. Select Branded Greeting under Voice Portal Greeting to upload a custom greeting that is played when a user dials the voicemail system from their phone.
5. Select Default Greeting under Voice Messaging Greeting to have the system play, “Welcome to your Voice Messaging System,” when a user dials the voicemail system from an outside phone.
6. Select Branded Greeting under Voice Messaging Greeting to upload a custom greeting that is played when a user dials the voicemail system from an outside phone.
7. Click Apply or OK to save your settings.
Software Attendant Console Installation and Configuration

The MegaPath Software Attendant Console is an optional application that enables a user to manage their call routing and see call status (on/off hook, ringing) of selected users within the company from their Windows-based PC. Please contact your MegaPath Representative if you would like to add or remove the Software Attendant Console from your account.

To download the MegaPath Attendant Console software:

1. Navigate to http://megapath.com/support/voice
2. Download the MegaPath Attendant Console from the Downloads section.
3. Run the self installation file, and follow the on-screen instructions. Users will need local admin rights to install the software.

Hardware Requirements:

- 1.2 GHz or higher, Pentium 3 or compatible CPU
- 128 MB of RAM or better, higher memory generally improves performance
- 60 MB of available hard disk space
- Video graphics card with 8 MB of RAM minimum
- Super VGA monitor (15” or larger)
- 800 x 600 resolution (1024 x 768 is recommended)
- TCP/IP connectivity to the web portal (via port 2208)

Software Requirements:

- Windows 2000 with SP2 or higher or Windows XP/Vista
- Sun Microsystems Java 2 Standard Edition (J2SE): Runtime Environment 1.4.2 (or later)
The first time the user runs the Attendant Console, they will need to enter their Web Portal account information (same credentials as they would use to log into the Web Portal). The console will authenticate their account and open to the screen shown below. Insert screenshot #83 Receptionist

![BroadWorks Receptionist Console](image)

There are four main sections of the Attendant Console, the Switchboard, the Contact Directory, the Call Options bar, and the Call Control bar.
Switchboard
The Switchboard displays all active calls for the user who is logged in, the numbers called (and received), status of each call (i.e., ringing, on hold, etc.), and the elapsed time of each call.

Contact Directory
The Contact Directory displays all users and contact numbers stored in the web portal and can be sorted by any of the major categories (Last Name, First Name, etc.) or filtered to only show specific groups of contacts (such as speed dials or only monitored users).

The triangle to the immediate left of each contact’s name indicates their status:

- **Green** = idle
- **Blue** = ringing
- **Red** = busy
- **Grey** = no information available

(This is most common when Phone Status Monitoring has not been configured for a specific user. See Phone Status Monitoring below for more information.)

Call Options
The Call Options bar allows users to specify how they want to treat the next call or transfer. Options include call/transfer to the selected user’s extension, mobile phone, voicemail, or other number that is manually entered.

Call Control
The Call Control bar provides options that will place or reroute a call. Options include dial, place the current call on hold, transfer the current call, initiate a three way conference call, or end.
Phone Status Monitoring

In order to view the status of users in the contact directory of the Attendant Console, the user must first configure their Phone Status Monitoring to include all users they wish to monitor.

To configure Phone Status Monitoring:

1. Open the desired user’s profile.
2. Click Client Applications from the Navigation Pane. The Client Applications menu displays.
3. Click Phone Status Monitoring on the Client Applications menu. The Phone Status Monitoring page displays.
4. Select the desired search criteria (e.g. “Last Name,” “First Name,” or “Department” and “Starts With,” “Contains,” or “Equal to”) under the Enter search criteria below section.
5. Enter the desired search information in the text box to filter the users returned. To return all users, leave the text box blank.
6. Click Search to return available users matching the search criteria. The results will be displayed in the Available Users box.
7. Highlight one or more users in the Available Users box and click Add to move the user(s) into the Monitored Users box.
8. OR, click Add All to move all users into the Monitored Users box.
9. Highlight one or more users in the Monitored Users box and click Remove to return the selected user(s) to the Available Users box.
10. OR, click Remove All to return all users to the Available Users box.
11. Click Apply or OK to save your settings.

Contacting MegaPath for Support visit us at http://megapath.com/support/voice
### Available Feature Access Codes

This list provides more information about the available Feature Access Codes.

<table>
<thead>
<tr>
<th>Feature Access Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call Forwarding Always Activation</td>
<td>Redirects incoming phone calls to another number, such as a mobile phone or administrative assistant. To use: Dial *72 on the desired phone, followed by the phone number to which calls will be redirected, followed by #.</td>
</tr>
<tr>
<td>Call Forwarding Always Deactivation</td>
<td>Turns Call Forwarding Always off. To use: Dial *73 on the desired phone.</td>
</tr>
<tr>
<td>Call Forwarding Always to Voice Mail Activation</td>
<td>Redirects incoming phone calls to the user’s voice mail account. To use: Dial *21 on the desired phone.</td>
</tr>
<tr>
<td>Call Forwarding Always to Voice Mail Deactivation</td>
<td>Turns Call Forwarding Always to Voice Mail off. To use: Dial #21 on the desired phone.</td>
</tr>
<tr>
<td>Call Forwarding Busy Activation</td>
<td>Redirects incoming phone calls to another number, such as a mobile phone or administrative assistant, when all of the user’s phone lines are busy. To use: Dial *90 on the desired phone, followed by the phone number to which calls will be redirected, followed by #.</td>
</tr>
<tr>
<td>Call Forwarding Busy Deactivation</td>
<td>Turns Call Forwarding Busy off. To use: Dial *91 on the desired phone.</td>
</tr>
<tr>
<td>Call Forwarding Busy to Voice Mail Activation</td>
<td>Redirects incoming phone calls to the user’s voice mail account when all of the user’s phone lines are busy. To use: Dial *40 on the desired phone.</td>
</tr>
<tr>
<td>Call Forwarding Busy to Voice Mail Deactivation</td>
<td>Turns Call Forwarding Busy to Voice Mail off. To use: Dial #40 on the desired phone.</td>
</tr>
<tr>
<td>Call Forwarding No Answer Activation</td>
<td>Redirects incoming calls to another number, such as a mobile phone or administrative assistant, when the user does not answer their phone. To use: Dial *92 on the desired phone, followed by the phone number to which calls will be redirected, followed by #.</td>
</tr>
<tr>
<td>Call Forwarding No Answer Deactivation</td>
<td>Turns Call Forwarding No Answer off. To use: Dial *93 on the desired phone.</td>
</tr>
<tr>
<td>Call Forwarding No Answer to Voice Mail Activation</td>
<td>Redirects incoming calls to the user’s voice mail account whenever the phone is not answered. To use: Dial *41 on the desired phone.</td>
</tr>
<tr>
<td>Call Forwarding No Answer to Voice Mail Deactivation</td>
<td>Turns Call Forwarding No Answer to Voice Mail off. To use: Dial #41 on the desired phone.</td>
</tr>
<tr>
<td>Calling Line ID Delivery Blocking per Call</td>
<td>Displays “Anonymous” for the user’s calling line ID name and number, on a per call basis. To use: Dial *67 on the desired phone. After the stutter tone, dial the number you wish to call, followed by #.</td>
</tr>
<tr>
<td>Calling Line ID Delivery Blocking Persistent Activation</td>
<td>Displays “Anonymous” for the user’s calling line ID name and number, on a persistent basis. To use: Dial *31 on the desired phone.</td>
</tr>
<tr>
<td>Feature</td>
<td>Code</td>
</tr>
<tr>
<td>-----------------------------------------------------</td>
<td>------</td>
</tr>
<tr>
<td>Calling Line ID Delivery Blocking Persistent Deactivation</td>
<td>#31</td>
</tr>
<tr>
<td>Calling Line ID Delivery per Call</td>
<td>*65</td>
</tr>
<tr>
<td>Call Park</td>
<td>*68</td>
</tr>
<tr>
<td>Call Park Retrieve</td>
<td>*88</td>
</tr>
<tr>
<td>Call Pickup</td>
<td>*98</td>
</tr>
<tr>
<td>Directed Call Pickup</td>
<td>*97</td>
</tr>
<tr>
<td>Call Return</td>
<td>*69</td>
</tr>
<tr>
<td>Call Waiting Persistent Activation</td>
<td>*43</td>
</tr>
<tr>
<td>Call Waiting Persistent Deactivation</td>
<td>#43</td>
</tr>
<tr>
<td>Cancel Call Waiting</td>
<td>*70</td>
</tr>
<tr>
<td>Clear Voice Message Waiting Indicator</td>
<td>*99</td>
</tr>
<tr>
<td>Customer Originated Trace</td>
<td>*57</td>
</tr>
<tr>
<td>Directed Call Pickup with Barge-in</td>
<td>*33</td>
</tr>
<tr>
<td>Feature</td>
<td>Code</td>
</tr>
<tr>
<td>---------------------------------</td>
<td>------</td>
</tr>
</tbody>
</table>
| Direct Voice Mail Transfer      | *55  | Transfers a call directly to voicemail.  
To use: While on an active call, initiate a transfer to *55. When the system prompts you, enter the desired user’s voicemail extension followed by #. |
| Diversion Inhibitor             | *80  | Prevents calls from being diverted by alternate services when searching through simultaneous or sequential ring patterns. This service is not currently supported by MegaPath.                        |
| Do Not Disturb Activation       | *78  | Configures your phone to appear “Busy” on a persistent basis.  
To use: Dial *78 on the desired phone.                                                                                                            |
| Do Not Disturb Deactivation     | *79  | Turns off the Do Not Disturb service.  
To use: Dial *79 on the desired phone.                                                                                                           |
| Flash Call Hold                 | *22  | Puts a call on hold when a phone does not have a Hold button.  
To use: When a call is active, press the Flash button or quickly press and release the hook (hang-up) button on the phone cradle. Repeat to resume the call. |
| Last Number Redial              | *66  | Redials the last number dialed.  
To use: Dial *66 on the desired phone.                                                                                                          |
| Music on Hold Per call deactivation | *60  | Disables Music on Hold for the call recipient on an individual call basis.  
To use: Dial *60 on the desired phone, followed by the number you wish to call, followed by #.                                             |
| No Answer Timer                 | *610 | Sets the time in seconds to wait before the system determines a ringing phone has not been answered. This service is currently not supported by MegaPath.                                                   |
| Per Call Account Code           | *71  | Allows users to apply an account code to calls on a per call basis.  
To use: Dial *71 on the desired phone. When prompted by the system, enter the account code you wish to use, followed by the desired telephone number, followed by #. |
| Push to Talk                    | *50  | Forces the receiving phone to automatically answer your call.  
MegaPath currently does not support this feature.                                                                                             |
| Speed Dial 100                  | *75  | Enables users to assign a two digit speed dial code to commonly called numbers.  
To program: Dial *75 on the desired phone, then dial the two digit speed dial code you wish to use, followed by the number you wish to program, followed by #.  
To use: Dial # followed by the two digit speed dial code you programmed earlier.                                                             |
<table>
<thead>
<tr>
<th>Feature</th>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speed Dial 8</td>
<td>*74</td>
<td>Enables users to assign a single digit speed dial code to commonly called numbers.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>To program: Dial *74 on the desired phone, then dial the one digit speed dial code you wish to use, followed by the number you wish to program, followed by #.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>To use: Dial the one digit speed dial code you programmed earlier, followed by #.</td>
</tr>
<tr>
<td>Sustained Authorization Code Activation</td>
<td>*47</td>
<td>Allows users who are required to provide authorization codes for outgoing calls to “unlock” this requirement. Having unlocked code activation, the user is no longer prompted for an authorization code and their calls proceed without interruption.</td>
</tr>
<tr>
<td>Sustained Authorization Code Activation (call unlocking)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Voice Portal Access</td>
<td>*62</td>
<td>Allows users to access the voice mail system from their phone.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>To use: Dial *62 on the desired phone and follow the system prompts.</td>
</tr>
</tbody>
</table>
Voice Portal
Where a user can access their voice messages, also call the voicemail system.

ATA
Analog Telephone Adapter – A device that enables the use of fax machines and other analog devices with Speakeasy Voice services. Also frequently referred to as a TA.

Auto Attendant
A system that answers a company’s inbound calls and prompts callers to self select from options such as transfer to an operator, dial by extension, or Name Dialing.

Administrator
The person in the office who is responsible for administering the phone system.

Call Center
A user who is a member of a Call Center.

Call Center Agent
Central Office Exchange Service - A network-based communications platform that provides a group of business services hosted from a Class 5 switch (such as intercom dialing, attendant consoles, and integrated voicemail systems) that are accessed using * codes.

Call Pickup Group
A set of users who may answer incoming calls to other users within their group.

CPE
Customer Premise Equipment - Any equipment that must be installed and maintained at the customer’s site.

Call logs
Records of calls showing pertinent information (TN/Caller ID for Placed Calls, Received Calls, and Missed Calls) – available real time on your Call Manager.

DID
Direct Inbound Dial or Direct Inward Dial - This is the 10-digit phone number associated with a user.

Hosted Voice Service
With Hosted Voice, all the functionality is hosted and redundant in multiple robust, secure data centers and delivered to the user over the network.

Integrated Voice Service
With Integrated Voice, most functionality is handled by an on site PBX or similar Phone System, however Hosted Voice features may be used in conjunction with Integrated Voice service.

IP Address
The unique 32-bit numeric address used by a host on a TCP/IP network.

IP Phone
The telephone device that connects directly to an IP network rather than a circuit-switched network.

IP Telephony
The real-time transmission of voice signals using IP over the public Internet or a private data network. IP telephony provides less expensive long distance and international communications because data networks do not charge for the distance a call travels and because the networks are not regulated.

LNP
Local Number Portability – The ability to keep your existing phone number or numbers when you move to another service provider.

PBX
Private Branch Exchange - A private telephone switchboard that provides on-premises dial service and may provide connections to local and trunked communications networks. Users of the PBX share a certain number of outside lines for making external calls. The PBX is a physical piece of telephone switching equipment located on the customer premise.

POTS
Plain Old Telephone Service - Traditional (analog) telephone service for the transmission of voice across the telephone network. See also PSTN.

PSTN
Public Switched Telephone Network - The international telephone system based on copper wires carrying analog voice data. The traffic over this network is circuit switched. Telephone service carried by the PSTN is often called plain old telephone service (POTS).

SIP
Session Initiation Protocol - SIP equips platforms to signal the setup of voice and multimedia calls over IP networks. Speakeasy Hosted Voice and Integrated Voice support SIP devices exclusively. This technology delivers traditional telephony features over Internet Protocol networks.

Softphone
A program that enables telephone calls to be made from laptop and desktop computers, without the need for a physical phone. A high quality USB headset is recommended whenever a softphone is used.

Soft Switch
Software that provides the features of traditional phone switches.

Unified Messaging
The ability to receive your voicemail messages in your email mailbox as .WAV files.

VoIP
Voice over Internet Protocol - digitizes voice signals and transmits them in digital packets over a network, rather than by traditional, dedicated circuit methods.