



# T-Biz<sup>®</sup> Voice Call Conductor

User Guide for PC & Mac



# Introduction

T-Biz Voice is a total internet and communication solution that's transforming businesses through smarter call management.

Your T-Biz Voice phone numbers are structured to give you ultimate flexibility in how you manage your incoming calls. With a range of smart calling features at your fingertips, you have total control over where and when your phones ring. This gives you the power to differentiate your business with a more professional image, better customer service, and faster response times.

Using **Call Conductor**, you can perform the following tasks on your PC or MAC:

- Define your 'business hours' and after-hours/holiday times
- Customise how calls are answered during your defined business hours
- Customise how calls are answered outside of your business hours and holiday hours
- Forward calls from your main business number
- Change the primary device associated with a particular phone number or assign an Instant Hotline
- Change phone numbers between users within the same T-Biz Voice site
- Search for phone numbers in your Enterprise Directory
- Assign other Call Conductor Administrators

Changes you make in Call Conductor become effective immediately after you save them.



# About your Main Business Number

The 'Main Business Number' (MBN) is typically the number your business will advertise. When connected to T-Biz Voice, this number is converted into a **virtual number**, with a secondary number being created and linked directly to it. This secondary number is known as the 'Direct Business Line' (DBL), and is necessary to facilitate certain calling features available on T-Biz Voice – such as Virtual Receptionist.

The default T-Biz Voice configuration is set-up to ensure that the MBN is **the number** your customers see when an outbound call is made, however, you can change this to suit your business needs. Using **Call Conductor**, you can forward calls from your MBN to:

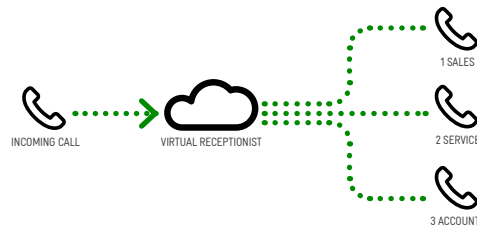
- Any phone number associated to your T-Biz Voice service (eg Office Plans)
- Any voicemails provided with your T-Biz Voice service
- Virtual Receptionist
- Hunt Group



# Smarter Call Management

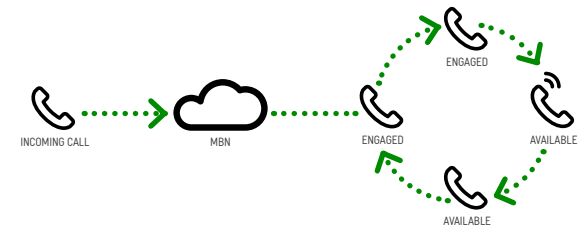
## Virtual Receptionist (optional extra)

Allows you to create a customised greeting that answers all your incoming calls, then gives a menu of options to direct each call to different departments or people.



## Hunt Group (optional extra)

Allows you to direct incoming calls to a group of phones. It detects which phones are engaged, and sends calls straight to the next available line.



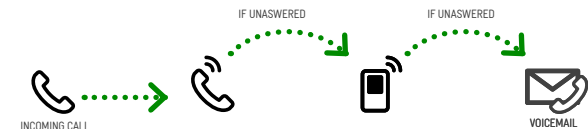
## Simultaneous Ring

Allows you to set all your phones to ring at the same time.



## Sequential Ring

Allows you to direct incoming calls to numerous phones in sequence, until the call is picked up.





# Log In Screen

## 1.0 Logging into Call Conductor

Call Conductor requires a username and password to log in. As the Administrator, you would have received these credentials in an email (T-Biz Voice Configuration Summary).

1. Enter your Username and Password
2. If you cannot remember these credentials, you can call 13 2000 (and say "T-Biz Voice" when prompted) to retrieve this information.



The login screen for Call Conductor. It features a teal and blue geometric design on the left. The text "HELLO" is prominently displayed, followed by "PLEASE LOGIN TO YOUR ACCOUNT". Below this is a login form with fields for "Username" and "Password", a "Remember Me" checkbox, and "Login" and "Forgot Password" buttons. To the right, there is a small image of a person sitting on a stool, with text above it: "Access your online support tools for helpful tips on how to get the most from your DOT service".

## 1.1 Web Portal Admin User Password Change

After the first successful login, the Group Admin User is prompted to change the password to help provide greater security (doing away with the need to receive it in another email).

The password change screen for Call Conductor. It features a teal and blue geometric design on the left. The text "Password Expired" is prominently displayed, followed by "Your password has expired and you must select a new one". Below this is a form with fields for "Password \*" and "Confirm password \*", both with asterisks indicating they are required. To the right of the form, there is a "Password strength:" indicator showing "Strong" and a "Passwords match: yes" status. At the bottom, there are "Submit" and "Cancel" buttons, and a small link: "Having Difficulty Logging In? Call 132000 for assistance".



# Business Sites

## 2.0 About the Business Sites screen

Once you've logged in, you will have access to your control panel – set as default, you will be directed to the 'Business Sites' tab where you can view your T-Biz Voice sites at a glance, and make changes to these sites as required.

An example of what your control panel should look like

The screenshot shows the 'BUSINESS SITES' tab selected in the top navigation bar. Below the navigation bar, there are search fields for 'Site Name' and 'Site For Number', and a 'Sort by Name' button. The main content area displays three site cards:

- Endorep**: Configuration buttons for Users and Devices. A message states: 'This site is not yet ready to use a Main Business Number. Please call 132000 to have your site set up.'
- Galactic Empire**: Configuration buttons for Site, Users, and Devices. Main Business Number: (03) 7779 7120. Maximum number of concurrent calls: 3. During business hours, incoming calls are being answered by **Galactic 125 Empire (03) 7779 7126**. After business hours, incoming calls are being sent to **your Virtual Receptionist**.
- Rebel Alliance**: Configuration buttons for Site, Users, and Devices. Main Business Number: (03) 7779 7110. Maximum number of concurrent calls: 3. During business hours, incoming calls are being answered by **your Virtual Receptionist**. After business hours, incoming calls are being sent to **your Hunt Group**.

On the right side, there is a 'Contact Us' section with contact information and a 'Logout' button.

## 2.1 Enterprise and Group Admin User Email Required After Log in

When editing business site details, it is now mandatory for the Enterprise and Group Admin User email address to be input into site details after log in.

The screenshot shows the 'Edit Site Details' modal form. The form contains the following fields:

- Site Name \***: Rebel Alliance
- Site Email \***: sssdt@gmail.com
- Site Address**: Melbourne Victoria (VIC) 3000
- Site ID**: CCTestGrp1

At the bottom of the form, there are 'Save' and 'Cancel' buttons.





3. Click 'Edit Business Hours'

- Click the drop-down box next to '**Start time**' and '**End time**' to select your Business Hours
- Using the check boxes next to each day of the week, select your days of operation
- Click '**Save**'

### Edit Business Hours


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**Time Slots**

Timeslot Details	<a href="#">Remove</a>
------------------	------------------------

---

**New Time Slots**

Start time      none ▼  
End time        none ▼

☐ Mon  
☐ Tue  
☐ Wed  
☐ Thu  
☐ Fri  
☐ Sat  
☐ Sun

---

**Business Hours**

	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Mon																								
Tue																								
Wed																								
Thu																								
Fri																								
Sat																								
Sun																								

**Save**



This example is what your Business Hours schedule should look like once you've set it

**Edit Business Hours**

**Time Slots**

**Timeslot Details** Remove

From 09:00 to 17:00 on Mon, Tue, Wed, Thu, Fri

**New Time Slots**

Start time: none  
End time: none

☐ Mon ☐ Tue ☐ Wed ☐ Thu ☐ Fri ☐ Sat ☐ Sun

**Business Hours**

	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
Mon										09:00 - 17:00														
Tue										09:00 - 17:00														
Wed										09:00 - 17:00														
Thu										09:00 - 17:00														
Fri										09:00 - 17:00														
Sat																								
Sun																								

### 2.3 How to set up your After Hours & Holidays Schedule

From the 'Business Sites' tab:

1. Select the site you wish to make the change to, or set-up by clicking on 'Site'
2. Click the 'After Hours & Holidays' tab
3. Click 'Define your Holidays here'

**Business Hours** **After Hours & Holidays**

**Galactic Empire**  
on (03) 7779 7120  
After Hours and on Holidays (Define your Holidays here)

**VIRTUAL RECEPTIONIST**  
☒ Answer with your Virtual Receptionist  
View/Edit

**DISTRIBUTE CALLS**  
☐ Send calls to your Hunt Group  
View/Edit

**FORWARD / DIVERT**  
☐ Forward or divert calls to a phone number  
Galactic 125 Empir

**VOICEMAIL**  
☐ Send calls directly to Voicemail  
Galactic 125 Empir

To define a holiday (or set your out of business hours profile)

1. First you must give it a name. You can do this in the space provided next to 'Holiday Name'
2. Select the start and end date using the calendar provided – this will pop up when you click in the space next to 'Start of holiday' and 'End of Holiday'
3. Click on 'Save'.

**(Define your Holidays here)**

Define your Holidays here...

**Current Holidays**

Name	Holiday Details	Remove
------	-----------------	--------

**New Holidays**

**Holiday Name**

**Start of holiday**   
E.g., 08/10/2015

**End of holiday**   
E.g., 08/10/2015

☐ Repeats every year

**Save**





This example is what your holiday hours should look like.  
To create another holiday schedule, repeat the previous step

**(Define your Holidays here)**

Define your Holidays here...

**Current Holidays**

Name	Holiday Details	Remove
Australia Day	On 26th Jan (Annually)	<input type="checkbox"/>

**New Holidays**

Holiday Name

Start of holiday   
E.g., 06/10/2015

End of holiday   
E.g., 06/10/2015

☐ Repeats every year

**Save**

## 2.4 How to forward or divert calls to an alternative phone number

From the 'Business Sites' tab:

1. Select the site you wish to make the change to or set up by clicking on 'Site'
2. Click the 'Business Hours' tab
3. Select the 'Forward/Divert' option by clicking on the radio button

**Incoming Calls for Galactic Empire - (03) 7779 7120 (Max concurrent calls: 3)**

**Business Hours** **After Hours & Holidays**

Galactic Empire on (03) 7779 7120 during Business Hours [Edit Business Hours](#)

**VIRTUAL RECEPTIONIST** **DISTRIBUTE CALLS** **FORWARD / DIVERT** **VOICEMAIL**

☐ Answer with your Virtual Receptionist ☐ Send calls to your Hunt Group ☒ Forward or divert calls to a phone number ☐ Send calls directly to Voicemail

Galactic 125 Empir Galactic 125 Empir

4. A list of phone numbers for calls to be forwarded to or diverted to will appear in the drop down box, select one of these phone numbers and click 'Activate'

**Incoming Calls for Galactic Empire - (03) 7779 7120 (Max concurrent calls: 3)**

**Business Hours** **After Hours & Holidays**

Galactic Empire on (03) 7779 7120 during Business Hours [Edit Business Hours](#)

**VIRTUAL RECEPTIONIST** **DISTRIBUTE CALLS** **FORWARD / DIVERT** **VOICEMAIL**

☐ Answer with your Virtual Receptionist ☐ Send calls to your Hunt Group ☒ Forward or divert calls to a phone number ☐ Send calls directly to Voicemail

Galactic 125 Empir Galactic 125 Empir

**Note:** you can also forward/divert calls outside of business hours, to do this, click on the 'Afterhours & Holidays' tab and follow the directions above.



## 2.5 How to send calls to voicemail

From the 'Business Sites' tab:

1. Select the site you wish to make the change to or set up by clicking on 'Site'
2. Click the 'Business Hours' tab
3. Select the 'Voicemail' option by clicking on the radio button

Incoming Calls for Galactic Empire - (03) 7779 7120 (Max concurrent calls: 3)

Business Hours | After Hours & Holidays

Galactic Empire on (03) 7779 7120 during Business Hours [Edit Business Hours](#)

**VOICEMAIL**

☒ Send calls directly to Voicemail

Galactic 128 Empir

Activate

4. A list of phone numbers for calls to be forwarded to or diverted to will appear in the drop down box, select one of these phone numbers and click 'Activate'.

Incoming Calls for Galactic Empire - (03) 7779 7120 (Max concurrent calls: 3)

Business Hours | After Hours & Holidays

Galactic Empire on (03) 7779 7120 during Business Hours [Edit Business Hours](#)

**VOICEMAIL**

☒ Send calls directly to Voicemail

Galactic 125 Empir

Galactic 125 Empir's Voicemail

Galactic 127 Empir's Voicemail

Galactic 128 Empir's Voicemail

027797121 Paul's Empir's Voicemail

Activate

**Note:** you can also send calls to Voicemail outside of business hours, to do this, click on the 'Afterhours & Holidays' tab and follow the directions above.

## 2.6 How to distribute calls via Hunt Group

From the 'Business Sites' tab:

1. Select the site you wish to make the change to/set up by clicking on 'Site'
2. Click on the 'Business Hours' tab
3. Select the 'Distribute Calls' option by checking the box
4. Click on 'View/Edit' to start customising your Hunt Group

Incoming Calls for Galactic Empire - (03) 7779 7120 (Max concurrent calls: 3)

Business Hours | After Hours & Holidays

Galactic Empire on (03) 7779 7120 during Business Hours [Edit Business Hours](#)

**DISTRIBUTE CALLS**

☒ Send calls to your Hunt Group


Galactic 128 Empir

Activate

5. Under the 'Details' tab, you will be required to provide a first and last name (in the example below, the first name is 'Hunt Group' and the last name is 'Galactic Empire')
6. Select either 'Simultaneous' or 'Sequential' ring from the drop down list and choose between 1 and 20 rings as the number of rings before the call is transferred to the 'Next User'



**Setup your Hunt Group**

 Send your calls to a group of people...

Your Hunt Group's direct phone number is (03) 7779 9299.

**Details**

Calling Line Display First Name	<input type="text" value="Hunt Group"/>
Calling Line Display Last Name	<input type="text" value="Galactic Empire"/>
Distribution Type	<input type="text" value="Simultaneous"/>
Rings before Transfer to Next User	<input type="text" value="1"/>
Allow call waiting on HG calls	<input checked="" type="checkbox"/>

**Send calls to these lines**

**...otherwise**

**Save**

You will be need to select which phone numbers you want included in your Hunt Group, and in which order. To do this:

- Click on 'Send calls to these lines' to expand the section
- Select the order of the calls you want to Hunt – do this by clicking on the four-way arrows on the left-hand side and drag the user up or down
- Once you have selected the order, use the check boxes on the right to include those numbers in your Hunt Group.

**Send calls to these lines**

Member Name	Phone Number	Include
 Galactic 127 Empire	0377797127	<input checked="" type="checkbox"/>
 Luke T48 Skywalker	0377797115	<input checked="" type="checkbox"/>
 Obi-wan T42 Kenobob	0377797116	<input checked="" type="checkbox"/>
 Han Solo	0377797117	<input type="checkbox"/>
 Ludmila v.3.0.0	0377797118	<input type="checkbox"/>
 0377797111 Fax/Eftpos	FE0377797111	<input type="checkbox"/>
 Galactic 125 Empire	0377797126	<input type="checkbox"/>
 Main Business Main Business	FE0377797121	<input type="checkbox"/>
 Galactic 128 Empire	0377797128	<input type="checkbox"/>
 0377797121 Fax/Eftpos	0377797125	<input type="checkbox"/>
 0377797135 Endor	0377797135	<input type="checkbox"/>

- Click on '...otherwise' and check the box next to 'Forward calls to this number...after time (seconds)
- Once checked, type the number of seconds in the space provided
- Select the phone number you want calls to forward to from the dropdown box
- You may wish to forward the calls directly to Voicemail, to do this, you can check the box next to 'but send calls directly to Voicemail'

**...otherwise**

**If no one answers...**

☒ Forward calls to this number...  
...after time (seconds)

☐ but send calls directly to Voicemail

**If everyone is busy...**

☐ Forward calls

- Click on 'if everyone is busy...' and check the box next to 'Forward calls to this number...' once checked
- Select the phone number from the drop down box

**If everyone is busy...**

☒ Forward calls to this number...

- Once you have selected a phone number for calls to be forwarded to, a second option will appear directly below, you can choose to send calls directly to Voicemail if everyone is busy by checking the 'but send calls directly to Voicemail'.

**If everyone is busy...**

☒ Forward calls to this number...

☐ but send calls directly to Voicemail



17. Once you made your selections, click on 'Save'

...otherwise

**If no one answers...**

☒ Forward calls to this number... Galactic 128 Empire  
...after time (seconds) 25  
☐ but send calls directly to Voicemail

**If everyone is busy...**

☒ Forward calls to this number... Galactic 127 Empire  
☐ but send calls directly to Voicemail

**Save**

18. Once you have saved the changes you've made, you will be directed back to the below screen – once you click on 'Activate', your changes will be effective immediately.

Incoming Calls for Galactic Empire - (03) 7779 7120 (Max concurrent calls: 3)

Business Hours | After Hours & Holidays

Galactic Empire  
on (03) 7779 7120  
during Business Hours [Edit Business Hours](#)

**VIRTUAL RECEPTIONIST**  
Answer with your Virtual Receptionist  
[View/Edit](#) **Activate**

**DISTRIBUTE CALLS**  
Send calls to your Hunt Group  
[View/Edit](#)

**FORWARD / DIVERT**  
Forward or divert calls to a phone number  
Galactic 125 Empire

**VOICEMAIL**  
Send calls directly to Voicemail  
Galactic 125 Empire

**Note:** you can also send calls to Hunt Group outside of business hours, to do this, click on the 'Afterhours & Holidays' tab follow the directions above.

## 2.7 Setting up Virtual Receptionist

**Note:** You need to call 13 2000 (and say "T-Biz Voice", and then 'Technical Support') to have someone guide you through recording your message.

An example of a recorded message:

*"Thank you for calling Acme, if you would like to speak to someone in our Sales team please press 1. If you would like to speak to someone in Accounts please press 2. For an Operator, please press 0. To hear these options again please press 9."*

1. Once your message is recorded, click on the 'Business Sites' tab
2. Select the site you wish to make the change to/set up by clicking on 'Site'
3. Click on the 'Business Hours' tab, and select the 'Virtual Receptionist option by checking the box
4. Click on 'View/Edit' to start customising

Incoming Calls for Galactic Empire - (03) 7779 7120 (Max concurrent calls: 3)

Business Hours | After Hours & Holidays

Galactic Empire  
on (03) 7779 7120  
during Business Hours [Edit Business Hours](#)

**VIRTUAL RECEPTIONIST**  
Answer with your Virtual Receptionist  
[View/Edit](#) **Activate**

**DISTRIBUTE CALLS**  
Send calls to your Hunt Group  
[View/Edit](#)

**FORWARD / DIVERT**  
Forward or divert calls to a phone number  
Galactic 125 Empire

**VOICEMAIL**  
Send calls directly to Voicemail  
Galactic 125 Empire


You will be presented with a series of options from a drop down list next to each number between 0 and 9

5. Select the appropriate option that suits your needs and select 'No Action' against the numbers that are to remain unused
6. Click on 'Save' to take you back to the previous screen





**Setup your Virtual Receptionist to answer and divert your calls**

 Remember to record your Reception greeting by calling 132000 after setting up your menus...

Your Virtual Receptionist's direct phone number is (03) 7779 9298.


**Menu Options**

Press 0	No Action
Press 1	No Action
Press 2	Transfer With Prompt
Press 3	Transfer Without Prompt
Press 4	Transfer To Operator
Press 5	Name Dialing
Press 6	Extension Dialing
Press 7	Repeat Menu
Press 8	Exit
Press 9	No Action

**Save**

In this example, the caller will be presented with three options when they call the Main Business Number: If they press '1' they will be transferred to '**Galactic 125 Empire**' after listening to a short message; if they press '2', they will be transferred directly to '**Galactic 127 Empire**' without any messages; and if they press '3' the call will end.

**Setup your Virtual Receptionist to answer and divert your calls**

 Remember to record your Reception greeting by calling 132000 after setting up your menus...

Your Virtual Receptionist's direct phone number is (03) 7779 9298.

**Menu Options**

Press 0	No Action	
Press 1	Transfer With Prompt	Galactic 125 Empire
Press 2	Transfer Without Prompt	Galactic 127 Empire
Press 3	Exit	
Press 4	No Action	
Press 5	No Action	
Press 6	No Action	
Press 7	No Action	
Press 8	No Action	
Press 9	No Action	

**Save**

- Once you have saved the changes you've made, you will be directed back to the below screen – once you click on '**Activate**', your changes will be effective immediately

**Note:** you can also send calls to Virtual Receptionist outside of business hours, to do this, click on the '**Afterhours & Holidays**' tab follow the directions above.



# User Management

## 3.0 About the User Management screen

From the 'User Management' screen you can view all of your connected T-Biz Voice services, and by clicking on those services, you will be able to customise them according to your needs.

This example indicates that this customer has nine T-Biz Voice lines across three sites

BUSINESS SITES USER MANAGEMENT DEVICE MANAGEMENT ENTERPRISE DIRECTORY ADMINISTRATIVE SETTINGS					
Search: <input type="text"/> Select Site <input type="text"/> Search One Fax? <input type="text"/> Type to Search <input type="text"/>					
First Name	Last Name	Number	Email	Device	Business Site
0377797135	Endor	(03) 7779 7135	guikjhuhh@com		Endorepl
Galactic 125	Empire	(03) 7779 7126	gala.emp@team.com		Galactic Empire
Galactic 127	Empire	(03) 7779 7127			Galactic Empire
Galactic 128	Empire	(03) 7779 7128			Galactic Empire
0377797121	Fax/Etpos	(03) 7779 7125			Galactic Empire
Luke T46	Skywalker	(03) 7779 7115	luke.skywalker@rebel.pry.org		Rebel Alliance
Obi-wan T42	Kenobi	(03) 7779 7116	obi@gmail.com		Rebel Alliance
Han	Solo	(03) 7779 7117			Rebel Alliance
Ludmila	v.3.0.0	(03) 7779 7118	Ludmila.Obiwan@team.telstra.com		Rebel Alliance

This example shows an expanded view of a T-Biz Voice service

BUSINESS SITES USER MANAGEMENT DEVICE MANAGEMENT ENTERPRISE DIRECTORY ADMINISTRATIVE SETTINGS

Site Name: Endorepl  
Phone Settings: 0377797135 Endor(03) 7779 7135

Personal and Phone Details

Name0377797135 EndorPhone number(03) 7779 7135

Username0377797135@digitalbusinessExtension-

Mobile0432 432 834Phone ModelCisco SRP 527W DMS

Emailguikjhuhh@comDevice IDrCCTestGp3

[Edit Personal Details](#) [Change Password](#)

Remote Office

☒ I'm working away from the office using this number: My Mobile: 0432 432 834

Where are you working from?  
Receive and make work calls from this number as if it were your office phone. Note: to make calls you need to use the Business Communicator (calls will be billed to work and display the office number).

Incoming Calls

☒ Forward or divert calls, or send to Voicemail

☐ Send ALL my calls to  ☐ Ring Reminder

When my line is busy, send my calls to

When I don't answer, send my calls to  after  rings

When my phone line can't be reached (e.g. the service is down), send my calls to

Simultaneous Ring

☐ When my work phone rings, also ring:  (But don't ring if I'm already on a call)

Call Waiting

☒ Let me know when another call is coming in (via my display or a 'tip-bop' sound)  
Note: turning on call waiting will disable call forwarding when your line is busy.

Call Transfer Recall

☐ When I transfer a call, return it to me if it's not answered after:  rings

Outgoing Calls

☒ Hide my Number

☐ Don't display my phone number when I make external calls

Other Devices My Number Appears On

0377797135 Endor  
YealinkT42

0377797135 Endor  
YealinkT42

0377797135 Endor  
YealinkT42

0377797135 Endor  
Cisco SPA 525G

0377797135 Endor  
YealinkT42

0377797135 Endor  
Panasonic TGP500 DMS

Cisco SPA 504G





## 3.1 How to edit personal details

From the 'User Management' tab:

1. Select the user you wish to make the change to by clicking on a particular user's first or last name
2. Click on the 'Edit Personal Details'

**Personal and Phone Details**

Name	0377797135 Endor	Phone number	(03) 7779 7135
Username	0377797135@digitalbusiness	Extension	-
Mobile	0432 432 834	Phone Model	Cisco SRP 527W DMS
Email	guhkhukhh@.com	Device ID	rCCTestGp3

**Edit Personal Details** **Change Password**

Editable fields include the First and Last Name, Mobile number and Email address.

3. Once the changes have been made, click on 'Save Personal Detail'
4. Once complete, scroll to the bottom of the page and click on 'Save All Changes'

**Personal and Phone Details**

Name	<input type="text" value="0377797135"/>	Phone number	(03) 7779 7135
Username	<input type="text" value="0377797135@digitalbusiness"/>	Extension	-
Mobile	<input type="text" value="0432 432 834"/>	Phone Model	Cisco SRP 527W DMS
Email	<input type="text" value="guhkhukhh@.com"/>	Device ID	rCCTestGp3

**Save Personal Detail** **Cancel**

## 3.2 How to change a user's password

From the 'User Management' tab:

1. Select the user you wish to make the change to by clicking on a particular user's first or last name
2. Click on the 'Change Password'

**Personal and Phone Details**

Name	0377797135 Endor	Phone number	(03) 7779 7135
Username	0377797135@digitalbusiness	Extension	-
Mobile	0432 432 834	Phone Model	Cisco SRP 527W DMS
Email	guhkhukhh@.com	Device ID	rCCTestGp3

**Edit Personal Details** **Change Password**

3. Type in the new password, and click on 'Save'
4. Once complete, scroll to the bottom of the page and click on 'Save All Changes'

**Change Password**

Passwords must be between 7 and 60 characters long. They must include at least 1 number, 1 uppercase character, 1 lowercase character, 1 non-alphanumeric character and cannot contain the login ID

New Password

Confirm password

**Note:** clicking "Save" will cause the change to take effect immediately.

**Save** **Cancel**

## 3.3 How to switch Remote Office on and off

From the 'User Management' tab:

1. Select the user you wish to make the change to by clicking on a particular user's first or last name
2. Check or uncheck the box to turn Remote Office on or off
3. Once complete, scroll to the bottom of the page and click on 'Save All Changes'

**Remote Office**

☒ I'm working away from the office using this number: **My Mobile - 0432 432 834**

Where are you working from? **Receive and make work calls from this number as if it were your office phone. Note: to make calls you need to use the Business Communicator (calls will be billed to work and display the office number).**



## 3.4 Forward and divert calls and send calls to Voicemail for an individual user

From the 'User Management' tab:

1. Select the user you wish to make the change to by clicking on a particular users first or last name
2. Navigate to the 'Incoming calls' section
3. Once complete, scroll to the bottom of the page and click on 'Save All Changes'

**Incoming Calls**

Forward or divert calls, or send to Voicemail

☒ Send ALL my calls to (select a number) ☐ Ring Reminder

When my line is busy, send my calls to My Voicemail

When I don't answer, send my calls to My Voicemail after 3 rings

When my phone line can't be reached (e.g. the service is down), send my calls to 0425 748 522

☒ Simultaneous Ring ☐ When my work phone rings, also ring (select a number)  
(But don't ring if I'm already on a call)

☒ Call Waiting ☐ Let me know when another call is coming in (via my display or a 'bip-bop' sound)  
Note: turning on call waiting will disable call forwarding when your line is busy.

☒ Call Transfer Recall ☐ When I transfer a call, return it to me if it's not answered after 4 rings

By checking the box next to 'Send ALL my calls to' and clicking on '(select a number)' you will be able to forward all calls to a pre-determined number (such as a Voicemail or mobile number). Alternatively, you can set incoming calls to divert to a Voicemail if the line is busy or unanswered.

4. Once complete, scroll to the bottom of the page and click on 'Save All Changes'

**Incoming Calls**

Forward or divert calls, or send to Voicemail

☒ Send ALL my calls to (select a number) ☐ Ring Reminder

When my line is busy, send my calls to My Voicemail

When I don't answer, send my calls to My Voicemail after 3 rings

When my phone line can't be reached (e.g. the service is down), send my calls to 0425 748 522

☒ Simultaneous Ring ☐ When my work phone rings, also ring (select a number)  
(But don't ring if I'm already on a call)

☒ Call Waiting ☐ Let me know when another call is coming in (via my display or a 'bip-bop' sound)  
Note: turning on call waiting will disable call forwarding when your line is busy.

☒ Call Transfer Recall ☐ When I transfer a call, return it to me if it's not answered after 4 rings

## 3.5 How to set up simultaneous ring

From the 'User Management' tab:

1. Select the user you wish to make the change to by clicking on a particular users first or last name
2. Navigate to the 'Incoming calls' section and check the box 'When my work phone....'
3. Once the box has been checked, click on '(select a number)' to add other phone numbers to ring simultaneous
4. Once complete, scroll to the bottom of the page and click on 'Save All Changes'

**Incoming Calls**

Forward or divert calls, or send to Voicemail

☐ Send ALL my calls to (select a number) ☐ Ring Reminder

When my line is busy, send my calls to My Voicemail

When I don't answer, send my calls to My Voicemail after 3 rings

When my phone line can't be reached (e.g. the service is down), send my calls to 0425 748 522

☒ Simultaneous Ring ☐ When my work phone rings, also ring (select a number)  
(But don't ring if I'm already on a call)

☒ Call Waiting ☐ Let me know when another call is coming in (via my display or a 'bip-bop' sound)  
Note: turning on call waiting will disable call forwarding when your line is busy.

☒ Call Transfer Recall ☐ When I transfer a call, return it to me if it's not answered after 4 rings



## 3.6 How to set up Call Waiting

From the 'User Management' tab:

1. Select the user you wish to make the change to by clicking on a particular user's first or last name
2. Then navigate to the 'Incoming calls' section and check the box 'Let me know when another call is coming in....'
3. Once complete, scroll to the bottom of the page and click on 'Save All Changes'

**Note:** Turning on call waiting will disable call forwarding when your line is busy.

## 3.7 How to set up Call Transfer Recall

From the 'User Management' tab:

1. Select the user you wish to make the change to by clicking on a particular user's first or last name
2. Navigate to the 'Incoming calls' section and check the box 'When I transfer a call....'
3. Select the number of unanswered rings you'd like made before the call is returned to you
4. Once complete, scroll to the bottom of the page and click on 'Save All Changes'

## 3.8 How to Hide a number

From the 'User Management' tab:

1. Select the user you wish to make the change to by clicking on a particular user's first or last name
2. Navigate to the 'Outgoing Calls' section and check the box 'Don't display my phone number....'
3. Once complete, scroll to the bottom of the page and click on 'Save All Changes'



## 3.9 How to view other devices a service appears on

From the 'User Management' tab:

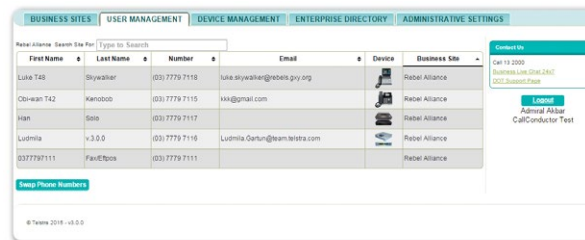
1. Select the user you wish to make the change to by clicking on a particular user's first or last name
2. Navigate to the 'Other Devices My Number Appears On'
3. To navigate to an alternate device simple click on the picture of the device
4. Once complete, scroll to the bottom of the page and click on 'Save All Changes'



## 3.10 How to Swap Phone Numbers among users

From the 'User Management' tab:

1. Scroll to the bottom of the page and click on the 'Swap Phone Numbers' button



2. After clicking this button, you will be presented with a pop up box that enables you to select the site where you wish to swap phone numbers between users
3. You can then select the 2 users whose phone numbers you wish to swap

**Swap Phone Numbers**

Swap two phone numbers. This will exchange phone numbers between two users.

**Site** Rebel Alliance

Select the first user to swap

First Name	Last Name	Number	Select
Luke T48	Skywalker	(03) 7779 7118	<input type="radio"/>
Obi-wan T42	Kenobob	(03) 7779 7115	<input type="radio"/>
Han	Solo	(03) 7779 7117	<input type="radio"/>
Ludmila	v.3.0.0	(03) 7779 7116	<input type="radio"/>

**Cancel**

You can then select the first user whose phone number you wish to swap, along with the second user

4. After making your selections, click on the **Save** button to retain your changes

**Swap Phone Numbers**

Swap two phone numbers. This will exchange phone numbers between two users.

**Site** Rebel Alliance

Select the first user to swap

First Name	Last Name	Number	Select
Luke T48	Skywalker	(03) 7779 7118	<input checked="" type="radio"/>

Select the second user to swap

First Name	Last Name	Number	Select
Obi-wan T42	Kenobob	(03) 7779 7115	<input checked="" type="radio"/>

Click "Save" to complete the swap. This action is immediate when you press "Save"

**Save** **Cancel**





# Device Management

## 4.0 About the Device Management screen

From the 'Device Management' screen you can view all your T-Biz Voice devices – this view provides you with information relating to the model number, the associated Device ID, MAC Address, which service the device is allocated to and at which site your device is located. Through this screen you will also have the ability to add or swap devices.

This example indicates that this customer has thirty-four devices connected across three sites

BUSINESS SITES   USER MANAGEMENT   DEVICE MANAGEMENT   ENTERPRISE DIRECTORY   ADMINISTRATIVE SETTINGS						
Search: Select Site   Search Site For   Type to Search						
Device	Model	Device ID	MAC Address	Allocated To	Business Site	
	Polycom VVX 1500	44b402a3a1464ba5952646704118289			Endorepi	
	Cisco SPA 502G	00377797135_01			Endorepi	
	Panasonic TOP500	00377797135_07			Endorepi	
	Polycom VVX 1500	00377797135_08			Endorepi	
	Yealink T42G	00377797135_09			Endorepi	
	Yealink T48G	00377797135_10			Endorepi	
	Yealink T48G	00377797135_11			Endorepi	
	Linksys SPA-2102	00377797135_12	A2:22:33:33:33:33		Endorepi	
	Linksys SPA-8000	00377797135_13	2B:22:22:22:22:22		Endorepi	
	Linksys SPA-8000	00377797135_14	A3:33:33:33:33:33		Endorepi	
	Linksys SPA-8000	00377797135_16	B1:11:11:11:11:11		Endorepi	
	Cisco SRP 527W	iCCTestGp3	13:EE:07:77:72:00	037797135 Endor	Endorepi	
	Cisco SPA 502G	00377797125		037797121 FaviEpps	Galactic Empire	
	Yealink T42G	00377797125_02			Galactic Empire	
	Cisco SPA 525G	00377797126		Galactic 125 Empire	Galactic Empire	
	Yealink T48G	00377797127		Galactic 127 Empire	Galactic Empire	
	Cisco SPA-122	00377797128	E1:11:11:11:11:12	Galactic 128 Empire	Galactic Empire	
	Cisco SPA 504G	00377797128_01			Galactic Empire	
	Panasonic TOP500	00377797128_02			Galactic Empire	
	Panasonic TOP500	00377797128_03			Galactic Empire	
	Linksys SPA-8000	00377797128_04	12:13:14:13:5A:5A		Galactic Empire	
	Cisco SPA 525G	0FE0377797121			Galactic Empire	
	Netgear 2020	iCCTestGp2			Galactic Empire	
	Panasonic TOP500	00377797115		Luke T48 Skywalker	Rebel Alliance	
	Yealink T42G	00377797115_01			Rebel Alliance	
	Yealink T42G	00377797116		Obi-wan T42 Kenobi	Rebel Alliance	
	Polycom VVX 1500	00377797116_03			Rebel Alliance	
	Netgear 2020	00377797117		Han Solo	Rebel Alliance	
	Polycom VVX 1500	00377797117_01			Rebel Alliance	
	Cisco SPA 502G	00377797117_02			Rebel Alliance	
	Cisco SPA-122	00377797117_03	AA-AA-A6-65-55-AA		Rebel Alliance	
	Linksys SPA-2102	00377797117_04	E1:11:11:11:11:11		Rebel Alliance	
	Yealink T48G	00377797117_05			Rebel Alliance	
	Cisco SPA 525G	00377797118		Ludmila v 3.0.0	Rebel Alliance	

## 4.1 How to Change the name of a device

From the 'Device Management' tab:

1. Select the device you wish to make the change to by clicking on the image of the device
2. Click 'Edit Station Name' and enter the name you wish to appear
3. Click 'Save' to return to the previous screen

Change Station Name

Station Name

Wayne Howarth

Leave this blank to use the default which is the name of the owner of the phone.

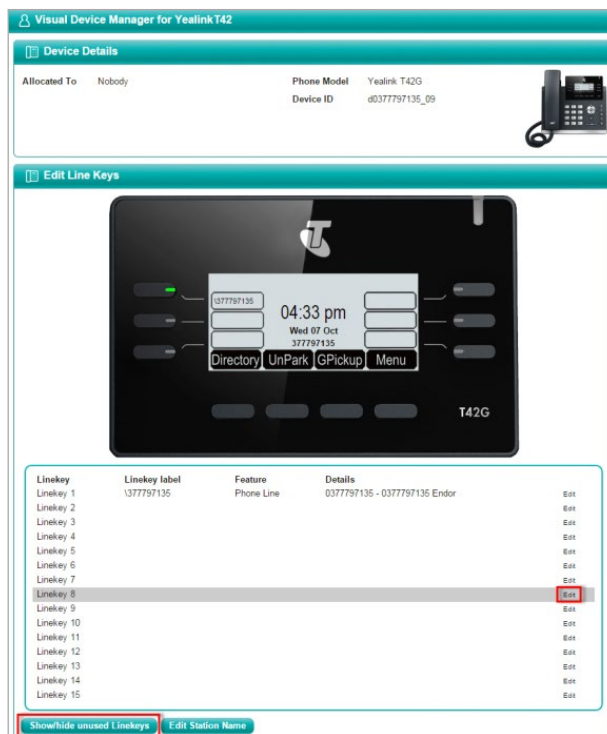
SaveCancel



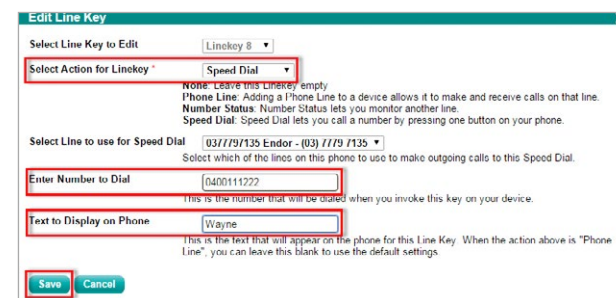
## 4.2 How to edit line keys

From the 'Device Management' tab:

1. Select the device you wish to make the change to by clicking on the image of the device
2. Navigate to the 'Edit Line Keys' section
3. Click on 'Show/hide unused Line keys'
4. Click on 'edit' next to the line key you wish to edit



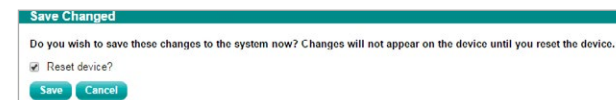
5. To add a number to speed dial for the selected line key, select 'speed dial' from the drop down box
6. Enter the phone number and name in the space provided
7. Click 'Save' to return to the previous screen



This example indicates that a phone number was successfully added to a line key.

Linekey	Linekey label	Feature	Details	
Linekey 1	1377797135	Phone Line	0377797135 - 0377797135 Endor	Edit
Linekey 2				Edit
Linekey 3				Edit
Linekey 4				Edit
Linekey 5				Edit
Linekey 6				Edit
Linekey 7				Edit
Linekey 8	Wayne	Speed Dial	040011222	Edit
Linekey 9				Edit
Linekey 10				Edit
Linekey 11				Edit
Linekey 12				Edit
Linekey 13				Edit
Linekey 14				Edit
Linekey 15				Edit

8. Once you have finished making the appropriate changes, click on 'Save Changes'
9. Next, you will be prompted to click 'Save' again, and your device will restart – this is required for the changes you have just made to take effect







### 4.3 How to reset a device

From the 'Device Management' tab:

1. Select the device you wish to make the change to by clicking on the image of the device
2. Navigate to the 'Reset Device' section and click on 'Reset Device'
3. A pop up box will appear and you will be prompted to click the 'Reset' button



### 4.4 How to retrieve device credentials

From the 'Device Management' tab:

1. Select the device you wish to make the change to by clicking on the image of the device
2. Navigate to the 'Device Credentials' section and click 'Retrieve'
3. You will be presented with the Username and Password for the device you have selected



Example of device credentials

Device Credentials	
Device Username	947632576768
Device Password	6862736406913135

### 4.5 How to delete a device

From the 'Device Management' tab:

1. Select the device you wish to make the change to by clicking on the image of the device
2. Navigate to the 'Delete Device' section and click 'Delete Device'
3. You will be asked to confirm your decision to delete the device – to do this, click on 'Delete'



### 4.6 How to change a device

From the 'Device Management' tab:

1. Select the device you wish to make the change to by clicking on the image of the device
2. Navigate to the 'Change Device' section and click 'Change Device'



3. Select the new device from the dropdown box
4. Check the box to confirm you wish to replace the existing device
5. Click 'Change'
6. Click 'Close' to return to the previous screen





### 4.7 How to add a device

From the 'Device Management' tab:

1. Navigate to the bottom of the screen
2. Click on 'Add Device'
3. Select the appropriate site and device from the drop down box
4. Select the 'Allocate to User' radio button
5. Select the user from the 'Allocate Device To' drop down list. If you don't want to allocate the device to any particular user, select the 'No User Allocated' radio button
6. Click 'Save'

You will be allocated a username and password (see example).

7. Click on Close to return to the previous screen

**Add Device** X

The requested Yealink T48G has been added to the site and has been assigned device name **d0377797116\_04**.

In order for the device to be used, you will need to factory reset the phone and then enter the username and password presented below after the phone reboots and requests them. In order to factory reset the phone, you will have to carry out the following steps...

**Username: 606534530261**

**Password: 1561541609966899**

These credentials can be retrieved later by going to "DEVICE MANAGEMENT", selecting the device in question and then clicking the "SHOW CREDENTIALS" button


**Close**

**Add Device** X

Add a new device to a group. If you have acquired a new physical device and wish to add it to your group, do it here. Once added, you can allocate this device to a user or share lines onto it.

**Select Site \*** Rebel Alliance ▼

**Device Type \*** Yealink T48G ▼



**Allocate Device \***

☐ No User Allocated

☒ Allocate to User

**Allocate Device To** Obi-wan T42 Kenobob (0377797116) ▼

This selected user will be allocated to the first or primary line on the device.

**Save** **Cancel**





#### 4.8 How to swap devices

From the 'Device Management' tab:

1. Navigate to the bottom of the screen and click on 'Swap Devices'.
2. Select the appropriate site from the drop down list then the device you wish to swap by selecting the radio button next to the chosen device
3. You will be shown a list of eligible devices with which to make the swap. Do this, and select the radio button next to the appropriate device
4. Click 'Save'

Swap Devices

Swap two devices. This will swap all services and features between the two devices. Any features from one device not supported on the new device will be removed (eg Speed Dial is only available on some phones)

Select Site \*  
Rebel Alliance

Select the first device to swap

Device	Model	Device Name	MAC Address	Allocated To	Select
	Yealink T42G	d0377797115		Luke T48 Skywalker	<input checked="" type="radio"/>

Select the second device to swap

Device	Model	Device Name	MAC Address	Allocated To	Select
	Panasonic TGP500	d0377797115_01			<input checked="" type="radio"/>
	Yealink T42G	d0377797116		Obi-wan T42 Kenobob	<input type="radio"/>
	Polycom VVX 1500	d0377797116_03			<input type="radio"/>
	Yealink T48G	d0377797116_04			<input type="radio"/>
	Polycom VVX 1500	d0377797117_01			<input type="radio"/>
	Cisco SPA 502G	d0377797117_02			<input type="radio"/>
	Cisco SPA-122	d0377797117_03	AA:AA:A6:65:55:AA		<input type="radio"/>
	Linksys SPA-2102	d0377797117_04	E1:11:11:11:11:11		<input type="radio"/>
	Yealink T48G	d0377797117_05			<input type="radio"/>
	Cisco SPA 525G	d0377797118		Ludmila v.3.0.0	<input type="radio"/>

Cancel

#### 4.9 How to set up Instant Hotline

From the 'Device Management' tab:

1. Navigate to the device you want to add an Instant Hotline number to.

Note you can only add an Instant Hotline to an Integrated Access Device (IAD), also known as an Analogue Telephone Adaptor (ATA)

	Cisco SPA 504G	d0377797115_01		Rebel Alliance
	Cisco SPA 502G	d0377797116		Rebel Alliance
	Cisco SPA 122	d0377797116_04	AD C3 22 22 22 22	Rebel Alliance
	Linksys SPA 8000	d0377797116_06	A3 2A AA AA AA AA	Rebel Alliance

2. Click 'Edit' to assign an Instant Hotline to a port

Port 1

Line/Service

Edit

3. Select 'Hotline' from the dropdown list 'Select Action for Port'
4. Select the line that the Instant Hotline is to be assigned to
5. Enter the phone number that is to be dialed instantly
6. Click 'Save'

Edit Port

Select Port to Edit  
Port 1

Select Action for Port \*  
Hotline


Select Line to add to device  
Luke T48 Skywalker - (03) 7779 7118

Enter Number to Dial  
039/001122

Save Cancel









#### 4.10 How to View Device Credentials Across All Sites


DDOT (Digital Office Technologies)™
CallConductor™

BUSINESS SITES
USER MANAGEMENT
DEVICE MANAGEMENT
ENTERPRISE DIRECTORY
ADMINISTRATIVE SETTINGS

Search: Galactic Empire    Search Site For: Type to Search

Device	Model	Device ID	MAC Address	Business Site
	Cisco SPA 525G	03377797126		Galactic Empire
	Yealink T42G	03377797126_01		Galactic Empire
	Polycom VVX 1500	03377797126_02		Galactic Empire
	Cisco SPA-122	03377797127_01	12:21:22:12:21:22	Galactic Empire
	Cisco SPA 525G	03377797128_01		Galactic Empire
	Unihays SPA-8000	0E0377797121	80:00:80:00:80:00	Galactic Empire

Add Device
Import Devices
Device Summary

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Device Summary






X

Retrieve device summary for a site including all device credentials required for site installation

Site

Rebel Alliance ▼

Retrieve

Device	Model	Device ID	MAC Address	Device Username	Device Password
	Linksys SPA-0000	603777971115	AE:CC:CC:CC:CC:CC		
	Cisco SPA 502G	603777971117		643642680449	4356642550688810
	Netgear 2020	603777971117_01		037779711702	3803619423453669
	Cisco SPA 526G	603777971118_01		174360927081	6407582027383221
	Panasonic TGP800	603777971118_02		760063206681	93026262680972229

Close



## 5.0 About the Enterprise Directory screen

This example indicates that there are four contacts in the Enterprise Directory.

## 5.1 How to add a new contact to your Enterprise Directory

1. Click on 'Add New Contact'

2. Type the contact name and phone number (without spaces)

- Create New Contact

Contacts in the Enterprise directory are visible on supported handsets. Create a new contact below:

Contact Name \*

Milano Livera

Phone Number \*

0386490011

Save

Cancel

Delete

From the 'Enterprise Directory' tab:

- [Business Sites](#)
[User Management](#)
[Device Management](#)
[Enterprise Directory](#)
[Administrative Settings](#)

Find Person

Name	e	Phone Number
Dawn Cheong	0400111222	
Kuail Wong	0287000677	
Milano Livera	0186490011	
Samantha Beci	03900445566	
Wayne Howarth	0307001122	

[Add New Contact](#)
[Export Contacts](#)
[Import Contacts](#)
[Download Template](#)





## 5.3 How to import contacts to your Enterprise Directory

From the 'Enterprise Directory' tab:

1. Click 'Import Contacts'

BUSINESS SITES		USER MANAGEMENT		DEVICE MANAGEMENT		ENTERPRISE DIRECTORY		ADMINISTRATIVE SETTINGS	
Find People <input type="text" value="Type to Search"/>									
Name						Phone Number			
Dawn Cheong				0400111222					
Kuan Wong				028700677					
Milano Livers				0398490011					
Samantha Seci				03990044566					
Wayne Howarth				0397001122					
Add New Contact		Export Contacts		Import Contacts		Download Template			

2. Choose a file to import into the Enterprise Directory by clicking 'Choose File'
3. You will then be prompted to either replace the chosen file with all existing contacts (delete existing contacts in your Enterprise Directory) or add to existing contacts

4. Once you have made your selection, click 'Import'

**Import Contacts**

Contacts in the Enterprise directory are visible on supported handsets. This function allows you to upload a CSV (Comma Separated Values) file into the contacts directory. You can download your current contacts list as a CSV from the previous page or you can download a template to which you can add your contacts. The first line of the first is assumed to contain the headers and subsequent lines are assumed to contain a name and a number separated by a comma. If a name contains double quotes (") or commas (,) then the whole name must be surrounded by double quotes and the double quotes which are part of the name must be doubled up. eg Smith, John should be entered as "Smith, John" and The "Boss" should be entered as "The ""Boss""". Slashes and backslashes are not permitted in names. We suggest that you do NOT use Microsoft Excel to edit these files as Excel will remove any leading zero from phone numbers.

Choose File To Upload  No file chosen

How would you like to upload your contacts? \*

☐ Delete all current contacts and replace with contents of this file.

☐ Leave current contacts and add contacts from this file.







# Administrative Settings

## 6.0 About the Administrative Settings screen

From the 'Administrative Settings' screen you can view all Administrators across your T-Biz Voice sites. As an Administrator, you will have access to add additional administrators.

This example indicates that there are six Administrators

BUSINESS SITES		USER MANAGEMENT		DEVICE MANAGEMENT		ENTERPRISE DIRECTORY		ADMINISTRATIVE SETTINGS	
Search Administrators <input type="text" value="Type to Search"/>									
Name			Username			Business Site			
EntAdmin CCTestEnt			CCTestEnt			Enterprise Admin			
Admiral Albar			CCTestCorp1@digitalbusiness			CCTestCorp1			
Teddy Bear			Teddy@digitalbusiness			CCTestCorp1			
Al Pal			kijikujij88000A@digitalbusiness			CCTestCorp1			
			CCTestCorp2@digitalbusiness			CCTestCorp2			
			CCTestCorp3@digitalbusiness			CCTestCorp3			
Add Group Administrator									

## 6.1 How to add an administrator

From the 'Administrator Settings' tab:

1. Click 'Add Group Administrator'

BUSINESS SITES			USER MANAGEMENT			DEVICE MANAGEMENT			ENTERPRISE DIRECTORY			ADMINISTRATIVE SETTINGS		
Search Administrators <input type="text" value="Type to Search"/>														
Name					Username					Business Site				
EntAdmin CCTestEnt					CCTestEnt					Enterprise Admin				
Admiral Albar					CCTestCorp1@digitalbusiness					CCTestCorp1				
Teddy Bear					Teddy@digitalbusiness					CCTestCorp1				
Al Pal					kijikujij88000A@digitalbusiness					CCTestCorp1				
					CCTestCorp2@digitalbusiness					CCTestCorp2				
					CCTestCorp3@digitalbusiness					CCTestCorp3				
<a href="#">Add Group Administrator</a>														

2. Choose the site you'd like the Administrator to have access to
3. Choose a login ID
4. Enter their first name and surname
5. Give them a password
6. Click 'Save'

**Add Group Administrator**

Enter details below to create a new Site Administrator

Choose Site \*

Rebel Alliance

Administrator Login ID \*

Richardw

@digitalbusiness

First Name \*

Richard

Surname \*

White

New Password \*

\*\*\*\*\*

Confirm password \*

\*\*\*\*\*

Save

Cancel





# Frequently Asked Questions

## Main Business Number

### What number does the Main Business Number forward calls to when first activated?

The T-Biz Voice Core phone number. You can change the forwarding number using the Call Conductor application.

### Does Main Business Number have Voicemail?

No. The Call Conductor application facilitates simple direct forwarding to the voicemail of a selected phone line.

## Scheduling Business Hours and After Hours/Holiday Schedule

### What is the default Business Hours' time schedule?

8am to 6pm, 7 days per week. Using Call Conductor, you can customise the Business Hours schedule to fit your business' needs.

### What is the default Holiday Schedule?

Holidays Schedules are not preconfigured. Using Call Conductor, you can customise the After Hours or Holiday schedule to fit your business' needs.

### What Time Scheduling options are supported by Call Conductor?

Any number of time windows selected by Day of Week.

### What Holiday options are supported by Call Conductor?

Any number of holiday events, of one or more whole days, either once off, or annually recurring.

## Call Conductor

### How do you save changes?

In most screens, each setting is saved when entered, without the explicit save action. A blue tick will flash beside the field to indicate it is saved.

## Virtual Receptionist & Hunt Group

### Are there separate Virtual Receptionist menus available for Business Hours and After Hours/Holiday Schedules?

Yes. You can configure these using Call Conductor.

### Are there separate Hunt Groups available for Business Hours and After Hours/Holiday Schedule?

No. Only one instance of Hunt Group is available for each T-Biz Voice site.

### Can mobiles and PSTN lines be part of a Hunt Group?

No. Only T-Biz Voice phone services can be used in a Hunt Group. If all the Hunt Group Members are Busy or Not Answering, the calls can be forwarded to any phone number, including PSTN and Mobiles. Additional forwarding charges may apply if the numbers are outside the T-Biz Voice account.

### Can T-Biz Voice analogue phones be used in a Hunt Group?

Yes. It doesn't matter what type of phone is used, as long as it is a T-Biz Voice phone service.

### Why can't customers request access to Virtual Receptionist or Hunt Group in Call Conductor?

These are optional features and can be purchased by calling sales on 13 2000. Also please remember to say "T-Biz Voice" when prompted, so you are sent to the correct Telstra representative to answer your call.