Sport MANITOBA

VoIP Phone System User Guide

Harack CONSULTING

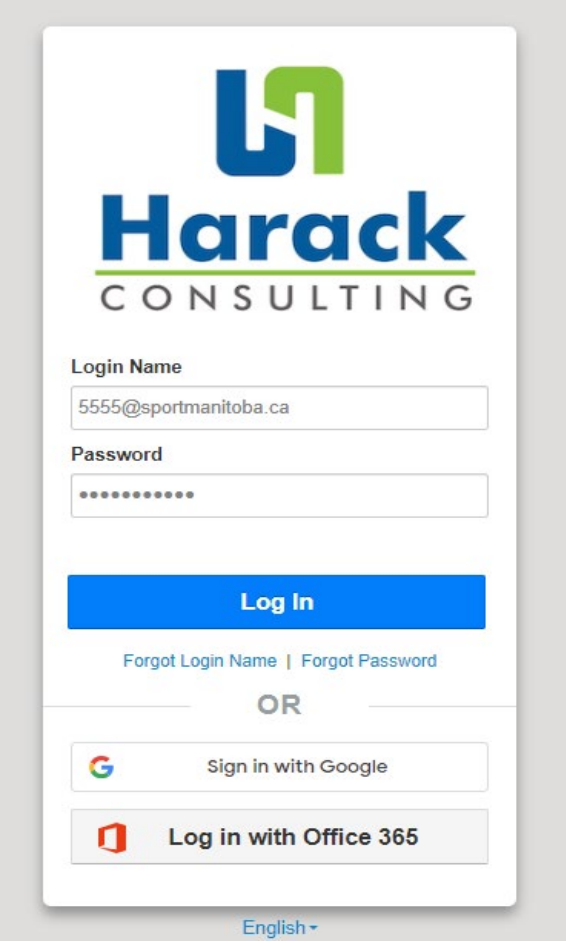
SPORT MANITOBA VoIP Phone System

This handbook has been written to provide an overview of the back-end of the phone system. This is where you can change all features like voicemails, passwords, twinning to your cell phones, call forwarding, greetings, text messaging, and the web-phone functionality.

You will need a computer and a web browser like Chrome, Edge, Firefox or Safari to manage.

Here's how to access:

1. Open a web browser (Chrome, Edge, Safari, etc)
   Type in the address bar: **portal.harack.ca**
2. Once in the portal – log into your account
   Username is: (your extension number)@**sportmanitoba.ca**
   Default Password: **P@ssw0rd!!!** (that is a zero in word)



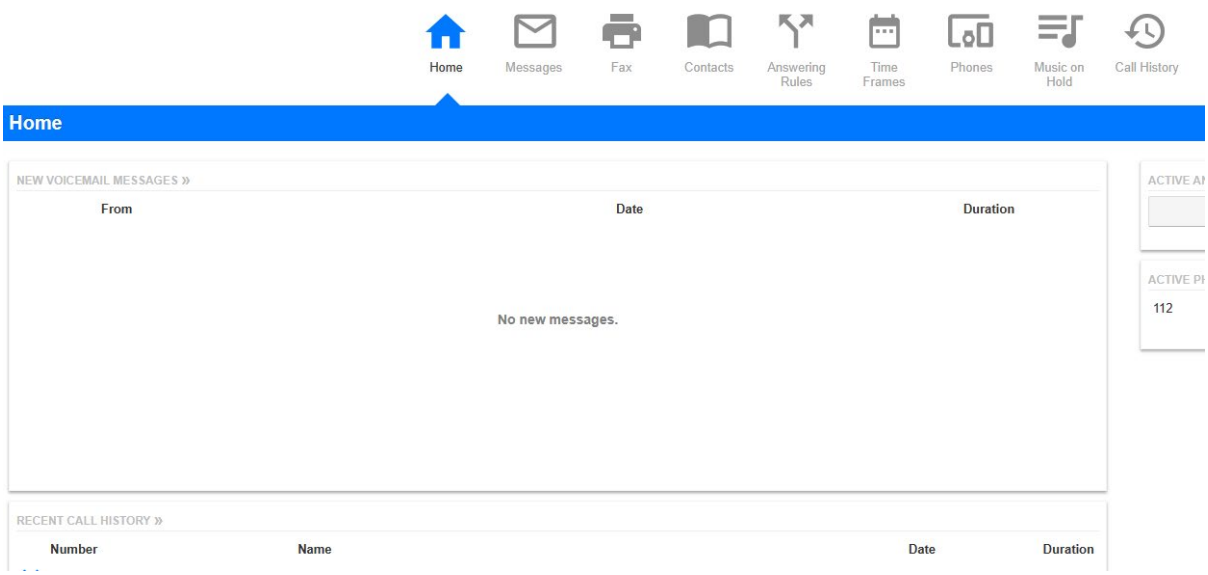
If you forget your password, click Forgot Password and an email will be sent to your email account attached to it, with instructions to change it.

We recommend you save this page to your bookmarks for future access.

HOME SCREEN

Once logged into your account you will see your **Home** screen with information about your account.

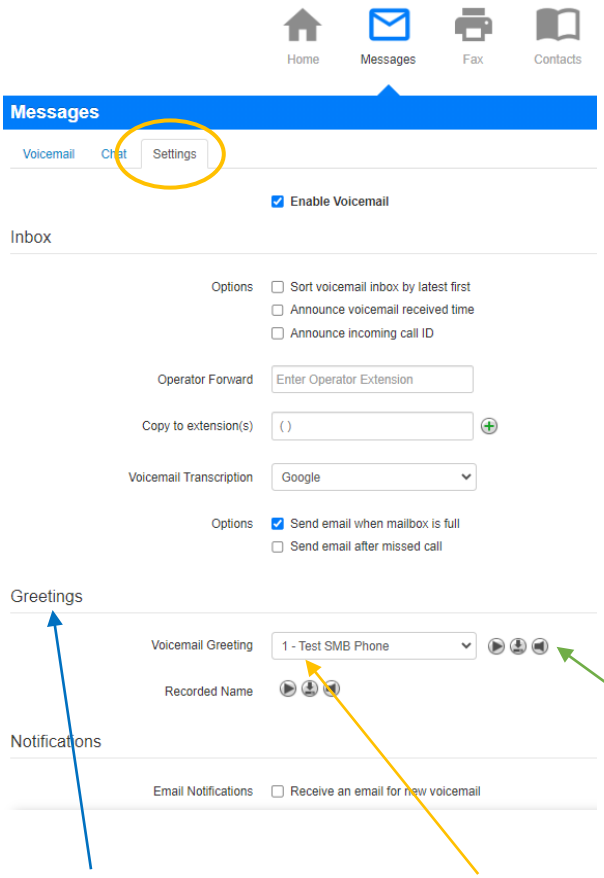
The menu bar across the top will allow you to access and manage various areas of your account.



Home – a summary page of what is happening in the portal
Messages – the location to view your Voicemail or Chat and Settings
Fax – currently not active
Contacts – Sport Manitoba's internal contact list with extensions for quick reference
Answering Rules – controls where you want your phone to ring / call forwarding and simultaneous ring
Time Frames – system defaults are set
Phones – program buttons on your phone
Music on Hold – currently not active
Call History – you have the ability to look back up to 31 days in your history list

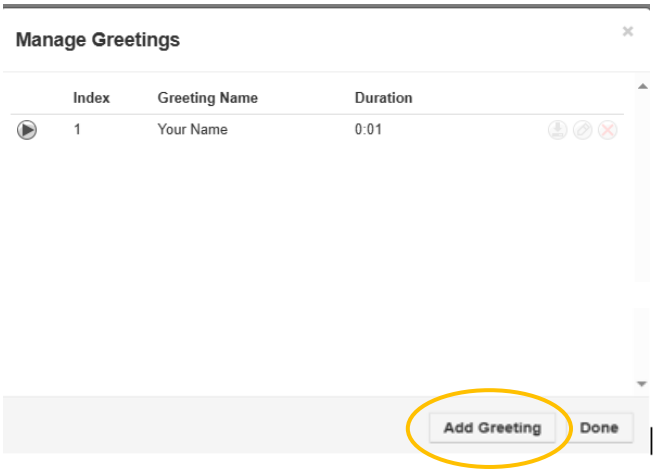
MESSAGES

This section will allow you to manage your voicemail set up.
Select the **Settings** tab to make changes to your voicemail.



Greetings – Voicemail Greeting "1-Test SMB Phone", click on the Manage icon to make changes to your *Voicemail Greeting*

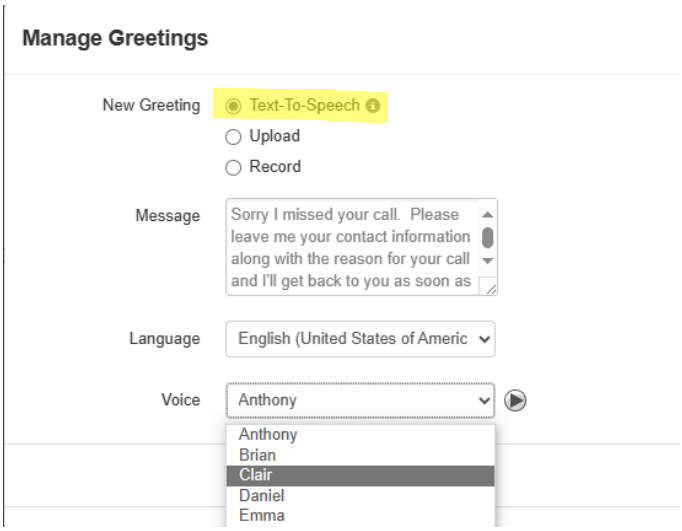
On the **Manage Greetings** screen you will see an **Add Greeting** button at the bottom right.



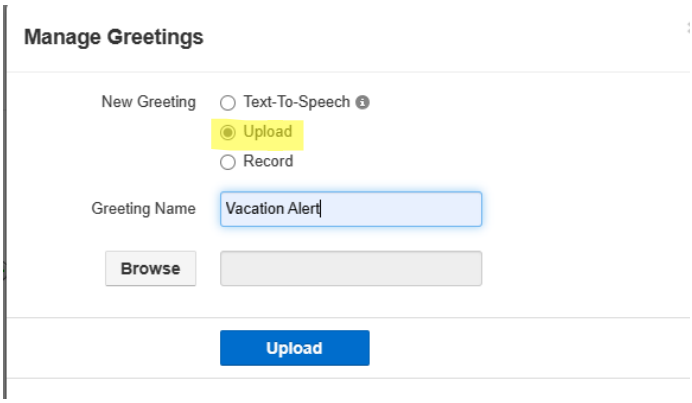
Select **Add Greeting**

You will then see the following options:

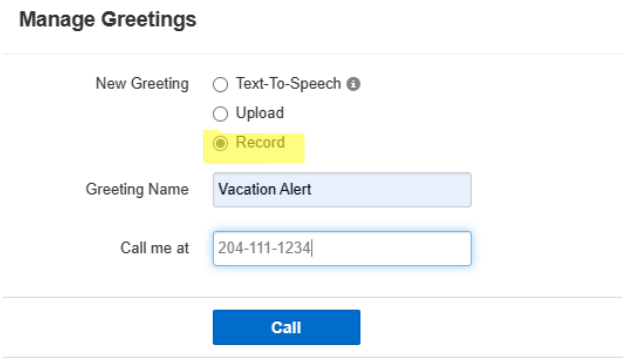
Text to speech - you can type in your voicemail greeting and choose a voice to play the text to speech greeting



Upload – you can also record and save your voicemail greeting to your computer. Then upload that greeting into your voicemail from your computer



Record – you may choose to have the voicemail system call you (on a cell phone, home line, desk phone). Select *Record* – assign a *Greeting Name* (eg: missed calls, vacation alert) then *Call me at*: provide a phone number where you would like the voicemail system will call you at. The voicemail system will call you at the number provide and you can then record your voicemail greeting.

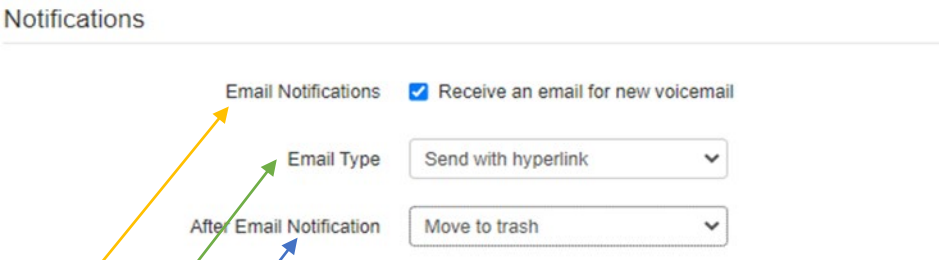


After recording your greeting, press # or hang up. Give the voicemail system about 1 minute and your newly recorded greeting will appear in the *Voicemail Greeting* drop down.

Select on the *Voicemail Greeting* you want to people to hear and Click **Save** on bottom of page.

Notifications

This section gives you options on how you can manage your voicemail messages.



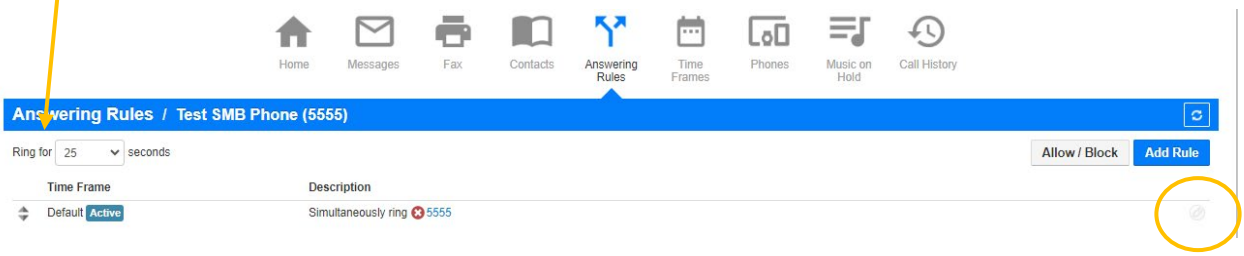
Email Notifications – check this box to have voice messages sent to your email account
Email Type – you can choose to have voice messages emailed to you with a *hyperlink* (website for voicemail) to the message or the message can be sent in email *attachment* (click to play in email)
After Email Notification – this provides options on what to do with the voice message on your phone after the email notification has been sent to you.

- *Leave as new* – the voice message will remain in "new" status on your phone's voicemail, allowing you to listen and manage the message on your phone at a later time
- *Move to saved* – the voice message will be moved to "saved" status on your phone's voicemail, allowing you to listen and manage the message on your phone at a later time
- *Move to trash* – the voice message will be "trashed" on your phone's voicemail. You will not be able to access the message on your phone after the email notification has been sent.

ANSWERING RULES

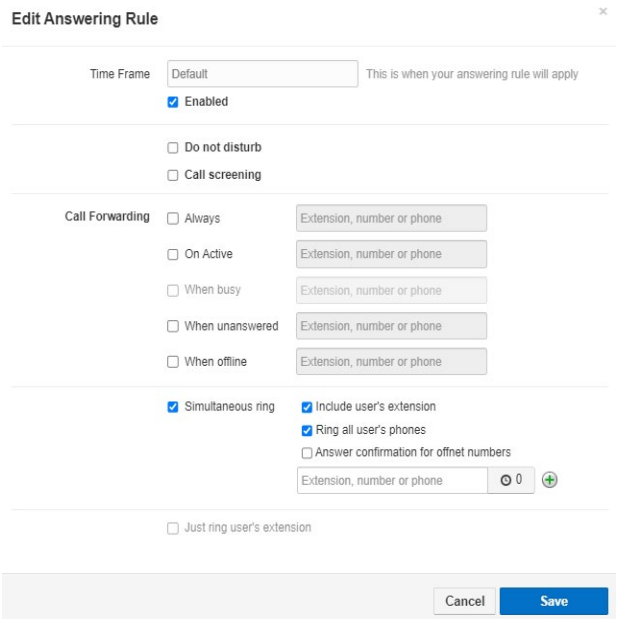
Adding answering rules allows you to assign different call answer rules for different Time Frames (ie. holidays, weekends)

Ring for x seconds – This allows you to set the number of times your phone will ring before the caller is sent to your voicemail. One ring is 5 seconds (2 seconds ring, followed by 3 seconds break) so 25 seconds is 5 rings before going to voicemail.



Clicking on the pencil under the ADD RULE allows you to control the call flow for your extension.

Once you click on the pencil – you can EDIT the answering rule (below)



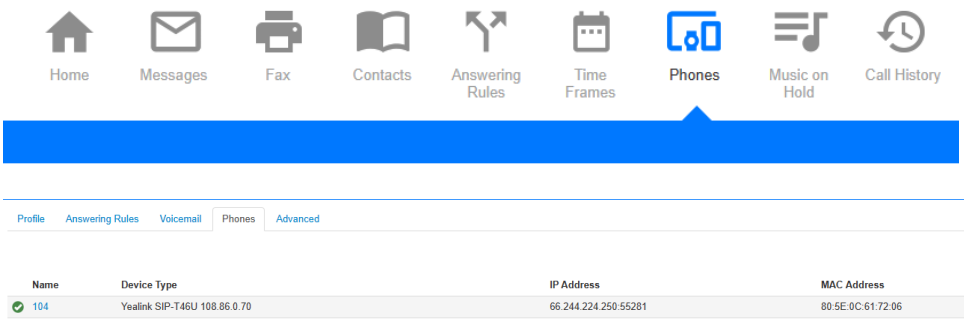
Time Frame – leave at default – Select a time frame to which this answering rule will be applied
Do Not Disturb – all calls go directly to voicemail, without ringing the phone
Call Screening – prompts callers to say their name, letting you screen the call before answering
Call Forwarding

- **Always** - immediately forward calls to the number specified in the text field
- **On Active**
- **When busy** - forward calls to the number specified in the text field when your extension has used all available call paths
- **When unanswered** - forward calls to the number specified in the text field if the call is not answered after the specified amount of time
- **When offline** - automatically forward calls to the number specified in the text field if your phone has lost communication (for example, during a power outage).

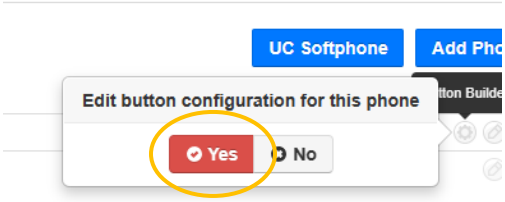
Simultaneous Ring - when your desk phone rings the call will also ring at the specified location at the same time.

PHONE BUTTON PROGRAMMING

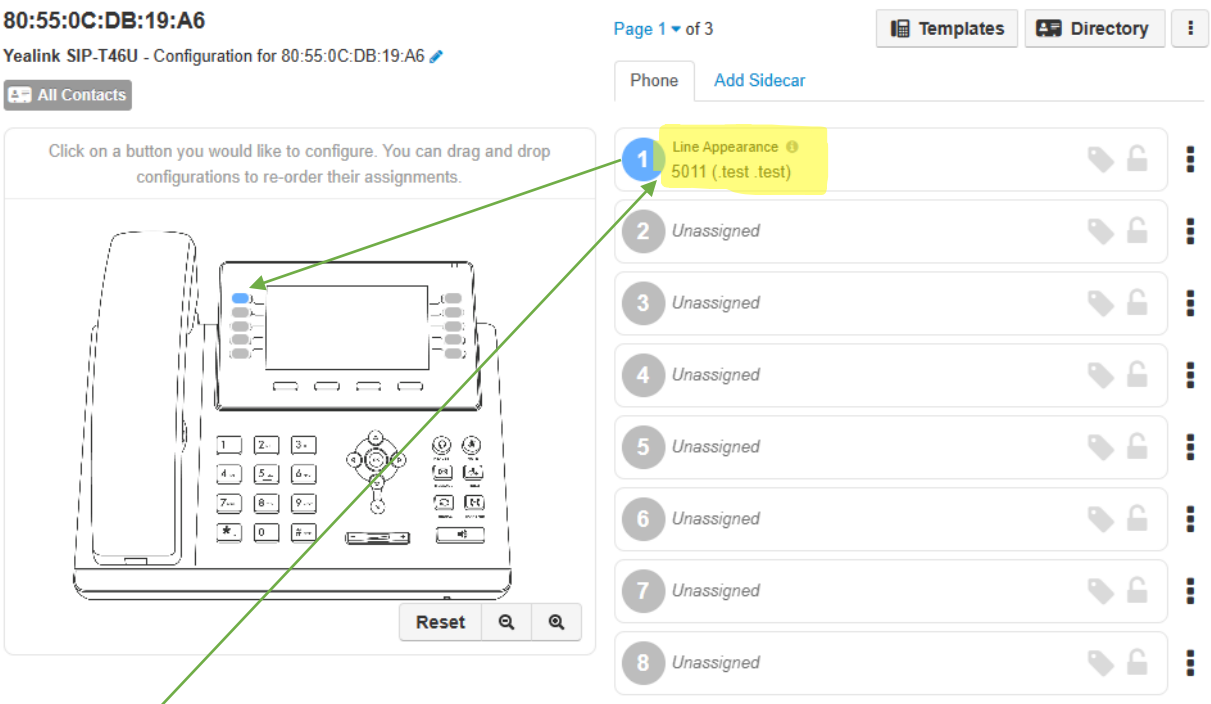
The Phones tab will bring up your phone information.



Click Button Builder option under ADD PHONE to program features to your phone.

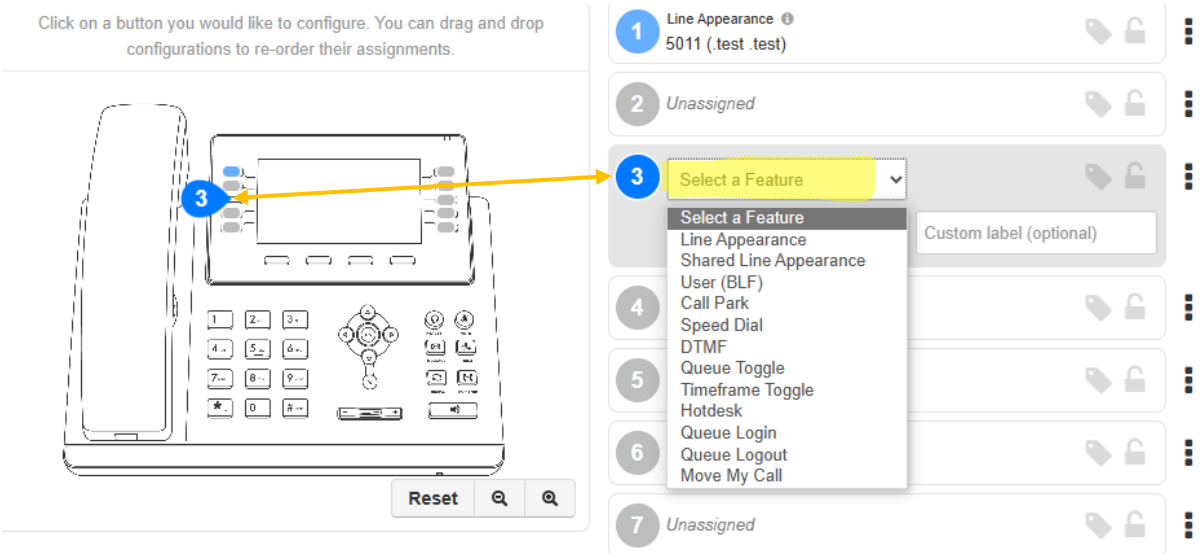


You will be asked if you want to edit the button configuration on your phone. Select **Yes**



The Button Builder will open, bringing up an image of a phone and the button numbers which you can program.

Button Information – these numbers correspond with the buttons on your phone. The programming information for each button will appear here.



To program a button on your phone, click the button on the phone or the list. Select **Select a Feature** to show a drop-down list of available programing options.

Line Appearance – programs a second line on your phone

Share Line Appearance – shares a line appearance with another phone. Calls to the shared line can be picked up and held from any phone that has the shared line.

User BLF (Busy Lamp Field) – calls the user when pressed. Allows you to see if that user is available or on the phone. Light will be green if available / red when on another another call or on do not disturb.

Call Park – similar to placing a call on Hold but calls placed in the Call Park queue can be picked up by any phone. This feature needs to be programmed on the phone system and is not a default option.

Speed Dial – calls the programmed phone numbers when pressed

DTMF (Dula Tone Multi Frequency) – can send tones down phone line

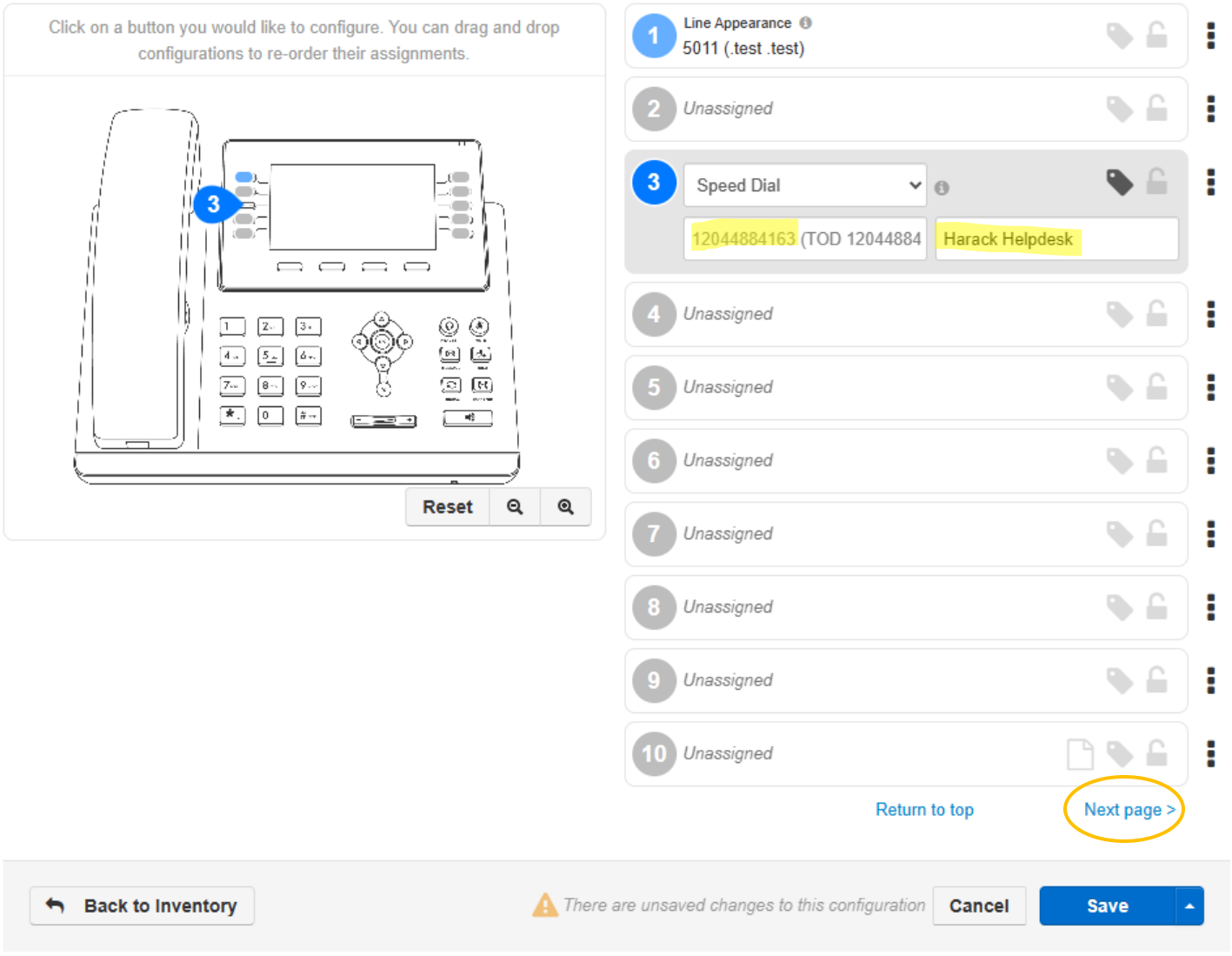
Queue Toggle – only available if using Call Queues, you can toggle between available extensions in the queue

Time Frame Toggle – allows you to enable/disable selected timeframes (ie. Switching phones to afterhours settings)

Hotdesk – allows multiple users, that work at different times, to be assigned to the same phone. Programming a Hotdesk button requires initial admin set up.

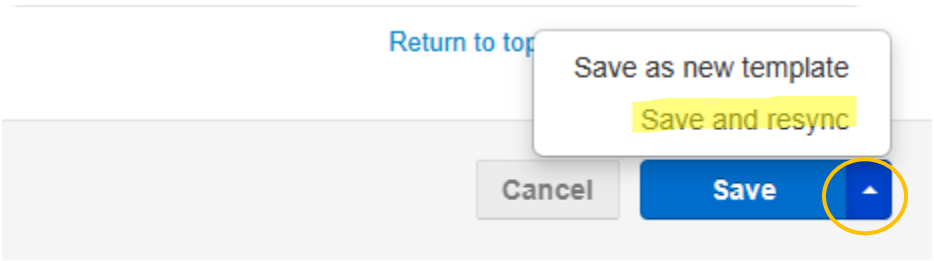
Queue Login – only available if using Call Queues, log into your queue

Queue Logout – only available if using Call Queues, log out of your queue



Once you've selected the Feature for that key you can enter the user name or extension from your directory, and assign a label for that key.

If you have more than 10 lines to configure **Next Page>** will provide additional buttons to program.



When you are done programing select the up triangle to the right of the Save button and select Save and resync. This will refresh your phone and update the program buttons.

Voicemail Service Menu

To access your voicemail from the phone, press the **MESSAGE** key under the headset – enter your password and press #

To access voicemail and call handling options:

1 – to play/ listen to **new messages**
2 – to play/ listen to **old/saved messages**
3 – **send a message** to another user (you can leave a message or forward a message to another user. This will send the message directly to the users voicemail, without their phone ringing)
4 –**call forwarding**

1. Do Not Disturb (DND) (turn DND on or off) DND shuts your ringer off
2. Forward Destination - is where you want calls to be directed
3. Call Forwarding - turn on or off
4. Forward calls to the phone you are calling from (if you are sitting at another desk, you can redirect calls to the phone, you are sitting at by the extension number of the set you are at)

5 – **current mailbox options**

1. Change your password for access to voicemail
2. record your name (caller hears this name recording in the company directory)

6 - **Greetings** (message callers hear when they get to voicemail)

1. record new greeting - record new greeting (press 1 for the new main recording heard on voicemail)
2. review / listen to greeting (to hear what each greeting says)
3. select greeting to play on voicemail. (you can have multiple messages and change to play specific greetings)

7 – To **recover recently deleted voicemail**

This only recovers recently deleted message before you hang up