BizPhone™

User Manual
2017-2023

vocal™

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Contents

Welcome

Welcome to your Vocal BizPhone™ service!

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

As our product will continue to be upgraded with enhancements and new features, please ensure you check the online version of this guide at your BizPhone™ online portal (https://vocal.com.au/office-phone) to get the most up-to-date information.

You can also find How To video guides for a range of core BizPhone™ features at Vocal's YouTube channel, Facebook page or website: (https://vocal.com.au/office-phone/bizphone-setup-guides)
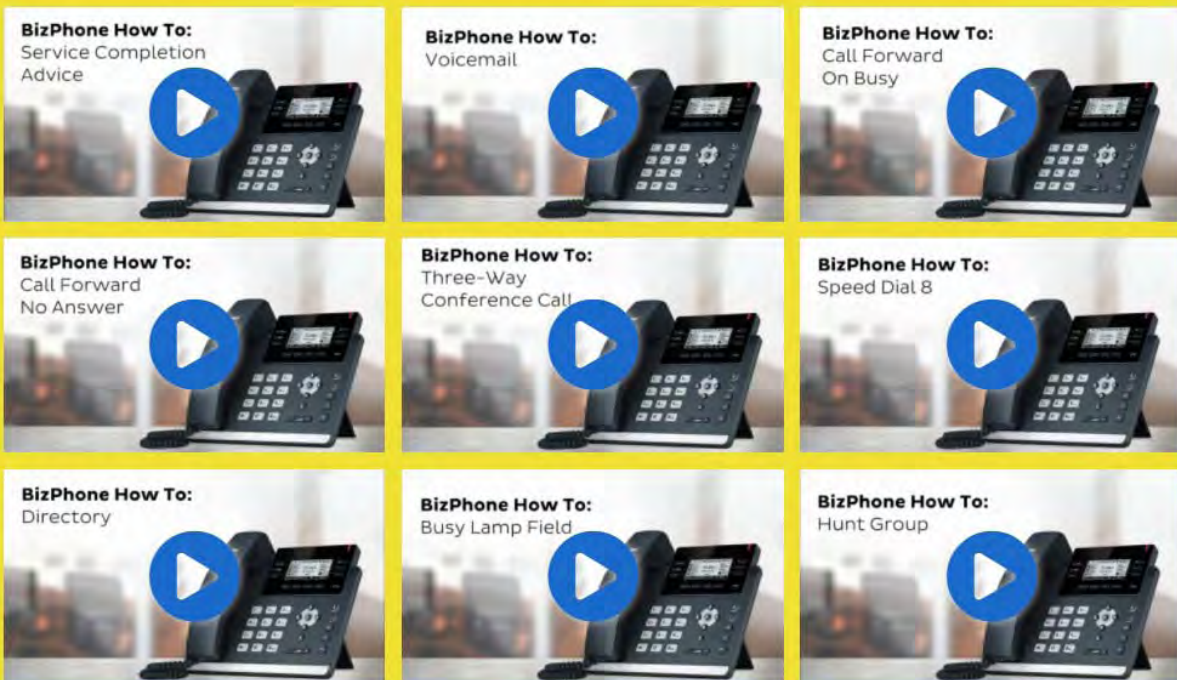
User Configuration Login

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

A username and password will be emailed to the account contact for each BizPhone™ service number that is activated along with the Service Completion Advice.

BizPhone™ Users and/or Administrator can access the BizPhone™ 'Frontier' user portal to set or modify end user configuration options for each service.

STEP 1
Log in to the BizPhone™ 'Frontier' Portal
You can easily access the the BizPhone™ 'Frontier' user portal via the Vocal website at:

www.vocal.com.au/office-phone/bizphone-setup-guides

Click on the 'Access BizPhone Portal' button to view the below login panel

STEP 2
Enter your BizPhone™ user login username and password.

Basic User Features

Once you have entered the username and password, the Basic User Features page will appear.

(per user) are available across all handsets. They are configurable from the NBN BizPhone 'Frontier' user portal. Alternatively, some of these features are configurable via the user handset.

Note: The extension of the user is the last 5 digits of their full geographical phone number. The phone number of each user is displayed next to the Service details of the Basic User Features page. To configure each of the Basic User Features, refer to the relevant sections

Call Forward No Answer

Call Forward No Answer forwards incoming calls to a particular phone number if the user does not answer the call in a specific time period.

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

How do you use it?
By changing the user's settings in Frontier, your preference will then be applied to all future calls.

Default setting: Off

How to set using the 'Frontier' portal:
- 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.
- Click "Update" at the bottom of the screen to save the changes.

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

Call Forward Busy

Call Forward Busy forwards incoming calls to a particular phone number if the user is on a call.

Note: Call Waiting override Call Forward Busy.

How do you use it?
By changing the user's settings in Frontier, your preference will then be applied to all future calls.

Default setting: Off

How to set using the 'Frontier' portal:
- 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.
- Click "Update" at the bottom of the screen to save the changes.

How to set using a handset:
- To de-activate the Call Forward "Busy" feature, lift the handset and dial *91 or you can also use the handset menu to de-activate this feature:
  DECT Handset: OK > Call Features > Call Forward > OK > Disabled > Save.
  Other Handsets: Menu > Call Control > Call Forward > Busy > Disabled > Save.

- To activate, lift the handset and dial *90 and enter the phone number to forward the calls to or you can also use the handset menu to activate this feature:
  DECT Handset: OK > Call Features > Call Forward > OK > Enabled (enter the number to forward calls to under Target) > Save.
  Other Handsets: Menu > Call Control > Call Forward Busy > No Answer > Enabled (enter the number to forward calls to) > Save.

Call Forward Immediate (Always)

Call Forward Immediate forwards all incoming calls to a particular phone number.

How do you use it?

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

Default setting: Off

How to set using the 'Frontier' portal:
- Change the status next to Call Forward "Immediate" to active by clicking on ▧ or inactive by clicking on ▧. If the status is set to active, you need to enter a valid 10 - digit phone or mobile number to forward all calls to.
- Click "Update" at the bottom of the screen to save the changes.

How to set using a 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 > Busy > Disabled > Save.

- To activate, lift the handset and dial *73 and enter the phone number to forward the calls to or you can also use the handset menu to activate this feature:
  DECT Handset: OK > Call Features > Call Forward > OK > Enabled (enter the number to forward calls to under Target) > Save.
  Other Handsets: Menu > Call Control > Call Forward Busy > No Answer > Enabled (enter the number to forward calls to) > Save.

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Call Forward Not Reachable

Call Forward Not Reachable forwards all incoming calls to a different phone number when the user handset is not accessible.

How do you use it?
By changing the user's settings in Frontier, your preference will then be applied to all future calls.

Default setting: Off

How to set using the 'Frontier' portal:
- 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.
- Click "Update" at the bottom of the screen to save the changes.

How to set using a handset:
- To de-activate the Call Forward "Not Reachable" feature, lift the handset and dial *95
- To activate, lift the handset and dial *94 and enter the phone number to forward the calls to

Call Waiting

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

How do you use it?
To use Call Waiting, you must already be on a call.

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

T42G 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 Handset: When a second call comes through, you will see incoming call on the LCD screen. Click on the incoming call and click "Answer" to speak to the second caller without hanging up the first caller (the first caller will be put on hold).
To resume the held call, click the hold call and click "Resume".

Default Setting: On

How to set in Frontier:
- Change the status next to Call Waiting to active by clicking on ⊃ or inactive by clicking on ⊂●
- Click "Update" at the bottom of the screen to save the changes.

How to override on handset:
To disable the call waiting, lift the handset and dial #43 or you can also use the handset menu to de-activate or activate this feature:

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

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

3-Way Conference Call

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

How do you use it?

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

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

Other Handsets: Press the "Conf" or "Conference" key on the phone, and then enter the number of the third party you wish to conference in. Once 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 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 bars certain types of calls (Mobile, International, and Long Distance) from being made from the user's phone.

Default Setting: Off

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

Anonymous Call Rejection

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

How do you use it?
By changing the user's settings in Frontier, your preference will then be applied to all future calls.

Default setting: Off

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

How to override on handset:
- To Activate the Anonymous Call Rejection feature, lift the handset and dial *77.
- To de-activate, lift the handset and dial *87.

Or you can also use the handset menu to activate or de-activate or activate this feature:
- DECT Handset: OK > Call Features > Anon. Call Rejection > OK > "Disabled" (to de-activate) or "Enabled" (to activate) > OK
  Other Handsets: Menu > Call Control > Anonymous Call Rejection > "Off" (to de-activate) or "On (to activate) > Save

Automatic Call Back

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

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

Default setting: Off

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

Do Not Disturb

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

How do you use it?
By changing the user's settings in Frontier, your preference will then be applied to all future calls.

Default setting: Off

How to set in Frontier:
- Change the status next to Do Not Disturb to active by clicking on ⬛ or inactive by clicking on 🔵
- Click "Update" at the bottom of the screen to save the changes.

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

Do Not Disturb Reminder

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

How do you use it?
By changing the user's settings in Frontier, your preference will then be applied for future calls

Default setting: Off

How to set in Frontier:
- Change the status next to Do Not Disturb Reminder to active by clicking ⬛ on or inactive by clicking on 🔵
- Click "Update" at the bottom of the screen to save the changes.

Remote Office

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

How do you use it?
By changing the user's settings in Frontier, your preference will then be applied to all future calls.

Default setting: Off

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

How to override on handset (Not available for DECT handsets):
- Menu > Call Control > Remote Office > "Off" (to de-activate) or "On" (to activate) > Save

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Standard Features

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

User Details

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

How do you use it?
By changing the settings in Frontier, the preference will then be applied to all future calls.

Default setting: Un-configured

How to configure in Frontier:

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

- **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 the user's Frontier user portal
Please retype new password	Retype the password you have just entered.

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Change Passcode	
Please enter Portal Passcode	Enter a new passcode for the user's voice portal.
Please retype new passcode	Retype your passcode you have just entered for the user's voice portal.

Notes:
- *** In above table indicates mandatory field and cannot be empty.**
  The specification for the User Password and Voice Portal Passcode are different. For
- **User Password, please refer to: User Password specification For Voice Portal**
  Passcode, please refer to: Voice Portal Passcode specification

- Once you have finished entering the user details, click "Update" to save the details you have just entered or modified for the user.

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

Handset

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

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

BizPhone User

Service U141888@bizphone.aapt.com.au (Connecting 0282878909 to vPBX 9004357)
BizPhone User (Standard Handset for JOHN MADDEN)

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

Handset Details
Device Name: U141888T42G01
Mac Address: 00-15-65-B0-17-0C

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

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

Simultaneous Ring

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

How do you use it?
By changing the settings in Frontier, the preference will then be applied to all future calls.

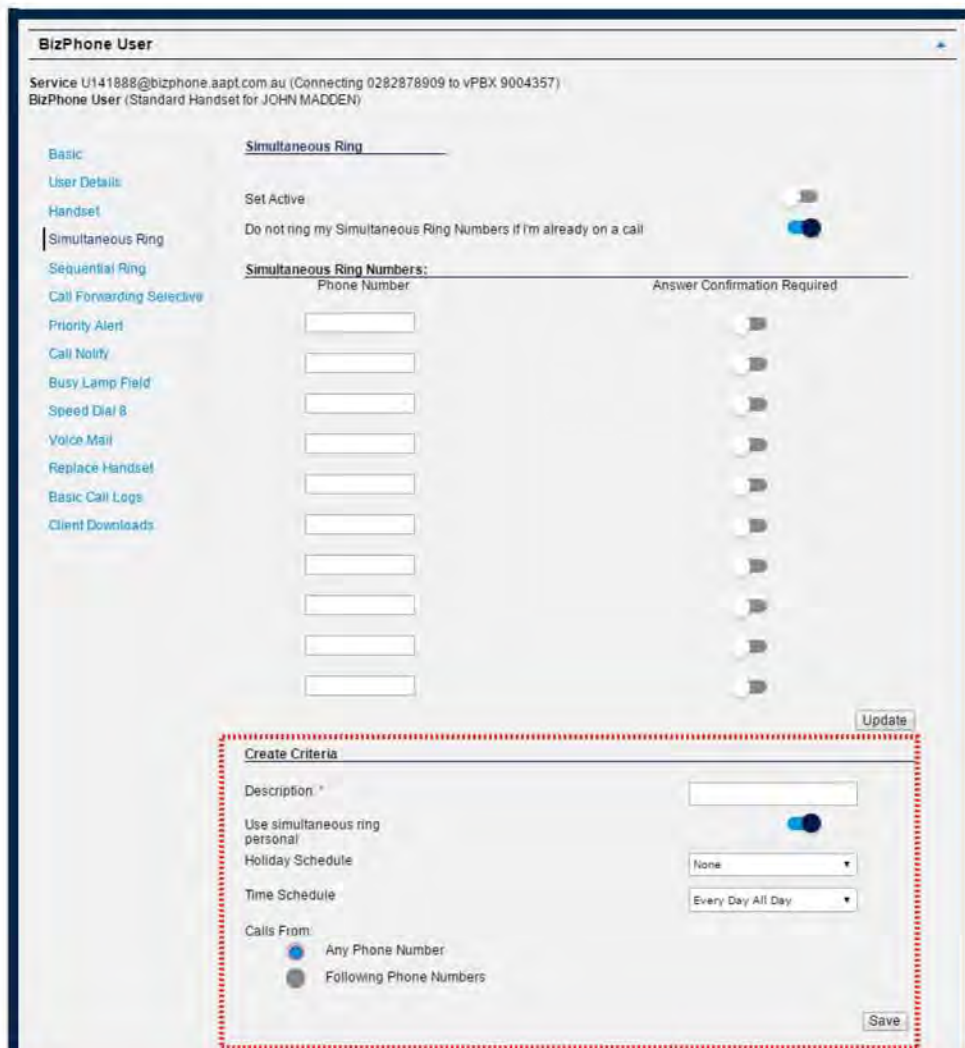**Default setting:** Un-configured

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

  The Simultaneous Ring is configured in 2 parts:
  1. Activate and configure Simultaneous Ring options (top part of the screen).
  2. Create criteria for the Simultaneous Ring (bottom part of the screen).

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

- **You need to set up "Schedules and Events" before you can enter a Create Criteria or you can use the default Time Schedule. To set up the Schedules and Events, please refer to Schedules and Events section in this document.**

- **Enter a Create Criteria for the user's Simultaneous Ring.**

Create Criteria for Simultaneous Ring	Description
Description*	Enter the description for the Simultaneous Ring criteria.
Use Simultaneous Ring Personal	Tick this option if you want to use the Simultaneous Ring Personal.
Holiday Schedule	(if applicable) Select the Holiday schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
Time Schedule	(if applicable) Select the Time schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
Calls From	You can specify if you want the phone to ring simultaneously when you receive call from: ● **Any Phone Numbers**, where the user's phone will ring simultaneously with the specified phone number(s) when they receive calls from any numbers. ● **Following Phone Numbers**, where the user's phone will ONLY ring simultaneously with the specified phone number(s) when they 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.

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 the user is already in a call.
Simultaneous Ring Numbers	
Phone Number	Enter the phone number(s) that you want to ring at the same time as the user's phone number for any incoming calls.
Answer Confirmation Required	Enable this option to prevent callers from being transferred to the specified phone's voicemail.

- Click "Update" to save the changes.

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

Sequential Ring

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

How do you use it?
By changing the settings in Frontier, the preference will then be applied to all future calls.

Default setting: Un-configured
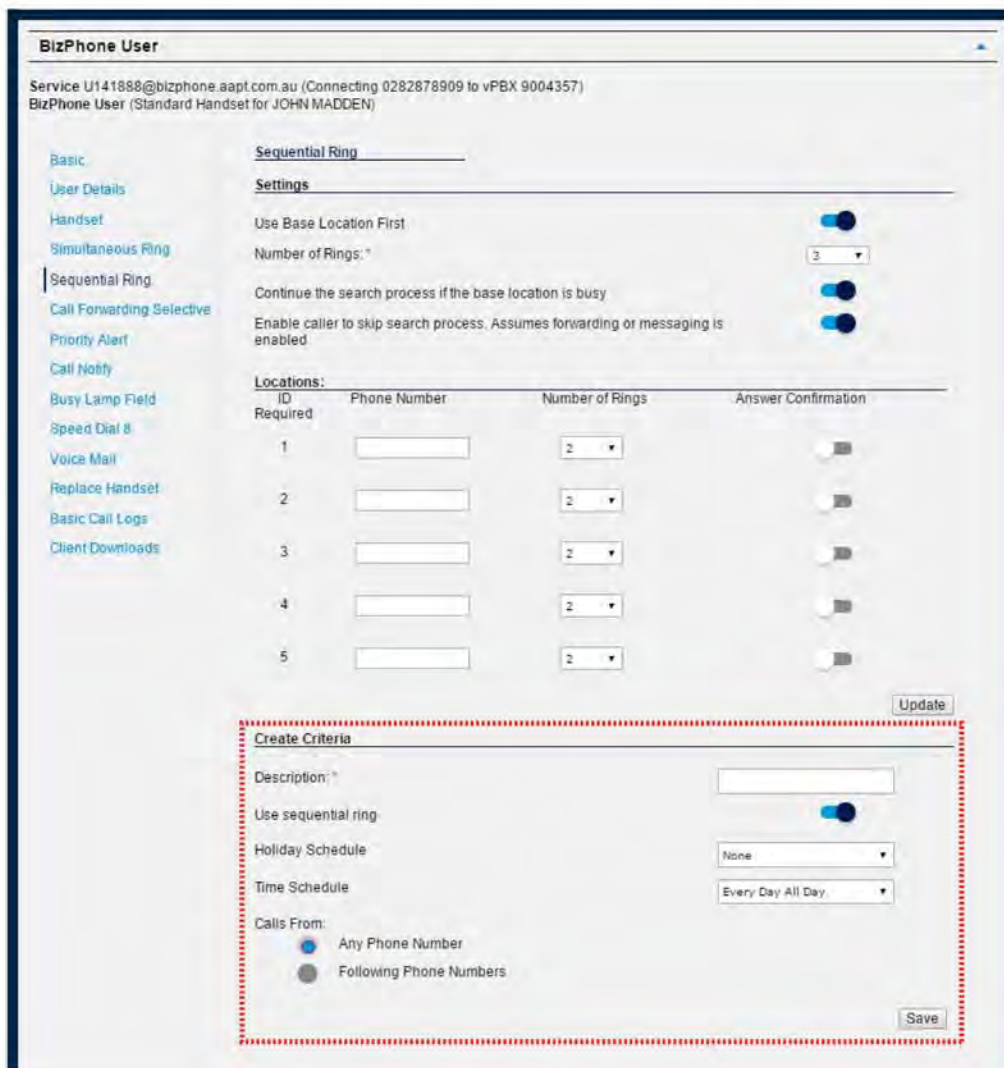
How to configure in Frontier:

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

  The Sequential Ring is configured in 2 parts:
  1. Activate and configure Sequential Ring options (top part of the screen).
  2. Create criteria for the Sequential Ring (bottom part of the screen).

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

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- You need to set up "Schedules and Events" before you can enter a Create Criteria or you can use the default Time Schedule. To set up the Schedules and Events, please refer to <u>Schedules and Events</u> section in this document.

- Enter a Create Criteria for the user's Sequential Ring.

Create Criteria for Sequential Ring	Description
Description*	Enter the description for the Sequential Ring criteria.
Use Sequential Ring Personal	Tick this option if you want to use the Sequential 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	You can specify if you want the phone to ring Sequentially when you receive call from: • **Any Phone Numbers**, where the user's phone will ring simultaneously with the specified phone number(s) when they receive calls from any numbers. • **Following Phone Numbers**, where the user's phone will ONLY ring simultaneously with the specified phone number(s) when they 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 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.

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

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

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

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

- Click "Update" to save the changes.

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

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Call Forwarding Selective

Call Forwarding Selective sends specific calls to another phone number.

How do you use it?
By changing the settings in Frontier, the preference will then be applied to all future calls.

Default setting: Un-configured

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

  The Call Forwarding Selective is configured in 2 parts:
  1. Activate and configure Call Forwarding Selective options (top part of the screen).
  2. Create criteria for the Call Forwarding Selective (bottom part of the screen).

  Notes:
  - **You need to enter a phone number for the "Default Forward To Number" field before you can set up a create criteria. The create criteria option will only appear once you have entered the "Default Forward To Number".**

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

- **You need to set up "Schedules and Events" before you can enter a Create Criteria or you can use the default Time Schedule. To set up the Schedules and Events, please refer to Schedules and Events section in this document.**

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

- 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	Select where you want to forward the call to. ● Default number: tick this option if you want to forward calls to the number you specified on the "Default Forward to Number" ● **Specified Number:** tick this option if you want to forward calls to a specified number and specify the phone number. ● **Do Not Forward:** tick this option if you do not want to call forward.
Forward From	Select what phone number you want to call forward from. ● **Any Phone Number:** tick this option if you want to forward calls from any phone number. ● **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.

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.

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

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

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

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

- Click "Update" to update the Call Forwarding Selective options.

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

Priority Alert

When Priority Alert is enabled, the user phone will ring with a distinctive ring allowing the user to know that the call s are from a specific person or group of people (specified in the create criteria).
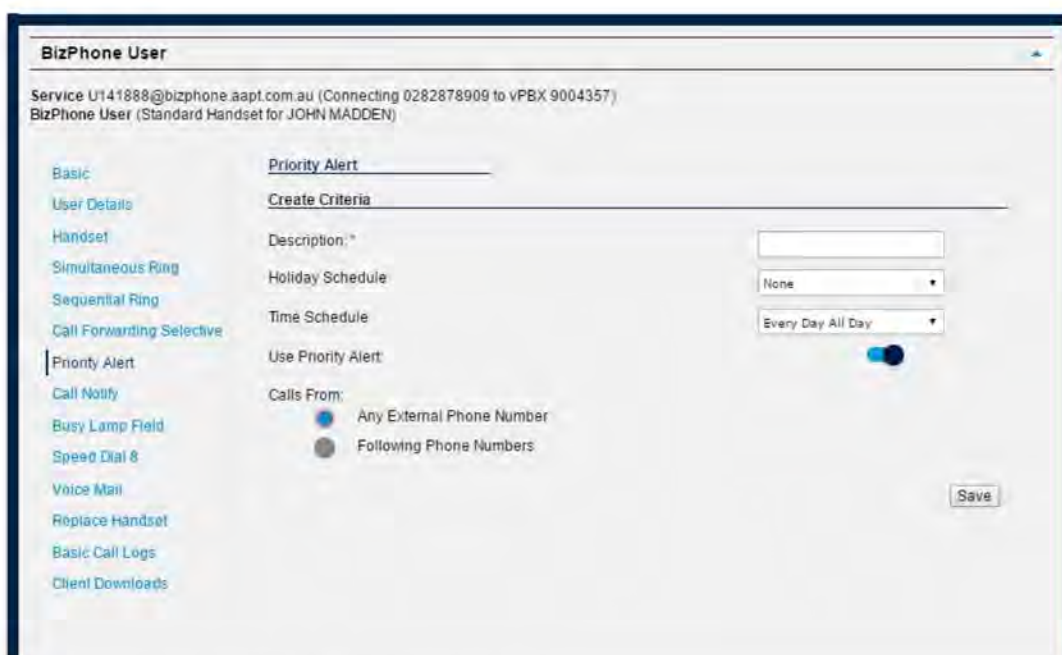
How do you use it?

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

Default setting: Un-configured

How to configure in Frontier:

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

- Select and Enter the Priority Alert Create Criteria.

Note: You need to set up "Schedules and Events" before you can enter a Create Criteria or you can use the default Time Schedule. To set up the Schedules and Events, please refer to Schedules and Events section in this document.

Priority Alert Create Criteria	Description
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 "**Any External Phone Number**" if you wish to enable the Priority alert for any calls from external phone or select "**Following Phone Numbers**" 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.

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

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

Call Notify

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

How do you use it?

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

Default setting: Un-configured

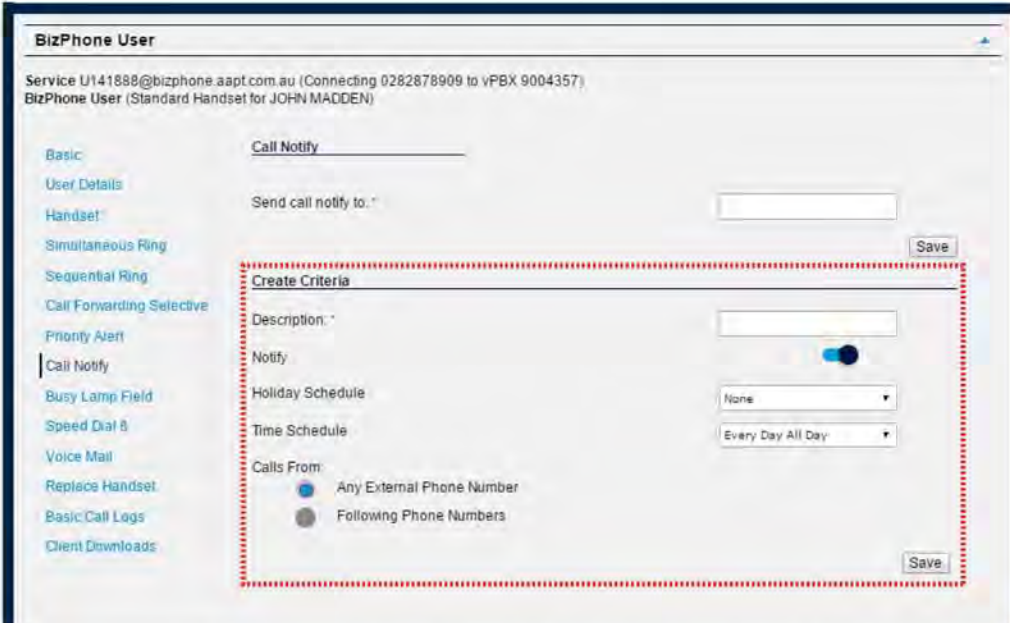**How to configure in Frontier:**

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

  The Call Notify is configured in 2 parts:
  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).

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

- **You need to set up "Schedules and Events" before you can enter a Create Criteria or you can use the default Time Schedule. To set up the Schedules and Events, please refer to Schedules and Events section in this document.**

- Enter a Create Criteria for your Call Notify.

Call Notify Create Criteria	Description
Description*	Enter the description for the Call Notify.
Notify	Enable this option to activate the Call Notify.
Holiday 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.

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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.

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

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

- Click "Save" to save the email address entered.

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

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Busy Lamp Field

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

Notes:
- **The Busy Lamp Field feature is not available on the Cordless and Conference handsets. It is only available on the T42G and T48G handsets.**
- **The user will only be able to monitor up to 50 users.**

How do you use it?
By changing the settings in Frontier, the preference will then be applied to all future calls.

The user will be able to monitor the status of the users if 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 Busy Lamp Field, go to the users section under BizPhone Admin (bottom part of the main page), click on the ☑ icon for each user that you wish to configure and when the BizPhone user page appears, click on "Busy Lamp Field" menu on the left.
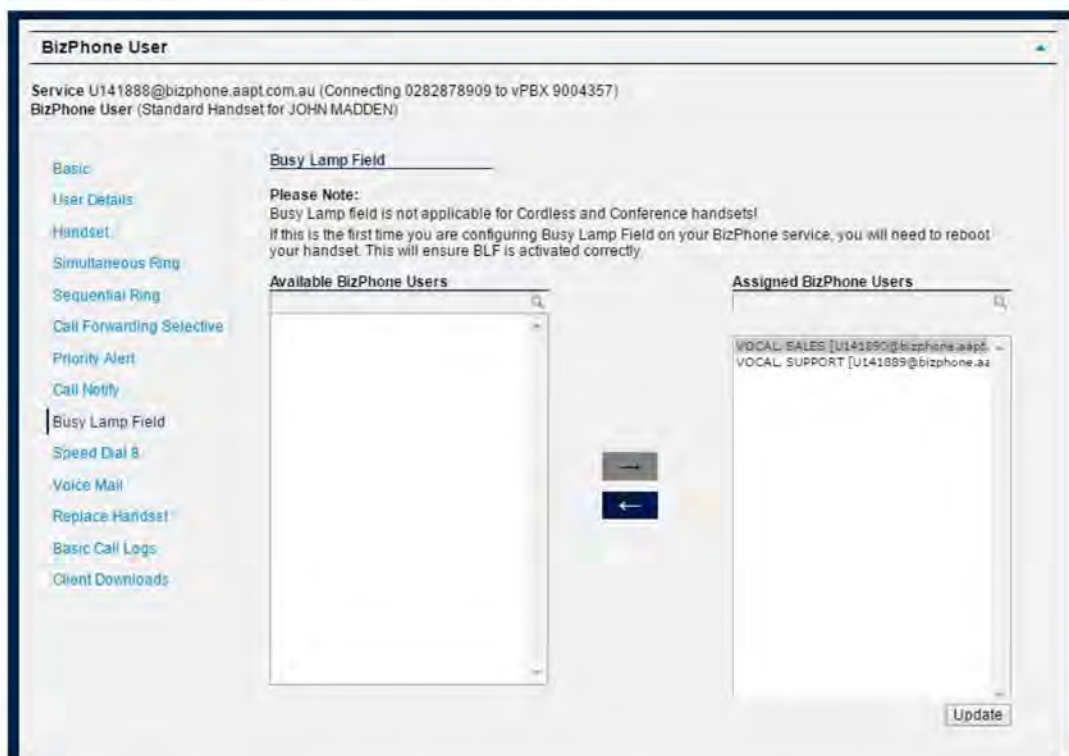
- You can add the available users to the assigned users group by highlighting the user that they want to monitor from the "Available users" and click the →︎ button. The selected user should now appear in the "Assigned users" list. Repeat the same steps if you wish to add more users to the list.

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

- Click "Update" to save the changes.

- If this is the first time the Busy Lamp Field is configured for the user, you will need to reboot the user's handset to get the Busy Lamp Field to work on their handset.

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

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Speed Dial 8

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

How do you use it?

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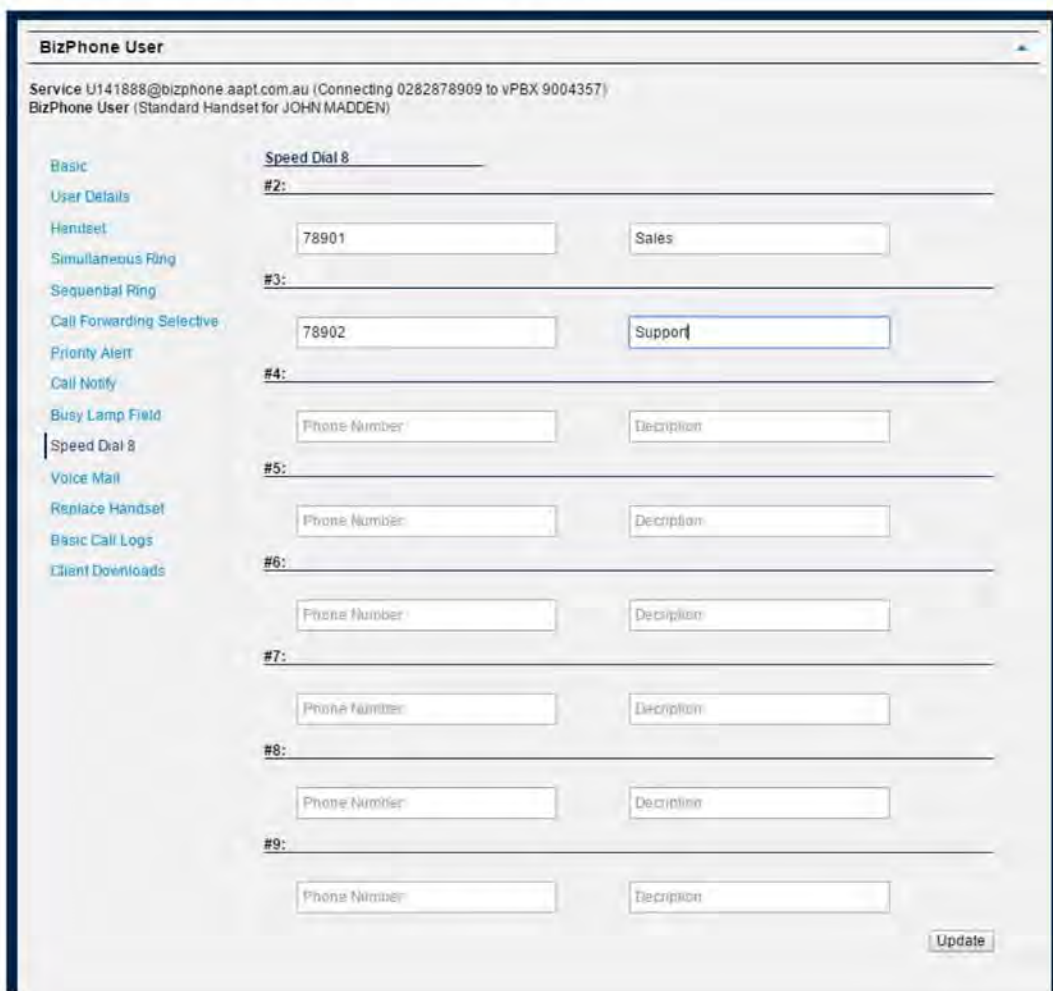
Default setting: Un-configured

How to configure in Frontier

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

- 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.

- Click "Update" to save the changes.

How to set on Handsets:

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

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

Voice Mail

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

Configuring Voice Mail settings via Frontier

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

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

- Select and Enter the Voice mail settings.

Voice Mail Settings	Description
Enable voice mail to be used with the voice portal	Enable this option to enable the user to access their voice mail via the voice portal.
Enable voice mail to be forwarded as email	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 their voice mail on.

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

- Click "Update" to save the changes.

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

Accessing your Voice Mail

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

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

To access your Voice Mail via an external number:
- Dial one of the following Voice Portal Numbers.

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

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

  Note: Your Mailbox ID is your BizPhone Number.

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

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

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

Voice Mail Greetings

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

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

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

No Answer Greetings

No Answer Greetings are the greetings that callers will hear if you do not answer 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 are the greetings that callers will hear if you plan to be away from your desk for an extended amount of time. You are required to activate and deactivate this greetings manually.

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

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

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

Replace Handsets

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

How do you use it?

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

How to configure in Frontier:

- To access Replace Handsets, go to the users section under BizPhone Admin (bottom part of the main page), ☑ click on the icon for each user that you wish to configure and when the BizPhone user page appears, click on "Replace Handsets" menu on the left.
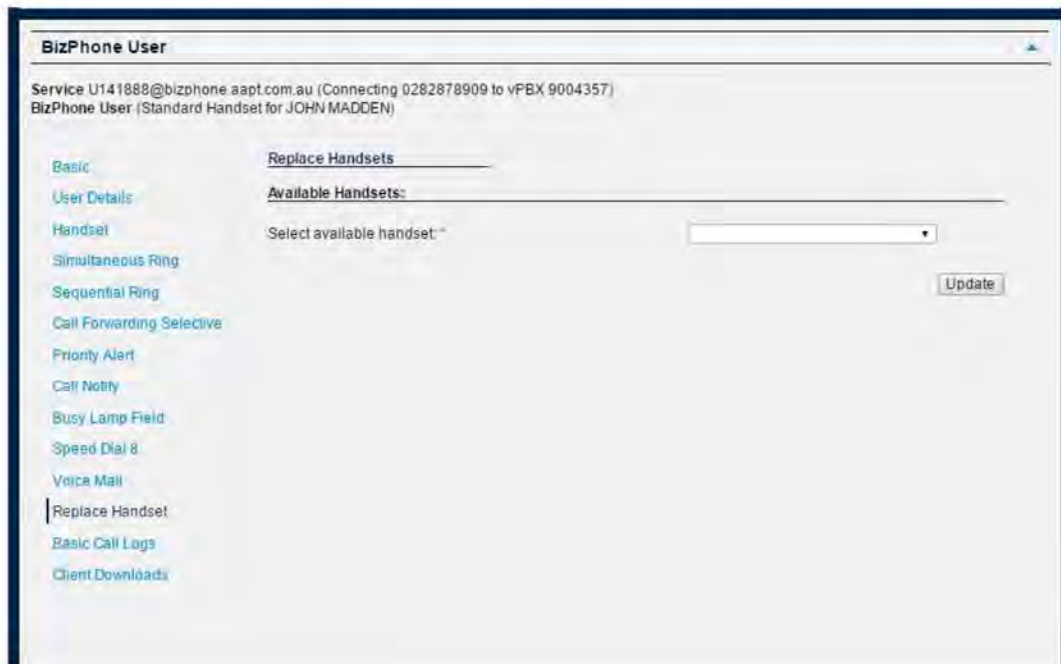
- Select the MAC Address of the new handset from the drop down list next to "Select available handset".

- Click "Update" to assign the MAC Address to the user.

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

Note: Once you replace your existing handset with a new or replacement handset, the details on the Handset section should be updated with the new or replacement handsets details.

Basic Call Logs

Basic Call Logs allows the admin to view the user's calls history.

How to access Basic Call Logs in Frontier:

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

There are 3 types of Basic Call Logs that the user can view: Placed, Received, and Missed. 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).

BizPhone User

Service U141888@bizphone.aapt.com.au (Connecting 0282878909 to vPBX 9004357)
BizPhone User (Standard Handset for JOHN MADDEN)

Basic

User Details

Handset

Simultaneous Ring

Sequential Ring

Call Forwarding Selective

Priority Alert

Call Notify

Busy Lamp Field

Speed Dial 8

Voice Mail

Replace Handset

Basic Call Logs

Client Downloads

Basic Call Logs

Placed | Received | Missed

Name	Phone Number	Date Time
Unavailable	0882282999	28/10/2016 11:41:00 AM
SALES VOCAL	78901	21/10/2016 10:33:51 AM
SALES VOCAL	78901	20/10/2016 7:23:25 PM
Unavailable	0733600695	20/10/2016 5:01:13 PM
SALES VOCAL	78901	19/10/2016 11:05:45 AM
SALES VOCAL	78901	19/10/2016 10:18:24 AM
SALES VOCAL	78901	18/10/2016 4:43:25 PM
SALES VOCAL	78901	18/10/2016 1:14:09 PM
SUPPORT VOCAL	78902	18/10/2016 11:25:47 AM
SALES VOCAL	78901	17/10/2016 10:50:46 AM
SALES VOCAL	78901	17/10/2016 10:38:00 AM
SUPPORT VOCAL	78902	15/10/2016 11:09:26 AM
SUPPORT VOCAL	78902	15/10/2016 11:03:12 AM
SALES VOCAL	78901	14/10/2016 6:30:03 PM
SALES VOCAL	78901	14/10/2016 1:50:28 PM
SALES VOCAL	78901	13/10/2016 5:08:50 PM
SALES VOCAL	78901	13/10/2016 2:58:03 PM
SALES VOCAL	78901	13/10/2016 1:48:58 PM
SALES VOCAL	78901	13/10/2016 10:33:14 AM

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

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Client Downloads

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

Note: The link to the Apps are only available if you have purchased these Add Ons for the users.

How to access Client Downloads in Frontier:

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

    How to download the Mobile App:

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


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

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How to download the Desktop App:

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


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

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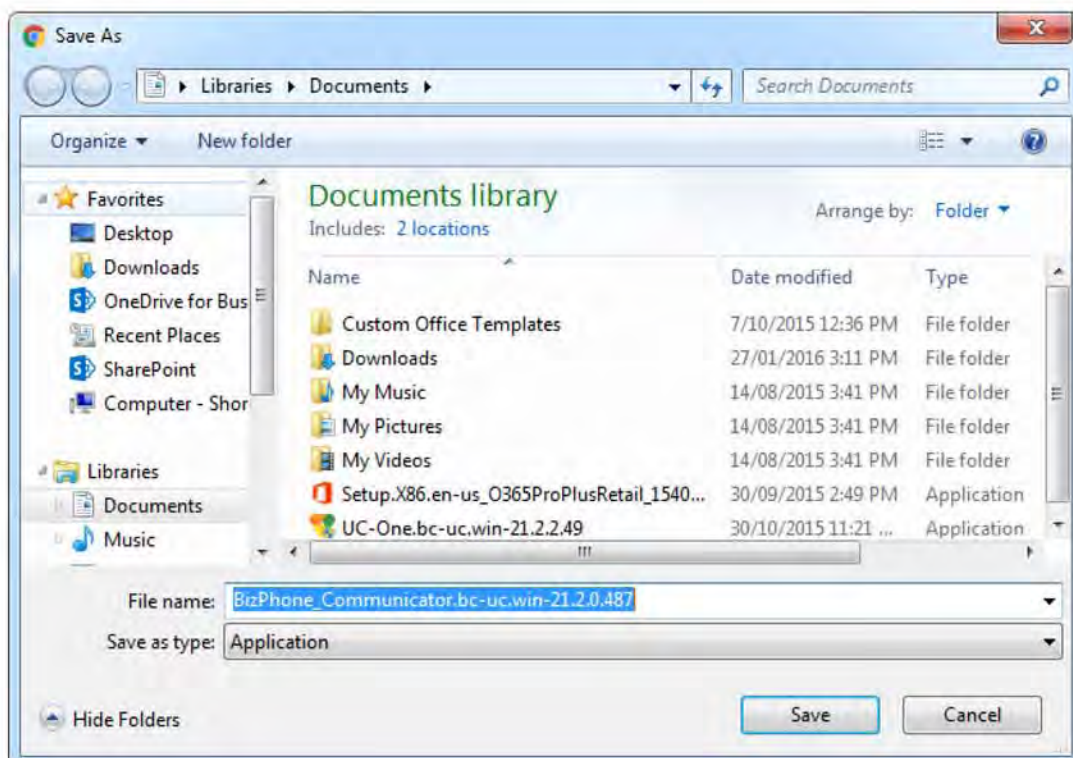
How to access the Receptionist App:

Receptionist App is a web-based Application and can be accessed by clicking the ![icon] icon, where a new tab will be open up on the same browser. Enter the User ID and Password you have been given on your Service Completion Advice to access the Receptionist App.
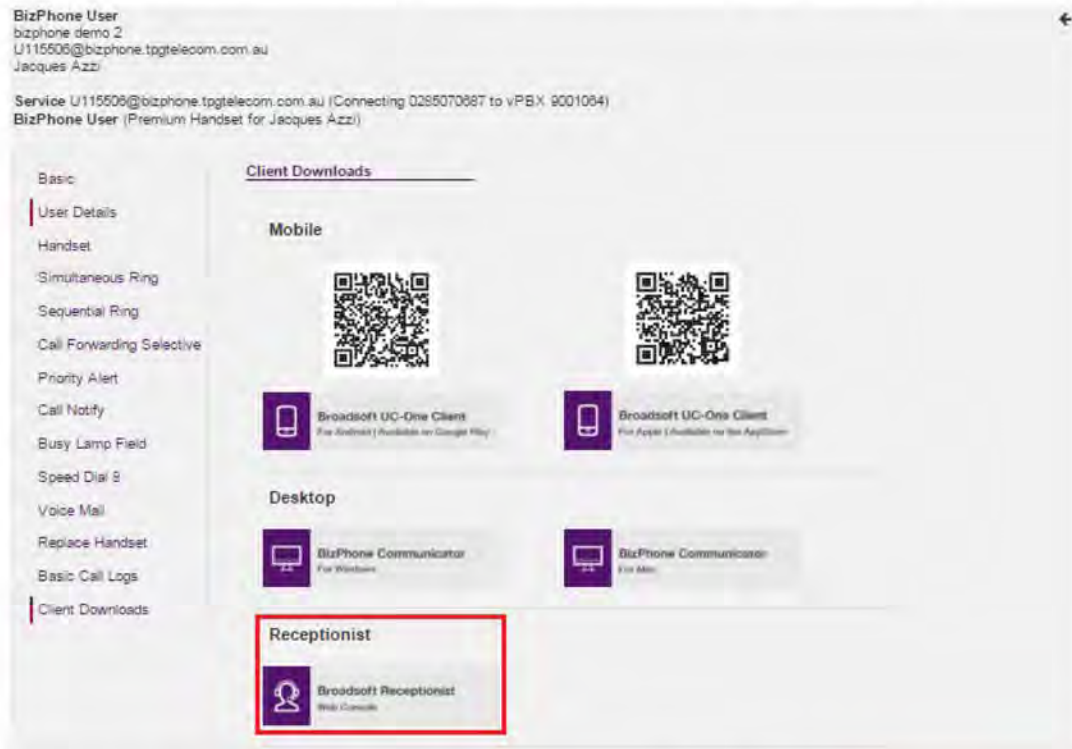
For details on how to use the BizPhone Receptionist App, please refer to BizPhone Receptionist App section on this document.

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

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