

User Guide

# Business Hosted Voice for Single Seat Locations

DOCUMENT VERSION: 1.0



# Welcome.

## We're excited to be your connectivity partner.

You can now take advantage of the benefits of having one service for all your needs all under one bill.

This User Guide explains how you can benefit from these services. If you have questions about your service, contact our customer care team 24 hours a day, 7 days a week. For customers in the New York Tri-State area, reach us at **866.575.8000**, or for all other regions, contact us at **855.270.5527, 611** from your BHV phone or visit <http://optimumbusiness.com>



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## Introduction

Business Hosted Voice (BHV) is a cloud-based communications solution for Small Medium Business (SMB) customers. It is offered only as a service over Optimum's Business Internet offerings and may not be purchased as a stand-alone service. Optimum provides all the necessary equipment (i.e., Modem, base station, phones, etc.), installation and support so that the customer can focus on running their business and not their communications network. This turnkey solution includes:

### **Hosted Unified Communications capabilities.**

Cordless telephone/web client/mobile client

End-to-end connectivity, from the cloud to the user's communication device(s)

Installation, configuration, management, and monitoring

## Seat Type

### **Single Seat Location**

We offer a specific deployment method of BHV when a customer only requires a Single Seat. This seat is sold as a Business Seat and uses our cordless base station plugged directly into the OOL modem. There is no special wiring required and customer can pair up to 2 handsets with the 1 Base Station. We are also providing a modified configuration for BHV Single Seat that focuses on the ability to make and receive calls unlike the other call controls that are configured for larger deployments. If you wish to make use of those additional features, you can manage most from the portal or by calling into customer care for assistance.

Single Seat locations can make and receive multiple calls at the same time as the same seat and base station with multiple handsets paired to the one Base Station.

**BHV Single Seat** is provided as a specialized configuration of our Business Seat. With that, we have limited the features that are available on the initial install:

- + Anonymous Call Rejection
- + Call Forward
- + Call Forward – Remote Activation/Deactivation
- + Call Pull
- + Call Transfer – Consultative
- + Call Waiting
- + Conferencing – 3 Party/5 Party
- + Distinctive Ringing
- + Do Not Disturb
- + Mobile Client
- + Single Number Reach
- + Speed Dial – Personal
- + User Portal
- + Voicemail
- + Voicemail to Email
- + Web Client

## Devices

### Grandstream DECT D720/D750 (Cordless Phone(s))



*D750 Base Station (left) and D720 Handset with Charging Base (right)*

The Grandstream DECT 750 Base Station is required to enable the Grandstream D720 Handset

- + The D750 Base Station will support up to five (5) simultaneous calls and 2 handsets
- + Handset to Base Station range is 164 feet indoors and 984 feet outdoors
- + All handsets share the same telephone number
- + Handsets need to first be paired to the Base Station

### DP750 LED Patterns

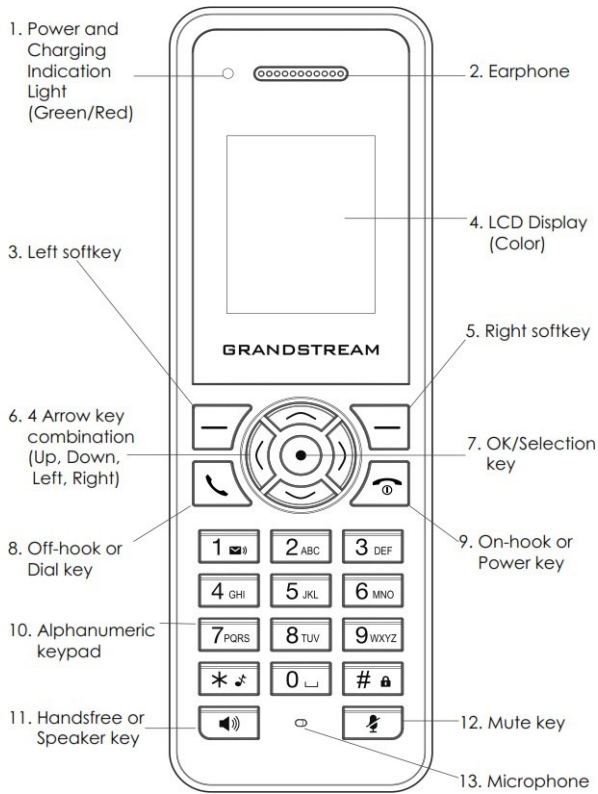
The DP750 has 5 LED lights on it. Please see on the following table the meaning of each light.



LED	Status
	Indicates power ON/OFF.
	Indicates access to the Network. Remains ON while there is Access to the Network.
	Indicates if a SIP account is registered.
	Indicates status of the lines. <b>Blinking:</b> A line is in use. <b>Solid ON:</b> All lines are free.
	The radio icon for pairing the DP720 and DP750, if we keep pressing the radio button it starts blinking indicating pairing attempt.

## DP720 Handset Description

The LCD screen and the keypad are the main hardware components of the DP720.



## Handset Keys Description

Key	Description
<b>1</b>	<b>Power and Charging Indication Light</b> <b>Red:</b> Charging. <b>Green:</b> Charge completed. <b>Blinking:</b> Missed call(s) or Voicemail received.
<b>2</b>	<b>Earphone</b> Delivers audio output.
<b>3</b> <b>5</b>	<b>Left and right softkeys</b> Correspond to functions displayed on the LCD. These functions change depending on the current context.
<b>4</b>	<b>LCD display</b> Shows call information, handset status icons, prompt messages, etc.
<b>6</b>	<b>4 Arrow key combination</b> Permits navigation of the cursor through the displayed menu options.
<b>7</b>	<b>OK/Selection key</b> Selects the option chosen by the cursor. (Enters the main menu from the home screen.)



























Key		Description
8	<b>Off-hook / Dial key</b>	Enters dialing mode, or dials number entered.
9	<b>On-hook / Power key</b>	Terminates calls, or turns the handset on / off.
10	<b>Alphanumeric Keypad</b>	Provides the digits, letters, and special characters in context-sensitive applications. For + sign, press and hold key 0.
11	<b>Hands-free / Speaker key</b>	Switches between handset and hands-free / speaker modes.
12	<b>Mute key</b>	Activates or deactivates the mute feature.
13	<b>Microphone</b>	Picks up audio earpiece and hands-free calls.

### DP720 Icons Description

The following table contains description of each icon that might be displayed on the screen of your DP720.

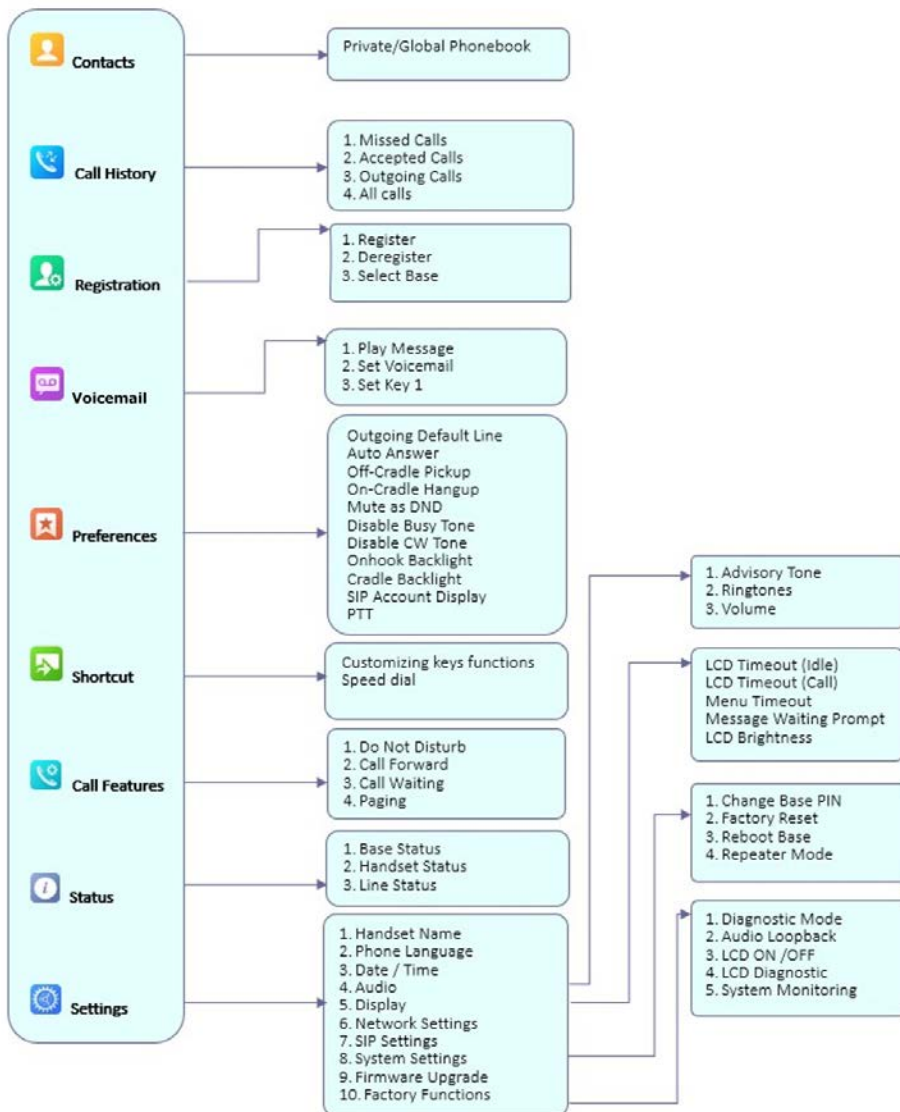
Icon	Description	Icon	Description
	<b>Battery status</b> Not equipped with battery		<b>Battery status</b> Battery empty
	<b>Battery status</b> Battery low		<b>Battery status</b> Battery normal
	<b>Battery status</b> Battery full		<b>Battery status</b> Charging
	<b>Signal status</b> Not subscribed		<b>Signal status</b> Not in range
	<b>Signal status</b> Signal very low		<b>Signal status</b> Signal low
	<b>Signal status</b> Signal normal		<b>Signal status</b> Signal good

Icon	Description	Icon	Description
	<b>Signal status</b> Signal very good		<b>Microphone MUTE Status</b> OFF – Not muted ON – Muted
	<b>Speaker status</b> OFF – Speaker is inactivated ON – Speaker is activated		<b>Headset icon</b>
	<b>Missed Call icon</b>		<b>Voicemail icon</b>
	<b>Ringtone status</b> OFF – Ringtone off (Silent mode) ON – Ringtone on		<b>Keypad Lock status</b> OFF – Keypad unlock ON – Keypad locked
	<b>DND Status</b> OFF – Do Not Disturb disabled ON – Do Not Disturb enabled		<b>Call waiting</b>
	<b>Information</b>		<b>Account not registered</b>
	<b>Account Registered</b>		<b>Error message</b>
	<b>Handset number</b>		<b>Incoming Call notification</b>
	<b>Outgoing Call notification</b>		<b>Missed Call notification</b>
	<b>Voicemail notification</b>		<b>Contacts</b>
	<b>Call History</b>		<b>Registration</b>
	<b>Voicemail</b>		<b>Preferences</b>

Icon	Description	Icon	Description
	Shortcut		Call features
	Status		Settings

### DP720 Handset Menu

The handset has an easy-to-use menu structure. Every menu opens a list of options. To open the main menu, press “Menu” (left softkey) when the handset is on and in standby mode. Press Arrow keys to navigate to the menu option you require. Then press “Select” (left softkey) or OK/Selection key to access further options or confirm the setting displayed. To go to the previous menu item, press “Back” (right softkey). You can press Power key at any time to cancel and return to standby mode. If you do not press any key, the handset automatically reverts to standby mode after 20 seconds.



## Registering Handset to DP750 Base Station

1. On DP750 Base Station, press and hold Radio/Page button for about 7 seconds until radio LED starts blinking.
2. On handset, Press “Menu.”
3. Use arrow keys to reach “Registration.”
4. Navigate to “Register,” then press “Select” while the DP750 radio icon is blinking.
5. Select the corresponding base, and then press “Subscribe.”
6. DP720 handset will display Easy Pairing on the LCD and play an audible buzz when subscribed.


## Basic Operations

### Turning the Handset ON / OFF



#### To turn ON the handset

Long press on **Power key**  until the LCD screen lights up.

#### To turn OFF the handset

Long press on **Power key**  again when the handset is idle until the display turns off.



### Adjusting Speaker and Earpiece Volume

Press left key  or right key  while you are on an established call to set the volume of the earphone / speaker. You can choose between 5 different levels. If pressed when not on a call, you will adjust the ringing volume.

## Making Calls

### Method 1:




#### Using default outgoing line

7. Enter desired number to dial using keypad buttons.
8. Press Dial key  or Speaker key  to initiate the call.

#### Selecting outgoing line to use

1. Enter desired number to dial using keypad buttons.
2. Press “Line” softkey.
3. Select a line from available lines displayed on the screen to use for dialing out.

### Method 2:

1. Press Dial key  or Speaker key  .
2. Enter desired number to dial using keypad buttons.
3. Press Dial key  or wait for 4 seconds and the call will be initiated automatically.

## Answering Calls

Press **Dial Key**  or Hands-free key  or “Left softkey” (“Answer” on DP720) to answer incoming call.

## Ending Calls

Press On-hook key to terminate the call.

## Reject Calls

To reject an incoming call, press **Hang-Up key** or “Reject” softkey (right softkey ).

## Hold/Resume Calls

1. During an established call, press (right softkey) to **Hold** or press the softkey Transfer for DP720.
2. The call will be put on Hold.
3. To resume the call, press right softkey again to **Unhold**.

## Activate / Deactivate Hands-Free Mode

1. Press (Hands-free key) while making a call or on the idle screen to activate.
2. Press again to deactivate.

## Mute the Microphone

1. Press the Mute key to switch off the microphone during an established call. You can now talk freely without the other party hearing you and the icon of mute will be displayed on the screen.
2. Press Mute key again to switch the microphone back on.

## Mute as DND (Do Not Disturb)

Pressing mute key on idle state will Enable/Disable DND mode on the phone. If enabled the phone will show on display. (Default is Disabled)

## To disable Mute as DND option

Go to Preferences and highlight Mute as DND. Change from Enabled to Disabled using right or left soft key, then press Save soft key.

## Intercommunication


Users may make phone calls between different handsets directly without memorizing phone numbers.

1. Go to Handset GUI → Shortcut.
2. Configure a navigation key (up, down, left, or right key) to “Intercom.”
3. Press the key just configured at the idle state.
4. Choose the handset name that you want to call.




## Call Transfer

### Blind transfer

1. During an established call, press (left softkey) to access **Options → Blind Transfer**. The initial call will be on hold.
2. Enter the number to transfer the call to.
3. Press Dial key  to complete transfer.

### Attended Transfer


1. During an established call, press (left softkey) to access **Options → Attended Transfer**. The initial call will be on hold.
2. Choose the line and enter the number you want to transfer the call to, then press “Dial Key” .
3. Once second call is established, press **Transfer**.

### Transfer Calls Between Handsets



The DP720 supports transferring calls between handsets on the same base station.

1. While on a call select “Options” soft key.
2. Select “Attended Transfer” which will put call on hold.


## 3-Way Conference

1. During an established call, press “Left Softkey” to access **Options → Conference**. The initial call will be on hold.
2. Enter the number of the second party you want to add to the conference and press “Dial Key” .



## Mute/Un-Mute Microphone

1. Press  (Mute key) to switch off the microphone during an established call. Mute icon will be displayed on the screen.
2. Press  again to switch microphone back on.

## Speed Dial

1. Press Menu  to bring up operation menu.
2. Go to Shortcut and then to Speed Dial sub-menu.
3. Choose the digit keys (2-9) and press Assign to specify the number (from the shared directory) you choose to speed dial. You can press Edit or Clear Entry softkeys to modify/delete a speed dial key.
4. Once configured, press this key to make the speed dial call.

## Play Voicemail Messages

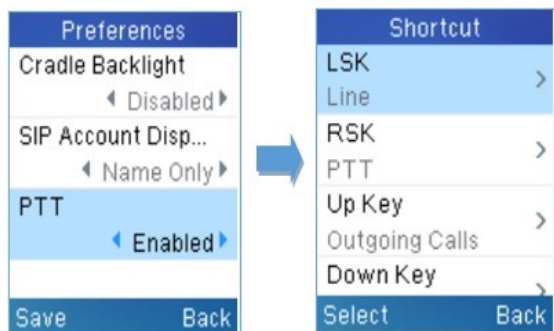
1. Press Menu  to bring up operation menu.
2. Go to Voicemail  and then select Play Message sub menu.
3. Select the account to retrieve your voice messages saved on your voicemail.

## PTT (Push-To-Talk)

The DP720 supports the Push to talk (PTT) features which is a technology based on the instantaneous communication commonly employed in wireless cellular phone services using a button to switch the device from voice transmission mode to voice reception mode. This feature is similar to “walkie talkie” use and the PTT mode switches a phone from full duplex mode, where both parties can hear each other simultaneously, to half duplex mode, where only one party can speak at one time. Multiple parties to the conversation may also be included.

**Configuration:**

The PTT feature is always enabled on the base station. To use the feature, users need to enable the PTT on the handset: **Menu → Preferences → PTT → set “Enabled.”** Also, the handset will need a dedicated soft key to push and talk which can be set up by choosing LSK (Left Softkey) or RSK (Right Softkey) in the Shortcut settings. (If you press the key and have not yet enabled the PTT, you will be redirected to the setting to enable it.)

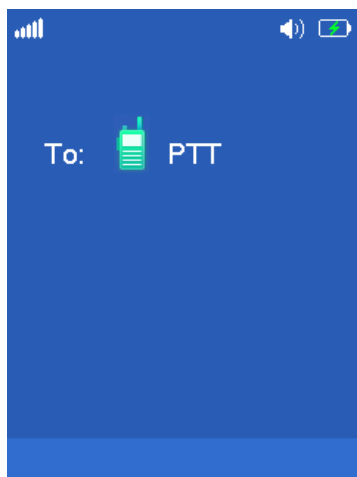


*Enabling PTT and assigning a softkey to it*

Users can configure “DECT PTT Silence Timer” on the Web UI at → DECT → General Settings. When a PTT call is established, any handset that enabled the PTT feature will automatically join the PTT call. If there is no one talking, after a certain time, the PTT call will be closed. This timeout setting is to determine how long the PTT call will be closed after being in idle status. If set to 0, the timer will be disabled, and the PTT will remain on until all parties exit the PTT call.

**Functionality:**

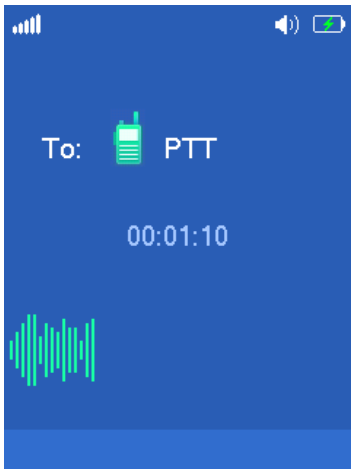
1. Users can press and hold the configured softkey (LSK or RSK) from any screen to quickly initiate PTT call.




*PTT Call Establishment*

2. Available handsets (subscribed to the same base station) will receive the PTT call.
3. Keep holding PTT key while speaking.

The channel status will change to Sending PTT to indicate that you are transmitting as displayed on the following screenshot.



#### *PTT Transmission*

To terminate PTT call, press  button.

#### **Note:**

User should expect a delay of 6-8 seconds to establish PTT call due to DECT signaling which will not exist once PTT call is established.

## Feature Description and Usage

### **Anonymous Call Rejection**

BHV will reject any incoming calls that are marked anonymous (e.g. \*67 calls).

#### **Update via Portal**

A user can activate/deactivate this feature from the user portal (if optioned for user configuration by administrator). Anonymous Call Rejection settings page is found in the “When They Call Me” column under the “My services” tab. This service can be set for all numbers or for specific numbers associated with the user.

#### **Feature Interaction**

Anonymous Call Rejection has priority over Single Number Reach. An anonymous incoming call will be rejected and will not be delivered to any telephone that is configured on the Single Number Reach service.

Anonymous Call Rejection does not have priority over Manager Assistant or Call Forwarding. An anonymous incoming call will not be rejected but will be handled based on the Manager Assistant or Call Forwarding service settings.

### **Automatic Redial**

When an outgoing call to a BHV user is busy and the called BHV user manually rejects the incoming call, the caller will receive a voice prompt giving the caller the option to activate automatic redial. If activated, BHV will automatically redial the called user when the called user is no longer busy.

### **Call Blocking – Incoming [AKA Incoming Call Barring]**

BHV will block incoming calls based on specific numbers or general prefix. An announcement will be made to the caller that the call has been blocked.



### Update via Portal

Users can access the Call Blocking - Incoming settings page by clicking on Incoming Call Barring in the “When They Call Me” column under the “My services” tab.

The user can block incoming calls based on:

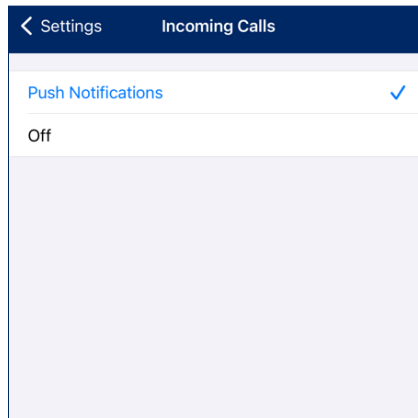
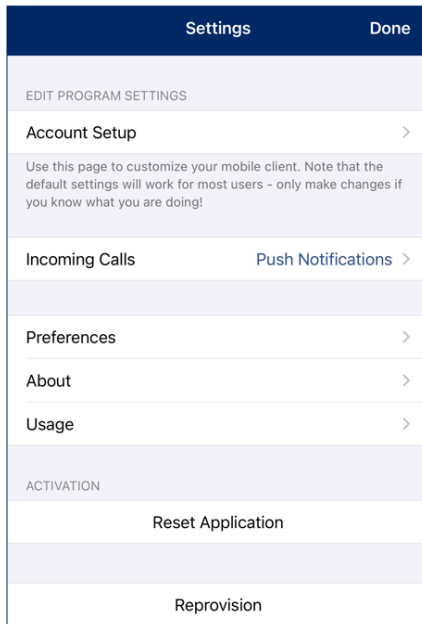
- + Called number such all numbers or specific numbers
- + Incoming call type such as specific numbers and general prefix numbers such as domestic calls, international calls and calls matching a number pattern (e.g. 212\*) and their exceptions

### To disable incoming calls on the mobile app:

Do not use the “Do Not Disturb” feature. Use the below method:

- + Go to “Settings  ” → “Incoming Calls” → “Off”

### Feature Interaction



Call Blocking – Incoming has priority over Single Number Reach. If an incoming call matches a blocking rule, it will not be delivered to any telephone that is configured on the Single Number Reach service. Call Blocking – Incoming does not have priority over Manager Assistant or Call Forwarding. Incoming calls, even if they match a blocking rule, will be handled based on the Manager Assistant or Call Forwarding service settings.

### Call Blocking – Outgoing [AKA Outgoing Call Barring]

Users and administrators can configure numbers that users cannot call. Call blocking is done by call types:

- + Specific numbers
- + General prefix

### Update via Portal

To configure outgoing call blocking:

1. Click “Outgoing Call Barring” in the “When I Call” column under the “My Services” tab.

2. Set the numbers “outgoing call blocking” should apply from the “When I call from” field.
3. Choose specific number or general prefix and enter the appropriate information (e.g. 212\*).
4. Click the plus symbol in the “Except when I call from” to define exceptions.

## Call Forwarding

BHV can forward incoming calls to a different destination such as another telephone number or voicemail. The call forward can be based on one of the following conditions:

- + All (Always)
- + Busy
- + No answer
- + Not available (e.g. unregistered telephone)

Call Forward can be configured from the user portal, mobile client, and the web client.

In addition, users can enable/disable Call Forward All to another number via Feature Access Code (FAC). Customers can customize their “Call Forward no answer timeout parameter.”

## Call Forward All via FAC

To activate Call Forward All, dial \*72 + 10 digit number and then press Dial Key . At prompt, enter 1 to enable call forward or hang up to cancel.

To deactivate Call Forward All, dial \*73 and then press Dial Key.

## Update via Portal

Users can access their Call Forward settings page by clicking on “Call Forwarding” in the “When They Call Me” column under the “My services” tab. Users can set call forwarding based on:

- + Called number, for all numbers, or specific numbers associated with the user
- + Incoming call type such as specific numbers and general prefix numbers such as domestic calls, international calls, and calls matching a number pattern (e.g. 212\*) and their exceptions (specific numbers and general prefix numbers)

Users can set their unconditional call forwarding with the destination being a number or voicemail. Unconditional call forward is activated/deactivated via the Call Forward All FAC or Call Forward – Remote Activation/Deactivation. When activated, unconditional call forwarding overrides the conditional call forward settings.

Users can set the conditional call forwarding criteria with the destination being a number or voicemail:

- + Unconditional
- + Busy
- + No Answer
- + Not Reachable (e.g. unregistered telephone)

Users can also define schedules for their call forward rules. The schedule can be specific days of the week, all days of the week and holiday with two time periods per day. If a holiday overlaps a day of the week, then the holiday setting will override the day of the week setting.

### **Feature Interaction**

Call Forward has priority over Single Number Reach but not Do Not Disturb, Anonymous Call Rejection, Call Blocking – Incoming and Manager Assistant.

### **Call Forward – Remote Activation/Deactivation [AKA Call Forwarding Unconditional Remote Access]**

A user can remotely activate/ deactivate call forward.

**Update via Portal** \*\*\* As of 11/9 pin is setup in portal before use.

To use this feature, the user must first change the feature’s initial Personal Identification Number (PIN) which is the last four digits of the user’s telephone number. To change the PIN:

1. From the user’s desktop telephone, dial \*98.
2. When prompted to enter the PIN, enter the last four digits of your telephone number followed by #.
3. When prompted to enter the new PIN, enter a 4 digit PIN followed by #.
4. When prompted to re-enter the new PIN, enter the new 4 digit PIN followed by #.
5. Disconnect after hearing the confirmation announcement.

#### **To remotely activate Call Forward – All:**

1. Dial the Call Forward Remote Access phone number, +1 (844) 843-5131.
2. Dial the user’s 10-digit telephone number followed by #.
3. Enter the Call Forward Remote Access PIN followed by #.
4. Press 1 to activate.
5. Dial the forward to number followed by #.
6. Press 1 to confirm after hearing BHV read back the forward to number The Call Forward Remote Access PIN is 4 digits long.

#### **To remotely deactivate Call Forward – All:**

1. Dial the Call Forward Remote Access phone number, +1 (844) 843-5131.
2. Dial the user’s 10-digit telephone number followed by #.
3. Enter the Call Forward Remote Access PIN followed by #.
4. Press 2 to deactivate.

### **Feature Interaction**

Call Forward – Remote Activation/Deactivation has priority over Single Number Reach but not Do Not Disturb, Anonymous Call Rejection, Call Blocking – Incoming and Manager Assistant.

### **Call Hold**

A user can put an active call on hold by pressing the “Hold” soft key button.

### **Call Pull**

A user can pull a call from one device to another device where both devices must already be associated with the user’s telephone number. The devices can be the user’s desktop telephone, mobile client or web client. The call can be active or on hold.

To initiate Call Pull, the user dials the Call Pull FAC, \*25, on the pulling device.

### **Call Trace**

When a user receives a harassment call, the user can initiate a call trace by dialing the Call Trace FAC, \*57, immediately after disconnecting from the call. The user will receive an announcement asking him/her to confirm the call trace request. When a call is traced, information pertaining to that call is captured and can be provided to the police department upon request.

### **Call Transfer – Blind**

A user can transfer an active call to another user, internal or external, without first connecting to the destination. To perform a blind transfer, press “Options” soft key while on the active call. Dial the destination phone number and press the send button or the “BlindTrsf” soft key.

### **Call Transfer – Consultative**

A user can transfer an active call to another user, internal or external, after consulting with (connecting to) the destination. To perform a consultative transfer, press “Options” soft key while on the active call, select Attended Transfer, dial the destination phone number, select “Call” soft key, and consult with the called party (call is completed to the destination). When ready, press the transfer button and then the held line appearance. The call will transfer and both line appearances will become idle.

### **Call Waiting**

BHV will notify a user who is active on a call that a second call is incoming by playing a call waiting tone. If a second line appearance is available, the second call will also appear on the second line appearance. The user can ignore the incoming call which will then follow the user’s busy call coverage path. The user can answer the call by pressing the incoming call appearance button which automatically puts the previous active call on hold.

### **Call Waiting – Cancel**

When Call Waiting – Cancel is activated, BHV will not present a second call to an active (busy) user. The call will immediately follow the coverage or forwarding path of the called user. Call Waiting – Cancel is activated on a call-by-call basis for outgoing calls only and is active for the duration of that call. Once the call ends, Call Waiting – Cancel will be deactivated.

To initiate Call Waiting – Cancel on an outgoing call, dial the Call Waiting – Cancel FAC, \*70, followed by the destination number.

### **Caller ID – Incoming [Originating Identity Presentation]**

Users can see the name and/or number of incoming calls if they are available. This is on by Default.

### **Caller ID – Outgoing [AKA Outgoing Numbers]**

Users can administer their outgoing caller ID for internal and external calls. For internal calls, the user can choose between the full number or just the extension number.

### **Update via Portal**

The user can configure his/her outgoing caller ID settings by clicking on “Outgoing Numbers” in the “When I Call” column under the “My services” tab. Select the telephone number to present for internal and external destinations.

### **Conferencing – 3 Party**

A business user can initiate a 3-way conference call with the Grandstream DP720 cordless phones. The user can also selectively kick participants off the conference. When the user exits the conference, the conference call will end.

## Directory – Personal

Users can create their own personal directory within BHV. Contacts are added via the user portal.

To add a contact, click on “New Contact.” Enter name, description (e.g. phone number, email) and telephone number or email address of the contact. Contacts added via the portal will be downloaded to all handsets. Any contacts added directly on the handset can only be seen by on the handset on which it was created.

To view and use their personal directory:

1. Click “See List” in the “Personal Contacts” column under the “My contacts” tab.
2. Search for a contact by name or expand the directory by clicking on the expand button next to a letter.
3. Click connect to call the user or send email to launch an email program.

## Distinctive Ringing [AKA VIP Ringing]

Different ring tones can be set for incoming calls based on:

Called number from

- + Calling number
- + Calling prefix

This is different from the ring tone the user sets on his/her desktop phone for all incoming calls.

## Update via Portal

The user can view and set distinctive ringing as follows:

1. Click “VIP Ringing” in the “My services” column under the “My services” tab.
2. If the administrator has enabled the user to edit VIP Ringing, the user will be able to choose a ring tone and when to use it. Ring tones can distinguish:
  - + Number called
  - + Calls from either a specific number or general prefix number such as domestic calls, international calls, and calls matching a number pattern (e.g., 212\*). Exceptions can also be made for these numbers by clicking on the plus sign under “Exceptions.”
3. If the administrator did not enable user edit of VIP Ringing, the user can view the administrator setting and then add additional criteria for distinctive ringing.
4. Click the plus sign in the “Setting VIP Ringing” section.
5. Choose a ring tone.
6. Decide when to use the ring tone for:
  - + Number called
  - + Calling from either a specific number or general prefix numbers such as domestic calls, international calls, and calls matching a number pattern (e.g., 212\*)
7. Decide on exceptions to above for specific number or general prefix numbers such as domestic calls, international calls, and calls matching a number pattern (e.g., 212\*) by clicking on the plus sign under “Exceptions.”

## Do Not Disturb

When activated via a FAC, \*78, incoming callers will hear an announcement followed by a busy tone. The call will not follow the user’s coverage path.

Do Not Disturb can be deactivated via its FAC, \*79.

### **Update via Portal**

The user can view and configure his/her Do Not Disturb setting as follows:

1. Click on “Do Not Disturb” in the “When They Call Me” column under the “My services” tab.
2. Active and deactivate Do Not Disturb by checking the appropriate button.

### **Feature Interaction**

Manager-Assistant and Call Forwarding have priority over Do Not Disturb.

### **Music On Hold**

When enabled, music will be played on a held call.

### **Update via Portal**

Users can access the Music on Hold settings page by clicking on Music on Hold in the “Other services” column under the “My services” tab.

On the Music on Hold settings page:

1. Click the Active or Inactive radio button to either activate or deactivate Music on Hold.
2. If activate, then click the drop-down box to choose a music on hold file.

### **Originating Identity Restriction**

A user can originate a call anonymously by entering the Originating Identity Restriction FAC, \*67, followed by the destination telephone number.

Alternatively, a user can be administered to call anonymously with the following options:

- + All numbers
- + Internal numbers
- + External numbers

Originating Identity Restriction is inactive by default.

### **Update via Portal**

Users can access the Originating Identity Restriction settings page by clicking on “Originating Identity Restriction” in the “When I Call” column under the “My services” tab.

On the Originating Identity Restriction settings page:

1. Click either All my Phones or Phone to Phone to customize Originating Identity Restriction for each phone.
2. Click the options drop-down box to set Originating Identity Restriction for:
  - + All numbers
  - + Internal numbers
  - + External numbers

To override Originating Identity Restriction on a specific call, enter the Originating Identity Restriction Deactivation FAC, \*82, followed by the destination telephone number. This would allow the caller to complete a call to a destination that has Anonymous Call Rejection enabled.

## Shared Virtual FAX

Shared Virtual Fax sends (email to fax) and receives (fax to email) faxes via email attachments. The attachments can be in the following formats: .tif, .ps, .pdf, .doc, .xls, .ppt, .txt, .html, .docx, .xlsx and .pptx.

### To send

- + Send an e-mail with an attachment to fax\_number@vfax.businesshostedvoice.com, where fax\_number is the destination fax number
- + Max Email Size – 10 MB
- + Max Number of attachments – 5

### To receive

- + Share the virtual fax number with the sender. The system will convert the incoming fax to a document (usually PDF) and email to the users in the Fax Reception list on the Shared Virtual Fax service.

### To view the Shared Virtual Fax set up for the user:

- + Click on “Shared Virtual Fax” in the “Other services” column under the “My services” tab.

There is no limit to the number of email addresses that can be associated with a fax telephone number.

### Update via Portal (Must have Manager Access Setup)

1. Click on “Services” tab.
2. Select “Shared Virtual Fax” on drop down.
3. Edit “EMAILS FOR SENDING FAXES” and/or “EMAILS FOR FAX RECEPTIONS” to change emails for users who can send and/or receive faxes.

## Single Number Reach

Users with multiple numbers (BHV and non BHV numbers) can administer how incoming calls are delivered to them, either simultaneously or sequentially. If sequentially, the user has the additional option of non-cyclical and cyclical. Non-cyclical means they will follow the user’s call coverage path after the last phone has been tried with no answer. Cyclical means that the cycle will repeat until the caller hangs up.

### Update via Portal

To administer Single Number Reach via Portal:

1. Click on “Single Number Reach” in the “When They Call Me” column under the “My services” tab.
2. Choose “Any number” or specific numbers for Single Number Reach.
3. Select the ring option for either simultaneously or sequentially.
4. If ring sequentially, select either cyclical or non-cyclical.
  - + Cyclical means that the cycle will repeat until the caller hangs up
  - + Non-cyclical means they will follow the user’s call coverage path after the last phone has been tried with no answer
5. Enter the phone numbers for Single Number Reach.
6. If sequential ring, enter the number of seconds to ring each phone before trying the next phone.

## Feature Interaction

Manager Assistant and Call Forwarding has priority over Single Number Reach.

## Speed Dial – Personal

A user can set up personal speed dials that are dialed via Feature Access Code. This speed dial is different from a speed dial button that is set up on the user's phone.

A user can configure up to 10 personal speed dials.

## Update via Portal

The user can set up personal speed dials:

1. Click "Personal Speed Dial" in the "When I Call" column under the "My services" tab.
2. Click the plus symbol.
3. Pick a code, from \*510 to \*519.
4. Enter a telephone number to be associated with the code.
5. Optionally, enter a description for the speed dial code Dial the FAC to call the destination number.

## Voicemail

BHV provides a Business Seat user with a voicemail box for callers to leave voice messages when the user cannot answer the call (e.g. busy, no answer). The voicemail box can hold up to 200 messages with a maximum length of 3 minutes per voicemail. Once the voicemail box is full, it will no longer accept any new messages. As there is no age limit on voicemails, it is up to the user to delete voicemails to free up space.

A user needs to set up the voicemail box before it can be used.

1. From the user's desktop telephone, press the Message button or dial \*99.
2. Follow the voice prompt:
  - + Change your password
    - The temporary password is the last 4 digits of the telephone number
    - Enter a new password followed by #
  - + Set up your personal preferences such as personal greeting

When a user has received a voice message, the Message Waiting Indicator on the desktop telephone will be lit. To retrieve voicemail messages from the user's desktop telephone:

1. Press the Message button or dial \*99.
2. Enter voicemail password.
3. The voicemail prompts will instruct you on the functions of the voicemail system, including listening to messages and deleting messages.

To retrieve voicemail messages from another telephone, dial your telephone number. At your voicemail greeting, press \*. You will then be prompted to enter your voicemail password.

## Note:

If you forget your password, call Customer Service by dialing 611 or 866.575.8000.



## VoiceMail – Notification

BHV will send notification to the user’s desktop telephone and mobile client when there is a new voicemail.

## VoiceMail to Email

When a caller leaves a voicemail, BHV will convert the voicemail message into a .wav file and email it to the user. Contact Customer Service to have Voicemail to Email configured for users.

## Service Codes:

This can be found on the web profile. Services -> Service Access Codes. The ones highlighted in yellow are available for Single Seat Business Hosted Voice.

### SERVICE ACCESS CODES



#### Service Access Codes

Codes list for access of services

CODE	DESCRIPTION
*96	Account Codes
*33	Ad-hoc Audio Conference
*72	Call Forwarding Unconditional - Activation
*73	Call Forwarding Unconditional - Deactivation
*98	Call Forwarding Unconditional Remote Access
*58	Call Park
*25	Call Pull
*59	Call Retrieve
*57	Call Trace
*70	Cancel Call Waiting
*50	Corporate Speed Dial
*12	Direct Call Pickup
*78	Do Not Disturb - Activation
*79	Do Not Disturb - Deactivation
*11	Group Call Pickup
*66	Last Number Redial - Activation
*86	Last Number Redial - Auto Redial Deactivation
*67	Originating Identity Restriction
*82	Originating Identity Restriction - Deactivation
*51	Personal Speed Dial
*99	Voicemail

## Portal

BHV provides a portal for administrators to manage BHV service for their accounts and a portal for Business Seat users to manage their telephony service. The website address for user portal is <https://businesshostedvoice.com/login>. Login is via the email address associated with the user.

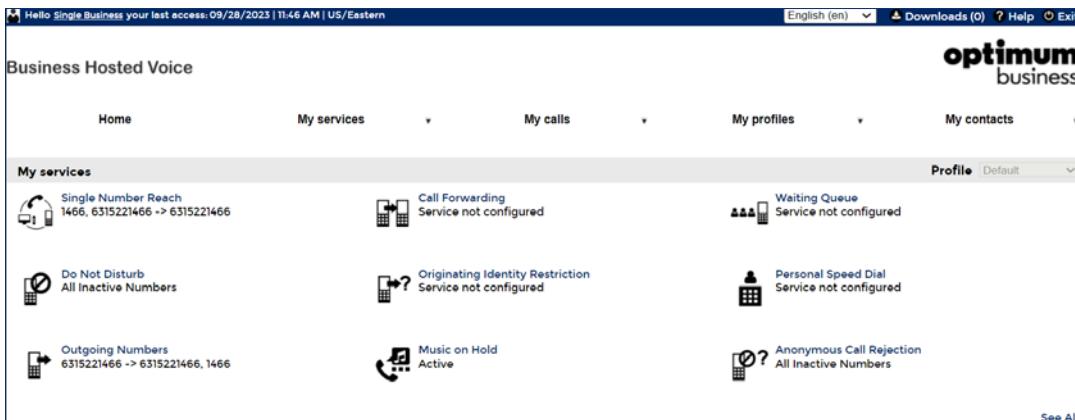
### Password Recovery

#### Update via Portal

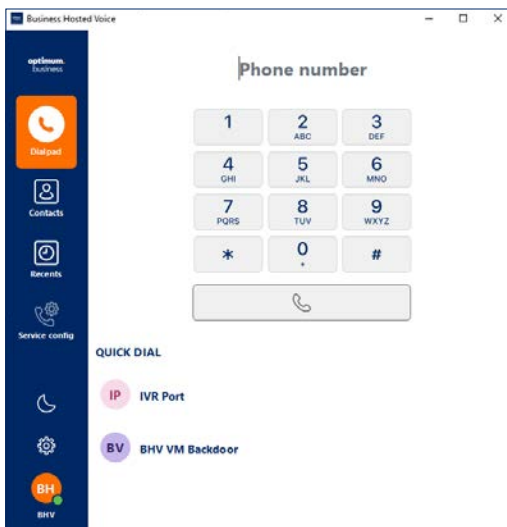
A user can request recovery of their password by clicking “Password Recovery” on the portal login page. Email and password setup on the portal will be used for Web and Mobile clients.

### End User Self-Care Portal

The End User Self-Care Portal (Figure 11) enables the user to customize his/her BHV experience. From the portal, the user can customize services, view call history, manage profile, manage personal and corporate contact lists, and manage desktop phone.

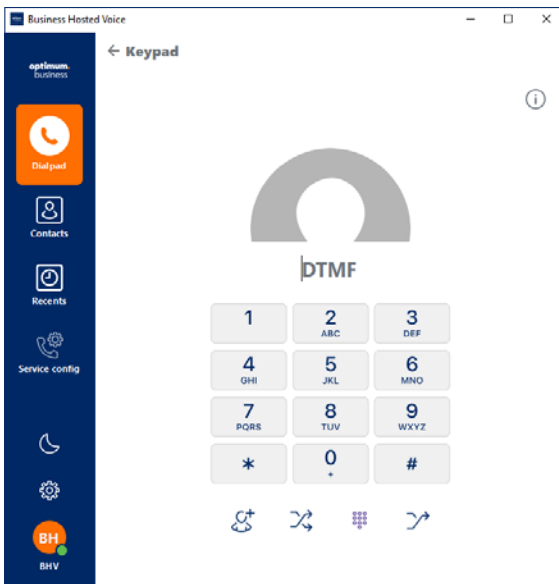


### Desktop Client

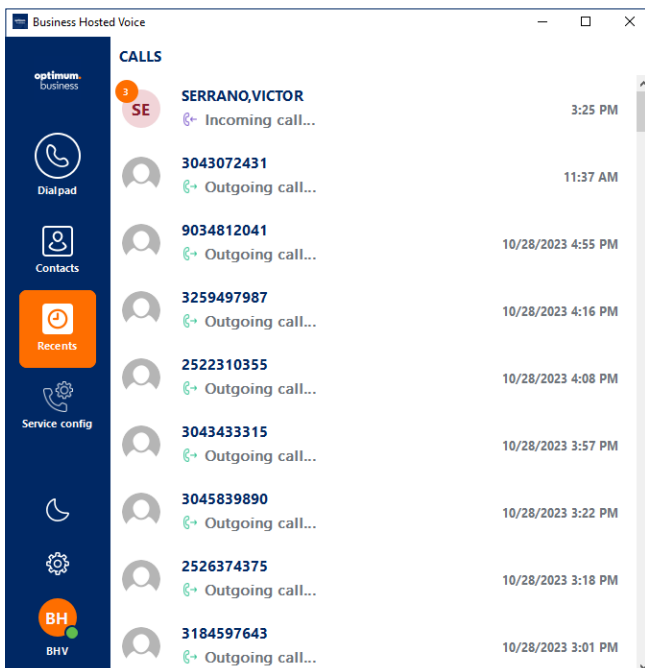


BHV Business Seat users can use a web client in addition to their desktop telephone and mobile client. The Web Client can be used to:

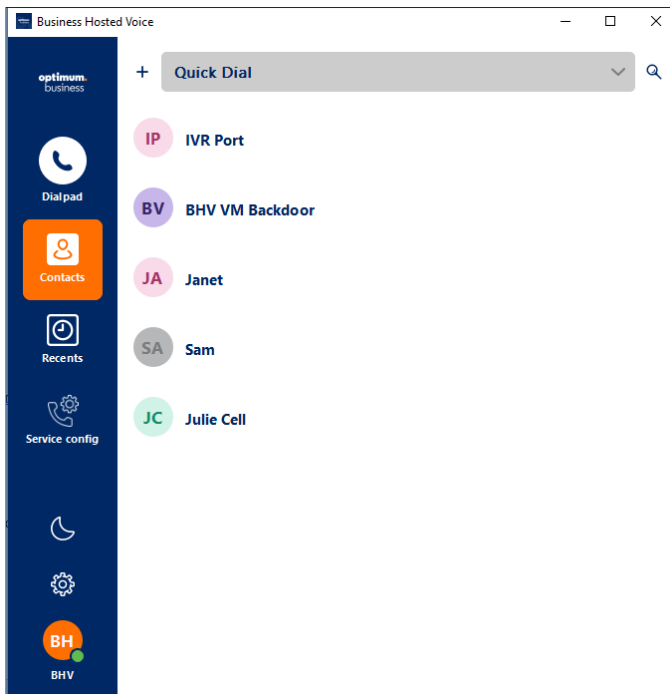
- + Make and receive calls from a dial pad
- + While on an active call
  - Make and receive call (on second line appearance)
  - Call Hold
  - Call Transfer
  - Conferencing



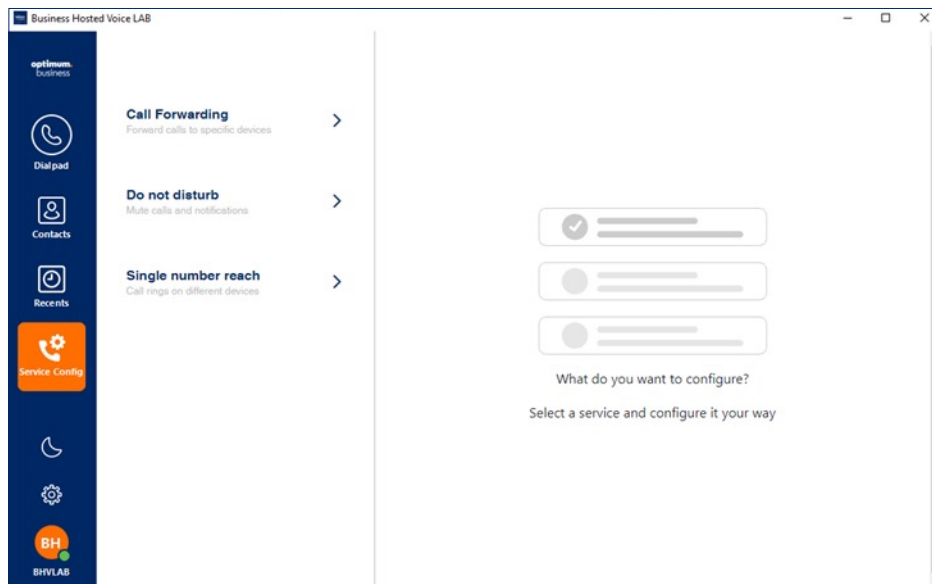
- + View call history and make calls from call history



+ View and make calls to phone contacts



+ Configure Call Forward, Do Not Disturb, and Single Number Reach settings



The Desktop Client will synchronize its contact information and call history from the BHV server. The address for the web client is: <https://www.optimum.com/business/bhv>

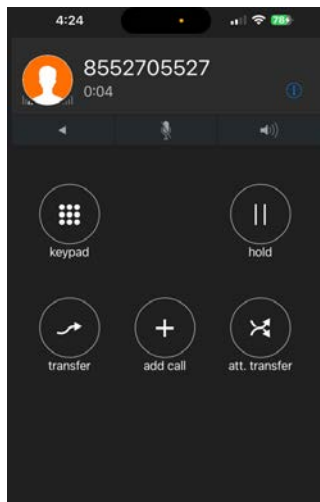
Login is via the user's email address and password.

**Mobile Client**

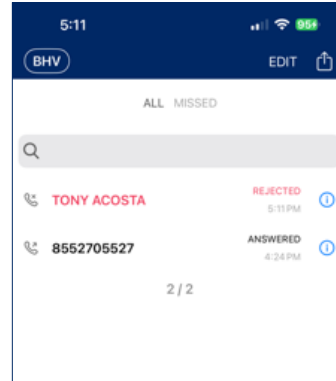


BHV Business Seat users can use a mobile client (Figure 8) in addition to their desktop telephone and desktop client. The mobile client can be used to:

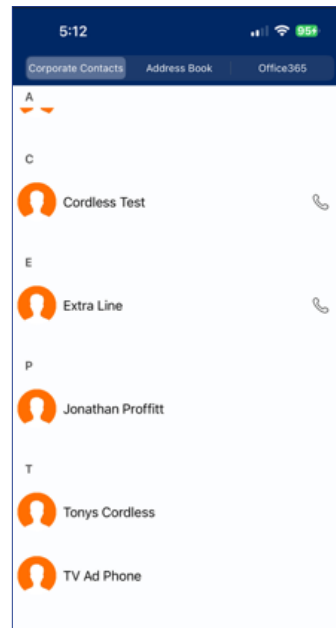
- + Make and receive calls from a dial pad
- + While on an active call
  - Make and receive call (on second line appearance)
  - Call Hold
  - Call Transfer
  - Conferencing



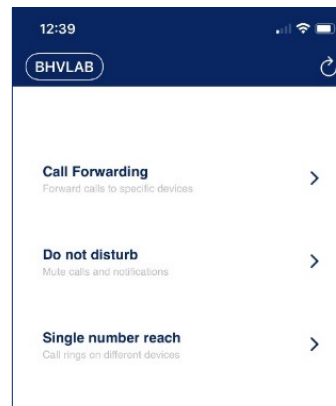
- + View call history and make calls from call history



- + View mobile phone contacts and make calls to mobile phone contacts

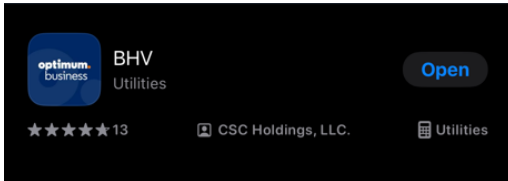


- + Configure Call Forward, Do Not Disturb, and Single Number Reach settings



The Mobile Client will synchronize its contact information and call history from the BHV server.

The BHV mobile client application can be downloaded from the App Store for iOS devices or Google Play for Android devices. It is implemented as a WebRTC endpoint running as an iOS or Android application. The mobile client runs on these system versions:



- + Operating System (OS)
  - iOS version 11.0 or later
  - Android 8.0 or later

Login is via the user's email address and password.

## Support

At any point if you need help in the portal, you can click on the "Help" icon at the top right of the page. This will bring you to a specialized help session for the screen you are currently on. If you need further assistance, please feel free to contact support at **866.575.8000** for customers in the Tri-State area and for all other regions, contact **855.270.5527**.