ENTERPRISE COMMUNICATIONS

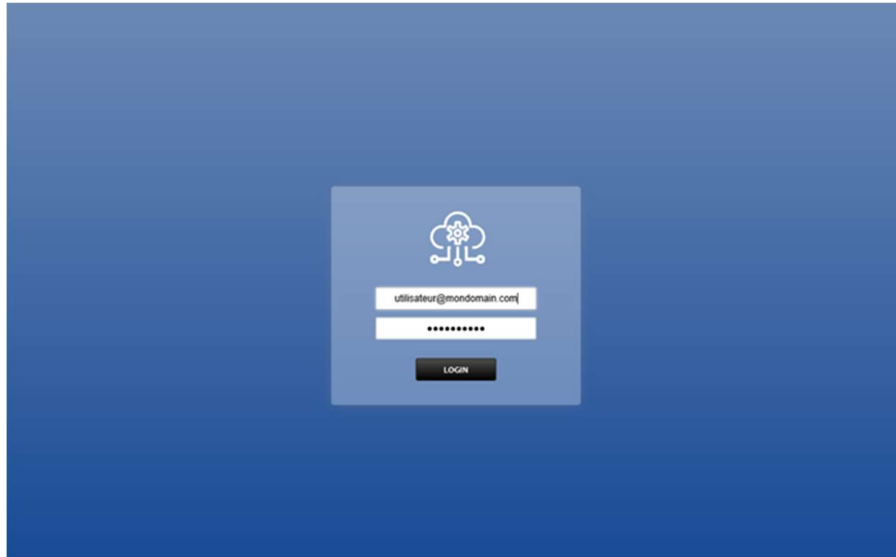# BUSINESS PHONE SYSTEM

S2T

ADMININISTRATION GUIDE

Version: June 2020

TABLE OF CONTENT

« MY PHONE » PORTAL FOR ADMINISTRATORS

The « My Phone » portal is accessible at : myphone.cloudsvcs.net.

To access the portal with administrator privileges, use the pbx@[your_domain_name].

WELCOME PAGE

MENU STRUCTURE

- Home
    - o Logout: End and exit the « My Phone » Portal.
    - o Account Settings: Personal user settings.
    - o Dashboard: Summary information.
- Accounts
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- Applications
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    - o IVR Menus: To manage the Interactive Voice Response functions.
    - o Recordings: To manage system recordings used for announcements and voice prompts.
    - o Ring Groups: To manage the Ring Groups.
    - o Time Conditions: To manage Time Conditions options.
    - o Voicemail: To manage the voicemail users and system voicemail boxes.
- Status
    - o CDR Statistics: Call statistics.

ACCOUNTS MENU

DEVICES

To configure all the desk phones registered for your business.

WARNING	**WARNING**, when making changes to desk phone configurations,

WARNING, when making changes to desk phone configurations,

Some changes could make the phones unusable

It is strongly recommended that you make a copy of phone's configuration before making any changes to it.
The copy can be used as a reference base if any phone becomes unusable.

EDIT

Click on the MAC Address or the [✏] button corresponding to the phone you want to modify.

LINE

To identify the line associated with the phone.

ⓘ	**Do not modify the values configured in the Line section.**

KEYS

To configure each button on a desk phone.

LIST OF SUPPORTED FUNCTIONS

- Line: Line button.
- Shared Line: Shared Line button.
- Interphone: Intercom button.
- Call waiting: Call Park button.
  - For Call Park #1, enter "**park+*5901**" in the field **Value**.
    or
  - For Call Park #2, enter "**park+*5902**" in the field **Value**.
- BLF: BLF buttons (Busy Lamp Field indicator and speed dial).
  - Enter the extension number in the **Value** field.
- Abbreviated dialing:
  - Enter the phone number in the **Value** field.

LINE

- Grandstream Phone: Enter 0.
- Yealink Phone: Enter 1.

LABEL

Text to be displayed on the button.

CONFIGURATIONS

To configure the special functions, for example the interface language of the phone.

ⓘ	**Do not modify the values previously configured in this section.**

EXTENSIONS

To configure the extensions.

Extensions (2)
Use this to configure your SIP extensions.

Extension	Call Group	Enabled	Description	
101		True		✎
102		True		✎

EDIT

Click on the extension number or the ✎ button corresponding to the extension you want to modify.

Extension   BACK | CALL ROUTING | SAVE

Field	Value	Description
Extension	101	Enter the alphanumeric extension. The default configuration allows 2 - 15 digit extensions.
Users	john_doe	Assign the users that are assigned to this extension.
Voicemail Password	•••••••••••••	Enter the numeric voicemail password here.
Device Provisioning	Line 1 MAC Address 01-02-03-04-05-06 Template	Select a device and line number to assign to this extension.
Effective Caller ID Number	101	Enter the internal caller ID number here.
Directory Full Name	Jon Doe	Enter the first name followed by the last name.
Directory Visible	True	Select whether to hide the name from the directory.
Directory Extension Visible	True	Select whether announce the extension when calling the directory.
Limit Max	5	Enter the max number of outgoing calls for this user.
Limit Destination	error/user_busy	Enter the destination to send the calls when the max number of outgoing calls has been reached.
Voicemail Enabled	True	Enable/disable voicemail for this extension.
Voicemail Mail To	john_doe@domain.com	Enter the email address to send voicemail to (optional).
Voicemail File	Audio File Attachment	Select a listening option to include with the email notification.
Voicemail Keep Local	True	Choose whether to keep the voicemail in the system after sending the email notification.
Missed Call		Select the notification type, and enter the appropriate destination.
Ring time	30	Enter the maximum ring time.
Call Group		Enter the user call group here. Groups available by default: sales, support, billing.
Record	Disabled	Choose whether to record local, inbound, outbound, or all.
Hold Music		Select the MOH Category here.
Enabled	True	Set the status of the extension.
Description		Enter the description.

SAVE

EXTENSION

Extension number.

USERS

User(s) associated with this extension.

VOICEMAIL PASSWORD

Password to access the voicemail.

DEVICE PROVISIONING

Desk phone associated with this extension.

(!)	**DO NOT MODIFY.**

EFFECTIVE CALLER ID NUMBER

Caller ID number display for internal calls between extensions.

DIRECTORY FULL NAME

Name displayed in the phone directory.

VISIBLE NAME

To display the name in the phone directory.

VISIBLE NUMBER

To display the extensions in the phone directory.

LIMIT MAX

Maximum number of concurrent outgoing calls allowed by this extension.

LIMITE DESTINATION

Message to be played when limit of concurrent outgoing calls has been reached.

(!)	**NO DOT CHANGE!**

VOICEMAIL ENABLED

To enable/disable the voicemail for this extension.

VOICEMAIL MAIL TO

Email address to be notified for missed calls and/or for new voicemail messages.

VOICEMAIL FILE

- Listen Link (Login Required): A link will be included in the notification email to play the voicemail.
- Download Link (No Login Required): A link will be included in the notification email to download the audio file of the voicemail message.
- Audio File Attachment: The audio file of the voicemail message will be attached with the notification email.

VOICEMAIL KEEP LOCAL

To choose if the voicemail will be kept in the voicemail box after the notification email has been sent.

MISSED CALLS

To choose if a notification email will be sent for missed calls.

RING TIME

Maximum ring time before calls are routed to the voicemail system.

RING GROUP

Ring Group that the user is part of. Default groups are sales, support, billing.

RECORD

To enable call recording for this extension.

> **Please ensure call recording is permitted in your region (state/province) and follow disclosure requirement before enabling this feature.**

HOLD MUSIC

Music played with calls are on hold.

ENABLE

To enable/disable this extension.

USERS

To configure users attributes like password, email address, interface language and time zone.

Users (3)
Add, edit, delete, and search users.

Username	Groups	Organization	Name	Enabled	
Jane_Doe	user	_demo_en	Jane Doe	True	
john_doe	user	_demo_en	John Doe	True	
pbxadmin	user, pbxadmin	_demo_en		True	

EDIT

Click on the username or on the button   to modify the user attributes.

Please refer to the **My Account** section of the User Guide for more information.

APPLICATIONS MENU

CALL BLOCK

To identify phone numbers to block.

Call Block

A list of numbers from which to block calls.

Number	Name	Count	Date Added	Action	Enabled	
5554443333	Anoying Caller	0	5 Jun 2020 01:32:52pm	Reject	True	

Click on the button [+] to add a phone number to the list.

VOICEMAIL BOX

To configure the voicemail boxes.

Voicemails (2)

Voicemail settings.

Voicemail ID	Mail To	Attached	Keep Local	Tools	Enabled	Description	
101	john_doe@domain.com	True	True	Messages Greetings	True		
102	jane_doe@domain.com	True	True	Messages Greetings	True		

EDIT

Click on the extension number or on the button [✎] to modify the voicemail box of the corresponding extension.

Voicemail

Voicemail ID	101 Enter the Voicemail ID
Password	•••••••••••••• Enter the Password
Play Tutorial	False ▾ Play the voicemail tutorial after the next voicemail login.
Greeting	Greeting 1 ▾ Select the desired Greeting.
Alternate Greet ID	 An alternative greet id used in the default greeting.
Options	Option Destination Order Description [ ] [▾] [000 ▾] [ ] ADD Define caller options for the voicemail greeting.
Mail To	john_doe@domain.com Enter the email address to send voicemail to.
Transcription Enabled	False ▾ Choose if voicemail transcription is enabled for this extension
Voicemail File	Audio File Attachment ▾ Select a listening option to include with the email notification.
Keep Local	True ▾ Choose whether to keep the voicemail in the system after sending the email notification.
Forward Destinations	[▾] ADD Forward voicemail messages to additional destinations.
Enabled	True ▾ Select to enable or disable this voicemail.
Description	 Enter the description.

VOICEMAIL ID

Extension number of the voicemail box.

!	**DO NOT MODIFY!**

PASSWORD

Password of the voicemail box.

PLAY TUTORIAL

To play a tutorial message when users first access their voicemail box.

GREETING

Number of the greeting message.

GREETING ID

Not used.

OPTIONS

To enable the option to route calls when a caller reaches a voicemail box.   This feature is particularly useful when a user is away for an extended period like for business travel, medical leave or on vacation. For example, a user In our example John Doe) could record his voicemail greeting message and offer the caller press a key for urgent matters and get to call routed to a coworker (in our example Jane Doe). A user voicemail greeting could be as follow and the screenshot is how this feature would be configured.

> "Hi, you have reached John Doe, I am currently out of the office until June 5th, for urgent matters you call press 1 or you can leave me a message and I will get back to you when I return. Thank You."

Enter « 1 » in the **Option** field, and 102 in the **Destination** field (Jane Doe's extension):

Options	Option	Destination	Order	Description		
	1	102	0	Transfer to Jane	✏	➖
		⌄	000 ⌄		ADD	

Define caller options for the voicemail greeting.

MAIL TO

Email to send missed call and/or voicemail notifications.

TRANSCRIPTION ENABLE

To enable voicemail transcription for message left in this voicemail box.

!	**The voicemail transcription is experimental. Voice recognition is done by software and we cannot guarantee the transcription will be error free, however it should allow the recipient to have a general understanding of the content of the voicemail message received.**

VOICEMAIL FILE

- Listen Link (Login Required): A link will be included in the notification email to play the voicemail.
- Download Link (No Login Required): A link will be included in the notification email to download the audio file of the voicemail message.
- Audio File Attachment: The audio file of the voicemail message will be attached with the notification email.

KEEP LOCAL

To choose if the voicemail will be kept in the voicemail box after the notification email has been sent.

FORWARD DESTINATIONS

To forward a voicemail messages to additional extensions.

ENABLED

To enable/disable the voicemail box of this extension.

CONFERENCE CENTER

To configure the Audio Conference Rooms options.

Name	Moderator	Participant	Record	Secure	Announce	Mute	Sounds	Count	Tools	Enabled	Description	
John	4886	1203	False	True	True	False	False	0	View Sessions	True		

Conference Rooms   SEARCH

EDIT

Click on the Audio Conference Room name or the button ✏️ of the corresponding Audio Conference Room you want to edit. Click on the ➕ button to add a new audio conference room.

Conference Rooms   BACK   SESSIONS   VIEW   SAVE

Conference Name	Conference ▾
Room Name	John Enter a name for the conference room.
Moderator	4886 Pin number for the moderators.
Participant	1203 Pin number for the participants.
Profile	default ▾ Conference Profile is a collection of settings for the conference center.
Record	False ▾
Max Members	0
Schedule	From To Set a start and stop date/time for this room.
Wait for Moderator	True ▾
Announce	True ▾
Mute	False ▾
Enabled	True ▾
Sounds	False ▾
Description	

SAVE

MODERATOR

PIN number of the moderator.

PARTICIPANT PIN

PIN number for the participants.

PROFIL

To select the profile of the audio conference room which sets basic parameters automatically.

RECORD

To Enable/Disable audio conference call recording.

MAX MEMBERS

To set the maximum number of participants.

SCHEDULE

To set the start/end Date/Time of an audio conference.

WAIT FOR MODERATOR

When **True**, participants will only enter the audio conference room when the moderator enters the room. While they wait, participants will hear the music on hold.

ANNONCE

When **True**, each participant entering/leaving the room will announced.

MUTE

When **True**, the audio conference will start with participants muted by default.

ENABLE

To Enable (**True**)/Disable (**False**), an audio conference room.

SOUNDS

When **True**, a sound will be played when a participant entering/leaving the room.

SESSIONS

To view the statistics of the Audio Conference Center usage.

Conference Sessions
Conference Sessions are log details about the conferences.

Time	Start	End	Profile	Tools
0:00:36	5 Jun 2020 11:31:05am	5 Jun 2020 11:31:41am	default	👁

Click on the button 👁 to view detailed information about a audio conference session.

Conference Session Details
Conference Sessions are log details of the conferences calls.

Caller ID Name	Caller ID Number	Moderator	Network Address	Time	Start	End
101	101	True	69.157.151.66	0:00:36	5 Jun 2020 11:31:05am	5 Jun 2020 11:31:41am

VIEW

To control an Audio Conference Room while in session.

TIME CONDITIONS

To manage the Time Condition options for your phone system. Time Conditions allow you to control how your phone system routes call based on Time, like holidays, days of the week, time.

Time Conditions   SEARCH

Dynamically route calls to an IVR menu, external numbers, scripts, or other destinations based on time conditions.

	Name	Number	Order	Enabled	Description	
☐	Open hours	8001	300	True		

EDIT

Click on the name or on the button [pencil icon] of the corresponding time condition to edit the Time condition options.

Click on the button [+ icon] to add a new Time Condition.

Time Conditions   BACK SAVE

Dynamically route calls to an IVR menu, external numbers, scripts, or other destinations based on time conditions.

Name	Open hours
	Enter the name for the time condition.
Extension	8001
	Enter the extension number.

Settings	Condition	Value		Range	+
	Day of Week	Monday	~	Friday	−
	Hour of Day	9 AM	~	5 PM	−
	101	500			

Define custom conditions necessary to execute the destination selected above.

Settings	Condition	Value		Range	+
	Day of Week	Sunday	~	Sunday	−
	Hour of Day	11 AM	~	2 PM	−
	101	505			

Define custom conditions necessary to execute the destination selected above.

Settings	Condition	Value		Range	+
	Day of Week	Saturday	~	Saturday	−
	Hour of Day	11 AM	~	2 PM	−
	101	510			

CONDITIONS

A time condition is constructed with a series of **Condition Groups**. When a **Group of Conditions** are compliant, a **Destination** is executed. A **Destination** is normally a transfer to an extension, a **Ring Group**, an **IVR** menu or others. The following example shows a group of two **Conditions**.

CONDITION GROUPS

1.

Select the "**Day of Week**" to specify a range of days condition to perform a specific action.

2.

Select "Hour of Day" to specify a time range condition to perform a specific action.

When the all the **Conditions** of a **Group of Conditions** (above) are met, the **Destination** is executed. In other words, the call is transferred to extension **101** from **Monday to Friday** between **9 AM and 5 PM**.

If the **Group of Conditions** is not met, the next **Group of Conditions** of the time condition will be evaluated. When all the Groups of Conditions are not respected, the call will be transferred to the destination **Other Destination**.

ALTERNATE DESTINATION

In this example, the call will be transfer to the voicemail box 102 (image of an envelope).

PRESETS

Presets are available to allow you to choose holidays

Presets	
	☐ New Year's Day
	☐ Martin Luther King Jr. Day
	☐ Presidents Day
	☐ Memorial Day
	☐ Independence Day
	☐ Labor Day
	☐ Columbus Day
	☐ Veteran's Day
	☐ Black Friday
	☐ Christmas Day
	☐ Thanksgiving Day

If one of the Presets is met, the call will be transferred to the associated Destination:

☐ Columbus Day
☐ Veteran's Day
☐ Black Friday
☐ Christmas Day
☐ Thanksgiving Day

CONTACTS

Not supported

RECORDINGS

To manage the different recording used in the IVR menus.

RECORDING FROM AN EXTENSION

To record a message from a desk phone (extension), dial * 732 and enter the PIN assigned to you.

RECORDING FROM A COMPUTER

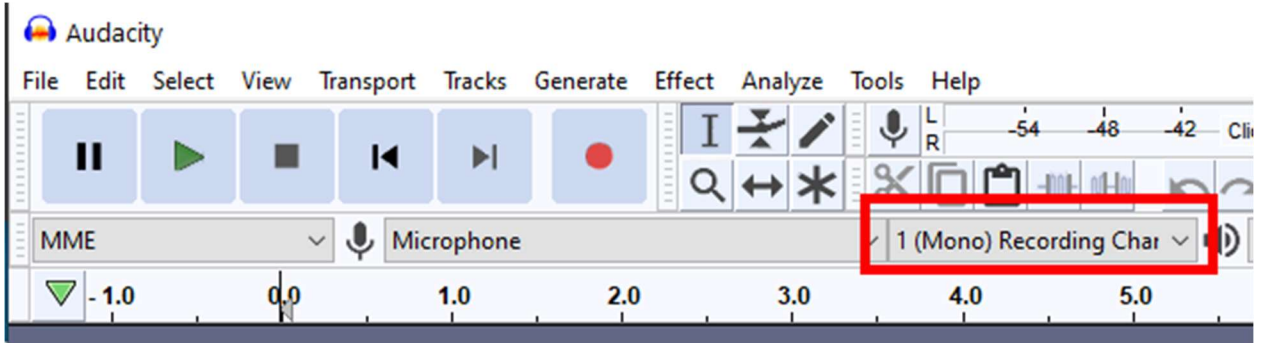To record messages from a computer, you can use recording software like Audacity. Make sure your recording are done with the following audio format: **WAV 16bit 8khz / 16kHz Mono**.
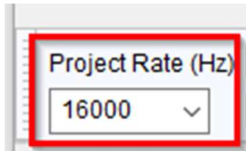
Messages can be imported in the system with the button **UPLOAD**
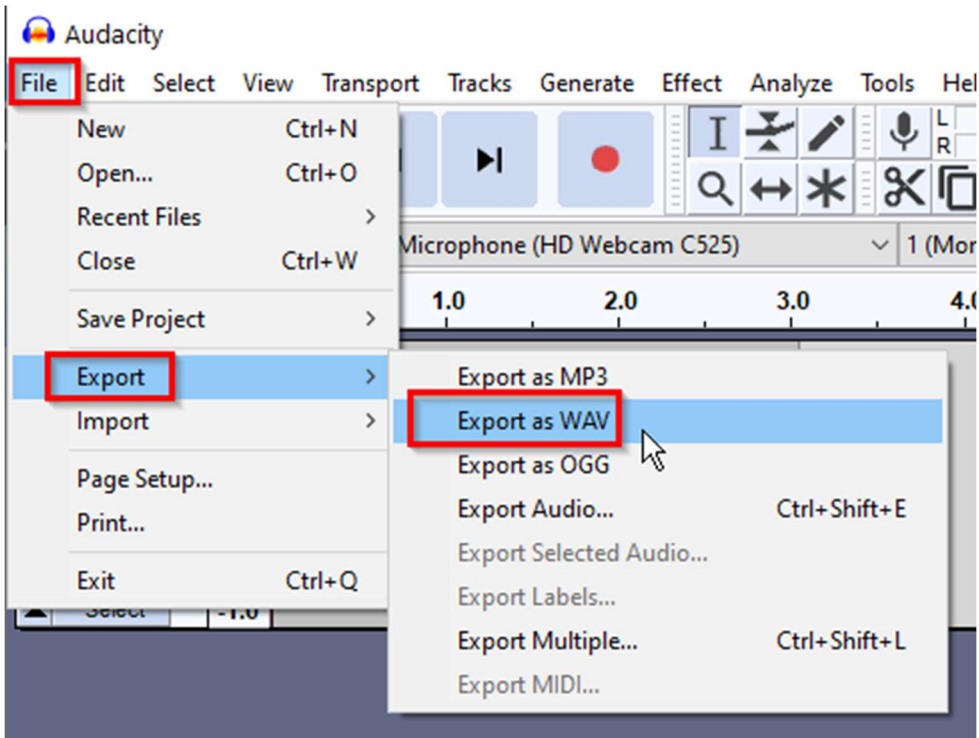
STEP-BY-STEP GUIDE FOR AUDACITY

- Select the **Mono** recording format:

- Select **16,000 Hz** as the Project Rate

- To save your audio file, choose **File > Export > Export as WAV**

RECORDING FROM A SMARTPHOME

Most smartphones have a built-in recorder, or you can download one in the App Store (Apple iOS) or Play Store (Google Android). Since the voice files generated by smartphones are in .m4a format, they must be converted to WAV format before being imported to the telephone system. You can use the Online Converter.com m4a-to-wav utility (www.onlineconverter.com/m4a-to-wav) to convert the recordings to WAV format.

RING GROUPS

To create and manage **Ring Groups** for your business phone system.

A **Ring Group** allows you to define a group of extension to as a destination. This is useful when creating **IVR** menus and route calls to the "Sales department" or "Service department" for example.

Ring Groups   SEARCH

A ring group is a set of destinations that can be called with a ring strategy.

Name	Extension	Strategy	Enabled	Description	
Sales	5001	Simultaneous	True		
Support	5002	Simultaneous	True		

EDIT

Click on the name of the **Ring Group** or on the button [pencil icon] corresponding to the **Ring Group** you would like to modify. Click on the [plus icon] button to create a new **Ring Group**.

Ring Group

A ring group is a set of destinations that can be called with a ring strategy.

Field	Value	Description
Name	Sales	Enter a name.
Extension	5001	Enter the extension number.
Greeting	[dropdown]	Select the desired Greeting.
Strategy	Simultaneous	Select the ring strategy.

Destinations

Destination	Delay	Timeout	Prompt	
101	0	30		−
102	0	30		−
	0	30		

Add destinations and parameters to the ring group.

Field	Value	Description
Timeout Destination	101	Select the timeout destination for this ring group.
Call Timeout		
Caller ID Name		Set the caller ID name for outbound external calls.
Caller ID Number		Set the caller ID number for outbound external calls.
CID Name Prefix	Sales	Set a prefix on the caller ID name.
CID Number Prefix		Set a prefix on the caller ID number.
Distinctive Ring		Select a sound for a distinctive ring.

EXTENSION

Each **Ring Group** is defined by an extension number. In order not to confuse **Ring Groups** with normal extension, we reserved the range of extension "5000-5999" to identify **Ring Groups**.

GREETING

You can play an audio message when this Ring Groups is selected. This is optional.

STRATEGY

S2T Advanced Business Phone system offer a lot of flexibility when routing calls using **Ring Groups**. The **Strategy** option allows you to control how **Extensions** within a **Ring Group** will "ring".

- **Simultaneous**: Ring all the extensions of the group simultaneously.
- **Sequence**: Sounds the extensions in the sequence defined by the Delay variable, from the smallest to the largest.
- **Enterprise**: **DO NOT USE!**
- **Rollover**: Similar to **Sequence**, however the busy extensions will be skipped.
- **Random**: Random order.

DESTINATIONS

List of extensions in the **Ring Group**.

TIMEOUT DESTINATION

Extension or external phone number if none of the **Ring Group** extensions picks up the call.

DELAY

Delay before ringing an **extension**.

ORDER

Order to follow to ring the extensions of the **Ring Group**.

TIMEOUT

Maximum amount of time to ring an **extension**.

PROMPT

Ask for a confirmation before a call is transfer to an **extension**. This is useful to avoid transferring an call to a voicemail when other **extensions** are available to take to call.

TIMEOUT DESTINATION

Where to route a call if none of the **Ring Group** destination answers the call.

CALL TIMEOUT

Maximum amount of time a call can be in a **Ring Group** sequence.

CALLER ID NAME

Set the caller ID name for outbound external calls.

CALLED ID NUMBER

Set the caller ID number for outbound external calls.

CID NAME PREFIX

Set a prefix on the caller ID name.

CID NUMBER PREFIX

Set a prefix on the caller ID number.

DISTINCTIVE RING

DO NOT USE!

RING BACK

Ringtone to be heard by the caller. Maybe music on hold. The default ringtone is a regular ringtone.

USERS LIST

DO NOT USE!

FOLLOW-ME

DO NOT USE!

MISSED CALL

To send a notification email when a call has not been answered.

RING GROUP FORWARD

DO NOT USE!

FORWARD TOLL ALLOW

DO NOT USE!

CALL DETAIL RECORDS

Please refer to the **Call Detail Records** section of the **User Guide** for more information.

IVR MENUS

To manage and/or create "Interactive Voice Response » (**IVR**) menus. Also commonly called Automatic Attendant (**AA**).

IVR Menus   SEARCH

The IVR Menu plays a recording or a pre-defined phrase that presents the caller with options to choose from. Each option has a corresponding destination. The destinations can be extensions, voicemail, other IVR menus, call groups, FAX extensions, and more.

Name	Extension	Enabled	Description	
Open	7001	true		✏ ➖
Close	7002	true		✏ ➖

> **Please refer to the section:**
>
> **IVR Recommendations before creating your first IVR.**

EDIT

Click on the **IVR** name or on the [✏] button to edit the desired **IVR** menu. Click on the [+] button to create a new **IVR** menu.

IVR Menu   BACK   COPY   SAVE

The IVR Menu plays a recording or a pre-defined phrase that presents the caller with options to choose from. The destinations can be extensions, voicemail, other IVR menus, call groups, FAX extensions, and more.

Name	Open Enter a name for the IVR menu.
Extension	7001 Enter the extension number.
Language	en-us callie ⌄
Greet Long	IVR Open ⌄ The long greeting is played when entering the menu.
Greet Short	⌄ The short greeting is played when returning to the menu.

Options

Option	Destination	Order	Description	
1	5001 Sales ⌄	000 ⌄		➖
2	5002 Support ⌄	000 ⌄		➖
9	3001 Conference ⌄	000 ⌄		➖
	⌄	000 ⌄		

Define caller options for the IVR menu.

Timeout	3000 The number of milliseconds to wait after playing the greeting or the confirm macro.
Exit Action	⌄ Select the exit action to be performed if the IVR exits.
Direct Dial	True ⌄ Define whether callers can dial directly to registered extensions.
Ring Back	default ⌄ Defines what the caller will hear while the destination is being called.

EXTENSION

Extension number to reach an IVR menu. In order not to confuse **IVR** menus with normal extension, we reserved the range of extension "7000-7999" to identify **IVR** menus.

LANGUAGE

- **en-us callie**: english
- **fr-ca june**: french

LONG MESSAGE

Audio message to be played the first time a call enters an **IVR** menu.

TEXT TO SPEECH

The long and short messages can be setup in mode **TTS** mode (Text to speech) with the prefix "**say**:". For example:

```
say: Hello, welcome to A B C. For Sales, press 1. For Support, press 2.
```

> ❗ **TTS messages should be used only for testing purposes to validate the operation of a new IVR menu. TTS messages do not offer sufficiently professional quality for an IVR menu to be used in production.**

SHORT MESSAGE

Message played when a call loops back into the main menu of an IVR.

For example, the Long Message might be "Hello, welcome to ABC, for sales, press 1. For service, press 2.". The short message can be "For sales, press 1. For service, press 2.". This avoids repeating the long message to the caller continuously "Hello, welcome to ABC" when iterating through the IVR menu.

OPTIONS

List of Conditions / Destinations according to the different Options (keys).

Options	Option	Destination	Order	Description	
	1	5001 Sales	000		➖
	2	5002 Support	000		➖
	9	3001 Conference	000		➖
			000		

Define caller options for the IVR menu.

OPTION

Keys 1 à 0, * and #. Can also be configured with multiple digits/numbers.

DESTINATION

A **Destination** is normally a transfer to an **Extension**, a **Ring Group**, another **IVR** menu (nested **IVR** menus) or others.

TIMEOUT

Maximum amount of time for a caller to select an option.

EXIT ACTION

Default destination if no options has been selected by the caller.

DIRECT DIAL

Allows the caller to dial an extension directly from the IVR menu. For example, when you say "If you know the extension of the person you want to reach, dial it now."

RING BACK

Ringtone heard during transfer. Maybe music on hold. The default ringtone is a regular ringtone.

CALLER ID NAME PREFIX

Prefix which will be added to the Caller-ID. This allows the user to see from which IVR menu the call is placed.

INVALID SOUNDS

Message played when the caller chooses an invalid option.

EXIT SOUND

Message played when leaving the IVR menu.

CONFIRM MACRO

NOT USED

CONFIRM KEY

By default, the confirmation key is #

TTS ENGINE

The only English TTS engine supported is **flite**.

TTS VOICE

Supported TTS voices are:

- slt (female)
- rms (male)
- awb (male)
- kal (male)

CONFIRM ATTEMPTS

Maximum number of attempts allowed

INTER-DIGIT TIMEOUT

Maximum time allowed between each key.

MAX FAILURES

Maximum number of timeouts allowed before leaving.

MAX TIMEOUTS

Maximum number of timeouts allowed before leaving.

DIGIT LENGHT

Maximum number of keys allowed.

FAX SERVER

To configure the FAX server.

It is from this menu that the administrator can configure user access to the fax server and can see the details of the fax server's fax log.

EDIT

EMAIL

List of email addresses to which faxes received will be sent.

> **It is recommended that you configure a distribution list email address.**

USER LIST

List of users authorized to send faxes.

LOG

Details of all fax transmission and reception attempts

FOLLOW ME

Please refer to the **Follow Me** section in the User Guide for more information on this feature.

DESK PHONES CONNECTIONS

PHYSICAL CONNECTIONS

PORTS
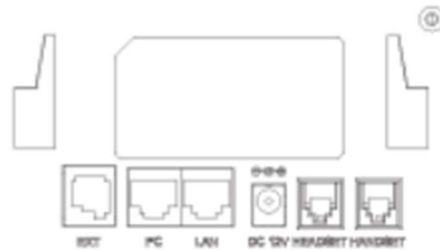
Back view of phones

PC PORT

You can connect a computer ethernet port to this port to provide wired network access to a computer using the same ethernet cable.

LAN PORT

Must be connected to the network switch linked to the router providing internet access.

DC PORT

DC adapter. Not required when the LAN port of the network switch supports PoE (Power over Internet).

HEADSET PORT

Headset port to connect a headset. Please refer the headset manufacturer for connection instructions. Also consult your desk phone manufacturer for compatible headsets for the specific desk phone model.

HANDSET PORT

Handset connection.
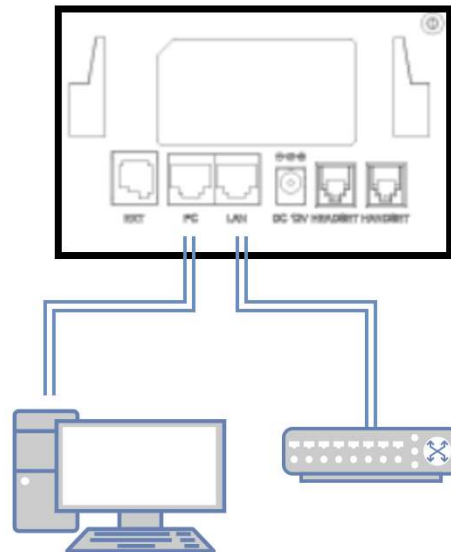
Connection diagram

AUTO-CONFIGURATION

When a telephone is connected to the network for the first time, it performs auto-configuration functions to configure the telephone in order to connect it to the telephone system. When configuration is completed, the user will be able to place and receive calls on the extension assigned to him.

> ❗ **The autoconfiguration can last from 5 to 10 minutes. During the process, the phone restarts a few times.**

DESK PHONES INFORMATION

Please consult the Desk Phones section in the user guide for more information about the features and functionalities of your phones.

IVR RECOMMENDATIONS

Here are some tips to help you give your customers the best IVR experience possible.

Be concise and avoid laborious menus. For example, avoid naming the number of options available in a menu. It is also recommended to avoid sentences that are too long, say, for example, "for sales" and not, "if you wish to speak with a sales department agent".

People are often impatient to speak to a human and do not like to feel as if they are being hooted on a laborious and ineffective IVR menu.

1. If possible, name the IVR menu options in numerical order.
2. Offer extension dialing as soon as possible, so callers who knows the extension of the person they want to reach does have to wait unnecessarily in the IVR menu.
3. Always name the option followed by the number to dial. We will say for example, "for sales, make 1" and not, "make 1 for sales".
4. The welcome message should always be updated during holidays. For example, say, "Please note that our offices will be closed on December 25 and 26 and on January 1 and 2. " Don't forget to remove it when the leave is over.
5. An IVR menu message can be used to promote your products or service, however, avoid naming all the conditions of the promotion! Instead, add a menu option available for promotion. We will say for example, "To know the details of our promotions, please press 7".
6. If you wish to inform the caller of your office location, do so by adding an option in the IVR menu and avoid mentioning your address in the main menu.
7. If you create a submenu or information message (for example, promotion, opening hours, business address, etc.), do not forget to send the caller back to the main menu after listen to the information message.
8. If your IVR menu has more than 3 options, offer an option to repeat the IVR menu message.
9. If you have a receptionist, it should be on the IVR menu. To let the customer, take advantage of the receptionist, offer this option at the start of the message. If you wish to relieve the reception, offer the option only at the end of the IVR menu message.
10. Recommended SVI terminologies:

Description	English	French
Selecting an option (only 1 number/key)	"Press [number]"	"Faite le [numéro]"
Entering more than 1 number/key.	"Dial …"	« Composez-le … »
Extension	"Extension number"	« Numéro de l'extension »
Réceptionniste / Help	"Operator"	« Réception »
Dial by extension	If you know the extension of the person you wish to call, you may dial it now.	Si vous connaissez le poste de la personne que vous souhaitez appeler, composez-le maintenant.
Dial by name	"Company Directory"	« Répertoire de l'entreprise »

11. IVR menu example for a company with a sales, service, and accounting department open from 9 am to 5 pm Monday to Friday.

IVR Menu in English	
During business hours	**When the offices are closed**
Welcome to ABC, If you know the extension of the party you are trying to reach, you may dial it now. For sales, press 1. For support, press 2. For accounting, press 3. For the Operator, press 0. To repeat available options, press star.	Welcome to ABC, Our offices are currently closed. Our business hours are from Monday to Friday 9 am to 5 pm. If you know the extension of the person you wish to call, you may dial it now. For sales, press 1. For support, press 2. For accounting, press 3. To repeat available options, press star. ** It is recommended to omit the reception option when the offices are closed, if present, the caller will be routed directly to voicemail.
Menu SVI en Français	
Durant les heures de bureau	**Quand les bureaux sont fermés**
Bonjour, bienvenu chez ABC, For an English service press 9. Si vous connaissez poste de la personne que vous désirez joindre, composez-le maintenant. Pour les ventes, faites le 1. Pour le service, faites le 2. Pour la compatibilité, faite le 3. Pour la réception, faite le 0. Pour répéter ce message, faites l'étoile.	Bonjour, bienvenu chez ABC, For an English service press 9. Nos bureaux sont présentement fermés. Nos heures d'ouverture sont du lundi au vendredi de 9 heures à 17 heures. Si vous connaissez poste de la personne que vous désirez joindre, composez-le maintenant. Pour les ventes, faites le 1. Pour le service, faites le 2. Pour la compatibilité, faite le 3. Pour répéter ce message, faites l'étoile. ** Il est recommandé d'omettre l'option de la réception lorsque les bureaux sont fermés, s'il est présent, l'appelant sera être acheminé directement à la boîte vocale.

PROFESSIONAL NARRATION SERVICES

A well-designed Interactive Voice Response menu and quality voice prompts help businesses project a professional brand image. At S2T, we are available to help you design a quality IVR system and are working with professional voice talent in French and English. Do not hesitate to contact us for your IVR needs.

911 EMERGENCY SERVICE TERMS

911 VoIP telephone service ("VoIP 911 Service") has certain limitations compared to traditional telephone service. It is important that you understand and accept the conditions and restrictions regarding 911 emergency service before using VoIP telephone service. Go to s2t.ca/legal/911 for full details.

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