Intelligent Voice
quick admin guide

manx telecom

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Manx Telecom's Intelligent Voice service is easy to configure but we understand that if you're not that familiar with the portal, performing admin functions may seem a little trickier than it really is.

So, to help find your way around with some of the more regularly requested tasks we've created this useful guide to assist. It's mainly aimed at the group administrator although there are some tasks that can be done by an individual phone user.

If you'd prefer us to perform your Intelligent Voice admin tasks, we can arrange that as a chargeable service. Give us a call on 01624 624624.

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Logging in to the Admin Portal

Logging In

To login you can access the admin portal by browsing to:

https://iv-portal.manxtelecom.im

Logging in as the group admin allows you administrative access to all groups and individual users configured within your enterprise.

Group admin rights will allow you to effect changes within the group that you're assigned to; an enterprise with multiple groups will have an admin assigned to each group.

User admin access allows you to make changes to your own phone only.

When your Intelligent Voice service was installed, a nominated person should have been given the group admin login details. Each phone user will have been given their own user admin credentials.

Forgotten your password?
(Admin login required)

If a user has forgotten their user password to access the portal, (where you can make changes to your phone), or voice portal passcode (for accessing voicemails) then the Intelligent Voice admin needs to log in with the admin password, access the user account that needs a new password and make the necessary changes.

If you have forgotten your admin password, you'll need to call Manx Telecom on 01624 624624 and request new passwords. This service may be chargeable.

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User Password Reset

- Once you log in as the group admin you will be presented with the **Dashboard** displaying each user as seen below:
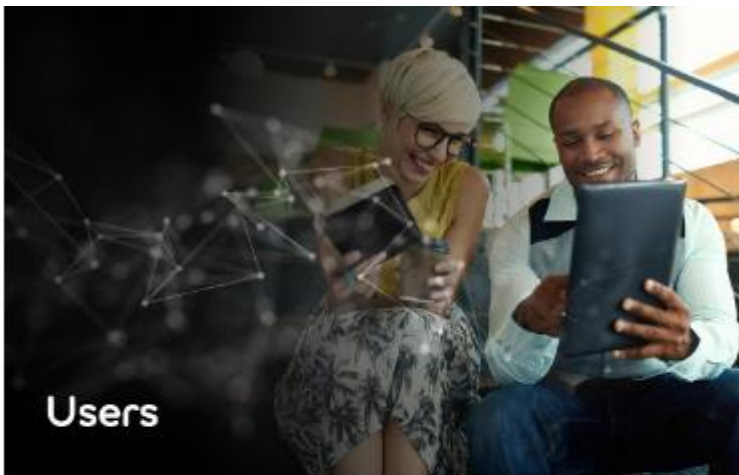

- Click on the appropriate username.

- You will then be taken to the individual user's dashboard, from here on the Menu under Management, select Passwords.

- Select the padlock icon, which will then display a password and repeat password box to ensure you've entered the password correctly before changing.

- Click **Save** and the users password will then be updated.

General Admin for a Single Phone

You can use the admin portal to set/change all a phone's individual settings in just one web page. If you logged in as group admin, you'll need to select the appropriate username in order to make configuration changes to their phone.

- Select the 'Users' tab from under the Menu on the left-hand side and click the relevant users name.
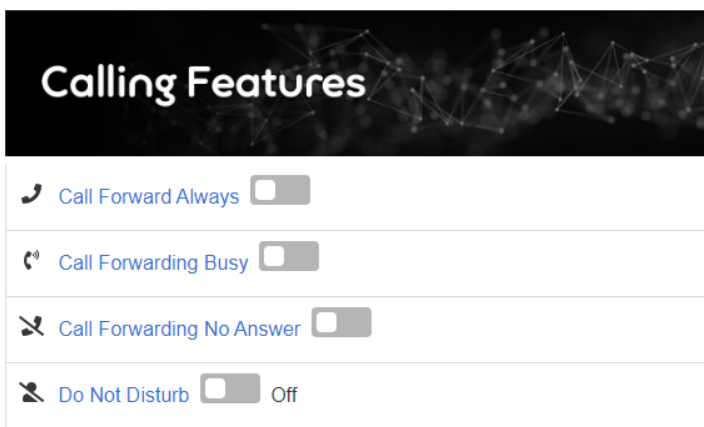
- Or for further setting changes, under the Menu – Management tab, select User Service Settings.

Active	Name	Description
✕	Automatic Callback	Allows you to request notification when a busy line becomes available. A distinctive ring will be used to notify you when the user is available.
✓	Barge-in Exempt	Barge-in Exempt allows you to block barge-in attempts from other users with Directed Call Pickup with Barge-in.
	Busy Lamp Field	Busy Lamp Field allows you to create a list of users to monitor via your SIP Attendant Console Phone and assign a SIP URI to the list.
✕	Call Forwarding Always	Call Forwarding Always allows you to forward all your incoming calls to a different phone number or SIP-URI, such as your home office or cell phone. You can also mak
✕	Call Forwarding Busy	Call Forwarding Busy allows you to forward all your incoming calls to a different phone number or SIP-URI if your phone is currently busy. Use this service when you wo
✕	Call Forwarding No Answer	Call Forwarding No Answer allows you to forward all your calls to a different phone number or SIP-URI when you do not answer your phone. Use this service when you
✕	Call Forwarding Not Reachable	Call Forwarding Not Reachable allows you to forward all your incoming calls to a different phone number or SIP-URI when your device is not accessible by BroadWorks
✕	Call Forwarding Selective	Call Forwarding Selective allows you to forward specific calls matching your pre-defined criteria to a different phone number or SIP-URI. Use this service to forward call
✕	Call Notify	Call Notify allows you to send a notification e-mail containing the caller's name and number, if available, when the call matches your pre-defined criteria. Use this to cre
✓	Call Waiting	Call Waiting allows you to receive another call while you are on the phone. You can turn it on or off for all calls and then selectively turn it back on or off using the featur
✕	Calling Line ID Delivery Blocking	Calling Line ID Delivery Blocking allows you to block your number from being shown when calling other numbers. Members of your group can still see your number whe
✓	Calling Name Delivery	Calling Name Delivery allows the Calling Line name for callers from inside your group or enterprise (Internal) and/or callers from outside your group or enterprise (Exter
✕	Do Not Disturb	Allows you to send your calls directly to your voice messaging box without ringing your phone. In addition, you can make your primary phone emit a short ring burst to ir
✓	Music On Hold User	Music On Hold allows you to turn on music for all calls when the remote party is held or parked.
✓	Priority Alert	Priority Alert allows you to make your phone ring with a different ring based on your pre-defined criteria. Use this service if you want to know when a specific person cal
✕	Selective Call Acceptance	Selective Call Acceptance allows you to receive only calls that meet your pre-defined criteria. The criteria for each Selective Acceptance entry can be a list of up to 12 p
✕	Selective Call Rejection	Selective Call Rejection allows you to reject calls that meet your pre-defined criteria. These callers will be given an announcement that you cannot be reached. Use this
✕	Simultaneous Ring Personal	Simultaneous Ring Personal allows you to list up to 10 phone numbers or SIP-URI addresses you would like to ring in addition to your primary phone when you receive
	Speed Dial 100	Speed Dial 100 allows you to set up to 100 speed dial phone numbers or SIP-URI addresses that can be called with the push of a few buttons. Enter the number as yo

- To make a change, click the calling option you would like to alter, eg 'Call Waiting', select the toggle icon to make the option active or disable and then click save.

Changing the Name of a User

If you need to change the username associated with a particular phone the task can be done at user or admin level.

Admin Level -

• Log in to the admin portal.

• From the Menu, select User tab.

• Select the user that you wish to change the name.

• Then from the Menu, under Management, select 'User Profile' as shown below:

User Profile   ℹ

User ID	016241 ... @msims.manxtelecom.im
Phone Number	016248
Extension	552
First Name	Spare
Last Name	Test
CLID First Name	Spare
CLID Last Name	Test

- Select the blue icon in the top right corner and click Edit User.

- Once you've made the relevant changes, click save.

User Level –

- Log into the admin portal using your individual log in detail.

- From the Menu, under the Management tab select User Profile.

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- Click the blue icon in the top right corner which will give you the option to edit user.

- Here you can edit the First and Last name and then click save once changes have been made.

How to View Basic Call Logs

With a group admin login you can view the call logs for all phones in that group or just those you're interested in. At user level you can only see the calls for your own phone. (Note that these call records do not give details of call charges).

To view from an admin level:

- From the menu, select Users.

- Click the user ID you would like to view call logs for.

- The individual user dashboard will then appear, from here select Basic Call Logs from the menu.

- Basic Call Logs displays the most recently received, missed or placed calls. Click on the appropriate tab to see the desired type of log you require.

To view from a user level:

- Once logged in on the user dashboard, from the Menu select Basic Call Logs.

- Basic Call Logs displays the most recently received, missed or placed calls. Click on the appropriate tab to see the desired type of log you require.

Hunt Groups
(Admin login required)

By definition, Hunt Groups are a group-level function and so you'll need to log into the portal as the group admin. (Remember, a user may be a member of more than one Hunt Group; the actual Hunt Group name will appear on the phone display as it rings to that Hunt Group).

If you want a new Hunt Group created, you'll need to request us to do that for you by calling 01624 624624. This may be chargeable.

- Once logged in, from the Menu select Hunt Group. This will list all set up groups.

To add a user to the Hunt Group:

- Click the relevant group you would like to add the new user to.

- A list of agents that are in said Hunt Group will be displayed – to add a new user, select the people icon which will display all potential users to be added.

- Click the name and you can then use the up/down arrows to change the order of the hunt group. Make sure to select save to complete changes.

To remove a user from the Hunt Group:

- Follow the above process to get to the Hunt Group list, but click the persons name you would like to remove from the group and it will move to the left hand side to appear under the available list instead.

Call Pickup Groups
(Admin login required)

By definition, Pickup Groups are a group-level function and so you'll need to log into the portal as an admin level user. (A user may only be a member of one call Pickup Group).

Once logged in, under the Group Services tab from the Menu, select Call Pickup.

Call Pickup ⓘ	+

Filter Results

Name ▲

MT Products 1

Test

(Existing call pick up groups will appear here).

To create new pickup groups:

- To add additional groups, click the blue plus icon.

- You will then be directed to creating the new group name.

New Group ⊗

Name *	Testing

Cancel Save

- Then select your newly created group to begin adding users.

- Click the cog icon and any available users will so you can begin adding them to the Call Pick Up Group.

Select Users ⊗

Users

Available (2) Select All	Selected (0) Select All
Filter Results	Nothing Selected
Test, Spare (01624	
Callum (01624	

Cancel Save

- Once selected, the user will appear under the Selected column – make sure to click save to keep your changes.

To add a user to an existing pickup group:

- Under the Menu, Group Services select Call Pickup.

- Select the existing pickup group you'd like to add a new user to.

- Click the cog icon under the Users tab. Available users will appear on the left to be added into the pickup group. Select the name, and they will then move to the selected column.

- You can remove users from a pickup group the same way, by selecting the name from the Selected row, and it will then move across to the left under the Available tab.

- Once happy with your changes, make sure to select save.

Group Music on Hold
(group or enterprise login required)

Here's how to upload your chosen music or recorded message on hold. Remember your recording must be PRS license-paid if applicable. Music on Hold for the group is a group-level function so you'll need to log into the portal as the group admin.

IMPORTANT. The file you want to use must have the following attributes otherwise it will not load onto the platform:

- .wav file format

- Linear PC
- CCITT u-Law
- 8.000kHz
- 8 bit mono
- 5 minutes duration or shorter
- File size of 4.5 MB or smaller

To upload the new Music on Hold file:

- Log in using group admin access.

- Then from the menu, select Announcements.

- Click the + icon, which will give you the option to search for the relevant file. From here, you can also update the file description name. Click save.

- If successfully added, your file should now appear under the Announcement list.

- Now under the menu tab, select Music On Hold

- Here you will find your existing group set up as seen below:

Music On Hold i		+
Type	**Name**	
Group	Mtproducttest	

- Select the relevant group.

- From here you have two audio options – General Audio or Internal Audio. (Example shows General Audio).

- Click the cog icon. The Audio Codec needs to be set as G.711 from the drop-down menu and the Announcement Type set as custom.

- Click the highlighted icon below to select the announcement file you added earlier.

Edit Audio

Audio Codec	G711
Announcement Type	Custom
Audio File *	DQ Services.wav

Cancel   Save

- Select save.

- Type in the name of the file as you want it to appear in the admin portal.

- Click on **Upload** and then **Save.**

- To edit settings, go back to the Music On Hold option under the menu and here you can alter when MOH is enabled:

Settings   General Audio   Internal Audio

Settings

Settings	
Enabled During Call Hold	✕
Enabled During Call Park	✕
Enabled During Busy Camp On	✕
Use Alternate Source for Internal Calls	✕

- Click the cog icon to make changes, and then click save.

If you want to play a different audio file for internal calls only, just upload the file in the Announcement Repository as described previously, click on **Custom** in the **Internal Call Settings** section as seen in the bottom window of the screenshot below and select it from the dropdown list.

Auto Attendant
(Admin login required)

Here's how to upload your pre-recorded greetings for an Auto Attendant. An Auto Attendant is a group-level function, so you'll need to log into the admin portal as the group or enterprise admin.

Remember, any music played must be PRS licence-paid if applicable.

IMPORTANT. The file you want to use must have the following attributes otherwise it will not load onto the platform:

- .wav file format
- Linear PC
- CCITT u-Law
- 8.000kHz
- 8 bit mono
- 5 minutes duration or shorter
- File size of 4.5 MB or smaller

To upload the new Music on Hold file:

- Log in using group admin access.

- Then from the menu, select Announcements.

- Click the + icon, which will give you the option to search for the relevant file. From here, you can also update the file description name. Click save.

- If successfully added, your file should now appear under the Announcement list.

- Now select **Auto Attendant** from the menu.

- Your Auto Attendants will be listed here like the example below:

- Select the Auto Attendant that you want to modify.

- This will open a dashboard for that specific Auto Attendant.

- Each menu item has its own settings under the cog/+ icon if any changes are required to that specific Auto Attendant.

- For example, After Hours Menu – Click the cog under the After Hours Menu Audio section. You can set the announcement type and change the audio file if required, make sure to hit save once relevant updates have been made.

- Under the After Hours Menu Keys section, you will see a list of number keys, which correspond to a specific action if pressed. For example, selecting the 0 key will transfer the call to the operator, 1 will extension dial etc. If you would like to change the order or options, select the + icon.

- From the drop-down menu's you can select 'Key' (the number to be pressed), 'Action' (the action to be performed once the key is pressed) and 'Description' if required. Select save once changes are made.

- To add or change an announcement for a key, select **Play Announcement** and the **Audio** drop-down list appears next to it.

- Select the file that you want to play when that key is pressed by the caller.

- Don't forget, if you plan to make any changes to the action associated with pressing a key then you'll need to amend the initial greeting to advise callers of what each key press will now do.

Sample Auto Attendant Configuration

Initial Greeting	"Welcome to ABC Limited. Press 1 for Sales, 2 for Customer Services, 3 for our opening times, 4 to repeat this message or 0 for the Operator"

Key	Action	Input
0	Tranfer Without Prompt	[Receptionist extension number]
1	Tranfer Without Prompt	[Sales Dept extension number]
2	Tranfer Without Prompt	[Customer Services Dept extension number]
3	Play Announcement	[Opening Hours audio file]
4	Repeat Menu	

Note that if a caller does not press any key then the call with be treated as if '0' had been pressed, so it's a good idea to set the 0 key to transfer to someone who can assist the caller.

Night Service

To set up night service, you will need to first edit a Business Schedule for the hours in which night service is required. In the below example we have set up Night Hours 1 & 2.

Then you will need to set up call forward selective for the user or hunt group to point at the chosen schedule.

Select Business Schedule and then click on the schedule you're going to use, e.g. 1 or 2.

(You can change the name of the schedule by clicking the cog on the right-hand side, edit the name and select save).

Each schedule has 13 steps as shown below:

Name ▲	Start Time	Duration	Recurrence
1	September 4, 2023 12:00 AM	8 hours	every week on Monday
2	September 5, 2023 12:00 AM	8 hours	every week on Tuesday
3	September 6, 2023 12:00 AM	8 hours	every week on Wednesday
4	September 7, 2023 12:00 AM	8 hours	every week on Thursday
5	September 8, 2023 12:00 AM	8 hours	every week on Friday
6	September 9, 2023 12:00 AM	8 hours	every week on Saturday
7	September 4, 2023 5:00 PM	7 hours	every week on Monday
8	September 5, 2023 5:00 PM	7 hours	every week on Tuesday
9	September 6, 2023 5:00 PM	7 hours	every week on Wednesday
10	September 7, 2023 5:00 PM	7 hours	every week on Thursday
11	September 8, 2023 5:00 PM	7 hours	every week on Friday
12	September 9, 2023 5:00 PM	7 hours	every week on Saturday
13	September 3, 2023	All Day	every week on Sunday

Click on each step to change the time for night hours, here you can edit start and end times as required (ensure to enter both in the same format) and then click save.

From here you can also select whether you want this schedule to repeat daily, weekly, monthly or yearly, and then select which day you would like it to start on .

Repeats

| Weekly ⌄ | Every | 1 | Weeks |

Weekly On

×	Sunday
✓	Monday
×	Tuesday
×	Wednesday
×	Thursday
×	Friday
×	Saturday

Ends

--Never-- ⌄

Next step is to set up call forward selective for the required user or hunt group.

Go back to the main dashboard and select Hunt Group.

Choose the relevant hunt group:

Active	ID ▲	Name	Phone
🟢	01624	UpstairsOffice	01624

Then select User Service Settings and click Call Forwarding Selective as highlighted below:

HUNT GROUP

Agents
Profile
Settings

PROVISIONING

Announcements
Call Policies
User Service Assignment
User Service Settings

User Service Settings i

Filter Results

Active	Name	Description
✓	Call Forwarding Selective	Call Forwarding Selective allow
×	Priority Alert	Priority Alert allows you to make
✓	Voice Messaging User	Voice Management allows you t

Click the cog to edit and begin adding the phone number or extension number the Night Service will be defaulting to and select save.

Edit Call Forwarding Selective

✔ Activate Call Forwarding Selective

✕ Play Ring Reminder When Call is Forwarded

| Default Forward To * | 829 |

From this page select the plus sign to add criteria:

Call Forwarding Selective Criteria ➕

Filter Results

Description	Forward	Calls From	Forward To	Active

Add New Call Forwarding Selective Criteria

Description *	Night calls to voicemail
Forward To	Forward To Default Number ⌄
Time Schedule	Night Hours 1 (Group) ⌄
Holiday Schedule	--None-- ⌄

Calls From

| Any | ⌄ |

Allow From

✕ Any Private Number

✕ Any Unavailable Number

Specific Numbers

Calls To

Numbers

Available (0)	Select All	Selected (1)	Select All
Nothing Available		Primary (01624(	

Begin adding in relevant 'Description' describing what's happening to the call during night service.

'Forward to' will be left as forward to default number as already set up in previous step.

'Time Schedule' you will need to pick the one you previously selected using the drop down.

'Holiday Schedule' leave as none.

In the 'Calls To' section, select the number in the available section and move to selected section as highlighted and click save.

If you set up night service 2 and want to use a different number than the default previously set up – click on the + to add a new criteria and set up as instructed above. However on the forward to tab, change the drop down from forward to default number to specific number and then you will have a new tab for 'forward to specified' to add a new number.

Add New Call Forwarding Selective Criteria

General Settings

Description *	Night calls to voicemail
Forward To	Forward To Specified Number ⌄
Forward To Specified	
Time Schedule	Night Hours 1 (Group) ⌄
Holiday Schedule	--None-- ⌄

Creating Voice Mailbox and announcements

From IV Extension Phone:

- Dial Voice Portal Number by (pressing message key) and using the number provided by Manx Telecom (e.g. 123)

- Enter default 6-digit passcode followed by **#**
- Enter new 6-digit passcode followed by **#**

Listen and follow the required steps to set up the mailbox settings.
To change the default mailbox greetings:
- Enter the Mailbox press **1**
- Change mailbox busy greeting press **2**
- Change mailbox no answer greeting press **3**

From outside the IV system:

- Dial Voice Portal 6 digit number provided by Manx Telecom
- Dial your extension number – the last 3 numbers of your DDI then has (e.g. 123#)
- Enter default 6-digit passcode followed by **#**
- Enter new 6-digit passcode followed by **#**

Listen and follow the required steps to set up the mailbox greetings.
- Enter the mailbox press **1**
- Change mailbox busy greeting press **2**
- Change mailbox no answer greeting press **3**

Creating Night Service Voicemail Announcement

From IV Extension Phone:

- Dial Voice Portal Number provided by Manx Telecom (e.g. 123)
- Press *
- Dial Night Service VM Extn number provided by MT (eg 456)
- Enter 6-digit passcode followed by **#**
- Change to new passcode
- Listen and follow the required steps to set up the mailbox settings
- Enter the mailbox press **1**
- Change mailbox busy greeting press **2**
- Change mailbox no answer greeting press **3**

From outside the IV system:

- Dial voice portal 6 digit number 123456
- Dial the night service extn number

- Enter the 6-digit passcode followed by **#**
- Listen and follow the required steps to set up the mailbox settings.
- Enter the mailbox press **1**
- Change mailbox busy greeting press **2**
- Change mailbox no answer greeting press **3**

Changing Voicemail portal passcode for a user

Go to the dashboard, then select the relevant user and under Management select Passwords.

Click the cog symbol as highlighted below:


Enter the default passcode of 246824:

Then select save.

Business Continuity

There may be an occasion when your phone users are unable to be present in the office to pick up incoming calls.

If you find you need to set up call diverts for all users in the group quickly, just log into the admin portal with an admin level login and browse for the relevant user.

- You will be presented with the user dashboard and can begin searching for the Calling Feature cube as seen below:
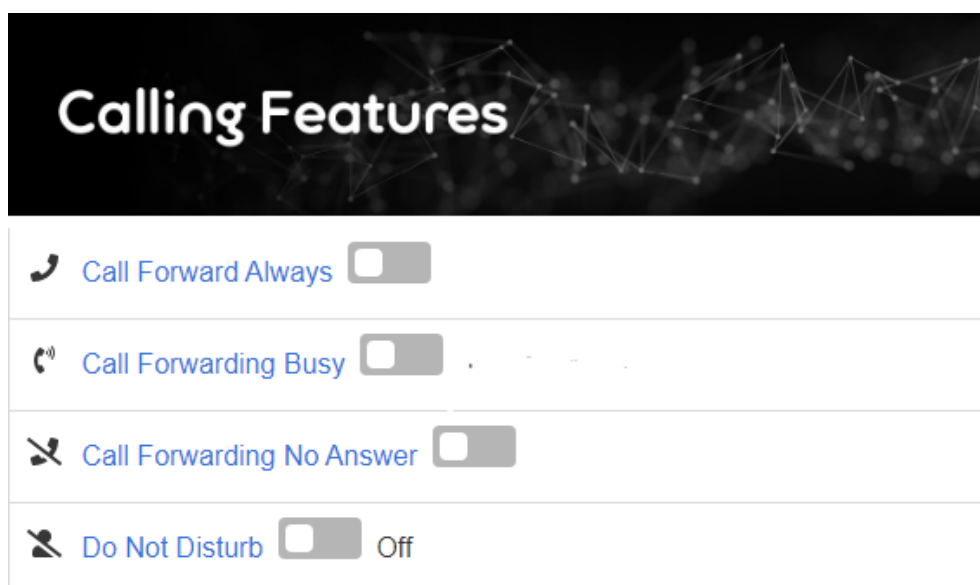
- Select the Call Forwarding No Answer tab and click the 'Is Active' box and enter the number you would like call to be redirected to in the Forward To box. It's also possible to edit the number of rings before the call is redirected.

- Once happy with your changes, select save to confirm changes and the diverts will take effect immediately.

- Note that unless the numbers you redirect all calls to are included in your call tariff, you will be billed for the redirected leg of each call (the calls will be charged as originating in the Isle of Man regardless of where the caller is located).

Troubleshooting

The Intelligent Voice platform is highly fault tolerant and replicated across two data centers, meaning the chance of you being affected by a fault condition within the platform itself is very small indeed.

If however, you do experience a problem, or your phone just isn't behaving as you think it should, then here are some things you can check before giving us a call.

No display on the phone and no dial tone?

- Is only one phone affected? If yes, check that the data cable is plugged into the correct socket in the back of the phone, marked 'Internet' or with a symbol similar to this ⌐┴┐ . If it is, make sure that power is getting to the phone, either by means of a plug-top power adaptor or the data cable connection into a Power- over- Ethernet switch.

- If all phones are off, check the Power-over- Ethernet switch that they connect back to in your data cabinet.

If you are paying separately for support on your phones or if the phones are rented from us and one of them has gone faulty let us know and we'll arrange to replace it. If you don't have support or rent from us, again please get in touch and we'll quote you for a replacement unit.

Phones indicate that they have no IP Address (phone models vary as to the exact wording).

- Check that the Internet router is powered on, has the Internet/DSL LEDs lit and that the phones are connected to it, either directly or via the switch.

Phone not ringing in a hunt group.

- Check to see if the phone has been set up as a member of the hunt group (see the **Hunt Groups admin** section of this guide).

- Check the configuration settings for the phone via the admin portal. See the section **General Admin for a Single Phone** in this guide. **Phone unable to perform a call pickup from another phone that's ringing.**

- Check to see that both phones are in the same call pickup group (see the **Call Pickup Groups admin** section of this guide).

Poor call quality during calls.

This is normally due to one of the following:

- Excessive traffic using the Internet circuit; if voice calls and Internet data are using the same link then there is always the chance that intermittent upswings in data traffic will have a detrimental effect on your voice calls.

- A fault on the Internet circuit is causing you to experience limited bandwidth which in turn degrades the voice quality of your calls.

- Poor data traffic management or configuration on your local network which results in voice quality issues.

Phone not receiving calls when dialled.

- Check the configuration settings for the phone via the admin portal. It's possible that a feature has been inadvertently set that prevents calls getting through. These range from 'Do Not Disturb' which stops all calls to 'Anonymous Call Reject' which will block all incoming calls from a withheld number.

- See the section **General admin for a single phone** in this guide.

Caller says they left a message but there's nothing there when you check.

- This is a common issue seen when a hunt group uses voicemail to pick up any incoming calls that don't get answered. If the mailbox has been set to deliver the message as an email attachment or if more than one person can retrieve the message by phone, it can be difficult to track and manage who has picked up which message.

Fault reports

If you want to report a fault, please call us on 01624 624624.