

# HOSTED VOICE

## Administrator Guide



**Astound**<sup>®</sup>  
Business Solutions

Powered by **RCN** | **GRANDE COMMUNICATIONS** | **wave**

# OVERVIEW



One of the exciting benefits of **Astound Hosted Voice** is the ability to set-up and control your communications according to your business' specific needs.

You can access and customize your phone via your IP telephone or through Call Manager, our online tool designed to allow even more access and control to manage your services.

This manual is a general overview of Astound Hosted Voice and not meant to be an in-depth description of all features. If you have any questions please reach out to your Astound account executive.



## **Logging into the Administrator Portal:**

**Go to: <https://mywavephone.com>**

Use your Astound phone number and voice mail PIN to log in.

# TABLE OF CONTENTS



## 2. Overview

## 3. Table of Contents

## 4. Administrator Portal

- Multi-Line Hunting Group
- Call Pickup Groups
- Lines
- Phones

## 8. Administrator Portal

- Short Codes
- Extensions

## 9. Administrator Portal

- Departments
- Call Logs
- Misc. Settings
- Music On Hold

## 12. Auto Attendant

- Overview
- Initial Setup
- Schedule Period

## 15. Auto Attendant

- Menu
- To Add a New Menu
- Keys
- Timeouts

## 18. Auto Attendant

- Announcements
- Extensions
- Advanced

## 20. Contact Us

# ADMINISTRATOR PORTAL



## Administrator Portal

This section of the guide will provide you with instructions on accessing the Administrator's Web Management Portal.

Here you will find the Administrator tools to manage system setup, multiple locations and customization options. With this intuitive portal you can supervise and control many of the system features for your Astound Hosted Voice service.

**RCN** **RCN**  
SOLUTIONS

**Business Group Admin Portal** Test Admin Portal

**Home**

- Groups
  - Hunt Groups (MLHG)
  - Call Pickup Groups
- All Lines
  - Users
  - Attendants
  - Group Access
  - Phones
- Services
  - Departments
  - Short Codes
  - Account Codes
  - Extensions
  - Call Logs
  - Music on Hold
  - Misc. Settings
- Help
- Send Feedback

**Groups**

Groups can be used to manage how calls are handled for a selection of callers. Hunt Groups will pass calls to the next available member. Call Pickup Groups allow lines to answer each other's calls.

- Hunt Groups (MLHG)
- Call Pickup Groups

**All Lines**

The All Lines pages provide access to details of all lines in the business group. These can be filtered by User Lines, Attendants and Group Access Lines. Manage the phones in your Business Group and assign them to lines from the Phones page.

- Users
- Attendants
- Group Access
- Phones

**Services**

To configure and manage further business services on your lines, select an option below.

- Departments
- Short Codes
- Account Codes
- Extensions
- Call Logs
- Music on Hold
- Misc. Settings

# ADMINISTRATOR PORTAL



## Multi-Line Hunting Group

A Hunt Group (HG) or Multi-Line Hunt Group (MLHG) is a set of lines within a Business Group (members), so that calls to the group are passed to a non-busy member of the Hunt Group. Astound Business creates the MLHG in your Business Group or groups. Please contact us if you would like to set up a new Hunt Group.

**Business Group Admin Portal** Test Admin Portal

Hunt Groups in Department: Accounting

A Hunt Group (MLHG or Multi-Line Hunt Group) is a set of lines within a Business Group (members), so that calls to the group are passed to a non-busy member of the Hunt Group, or may be added to a queue if all members are busy. Please contact us if you would like to set up a new Hunt Group.

Move selected to: Accounting Move

<input checked="" type="checkbox"/>	Hunt Group Name	Number of Members	Service Level
	Accounting	5	
	Marketing	4	
	Sales	21	

Once Astound Business creates the MLHG, you can:

- Change the order or position of lines in the MLHG
- Add or remove lines from an existing MLHG
- Change the name of a MLHG
- Enable or disable the ability for MLHG members to login or out of the MLHG
- Change MLHG settings such as:
  - Change the hunting algorithm (circular, linear, round robin, longest idle, ring all)
  - Change queue length
  - Enable or disable hunting on directly dialed calls
  - Enable or disable the display of Caller ID
  - Change the number of seconds before calls hunt to the next Directory Number

# ADMINISTRATOR PORTAL

## All Lines



## Call Pickup Groups

A Call Pickup group allows a member of this group to answer the calls from a different Directory Number.

Telephone Number	Ext.	Name	Department
(610) 443 8524		C1 Business Production	None
(610) 443 8525		Resi Portal Production	None
(610) 443 8529		Standard Portal Production	None
(610) 443 8530		Test Admin Portal	None

On the Call Pickup Groups section, you can:

- See a list of existing call Pickup Groups
- See how many lines are in a specific Pickup Group
- Add or remove Directory Numbers from a Pickup Group
- Change the name of the Pickup Group

# ADMINISTRATOR PORTAL

## All Lines



## Lines

From here, you can:

- Directly access a specific Directory Number's Web Portal
- Make changes to a specific Directory Number's Web Portal
- Move a Directory Number into a department
- Determine which numbers are set up as a Pilot Number and which numbers are designated as an Administrator

Telephone Number	Ext.	Name	
(610) 443 8524		C1 Business Production	Actions ▼
(610) 443 8525		Resi Portal Production	Actions ▼
(610) 443 8529		Standard Portal Production	Actions ▼
(610) 443 8530		Admin Portal Production: Admin	Actions ▼

The Lines section of the Administrator Portal shows all the Directory Numbers (DN's) in your business group.

## Phones

From here, you can:

- See a graphic for each phone
- Directory Number (DN) associated to each phone
- MAC address for each phone
- Description (or name) for each line

You can also move phones into a department or assign numbers to an available phone from this section.

Model	MAC Address	Description	Assigned to	
00:04:F2:8B:A2:6B	00:04:F2:8B:A2:6B	0016	(718) 305 0016	Actions ▼
00:04:F2:8F:BB:71	00:04:F2:8F:BB:71	0018	(718) 305 0018	Actions ▼
00:04:F2:90:27:2E	00:04:F2:90:27:2E	0011	(718) 305 0011	Actions ▼
00:04:F2:90:2A:05	00:04:F2:90:2A:05	RCN 1		Actions ▼
64:18:7F:09:61:40	64:18:7F:09:61:40	0017	(718) 305 0017	Actions ▼

Change phone  
Configure phone

The Phones section of the Administrator Portal is used to show all the phones in a Business Group.



## Short Codes

Short codes allow you to quickly dial common phone numbers. This can most easily be thought of as Business Group speed dial.

In Short Codes section, you can:

- See and edit the list of Short Codes
- Delete existing Short Codes
- Create new Short Codes
- Add a range of Short Codes

Business Group Admin Portal Test Admin Portal -

Home

Groups

- ... Hunt Groups (MLHGs)
- ... Call Pickup Groups

All Lines

- Users
- Attendants
- Group Access
- Phones
- Services
- Departments
- Short Codes**
- Account Codes
- Extensions
- Call Logs

Short Codes

Short codes allow your users to quickly dial common numbers. The table below shows the short codes currently in operation in the Business Group.

Delete Selected Add Add Range

Short Code	Telephone Number or Service Access Code
<input type="checkbox"/> 21	(555) 333 4321
<input type="checkbox"/> 37	(516) 454 8437
<input type="checkbox"/> 40	(341) 654 9840
<input type="checkbox"/> 54	(213) 789 4354
<input type="checkbox"/> 72	(741) 876 7272

## Extensions

Extensions allows for shorter dialing of numbers within the Business Group. Typically, most businesses create an extension that is the same as the last four digits of the Directory Number.

Business Group Admin Portal Test Admin Portal -

Home

Groups

- ... Hunt Groups (MLHGs)
- ... Call Pickup Groups

All Lines

- Users
- Attendants
- Group Access
- Phones
- Services
- Departments
- Short Codes
- Account Codes
- Extensions**
- Call Logs
- Music on Hold
- Misc. Settings
- Help
- Send Feedback

Extensions

Extensions allow your users to quickly dial other numbers in the Business Group. The table below shows the extensions currently in operation. Additionally, to transfer calls to voicemail, prefix the extension with \*98.

Delete Selected Add Range Add

Ext.	Telephone Number
<input type="checkbox"/> 122	(456) 758 6544
<input type="checkbox"/> 231	(555) 555 4444
<input type="checkbox"/> 333	(532) 457 3435
<input type="checkbox"/> 345	(564) 787 9893
<input type="checkbox"/> 352	(444) 341 7878
<input type="checkbox"/> 432	(543) 854 5438
<input type="checkbox"/> 544	(553) 434 2222
<input type="checkbox"/> 685	(789) 767 9394

On the Extensions section, you can:

- See a list of each existing extension and to which directory number it is mapped
- Add or Remove Extensions
- Add or Remove Extension ranges
- Edit existing Extension or Extension ranges





## Departments

Departments are a logical grouping of Directory Numbers.

For example, the Directory Numbers for all the sales staff could be grouped into a Department named “Sales”.

This allows you to quickly make changes to a large number of Directory Numbers and to separate Directory Numbers into more manageable groups.

The screenshot shows the Business Group Admin Portal interface. The left sidebar contains a navigation menu with the following items: Home, Groups (with sub-items: Hunt Groups (MLHGa), Call Pickup Groups), All Lines (with sub-items: Users, Attendants, Group Access), Phones, Services (with sub-item: Departments), Short Codes, Account Codes, Extensions, Call Logs, Music on Hold, Misc. Settings, and Help. The main content area is titled 'Departments' and includes a description: 'Departments divide your Business Group into separately-administrable groups. To edit or delete a department, click on the department in the tree view below.' Below this is an 'Add Department' button and a table with columns for Department Name, Operator Number, and three action icons (edit, delete, refresh). The table lists three departments: Accounting, Marketing, and Sales.

Department Name	Operator Number			
Accounting	(555) 555 1212	-	-	-
Marketing	(555) 444 5555	-	-	-
Sales	(800) 212 5555	-	-	-

On the Departments section, you can:

- Add or remove Departments
- Set limits on the outbound number of calls the Department can make
- Change Department Names

# ADMINISTRATOR PORTAL Services



## Call Logs

The call logs section of the Administrator Portal allows you to download a report for all calls to and from the Directory Numbers in your Business Group. The downloaded file is a CSV formatted document that can be easily read by Excel, Numbers, or most other spreadsheet programs.

## Misc. Settings

The Misc. Settings section allows you to:

- Set limits on calls to external numbers
- See who is set as your Long Distance Carrier
- See a list of number blocks

Telephone Number Block	Number of Lines Allocated
(610) 443 8524 -	1
(610) 443 8525 -	1
(610) 443 8529 -	1
(610) 443 8530 -	1



## Music On Hold

Music On Hold allows you to configure what music and announcements are played when a call is:

- Placed on Hold
- Queuing in a MLHG
- Parked

Music On Hold Mappings in department: RCN WB Portal Development (root)

**security** | **mappings** | **resources**

Directory number	Initial resource	Action	Follow-up resource	Start Point	Duration	Actions
Default	Global 10 - Violin	Repeat		Random		<input type="button" value="Override"/>
<input type="text" value="610-443-8524"/>	<input type="text" value="None"/>	<input type="text" value="Repeat"/>	<input type="text"/>	<input type="text" value="Start"/>		<input type="button" value="Add"/>

0 of 200 mappings used

Note: If a line has been recently added to or moved within this organization, then it may take up to one business day for the change to affect Music On Hold.

# ADMINISTRATOR PORTAL

## Auto Attendant



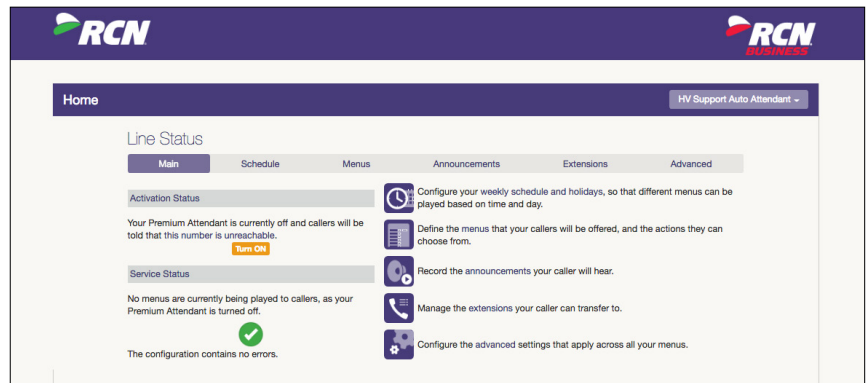
## Overview

Astound's Auto Attendant allows you to configure how the automated system handles incoming calls.

In this section you will learn how to:

- Setup Auto Attendant for the first time
- Create different menus for different times or days
- Play different announcements for different times or days
- Configure extension behavior for different times or days
- Configure error handling

**Note:** Access to Auto Attendant requires a separate phone number.



## Initial Setup

Setting up Auto Attendant requires a few steps to correctly configure for your business. These include:

1. Log into the standard Hosted Voice portal
2. Turn OFF Auto Attendant
3. Temporarily forward the number to another extension
4. Create Schedule Periods
5. Record announcements for each Schedule Period
6. Configure Advanced Settings and error handling
7. Turn Auto Attendant ON



## Auto Attendant Schedule Period

Allows you to configure Auto Attendant with your business hours, non-business hours and special days (such as holidays).

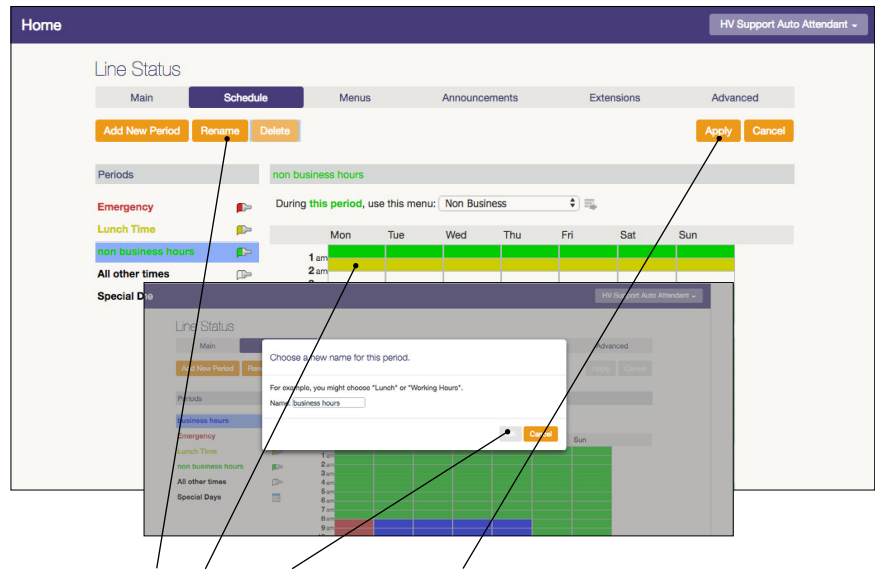
The top screenshot shows the 'Line Status' configuration page for 'HV Support Auto Attendant'. The 'Schedule' tab is active, displaying a grid of time slots (1 am to 10 pm) across days of the week (Mon to Sun). The grid is color-coded: green for business hours, red for non-business hours, and blue for special days. A modal dialog box is open, prompting the user to 'Choose a name for this new period.' with a text input field and 'OK' and 'Cancel' buttons.

### Creating a New and Adding an Additional Schedule Period

1. Click the Schedule tab
2. Click Add New Period at the bottom
3. Enter in a name for the new schedule period and click OK
4. Click on a cell in the grid to change its color to the new schedule color  
**TIP:** You can click and drag multiple cells for quicker edits
5. Click Apply to complete Schedule Period

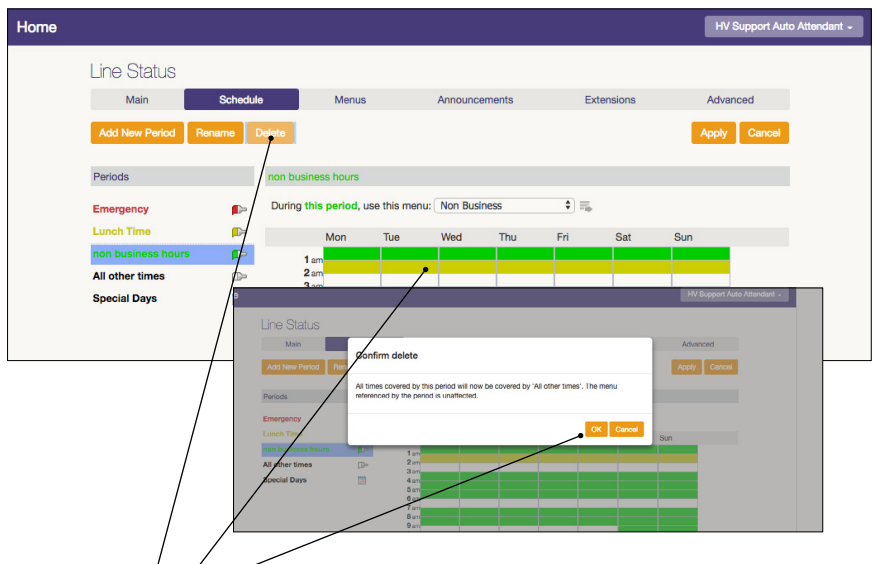


## Auto Attendant Schedule Period (Continued)



### Editing Existing Schedule Periods

1. On the left hand side, click the schedule you'd like to edit
2. Click on a cell in the grid to change its color to the schedule you're editing  
**TIP:** You can click and drag multiple cells for quicker edits
3. Click OK to confirm the new name, then click Apply



### Deleting a Schedule Period

1. Highlight the schedule period
2. Click Delete
3. Read the warning and click OK  
**WARNING:** All times covered by this period will now be covered by 'All other times'  
 The menu referenced by the period unaffected



## Menu

Create the actual menus for Auto Attendant.

The options available here are:

- **General:** This section is where you create menus that work with the Schedule Periods.
- **Keys:** What happens when someone presses 1? This is where you configure these options.
- **Timeout:** What should happen when a caller doesn't press a button?
- **References:** Which schedule periods (if any) use this particular menu.

Home HV Support Auto Attendant -

Line Status

Main Schedule **Menu** Announcements Extensions Advanced

Add New Menu Delete Apply Cancel

Menus General Keys Timeout References

Search for...

- business hours English
- Business Hours Spanish
- Emergency Menu
- Holiday Menu
- Language Menu
- Lunch Hour
- Non Business

Name business hours English

Description Enter optional description...

Menu announcement business hours English

## To Add a New Menu

1. Click the Add New Menu button
2. Type in a name for the menu
  - TIP:** For ease of use, the Menu Name and Schedule Period should match
3. Type in a description for the menu
4. Choose an existing announcement or create a new announcement
5. Click Apply
6. Click the Keys tab
7. Choose what should happen when a specific key is pressed
  - TIP:** For details, see “Keys Tab” section
8. Click Apply
9. Click the Timeout tab
10. Choose what should happen if a caller doesn't choose an option on Auto Attendant and click “apply”
  - TIP:** For details, see “Timeout” section

# ADMINISTRATOR PORTAL

## Auto Attendant



## Keys

Key	Action	Default
1	Use Default	Do Nothing
2	Use Default	Do Nothing
3	Use Default	Do Nothing
4	Use Default	Do Nothing
5	Use Default	Do Nothing
6	Use Default	Do Nothing
7	Use Default	Do Nothing
8	Use Default	Do Nothing
9	Use Default	Do Nothing

Allows you to configure what should happen when a caller presses specific keys.

For example, “When a caller presses 1, transfer the call to Sales”

The options available are:

- **Use Default:** This will do the default action selected under “Advanced” tab
- **Transfer to Phone:** Transfers a caller to a specific phone number
- **Transfer to Voice Mail:** Transfers a caller to a specific voice mail box in your business group\*
- **Dial by Extension:** Allows the caller to dial the direct extension in your business group\*
- **Dial by Name:** Allows the caller to enter the name of a user in your business group\*
- **Voice Mail by Extension:** Allows the caller to go directly to the Voice Mail box of a specific extension\*
- **Voice Mail by Name:** Allows the caller to go directly to the Voice Mail box of a specific user\*
- **Intercept Mailbox:** This forwards the caller to a mailbox selected under Advanced

Other Settings:

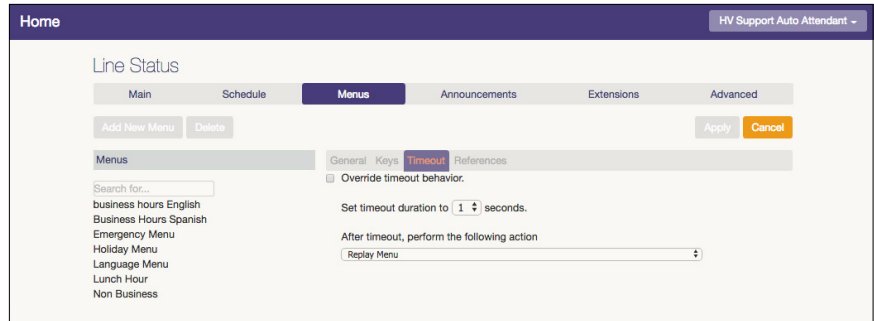
- **Go to Menu:** Sends the call to another pre-configured menu
- **Return to Previous Menu:** Takes the caller up one level in the menu structure. If there is not another level, the current menu will be played
- **Replay Menu:** The current menu will replay for the caller
- **Announcement-Return:** The caller will hear a different announcement then hear the current menu again
- **Announcement-Hang up:** The caller will hear a different announcement and then the call will end
- **Hang Up:** The call will end without any announcement

\* **The extensions need to be added to the Extensions Tab**





## Timeouts



By default, menus will automatically replay the current menu after three seconds.

You can configure the menu to do any of the following after the caller hasn't pressed a button in [X] seconds:

- Transfer to phone or voice mail
- Dial by name or extension
- Voice mail by name or extension
- Intercept mailbox
- Go to another menu
- Return to previous menu
- Replay current menu (default)
- Announcement and Return
- Announcement and Hang up
- Hang Up



## Additional Menu Tabs

### Announcements

Shows the announcements already configured (if any) in Auto Attendant as well as allowing you to create new announcements.

There are three ways to record an announcement in Auto Attendant:

- Record using a microphone on your Windows or Macintosh computer
- Record using the Astound Voice Mail access number
- Upload a supported WAV file

**Note:** If you choose to record via the Astound Access Number, Auto Attendant will tell you which announcement number you need to record.

The screenshot shows the 'Announcements' tab selected. At the top, there are tabs for 'Main', 'Schedule', 'Menus', 'Announcements', 'Extensions', and 'Advanced'. Below the tabs are buttons for 'Add New Announcement', 'Delete', and 'Download recording report...'. A search bar is present with the placeholder text 'Search for name, description or announcement number...'. The table below has the following data:

	Name	Description	
<input type="checkbox"/>	101	business hours English	
<input type="checkbox"/>	103	Business hours Spanish	

### Extensions

Allows you to configure which of the numbers/extensions are available for callers to reach using Auto Attendant. You can also record a spoken name for each person or group.

By default, Auto Attendant will automatically include new business group extensions.

To change this, click “New Business Group Extensions will be automatically included” and choose “Automatically exclude them.” And click “apply”.

The screenshot shows the 'Extensions' tab selected. At the top, there are tabs for 'Main', 'Schedule', 'Menus', 'Announcements', 'Extensions', and 'Advanced'. Below the tabs are buttons for 'Business Group Extensions' and 'Additional Extensions'. Below that are buttons for 'Include Selected' and 'Exclude Selected'. A search bar is present with the placeholder text 'Search for entry by extension, name or telephone number...'. The table below has the following data:

<input type="checkbox"/>	Extension	Name	Telephone Number	Department	Included?	Spoken Name
<input type="checkbox"/>		HV Support Auto Attendant	(610) 443 8600	None	✓	record
<input type="checkbox"/>		Office	(610) 443 8605	None	✓	record
<input type="checkbox"/>		Office	(610) 443 8607	None	✓	record
<input type="checkbox"/>		Schedule Forward	(610) 443 8615	None	✓	record



## Additional Menu Tabs (Continued)

### Advanced

Allows detailed configuration of Auto Attendant. These settings can override other settings on other tabs and should be used with caution.

The options available are:

- **Default Keys:** Configure default actions for each key that will be the default action unless overridden in a specific menu
- **Error Handling:** Configure the default behaviors for timeouts, failed call transfers and invalid extensions
- **Other Settings:** Configures if names are matched by first name, last name, or both, select an intercept mailbox if using this feature

The screenshot shows the 'Line Status' configuration page with the 'Advanced' tab selected. The page title is 'Line Status' and the breadcrumb is 'Home > HV Support Auto Attendant > Line Status'. The navigation tabs are 'Main', 'Schedule', 'Menu', 'Announcements', 'Extensions', and 'Advanced'. Under the 'Advanced' tab, there are three sub-sections: 'Default keys', 'Error handling', and 'Other settings'. The 'Default keys' section is active and contains a list of 11 numbered dropdown menus, each currently set to 'Do Nothing'. The last two items, 10 and 11, are labeled 'Replay Menu'. There are 'Apply' and 'Cancel' buttons at the bottom right of the configuration area. A descriptive text block on the left explains that this page allows configuring default actions for each key that a caller can press, and that these actions will be available to callers in all menus unless an alternative action is assigned to the key in the per menu configuration.

# CONTACT US



Powered by  **RCN** |  **GRANDE**  
COMMUNICATIONS |  **wave**



**Have More Questions?**

**Please Contact Us:**

**[astoundbusiness.com/contact/](http://astoundbusiness.com/contact/)**

**or call: 1-833-249-2786**