

# Unified Communications Getting Started as an Installer

## Contents

<b>1. Introduction.....</b>	<b>2</b>
<b>2. Getting Started as an Installer.....</b>	<b>3</b>
2.1. Program the SIP Account details.....	4
2.2. Enter the Phone Numbers.....	5
2.3. Ringing assignment.....	6
2.4. Auto-Attendant.....	9
2.5. Email.....	9
2.6. Users.....	10
2.7. Firewall.....	10
2.8. Provisioning Yealink and Polycom phones.....	10

# 1. Introduction

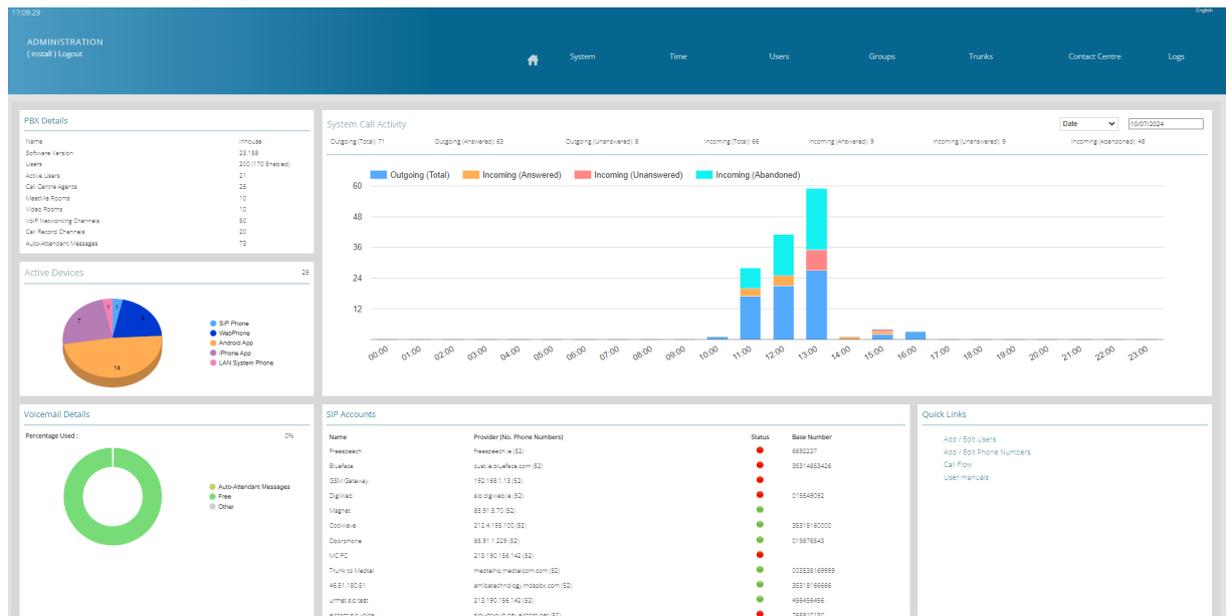
Welcome to the Unified Communications Cloud-based business system offering:

- Cloud based Unified Communications
- Voice, Video Chat and Presence for Enterprise Communications
- Smartphone Apps for iOS and Android
- Redundancy/Resilience
- Your individual online user and installer portal
- Video Collaboration with document Sharing
- Advanced Interactive Voice Response to callers
- Recording of Voice Calls
- Integrated call centre with Real time supervision of Call Queues
- Call Centre performance monitoring, analytics and scheduled reports of KPIs.
- Fixed Mobile Integration
- Remote Management
- Voicemail to Email
- Tele-working
- Integration with market leading CRMs for screen popping on incoming calls
- Monthly subscription model – no capital investment

The Unified Communications supports many different user terminals: smartphone apps, tablets, webPhone and Yealink and Polycom SIP desk phones.

## 2. Getting Started as an Installer

The Installer portal of the Unified Communications platform allows full configuration and control of the system. You can add new users and define call flows and advanced features such as Call Centre queues and Automated Attendant with Interactive Voice Response (IVR).

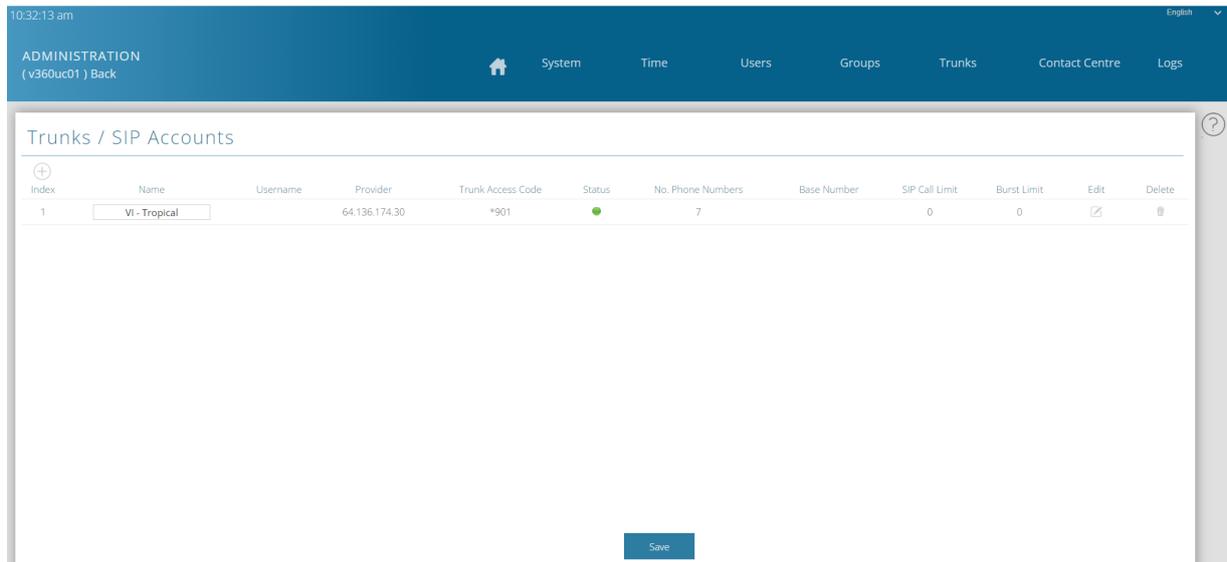


When you login to the installer portal, the dashboard on the home page gives an overview of the system, the Call Activity, Active Devices and Alerts. Clicking on the tabs at the top of the page allows you to configure individual users and system-wide call settings such as time dependent ringing assignments and auto attendants. Each programming page has a Help button (question mark icon, near the top right corner of the page) which explains how the feature works and how to set it up.

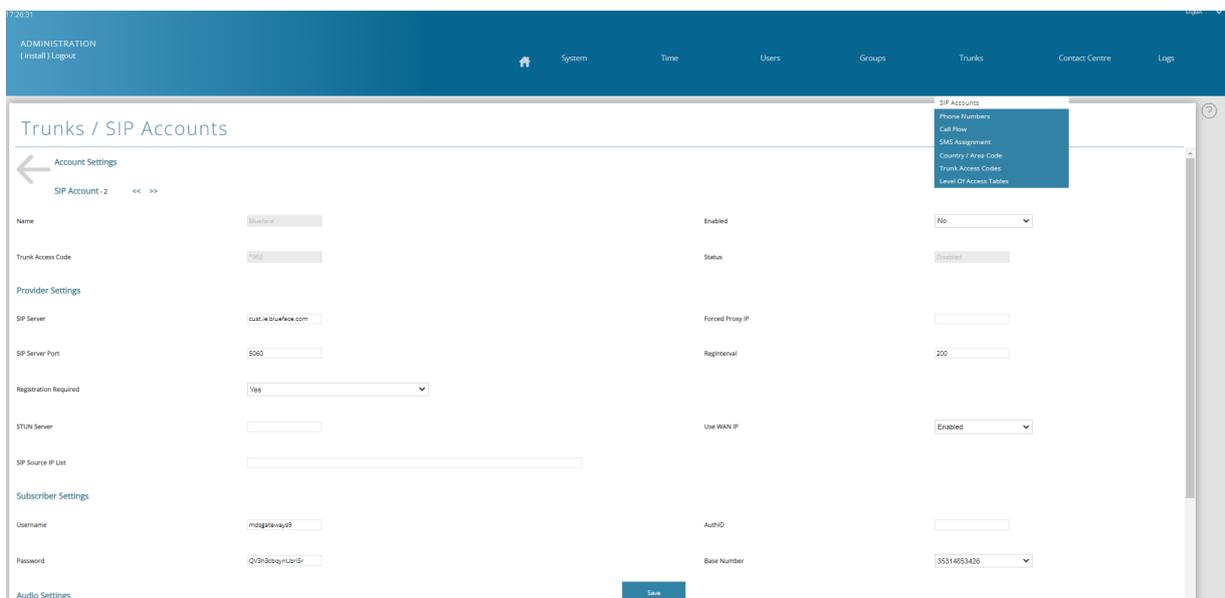
The following eight steps are necessary to set up the system.

## 2.1. Program the SIP Account details

Click on Trunks/SIP Accounts and click the + button to add a new account.



Enter the Name of the SIP trunk (for example VI voice or VI fax) and click Save. Click on the Edit button (second column from the right) to go to the Edit page for the SIP account.



If the SIP account requires registration, you must enter the registration details on this page. These are the SIP server URL or IP address, the Username and the Password. Many other important parameters of the SIP trunk are programmed here.

You should check with the SIP operator how to configure the trunk parameters. All SIP trunk parameters are explained in the Help text.

## 2.2. Enter the Phone Numbers

The SIP trunk interface of the system connects to a SIP trunk network operator to make and receive voice calls on the public network. The operator provides a SIP account with one or more public phone numbers.

The first step is to program the phone numbers into the system. Click on the tab Trunks on the dashboard and select the Phone Numbers link.

The screenshot shows the 'Trunks / Phone Numbers' configuration page. The table contains the following data:

Index	Phone Number	Name	SIP Account	Filter Profile	Music on Hold	Cadence	Priority	SMS	Data Received
1	35318160000	Ámiba Main Number	E. Coolivare	Default Filter Profile	Default	Default Cadence	None	<input type="checkbox"/>	
2	35318160050	MSN 02	E. Coolivare	Default Filter Profile	Default	Default Cadence	None	<input type="checkbox"/>	
3	35318160041	MSN 03	E. Coolivare	Default Filter Profile	Default	Default Cadence	None	<input type="checkbox"/>	
4	35318160009	MSN 04	E. Coolivare	Default Filter Profile	Default	Default Cadence	None	<input type="checkbox"/>	
5	35318160007	MSN 05	E. Coolivare	Default Filter Profile	Default	Default Cadence	None	<input type="checkbox"/>	
6	35318160040	calltocompany	E. Coolivare	Default Filter Profile	Default	Cadence 1	None	<input type="checkbox"/>	
7	35318160096	Pechn46/Line	E. Coolivare	Default Filter Profile	Default	Default Cadence	None	<input type="checkbox"/>	
8	35318160030	MSN 06	E. Coolivare	Default Filter Profile	Default	Default Cadence	None	<input type="checkbox"/>	
9	35318160048	MSN 09 09	E. Coolivare	Default Filter Profile	Default	Cadence 8	None	<input type="checkbox"/>	
10	35318160046	Your DOI	E. Coolivare	Default Filter Profile	Default	Default Cadence	None	<input type="checkbox"/>	
11	35318160002	MSN 11	E. Coolivare	Default Filter Profile	Default	Default Cadence	None	<input type="checkbox"/>	
12	35318160095	MSN 12	E. Coolivare	Default Filter Profile	Default	Cadence 4	None	<input type="checkbox"/>	
13	35318160081	MSN 13	E. Coolivare	Default Filter Profile	Default	Cadence 9	None	<input type="checkbox"/>	
14	35318160040	MSN 14	E. Coolivare	Default Filter Profile	Default	Default Cadence	23	<input type="checkbox"/>	

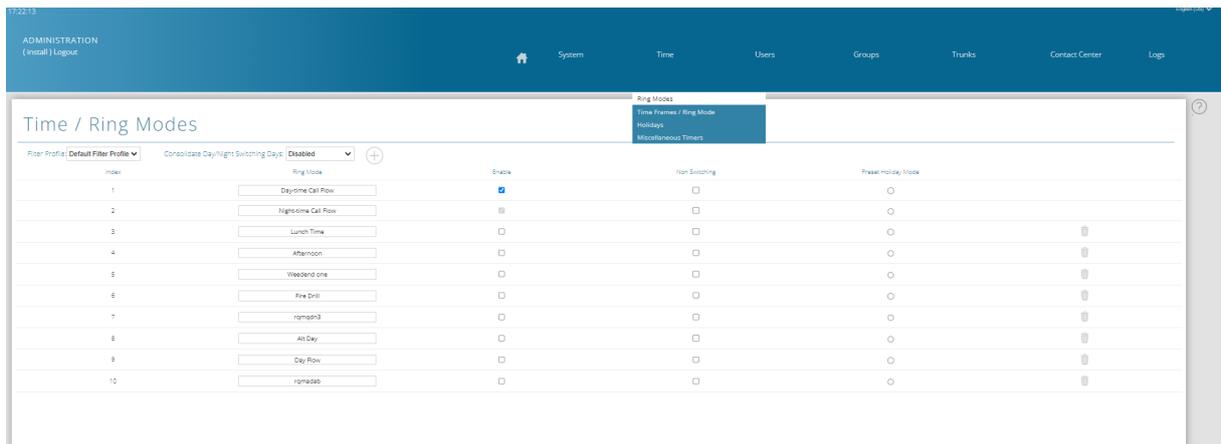
Add the Phone Numbers on this page and select which SIP account they belong to, assign a name (for example main number or MSN07). There are options here to select a music-on-hold and a ringing cadence for each number. Press Save

It is important to enter numbers in the correct format including prefixes. A departure from the required number format may result in calls being rejected by the SIP operator.

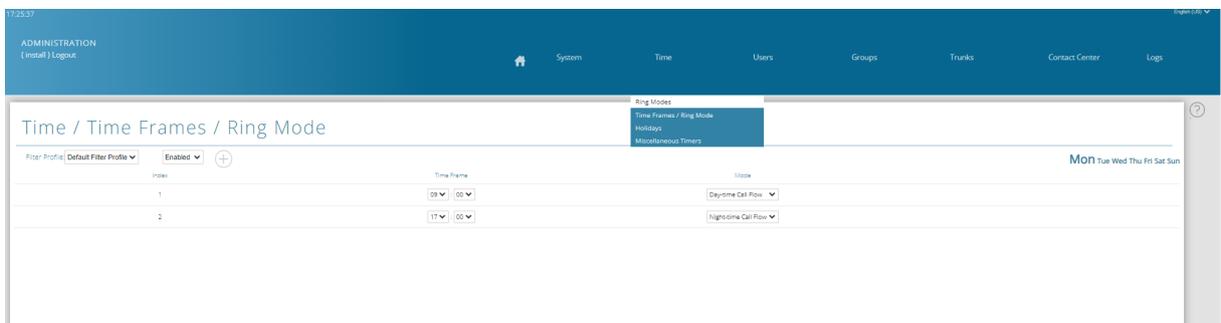
## 2.3. Ringing assignment

Ringing assignment determines how incoming calls are routed to internal users or groups at different times of the day, and days of the week.

Click on the Time tab followed by Ring Modes to define a call flow, or ringing

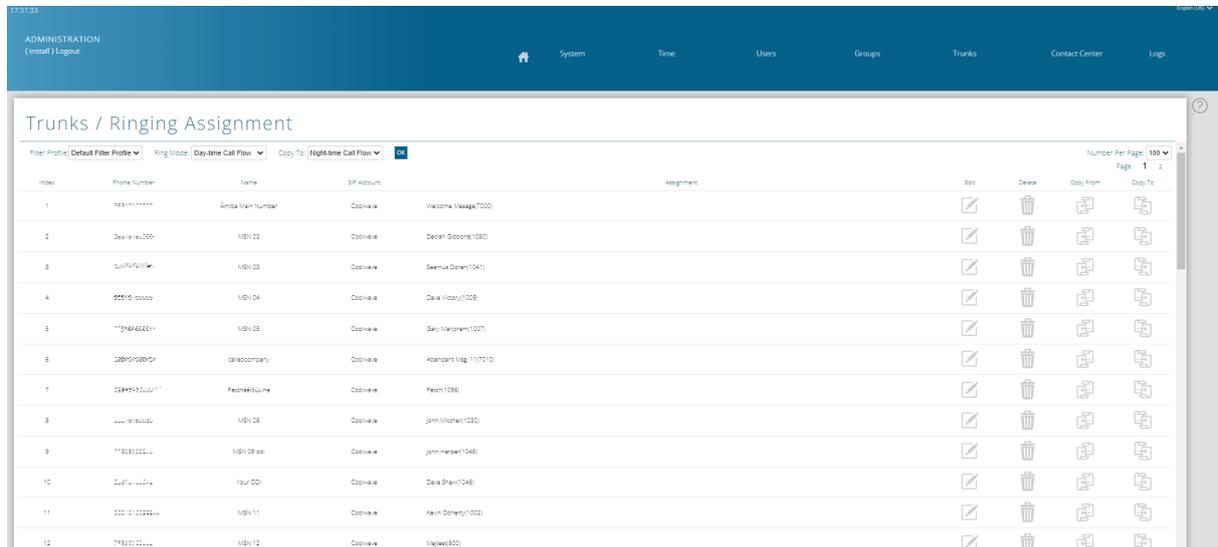


assignment and give it a name such as Day-time Ringing Assignment, Night-time Ringing Assignment. You may define up to 30 different time-based Ring modes.



Next step is to click on Time followed by Time Frames / Ring Mode and program a start time for each ringing assignment for the days of the week and the weekend.

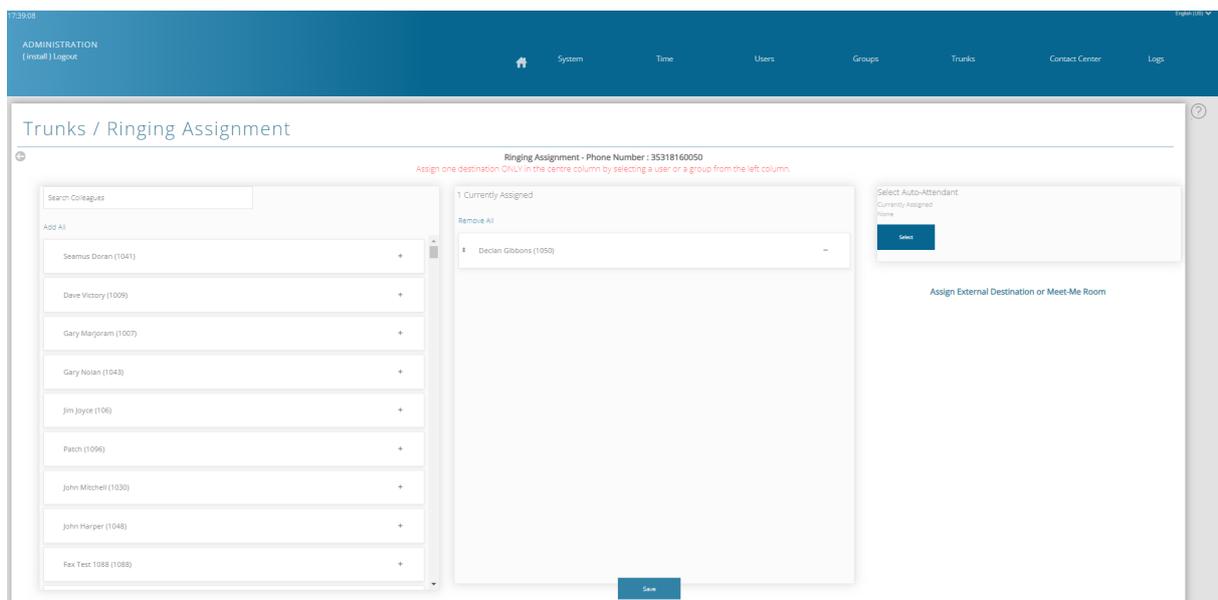
Next click on the Trunks tab, followed by Ringing Assignment, to program the call flow destinations. Select the Filter Profile and Ring Mode to be programmed from the drop-down lists at the top left of the page. To program a ringing assignment for a particular phone number, press the edit button for the number.



The screenshot shows the 'Trunks / Ringing Assignment' page. At the top, there are navigation tabs: ADMINISTRATION (Install | Logout), System, Time, Users, Groups, Trunks, Contact Center, and Logs. The main content area has a title 'Trunks / Ringing Assignment' and two dropdown menus: 'Filter Profile: Default Filter Profile' and 'Ring Mode: Day-time Call Flow'. Below these is a table with 12 rows of assignments. Each row includes an Index, Phone Number, Name, SIP Account, Assignment, and icons for Edit, Delete, Copy From, and Copy To.

Index	Phone Number	Name	SIP Account	Assignment	Edit	Delete	Copy From	Copy To
1	8331111111	Amber Main Number	Coliniva	Welcome Message(700)	[Edit]	[Delete]	[Copy From]	[Copy To]
2	3531816000	NSN 02	Coliniva	Declan Gibbons(1050)	[Edit]	[Delete]	[Copy From]	[Copy To]
3	5019091919	NSN 03	Coliniva	Seamus Doran(1041)	[Edit]	[Delete]	[Copy From]	[Copy To]
4	5551610000	NSN 04	Coliniva	Dave Victory(1009)	[Edit]	[Delete]	[Copy From]	[Copy To]
5	7796465555	NSN 05	Coliniva	Gary Marjoram(1007)	[Edit]	[Delete]	[Copy From]	[Copy To]
6	0890102810	colinivacompany	Coliniva	Abandon Tag(117010)	[Edit]	[Delete]	[Copy From]	[Copy To]
7	084515250011	Patch(1096)	Coliniva	Patch(1096)	[Edit]	[Delete]	[Copy From]	[Copy To]
8	1111111111	NSN 08	Coliniva	John Mitchell(1030)	[Edit]	[Delete]	[Copy From]	[Copy To]
9	1111111111	NSN 09 ed	Coliniva	John Harper(1048)	[Edit]	[Delete]	[Copy From]	[Copy To]
10	2222111111	Your 00	Coliniva	Dave Dhan(1046)	[Edit]	[Delete]	[Copy From]	[Copy To]
11	3331111111	NSN 11	Coliniva	Neil Doherty(1002)	[Edit]	[Delete]	[Copy From]	[Copy To]
12	7788111111	NSN 12	Coliniva	Vipul(800)	[Edit]	[Delete]	[Copy From]	[Copy To]

On the edit page for the number, you can route to an internal destination by pressing the + icon beside the destination in the left column or by dragging and dropping the destination into the central assignment column. The destination may be either an individual user, a group, an Auto-Attendant message, an external number or a Meet-Me audio conference room. There is a search box on top of the left column to search for individual users.



The screenshot shows the 'Ringing Assignment - Phone Number: 35318160050' edit page. At the top, there are navigation tabs: ADMINISTRATION (Install | Logout), System, Time, Users, Groups, Trunks, Contact Center, and Logs. The main content area has a title 'Trunks / Ringing Assignment' and a sub-title 'Ringing Assignment - Phone Number: 35318160050'. Below this is a red warning message: 'Assign one destination ONLY in the centre column by selecting a user or a group from the left column.' The page is divided into three main sections: a search and selection list on the left, a central 'Currently Assigned' area, and a right-hand section for 'Select Auto-Attendant' and 'Assign External Destination or Meet-Me Room'. The left section has a search box and a list of users with '+' icons. The central section has a search box and a list of currently assigned destinations. The right section has a 'Select' button and a 'Save' button at the bottom.

If you wish to route calls to a particular phone number to several different users, you must first create a group and assign these users to the group. Now select the group as the call flow destination on this Call Flow page. Group members are assigned under the tab Groups on the page Groups/ Group Assignment.

## Getting started as an installer

The screenshot displays the 'Groups / Group Assignment' page in an administration interface. The top navigation bar includes 'System', 'Time', 'Users', 'Groups', 'Trunks', 'Contact Centre', and 'Logs'. The 'Groups' tab is selected, and a dropdown menu is open, showing options: 'Group Assignment', 'Group Settings', 'Group Profile Settings', and 'Group Status'. Below the navigation, there are filters for 'Organization Unit' (set to 'All') and 'Sub-Unit' (set to 'All'). The main content is a table with 12 rows of group data. Each row includes an index, a group ID, a name, a list of members, and action icons for edit, delete, copy from, and copy to.

Index	Group	Name	Members	Edit	Delete	Copy From	Copy To
1	800	Market	Dave Nix (1088)				
2	801	Group 801	Dave Shaw (1048), John Manning (1081)				
3	802	Group 802	John Manning (1081), John Harner (1048)				
4	803	Sales 803	Gary Nolan (1048), Tracy Tait (8214), Samuel Doran (1041)				
5	804	Accounts 804	John Wilson (1080), Kevin Donery (1002)				
6	805	Logistics 805	Dave Hooley (1009), John Wilson (1080), Sharnal Linn (201)				
7	806	Room 1	Declan Gibbons (1080), Samuel Doran (1041), Gary Nolan (1048), John Wilson (1080), Kevin Donery (1002), John Manning (1081)				
8	807	Room 2	Gary Manning (1007), Dave Shaw (1048)				
9	808	Operator Group	Declan Gibbons (1080)				
10	810	Manning	Samuel Doran (1041)				
11	811	HR					
12	812	Development	John Harner (1048), Dave Shaw (1048), Michael Collins (1040)				

If you wish to play an Auto Attendant message to incoming callers while internal users are being rung, you must first create a group which includes the users and the Auto-Attendant message.

## 2.4. Auto-Attendant

The Auto-Attendant may be programmed to answer incoming calls automatically and to guide the caller through a series of announcements to the desired destination.

If you have routed incoming call flows to the Auto-Attendant, you must also program how the Auto-Attendant will handle these calls and program the interactive responses of the Auto-Attendant to the selections made by callers.

The screenshot shows the 'System / Auto-Attendant' configuration page. The main table lists 15 Auto-Attendant messages. The sidebar menu is open, showing the 'Auto-Attendant' section selected.

Enabled	Index	Message	Duration	Actions	Delay Time	Digit Assignment	Queue
<input type="checkbox"/>	1	Welcome Message	00:00:21		3	Digits	<input type="checkbox"/>
<input type="checkbox"/>	2	Hold Message	00:00:10		15	Digits	<input type="checkbox"/>
<input type="checkbox"/>	3	The Trunk AA	00:00:13		0	Digits	<input type="checkbox"/>
<input type="checkbox"/>	4	Support day	00:00:05		2	Digits	<input type="checkbox"/>
<input type="checkbox"/>	5	Support Q	00:00:13		10	Digits	<input type="checkbox"/>
<input type="checkbox"/>	6	Support night	00:00:32		0	Digits	<input type="checkbox"/>
<input type="checkbox"/>	7	AASupport voicemail	00:00:06		0	Digits	<input type="checkbox"/>
<input type="checkbox"/>	8	o5tan holiday	----		0	Digits	<input type="checkbox"/>
<input type="checkbox"/>	9	JH holiday	00:00:11		7008	Digits	<input type="checkbox"/>
<input type="checkbox"/>	10	gmeet 10	00:00:06		7009	Digits	<input type="checkbox"/>
<input type="checkbox"/>	11	Attendant Msg. 11	00:00:09		7010	Digits	<input type="checkbox"/>
<input type="checkbox"/>	12	Attendant Msg. 12	00:00:19		7012	Digits	<input type="checkbox"/>
<input type="checkbox"/>	13	UCD At Msg. 13	00:00:19		7014	Digits	<input type="checkbox"/>
<input type="checkbox"/>	14	Attendant Msg. 14	00:00:08		7015	Digits	<input type="checkbox"/>
<input type="checkbox"/>	15	AAJR 15	00:00:15		7016	Digits	<input type="checkbox"/>

To do this, go to System/Auto-Attendant page and consult the online help on how to configure the Auto-Attendant.

## 2.5. Email

The system can forward voicemail messages to users as an email with a WAV attachment.

To do this, you must configure an email account on the system. Click on System/External Servers, select SMTP from the drop-down box and program the SMTP server as explained in the help.

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## 2.6. Users

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Go to the page Users/User Settings to enter the following details for each user: Name, E-mail address, mobile number, PIN code for user login, and outgoing CLI.

On this page you may also:

- Activate the user smartphone app
- Connect to the user portal
- Import or export user contacts
- Send a welcome email to the user.

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## 2.7. Firewall

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The system allows remote access to the Installer, Administrator and User portals, to xHTML, CTI, Provisioning of SIP Desk phones and SOAP API's.

The integrated firewall controls access to these services by defining whitelists of authorised remote IP addresses. These must be configured on the pages System/Firewall and System/Whitelist (RAS) IP addresses.

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## 2.8. Provisioning Yealink and Polycom phones

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Yealink T-series and Polycom VVX series SIP desk phones can be provisioned automatically by the system based on the phone's MAC address. This means that the SIP registration details and user preferences can be downloaded automatically from the system allowing Plug and Play installation of the phones.

The provisioning server is configured on the page System/ Provisioning Server and the phones are provisioned on the page Users/SIP Phone Provisioning. Consult the Help on these pages for details.