

# ENTERPRISE COMMUNICATIONS

## BUSINESS PHONE SYSTEM



### USER GUIDE



*Version: May 2020*

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## MY NEW PHONE SYSTEM

Thank you for choosing the S2T telephone system! This guide is intended for users of your company's telephone system. Here you will find information on how to use your new phone and configure the functions that will allow you to keep in touch with your employees.

## PHONE SYSTEM FUNCTIONS

The telephone system has a multitude of functions that can be configured by your administrator or S2T technician.

The following list constitutes the main functions which are accessible to all users. Your administrator has an interface that allows you to configure several other functions. Please refer to your administrator if you have any questions about functions that are not described in this guide.



**If some of the features described in this guide are not available in your phone system, it is likely that these options are not part of the plan that has been selected by your administrator. Please refer to it to confirm which functions are available and which are not.**

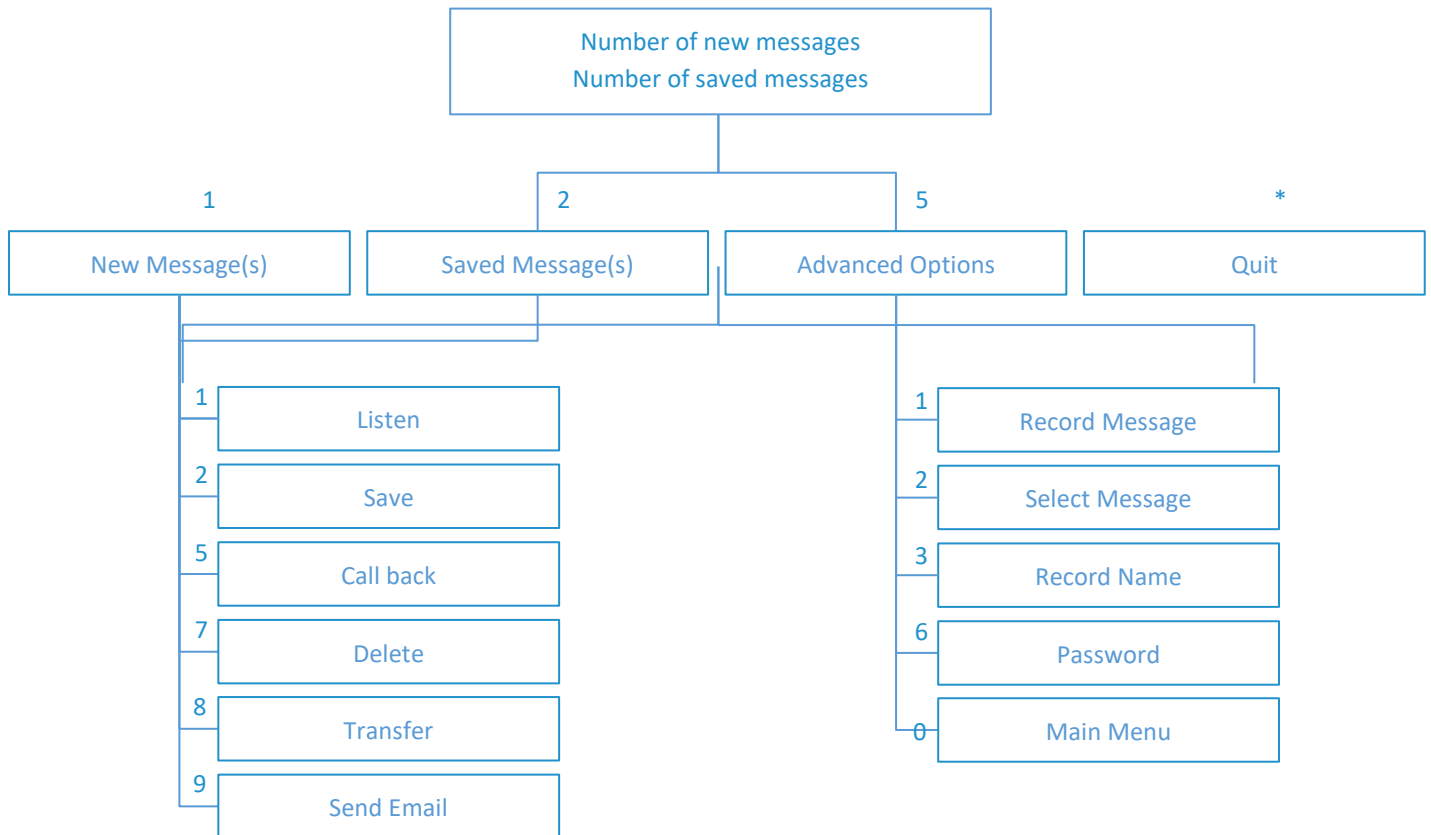
Fonction	Description
<b>Phone Extension</b>	<p>A phone extension is an internal phone number that allows a user to be reached within their business. Each user has their own 3- or 4-digit extension number. This extension number is used when users want to communicate with each other or when a caller (for example a customer) contacts your public telephone number (10 digits) and tries to reach you.</p> <p>In summary:</p> <ul style="list-style-type: none"> <li>• Users can communicate with each other by dialing the extension number of the user they wish to reach.</li> <li>• Customers can reach you from outside the office when dialing your extension number from the interactive voice server menu or when selecting an option from the interactive menu that is programmed to ring your extension.</li> </ul>
<b>Desk phone</b>	<p>Each user should have received a phone from the office. This device is connected to your company's telephone system and configured with the telephone extension that has been assigned to you.</p>
<b>Mobile Extension (softphone)</b>	<p>A mobile virtual extension is an application (App) having the functionality of a softphone. This App is linked to the telephone system allowing the user to place and receive calls from a smartphone as if they were using their own desk phone.</p> <p>Using the mobile virtual extension, the user can reach a customer or colleague while hiding their personal cell phone number.</p> <p>The correspondent who receives a call placed from a mobile virtual extension will only see the company telephone number and / or the caller's extension number.</p>
<b>« My Phone » Portal</b>	<p>The "My Phone" portal is the web service that allows the user to configure the functions of the phone system.</p>
<b>Voicemail</b>	<p>When you miss a call, the phone system plays your welcome message to the caller, who can then leave you a message. Your messages are stored in the cloud and can then be retrieved from where you are and when you want.</p>
<b>Message Notifications</b>	<p>When this feature is enabled, the telephone system will send an email to your attention as soon as a new message is saved to your voice mailbox.</p>

<b>Message Transcription</b>	When this function is activated, the telephone system appends the text transcription of the message received to your voice mailbox to the notification email. Note the system, uses a voice recognition device that can make interpretation errors when the correspondent's message is difficult to understand.
<b>Follow-me and Call Routing</b>	Used to forward your calls to one or more destinations. For example, you can let your desk phone ring for 30 seconds, forward on your mobile phone for 30 seconds, and finally ring your home phone. The caller may leave a message on your voicemail in the event that you are unable to answer the call.
<b>Call Detail Records (CDR)</b>	History of calls placed and received.
<b>Conference Bridge</b>	To organize audio conference calls with several participants.

## MY VOICEMAIL BOX

Each user has a personal mailbox. The personal voicemail box can be reached by dialing \*97 or by using the Voicemail button from your office phone. Your mobile virtual extension can also be used to reach your voice mailbox.

Here is the menu structure of your voicemail box:



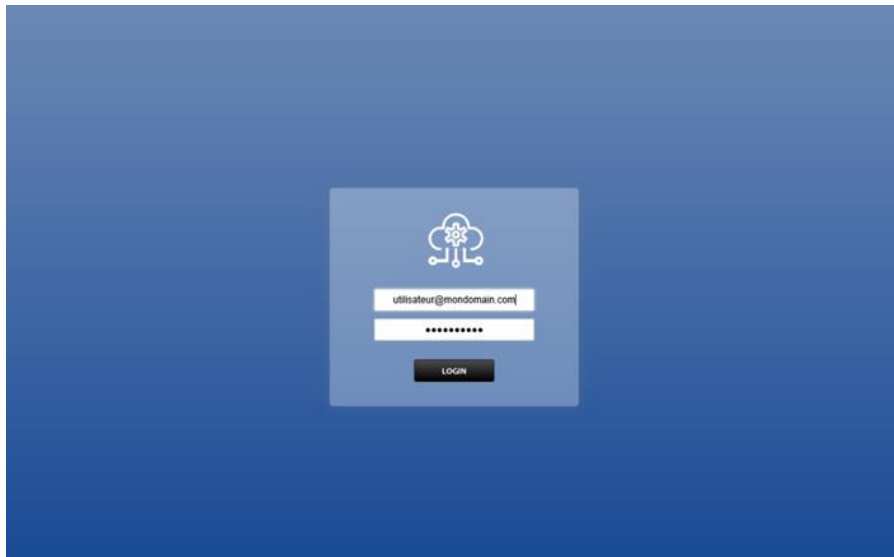
## « MY PHONE » PORTAL

Each user of the telephone system has their own personal control panel which can be used to configure their telephone extension.

The My Phone portal is accessible from [myphone.cloudsvcs.net](http://myphone.cloudsvcs.net).

Use the username and password assigned to you by your administrator. Your username is usually your email address.

### Login Page



## MENU STRUCTURE

- Home
  - Logout: End and exit the « My Phone » Portal.
  - Account Settings: Personal user settings.
  - Dashboard: Summary information.
- Applications
  - Conference center: Management of conference calls in progress.
  - Call Detail Records: Call history.
  - Fax Server: To send and manage receive faxes.
  - Follow-me: To configure the Follow-me option.
- Status
  - CDR Statistics: Call statistics.

## USERS

Use to configure your extension settings such as password, email, language, and time zone.

### User

Edit user information and group membership.

<b>Username</b>	john_doe
<b>Password</b>	<input type="password"/> Required: 6 Characters (Number, Lowercase, Uppercase)
<b>Confirm Password</b>	<input type="password"/> Green field borders indicate typed passwords match.
<b>Email</b>	<input type="text" value="john_doe@domain.com"/>
<b>Language</b>	English - United States [en-us] ▾ Select the language.
<b>Time Zone</b>	America/Toronto ▾ Select the default time zone.
<b>Status</b>	Available ▾ Set the user's presence.

---

### PASSWORD

Your password must include a minimum of 10 characters that contain at least one number, one lowercase character, one uppercase character, and one special character.

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### EMAIL

Email address that is used to route your notifications (example message in your voice mailbox) and to reset a lost password.

---

### LANGUAGE

Select French / Français or English / Anglais.

---

### TIME ZONE

Time zone where you are.

DASHBOARD

Dashboard

Welcome: john\_doe

Quickly access information and tools related to your account.

Call Quality

4.50

MOS Score (4.50 max)

...

Voicemail

0

New Messages

Voicemail	New	Total
101	0	0

...

Missed Calls

1

Last 24 Hours

Number	Missed
↔ 101	6/5 11:20

View All

...

Recent Calls

1

Last 24 Hours

Number	Date/Time
↔ *97	6/5 11:20

View All

...

Call Routing

Extension	Call Forward	Follow Me	Do Not Disturb	Description
101				

GS Wave - 101



CALL QUALITY

Displays the average quality of the last 100 calls on a scale from 0 to 4.50.

VOICEMAIL

Shows the number of new messages in your mailbox. Press ... to view details. Press your extension number to configure your voicemail.



### Voicemail Messages

A list of recorded voice messages which shows when the message was created, caller ID information, length, file size and download or delete the message.

Mailbox: 101

TOGGLE GREETINGS SETTINGS

No messages found.

---

## GREETINGS

Allows you to configure the greeting message that will be played when a caller is transferred to your mailbox. Up to 10 greeting messages can be kept in the system.

---

## CONFIGURATION

Allows you to configure your voicemail box options:

---

## MISSED CALLS

Indicates the number of calls you have missed in the past 24 hours. Press ... to see details.

---

## RECENT CALLS

Shows your call history for the past 24 hours. Press ... to see details.

---

## CALL ROUTING

See "Follow Me" section below.

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## GS WAVE

Grandstream Wave is an iOS and Android app that allows a user to place and receive calls from their smartphone as if they were using their desk phone. GS Wave is the virtual equivalent of a desk phone; when a call is placed to the user extension, the desk phone and the GS Wave App ring simultaneously to be reached more easily. If a call is placed from the GS Wave App, the phone number and display name will be the same as when the call is placed from the desk phone. The user can therefore use his smartphone without revealing his personal phone number to his customers.



**The GS Wave App consumes LTE and Wi-Fi mobile data. The user must pay particular attention to the data and roaming options of his cellular plan in order to avoid billing overloads from his provider.**

**Check the options on your smartphone and configure it according to your preferences.**

## CONFERENCE CENTER














Use to control your conference bridge when a conference call is in progress.

### Interactive Conference

Use this to monitor and interact with the members of the conference.

Members: 2



CID Name	CID Number	Capabilities	Joined	Quiet	Has Floor			
 101 	101	 	00:00:17	00:00:00	Yes			
 102	102	 	00:00:25	00:00:05	Yes			

---

### MUTE BUTTON

Turn-off the participant's microphone. The participant will no longer be heard.

---

### DEAF BUTTON

Turn-off the participant's speaker. The participant will no longer hear the conference.

---

### KICK BUTTON

Eject a participant from the conference.

## APPLICATIONS &gt; CALL DETAIL RECORDS

Use to view your call history.

**Call Detail Records** MISSED CALLS STATISTICS EXPORT REFRESH BACK NEXT



Call Detail Records (CDRs) are detailed information on the calls. Use the fields to filter the information for the specific call records that are desired. Records in the call list can be saved locally using the Export button.

Direction	<input type="text"/>	Status	<input type="text"/>	Caller ID	Name <input type="text"/>	Number <input type="text"/>	Start Range	From <input type="text"/>	To <input type="text"/>
Destination	<input type="text"/>	Recording	<input type="text"/>	Order	Start <input type="text"/>	Descending <input type="text"/>			

Note: Destination and Caller ID (CID) Name fields support the use of an asterisk (\*) as a wildcard character. RESET SEARCH

Caller Name	Caller Number	Destination	Toll	Recording	Start	TTA	Duration	MOS	Status
-------------	---------------	-------------	------	-----------	-------	-----	----------	-----	--------

This page is divided into two sections, the top section allows you to filter the call history, the bottom section represents the filtered list.

The **Play**  and **Download**  buttons are visible only when the call recording option is activated.






## ABBREVIATIONS

- CID: Caller-ID of the caller.
- TTA: Time To Answer.
- MOS: Mean Opinion Score (Call Quality). This is the score given to a call to characterize the sound quality. For more information, please consult: [https://en.wikipedia.org/wiki/Mean\\_opinion\\_score](https://en.wikipedia.org/wiki/Mean_opinion_score).

## DIRECTION

- Inbound: External call received.
- Outbound: External call placed.
- Local: Call between internal extensions.

## BOUTONS

-  Filter missed calls.
-  Open the CDR Statistics window.
-  To export the call list in .csv or .pdf format.
-  Reload the call list based on filters.
-  Search calls based on search criteria.

ICONS – CALL DIRECTIONS

Icon	Signification
	Answered outbound call
	Cancelled outbound call
	Failed outbound call
	Answered inbound call
	Cancelled or transferred to voicemail inbound call
	Failed inbound call
	Answered internal call
	Cancelled or transferred to voicemail internal call

FAX SERVER

Use to send and receive faxes.

**Fax Servers (1)**

To receive a FAX setup a fax extension and then direct the incoming to it.

Name	Extension	Email	Tools	Description
Fax	5501	fax@domain.com	New Inbox Sent	

NEW

The fax server can send **pdf** or **tif** image documents. Fill in the following fields and press Send to transmit your fax.

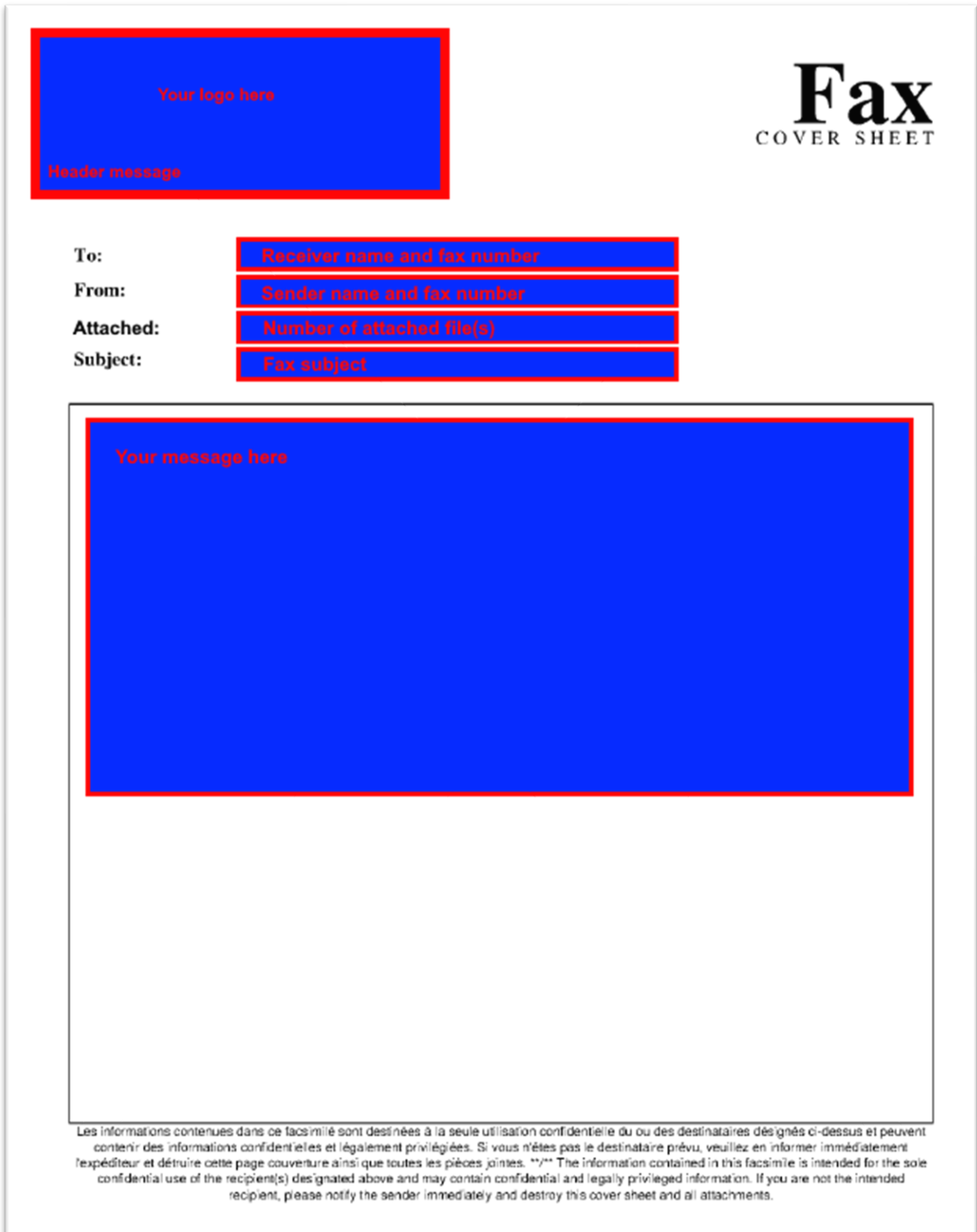
**New Fax**

[BACK](#) [PREVIEW](#) [SEND](#)

To send a fax, upload a PDF or TIF file. To generate a cover sheet, enter a Subject and/or Message below.

Header	<input type="text"/>	Displayed beneath the logo in the header of the cover sheet (optional).
From	<input type="text" value="S2T Demo"/>	Enter the sender's name for the cover sheet (optional).
To	<input type="text"/> <input type="button" value="&lt;"/>	Enter the recipient's name for the cover sheet (optional).
Fax Number	<input type="text"/> <input type="button" value="+"/> <input type="button" value="x"/>	Enter the recipient fax number(s).
Fax File(s)	<input type="button" value="Browse..."/> <input type="button" value="CLEAR"/>	Select the file(s) to upload and send.
Resolution	<input type="text" value="Fine"/>	Select the transmission quality.
Page Size	<input type="text" value="Letter"/>	Select the page size to transmit.
Subject	<input type="text"/>	Enter a subject for the cover sheet (optional).
Message	<input type="text"/>	

If you wish to attach a cover page, fill in the fields associated with this page (see cover page below).



The image shows a template for a fax cover sheet. It features a blue header box with a red border containing the text "Your logo here" and "Header message". To the right, the word "Fax" is written in a large, bold, serif font, with "COVER SHEET" in a smaller, sans-serif font below it. Below the header box, there are four fields for recipient information, each with a blue background and red border: "To: Receiver name and fax number", "From: Sender name and fax number", "Attached: Number of attached file(s)", and "Subject: Fax subject". Below these fields is a large blue box with a red border for the message, containing the text "Your message here". At the bottom of the page, there is a disclaimer in French and English.

**Fax**  
COVER SHEET

**To:** Receiver name and fax number

**From:** Sender name and fax number

**Attached:** Number of attached file(s)

**Subject:** Fax subject

Your message here

Les informations contenues dans ce facsimilé sont destinées à la seule utilisation confidentielle du ou des destinataires désignés ci-dessus et peuvent contenir des informations confidentielles et légalement privilégiées. Si vous n'êtes pas le destinataire prévu, veuillez en informer immédiatement l'expéditeur et détruire cette page couverture ainsi que toutes les pièces jointes. \*\*\* The information contained in this facsimile is intended for the sole confidential use of the recipient(s) designated above and may contain confidential and legally privileged information. If you are not the intended recipient, please notify the sender immediately and destroy this cover sheet and all attachments.

---

#### HEADER

Header message displayed on the cover page that appears under the logo.

---

#### FROM

Name of the sender displayed on the cover page.

**TO**

Recipient's name displayed on the cover page.

**FAX NUMBER**

Fax number(s) of the recipient displayed on the cover page.

Several numbers can be added on if you want the fax to be sent to more than one recipient

**ATTACHED**

Insert the **pdf** document or **tif** image to attach if desired.

**RESOLUTION**

Transmission quality

**PAGE FORMAT**

Letter or Legal format.

**SUBJECT**

Subject to be included on the cover page.

**MESSAGE**

Message to be included on the cover page.

The fields associated with the cover page are optional. When none of these fields is filled, the cover page will be omitted.

**INBOX**

Display the list of received Faxes.

**Inbox: Fax (5501)**

**BACK**

Caller ID Name	Caller ID Number	File Name (Download)	View	Date
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX-XXXX-XX-XX-XX-XX-XX	PDF	Thursday, 11/05/2010 09:00
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX-XXXX-XX-XX-XX-XX-XX	PDF	Thursday, 11/05/2010 09:00
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX-XXXX-XX-XX-XX-XX-XX	PDF	Thursday, 11/05/2010 09:00
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX-XXXX-XX-XX-XX-XX-XX	PDF	Thursday, 11/05/2010 09:00

Click on the desired item to view the document.

**SENT**

Display the list of received Faxes.

**Sent Faxes: Fax (5501)**

BACK

Caller ID Name	Caller ID Number	File Name (Download)	View	Date
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX-XXXX-XX-11-28-11-28	PDF	Thursday, 11/28/11 11:28 AM
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX-XXXX-XX-11-27-11-27	PDF	Thursday, 11/28/11 11:28 AM
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX-XXXX-XX-11-27-11-28	PDF	Thursday, 11/28/11 11:28 AM
XXXXXXXXXX	XXXXXXXXXX	XXXXXXXXXX-XXXX-XX-11-27-11-27	PDF	Thursday, 11/28/11 11:28 AM

Click on the desired item to view the document.

**FAX-TO-EMAIL AND EMAIL-TO-FAX**

Faxes can also be sent by email. Use the Email subject field with this nomenclature:

[FAX]: FAX numbers separated by comas.

**Your telephone system is equipped with fax to email and email to fax. Contact your system administrator for the email address of the fax server.**

**FOLLOW-ME**

Used to configure how calls will be routed to you.

**Call Routing**

Define alternate inbound call handling for the following extensions.

Extension	Call Forward	Follow Me	Do Not Disturb	Description
101				

**CALL FORWAD / ON BUSY / NO ANSWER / NOT REGISTERED**

<b>Call Forward</b>	<input checked="" type="radio"/> Disabled <input type="radio"/> Enabled <input type="text" value="Destination"/> <p>Forward all calls to the specified destination.</p>
<b>On Busy</b>	<input checked="" type="radio"/> Disabled <input type="radio"/> Enabled <input type="text" value="Destination"/> <p>If enabled, it overrides the value of voicemail enabling in extension.</p>
<b>No Answer</b>	<input checked="" type="radio"/> Disabled <input type="radio"/> Enabled <input type="text" value="Destination"/> <p>If enabled, it overrides the value of voicemail enabling in extension.</p>
<b>Not Registered</b>	<input checked="" type="radio"/> Disabled <input type="radio"/> Enabled <input type="text" value="Destination"/> <p>If endpoint is not reachable, forward to this destination before going to voicemail.</p>

## CONDITIONS

- Call Forward: All calls are transferred to the chosen destination.
- On Busy: Les appels sont transférés vers la destination choisie lorsque vous êtes au téléphone ou lorsque votre téléphone est configuré en mode de pas dérangé.
- No Answer: Calls are diverted to the chosen destination when you miss a call.
- Not Registered: Calls are transferred to the chosen destination when your phone is not connected to the network.



**Useful during a power outage or when your internet service provider breaks down.**

Select **Enable** and enter the extension number or external telephone number on the desired condition.

## FOLLOW-ME

Used to forward calls on several numbers and / extension sequentially or simultaneously.

### EXAMPLE 1 (SIMULTANEOUSLY AND SEQUENTIAL)

Destinations	Destination	Delay	Timeout	Prompt
	101	0	25	
	5557778888	0	25	Confirm
	5557779999	25	25	

1. Simultaneously rings extension 101 and the mobile phone number 555-777-8888 for 25 seconds.
2. If not answered within 25 seconds, ring 555-777-9999 pendant 25 seconds.
3. If not answered, transfer to the voicemail box.

### EXAMPLE 2 (SEQUENTIAL)

Destinations	Destination	Delay	Timeout	Prompt
	101	0	25	
	5557778888	25	25	Confirm
	5557779999	25	25	

1. Ring extension 101 for 25 seconds.
2. If not answered, ring phone a mobile number 555-777-8888 for 25 seconds.
3. If not answered, ring 555-777-9999 for 25 seconds.
4. If not answered, transfer to the voicemail box.

The **Confirm Prompt** option is used to indicate whether the called party must confirm by pressing a key in order to be able to answer the call.



**This option is necessary to prevent calls from being answered automatically by the voice mailbox of a cell phone.**





The Ignore busy option ends the call as soon as a destination is busy. Should never be activated.

### DO NOT DISTURB

All calls are routed to voicemail.

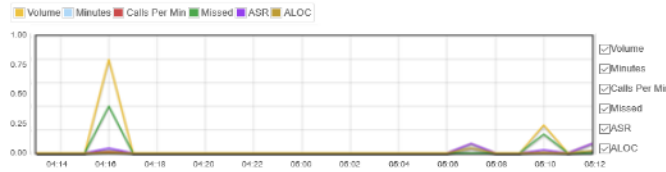
## CDR STATISTICS

Use to get statistics on your call history.

#### Call Detail Record Statistics

Call Detail Records Statistics summarizes the call information.

BACK EXTENSION SUMMARY DOWNLOAD CSV



Hours Date Time Volume Minutes Calls Per Min Missed ASR ALOC

## ABBREVIATIONS

- ASR: Answer to seizure ratio.
- Aloc: Average length of call.
- Buttons

**EXTENSION SUMMARY**

- To filter missed calls.

**DOWNLOAD CSV**

- To export the CDR list in .csv format.

## EXTENSION SUMMARY

#### Extension Summary

DOWNLOAD CSV

Quick Select Today Start Date/Time From End Date/Time To Include Internal False

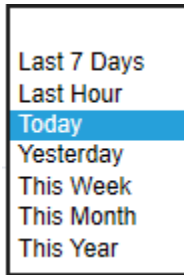
RESET UPDATE

Extension	Number Alias	Missed	No Answer	Busy	ALOC	Inbound Calls	Inbound Duration	Outbound Calls	Outbound Duration	Description
101		0	0	0	0:00:29	0	0:00:00	0	0:00:00	
102		0	0	0	0:00:00	0	0:00:00	0	0:00:00	

---

## FILTERS

- Quick selection: Filter by date



- Start Date/Time.
- End Date/Time.
- Include Internal calls.

---

## COLUMNS

- Extension: Extension number
- Number Alias: Reserved for future use.
- Missed: Number of missed calls.
- No answer: Number of calls not answered.
- Busy: Number of busy calls.
- ALOC: Average call duration.
- Inbound Calls: Number of missed calls.
- Inbound Duration: Inbound calls duration.
- Outbound Calls: Number of outbound calls.
- Outbound Duration: Outbound calls duration.

## MOBILE EXTENSION (SOFTPHONE)

The virtual extension (softphone or softphone) allows you to place or receive calls from your Android smartphone or iPhone just as if you were in the office. The phone number displayed is that of the office rather than that of your cell phone.

Download the **GS Wave** app from the following links:

iPhone App Store	Android Google Play
<a href="https://apps.apple.com/ca/app/grandstream-wave/id1029274043">https://apps.apple.com/ca/app/grandstream-wave/id1029274043</a>	<a href="https://play.google.com/store/apps/details?id=com.grandstream.wave&amp;hl=fr_CA">https://play.google.com/store/apps/details?id=com.grandstream.wave&amp;hl=fr_CA</a>

## GS WAVE CONFIGURATION

Here is the procedure to configure your mobile extension:

1. Download and start the GS Wave app.
2. Go to **Settings / Account Settings / +**.
3. Select **UCM Account (Scan QR Code)**.
4. Capture the **Code QR** found on the **Dashboard** with the smartphone camera.



**The GS Wave app requires a Wi-Fi connection or LTE data plan. First check if your cellular plan includes the given mobile option on LTE. The use of the GS Wave app uses internet data. A VoIP call consumes approximately 1.3MB per minute.**



**The use of GS Wave influences the life of your battery. The life of the battery decreases according to the quantity and length of the calls that you place and receive.**



**Deactivate the Wi-Fi Only option (under Settings / Advanced Settings) if you want to receive calls when you are connected via LTE.**

## 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](https://s2t.ca/legal/911) for full details.

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