



First Communications Cloud IP PBX User Guide (Polycom)

2017

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Introduction

Thank you for choosing First Communications as your hosted phone provider.

This document describes the features of your Cloud IP PBX software, phone and web management portal,

This guide will help you get up and running with your new phone system as soon as possible. It will help you solve most common frequent issues that customers tend to come across.

To access the Cloud IP PBX Web Management Portal, click here

<https://portal1.mycloudpbx.firstcomm.com/auth/login/>.

If after referring to this guide you're still having a problem with your Cloud IP PBX phone system, please contact customer care at 800-860-2934.

General Phone Operations

Polycom VVX 300 Series



#	Item	Description
1	Screen	Enables you to view menus and data
2	Message Waiting Indicator	Flashes red to indicate when you have new messages
3	Line Keys	Enables you to select a phone line, view calls on a line, or call a favorite contact
4	Home Key	Displays the home screen from other screens
5	Soft Keys	Enables you to select context sensitive keys that displays along the bottom of the screen
6	Navigational/Select Pad	Scrolls through information o options displayed on the screen
7	Key Pad	Enter numbers, letters, and special characters
8	Headset Key	Enables you to place and receive calls through a headset
9	Speakerphone Key	Enables you to place and receive calls using speakerphone
10	Mute Key	Mute local audio during calls and conferences
11	Volume Key	Adjust the volume of the headset, handset, speaker, and ringer
12	Hold Key	Holds an active call or resumes a held call
13	Messages Key	Enables you to access and manage instant and voice messages
14	Transfer Key	Transfer an active call to contact

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Polycom VVX 300 Series Quick Reference Guide

Soft Keys

- The four buttons immediately below the LCD display are **soft keys**.
- Each soft key performs the action displayed immediately above it.
- Soft key behavior is context sensitive – the associated soft key action changes according to the current phone state.

Place a Call

- Enter the desired internal extension or external number.
- Lift the receiver or press the speakerphone button to call.
 - **Note:** If handset is picked up first, then number is dialed, user must press the **send** soft key for the call to be placed.

Redial

- Press the right arrow key to bring up the Placed Calls list.
- Use up/down arrow keys to select number to redial.
- Press the Dial soft key.

Voicemail Access

- To access voicemail messages, press the  (Messages) key to the left of the keypad or the Vmail soft key.
 - Depending on your system configuration, you may be asked for your voicemail passcode.

Call Hold

- To place a call on hold, press the  (Hold) key.
- To resume the call, press the Resume soft key.

Call Transfer

- To transfer a call, press the  (Transfer) key.
- Dial the destination number, then press Dial.
- When the destination party answers, announce the caller, and press Transfer again to complete the transfer.

Conference Calling

- Place (or receive) a call.
- To add another party to the call, press the Confnc soft key.
- Enter the destination number or extension and press Dial.
- When the destination party answers, press the Confnc soft key again.
- All parties now join a 3-way call.

Call Forwarding (recommend using web portal)

<https://portal1.mycloudpbx.firstcomm.com/auth/login/>

- To enable call forwarding, press the Forward soft key.
- Select the type of forwarding, select a destination, and press the Enable soft key.
- The phone display indicates call forwarding is enabled.
- To disable forwarding, press the Forward soft key, select type, then press Disable.

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Polycom VVX 400 Series



#	Item	Description
1	Screen	Enables you to view menus and data
2	Message Waiting Indicator	Flashes red to indicate when you have new messages
3	Line Keys	Enables you to select a phone line, view calls on a line, or call a favorite contact
4	Home Key	Displays the home screen from other screens
5	Soft Keys	Enables you to select context sensitive keys that displays along the bottom of the screen
6	Navigational/Select Pad	Scrolls through information o options displayed on the screen
7	Key Pad	Enter numbers, letters, and special characters
8	Headset Key	Enables you to place and receive calls through a headset
9	Speakerphone Key	Enables you to place and receive calls using speakerphone
10	Mute Key	Mute local audio during calls and conferences
11	Volume Key	Adjust the volume of the headset, handset, speaker, and ringer
12	Hold Key	Holds an active call or resumes a held call
13	Messages Key	Enables you to access and manage instant and voice messages
14	Transfer Key	Transfer an active call to contact

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Polycom VVX 400 Series Quick Reference Guide

Soft Keys

- The four buttons immediately below the LCD display are **soft keys**.
- Each soft key performs the action displayed immediately above it.
- Soft key behavior is context sensitive – the associated soft key action changes according to the current phone state.

Place a Call

- Enter the desired internal extension or external number.
- Lift the receiver or press the speakerphone button to call.
 - **Note:** If handset is picked up first, then number is dialed, user must press the **send** soft key for the call to be placed.

Redial

- Press the right arrow key to bring up the Placed Calls list.
- Use up/down arrow keys to select number to redial.
- Press the Dial soft key.

Voicemail Access

- To access voicemail messages, press the  (Messages) key to the left of the keypad or the Vmail soft key.
 - Depending on your system configuration, you may be asked for your voicemail passcode.

Call Hold

- To place a call on hold, press the  (Hold) key.
- To resume the call, press the Resume soft key.

Call Transfer

- To transfer a call, press the  (Transfer) key.
- Dial the destination number, then press Dial.
- When the destination party answers, announce the caller, and press Transfer again to complete the transfer.

Conference Calling

- Place (or receive) a call.
- To add another party to the call, press the Confnc soft key.
- Enter the destination number or extension and press Dial.
- When the destination party answers, press the Confnc soft key again.
- All parties now join a 3-way call.

Call Forwarding (recommend using web portal)

<https://portal1.mycloudpbx.firstcomm.com/auth/login/>

- To enable call forwarding, press the Forward soft key.
- Select the type of forwarding, select a destination, and press the Enable soft key.
 - The phone display indicates call forwarding is enabled.

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Polycom VVX 500/600* Series



*Pictured is the Polycom VVX 600. The Polycom 500 has the same button layout but has a smaller touchscreen.

#	Item	Description
1	Touchscreen	Enables you to select items and navigate menus on the touch sensitive screen. Tap the screen to select and highlight screen items. To scroll, touch the screen, and swipe your finger up, down, right, or left
2	Message Waiting Indicator	Flashes red to indicate when you have new messages
3	Home Key	Displays the home screen from other screen, and displays the Lines and Call screen from the home screen
4	Key Pad	Enter numbers, letters, and special characters.
5	Headset Key	Enables you to place and receive calls through a headset
6	Speakerphone Key	Enables you to place and receive calls using the speakerphone
7	Mute Key	Mutes local audio during calls and conferences.
8	Volume Key	Adjusts the volume of the ringer, handset and speaker

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Polycom VVX 500/600 Series Quick Reference Guide

Home View

- Home view displays icon you tap to access phone functions. Touch and hold Page indicator (shown next) to display more or fewer icons. You can also swipe the screen to display more icons

Place a Call

- Lift the handset, press the speakerphone button or headset button.
- Enter the number, and then press the green phone icon.
 - **Note:** If handset is picked up first, then number is dialed, user must press the **send** soft key for the call to be placed.

Redial

- To redial the last number, press the RD button twice.
 - To view previously dialed numbers, press the RD button once and then use the up and down arrow keys to scroll through the list. Press the Send soft key to dial the highlighted phone number.

Voicemail Access

- Tap Messages from Home View and tap Message Center.
- Tap Connect and follow prompts

Call Hold

- From Lines, Calls, or Active Call View, tap Hold.
 - If you're in Calls View, remember to highlight the call first.
- To resume a held call, tap Resume from either Lines or Calls View.

Call Transfer

- From Lines, Calls, or Active Call View, tap Transfer, call the other party.
- When you hear the ringback sound, or after you talk with the other party, tap Transfer.

Conference Calling

- Call the first party. From Lines, Calls, or Active Call View, tap Confnc. Dial and connect with the other party, and tap Confnc.
- From Lines or Calls View, you can:
 - Tap Hold to hold the conference.
 - Tap End Call to end the conference.
 - Tap Manage to manage each participant (if available).
 - Tap Split to end the conference and hold all participants.

Call Forwarding (recommend using web portal)

<https://portal1.mycloudpbx.firstcomm.com/auth/login/>

- To enable call forwarding, tap Settings from Home View, and tap Features > Forward.
- Tap the forwarding type to enable, type a forwarding number, and tap Enable

Disable Call Forwarding

- To disable call forwarding, tap Settings from Home View, and tap Features > Forward.
- Tap the forwarding type to disable, and tap Disable.

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Polycom VVX 6000



#	Item	Description
1	Speaker	Allows for ringer and hands-free audio output
2	Microphones	Provides 360° coverage by three internal microphones
3	Select Key	Allows you to select a field of displayed data
4	Directional Key	Allows you to scroll through displayed information, view speed dials information (up) and view missed calls (down)
5	Volume Keys	Adjust the volume of the speaker and the ringer
6	Mute Key	Turns the microphone on or off during a conversation
7	Key Pad	Enter numbers, letters, and special characters.
8	Redial Key	Automatically dials the last number you called
9	Call Key	Initiates or ends a call
10	Soft Key	Selects specific context-sensitive functions that display on the screen above each soft key
11	Exit Key	Exits the current screen and returns to the previous menu
12	Menu Key	Allows you to access additional features and configuration settings. Also Exits the current screen and returns to idle screen
13	LCD Graphic Display	Shows the time and date, menus and soft keys as well as information about calls messages, and features.

Transferring a Call

1. On an active call, press **Transfer**
 - a. You may use the hard key  or the soft key (shown below)
Note: the soft key will only show up when you are on an active call



Note: On 500 & 600 series phones, there is no hard transfer key – you will only see a transfer soft key on an active call

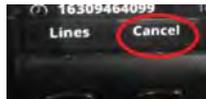
2. Dial the extension or 10 digit number of the person you wish to transfer to
3. Press the **Send** soft key (shown below)

Note: **Send** will only show up once you initially press transfer



Attended vs. Unattended

4. After pressing the **Send** soft key – wait on the line for the person you are transferring to, to answer. Your caller will not hear the conversation, as they are on hold.
 - a. If the person confirms that they would like to take the call, at this point you may hang up and they will automatically have the caller
 - b. If the caller does **NOT** want to take the call, refer to your soft keys. You will see a cancel soft key.

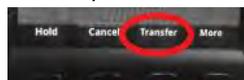


Note: Cancelling out of the transfer will give you the caller back and allow you to speak with them.

- c. To transfer directly to voicemail, press Transfer then *55 + extension number Send soft key, hang up
5. If you do not want to speak with the person, you may use either Transfer Key, dial the extension number, press **Send** and **hang up** right away.

Blind Transfer

1. On an active call, you may use the hard key  or the soft key.



Note: the soft key will only show up when you are on an active call

2. Before you dial your extension, you should see a soft key appear that says **“Blind” –PRESS IT**



Note: on 500 & 600 series phones the Blind key will show along the top of the screen

3. Dial extension number or 10 digit external number
4. Press the **Send** soft key

Note: **Send** will only show up once you initially press transfer

Note: on 500 & 600 series phones, you will not see “Send” soft key – you will see 

Parking and Retrieving a Call

Parking a Call

1. Press Transfer
2. Dial *68 + enter the extension number you wish to park the call at
3. Press #
 - a. Example: Transfer *681602#
 - i. You will hear "your call has been parked" if the call parked successfully
 1. The parked call will recall back to the original user after 70 seconds, if it is not answered.

Retrieving a Call

1. Dial *88
2. Enter the extension number at which the call was parked
3. Press #
4. Press Send (or dial if you have the phone on speaker)
 - a. Example: *881602#

Voicemail

Setting up & Logging into the General Voicemail

1. From any phone, press the '**Vmail**' soft key
2. Instead of entering your passcode right away, when the prompts begin, press the star (*) key
3. You will be prompted to 'enter the mailbox ID' – this is the extension number
 - a. This will be provided by First Communications on your credentials spreadsheet
4. Once you enter the mailbox ID, you will be prompted through, just like you would in your own voicemail
 - b. **Temporary Passcode:** *1234* (also provided by First Communications on credentials spreadsheet)
 - c. **NOTE:**
 - o On initial login, you will be prompted to change password to something unique – this can be anything. The only stipulations are that it **cannot be the extension number**, it **cannot be the existing password**, and it **cannot be 1 repeating number** (1111).
 - o You will also be prompted to record your personalized name. As long as you record a personal greeting, the name recording is not customer facing; therefore, you can record something as simple as '*general voicemail*' when prompted, and nobody will hear it, but the system will not allow you to skip this step.

Recording a General Greeting

1. Upon completing above steps, you will hear the prompt: "Your voicemail box has been setup successfully! To enter your voicemail box, Press 1" – **Press 1**
 2. Once you are in your voicemail mailbox, you will hear the following options
 - a. To record your mailbox busy greeting- **Press 2**
 - o **NOTE:** A Busy greeting will only play if you put yourself in 'Do Not Disturb' (DND)
 - b. To record your mailbox no answer greeting- **Press 3**
 - o **NOTE:** Your No Answer greeting is what people hear as your standard day to day greeting, this is what you will want to record**
- To record your extended away greeting- **Press 4**

Because this is a General Voicemail Box, you will only need to record your "no answer greeting". This is what callers will hear 24/7

Setting up Personal Voicemail

1. Press "Vmail" soft key on bottom left hand side of the screen



2. At initial login, you will use the passcode given to you by your administrator
 - a. **NOTE to the Admin:** This is included on the credentials spreadsheet you were sent
3. Once passcode is entered, you will be prompted to change this to something unique and record your personalized name.
 - a. **Note:** You will just record your name at this time. Not your full personal greeting!

Recording a Personal Greeting

1. Press "Vmail" soft key on bottom left hand side of the screen
2. Enter passcode followed by #
3. Prompt will state: "to enter your voicemail box, Press 1" – **Press 1**
4. Once you are in your voicemail mailbox, you will hear the following options
 - a. To record your mailbox busy greeting- **Press 2**
 - b. To record your mailbox no answer greeting- **Press 3**
 - c. To record your extended away greeting- **Press 4**

Note: You will want to record the **no answer greeting**; this is what will play when you are unavailable. A **busy** greeting is only played when you put yourself in **do not disturb**.

Checking Voicemail Remotely

Checking a personal voicemail box and/or a general mailbox from outside of the office require the same steps

1. Call the main phone number
 - a. If you are checking your personal mailbox, and **you have your own direct dial number**, you may **call your personal direct dial number**, rather than the company's main phone number and **refer right to #4 for instructions**
2. Once the automated attendant answers, enter your extension number
 - a. If you are calling during business hours, and someone answers, they should transfer you to *86
3. Once you have reached your extension, wait for your call to get to your voicemail
4. Once your voicemail greeting begins to play, press the * key
 - a. When you press the * key, you will then be prompted to enter your 'mailbox ID' & 'voicemail passcode'. **Your mailbox ID is just your extension number!**
 - b. Once you enter the mailbox ID, you will be prompted through, just like you would in your own voicemail

VoiceMail Options Flow

- ❖ To Access your voicemail box - **Press 1**
- ❖ To change your CommPilot Express Profile - **Press 2**
 - Allows you to set different "profiles" – all profiles except for "available" or "no profile" (default) go directly to your no answer greeting
- ❖ To go to the Greetings menu – **Press 3**
 - Allows you to re-record your name (not personal greeting)
- ❖ To change your Call Forwarding options - **Press 4**
 - Enables Call Forwarding Always
- ❖ To record a new announcement – **Press 5**
- ❖ To change your passcode - **Press 8**
- ❖ To exit the Voice Portal - **Press 9**

- ❖ listen to your messages – **Press 1**
 - only given if you have new voicemails
- ❖ To change busy greeting - **Press 2**
 - This greeting only plays in DND
- ❖ No answer greeting - **Press 3**
 - Will be played on any no answer condition
- ❖ Extended away - **Press 4**
 - Prevents callers from actually leaving voicemails
- ❖ Compose & send a new message - **Press 5**
- ❖ Delete all messages - **Press 7**
 - Only plays if you have messages in your mailbox
- ❖ Go to CommPilot Voice Portal – **Press ***

*"Welcome to your
CommPilot Voice
Portal!"*

*"Please enter your
passcode. Then –
press the pound
key!"*

- ❖ To Save your message – **Press 2**
- ❖ To Erase your message – **Press 3**
- ❖ To Repeat your message – **Press 1**
- ❖ To play Message envelope details – **Press 6**
- ❖ To call back the caller – **Press 8**
- ❖ To reply – **Press 5**
 - Only applicable if message is left from internal user
- ❖ To Forward – **Press 4**
- ❖ To go to the previous menu – **Press ***

Web Portal

Dashboard

This will display all phones/users within your group and allows you to perform multiple administrative tasks without having to open each individual user accounts.



Phone Tab

This tab shows if the device is online, and how many shared call appearances are associated with this user. (multiple phones/devices per this user's account)

You will also see what kind of device/phone is associated with this user and see which is selected as the primary device. This is a good trouble shooting tool to see if the phone is actually online and registered.

Active Services
No active Services

Online?	Line/Port	Endpoint Type	Primary?	Device Info
No	FirstCommSalesDemo9500@mycloudpbx.firstcomm.com	Primary	Yes	Name: FirstCommSalesDemoPoly9500 Type: PolyDirectory See Device column for lines list
No	usrFirst9500_sca_d@mycloudpbx.firstcomm.com	SCA	No	Name: FirstCommSalesDemo9500_d Type: Business Communicator - PC Device Lines:
No	usrFirst9500_sca_m@mycloudpbx.firstcomm.com	SCA	No	Name: FirstCommSalesDemo9500_m Type: Business Communicator - Mobile Device Lines:

User Tab

This feature will allow you to reset a user's (web portal password) and (Voicemail Passcode)

Name

Last Name:

First Name:

Password

New password:

Confirm password:

Show/Hide Generate

Passcode

New passcode:

Confirm passcode:

Show/Hide Generate

Save Cancel

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Calls Tab

This tab allows you to view the most recent calls for the user selected.

You are able to select the View Call Details link which would allow you to view more detailed call information.

	#	Date and Time	Type
In	9335	8/31 12:53PM	inbound
Out	*68	8/31 12:52PM	outbound
Out	*68	8/31 12:52PM	outbound

Call Settings Tab

This feature will allow you to perform changes for the user's call settings. By clicking on the "View all Services" link you're able to see the full features this user has available and make changes...

Call Forwarding Always: On Off

Call Forwarding Busy: On Off

Call Forwarding No Answer: On Off

Sequential Ring: Service is Off, Number of Rings: 3

Do Not Disturb: On Off

BroadWorks Anywhere: Service is Off

Save Cancel View All Services

Phone Details Tab

The phone tab will show you the model as well as the MAC address of the users phone. You can also click the "Device Manager" link which will allow you to modify the users Soft Keys on their phone.

Device Type: PolyDirectory
Device Name: FirstCommSalesDemoPoly9500
MAC Address: 0004F282EB29
Primary Line/Port: FirstCommSalesDemo9500@mycloudpbx.firstcomm.com

Name	Line/Port	User Id	Extension	Type
Sales, Firstcomm	FirstCommSalesDemo9500...	usrFirst9500@mycloudp...	9500	Primary

Device Manager

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Group Profile Tab

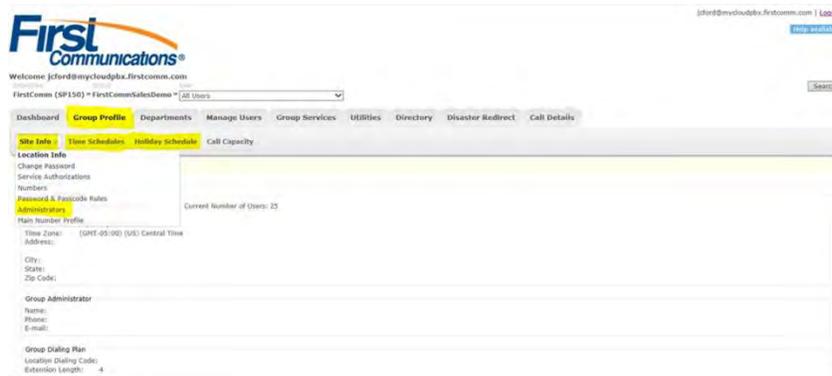
The mostly used features of the Group Profile Tabs are “Administrators, and Time Schedules:

ADMINISTRATORS:

This allows you to view and modify any other Administrators associated with your group

TIME SCHEDULES:

This tab allows you to view and create new schedules associated with your group. This feature is primarily used For AUTO ATTENDANTS or TIME of DAY ROUTING you would like a number to forward to or Recording to Answer.



Group Services Tab

The most commonly used features of this tab are (Auto Attendant, Hunt Groups, Music on Hold, and FAC-Feature Access Codes)

Auto Attendant:

Serves as an automated receptionist that answers the phone and provides a personalized message to callers. Callers have the option to connect to the operator, dial by name or extension, or connect to configurable extensions.

Hunt Group:

Automatically process incoming calls received by a single phone number by distributing them among a group of users or agents.

Music on Hold:

Allows you to add / remove your group's music that customer's hear while on hold

FAC “Feature Access Codes”:

Displays all code features a user can use instead of the web portal.



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Group Services: Auto Attendant

- *Adjust time zones
- *Add personal greeting
- *Adjust call flow and greeting for different hours (Business, After, Holiday)
- *Map key codes with (actions) "where you like to route calls (to a specific user or hunt group)

The screenshot shows the 'Profile' configuration page for an Auto Attendant. The 'Profile' section includes fields for Name, Type (Standard), and Calling Line ID (Michigan Sales Demo). The 'Department' is set to Michigan Sales Demo, and the 'Language' is English. The 'Time Zone' is set to Eastern. The 'Scope of Extension Dialing' is set to Enterprise. The 'Name Dialing Format' is set to Last Name + First Name. The 'Business Hours' section is active, showing 'Business Hours Greeting' and 'Personal Greeting' options. A table below lists key codes and their corresponding actions:

Key Description	Action	Default
0	Group Operator	Transfer To Operator
1	Sales	Transfer with Prompt
2	Sales	Transfer with Prompt
3	Finance	Transfer with Prompt
4		
5		
6		
7		
8		
9		
*	Name	Name Dialing
#	Repeat Menu	Repeat Menu

Group Services: Hunt Group

- *Name description of you want the HUNT GROUP to display in the group
- *No answer settings allows you to manipulate how many rings before transfer to next agent or forward to a number
- *Group Policy – change your routing sequence in your hunt group for your assigned users.
- *Users – allows you to search all users in your group and add these users to your Hunt Group or remove users.

The screenshot shows the 'Profile' configuration page for a Hunt Group. The 'Profile Settings' section includes fields for Name, Calling Line ID, and Department. The 'Group Policy' section is active, showing options for 'No Answer Settings' and 'Not Reachable Settings'. The 'Calling Line ID Settings' section is also active, showing options for 'Use the system default CID configuration' and 'Include the Hunt Group Name in the CID'. The 'Users' section shows a list of available users and assigned users.

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Group Services: Feature Access Codes (FAC)

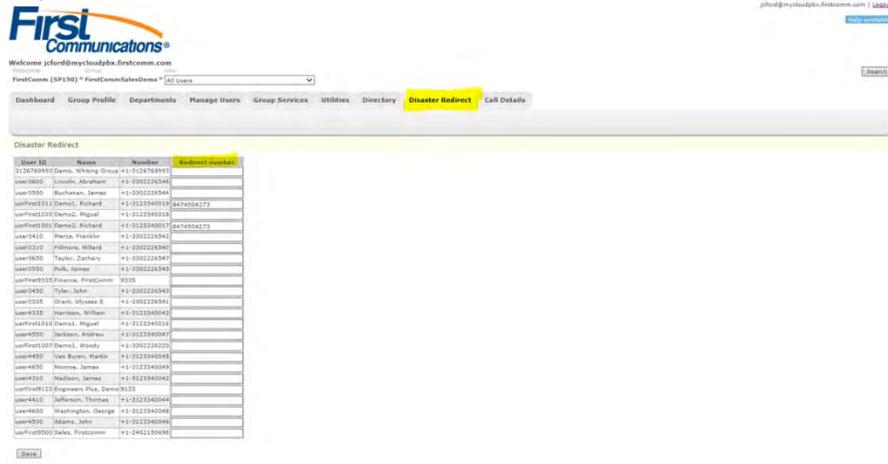
*List of available access codes so users can change settings and enable features directly from their phones instead of logging on the web client. Please note that some FACs listed below will only work with certain licensing.

FAC	Main (Required)	FAC	Main (Required)
Anonymous Call Rejection Activation	*77	Call Waiting Interrogation	*53*
Anonymous Call Rejection Deactivation	*87	Call Waiting Persistent Activation	-43
Anonymous Call Rejection Interrogation	*52*	Call Waiting Persistent Deactivation	#43
Automatic Callback Deactivation	#8	Cancel Call Waiting	*70
Automatic Callback Menu Access	#9	Communication Barring User-Control Activation	*33*
BroadWorks Anywhere E164	*14	Communication Barring User-Control Deactivation	#33*
Call Bridge	*15	Communication Barring User-Control Query	*#33#
Call Forwarding Always Activation	*72	Connected Line Identification Restriction Interrogation	*56*
Call Forwarding Always Deactivation	*73	Customer Originated Trace	*57
Call Forwarding Always Interrogation	*21*	Directed Call Pickup	*97
Call Forwarding Always to Voicemail Activation	*21	Directed Call Pickup with Barge-in	*33
Call Forwarding Always to Voicemail Deactivation	#21	Direct Voice Mail Transfer	*55
Call Forwarding Busy Activation	*90	Diversion Inhibitor	80
Call Forwarding Busy Deactivation	*91	Do Not Disturb Activation	*78
Call Forwarding Busy Interrogation	*67*	Do Not Disturb Deactivation	*79
Call Forwarding Busy to Voicemail Activation	*40	Flash Call Hold	*22
Call Forwarding Busy to Voicemail Deactivation	#40	Group Call Park	#58
Call Forwarding No Answer Activation	*92	Hunt Group Busy Activation	#51
Call Forwarding No Answer Deactivation	*93	Hunt Group Busy Deactivation	#52
Call Forwarding No Answer Interrogation	*61*	Hunt Group Busy Interrogation	#53
Call Forwarding No Answer to Voicemail Activation	*41	Last Number Redial	*66
Call Forwarding No Answer to Voicemail Deactivation	#41	Location Control Activation	*12
Call Forwarding Not Reachable Activation	*94	Location Control Deactivation	*13
Call Forwarding Not Reachable Deactivation	*95	Monitoring Next Call	#84
Call Forwarding Not Reachable Interrogation	*63*	Music On Hold Per-Call Deactivation	*60
Calling Line ID Delivery Blocking Interrogation	*54*	No Answer Timer	*610
Calling Line ID Delivery Blocking per Call	*67	Push Notification Retrieval	#0322
Calling Line ID Delivery Blocking Persistent Activation	*31	Push to Talk	*50
Calling Line ID Delivery Blocking Persistent Deactivation	#31	Selective Call Forwarding Activation	#76
Calling Line ID Delivery Per Call	*65	Selective Call Forwarding Deactivation	#77
Call Park	*68	Selective Call Forwarding Interrogation	*51*
Call Park Retrieve	*88	Silent Monitoring	#82
Call Retrieve	*11	Speed Dial 8	*74
Call Return	*69	Speed Dial 100	*45
Call Return Number Deletion	#92#	Voice Mail Clear MWI	*99
Call Waiting Interrogation	*53*	Voice Mail Retrieval	*86
Voice Mail Access			*62

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Disaster Redirect

*Feature allowing the Administrator to assign fail over numbers in case of an emergency. (Cell phone, Landline)



The screenshot shows the 'Disaster Redirect' configuration page in the First Communications Admin Console. The page includes a navigation menu with options like Dashboard, Group Profile, Departments, Manage Users, Group Services, Utilities, Directory, Disaster Redirect, and Call Details. The main content area displays a table of users with their respective disaster redirect numbers.

User ID	Name	Number	Redirect Number
213070990	Demo, Writing Group	+1-312-789991	
user2600	Lovell, Abraham	+1-3302226541	
user2900	Buchanan, James	+1-3302226541	
userFrac1011	Demo1, Richard	+1-3123340511	214504373
userFrac1020	Demo2, Miguel	+1-3123340511	
userFrac1001	Demo3, Richard	+1-3123340511	214504373
user2410	Pierce, Franklin	+1-3302226541	
user2310	Fallmore, Willard	+1-3302226541	
user2800	Taylor, Zachary	+1-3302226541	
user2900	Hill, James	+1-3302226541	
userFrac9333	Finance, FirstComm	9333	
user2400	Tyler, John	+1-3302226541	
user2300	Grant, Wences E	+1-3302226541	
user2333	Hartman, William	+1-3123340541	
userFrac1010	Demo1, Miguel	+1-3123340511	
userFrac1000	Jenkins, Andrew	+1-3123340541	
userFrac1007	Demo1, Wendy	+1-3302226541	
user4400	Van Buren, Martin	+1-3123340541	
user4400	Horne, James	+1-3123340541	
user4400	Hudson, James	+1-3123340541	
userFrac9123	Engineers Plus, Demo	9123	
user4410	Jefferson, Thomas	+1-3123340541	
user4400	Washington, George	+1-3123340541	
user4500	Adams, John	+1-3123340541	
userFrac2000	Sales, FirstComm	+1-2421130930	

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Call Details

- * Administrators have access to pull call records for users within their group.
- * Date/Inbound/Missed/Outbound specific records are available to retrieve.

jcford@mycloud

Welcome jcford@mycloudpbx.firstcomm.com

FirstComm (50150) - FirstCommSalesDemo - All Users

Dashboard Group Profile Departments Manage Users Group Services Utilities Directory Disaster Redirect **Call Details**

Query Call Details

Report

Users: All Displaying logs for all users might take minutes

Sort by: Start date/time in descending order

Date range: from 06/25/2015 to 09/01/2015 (mm/dd/yyyy)

Include: Inbound calls Mased calls Outbound calls

Search by full or partial telephone number:

Export

Email to:

Export report to PDF

Export report to CSV

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Changing Music on Hold

1. Login to your administrative portal (mycloudpbx.firstcomm.com) using your admin credentials that were provided to you by First Communications
2. Once logged in, go to your "Group Services" tab in your dashboard



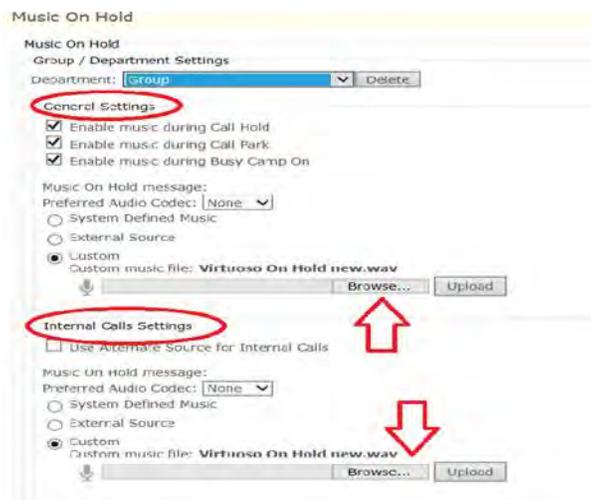
3. From your "Group Services" drop down, you will go to the "Site Services" drop down



4. From the "Site Services" drop down menu, you will find "Music on Hold"

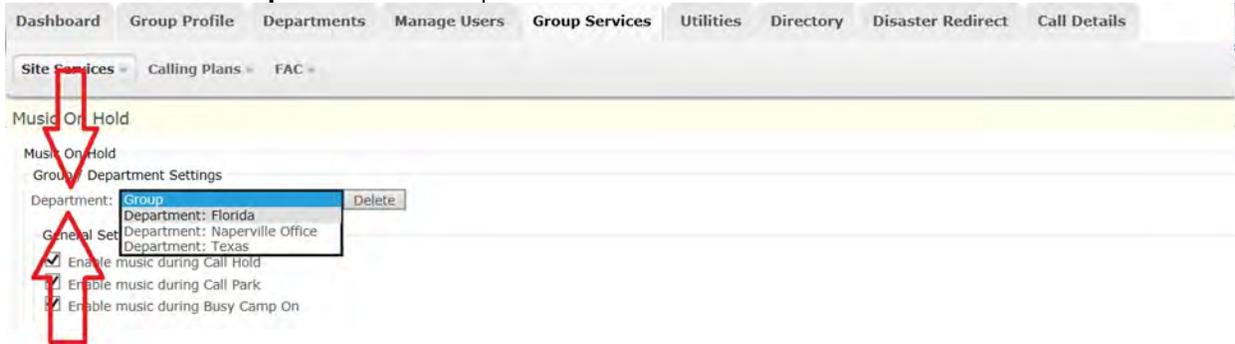


5. Click on "Music on Hold"
6. Once you click on Music on Hold, you will be taken to the below screen.
7. Assuming that your music on hold file meets **applicable specs discussed with First Comm.** and have been saved on your computer, you will click "Browse" under both the "General Settings" category, and the "Internal Calls Settings" category



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8. Once you have found the correct file, double click the file, then click **Upload** (next to the browse button) and **Save** (at the bottom of your screen)
 - a. If you have multiple departments created for your group, you will need to do this for all of your **Departments**
 - b. Go to “**Departments**” drop down box

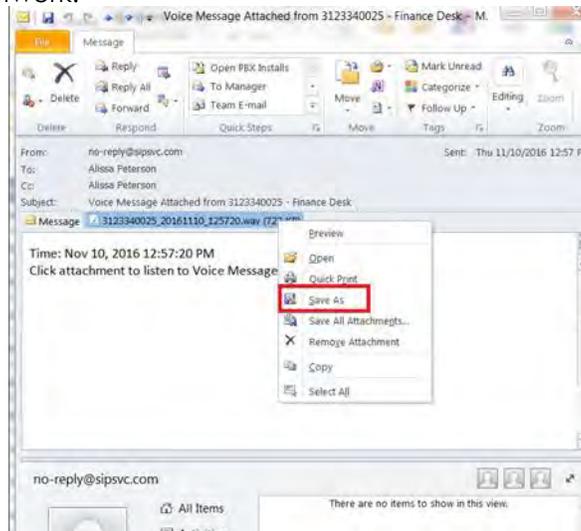


- c. Repeat steps 7 & 8 For all of your departments

Auto-Attendant

Setting up Auto-Attendant Greeting

1. Make sure voicemail to email (with wave file attachment) is set up on your phone
2. Go to any phone within your facility (preferably a quiet office that you can close the door)
3. From other user's phone, extension dial your own extension
4. Leave yourself a voicemail of the exact recording which you want to load as your automated attendant
 - **TIP:** If you mess recording up, or simply would just like to listen to it before sending, if you press the **#** key before hanging up, you will be prompted through various alternative options.
 - o **Press 1** to delete message and rerecord
 - o **Press 2** to listen to the message
 - o **Press 3** or hang up to send the message
 - You can press re-record as many times as you would like to before sending the message, as long as you press the **#** key after each recording attempt
5. Once you have successfully sent the voicemail/recording (by simply hanging up, or pressing **#** then 3), you will get that message to your voicemail and your email, as you normally would with any other voicemail.
6. From the email, you will right click on the wave file (the recording of the message) and save anywhere on your network.



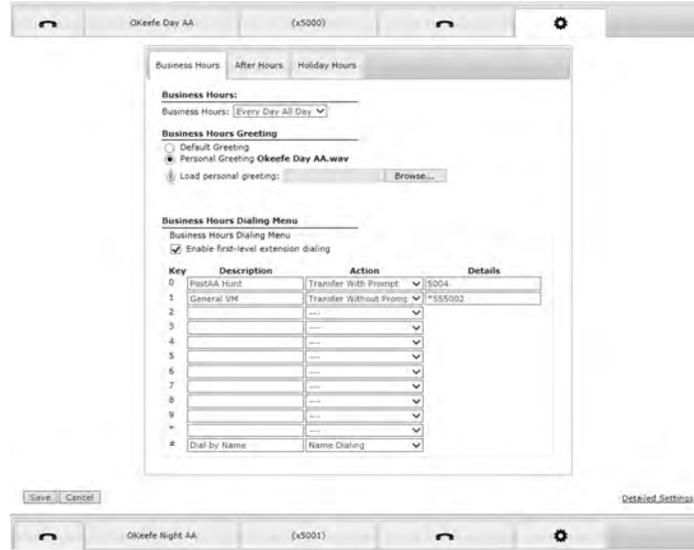
7. Once you have saved your greeting, login to your administrative portal and scroll down to the **"Auto Attendants"** section of your Dashboard

▼ Auto Attendants				
Status	Name	Phone Number	Calls	Settings
	OKeefe Day AA	(x5000)		
	OKeefe Night AA	(x5001)		

Displaying 2 of 2 users

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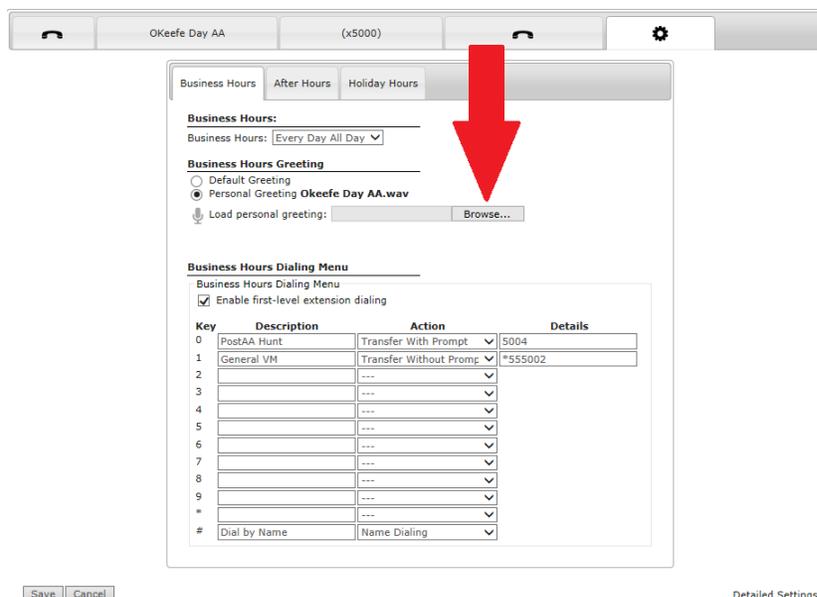
- Click on the settings icon of the appropriate auto attendant (Day Greeting or Night Greeting)



NOTE: Do not Change anything in the “business hours” drop down. It may be a little confusing if it shows “Everyday All Day”; however, First Comm has this scheduled for you accordingly in the appropriate locations.

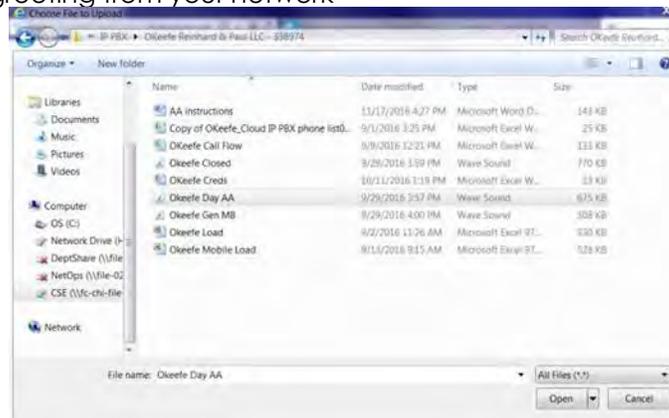
- BROWSE and search for your recorded greeting

NOTE: Make sure your new recording matches the single digit menu options shown below (option 0 – option #). If you add a new option in your recording, you need to remember to actually program it in the correct, corresponding menu option drop down via the portal



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10. Select recorded greeting from your network



11. **SAVE** changes