



DOT (DIGITAL OFFICE TECHNOLOGY)TM CALL CONDUCTOR

User Guide for Tablet



INTRODUCTION

DOT is a total internet and communication solution that's transforming businesses through smarter call management.

Your DOT 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 Tablet:

- 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
- Change phone numbers between users within the same DOT 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 DOT, 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 DOT – such as Virtual Receptionist.

The default DOT 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:

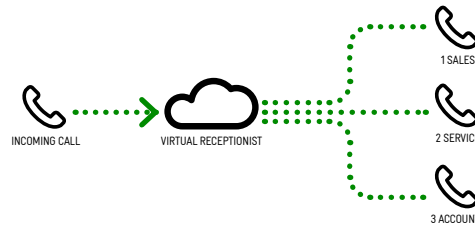
- Any phone number associated to your DOT service (eg Office Plans)
- Any voicemails provided with your DOT service
- Virtual Receptionist
- Hunt Group



SMARTER CALL MANAGEMENT

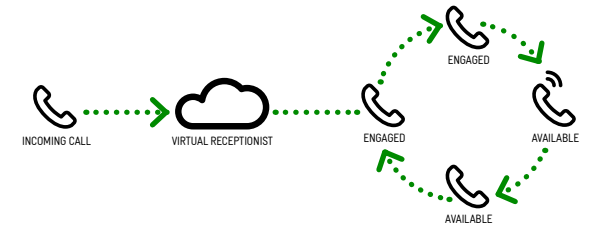
Virtual Receptionist (optional extra)

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.



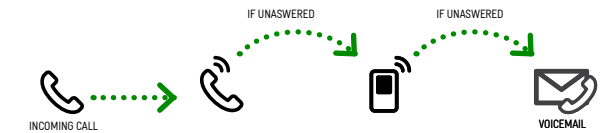
Simultaneous Ring

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.

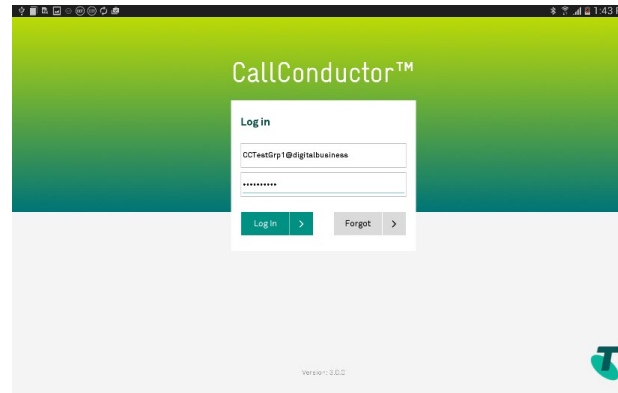


LOG IN SCREEN

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 (DOT Configuration Summary).

1. Enter your 'Username' and 'Password'
2. If you cannot remember these credentials, you can call '13 2000' (and say 'Digital Office Technology' when prompted) to retrieve this information.

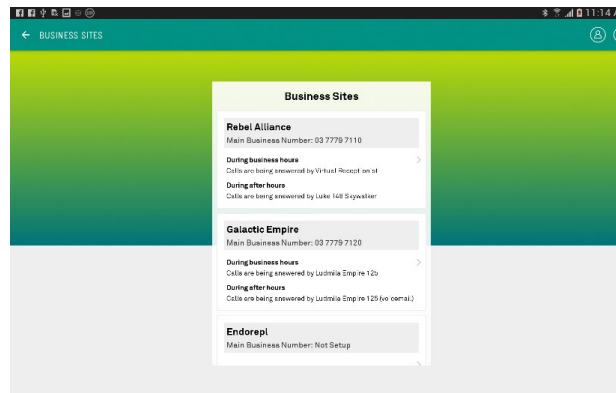


BUSINESS SITES

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 DOT sites at a glance, and make changes to these sites as required.

An example of what your control panel should look like

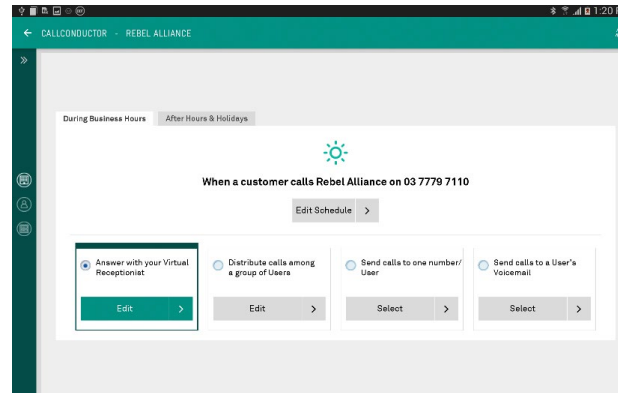


MY BUSINESS NUMBER

3.0 About the My Business Number screen

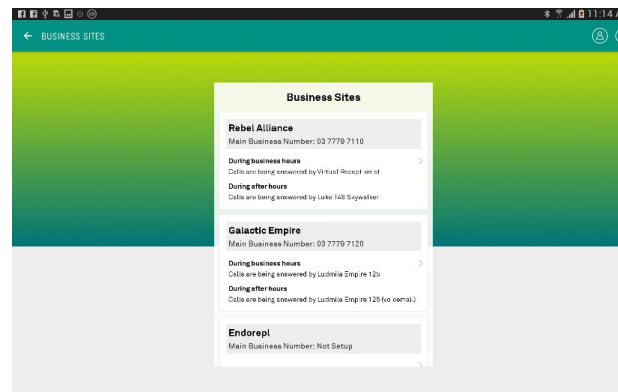
From the 'My Business Number' screen, you will be able to direct calls to voicemail, direct calls to other users and setup and modify Hunt Group Virtual Receptionist.

An example of what your control panel should look like

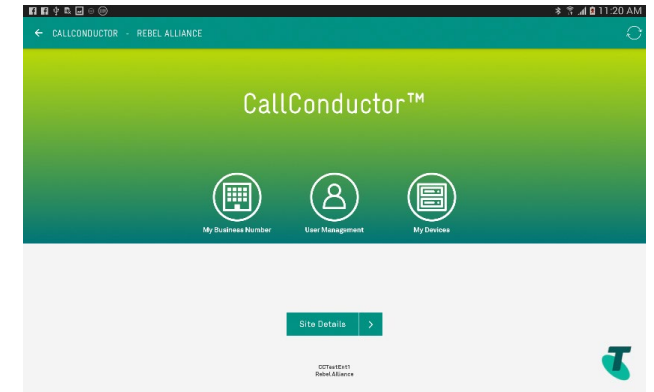


3.1 How to set up your Business Hours Schedule

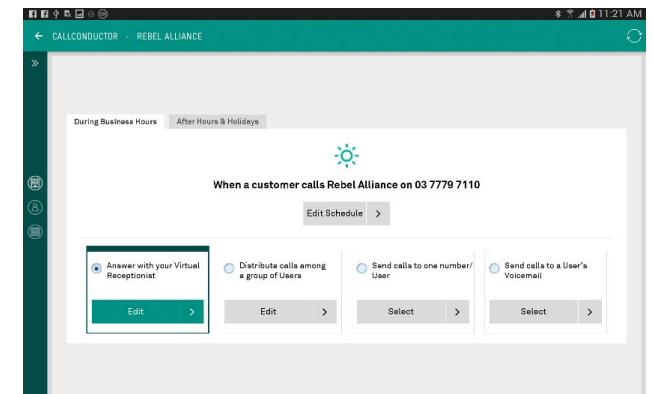
1. From the 'Business Sites' screen, select the site you wish to set up or modify



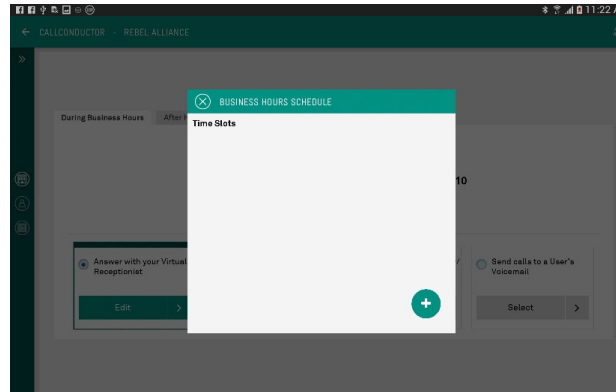
2. Tap on 'My Business Number'



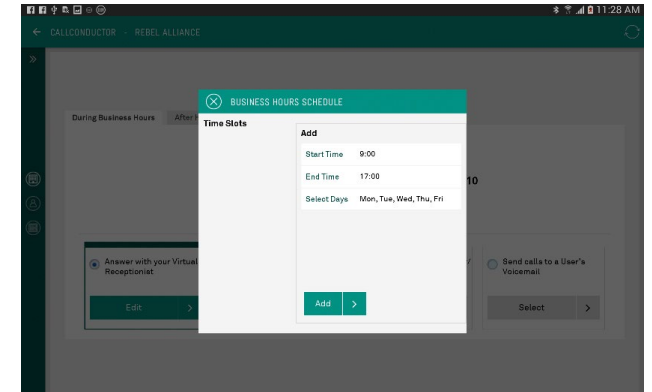
3. Tap on 'During Business Hours', then 'Edit Schedule'



4. Tap on the '+' button to set up your Business Hours Schedule

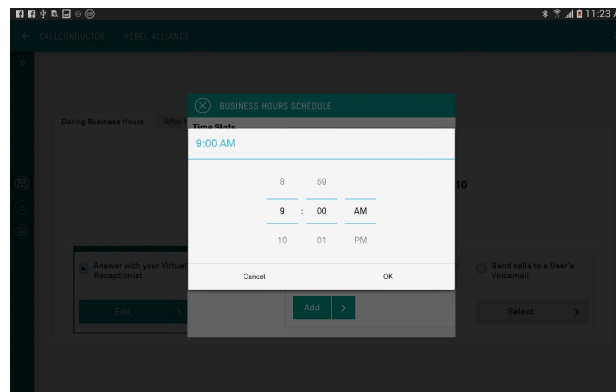


6. Once you have selected your start and end time, and days of operation, tap on 'Add'



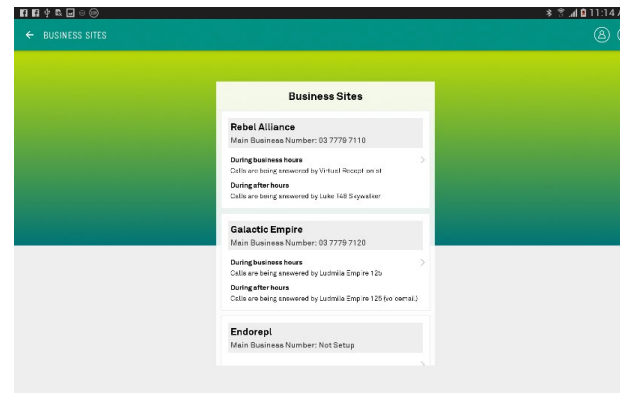
5. Tap on the 'Start Time', then add the time in by scrolling up and down on the 'hours', 'minutes' and 'AM' or 'PM' options. When selected, tap on 'ok' and repeat for 'End Time'.

Example

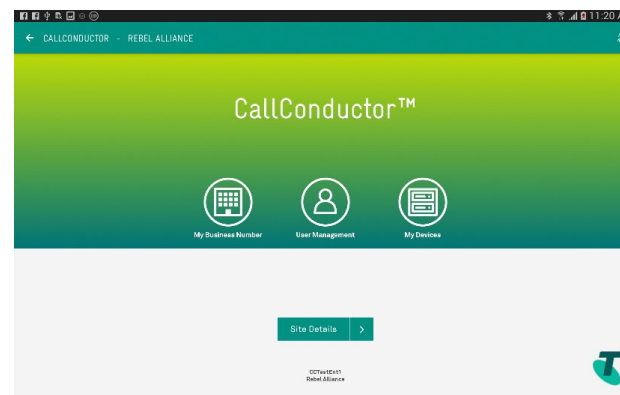


3.2 How to set up your After Hours & Holidays Schedule

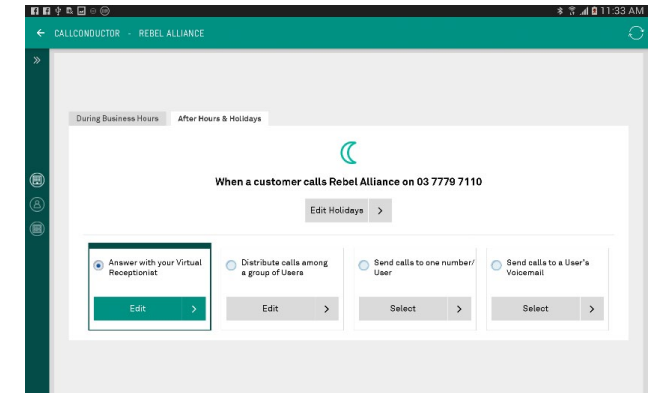
1. From the 'Business Sites' screen, select the site you wish to set up or modify



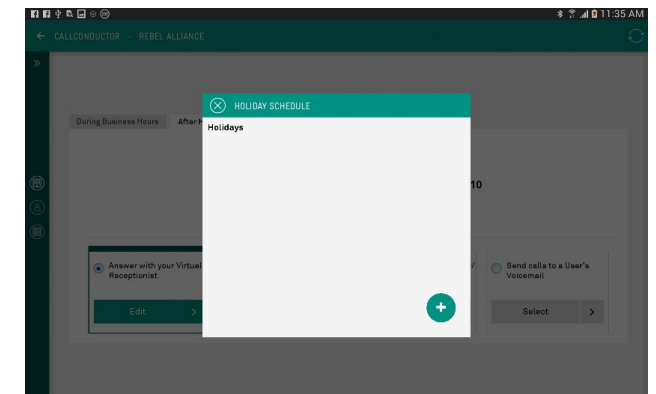
2. Tap on 'My Business Number'



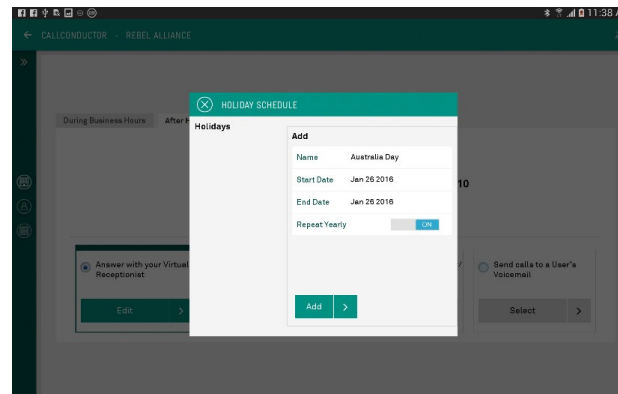
3. Tap the 'After Hours & Holidays' tab, then 'Edit Holidays'



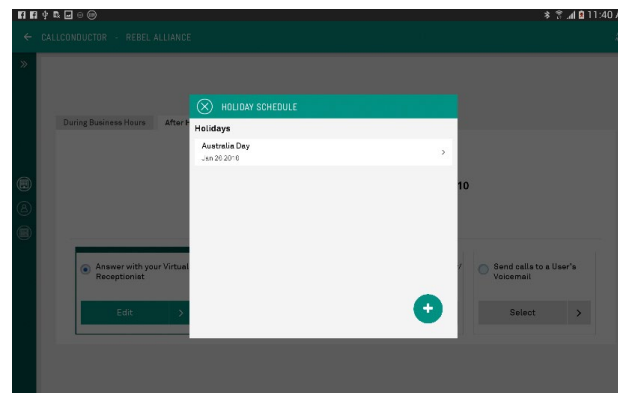
4. Tap the '+' button to add after hours or holiday schedules



5. Type the name of the Holiday (or call it 'After Hours' when setting up outside of business hours schedule), then select the start and end date and toggle between 'on' and 'off' if you wish to have it repeated yearly. Tap add once completed to save the date.

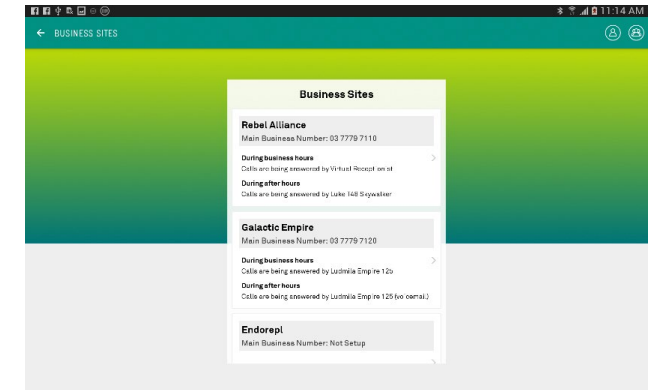


Example

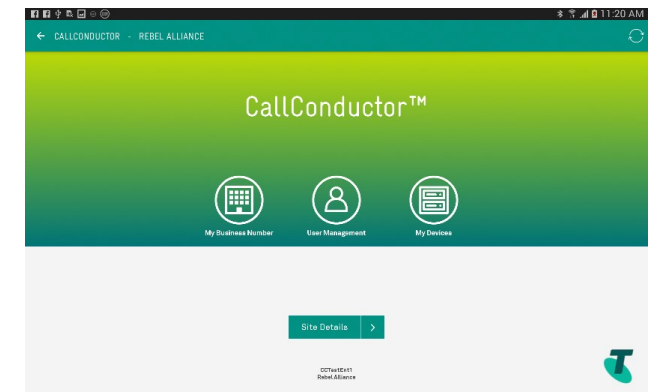


3.3 How to send calls to a user's voicemail

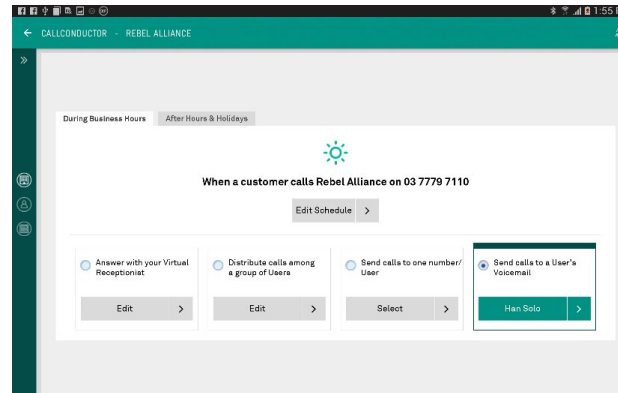
1. From the 'Business Sites' screen, select the site you wish to set up or modify



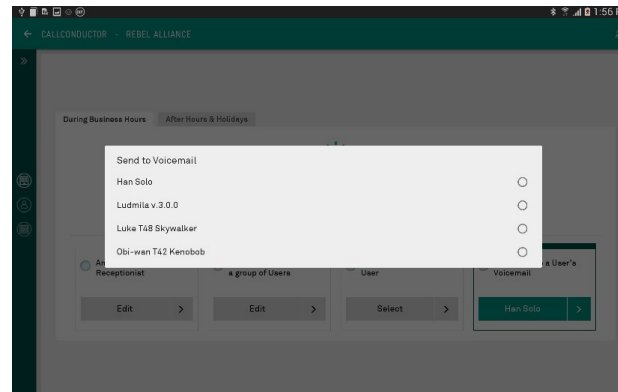
2. Tap on 'My Business Number'



3. Tap the radio button next to 'Send calls to a User's Voicemail'



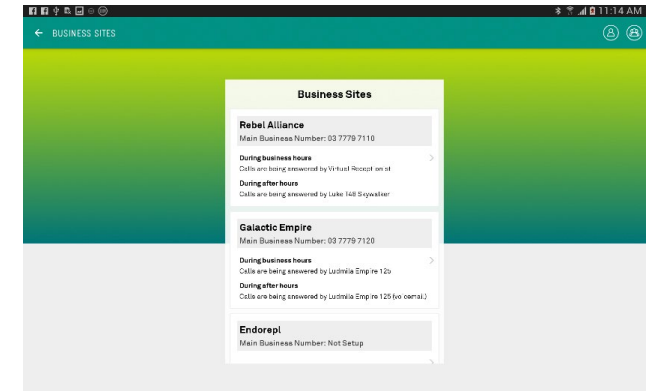
4. Select the voicemail from the list of eligible numbers by tapping on the radio button to the right on the name listed



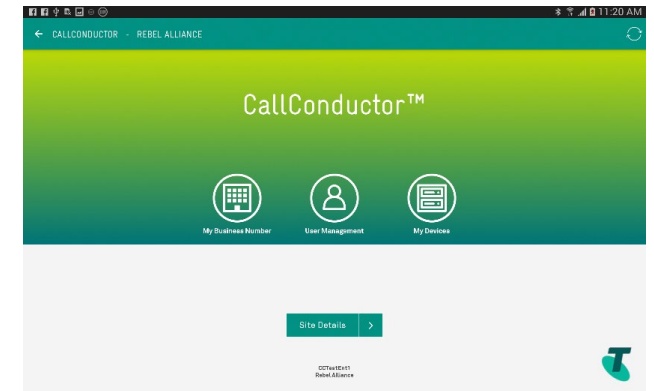
Note: You can also send calls to a user's voicemail outside of business hours, to do this, tap on the 'After Hours & Holiday's' tab and follow the directions above.

3.4 How to send calls to a user

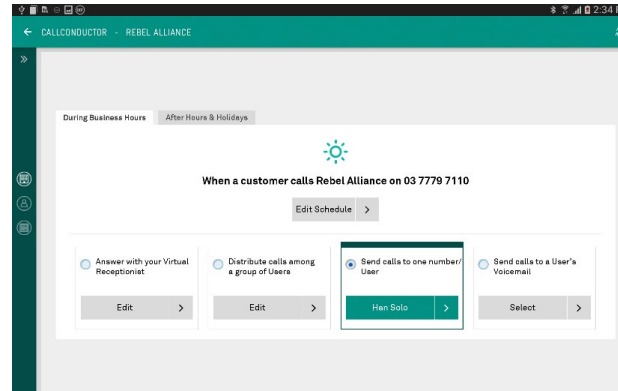
1. From the 'Business Sites' screen, select the site you wish to set up or modify



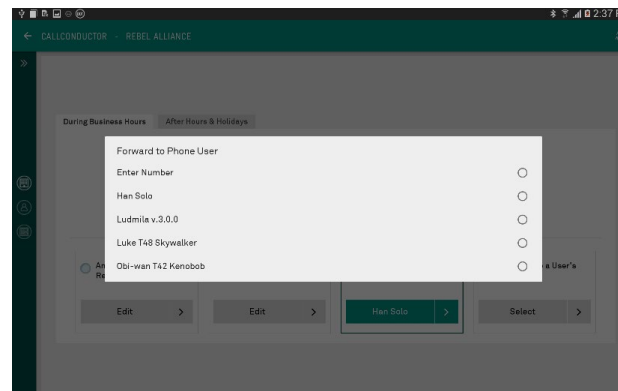
2. Tap on 'My Business Number'



3. Tap the radio button next to 'Send calls to one number/User'



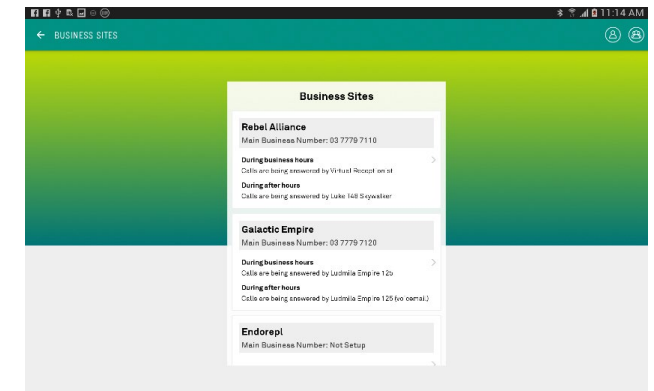
4. Select the user from the list of eligible numbers by tapping on the radio button to the right on the name listed (you can also add a number that isn't pre-loaded by tapping on 'Enter Number' and typing the number in).



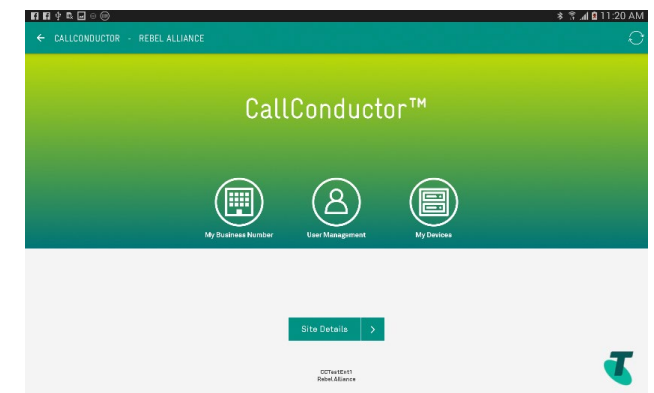
Note: You can also send calls to another user outside of business hours, to do this, tap on the 'After Hours & Holiday's' tab and follow the directions above.

3.5 How to distribute calls among a group of users (Hunt Group)

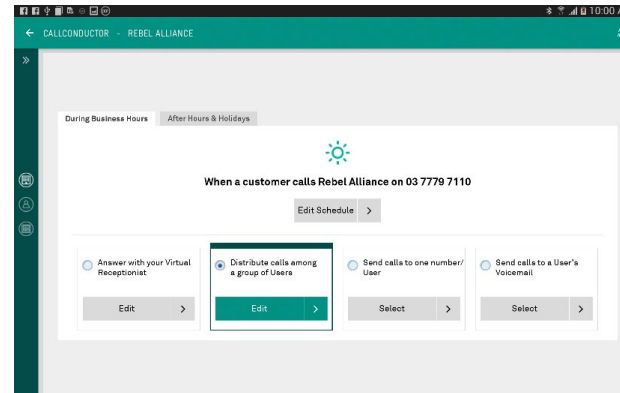
1. From the 'Business Sites' screen, select the site you wish to set up or modify



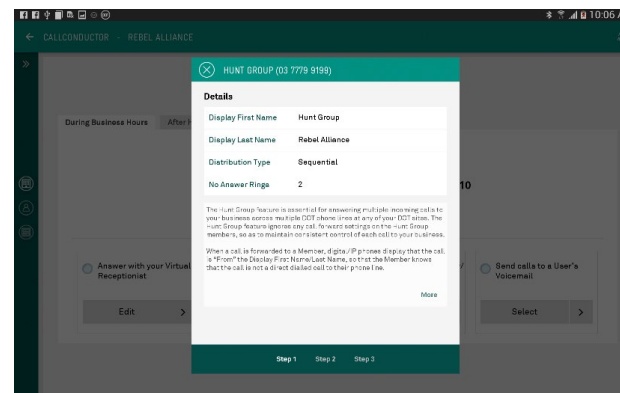
2. Tap on 'My Business Number'



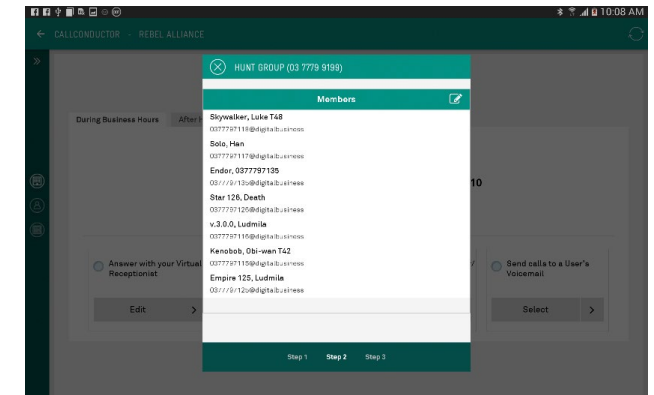
- Tap the radio button next to 'Distribute calls among a group of Users', then Tap 'Edit'



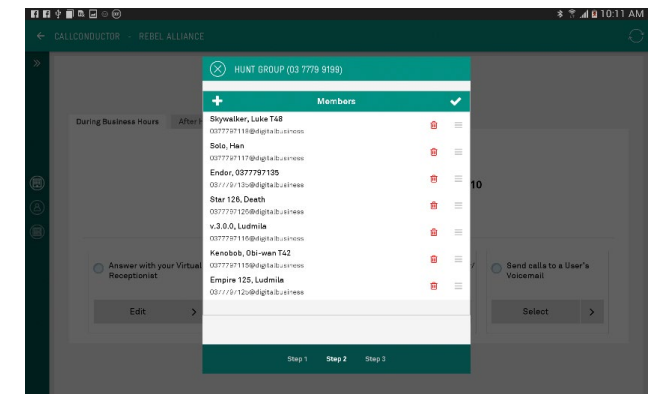
4. Type in the first and last name
5. Select your distribution type – either Simultaneous or Sequential ring
6. Select how many rings you'd like the phone to ring before it goes to 'Hunt Group'



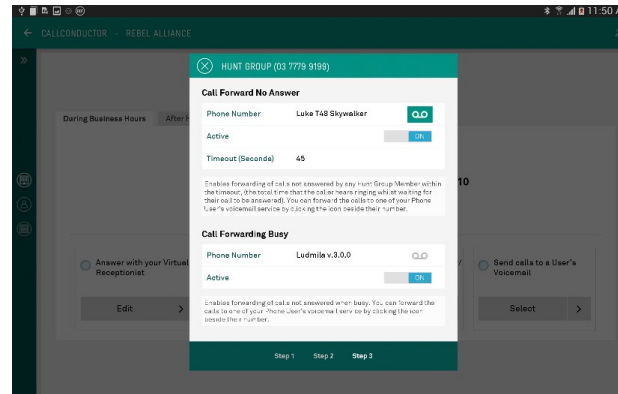
7. Add or remove members from your 'Hunt Group' by tapping on 'Step 2', then tap on the pen icon on the top right of the box



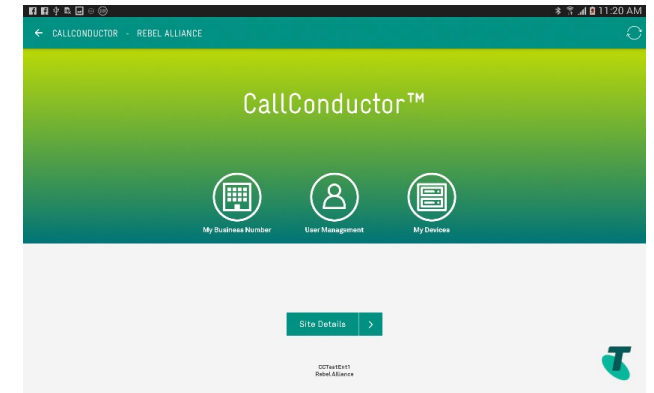
8. As per the example, you can add members to the group by tapping on the '+' button on the left of screen, or remove users by tapping on the red trash can on the right of screen



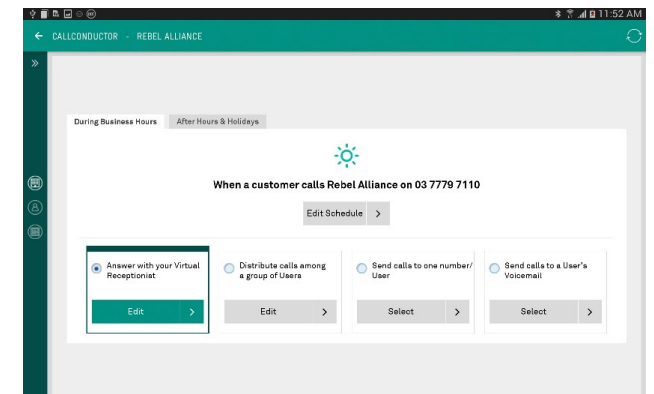
- To configure your 'Hunt Group', tap on 'Step 3'. From this screen, you can activate 'call forward no answer' and 'call forward busy'



- Tap on 'My Business Number'

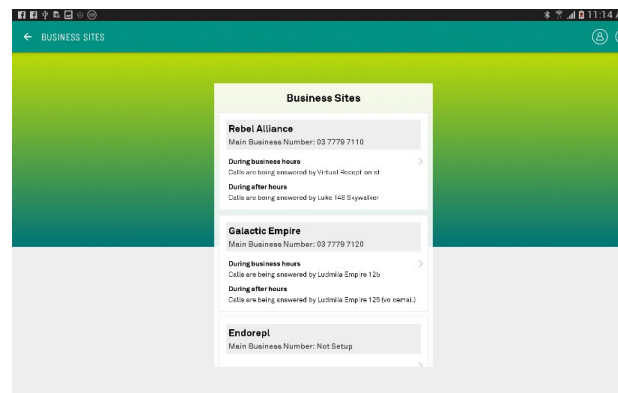


- Tap the radio button next to 'Answer with your Virtual Receptionist', then Tap 'Edit'

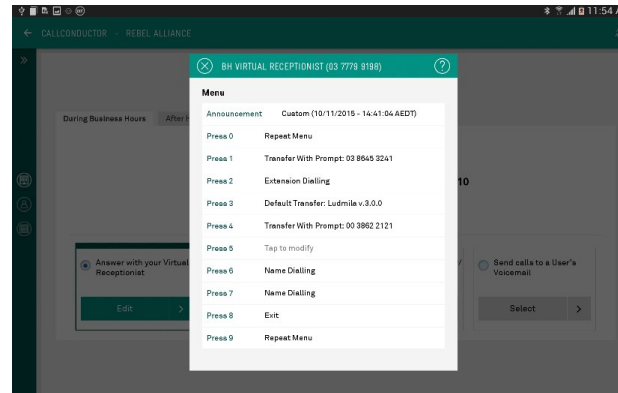


3.6 How to set up Virtual Receptionist

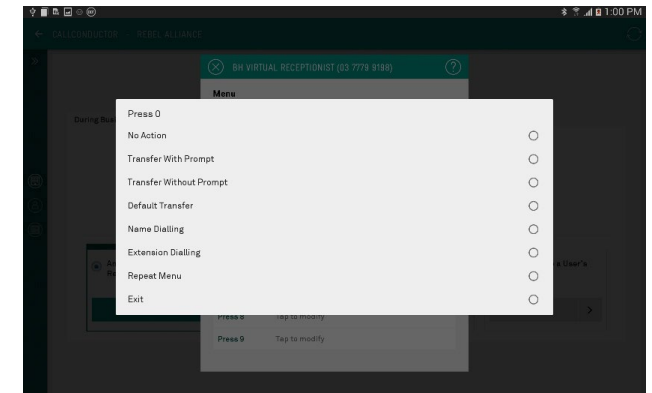
- From the 'Business Sites' screen, select the site you wish to set up or modify



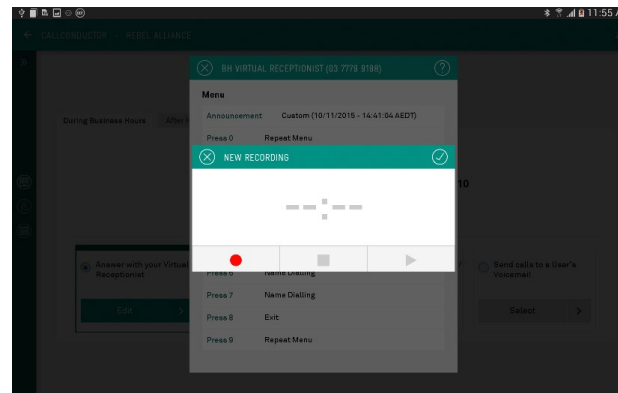
- Before configuring your Virtual Receptionist, you must first record a message, to do this, tap 'Announcement'



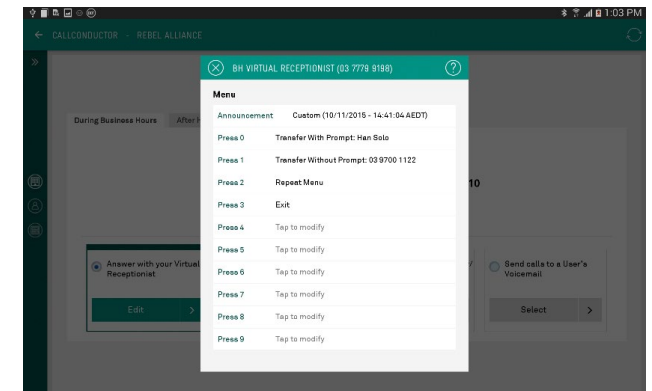
- Once your message has been recorded, you will need to allocate actions for each relevant digit you mentioned in your recording. To do this, tap on the relevant numbers and select an action



- Tap 'Record New Custom', then tap the red dot to start recording your message



Example

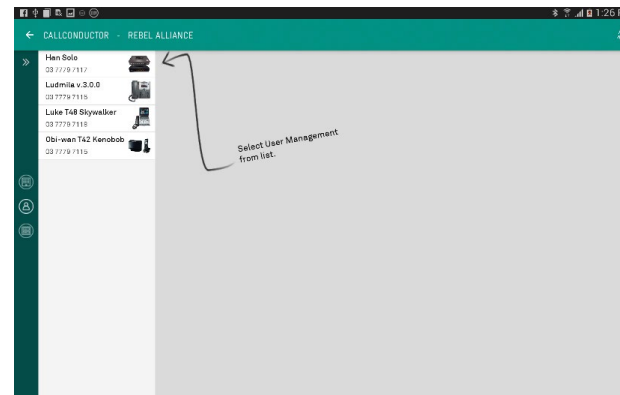


USER MANAGEMENT

4.0 About the User Management screen

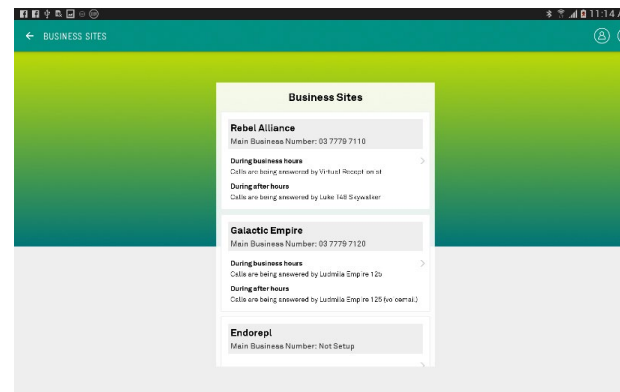
From the User Management screen you can add or modify user details, assign phone numbers to them, reset their passwords and perform various call forwarding/waiting functions etc.

An example of what your control panel should look like

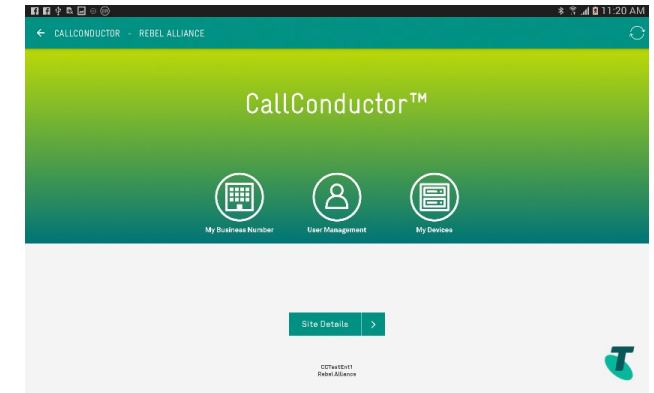


4.1 How to view and modify User details

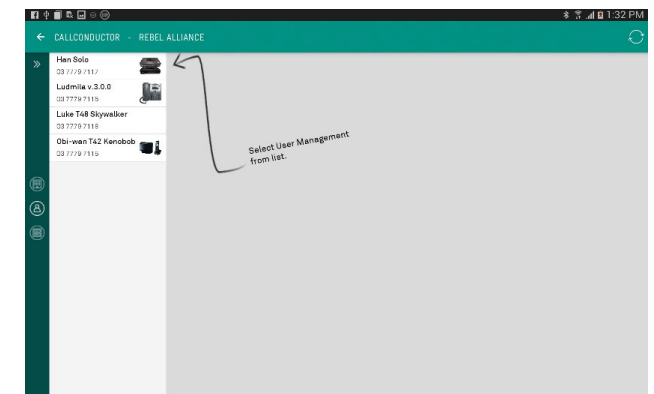
1. From the 'Business Sites' screen, select the site you wish to set up or modify



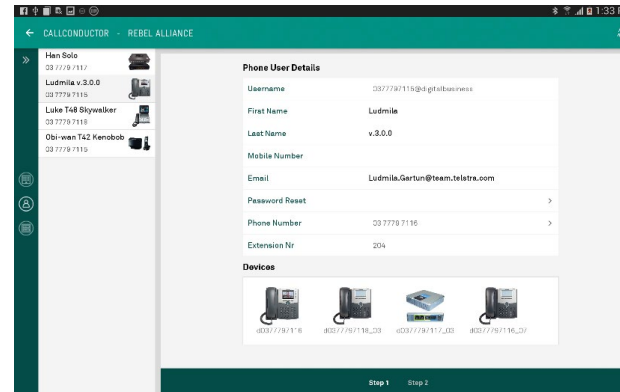
2. Tap on 'User Management'



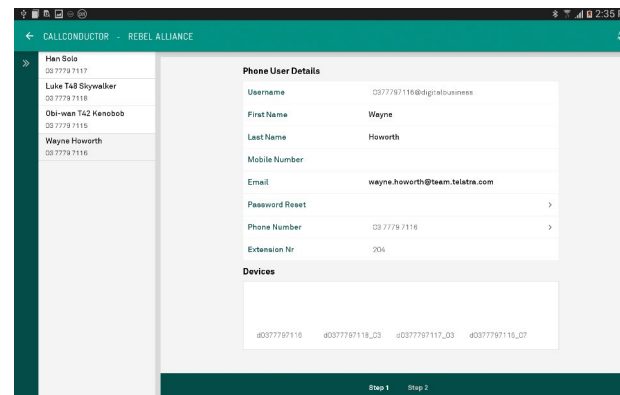
3. Tap on the user you wish to view or modify



This example shows the devices associated to 'Ludmila'

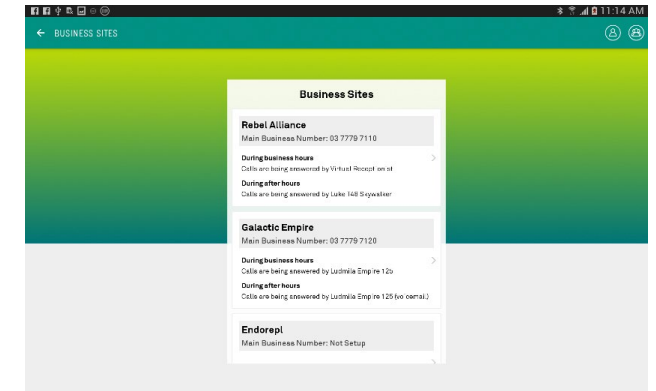


4. To modify any of the fields on this screen, such as the users first or last name or their email address, tap the space to the right of the description

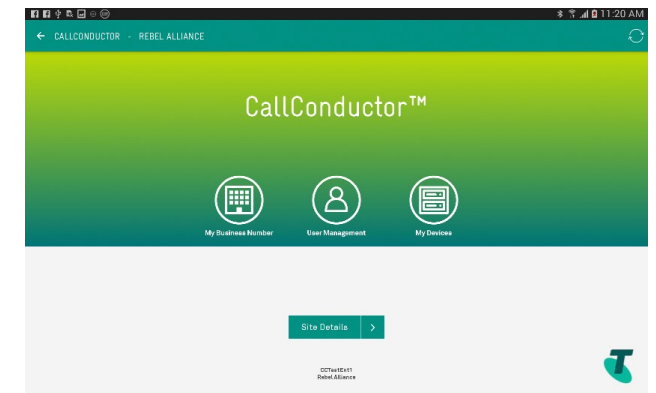


4.2 How to reset a user's password

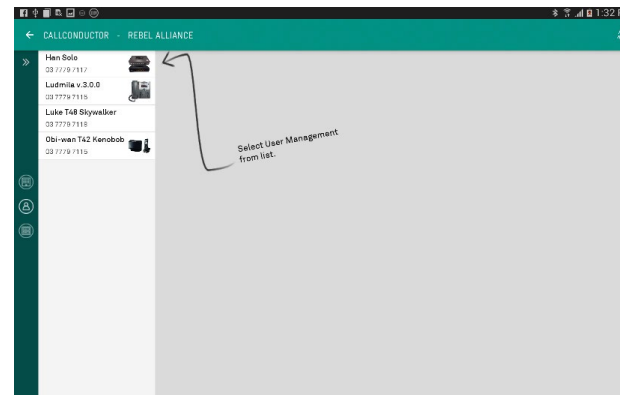
1. From the 'Business Sites' screen, select the site you wish to set up or modify



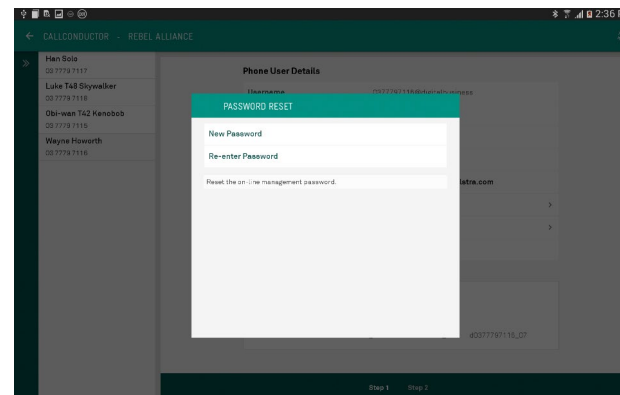
2. Tap on 'User Management'



3. Tap on the user you wish to view or modify

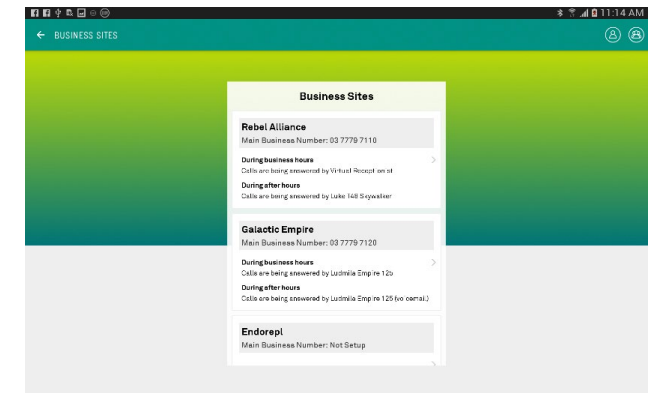


4. Tap 'Password Reset' then enter the new password

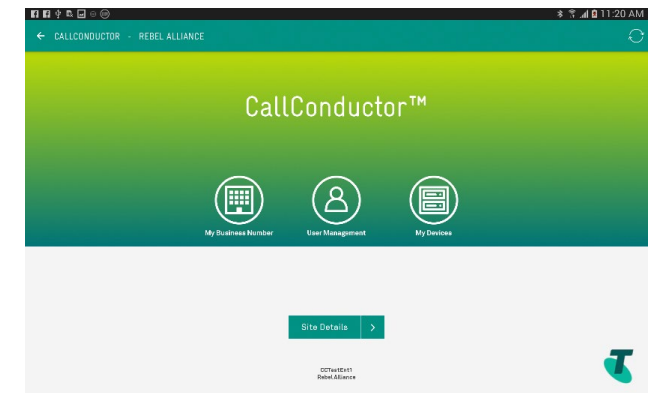


4.3 How to modify a user's call settings

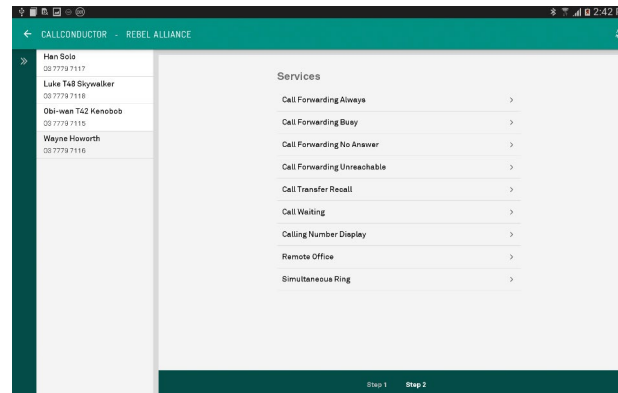
1. From the 'Business Sites' screen, select the site you wish to set up or modify



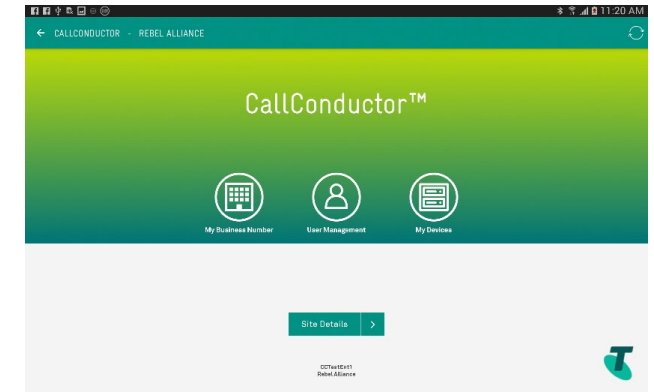
2. Tap on 'User Management'



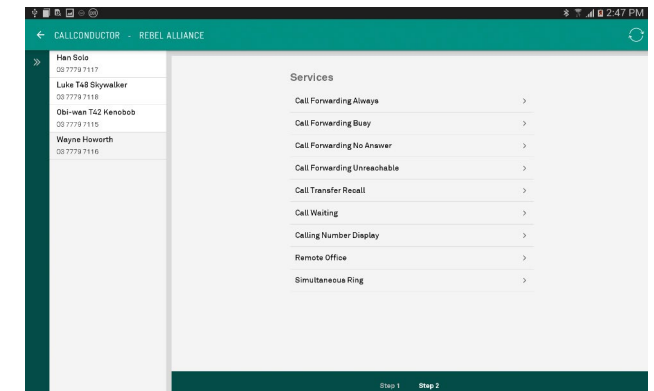
3. Tap on the user you wish to view or modify
4. Tap 'Step 2' to bring up the 'Services' tab, then select the calling feature you wish to activate by tapping on that feature



2. Tap on 'User Management'

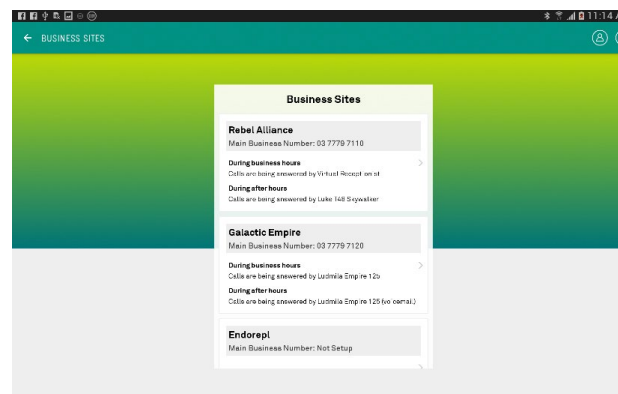


3. Tap on the user you wish to view or modify
4. Tap 'Step 2'
5. Tap 'Simultaneous Ring'

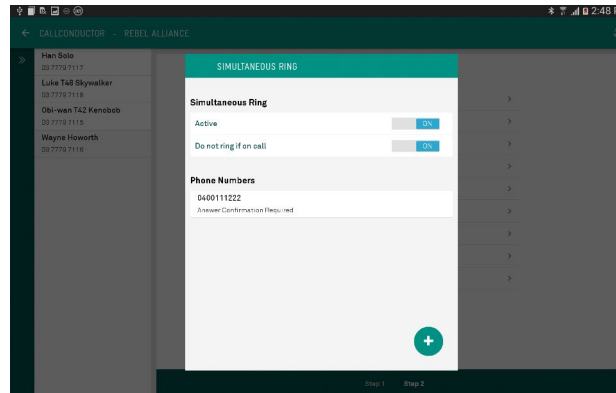


4.4 How to turn on Simultaneous Ring

1. From the 'Business Sites' screen, select the site you wish to set up or modify



6. Add a number/s first by tapping the '+' button and adding a phone number
7. Tap the 'Active' button to activate Simultaneous Ring

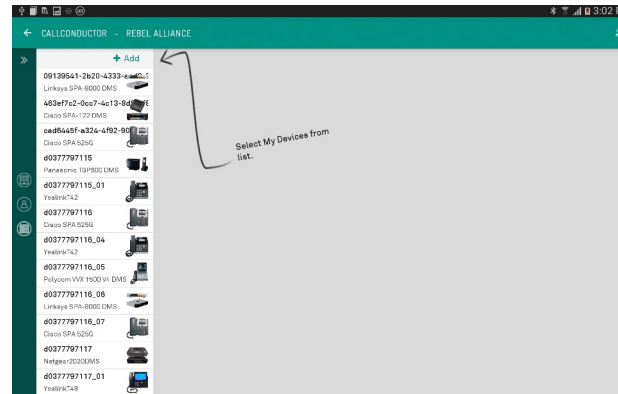


MY DEVICES

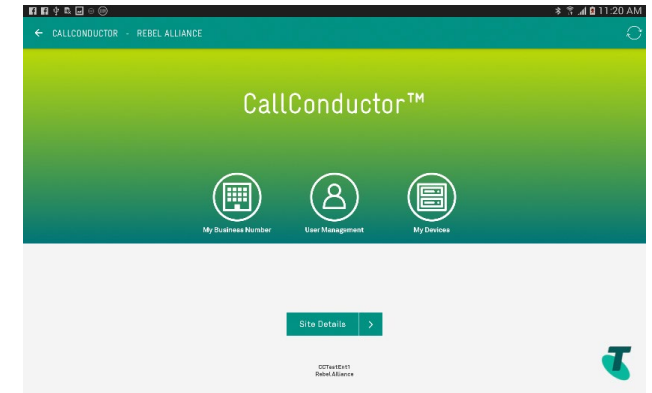
5.0 About the My Devices screen

From the My Devices screen, you can see the devices connected to your DOT sites, add new devices, swap devices between users or remove them all together.

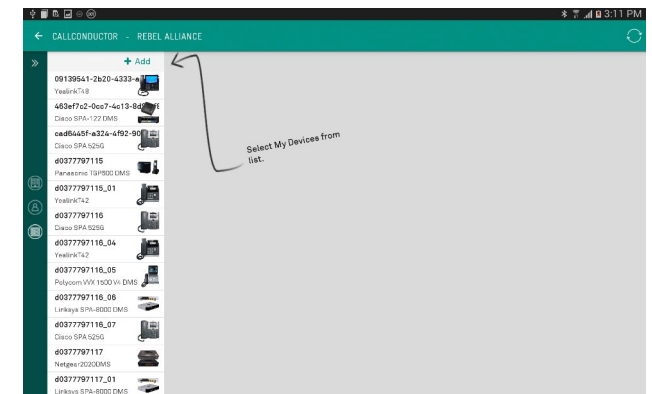
An example of what your control panel should look like



2. Tap 'My Devices'

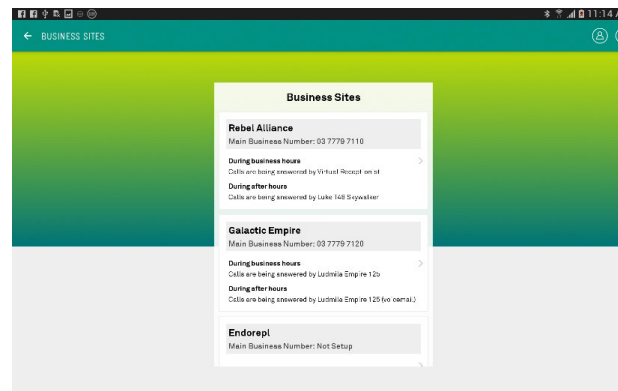


3. Tap the '+' symbol

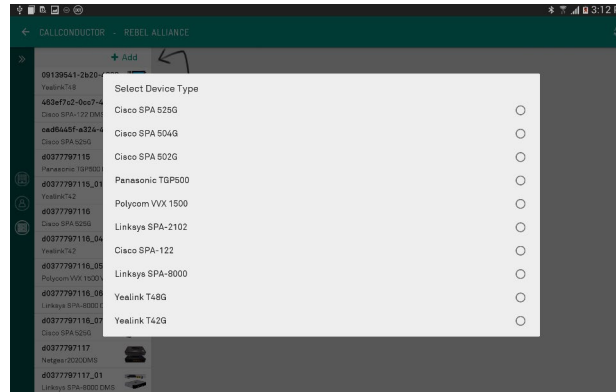


5.1 How to add a device to your site

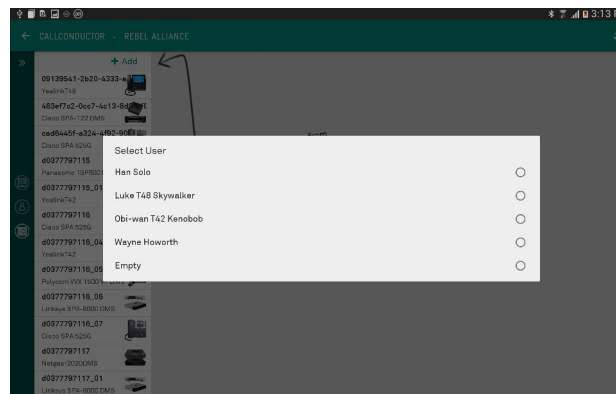
1. From the 'Business Sites' screen, select the site you wish to set up or modify



4. Select the device you wish to add by tapping on the radio button to the right of the device

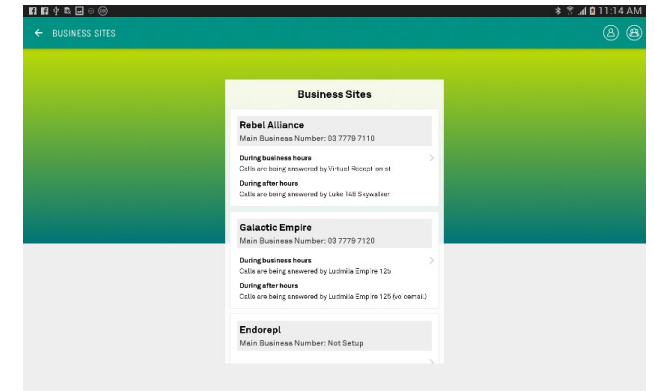


5. Select the user you want to assign the device to

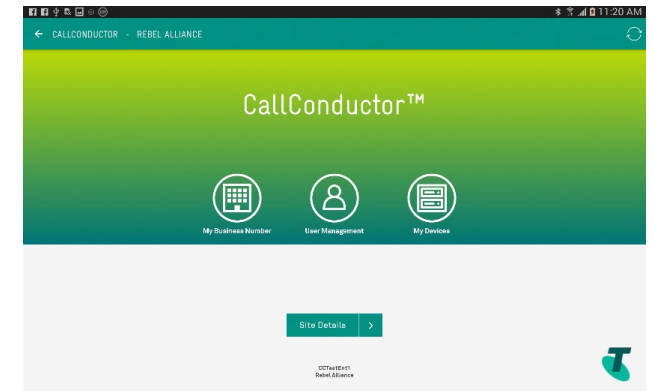


5.2 How to retrieve device credentials

1. From the 'Business Sites' screen, select the site you wish to set up or modify

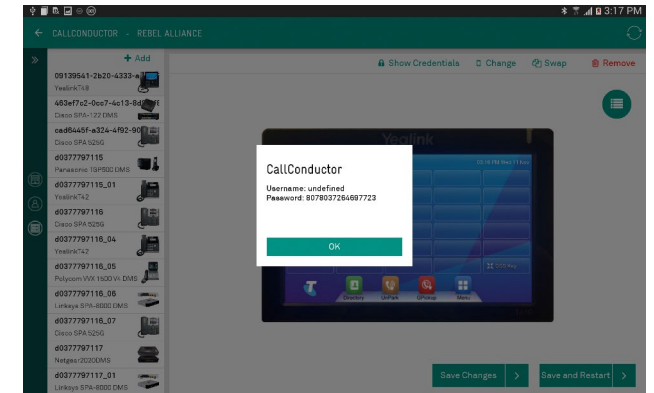
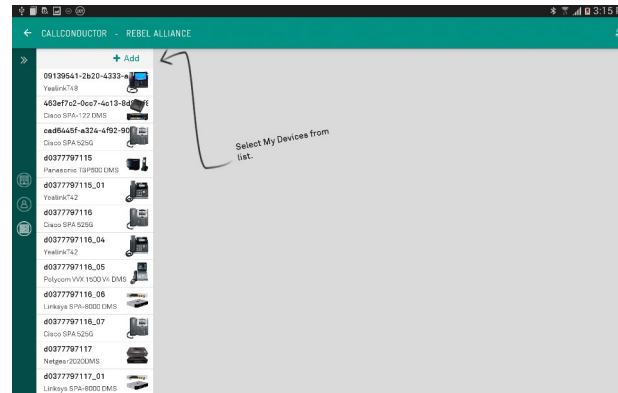


2. Tap on 'My Devices'



3. Select the device you want to check the user name and password for

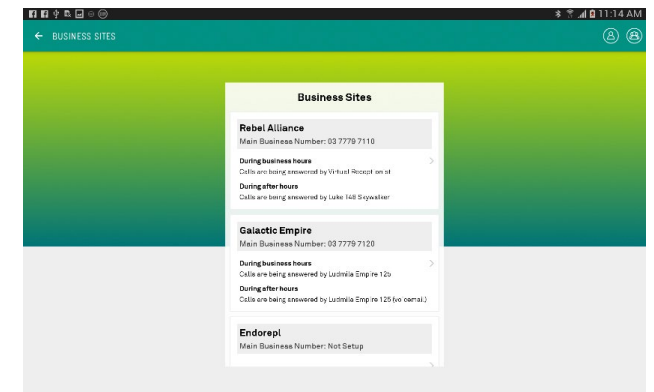
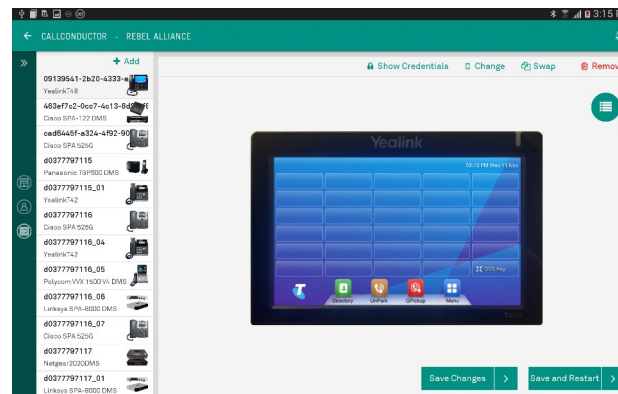
Example of the users Username and Password



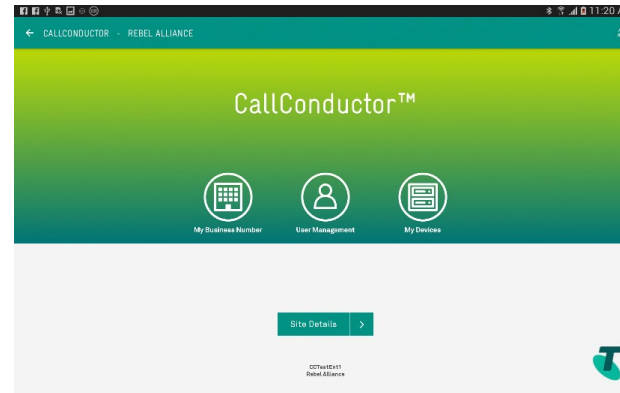
4. Tap 'Show Credentials'

5.3 How to assign a Speed Dial number

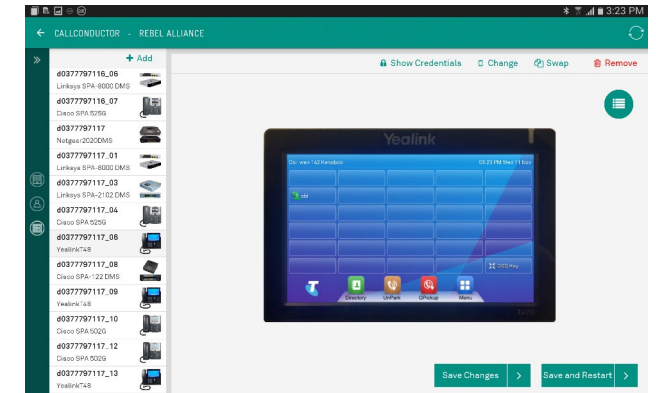
1. From the 'Business Sites' screen, select the site you wish to set up or modify



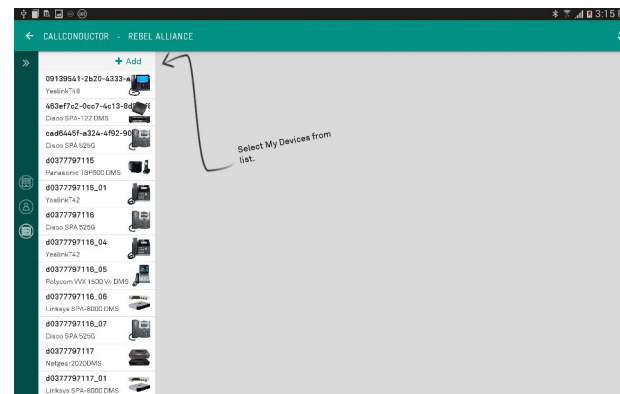
2. Tap on 'My Devices'



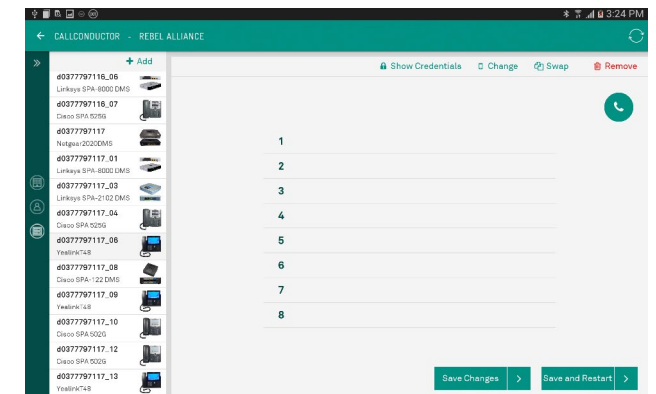
4. Tap the icon with three lines to the right of screen



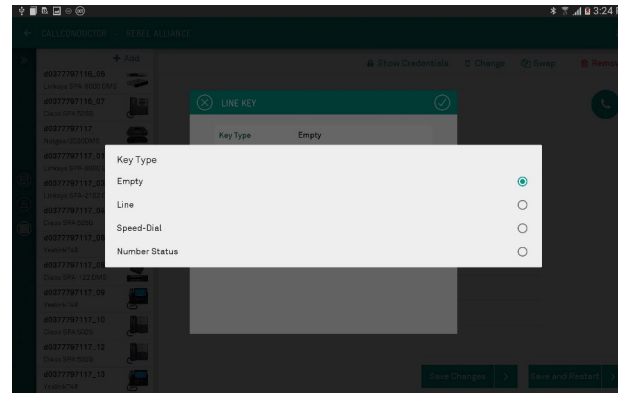
3. Select the device you want to check the user name and password for



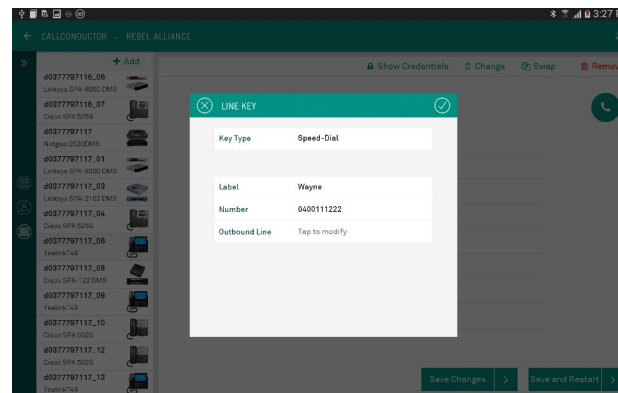
5. Tap a number you wish to add/edit



- Tap the Key Type, then select 'Speed Dial' by tapping the radio button to the right

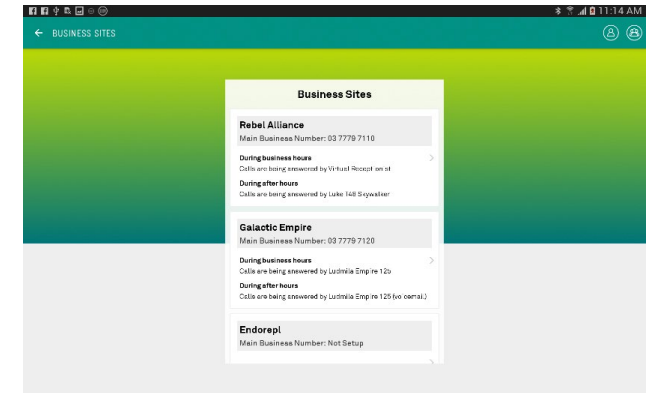


- To give the Speed-dial a name, tap Label, then enter the phone number and tap the 'tick' on the top right of the box

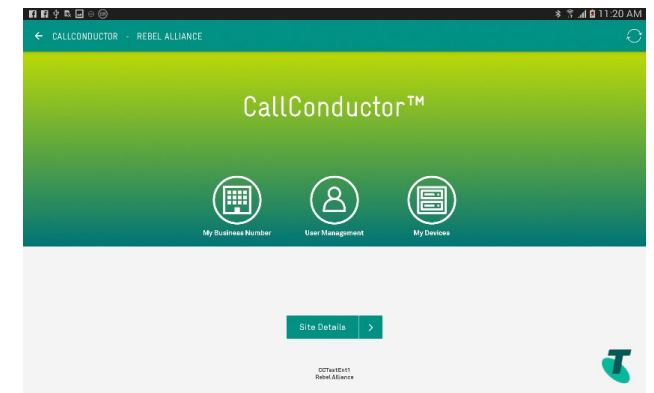


5.4 How to swap phone numbers

- From the 'Business Sites' screen, select the site you wish to set up or modify



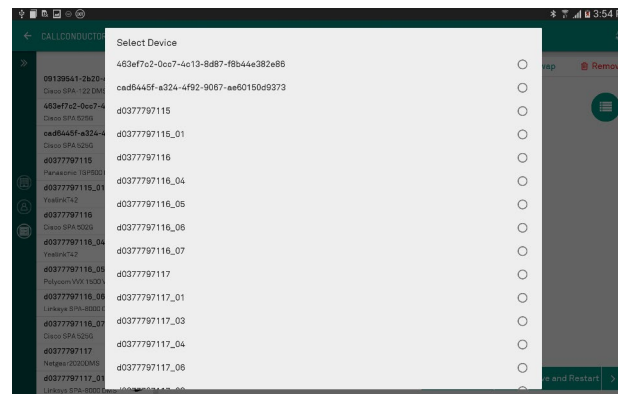
- Tap on 'My Devices'



3. Select the device you want to swap by tapping on a device from the left-hand column

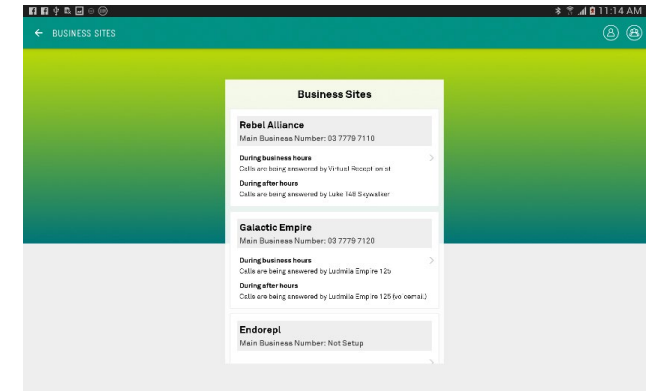


4. Tap 'Swap' and select a device from the list provided

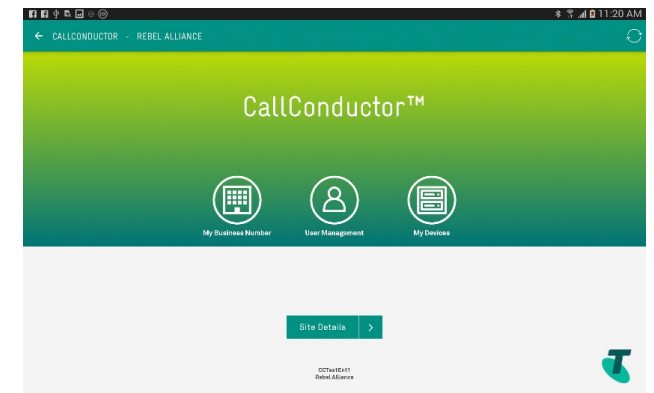


5.5 How to set up Instant Hotline

1. From the 'Business Sites' screen, select the site you wish to set up or modify



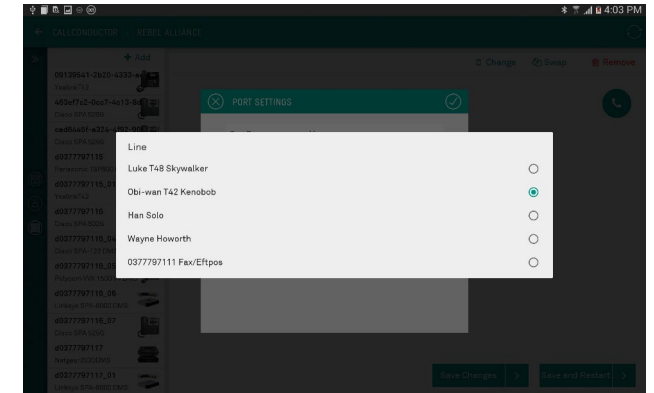
2. Tap on 'My Devices'



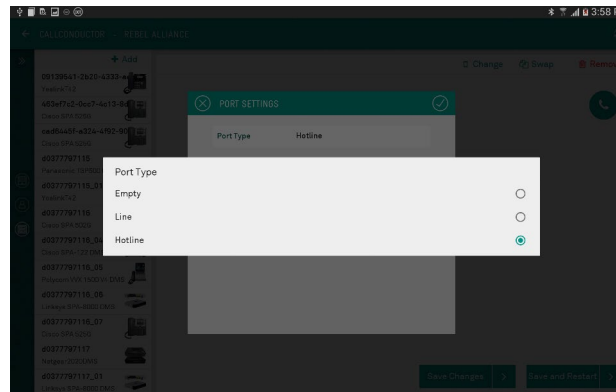
3. Select the device you want to add Instant Hotline to
4. Tap the icon with three lines to the right of screen



6. Tap 'Line' and select the number you want the Instant Hotline to call



5. Tap next to the number you wish to add the Instant Hotline number to then tap the radio button next to 'Hotline'



FREQUENTLY ASKED QUESTIONS

Main Business Number

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

The DOT 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.

How do you close pop-up windows/dialogs?

By clicking the Cancel/Done buttons in iPad/iOS, the "X" button in Android, or tap anywhere on the screen outside the open dialog/modal.

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 DOT site.

Can mobiles & PSTN lines be part of a Hunt Group?

No. Only DOT 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 DOT account.

Can DOT 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 DOT 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 "DOT" when prompted, so you are sent to the correct telstra representative to answer your call.

