

VOIP PHONE SYSTEM OVERVIEW



QUICK BUTTON OVERVIEW

Each feature is explained in detail in the following slides



VOICEMAIL BUTTON

Push this button to access your voicemail easily from the phone



ONE OF TWO TRANSFER BUTTONS

Push this button to transfer a call to the desired location.

Next slide will show the other transfer button



SPEAKER PHONE BUTTON

Push this button to access your speaker phone function.



DO NOT DISTURB & MUTE BUTTON

Push this button when NOT on a call to activate DND. Push while on a call to activate the MUTE function.



VOLUME BUTTON

This is used for both IN-CALL Volume and incoming RING VOLUME.



SEND BUTTON

If you are dialing a number or extension, you can press this send button to push the call through immediately.



CONFERENCE BUTTON

Please Refer to "Using the Conference Button" Section



HOLD BUTTON

Press this while in a call and this will put the customer on hold.



ACCESSING YOUR VOICEMAIL

To access your Voicemail from your phone press the Voicemail button located on the phone.



If you have not set up your Voicemail Box yet, it will prompt you to “enter your password and then press pound #” The “Password” is the 4 Digit PIN that you set up when you got the Welcome Email from us. If you did not receive a welcome email, then your PIN by default is 1234#.


It will walk you through setting up your Voicemail and recording a greeting as well.

After you have set up your Voicemail, you can push the Voicemail button and it will take you right to your messages from now on. Multiple greetings can be set up in the Online Portal that we will cover later on.



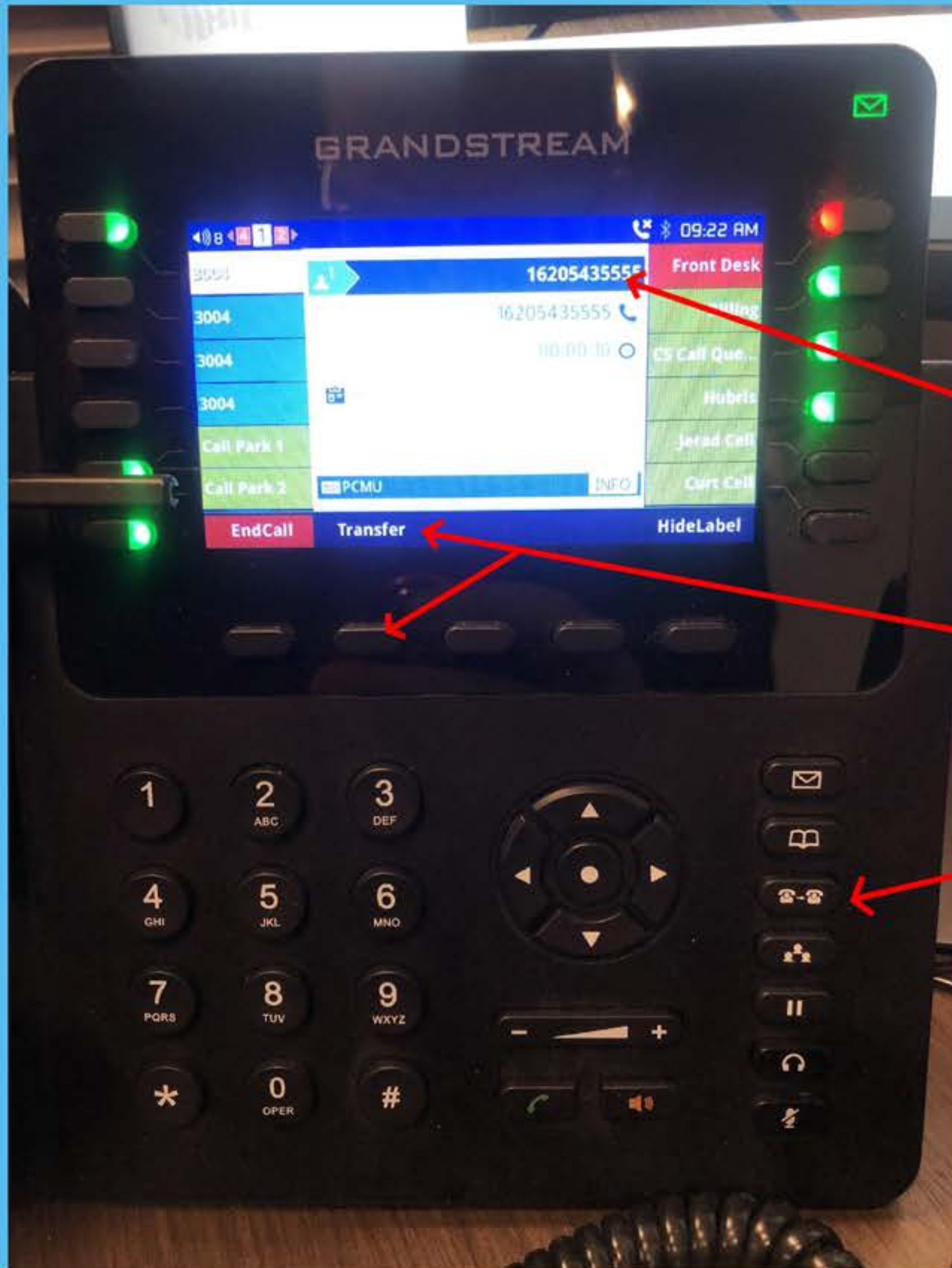
MAKING A CALL

When you start dialing a number or extension to call, you will notice the screen options will change to what is shown in the picture to the left.

If you wait a few seconds after typing in the number or extension you wish to dial, it will send the call through automatically. If you push the green SEND  Button, it will send the call through immediately.

The DIAL “Softkey” button you see does the same function as the SEND button.

QUICK PHONE SCREEN OVERVIEW



When you are on a call you will notice the name of the caller ID shows the name of the caller and caller info here.



Here you can see the other transfer button that is under "transfer" on the screen. Both transfer buttons do the same thing.

BLIND TRANSFERRING A CALL

A 'Blind Transfer' is when you transfer a call to someone without talking to the recipient before sending.

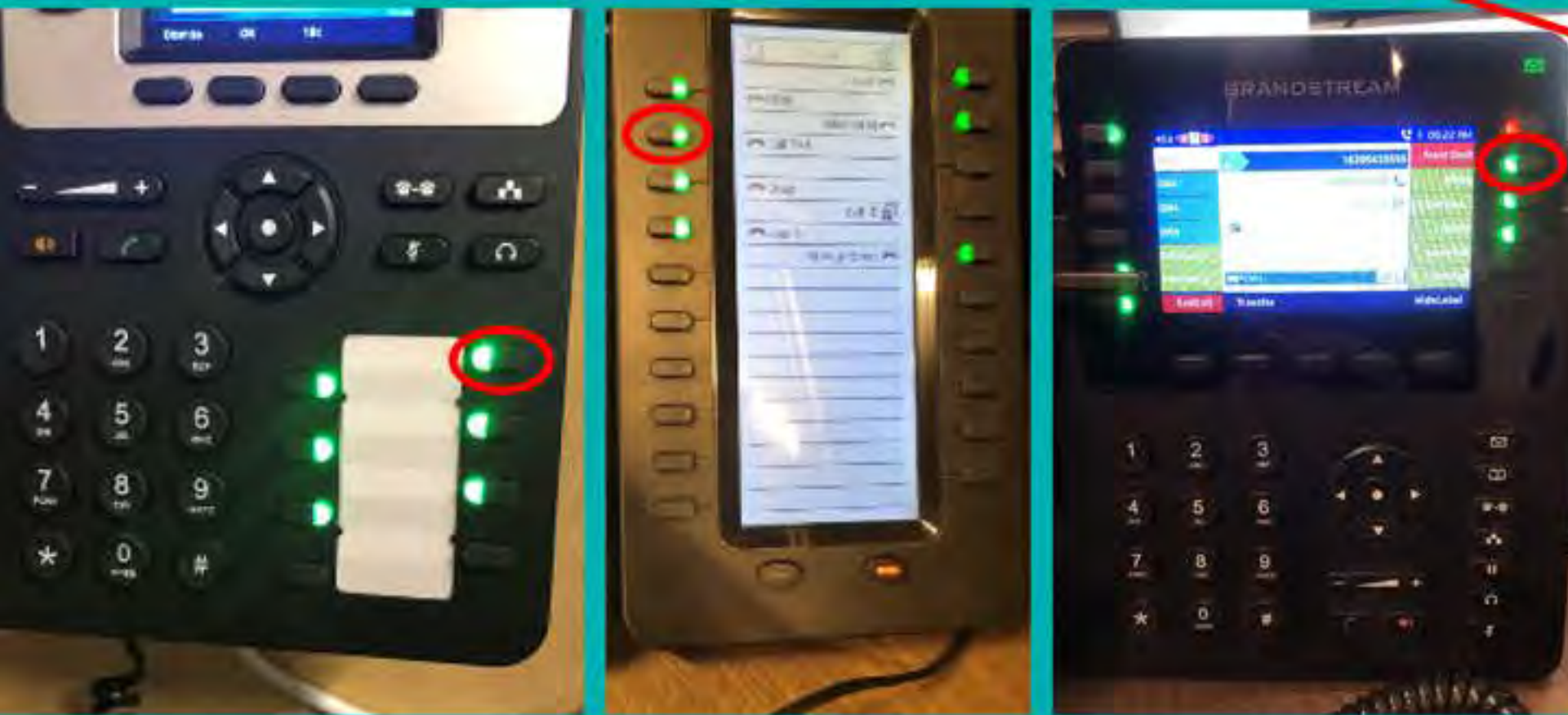
Transferring a call can be done a few different ways (depending on user preference).

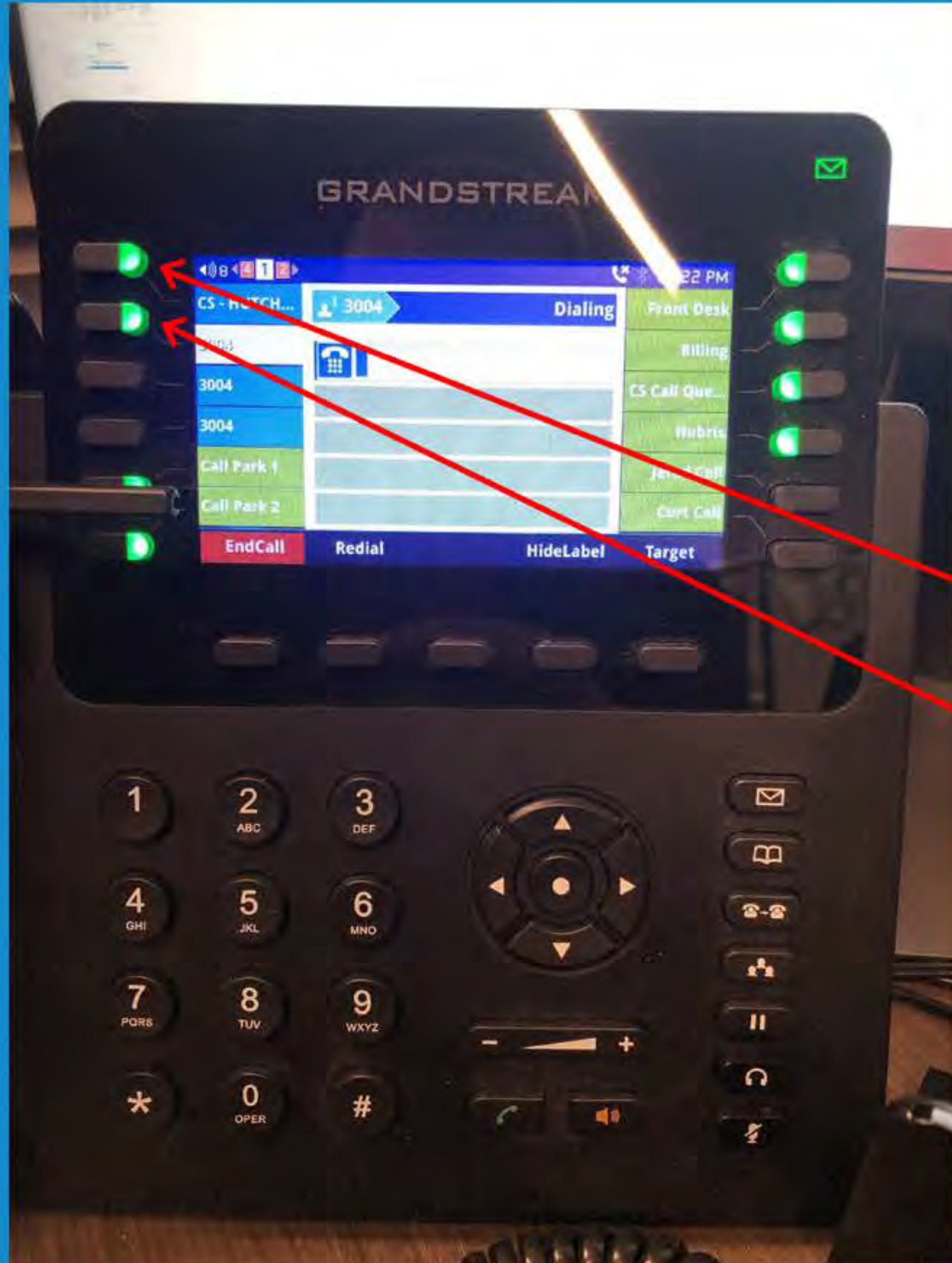
All transfers must be done while you are IN THE CALL and NOT from the on hold position.

First way to transfer a call is to push the transfer button  on the phone and then dial the extension number or phone number you wish to transfer to, and then push the transfer button again to send it or the SEND button .

Second way to transfer is to push the "soft key button" for the transfer option on the screen, and then dialing the extension or number you wish to transfer to.

Third way to transfer a call is to press either transfer button and then press the corresponding "BLF" Button that you have programmed as a "Speed Dial". These are either on the phone or on a "Side Car" as seen to the left.





ATTENDED TRANSFERRING A CALL

An “Attended Transfer” is when you want to talk to the recipient FIRST before sending the call to that person/user.

First, put the customer on hold. When you do the green indicator will blink.

Next, pick up a 2nd available line so that you can call the intended user you wish to talk to first.

Last, if the intended user wants you to send the call to them, then press either one of the transfer buttons and then press the blinking call that is on hold to send that person to the intended user.

YOUR ONLINE PORTAL OVERVIEW

ideatek

Manage Organization | Attendant Console | Launch Web Phone | Phone 1 Lab (101)

Home Messages Contacts Answering Rules Time Frames Phones Music on Hold Call History

Home

NEW VOICEMAIL MESSAGE

From	Date	Duration
(316) 600-2760 EL DORADO, KS	Feb 22nd 4:19 pm	0:02
102 Phone 2 Lab	Aug 16th 2018 10:41 am	0:05
102 Phone 2 Lab	Aug 15th 2018 8:31 am	0:12
102 Phone 2 Lab	Aug 14th 2018 1:35 pm	0:08
(620) 548-4353 6205484353	Jun 19th 2018 8:41 am	0:02
(951) 415-4830 9514154830	May 24th 2018 4:03 pm	0:04
(620) 543-5555 IDEATEK SUPPORT	May 11th 2018 2:44 pm	0:13

ACTIVE ANSWERING RULES

Default

Simultaneously ring:

- x101

ACTIVE PHONES

You have no active phones

RECENT CALL HISTORY

Number	Name	Date	Duration
(620) 543-5555	Aysha Anderson	Jun 10th 4:18 pm	0:05
(620) 543-5555	Aysha Anderson	Jun 10th 3:38 pm	0:11
(620) 543-5555	Aysha Anderson	Jun 10th 3:37 pm	0:07
(620) 543-5555	Aysha Anderson	Jun 10th 3:35 pm	0:08
(620) 543-5555		Jun 10th 11:17 am	0:41
(620) 200-3211	HUTCHINSON, KS	Jun 10th 11:04 am	0:00
3		Jun 10th 11:03 am	0:00

You should receive a “Welcome Email” from phones@ideatek.com during or before your install. This email will walk you through setting up your online portal.

Here is what a “Basic User” will see for their main page when they set up their online portal.

Voicemail message overview of your current inbox.

Recent call history overview

BASIC USER BUTTONS OVERVIEW



Attendant Console | Launch Web Phone | Phone 1 Lab (101) ▾

You can access your User Profile here

This indicator shows your current number of messages



HOME BUTTON

Shows your overview of your VM's & Recent Calls etc.

MESSAGES BUTTON

This will show your VM's in detail where you can do what you want with them. Also, you can manage your VM recordings and settings under "Settings".

CONTACTS BUTTON

This is an interactive phone book you can use to click on someone's ext. and call them etc. You can add contacts here too.

ANSWERING RULES BUTTON

This is the section that you create how you want your phone calls to route. Ex: ring cell phone with desk phone or forward calls.

TIME FRAMES BUTTON

This is where you can create time frames for your calls to route during whatever times you choose.

PHONES BUTTON

This is where you can see all the phones that are registered to your account. Ex: Cell App, Cordless, etc.

MUSIC ON HOLD BUTTON

This is where you can add Music when you put someone on hold.

CALL HISTORY BUTTON

Here you can see your call history for your phone, as well as filter by date and time if you need to find a certain call.

VOICEMAIL SETTINGS

Here you will find your settings for your individual voicemail.

If you have already recorded your voicemail then here is where you will find the drop down to select which voicemail you would like to play.

Here is where you can choose to turn on your “voicemail to Email” notification that will send you an email whenever you get a voicemail.

The screenshot shows the 'Messages' settings page for a user named Tyler Radl. The page includes a navigation bar with icons for Home, Messages, Contacts, Answering Rules, Time Frames, Phones, Music on Hold, and Call History. The 'Messages' section is active, showing options to enable voicemail, sort the inbox, and announce received time or call ID. The 'Greetings' section features a 'Voicemail Greeting' dropdown menu and a 'Recorded Name' field. The 'Unified Messaging' section includes an 'Email Notification' dropdown, a 'Voicemail Transcription' dropdown, and options to send email when the mailbox is full or after a missed call. At the bottom, there are buttons for 'Back to Users', 'Save', and 'Cancel'.

This “manage recording” button is where you will go record new messages if you want multiple voicemails to choose from.

CONTACTS

Here you will find your own personal interactive contact book.

Attendant Console | Launch Web Phone | Test (3001)+

Home Messages **Contacts** Answering Rules Time Frames Phones Call History

Contacts Add Contact Import Export

Enter a name or extension

Name	Number(s)	Status	Department	Site
Straightline 1	3000			
Straightline 2	3030			
Lab Wall 2140 Bottom Right	103			
test autodial	5009		CS	Buhler
Lab - Algo Ceiling Speaker Ctrl...	4004		Lab	
Lab - Algo Door Relay Control...	4003		Lab	
Eng 2 IdeaTek	205			
Eng test phone #3 IdeaTek	206			
Eng 1 IdeaTek	204			
Eng test phone #4 IdeaTek	207			
Lab - Algo Intercom	4002		Lab	
Kelly Linnens	2001			
John S Cyber Paging Test	6020		Lab	
Field Test Phone	1920		Lab	
Lab - Algo Sip Audio Alerter	4005		Lab	
Lab Algo Sip Paging Bell adapt...	4001		Lab	
John Paging Test	6019			
Aysha Test	1278		CS	Buhler
Eng Test #1	6001			
Eng Test #2	6002			
Eng Test #3	6003			

Everything in BLUE you can interact with. If you click on the BLUE extension number, or phone number it will ring your phone and you can then pick up and it will start calling that person.

Everyone in your company will be in here already, but you can add more contacts as you wish here.

ANSWERING RULES / CALL FORWARDING

ideatek Attendant Console | Launch Web Phone | Test (3001)

Home Messages Contacts Answering Rules Time Frames Phones Call History

Answering Rules / Test (3001) Password Required

Ring for 15 seconds Allow / Block Add Rule

Time Frame	Description
Default Active	Forward always to Call Queue - 3001 (Test) Forward when busy to User - 101 (Lab Wall Top Left 2130) Forward when unanswered to User - 101 (Lab Wall Top Left 2130) Forward when offline to User - 101 (Lab Wall Top Left 2130)

When no answering rules are in effect, calls will ring your extension by default.

Here is the OVERALL ring time. This means that after this set time (15 seconds) the “forward when unanswered” rule will direct this call to whatever you set. In this case it will go to User 101.

Typically you set this to go to Voicemail if unanswered.

You can see that the “default” is Active. This just means that this ring rule will take effect all the time unless told otherwise by a time frame or different rule.

Here is where you can forward your calls to a cell phone, or home phone, voicemail etc. if you like. This page is where you tell your phone what to do when it receives a call DIRECTLY.

These rules do not take place if you are part of a ring group, you will have to make those rules within the ring group

Here is where you will click to Edit the Default Answering Rule.

ANSWERING RULES / CALL FORWARDING

PART 2

Here is where you will set your time frame (if applicable) to this particular answering rule. In this case, Default will remain Default because it will remain active all the time, unless told otherwise by a new answering rule or time frame.

Here is where you set all of your calls to directly forward to your cell phone, home phone, voicemail, whatever you like.

Here is where you will set what you want your call to do if it rings for the set amount of seconds(15) and nobody answers.

ideatek

Attendant Console | Launch Web Phone | Test (3001)

Edit Answering Rule

Time Frame: Default This is when your answering rule will apply

Enabled

Do not disturb

Call screening

Call Forwarding

Always: Call Queue - 3001 (Test)

When busy: User - 101 (Lab Wall Top Left 21)

When unanswered: User - 101 (Lab Wall Top Left 21)

When offline: User - 101 (Lab Wall Top Left 21)

Simultaneous ring

Include user's extension

Ring all user's phones

Answer confirmation for offnet numbers

Just ring user's extension

Cancel Save

If you want all of your calls forwarded to a cell phone or home phone, just click the ALWAYS box, and then enter your phone number area code first in the box to the right.

If you want to set a "fail proof" for if your system goes down for some reason and you need your own calls to go straight to somewhere else automatically, then here is where you enter that, just like you did for "Call Forwarding" top box.

ANSWERING RULES / CALL FORWARDING

PART 3

Uncheck the 'Always' button so that the calls are NOT always forwarded somewhere else.

Click Simultaneous Ring.

Here is where you will go to set multiple extensions to ring with yours if you want. You can also delay other extensions to ring with yours after a set amount of seconds.

Edit Answering Rule

Time Frame: This is when your answering rule will apply

Enabled

Do not disturb

Call screening

Call Forwarding

Always

When busy

When unanswred

When offline

Simultaneous ring

Include user's extension

Ring all user's phones

Answer confirmation for offnet numbers

Just ring user's extension

To add multiple extensions to ring together with your extensions, just type the extension number here and click the green + to the right to add another if you wish.

PHONES / PHONE BUILDER / SPEED DIAL PROGRAMMING SETUP

Here is where you will go to set/change your Speed Dials on your phone if you wish to.

Here is your phone name (Grandstream GXP2130) which you will more than likely have another model 2140, or 2170.

The green checkmark beside it verifies that this phone is registered with the network.

All the way to the right of the screen you will see a faint "Settings or Gear looking button" called "Phone Builder". This is where you will go to adjust or add your speed dials on your desk phone.

Attendant Console | Launch Web Phone | Tyler Radi - 2.0 (3004)

Home Users Conferences Auto Attendants Call Queues Time Frames Music On Hold Inventory Call History

Users / Lab Wall Top Left 2130 (101) **New**

Profile Answering Rules Voicemail **Phones** Advanced

Brightlink PBX App Add Phone

Name	Device Type	IP Address	MAC Address	Line
101	Grandstream GXP2130	8.43.48.252:1312	00:0B:82:D2:65:D7	2

PHONE BUILDER / SPEED DIAL SETUP

Here you will see the layout of your phone. If you click on any of the numbers to the right it will show you on the corresponding button on your phone to the left, this way you know which button you are programming.

After you have set up your speed dials and BLF's the way you want them, click this triangle next to "Save" and choose "Save & Resync"

This will reboot the phone and pull down the new config.

The screenshot shows the 'Phone Builder' interface for a Grandstream GXP-2130 phone. The top navigation bar includes Home, Users, Conferences, Auto Attendants, Call Queues, Time Frames, Music On Hold, Inventory (selected), and Call History. The main header reads 'Inventory / Phone Hardware / Phone Builder'. Below this, the phone's IP address '00:0B:82:D2:65:D7' and model 'Grandstream GXP-2130 - Configuration for 00:0B:82:D2:65:D7' are displayed. A toolbar contains 'Templates' and 'Directory' buttons. The central area features a virtual phone keypad with a blue circle around the number '8'. To the right, a list of 11 speed dial slots is shown. Slot 1 is 'Line Appearance @ 101', slot 2 is 'Line Appearance @ 101', slot 3 is 'Speed Dial @ Page', slots 4-7 are 'Unassigned', slot 8 is 'User (BLF) @ 102' with a 'Custom label (optional)' field, slot 9 is 'User (BLF) @ 103', slot 10 is 'User (BLF) @ 104', and slot 11 is 'Speed Dial @ 6205453555'. At the bottom, there are 'Back to Inventory', 'Cancel', and 'Save' buttons.

"User BLF" option in the drop down is referring to other employees extensions in your company. Choose this option if you are wanting to add other employees extensions.

Here is where you enter the person's extension number, it will auto populate the person if they are indeed a good extension in the company. Click on that after it populates.

Here is where you can type out a "Custom Name or Label" for that extension if you wish. *(Optional)*

The "Speed Dial" option in the drop down is if you want to add an outside phone number and NOT an employees extension. Fill out the fields like above.

MUSIC ON HOLD

Here you can upload Music files (WAV) to YOUR phone ONLY, when you put a person on hold.

Pretty straight forward. Keep in mind this is for your phone only, the Admin will have an area to upload on hold music to the entire domain.

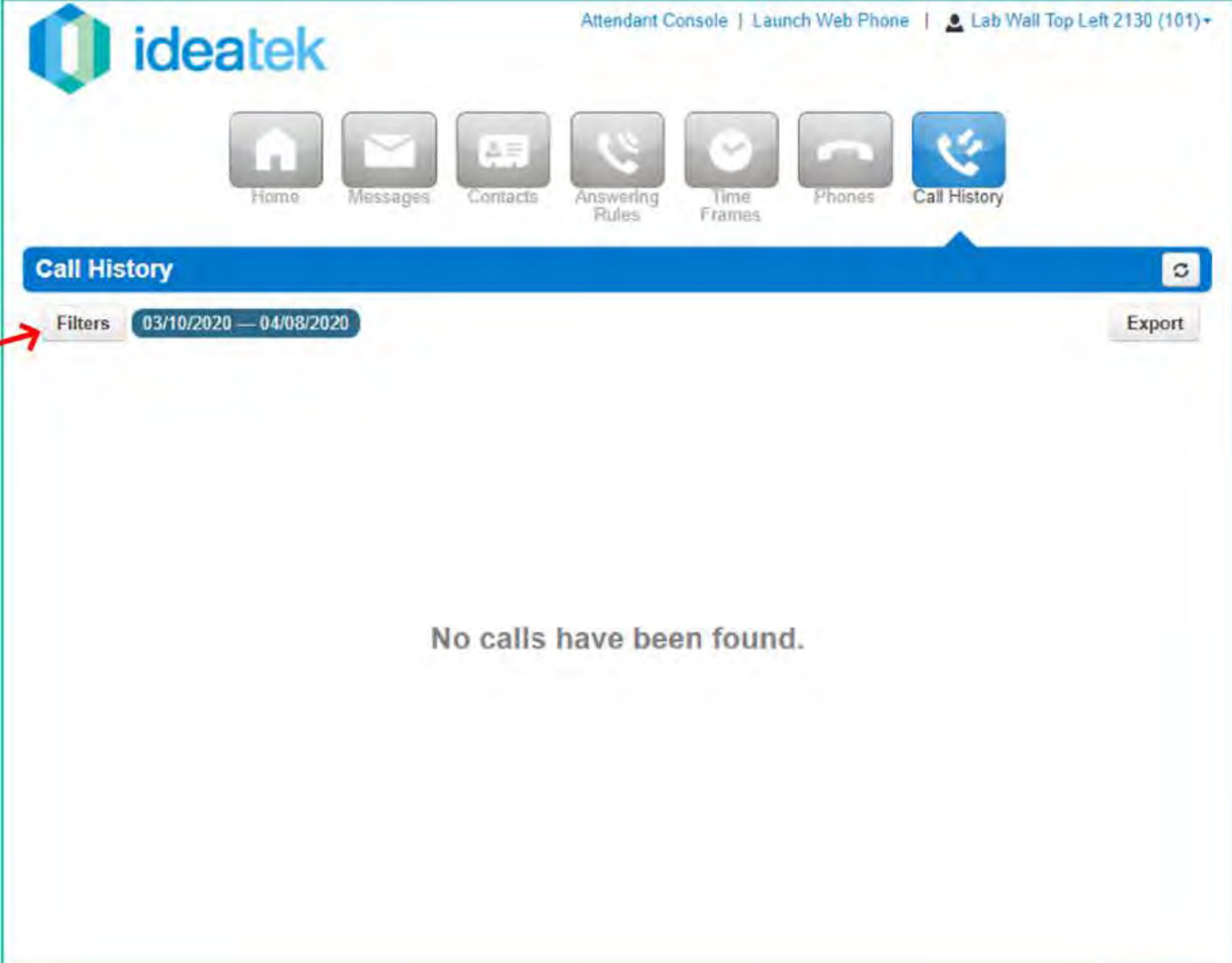
Note: *Be aware of Copyright Laws when uploading music*



CALL HISTORY

Here is where you will find all of your calls in and out of YOUR extension ONLY. Admins will have the ability to see all calls in and out of the entire company.

You can filter your call history by date and type of call in this “Filters” button. Your call history will only keep data up to 31 days.



ideatek

Attendant Console | Launch Web Phone | Lab Wall Top Left 2130 (101)+

Home Messages Contacts Answering Rules Time Frames Phones Call History

Call History

Filters 03/10/2020 — 04/08/2020 Export

No calls have been found.

ADMIN PORTAL

ideatek

Apps | English | Tyler Radi (3004)

Home Users Conferences Auto Attendants Call Queues Time Frames Music On Hold Inventory Call History

Home

CURRENT ACTIVE CALLS

From	Dialed	To	Duration
1 (620) 543-5555 Peter Jung	(404) 913-7424	1 (404) 913-7424	29:05

USERS AND APPLICATIONS

- 71 Users
- 91 Registered Devices
- 184 Total Devices
- 8 Auto Attendants
- 21 Call Queues
- 4 Conferences
- 82 Phone Numbers

USAGE STATISTICS

- 3 Current Active Calls
- 59 Calls Today
- 100 Total Minutes Today
- 2 Avg. Talk Time
- 0 SMS Inbound
- 0 SMS Outbound

CALL GRAPH

Peak Active Calls by Hour for All Calls

Zoom: 1h 1d 1w

My Organization

THIS MONTH

- 8035 Total Minutes
- 11 Peak Active Calls
- 0 SMS Inbound
- 0 SMS Outbound

PREVIOUS MONTH

- 31710 Total Minutes
- 18 Peak Active Calls

Users that have been assigned “Office Manager” duties will have a separate portal page where they can access the entire phone domain. This includes being able to change user names, emails, Time Frames, Auto Attendants etc.

You can tell you are in the Admin portal by the home button looking like an office building and you have more options to choose from.

As you can see, on the **home page** of the Admin page you can see current active calls across the entire domain, registered users, unregistered users and at the very bottom a graph of call volume.

ADMIN PORTAL

The screenshot shows the ideatek Admin Portal interface. At the top, there is a navigation bar with the ideatek logo, a user profile for Tyler Radi (3004), and a menu of icons. The 'Users' icon is highlighted in blue. Below the navigation bar, there is a 'Users' section with a search bar and several buttons: 'Add Ring Group', 'Shared Contacts', 'Import', 'Export', and 'Add User'. A table of users is displayed below, with columns for Name, Extension, Department, and Site. The 'Name' column is highlighted in blue. A red arrow points from the 'Users' menu icon to the 'Name' column header, and another red arrow points from the 'Name' column header to the name 'Stas Zotov' in the table.

Name	Extension	Department	Site
<input type="checkbox"/> Stas Zotov	3001	Customer Service	
<input type="checkbox"/> Ben Wolff	3051	Sales	
<input type="checkbox"/> Lori Willems (Front Desk)	3007	Sales	
<input type="checkbox"/> Alec Wetig New	3053	Airflight	
<input type="checkbox"/> Craig Tyler New	3040	Billing	
<input type="checkbox"/> Ellie Todd New	3059	ADMIN	
<input type="checkbox"/> OSP to CS Ring Group Auto Attendant	7004		
<input type="checkbox"/> Hubris Time Frame Toggle New	2502		
<input type="checkbox"/> Stupid Test Test Call Queue	8000		
<input type="checkbox"/> BTI Test Call Group Call Queue	2055		
<input type="checkbox"/> Tyler Test New	102		
<input type="checkbox"/> test test New	1235		
<input type="checkbox"/> Shannon Teeter	4002		
<input type="checkbox"/> Giant Support Call Queue	2501		
<input type="checkbox"/> Tonya Stubbs	3029	Sales	

This button is the **Users menu**. In this menu you can access ALL the Users that are in your domain and make changes to any user you wish.

Anything that has the blue font color you can interact with by clicking on it.

To access a specific User's profile just click on their name.

ADMIN PORTAL

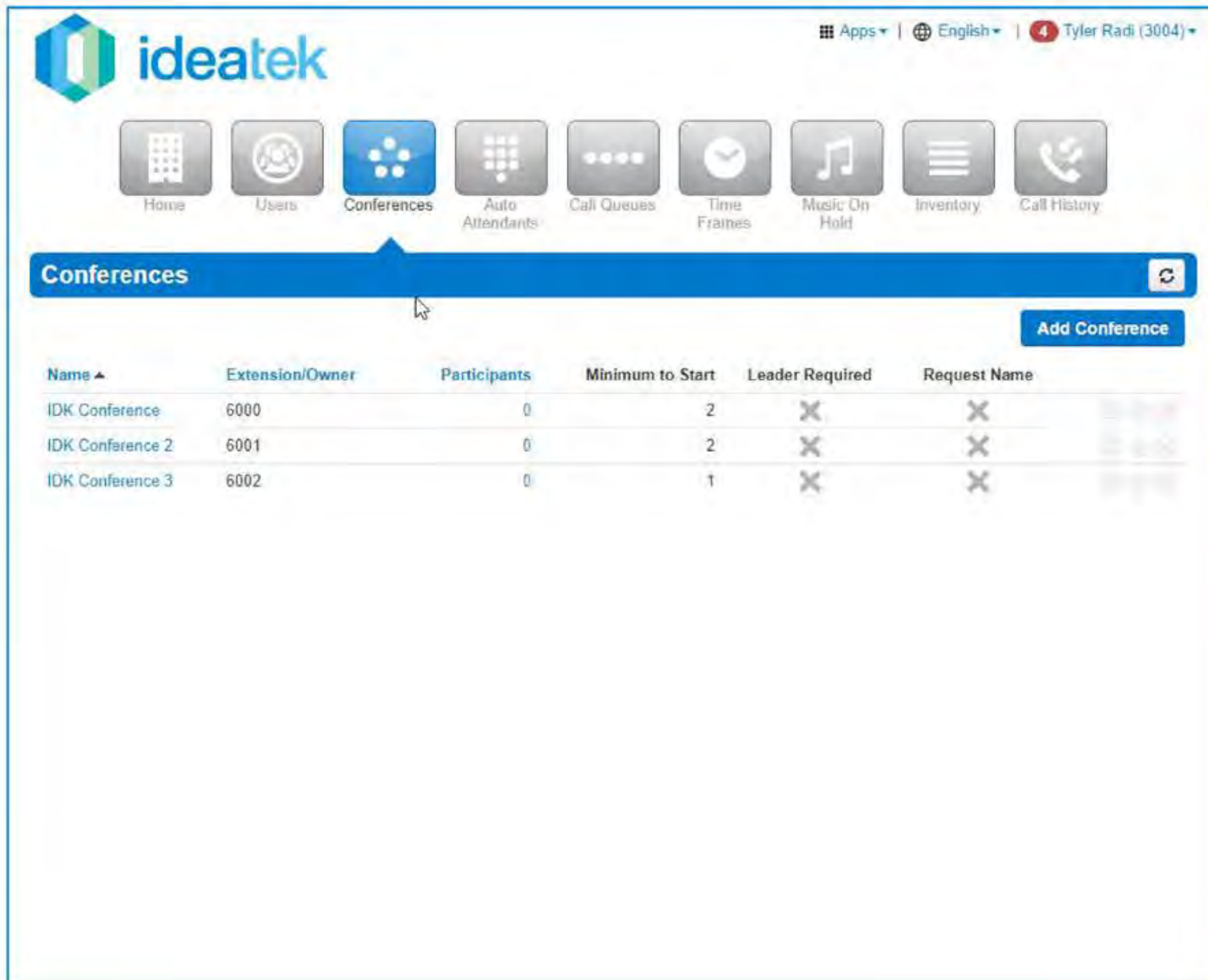
The screenshot shows the Ideatek Admin Portal interface. At the top left is the Ideatek logo. To the right are links for 'Apps', 'English', and a user indicator 'Tyler Radi (3004)'. Below this is a navigation bar with icons for Home, Users, Conferences, Auto Attendants, Call Queues, Time Frames, Music On Hold, Inventory, and Call History. The 'Users' icon is highlighted with a blue background. Below the navigation bar is a breadcrumb trail: 'Users / Stas Zotov (3001)'. Underneath is a sub-menu with 'Profile', 'Answering Rules', 'Voicemail', 'Phones', and 'Advanced'. The 'Profile' tab is selected and highlighted with a red arrow. The main content area is titled 'Profile Information' and contains several form fields: First Name (Stas), Last Name (Zotov), Login Name (3001@IdeaTek), Department (Customer Service), Site (empty), Timezone (US/Central), User's Scope (Reseller), Record User's Calls (No), and Directory Options (Announce in Audio Directory checked). At the bottom are buttons for 'Back to Users', 'Save', and 'Cancel'.

Once you click on a User it will open their **Profile Menu**.

Here you can make changes as needed per User.

Once you click on a User it will open their Profile Menu. Here you can make changes as needed per User. To make changes to voicemail, answering rules etc, refer to the above slides.

ADMIN PORTAL



The screenshot shows the ideatek Admin Portal interface. At the top left is the ideatek logo. To the right, there are navigation options: Apps, English, and a user profile for Tyler Radi (3004). Below this is a row of icons for Home, Users, Conferences (highlighted), Auto Attendants, Call Queues, Time Frames, Music On Hold, Inventory, and Call History. A blue bar labeled 'Conferences' is active, with a refresh icon on the right and an 'Add Conference' button. Below the bar is a table with the following data:

Name ▲	Extension/Owner	Participants	Minimum to Start	Leader Required	Request Name
IDK Conference	6000	0	2	✗	✗
IDK Conference 2	6001	0	2	✗	✗
IDK Conference 3	6002	0	1	✗	✗

The **Conference Menu** is where we can assign a Conference Bridge DID so that you can host a conference where a designated number of callers can join in. You can set up a PIN to enter the conference room as well as a leader PIN to set up. If this is an option you would like, please call us so we can get you a DID assigned and ready.

ADMIN PORTAL

The screenshot shows the ideatek Admin Portal interface. At the top left is the ideatek logo. On the top right, there are navigation links for 'Apps', 'English', and a user profile for 'Tyler Radi (3004)'. Below the header is a horizontal menu with icons for 'Home', 'Users', 'Conferences', 'Auto Attendants', 'Call Queues', 'Time Frames', 'Music On Hold', 'Inventory', and 'Call History'. The 'Auto Attendants' icon is highlighted with a blue background and a mouse cursor. Below the menu is a blue header for the 'Auto Attendants' section, which includes a refresh icon and an 'Add Attendant' button. The main content area contains a table with columns for 'Name', 'Extension', and 'Timeframe'. The table lists several auto attendant configurations, each with a play button icon on the left and edit/delete icons on the right.

Name	Extension	Timeframe
▶ Main Office Auto Attendant	1000	Default ⓘ
▶ Outage AA	1001	Outage Message ⓘ
▶ Weather AA	1002	Weather Outage Message ⓘ
▶ Storage and Event Center	1003	Open Hours ⓘ, After Hours ⓘ
▶ Hubris Auto Attendant	1004	After Hours ⓘ
Main Ring Group	7002	Default ⓘ
Ring Back	7111	Default ⓘ
▶ Airlight AA	9001	Always ⓘ

This is the **Auto Attendant Menu**.

Here you can set up an Auto Attendant if you wish to have an automated message with a menu that callers can press to direct them to a certain extension or group.

ADMIN PORTAL

The screenshot shows the ideatek Admin Portal interface. At the top, there is a navigation bar with the ideatek logo, a language dropdown set to 'English', and a user profile for 'Tyler Radi (3004)'. Below the navigation bar is a row of icons for various system features: Home, Users, Conferencing, Auto Attendants (highlighted), Call Queues, Time Frames, Music On Hold, Inventory, and Call History. The main content area is titled 'Auto Attendants' and contains a list of existing auto attendants on the left and a table on the right. A modal window titled 'Add an Auto Attendant' is open in the center, with a red arrow pointing to the 'Add Attendant' button in the background. The modal form has the following fields:

- Name:
- Extension:
Note: Extension cannot be changed
- Time Frame:

At the bottom of the modal are 'Cancel' and 'Add' buttons.

Setting up an Auto Attendant:
Click on Add Attendant

Here it will pop up this menu that you will have to:
Name the attendant whatever you wish.
Give it an extension that is not in use and select a time frame to apply to the attendant.
* see time frame set up above to create a time frame* click Add

ADMIN PORTAL

ideatek

Apps | English | 4 Tyler Radl (3004)

Home Users Conferences **Auto Attendants** Call Queues Time Frames Music On Hold Inventory Call History

Auto Attendants

Auto Attendant Name: New AA

Extension: 2345

Intro Greetings:

Menu Prompt

Dial Pad Menu

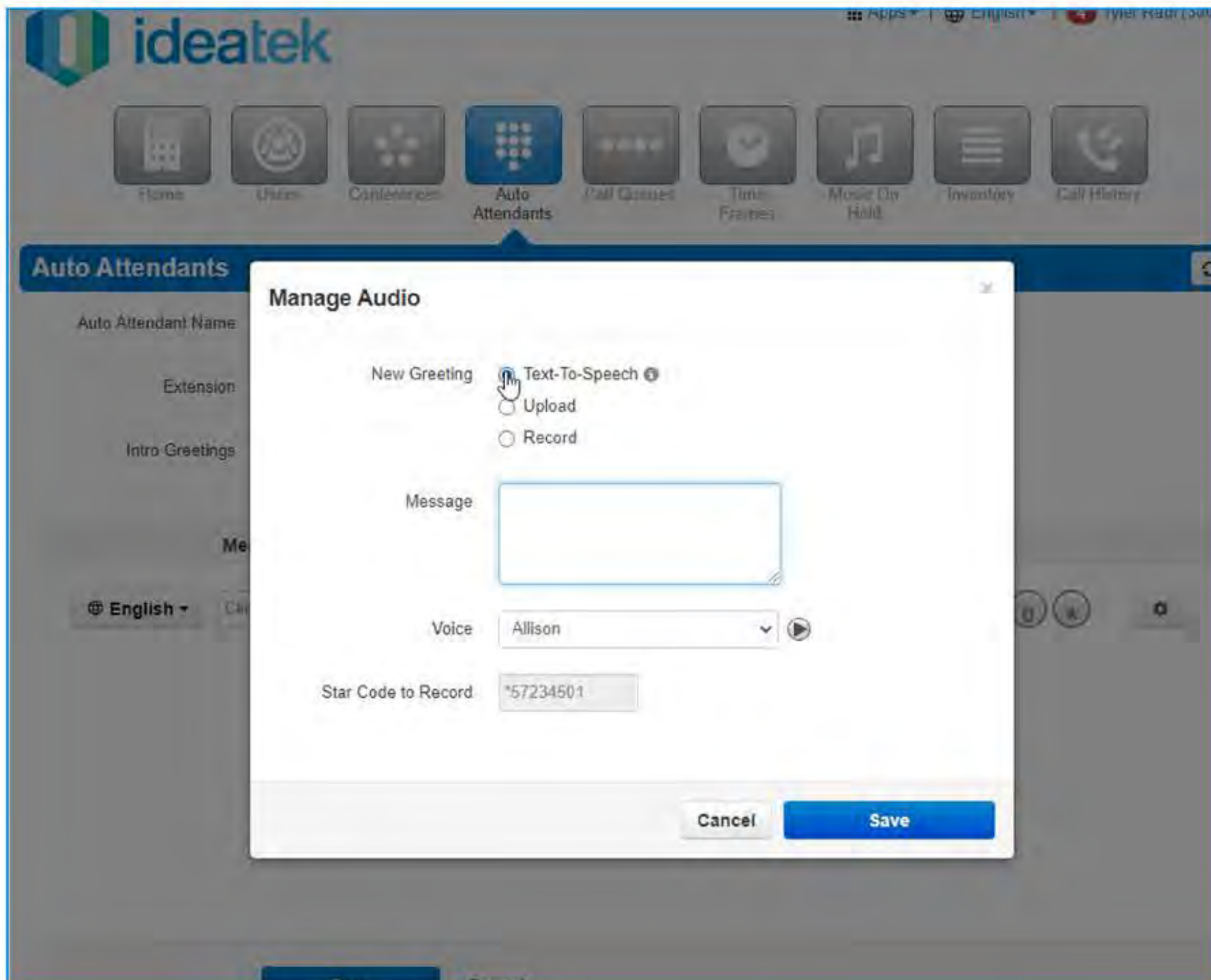
English Click to add a new menu prompt

Save Cancel

After you add the auto attendant it will bring you to this menu. Choose the manage recording button.

Here you will need to either Record, Upload or use the new feature "Text to Speech" where you can just type what you want your message to be and choose the voice you want to play. You can review it after you type it out. *see next slide*

ADMIN PORTAL



When you press the manage audio button, this menu will pop up. Here you will choose to record, upload or text to speech option as previously stated. After you choose your option you will click Save.

ADMIN PORTAL

ideatek

Apps | English | Tyler Radi (3004)

Home Users Conferences **Auto Attendants** Call Queues Time Frames Music On Hold Inventory Call History

Auto Attendants

Auto Attendant Name: New AA

Extension: 2345

Intro Greetings

Menu Prompt: English | 0:01 | test test tes

Choose Application

Dial Pad Menu: 1 2 3 4 5 6 7 8 9 0 *

Choose a new application:

- User
- Conference
- Call Queue
- Directory
- Voicemail
- Voicemail Management
- External Number
- Play Message
- Repeat Prompt
- Add Tier

Save Cancel

Here you will choose what to assign each button that a caller will press.

Click on the number you wish to program and then choose from the menu that pops up. Here we will choose USER to assign a specific Extension to ring when the number 1 is pressed.

ADMIN PORTAL

ideatek

Apps | English | Tyler Radi (3004)

Home Users Conferences **Auto Attendants** Call Queues Time Frames Music On Hold Inventory Call History

Auto Attendants

Auto Attendant Name: New AA

Extension: 2345

Intro Greetings: [Speaker Icon]

Menu Prompt: English | 0:01 test test tes

Dial Pad Menu: 1 2 3 4 5 6 7 8 9 0 * #

Choose the User to send the call to when 1 is pressed: Enter name, extension

Caller ID Prefix: [Input]

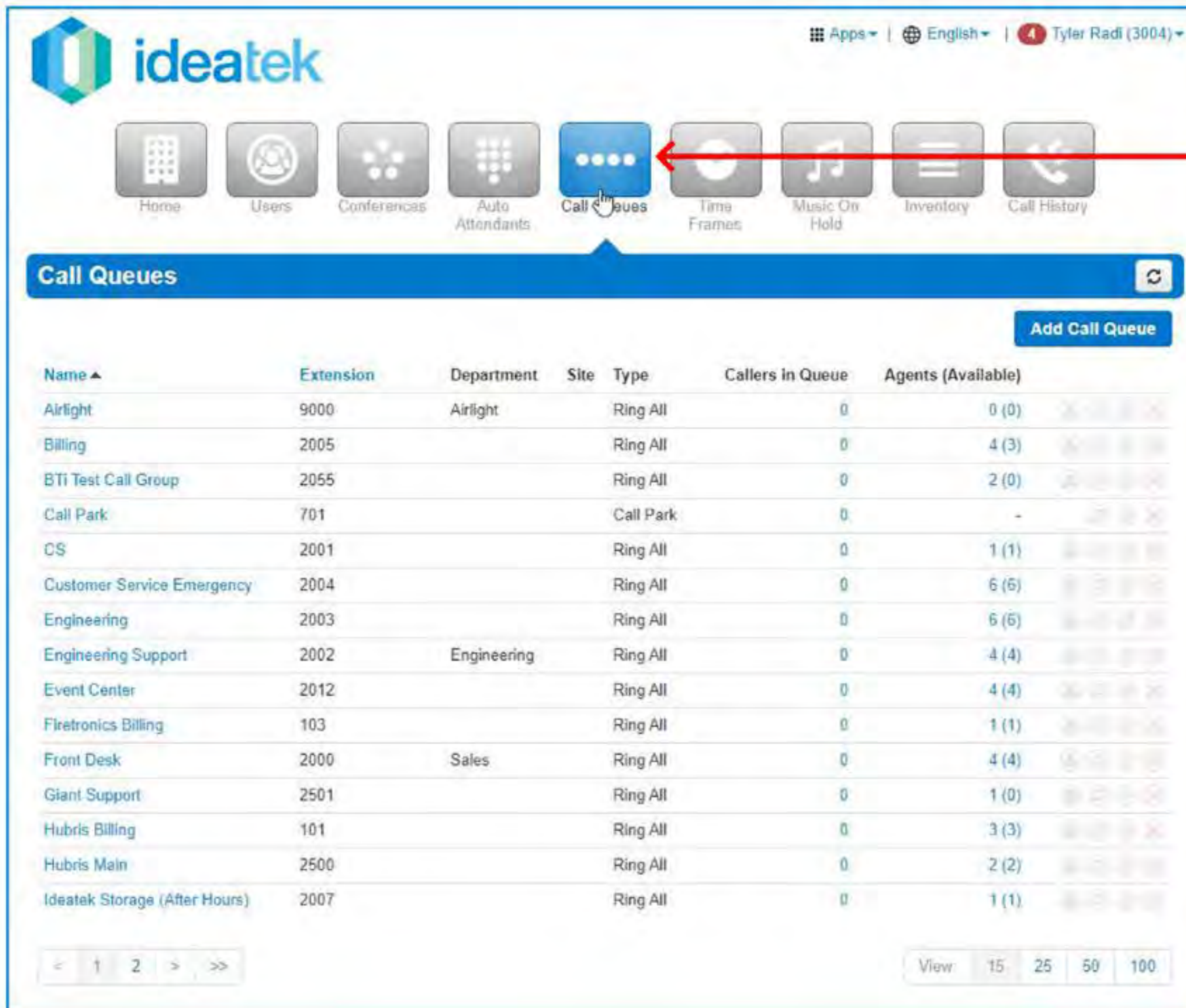
Remove

Save Cancel

Now that we chose USER to assign the button number 1 to this menu will pop up.

Here you will start typing the name or extension number of the person you want assigned to the button. Click save. Repeat for other assignments.

ADMIN PORTAL



The screenshot shows the Ideatek Admin Portal interface. At the top left is the Ideatek logo. To the right are navigation options: 'Apps', 'English', and a user profile for 'Tyler Radi (3004)'. Below this is a horizontal menu with icons for Home, Users, Conferencas, Auto Attendants, Call Queues, Time Frames, Music On Hold, Inventory, and Call History. A red arrow points to the 'Call Queues' icon. Below the menu is a 'Call Queues' header with a refresh icon and an 'Add Call Queue' button. The main content is a table listing various call queues with columns for Name, Extension, Department, Site, Type, Callers in Queue, and Agents (Available). At the bottom, there are pagination controls and a 'View' dropdown menu.

Name ▲	Extension	Department	Site	Type	Callers in Queue	Agents (Available)
Airlight	9000	Airlight		Ring All	0	0 (0)
Billing	2005			Ring All	0	4 (3)
BTI Test Call Group	2055			Ring All	0	2 (0)
Call Park	701			Call Park	0	-
CS	2001			Ring All	0	1 (1)
Customer Service Emergency	2004			Ring All	0	6 (5)
Engineering	2003			Ring All	0	6 (5)
Engineering Support	2002	Engineering		Ring All	0	4 (4)
Event Center	2012			Ring All	0	4 (4)
Firetronics Billing	103			Ring All	0	1 (1)
Front Desk	2000	Sales		Ring All	0	4 (4)
Giant Support	2501			Ring All	0	1 (0)
Hubris Billing	101			Ring All	0	3 (3)
Hubris Main	2500			Ring All	0	2 (2)
Ideatek Storage (After Hours)	2007			Ring All	0	1 (1)

Here is the **Call Queue Menu**.

In this menu you can create Call Queues or Call Groups that you can assign multiple extensions to that will ring all together. Keep in mind that if you use this option you cannot delay certain extensions to ring after a predetermined time. You will need to set those up under answering rules of a certain group or user.

ADMIN PORTAL

Add a Call Queue

Basic

Name

Extension

Note: Extension cannot be changed

Department

Site

Type

- Round-robin (longest idle)
- Ring All
- Linear Hunt
- Linear Cascade
- Call Park

Cancel

If you want to add a new Call Queue, click Add Call Queue and this menu will pop up. Name the Queue and give it an extension not in use.

You can choose what type of Queue you want by choosing one of the buttons. Here we will choose RING ALL.

ADMIN PORTAL

Add a Call Queue Ring All

Basic Pre Queue Options In Queue Options SMS

Name

Extension New

Note: Extension cannot be changed

Department

Site

Type Round-robin (longest idle) Ring All Linear Hunt Linear Cascade Call Park

Phone Number

























Record Calls

Statistics

After you choose the Ring All button, it will bring up more options to choose from.


For now, just click the NEXT button twice until you can save it and it takes you back out to the Call Queue list.

ADMIN PORTAL

Ring Back	7110	Ring All	0	3 (3)	   
Storage	2011	Ring All	0	4 (3)	   
Storage Billing	100	Ring All	0	2 (1)	   
Stupid Test Test	8000	Ring All	0	1 (1)	   
test	5874	Ring All	0	0 (0)	   
Weather Response	2010	Ring All	0	0 (0)	   

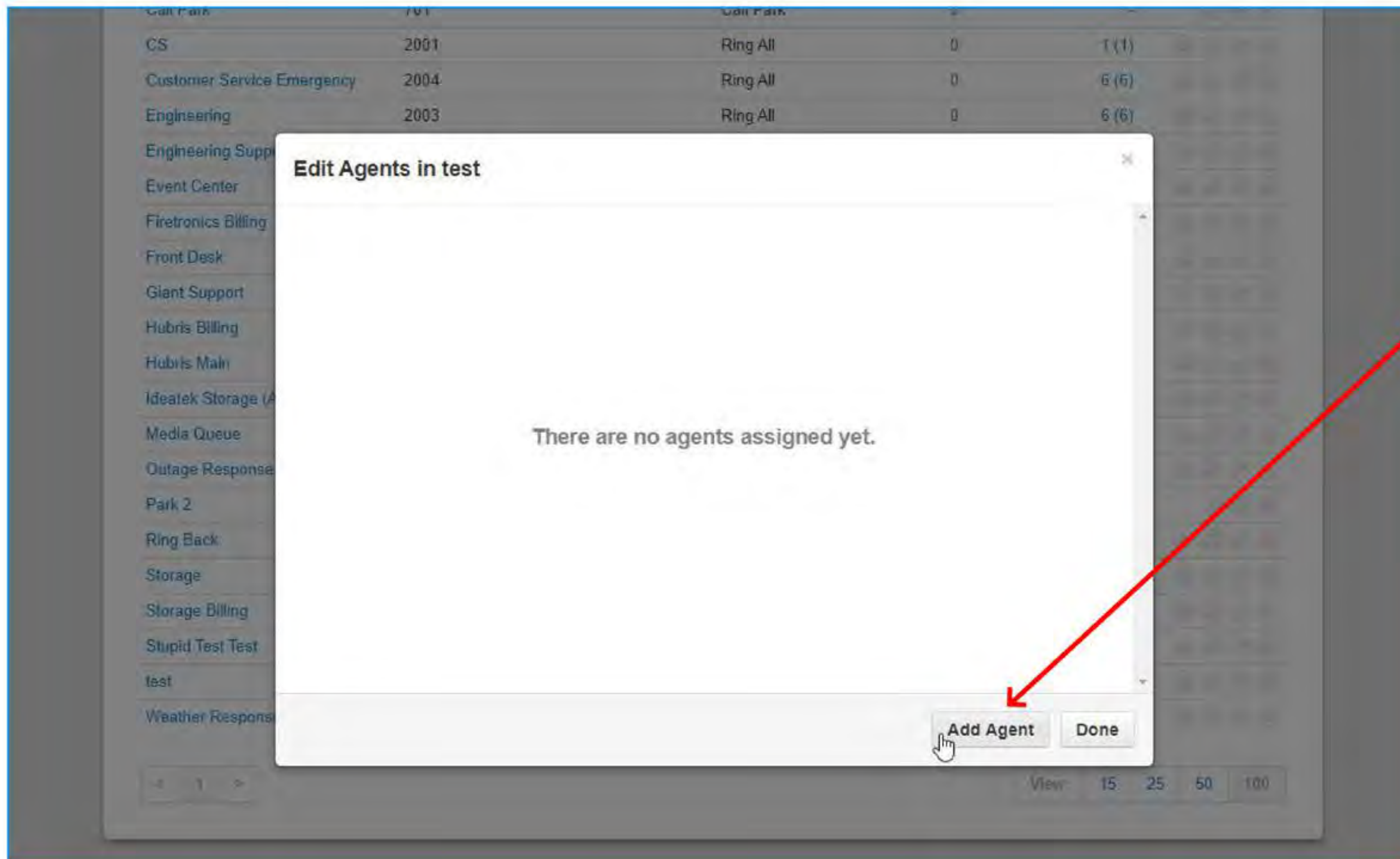
< 1 >

View: 15 25 50 100



Back at the list of Call Queues you can click on Agents number (in this instance it is 0 (0) because we have not added any yet.) here we can add all the users we want to be in this Queue.

ADMIN PORTAL



After you click on the Agents this menu will pop up.

Here you will click Add Agent.

ADMIN PORTAL

Edit Agents in test

Agent Phone: 3007

Status: 3007 (Lori Willems (Front Desk))

Wrap up time (sec): 0 to 300

Max Simultaneous Calls: 3

Max SMS Sessions: 0 to 5

Queue priority for agent: 1

Request Confirmation

Cancel Save Agent

There are no agents assigned yet.

Add Agent Done

Type in the name or extension of the User you want to add. You can add multiple users if you wish.

Slide the box over to show 3 Max Simultaneous Calls.

Click SAVE AGENT.
Click ADD AGENT.

ADMIN PORTAL

The screenshot shows the ideatek Admin Portal interface. At the top left is the ideatek logo. To the right, there are navigation options: 'Apps', 'English', and a user profile for 'Tyler Radi (3004)'. Below this is a row of nine icons representing different system features: Home, Users, Conferences, Auto Attendants, Call Queues, Time Frames, Music On Hold (highlighted with a blue background and a musical note icon), Inventory, and Call History. Below the icons is a blue header bar for the 'Music On Hold' section, which includes a search bar and a refresh icon. To the right of the search bar are 'Settings' and 'Add Music' buttons. Below the header is a table with three columns: 'Song Name', 'Duration', and 'Filesize'. The table contains two entries: 'IDk owned On Hold 2' with a duration of 2:22 and a filesize of 1.09 MB, and 'IDK Owned ON Hold 1' with a duration of 2:48 and a filesize of 1.28 MB. A red arrow points from the text on the right to the 'Add Music' button.

Apps | English | Tyler Radi (3004)

Home Users Conferences Auto Attendants Call Queues Time Frames Music On Hold Inventory Call History

Music On Hold

Find a user's or site's music

Settings Add Music

Song Name	Duration	Filesize
IDk owned On Hold 2	2:22	1.09 MB
IDK Owned ON Hold 1	2:48	1.28 MB

Here you can add **Music On Hold** for your ENTIRE Domain whenever a caller is put on hold. Just click Add Music and upload. This needs to be a WAV or MP3 file.

ADMIN PORTAL

ideatek

Apps | English | Tyler Radt (3004)

Home Users Conferences Auto Attendants Call Queues Time Frames Music On Hold **Inventory** Call History

Inventory

Phone Numbers SMS Numbers Phone Hardware Fax Accounts

Filters Export

Phone Number	Treatment	Destination	Notes
(316) 282-8022	User	2500 (Hubris Main)	Hubris - Newton
(316) 500-1032	User	4005 (Steve Saner)	
(316) 500-1932	User	3051 (Ben Wolff)	
(316) 500-1933	User	3054 (Brooke Myers)	
(316) 858-3000	User	2500 (Hubris Main)	Hubris Main number
(316) 858-4638	User	2500 (Hubris Main)	Hubris - SKT
(316) 869-0180	User	2500 (Hubris Main)	Hubris - SKT DID
(316) 869-0725	User	2500 (Hubris Main)	Hubris - SKT
(316) 869-0727	User	2501 (Giant Support)	Hubris - Giant Support
(620) 227-9800	User	2500 (Hubris Main)	Hubris - Dodge City
(620) 275-1900	User	2500 (Hubris Main)	Hubris - GCK
(620) 307-3300	User	2500 (Hubris Main)	Hubris - Arkansas City
(620) 466-5900	User	2001 (CS Call Queue)	callqueue - Test
(620) 500-5919	User	1234 (Test Ring Group)	
(620) 500-7446	User	2008 (Media Call Queue)	

Inventory Tab will give you the list of DID's that you have in your domain to use as well as point them at any User, Call Queue, Auto Attendant that you want.

Click on the phone number and it will prompt you to choose the 'Treatment' which is where you will choose where you want to point the DID at.

Inventory

Phone Numbers SMS Numbers

Filters Export

Edit (316) 282-8022

Enable Time Frames: No

Enable DID: Yes

Treatment: User

Enable Date: [Date Picker]

User: 2500 (Hubris Main)

Language: Select default Language

Caller ID Prefix: HUB-

Notes: Hubris - Newton

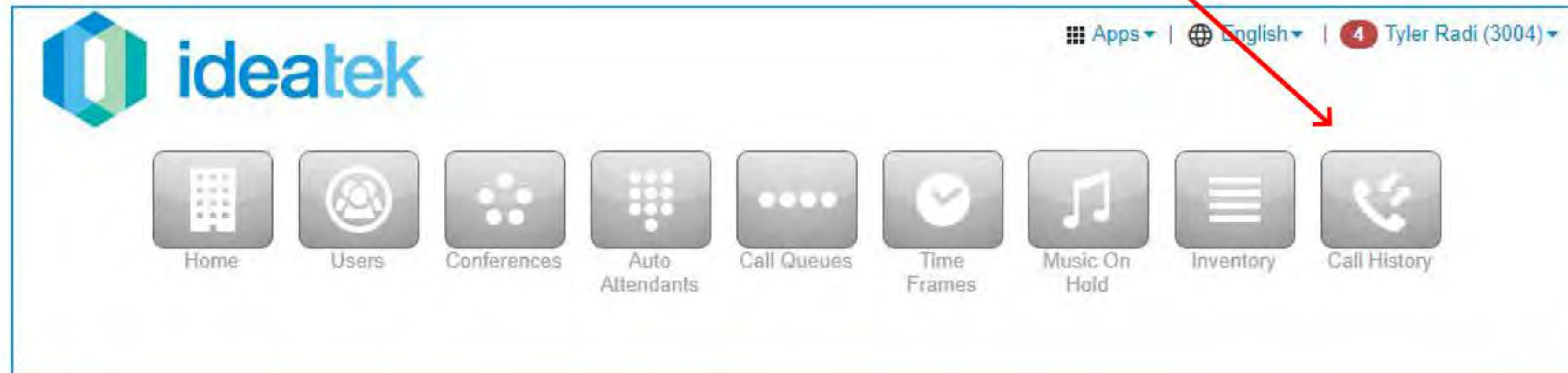
Limited to 54 characters

Cancel Save

ADMIN PORTAL

The **Call History** button:

This Call History menu will give the Admin the ability to see every call inbound and outbound throughout the entire domain. You can filter your search through the Filter button.





**WE WILL BE ADDING TO THIS DOCUMENTATION
AS WE GO SO WE MIGHT BE SENDING YOU
UPDATE VERSIONS PERIODICALLY.**

**AS ALWAYS, IF YOU HAVE ANY QUESTIONS
PLEASE EMAIL US AT HELP@IDEATEK.COM
OR CALL US AT 620-543-5555. THANKS!**

