



CommPortal Admin Guide



SM Harness the **Power of Light** with **FirstLight**®

Welcome to FirstLight Commportal (Admin)



To log into your CommPortal, log in using the link below for your region:

NH/ME/MA – <https://myphone.bayring.com/bg>

NY/VT – <https://commportal.sover.net/bg>

In the **Number** field, enter your 10-digit telephone number (with no dashes).

Enter the **Password** provided by your FirstLight Representative.

CommPortal Web

Please log in below.

Number:

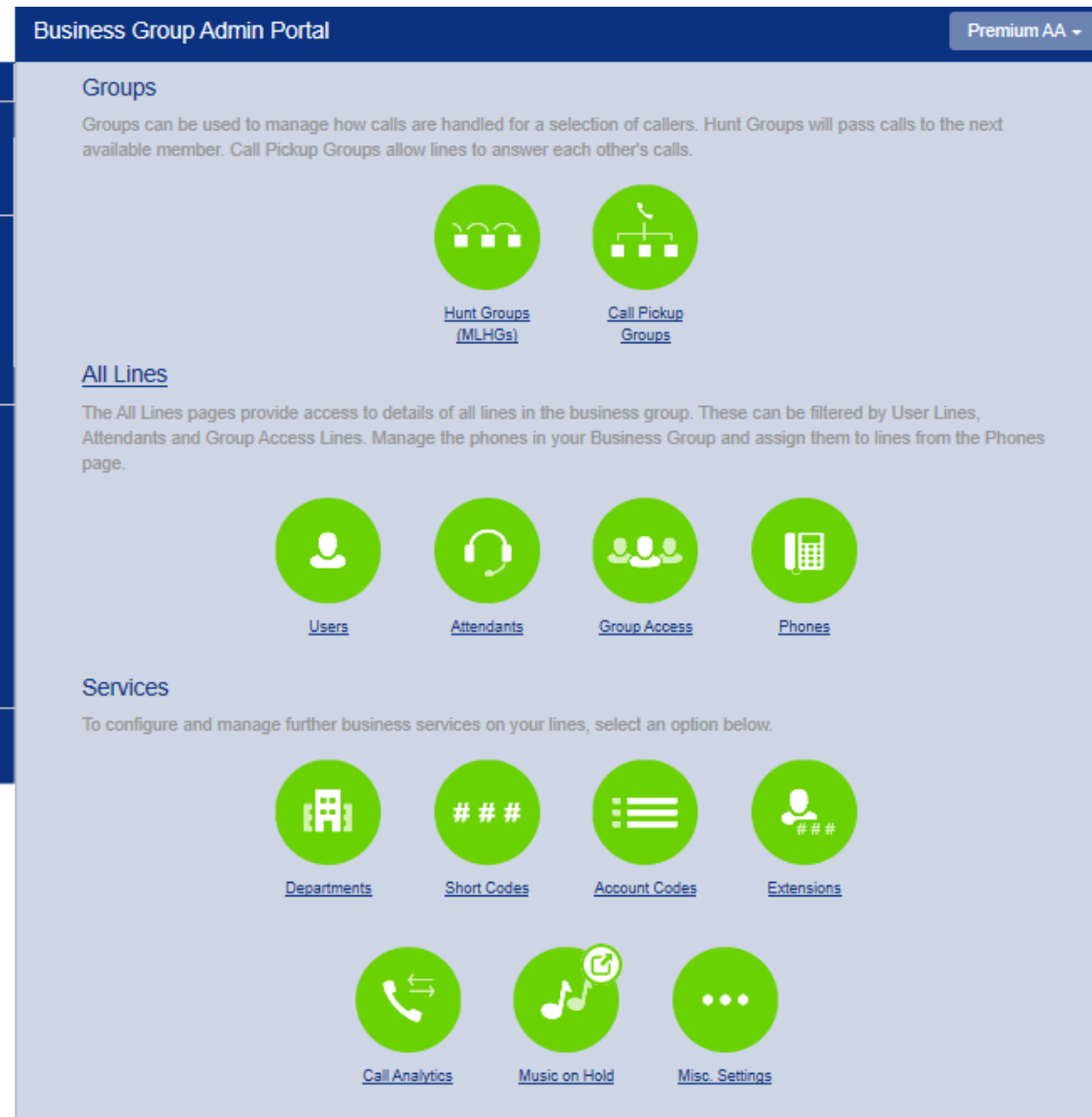
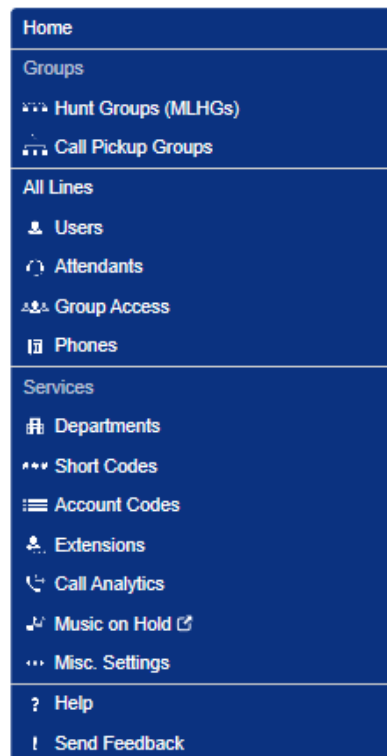
Password:

If you have forgotten your password, please contact customer support.

- [Hunt Groups \(MLHGs\)](#)
- [Call Pickup Groups](#)
- [Users](#)
- [Name Changes and Password Resets](#)
- [Attendants](#)
- [Phones](#)
- [Departments](#)
- [Short Codes](#)
- [Account Codes](#)
- [Extensions](#)
- [Call Analytics](#)
- [Music on Hold](#)
- [Misc. Settings](#)

Your home page gives you quick access to various settings.

Access these settings by clicking on the name within the vertical blue menu or click on the green icon.



NOTE: Some of the features depicted within this guide may be different depending on your subscription level/ Seat Type.

[Return to Table of Contents](#)

A Hunt Group (MLHG or Multi-Line Hunt Group) is a set of lines within a Business Group (members), so that calls to the group are passed to a non-busy member of the Hunt Group, or may be added to a queue if all members are busy.

Premium AA ▾
Business Group Admin Portal

Home

Groups

↳ Hunt Groups (MLHGs)

-Main 1

-Primary

-Secondary

Hunt Group Primary in Department: None

Hunt Group Pilots
Hunt Group Members
Settings

Telephone Number	Ext.	Name
(603) 766 3614	109	

Hunt Group Members

- Position. A hunt algorithm selects non-busy lines to be passed incoming calls. The order of the lines and the algorithm to use can both be changed.
- Logged in or out status. Users who want to temporarily remove themselves from the Hunt Group can log in and out as required, if they have been configured to allow this.

Hunt Group Primary in Department: None

Hunt Group Pilots
Hunt Group Members
Settings

Remove Selected
Change Positions
Add Lines

Add single line: Add

<input type="checkbox"/>	Position	Telephone Number	Ext.		Name	Department	
<input type="checkbox"/>	1	(603) 766 3687	87		Easy Attendant	View All	Actions ▾
<input type="checkbox"/>	2	(603) 766 6214	99		Terry Accession	None	Actions ▾
<input type="checkbox"/>	3	(603) 766 3683	83		Carmen Wright	View All	Actions ▾
<input type="checkbox"/>	4	(603) 766 0181	81		ACD 81	View All	Actions ▾
<input type="checkbox"/>	5	(603) 766 0248			Ext. 48	View All	Actions ▾
<input type="checkbox"/>	6	(603) 766 5067	67		Faith Brooks	View All	Actions ▾

Add Lines to Hunt Group

Select the lines by ticking the boxes and then click Add Selected. Lines added to this Hunt Group are allowed to login/logout. When you add a line, it will initially be logged out.

Department: FirstLight Training Room ▾

<input type="checkbox"/>	Telephone Number	Extension	Name
Search for...		in any field ▾	
<input type="checkbox"/>	(207) 344 1213	23	Training
<input type="checkbox"/>	(207) 358 7983	60	Accession 60
<input type="checkbox"/>	(207) 358 7984	61	Accession 61


Add Selected
Cancel

[Return to Table of Contents](#)

Hunt Group Primary in Department: None

Hunt Group Pilots	Hunt Group Members	Settings
Preferences		Hunt Settings
<input type="button" value="Apply"/> <input type="button" value="Cancel"/>		

This page shows the settings for the Multi Line Hunt Group. Hunting is applied to all calls to pilot numbers. Hunting is optionally applied to direct-dialed calls to busy Hunt Group members.

Settings	Value
Call Distribution Algorithm	Uniform (Longest idle) 
Maximum queue length	20
Maximum time in seconds that calls are queued for	30
Is line hunting applied to direct-dialed calls?	<input type="checkbox"/>
Is the Pilot's information delivered as the Caller ID?	<input checked="" type="checkbox"/>
Ring each member for (secs)	12
If a member does not answer, do not call again for (secs)	18

- Linear
- Circular
- Uniform (Round robin)
- Uniform (Longest idle)**
- Ring all

Maximum queue length. The maximum number of calls that can be queued at one time. If queuing is not supported or the queue is already full, the caller will receive the treatment specified by the Pilot or Direct Dial number that was called.

Is line hunting applied to direct-dialed calls? Specifies whether external calls directly to a line within the Multi Line Hunt Group receive Line Hunting treatment if the line is busy. *(Intercom calls, and external calls directly to a line with SIP Call Forking enabled, do not receive Line Hunting treatment regardless of the setting of this field.)*

Is the Pilot's information delivered as Caller ID? Specifies whether the Pilot that was called should be delivered as the caller ID. This can be used so that, for example, a helpdesk receiving calls could know whether the "Helpdesk" or "Accounts Inquiries" number had been called.

Call Distribution Algorithms

Linear - If a Pilot Number is called, hunting starts with the first MLHG Line and continues through the list until a non-busy line is found. If a busy MLHG Line is dialed directly and the *Hunt on Direct Dialed Calls* option is set to true, hunting starts with the MLHG Line after the dialed number and continues to the end of the list until a non-busy line is found. It does not start again from the beginning of the list.

Circular - If a Pilot Number is called, this is the same as Linear. If a busy MLHG Line is called, this is the same as Linear except that once the end of the list is reached, hunting will continue from the beginning of the list until a non-busy line is found.

Uniform (round robin) - If a Pilot Number is called, hunting starts with the first number after the line that was selected by the previous hunt. When the end of the list is reached, hunting continues from the beginning of the list until it reaches the number it started with. If a busy MLHG Line is dialed directly, and *Hunt on Direct Dialed Calls* is set to true, this is the same as Circular hunting.

Uniform (longest idle) - If a Pilot Number is called, or a busy MLHG Line is dialed directly and *Hunt on Direct Dialed Calls* is set to true, hunting starts with the MLHG Line that has been idle for the longest. The idle time for a Line is calculated using the end time of any incoming or outgoing calls to or from the Line, not just those allocated by hunting. When an MLHG Line disables the Do Not Disturb call service, its idle time is reset to zero.

[Return to Table of Contents](#)

Call Pickup allows you to collect a call from any ringing phone that is in the same pickup group as you by dialing access code *11, if there were more than one phone ringing then you would have no control over which call you collected. Groups can be created in CommPortal Manager – see below.

Premium AA ▾
Business Group Admin Portal

- Home
- Groups
 - *** Hunt Groups (MLHGs)
 - *** Call Pickup Groups
 - Main
 - Maine CPU
 - SAles
 - Test
 - Training
- All Lines
- 👤 Users
- 🗂 Attendants
- 👥 Group Access
- 📞 Phones
- Services
 - 🏢 Departments
 - *** Short Codes

Call Pickup Groups in Department: View All ▾

A Call Pickup Group (CPUG) defines a group of Business Group Lines within which the subscribers can use Call Pickup to answer each other's incoming calls.

Move selected to: Select department ▾ Move

Delete Selected
Add Group

Call Pickup Group Name	Number of Members	Department
<input type="text" value="Search for..."/>		
<input type="checkbox"/> Main	3	None
<input type="checkbox"/> Maine CPU	2	None
<input type="checkbox"/> SALES	1	Miscellaneous
<input type="checkbox"/> Test	2	None
<input type="checkbox"/> Training	3	None

Once logged in, you can manage individual lines within your Business Group within the Users menu.

You can search for the line you are interested in based on telephone number, extension number or name.

Enter the number or name you wish to find in the **Search for...** input box, and the list of lines will automatically update to only show lines that match. If you wish, you can restrict your search to only match on a given field by using the drop-down to the right of the search box.

NOTE: Some of the features depicted here may be different depending on your subscription level/ Seat Type.

Business Group Admin Portal Premium AA ▾

Users in Department: ▾

Move selected to: ▾

<input type="checkbox"/>	Telephone Number	Ext.	Name	Department	
<input type="text" value="Search for..."/>		<input type="text" value="in any field"/> ▾			
<input type="checkbox"/>	(207) 344 1213	23	Training	None	Actions ▾
<input type="checkbox"/>	(207) 358 7983	60	Accession 60	None	Actions ▾
<input type="checkbox"/>	(207) 358 7984	61	Accession 61	None	Actions ▾
<input type="checkbox"/>	(603) 766 0024	24	Accession 24	None	Actions ▾
<input type="checkbox"/>	(603) 766 0181	81	ACD 81 FirstLight Training Room Admin	View All	Actions ▾
<input type="checkbox"/>	(603) 766 0248		Ext. 48 FirstLight Training Room Admin	View All	Actions ▾
<input type="checkbox"/>	(603) 766 0294		VOP	None	Actions ▾
<input type="checkbox"/>	(603) 766 1371		Phil Demo	None	Actions ▾
<input type="checkbox"/>	(603) 766 1584	88	Ext. 88	View All	Actions ▾
<input type="checkbox"/>	(603) 766 3674	74	Ext. 74	View All	Actions ▾
<input type="checkbox"/>	(603) 766 3682	82	John Smith FirstLight Training Room Admin	View All	Actions ▾

View individual settings

Edit personal details

Reset line

Unlock account

To access a user's settings, click the Actions drop down and choose one of the following:

View Individual Settings

Edit personal details – Change user name and Admin privileges.

Reset line - Used for when new user is required. Clicking this option will remove previous voicemails, reset the voicemail to the tutorial and change the name to UNASSIGNED.

Unlock account – If a users tries to log into their account too many times, their account becomes disabled.

[Return to Table of Contents](#)

There are two places where you change the user's name from the Actions drop down menu from the User's page:

Edit Personal Details – This is where your dial by name directory pulls its information from. Requires first and last name.

Edit Personal Details

Name

Admin

[Save](#) [Cancel](#)

View Individual Settings – Call Settings – this field controls the name that is displayed on internal extension to extension calls.

Phil Demo

[Back](#) Messages and Calls (1) [Contacts](#) [Make Call](#) Phil Demo

[Call Settings](#) [Message Settings](#) [Notifications](#)

Call Settings [Apply](#) [Cancel](#)

General

Caller transfer is not available as no operator number has been set for your business group.

Withhold caller ID when making calls

If not withheld, signal my name as

Provide caller ID for incoming calls

Provide caller name for incoming calls

Display contact's name in call when dialing extensions

[View Account Settings](#)

[Open in New Window](#) [Close](#)

View Account Settings to change password:

- Change Password – User's CommPortal Password
- Change Call Services PIN – Used for Remote Activated Call Forwarding
- Change Voicemail PIN – Changes VM pin

Personal Details	Security	Support
Mary Smith	Change Password	Help
Sales	Change Call Services PIN	Downloads
Admin	Change Voicemail PIN	Send Feedback
Devices		

Please note that **External Caller ID** – Can only be changed by contacting FirstLight

[Return to Table of Contents](#)

Here you can manage your Easy and/ or Premium Auto-Attendants.

Business Group Admin Portal Premium AA ▾

Home
Groups
*** Hunt Groups (MLHG's)
*** Call Pickup Groups
All Lines
👤 Users
📞 Attendants
👤 Group Access
📞 Phones
Services
🏠 Departments
*** Short Codes

Attendants in Department: View All ▾

Move selected to: Select department ▾ Move Download all Lines

<input type="checkbox"/> Telephone Number	Ext.	Name	Department	
<input type="text" value="Search for..."/>			in any field ▾	
<input type="checkbox"/> (603) 766 0069		FirstLight FirstLight Training Room Admin	View All	Actions ▾
<input type="checkbox"/> (603) 766 0188		Easy Attendant	View All	Actions ▾
<input type="checkbox"/> (603) 766 3687	87	Easy Attendant FirstLight Training Room Admin	View All	Actions ▾
<input type="checkbox"/> (603) 766 3828	28	Premium AA FirstLight Training Room Admin	View All	Actions ▾

View individual settings
Edit personal details
Reset line
Unlock account

Select **View individual settings** from the **Actions** drop down menu to access your Attendant's configuration.

For more information on configuring your Easy Attendant, go to **View Account Settings** and **Help**.

The screenshot displays the 'Easy Attendant' configuration interface. On the left, a sidebar shows 'Home', 'Line Status', and 'Your Services' (with a 'Call Settings' icon). The main content area is titled 'Easy Attendant' and shows 'Line Status' with a 'Turn OFF' button and an 'Open Attendant Settings' button. A detailed view of the 'Line Status' page is overlaid, showing tabs for 'Main', 'Schedule', 'Business Hours Menu', 'Non-Business Hours Menu', and 'Extensions'. The 'Main' tab is active, showing 'Turn OFF' and 'Your Easy Attendant is currently on.' Below this are sections for 'Schedule', 'Business Hours Menu', 'Non-Business Hours Menu', and 'Switch to using a single menu'. A 'View Account Settings' button is circled in red. At the bottom right, a 'Support' panel contains 'Help' (circled in red), 'Send Feedback', and 'Hide Account Settings'.

Home
Line Status
 Call Settings
 Send Feedback

Line Status
 Please choose from the following help topics.
 * [Introduction](#)
 * [First time setup](#)
 * [Menus](#)
 * [Extensions](#)
 * [Turning Easy Attendant on/off](#)
 * [Schedules](#)
 * [Recording](#)

Introduction
 Easy Attendant is an automated receptionist service. When turned on, it answers your calls automatically, and offers your callers a list of options (a "menu") that you define. You can allow your callers to listen to messages (such as your opening times), to leave a message, or to be transferred to a real person. For example:
Welcome to Bob's Tires. We are open for business right now. To hear directions to our store, press 1. To hear our opening hours, press 2. If you know the extension of the person you require, press 3, and then enter the extension followed by the pound key. Or, for any other inquiries please press 0.
 If you wish, you can offer your callers different menus depending upon whether you are currently open or not. For example, when Bob's Tires is closed, they might offer this menu instead:
Welcome to Bob's Tires. Unfortunately we are currently closed. To hear directions to our store, press 1. To hear our opening hours, press 2. If you wish to leave a message, press 3, and we will get back to you as soon as possible.
 Once you have told Easy Attendant the hours and days that you open, it will automatically play callers the correct menu depending on when they call.

First time setup

- * Choose whether to offer your callers different menus during business hours and outside of business hours. The first time you configure Easy Attendant, you will be asked to make this choice. If you have already been asked, and now wish to change your mind, see [schedule/single menu modes](#) before you follow the rest of these instructions.
- * Optionally, Configure a number to forward callers to while your Easy Attendant is turned off. If you skip this step, then until you have finished setting up the service, callers to your Easy Attendant will be played a message saying that the number is unreachable.
- * Configure the menu (or menus) that you wish to offer your callers.
- * If you chose to offer the option to dial by extension or name, configure the extensions your callers can dial.
- * If you chose to use different menus during business hours and outside of business hours, configure your business hours.
- * [Turn on Easy Attendant.](#)

Easy Attendant
 < Back Easy Attendant

Line Status
 Main Schedule Business Hours Menu Non-Business Hours Menu Extensions

Turn OFF Your Easy Attendant is currently on.

Schedule
 Configure your business hours

Business Hours Menu
 Configure the menu your callers will hear during business hours.

Non-Business Hours Menu
 Configure the menu your callers will hear during non-business hours. **(IN USE)**

Switch to using a single menu
 Stop using your schedule - callers will always hear the same menu.

View Account Settings

Open in New Window Close

Support
 Help
 Send Feedback
 Hide Account Settings

[Return to Table of Contents](#)

For more information on configuring your Premium Attendant, go to **View Account Settings** and **Help**.

[Return to Table of Contents](#)

Phones Configuration

Each row in the table includes the following information for one Phone.

The MAC address that uniquely identifies the physical Phone.

The telephone number or Department that the Phone is assigned to. (Multiple phones can be assigned to the same telephone number or Department.)

Model	MAC Address	Description	Assigned to	Department
	6037663685		in any field	
	00:04:F2:79:33:45	VVX600	(603) 766 3685	View All
	00:04:F2:79:BE:96	VVx310	(603) 766 3685	View All
	00:04:F2:7B:E1:0A	VVX 510	(603) 766 3685	View All
	00:04:F2:80:79:1C	00:04:F2:80:79:1C	(603) 766 3685	View All
	00:04:F2:85:4B:B8	00:04:f2:85:4b:b8	(603) 766 3685	View All
	00:04:F2:CF:D4:0C	00:04:F2:CF:D4:0C	(603) 766 3685	View All
	CC:EF:48:5C:E1:24	504G-Test	(603) 766 3685	View All

Once a phone is assigned to a line you can manage and configure the profile for this Phone.

Change Phone Information

Description - Whether or not the Phone is assigned to a line, and the line's telephone number if so. If you wish to unassign the Phone from a line altogether, simply uncheck the checkbox in the *Assigned to line?* field.

[Return to Table of Contents](#)

Changing phone configuration

Model	MAC Address	Description	Assigned to	Department	
6037660248		in any field ▼			
<input type="checkbox"/>		00:04:F2:85:59:80	Tawn Demo	(603) 766 0248	View All
<input type="checkbox"/>		00:04:F2:B5:24:04	00:04:F2:B5:24:04	(603) 766 0248	View All
<input type="checkbox"/>		64:16:7F:0E:8D:D5	64:16:7F:0E:8D:D5	(603) 766 0248	View All

Actions ▼
 Actions ▼
 Change phone
 Configure phone

🏠 | Phone selection for FirstLight Training Room: View All / 6037660248 as admin

Manage your phones



Polycom VVX 400

Edit



Polycom VVX 411

Edit

Choose **Edit** under your phone model.

[Return to Table of Contents](#)

Expand the **Programmable Keys** section or the **Sidecar Key Capabilities** section depending on where you want the programmed buttons to appear:

▼ Programmable Keys - Line

▶ Key Capabilities

▶ Key 1

▼ Key 2

Soft key action None ▼

NOTE: In the Programmable Keys section you only want to program keys 2 and higher. Key 1 is your extension so you don't want to change that.

Enhanced Monitored Extension

The setting below (Enhanced Monitored Extension) shows you the activity of an internal extension. Light will be solid red when they are on the phone or on Do Not Disturb (DND). The light will be flashing when they are receiving a call.

▶ Sidecar Key Capabilities

▼ Sidecar 1

▼ Key 1 Glen Ward

Soft key action Enhanced Monitored Extension ▼

Extension 109

Use Subscriber Name as Label
 Yes - Requires the subscriber's full DN as the extension to monitor
 No

Label Glen Ward





[Return to Table of Contents](#)

Speed Dials

This is the setting for speed dials. Simply enter the telephone number (as you would dial it).

▼Key 26	Joe
*Soft key action	Speed Dial <input type="button" value="lock"/>
*Number ⓘ	5185551212
*Label	Joe

When finished, save changes on the bottom right.

 Print...	 Expand all	Reset all to defaults	 Discard changes	 Save changes
--	--	-----------------------	---	--

In order to pick up these changes, the phone must be rebooted in one of the following ways:

- 1.Press your Home key on your phone and navigate to Settings – Basic and then scroll down until you see the option to reboot/restart the phone.
- 2.Unplug the phone and plug it back in.
- 3.Do nothing and the phone will automatically reboot/ check for updates between the hours of 2am and 6am.

NOTE: If your phones are daisy-chained with your PC, your PC will lose network connectivity briefly while the phone reboots.

Departments divide your Business group into separately-administrable groups. Business Group administrators can optionally be restricted so that they only have privileges to administer lines within a given Department (and its sub-departments). Departments may be divided into sub-departments.

Lines, Attendants, Groups, Phones or Short Codes can all be placed into a department (or in the top-level Business Group-wide department) and moved between departments in the pages relating to each of those items.

Department Configuration

Each row in the table shows the Department name and call limits. Department names are indented to show their hierarchy.

When deleting a Department, ensure that the Department is empty of Lines, Phones, Call Pickup Groups, Short Codes and other Departments - Departments can't be deleted unless they are empty. Lines, Phones, Groups or Short Codes, can be deleted or moved into other Departments. Sub departments must be deleted.

The screenshot shows the 'Business Group Admin Portal' interface. On the left is a navigation menu with options: Home, Groups, Hunt Groups (MLHGs), Call Pickup Groups, All Lines, Users, Attendants, Group Access, Phones, and Departments. The main content area is titled 'Groups in Department:' and includes a 'View All' dropdown. Below this is a 'Move selected to:' section with a 'Select department' dropdown and a 'Move' button. A 'Download all Lines' button is also present. A table lists lines with columns for 'Telephone Number', 'Ext.', 'Name', and 'Department'. Two lines are shown: one with number (603) 766 3609 and name 'Secondary pilot: Main 2', and another with number (603) 766 3614 and name 'Primary pilot:'. Each line has an 'Actions' dropdown menu. A red arrow points from the 'Actions' dropdown of the first line to a context menu on the right. This menu contains options: View line settings, View group settings, Edit personal details, Reset line, and Unlock account. Another red arrow points from the 'View All' dropdown to a 'Select department' dropdown menu, which shows a search bar and a list of departments including 'FirstLight Training Room', 'Miscellaneous', 'Test', and 'Training Department'.

[Return to Table of Contents](#)

A Short Code is a code specific to the Business Group or department that represents a (usually) external directory number or another code that can only be dialed within the Business Group or department (for example a Call Service access code).

Short Codes may be either a single code or a range of codes. The telephone number or service access code that the Short Code maps to may be blank if not assigned yet.

Service Access Codes consist of a string of digits and may optionally start with a * or #.

Business Group Admin Portal
Premium AA ▾

Home
Groups
↳ Hunt Groups (MLHGs)
↳ Call Pickup Groups
All Lines
↳ Users
↳ Attendants
↳ Group Access
↳ Phones
Services
↳ Departments
*** Short Codes
↳ Account Codes

Short Codes in Department:

View All ▾

Short codes allow your users to quickly dial common numbers. The table below shows the short codes currently in operation in the selected department.

Move selected to: Select department ▾ Move

Delete Selected
Add
Add Range

	Short Code	Telephone Number or Service Access Code	Department
<input type="checkbox"/>	50	(603) 766 1000	None
<input type="checkbox"/>	55	(603) 766 1000	None
<input type="checkbox"/>	66	(603) 766 1000	None

Edit Single Short Code

To edit this mapping, enter new short code and/or telephone number values and click Save

Short Code:

Telephone Number:

Department:

Save
Cancel

Note: When creating Short Codes, do not include the External Line Code.

For example, if you dial 9 for an outside line, you would not include that in your configuration.

918025551212
18025551212

[Return to Table of Contents](#)

The Account Codes service allows you to log account codes of your choice against calls that you make by dialing the appropriate code when placing an outbound call.
 The Account Codes service allows you to log account codes of your choice against calls that you make by dialing the appropriate code when placing an outbound call.

The administrator can add, modify and delete account codes and change what requires one. Great care should be taken when making change to this area as this will affect all lines in your Business Group. If you wish to create a code under a specific line, you must do so under the LINES section.

Business Group Admin Portal Premium AA ▾

Account Codes

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

[Edit List](#) Apply Cancel

Account Code Options

Call types requiring an account code

- National
- International
- Local
- Premium Rate
- Regional
- Operator
- Directory
- Carrier Dialed
- Local Business Group
- Other Business Group

Use validated account codes

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 validated account codes.

Edit List will show up if this box is checked.

Consult the **Help** section for additional information on how to configure Account Codes.

- Home
- Groups
 - *** Hunt Groups (MLHGs)
 - *** Call Pickup Groups
- All Lines
 - ↓ Users
 - ↻ Attendants
 - ⬆ Group Access
 - ☰ Phones
- Services
 - ☰ Departments
 - *** Short Codes
 - ☰ Account Codes
 - ☰ Extensions
 - ☰ Call Analytics
 - 🔊 Music on Hold
 - ⋮ Misc. Settings

Extensions

Extensions allow your users to quickly dial other numbers in the Business Group. The table below shows the extensions currently in operation. Additionally, to transfer calls to voicemail, prefix the extension with 5. ?

Delete Selected

Add Range

Add

Count of extensions: 17

<input type="checkbox"/>	Ext.	Telephone Number
Search for...		
<input type="checkbox"/>	109	(603) 766 3614
<input type="checkbox"/>	12 - 13	(603) 766 3512 - (603) 766 3513
<input type="checkbox"/>	23	(207) 344 1213
<input type="checkbox"/>	24	(603) 766 0024
<input type="checkbox"/>	28 - 29	(603) 766 3828 - (603) 766 3829
<input type="checkbox"/>	33	(207) 344 1133
<input type="checkbox"/>	38 - 39	(603) 766 0238 - (603) 766 0239
<input type="checkbox"/>	60 - 61	(207) 358 7983 - (207) 358 7984

Edit Single

To configure a single extension, enter the extension code and the telephone number, and then click Save.

Extension:

Telephone Number:

Save

Cancel

[Return to Table of Contents](#)

The Call Analytics page allows you to download a report of all calls made to or from lines in your Business Group or a particular department.

Once you have downloaded the report, you can open it in a spreadsheet application such as Microsoft Excel. The report includes the following fields:

- Date and time that the call was made.
- Whether the call was between two lines in your Business Group, from an external line into your Business Group or from a line in your Business Group to an external line.
- The calling number, and its extension and department if applicable.
- The called number, and its extension and department if applicable.
- Whether the call was answered.
- The length of the call.
- How long the caller was waiting for the call to be answered.
- Any account and carrier codes that were dialed to make the call.

Note that if you filter on department and your department was recently renamed, you will only see calls that were made since the renaming.

Call Types:

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

[Return to Table of Contents](#)

Music On Hold (MoH)

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. Select **Music On Hold** from Menu

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.

To Upload Own Music

Click on **Resources** tab

ID Field: Choose a two-digit number for identifying and selecting the recording in the Telephone Admin Interface. It must be different from all other IDs in this list, but it can be the same as a global resource ID.

Description: A brief description of the music or other recording so that you can identify it

Upload local resource file: Type the path of the .wav or .mp3 file that you want to add to the local resources. Alternatively, click the **Browse...** button for a Choose file dialog box.

Music On Hold

security
mappings
resources

Global Media List

ID	Description	Length
84	Beach Party * Kevin MacLeod (incompetech.com)	50 seconds
85	Sugar Plum Fairies * Kevin MacLeod (incompetech.com)	106 seconds
83	Somewhere Sunny * Kevin MacLeod (incompetech.com)	114 seconds

There are currently no local resources stored.

ID

Description

Upload local resource file

Actions

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

[Return to Table of Contents](#)

Adding a new mapping

Directory number	Initial resource	Action	Follow-up resource	Start Point	Duration	Actions
802-861-2771	Global 84 - Beach Party * Kevin MacLeod (incompetech.com)	Repeat	Global 84 - Beach Party * Kevin MacLeod (incompetech.com)	Start		Edit Delete
Default	Global 83 - Somewhere Sunny * Kevin MacLeod (incompetech.com)	Repeat		Start		Edit

Directory number	Initial resource	Action	Follow-up resource	Start Point	Duration	Actions
802-338-9091	None	Repeat		Start		Add

1 of 5 mappings used

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 Music On Hold.

- To add a new mapping, use the fields below the list of existing mappings as follows, then click **Add**.
- Directory number:** Select the telephone number to which this Music On Hold mapping will apply.
- Initial resource:** Choose the music or other recording to be played as Music On Hold for this directory number. If two recordings are to be played, then choose the first recording in the sequence.

Action: Choose one of the following actions:

- Repeat** – select if the initial resource (and the follow-up resource, if any) should be continually repeated one after the other.
- Play Once** – select if the initial resource is to be played once, and then the follow-up resource repeatedly.
- Repeat - Initial interrupted** – select if the initial resource is to be interrupted at specified intervals by the follow-up resource (for example, music interrupted at intervals by an announcement).
- Repeat - Follow-up interrupted** - If the initial resource is to be played first and then interrupt the follow-up resource at specified intervals (for example, an announcement followed by music interrupted at intervals by the same announcement).
- Follow-up Resource:** Choose the music or other recording to be played second in the sequence, if applicable.
- Start Point:** Choose **Start** to start playing a resource at the beginning, or **Random** to start at a random point. If Action is set to Repeat or Repeat - Initial interrupted, this applies to the *initial* resource; otherwise it applies to the follow-up resource.
- Duration:** This field appears only if Action is set to Repeat - Initial interrupted or Repeat - Follow-up interrupted.
 - Specify the duration in seconds for which the interrupted resource should be played between interruptions.

[Return to Table of Contents](#)

- Home
- Groups
 - Hunt Groups (MLHGs)
 - Call Pickup Groups
- All Lines
 - Users
 - Attendants
 - Group Access
 - Phones
- Services
 - Departments
 - Short Codes
 - Account Codes
 - Extensions
 - Call Analytics
 - Music on Hold
 - Misc. Settings

Misc. Settings

Number Blocks

External Calls

Other Settings

Apply Cancel

Restricted Subscriber Messaging

Restrict subscriber-to-subscriber messaging outside of the Business Group.

Internal Operator Number

Business Group operator number:

Use Internal Extensions

Display internal Business Group extensions rather than external directory numbers where possible.

Number Blocks

This tab shows any Number Blocks configured for the Business Group. A Number Block defines a range of directory numbers used for Business Group Lines in the Business Group.

The Number Block configuration is read-only and cannot be changed via the web. If you wish to change any of the configuration, please contact FirstLight.

External Calls

This tab shows any limits on external calls, together with the default carriers that are used when making calls.

These settings are read-only and cannot be changed via the web. If you wish to change any of the settings, please contact FirstLight.

Restricted Subscriber Messaging prevents the forwarding of voicemail messages to subscribers outside of the business group. This applies to the whole business group.

Internal Operator Number sets the default operator number for the whole business group. This may be overridden for individual departments.

[Return to Table of Contents](#)