

Web Portal Administrator

Contents

Portal Overview.....	2
Navigation	2
Groups.....	2
Saving Changes.....	2
Help	3
Time Schedules and Holiday Schedules	3
Auto Attendants.....	6
Hunt Groups.....	8
Music on Hold	12
Users Overview	13
Searching for Users	13
Names	13
Passwords	13
Basic User Features.....	14
Voicemail Options.....	14
Basic Troubleshooting.....	15
Call Forwarding	15
Busy Lamp Field (Presence)	15
Company Directory	15
Paging (Polycom phones only)	16
Star Codes & Feature Access Codes.....	16
BroadWorks Mobility with MobileLink	17
Advanced User Features	17
Click-to-Dial	17
Call Recording	17
Video Calling.....	17
Salesforce Connector	17
Virtual Queuing & Other Advanced IVR Solutions	18
Lync (Skype for Business) Integration	18



We customize how businesses communicate.

6144 Calle Real Suite 200, Goleta, CA 93117 | www.Impulse.net | 805.456.5800

Portal Overview

Many features and settings can be changed on the new ClearStar Portal. You want to be cautious because changes you make are permanent and there is no “undo” button. When in doubt, call 611 for support.

The URL for the administrator (and end user) web portal is: clearstar.impulsevoip.net

You will receive your administrator login from Impulse after you complete online administrator training. The administrator login will have more capabilities than an end-user login.

Navigation

GROUPS

Each company has an Enterprise. Inside the Enterprise are groups. Inside the groups are users and devices. When you change a group setting, like Music on Hold, you may want to change it for all groups.

The Enterprise ID will be some number, like 000555. The Group ID will be some number like 000555-01 or 000555-02. You will see these in the upper left-hand corner of the screen. Group 01 is usually a “Group Services” Group. Inside group 01 you’ll find all Hunt Groups, Auto Attendants and Call Centers. None of the other groups will have these. Then you’ll have a group 02. This group is usually for the HQ location and has all your users and phones. If you have remote users or branch locations, those users will be in subsequent groups.

In some cases, each branch office has a main line hunt group inside the user group.

SAVING CHANGES

Throughout the pages, you’ll have options to save your changes. The buttons Ok, Apply, and Cancel will often appear at the top and bottom of pages. When you make changes, clicking OK will save your changes and exit the page. Clicking Apply will save your changes and keep you on the same page. Clicking Cancel will not save your changes and it will exit the page. Some pages have a delete button. Be sure not to press this.

NOTE: When you are clicking through Auto Attendants, be sure to single click and wait for pages to load. If you double click the Cancel it lines up with the Delete button. Double clicking will result on a click on cancel, then a click on Delete. The Auto Attendant then would need to be built from scratch again. There’s no restoring it. You may safely use the cancel at the bottom on the Auto Attendant Profile page.

HELP

Most pages have a help function. The Help button is at the top right and will open another window or tab. The Help is contextual so it displays help options specifically for the page you clicked it from. This can sometimes be a helpful resource, as in explaining the difference between Regular and Circular calling policy in a hunt group.

Time Schedules and Holiday Schedules

At the start of exploring Time & Holiday Schedules, call 611 for training and/or support. You can make unexpected changes that may impact the call routing without knowing it.

Time Schedules are used to Route calls to “Business Hours” or “After Hours” settings. They can also be used to have calls ring to a person during business hours and forward directly to an Auto Attendant at night and on weekends.

TIME SCHEDULES

There are two themes for Time Schedules:

1. Open or Business Hours, and
2. Closed or After Hours.

In most cases, the “open hours” schedule will be used with an Auto Attendant. The “closed hours” schedule will be used with a Hunt Group.

Also, you can build a schedule in an Enterprise, in a group or on a single user. An Enterprise schedule is available to all groups and users. A group schedule is available only to that group (and all its users inside that group). A user schedule is only available to the single user.

Let’s look at Enterprise schedules. At the Enterprise Profile click Schedules (down near the bottom).

To edit an existing schedule, you must be in the top level of that schedule (enterprise, group or user). To edit, click the schedule.

For this example, let’s assume office hours are Monday-Friday 8:00 am-5:00 pm and closed on weekends. **The Open for Business Hours** typically has only one line item: Weekdays.

Event Add

Add a new event to schedule.

OK Cancel

Schedule Name: dawn test daytime

* Event Name: Weekdays

* Start Date: 06/24/2013 (mm/dd/yyyy) * Start Time: 8:00 AM ☐ All Day Event

* End Date: 06/24/2013 (mm/dd/yyyy) * End Time: 5:00 PM

Recurrence Pattern

Recurs: Weekly

Every: 1 week(s) on: ☐ Sunday ☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☒ Friday ☐ Saturday

End: ☒ Never
☐ After occurrences
☐ Date (mm/dd/yyyy)

After Hours schedules are edited the same way, but can be confusing. You'll have multiple line items: Weeknights and Weekends.

- Weeknights will start on Monday at 5:00 pm and end the next day at 8:00 am.
- Recurs Weekly.
- Select Monday, Tuesday, Wednesday, and Thursday.
- Ends Never.

Event Modify

Modify an existing event from schedule.

OK Apply Cancel

Schedule Name: After Hours**

* Event Name: Weeknights

* Start Date: 08/11/2014 (mm/dd/yyyy) * Start Time: 5:00 PM ☐ All Day Event

* End Date: 08/12/2014 (mm/dd/yyyy) * End Time: 8:00 AM

Recurrence Pattern

Recurs: Weekly

Every: 1 week(s) on: ☐ Sunday ☒ Monday ☒ Tuesday ☒ Wednesday ☒ Thursday ☐ Friday ☐ Saturday

End: ☒ Never
☐ After occurrences
☐ Date 8/12/2014 (mm/dd/yyyy)

(con't.)

Now you need to include Weekends.

- Start date is a Friday. Start time is 5:00 pm. End date is the following Monday. End Time is 8:00 am.
- Set Recurs to Weekly.
- Select only Friday.
- Ends Never.

Event Modify
Modify an existing event from schedule.

OK Apply Cancel

Schedule Name: After Hours**
* Event Name: Weekends
* Start Date: 08/15/2014 (mm/dd/yyyy) * Start Time: 5:00 PM ☐ All Day Event
* End Date: 08/18/2014 (mm/dd/yyyy) * End Time: 8:00 AM

Recurrence Pattern
Recurs: Weekly
Every: 1 week(s) on: ☐ Sunday ☐ Monday ☐ Tuesday ☐ Wednesday ☐ Thursday ☒ Friday ☐ Saturday
End: ☒ Never
☐ After occurrences
☐ Date 8/12/2014 (mm/dd/yyyy)

HOLIDAY SCHEDULES

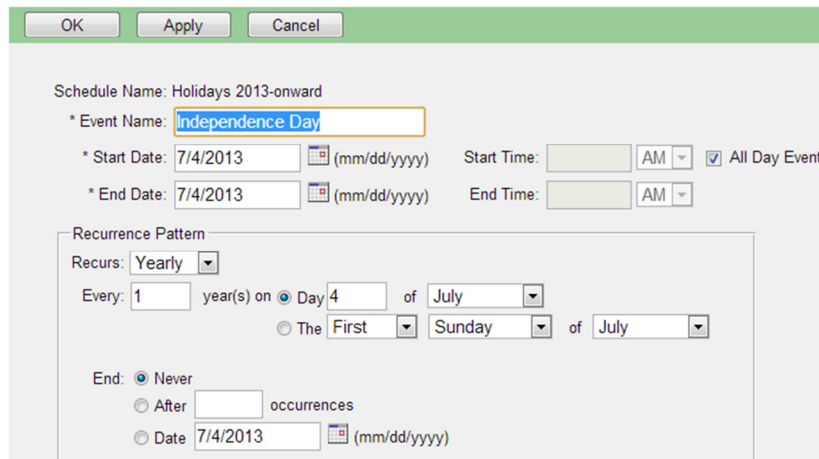
Usually you can make just one Holiday Schedule and just keep adding new dates to it. You can add them annually or one off. Perhaps you are always closed on January 1 and July 4 so those can be put in annually, whereas some years you'll be closed the day before or after a holiday, so those can just be one offs. Holiday schedules can be used with both Auto Attendants and Hunt Groups.

Start at the Enterprise. These schedules can be used in any of the groups. At the Enterprise Profile click Schedules. To edit an existing schedule, click that schedule. Click Add to add an additional holiday. Set it up to occur one time on a particular date or as shown below have it repeat annually.

(cont.)

Event Modify

Modify an existing event from schedule.

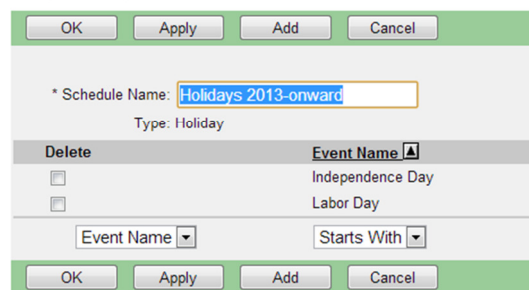


The 'Event Modify' dialog box has a green header bar with 'OK', 'Apply', and 'Cancel' buttons. Below the header, the 'Schedule Name' is 'Holidays 2013-onward'. The '* Event Name' field contains 'Independence Day'. The '* Start Date' is '7/4/2013' and the '* End Date' is '7/4/2013', both with calendar icons and '(mm/dd/yyyy)' labels. The 'Start Time' and 'End Time' are both set to 'AM'. There is a checked 'All Day Event' checkbox. The 'Recurrence Pattern' section shows 'Recurs: Yearly'. Under 'Every: 1 year(s) on Day 4 of July', there are radio buttons for 'The First Sunday of July'. The 'End:' section has 'Never' selected, with options for 'After [] occurrences' and 'Date 7/4/2013'.

I have two dates here and I can add until I get all the dates into this Holiday 2013 schedule.

Schedule Modify

Modify an existing schedule.



The 'Schedule Modify' dialog box has a green header bar with 'OK', 'Apply', 'Add', and 'Cancel' buttons. The '* Schedule Name' field contains 'Holidays 2013-onward' and the 'Type' is 'Holiday'. Below is a table with columns 'Delete' and 'Event Name'. It lists 'Independence Day' and 'Labor Day', each with a checkbox in the 'Delete' column. At the bottom, there are 'Event Name' and 'Starts With' dropdown menus, and another set of 'OK', 'Apply', 'Add', and 'Cancel' buttons.

Auto Attendants

Many companies utilize an Auto Attendant (AA). It is also known as a virtual user. It will answer incoming calls with a greeting like, "Thank you for calling Company ABC. If you know your party's extension, you may dial it at any time. For Sales press 1..."

There are a few components with AA. You should make sure you fully understand the changes you want to make before you make them. If you have questions, call Customer Support first by dialing 611.

(con't.)

1. Write or update a script. For example, "For Sales press one, for Support press two,"
You may have received a starter script from Impulse when you started your services.
2. Update the routing in the tree. Be sure it matches the script, i.e. 1>>sales 2>>support.
These could be a single person's extension, a ring or Hunt Group extension, a mobile phone number, an answering service phone number, or voicemail box.
3. Record the greeting. The instructions are in your Welcome Binder from Impulse.
4. Be sure you are using any necessary time schedules.

To navigate to Enterprise>> Groups>> 000555-01 (AA is almost always in your group 1) >> Options: Services>>Auto Attendant. Click the AA you want to view or edit. NOTE: Never uncheck the Active Box. If you do, the AA will simply be busy. Click on Profile. This is the main page and AA is basically a greeting, a routing tree and a time schedule.

AA PLANNING

Plan the Auto Attendant when you first get the AA. It should already be set up when you log in. Start with a good script. Write this out and keep a copy for the future. You may consider including office hours, address, email, website, or fax number.

If you want one greeting/routing tree used all the time, you'll use the Business Hours Menu and NOT the After Hours Menu. If you want one greeting/routing tree for open hours and one for closed hours, you'll use both the Business Hours Menu and the After Hours Menu. You will also use the After Hours menu for Holidays. Time schedules can be quite complicated. You should start by calling Support. Once it is all setup, you can make changes as needed, like adding a holiday to an existing Holiday Schedule.

SAMPLE SCRIPT

Thank you for calling ABC.
If you know your party's extension you may dial it at any time.
For support press 1
For sales press 2
For billing press 3
For a dial by name directory please press 4
For the receptionist, press 0
To repeat this menu press the star key

IMPLEMENTING THE AA

You need an audio recording of the script (called a greeting) and a matching routing tree. The best way to record the greeting is by calling into the voice portal from a business phone. See your welcome information for detailed instructions.

The routing tree will be a translation from a single digit option to the actual extension or phone number. 0 goes to user extension 100. 1 goes to hunt group extension 200 and so on.

NOTE: You need to have one and only one option to be transfer to the operator. This allows people who don't make a selection to get transferred. If you have more than one option or no option set this way, people who do not make a selection get disconnected.

Time Schedules are set on the Auto Attendant. During a schedule from Monday-Friday, 8:00 am-5:00 pm, you'll play the "Business Hours" Greeting. Anything outside those days/times, the "After Hours" greeting will play. If you utilize a Holiday schedule, during the Holiday the "After Hours" greeting plays. See Time Schedules for more info.

Hunt Groups

We'll call Hunt Groups HGs for short. HGs are used for two main reasons:

1. Simple Call Distribution

Simple Call Distribution will allow several people to answer calls into a single published number or AA Option. Sales is an excellent example of a group of individuals who share similar tasks and knowledge.

2. Call Routing

Call Routing will send calls to another number, AA or voicemail box. For example, you could send calls to your main line to a receptionist during business hours and to an AA or voicemail after hours.

Hunt groups will be set up initially. You may want to make some changes including the number of rings at each station, specific stations included or excluded, and a voicemail destination. We'll outline settings and recommendations.

Navigate to Enterprise>> Groups>> 000555-01>>Options:Services>>Hunt Group. Click the one you want. NOTE: Never uncheck the Active Box. If you do, the HG will simply ring busy. Click on Profile. This is the main page.

HUNT GROUP PROFILE

Navigate to Enterprise>>Group 000555-01>>Options:Services>>Hunt Group. Click the one you want. Click Profile.

The **Name** is used in searching on the Web Portal.

The **Calling Line ID Last Name** and **Calling Line ID First Name** is what shows on the ClearStar phone for an incoming call from the HG. If the name is too long it will take up too much space and the incoming caller ID of the caller will not be shown.

Allow Call Waiting on agents will allow for HG calls to come in even when a user is already on a call. If you have lots of agents and only a few calls, do not use this feature.

Group Policy is the ringing option for incoming calls to agents in the hunt group:

Circular - Incoming calls hunt through agents in the order they appear in the list, starting with the agent following the last agent to receive a call. When the search reaches the end of the list, it loops back to the top and continues until it has tried all agents.

Regular - Incoming calls hunt through agents in the order they appear in the list, starting from the top each time.

Simultaneous - Incoming calls alert all agents at the same time. The first agent to answer handles the call.

Uniform - Incoming calls hunt through all agents in order, starting with the agent who has been idle the longest and ending with the agent who most recently answered a call.

Weighted Call Distribution - Incoming calls are assigned to idle agents based on percentages you assign on the hunt group's Profile – Weighted Call Distribution page.

Skip to Next Agent and **Forward call after waiting __seconds** can be used together or separately.

Scenario One: If you use Simultaneous Group Policy, you may want calls to ring on all phones for 20 seconds and then go to voicemail. That would look like this:

X Forward call after waiting 20 seconds to *55100 (voicemail box of extension 100)

Hunt Group Profile

Modify the selected hunt group.

OK Apply Delete Cancel

Hunt Group ID: 00002-01HG0000 [Change User ID \(Also saves current screen data\)](#)

* Name: Main Line

* Calling Line ID Last Name: Co * Calling Line ID First Name: ABC

Department: None Language: English

Time Zone: (GMT-07:00) (US) Pacific Time

☒ Allow Call Waiting on agents

Group Policy: ☐ Circular ☐ Regular ☒ Simultaneous ☐ Uniform ☐ Weighted Call Distribution

No Answer Settings

☐ Skip to next agent after 5 Rings

☒ Forward call after waiting 20 seconds

Calls Forward to: *55100

Not Reachable Settings

☐ Enable Call Forwarding Not Reachable

Calls Forward to:

☐ Make Hunt Group busy when all available agents are not reachable

Calling Line ID Settings

☒ Use the system default CLID configuration (currently including the Hunt Group Name in the CLID)

☐ Customize the CLID for this Hunt Group:

☒ Include the Hunt Group Name in the CLID

Scenario Two: If you use any other ringing option (Not Simultaneous) and you have three or fewer agents, you may want it to ring twice for each agent then go to voicemail. That would look like this:

Group Policy: ☐ Circular ☐ Regular ☐ Simultaneous ☒ Uniform ☐ Weighted Call Distribution

No Answer Settings

☒ Skip to next agent after 2 Rings

☐ Forward call after waiting seconds

Calls Forward to: 8055551234

Not Reachable Settings

☒ Enable Call Forwarding Not Reachable

Calls Forward to: 8055551234

☐ Make Hunt Group busy when all available agents are not reachable

Calling Line ID Settings

☒ Use the system default CLID configuration (currently including the Hunt Group Name in the CLID)

☐ Customize the CLID for this Hunt Group:

☒ Include the Hunt Group Name in the CLID

Enter search criteria below

User ID Starts With

Available Users

Add >

Remove <

Add All >>

Remove All <<

vx3l
vx4l

Scenario Three: If you have many agents and are not using Simultaneous, you wouldn't want to have ringing go on indefinitely. People won't want to hear just ringing for more than 15 or 18 seconds. You'll set ring each agent twice, with a maximum timer that forwards calls to voicemail. That would look like this:

The screenshot shows the 'Hunt Group Profile' configuration window. At the top, it says 'Modify the selected hunt group.' Below this are buttons for 'OK', 'Apply', 'Delete', and 'Cancel'. The main configuration area includes fields for 'Hunt Group ID' (00002-01HG0000), 'Name' (Main Line), 'Calling Line ID Last Name' (Co), 'Calling Line ID First Name' (ABC), 'Department' (None), 'Time Zone' ((GMT-07:00) (US) Pacific Time), and 'Language' (English). There are checkboxes for 'Allow Call Waiting on agents' and 'Change User ID (Also saves current screen data)'. The 'Group Policy' section has radio buttons for 'Circular', 'Regular', 'Simultaneous', 'Uniform', and 'Weighted Call Distribution'. The 'No Answer Settings' section has checkboxes for 'Skip to next agent after' (2 Rings) and 'Forward call after waiting' (18 seconds), with a 'Calls Forward to' field containing '*55100'. The 'Not Reachable Settings' section has checkboxes for 'Enable Call Forwarding Not Reachable' and 'Make Hunt Group busy when all available agents are not reachable', with a 'Calls Forward to' field. The 'Calling Line ID Settings' section has radio buttons for 'Use the system default CLID configuration' and 'Customize the CLID for this Hunt Group', with a checkbox for 'Include the Hunt Group Name in the CLID'.

Call Forwards to _____ This is the destination for Forward call after waiting...
Assigned Users (Search, Add, Remove, Move Up, Move Down)

NOTE: If you need to do a call forward always, simply enter Forward call after waiting **0** seconds and enter a destination at Call Forward to.

INCOMING CALLS

There may or may not be features in Hunt Group Options>>Incoming Calls. If Incoming Calls is missing, then none of the below features have been assigned for this Hunt Group.

Call Forward Busy is used in the event all agents are on the phone and you are not using Call Waiting. Or if all agents are in Do Not Disturb (DND), Call Forward Busy will engage. When CFB is disabled callers then may get a busy signal.

Alternate Numbers is used when you have multiple numbers for the same hunt group, like a toll free number, or multiple area codes for customer convenience.

Call Forward Selective is used with a time schedule. If you are using the HG for call distribution you might want calls to go to voicemail at night. If you are using the HG for call routing, you may want to send calls to the receptionist by day and the AA by night.

(con't.)

To enable CFS, add a destination number, then click apply. Click Add. Name the forwarding something that makes sense. Examples are “Meeting to AA”, “Night CF to AA”, “Holiday CF to AA”, and so on. Choose a time schedule and choose any additional settings as needed. Click OK to save that. Now you can turn the feature on. You can add several schedules and call forward destinations as needed.

Sometimes a company has an all-hands meeting. During the meeting you turn on the forwarding by checking the box in front of the “Meeting to AA” and clicking Apply. When the meeting is over, Uncheck the box and Click Apply. See Time Schedules for more info.

Music on Hold

We’ll call it MOH for short. ClearStar comes with system-defined MOH, and you are welcome to use your own music. The file can be in either of two formats. It cannot be more than four minutes long. You can disable music on hold per call by dialing Star 60 (*60) then the telephone number you want to reach. (This is useful when calling into a bridge or conference.)

You can use any software to edit files. Sometimes Audacity is a good free software solution. We only accept .wav files. At Impulse, we are not audio editing experts so you’ll need to be curious and figure something out if you have other file formats. Also, you’ll want to get copyright permission to use music.

FILE FORMAT

Voicemail to email is in PCM .wav file format. Voicemail to email is the correct format. However it is quite large and may need to be shorter than four minutes. While on the portal at the MOH page, click Help for details.

The second acceptable audio format for MOH is 8bit mono ccitt U-Law. This is more compressed. You’ll want to test the music once you upload it.

UPLOAD IT

Once you’ve converted the file to the correct format,

Navigate to>>Group 555-2>>Options>>Services>>Music on Hold. Click Group. Set it to Custom and browse to the file. Click Apply. If you get an error, click Help.

Users' Overview

This section will go over both user features and administration of user features. As the administrator, you will have more access than the user. We'll cover the most requested tasks. If there is something missing from this guide, please call support for additional training.

Searching for Users

You may want to search for users in the Enterprise. Navigation>>Enterprise>>Options: Users. This will show all users across all groups. If you only want to see users in one group, then Enterprise>>Group (select the group you want)>>Options: Profile>>Users.

Names

From Profile>>Profile of the user, There are four boxes for name. First Name and Last Name are for searching on the Portal. Calling Line ID First and Last are used on the Auto Attendant's Name Dialing Directory and the name that shows on the phone display when you call each other at your office.

A future version will show a third Caller ID First and Last for the AA Name Dialing only.

Passwords

Users sometimes forget passwords. Sometimes they get locked out. Sometimes employees change. There are many types of passwords. This section is only talking about end user passwords.

There are two end user passwords:

1. Voicemail (labeled on the site as "portal" password) This must be 4-8 numbers only. When users next call into voicemail they must change the password.
2. Web Portal (labeled on the site as "web access" password) This must be 6-20 characters (Can contain Letters, Numbers, Symbols). This is used for the Web Portal access, Outlook Toolbar, Receptionist Software, MobileLink, Unity, etc. Some of these, but not all, allow/require password reset. Therefore you should pick something somewhat complex.

Navigate to the End User>>Profile>>Passwords. You cannot view the existing passwords. You can only reset it to a new password. First choose which of the two kinds of passwords you want to reset by clicking the radio button, and then enter the new password, and click Apply or OK.

Basic User Features

Voicemail Options

Voicemail has many options. From the user you want to navigate to Options>>Messaging>>Voice Management.

- If you check the box for **“Send All Calls to Voice Mail”** the phone will never ring and all incoming calls will go to voicemail. This box should remain unchecked. (You would only want to check this when you are working with a general voicemail box.)
- If you uncheck the box for **“Send Busy calls to Voicemail,”** people may receive a busy signal. This box should remain checked.
- **Unified Messaging** (and Phone Message Indicator) are used when you want messages to go onto the phone. You can call in from anywhere to get the messages. (Messages will need to be deleted periodically. If you don’t delete messages, the box will fill up and no new messages can be left.)
- Messages cannot be checked over the phone by calling in if **“Forward it to e-mail address”** is used. Instead messages will be sent directly to email, and can be listened to by opening the .wav file attachment.
- **“Additionally...Notify me by email...”** will notify you of messages. The email will provide caller ID only when available. You can also use an email address to a cell phone. See your carrier for help. This will come in like a text message. This option does not contain the message, just notification that a message was left.
- **“Additionally...Email a carbon copy...”** This can be used to get a .wav file via email. If you use this with Unified Messaging you’ll get two copies of every message as well as save the voicemail on the phone. Or you can use Forward to email and Email Carbon copy to get two copies of messages via email. If you need more copies, you’ll need to set up email groups or lists.
- **“Additionally...Transfer on 0...”** while your outgoing greeting plays or at any time during the leaving a message process, this option allows people to press 0 to get transferred to a phone number. Often a mobile number or a receptionist, or Auto Attendant are used for the 0 option. Any type of phone number can be used.

To set the number of rings before voicemail picks up>>From the user you want to change>>Messaging>>Greetings>>Scroll to the bottom. And set Number of rings before greeting.

Basic Troubleshooting

Periodically, users need help from the administrator. There are several features that conflict. These features are all good on their own, but not together:

BroadWorks Anywhere, BroadWorks Mobility, Remote Office, and Simultaneous Ring.

You may also want to check the Incoming Calls Tab for anything turned on accidentally. These can be enabled through feature access codes, phone softkeys, the web portal, and some click-to-dial clients.

Call Forwarding

There are several versions of Call Forwarding. Users and administrators can make changes to these settings. These features have Feature Access codes that can help users from the phone as well as feature keys and softkeys that allow users to set them. On the Portal go to the user>> Incoming Calls>>Click any of the Call Forwarding Options. Call Forwarding Naturally syncs with the VVX phones.

Busy Lamp Field (Presence)

BLF gives users the ability to see who is, and who is not, currently on a call by looking at their Polycom Media Phone. From the portal>>the user you want to change>>Client Applications>>Busy Lamp Field.

You can add, remove and re-order the Monitored Users and simply click Apply. No reboot required for changes.

If you need help setting it up the first time, Set the List URL sip: to blfTenDigitNumber e.g. blf8055551234 Add some users to the Monitored users. Click Apply. Reboot the phone.

If the BLF feature is missing, simply contact Impulse Support.

Company Directory

This feature is always changing. Check in with support before you implement a company-wide solution. There is currently a company directory look up for VVX 500 and VVX 600 phones.

For all other models, Polycom Phone Services has a setup guide of its own. To update a directory listing in the phones, change the list. Group>>Utilities>>Common Phone List or Custom Contact Directory. Then rebuild the phone files (Group>>Utilities>>Device Configuration>>Click the phone type. Click Rebuild Files. Then reboot all phones. (This can be done by clicking Reset the phones or unplugging phones or powering down the switch.)

Paging (Polycom phones only)

There is an optional “Paging” softkey on VVX phones. Press the softkey “Paging.”

Then press 1 to page the group. This is one-way paging so they can hear you, but you can’t hear them. The default page will page everyone at a vvX phone not currently engaged in a call.

Or press 3 for emergency paging. This will cause everyone to hear your page, even those on the phone. This feature can be disabled on all or some users as needed.

Star Codes & Feature Access Codes

Also known as FACs, these can be found on the web portal. From the user

>>Utilities>>Feature Access Codes. These are like *72 to enable call forwarding.*60 to mute your music on hold. *99 to turn off your message waiting light on the phone. Each service pack has its own set of FACs. These are the standard features:

*77	Anonymous Call Rejection Activation
*87	Anonymous Call Rejection Deactivation
52	Anonymous Call Rejection Interrogation
*72	Call Forwarding Always Activation
*73	Call Forwarding Always Deactivation
21	Call Forwarding Always Interrogation
*21	Call Forwarding Always To Voice Mail Activation
#21	Call Forwarding Always To Voice Mail Deactivation
*90	Call Forwarding Busy Activation
*91	Call Forwarding Busy Deactivation
67	Call Forwarding Busy Interrogation
*40	Call Forwarding Busy To Voice Mail Activation
#40	Call Forwarding Busy To Voice Mail Deactivation
*92	Call Forwarding No Answer Activation
*93	Call Forwarding No Answer Deactivation
61	Call Forwarding No Answer Interrogation
*41	Call Forwarding No Answer To Voice Mail Activation
#41	Call Forwarding No Answer To Voice Mail Deactivation
*94	Call Forwarding Not Reachable Activation
*95	Call Forwarding Not Reachable Deactivation
63	Call Forwarding Not Reachable Interrogation
54	Calling Line ID Delivery Blocking Interrogation
*67	Calling Line ID Delivery Blocking per Call
*31	Calling Line ID Delivery Blocking Persistent Activation
#31	Calling Line ID Delivery Blocking Persistent Deactivation

*65	Calling Line ID Delivery per Call
*68	Call Park
*88	Call Park Retrieve
*98	Call Pickup
*69	Call Return
#92#	Call Return Number Deletion
53	Call Waiting Interrogation
*43	Call Waiting Persistent Activation
#43	Call Waiting Persistent Deactivation
*70	Cancel Call Waiting
*99	Clear Voice Message Waiting Indicator
33	Communication Barring User-Control Activation
#33*	Communication Barring User-Control Deactivation
*#33#	Communication Barring User-Control Query
56	Connected Line Identification Restriction Interrogation
*55	Direct Voice Mail Transfer
*22	Flash Call Hold
#58	Group Call Park
*66	Last Number Redial
*60	Music On Hold Per-Call Deactivation
*610	No Answer Timer
*71	Per Call Account Code
*86	Voice Mail Retrieval
*62	Voice Portal Access

BroadWorks Mobility with MobileLink

BroadWorks Mobility is a Clearstar feature that allows users to make and receive calls on their mobile phone while looking like they are in the office. Using MobileLink to place calls will ensure the outbound caller ID number will show their work number, not their personal mobile number. This requires an executive account, and the app MobileLink on the smart phone.

To turn this feature on, Login into the portal. Go to the user >>Call Control>>BroadWorks Mobility>>set the radio button to on, add the user's mobile number, and click on both "require answer confirmation" and "Use BroadWorks-based Call Control Services." Next the user will need to install the MobileLink app on their phone, and follow the instructions on this page <http://impulse.net/support/clearstar/mobilelink/>.

Advanced User Features

Click-to-Dial

There are several click-to-dial clients available for ClearStar. Check them out on our support page at impulse.net/support/clearstar. Look under Applications. Click-to-Dial can save employees lots of time looking up numbers and dialing. If you already have a digital format of phone numbers we can find a way to click-to-dial.

Call Recording

Call Recording is available on ClearStar. Several feature levels are available, including Screen Capture, Audio Minding and more. A fully hosted solution is outlined on our website at impulse.net/callrecording.

Video Calling

Polycom VVX 500, 600 and Group Series systems can be used for video calling. Video calling might sound like a gimmick, but if you have a workforce that is spread across the country or even the planet, video calling is an easy way to have close up interactions without a long flight. Ask your account manager for more information.

Salesforce Connector

A Salesforce Connector is available now. Easily add notes to all calls that go directly into Salesforce. Ask your account manager for a demonstration account.

Virtual Queuing & Other Advanced IVR Solutions

ClearStar Advanced IVR (Integrated Voice Response) is a highly flexible and easy-to-use workflow automation service. There are unlimited business cases for this solution. To name just a few: Teleclocking (call in to clock in and out), Availability Reporting (remote workers call in to update “available to work” status), Zip Code or Area Code-Based Call Routing (direct calls to the closest branch office), Virtual Queuing (have callers offered to have a call back when their place in line is next).

Lync (Skype for Business) Integration

A Lync Connector is coming soon to ClearStar. Ask your account manager for a demonstration.