



TNCI  
**telastic**  
H o s t e d V o i c e

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ADMINISTRATOR FEATURE SET UP GUIDE

Welcome to TNCI Telastic Hosted Voice Service! This user guide will give detailed, step-by-step instructions on how to access and set up all of the features available to you in the Administrator Portal!

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### Voicemail

This feature is available to every user on the platform. TNCI Telastic offers 100 MB or 30 day storage per customer group (including all locations and all users). Additional storage can be purchased if needed. Please contact TNCI Telastic Support at 800-800-8508 or email [telastic@tncii.com](mailto:telastic@tncii.com) for more details.

To Access the Voicemail Manager:

1. Log into the Customer Admin Portal with the appropriate credentials.
2. Click on **Features** and then **Voicemail**.
3. Select the user that you would like to edit by single-clicking on their name and the options to edit will be displayed on the right.
  - a. **Enabled** – checking this box will enable the voicemail feature for this user.
  - b. **PIN** – This is the user’s four or five digit password that will be entered to access their voicemail from any device. The default password is 1234, unless you have already changed it. *Please note: The PIN cannot be the same as the user’s extension number.*
  - c. **Send Email** – Checking this box will send an email with an MP3 attachment of all new voicemail messages received.
  - d. **Delete After Email** – Checking this box will delete the voicemail message from the portal and the user’s message center once the email has been sent.
  - e. **Enable DialOut** – Checking this box allows a user to make an outbound call from their voicemail box. This is useful if an external number is provided by the company to dial in to check their voicemail. The user can then place an outbound call at the expense of the company. Be very careful using this as it can be a source of fraud if someone cracks a user’s voicemail pin. This is available to the user by selecting “Option 3” for “Advanced Options” when they are in the voicemail menu.
  - f. **Enable CallBack** – Checking this box allows for a callback option when a user is listening to their voicemail.
  - g. **Allow Operator** – Checking this box allows a user to press “0” for an operator, when listening to their voicemail. This will execute whatever action is assigned to extension “0”.
4. Click **Update Voicemail** to save any changes made before navigating away from this screen.

### Call Forwarding

This feature allows you to point all incoming calls to another number, whether it is an on-net number (a different user or device registered to the platform in your user group) or an off-net number (cell phone, home phone, or any device or number not registered to the platform).

To Access the Call Forwarding Manager:

1. Log into the Customer Admin Portal with the appropriate credentials.
2. Click on **Features** and then **Call Forwarding**.
3. Select the user that you would like to edit by single-clicking on their name and the options to edit will be displayed on the right.
  - a. **Call Forward All Calls** – This is the user’s unconditional call forwarding number. You can designate a telephone number to have all incoming calls forwarded to. Enter in a ten digit telephone number without spaces or dashes here.

- b. **Call Forward when Busy** - This is the user's call forwarding when busy number. You can designate a telephone number to have incoming calls forwarded to if the line is busy. Enter in a ten digit telephone number without spaces or dashes here.
  - c. **Call Forward when NoAnswer** – This is the user's call forwarding when noanswer number. You can designate a telephone number to have incoming calls forwarded to if the call is not answered on the registered device. Enter a ten digit telephone number without spaces or dashes here.
  - d. **Call Forward when UnAvailable** – This is the user's call forwarding when unavailable number. You can designate a telephone number to have incoming calls forwarded to if the registered device loses power or internet connection. It is recommended that an off-net number be designated here at all times as a built-in failover or redundancy feature.
  - e. **Remote Call Forwarding PIN** – This is the PIN to access remote call forwarding. You can designate a PIN to dial in when the user wishes to set up remote call forwarding. This PIN will be dialed from the user's registered device to turn this feature on and off. Enter in any combination of numbers without spaces or dashes here.
  - f. **Enable Hard Forwarding** – Hard Forwarding allows the called party to accept the incoming call without any prompts. When Hard Forwarding is disabled, the called party will be prompted to press 1 to accept the call.
  - g. **Use Internal CallerID** – When enabled, the CallerID for this user will be presented to the forwarded call. Otherwise, the CallerID from the incoming call will be passed through.
  - h. **Ring Internal Lines** – When enabled, internal Lines will be dialed simultaneously when using unconditional call forwarding. Otherwise, only the call forwarding numbers will be dialed.
4. Click **Update CallForwarding** to save any changes made before navigating away from this screen.

### Call Blocking

This feature allows you to block incoming calls with an anonymous caller ID, add telephone numbers to a blacklist, and/or add numbers to a do-not-call list.

To Access the Call Blocking Manager:

1. Log into the Customer Admin Portal with the appropriate credentials.
2. Click on **Features** and then **Call Blocking**.
3. **Anonymous** – This feature tab, located at the top left of the Call Blocking Manager screen, allows you block all incoming calls with an anonymous caller ID to any user in your User Group.
  - a. Select the user that you would like to edit by single-clicking on their name and the options to edit will be displayed on the right.
  - b. **Anonymous Call Reject** – checking this box will block all incoming calls with an Anonymous Caller ID for this designated user.
4. **BlackList** – This feature tab, located at the top left of the Call Blocking Manager screen, allows you to enter in any number(s) you wish to add to your BlackList. Any numbers added here will not be able to call anyone in your User Group.

5. **DoNotCall** – This feature tab, located at the top left of the Call Blocking Manager screen, allows you to enter in any number(s) you wish to add to the Do Not Call List. All users in your User Group will not be able to make an outbound call to any numbers added to this list.

### Schedules

This feature allows you to set up Time-of-Day and Day-of-Week type schedules, or call routing. This feature is commonly used to set after-hour call treatment and/or any specific holiday call treatment should your business be closed that day. Schedules are also commonly used in conjunction with Custom Actions. Please refer to the Custom Actions Feature Set-Up for more information.

To Access the Schedule Manager and create a new schedule:

1. Log into the Customer Admin Portal with the appropriate credentials.
2. Click on **Features** and then **Schedules**.
3. Click the **Add** tab located in the top left of the Schedule Manager Screen.
  - a. **Schedule Name** – Input your schedule name here.
  - b. **Type** – Select which type of schedule you are creating from the dropdown menu.
    - i. **Inclusive** – The schedule will take place during the time period specified
    - ii. **Exclusive** – The schedule will take place outside of the time period specified.
  - c. **Timezone** – Select the timezone you are setting this schedule in from the dropdown menu.
  - d. **Time** – Selecting **Any** means that your schedule will occur at all hours. Selecting **Specify** allows you to designate a specific time frame for your schedule to occur.
  - e. **Days of Week** – Selecting **Any** means that your schedule will occur 7 days a week. Selecting **Specify** allows you to designate a specific Start DoW (Day of Week) and a specific End DoW for your schedule to occur.
  - f. **Days of Month** – Selecting **Any** means that your schedule will occur every day of a month. Selecting **Specify** allows you to designate a specific Start DoM (Day of Month) and a specific End DoM for your schedule to occur.
  - g. **Months** – Selecting **Any** means that your Schedule will occur year round. Selecting **Specify** allows you to designate a specific Start Month and a specific End Month
  - h. **Except** – This allows you to make an “exception” to your schedule if it conflicts with another schedule or if it coincides with a holiday. Click **Add** to bring up the **Schedule Exclude Chooser**. Single click the schedule name or holiday to wish to add and click **OK**. If you wish to remove any from this list, single-click to highlight the line item that needs to be removed and then click **Delete**.
4. Click **Add Schedule** to save any changes.
5. Click **Reset** to clear all fields.

To View and Edit your Schedules:

1. Click on the **View/Edit** tab located at the top left of the Schedule Manager screen.
2. Select the schedule you would like to view or edit by single-clicking the name and the options to edit will be displayed on the right. Be sure to click **Update Schedules** to save any changes made before navigating away from this screen. If you wish to remove a schedule from the list, single click to highlight the line item and click **Delete Schedule**.

### Recordings

This feature allows you to provide voice prompts in your phone system that can be used for **Auto Attendants**, **Queue Groups**, and/or **Custom Actions**. Recordings can be uploaded as .WAV or .MP3 files from your local machine or can be recorded directly from a registered phone on the platform.

*Please Note: This is for Voice Prompt recordings, not call recordings or recorded calls.*

To Access the Recordings Manager screen and upload a recording from your local machine:

1. Log into the Customer Admin Portal with the appropriate credentials.
2. Click on **Features** and then **Recordings**.
3. Click on the **Add** tab located in the top left of the Recording Manager screen.
  - a. **Recording Name** – input your Recording Name here.
  - b. **File** - Click on the **Browse** button to locate the file on your local machine.
  - c. Click **Add Recording** to upload the selected file. You will receive confirmation after the file has been uploaded.

To upload a recording from a registered phone on the platform:

1. Click on **Call Control** and then **Extensions**.
2. Locate the Extension you would like to use and click **Choose** on the right side.
3. This will open a popup that you can use to select the specific action that you would like this extension to take. Check the radio button for **New Recording**.
4. Click **OK** at the bottom.
5. Dial that extension from any registered phone on the platform. The system will prompt you to begin your recording.
6. You may need to click Refresh in the Recordings Manager screen to display any recently uploaded recordings.

To update an existing recording from a registered phone on the platform:

1. Click on **Call Control** and then **Extensions**.
2. Locate the Extension you would like to use and click **Choose** on the right side.
3. This will open a popup that you can use to select the specific action that you would like this extension to take. Check the radio button for **Update Recording**.
4. Click **OK** at the bottom.
5. Dial that extension from any registered phone on the platform. The system will prompt you to begin your recording.
6. You may need to click Refresh in the Recordings Manager screen to display any recently updated recordings.

To View and Edit your recordings:

1. Click on the **View/Edit** tab located in the top left of the Recording Manager screen.
2. Single click to highlight the recording you wish to view and the options to edit will be displayed on the right. From here, you can also **Play**, **Download** and **Delete** recordings as needed.

*Please note: Once a recording has been uploaded, you will now see this as an option in the dropdown list under "Update Recording" or "Play Recording" when using "Call Control"*

### MusicOnHold

This feature allows you to upload or provide your own recordings for use as your hold music. This music will be played when a caller is placed on hold or participating in a conference bridge, where they may be the first attendee.

You may also upload and use multiple groups of hold music. The system will play .WAV or .MP3 files.

You must first create a folder for any music you would like to upload. To access the MusicOnHold Manager and create a folder:

1. Log into the Customer Admin Portal with the appropriate credentials.
2. Click on **Features** and then **MusicOnHold**.
3. Click on the **Add** tab located in the top left of the MusicOnHold Manager screen.
  - a. **MusicOnHold Name** – Input your Music On Hold name here. We recommend naming this folder “Default” or “Main” for easy reference.
  - b. **Is Default** – Checking this box will designate all music in this folder as the standard for any default call hold scenarios.
4. Click **Add MusicOnHold** to create your new folder.
5. Click **Reset** to clear all fields or create a new folder.

*Please Note: any additional **MusicOnHold** folders can be activated through the **Custom Actions** feature in the portal. Please refer to the Custom Actions Feature Set-Up for more information.*

Now you will need to upload music to the folder(s) created:

1. Click on the **View/Edit** tab located in the top left of the MusicOnHold Manager screen.
2. You will see all of your available Music on Hold folders here. If you do not see one that was just created, click the **Refresh** link.
3. Single click to highlight the folder you wish to upload music to and click **Upload**.
4. Click the **Browse** button and locate the file to upload on your local machine, then click **OK**. The system will confirm with “MusicOnHold has been uploaded” when the upload has completed.
5. You will now see your uploaded file below the folder name and you can click **Play**, **Download**, or **Delete** as needed, or you can click **Upload** to upload another file using the steps above.

After setting this up, you should dial in from a phone in your office as well as an outside phone in order to listen to and confirm that your hold music is acceptable.

### Conferences

This feature allows you to set up moderated and un-moderated conference bridges. Please note that each participant slot in a conference bridge will take up one of your sessions. This means that if all available sessions are being used in a Conference Bridge call, no other inbound or outbound calls can take place. A designated “off-net” Conference Bridge for up to 30 participants can be purchased. Please contact TNCI Telastic Support at 800-800-8508 or email [telastic@tncii.com](mailto:telastic@tncii.com) for more information.

There are two types of conference bridges available on the platform:

- **Moderated Conference Bridge** – The participants use an access code, conference number and PIN that is different than the ones used by the Moderator. The conference can only take place once the moderator has dialed in with a different access number thereby “activating” the bridge.

- Un-Moderated Conference Bridge – All participants, including the host, dial the same access number, enter the same conference number and then enter the same PIN. The conference can take place with or without the host of the conference bridge being present.

Here is how to set up a Moderated Conference Bridge in the Conference Manager:

1. Log into the Customer Admin Portal with the appropriate credentials.
2. Click on **Features** and then **Conferences**.
3. Click on the **Add** tab located in the top left of the Conference Manager screen.
  - a. **Conference Name** – Input your Conference name here.
  - b. **Conference Number** – Input your Conference number here. The system will prompt callers to dial this number in order to join the conference. Please do not use “0” as the conference number.
  - c. **PIN** – Input a PIN in the appropriate field. The system will prompt participants to dial this as the password in order to join the conference.
  - d. **Enable Music-On-Hold** – Checking this box will allow the first participant to hear hold music until another participant joins.
  - e. **Enable First Member Greeting** – Checking this box will allow the system to announce that the first member is the first member of the call.
  - f. **User Moderator** – Check this box as there will be a moderator for this conference.
  - g. **Moderator Only PIN** – Check this box if you would like only the moderator to enter a PIN. Leave unchecked if you would like all participants including the monitor to enter a PIN.
  - h. **Announce Users** – Checking this box will prompt each user to speak their name before entering into the bridge so that they can be announced as they join the conference.
  - i. **Participant Limit** – Set the “Participant Limit” for 30.
4. Click **Add Conference** to create your new Moderated Conference Bridge.
5. Click **Reset** to clear all fields or create a new Moderated Conference Bridge.

Now that you have the moderated conference built, you must set up the moderated part of this feature. To do this, you will set up an Extension or Telephone Number (TN) for the Moderator to dial into and a separate Extension or TN for the Participants to dial into.

To create your Moderator Extension or TN Access:

1. Click on **Call Control** and then **Extensions or TNs**.
2. Locate the extension or TN that you would like to use and click **Choose** on the right side.
3. This will open a popup that you can use to select the specific action for this extension.
  - a. Check the radio button for **Join Conference**. Leave the dropdown field blank.
  - b. Check the box for **Moderator**.
  - c. Click **OK** at the bottom.

To create your Participant Extension or TN Access:

1. Click on **Call Control** and then **Extensions or TNs**.
2. Locate the extension or TN that you would like to use and click **Choose** on the right side.
3. This will open a popup that you can use to select the specific action for this extension.
  - a. Check the radio button for **Join Conference**. Leave the dropdown field blank.
  - b. Leave the box for **Moderator** unchecked.
  - c. Click **OK** at the bottom.



Here is how to set up an Un-Moderated Conference Bridge in the Conference Manager:

1. Log into the Customer Admin Portal with the appropriate credentials.
2. Click on **Features** and then **Conferences**.
3. Click on the **Add** tab located in the top left of the Conference Manager screen.
  - a. **Conference Name** – Input your Conference name here.
  - b. **Conference Number** – Input your Conference number here. The system will prompt callers to dial this number in order to join the conference. Please do not use “0” as the conference number.
  - c. **PIN** – Input a PIN in the appropriate field. The system will prompt participants to dial this as the password in order to join the conference.
  - d. **Enable Music-On-Hold** – Checking this box will allow the first participant to hear hold music until another participant joins.
  - e. **Enable First Member Greeting** – Checking this box will allow the system to announce that the first member is the first member of the call.
  - f. **User Moderator** – Leave this box unchecked as there will not be a moderator for this conference.
  - g. **Announce Users** – Checking this box will prompt each user to speak their name before entering into the bridge so that they can be announced as they join the conference.
  - h. **Participant Limit** – Set the “Participant Limit” for 30.
4. Click **Add Conference** to create your new Un-Moderated Conference Bridge.
5. Click **Reset** to clear all fields or create a new Un-Moderated Conference Bridge

Now that you have the Un-Moderated conference built, you must assign an Extension or TN for all participants to dial into. To do this:

1. Click on **Call Control** and then **Extensions** or **TNs**.
2. Locate the extension or TN that you would like to use and click **Choose** on the right side.
3. This will open a popup that you can use to select the specific action for this extension.
  - a. Check the radio button for **Join Conference**. Leave the dropdown field blank.
  - b. Leave the box for **Moderator** unchecked.
  - c. Click **OK** at the bottom.

### Queues

This feature allows you to set up one or many Call Queue groups. A Call Queue is a virtual waiting room in which callers wait in line to speak with an agent (user or extension). The customer will hear automated prompts and/or hold music until a recipient of the call is selected by the policy of the queue group.

To Access the Queue Manager and create a new Queue:

1. Log into the Customer Admin Portal with the appropriate credentials.
2. Click on **Features** and then **Queues**.
3. Click on the **Add** tab located in the top left of the Queue Manager screen.
  - a. **Queue Name** – Type in the name of your Queue here.
  - b. **Strategy** – Click the drop down menu to select how you would like your Queue group to function. The options are:

- i. **Ringall** – This will ring all available lines of the Queue group members until one answers.
    - ii. **Roundrobin** – Each available line of the Queue group members will take turns to be tried until one answers.
    - iii. **Leastrecent** – This will ring the line of the Queue group member who was least recently called by this queue first.
    - iv. **Fewestcalls** – This will ring the line of the Queue group member with the fewest completed calls from this queue first.
    - v. **Random** – This will ring the lines of the Queue group member at random until one answers.
  - c. **Queue Timeout** – Indicate the amount of time in seconds before the Queue will timeout, either by being disconnected or by being moved to the next step (done by setting up a Custom Action. Please refer to the Custom Action Feature Set-Up for more information).
  - d. **Agent Timeout** – Indicate the amount of time in seconds that the call will ring each Agent, or user, in the Queue group before moving to the next.
  - e. **Retry Interval** – Indicate the amount of time in seconds before the Queue will retry the group if it has moved around all of the available members.
  - f. **Enter Recording** – This is the recording your customer will hear when first entering the Queue. You can select a pre-loaded recording for this from the dropdown menu.
  - g. **Leave Recording** – This is the recording your customer will hear when the system has timed out and they are leaving the Queue. You can select a pre-loaded recording for this from the dropdown menu.
  - h. **YouAreNext Recording** – This is the recording your customer will hear when they are next in the Queue. You can select a pre-loaded recording for this from the dropdown menu.
  - i. **ThankYou Recording** – This is the recording that will thank your customer for waiting. You can select a pre-loaded recording for this from the dropdown menu.
  - j. **UserGroup** – Select from the drop down menu the User Group you wish to select members from for this Queue Group.
  - k. **Members** – Click **Add** to search and add members to the Queue. In the popup window, click to highlight the name of the user you wish to add and click **OK**. To delete any users from the Queue Group, click to highlight the name of the user you wish to remove and click **Delete**.
4. Click **Add Queue** to save and add your new Queue.
5. Click **Reset** to clear all fields or create another Queue.

You will now need to assign your Queue group to a specific Telephone Number (TN).

1. Click on **Call Control** and then **TNs**.
2. Locate the TN that you would like to use and click **Choose** on the right side.
3. This will open up a popup that you can use to select the specific action that you would like this TN to take. Check the radio button for **Enter Queue** and Select the Queue Group name you wish to assign the TN to.
4. Click **OK** at the bottom.

To View and Edit your Queue(s):

1. Click on the **View/Edit** tab located at the top left of the Queue Manager screen.
2. Select the Queue you would like to view or edit by single-clicking the name and the options to edit will be displayed on the right. Be sure to click **Update Queue** to save any changes made before navigating away from this screen. If you wish to remove a queue from the list, single-click to highlight the line item and click **Delete Queue**.

### Page Groups

This feature allows you to set up a group of users who can page one another via the speaker on their registered devices.

To access the Page Group Manager and set up a new Page Group:

1. Log into the Customer Admin Portal with the appropriate credentials.
2. Click on **Features** and then **Page Groups**.
3. Click on the **Add** tab located in the top left of the Page Group Manager screen.
  - a. **PageGroup Name** – Enter in the name of your page group here.
  - b. **PageGroup Number** – Enter in a unique number that identifies the page group here.
  - c. **Allow Two Way** – Checking this box will allow two-way audio during a page.
  - d. **No Beep** – Check this box if you do not wish to have a beep played prior to the page.
  - e. **Do Not Disturb** – Checking this box will deny a page from being received if the user is on the phone.
  - f. **Members** – click **Add** to select and add designated users to the Page Group. In the **User Selector** pop-up, single-click to highlight the name of the user you wish to add and click **OK**. To remove any users from the list, single-click to highlight their name and click **Delete**.
4. Click **Add PageGroup** to save and add your new page group.

You will now need to assign your Page Group to a specific extension.

1. Click on **Call Control** and then **Extensions**.
2. Locate the Extension that you would like to use and click **Choose** on the right side.
3. This will open up a popup that you can use to select the specific action that you would like this extension to take. Check the radio button for **Page** and Select from the dropdown menu the Page Group name you wish to assign the Extension to.
4. Click **OK** at the bottom.

To View and Edit your Page Group(s):

1. Click on the **View/Edit** tab located at the top left of the PageGroup Manager screen.
2. Select the Page Group you would like to view or edit by single-clicking the name and the options to edit will be displayed on the right. Be sure to click **Update PageGroup** to save any changes made before navigating away from this screen. If you wish to remove a Page Group from the list, single click to highlight the line item and click **Delete PageGroup**.

### Hunt Groups

This feature allows you to set up one or many Hunt Groups. A Hunt Group is a call flow in which an incoming call will “hunt” for the next available user until the call is picked up. The caller will only hear the phone ring until the call is picked up.

To access the Hunt Group Manager and create a new Hunt Group:

1. Log into the Customer Admin Portal with the appropriate credentials.
2. Click on **Features** and then **Hunt Groups**.
3. Click on the **Add** tab located in the top left of the HuntGroup Manager screen.
  - a. **HuntGroup Name** – Input your Hunt Group name here.
  - b. **Ring Timeout** – Indicate the amount of time in seconds that you wish the call flow to timeout if none of the Hunt Group members answer.
  - c. **Allow Hard Forwarding** – Checking this box will allow hard forwarding for each member of the Hunt Group. If this box is not checked, the members of the Hunt Group will be prompted to press 1 to accept the call.
  - d. **Steps** – Click **Add** to bring up the HuntGroup Item Selector.
    - i. **Action** – There are two ways to add members to the Hunt Group. A User-based selection will ring the designated user on their registered device. A Line-based selection will ring a designated line on a registered device. This is helpful if the user would like to know if an incoming call is specifically for them or coming in due to the Hunt Group. Check the appropriate radio button. Click **Add** to bring up the HuntGroup User Chooser. Select from the drop down menu the first user or line of your Hunt Group. Click **OK**.
    - ii. **Busy** – Select from the drop down menu the action that will take place if the user or line is busy.
      1. Selecting **Next** will send the call to the next member of the Hunt Group.
      2. Selecting **Finish** will send the call to the finishing action, determined in “step f” below.
    - iii. **No Answer** – Select from the drop down menu the action that will take place if the user or line does not answer.
      1. Selecting **Next** will send the call to the next member of the Hunt Group.
      2. Selecting **Finish** will send the call to the finishing action, determined in “step f” below.
    - iv. **Ring Timeout** – Indicate the amount of time in seconds you wish for the call to timeout and go to the next person in the Hunt Group. Keep in mind the Ring Timeout selected for the Hunt Group as a whole. For example, if your Hunt Group Ring Timeout is set to 60 seconds and you have 6 Hunt Group members, you may want to give each of those members a 10 second Ring Timeout.
    - v. Click **Add**.
  - e. Repeat the above “step d” for each user or line that you wish to add to the Hunt Group.
  - f. **Finish** – Select one of the four radio button options to indicate how the Hunt Group will finish:
    - i. **Hangup** – After the last user in the Hunt Group is tried, the call will end.
    - ii. **Busy** – After the last user in the Hunt Group is tried, the call will end with a busy tone.

- iii. **Voicemail** – After the last user in the Hunt Group is tried, the call will go to a designated Voicemail, selected from the dropdown menu.
  - iv. **Auto Attendant** – After the last user in the Hunt Group is tried, the call will go to an Automated Attendant, selected from the dropdown menu.
4. Click **Add HuntGroup** to save and add your new hunt group.
  5. Click **Reset** to clear all fields.

You will now need to assign your Hunt Group to a specific Telephone Number (TN).

1. Click on **Call Control** and then **TNs**.
2. Select the TN you wish to point to your Hunt Group and click **Choose** on the right.
3. This will open up a popup that you can use to select the specific action that you would like this TN to take. Check the radio button for **Hunt Group** and select from the drop down menu the Hunt Group name you wish to assign the TN to.
4. Click **OK** at the bottom.

To View and Edit your Hunt Group(s):

1. Click on the **View/Edit** tab located at the top left of the HuntGroup Manager screen.
2. Select the schedule you would like to view or edit by single-clicking the name and the options to edit will be displayed on the right. Be sure to click **Update HuntGroup** to save any changes made before navigating away from this screen. If you wish to remove a Hunt Group from the list, single click to highlight the line item and click **Delete HuntGroup**.

### Auto Attendants

This feature allows you to create customized greetings that your customers will hear before a live person picks up the call. This is often used to provide prompts for the customers to dial in order to reach a designated department or user.

To Access the Auto Attendant Manager and create a new Auto Attendant:

1. Log into the Customer Admin Portal with the appropriate credentials.
2. Click on **Features** and then **Auto Attendants**.
3. Click on the **Add** tab located in the top left of the Auto Attendant Manager screen.
  - a. **Auto Attendant Name** – Input your Auto Attendant name here.
  - b. **Wait Timeout** – Indicate the amount of time in seconds you would like your recording to wait before repeating again.
  - c. **Max Loops** – Indicate the amount of intervals you would like your recordings to repeat.
  - d. **Schedule** – If you would like your Auto Attendant to only be played during a specific time, select from the dropdown menu the Schedule you would like applied to this Auto Attendant. Please refer to the Schedule Feature Set-Up for more information.
  - e. **Greeting Recording** – Select from the dropdown menu the Greeting Recording you would like played.
  - f. **Instructions Recording** – Select from the dropdown menu the Instructions Recording you would like played.
  - g. **Include DialByExten** – Check this box if you would like to give callers the ability to reach a specific user by dialing their extension.
  - h. **Menu** – This is where you will set up all of your menu prompts. An example of this would be “Press 1 for Customer Service, Press 2 for Sales, Press 3 for Accounts

Receivable, etc.” To add menu prompts, click **Add** located to the right of this window, which will pull up a new screen.

- i. **Option** – Input your option number here.
- ii. **No Action** – Checking this radio button means that there will be no action that takes place if a user dials this option.
- iii. **Dial User** – Checking this radio button will send the call to a specific user once that option is dialed. Select from the dropdown menu the specific user for this action.
- iv. **Dial Line** – checking this radio button will send the call to a specific line once that option is dialed. Select from the dropdown menu the specific line for this action.
- v. **Join Conference** – Checking this radio button will send the call to a conference bridge, where they will then be prompted to enter in the Conference ID and PIN. Leave this dropdown menu blank. Be sure to check the box next to Moderator if this is to give the Moderator access.
- vi. **Enter Queue** – Checking this radio button will send the call to a designated Queue Group. Select from the dropdown menu the specific Queue Group for this action.
- vii. **Page** – Checking this radio button will send the call to a page group extension once that option is dialed. It is not likely that this would be used as it will allow the caller to speak into the intercoms of the devices in this page group. Page Groups are more commonly used as an internal feature. Select from the dropdown menu the specific Page Group for this action.
- viii. **Hunt Group** – Checking this radio button will send the call to a designated Hunt Group once that option is dialed. Select from the dropdown menu the specific Hunt Group for this action.
- ix. **Auto Attendant** – Checking this radio button will send the call to a different Auto Attendant once that option is dialed. This is useful if you need to set up a complex auto attendant with different layers of options for each department. Select from the dropdown menu the specific Auto Attendant for this action.
- x. **Forward** – Checking this radio button will send the call to a designated number that is not on the platform once that option is dialed. This is useful if there is a Corporate number that is off-net, but needs to be reachable from the menu prompts. Indicate the 10 digit number you wish to have the call forwarded to in the provided field.
- xi. **Check Voicemail** – Checking this radio button will send the call to a specific user’s remote-access voicemail prompt once that option is dialed. The system will then prompt the caller to enter in their unique PIN. Select from the dropdown menu the User’s Voicemail you wish to have that call sent to.
- xii. **Leave Voicemail** – Checking this radio button will send the call to a specific user’s voicemail box once that option is dialed. Select from the dropdown menu the user’s voicemail box you wish to have that call sent to.
- xiii. **Directory** – Checking this radio button will send the call to a company Directory once that option is dialed. Select from the dropdown menu to determine if the Directory can be searched by first name or last name.

- xiv. **New Recording** – Checking this radio button will prompt the caller to start a new recording. This recording will be uploaded to your Recordings feature tab; not a commonly used feature in Auto Attendant.
  - xv. **Update Recording** – Checking this radio button will prompt the caller to update the designated recording selected from the dropdown menu. This is not a commonly used feature in Auto Attendant.
  - xvi. **Play Recording** – Checking this radio button will allow for a designed recording to be heard once that option is dialed. Select the recording from the dropdown menu.
  - xvii. **Set Language** – Checking this radio button will allow for the language to be set once that option is dialed. Select English or Spanish from the drop down menu.
  - xviii. **Fax-to-Email** – Checking this radio button will prompt the caller to deliver a fax to a designated email address once that option is dialed.
  - xix. **Web App** – This is not a commonly used feature in Auto Attendant.
  - xx. **PINSet** – Checking this radio button will prompt the caller to enter in their PINSet. This is not a commonly used feature in Auto Attendant.
  - xxi. **Custom Action** – Checking this radio button will start a designated Custom Action once that option is dialed. Select the Custom Action from the dropdown menu.
- i. Finish
    - i. **Hangup** – Checking this radio button means that after the auto attendant has completed its pre-determined actions selected above, it will hang up and end the call.
    - ii. **Voicemail** – Checking this radio button means that after the auto attendant has completed its pre-determined actions above, it will send the caller to a specific voicemail. Click from the drop down menu to select a voicemail box.
- 6. Click **Add AutoAttendant** to save and add your new Auto Attendant.
  - 7. Click **Reset** to clear all fields or create a new Auto Attendant.

You will now need to assign your AutoAttendant to a specific Telephone Number (TN).

- 5. From the Toolbar, click on **Call Control** and then **TNs**.
- 6. Select the TN you wish to point to your Auto Attendant and click **Choose**.
- 7. This will open up a popup that you can use to select the specific action that you would like this TN to take. Check the radio button for **Auto Attendant** and Select the Auto Attendant name you wish to assign the TN to.
- 8. Click **OK** at the bottom.

To View and Edit your Auto Attendant(s):

- 1. Click on the **View/Edit** tab located at the top of the Auto Attendant Manager screen.
- 2. Select the Auto Attendant you would like to view or edit by single-clicking the name and the options to edit will be displayed on the right. Be sure to click **Update AutoAttendant** to save any changes made before navigating away from this screen. If you wish to remove an Auto Attendant from the list, single click to highlight the line item and click **Delete AutoAttendant**.



### Call Parking

This feature allows you to place a caller in a virtual waiting room and pick up the call from any other phone on the platform or have another user pick up the call from their registered device.

To Access the Call Parking Manager:

1. Log into the Customer Admin Portal with the appropriate credentials.
2. Click on **Features** and then **Call Parking**.
  - a. **Enabled** – Check this box to enable the Call Parking Feature
  - b. **Park Extension** – This will be the number to dial when parking a call. We recommend using “99”.
  - c. **Start Position** – This is the starting extension where calls will be parked. We recommend using “1”.
  - d. **Num Positions** – This is the number of positions that you can have calls parked. We recommend using 3.
  - e. **Max Time** – This is the maximum amount of time in seconds that a caller will be waiting in the parked extension.
  - f. **Return Extension** – This is the extension that the caller will be returned to after they have reached the maximum wait time.
3. Click **Update Call Parking** to save your Call Parking feature details.

To Park Calls:

1. Place the caller you wish to park on hold using the softkey on your IP phone
2. Dial “99” or whatever Park Extension you assigned in the setup of this feature. The system will announce an extension indicating where that caller is parked. This extension is based on the guidelines you set up in the feature. For example, if you set up the start extension to be 1 and you have 3 available extensions where a call can be parked, the auto attendant will announce that it is in “1” “2” or “3”.
3. Press transfer again. Now any user on the platform can pick up the call by dialing the extension provided.

### Speed Dials

This feature allows you to create a short list of specific users in your Customer Group that will be displayed on the screen of one or many registered devices in your Customer Group. Users of those devices can then simply press the softkey adjacent to the Speed Dial to quickly call that user. Note, the Speed Dials list of users can be created by the Customer Admin, but can only be applied by TNCI Telastic Support. Please call 800-800-8508 or email [telastic@tncii.com](mailto:telastic@tncii.com) to apply these speed dials.

To access the SpeedDial Manager and create a new Speed Dial:

1. Log into the Customer Admin Portal with the appropriate credentials.
2. Click on **Features** and then **Speed Dials**.
3. Click on the **Add** tab located in the top left of the SpeedDial Manager screen.
  - a. **SpeedDial Name** – Input your Speed Dial name here.
  - b. **Users** – Click the **Add** button on the right and the User Selector will pop up. Single-click to highlight the user you wish to add and click **OK**.
  - c. The index field will show the position of the user in the speed dial list.



- d. Use the **Delete**, **Move Up**, and **Move Down** buttons as needed to re-order the users on this speed dial.
4. Click **Add SpeedDial** to save any changes.
5. Click **Reset** to clear all fields.
6. Please contact TNCI Telastic Support at 800-800-8508 or email [telastic@tncii.com](mailto:telastic@tncii.com) to have your Speed Dials applied.

To View and Edit your Speed Dials.

1. Click on the View/Edit tab located at the top of the SpeedDial Manager screen.
2. Select the Speed Dial you would like to view or edit by single-clicking the name and the options to edit will be displayed on the right. Be sure to click **Update SpeedDial** to save any changes made before navigating away from this screen. If you wish to remove a Speed Dial from the list, single click to highlight the line item and click **Delete SpeedDial**.
3. Reboot your phone to apply any Speed Dial updates.

### PINSets

This feature allows you to insert an account code into the Call Detail Record (CDR) that is generated by the TBX at the conclusion of a call. This might be used by a lawyer or someone who needs to match specific calls to a client or customer, for billing purposes or for accounting for time. Each PIN is associated with an Account Code and each set may contain one or more PINS, each with their unique Account Code and Caller ID, if needed.

To Access the PINSet Manager:

- a. **PINSet Name** – Input your PINSet name here.
  - b. **Desc** – Input your PINSet description here.
  - c. Click **Add** to the right of the table to bring up the Add PINSet Item screen.
    - i. **PIN** – Enter the PIN number. This is the code that you will need to input on the phone before placing a call. The PIN must be 6 or more digits.
    - ii. **Account Code** – Enter the Account Code number.
    - iii. **Trusted Number** – Please leave this field blank.
    - iv. **Outbound Caller ID** – If needed, indicate the Outbound Caller ID to be displayed with this PINSet.
    - v. **Description** – If needed, indicate a description specific to this PINSet here.
    - vi. Click **OK** to add your new PIN combination or Cancel to go back.
  - d. Follow the above steps until you are finished entering in all of your PINSets. These can be updated or modified at any time, as needed.
  - e. Click **Edit** to the right of the table to edit a specific PINSet.
  - f. Click **Delete** to the right of the table to remove a specific PINSet.
4. Click Add **PINSet** to save your PINSet feature details.
  5. Click **Reset** to clear all fields.

You will now need to assign your PINSet to a specific Extension, Telephone Number (TN), or both. The user must dial either number to reach the PINset prompt and then enter the PIN that they wish to use.

1. Click on **Call Control** and then **Extensions** or **TNs**

2. This will open up a popup that you can use to select the specific action that you would like this TN to take. Check the radio button for **PINSet** and select the PINSet name from the dropdown menu.
3. Click **OK** at the bottom.

To use your PINSets:

1. Dial the assigned extension or TN for the PINSet that you would like to use.
2. Once prompted, dial the PIN you would like to use and you will receive a dial-tone from the system.
3. Dial the complete phone number you wish to call and resume your call as normal.

When this call has completed, the associated Account Code with this PINSet will be written to the Call Detail Record (CDR). You can view or export/download the CDRs as needed under Monitor, Calls in the admin portal.

To View and Edit your PINSet(s):

1. Click on the **View/Edit** tab located at the top of the PINSet Manager screen.
2. Select the PINSet you would like to view or edit by single-clicking the name and the options to edit will be displayed on the right. Be sure to click **Update PINSet** to save any changes made before navigating away from this screen. If you wish to remove a PINSet from the list, single-click to highlight the line item and click **Delete PINSet**.

## Wakeups

This feature allows you to set up any number of scheduled wakeup calls that will ring a specific registered device at the designated time. You can set this up as a one-time wakeup or set up as a daily recurrence.

To access the Wakeup Manager and create a new Wakeup:

1. Log into the Customer Admin Portal with the appropriate credentials.
2. Click on **Features** and then **Wakeups**.
3. Click the **Add** tab located in the top left of the Wakeups Manager screen.
  - a. **User** – Select from the dropdown menu the user you would like to set up a wakeup call for.
  - b. **Time** – Indicate the time of day you would like this wakeup call to take place.
  - c. **Num Days** – Indicate the number of consecutive days you would like this wakeup call to take place.
4. Click **Add Wakeup** to save and add your new wakeup.
5. Click **Reset** to clear all fields.

To View and Edit your Wakeup(s):

1. Click on the **View/Edit** tab located at the top left of the Wakeup Manager screen.
2. You may need to click **Refresh** to see any recently added wakeup calls. You can sort this list by User, Day, Time, or Status. If you would like to remove a wakeup from this list, single-click to highlight the line item and click **Delete Wakeup**.

### Call Recordings

This feature allows you to manage all recorded calls in customer group. Users can record calls by dialing \*55 prior to the ten digit number of the called party.

To access the Call Recording Manager:

1. Log into the Customer Admin Portal with the appropriate credentials.
2. Click on **Features** and then **Call Recordings**.
3. You will see a list of all recorded calls. Be sure to click the **Refresh** link for up to date recordings.
4. You can sort through this list by Date/Time, Type, CallerID, Dialed Number, or Size.
5. You can manage these recordings by clicking to highlight a single recording and then clicking **Play, Download, or Delete**.

### Custom Actions

This feature allows you to combine multiple features together to create on complex feature. This is most commonly used with a pre-configured Schedule. For example, if you set an after-hours Schedule so that calls can be re-routed to an on-call user or to hear a different pre-configured Auto Attendant, you would set that up in Custom Actions. Keeping Custom Actions schedule based allows you to set these details up only once rather than worrying about it at the close of each business day. Alternatively, you can create a Sequential-based Custom Action that will take place in the sequential order given. For example, you can use this to implement different hold music for a specific user. Another example could be to send a caller from a Hunt Group to a different department or user if the members of the Hunt Group do not pick up.

To Access the CustomActions Manager:

1. Log into the Customer Admin Portal with the appropriate credentials.
2. Click on **Features** and then **Custom Actions**.
3. Click on the **Add** tab located in the top left of the CustomActions Manager screen.
  - a. **Custom Action Name** – Enter your Custom Action name here.
  - b. **Type** – Select your Custom Action type from the dropdown menu.
    - i. **Schedule Based** – This type of Custom Action is used in conjunction with a specific schedule, and will then occur in the sequence that you designate it to take within that scheduled time fame.
    - ii. **Sequential** – This type of Custom Action is not schedule based and will just occur in the sequence that you designate it to take.
  - c. Click **Add**, located to the right of the table to bring up the Custom Action Item – Add screen. Please note, if this is a Schedule Based Custom Action, there will be a required field at the top of this screen. Click from the dropdown menu to select the Schedule you wish to associate with this Custom Action. If this is a Sequential Based Custom Action, this field option will not appear.
    - i. **No Action** – Checking this radio button means that there will be no action that takes place for this sequence.
    - ii. **Dial User** – Checking this radio button will send a call to a specific user. Select from the dropdown menu the specific user for this action.
    - iii. **Dial Line** – Checking this radio button will send a call to a specific line. Select from the dropdown menu the specific line for this action.

- iv. **Join Conference** – Checking this radio button will send the call to a conference bridge, where the caller will then be prompted to enter in the Conference ID and PIN. Leave this dropdown menu blank. Be sure to check the box next to Moderator if this is to give the Moderator access.
- v. **Enter Queue** – Checking this radio button will send the call to a designated Queue Group. Select from the dropdown menu the specific Queue Group for this action.
- vi. **Page** – Checking this radio button will send the call to a page group extension once that option is dialed. It is not likely that this would be used as it will allow the caller to speak into the intercoms of the devices in this page group. Page Groups are more commonly used as an internal feature.
- vii. **Hunt Group** – Checking this radio button will send the call to a designated Hunt Group. Select from the dropdown menu the specific Hunt Group for this action.
- viii. **Auto Attendant** – Checking this radio button will send the call to an Auto Attendant. This is useful if you have created a special after-hours Auto Attendant. Select from the dropdown menu the specific Auto Attendant for this action.
- ix. **Forward** – Checking this radio button will send the call to a designated number that is not on the platform or associated to a registered device. This is useful if there is a Corporate number or remote user that is off-net, but needs to be reachable in an after-hours scenario. Indicate the 10 digit number you wish to have the call forwarded to in the provided field.
- x. **Check Voicemail** – Checking this radio button will send the call to a specific user's remote-access voicemail prompt. The system will then prompt the caller to enter in their unique PIN. Select from the dropdown menu the User's Voicemail you wish to have that call sent to.
- xi. **Leave Voicemail** – Checking this radio button will send a call to a specific user's voicemail box. Select from the dropdown menu the user's voicemail box you wish to have that call sent to.
- xii. **Directory** – Checking this radio button will send the call to a company Directory once that option is dialed. Select from the dropdown menu to determine if the Directory can be searched by first name or last name.
- xiii. **New Recording** – Checking this radio button will prompt the caller to start a new recording. This recording will be uploaded to your Recordings feature tab; not a commonly used feature in Custom Actions.
- xiv. **Update Recording** – Checking this radio button will prompt the caller to update the designated recording selected from the dropdown menu. This is not a commonly used feature in Custom Actions.
- xv. **Play Recording** – Checking this radio button will allow for a designed recording to be heard. Select the recording from the dropdown menu.
- xvi. **Set Language** – Checking this radio button will allow for the language to be set. Select English or Spanish from the drop down menu.
- xvii. **Fax-to-Email** – Checking this radio button will prompt the caller to deliver a fax to a designated email address.
- xviii. **Web App** – This is not a commonly used feature in Custom Actions.

- xix. **PINSet** – Checking this radio button will prompt the caller to enter in their PINSet.
  - xx. **Custom Action** – Checking this radio button will start another layer of a Custom Action. Select the Custom Action from the dropdown menu.
4. Repeat the above steps to combine multiple steps to your Custom Action. They will be sequentially ordered as you add them, starting 1,2,3 and so on.
  5. Click **Add CustomAction** to save and add your new Custom Action.
  6. Click **Reset** to clear all fields.

You will now need to assign your Custom Action to a specific TN.

1. Click on **Call Control** and then **TNs**.
2. Locate the TN that you would like to use and click **Choose** on the right side.
3. This will open up a popup that you can use to select the specific action that you would like this TN to take. Check the radio button for **Custom Actions** and select the specific Custom Action from the dropdown menu.
4. Click **OK** at the bottom.

To View and Edit your Custom Action(s):

1. Click on the **View/Edit** tab located at the top left of the CustomActions Manager screen.
2. Select the Custom Action you would like to view or edit by single-clicking the name and the options to edit will be displayed on the right. Be sure to click **Update CustomAction** to save any changes made before navigating away from this screen. If you wish to remove a Custom Action from the list, single click to highlight the line item and click **Delete CustomAction**.