

SmartUC Admin Start Up Guide

This guide is designed to give you an understanding of the key features and some basic user-configurable settings in the Unified Communications Solution.



1. Installation Overview

StarHub will install the IP Phones and/or ATA (Analogue Telephone Adapter) to connect you to the StarHub SmartUC service. Together with your UC service, we have provided a StarHub Smart UC Web Portal for users to personalize their SmartUC features:

SmartUC Hosted Web Portal URL: <https://web.uc.starhub.com>



User ID
Password

Login

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Fig 1.1 - Portal Login Page

There are 2 types of login for the portal:

- a) Administrator login (One per Company)
- b) User login (For every user-number subscribed)

As the Administrator, you will receive an email (based on email provided in the StarHub SmartUC application form) before your services starts.

The email content will be as follows:

*Thank you for subscribing our SmartUC service.
This is your Administrator ID: userID@uc.starhub.com
Your password will be sent via SMS to this number 9xxx xxxx .*

The portal address: <https://web.uc.starhub.com>

*Your User ID is your phonenumber@uc.starhub.com (eg 66350125@uc.starhub.com).
Our system will generate a common User Password for all users in your company. Individual users will be prompt to change their passwords on their first log in.
Kindly inform your staff of this default password for their initial log in.*

Please refer to the email attachment for your quick administrator guide.

For more information, kindly refer to our website www.starhub.com/uc-resource

Thank you.

Fig 1.2 - Email for Administrator

As per the first Email notification, there will be 2 separate SMS, one for Administrator and the other is a default User password:

*Thank you for subscribing our SmartUC service.
This is your Administrator password: <eg 3kje53eT>
Kindly refer to your email for Administrator ID and log- in instructions.
The default first-time password for all users will be sent via another SMS.*

Fig 1.3 - SMS Notice for Administrator Password

*Thank you for subscribing our SmartUC service.
This is the default first-time password for all users : <eg 4xe73eP>
Kindly inform your staff to use this default password for their initial log in.*

Fig 1.4 - SMS Notice for User Password

2. Resetting Password

For Users:

Use the *User – Passwords* page to reset the user password for the web portal and voice portal. Users can change their passwords, but they have to remember their current password to do this.

For Administrator:

From the Admin Profile page, select <Users>



Fig 2.1-User's Profile

Find the User using the search function.

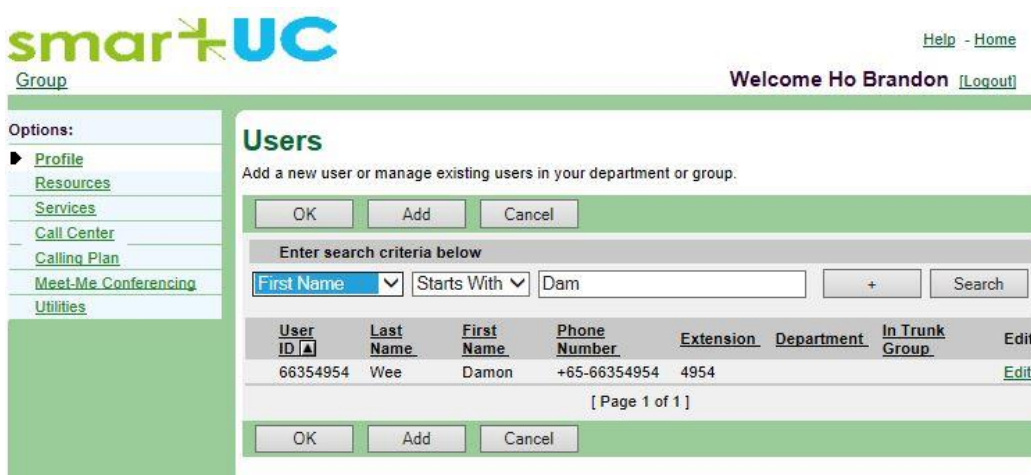


Fig 2.2-User's Search Function

On selecting the Users, you will see the following User's Profile page.

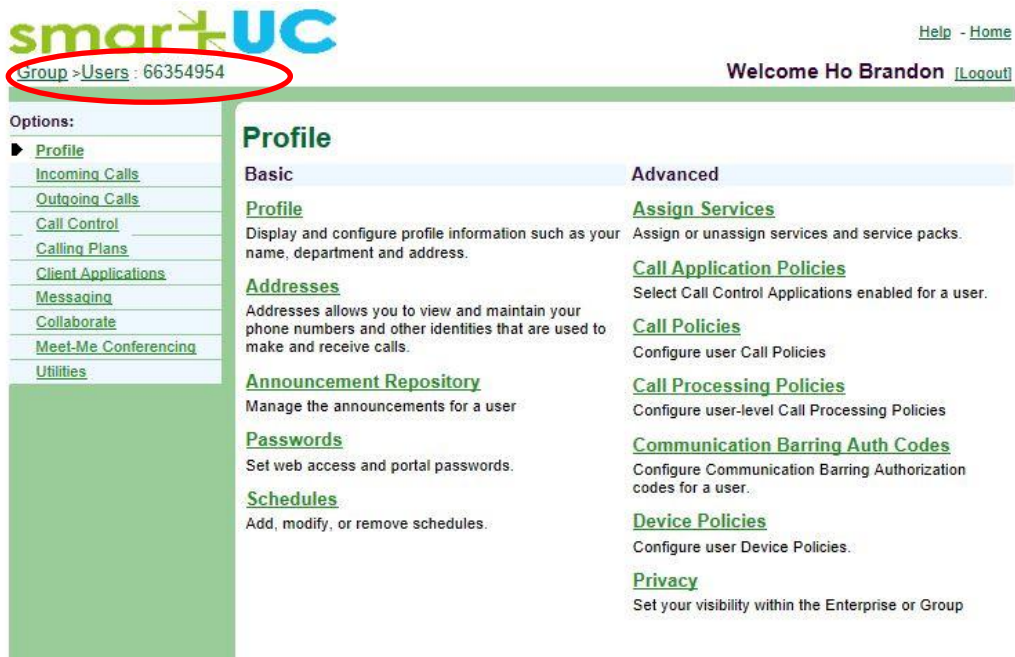


Fig 2.3- User's Profile

Please note the user's phone number which you have selected at the top left corner of the User Profile screen.

For a selected User, click <Passwords>. The User – Passwords page appears.

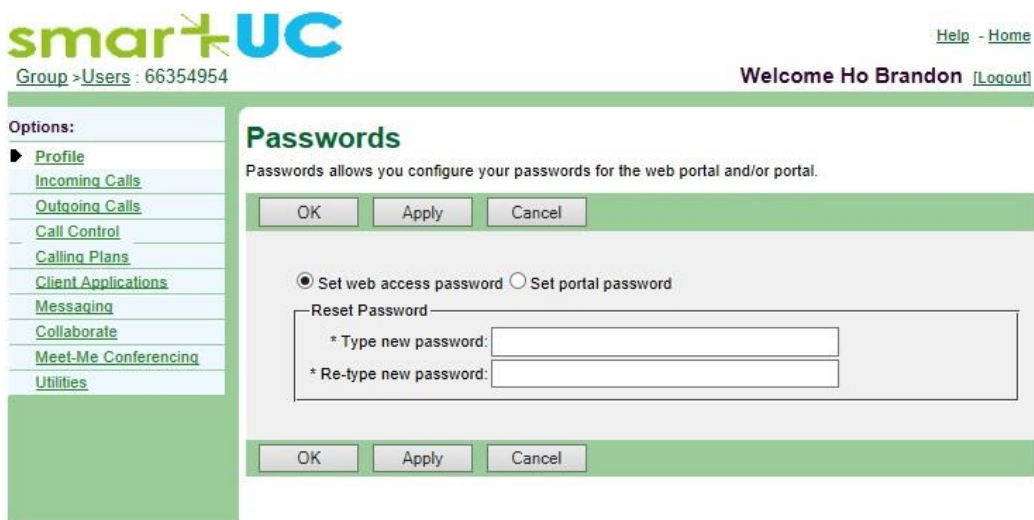


Fig 2.4- User Password

Select the type of password you want to reset by clicking the respective radio button. The *Set portal password* radio button is only applicable for users with the Voice Messaging service.

Type the new password in the *Reset Password* text boxes and save your changes. Click <Apply> or <OK>.

Click <Apply> to save your changes.

Click <OK> saves your changes and display the previous page.

To exit without saving, select another page or click <Cancel> to go back to the previous page.

3. Enable IDD for Selected Users

The Administrator can choose to enable IDD for authorized users only.

Select <Users> from the users search fields.

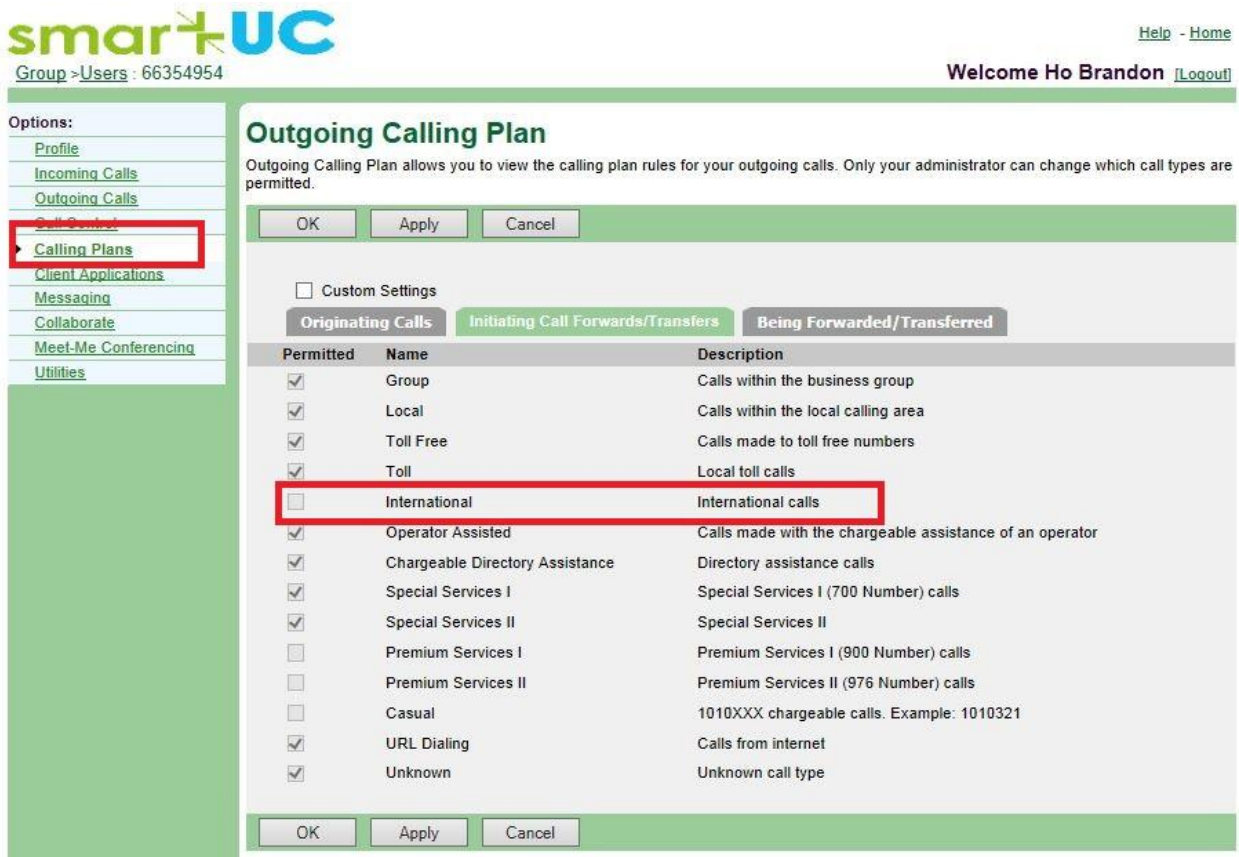


Fig 3.1- Enabling IDD for Selected Users

Go to the <Calling Plan> and Select <Outgoing Calling Plan>.

On the Outgoing Calling Plan page, Administrator will be able to select the custom settings and enable the International calling plan check box to turn on IDD for the selected user.

Please note that using the same "Outgoing Calling Plan" option, Administrator can also control the call forwarding to these call plans. Eg call forward to an IDD number.

4. Configuring Sequential ring

Sequential Ring allows you to sequentially ring up to 5 numbers after a specified number of rings.

Select <Incoming Calls> and <Sequential Ring>.

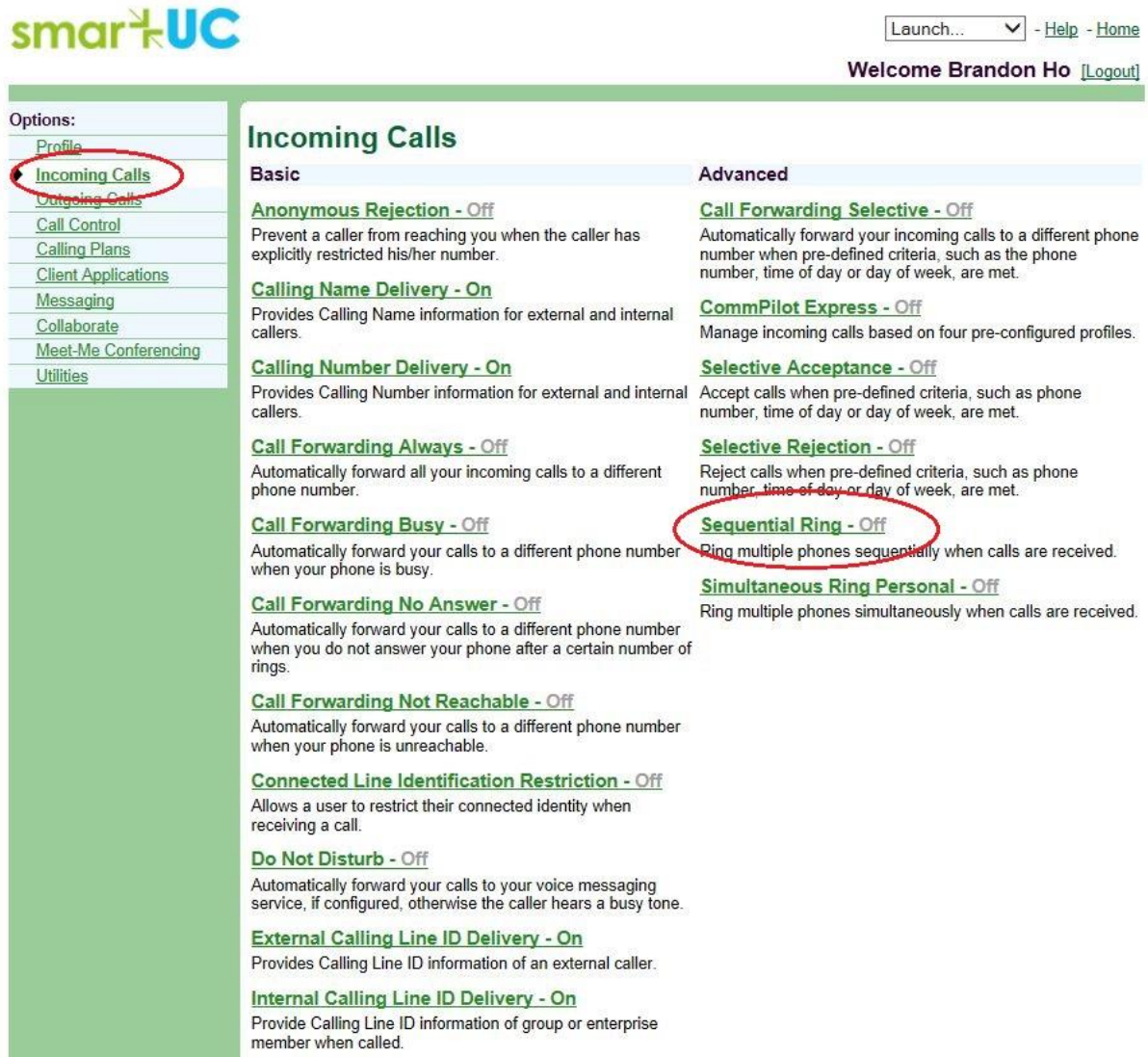


Fig 4.1- Configuring Sequential Ring

Enter up to 5 numbers of your choice. There is no need to have a prefix '9' before your phone number.

You can also choose to select the number of rings before the call is routed to the next number in the sequential ring group.

Options:

- [Profile](#)
- ▶ Incoming Calls**
- [Outgoing Calls](#)
- [Call Control](#)
- [Calling Plans](#)
- [Client Applications](#)
- [Messaging](#)
- [Collaborate](#)
- [Meet-Me Conferencing](#)
- [Utilities](#)

Sequential Ring

Sequential Ring allows you to sequentially ring up to 5 locations in addition to the base location for a specified number of rings. The 5 locations can be either a phone number or a SIP-URI. The feature applies to calls matching your pre-defined criteria. Use this service to ring calls from your manager, a family member, or an important customer on your cell phone, alternate business phone, or home phone. The criteria for each Sequential Ring entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to enter Sequential Ring (phone number and day of week and time of day). If the criteria do not match, the call continues as if this service was not turned on.

OK
Apply
Add
Cancel

Use Base Location first
 Number of rings for Base Location:

Continue the search process if the base location is busy.

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

Location	Phone Number / SIP-URI	Number of rings	Answer confirmation required
1	<input type="text" value="68255655"/>	3 ▼	<input type="checkbox"/>
2	<input type="text" value="68255376"/>	3 ▼	<input type="checkbox"/>
3	<input type="text"/>	3 ▼	<input type="checkbox"/>
4	<input type="text"/>	3 ▼	<input type="checkbox"/>
5	<input type="text"/>	3 ▼	<input type="checkbox"/>

Active	Description	Ring Sequentially	Calls from	Edit
No Entries Present				

OK
Apply
Add
Cancel

Fig 4.2- Sequential Ring for up to 5 numbers