



# Cloud Unified Communication Platform **User Guide**

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## Introduction

Welcome to the ITS Cloud Unified Communications Platform User Guide. Your new Cloud Unified Communications Platform combines the best in traditional phone system features with modern Internet Protocol (IP) capabilities as well as communication features like Instant Messaging, Conference Calling and Voicemail to Email features, bringing you the latest technology to enhance and enable seamless communication.

In this guide you will learn how to perform many common tasks on your phone as well as through the web portal.

Your new phones have a number of buttons that are labeled on the phone. They also have softkeys. Softkeys are buttons with functionality that changes based on how you are using your phone.



## Using your Desk Phone

In this section we will cover the following topics:

- Making Calls
- Receiving Calls
- Voicemail Messaging
- Handling Calls

While there are many different models of desk phones, they largely all work the same way. In this section you will learn how to use the common functions on your phone.



### Making Calls

Making a call with your phone does not require you to dial a leading 9 and you can now dial on-hook or off hook.

1. To Dial on-hook
  - a. Dial the phone number
  - b. Pick up the handset, headset, or push the speaker button
2. To Dial off-hook
  - a. Pick up the handset, headset or push the speaker button
  - b. Dial the number
  - c. There may be a short delay when making calls this way, to eliminate the delay, push the Send button.

Calls to the US and Canada are all dialed using 10 or 11 digits.

## Making International Calls

By default international calling may not be allowed. If your international call doesn't go through, contact your system administrator.

Typically international calls are disallowed to prevent fraud.

1. To Dial an International number
  - a. Dial the international call code 011
  - b. Dial the country code
  - c. Dial the local number

## Extension Dialing

Extensions on your system can be dialed using their three or four digit extension or, if configured, by pressing the button on your phone corresponding to the desired extension.

## Using the Intercom

VoIP phones provide an intercom feature that allows you to instantly connect to other phones within your office. Intercom functionality is ideal for announcing visitors or asking a quick questions.

When one phone intercoms another extension, it does not ring the other phone, instead the other phone will beep and then its microphone and speaker turn on.

### To place an Intercom Call

- a. Dial 08 then the extension. For example to intercom extension 100, dial 08100

## Receiving Calls

When a call comes in, you can answer it via the handset, a head set or by pushing the **Speaker** button.

### To answer a call using the Handset

- a. When the phone rings, lift the handset off-hook.

### To answer a call using a Headset

- b. In most cases you'll press the button on the headset or press the headset button on the phone, but the process could vary depending on the model of headset and how it is connected.

- To answer a call using the Speakerphone
- c. Press the **Speaker** button.

## Voicemail

Voicemail with your new system is accessible from your phone, the web portal and your email (once you have set it up to go to your email). When you have a new voicemail, your phone should have a red light indicator and **Message** button will be lit. Note that voicemail messages are stored in the system for 30-days. After 30-days, they are automatically deleted. If you would like to keep a voicemail, you can download it to your computer using the download feature in the portal (see page 18).



### To accessing Voicemail

- a. Press the **Message** button on your phone to access your voicemail box or dial 5001 if your phone doesn't have a message button.
- b. If you have access to multiple voicemail boxes, a list of mailboxes may be presented. Select the mailbox you want to access.
- c. When prompted, enter your voicemail PIN and then press the # key.

### To access another person's mailbox

- d. Dial 5000
- e. When prompted, enter the other person's extension number
- f. Enter the voicemail PIN of the other person's mailbox followed by the # key

## Voicemail Set-up

The first time you log into your mailbox you will be walked through the following:

1. Recording your name for the directory
2. Recording your personal greeting

The name recording is for the dial by name directory so that when someone enters the first three letters of your last name, it will playback your name recording allowing the caller to then be routed to your extension.

The greeting plays when your mailbox is reached. It is very important to record a custom message as many callers won't leave a message in a mailbox with a generic greeting.

## Alternate Greetings

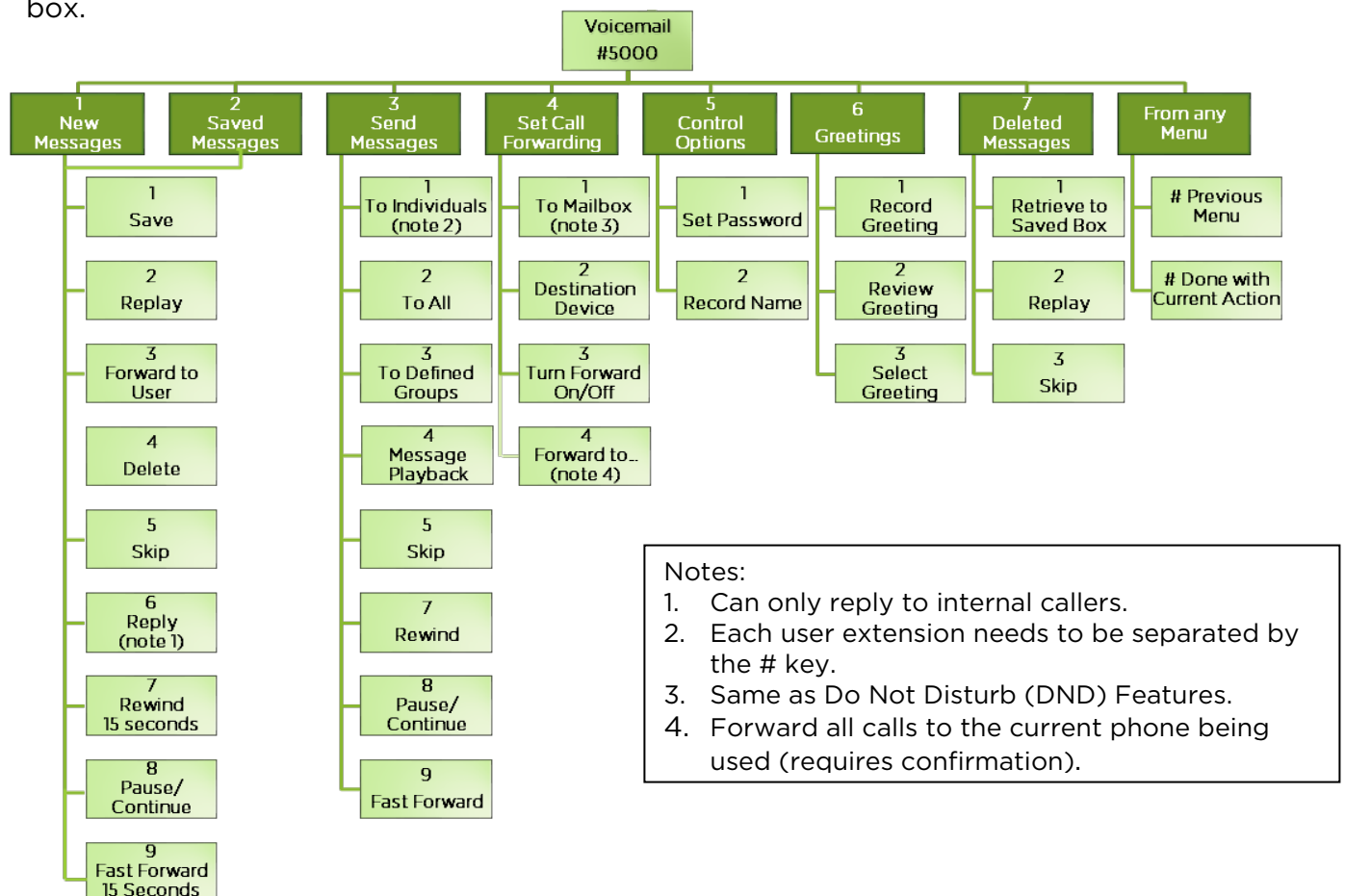
Your mailbox supports multiple greetings for different scenarios like business trips, vacations and holidays.

### To Record an Alternate Greeting

- Once you are logged in your mailbox, press 6 for greetings and then press 1 to record an alternate greeting.
- When prompted for the greeting number, press 2 for your next alternate greeting (#1 is your default greeting).
- After your recording is completed, select the active greeting by selecting option 3 in the greetings menu.

## Voicemail Tree

Below is the voicemail tree that show visually how you can navigate your voicemail box.





## Handling Calls

The UC Platform features various ways to move calls around, including attended transfer, unattended (or blind) transfers, voicemail transfer, call park and more. In this section, references to BLFs are the one-touch buttons to extensions common at front desk phones.

### Attended Transfer

Attended transfer allows you to speak to the person you are transferring the call to prior to completing the transfer and automatically places the caller on hold.

#### To perform an attended transfer

- a. Press the **Trans** softkey on your phone
- b. Dial the recipient's extension or press their BLF.
- c. Once the call is picked up, speak to the recipient, and then either press the **Trans** softkey again to complete the transfer or press the **Cancel** softkey to take the call back.

### Blind Transfer

Blind transfer allows the transfer of the call directly to the recipient.

#### To perform a blind transfer

- a. Press the **Trans** softkey on your phone
- b. Dial the recipient's extension
- c. Press the **Trans** softkey again to complete the transfer

### Transfers to External Numbers

A transfer can also go to an external number such as a cell phone. Follow the transfer directions for Attended Transfer or Blind Transfer above, but rather than dialing an extension, dial a 10 digit phone number.

### Voicemail Transfer

Voicemail transfer goes straight to the recipient's voicemail box without ringing the recipient's phone.

#### To perform a voicemail transfer

- a. Press the **Trans** softkey on your phone
- b. Dial 03, then the recipient's extension
- c. Press the **Trans** softkey again to complete the transfer

## Call Park and Hold

On your phone system, hold is a local function. This means a call held on your phone cannot be picked up at another station. Call Park however is a system-wide function, allowing a call that is parked on one phone to be picked up by any other phone in the system.

### To place a call on hold

- a. Press the **Hold** softkey while on a call.
- b. To pick the call back up press the **Resume** softkey.

### To park a call

- c. When on a call, press the **Park** softkey.
- d. The system will state “the call is parked at 7xx”.
- e. Hang up.
- f. You can now announce via intercom or a separate paging system that “a call for XYZ is parked on 7xx”.
- g. To retrieve the parked call, dial 7xx where xx is the number stated by the system.

## Directed Call Pickup

Directed call pickup allows you to answer a call that is ringing on another phone.

### To perform directed call pickup

- a. Dial 07 then the extension. For example if ext. 111 is ringing, dial 07 then 111 to pick up that call.
- b. Phones with BLFs to the ringing station can also press the corresponding BLF.

## 3-Way Conference

Three way conferencing allows you to add a third participant to a call.

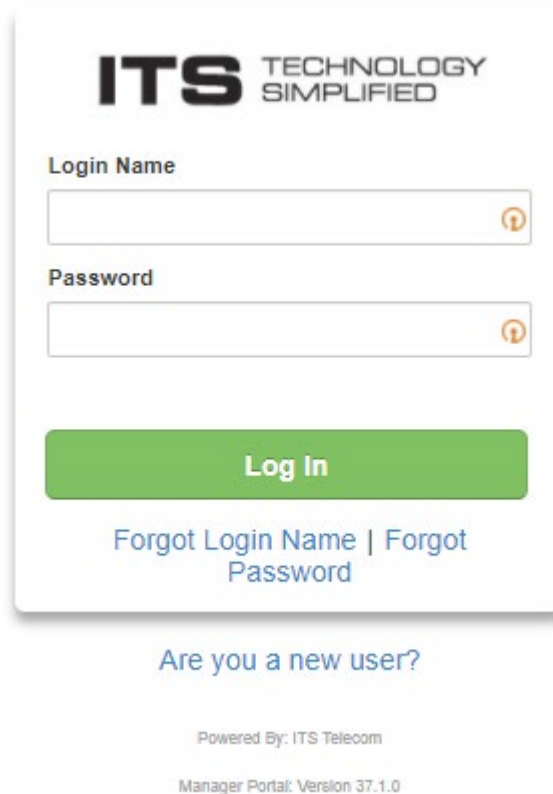
### To make a 3-Way Conference

- a. Dial the first number you want to conference with or answer the incoming call.
- b. Once connected, press the **Conf** softkey.
- c. Dial the second number you want to conference in.
- d. When the second call is answered, press the **Conf** softkey again and all three calls will be connected.
- e. To end the call, hang up the handset.

## ITS Cloud Unified Communications (UC) Web Portal

Using the Portal is an alternate way to set up how your calls are handled.

To login to the portal, visit <https://voice.itstelecom.com>



The screenshot shows the login page for the ITS Cloud Unified Communications (UC) Web Portal. At the top, the ITS logo is displayed with the tagline "TECHNOLOGY SIMPLIFIED". Below the logo, there are two input fields: "Login Name" and "Password". Each field has a small orange icon with a lowercase 'i' to its right. A green "Log In" button is positioned below the password field. Underneath the button, there are links for "Forgot Login Name" and "Forgot Password". At the bottom of the login area, there is a link that says "Are you a new user?". Below the login area, it states "Powered By: ITS Telecom" and "Manager Portal: Version 37.1.0".

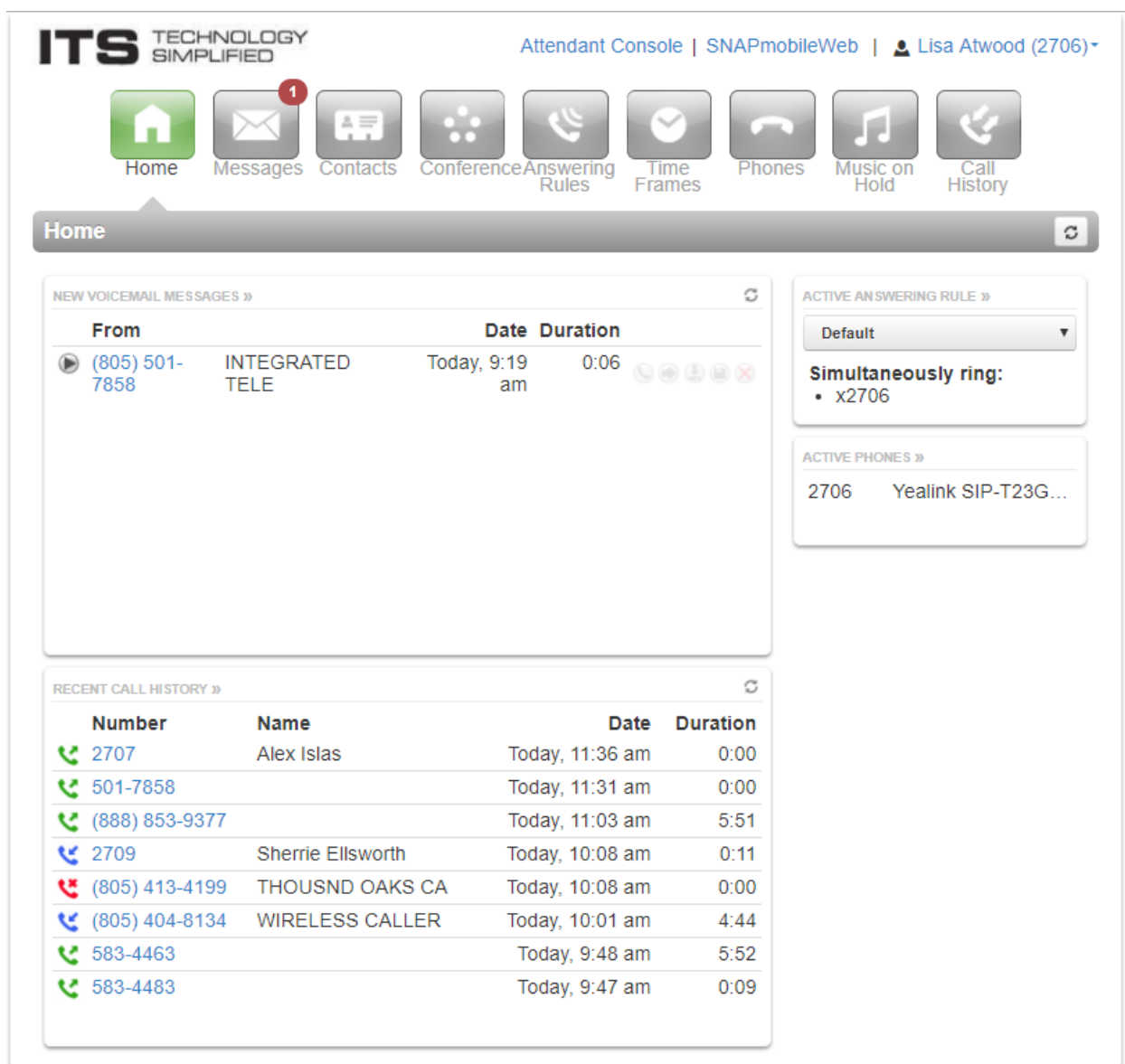
You can write your login name and password here for future reference.


Login Name: \_\_\_\_\_

Password: \_\_\_\_\_

## Portal Home Screen

Once you have logged in, the Home screen will be displayed. The Home screen shows a summary of your call activity (call history, messages, active rules, devices, etc.). To navigate through the portal, simply click on the buttons across the top.




**ITS TECHNOLOGY SIMPLIFIED** Attendant Console | SNAPmobileWeb |  Lisa Atwood (2706)

Home Messages Contacts Conference Answering Rules Time Frames Phones Music on Hold Call History

**Home**

**NEW VOICEMAIL MESSAGES »**

From	Date	Duration
 (805) 501-7858 INTEGRATED TELE	Today, 9:19 am	0:06

**ACTIVE ANSWERING RULE »**

Default









**Simultaneously ring:**

- x2706

**ACTIVE PHONES »**

2706 Yealink SIP-T23G...

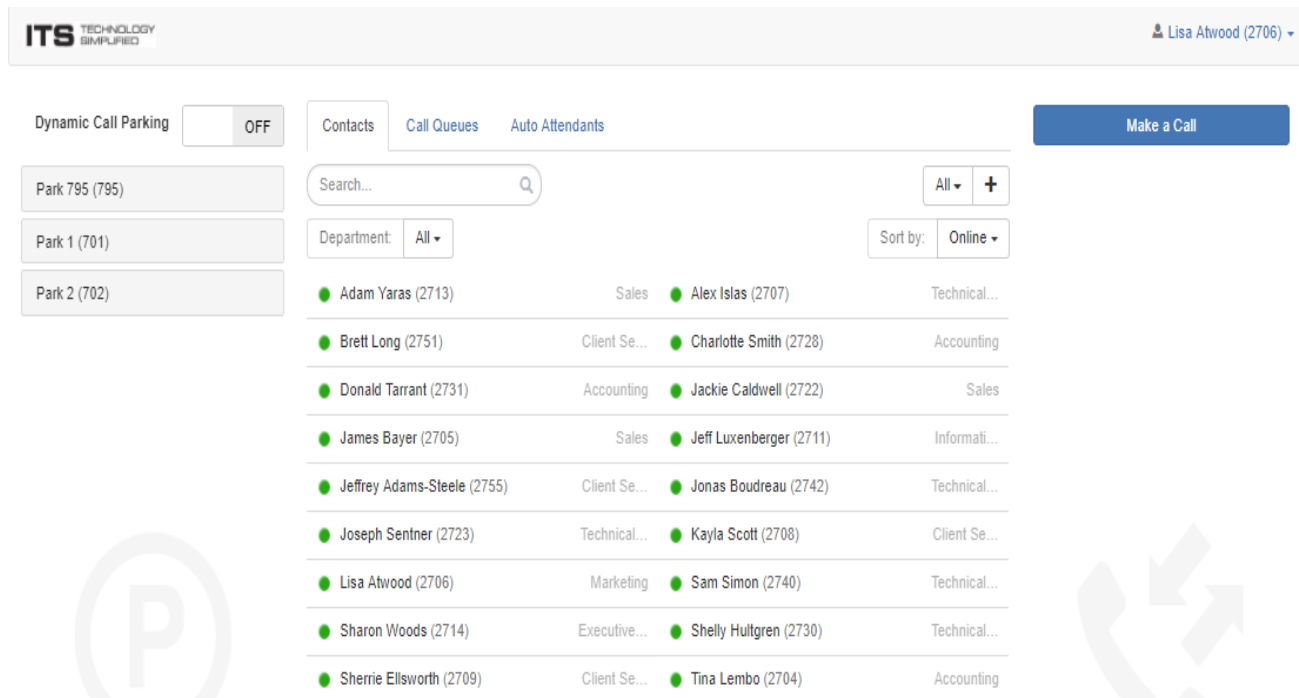
**RECENT CALL HISTORY »**

Number	Name	Date	Duration
 2707	Alex Islas	Today, 11:36 am	0:00
 501-7858		Today, 11:31 am	0:00
 (888) 853-9377		Today, 11:03 am	5:51
 2709	Sherrie Ellsworth	Today, 10:08 am	0:11
 (805) 413-4199	THOUSND OAKS CA	Today, 10:08 am	0:00
 (805) 404-8134	WIRELESS CALLER	Today, 10:01 am	4:44
 583-4463		Today, 9:48 am	5:52
 583-4483		Today, 9:47 am	0:09

## Attendant Console

The Attendant Console gives you visibility of calls and a more intuitive way to handle them all from your PC. This is very useful for receptionists and administrative personnel who are responsible for handling calls for others. The Attendant Console allows you to easily identify if someone is available to take a call.

- Green indicates they are available
- Red indicates they are on a call
- Grey indicates they are not logged into the system
- A Green dot with a blue mark in it indicates an incoming call.



The screenshot shows the ITS Attendant Console interface. At the top, there's a header with the ITS logo and a user profile for Lisa Atwood (2706). Below the header, there's a navigation bar with tabs for 'Contacts', 'Call Queues', and 'Auto Attendants'. A 'Dynamic Call Parking' toggle is set to 'OFF'. On the left, there are three buttons for 'Park 795 (795)', 'Park 1 (701)', and 'Park 2 (702)'. The main area features a search bar, a 'Department' dropdown set to 'All', and a 'Sort by' dropdown set to 'Online'. A table lists 16 contacts with their names, extensions, and departments. Each contact has a green dot indicating they are available. A 'Make a Call' button is located in the top right corner.

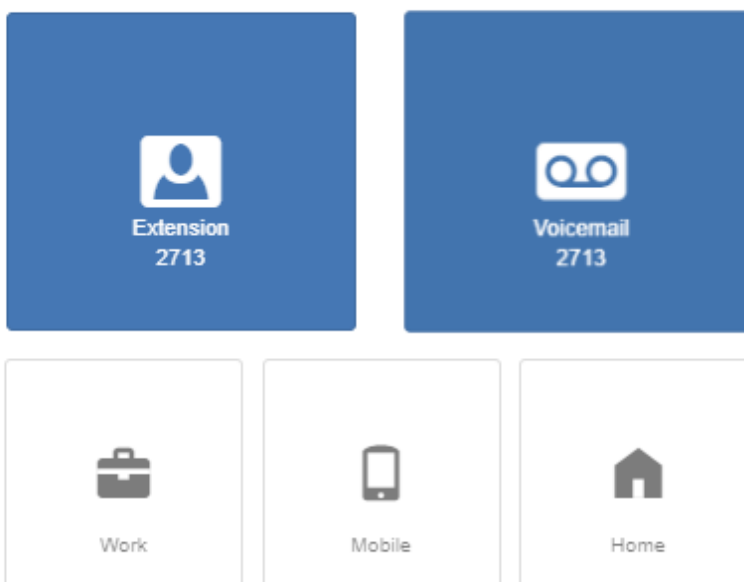
Name	Extension	Department
Adam Yaras	(2713)	Sales
Alex Islas	(2707)	Technical...
Brett Long	(2751)	Client Se...
Charlotte Smith	(2728)	Accounting
Donald Tarrant	(2731)	Accounting
Jackie Caldwell	(2722)	Sales
James Bayer	(2705)	Sales
Jeff Luxenberger	(2711)	Informati...
Jeffrey Adams-Steele	(2755)	Client Se...
Jonas Boudreau	(2742)	Technical...
Joseph Sentner	(2723)	Technical...
Kayla Scott	(2708)	Client Se...
Lisa Atwood	(2706)	Marketing
Sam Simon	(2740)	Technical...
Sharon Woods	(2714)	Executive...
Shelly Hultgren	(2730)	Technical...
Sherrie Ellsworth	(2709)	Client Se...
Tina Lembo	(2704)	Accounting

The Attendant Console also allows you to dial someone right from the Console.

### To make a call to a Contact from the Attendant Console

- Click on the name of the person you want to call.
- When the Call window pops up you have the option of selecting their extension or voicemail. If you have their detailed contact information, you also have the option of calling them at another work number, on their mobile device or at home.
- Once you select the number you want to call them at, click the number and your phone will ring.
- When the handset is picked up the call will go through.

Call Adam Yaras (2713)

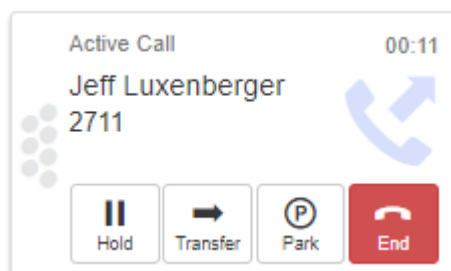


Cancel

### Call Handling from the Attendant Console

While logged into the Attendant Console and on an active call the information about the call will be displayed and on your screen you will have the option of:

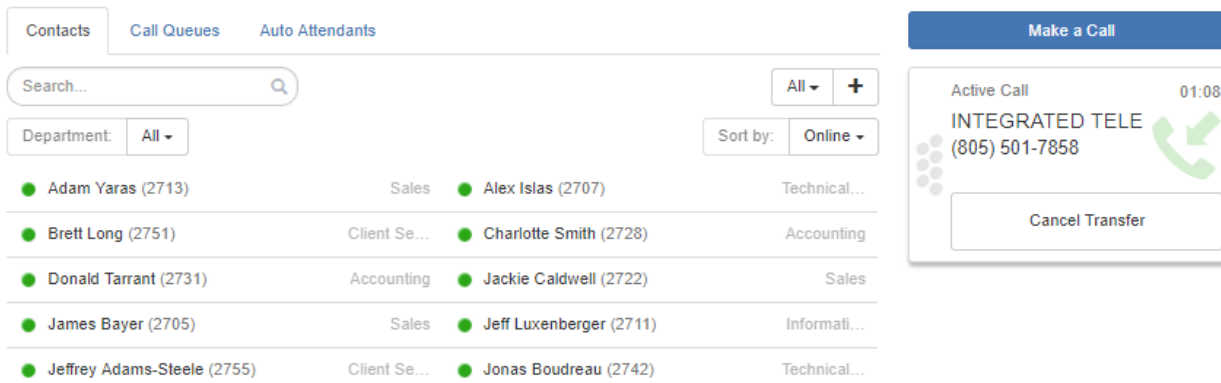
- Putting the call on hold.
- Transferring the call.
- Parking the call.
- Ending the call.



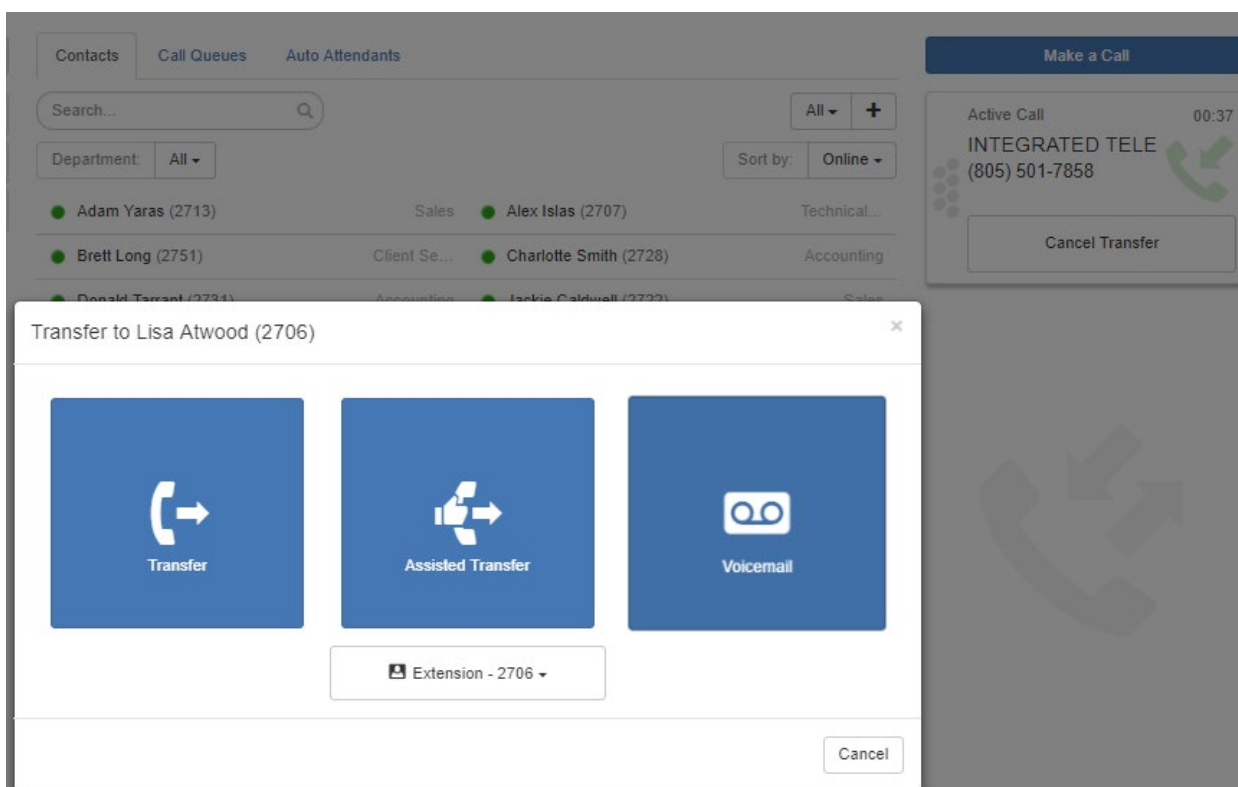
### To Transfer a call with the Auto Attendant

- Click the Transfer button

- b. A new window will open allowing you to select the person you would like to transfer the call to



- c. Click on the name of the person to transfer the call to  
d. Another window will open allowing you to select the type of transfer you would like to do:



- i. Transfer immediately transfers the call from your number and releases it.
- ii. Assisted Transfer allow you to announce the caller.
- iii. Voicemail allows you to transfer the caller directly to the person's voicemail box.
- iv. You also have the option to choose another extension or cancel.

### Make a call to any number from the Attendant Console

- Select the Make Call button on the top right.
- When the dial pad opens, dial the number you want to call.
- Click the call button.
- Your phone will ring and when you pick it up the call will go through.

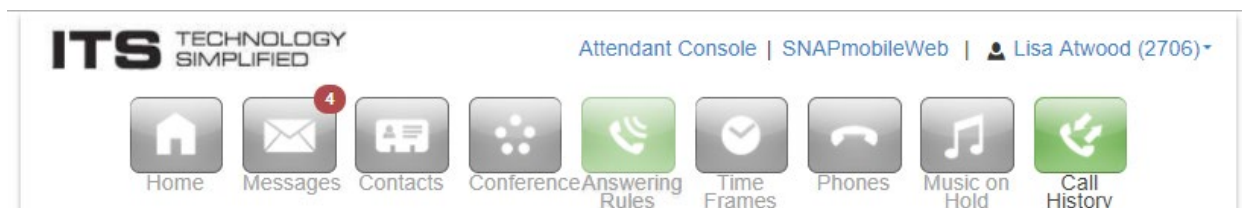
Make a Call

Call

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0	#

### User Profile

At the top right of the window, you will see your name and extension.



If you click your name, then select Profile, your user profile screen will open up. Here you have the ability to:

- Change the name displayed.
- Change your time zone.
- Determine if your name is announced in the audio directory.
- Determine if your name it appears in the directory.

You can also view the caller ID information that callers will see when you call them from your extension. **NOTE:** You cannot change this information as it is maintained by the system administrator.



### To set up email address for voicemails to be sent

- Enter your email in the email field.
- If you would like voicemails to be sent to another email address click the plus button on the right and then enter an additional email address.
- Click Save.

### To change your portal password

- Enter a new password in both of the new password fields and then enter your existing password in the current password field.
- Click Save.

### To change your voicemail PIN

- In the New PIN field enter your new Pin.
- Click Save.

The Voicemail Pin is the number you use to access your voicemail box from your phone.

Profile

First Name

Lisa

Last Name

Atwood

Timezone

US/Pacific

Directory Options

☒ Announce in Audio Directory  
☒ List in Directory

Caller ID Information

Area Code

805

Caller ID

8055207020

You cannot edit your Caller ID

911 Caller ID

8055207020

You cannot edit your 911 Caller ID

Change Account Security

Email Address(es)

latwood@itstelecom.com

New Password

Confirm New Password

Minimum length of 8 characters, minimum of 1 capital letter(s), minimum of 1 number(s).

Current Password

Your current password is required to update your email address or security information.

Change Voicemail PIN

New PIN

----

Minimum length of 4 characters.

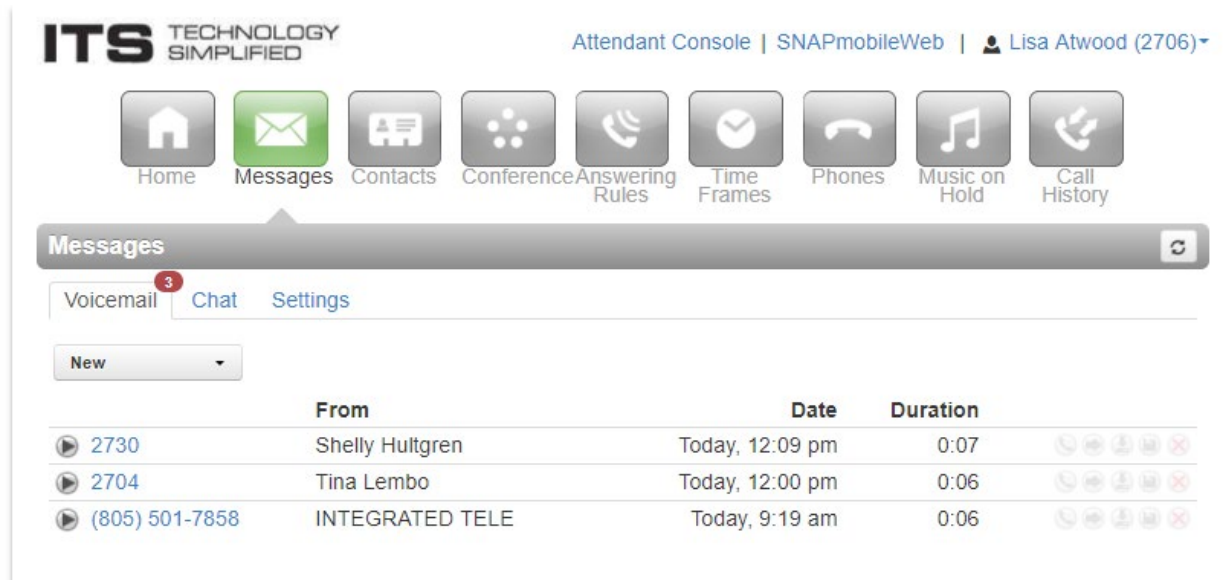
Cancel

Save







**Please note: It is important to establish unique passwords and PINS. As with everything that is accessible through the internet, secure passwords and PINS that are not simple like 1234 or 9999 should be established to prevent system hacking.**

## Messages Screen



The Message screen allows you to view and manage messages and messaging options.

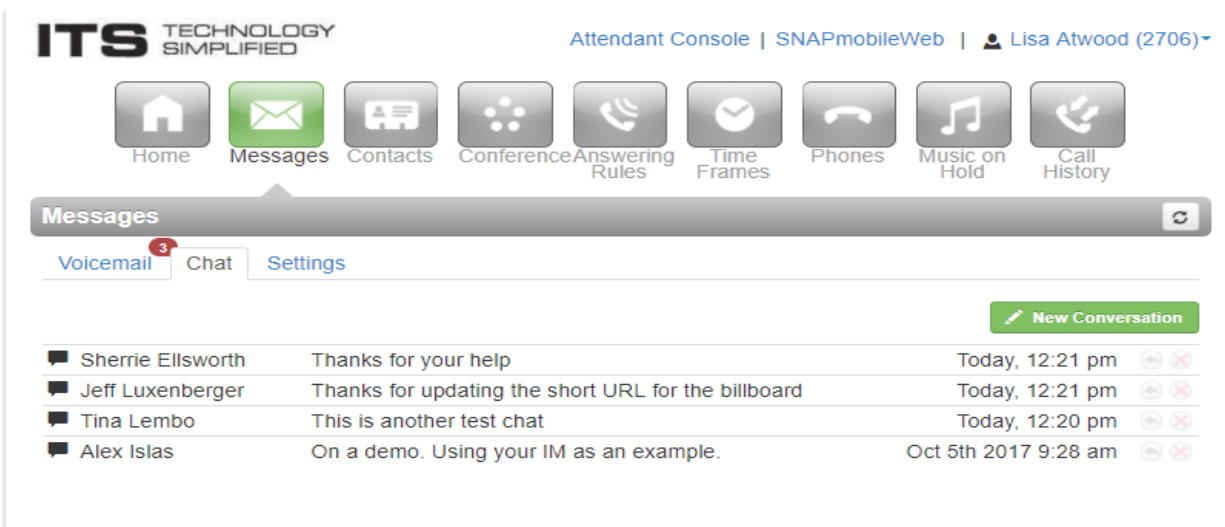


The **Voicemail tab** will display all of your voicemail messages. From here, you can:

- Click the  arrow on the left and it will play the message.
- Click on the (805) 555-1212 phone number to call the person back.
- Click the  phone handset icon to call to play the message.
- Click the  right arrow to forward the message to another user.
- Click the  down arrow to download the message to your computer.
- Click the  disc icon to save the message.
- Click the  X icon to delete the message.

The **Chat tab** will display all of your Chat messages. From here, you can:

- Click the  message icon and it will display the Chat conversation.
- Click the  button to start a new Chat conversation.

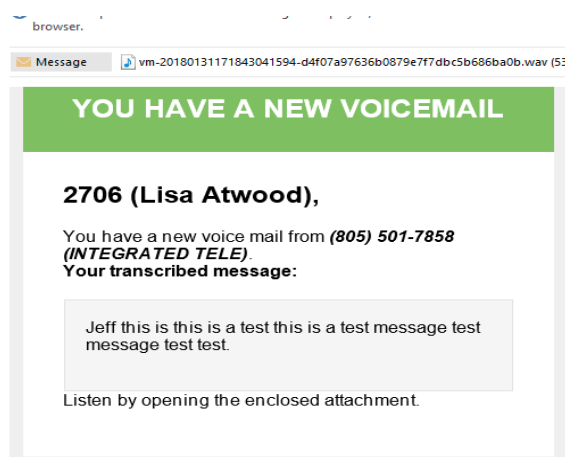


The **Settings tab** is where you can set up your voicemail. Here you can manage your:

- Inbox - choose how messages are sorted, and if you want to have the time received and caller ID announced. You can also establish if you want voicemails to be copied to other extensions.
- Greetings - play, download and manage voicemail greetings and your recorded name.
- Unified Messaging - establish how you would like voicemails to be forwarded to email and what should happen to the voice mail once it is forwarded.
- Be sure to Save your changes before you exit this window if you want the changes to stay.



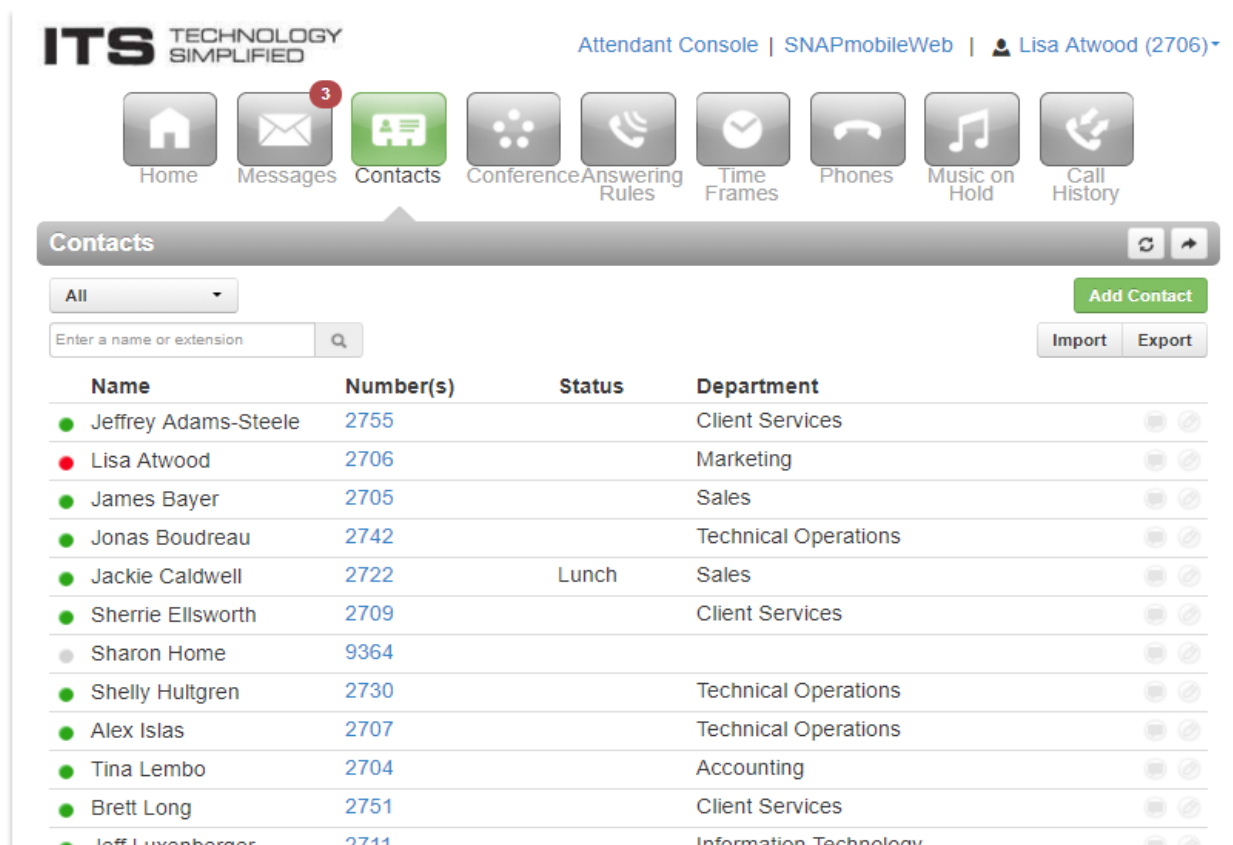
If you choose to have your voicemail sent with attachment, when you receive a voicemail your phone will light up and you will also receive an email with the message that looks similar to the message below:



## Contacts Screen

The Contacts screen allows you to easily see who is on a call, dial their extension or start a chat.

- Green dot indicates they are not on a call and are available.
- Red dot indicates they are on a call.
- Gray dot indicates they are off-line.



**ITS TECHNOLOGY SIMPLIFIED** Attendant Console | SNAPmobileWeb | Lisa Atwood (2706)

Home Messages **Contacts** Conference Answering Rules Time Frames Phones Music on Hold Call History

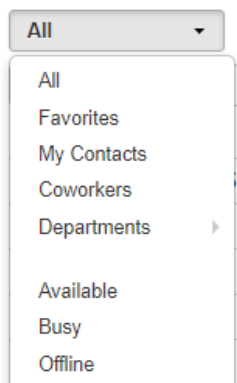
**Contacts**

All Add Contact Import Export

Enter a name or extension

Name	Number(s)	Status	Department
Jeffrey Adams-Steele	2755		Client Services
Lisa Atwood	2706		Marketing
James Bayer	2705		Sales
Jonas Boudreau	2742		Technical Operations
Jackie Caldwell	2722	Lunch	Sales
Sherrie Ellsworth	2709		Client Services
Sharon Home	9364		
Shelly Hultgren	2730		Technical Operations
Alex Islas	2707		Technical Operations
Tina Lembo	2704		Accounting
Brett Long	2751		Client Services
Jeff Luxenberger	2711		Information Technology

If you select the dropdown located on the top left under the word Contacts you can narrow down who displays in this screen:

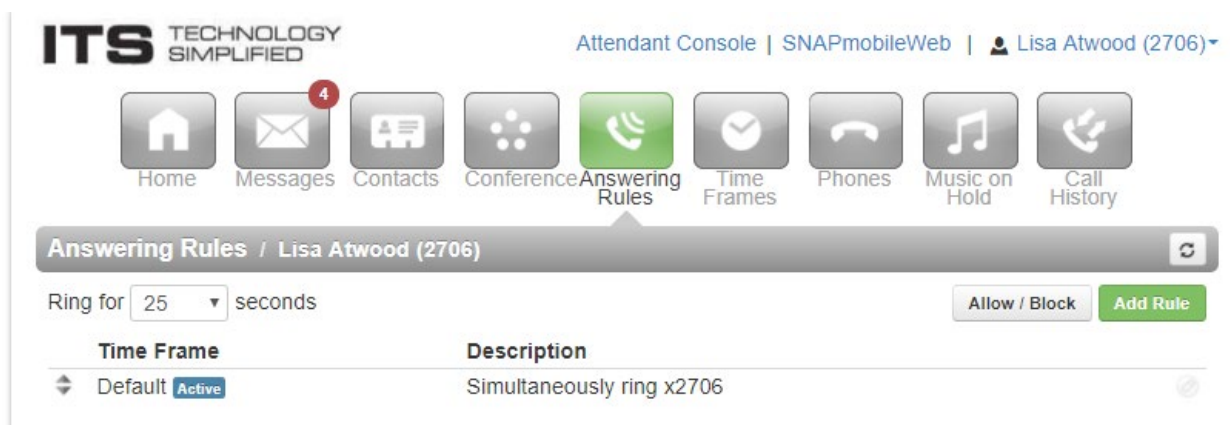


All

- All
- Favorites
- My Contacts
- Coworkers
- Departments
- Available
- Busy
- Offline

## Answering Rules

The Answering Rules screen allows you to easily set up rules for how your calls are handled. The default rule is to ring your phone when there is an incoming call. To change or add the rule, click the Add Rule button on the top right.



**ITS** TECHNOLOGY SIMPLIFIED

Attendant Console | SNAPmobileWeb | Lisa Atwood (2706)

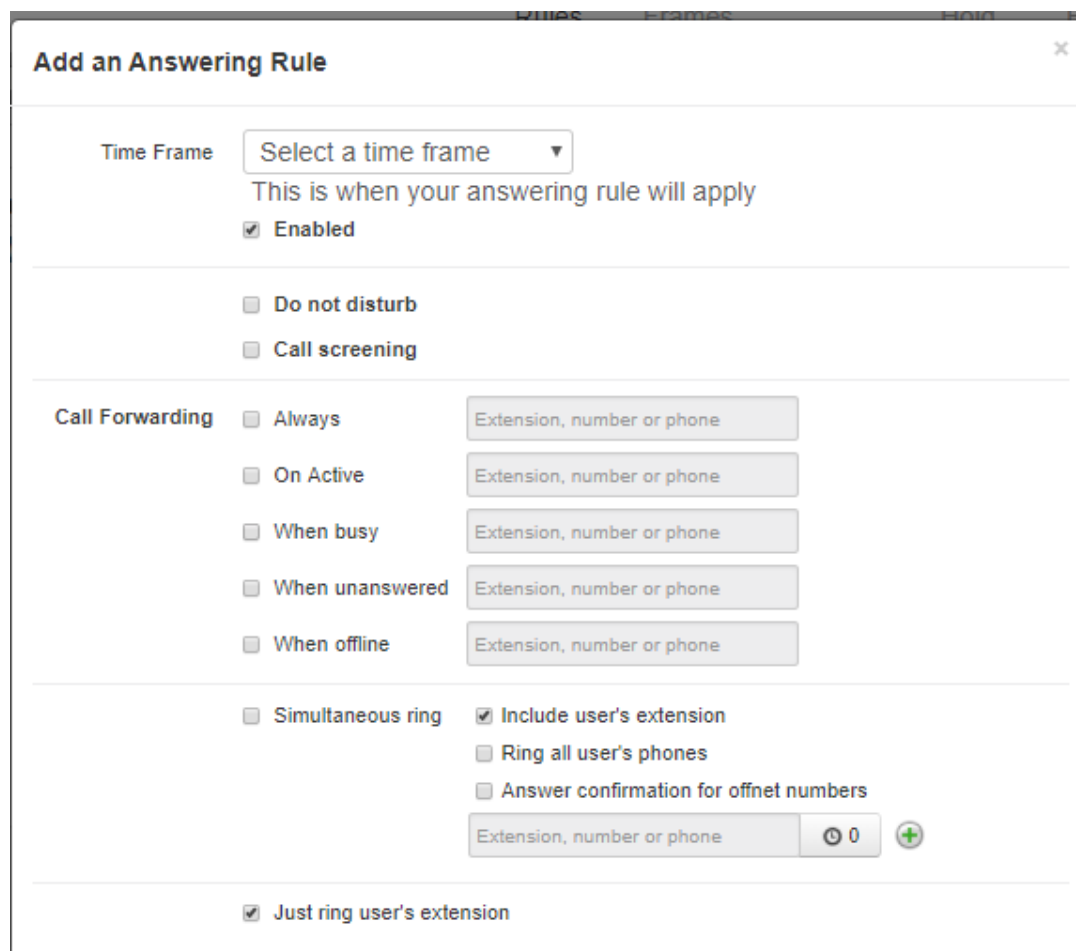
Home Messages Contacts Conference **Answering Rules** Time Frames Phones Music on Hold Call History

**Answering Rules / Lisa Atwood (2706)**

Ring for 25 seconds Allow / Block Add Rule

Time Frame	Description
Default <span>Active</span>	Simultaneously ring x2706

After clicking the Add Rule button you will see the following:



**Add an Answering Rule**

Time Frame Select a time frame  
This is when your answering rule will apply

☒ Enabled

☐ Do not disturb

☐ Call screening

**Call Forwarding**

☐ Always Extension, number or phone

☐ On Active Extension, number or phone

☐ When busy Extension, number or phone

☐ When unanswered Extension, number or phone

☐ When offline Extension, number or phone

☐ Simultaneous ring

☒ Include user's extension

☐ Ring all user's phones

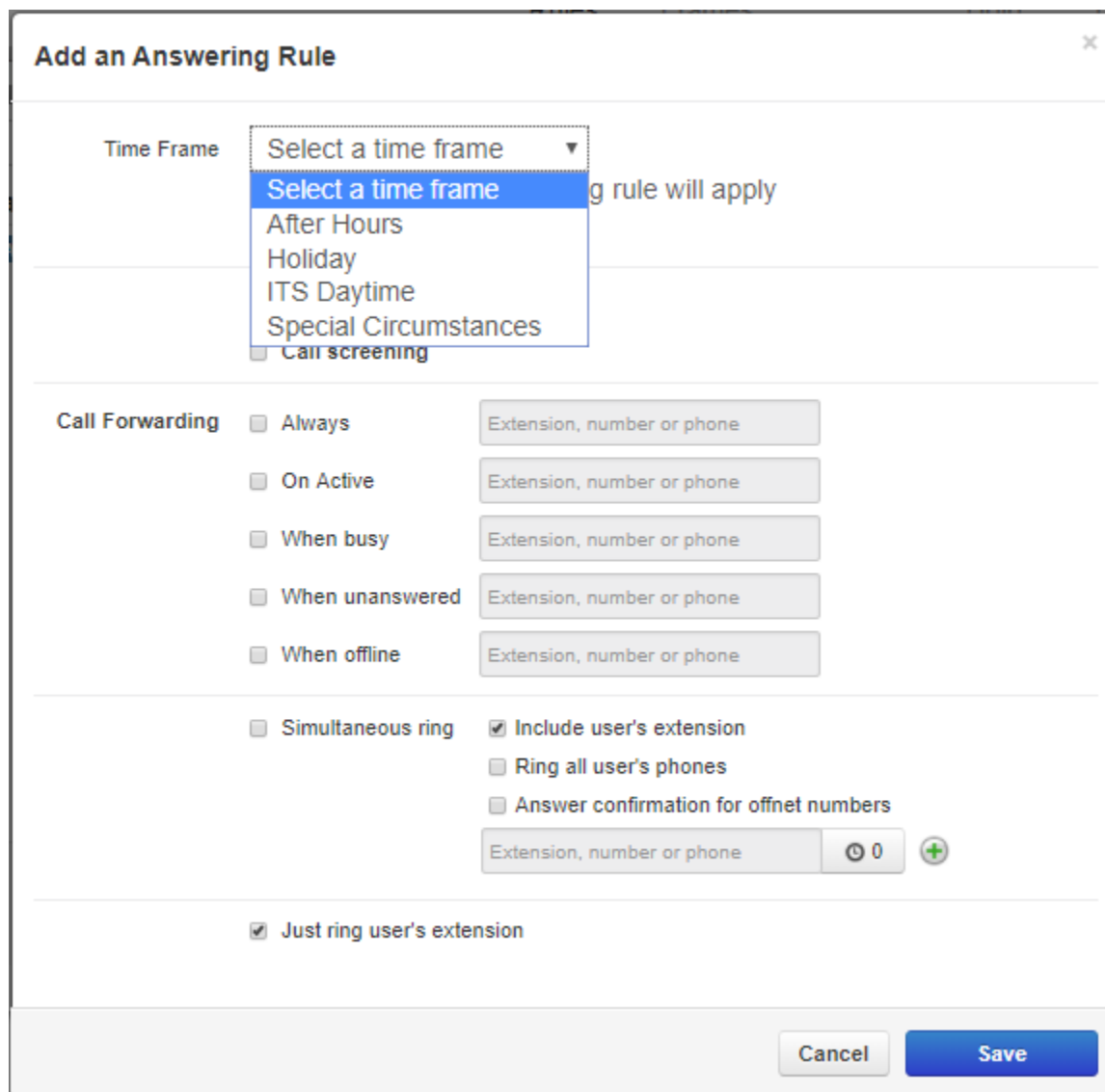
☐ Answer confirmation for offnet numbers

Extension, number or phone 0 +

☒ Just ring user's extension

### To set up an Answering Rule

- a. Time Frame: Identifies the Time Frame the new Rule will apply to. When you select the dropdown, you will see a selection of valid time frames. Here is an example:



**Add an Answering Rule**

Time Frame Select a time frame ▼

Select a time frame g rule will apply

After Hours

Holiday

ITS Daytime

Special Circumstances

☐ Call screening

**Call Forwarding**

☐ Always

☐ On Active

☐ When busy

☐ When unanswered

☐ When offline

☐ Simultaneous ring

☒ Include user's extension

☐ Ring all user's phones

☐ Answer confirmation for offnet numbers

0 +

☒ Just ring user's extension

Cancel Save

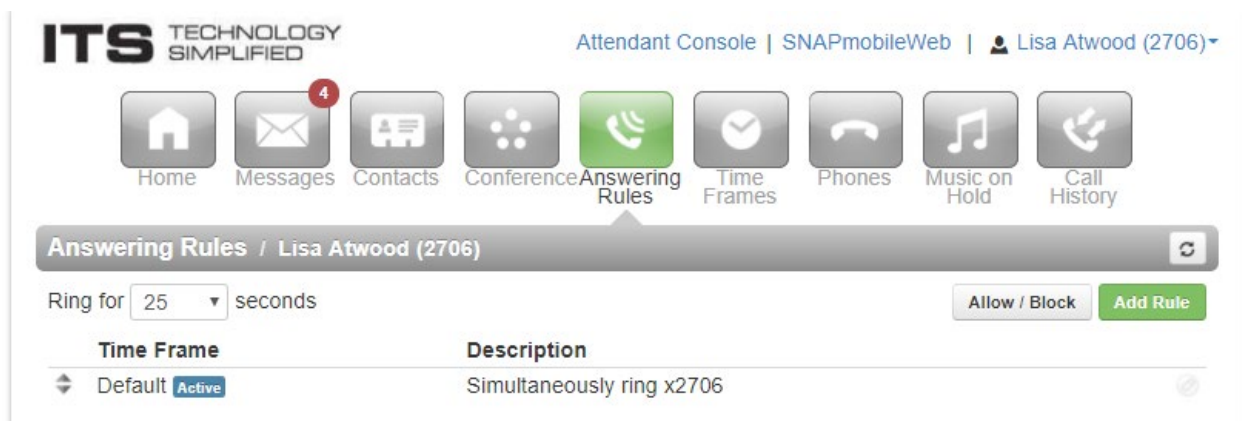
- b. Select the actions you want to happen.
  - i. **Do not disturb** – all of your calls will go directly to voicemail.
  - ii. **Call screening** – when a new call comes in your caller will be informed that you would like to know who is calling and will ask them to record their name. Once they have recorded their name, your phone will ring and announce the caller. You will then have the option to accept the call or send it to voicemail.

iii. **Call Forwarding** section, you have the option of:

1. *Always* – this option will Always forward your calls to the number you specify. This is useful for example when you are on vacation, you may want to always have your number forward to a co-worker.
  2. *On-Active* - this option forwards your calls to the number you specify when your status is Active.
  3. *When Busy* - this option allows you to forward your calls to the number you specify rather than having the call go to voicemail.
  4. *When Unanswered* - this option allows you to forward your calls to the number you specify rather than having the call go to voicemail.
  5. *When Offline* - this option allows you to forward your calls to the number you specify rather than having the call go to voicemail.
  6. *Simultaneous Ring* - This option will forward your calls to all of the options you select and they will all ring at the same time:
    - a) Include users extension – when selected will ensure that your extension is also rung when a call comes in.
    - b) Ring all users phones – when selected will simultaneously ring all of your phones, this could be your desk phone, your cell phone, and a phone you have at a remote office.
    - c) Answer confirmation for other numbers – this option is used when you are forwarding your calls to a number outside of the system. You can also set up a ring delay to this number.
- c. **Just ring user's extension** – this is the default rule and simply rings your extension when there is an incoming call.

## Allow/Block Numbers

The Allow/Block Numbers allows you to specify numbers you want to allow to ring your phone as well as numbers you want to block.



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Home Messages Contacts Conference **Answering Rules** Time Frames Phones Music on Hold Call History

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Ring for 25 seconds

Allow / Block Add Rule

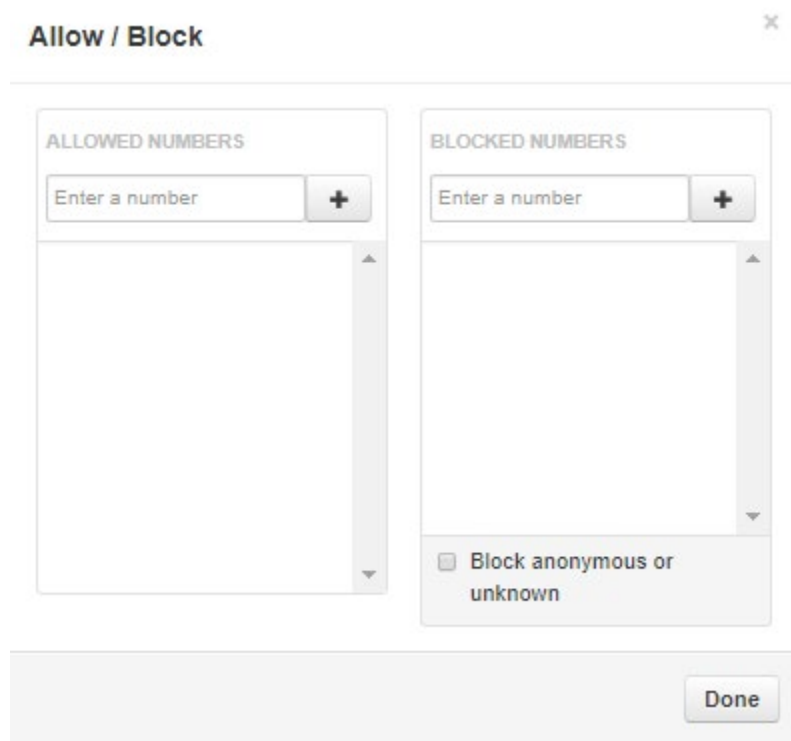
Time Frame	Description
Default <b>Active</b>	Simultaneously ring x2706



### To set Numbers to be Allowed or Blocked

- Select the Allow/Block button.
- The following screen will pop up.
- Specify numbers that you want to allow or block in the appropriate column.
- Click the Done button to save the numbers.


Note this is a feature unique per user. A number that one user blocks will not be blocked for another user.













The dialog box is titled "Allow / Block" with a close button (X) in the top right corner. It contains two main sections: "ALLOWED NUMBERS" on the left and "BLOCKED NUMBERS" on the right. Each section has a text input field with the placeholder "Enter a number" and a "+" button to the right. Below the input fields are large, empty list areas with vertical scrollbars. At the bottom of the "BLOCKED NUMBERS" section, there is a checkbox labeled "Block anonymous or unknown". A "Done" button is located at the bottom right of the dialog box.

## Time Frames

The Time Frames screen allows you to easily set up time frames that are pertinent to your business and can be used in other areas of the system. In the example below you will see that we have set up time frames for After Hours, Holiday, ITS Daytime, and Special Occasions. The Time Frames that are defined in this screen are used in the Answering Rules screen and the Music on Hold screens allowing you to specify how calls and recordings are handled based on defined timeframes.



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 Home
 Messages
 Contacts
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 Answering Rules
 Time Frames
 Phones
 Music on Hold
 Call History

Time Frames

Add Time Frame

Name	Description	Owner
After Hours	<a href="#">Always</a>	Shared
Holiday	<a href="#">Specific Dates</a>	Shared
ITS Daytime	<a href="#">Days and Times</a>	Shared
Special Circumstances	<a href="#">Specific Dates</a>	Shared

If you select the Add Time Frame Button you can establish a new time frame for the system. Depending on which options you select, additional screens will open to allow you to drill down on the timeframe or dates that the time frame is applied to.

Note that when setting up a time frame, make sure you give it a name that will have meaning as once it is saved, you cannot change the name.

Add a Timeframe

Name

Note: Name cannot be changed

When

☒ Always
☐ Days of the week and times
☐ Specific dates or ranges

Cancel

Save

### Add a Timeframe

Name
**Note:** Name cannot be changed

When
☐ Always
☒ Days of the week and times
☐ Specific dates or ranges

☐ Sunday

12:00 am

6:00 am

12:00 pm

6:00 pm

11:59 pm

+

☐ Monday

12:00 am

6:00 am

12:00 pm

6:00 pm

11:59 pm

+

☐ Tuesday

12:00 am

6:00 am

12:00 pm

6:00 pm

11:59 pm

+

☐ Wednesday

12:00 am

6:00 am

12:00 pm

6:00 pm

11:59 pm

+

☐ Thursday

12:00 am

6:00 am

12:00 pm

6:00 pm

11:59 pm

+

☐ Friday

12:00 am

6:00 am

12:00 pm

6:00 pm

11:59 pm

+

☐ Saturday

12:00 am

6:00 am

12:00 pm

6:00 pm

11:59 pm

+

Cancel

Save

### Add a Timeframe

Name
**Note:** Name cannot be changed

When
☐ Always
☐ Days of the week and times
☒ Specific dates or ranges

Specific dates or ranges

to

+

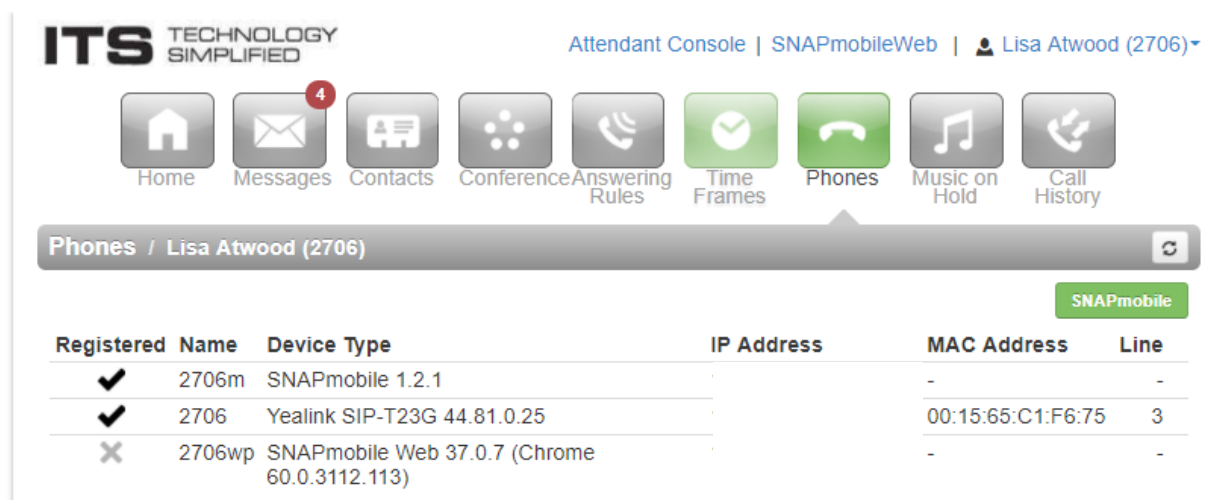
Cancel

Save

If you want for example to set up a 2018 Holiday timeframe, you can add in all of the holidays by clicking the plus sign to the right of the Specific dates or range fields.

## Phones

The Phones screen displays all of the phones, mobile apps and other devices that you have configured to receive calls on when your number is dialed. These devices will ring simultaneously and behave as your extension by default.



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Home Messages Contacts Conference Answering Rules Time Frames **Phones** Music on Hold Call History

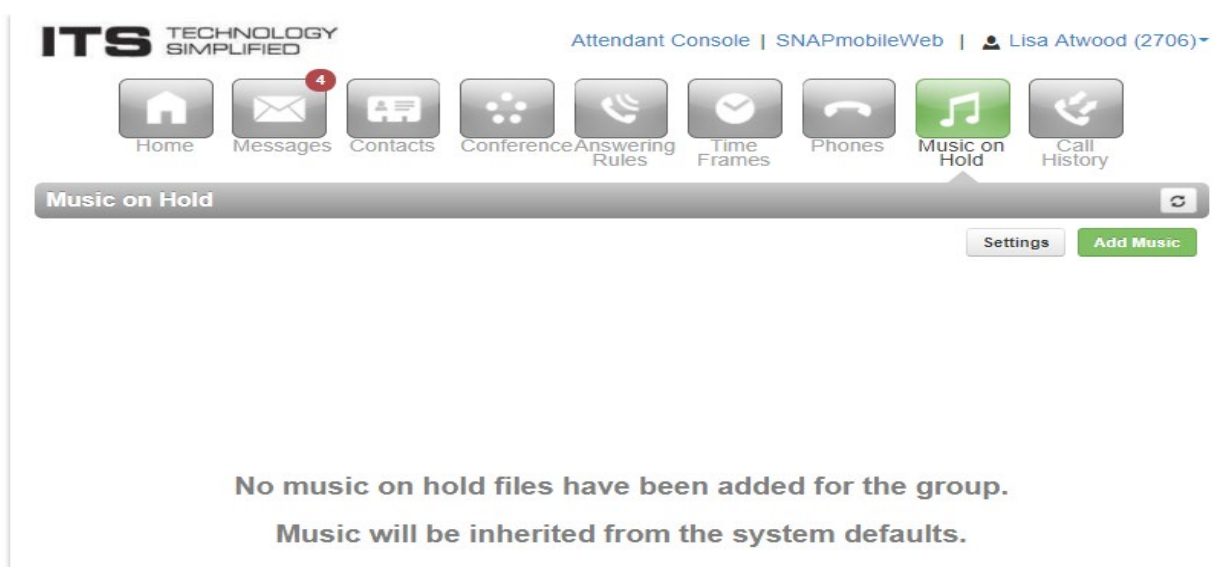
Phones / Lisa Atwood (2706)

SNAPmobile

Registered	Name	Device Type	IP Address	MAC Address	Line
✓	2706m	SNAPmobile 1.2.1	-	-	-
✓	2706	Yealink SIP-T23G 44.81.0.25	00:15:65:C1:F6:75	3	-
✗	2706wp	SNAPmobile Web 37.0.7 (Chrome 60.0.3112.113)	-	-	-

## Music on Hold

The Music on Hold screen allows you to set up music that will play when your calls are put on hold. This however is typically controlled by the system administrator because most businesses prefer to have consistent music or messaging played when anyone is put on hold.



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Home Messages Contacts Conference Answering Rules Time Frames Phones **Music on Hold** Call History




Music on Hold

Settings Add Music

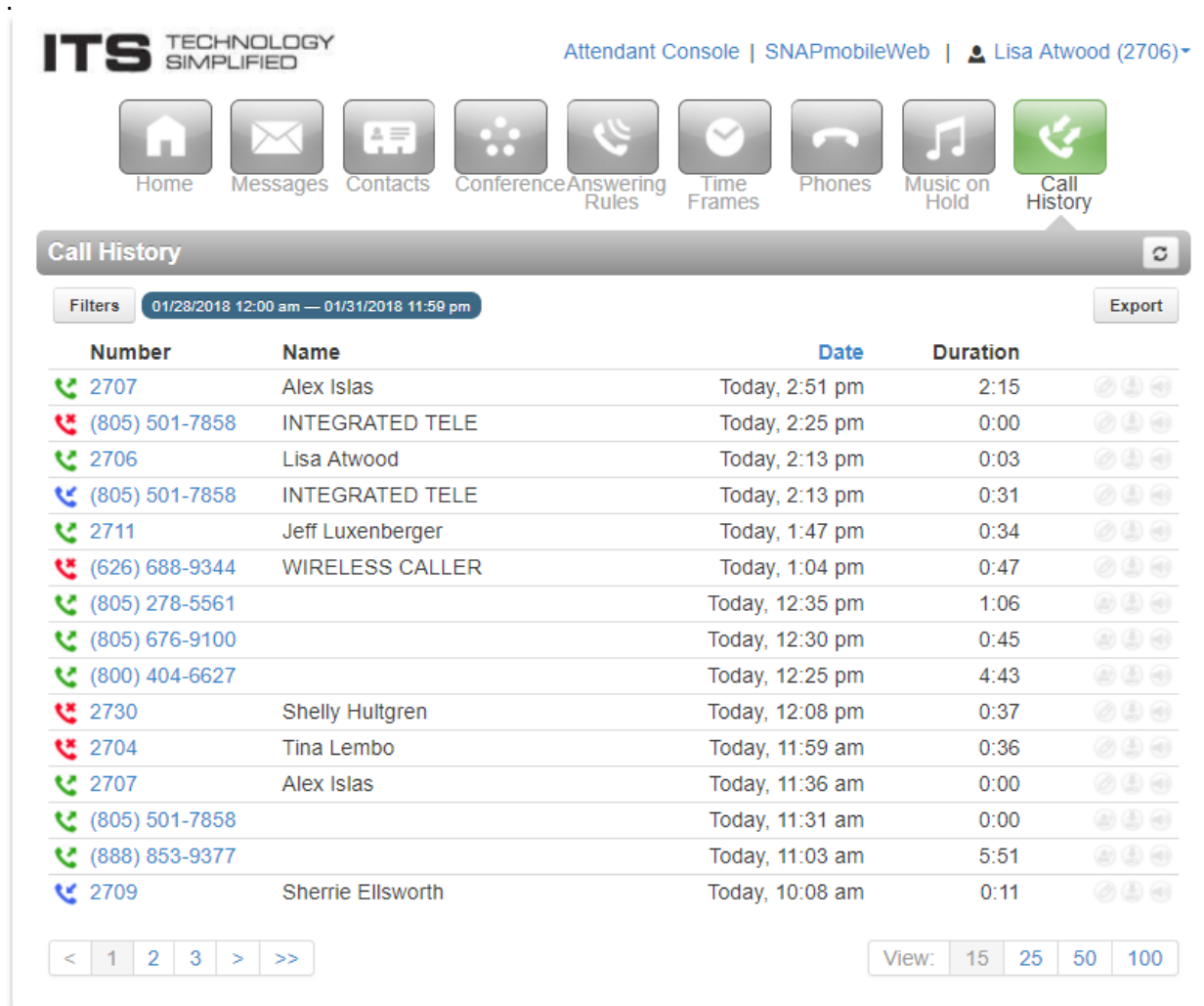
**No music on hold files have been added for the group.**  
**Music will be inherited from the system defaults.**


## Call History

The Call History screen displays all of the inbound and outbound calls that have come to your number. The color and icon shows how the call was handled.


-  Outgoing Call
-  Missed Call
-  Inbound Call

It also shows the phone number, Caller ID if available, Date, Time and Duration of call.































































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Home Messages Contacts Conference Answering Rules Time Frames Phones Music on Hold **Call History**

**Call History** 

Filters 01/28/2018 12:00 am — 01/31/2018 11:59 pm Export

Number	Name	Date	Duration	
 2707	Alex Islas	Today, 2:51 pm	2:15	  
 (805) 501-7858	INTEGRATED TELE	Today, 2:25 pm	0:00	  
 2706	Lisa Atwood	Today, 2:13 pm	0:03	  
 (805) 501-7858	INTEGRATED TELE	Today, 2:13 pm	0:31	  
 2711	Jeff Luxenberger	Today, 1:47 pm	0:34	  
 (626) 688-9344	WIRELESS CALLER	Today, 1:04 pm	0:47	  
 (805) 278-5561		Today, 12:35 pm	1:06	  
 (805) 676-9100		Today, 12:30 pm	0:45	  
 (800) 404-6627		Today, 12:25 pm	4:43	  
 2730	Shelly Hultgren	Today, 12:08 pm	0:37	  
 2704	Tina Lembo	Today, 11:59 am	0:36	  
 2707	Alex Islas	Today, 11:36 am	0:00	  
 (805) 501-7858		Today, 11:31 am	0:00	  
 (888) 853-9377		Today, 11:03 am	5:51	  
 2709	Sherrie Ellsworth	Today, 10:08 am	0:11	  

< 1 2 3 > >> View: 15 25 50 100

If you select the **Filters** button, you can customize this list based on date range, caller number, dialed number or call type.

**Call History Filters** ×

From01/28/2018 12:00 am

To01/31/2018 11:59 pm

Caller NumberEnter the caller's number

Dialed NumberEnter the dialed number

Call TypeSelect a call type ▼

Cancel

Set Filters

You can also export to Excel whatever information you have displayed by selecting the Export button on the top right.