



User Guide - Voice

VERSION 1.0

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Voiceflow User Portal

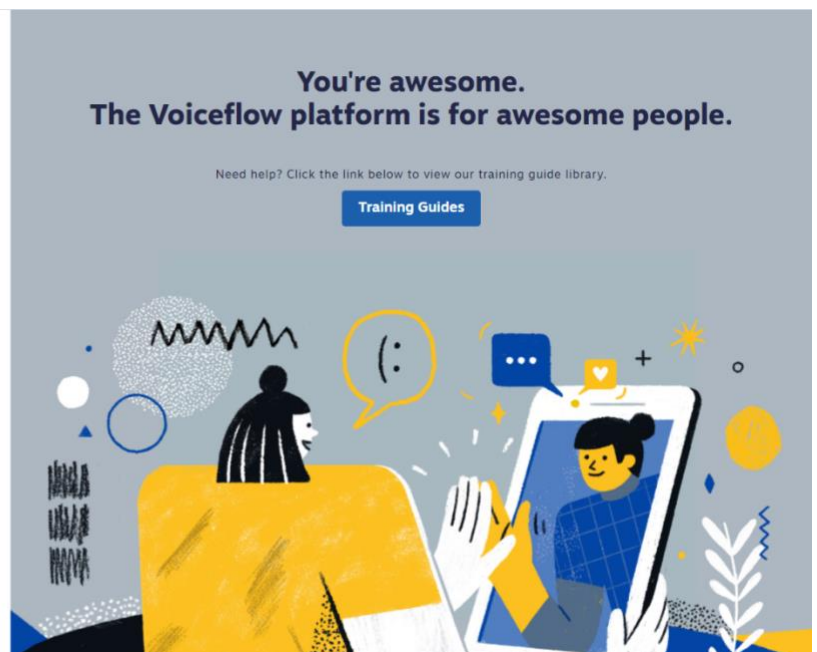
The Voiceflow User Portal is a web-based application for managing call features and settings, such as call forwarding, voicemail, conferences, and more.

Logging In

Visit <https://portal.voiceflow.com.au> and enter your user-level credentials.



Log in to your account



The User Dashboard displays three boxes:

- Voicemail Messages
- Missed calls
- Recent calls

The dashboard also displays a quick view for “Call Routing” of the user’s extension.

The screenshot shows the Voicemail User Dashboard. At the top is a navigation bar with icons for Home, Conference Rooms, Operator Panel, PBX, and Reporting. Below the navigation bar, the dashboard title "Dashboard" is on the left and "Welcome: demo_user" is on the right. The main content area features three large summary boxes: "Voicemail" with a count of 2 and "New Messages" below it; "Missed Calls" with a count of 2 and "Last 24 Hours" below it; and "Recent Calls" with a count of 6 and "Last 24 Hours" below it. Each box has a three-dot menu icon at the bottom. Below these boxes is a "Call Routing" section with a table listing extension 100, associated with John Smith, and a pencil icon for editing.

Extension	Call Forward	Follow Me	Do Not Disturb	Description
100				John Smith

Voicemail Boxes

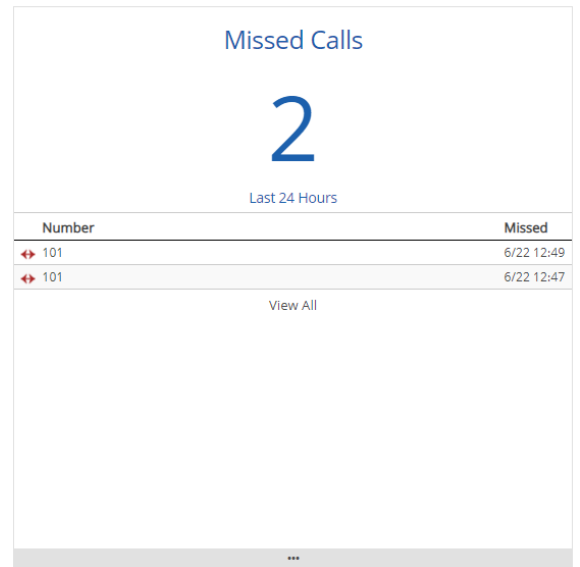
The Voicemail Box displays the total number of unread voicemails contained within all the voicemail box’s the user is associated with. Users can click on the three dots at the bottom of the box to expand and display additional details, including what voicemail boxes the user has access to, how many new, and total voicemails in each voicemail box. Users can also listen to and delete voicemails, change voicemail greetings directly from the portal by clicking on extension number in the voicemail box.

The screenshot shows the expanded Voicemail Box. At the top, it displays "Voicemail" and a large number "2" with "New Messages" below it. Below this is a table with three columns: "Voicemail", "New", and "Total". The table contains one row for extension 100, showing 2 new messages and a total of 2 messages. A three-dot menu icon is visible at the bottom of the box.

Voicemail	New	Total
100	2	2

Missed Calls Box

The missed calls box displays the number of missed calls in the last 24 hours. Expanding the missed calls box will provide additional details on the calls missed.



The screenshot shows a box titled "Missed Calls" with a large blue number "2" and the text "Last 24 Hours" below it. Below this is a table with two columns: "Number" and "Missed". The table contains two rows, both with the number "101" and the time "6/22 12:49". A "View All" link is centered below the table. At the bottom of the box, there are three dots indicating more content.

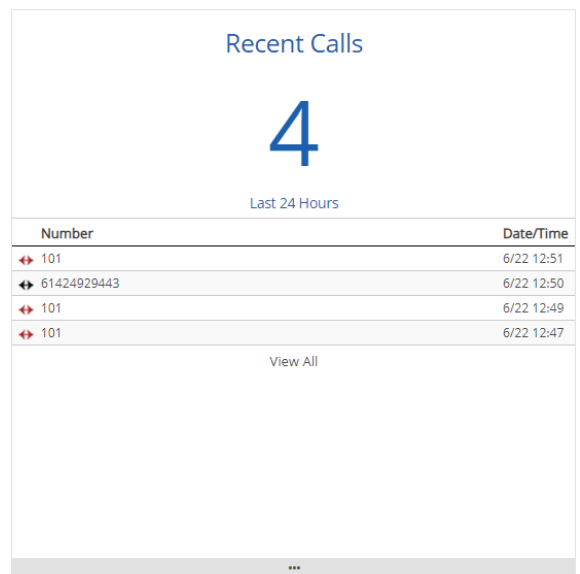
Number	Missed
↔ 101	6/22 12:49
↔ 101	6/22 12:47

View All

...

Recent Calls Box

The recent calls box displays all the outbound and inbound calls your extensions within the last 24 hours. Expanding the recent calls box will provide additional details on the calls.



The screenshot shows a box titled "Recent Calls" with a large blue number "4" and the text "Last 24 Hours" below it. Below this is a table with two columns: "Number" and "Date/Time". The table contains four rows with various numbers and times. A "View All" link is centered below the table. At the bottom of the box, there are three dots indicating more content.

Number	Date/Time
↔ 101	6/22 12:51
↔ 61424929443	6/22 12:50
↔ 101	6/22 12:49
↔ 101	6/22 12:47


View All

...

Call Routing Box

The Call Routing box displays the status of any Call Forwarding, Follow-Me or Do Not Disturb rules. Additionally, users can click on the pencil icon to make changes to any of these rules.

Call Routing

Extension	Call Forward	Follow Me	Do Not Disturb	Description	
100				John Smith	

User Features

Users have access to enable features within the portal or by contacting the Voiceflow support team at support@voiceflow.com.au. Standard user features are listed below:

- Busy LampField*
- Call ForwardAlways
- Call Forward When Busy
- Call Forward When No Answer
- Call Forward When Unreachable
- Call Recording*
- Missed Call Notification*
- Custom Ringback*
- Do NotDisturb
- Call Park via Phone Button*
- Call Intercept via Phone Button*
- Conference Controls
- Softphone Setup
- User Portal Password Change
- Contacts Directory
- Operator Panel
- Paging via Phone Button*
- Simultaneous Ring
- Speed Dial
- Voicemail toEmail*
- Call Pickup via Phone Button

** Please contact to the Voiceflow support team to activate this feature.*

Voicemail

The Voicemail portal allows users to access their voicemail and create a personalised greeting that callers will hear before leaving a message.

Setting Up Voicemail

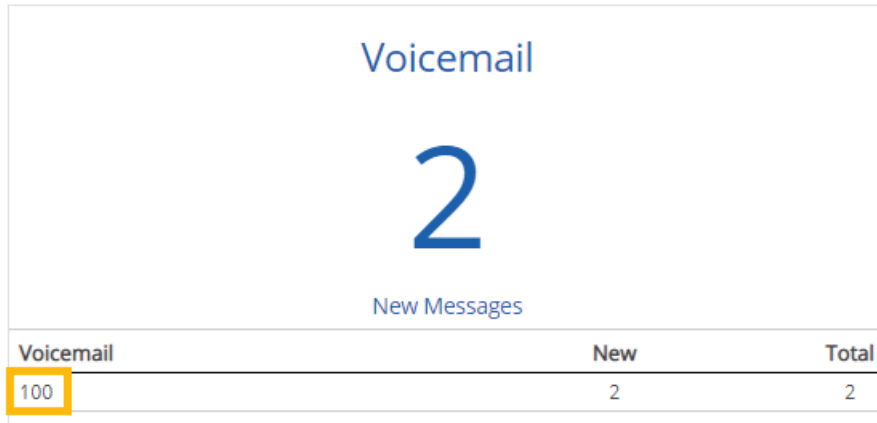
1. Dial *97 or press the voicemail button from your Voiceflow phone. Enter the PIN. For the first-time voicemail setup, the default PIN is 0000.
2. Press 1 to set up your new mailbox.
3. Press 1 to record for first and last time and press #. This name is used throughout the system including for the company directory. Press 2 to save.
4. Press 1 to update your PIN to a personalized 4-digit number and press #.
5. Press 1 to change the mailbox No Answer Greeting. Select a number between 1-10 to record a greeting (recommend press 1, unless you are an advanced user). This is the greeting callers will hear before leaving a voicemail message. Press # to stop recording. Press 2 to save.

Accessing Voicemail

1. Dial *97 or press the voicemail button on your handset.
2. Enter the PIN, then press 1 to listen to new or 2 for saved messages.

Voicemail - User Portal

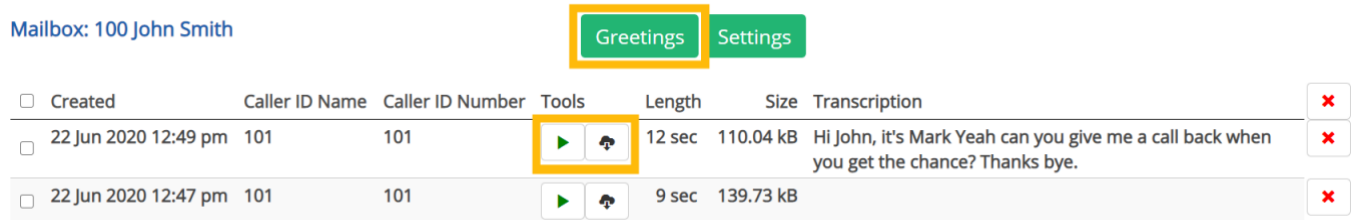
Your voicemail inbox can also be accessed via the User Portal by expanding the Voicemail box and clicking on your extension number:



The screenshot shows a 'Voicemail' section with a large blue number '2' and the text 'New Messages'. Below this is a table with columns 'Voicemail', 'New', and 'Total'. The row for extension '100' shows '2' new messages and a total of '2'.

Voicemail	New	Total
100	2	2

Users can download, listen or delete voicemail messages. If the voicemail transcription service has been enabled you can also read your voicemails from within this section.



The screenshot shows a mailbox for '100 John Smith' with 'Greetings' and 'Settings' buttons highlighted. Below is a table of messages with columns: Created, Caller ID Name, Caller ID Number, Tools, Length, Size, Transcription, and a delete icon.

Created	Caller ID Name	Caller ID Number	Tools	Length	Size	Transcription	
<input type="checkbox"/> 22 Jun 2020 12:49 pm	101	101	<input type="checkbox"/> <input type="checkbox"/>	12 sec	110.04 kB	Hi John, it's Mark Yeah can you give me a call back when you get the chance? Thanks bye.	<input type="checkbox"/>
<input type="checkbox"/> 22 Jun 2020 12:47 pm	101	101	<input type="checkbox"/> <input type="checkbox"/>	9 sec	139.73 kB		<input type="checkbox"/>

Users can also view, upload or edit call greetings settings within the user portal by clicking on "Greetings" as highlighted above.

Voicemail Greetings

Select the active greeting message to play for extension: 100

#	Name	File Name	Size	Tools
<input checked="" type="radio"/> 1	Greeting 1	greeting_1.wav	616.92 kB	<input type="checkbox"/> <input type="checkbox"/>

Voicemail to Email

When you receive a new voicemail message you have the option of being notified via email. You also have the option of having the voicemail message being attached to the email as a .wav file. These options can be activated by contacting the Voiceflow support team at support@voiceflow.com.au

Voicemail to Email Transcription

Voiceflow offers a Voicemail to Email service that transcribes incoming voicemail messages and emails them to a specified email address. Voicemail to Email initially requires the assistance of a Voiceflow Support team member. Please contact our Amazing Service Team at support@voiceflow.com.au for assistance.

Voicemail Box Settings

To access your voicemail inbox settings click on the settings button in your voicemail inbox:

Mailbox: 100 John Smith

Greetings

Settings

In the next section you can modify the following options:

Voicemail ID: This is your voicemail box ID (it is not recommended to change this setting)

Password: Your voicemail password.

Play Tutorial: If set to “true” will play the voicemail setup tutorial next time you access your voicemail box.

Greeting: Select your recorded greeting to play when callers hit your voicemail box.

Alternate Greet ID: (Advanced Users Only) This setting will override the default system spoken phone number.

Options: (Advanced Users Only) Create an IVR menu for your voicemail inbox.

Mail To: Enter the email address to send voicemail to email recordings as an attachment or a simple voicemail notification.

Voicemail File: If an email address has been added in the “Mail To” section you can use the Voicemail File section to enable the attachment of a voicemail .wav file.

Forward Destinations: You can enter addition extension numbers here that voicemails to your extension will be forward to.

Enabled: You can enable or disable this voicemail box.

Description: A short description of the voicemail box.

Call Routing

Setting Up Call Routing

1. Visit <https://portal.voiceflow.com.au> and enter your user-level credentials.
2. From the Voiceflow User Dashboard, click on the pencil icon in the Call Routing box.
3. Add forwarding numbers, enable or disable the features and click save.

Call Routing

Back

Save

Directs incoming calls for extension: **100**

Call Forward Disabled Enabled

Forward all calls to the specified destination.

On Busy Disabled Enabled

If enabled, it overrides the value of voicemail enabling in extension.

No Answer Disabled Enabled

If enabled, it overrides the value of voicemail enabling in extension.

Not Registered Disabled Enabled

If endpoint is not reachable, forward to this destination before going to voicemail.

Call Forward

Call Forward automatically forwards all incoming calls to a specified phone number. For example, when a User is out of the office or goes on holiday and would still like to receive all phone calls, Call Forward will forward calls to the desired phone number until the feature is disabled.

Call Forward – On Busy

Use Call Forward On Busy to forward all incoming calls to a specified phone number when Users are on a call and Call Waiting is disabled on the handset, or when the User's phone is set to Do Not Disturb. Call Forward When Busy allows incoming calls to reach someone else, or be forwarded to a different voicemail, where messages can be retrieved at a more convenient time or by another team member.

Call Forward – No Answer

Call Forward No Answer forwards all incoming calls to a specified phone number if they are not answered within a specific number of rings. This is a great feature if the user prefers calls to be answered by a receptionist, assistant, or co-worker, rather than go straight to voicemail. When the specified number of rings is met, Voiceflow automatically forwards the incoming call to another phone number or extension. Only unanswered calls are forwarded when Call Forward No Answer is activated.

Call Forward – Not Registered

Call Forward Not Registered forwards incoming calls to a specified phone number or extension when the phone is offline. This typically happens when the Internet becomes unavailable or when the power goes out.

Call Routing - Follow Me

Follow Me, also referred to as "Find Me, Follow Me" is a feature of the Voiceflow phone system that can be enabled when adding Call Routing Rules. Follow Me provides more options than Call Forwarding and enables you to create a list of phone numbers that will be dialed (for a specified number of seconds) for each call to your Voiceflow phone number. This functionality provides a way for callers to reach you at any of your designated phone numbers. For example, if you might be away from the office, you can set Follow Me to first ring your office number, then ring your mobile phone number, and finally ring your home number. If you do not answer any of these calls within the timeout limit specified in your extension (default is 30 seconds and only an administrator can change this setting) the caller will be send to your voicemail box.

Follow Me Disabled Enabled

Destinations	Destination	Delay	Timeout	Prompt
	<input type="text" value="100"/>	<input type="text" value="0"/> ▾	<input type="text" value="15"/> ▾	<input type="text" value=""/> ▾
	<input type="text" value="0422555666"/>	<input type="text" value="15"/> ▾	<input type="text" value="15"/> ▾	<input type="text" value="Confirm"/> ▾
	<input type="text"/>	<input type="text" value="0"/> ▾	<input type="text" value="30"/> ▾	<input type="text" value=""/> ▾
	<input type="text"/>	<input type="text" value="0"/> ▾	<input type="text" value="30"/> ▾	<input type="text" value=""/> ▾
	<input type="text"/>	<input type="text" value="0"/> ▾	<input type="text" value="30"/> ▾	<input type="text" value=""/> ▾

Configuring a Follow-Me Rule

1. **Add a destination** - Generally the first destination will be your extension number.
2. **Add a delay for the first number** - This should be set to “0 Seconds” as you will want a phone to start ringing immediately.
3. **Add a Time Out** - This is how long the number will ring for.
4. **Add a Second Destination Number.**
5. **Add a Delay for the second number** - If you set the delay for the second number to “0 Seconds” it will start ringing at the same time as your first number. In the example above, we set the delay to 15 seconds this is the same time as the first numbers “time out” option and therefore when the first number stops ringing the second number will start ringing.
6. **Enable the “Confirm” option** - Generally only enabled for mobile phones so that the call doesn’t go to your mobile phone voicemail box. When a phone with the “Confirm” option answers the phone they will be prompted dial 1 to accept the call, if 1 is not pressed the Follow-Me will continue to the next destination.

TIP 1: Most mobile phone carriers only allow a mobile to ring for a maximum of 30 seconds before hitting voicemail.

TIP 2: By default your extension time out limit is 30 seconds, if you need this to be extended please contact the Voiceflow support team support@voiceflow.com.au.

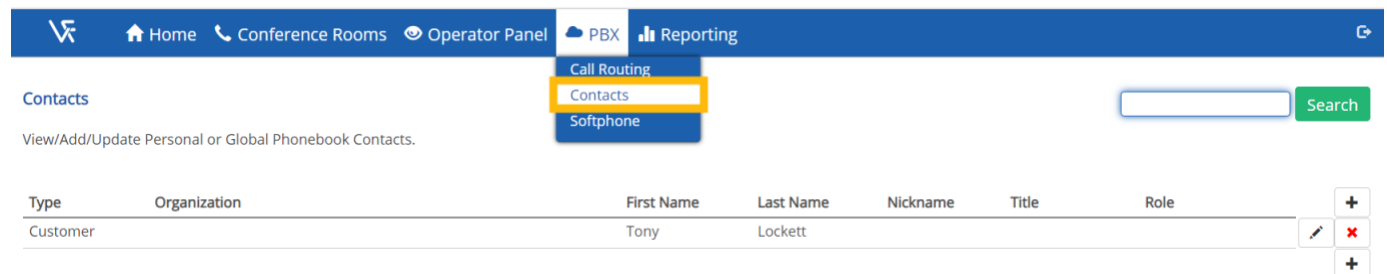
Contacts

Contacts are names and numbers that can be added to a user's handset via the Voiceflow web portal. The contacts can be made available to groups or specific users. Each user has three* contact directories available on their handset:

- Personal Directory: Any contacts made available to your user.
- Global Directory: Any contacts made available to a group your user is in.
- Local Directory: All user extensions on the PBX (this directory can not be modified)

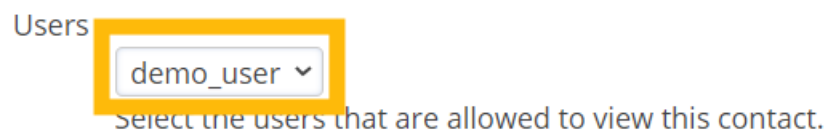
**An additional LDAP integrated directory is available on request*

Users can access the contacts directory by clicking on PBX -> Contacts on menu at the top of the screen. Contacts are added by clicking on the  button in the top right hand corner of the contacts table:





The screenshot shows the Voiceflow web portal interface. At the top, there is a navigation bar with 'PBX' and 'Reporting' tabs. A dropdown menu is open under 'PBX', with 'Contacts' highlighted in yellow. Below the navigation bar, the 'Contacts' section is visible, with a search bar and a 'Search' button. A table of contacts is displayed below, with columns for Type, Organization, First Name, Last Name, Nickname, Title, and Role. The table contains one contact: 'Customer' with 'Tony Lockett' as the first and last name. There are plus, edit, and delete icons for each contact row.

When adding a contact remember to assign the contact your user before saving or you will not have access to the contact for editing:



The screenshot shows a 'Users' dropdown menu with 'demo_user' selected. Below the dropdown, the text 'Select the users that are allowed to view this contact.' is displayed.

When a new contact has been added you can then assign a contact number for the user by clicking on the  icon in the “Numbers” section. Select the “voice” type if you want this contact to be accessible via the handset directory:

Label 

Select or enter a custom label.

Type Voice Fax Video Text

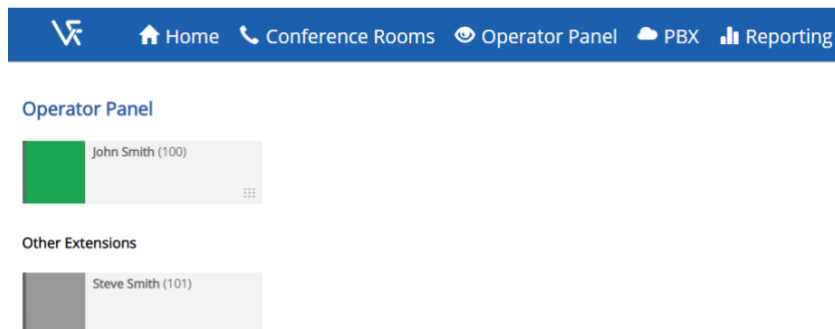
Define the number type or purpose.

Operator Panel

The Voiceflow Operator Panel is a simple and easy way to perform basic to advanced call functions from the user web portal including:

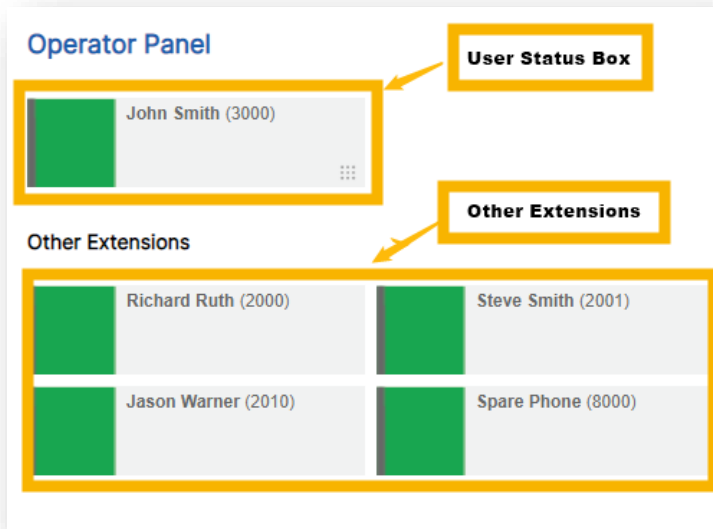
- Making calls.
- Viewing who’s on a call.
- Barge-In on a call (admin access only)
- Hang-up your own call.
- Ad-Hoc Call Recording (admin access only)
- Drag and drop blind transfer an active call.
- Drag and drop calling to other users.

You can see the status of other users also depending on what permissions are set to the user.



Making an Outbound Call

Calls can be initiated by clicking on the button in the bottom right of your user's status box, typing in a number and pressing the Enter key on your keyboard.



Calling an Internal Number

To call an internal number you can simply drag and drop your colored status box over the user you want to call's status box.

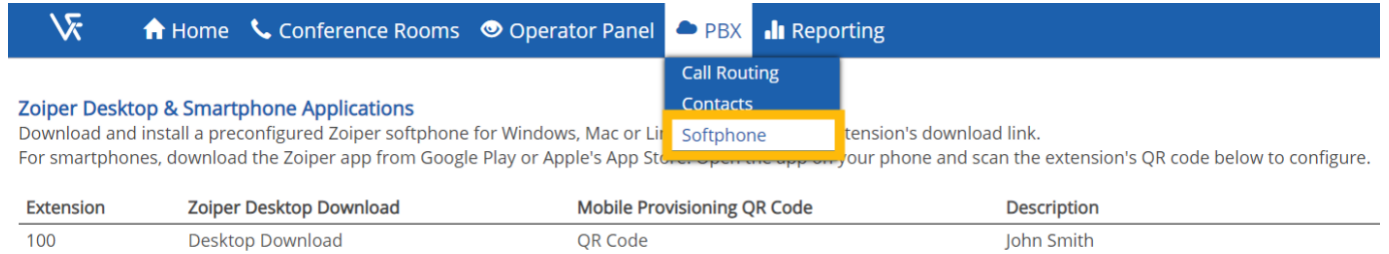
Transferring Calls

Calls can be transferred by dragging your colored box and dropping it on the box of the user you wish to transfer a call to, all call transfers initiated via the operator panel will be "blind transfers". You can also transfer to an external number by clicking on the button in the bottom right of your status box, entering a number and pressing the Enter key on your keyboard.



Softphone

To download or provision a softphone click on “Softphone” on the menu at the top of the screen.



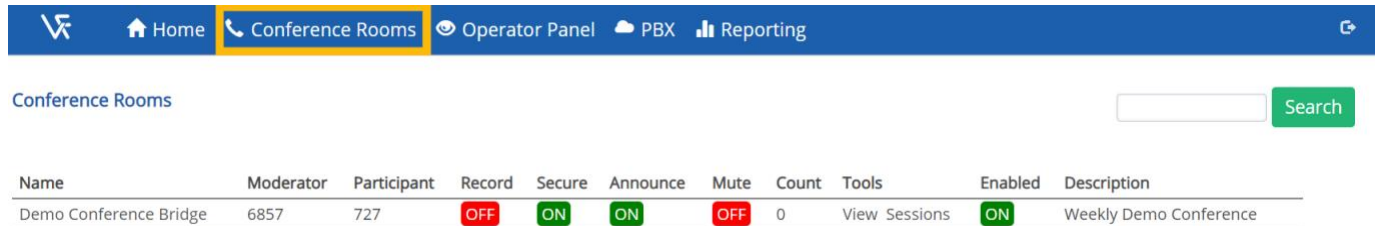
The screenshot shows the top navigation bar with the following items: Home, Conference Rooms, Operator Panel, PBX, and Reporting. A dropdown menu is open under 'PBX', showing 'Call Routing', 'Contacts', and 'Softphone' (highlighted in yellow). Below the navigation bar, there is a section titled 'Zoiper Desktop & Smartphone Applications' with a brief description and a table of extension details.

Extension	Zoiper Desktop Download	Mobile Provisioning QR Code	Description
100	Desktop Download	QR Code	John Smith

For more information on configuring and using softphones, please refer the softphone user guide available on the Voiceflow website www.voiceflow.com.au/user-guides

Conference Rooms

User enabled conference rooms are accessible by clicking “Conference Rooms” on the top menu. Here you will see all conference made accessible to your user account.



The screenshot shows the top navigation bar with the following items: Home, Conference Rooms (highlighted in yellow), Operator Panel, PBX, and Reporting. Below the navigation bar, there is a section titled 'Conference Rooms' with a search bar and a table of conference room details.

Name	Moderator	Participant	Record	Secure	Announce	Mute	Count	Tools	Enabled	Description
Demo Conference Bridge	6857	727	OFF	ON	ON	OFF	0	View Sessions	ON	Weekly Demo Conference

For additional information on how to use the conference rooms please refer to the Voiceflow Conference Room guide available for download at www.voiceflow.com.au/user-guides

Busy Lamp Field (BLF)

The most common use for Busy Lamp Field's (BLF) is to allow a user to monitor whether or not other users are on their phones. This feature is commonly used by administrative assistants for smooth call transfers and by call center managers to assist in monitoring their employees. The Busy Lamp Field can be set up by emailing the voiceflow support team and advising them what extension the BLF key needs to be activated on and the extension to monitor. Once Busy Lamp Field has been configured, line keys on the phone display the names of the selected Users, and the line key will light up to show when those Users are on a call.

Other use cases for BLF Keys

- Monitor if a call center agent is logged in or logged out (and log in or out by pressing the key). **Red = Logged In / Green = Logged Out**
- Monitor a "Call Park Slot" to see if a call has been parked (and also to transfer users into a call park slot). **Red = Called Parked / Green = No Call Parked**
- A Standard BLF monitoring key is also doubles up as a speed dial for that user, by pressing the button you can call that user.

Call Pick-Up

Call Pick-Up answers an incoming call another users extension.

Using Call Intercept

1. Dial **<extension to Pick-Up>.

Note: You can also use *8 to answer/Pick-Up a call to a predefined call group or have the Voiceflow team setup a dedicated call pickup button on your handset. For more information on this feature contact voiceflow support at support@voiceflow.com.au

Barge-In

With the Barge-In feature, users can dial a Feature Access Code to barge in on an active call. Barge-In can be used across locations.

Using Barge-In

1. Dial *33<extension number to barge>, you will then be prompted to enter a PIN code.
2. When you barge a call, by default you are muted and can only listen into the call. For additional functionality:
 - Press 1 – Talk only to the remote party
 - Press 2 – Talk only the local party (extension that was barged).
 - Press 3 – To perform a 3 way conference.
 - Press 0 – To mute your phone to both parties.

Note: The Voiceflow support team setup a dedicated Call Barge button on your handset. For more information on this feature contact voiceflow support at support@voiceflow.com.au

Intercom

The intercom feature allows you to make an announcement to another extension without requiring the other party to pick up the handset. The message will be played via the other phone's speaker. The audio is two way, and the called party can respond immediately without picking up the handset.

Using Intercom

1. Dial *8<extension to intercom>.
2. Enter PIN

Intercom a group of uses, optionally with a PIN code. Also note that a dedicated Intercom button can be configured on your handset. If you like this feature setup please contact Voiceflow support on support@voiceflow.com.au.

Call Paging

Call paging works the same way as an intercom except it will intercom a group of handsets. The number of dial and the groups of phones to be paged need to be configured by the Voiceflow support team.

Call Park

Parking a call is an alternative to holding a call. The call is parked on the telephone system, then retrieved by another extension. Each parked call requires a park slot number. These slot numbers will be configured and setup as buttons on your handset by the Voiceflow support team.

Feature Access Codes

Feature access codes are star commands that Users can enter through the assigned device to activate or deactivate feature settings. These codes are the same for all device models and manufacturers.

- *72 - Call Forward Always - Activate
- *73 - Call Forward Always - Deactivate
- *78 - Do Not Disturb - Activate
- *79 - Do Not Disturb - Deactivate
- *98 - Retrieve Voicemail from any handset
- *97 – Access voicemail from your handset

Additional Voiceflow User Features

Also supported is the ZoIPer softphone application for Windows, Mac, Android, and iOS which features many capabilities, such as:

- Team Presence
- Text Messaging
- Video Calls

For more information on these features, please see the Voiceflow App User Guides and related documentation.