Enterprise Voice

Office Administrator (OA) Portal User Guide

Contents

About This Guide

This guide describes how to use the Enterprise Voice Office Administrator (OA) Portal. The portal allows Office Phone Managers to configure/manage their employee users and company-wide value-added voice applications, easily and effectively.

Who should use this guide?

Office Administrators or Phone Managers who need to use the portal to configure their voice services.

(A) Introduction

StarHub's Business VoIP service, Enterprise Voice, is an integrated system designed to give business users network-hosted telephone services with a new class of telephone applications. It includes the following:

- Business telephone feature set.
- Communication Portal for Web-based access to the suite of telecommunication services.
- IP-adapted telephones.

There are two separate Communication Portal interfaces:

- Management Portal

This interface lets Office Administrators or Office Phone Managers add users and configure user features, numbers and other company-wide features.

- User Portal

This interface lets end-users access and personalise their telephone features. Users have access to all of the features of the Enterprise Voice service. (User portal is covered in a separate document)

After installation, users can manage their business telephone services along with their contact lists and employee services, directly from their desktops.

(B) Office Administrator Tasks

An Office Administrator (OA) should be appointed to configure and manage the Enterprise Voice service in your company. The OA can perform all the following tasks easily using the Web-based Management Portal:

- Setting up employees.
- Add a new employee.
- Add new employee information to the system including name, phone number and contact information.
- Assign login names to each employee.
- Assign public numbers and extensions to employees.
- Assign services and calling privileges to employees using Class of Service templates and add-ons.
- Assign calling privileges to employees.
- Configure and manage Class of Service templates.
- Configure and manage additional OAs.
- Configure and manage Call Groups.
- Create Hunt Groups.
- Reset login and registration passwords at any time. For more information, see "Resetting Your Passwords From the Support Page".
- Create company contacts that each employee can view through their User Portal.
- Reset employee passwords.
- Move employee extensions.
- Update an employee's profile with new information.

• Changing employee.

(C) Logging into the Management Portal

i) Open a Web browser on your computer.

ii) Enter the URL for your portal at http://voipadmin.starhub.com

iii) Enter your tenant ID, administrator name and password provided by StarHub.

iv) Click the Remember Me check box to keep your password for the next time and then click Login

(D) Admin Portal Quick Reference

1. Tips for Using the Admin Portal

The Web-based Admin Portal allows you to:

- Add new employees.
- Assign employees to extensions and initialise phones.
- Manage employee information such as telephone numbers, locations, passwords, and feature privileges.
- Enter and manage information about company contacts and speed dials.
- Manage company-wide services including class of service templates, company administrators, group administrators, call groups, administrative groups, and hunt groups.

2. Logging Into the Admin Portal

i) Open a Web browser on your computer, and enter the following URL for your portal: http://voipadmin.starhub.com

ii) Enter your tenant ID, administrator login, and password.

iii) Click the Remember Me check box to keep your password for the next time, then click Login.

3. Convenience of Resetting Your Password

You can reset your own administrator password at any time if you enter a reset password hint and answer. The hint is a question that you select and the answer is specific to you, this feature provides a second way to authenticate your login.

i) Log into the portal using the tenant ID, your administrator login and password.

ii) Go to the Administrators tab and click on your administrator account to retrieve it.

iii) Select a hint question from the Password Hint drop-down box. Then enter your answer to the hint question in the Answer field.

iv) Click Save.

To reset your administrator password from the Admin Portal, select your account from the Administrator list and edit the Password field. See Managing Office and Group Administrators for information on editing administrator accounts.

(4) Creating Class of Service Templates

A class of service (COS) template is a set of services and features that can be assigned to one or more users. A COS template has been pre-assigned to all subscribers, unless you create and assign your own COS templates. To create a COS template:

i) Go to the COS Templates panel and click the New Template button.

ii) Enter information in the Template Name and Template Description fields. Select a service list on which this template is based from the Service List (licenses) drop-down list. The new template is added to the Template Name drop-down list. The service list name includes the number of licenses available for that service list.

iii) To edit a new or existing template, select the template from the Template Name drop-down list.

iv) Select the Services and Dialing Restrictions you want to include in the selected template.

v) After you have selected the features you want to include in the COS template, click Save.

All of the services and features available in the COS template are listed in the following table.

Feature Name	**Feature Description**
Annoyance (Malicious) Call Trace	Lets users immediately output information to the service provider about calls from annoying parties using (*57).
Anonymous Call Rejection	Lets the user refuse all calls from callers who have their caller ID blocked.
Audible Call Forward	Lets users who have call forwarding enabled receive an indicator from the phone when an incoming call has been forwarded.
Caller ID - Block Delivery All	Always blocks the caller ID on outgoing calls. Subscribers with this option should also have Caller ID - Enable Delivery Per Call enabled so they can selectively unblock and deliver their caller ID.
Caller ID - Block Delivery Per Call	Lets the user enter a star code and selectively block their caller ID on certain outgoing calls using (*67).
Caller ID - Enable Delivery Per Call	For users with Caller ID - Block Delivery All set, this feature lets uses use (*82) to selectively deliver their caller ID on the next outgoing calls.
Call Forward Busy	Lets the user forward all of his/her calls to another number when his/her desk phone is busy and makes this option available in the Reach Me section of the user's portal. Enabled by default, disable call forward busy using (*63). Enable using (*62).
Call Forward Fixed to Voicemail	Let's the user forward all their calls to voicemail and makes this option available in the Reach Me section of their portal.

Call Forward No Answer	Lets the user forward all of his/her calls to another number when he/she does not answer the desk phone and makes this option available in the Reach Me section of the user's portal. Enabled by default, disable call forward no answer using (*93). Enable using (*92).
Call Forward Variable	Lets the user forward all of their calls to another number (*72) and makes this option available in the Reach Me section of their portal. Enabled by default. Use (*73) to disable call forward variable. Also referred to as call forward unconditional.
Call Park	Enables the call park (*98) feature for the user.
Call Pickup	Enables the call pickup (*99) feature for the user.
Call Pickup - Directed	Lets the user pick up a call ringing at a specific extension in their call group using (*53).
Call Pickup - Group	Lets the user pick up a call that is currently ringing at any of the phones in the user's call group using (*54).
Call Waiting	Lets a second incoming call be presented to a single-line phone using (*70). If this feature is not enabled, the second incoming call receives a busy treatment. If this feature is enabled but the user does not answer the second call, the call is sent to voicemail. If no voicemail is configured the caller receives a busy signal.
ComCierge (Smart Call Forwarding)	ComCierge provides smart call forwarding, includes contact lookup and is required for ComOffice.
ComPortal	Provides access to ComPortal, a web portal for business users.
ComSchedule (Call Forward Based on TOD/DOW)	Lets the user specify different call forwarding treatments based on the time of and day of the week.
Contact Lookup	This feature matches the numbers of incoming callers with their names for ComCierge treatments and the call log display.
External Transfer	Lets users transfer an incoming call to another number that is not within the tenant. External transfer must be enabled for the ComRIO module.
Last Call Return	Lets users automatically redial the number of the last incoming call using (*69).
Outgoing Call Barring	Lets a user block certain types of outgoing calls. If you want to enable Outgoing Call Barring, you must also enable the Authorization Code feature. Use (*55) to activate and (*56) to deactivate outgoing call barring.
Simultaneous Ringing	Lets users direct incoming phone calls simultaneously to all phone numbers configured in their smart forwarding settings. If you want to enable Simultaneous Ringing you must also enable ComCierge.
User Controlled CLIR	Lets users selectively block their caller ID using *61. For this feature to work the Caller ID - Block Delivery All feature must be disabled for that user. Disable UCLIR using *65.
VoiceMail	Enables the voicemail feature for this user. A voicemail number for the user must still be entered into the user's profile before they can use the feature.

5. Adding a New Employee

The Employees tab allows you to search for specific employee or groups of employees with their existing information displayed. To add a new employee:

i) Go to the Employees tab, click New Employee to open the employees detail panel.

ii) Fill in the General panel with the appropriate information. Mandantory fields are denoted with an asterisk (*).

Field	Description
Name*	Required field. You must enter at least a first name (first field) and a last name in the (last field). This is the name of the user that is displayed in the company directory. Employee names must be alphanumeric characters, no other language characters are accepted. Enter other characters in the Alternate Name field. Maximum length for the first name and last name is 30 characters.
Alternate Name	Used for phonetic characters that are available in other languages. You can also search on the alternate name entered here as well as the user name and phone number.
Login Name	This is the name that users enter when they log into their User Portals. The Login Name must contain alphanumeric characters and "+" only. The Login Name is equivalent to the User ID. The Login Name in combination with the SIP password is also used to register this user with a SIP phone if they have one. The login name can be 3 through 64 characters in length.
Password	You can set the login password for the user. If the password isn't entered when the employee is added, the system automatically creates a login password and sends it to the user in the welcome kit.
Public Number	Enter any available public number for this employee if you want callers to have direct access to the user. Click the find available public numbers (Go) button to get a list of all numbers available to you. Highlight any number in the list to select it. You must enter a public number for user's with SIP phones.
Work Extension*	Required field. Enter a 3-, 4-, or 5-digit unique extension number. This is an internal extension number and is typically the same as the last four digits of the public phone number if one is assigned, but can be any number you choose. Each new employee must have an extension number assigned. Once you set the extension number, this number cannot be changed.
Work Fax	Enter a fax number if one is specifically associated with this user.
Work Email	Enter an email address for the user. If an email address is not entered, the user cannot receive the Welcome email with the login password that is automatically sent by the system when the user is created. Users with ComCierge enabled cannot receive missed call email notifications until they enter an email address for themselves.
Preferred Language	Select a language from the drop-down list. Defines the language for the user's portal provided the service provider has made the selected language available.
Country Code	Select a country from the drop-down list. The system uses this information to properly sort the portal display elements.
Set Time Zone	Select a time zone from the drop-down list. Setting the time zone ensures that the correct time is displayed in the user's call logs and pre-schedules call treatments correctly in ComSchedule.
Add as Speed Dial	Each company can have up to 29 company speed dials. Select a speed dial number for this user if you want to make them a speed dial that appears in everyone's ComPortal.
Administrative Group	Select one of the available groups using the drop-down list. Administrative groups are groups of users that can be managed by a specific group administrator. Employees can be added to Administrative groups later by dragging and dropping their names into a specific group.
Call Group	Select one of the available groups using the drop-down list. Call groups are used for some calling features such as group call pickup. Employees can be added to call groups later by

	dragging and dropping their names into a specific group.
Voicemail Number	Enter the 4-, 5-, or 10-digit voicemail access number for this user. This is the number that the employee dials to retrieve voicemail messages. After this number is entered, the employee automatically has one button dialing for voicemail using the Message or Voicemail button on their phone. Voicemail must be enabled in the class of service for the employee to actually have the voicemail feature.
SIP User ID	Enter one or more SIP User IDs for all employees with SIP phones (optional for non-SIP phone user's). When you enter more than one SIP User ID for an employee, the IDs must be separated by commas (for example: 4083695123, 408369656). The first ID in the list is the primary SIP User ID. The SIP User ID must be unique across the system. This ID is also referred to as the SIP URI. The SIP User ID lets people dial this employee using the ID you enter, but only on a SIP-based network.
Authorize BLA	In a SIP phone environment using BLA, a user must specify the employees that are authorized to bridge the user's extension to their SIP phones. Click Go to access the user's Authorize BLA list. Add employees to the list by dragging and dropping them from the Employees directory. The user and employees you add to the user's Authorize BLA list must have SIP User IDs assigned in their profiles.
Max Forked Extensions	Enter the maximum number of endpoints to which a call can be forked, if a user has multiple endpoints registered to the same extension, and call forking is enabled in the user's class of service. Please select 5 or 6 for this field.

iii) Click the Phone Numbers panel bar and enter information if available.

iv) Click the Change Passwords panel bar to enter login password for the employee. You are not required to enter the Login Password when adding employees. If passwords are not specified, the system automatically generates the passwords when the employee is created. [Please do not change the SIP Password.]

v) Click the Personal Info panel bar and enter the information if available.

vi) Click the Services panel bar and select a COS template for the employee. Click any additional features that you want the user to have.

vii) When you are done entering information for the employee, click Save Changes.

6. Searching for an Employee

You can locate employees or contacts using a quick or advanced search. Do one of the following:

- Enter a single search string using quick search, and click Search. Quick search checks to see if an employee's first name, last name, alternate first name, alternate last name, extension, or public number begin with the search string.

- Enter search strings for multiple criteria using advanced search. Advanced search checks to see if an employee's first name, last name, extension, public number, and department fields contain strings entered as search criteria.

Each employee search examines entries in the Employee list to determine if there is a match. When the search is complete, the Employee list displays the number of matches in its tab label and the names of employees that met the search criteria. Contact search results also display the number of matches in its tab label and displays the names of contacts that meet the search criteria in the Contacts list.

7. Resetting an Employee’s Password

To reset an employee’s password:

i) From the Employee list, locate the entry for the employee whose password you want to change and click on the employee’s entry in the list.

ii) Click the Change Password panel bar.

iii) Enter a new login password in the Login Password field.

iv) Select the Email password changes to employee check box to send an email to the employee with his/her new password. You can only send emails to employees if their work email are stored in their entries under the Employee’s list.

[**Please do not change the SIP Password**.]

8. Viewing an Employee’s Portal

Click the Portal icon to view an employee’s User Portal. This is useful for viewing the settings in an employee’s Reach Me frame.

For example, an employee might call you and complain that they are not receiving phone calls. It is possible that the employee’s availability is set to direct all calls to Voicemail, and the employee forgot to reset it to answer calls normally. Using the Portal icon, you can view the employee’s availability setting on their home page, and set it to answer calls normally.

9. Configuring and Managing Contacts

You can create a list of contacts accessible to everyone in your company. To create a contact:

i) Go to the Contacts tab, and click New Contacts.

ii) Enter the contact name, department, title, and email. Use the Speed Dial Code drop-down list to select a corporate speed dial code you want to use for the contact.

iii) Click the Phone Number panel bar and enter the contact’s work, home, custom, and mobile phone numbers.

iv) Click the Addresses panel bar and enter information if available.

v) Click Save Changes.

10. Managing Office and Group Administrators

The first office administrator login account is automatically created when StarHub created your company’s tenant on the system. An office administrator has full access for managing all of the services and users available to a tenant. The first office administrator can create other office administrators and group administrators. Office administrators created by the first office administrator also have full access to all of the users and tenant-wide services.

Group administrators have access to user accounts of people assigned to their administrative groups, but cannot configure and manage company-wide services such as hunt groups. A group administrator is assigned to an administrative group when the group administrator is created. Therefore, administrative groups should be created before you create group administrators.

To add and manage office and group administrators:

i) Go to the Administrators tab and click New Administrator.

ii) Click the Office Administrator or Group Administrator button. Click an entry in the Administrator list to edit an existing office or group administrator.

iii) If you are adding a group administrator, click the existing group button to assign the group administrator to an existing group, or click create new group to assign the group administrator to a new group and enter information for the group.

iv) Enter or edit the criteria for the administrator as follows, then click Save:

Field	**Description**
Administrator Type	Defines whether the displayed fields are for an office or a group administrator.
Administrator Name	Required field. The office or group administrator login name for the Admin Portal. Maximum length is 64 characters.
Description	Enter a description if desired. Maximum length is 128 characters.
Email	Enter an email address for the administrator that is used to send and reset the administrators password.
Password	Required field. Enter the password you want the administrator to use to log into the Admin Portal. The password cannot be blank and must consist of at least 8 and no more than 20 characters.
Confirm Password	Required field. Enter the same password again.
Registration Code	Required field. The 2- to 6-digit code that the administrator uses when registering telephones on the system. An administrator can associate a physical telephone to a specific extension by entering *51<tenantregcode>*<adminregcode> *<adminregpassword>*<extension>. Each administrator's registration code must be unique.
Registration Password	Required field. The 4- to 6-digit password the administrator uses to register telephones on the system. The registration password does not need to be unique among administrators.
Confirm Registration Password	Required field. Enter the same registration password again.

11. Managing Administrative Groups

Office administrators can create group administrators, who are responsible for managing the services for a specific group of users. Once administrative groups are created, group administrators and users can be assigned to the group.

To add and manage administrative groups:

i) Go to the Admin tab in the Groups panel, and select New Group from the drop-down list under administrative groups.

ii) Enter the Group Name and Description. If you are editing the administrative group information, the group name cannot be changed once it is created.

iii) Assign one or more administrators to the group by selecting an entry in the administrators list under the directories panel and dragging it to the administrative group's administrators list. When assigning group administrators, please note the following:

- Administrative groups can have multiple group administrators.
- A group administrator can manage one administrative group.
- Office administrators cannot be assigned to an administrative group.

iv) Assign employees to the group by selecting an entry in the employees list and dragging it to the administrative group's members list.

12. Managing Call Groups

A number of system features can be enabled for a group of people instead of the entire tenant. Call groups will only affect the use of features and not the management of members of the group. The group features include intercom, group Call Pickup, and directed Call Pickup.

To add and manage call groups:

i) Go to the Call tab in the groups panel, and select New Group from the drop-down list under call groups.

ii) Enter the Group Name and Description.

iii) Assign employees to the group by selecting an entry in the employees list and dragging it to the call group's members list.

iv) Click Save.

13. Managing Hunt Groups

Hunt groups let you direct incoming calls to a group of users. The incoming call rings all extensions in the hunt group in series until the call is answered or diverted to the Voicemail. Hunt groups do not queue callers. The call is either answered or the call will be sent to the final destination. You can create up to 10 hunt groups with 32 extensions each, starting with different extension numbers. An unused extension number must be available before you can create a hunt group. To add and manage hunt groups:

i) Go to the Hunt tab under groups panel, and select New Group from the drop-down list under hunt groups.

ii) Enter or edit the criteria for a hunt group as follows, then click Save.

Field	Description

Group Name	Required field. The name must consists of no more than 20 characters and must be unique within your company. Group names can contain letters, numbers, underscores, and spaces.
Description	Enter a description if desired. Maximum length is 30 characters.
Extension	Required field. An internal extension number that people in your company call to access the hunt group. The extension number is usually the last 4 digits of the selected public number.
Public Number	Required field. The public number that people call to access the hunt group. Click the (find available public number) Go button to view a list of unassigned public numbers available to your company and click a number from the list to select it.
Final Destination	A phone number that is the final destination for calls that are not answered by hunt group members. A common destination number is your company's voicemail number.
Mode	Defines the ring sequence for hunt group members. Options in the Mode drop-down list include the following: **Linear** The hunt order is the same as shown in the member list. **Reverse** The hunt order is the opposite of the member list. The last member in the list is the first number that rings. **Circular** The hunt order is the same as the member list with looping enabled so the member list is looped the number of times specified by the Maximum number of loops parameter. **Last answered** The hunt order is the same as that of the member list with looping enabled. It starts from the member after the one who answered the last call to the group. **Longest idle** The hunt order is dynamically constructed based on the call activity of the members in the hunt group. Members who have not answered a call for the longest time are rung first.
Max # of Loops	The maximum number of times the call is presented to all hunt group members. This setting applies to the circular, last answered or longest idle modes. Default value is 0. Maximum value is 3.
Ring First Available Only	Incoming calls to the hunt group number ring only the first available member and then go directly to the final destination if the call is unanswered.

iii) Assign employees to the group by selecting an entry in the employees list and dragging it to the hunt group Members list

14. Accessing Reports

You can request the following reports by going to the Reports panel in the Services column:

• Overall system report -- Provides general information of all users configured in your company and their attributes including class of service attributes. The system overview reports can be large, and are sent to you in a spreadsheet format via email. You can limit the system report range of extensions by entering numbers in the From: and To: fields.

• Service List Licenses report -- Displays the service lists assigned to your company by StarHub, and the number of licenses used for each service list.

15. Managing Company Information

Your company information is displayed at the top of the Admin Portal. The information is entered into the system by StarHub when a tenant is created for your company. This information includes your company’s name, billing ID, billing address, main/operator phone number, service address, name of a primary point of contact for the service provider and the contact’s email.

You can only change your service location address and contact information by clicking on Service Address or Contact/Email. Enter your new information when the address fields appear, and click Save.