Introduction

Guide Explanation

This guide is to be used as an aid to understand the web portal in order to utilize all the functionality that VoIP has to offer. Although not every feature is touched upon here, the features included in this sheet are the most popular and most difficult to configure. Please also be aware that not all features are available to all accounts, so if something described in the document is not available in your web portal, please contact us to inquire about adding any services.

Access to site

The web portal can be accessed from just about any web browser (Internet Explorer, Chrome, Safari, etc.). The web address (URL) to the portal is **http://portal.arena1.com**. You will need to obtain a username and password from your Arena One representative.

Site Navigation

The Web Portal is setup in a hierarchal fashion, with the group services at the initial home or group level, and the user functions on the user level. You can determine which level you're at by looking at the top left of your portal screen.

In the picture above, we are in the a1demo phone account under users, which is under the group level. To return to the group level, Simply click on the "Group" Link on the top left, or the "Home" Link on the top right of the portal.

Help

Each page in the portal has a help button on the upper right part of the screen as displayed above. Each help button is catered to the page you're currently on. If you wish to know more information about a certain feature, click on that feature and press the help button. You will be given some information about what the feature does plus all the configurable options that the feature has.

Changing Admin Passwords

In order to change the password for your web account, you should do the following:

1. Click on "Change Passwords" at the initial Welcome Screen show below:
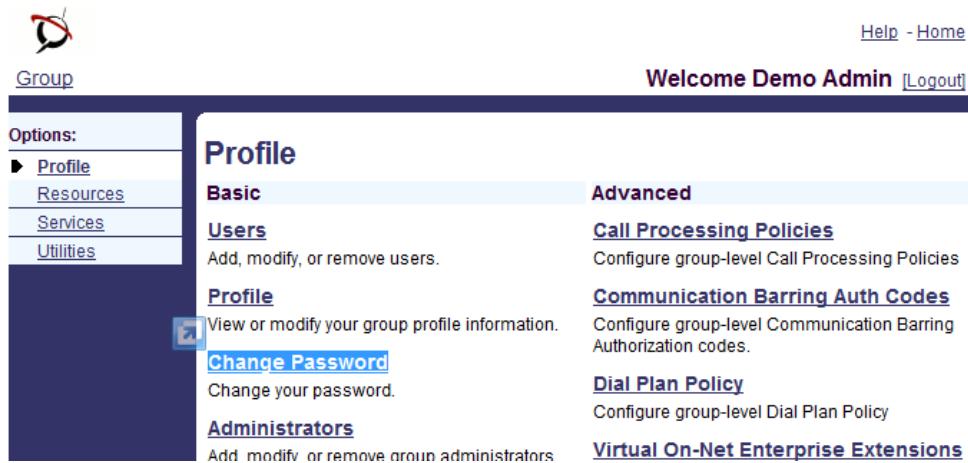
2. Type in current password then the new password twice.
3. Hit "Apply" or "OK" to save changes.

Editing Administrators

As an Administrator, you are able to create other Administrator Accounts and give them special privileges. There is no limit to the amount of administrators you can have. To do so you must do the following:

1. At the group level, click "Administrators."
2. To Add an Administrator, click on the "Add" Button, to Edit an Administrator, click on the administrator's name.

3. To create or edit an Administrator, you will need to populate the following:
   a. Administrator ID: Used for the newly created administrator to login to the portal.
   b. Last Name and First Name.
   c. Initial Password and retyping password.
   d. Administrator Type: Either group access or Department access. You can specify which department you wish to assign the admin.
4. Click "OK" to save the changes.

Departments

Creating departments can separate your company for organizational purposes. You may also use separate departments to utilize separate music on hold for each department or to limit the scope of extensions and name dialing in the Auto attendant. To Create a Department you must do the following:

1. At the group level, click "Departments"
2. Click "Add" to create a department. To edit an already configured department, click on the Department name.
3. Type in the Department Name and use the dropdown if you wish to have it be a subsidiary of another department.
4. Click "OK."

Group Services

Hunt Groups

Hunt groups provide a way for calls to reach a number of users in your group using different call distribution options. To use the hunt group feature you must do the following:

1. On the Group level, click "Services."
2. Click "Hunt Group."
3. Choose the hunt group you wish to edit by clicking on the name.
4. Click "Profile." You should see a screen like below:

5. You can configure the following options:
   a. Name: Enter in a unique name.
   b. Calling Line ID Last Name / First Name: Enter in the calling Line ID first and last name. This name will appear on the caller ID display of any phones configured to ring in this hunt group.
   c. Department: Use the drop-down to select a department or keep it as none.

      d.   Time Zone: Choose the time zone the hunt group is currently in

      e.   Allow Call waiting on agents: When unchecked, the hunt group will check to see if the caller is on the phone. If the caller is on the phone, it will bypass the caller and go to the next designated caller.

      f.   Group Policy: Choose one of the following hunt group distribution policies:

            i.   Circular: Incoming calls come in the order appeared in the hunt group list at the bottom of page. Once a call is answered the next incoming call picks up where the last call left off and circles around.

           ii.   Regular: Incoming calls hunt through agents in the order they appear in the list, starting from the top each time.

          iii.   Simultaneous: Incoming calls alert all agents at the same time. The first agent to answer handles the call.

          iv.   Uniform: Incoming calls hunt through all agents in order, starting with the agent who has been idle the longest and ending with the agent who most recently answered a call.

           v.   Weighted Call Distribution: Incoming calls are assigned to idle agents based on percentages you assign on the Hunt Group's Profile – Weighted Call Distribution page.

      g.   No Answer Settings: This option sets how the service behaves if a user doesn't answer the call.

            i.   Check the Skip to next agent after X rings check box to pass incoming unanswered calls to the next user after the specified number of rings, as determined by the current group policy.

           ii.   Check the Forward call after waiting X second's check box to forward calls that have not been answered by any user after the specified number of seconds to the phone number specified in the "Calls Forward to:" text box.

          iii.   Enter a number in the "Calls Forward to:" text box to transfer calls to the specified number when a call is not answered in the time specified.

      h.   Next, assign users to the hunt group by clicking the search button and adding them to the Available user's column. Use the Move Up and the Move Down buttons to re-arrange the order for circular and regular call policies.
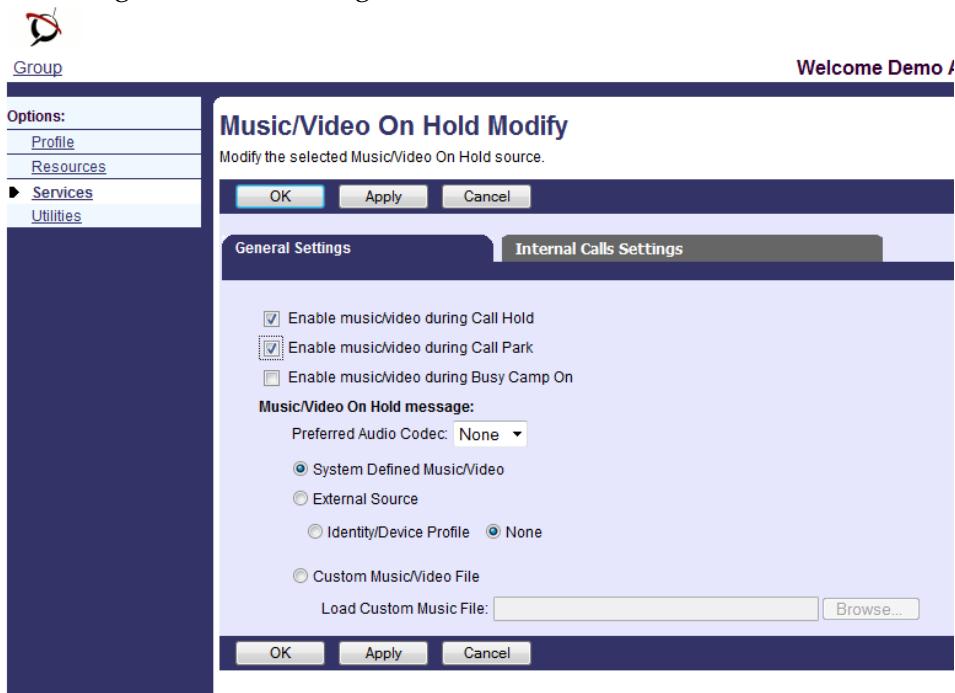
6.   Hit "OK" to save

Change Music on Hold

Music on hold allows callers to hear music or an audio file when a call is placed on hold or parked. Music on hold can be configured as follows:

1.   At the group level, go to "Services."

2. Click on "Music/Video on Hold."
3. To edit the group level music on hold, click "Group" or "Edit".
4. You will be brought to the following screen:

5. To enable "Music on Hold", click the first check box (default checked.)
6. To enable "Music During Park", click the second check box (default checked.)
7. To enable "Music During Busy Camp On", click the third check box.
8. "The Type of Music" can be defined by one of three ways:
   a. System Defined Music/Video: Default music that comes with your phone system.
   b. External source: Music from a separate device on or off your network. If you wish to setup an external Music on Hold, please contact ARENA ONE for assistance.
   c. Custom Music/Video File: If you wish to add your own music, you may upload an audio file in the following format:
      i. CCITT u-Law or A-Law
      ii. 8.000 kHz
      iii. 8 bit Mono
      iv. .WAV file Type
      v. Under 5 MB in size
9. To apply changes, click "OK" or "Apply."

User Functions

As the Administrator, you have the ability to edit settings for all of the user accounts in your group (unless you are an administrator of a department, then you can only see users in your department). You will also have some user controls that individual users don't have. These next two sections highlight some of the most frequently used Admin user functionalities. For more advanced user functions, please refer to our End User Portal Guide.

Changing the Name Assigned to an Extension or IP Phone

As an admin, you can also control the names assigned to each of your IP phones. The names assigned will display as caller ID when placing internal phone calls. In order to change or update a name assignment, you must do the following:

1. At the Group level click "Users."
2. Either enter in the last name and press the search button, or simply press the search button to populate all the users.
3. Choose the user you wish to edit by clicking on their name or the edit button next to their name.
4. Click "Profile."
5. Enter in the Last Name and First Name of the new employee. Repeat entries in the Calling Line ID Last Name and Calling Line ID First Name.
6. Click "OK" or "Apply."

Assigning a User to a Department

To assign a user to a department:

1. At the Group level click "Users."
2. Either enter in the last name and press the search button, or simply press the search button to populate all the users.
3. Choose the user you wish to edit by clicking on their name or the edit button next to their name.
4. Click "Profile."
5. Click the "Department" drop down menu and select the department you wish to assign.
6. Click "OK" or "Apply."

Resetting Web Portal or Voicemail Passwords

In order to change the name of the employee of a phone and their calling line ID, you must do the following:

1. At the Group level click "Users."
2. Either enter in the last name and press the search button, or simply press the search button to populate all the users.
3. Choose the user you wish to edit by clicking on their name or the edit button next to their name.
4. Click "Passwords"
    a. To reset the users web portal password (http://voice.arena1.com):
        i. Select "Set web access password", type in the new password, and select "Apply" or "OK".
    b. To reset the users <u>voicemail</u> portal password (standard voicemail access):
        i. Select "Set portal password", type in the new password, and select "Apply" or "OK".

Barge In Service for Listening in on an Established Call

1. Login to the Admin Portal and select the User whose calls will be barged in on.
2. Click on Call Control on the left hand menu.
3. Click on the first item: Barge-In Exempt on or off.
4. Click "On" or "Off." When this service is on, others within your group cannot interrupt your calls with the Directed Call Pickup with Barge-In.
5. Note: When this service is turned off, others within your group can join or pickup your calls with the Directed Call Pickup with Barge-In service. The default for this service is "On".
6. Click Apply or OK. Apply saves your changes. OK saves your changes and displays the previous page.
7. Click on Directed Call Pickup with Barge-In.
8. Enable or disable Barge-in Warning Tone. To enable Barge-in Warning Tone, click on; to disable it, click off.
9. Note: When the Warning Tone is enabled, the caller hears a tone before you barge in on a call.
10. Click Apply or OK. Apply saves your changes. OK saves your changes and displays the previous page.
11. To barge in dial *33 and the extension you would like to barge in on.