OnCall Voice

User Guide

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 9 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.

DISA (Direct Inward System Access)

The DISA (Direct Inward System Access) extension type allows an incoming caller to authenticate via a pre-determined PIN to enable outbound dialing from the PBX as if the user was calling from the office. The PBX caller ID will be passed instead of the incoming caller's phone number. This will allow users to call customers back from the office caller ID, even when they are not in the office. This extension type counts toward the seat count on your account.

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. This extension type counts toward the seat count on your account.

Meet Me Conference Room
The Meet Me Conference Room extension type is used to provide a private, PIN-protected, way to allow multiple callers to speak together at the same time. Each Meet Me Conference room defaults to a maximum of 5 simultaneous users. Meet Me Conference Rooms can roll over to another extension, voicemail, or external number if the maximum user count is exceeded.

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. This extension type counts toward the seat count on your account.

Voicemail Box Notification Options

Each Voicemail Box on the OnCall Voice system can notify users of new calls/messages in 5 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.

Call Forward Live Calls To Cell Phone

If selected, incoming calls directed to the user's extension will be re-directed immediately to the user's cell phone number specified so the user can answer the call live.

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 page 11.

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 a 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 a flashing red Call Park line key to retrieve the call.

Intercom (*80)

If you wish to intercom an extension on your system with 2-way audio, you may do so by dialing *80 and the 3 digit extension number you wish to intercom. For example, to intercom ext 101, dial *80101. Please note that the intercom feature has a 2-minute time limit.

Paging (*81)

If you wish to page an extension on your system with 1-way audio, you may do so by dialing *81 and the 3 digit extension number you wish to page. For example, to page ext 101, dial *81101. You may also page a ring group extension if you wish. Please note that the paging feature has a 1-minute time limit.

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 Distrub.

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.

Extension Management User Portal

Each user can manage the most common settings of their extension at any time by logging into the OnCall Voice User Portal located at http://www.oncallvoice.com
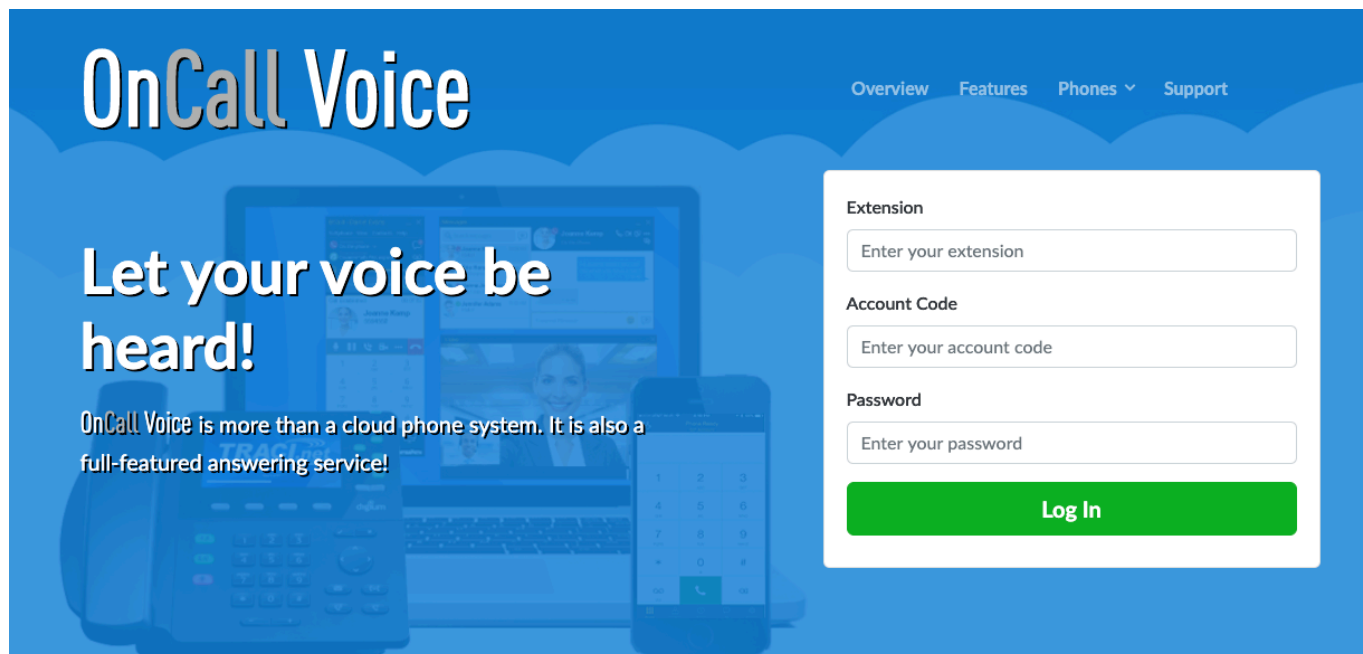
To login, the user will enter in their extension number, account code and web password. Once logged in to the User Portal, the current extension settings are displayed on the screen. For online help with each screen in the User Portal, simply click the blue question mark next to the section title.
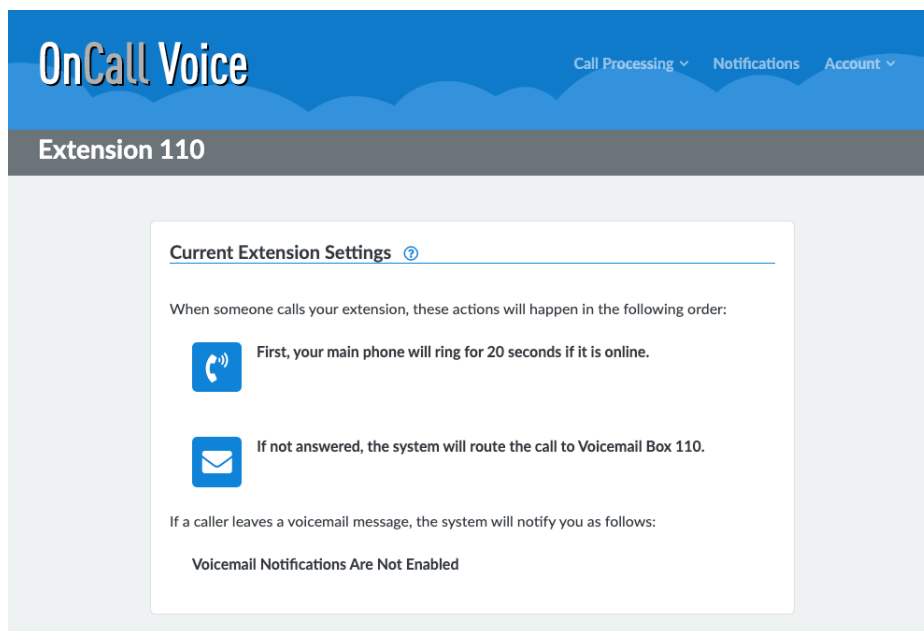
If you do not know your extension number, account code or web password, please contact support@traci.net.

Call Processing Management

Each user has the ability to manage the following two features of the call processing rules for their extension:

- *Call Forwarding*
- *Find Me, Follow Me*

Call Forwarding

To enable call forwarding on your extension to an external phone number, simply select CALL FORWARDING from the CALL PROCESSING menu in the User Portal. Once you are on the "Call Forwarding Settings" page, you can enable call forwarding and specify the 10-digit external phone number you wish to forward your calls to by filling out the form and pressing SAVE CHANGES.
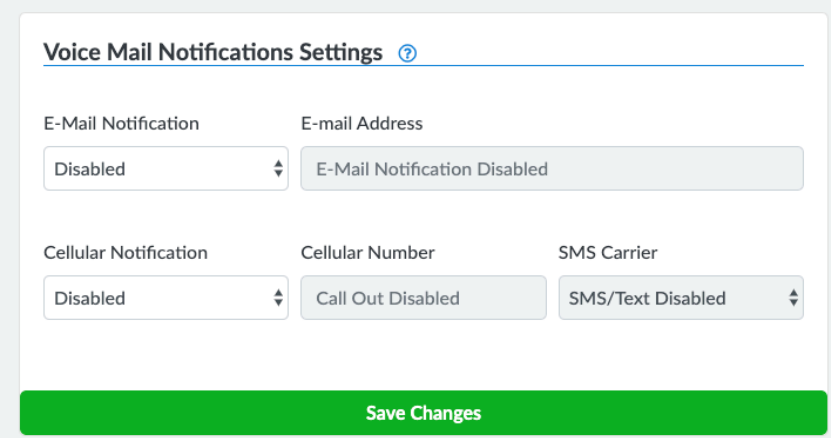
Find Me, Follow Me

To enable Find Me, Follow Me on your extension, a feature that allows the system to reach you at multiple numbers in a specific order, simply select FIND ME, FOLLOW ME from the CALL PROCESSING menu in the User Portal. On that page, you can enable the feature and specify whether you would like the caller to record their name so it is announced when the system tries to reach you. You can then add multiple external phone numbers where the system should try to reach you.
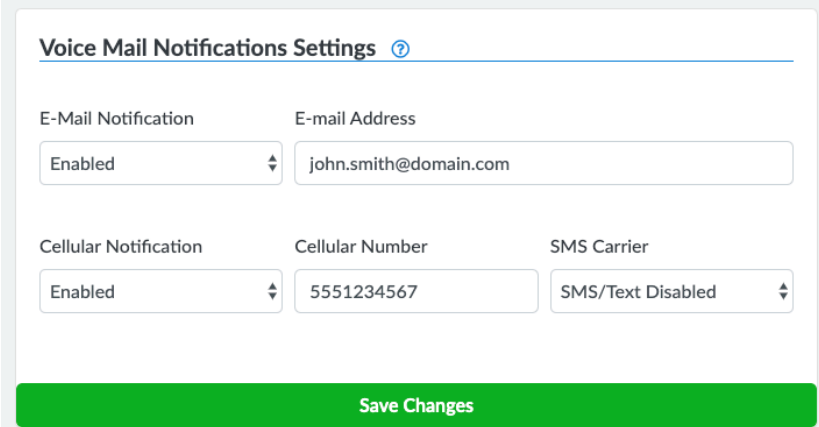
Voicemail Notifications Management

To make a change to your extension's voice mail notification settings, simply press the NOTIFICATIONS link button to access the "Voice Mail Notifications Settings" page. On this 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.
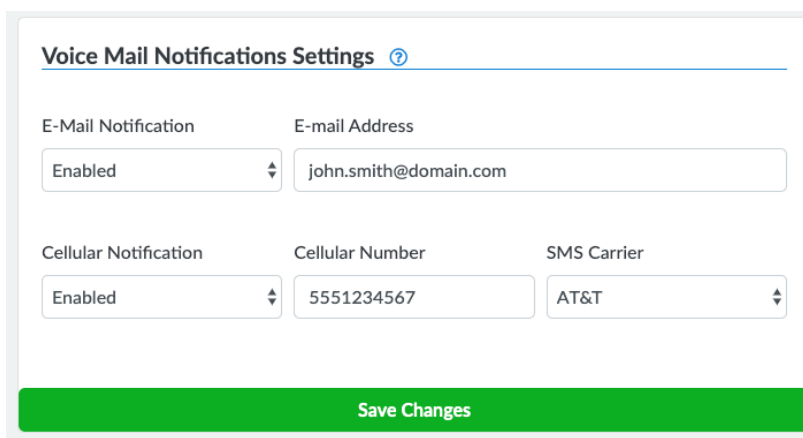

If email notification is not enabled, the Email Notify is disabled for the mailbox. Likewise, if cellular notification is not enabled, the Call Out Notify and Call Alert Notify are disabled. If cellular notification is enabled, and a cell phone number is entered, and the cell phone carrier is NOT selected (ie. SMS/Text Disabled is 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):
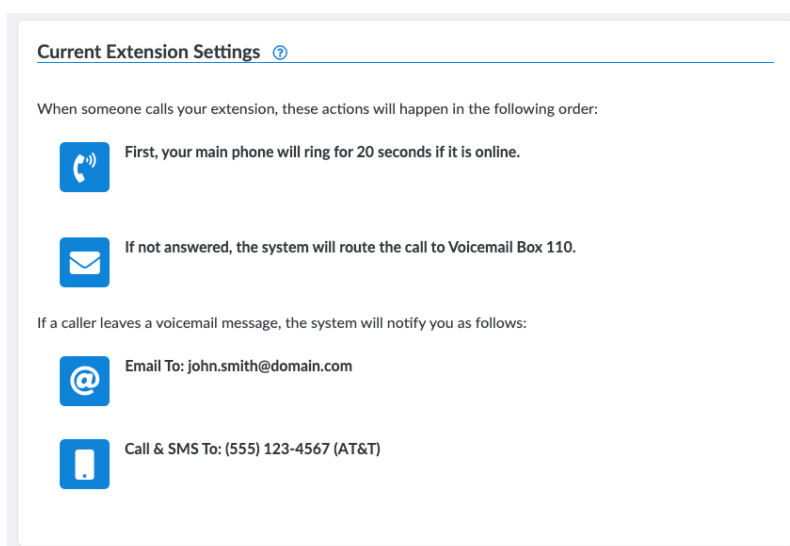
In the following example, the user will receive Email notification as well as a cell phone call and an SMS/Text message when a new voicemail is received:

After the user saves the changes by pressing the SAVE CHANGES button, an extension summary will be displayed with the call processing rules and the notification options currently enabled for the extension:

NOTE: 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.

Voicemail Quick Reference Guide

VM QUICK REFERENCE GUIDE

To Access Your Mailbox

1. Call your Mailbox

2. Press ✳

3. Enter Your Password

Main Menu

Review	1
Change Folders	2
Advanced Options	3
Mailbox Options	0
Help	✳
Exit	#

Change Folders

New Messages	0
Old Messages	1
Work Messages	2
Family Messages	3
Friends Messages	4
Cancel	#

Advanced Options

| Leave Message | 5 |
| Main Menu | ✳ |

During Review

Fast Forward	#
Rewind Message	✳
Pause & Resume	0
Restart Message	2
Previous	4
Next	6
Delete Message	7

Mailbox Options

Unavail Greeting	1
Record Name	3
Temp Greeting	4
Change Password	5
Main Menu	✳

After Review

Advanced Options	3
Repeat Message	5
Next Message	6
Delete Message	7
Forward Message	8
Save Message	9
Help	✳
Exit	#

Advanced Options

Send Reply	1
Envelope Info	3
Leave Message	5
Previous Menu	✳

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 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

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