



User Guide  
**Business Hosted Voice**

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# Welcome!

**We want to help your business connect.**

**We're sure you will enjoy the benefits of these services.**

Plus our plans will save you money.

One call. One bill. One company. Easy.

This User Guide explains how you can benefit from these services<sup>1</sup>. If you have questions about your service, contact our customer service team 24 hours a day 7 days a week at (855) 270-5527, 611 from your BHV phone or visit <http://www.suddenlinkbusiness.com>.

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<sup>1</sup> Note: Some of the services described in this guide may not be available in your specific service implementation.



## Table of Contents

1. Introduction .....	7
2. Seat Type.....	7
2.1 Basic Seat .....	8
2.2 Business Seat .....	8
3. Portal.....	9
4. Feature Description and Usage .....	9
<b>4.1 ACCOUNT CODES</b> .....	9
4.1.1 User .....	9
4.1.2 Administrator .....	9
<b>4.2 ANNOUNCEMENTS – CUSTOMER</b> .....	9
<b>4.3 ANONYMOUS CALL REJECTION</b> .....	10
4.3.1 User .....	10
4.3.2 Administrator .....	11
4.3.3 Feature Interaction .....	11
<b>4.4 AUTHORIZATION CODES</b> .....	11
4.4.1 User .....	11
4.4.2 Administrator .....	11
<b>4.5 AUTO ATTENDANT/INTERACTIVE VOICE RESPONSE (IVR)</b> .....	12
<b>4.6 AUTOMATIC REDIAL</b> .....	13
<b>4.7 BUSY LAMP FIELD</b> .....	13
4.7.1 User .....	13
4.7.2 Administrator .....	13
<b>4.8 CALL BLOCKING – INCOMING [AKA INCOMING CALL BARRING]</b> .....	13
4.8.1 User .....	13
4.8.2 Administrator .....	14
4.8.3 Feature Interaction .....	14
<b>4.9 CALL BLOCKING – OUTGOING [AKA OUTGOING CALL BARRING]</b> .....	14
4.9.1 User .....	14
4.9.2 Administrator .....	14
<b>4.10 CALL FORWARD</b> .....	15
4.10.1 User.....	15
4.10.2 Administrator .....	16
4.10.3 Feature Interaction .....	16
<b>4.11 CALL FORWARD – REMOTE ACTIVATION/DEACTIVATION [AKA CALL FORWARDING UNCONDITIONAL REMOTE ACCESS]</b> .....	16
4.11.1 User.....	16
4.11.2 Administrator .....	17

4.11.3	Feature Interaction .....	17
<b>4.12</b>	<b>CALL HOLD</b> .....	17
<b>4.13</b>	<b>CALL PARK</b> .....	17
4.13.1	User .....	17
4.13.2	Administrator .....	18
<b>4.14</b>	<b>CALL PICKUP – DIRECT</b> .....	18
4.14.1	User .....	18
4.14.2	Administrator .....	18
<b>4.15</b>	<b>CALL PICKUP – GROUP</b> .....	18
4.15.1	User .....	18
4.15.2	Administrator .....	19
<b>4.16</b>	<b>CALL PULL</b> .....	19
4.16.1	User .....	19
4.16.2	Administrator .....	19
<b>4.17</b>	<b>CALL RECORDING</b> .....	19
4.17.1	User .....	19
4.17.2	Administrator .....	20
<b>4.18</b>	<b>CALL TRACE</b> .....	21
<b>4.19</b>	<b>CALL TRANSFER – BLIND</b> .....	21
<b>4.20</b>	<b>CALL TRANSFER – CONSULTATIVE</b> .....	21
<b>4.21</b>	<b>CALL WAITING</b> .....	21
<b>4.22</b>	<b>CALL WAITING – CANCEL</b> .....	21
4.22.1	User .....	21
4.22.2	Administrator .....	22
<b>4.23</b>	<b>CALLER ID – INCOMING [ORIGINATING IDENTITY PRESENTATION]</b> .....	22
<b>4.24</b>	<b>CALLER ID – OUTGOING [AKA OUTGOING NUMBERS]</b> .....	22
4.24.1	User .....	22
4.24.2	Administrator .....	22
<b>4.25</b>	<b>CLOSED USER GROUP</b> .....	22
4.25.1	User .....	22
4.25.2	Administrator .....	22
<b>4.26</b>	<b>CONFERENCING – 3 PARTY/5 PARTY</b> .....	23
<b>4.27</b>	<b>DESKTOP PHONE MANAGEMENT</b> .....	23
4.27.1	User .....	23
4.27.2	Administrator .....	24
<b>4.28</b>	<b>DIRECTORY – CORPORATE</b> .....	25
4.28.1	User .....	25
4.28.2	Administrator .....	26

<b>4.29</b>	<b>DIRECTORY – PERSONAL</b> .....	26
<b>4.30</b>	<b>DISTINCTIVE RINGING [AKA VIP RINGING]</b> .....	26
4.30.1	User .....	27
4.30.2	Administrator .....	27
<b>4.31</b>	<b>DO NOT DISTURB</b> .....	28
4.31.1	User .....	28
4.31.2	Administrator .....	28
4.31.3	Feature Interaction .....	29
<b>4.32</b>	<b>HUNT GROUP</b> .....	29
4.32.1	User .....	29
4.32.2	Administrator .....	29
<b>4.33</b>	<b>INTERNAL CALL DISPLAY [AKA ON-NET DISPLAY]</b> .....	30
4.33.1	User .....	30
4.33.2	Administrator .....	30
<b>4.34</b>	<b>MANAGER ASSISTANT</b> .....	31
4.34.1	User .....	31
4.34.2	Administrator .....	31
4.34.3	Feature Interaction .....	32
<b>4.35</b>	<b>MUSIC ON HOLD</b> .....	32
4.35.1	User .....	32
4.35.2	Administrator .....	32
<b>4.36</b>	<b>ORIGINATING IDENTITY RESTRICTION</b> .....	33
4.36.1	User .....	33
4.36.2	Administrator .....	33
<b>4.37</b>	<b>PAGING – INTERCOM</b> .....	34
4.37.1	User .....	34
4.37.2	Administrator .....	34
<b>4.38</b>	<b>PAGING – MULTICAST</b> .....	35
4.38.1	User .....	35
4.38.2	Administrator .....	35
<b>4.39</b>	<b>PAGING – OVERHEAD</b> .....	37
<b>4.40</b>	<b>PASSWORD RECOVERY</b> .....	37
4.40.1	User .....	37
4.40.2	Administrator .....	37
<b>4.41</b>	<b>PRE-ANSWER</b> .....	38
<b>4.42</b>	<b>SCHEDULES - HOLIDAYS</b> .....	38
<b>4.43</b>	<b>SHARED CALL APPEARANCES</b> .....	38
4.43.1	User .....	39

4.43.2	Administrator .....	39
<b>4.44</b>	<b>SHARED VIRTUAL FAX .....</b>	<b>39</b>
4.44.1	User .....	39
4.44.2	Administrator .....	39
<b>4.45</b>	<b>SINGLE NUMBER REACH .....</b>	<b>40</b>
4.45.1	User .....	40
4.45.2	Administrator .....	40
4.45.3	Feature Interaction .....	41
<b>4.46</b>	<b>SPEED DIAL – CORPORATE [AKA CORPORATE SPEED DIAL] .....</b>	<b>41</b>
4.46.1	User .....	41
4.46.2	Administrator .....	41
<b>4.47</b>	<b>SPEED DIAL – PERSONAL .....</b>	<b>41</b>
4.47.1	User .....	42
4.47.2	Administrator .....	42
<b>4.48</b>	<b>VIRTUAL USER .....</b>	<b>42</b>
<b>4.49</b>	<b>VOICEMAIL .....</b>	<b>42</b>
<b>4.50</b>	<b>VOICEMAIL – NOTIFICATION .....</b>	<b>43</b>
<b>4.51</b>	<b>VOICEMAIL TO EMAIL .....</b>	<b>43</b>
<b>4.52</b>	<b>WAITING QUEUE .....</b>	<b>43</b>
<b>5.</b>	<b>Devices .....</b>	<b>44</b>
5.1	Desktop Telephones .....	45
5.1.1	Grandstream GXP1625 IP Phone (Standard Phone) .....	45
5.1.2	Grandstream GXP2140 IP Phone (Business Phone) .....	46
5.1.3	Grandstream GXP2170 IP Phone (Premium Phone) .....	47
5.1.4	Grandstream GXP2200EXT Extension Module .....	48
5.1.5	Polycom SoundStation IP 6000 Conference Phone .....	48
5.1.6	Polycom Expansion Microphone .....	49
5.2	Web Client .....	49
5.3	Mobile Client .....	50
5.4	Attendant Console .....	51
5.4.1	User .....	52
5.4.2	Administrator .....	52



## 1. INTRODUCTION

This User Guide explains how you can use the capabilities of Business Hosted Voice (BHV) service. If you have questions about your service, contact our customer service team 24 hours a day 7 days a week at (855) 270-5527, 611 from your BHV phone or visit <http://www.suddenlinkbusiness.com>.

## 2. SEAT TYPE

BHV has two seat types, Basic Seat and Business Seat. Regardless of seat type, each seat comes with the following:

- Features, as per seat type
- Features, account level
- Direct Inward Dialing (DID) number
- Unlimited calling within the United States and Canada
- Grandstream GXP1625 IP telephone<sup>2</sup>

The following account level features are available to both Basic Seat and Business Seat users (feature description and usage are provided in Section 4):

- Account Codes
- Announcements – Customer
- Authorization Codes
- Auto Attendant/Interactive Voice Response (IVR)
- Call Blocking – Outgoing
- Call Pickup – Direct
- Call Pickup – Group
- Call Recording
- Closed User Group
- Directory – Corporate
- Hunt Group
- Password Recovery (Portal)
- Pre-Answer
- Schedules
- Schedules – Holiday
- Shared Virtual Fax
- Speed Dial – Corporate
- Virtual User
- Waiting Queue

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<sup>2</sup> Customers can upgrade from the GXP1625 to the GXP2140 or GXP2170 at additional monthly recurring cost.

## 2.1 Basic Seat

A Basic Seat is designed for use in general location use such as conference rooms, break rooms, waiting rooms and lobbies. It supports only one active call at a time. Thus, any feature that requires a second call appearance are not supported.

The following features are available to a Basic Seat user:

- Anonymous Call Rejection
- Automatic Redial
- Call Blocking – Incoming
- Call Blocking – Outgoing
- Call Hold
- Call Park
- Call Trace
- Call Transfer – Blind
- Caller ID – Incoming
- Caller ID – Outgoing
- Closed User Group Member
- Directory – Personal
- Internal Call Display
- Music on Hold
- Originating Identity Restriction
- Paging – Intercom
- Paging – Multicast
- Paging – Overhead<sup>3</sup>

## 2.2 Business Seat

A Business Seat is designed for business users who require a rich set of telephony capabilities. In addition to all the features available to a Basic Seat user, the following features are available to a Business Seat user:

- Attendant Console
- Busy Lamp Field
- Call Forward
- Call Forward – Remote Activation/Deactivation
- Call Pull
- Call Transfer – Consultative
- Call Waiting
- Conferencing – 3 Party/5 Party
- Desktop Phone Management
- Distinctive Ringing
- Do Not Disturb
- Manager Assistant
- Mobile Client
- Shared Call Appearances

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<sup>3</sup> BHV provides connectivity to customer provided overhead paging system via an Analog Terminal Adapter (ATA).





- Single Number Reach
- Speed Dial – Personal
- User Portal
- Voicemail
- Voicemail – Notification
- Voicemail to Email
- Web Client

### 3. PORTAL

BHV provides a portal for administrators to manage BHV service for his/her account and a portal for Business Seat users to manage their telephony service. The website address for both administrator and user portal is <https://businesshostedvoice.com>. Login is via the email address associated with the user or administrator.

## 4. FEATURE DESCRIPTION AND USAGE

### 4.1 ACCOUNT CODES

Account codes allow users to assign calls to specific accounts. An account code can be from 2 to 14 digits long.

#### 4.1.1 User

To initiate a call, a user dials the following sequence: <FAC> <Account code> (after prompt) <destination number>. If the user enters an incorrect account code, BHV will inform the user of the error but will continue with the placement of the outgoing call.

Users can view administered account codes by clicking “Account Codes” under the “When I Call” column under the “My Services” tab.

#### 4.1.2 Administrator

The administrator can set up account codes as follows:

1. Click “Account Codes” under the Services column under the Services tab
2. Click the plus symbol
3. Enter an account code from 2 to 14 digits long
4. Enter a description for the account code

### 4.2 ANNOUNCEMENTS – CUSTOMER

Customers can upload up to 30 announcements and music files into BHV for use with the following services:

- Call Recording
- Interactive Voice Response (IVR)
- Music on Hold



- Pre-Answer
- Waiting Queue

The announcements and music files must meet the following requirements:

- Maximum duration: 180 seconds
- Maximum file size: 30 MB
- Maximum number of announcement/music files: 30
- File format: .wav or .g722

Administrators can create announcements via text to speech (TTS) from the Administrator Portal. The text is limited to 1,000 characters. BHV will convert the text to speech (female) and store it as a .wav file that is downloadable by the administrator.

To create an announcement:

1. Click “Customer Announcements” under the “Services” column under the “Services” tab
2. Click “Create Announcement”
3. Enter a name for the announcement
4. Check the active box to make it available for use
5. Uncheck the “Available for all services” box if the announcement is to be used only for a specific service. The service options are IVR, Music on Hold, Pre-Answer, Waiting Queue and Call Recording.
6. Choose to either upload a file or use text to speech and then check the box to acknowledge that you have read and accept the Terms of Use
7. If you choose upload file, then click the “Choose File” button to upload a file.
8. If you choose text to speech, then type in the message in the provided box. Once the text is typed in, click the play button to hear the speech from the converted file.

### **4.3 ANONYMOUS CALL REJECTION**

BHV will reject any incoming calls that are marked anonymous (e.g. \*67 calls).

#### **4.3.1 User**

A user can activate/deactivate this feature from the user portal (if optioned for user configuration by administrator). Anonymous Call Rejection settings page is found in the “When They Call Me” column under the “My services” tab. This service can be set for all numbers or for specific numbers associated with the user.

#### 4.3.2 Administrator

An administrator can activate/deactivate this feature for all users in the account. The administrator can also give users the ability to override the system default setting. By default, Anonymous Call Rejection is inactive and users are given the ability to override the system default.

To access the Anonymous Call Rejection settings page:

1. Click on “Profiles List” in the “Services Profiles” Column under the “Services” tab
2. Click either “Basic Seat” or “Business Seat”
3. Under the “Services” tab, uncheck the “User can configure” box to remove the ability for users to override the account default. Choose the appropriate value to either activate or deactivate Anonymous Call Rejection for the account.

#### 4.3.3 Feature Interaction

Anonymous Call Rejection has priority over Single Number Reach. An anonymous incoming call will be rejected and will not be delivered to any telephone that are configured on the Single Number Reach service.

Anonymous Call Rejection does not have priority over Manager Assistant or Call Forwarding. An anonymous incoming call will not be rejected but will be handled based on the Manager Assistant or Call Forwarding service settings.

### 4.4 AUTHORIZATION CODES

Authorization codes controls ability of users to make phone calls.

#### 4.4.1 User

User will be prompted to enter the authorization code followed by # when the dialed destination requires an authorization code. The user has 3 attempts to enter a valid authorization code. After the 3<sup>rd</sup> failed attempt, the phone will be locked and can be unlocked by the customer administrator or Altice operations.

#### 4.4.2 Administrator

To administer authorization codes:

1. Click “Authorization Codes” in the “Services” column under the “Services” tab
2. Click “New Authorization Code” to create an authorization code
3. Click the plus symbol to create exceptions for destinations that require authorization codes. Exceptions can be specific numbers or numbers belonging to a prefix (e.g. 212\*)
4. Enter a 4-digit code
5. Enter a description
6. Check the call types that are restricted (require authorization code)
  - Internal

- External (not including international)
- International

7. Check the active box to make activate it

#### 4.5 AUTO ATTENDANT/INTERACTIVE VOICE RESPONSE (IVR)

Auto Attendants/ IVRs are used to guide callers to the appropriate destination. An initial announcement can be played when a call enters the IVR. Once entered, an IVR menu announcement will play that helps the caller select the prompt for their destination.

AAs/IVRs are created by the administrator. To create an IVR:

1. Click “IVR Menu” in the “Services” column under the “Services” tab
2. Click “Create IVR Menu”
3. Enter a Menu Name
4. Click the list button to pick an access number
5. Click the drop-down box to select an initial announcement
6. Click the drop-down box to select an announcement menu
7. Click the code drop-down box for the prompt (0 to 9)
8. Click the drop-down box to select the action corresponding to the prompt. The options are:
  - Transfer to telephone number
  - Transfer with announcement to telephone number
  - Dial by extension
  - Dial by name
  - Forward to voicemail
  - End
  - End with announcement
  - Back to menu
9. Configure the inactivity options
10. Configure the invalid options

Administrators can also define schedules for IVRs. The schedule can be specific days of the week, all days of the week and holiday with two time periods per day. If a holiday overlaps a day of the week, then the holiday setting will override the day of the week setting.

#### 4.6 AUTOMATIC REDIAL

When an outgoing call to a BHV user is busy and the called BHV user manually rejects the incoming call, the caller will receive a voice prompt giving the caller the option to activate automatic redial. If activated, BHV will automatically redial the called user when the called user is no longer busy.

#### 4.7 BUSY LAMP FIELD

Busy Lamp Field (BLF) enables a user to view the status of (e.g. idle, ringing, busy), answer calls for and speed dial another BHV user.

##### 4.7.1 User

The monitoring user's desktop phone will show the status on the monitored user on the programmed hard key. The hard key shows the user's status as idle, busy or ringing. Pressing the BLF hard key will result in the following:

- BLF key in idle status: speed dial the monitored user
- BLF key in ringing status: answer the incoming call for the monitored user
- BLF key in busy status: speed dial the monitored user

A monitored user can view and edit settings for this feature from the user portal (if optioned for user configuration). Busy Lamp Field settings page is found in the "Other Services" column under the "My services" tab. In the Busy Lamp Field settings page, the user can activate/deactivate the ability for others to monitor his/her status. The user can also decide whether to show his/her status as busy when "at least one phone is busy" or when "all his/her phones" are busy.

##### 4.7.2 Administrator

Contact BHV Support to set up Busy Lamp Field for both the monitoring and the monitored users.

#### 4.8 CALL BLOCKING – INCOMING [AKA INCOMING CALL BARRING]

BHV will block incoming calls based on specific numbers or general prefix. An announcement will be made to the caller that the call has been blocked.

##### 4.8.1 User

Users can access the Call Blocking - Incoming settings page by clicking on Incoming Call Barring in the "When They Call Me" column under the "My services" tab.

The user can block incoming calls based on:

- Called number such all numbers or specific numbers
- Incoming call type such as specific numbers and general prefix numbers such as domestic calls, international calls and calls matching a number pattern (e.g. 212\*) and their exceptions

#### 4.8.2 Administrator

To access the Call Blocking – Incoming settings page:

1. Click on “Profiles List” in the “Services Profiles” Column under the “Services” tab
2. Click “Business Seat”
3. Under the “Services” tab, click the + sign in front of Incoming Call Barring to reveal its settings.

The administrator can block incoming calls based on:

- Called number such all numbers or specific numbers
- Incoming call type such as specific numbers and general prefix numbers such as domestic calls, international calls and calls matching a number pattern (e.g. 212\*) and their exceptions

Administrator settings have priority over user settings.

#### 4.8.3 Feature Interaction

Call Blocking – Incoming has priority over Single Number Reach. If an incoming call matches a blocking rule, it will not be delivered to any telephone that are configured on the Single Number Reach service. Call Blocking – Incoming does not have priority over Manager Assistant or Call Forwarding. Incoming calls, even if they match a blocking rule, will be handled based on the Manager Assistant or Call Forwarding service settings.

### 4.9 CALL BLOCKING – OUTGOING [AKA OUTGOING CALL BARRING]

Users and administrators can configure numbers that users cannot call. Call blocking is done by call types:

- Specific numbers
- General prefix

#### 4.9.1 User

To configure outgoing call blocking:

1. Click “Outgoing Call Barring” in the “When I Call” column under the “My Services” tab
2. Set the numbers outgoing call blocking should apply from the “When I call from” field
3. Choose specific number or general prefix and enter the appropriate information (e.g. 212\*)
4. Click the plus symbol in the “Except when I call from” to define exceptions

#### 4.9.2 Administrator

To configure outgoing call blocking for a user:

1. Click “Users List” in the “Manage Users” column under the “Users” tab

2. Select the user by clicking on the user name
3. Click “Services” tab on the user page
4. Click the plus sign in front of “Outgoing Call Barring”
5. Click the plus symbol to add a outgoing call blocking rule
6. Set the numbers outgoing call blocking should apply from the “When I call from” field
7. Choose specific number or general prefix and enter the appropriate information (e.g. 212\*)
8. Click the plus symbol in the “Except when I call from” to define exceptions

#### 4.10 CALL FORWARD

BHV can forward incoming calls to a different destination such as another telephone number or voicemail. The call forward can be based on one of the following conditions:

- All (Always)
- Busy
- No answer
- Not available (e.g. unregistered telephone)

Call Forward can be configured from the user portal, mobile client and the web client.

In addition, users can enable/disable Call Forward All to another number via Feature Access Code (FAC).

##### 4.10.1 User

###### 4.10.1.1 Portal Setting

Users can access their Call Forward settings page by clicking on “Call Forwarding” in the “When They Call Me” column under the “My services” tab. Users can set call forwarding based on:

- Called number, for all numbers or specific numbers associated with the user
- Incoming call type such as specific numbers and general prefix numbers such as domestic calls, international calls and calls matching a number pattern (e.g. 212\*) and their exceptions (specific numbers and general prefix numbers)

Users can set their unconditional call forwarding with the destination being a number or voicemail. Unconditional call forward is activated/deactivated via the Call Forward All FAC or Call Forward – Remote Activation/Deactivation. When activated, unconditional call forwarding overrides the conditional call forward settings.

Users can set the conditional call forwarding criteria with the destination being a number or voicemail:

- Unconditional

- Busy
- No Answer
- Not Reachable (e.g. unregistered telephone)

Users can also define schedules for their call forward rules. The schedule can be specific days of the week, all days of the week and holiday with two time periods per day. If a holiday overlaps a day of the week, then the holiday setting will override the day of the week setting.

#### 4.10.1.2 Call Forward All Via FAC

To activate Call Forward All, dial \*72 from the desktop phone. At prompt tone, enter the forward to number. Disconnect after hearing the confirmation tone.

To deactivate Call Forward All, dial \*73 from the desktop phone. Disconnect after hearing the confirmation tone.

#### 4.10.2 Administrator

The administrator can enable/disable ability for users to configure their call forward options. To access the Call Forward settings page:

1. Click on “Profiles List” in the “Services Profiles” Column under the “Services” tab
2. Click “Business Seat”
3. Under the “Services” tab, uncheck the “User can configure” box to remove the ability for users to configure their call forward options. By default, users can configure their call forward options.

#### 4.10.3 Feature Interaction

Call Forward has priority over Single Number Reach but not Do Not Disturb, Anonymous Call Rejection, Call Blocking – Incoming and Manager Assistant.

### 4.11 CALL FORWARD – REMOTE ACTIVATION/DEACTIVATION [AKA CALL FORWARDING UNCONDITIONAL REMOTE ACCESS]

A user can remotely activate/ deactivate call forward – all for his/her telephone.

#### 4.11.1 User

To use this feature, the user must first change the feature’s initial Personal Identification Number (PIN) which is the last four digits of the user’s telephone number. To change the PIN:

1. From the user’s desktop telephone, dial \*98
2. When prompted to enter the PIN, enter the last four digits of your telephone number followed by #.
3. When prompted to enter the new PIN, enter a 4 digit PIN followed by #.
4. When prompted to re-enter the new PIN, enter the new 4 digit PIN followed by #.





5. Disconnect after hearing the confirmation announcement.

To remotely activate Call Forward – All:

1. Dial the Call Forward Remote Access phone number, +1 (844) 843-5131
2. Dial the user's 10-digit telephone number followed by #
3. Enter the Call Forward Remote Access PIN followed by #
4. Press 1 to activate
5. Dial the forward to number followed by #
6. Press 1 to confirm after hearing BHV read back the forward to number

To remotely deactivate Call Forward – All:

1. Dial the Call Forward Remote Access phone number, +1 (844) 843-5131
2. Dial the user's 10-digit telephone number followed by #
3. Enter the Call Forward Remote Access PIN followed by #
4. Press 2 to deactivate

#### 4.11.2 Administrator

Not Applicable

#### 4.11.3 Feature Interaction

Call Forward – Remote Activation/Deactivation has priority over Single Number Reach but not Do Not Disturb, Anonymous Call Rejection, Call Blocking – Incoming and Manager Assistant.

### 4.12 CALL HOLD

A user can put an active call on hold by pressing the hold button or another line appearance.

### 4.13 CALL PARK

BHV will park a call into a parking slot where the parking user or other users can retrieve the parked call. The parked caller will hear either silence or music based on the parking user's setting. If a parked call is not retrieved within a specified time, the parked call will be returned to the user who parked the call. If the parking user does not answer the returned parked call, the call will be disconnected (it will not follow the parking user's coverage or forwarding path).

#### 4.13.1 User

To park a call:

1. Press the transfer key

2. Dial the Call Park FAC, \*58, followed by the parking slot number (1 to 4 digits)
3. Press the transfer key to complete Call Park

Each account has 20 parking slots that can be named with numbers that are 1 to 4 digits long.

To retrieve a parked call, dial the Call Retrieval FAC, \*59, followed by the parking slot number.

#### 4.13.2 Administrator

The administrator can enable/disable Call Park for the account. To manage this setting:

1. Click on “Profiles List” in the “Services Profiles” Column under the “Services” tab
2. Click “Basic Seat” or “Business Seat”
3. On the “Call Park” row under the “Services” tab, select “Allowed” to enable Call Park and “Not allowed” to disable Call Park. Call Park is enabled by default.

### 4.14 CALL PICKUP – DIRECT

Call Pickup – Direct allows a user to answer an incoming call for another user in the Direct Call Pickup Group by dialing the Call Pickup – Direct FAC followed by the called user’s extension. If there are multiple incoming calls, Call Pickup can be for the most recent call or for the oldest call.

#### 4.14.1 User

On an incoming call to a user in the Call Pickup – Direct group, a user in the group can answer the call by dialing the Call Pickup – Direct FAC, \*12, followed by the telephone number of the ringing called party.

A user can decide whether his/her phone is activate/deactivated for Call Pickup – Direct. To change the setting, click on “Direct Call Pickup” in the Other Services column under the My Services tab.

#### 4.14.2 Administrator

To access the Call Pickup – Direct settings page, click on “Direct Call Pickup” in the Services column under “Services” tab. On the settings page, select the option to either answer the most recent call or the oldest call. Click the + sign to create a Direct Call Pickup Group. Give the group a name and then add users to the group. Click the active checkbox to activate the group.

### 4.15 CALL PICKUP – GROUP

Call Pickup – Group allows a user to answer an incoming call for another user in the Group Call Pickup Group by dialing the Call Pickup – Group FAC. If there are multiple incoming calls, Call Pickup can be for the most recent call or for the oldest call.

#### 4.15.1 User

On an incoming call to a user in the Call Pickup – Group, a user in the group can answer the call by dialing the Call Pickup – Group FAC, \*11.

To view the settings, click on “Group Call Pickup” in the Other Services column under the My Services tab.



#### 4.15.2 Administrator

To access the Call Pickup – Group settings page, click on “Group Call Pickup” in the Services column under “Services” tab. On the settings page, click the + sign to create a Group Call Pickup. Give the group a name and select the option to either answer the most recent call or the oldest call. Click the + sign under the “Numbers” column to add users to the group. Click the active checkbox to activate the group.

### 4.16 CALL PULL

A user can pull a call from one device to another device where both devices must already be associated with the user’s telephone number. The devices can be the user’s desktop telephone, mobile client or web client. The call can be active or on hold.

#### 4.16.1 User

To initiate Call Pull, the user dials the Call Pull FAC, \*25, on the pulling device.

The user can activate/deactivate Call Pull for his/her phones. To manage this setting:

1. Click “Call Pull” in the “Other services” column under the “My services” tab.
2. Select either all phones or “phone to phone”
3. Select active or inactive

#### 4.16.2 Administrator

The administrator can enable/disable Call Pull for the account and whether users can configure the account setting. To manage this setting:

1. Click on “Profiles List” in the “Services Profiles” Column under the “Services” tab
2. Click “Business Seat”
3. On the “Call Pull” row under the “Services” tab, select “Active” to enable Call Pull and “Inactive” to disable Call Pull. Call Pull is enabled by default.
4. Select “User can configure” check box if user configuration is allowed.

### 4.17 CALL RECORDING

A user can record his/her telephone calls. Call recording can be configured for either “always on” or on demand for outgoing calls (aka call-by-call). The recorded call will be saved in a .wav format.

#### 4.17.1 User

The user can initiate call recording on outgoing calls on a call by call basis. To record an outgoing call, dial the Call Recording FAC, \*44, followed by the destination telephone number. If an announcement is configured, the announcement will play alerting the recipient that the call is being recorded. To enable the announcement:

1. Click on “Call Recording” in the “Other services” column under the “My services” tab

2. Click the announcement box in the Call by Call section

The user can enable call recording for all incoming and outgoing calls from the portal. To configure the Call Recording settings:

1. Click on “Call Recording” in the “Other services” column under the “My services” tab
2. Click the “All Calls” box in the User Configured Rules section
3. Click the “Personalize” box in the User Configured Rules section to customize when call recording should always be on
  - a. Outgoing calls
    - i. From which user phones
    - ii. To either specific numbers and/or general prefix
  - b. Incoming calls to all or specific user phones
  - c. Exceptions to the above based on specific number and/or general prefix

To manage recorded calls, click on “List of Recent Calls” in the “Latest Calls” column under the “My calls” tab. On the “Call List” page, click the search icon to list all calls within the search parameter. Scroll to the right to view the Recorded call column. Click the download icon for a specific call to download the recorded call in a .wav file. To download multiple recorded calls all at once, click the checkbox next to all the recorded calls you want to download and then click on the Export records to file button. The records files will be packaged and downloaded as a zip file.

Click the play icon to play the recorded call.

To delete call recordings, click the checkbox next to each recorded file and then click the Delete recordings button. The recordings will be deleted but the call record will remain.

#### 4.17.2 Administrator

The administrator can manage the account’s call recording settings as follows:

1. Click “Call Recording” in the “Services” column under the “Services” tab
2. Select the warning, alert and critical notification thresholds and notification period (amount of time between notification emails)
3. Enter the email addresses where the notification is to be sent
4. Select the call recording announcements to be played alerting parties on the call that they are being recorded. Different announcements can be selected based on the following call type:
  - When user dials FAC to initiate call recording on an outgoing call
  - Incoming call to user who have call recording always turned on
  - Outgoing call from user who have call recording always turned on



To manage recorded calls, click on “Call List” in the “General” column under the “General” tab. On the “Call List” page, click the search icon to list all calls within the search parameter. Scroll to the right to view the Recorded call column. Click the download icon for a specific call to download the recorded call in a .wav file. To download multiple recorded calls all at once, click the checkbox next to all the recorded calls you want to download and then click on the Export records to file button. The records files will be packaged and downloaded as a zip file.

Click the play icon to play the recorded call.

To delete call recordings, click the checkbox next to each recorded file and then click the Delete recordings button. The recordings will be deleted but the call record will remain.

#### 4.18 CALL TRACE

When a user receives a harassment call, the user can initiate a call trace by dialing the Call Trace FAC, \*57, immediately after disconnecting from the call. The user will receive an announcement asking him/her to confirm the call trace request. When a call is traced, information pertaining to that call is captured and can be provided to the police department upon request.

#### 4.19 CALL TRANSFER – BLIND

A user can transfer an active call to another user, internal or external, without first connecting to the destination. To perform a blind transfer, press “transfer” soft key while on the active call. Dial the destination phone number and press the send button or the “BlindTrsf” soft key.

#### 4.20 CALL TRANSFER – CONSULTATIVE

A user can transfer an active call to another user, internal or external, after consulting with (connecting to) the destination. To perform a consultative transfer, press a second idle line appearance (which automatically puts the active call on hold). Dial the destination phone number and consult with the called party (call is completed to the destination). When ready, press the transfer button and then the held line appearance. The call will transfer and both line appearances will become idle.

#### 4.21 CALL WAITING

BHV will notify a user who is active on a call that a second call is incoming by playing a call waiting tone. If a second line appearance is available, the second call will also appear on the second line appearance. The user can ignore the incoming call which will then follow the user’s busy call coverage path. The user can answer the call by pressing the incoming call appearance button which automatically puts the previous active call on hold.

#### 4.22 CALL WAITING – CANCEL

When Call Waiting – Cancel is activated, BHV will not present a second call to an active (busy) user. The call will immediately follow the coverage or forwarding path of the called user. Call Waiting – Cancel is activated on a call-by-call basis for outgoing calls only and is active for the duration of that call. Once the call ends, Call Waiting – Cancel will be deactivated.

##### 4.22.1 User

To initiate Call Waiting – Cancel on an outgoing call, dial the Call Waiting – Cancel FAC, \*70, followed by the destination number.

#### 4.22.2 Administrator

The administrator can enable/disable Call Waiting – Cancel for the account. To manage this setting:

1. Click on “Profiles List” in the “Services Profiles” Column under the “Services” tab
2. Click “Business Seat”
3. On the “Cancel Call Waiting” row under the “Services” tab, select “Allowed” to enable Call Waiting – Cancel and “Not allowed” to disable. Call Waiting – Cancel is enabled by default.

### 4.23 CALLER ID – INCOMING [ORIGINATING IDENTITY PRESENTATION]

Users can see the name and/or number of incoming calls if they are available.

### 4.24 CALLER ID – OUTGOING [AKA OUTGOING NUMBERS]

Users can administer their outgoing caller ID for internal and external calls. For internal calls, the user can choose between the full number or just the extension number.

#### 4.24.1 User

The user can configure his/her outgoing caller ID settings by clicking on “Outgoing Numbers” in the “When I Call” column under the “My services” tab. Select the telephone number to present for internal and external destinations.

#### 4.24.2 Administrator

The administrator can enable/disable user configuration of this feature. To manage this setting:

1. Click on “Profiles List” in the “Services Profiles” Column under the “Services” tab
2. Click “Business Seat” or “Basic Seat”
3. On the “Outgoing Numbers” row under the “Services” tab, check the “User can configure” box to enable user configuration.

### 4.25 CLOSED USER GROUP

Closed User Groups (CUG) are used to block members in a CUG from calling members of another CUG. Administrators can create/delete CUGs, add/delete CUG members and define which CUGs are prevented from calling which CUGs.

#### 4.25.1 User

To view the CUG that the user belongs to and the settings for the CUG, click “Closed Users Group” in the “Other services” column under the “My services” tab.

#### 4.25.2 Administrator

To create CUGs:



1. Click “Create Closed Users Group” in the “Manage Closed Users Groups” column under the “Users” tab
2. Enter the specifics for the CUG such as name, description and maximum number of uses.

To set the options for the created CUG:

1. Click “Closed Users Groups List” in the “Manage Closed Users Groups” column under the “Users” tab
2. Click the name of the CUG
3. Click the “Barring” tab to configure Outgoing Call Blocking from the CUG to users of another CUG
4. Click the “Users” tab to add users to the CUG

#### 4.26 CONFERENCING – 3 PARTY/5 PARTY

A business user can initiate a 3-way conference call with the Grandstream GXP1625 IP Phone and up to a 5-way conference call with the Grandstream GXP2140 and GXP2170 IP Phones using the phone’s conference button. The user can also selectively kick participants off the conference. When the user exits the conference, the conference call will end.

Note: The phone must have sufficient line appearances to support the number of conferees.

#### 4.27 DESKTOP PHONE MANAGEMENT

From the user or manager self-care portal, the user or administrator can program the hard keys on the user’s desktop phone with the following features:

- Speed Dial
- Busy Lamp Field
- Shared Call Appearance
  - The association type is named “Aggregate Line.” SCA must already be administered before assigning function to the phone.
- Intercom Paging
- Call Park
- Multicast Paging (manager only)

##### 4.27.1 User

To configure the hard keys of the desktop phone:

1. Click on the phone number under “My Phones” on the main portal page
2. Click on the “Associated Physical Phones” tab on the phone page

3. Click on the MAC address of the phone
4. To change the time format, uncheck the “Using customer configuration” checkbox and make any changes as needed and recheck the “using customer configuration” box
5. To change phone settings, click the + in front of Line 1 in the Services section
  - a. Note: The other lines are for additional phone numbers associated with the user. Key buttons are shared across all the lines.
6. Select a key (Note: For the Grandstream GXP2140, it is best to start with key 5 to allow the first 4 keys to be associated with the user’s call appearances. For the Grandstream GXP2170, consider starting with key 7 as it supports up to 6 call appearances.)
7. Select a function to associate with the key. The options are:
  - a. Speed Dial – enter a phone number and the description to appear on the desk top terminal
  - b. BLF (Busy Lamp Field) with Call Pickup and Speed Dial – enter the phone number of the user to be monitored and the description to appear on the desk top terminal
  - c. Aggregate Line – enter the phone number of a Shared Call Appearance and the description to appear on the desk top terminal
  - d. Intercom Paging – enter the phone number to intercom page and the description to appear on the desk top terminal
  - e. Call Park – enter the telephone number and the description to appear on the desk top terminal
  - f. Click save or sync to confirm the changes
    - i. If sync, click the phone number that appears on the pop-up and then choose whether to apply the change with or without rebooting the phone
    - ii. If save, the changes will be applied the next time the phone reboots or is synced

#### 4.27.2 Administrator

An administrator can configure the hard keys of a user’s desktop phone as follows:

1. Click “Manage Phones” in the Phones column under the “Phones” tab
2. In the table, search for the user or telephone number
3. Click on the phone number to bring up the phone number page
4. Click on the “Associated Physical Phones” tab
5. Click on the MAC address associated with the phone
6. To change the time format, uncheck the “Using customer configuration” checkbox and make any changes as needed and recheck the “using customer configuration” box



7. To change Multicast Paging settings, see the Multicast Paging feature section
8. To change phone settings, click the + in front of Line 1 in the Services section
  - a. Note: The other lines are for additional phone numbers associated with the user. Key buttons are shared across all the lines.
9. Select a key (Note: For the Grandstream GXP2140, it is best to start with key 5 to allow the first 4 keys to be associated with the user's call appearances. For the Grandstream GXP2170, consider starting with key 7 as it supports up to 6 call appearances.)
10. Select a function to associate with the key. The options are:
  - a. Speed Dial – enter a phone number and the description to appear on the desk top terminal
  - b. BLF (Busy Lamp Field) with Call Pickup and Speed Dial – enter the phone number of the user to be monitored and the description to appear on the desk top terminal
  - c. Aggregate Line – enter the phone number of a Shared Call Appearance and the description to appear on the desk top terminal
  - d. Intercom Paging – enter the phone number to intercom page and the description to appear on the desk top terminal
  - e. Multicast Paging – enter the broadcast address of the multicast page and the description to appear on the desk top terminal
  - f. Call Park – enter the telephone number and the description to appear on the desk top terminal
  - g. Click save or sync to confirm the changes
    - i. If sync, click the phone number that appears on the pop-up and then choose whether to apply the change with or without rebooting the phone
    - ii. If save, the changes will be applied the next time the phone reboots or is synced

## 4.28 DIRECTORY – CORPORATE

BHV supports a corporate directory where users can view and search from their devices (phone, web client, mobile client and Attendant Console) and user portal. In addition, they can dial corporate contacts from the corporate directory on their devices. Customer administrators can add contacts to the corporate directory via the administrator portal. External contacts can be entered manually or by file import (.csv file with UTF-8 encoding). Administrators can also export contacts to a .csv file.

Up to 1,000 contacts can be entered into the Corporate Directory.

### 4.28.1 User

Users can view and use the corporate directory as follows:

1. Click “See List” in the “Corporate Contacts” column under the “My contacts” tab



2. Search for a contact by name or expand the directory by clicking on the expand button next to a letter
3. Click connect to call the user or send email to launch an email program

#### 4.28.2 Administrator

Administrators can enable or disable listing of BHV users in the corporate directory. To configure this setting:

1. Click “Users List” in the “Manage Users” column under the “Users” tab
2. Select the user by clicking on the user name
3. Check the “Contact Directory Visible” box to enable listing of the user in the corporate directory. Uncheck the box to disable listing.

Administrators can add external numbers to the corporate directory.

1. Click “Corporate Contacts” in the “General” column under the “General” tab
2. Click “add new external contact”
3. Enter name, description (e.g. phone number, email) and telephone number or email address

Administrators can also import external numbers to the corporate directory by clicking “import contacts from file” in the Corporate Contacts page. The file must be a .csv file with UTF-8 encoding. Administrators can export the corporate directory by clicking “export contacts to file” in the Corporate Contacts page. The file will be exported in .csv format.

#### 4.29 DIRECTORY – PERSONAL

Users can create their own personal directory within BHV. Contacts are added via the user portal.

To add a contact, click on “New Contact.” Enter name, description (e.g. phone number, email) and telephone number or email address of the contact.

To view and use their personal directory:

1. Click “See List” in the “Personal Contacts” column under the “My contacts” tab
2. Search for a contact by name or expand the directory by clicking on the expand button next to a letter
3. Click connect to call the user or send email to launch an email program

#### 4.30 DISTINCTIVE RINGING [AKA VIP RINGING]

Different ring tones can be set for incoming calls based on:

- Called number from
  - Calling number

- Calling prefix

This is different from the ring tone the user sets on his/her desktop phone for all incoming calls.

#### 4.30.1 User

The user can view and set distinctive ringing as follows:

1. Click “VIP Ringing” in the “My services” column under the “My services” tab
2. If the administrator has enabled user edit of VIP Ringing, the user will be able to make changes as follows:
  - a. Choose a ring tone
  - b. Decide when to use the ring tone for
    - i. Number called
    - ii. Calling from either a specific number or general prefix numbers such as domestic calls, international calls and calls matching a number pattern (e.g. 212\*)
  - c. Decide on exceptions to above for specific number or general prefix numbers such as domestic calls, international calls and calls matching a number pattern (e.g. 212\*) by clicking on the plus sign under “Exceptions”
3. If the administrator did not enable user edit of VIP Ringing, the user can view the administrator setting and then add additional criteria for distinctive ringing.
4. Click the plus sign in the “Setting VIP Ringing” section
5. Choose a ring tone
6. Decide when to use the ring tone for
  - a. Number called
  - b. Calling from either a specific number or general prefix numbers such as domestic calls, international calls and calls matching a number pattern (e.g. 212\*)
7. Decide on exceptions to above for specific number or general prefix numbers such as domestic calls, international calls and calls matching a number pattern (e.g. 212\*) by clicking on the plus sign under “Exceptions”

#### 4.30.2 Administrator

To set distinctive ringing for a user:

1. Click “Users List” in the “Manage Users” column under the “Users” tab
2. Select the user by clicking on the user name
3. Click “Services” tab on the user page

4. Click the plus sign in front of “VIP Ringing”
5. Click the plus sign in the “Setting VIP Ringing” section
6. Choose a ring tone
7. Decide when to use the ring tone for
  - a. Number called
  - b. Calling from either a specific number or general prefix numbers such as domestic calls, international calls and calls matching a number pattern (e.g. 212\*)
  - c. Check “Editable” box if user is allowed to make changes to this setting
8. Decide on exceptions to above for specific number or general prefix numbers such as domestic calls, international calls and calls matching a number pattern (e.g. 212\*) by clicking on the plus sign under “Exceptions”
  - a. Check “Editable” box if user is allowed to make changes to this setting

#### 4.31 DO NOT DISTURB

When activated via a FAC, \*78, incoming callers will hear an announcement followed by a busy tone. The call will not follow the user’s coverage path.

Do Not Disturb can be deactivated via its FAC, \*79.

##### 4.31.1 User

The user can view and configure his/her Do Not Disturb setting as follows:

1. Click on “Do Not Disturb” in the “When They Call Me” column under the “My services” tab
2. Active and deactivate Do Not Disturb by checking the appropriate button.

##### 4.31.2 Administrator

The administrator can enable/disable Do Not Disturb for a user and whether the user can change the setting. To configure the setting:

1. Click “Users List” in the “Manage Users” column under the “Users” tab
2. Select the user by clicking on the user name
3. Click “Services” tab on the user page
4. Click the plus sign in front of “Do Not Disturb”
5. Click active or inactive for the numbers associated with the user
6. Click the Editable checkbox to enable user configuration



The default setting is inactive.

#### 4.31.3 Feature Interaction

Manager-Assistant and Call Forwarding have priority over Do Not Disturb.

### 4.32 HUNT GROUP

Hunt Groups provide the ability to distribute incoming calls to multiple destinations.

#### 4.32.1 User

A user can view which hunt groups they are a member of. To view, click “Hunt Group” in the “Other Services” column under the “My Services” tab.

#### 4.32.2 Administrator

Administrators can create hunt groups:

1. Click “Hunt Group” in the “Services” column under the “Services” tab
2. Click “Add Hunt Group”
3. Click the list icon to select a telephone number as the pilot number for the hunt group. The telephone number can be a 10-digit number or an extension.
4. Enter a name for the hunt group
5. Click the members list icon to add telephone numbers into the hunt group
6. Select the call distribution option which include:
  - Circular (aka changed sequence)
  - Fixed, based on predefined order
  - Most idle (aka sequential by member)
  - Random
  - Simultaneous
7. Select the forward action for the following conditions:
  - If no answer
  - If all members are busy
  - If delivery fails

The options can be forward to a specific number or to voicemail.

8. Check the option exclude busy members from hunting. A member will be considered busy if one of its line appearances is active.
9. Check active to activate

Schedules can be applied to hunt groups. The schedule can be specific days of the week, all days of the week and holiday with two time periods per day. If a holiday overlaps a day of the week, then the holiday setting will override the day of the week setting

#### 4.33 INTERNAL CALL DISPLAY [AKA ON-NET DISPLAY]

Internal Call Display allows the user to configure how his/her caller ID is presented to an internal destination user. The options are to show the caller's extension (short dialing):

- Only if the destination is dialed using extension number (short dialing) or
- For all internal calls whether the user dials the destination using the full number or the extension number

If Internal Call Display is disabled, the caller's full number is sent to the destination.

##### 4.33.1 User

The user can configure this feature as follows:

1. Click "On-Net Display" in the "When I Call" column under the "My services" tab
2. Choose either to enable or disable on-net display
3. If enable, check whether to show the short number (extension) for short dialing only or for all internal dialing

##### 4.33.2 Administrator

The administrator can configure this feature as follows:

1. Click "Users List" in the "Manage Users" column under the "Users" tab
2. Select the user by clicking on the user name
3. Click "Services" tab on the user page
4. Click the plus sign in front of "On-Net Display"
5. Enable this feature by checking the Active button or disable it by checking the Inactive button
  - a. If enable, check whether to show the short number (extension) for short dialing only or for all internal dialing
6. Check the Editable checkbox to enable user configuration

On-Net Display is disabled by default.

#### 4.34 MANAGER ASSISTANT

A user (manager) can define up to 3 users as assistants who will receive incoming calls to the manager. The manager can define exceptions where the incoming call will go to the manager and not the assistants.

An assistant can support more than one manager.

##### 4.34.1 User

To configure Manager Assistant:

1. Click on “Manager Assistant” in the “My services” column under the “My services” tab
2. If the administrator has already configured this feature and has enabled user configuration, make changes to the configuration as needed (see administrator section)
3. If the administrator has not configured Manager Assistant, then click the plus sign in the “My Head-Secretaries” section
4. Enter a description and choose what called numbers are to be forwarded to the assistant(s)
5. Enter up to 3 internal numbers for assistants
6. Decide on exceptions to above for specific number or general prefix numbers such as domestic calls, international calls and calls matching a number pattern (e.g. 212\*) by clicking on the plus sign under “Exceptions”
7. Set schedule if desired

##### 4.34.2 Administrator

To administrator Manager Assistant for a user:

9. Click “Users List” in the “Manage Users” column under the “Users” tab
10. Select the user by clicking on the user name
11. Click “Services” tab on the user page
12. Click the plus sign in front of “Manager Assistant”
13. Set Manager Assistant to “Allocated” to enable this feature
14. Click the plus sign in the Manager Assistant section
15. Enter a description and choose what called numbers are to be forwarded to the assistant(s)
16. Enter up to 3 internal numbers for assistants
17. Decide on exceptions to above for specific number or general prefix numbers such as domestic calls, international calls and calls matching a number pattern (e.g. 212\*) by clicking on the plus sign under “Exceptions”

18. Set schedule if desired
19. Set editable if user configuration is permitted
20. Set active to activate

#### 4.34.3 Feature Interaction

Manager Assistant has priority over Single Number Reach, Call Forwarding, Do Not Disturb and Call Blocking – Incoming.

### 4.35 MUSIC ON HOLD

When enabled, music will be played on a held call.

Up to 30 music files<sup>4</sup> can be associated with the account. The file must meet the following requirements:

- Maximum duration: 180 seconds
- Maximum file size: 30 MB
- Maximum number of announcement/music files: 20
- File format: .wav or .g722

#### 4.35.1 User

Users can access the Music on Hold settings page by clicking on Music on Hold in the “Other services” column under the “My services” tab.

On the Music on Hold settings page:

1. Click the Active or Inactive radio button to either activate or deactivate Music on Hold
2. If activate, then click the drop-down box to choose a music on hold file

#### 4.35.2 Administrator

The administrator can activate/deactivate Music on Hold for the account and whether the Basic Seat or Business Seat user can administer their own setting. The default system setting is no Music on Hold.

To access the Music on Hold settings page:

1. Click on “Profiles List” in the “Services Profiles” Column under the “Services” tab
2. Click “Basic Seat” or “Business Seat”
3. Under the “Services” tab, click the + sign in front of “Music on Hold” to reveal its settings.

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<sup>4</sup> The music files count against the total number (30) of customer announcements/music files.



4. Check the “User can configure” box to enable users to administer their own setting
5. Click the Active or Inactive radio button to either activate or deactivate Music on Hold
6. If activate, then click the drop-down box to choose a music on hold file

#### 4.36 ORIGINATING IDENTITY RESTRICTION

A user can originate a call anonymously by entering the Originating Identity Restriction FAC, \*67, followed by the destination telephone number.

Alternatively, a user can be administered to call anonymously with the following options:

- All numbers
- Internal numbers
- External numbers

Originating Identity Restriction is inactive by default.

##### 4.36.1 User

Users can access the Originating Identity Restriction settings page by clicking on “Originating Identity Restriction” in the “When I Call” column under the “My services” tab.

On the Originating Identity Restriction settings page:

1. Click either All my Phones or Phone to Phone to customize Originating Identity Restriction for each phone
2. Click the options drop-down box to set Originating Identity Restriction for:
  - a. All numbers
  - b. Internal numbers
  - c. External numbers

To override Originating Identity Restriction on a specific call, enter the Originating Identity Restriction Deactivation FAC, \*82, followed by the destination telephone number. This would allow the caller to complete a call to a destination that has Anonymous Call Rejection enabled.

##### 4.36.2 Administrator

The administrator can activate/deactivate Originating Identity Restriction for the account and whether the Basic Seat or Business Seat user can administer their own setting.

To access the Originating Identity Restriction settings page:

1. Click on “Profiles List” in the “Services Profiles” Column under the “Services” tab
2. Click “Basic Seat” or “Business Seat”



3. Under the “Services” tab, click the + sign in front of “Originating Identity Restriction” to reveal its settings.
4. Click the options drop-down box to set Originating Identity Restriction for:
  - a. All numbers
  - b. Internal numbers
  - c. External numbers

#### 4.37 PAGING – INTERCOM

A hard key can be programmed on the user’s telephone or extension module for intercom paging. When the button is pressed, a call will be placed to the paging destination. The destination terminal will automatically turn on its speaker and answer the call without ringing. If the destination terminal is busy, the intercom page will be presented as an incoming call.

##### 4.37.1 User

To configure a hard key on the desktop phone for Intercom Paging:

1. Click on the phone number under “My Phones” on the main portal page
2. Click on the “Associated Physical Phones” tab on the phone page
3. Click on the MAC address of the phone
4. Click the + in front of Line 1 in the Services section
  - a. Note: The other lines are for additional phone numbers associated with the user. Key buttons are shared across all the lines.
5. Select a key (Note: For the Grandstream GXP2140, it is best to start with key 5 to allow the first 4 keys to be associated with the user’s call appearances. For the Grandstream GXP2170, consider starting with key 7 as it supports up to 6 call appearances.)
6. Select Intercom Paging
7. Click the List icon to bring up a list of telephone numbers that you can page
8. Enter a descriptive name to display for the key
9. Click save or sync to confirm the changes
  - a. If sync, click the phone number that appears on the pop-up and then choose whether to apply the change with or without rebooting the phone
  - b. If save, the changes will be applied the next time the phone reboots or is synced

##### 4.37.2 Administrator

An administrator can configure the hard keys of a user’s desktop phone for Intercom Paging:



1. Click “Manage Phones” in the Phones column under the “Phones” tab
2. In the table, search for the user or telephone number
3. Click on the phone number to bring up the phone number page
4. Click on the “Associated Physical Phones” tab
5. Click on the MAC address associated with the phone
6. Click the + in front of Line 1 in the Services section
  - a. Note: The other lines are for additional phone numbers associated with the user. Key buttons are shared across all the lines.
7. Select a key (Note: For the Grandstream GXP2140, it is best to start with key 5 to allow the first 4 keys to be associated with the user’s call appearances. For the Grandstream GXP2170, consider starting with key 7 as it supports up to 6 call appearances.)
8. Select Intercom Paging
9. Click the List icon to bring up a list of telephone numbers that you can page
10. Enter a descriptive name to display for the key
11. Click save or sync to confirm the changes
  - a. If sync, click the phone number that appears on the pop-up and then choose whether to apply the change with or without rebooting the phone
  - b. If save, the changes will be applied the next time the phone reboots or is synced

#### 4.38 PAGING – MULTICAST

A hard key can be programmed by the administrator on the user's telephone or extension module for multicast paging. When the button is pressed, a one-way audio will be established to all the subscribers of the multicast paging group. The destination terminal will automatically turn on its speaker and play the page. If the destination terminal is busy, depending on configuration, destination terminal will either put the active call on hold or ignore the page.

##### 4.38.1 User

To page all users associated with the multicast page listening address, press the Multicast Paging hard key and start speaking.

Note: Only the administrator can program the Multicast Paging hard key for the user.

##### 4.38.2 Administrator

An administrator can configure Multicast Paging for a user:

1. Click “Manage Phones” in the Phones column under the “Phones” tab

2. In the table, search for the user or telephone number
3. Click on the phone number to bring up the phone number page
4. Click on the “Associated Physical Phones” tab
5. Click on the MAC address associated with the phone
6. In the Multicast Paging section (uncheck “Using customer configuration” to make changes and then recheck), make changes as desired:
  - a. Disable or set priority for “Paging Barge”
    - i. If disable, multicast page will not play if the user is on an active all.
    - ii. If priority is set, multicast page will play only if the multicast page has a higher priority than the “Paging Barge” priority. If the multicast page has higher priority, then the active call will be put on hold so that the page can be played. Note: Priority 1 has the highest priority while priority 10 has the lowest priority.
  - b. Set “Paging Priority Active” to either true or false
    - i. If true, a multicast page with a higher priority will play and pre-empt a currently playing multicast page with a lower priority
    - ii. If false, a multicast page that is being played will not be interrupted
  - c. Set the “Multicast Paging Codec”
    - i. BHV supports G.722 and G.711u codecs.
    - ii. Recommendation: Choose the default G.722 codec as it provides High Definition audio.
  - d. Enter a descriptive “Sender ID” (e.g. Comptroller)
  - e. Set the “Sender Channel” to 1
    - i. The sender and listeners must all be using the same channel. As the Polycom conference phone only support Sender Channel 1, recommendation is to use Sender Channel 1 for all phones.
  - f. Enter a “Listening address” and a descriptive name for it. Up to 10 listening addresses can be entered. Priority level can be changed via the up and down arrows in front of the listening address priority. Example of a listening address is 224.0.0.0:2000.
    - i. The “Listening address” range is from 224.0.0.0 to 239.255.255.255.
    - ii. The listening port range is an even port from 2000 to 65535.
7. Select a key (Note: For the Grandstream GXP2140, it is best to start with key 5 to allow the first 4 keys to be associated with the user’s call appearances. For the Grandstream GXP2170, consider starting with key 7 as it supports up to 6 call appearances.)

8. Select Multicast Paging and enter the value of a “Listening address” and a descriptive name to be displayed on the user’s hard key (e.g. Multi Page Accounting)

#### 4.39 PAGING – OVERHEAD

A user can dial an internal number for an overhead paging system that is attached to an ATA. The paging system shall auto-answer and the user can start the page.

Note: BHV is compatible with most overhead paging systems. If there is an issue with connectivity, it is the customer’s responsibility to bring their overhead paging system into compliance with BHV. Currently, BHV has been tested to work with the Bogen overhead paging system.

To prevent misuse of overhead paging system, the administrator should block all incoming calls to the overhead paging extension except for specific numbers. To administer this setting:

1. Click “Users List” in the “Manage Users” column under the “Users” tab
2. Select the user by clicking on the user name
3. Click “Services” tab on the user page
4. Click the plus sign in front of “Incoming Call Barring”
5. Click the plus symbol in the “Setting Incoming Call Barring”
6. Set “All my numbers” for the “If they call me to:” field
7. In the “Blocked” area, choose “General prefix” and “Domestic 10D dialing”
8. In the “Exceptions” area, click the plus symbol and add numbers that you permit access to overhead paging

#### 4.40 PASSWORD RECOVERY

##### 4.40.1 User

A user can request recovery of their password by clicking “Password Recovery” on the portal login page.

##### 4.40.2 Administrator

An administrator can have the system reset a user’s password. The user will receive an email with directions on how to reset his/her password.

To reset a user’s password:

1. Click “Users List” in the “Manage Users” column under the “Users” tab
2. Select the user by clicking on the user name
3. Click “Reset Password” on the Personal Data page



#### 4.41 PRE-ANSWER

An incoming call to the Pre-Answer number will receive an announcement followed by call termination or call delivery to a destination number.

To create a pre-answer group:

1. Click “Pre-Answer” in the “Services” column under the “Services” tab
2. Click “Create Pre-Answer Group”
3. Click the list icon to pick a pre-answer number
4. Enter a pre-answer name
5. Select an announcement to be played
6. Select an action for after the announcement.
  - a. Select forward and enter a destination number
  - b. Select end to terminate the call
7. Check the active box to activate

Schedules can be applied to pre-answer. The schedule can be specific days of the week, all days of the week and holiday with two time periods per day. If a holiday overlaps a day of the week, then the holiday setting will override the day of the week setting

#### 4.42 SCHEDULES - HOLIDAYS

BHV has 10 preset holidays (United States only) that customers can use with their schedules. The customer can also add custom holidays by specific dates for their own use.

1. Click “Customer Holidays” in the “Services” column under the “Services” tab
2. Check the preset holidays that you want to keep
3. Click “New Holiday” to create custom holiday
4. Enter a name and date

#### 4.43 SHARED CALL APPEARANCES

Shared Call Appearance (SCA) allows a telephone number to be shared across multiple users. Any user that has the SCA can view its status and perform standard telephony functions (e.g. initiate call, answer call, hold) on it. A SCA can be shared across 200 devices. The number of SCA on a device is limited by the number of line appearances on the device (minus the line appearances for the device’s call appearances). The number of line appearances supported by each Grandstream phones are:



Grandstream Phone	Number of Line Appearances
GXP1625	2
GXP2140	4
GXP2170	6

Caution: If all line appearances are used for SCA, then the user will not be able to make or receive a 2<sup>nd</sup> call (2<sup>nd</sup> call is available as call waiting). This also means that the user will not be able to initiate a 3-party/5-party conference call or transfer. For example, if a Grandstream GXP1625 phone is configured for 1 line appearance and 1 SCA, then the user will not be able to conference or transfer.

Shared Call Appearance numbers can only be created by Altice.

#### 4.43.1 User

A SCA call is like a call to the user's telephone number. See Desktop Phone Management on how to configure a hard key for SCA.

#### 4.43.2 Administrator

See Desktop Phone Management on how to configure a hard key for SCA to a user's telephone.

### 4.44 SHARED VIRTUAL FAX

Shared Virtual Fax sends (email to fax) and receives (fax to email) faxes via email attachments. The attachments can be in the following formats: .tif, .ps, .pdf, .doc, .xls, .ppt, .txt, .html, .docx, .xlsx and .pptx.

#### 4.44.1 User

To send a fax, a user sends an email to the BHV fax server in the format of <destination\_number>@vfax.businesshostedvoice.com. Each email is limited to 10 MB with a maximum number of 5 attachments.

To view the Shared Virtual Fax set up for the user, click on "Shared Virtual Fax" in the "Other services" column under the "My services" tab.

#### 4.44.2 Administrator

To administer Shared Virtual Fax:

1. Click "Shared Virtual Fax" in the "Services" column under the "Services" tab
2. Click the plus symbol to configure a Shared Virtual Fax
3. Click the list icon in the number field to select a DID number as the fax number
4. Select a file format, pdf or tiff
5. Enter a description

6. Enter the email addresses of users that can send faxes
7. Enter the email address of users that can receive faxes
8. Click the active checkbox to activate

There is no limit to the number of email addresses that can be associated with a fax telephone number.

#### 4.45 SINGLE NUMBER REACH

Users with multiple numbers (BHV and non BHV numbers) can administer how incoming calls are delivered to them, simultaneous or sequentially. If sequentially, the user has the additional option of non-cyclical and cyclical. Non-cyclical means they will follow the user's call coverage path after the last phone has been tried with no answer. Cyclical means that the cycle will repeat until the caller hangs up.

##### 4.45.1 User

To administer Single Number Reach:

1. Click on "Single Number Reach" in the "When They Call Me" column under the "My services" tab
2. Choose "Any number" or specific numbers for Single Number Reach
3. Select the ring option for either simultaneously or sequentially
4. If ring sequentially, select either cyclical or non-cyclical
  - a. Cyclical means that the cycle will repeat until the caller hangs up.
  - b. Non-cyclical means they will follow the user's call coverage path after the last phone has been tried with no answer.
5. Enter the phone numbers for Single Number Reach.
6. If sequential ring, enter the number of seconds to ring each phone before trying the next phone

##### 4.45.2 Administrator

The administrator can configure a user's Single Number Reach.

To administrator Manager Assistant for a user:

1. Click "Users List" in the "Manage Users" column under the "Users" tab
2. Select the user by clicking on the user name
3. Click "Services" tab on the user page
4. Click the plus sign in front of "Single Number Reach"
5. Choose "Any number" or specific numbers for Single Number Reach
6. Select the ring option for either simultaneously or sequentially





7. If ring sequentially, select either cyclical or non-cyclical
  - a. Cyclical means that the cycle will repeat until the caller hangs up.
  - b. Non-cyclical means they will follow the user's call coverage path after the last phone has been tried with no answer.
8. Enter the phone numbers for Single Number Reach.
9. If sequential ring, enter the number of seconds to ring each phone before trying the next phone

#### 4.45.3 Feature Interaction

Manager Assistant and Call Forwarding has priority over Single Number Reach.

#### 4.46 SPEED DIAL – CORPORATE [AKA CORPORATE SPEED DIAL]

A corporate speed dial allows users to dial the destination number via a FAC. Up to 500 corporate speed dials can be configured.

##### 4.46.1 User

To dial a corporate speed dial destination, dial the FAC, \*50, followed by the speed dial code.

##### 4.46.2 Administrator

To administer corporate speed dial:

1. Click "Corporate Speed Dial" in the "Services" column under the "Services" tab
2. Click "Add Corporate Speed Dial"
3. Enter a code. The code must start with \*50 followed by 1 to 3 digits (e.g. \*50123)
4. Enter the destination telephone number
5. Enter a description
6. Enter an email address
7. Click the save icon

Corporate speed dial will appear in the corporate directory.

#### 4.47 SPEED DIAL – PERSONAL

A user can set up personal speed dials that are dialed via Feature Access Code. This speed dial is different from a speed dial button that is set up on the user's phone.

A user can configure up to 10 personal speed dials.



#### 4.47.1 User

The user can set up personal speed dials:

1. Click “Personal Speed Dial” in the “When I Call” column under the “My services” tab
2. Click the plus symbol
3. Pick a code, from \*510 to \*519
4. Enter a telephone number to be associated with the code
5. Optionally, enter a description for the speed dial code

Dial the FAC to call the destination number.

#### 4.47.2 Administrator

The administrator can set up personal speed dials for a user.

1. Click “Users List” in the “Manage Users” column under the “Users” tab
2. Select the user by clicking on the user name
3. Click “Services” tab on the user page
4. Click the plus sign in front of “Personal Speed Dial”
5. Pick a code, from \*510 to \*519
6. Enter a telephone number to be associated with the code
7. Optionally, enter a description for the speed dial code

### 4.48 VIRTUAL USER

Virtual User maps a short number to an external number so that the external number can be dialed like an internal number. Contact Customer Support to have Virtual User configured.

### 4.49 VOICEMAIL

BHV provides a Business Seat user with a voicemail box for callers to leave voice messages when the user cannot answer the call (e.g. busy, no answer). The voicemail box can hold up to 200 messages with a maximum length of 3 minutes per voicemail. Once the voicemail box is full, it will no longer accept any new messages. As there is no age limit on voicemails, it is up to the user to delete voicemails to free up space.

A user needs to set up the voicemail box before it can be used.

1. From the user’s desktop telephone, press the Message button or dial \*99.
2. Follow the voice prompt
  - a. Change your password



- i. The temporary password is the last 4 digits of the telephone number
  - ii. Enter a new password followed by #
- b. Set up your personal preferences such as personal greeting

When a user has received a voice message, the Message Waiting Indicator on the desktop telephone will be lit. To retrieve voicemail messages from the user's desktop telephone:

1. Press the Message button or dial \*99
2. Enter voicemail password<sup>5</sup>
3. The voicemail prompts will instruct you on the functions of the voicemail system, including listening to messages and deleting messages

To retrieve voicemail messages from another telephone, dial your telephone number. At your voicemail greeting, press \*. You will then be prompted to enter your voicemail password.

#### 4.50 VOICEMAIL – NOTIFICATION

BHV will send notification to the user's desktop telephone and mobile client when there is a new voicemail.

#### 4.51 VOICEMAIL TO EMAIL

When a caller leaves a voicemail, BHV will convert the voicemail message into a .wav file and email it to the user. Contact Customer Service to have Voicemail to Email configured for users.

#### 4.52 WAITING QUEUE

Customers can set up waiting queues where an incoming call to the waiting queue's number will be put in queue if the waiting queue's destination number is busy. The call will be delivered to the destination when it becomes available.

Administrator can create waiting queues as follows:

1. Click "Waiting Queue" in the "Services" column under the "Services" tab
2. Click "Create Waiting Queue"
3. Enter a name for the Waiting Queue
4. Click the list icon to choose a telephone number for the Waiting Queue
5. Enter the destination number of the Waiting Queue
6. Enter the number of calls that can be in the queue (maximum number of calls is 100)

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<sup>5</sup> If you forget your password, call Customer Service by dialing 611 or (866) 575-8000.

7. Enter the retry time (time interval to attempt delivery of a waiting call to the destination number)
8. Select the initial announcement to be played (when a call first enters the waiting queue)
9. Select the queue announcement to be played (played to calls in the queue and is repeated continuously)
10. Select the full queue announcement to be played (played to an incoming call if the waiting queue is full)
11. Select the action for when the queue is full. Options include end the call, transfer the call to a number and transfer the call to voicemail
12. Select an intercept announcement such as the system WQ Intercept Status (“please hold, your call will be answered in the order it was received”; interrupts the queue announcement and is played at specific intervals)
13. Select a caller position announcement such as the system WQ Caller Position (“Your number in the queue is ...)
14. Select whether the intercept announcement should be played when the caller enters the queue
15. Enter the intercept interval to set the time between intercept announcements
16. Click on Exit Properties tab to configure the maximum time and what happens when the maximum time is reached
17. Configure the exit option such as the exit key number, exit option announcement and the exit option action
  - End call
  - Transfer to external number
  - Coverage to voicemail
18. Once the exit option is configured, the exit key announcement in the General Properties tab can be entered by choosing the announcement associated with the exit key number (e.g. e.g. press “0” to exit the queue)
19. Click the active checkbox to activate

## 5. DEVICES

BHV supported devices include desktop telephones, conference telephones, web client, mobile client, attendant console and Analog Terminal Adapter.

## 5.1 Desktop Telephones

### 5.1.1 Grandstream GXP1625 IP Phone (Standard Phone)



*Figure 1: Grandstream GXP1625 IP Phone*

The Grandstream GXP1625 IP Phone (Figure 1) is a reliable basic telephone that provides the following features:

- 2 lines
- 3 context sensitive soft keys<sup>6</sup>
- 3-party conference<sup>7</sup>
- Dual-switched 10/100 Mbps Ethernet ports with integrated Power over Ethernet (PoE)
- High Definition (HD) audio on speakerphone and handset
- Electronic Hook Switch (EHS) support for headsets
- Up to 500 local contacts
- Up to 200 call history records

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<sup>6</sup> In this document, soft keys refer to the horizontal keys below the phone display. Hard keys refer to the vertical keys to the left or right of the display. Labeled keys refer to the keys near the dial pad that have icons printed on them (e.g. headset, speakerphone, etc.)

<sup>7</sup> 3-party conference on the Grandstream GXP1625 IP Phone is functional for a Business Seat user only as a Basic Seat user can have only one active call appearance.

### 5.1.2 Grandstream GXP2140 IP Phone (Business Phone)



*Figure 2: Grandstream GXP2140 IP Phone*

The Grandstream GXP2140 IP Phone (Figure 2) is a reliable business telephone that provides the following features:

- 4 lines
- 5 context sensitive soft keys
- 5-party conference
- 4.3-inch (480 x 272) color LCD display
- Compatible with Grandstream GXP2200EXT Extension Module (up to 4)
- Dual switched auto-sensing 10/100/1000 Mbps Gigabit Ethernet ports with integrated PoE
- High Definition (HD) audio on speakerphone and handset
- Integrated Bluetooth for use with Bluetooth headsets and Bluetooth-enabled mobile devices
- Universal Serial Bus (USB) interface
- Electronic Hook Switch (EHS) support for headsets
- Up to 2,000 local contacts
- Up to 500 call history records
- Weather application

The enhanced weather application supports user entry of a zip code so that the weather associated with the zip code is displayed.

### 5.1.3 Grandstream GXP2170 IP Phone (Premium Phone)

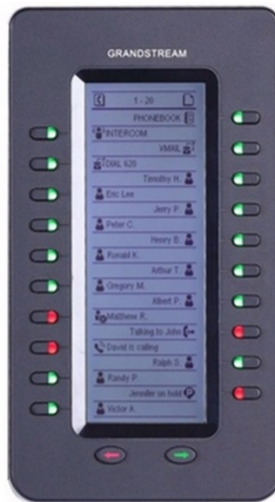


*Figure 3: Grandstream GXP2170 IP Phone*

The Grandstream GXP2170 IP Phone (Figure 3) is a reliable premium telephone that provides the following features:

- 6 lines
- 5 context sensitive soft keys
- 48 customizable hard keys
- 5-party conference
- 4.3-inch (480 x 272) color LCD display
- Compatible with Grandstream GXP2200EXT Extension Module (up to 4)
- Dual switched auto-sensing 10/100/1000 Mbps Gigabit Ethernet ports with integrated PoE
- High Definition (HD) audio on speakerphone and handset
- Integrated Bluetooth for use with Bluetooth headsets and Bluetooth-enabled mobile devices
- Universal Serial Bus (USB) interface
- Electronic Hook Switch (EHS) support for headsets
- Up to 2,000 local contacts
- Up to 500 call history records
- Weather application

#### 5.1.4 Grandstream GXP2200EXT Extension Module



*Figure 4: Grandstream EXP2200EXT Extension Module*

The Grandstream GXP2200EXT Extension Module (Figure 4) provides 40 additional hard keys for the Grandstream GXP2140 and GXP2170 IP Phones. The additional hard keys can be used for Busy Lamp Field (BLF), speed dial and feature activation/deactivation. The module boasts an intuitive and clear design with 20 dual-colored hard keys and 2 arrow keys for page switching. Up to 4 extension modules can be used with the GXP2140 and GXP2170 IP Phones. This will provide up to an additional 160 hard keys to the phones.

#### 5.1.5 Polycom SoundStation IP 6000 Conference Phone



*Figure 5: Polycom SoundStation IP 6000 Conference Phone*

The Polycom SoundStation IP 6000 Conference Phone (Figure 5) provides unparalleled audio clarity for conference rooms. Its 12-foot microphone pickup is designed for conference rooms accommodating up to 12 people. It delivers flexible room coverage via optional expansion microphones. Up to 2 expansion microphones can be used.

The Polycom SoundStation IP 6000 Conference Phone supports a 10/100 Mbps PoE port.



### 5.1.6 Polycom Expansion Microphone



Figure 6: Polycom Expansion Microphone

The Polycom Expansion Microphone (Figure 6) is used with the Polycom SoundStation IP 6000 Conference Phone to provide flexible room coverage. Up to 2 Expansion Microphones can be used with the IP 6000 Conference Phone.

### 5.2 Web Client

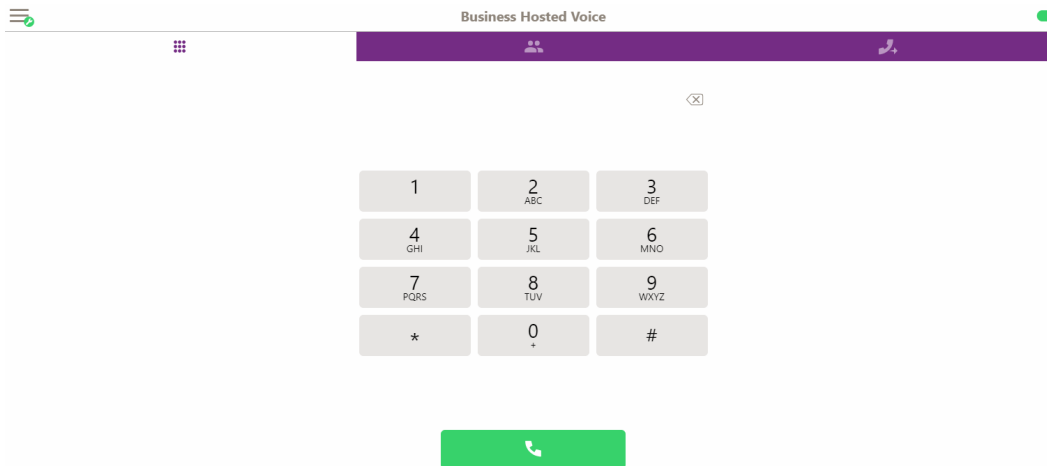


Figure 7: Web Client

BHV Business Seat users can use a web client (Figure 7) in addition to their desktop telephone and mobile client. The Web Client can be used to:

- Make and receive calls from a dial pad
- While on an active call
  - Make and receive call (on second line appearance)
  - Call Hold
  - Call Transfer
  - Conferencing
- View call history and make calls from call history

- View and make calls to phone contacts
- Configure Call Forward, Do Not Disturb and Single Number Reach settings

The Web Client will synchronize its contact information and call history from the BHV server.

The address for the web client is:

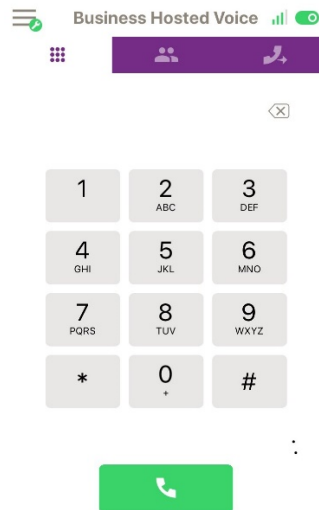
- <https://mobile.businesshostedvoice.com/login>

The Web Client is implemented as a WebRTC endpoint running on a WebRTC compliant browser. Specifications for the web client are:

- Browser
  - Chrome version 65 or later
  - Firefox version 58 or later

Login is via the user's email address and password.

### 5.3 Mobile Client



*Figure 8: Mobile Client*

BHV Business Seat users can use a mobile client (Figure 8) in addition to their desktop telephone and web client. The mobile client can be used to:

- Make and receive calls from a dial pad
- While on an active call
  - Make and receive call (on second line appearance)

- Call Hold
- Call Transfer
- Conferencing
- View call history and make calls from call history
- View mobile phone contacts and make calls to mobile phone contacts
- Configure Call Forward, Do Not Disturb and Single Number Reach settings

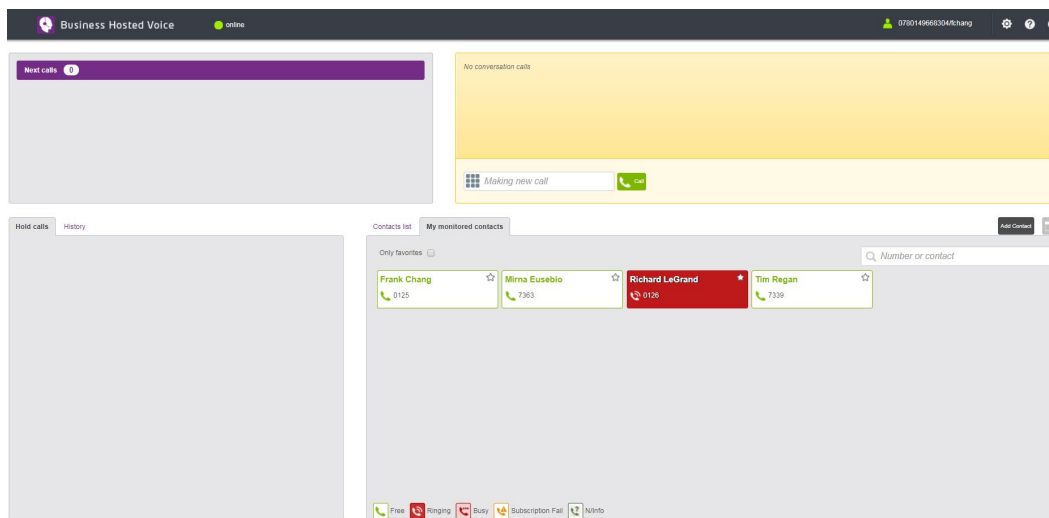
The Mobile Client will synchronize its contact information and call history from the BHV server.

The mobile client application can be downloaded from the App Store for iOS devices or Google Play for Android devices. It is implemented as a WebRTC endpoint running as an iOS or Android application. Specifications for the mobile client are:

- Operating System (OS)
  - iOS version 11.0 or later
  - Android 8.0 or later

Login is via the user's email address and password.

#### 5.4 Attendant Console



*Figure 9: Attendant Console*

The Attendant Console is a web console (Figure 9) that provides an operator or receptionist with the ability to control all the calls for his/her company. The control includes answer, transfer, hold, resume and monitor.



#### 5.4.1 User

If allocated, a business user can login as an Attendant Console. The address for the Attendant Console is:

- <https://businesshostedvoice.com/switchboard/>

The user can administer his/her attendant console setting:

1. Click “Attendant Console” in the “Other Services” column under the “My services” tab
2. Click the Attendant Console URL to login to Attendant Console
3. Set the Attendant Console phone
4. Check the box if user wants to start console in online mode (phone is always offhook)

#### 5.4.2 Administrator

The administrator can enable/disable Attendant Console for specific users.

1. Click “Users List” in the “Manage Users” column under the “Users” tab
2. Select the user by clicking on the user name
3. Click “Services” tab on the user page
4. Click the plus sign in front of “Attendant Console”
5. Select Allocated to enable Attendant Console for the user
6. Set the Attendant Console phone
7. Check the box if user wants to start console in online mode (phone is always offhook)
8. Add the numbers for monitored contacts