

# Enterprise Features Manual

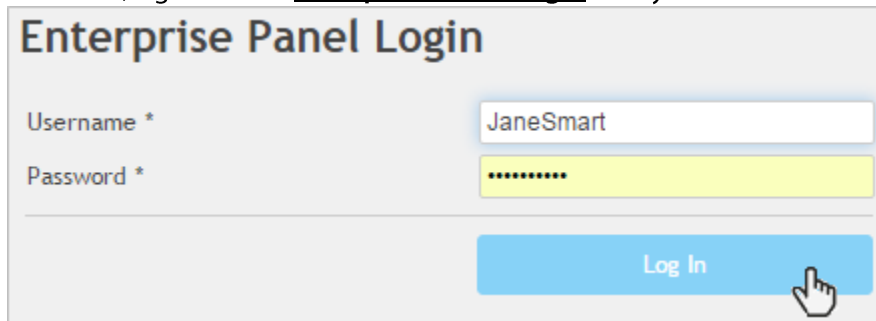
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## ACCESSING THE ENTERPRISE PANEL

Enterprise Features designate features and settings for all users in an organization or enterprise.

To access, sign into the Enterprise Panel Login with your username and password.



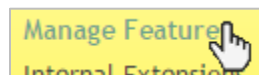
The image shows a login form titled "Enterprise Panel Login". It has two input fields: "Username \*" with the text "JaneSmart" and "Password \*" with masked characters "\*\*\*\*\*". Below the fields is a blue "Log In" button with a hand cursor pointing to it.

## MANAGE FEATURES

Click the **Features** button on the left-hand menu.

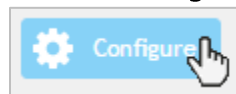


You will be directed to the **Manage Features** page. You may also reach this page by clicking the link.

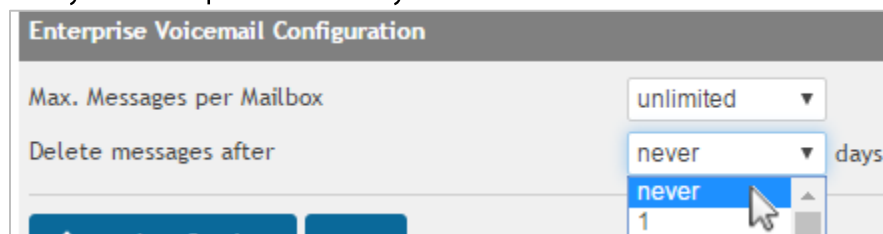


## VOICEMAIL

Click the **Configure** button to manage **Voice**mail settings.

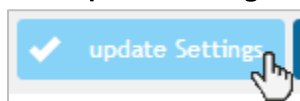


Leave default settings, or select how many messages may be kept in a Mailbox, as well as the number of days that will pass before they are deleted.



The image shows a configuration form titled "Enterprise Voicemail Configuration". It has two dropdown menus: "Max. Messages per Mailbox" with "unlimited" selected, and "Delete messages after" with "never" selected. A hand cursor is pointing to the "Delete messages after" dropdown menu.

Click **update settings** to save any changes.



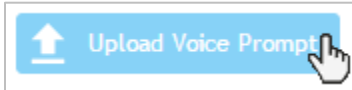
## VOICE PROMPTS

Click the **Configure** button to view and manage a list of Voice Prompts.

To record a new prompt from your phone, dial \*987 from your desk phone and follow the directions.

**OR:**

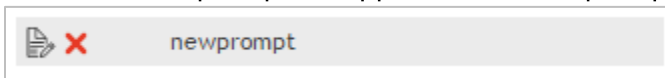
Upload a previously recorded voice prompt file by clicking the **Upload Voice Prompt** button.



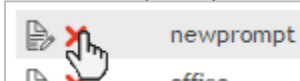
Push the **select** button on the new page to find the correct prompt file in your computer. Click upload once the file has been selected and the name appears in the text field.



Your new voice prompt will appear in the voice prompts list.



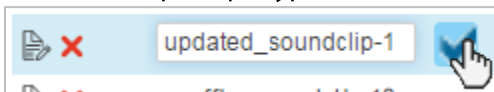
To delete a prompt, click the red **X**.



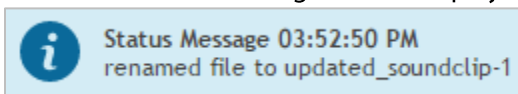
Click the **edit** icon to edit an existing voice prompt.



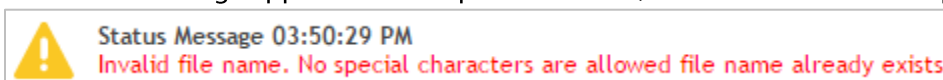
To rename a prompt, type the new name into the text field and click the blue arrow rename button.



A successful name change will be displayed in the Status Message.



If the error message appears at the top of the screen, follow the directions to properly rename the file.





## SOFTWARE CLIENTS

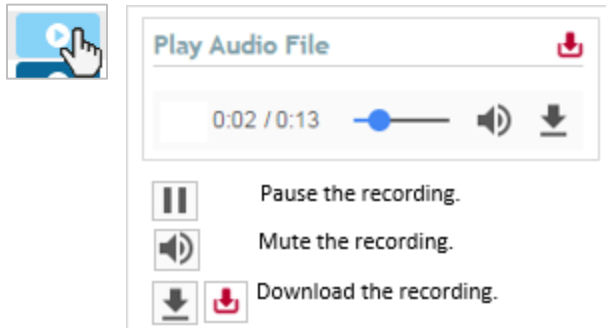
Click the **Download** button to view links for available **Software Client** downloads.

## MUSIC ON HOLD

Click the **Configure** button to view and manage your **Music on Hold** files.

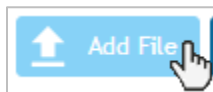
Edit	Music On Hold File	Length	Size	Date	Play
	welcome	2m 35s	4.75 MB	Thu Mar 21 2013 11:16:10 AM	

Click the **Play** icon to listen to a file and open the **Play Audio File** pane.

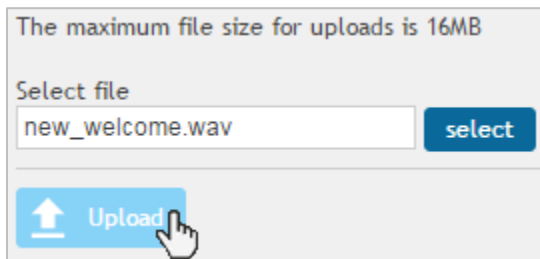


The **Play Audio File** pane includes a play button icon, a progress bar showing 0:02 / 0:13, a volume slider, a mute icon, and a download icon. Below the player are three controls: a pause button with the text "Pause the recording.", a mute icon with the text "Mute the recording.", and a download icon with the text "Download the recording."

Click the **Add File\*** to upload a new .wav file.



Push the **select** button on the new page to find the correct music file in your computer. Click **upload\*** once the file has been selected and the name appears in the text field.

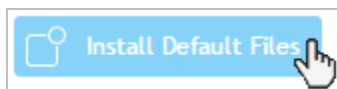


The interface shows a message: "The maximum file size for uploads is 16MB". Below this is a "Select file" section with a text input field containing "new\_welcome.wav" and a blue "select" button. At the bottom is a blue "Upload" button with an upward arrow icon and a hand cursor clicking it.

The new file will appear in the file list.

*\*When uploading a music file, ensure the file is royalty-free and copyright-free.*




Click **Install Default Files** to load default music files.



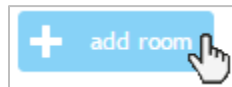
## CONFERENCE ROOMS

Click the **Configure** button to set up call-in conference rooms.

Available rooms will be displayed.

Edit	Room Name	PIN	Leader PIN	Extension	Music	Record	Reports	DID
 	Interview conf	none	none	none	default music			1-(646)-444-4444

Click **add room** to create a new conference room users may call into.



Enter a **Room Name** to name the conference room.

Enter a **PIN** number that conference participants can use to join the conference.

Enter a **Leader PIN** number that the conference leader can use to start the conference.

Enter an available **Extension** number to host the conference. Participants may dial this extension to reach the conference room.

Select a **Music** class or default music to play while users wait for the conference to begin.

- default music
- default music
- music class 1

Click the **Record** box to enable or disable call recording.



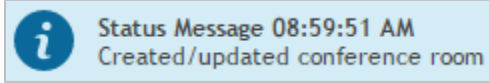
Select a **DID number** from the dropdown that callers may dial to connect directly to the conference.

- none
- none
- 12012835000
- 12126600000

Click **add** to create the conference room.



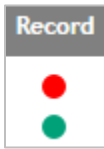
A notification will appear when the room has been created.



An error notification will appear if there was an error during input.



The green dot indicates Call Recording is enabled. The red dot indicates Call Recording is disabled.



To edit or a conference room and view extended features, click the edit button.



Enable new features, or leave them deselected.

Edit	Room Name	PIN	Leader PIN	Extension	Music	Record	Reports
	Main Conference	4444	4445	3999	default music	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/> no enter/leave sounds	<input type="checkbox"/> user count	<input type="checkbox"/> announce users	<input type="checkbox"/> record review	<input type="checkbox"/> conf menu	
		<input type="checkbox"/> bypass PIN when calling from a local phone					
send e-mail reports		E-Mail					

Click delete to remove the conference.



*(Click OK to verify the deletion.)*

## CONFERENCE REPORTS

Click the report button to view conference report details.



### Conference Call Report

Room: **Main Conference**  
 Extension: 7323  
 ID: OV0CYFHIXB  
 Date & Time: Wednesday 22nd of February 10:45:01 AM  
 Duration: 1hr 45s  
 Participant Count: 4


### Participants

Caller ID	Joined	Left	Duration
1) Jane Smart - 12125557777	10:45:01	12:30:00	1hr 45m
2) John Smart - 12125557766	10:45:06	12:30:00	1hr 44m 54s
3) Jim Choice - 19175557755	11:45:00	11:55:32	10m 23s
4) Joe Choice - 19175557744	12:02:44	12:02:56	14s

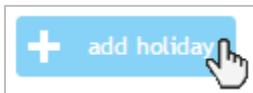
## HOLIDAYS

Click **Configure** to view and set up holiday rule timeframes for your enterprise IVRs.

Existing holidays will be listed with their ID, name, and timeframe.

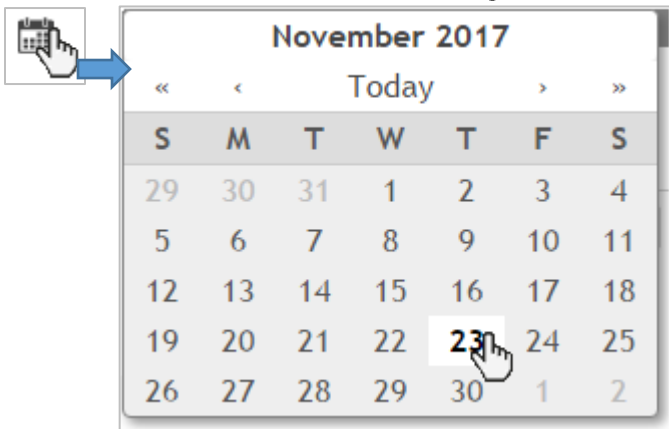
Edit	ID	Name	Start	End
 	11	4th of July	2012-07-04	2012-07-05

To add a new timeframe rule, click **add holiday**.

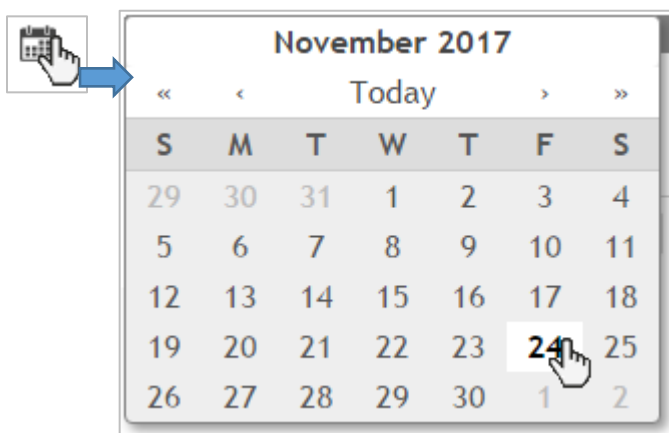


Enter a name for the holiday.

Click the first calendar to select a starting date.



Click the second calendar to select an end date.

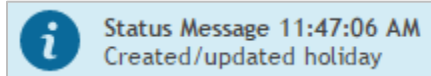




Once all the information has been entered, click the add button to create the holiday rule.



The confirmation notification will appear when the holiday has been successfully created.



Click edit to manage an existing holiday.

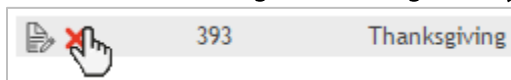


Click the check to save any edits.

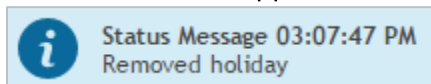


The confirmation notification will appear when the holiday has been successfully edited.

Click delete to manage an existing holiday.



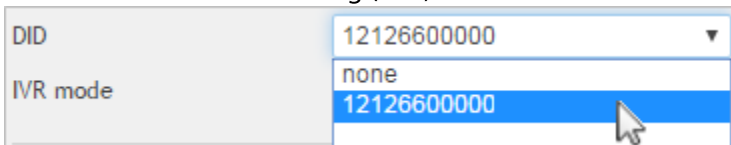
A confirmation will appear when the holiday has been successfully deleted.



## SERVICE IVR

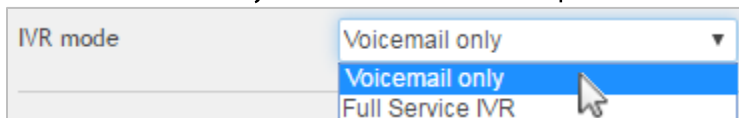
Click the **Configure** button to set up remote Voicemail access.

Select a Direct Inward Dialing (DID) number from the **DID** dropdown list for remote voicemail access.



When the DID number is dialed, callers will be prompted to enter their extension mailbox number and password.

Select Voicemail Only from the **IVR mode** dropdown menu to set this feature for the DID.

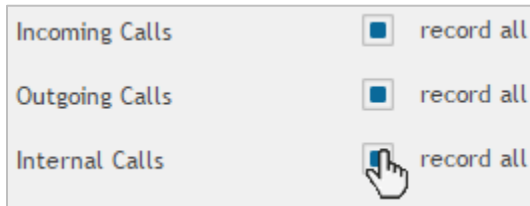


Click **update** to save your settings.

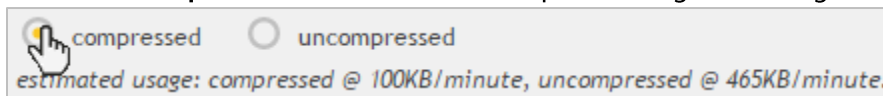
# CALL RECORDING

Click the **Configure** button to manage **Call Recording** settings and determine which calls are recorded.

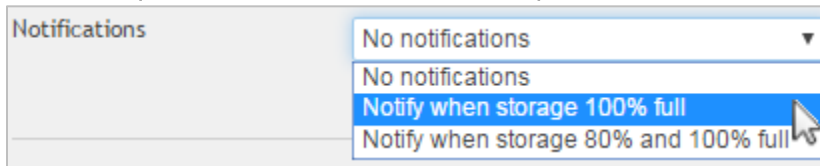
Click to enable or disable call recording for **Incoming Calls**, **Outgoing Calls**, and **Internal Calls** (enterprise extension user) calls.



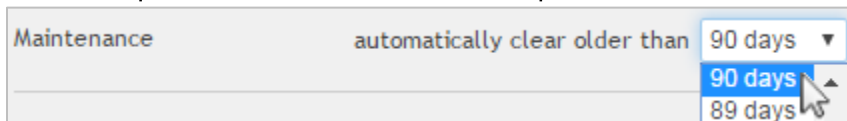
Select the **compressed** radio button to compress storage recordings.



Select an option from the **Notifications** dropdown menu to determine when notifications are sent.

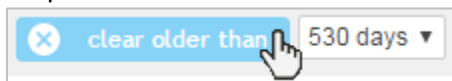


Select an option from the **Maintenance** dropdown menu to determine when messages are deleted.

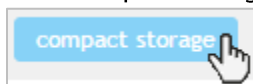


Click **update** to save your settings.

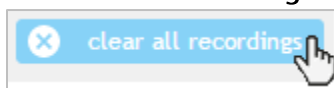
Click the **clear older than** button to clear all recordings older than the amount selected on the dropdown menu.



Click compact storage to compact the storage in your system.



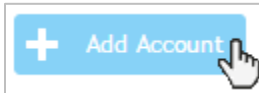
Click **clear all recordings** to delete all saved recordings.



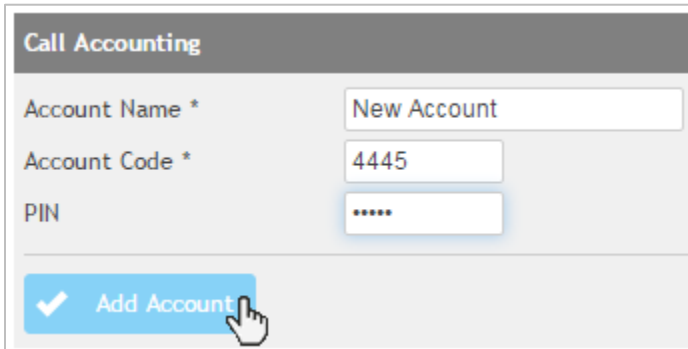
## CALL ACCOUNTING

Click the **Configure** button to manage the **Call Accounting** codes used for [Dialing Settings](#).

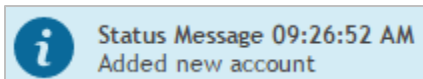
To add a new Account, click the **Add Account** button.



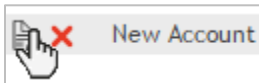
On the new page, enter an **Account Name**, **Account Code**, and **PIN**. Click the **Add Account** button to create the new account. This pin will be entered if **Dialing Settings** restrictions are enabled.

A form titled "Call Accounting" with three input fields: "Account Name \*" containing "New Account", "Account Code \*" containing "4445", and "PIN" containing "\*\*\*\*\*". A blue button with a white checkmark and the text "Add Account" is at the bottom. A hand cursor is pointing at the button.

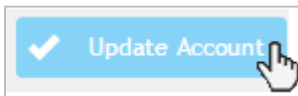
The confirmation notification will appear on the new page when successfully created.



Click the edit button to manage account settings.



Enter new edits and click **Update Account**. *(The updated account notification will appear.)*

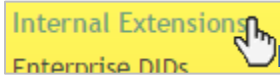




Click the delete icon to remove the account. *(Click OK, and wait for the confirmation notification.)*



## INTERNAL EXTENSIONS

Click the **Internal Extensions** link to view enterprise extensions.



Extension	Type	Name	Go To
001	extension	Office	
01	group	Billing	

Click the **Go To** arrow to access the extension edit page.



Make any needed changes, and click the **update Extension** button.

## ENTERPRISE DID<sub>s</sub>

Click on **Enterprise DID<sub>s</sub>** to view enterprise Direct Inward Dial numbers.



Edit	DID	Subscribed Date	Function	Stats	Active
X	1-(212)-333-0000	2013-09-16 00:00:00	IVR: Exec Hotline		yes 
X	1-(212)-000-1888	2016-09-22 00:00:00	extension: 1888		yes 

To find a DID, enter the number or extension in the text field and click **search**.

To delete a DID, click the **X** under the **Edit** header.

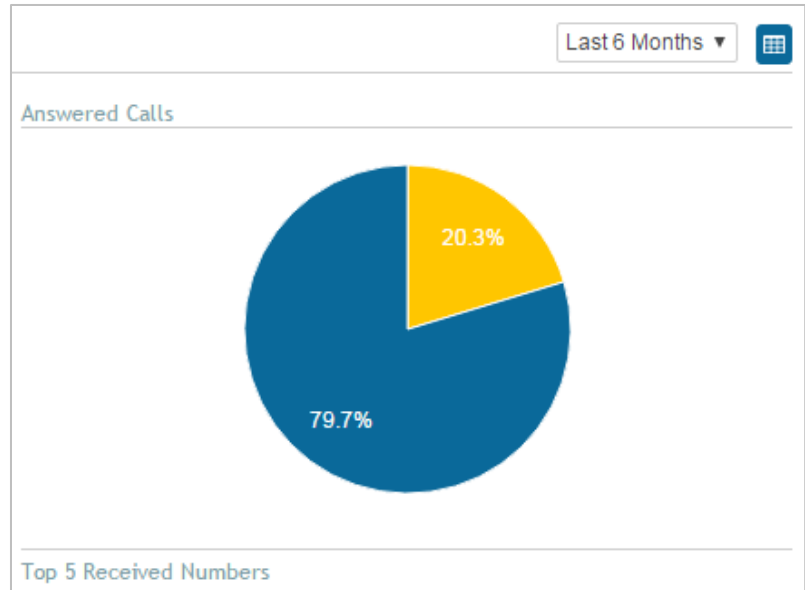
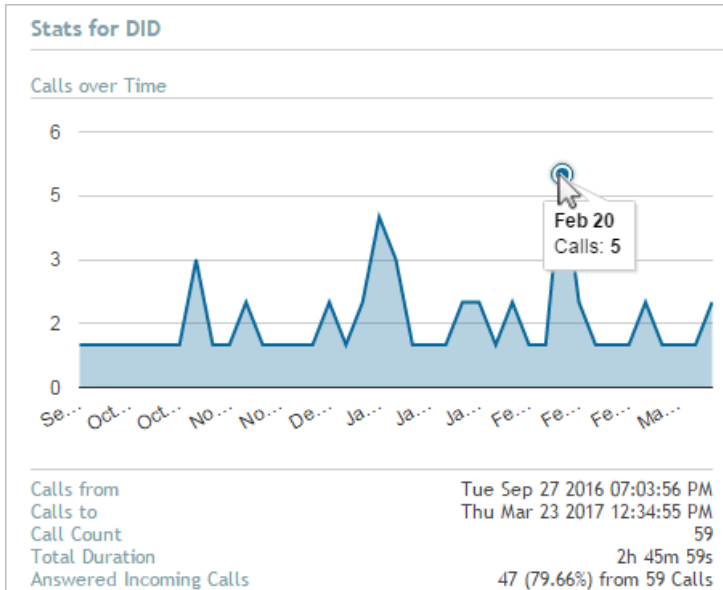
DIDs can only be deleted if they are not in use, signified by a red and actively clickable X.



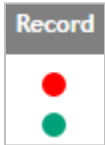
Click a link under the **Function** header to view and edit information on the extension, group, IVR, trunk, fax, location, etc. that the DID connects to.



Click the **Stats** icon to view DID statistics.



The green dot indicates Call Recording is enabled. The red dot indicates Call Recording is disabled.



Click the **not used** arrow on an available DID to set up a destination.



In the Forwarding pane, click **enable forwarding** and enter a **Destination** number. Click update to save.

Direct Forwarding for 1-(201)-222-2222

enable forwarding

Destination 1201222222

Click the **more** arrows to reach the next page of DIDs, or the less arrows to reach the previous page.



## DIALING SETTINGS

Click the **Dialing Settings** link on the left-hand side of the page to manage dialing restrictions.



Set the **Default Caller ID** *(if necessary.)*

Default Caller ID	1-(212)-600-0000
Pilot / BTN Number *	default
Default Caller ID Name	1-(212)-381-0100

Enter a **Pilot/BTN** number.

Pilot / BTN Number *	2126000000
----------------------	------------

Ensure the **Caller ID** field is left blank.

Select a **Default Fax Caller ID** from the dropdown menu that matches the **Default Caller ID**.

Default Fax Caller ID	1-(212)-660-7300
Enterprise Country Code	default
Enterprise Area Code (short dialing)	1-(212)-381-0100

Select an **Enterprise Country Code** from the dropdown menu.

Enterprise Country Code	1
Enterprise Area Code (short dialing)	121

Select an **Enterprise Area Code** *(if necessary.)*

Select an **Operator Extension** that can be reached by dialing 0.

Operator Extension	04 - Office
Restricted Dialing	09 - Field Tech Group

To restrict **Outbound** or **International** calls, click the **Enabled** radio button and enter the Account Code created in [Call Accounting](#).

Restricted Dialing	Outbound PIN	1002	<input checked="" type="radio"/> Enabled	<input type="radio"/> Disabled	<input type="radio"/> User PIN	<input type="radio"/> Account Code
	International PIN	1002	<input checked="" type="radio"/> Enabled	<input type="radio"/> Disabled	<input type="radio"/> User PIN	<input type="radio"/> Account Code

Users will be required to enter the PIN to proceed with these calls.

Click **don't allow forwarding** to prevent calls from being forwarded to international numbers.

Call Forwarding  don't allow forwarding to international destinations

Make a selection from the **Dial By Name Directory** dropdown menu to designate how names are searched in the IVR.

Dial By Name Directory search by last name (four letters) search by last name (four letters) search by first name (four letters)

Click **update Settings** to save your changes.

## SELECTIVE CALLER ID

To manage Selective Caller ID, click the **Edit Mapping** button.

**Edit Mapping**

Prefixes are displayed.

Selective Caller ID		
Edit	Prefix	Caller ID
<span style="color: red;">✗</span>	*61	(212)-660-7497
<span style="color: red;">✗</span>	*62	(212)-660-7308

To add a new prefix, select a prefix from the dropdown menu, enter a number, and click **add**.

**+ add** \*68

The new number will appear in the list.

<span style="color: red;">✗</span>	*68	(212)-555-5555
------------------------------------	-----	----------------

You will be notified when you have reached the maximum number of prefixes.

Click the **X** to delete the prefix.

✗ \*68

## DTMF CODES

Click the **DTMF Codes** link to view internal star codes and their functions.

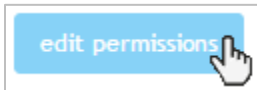


Each available code is displayed alongside its respective function\*.

Star Code	Description
* 11	Call Accounting (star code + account)
* 2	Page an extension (star code + number)
* 31	Pick up call ringing in pickup group

\*Certain features, including **Spy, Whisper & Barge**, are not universal throughout the enterprise and must be activated on individual extension pages.

Click **edit permissions** to manage available star code features.



Click the **Enabled** box to select and permit the star code function, or deselect and prevent the function.

Edit Available Features		
Digits	Feature	Enabled
*11	Call Accounting (star code + account)	<input type="checkbox"/>
*2	Page an extension (star code + number)	<input checked="" type="checkbox"/>
*31	Pick up call ringing in pickup group	<input type="checkbox"/>

The loading icon will appear when permissions are being saved.

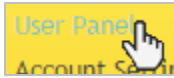


Click outside the pane when you are done saving permissions to close the pane.



## USER PANEL FEATURES

Click the **User Panel** link on the left-hand side of the page to manage enterprise-wide features.



Click to enable or disable preferred features.

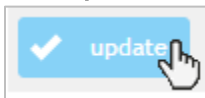
### User Panel

#### End User Panel Feature Permissions

Enabled Features

- Call Forwarding
- Call Screening and Blocking
- Voicemail Settings

Click **update** to save your settings.



## ACCOUNT SETTINGS

Click the **Account Settings** link on the left-hand side of the page to manage enterprise account settings.



Update your password if needed, and click update when finished.

### Login Settings

Password \*  E-Mail

Verify Password \*

Enter a **General Notification Email** to receive email notifications when storage limit is approaching.

### General Notification E-Mail

E-Mail

## FREQUENTLY ASKED QUESTIONS

**Question:** What's the difference between the **User Panel Features** and the **Enterprise Features**?

**Answer:** While the **User Panel** features are used to manage specific extensions, **Enterprise Features** are used to manage universal settings for all enterprise users.

**Question:** Where are the **IVR** recordings saved?

**Answer:** Recordings are saved in the **Voice Prompts** section of the **Enterprise Panel**.

**Question:** Can I put an account code on Outbound and Inbound Calls?

**Answer:** Account Codes can be set in the **Dialing Settings** section of the **Enterprise Panel**.

**Question:** Am I able to program a number for remote voicemail access?

**Answer:** Accounting codes can be programmed in the **Call Accounting** section of the **Enterprise Panel**. Enable them on the **Dialing Settings** page under **Features**.

**Question:** How can I receive additional support?

**Answer:** You can reach Smart Choice Communications **24x7x365** at **(800) 217-3096**.