



# Admin Reference Guide

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# Welcome

## Welcome to your TPG BizPhone service!

Inside this guide you will find information on how to use and configure the features and services on offer.

As our product will continue to be upgraded with enhancements and new features, please ensure you check the online version of this guide at your *BizPhone Online Portal* (<https://frontier.tpgtelecom.com.au/>) to get the most up-to-date information.

You can also find How To video guides for a range of core BizPhone features at <http://www.bizphone.net.au/howtovideos>.



# BizPhone Frontier Feature Configuration

TPG BizPhone has many configurable features allowing you to customise your phone to suit you best.

## BizPhone Administrator

The Administrator will have access to the Frontier Admin portal to set or modify the BizPhone phone system and end user configuration options, such as:

- Group Level configuration options
- Configuration of any existing phone/user settings (Call Forward, Do Not Disturb, etc)

The username and password for the Administrator account is emailed to your account contact along with the Service Completion Advice.

## Log in to the Portal

To log in to the BizPhone Frontier Admin portal go to <https://frontier.tpgtelecom.com.au/s/login> via your web browser, where the following will be displayed:



The screenshot shows the login interface for the BizPhone Frontier Admin portal. At the top left is the TPG | Frontier logo. Below it is a white login box with a purple 'Login' header. Inside the box, there are two input fields: 'Username: \*' and 'Password: \*'. Below the password field is a 'Login' button. At the bottom of the box, there is a link: 'Forgot your password? Click here to reset.' Below the login box, there is a footer with copyright information: 'Copyright © 2015 TPG Network Pty Ltd (ABN 85 003 064 328) - All rights reserved', a link to 'Website terms of use', and the URL 'tpg.com.au/business'.

Enter the BizPhone Admin's username and password.

## BizPhone Frontier Admin Portal

Once you log in to the Frontier portal, the below page (Main page) will appear.

**TRG | Frontier** Jacques Azzi

Home

- vPBX Music on Hold
- Schedule And Events
- Advanced Features
- Global Address Book
- BizPhone Admin**

**BizPhone Admin**  
Service 9001084  
vPBX  
Phone System

BizPhone Hunt Group	BizPhone Auto Attendant	BizPhone Queue
Product vPBX HG 114125@bizphone.tpgtelecom.com.au	BizPhone AA demo AA 115499@bizphone.tpgtelecom.com.au	BizPhone demo queue Q 115517@bizphone.tpgtelecom.com.au


**Users**

BizPhone User	BizPhone User	BizPhone User
Product vPBX U114126@bizphone.tpgtelecom.com.au Jacques softphone	Product test U114531@bizphone.tpgtelecom.com.au Nick Pachos	Demo devices U115014@bizphone.tpgtelecom.com.au Ray demo1
Demo devices U115015@bizphone.tpgtelecom.com.au demo2 BizPhone	Demo devices U115016@bizphone.tpgtelecom.com.au demo3 BizPhone	bizphone demo 2 U115506@bizphone.tpgtelecom.com.au Jacques Azzi
bizphone demo 2 U115507@bizphone.tpgtelecom.com.au demo5 BizPhone	bizphone demo 2 U115508@bizphone.tpgtelecom.com.au demo6 demo6	Demo for Wayne U121014@bizphone.tpgtelecom.com.au Wayne Springer
BizPhone Test U120533@bizphone.tpgtelecom.com.au BizPhone Test		

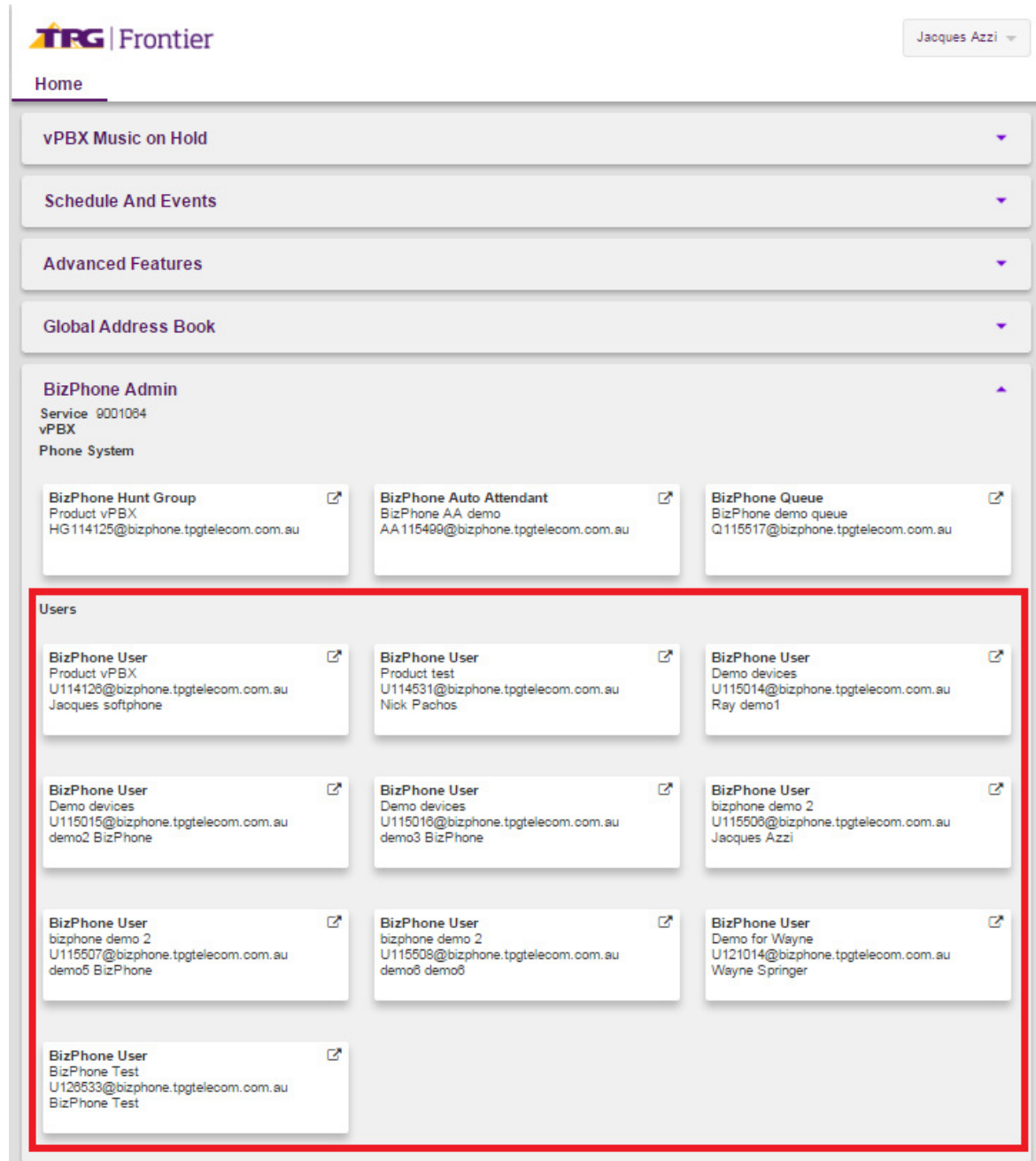
For details on how to use and configure each of the BizPhone features, please refer to the relevant sections of this document.

# Basic User Features

The Basic User Features (per user) are available across all handsets. They are configurable from the Frontier Admin portal. Alternatively, some of these features are configurable via the user handsets as well.


To access the Basic User Features, go to the users section under BizPhone Admin (bottom part of the screen) and click on the  icon for each user that you wish to configure.

For example, in the below screen there are 10 users that you can configure.



The screenshot shows the Frontier Admin portal interface. At the top, there's a header with the TPG Frontier logo and a user profile for Jacques Azzi. Below the header, there's a navigation menu with options like Home, vPBX Music on Hold, Schedule And Events, Advanced Features, Global Address Book, and BizPhone Admin. The BizPhone Admin section is expanded, showing details for Service 9001004 vPBX and Phone System. Below this, there are three cards for BizPhone Hunt Group, BizPhone Auto Attendant, and BizPhone Queue. At the bottom, there's a red-bordered box labeled 'Users' containing a list of 10 BizPhone User entries, each with a name, product, email, and a name. Each entry has an edit icon (pencil) to its right.

Users			
<b>BizPhone User</b> Product vPBX U114126@bizphone.tpgtelecom.com.au Jacques softphone	<b>BizPhone User</b> Product test U114531@bizphone.tpgtelecom.com.au Nick Pachos	<b>BizPhone User</b> Demo devices U115014@bizphone.tpgtelecom.com.au Ray demo1	
<b>BizPhone User</b> Demo devices U115015@bizphone.tpgtelecom.com.au demo2 BizPhone	<b>BizPhone User</b> Demo devices U115016@bizphone.tpgtelecom.com.au demo3 BizPhone	<b>BizPhone User</b> bizphone demo 2 U115508@bizphone.tpgtelecom.com.au Jacques Azzi	
<b>BizPhone User</b> bizphone demo 2 U115507@bizphone.tpgtelecom.com.au demo5 BizPhone	<b>BizPhone User</b> bizphone demo 2 U115508@bizphone.tpgtelecom.com.au demo8 demo8	<b>BizPhone User</b> Demo for Wayne U121014@bizphone.tpgtelecom.com.au Wayne Springer	
<b>BizPhone User</b> BizPhone Test U128533@bizphone.tpgtelecom.com.au BizPhone Test			

Once you click the  icon next to the BizPhone user, the Basic User Features page below will appear (for Standard BizPhone User).

BizPhone User

Service U115506@bizphone.tpgtelecom.com.au (Connecting 0285070687 to vPBX 9001064)  
BizPhone User (Premium Handset for Jacques Azzi)

Basic

User Details

Handset

Simultaneous Ring

Sequential Ring

Call Forwarding Selective

Priority Alert

Call Notify

Busy Lamp Field

Speed Dial 8

Voice Mail

Replace Handset

Basic Call Logs

Client Downloads

Skype for Business

Basic User Features

Call Forward:

No Answer:

0405494090

Busy:

Immediate:

Not Reachable:

Call Waiting:

3-Way Conference Call:

Call Transfer:

Calling Number Display - Incoming:

Calling Number Display - Outgoing:

Override External CLI:

0285246505

Barring:

Mobile:

Please contact your admin to modify this setting

International:

Please contact your admin to modify this setting

Long Distance:

Please contact your admin to modify this setting

Anonymous Call Rejection:

Automatic Callback:

Do Not Disturb:

Do Not Disturb Reminder:

Remote Office:

Update

Page | 8

If the user has a BizPhone Line (ATA) plan, below Basic User Features Page will appear. It has less menu items (Features) compared to Standard BizPhone User.

BizPhone User

Product ATA test

U162063@bizphone.tpgtelecom.com.au

Product ATA

←

Service U162063@bizphone.tpgtelecom.com.au (Connecting 0282787448 to vPBX 9001064)

BizPhone User (Line (ATA) for Product ATA)

Basic

User Details

ATA Details

Speed Dial 8

Voice Mail

Replace ATA

Basic Call Logs

Client Downloads

Basic User Features

Call Forward:

No Answer:

☐

Busy:

☐

Immediate:

☐

Not Reachable:

☐

Call Waiting:

☒

3-Way Conference Call:

☐

Call Transfer:

☐

Calling Number Display - Incoming:

☒

Calling Number Display - Outgoing:

☒

Override External CLI:

☐

Barring:

Mobile:

☐

International:

☒


Long Distance:

☐

Update

#### Notes:

- The extension of the user is the last 5 digits of their full geographical phone number. For any extension starting with “000”, the system will automatically replace the first or the leading digit of the extension with “1”. For example, if the extension is 000xx, it will become 100xx. For internal use, users need to ring 100xx to reach the user.
- The phone number of each user is displayed next to the Service details of the Basic User Features page.

To return to the main page without changes, click on the  icon located at the top right of each BizPhone User page.

To configure each of the Basic User Features, refer to the relevant sections.



## Call Forward No Answer

Call Forward No Answer forwards incoming calls to a particular phone number if the user does not answer the call in a specific time period. The user can also forward the calls to their Voice Mail if they wish.



**Note: If Call Waiting is on and a call is waiting, it will be redirected after that time period.**

### How do you use it?

By changing the user's settings in Frontier, your preference will then be applied to all future calls.

**Default setting:** Off

### How to set in Frontier:

- Change the status next to Call Forward "No Answer" to active by clicking on  or inactive by clicking on . If the status is set to active, you need to enter a valid 10-digit phone or mobile number to forward all calls to.  
Alternatively, you can also forward calls to the Voice Mail by entering \*55 in front of the 10-digit phone number or in front of the phone extension.  
**The system default number of rings before a call is forwarded to a voicemail is 3 rings (18-20 seconds).**
- Click "Update" at the bottom of the screen to save the changes.

### How to override on handset:

- To de-activate the Call Forward No Answer feature, lift the handset and dial \*93.  
Or you can also use the handset menu to de-activate this feature:  
DECT Handset: OK -> Call Features -> Call Forward -> OK -> Disabled -> Save.  
Other Handsets: Menu -> Call Control -> Call Forward -> No Answer -> Disabled -> Save.
- To activate, lift the handset and dial \*92 and enter the phone number to forward the calls to.  
Or you can also use the handset menu to activate this feature:  
DECT Handset: OK -> Call Features -> Call Forward -> OK -> Enabled (enter the number to forward calls to under Target) -> Save.  
Other Handsets: Menu -> Call Control -> Call Forward -> No Answer -> Enabled (enter the number to forward calls to) -> Save.

## Call Forward Busy

Call Forward Busy forwards incoming calls to a particular phone number if the user is on a call. The user can also forward the calls to their Voice Mail if they wish.



**Note: Call Waiting override Call Forward Busy.**

### How do you use it?

By changing the user's settings in Frontier, your preference will then be applied to all future calls.

**Default setting:** Off

### How to set in Frontier:

- Change the status next to Call Forward "Busy" to active by clicking on  or inactive by clicking on . If the status is set to active, you need to enter a valid 10-digit phone or mobile number to forward all calls to.  
Alternatively, you can also forward calls to the Voice Mail by entering \*55 in front of the 10-digit phone number or in front of the phone extension.  
**The system default number of rings before a call is forwarded to a voicemail is 3 rings (18-20 seconds).**
- Click "Update" at the bottom of the screen to save the changes.

### How to override on handset:

- To de-activate the Call Forward Busy feature, lift the handset and dial \*91.  
Or you can also use the handset menu to de-activate this feature:  
DECT Handset: OK → Call Features → Call Forward → OK → Disabled → Save.  
Other Handsets: Menu → Call Control → Call Forward → Busy → Disabled → Save.
- To activate, lift the handset and dial \*90 and enter the phone number to forward the calls to.  
Or you can also use the handset menu to activate this feature:  
DECT Handset: OK → Call Features → Call Forward → OK → Enabled (enter the number to forward calls to under Target) → Save.  
Other Handsets: Menu → Call Control → Call Forward → Busy → Enabled (enter the number to forward calls to) → Save.

## Call Forward Immediate (Always)



Call Forward Immediate forwards all incoming calls to a particular phone number. The user can also forward the calls to their Voice Mail if they wish.

### How do you use it?

By changing the user's setting in Frontier, your preference will then be applied to all future calls.

**Default setting:** Off

### How to set in Frontier:

- Change the status next to Call Forward "Immediate" to active by clicking on  or inactive by clicking on . If the status is set to active, you need to enter a valid 10-digit phone or mobile number to forward all calls to.  
Alternatively, you can also forward calls to the Voice Mail by entering \*55 in front of the 10-digit phone number or in front of the phone extension.  
**The system default number of rings before a call is forwarded to a voicemail is 3 rings (18-20 seconds).**
- Click "Update" at the bottom of the screen to save the changes.

#### How to override on handset:

- To de-activate the Call Forward Immediate feature, lift the handset and dial \*73.  
Or you can also use the handset menu to de-activate this feature:  
DECT Handset: OK → Call Features → Call Forward → OK → Disabled → Save.  
Other Handsets: Menu → Call Control → Call Forward → Always → Disabled → Save.
- To activate, lift the handset and dial \*72 and enter the phone number to forward all calls to.  
Or you can also use the handset menu to activate this feature:  
DECT Handset: OK → Call Features → Call Forward → OK → Enabled (enter the number to forward calls to under Target) → Save.  
Other Handsets: Menu → Call Control → Call Forward → Always → Enabled (enter the number to forward calls to) → Save.

## Call Forward Not Reachable



Call Forward Not Reachable forwards all calls to a different phone number when the user handset is not accessible. The user can also forward the calls to their Voice Mail if they wish.

#### How do you use it?

By changing the user's settings in Frontier, your preference will then be applied to all future calls.

**Default setting:** Off

#### How to set in Frontier:

- Change the status next to Call Forward "Not Reachable" to active by clicking on  or inactive by clicking on . If the status is set to active, you need to enter a valid 10-digit phone or mobile number to forward all calls to.  
Alternatively, you can also forward calls to the Voice Mail by entering \*55 in front of the 10-digit phone number or in front of the phone extension.  
**The system default number of rings before a call is forwarded to a voicemail is 3 rings (18-20 seconds).**
- Click "Update" at the bottom of the screen to save the changes.

#### How to override on handset:

- To de-activate the Call Forward Not Reachable feature, lift the handset and dial \*95.
- To activate, lift the handset and dial \*94 and enter the phone number to forward the calls to.

## Call Waiting

Call Waiting is a service that allows the user to be alerted to an incoming call by a faint beep or click when the user is already talking on the phone. This gives the user the ability to either take that call by putting the first call on hold or just continue with the conversation that you are currently having.

### How do you use it?

To use Call Waiting, you must already be on a call.



DECT Handset: When a second call comes through, it will appear on the phone screen. Press "Accept" to speak to the second caller without hanging up the first caller (the first caller will be put on hold). To resume the held call, press "Swap".

T42G (T42S) Handset: When a second call comes through, press the down arrow button and the answer option will be shown on the LCD screen. You can then press "Answer" to speak to the second caller without hanging up the first caller (the first caller will be put on hold). To resume the held call, press the up arrow button and press "Resume".

T48G (T48S) Handset: When a second call comes through, you will see incoming call on the LCD screen. Click on the incoming call and click "Answer" to speak to the second caller without hanging up the first caller (the first caller will be put on hold). To resume the held call, click the hold call and click "Resume".

**Default Setting:** On

### How to set in Frontier:

- Change the status next to Call Waiting to active by clicking on  or inactive by clicking on .
- Click "Update" at the bottom of the screen to save the changes.

### How to override on handset:

To disable the call waiting, lift the handset and dial #43.

Or you can also use the handset menu to de-activate or activate this feature:

DECT Handset: OK → Call Features → Call Waiting → "Disabled" (to de-activate) or "Enabled" (to activate) → Save.

Other Handsets: Menu → Features → Call Waiting → "Disabled" (to de-activate) or "Enabled" (to activate) → Save.

## 3-Way Conference Call

3-Way Conference Call enables a user to bring a third party into an existing conversation, and allows the three parties to listen and talk to each other.

### How do you use it?

To use the 3-Way Conference Call, you must start on a connected call.

DECT Handset: When you are connected in a call, press “Options” and then select “Conference” key on the phone and then enter the number of the third party you wish to conference in. Once the call is answered, press the “Conf” key again to join the parties together.

Other Handsets: Press the “Conf” or “Conference” key on the phone, and then enter the number of the third party you wish to conference in. Once you answer the call you can speak to them privately, and then press the “Conf” or “Conference” key again to join all parties together.

Note: If either of the two parties hang up during the call, the call with the other party remains connected. If the user hangs up, the other two parties will be disconnected.

**Default Setting:** On (Not configurable)

## Call Transfer

Call Transfer allows a user to transfer a connected call to a third party (either internal or any phone number).

There are two types of transfer: Blind Transfer and Attended Transfer (not available on the DECT handsets).

An attended transfer allows the user to speak to the third party privately before transferring the call across. A blind transfer simply redirects the call to the third party and then hangs up the user.

### How do you use it?

To use Call Transfer, you must start on a connected call.

DECT Handset: To transfer a call, press “Options” and select “Transfer” key on the phone. Then enter the phone number that you wish to transfer the call to and press the “Transfer” key again. The call will then be transferred to a third party.

Other Handsets: To transfer a received call, press the “Trans” or “Transfer” button on the phone. The existing call will be placed on hold, and you will have two options:

1. If you want to make an “Attended” transfer, dial the third party number, speak to the third party, and press the “Transfer” button again.
2. If you want to make a “Blind” transfer, dial the third party number and press the “Transfer” button and the call should transfer immediately.

**Default Setting:** On (Not configurable)





## Calling Number Display – Incoming

Calling Number Display – Incoming allows the user to display or hide the other party's phone number when you are calling the user.

**Default Setting:** On

### How to set in Frontier:



- Change the status next to Calling Number Display – Incoming (Caller Number Display) to active by clicking on  or inactive by clicking on .
- Click "Update" at the bottom of the screen to save the changes.

## Calling Number Display – Outgoing

Calling Number Display allows the user to display or hide your phone number when making an outbound call.

**Default Setting:** On

### How to set in Frontier:

- Change the status next to Calling Number Display – Outgoing (Caller Line Identifier) to active by clicking on  or inactive by clicking on .
- Click "Update" at the bottom of the screen to save the changes.

### How to override on handset:

- To de-activate, lift the handset and dial \*31 and then the user phone number will be restricted to the other party.
- To activate the Calling Number Display - Outgoing, lift the handset and dial #31.

## Override External CLI



Override External CLI allows the user to override their Calling Number Display for outgoing **external** calls with a different phone number than his/her own or the pilot number. **Note that the override number can only be another active BizPhone number.**

Below are few examples to show when this feature will be useful:

- An external CLI to be configured on a customer department level (Finance, HR, etc...) or location/store.
- An external CLI to be configured for users in Hunt Group only, so when the users in the group return a missed call or makes outgoing external calls, the Hunt Group number will appear as their external CLI.
- A specific user(s) to be exempted from the pilot number. For example, the company director might not want to display the pilot number as their external CLI.

**Default Setting:** Off

### How to set in Frontier:



- Change the status next to Override External CLI to active by clicking on  or inactive by clicking on .
- Select a phone number from the drop down list. This number will then be displayed as the CLI when the user makes outgoing external call.
- Click "Update" at the bottom of the screen to save the changes.

## Call Barring

Call Barring bars certain types of calls (Mobile, International, and Long Distance) from being made from the user's phone.

**Default Setting:** Off

**How to set in Frontier:**

- Change the status next to the Barring "Mobile" or "International" or "Long Distance" to active by clicking on  or inactive by clicking on .
- Click "Update" at the bottom of the screen to save the changes.

## Anonymous Call Rejection

Anonymous Call Rejection allows a user to reject incoming calls that do not have Caller ID Display enabled. By enabling the service, a caller who has their caller ID blocked will have their incoming call rejected. The caller will hear a message informing them that the user is not accepting anonymous call at this time. The user's phone will not ring and the user will not see any indication of the call.



**Note: Anonymous Call Rejection feature is not available on BizPhone Line (ATA) plan.**

**How do you use it?**

By changing the user's settings in Frontier, your preference will then be applied to all future calls.

**Default setting:** Off

**How to set in Frontier:**

- Change the status next to Anonymous Call Rejection to active by clicking on  or inactive by clicking on .
- Click "Update" at the bottom of the screen to save the changes.

**How to override on handset:**

- To Activate the Anonymous Call Rejection feature, lift the handset and dial \*77.
- To de-activate, lift the handset and dial \*87.

Or you can also use the handset menu to activate or de-activate or activate this feature:

DECT Handset: OK → Call Features → Anon. Call Rejection → OK → "Disabled" (to de-activate) or "Enabled" (to activate) → OK.

Other Handsets: Menu → Call Control → Anonymous Call Rejection → "Off" (to de-activate) or "On" (to activate) → Save

## Automatic Call Back

Automatic Call Back allows the user who receive a busy tone to monitor the busy party and automatically establish a call when the busy party becomes available.



**Note: Automatic Call Back feature is not available on BizPhone Line (ATA) plan.**

### How do you use it?

By changing the user's setting in Frontier, your preference will then be applied to all future calls. This feature can only be activated when calling within the same group.

**Default setting:** Off

### How to set in Frontier:

- Change the status next to Automatic Call Back to active by clicking on  or inactive by clicking on .
- Click "Update" at the bottom of the screen to save the changes.

## Do Not Disturb

Do Not Disturb allows the users to set their phone as unavailable so that incoming calls are treated as if the user is busy.



**Note: Do Not Disturb feature is not available on BizPhone Line (ATA) plan.**

### How do you use it?

By changing the user's settings in Frontier, your preference will then be applied to all future calls.

**Default setting:** Off

### How to set in Frontier:

- Change the status next to Do Not Disturb to active by clicking on  or inactive by clicking on .
- Click "Update" at the bottom of the screen to save the changes.

### How to override on handset:

- To Activate the Do Not Disturb feature, lift the handset and dial \*78 or press the "DND" key on the phone (not available for DECT handsets).
- To de-activate, lift the handset and dial \*79.

## Do Not Disturb Reminder

Do Not Disturb Reminder plays ring reminder when the call is blocked.



**Note: Do Not Disturb Reminder feature is not available on BizPhone Line (ATA) plan.**

### How do you use it?

By changing the user's settings in Frontier, your preference will then be applied for future calls.

**Default setting:** Off

### How to set in Frontier:

- Change the status next to Do Not Disturb Reminder to active by clicking on  or inactive by clicking on .
- Click "Update" at the bottom of the screen to save the changes.

## Remote Office

Remote Office allows user to access and use their BizPhone service from any phone number (home office, mobile phone) that you specified as their Remote Office.



**Note: Remote Office feature is not available on BizPhone Line (ATA) plan.**

### How do you use it?

By changing the user's settings in Frontier, your preference will then be applied to all future calls.

**Default setting:** Off

### How to set in Frontier:

- Change the status next to Remote Office to active by clicking on  or inactive by clicking on .
- Enter the phone number you want to access your BizPhone service from on the text box next to Remote Office option.
- Click "Update" at the bottom of the screen to save the changes.

### How to override on handset (Not available for DECT handsets):

Menu → Call Control → Remote Office → "Off" (to de-activate) or "On" (to activate) → Save

# Standard Features

The standard features are available on all handsets (unless specified) – these features are configurable via the Frontier Portal, and some features are also configurable via the handsets.

**Note: Not all of the Standard Features are available on BizPhone Line (ATA) plan.**

## User Details


User Details allows the administrator to manage and modify the user details when required. For example, when a user leaves the company, the administrator can replace the user details with a new or other user if the handset is reallocated to a different user.

### How do you use it?

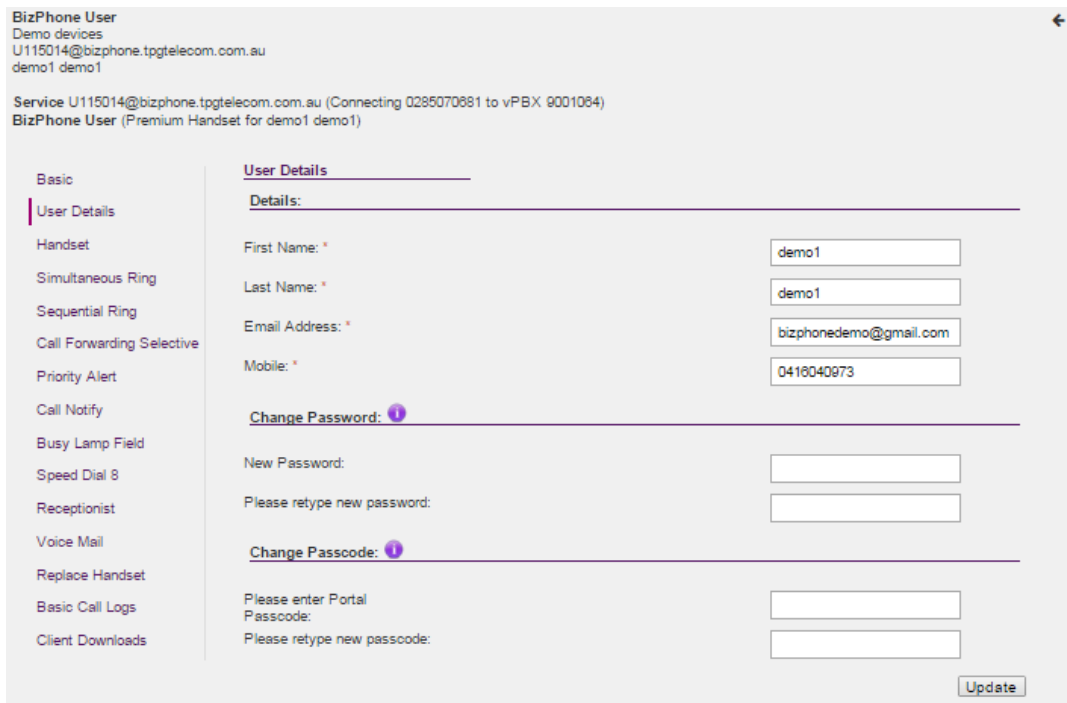
By changing the settings in Frontier, the preference will then be applied to all future calls.

**Default setting:** Un-configured

### How to configure in Frontier:

- To access User Details, go to the users section under BizPhone Admin (bottom part of the main page), click on the  icon for each user that you wish to configure and when the BizPhone user page appears, click on “User Details” menu on the left.

**Note: Below Screen capture (User Details page) is for Standard BizPhone User only. A BizPhone Line (ATA) user will have less menu on the left because there are less features supported. Please refer to each Features section to see which features are not supported.**



**BizPhone User**  
Demo devices  
U115014@bizphone.tpgtelecom.com.au  
demo1 demo1

Service U115014@bizphone.tpgtelecom.com.au (Connecting 0285070881 to vPBX 9001084)  
BizPhone User (Premium Handset for demo1 demo1)

**User Details**

**Details:**

First Name: \*

Last Name: \*

Email Address: \*

Mobile: \*

**Change Password:** ⓘ

New Password:

Please retype new password:

**Change Passcode:** ⓘ

Please enter Portal Passcode:

Please retype new passcode:




- Enter the user details.

User Details	Description
<b>First Name*</b>	Enter the first name of the user.
<b>Last Name*</b>	Enter the last name of the user.
<b>Email Address*</b>	Enter the email address of the user.
<b>Mobile*</b>	Enter the mobile address of the user.
<b>Change Password</b>	
<b>New Password</b>	Enter a new password for the user's Frontier user portal (if applicable).
<b>Please retype new password</b>	Retype the password you have just entered.
<b>Change Passcode</b>	
<b>Please enter Portal Passcode</b>	Enter a new passcode for the user's voice portal.
<b>Please retype new passcode</b>	Retype your passcode you have just entered for the user's voice portal.


**Notes:**

- \* in above table indicates mandatory field and cannot be empty.
- The specification for the User Password and Voice Portal Passcode are different. For User Password, please refer to: [User Password specification](#). For Voice Portal Passcode, please refer to: [Voice Portal Passcode specification](#).
- Once you have finished entering the user details, click "Update" to save the details you have just entered or modified for the user.

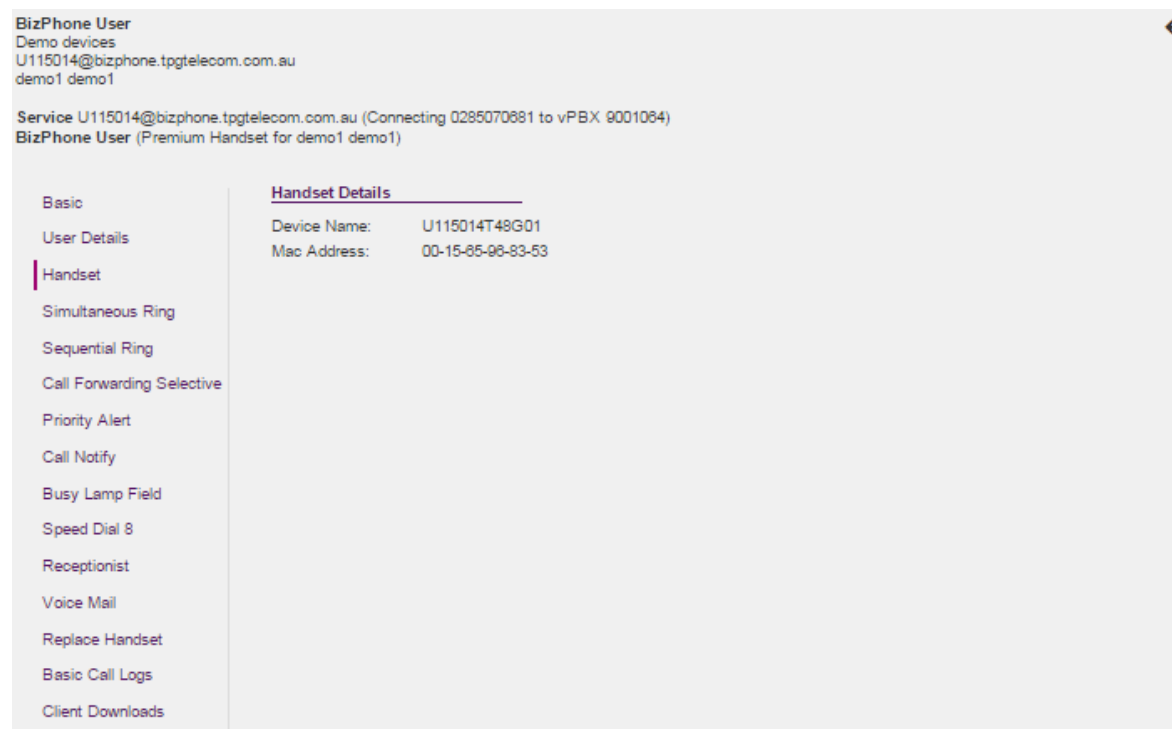
To return to the main page without changes, click on the  icon located at the top right of each BizPhone User page.

## Handset/ATA Details

This page displays the User's handset or ATA device details: Device Name and MAC Address.

To access the Handset/ATA details, go to the users section under BizPhone Admin (bottom part of the main page), click on the  icon for each user that you wish to display the handset information for and when the BizPhone user page appears, click on "Handset" menu on the left if you have a Standard user plan or click on "ATA Details" if you have a Line (ATA) plan.

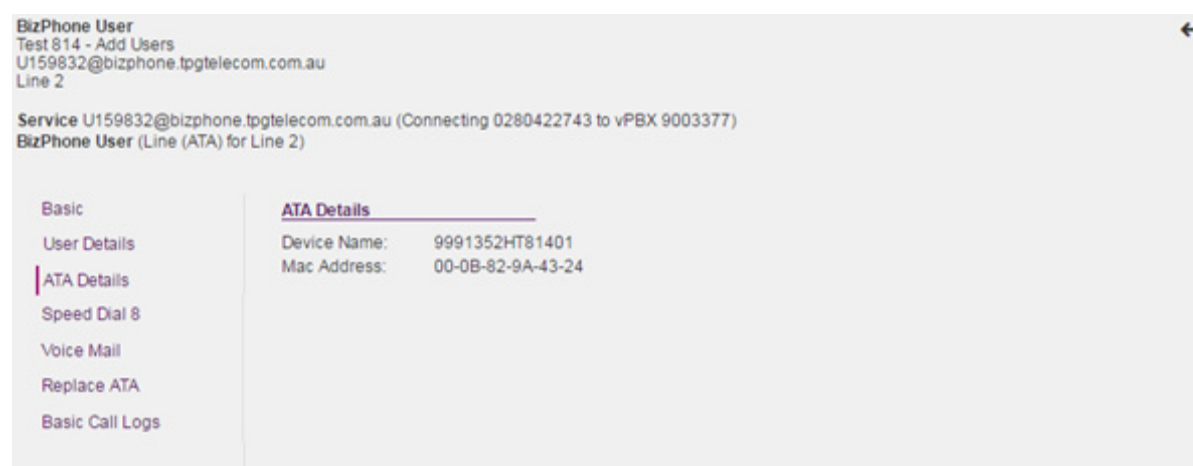
Below is the Standard User's Handset Details page.



The screenshot shows the 'BizPhone User' interface for a 'demo1 demo1' user. The left sidebar contains a menu with options: Basic, User Details, Handset (highlighted), Simultaneous Ring, Sequential Ring, Call Forwarding Selective, Priority Alert, Call Notify, Busy Lamp Field, Speed Dial 8, Receptionist, Voice Mail, Replace Handset, Basic Call Logs, and Client Downloads. The main content area is titled 'Handset Details' and displays the following information:

Device Name:	U115014T48G01
Mac Address:	00-15-85-98-83-53

Below is the BizPhone Line ATA's Details page.



The screenshot shows the 'BizPhone User' interface for a 'Line 2' user. The left sidebar contains a menu with options: Basic, User Details, ATA Details (highlighted), Speed Dial 8, Voice Mail, Replace ATA, and Basic Call Logs. The main content area is titled 'ATA Details' and displays the following information:

Device Name:	9991352HT81401
Mac Address:	00-0B-82-9A-43-24

**Note:** The Handset/ATA Details go hand-in-hand with the Replace Handset/ Replace ATA feature. If you replace your handset/ATA with a new or replacement handset/ATA, the new or replacement handset/ATA's details (Device name and MAC Address) will be displayed in this page.

To return to the main page, click on the  icon located at the top right of each BizPhone User page.

## Simultaneous Ring

Simultaneous Ring allows incoming calls to ring on multiple phone numbers or extensions in addition to user's phone.


**Note:** Simultaneous Ring feature is not available on BizPhone Line (ATA) plan.

### How do you use it?

By changing the settings in Frontier, the preference will then be applied to all future calls.

**Default setting:** Un-configured

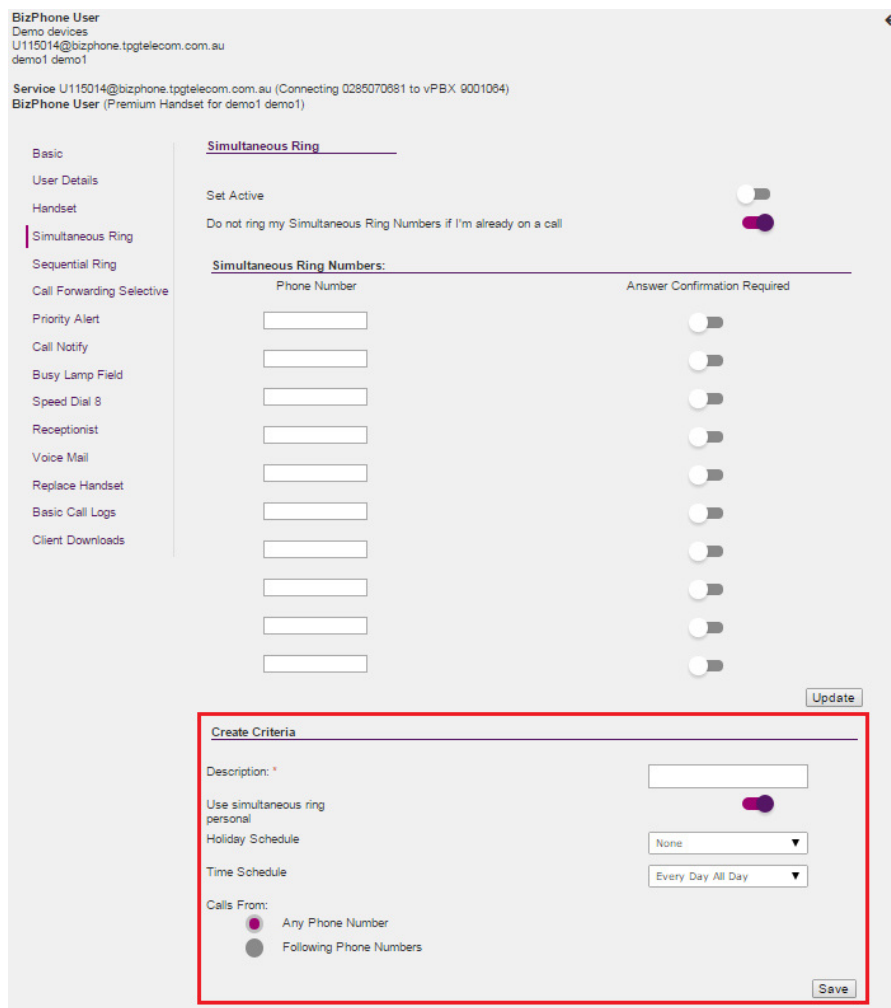
### How to configure in Frontier:

- To access Simultaneous Ring, go to the users section under BizPhone Admin (bottom part of the main page), click on the  icon for each user that you wish to configure and when the BizPhone user page appears, click on "Simultaneous Ring" menu on the left.

The Simultaneous Ring is configured in 2 parts:

- Activate and configure Simultaneous Ring options (top part of the screen).
- Create criteria for the Simultaneous Ring (bottom part of the screen).

**Note:** You need to set up a create criteria before you can activate the Simultaneous Ring feature for the user.



The screenshot shows the 'BizPhone User' configuration page for 'demo1 demo1'. The left sidebar lists various settings, with 'Simultaneous Ring' selected. The main content area shows the 'Simultaneous Ring' settings, including a 'Set Active' toggle (currently off) and a 'Do not ring my Simultaneous Ring Numbers if I'm already on a call' toggle (currently on). Below these are 'Simultaneous Ring Numbers' and 'Answer Confirmation Required' sections, each with a table of phone numbers and corresponding toggle switches. At the bottom, a 'Create Criteria' dialog is open, highlighted with a red border. This dialog includes fields for 'Description', 'Use simultaneous ring personal' (toggle), 'Holiday Schedule' (dropdown set to 'None'), 'Time Schedule' (dropdown set to 'Every Day All Day'), and 'Calls From' (radio buttons for 'Any Phone Number' and 'Following Phone Numbers').

**BizPhone User**  
Demo devices  
U115014@bizphone.tpgtelecom.com.au  
demo1 demo1

Service U115014@bizphone.tpgtelecom.com.au (Connecting 0285070881 to vPBX 9001064)  
BizPhone User (Premium Handset for demo1 demo1)

**Simultaneous Ring**

Set Active ☐

Do not ring my Simultaneous Ring Numbers if I'm already on a call ☒

**Simultaneous Ring Numbers:**

Phone Number	Answer Confirmation Required
<input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>
<input type="text"/>	<input type="checkbox"/>

**Create Criteria**

Description:

Use simultaneous ring personal ☒

Holiday Schedule

Time Schedule

Calls From:  
☒ Any Phone Number  
☐ Following Phone Numbers

- You need to set up “Schedules and Events” before you can enter a Create Criteria or you can use the default Time Schedule. To set up the Schedules and Events, please refer to [Schedules and Events](#) section in this document.
- Enter a Create Criteria for the user’s Simultaneous Ring.

Create Criteria for Simultaneous Ring	Description
Description*	Enter the description for the Simultaneous Ring criteria.
Use Simultaneous Ring Personal	Tick this option if you want to use the Simultaneous Ring Personal.
Holiday Schedule	(if applicable) Select the Holiday schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
Time Schedule	(if applicable) Select the Time schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
Calls From	<p>You can specify if you want the phone to ring simultaneously when you receive call from:</p> <ul style="list-style-type: none"> <li>- <b>Any Phone Numbers</b>, where the user’s phone will ring simultaneously with the specified phone number(s) when you receive calls from any numbers.</li> <li>- <b>Following Phone Numbers</b>, where the user’s phone will ONLY ring simultaneously with the specified phone number(s) when you receive calls from the specified phone numbers in this section. If you select this option, you will need to specify each phone number in each text box located under this option. You can specify up to 12 phone numbers.</li> </ul>

**Note:** \* in above table indicates mandatory field and cannot be empty.

- Click “Save” at the bottom of the Create Criteria section to save the Simultaneous Ring criteria you have just created.

When the Criteria is successfully created, it will be displayed at the bottom of the screen under “Configured Criteria”. You can update the criteria by changing the details on the criteria and click on the “Update” button below the criteria section. Or you can delete the criteria by clicking on the “Delete” button below the criteria section.

Configured Criteria

TPG Simultaneous

Criteria Active:

Description: \*

TPG Simultaneous

Use simultaneous ring personal

Holiday Schedule

None

Time Schedule

Every Day All Day

Calls From:

Any Phone Number

Following Phone Numbers

Update


Delete

**Note:** You can create more than one Create Criteria by repeating the Create Criteria steps above.

- After you create the criteria for the Simultaneous Ring, you can now activate and enter the Simultaneous Ring options.

Simultaneous Ring Options	Description
<b>Set Active</b>	Enable this option to activate the Simultaneous Ring.
<b>Do Not Ring My Simultaneous Ring Numbers if I'm already in a call</b>	Enable this option if you do not want the incoming calls to ring the additional numbers if the user is already in a call.
<b>Simultaneous Ring Numbers</b>	
<b>Phone Number</b>	Enter the phone number(s) that you want to ring at the same time as the user's phone number for any incoming calls.
<b>Answer Confirmation Required</b>	Enable this option to prevent callers from being transferred to the specified phone's voicemail.

- Click "Update" to save the changes.

To return to the main page without changes, click on the  icon located at the top right of each BizPhone User page.



## Sequential Ring

Sequential Ring allows the user to receive a call on multiple phones or devices in sequential order.


**Note:** Sequential Ring feature is not available on BizPhone Line (ATA) plan.

### How do you use it?

By changing the settings in Frontier, the preference will then be applied to all future calls.

**Default setting:** Un-configured

### How to configure in Frontier:

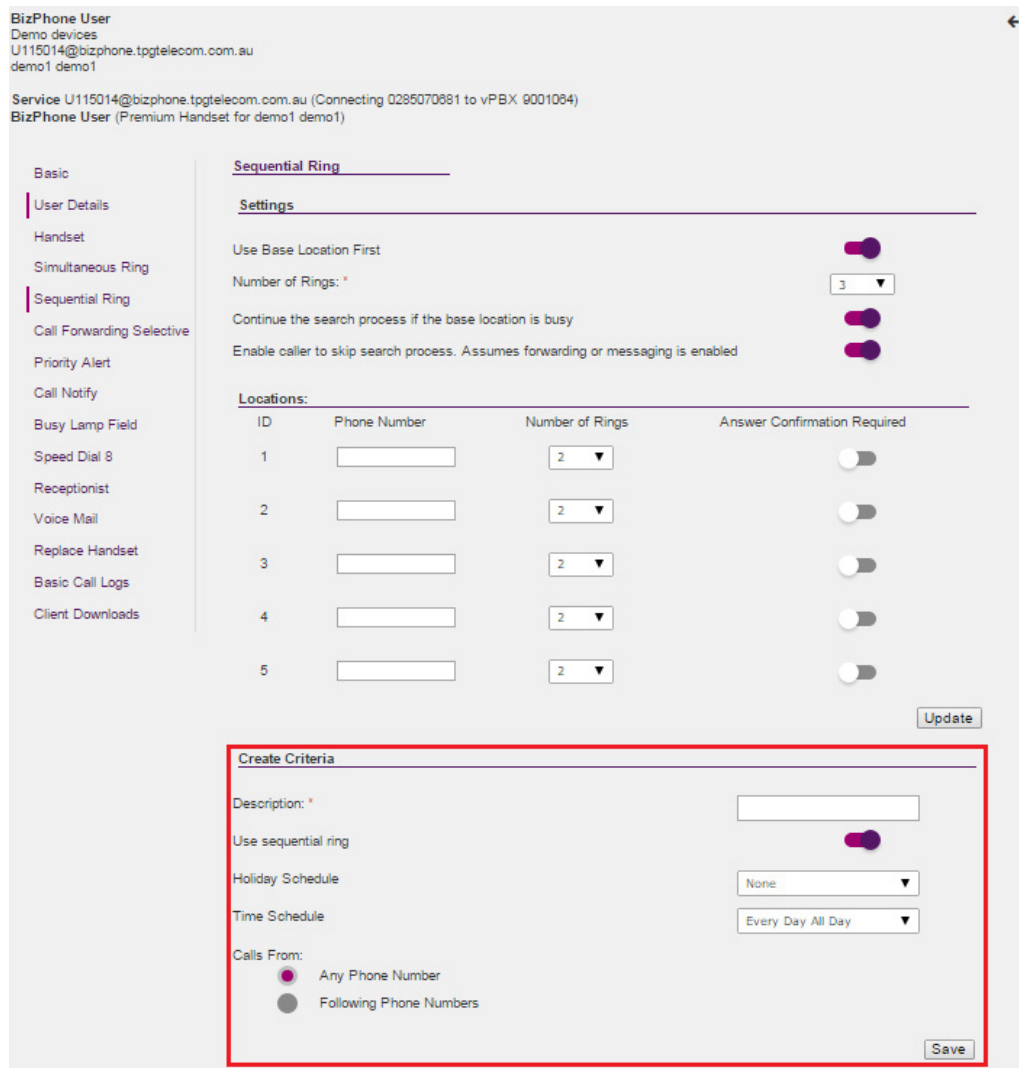
- To access Sequential Ring, go to the users section under BizPhone Admin (bottom part of the main page), click on the  icon for each user that you wish to configure and when the BizPhone user page appears, click on "Sequential Ring" menu on the left.

The Sequential Ring is configured in 2 parts:

1. Activate and configure Sequential Ring options (top part of the screen).
2. Create criteria for the Sequential Ring (bottom part of the screen).

### Notes:

- You need to set up a create criteria before you can activate the Sequential Ring feature.



**BizPhone User**  
Demo devices  
U115014@bizphone.tpatelecom.com.au  
demo1 demo1

Service U115014@bizphone.tpatelecom.com.au (Connecting 0285070881 to vPBX 9001084)  
BizPhone User (Premium Handset for demo1 demo1)

**Sequential Ring**

**Settings**

Use Base Location First ☒

Number of Rings: \*

Continue the search process if the base location is busy ☒

Enable caller to skip search process. Assumes forwarding or messaging is enabled ☒

**Locations:**

ID	Phone Number	Number of Rings	Answer Confirmation Required
1	<input type="text"/>	<input type="text" value="2"/>	<input type="checkbox"/>
2	<input type="text"/>	<input type="text" value="2"/>	<input type="checkbox"/>
3	<input type="text"/>	<input type="text" value="2"/>	<input type="checkbox"/>
4	<input type="text"/>	<input type="text" value="2"/>	<input type="checkbox"/>
5	<input type="text"/>	<input type="text" value="2"/>	<input type="checkbox"/>

**Create Criteria**

Description: \*

Use sequential ring ☒

Holiday Schedule

Time Schedule

Calls From:

☒ Any Phone Number

☐ Following Phone Numbers

- You need to set up “Schedules and Events” before you can enter a Create Criteria or you can use the default Time Schedule. To set up the Schedules and Events, please refer to [Schedules and Events](#) section in this document.
- Enter a Create Criteria for the user’s Sequential Ring.

Create Criteria for Sequential Ring	Description
Description*	Enter the description for the Sequential Ring criteria.
Use Sequential Ring	Tick this option if you want to use the Sequential Ring.
Holiday Schedule	(if applicable) Select the Holiday schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
Time Schedule	(if applicable) Select the Time schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
Calls From	<p>You can specify if you want the phone to ring sequentially when the user receives call from:</p> <ul style="list-style-type: none"> <li>- <b>Any Phone Numbers</b>, where the specified phone number will ring in sequence to the user’s phone when you receive calls from any numbers.</li> <li>- <b>Following Phone Numbers</b>, where the specified phone will ONLY ring in sequence to the user’s phone when you receive calls from the specified phone numbers in this section. If you select this option, you will need to specify each phone number in each text box located under this option. You can specify up to 12 phone numbers.</li> </ul>

**Note:** \* in above table indicates mandatory field and cannot be empty.

- Click “Save” at the bottom of the Create Criteria section to save the Sequential Ring criteria you have just created.

When the Criteria is successfully created, it will be displayed at the bottom of the screen under “Configured Criteria”. You can update the criteria by changing the details on the criteria and click on the “Update” button below the criteria section. Or you can delete the criteria by clicking on the “Delete” button below the criteria section.

Configured Criteria

Default

Criteria Active:
☐

Description: \*

Use sequential ring
☒

Holiday Schedule

Time Schedule

Calls From:

☒ Any Phone Number
☐ Following Phone Numbers


**Note:** You can create more than one Create Criteria by repeating the Create Criteria steps above.

- After you create the criteria for the Sequential Ring, you can now activate and enter the Sequential Ring options.

Sequential Ring Options	Description
Use Base Location First	Enable this option if you want all incoming calls to go to the primary number first before it rings the other phone numbers.
Number of Rings*	Select the number of rings from the drop down list before the incoming calls rings the other phone numbers.
Continue the search process if the base location is busy	Enable this option if you want the service to continue to search if the primary number is busy.
Enable caller to skip the search process. Assumes forwarding or messaging is enabled	Enable this option to allow callers to terminate the search process and be put into voicemail or to the forwarding option.
Locations	
ID	This is a default ID set in the system.
Phone Number	Enter the Phone number for the additional phone.
Number of Rings	Select from the drop down list the number of rings before it reaches the specified phone number.
Answer Confirmation	Enabled this option to prevent callers from being transferred to the specified phone's voicemail.

**Note:** \* in above table indicates mandatory field and cannot be empty.

- Click "Update" to save the changes.

To return to the main page without changes, click on the  icon located at the top right of each BizPhone User page.

## Call Forwarding Selective

Call Forwarding Selective sends specific calls to another phone number or Voice Mail.


**Note:** Call Forwarding Selective feature is not available on BizPhone Line (ATA) plan.

### How do you use it?

By changing the settings in Frontier, the preference will then be applied to all future calls.

**Default setting:** Un-configured

### How to configure in Frontier:

- To access Call Forwarding Selective, go to the users section under BizPhone Admin (bottom part of the main page), click on the  icon for each user that you wish to configure and when the BizPhone user page appears, click on “Call Forwarding Selective” menu on the left.

The Call Forwarding Selective is configured in 2 parts:

1. Activate and configure Call Forwarding Selective options (top part of the screen).
2. Create criteria for the Call Forwarding Selective (bottom part of the screen).

### Notes:

- You need to enter a phone number for the “Default Forward To Number” field before you can set up a create criteria. Alternatively, you can also forward all calls to the user’s Voice Mail by entering \*55 in front of the 10-digit phone number or in front of the phone extension. The system default number of rings before a call is forwarded to a voicemail is 3 rings (18-20 seconds).

The create criteria option will only appear once you have entered the “Default Forward To Number”.

- You need to set up a create criteria before you can activate the Call Forwarding Selective feature.

- You need to set up “Schedules and Events” before you can enter a Create Criteria or you can use the default Time Schedule. To set up the Schedules and Events, please refer to [Schedules and Events](#) section in this document.
- Enter the “Default Forward to Number” and click “Update”. The Create Criteria Options will now appear.

**BizPhone User**  
Demo devices  
U115014@bizphone.tpgtelecom.com.au  
demo1 demo1

Service U115014@bizphone.tpgtelecom.com.au (Connecting 0285070681 to vPBX 9001064)  
**BizPhone User** (Premium Handset for demo1 demo1)

**Call Forwarding Selective**

Please Note. Call Forwarding Selective can only be active if there is at least one active criteria configured.

Set Active: ☐

Play Ring Reminder: ☐

Default Forward To Number:

**Create Criteria**

Description:

Holiday Schedule:

Time Schedule:

Forward To:

- ☒ Default Number
- ☐ Specified Number
- ☐ Do Not Forward

Calls From:

- ☒ Any Phone Number
- ☐ Following Phone Numbers

**Update** **Save**

- Enter a Create Criteria for the user’s Call Forwarding Selective.

Create Criteria for Call Forwarding Selective	Description
<b>Description*</b>	Enter the description for the Call Forwarding Selective criteria.
<b>Holiday Schedule</b>	(if applicable) Select the Holiday schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
<b>Time Schedule</b>	(if applicable) Select the Time schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
<b>Forward To</b>	<p>Select where you want to forward the call to.</p> <ul style="list-style-type: none"> <li>- <b>Default number:</b> tick this option if you want to forward calls to the number you specified on the “Default Forward to Number”.</li> <li>- <b>Specified Number:</b> tick this option if you want to forward calls to a specified number and specify the phone number.</li> <li>- <b>Do Not Forward:</b> tick this option if you do not want to call forward.</li> </ul>
<b>Forward From</b>	<p>Select what phone number you want to call forward from.</p> <ul style="list-style-type: none"> <li>- <b>Any Phone Number:</b> tick this option if you want to forward calls from any phone number.</li> <li>- <b>Following Phone Number:</b> tick this option if you only want to</li> </ul>

	forward calls from specific phone numbers. If you select this option, you will need to specify each phone number in each text box located under this option. You can specify up to 12 phone numbers.
--	--

**Note:**

- \* in above table indicates mandatory field and cannot be empty.
- You can forward calls to a Voice Mail.
- Click “Save” at the bottom of the Create Criteria section to save the Call Forwarding Selective criteria you have just created.

When the Criteria is successfully created, it will be displayed at the bottom of the screen under “Configured Criteria”. You can update the criteria by changing the details on the criteria and click on the “Update” button below the criteria section. Or you can delete the criteria by clicking on the “Delete” button below the criteria section.


**Note:** You can create more than one Create Criteria by repeating the Create Criteria steps above.

- After you create the criteria for the Call Forwarding Selective, you can now activate and enter the Call Forwarding Selective options.

Call Forwarding Selective Options	Description
Set Active*	Enable this option to activate the Call Forwarding Selective.
Play Ring Reminder*	Enable this option to play a short ring to remind the user that calls are being forwarded to another phone number.
Default Forward to Number*	Enter the default number to call forward to.

**Note:** \* in above table indicates mandatory field and cannot be empty.

- Click “Update” to update the Call Forwarding Selective options.

To return to the main page without changes, click on the  icon located at the top right of each BizPhone User page.

## Priority Alert

When Priority Alert is enabled, the user phone will ring with a distinctive ring allowing the user to know that the calls are from a specific person or group of people (specified in the create criteria).


**Note: Priority Alert feature is not available on BizPhone Line (ATA) plan.**

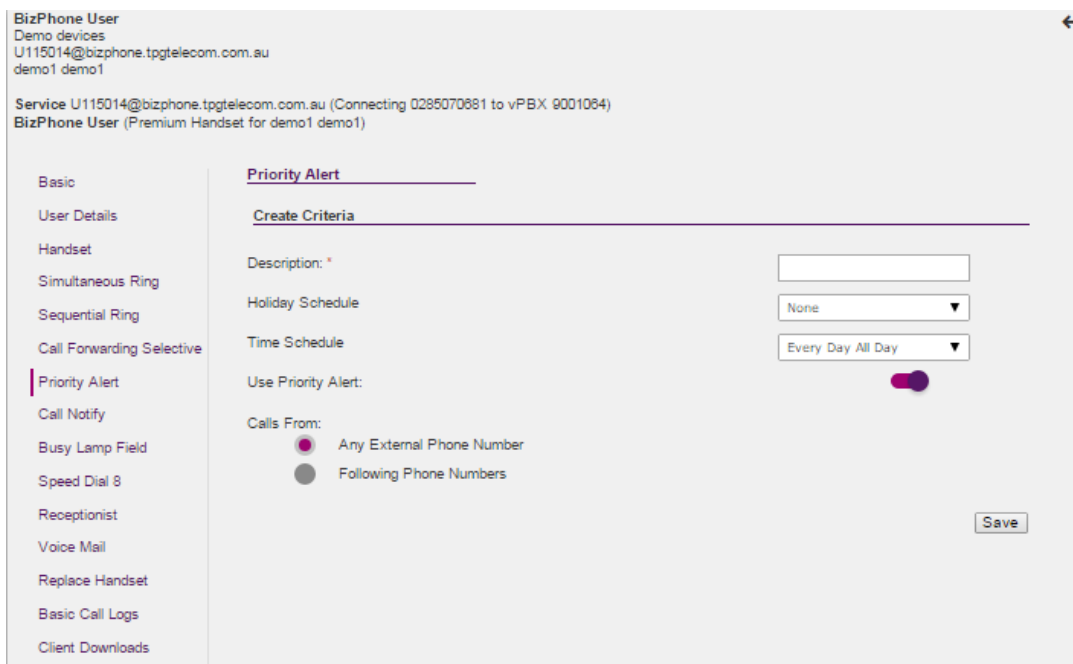
### How do you use it?

By changing the settings in Frontier, the preference will then be applied to all future calls.

**Default setting:** Un-configured

### How to configure in Frontier:

- To access Priority Alert, go to the users section under BizPhone Admin (bottom part of the main page), click on the  icon for each user that you wish to configure and when the BizPhone user page appears, click on “Priority Alert” menu on the left.



The screenshot shows the configuration page for a BizPhone User. On the left is a sidebar menu with options: Basic, User Details, Handset, Simultaneous Ring, Sequential Ring, Call Forwarding Selective, **Priority Alert** (highlighted), Call Notify, Busy Lamp Field, Speed Dial 8, Receptionist, Voice Mail, Replace Handset, Basic Call Logs, and Client Downloads. The main content area is titled 'Priority Alert' and contains a 'Create Criteria' section. This section includes a 'Description: \*' text input field, a 'Holiday Schedule' dropdown menu set to 'None', a 'Time Schedule' dropdown menu set to 'Every Day All Day', and a 'Use Priority Alert:' toggle switch which is currently turned on. Below these is a 'Calls From:' section with two radio button options: 'Any External Phone Number' (selected) and 'Following Phone Numbers'. A 'Save' button is located at the bottom right of the form.

- Select and Enter the Priority Alert Create Criteria.

**Note:** You need to set up “Schedules and Events” before you can enter a Create Criteria or you can use the default Time Schedule. To set up the Schedules and Events, please refer to [Schedules and Events](#) section in this document.

Priority Alert Create Criteria	Description
-----------------------------------	-------------

<b>Description*</b>	Enter the Description for the Priority Alert
<b>Holiday Schedule</b>	(if applicable) Select the Holiday schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
<b>Time Schedule</b>	(if applicable) Select the Time schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
<b>Use Priority Alert</b>	Enable this option to use Priority Alert
<b>Calls from</b>	Select <b>"Any External Phone Number"</b> if you wish to enable the Priority alert for any calls from external phone or select <b>"Following Phone Numbers"</b> if you wish to enable the Priority Alert for the listed phone numbers. If you select this option, you will need to specify each phone number in each text box located under this option. You can specify up to 12 phone numbers.

**Note: \*** in above table indicates mandatory field and cannot be empty.

- Click "Save" at the bottom of the Create Criteria section to save the Priority Alert criteria you have just created.

When the Criteria is successfully created, it will be displayed at the bottom of the screen under "Configured Criteria". You can update the criteria by changing the details on the criteria and click on the "Update" button below the criteria section. Or you can delete the criteria by clicking on the "Delete" button below the criteria section.

**Configured Criteria**

test criteria

Criteria Active: ☒

Description: \*

Holiday Schedule

Time Schedule


Use Priority Alert: ☒

Calls From:

☒ Any External Phone Number

☐ Following Phone Numbers

**Note:** You can create more than one Create Criteria by repeating the Create Criteria steps above.

To return to the main page without changes, click on the  icon located at the top right of each BizPhone User page.



## Call Notify

Call Notify sends a notification message, containing the caller's name and number, to the email address specified.


**Note:** Call Notify feature is not available on BizPhone Line (ATA) plan.

### How do you use it?

By changing the settings in Frontier, the preference will then be applied to all future calls.

**Default setting:** Un-configured

### How to configure in Frontier:

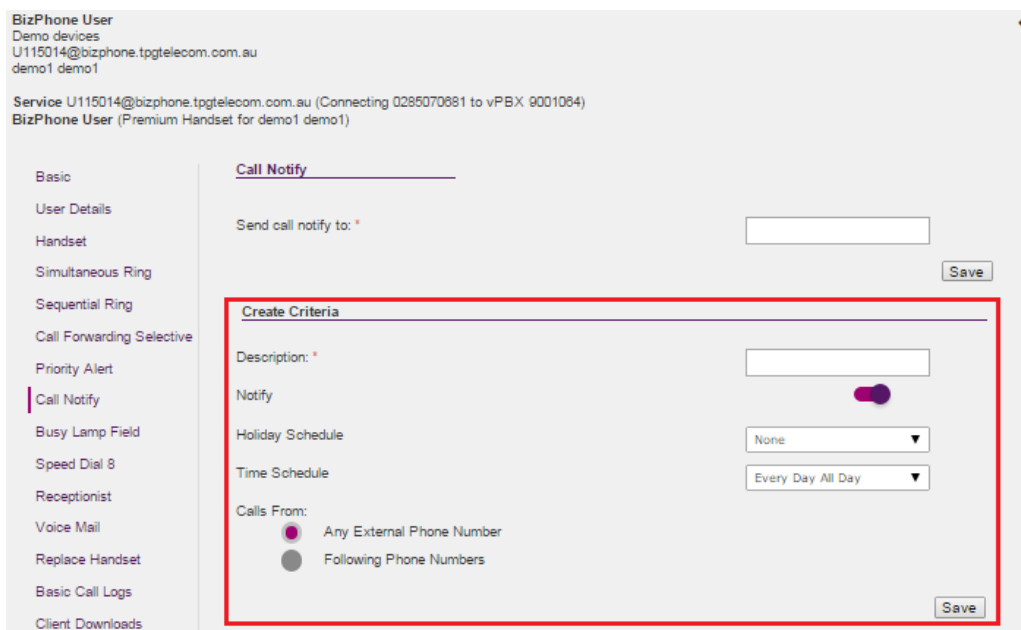
- To access Call Notify, go to the users section under BizPhone Admin (bottom part of the main page), click on the  icon for each user that you wish to configure and when the BizPhone user page appears, click on "Call Notify" menu on the left.

The Call Notify is configured in 2 parts:

- Entering the email address for the Call Notification (top part of the screen).
- Create criteria for the Call Notify (bottom part of the screen).

### Notes:

- You need to set up a create criteria before you can activate the Call Forwarding Selective feature.



- You need to set up "Schedules and Events" before you can enter a Create Criteria or you can use the default Time Schedule. To set up the Schedules and Events, please refer to [Schedules and Events](#) section in this document.
- Enter a Create Criteria for your Call Notify.

Call Notify Create Criteria	Description
Description*	Enter the description for the Call Notify.
Notify	Enable this option to activate the Call Notify.
Holiday	(if applicable) Select the Holiday schedule from the drop down list. This is

<b>Schedule</b>	the schedule that you would have created under Schedules and Events.
<b>Time Schedule</b>	(if applicable) Select the Time schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
<b>Calls From</b>	Select <b>"Any External Phone Number"</b> if you wish to enable the Call Notify for any calls from external phone or select <b>"Following Phone Numbers"</b> if you wish to enable the Call Notify for the listed phone numbers. Enter each of the phone numbers in each text box under this option. You can specify up to 12 phone numbers.

**Note:** \* in above table indicates mandatory field and cannot be empty.

- Click "Save" at the bottom of the Create Criteria section to save the Call Notify criteria you have just created.

When the Criteria is successfully created, it will be displayed at the bottom of the screen under "Configured Criteria". You can update the criteria by changing the details on the criteria and click on the "Update" button below the criteria section. Or you can delete the criteria by clicking on the "Delete" button below the criteria section.

**Configured Criteria**

**CALL NOTIFY CRITERIA**

Criteria Active: ☒

Description: \*

Notify: ☒

Holiday Schedule:

Time Schedule:

Calls From:

☒ Any External Phone Number

☐ Following Phone Numbers

**Note:** You can create more than one Create Criteria by repeating the Create Criteria steps above.

- Enter the email address you wish to send call notify to in the text box next to "Send Call Notify to" (mandatory).
- Click "Save" to save the email address entered.

To return to the main page without changes, click on the icon located at the top right of each BizPhone User page.

## Busy Lamp Field

Busy Lamp Field allows the user to watch the status of another user that are in the group of users assigned with Busy Lamp Field.

### Notes:

- The Busy Lamp Field feature is not available on the Cordless and Conference handsets. It is only available on the T42G (T42S) and T48G (T48S) handsets.
- The user will only be able to monitor up to 50 users.
- The Busy Lamp Field feature is not available on BizPhone Line (ATA) plan.

### How do you use it?

By changing the settings in Frontier, the preference will then be applied to all future calls.


The user will be able to monitor the status of the users if you are added to the Assigned users list. To see the status of a user, look at the icon next to their name.

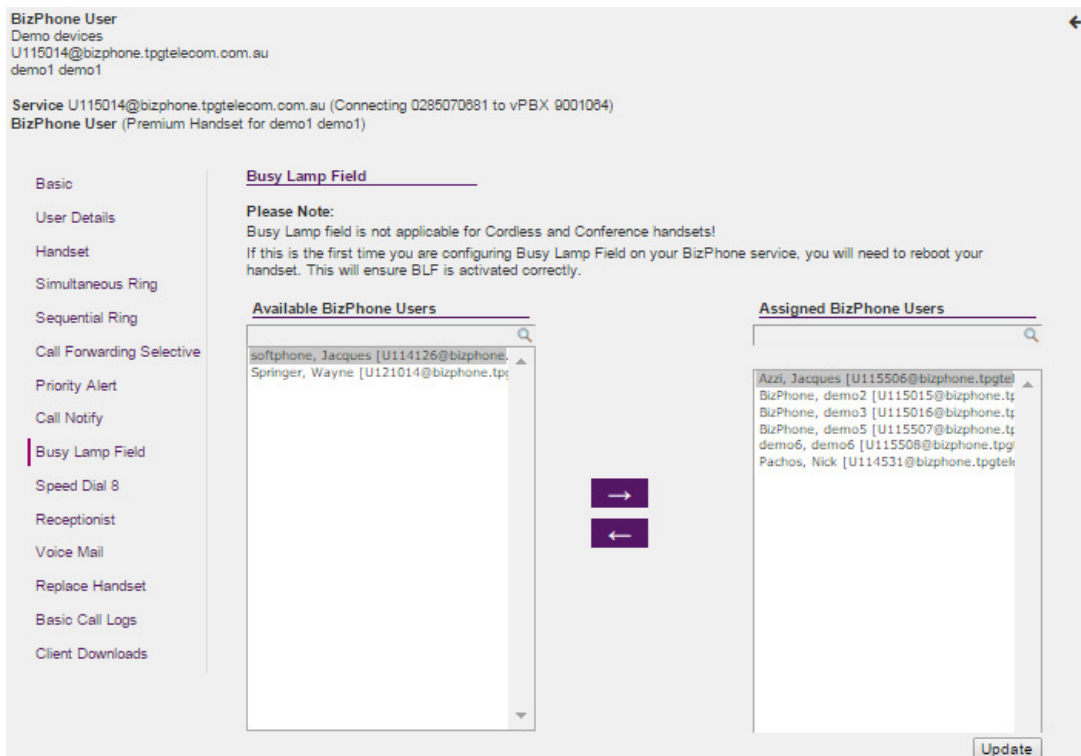
- A head/green light means their line is free.
- A stop/red light means their line is in use.

To dial the user, just press the button next to their name.

**Default setting:** Un-configured


### How to configure in Frontier:

- To access Busy Lamp Field, go to the users section under BizPhone Admin (bottom part of the main page), click on the  icon for each user that you wish to configure and when the BizPhone user page appears, click on “Busy Lamp Field” menu on the left.




The screenshot shows the 'BizPhone User' configuration page for 'demo1 demo1'. The left sidebar contains a menu with options: Basic, User Details, Handset, Simultaneous Ring, Sequential Ring, Call Forwarding Selective, Priority Alert, Call Notify, **Busy Lamp Field** (highlighted), Speed Dial 8, Receptionist, Voice Mail, Replace Handset, Basic Call Logs, and Client Downloads. The main content area is titled 'Busy Lamp Field' and includes a 'Please Note' section stating that the feature is not applicable for Cordless and Conference handsets and that a reboot is required for first-time configuration. Below this are two lists: 'Available BizPhone Users' and 'Assigned BizPhone Users'. The 'Available' list contains 'softphone, Jacques [U114126@bizphone.tpgtel]' and 'Springer, Wayne [U121014@bizphone.tp]'. The 'Assigned' list contains 'Azzi, Jacques [U115506@bizphone.tpgtel]', 'BizPhone, demo2 [U115015@bizphone.tp]', 'BizPhone, demo3 [U115016@bizphone.tp]', 'BizPhone, demo5 [U115507@bizphone.tp]', 'demo6, demo5 [U115508@bizphone.tpg]', and 'Pachos, Nick [U114531@bizphone.tpgtel]'. Between the lists are two buttons: a right-pointing arrow and a left-pointing arrow. An 'Update' button is located at the bottom right of the 'Assigned' list.

- You can add the available users to the assigned users group by highlighting the user that you want to monitor from the “Available users” and click the  button. The selected user should now appear in the “Assigned users” list. Repeat the same steps if you wish to add more users to the list.

To remove the user from the “Assigned users” list, highlight the user and click the  button. Repeat the same steps if you wish to remove more users from the list.

- Click “Update” to save the changes.
- If this is the first time the Busy Lamp Field is configured for the user, you will need to reboot the user’s handset to get the Busy Lamp Field to work on their handset.

To return to the main page without changes, click on the  icon located at the top right of each BizPhone User page.

## Speed Dial 8


Speed Dial 8 allows you to define up to 8 frequently dialled numbers and have them dialled using a single key on the handset.

### How do you use it?

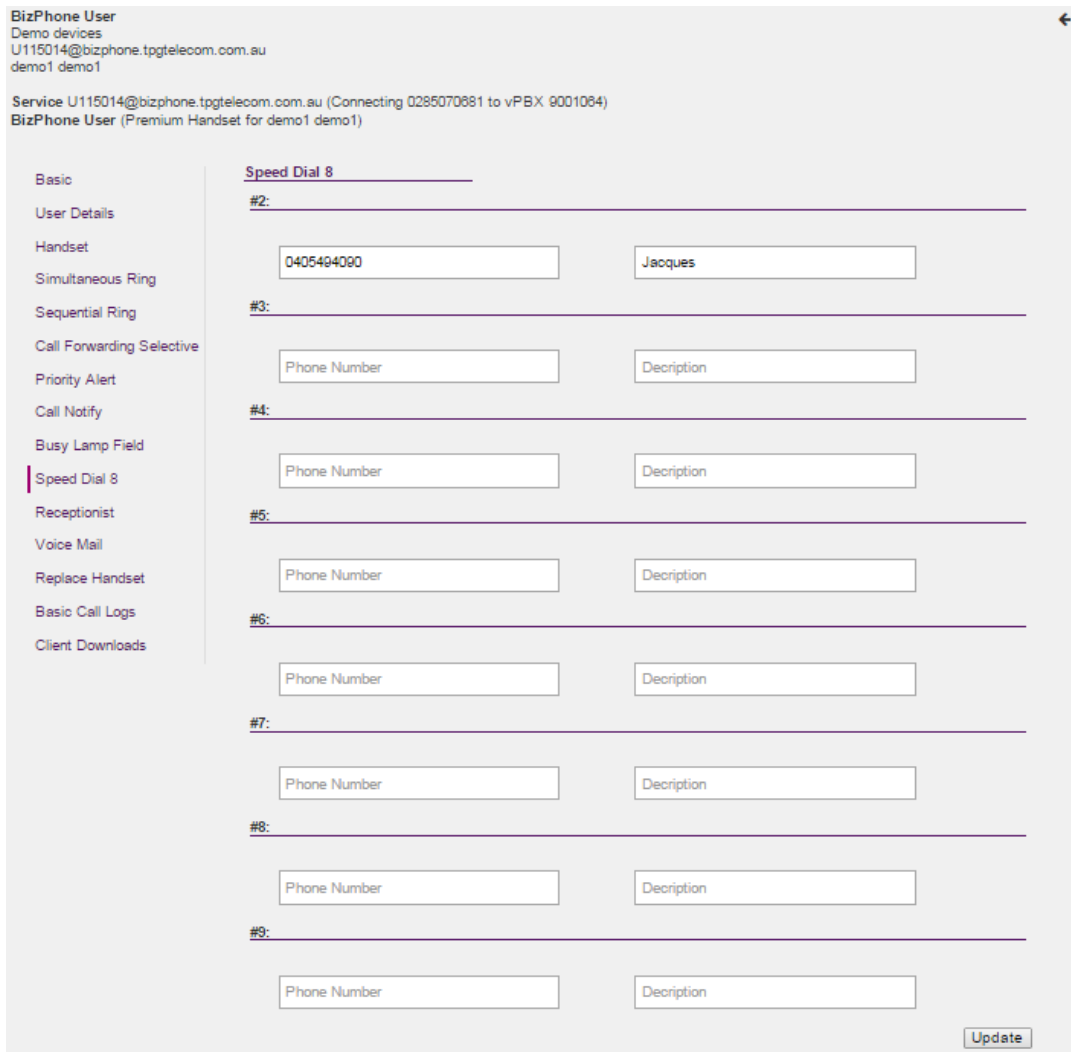
Once the Speed Dial 8 is configured in the Frontier portal (or handset), pick up the phone and press the single number of the speed dial (2-9) and then press “Send”.

**Default setting:** Un-configured

### How to configure in Frontier:

- To access Speed Dial 8, go to the users section under BizPhone Admin (bottom part of the main page), click on the  icon for each user that you wish to configure and when the BizPhone user page appears, click on “Speed Dial 8” menu on the left.

**Note:** Below Screen capture (Speed Dial 8) is for Standard BizPhone User only. A BizPhone Line (ATA) user will have less menu on the left because there are less features supported. Please refer to each Features section to see which features are not supported.



The screenshot shows the 'BizPhone User' configuration page for a user named 'demo1 demo1'. The page has a left sidebar with a menu of features, including 'Speed Dial 8' which is currently selected. The main content area is titled 'Speed Dial 8' and contains a form with eight rows, each representing a speed dial entry. Each row has a label (e.g., '#2:', '#3:', etc.) and two input fields: 'Phone Number' and 'Description'. The first row (#2) is pre-filled with the phone number '0405494090' and the description 'Jacques'. The other rows are empty. At the bottom right of the form is an 'Update' button.

**BizPhone User**  
Demo devices  
U115014@bizphone.tpgetelecom.com.au  
demo1 demo1

Service U115014@bizphone.tpgetelecom.com.au (Connecting 0285070881 to vPBX 9001084)  
BizPhone User (Premium Handset for demo1 demo1)

**Speed Dial 8**

#2:

#3:

#4:

#5:

#6:

#7:

#8:

#9:


- Enter the phone number next to the “Phone Number” of each Speed Dial code. You can also enter the description, for example the user’s name next to the “Description”. The number indicates the number that you should enter for the Speed Dial.  
For example: If you enter a phone number under “#2” and you wish to call the number via Speed Dial, then you need to enter “2” on your handset.

**Note: International numbers can only be added to the Speed Dial fields only when the user is already allowed to make international calls.**

- Click “Update” to save the changes.

#### **How to set on Handsets:**

- Lift the handset and dial \*74.
- When you hear the dial tone, enter the one-digit code (2-9) that you want to represent the number you want to program, followed by the complete phone number and press the “#” key.


To return to the main page without changes, click on the  icon located at the top right of each BizPhone User page.

## Voice Mail

The BizPhone Voice Mailbox is pre-configured and ready to use as soon as the user receives their BizPhone handset.

### Configuring Voice Mail settings via Frontier

By configuring the user's Voice Mail settings via the Frontier portal, the preference will apply to all future voice mail received by the user.

- To access Voice Mail, go to the users section under BizPhone Admin (bottom part of the main page), click on the  icon for each user that you wish to configure and when the BizPhone user page appears, click on "Voice Mail" menu on the left.

**Note: The BizPhone Line (ATA) user needs to enable the Activate Voice Mail Feature before they can start using the Voice Mail feature.**

Below is the Voice Mail page for a Standard BizPhone User.

BizPhone User

Service U1059948@bizphone.tpgtelecom.com.au (Connecting 0291711920 to vPBX 9127060)

BizPhone User (BizPhone for Khurram Bhatti)

Basic

User Details

Handset

Simultaneous Ring

Sequential Ring

Call Forwarding Selective

Priority Alert

Call Notify

Busy Lamp Field

Speed Dial 8

Voice Mail

Replace Handset

Call Logs

Client Downloads

Skype for Business

Voice Mail

Voice Mail Settings:

Enable voice mail to be used with voice portal

Enable voice mail to be forwarded as email

Enable voice mail to be sent as carbon copy

Carbon Copy Email Address:

khurram.bhatti@togtelecom

Enable voice mail notifications to be forwarded as email

Notification Email Address:

khurram.bhatti@togtelecom

Enable voice mail greeting

Update

Below is the Voice Mail page for a BizPhone Line (ATA) User.

**BizPhone User**

Service U328599@bizphone.tpgtelecom.com.au (Connecting 0399663916 to vPBX 9055520)  
 BizPhone User (BizPhone for Line 5)

Basic  
 User Details  
 ATA Details  
 Speed Dial 8  
**Voice Mail**  
 Call Logs  
 Client Downloads

**Voice Mail**

**Voice Mail Settings:**

Activate Voice Mail Feature ☒

Enable voice mail to be used with voice portal ☒

Enable voice mail to be forwarded as email ☐

Enable voice mail to be sent as carbon copy ☒

Carbon Copy Email Address:

Enable voice mail notifications to be forwarded as email ☒

Notification Email Address:

Enable voice mail greeting ☒

☐ Use existing media file: 
☒ Upload new media file

No file chosen

- Select and Enter the Voice mail settings.


Voice Mail Settings	Description
<b>Activate Voice Mail Feature</b>	Enable this option if you wish to activate your Voice Mail. <b>Note: This option is only available on BizPhone Line (ATA) user. The user needs to activate their Voice Mail before they can start using it.</b>
<b>1. Enable voice mail to be used with the voice portal</b>	Enable this option to enable the user to access your voice mail via the voice portal
<b>2. Enable voice mail to be forwarded as email</b>	Enable this option to forward the user's voice mail to an email as an attachment (.wav file). <b>Note: Enabling Voicemail email notifications will mean that you lose access to the voicemails from the voice portal. You will only receive all your voicemails as an attachment via email.</b>
<b>Delivery Email Address*</b>	Enter the email address for the user to receive your voice mail on.
<b>3. Enable voice mail to be sent as carbon copy</b>	Enable this option if you wish to send a carbon copy of the user's voicemail to a second email address.
<b>Carbon Copy Email Address</b>	Enter the email address for the voice mail to be cc to.
<b>Enable voice mail greeting</b>	Enable this option to able to select media file for the voice mail greeting.
<b>Use existing media file</b>	Select this option if you wish to use existing media file for the voice mail greeting, and select one of the media file from the drop down list.
<b>Upload new media file*</b>	Select this option if you wish to upload a new media file for the voice mail greeting.
<b>4. Enable voice mail to portal and as email (enable 1 and 3)</b>	Enabling these two options will be able to retrieve voice mail via handset and via email

**Note :** Do not tick all 3 (1,2,3) as VM to email will not work



**Notes:**

- \* in above table indicates mandatory field and cannot be empty.
  - The audio file needs to be in .WAV or .WMA format with specific requirements. Please refer to [Audio File Specifications](#) for the list of requirements and on how to record the audio file.
- Click "Update" to save the changes.

To return to the main page without changes, click on the  icon located at the top right of each BizPhone User page.

## Accessing your Voice Mail

You can access your Voice Mail via your BizPhone handset or any external number (including Mobile).

To access your Voice Mail via your BizPhone handset please refer to each of the handset guide (depending on your handset model).

To access your Voice Mail via an external number:

- Dial one of the following Voice Portal Numbers.

City	Voice Portal Number
Adelaide	08 8220 9999
Brisbane	07 3144 9999
Canberra	02 6210 9999
Melbourne	03 9909 9999
Perth	08 6266 9999
Sydney	02 8022 9999

- Follow the voice prompt and enter your Mailbox ID followed by a "#".

**Note: Your Mailbox ID is your BizPhone Number.**

- Follow the voice prompt and enter your Voice portal passcode followed by a "#".

**Note: Your voice portal passcode is emailed to you with your BizPhone Service Completion Advice.**

- Press "1" to enter your Voice Mail box and then press "1" again to listen to your message(s) (follow the voice prompt).

## Voice Mail Greetings

You can also record your Voice Mail greetings via the Voice portal by following the same steps above (up to entering your Voice portal passcode) and followed by the steps below (depending on each Greetings you want to record).

### Busy Greetings

Busy Greetings are the greetings that callers will hear if you have the Do Not Disturb feature activated or if you are on a call and do not have Call Waiting activated.

To record your Busy Greetings: Access your Voice Mail (using the steps above – up to entering your Voice Portal passcode) and Press “1” to enter your Voice Mail box, followed by “2” to access your Busy Greetings, and then press “1” to record your Busy Greetings. Follow the voice prompt and record your Busy Greetings.

### No Answer Greetings

No Answer Greetings are the greetings that callers will hear if you do not answer your calls.

To record your No Answer Greetings: Access your Voice Mail (using the steps above – up to entering your Voice Portal passcode) and Press “1” to enter your Voice Mailbox, followed by “3” to access your No Answer Greetings, and then press “1” to record your Busy Greetings. Follow the voice prompt and record your No Answer Greetings.

### Extended Away Greetings

Extended Away Greetings are the greetings that callers will hear if you plan to be away from your desk for an extended amount of time. You are required to activate and deactivate this greetings manually.

To record your Extended Away Greetings: Access your Voice Mail (using the steps above – up to entering your Voice Portal passcode) and Press “1” to enter your Voice Mailbox, followed by “4” to access your Extended Away Greetings, and then press “3” to record your Extended Away Greetings. Follow the voice prompt and record your Extended Away Greetings.

After you record your Extended Away Greetings, you are required to activate the greetings by pressing “1”. Once you have the greetings activated, you will be reminded each time you log in to listen to messages that this greeting is activated. To de-activate your Extended Away Greetings, follow step 1-2 above and press “2”.

**Note: When the Extended Away Greetings are activated, the callers are not able to leave a voice message. Once it is de-activated, voicemail collection is turned back on.**


## Replace Handset

Replace Handset allows the user to select a different MAC Address for the handset that has been assigned to them to replace the existing handset (faulty, etc).

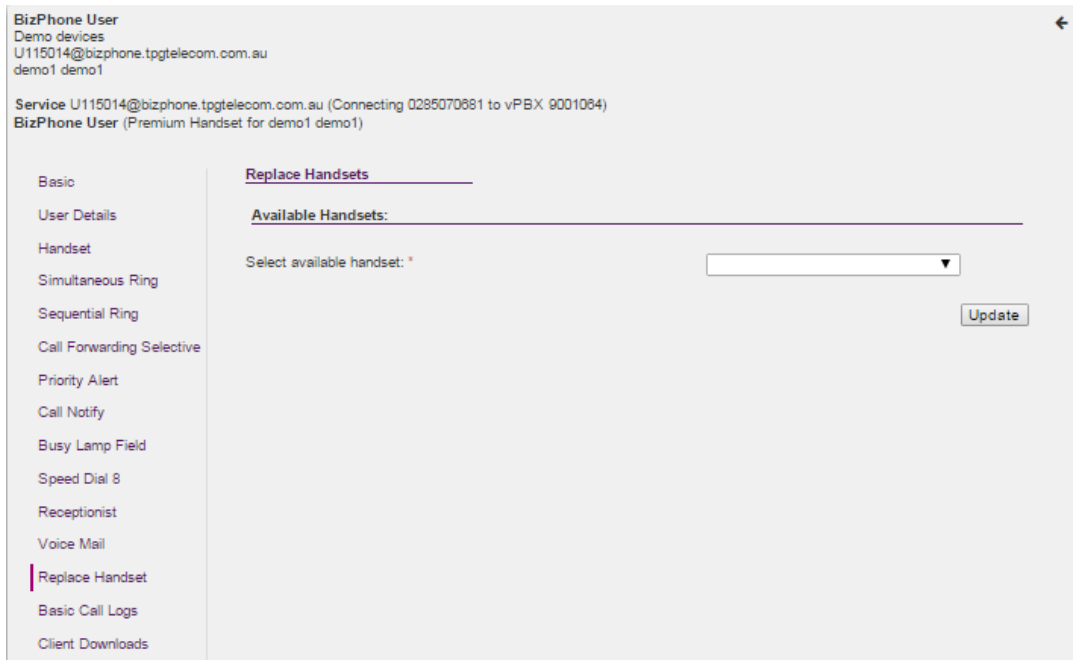
### How do you use it?

By changing the settings in Frontier, the preference will then be applied to the user.

### How to configure in Frontier:

- To access Replace Handset, go to the users section under BizPhone Admin (bottom part of the main page), click on the  icon for each user that you wish to configure and when the BizPhone user page appears, click on "Replace Handset" menu on the left to replace handset.

Below is the Replace Handsets page for a Standard BizPhone User.



BizPhone User  
Demo devices  
U115014@bizphone.tpgtelecom.com.au  
demo1 demo1

Service U115014@bizphone.tpgtelecom.com.au (Connecting 0285070881 to vPBX 9001084)  
BizPhone User (Premium Handset for demo1 demo1)

Basic  
User Details  
Handset  
Simultaneous Ring  
Sequential Ring  
Call Forwarding Selective  
Priority Alert  
Call Notify  
Busy Lamp Field  
Speed Dial 8  
Receptionist  
Voice Mail  
**Replace Handset**  
Basic Call Logs  
Client Downloads

Replace Handsets

Available Handsets:

Select available handset: \*

Update

### Notes:

- Once you replace your existing handset with a new or replacement handset, the details on the Handset Details section should be updated with the new or replacement handset details.
- You need to reboot your new handset to push the user configuration to this new device.

## Replace ATA

Replace ATA allows the user to select a different MAC Address for the ATA that has been assigned to them to replace the existing ATA (faulty, etc).

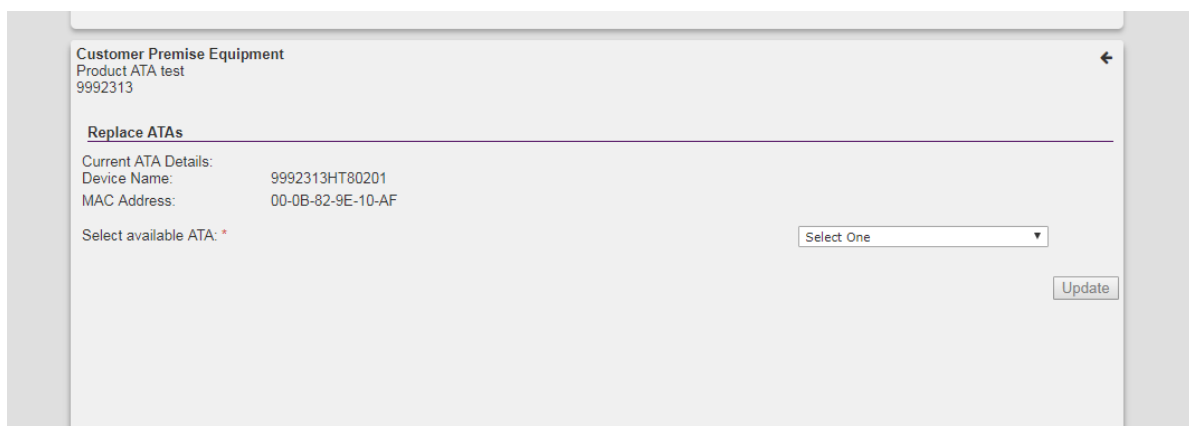
### How do you use it?

By changing the settings in Frontier, the preference will then be applied to all relevant users.

### How to configure in Frontier:


- To access Replace ATA, click on the relevant CPE equipment in the BizPhone Admin section.
- You can change the ATA device by clicking the dropdown menu and selecting the MAC address of the device.
- Click Update to finalize the change.

**Note:** Spare ATA can be ordered by using Frontier Ordering or contacting your account manager.



The screenshot shows a web interface for 'Customer Premise Equipment'. At the top, it says 'Product ATA test' and '9992313'. Below this is a section titled 'Replace ATAs'. It contains 'Current ATA Details' with 'Device Name: 9992313HT80201' and 'MAC Address: 00-0B-82-9E-10-AF'. There is a label 'Select available ATA: \*' followed by a dropdown menu currently showing 'Select One'. An 'Update' button is located at the bottom right of the form.

Below is the ATA page displayed for a Standard BizPhone User.



The screenshot shows a web interface for a 'BizPhone User'. It displays 'Product ATA test', the email 'U162063@bizphone.tpatelecom.com.au', and 'Product ATA'. Below this is a 'Service' line: 'U162063@bizphone.tpatelecom.com.au (Connecting 0282787448 to vPBX 9001064)'. The main section is titled 'BizPhone User (Line (ATA) for Product ATA)'. On the left is a sidebar menu with 'Basic', 'User Details', 'ATA Details' (highlighted), 'Speed Dial 8', 'Voice Mail', 'Call Logs', and 'Client Downloads'. The main content area is titled 'ATA Details' and shows 'Device Name: 9992313HT80201' and 'Mac Address: 00-0B-82-9E-10-AF'.

### Notes:

- Once you replace your existing ATA with a new or replacement ATA, the details on the ATA Details section should be updated with the new or replacement ATA details.
- You need to reboot your new ATA to push the user configuration to this new device.

## Call Logs

The Call Logs Feature allows the user to view their call history. Users can choose between the Basic or Advanced Call Logs option.

- Basic Call Logs option will display recent records of up to 20 calls.
- Advanced Call Logs option allows the users to produce a report for a timeframe of call records up to a maximum of 3 months.

**Note: Advanced Call Logs option Records may be delayed of up to 90 minutes.**

### How to access Call Logs in Frontier:

- Select the “Call Logs” option in the menu to the left.
- Basic Call Logs will display records of Placed, Received, and Missed calls. By default the page will show the history for Placed calls. To view the Received or Missed calls, click on the “Received” or “Missed” under the Basic Call Logs (next to “Placed”)

Service U115016@bizphone.tpgtelecom.com.au (Connecting 0285070683 to vPBX 9001064)  
BizPhone User (Cordless Handset for demo3 BizPhone)

[Basic](#)  
[User Details](#)  
[Handset](#)  
[Simultaneous Ring](#)  
[Sequential Ring](#)  
[Call Forwarding Selective](#)  
[Priority Alert](#)  
[Call Notify](#)  
[Busy Lamp Field](#)  
[Speed Dial 8](#)  
[Voice Mail](#)  
[Replace Handset](#)  
[Call Logs](#)  
[Client Downloads](#)

### Basic Call Logs

Select Call Logs: \*

Basic Call Logs

Basic Call Logs

Advanced Call Logs

[Placed](#) | [Received](#) | [Missed](#)

Name	Phone Number	Date Time (Australia/Sydney)
Unavailable	0402211207	15/12/2016 6:12:00 PM
Unavailable	0402211207	22/12/2016 2:04:49 PM
Unavailable	0402211207	22/12/2016 2:05:24 PM
Unavailable	0431772189	22/12/2016 2:05:47 PM
Unavailable	93374104	22/12/2016 2:10:24 PM
Unavailable	93374104	22/12/2016 2:12:32 PM

- For Advanced Call Logs option, select the dropdown menu located to the right hand side of the page (shown in screenshot below) and select “Advanced Call Logs”.
- Users can produce a Call log report for a timeframe of up to 3 months in Advance Call Logs by selecting the Advance Call Logs option from the dropdown menu and inputting the desired dates in the “From Date” and “To Date” fields.

**BizPhone User**  
Demo devices  
U115014@bizphone.tpgetelecom.com.au  
Ray Choi

**Service** U115014@bizphone.tpgetelecom.com.au (Connecting 0285070681 to vPBX 9001064)  
**BizPhone User** (Premium Handset for Ray Choi)

**Advanced Call Logs**

Select Call Logs: \* Advanced Call Logs

**Report Criteria**

From Date: \*

To Date: \*

[Download CSV](#)

- Select “Download CSV” button to download the Report.

**Note:** The produced report will be in .CSV format file.

advanceCallLogs_01Sep2017_30Sep2017 (3)								
	A	B	C	D	E	F	G	H
1	USER_ID	CALL_DIRECTION	CALLING_PARTY	CALLED_NUMBER	CALL_START_DATETIME	CALL_RELEASE_DATETIME	ANSWER_FLAG	CALL_DURATION (seconds)
2	U115014@bizphone.tpgetelecom.com.au	Placed	"0285070681"	"0285070679"	5/09/2017 13:49	5/09/2017 13:50	Yes	8.13
3	U115014@bizphone.tpgetelecom.com.au	Placed	"0285070681"	"0285070687"		12/09/2017 13:53	No	0
4	U115014@bizphone.tpgetelecom.com.au	Placed	"0285070681"	"21067"		12/09/2017 14:04	No	0
5	U115014@bizphone.tpgetelecom.com.au	Placed	"0285070681"	"0430144884"	12/09/2017 14:07	12/09/2017 14:07	Yes	30.9
6	U115014@bizphone.tpgetelecom.com.au	Placed	"0285070681"	"0430144884"		12/09/2017 14:07	No	0
7	U115014@bizphone.tpgetelecom.com.au	Placed	"0285070681"	"0415673606"		12/09/2017 14:08	No	0
8	U115014@bizphone.tpgetelecom.com.au	Placed	"0285070681"	"0430144884"	12/09/2017 14:08	12/09/2017 14:08	Yes	28.41
9	U115014@bizphone.tpgetelecom.com.au	Placed	"0285070681"	"0285070679"	12/09/2017 14:12	12/09/2017 14:12	Yes	2.4
10								
11								

**Note:** Above Screen capture (Call Logs) is for Standard BizPhone User only. A BizPhone Line (ATA) user will have less menu on the left because there are less features supported. Please refer to each Features section to see which features are not supported.


## Client Downloads

Client Downloads is where the admin can download and access the Add-Ons such as: the Desktop and Mobile Apps for the Softphone Plan and the Receptionist App.


### Notes:

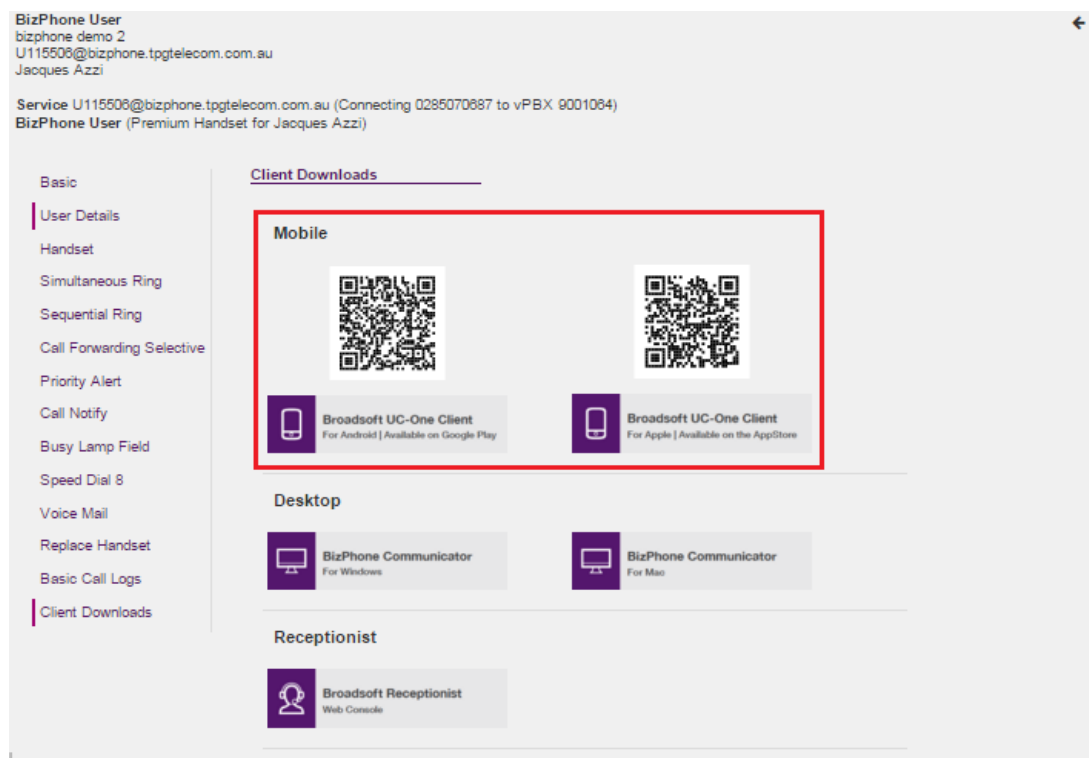
- The link to the Apps are only available if you have purchased these Add-Ons for the users.
- Since Soft Phone option is not available for BizPhone Line (ATA) Users, therefore “Client Downloads” option will not be available as one of the BizPhone User Features for BizPhone Line (ATA) Users.

### How to access Client Downloads in Frontier:

- To access Client Downloads, go to the users section under BizPhone Admin (bottom part of the main page), click on the  icon for each user that you wish to configure and when the BizPhone user page appears, click on “Client Downloads” menu on the left.


### How to download the Mobile App:

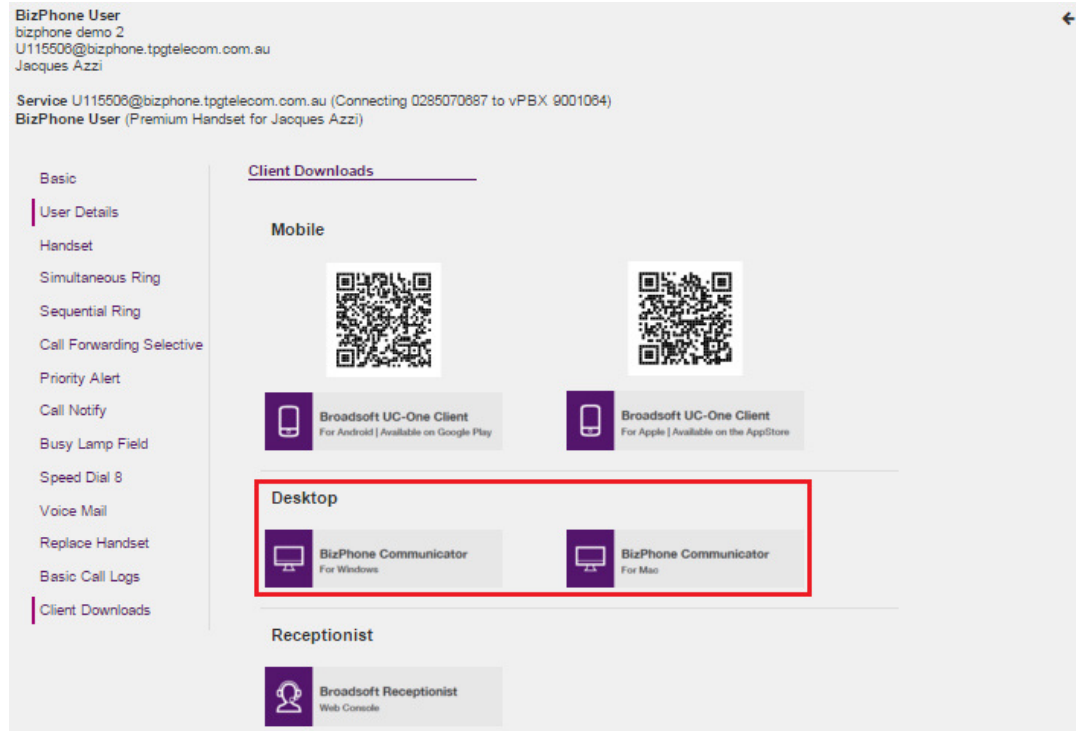
You will need to download the Mobile App via your Mobile phone. Click on either of the  icons. The left one is for Android and the right one is for iPhone (referenced under the “Broadsoft UC-One Client” next to the icon). The Android App is available on Google Play and the iPhone App is available on the AppStore.



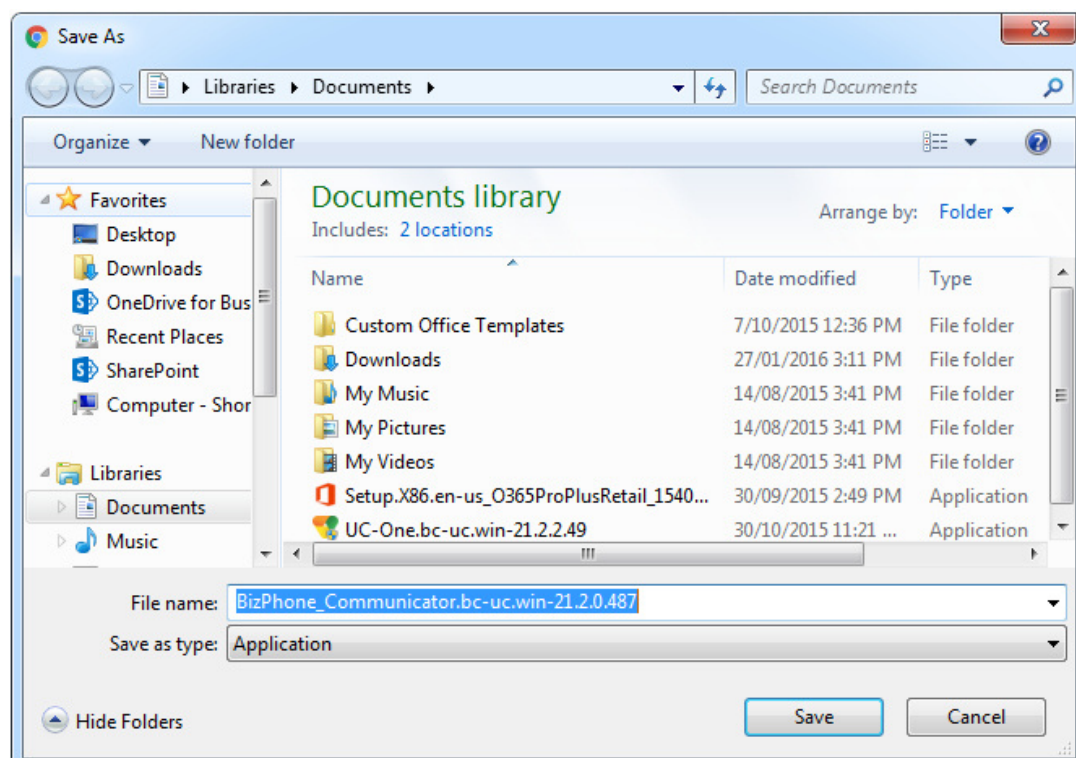
For details on what the Mobile App is and how to use it, please refer to the [BizPhone Mobile App](#) section of this document.

## How to download the Desktop App:

Click on the  icon. The left one is for Windows Operating System and the right one is for Macintosh Operating System (referenced under the “BizPhone Communicator” next to the icon). Once you click on the icon, a window will pop up to save the BizPhone Communicator setup file. You can then save the .exe or .dmg file for installation.




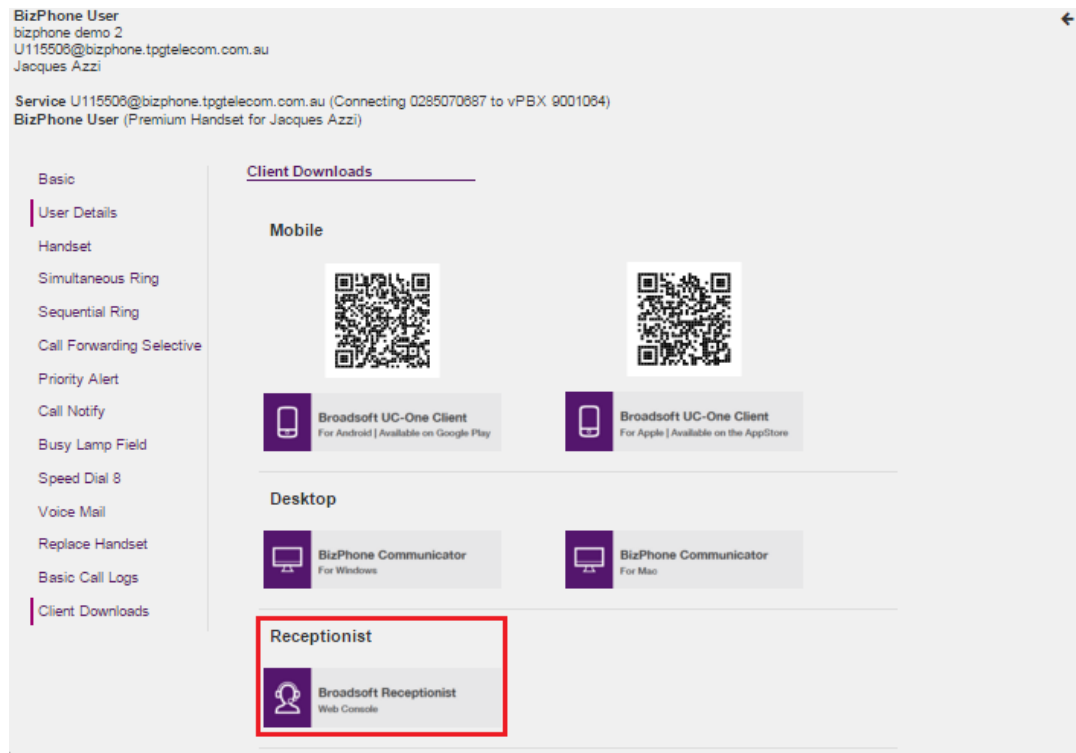
For details on what the Mobile App is and how to use it, please refer to the [BizPhone Desktop App](#) section of this document.





## How to access the Receptionist App:

Receptionist App is a web-based Application and can be accessed by clicking the , where a new tab will be open up on the same browser. Enter the User ID and Password you have been given on your Service Completion Advice to access the Receptionist App.



For details on how to use the BizPhone Receptionist App, please refer to [BizPhone Receptionist App section](#) on this document.

To return to the main page, click on the  icon located at the top right of each BizPhone User page.

## Skype for Business

Skype for Business section is where the user can enable and download the Desktop App that has been integrated with Skype for Business (Business Communicator for Skype for Business).

Typically, Skype for Business is used for chat, voice and video calls with other Skype for Business users. The Business Communicator for Skype for Business allows the user to use their Skype for Business app to make external call:

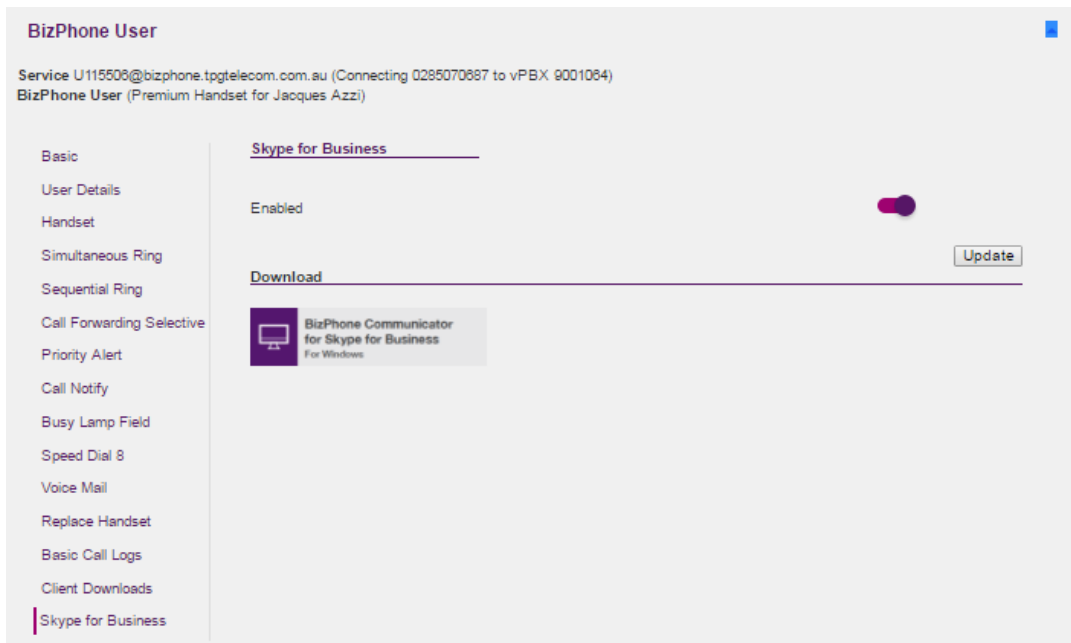
- After entering the phone number in the Skype for Business app, the BizPhone Communicator Desktop app will launch and place the call.
- The Skype for Business app will automatically update its status to “In a call”.
- The BizPhone user’s number will be displayed.


### Notes:

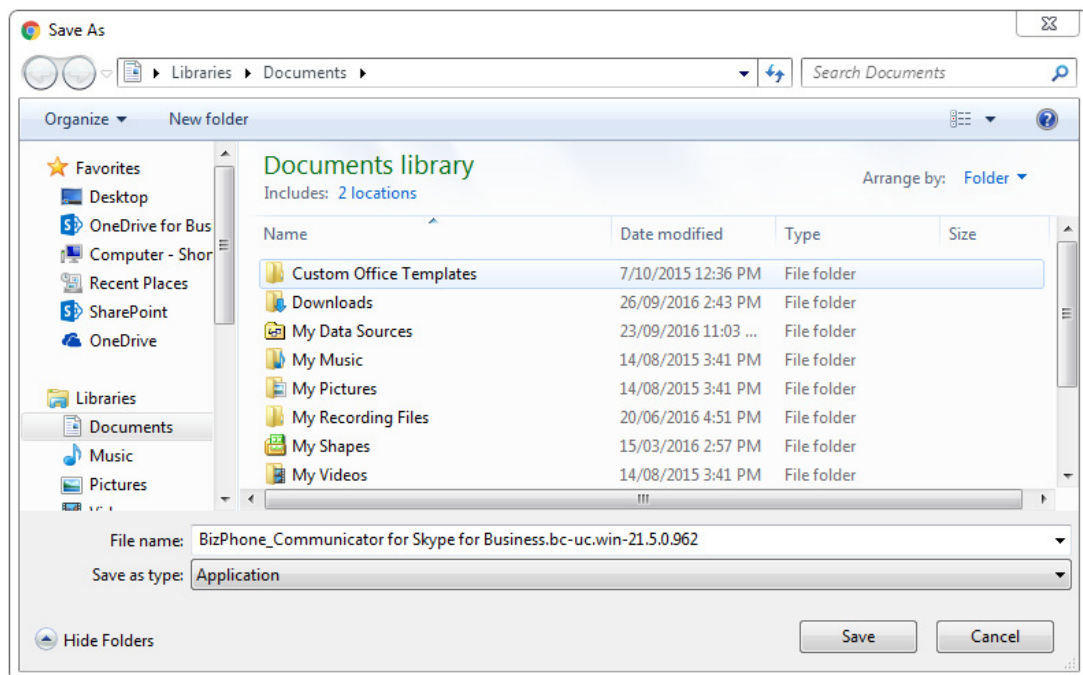
- The link to the App is only available if you have purchased this Add-On for the user.
- Skype for Business Desktop App is only available on Windows Operating System.
- Although you will be able to make external calls through the Skype for Business app, incoming calls will still need to be answered via the BizPhone Communicator Desktop App. When an incoming call is answered, the Skype for Business status will update to “In a call”.
- Users cannot use this feature to add/call an external party to a Lync/Skype meeting.
- Since Soft Phone option is not available for BizPhone Line (ATA) Users, therefore “Skype for Business” option will not be available as one of the BizPhone User Features for BizPhone Line (ATA) Users.

### How to access Skype for Business section in Frontier:

- To access the Skype for Business, click on “Skype for Business” menu on the left.



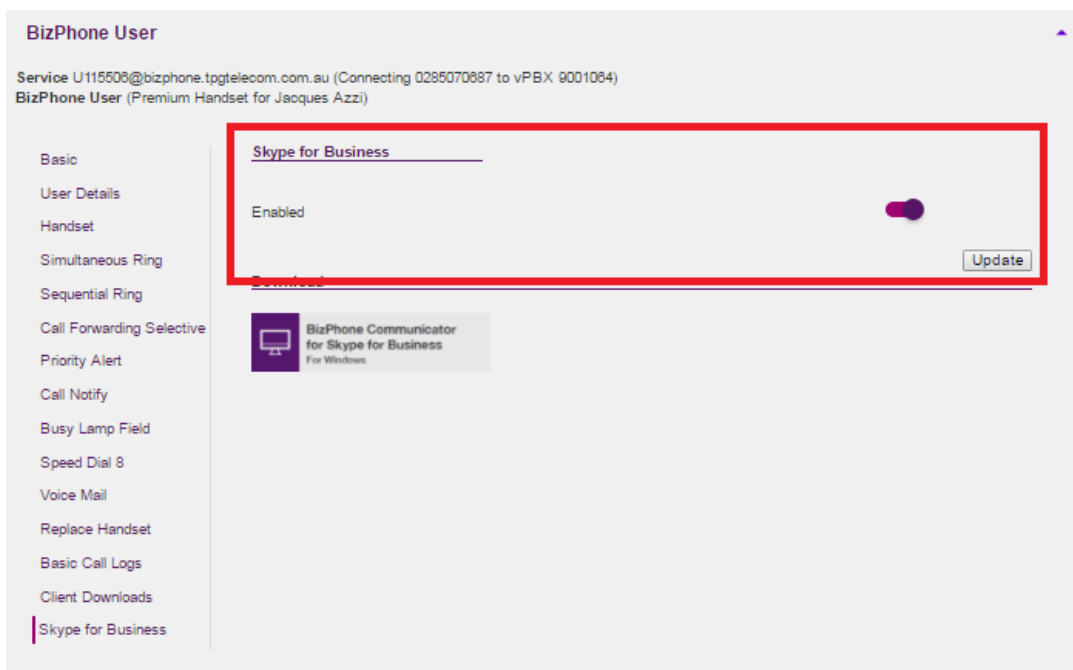
- Click on the  icon to download the Business Communicator for Skype for Business. Once you click on the icon, a window will pop up to save the BizPhone Communicator setup file. You can then save the .exe file for installation.



Follow the process on how to install the Desktop App. See [BizPhone Desktop App](#) section of this document.

**Note:** Before you can start using the Business Communicator for Skype for Business, you will need to enable the Skype for Business option on the page.

- Enable the Skype for Business option and click “Update”.



# Group Features

The group features are the services that are available at the “group” level and only configurable via the Frontier Admin Portal.

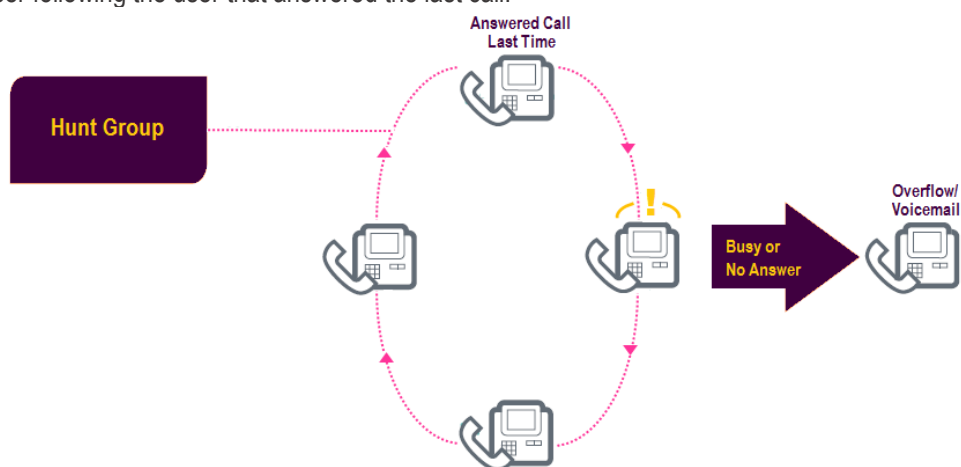
## Hunt Group

Hunt Group offers a method of distributing any inbound calls to a group of phones that are defined by the admin.

The admin can choose how the users are included in a Hunt Group and the method of incoming calls distribution. There are 4 different distribution methods available.

### Circular

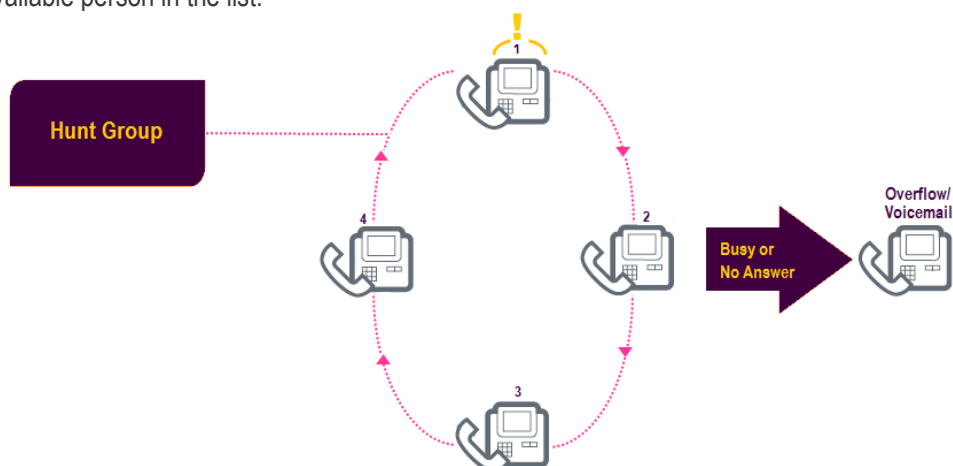
This method sends incoming calls to users in the order listed by the administrator. The call will go to the user following the user that answered the last call.



**Note:** You can only overflow calls to the Voicemail of a BizPhone user. There is no common Voicemail available for hunt group itself.

### Regular

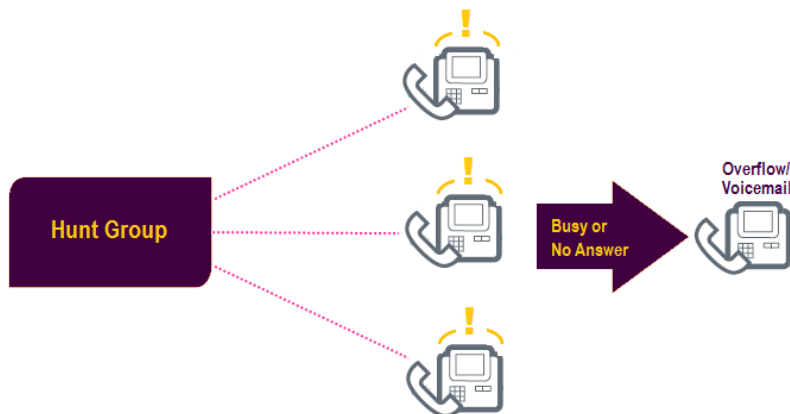
This method sends incoming calls to users in the order listed by the administrator. The call will go to the first available person in the list.



**Note:** You can only overflow calls to the Voicemail of a BizPhone user. There is no common Voicemail available for hunt group itself.

### Simultaneous

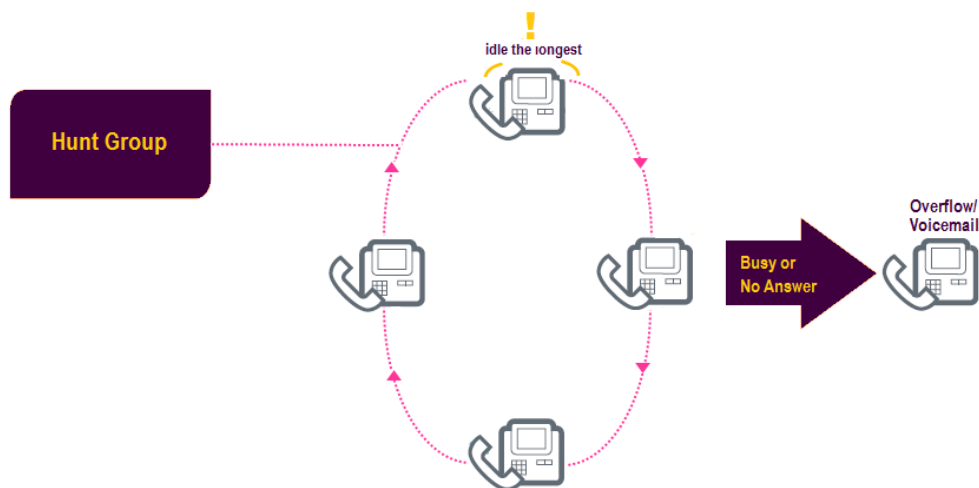
This method sends incoming calls to all the users listed by the administrator at the same time.



**Note:** You can only overflow calls to the Voicemail of a BizPhone user. There is no common Voicemail available for hunt group itself.


### Uniform

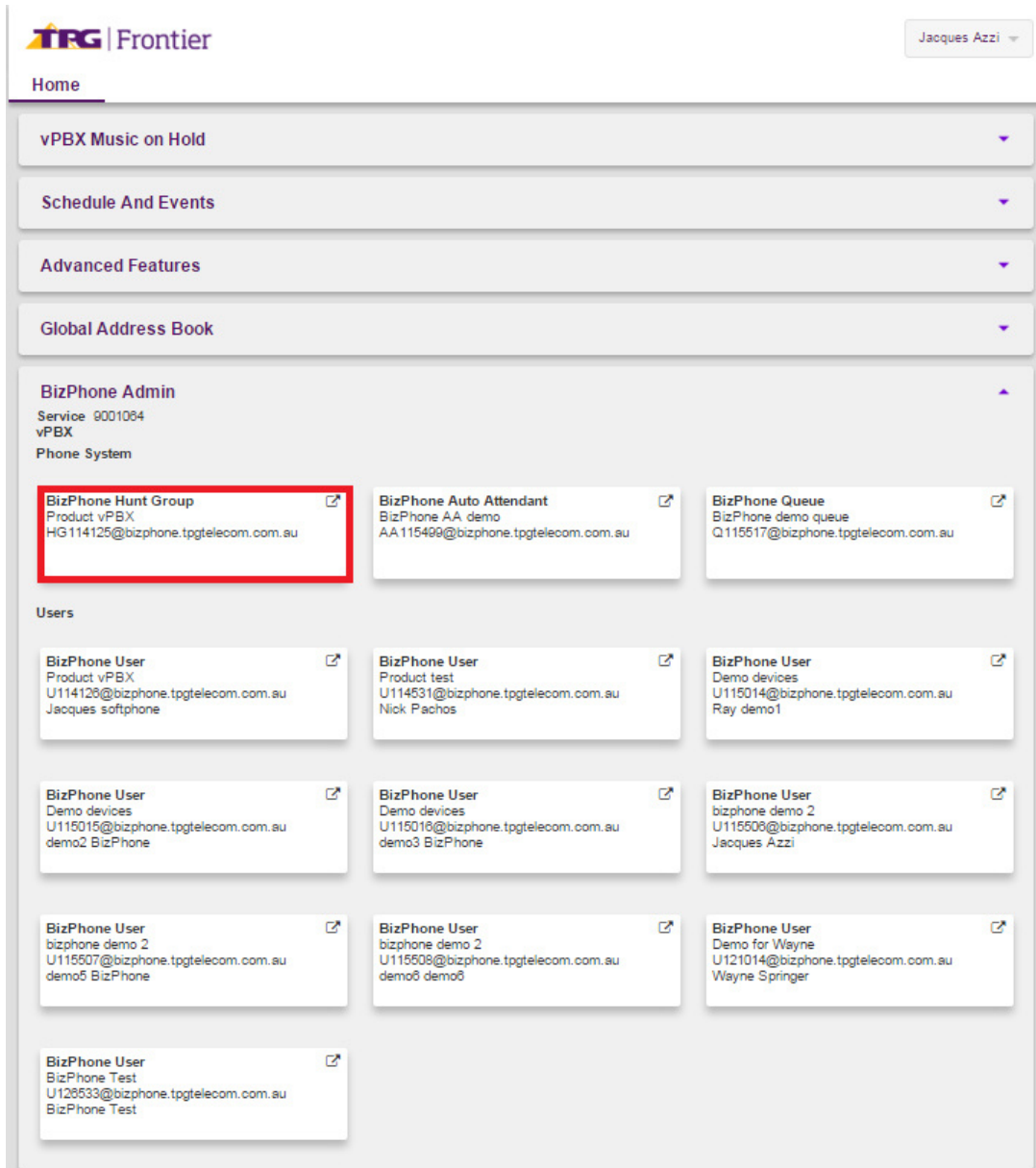
This method sends incoming calls to the user who's been idle the longest. Once a user completes a call you are moved to the bottom of the call queue.



**Note:** You can only overflow calls to the Voicemail of a BizPhone user. There is no common Voicemail available for hunt group itself.

## How to configure in Frontier:

- To access the Hunt Group, go to the BizPhone Main page and on the “BizPhone Admin” section, you will see “BizPhone Hunt Group”. Click on the  icon for each Hunt Group that you wish to configure.



**TRG | Frontier** Jacques Azzi

Home

vPBX Music on Hold


Schedule And Events


Advanced Features


Global Address Book

**BizPhone Admin**


Service 9001064  
vPBX  
Phone System


**BizPhone Hunt Group**   
Product vPBX  
HG114125@bizphone.tpgtelecom.com.au


**BizPhone Auto Attendant**   
BizPhone AA demo  
AA115499@bizphone.tpgtelecom.com.au


**BizPhone Queue**   
BizPhone demo queue  
Q115517@bizphone.tpgtelecom.com.au


**Users**


**BizPhone User**   
Product vPBX  
U114125@bizphone.tpgtelecom.com.au  
Jacques softphone


**BizPhone User**   
Product test  
U114531@bizphone.tpgtelecom.com.au  
Nick Pachos


**BizPhone User**   
Demo devices  
U115014@bizphone.tpgtelecom.com.au  
Ray demo1


**BizPhone User**   
Demo devices  
U115015@bizphone.tpgtelecom.com.au  
demo2 BizPhone

**BizPhone User**   
Demo devices  
U115016@bizphone.tpgtelecom.com.au  
demo3 BizPhone

**BizPhone User**   
bizphone demo 2  
U115507@bizphone.tpgtelecom.com.au  
demo5 BizPhone

**BizPhone User**   
bizphone demo 2  
U115508@bizphone.tpgtelecom.com.au  
demo8 demo8

**BizPhone User**   
Demo for Wayne  
U121014@bizphone.tpgtelecom.com.au  
Wayne Springer

**BizPhone User**   
BizPhone Test  
U126533@bizphone.tpgtelecom.com.au  
BizPhone Test

Once you click on the  icon of the Hunt Group, the below page will appear.

## Voice Mail Settings

**Voice Mail Settings:**

Activate Voice Mail Feature ☒

Enable voice mail to be used with voice portal ☒

Enable voice mail to be forwarded as email ☒

Delivery Email Address:

Enable voice mail to be sent as carbon copy ☒

Carbon Copy Email Address:

Enable voice mail file ☒

Select Media File: \*

## Call Routing

Call Routing:

- Allow Call Waiting on Agents ☒
- Allow members to control Group Busy ☐
- Enable Group Busy ☐
- Apply Group Busy When Terminating Call to Agent ☐
- Group Policy
  - ☒ Circular
  - ☐ Regular
  - ☐ Simultaneous
  - ☐ Uniform

## No Answer Settings

No Answer Settings:

Call Forward to:

Skip to next agent after  rings

Forward call after waiting  seconds

Not Reachable Settings

Not Reachable Settings:

Enable Call Forwarding Not Reachable ☐

Make Hunt Group busy when all available agents are not reachable ☐

### Calling ID Settings

### Calling ID Settings:

- ☒ Use the system default CLID configuration (include the Hunt Group name in the CLID)
- ☐ Customize the CLID for this Hunt Group

Include the Hunt Group Name in the CLID

### Group Members

Group Members:

**Available BizPhone Users**

BusinessPhone, Jacques [U154126]@bizphone.tptelecom.fr  
Pachos, Nick [U154531]@bizphone.tptelecom.com  
Choi, Ray [U15014]@bizphone.tptelecom.com.au  
BizPhone, dem0 [U15016]@bizphone.tptelecom.com  
BizPhone, dem0 [U151507]@bizphone.tptelecom.com  
dem0, dem0 [U15508]@bizphone.tptelecom.com  
Springer, Wayne [U21014]@bizphone.tptelecom.com  
Test, BizPhone [U126533]@bizphone.tptelecom.com  
Azziz, Jacques [U196167]@bizphone.tptelecom.com  
Transect, Test1 [U154407]@bizphone.tptelecom.com  
ATA, Product [U162065]@bizphone.tptelecom.com

### Assigned BizPhone Users

1009, washtech [U1115015@bizphone.tpgtelecom.com]  
Azzi, Jacques [U1115506@bizphone.tpgtelecom.com]



Update

- Enter and select the settings for the Hunt Group.

Settings	Description
<b>General</b>	
Set Active	Enable this to activate the Hunt Group.
Hunt Group ID	This ID is allocated by default.
Hunt Group Name*	Enter a name for the Hunt Group.
CLID First Name*	Enter a First Name for the Hunt Group.
CLID Last Name*	Enter a Last Name for the Hunt Group.
Phone Number	This Phone Number is allocated by default.
<b>Voice Mail Settings</b>	
Activate Voice Mail Feature	Enable this to activate the voice mail feature for the Hunt Group.
Enable voice mail to be used with voice portal	Enable this option if you wish to be able to listen to the Hunt Group voice messages through the Voice Portal.
Enable voice mail to be forwarded as email	Enable this option if you wish to send a copy of the Hunt Group voice mail to an email and enter the email address in the next field.
Delivery Email Address	Enter the email address for the voice mail to be sent to.
Enable voice mail to be sent as carbon copy	Enable this option if you wish to send a copy of the Hunt Group voice mail to a second email address.
CC Email Address	Enter the email address for the voice mail to be cc to.
Enable voice mail media file	Enable this option if you wish to select a media file for the Hunt Group voice mail.
Select Media File*	Select the available media file from the drop down list. If there is no media file available, please upload the file. See note below.
<b>Call Routing</b>	
Allow Call Waiting on Agents	Enable this to allow Call waiting on the assigned users/agents. <b>Note: If all users are busy in a hunt group, calls will fail unless you enable this option and Call Waiting feature on each agent. With Call Waiting (each agent) and this option enabled, the calls will be treated as not answered and overflow when no answer timer expires.</b>
Allows members to control Group Busy	Enable this to give group members control over the Group Busy policy.
Enable Group Busy	Enable this to allow group busy policy for the Hunt Group. <b>Note: Enabling Group Busy does not mean that calls will overflow. Overflow is only for “Not Answer” and “Not Reachable” conditions. If you enable Group Busy, all calls will fail to fast busy tone unless Call Forward Busy is enabled.</b>
Apply Group Busy when terminating Call to Agent	Enable this to always apply the Enable Group Busy policy when calls are made through the directory hunting number.
Group Policy	Select one of the Hunt Group distribution methods (described earlier in this section).
<b>No Answer Settings</b>	
Call Forward To*	Enter the phone number to forward calls to when there is no answer. Alternatively, calls can also be forwarded to Voice Mail by entering *55 in front of the 10-digit phone number or in front of the phone extension.
Skip to next agent after	Specify the number of rings before the call is sent to next agent.




xx rings		
Forward call after waiting xx seconds	Specify the number of seconds before call is forwarded to the specified phone number.	
Not Reachable Settings		
Enable Call Forwarding Not Reachable	Enable this to forward calls to a specified number when the Hunt Group is unreachable. Alternatively, calls can also be forwarded to Voice Mail by entering *55 in front of the 10-digit phone number or in front of the phone extension.	
Make Hunt group busy when all available agents are not reachable	Enable this to send a busy tone to the caller when the hunt group is unreachable.	
Call Forwarding (Always/Busy) – Only available on a non-complimentary or Billable Hunt Group		
Always	Enable this to forward all calls to a specified number when the Hunt Group is unreachable. Alternatively, calls can also be forwarded to Voice Mail by entering *55 in front of the 10-digit phone number or in front of the phone extension.	
Busy	Enable this to forward calls to a specified number when the Hunt Group is busy. Alternatively, calls can also be forwarded to Voice Mail by entering *55 in front of the 10-digit phone number or in front of the phone extension.	
Call Forwarding Selective – Only available on a non-complimentary or Billable Hunt Group		
Enable	Enable this to forward specific calls to a specified number. Alternatively, calls can also be forwarded to Voice Mail by entering *55 in front of the 10-digit phone number or in front of the phone extension.	
Play Ring Reminder	Enable this option if you wish to pay reminder for the Call Forwarding.	
Default Forward to	Enter a default forwarding number.	
New Criteria (See Red Notes below)	Enter new criteria for the Call Forwarding Selective below.	
	Description	Enter the description for the Call Forwarding here.
	Holiday Schedule	Select the Holiday Schedule you have defined under Schedule and Events.
	Time Schedule	Select the Time Schedule you have defined under Schedule and Events.
	Forward To	Select “Default Number” if you wish to forward the calls to the default number specified.
		Select “Specified Number” if you wish to forward the calls to a specified number and enter the specified number on the text box next to this option.
		Select “Do Not Forward” if you do not wish to forward your calls to a phone number.
	Calls From	Select “Any Phone Number” if you wish to forward calls from any phone number.
Select “Following Phone Numbers” if you wish to only forward calls from certain numbers and specify the phone numbers on the text boxes.		
Calling ID Settings		

Use System Default Hunt Group	Use the CLID settings defined by default.
Include Hunt Group name in CLID	Use the Hunt Group name specified in the General settings as the CLID.
<b>Assigned BizPhone Users</b>	
Group Members	<p>Assign the BizPhone Users to the Hunt Group by highlighting the user you wish to add from the "Available BizPhone Users" list and click the  button and the user will be added to the assigned list.</p> <p>To add more users, repeat the same steps.</p> <p>To remove user from the "Assigned BizPhone List", click  button and the user will be removed from the list.</p>

**Notes:**

- \* in above table indicates mandatory field and cannot be empty.
  - \* To upload the media file, please refer to the [Upload Announcement](#) section in this document.
  - Call Forwarding Always/Busy and Call Forwarding Selective are only available for Billable (non-complimentary) Hunt Group.
  - You need to set up at a New Criteria before you can activate the Call Forwarding Selective feature.
  - You need to set up "Schedules and Events" before you can enter a New Criteria or you can use the default Time Schedule for Call Forwarding Selective. To set up the Schedules and Events, please refer to [Schedules and Events](#) section in this document.
  - Collapsed Criteria will not be updated on submit. You need to expand the Criteria to update.
- Once you have finished configuring all options, click "Update" at the bottom of the screen and it will save the Hunt Group settings that you have just configured.

To return to the main page without changes, click on the  icon located at the top right of each BizPhone Hunt Group page.

## Queue

Queue allows the user to queue incoming calls when all the phones are busy until you are able to answer the calls. This is useful during peak times where your business is in high demand.

The maximum Queue length is 25 calls, i.e. the user can have 25 calls waiting in a queue at the same time.

There are 5 different Queue methods available.

### Circular

This method sends incoming calls to users in the order listed by the administrator. The call will go to the user following the user that answered the last call.

### Regular

This method sends incoming calls to users in the order listed by the administrator. The call will go to the first available person in the list.

### Simultaneous

This method sends incoming calls to all the users listed by the administrator at the same time.


### Uniform

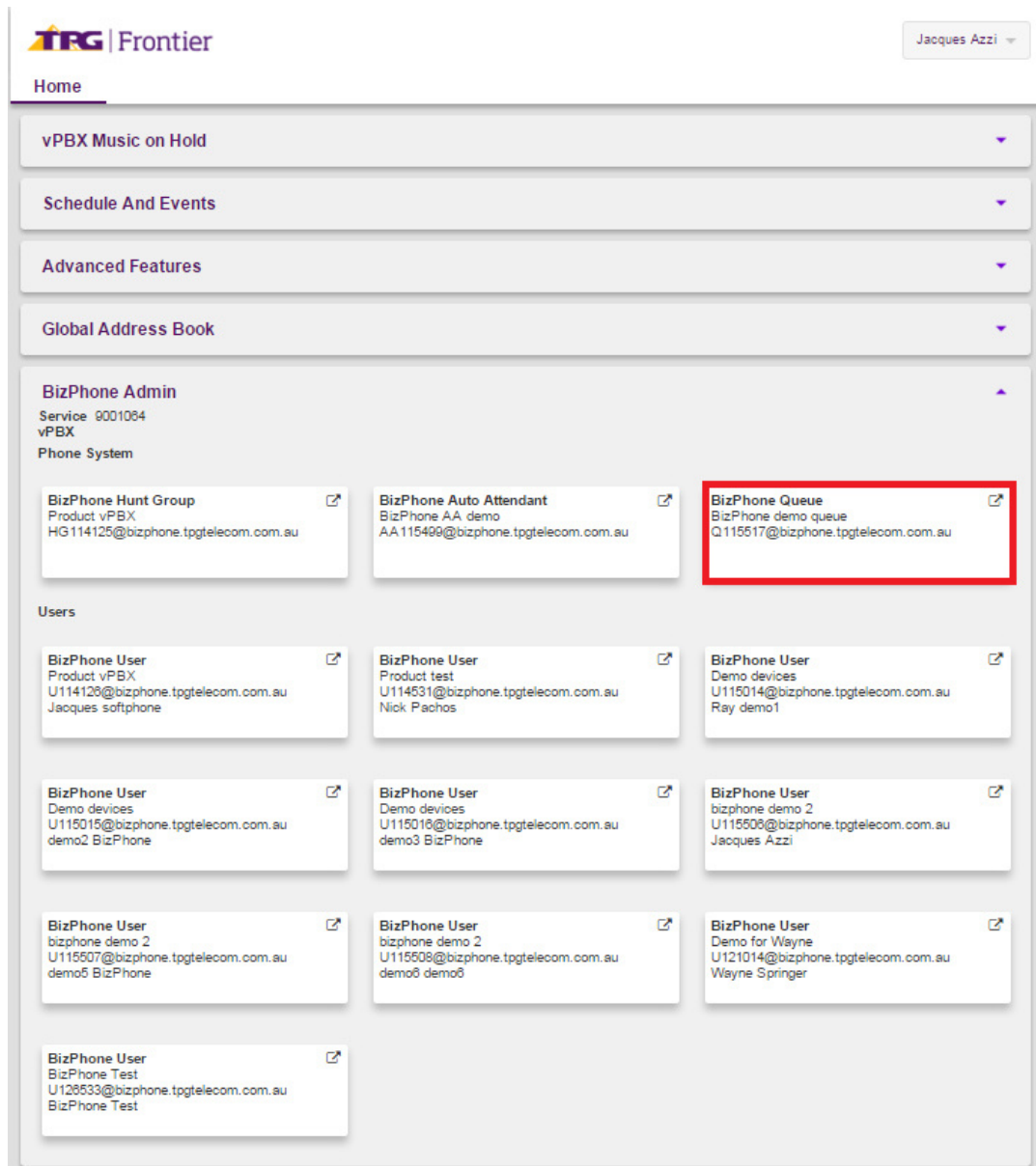
This method sends incoming calls to the user who's been idle the longest. Once a user completes a call you are moved to the bottom of the call queue.

### Weighted Call Distribution

This method send incoming calls randomly to agents according to percentages you assign on the Call Centre.

## How to configure in Frontier:

- To access the Queue, go to the BizPhone Main page and on the “BizPhone Admin” section, you will see “BizPhone Queue” and click on the  icon for each Hunt Group that you wish to configure.



**TRG | Frontier** Jacques Azzi

Home

vPBX Music on Hold


Schedule And Events


Advanced Features


Global Address Book

**BizPhone Admin**


Service 9001064  
vPBX  
Phone System


**BizPhone Hunt Group**   
Product vPBX  
HG114125@bizphone.tpgtelecom.com.au


**BizPhone Auto Attendant**   
BizPhone AA demo  
AA115499@bizphone.tpgtelecom.com.au


**BizPhone Queue**   
BizPhone demo queue  
Q115517@bizphone.tpgtelecom.com.au


**Users**


**BizPhone User**   
Product vPBX  
U114126@bizphone.tpgtelecom.com.au  
Jacques softphone


**BizPhone User**   
Product test  
U114531@bizphone.tpgtelecom.com.au  
Nick Pachos


**BizPhone User**   
Demo devices  
U115014@bizphone.tpgtelecom.com.au  
Ray demo1


**BizPhone User**   
Demo devices  
U115015@bizphone.tpgtelecom.com.au  
demo2 BizPhone


**BizPhone User**   
Demo devices  
U115016@bizphone.tpgtelecom.com.au  
demo3 BizPhone

**BizPhone User**   
bizphone demo 2  
U115506@bizphone.tpgtelecom.com.au  
Jacques Azzi

**BizPhone User**   
bizphone demo 2  
U115507@bizphone.tpgtelecom.com.au  
demo5 BizPhone

**BizPhone User**   
bizphone demo 2  
U115508@bizphone.tpgtelecom.com.au  
demo6 demo6

**BizPhone User**   
Demo for Wayne  
U121014@bizphone.tpgtelecom.com.au  
Wayne Springer



**BizPhone User**   
BizPhone Test  
U126533@bizphone.tpgtelecom.com.au  
BizPhone Test

Once you click on the  icon of the Queue, below page will appear.

Update

- Enter and select the Queue settings.


Settings	Description
<b>General</b>	
Set Active	Enable this to activate the queue.
Queue ID	This ID is allocated by default.
Queue Name*	Enter a name for the Queue.
CLID First Name*	Enter a First Name for the Queue.
CLID Last Name*	Enter a Last Name for the Queue.
Phone Number	This Phone Number is allocated by default.
Group Policy	Select one of the Queue methods (described earlier in this section).
<b>Queue Settings</b>	
Allows callers to dial 0 to escape out of queue	Enable this if you want the callers to have the ability to press "0" to escape out of the queue.
Play ringing when offering call	Enable this to enable play ringing when offering a call to an agent in lieu of the caller hearing music on hold. This lets the caller know their call is about to be answered.
Reset caller statistics upon entry to queue	Enable this if you require caller statistics to be reset each time the agents log into a queue.
Queue Length (Calls)	The maximum number of calls that can be queued at any one time.
<b>Voice Mail Settings</b>	
Activate Voice Mail Feature	Enable this to activate the voice mail feature for the Queue.
Enable voice mail to be used with voice portal	Enable this option if you wish to be able to listen to the Queue voice messages through the Voice Portal.
Enable voice mail to be forwarded as email	Enable this option if you wish to send a copy of the Queue voice mail to an email and enter the email address in the next field.
Delivery Email Address	Enter the email address for the voice mail to be sent to.
Enable voice mail to be sent as carbon copy	Enable this option if you wish to send a carbon copy of the Queue voice mail to a second email address.
CC Email Address	Enter the email address for the voice mail to be cc to.
Enable voice mail media file	Enable this option if you wish to select a media file for the Queue voice mail.
Select Media File*	Select the available media file from the drop down list. If there is no media file available, please upload the file. See note below.
<b>Entrance Announcement Settings</b>	
Play Entrance Announcement	Enable this option to play the Entrance Announcement for the Queue.
Announcement Type	Select Announcement Type. Choose "Default" if you wish to use the system default Announcement. Choose "Custom" if you wish to use a custom Announcement and then select the media file.
Select Media File*	This option is only displayed when you choose "Custom" Announcement Type. Select the media file from the drop down list. If there is no media file available, please upload the file. See note below.
<b>On-Hold Announcement Settings</b>	
Enable Media On-Hold Announcement	Enable this option to play Announcement when the caller is On-Hold on the queue.

<b>Announcement Type</b>	Select Announcement Type. Choose "Default" if you wish to use the system default Announcement. Choose "Custom" if you wish to use a custom Announcement and then select the media file.
<b>Select Media File*</b>	This option is only displayed when you choose "Custom" Announcement Type. Select the media file from the drop down list. If there is no media file available, please upload the file. See note below.
<b>Routing Settings</b>	
<b>Bounce calls after xx rings</b>	Enable and Select how many rings before the calls are bounce to next agent if you are unanswered.
<b>Enable overflow after call wait xx seconds</b>	Enable and Select how many seconds to wait before the calls are overflow to the next agent.
<b>Play announcement before overflow processing</b>	Enable this to play announcement to the caller before the call is overflowed.
<b>Overflow Action</b>	Select one of the overflow routing options.
<b>Transfer to Phone Number</b>	Enter the phone number to transfer the call to if you select to transfer to phone number as the Overflow Action.
<b>Agent Settings</b>	
<b>Allow agents to join Queue</b>	Tick this box to allow agents to log in or out of the Call Center.
<b>Allow call waiting on Agents</b>	Tick this box to allow agents to have the ability to handle more than once call at a time. Agents must also have the Call Waiting feature enabled on the user profile.
<b>Assigned BizPhone Users</b>	
<b>Group Members</b>	Assign the BizPhone Users to the Queue by highlighting the user you wish to add from the "Available BizPhone Users" list and click the  button and the user will be added to the assigned list. To add more users, repeat the same steps. To remove user from the "Assigned BizPhone List", click  button and the user will be removed from the list.

**Note:**

- \* in above table indicates mandatory field and cannot be empty.
- \* To upload the media file, please refer to the [Upload Announcement](#) section in this document.


- Click "Update" at the bottom of the page to save the Queue settings that you have just configured.

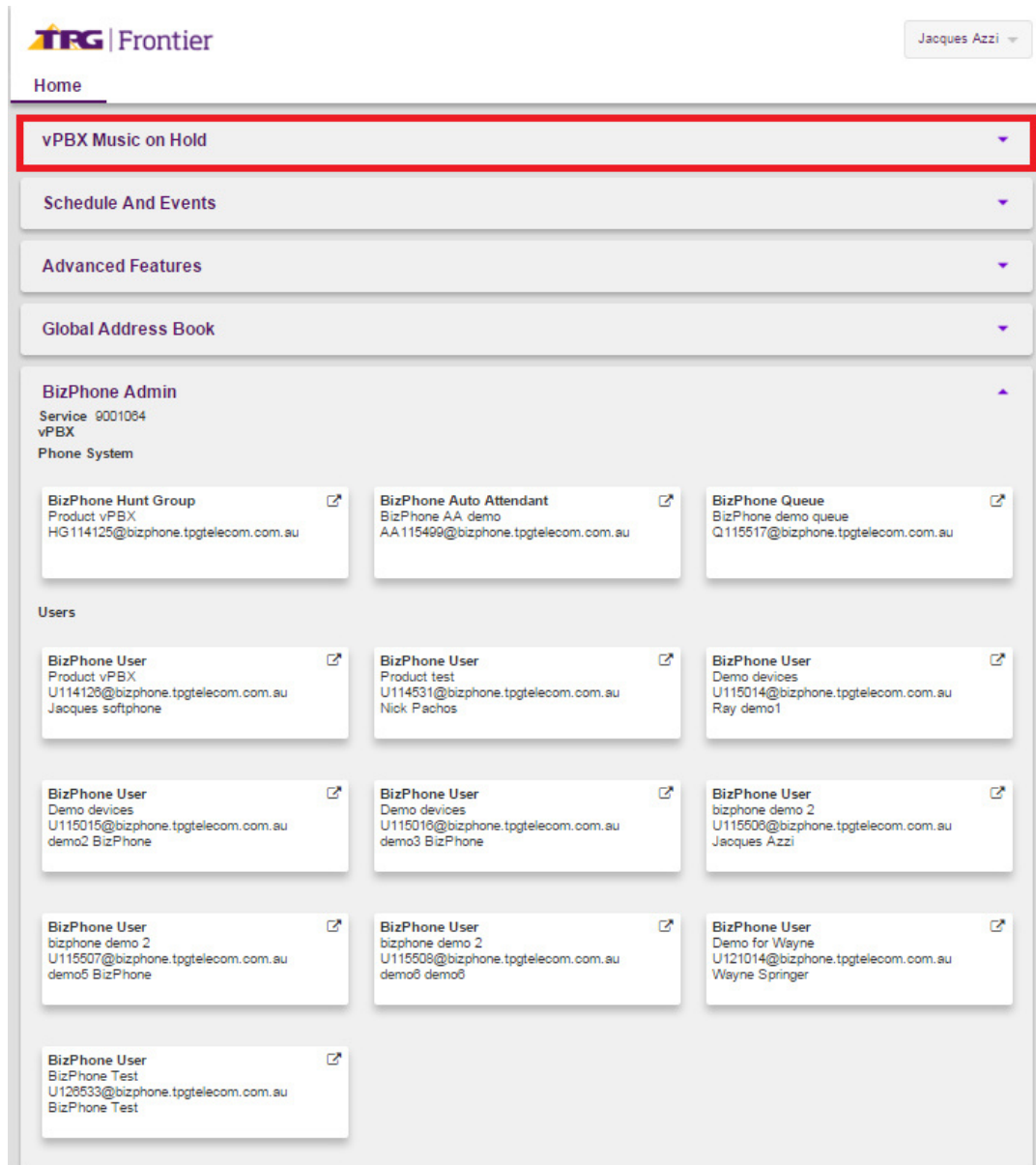
To return to the main page without changes, click on the  icon located at the top right of each BizPhone Queue page.

## Music on Hold

Music on Hold plays music while callers are on hold. This feature allows the group administrator to upload the audio file for the Music on Hold.

### How to configure in Frontier:

- To access the Music on Hold, click on the  icon next to “vPBX Music On Hold” on the main page.



The Music On Hold page will appear (below).



- Select the Music on Hold settings.

Profile	Description
<b>Enable music/video during Call Hold</b>	Enable this if you wish to play music for callers that are on hold.
<b>System</b>	Tick this option if you wish to use system defined Music on Hold.
<b>Custom Music/Video File</b>	Tick this option if you wish to use a custom audio file for Music on Hold.
<b>Use existing audio file</b>	Tick this option if you have existing audio file and wish to use it.
<b>Upload new audio file</b>	Tick this option to upload a new audio file and choose file to upload.

**Note:** The audio file needs to be in .WAV or .WMA format with specific requirements. Please refer to [Audio File Specifications](#) for the list of requirements and on how to record the audio file.

- Click “Update” to save the Music on Hold settings that you have just configured.

To close the Music on Hold menu, click on the  icon next to “vPBX Music On Hold”.

## Schedules and Events


Schedules and Events allows the administrator to set up the Time schedule and Holiday schedule for BizPhone services.

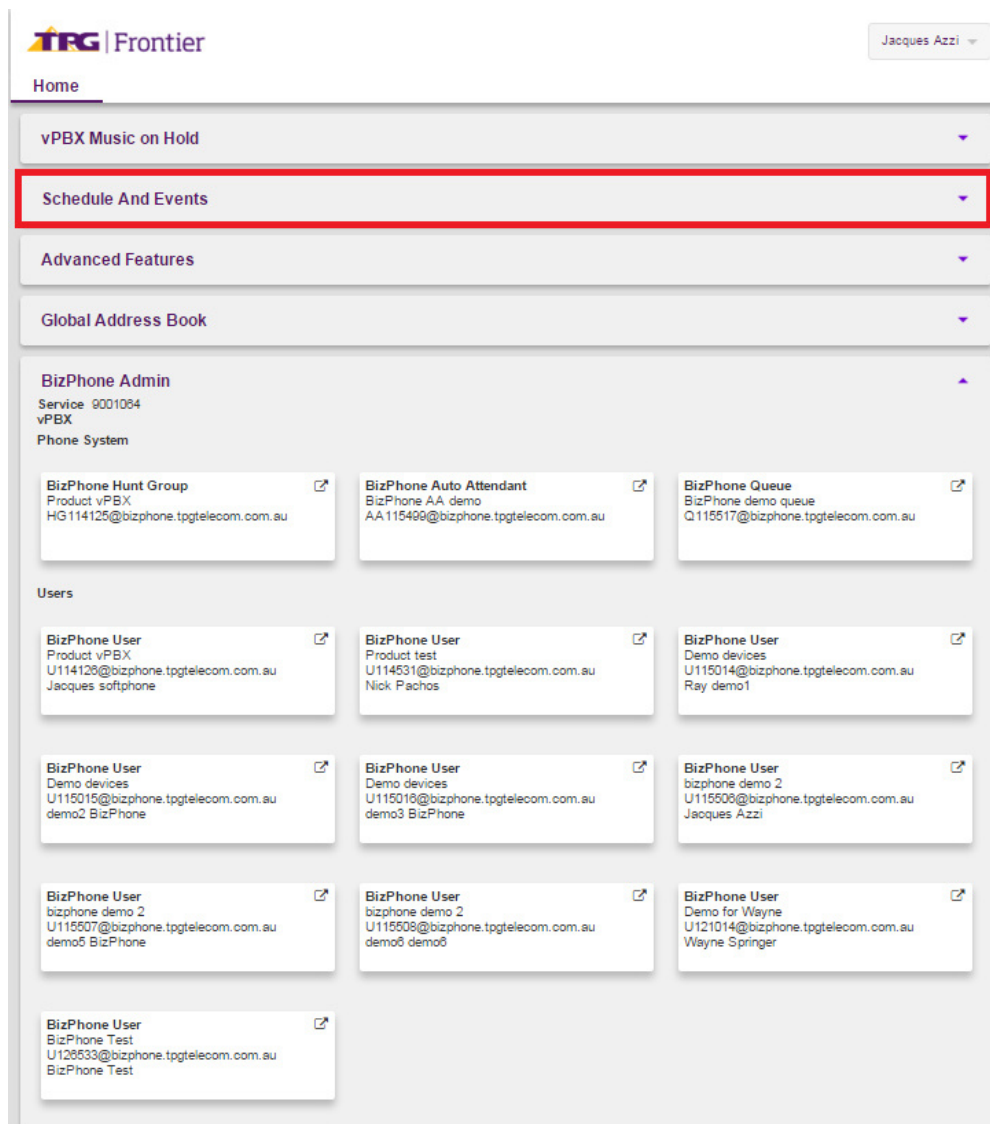
The Time schedule and Holiday schedule are used in the following BizPhone features/services:

- Auto Attendant
- Call Forwarding Selective
- Simultaneous Ring
- Sequential Ring
- Call Notify
- Priority Alert

To route calls based on the time of the day (business or after hours), you can configure the Time schedule. You can also configure your company holiday schedule by identifying the dates of the holiday in the Holiday schedule.

### How to create and configure Schedules and Events in Frontier:

- To access the Schedules and Events, click on the  icon next to “Schedules and Events” on the main page.



The Schedules and Events page will appear (below).

**Schedule And Events**

Create Schedule:

Schedule Name: \*

Schedule Type

☒ Holiday

☐ Time

Save

- Create a schedule by entering the Schedule Name and the Schedule Type.

Create Schedule	Description
<b>Schedule Name*</b>	Enter the name for the schedule. For example: Christmas Holiday, etc.
<b>Schedule Type</b>	Select the required Schedule Type: <ul style="list-style-type: none"> <li>- <b>Holiday</b>: if you wish to create a Holiday Schedule.</li> <li>- <b>Time</b>: if you wish to create a Time Schedule (Business or After hours).</li> </ul>

**Note:** \* in above table indicates mandatory field and cannot be empty.

- Click “Save” under the Create Schedule section to save the schedule you have just created. You can create multiple schedules by repeating the same steps above.
- Once the Schedule is created, it will appear under Current Schedules section on the same screen.

**Schedule And Events**

Create Schedule:

Schedule Name: \*

Schedule Type


☒ Holiday

☐ Time

Save

Current Schedules:

TPG Business hours - Time - Group Schedule Delete

- To create an event for the schedule, click on the  icon next to the schedule you have just created and the schedule page drop down. You can now create the event for the schedule by clicking on the “Create Event” button.

TPG Business hours - Time - Group Schedule Delete

Schedule:

Schedule Name: \*

Schedule Level:

Schedule Type

☐ Holiday

☒ Time

Create Event

- Enter and select the details for the event.

Create Event	Description
Event Name*	Enter a name for the event.
Start Date*	Enter the start date for the event.
End Date*	Enter the end date for the event.
All Day event	Activate this if it is an all-day event.
Start Time*	(if applicable) This option is disabled if you activate the All Day event. If it is not an all-day event, you will need to select the hours and minutes from the drop down list as to when you want the event to start.
End Time*	(if applicable) This option is disabled if you activate the All Day event. If it is not an all-day event, you will need to select the hours and minutes from the drop down list as to when you want the event to end.
Recurrence Pattern	<p>Select one from the drop down list how you wish the event to reoccur:</p> <p><b>Never:</b> if you do not want the event to reoccur.</p> <div> <p>Create Event:</p> <div> <div>Event Name: *</div> <div></div> </div> <div> <div>Start Date: *</div> <div></div> </div> <div> <div>End Date: *</div> <div></div> </div> <div> <div>All day event</div> <div><input checked="" type="checkbox"/></div> </div> <div> <div>Start Time: *</div> <div> <div>Hour</div> <div>Minutes</div> </div> </div> <div> <div>End Time: *</div> <div> <div>Hour</div> <div>Minutes</div> </div> </div> <div> <div>Recurrence Pattern</div> <div>Never</div> </div> <div> <div>Cancel</div> <div>Save</div> </div> </div>
	<p><b>Daily:</b> if you want the event to repeat daily. If you select this option, the Recurrence Interval and Recurrence End Date fields will appear.</p> <p><b>Recurrence Interval*</b> is a mandatory field and you will need to enter in how many day(s) do you want the event to occur.</p> <p><b>Recurrence End Date</b> is the date you want the event to end.</p> <div> <p>Create Event:</p> <div> <div>Event Name: *</div> <div></div> </div> <div> <div>Start Date: *</div> <div></div> </div> <div> <div>End Date: *</div> <div></div> </div> <div> <div>All day event</div> <div><input type="checkbox"/></div> </div> <div> <div>Start Time: *</div> <div> <div>Hour</div> <div>Minutes</div> </div> </div> <div> <div>End Time: *</div> <div> <div>Hour</div> <div>Minutes</div> </div> </div> <div> <div>Recurrence Pattern</div> <div>DAILY</div> </div> <div> <div>Recurring Interval: *</div> <div>Every <input type="text"/> Day</div> </div> <div> <div>Recurrence End Date:</div> <div></div> </div> <div> <div>Cancel</div> <div>Save</div> </div> </div>
	<p><b>Weekly:</b> if you want the event to occur weekly. If you select this option, the Recurrence Interval, the days (Monday – Sunday), and the Recurrence End Date fields will appear.</p> <p><b>Recurrence Interval*</b> is a mandatory field and you will need to enter in how many week(s) do you want the event to occur and you need to activate at least a day for the event to occur. For example, activate Monday if you want the event to occur every Monday.</p>

**Recurrence End Date** is the date you want the event to end.

**Create Event:**

Event Name: *	<input type="text"/>
Start Date: *	<input type="text"/>
End Date: *	<input type="text"/>
All day event	<input checked="" type="checkbox"/>
Start Time: *	Hour <input type="text"/> Minutes <input type="text"/>
End Time: *	Hour <input type="text"/> Minutes <input type="text"/>
Recurrence Pattern	WEEKLY
Recurring Interval:	Every <input type="text"/> Week(s)
Sunday	<input type="checkbox"/>
Monday	<input type="checkbox"/>
Tuesday	<input type="checkbox"/>
Wednesday	<input type="checkbox"/>
Thursday	<input type="checkbox"/>
Friday	<input type="checkbox"/>
Saturday	<input type="checkbox"/>
Recurrence End Date:	<input type="text"/>

**Monthly:** if you want the event to occur monthly. If you select this option, the Recurrence Interval, On Day, and the Recurrence End Date fields will appear.

**Recurrence Interval\*** is a mandatory field and you will need to enter in how many month(s) do you want the event to occur.

**On Day\*** is also a mandatory field and you need to enter on which day of the month do you want the event to occur.

**Recurrence End Date** is the date you want the event to end.

**Create Event:**

Event Name: *	<input type="text"/>
Start Date: *	<input type="text"/>
End Date: *	<input type="text"/>
All day event	<input checked="" type="checkbox"/>
Start Time: *	Hour <input type="text"/> Minutes <input type="text"/>
End Time: *	Hour <input type="text"/> Minutes <input type="text"/>
Recurrence Pattern	MONTHLY
Recurring Interval:	Every <input type="text"/> Month
On Day:	<input type="text"/> of month
Recurrence End Date:	<input type="text"/>

**Yearly:** if you want the event to occur yearly. If you select this option, the Recurrence Interval, On Day, Month Of, and Recurrence End Date fields will appear.

**Recurrence Interval\*** is a mandatory field and you will need to enter in how many year you want the event to occur.

**On Day\*** is also a mandatory field and you need to enter on which day of the month do you want the event to occur.

**Month of\*** is also a mandatory field that let you select from the drop down list you want the event to occur.

**Recurrence End Date** is the date you want the event to end.

Create Event:	
Event Name: *	<input type="text"/>
Start Date: *	<input type="text"/>
End Date: *	<input type="text"/>
All day event	<input checked="" type="radio"/>
Start Time: *	Hour <input type="text"/> Minutes <input type="text"/>
End Time: *	Hour <input type="text"/> Minutes <input type="text"/>
Recurrence Pattern	YEARLY
Recurring Interval:	Every <input type="text"/> Year
On Day:	<input type="text"/> of month
Month of	January
Recurrence End Date:	<input type="text"/>
<input type="button" value="Cancel"/> <input type="button" value="Save"/>	

#### Notes:

- \* in above table indicates mandatory field and cannot be empty.
- The duration (between Start Date and End Date) must be shorter than how frequently it occurs (Recurrence Interval).
- Click "Save" button to save the event you have just created. You can create multiple events for a schedule by repeating the Create Event steps above.

Once the event is created, it will appear under "Current Events" of the schedule. You can modify the event by click on the "Update Event and Schedule" button.

TPG Business hours - Time - Group Schedule <input type="button" value="Delete"/>	
<b>Schedule:</b>	
Schedule Name: *	TPG Business hours
Schedule Level:	Group
Schedule Type <input type="radio"/> Holiday <input checked="" type="radio"/> Time	
<input type="button" value="Create Event"/>	
<b>Current Events:</b>	
TPG Business hours - Feb 22, 2016 - Feb 22, 2016 <input type="button" value="Update"/>	
<input type="button" value="Update Event and Schedule"/>	

## Deleting an event or schedule

- You can delete an event by clicking on the “Delete” button next to the event.

**Current Events:**

▼ TPG Business hours - Feb 22, 2016 - Feb 22, 2016 **Delete**

---

Event Name: \* TPG Business hours

Start Date: \* 22/02/2016

End Date: \* 22/02/2016

All day event ☐

Start Time: \* 9 00

End Time: \* 11 00

Recurrence Pattern WEEKLY

Recurring Interval: \* Every 1 Week(s)

Sunday ☐

Monday ☒

Tuesday ☒

Wednesday ☒

Thursday ☒

Friday ☒

Saturday ☐

Recurrence End Date:

**Update Event and Schedule**

- You can delete a schedule by clicking on the “Delete” button next to the schedule.

▼ TPG Business hours - Time - Group Schedule **Delete**

---

**Schedule:**

Schedule Name: \* TPG Business hours

Schedule Level: Group

Schedule Type

☐ Holiday

☒ Time

**Create Event**

---

**Current Events:**

▼ TPG Business hours - Feb 22, 2016 - Feb 22, 2016 **Delete**

**Update Event and Schedule**


To close the Schedules and Events menu, click on the  icon next to “Schedules and Events”.

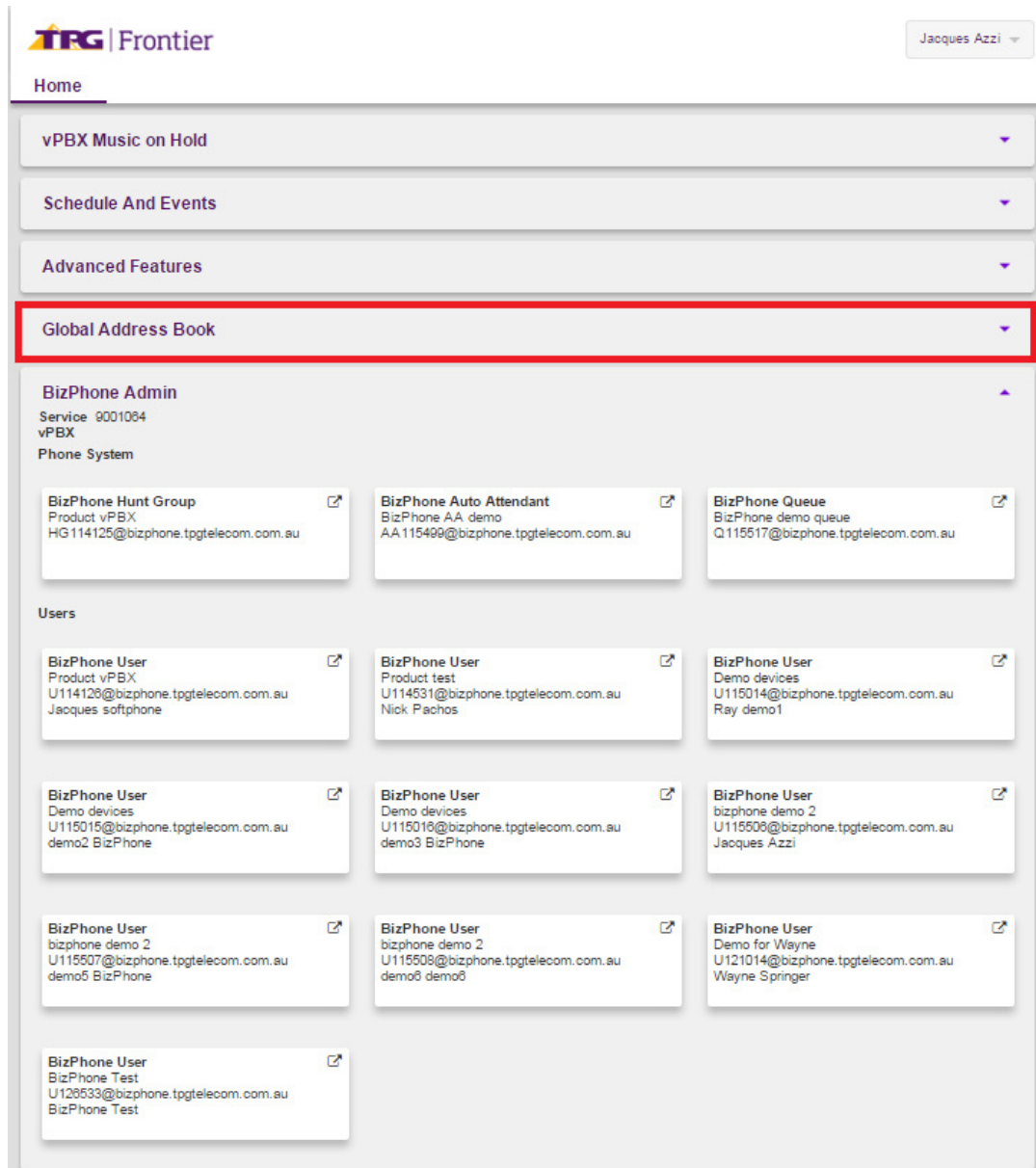
## Global Address Book

Global Address Book allows the administrator to upload a phone book for the BizPhone service.

**Note: Global Address Book is not available on BizPhone Soft Phone plan and also as part of the Desktop/Mobile Apps/Clients.**

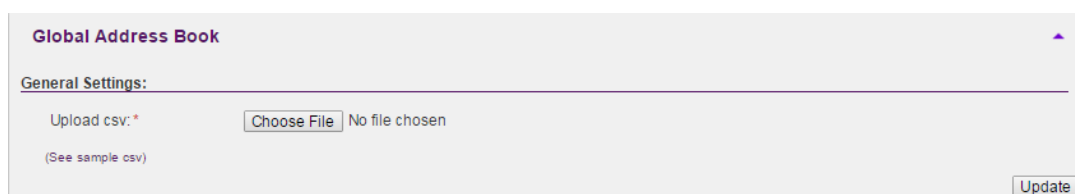
### How to configure in Frontier:

- To access the Global Address Book, click on the  icon next to “Global Address Book” on the main page.



The screenshot shows the Frontier web interface. At the top, there's a header with the TRG logo and the word "Frontier". On the right, a user profile for "Jacques Azzi" is visible. Below the header, there's a navigation menu with several items: "Home", "vPBX Music on Hold", "Schedule And Events", "Advanced Features", and "Global Address Book". The "Global Address Book" item is highlighted with a red rectangular box. Below the navigation menu, there's a section titled "BizPhone Admin" which includes service information (Service 9001084, vPBX) and phone system details. Underneath, there are three cards for "BizPhone Hunt Group", "BizPhone Auto Attendant", and "BizPhone Queue". Below these, there's a "Users" section displaying a grid of user cards. Each card shows a "BizPhone User" profile with details like product, email, and name. The "Global Address Book" menu item is the one to be clicked to access the configuration page.

Global Address Book page will appear (below).



The screenshot shows the "Global Address Book" configuration page. At the top, there's a header with the title "Global Address Book" and a dropdown arrow icon. Below the header, there's a section titled "General Settings:". Under this section, there's a label "Upload csv: \*" followed by a "Choose File" button and the text "No file chosen". Below this, there's a link "(See sample csv)". At the bottom right of the form, there's an "Update" button.



- Upload a csv file for the address book by clicking on the “Choose File” button.


The csv file should have 2 columns: Name and Number. You can see a sample csv by clicking on “See sample csv” on the screen.

**Note: You can add up to 500 entries (contacts) to the csv file.**

- The contacts in the Global Address Book should now appears on the handset.

**Note: The contacts will get updated in the T48G (T48S) handset instantly, but the user will need to restart the T42G (T42S) handset before the contacts appear on their handset.**

#### **How to access Global Address Book via the T42G (T42S) handset:**

- Press the “Directory” soft key on the main LCD screen.
- Using the Up and Down button (  ) on the handset, scroll through and click on “Group Common”.
- The contacts details (Name and Phone number) that you have uploaded via the Global Address Book in Frontier will appear on the LCD screen.

#### **How to access Global Address Book via the T48G (T48S) handset:**

- Press the “Directory” on the main LCD screen.
- Click on “Group Common” menu on the left of the screen.
- The contacts details (Name and Phone number) that you have uploaded via the Global Address Book in Frontier will appear on the LCD screen.

#### **How to access Global Address Book via the Cordless DECT handset:**

- Press “OK” button on the handset.
- Scroll through to “Directory” menu with the down arrow button and press “OK”.
- Select “Network Dir” by using the up and down arrow button and press “Enter” or the “OK” button.
- Select “GroupCommon” by using the up and down arrow button and press “Enter” or the “OK” button.
- The contacts details (Name and Phone number) that you have uploaded via the Global Address Book in Frontier will appear on the phone screen.

# Advanced Features

## Configure Pilot Number


Configure Pilot Number allows the administrator to select the Pilot Number (Group Number) from a list of phone numbers or you can select “None” if you do not want to specify a Pilot Number.

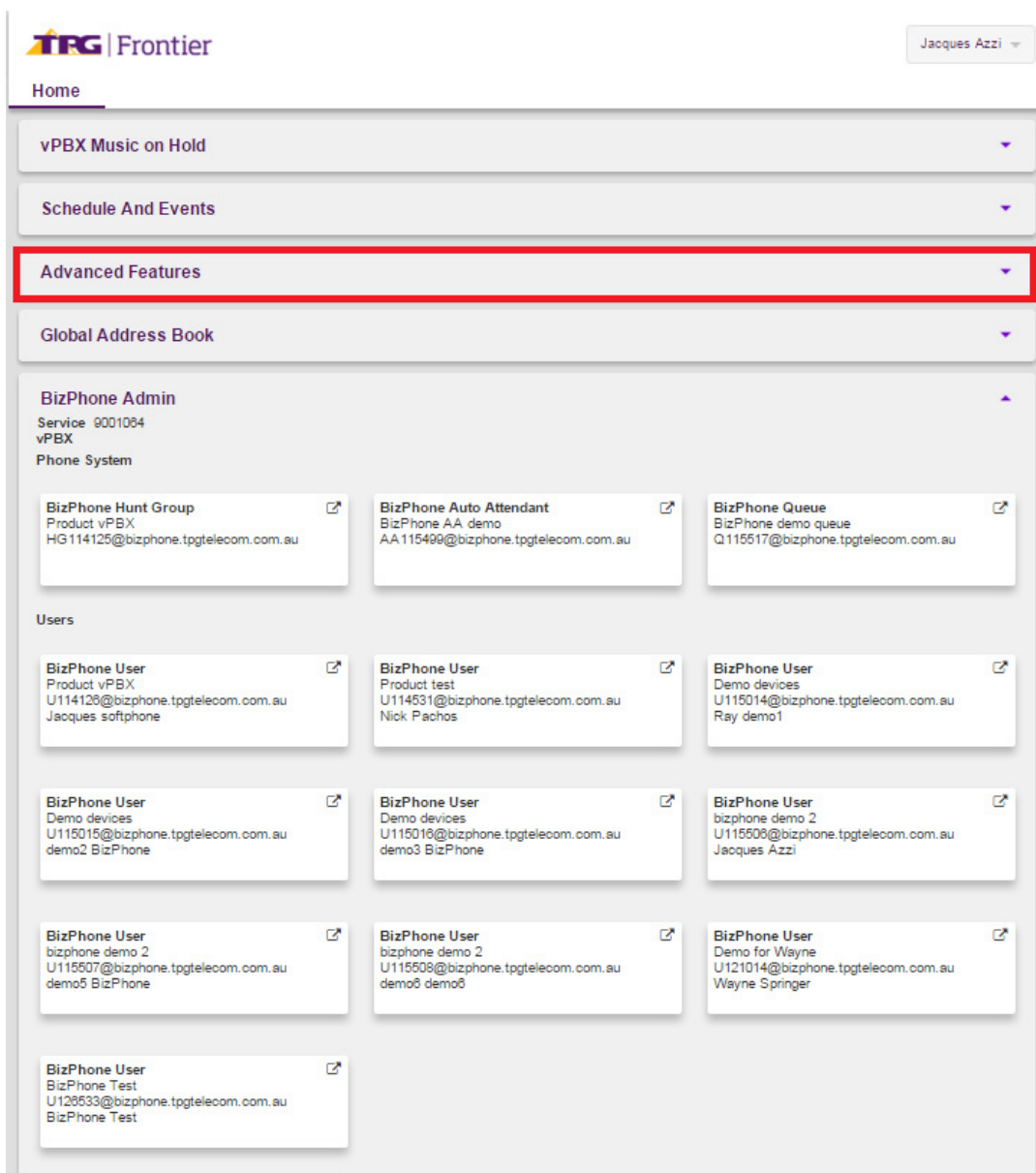
The BizPhone Configure Pilot Number has two functions:

1. To apply a default outbound CLI to all standard BizPhone users (handset or ATA services);
2. To facilitate Call Forwarding on the BizPhone SIP/ISDN Trunk service.

**Note: Call Forwarding (Always/Congested/Not Reachable) on BizPhone SIP/ISDN Trunk service will only work if the Pilot Number is configured.**

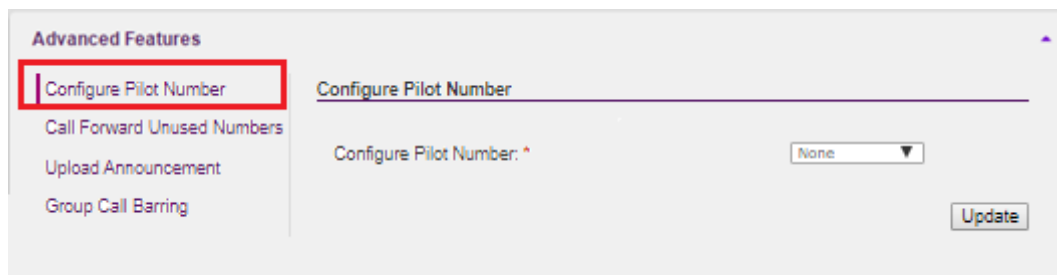
**How to configure in Frontier:**

- To access the Configure Pilot Number, click on the  icon next to “Advanced Features” on the main page.



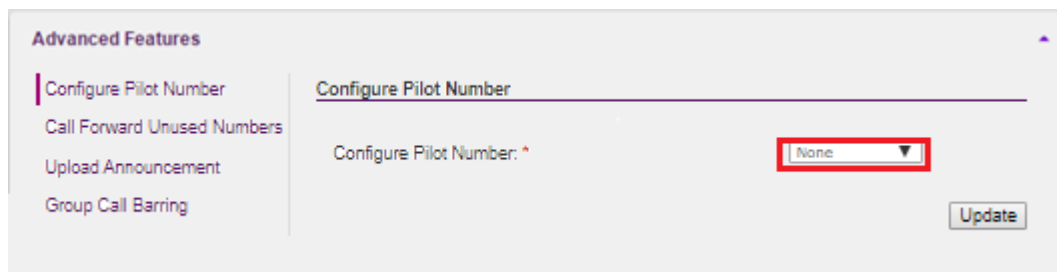
The screenshot shows the TPG Frontier web interface. At the top, there's a header with the TPG Frontier logo and a user profile for Jacques Azzi. Below the header, there's a navigation menu with items: Home, vPBX Music on Hold, Schedule And Events, **Advanced Features** (highlighted with a red rectangle), Global Address Book, and BizPhone Admin. The BizPhone Admin section shows details for Service 9001084 vPBX and Phone System. It contains three cards: BizPhone Hunt Group, BizPhone Auto Attendant, and BizPhone Queue. Below these is a 'Users' section with a grid of BizPhone User cards, each showing a user's name, product, and email address.

Advanced Features page will appear (below).



The screenshot shows the 'Advanced Features' page. On the left, there is a sidebar with four links: 'Configure Pilot Number', 'Call Forward Unused Numbers', 'Upload Announcement', and 'Group Call Barring'. The 'Configure Pilot Number' link is highlighted with a red box. The main content area is titled 'Configure Pilot Number' and contains a label 'Configure Pilot Number: \*' followed by a dropdown menu. The dropdown menu has 'None' selected. There is an 'Update' button at the bottom right of the main content area.

- By default you will be in the “Configure Pilot Number” page.
- Select the Pilot Number from the drop-down list. The drop-down list will display all phone numbers associated with your BizPhone group (including all Trunk user numbers as well as standard user numbers). You can select “None” if you do not want to configure any Pilot Number.



This screenshot is similar to the previous one, but the 'None' option in the dropdown menu is highlighted with a red box. The 'Update' button remains at the bottom right.


- Click “Update” to save the changes.  
The selected number will now be presented on all outbound calls from standard users and will appear in the billing records for calls that used the BizPhone SIP/ISDN Trunk Call Forwarding services.

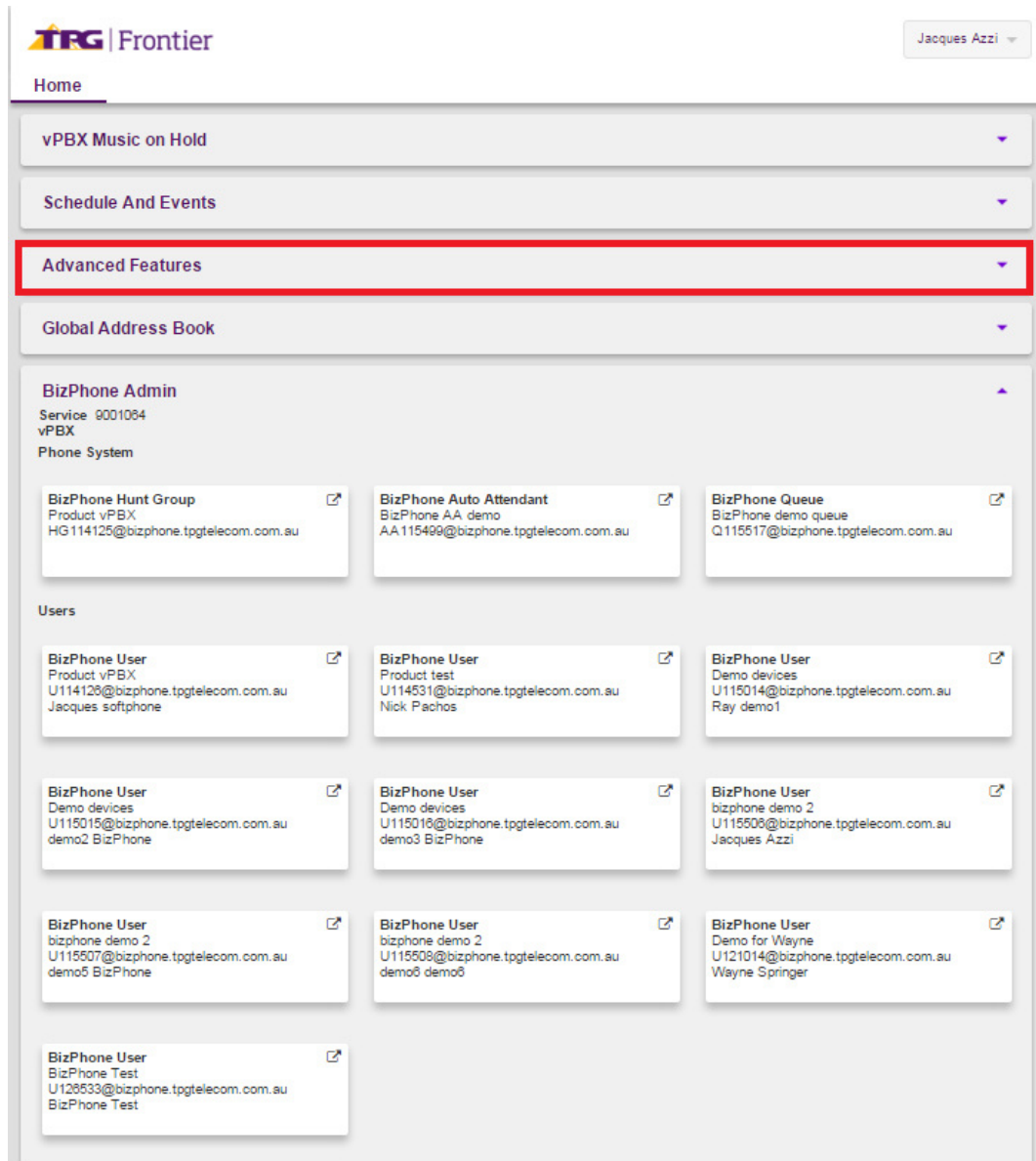
If the BizPhone Pilot Number has been set but you do not wish for standard users to present the Pilot Number as their CLI for all outbound calls, the admin can override the external CLI for the users. Please refer to [Override External CLI](#) section of this document to configure.

## Call Forward Unused Numbers

Call Forward Unused Numbers allows the administrator to choose the default number to forward incoming calls for unused numbers, i.e. those number(s) that are not allocated to any BizPhone user.

### How to configure in Frontier:

- To access the Call Forward Unused Numbers, click on the  icon next to “Advanced Features” on the main page.



Advanced Features page will appear (below). You are on the “Configure Pilot Number” page by default.

The screenshot shows the 'Advanced Features' section of a web interface. On the left, there is a vertical menu with four items: 'Configure Pilot Number', 'Call Forward Unused Numbers', 'Upload Announcement', and 'Group Call Barring'. The 'Configure Pilot Number' item is currently selected, indicated by a purple vertical bar. The main content area on the right is titled 'Configure Pilot Number' and contains a label 'Configure Pilot Number: \*' followed by a dropdown menu showing 'None'. An 'Update' button is located at the bottom right of this section.

- Click on the “Call Forward Unused Numbers” menu on the left.

This screenshot is similar to the previous one, but the 'Call Forward Unused Numbers' item in the left-hand menu is now selected, highlighted with a red rectangle. The main content area remains titled 'Configure Pilot Number' and contains the same 'Configure Pilot Number: \*' label, dropdown menu (showing 'None'), and 'Update' button.

The Call Forward Unused Numbers page will appear (below).

The screenshot shows the 'Advanced Features' section with 'Call Forward Unused Numbers' selected in the left-hand menu. The main content area is now titled 'Call Forward Unused Numbers' and contains a label 'Call Forward Unused Numbers: \*' followed by a dropdown menu showing 'None'. An 'Update' button is at the bottom right.

- Select the number from the drop down list. You can select “None” if you do not want to forward any incoming calls for the Unused Numbers.


This screenshot shows the 'Call Forward Unused Numbers' page with the dropdown menu now displaying 'None', which is highlighted with a red rectangle. The 'Update' button remains at the bottom right.

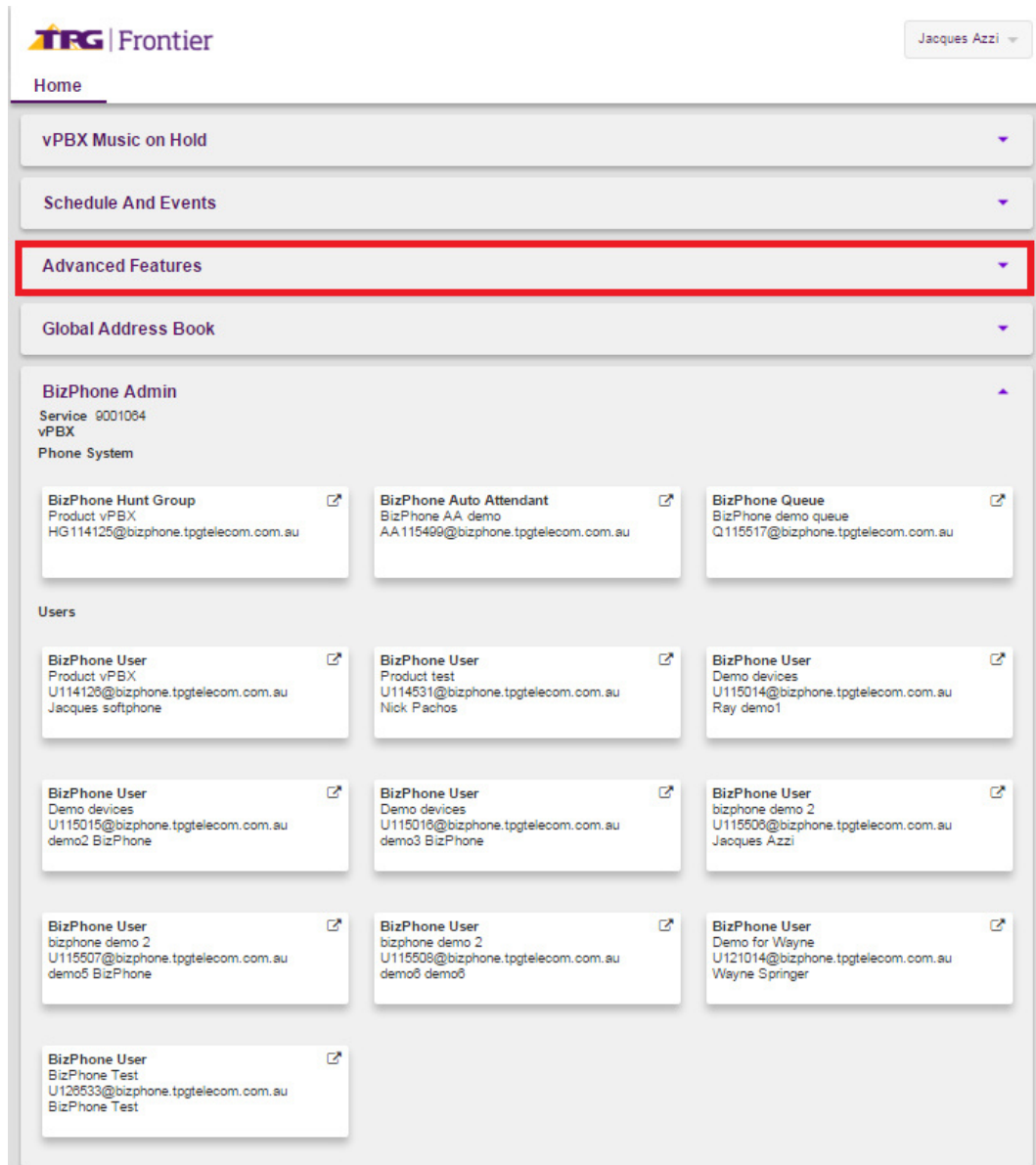
- Click “Update” to save the changes.

## Upload Announcement

Upload Announcement allows the administrator to upload media files for the group. The media files can be used for Group and User's Voice Mail Greetings.

### How to configure in Frontier:

- To access the Call Forward Unused Numbers, click on the  icon next to "Advanced Features" on the main page.



Advanced Features page will appear (below). You are on the "Configure Pilot Number" page by default.

**Advanced Features**

- Configure Pilot Number
- Call Forward Unused Numbers
- Upload Announcement
- Group Call Barring

Configure Pilot Number

Configure Pilot Number: \* None ▼

Update

- Click on the “Upload Announcement” menu on the left.

**Advanced Features**

- Configure Pilot Number
- Call Forward Unused Numbers
- Upload Announcement**
- Group Call Barring

Configure Pilot Number

Configure Pilot Number: \* None ▼

Update

The Upload Announcement page will appear (below).

**Advanced Features**

- Configure Pilot Number
- Call Forward Unused Numbers
- Upload Announcement**
- Group Call Barring

Upload Announcement

Choose File No file chosen i

Upload

- Choose the media file that you wish to upload by clicking on the “Choose File” button and then select the media file from your local machine or network drive.

**Advanced Features**

- Configure Pilot Number
- Call Forward Unused Numbers
- Upload Announcement**
- Group Call Barring

Upload Announcement

Choose File No file chosen i

Upload

**Note:** The audio file needs to be in .WAV or .WMA format with specific requirements. Please refer to [Audio File Specifications](#) for the list of requirements and on how to record the audio file.


- Click “Upload” to upload the media file.

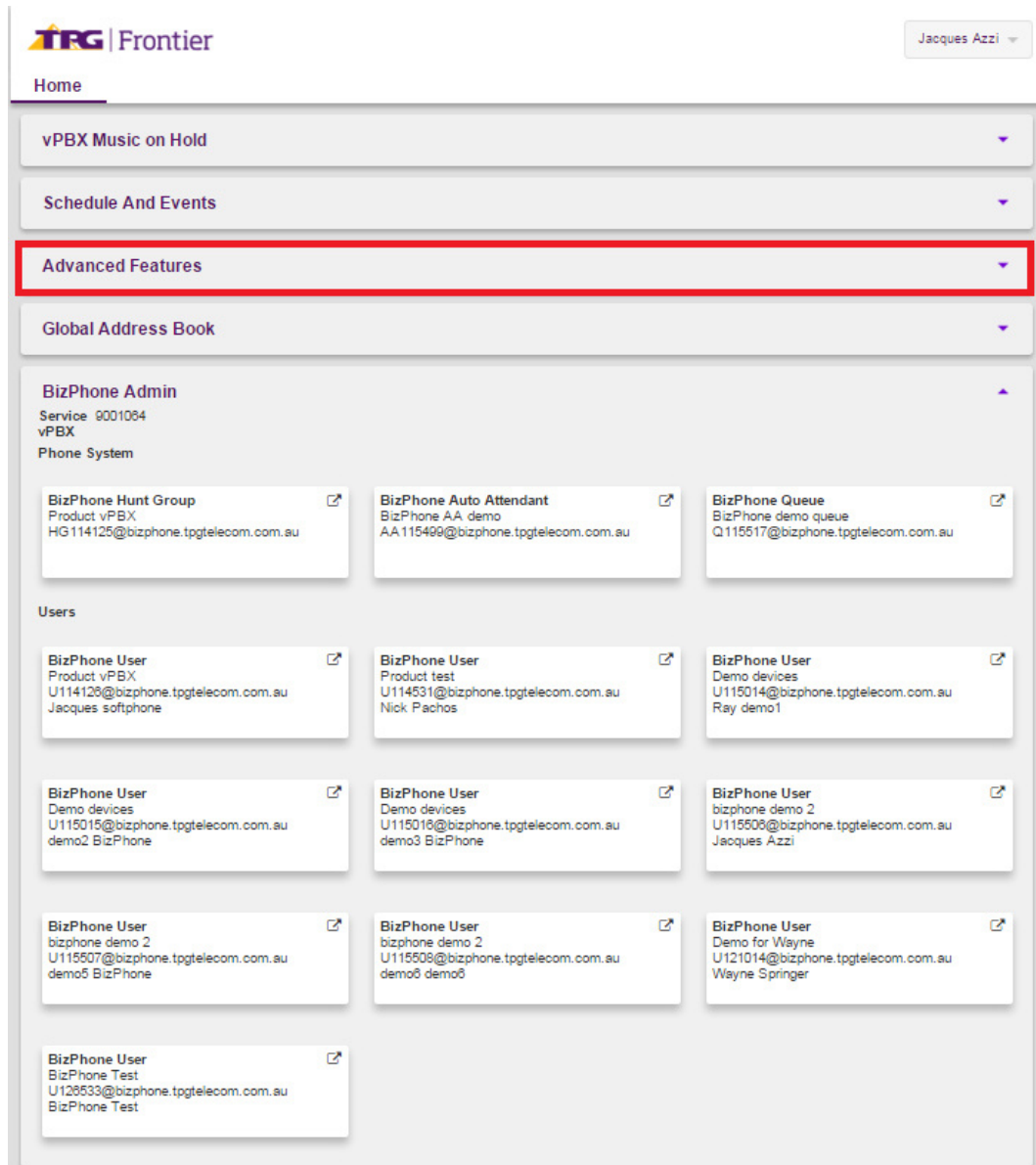
## Group Call Barring

Group Call Barring allows the administrator to bar Mobile/International/National calls for the group trunk users.

**Note:** Calls are bar for the entire vPBX (not on a trunk per trunk level).

**How to configure in Frontier:**

- To access the Group Call Barring, click on the  icon next to “Advanced Features” on the main page.



Advanced Features page will appear (below). You are on the “Configure Pilot Number” page by default.



**Advanced Features**

- Configure Pilot Number
- Call Forward Unused Numbers
- Upload Announcement
- Group Call Barring

Configure Pilot Number

Configure Pilot Number: \* None ▼

[Update](#)

- Click on the “Group Call Barring” menu on the left.

**Advanced Features**

- Configure Pilot Number
- Call Forward Unused Numbers
- Upload Announcement
- Group Call Barring**

Configure Pilot Number

Configure Pilot Number: \* None ▼

[Update](#)

The Group Call Barring page will appear (below).

**Advanced Features**

- Configure Pilot Number
- Call Forward Unused Numbers
- Upload Announcement
- Group Call Barring**

Barring:

Mobile: ☐

International: ☒

Long Distance: ☐

[Update](#)

- To enable Barring for Mobile/International/Long Distance calls, click on the button next to the call type you wish to bar and click “Update” to save the changes.

# Trunk Features

## Trunk Details

Trunk details show the current Channel Count of the BizPhone SIP/ISDN Trunk service.

## Change SIP Password

Change SIP Password allows the administrator to change the password for the BizPhone SIP Trunk service.

**Note: This feature is only available for the BizPhone SIP Trunk service, i.e. not available for BizPhone ISDN service.**

## Call Forward Always

The BizPhone SIP/ISDN Trunk Call Forward Always feature redirects all incoming calls on the associated BizPhone SIP/ISDN Trunk service to the selected destination number.

Each forwarded call will use one SIP session on the transferor's BizPhone vPBX Group's trunking call capacity. The BizPhone vPBX Group's trunking call capacity is an aggregated sum of all BizPhone SIP/ISDN trunks available sessions under that vPBX Group. One Group can have multiple trunks.

## Call Forward Congested

The BizPhone SIP/ISDN Trunk Call Forward Congested feature redirect calls between BizPhone SIP/ISDN trunks residing under the vPBX when one or more trunks are at capacity.

Each forwarded call will use one SIP session on the transferor's BizPhone vPBX Group's trunking call capacity.

The Call Forward Congested can be used to forward calls to an Off-Net number, but the same capacity restriction above applies.

## Call Forward Not Reachable

The BizPhone SIP/ISDN Trunk Call Forward Not Reachable feature (also known as the "Backup Number") redirects all incoming calls on the BizPhone SIP/ISDN Trunk that are timeout after 6 seconds to the selected destination number.

Each forwarded call will use one SIP session on the transferor's BizPhone vPBX Group's trunking call capacity. The BizPhone vPBX Group's trunking call capacity is an aggregated sum of all BizPhone SIP/ISDN trunks available sessions under that vPBX Group. One Group can have multiple trunks.

### How to configure Trunk Features in Frontier:

- To access the Trunk Features, go to the BizPhone SIP Trunk Features page.

#### BizPhone SIP Trunk Features

##### Trunk Details

###### Details:

Channel Count:

2

##### Change SIP Password: ⓘ

New SIP Password:

Please retype new SIP  
password:

##### Call Forward:

Always:



Congested:



Not Reachable:



Update

- You can view the Trunk Details/Channel Count for your BizPhone SIP Trunk services on the page.
- To change SIP Password, go to SIP Password section and type in your desired new SIP Password. Retype the SIP Password you have just entered and click “Update” to save the SIP Password that you have just entered.
- To enable or disable the Call Forward options (Always/Congested/Not Reachable), go to Call Forward section on the page and enable/disable the Call Forward using the button next to the different Call Forward option and enter the destination number in the text box next to it. Click “Update” to save the Call Forward option that you have just configured.

**Note:** The destination number for the different Call Forward options must be a valid phone number. It cannot be an International or Emergency services number.

# Receptionist Features

## Auto Attendant

Auto Attendant is a voice menu system that plays a recorded greeting to incoming callers and allows them to choose to be directed to an internal extension. Sometimes this feature is referred to as IVR (Interactive Voice Response).

**Note: Call Forward Not Reachable is not supported on Auto Attendant services.**

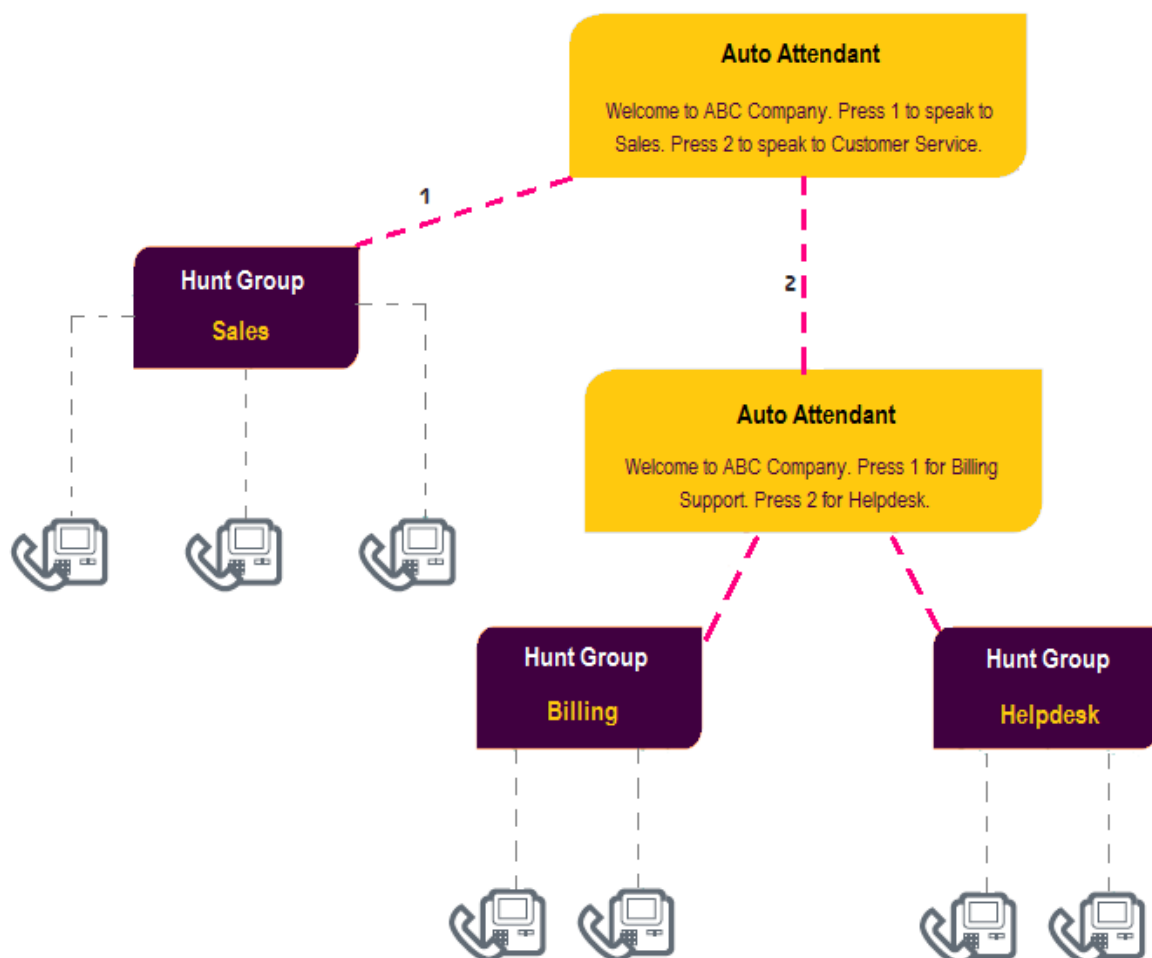
An Auto Attendant can consist of one or more menus and the concept of “an instance” of an auto-attendant is important.

### What is an instance of Auto Attendant?

An instance of Auto Attendant is a single recording and menu that is assigned an internal extension.

Example as shown below:

There are two Auto Attendant instances: One for the main business number and the other one for Customer Service.

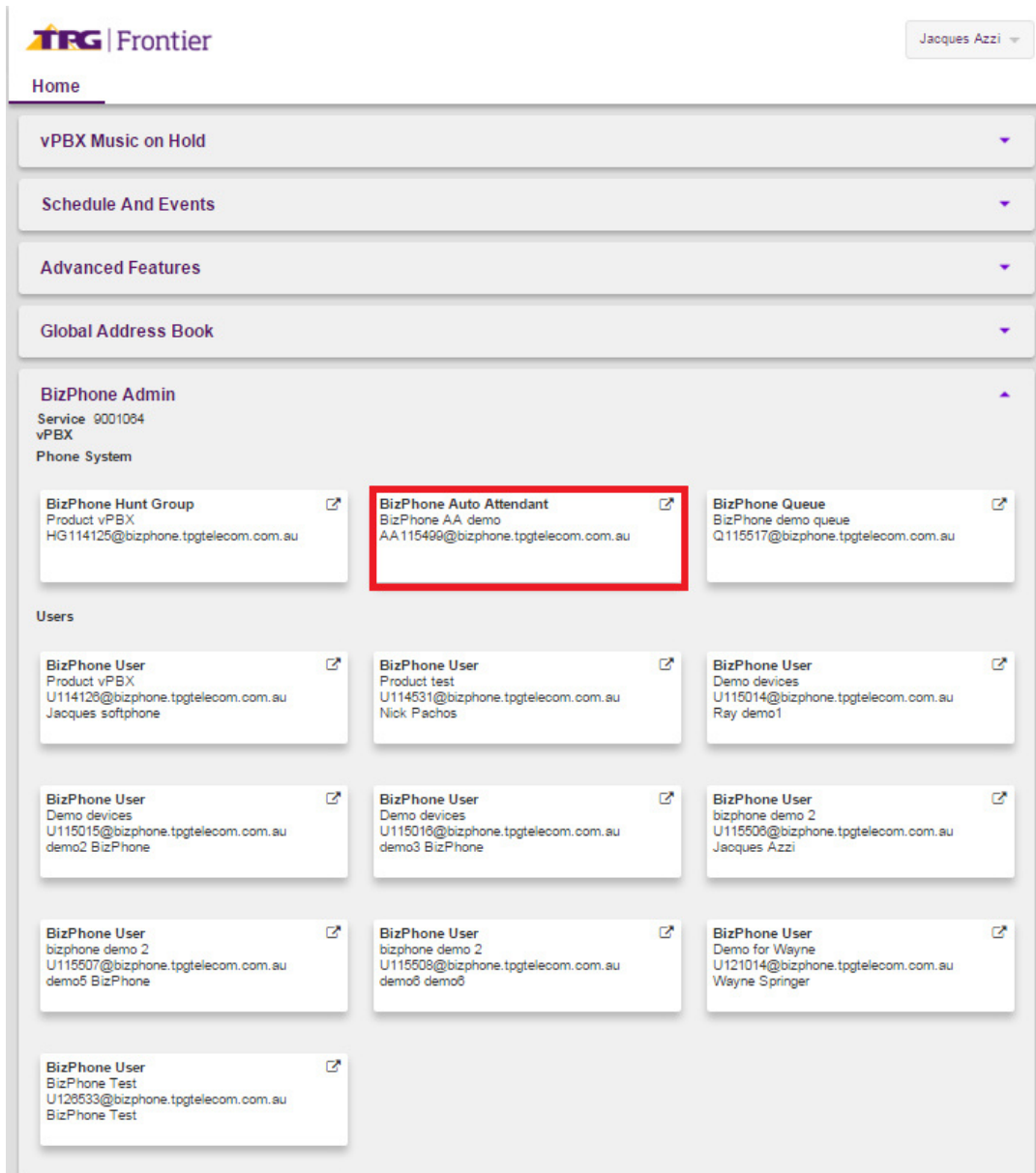


## How to configure in Frontier:




There are 3 parts of Auto Attendant configuration:

### 1. Basic











- To access the Auto Attendant, go to the BizPhone Main page and on the “BizPhone Admin” section, you will see “BizPhone Auto Attendant” and click on the  icon for each Auto Attendant that you wish to configure.



The screenshot shows the Frontier BizPhone Admin interface. The top navigation bar includes the TRG Frontier logo and a user profile for Jacques Azzi. The main menu on the left lists various sections: Home, vPBX Music on Hold, Schedule And Events, Advanced Features, Global Address Book, and BizPhone Admin. The BizPhone Admin section is expanded, showing a list of entities. The 'BizPhone Auto Attendant' entry is highlighted with a red box. Below it, the 'Users' section is also expanded, showing a list of users.

Entity Name	Product	Phone Number	Configuration Link
BizPhone Hunt Group	Product vPBX	HG114125@bizphone.tpgtelecom.com.au	
<b>BizPhone Auto Attendant</b>	BizPhone AA demo	AA 115499@bizphone.tpgtelecom.com.au	
BizPhone Queue	BizPhone demo queue	Q 115517@bizphone.tpgtelecom.com.au	

User Name	Product	Phone Number	Configuration Link
BizPhone User	Product vPBX	U114125@bizphone.tpgtelecom.com.au	
BizPhone User	Product test	U114531@bizphone.tpgtelecom.com.au	
BizPhone User	Demo devices	U115014@bizphone.tpgtelecom.com.au	
BizPhone User	Demo devices	U115015@bizphone.tpgtelecom.com.au	
BizPhone User	Demo devices	U115016@bizphone.tpgtelecom.com.au	
BizPhone User	Demo devices	U115505@bizphone.tpgtelecom.com.au	
BizPhone User	bizphone demo 2	U115507@bizphone.tpgtelecom.com.au	
BizPhone User	bizphone demo 2	U115508@bizphone.tpgtelecom.com.au	
BizPhone User	Demo for Wayne	U121014@bizphone.tpgtelecom.com.au	
BizPhone User	BizPhone Test	U128533@bizphone.tpgtelecom.com.au	

The Auto Attendant Basic Settings page will appear (below).

BizPhone Auto Attendant

BizPhone AA demo

AA115499@bizphone.tpgtelcom.com.au

Basic

Business Hours Menu

After Hours Menu

Set Active:

General Settings:

Auto Attendant ID:

AA115499@bizphone.tpgtel

Auto Attendant Name: \*

AA115499

CLID First Name: \*

AA115499

CLID Last Name: \*

Hunt Group

Phone Number:

0285070686

Holiday Schedule

test

Office Hours

Every Day All Day

Voice Mail Settings:

Enable voice mail to be used with voice portal

Enable voice mail to be forwarded as email

Delivery Email Address:

rosmary.wun@tpgtelcom.c

Enable voice mail to be sent as carbon copy

Carbon Copy Email Address:

rosmarywun@yahoo.com

Enable voice mail media file

Scope of Dialing:

Name Dialing Entries

Last + First

Last + First or First + Last

Update

This page will allow you to activate and set the general settings for the Auto Attendant.

- Activate and enter the basic settings for the Auto Attendant.

Settings	Description
<b>Basic settings</b>	
<b>Set Active</b>	Enable this if you wish to activate the Auto Attendant and untick to deactivate
<b>General Settings</b>	
<b>Auto Attendant ID</b>	This ID is allocated by default.
<b>Auto Attendant Name*</b>	Enter a Name for the Auto Attendant.
<b>CLID First Name*</b>	Enter a First Name for the Auto Attendant.
<b>CLID Last Name*</b>	Enter a Last Name for the Auto Attendant.
<b>Phone Number</b>	The Auto Attendant phone number is allocated automatically when the service is provisioned.
<b>Voice Mail Settings</b>	
<b>Activate Voice Mail Features</b>	Enable this to activate the voice mail feature for the Auto Attendant.
<b>Enable voice mail to be used with voice portal</b>	Enable this option if you wish to be able to listen to the Auto Attendant voice messages through the Voice Portal.
<b>Enable voice mail to be forwarded as</b>	Enable this option if you wish to send a copy of the Auto Attendant voice mail to an email and enter the email address in the next field.

<b>email</b>	
<b>Delivery Email Address</b>	Enter the email address for the voice mail to be sent to.
<b>Enable voice mail to be sent as carbon copy</b>	Enable this option if you wish to send a carbon copy of the Auto Attendant voice mail to a second email address.
<b>CC Email Address</b>	Enter the email address for the voice mail to be cc to.
<b>Enable voice mail media file</b>	Enable this option if you wish to select a media file for the Auto Attendant Voice Mail.
<b>Select Media File*</b>	Select the available media file from the drop down list. If there is no media file available, please upload the file. See note below.
<b>Scope of Dialing</b>	
<b>Name Dialing Entries</b>	<p>Define how the caller should say the name of the person you want to reach.</p> <ul style="list-style-type: none"> <li>• <b>Last + First:</b> where the caller must first say the last name of the person and then say their first name.</li> <li>• <b>Last + First or First + Last:</b> where the caller can say either the last name and then the first name of the person or vice versa.</li> </ul>

**Note:**

- \* in above table indicates mandatory field and cannot be empty.
- \* To upload the media file, please refer to the [Upload Announcement](#) section in this document.

- Click "Update" to save the Auto Attendant settings that you just configured.

## 2. Business Hours Menu

- To access the Business Hours Menu for the Auto Attendant, go to the BizPhone Auto Attendant page and click on the “Business Hours Menu” on the left and below page will appear.

**BizPhone Auto Attendant**  
BizPhone AA demo  
AA115499@bizphone.tpgetelecom.com.au

Basic  
**Business Hours Menu**  
After Hours Menu

**Business Hours Audio File Selection:**

☒ Default  
☐ Personal

**Business Hours Audio Keys:**

Key	Description	Action
0	voicemail	Transfer Without Pron 0285070881
1	testing	Transfer To Operator 0285070888
2		Name Dialing
3		Select One
4		Select One
5		Select One
6		Select One
7		Select One
8		Select One
9		Select One
*		Select One
#		Select One

Update

- Select and enter the Business Hours Menu for the Auto Attendant.

Business Hours Menu	Description
<b>Audio File Selection</b>	
Default	Tick this if you wish to use the system default audio file.
Personal	<p>Tick this if you wish to upload your personal audio file. You can use a “Default” system defined audio file or to upload a “Personal” audio file.</p> <p>To upload an audio file, click “Choose File” and select the audio file you wish to play to the callers when you reach the Auto Attendant.</p> <p><b>Note:</b> The audio file needs to be in .WAV or .WMA format with specific requirements. Please refer to <a href="#">Audio File Specifications</a> for the list of requirements and on how to record the audio file.</p>
<b>Audio Keys</b>	
Key	This is the key on the handset keypad to which you assign actions.
Description	Optional description of the menu option.



<b>Action</b>	<p>A Drop down list of actions:</p> <ul style="list-style-type: none"> <li>• <b>Transfer to Operator:</b> Plays the message “Please stay on the line while your call is transferred to the operator” and then transfer the call to the specified operator number.</li> <li>• <b>Transfer With Prompt:</b> Plays the message “Your call is being transferred, please hold” and then transfers the call to the specified number.</li> <li>• <b>Transfer Without Prompt:</b> Transfers the call to the specified number, without playing a transfer prompt.</li> <li>• <b>Name Dialing:</b> Brings the user into the automated name directory.</li> <li>• <b>Extension Dialing:</b> Prompts the user for an extension and transfer the user.</li> <li>• <b>Repeat Menu:</b> Replays Auto Attendant Menu options.</li> <li>• <b>Exit:</b> Exits user from the Auto Attendant and terminates the call.</li> </ul>
<b>Phone Number</b>	<p>When the action selected is to transfer a call, a phone number must be specified.</p> <p><b>Note: This must be one of your BizPhone phone number.</b></p>

### 3. After Hours Menu

- To access the After Hours Menu for the Auto Attendant, go to the BizPhone Auto Attendant page and click on the “After Hours Menu” on the left and below page will appear.

BizPhone Auto Attendant  
BizPhone AA demo  
AA115499@bizphone.tpgtelecom.com.au

Basic  
Business Hours Menu  
**After Hours Menu**

**After Hours Audio File Selection:**

☒ Default  
☐ Personal

**After Hours Audio Keys:**


Key	Description	Action
0	<input type="text"/>	Transfer To Operator ▼ <input type="text"/>
1	<input type="text"/>	Extension Dialing ▼
2	<input type="text"/>	Name Dialing ▼
3	<input type="text"/>	Select One ▼
4	<input type="text"/>	Select One ▼
5	<input type="text"/>	Select One ▼
6	<input type="text"/>	Select One ▼
7	<input type="text"/>	Select One ▼
8	<input type="text"/>	Select One ▼
9	<input type="text"/>	Select One ▼
*	<input type="text"/>	Select One ▼
#	<input type="text"/>	Select One ▼

Update

- Select and enter the After Hours Menu for the Auto Attendant.

Business Hours Menu	Description
<b>Audio File Selection</b>	
Default	Tick this if you wish to use the system default audio file.
Personal	<p>Tick this if you wish to upload your personal audio file. You can use a “Default” system defined audio file or to upload a “Personal” audio file.</p> <p>To upload an audio file, click “Choose File” and select the audio file you wish to play to the callers when you reach the Auto Attendant.</p> <p><b>Note: The audio file needs to be in .WAV or .WMA format with specific requirements. Please refer to <a href="#">Audio File Specifications</a> for the list of requirements and on how to record the audio file.</b></p>
<b>Audio Keys</b>	
Key	This is the key on the handset keypad to which you assign actions.
Description	Optional description of the menu option.
Action	A Drop down list of actions:

	<ul style="list-style-type: none"> <li>• <b>Transfer to Operator:</b> Plays the message “Please stay on the line while your call is transferred to the operator” and then transfer the call to the specified operator number.</li> <li>• <b>Transfer With Prompt:</b> Plays the message “Your call is being transferred, please hold” and then transfers the call to the specified number.</li> <li>• <b>Transfer Without Prompt:</b> Transfers the call to the specified number, without playing a transfer prompt.</li> <li>• <b>Name Dialing:</b> Brings the user into the automated name directory.</li> <li>• <b>Extension Dialing:</b> Prompts the user for an extension and transfer the user.</li> <li>• <b>Repeat Menu:</b> Replays Auto Attendant Menu options.</li> <li>• <b>Exit:</b> Exits user from the Auto Attendant and terminates the call.</li> </ul>
<b>Phone Number</b>	<p>When the action selected is to transfer a call, a phone number must be specified.</p> <p><b>Note: This must be one of your BizPhone phone number.</b></p>

To return to the main page without changes, click on the  icon located at the top right of each BizPhone Auto Attendant page.

## Receptionist

Receptionist feature allows the receptionist to assign or remove users that you can monitor through the Receptionist App Basic ONLY. If you have ordered the Receptionist Advanced feature, you should be able to use the Receptionist interface to assign and remove users and you should not use this portal configuration option to do so.

### Notes:


- The “Receptionist” menu is only available on the User menu if they have been assigned the Receptionist App license.
- Receptionist feature is not available on BizPhone Line (ATA) plan.

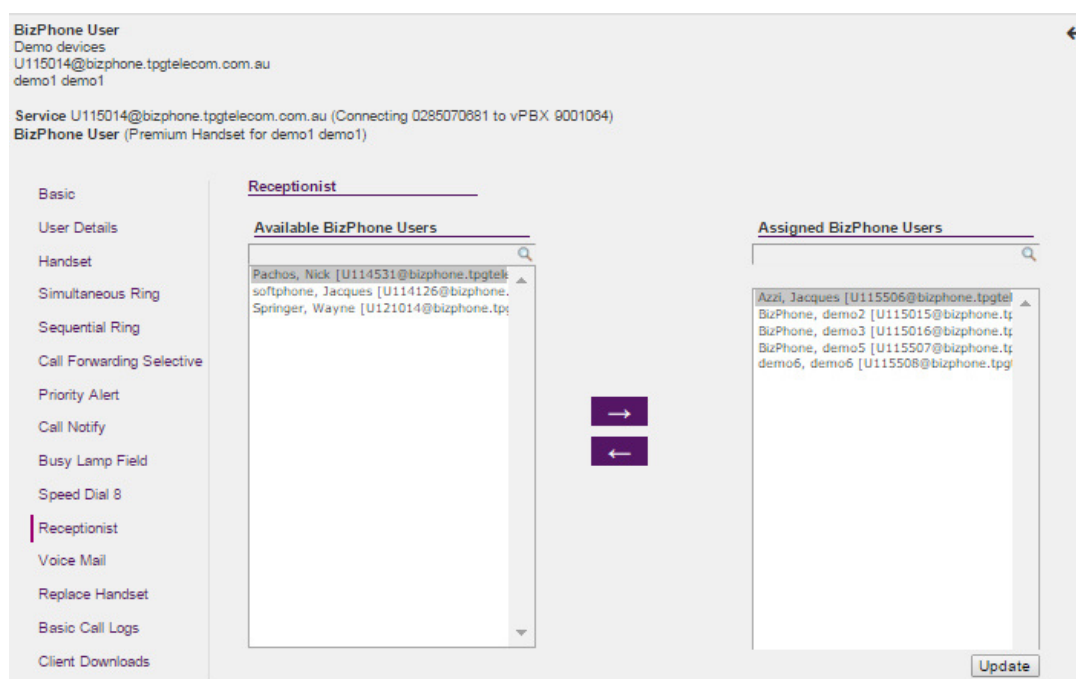
### How do you use it?



By changing your setting in Frontier, your preference will then be applied to all future calls.


**Default setting:** Un-configured

### How to configure in Frontier:

- To access Receptionist, go to the users section under BizPhone Admin (bottom part of the main page), click on the  icon for the user that has the Receptionist feature that you wish to configure. When the BizPhone user page appears, click on “Receptionist” menu on the left.



- The receptionist can add the available users to the assigned users group by highlighting the user that you want to monitor from the “Available users” and click the  button. The selected user should now appear in the “Assigned users” list. Repeat the same steps if you wish to add more users to the list.  
To remove the user from the “Assigned users” list, highlight the user and click the  button. Repeat the same steps if you wish to remove more users from the list.
- Click “Update” to save the changes.

To return to the main page without changes, click on the  icon located at the top right of the BizPhone User page.

# Add-On Features & Services

The Add-On features and services are value added features to the end user services.

## BizPhone Desktop App

BizPhone Desktop App is the TPG branded UC One Communicator Desktop Softphone application that allows the user to make and receive calls, access voicemail, and to configure their basic telephone features, such as Call Forwarding, Do Not Disturb, etc. For the full list of features, please refer to the Business Communicator User Guide Desktop.

### Minimum System and Hardware Requirements

BizPhone Desktop App needs to be run on specific Operating System and hardware. The following are the Desktop App version 21.2.0.487 minimum system and hardware requirements.

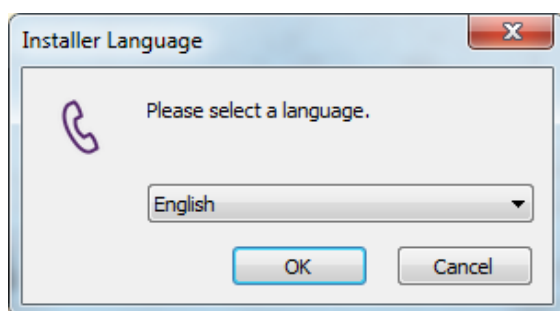
Requirements	Details
Operating System	Mac OS 10.8 Mountain Lion, Mac OS 10.9 Mavericks, Mac OS 10.10 Yosemite, Windows Vista, Windows 7 or Windows 8/8.1 or Windows 10 (Classical view only)
CPU	Minimum 1.5 GHz CPU, Pentium 4, dual core CPU with 2GB RAM
Disk space	The installation footprint is approximately 125 megabytes (MB) on OS X and 215 MB on Windows
Peripherals	For voice calls, a sound card, speakers, and a microphone or a headset are required

### Where do you download it?

You can download the App via the Portal (Refer to section [Client Downloads](#)).

### How do you install it? (based on the Windows App)

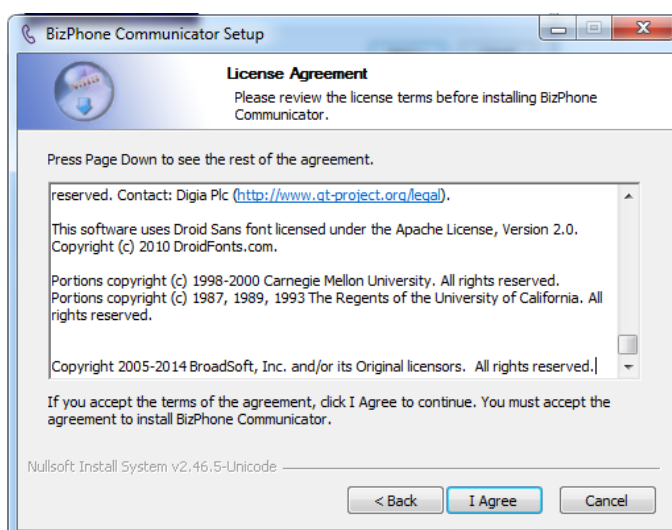
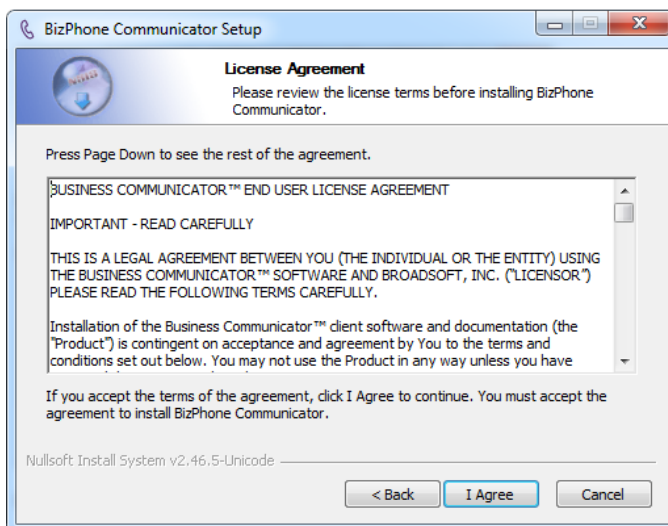
- Click on the set up (.exe or .dmg) file that you have downloaded.
- Select the language from the drop down list and click "Ok".



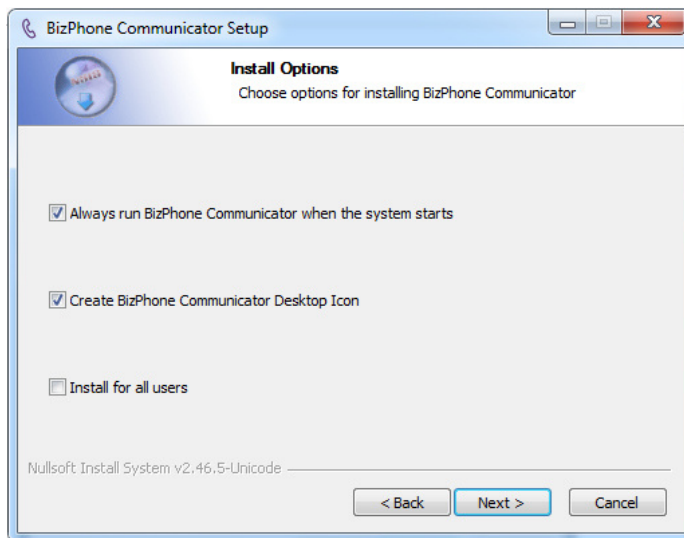
- Click "Next" on the Welcome screen.



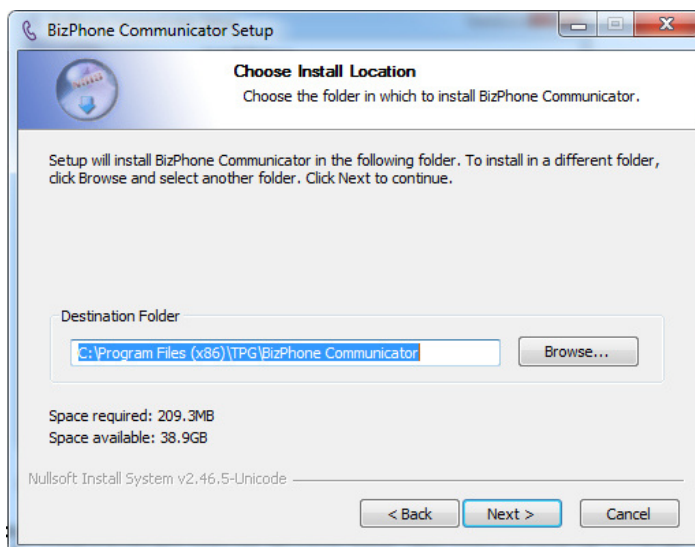
- Click "I Agree" on the License Agreement.



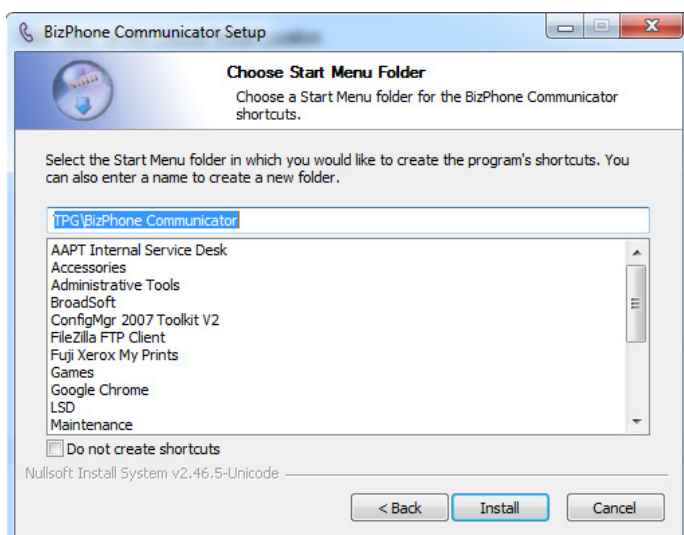
- Click "Next" on the Install Options.



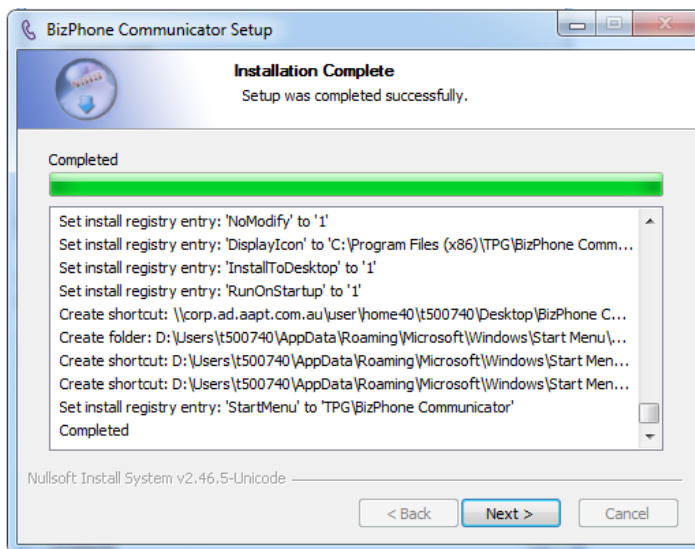
- Click "Next" on the Choose Install Location.



- Click "Install" on the Choose Start Menu Folder. Please wait while the BizPhone Communicator is being installed.



- Your setup is completed. Click “Next”.



- Click “Finish” to close the setup.



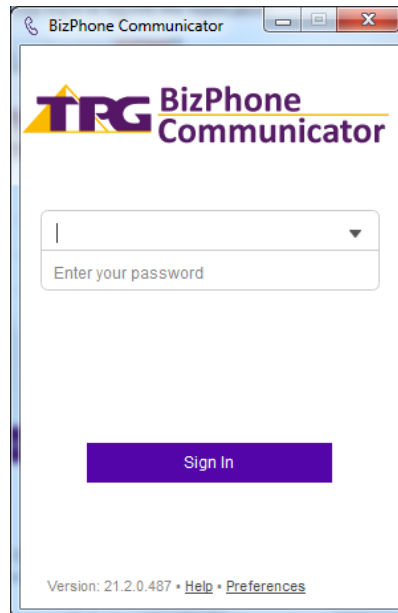


**How do you use it?**

Launch the installed Application and Login. Your login details will be sent in an email with your BizPhone Service Completion Advice.

**Note:** The login username is case sensitive. Your login username will start with a “U” which must be entered as uppercase.

Please refer to the Business Communicator User Guide Desktop for the BizPhone Desktop App user manual.



*TPG Branded BizPhone Communicator Desktop App*

## BizPhone Mobile App

BizPhone Mobile App is the Broadsoft UC One Communicator Mobile Softphone application that is available on the User's mobile phone to allow them to make and receive calls, and manage their telephony features. The Mobile App is supported on different Operating Systems, such as Google Android and Apple IOS.

### Where do you download it?

You can download the App via Google Play (for Android) or AppStore (for iPhone) on your mobile. You can find information about the App in the [Client Downloads](#) section of this document.

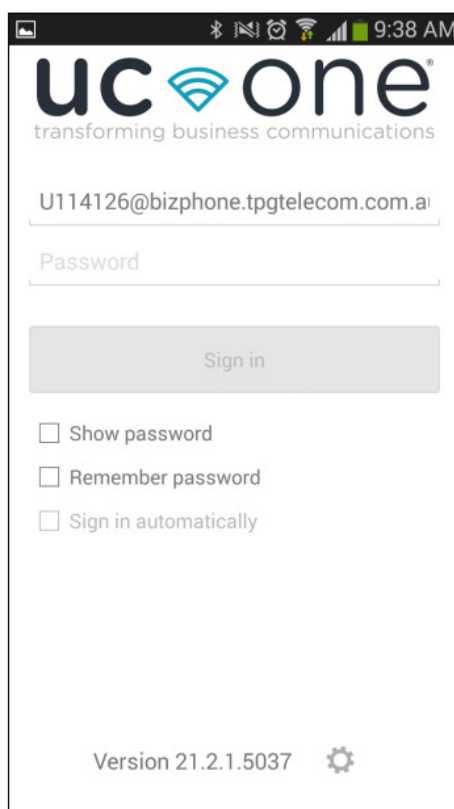
### How do you use it?

Click on the UC One Communicator icon on your mobile and login. Your login details will be sent in an email with your BizPhone Service Completion Advice.

When you launch the App, it will ask you for login URL. Please enter <https://apps.bizphone.tpgtelecom.com.au> to the login URL and click "OK" to continue to the application.

Then enter your login details (username and password) and click "Sign in". After sign in, you can start using your Mobile App.

**Note: The login username is case sensitive. Your login username will start with a "U" which must be entered as uppercase.**



*UC One Communicator Mobile App*

Please refer to the Business Communicator User Guide Android and Business Communicator User Guide iPhone for the BizPhone Mobile App user manual.

## BizPhone Receptionist App

BizPhone Receptionist App is the Broadworks Attendant console that manages call distribution for front desk operator through a web based application.

There are two types of Receptionist App available as part of the TPG BizPhone product:

- Receptionist App – Basic
- Receptionist App – Advanced

### Receptionist App Basic

The Receptionist App Basic enables the receptionist to monitor up to 30 static phone users and have a very limited set of features. The administrator will need to login to define the list of monitored users via the Admin Portal (Refer to [Receptionist](#) section).

### Receptionist App Advanced

The Receptionist App Advanced enables the receptionist to monitor up to 200 static phone users with an enhanced interface that has a rich set of features including monitoring, manipulating and distributing queued calls (if Call Queuing is activated), and many other call control features. The receptionist can use the Receptionist App to define and customise the list of monitored users.

You will be able to upgrade from one type to another. By upgrading or changing your Reception App type, it will re-provision your Receptionist service and subsequently delete all your monitored static contacts. You will need to re-add the contacts once the new service is activated.

### Minimum System Requirements

BizPhone Receptionist App needs to be run on specific Operating Systems and certain browsers. The following are the Operating System, Browser and Java requirement for the Receptionist App.

Requirements	Details
Operating System	Windows XP with SP3 (or higher), Windows Vista, Windows 7, Windows 8, Mac OS X 10.5 or 10.6, or Citrix XenApp 4 or 5
Browser	Internet Explorer 8.0, 9.0 or 10.0; Firefox 17 or later; Google Chrome 17.0.963.64 or later; or Safari 5 or 6
Java	Java 1.6.0_19 or higher

### How do you use it?

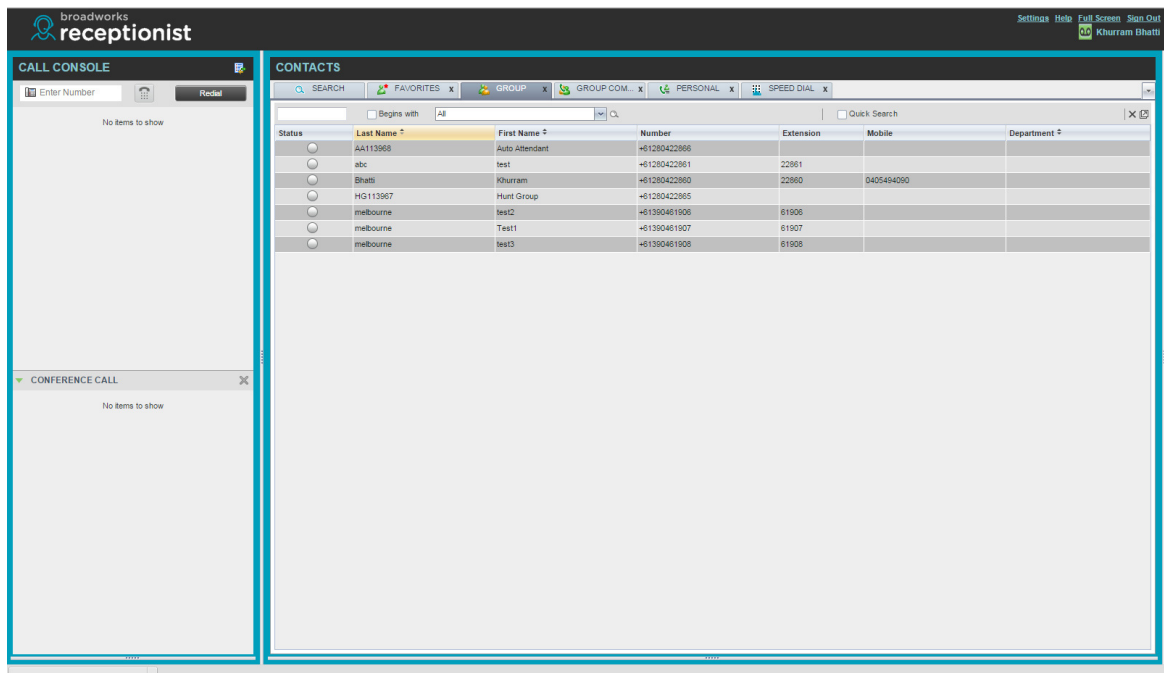
The Receptionist console is a web-based application and accessible via the following URL:

<https://apps.bizphone.tpgtelecom.com.au/receptionistconsole/>

Your login details will be sent with your BizPhone Service Completion Advice.

**Note: The username is case sensitive. Your login username will start with a “U” which will must be entered as an uppercase.**

Please refer to the Receptionist User Guide for the user manual and full list of supported features on the Receptionist App.



Broadworks Receptionist App

# User Password and Passcode Specifications

## User Password Specifications

- Cannot contain the Login ID
- Cannot contain the old Password
- Cannot be the reverse of the old Password
- Cannot be any of the last 8 Passwords
- Must contain at least 1 number(s)
- Must be at least 8 characters

## Voice Portal Passcode Specifications

- Cannot be the user's own extension or phone number
- Cannot be the user's own extension or phone number reversed
- Cannot contain 3 or more repeated digits
- Cannot be any of the last 3 Passcode(s)
- Cannot be the reversed old Passcode
- Must be at least 6 characters; no more than 8 characters

# Audio File Specifications

The following lists the validation rules for the audio file formats.

Audio File Format	Specifications
For .WAV files	<ul style="list-style-type: none"><li>• 8.000 or 16.000 kHz</li><li>• 8 or 16 bit mono</li><li>• U law, A-law, or PCM</li></ul>
For .WMA files	<ul style="list-style-type: none"><li>• 8.000 or 16.000 kHz</li><li>• 16 bit mono</li><li>• U law, A-law, or PCM</li></ul>
For both .WAV files and .WMA files	<ul style="list-style-type: none"><li>• The maximum audio length is 2 minutes for a Voice Messaging Greeting and Custom Ringback User/Group.</li><li>• The maximum audio length is 10 seconds for user's Voice Portal Personalised Name.</li><li>• The maximum audio length is 10 minutes for the Music On Hold greeting.</li><li>• For all other services, the maximum audio length is 5 minutes.</li></ul>

## Recording .WAV or .WMA files

You can use the below procedure to record a personal greeting or an announcement using a PC. The Application Server accepts .WAV and .WMA file formats.

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

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

Tasks	Steps
To record using the Windows XP Sound Recorder or Windows 98 Sound Recorder:	<ol style="list-style-type: none"><li>1. In Windows 98, select: <b>Start&gt;Programs&gt;Accessories&gt;Multimedia&gt;Sound Recorder</b> from the Windows task bar. In Windows XP, select: <b>Start&gt;All</b>. <b>Note: It is possible that your Sound Recorder is located in a different file, or that your default sound recorder is another product. Please note the required format for your greetings below and follow the instructions for your specific sound recording product.</b></li><li>2. Make the setting selections. Click <b>Properties</b> from the <i>File</i> menu. The properties for <i>Sound</i> window appears.</li><li>3. Click <b>Convert Now</b> and then click <b>OK</b>. The <i>Sound</i> selection window appears.</li><li>4. Select <b>PCM</b> from the <i>Format</i> list.</li><li>5. Select <b>16.000 kHz, 16 bit Mono</b>, under <b>Attributes</b>, and click <b>OK</b>. You may want to save this format at this point, so that you can easily select it in the future.</li><li>6. In the <i>Properties for Sound</i> dialog box, click <b>OK</b>.</li><li>7. Click <b>Record</b> on the Sound Recorder. Speaking clearly into your PC microphone, record your message. When you have finished, click <b>Stop</b>. To listen to your message, click <b>Play</b>. If you are not pleased with your</li></ol>

	<p>message, record it again.</p> <ol style="list-style-type: none"> <li>When you are satisfied with your message, select <b>Save As</b> from the <i>File</i> menu. Name your sound file, being certain that you remember its location and that the file type is a .WAV file.</li> <li>In the <i>File name</i> field, enter the desired name of your recording.</li> <li>Click <b>OK</b>. To exit without saving, click <b>Cancel</b>.</li> </ol>
To record using the Windows 2000 Sound Recorder:	<ol style="list-style-type: none"> <li>Select <b>Start&gt;Programs&gt;Accessories&gt;Multimedia&gt;Sound Recorder</b> from the Windows task bar. <b>Note: It is possible that your Sound Recorder is located in a different file, or that your default sound recorder is another product. Please note the required format for your greetings below and follow the instructions for your specific sound recording product.</b></li> <li>Click <b>Record</b> on the Sound Recorder. Speaking clearly into your PC microphone, record your message. When you have finished, click <b>Stop</b>. To listen to your message, click <b>Play</b>. If you are not pleased with your message, record it again.</li> <li>Click <b>OK</b>.</li> <li>Click <b>Change</b> to modify the settings. Select <b>PCM</b> from the <i>Format</i> list. Select <b>16.000 kHz, 16 bit Mono</b> under <i>Attributes</i>, and click <b>OK</b>. You may want to save this format at this point, so that you can easily select in the future. In the <i>Properties for Sound</i> dialog box, click <b>OK</b>.</li> <li>When you are satisfied with your message, select <b>Save As</b> from the <i>File</i> menu. Name your sound file as .WAV file type.</li> <li>Click <b>OK</b>. To exit without saving, click <b>Cancel</b>.</li> </ol>
To record using the Windows NT Sound Recorder:	<ol style="list-style-type: none"> <li>Select <b>Start&gt;Programs&gt;Accessories&gt;Multimedia&gt;Sound Recorder</b> from the Window task bar.</li> <li>Select <b>Audio Properties</b> from <i>Edit</i> menu. Click the <b>Customize</b> button under <i>Preferred quality</i>. The <i>Customize</i> dialog box appears.</li> <li>From the <i>Format</i> list, click the drop-down arrow to select <b>PCM</b>.</li> <li>Under <i>Attributes</i>, click the drop-down arrow to select <b>16.000 kHz, 16 bit Mono</b>. You may want to save this format at this point, so that you can easily select it in the future.</li> <li>Click <b>OK</b> in the <i>Customize</i> dialog. Then click <b>OK</b> in the <i>Audio Properties</i> dialog box.</li> <li>Click <b>Record</b> on the Sound Recorder. Speaking clearly into your PC microphone, record your message. When you have finished, click <b>Stop</b>. To listen to your message, click <b>Play</b>. If you are not pleased with your message, record it again.</li> <li>Click <b>OK</b>.</li> <li>When you are satisfied with your message, select <b>Save As</b> from the <i>File</i> menu. Name you sound file as .WAV file type.</li> <li>In the <i>File name</i> field, enter the desired name of your recording.</li> <li>Click <b>OK</b>. To exit without saving, click <b>Cancel</b>.</li> </ol>
To record on Windows 7-64bit or Windows Vista using Audacity (works with version 1.3.12 Beta):	<p><b>Note: Using the built-in Sound Recorder from Windows 7 or Windows Vista does not work as it is not possible to control the output format. The output format defaults to WMA (44.1 KHz 96KBps) encoding – a format which is not compatible with the Media Server.</b></p> <p>Audacity can be downloaded from <a href="http://audacity.souceforge.net/download/">http://audacity.souceforge.net/download/</a>. When using Windows Vista or Windows 7, it is required to use Audacity version 1.3.12 or later.</p> <ol style="list-style-type: none"> <li>Select <b>Start&gt;All Programs&gt;Audacity</b> from the Windows task bar.</li> </ol>

	<ol style="list-style-type: none"> <li>2. Select the default sample rate for recordings: <ul style="list-style-type: none"> <li>• From the <i>Edit</i> menu, select <b>Preferences</b>.</li> <li>• Click the <b>Quality</b> tab.</li> <li>• Select <b>16000 Hz</b> for the <i>Default Sample Rate</i>. Select <b>16 bits</b> for the <i>Default Sample Format</i>.</li> </ul> </li> <li>3. Set the number of channels for recordings: <ul style="list-style-type: none"> <li>• Click the <b>Devices</b> tab.</li> <li>• For Channels, select <b>1 (Mono)</b>.</li> </ul> </li> <li>4. Click <b>OK</b> to exit the <i>Preferences</i> pop up.</li> <li>5. Click <b>Record</b> (the round red button at the top).</li> <li>6. Record your message.</li> <li>7. When you have finished, click <b>Stop</b> (the yellow square button).</li> <li>8. To listen to your message, click <b>Play</b> (the green arrow at the top). If you are not pleased with your message, record it again.</li> <li>9. When you are satisfied with your message, from the <i>File</i> menu, select <b>Export</b>.</li> <li>10. Select <b>Save As Type</b> WAV (Microsoft) signed 16 bit PCM. Name your sound file as a .WAV file type.</li> <li>11. In the <i>File name</i> field, enter the desired name of your recording.</li> <li>12. Click <b>OK</b>. To exit without saving, click <b>Cancel</b>.</li> </ol>
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## Converting .WAV files to .WMA

There are a range of online conversion tools you can use to convert a .WAV file to .WMA format. One example is <http://audio.online-convert.com/convert-to-wav>

Alternatively, to generate a .WMA file, first generate a .WAV file using the instructions for your relevant Sound Recorder above. Then, invoke ffmpeg to convert the .WAV file to a .WMA file. For example, to convert recording.wav to newrecording.wma, invoke:

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