



Next Telecom – Group Admin User Guide:

Group Level: Utilities

The screenshot shows the 'next: telecom' Group Admin interface. On the left is a navigation menu with options: Profile, Resources, Services, Call Center, Callina Plan, and Utilities (selected). The main content area is titled 'Utilities' and is divided into 'Basic' and 'Advanced' sections. The 'Basic' section includes links for 'Common Phone List' (Display or modify common group phone lists), 'Custom Contact Directories' (Define new custom contact directories that contain a subset of the users in the group or enterprise), 'Feature Access Codes' (Specify feature access codes (also known as star codes) and feature code prefixes associated with the group's services), 'Group Directory' (Display the group directory listing), 'Inventory Report' (Generate a report on the resources used in your group. Resources include phone numbers, devices, services, users, and departments), 'Password Rules' (Define the password rules that users and administrators must follow to create and update passwords), and 'Passcode Rules' (Define the passcode rules that users must follow to create and update portal passcodes). The 'Advanced' section includes links for 'Configure Device' (Load or modify the default configuration file for an access gateway), 'Extension Dialing' (Provide the ability to configure extension dialing for your group), 'Intercept Group' (Prevent the group from receiving calls), and 'Voice Portal Branding' (Customize the voice portal entry greeting that is heard by users logging in to the voice portal). The top right of the interface shows 'Help - Home' and 'Welcome Next Telecom Demo Logout'.

Group Directory: A directory listing of all users, common phone numbers and system numbers can be generated here.

Inventory Report: A report of hardware MAC addresses, Phone Numbers, Names and Email addresses can be generated and sent to your email address.

Common Phone List - Importing list of Phone Numbers:

These contacts will be visible in Call Bar / Receptionist as well as all your Group contacts.

Utilities > Common Phone List > Import Phone List > Choose CSV file.

The screenshot shows the 'next: telecom' Group Admin interface with the 'Common Phone List' section selected. The main content area has a title 'Common Phone List' and a description: 'Store frequently called numbers for the group so that they can be easily dialed from their ComnPilot Call Manager. You can also quickly add numbers to this list by importing a phone list and loading the numbers from a CSV file.' Below the description are buttons for 'OK', 'Apply', 'Add', and 'Cancel'. There is a link for 'Import Phone List'. Below this is a table with columns: 'Delete', 'Name', 'Phone Number', and 'Edit'. The table contains one entry: 'Next After Hours Escalations' with phone number '0404728559'. The top right of the interface shows 'Help - Home' and 'Welcome Next Telecom Demo Logout'.



Services:

Auto Attendant: Automated Receptionist to direct calls to a particular department, extension number or by user's name. Custom greetings can be recorded and uploaded.

Call Park: Configure the options to park calls on a particular extension number. Generally used when a call may need to be answered from various extension numbers. Allows Reception to announce there is a call for Sales on Ext20 and users can retrieve the call from the extension.

Call Pickup: Allows you to configure a group to pick up other users ringing phones from your phone. Eg Sales has 5 users configured in the group – 1 person is not at their desk. User 2 can pickup the ringing phone from their desk.

Hunt Group: Configure settings for the Hunt Group such as change ring style – eg Simultaneous, Circular, Uniform, Regular. Call Forward Options can also be setup such as to forward off to a Mobile or Voicemail number.

Voice Messaging: Group settings for Voicemail.

Voice Portal: Configure a number for the Voice Portal as well as the administrator password.

Instant Call Group: Instant Call Groups can be used to dial 1 extension number and then in turn automatically call numerous numbers. These can be internal or external numbers. Some customers utilize this to call their remote offices from their Boardroom instead of utilizing Audio Conference boards.

Instant Call Groups can also be utilized along with Push to Talk to make announcements to the office eg Intercoms.



Users Level:

View the accounts for the users in your group by clicking on Profile > Users.

Names can be searched based on First Name, Last Name, Department, Phone Number or Email address.

The screenshot shows the 'Users' management page. On the left is a sidebar with navigation links: Profile, Resources, Services, Call Center, Callings Plan, and Utilities. The main content area has a search bar with a dropdown menu set to 'Department' and a search button. Below the search bar is a table listing users with columns for Last Name, First Name, Department, Phone Number, Email Address, In Trunk Group, and an Edit link.

Last Name	First Name	Department	Phone Number	Email Address	In Trunk Group	Edit
502G	Demo	Next Telecom	+61-280718111			Edit
504G	Demo	Next Telecom	+61-280360985			Edit
506G	Demo	Next Telecom	+61-280360984			Edit
525	Demo	Next Telecom	+61-280360951			Edit

Once you click on the user you want to view details for the following screen will appear:

The screenshot shows the 'Profile' page for a user. The left sidebar is the same as the previous screen. The main content area is divided into two columns. The left column contains sections for Basic, Profile, Addresses, Passwords, and Schedules. The right column contains an 'Advanced' section with links to Call Application Policies, Call Policies, Call Processing Policies, and Communication Barring Auth Codes.

Profile – modify basic information on the user such as their Name, Department, Timezone, Email, Mobile etc. This information generates the Contact Lists as well as flowing through all applications such as Call Bar, Receptionist and Call Centre.



Incoming Calls:

Incoming Calls	
Basic	Advanced
<p>Anonymous Rejection - Off Prevent a caller from reaching you when the caller has explicitly restricted his/her number.</p> <p>Calling Name Retrieval - Off Provide a caller's name by retrieving the calling name from the network.</p> <p>Call Forwarding Always - Off Automatically forward all your incoming calls to a different phone number.</p> <p>Call Forwarding Busy - Off Automatically forward your calls to a different phone number when your phone is busy.</p> <p>Call Forwarding No Answer - Off Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.</p> <p>Call Forwarding Not Reachable - Off Automatically forward your calls to a different phone number when your phone is unreachable.</p> <p>Call Notify - Off Send an e-mail with the caller's name and number to a specified e-mail address when pre-defined criteria, such as phone number, time of day or day of week, are met.</p> <p>Connected Line Identification Restriction - Off Allows a user to restrict their connected identity when receiving a call.</p> <p>Do Not Disturb - Off Automatically forward your calls to your voice messaging service, if configured, otherwise the caller hears a busy tone.</p> <p>External Calling Line ID Delivery - On Provides Calling Line ID information of an external caller.</p> <p>Internal Calling Line ID Delivery - On Provide Calling Line ID information of group or enterprise member when called.</p>	<p>Automatic Hold/Retrieve - Off Automatically place incoming calls on hold, or automatically retrieve an held call.</p> <p>Alternate Numbers Allow up to ten additional phone numbers and extensions, with each number having a distinctive ringing pattern.</p> <p>Call Forwarding Selective - Off Automatically forward your incoming calls to a different phone number when pre-defined criteria, such as the phone number, time of day or day of week, are met.</p> <p>CommPilot Express - Off Manage incoming calls based on four pre-configured profiles.</p> <p>Priority Alert - Off Ring your phone with a distinctive ring when pre-defined criteria, such as phone number, time of day or day of week, are met.</p> <p>Selective Acceptance - Off Accept calls when pre-defined criteria, such as phone number, time of day or day of week, are met.</p> <p>Selective Rejection - Off Reject calls when pre-defined criteria, such as phone number, time of day or day of week, are met.</p> <p>Sequential Ring - Off Ring multiple phones sequentially when calls are received.</p> <p>Simultaneous Ring Personal - Off Ring multiple phones simultaneously when calls are received.</p>

Note: Features in the Advanced Column are only available to users with a Premium Licence.

In this section you can manage where the system will send incoming calls for the user selected.

Call Forwarding Always – If this feature is activated all incoming calls will be forwarded to another number. Eg Divert calls to Mobile when out of the office or to assistant when on holidays.

Call Forwarding No Answer – A destination number as well as the number of rings before the call is forwarded can be programmed in here. Please note if you want the call to reach the users Voicemail do not activate this option.

Call Forwarding Busy – If you are on a call and have Call Waiting disabled the system will forward incoming calls to the number selected.

Call Forward Not Reachable – Forwarding to this number will occur if your phone is unreachable – eg power outage, connection offline, phone unplugged eg. This setting is handy in the event of outages. Suggested usage is to users Mobile number or a group Technical Difficulties Voicemail message.

Advanced Features (Premium Licence only):

Alternate Numbers – Assign multiple phone numbers to a single phone. Eg former advertised numbers that are ported across to Next Advantage from a fixed network.

Call Forward Selective – Allows call forwarding on a particular schedule – Eg Outside of Business Hours forward calls to Mobile.

Simultaneous Ring Personal – Ring alternate numbers when your desk phone rings. Eg Mobile, Assistant, Home Office etc.



Outgoing Calls:

Outgoing Calls	
Basic	Advanced
<p>Automatic Callback - Off Allows you to monitor a busy party in your group and automatically establish a call when the busy party is available.</p> <p>Call Return Return a call to the last party that called you, whether or not the call was answered.</p> <p>Calling Party Category Allows a category to be associated with a subscriber. The category is included in the signaling for all outgoing calls.</p> <p>Last Number Redial Call the last number that you dialed.</p> <p>Line ID Blocking - Off Prevent your phone number from being displayed when calling other numbers.</p> <p>Speed Dial 8 Dial a pre-defined number by dialing only one digit.</p> <p>Speed Dial 100 Dial a pre-defined number by dialing a Speed Dial 100 prefix and two digits.</p>	<p>Personal Phone List Configure a list of numbers to allow quick dialing from your CommPilot Call Manager.</p> <p>Two-Stage Dialing - On The Two Stage Dialing service may be used in conjunction with the Mobile Assistant, residing on a user's mobile phone, to allow access to BroadWorks originating services from the mobile.</p>

Line ID Blocking – If enabled this will not send caller ID when you make calls. Numbers will appear as a Private Number.

Speed Dial 8 – Configure up to 8 speed dial numbers for the user. Next Telecom recommends the following speed dial configurations for users:

6 – Call Park Retrieve - *88

7 – Call Park - *68

8 – Push to Talk - *50<Instant Call Group Number> eg *501234 to Push to Talk to Instant Call Group ext 1234.

9 – Call Pickup - *98 – Pickup a ringing phone in the users Call Pickup Group by dialling 9.



Call Control:

Call Control

Basic

[Barge-in Exempt - On](#)

Block barge-in attempts from other users with Directed Call Pickup with Barge-in

[Call Waiting - On](#)

Answer a call while already on another call.

[Customer Originated Trace](#)

Issue a trace to your service provider for your last incoming call by using a feature access code.

[Diversion Inhibitor](#)

Inhibit the remote party's redirecting services

[Directed Call Pickup with Barge-in](#)

Pick up or barge-in on a call using a feature access code and an extension.

[Flash Call Hold](#)

Hold a call with a feature access code when using a simple phone without call control capability.

[Call Transfer](#)

Transfer a call to another phone.

[In-Call Service Activation - Off](#)

Allows BroadWorks users hosted on a TDM system to activate mid-call services.

[Three-Way Call](#)

Start a conference call

[Music/Video On Hold - On](#)

Play audio (music) or video when the remote party is held or parked.

[N-Way Call](#)

Start a N-Way Conference Call

Advanced

[BroadWorks Anywhere](#)

Configure the fixed and mobile phones you would like to link to this account.

[Charge Number](#)

Allows user originated calls to have both user's phone number and charge number.

[Hoteling Guest - Off](#)

Allows a user to associate their service profile with a host user and use the host user's device as their primary device.

[Hoteling Host - Off](#)

Designate a user as a host which allows another user with the hoteling guest service to use the host's device with the guest's service profile.

[Push to Talk](#)

Make and selectively receive Push to Talk calls.

[Physical Location - Off](#)

Controls whether originating calls are allowed from physical locations other than the physical location configured for the user's identity/device profile.

[Remote Office - Off](#)

Use the full CommPilot Call Manager functionality from another phone.

[Shared Call Appearance](#)

Display alternate calling identity/device profiles or lines assigned to you.

Call Waiting – On: Second call coming through will alert on users phone. **Off:** Call will follow Call Forward Busy setting (if set) or will return engaged tone to caller.

Music On Hold – On by default. Only turn this option off if the user does not want the Group MOH played if they place a caller on hold.

Advanced (Premium Licence only):

Push to Talk – Configure options for user such as Auto Answer on/off, One way or Two way communication during a PTT call and the Access List. Some customers may want to have PTT calls allowed from only a particular phone eg Reception or the Manager.

Shared Call Appearance – this feature allows you to program the same phone number on multiple phones – eg 1 user works out of two offices and wants to receive calls on both phones. SCA is also used for setting up secondary appearances such as an account for Bria to use on Smart Phones / Tablets or PC Soft Phones.



Client Applications:

Client Applications

Basic

[Busy Lamp Field](#)

Allows monitoring user phone status via a SIP Attendant Console Phone

[CommPilot Call Manager](#)

Provide a web-based client for a user instead of using star codes or pressing the flash hook. The client provides a visual, graphical user interface that is used to initiate, manipulate, and release calls.

[Client Call Control](#)

Provide access to your account for third-party call control applications.

[Outlook Integration - On](#)

Access your Outlook contact information from your CommPilot Call Manager.

Advanced

None of the menu items in this category are enabled.

Busy Lamp Field – Configure the order / which users are monitored on the Sidecar. Generally only utilized on a Reception phone.

Outlook Integration – Allows Call Bar to retrieve contacts from Outlook.



Messaging:

Messaging

Basic

Aliases

Directly access your voice messages from other pre-defined numbers.

Distribution Lists

Create multiple distribution lists to use with voice messaging.

Greetings

Load or modify your voice messaging greetings.

Voice Management - On

Record messages for calls that are not answered within a specified number of rings or for busy calls.

Voice Portal

Change voice portal options for the user.

Advanced

Third-Party MWI Control

Enable the system to receive message waiting indicator (MWI) events from external network elements.

Third-Party Voice Mail Support - Off

Configure a third-party voice mail system.

Voice Portal Calling - On

Originate calls from the Voice Portal.

Aliases – If the user calls the Voice Portal from a number in this list they do not need to enter their extension number and PIN. Reduces the time to check messages. Most users opt to have Voicemail to Email in which case this option is not used.

Greetings – Standardised recording greetings can be uploaded in the system for the user rather than a user recordable voicemail message. Eg “Welcome to Company Name, Please leave your contact details and we will return your call as soon as possible”.

Voice Management:

Voice Management

Voice Management allows you to specify how to handle your messages. Use Unified messaging if you want to use your phone to retrieve messages. You can also just choose to send the message to your e-mail and not use the phone for messaging. Note that the message settings here also apply to other types of messaging such as fax if enabled.

Note: This screen is only active if Voicemail licence is allocated to the user. Voice Messaging must also be set to On.

If ‘Send All Calls to Voice Mail’ is activated this will override Call Forward Always option.

If ‘Send Busy Calls to Voice Mail’ is activated this will override Call Forward Busy options. Untick to follow CFWDB settings.

If ‘Send Unanswered Calls to Voice Mail’ is activated this will override Call Forward No Answer options. Untick to follow CFWDU settings.

Use Unified Messaging – User needs to call Voice Portal either via Envelope button on phone or via the Group Voice Portal Number to retrieve Voice Messages. A Message Waiting Indicator light will display there is a voicemail waiting for the user.

Forward to Email – this is the most popular option among Next Telecom users. The Voice Mail will be sent to the nominated email address as a WAV file attached to the email.



Utilities:

Utilities

Basic

Authentication

Perform authentication upon the registration of an IP phone to prevent unauthorized access to the system.

Feature Access Codes

Display the feature access codes (star codes) for your services.

Group Directory

Display the group directory list.

Intercept User - Call

Prevent your phone number from receiving calls.

Registrations

Displays all the static and dynamic registrations for a user.

Authentication – Change the username and password for a user's account. Please note this should only be changed if you wish to block the user from the network or suspected account interference by an unauthorized third party.

Feature Access Codes – System defined short codes for features – eg *98 for Call Pickup.

Group Directory – System generated directory of all users, Call Centres, Hunt Groups and Common Numbers uploaded to the system.

Intercept User – Block incoming calls to a user.

Registrations – This will display any currently active registrations. A registration indicates that the phone is online and can reach the Next Telecom servers. If user is connected via a Shared Call Appearance (such as Bria or secondary phone) the registration will also appear here.