



Iowa Communications
Network

Managed Voice Service

powered by LUMEN®

ICN Hosted Voice Customer Administrator Guide

Subject	Page
User Administration	
Name	2
Caller ID Portal	
User ID Email	
Features	
Dialing Restrictions	
Call Forward Always	
Call Forward No Answer Rings	
Voice Mail Delete	3
Reset PIN	
Escape to Operator	
Voice Mail Add	
Voice Mail to Email with .wav	4
Voice Mail to Email Notification Only	
Reset Portal Password	
Manage Services	
Hunt Group	5
Call Pickup Group	
Escape to Operator	
Auto Attendant Holiday Calendar	6
Auto Attendant Record Greeting	

User Administration

- **User Administration > Manage Users > Find User > Edit**

User Settings TAB

First Name	Enter new First Name
Last Name	Enter new Last Name
Allow Custom Caller ID	Select Yes if you would like to override the Group Caller ID programming and enter a specific outgoing CLID number for this user
Portal User ID	Select [Change User ID] to change it to a new employee. Use the following format: First Initial+Last Name+Extension, example) ADecker53239 <i>Note: the Portal User ID is not case sensitive</i>
When all changes are made, select [Save]	

Feature Assignment TAB

End User Features	Check or Uncheck features as needed (all features are allowed by default)
Outbound Dial Restrictions	Choose from the available options to select the appropriate dialing restrictions for a phone
When all changes are made, select [Save]	

Feature Settings TAB (Common Changes)

Call Forwarding Always	Enter a telephone number and select On to forward a user's extension to another destination
Call Forwarding No Answer - Rings	Number of rings before forwarding: Increase or decrease the number of rings before their voicemail picks up. Select Off (the default) and select a number from the drop-down box between 2 – 19
When all changes are made, select [Save]	

User Administration

- **User Administration > Manage Users > Find User > Edit, Cont'd**

Voice Mail Settings TAB - User WITH a Mail Box (Common Changes)

Voice Mail Box Number	<p>[Delete Voice Mail] Use this to delete the voicemail box for a new hire or employee change; all messages and greetings will be deleted, and a new mailbox will need to be activated if required (see section below)</p> <p>[Reset PIN] Enter and confirm new PIN, then [Save] your change. This is not a temporary password and the user <u>will not</u> be prompted to enter a new one.</p> <p>The user can, however, log into their mailbox and press options 4 - 2 - 1 - 1 to manually enter a new one</p>
Escape to Operator	<p>Select an Escape to Operator group from the available options in the drop-down box. This is where a caller is transferred if they press '0' while listening to a voicemail greeting.</p> <p>Escape to Operator programming appears on page 6</p>
When all changes are made, select [Save]	

Voice Mail Settings TAB (User WITHOUT a Mail Box)

Voice Mail PIN/Confirm PIN	<p>To ADD a Mail Box</p> <p>Enter a 4-15 digit PIN, typically 1234, if you would like to add a mailbox. All Standard, Premium and Virtual seats come with mailboxes. The PIN <u>is typically not</u> the user's password - it is only an entry required to create a mailbox.</p>
Escape to Operator	<p>Select an Escape to Operator group from the available options in the drop-down box. This is where a caller is transferred if they press '0' while listening to a voicemail greeting.</p> <p>Escape to Operator programming appears on page 6</p>
When all changes are made, select [Save]	

User Administration

- **User Administration > Manage Users > Find User > Configure Features**

Voice Mail > Settings > Voice Mail Forwarding

<p>Voice Mail Forwarding <i>For .wav file attachment in email</i></p>	<p>1) Select Voice Mail Forwarding: Forward & Save</p> <p>2) Enter email address(es) in the Forward to Email Addresses box, then Save your entry</p>
<p> WARNING!! Please check with your local administrator to verify whether you are allowed to receive a .wav file attachment</p>	

Voice Mail > Notifications > Text Notification

<p>Text Notification TAB <i>For email notification only – no .wav</i></p>	<p>1) Select Notification Enabled for > All Messages</p> <p>2) Enter email address(es) in the box, then Save your entry</p>

Profile & Settings > Settings

<p>Change Hosted VoIP Portal Password</p>	<p>Enter and re-type new Hosted VoIP Portal Password, then select [Save]</p> <p>Must be between 8 – 40 characters and include 1 upper case, 1 lower case, 1 number and 1 special character, example) Pa55word!</p> <p>This is a <u>temporary password</u>, and the user will be prompted to pick a new one when they log in</p>
---	---

Manage Services

Inbound Calling > Hunt Groups > Edit (Common Changes)

No Answer Setting	Final Destination allows you to program the forward delay in number of seconds and the destination. The destination can be another number (Employee, AA, external number, etc.) or Voice Mail if a seat is available and a PIN is entered to create a mailbox.
Edit Group Members	Add or remove members by dropping and dragging, or highlighting and using the arrows to move. Note: Users can be members of more than one Hunt Group.
When all changes are made, select [Save]	

Hunt Group Mailbox Notes

<p>There is no message waiting indicator available for phones. Message information is sent via email.</p> <p>To log into a HG mailbox from a phone the user must press *# at the "Please enter your password prompt", and can then enter the 10-digit Hunt Group telephone number and Password</p>

Inbound Calling > Call Pickup > Edit



Edit Group Members	Add or remove members by dropping and dragging, or highlighting and using the arrows to move. Note: Users can <u>only</u> be a member of <u>one</u> Call Pickup Group
When all changes are made, select [Save]	

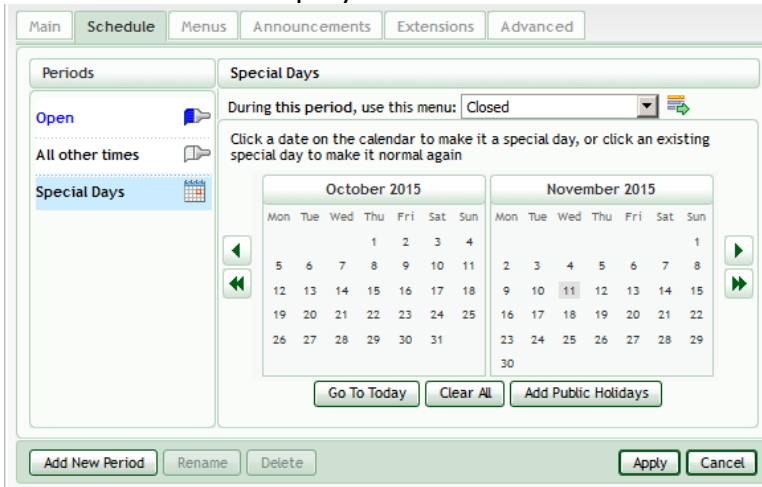
Group Services > Escape to Operator > Add or Edit

Escape to Operator Group Name	Enter new name if applicable
Escape to Operator Number	Select entry from the drop-down box, or enter a 10-digit number; this can be internal or external
When all changes are made, select [Save]	

Manage Services, Cont'd

Group Services > Auto Attendant > Edit (Adding Annual Holidays)

- 1) Select [**Configure Auto Attendant**]
- 2) Select [**Schedule**]
- 3) Select  **Special Days**  to modify an Auto Attendant Holiday Calendar
- 4) This window will display:



- 5) Click the date that is a holiday (in the example above, November 11th) and select [**Apply**]
- Continue making your selections as needed

Re-record Auto Attendant (AA) Greetings

- 1) Call the Remote Voice Mail number, 855-540-6245, or press your Message key and enter *#
- 2) When prompted, enter the AA Number _____
- 3) When prompted, enter the Password _____
- 4) To record the greeting follow these prompts:
 - Select 1 for Auto Attendant Configuration
 - Select 2 for Edit Announcement
 - Enter Announcement number: ex) 100, 101, 102...
 - At the tone record the greeting
 - Press # to end recording; the recording will play back automatically
 - Press 1 to Save

Or

 - Press 2 to Re-Record

Greetings

100: _____
 101: _____
 102: _____
 103: _____
 104: _____