

OnCall Voice

User Guide

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Welcome To OnCall Voice!

TRACI.net is proud to present our latest voice offering – OnCall Voice. OnCall Voice is a fully managed voice solution that includes the most popular call features for individuals and small business such as Auto Attendants, Ring Groups, Call Parking, Music On Hold, Voicemail-To-Email and much more at an affordable price point.

About This User Guide

This User Guide is designed to explain how to use the OnCall Voice system. Step by step instructions are provided to perform the most common tasks.

Supported Devices

The following devices are supported on the OnCall Voice platform:

- *Digium D60, D62, D65 Series IP Phones (Recommended)*
- *Digium D40, D50, D70 Series IP Phones*
- *Polycom VVX Series IP Phones (basic functionality)*
- *Polycom Soundpoint IP Series Phones (basic functionality)*
- *Cisco SPA 303, 504, 525 Series IP Phones*
- *Cisco SPA 112 SIP Adapter*
- *Bria Stretto Softphone for iPhone, Android, Mac, or PC*

Need More Help?

OnCall Voice is fully managed and supported by the TRACI.net Support team. If any changes to your OnCall Voice system need to be made, or if something is not working like you would like it to, simply submit an Email to support@traci.net or give us a call at **1-800-881-8899 option 2** and let us know how we can assist you. Our professional staff will be able to assist you in getting your needs addressed. We hope you enjoy your new service and thank you for being our customer!

PBX Features

Extension Types

The OnCall Voice PBX platform provides the following 7 extension types that can be used to build a dial plan:

Company Directory

The Company Directory extension type allows an incoming caller to spell the first or last name of a user on the system to be able to reach their extension. By default, all user extensions are included in the company directory. If you have a user that would like to be omitted from the directory, simply request that the user be hidden from the company directory by sending a support request to support@traci.net.

ECP/IVR

The ECP (Enhanced Call Processing) / IVR (Interactive Voice Response) extension type allows for auto attendant functionality complete with a main greeting and customizable options ranging from 0 – 9 as well as the # key. Each option can be programmed to either dial a local extension, send the caller to a specific voicemail box, or send the caller to an external phone number. ECP/IVR extensions can also be set to rollover to another extension, voicemail, or external number if nothing is selected. *The main greeting can be updated by pressing * during greeting playback, followed by the ECP password and then pressing 0 and then 1. Simply follow the prompts to record a new greeting.*

Listen Only

The Listen Only extension type is just like the ECP/IVR extension type except that it does not provide the customizable options 0-9 or the # key. It is simply an extension type that plays a greeting in listen-only mode. The Listen Only extension can also be set to rollover to another extension, voicemail, or external number after the greeting is played. *The main greeting can be updated by pressing * during greeting playback, followed by the Listen Only password and then pressing 0 and then 1. Simply follow the prompts to record a new greeting.*

Live Answer

The Live Answer extension type is used to connect a phone to the system and includes all the functionality of a Voicemail box as well if the user does not answer the phone before the ring timeout is reached (defaults to 20 seconds, but that value can be adjusted). In addition to having calls sent to voicemail, the Live Extension type also supports calls rolling over to another local extension or an external phone number if the ring timeout is reached.

Ring Group

The Ring Group extension type is used to ring a group of Live Answer extensions at the same time for a set ring duration (default is 20 seconds, but that value can be adjusted). Ring Groups can roll over to another extension, voicemail, or external number after the ring timeout is reached.

Transfer Box

The Transfer Box extension type is used to route calls to another extension, voicemail, or external number. An optional Time-Based Exception Rule can be enabled on a transfer box to route calls to an alternate target based on Time of Day, Day of Week, Day of Month or Month of the Year.

Voicemail Box

The Voicemail Box extension type is used to allow callers to leave a voicemail message that can then be delivered via one of the Voicemail Notification Options listed below.

Voicemail Notification Options

Each Voicemail Box on the OnCall Voice system can notify users of new messages in 4 different ways:

Email Notify

If the user's Email address is assigned to a voicemail box, the user will receive an Email alert that contains the caller information, timestamp and an audio wav file of the voicemail message in its entirety.

SMS/Text Message Notify

If the user's cell phone number AND cell phone carrier is assigned to a voicemail box, the user will receive an SMS alert that contains the caller information and timestamp of the voicemail message.

Call Out Notify (Optional feature – No Additional Cost)

If enabled, the Call Out Notify option will send a single alert via SMS/Text Message immediately and also call the user at their cell phone number when a new voicemail message is left in their mailbox. Once the user answers the phone, they are instructed to press 1 to be connected to their voicemail box to log in and listen to their messages. The user can also select to only receive the call at their cell phone instead of getting both the SMS/Text Message and the cell phone call notification. This no-cost feature must be requested to be enabled as it is not on by default.

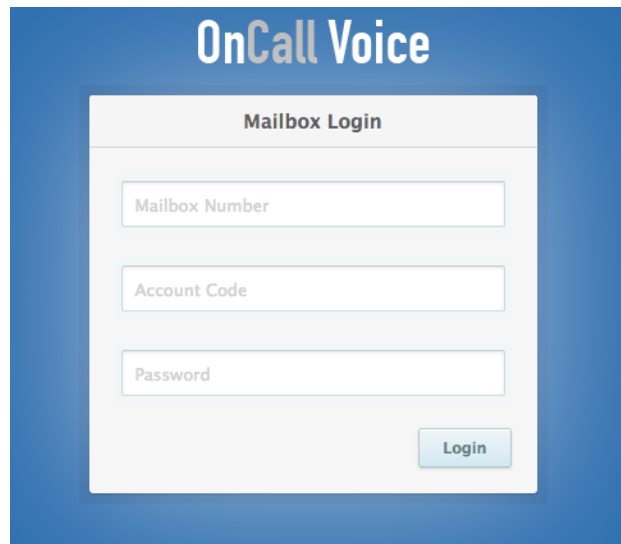
Call Alert Notify (Optional feature - \$5/month/seat)

Just like Call Out Notify, except with Call Alert Notify enabled, the SMS/Text Message alerts are delivered immediately and the call to the user's cell phone to alert them of a new message takes place each quarter hour if the new voicemail message is not retrieved before the next quarter hour. For example, if a voicemail message is left in a mailbox at 12:38pm, an SMS/Text Message alert is sent to the user immediately to alert them that they have a voicemail message waiting. If the user does not retrieve their voicemail message before 12:45pm, the system will call the user's cell phone to let them know that they have a message waiting and prompt the user to press 1 to be connected to their voicemail box to log in and listen to their messages. The user can also select to only receive the call at their cell phone instead of getting both the SMS/Text Message and the cell phone call notification.

Regardless of which Voicemail Notification Option is chosen, each user has the ability to manage their notifications through an easy-to-use web interface that is accessible from any computer or mobile device. Details of this web interface can be found on the next page.

Voicemail Notification Management

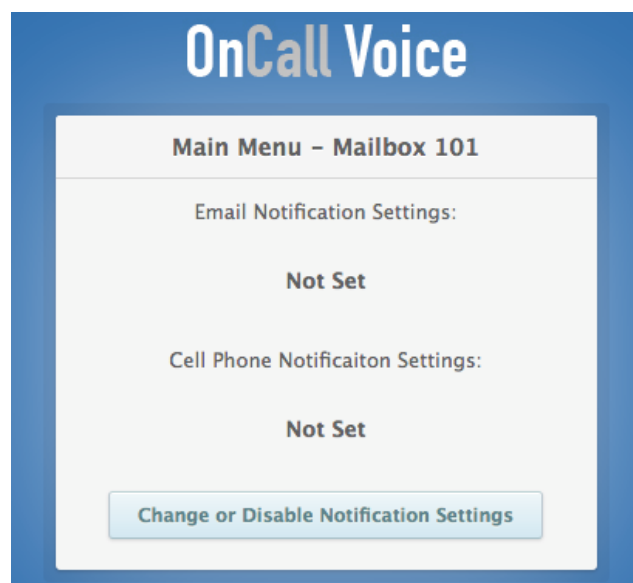
Each user can manage their Voicemail Notifications at any time by logging into the OnCall Voice User Portal located at <http://www.oncallvoice.com>



The image shows a screenshot of the OnCall Voice Mailbox Login page. The page has a blue header with the text "OnCall Voice" in white. Below the header is a white box with the title "Mailbox Login". Inside this box are three input fields: "Mailbox Number", "Account Code", and "Password". A "Login" button is located at the bottom right of the white box.

To login, the user will enter in their mailbox number, account code and mailbox password. If you do not know your mailbox number, account code or mailbox password, please contact support@traci.net.

Once logged in, the current notification settings for the mailbox are displayed on the screen (in the example below, mailbox 101 does not have any notifications set). To make a change to the notification settings, simply press the CHANGE OR DISABLE NOTIFICATION SETTINGS button to access the "Update Notifications" page.



The image shows a screenshot of the OnCall Voice Main Menu for Mailbox 101. The page has a blue header with the text "OnCall Voice" in white. Below the header is a white box with the title "Main Menu - Mailbox 101". Inside this box, there are two sections: "Email Notification Settings:" and "Cell Phone Notificaiton Settings:". Both sections show "Not Set". A "Change or Disable Notification Settings" button is located at the bottom of the white box.

On the “Update Notifications” page, you can set the email address where voicemail notifications are to be sent to (if desired) as well as the cell phone number and cell phone carrier where the system should direct Call Out or Call Alert notifications to and/or SMS Text Message notifications as well.

OnCall Voice

Update Notifications

Email Notification

Email Address (Leave Blank To Disable)

Cell Phone Notification

Cellphone Number (Leave Blank To Disable)

Select Carrier

Save Notification Settings

If an email address is not entered, the Email Notify is disabled for the mailbox. Likewise, if a cell phone number is not entered, the Call Out Notify and Call Alert Notify are disabled. If a cell phone number is entered, and the cell phone carrier is not selected, the Call Out Notify and Call Alert Notify will call the cell phone number if the mailbox is enabled with those features, however, the system will not send an SMS/Text Message.

In the following example, the user will receive Email notification as well as a cell phone call when a new voicemail is received (no SMS/Text Message notification will be received):

OnCall Voice

Update Notifications

Email Notification

john.smith@domain.com

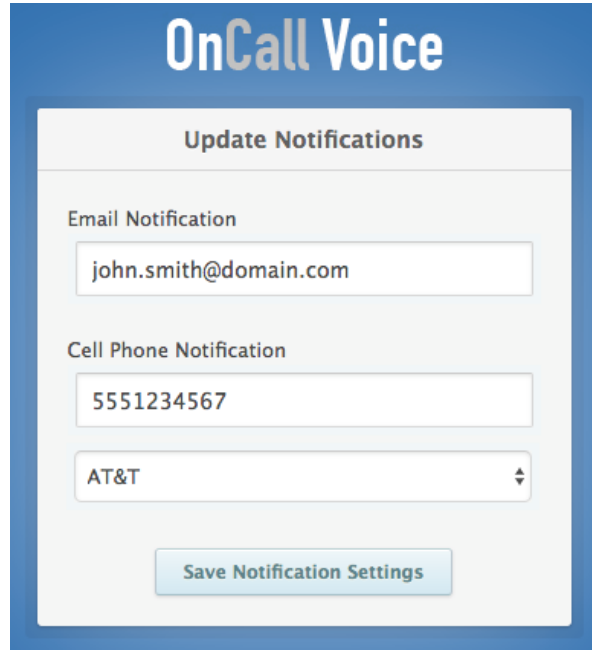
Cell Phone Notification

5551234567

Disable SMS Text / Call Only

Save Notification Settings

In the following example, the user will receive Email notification as well as a cell phone call and an SMS/Text message when a new voicemail is received:



The screenshot shows a web interface titled "OnCall Voice" with a sub-header "Update Notifications". It contains two input fields: "Email Notification" with the value "john.smith@domain.com" and "Cell Phone Notification" with the value "5551234567". Below the cell phone number is a dropdown menu currently showing "AT&T". A "Save Notification Settings" button is located at the bottom of the form.

After the user saves the changes by pressing the SAVE NOTIFICATION SETTINGS button, a summary will be displayed with the notification options currently enabled for the mailbox:



The screenshot shows a web interface titled "OnCall Voice" with a sub-header "Main Menu - Mailbox 101". It displays the saved notification settings: "Email Notification Settings: Email To: john.smith@domain.com" and "Cell Phone Notificaiton Settings: Call & SMS To: 5551234567 (AT&T)". A "Change or Disable Notification Settings" button is located at the bottom of the page.

If you would prefer to receive an SMS/Text Message notification without the phone call to your cell phone, simply request Call Out Notify and/or Call Alert Notify be disabled for the mailbox by emailing support@traci.net and if you set your notification settings to a cell phone number WITH a cell phone carrier, SMS/Text Notifications will take place without the call to the cell phone.

Calling Features

Placing Calls

Select a line key or pick up the handset and dial the number you wish to call. After entering in the number you wish to dial, you can also press DIAL (Digium and Cisco phones) or SEND (Polycoms Phones), depending on the device you are using. Domestic US/Canada dialing format is (area code) + 7 digits.

Receiving Calls

When the phone is ringing, pick up the handset, press the speakerphone button, or press the answer button, depending on the device you are using.

Receiving Call Options On Digium Phones

If you are using a Digium phone, you can also press one of the softkeys while the phone is ringing to perform the following actions on the call:

Answer

Pressing this will answer the call.

Ignore

Pressing this will send the caller to the next step of your call rule.

Transfer

Pressing this will allow you to initiate a call transfer while the phone is still ringing, allowing you to transfer the call without answering it first. Simply press Transfer, enter the number you wish to send the call to and then press Transfer again.

Send VM

Pressing this will send the caller to the VM box matching the extension number of the phone.

Receiving Call Options On Polycom Phones

If you are using a Polycom phone, you can also press one of the softkeys while the phone is ringing to perform the following actions on the call:

Answer

Pressing this button will answer the call.

Reject

Pressing this button will stop the phone from ringing and the caller will be sent to the next step of your call rule.

Forward

Pressing this button will allow you to initiate a call transfer while the phone is still ringing, allowing you to transfer the call without answering it first. Simply press Forward, enter the number you wish to send the call to and then press Forward again.

Redialing a Number

Pressing the Digium phone redial button shown below will redial the last number you called:



**Other phone models will have a similar button that should operate the same way.*

Placing a Call on Hold

Pressing the Digium phone hold button shown below will place the current call on hold:



**Other phone models will have a similar button that should operate the same way.*

Call Transfer

Call transfer allows you to send a call to another extension, voicemail or phone number.

Call Transfer Options On Digium Phones

If you are using a Digium phone, you can perform the following types of transfers:

Assisted Transfer

During a call, press the Transfer button. Enter a number or press the Contacts softkey to find a number. Press the Dial softkey. When someone answers, inform them of the call to be transferred. Press the Transfer softkey, and the transfer is completed.

Blind Transfer

During a call, press the Transfer button. Enter a number or press the Contacts softkey to find a number. Press the Transfer softkey, and the transfer is completed.

*Transfer To Voicemail (*88)*

During a call, press the Transfer button. Enter *88 and the extension of the voicemail box you want to send the caller to (ie. *88101). Press the Transfer softkey, and the transfer is completed.

Call Transfer Options On Polycom Phones

If you are using a Polycom phone, you can perform the following types of transfers:

Assisted Transfer

During a call, press the Trnsfer or Transfer softkey. Enter a number that you wish to transfer to. Press the Send softkey or wait for the number to connect. When someone answers, inform them of the call to be transferred. Press the Trnsfer or Transfer softkey, and the transfer is completed.

Blind Transfer

On a Polycom SoundPoint phone, during a call, press the Trnsfer softkey followed by the Blind softkey. Enter a number that you wish to transfer to. Press the Send softkey, and the transfer is completed.

If using a Polycom VVX model phone, during a call, press the Transfer softkey followed by the More softkey in the upper right of the screen, followed by the Blind option. Enter a number that you wish to transfer to. Press the Green send softkey or wait for the number to connect, and the transfer is completed.

*Transfer To Voicemail (*88)*

On a Polycom SoundPoint phone, during a call, press the Trnsfer softkey followed by the Blind softkey. Enter *88 and the extension of the voicemail box you want to send the caller to (ie. *88101). Press the Send softkey, and the transfer is completed.

If using a Polycom VVX model phone, during a call, press the Transfer softkey followed by the More softkey in the upper right of the screen, followed by the Blind option. Enter *88 and the extension of the voicemail box you want to send the caller to (ie. *88101). Press the Green send softkey or wait for the number to connect, and the transfer is completed.

Conference Calls

During a call, press the Conference (or Confrnc) softkey. Dial the third participant's number, or use Contacts. Press the Conference (or Confrnc) softkey to connect all participants. To split a conference into separate calls with each participant, press the Split softkey and select the participant to drop from the call.

Call Parking

If using a Digium phone, during a call, press the Call Park line key to park the call which will make the Call Park line flash red. Then you or a coworker can answer the call from any phone by pressing the flashing red Call Park line key to retrieve the call.

If using a non-Digium phone, you can transfer a call to your Call Park extension that has been assigned to you and pick up calls in your assigned Call Park space. If you do not know what your assigned Call Park extension is or what your Call Park space is, please contact support@traci.net.

Intercom/Paging (*80)

If you wish to intercom/page an extension on your system, you may do so by dialing *80 and the 3 digit extension number you wish to intercom/page. For example, to intercom/page ext 101, dial *80101.

Contact Lists/Rapid Dial Lists

Contacts are used for rapid dialing, and for finding detailed information about someone. You can use Contacts from within Transfer or Conference. On a Digium phone, to see the Detail page for a contact, press the Show softkey in a list of contacts.

Voicemail

Pressing the Digium phone messages button shown below will connect you to your voicemail box:



**Other phone models will have a similar button that should operate the same way.*

Setting Phone Status

You can set your phone on Do Not Disturb when you do not want to receive calls or you can set your phone to forward calls to another number.

Phone Status Options On Digium Phones

If you are using a Digium phone, you can set the following status types:

Do Not Disturb

Pressing the Status softkey on your Digium phone will toggle the Do Not Disturb setting on your phone. Press it once and your phone will be set on Do Not Disturb. Press it again and the phone will return to normal, available status.

Call Forwarding

Pressing More, Forward and entering the 3 digit extension or 10 digit phone number you wish to forward calls to, followed by pressing Set, will enable call forwarding on your phone.

Pressing More, Forward, Off will disable call forwarding on your phone.

Phone Status Options On Polycom Phones

If you are using a Polycom phone, you can set the following status types:

Do Not Disturb

On SoundPoint phones, press Menu, Features, Do Not Disturb to enable Do Not Disturb. Repeating this will disable Do Not Disturb.

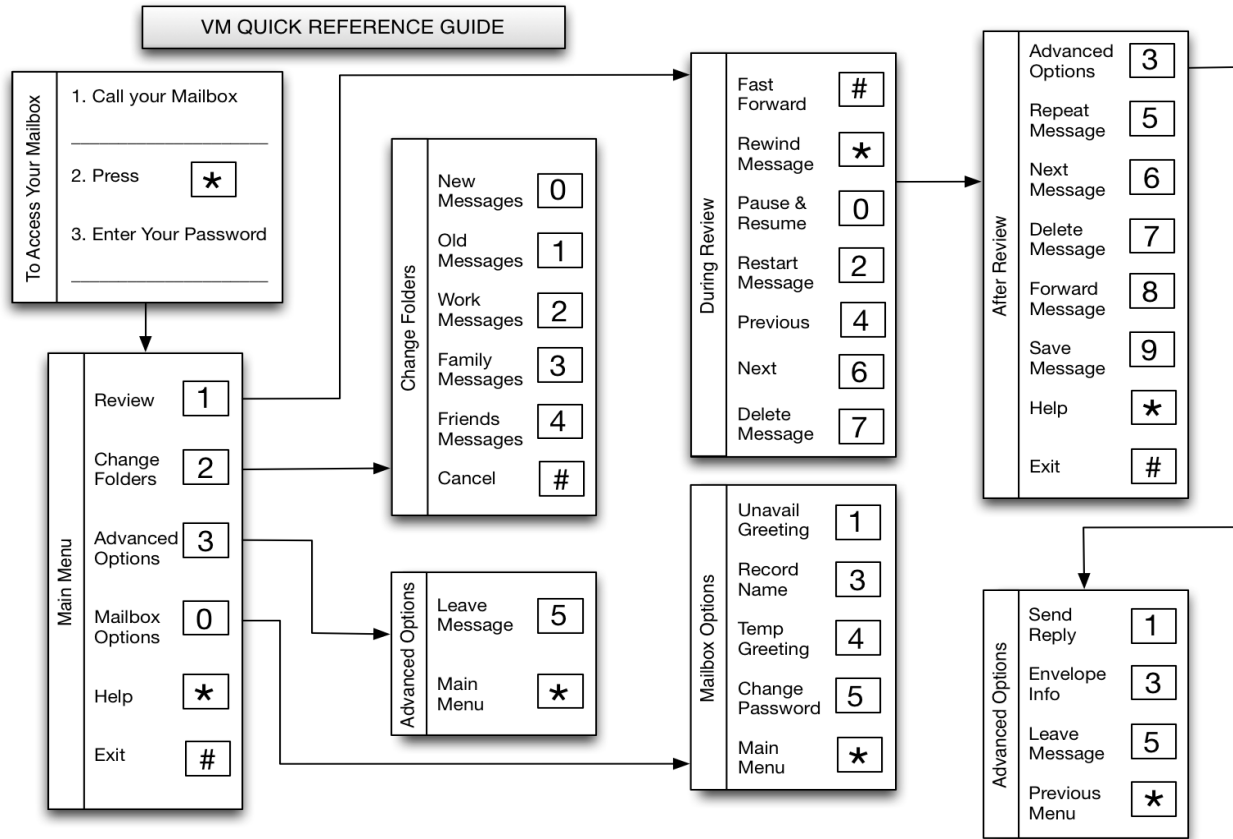
On a VVX phone, press Home, Settings, Features, Do Not Disturb, Enable to enable Do Not Disturb. Press Home, Settings, Features, Do Not Disturb, Disable to disable Do Not Disturb.

Call Forwarding

Pressing Forward, Always and entering the 3 digit extension or 10 digit phone number you wish to forward calls to, followed by pressing Enable, will enable call forwarding on your phone.

Pressing Forward, Always, Disable will disable call forwarding on your phone.

Voicemail Quick Reference Guide



VM FREQUENTLY ASKED QUESTIONS

How do I listen to new messages?

1. Press the messages button or dial 899
2. Enter your password when prompted
3. Press 1

How do I change my main greeting?

1. Press the messages button or dial 899
2. Enter your password when prompted
3. Press 0
4. Press 1

How do I record my temporary greeting?

1. Press the messages button or dial 899
2. Enter your password when prompted
3. Press 0
4. Press 4

How do I change my voicemail notifications?

1. Open the following web link: <http://www.oncallvoice.com/>
2. Enter your mailbox number, account code and password
3. Update the email address, 10 digit cellphone number and select the correct cellphone carrier as needed

How do I disable my voicemail notification?

1. Open the following web link: <http://www.oncallvoice.com/>
2. Enter your mailbox number, account code and password
3. Update the settings and leave the items blank that you wish to disable

How do I delete a message?

1. During or after message playback, press 7

How do I record my name?

1. Press the messages button or dial 899
2. Enter your password when prompted
3. Press 0
4. Press 3

How do I delete my temporary greeting?

1. Press the messages button or dial 899
2. Enter your password when prompted
3. Press 0
4. Press 4
5. Press 2