

Hosted VoIP Administrator User Guide

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1. Call Continuity

Everything you need to know to insure your calls will always reach you

CALL CONTINUITY

Call Continuity offers redundancy in the event of service interruptions. Call Continuity means that your business will retain the ability to make and receive calls on a limited basis. In order to enable Call Continuity Service, administrators must enter their “backup” number(s) prior to a service interruption.

Call Continuity Service will detect an issue with our virtual PBX service or if your phone loses its connection with our network. A loss of connection might be due to a power or Internet outage. In these situations, we will reroute your calls to the backup number(s) you have specified.

IMPORTANT: to ensure redundancy, **enter a call continuity backup number at your first opportunity.**

CALL CONTINUITY SERVICE SETUP

1. Under the "Phone System" tab in the main navigation at the top of the page, click "Phone Numbers" on the left hand toolbar. A list of your account's phone numbers will generate.
2. Select the number(s) that you would like to update by clicking the checkbox next to it.
3. From the "-Select Action-" drop-down list, select "Update Call Continuity Service".
4. A screen will pop-up allowing you to enter a 10-digit phone number. Enter your preferred backup number then click update. After updating the backup number, the number will be shown on the Phone Numbers page.

It may not be necessary to designate a backup number for every number on your account. We recommend backing up your main company number and any published phone number for your business.

Please Note: If you experience a local emergency such as an Internet or power outage, many features such as call recording will continue to function. If, during a local emergency, a call is placed to an extension where either call forwarding, follow me, or simultaneous ring has been enabled, the Call Continuity Service will *not* activate so as not to interfere with individual user settings.

2. Call Groups

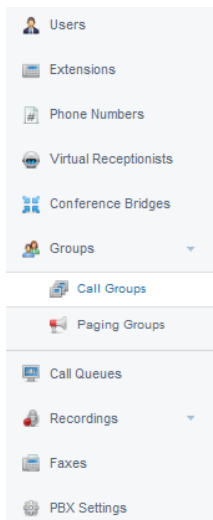
Create Groups to forward to multiple extensions simultaneously, dedicated group voicemail & more

Unlike a handset extension's simultaneous ring feature, call groups have a distinct extension number, a dedicated voicemail box, and no limitations on the number of participants. Call groups, however, cannot include outside numbers as direct participants.

You can add a call group to your account by using the "Add Services" feature.

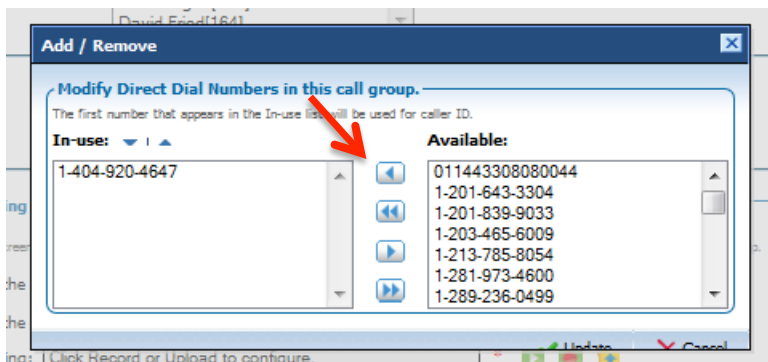
Edit Call Group

1. Under the "Phone System" tab in the main navigation menu at the top of the page and then "Groups" on the left side toolbar, click "Call Groups." After your call groups have loaded, click the certain one you would like to configure.

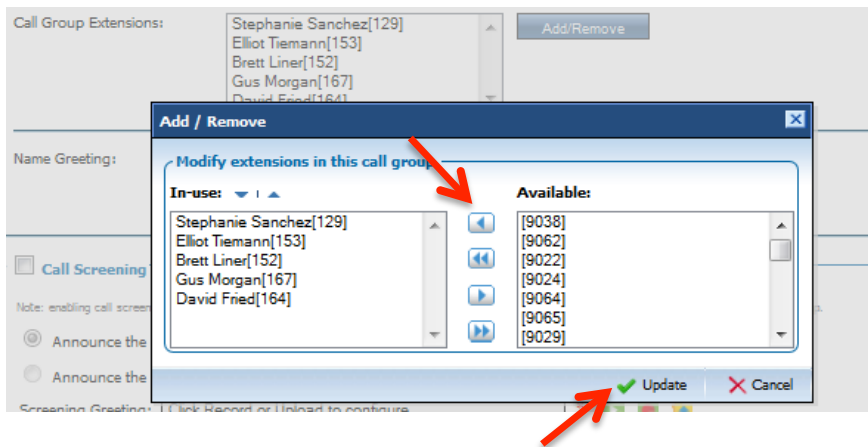


Please Note: If you don't have a call group in your account, you can add one by contacting your account manager)

2. The first line in the edit window allows you to specify a name for the group. A short descriptive name helps you configure your account overall. (*Example:* "Sales Department", "Support Department", etc.). This will be used for identification purposes throughout the customer portal.
3. Select the direct dial number(s) that should be assigned to this call group.
4. Click the "Add/Remove" button and select a number from the available pool. Use the blue arrows to move the number from the "Available" list to the "In-Use" list.



5. Click "Update."
6. Select the users or extensions to be part of this call group.
7. Click the "Add/Remove" button next to call group extensions. Select the users to include in this call group. Use the arrows to move them from the "Available" list to the "In-Use" list.
8. Click "Update."



Call Group Call Screening Options

1. Choose whether to announce the caller name and connect immediately without action needed or announce the caller name and wait for dial pad key command. Record the call screening greeting (by pressing the red record button) or upload the previously recorded greeting (by pressing the yellow button).

Call Screening

Note: enabling call screening on a call group will override extension level call screening settings when a call comes to that extension through a call group.

Announce the caller name and connect immediately without action needed
 Announce the caller name and wait for dialpad key command

Screening Greeting: * ▶ ▶ ▶

Note: enabling call screening on a call group will override extension level call screening settings when a call comes to that extension through a call group.

Call Group Voicemail Options

There are 4 different options for configuring a call group's voicemail. For information on each, see below.

1. "Use this Call Group's Voicemail Box"

Here, you can:

- Create a voicemail PIN.
- Enter an email address to where voicemail-to-email notifications can be sent.
- Choose the length of time you want the call group to ring (in seconds).
- Record the call group's voicemail greeting (by pressing the red record button).

Use This Group's Voicemail Box

Voicemail PIN: *

Send Voicemail to Email: *

Delete Voicemail Automatically After Sending to Email.

Play Automated Voicemail Prompt

Voicemail Picks Up After:

Greeting Preference: * ▶ ▶ ▶

2. Forward voicemail for this call group to another extension ("Use the Specified Extension's Voicemail").

Here, you can:

- Select the extension where you would like the voicemails delivered.
- Choose the amount of time you want the call group to ring (in seconds).

- Select "Use this greeting" and record a preliminary voicemail greeting (by pressing the red record button).
- Select "Use the greeting of the selected voicemail box" to use the extension's voicemail greeting only.

Use the Specified Extension's Voicemail

Extension:

Voicemail Picks Up After:

Greeting Preference:

Use this greeting:
 *

Use the greeting of the selected voicemail box.

3. "Forward to Extension After Ringing Call Group"

Here, you can:

- Choose another extension, call group, call queue, or virtual receptionist to forward the calls to after ringing the call group.
- Choose the ring time (in seconds) before forwarding the call out.

Forward to Extension After Ringing Call Group

Extension:

Forward to Extension After:

4. "Play Greeting and Disconnect"

Here, you can:

- Record or upload a greeting to play before the system disconnects the call (by pressing the red record button or the yellow upload button).
- Choose the amount of time (in seconds) the call group rings before the message plays and disconnects.

3. Call Queues

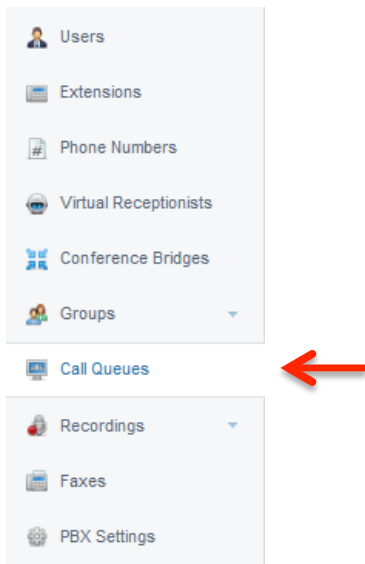
Create caller 'lines' to manage high volume periods, as well as prompts and hold music

The Call Queue is an add-on feature that allows companies to ensure that they are not missing calls in high volume periods. A Call Queue puts callers in "line" when they call and then connects them with designated workers, or agents, as those agents become available.

Prompts and hold music play while the caller is waiting so that the caller does not hear ringing while they are waiting to be connected with an agent.

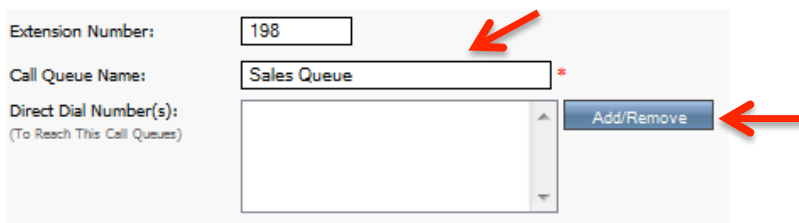
Basic Settings

1. Click the "Phone System" tab on the main navigation bar at the top of the page.
2. Click the "Call Queues" option on the left navigation bar



2. Select the call queue you wish to configure.

3. Enter a name for the call queue (*Example*: "Sales Department", "Support Department", etc.). This will be used for identification purposes throughout the customer portal.

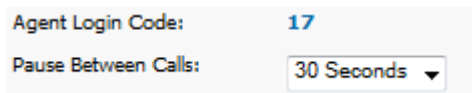


4. If you need to assign a direct dial number to your call queue, select the "Add/Remove" button next to the "Direct Dial Number(s)" box. Use the arrows to move any "Available" numbers to "In-Use" and click "Update."

5. Note the "Agent Login Code." This number will be the code that the agents in this queue will use to log in and out of the call queue. This code cannot be changed, as it is a random number created by the system.

Example:

- **To Log In to the Queue:** *90, followed by the agent login code.
- **To Log Out of the Queue:** *91, followed by the same agent login code.



6. Select the amount of time agents will have in between taking calls. "Pause Between Calls" is the amount of time that will elapse between the time an agent hangs up with one caller and the next caller is assigned to that agent. This time is usually used to finish making notes on the call and prepare for the next call.

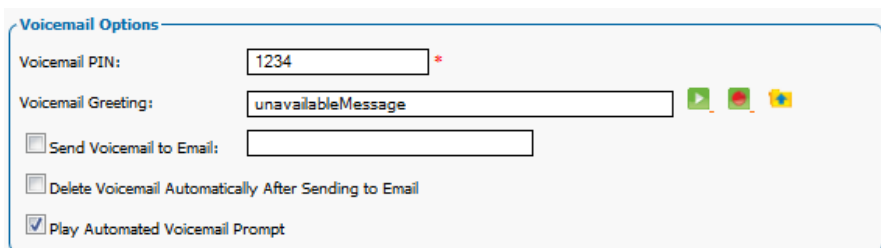
7. Choose to not have the queue displayed on your directory by checking the available box.

8. Set up your queue greeting by recording or uploading a greeting to play before the system connects the call (by pressing the red record button or the yellow upload button).

Voicemail Options

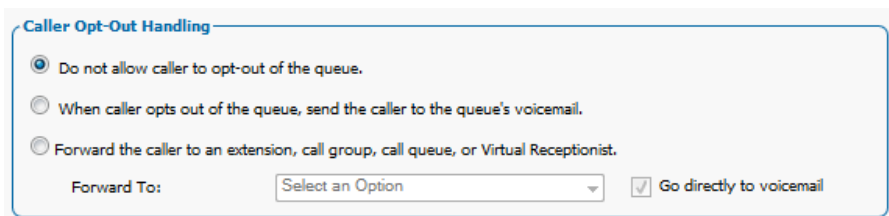
The call queue includes a voicemail box. The voicemail box includes a PIN, ring time, the option to send voicemail to email, delete voicemail automatically after sending to email, and a custom voicemail greeting configuration.

You are given the options to play either an automated voicemail prompt or upload a greeting. Either record or upload a greeting by pressing the red record button or the yellow upload button.



Caller Opt-Out

The call queue allows the account super user or administrators to set whether callers can leave the call queue and, if so, what happens to them when they do opt out. There are 3 different options:



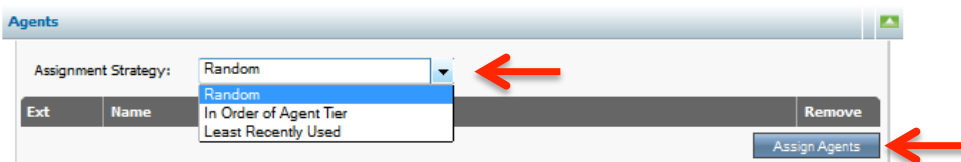
1. Do Not Allow Caller to Opt-out of the Queue - Ensures that callers stay in the queue until they are assigned to an agent. Otherwise the caller must hang up.

2. When Caller Opts Out of the Queue, Send the Caller to the Queue's Voicemail - Will send the caller to the queue's voicemail if the caller presses any key while waiting in line. The call queue includes a voicemail box, PIN, voicemail to email destination, ring time, and custom voicemail greeting configuration.

3. Forward the Caller to an Extension, Call Group, Call Queue, or Virtual Receptionist - Sends callers to another extension or feature on the account, or that extension's voicemail box.

Agents

There are different ways to have calls to the queue sent out to the logged in and available agents. Start by choosing one of 3 assignment strategies.



1. Random - Assigns calls in no particular order to the agents included into the queue.

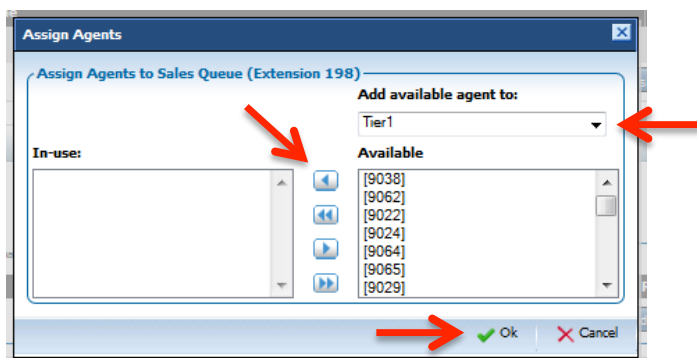
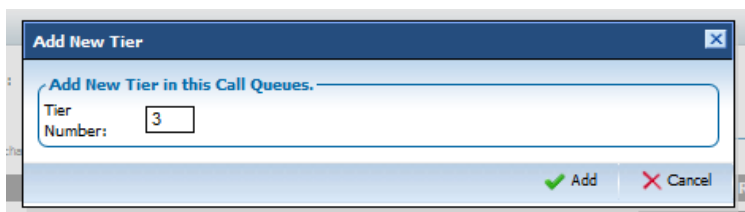
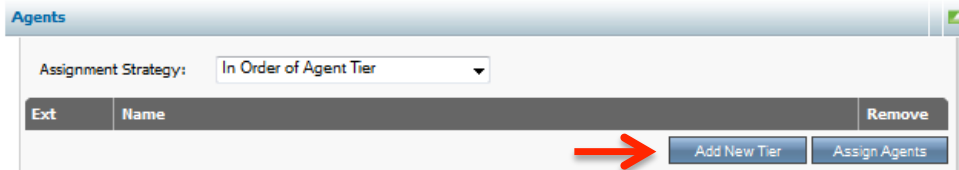
Please Note: Calls will only be sent to agents who are logged in and not already on a call.

To assign agents, click the "Assign Agents" button and select users to include in the group by using the arrows to move extensions from the "Available" column to the "In-Use" column.

2. In Order of Agent Tier - Assigns calls round robin to employees based on the tier to which they belong. In a two-tier assignment strategy, all calls will route to agents in tier 1 until no agents in that tier are available; calls will then route to tier 2 agents.

To assign agents, click the "Assign Agents" button and select users to include in the group by using the arrows to move extensions from the "Available" column to the "In-Use" column.

Please Note: In the case of the tiered assignment strategy, the administrator must first select the appropriate tier in the "Add available agent to" dropdown menu before assigning users.



3. Least Recently Used - Assigns callers to the agent who is available and has been idle for the longest period.

To assign agents, click the "Assign Agents" button and select users to include in the group by using the arrows to move extensions from the "Available" column to the "In-Use" column.

Hold Music

1. Generic hold music files are placed in your call queue automatically. You can select the "Playback Mode" for the hold music from the drop-down menu. There are two choices: **random** or **sequential**.

2. To add your own custom hold music, click the "Add New Audio File(s)" button.

3. Browse your computer for the desired audio files and click the "Upload" button. Files must be in .wav or .mp3 format and less than 8MB in size. After clicking the "Upload" button the system will take a couple of minutes to upload your new files.

Prompts

1. Generic prompts are placed in your call queue automatically. You may also upload your own prompts. These will play in between hold music.

- Click the "Upload New Prompt" button.
- Browse your computer for the desired audio files and then click the "Upload" button. These files must also be in .wav or .mp3 format and less than 8MB in size (NOTE: After clicking the Upload button the system will take a couple of minutes to upload your new files)

2. You may also choose to record new prompts.

- Click the "Record New Prompt" button.
- A new box will appear on your screen. Enter a 10-digit phone number (with no dashes) or an extension number and click the "Dial" button.
- Your phone will ring. Follow the prompts to record the greeting. When you are finished, save the recording over the phone.

3. To put your prompts in order, renumber them on the left side of the page under the "Order" column.

4. You may also set the interval in seconds between which the prompts play and how many times the prompts repeat before moving on to the next prompt.

No Agents Available

1. The option selected under "No Agents Available" will play when no agents are logged in to your call queue.

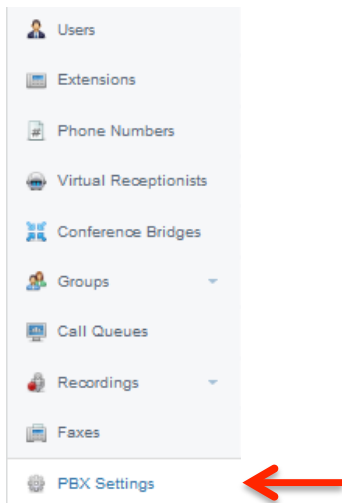
Please Note: This is different than if every agent in your call queue is already on a call.

2. You may choose to forward calls to an extension or an extension's voicemail, play a greeting in a continuous loop, or play a greeting once and hang up.

4. Caller ID

Manage your Caller ID for better privacy

Outbound Caller ID can be managed by clicking on the "PBX Settings" Tab on the left side tool bar after clicking "Phone System" on the main navigation bar up top.



Outbound Caller ID Name

The “Outbound Caller ID Name” is applied to phone numbers only at the time they are moved to this account. Use the “Phone Numbers” page to update caller ID names at any later time.

Outbound Caller ID

In the "Outbound Caller ID" section, you can choose from three settings that will apply to the entire account.

Outbound Caller ID Number

For all extensions use the default caller ID Select an Option ▼
NOTE: If you are using a toll-free number as your default caller ID, you may not be able to call other toll-free numbers.

For each extension display the direct dial number for the extension. Edit Extensions
NOTE: Extension Caller ID can be set individually on the Extension Settings screen.

Block all outbound caller ID.

NOTE: For extensions that do not have a direct dial number assigned, the default caller ID will be displayed.

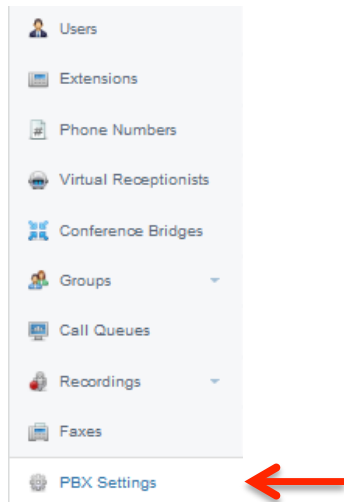
1. *For All Extensions Use the Default Caller ID* will mask all calls from any phone on your account with the number that you choose from the drop down menu.
2. *For Each Extension Display the Direct Dial Number for the Extension* will show each extension's own direct dial number for outbound calls. NOTE: This setting will also allow you to set each extension's Caller ID individual on the extension page.
3. *Block All Outbound Caller ID* will block the Caller ID altogether. Outbound calls will show "blocked", "unavailable" or some other null value.

Click “Save” when you have finished configuring.

5. Caller ID

Manage your Caller ID for better privacy

Outbound Caller ID can be managed by clicking on the “PBX Settings” Tab on the left side tool bar after clicking “Phone System” on the main navigation bar up top.



Outbound Caller ID Name

The “Outbound Caller ID Name” is applied to phone numbers only at the time they are moved to this account. Use the “Phone Numbers” page to update caller ID names at any later time.

Outbound Caller ID

In the "Outbound Caller ID" section, you can choose from three settings that will apply to the entire account.

Outbound Caller ID Number

For all extensions use the default caller ID
 Select an Option ▼

For each extension display the direct dial number for the extension.
 Edit Extensions

Block all outbound caller ID.

NOTE: For extensions that do not have a direct dial number assigned, the default caller ID will be displayed.

NOTE: If you are using a toll-free number as your default caller ID, you may not be able to call other toll-free numbers.

NOTE: Extension Caller ID can be set individually on the Extension Settings screen.

1. *For All Extensions Use the Default Caller ID* will mask all calls from any phone on your account with the number that you choose from the drop down menu.
2. *For Each Extension Display the Direct Dial Number for the Extension* will show each extension's own direct dial number for outbound calls. NOTE: This setting will also allow you to set each extension's Caller ID individual on the extension page.
3. *Block All Outbound Caller ID* will block the Caller ID altogether. Outbound calls will show "blocked", "unavailable" or some other null value.

Click “Save” when you have finished configuring.

6. Company Call Recording

Company Call Recording allows you to record calls into your company, calls from your company, and even your internal company calls. You can even specify calls only involving certain phone numbers, extensions, or even call direction. This is far and away the most customizable feature offered.

Available features:

- Create new recording rules
- Listen to recorded calls
- Search for recorded calls
- Add recording time when your storage space is full
- Download your recordings
- Delete recordings
- Manage recordings and user permissions
- Track activity in Company Call Recording

7. Conference Bridge

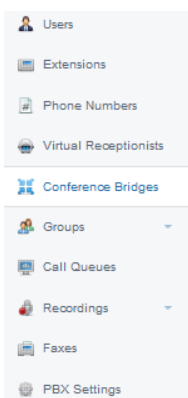
A conference bridge is an add-on feature that used to host audio conference calls.

Functionality:

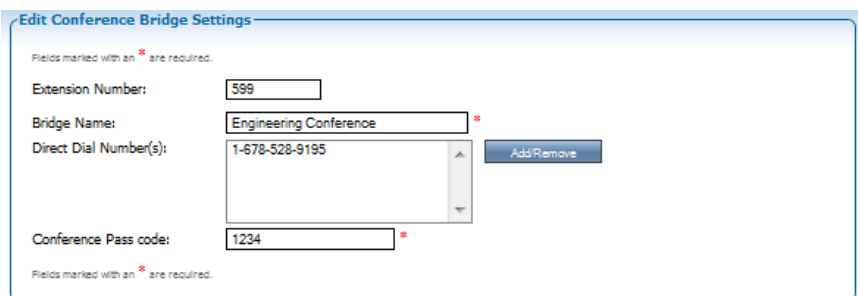
- A tone will alert you when participants join or leave an existing conference.
- Conferences can support up to 30 participants.
- Conference bridges are mapped to designated phone number – you'll always the call same number and bridge making planning easy.
- A conference PIN ensures privacy and can be changed at any time. The pass code must be any sequence of numbers from 1 to 10 digits.

Basic Settings

1. Under the "Phone System" tab in the main navigation at the top of the page, click the "Conference Bridges" option on the left-hand navigation bar.



2. Select a conference bridge to configure.
3. Enter a name for the conference bridge. This will be used for identification purposes throughout the customer portal.



4. Select the "Direct Dial Number(s)" that should be assigned to this conference bridge.
 - Click the **Add/Remove** button and select a number from the "Available" pool to move over to the "In-Use" pool by using the **blue** arrows.
 - Click the **Update** button.

Please Note: Each conference bridge includes one local number.

5. Enter the "Conference Pass Code." This is the code that participants will be required to enter before entering the conference bridge. This code can be changed at any time.
6. Click the "Save" button in either the top or bottom right-hand side of the page.

7. Editing Extensions

How to edit your extensions on the BetterVoice™ platform

Adding an Extension

To add an extension, please contact Better World Customer Support.

Extension Number

Click on a single extension to configure it further. The "Extension Number" can be changed by simply clicking in the text box and entering a new number.



Each extension must have a number unique to your account. This number can be between 2 and 4 digits.

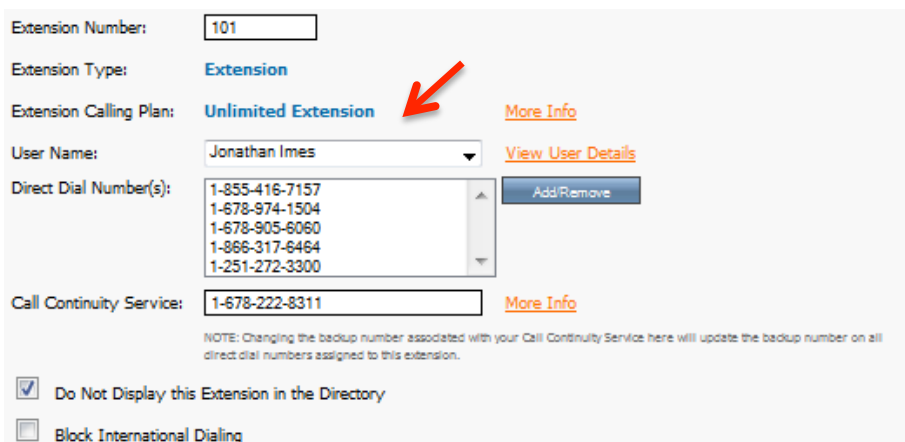
Please Note: Your extension number cannot be 911, 411, or 711.

User Name

One of the most important parts of configuring an extension is associating it with the appropriate "User," that is, the employee who uses the phone.

Please Note: These instructions assume you have already created your users and only need to assign them to extensions.

1. The fourth line from the top reads "User Name," and the dropdown list to the right will display all available user names.
2. Select the appropriate user from the list and click "Save" in either the upper or lower right-hand corner of the page. The user selected will now be able to log into the user interface and configure his or her extension.



Extension Number:

Extension Type: **Extension**

Extension Calling Plan: **Unlimited Extension** [More Info](#)

User Name: [View User Details](#)

Direct Dial Number(s):

 [Add/Remove](#)

Call Continuity Service: [More Info](#)

NOTE: Changing the backup number associated with your Call Continuity Service here will update the backup number on all direct dial numbers assigned to this extension.

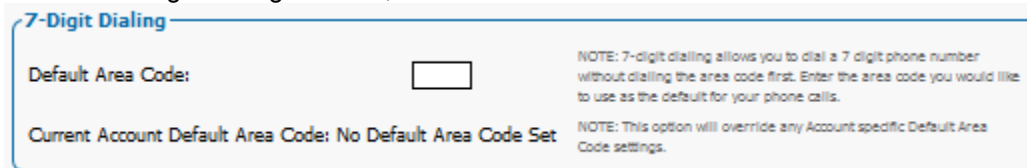
Do Not Display this Extension in the Directory

Block International Dialing

7-Digit Dialing

7-Digit Dialing allows you to designate a default area code for a particular extension. Once the default area code is set, you may dial any numbers within that area code by including the last 7 digits only.

1. In the "7-Digit Dialing" section, enter the desired default area code for this extension.



7-Digit Dialing

Default Area Code:

NOTE: 7-digit dialing allows you to dial a 7 digit phone number without dialing the area code first. Enter the area code you would like to use as the default for your phone calls.

Current Account Default Area Code: No Default Area Code Set NOTE: This option will override any Account specific Default Area Code settings.

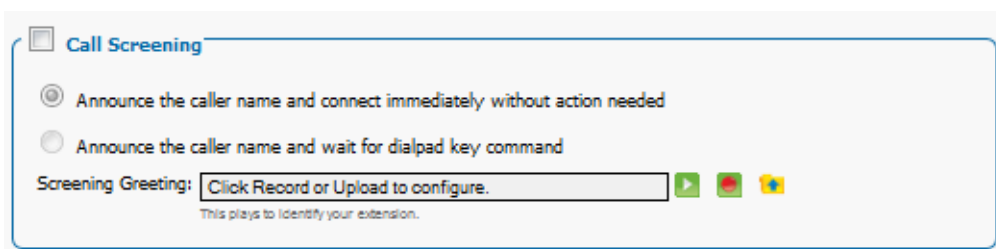
Please Note: Extension level settings will override account level settings.

2. Click "Save" in the top or bottom right-hand corner of the page. You can now make a call dialing only the last 7 digits of the phone number in that area code.

Call Screening

Call screening allows you to configure your extension so that each call is announced to you using the recorded name of the caller. This feature is free and automatically available to each extension.

1. In the "Call Screening" section, check the box labeled "Call Screening" to activate this feature.



Call Screening

Announce the caller name and connect immediately without action needed

Announce the caller name and wait for dialpad key command

Screening Greeting: [▶](#) [📄](#) [🗑️](#)

This plays to identify your extension.

2. You now have the ability to choose from one of two call screening configuration options:

- "Announce the caller name and connect immediately without action needed": This option will play the recorded name once you pick up the phone, and then immediately connect you with the caller.
- "Announce the caller name and wait for dialpad key command": This option will play the recorded name once you pick up the phone. After the name is played, the system will give you various options such as sending the call to voicemail or to another extension or number.

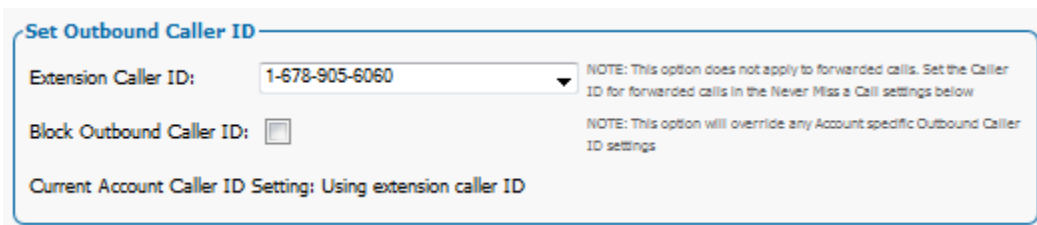
3. After choosing one of the two options, you also have the ability to configure the message that plays asking the caller to state his or her name. The default message plays "Who may I say is calling?" If you wish to record or upload your own greeting, you can do so here (by pressing the **red** record button or the **yellow** upload button).

4. Click "Save" in either the upper or lower right-hand corner to update your extension's settings.

Set Outbound Caller ID

You can decide what your outbound caller ID will show under the "Set Outbound Caller ID" section. There are two options for configuring your caller ID:

1. "Extension Caller ID" allows you to choose any number on your account to show when you make an outbound call.
2. "Block Outbound Caller ID" allows you to block your outbound caller ID so that those you call will see "Unavailable," "Unknown," or another similar value.



Set Outbound Caller ID

Extension Caller ID: NOTE: This option does not apply to forwarded calls. Set the Caller ID for forwarded calls in the Never Miss a Call settings below

Block Outbound Caller ID: NOTE: This option will override any Account specific Outbound Caller ID settings

Current Account Caller ID Setting: Using extension caller ID

Please Note: PBX-level settings can override extension-specific settings like "Block Caller ID" and "Block International Dialing." To avoid this happening, the account super user or administrator should select "For each extension display the direct dial number for the extension" in the "Outbound Caller ID Number" section of the **PBX Settings** page. If you have chosen "Block All Outbound Caller ID" on this page, you do not need to check the "Block Outbound Caller ID" on individual extensions.

8. Admin Fax

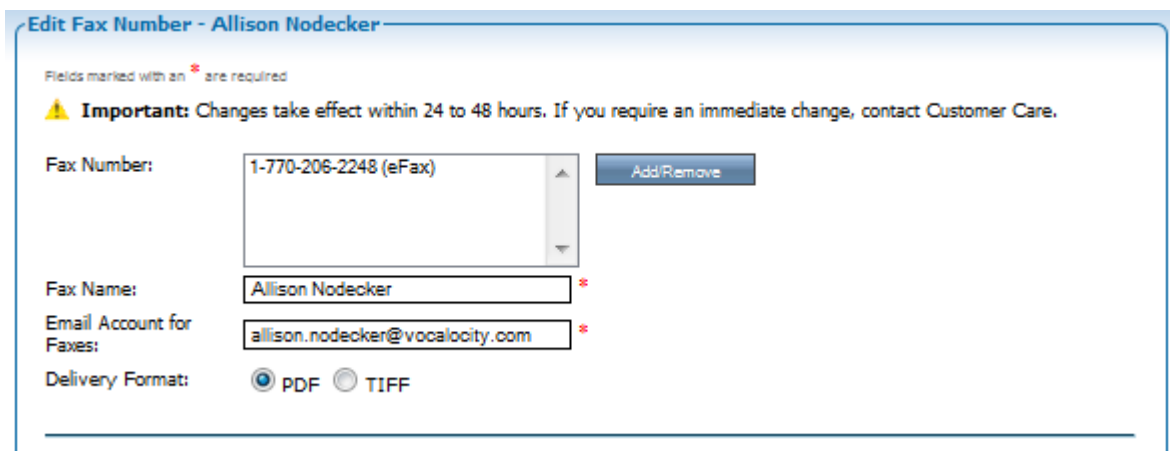
How to configure, send and receive faxes on the BetterVoice™ platform

Get rid of the clunky and expensive office fax machine with this paperless fax solution. Sending faxes is as easy as sending an email and faxes are received in your inbox as an attachment in either PDF or TIFF format.

Please Note: Each fax number is tied to **one** email address. The email address can be changed at any time by changing the address listed in the online user interface. However, this may take 24 to 48 hours to update.

Configuring Your Fax

1. Click the "Faxes" option in the left-hand toolbar after clicking the "Phone System" tab at the main navigation at the top of the page.
2. Select the fax that you wish to configure.
 - o **Please Note:** If you do not have a fax in your account, contact Customer Care to add one.
3. Select the fax numbers to assign to this fax.
 - o **Please Note:** Only fax numbers will show up in your pool of available numbers.
 - o Click the "Add/Remove" button and select a number from the available pool and move over to the "In Use" pool by using the blue arrows.
 - o Click the "Update" button.
4. Enter a fax name; this is usually an employee's name or a department name.
5. Enter the desired email address for faxes to be delivered to.



6. Select the delivery format for the incoming faxes. You can choose from either a PDF or TIFF attachment.
7. Click the "Save" button in either the upper or lower right-hand corner.

Sending a Fax

1. To send a fax, login to the email account you registered with the fax service.
2. In the "To" field, type 1+<10-digit phone number>@fax.vocalocity.com. For example, if you want to fax 404-555-1234, you would type 14045551234@fax.vocalocity.com..
 - o 404-555-1234, you would type 14045551234@fax.vocalocity.com..
3. Attach the Word, Excel, PDF, or image file document you would like to send. Send your email.
4. You will receive an email confirmation that your fax has been sent from faxmail@vocalocity.com.

Faxes must be sent from the same email address that you receive faxes from. Anything in the subject line or body of the email will be sent as a cover page. If you would like to include your own cover page, leave these fields blank (including your signature).

NOTE: Some email providers may block inbound emails from faxmail@vocalocity.com. Make sure that you receive your faxes by checking your Junk or Trash. You may also wish to whitelist faxmail@vocalocity.com with your email provider.

9. Paging Groups

How to page a group of phones with a message

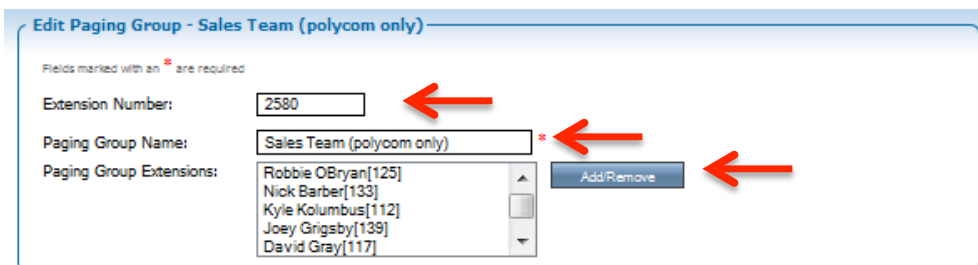
Paging Groups

A **Paging Group** is a group of phones that will be paged when you dial the group's extension number. Your group message is then broadcast using the speakers of your Voip phone.

Please Note: Paging is currently only available on Cisco and Polycom phones.

Paging Group Setup

1. Click the "Phone System" tab in the main navigation at the top of the page.
2. Click the drop down menu next to "Groups" on the left toolbar.
3. Click "Paging Group" to configure. If you have more than one paging group, choose the paging group that you would like to set up.
4. The paging group extension number defaults to the next sequential extension number. You may modify it to any 3 or 4 digit number (excluding 411, 911, and 711). You must choose an extension number that is not already in use.
5. Name your paging group, "Page Office" for example.
6. Click the blue "Add/Remove" button next to the "Paging Group Extensions" box to add extensions to the group. These are the extensions that will be paged if you dial the paging group's extension number.



Edit Paging Group - Sales Team (polycom only)

Fields marked with an * are required

Extension Number:

Paging Group Name: *

Paging Group Extensions:

7. The "Available" column will display a list of all available extensions. Select the extension(s) you would like to add (select multiple extensions by holding down CTRL). Add the extension(s) to the "In Use" column by clicking the blue left-arrow. Add all extensions to the paging group by clicking the double blue left-arrow. Click "Update" when finished.

8. The extensions will appear in the "Paging Group Extensions" section. Click "Save" in the top or bottom right-hand corner to save your changes.

Important Phone Update

In order for Paging Groups to work properly, your phones must have the most up-to-date firmware. For Polycoms, simply reboot your phones to receive the updated firmware. For Cisco phones, further steps are required.

Please Note: Paging is currently only available on Cisco and Polycom phones. It's important to note that customers with Polycom phones must reboot their phones after setup. Paging is currently not available on Linksys, Panasonic, Aastra, Yealink T20, and softphones.

10. Types of Extensions

Variety of Extensions available for companies on the BetterVoice™ platform

Virtual Extension

Also known as an inbound-only extension, virtual extensions allow you to integrate a mobile phone or other external phone with your account. The virtual extension immediately forwards all inbound calls out to the mobile or external number. Outbound calls cannot be made from a virtual extension. Any calls made from your integrated phone are subject to the carrier charges associated with that device/service.

Virtual extensions include:

- Extension number
- Direct dial number
- Advanced call routing options:
 - Simultaneous ring
 - Follow me
- Voicemail to e-mail integration
- Do not disturb
- and more...

Unlimited Extension

Unlimited extension is the most popular service we offer, allowing your business to make calls anywhere in the continental United States and Canada for one flat monthly rate. Unlimited extensions are best utilized with one of our recommended phones to ensure a quick and easy installation.

Unlimited extensions include:

- Extension Number
- Direct Dial Number
- Advanced Call Routing Options:
 - Forwarding
 - Simultaneous Ring
 - Follow Me
- Voicemail to E-Mail Integration
- Call Waiting
- Do Not Disturb
- and more...

Metered Extensions

Metered extensions are best suited for users who do not frequently use the phone. This extension type is billed a low-cost flat monthly rate plus 3 cents per minute for talk time (Domestic). It includes all the features of an unlimited extension and functions just the same. These extensions are best utilized with one of our recommended phones to ensure a quick and easy installation.

11. Virtual Receptionist

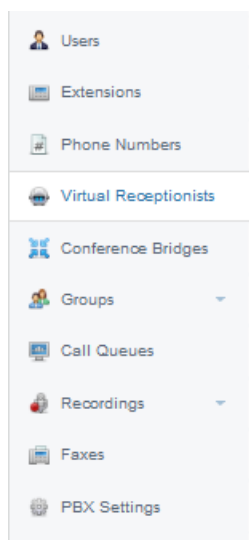
Options for using a Virtual Receptionist on the BetterVoice™ platform

A virtual receptionist answers your calls and offers callers a range of interactive choices that you may configure any way you want. Many customers create a simple phone menu that plays 24 hours a day, 7 days a week greeting callers and transferring them to employees or departments. Some also choose to create multi-tenant set-ups with different Virtual Receptionists that play based on department, phone number or day of the week.

Please Note: Only account super users and administrators can make changes to a virtual receptionist.

Set Up Your Virtual Receptionist

1. Once logged in as a Super User or Administrator, click the “Phone System” tab
2. Click “Virtual Receptionist” within the left hand toolbar.



2. a) Click on the default "Main Virtual Receptionist".

3. In the first section, "Virtual Receptionist Name and Extension", name the virtual receptionist and assign an extension number. The extension number must be different than any other extension number on your account. Remember, the virtual receptionist is **not** tied to a specific handset extension.

1. Virtual Receptionist Name and Extension

Name:	Extension:
<input type="text" value="Main Test VR"/>	<input type="text" value="686"/>

4. In the second section, "Virtual Receptionist Telephone Numbers", your main company numbers will appear in the box. To remove these, or exchange them with other numbers on your account, click on the “Add/Remove” button. You may then add any available numbers on your account to ring the virtual receptionist.

2. Virtual Receptionist Telephone Numbers

Choose a telephone number(s) for your Virtual Receptionist.

5. If you would like to ring an extension (such as a live receptionist's phone) before the call goes to your virtual receptionist, in the third section, "Try Live Operator First", choose "Yes, try this extension." Next, select the extension from the drop down list. You can also choose a ring duration.

3. Try Live Operator First

No, go directly to virtual receptionist
 Yes, try this extension:

6. In the fourth section, "Virtual Receptionist Options", you are able to set up the list of numerical, interactive options to present to your callers.

Example Message: "Thank you for calling 'Company Name'. Please choose from the following Options:

- for billing, press 1
- for sales, press 2
- to repeat these options, press 3"

Assign an action for each number, 0 through 9 as well as # and *, by clicking the down arrow and assigning selecting an extension. Enter a message reminder in the area provided to assist you with the next step, recording greetings and prompts.

4. Virtual Receptionist Options

Play a list of options

This receptionist allows your callers to select from a list of options where they would like to be sent.

Example Message: "Thank you for calling 'Company Name'. Please choose from the following Options:
 - for billing, press 1
 - for sales, press 2
 - to repeat these options, press 3"

Set menu command

Allow the caller to dial an extension directly by entering the extension number at anytime

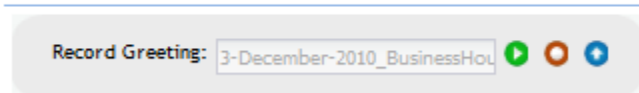
1	Child VR [687]
2	Select an extension...
3	Select an extension...
4	Select an extension...
5	Select an extension...
6	Select an extension...
7	Select an extension...
8	Select an extension...
9	Select an extension...
*	Select an extension...
#	Select an extension...

Type your message here to have it handy for when you record it in the next step...

Create Greeting

If you need to record a greeting for one of the above options, this will be under the fifth section: "Record Virtual Receptionist Business Hours Message."

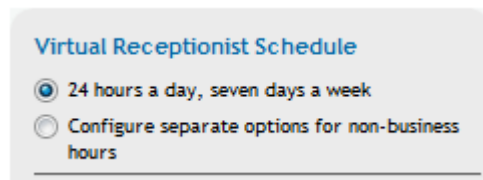
5. Record Virtual Receptionist Business Hours Message



1. If you need to record a new greeting, click the **red** record button.
2. Next, input a phone number for a phone that you are near.
3. Once you click the dial button, you will receive a call at the phone number you have listed. The system will prompt you with a very simple automated step-by-step process to make the recording.
4. Once you have saved the greeting *on the phone*, you will see a recording name in your browser under the fifth section. Click "Save" in the upper or lower right-hand corner to complete the process.
5. If you need to upload a pre-recorded greeting, click the **blue** upload button. The audio file must be in MP3 or WAV format and can be up to 8 MB in size. Simply browse your computer as if you are attaching a file to an e-mail.
6. Once you click upload, the greeting will be in place. Remember to click "Save" in the upper or lower right-hand corner.

After Hours Virtual Receptionist

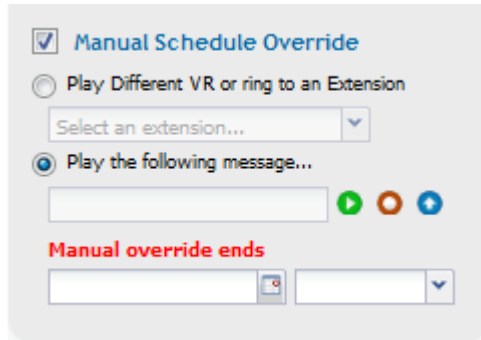
By default, the virtual receptionist will play 24/7. However, if you would like to play a different message or have different options after your business is closed, scroll back to the top of your page.



1. At the top of the page, to the right of "Virtual Receptionist Name and Extension", underneath the "Virtual Receptionist Schedule" heading, click on "Configure Separate Options for Non-Business Hours."
2. Next, define your business hours underneath "Set Daily Business Hours." These hours are based off of the time zone for your account.
3. Once you have set your hours, click the **blue** "Click here to set up an afterhours Virtual Receptionist" link. You will be taken to section six, where you can choose from the same options for your after business message or menu.

Manual Schedule Override

Underneath the "Virtual Receptionist Schedule" configuration, you will see a box for "Manual Schedule Override." Checking this box will temporarily override your normal virtual receptionist settings. Choose from the following options:

A screenshot of a web interface for configuring a manual schedule override. It includes a checked checkbox for "Manual Schedule Override", two radio button options: "Play Different VR or ring to an Extension" (unselected) and "Play the following message..." (selected). The first option has a dropdown menu labeled "Select an extension...". The second option has a text input field followed by three buttons: a green play button, a red stop button, and a blue plus button. Below these is a red heading "Manual override ends" followed by a date/time input field and a dropdown menu.

You have the option to “Play Different VR or ring to an Extension” or to play a new, recorded message. You are given the option to record a new message by clicking the **red** button, or uploading a previously recorded message by clicking the **blue** button. After the recording is successfully uploaded you will now set the date and time that the manual override ends.

Please Note: You must always schedule an end time for manual schedule overrides.

Important: Forwarding a call to an outside number directly from your virtual receptionist may result in usage fees.