

# VOCUS HOSTED PBX CUSTOMER GROUP FEATURE SETTINGS

## QUICK REFERENCE GUIDE

This document provides step by step instructions on how to configure the basic Group Feature Settings for:

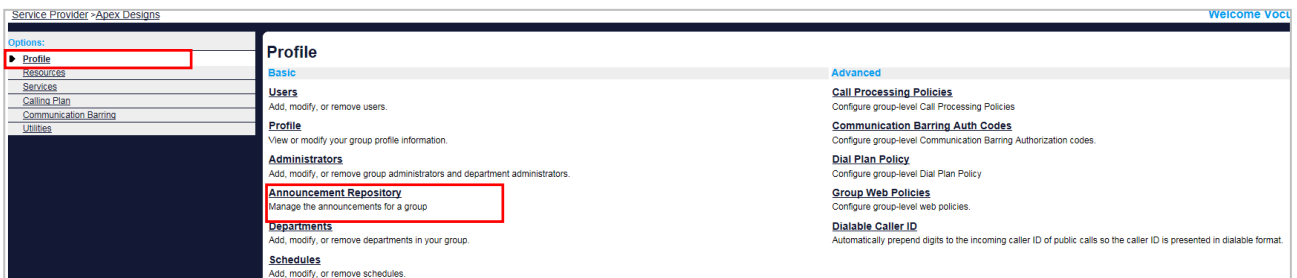
Music on Hold

Voice Portal & Calling Plans

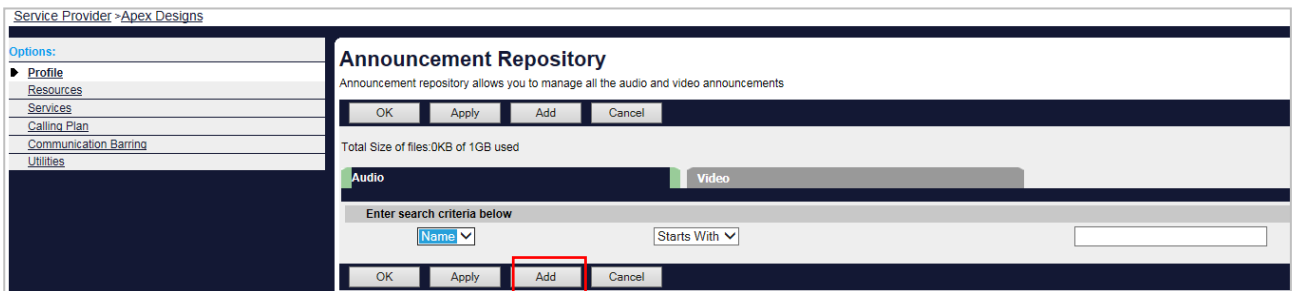
Adding a Group Administrator.

**Training Video: Refer to Hosted PBX Customer Group Feature Settings**

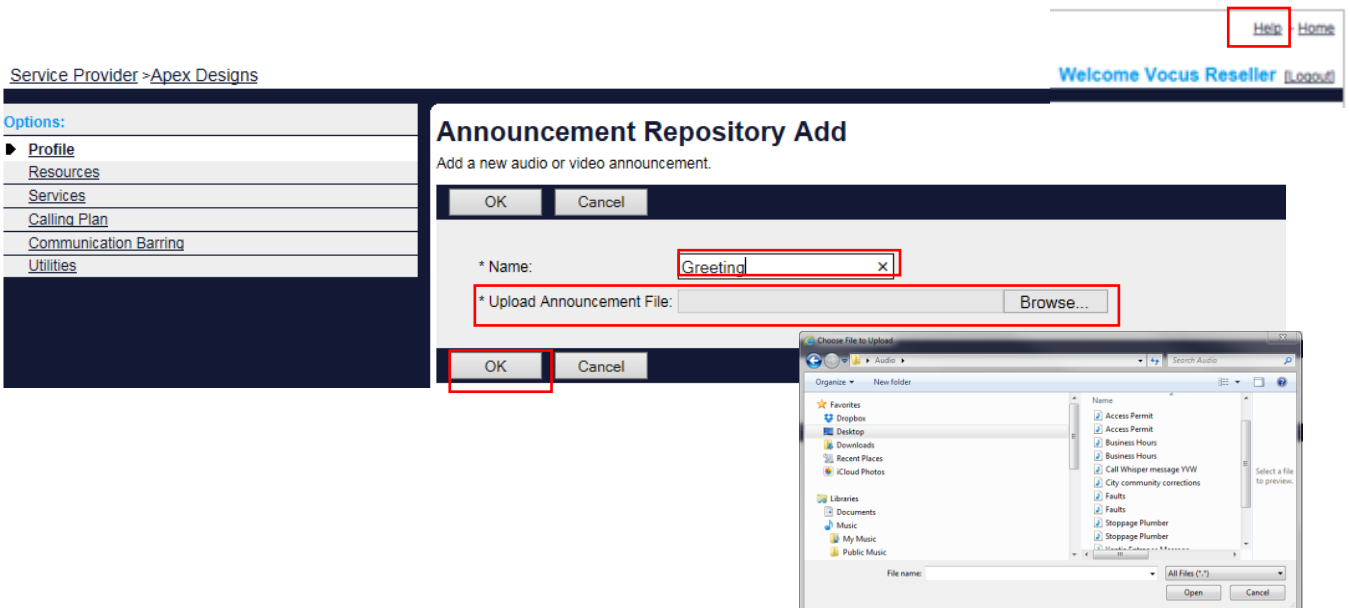
# MUSIC ON HOLD



- If the customer has their own audio recording they wish to use, from the **Profile** menu, select **Announcement Repository**



- Click the **Add** button



- Name the file, then click on Browse to search for your pre-recorded music file
- Click **OK** to upload the file
- If you are unsure of the file format for the audio file, click the **Help** menu

Announcement Repository Add	
<p>You use this page to add an audio or video announcement to your group's announcement repository. Note that you first need to record the announcement and save it on your computer. For instructions on recording an audio announcement, see <a href="#">Record An Audio Greeting</a>. For instructions on recording a video announcement, see <a href="#">Record A Video Greeting</a>. You can also record an announcement via the voice portal. When you do that, the announcement is automatically added to the repository.</p> <p>Required fields are marked with an asterisk (*).</p>	
Steps	Details
1. Provide the announcement name. *	In the Name text box, enter the name you want to give the announcement. This is the name that will be used to identify the announcement.
2. Upload the announcement file.	Click <b>Choose File</b> and select a file on your computer.
3. Save your changes or exit without saving.	To save your changes, click <b>OK</b> . <b>OK</b> saves your changes and displays the previous page. To exit without saving, select another page or click <b>Cancel</b> to display the previous page. <b>NOTE:</b> The operation fails if it causes the repository or announcement size restrictions to be exceeded.

> Select **Record An Audio Greeting**

**Record a Personal Greeting or Announcement**

You use this procedure to record a personal greeting or an announcement using a PC. The Application Server accepts .WAV and .WMA file formats. The following lists the validation rules for the file formats:

**For .WAV files:**

- Linear PCM
- 16.000 kHz
- 16 bit mono
- WAV file type

**For .WMA files:**

- Linear PCM
- 16.000 kHz
- 16 bit mono
- WMA file type

**For both .WAV and .WMA files:**

- The maximum audio length is 2 minutes for a Voice Messaging Greeting and Custom Ringback User/Group.
- The maximum audio length is 10 seconds for user's Voice Portal Personalized Name.
- The maximum audio length is 10 minutes for the Music On Hold greeting.
- For all other services, the maximum audio length is 5 minutes.

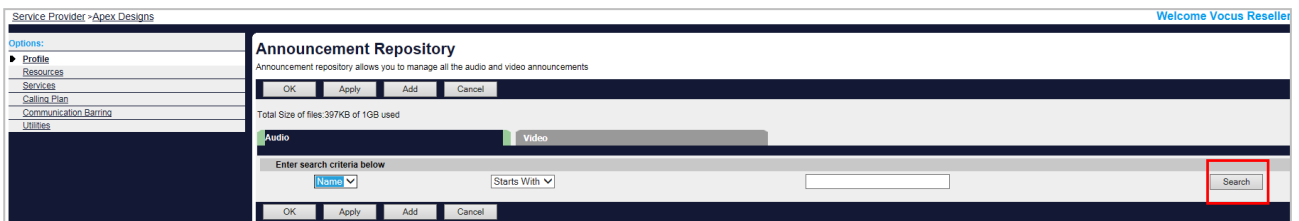
To generate a .WMA file, first generate a .WAV file using the following instructions, then invoke `ffmpeg` to convert the .WAV file to a .WMA file. For example, to convert `recording.wav` to `newrecording.wma`, invoke:

```
ffmpeg -i recording.wav -acodec copy newrecording.wma
```

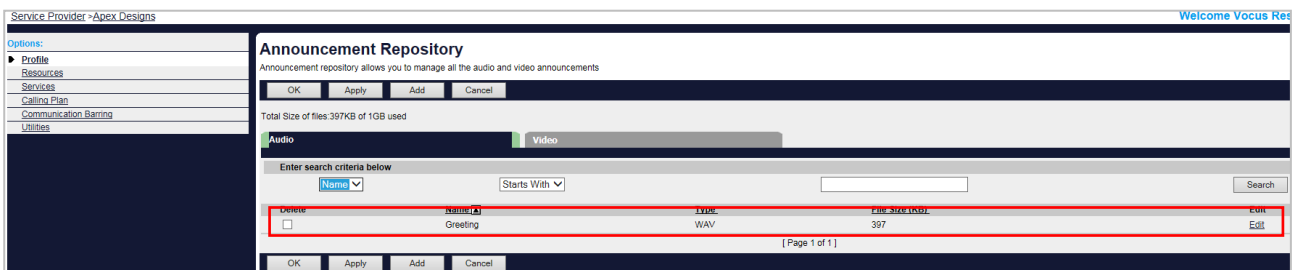
The following table describes the procedure to record a .WAV file. Instructions are provided for the following sound recorders:

- Windows XP Sound Recorder and Windows 98 Sound Recorder
- Windows 2000 Sound Recorder
- Windows NT Sound Recorder
- Audacity on Windows 7 and Windows Vista

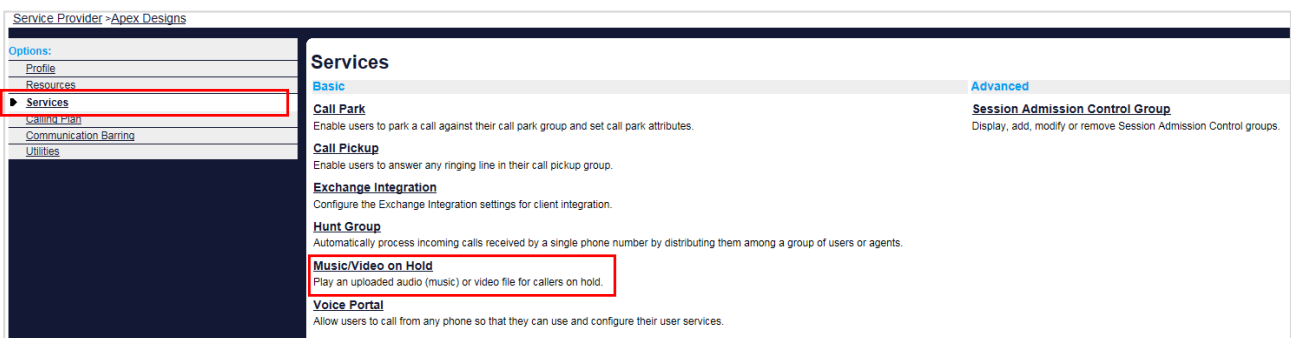
> This page will display the required file format



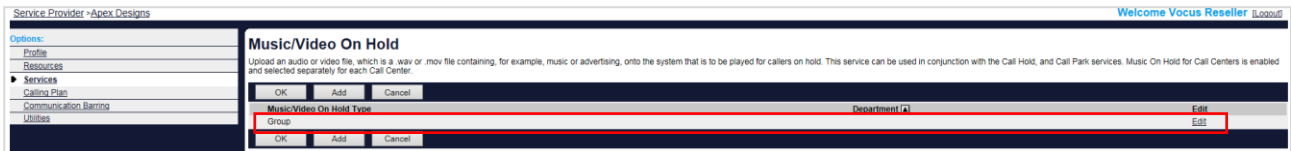
> Click the **Search** button to check the audio file has been uploaded



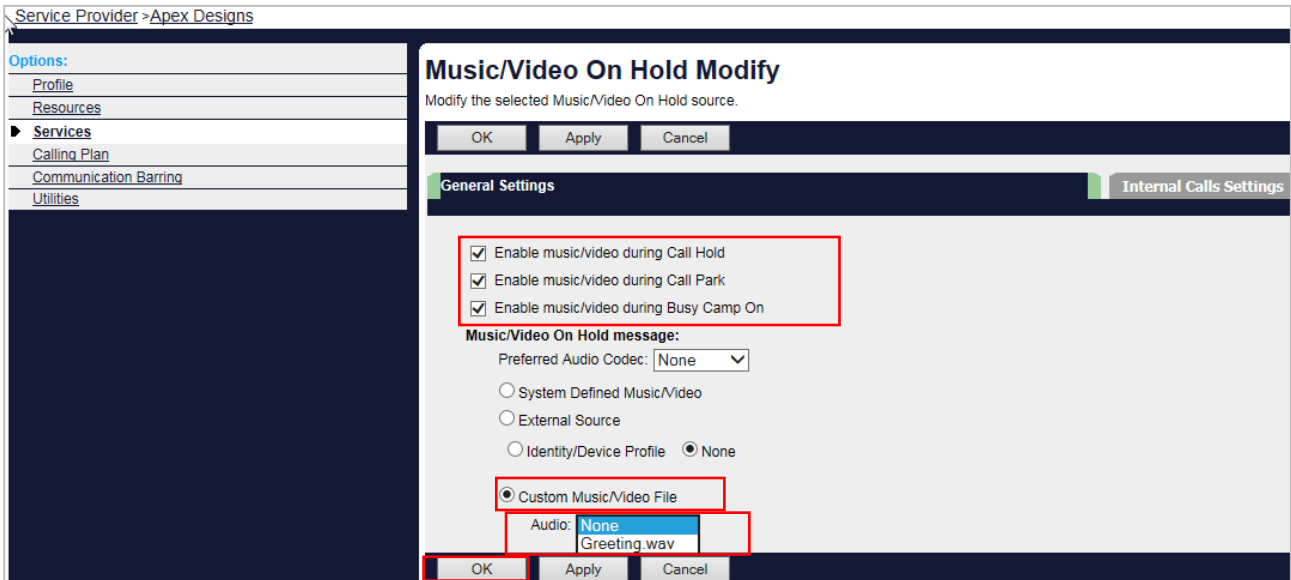
> You will now be able to provision the **Music on Hold** service



> From the Services menu, select **Music/Video on Hold**

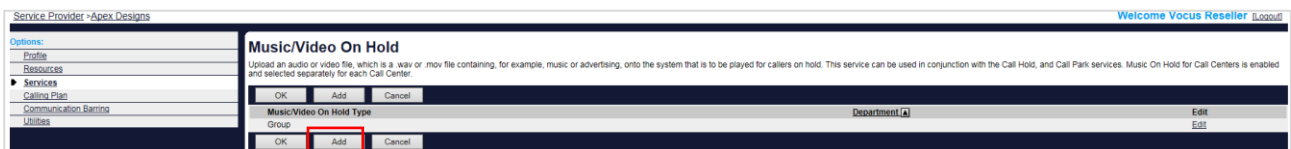


- > Select **Group** to set up Music on Hold for the entire group

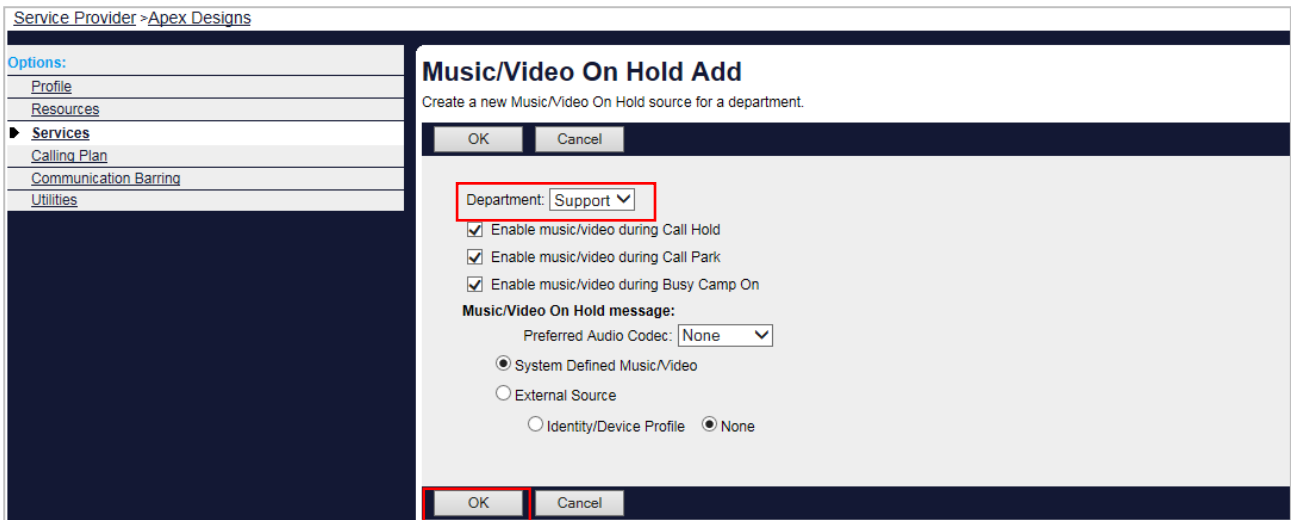


- > Select the top three check boxes
- > Select **Custom Music/Video file**
- > Select the required audio file from the **Audio** dropdown
- > Click **OK**

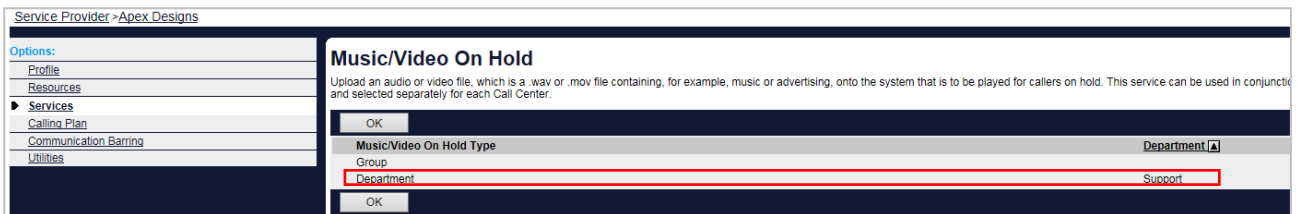
**Note:** If the customer has not supplied their own Music on Hold, select the system Defined Music/Video option



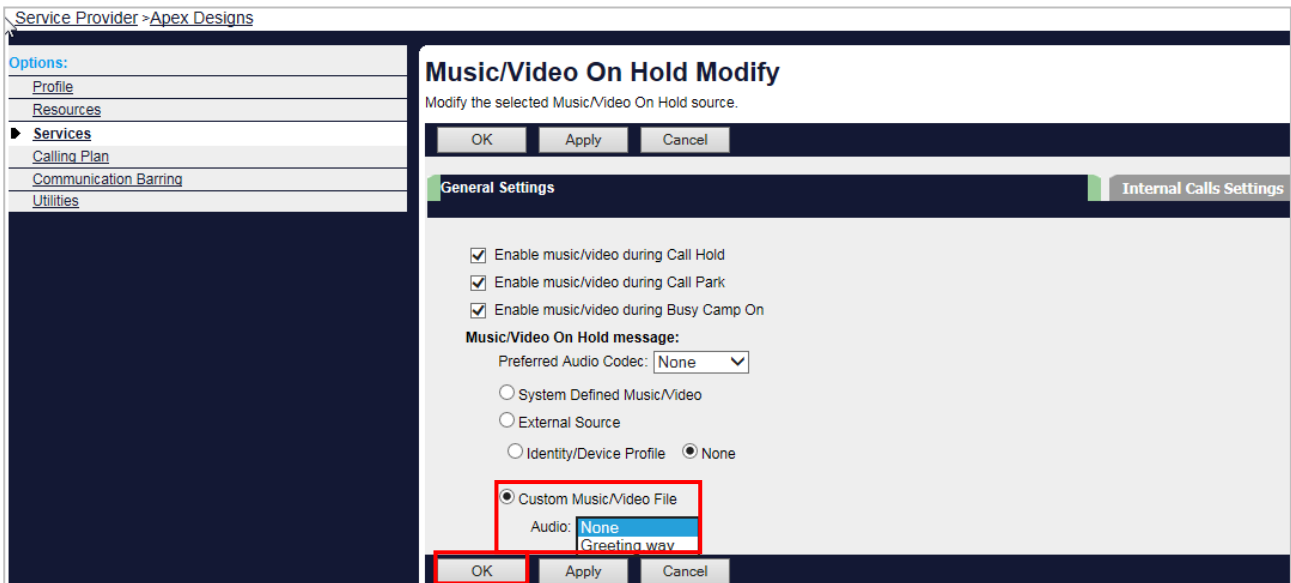
- > To set specific hold music for different departments, click the **Add** button



- › Select the department from the dropdown, then click **OK**



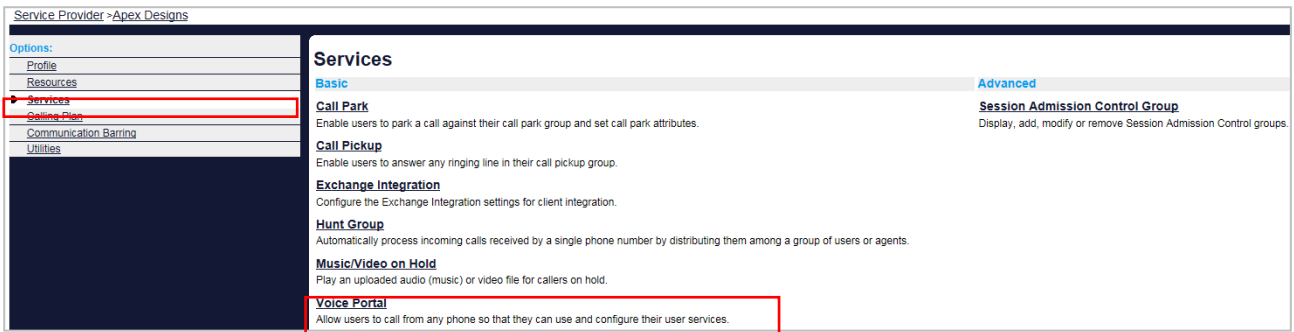
- › Select the department



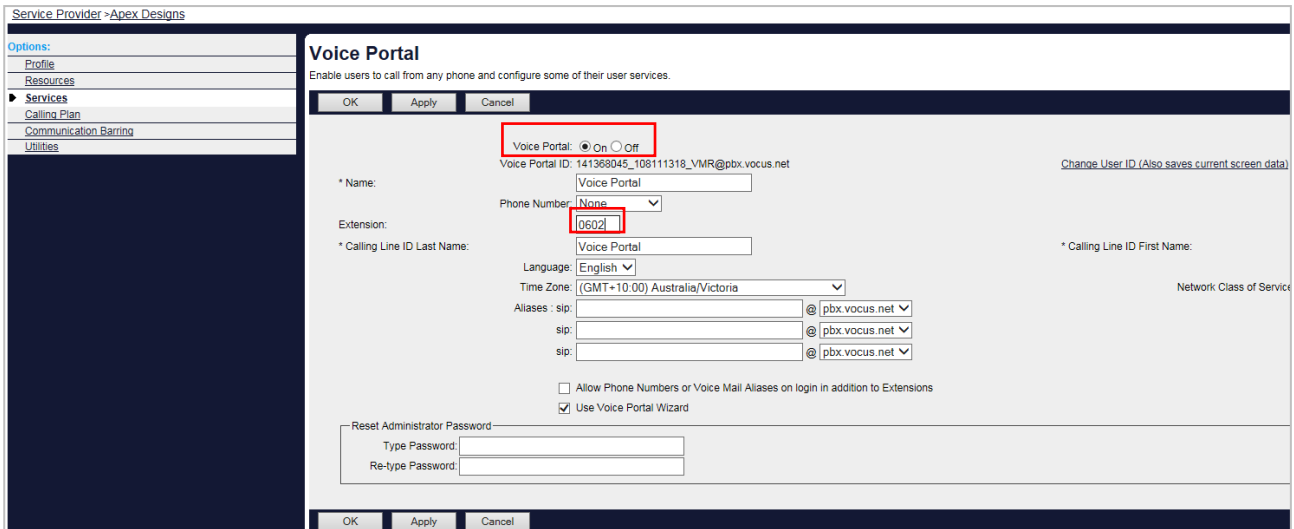
- › Select the Custom music on hold you wish to use for that Department
- › Click **OK**

## VOICE PORTAL & CALLING PLANS

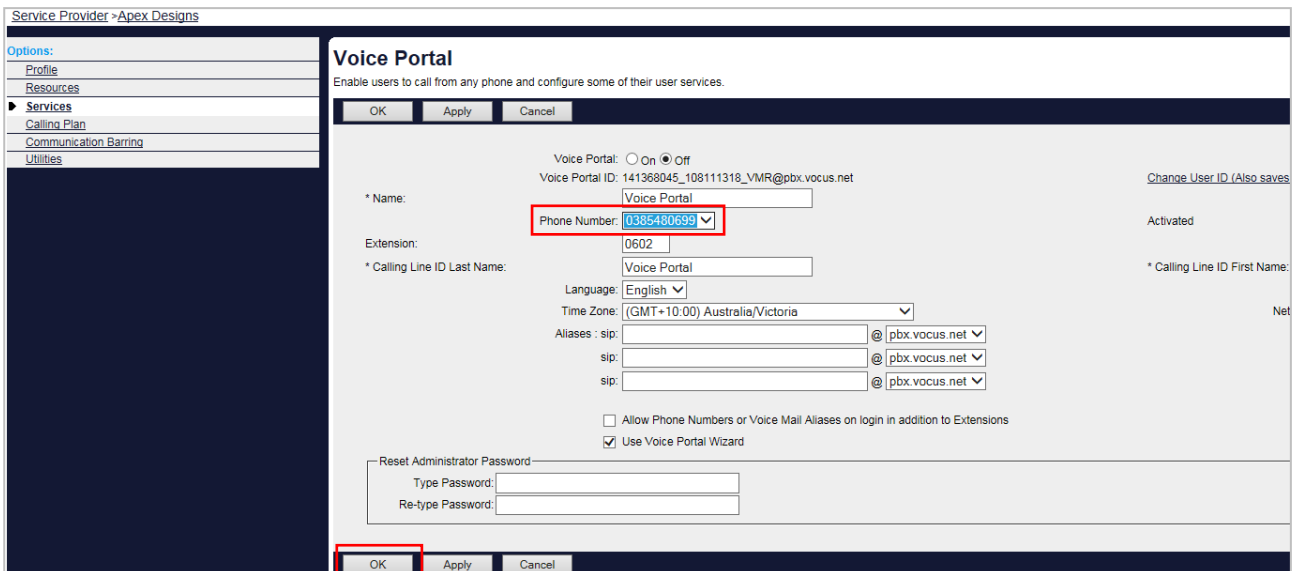
The Voice Portal is a central point for any user to dial into to check Voice Mail messages, record Voice Mail greetings and access other telephony features



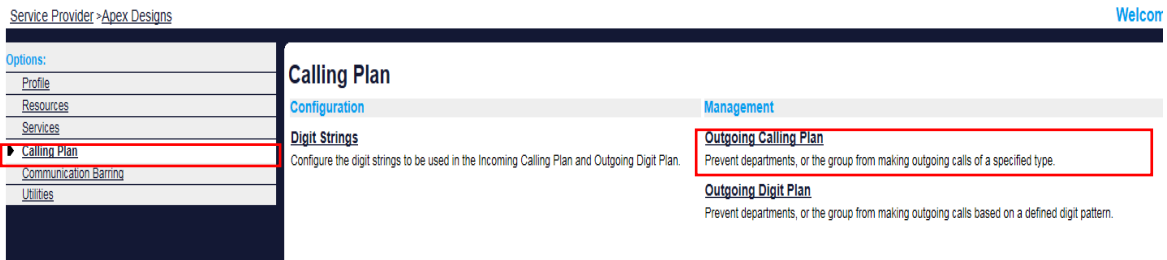
- From the **Services** menu, select **Voice Portal**



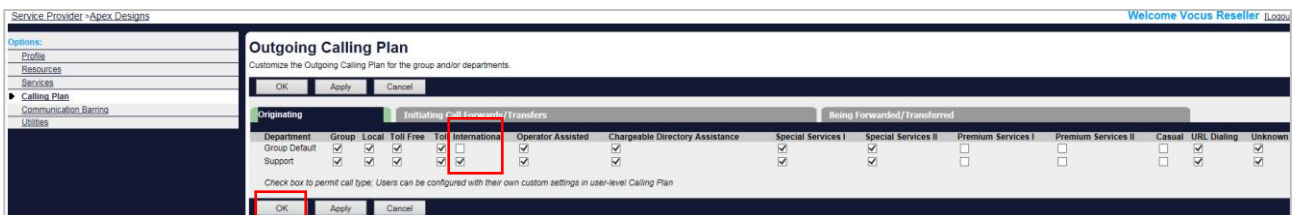
- Select the Voice Portal to **On**
- At minimum **assign an extension number**



- Set an external Voice Portal number for users to dial to access voicemail from an external location (optional)
- Select an available phone number from the dropdown
- Click **OK**



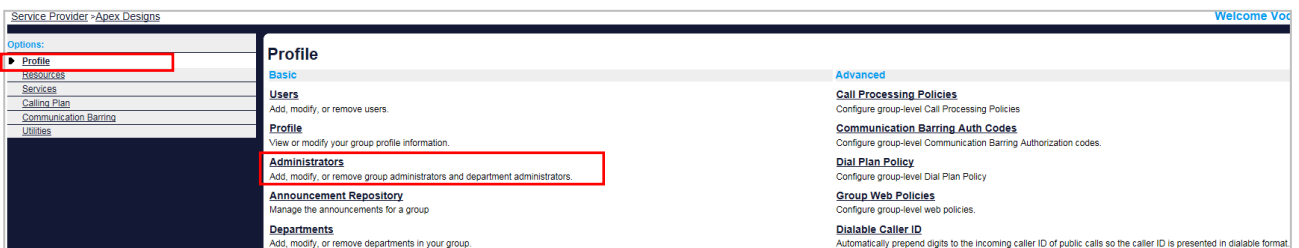
- > To set an outgoing call requirement
- > From the **Calling Plan** menu, select **Outgoing Calling Plan**



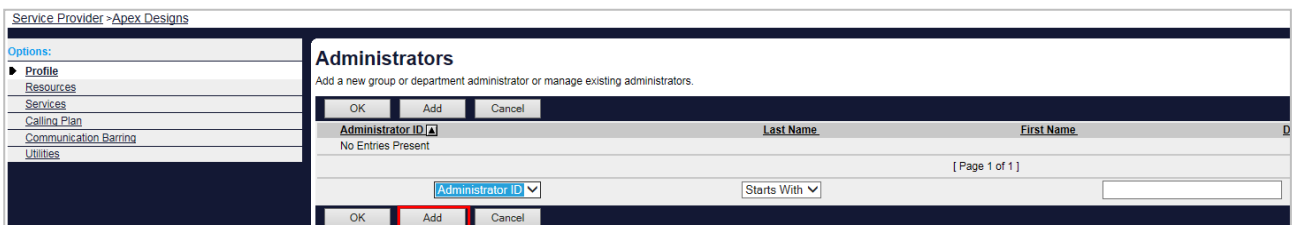
- > Deselect the call type that the customer wishes to restrict
- > For International dialing you can restrict the entire group or an individual department
- > Click **OK**

## ADDING AN ADMINISTRATOR

A Group Administrator account can be set up for the end customer to access their Hosted PBX instance for self-administration



- > From the **Profile** menu, select **Administrators**



- > Click **Add**

Service Provider > Apex Designs

Options:

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

### Administrators Add

Add a new group or department administrator.

OK Cancel

\*Administrator ID:  @  ▾

Last Name:

First Name:

\* Initial Password:

\* Re-type Initial Password:

Language:  ▾

Administrator Type:  Group  Department:  ▾

OK Cancel

- > Enter an administrator ID
- > Choose an initial password
- > Select the **Administrator Type** to Group
- > Click **OK**

Service Provider > Apex Designs

Options:

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

### Administrators

Add a new group or department administrator or manage existing administrators.

OK Add Cancel

Administrator ID	Last Name	First Name
<input type="text" value="apexdesigns_admin@..."/>		

[ Page 1 of 1 ]

Administrator ID ▾ Starts With ▾

OK Add Cancel

- > To modify the Administrator account, reset the password or to restrict access levels
- > Select the account

Service Provider > Apex Designs

Options:

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

### Administrators Modify

Modify or delete the selected group or department administrator.

OK Delete Cancel

Administrator ID: apexdesigns\_admin@pbx.vocus.net

Last Name:

First Name:

Reset Password:

Re-type new password:

Language:  ▾

Administrator Type: Group

OK Delete Cancel

- > Select the **Set Group Administrator Policies** link



Service Provider > Apex Designs

Options:

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

### Group Administrator Policies

View or modify the policies for the selected group administrator.

OK Apply Cancel

**Group Profile Access:**

- Full Access to modify group's profile
- Read-Only Access to group's profile
- No Access to group's profile

**User Access:**

- Full Access to users
- Restricted from adding or removing users; full access to user profile
- Restricted from adding or removing users; read-only access to user profile
- Restricted from adding or removing users; no Access to user profile
- No Access to users

**Administrator Access:**

- Full Access to add/modify/delete Group and Department Administrators
- Read-Only Access to Group and Department Administrators
- No Access to Group and Department Administrators

**Department Access:**

- Full Access to add/modify/delete departments
- Read-Only Access to department list
- No Access to department list

**Device Access:**

- Full Access to devices
- Read-Only Access to devices; may associate users to existing devices
- Read-Only Access to devices and user associations

**Enhanced Services Instance Access:**

- Full Access to add enhanced services

- > Select the policies to be applied to the administrator
- > Click **OK**

For further information go to [www.vocus.com.au](http://www.vocus.com.au) or contact your Account Manager