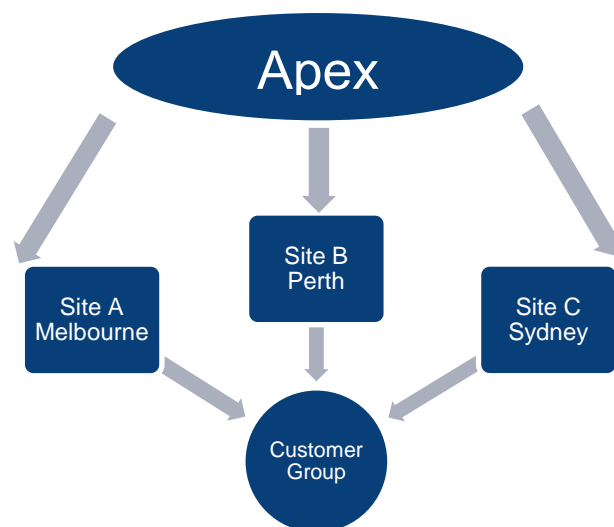


VOCUS HOSTED PBX CUSTOMER GROUP SETUP (BASIC FEATURES)

QUICK REFERENCE GUIDE

This document provides step by step instructions on how to configure a Hosted PBX customer group setup within the BroadWorks CommPilot portal.

Training Video: Refer to Hosted PBX Customer Group setup (Basic Features)



All customer sites are provisioned in the same Customer Group so Extension dialing can be achieved

SET UP A NEW CUSTOMER

Service Provider Welcome Vocus Reseller [Logout](#)

Options:

- Profile
- Resources
- Services
- Communication Barring
- Utilities

Profile

Basic

Groups
Add, modify, or remove groups.

Users
Display all users in the service provider.

Service Instances
Display all service instances in the service provider.

Profile
Display or modify profile information.

Advanced

Call Processing Policies
Configure service provider/enterprise level Call Processing Policies

Dial Plan Policy
Configure service provider/enterprise level Dial Plan Policy

Dialable Caller ID
Automatically prepend digits to the incoming caller ID of public calls so the caller ID is presented in dialable format.

- › From the **Profile** menu, select **Groups**

Service Provider Welcome Vocus Reseller [Logout](#)

Options:

- Profile
- Resources
- Services
- Communication Barring
- Utilities

Groups

Add a new group or manage existing groups.

OK **Add** Add Group Wizard Cancel

Enter search criteria below

Group ID Starts With + Search

OK Add Add Group Wizard Cancel

- › Click the **Add** button to create a new Customer Group

Service Provider

Options:

- Profile
- Resources
- Services
- Communication Barring
- Utilities

Group Add

Add the group's profile information including the default domain to be used by users in this group.

OK Cancel

Service Provider ID: DemoReseller

* Group ID: Apex Designs

Default Domain: pbx.vocus.net

Group Name: Apex Designs

Calling Line ID Group Name: Apex Designs

Contact Name:

Contact Phone:

Contact E-mail:

Time Zone: (GMT+10:00) Australia/Victoria

User Limits

* Limited To: 25

Additional Information

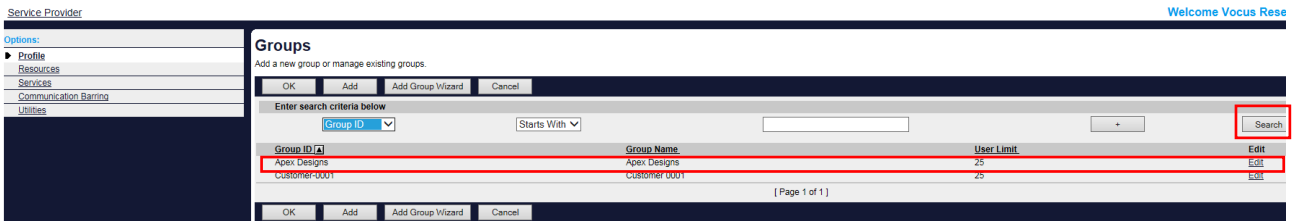
Address:

City: State/Province: -- Select --

Zip/Postal Code: Country:

OK Cancel

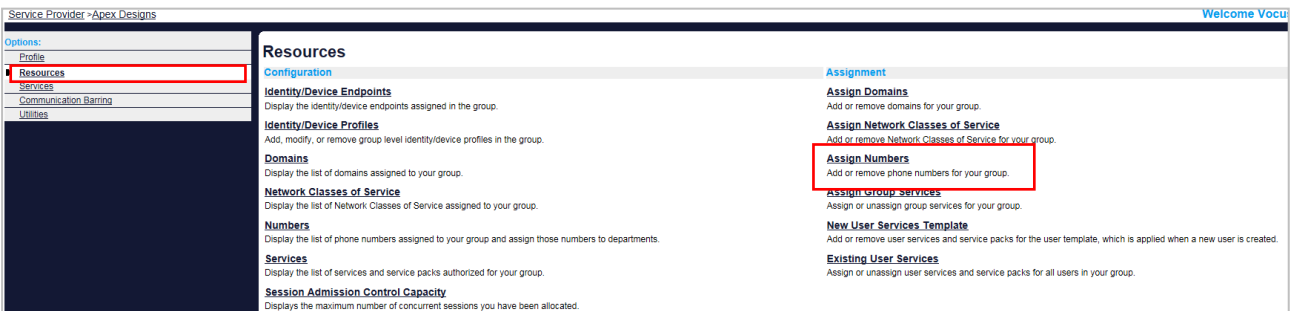
- › Enter the **Group ID** and the name of the customer
- › Select the Hosted PBX registration domain
- › Enter the Customer Group Name and Calling Line ID name
- › Click **OK**



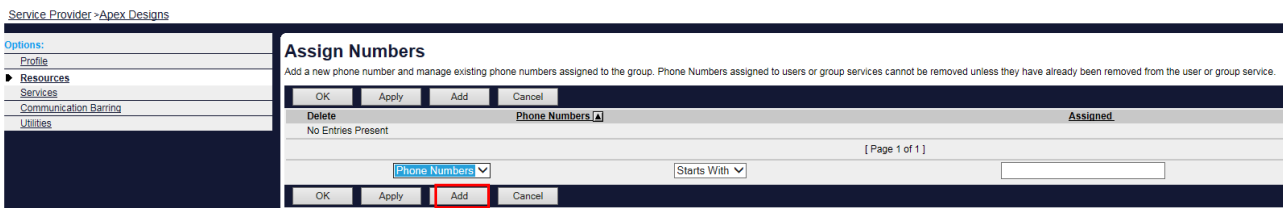
- Click **Search** and Click **Edit** on the group you have just created

ASSIGN PHONE NUMBERS TO A CUSTOMER GROUP

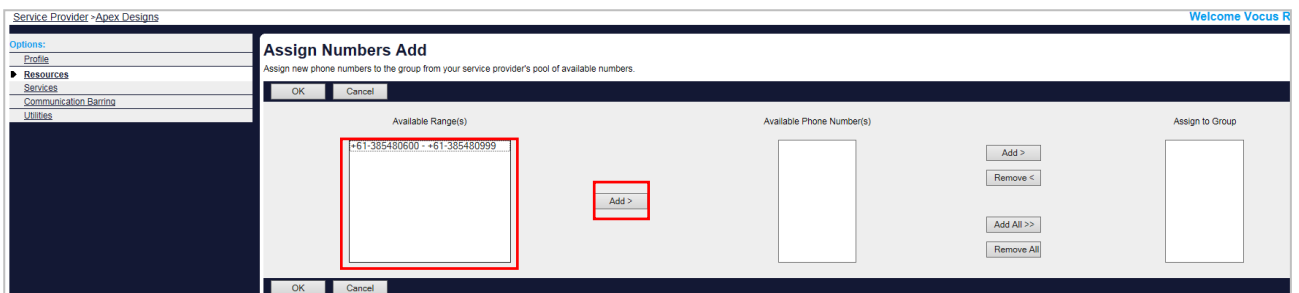
We are now in the Customer Group level



- Select **Resources**, then click on **Assign Numbers**

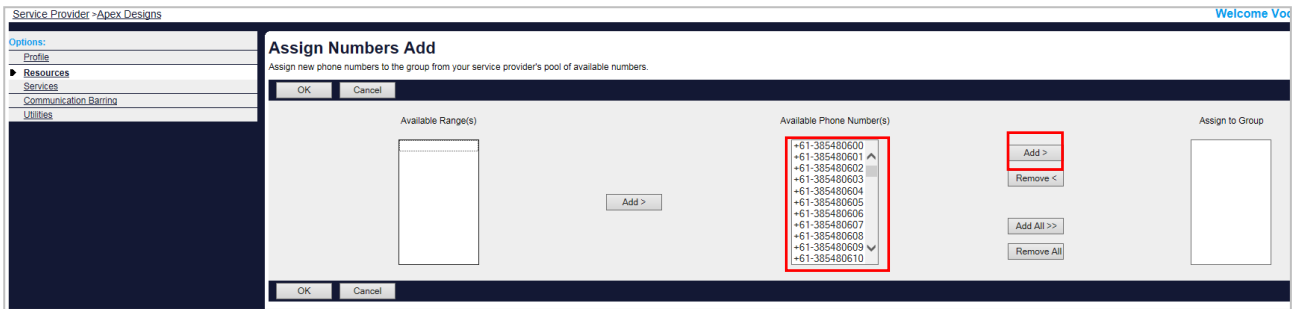


- Click the **Add** button



The **Available Range** field displays the phone numbers that sit at the service provider level of the BroadWorks partition

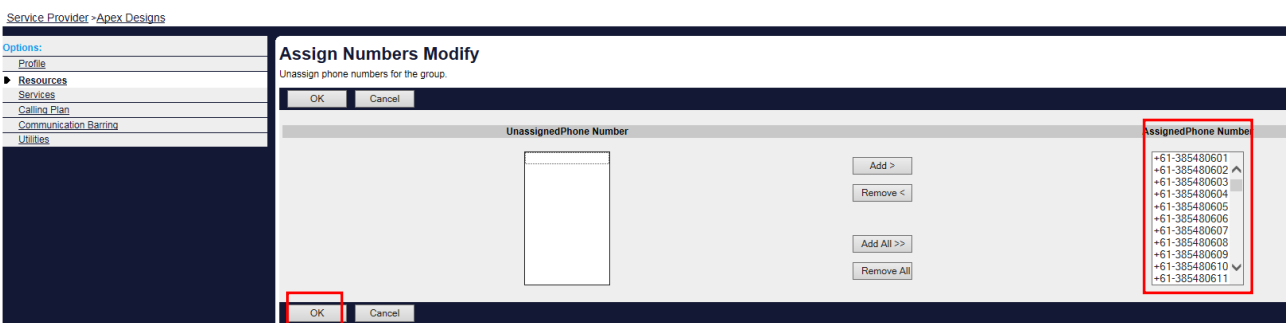
- Click the **Add** button



The numbers now move **Available Phone Number(s)** field

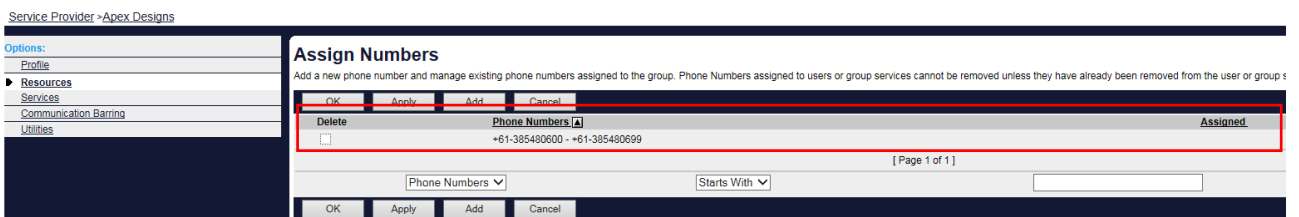
- > Select the numbers you want to allocate to the customer
- > Click **Add**

Note: It is suggested you add phone numbers to a group in blocks of 100

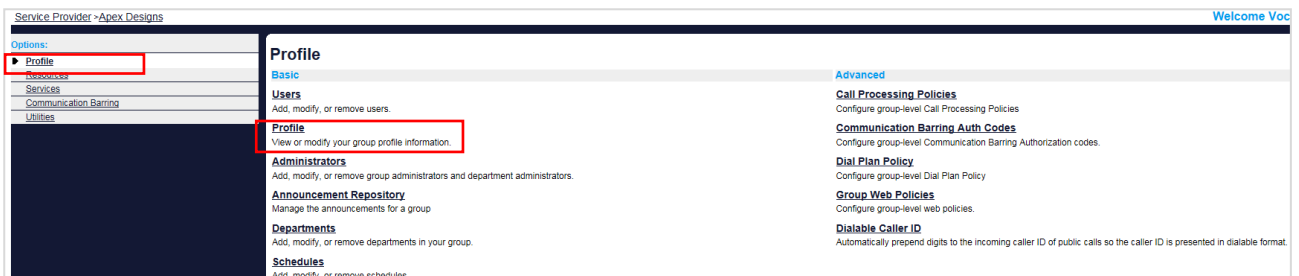


These numbers will now be allocated to the **Assign to Group** field.

- > Click **OK**



The phone numbers are now assigned to the customer group



You now need to define an outgoing Calling Line ID group number

This is required so that BroadWorks features within the customer group will function correctly, and for handsets that only have an extension assigned (no phone number) to make outgoing calls

- > At the Group level, select **Profile**

Service Provider > Apex Designs

Options:

- Profile
- Resources
- Services
- Communication Barring
- Utilities

Profile

View or modify your group profile information. Some information can be modified only by your administrator.

OK Apply Delete Cancel

Service Provider: DemoReseller
Group: Apex Designs
Default Domain: pbx.vocus.net

Group Name: Apex Designs
Calling Line ID Group Name: Apex Designs
Calling Line ID Group Number: 0385480600
Contact Name:
Contact Phone:
Contact E-mail:
Time Zone: (GMT+10:00) Australia/Victoria

User Limits
Limited To: 25
Current number of users: 0

Additional Information
Address:
City:
State/Province: -- Select --
Zip/Postal Code:
Country:

OK Apply Delete Cancel

- > Select the **Calling Line ID Group Number**

Note: You will need to contact Vocus Support to establish this number

Service Provider > Apex Designs Welcome Voc

Options:

- Profile
- Resources
- Services
- Communication Barring
- Utilities

Profile

Basic

Users
Add, modify, or remove users.

Profile
View or modify your group profile information.

Administrators
Add, modify, or remove group administrators and department administrators.

Announcement Repository
Manage the announcements for a group.

Departments
Add, modify, or remove departments in your group.

Schedules
Add, modify, or remove schedules.

Advanced

Call Processing Policies
Configure group-level Call Processing Policies

Communication Barring Auth Codes
Configure group-level Communication Barring Authorization codes.

Dial Plan Policy
Configure group-level Dial Plan Policy

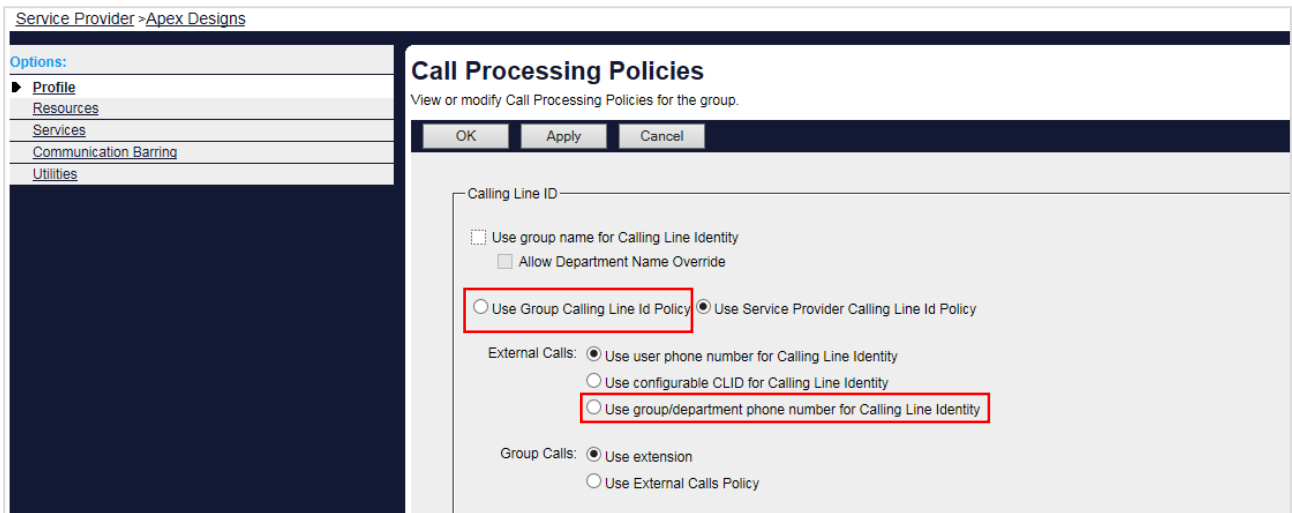
Group Web Policies
Configure group-level web policies.

Dialable Caller ID
Automatically prepend digits to the incoming caller ID of public calls so the caller ID is presented in dialable format.

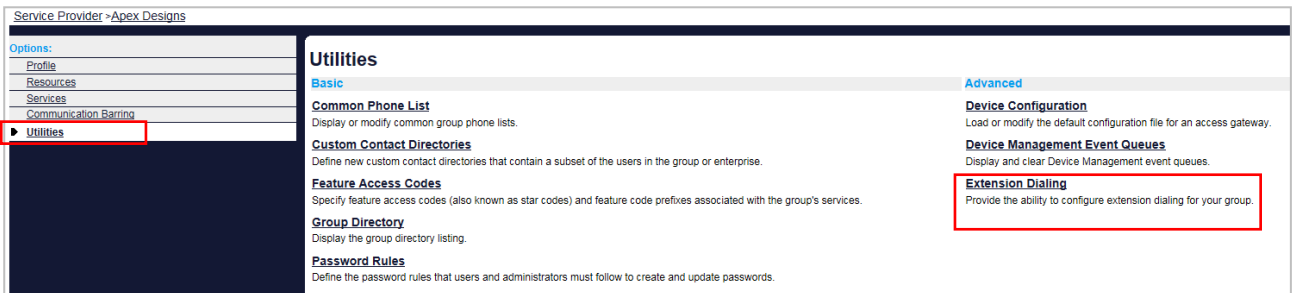
By default all users will present their own phone number for outgoing calls (if DID is assigned)

To change this so all users display the main Group Number:

- > Select **Call Processing Policies** from the Profile menu

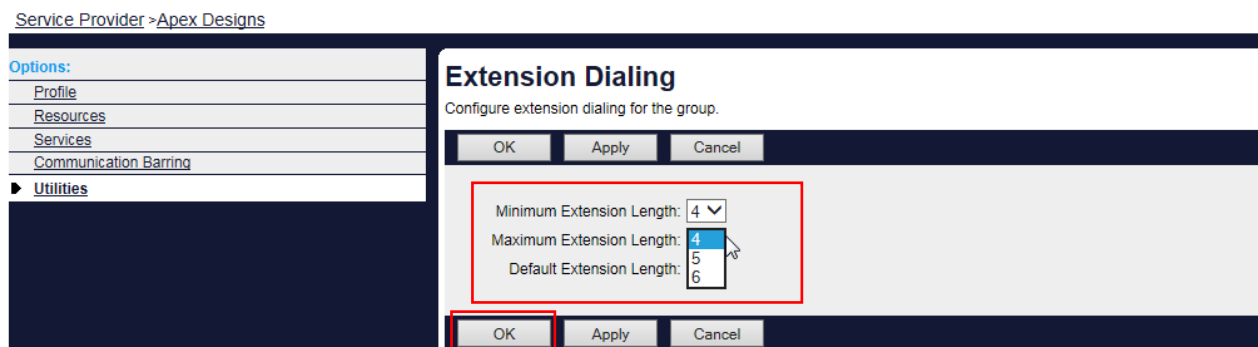


- > Select **Use Group Calling ID Line Policy**
- > In the External Calls area, select **Use group/department phone number** for Calling Line ID
- > Click **OK**



Set the minimum and maximum length of an extension number for a customer group

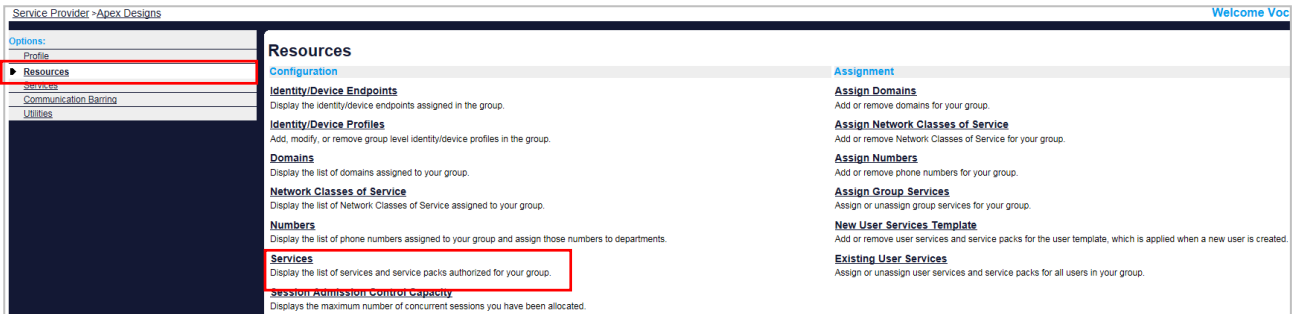
- > From the Utilities menu, select **Extension Dialing**



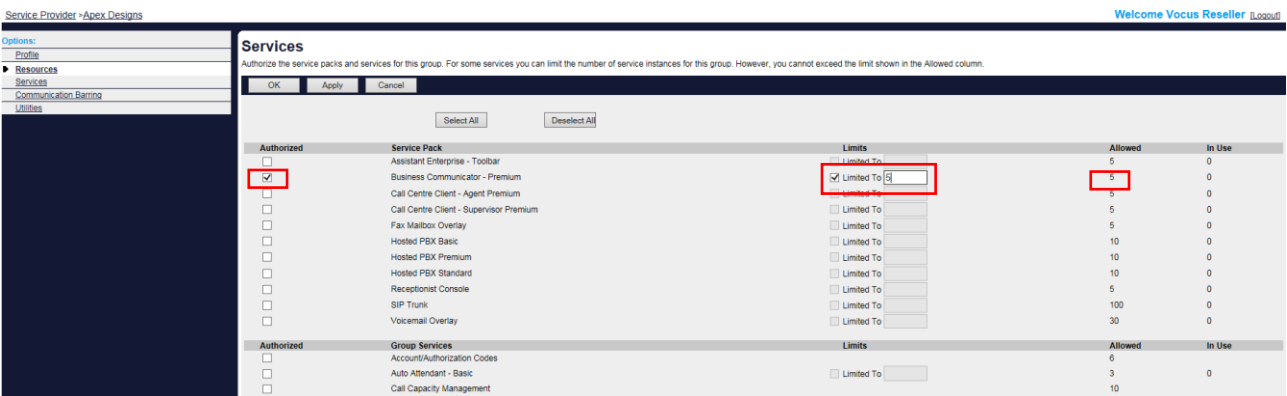
- > Select the minimum and maximum extension length
- > Click **OK**

Note: Vocus recommends using the default setting of 4 digit extension dialing

ALLOCATE LICENSES AND GROUP FEATURES



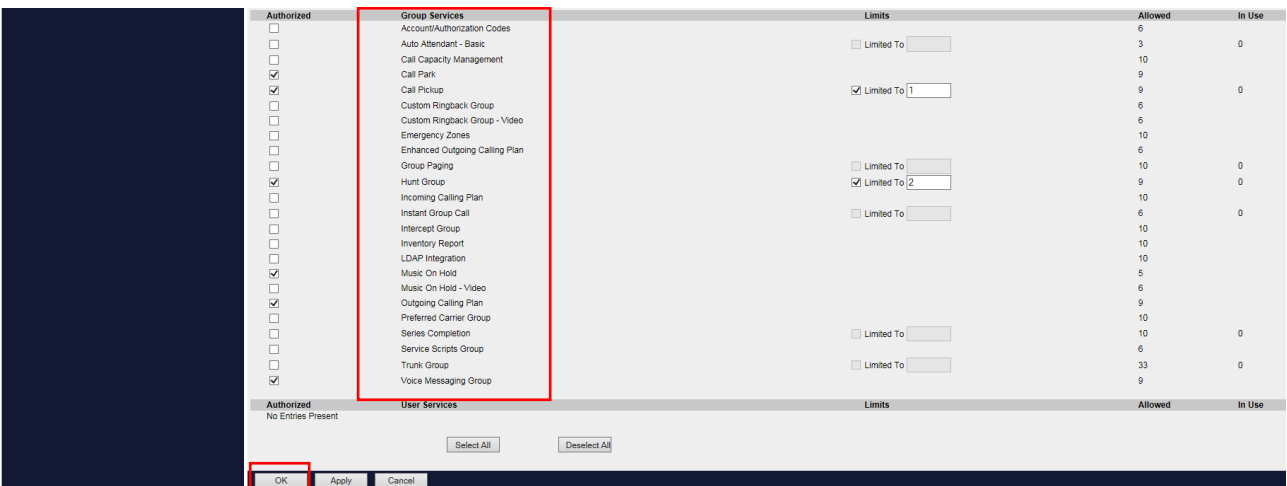
> From the Resources menu, select **Services**



To allocate the required number of Hosted PBX user licenses

> Tick the **Authorized** check box, then **set a limit of licenses** to be allocated

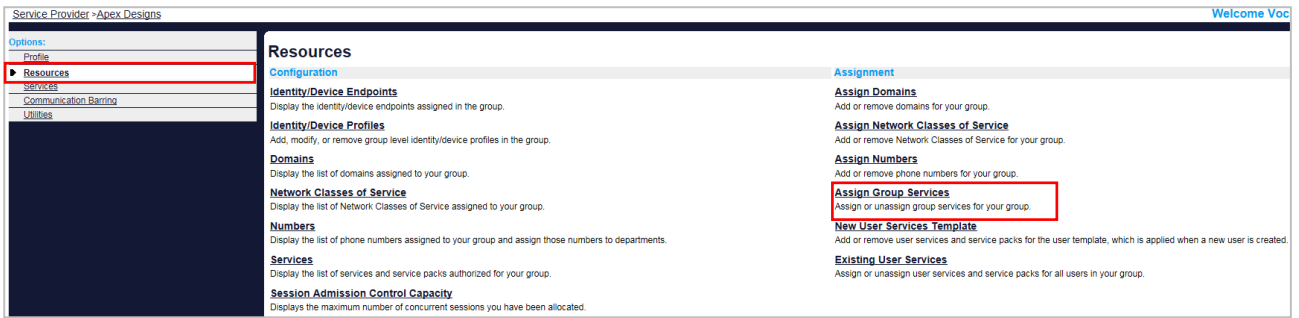
The **Allowed** column shows the maximum amount of licenses you can allocate to this customer group



> Scroll down to **Group Services** to allocate the group features required by the customer

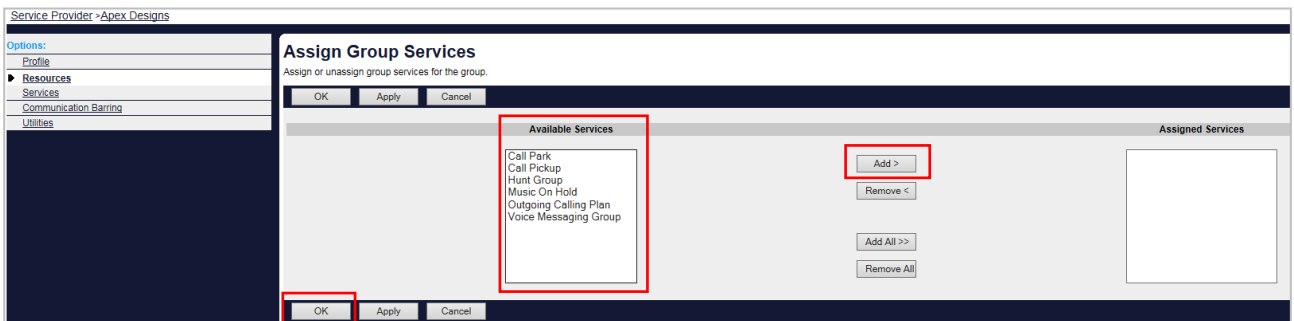
> Once you have selected your required features, click **OK**

The most commonly used group services used by a customer are Call Park, Call Pickup, Hunt Group, Music on Hold, Outgoing Calling Plan and Voice Messaging Group

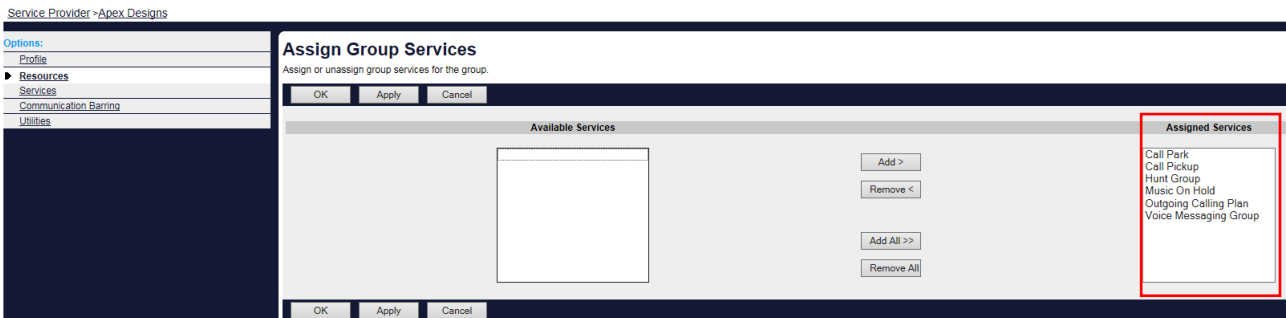


We will now assign those group services to the customers PBX instance

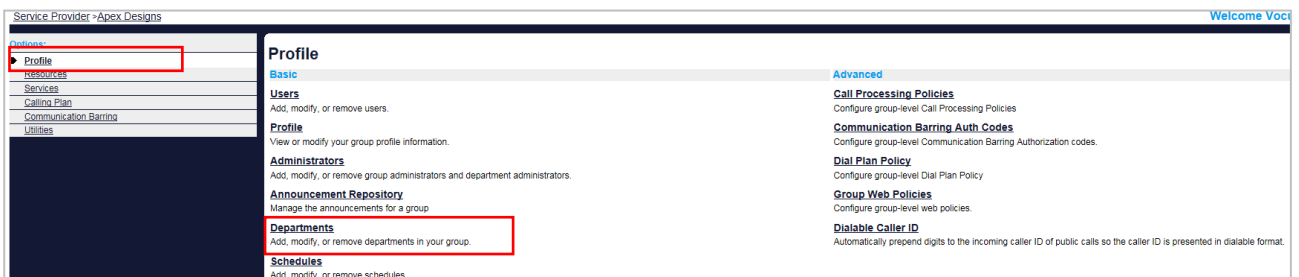
- › Select **Assign Group Features**



- › Select all the services, then click **Add** to allocate them to Assigned Services
- › Click **OK**



These services are now ready to be configured within the BroadWorks customer group



To define departments within a customer group:

- › From the Group level Profile menu, select **Departments**

Options:

- Profile
- Resources
- Services
- Calling Plan
- Communication Barring
- Utilities

Departments

Add a new department or manage existing departments in the group.

OK Add Cancel

Department
No Entries Present

[Page 1 of 1]

Department Starts With

OK Add Cancel

> Click **Add**

Departments Add

Add a new department.

OK Cancel

* Department Name: Support

Parent Department: None

Department Calling Line ID Name:

Department Calling Line ID Number: None

OK Cancel

> Create a department, then click **OK**

For further information go to www.vocus.com.au or contact your Account Manager