

# Business Group Administrator: SmartMail Voicemail

## Homepage

The Home page is a dashboard to navigate to your Groups, Lines and Services. Please note that when changes are made it may take up to fifteen minutes to take effect across the whole system.

The screenshot displays the Business Group Admin Portal interface. On the left is a blue sidebar navigation menu with the following items: Home, Groups (with sub-items: Hunt Groups (MLHGs), Call Pickup Groups, Supervisor Dashboard), All Lines (with sub-items: Users, Attendants, Group Access, Phones), Services (with sub-items: Departments, Short Codes, Account Codes, Extensions, Call Logs, Music on Hold, Auto-Attendant, Misc. Settings), Help, and Send Feedback. The main content area has a blue header with the title 'Business Group Admin Portal' and a 'Backdoor' button. Below the header, the 'Groups' section includes a descriptive paragraph and three icons: Hunt Groups (MLHGs), Call Pickup Groups, and Supervisor Dashboard. The 'All Lines' section includes a descriptive paragraph and four icons: Users, Attendants, Group Access, and Phones. The 'Services' section includes a descriptive paragraph and eight icons: Departments, Short Codes, Account Codes, Extensions, Call Logs, Music on Hold, Auto-Attendant, and Misc. Settings.

## Group >> Hunt Groups

**Business Group Admin Portal** Backdoor ▾

Home  
Groups  
Hunt Groups (MLHGs)  
-Service\_MLHG  
Call Pickup Groups  
Supervisor Dashboard ↗  
All Lines  
Users  
Attendants

Hunt Groups in Department:

A Hunt Group (MLHG or Multi-Line Hunt Group) is a set of lines within a Business Group (members), so that calls to the group are passed to a non-busy member of the Hunt Group, or may be added to a queue if all members are busy. Please contact us if you would like to set up a new Hunt Group.

Move selected to:

<input type="checkbox"/>	Hunt Group Name	Number of Members	Service Level	Department
<input type="checkbox"/>	Service_MLHG	5	Hunt Group	Service

## Group >> Hunt Group >> Hunt Group Pilot

You can view your Hunt Group Pilot number in this section. If the Hunt Group Pilot number is clicked a window will pop up for the Status and Services assigned to this line

**Business Group Admin Portal** Backdoor ▾

Hunt Group Service\_MLHG in Department: Service

Hunt Group Pilots | Hunt Group Members | Settings

Telephone Number	Ext.	Name
(360) 730 1092	1092	MLHG_Pilot

MLHG\_Pilot

Home Messages and Calls (1) Contacts (360) 730 1092 ▾

Phone Status  
No summary available, follow the link for details.

Your Services

## Group >> Hunt Group >> Hunt Group Members

Hunt Group Members allows you to view the Telephone numbers that are members of the hunt group. You may remove, change positions or add lines.

Under actions you may view line settings or edit the line.

Business Group Admin Portal Backdoor ▾

Hunt Group Service\_MLHG in Department: Service

Hunt Group Pilots **Hunt Group Members** Settings

Remove Selected Change Positions Add Lines Add single line:  Add

<input type="checkbox"/>	Position	Telephone Number	Ext.	Name	Department	Actions
<input type="checkbox"/>	1	(360) 730 1053	1053	Agent 1	Service	Actions ▾
<input type="checkbox"/>	2	(360) 730 1054	1054	Agent 2	Service	Actions ▾
<input type="checkbox"/>	3	(360) 730 1055	1055	Agent 3	Service	Actions ▾
<input type="checkbox"/>	4	(360) 730 1062	1062	Backdoor	Service	Actions ▾
<input type="checkbox"/>	5	(360) 730 1094	1094	Receptionist	Service	Actions ▾

**Group >> Hunt Group >> Settings >> Preferences**

In this area it shows the hunt group name, service level and login/logout support.

Business Group Admin Portal Backdoor ▾

Hunt Group Service\_MLHG in Department: Service

Hunt Group Pilots Hunt Group Members **Settings**

**Preferences** Hunt Settings

Apply Cancel

Hunt Group Name:

Service Level: Hunt Group

Login/logout supported by default for new members:  Yes  No

**Group >> Hunt Group >> Settings >> Hunt Settings**

This page will show you the settings for the Hunt Group.

## Hunt Group Service\_MLHG in Department: Service

Hunt Group Pilots

Hunt Group Members

Settings

Preferences

Hunt Settings

Apply

Cancel

This page shows the settings for the Multi Line Hunt Group. Hunting is applied to all calls to pilot numbers. Hunting is optionally applied to direct-dialed calls to busy Hunt Group members.

## Settings

## Value

Call Distribution Algorithm

Ring all ▾

Maximum queue length

16

Maximum time in seconds that calls are queued for

20

Is line hunting applied to direct-dialed calls?

Is the Pilot's information delivered as the Caller ID?

Ring each member for (secs)

5

If a member does not answer, do not call again for (secs)

10

**Group >> Call Pickup Groups**

On this page you can view your call pickup groups (CPUG). A CPUG allows subscribers to answer each other's incoming calls. You may add a group or delete a group.

Call Pickup Groups in Department:

A Call Pickup Group (CPUG) defines a group of Business Group Lines within which the subscribers can use Call Pickup to answer each other's incoming calls.

Move selected to:

Call Pickup Group Name	Number of Members
<input type="text" value="Search for..."/>	

There are no Call Pickup groups in the Business Group.

### Group >> Supervisor Dashboard

This is available for a line that has ACD supervisor enabled. This will allow a for Statistics to be viewed for all queues in the business group.

Statistics for all queues in business group 'Whidbeytel\_Demo\_Kit'

QUEUES  
AGENTS  
SETTINGS

No data

## All Lines

This page will allow you to view all the lines in the business group. You may also view the User lines, attendant lines, and Group access.

The Actions dropdown on the right of each line allows the following:

- View Individual settings
- Edit personal setting
- Add services
- Reset Line (Resetting an account will **permanently** lose all its settings including saved messages and contacts. Please take extra care when performing this operation.)
- Unlock account

Business Group Admin Portal Backdoor ▾

Home

Groups

- Hunt Groups (MLHGs)
- Call Pickup Groups
- Supervisor Dashboard ↗

All Lines

Users

Attendants

Group Access

Phones

Services

- Departments
- Short Codes
- Account Codes
- Extensions
- Call Logs
- Music on Hold ↗
- Auto-Attendant ↗
- Misc. Settings

Help

Send Feedback

Lines in Department:

Move selected to:

<input type="checkbox"/>	Telephone Number	Ext.	Name	Department	Actions ▾
<input type="checkbox"/>	(360) 579 4424	4424	Demo ICM	Patient	Actions ▾
<input type="checkbox"/>	(360) 730 1025	1025	Premium Auto Attendant	Hospitality	Actions ▾
<input type="checkbox"/>	(360) 730 1028	1028	Receptionist Station	None	Actions ▾
<input type="checkbox"/>	(360) 730 1053	1053	Agent 1	Service	Actions ▾
<input type="checkbox"/>	(360) 730 1054	1054	Agent 2	Service	Actions ▾
<input type="checkbox"/>	(360) 730 1055	1055	Agent 3	Service	Actions ▾
<input type="checkbox"/>	(360) 730 1062	1062	Backdoor Whidbeytel_Demo_Kit Admin	Service	Actions ▾
<input type="checkbox"/>	(360) 730 1063	1063	Sales Associate Whidbeytel_Demo_Kit Admin Sales	Service	Actions ▾
<input type="checkbox"/>	(360) 730 1092	1092	Service_MLHG pilot: MLHG_Pilot	Service	Actions ▾
<input type="checkbox"/>	(360) 730 1093	1093	Sales Associate	Sales	Actions ▾
<input type="checkbox"/>	(360) 730 1094	1094	Receptionist Whidbeytel_Demo_Kit Admin	Service	Actions ▾
<input type="checkbox"/>	(700) 205 0135	0135	Service_Shared_MBX	Service	Actions ▾
<input type="checkbox"/>	(700) 205 0140		PA Test	None	Actions ▾

## All Lines >> Phones

Here you will be able to view you phones and what lines they are assigned to. You may do the following actions.

- Change Phone - Change description or change to another line.
- Configure Phone - Configure buttons on the phone.

Business Group Admin Portal Backdoor

Home

Groups

\*\*\* Hunt Groups (MLHG's)

\*\*\* Call Pickup Groups

Supervisor Dashboard

All Lines

Users

Attendants

Group Access

**Phones**

Services

Departments

\*\*\* Short Codes

Account Codes

Extensions

Call Logs

Music on Hold

Auto-Attendant

Misc. Settings

Help

Send Feedback

Phones in Department:

Select department  Assign to Department

Enter number...  Assign to Line

Assign phones to lines using the table below or [manage your phone profiles](#).

<input type="checkbox"/>	Model	MAC Address	Description	Assigned to	Department	
<input type="checkbox"/>		00:04:F2:74:11:43	Test 1053	(360) 730 1053	Service	Actions ▼
<input type="checkbox"/>		00:04:F2:8C:F1:DC	post test	(360) 730 1053	Service	Actions ▼
<input type="checkbox"/>		64:16:7F:2C:85:42	Agent_2_vvx411	(360) 730 1054	Service	Actions ▼
<input type="checkbox"/>		64:16:7F:80:8A:AA	VVX101	(360) 730 1093	Sales	Actions ▼
<input type="checkbox"/>		64:16:7F:80:8F:DE	VVX201	(360) 730 1093	Sales	Actions ▼
<input type="checkbox"/>		64:16:7F:92:FA:C8	Agent 2 VVX 310	(360) 730 1054	Service	Actions ▼
<input type="checkbox"/>		64:16:7F:92:FA:DF	Agent 3 VVX 310	(360) 730 1055	Service	Actions ▼
<input type="checkbox"/>		64:16:7F:93:04:C6	Agent 1 VVX 310	(360) 730 1053	Service	Actions ▼
<input type="checkbox"/>		64:16:7F:9B:CE:35	Sales Associate	(360) 730 1063	Sales	Actions ▼
<input type="checkbox"/>		64:16:7F:9B:CE:5E	Agent_1_vvx411	(360) 730 1055	Service	Actions ▼

## Services >> Departments

Departments allow you to divide your Business Group into separate groups that can be administrable. You may add, edit or delete a department.

The screenshot shows the Business Group Admin Portal interface. The left sidebar contains navigation options: Home, Groups (with sub-items: Hunt Groups (MLHG), Call Pickup Groups, Supervisor Dashboard), All Lines (with sub-items: Users, Attendants, Group Access, Phones), Services (with sub-items: Departments, Short Codes, Account Codes, Extensions, Call Logs, Music on Hold, Auto-Attendant, Misc. Settings), Help, and Send Feedback. The main content area is titled "Departments" and includes an "Add Department" button. Below this is a table with columns for Department Name, Operator Number, and three status icons. The table lists departments: Accounting, Executive, Hospitality, Nursing, Patient, Reception, Sales, and Service. A search bar is located above the table. The text "Count of departments: 8" is displayed in the top right of the table area.

Department Name	Operator Number			
Accounting		-	-	-
Executive	(360) 730 1028	-	-	-
Hospitality		-	-	-
Nursing	(360) 730 1028	-	-	-
Patient		-	-	-
Reception		-	-	-
Sales	(360) 730 1094	-	-	-
Service		-	-	-

## Services >> Short Codes

Short codes are used to quickly dial frequently dialed numbers. You may add or delete short codes.

The screenshot shows the Business Group Admin Portal interface for Short Codes. The left sidebar is the same as in the previous screenshot, but the "Short Codes" option is selected. The main content area is titled "Short Codes in Department:" and includes a "View All" dropdown menu. Below this is a text box explaining that short codes allow users to quickly dial common numbers. There is a "Move selected to:" section with a "Select department" dropdown and a "Move" button. Below that are "Delete Selected", "Add", and "Add Range" buttons. A table header is visible with columns for "Short Code", "Telephone Number or Service Access Code", and "Department". The text "There are no short codes in the Business Group." is displayed at the bottom.

Short Code	Telephone Number or Service Access Code	Department
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## Service >> Account Codes

Account codes may be configured under this page. You may select the call types requiring an account code, the number of incorrect attempts and other options listed below.

The screenshot shows the 'Account Codes' configuration page in the Business Group Admin Portal. The left sidebar contains navigation options like Home, Groups, All Lines, Services, and Account Codes. The main content area is titled 'Account Codes' and includes a description, 'Apply' and 'Cancel' buttons, and a section for 'Account Code Options'. Under 'Call types requiring an account code', there are checkboxes for National, International, Local, Premium Rate, Regional, Operator, Directory, Carrier Dialed, Local Business Group, and Other Business Group. Below this, there are settings for 'Use validated account codes', 'Account code length' (set to 1), 'Max incorrect attempts before account blocked' (set to 10), and 'Lines may view business group account codes' (checked). A dropdown menu shows 'Lines can view and change their own validated account codes'.

## Service >> Extensions

Extensions allow you to quickly dial other numbers in your Business Group. You may add or deleted extensions.

The screenshot shows the 'Extensions' configuration page in the Business Group Admin Portal. The left sidebar contains navigation options like Home, Groups, All Lines, Services, and Extensions. The main content area is titled 'Extensions' and includes a description, 'Delete Selected', 'Add Range', and 'Add' buttons. Below these buttons, there is a table showing the current extensions in operation. The table has columns for 'Ext.' and 'Telephone Number'. A search bar is located above the table. The count of extensions is 14.

Ext.	Telephone Number
<input type="checkbox"/>	0135 (700) 205 0135
<input type="checkbox"/>	1025 (360) 730 1025
<input type="checkbox"/>	1028 (360) 730 1028
<input type="checkbox"/>	1053 (360) 730 1053
<input type="checkbox"/>	1054 (360) 730 1054
<input type="checkbox"/>	1055 (360) 730 1055
<input type="checkbox"/>	1062 (360) 730 1062
<input type="checkbox"/>	1063 (360) 730 1063

## Service >> Call Logs

Call Logs report in a CSV format and list calls to and from lines in you Business Group.

The screenshot shows the 'Business Group Admin Portal' interface. On the left is a navigation menu with categories: Home, Groups (including Hunt Groups (MLHG), Call Pickup Groups, Supervisor Dashboard), All Lines (Users, Attendants, Group Access, Phones), and Services (Departments, Short Codes, Account Codes, Extensions, Call Logs). The main content area is titled 'Call Logs' and includes a description: 'Call Logs are presented in a CSV report listing the calls to and from lines in your administration domain. Use the filtering options to specify a date range or to restrict the report to calls to and from lines in a given department.' Below this is a 'Filter configuration' section with instructions to 'Enter start and end dates to request logs of calls made within a specific period of time:'. It features 'Start date' and 'End date' fields, each with separate boxes for month, day, and year, and a calendar icon. A dropdown menu for 'Department' is set to 'Whidbeytel\_Demo\_Kit'. A 'Download' button is located at the bottom of the filter configuration area.

## Service >> Music On Hold (MOH)

MOH is used when you put a caller on hold. You may add up to 10 resources (files) or 10MB of disk space (whichever comes first). You may put bulletins, advertisements or music. Please only use music you are licensed for.

The screenshot shows the 'Music On Hold' configuration page for the department 'Whidbeytel\_Demo\_Kit (root)'. It has three tabs: 'security', 'mappings', and 'resources'. The 'mappings' tab is active, displaying a table of mappings. The table has columns: Directory number, Initial resource, Action, Follow-up resource, Start Point, Duration, and Actions. The first row shows a 'Default' mapping with 'Global 13 - Generic Music' as the initial resource, 'Repeat' as the action, and 'Global 15 - Dream Culture' as the follow-up resource. The second row shows a specific mapping for directory number '360-730-1028' with 'None' as the initial resource and 'Repeat' as the action. Below the table, it indicates '1 of 99 mappings used'. A note states: 'Note: If a line has been recently added to or moved within this organization, then it may take up to one business day for the change to affect Music On Hold.' At the bottom, there is a link to 'View mappings in subdepartment:' followed by a list of subdepartments: Accounting, Executive, Hospitality, Nursing, Patient, Reception, Sales, and Service.

## Service >> Auto-Attendant

This was used for the legacy Auto-attendant. It was replaced by the Easy/Premium Attendant. This is not used anymore.

The screenshot shows a vertical navigation menu with three items: 'Music on Hold' with a music note icon, 'Auto-Attendant' with a speech bubble icon, and 'Misc. Settings' with a three-dot icon. Each item has a right-pointing arrow icon.

## Service >> Misc. Settings >> Number Blocks

You may view the number blocks that are assigned to your business group. If you need more numbers please contact Whidbey Telecom.

**Misc. Settings**

Number Blocks External Calls Call Notifications Other Settings

Not all of the lines in each telephone number block may have been allocated yet. Please contact us if you would like to reserve more numbers or to allocate more lines.

Telephone Number Block	Number of Lines Allocated
(360) 579 4424 -	1
(360) 730 1025 -	1
(360) 730 1028 -	1
(360) 730 1053 - (360) 730 1055	3
(360) 730 1062 - (360) 730 1063	2
(360) 730 1092 - (360) 730 1094	3
(700) 205 0135 -	1

## Service >> Misc. Settings >> External Calls

You may view call limits and carriers used.

### Misc. Settings

Number Blocks External Calls Call Notifications Other Settings

The table below shows any limits on external calls, together with the default carriers that are used when making calls. Please contact us if you would like to change these settings.

Settings	
External Calls	Unlimited
Incoming Calls	Unlimited
Outgoing Calls	Unlimited
Local carrier code	6030
Long distance carrier code	6030
International carrier code	6030

## Service >> Misc. Settings >> Call Notifications

Call Notification are used to notify the selected contacts when an emergency call is dial within their department. Email and Telephone numbers are used to notify the selected contact.

### Misc. Settings

Number Blocks External Calls **Call Notifications** Other Settings

Select contacts to receive notifications when emergency calls are dialled within their department. Nested departments will contact both the emergency contacts of their own department and those of its parent's.

Disable Emergency Call Notifications Add New

Department	Emergency Contacts	
Whidbeytel_Demo_Kit	✉ Joshua, Joshua Land	Actions ▼
	☎ Josh Desk, Joshua Cell	

## Service >> Misc. Settings >> Other Settings

You may designate a business group operator number, display internal Business Group extensions and restrict subscriber messaging.

### Misc. Settings

Number Blocks External Calls Call Notifications **Other Settings**

Apply Cancel

**Restricted Subscriber Messaging**

Prevent the forwarding of voicemail messages to subscribers outside of the Business Group.

**Internal Operator Number**

Business Group operator number:

**Use Internal Extensions**

Display internal Business Group extensions rather than external directory numbers where possible.

## Help

When you are needing more information about a setting you may click the help button on the bottom left of the menu. You may also call 360 321 8324 for further assistance.

