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# User Reference Guide

BizPhone Small Business Phone System

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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 offered by your TPG BizPhone service.

As our product will continue to be upgraded with enhancements and new features, please check with your BizPhone Administrator to ensure you have the most up-to-date guide.

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

## **BizPhone Frontier Feature Configuration**

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

#### BizPhone user

The user will have access to set or modify the end user configuration, such as: Call Forward, Call Waiting, Voice mail settings, etc.

The username and password for each BizPhone user 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 <u>https://frontier.tpgtelecom.com.au/s/login</u> via your web browser, where the following will be displayed:

<b>TRG</b> F	rontier
Lo	ogin
Username: *	
Password: *	
	Login
Forgot your pass	sword? Click here to reset.
	Copyright © 2015 TPG Network Pty Ltd (ABN 85 003 064 328) - All rights reserved Website terms of use tpg.com.au/business

Enter your BizPhone username and password.

## **BizPhone Frontier User Portal**

Once you log in to the Frontier portal, the BizPhone User Features Page (below) will appear (for Standard BizPhone User).

rrg Frontier			
BizPhone User			
rvice U115508@bizphone.tpg zPhone User (Premium Hand	telecom.com.au (Connecting 028507088 Iset for Jacques Azzi)	7 to vPBX 9001064)	
Basic	Basic User Features		
User Details	Call Forward:		
Handset		_	
Simultaneous Ring	No Answer:		
Sequential Ring	Busy:		
Call Forwarding Selective			
Priority Alert	Immediate:		
Call Notify	Not Reachable:		
Busy Lamp Field			
Speed Dial 8	Call Waiting:	-	
Voice Mail	3-Way Conference Call:	-	
Replace Handset			
Basic Call Logs	Call Transfer:		
Client Downloads	Calling Number Display - Incoming:	-	
	Calling Number Display - Outgoing:	-	
	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

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 (Line (ATA)	for Line 2)		
Basic	Basic User Features Call Forward:		
User Details	Call Forward:		
ATA Details	No Answer:		
Speed Dial 8	NU MISWEL		
Voice Mail	Busy:		
Replace ATA			
Basic Call Logs	Immediate:		
	Not Reachable:		
	Call Waiting:	-	
	3-Way Conference Call:		
	Call Transfer:		
	Calling Number Display - Incoming:	-	
	Calling Number Display - Outgoing:	-	
	Barring:		
	Mobile:		
	International:	-	
	Long Distance:		
			Update

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**

By default, the Basic User Features page is displayed once you log in to the Frontier User portal. If you are on another page and would like to return to the Basic User Features page, you can simply click "Basic" on the menu located on the left.

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

#### Notes:

- Your extension is the last 5 digits of your full geographical phone number. If your extension is starting with "000", the system will automatically replace the first or the leading digit of the extension with "1". For example, if your extension is 000xx, it will become 100xx. For internal use, users need to ring you on 100xx.
- Your phone number is displayed next to the Service details of the Basic User Features page.
- Not all of the Basic User Features are available on the BizPhone Line (ATA) plan. The feature section will note if the particular feature is not available for the BizPhone (Line) ATA plan.

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

## **Call Forward No Answer**

Call Forward No Answer allows a user to forward 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 Mai 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 your 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 "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.
   Note: 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  $\rightarrow$  Call Features  $\rightarrow$  Call Forward  $\rightarrow$  OK  $\rightarrow$  Enabled (enter the number to forward calls to under Target)  $\rightarrow$  Save. Other Handsets: Menu  $\rightarrow$  Call Control  $\rightarrow$  Call Forward  $\rightarrow$  No Answer  $\rightarrow$  Enabled (enter the number to forward calls to)  $\rightarrow$  Save.

## **Call Forward Busy**

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

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

#### How do you use it?

By changing your 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 "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.
   Note: 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:  $OK \rightarrow Call$  Features  $\rightarrow Call$  Forward  $\rightarrow OK \rightarrow Enabled$  (enter the number to forward calls to under Target)  $\rightarrow$  Save.

Other Handsets: Menu  $\rightarrow$  Call Control  $\rightarrow$  Call Forward  $\rightarrow$  Busy  $\rightarrow$  Enabled (enter the number to forward calls to)  $\rightarrow$  Save.

## Call Forward Immediate (Always)

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

#### How do you use it?

By changing your 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 
   in 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.
   Note: 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 allows all calls to be automatically forwarded to a different phone number when the handset is not accessible. The user can also forward the calls to their Voice Mai if they wish.

#### How do you use it?

By changing your 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 "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.

Note: 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 you are 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 they are currently having.

#### How do you use it?

To use the 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 the 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  $\rightarrow$  Call Features  $\rightarrow$  Call Waiting  $\rightarrow$  "Disabled" (to de-activate) or "Enabled" (to activate)  $\rightarrow$  Save.

Other Handsets: Menu  $\rightarrow$  Features  $\rightarrow$  Call Waiting  $\rightarrow$  "Disabled" (to de-activate) or "Enabled" (to activate)  $\rightarrow$  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 they 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 hand up during the call, the call with the other party remains connected. It 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 the hangs up the user.

#### How do you use it?

To use the 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 they 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 their 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.

## **Call Barring**

Call Barring allows the admin to bar 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:

Please contact your BizPhone administrator to change the settings for Call Barring.

## 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 your 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 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:  $OK \rightarrow Call$  Features  $\rightarrow$  Anon. Call Rejection  $\rightarrow OK \rightarrow$  "Disabled" (to de-activate) or "Enabled" (to activate)  $\rightarrow OK$ .

Other Handsets: Menu  $\rightarrow$  Call Control  $\rightarrow$  Anonymous Call Rejection  $\rightarrow$  "Off" (to de-activate) or "On" (to activate)  $\rightarrow$  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 your 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
   or
   or
   inactive
- 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 your 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 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 your setting in Frontier, your preference will then be applied in future.

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

#### Note: Remote Office 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: 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  $\rightarrow$  Call Control  $\rightarrow$  Remote Office  $\rightarrow$  "Off" (to de-activate) or "On" (to activate)  $\rightarrow$  Save

## **Standard Features**

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

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

### **User Details**

User Details allows the user to manage and modify their details, including changing their Frontier User Portal password and their Voice Portal passcode when required.

#### 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 the User Details, click on the "User Details" on the menu located 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		•
Service U115508@bizphone.tpg BizPhone User (Premium Hand	telecom.com.au (Connecting 0285070887 to vPBX 9001084) dset for Jacques Azzi)	
Basic	User Details	
User Details	Details:	
Handset	First Name: *	Jacques
Simultaneous Ring	Last Name: *	Azzi
Sequential Ring	Email Address: *	jacques.azzi@tpgtelecom.cc
Call Forwarding Selective	Mobile: "	0416040973
Priority Alert		0410040973
Call Notify	Change Password: 🕕	
Busy Lamp Field	New Password:	
Speed Dial 8	Please retype new password:	
Voice Mail		
Replace Handset	Change Passcode: 🕕	
Basic Call Logs	Please enter Portal	
Client Downloads	Passcode: Please retype new passcode:	
	· · · · · · · · · · · · · · · · · · ·	
		Update

• Enter the user details.

User Details	Description
First Name*	Enter the first name of the user.
Last Name*	Enter the last name of the user.
Email Address*	Enter the email address of the user.
Mobile*	Enter the mobile address of the user.
Change Password	
New Password	Enter a new password for your Frontier user portal (if applicable)

Please retype new password	Retype your password you have just entered.	
Change Passcode		
Please enter Portal Passcode	Enter a new passcode for your voice portal.	
Please retype new passcode	Retype your passcode you have just entered for your 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: <u>User Password specification</u>. For Voice Portal Passcode, please refer to: <u>Voice Portal Passcode specification</u>.
- Once you have finished entering the user details, click "Update" to save the details you have just entered or modified for the user.

### Handset/ATA Details

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

To access this page, click on the "Handset" menu located 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.

BizPhone User					•
Service U115508@bizphone.tp BizPhone User (Premium Ha			PBX 9001084)		
Basic	Handset Details				
User Details	Device Name:	U115506T48G01			
Handset	Mac Address:	00-15-65-96-84-1A			
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					

Below is the BizPhone Line ATA's Details page.



Note: The Handset/ATA Details go hand-in-hand with the Replace Handset/ Replace ATA feature. If you replace your handset/ATAwith 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.

## **Simultaneous Ring**

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

#### Note: Simultaneous Ring 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 the Simultaneous Ring, click on the "Simultaneous Ring" on the menu located on the left.

The Simultaneous Ring is configured in 2 parts:

- 1. Activate and configure Simultaneous Ring options (top part of the screen).
- 2. 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.

BizPhone User		• `
Service U115508@bizphone.tpgt BizPhone User (Premium Hand	telecom.com.au (Connecting 0285070687 to vPBX 9001064) set for Jacques Azzi)	
Basic	Simultaneous Ring	
User Details	Set Active	
Handset Simultaneous Ring	Do not ring my Simultaneous Ring Numbers if I'm already on a call	(m
Sequential Ring	Simultaneous Ring Numbers:	
Call Forwarding Selective	Phone Number	Answer Confirmation Required
Priority Alert		
Call Notify		
Busy Lamp Field		_
Speed Dial 8		
Voice Mail		
Replace Handset		
Basic Call Logs		_
Client Downloads		
		Update
	Create Criteria	
	Description: *	
	Use simultaneous ring personal	-
	Holiday Schedule	None
	Time Schedule	Every Day All Day
	Calls From: Any Phone Number	
	Following Phone Numbers	
		Save

• Enter a Create Criteria for your 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	<ul> <li>You can specify if you want to the phone to ring simultaneously when you receive call from:</li> <li>Any Phone Numbers, where your phone will ring simultaneously with the specified phone number(s) when you receive calls from any numbers.</li> </ul>

- Following Phone Numbers, where your 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.

#### 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	
testing		
Criteria Activ	ve:	-
Description:		testing
Use simultar personal	neous ring	-
Holiday Sch	edule	None
Time Sched	ule	TPG Business hours
Calls From:		
۲	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	
Set Active	Enable this option to activate the Simultaneous Ring.	
Do Not Ring My Simultaneous Ring Numbers if I'm already in a call	Enable this option if you do not want the incoming calls to ring the additional numbers if you are already in a call	
Simultaneous Ring Numbers		
Phone Number	Enter the phone number(s) that you want to ring at the same time as your phone number for any incoming calls.	
Answer Confirmation Required	Enabled this option to prevent callers from being transferred to the specified phone's voicemail.	

• Click "Update" to save the changes.

## **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 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 the Sequential Ring, click on the "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).

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

BizPhone User					
Service U115508@bizphone.tpgtelecom.com.au (Connecting 0285070887 to vPBX 9001084) BizPhone User (Premium Handset for Jacques Azzi)					
Basic	Sequential Ri	ing			
User Details	Settings				
Handset	Use Base Loc	ation First			
Simultaneous Ring	Number of Rin	gs: *		3 🔻	
Sequential Ring	Continue the s	earch process if the base	ocation is busy		
Call Forwarding Selective			sumes forwarding or messaging is		
Priority Alert	enabled	o skip search process. As	arres forwarding of friessaging is	<u> </u>	
Call Notify	Locations:				
Busy Lamp Field	ID	Phone Number	Number of Rings	Answer Confirmation Required	
Speed Dial 8	1		2 🔻		
Voice Mail				_	
Replace Handset	2		2 🔻		
Basic Call Logs	3		2		
Client Downloads					
	4		2		
	5			_	
	0		2 🔻		
				Update	
	Create Criteri	a			
	Description: *				
	Use sequentia	l ring			
	Holiday Sched	ule		None	
	Time Schedule	2		Every Day All Day	
	Calls From:				
		Any Phone Number			
		Following Phone Numbers			
				Save	
				0.175	

• Enter a Create Criteria for your 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	<ul> <li>You can specify if you want the phone to ring sequentially when you receive a call from:</li> <li>Any Phone Numbers, where the specified phone number will ring in sequence to your phone when you receive calls from any numbers.</li> <li>Following Phone Numbers, where the specified phone will ONLY ring in sequence to your 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				
SEQUENTIAL 1				
Criteria Active:	-			
Description: *	SEQUENTIAL 1			
Use sequentail ring	-			
Holiday Schedule	None 🔻			
Time Schedule	TPG Business hours			
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 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.

## **Call Forwarding Selective**

Call Forwarding Selective sends specific calls to another phone number.

#### Note: Call Forwarding Selective 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 the Call Forwarding Selective, click "Call Forwarding Selective" on the 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 to the "Default Forward To Number" field before you can set up a create criteria. Alternatively, you can also forward all calls to the Voice Mail by entering \*55 in front of the 10-digit phone number or in front of the phone extension. Note: 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".

BizPhone User Demo devices U115014@bizphone.tpgtelecom demo1 demo1	i. com. au		÷
Service U115014@bizphone.tp BizPhone User (Premium Har	gtelecom.com.au (Connecting 0285070681 to vPBX 9001064) dset for demo1 demo1)		
Basic	Call Forwarding Selective		
User Details	Please Note. Call Forwarding Selective can only be active if there is at least one	active criteria configured.	
Handset	Set Active: *		
Simultaneous Ring	Play Ring Reminder: *		
Sequential Ring	Default Forward To Number: * This field is required.		
Call Forwarding Selective			
Priority Alert		Update	
Call Notify		opdate	
Busy Lamp Field	Create Criteria		
Speed Dial 8	Please provide a Default Forward To Number before configuring any criteria.		
Receptionist			
Voice Mail			
Replace Handset			
Basic Call Logs			
Client Downloads			

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

• Enter the "Default Forward to Number" and click "Update". The Create Criteria Options will now appear.

Service U115508@bizphone. BizPhone User (Premium Ha	tpgtelecom.com.au (Connecting 0285070687 to vPBX 9001064) andset for Jacques Azzi)	
Basic User Details Handset Simultaneous Ring Sequential Ring Call Forwarding Selective Priority Alert	Call Forwarding Selective Please Note. Call Forwarding Selective can only be active if there is Set Active: * Play Ring Reminder: * Default Forward To Number: *	
Call Notify		Update
Busy Lamp Field	Create Criteria	
Speed Dial 8	Description: *	
Voice Mail	Holiday Schedule	None
Replace Handset Basic Call Logs	Time Schedule	Every Day All Day
Client Downloads	Forward To: Default Number Specified Number Do Not Forward Calls From: Any Phone Number Following Phone Numbers	
		Save

• Enter a Create Criteria for the user's Call Forwarding Selective.

Create Criteria for Call Forwarding Selective	Description
Description*	Enter the description for the Call Forwarding Selective criteria.
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.
Forward To	<ul> <li>Select where you want to forward the call to.</li> <li>Default number: tick this option if you want to forward call to the number you specified on the "Default Forward to Number".</li> <li>Specified Number: tick this option if you want to forward calls to a specified number and specify the phone number.</li> <li>Do Not Forward: tick this option if you do not want to call forward.</li> </ul>
Forward From	<ul> <li>Select what phone number you want to call forward from.</li> <li>Any Phone Number: tick this option if you want to forward calls from any phone number.</li> <li>Following Phone Number: tick this option if you only want to 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.</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 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.

Configured Criteria				
call forward	1			
Criteria Activ	e:		-	
Description: *			call forward 1	
Holiday Sche	dule		None	
Time Schedu	le		TPG Business hours	
Forward To:				
۲	Default Number			
	Specified Number			
	Do Not Forward	_		
Calls From:				
۲	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 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.

## **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 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 the Priority Alert, click on "Priority Alert" menu on the left.

BizPhone User		•
Service U115508@bizphone.tp BizPhone User (Premium Han	gtelecom.com.au (Connecting 0285070887 to vPBX 9001084) dset for Jacques Azzi)	
Basic	Priority Alert	
User Details	Create Criteria	
Handset	Description: *	
Simultaneous Ring	Holiday Schedule None	
Sequential Ring		
Call Forwarding Selective	Every Day All Day	
Priority Alert	Use Priority Alert:	
Call Notify	Calls From: Any External Phone Number	
Busy Lamp Field	Following Phone Numbers	
Speed Dial 8	•	
Voice Mail		Save
Replace Handset		
Basic Call Logs		
Client Downloads		

• Select and Enter the Priority Alert Create Criteria.

Priority Alert Create Criteria	Description	
Description*	Enter the Description for the Priority Alert	
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.	
Use Priority Alert	Enable this option to use Priority Alert	
Calls from	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	
priority alert 1	
Criteria Active:	-
Description: *	priority alert 1
Holiday Schedule	None
Time Schedule	TPG Business hours
Use Priority Alert:	-
Calls From:	
Any External Phone Number	
Following Phone Numbers	
_	Update Delete

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

## **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 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 Call Notify, click on "Call Notify" on the menu on the left.

The Call Notify is configured in 2 parts:

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

#### Note: You need to set up a create criteria before you can activate Call Notify feature.

ervice U115508@bizphone.tpg zPhone User (Premium Hand	telecom.com.au (Connecting 0285070887 to vPBX 9001084) Iset for Jacques Azzi)	
Basic	Call Notify	
User Details Handset	Send call notify to: *	
Simultaneous Ring		Save
Sequential Ring	Create Criteria	
Call Forwarding Selective	Description: *	
Priority Alert Call Notify	Notify	-
Busy Lamp Field	Holiday Schedule	None
Speed Dial 8	Time Schedule	Every Day All Day
Voice Mail	Calls From:	
Replace Handset	Any External Phone Number	
Basic Call Logs	Following Phone Numbers	
Client Downloads		Save

• 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 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	Select "Any External Phone Number" if you wish to enable the Call Notify for any calls from external phone or select "Following Phone Numbers" 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	
test call notify	
Criteria Active:	-
Description: *	test call notify
Notify	-
Holiday Schedule	None <b>V</b>
Time Schedule	TPG Business hours
Calls From:	
<ul> <li>Any External Phone Number</li> <li>Following Phone Numbers</li> </ul>	
	Update Delete

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.

#### Example of notification email when Call Notify is activated:



## **Busy Lamp Field**

Busy Lamp Field allows the user the 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 handset. 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 your setting in Frontier, your preference will then be applied to all future calls.

You will be able to monitor the status of the users if they 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 the Busy Lamp Field, click on "Busy Lamp Field" menu on the left.

Basic	Busy Lamp Field	
User Details	Please Note: Busy Lamp field is not applicable for Cordless and (	Conference handsets!
Handset	If this is the first time you are configuring Busy Lan handset. This will ensure BLF is activated correctly	p Field on your BizPhone service, you will need to reboot your
Simultaneous Ring	Available BizPhone Users	Assigned BizPhone Users
Sequential Ring	Q	Consigned bizt hole osers
Call Forwarding Selective	Pachos, Nick [U114531@bizphone.tpgtek _ softphone, Jacques [U114126@bizphone	
riority Alert	Springer, Wayne [U121014@bizphone.tp	BizPhone, demo2 [U115015@bizphone.tr BizPhone, demo3 [U115016@bizphone.tr BizPhone, demo5 [U115507@bizphone.tr
all Notify		demo1, demo1 [U115014@bizphone.tpg demo6, demo6 [U115508@bizphone.tpg
usy Lamp Field		demos, demos [U115508@bizphone.tpg
peed Dial 8		
/oice Mail		<b>←</b>
Replace Handset		
asic Call Logs		
Client Downloads		

The user can add the available users to the assigned users group by highlighting the user that they
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 <u>button</u>. 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 you configure Busy Lamp Field on your BizPhone service, you will need to reboot your handset to get the Busy Lamp Field to work on your handset.

### **Speed Dial 8**

Speed Dial 8 allows the user 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 the Speed Dial 8, 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.

BizPhone User			•
Service U115508@bizphone.tpg BizPhone User (Premium Hand	telecom.com.au (Connecting 0285070887 to vPBX 90 Iset for Jacques Azzi)	001084)	
Basic	Speed Dial 8		
User Details	#2:		-
Handset	0290099618	Jacques Work Number	
Simultaneous Ring			
Sequential Ring	<u>#3:</u>		-
Call Forwarding Selective	0405494090	Jacques Mobile	
Priority Alert			
Call Notify	<u>#4:</u>		-
Busy Lamp Field	Phone Number	Decription	
Speed Dial 8	#5:		
Voice Mail	<i></i>		-
Replace Handset	Phone Number	Decription	
Basic Call Logs	#6:		
Client Downloads			-
	Phone Number	Decription	
	#7:		_
	Phone Number	Decription	
	#8:		_
	Phone Number	Decription	
	#9:		_
	Diseas Number	Deviction	
	Phone Number	Decription	
		Update	]

 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.

#### Voice Mail

The BizPhone Voice Mailbox is pre-configured and ready to use as soon as you receive your 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 the Voice Mail, click on "Voice Mail" on the 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.tp BizPhone User (BizPhone for Ki	gtelecom.com.au (Connecting 0291711920 to vPBX 9127060) hurram Bhatti)	
Basic User Details	Voice Mail Voice Mail Settings:	
Handset	Enable voice mail to be used with voice portal	-
Simultaneous Ring	Enable voice mail to be forwarded as email	
Sequential Ring	Enable voice mail to be sent as carbon copy	
Call Forwarding Selective Priority Alert Call Notify	Carbon Copy Email Address: Enable voice mail notifications to be forwarded as email Notification Email Address:	khurram bhatti@togtelecom
Busy Lamp Field Speed Dial 8 Voice Mail	Enable voice mail greeting	khurram.bhatti@togtelecom
Replace Handset Call Logs Client Downloads Skype for Business		Update

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

-	Voice Mail	
Basic	Voice Mail Settings:	
User Details ATA Details Speed Dial 8	Activate Voice Mail Feature	-
Voice Mail	Enable voice mail to be used with voice portal	
Call Logs	Enable voice mail to be forwarded as email	
Client Downloads	Enable voice mail to be sent as carbon copy	-
	Carbon Copy Email Address:	test@tpgtelecom.com.au
	Enable voice mail notifications to be forwarded as email	
	Notification Email Address:	test@tpgtelecom.com.au
	Enable voice mail greeting	-
	Use existing media file: Select One	~
	Upload new media file	
	Choose file No file chosen	

• Select and Enter the Voice mail settings.

Voice Mail Settings	Description
Activate Voice Mail Feature	Enable this option if you wish to activate your Voice Mail. 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.
1. Enable voice mail to be	Enable this option to enable the user to access your voice
used with the voice portal 2. Enable voice mail to be forwarded as email	mail via the voice portal Enable this option to forward the user's voice mail to an email as an attachment (.wav file). 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.
Delivery Email Address*	Enter the email address for the user to receive your voice mail on.
3. Enable voice mail to be sent as carbon copy	Enable this option if you wish to send a carbon copy of the user's voicemail to a second email address.
Carbon Copy Email Address	Enter the email address for the voice mail to be cc to.
Enable voice mail greeting	Enable this option to able to select media file for the voice mail greeting.
Use existing media file	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.
Upload new media file*	Select this option if you wish to upload a new media file for the voice mail greeting.
4. Enable voice mail to portal and as email (enable 1 and 3)	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 <u>Audio File Specifications</u> for the list of requirements and on how to record the audio file.
- Click "Update" to save the changes.

#### 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 you Voice Mail via an external number:

• Dial one of the following Voice Portal Number.

City	Voice Portal Number
Adelaide	80 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 is the greetings that the callers will hear if you have 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 is the greetings that the callers will hear if you do not answer their 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 is the greeting that the 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 greeting 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 greeting by pressing "**1**". Once you have this greeting 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 is activated, the callers are not able to leave a voice message. Once it is de-activated, voicemail collection is turned back on.

## **Replace Handset/ATA**

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

#### How do you use it?

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

#### How to configure in Frontier:

• To access Replace Handset, click on "Replace Handsets" menu on the left or to Replace ATA, click on "Replace ATA" menu on the left.

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

BizPhone User		•
Service U115508@bizphone.t BizPhone User (Premium Ha	pgtelecom.com.au (Connecting 0285070887 to vPB) indset for Jacques Azzi)	(9001084)
Basic	Replace Handsets	
User Details	Available Handsets:	
Handset	Select available handset: *	T
Simultaneous Ring		
Sequential Ring		Update
Call Forwarding Selective		
Priority Alert		
Call Notify		
Busy Lamp Field		
Speed Dial 8		
Voice Mail		
Replace Handset		
Basic Call Logs		
Client Downloads		

#### Below is the Replace ATA page for a BizPhone Line (ATA) User.

BizPhone User Test 814 - Add Users U159832@bizphone tpgtel Line 2	lecom.com.au	
Service U159832@bizpho BizPhone User (Line (ATA)	ine tpgtelecom.com.au (Connecting 0280422743 to vF for Line 2)	BX 9003377)
Basic User Details ATA Details	Replace ATAs Available ATAs:	
Speed Dial 8 Voice Mail Replace ATA	Select available ATA; *	9003376HT80201 [00-08-02-96-84-2 *
Basic Call Logs		

- Select the MAC Address of the new handset/ATA from the drop down list next to "Select available handset/ATA".
- Click "Update" to assign the MAC Address to the user.

#### Notes:

- Once you replace your existing handset/ATA with a new or replacement handset/ATA, the details on the Handset/ATA Details section should be updated with the new or replacement handset/ATA details.
- You need to reboot your new handset/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 by default, 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".

Service U115016@bizphone.tpg BizPhone User (Cordless Hands	telecom.com.au (Connecting 0285070683 set for demo3 BizPhone)	to vPBX 9001064)	
Basic	Basic Call Logs		
User Details	Select Call Logs: *		
Handset	Gelect Gall Logs.		Basic Call Logs
Simultaneous Ring	Placed   Received   Missed		Advanced Call Logs
Sequential Ring	Name	Phone Number	Date Time (Australia/Sydney)
Call Forwarding Selective	Name	Phone Multiber	Date Time (Australia/Sydney)
Priority Alert	Unavailable	0402211207	15/12/2016 6:12:00 PM
Call Notify	Unavailable	0402211207	22/12/2016 2:04:49 PM
Busy Lamp Field			
Speed Dial 8	Unavailable	0402211207	22/12/2016 2:05:24 PM
Voice Mail	Unavailable	0431772189	22/12/2016 2:05:47 PM
Replace Handset	Unavailable	93374104	22/12/2016 2:10:24 PM
Call Logs			
Client Downloads	Unavailable	93374104	22/12/2016 2:12:32 PM

 Users can view 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)  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.tpgteleco Ray Choi Service U115014@bizphone.t BizPhone User (Premium Har	pgtelecom.com.au (Co	onnecting 0285070681 to vPBX 9001064	)
Basic User Details	Advanced Call I	Logs	
User Details Handset	Select Call Log	gs: *	Advanced Call Logs
Handset Simultaneous Ring Sequential Ring Call Forwarding Selective Priority Alert Call Notify Busy Lamp Field Speed Dial 8 Voice Mail Replace Handset Call Logs	Report Criter From Date: * To Date: *	ria 01/09/2017 00:00 30/09/2017 00:00	Download CSV

• Select "Download CSV" button to download the Report.

	A	В	С	D	E	F	G	Н	1
1	USER_ID	CALL_DIRECTION	CALLING_PARTY	CALLED_NUMBER	CALL_START_DATETIME	CALL_RELEASE_DATETIME	ANSWER_FLAG	CALL_DURATION (seconds)	
2	U115014@bizphone.tpgtelecom.com.au	Placed	"0285070681"	"0285070679"	5/09/2017 13:49	5/09/2017 13:50	Yes	8.13	
3	U115014@bizphone.tpgtelecom.com.au	Placed	"0285070681"	"0285070687"		12/09/2017 13:53	No	0	
4	U115014@bizphone.tpgtelecom.com.au	Placed	"0285070681"	"21067"		12/09/2017 14:04	No	0	
5	U115014@bizphone.tpgtelecom.com.au	Placed	"0285070681"	"0430144884"	12/09/2017 14:07	12/09/2017 14:07	Yes	30.9	
6	U115014@bizphone.tpgtelecom.com.au	Placed	"0285070681"	"0430144884"		12/09/2017 14:07	No	0	
7	U115014@bizphone.tpgtelecom.com.au	Placed	"0285070681"	"0415673606"		12/09/2017 14:08	No	0	
8	U115014@bizphone.tpgtelecom.com.au	Placed	"0285070681"	"0430144884"	12/09/2017 14:08	12/09/2017 14:08	Yes	28.41	
9	U115014@bizphone.tpgtelecom.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 user can download and access the Add-Ons such as: the Desktop and Mobile Apps for the Softphone Plan and the Receptionist App.

#### Notes:

- The links to the Apps are only available if you have purchased these Add-Ons for the user.
- 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 the Client Downloads, 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) for information about the App. The Android App is available on Google Play and the iPhone App is available on AppStore.

Basic	Client Downloads		
Jser Details			
Handset	Mobile		
imultaneous Ring	89258	<b>8</b> 5.48.0	
equential Ring	Constant and the second se		
all Forwarding Selective			
Priority Alert	E32/395/564		
Call Notify	Broadsoft UC-One Client	Broadsoft UC-One Client	
lusy Lamp Field	For Android   Available on Google Play	For Apple   Available on the AppStore	
peed Dial 8			
/oice Mail	Desktop		
teplace Handset	BizPhone Communicator	BizPhone Communicator	
asic Call Logs	For Windows	For Mao	
lient Downloads			
	Receptionist		

For details on what the Mobile App is and how to install it, please refer to the <u>BizPhone Mobile App</u> section of this document.

#### How to download the Desktop App:

Click on the con. 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.

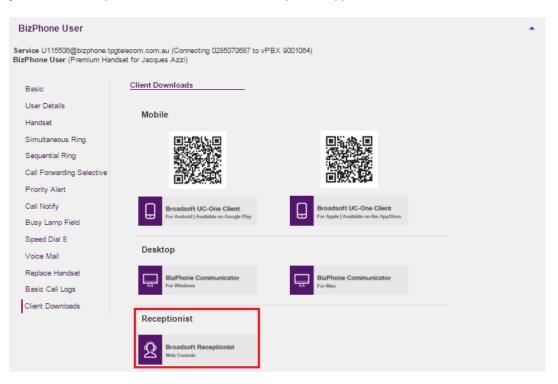
BizPhone User		•
Service U115508@bizphone.tp BizPhone User (Premium Hai	tpgtelecom.com.au (Connecting 0285070887 to vPBX 9001084) andset for Jacques Azzi)	
Basic	Client Downloads	
User Details	Mobile	
Handset	Mobile	
Simultaneous Ring		
Sequential Ring		
Call Forwarding Selective		
Priority Alert		
Call Notify	Broadsoft UC-One Client For Andreid Levallable on Goode Play	
Busy Lamp Field	For Android   Available on Google Play	
Speed Dial 8	Desktop	
Voice Mail	Desktop	
Replace Handset	BizPhone Communicator BizPhone Communicator	
Basic Call Logs	For Windows	
Client Downloads	Descriptionist	
	Receptionist	
	Broadsoft Receptionist Web Consule	

For details on what the Mobile App is and how to install it, please refer to the <u>BizPhone Desktop App</u> section of this document.

💿 Save As				x
↓ Libraries	► Documents ►	Search Documents		٩
Organize 👻 New folde	r		!≡ • (	0
A 🛧 Favorites	Documents library Includes: 2 locations	Arrange by:	Folder 🔻	
Downloads	Name	Date modified	Туре	-
S OneDrive for Bus Recent Places	Custom Office Templates	7/10/2015 12:36 PM	File folder	
S SharePoint	Downloads	27/01/2016 3:11 PM	File folder	
Computer - Shor	🔰 My Music	14/08/2015 3:41 PM	File folder	E
I Computer - Shor	崖 My Pictures	14/08/2015 3:41 PM	File folder	
4 📴 Libraries	📔 My Videos	14/08/2015 3:41 PM	File folder	
Documents	1 Setup.X86.en-us_O365ProPlusRetail_1540	30/09/2015 2:49 PM	Application	
D A Music	🔧 UC-One.bc-uc.win-21.2.2.49	30/10/2015 11:21	Application	-
• • • • • • • • • • • • • • • • • • •	•			1
File name: BizPh	one_Communicator.bc-uc.win-21.2.0.487			-
Save as type: Applic	ation			•
Hide Folders		Save	Cancel	

#### How to access the Receptionist App:

Receptionist App is a web-based Application and can be accessed by clicking the 2, 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 install the BizPhone Receptionist App, please refer to <u>BizPhone Receptionist App</u> <u>section</u> on this document.

## **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.

BizPhone User			
Service U115508@bizphone.tp BizPhone User (Premium Ha	pgtelecom.com.au (Connecting 028507068 ndset for Jacques Azzi)	7 to vPBX 9001084)	
Basic	Skype for Business		
User Details		-	
Handset	Enabled		
Simultaneous Ring		Update	
Sequential Ring	Download		
Call Forwarding Selective	BizPhone Communicator		
Priority Alert	for Skype for Business For Windows		
Call Notify			
Busy Lamp Field			
Speed Dial 8			
Voice Mail			
Replace Handset			
Basic Call Logs			
Client Downloads			
Skype for Business			

• Click on the control 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.

				0==	G
Organize 🔻 New folde	r				0
☆ Favorites ■ Desktop	Documents library Includes: 2 locations		Arran	nge by: Folder 🔻	•
OneDrive for Bus	Name	Date modified	Туре	Size	
P Computer - Shor	Custom Office Templates	7/10/2015 12:36 PM	File folder		
S SharePoint	Downloads	26/09/2016 2:43 PM	File folder		
ConeDrive	📴 My Data Sources	23/09/2016 11:03	File folder		
	퉬 My Music	14/08/2015 3:41 PM	File folder		
🔁 Libraries	崖 My Pictures	14/08/2015 3:41 PM	File folder		
Documents	퉬 My Recording Files	20/06/2016 4:51 PM	File folder		
Music	🛗 My Shapes	15/03/2016 2:57 PM	File folder		
Pictures	📓 My Videos	14/08/2015 3:41 PM	File folder		
	•	III			•
File name: BizPho	one_Communicator for Skype for Business	.bc-uc.win-21.5.0.962			
Save as type: Applic	ation				

Follow the process on how to install the Desktop App. See <u>BizPhone Desktop App</u> 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".

BizPhone User		-
Service U115508@bizphone.tpg BizPhone User (Premium Hand	ogtelecom.com.au (Connecting 0285070887 to vPBX 9001084) Indset for Jacques Azzi)	
Basic	Skype for Business	
User Details		
Handset	Enabled	
Simultaneous Ring		Update
Sequential Ring		
Call Forwarding Selective	BizPhone Communicator	
Priority Alert	for Skype for Business For Windows	
Call Notify		
Busy Lamp Field		
Speed Dial 8		
Voice Mail		
Replace Handset		
Basic Call Logs		
Client Downloads		
Skype for Business		

# Receptionist

Receptionist allows the receptionist to assign or remove users that they 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 in your Frontier portal if you 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 <sup>I</sup> 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.

1 demo1		
ce U115014@bizphone.tpgt hone User (Premium Hands	elecom.com.au (Connecting 0285070681 to vPBX 9001064) set for demo1 demo1)	
asic	Receptionist	
ser Details	Available BizPhone Users	Assigned BizPhone Users
andset	Q	C
imultaneous Ring	Pachos, Nick [U114531@bizphone.tpgtels softphone, Jacques [U114126@bizphone. Springer, Wayne [U121014@bizphone.tpc	Azzi, Jacques [U115506@bizphone.tpgtel
equential Ring		BizPhone, demo2 [U115015@bizphone.tg BizPhone, demo3 [U115016@bizphone.tg
all Forwarding Selective		BizPhone, demo5 [U115507@bizphone.tr demo6, demo6 [U115508@bizphone.tpg
iority Alert		
all Notify	→	
usy Lamp Field	→	
eed Dial 8		
ceptionist		
vice Mail		
place Handset		
asic Call Logs		

• The receptionist can add the available users to the assigned users group by highlighting the user that they 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 the button. Repeat the same steps if you wish to remove more users from the list.

• Click "Update" to save the changes.

# **Add-On Features & Services**

The Add-On features and services are the 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 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 2 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".

Installer La	anguage 🛛 💌
B	Please select a language.
	English 🔹
	OK Cancel

• Click "Next" on the Welcome screen.

🖇 BizPhone Communicator Setup		
	Welcome to the BizPhone Communicator Setup	
	Setup will guide you through the installation of BizPhone Communicator.	
	It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to reboot your computer. Click Next to continue.	
	Next > Cancel	

• Click "I Agree" on the License Agreement.

🖇 BizPhone Communicator Setup	x		
License Agreement           Please review the license terms before installing BizPhone           Communicator.			
Press Page Down to see the rest of the agreement.			
BUSINESS COMMUNICATOR™ END USER LICENSE AGREEMENT	<u>^</u>		
IMPORTANT - READ CAREFULLY			
THIS IS A LEGAL AGREEMENT BETWEEN YOU (THE INDIVIDUAL OR THE ENTITY) USING THE BUSINESS COMMUNICATOR ™ SOFTWARE AND BROADSOFT, INC. ("LICENSOR") PLEASE READ THE FOLLOWING TERMS CAREFULLY.			
Installation of the Business Communicator™ dient software and documentation (the "Product") is contingent on acceptance and agreement by You to the terms and conditions set out below. You may not use the Product in any way unless you have	Ŧ		
If you accept the terms of the agreement, click I Agree to continue. You must accept the agreement to install BizPhone Communicator.			
Nullsoft Install System v2.46.5-Unicode			
< Back I Agree Cance	!		

🖇 BizPhone Communicator Setup	x		
License Agreement Please review the license terms before installing BizPhone Communicator.			
Press Page Down to see the rest of the agreement.			
reserved. Contact: Digia Plc ( <u>http://www.qt-project.org/legal</u> ).	*		
This software uses Droid Sans font licensed under the Apache License, Version 2.0. Copyright (c) 2010 DroidFonts.com.			
Portions copyright (c) 1998-2000 Carnegie Mellon University. All rights reserved. Portions copyright (c) 1987, 1989, 1993 The Regents of the University of California. All rights reserved.			
Copyright 2005-2014 BroadSoft, Inc. and/or its Original licensors. All rights reserved.	•		
If you accept the terms of the agreement, click I Agree to continue. You must accept the agreement to install BizPhone Communicator.			
Nullsoft Install System v2.46.5-Unicode	cel		

• Click "Next" on the Install Options.

🖇 BizPhone Communicator Setup
Install Options Choose options for installing BizPhone Communicator
☑ Always run BizPhone Communicator when the system starts
Create BizPhone Communicator Desktop Icon
Install for all users
Nullsoft Install System v2.46.5-Unicode

• Click "Next" on the Choose Install Location.

🖇 BizPhone Communicator Setup
Choose Install Location Choose the folder in which to install BizPhone Communicator.
Setup will install BizPhone Communicator in the following folder. To install in a different folder, click Browse and select another folder. Click Next to continue.
Destination Folder           C:\Program Files (x86)\TPG\BizPhone Communicator         Browse
Space required: 209.3MB Space available: 38.9GB
Nullsoft Install System v2.46.5-Unicode

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

C	Choose Sta	rt Menu Folder	
	Choose a St shortcuts.	art Menu folder for the BizPho	ne Communicator
	u folder in which you be to create a new fol	would like to create the progra	m's shortcuts. You
an also enter a nam	le to create a new foi	oer.	
TPG\BizPhone Comr	nunicator		
AAPT Internal Servi	ce Desk		
Accessories			
Administrative Tools	;		
BroadSoft ConfigMgr 2007 Tog	allet VO		E
FileZilla FTP Client	JIKIL VZ		
Fuji Xerox My Prints			
Games			
Google Chrome			
LSD			
Maintenance			T
Do not create sho	ortcuts		
Do not create sho			
soft Install System v	2,46,5-Unicode ——		

• Your setup is completed. Click "Next".

& BizPhone Communicator Setup	
Installation Complete Setup was completed successfully.	
Completed	
Set install registry entry: 'NoModify' to '1' Set install registry entry: 'DisplayIcon' to 'C: \Program Files (x86)\TPG\BizP Set install registry entry: 'InstallToDesktop' to '1' Set install registry entry: 'RunOnStartup' to '1' Create shortcut: \\corp.ad.aapt.com.au\user\home40\t500740\Desktop\ Create folder: D: \Users\t500740\AppData\Roaming\Microsoft\Windows\S Create shortcut: D: \Users\t500740\AppData\Roaming\Microsoft\Windows Create shortcut: D: \Users\t500740\AppData\Roaming\Microsoft\Windows Set install registry entry: 'StartMenu' to 'TPG\BizPhone Communicator' Completed	BizPhone C itart Menu\ s\Start Men
Nullsoft Install System v2.46.5-Unicode	Cancel

• Click "Finish" to close the setup.

& BizPhone Communicator Setup	
	Completing the BizPhone Communicator Setup
	BizPhone Communicator has been installed on your computer.
	Click Finish to dose Setup.
	Start BizPhone Communicator now
R	
	< Back Finish Cancel

#### 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.

C	BizPhone Communicator
	<b>TRG</b> BizPhone Communicator
	Enter your password
	Sign In
	Version: 21.2.0.487 * <u>Help</u> * <u>Preferences</u>

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 <u>Client Downloads</u> 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 <u>https://apps.bizphone.tpgtelecom.com.au</u> 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.

■ * ≥ ☆ デ 加 = 9:38 AM UC 令 O D C transforming business communications
U114126@bizphone.tpgtelecom.com.a
Password
Sign in
<ul> <li>Show password</li> <li>Remember password</li> <li>Sign in automatically</li> </ul>
Version 21.2.1.5037

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 <u>Receptionist</u> 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 may 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 System and certain browser. 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: <a href="https://apps.bizphone.tpgtelecom.com.au/receptionistconsole/">https://apps.bizphone.tpgtelecom.com.au/receptionistconsole/</a>

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.

Receptionist							Settings Help Ful	II Screen Sign O Khurram Bha
CALL CONSOLE	CONTACT	s						
Enter Number Reds	Q SEAF	CH 🖉 FAVORITES 🗴	😕 GROUP 🗴 💆 GRO	DUP COM X 🥵 PERSONAL X	SPEED DIAL X			
No items to show		Begins with All		<b>~</b> α	1	Quick Search		×
	Status	Last Name 🌣	First Name 🕈	Number	Extension	Mobile	Department ‡	
	0	AA113968	Auto Attendant	+61280422866				
	$\bigcirc$	abc	test	+61280422861	22861			
	0	Bhatti	Khurram	+61280422860	22860	0405494090		
	0	HG113967	Hunt Group	+61280422865				
	0	melbourne	test2	+61390461906	61906			
	0	melbourne	Test1	+61390461907	61907			
	0	melbourne	test3	+61390461908	61908			
CONFERENCE CALL     No items to show	×							

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> <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> <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> <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> <li>In Windows 98, select: Start&gt;Programs&gt;Accessories&gt;Multimedia&gt;Sound Recorder from the Windows task bar. In Windows XP, select: Start&gt;All. 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.</li> <li>Make the setting selections. Click Properties from the <i>File</i> menu. The properties for <i>Sound</i> window appears.</li> <li>Click Convert Now and then click OK. The <i>Sound</i> selection window appears.</li> <li>Select PCM from the <i>Format</i> list.</li> <li>Select 16.000 kHz, 16 bit Mono, under Attributes, and click OK. You may want to save this format at this point, so that you can easily select it in the future.</li> <li>In the <i>Properties for Sound</i> dialog box, click OK.</li> <li>Click Record on the Sound Recorder. Speaking clearly into your PC</li> </ol>		

	<ul> <li>microphone, record your message. When you have finished, click Stop. To listen to your message, click Play. If you are not pleased with your message, record it again.</li> <li>8. When you are satisfied with your message, select Save As 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>9. In the <i>File name</i> field, enter the desired name of your recording.</li> <li>10. Click OK. To exit without saving, click Cancel.</li> </ul>
To record using the Windows 2000 Sound Recorder:	<ol> <li>Select Start&gt;Programs&gt;Accessories&gt;Multimedia&gt;Sound Recorder from the Windows task bar.</li> <li>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.</li> <li>Click Record on the Sound Recorder. Speaking clearly into your PC microphone, record your message. When you have finished, click Stop. To listen to your message, click Play. If you are not pleased with your message, record it again.</li> <li>Click OK.</li> <li>Click Change to modify the settings. Select PCM from the <i>Format</i> list. Select 16.000 kHz, 16 bit Mono under Attributes, and click OK. You may want to save this format at this point, so that you can easily select in the future. In the Properties for Sound dialog box, click OK.</li> <li>When you are satisfied with your message, select Save As from the <i>File</i> menu. Name your sound file as .WAV file type.</li> <li>Click OK. To exit without saving, click Cancel.</li> </ol>
To record using the Windows NT Sound Recorder:	<ol> <li>Select Start&gt;Programs&gt;Accessories&gt;Multimedia&gt;Sound Recorder from the Window task bar.</li> <li>Select Audio Properties from <i>Edit</i> menu. Click the Customize 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 PCM.</li> <li>Under <i>Attributes</i>, click the drop-down arrow to select 16.000 kHz, 16 bit Mono. You may want to save this format at this point, so that you can easily select it in the future.</li> <li>Click OK in the <i>Customize</i> dialog. Then click OK in the <i>Audio Properties</i> dialog box.</li> <li>Click Record on the Sound Recorder. Speaking clearly into your PC microphone, record your message. When you have finished, click Stop. To listen to your message, click Play. If you are not pleased with your message, record it again.</li> <li>Click OK.</li> <li>When you are satisfied with your message, select Save As 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 OK. To exit without saving, click Cancel.</li> </ol>
To record on Windows 7-64bit or Windows Vista using Audacity (works with version 1.3.12 Beta):	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. Audacity can be downloaded from <u>http://audacity.souceforge.net/download/</u> . When using Windows Vista or Windows 7, it is required to use Audacity

1	version 1.3.12 or later.
	1. Select <b>Start&gt;All Programs&gt;Audacity</b> from the Windows task bar.
	2. Select the default sample rate for recordings:
	From the <i>Edit</i> menu, select <b>Preferences</b> .
	Click the <b>Quality</b> tab.
	<ul> <li>Select 16000 Hz for the Default Sample Rate. Select 16 bits for the</li> </ul>
	Default Sample Format.
	3. Set the number of channels for recordings:
	Click the <b>Devices</b> tab.
	• For Channels, select 1 (Mono).
	<ol><li>Click OK to exit the Preferences pop up.</li></ol>
	5. Click <b>Record</b> (the round red button at the top).
	6. Record your message.
-	7. When you have finished, click <b>Stop</b> (the yellow square button).
	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.
	9. When you are satisfied with your message, from the <i>File</i> menu, select
	Export.
.	10. Select <b>Save As Type</b> WAV (Microsoft) signed 16 bit PCM. Name your
	sound file as a .WAV file type.
	11. In the <i>File name</i> field, enter the desired name of your recording.
	12. Click <b>OK</b> . To exit without saving, click <b>Cancel</b> .

# 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 <u>http://audio.online-convert.com/convert-to-wav</u>

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