

VOCUS HOSTED PBX CUSTOMER GROUP SETUP (EXTENDED) - CALL PICK UP - GROUP PAGING

QUICK REFERENCE GUIDE

This document will provide step by step instructions on how to create the following Hosted PBX group features

Call Pickup - This feature allows handset users to pick up an incoming call from another user within the Pick Up group

Group Paging – This feature allows users to page between handsets

Training Video: Refer to Hosted PBX Customer Group setup (Extended) Call Pick Up and Group Paging

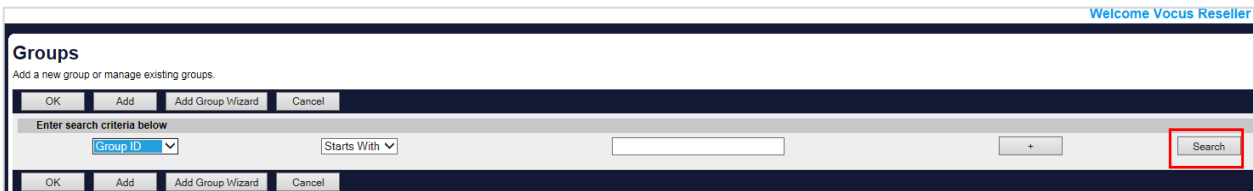
ADDING A CALL PICK UP GROUP

This section will show you how to add a **Call Pickup** Group. **Call Pickup** allows any user to answer any ringing phone in their call pickup group.

Please note: A user can only be added to one call pick group



- > Select **Profile**, then **Groups** to Navigate to the Customer Group where you want to setup the Call Pickup group



- > Click the **Search** button



- > Then click on the customer Group

Service Provider > Apex Designs

Options:

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

Services

Basic

Call Park
Enable users to park a call against their call park group and set call park attributes.

Call Pickup
Enable users to answer any ringing line in their call pickup group.

CommPilot Call Manager
Configure the CommPilot Call Manager settings for your group's users.

Exchange Integration
Configure the Exchange Integration settings for client integration.

Hunt Group
Automatically process incoming calls received by a single phone number by distributing them among a group of users or agents.

Music/Video on Hold
Play an uploaded audio (music) or video file for callers on hold.

Pre-alerting Announcement
Configure the Pre-alerting Announcement settings for your group's users.

Voice Messaging
Enable users to record messages for incoming calls. A message can be recorded when the call is not answered within a certain number of rings, when the user's phone is busy, or when transferred directly to the user's voice mail.

Voice Portal
Allow users to call from any phone so that they can use and configure their user services.

- > Click on **Services** and then **Call Pickup** to add the Call Pickup group

Service Provider - Apex Designs Welcome Vocus Reseller [Logout]

Options:

- Profile
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Call Pickup

Create a new call pickup group and manage existing call pickup groups. Defining call pickup groups allows users in these groups to answer any ringing line in their group on their own phone.

OK Add Cancel

Group Name [] Edit

No Entries Present

OK Add Cancel

- > Click the **Add** button

Service Provider > Apex Designs Welcome Vocus Reseller [Logout]

Options:

- Profile
- Resources
- Services**
- Calling Plan
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- Utilities

Call Pickup Add

Create a new call pickup group.

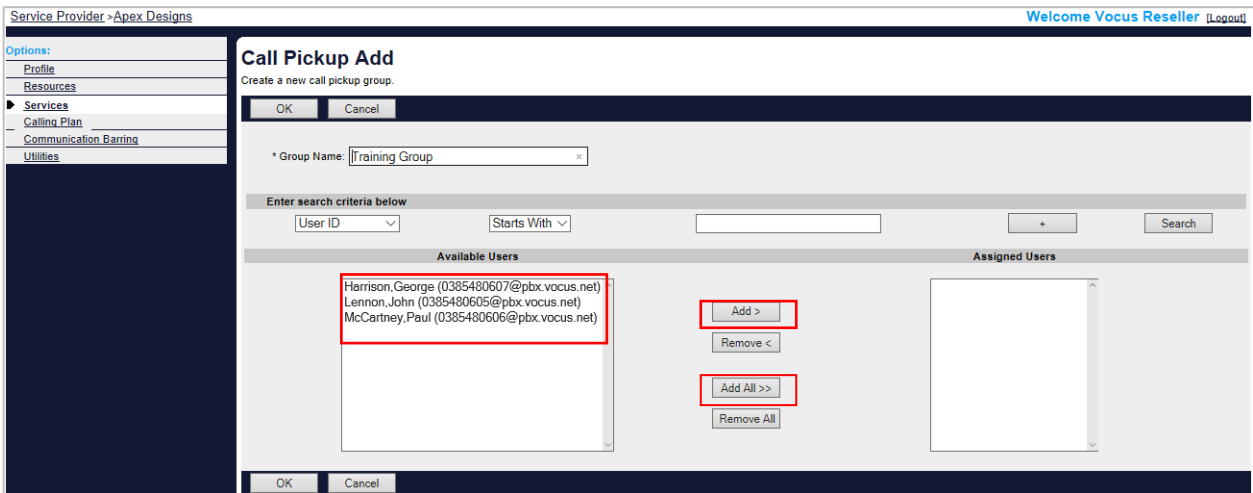
OK Cancel

* Group Name: Training Group x

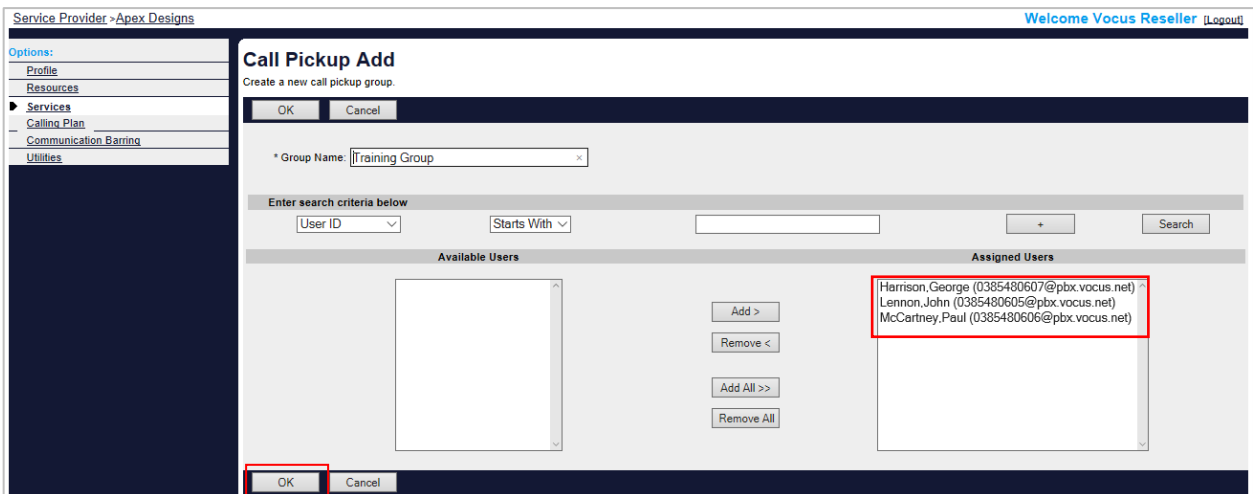
Enter search criteria below

User ID [v] Starts With [v] [] + Search

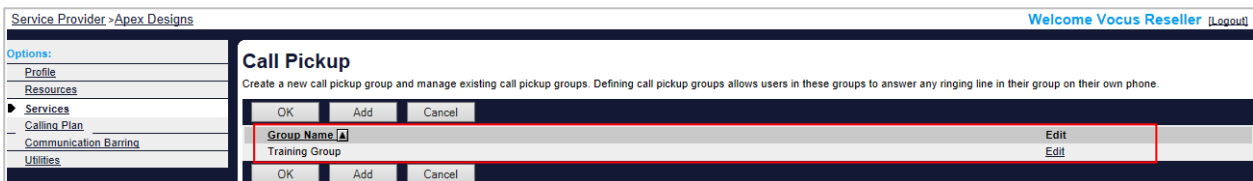
- > Enter the Call Pickup **Group Name**, (this is a mandatory field)
- > Click on **Search** to review the user list



- > A list of available users will appear
- > Select the users and click **Add** to add the names individually or **Add All** to add all the names



- > The user names will appear in the **Assigned Users** field once added to the pickup group
- > Click **OK**

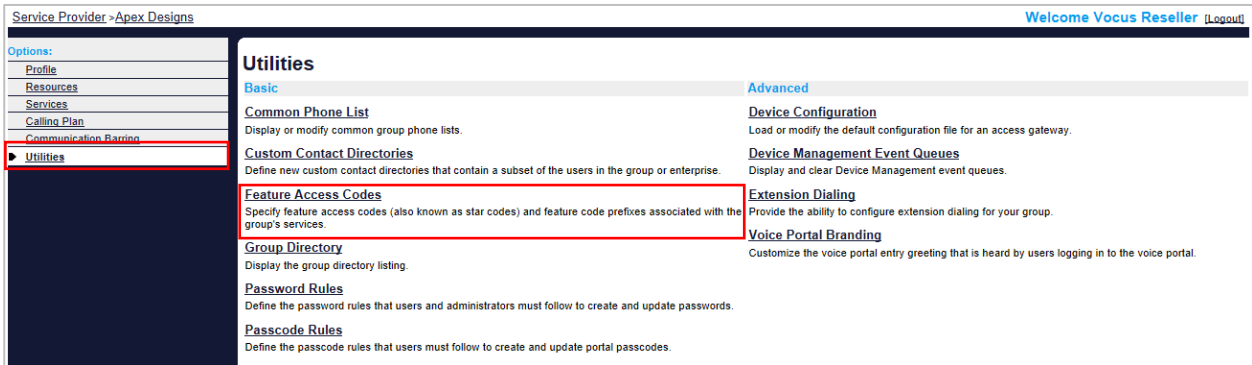


- > The **Call Pickup** group has now been created

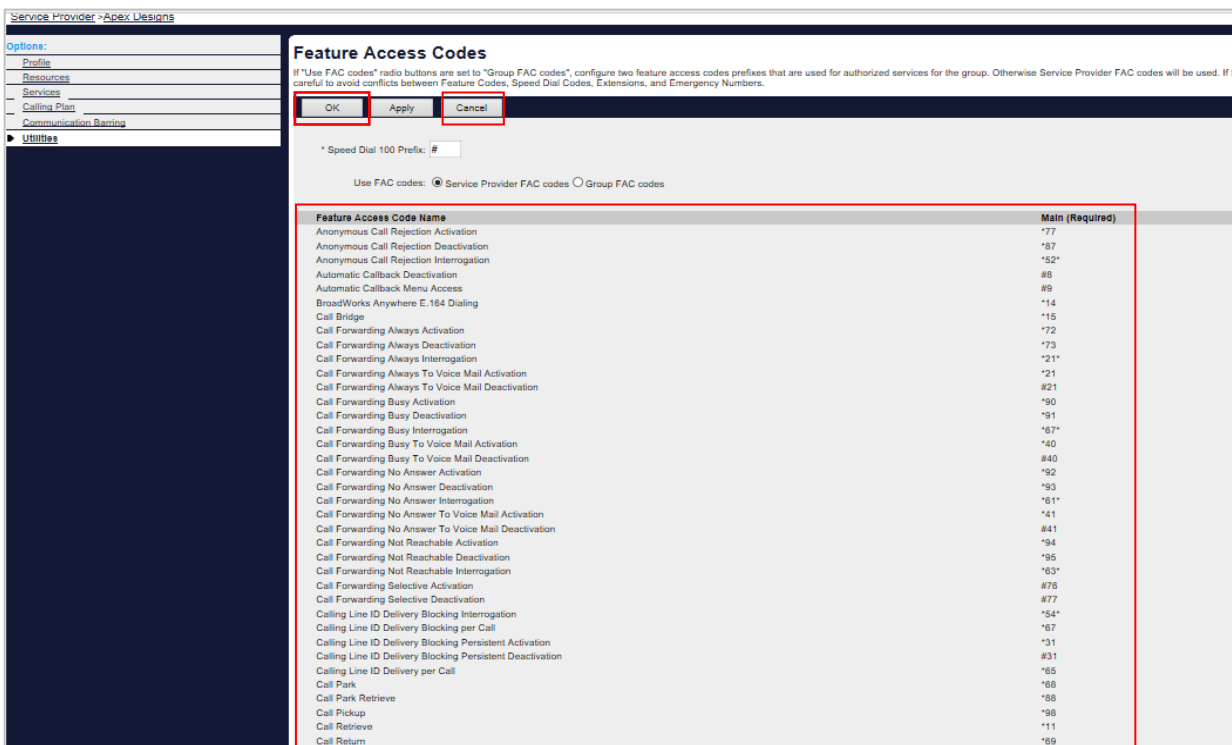
FEATURE ACCESS CODES

Feature Access codes are used to access Call Pick Up

This section will show you how to look up **Feature Access codes** and how to use a **Feature Access code** with Call Pickup



- From the Group, Options menu, select **Utilities** and **Feature Access Codes**



- A list of available Feature Access Codes will display on this page. These Features Access Codes can be used for many different system features.
- It is recommended you use this screen for view only purposes, it is not recommended you alter the codes
- Select **OK** or **Cancel**



- › When an incoming call presents on another users phone within your **Pick Up** group, enter the Feature Access *98 to retrieve their call

GROUP PAGING

This section will show you how to add **Group Paging**.

Group Paging enables users to page a group of users by dialing a paging group number or extension.

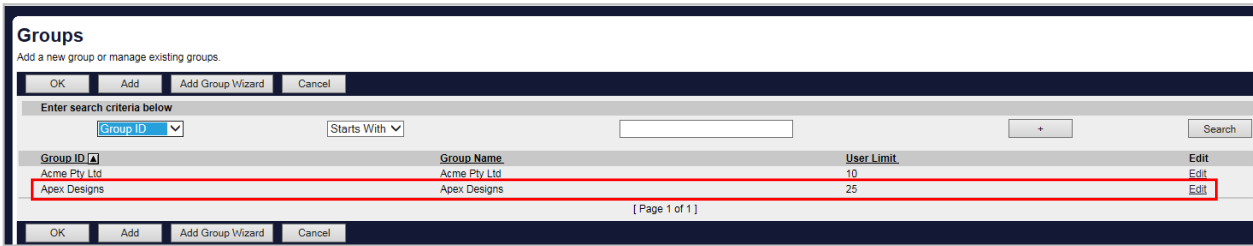
Before enabling Group Paging, ensure you have sufficient bandwidth to the customer site

The screenshot shows the 'Profile' configuration page in the Vocus Reseller portal. The left sidebar has 'Profile' selected. The main content area is divided into 'Basic' and 'Advanced' sections. Under the 'Basic' section, the 'Groups' link is highlighted with a red box. Other links include 'Users', 'Service Instances', 'Profile', 'Change Password', 'Administrators', and 'Schedules'. The 'Advanced' section includes 'Call Processing Policies', 'Dial Plan Policy', and 'Dialable Caller ID'.

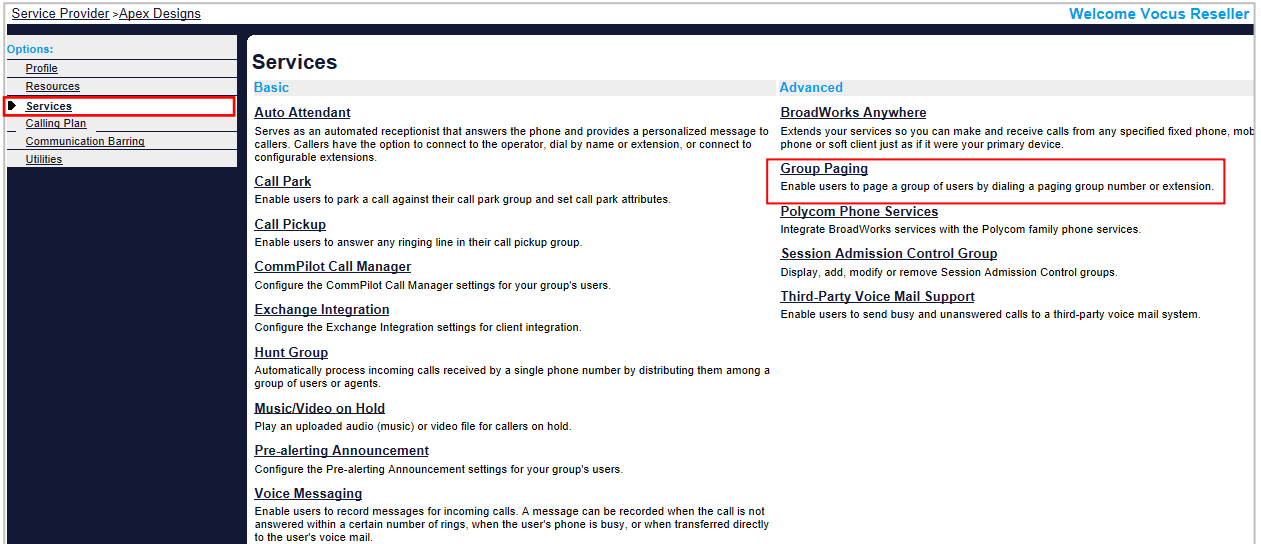
- › Select **Profile > Groups** to Navigate to the Customer Group you want to add **Group Paging**

The screenshot shows the 'Groups' configuration page in the Vocus Reseller portal. The page title is 'Groups' and it says 'Add a new group or manage existing groups.' There are buttons for 'OK', 'Add', 'Add Group Wizard', and 'Cancel'. Below this is a search section with the text 'Enter search criteria below'. It includes a dropdown menu for 'Group ID', a 'Starts With' dropdown, a search input field, and a 'Search' button which is highlighted with a red box.

- › Select **Search**



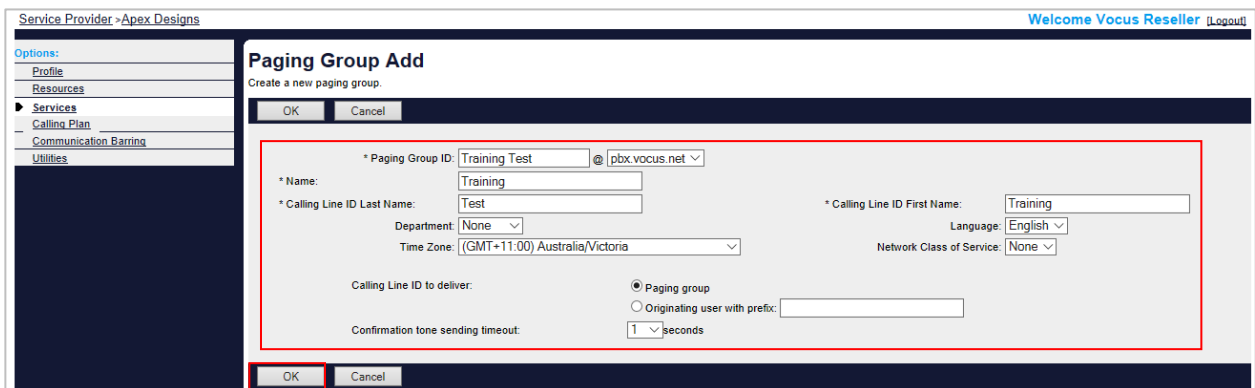
- › Then click on the customer group



- › From the Group > Options menu, select **Services** then **Group Paging**

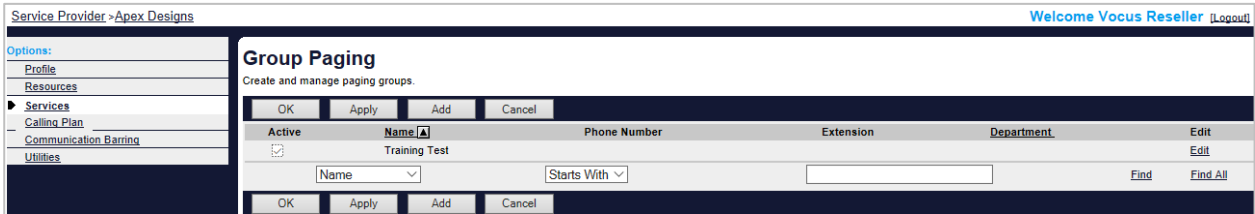


- › Click on **Add**

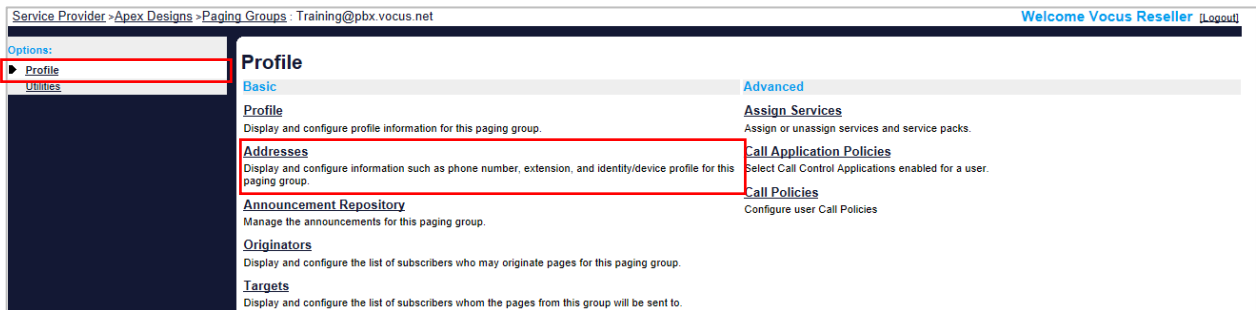


- › Enter the **Paging Group ID**
- › Enter the **Name, Last Name and First Name**
- › Select a **Department** (if applicable)

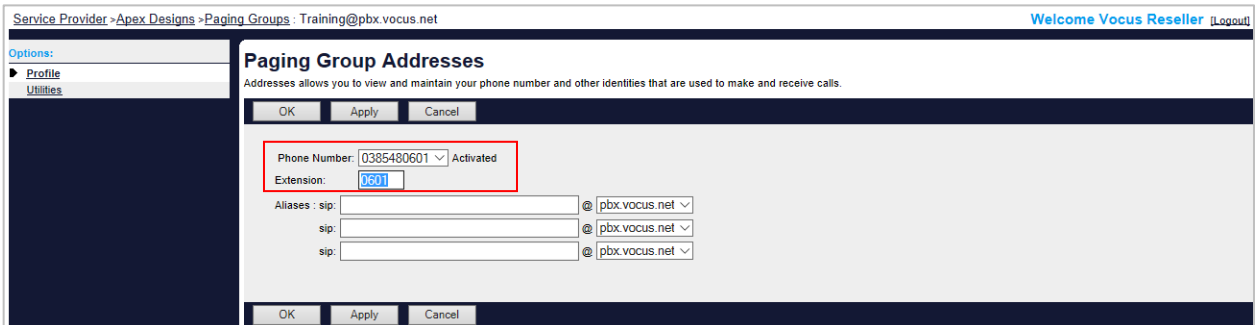
- > Select a **Language**
- > Select a **Time Zone**
- > Select **Calling Line ID to Deliver – Paging Group**
- > Enter **Confirmation Tone Sending Timeout**
- > Click **OK**



- > Click on **Edit**



- > From the **User > Profile** menu, select **Addresses**

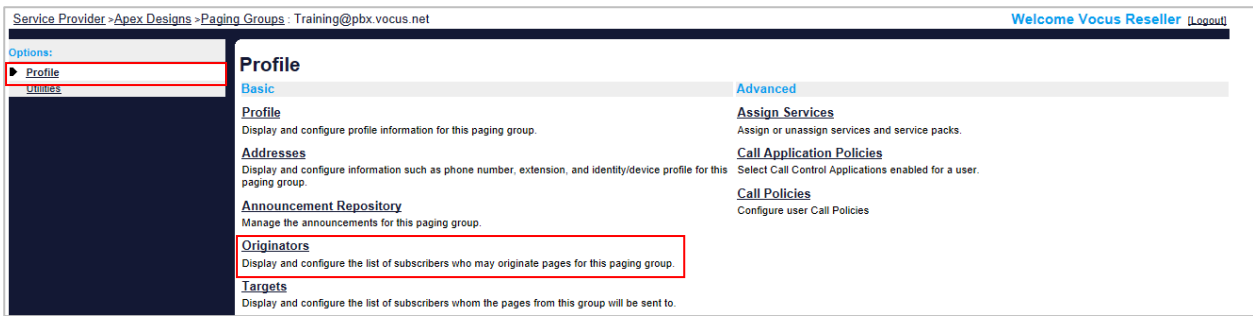


This where we establish the phone number

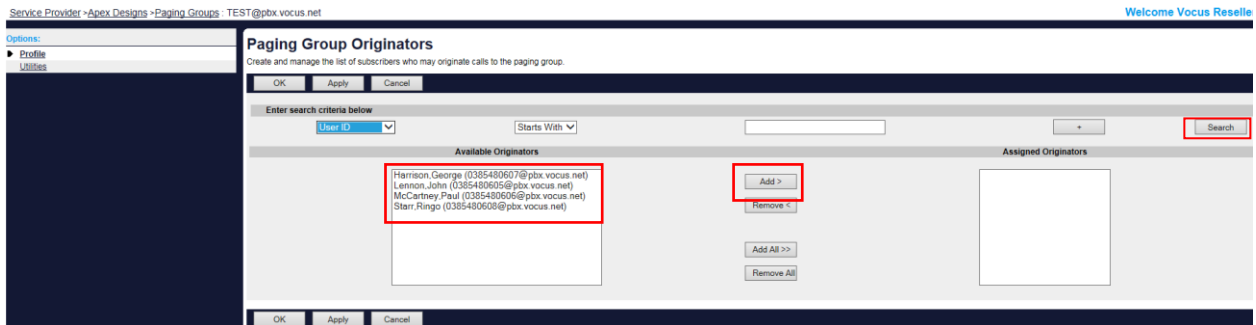
- > Select the phone number from the **Phone Number** dropdown list.

Note: The Extension will automatically populate

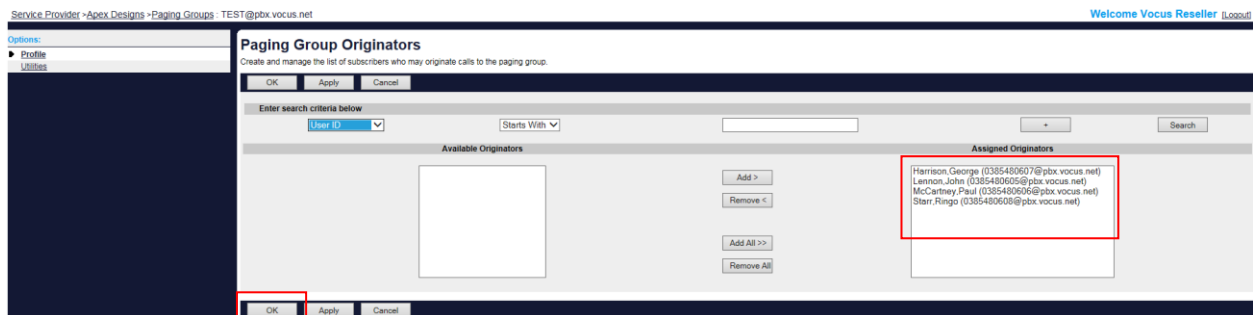
- > Click **OK**



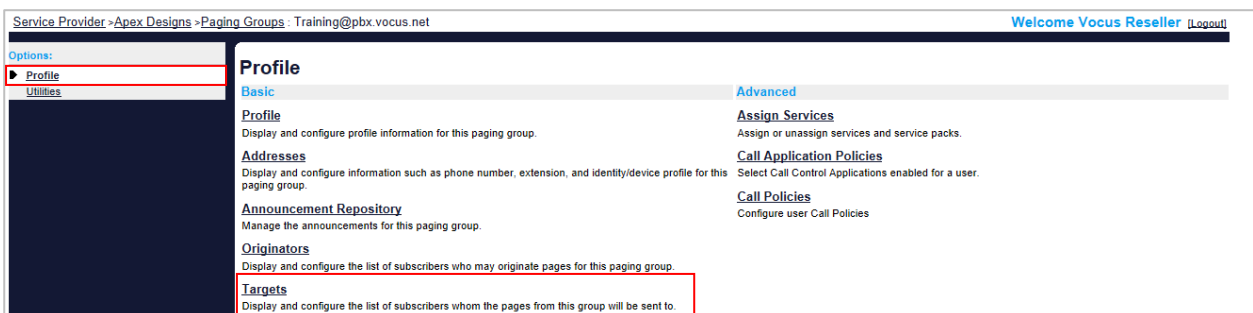
- > From the Paging Groups > Options menu, select **Profile**, then **Originators**



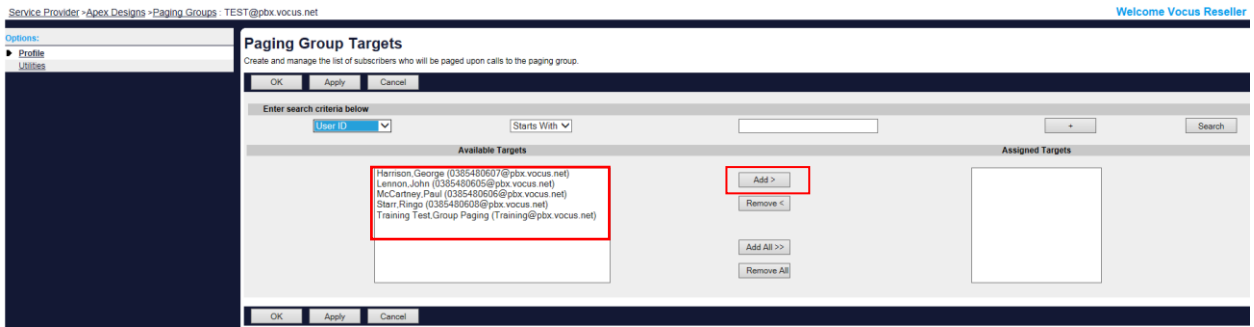
- > Select **Search** to get a list of **Available Originators** that can use the Paging Group.
- > Select users from the **Available Originators** list
- > Click **Add** to assign them as paging originators



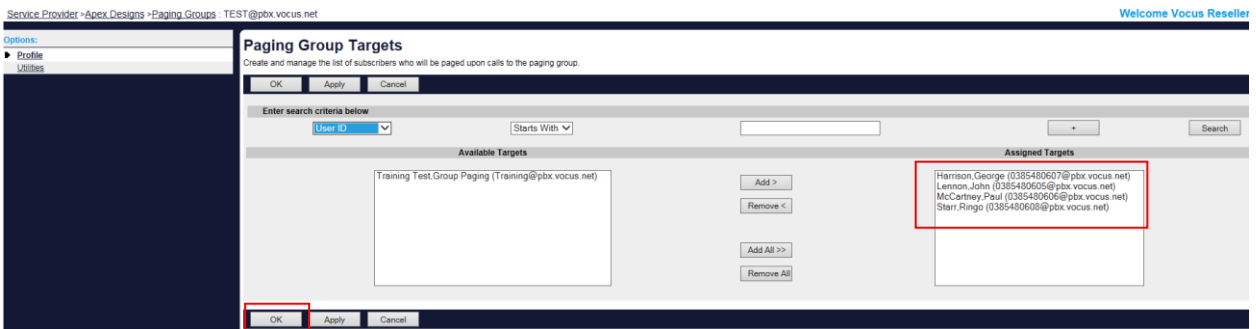
- > The users will now display in the **Assigned Originators** list
- > Click **OK**



- > From the Paging Groups > Options menu select **Profile**, then **Targets**
- > Targets are a list of subscribers whom the pages from this group will be sent to



- > Select **Search** to get a list of **Available Targets**.
- > Select users from the **Available Targets** list and Click **Add** to assign them as Paging Targets



- > The users will now display in the **Assigned Targets** list
- > Click **OK**

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