

Omni Portal Overview

The Omni Portal gives you complete control over your enterprise and individual users. By managing your existing extensions and organization, you'll be able to edit user information and grant access to sleek and modern calling features.

ENTERPRISE FEATURES

GET STARTED

1. Log into the OMNI Panel using your username and password.
2. Click the **Manage Enterprises** link under the Enterprises header.
3. Type your enterprise name into the search bar, then click the arrow to access your panel when it appears.

NOTE: Do not click an automatically populated enterprise name, as this will take you to the Edit Enterprise section of the OMNI Portal. When searching for your enterprise, click the **Search** key instead.

IN THE ENTERPRISE PANEL:

See an **OVERVIEW** of your enterprise to monitor calling and user statistics.

Set up custom **TRUNKS** to connect your ISP to your organization.

Use a custom **IVR** greeting to guide callers to a department or extension.

Add multiple extensions into a **QUEUE** group to cut down caller wait time.

Manage your **EXTENSIONS** to edit user information or remove their number.

Create **RING GROUPS** to send calls to a group of department extensions.

Choose when your extensions can be reached with time-based **CONDITIONS**.

ADDITIONAL FEATURES

- Access your **VOICEMAIL** online.
- Integrate your **SOFTWARE CLIENT**.
- Set up a remote **CONFERENCE ROOM** for conference calls.
- Configure an **API**.
- Configure a **LDAP Directory**.
- Configure a **Lync Server**.
- Manage your recorded **VOICE PROMPTS**.
- Choose the **HOLD** music your callers hear.
- Schedule your availability/unavailability during **HOLIDAYS**.
- Access and download archived **CALL RECORDING** audio files.
- Add and edit important **ENTERPRISE CONTACTS**.
- Easily **BLACKLIST** unwanted inbound caller numbers.

SEE NEXT PAGE FOR USER PANEL FEATURES.

OMNI PORTAL

USER PANEL FEATURES

GET STARTED

1. In the Enterprise Panel, click the Extensions link and on the Manage Extensions page, type the name or number of the extension you would like to enable into the text field, and click search.
2. When the extension appears in the search results, click the arrow to access this user panel.

IN THE ENTERPRISE PANEL:

See an **OVERVIEW** of the extension, including Placed, Received, and Group Calls, as well as queue activity.

Manage **VOICEMAIL** settings and greeting prompts, and hear messages online.

View and search for extension **CONTACTS**.

Set up additional **FEATURES** and view **DTMF** star codes.

ADDITIONAL FEATURES

- Direct the extension to automatically **FORWARD** calls to another number.
- Easily **SCREEN** or **BLOCK** inbound calls to the extension.
- Set up an **ASSISTANT** to field forwarded calls and receive voicemails.
- Manage custom **VOICEMAIL** settings for the selected extension.
- Disable or enable **OUTBOUND CALLING**.
- Add an **ADDITIONAL LINE** or link a mobile **SOFTPHONE** application.
- Add additional numbers where the extension can be reached during a **CALL HUNT**.
- Choose whether to show or hide the extension **CALLER ID**.
- Set up instant **CALL RECORDING**.
- Enable or disable **MISSED CALLS** notifications and choose a message destination.
- Choose an **EMERGENCY DIALING** destination.
- Enable or disable **CALL WAITING**.
- Add a list of numbers that will receive **BULK SMS** messages.