

# **Daisy Hosted Voice**

Features Guide







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## 1 or 2 Digit Dialling (Speed Dials)

One Digit Dialling enables users to dial single digit codes to call up to eight different numbers, such as frequently dialled numbers or long strings of digits that are hard to remember. You should press

# AFTER the number for one digit dialling (i.e., 0#). The One Digit Dialling range is 2 through to 9.

Two Digital Dialling enables users to dial two-digit codes to call up to 73 frequently called numbers. You can use the speed dial codes from 00 - 78, except for 21, 31, 40, 41, 43 and 58 which are dedicated Shortcodes. Such as frequently dialled numbers or long strings of digits that are hard to remember. You should press # BEFORE the number for 2-digit dialling (i.e. #00)

If your user is using the Receptionist Console, Speed Dials set up by the user here will appear in the Receptionist Console.

### Set up 1 or 2 Digit Dialling as a Company Admin

Step 1

Log into your DHV portal and hover over "Users" and then click "List Users".

Dashboard Users Site Management	Call Groups Device Managemen	Administration Statistics	
Add Use Add User			
Call Outcol Bulk Add Users			
Inbound Outbound			
1	]		



Locate the User you are wanting to set up 1 or 2 Digit Dialling for. You can do this by scrolling through the User list, or you can use the search facility presented on the page.

Users Site Man Call Groups Device Management Δd Dashboard / User Management **User Management** First Name: Last Name Username @ uat.branding.com Number Extension: Department All • ? Site All Mac Address 🔍 Search Users Phone Number Email Address First Name Last Name Extension Site O Bernice Test 4534 🔤 bernice.gardiner@ga. ColourfulSiteUat 🧷 Edit 1807 🐹 daniel.edwards@gamm. ColourfulSiteUat O Dan Test 01427807376 🔤 lindi.stevenson@gam. Test 7376 ColourfulSiteUat O Lindis Mircea Test 3242 jason.mcmahon@gamma ColourfulSiteUat  $\mathbb{X}$ te Selected 🕈 Add Download

Click the "Edit" button next to the User.

#### Step 3

Click Call Setup and then under the "Outgoing Calls" tab select "Speed Dial"

Dashboard	Users	Site Manageme	ent Call	Groups	Device Management	Administration	Statistics			
Dashboard / U	ser Mana	<u>gement</u> / Edit U	Jser							
Edit Dar	ı Test									
Profile	Perso	nal Details	DDI	Servic	es Call Setup	Permissio	ns l	Phone	Barring	Call Centre
Incoming C Call Handling Twinning Blacklist Settings Advanced ~ Outgoing C Speed Dial Settings In Call Opti Call Transfer Settings Call Forwardi Hot Desk Manage Profi Remote Office	calls ons ng le									

Step 4

1 Digit Dialling is selected by default. If it is 1 Digit Dialling you want to set up then you should click "Add New". If it is 2 Digit Dialling then select the "2 Digit Dialling" tab and then click "Add New"

You can also do this in bulk by clicking the "Download Template" button and downloading a CSV file. Remember when you're uploading the file to do the following:

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- The "Destination" column needs to be formatted as "text". To do this right click on column C > Format Cells > Text and click OK.
- The leading zero from the from the "Destination" Number" needs to be there for speed dials to work correctly
- There is a blank row. There must be no blank rows when uploading your bulk spreadsheet.
- If you do not wish to use a particular number a speed dial then you will need to remove it. The numbers do not need to be in numerical order.
- Speed dials can be 1-79 excluding 21, 31, 40, 41, 43 and 58 which are hashtag Shortcodes for DHV.
- The file needs to be saved as a CSV file before uploading. Any other file format will cause the upload to fail.

If no speed dials are set up, then the speed dial will start from 2. This is because most carriers configure 1 as Voicemail).

#### Step 5

Click the "Search Directory" icon to assign a number from the company. Use the Search Directory fields (minimum of one field must be completed) and click "Search" to find the users you want to have a speed dial for.

Use the button next to the name of the user to select them.

Search Dir	ectory		Х
Number		Extension	
First Name	Lindis	)	
Last Name		)	
Site	All	•	)
🔍 Search			
Lindis Test(014	27807376 Ext: 7376)		
			🖌 🖌 Select

Step 6

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Once you've got the Name and Destination field completed click Save.

Dashboard	Users	Site	Managemen	t Call	Groups	Device M	Management	Administrat	ion	Statistics				
Dashboard / U	ser Mana	<u>ageme</u>	ent / Edit Us	er										
Edit Dar	ו Tes	t												
Profile	Perso	onal D	etails	DDI	Servi	ices	Call Setup	Perm	issions	s P	hone	Barring		Call Centre
Incoming C Call Handling		S	Speed	Dial										?
Twinning Blacklist Settings Advanced ▼			Speed Dia 1 Digit	Numbe Dialling	_	2 Digit D	ialling							
Outgoing C Speed Dial Settings	alls			ame Lindis Te	st			Destina 01427		;			Ŵ	2
In Call Opti Call Transfer Settings	ons		🕈 Add	New										
Settings Call Forwardi	ng													🖌 Save
Hot Desk Manage Profi		- E	Upload Mu		0	0								
Remote Offic	e		Override pro		eed dial c	configurati	on? Yes	No O Browse	¥	Download	d Templa	te		
														★ Upload

### Set up 1 or 2 Digit Dialling as a User

#### Step 1

Log into the DHV Portal as a DHV User and click on "Call Setup"

Dashboard	Call Setup	Directory	My Features	Hot Desk	
Call Statis	tics				

#### Step 2

Click on Speed Dial. 1 Digit Dialling is selected by default. If it is 1 Digit Dialling you want to set up then you should click "Add New". If it is 2 Digit Dialling then select the "2 Digit Dialling" tab and then click "Add New"



You can also do this in bulk by clicking the "Download Template" button and downloading a CSV file. Remember when you're uploading the file to do the following:

- The "Destination" column needs to be formatted as "text". To do this right click on column C > Format Cells > Text and click OK.
- The leading zero from the from the "Destination" Number" needs to be there for speed dials to work correctly
- There is a blank row. There must be no blank rows when uploading your bulk spreadsheet.
- If you do not wish to use a particular number a speed dial then you will need to remove it. The numbers do not need to be in numerical order.
- Speed dials can be 1-79 excluding 21, 31, 40, 41, 43 and 58 which are hashtag Shortcodes for DHV.
- The file needs to be saved as a CSV file before uploading. Any other file format will cause the upload to fail.

If no speed dials are setup then the speed dial will start from 2. This is because most carriers configure 1 as Voicemail).

Dashboard Call Setup Directory My Feat	ures Hot Desk			
<u>Dashboard</u> / Call Setup				
Incoming Call Handling	Twinning	Hot Desk	Speed Dial	Blacklist
Speed Dial				?
Speed Dial Numbers				
1 Digit Dialling 2 Digit Dialling				
Name	Destination			
🛉 Add New				
				✓ Save
Upload Multiple 2 Digit Dialling				
Override previous speed dial configuration? Yes ( File to Upload:	No Browse	▲ Download Template	)	
				★ Upload



## Set up 1 or 2 Digit Dialling from a Handset

To set up One Digit dialling from your DHV Handset dial \*74, the number you want to assign a speed dial to, and then the telephone number you want to dial.

For example \*74208081788000 will assign 08081788000 to speed dial digit 2.



## Account and Authorisation Codes

Account codes are enabled to track calls made by defined users outside the DHV Company by prompting the users for an account code. You have the option of setting up a list of optional and mandatory groups. To enter a code in either group then you will need to dial \*71, then the account code, and then the number to be dialled.

Authorisation codes are used to perform authorisation of calls made outside of a calling group by prompting the user for an authorisation code. This could be for example where a phone is located in a public area and calls are to be restricted.

You can only use an Account Code if you have Authorisation Codes disabled. You cannot have both running concurrently.

Ń

Account and Authorisation Codes can only be set up by a Company Administrator.

## Switch Account Codes On/Off

Step 1

Log into your DHV portal.

#### Step 2

Select "Site Management" and then click the "Manage" button of the site that you wish to switch Account Codes on or off for.

	Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Statistics
!	Dashboard / S	Site Mana	gement				
	Manage	Site	s				
:	Site Name:				<b>Q</b>	Search	
	Sites						
	<u>Name</u>						
	ColourfulSite	Uat			😂 M	anage	



Select "Authorisation Codes"

Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Statistics	
Dashboard /	Dashboard / Site Management / ColourfulSiteUat						
Colourf	ColourfulSiteUat						
Add Use	Add User Create Group  Current Site DDI 01427807376						
Manage Co	lourfulSite	Uat					
Schedules	;		Authorisa	tion Account Code	es Call	I Policy	
Create and n	nanage tim	e schedules	Create and codes	manage authorisation a	account Over this s	rride a sub set of call policy features for site	
Schedules			Authorisa	tion Codes	Cal	all Policy	
Call Barrin	ng		Music on	Hold	Man	nage Numbers	
Setup the ca	ll barring o	ptions for this site	Set up the r on hold	nusic that a person hea	rs when put Mana	age the numbers assigned to this site	
Call Plan			Music on	Hold	Ma	anage Numbers	

Step 4

To switch off the account codes then you should make sure that the "Enabled Codes" button is set to "Off".

To switch on account codes then you should set "Enable Codes" to "On" and select how many digits you want before clicking "Save." The code length can be between 2 and 14 digits.

Dashboard	Site Management	ColourfulSiteUat / A	uth Code	Administration

ColourfulSiteUat Auth Acc	Manage ColourfulSiteUat	
Code Structure		
Enable Codes Off	Code Length 🧧 👻	
		✓ Save

#### Step 5

Now you should select to use Account Codes and then select "Manage Codes" once this has been selected.



Dashboard / Site Management / Colourful SiteUat / Auth Code Administration				
ColourfulSiteUat Auth Account Co	ode Administration Manage Colourful SiteUat			
Code Structure				
Enable Codes on	Code Length 6			
	✓ Save			
Administration Code				
Authorisation Codes Switch to this	des Manage Users Only one code structure may be used at a time. When switching from one structure to another any selected users will be preserved.			
	Manage Codes			

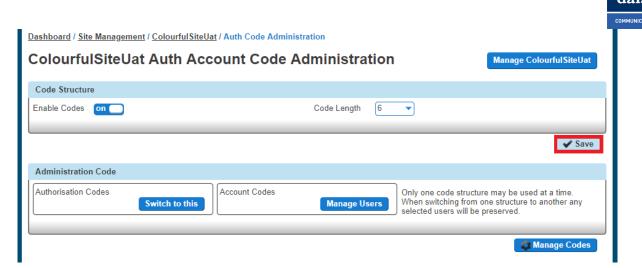
From here you can add and delete codes.

To Add an Account Code you add the details in the "Code" and the "Description" text boxes.

To Delete an Account Code you simply select the code from the table and press "Delete Selected".

Dashboard / Site Management / ColourfulSiteUat / Auth Code Administration					
ColourfulSiteUat /	ColourfulSiteUat Auth Account Code Administration				
Code Results					
Code	Descriptio	n			
No Records Found					
			TY Delete Selected		
Add Code					
Code:	123456				
Description:	TEST				
		_			
			Back Add		

Once you've clicked "Add", you can go "Back" and then you can save your changes by clicking the "Save" button.



### Manage Account Code Users

#### Step 1

Log into your DHV portal.

#### Step 2

Select "Site Management" and then click the "Manage" button of the site that you wish to switch Account Codes on or off for.

Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Statistics		
Dashboard / 9	Dashboard / Site Management							
Manage	Site	s						
Site Name:				٩	Search			
Sites								
Name								
ColourfulSite	Uat			😂 M	anage			



Select "Authorisation Codes"

Dashboard Users	Site Management	Call Groups	Device Management	Administration	Statistics		
Dashboard / Site Management / ColourfulSiteUat							
ColourfulSit	eUat						
Add User Create Group  Current Site DDI 01427807376							
Manage ColourfulS	iteUat						
Schedules		Authorisa	ation Account Cod	es Call	Policy		
Create and manage t	me schedules	Create and codes	manage authorisation a	account Over this s		t of call policy features for	
Schedules		Authoris	ation Codes	Cal	l Policy		
Call Barring		Music on	Hold	Man	age Numb	ers	
Setup the call barring	options for this site	Set up the r on hold	nusic that a person hea	irs when put Mana	ige the numb	pers assigned to this site	
Call Plan		Music on	Hold	Ma	nage Numbe	ers	

#### Step 4

Select "Manage Users" and then you can add your Mandatory and Optional users in the relevant tables.

ColourfulSiteUat Auth C	ode Administration	Manage ColourfulSiteUat
Select Users		
Search	Mandatory	
<ul> <li>✓ Mike Test</li> <li>✓ Lindis Test</li> </ul>	Louise Test	×
<ul> <li>Dan Test</li> </ul>	Bernice Test	×
	Mircea Test	×
	Add Selected Optional	
	Add Selected	
		Cancel Save

To remove a user you just simply have to click the "X" next to the user. Once you've finished making all your changes you just need to click "Save".

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## Switch Authorisation Codes On/Off

#### Step 1

Log into your DHV portal.

#### Step 2

Select "Site Management" and then click the "Manage" button of the site that you wish to switch Authorisation Codes on or off for.

Dashboard Users Site Management	Call Groups Device Management	Administration Statistics	
Dashboard / Site Management			
Manage Sites			
Site Name:		Search	
Sites			
Name			
ColourfulSiteUat	<b>Q</b>	Nanage	

Step 3

Select "Authorisation Codes"

Dashboard Users Site Management	Call Groups Device Management	Administration	Statistics				
Dashboard / Site Management / ColourfulSiteUat							
ColourfulSiteUat	ColourfulSiteUat						
Add User Create Group 🔻	Current Site DDI 014278073	76 🕶					
Manage ColourfulSiteUat							
Schedules	Authorisation Account Code	s Call	Policy				
Create and manage time schedules	Create and manage authorisation a codes	ccount Overri this si	de a sub set of call policy features for te				
Schedules	Authorisation Codes	Call	Policy				
Call Barring	Music on Hold	Mana	age Numbers				
Setup the call barring options for this site	Set up the music that a person hear on hold	s when put Mana	ge the numbers assigned to this site				
Call Plan	Music on Hold	Man	age Numbers				

#### Step 4

To switch off the authorisation codes then you should make sure that the "Enabled Codes" button is set to "Off".

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To switch on account codes then you should set "Enable Codes" to "On" and select how many digits you want before clicking "Save." The code length can be between 2 and 14 digits.

Dashboard / Site Management / ColourfulSiteUat / Auth Code Administration

ColourfulSiteUat Auth Acc	Manage ColourfulSiteUat	
Code Structure Enable Codes	Code Length 6	
		✓ Save

#### Step 5

Now you should select to use Authorisation Codes and then select "Manage Codes" once this has been selected.

#### Step 6

From here you can add and delete codes.

To Add an Authorisation Code you add the details in the "Code" and the "Description" text boxes.

To Delete an Authorisation Code you simply select the code from the table and press "Delete Selected".

Once you've clicked "Add", you can go "Back" and then you can save your changes by clicking the "Save" button.

### Manage Authorisation Code Users

#### Step 1

Log into the Your DHV portal.

#### Step 2

Select "Site Management" and then click the "Manage" button of the site that has the Authorisation Codes you wish to edit the users for.

*
daisy.
COMMUNICATIONS

Dashboard Users Site Management	Call Groups Device Management	Administration Statistics
Dashboard / Site Management		
Manage Sites		
Site Name:		Search
Sites		
Name		
ColourfulSiteUat	Q 1	Manage

Select "Authorisation Codes"

Dashboard Users Site Management	Call Groups Device Management Adr	ninistration Statistics						
Dashboard / Site Management / ColourfulSiteUat								
ColourfulSiteUat								
Add User Create Group 🔻	Current Site DDI 01427807376 -							
Manage ColourfulSiteUat								
Schedules	Authorisation Account Codes	Call Policy						
Create and manage time schedules	Create and manage authorisation accoun codes	nt Override a sub set of call policy features for this site						
Schedules	Authorisation Codes	Call Policy						
Call Barring	Music on Hold	Manage Numbers						
Setup the call barring options for this site	Set up the music that a person hears when put Manage the numbers assigned to this site on hold							
Call Plan	Music on Hold	Manage Numbers						

#### Step 4

Select "Manage Users" and then you can add your Mandatory and Optional users in the relevant tables.

lect Users		
arch	Mandatory	
Mike Test Lindis Test	Louise Test	×
Dan Test	Bernice Test	×
	Mircea Test	×
	Add Selected Optional	

To remove a user, you just simply have to click the "X" next to the user. Once you've finished making all your changes you just need to click "Save".



## DHV Shortcodes

Please see the below table of DHV Shortcodes:

Anonymous Call Rejection Activation	*77
Anonymous Call Rejection Deactivation	*87
Anonymous Call Rejection Interrogation	*52*
Call Bridge	*15
Call Forwarding Always Activation	*72
Call Forwarding Always Deactivation	*73
Call Forwarding Always Interrogation	*21*
Call Forwarding Always To Voice Mail Activation	*21
Call Forwarding Always To Voice Mail Deactivation	#21
Call Forwarding Busy Activation	*90
Call Forwarding Busy Deactivation	*91
Call Forwarding Busy Interrogation	*67*
Call Forwarding Busy To Voice Mail Activation	*40
Call Forwarding Busy To Voice Mail Deactivation	#40
Call Forwarding No Answer Activation	*92
Call Forwarding No Answer Deactivation	*93
Call Forwarding No Answer Interrogation	*61*
Call Forwarding No Answer To Voice Mail Activation	*41
Call Forwarding No Answer To Voice Mail Deactivation	#41
Call Forwarding Not Reachable Activation	*94
Call Forwarding Not Reachable Deactivation	*95



Call Forwarding Not Reachable Interrogation	*63*
Call Forwarding Selective Activation	#76
Call Forwarding Selective Deactivation	#77
Calling Line ID Delivery Blocking Interrogation	*54*
Calling Line ID Delivery Blocking per Call	*67
Calling Line ID Delivery Blocking Persistent Activation	*31
Calling Line ID Delivery Blocking Persistent Deactivation	#31
Calling Line ID Delivery per Call	*65
Call Park	*68
Call Park Retrieve	*88
Call Pickup	*98
Call Retrieve	*11
Call Return	*69
Call Return Number Deletion	#92#
Call Waiting Interrogation	*53*
Call Waiting Persistent Activation	*43
Call Waiting Persistent Deactivation	#43
Cancel Call Waiting	*70
Clear Voice Message Waiting Indicator	*99
Connected Line Identification Restriction Interrogation	*56*
Directed Call Pickup	*97
Directed Call Pickup with Barge-in	*33
Direct Voice Mail Transfer	*55
Diversion Inhibitor (this feature cannot be controlled via GUI)	*80



Do Not Disturb Activation	*78
Do Not Disturb Deactivation	*79
Escalate Call to Supervisor	#83
Group Call Park	#58
Last Number Redial	*66
Mobility (CONNECT) Calling Line ID Activation	*23
Mobility (CONNECT) Calling Line ID Activation Per Call	*28
Mobility (CONNECT) Calling Line ID Deactivation	*24
Mobility (CONNECT) Calling Line ID Deactivation Per Call	*29
Music On Hold Per-Call Deactivation	*60
No Answer Timer	*610
Per Call Account Code	*71
Selective Call Rejection Interrogation (Blacklist)	*51*
Speed Dial 100	*75
Speed Dial 8	*74
Voice Mail Retrieval	*86
Voice Portal Access	*62



## Anonymous Call Rejection

Anonymous Call Rejection enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID. By activating the service via a web interface, callers without available caller ID are informed that the user is not accepting calls at that time. The user's phone does not ring and the user sees or hears no indication of the attempted call. This service does not apply to calls from within the group.

If a user in a Call Queue Group has Anonymous Call Rejection enabled and a "withheld" caller reaches the front of the queue, the call will not be delivered to the user with Anonymous Call Rejection, even if that user is available.

The call will wait until another user without Anonymous Call Rejection enabled becomes available.

Only a Company Administrator can set up a user with Anonymous Call Rejection.

### Shortcodes

- Activate: \*77
- Deactivate \*87

# Activating / Deactivating Anonymous Call Rejection for a User

#### Step 1

Log into your DHV portal.

Step 2

Select "Users" and "List Users" and using the search screen identify the user you want to activate / deactivate Anonymous Call Rejection for and click "Edit".

										daisy.	
Call Groups	Device Mana	gement	Administra	tion	Statistics						
) @ uat.brand	ding.com	Numb Depa	C	All		<b>-</b>	?				
Number	Extension	Email A	<u>ddress</u>			Site					
	4534	🔤 bern	ice.gardiner(	@ga		Colourfu	SiteUat	D E	dit		

ColourfulSiteUat

ColourfulSiteUat

ColourfulSiteUat

🖉 Edit

🧷 Edit

🧷 Edit

🛓 Download

Step	3

Click "Call Setup" and then under the Incoming Calls section select "Settings".

1807

7376

3242

🚾 daniel.edwards@gamm..

🔤 lindi.stevenson@gam..

👿 jason.mcmahon@gamma...

Dashboard Users Site Management Call Groups

Last Name

Test

Test

Test

Test

🖞 Delete Selected 🛛 🛉 Add

Ŧ

Phone Number

01427807376

Dashboard / User Management

All

First Name

O Bernice

O Dan

O Lindis

Mircea

First Name: Username:

Extension: Site:

Users

🔍 Search

Use the button next to "Reject Withheld Number" to either switch this feature on or off. Click Save.

Dashboard Users	ite Management Call Groups Device Management	Administration Statistics	
Dashboard / User Manag	ement / Edit User		
Edit Dan Test			
Profile Person	al Details DDI Services Call Setup	Permissions Phone	Barring Call Centre
Incoming Calls Call Handling	Incoming Call Settings	_	
Twinning Blacklist	Settings		
Settings Advanced •	Reject Withheld Numbers	off	
Outgoing Calls Speed Dial	Enable music for calls on hold	on 🔛	
Settings In Call Options Call Transfer	Lookup Caller ID when none is Provided	off	
Settings Settings	Present Incoming Caller's ID for External Calls	on	
Call Forwarding Hot Desk Manage Profile	Present Incoming Caller's ID for Internal Calls	on	
Remote Office	Do Not Disturb	off	
			WH?T
			🖌 Apply



## Auto Attendant

The Auto Attendant feature allows callers to your company to be automatically transferred to a person or group without the intervention of an operator or receptionist.

There is no limit on the number of Auto Attendants a Company can have, however there is a limit of up to 3 levels of Auto Attendants (for example you can have one auto attendant going to another auto attendant three times).

You can record the Auto Attendant messages using either your DHV phone, or create a sound file on your computer and upload this. See our guide on the Knowledgebase on how to "Convert Audio File".

### Setup Auto Attendant

Step 1

Log into your DHV portal.

#### Step 2

Once you're in the DHV Portal select "Call Groups" and then "Auto Attendant".

Dashboard Users Site Management	Call Groups	Device Managen	nent Adm	ninistration	Statistics
Add User Create Group 🔻	Auto Attenda	nt			
Add User Create Group	Call Pickup				
Call Outcomes	Call Parking				
Inbound Outbound	Hunt Group				
	Call Queue G	roup			

Step 3

From here you can add a new Auto Attendant by clicking the "Add" button. This will load up the wizard to set up the Auto Attendant.

From here you should:

- select the Site you want your Auto Attendant to be on
- Give the Auto Attendant a name and username

Daisy Hosted Voice Features Guide



Dashboard	Users Site M	anagement	Call Groups	Device Management	Administration	Statistics						
Dashboard / Group Management / Auto Attendant / Create New Auto Attendant												
Create N	ew Auto	Attend	lant		Account	Menu Options	Assign Number	Audio				
								H <b>?</b> W				
Location												
Site:	Choose One	•						WH <mark>?</mark> T				
Attendant De	tails											
Name:				User	name:		@ uat.branding.c	om				
Department:	Choose One	•						WH <b>?</b> T				
Dialling Scop	е											
Scope of exte	ension dialling	Compared	ny 🔍 Site	Department								
Scope of nan	ne dialling	Compare Com	ny 🔍 Site	Department								
Name Dialling	g Entries	○ LastNar	me + FirstName	e 🔍 LastName + Firs	stName or FirstNa	me + LastName		WH <b>?</b> T				
							Cancel	Continue				

## The Dialling Scope is:

#### Scope of extension dialling

If extension dialling is selected as an option, this specifies where DHV should limit its search to for the entered extension - either the department, site, or company.

#### Scope of name dialling

If name dialling is selected as an option, this specifies where DHV should limit its search to for the entered name - either the department, site, or company.

#### Name dialling entries

If name dialling is selected as an option, what format must the caller enter the name of the user they wish to speak to.

#### Step 4

The top half of the screen is there to ensure the auto attendant links to the right "Schedule" for your company. You can either select "Use the same menu all the time" or "Use different menus during and after business hours".

Daisy Hosted Voice Features Guide



If you select "Use different menus during and after business hours", you can then select from the dropdown menu the "Schedules" that defines open and closed hours.

Dashboard Users Site Managem	nent Call Groups Device Management	Administration	Statistics								
Dashboard / Group Management / Auto Attendant / Create New Auto Attendant											
Create New Auto Att	endant	Account	Menu Options	Assign Number	Audio						
Auto Attendant Options											
Use the same menu all the time	Use different menus during and after	business hours									
					WH?T						
Menu Options											
When Open When Clos	sed										
1 None	• 7	None	•								
2 None	▼ 8	None	▼								
3 None	• 9	None	•								
4 None	▼ 0	None	•								
5 None	▼	None	•								
6 None	• #	None	•								
					WH <mark>?</mark> T						
				Cancel	➡ Continue						
1				Cancer	- conunue						

The second half of the Menu Options screen is a grid which corresponds to the buttons on a telephone keypad, and you've got two options: Open Hours and Closed Hours.

The options for each button are:

Menu Option	Description
Transfer with prompt	This will allow the user to hear a recorded message played once they have selected a menu item ("Please hold whilst we connect you"). This option also plays the recorded voicemail message that a user has set. If your user has recorded more than their name for the voicemail greeting, then this message will play here.
Transfer without prompt	This will forward the call to the required destination once a menu item is selected. This destination could be a user, hunt group or new auto- attendant.
Transfer to operator	This will forward the call to a set telephone number / extension after ten seconds.
Name Dialling	This will allow a caller to type in a name based on your dialling scope through the DHV handset i.e., the first name Mike would be "6453" and the last name Green would be "47336".
Extension Dialling	This will allow the caller to type in a user's extension, allowing the call to connect to this extension based on your dialling scope.



Repeat Menu	This option will replay the call recording associated to this auto
	attendant to effectively replay the menu items to the caller.
Exit	This will terminate the call on behalf of the calling party.

The "Transfer" options will load up the "Search Directory" screen so you can search for the exact number you want to transfer the call to.

#### Step 5

You then need to define a number for the auto attendant, an extension number for internal call routing and a display name for presentation once the call is delivered.

#### Step 6

The final step is to upload an audio file to be played when the call is connected. If you are going to record the message with your DHV phone, then you don't need to upload anything here and go to the Recording an Auto Attendant message with my DHV Phone.

You can use our guides "Create Audio Files to use with DHV" and "Convert Audio Files to use with DHV" on the Knowledgebase.



## Recording an Auto Attendant message with my DHV Phone

If you have set up your Auto Attendant without adding an audio file you can use a DHV Phone that is allocated to the same site as your Auto Attendant to record your Auto Attendant message. You will also need to have the extension number of the Auto Attendant to hand.

To do this you need to make sure that you have your Company Voice Portal set up.

- Dial your Company Voice Portal
- At the prompt you should
  - ~ Enter the Voice Portal digit extension if dialling from an external phone
  - Press the \* button and then enter the Voice Portal digit extension if dialling from a DHV handset.
- Enter the Voice Portal passcode
- Select option 1 (Change Auto Attendant Greeting)
- Enter the extension number of the Auto Attendant
- Press 1 if you want to record the business hours greeting
- Press 2 if you want to record the out of hours greeting
- Save the recording
- This will add the recording(s) to the Auto Attendant you selected.



## Automatic Call Back

If you call another DHV user within your company and they are busy, Automatic Call back allows you to be notified when they are off the phone.

Once the Automatic Call Back feature is enabled, when you call an internal extension [1234 for example], and it's busy - you will hear an announcement:

"The line you are calling is busy, please press 1 if you would like to be notified when the line becomes available"

Press 1 on the phones keypad in order to activate this. You will then hear the following announcement:

"The line will be monitored for 30 minutes; you will be notified by a special ringtone when the line becomes available"

Once the internal extension becomes available, you will shortly get a call back to your phone - the calling number will be the extension you originally contacted [the ring tone will be different from your standard one, - you cannot amend this], when you answer you will get a message:

"Call back to [dialled extension e.g. 1234], in progress, hang-up to cancel call-back. Press any key or hold the line to proceed with call-back"

Your phone will then ring the originally dialled extension [1234 in this example]

### Shortcodes

- Menu Access: #9
- Deactivate #8

#### Setup Automatic Call Back for a User

Automatic Call Back can only be set up by a Company Administrator.

#### Step 1

Log into your DHV portal

#### Step 2

Go to "Users" and "List Users" and locate the user that you want to add Automatic Call Back for and then click the "Edit" button.

Daisy Hosted Voice Features Guide

Dashboard	Users	Site Managen	nent Call Groups	Device Mana	igement	Administration	Recorded Calls	Statistics	
ashboard)	/ User Mar	agement							
Jser N	lanag	ement							
irst Name:					Last N	Name:			
Jsername:			@ uat.brandir	ig.com	Numb	per:			
Extension:					Depa	rtment: All	•		
Site:	All		•		Mac A	Address:		?	
Searcl									
Users									
Ei	st Name	Last Name	Phone Number	Extension	Email A	ddress	Site	1	
😑 🔍 Ac	am	Eckersley	01427807623	7623	💌 a.d.e	eckersley@gmail	Cole	ourfulSiteUat	C Edit
Be	rnice	Test	01427807624	4534	🖂 bern	ice.gardiner@ga	Cole	ourfulSiteUat	🖉 Edit
😑 🔍 Da	n	Test	01427807625	1807	💌 dani	el.edwards@gamr	n Cole	ourfulSiteUat	C Edit
📄 🔍 Lir	dis	Test		7376	🖂 lindi	.stevenson@gam	. Cole	ourfulSiteUat	C Edit
🗧 🔍 Lo	uise	Test		1234	💌 louis	e.stringer@gam	Cole	ourfulSiteUat	💋 Edit
📄 🔍 Mi	ke	Test		1796	Mich	nael.Playfoot@ga	. Col	ourfulSiteUat	💋 Edit
📄 🔍 Mi	rcea	Test		3242	💌 jaso	n.mcmahon@gam	ma Cole	ourfulSiteUat	🖉 Edit

Select the "Call Setup" tab and then click "Settings" under the Outgoing Calls tab. From here you can turn Automatic Call Back on or off. Click "Apply" to save your changes.

Dashboard	Users	Site	e Managemo	ent Ca	III Groups	Device	Management	Admin	istration	Reco	orded Calls	Sta	tistics				
Dashboard / L	Jser Man	agem	nent / Edit	Jser													
Edit Be	rnice	Те	st														
Profile	Pers	onal I	Details	DDI	Serv	ices	Call Setup	F	Permissio	ns	Phone		Barrin	ıg	Call C	entre	
Incoming ( Call Handling			Outgo	oing	Call S	ettin	gs										
Twinning	9		Settings														
Blacklist Settings Advanced ▼			Enable Au	utomatic	Callback				on 🔛							_	
Outgoing O Speed Dial Settings	Calls		Withhold	my numb	er when m	aking cal	ls		off								
In Call Opt	ions		_												V	/H?T	
Call Transfer Settings															✓ A	pply	
Settings Call Forward	lina																
Hot Desk	in 9																
Call Recordin																	
Manage Prof Remote Offic																	
Remote Omo	Je -																

Dial



Departments

Call Policies

Voice Portal Company Profile

Subscription Centre

Number Management

Agents Unavailable Codes Agent Default Settings Bulk Speed Dial Bulk Upload History

3rd Party Support Permission

Directory

Under the Administration tab of the GUI there will be two new menu options for a Company Administrator to use. When setting up a **new** company you will be able to create a set of 1 and 2 digit speed dials and then copy those details to one, some or all the users within the organisation. **We recommend that all users are created before using this service.**

When an Administrator accesses the Administration menu they will be presented with two new options

- Bulk Speed Dial option create speeds dial and apply to multiple users
- Bulk Upload History Historical log of an Administrators changes

To create a new speed dial list select Administration>Bulk Speed Dial and you'll then be presented with the following screen, where you can add the 1 and 2 digit speed dials to a group of users by toggling between the 1 and 2 Digit Dialling tabs

Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics	
Dashboard /	Bulk Spee	ed Dial			-			
Bulk Sp	beed l	Dial				Defi	ine Template	Select Users
Speed Dial	Numbers							
1 Digit	Dialling	2 Digit Dialli	ing					
Name			Desti	nation				
🛉 Add N	lew							
								WH <mark>?</mark> T
							<b>#</b> Cancel	➡ Continue
Enter the s	speed o	lial details fre	ehand or s	elect from the C		rectory by cl	icking the	횏 icon, then

search for the user details you wish to add. To delete a row hit the  ${}^{ar{w}}$  icon.



Dashboard Users Site I	Management Call Groups Device I	Management Administration	Recorded Calls Statistics		Dashboar	d Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics	
Dashboard / Bulk Speed Dial					Dashboard	/ Bulk Spee	d Dial						
Bulk Speed Dial			Define Template	Select Users	Bulk S	Speed [	Dial				Def	ine Template	Select Users
Speed Dial Numbers					Speed D	al Numbers							
					1 Dig	it Dialling	2 Digit Dia	ling					
1 Digit Dialling	2 Digit Dialling					Name			Destinatio	on			
Name		Destination			00	Example	1		0111111	111			2
Example 1		01234567890		🧃 🔨	01	Example	2		0222222	2222		<b>1</b>	2
Name     Example 1     Example 2		01234567891		🧌 🗐	02							Ŵ	<b>ସ୍ଥା</b> ସ୍ଥ ସ
Add New					+ Ad	d New							
				WH?T									WH <b>?</b> T
			ar Canc	el 🔶 🔶 Continue								Cancel	➡ Continue

Once you are happy that you have correctly created the speed dials hit the icon, after which you will be presented with the option to either 'Update all users' or 'select users to update'.



By selecting all users then finish and save will add the speed dials to all users.

Dashboard U	Jsers	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics	
Dashboard / Bul	lk Spee	d Dial						
Bulk Spe	ed C	Dial				Defi	ne Template	Select Users
Select Users								
Update all U	Jsers	Select Users to l	Jpdate					
								WH?T
							Cancel	<ul> <li>Finish and Save</li> </ul>

If you want to add to specific users then click select user to update then you will be presented with the below screen where to you can select the users you wish to apply the list(s) to, simply check the box and click the +Add selected button, to apply the speed dial lists to the selected user(s) now select the Finish and save option.

ulk Speed Dial		Defin	e Template Se	lect Users
Select Users				
<ul> <li>Update all Users</li> <li>Search</li> <li>Mircea Test</li> <li>Mike Test</li> <li>Oliver Test</li> <li>Lindis Test</li> <li>Adam Eckersley</li> </ul>	Bernice Test Bob Test Dan Test Louise Test		× × × ×	
Add Selected				WH?



You'll be asked to acknowledge the following implication after which the speed dials will be created against the selected users.

Confirm	x
Warning - by submitting this request you will be over of the current speed dials that the user(s) selected h up. Are you sure you want to continue?	
🛛 🕷 No	🖌 Yes

The service has been designed to assist with the initial set up of company and isn't suitable for the for the ongoing management of a company's speed dial list, as it:

- Doesn't retain any record of previously provisioned speed dials
- Will overwrite the personal amendments made by a user
- Will delete records where a blank is left basically meaning you cannot bulk update a single entry

The Bulk Upload History tab will show the event type, who requested the change, when they requested it, the status and when it completed as an audit log of activity.

Dashboard Users Site Management	Call Groups Device Management	Administration Recorded Calls	Statistics
Dashboard / Bulk Upload History			
Bulk Upload History			
Upload Type: Any 🗸	Requ	estor:	
Complete From:	Com	lete To:	$\neg$
Request From:	Requ	est To:	
Status: Any	•		
Search			
Bulk Upload Templates List			
ID         Type         Requested By           255         SpeedDialBulk         4367Branding		0:22 Finished processing	Completed 2018-03-12 11:21:25
			WH <mark>?</mark> T



## Busy Lamp Field (BLF)

A Busy Lamp Field (BLF) gives you the ability to monitor a fellow colleague's line to see if they are available to take a call that you may transfer to them, or to enable you to pick up their calls.

When implemented the phone will show the user's caller id on the pre-defined line keys on your device. This line key can also be used as a speed dial to contact your colleague's number quickly when transferring a call or when needing to speak to them directly.

Please note: We allow a maximum of 50 Busy Lamps to be configured if a sidecar is present. The remaining line keys can then be used for other available entries

Devices	Line Keys Available with no Sidecar	Line Keys Available with Monochrome Sidecar	Line Keys Available with Colour Sidecar
Cisco 501	6	N/a	36
Cisco 504	2	N/a	32
Cisco 509	10	N/a	40
Cisco 525	3	N/a	33
Cisco MPP 8841	10	N/a	N/a
Cisco MPP 8851	10	N/a	72**
Cisco MPP 8861	10	N/a	108**
Polycom SoundPoint 650	4	44	92
Polycom VVX250	4	N/a	N/a
Polycom VVX310	4	44	92
Polycom VVX411	10	50	94
Polycom VVX450	12	N/a	102
Polycom VVX500	14	54	98
Polycom VVX600	14	54	98
Polycom VVX601	14	54	98
Yealink W52P DECT	N/a	N/a	N/a

\*Please note the VVX150, Trio 8500 and 8800's do not support Busy Lamp Fields

\*\* This is the maximum number of line keys available as the Cisco 8851 supports up to 2 KEM's and the 8861 device supports up to 3 KEM's. The Cisco 8841 does not support a KEM. Each KEM has 18 line keys per page and 2 pages (36 line keys in total). So up to 72 additional line keys can be supported on the 8851 device and 108-line keys for the 8861 device.

Note: In order for the device to be able to power up the KEM's either a POE+ switch must be used or the power adaptor (CP-PWR-CUBE-4=).

Daisy Hosted Voice Features Guide



If you are experiencing issues with Busy Lamp Fields please see the Network Configuration Guidelines document and the DHV Technical Support document on the Knowledgebase.

### Setup and Edit Busy Lamp Fields (BLFs)

Busy Lamp Fields can only be set up by a Company Administrator.

Step 1

Ń

Log into your DHV portal.

#### Step 2

Go to "Users" and "List Users" and locate the user that you want to add Busy Lamp Fields for and then click the "Edit" button.

Dashb	oard Users	Site Mana	gement Call Gro	ups Device	Management	Administration	Recorded Calls	Statistics	
Dashbo	Dashboard / User Management								
Usei	Jser Management								
First Na	me:				Last	Name:			
Usernar	me:		@ uat.br	anding.com	Num	ber:			
Extensio	on:				Depa	irtment: All	•		
Site:	All		•		Mac	Address:		?	
Mobile:									
🔍 Se	arch								
Users									
Users									
	First Name	Last Name	Phone Number	Extension	<u>Type HRP I</u>	Email Address		Site	
. •	Adam	Eckersley	01427807623	7623	FMC I	a.d.eckersley@	gmail	ColourfulSiteUat	🥏 Edit
. •	Bernice	Test	01427807624	4534	STD I	bernice.gardine	r@ga	ColourfulSiteUat	🥏 Edit
. •	Bob	Test	01612415190	5190	STD I	bobtest@uat.br	andin	ColourfulSiteUat	🧷 Edit
. •	Dan	Test	01427807625	1807	STD I	daniel.edwards	@gamm	ColourfulSiteUat	🧷 Edit
. •	Lindis	Test		7376	STD	lindi.stevenson(	@gam	ColourfulSiteUat	🥏 Edit
. •	Louise	Test		1234	STD	louise.stringer@	)gam	ColourfulSiteUat	🥏 Edit
•	Mike	Test		1796	STD I	Michael.Playfoo	t@ga	ColourfulSiteUat	C Edit
. •	Mircea	Test		3242	STD	jason.mcmahor	@gamma	ColourfulSiteUat	🥏 Edit
•	Oliver	Test	01612415191	5191	STD	oliver.birtwistle@	<u>]</u> g	ColourfulSiteUat	C Edit

#### Step 3

Select the "Call Setup" tab and then "Advanced" and "Busy Lamp" under the "Incoming Calls" tab.



DHV will detect to see if the user's device is compatible for Busy Lamp. If not, you'll be returned with an error message.

If the handset is compatible for Busy Lamp, select if you have a Sidecar installed, and then what users you want to be "monitored".

You can remove Busy Lamp Fields (BLFs) by clicking the "X" next to the user you want to remove. Click Save.

Profile	Persona	al Details	DDI	Services	Call Setup	Permissions	Phone	Barring	Call Cer	ntre
Profile Incoming C Call Handling Twinning Blacklist Settings Call Alerting Advanced Call Notify Sequential Rii Busy Lamp Outgoing C Speed Dial Settings In Call Opti Call Transfer Settings Settings Settings Settings Settings Call Popti Call Recordin Manage Profi	alls alls ons ng tings g	Busy Sidecar Do you ha Monitore Hide call Search Bern Mirce Mike	Lamp ave a Sideca ed Users details of mo details of details of details of details of details of details details of details of details of details details of details of details details of details of details details of details of details details details details details details details details details details details de	Services	© № ®	Permissions	Phone	Barring	Call Cer	ntre ?
Remote Office Connect Mobile Preser	-	🔹 Ado	d Selected					Users A	dded: 3 / 10	





To ensure that the BLFs do not interfere with incoming calls to that handset, please ensure that "hide call details of monitored users" is ticked 'yes'.

## Busy Lamp Field (BLF) Name Searching

The portal has been updated to improve the searching for a user when editing a BLF, previously users were only searchable by the full username

Dashboard	Users	Site Managem	ent Call C	Groups Devic	e Management	Administration	Recorded Calls	Statistics	
Dashboard / U	Dashboard / User Management / Edit User								
Edit Ada	am E	ckersley							
Profile	Pers	onal Details	DDI	Services	Call Setup	Permissio	ns Phone	Barring	Call Centre
Account Det	tails								
First Name:	Adar	n			Last N	ame: Ecker	sley		
Username:	aecke	rsley@uat.brand	ing.com		Depart	ment None	•	Add	
Contact Mobil	le: (+44	7849946955			Email:	a.d.eo	kersley@gmail.co	m	
Connect Mob	ile: 0745	8080429							
									WH <b>?</b> T
Settings									
Enable Hot D	esk ? Yes	s 🔍 No	0						
				_					
			Change Si	te 💋 💋 Res	et Password	🧷 Reset Pass	code 🧷 🧷 Res	set Client Passw	ord 🖌 Save

The search has been improved to now include the First and Last Name fields and will return results on partial matches of the user first and/or last name.

Dashboard / User Management / Edit User

Edit Adam Eckerslev

ant / taa		, and the second s								
Profile	Person	al Details	DDI	Services	Call Setup	Permissions	Phone	Barring	Call Centre	
Incoming C Call Handling		Busy	Lamp						?	
Twinning Blacklist Settings		Sidecar Do you have a Sidecar installed? Yes O No O								
Call Alerting Advanced A Call Notify			_							
Sequential Rin Busy Lamp	-	Monitore Hide call		nitored user?	Yes 🔍 No 🖲					
Outgoing Ca Speed Dial Settings	alls	dan								
In Call Optic Call Transfer Settings	ons	🔲 Dan	Test							
Settings Call Forwardin Hot Desk										
Voicemail Sett Call Recording Manage Profile Remote Office	g e									
Connect Mobile Presen	itation	Add	I Selected					Users Ad	lded: 0 / 10	
									Save	





## Call Barge

Call Barge allows specified users to "barge" into an active call and set up a three-way call. Every DHV Company will have one Call Barge Group set up and does not require a Call Centre subscription to use.

## Setup & Edit Call Barge

Call Barge can only be set up and edited by a Company Administrator.

Step 1

Log into your DHV portal.

#### Step 2

Select "Call Groups" and then "Call Barge".

Dashboard	Users	Si	te Manageme	nt Call	Groups	Device Management	Administration	Recorded Ca	Ils Statistics	
Dashboard / User Management / Edit User				Jser	Auto	Attendant				
Edit Adam Eckersley				Pickup Parking						
Profile	Pers	onal	nal Details DDI		Hunt	Group	Permissio	ns Pho	one Barri	ng Call Centre
Incoming C Call Handling	ncoming Calls Call Handling			Queue Group				?		
Twinning Blacklist			Sidecar							
Settings Call Alerting			Do you ha	ve a Side	-	Group Centre				
Advanced A Call Notify Sequential R Busy Lamp	ing	Monitored Users		Call E	Barge					
Outgoing C Speed Dial	Calls		Hide call d	etails of n	nonitored	user? Yes 🔍 No 🖲				

#### Step 3

You will now have the Call Barge set up screen. All DHV Users will be in the left hand table that are currently not set up as a Monitored or Managing User. Select all the users that you want to be monitored or managing and select the relevant "Add Selected" button.

Only Managing Users can barge into calls, and they can only barge into calls of Monitored Users.

A Call Centre Agent or Supervisor that has the Call Barge service subscribed will automatically appear in the appropriate list on this screen and cannot be removed or unassigned using the "Remove All" or "Unassigned All Users" buttons. The Call Centre Barge feature is classed as a higher priority.

Daisy Hosted Voice Features Guide

Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics	
Dashboard /	Call Group	<u>ps</u> / Call Barge						
Call Ba	rge							
								HOW
Select Use	rs							
Search			Monitore	d Users				
Bernice			Lindis	Fest				
Lindis T	est		Louise	Test				

😗 Remove All

😗 Remove All

Add Selected

Managing Users

Adam Eckersley

Add Selected

<u> </u>				
Once you've	made a	all the	changes,	click Save.

## Barging into a call

Dan Test
 Mike Test
 Louise Test

Adam Eckersley

A user has to be set up as a Managing User to be able to barge into a monitored users call. To barge into the call, the Managing User should dial \*33. Once the managing user hears the stuttered dial tone they should enter the monitored user's extension number.

When a barge happens, the Monitored Users hears a Barge-in warning tone. The other party is briefly put on hold for 1 second and will hear silence while the Monitored User is receiving the warning tone.

There is no limit on how many Managing Users can barge in on a single call of a monitored use



If a call is unanswered by a Monitored User and a Managing User barges in on this call, then the call will be answered by the Managing User and this won't invoke a three-way call.

on 🔵 Warning Tone

Unassign All Users

WH?T

Save



## Call Barring

You can control Call Barring at either Site Level, or at User Level. There are seven call barring options. These are:

- Allow free phone calls
- Allow national calls
- Allow international calls
- All chargeable directory services calls
- Allow premium calls
- Allow mobile calls
- Allow 084 calls
- Allow 087 calls

There are two categories that need consideration:

- When making a call call barring that is applied to any call the user makes directly via their calling device or software, including a consultative transfer.
- When transferring/diverting a call call barring that is applied to call when a user attempts to blind transfer a call to an alternative station or a divert attempt as a result of the call forwarding feature being invoked, a divert on busy for example. The call barring under this heading does not apply to consultative transfers. Consultative transfers are covered under 'when making a call'.

You can quickly view what call bars a user has set up, both on their site and if they are overriding the site settings by using the DHV Health Check.

### Setup and Manage Site Call Barring

Site Call Barring can only be set up by a Company Administrator.

Step 1

Log into your DHV portal.

Step 2

Select "Site Management" and then click the "Manage" button next to the site you want to add or manage Call Barring for.



Dashboard Users Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics
Dashboard / Site Management					
Manage Sites					
Site Name:		<u> </u>	Search		
Sites					
Name		<u> </u>			
TestSite2		😂 M	anage		
ColourfulSiteUat		😂 M	anage		

Select "Call Plan" and this will then load up the available options you have for site call barring. This can be done for making a new call or transferring a call.

Once you've made your changes you should click "Save".

Dashboard Users	Site Management	Call Groups	Device Managem	ent Administration	Recorded Calls	Statistics					
Dashboard / Site Management / ColourfulSiteUat / Call Plan											
ColourfulSiteUat Call Plan Manage ColourfulSiteUat											
Call Plan Options											
When making a	call When	transferring/dive	erting a call								
on Allow freepl on Allow nation on Allow interm on Allow charg off Allow premi on Allow mobil on Allow 084 c on Allow 087 c	al calls ational calls eable directory servio um calls e calls alls	ce calls									
							WH <mark>?</mark> T				
							✓ Save				

### Override Site Call Barring for a User

Overriding Site Call Barring for a user can only be done by a Company Administrator.

Step 1

Ń

Log into your DHV portal

Step 2

Go to "Users" and "List Users" and locate the user that you want to override site call barring for and then click the "Edit" button.

Step 3

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Go to "Users" and "List Users" and locate the user that you want to override site call barring for and then click the "Edit" button.

Select the Call Barring tab and then you toggle the "Override site call plan" button. The default options are what the site the user is located on has set up.

Dashboard	Users	Site Manageme	ent Call	Groups Devic	e Management	Administration	Recorded Calls	Statistics		
Dashboard / User Management / Edit User										
Edit Adam Eckersley										
Profile	Perso	onal Details	DDI	Services	Call Setup	Permissio	ns Phone	Barring	Call Centre	
Call Plan O	ptions									
When m	naking a c	call Wh	ien transfe	rring/diverting a	a call					
Off_Ov	erride site	e call plan								
on All	ow freeph	one calls								
on All	ow nation	al calls								
on All	ow interna	ational calls								
on All	ow charge	eable directory s	ervice calls							
off All	ow premiu	um calls								
on All	ow mobile	e calls								
on All	ow 084 ca	alls								
on All	ow 087 ca	alls								
									WH?T	
									✓ Save	



## Call Forwarding

The Call Forwarding feature allows you to forward incoming calls to a number of your choice, or to a voicemail message box. Users have the option to activate and deactivate the service by dialling a feature access code or configuring the service via their web interface or simply pressing a key on the phone. If activated a user must specify the forwarding number.

If a user has Connect they will be able to control how calls are forwarded depending on whether someone called their mobile or fixed number. This is referred to as Call Forwarding Selective.

If a user is also using a soft client, then the Call Forwarding button on their device will no longer work (Polycom VVXs) or disappear (Polycom SoundPoint or Cisco's).

Call Forward Not reachable is designed to forward a call if the subscriber's device is not registered with the DHV platform. In the case of a call group, all devices associated with the call group need to be unregistered for the unreachable divert to be applied. The unreachable divert only occurs if the device or devices become unregistered from the DHV platform, typically due to an issue with connectivity between DHV and the site/device being hard down, unreachable should not be considered as a DR feature for any other scenario outside of this.

## Shortcodes

Action	Shortcode
Call Forwarding Always Activation	*72
Call Forwarding Always Deactivation	*73
Call Forwarding Always Interrogation	*21*
Call Forwarding Always to VM Activation	*21
Call Forwarding Always to VM Deactivation	#21
Call Forwarding Selective Activation	#76
Call Forwarding Selective Deactivation	#77
Call Forward Busy Activation	*90
Call Forward Busy Deactivation	*91
Call Forward Busy Status Check	*67*
Call Forward Busy to VM Activation	*40
Call Forward Busy to VM Deactivation	#40
Call Forward No Answer Activation	*92
Call Forward No Answer Deactivation	*93
Call Forward No Answer Status Check	*61*
Call Forward No Answer to VM Activation	*41
Call Forward No Answer to VM Deactivation	#41



Call Forward Not Reachable Activation	*94
Call Forward Not Reachable Deactivation	*95
Call Forward Not Reachable Status Check	*63*

## Turn Call Forwarding On/Off as a Company Administrator

Step 1

Log into your DHV portal.

Step 2

Go to "Users" and "List Users" and locate the user that you want to set up Call Forwarding for and then click the "Edit" button.

#### Step 3

Click the "Call Setup" tab and then under Incoming Calls select "Call Handling". You can now set up the following options:

- When I'm Busy you can forward calls to voicemail or a specific number when you are on another call.
- When I Don't Answer you can forward calls to voicemail or a specific number when you don't answer after a certain number of rings. To do this you should leave the number box blank, tick the tick box and state the number of rings before the call reaches voicemail
- When I'm Unreachable you can forward calls to a specific number (not voicemail) when your handset is not registered or powered on (e.g., If your internet access were down, incoming calls would go to this number).



Dashboard Users S	ite Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics	
Dashboard / User Manage	<u>ment</u> / Edit User						
Edit Adam Eck	(ersley						
Profile Persona	al Details D	DDI Servi	ices Call Setup	Permission	ns Phone	Barring	Call Centre
Incoming Calls Call Handling	Call Han	dling					??
Twinning Blacklist	When I'm Bus	sy					
Settings Call Alerting	No Action	1					
Advanced 👻	Forward t	the call to:		) 🝳			
Outgoing Calls Speed Dial Settings	Send the	call to voicemail	I				WH <b>?</b> T
In Call Options Call Transfer							
Settings	When I don't	answer					
Settings Call Forwarding	after 6 🔻	rings					
Hot Desk Voicemail Settings	No Action	·		_			
Call Recording Manage Profile	Forward t			) 😒			
Remote Office	Send the	call to voicemail	L				
Connect Mobile Presentation							WH <b>?</b> T
	When I'm Uni	reachable					
	No Action	I.					
	Forward t	he call to:		) 🛐			
							WH <b>?</b> T
					V	oicemail Settings	Save

If you would prefer to forward calls all the time, or (for Connect users) would like to forward them depending on which number was dialled, then you need to visit the Call Forwarding screen:

Profile	Persona	al Details	DDI	Services	Call Setup	Permissions	Phone	Barring	Call Centre		
Profile Incoming C Call Handling Twinning Blacklist Settings Call Alerting Advanced V Outgoing C Speed Dial Settings In Call Opti Call Transfer Settings Settings Call Forward Hot Desk Voicemail Se	Calls Calls ions	Call For No F Forw Forw When s Call Forw Forw When s Call Forw Call Forw Forw Call Forw Call Forw Forw Call Forw Call	Orwarding Se orwarding se orward all inco- rard calls se someone ca No action Forward the Send the ca	ttings ming calls dectively, determ lls my fixed num	nined by called numb		Phone	Barring	Call Centre		
Call Recordir Manage Profi Remote Offic	ng ile										
Connect Mobile Prese	ntation	•	Send the call to voicemail     WH?T								
									Save		

The 'Send the call to voicemail' option will only appear if the Voicemail add-on has been given to the user.

# Turn Call Forwarding On/Off as a User using the DHV Portal

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A user can set their own Call Forwarding rules when logging into www.unlimitedhorizon.co.uk. Once a user is logged in, they can select the "Call Setup" option and the Incoming Call Handling option is selected.

Dashboard Call Setup	Directory My Features Remote Office Hot Desk
Dashboard / Call Setup	Call Handling
Call Handling Twinning Blacklist Settings Advanced ▼ Outgoing Calls Speed Dial Settings In Call Options Call Transfer	When I'm Busy  No Action  Forward the call to:  Send the call to voicemail  WH?T
Settings Settings Call Forwarding Hot Desk Voicemail Settings Manage Profile Remote Office	When I don't answer         after 3 rings <ul> <li>No Action</li> <li>Forward the call to:</li> <li>Send the call to voicemail</li> </ul> WH?T
	When I'm Unreachable  No Action  Forward the call to:  WH?T
	Voicemail Settings Save
Horizon	Copyright© 2015

### Turn Call Forwarding On/Off as a User using a Soft Client

Daisy offer different Soft Clients that can be used instead of a handset. The user can also change some of their settings directly from the soft client.



## Call Notify by Email

Call Notify by Email enables a user to define criteria that cause certain incoming calls to trigger an e-mail notification. If an incoming call meets user-specified criteria an e-mail is sent to the notify address informing the user of the details of the incoming call attempt. A criteria set is based on incoming calling line identity, time of day and day of week. Multiple criteria sets can be defined.

## Turn Call Notify by Email On/Off

## Call Notify by Email can only be set up for a user by the Company Administrator.

Step 1

Log into your DHV portal.

#### Step 2

Go to "Users" and "List Users" and locate the user that you want to set up Call Notify by Email for and then click the "Edit" button.

Step 3

Click the "Call Setup" tab and then under Incoming Calls select "Call Notify" under the "Advanced" option in Incoming Calls.

Dashboard Users	Site Management Call G	TOUPS Device Management	Administration	Recorded Calls	Statistics					
Dashboard / User Management / Edit User										
Edit Bob Test										
Profile Person	al Details DDI	Services Call Setu	p Permission	ns Phone	Barring	Call Centre				
Incoming Calls Call Handling	Call Notify									
Twinning Blacklist Settings	Notify Options Call Notify		on							
Advanced A Call Notify	Notify Email:									
Busy Lamp Outgoing Calls Speed Dial Settings	Restrict by Schedule            • Use call notify on this number all the time         • Use call notify on this number only when I'm available         • Output         • Output									
In Call Options Call Transfer Settings	Number Restriction									
Settings Call Forwarding Hot Desk Call Recording	Notify me for any number      Notify me only for these numbers									
Manage Profile Remote Office						✓ Save				

#### Step 4



From here you can switch Call Notify by Email on or off.

If you select "On", you'll get some more options. You should enter your email address into the Notify Email text box.

## You can change the email address that gets the notifications at any time by editing the Notify Email text box and clicking "Save".

If you want it to notify you at certain times, you can set up a Schedules and select this by using the "Use call notify on this number only when I'm available".

If you want to be notified by email of a call from a certain number(s) within your directory, you can do this as well by selecting "Notify me only for these numbers" and using the textbox and the Add button, or you can search your directory by clicking the directory icon.



## Call Paging

Call Paging is a feature within DHV that allows a user to call numerous users all at the same time with oneway audio (i.e. only the caller can speak). Once a call is placed then all handsets set up to receive a call in the call paging group will be answered automatically on loudspeaker.



Call paging only works for users that use handsets and not soft clients.

 $\Delta$  Polycom devices will announce the message instantaneously if the user is not on a call.

Cisco devices will announce the message instantaneously if the user is not on a call. If a user's is on a call, the Call Page will announce and put the current call on hold.

Yealink devices will display the page as a call that needs to be answered. If the user is on a call, then it will display the Call Page as a call waiting. If there are other users that are in the group that are available to receive the call page, the user that is on the call will lose the page.

### Setup Call Page Group

Call paging is set up by the Company Administrator for a user.

Before you start to set up your Call Page Group, you need to make sure that you have Call Page Group Addon to do this.

Step 1

Log into your DHV portal.

Step 2

Click the "Call Groups" option and then select "Page Group". On the Page Group page click "Add".

Step 3

You will now be in the wizard for Call Page Groups. The first page you will be setting up the following:

- Site the site that the Call Page will be used for. All the users of the Call Page Group will be on this site.
- Group Details enter the name, username, and department that you'd like the group to be assigned to. This is so that you can quickly identify the group if you ever need to edit or delete the group.
- Caller ID this will be what is displayed on the handset when the Call Page Group is used.

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daisy.
COMMUNICATIONS

Dashboard Users Site Management	Call Groups Device Man	agement Administration	Recorded Calls	Statistics					
Dashboard / Group Management / Page Group / Create New Page Group									
Create Page Group	Account	Select Sending Users	Select Receiving	) Users	Assign Extension				
Location									
Site: TestSite2 -									
Group Details									
Name: TestPage	Group								
Department: Choose C	)ne 🔻								
Username: newpage	group @ uat.bra	nding.com							
Caller ID									
Calling ID First Name: Emergency		Calling ID Last Name:	Call Group						
				🛛 🕷 Cancel	A Continue				

You can now select your "Sending users". These are you users that can make a call from this group to those "Receiving User" (see next step).

Add everyone that you want to be able to send a call page and then "+Add Selected" and once all users are in the right-hand table you can click "Continue"

If you have added a user in error, you can use the white "X" next to the user's name.

Dashboard Users S	Site Management	Call Groups	Device N	Management	Administration	Recorded Calls	Statistics		
ashboard / <u>Group Mana</u>	<u>gement</u> / <u>Page G</u>	r <u>oup</u> / Create	New Page	Group					
Create Page G	Froup		Account	Select	Sending Users	Select Receivin	ig Users	Assign Extension	
Your new page g	roup has been cre	ated success	fully, you ha	ve 6 Page Gr	oup subscriptions i	remaining			
Select Users									
Bob Test			iise Test					×	
Adam Eckersley									
Oliver Test									
Bernice Test									
Mircea Test									
Mike Test									
<ul><li>Mike Test</li><li>Lindis Test</li></ul>									

You can now select the "Receiving Users", these will be the people that get the call page when the call page extension is dialled.

Dashboard Users S	ite Management	Call Groups	Device Managem	ent Administration	Recorded Calls	Statistics			
Dashboard / Group Management / Page Group / Create New Page Group									
Create Page G	iroup		Account Se	lect Sending Users	Select Receiving	Users	Assign Extension		
Select Users									
Search Louise Test Bob Test Adam Eckersley Oliver Test Bernice Test Mircea Test Mike Test Mike Test Add Selected	Ţ								
						🛛 🕷 Cance	Continue		



Now you should give the group a unique extension number so that when it is dialled by one of the "Sending Users" a call is initiated to all the "Receiving Users" in the group.

If you click "Finish and Edit" this will save the Call Page Group that you've just configured and take you back to the start of the wizard "Account" so you can edit the group as you see fit.

If you click "Finish and Show List" this will take you back to the Page Group page within the DHV Portal and you will now see your new Call Page Group.

Dashboard Users	Site Management	Call Groups	Device Manageme	nt Administration	Recorded Calls	Statistics		
Dashboard / Group Management / Page Group / Create New Page Group								
Create Page Group Account Select Sending Users Select Receiving Users Assign Extension								
Extension								
Extension: 222	Extension already in use 22	?						
				Cancel	✓ Finish and E	dit 🗸	Finish and Show List	

## Edit a Call Page Group (including Add/Removing Users)

You are unable to edit the Site or the Username of the Call Page group.

Step 1

Log into your DHV portal

Step 2

Click the "Call Groups" option and then select "Page Group". On the Page Group page click "Edit" next to the Call Page Group that you wish to edit.

Step 3

Using the links at the top of the page you can edit the following:

- Account
  - Group Details you change the name and department
  - Caller ID this will be what is displayed on the handset when the Call Page Group is used.



-								
Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics	
Dashboard /	Group Ma	inagement / Page Gi	r <u>oup</u> / Edit Pag	je Group				
Edit Te	stPag	eGroup						
Acco	unt	Select S	ending Users	9	Select Receiving L	Jsers	Assi	gn Extension
Group Deta	ails							
Name:		TestPage	Group					
Department:		Choose O	ne 🔻					
Username:		newpageg	jroup	@ uat.branding.com	1			
Caller ID								
Calling ID Fi	rst Name:	Emergency		Callin	ng ID Last Name:	Call Group		
								✓ Save

- Select Sending Users
  - Add new users by clicking the "+Add Selected" button.
  - Remove users by clicking the white "X" next to the user.

elect Sending Users	Select Receiving Users	Assign Extension
		-
Louise Test		×
		^
_		
	Louise Test	Louise Test

- Select Receiving Users
  - Add new users by clicking the "+Add Selected" button.



Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics	
Dashboard / (	Group Ma	nagement / Page Gr						
		eGroup	0					
	stray	eoroup						
Accou	unt	Select S	ending Users		Select Receiving L	lsers	Assigr	n Extension
Select User	5							
Search			Louis	se Test				×
Bob Test	t							~
🔲 Adam E	ckersley							
Oliver Te	est							
Bernice	Test							
🔲 Mircea T	est							
Mike Tes	st							
🔲 Lindis Te	est							
		•						
🛉 Add Se	elected							
								🖌 Save

- Remove users by clicking the "X" next to the user.
- Assign Extension

-

- Change the Extension number of the Call Page Group.

Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics		
Dashboard / Group Management / Page Group / Edit Page Group									
Edit Tes	stPag	eGroup							
Acco	Account Select Sending Users Select Receiving Users Assign Extension							ign Extension	
Extension									
Extension:	5454	ļ	?						
								Save	

Step 1

Log into your DHV portal.

Step 2

Click the "Call Groups" option and then select "Page Group". From here select the Call Page Group that you want to delete (you can select multiple call page groups to delete) and then hit the "Delete Selected" button. Click on the "Confirm" button to confirm the deletion.



Page Group					
Name:		Site:		-	
Number:		Depa	artment: All	<b>_</b>	
Search					
Page Groups					
□ <u>Name</u>	Site				
TestPageGroup	TestSite2	Confirm	X	tivate	C Edit
		On performing this action, all the se will be deleted. Are you sure you wi	ettings of the Page Group(s ish to continue?	;)	
U Delete Selected	🛉 Add	TestPageGroup			
		*	Cancel Confirm		



## Call Park

The Call Park service allows a user to hold the call for an extended period, allowing them access to other features and calls as well as making the call available to other users who are notified. A Call Park group is site specific, and each user can only be part of one call park group.

### Shortcodes

Park a call	User presses transfer when on a call and then dials *68 (or pressed "Park") followed by the extension number of the user the call is to be parked against
Group Park	Users within a group press 'GrPark' and the handset will randomly allocate against another user's extension. Each user can only be in one group.
Retrieve a parked call	User dials *88 from handset (or presses 'GetPark') and dials the extension of the handset the call is parked against.

Device Customisation on Polycom and Cisco devices are different. On Polycom 'Get Park' on the soft keys and 'Call Retrieve' online keys can be used to retrieve a parked call. On Cisco 'Get Park' on soft keys (also appearing as 'Parked Call Retrieve' on Device Customisation) can be used to retrieve a parked call. Cisco handsets do not allow this to be provisioned online keys.

### Setup Call Park Group

Call Pickup is setup by the Company Administrator

Before you start to set up your Call Park Group, you need to make sure that you have Call Park Group Addon to do this.

Step 1

Log into your DHV portal.

Step 2

Click the "Call Groups" option and then select "Call Parking". On the Call Park page click "Add".



Dashboard Use	rs Site Management	Call Groups	Device Management	Administration	Statistics
Dashboard / Group	Management / Call Par	rking			
Call Parkin	g				
Name:			Site:	All	
Search					
Call Parking					
□ <u>Name</u>				Site	
No Records Found					
🖞 Delete Selecte	d 🕈 Add				

On the Create Call Park page you will be able to enter the Name of the Call Park Group and the Site that you want the Call Park Group to be assigned to.

	-											
	Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Statistics					
D	<u>Dashboard</u> / <u>Group Management</u> / <u>Call Parking</u> / Create New Call Parking Group											

## Create New Call Parking Group

Call Parking		
Name:	Test	
Site:	ColourfulSiteUat	
Select Users		
Search		
Bernice Te	st	
Mircea Tes		

#### Step 4

Once you've selected the site, the "Select Users" table will auto-populate all the users listed against that site. Select the users you wish to have access to Call Park and then click "Add Selected".

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#### Click "Create" to finish your Call Park Group

Call Parking	3	
Name:	Test	
Site:	ColourfulSiteUat	
	concurrationsocial	WF
		VVI
Select User	S	 _
Search		
Bernice	Test	
 ☑ Mircea T		
✓ Lindis Te		
Dan Tes		
_		
🛊 Add Se	1. ( 1)	
Add Se	loctod	

## Delete Call Park Group

#### Step 1

Log into your DHV portal.

#### Step 2

Click the "Call Groups" option and then select "Call Parking". On the Call Pickup page click "Add".

Create Call Pie	ckup		
Name:	Test		
Site:	ColourfulSiteUat		
			WH?T
Select Users			
Search		Louise Test	
Mike Test			
Lindis Test			
🔲 Dan Test		Mircea Test	
🛉 Add Sele	cted		WH?T
		Cancel	✓ Create



## Call Pickup

A Call Pickup Group allows you to answer any phone ringing within the defined call-pickup group. If part of a group, then the user will be able to pick up the call by dialing \*98 which will connect that call to them. Please note that if there are multiple calls ringing within a group the call which has been ringing the longest will be picked up first.

Each user is only able to be in one call pickup group and these can be created through the "Call Pickup" button.

There is also "Directed Pickup", which is the DHV Shortcode \*97 followed by the extension number. For example, \*973354 will direct call pickup on extension 3354. A user does not need to be in a Call Pickup group for Directed Pickup. The "Pick Up" button on a handset also follows this format.

### Setup Call Pickup Group

#### Call Pickup is setup by the Company Administrator

Before you start to set up your Call Pickup Group, you need to make sure that you have Call Pickup Group Add-on to do this.

Step 1

Log into your DHV portal.

Step 2

Click the "Call Groups" option and then select "Call Pickup". On the Call Pickup page click "Add".

Step 3

On the Create Call Pickup page you will be able to enter the Name of the Call Pickup Group and the Site that you want the Call Pickup Group to be assigned to.

You can also assign those users that you want to be assigned to the Call Pickup Group by selecting them and clicking the "Add Selected" button.

Once you've selected all the users you click the "Created" button.



Create Call Pickup		
Name: Test		
Site: ColourfulSiteUat 🔻		
		WH <mark>?</mark> T
Select Users		
Search	Louise Test	
Mike Test     Lindis Test	Bernice Test	
Dan Test	Mircea Test	
Add Selected		WH <b>?</b> T
	ancel 🥳 Cancel	🗸 Create

## Add/Remove users from an existing Call Pickup Group

Step 1

Log into your DHV portal.

Step 2

Click the "Call Groups" option and then select "Call Pickup". On the Call Pickup page click "Edit" next to the Call Pickup group that you wish to add or remove the user(s) from.

Dashboa	rd Users	Site Management	Call Groups	Device Management	Administration	Statistics						
Dashboar	Dashboard / Group Management / Call Pickup											
Call F	Call Pickup											
0	Your new call	pickup group has bee	en created succ	essfully, you have 1 Ca	IIPickUp subscript	ions remaining						
Name:	ch .			Site:	All	<b>~</b>						
Call Pic	kup											
□ <u>Nam</u>	e	Site			_							
Test		ColourfulSite	Uat			<mark>∠ Edit</mark>						
😗 Delet	e Selected	🕈 Add										



To add users select them in the left table and click "Add Selected".

To remove users, click the white "x" next to the username in the right table. Click "Save".

#### Edit Test

Edit Call Pickup				
Name: Tes	it			
Site: Cold	ourfulSiteUat			
			W	VH <mark>?</mark> T
Select Users				
Search		Louise Test	×	
Mircea Test		Bernice Test	×	
<ul> <li>Mike Test</li> <li>Lindis Test</li> </ul>				
Dan Test				
Add Selected				



## Delete Call Pickup Group

Step 1

Log into your DHV portal.

Step 2

Click the "Call Groups" option and then select "Call Pickup".

On the Call Pickup page select the group(s) that you wish to delete and click the "Delete" button. You will then be presented with a confirmation box asking if you're sure that you want to delete the Call Pickup Group. Clicking "Confirm" will delete the group.

Dashboard Users Site Management	Call Groups Device Management Administration Statistics
Dashboard / <u>Group Management</u> / Call Picku	p
Call Pickup	Confirm X
You update has been saved success	On performing this action all the settings of this Call Pickup will be deleted. Are you sure you wish to continue?
Name:	Test     Cancel     Confirm
Call Pickup	
Name Site	
ColourfulSiteU	at Edit
V Delete Selected	



## Call Queue Groups

A call queue group is a basic simultaneous Hunt Group with the ability to queue up to 25 calls at network level should all users be busy. Each Call Queue Group can be customised with its own welcome and comfort message as well as its own hold music and has the added capability of a user breakout.

Charge is only applied to a user who can be part of a Call Queue Group. Therefore, you could have 3 users over multiple groups and only be charged for those 3 users, rather than users per group.

If a user in a Call Queue Group has Anonymous Call Rejection enabled and a withheld caller reaches the front of the queue, the call will not be delivered to the user with Anonymous Call Rejection, even if that user is available. The call will wait until a user without Anonymous Call Rejection enabled becomes available.

### Setup a Call Queue Group



#### Call Queue Groups are setup by the Company Administrator

Before you start to set up your Call Queue Group, you need to make sure that you have Call Queue Group Add-ons to do this.

Step 1

Log into the Your DHV portal.

Step 2

Click the "Call Groups" option and then select "Call Queue Group". On the Call Queue Group page click "Add".

Step 3



Click the "Call Groups" option and then select "Call Queue Group". On the Call Queue Group page click "Add".

Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Statistics						
Dashboard	Dashboard / Group Management / Call Queue Group											
Call Queue Group												
Name:				Site:	All	▼						
Number:				Depa	rtment: All	•						
🔍 Search												
Call Queu	e Groups											
	ame	Site	<u>Departm</u>	ent Phone Num	iber Stat	us						
🗌 🔍 dg	gdfgdf	ColourfulSiteUat		(4354)		Deactivate	💋 Edit					
🗆 🗢 те	est	ColourfulSiteUat		(1453)	<ul> <li>✓</li> </ul>	Deactivate	💋 Edit					
😗 Delete	Selected	🕈 Add										

#### Step 4

You will now be in the wizard for Call Queue Groups. The first page you will be setting up the following:

- Site the site that the Call Queue Group will be used for. All the users of the Call Queue Group will be on this site.
- Group Details enter the name, username, and department that you'd like the group to be assigned to. This is so that you can quickly identify the group if you ever need to edit or delete the group.
- Caller ID this will be what is displayed on the handset when the Call Queue Group is used.

Dashboard	Users	Site Mana	gement	Call Groups	Device Management	Administra	ation	Statistics				
Dashboard / Group Management / Call Queue Group / Create New Call Queue Group												
Create Call Queue Group							Acc	ount	Options	Users		Number
Location												
Site:	Color	urfulSiteUat	•									
Group Deta	ils											
Name:		[	Test									
Username:		C	Test		@ uat.branding.com							
Caller ID												
Calling ID Fir	rst Name:	C	Test									
Calling ID La	ast Name:	C	Test									
										K Cancel		Continue



Now you can configure the options for the Call Queue Group. The available options during the setup of the Call Queue Group are:

- Queue Settings:
  - Queue Length is how many calls you would like in the Call Queue Group, up to a maximum of 25 calls.
  - If you want the call to play a ring tone when offering the call to a user
  - If you want to reset the wait time for the Statistics when a call enters the group or not.
- User Settings
  - If you want to allow users to be able to sign in or out of a Call Queue Group using the users DHV Portal access
  - If Call Waiting is allowed for users

Please Note: If "Allow call waiting on users" is on as well as "Play ringing when offering call" is on – the call will present on the phone and the calling party will hear ringing – even if no agent is free to answer. This is the nature of Call Waiting and we would recommend having one or the other on, rather than both.

- Overflow Settings
  - If you want to enable overflow for calls that have been waiting for a defined number of seconds, and if this is to
    - Play busy tone
    - Transfer to a different phone umber
  - If you want to pay the default announcement before overflow processing
- Additional Options
  - If you would like Distinctive Ringing for external calls.

<u>)ashboard</u> / <u>Group Management</u> / <u>Call Queue Group</u> / Create New Call Queue Group				
Create Call Queue Group	Account	Options	Users	Number
Queue Settings				
Queue Length: 25 calls				
Play ringing when offering call				
Reset wait time upon entry into queue				
User Settings				
Allow users to sign in/out of Queue Group				
Allow Call Waiting on users				
Overflow Settings				
Play busy tone				
Transfer to phone number				
Enable overflow after calls wait 30 seconds				
Play default announcement before overflow processing				
Additional Options				
off Distinctive Ringing for External Calls				
		- ** -	Cancel	➡ Continue

#### Step 6



Select the users whom you want in the Call Queue Group, click "Add Selected" so that they move to the box on the right-hand side of the screen and then click "Continue".

A user needs to have the Call Queue Group User add-on associated to their Services. To do this go to edit a user and select the "Services" tab and tick "Call Queue Group User" option and click Save.

Dashboard	Users	Site Management	Call Groups	Device Management	Administra	tion Sta	atistics				
Dashboard /	Dashboard / Group Management / Call Queue Group / Create New Call Queue Group										
Create	Create Call Queue Group							Options	Users	Num	ıber
Your new call queue group has been created successfully, you have 0 Call Queue Group subscriptions remaining											
											?
Select Use	rs										
Search Lindis T											
T Add S	elected										
									X Cancel	🔶 Con	tinue

Step 7

Find an available number that you have on your DHV Company to assign to and type in a free extension.

"Finish and Show List" will finish the set up with basic settings of the Call Queue Group.

"Finish and Edit" will finish the setup with the basic settings of the Call Queue Group and allow you to edit some of the more advanced options. These include:

- Announcements
  - Entrance Message (this is a message placed to the user when their call reaches the Call Queue Group)
  - Comfort Message
  - Music on Hold



- Call Recording
- Voicemail
  - What announcement should be used for the voicemail
  - If you want voicemail notifications to be sent to an email address
  - If you want all calls to be sent to voicemail
  - Change Voicemail Passcode for the Call Queue Group
- Scheduling (Advanced Settings)
- Call Forwarding (Advanced Settings)
- Call Forwarding when Busy (Advanced Settings)

Dashboar	d Users	Site Management	Call Groups	Device Management	Administra	tion Statis	tics		
Dashboard	d / <u>Group M</u>	lanagement / <u>Call Qu</u>	eue Group / C	reate New Call Queue	Group				
Creat	e Call (	Queue Grou	ıp			Account	Optior	ns Usen	s Number
•	/our new cal	ll queue group has bee	en created succ	essfully, you have 0 Ca	ll Queue Gro	up subscriptic	ns remainin	g	
									?
Select U	sers								
Search		)							
								Cancel	→ Continue

# Add/Remove Users to/from a Call Queue Group

A user needs to have the Call Queue Group User add-on associated to their Services. To do this go to edit a user and select the "Services" tab and tick "Call Queue Group User" option and click Save.

Step 1

Log into your DHV portal.

Step 2

Click the "Call Groups" option and then select "Call Queue Group". On the Call Queue Group page click "Edit".

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Dashboa	ard Users	s Site Management	Call Groups	Device Management	Administration	Statistics	
Dashboa	rd / <u>Group I</u>	<u> Management</u> / Call Qu	eue Group				
Call (	Queue	Group					
Name:			)	Site:	All	•	
Number:			)	Depa	rtment: All	•	
🔍 Sear	rch						
Call Qu	eue Group	s					
	<u>Name</u>	Site	<u>Departm</u>	ent Phone Num	ber Statu	IS	
•	dggdfgdf	ColourfulSiteUat		(4354)	×	Deactivate	C Edit
	Test	ColourfulSiteUat		(8767)	¥	Deactivate	C Edit
😗 Dele	te Selected	🛉 Add					

#### Step 3

Select the "Users" tab. From here you can add new users from the table on the left hand side and clicking "Add Selected", and remove users by clicking the white "X" next to the user you want to remove.

Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Statistics		
Dashboard / (	Group Ma	nagement / <u>Call Q</u>	ueue Group / E	dit Call Queue Group				
Edit Tes	st							
Account	t	Options	Users	Number A	nnouncements	Voicemail	Advanced Set	tings
								?
Select User	s							
Search			Lind	is Test			×	
🛉 Add Se	elected							
								✔ Save

# Edit a Call Queue Group Settings

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#### Step 1

Log into your DHV portal.

#### Step 2

Click the "Call Groups" option and then select "Call Queue Group". On the Call Queue Group page click "Edit".

Dashbo	ard Users	Site Management	Call Groups	Device Management	Administration	Statistics		
<u>Dashboa</u>	rd / <u>Group I</u>	<u> Management</u> / Call Qu	eue Group					
Call (	Queue	Group						
Name:			)	Site:	All	•		
Number:			)	Depa	irtment: All	•		
🔍 Sea	rch							
Call Qu	eue Group	5						
	<u>Name</u>	Site	Departme	ent Phone Num	iber Statu	IS		
•	dggdfgdf	ColourfulSiteUat		(4354)	<ul> <li>✓</li> </ul>	Deactivate	💋 Edit	
•	Test	ColourfulSiteUat		(8767)	×	Deactivate	🖉 Edit	
17 Dele	te Selected	🛉 Add						

#### Step 3

From here you will be presented with the following options:

#### Account

- Change the name and Caller ID settings

#### Options

- Change the Queue Settings, including:
  - Queue Length
  - Play ringing when offering a call
  - Allow users to dial a number to leave a message
  - Reset the wait time when a call enters the call queue group
- Change the user settings:
  - Allow users to sign in/out of a Call Queue Group
  - Allow call waiting for users
- Overflow settings
  - Enable overflow after call is waiting for a defined amount of seconds
  - To send the call to voicemail or transfer to another phone number
  - Play a default announcement before overflow processing
  - Switch on Distinctive Ringing for external calls

#### Users

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- Add or remove users from the Call Queue Group

#### Number

- Change the telephone number of the Call Queue Group
- Change the extension number of the Call Queue Group

#### Announcements

- Entrance Message (this is a message placed to the user when their call reaches the Call Queue Group)
- Comfort Message
- Music on Hold

#### Call Recording

#### Voicemail

- What announcement should be used for the voicemail
- If you want voicemail notifications to be sent to an email address
- If you want all calls to be sent to voicemail
- Change Voicemail Passcode for the Call Queue Group

#### Scheduling (Advanced Settings)

Call Forwarding (Advanced Settings)

Call Forwarding when Busy (Advanced Settings)

# Delete a Call Queue Group

#### Step 1

Log into your DHV portal.

#### Step 3

Click the "Call Groups" option and then select "Call Queue Group". On the Call Queue Group page select the Call Queue Group(s) that you want to delete and then click the "Delete Selected" option.

Click "Confirm" when asked if you are sure that you want to continue in deleting the Call Queue Group.



Dashbo	oard Users	Site Management	Call Groups	Device Management	Administration	Statistics		
ashbo	ard / <u>Group M</u>	anagement / Call Qu	eue Group					
Call	Queue	Group						
lame:				Site:	All		-	
lumber			)			X		
🔍 Sea	arch		Confirm			X		
Call Q	ueue Groups			ning this action, all the so vill be deleted. Are you s				
	<u>Name</u>	Site	• Tes					
•	dggdfgdf	ColourfulSiteUat		*	Cancel	Confirm	ctivate	C Edit
	Test	ColourfulSiteUat	_	(11 - 11 - 11 - 11 - 11 - 11 - 11 - 11	-	-	ctivate	🧷 Edit
🕐 Del	ete Selected	🗭 Add						



# User logging in and out of a Call Queue Group

A user can log in and out of a Call Queue Group in their DHV Portal using their log in details if the Call Queue Group has the "Allow users to sign in/out of a Call Queue Group" option selected in the Call Queue Group Options (see Editing Call Queue Group)

Once this option is selected then when a user logs into the DHV Portal they will see "Queue Groups" in the menu. They will then be able to click "Sign In" or "Sign Out" depending on what their status with the Call Queue Group is.

ashboard / Call Qu	leue Groups				
Call Queue	Groups				
Signed out	of Call Queue Group	· Test123@uat h	aranding com		
U		. 163(120@ddi.i	Janung.com		
Call Queue Group		. 1031120@dal.t	Sanding.com		
Call Queue Group Signed In		-	Janung.com		



# Call Recording

The Call Recording feature allows you to record your Inbound, Outbound or both Inbound and Outbound calls. This can be done at a user level or on a whole hunt group, and you and set call recording up to record a percentage of calls, record on demand or to not record calls at all.

For Call Recording to fully work a user or group needs to have a DDI assigned to it.

When a user is deleted or the number is unassigned from a user or call group, the administrator is limited when searching for their recordings. You are unable to search for numbers recordings using either the number or the username fields.

Dashboard / Recorded Calls / Search Recorded Calls         Recorded Call Search         Username       Image: Start Date/Time 2018-12-26         Number       01204322419         Calling/Called Number       Image: Start Date/Time 2019-01-26         Items Per Page       30         Search       Image: Start Date/Time 2019-01-26         Calls       Calls
Username Start Date/Time 2018-12-26 10 · : 40 · Number 01204322419 End Date/Time 2019-01-26 10 · : 40 · Calling/Called Number • • • • • • • • • • • • • • • • • • •
Number 01204322419   Calling/Called Number End Date/Time   2019-01-26 10 • : 40 •
Calling/Called Number © Both © Inbound © Outbound Items Per Page 30
Items Per Page 30 V
C Search
Calls
Call Date/Time Last Name Number Site Duration (Secs) Call Direction Called/Calling)

The recordings will only be visible when searching against:

- Calling/Called Number
- Start Date/Time
- End Date/Time
- Direction

Number     End Date/Time     2021-02-03     10     : 59       Calling/Called Number     Both     Inbound     Outbound						
Standard Recorded Call Search Jsemame Q221-01-03 10 • : 59 • End Date/Time 2021-02-03 • End Date/Time	Dashboard Users S	ite Management Call Gro	ups Device Manageme	nt Administration	Recorded Calls	Statistics
Jsername Start Date/Time 2021-01-03 10 • : 59 ● Aumber Brd Date/Time 2021-02-03 10 • : 59 ● End Date/Time 2021-02-03 10 • : 59 ● © Both Outbound © Both Outbound Calls Calls Call Date/Time Last Name Number Site Duration (Secs) Call Direction Called/Calling ✓ Delete Bulk Download Selected Duration (Secs) Call Direction Called/Calling ✓ Delete Selected Jelete Bulk Download Selected Duration (Secs) Call Direction Called/Calling Maximum recording storage used: ?	Dashboard / <u>Recorded Ca</u>	lls / Search Standard Rec	orded Calls			
Number End Date/Time 2021-02-03 10 • : :59 •   Calling/Called Number Both Inbound Outbound   • Search • Search   Calls  Call Date/Time Last Name Number Site Duration (Secs) Call Direction Called/Calling V Delete Bulk Download Selected V Delete Selected V Delete Bulk Download Selected Maximum recording storage used: ?	Standard Reco	orded Call Sea	rch			
Calling/Called Number ® Both Outbound Outbound Outbound Calling Called Number 30	Username		) 🖸 s	tart Date/Time 2021-	-01-03 10	• : 59 •
Image: Search     Calls   Call Date/Time   Last Name   Number   Site   Duration (Secs)   Call Direction   Called/Calling     Image: Call Control of Co	Number		) E	nd Date/Time 2021-	-02-03 10	▼ : 59 ▼
✓ Search         Calls         Call Date/Time       Last Name         Number       Site       Duration (Secs)       Call Direction         ✓ Delete       Selected       ✓ Delete Bulk       ✓ Download       Selected         ✓ Delete       Selected       ✓ Delete Bulk       ✓ Download       Selected       ✓ Available downloads         Call Recording Storage       Billing Period       Maximum recording storage used: ?       ?	Calling/Called Number			Both 🔿 Inbound	d Outbound	
Calls         □ Call Date/Time       Last Name       Number       Site       Duration (Secs)       Call Direction       Called/Calling	Items Per Page 30					
Call Date/Time       Last Name       Number       Site       Duration (Secs)       Call Direction       Called/Calling <i>v</i> Delete Selected <i>v</i> Delete Bulk <i>v</i> Delete Bulk <i>v</i> Download Selected <i>v</i> Download Bulk <i>v</i> Available downloads          Call Recording Storage         Billing Period       Maximum recording storage used: ?	Search					
Call Date/Time       Last Name       Number       Site       Duration (Secs)       Call Direction       Called/Calling <i>v</i> Delete Selected <i>v</i> Delete Bulk	Calls					
✓ Delete Bulk         ✓ Download Selected         ✓ Download Bulk         ✓ Available downloads          Call Recording Storage         Billing Period       Maximum recording storage used: ?		Last Name	Number Site Du	ration (Secs)	Call Direction	Called/Calling
Call Recording Storage Billing Period Maximum recording storage used: ?	_			. ,		5
Billing Period Maximum recording storage used: ?	😗 Delete Selected	🝸 Delete Bulk 🛛 🞍 De	ownload Selected	Download Bulk	🞍 Available dow	nloads
Billing Period Maximum recording storage used: ?						
	Call Recording Storage					
CURRENT    1.67 MB.	Billing Period		1	Maximum recording st	orage used: ?	
	CURRENT			I.67 MB.		

A recording of a call will take up approximately 200kilobytes per 1 minute of recording.

**DHV** to DHV calls, including internal calls, currently are not recorded. Please see the Known Behaviours Document for more information.

Advanced Call Recordings will only search for a 3-month range to help with performance. If you are looking for a full 6 months, you will have to run two 3-month searches to get all the results.

# **Call Recording Retention Period**

# **Call Recording Options**

- Record x% of calls: this will record a defined percentage of your calls at random
- Record on demand: this will allow a user to record a call whenever they deem appropriate
- Pause / Resume call recording: this will record all calls, but allow a user to pause the recording before resuming the call
- Do not record calls

# Shortcodes

- Record on demand \*1
- Pause call recording \*48
- Resume call recording \*49



# Call Recording for a User

#### Step 1

Log into your DHV portal.

#### Step 2

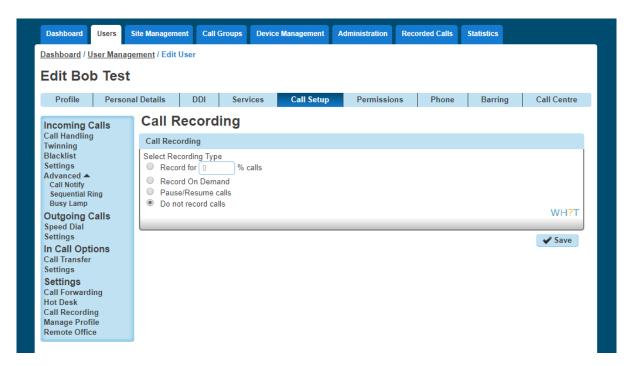
Click the "Users" option and then select "List Users" so you can search for the user that you want Call Recording set up for.

Locate the user and click the "Edit" button.

#### Step 3

In the User Management page click "Call Setup" and then under the Settings header select "Call Recording"

From here you can select the recording type for the user. Select the recording type and click "Save" for your changes to take effect.



# Call Recording for a Hunt Group

#### Step 1

Log into your DHV portal.

Step 2

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Click the "Call Groups" option and then select "Hunt Groups" so you can search for the Hunt Group that you want Call Recording set up for.

Locate the Hunt Group and click the "Edit" button.

Dashi	board Users	Site Management	Call Groups Device M	lanagement Adr	ninistration	Statistics			
Dashb	oard / Group Ma	nagement / Hunt Gr	oup						
Hun	t Group								
Name:			)	Site:	All		•		
Numbe	r:		)	Departmen	t: All		•		
🔍 Se	arch								
Hunt	Groups								
	Name	Site	Departmen	t Phone I	Number	Status			
_ •	Test Hunt Grou	up 1 Colourful	SiteUat first departr	nent (4321)		× 1	Deactivate	C Edit	
🖞 De	elete Selected	🕈 Add							

#### Step 3

In the Edit Hunt Group page click "Call Recording".

From here you can select the recording type for the user. Select the recording type and click "Save" for your changes to take effect.

# Call Recording for a Call Queue Group

#### Step 1

Log into your DHV portal.

#### Step 2

Click the "Call Groups" option and then select "Call Queue Groups" so you can search for the Call

Queue Group that you want Call Recording set up for.

Locate the Call Queue Group and click the "Edit" button.



Dashbo	ard Users	Site Management	Call Groups	Device Management	Administration	Statistics	
Dashboa	ard / <u>Group N</u>	lanagement / Call Qu	eue Group				
Call	Queue	Group					
Name:				Site:	All	•	
Number:				Depa	tment: All	•	
🔍 Sea	rch						
Call Q	ueue Groups						
	<u>Name</u>	Site	Departm	ent Phone Num	ber Statu	IS	
•	dggdfgdf	ColourfulSiteUat		(4354)	×	Deactivate	💋 Edit
•	Test	ColourfulSiteUat		(8767)	¥	Deactivate	🖉 Edit
🖞 Del	ete Selected	🛉 Add					

#### Step 3

In the Edit Call Queue Group page click "Call Recording".

From here you can select the recording type for the user. Select the recording type and click "Save" for your changes to take effect.

# Bulk Call Recording with delete.

#### Step 1

Log into your DHV portal.

#### Step 2

Click the "Recorded Calls" option and select "Bulk Download"

Add User     Create Group     Call Recording       Advanced Call Recording     Advanced Call Recording       Call Outcomes     Bulk Download	Dashbo	oard U	Jsers	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics
Call Outparents	Ad	d User	C	reate Group 🔻					
	Call	Dutcome	S					Advanced Call Bulk Download	Ŭ

#### Step 3

This will then take you to the main Bulk Download page where the user can request downloads. To request downloads, enter a 2-week date range and select Bulk Download. If you try to select more than a two-week date frame you will receive an error.

Please note: If during the bulk request there are missing files (technical problem at Gamma's end), then the request would previously fail. Moving forward, there will be a dummy file with the naming convention "dummy\_file\_date\_time.dummy" – this will let a user know that there was a call recording at that date / time but it's not been downloaded.

daisy.
COMMUNICATIONS

Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics	
ashboard / I	Recorded	Calls / Bulk Downlo	bad					
Bulk Do	ownlo	ad						
Bulk Downl	oad Reco	ordings Panel						
Start Date								
End Date								
Hulk Dov	vnload							
In Progre	ss	Download Histor	У					

#### Step 4

If the download is successful, you will see the download start within your browser, if this doesn't happen please select the 'Download History' tab.

The download pop up will provide information on the file size and the time outstanding to complete the download.

Once the downloaded has completed the ZIP file can be extracted and saved to a location of the Administrators choice.

Dashboard Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics	
Dashboard / Recorded	Calls / Bulk Downlo	oad					
Bulk Downlo	ad						
Bulk Download Reco	ordings Panel						
Start Date	2019-01-0	)1					
End Date	2019-01-0	)8					
Eulk Download							
In Progress	Download Histor	гу					
Download History							
Date and Time Requ	<u>iested</u>			<u>User</u>	<u>From</u>	<u>To</u>	Status
No Records Found							WH?T
Call_recordi	ng_INBzip , 11 secs left	^					

#### Step 5

We have also provided a Download History section that will provide key information about the date and time a Bulk Download request was made, who made it, the date range selected and status. An administrator

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is also given option to delete the recordings from the storage facility should they wish to. To delete recording between the From and To dates simply click the delete button.

Date and Time Requested	User	From	То	Status	
26 July 2017 10:58:30	rfarrow1	05 July 2017	08 July 2017	Downloaded	V Delete
26 July 2017 10:53:12	3rd Party or external: rfarrow	15 July 2017	22 July 2017	Cancelled	
26 July 2017 10:50:29	3rd Party or external: rfarrow	01 July 2017	14 July 2017	Downloaded	V Delete
26 July 2017 10:15:55	3rd Party or external: rfarrow	03 July 2017	04 July 2017	Deleted	
					WH?

#### Step 6

Any download that has been requested by a user parsing in via the Gamma portal will be prefixed by "3rd Party or External" followed by the users Gamma Portal username.

If access was directly via the DHV GUI then only the GUI username will be displayed

<u>User</u>	
rfarrow1	
3rd Party or external: rfarrow	
3rd Party or external: rfarrow	
3rd Party or external: rfarrow	

Please Note: A user will not be able to download the current day recordings, this is too ensure that recordings that have not been downloaded and saved cannot be accidently deleted.

To protect system performance there is limit to the number of concurrent call recording that will be allowed across the platform, when this limit is reached the user will receive a message stating "We are currently experiencing a high demand for call recording downloads on DHV. Please try again later"

26 July 2017 10:15:55 3rd Party or external: rfarrow 03 July 2017 04 July 2017 Deleted

It is possible for a different administrator to delete a downloaded batch recording to the user that requested the original download. In this use case the username displayed on the GUI will always be the original requestor. The backend history database will capture the details of the user who deleted the recordings, and this information can be made available upon request via the IAM team.

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# Searching for a Call Recording

#### Step 1

Log into your DHV portal.

#### Step 2

Click the "Recorded Calls" option and select "Call Recording"

ashboard / Recorded Calls				
Recorded Calls				
Recorded Calls				
Recorded Calls				
Call Recording	Advance	ed Call Recording	Bulk Call Reco	rding
Retrieve call recording inform	ation Retrieve c search crit	all recordings using advanced	Download large an	nounts of call recordings
Call Recording			Bulk Call Record	ding
	Advance	ed Call Recording		
Call Recording Settings				
Show all users with call record	ling			

#### Step 3

From here you can search for the user you are wanting to listen to the calls of. You can search using one of the following criteria:

- First Name
- Last Name
- Number (this is the full telephone number and not the extension number)
- Site

A number will only appear in this list if they have call recording set up.

# Searching for a Call Recording using Advanced Call Recording

Using Advanced Call Recording you can:

- Download up to 1000 inbound calls at once
- Download up to 1000 outbound calls at one
- Delete up to 1000 calls at one.



#### Step 1

Log into your DHV portal.

#### Step 2

Click the "Recorded Calls" option and select "Advanced Call Recording"

ashboard / Recorded Calls		
ecorded Calls		
Recorded Calls		
Call Recording	Advanced Call Recording	Bulk Call Recording
Retrieve call recording information	Retrieve call recordings using advanced search criteria.	Download large amounts of call recordings
Call Recording	Advanced Call Recording	Bulk Call Recording
Call Recording Settings		
Show all users with call recording		

Step 3

From here you can search for the user you are wanting to listen to the calls of. You can search using one of the following criteria:

- Username (Directory search can be used by clicking the Directory icon)
  - Number
  - Extension
  - First Name
  - Last Name
  - Site
- Number
- Calling / Called Number
- Start date/time
- End date/time
- Direction of call
  - Both directions
  - Inbound only
  - Outbound only

#### Step 4

Select the calls you want to download and click the "Download Selected" button. Alternatively, if you want to delete calls, select the "Delete Calls" button. You can download 100 recordings at a time.

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You can download call recordings in bulk or download selected files. You can also delete selected files or files in bulk.

# Access and notification control to call recordings

As a company administrator you will be able to prevent any support users using the log into DHV pass through from the Gamma portal to a Companies Call Recording download and delete options, there will also be the option to notify all company administrators if a support user has entered a company's call recording area.

Any company administrator entering a valid username and password via the DHV portal directly will always see the Recorded Calls tab and be presented with the 3rd Party Support Permission option under the Administration drop down.

Dashboard Users Site Management Call Groups	Device Management	Administration Recorded	Calls Statistics
Add User Create Group 🔻		Departments	
		Call Policies	
Call Outcomes		Directory	
Inbound Outbound		Subscription Centre	
		Number Management	
1		Mobile Number Managemen	t
		Voice Portal	
		Company Profile	
		Agents Unavailable Codes	
		Agent Default Settings	
		Bulk Speed Dial	
		Bulk Upload History	
	Но	3rd Party Support Permissio	on
Sun Mon Tue Wed Thu Fri	i Sat	ort Nama	Statua

The DHV portal will also provide an audit log of who is enabling and disabling the options.



The service will be deployed as opt in to prevent any operational or support difficulties and unexpected emails being sent to company administrators

All existing and new companies created from the 16th November 2017 onwards will be defaulted to allow pass through login access to call recordings from the Gamma portal and the email notification will be set

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to off as indicated here. Please note these options will only appear on the DHV portal if the company has call recording enabled on the Gamma portal.

#### Permission

Allow 3rd party support users to access call recordings: 3rd Party Support Call Recording Notification Email:

on 🔛	
on 🔵	

This means any pass-through login from the Gamma portal will be able to access the companies call recordings and no notifications will be sent if they do. They will not have access to alter the 3rd party permission options, this can only be done by an administrator logging directly onto the DHV portal. Pass through example with these option set

If an administrator chooses to enable the notification email, as below, then every time a support user passes through via the Gamma Portal and attempts to search, download or delete from within the call recordings area an email will be sent to all administrators as detailed below

n 🔛
n 🦲
n 🦲
WH?T
n

The email will detail the Gamma portal ID of the user, what action they performed and the date it happened.



# Your Call Recordings have been accessed

A 3rd party user has recently accessed your companies call recordings. The details are:

User: rfarrow

Accessed Date/Time: 03/11/2017 at 14:40

Searched Date/Time: from 01/11/2017 to 02/11/2017

If you have any queries about this please contact your Service Provider.

Thank you



We recommend that all companies are built and handed over in a fashion that ensure your customers/end users make a conscious decision as to whether they allow access to the call recording data to support users via the Gamma portal.



# Call Transfer

Call Transfer gives you various options when transferring a call. These options include having a call being transferred back to yourself if the person you are transferring it to is engaged or doesn't answer the call. When a call is recalled to your handset, it just rings as it normally would when you receive a call.

The options that you have available are:

- Call transfer recall this will return the call to you if it hasn't been answered within a defined amount of rings
- Use Diversion Inhibitor for Blind Transfer this is where you want to transfer a call to an extension number, removing all redirections in place, without going through to the extension first.
- Use Diversion Inhibitor for Consultative Calls this is where you want to transfer a call to an
  extension number, removing all redirections in place, speaking to the user who owns the extension
  number first.

# Activate/Deactivate Call Transfer as a Company Administrator

#### Step 1

Log into your DHV portal.

#### Step 2

Click the "Users" option and then select "List Users" so you can search for the user that you want Call Transfer set up for.

Locate the user and click the "Edit" button.

#### Step 3

In the User Management page click "Call Setup" and then under the In Call Options header select "Call Transfers"

From here you can set up your Call Transfer options.



Dashboard Users	Site Managemer	nt Call Groups	Device Management	Administration	Statistics			
Dashboard / User Mana	g <u>ement</u> / Edit U	ser						
Edit Mike Tes	t							
Profile Person	nal Details	DDI Serv	ices Call Setup	Permission	ns Phone	Barring	Call Centre	
Incoming Calls Call Handling	Call Tr	ansfer					2	
Twinning Blacklist	Call Trans	Call Transfer						
Settings	Call Transfer Recall On							
Advanced	Number of	Rings before Reca	ll 4 🔹 rings		-			
Outgoing Calls Speed Dial	Enable	e Busy Camp						
Settings								
In Call Options Call Transfer	Options							
Settings		ion Inhibitor for Blir	nd Transfer	off				
Settings Call Forwarding			la manoior					
Hot Desk	Use Diversi	ion Inhibitor for Co	nsultative Calls	off				
Manage Profile Remote Office								
Remote Office							🖌 Save	

# Privacy on Transfer and/or Forwarding

Currently there are few behaviours where a display update (e.g., an updated CLI and/or name) is sent mid call but are not passed through to the receiving party. The following services do not receive a display update:

- Attended Call Transfer
- Blind Call Transfer (transferred party)
- Call Forwarding (Always, No Answer, Busy, Unreachable)
- Call Barge
- Call Pickup (Group and Directed)
- Call Park / Retrieve
- Sequential Ring

Setting "Privacy on Transfer and / or forwarding" to "Off" will allow this update to be passed to users within the same DHV Company and provide a display update on the above services. Please note all new Companies created from the 15th of March 2018 onwards will have the Privacy setting turned/ off so that the CLI update will occur by default, but we will not be updating any existing company user settings. These will need to be updated manually as required.

For clarity we will not be sending the CLI / Name details through to PSTN or other DHV Companies and PSTN / external Parties will always see the CLI that they either dialled or received a call from.

All new Companies created from the 15th of March 2018 onwards will have the Privacy setting set to off so that the CLI update will occur by default but we will **not** be updating any existing company user settings. These will need to be updated manually as required.

To update the users setting head to User Management ightarrow Edit User ightarrow DDI ightarrow Caller ID Number Presented

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#### Edit Dan Test

Profile	Personal Details	DDI	Services	Call Setup	Permissions	Phone	Barring	Call Centre
Find a Fixed								
Current numb	er: 01427807625 💋 o	Change (	y Remove					WH <b>?</b> T
Extension								
Extension:	1807	?						
Presentation	n Name							
Currently pres	senting: Dan Test							
Same as	user details							
Other: First Name				Last N			_	
First Name	e: Dan			Last N	ame: Test			WH?T
Caller ID Nu	mber Presented							
Over	ride site call policy							
off Priva	acy on transfer and/or for	rwarding						NAULTOT
								WH?T
								Save

# Privacy on Transfer Service Interaction Impacts

The display enhancements affect several different types of redirection services on the DHV platform and the following section fully details our results from testing. In nearly all instances whether parties involved in these redirections receive display updates is determined by the privacy settings of one single party. Below is a table which advises which party this is in each affected service:

Redirection Service	Party who can affect display updates
Call Barge	Barger
Call Park / Group Call Park	Call Retriever
Directed Call Pickup / Group Call Pickup	Call Retriever
Attended Call Transfer	Call Transferer
Blind Call Transfer	Call Transferer
Call Forward (Busy,NA,Unreachable,Always)	Call Forwarder
Sequential Ring	Called Party

The effects of the privacy changes are described in more detail along with examples below.

There are instances where services can be combined, and multiple different parties' privacy settings can affect display outcome, these cases are covered below.

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# Examples / Findings

Call Barge findings

The major change to this service is that the bargee will now see their display update to that of the barger. The party whose privacy settings dictate who receives display updates is the barger:

#### Example 1. CB – On net call barge – User C has privacy disabled

User A receives a call from User B

User C barges in on User B's call

User A and User B's display will update to reflect User C's details

User C leaves User B's call

User A's display updates to User B

User B's display updates to User A

This may pose an issue for people who use the barge service silently, i.e., managers who wish to monitor their agents without them being aware of the barge.

We also see the display update on the non-bargee/barger party of the call, providing they are on the same enterprise as the other users.

There is a slight change to this behaviour if User C has privacy enabled, in that User A (ie the bon barged target) does not see their display update, and User B does not see their display update back to User A after User C has left the call:

#### Example 2. CB - On net call barge - User C has privacy enabled

User A receives a call from User B

User C barges in on User B's call

User B's receives display update with User C's details

User A continues to see User B's display details

User C leaves User B's call

User A continues to see User B's display details

User B continues to see User C's display details

If the barged call involved a PSTN user, only users on the same enterprise as the barger will receive display updates:

#### Example 3. CB – PSTN call barge – User C B has privacy disabled

User A receives a call from PSTN party



User B barges in on User A's call

User A's receives display update with User B's details

PSTN party continues to see User A's display details

User B leaves User A's call

User A's display updates to PSTN's displayed details

PSTN party continues to see User A's display details

#### Example 4. CB – PSTN call barge – User C B has privacy enabled

User A receives a call from PSTN party

User B barges in on User A's call

User A's receives display update with User B's details

PSTN party continues to see User A's display details

User B leaves User A's call

User A's display updates to PSTN's displayed details

PSTN party continues to see User A's display details

Call Park / Group Call Park findings

Call Park behaviour also changes, but only if the caller who is parked is on the same enterprise as the call park retriever. If this is the case and the call park retriever has no privacy set, then the parked caller will have their display update to the retriever:

#### Example CP.1 – Retrieval of parked call – User C has privacy disabled

User A calls User B

User A parks User B against an extension

User C retrieves User B's call

User B's display will update to User C's

The above example demonstrates what will happen if User C has privacy disabled. If User C has privacy enabled, then User B's display will continue to show User A's details:

Example CP.2 - Retrieval of parked call - User C has privacy enabled

User A calls User B

User A parks User B against an extension

User C retrieves User B's call

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User B will not receive a display update and will continue to see User A's display details

If a PSTN call is parked then the behaviour remains unchanged, i.e. the PSTN caller will never get a display update regardless of privacy settings for any of the parties involved:

#### Example CP.3 – Retrieval of parked PSTN call – User B has privacy disabled

PSTN party calls User A

User A parks PSTN party against an extension

User B retrieves the PSTN call

The PSTN party will not receive a display update and will continue to see User A's display details

Call Pickup findings

This enhancement also affects the call pick up service, including both group pick up and directed pick up. Similarly, to call park, the privacy setting here that matters is that of the user who is picking up the call. If they have no privacy set, then the user who is making the call has their display updated to the party who picks up the call.

#### Example CP.1 Call Pick up – User C has privacy disabled

User A attempts to call User B

User C picks up the call using call pick up

User A's display will update to User C

If User C does have privacy enabled, then User A's display will continue to show User B's details:

#### Example CP.2 Call Pick up – User C has privacy enabled

User A attempts to call User B

User C picks up the call using call pick up

User A does not receive a display update and continues to see User B's display details

If the call being picked up is an external party, then the behaviour remains unchanged and the PSTN's display is not updated regardless of privacy settings of the parties involved.



# Call Groups – Auto Attendants, Hunt Group, Call Centre & Call Queue Groups findings

The display behaviour for callers making calls into these call groups will not change. They will continue to see the call group they detail rather than the user who answers the call. There is a slight change to some call transfer scenario's however this is covered in section 8.2.

The recipient user in these call groups continues to see the calling party's details.

### Call Transfer – Attended findings

Attended call transfers are the most notably affected feature with this display enhancement.

When a call is transferred with attended consultation before answer, both parties receive a display update with the new remote party. The new remote party is also provided when the AS reconnects both users together. Only users on the same enterprise will receive display updates.

When a call is transferred with attended consultation after answer, both parties receive display updates with the new remote party. The new remote party is provided when the AS reconnects both users together. Only users on the same enterprise will receive display updates.

#### Example CTA.2 - On net attended transfer - User B has privacy disabled

User A calls User B

User B calls User C

User B then transfers User A to User C

User A's display will then update to User C's details

User C's display will then update to User A's details

Again, this is the case regardless of whether the call was transferred before or after answer (dependant on the user's device, see section XXX).

The key privacy setting in this scenario is that of the transferrer, if they have privacy disabled then all the parties involved in the transfer will receive a display update.

However, if the transferrer decides to enable privacy, this then starts supressing the CLI updates to the other parties:

#### Example CTA.3 - On net attended transfer - User B has privacy enabled

User A calls User B

User B calls User C

User B then transfers User A to User C

User A and User C will only see User B's details on their display



As we are setting privacy to 'privacy for external calls' only any external or PSTN parties involved in a transfer will not see a display update. Only parties on the same enterprise as the transferrer will see display updates:

#### Example CTA.3 – Transfer of PSTN party – User A has privacy disabled

PSTN caller calls User A

User A places PSTN caller on hold

User A calls User B

User A transfers PSTN caller to User B

User B receives a display update with the PSTN caller's details

The PSTN caller does not receive any form of display update and will continue to see User A's details

#### Example CTA.4 – Transfer to PSTN – User A has privacy disabled

User A calls User B

User A places User B on hold

User A calls a PSTN party

User A transfers User B to PSTN party

User B receives display update with PSTN party's details

PSTN party does not receive any form of display update and will continue to see User A's details

In the above 2 examples if User A has privacy enabled, then User B will not receive the display update with the PSTN party's details and will instead continue to see User A's details, shown below:

#### Example CTA.3 – Transfer of PSTN party – User A has privacy enabled

PSTN caller calls User A

User A places PSTN caller on hold

User A calls User B

User A transfers PSTN caller to User B

User B does not receive a display update and continues to see User A's details

The PSTN caller does not receive any form of display update and will continue to see User A's details



#### Example CTA.4 - Transfer to PSTN - User A has privacy enabled

User A calls User B

User A places User B on hold

User A calls a PSTN party

User A transfers User B to PSTN party

User B does not receive a display update and continues to see User A's details

PSTN party does not receive any form of display update and will continue to see User A's details

Blind Transfer findings

Blind transfers remain largely the same, in that the transfer target will continue to see the transferee rather than the transferrer (current behaviour on production). Once we disable privacy for users however the transferred party will now get a display update with the transfer targets display details.

#### Example CTB.1 – On net blind transfer - User B has privacy disabled

User A calls User B

User B blind transfers User A to User C

User C receives call with A's details

User A receives a display update with User C's details

In the above example User B does not have privacy enabled, therefore allowing User A to receive the display update. If User B had privacy enabled, then User A would continue to see User B's details rather than User C's:

#### Example CTB.2 – On net blind transfer - User B has privacy enabled

User A calls User B

User B blind transfers User A to User C

User C receives call with A's details

User A does not receive a display update and continues to see User B's details

In production, at present if a call is blind transferred to a PSTN party, then the PSTN party always receives the display details for the transferred party rather than the transferrer. This is regardless of any privacy settings.

If however a PSTN party is the transferred party and is blind transferred to another user, the PSTN party never receives a display update, again regardless of any privacy settings for any of the parties involved in the transfer:

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#### Example CTB.3 - Blind transfer of PSTN - User A has privacy disabled

User A calls PSTN party

User A blind transfers PSTN party to User B

User B receives call with the PSTN parties' details

The PSTN party does not receive any form of display update

Call Forwarding – No Answer / Busy / Unreachable / Always findings

If a user calls another user who has a call forwarding enabled and has disabled privacy, then the user making the call will receive the forward destination:

#### Example CF.1 – Call Forward Always – User B has privacy disabled

User B has call forward always to User C

User A calls User B

User B receives User C's display details

User C receives User B's display details

If user B were to enable privacy, then the User A would not receive the forward destination and instead will just see User B's number:

#### Example CF.2 - Call Forward Always - User B has privacy enabled

User B has call forward always to User C

User A calls User B

User B receives User B's display details

User C receives User B's display details

The same scenarios apply if the forwarded number is a PSTN number:

#### Example CF.3 - Call Forward Always - User B has privacy disabled

User B has call forward always to PSTN

User A calls User B

User B receives the PSTN's display details

PSTN receives User B's display details

#### Example CF.4 – Call Forward Always – User B has privacy enabled

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User B has call forward always to PSTN

User A calls User B

User B receives User B's display details

PSTN receives User B's display details

All the above examples apply regardless of what the call forward type is, whether it be call forward always (as shown above), call forward on busy, call forward on no answer or call forward on unreachable.

These display updates only apply to users who are calling other users on the same enterprise with a forward enabled. If a PSTN party calls a user with a call forward, they do not receive a display update:

#### Example CF.5 – PSTN to Call Forward Always – User B has privacy disabled

User A has call forward always to User B

PSTN calls User A

User B receives the PSTN's display details

PSTN does not receive a display update and continues to see User A's display details

#### Example CF.6 – PSTN to Call Forward Always – User B has privacy enabled

User A has call forward always to User B

PSTN calls User A

User B receives the PSTN's display details

PSTN does not receive a display update and continues to see User A's display details

Sequential Ring findings

The calling parties display is now updated if a sequential ring party answers the call. This is providing that the user with the sequential ring enabled does not have privacy enabled. If they do have privacy enabled, then the calling party does not receive a display update.

The calling party receives a display update regardless of whether or not the sequential ring destination is internal or external.

#### Example SR.1 – Sequential Ring – User B has privacy disabled

User B has Sequential Ring setup to call User C

User A calls User B

User B does not answer call

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Call rolls over to User C

User C answers the call

User A receives User C's display details

#### Example SR.2 - Sequential Ring - User B has privacy enabled

User B has Sequential Ring setup to call User C

User A calls User B

User B does not answer call

Call rolls over to User C

User C answers the call

User A does not receive a display update and continues to see User B's details

If the calling party is not on the same enterprise as the user who has sequential ring setup then the PSTN party does not receive a display update:

#### Example SR.3 – PSTN call to Sequential Ring – User B has privacy disabled

User A has Sequential Ring setup to call User B

PSTN calls User A

User A does not answer call

Call rolls over to User B

User B answers the call

PSTN does not receive a display update and continues to see User A's display details

#### Example SR.4 - PSTN call to Sequential Ring - User B has privacy enabled

User A has Sequential Ring setup to call User B

PSTN calls User A

User A does not answer call

Call rolls over to User B

User B answers the call

PSTN does not receive a display update and continues to see User A's display details



# Service Combinations

There are some customer setups that mix redirection services, such as call transfers to parties with a call forward enabled. Below are some examples of the most common of these combinations.

### Attended Call Transfer to User with Call Forward

#### Example CTF.1 – Call Transfer to User with Call Forward – User B and User C have privacy disabled

User C has call forward to User D

User A calls User B

User B transfers User A to User C which is forwarded to User D

User A will receive display update with User D's display details

User D will receive display update with User A's details

The updated CLI is carried through in the above example all the way to User D. However, if one affecting users, User B and User C in this instance then we see altered behaviour. I.e. if the call forwarder has privacy enabled, then the transferred party will not receive a display update. Likewise, if the transferrer has privacy enabled, then the forward destination and the transferee will not get a display update:

# Example CTF.2– Call Transfer to User with Call Forward – User B have privacy disabled. User C has privacy enabled

User C has call forward to User D

User A calls User B

User B transfers User A to User C which is forwarded to User D

User A will not receive any display updates and will continue to see User B's display details

User D will receive display update with User A's details

# Example CTF.3– Call Transfer to User with Call Forward – User B have privacy enabled. User C has privacy disabled.

User C has call forward to User D

User A calls User B

User B transfers User A to User C which is forwarded to User D

User A will not receive any display updates and will continue to see User B's display details

User D will receive any display updates will continue to see User B's display details

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## Attended call transfer to call group

In the event a user is transferred to a call group (i.e. a hunt group), providing the transferred user is on the same enterprise they will receive a display update with the call group's details. They will not however receive a display update when the call is answered by another user within the call group.

#### Example CTFCG.1– Attended Call Transfer to Hunt Group – User B have privacy disabled.

User A calls User B

User B transfers User A to Hunt Group #1

User C answers call from Hunt Group #1

User A will receive display update to see Hunt Group #1's display details

User C will receive display update on answer with User A's display details

Note that in the above example if the call is transferred before answer then User C does not get a display update until they have answered the call. More information on this can be found known issue section 12.

As this is primarily an attended call transfer scenario, if the transferrer has privacy disabled then no parties get a display update:

#### Example CTFCG.2- Attended Call Transfer to Hunt Group - User B have privacy enabled.

User A calls User B

User B transfers User A to Hunt Group #1

User C answers call from Hunt Group #1

User A does not receive a display update and continues to see User B's details.

User C does not receive a display update and continues to see User B's details.

#### Redirection service display of call received via a call group

If a call is received into a call group, the caller will only ever see the call group display details whenever a call transfer, call pick up, call barge or park call retrieval is made. This is regardless of any privacy settings that other users that may be in the call flow.

Other users in the call flow however will receive the relevant display updates, privacy settings permitting. Examples below:

#### Example CGS.1- Attended call transfer of call group call - User B has privacy disabled

User A calls Hunt Group #1

User B answers call

User B transfers call to User C



User A does not receive a display update and continues to see Hunt Group #1's display details

User C receives a display update with User A's display details

#### Example CGS.2- Call pickup of incoming call group call - User B has privacy disabled

User A calls Hunt Group #1

User B picks up call using call pickup

User A does not receive a display update and continues to see Hunt Group #1's display details

User B receives a display update with User A's display details

#### Example CGS.3- Call Park/retrieval call group call - User C has privacy disabled

User A calls Hunt Group #1

User B answers call

User B parks call against extension

User A does not receive a display update and continues to see Hunt Group #1's display details

User B receives a display update with User A's display details

#### Example CGS.4- Call barge of call group call - User C has privacy disabled

User A calls Hunt Group #1

User B answers call

User C barges in on User B's and User A's call

User A does not receive a display update and continues to see Hunt Group #1's display details

User B receives a display update with User A's display details



# Test Results for Hardware and Clients

A set of tests covering the affected services as well as general acceptance tests were run on the following devices/clients:

BTBC Android
BTBC iOS
BTBC PC
IP450, IP650, IP7000
VVX150, VVX250, VVX310, VVX410, VVX450 VVX600 VVX601
SPA504G
SPA525G
Cisco MPP 8841, 88851, 8861
Yealink W52P
Receptionist Client
Call Centre Client
Integrator Client
Trio 8500 & 8800 conference units

## Receptionist, Call Centre, and Integrator Clients

The Receptionist, Call Centre and Integrator clients all receive the same display updates as the handsets would in the examples detailed in the previous section

No problems were found with the Receptionist and Call Centre clients however there were some issues found with the Integrator client which are detailed in the known issues section

### Akixi and DHV GUI CDR's

Akixi have been contacted about this display update and do not believe this change will affect their service. At the time of writing, they have not however carried out any testing.



# Known Behaviours

# Cisco devices and Soft Clients fail to update display attended transfers before answer and transfer of call on hold scenarios

In the scenario where an attended transfer is made to a Cisco or soft clients before the Cisco / client answers the call the display on the Cisco is not updated. Instead the display is only updated when the Cisco / client answers the transferred call.

Likewise, if a Cisco or a client has placed a call on hold and then that call is transferred whilst on hold by the other party then the display is not updated.

This is because the Cisco's and the soft client does not act on the updated PAID within the UPDATE message that it receives upon transfer. It only acts on updated PAID headers within re-INVITEs and 18x messages.

This issue will likely require a firmware update to resolve and we are not looking at updating the Cisco firmware at any point in the current future.

# Mobile clients do not see a display update in attended transfer before answer scenarios

As calls are delivered to mobile clients using push notifications the display is only updated on the mobile clients when the user answers the call. This is due to there being no push notification which changes the CLI information on incoming calls. The client must wait until the call is answered when it sends an INVITE into the AS to retrieve the incoming call.

### Attended transfer before answer to call group does not update display

Any recipient of a call which is transferred to a call group will not see a display update if the transfer is completed before answer. They will need to answer the call before they receive the new display details.

# Integrator does not update display when updated display information is anonymous

The Integrator fails to change the display whenever it receives a display update for an anonymous party. For example, if an attended transfer of an anonymous call was made to an Integrator user.

# Integrator doesn't update display correctly on attended transfers when remote party is set to originator

In call transfer scenario's where the remote party value in the XSI update to the Integrator is set to originator then the Integrator updates the display to its own identity, i.e., if the Integrator user was called Mark Gooden, the display would update to Mark Gooden and would give the impression you are on a call to yourself.

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The scenario that causes this is if the party doing the attended transfer to the Integrator user made the call to the transferred party then it will cause the remote party value to be 'originator' and thus invoke this issue.

## No alpha tagging / loss of alpha tagging in some scenarios

Alpha tagging is lost in certain call scenarios.

If an external call is being transferred that was received from a hunt group, then alpha tagging is lost upon transfer.

If the call being transferred was an outbound call to an external number, then there is no alpha tagging upon transfer.

# Cisco devices do not remove names on display if no name is provided in updated PAID

If a Cisco device receives a call containing both a name and a number, and then receives a display update mid call which contains a number only, it does not erase the original name from the display. Resulting in the old name and the new number being on the Cisco's display at the same time.

### Cisco devices show different name and number in call logs

In call display update scenario's, the call logs will have a name which does not match the number. E.g., It will have User B's name and User C's number. More information on these scenarios can be found in Section 12 of this document.

### Call Forwarding Selective and Connect App

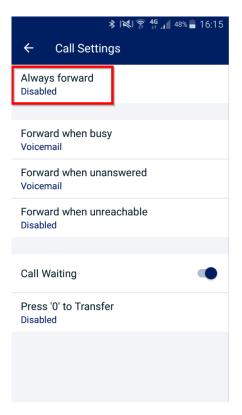
Forwarding calls selectively is only configurable via the DHV GUI, and not via the Connect App.

Therefore, if a user has chosen to Forward Calls Selectively e.g.



Profile	Persona	al Details	DDI	Services	Call Setup	Permissions	Phone	Barring	Call Centre		
Incoming Cal Call Handling	lls	Call F	orward	ding							
Twinning Blacklist Settings Call Alerting		O No F									
Advanced ▼ Outgoing Cal Speed Dial Settings	lls	Forw	Forward all incoming calls     Forward calls selectively, determined by called number When someone calls my fixed number								
In Call Option Call Transfer Settings	ıs		No action								
Settings Call Forwarding Hot Desk Voicemail Settir	-		<ul> <li>Send the call to voicemail</li> <li>When someone calls my mobile number</li> </ul>								
Call Recording Manage Profile Remote Office		0	Forward the call to:								
Connect Mobile Presenta	ation		Send the cal	l to voicemail					WH?T		
									Save		

These changes will not be reflected in the Connect App, instead Always forward will be 'Disabled'



Additionally, if the user enables Always forward in the MyConnect app, this will disable Call Forwarding Selective and this change will be reflected in the GUI.



# **Device Call Log Impacts**

Every device has a call log (placed, received, missed). As this enhancement changes the calling/called party display this can in some instances alter these call logs. Please see effects on these logs for each enhanced service below

## Call Barge

#### Polycom

The call log will never update to reflect the barger, and it will always show the original called or calling party.

#### Cisco

If the barger leaves the call before the call is terminated then the call log will never reflect the barger, and it will always show the original called or calling party.

If the call is terminated before the barger leaves the call then the call log will update to reflect the bargers name, however the number will always be the original called or calling party.

#### Soft clients / Integrator

The call log will never update to reflect the barger, and it will always show the original called or calling party.

#### Yealink

The call log will never update to reflect the barger, and it will always show the original called or calling party.

## Call Park / Group Call Park

#### Polycom

The call log will never update to reflect the party retrieving the call, and it will always show the original called or calling party.

#### Cisco

The name will update in the logs to reflect the retriever however the number will always show the original called or calling party.

#### Soft clients / Integrator

The call log will never update to reflect the party retrieving the call, and it will always show the original called or calling party.

Daisy Hosted Voice Features Guide



### Yealink

The call log will never update to reflect the party retrieving the call, and it will always show the original called or calling party.

## Call Pickup

#### Polycom

The name in the call logs will update to the user who picked up the call, however the CLI will be the initial number that was called by the device.

#### Cisco

The name in the call logs will update to the user who picked up the call, however the CLI will be the initial number that was called by the Cisco.

#### Soft clients / Integrator

The call log will never update to reflect the party picking up the call, and it will always show the original called party.

#### Yealink

The call log will never update to reflect the party picking up the call, and it will always show the original called party.

### Call Transfer Attended

#### Polycom

Transferrer – The call log is not updated and always reflects the original calling or called party

Transferee - The call log is not updated and always reflects the original calling or called party

Transfer target – The call log is not updated and always reflects the transferrer.

#### Cisco

Transferrer – The call log will show 2 logs, one for the first inbound/outbound leg and the second log for the transferred call.

Transferee – The name in the call log will update to the transferred party, however the number will always remain as the original calling or called party. If there is no name available for the transfer target, then the name remains the same as the original calling or called party.

Transfer target - The call log is not updated and always reflects the transferrer.

Daisy Hosted Voice Features Guide



### Soft clients / Integrator

Transferrer – The call log is not updated and the soft client records them as 2 separate calls

Transferee - The call log is not updated and always reflects the original calling or called party

Transfer target – The call log is not updated and always reflects the transferrer.

#### Yealink

Transferrer – The call log is not updated, and the soft client records them as 2 separate call

Transferee - The call log is not updated and always reflects the original calling or called party

Transfer target – If the call is transferred before answer, then the call log reflects the transferee, if it is transferred after answer then the log reflects that of the transferrer.

## **Blind Transfers**

Only the transferee receives a display update with this change on blind transfers so only this scenario is described below.

#### Polycom

Transferee - The call log is not updated and always reflects the original calling or called party

#### Cisco

Transferee - The name in the call log will update to the transferred party, however the number will always remain as the original calling or called party. If there is no name available for the transfer target, then the name remains the same as the original calling or called party.

\*Please note the Cisco MPP series does introduce blind call transfers

### Soft clients / Integrator

Transferee - The call log is not updated and always reflects the original calling or called party

#### Yealink

Transferee - The call log is not updated and always reflects the original calling or called party

## Call Forwarding – No Answer / Busy / Unreachable / Always

#### Polycom

Daisy Hosted Voice Features Guide



It displays the original number dialled as well as the forwarded number. The forwarded number is recorded as the 'name' and the original dialled number is recorded as the 'number'. Hitting redial will always dial the initial dialled number.



#### Cisco

It displays the original number dialled as well as the forwarded number. The forwarded number is recorded as the 'name' and the original dialled number is recorded as the 'number'. Hitting redial will always dial the initial dialled number. If the forwarded number is an external number, then the call logs will just show the initial dialled number.

#### Soft clients / Integrator

The call logs always reflect the original dialled number.

#### Yealink

The call logs always reflect the original dialled number.

### Sequential Ring

#### Polycom

It displays the original number dialled as well as the sequential ring number that answered the call. The sequential ring number is recorded as the 'name' and the original dialled number is recorded as the 'number'. Hitting redial will always dial the initial dialled number.

#### Cisco

If the sequential ring party that picks up the call is on the same company, then it displays the original number dialled as well as the name of the sequential ring party that answered the call. The sequential ring name is recorded as the 'name' and the original dialled number is recorded as the 'number'. Hitting redial will always dial the initial dialled number.

If the sequential ring party is an external number, then it displays the name and number of the original dialled party.

#### Soft clients / Integrator

The call log always reflects the original dialled party.

#### Yealink

The call log always reflects the original dialled party.



# Call Waiting

Call Waiting allows a user to receive multiple calls at the same time. If you are on a call and you receive another call, it will display on your screen, and you'll also hear a beeping noise in the receiver. You can receive up to 3 external calls.

If you switch off Call Waiting and a call comes though whilst you're already on another call, then the new caller will get a busy tone.

Call Waiting is applicable to the individual user of a hunt group for calls made directly to their extension number. Therefore, clicking on Call Waiting will allow a call made to the user directly to be kept on hold until the user becomes free. Not selecting this option would be an engaged tone returned where the user is receiving or answered a call in the Hunt Group.

## Shortcodes

Call Waiting persistent activation - \*43

Call Waiting persistent deactivation - #43

Cancel Call Waiting - \*70

# Enable / Disable Call Waiting for a User

#### Step 1

Log into your DHV portal

#### Step 2

Click the "Users" option and then select "List Users" so you can search for the user that you want Call Transfer set up for.

Locate the user and click the "Edit" button.

#### Step 3

In the User Management page click "Call Setup" and then under the In Call Options header select "Settings". From here you can enable / disable call waiting.



Dashboard	Users	Sit	e Management	Call	Groups	Device Manager	aent A	dministration	Statist	ics		
<u>ashboard</u> / <u>u</u>	ashboard / <u>User Management</u> / Edit User											
Edit Mircea Test												
Profile	Perso	onal	Details	DDI	Serv	ices Call	Setup	Permissio	ons	Phone	Barring	Call Centre
ncoming ( Call Handling		٦	In Call	Setti	ngs							
Twinning			Information									
Blacklist Settings Advanced ▼ dicking this color would mean engaged tone would be provided, where the user is receiving on thas answered a H						ecomes free, not						
Outgoing ( Speed Dial Settings	Calls		Call.									
n Call Opt	ions		Settings									
Call Transfer Settings			Enable call	waiting				on 🦳				
Settings Call Forward	ling											
lot Desk												🖌 Apply
Manage Prof Remote Offic												

# Enable / Disable Call Waiting for a Hunt Group

Step 1

Log into your DHV portal.

#### Step 2

Click the "Call Groups" option and then select "Hunt Groups" so you can search for the Hunt Group that you want Call Waiting set up for.

Locate the Hunt Group and click the "Edit" button.



Dashboard Users Site N	lanagement Call Groups	Device Management	Administration	Statistics	
Dashboard / Group Managem	ent / Hunt Group				
Hunt Group					
Name: Number:		Site	All All	• •	
Hunt Groups					
Name	Site	<u>Department</u>	hone Number	Status	
Test Hunt Group 1	ColourfulSiteUat	first department (	4321)	V Deactivate	Edit
V Delete Selected	Add				

In the Edit Hunt Group page click "Options". From here you can enable / disable call waiting.

#### Edit Test Hunt Group 1

Account	Options	Select Users	Assign Number	Voicemail	Advanced Settings			
Ring Order								
Circular Regular Simultaneous Uniform Weighted								
					WH <mark>?</mark> T			
No Answer Action								
Skip to next age	ent after 4	rings ?						
Forward call to:	Forward call to:     after 10     seconds							
					WH <mark>?</mark> T			
Unreachable Actio	n							
Enable Call For	warding when unrea	chable						
Forward call to:								
Make hunt grou	p busy when all avai	lable agents are unreachab	ble					
Additional Options								
Enable call wait								
	Ringing for External (	Calls						
					WH <mark>?</mark> T			
					✓ Save			

# Enable / Disable Call Waiting for a Call Queue Group



Log into your DHV portal.

#### Step 2

Click the "Call Groups" option and then select "Call Queue Groups" so you can search for the Call Queue Group that you want Call Recording set up for.

Loca	te	the	Call	Queue G	roup	and	click	the	"Edit"	button.
Dashbo	ard Users	Site Managem	ent Call Groups	Device Management	Administration	Statistics				
Dashboa	ard / <u>Group N</u>	<u>lanagement</u> / Cal	l Queue Group							
Call	Queue	Group								
Name:				Site:	All		•			
Number:				Depa	artment: All		•			
🔍 Sea	rch									
Call Q	ueue Groups	i -								
	<u>Name</u>	Site	<u>Depart</u>	ment Phone Nun	nber Sta	tus				
•	dggdfgdf	ColourfulSiteUa	at	(4354)	\$	Dead	ctivate	🧷 Edit		
	Test	ColourfulSiteUa	at	(8767)	<b>~</b>	Dead	ctivate	C Edit		
🖞 Dele	ete Selected	🛉 Add								

#### Step 3

In the Edit Call Queue Group page click "Options".

Within the Options page you can activate / deactivate the "Allow Call Waiting on users"

#### Edit Test

Account	Options	Users	Number	Announcements	Voicemail	Advanced Settings			
Queue Settings									
Queue Length: 25	Queue Length: 25 calls								
Play ringing whether the second se	Play ringing when offering call								
Reset wait time	e upon entry into qu	ieue							
User Settings									
Allow users to	sign in/out of Queu	e Group							
Allow Call Wait	ing on users								
Overflow Settings	;								
Play busy tone									
Transfer to pho	one number								
Enable overflor	w after calls wait 3	0 second	is						
Play default an	nouncement before	e overflow proce	essing						
Additional Option	s								
off Distinctive	Ringing for Externa	al Calls							
						Save			



# Click to Dial

Click to Dial enables a user to use the DHV Portal to call someone within the DHV directory. To do this, the user just clicks on the telephone icon that is next to the user.

Dashboard	Call Setup	Directory	My Features	Hot Desk	Queue Groups
Twinning					
Add					Directory           Search           Dial           Bob Test (01612415190)           Dan Test (01427807625)           dggdfgdf (4354)           Hunt Group Test (01612415192)           Lindis Test (7376)           Louise Test (1234)           Mike Test (1796)

If you want to use Click-to-Dial outside of the DHV Portal, then you would need to look at using Integrator. Please see the Integrator guides on the Knowledgebase.



# Site to site presentation policy

We will be introducing the option to present a user's extension details when a site to site call is made within the same Company, currently the users full DDI is presented. By default, from the 14th February 2018 onwards, all new companies will be provisioned to present the user's extension details on a site to site call within a company.

To enable or disable the service, head to the Administration tab of the DHV GUI and select Call Policies from the drop-down menu.

Dashboard Users Site Management Call Groups Device	Management	Administration Statistics	
Add User Create Group 🔻		Departments	
		Call Policies	
Call Outcomes		Directory	
Inbound Outbound		Subscription Centre	
		Number Management	
1		Voice Portal	
		Company Profile	
		Agents Unavailable Codes	
		Agent Default Settings	
		Bulk Speed Dial	
		Bulk Upload History	
		3rd Party Support Permission	
	Но	orizon Alerts	
Sun Mon Tue Wed Thu Fri		ert Name	Status
Answered Engaged Unanswered	Pre	emium Subscription Availability	2
	То	op 10 Callers (Calls Made)	
Calls per week		Calls Minutes	
Inbound Outbound	Y	ou do not have any call data	

In the Call Policies page simply toggle the "Display Extension Number for all Company calls" toggle switch to on to enable or off to disable.



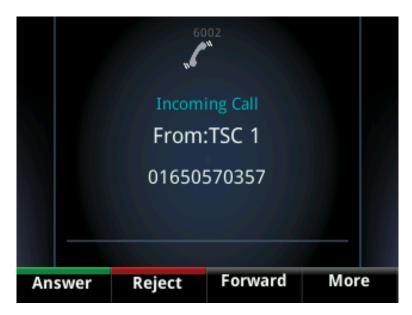
Dashboard Users Site Management Call Groups Device Management Administration Stat	istics
Dashboard / Administration / Call Policies	
Call Policies	
Company Call Policies	
off Block calling name for external calls ?	
on Display Extension Number for all Company calls	WH <b>?</b> T
	Save
Sites	
Name	
ColourfulGiteUat	

The setting is also available at the site level and is only applied to the caller.

In the use case where a company has three sites A, B and C, if site A has it enabled, users on any other site will see the extension number when called by any user of site A.

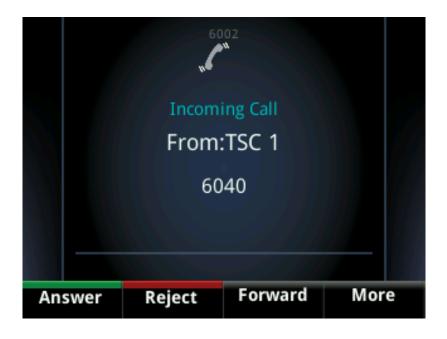
If site C has it disabled and site A and B has it enabled then a site C user calling a site A or B user will present their full DDI

When the option is set to off a site-to-site call will display the users full DDI number as per the following image.



When the option is set to on that same call will present the extension number is as per the below image.







# **CLI Presentation**

The Number Presentation functionality allows you to present a different CLI for outbound calls. You should refer to the Service Description for full terms and conditions of CLI Presentation.

For a user to be able to use CLI Presentation, the Administrator needs to switch on the "Override Site Call Policy" option. Use the Override Site Call Policy guide on how to do this.

You can quickly check what CLI Presentation rules a user has set up by using the DHV Health Check

## **Override Site Call Policy**

The Site Call Policy would normally dictate on what numbers are presented. DHV allows a user to present a different number to what the site defines.



An Administrator can set up the Override Site Call Policy option.

Step 1

Log into your DHV portal.

#### Step 2

Click the "Users" option and then select "List Users" so you can search for the user that you want to override the site call policy for.

Locate the user and click the "Edit" button.

#### Step 3

Select "DDI" and then you can select the "Override Site Call Policy" option.

The Administrator can also set the CLI to present whilst in this screen by entering the telephone number that they would like to present in the "Phone Number" text box in the Number Presentation table.



Dashboard / User Management / Edit User

#### Edit Dan Test

Profile	Personal Details	DDI	Services	Call Setup	Permissions	Phone	Barring	Call Centre
Find a Fixed	Number							
		hange 🚺	Remove					
								WH?T
Extension								
Extension:	1807	?						
Presentation	n Name							
Currently pres	senting: Dan Test							
<ul> <li>Same as</li> <li>Other:</li> </ul>	user details							
First Name	Dan			Last Na	me: Test			
								WH <b>?</b> T
Caller ID Nu	mber Presented							
on Over	ride site call policy							
off Priva	cy on transfer and/or for	warding						WH <b>?</b> T

Presentation Number		
Currently Presenting: 01427807625		
Change user's presentation number to: Site DDI (01427807376)	Withhold user's number:	off
<ul> <li>User's DDI (01427807625)</li> </ul>		
Other (UK):		
Other (Int):		
		WH <b>?</b> T
		Save



# Comfort Messages

DHV allows you to upload up to 4 different files and has a "Time between Messages" option. This has been set up so that larger files can play the four files in order, break for (in this case) 10 seconds and then play all for files at once. It isn't set up in a way where you can play four differing files (music, announcements) with a 10 second split between files.

Comfort Message	
on Enable Comfort Message	
Comfort Message Settings	
Time between messages: 10 seconds	
Announcements	
O Default	
<ul> <li>Custom</li> </ul>	
File 1 Browse	?
File 2 Browse	?
File 3 Browse	?
File 4 Browse	?
	Save



# Departments

As the company administrator you have the ability under the "Administrator" tab to add and manage departments, so that users and services can be associated to them.

# Setup Departments

#### Step 1

Log into your DHV portal.

#### Step 2

Click the "Administration" option and then select "Departments". Enter the name of a department and click "Add"

Dashboard Users	Site Management	Call Groups	Device Management	Administration	Statistics
<u> Dashboard</u> / <u>Administ</u>	ration / Departments	4			
Departments	6				
Departments					
Name					
first department					
n Delete Selected					
Add Department					
Name:					
					🛊 Add
					Add

# **Delete Departments**

#### Step 1

Log into your DHV portal

#### Step 2

Click the "Administration" option and then select "Departments".

Select the Department that you are wishing to delete by using the tick-box next to it and then click "Delete Selected".

Daisy Hosted Voice Features Guide



Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Statistics	
Dashboard / A	dministr	ation / Departments	\$				
Departn	nents	;					
Department	S						
■ Name							
✓ first depart	rtment						
🖞 Delete Se	elected						
Add Departr	ment						
Name:							

🛉 Add

# Add/Remove users from Departments

#### Step 1

Log into your DHV portal.

#### Step 2

Click the "Users" option and then select "List Users" so you can search for the user that you want add/remove the department for.

Locate the user and click the "Edit" button.

#### Step 3

On the "Profile" table you can select the Department of a user. If you wish for a user not to be assigned to a department then select the option "None". Click Save.



Dashboard / User Management / Edit User         Edit Dan Test       Profile       Personal Details       DDI       Services       Call Setup       Permissions       Phone       Barring       Call Setup         Account Details       DDI       Services       Call Setup       Permissions       Phone       Barring       Call Setup	Call Centre
Profile         Personal Details         DDI         Services         Call Setup         Permissions         Phone         Barring         C	Call Centre
	Call Centre
Account Details	
Account Details	
First Name: Dan Last Name: Test	
Username: danTEST@uat.branding.com Department: None - Add	
Contact Mobile: Email: None	
first department	
	WH <b>?</b> T
Change Site Change Site Reset Password Reset Passcode	Save



# **Device Customisation**

Device Customisation allows you to set up the line keys and soft keys of your DHV hardware. Device Customisation is available on the following handsets.

Cisco	Polycom
SPA504G	SoundPoint 450
SPA525G	VVX250
MPP 8841	VVX410
MPP 8851	VVX450
MPP 8861	VVX500
	VVX600
	VVX601

\*Please note the VVX150, Trio 8500 and 8800's do not support Device Customisation.

The options you have with Device Customisation are:

Option	Meaning
Speed Dial	A key that quickly dials a number. This could be a number that is on the DHV company or a different number
Busy Lamp Field	Sets up a Busy Lamp Field key so you can monitor a user's line
Call Park	Allows you to park a call against your own extension or to another defined extension
Call Retrieve	Allows you to retrieve a parked call from either your own extension or another defined extension
Group Call Park	Allows you to park a call again the call park group that you are in. Other users within the group will be able to pick up a call parked by using Group Call Pickup
Call Pickup	Allows you to pick up a call that has been parked against this extension or another defined extension
Group Call Pickup	Allows you to pick up a call that has been parked in the Call Park Group that you are in.
Page Group	This allows you to call the Page Group that the user is a member of. The user must be a Page Group sender.
Call Pull	This feature gives the opportunity to the user to retrieve a call that has been answered from a desktop client.
Empty	This will leave aa empty line key.
Last Call Redial	This will allow you will be able to redial they last call you have made.
Call Return	This will allow you to call the last received or missed call.
Voicemail	This will allow you to dial out to your voice portal using the mailbox number and voice pin you supply



If your user is using the Receptionist Console, Speed Dials set up within Device Customisation won't show in the Receptionist Console.

# Give a user access to set up Device Customisation

A company Administrator can give a user permission to do their own device customisation.

Step 1

Ń

Log into your DHV portal.

#### Step 2

Click the "Users" option and then select "List Users" so you can search for the user that you want give device customisation permissions to.

Locate the user and click the "Edit" button.

#### Step 3

Click the "Permissions" tab and enable "This User can customise their soft keys" and "This User can customise their line keys"

Profile	Personal Details	DDI	Services	Call Setup	Permissions	Phone	Barring	Call Centre
Access and	Permissions							
This User car	n enable Call Forwarding		iis User can use	Advanced Call Set		er can use CLI pr	esentation	
								WH <b>?</b> T
Device Cust	omisation Permissions							
This User car	n customise their soft keys	; Th	is User can cust	omise their linekey	3			
								Save



# Device Customisation as a Company Admin

Step 1

Log into your DHV portal.

#### Step 2

Click the "Users" option and then select "List Users" so you can search for the user that you want give device customisation permissions to.

Locate the user and click the "Edit" button.

#### Step 3

Click the "Phone" tab and then select "Device Configuration".

Now refer to the Configure My Device sections for Cisco, Polycom VVX or Polycom Soundpoint

Edit Be	rnice Tes	st							
Profile	Personal D	etails	DDI	Services	Call Setup	Permission	s Phone	Barring	Call Centre
									H
Desk Device	Detaile								
Vendor:	Polycom								
Model:	VVX411								
Codec:	G711								
Mac Addres	s: 64:16:7F:26:2	B:92							
Profile Type	: Polycom VVX	411							



## Configure my Cisco Device

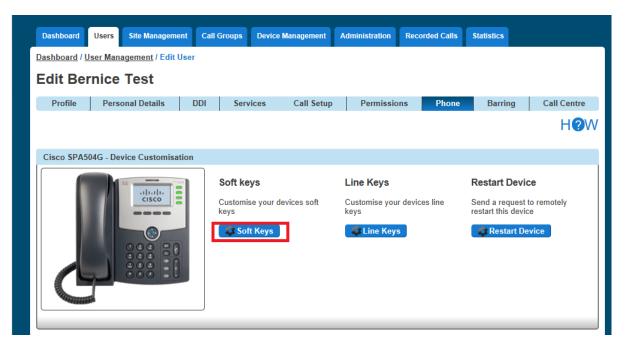
For full user guides of Cisco devices, please see the Knowledgebase.

## Assigning Soft Keys

Soft Keys are the buttons that go horizontal across your phone.

#### Step 1

When in the Device Customisation page for your Cisco device, select the "Soft Keys" option.





Select a Soft Key that you want to configure

Edit Ber	nice Test							
Profile	Personal Details	DDI	Services	Call Setup	Permissions	Phone	Barring	Call Centre
								H <b>?</b> W
Cisco SPA5	04G - Soft Keys							
🜩 Line K		Device State: (	Idle ·		isplay when the pho	ne is idle		
		cisco	redial	cfwd dnd	dir	ore keys		
								WH <mark>?</mark> T
							🛹 Back	Save

Remember to select the Device State that you want to configure (Idle or In Call).

If you have a Side Car set up and would like to configure the line keys on the Side Car, click "Side Car" to load up the buttons of the side car.

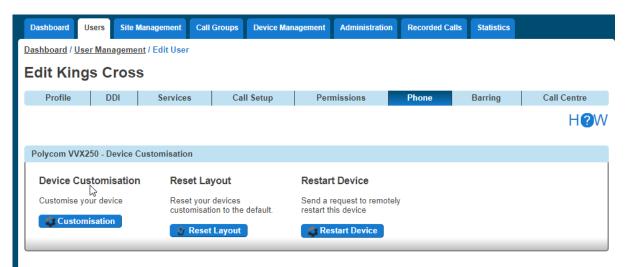


-ihidi- cisco		CISCO IP PHONE SPA504G 2 3 4
	🕐 Reset Layout	Side Car
	o you have any Sidecars installed? Yes 💿 No	0
	Show BLF list on handset? Yes $ullet$ No $iglood$	
	Select Model: SPA500S	
	Amount: 1	

Now select what you want that key to do. Please see the table in the Device Customisation section of this guide.

Clicking "Save" will restart the device(s) that you've configured to download the latest configuration file with your new handset setup.

Please note for newer Cisco models such as the MPP 8851 and MPP 8861 the device customisation screen is as follows:





Select a type of Soft Key that you want to configure , either "Idle" or "Connected"

Line Keys	Soft Keys (Idle)	Soft Keys (Connected	)			
1 Forward	▼ 2	Redial	3 DND	•	4 Directories	•
5 Redial Last Ca	all 🔻 🧕	Call Return 🔹	7 Group Pickup	•	8 Pickup	•
9 Parked Call R	etrieve 🔻 🚺	None	11 None	•	12 None	•
(						
Line Keys	Soft Keys (Idle)	Soft Keys (Connected				
Line Keys	Soft Keys (Idle)	Soft Keys (Connected	)			
Line Keys           Hold	Soft Keys (Idle)	Soft Keys (Connected	) 3 Conference	•	4 Transfer	•
	2			<b>•</b>	4 Transfer 8 None	• •
1 Hold	2	End Call	3 Conference			

## Assigning Line Keys

Line Keys are the buttons that go horizontal across your phone.

#### Step 1

When in the Device Customisation page for your Cisco device, select the "Line Keys" option.

Edit Bernic	e Test								
Profile Pe	ersonal Details	DDI	Services	Call Setup	Permissions	Phone	Barring	Call Centre	
								H <b>?</b> W	
Cisco SPA504G -	Device Customisatio	n							
			Soft keys		Line Keys		Restart Devid	e	
cisco			Customise your devices soft keys		Customise your devices line keys		Send a request to remotely restart this device		
4			Soft Keys		Cine Keys		Restart De	vice	

#### Step 2



### Select a Line Key that you want to configure

Cisco SPA504G - Line Keys		
🗰 Soft Keys		
	Cisco Ci	
	Do you have any Sidecars installed? Yes ● No ○	
	Show BLF list on handset? Yes  No	
	Select Model: SPA500S	
		WH <mark>?</mark> T
	🖛 Back	Save

If you have a Side Car set up and would like to configure the line keys on the Side Car, click "Side Car" to load up the buttons of the side car.



Now select what you want that key to do. Please see the table in the Device Customisation section of this guide.

Clicking "Save" will restart the device(s) that you've configured to download the latest configuration file with your new handset setup.

Please note for newer Cisco models such as the MPP 8851 and MPP 8861 the device customisation screen is as follows:

Cisco MPP8861 - Device Custor	nisation	
Device Customisation	Reset Layout	Restart Device
Customise your device	Reset your devices customisation to the default.	Send a request to remotely restart this device
Customisation	🖞 Reset Layout	a Restart Device

#### Step 1

When in the Device Customisation page for your Cisco device, select the "Line Keys" option.

Line Keys	Soft Keys (Idle)	Soft Keys (Connected)		
1 1115		6	Busy Lamp Field 🔹	
2 1115		7	Busy Lamp Field 🔹 🔻	
3 Busy Lamp	Field 🔹 testing3 te	sting3	Busy Lamp Field 🔹 🔻	
4 Busy Lamp	Field 🔹 thisislesstl	nan30 9	Busy Lamp Field 🔹 🔻	
5 Busy Lamp	Field 🗟 🗸 thisislesst	10 nan30	Busy Lamp Field 🔹	

#### Step 2

Select a Line Key that you want to configure

For full user guides of Polycom VVX devices, please see the Knowledgebase.

## Configure my Polycom VVX Device

For full user guides of Polycom VVX devices, please see Daisy Comms website.

## Assigning Soft Keys

Daisy Hosted Voice Features Guide



Soft Keys are the buttons that go horizontal across your phone. This are pre-set and you cannot currently change these options.

## Assigning Line Keys

Line Keys are the buttons that go horizontal across your phone.

#### Step 1

When in the Device Customisation page for your Polycom VVX device, select the "Line Keys" option.

Dashboard	Users Site Manageme	nt Call Group	s Device	Management	Administration	Recorded Calls	Statistics				
Dashboard / User Management / Edit User											
Edit Bernice Test											
Profile	Personal Details	DDI S	ervices	Call Setup	Permissio	ns Phone	Barring	Call Centre			
								H <b>@</b> W			
Polycom VV	X411 - Device Customisa	ition									
		Line	Keys		Restart Device						
		Custo keys	omise your d	levices line	Send a request restart this devi						
	0000		Line Keys		Restart Device						
HDv3											

Please note for newer Polycom models such as the VVX250 and VVX450 the device customisation screen is as follows:

Dashboard	Users	Site Ma	anagement	Call Groups	Device Man	agement	Administratio	n Recorded Ca	alls Statistics		
Dashboard / User Management / Edit User											
Edit Kings Cross											
Profile	DI	I	Services	Cal	ll Setup	Perm	nissions	Phone	Barring	Call Centre	
										H?W	
Polycom VVX	(250 - De	evice Cı	istomisation	I							
Device Cu	ustomis	sation	Rese	et Layout		Restar	Device				
Customise y				Reset your devices ustomisation to the default.		Send a request to remotely restart this device					
Customisation				🖞 Reset Layout		Restart Device					

#### Step 2



Select a Line Key that you want to configure

Dashboard	Users Site Manageme	ent Call Groups	Device Management	Administration	Recorded Calls	Statistics	
Dashboard / U	<u>Jser Management</u> / Edit	User					
Edit Be	rnice Test						
Profile	Personal Details	DDI Ser	vices Call Setup	Permissio	ns Phone	Barring	Call Centre
							H <b>@</b> W
Polycom VV	/X411 - Line Keys						
			4534 4534	unday, 20 January	• •		WH?T
						🔶 🕈 Bac	k 🖌 🖌 Save

Please note for newer Polycom models such as the VVX250 and VVX450 the device customisation screen is as follows:

Dashboard	User	s Site	Management	Call Groups	Device Mana	agement	Administration	n Recorded C	alls Statistics	
Dashboard	User M	anageme	ent / Edit User							
Edit Ki	ngs	Cros	s							
Profile		DDI	Services	s Cal	l Setup	Perr	nissions	Phone	Barring	Call Centre
										H <b>?</b> W
Polycom	VVX250	- Key Ass	signment			N				
Line K	Keys					3				
1						3	Busy Lamp Fiel	d 🔻		
2						4	Busy Lamp Fiel	d 🔻		
		_							•	Back Save

Step 3



Now select what you want that key to do. Please see the table in the Device Customisation section of this guide.

Clicking "Save" will restart the device(s) that you've configured to download the latest configuration file with your new handset setup.

If you have a Side Car set up and would like to configure the line keys on the Side Car, click "Side Car" to load up the buttons of the side car.



# Configure my Polycom SoundPoint Device

For full user guides of Polycom SoundPoint devices, please see the Knowledgebase.

## Assigning Soft Keys

Soft Keys are the buttons that go horizontal across your phone.

#### Step 1

When in the Device Customisation page for your Polycom SoundPoint device, select the "Soft Keys" option.



	Dashboard	Users	Site Management	Call	Groups	Device	Management	Administr	ation	Reco	rded Calls	Statistics		
<u>Dashboard</u> / <u>User Management</u> / Edit User														
Edit Bernice Test														
	Profile	Pers	onal Details	DDI	Servi	ices	Call Setup	Per	missio	ns	Phone	Barri	ng	Call Centre
														H <b>?</b> W
Soft keys         Line Keys         Restart Device           Customise your devices soft keys         Customise your devices line keys         Send a request to remotely restart fus device														
					Soft	Keys	]		e Keys	3		<b>Rest</b>	art De	evice

Step 2

ú

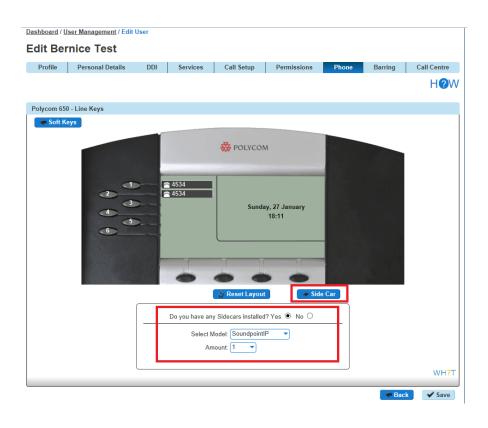
Select a Soft Key that you want to configure

	ser Management / Edit (	Jser						
Profile	Personal Details	DDI	Services	Call Setup	Permissions	Phone	Barring	Call Centre
							- 1	H <b>@</b> W
Polycom 650	- Soft Keys							
🔶 Line Ke		vice State Id	le 👻 S	Softkeys that displa	y when the phone is	idle		
				W POLYCON	И			
		-		-				
	00			Sund	ay, 27 January 18:08			
	0				10.00			
			Forward (	Guestin ( Non	e (None)			
				Reset Idle Iayou	ıt	More	keys	WH?T
								VITICI
							🔷 Back	Save

Remember to select the Device State that you want to configure (Idle or In Call).

If you have a Side Car set up and would like to configure the line keys on the Side Car, click "Side Car" to load up the buttons of the side car.







Now select what you want that particular key to do. Please see the table in the Device Customisation section of this guide.

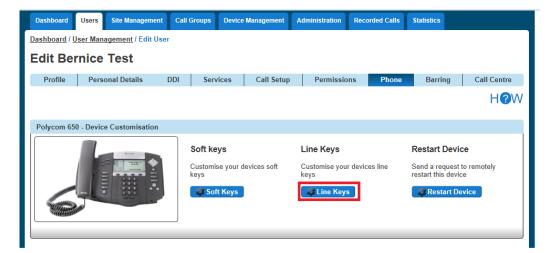
Clicking "Save" will restart the device(s) that you've configured to download the latest configuration file with your new handset setup.

## Assigning Line Keys

Line Keys are the buttons that go horizontal across your phone.

#### Step 1

When in the Device Customisation page for your Polycom SoundPoint device, select the "Line Keys" option.



Step 2

Select a Line Key that you want to configure

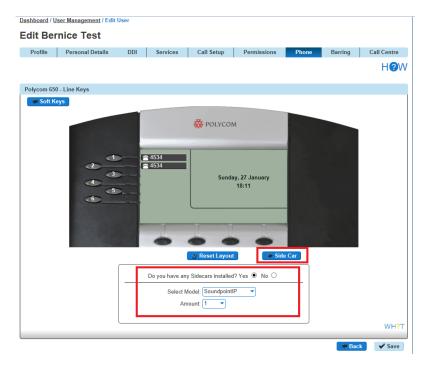


Dashboard / User Management / Edit User

#### Edit Bernice Test

Profile	Personal Details	DDI	Services	Call Setup	Permissions	Phone	Barring	Call Centre
								H <b>?</b> W
Polycom 650	- Line Keys							
🔶 Soft Ke								
				П				
				W POLYCON	1			
			4534 4534					
				Sunda	y, 27 January			
	4				18:14			
	6							
			mana parana		manimum prostation			
			-					
				😗 Reset Layout	Side	e Car		
			-	y Sidecars installed				
				Model: Soundpointli				
			A					
								WH?T
							- Back	V Save

If you have a Side Car set up and would like to configure the line keys on the Side Car, click "Side Car" to load up the buttons of the side car.





Now select what you want that particular key to do. Please see the table in the Device Customisation section of this guide.

Clicking "Save" will restart the device(s) that you've configured to download the latest configuration file with your new handset setup.



# Directory

DHV provides two types of directory, one that is updated by the company administrator and one by end users. The below table explains the differences, who is responsible for updating/maintaining and which users' device the directory additions will be available from.

Directory Type	Who Updates	Overview	Available To
Company Directory	Company Administrator	The Company Directory is a list of all the users within the DHV Company. You can also add contacts that are not part of the DHV Company to appear in the Company Directory	All users within a Company
User Directory	DHV User	The user directory allows the user to add contacts unique to them	Individual User only

### Add New User to Company Directory

To add a new user to the Company Directory you just need to add a new user to the DHV Company. For full information on this please see the DHV Provisioning and In Life Changes Guide on the Knowledgebase.

# Add/Remove External Contact(s) to the Company Directory

Step 1

Log into your DHV portal.

### Step 2

Click the "Administration" option and then select "Directory".

Within the Company Directory you can add a new contact by clicking "Add" and go to Step 4 of this guide.

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Daisy Hosted Voice Features Guide

daisy.
COMMUNICATIONS

Dashboard	Users S	ite Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics	
Dashboard / Administration / Directory & Contacts								
Company Directory								
First Name:				Last	Name:		J	
Number:				Exten	ision:		Ĵ	
Company:				<b>Q</b>	Search			
My Director	ry							
	First Name	Last Na	me N	umber	<u>Company</u>	Email Address		
	mike	test	07	731132140			C Edit	
	_	-						
😗 Delete S	elected	🕈 Add					👲 Download	

If you are wanting to delete contact(s) then select the contacts that you wish to delete and click the "Delete Selected" button. Confirm that you want to delete these items from the directory.

	y Directory	-	Last	Name:		1
First Name: Number:	y Directory		Last	Name:		٦
Number:			Last	Name:		L
		1				2
Company:				nsion:		J
			م	Search		
My Directory						
□ <u>Fi</u>	irst Name	Last Name N	umber	Company	Email Address	
🗹 🔍 mi	iike t	est 0	7731132140			🖍 Edit
17 Delete Sele	ected 🛉 🖶 Add					🚽 Download

### Step 3

Enter the details of the contact you want to appear in the directory. Remember that you don't need to add users of the DHV Company in here as they should automatically appear in the Company Directory during the Add New User to Company Directory guide.

Dashboard	Users Site Manageme	nt Call Groups	Device Management	Administration	Recorded Calls	Statistics		
Dashboard / Ad	Iministration / Directory	& Contacts / Add	I Contacts	-				
Add Con	itacts							
Add Single C	ontact							
First Name:	Louise		Last	Name: Test		ן		1
Number:	01616200000	$\exists$	Exter	nsion: 0000		) )		
Email:	louise.stringer@gamr	na.(	Com	pany:		Ď		
							🛉 Add	
Upload Multip	ole Contacts							
File to Upload:			Browse 🛓 Do	ownload Templat	е			
							🛔 Upload	

# Add Multiple External Contacts to the Company Directory

Step 1

Log into your DHV portal.

Step 2

Click the "Administration" option and then select "Directory".

Within the Company Directory you should click "Add" and then "Download Template"

Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics	
Dashboard /	Administr	ation / Directory &	Contacts / Add	Contacts	-			
Add Co	ntact	s						
Add Single	Contact							
First Name:	Contact		)	Last	Name:		ר	
Number:	_			Exter				
Email:				Com	pany:			
			, 					
								🛉 Add
Upload Mu	Itiple Cont	tacts						
File to Uploa	id:			Browse 上 Do	wnload Template	e		
								1 Upload

#### Step 3

This will download a CSV file with a couple of examples for you to follow. Delete the examples and enter the following details:

Daisy Hosted Voice Features Guide



- First Name (maximum 15 characters, no spaces)
- Last Name (maximum 15 characters, no spaces)
- Telephone Number (format of the cell should be "Text", number should have a leading "0")
- Extension Number (match the extension number length that your DHV Company has set up)
- Email Address
- Company (maximum 15 characters)

Save the file, remembering to keep it as a CSV file and then in the DHV Portal click "Browse", locate the file and then click "Upload"

Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics	
Dashboard / Administration / Directory & Contacts / Add Contacts								
Add Co	ntact	s						
Add Single	Contact							
First Name:			)	Last	Name:		)	
Number:			)	Exter	ision:		Ĵ	
Email:			)	Com	oany:		Ĵ	
								🛉 Add
Upload Mul	tiple Cont	tacts						
File to Upload	d:	C:\fakepa	th\contacts)	Browse 🛓 Do	ownload Template	e		
								👲 Upload

### Step 5

Check the contacts in the "Confirm Contacts Upload" table and then click Confirm once you're happy with the results.

If you need to make a change you will need to enter these back in the CSV file and re-upload.



Add Con	tacts				
Add Single Co	ontact				
First Name:			Las	st Name:	
Number:			Ext	ension:	
Email:			Co	mpany:	
Linan.			00		
					🛉 Add
Please	confirm you wish to	o import this information			
U					
Confirm Conta	acts Upload				
First Name	Last Name	Phone Number	Extension	Email	Company
Hugh	Horizon	1234567890	1234	hughhorizon@hughknew.com	HughKnew
Colin	Contact	1234567891	1235	colincontact@colinscoffee.com	ColinsCoffee
					🖌 Confirm



## Add Single Contact to User Directory

### Step 1

Log into the DHV Portal.

### Step 2

From the menu bar select 'Directory'.

Dashboard	Call Setup	Directory	My Features	Remote Office	Hot Desk	Call Centre	
Call For	warding	Profile Ava	ilable In Office	-	Manage Pro	ofiles Number Presentation	

### Step 3

Click on the blue '+ Add' button at the bottom.

Dashboar	i Call Setup	Directory My	Features Remote Office	Hot Desk Call	Centre	
Dashboard	/ Directory					
Direct	ory & Co	ntacts				(?)
First Name:				Last Name:		
Number:				Extension:		
Company:				Department:	All	
Contact Ty	e: All			Search		
My Direc	tory					
	First Name	Last Name	Number	Company	Email Address	
	Bernice	Test	(4534)		with the second	
	Dan	Test	01427807625 (1807)		🔀 daniel.edwards@gamm	<b>%</b>
	dggdfgdf		(4354)			
	Lindis	Test	(7376)		🔀 lindi.stevenson@gam	
	Louise	Test	(1234)		🔀 louise.stringer@gam	
	mike	test	07731132140			<b>%</b>
	Mike	Test	(1796)		📷 Michael.Playfoot@ga	
	Mircea	Test	(3242)		🐹 jason.mcmahon@gamma	
	Test		(8767)			
12						Previous Next
		V				
🖞 Delete	Selected	Add				🛃 Download



2

### Step 4

Enter the contact details in the relevant fields and click the blue '+ Add' button at the bottom right

Add Cor				
First Name: Number: Email:	Contact 01616200000 gamma@gamma.co.uk	Last Name: Extension:	One	Ŷ
				🛉 Add

### Step 5

You'll then see confirmation that the contact has been added. This will now appear in the users directory on the DHV Portal.

### **Directory & Contacts**

Cont	act added successfully			U
First Name:		Last Name:		
Number:		Extension:		
Company:		Department:	All	
Contact Type:	All	Search		
My Directory	,			

,							
	First Name	Last Name	Number	Company	Email Address		
	Bernice	Test	(4534)		🔀 bernice.gardiner@ga		
	Contact	One	01616200000 (0000)		🔀 gamma@gamma.co.uk	<b>%</b>	💋 Edit
	Dan	Test	01427807625 (1807)		🔀 daniel.edwards@gamm	<u></u>	

### Add Multiple Contacts to User Directory

Step 1

Log into the DHV Portal

### Step 2

From the menu bar select Directory.

	Dashboard	Call Setup	Directory	My Features	Remote Office	Hot Desk	Call Centre	
Call Forwarding Profile Ava				ilable In Office	•	Manage Pro	files N	lumber Presentation

#### Step 3

Click on the blue '+ Add' button at the bottom.

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Dashboar	d Call Setup	Directory	My Features Remote Office	Hot Desk Call	Centre				
		Directory	my reatures Remote Onice	HOLDESK Call	Centre				
Dashboard / Directory									
Direct	ory & Co	ntacts				2			
First Name:	:			Last Name:					
Number:				Extension:					
Company:				Department:	All				
					All				
Contact Ty	pe: All	•	J	🔍 Search					
My Direc	tory								
	First Name	Last Name	Number	<u>Company</u>	Email Address				
	Bernice	Test	(4534)		🔀 bernice.gardiner@ga				
	Dan	Test	01427807625 (1807)		🔀 daniel.edwards@gamm	<b>%</b>			
	dggdfgdf		(4354)						
	Lindis	Test	(7376)		🔀 lindi.stevenson@gam				
	Louise	Test	(1234)		🔀 louise.stringer@gam				
	mike	test	07731132140			<b>%</b>			
	Mike	Test	(1796)		📉 Michael.Playfoot@ga				
	Mircea	Test	(3242)		📷 jason.mcmahon@gamma				
	Test	П	(8767)						
12		45				Previous Next			
		V							
V Delete	Selected	Add				Download			

Click on the blue 'Download Template' button within the 'Upload Multiple Contacts' section

Add Contacts	
Add Single Contact	
First Name:	Last Name:
Number:	Extension:
Email:	
	Add 🔶
Upload Multiple Contacts	V
File to Upload:	Browse Download Template
	1 Upload

### Step 5

Highlight the column with the telephone numbers and select 'format' - this should be changed to 'Text' which will allow the leading 0 to be retained when entered.

Note: The number in column C is what will be added to DHV, if the 0 is missing then this is what will be uploaded.

Daisy Hosted Voice Features Guide



Image: Window Structure		e what you want	> Tell m	Help 🔎	View	Review	Data	ormulas	yout F	t Page La	ne Inser	File Hon
Paste       Source	• • • • • • • • • • • • • • • • • • •										. L	
C1 I X X X X Number A B C D E F G H I C Number 12 Number Currency Number Extension Email 1 First Name Last Name Number Extension Email	nal Format as fic format ng ▼ Table ▼		<mark>њ</mark> 123	l Center 🔻	🖶 Merge	<u>€∃ →∃</u>	≣≡≡	• <u>A</u> •	III •   🗸	B I <u>U</u> -		aste
A     B     C     D     E     F     G     H     I     Currency Number     M       1     First Name Last Name     Number     Extension Email     Image: Currency Number     M	Styles		12	F2	ent	Alignm	_	_		_		
Accounting	м		<u></u>	1 - 1	н	G	F				і:   в	
		Accounting Number				ple.com	zon@exan					
3 Colin Contact 1234567891 1235 colincontact@example.com	ite					ple.com	act@exam	colincont	1235	1234567891	Contact	
5 Constant C	te	Long Date										
7         1 <th1< th=""> <th1< th=""> <th1< th=""> <th1< th=""></th1<></th1<></th1<></th1<>		Time										
10 11 11	age	Percentage	%									
12 13 13		Fraction										2
14 15 10 <sup>2</sup> Scientific Number	c	Scientific										4
16 A A A A A A A A A A A A A A A A A A A		Text				_						6 7
IN     More Number Formats	er Formats											9
20												1
22												

## Delete Contact(s) from User Directory

### Step 1

Log into your DHV Portal.

### Step 2

From the menu bar select Directory.



### Step 3

Mark the contacts you'd like to delete with a tick and click 'Delete Selected'.

nboar	<u>d</u> / Directory						
rec	tory & Co	ontacts					?
Name	e:			Last	Name:	)	
ber:				Exter	ision:	)	
oany:			- T	Depa	rtment: All 🔹		
act Ty	/pe: All		•	Q.	Search		
Dire	ctory						
_	<u>First Name</u>	<u>Last Name</u>	Number	<u>Company</u>	Email Address		
0	Bernice	Test	(4534)		📉 bernice.gardiner@ga		
0	Contact	One	01616200000 (0000)		🔀 gamma@gamma.co.uk	<b>S</b> .	💋 Edit
0	Dan	Test	01427807625 (1807)		🔀 daniel.edwards@gamm	<u></u>	
0	dggdfgdf		(4354)				
0	Lindis	Test	(7376)		🧱 lindi.stevenson@gam		
0	Louise	Test	(1234)		📷 louise.stringer@gam		
0	mike	test	07731132140			S. (1997)	
•	Mike	Test	(1796)		🔀 Michael.Playfoot@ga		
0	Mircea	Test	(3242)		🔀 jason.mcmahon@gamma		
	Û						Previous Ne
	te Selected	🕈 Add					Download

dais



# Distinctive Ringing for External Calls

Distinctive Ringing for External Calls gives the handset a different ringtone to calls that come from another DHV user on the same Company

## Setup Distinctive Ringing as a Company Administrator

### Step 1

Log into your DHV portal.

### Step 2

Click the "Users" option and then select "List Users" so you can search for the user that you want enable / disable do not disturb for.

Locate the user and click the "Edit" button.

#### Step 3

Click the "Call Setup" tab and then select "Settings" under Incoming Calls. From here you can set Distinctive Ring for External Calls to be on or off for the user.

Dashboard Users S	ite Management Call Gr	oups Device Management	Administration	Recorded Calls	Statistics								
Dashboard / User Manage	e <u>ment</u> / Edit User	-											
Edit Bernice T	Edit Bernice Test												
Profile Persona	I Details DDI	Services Call Setu	p Permission	ns Phone	Barring	Call Centre							
Incoming Calls Call Handling	Incoming Ca	Incoming Call Settings											
Twinning Blacklist	Settings												
Settings Advanced <del>•</del>	Reject Withheld Number	ers	off										
Outgoing Calls Speed Dial	Enable music for calls	on hold	on										
Settings In Call Options Call Transfer	Lookup Caller ID when	none is Provided	off										
Settings Settings	Present Incoming Caller's ID for External Calls on												
Call Forwarding Hot Desk Call Recording	Present Incoming Calle	er's ID for Internal Calls	on 🦲	on									
Manage Profile Remote Office	Do Not Disturb		off	off									
	Distinctive Ring for External Calls												
			WH?T										
						Apply							



# Do Not Disturb

Do Not Disturb (DND) allows users to set their phone as unavailable so that incoming calls are given a busy treatment. Users have the option to activate and deactivate the service by dialling a feature access code or configuring the service via their web interface or by pressing the DND button on phones which support it.

This can be activated and deactivated using the handset directly (if applicable), the voice portal or the DHV Portal by a user or Company Administrator.

You can check to see if a user has Do Not Disturb switched on by using the DHV Health Check.

ser Name:	RichardJames@gammastaff.com	*					
lephone Number:							
C Address:							
	Q Search						
Herizen Heelf	h Check Panel						
Horizon Healt	n Check Panel						
Access		>	Call Diverts	>			
		>	Number Presentation	>			
Handset D	etails	>	Fraud Management	>			
Handset R	egistration	>	A Do Not Disturb	~			
Voice Port	al and Voicemail	>	Do Not Disturb is enabled for RichardJames@gammastaff.com. If you would like to change t Do Not Disturb setting of RichardJames@gammastaff.com then please log into the Horizon Portal and go to Users, List Users and click Edit.				
Site DDI		>	If you would like to change this setting please click <u>here</u> , search for a use the "Call Setup" tab. Once here click "Advanced" under "Incoming Calls"	r, click Edit and select			
			Restrict Service	>			
			Site Call Barring	>			



### Shortcodes

Activate - \*78

Deactivate - \*79

## Enabling Do Not Disturb (DND) from a Handset or soft Client

To see Do Not Disturb (DND) from your DHV handset you can select the "DND" soft key on your DHV Handset or dial \*78 to switch on and \*79 to switch off.

From the Soft Client go to the settings menu and select "Do Not Disturb". For more information on the Soft Clients please see our user guides on the Knowledgebase.

# Enabling/Disabling Do Not Disturb (DND) from Administrator Portal

A Company Administrator can put a user into Do Not Disturb (DND) by completing the following steps.

### Step 1

Log into your DHV portal.

### Step 2

Click the "Users" option and then select "List Users" so you can search for the user that you want enable / disable do not disturb for.

Locate the user and click the "Edit" button.

#### Step 3

Click the "Call Setup" tab and then select "Settings" under Incoming Calls. From here you can set Do Not Disturb to be on or off for the user.



Dashboard Users S	Site Management Call Groups Device Management Administration Statistics											
Dashboard / User Manage	<u>Dashboard</u> / <u>User Management</u> / Edit User											
Edit Dan Test												
Profile Persona	al Details DDI Services Call Setup Permissions Phone Barring Call Centre											
Incoming Calls Call Handling	Incoming Call Settings											
Twinning Blacklist	Settings											
Settings Advanced <del>▼</del>	Reject Withheld Numbers											
Outgoing Calls Speed Dial	Enable music for calls on hold											
Settings In Call Options Call Transfer	Lookup Caller ID when none is Provided											
Settings Settings	Present Incoming Caller's ID for External Calls on											
Call Forwarding Hot Desk Manage Profile	Present Incoming Caller's ID for Internal Calls											
Remote Office	Do Not Disturb											
	WH?T											
	Apply											



# Health Check

Our DHV Health Check gives you information to some of the most common queries we receive on the Service Desk so that you've got the information up front and in one easy to view place. This can help you whilst setting up your DHV Company, adding or changing features or if your DHV Company is experiencing any technical problems.

Health Check				
User Name:	RichardJames@gammastaff.com •			
Telephone Number:				
MAC Address:				
	Q Search			
Horizon Health C	heck Panel			
Access		>	Call Diverts	>
		>	Number Presentation	>
Handset Deta	ils	>	Service Fraud Management	>
Handset Regi	stration	>	🕑 Do Not Disturb	>
Voice Portal a	nd Voicemail	>	Restrict Service	>
Site DDI		>	i Site Call Barring	>
			User Call Barring	>
2 Refresh				

To access the Health Check go to the Gamma Portal, Provisioning and Service Management, Hosted, DHV and select Manage DHV Company. Locate the company and then using the actions drop down select "Health Check"

### Access Tab

If the access is Gamma Broadband this will link you to the Broadband service management page of the exact circuit that your user is connected to, and also let you know if the PPP session is up or down at that moment in time. If the access is 3rd party then a blue panel will be displayed advising you that your user is connected to a 3rd party circuit, and if they are experiencing any dropped calls or media related issues to check your access first (this is usually the root cause of these issues).



### SIP ALG

SIP ALG is a setting on your customer's router, for DHV to work this setting needs to be disabled. This check see's if the router that your user is connected to has SIP ALG disabled.

### Handset Details

Handset details will let you know what make & model of handset a user has, together with the MAC of the handset and codec choice.

### Handset Registration

This checks to see if we've seen the handset register within the last 10 minutes (green). If it has been longer than 10 minutes this panel will show as amber.

### Voice Portal and Voicemail

Does your DHV Company have a Voice Portal set up to enable Voicemail, and does the user have the voicemail subscription enabled? This will tell you straight away.

### Site DDI

This checks to see if the site that your user is assigned to has a Site DDI assigned. If not this could cause unexpected problems.

### **Call Diverts**

Call diverts lets you know what settings your user has configured, such as Call Forwarding, Remote Office, Availability Profiles, Twinning and Sequential Ringing.

### Number Presentation

Number Presentation lets you know what a user has set up to present when making outbound calls.

### Fraud Management

You can see if Fraud Management is set up, and if it is whether the agreed limits have been breached or not. For more information on Fraud Management, please see the DHV Provisioning and In Life Changes guide.

### Do Not Disturb (DND)

This check lets you know if the user you're searching against has Do Not Disturb enabled or disabled.

Daisy Hosted Voice Features Guide



### **Restrict Service**

Checks to see if there are any restrictions in place for your DHV Company, and if they are what they are. For more information on Restrict Service, please see the DHV Provisioning and In Life Changes guide.

### Site Call Barring

What are the call barring options for the site that your user is assigned to? The health check will provide a quick and simple snapshot.

### User Call Barring

What are the call barring options for the site that your user is assigned to? The health check will provide a quick and simple snapshot.



# Hot Desking

As the company administrator, you can allow a user to use a pre-configured hot desk where a phone is available for a user to login to. Hot Desk is also referred to as "Hotelling".

If you are using a Polycom SoundPoint 450 or SoundPoint 650, when hot desking the extension will appear as the guest's extension number. For every other handset it will still appear as the host's extension number, even if the guest is logged in.

By default, all users Hot Desk Options are disabled for security purposes. When switched on, it provides the ability for all devices in all locations under one Company to be used in a hot desk environment. You can disable a user from being set up as a host device.

### Switch Hot Desking On/Off

To switch Hot Desking either on or off you do this based on the handset that is associated with the user.

#### Step 1

Log into your DHV portal.

#### Step 2

Go to "Users" and "List Users" and locate the user that you want to have the handset available for hot desking for and then click the "Edit" button. Please note this will not work if

#### Step 3

On the "Profile" tab you should make sure that the "Enable Hot Desk" is set to yes or no.

#### **Edit Dan Test**

Profile	Personal Details	DDI	Services	Call Setup	Permissions	Phone	Barring	Call Centre			
Account Det	ails										
First Name:	Dan			Last Nan	ne: Test						
Username:	danTEST@uat.brandi	ng.com		Departm	ent: None	<b>•</b>	Add				
Contact Mobile	e:			Email:	daniel.edwa	rds@gamma.c	:0.				
								WH?T			
Settings											
Enable Hot De	Enable Hot Desk ? Yes   No										
				Change Site	🖉 🖉 Reset Pas	sword 💋 💋	Reset Passcod	e 🗸 🖌 🖌 🖌			

### Login to a Hot Desk as Administrator

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A Company Administrator can give a user a hot desk. To do this,

### Step 1

Log into your DHV portal.

### Step 2

Go to "Users" and "List Users" and locate the user that you want to have the handset available for hot desking for and then click the "Edit" button.

### Step 3

On the "Call Setup" tab select "Hot Desk" under Settings. From here you can search for a handset on the site using any of the following search criteria:

- First Name
- Last Name
- MAC Address
- Extension

Click on the blue tick to start an association between the user (guest) and the handset (host).



Dashboard / User Management / Edit User

### Edit Dan Test

Profile Persona	I Details	DDI	Services	Call Setup	Permissions	Phone	Barring	Call Centre
Incoming Calls Call Handling Twinning Blacklist Settings Advanced ▼ Outgoing Calls Speed Dial Settings	Hot Des Settings Enforce Asso	sking		hours				
In Call Options Call Transfer Settings Settings Call Forwarding Hot Desk Call Recording Manage Profile Remote Office	Search for a Site: First Name: Last Name: Mac Address Extension: ColourfulSite	:	r, Test, 5191		?			

### End Hot Desk Association as Administrator

### Step 1

Log into your DHV portal

### Step 2

Go to "Users" and "List Users" and locate the user who is hot desking and then click the "Edit" button.

### Step 3

Click the "Call Setup" tab and "Hot Desk" under the Settings section. From here click "Stop Using" to end the association.



Dashboard	Users	Site Manageme	ent Call (	Groups Devic	e Management	Administration	Recorded Calls	Statistics				
<u>Dashboard</u> / <u>U</u>	Jser Man	agement / Edit	Jser									
Edit Dai	n Tes	t										
Profile	Pers	onal Details	DDI	Services	Call Setup	Permissio	ns Phone	Barring	Call Centre			
Incoming C Call Handling		Hot D	esking	1								
Twinning Blacklist		Current	Current Phone									
Blacklist Settings Advanced ▼ Outgoing Calls Speed Dial Settings In Call Options		In Use Si Automati	Current Hot Desk Device: ColourfulSiteUat, Oliver, Test In Use Since: 26 January 20:47 Automatic Sign Off: 12 Hours (12:00 Remaining)									
Call Transfer		Settings	Settings									
Settings Call Forward Hot Desk Call Recordin Manage Prof	Call Forwarding		Settings Enforce Association Limit for 12  hours Search for a Hot Desk Phone									
		Site:		ColourfulS	iteUat 🔻							

### Login to a Hot Desk as a User

### Step 1

Log into your DHV Portal.

### Step 2

From the menu bar select 'Hot Desk'.

Dashboard	Call Setup	Directory	My Features	Hot Desk
Call Statis	tics			
(				

### Step 3

From here you can search for a handset on the site using any of the following search criteria:

- First Name
- Last Name
- MAC Address
- Extension

Click on the blue tick to start an association between the user (guest) and the handset (host).

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Dashboard Call Setup Dire	rectory My Featur	es Hot Desk			
Dashboard / Call Setup					
Incoming Call Hand	dling	Twinning	Hot Desk	Speed Dial	Blacklist
Hot Desking					
Settings					
Enforce Association Limit for 1	2 🔻 hours				
✓ Save					
Search for a Hot Desk Phone					
Site:	Choose One	-			
First Name:	Oliver	?			
Last Name:	Test	?			
Mac Address:		?			
Extension:					
Search					
ColourfulSiteUat, Oliver, Test, 5	5191 💌				

### Login to a Hot Desk using a Polycom Handset

### Step 1

On the Polycom handset you should see a "GuestIn" button. Press this.

### Step 2

Enter the Voice Portal user ID and Voice Portal Passcode and press OK.

### Step 3

If successful, the GuestIn button will become "GuestOut"

# Login to a Hot Desk using a Cisco Handset and the Voice Portal

### Step 1

Dial the Voice Portal from the handset that the user wishes to hot desk into.

If the user is already associated with the device, simply enter the passcode credentials.

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If the user is not associated with the device, the user will need to press \* to login with credentials that aren't currently associated to the handset.

#### Step 2

Select Option 7 - "Access Hoteling"

Please note the Cisco The Cisco MPP series will NOT support hoteling.

### Step 3

Select one of the following options:

- 1 the operator will check if there is an ongoing associated with this Host
- 2 the Guest will associate with the Host
- 3 the Guest can end the association with the Host.

#### Step 4

Once the association has been made with the Host phone, Guests using the Polycom Soundpoint 450 and Soundpoint 650 will visibly see their own extension number on the Host device display. Guests using other handsets will continue to see the display name and extension of the Host.

Login will disassociate after 24 hours.



# Hunt Groups

DHV can establish a variety of hunt groups to route calls to multiple locations when an incoming call is received. Each user will be called in order of the group until a free user is reached.

## Hunt Group Types

Hunt Group	Description
Circular	A Circular hunt group sends the incoming calls to users according to their position in the list. After a call has been answered, the next call will be answered by the person following the user who answered, even if the call is at the top of the list.
Regular	A Regular hunt group sends the incoming call to the next available user in the hunt group. Regular hunt groups will restart from the 1st member of the group when a new call is delivered.
Simultaneous	A Simultaneous hunt group sends incoming calls to all users in the group at the same time. Once the call has been answered, the remaining calls to all the other users will be released.
Uniform	A Uniform hunt group sends the incoming call to the user who has been idle the longest. After a user has answered the call, they'll move to the bottom of the queue.
Weighted	A Weighted hunt group sends the incoming call to the users according to a percentage you assign them.

### Setup a Hunt Group

### Hunt Groups are setup by the Company Administrator

Before you start to set up your Hunt Group, you need to make sure that you have Hunt Group Add- ons to do this.

### Step 1

Log into your DHV portal.

and login to the company that you want by using the "Actions" button select "Login to DHV".

### Step 2

Click the "Call Groups" option and then select "Hunt Group". On the Hunt Group page click "Add".

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Dashboard	Users	Site Management	Call Groups	Device Manage	ment	Adminis	tration	Statistics		
Dashboard / G	rou <u>p Ma</u>	<u>nagement</u> / Hunt Gr	Auto Attend	ant						
Hunt Gr	auo		Call Pickup							
	-		Call Parking Hunt Group							
Name:					Site: All					
Number:	Number:			Group	Depa	Department: All				
Search			Instant Conf	erence Group						
Hunt Groups	;		Page Group							
Name		Site	Call Centre Call Barge		Ph	one Num	ber	Status		
🔲 🔍 Test H	lunt Grou	ip 1 Colourful	-	rst department	(43	21)		× -	Deactivate	C Edit
😗 Delete Sel	lected	🕈 Add								

You will now be in the wizard for Hunt Groups. The first page you will be setting up the following:

- Site the site that the Hunt Group will be used for. All the users of the Hunt Group will be on this site.
- Group Details enter the name, username and department that you'd like the group to be assigned to. This is so that you can quickly identify the group if you ever need to edit or delete the group.
- Caller ID this will be what is displayed on the handset when the Hunt Group is used.

Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Statistics		
Dashboard / G	Group Ma	inagement / Hunt G	roup / Create N	lew Hunt Group				
Create H	Hunt	Group			Account	Options	Select Users	Assign Number
								H <b>②</b> W
Location								
Site:	Color	urfulSiteUat						WH?T
Group Detai	ils							
Name: Department:		Hunt Gro first depa						
Username:		huntgrou	ptest	@ uat.branding.	com			
								WH <b>?</b> T
Caller ID								
Calling ID Firs	st Name:	Hunt Group		Cal	ling ID Last Name:	Test		WH <b>?</b> T
							ancel 🕷	➡ Continue

### Step 4



Now you can configure the options for the Hunt Group. The available options during the setup of the Call Queue Group are:

- Ring Order:
  - Select if you want a Circular, Regular, Simultaneous, Uniform or Weighted Hunt Group
- No Answer Action
  - If a user does not answer the call, how many rings before it skips to the next user, or if you want to forward the call to a specific number after a defined amount of seconds.
- Unreachable Action
  - If you want to set up Call Forwarding if unreachable. This is designed to forward a call in the event that the subscribers device is not registered with the DHV platform. In the case of a call group, all devices associated with the call group need to be unregistered for the unreachable divert to be applied. The unreachable divert only occurs in the event that the device or devices become unregistered from the DHV platform, typically due to an issue with connectivity between DHV and the site/device being hard down, unreachable should not be considered as a disaster recovery feature for any other scenario outside of this.
- Additional Options
  - If you would like Distinctive Ringing for external calls.
  - If you would like to enable Call Waiting



Dashboard / Group Management / Hunt Group / Create New Hunt Group

Create Hunt Group	Account	Options	Select Users	Assign Number
Your new hunt group has been created successfully, you have 0 Hunt 0	Group subscrip	otions remaining		
Ring Order				
<ul> <li>Circular</li> <li>Regular</li> <li>Simultaneous</li> <li>Uniform</li> </ul>				
Weighted				WH <b>?</b> T
No Answer Action				
Skip to next agent after 2 rings ?     Forward call to: after 10 seconds				WH <mark>?</mark> T
Unreachable Action				
Enable Call Forwarding when unreachable Forward call to:     Make hunt group busy when all available agents are unreachable				
Additional Options				
Enable call waiting     Off Distinctive Ringing for External Calls				
				WH <b>?</b> T
			🛛 🕷 Cance	Continue

### Step 5

Select the users which you want in the Hunt Group, click "Add Selected" so that they move to the box on the right hand side of the screen and then click "Continue".



Create Hunt Group		Account	Options	Select Users	Assign Number	
Select Users						
Search  Louise Test Bernice Test Mircea Test Mike Test Lindis Test Dan Test						
Add Selected					WH?	т

Find an available number that you have on your DHV Company to assign to and type in a free extension.

"Finish and Show List" will finish the set up with basic settings of the Hunt Group.

"Finish and Edit" will finish the setup with the basic settings of the Hunt Group and allow you to edit some of the more advanced options. These include:

- Call Recording
- Voicemail
  - What announcement should be used for the voicemail
  - If you want voicemail notifications to be sent to an email address
  - If you want all calls to be sent to voicemail
  - Change Voicemail Passcode for the Call Queue Group
- Scheduling (Advanced Settings)
- Call Forwarding (Advanced Settings)
- Call Forwarding when Busy (Advanced Settings)

## Add/Remove Users to/from a Hunt Group

### Step 1

Log into your DHV portal.

Step 2

Daisy Hosted Voice Features Guide



Click the "Call Groups" option and then select "Hunt Group". On the Hunt Group page click "Edit".

Dashboard Users Site	Management Call Gr	oups Device Manag	gement Administration	Recorded Calls	Statistics	
Dashboard / Group Managem	<u>ient</u> / Hunt Group	_	-			
Hunt Group						
Name:			Site: All	•	)	
Number:			Department: All	•		
Search						
Hunt Groups						
Name	Site	Department	Phone Number	Status		
🗧 🔍 Hunt Group Test	ColourfulSiteUat	first department	(5192)	🧹 🖸	activate	C Edit
📄 🔍 Test Hunt Group 1	ColourfulSiteUat	first department	(4321)	🖌 🚺	eactivate	🖉 Edit
😗 Delete Selected 🛛 💠	Add					

### Step 3

Select the "Select Users" tab. From here you can add new users from the table on the left hand side and clicking "Add Selected", and remove users by clicking the white "X" next to the user you want to remove.

Dashboard	Users	Site Manageme	ent Call Groups	Device Management	Administration	Recorded Calls	Statistics		
Dashboard / (	Group Ma	anagement / <u>Hur</u>	<u>nt Group</u> / Edit Hu	nt Group					
Edit Hu	nt Gr	oup Test							
Account	0	ptions S	Select Users	Assign Number	Call Recordi	ng Voicen	nail	Advanced S	ettings
Select User	S								
Search			Lou	ise Test				×	ן ך
Adam E			Bob	Test				×	
Bernice									
Mircea T									
Mike Tes									
Lindis Te									
	-		- L						
🛉 Add Se	elected								
									WH?T
	_								✓ Save

## Edit a Hunt Group Settings

Step 1

Log into your DHV portal.

Step 2

Daisy Hosted Voice Features Guide



Click the "Call Groups" option and then select "Hunt Group". On the Hunt Group page click "Edit".

Dashboard Users Site I	Management Call Gr	oups Device Manag	gement Administration	Recorded Calls	Statistics	
ashboard / Group Managem	<u>nent</u> / Hunt Group		-			
lunt Group						
lame:			Site: All	•	)	
Number:			Department: All	•		
Search						
Hunt Groups						
Name	Site	<b>Department</b>	Phone Number	Status		
Hunt Group Test	ColourfulSiteUat	first department	(5192)	🧹 🛛 De	eactivate	C Edit
Test Hunt Group 1	ColourfulSiteUat	first department	(4321)	V De	eactivate	🖉 Edit
😗 Delete Selected	Add					

### Step 3

From here you will be presented with the following options:

### Account

- Change the name and Caller ID settings

### **Options**

- Change the Hunt Group Settings, including:
  - Ring Order
  - No Answer Action
  - Unreachable Action
  - Call Waiting
  - Distinctive Ring for External Calls

### Select Users

- Add or remove users from the Hunt Group

### Assign Number

- Change the telephone number of the Hunt Group
- Change the extension number of the Hunt Group

### Call Recording

### Voicemail

- What announcement should be used for the voicemail



- If you want voicemail notifications to be sent to an email address
- If you want all calls to be sent to voicemail
- Change Voicemail Passcode for the Call Queue Group

Scheduling (Advanced Settings)

Call Forwarding (Advanced Settings)

Call Forwarding when Busy (Advanced Settings)

### Delete a Hunt Group

Step 1

Log into your DHV portal.

### Step 2

Click the "Call Groups" option and then select "Hunt Group". On the Hunt Group page select the Hunt Group(s) that you want to delete and then click the "Delete Selected" option.

Click "Confirm" when asked if you are sure that you want to continue in deleting the Hunt Group.

Hunt Group	
Name:	Site: All
Number:	Department: All
Q. Search	
Hunt Groups	
<u>Name</u> <u>Site</u>	
✓ ● Hunt Group Test ColourfulSi	Confirm X Deactivate Edit
Test Hunt Group 1 ColourfulSit	On performing this action, all the settings of the Hunt Group(s) will be deleted. Are you sure you wish to continue?
	Hunt Group Test
🝸 Delete Selected 🛛 🖶 Add	Confirm

### Apply a Schedule to a Hunt Group

For help on how to set up a Schedule, please see our Schedule section of this guide.



Log into your DHV portal.

### Step 2

Click the "Call Groups" option and then select "Hunt Group". On the Hunt Group page click "Edit".

Dashboard Users Site M	Management Call Gr	oups Device Manag	gement Administr	ation Record	ded Calls	Statistics	
ashboard / <u>Group Managem</u>	<u>ient</u> / Hunt Group						
lunt Group							
lame:			Site:	All	-		
lumber:			Department:	All	•		
Hunt Groups							
Name	Site	<b>Department</b>	Phone Number	Stat	us		
👝 🔍 Hunt Group Test	ColourfulSiteUat	first department	(51	92) 🖌 🧹	Dea	ctivate	C Edit
Test Hunt Group 1	ColourfulSiteUat	first department	(4321)	<ul> <li>✓</li> </ul>	Dea	ctivate	🧷 Edit
🖞 Delete Selected 🛛 💠	Add						

### Step 3

Select the "Advanced Settings" tab and switch "Enable Virtual Package" to On.

Click the "Edit" button next to Schedule and this will load up the settings for Schedules.



Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics			
Dashboard / Group Management / Hunt Group / Edit Hunt Group										
Edit Hunt Group Test										
Account	Op	otions Sele	ect Users	Assign Number	Call Recordi	ng Voicem	nail	Advanced Settings		
Advanced S	Settings Ible Virtual	Package								
								WH?T		
Advanced F	Features									
Status	Name	e					_			
•	Sche				Activate		🧷 Edit			
•		orwarding			Activate		🥏 Edit			
•	Call F	Forwarding When B	usy		Activate		💋 Edit			
•	Nuisance Call Management									
Schedule										
Forward To:				2						
Do not use a schedule     Use the following schedule										
								✓ Save		

Select "Use the following schedule". You should apply the out of hours schedule in the "Closed hours". With this you're telling DHV what times you want it to forward calls.

Additional Routing allows you to set up another schedule to run alongside the main schedule, such as Bank Holidays.

# If you don't put any schedule in Closed Hours and only use Additional Routing, the calls will always forward instead of following the schedule.

If you haven't actually set up a schedule yet, you can use the "+" icon to set up a new schedule. Please see the Schedules section of the document on how to create schedules for Hunt Groups.

### Listening to your Hunt Group Voicemail

### Step 1

Dial the Voice Portal extension or full number.

If you are dialling from a DHV Company handset then you should press "\*" and then enter the hunt group extension number.

If you dial the full number from a phone that is not on the DHV Company then you will be prompted to enter the extension number of the Hunt Group.

Step 2

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Enter the Voicemail Passcode for the Hunt Group and then press 1 to access the voicemail box.

### Resetting a Hunt Groups Voicemail Passcode

### Step 1

Log into your DHV portal.

### Step 2

Click the "Call Groups" option and then select "Hunt Group". On the Hunt Group page click "Edit".

Dashboard Users Site M	Management Call Gr	oups Device Manag	gement Administration	Recorded Calls	Statistics		
Dashboard / Group Managem	<u>nent</u> / Hunt Group						
Hunt Group							
Name:			Site: All	•	)		
Number:			Department: All				
Search							
Hunt Groups							
<u>Name</u>	Site	Department	Phone Number	Status			
🗧 🔍 Hunt Group Test	ColourfulSiteUat	first department	(5192)	V De	activate	C Edit	
Test Hunt Group 1	ColourfulSiteUat	first department	(4321)	V De	activate	💋 Edit	
👔 Delete Selected 🔹 Add							

### Step 3

Select the "Voicemail" tab and press the "Change Voicemail Passcode" button.



Dashboard	Users Site Mana	gement Call Group	Device Management	Administration	Recorded Calls	Statistics				
Dashboard / Group Management / Hunt Group / Edit Hunt Group										
Edit Hunt Group Test										
Account	Options	Select Users	Assign Number	Call Recordi	ng Voicen	nail Advance	d Settings			
Voicemail										
on Enab	le Voicemail						?			
Voicema	ail Settings	\$					?			
Announcem	ent									
Use Defa	ult with Personalise	d Name Audio	Bro	wse ?						
Use My A	Audio file		Browse	?						
Notification	Settings									
Notify Me	at This Address									
Voicemail O	otions									
Send All Calls	to Voice Mail									
Send Busy Ca	Ills to Voice Mail	•								
Send Unansw	ered Calls to Voice I	Mail 🗹								
					Change V	oicemail Passcode	Save			

Enter the new PIN and then confirm the PIN.

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Account	Options	Select Users	Assign Number	Call Recording	Voicemail	Advanced Se	ettings
Voicemail							
Cashie	Voicemail						
on Enable	voiceman						?
Voicemai	I PIN						
Create New Vo	icemail PIN						
New PIN							
Confirm PIN							
Confirm PIN							
						🔶 🔶 🔶	Save
						_	
Passcode Rule	es						
It cannot hav	e Sequential d	igits					
decrease by one		er to the next. Any sequ	ase by one from each nur uence of 3 sequential digit				
It cannot hav	e repeated Dig	its					
Any sequence o	f 3 repeated digits	will be rejected by Hor	izonExamples of rejected	passcodes: 111537, 485	552, 342333, 444444	1	
It cannot hav	e Repeating Se	equences					
If the passcode 9123	is only formed by r	epeating sequences, t	he passcode will be reject	ed by HorizonExamples	of rejected passcode:	s: 24 24 24, 747 7	47, 9123
It cannot hav	e the Extensio	n on passcode					
		sion or the reverse of t 07434, 360744, 534700	he extension on the pass 6, 470606	code, the passcode will b	e rejected by Horizor	n. Example: Passo	ode 6074:

It cannot be part of the phone number If the passcode is part of the phone number or the reverse of the passcode is part of the phone number, the passcode will be rejected by Horizon. Example: Phone Number 02054275924 Example or rejected passcodes: 205427, 275924, 295724, 245020



# Instant Conference Group

As the company administrator you can setup a conference group allowing up to 20 different people to be called automatically once the conference has been started. You may choose to use this to create incident bridges or similar instant conference groups for your company.

For this to be activated the conference group can be started by any user calling the conference number, which will then trigger calls to other group members.

## Setup an Instant Conference Group

## Instant Conference Groups are setup by the Company Administrator

Before you start to set up your Instant Conference Group, you need to make sure that you have Instant Conference Group Add-ons to do this.

## Step 1

Log into your DHV portal.

## Step 2

Click the "Call Groups" option and then select "Instant Conference Group". On the Instant Conference Group page click "Add".

Dashboard	Users	Site Manag	ement	Call Groups	Device Management	Administr	ation	Recorded Calls	Statistics		
Dashboard /	Group Ma	anagement /	Instant (	Conference G	roup						
Instant Conference Group											
Name:				)	Site:		All	•			
Number:				)	Depa	irtment:	All	•			
Search											
Instant Con	ference (	Groups									
<u>Name</u>		Site	<u>Depa</u>	rtment	Ph	one Numbe	er		S	tatus	
No Records	Found										
😗 Delete S	elected	🛊 Add	1			_					

#### Step 3

You will now be in the wizard for Instant Conference Groups. The first page you will be setting up the following:

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- Site the site that the Instant Conference Group will be used for.
- Group Details enter the name, username and department that you'd like the group to be assigned to. This is so that you can quickly identify the group if you ever need to edit or delete the group.
- Caller ID this will be what is displayed on the handset when the Instant Conference Group is used.

Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics	
Dashboard / O	Group Mar	nagement / Instant	Conference G	roup / Create New Inst	ant Conference G	roup		
Create I	Instar	nt Conferer	nce Grou	A qu	ccount Opt	ions Select	Numbers	Assign Number
Location								
Location								
Site:	Choos	se One 🛛 👻						
Group Deta	ils							
Name:								
Department:		Choose O	ine 🔍					
·		0110036 0						
Username:				@ uat.branding.com				
Caller ID								
Calling ID Fir	st Name:	[		Calli	ng ID Last Name:			
							🛛 🗱 Cancel	→ Continue

## Step 4

On the options screen, select the Maximum Call Time for Unanswered Calls. This is the maximum ring time for the user phones to be dialled if unanswered to avoid ongoing ringing.

Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics	
Dashboard / O	Group Ma	nagement / Instant (	Conference Gr	roup / Create New Inst	ant Conference G	roup		
Create I	nstar	nt Conferer	ice Grou	JD Ad	ccount Opti	ons Select	Numbers	Assign Number
				-				
() Your	new insta	ant conferance group	has been creat	ted successfully, you ha	ve 6 InstantConfer	enceGroup subscri	ptions remaini	ing
Maximum C	all Time S	Settings						
🔍 Enable N	/laximum	Call Time for Unansw	rered Calls					
Maximum Ca	II Time for	r Unanswered Calls:	10	Minutes.				
							📲 Cance	Continue

Click "Continue".

Step 5

Daisy Hosted Voice Features Guide



Now enter the telephone numbers you want to be involved in the Instant Conference. You can use the Directory icon to search for a user's telephone number if they are a DHV user. You can enter non-DHV numbers in here as well.

Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics	
Dashboard / G	Froup Mar	nagement / Instant	Conference G	roup / Create New Inst	ant Conference G	iroup		
Create I	nstar	nt Conferer	nce <mark>Gr</mark> ou	a qu	ccount Opt	ions Select	Numbers	Assign Number
Instant Conf	ference G	roup Number List						
		🤁 🔹 Ad	ld					
							Cancel	Continue

## Step 6

Select the number that you want for the Conference Group from the available list, and then assign an Extension number into the text box. If the extension number has been taken, then this will prompt you to choose another.

Click "Finish and Show List" and your new Instant Conference Group will show in the list.

## Edit an Instant Conference Group

## Step 1

Log into your DHV portal.

## Step 2

Click the "Call Groups" option and then select "Instant Conference Group". On the Instant Conference Group page click "Edit".

Dashboard	Users	Site Management	Call Groups	Device Management	Administrat	ion Recorded Calls	Statistics				
Dashboard /	<u>Group Ma</u>	nagement / Instant	Conference G	roup							
Instant Conference Group											
Name:			)	Site:	A	All 🗸	)				
Number:			)	Depa	artment: A	ali 🗸					
Search											
Instant Cor	nference G	iroups									
<u>Name</u>	Site	Departme	nt P	hone Number	Status						
e test1	TestSite	2	(5	555)	<ul> <li>Image: A second s</li></ul>	Deactivate		🧷 Edit			
17 Delete S	alacted	📥 Add									

## Step 3

From here you will be presented with the following options:

- Account
  - Change the name, department and Caller ID settings
- Options
  - Enable or disable the maximum call time for unanswered calls, and define this figure in minutes.
- Select Numbers
  - Add or remove numbers from the Instant Conference Group
- Assign Number
  - Change the telephone number of the Instant Conference Group
  - Change the extension number of the Instant Conference Group

## Delete an Instant Conference Group

## Step 1

Log into your DHV portal.

### Step 2

Click the "Call Groups" option and then select "Instant Conference Group". On the Instant Conference Group page select the Instant Conference Group(s) that you want to delete and then click the "Delete Selected" option.

Click "Confirm" when asked if you are sure that you want to continue in deleting the Instant Conference Group.

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Instant Conference Grou	qu
Name: Number:	Site: All Department: All
Instant Conference Groups           Name         Site         Department           test1         TestSite2         TestSite2	Confirm X
U Delete Selected	On performing this action, all the settings of the Instance Conference Group(s) will be deleted. Are you sure you wish to continue? • test1
	Cancel Confirm



# Music on Hold

Music on Hold allows an administrator to set up and maintain an audio source that can be played to held parties when calls are on hold, on a site-by-site basis. This music will be played across company calls with the exceptions Call Centre and Call Queue Group that has music set differently.

Gamma accepts no responsibility for the gathering of copyrights and bolt ons required for the music held within DHV. Please also not that DHV cannot support live feed music.

## Music on hold has a maximum file size of 5MB or 625 Seconds

To create a file for use with music on hold, it needs to be in the following format:

- .wav format and encoded with CCITT u-Law
- Formatted at 8000Khz sample rate, 8 bit mono, 7 kb/sec

## Shortcodes

- Music on Hold per call Deactivation - \*60

# Setup Music on Hold

## Step 1

Log into your DHV portal.

## Step 2

Select "Site Management" and on the Site Management page click the Manage button for the site you want to add Music on Hold for.

Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics					
Dashboard /	Dashboard / Site Management											
Manage Sites												
Site Name:			)	9	Search							
Sites												
Name												
TestSite2				📿 Ma	anage							
ColourfulSite	Uat			📿 🐺 Ma	anage							

## Step 3

Select "Music on Hold"

Daisy Hosted Voice Features Guide



Dashboard Users Site Management O	Call Groups Device Management	Administration Recorded Calls	Statistics								
Dashboard / Site Management / ColourfulSite	eUat										
ColourfulSiteUat											
Add User Create Group 🔻	Current Site DDI 0142780737	· •									
Manage ColourfulSiteUat											
Schedules	Authorisation Account Codes	Call Policy									
Create and manage time schedules	Create and manage authorisation acc codes	ount Override a sub set of call this site	policy features for								
Schedules	Authorisation Codes	Call Policy									
Call Barring	Music on Hold	Manage Numbers									
Setup the call barring options for this site	Set up the music that a person hears on hold	when put Manage the numbers assi	gned to this site								
<b>Call Plan</b>	Music on Hold	Manage Numbers									

## Step 5

From here, you can select when you want Music on Hold to be enabled, if you want to use the System Default or if you want to have a custom audio file for External and Internal calls.

Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics
Dashboard /	Site Mana	<u>gement / Colourful</u>	SiteUat / Music	on Hold			
Colourf	fulSite	eUat Music	on Hold	I			Manage Colourful SiteUat
General Se	ttings						
Enable	during call	hold					
Enable	during call	park					
Enable	while calle	r holding					
External Ca	alls						
Use System	stem Defau	ult					
Custom	Audio File	)					
Upload File			Browse	?			
Internal Ca	lls						
🔲 Use a d	ifferent sou	urce for internal calls	;				
Use System	stem Defau	ult					
Custom	Audio File	)					
Upload File			Browse	?			
							Save



# Nuisance Call Management for DHV Call Groups

This is the ability to reject incoming calls from a user defined list and/or anonymous numbers directly via the Hunt, Auto Attendant (AA) Call Queue (CQ) and Call Centre (CC) type Call Groups as part of the Advanced Settings option.

Incoming calls with a caller ID found to exactly match a number on the Blacklist will be rejected with an appropriate announcement before automatically terminating the call. The end user can enter up to a maximum of 12 numbers onto the Blacklist per Call Group instance.

Incoming calls where the caller ID is anonymous or withheld can also be set to reject to an appropriate announcement before being terminated.

The announcements are system wide and cannot be customised on a per Company or Call Group basis

You can check if there are any spare VPP's to assign via the Administration>Subscription Centre menu on the DHV GUI or if you encounter the below message then you can add more VPP's to the Company via the Gamma Portal as described previously.

Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics			
Dashboard /	Group Ma	<u>inagement / Hunt G</u>	iroup / Edit Hur	nt Group						
Edit Test Hunt Group 2										
Account	0	ptions Sele	ect Users	Assign Number	Call Recordi	ng Voicem	ail	Advanced Settings		
Advanced	Settings									
You currently	do not ha	ave any group advar	iced setting sub	scriptions available, plea	se order more					
								WH <b>?</b> T		



Dashboard	Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics	
Dashboard /	Administ	ration / Subscription	1 Centre					

## **Subscription Centre**

Available User Subscriptions			
Name	Used	Available	
Premium	9	4	More Info
Virtual Power Pack	3	12	More Info
Auto Attendant	0	7	More Info
Call Centre Agent	2	5	More Info
Call Centre Agent Client	1	6	More Info
Call Centre Group	1	6	More Info
Call Centre Supervisor Client	1	6	More Info
Call Queue Group User	1	6	More Info
Connect	2	3	More Info
Integrator	1	6	More Info
12			Previous Nex

To configure NCM select the Call Group type from the drop-down menu on the DHV GUI and choose the specific category the Call Group number is configured as.

Call Groups	Device Manage	ment	Administration
Auto Attend	ant		
Call Pickup			
Call Parking			
Hunt Group			
Call Queue (	Group	sed	Available
oun quodo (	stoup		4
Instant Conf	erence Group		12
Page Group			7
			5
Call Centre			6
Call Barge			6
	1		6

To set up the NCM option for a Call Group find the group you wish to modify and click edit



Dashboard Users Site	Management Call Gr	oups Device Manag	gement Administ	tration	Recorded Calls	s Statistics	
Dashboard / Group Managen	nent / Hunt Group						
Hunt Group							
Name:			Site: Department:	All			
Search			D optimient.	<u> </u>			
Hunt Groups							
Name	Site	Department	Phone Number		Status		
Hunt Group Test	ColourfulSiteUat	first department			🖌 🗸 🚺	Deactivate	
Test Hunt Group 1	ColourfulSiteUat	first department	(4321)		🖌 🕻	Deactivate	
😗 Delete Selected 🛛 🔹	Add						

The NCM feature can be found under the Advanced Settings tab for all 4 Call Group types.

Account	Options	Select Users	Assign Number	Call Recording	Voicemail	Advanced Settings
Group Details						
Name:		Hunt Group Test				
Department:		first department	-			
Username:		huntgrouptest	@ uat.branding.com			
						WH <b>?</b> T

If not already, enable the Virtual Package by toggling the button to on and the relevant options will appear for the Call Group. Click on the Nuisance Call Management edit button for the configuration panel.

Dashboard	Users Site Mana	gement Call Groups	B Device Management	Administration	Recorded Calls	Statistics		
Dashboard / (	Dashboard / Group Management / Hunt Group / Edit Hunt Group							
Edit Hu	nt Group T	est						
Account	Options	Select Users	Assign Number	Call Recordin	g Voicem	ail Ac	Ivanced Settings	
Advanced F	eatures						WH <b>?</b> T	
Status	Name							
Julua	Schedule Activate Zitit							
•	Schedule			Activate		💋 Edit		
•	Schedule Call Forwarding			Activate Activate		C Edit		
•								

You can add specific numbers to the Blacklist of numbers by typing them freehand into the highlighted

panel and clicking the Add button, there is also the option to add numbers from the Company Directory via the icon. To delete a number from the Blacklist, click the icon.



Nuisance Call Management		
off Reject Withheld Numbers	Blacklist Numbers:	
off Enable/Disable the Blacklist	01234567890	<b>\$</b>
Add Blacklist Number:	01201001000	-
🕈 Add		
		WH?T
		🖌 Save

To enable or disable the NCM feature you now just need to toggle the appropriate button between on and off. The options are:

Will only reject those incoming calls where the callers ID exactly matches a number in the Blacklist

off Reject Withheld Numbers Enable/Disable the Blacklist

Will reject those incoming calls where the callers ID exactly matches a number in the Blacklist or the callers ID is anonymous or withheld.

on Reject Withheld Numbers

on \_\_\_\_ Enable/Disable the Blacklist

Will only reject those incoming calls where the callers ID is anonymous or withheld.

on \_\_\_\_ Reject Withheld Numbers \_\_\_\_off\_ Enable/Disable the Blacklist



# Availability Profiles

Availability (Express) Profiles enables users to pre-configure multiple profiles for managing incoming calls differently based on the user's status. There are four pre-set profiles with the available options:

Profile	Option 1	Option 2	Option 3
Available In Office	Also ring this number	If I'm busy:	If I don't answer:
		Send to Voicemail	Send to Voicemail
		Forward call to	Forward call to
Available Out-of-Office	Send to voicemail	Forward call to	Send me an email at
Busy	Send all calls to voicemail	But forward the following numbers to	Send me an email at
Unavailable	Send all calls to voicemail	But forward the following numbers to	Have voicemail take the call using: No answer greeting
			Unavailable greeting

If a user elects to use Availability Profiles, then this takes precedence over all other service settings associated with processing incoming calls. A user can have either one or no profile activated at any one time.

# Give permission to a user to use Availability Profiles

## Step 1

Log into your DHV portal.

## Step 2

Click the "Users" option and then select "List Users" so you can search for the user that you want setup Availability Profiles for.

Locate the user and click the "Edit" button.

## Step 3

Click the "Permissions" tab and select "This user can use Profile" to On or Off.



## Edit Bernice Test

Profile	Personal Details	DDI	Services	Call Setup	Permissions	Phone	Barring	Call Centre
Access and	Permissions							
This User ca	n enable Call Forwarding		his User can use	Advanced Call Set	up This User off	an use CLI pre	sentation	
This User ca	n use Profiles		his User can use	Remote Office				
								WH <mark>?</mark> T
Device Cust	omisation Permissions							
This User ca	n customise their linekeys							

V Save

# Setup and Edit Availability Profiles as a User

## Step 1

Log into the DHV Portal as a DHV User and click on "Manage Profiles"

If you cannot see the "Manage Profiles" button, then you need to be granted this access by the Company Administrator

_	Dashboard	Call Setup	Directory	My Features	Remote Office			tre
	Call For	warding	Profile No	ne 🔻		Manage Pro	ofiles	Number Presentation
	Call Statis	tics						

### Step 2

Select the profile that you're wanting to edit by clicking the corresponding "Edit" button.

Dashboard	Call Setup	Directory	My Features	Remote Office	Hot Desk	Call Centre		
Dashboard / Manage Profiles								
Manag	e Profile	es						
Profiles								
Status	Name							
•	Available	e In Office			Deactiv	ate	💋 Edit	
•	Available	e Out Of Offic	e		Activat	e	🖍 Edit	
•	Busy				Activat	•	C Edit	
•	Unavaila	ible			Activat	e	C Edit	

# Activate Availability Profiles as a User



To activate an availability profile as a user you simply just have select the profile you want from the DHV Dashboard.

Dashboard Call Setup	Directory My Features Remote Off	fice Hot Desk Call Centre
Call Forwarding	Profile Available In Office	Manage Profiles Number Presentation
Call Statistics	Available In Office	
	Available Out Of Office	
	Busy	
	Unavailable	



# Remote Office

Remote office allows a DHV user to use any phone as their 'DHV phone' - meaning they won't need to pay locally for calls and their DHV number will be presented on outgoing calls. This can be particularly useful in the likes of hotels, where calls can often be costly.

If a user has a restriction to mobile phones (calling them or transferring to them) then Remote Office to a mobile phone will not work. A "This call cannot be completed" message will be played.

## Give permission to a user to use Remote Office

Step 1

Log into the DHV portal.

## Step 2

Click the "Users" option and then select "List Users" so you can search for the user that you want grant Remote Office permissions to.

Locate the user and click the "Edit" button.

## Step 3

Click the "Permissions" tab and select "This user can use Profile" to On or Off.

Edit Bernice Test Profile Personal Details DE	) Services Call Setup Permissions Phone Barring	Call Centre
Profile Personal Details DE	I Services Call Setup Permissions Phone Barring	Call Centre
Access and Permissions		
This User can enable Call Forwarding	This User can use Advanced Call Setup This User can use CLI presentation Toff	
This User can use Profiles	This User can use Remote Office	
		WH
Device Customisation Permissions		
This User can customise their linekeys		
		V Save

# Activate / Deactivate Remote Office as a User

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## Step 1

Log into your DHV Portal and if you have permission to use Remote Office they will see "Remote Office" as an option in the menu bar. Select this to load up the Remote Office page.

## Step 2

You can then input the phone number you'd like to use for remote office and click 'Activate' or 'Deactivate'.

Dashboard Call Setup	Directory	My Features	Remote Office	Hot De	esk Call Centre
Dashboard / Remote Offic	е				
Setup Remote Office				Ab	About
Active Phone Number: 0000000	00000		Deactivate	eve fun pho	emote Office allows you to use your home phone, your cell phone or ven a hotel phone as your business phone. By using the Click-to-dial inctionality on this website, you can make phone calls from this remote hone and have them billed to your business. This service also directs all alls coming to your business phone to ring the remote office phone.
opulato			WH?	т	

# How to make outgoing calls using Remote Office

## Step 1

Log into your DHV Portal and if you have permission to use Remote Office they will see "Remote Office" as an option in the menu bar. Select this to load up the Remote Office page.

## Step 2

Make sure that Remote Office is activated.

Outgoing calls must be made through the DHV Portal using Click to Dial. You can either enter the telephone number you would like to call and tick the blue "Dial" button or click the blue telephone icon next to someone in the Company Directory.



Call Forwarding Profile Available in Office  Manage Profiles Number Presentation Call Statistics  Missed Placed Received Directory  Search Dial Louise Test (1234) mike test (07731132140) Mike Test (1796) Mircea Test (3242) Test (8767) Test (0714210) Test (2121) Test (2124)	Dashboard Call Setup Directory My Features Remote Office Ho	t Desk Call Centre
Directory Louise Test (1234) mike test (07731132140) Mike Test (1796) Mircea Test (3242) Test (8767) Test Hunt Group 1 (4321)	Call Forwarding Profile Available In Office <b>*</b> Man	age Profiles Number Presentation
Piaced Received	Call Statistics	
Construction         Construction           Louise Test (1234)         Imike test (07731132140)           mike test (07731132140)         Imike test (1796)           Mike Test (1796)         Mircea Test (3242)           Test (8767)         Test Hunt Group 1 (4321)	Placed	Д
Louise Test (1234) mike test (07731132140) Mike Test (1796) Mircea Test (3242) Test (8767) Test Hunt Group 1 (4321)		Search 7
mike test (07731132140) Mike Test (1796) Mircea Test (3242) Test (8767) Test Hunt Group 1 (4321)		
Mircea Test (3242) Test (8767) Test Hunt Group 1 (4321)		
Test (8767) Test Hunt Group 1 (4321)		
Test Hunt Group 1 (4321)		

# How to receive calls using Remote Office

Incoming calls will be delivered directly to the number that's been enabled for Remote Office.



# Sequential Ringing

Sequential Ringing enables users to define a list of phone numbers that are alerted sequentially for incoming calls that match specified criteria. While DHV searches for the user, the calling party is provided with a greeting followed by periodic comfort announcements. The caller can also interrupt the search to leave a message by pressing a telephone key. The user must set the number of rings after which the sequence will continue to the next phone number.

Sequential ringing works in the same way a Hunt Group would, in that you can define a set of numbers for an incoming call to try when an incoming call is made to your number.

# Enable/Disable Sequential Ringing

Ń

A company Administrator sets up Sequential Ringing for a user.

## Step 1

Log into your DHV portal.

## Step 2

Click the "Users" option and then select "List Users" so you can search for the user that you want set up Sequential Ringing for.

Locate the user and click the "Edit" button.

## Step 3

Click the "Call Setup" tab and under "Incoming Calls" select Advanced and Sequential Ringing. Within the Sequential Ringing setup you can enable/disable.

For basic Sequential Ringing you can enter up to five numbers to call moving on to the next number after a defined number of rings (between 2 and 5 rings).



Dashboard Users S	Site Management Call Groups Device Management Administration Statistics	
Dashboard / User Manage	ement / Edit User	
Edit Bernice T	lest	
Profile Persona	al Details DDI Services Call Setup Permissions Phone Barring Call Cent	re
Incoming Calls Call Handling	Sequential Ring	
Twinning Blacklist	Enable Sequential Ring	
Settings	Enable Sequential Ring Coff	
Advanced  Call Notify		
Sequential Ring Busy Lamp	My Phone Numbers	
Outgoing Calls Speed Dial	Phone number:	
Settings		
In Call Options Call Transfer		
Settings Settings		
Call Forwarding		
Hot Desk Manage Profile	WH	<b>?</b> T
Remote Office	Settings	
	Move on to next number after 3 rings	
	Advanced 🗸 Sav	e

## Step 4

If you would like to have Sequential Ringing for just certain numbers or would like to use Sequential Ringing during certain hours, click on the "Advanced" Button.

See our guide on Schedules for help with setting up schedules and how to apply them.



# Schedules

You can set up schedules within DHV for certain features to behave a certain way during certain times of the day.

# Setup Schedules

Step 1

Log into your DHV portal.

## Step 2

Select the Call Group that you want to apply the schedule to using the Call Groups menu and then click Edit. Select Advanced Settings, set Enable Virtual Package to On and Edit next to Schedule.

## Step 3

In Closed hours, you can select either a predefined schedule you've previously set up or click the + icon to create a new schedule.

Accou	nt Options Select Users	Assign Number	Voicemail	Advanced Settings
Advanced	Settings		'	
	able Virtual Package			
				WH?T
Advanced	Features			
Status	Name			
•	Schedule	Activate		🖉 Edit
•	Call Forwarding	Activate		🖉 Edit
•	Call Forwarding When Busy	Activate		C Edit
•	Nuisance Call Management			🖉 Edit
Schedule				
Forward To:	654321			
	use a schedule	dulo		
O Do not d	ise a schedule Sole the following sched	uue		
Closed Hour	rs 🛛 All Hours 📼 🔹 🕐 👁			
Additional R	outing None 🔻 🕐 🕂			

#### Step 4

Name the Schedule something memorable. The schedule needs to be set to "Open", even if you are setting up a schedule for outside of business hours, the colour you'd like to assign to the schedule for appearing on the calendar and then click "+ Create".

Daisy Hosted Voice Features Guide



Schedule Setup	Schedule Se	etup		Х
Schedule Setup	Name:			
	Type:	O Closed	Open	
	Colour:			
	Create			

#### Step 5

Now you can Add Events to the schedule, therefore building the schedule. Name the event, if the event is all day keep this ticked, if it is between two times, untick the All-Day Event option and this will give you extra options under the Start and End Date fields which allows you to set the time. Select how often you want the event to occur and then click create.

Please note the following when creating a schedule:

- An All-Day Event is from 00:00 until 23:59 on the selected day.
- To define hours (such as office hours), untick the "All Day Event" box and define the time. Also select the "Weekly" option and tick all the days you wish to have selected.
- Recommended if you want an out of hours schedule select all days apart from Saturday and Sunday.

Schedule Setup	Create Event		X
Events	Name:		
	All Day Event:	$\checkmark$	
Add Event	Start Date:	12/01/19	
	End Date:	12/01/19	
	Recurs:	Never <ul> <li>?</li> </ul>	
	_		
	Create		



## Example out of hours schedules (Company open hours 09:00 - 17:00 Monday to Friday)

Your first event should cover the morning out of hours, in this case from 00:00 (midnight) – 08:59. We want this to recur weekly on Monday – Friday so you will need to tick Mon/Tue/Wed/Thu/Fri and click create at the bottom.

Schedule Setup	Create Event		X
	Name:	OOH AM	
Events	All Day Event:		
Add Event	Start Date:	12/01/19	
	Time	00 • :00	
	End Date:	12/01/19	
	Time	08 🔹 :59 💌	
	Recurs:	Weekły  ?	
	This event recur	s every 1 week(s)	
	Monday	🗹 Tuesday 🛛 Wednesday 🗹 Thursday	
	Friday	🗆 Saturday 🔲 Sunday	
	Stop recurring Never		
	O After 1	occurrences	
	0 On		
	+ Create		

The next step is to click 'Add' in the events page which will then take you back to the creating a new event page. Create your afternoon out of hours, in this case from 17:00 – 23:59. We also want this event to recur weekly from Monday – Friday.



Schedule Setup	Create Event		Х
	Name:	OOH PM	
Events	All Day Event:		
Add Event	Start Date:	12/01/19	
	Time	17 • :00 •	
	End Date:	12/01/19	
	Time	23 • :59 •	
	Recurs:	Weekly ?	
	This event recu	<ul> <li>✓ Tuesday</li> <li>✓ Wednesday</li> <li>✓ Thursday</li> <li>□ Saturday</li> <li>□ Sunday</li> </ul>	
	Never     After 1     On	occurrences	
	Create		

You will now need to add in the weekend section. As the office is closed all weekend we can leave 'All Day Event' ticked. We want this to recur weekly on Saturdays and Sundays.

Schedule Setup	Events			X
Events			C Edit	
Add Event	OOH PM		C Edit	
	OOH WEEKENDS		C Edit	
	U Delete Selected	🕈 Add		

After you have saved all your events, you will see them here under 'Events' where you can either add more, edit the existing events or if you are happy with what is already created, click the X to close this pop-out.

Once you are happy with your events, click the X and you should now see this page. You will need to input a CLI or extension number into the Forward To: box. This is where calls will be diverted to whenever it is within the scheduled hours.

Please note if you wish to forward the call to the voicemail box of this particular group, you will need to input the company voice portal extension here (the extension only, as when putting in the full DDI for the voice portal it will act as if you are calling the company voice portal).

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After you have created your schedule and have inputted the number you wish for calls to forward to during the scheduled hours, click 'save' at the bottom of the page to save your schedule settings. and to activate this schedule click the 'Activate' button halfway up the page and then click 'save' again.

The above example is a basic schedule, for more complex schedules please contact the DHV Provisioning team who will be able to advise how to create a schedule based on your requirements.

# **Edit Schedules**

## Step 1

Log into your DHV portal.

## Step 2

Select "Site Management" and click on the Manage button the site you want to create a schedule for.

#### Manage Sites

h

## Step 3

<u>Dashboard / Site Management / Colourful</u>	Sitellat		butto
ColourfulSiteUat	Sicol		
Add User Create Group 🔻	Current Site DDI 01427807376 🔻		
Manage ColourfulSiteUat			
Schedules	Authorisation Account Codes	Call Policy	
Create and manage time schedules	Create and manage authorisation account codes	Override a sub set of call policy features for this site	
Schedules	Authorisation Codes	Call Policy	
Call Barring	Music on Hold	Manage Numbers	
Setup the call barring options for this site	Set up the music that a person hears when on hold	put Manage the numbers assigned to this site	
Call Plan	Music on Hold	Manage Numbers	

#### Step 4

Click on the "Edit" button of the schedule that you want to edit.

daisy.
COMMUNICATIONS

Manage Co	lourfulSiteU	at Schedule			Manage	Colourful SiteUat
◄ ► today	January 201	19			m	onth week d
Mon 31	Tue	Wed	Thu 3	Fri	Sat	Sun
31		2	3	4	5	
1	7 8	9	10	11		
					OOH WEEKENDS	OOH WEEKENDS
14 0:59 - 8:59 OOH AM	15 0:59 - 8:59 OOH AM	16 0:59 - 8:59 OOH AM	17 0:59 - 8:59 OOH AM	18 0:59 - 8:59 OOH AM	19 OOH WEEKENDS	OOH WEEKENDS
17:00 - 23:59 OOH PM	OUT WEEKENDS	CON WEEKENDS				
21	22	23	24	25	26	
0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	OOH WEEKENDS	OOH WEEKENDS
PM 28			·	1 I	2	
0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	OOH WEEKENDS	OOH WEEKENDS
- 141	I 5			8	9	
0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	0:59 - 8:59 OOH AM 17:00 - 23:59 OOH PM	OOH WEEKENDS	OOH WEEKENDS
Open Hours	Closed Hours	<u>,</u>				
Schedules	choose mound					
Nam	e	Туре				
		Open	Π	🧷 Edit		
□ ● test		Open		🥏 Edit		
L						

## Step 5

"Schedule Setup" will allow you to change the name, type and colour of the schedule.

Schedule Setup	Schedule Setup	)		X
	Name:	All Hours		
Events	Type:	O Closed	Open	
Add Event	Colour:			
	🖌 Update			

## Step 6



"Events" will allow you to delete an event by selecting the schedule's tick box and then press "Delete selected" or add a new schedule by clicking Add New.

Schedule Setup	Events	X
Events	No Records Found	
Add Event	🕐 Delete Selected 🛛 🌩 Add	

## Step 7

"Add Event" will allow you to add an event to the schedule.

Schedule Setup Events	Create Event Name: All Day Event:		)	(
Add Event	Start Date:	12/01/19		
	End Date:	12/01/19	12	
	Recurs:	Never <ul> <li>?</li> </ul>		
	Create			



# Twinning

Twinning is a service that allows a user to use their mobile phone, or any other non-DHV handset to behave as if it was part of the DHV Company. For example, if someone calls your DHV handset and you've got twinning enabled to a mobile phone, your mobile will ring at the same time as your DHV handset, allowing you freedom to answer your calls from anywhere.

# Enable/Disable Twinning as an Administrator

## Step 1

Log into your DHV portal

## Step 2

Click the "Users" option and then select "List Users" so you can search for the user that you want Twinning set up for.

Locate the user and click the "Edit" button.

	ement					
	omone					
me:				Last Name:		
ne:		@ uat.brandin	g.com	Number:		
on:				Department: All	•	
All				Mac Address:	?	
arch						
First Name	Last Name	Phone Number	Extension	Email Address	Site	
Bernice	Test		4534	👿 bernice.gardiner@ga	ColourfulSiteUat	🥏 Edit
Dan	Test		1807	📓 daniel.edwards@gamm	ColourfulSiteUat	🧷 Edit
Lindis	Test	01427807376	7376	📉 lindi.stevenson@gam	ColourfulSiteUat	🧷 Edit
Louise	Test		1234	🔟 louise.stringer@gam	ColourfulSiteUat	🖉 Edit
Mike	Test		1796	📓 Michael.Playfoot@ga	ColourfulSiteUat	C Edit
Mircea	Test		3242	🐹 jason.mcmahon@gamma	ColourfulSiteUat	C Edit
	Eirst Name Bernice Dan Lindis Louise Mike	First Name Last Name Bernice Test Dan Test Lindis Test Louise Test Mike Test	Eirst Name Last Name Phone Number Bernice Test Dan Test Lindis Test 01427807376 Louise Test Mike Test	First Name       Last Name       Phone Number       Extension         Bernice       Test       4534         Dan       Test       1807         Lindis       Test       01427807376       7376         Louise       Test       1234         Mike       Test       1796	Rei       @ uat.branding.com       Number:         All       Department:       All         All       mail:       Mac Address:         Errist Name       Last Name       Phone Number       Extension         Effist Name       Last Name       Phone Number       Extension         Bernice       Test       4534       Bernice.gardiner@ga         Dan       Test       1807       daniel.edwards@gamm         Lindis       Test       01427807376       7376       lindi.stevenson@gam         Louise       Test       1234       Iouise.stringer@gam         Mike       Test       1796       Michael.Playfoot@ga	e: @ uat.branding.com Number: Department: All • Department: All • All • Mac Address: ? ? * Mac Address ? * * * * * * * * * * * * * * * * * *

## Step 3

Click "Call Setup" and then under the "Incoming Calls" section of the side-menu, click "Twinning".

From here you can enable twinning; enter the number(s) that you'd like to add for a user. You can have up to 7 numbers per user.



I <b>ncoming Calls</b> Call Handling Twinning Blacklist	Twinning Enable Twinning
Settings Advanced I Outgoing Calls Speed Dial Settings In Call Options Call Transfer Settings Settings Call Forwarding Hot Desk	Image: Contract of the second seco
Voicemail Settings Vanage Profile Remote Office	WH?T

# Enable/Disable Twinning as a User

## Enable / Disable Twinning using the DHV Portal

## Step 1

Log into the DHV Portal.

## Step 2

From the menu bar select Call Setup and the Twinning.

From here you can add a new number and give it a name (though you don't have to) and then click Add. You can also delete any numbers by clicking the Bin icon.

If there is a green light next to a number, this means that twinning is active with that number. A red light means that this is switched off.

A user can have up to 7 numbers set up for twinning.



Dashboard	Call Setup	Directory	My Features	Remote Office	Hot Desk	Call Centre				
Dashboard / Ca	II Setup									
Incoming Ca Call Handling Twinning	lls	Twinn	-							
Blacklist Settings Advanced ▼		Enable Twinning On Enable twinning for all numbers								
Outgoing Ca Speed Dial	lls	Twinning								
Settings In Call Optio Call Transfer Settings	ns	Couise	Test (0000000	0000) 🕻	¥ 🖞	Name Number	?			
Settings Call Forwardin Hot Desk	g					🛉 Add				
Manage Profile Remote Office	2									
							WH?T			

## Enable / Disable Twinning using the PC Soft Client and Collaborate

A user an enable / disable Twinning using the PC Client by clicking the Settings icon, Incoming Calls and then Twinning and then you can either select "Configure" to add/delete numbers, or by selecting/de-selecting an already configured number.

Hori	izon —	o ×
File E	Edit Contacts Calls Conversations Window Help	
jd	Duffy, Joe	⊞ +
	What's on your mind?	
8	🕊 Incoming Calls	~
Ø	Do Not Disturb	
Ð	Anonymous Call Rejection	
÷	Call Forwarding OFF - Call options not configured	~
	Remote Office	
	Call Waiting	-•
	Twinning	^
	Use your selected phones ("Locations") as an extension of your number and dial plan.	business phone
	Alert all enabled locations for Click-to-Dial	
		×)+
	the statement of	
	Add number	
14		
~		



# Voice Portal

The Company Voice Portal provides an interactive voice response (IVR) application that can be called by any user, from any phone. The IVR allows the user to manage their services and voice mailbox, as well as changing their passcode if needed.

## For this feature to work a site DDI needs to be setup under the Site Management pages.

To setup the Company Voice Portal you simply need to assign it to a site, and select a free number, whilst giving it an extension if required for easier internal access.

# Setup a Company Voice Portal

## Step 1

Log into your DHV portal.

#### Step 2

Select "Administration" and then "Voice Portal" and then select the site that you want the Voice Portal to be against (The voice portal will be created on a company level, and it will be available for all users across all of the sites within the company.

#### Step 3

Select the number you want to have for the Company Voice Portal. Then enter the extension number you want for the Company Voice Portal and click save.

Dashboard Users	Site Management	Call Groups	Device Management	Administration	Recorded Calls	Statistics	
Dashboard / Administ	ration / Voice Portal						
Company V	oice Portal						H <b>@</b> W
Information							
The voice portal will b	e created on a compa	any level, and it	will be available for all u	sers across all of t	he sites within the o	company.	
Find a Fixed Numbe	r						
Search							
<ul> <li>01427807376</li> <li>01427807623</li> <li>01427807624</li> </ul>							WH?T
Extension: 543	<u>د</u>	ר ר					
	2	J					WH <mark>?</mark> T



# Managing a Company via the Voice Portal

## Option 1 - Voicemail

## 1 - Messages

This plays all new or saved messages

## 2 - Change the busy greeting

Within this option you can:

- Record a new Busy greeting allows you to record a fully personalised message without any additional messaging.
- Play the saved message lets you listen back to the current saved message.
- Implement the system default to reset the message to the system default with your personalised name greeting. To manage your name greeting, use Option 3 on the voice portal.
- Please note the personalised name greeting is a maximum of 10 seconds

## 3 - Change the no answer greeting

Within this option you can:

- Record a new No Answer greeting allows you to record a fully personalised message without any additional messaging.
- Play the saved message lets you listen back to the current saved message.
- Implement the system default to reset the message to the system default with your personalised name greeting. To manage your name greeting, use Option 3 on the voice portal.
- Please note the greeting maximum is 120 seconds (2minutes)

## 4 - Record and Send Messages

This enables you to record a message and forward it to another user's mailbox. To do this, follow the incall instructions to record your message, type the extension and send.

## 5 - Delete all messages

Allows you to delete all stored messages on your mailbox.

## **Option 2 - Voicemail Express**

To use this option, you need to set up an Availability Profile - e.g., Available, Unavailable, Busy - in the DHV Portal. Once set up, you have the option to implement each profile, whether you're in the office or on the move, by selecting the corresponding option.



Changes made in Voicemail Express will also appear in the DHV portal.

## Option 3 - Recording your name greeting

This lets you record or adjust your mailbox name greeting, as well as being the name used on the system default voicemail greeting.

## **Option 4 - Call Forwarding**

This can also be set up and managed through the DHV portal, where you will also have the ability to define, activate, and de-activate call forwarding on your user account. See Call Forwarding for more details.

## **Option 5 - Changing your Passcode**

You can change your passcode using the voice portal or via the DHV portal.



# Voicemail

For Voicemail to work, the DHV Company needs the Voice Portal to be set up first.

- Voicemails have a 30-day limit. This applies to all messages left on the voice portal, including saved messages. If you wish to save certain messages, we recommend using the "Notification Settings" when editing a user to send an email with a file of the voicemail by selecting "Notify Me at the address".
- The capacity on a voicemail is 100 minutes. After this, the caller will be unable to leave a voicemail message.
- The user can skip to the end of the voicemail message by pressing 6.

## Voicemail Map

Go to our Knowledgebase to download a copy of our DHV Voicemail Map.

# Setup Voicemail for a user

Step 1

Log into your DHV portal.

## Step 2

Click the "Users" option and then select "List Users" so you can search for the user that you want Voicemail set up for.

Locate the user and click the "Edit" button.

Dashboard Us	ers Site Manag	ement Call Groups	Device Mana	gement Administration	Statistics	
Dashboard / User	Management					
User Man	agement					
First Name:				Last Name:		
Username:		@ uat.brandin	g.com	Number:		
Extension:				Department: All	•	
Site:	ul.	•		Mac Address:	?	
Search						
Users						
First Na	ne <u>Last Name</u>	Phone Number	Extension	Email Address	Site	
Bernice	Test		4534	📕 bernice.gardiner@ga	ColourfulSiteUat	🥏 Edit
🗆 🔍 Dan	Test		1807	🔀 daniel.edwards@gar	mm ColourfulSiteUat	🧷 Edit
🗌 🔍 Lindis	Test	01427807376	7376	🔀 lindi.stevenson@gar	n ColourfulSiteUat	🧷 Edit
🗌 🔍 Louise	Test		1234	🛛 louise.stringer@gam	ColourfulSiteUat	🖉 Edit
🗌 🔍 Mike	Test		1796	🔀 Michael.Playfoot@g	ColourfulSiteUat	C Edit
🗌 🔍 Mircea	Test		3242	🐹 jason.mcmahon@ga	mma ColourfulSiteUat	C Edit
🖞 Delete Selec	ted 🛊 Add					

Step 3



Click on "Services" and ensure that you've got ensure Voicemail services left, and then tick the tick box. If you haven't, these can be ordered on the Gamma Portal using the "Manage Bolt-Ons" action.

Dashboard	Users	Site Manageme	ent Call	Groups	Device M	anageme	nt /	dministration	Statisti	CS			
Dashboard / U	ser Manag	<u>ement</u> / Edit	User										
Edit Lou	lise Te	est											
Profile	Person	al Details	DDI	Servi	ces	Call Se	tup	Permissio	ons	Phone	Barring	Call	Centre
Service Pack	¢.						Optio	nal Extras					
Premium					2 Left			tegrator				1 Left	^
							🗆 Ir	tegrator - Bullh	orn			2 Left	
							_	tegrator CRM				2 Left	
								tegrator EMIS				2 Left	
							_	eceptionist				2 Left	
								API Driver				2 Left	-11
							V N	pice Mail				0 Left	~
Request Mo	ere ?	)			W	H <mark>?</mark> T	Req	uest More	?				WH <mark>?</mark> T

### Step 4

Click "Call Setup" and under the Settings header, click "Voicemail Settings". Here, you can choose which file is to be played upon no answer as well as choosing to receive an email notification when a voice mail is left.

Dashboard / User Manag		
Profile Person Incoming Calls Call Handling Twinning Blacklist Settings Advanced  Outgoing Calls Speed Dial Settings In Call Options Call Transfer Settings Settings Call Forwarding Hot Desk	DDI     Services     Call Setup     Permissions     Phone     Barring     Call C       Voicemail Settings       Announcement     Image: Call C       Use Default with Personalised Name Audio     Browse     ?       Use My Audio file     Browse     ?       Notification Settings     ?       Image: Notify Me at This Address     Toulse.stringer@gamma.t       Voicemail Options	
Voicemail Settings Manage Profile Remote Office	Send All Calls to Voicemail Transfer to "0"	VH <mark>?</mark> T
	Change Voicemail Passcode	Save

## Step 5

Now select Call handling" under the Incoming Calls menu so that you can set up what calls should be sent to the user's voicemail, and when.

Daisy Hosted Voice Features Guide



Dashboard         Users         Site Management         Call Groups         Device Management         Administration         Statistics           Dashboard / User Management / Edit User         Edit Louise Test         Edit L								
Profile Persona	al Details DDI Services Call Setup Permissions Phone Barring Call Cent	tre						
Incoming Calls Call Handling	Call Handling	?						
Twinning Blacklist	When I'm Busy							
Settings Advanced	No Action							
Outgoing Calls Speed Dial Settings	Forward the call to: 0000000000     2     Send the call to voicemail							
In Call Options Call Transfer	WH	. <b>?T</b>						
Settings	When I don't answer							
Settings Call Forwarding	after 6 💌 rings							
Hot Desk Voicemail Settings	No Action							
Manage Profile Remote Office	O Forward the call to: 0000000000 2							
Remote Office	Send the call to voicemail							
	WH	( <b>?T</b>						
	When I'm Unreachable							
	No Action							
	Forward the call to: 0000000000							
	WH	<b>7</b>						
	Voicemail Settings							

## Setup Voicemail from a handset

You can setup voicemail directly from a user's handset, including personalised name greetings, no answer greetings, and busy greetings. This can be applied to both a user and group telephone number.

## Step 1

Dial the company Voice Portal and enter the user or group extension number when prompted for an ID.

## Step 2

Enter the passcode of the user / group.

If the user does not know their password, then this can always be reset in the "Edit User" tab on the DHV Portal.

For hunt groups the passcode can be manually set in the "Edit Hunt Group" page under the Voicemail tab.

## Step 3

If the user is accessing this voicemail box for the first time, then the Voice Portal will ask the user to change the passcode.

The Voice Portal will then proceed to ask the user to record a personalised name greeting. The user must do this to proceed.

## Step 4

After this is complete the user should be presented with the following message:

"You are now ready to use your voicemail system. To access your voice mailbox, press 1".



Press '1' to listen to your messages, to change 'your mailbox busy greeting', press '2' and to change 'your mailbox no answer greeting' press '3'.

### Step 5

Finally, you will need to specify on the DHV Portal what message you would wish to use during "No Answer" and "Busy" actions

## Change a user's passcode for Voicemail

## Step 1

Log into the DHV portal.

## Step 2

Click the "Users" option and then select "List Users" so you can search for the user that you want to change the passcode for.

Locate the user and click the "Edit" button.

Dashboard	Users	Site Managem	ent Call Groups	Device Mana	gement Adm	inistration	Statistics		
Dashboard / User Management									
User Management									
First Name:					Last Name:				
Username:			@ uat.branding	.com	Number:				
Extension:					Department	All	•		
Site:	All		•		Mac Addres	s:	?		
🔍 Search									
Users									
Eirst	t Name	Last Name	Phone Number	Extension	Email Addres	<u>s</u>	Site		
🗆 🔍 Bern	nice	Test		4534	🔀 bernice.ga	rdiner@ga.	Colourfuls	SiteUat 💋 Edit	
🗆 🔍 Dan		Test		1807	🖂 daniel.edv	ards@gam	m Colourfuls	SiteUat 💋 Edit	
🗌 🔍 Lindi	is	Test	01427807376	7376	🔀 lindi.steve	nson@gam.	Colourfuls	SiteUat 💋 Edit	
🗆 🔍 Loui	se	Test		1234	🖂 louise.strir	ger@gam	. Colourfuls	SiteUat 🖉 Edit	
🗌 🔍 Mike	9	Test		1796	Michael.Pl	ayfoot@ga.	Colourfuls	SiteUat 💋 Edit	
🗆 🔍 Mirc	ea	Test		3242	💌 jason.mcn	ahon@gan	nma Colourfuls	SiteUat 💋 Edit	
🖞 Delete S	elected	🕈 Add						🛓 Download	

### Step 3

Click "Call Setup" and under the Settings header, click "Voicemail Settings". From here you can click the "Change Voicemail Password" button. This will generate an email to the user with a new voicemail passcode.



Dashboard Users S	Site Management Call Groups Device Management Administration Statistics
Dashboard / User Manage	
Edit Louise Te	est
Profile Persona	al Details DDI Services Call Setup Permissions Phone Barring Call Centre
Incoming Calls Call Handling Twinning	Voicemail Settings
Blacklist Settings Advanced 🕶	Announcement  Use Default with Personalised Name Audio  Browse  ?
Outgoing Calls Speed Dial Settings	O Use My Audio file Prowse ?
In Call Options Call Transfer Settings	Notification Settings
Settings Call Forwarding Hot Desk Voicemail Settings	Voicemail Options
Manage Profile Remote Office	Send All Calls to Voicemail Transfer to "0"
	WH?T
	Change Voicemail Passcode Save
Horizon	Copyright© 2019

# Change a user's passcode for Voicemail

## Step 1

Log into your DHV portal.

## Step 2

Click the "Call Groups" option and then select "Hunt Group" or "Call Queue Group". Locate the call group and click the "Edit" button.

Dashboard	Users	Site Manage	ement C	Call Groups	Device Managen	nent Adm	inistration	Statistics				
Dashboard	Group Ma	nagement / I	Hunt Grou	р								
Hunt G	iroup											
Name:						Site:	All		•			
Number:						Department	All		•			
Search												
Hunt Grou	ips											
	me	5	<u>Site</u>	[	Department	Phone I	lumber	Status		_		
🗌 🔍 Те	st Hunt Gro	oup 1 C	ColourfulSit	teUat f	irst department	(4321)		× -	Deactivate	0	Edit	
										-		
🖞 Delete	Selected	🕈 Add										

Step 3

Daisy Hosted Voice Features Guide



Click on "Voicemail" from here you can edit the Settings, and if you want to enable voicemail.

Now select Call handling under the Incoming Calls menu so that you can set up what calls should be sent to the group voicemail, and when.



# Send All Calls to Voicemail

## Step 1

Log into your DHV portal.

## Step 2

Click the "Users" option and then select "List Users" so you can search for the user that you want to amend the Voicemail settings for and click the "Edit" button.

## Step 3

Select the "Call Setup" tab and click Voicemail Settings. Towards the bottom of this page there will be a "Voicemail Options" section and here you will be able to tick the Send All Calls to Voicemail box.

Dashboard Users S	ite Management Call Groups Device Management Admini	istration Statistics						
Dashboard / User Management / Edit User								
Edit Louise Test								
Profile Persona	I Details DDI Services Call Setup F	Permissions Phone Barring Call Centre						
Incoming Calls Call Handling	Voicemail Settings	0						
Twinning Blacklist	Announcement							
Settings Advanced 🕶	Use Default with Personalised Name Audio     Browse ?							
Outgoing Calls Speed Dial Settings	O Use My Audio file Br	owse ?						
In Call Options	Notification Settings							
Call Transfer Settings	Notify Me at This Address							
Settings Call Forwarding								
Hot Desk Voicemail Settings	Voicemail Options							
Manage Profile	Send All Calls to Voicemail							
Remote Office	Transfer to "0"							
		WH?T						
		Change Voicemail Passcode Save						



# Transfer on 0 for Voicemail

## Step 1

Log into your DHV portal.

## Step 2

Click the "User Management" button and next to your selected User click "Edit".

## Step 3

On the Edit screen select the "Call Setup" tab at the top of the screen and then click Voicemail Settings. Here you will be able to tick the "Transfer to 0" box.

To ensure the caller is aware of the transfer option this feature provides, it is important that the user records an appropriate voicemail message such as the following example:

"Hi, you're through to the voicemail of \_\_\_\_\_. I can't take your call right now so please leave a message and I'll get back to you. Alternatively, press 0 to be transferred to the Service Desk"

This voicemail greeting should advise that the feature is available to the calling party in addition to programming the destination number.

Dashboard Users	Site Management Call Groups Device Management Administration Statistics							
Dashboard / User Management / Edit User								
Edit Louise Test								
Profile Pers	onal Details DDI Services Call Setup Permissions Phone Barring Call Centre							
Incoming Calls Call Handling	Voicemail Settings	)						
Twinning Blacklist	Announcement							
Settings	Use Default with Personalised Name Audio     Browse ?							
Outgoing Calls Speed Dial Settings	O Use My Audio file Prowse ?							
In Call Options	Notification Settings							
Settings	Notify Me at This Address							
Settings Call Forwarding								
Hot Desk Voicemail Settings	Voicemail Options							
Manage Profile	Send All Calls to Voicemail							
Remote Office	Transfer to "0"							
	WH?	Г						
	Change Voicemail Passcode							
		,						

Please note, it not currently possible to program an extension number into the provided field, the full DDI number must be used.