

CommPortal – ADMIN

Go to <http://myphone.bayring.com/bg>

User Name: Your 10-digit telephone number (no dashes)

Password: Your CommPortal user password if you have already set it up.

Lines

The Lines page shows all individual lines, MADNs (Multiple Appearance Directory Numbers) and MLHG (Multi Line Hunt Group) pilot lines in a Department.

Lines

To view the settings for an individual line, MADN or MLHG pilot number, or view group (MADN or MLHG) settings, click on the corresponding icon in the rightmost column.


Telephone Number	Extension	Name
(603) 766 2529		
(603) 766 2530		
(603) 766 2531		
(603) 766 2532	2532	
(603) 766 2534		Admin

- A Business Group Line is an individual line within a Business Group.
- A MADN is an external number that can be used to access multiple lines within a Business Group, so that all free lines associated with the MADN ring when the number is dialed.
- An MLHG is a set of lines within a Business Group (MLHG Members), so that calls to the group are passed to a non-busy line within the Hunt Group, or may be added to a queue if all lines are busy.

MADN's

(Multiple Appearance Directory Number)

These are lines that appear on more than one phone. This screen is "View Only".

To view the MADN configuration (for a MADN) or MLHG configuration (for an MLHG pilot line), click the  icon. Please contact FirstLight at **800-520-9911** if you would like to set up a new MADN.

MADNs

To view the settings for the MADN line, or to view the MADN members and other settings, click on the corresponding icon in the rightmost column. Please contact us if you would like to set up a new MADN.

Telephone Number	Extension	Number of Lines
There are no MADNs in the Business Group.		

MLHGs

(Multi-Line Hunt Groups)

Used in Business Groups that use Automatic Call Distribution (ACD) queuing for calls.

To view the settings for an individual MLHG click on the corresponding icon in the rightmost column. Please contact FirstLight at **800-520-9911** if you would like to set up a new MLHG.

The screenshot shows a web interface for managing MLHGs. On the left is a vertical navigation menu with items: Lines, Phones, MADNs, MLHGs (highlighted), Call Pickup Groups, Short Codes, Extensions, Departments, Account Codes, External Calls, Number Blocks, Call Logs, Auto-Attendant, and Music on Hold. The main content area is titled 'MLHGs' and contains a message: 'To view the settings for an individual MLHG click on the corresponding icon in the rightmost column. Please contact us if you would like to set up a new MLHG.' Below this is a table with two columns: 'MLHG Name' and 'Number of Lines'. The table is currently empty, displaying the text 'There are no MLHGs in the Business Group.' A vertical scrollbar is visible on the right side of the table area.

Call Pickup Groups

Call Pick Up allows you to answer other lines that are ringing within your Business Group. See Using Basic phone Functions – Picking Up a Call – Page 4

<input type="checkbox"/>	Call Pickup Group Name	Number of Lines	
<input type="checkbox"/>	test	3	

Clicking here will bring you to another screen that will list members of the Call Pickup Group.

Call Pickup Groups

Call Pickup Group test

Lines Settings

<input type="checkbox"/>	Telephone Number	Extension	Name
<input type="checkbox"/>	(603) 766 2529		
<input type="checkbox"/>	(603) 766 2530		
<input type="checkbox"/>	(603) 766 2531		

Remove Selected Add Lines Add single line: Add

Click on the Settings tab to assign a name to each Call Pickup Group.

Clicking here will bring you to the Call Manager Portal where you can modify how this line is forwarded, etc. See Online Tools – CommPortal – User section.

Short Codes

Short codes allow your users to quickly dial common numbers. The Table below shows the short codes currently in operation in the Business Group.

The screenshot shows the 'Short Codes' management page. On the left is a navigation menu with items like Lines, Phones, MADits, MLHGs, Call Pickup Groups, Short Codes (selected), Extensions, Departments, Account Codes, External Calls, Number Blocks, Call Logs, Auto-Attendant, and Music on Hold. The main content area has a title 'Short Codes' and a description: 'Short codes allow your users to quickly dial common numbers. The table below shows the short codes currently in operation in the Business Group.' Below this is a table with two columns: 'Short Code' and 'Telephone Number or Internal Code'. The table contains one row with a checkbox, the value '300', and the value '(603) 766 1000'. At the bottom of the table are buttons for 'Delete Selected', 'Add', and 'Add Range'.

Click on Add and enter the code you want to use and the 10-digit telephone number you want it to dial.

This screenshot shows the same 'Short Codes' management page, but with the 'Add Single Short Code' dialog box open. The dialog box has a title 'Add Single Short Code' and instructions: 'Enter the code and (optionally) either the telephone number or the service access code that it maps to, and then click Add'. It contains the following fields: 'Short Code' with the value '55', 'Maps to:' with radio buttons for 'Telephone Number' (selected) and 'Service Access Code', and 'Telephone Number' with the value '6037661000'. There are 'Add' and 'Cancel' buttons at the bottom of the dialog. The background interface is dimmed, showing the 'Add' button at the bottom of the table area.

Extensions

Extensions allow your users to quickly dial other numbers in the Business Group. The table below shows the extensions currently in operation.

Extensions

Extensions allow your users to quickly dial other numbers in the Business Group. The table below shows the extensions currently in operation.

<input type="checkbox"/> Extension	Telephone Number
<input type="checkbox"/> 2532	(603) 766 2532

Buttons: Delete Selected, Add, Add Range

Departments

Departments divide your Business Group into separately-administrable groups. To edit or delete a department, click on the department name in the three views below.

Departments

Departments divide your Business Group into separately-administrable groups. To edit or delete a department, click on the department name in the tree view below.

Department Name

- [Customer Service](#)
- [Sales](#)

Add Department

Account Codes

The following codes are available on all lines when account codes are validated. Individual lines may also have additional codes. Please contact FirstLight at **800-520-9911** if you would like to change these settings on individual lines.

Account Codes

The following codes are available on all lines when account codes are validated. Individual lines may also have additional codes.

Lines

Phones

MADNs

MLHGs

Call Pickup Groups

Short Codes

Extensions

Departments

Account Codes

External Calls

Number Blocks

Call Logs

Auto-Attendant ↗

Music on Hold ↗

Account Code Options

Call types requiring an account code

<input checked="" type="checkbox"/> International	<input checked="" type="checkbox"/> National	<input type="checkbox"/> Local Business Group
<input type="checkbox"/> Local	<input checked="" type="checkbox"/> Operator	<input type="checkbox"/> Other Business Group
<input checked="" type="checkbox"/> Premium Rate	<input checked="" type="checkbox"/> Directory	
<input checked="" type="checkbox"/> Regional	<input checked="" type="checkbox"/> Carrier Dialed	

Use validated account codes Yes No

Account code length:

Max incorrect attempts before account blocked:

Call types may be overridden per line

Account code length may be overridden per line

Lines may view business group account codes

Lines their own account codes.

External Calls

The table below shows any limits on external calls, together with the default carriers that are used when making calls. Please contact FirstLight at **800-520-9911** if you would like to change these settings.

- Lines
- Phones
- MADNs
- MLHGs
- Call Pickup Groups
- Short Codes
- Extensions
- Departments
- Account Codes
- External Calls
- Number Blocks
- Call Logs
- Auto-Attendant ☞
- Music on Hold ☞

External Calls

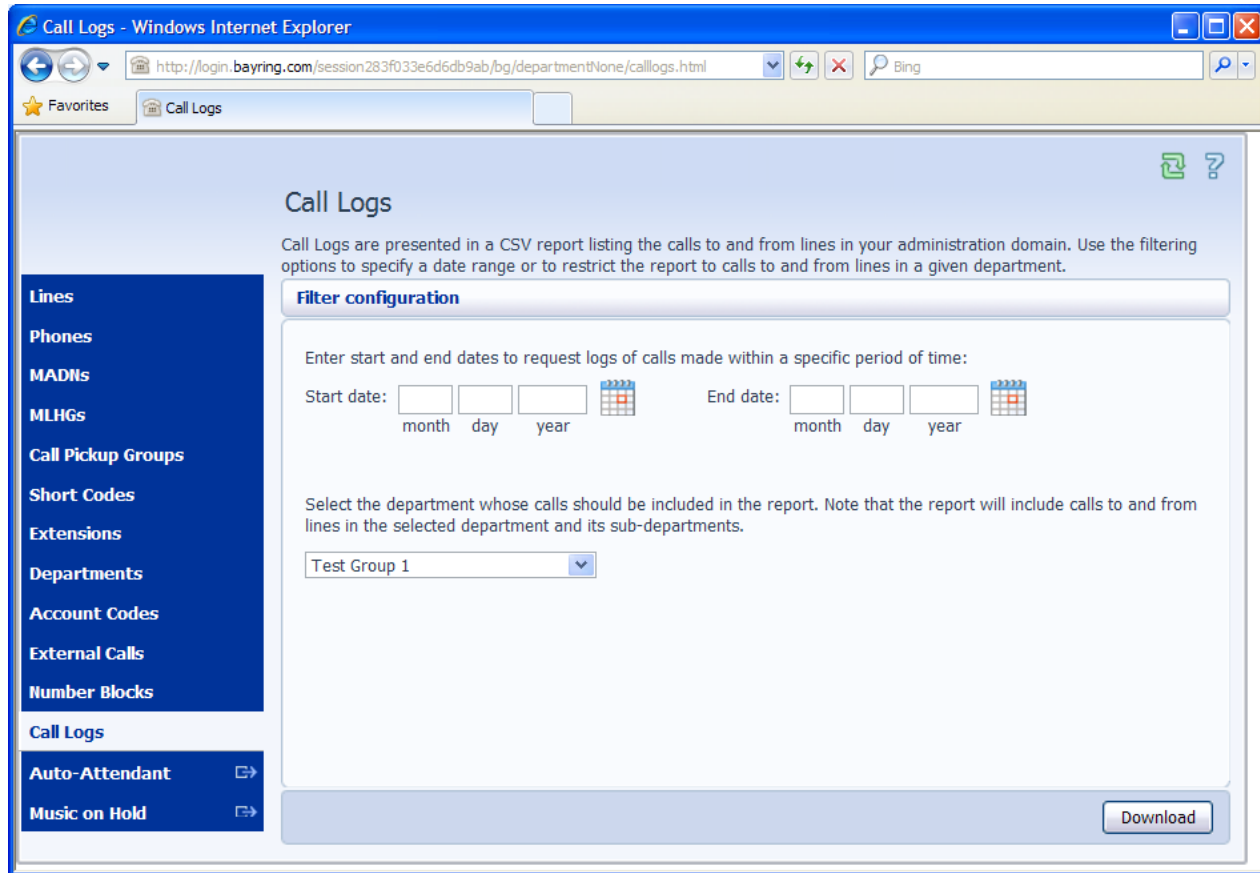
The table below shows any limits on external calls, together with the default carriers that are used when making calls. Please contact us if you would like to change these settings.

Settings

External Calls	Unlimited
Incoming Calls	Unlimited
Outgoing Calls	Unlimited
Local carrier code	
Long distance carrier code	
International carrier code	

Call Logs

Call Logs are presented in a CSV report listing the calls to and from lines in your administration domain. Use the filtering options to specify a date range or to restrict the report to calls to and from lines in a given department.



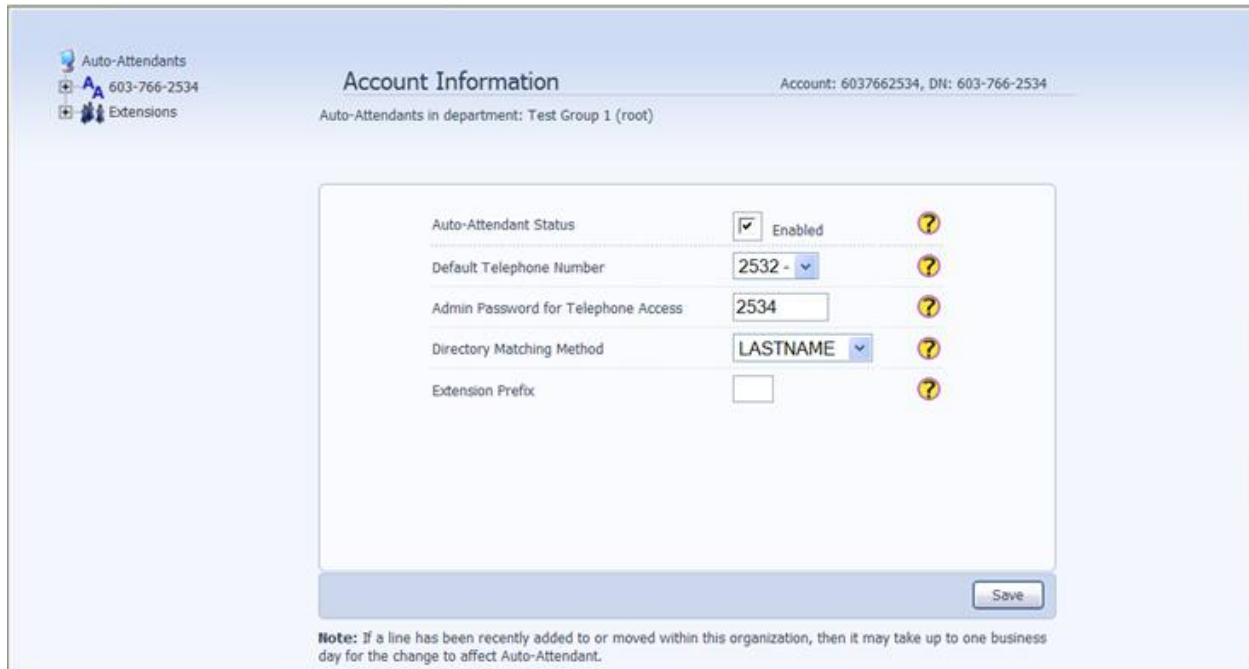
The column headings are below:

Date	Time	Call Type	Calling Number	Calling Extension	Calling Department	Called Number	Called Extension	Called Department	Call Connected	Duration
------	------	-----------	----------------	-------------------	--------------------	---------------	------------------	-------------------	----------------	----------

The report will contain the following Call Types:

- Originating – Calls made/ Outbound
- Terminating – Calls received/ Inbound
- Intra BG – Calls made between extensions

Auto-Attendant



Auto-Attendants
603-766-2534
Extensions

Account Information

Account: 6037662534, DN: 603-766-2534
Auto-Attendants in department: Test Group 1 (root)

Auto-Attendant Status	<input checked="" type="checkbox"/> Enabled	?
Default Telephone Number	2532 - v	?
Admin Password for Telephone Access	2534	?
Directory Matching Method	LASTNAME v	?
Extension Prefix		?

Save

Note: If a line has been recently added to or moved within this organization, then it may take up to one business day for the change to affect Auto-Attendant.

Auto-Attendant Status – You can Enable/ Disable your auto-attendant from here.

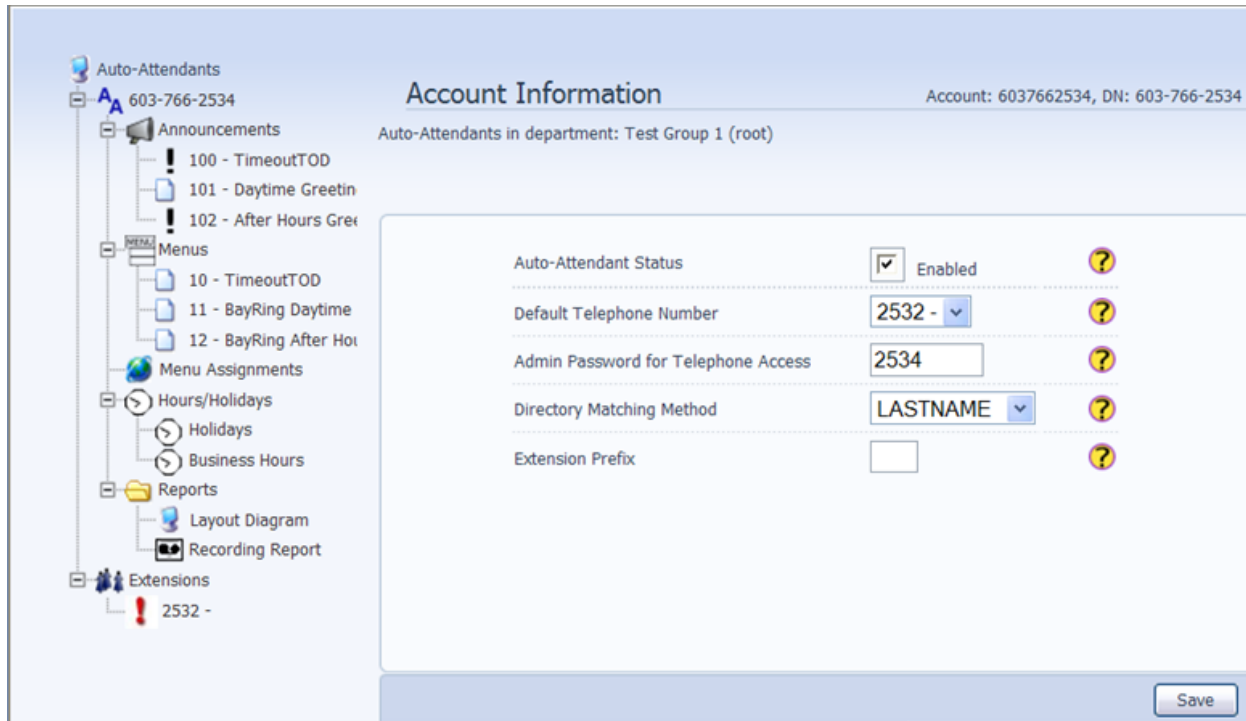
Default Telephone Number – This is where calls will go when your Auto-Attendant is Disabled.

Admin Password for Telephone Access – This is the password to enter if you were logging into your Auto-Attendant by telephone (ex. to record greetings).

Directory Matching Method – How your Dial by Name Directory associates names with numbers.

Extension Prefix – In order for callers to be able to dial an extension rather than choosing from a list of options, you must have * in this box.

Menu Tree



Announcements Specify the announcements used by this auto-attendant.

Menus Specify the menus used by the auto attendant.

Menu Assignments Specify which auto attendant menu is used for regular business hours, out of hours and on holidays.

Hours/ Holidays Specify what your normal business hours are and holidays

Reports Shows how the auto attendant is set up:

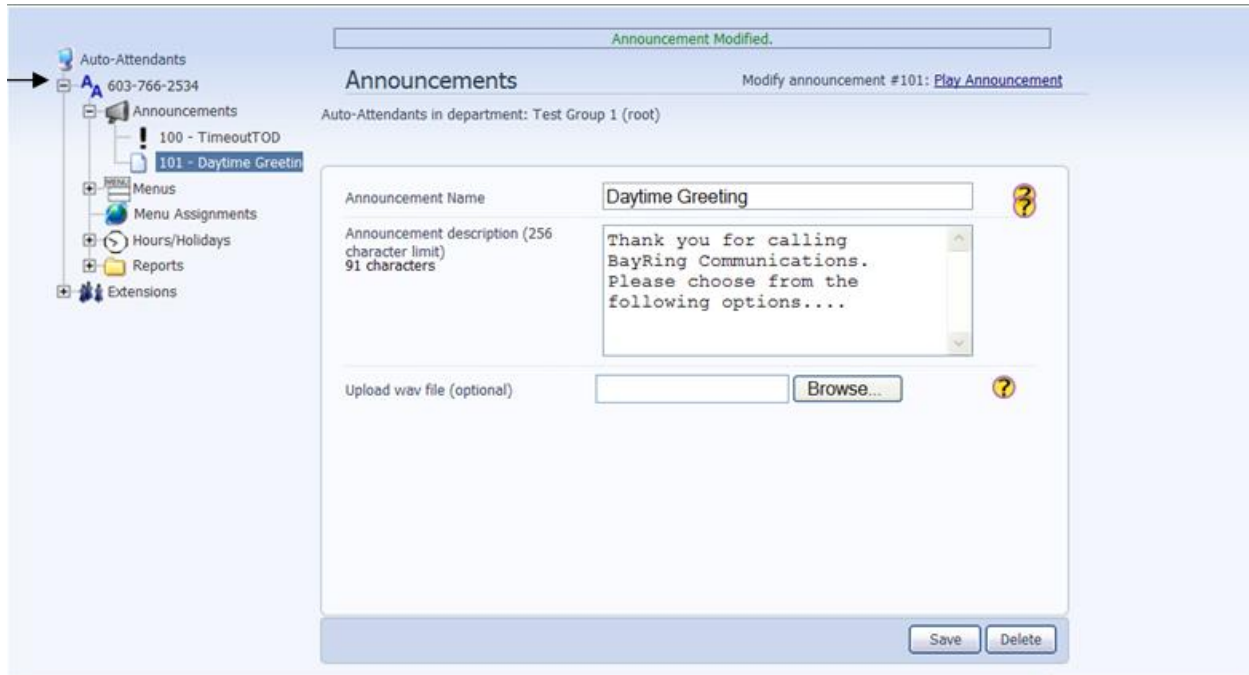
Layout Diagram presents a diagram of the menu structure of your auto attendant, showing the different paths through options and how many times options have been chosen.

Recording Report shows all of the recordings included in your auto attendant.

Extensions This is a list of extension numbers available to this Business Group.

Auto-Attendant - Announcements

These are the greetings that callers will hear. (An ! next to the announcement ID means that there is no greeting recorded.)



Above is an example of a Daytime Greeting. You can upload .wav files for your announcements or follow the instructions below to record via telephone.

To record greetings by phone:

Dial 603-250-1182

Enter Account number provided to you by FirstLight (see arrow above) followed by #

Enter PIN (usually the last 4-digits of the account number) followed by #

Press 2 to Manage Announcements

Enter Announcement ID you want to record followed by #. These will be pre-determined for you and usually follow the format below:

100 – Daytime Greeting

101 – After Hours Greeting

102 – Holiday Greeting

Press 2 to record greeting and follow prompts to accept or change greeting.

Menus

By default, you will have a menu for each associated announcement ID that will give callers different options to choose from based on the time of day parameters that are set.

- 10 - Daytime Menu
- 11 - After Hours Menu
- 12 - Holiday Menu

The screenshot shows the 'Menus' configuration interface. A sidebar on the left lists navigation options like 'Auto-Attendants', 'Announcements', 'Menus', 'Menu Assignments', 'Hours/Holidays', 'Reports', and 'Extensions'. The main area is titled 'Menus' and shows 'Auto-Attendants in department: Test Group 1 (root)'. A green message at the top says 'Menu option saved'. The configuration form includes:

- Menu Name:** A text field containing 'BayRing Daytime Menu'.
- Menu Description (256 character limit):** A text area containing 'Option #1 - Ring to Directory', 'Option #2 - Ring to Ext. 101', and 'option #3 - Ring to 603-766-1000'. A callout points to this field with the text 'Enter brief description for Menu.'
- Announcement:** A dropdown menu set to '101 - Daytime Greeting'. A callout points to this dropdown with the text 'Choose Announcement/ Greeting you want played whenever this menu is in use.'
- Timeout Period:** A numeric input field set to '7' with the label 'Wait up to 7 seconds for key press.' A callout points to this field with the text 'Choose how many seconds you want callers to have to press an option before call is directed to Timeout location.'
- Menu Options:** A section with 'Choose a filter' and 'Choose an action' dropdowns, and an 'Add' button. A callout points to the 'Choose an action' dropdown with the text 'Choose key/ option # to program: 0 through 9, #, * Timeout'.
- Current Menu Options:** A table with columns 'Key', 'Action', and 'Parameter'. It contains three rows:

Key	Action	Parameter
1	Directory	
2	Transfer	Extension "2532"
3	Transfer	Extension "97661000"

 A callout points to this table with the text 'Choose an action when key/ option # is pressed:' followed by a list of actions: Transfer, Menu, Menu-Back, Announce-Return, Announce-Release, Release, Directory, and Once action is chosen, click Add.

Choose key/ option # to program:
0 through 9

*
Timeout

Choose Announcement/ Greeting you want played whenever this menu is in use.

Choose how many seconds you want callers to have to press an option before call is directed to Timeout location.

Choose an action when key/ option # is pressed:

- Transfer – Transfers caller to specified extension or number outside of the Business Group. If transferring to a number outside of your Business Group, enter the number as you would normally dial it.
- Menu - Go to another menu.
- Menu-Back – Returns to previous menu.
- Announce-Return – Play an announcement and return to this menu.
- Announce-Release – Play an announcement and release the call (hang up).
- Release – Hang up
- Directory – Dial by Name
- Once action is chosen, click Add

To change an option that is already programmed, you need to Delete it and add it again with the new configuration.

Menu Assignments

Choose the menu you want callers to choose from based on the time of day the call comes in. (Announcement/ Greeting is associated with menu.)

The screenshot displays the 'Account Information - Menu Assignments' configuration page. On the left, a navigation tree shows the following structure:

- Auto-Attendants
 - 603-766-2534
 - Announcements
 - 100 - TimeoutTOD
 - 101 - Daytime Greetin
 - 102 - After Hours Greet
 - Menus
 - 10 - TimeoutTOD
 - 11 - BayRing Daytime
 - 12 - BayRing After Hours
 - Menu Assignments (selected)
 - Hours/Holidays
 - Reports
 - Extensions

The main content area is titled 'Account Information - Menu Assignments' and includes the text 'Auto-Attendants in department: Test Group 1 (root)'. It features three dropdown menus:

- Select the menu that will be used on holidays: **None**
- Select the menu that will be used for calls made during business hours: **11 - BayRing Daytime Menu**
- Select the menu that will be used for calls off business hours: **12 - BayRing After Hours**

A 'Save' button is located at the bottom right of the configuration area.

Hours/ Holidays

Holidays

Click on the dates where you would like your Holiday Menu/ Greeting to be played to callers. When selected, the designated holidays will be dark blue. Click on date to add/ remove from holiday schedule.

Holiday Date Assignment
Auto-Attendants in department: Test Group 1 (root)

Calendar Year: 2010

Click on the days to select or de-select holidays.

January, 2010							February, 2010							March, 2010						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
					1	2	1	2	3	4	5	6	1	2	3	4	5	6		
3	4	5	6	7	8	9	7	8	9	10	11	12	13	7	8	9	10	11	12	13
10	11	12	13	14	15	16	14	15	16	17	18	19	20	14	15	16	17	18	19	20
17	18	19	20	21	22	23	21	22	23	24	25	26	27	21	22	23	24	25	26	27
24	25	26	27	28	29	30	28							28	29	30	31			
31																				

April, 2010							May, 2010							June, 2010						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
					1	2	3						1			1	2	3	4	5
4	5	6	7	8	9	10	2	3	4	5	6	7	8	6	7	8	9	10	11	12
11	12	13	14	15	16	17	9	10	11	12	13	14	15	13	14	15	16	17	18	19
18	19	20	21	22	23	24	16	17	18	19	20	21	22	20	21	22	23	24	25	26
25	26	27	28	29	30	31	23	24	25	26	27	28	29	27	28	29	30	31		

Business Hours

Program Start and End time for During Business Hours. Time is programmed in 24-hour format. Calls received outside of these times will follow your After Hours Schedule. Holidays will override business hours schedules.

Business/Weekend Menu Assignment
Auto-Attendants in department: Test Group 1 (root)

Time Zone
Please choose the time zone of this schedule.
US/Eastern

Business Hour Definition
Enter the start and end time (24 hour HH:MM) of each business day in the appropriate week day. If the week day is not a business day, leave both the start and end time fields blank..

	Mon	Tues	Wed	Thurs	Fri	Sat	Sun
Start Time	08:00	08:00	08:00	08:00	08:00		
End Time	17:00	17:00	17:00	17:00	17:00		

Save

Music on Hold

FirstLight provides royalty free, classical instrumental music on hold by default. You have the option of uploading your own music or marketing announcement while your callers are on hold.

NOTE:

Playing music to callers on hold constitutes "public performance" of the music and therefore risks infringing the copyright of composers or artists. The music provided by FirstLight is royalty free music. If you choose to change this, you must obtain appropriate licenses to play the material that you plan to use as on-hold music. In North America, you can obtain these licenses at a reasonable cost from licensors such as Broadcast Music Inc (www.bmi.com) or the American Society of Composers, Authors and Publishers (www.ascap.com). FirstLight and its affiliates do not accept any legal liability arising from copyright infringements associated with the use of on-hold music.

This screen shows you how your music on hold is configured. You can choose the song choice and frequency of it being played while someone is on hold.

By default, music on hold is added to every line. You can change each line to have different music on hold or .wav file played while on hold.



Music On Hold

security mappings resources

Global Media List

ID	Description	Length
13	Bach 1 - v2 lowdb	200 seconds

There are currently no local resources stored.

ID Description Upload local resource file Actions

Disk Used: 0.00 MB of 100 MB used.
Resources: 0 of 10 used.

To upload your own music or .wav file, click on the Resources tab. Click on Browse... to locate the file you want to upload.

NOTE: The ID must be a number after 13. For example 13 is the default on hold music, so 14 can be used for the next uploaded song of your choice.

Music on Hold

After uploading your music click mappings on the top tab and at that point you will be able to select your on hold music. Select from the Initial resource option, and click save. NOTE: it can take up to 24 hours for your on hold music to work.

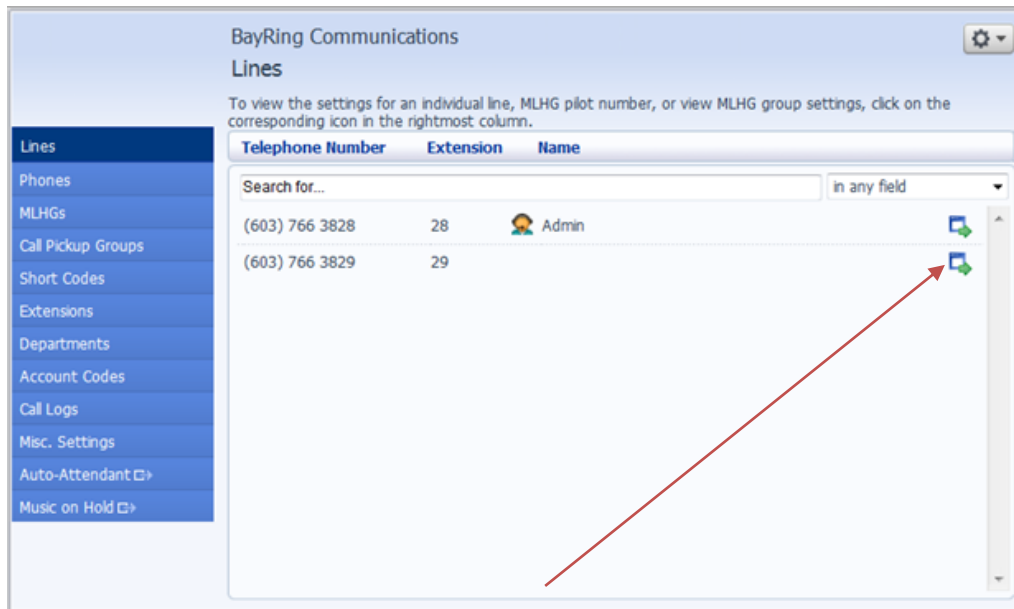
Music On Hold Mappings in department: Test Group 1 (root)

Directory number	Initial resource	Action	Follow-up resource	Start Point	Duration
Default	Global 13 - Bach 1 - v2 lowdb	Repeat		Random	
603-766-2529	None	Repeat		Start	

0 of 10 mappings used

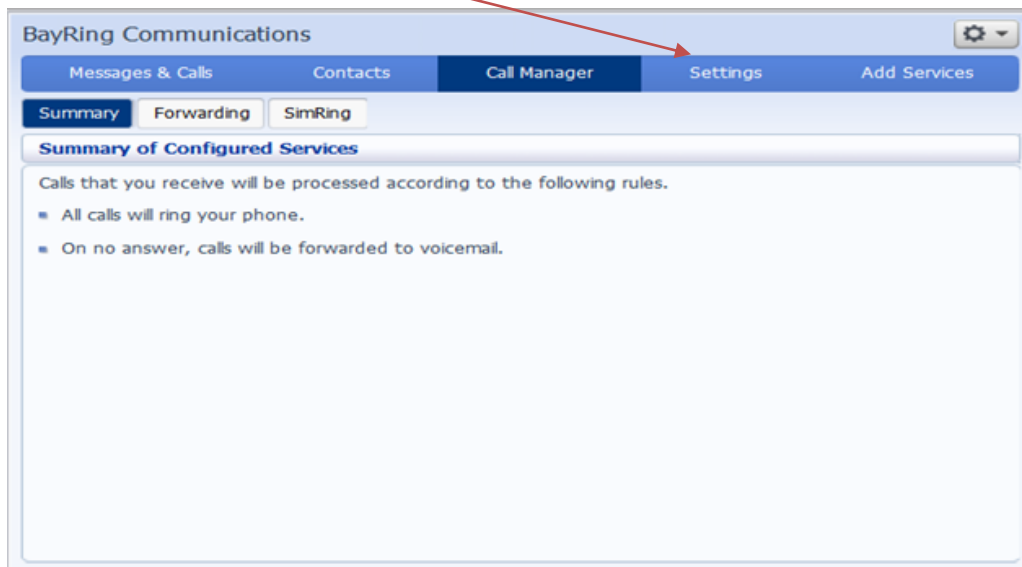
Note: If a line has been recently added to or moved within this organization, then it may take up to to one business day for the change to affect Music On Hold.

Changing extension names and voice mail passwords

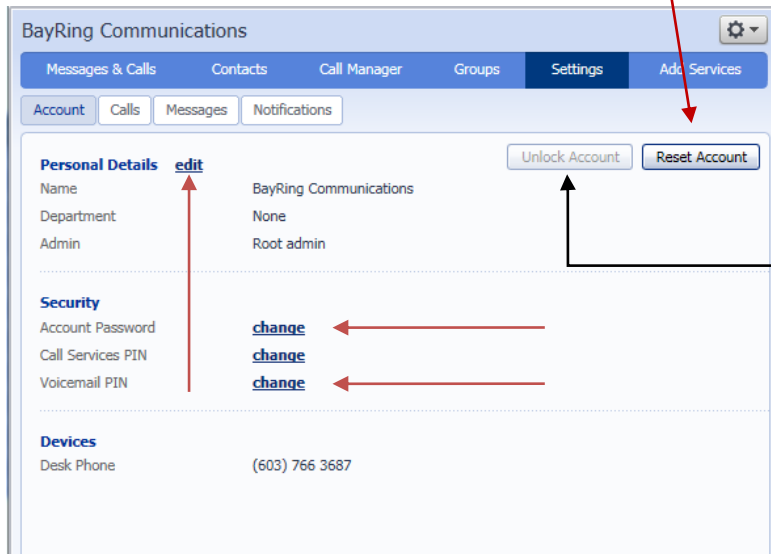


Click here to go into an individual user's CommPortal.

At the screen below, click on **Settings**:



To reset a line/ voice mail back to the tutorial, click on **Reset Account**.

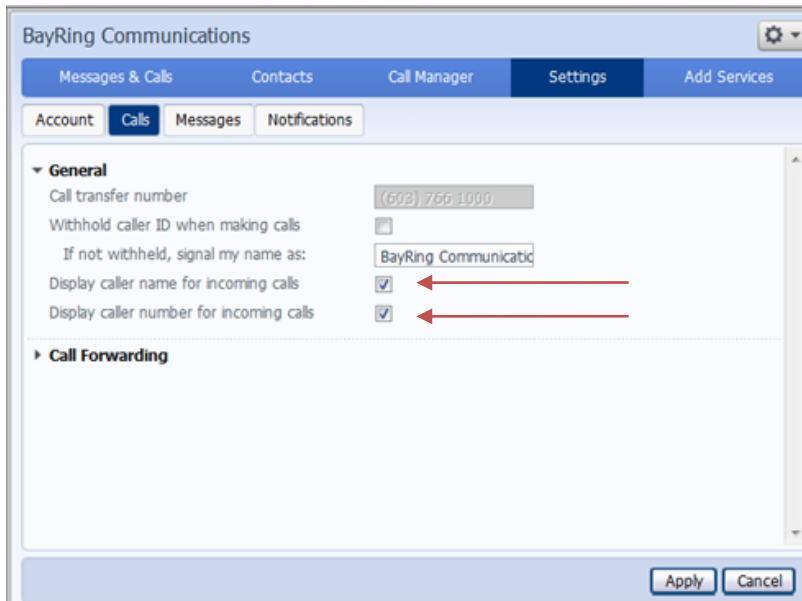


If a user tries to log into their mailbox too many times with the wrong password, the system will lock them out of their voice mail. To unlock an account, click the Unlock Account button and change their voice mail PIN.

You will need to make adjustments in the following tabs:

First, under the **Account** tab, you will need to edit the name in the Personal Details section and reset both the Account Password and Voicemail PIN to 112233. When the user logs in, they will get the tutorial that will walk them through initializing their mailbox.

Second, under the Calls tab you need to add the user's name where indicated below and place a checkmark in each of the boxes below that:



NOTE: If you have an auto-attendant with a dial by name directory, you will need to record the user's name against their extension. (see your personalized auto-attendant instructions or call us at 800-520-9911 for a copy)