



First Communications Cloud IP PBX User Guide (Yealink)

2017

First Communications Cloud IP PBX User Guide (Yealink)

Contents

Introduction.....	3
General Phone Operations.....	4
Yealink T42S.....	4
Yealink T42S Quick Reference Guide.....	5
Yealink T46S.....	6
Yealink T46S Quick Reference Guide.....	7
Yealink T48S.....	8
Yealink T48S Quick Reference Guide.....	9
Yealink W56P.....	10
Yealink W56P Quick Reference Guide.....	11
Base Station Setup and Handset Registration.....	12
Yealink CP860.....	13
Transferring a Call.....	14
Blind Transfer.....	14
Attended Transfer.....	14
Parking and Retrieving a Call.....	15
Parking a Call.....	15
Retrieving a Call.....	15
Voicemail.....	16
<i>Setting up & Logging into the General Voicemail.....</i>	16
Recording a General Greeting.....	16
<i>Setting up Personal Voicemail.....</i>	17
Recording a Personal Greeting.....	17
Checking Voicemail Remotely.....	18
Voicemail Options Flow.....	19
Web Portal.....	20
Dashboard.....	20
Phone Tab.....	20
User Tab.....	20

First Communications Cloud IP PBX User Guide (Yealink)

Calls Tab	21
Call Settings Tab.....	21
Phone Details Tab.....	21
Group Profile Tab.....	22
Group Services Tab.....	22
Group Services: Auto Attendant.....	23
Group Services: Hunt Group	23
Group Services: Feature Access Codes (FAC).....	24
Disaster Redirect	25
Call Details	26
Changing Music on Hold.....	27
Auto-Attendant	29
<i>Setting up Auto-Attendant Greeting</i>	29

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

Yealink T42S



#	Item	Description
1	LCD Screen	Shows information about calls, messages, soft keys, time and date
2	Power Indicator LED	Indicates phone power and some feature statuses
3	Line Keys	Use these keys to activate up to twelve accounts and assign various features
4	Mute Key Headset Key Message Key Redial Key	Activates and indicates mute feature Activates and Indicates the headset features Accesses voicemails Redial a previously dialed number
5	Speaker Key	Activates and indicates speakerphone mode
6	Volume Key	Adjusts the volume of the ringer, handset and speaker
7	Directional Pad	Scrolls through displayed information. Confirm and cancel actions
8	Key Pad	Provides the digits, letters, and special characters in context-sensitive applications
9	Soft Keys	Label automatically to identify their context-sensitive features

First Communications Cloud IP PBX User Guide (Yealink)

Yealink T42S 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

- Lift the handset, press the speakerphone button or headset button.
- Dial the number, and then press the Send soft key.

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

- To access voicemail messages, press the **Message** button.
 - Depending on your system configuration, you may be prompted for a voicemail PIN number.

Call Hold

- To place an existing call on hold, press the **Hold** button or the **Hold** soft key.
- To retrieve a call on hold, press the **Resume** soft key.
- *If multiple calls are on hold, use your up & down navigation arrows to scroll through held calls, then press resume when the correct caller is displayed on the .*

Call Transfer

- To transfer a call in progress, press the Tran or Transfer soft key.
- Dial the destination number, and then press the # key.
- When the destination party answers, announce the caller, then press the Tran or Transfer soft key to complete the transfer.
- If there is no answer, press the Cancel soft key, then the Resume soft key to return to the original caller.

Conference Calling

- Place (or receive) a call.
- To add another party to the call, press the Conf soft key and then dial the destination number, then press the # key.
- When the destination party answers, press the Conf soft key again.
- If there is no answer, press the Cancel soft key, then the Resume soft key to resume the call.

Call Forwarding (recommend using web portal)

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

1. When your phone is idle, press the Menu soft key, then select Features > Call Forward.
2. Select Always Forward, enter the destination, then press the Save soft key.
3. To cancel call forwarding, select Always Forward and the Switch soft key.

Call History

1. To view missed, received, or placed calls, press the History soft key.
2. Use the left and right arrow keys to choose between All Calls, Dialed Calls, Received Calls, Missed Calls, and Forwarded Calls.
3. Use the up and down arrow keys to scroll through the list.
 - To dial a number, highlight it and then press the Send soft key.
 - To delete a number, highlight it and press the Delete soft key.

First Communications Cloud IP PBX User Guide (Yealink)

Yealink T46S



#	Item	Description
1	LCD Screen	Shows information about calls, messages, soft keys, time and date
2	Power Indicator LED	Indicates phone power and some feature statuses
3	Line Keys	Use these keys to activate up to twelve accounts and assign various features
4	Mute Key Headset Key Message Key Redial Key Hold Key Transfer Key	Activates and indicates mute feature Activates and Indicates the headset features Accesses voicemails Redial a previously dialed number Places a call on hold or resumes a held call Transfer a call to another party
5	Speaker Key	Activates and indicates speakerphone mode
6	Volume Key	Adjusts the volume of the ringer, handset and speaker
7	Directional Pad	Scrolls through displayed information. Confirm and cancel actions
8	Key Pad	Provides the digits, letters, and special characters in context-sensitive applications
9	Soft Keys	Label automatically to identify their context-sensitive features

First Communications Cloud IP PBX User Guide (Yealink)

Yealink T46S 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

- Lift the handset, press the speakerphone button or headset button.
- Enter the number, and then press the Send soft key.

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

- To access voicemail messages, press the Message button.
- Depending on your system configuration, you may be prompted for a voicemail PIN number.

Call Hold

- To place an existing call on hold, press the Hold button or the Hold soft key.
- To retrieve a call on hold, press the Resume soft key.
- If multiple calls are on hold, use your up & down navigation arrows to scroll through held calls, then press resume when the correct caller is displayed on the .

Call Transfer

- To transfer a call in progress, press the Tran or Transfer soft key.
- Dial the destination number, then press the # key.
- When the destination party answers, announce the caller, then press the Tran or Transfer soft key to complete the transfer.
- If there is no answer, press the Cancel soft key and the Resume soft key to return to the original caller.

Conference Calling

- Place (or receive) a call.
- To add another party to the call, press the Conf soft key and then dial the destination number, then press the # key.
- After the destination party answers, press the Conf soft key.
- If there is no answer, press the Cancel soft key and then the Resume soft key to resume the call.

Call Forwarding (recommend using web portal)

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

- When your phone is idle, press the Menu soft key, then select Features > Call Forward.
- Select Always Forward, enter the destination, then press the Save soft key.
- To cancel call forwarding, select Always Forward and the Switch soft key.

Call History

- To view missed, received, or placed calls, press the History soft key.
- Use the left and right arrow keys to choose between All Calls, Dialed Calls, Received Calls, Missed Calls, and Forwarded Calls.
- Use the up and down arrow keys to scroll through the list.
 - To dial a number, highlight it and then press the Send soft key.
 - To delete a number, highlight it and press the Delete soft key.

First Communications Cloud IP PBX User Guide (Yealink)

Yealink T48S



#	Item	Description
1	Power Indicator LED	Indicates phone power and some feature statuses
2	Touch Screen	Tap to select and highlight screen items. Shows information about calls, messages, soft keys, time, date and other relevant data
3	Mute Key Headset Key Message Key Redial Key Hold Key Transfer Key	Activates and indicates mute feature Activates and Indicates the headset features Accesses voicemails Redial a previously dialed number Places a call on hold or resumes a held call Transfer a call to another party
4	Speaker Key	Activates and indicates speakerphone mode
5	Volume Key	Adjusts the volume of the ringer, handset and speaker
6	Directional Pad	Scrolls through displayed information. Confirm and cancel actions
7	Key Pad	Provides the digits, letters, and special characters in context-sensitive applications

First Communications Cloud IP PBX User Guide (Yealink)

Yealink T48S Quick Reference Guide

Soft Keys

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

Place a Call

- Lift the handset, press the speakerphone button or headset button.
- Enter the number, and then press the green send key that shows on your LCD screen.

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

- To access voicemail messages, press the Message button.
- Depending on your system configuration, you may be prompted for a voicemail PIN number.

Call Hold

- To place an existing call on hold, press the Hold button or the Hold soft key.
- To retrieve a call on hold, press the Resume soft key.
- If multiple calls are on hold, use your up & down navigation arrows to scroll through held calls, then press resume when the correct caller is displayed on the .

Call Transfer

- To transfer a call in progress, press the Tran or Transfer soft key.
- Dial the destination number, then press the # key.
- When the destination party answers, announce the caller, then press the Tran or Transfer soft key to complete the transfer.
- If there is no answer, press the Cancel soft key and the Resume soft key to return to the original caller.

Conference Calling

- Place (or receive) a call.
- To add another party to the call, press the Conf soft key and then dial the destination number, then press the # key.
- After the destination party answers, press the Conf soft key.
- If there is no answer, press the Cancel soft key and then the Resume soft key to resume the call.

Call Forwarding (recommend using web portal)

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

- When your phone is idle, press the Menu soft key, then select Features > Call Forward.
- Select Always Forward, enter the destination, then press the Save soft key.
- To cancel call forwarding, select Always Forward and the Switch soft key.

Call History

- To view missed, received, or placed calls, press the History soft key.
- Use the touch screen to choose between All Calls, Dialed Calls, Received Calls, Missed Calls, and Forwarded Calls.
- Use the up and down arrow keys or the arrows located on your touch screen to scroll through the list.
 - To dial a number, simply use the touch screen to select the number
 - To delete a number, select the information icon to the right of the call information, then select delete on the top right hand side.

First Communications Cloud IP PBX User Guide (Yealink)

Yealink W56P



#	Item	Description
1	Paging Key	Locates a misplaced headset. Toggles the registration mode. Resets the base station to factory settings.
2	Registration LED Network Status LED Power Indicator LED	Indicates the mode of the base station Indicates the network status Indicates the power station of the base station
3	Earpiece	Outputs audio during the earpiece call
4	Power Indicator LED	Indicates handset power and some features statuses
5	Soft Keys	Label automatically to identify their context-sensitive features
6	Message Key	Accesses the voicemail or missed call
7	On-Hook/ Power Key	Cancels actions or ends a call. Rejects an incoming call
8	Speakerphone Key	Switches between the earpiece, earphone, and speaker mode
9	Off-Hook Key	Answers an incoming call. Enters the redial list
10	Directional Pad	Scrolls through displayed information. Confirm and cancel actions
11	Key Pad	Provides the digits, letters, and special characters in context-sensitive applications
12	Mute Key	Toggles mute feature on or off
13	Microphone	Picks up audio during earpiece and hands-free calls
14	TRAN Key	Transfer a call to another party

First Communications Cloud IP PBX User Guide (Yealink)

Yealink W56P Quick Reference Guide

Soft Keys

- The two 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

- Dial the number, then press the green off-hook key.

Redial

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

Voicemail Access

- To access voicemail messages, dial ***98** and press the green off-hook key.
 - Depending on your system configuration, you may be prompted for a voicemail PIN number.

Call Hold

- To place an existing call on hold, press the **Options** soft key then press the **Hold** soft key.
- To retrieve a call on hold, press the **Resume** soft key.
 - If two calls are on hold, press the **Resume** soft key to resume the current call. Use the up/down arrows or the **Swap** soft key to swap between the calls.

Call Transfer

- To transfer a call that is in progress, press the **Options** soft key and select either **Blind Transfer** or **Transfer** (for an attended transfer).
- Dial the destination number, then press **OK**.
- *For a blind transfer, the operation is complete.*
- *For an attended transfer, wait for the destination party to answer, then announce the caller.*
- Press the **Transfer** soft key to complete the transfer.

Conference Calling

- Place (or receive) a call.
- To add another party to the call, press the **Options** soft key and select **Conference**.
- Dial the destination number, then press **OK**.
- When the destination party answers, press the **Conf.** soft key.
- Press the red hangup button to end the conference call.

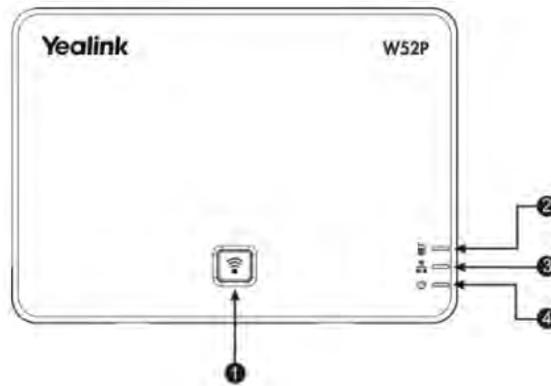
Call Forwarding (recommend using web portal)

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

- When your phone is idle, press **OK** >  > **Call Forward**. The display will show the lines assigned to the handset.
- Press the up/down arrows to select the desired line, then press **OK**.
- Press the up/down arrows to choose the call forward type, then press **OK**.
- Select **Enabled**, then enter the destination number in the **Target** field.
- Press the **Save** soft key to accept the changes.
- To cancel call forwarding, follow the same steps and select **Disabled** in the **Status** field.

First Communications Cloud IP PBX User Guide (Yealink)

Base Station Setup and Handset Registration



Base Station Diagram

1. Page key
2. Registration LED
3. Network Status LED
4. Power Indication LED

Base Station Installation

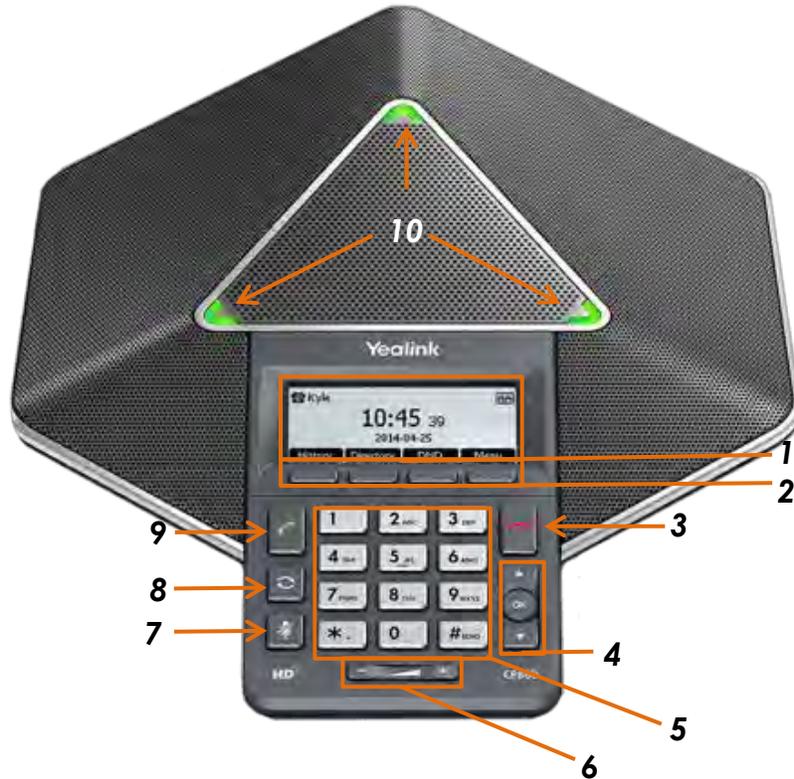
- Choose a suitable location for the base station. The base station will need to be near the center of the wireless coverage area.
- Connect the base station to the local area network (LAN) with an Ethernet cable. The unit can be powered with the supplied A/C adapter or with a power over Ethernet (PoE) port.
- If you have automatic provisioning enabled on the Barracuda Phone System and the base station is on the same subnet as the Barracuda Phone System, then the base station will be updated and five new unassigned phones will now be available.

NOTE: Some W52P base stations ship with a firmware that does not support automatic provisioning. If this is the case, you will need to manually provision the device. (Instructions below).

Handset Registration

- Place the supplied rechargeable batteries into the handset.
- Charge the handset on the cradle until the charging status icon shows a full charge. Wait until the handset is fully charged before continuing.
- At the base station, press and hold the  key for about four seconds. The registration LED will flash slowly, indicating that the base station is in registration mode.
- On the handset, press **OK** then select  > **Registration** > **Register Handset**.
- Use the up and down arrow keys to select the base station and press **OK**.
- Press **OK** when the display shows the ID of the base station.
- Enter the PIN number: 0000
- Press **Done** key.
- The handset will be assigned the next available handset ID, i.e. 1, 2, 3, 4, or 5.

Yealink CP860



#	Item	Description
1	LCD Screen	Shows information about calls, messages, soft keys, time and date
2	Soft Keys	Label automatically to identify their context-sensitive features
3	On-Hook Key	Ends a call or return to idle screen
4	Directional Pad	Scrolls through displayed information. Confirm and cancel actions
5	Key Pad	Provides the digits, letters, and special characters in context-sensitive applications
6	Volume Key	Adjusts the volume of the ringer, handset and speaker
7	Mute Key	Toggles mute feature on or off
8	Redial Key	Redials a previously dialed number
9	Off-Hook Key	Answers an incoming call. Initiates a call
10	LED Indicators	Indicate phone and call statuses

Transferring a Call

Blind Transfer

1. On an active call, press **Transfer**
 - You may use the hard key (on the 48/46 models ) or the soft key (shown below)
 - **Note:** the soft key will only show up when you are on an active call



2. Dial the extension or 10 digit number of the person you wish to transfer to
3. Press the **Transfer** key again

Attended Transfer

1. On an active call, press **Transfer**
 - You may use the hard key (on the 48/46 models ) or the soft key (shown below)
 - **Note:** the soft key will only show up when you are on an active call



2. Dial the extension of the person you wish to transfer to
3. Press the **OK** key – your caller will be unable to hear your conversation as they are now on hold
 - **OK** is located to the right of your dial pad in the center of navigation arrows



- A. If the person confirms that they would like to take the call, press the **Transfer** key a second time and hang up
- B. If the caller does NOT want to take the call, refer to your Soft keys. You will see an **End Call** soft key.



- Ending the call will then put your original call on **Hold**, and you will see a **Resume** soft key.
- Once you **Resume** your call, you can then let your caller know that the person in which they wish to speak is unavailable, but you can send them to voicemail
 - To transfer directly to voicemail, press **Transfer** → *55 + extension number **Send** soft key → **Hang up**

Parking and Retrieving a Call

Parking a Call

1. On an active call, press **More**

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



2. Once you press **More**, locate the **Park** soft key on your phone and press it



3. Dial the extension number of the user/phone that you would like to park the call follow by #

- This can be anywhere. Keep in mind - you can retrieve the call from any phone in your network as long as you know where it was parked in the first place

4. Wait to hear prompt – “Your call has been parked”

Retrieving a Call

1. If you are sitting at the extension/phone in which the phone call was parked, you will get a visible park notification and a **Retrieve** soft key will populate along the bottom of your phone
2. Once you press Retrieve, you will be able to pull the parked call
3. If you are not sitting at the phone/extension in which the call was parked, simply dial *88 + ext. number + # and you will have the parked call

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

First Communications Cloud IP PBX User Guide (Yealink)

Setting up Personal Voicemail

1. Press the “**Message**” button on the right of your dial pad



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!
 - b. Your new passcode is only required to be 4 digits

Recording a Personal Greeting

1. Press the “**Message**” button on the right of your dial pad
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**
 - 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**
 - c. To record your extended away greeting- **Press 4**

First Communications Cloud IP PBX User Guide (Yealink)

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	Phone Line/Port Name Endpoint Type Primary? Name: FirstCommSalesDemo9500_m Type: Business Communicator - Mobile Device Lines: Phone Line/Port Name Endpoint Type Primary?

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

First Communications Cloud IP PBX User Guide (Yealink)

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

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

First Communications Cloud IP PBX User Guide (Yealink)

Group Profile Tab

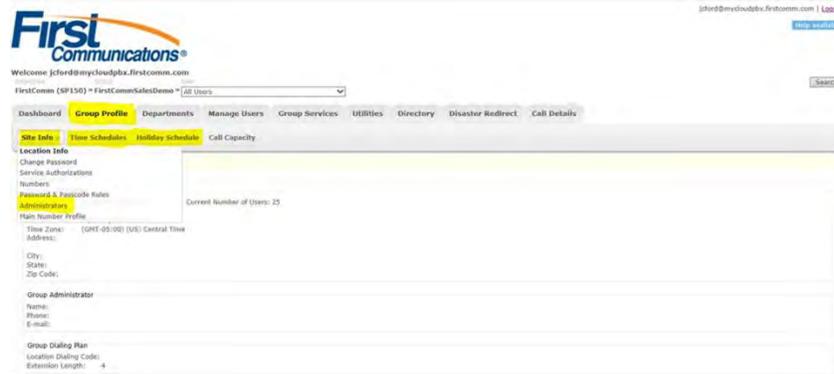
The mostly used features of the Group Profile Tabs are “Administrators, and Time Schedules:

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.



First Communications Cloud IP PBX User Guide (Yealink)

Group Services: Feature Access Codes (FAC)

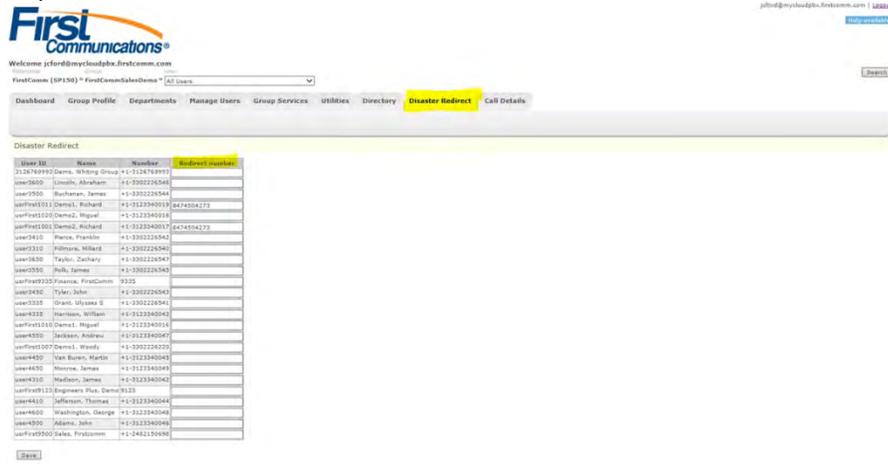
*List of available access codes so users can change settings through the phone portal instead of logging on the web client.

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 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	

First Communications Cloud IP PBX User Guide (Yealink)

Disaster Redirect

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



The screenshot shows the Admin Console interface for First Communications. The 'Disaster Redirect' tab is selected in the navigation menu. Below the navigation bar, there is a table titled 'Disaster Redirect' with the following columns: User ID, Name, Number, and Redirect Number. The table contains 20 rows of user data.

User ID	Name	Number	Redirect Number
213474992	Demo, Working Group	+1-312-787-9991	
user2800	Lincoln, Abraham	+1-302-226-5441	
user2900	Buchanan, James	+1-302-226-5441	
userFrac1011	Demo1, Richard	+1-312-234-0011	2474541273
userFrac1020	Demo2, Miguel	+1-312-234-0011	
userFrac1001	Demo3, Richard	+1-312-234-0011	2474541273
user2410	Perkins, Franklin	+1-302-226-5441	
user2310	Palmare, Willard	+1-302-226-5441	
user2630	Taylor, Zachary	+1-302-226-5441	
user2950	Wells, James	+1-302-226-5441	
userFrac9235	Francoise, FirstComm	9235	
user2460	Tyler, John	+1-302-226-5441	
user2335	Grant, Wences E	+1-302-226-5441	
user2322	Harrison, William	+1-312-234-0042	
userFrac1010	Demo1, Miguel	+1-312-234-0011	
user4800	Jackson, Andrew	+1-312-234-0042	
userFrac1007	Demo1, Wendy	+1-302-226-5441	
user4430	Van Buren, Martin	+1-312-234-0042	
user4400	Monroe, James	+1-312-234-0042	
user4450	Madison, James	+1-312-234-0042	
userFrac9123	Engineers Plus, Demo	9123	
user4410	Jefferson, Thomas	+1-312-234-0042	
user4409	Washington, George	+1-312-234-0042	
user4390	Adams, John	+1-312-234-0042	
userFrac9900	Sales, FirstComm	+1-242-1130-9900	

First Communications Cloud IP PBX User Guide (Yealink)

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: [All] [Start date/time] in [descending] order [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: []

[Create Report]

Export:

Email to: [] [Submit]

Export report to PDF: [Submit]

Export report to CSV: [Submit]

Copyright © 2015 Leonid Systems, Inc.

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"

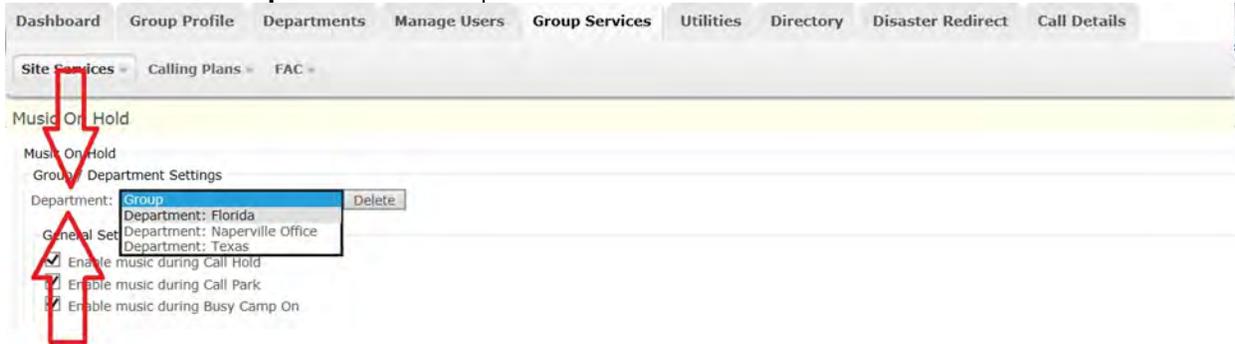


5. Click on "Music on Hold"
6. Once you click on Music on Hold, you will be taken to the below screen.
7. Assuming that your music on hold file meets *applicable specs discussed with First Comm*, and have been saved on your computer, you will click "Browse" under both the "General Settings" category,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



First Communications Cloud IP PBX User Guide (Yealink)

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

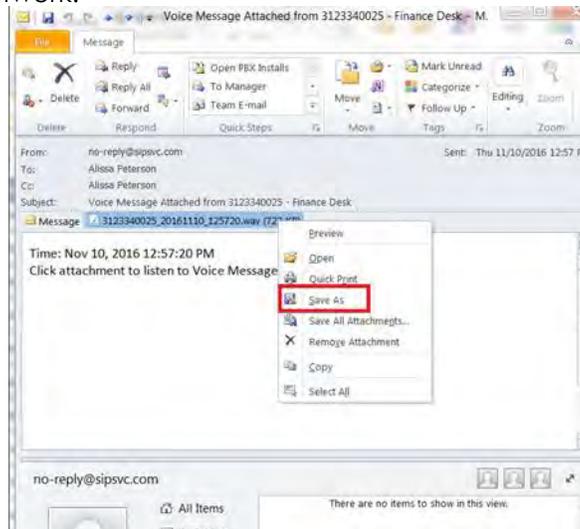


- c. Repeat steps 7 & 8 For all of your departments

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.



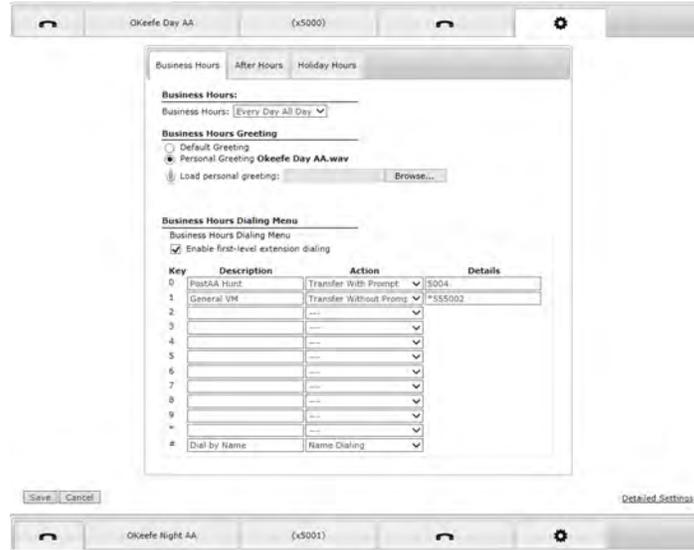
7. Once you have saved your greeting, login to your administrative portal and scroll down to the **"Auto Attendants"** section of your Dashboard

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

Displaying 2 of 2 users

First Communications Cloud IP PBX User Guide (Yealink)

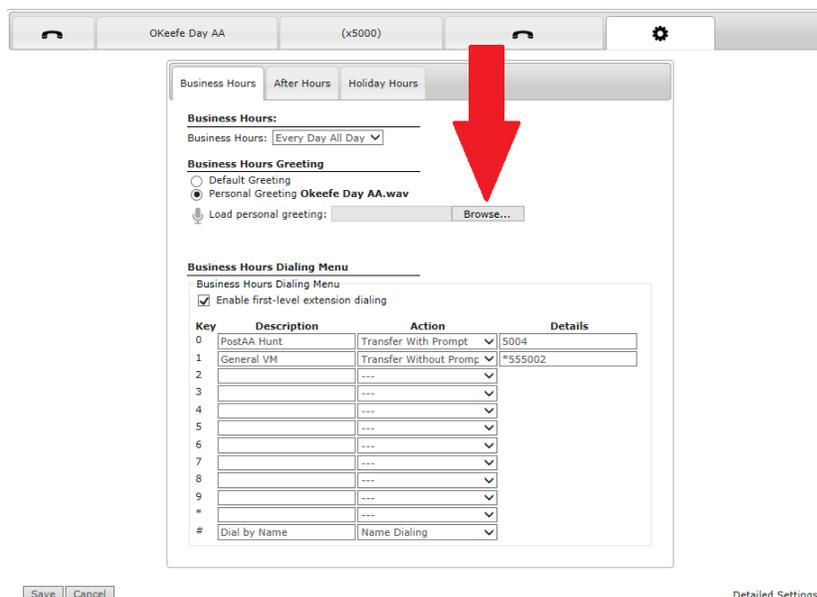
- Click on the settings icon of the appropriate auto attendant (Day Greeting or Night Greeting)



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.

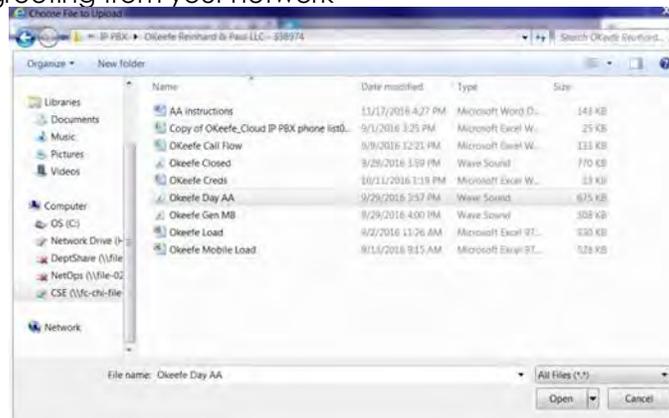
- BROWSE and search for your recorded greeting

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



First Communications Cloud IP PBX User Guide (Yealink)

10. Select recorded greeting from your network



11. **SAVE** changes