Business All-in-One℠ Bundle Customer Training Guide

A guide to getting the most out of your Business All-in-One service

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1   Getting Started

1.1   What's Business All-in-One?

Business All-in-One is a packaged solution of voice and data services which unifies all of a customer's communications on a single IP infrastructure. Using Hawaiian Telcom's state-of-the-art MPLS network, one converged connection delivers both telephony and data services.

Business All-in-One includes the following services:
- High-Speed Internet Access
  - 7 or 11 Mbps DSL service
  - 1 Static IP address
  - 20 Email boxes
  - Domain Name Registration
  - Hot Spot connectivity
- Phone Service
  - Local Service
  - Standard Centrex Features
  - Unlimited Nationwide Calling (includes calls to American Samoa, Guam, Puerto Rico, Northern Mariana Islands and the U.S. Virgin Islands)
  - Direct Dialing
  - Fax machine support (2 fax Telephone Numbers)
- Advanced Business Features
  - Automated Attendant
  - Voicemail-to-Email
  - Business Anywhere (Find Me / Follow Me)
  - Remote Office
  - Emergency Call Forward (Call Forward – Not Available)
  - User Web Portal
- Equipment
  - Integrated Access Device / Router
  - LAN switch with Power over Ethernet (PoE)
  - Uninterruptible Power Supply
  - Polycom IP Phones (either purchased or rented)
  - 24x7 Maintenance (included with rented phones or optional with purchased phones)

1.2   Course Description

This course is a one hour introduction to the Business All-in-One service for the group administrator (GA) and end users who've just gone live with the service.

1.3   Audience

This course is intended for users who have direct access to their BAiO services, including both phone and Internet service.

1.4   What You'll Learn

As a Group Administrator, you'll learn:

Voice Portal Interface

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- Logging In and Out

- Changing Default Passwords

- Administering the Automated Attendant

Web Portal Interface

- Logging In and Out

- Changing Default Passwords

- Administering the Automated Attendant

As an end user, you will learn:

IP Phone Telephone User Interface

- Placing, Answering and Holding Calls

- Transferring and Forwarding Calls

- Conferencing Calls

- Assigning Speed Dials

- Voice Mail

Web Portal User Interface

- Logging In and Out

- Changing Standard User Preferences

- Voicemail-to-Email

- Remote Office

- Call Manager

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2   Numbers and Passwords

2.1   Overview

The system has various numbers and passwords for both users and the Group Administrator which allow them to modify the behavior of the Business All-in-One service.

The information below is specific to your Business All-in-One installation.

2.2   Voice Portal Interface

The Voice Portal Telephone Number is:

The Voice Portal Extension Number is:

The Voice Portal Group Administrator Password is:

The default Voice Portal User Password is:

2.3   Web Portal Interface

The Web Portal URL is:

https://bvoip.hawaiiantel.com

The Web Portal Group Administrator User ID is:

The Web Portal Group Administrator Password is:

IZ_ _ _ _ _ _@BVoIP

The default Web Portal User Password is:

IZ_ _ _ _ _ _@BVoIP

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3 Working with the Group Administrator Account

3.1 Voice Portal Interface

The Voice Portal interface is used by the Group Administrator to record Auto Attendant greetings and change the default Voice Portal passwords.

3.1.1 Log in From an IP Phone at your Office:

1. Dial the Voice Portal Extension Number.
2. The system will welcome you and request a passcode or the star key (*). Press the star key (*).
3. The system will request a mailbox ID. Enter your Voice Portal Extension Number, followed by the pound key (#).
4. The system will request a passcode. Enter the Voice Portal Group Administrator Password, followed by the pound key (#).

3.1.2 Log in From an External Phone outside of the Office:

1. Dial the Master Voice Portal Telephone Number at 643-2246 (BAiO).
2. The system will request a mailbox ID. Enter your 10 digit Voice Portal Telephone Number, followed by the # key.
3. The system will request a passcode. Enter the Voice Portal Group Administrator Password, followed by the pound key (#). The Voice Portal announces its Main Menu.

3.1.3 Changing the default passcode (Group Administrator)

After you log in as an administrator, the Voice Portal announces the Main Menu:

- To change an auto attendant's greetings, press 1.
- To go to the Branding Configuration menu, press 2.
- To change your passcode, press 8.
- To exit the Voice Portal, press 9.
- To repeat this menu, press the pound key (#).

Select 8, and follow the prompts to change your default password.

3.1.4 Changing the default Auto Attendant Greetings (Group Administrator)

After you log in as a Group Administrator, the Voice Portal announces the Main Menu:

- To change an auto attendant's greetings, press 1.
- To go to the Branding Configuration menu, press 2.
- To change your passcode, press 8.
- To exit the Voice Portal, press 9.
- To repeat this menu, press the pound key (#).

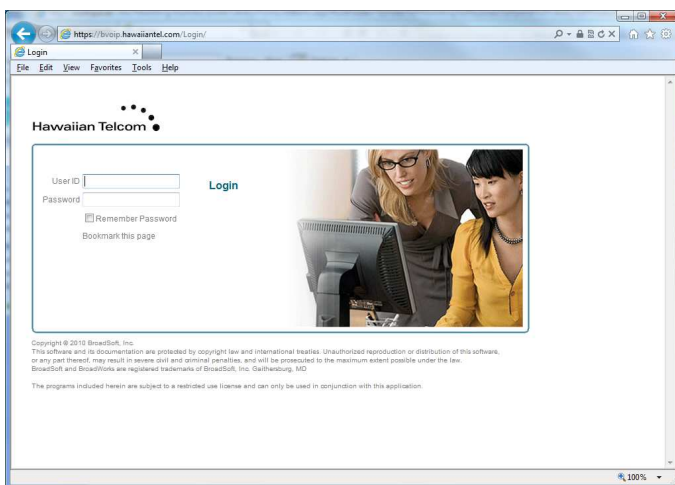Select 1, and follow the prompts to change your greetings.

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3.2   Web Portal Interface (Group Administrator)

3.2.1   Logging In and Out for the First Time:

The group administrator account has been set up by your Service Provider. Please navigate to the link listed below:

https://bvoip.hawaiiantel.com

You will then be presented with the standard login screen:

Enter the Web Portal Group Administrator User ID and Web Portal Group Administrator Password and click Login.

Once you have logged in, you will be asked to change your password. Please do so, remembering that your password must include all of the following:

- At least 6 characters

- At least 1 number

- At least 1 uppercase character

- At least 1 lowercase character

- At least 1 non-alphanumeric character (! @ # $ %, etc.)

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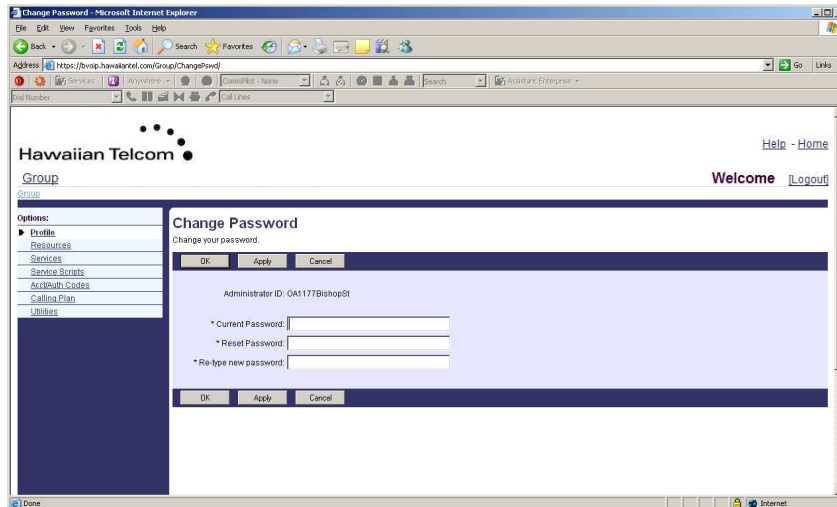
Once this is done, you will be presented with the Group Administrator home screen:
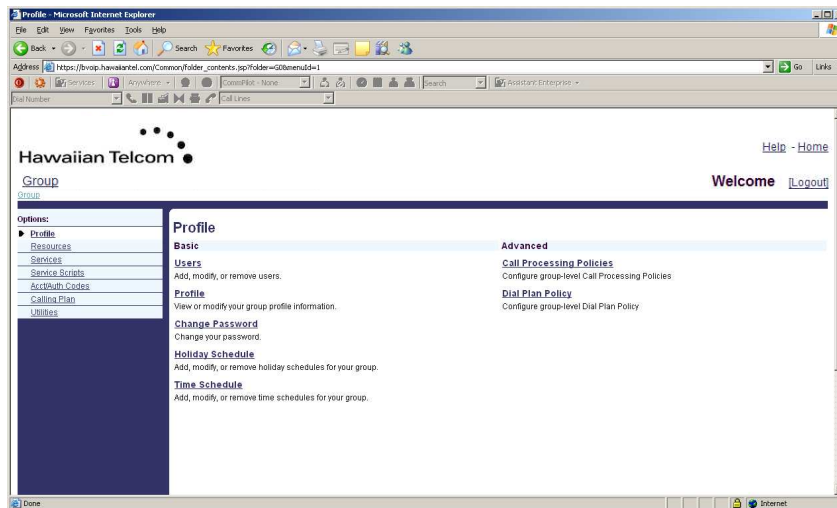
3.2.2 Logging Out:

To log out of the Group Administrator account, simply click the **Logout** link in the upper right hand corner.

3.3 Administering the Automated Attendant (Group Administrator)

### 3.3.1 Viewing or changing the current Automated Attendant Time Schedule

The Auto Attendant provides inbound callers with either a Business Hours Menu or an After Hours Menu, depending upon whether it determines that your business is either open or closed. It determines this by comparing the current date and time with your Time Schedule and Holiday Schedule.

If the current date and time falls within the Time Schedule that you assigned as your Business Hours, then it offers the inbound caller your Business Hours Menu.

If the current date and time falls outside of the Time Schedule you assigned to your Business Hours, or if it matches the time and date specified in your Holiday Schedule, then it offers the inbound caller your After Hours Menu.

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To view or change your current Time Schedule, from the home Group Administrator screen, click on the "Schedules" link:
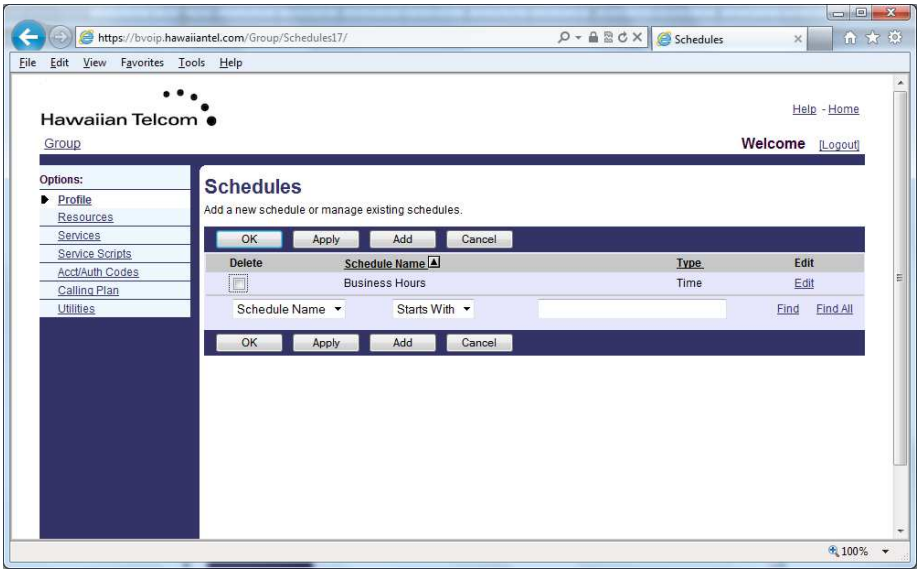
You will then be presented with an opportunity to define a Time Schedule.
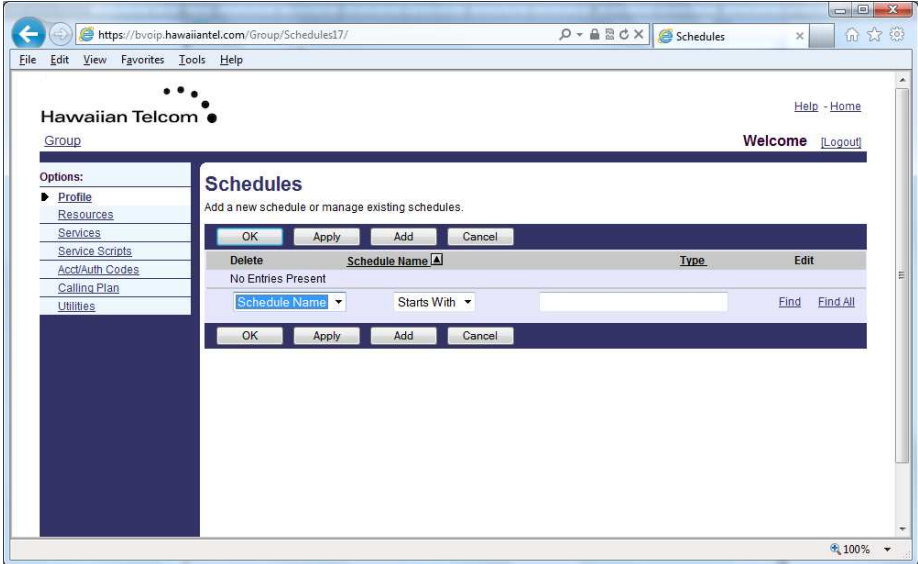
Click **Add** to define a new schedule. You will be presented with the following screen:

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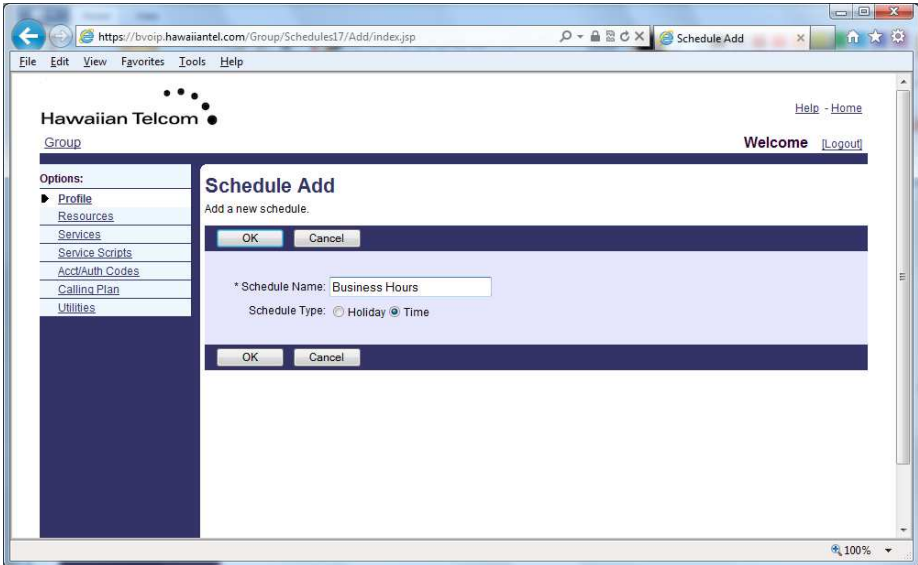
Enter a name for your Schedule and select **Time** as the Schedule Type. Click **OK** and your schedule will appear on this list.

To define the Business Hours, click the newly-create schedule. You will then be presented with the opportunity to change the hours.
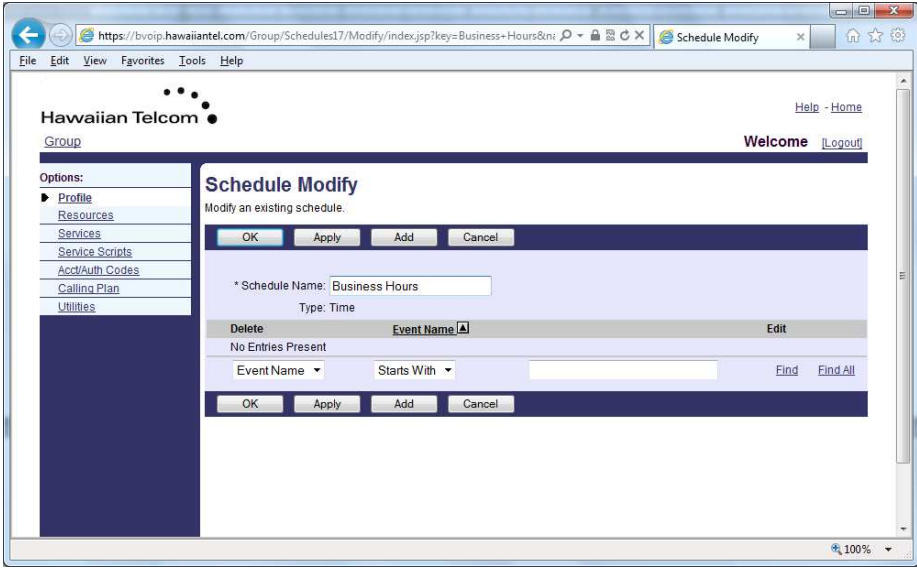
Click **Add** to add a new event. In this example, we will define our business hours to be 7:30AM to 5:00PM, Monday to Friday.

Enter an **Event Name**, and select the **Start Date** as a Monday, Start Time as 7:30AM. Select the **End Date** also as the same Monday, End Time as 5:00PM. We will then tell the system to repeat itself from Monday to Friday, by selecting the **Recurrence Pattern** as **Weekly**. You can then select which days of the week you want to repeat the Monday schedule for. In this example, we set the Monday schedule to repeat on Tuesday, Wednesday, Thursday and Friday.

You can also tell the system to **End** after a specific date, after the number of repeat occurrences, or **Never**. In this example, we set the regular hours as never ending.

To change your regular hours of operation, simply modify these time settings.

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3.3.2 Viewing or changing the current Automated Attendant Holiday Schedule

The Holiday Schedule is used to set up specific holiday times and days on which your business will automatically play the After Hours Menu to inbound callers.
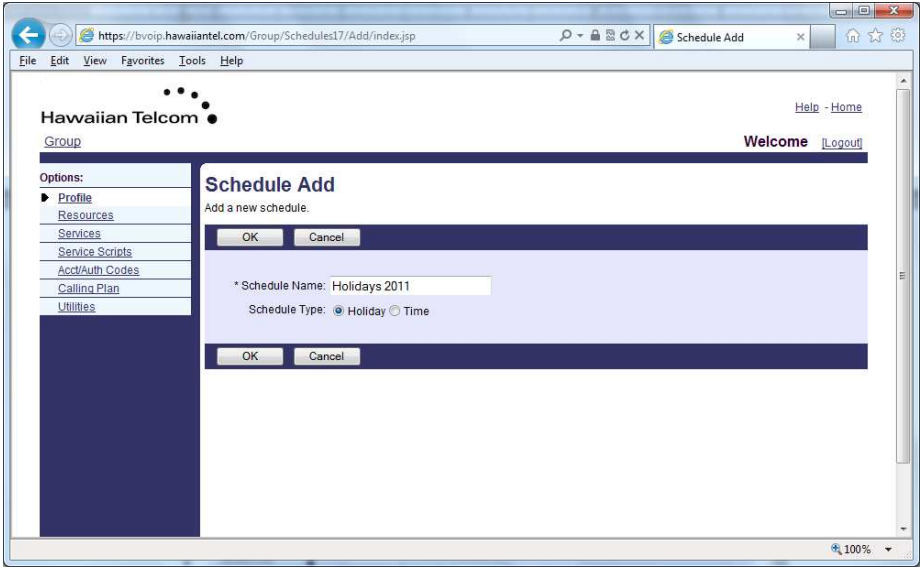
To view your current Schedule, from the home group administrator screen, click on the **Schedules** link:
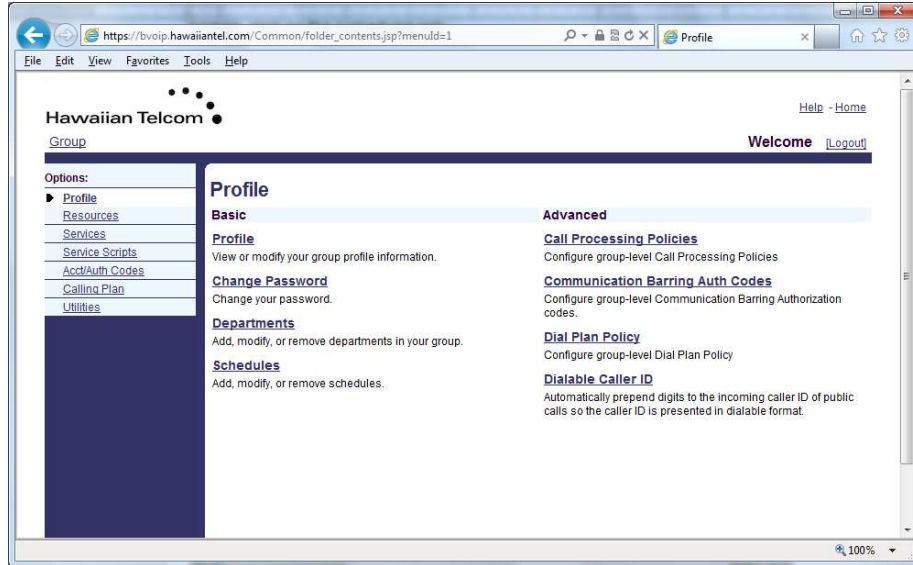
You will then be presented with an opportunity to define a Holiday Schedule.
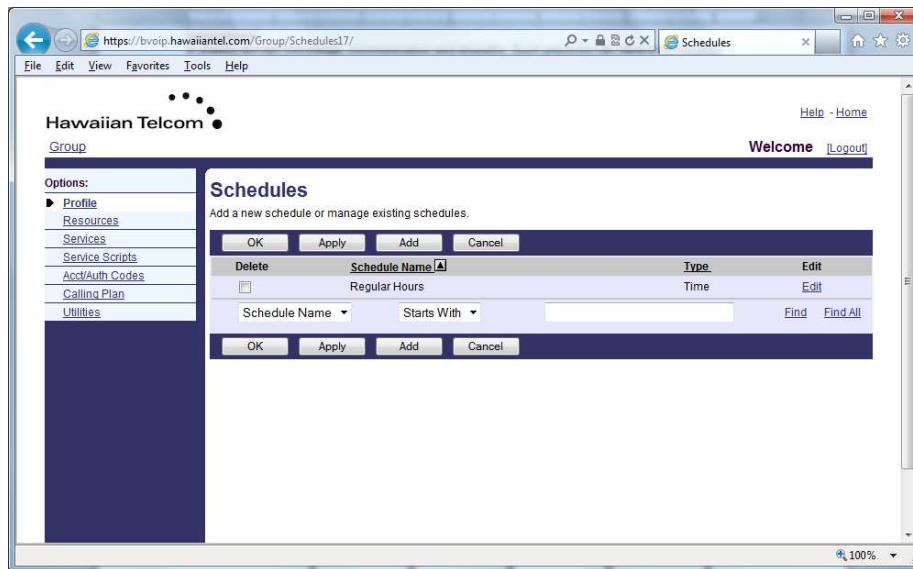
Click **Add** to define a new Holiday Schedule. You will be presented with the following screen:
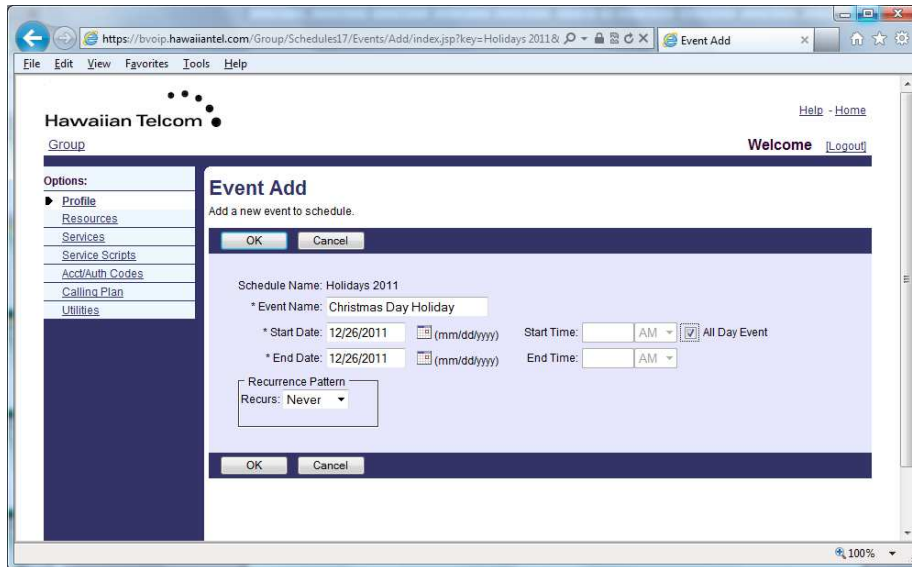

Enter a name for your Schedule and select Holiday as the Schedule Type. Click **OK** and your holiday schedule will appear on the list.
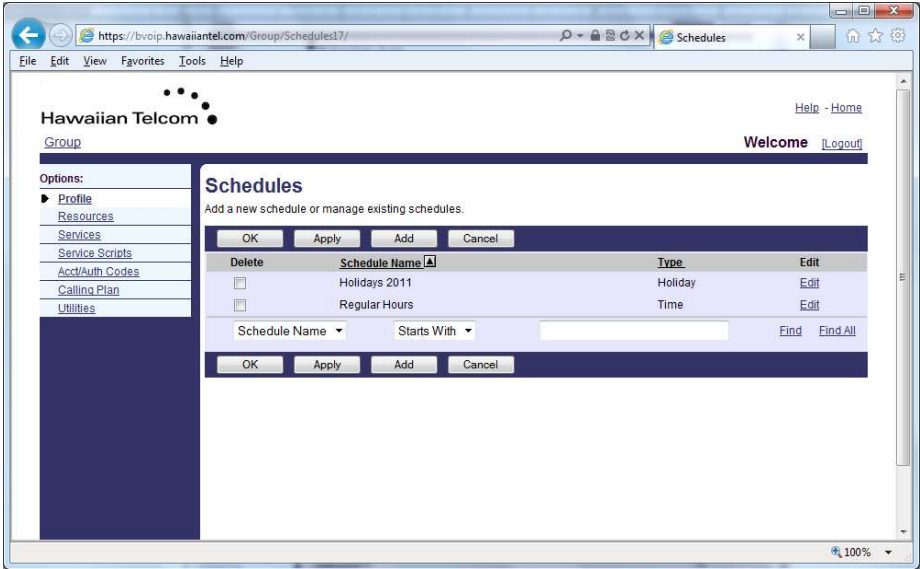
To define the Holiday Hours, click the newly-create schedule. You will then be presented with the opportunity to change the hours.
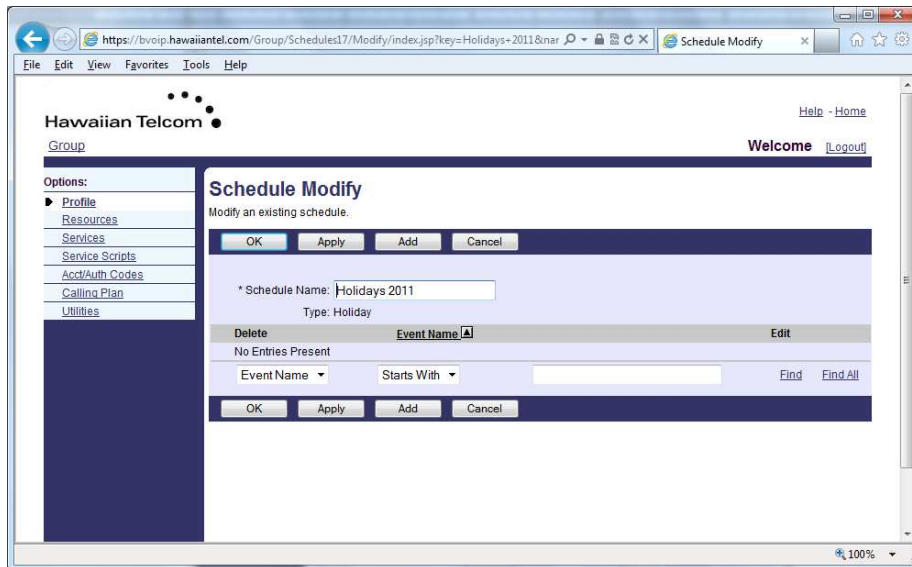
Click **Add** to add a new event. In this example, we will define our Holiday Event to be Christmas Day.


Enter an **Event Name**, and select the **Start** and **End Date** as the Christmas Day Holiday. Check the **All Day Event** box and since the Christmas Day Holiday changes annually, set the Recurrence Pattern as **Never**.

You can then modify, add or remove holidays. Remember that when you define a holiday, the After Hours Menu is played during the event times you defined.

If a holiday falls on a day that is also defined in the regular business hours schedule, the After Hours Menu takes priority and the After Hours greeting is played.

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3.3.3   Viewing or modifying the current Automated Attendant Configuration

To view the current Automated Attendant configuration, log into the portal using the Group Administrator account. Once you have logged in, click on the **Services** link on the menu at the left side of the screen. You will then see the Auto Attendant heading:
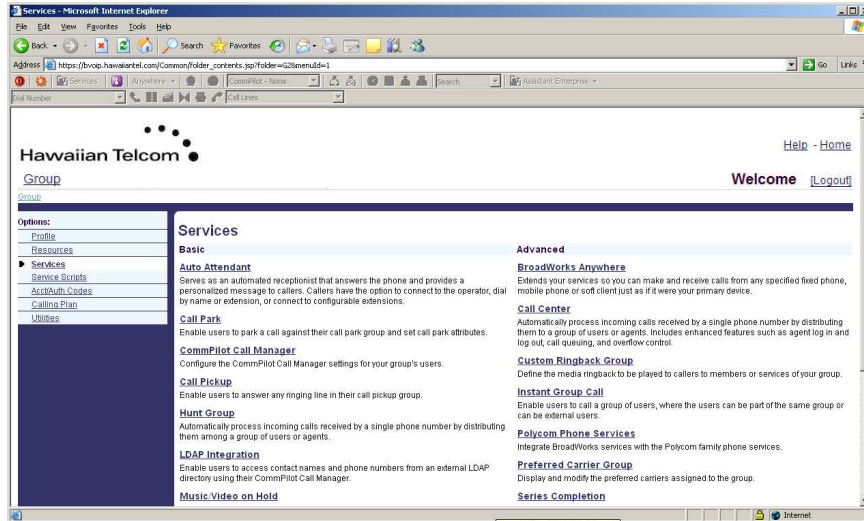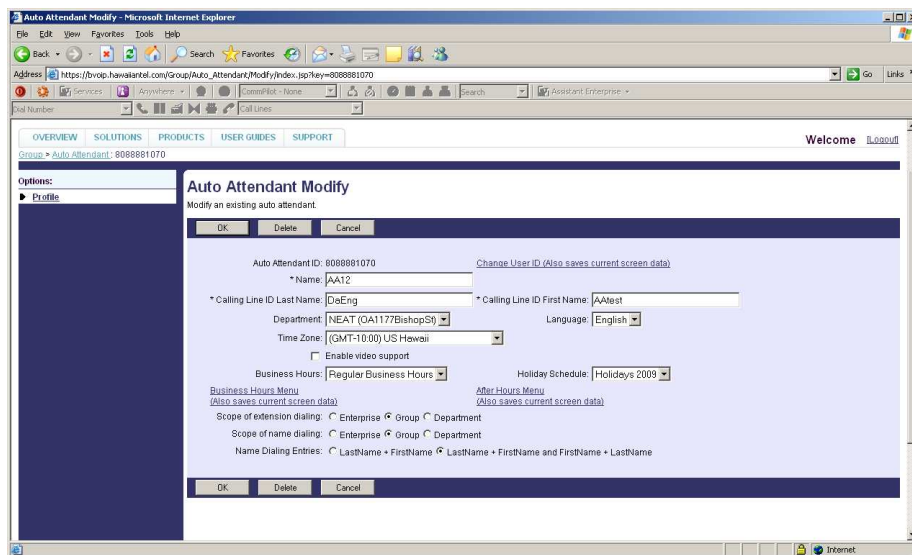

Click on the **Auto Attendant** service, and you will see a list of your auto attendants on the following screen:
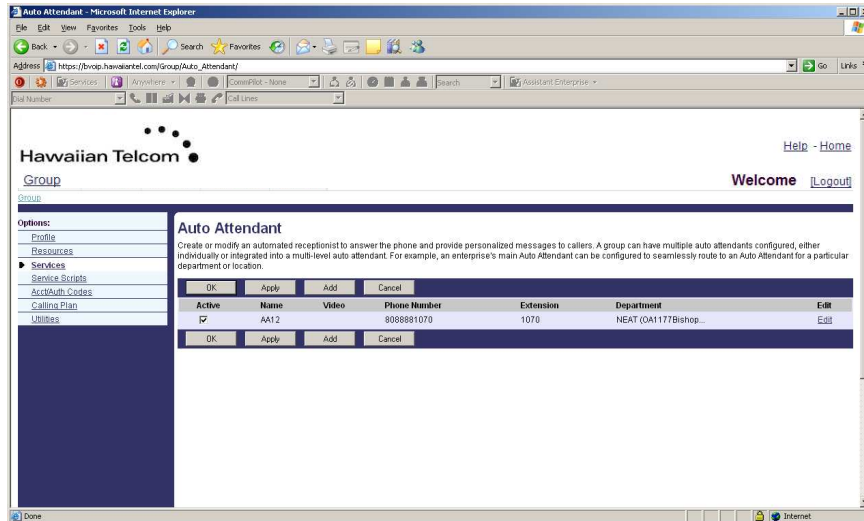
Click on the **Edit** link. You will then see the Auto Attendant configuration home screen:

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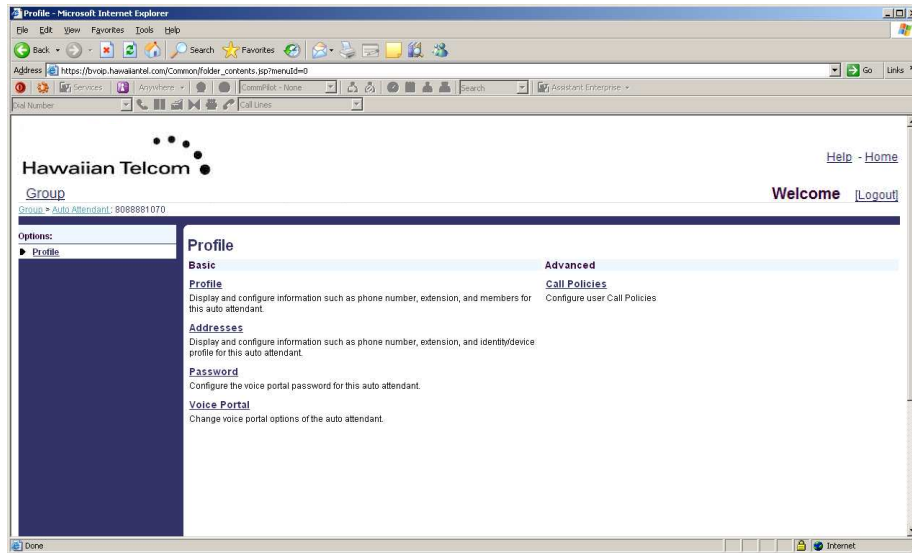
Click on the **Profile** link, it will take you to the configuration information for your Auto Attendant:

This screen shows the basic configuration information for your auto attendant, including links to your Business Hours Menu and After Hours Menu. It's here that you may apply Time Schedules to your Business Hours, as well as Holiday Schedules.

If you'd like to see the current Business Hours Menu or After Hours Menu, simply select either link, and it will be displayed appropriately:
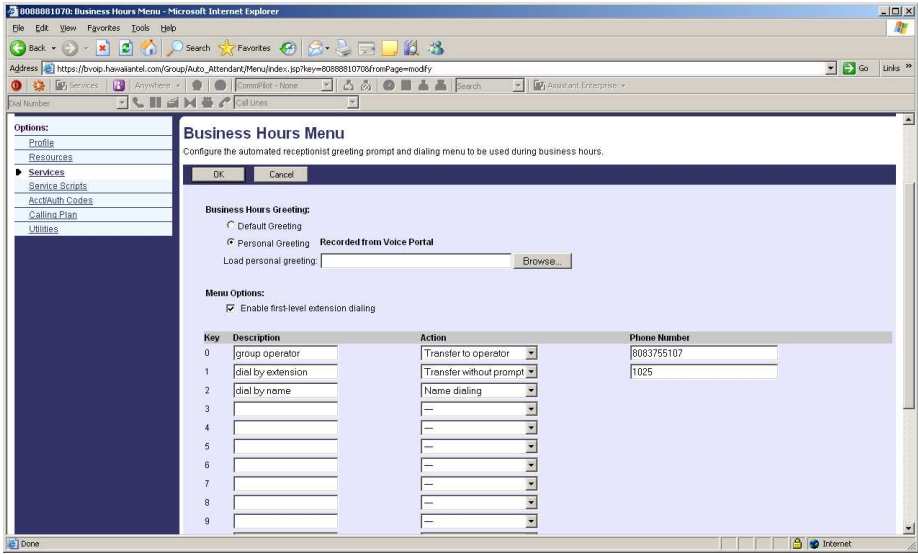
From this screen, you can upload greetings, as well as change the menu properties. If, for example, you want callers who press 0 to be transferred to the operator, you may define that. The menu is limited to digits 0-9, # and *, but may be configured to do any of the following:

- Transfer with prompt

- Transfer without prompt

- Transfer to operator

- Name Dialing

- Extension Dialing

- Repeat Menu

- Exit

Callers who make no entry are transferred to the operator.

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4   Using the IP Telephone Interface (End Users)

4.1   Placing, Answering and Holding Calls

4.1.1   Using the handset:

Pick up the handset and enter the phone number. After a brief pause, the system will place the call.

Pick up the handset, enter the phone number and press Send. This will immediately dial the phone number, eliminating the brief pause.

Enter the phone number and then pick up the handset. This will immediately dial the phone number.

4.1.2   Using the speakerphone:

With the handset on-hook, press any assigned line key or the New Call soft key and enter the number. After a brief pause, the system will place the call.

With the handset on-hook, press any assigned line key or the New Call soft key, enter the number, and press Send. This will immediately dial the phone number.

With the handset on-hook, enter the number and press the Dial soft key. This will immediately dial the phone number.

4.1.3   Ending Calls

Press the End Call soft key or simply hang up to end any active call.

4.1.4   Redialing Numbers

(For users with a 331) Hit the Redial soft key.

(For users with 450 or 650s) Hit the Redial key on the phone.

4.1.5   Holding Calls

While on an active call, press the Hold button or the Hold soft key.

The Line Button will go to flashing Red, indicating a held call.

To resume the call, press either the Line Button, the Resume soft key or the Hold button.

4.2   Transferring and Forwarding Calls

4.2.1   Consultation Transfer

During an active call, press the Transfer soft key. The active call will be placed on hold and you'll receive a dial tone.

Enter the number to which they want to transfer the call, and press the Dial soft key.

After the second party answers, announce the caller and press the Transfer soft key.

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4.2.2   Blind Transfer

During an active call, press the Transfer soft key. The active call will be placed on hold.

Enter the number to which they want to transfer the call, and press the Dial soft key.

Before the party answers, simply hit the Transfer soft key again.

4.2.3   Forwarding Calls – from the Telephone User Interface

From the idle screen, select the Forward soft key.

Select the type of forwarding you wish to enable:

Always – To forward all incoming calls

No Answer – To forward all unanswered incoming calls

Busy – To forward calls that arrive when you are already in a call.

Enter a number to forward calls to.

Press the Enable soft key.

4.2.4   Disable Call Forwarding

From the idle screen, press the Forward soft key.

Select the forwarding type to disable.

Press the Disable soft key.

4.3   Conferencing Calls – from the Telephone User Interface

Call your first party.

While on the active call, press the Conference key or the Conference soft key to create a new call. *Note that the active call will be placed on hold.*

When the second party answers, press the Conference key or the Conference soft key again to join all parties in conference.

When the conference has been established, you can press the Split soft key to split the conference into two calls on Hold.

You may then use the up and down arrows to select the call you wish to connect with, and press the Resume soft key. The call is now active.

Press the Join key to resume a conference call between all parties.

4.4   Speed Dials

4.4.1   Assigning Speed Dials

To assign a Speed Dial, press and hold an unassigned line key.

Fill in the First Name, Last Name, and Contact number and press the Save button.

The name will now appear on the programmed button. Press the button to begin a call.

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4.4.2 Editing Speed Dials – formal method

Select the Menu button, and Select the Features option from the Main Menu.

Scroll down to the Contact Directory and press Select.

Scroll to the directory item you wish to change and select Edit.

Scroll to the information you wish to change, edit the information, and then press Save.

Press the Menu button to exit.

The Speed Dial button will now reflect the change.

4.4.3 Editing Speed Dials – quick method

Press and hold down the Speed Dial key you wish to change.

The Edit Contact menu will come up with the appropriate Contact information. Edit the information as listed above.

4.5 Voice Portal / Voice Mail

4.5.1 Initializing the Voice Portal

Dial the Voice Portal Extension Number or press the Messages button on the phone and press the Connect soft key.

Enter the default Voice Portal User Password and press the # key.

Enter your new passcode and press the # key.

Enter your new passcode again and press the # key.

Record your name in the Directory and press the 1 key.

4.5.2 Logging In to Voice Mail

Dial the Voice Portal Extension Number or press the Messages button on the phone and press the Connect soft key.

Enter your passcode and press the # key.

Press 1 to access your mailbox.

4.5.3 Mailbox Orientation

Log into your mailbox (using the Logging In procedure above).

Press 1 to listen to your messages.

The new Message(s) will be played.

Use the Call Back feature by pressing 8. This will dial back the original number that left the message.
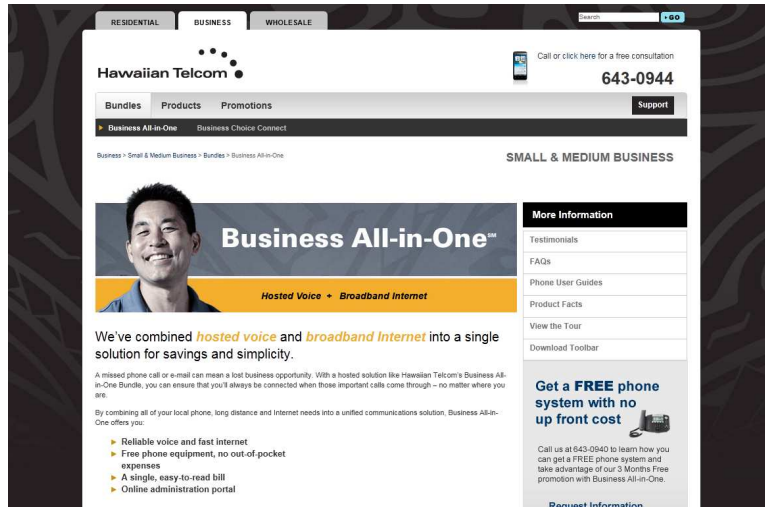
Press # # during the call to return to voice mail.

Press 7 to erase a message.

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4.6   Additional End User Resources

Go to:

http://www.hawaiiantel.com/business/Business/SmallMediumBusiness/Bundles/Business All-in-One.aspx

Additional user documentation is available. For phone instructions, click on your IP phone model and download and/or print the quick reference guide that you need.

If you need instructions on how to use your IP phone, click on the interactive tutorial and you'll be provided with an animated teaching tool to help you learn the basic functions of your phone, how to manage calls and how to customize your phone.

The tutorial provides for two modes of play: (1) menu driven or (2) autoplay. Menu driven allows you to select an individual topic you'd like, but also allows you to step through the topics by playing the current topic, replay the previous topic or skip to the next one. The autoplay mode starts at the first topic and continues automatically until the tutorial has completed. Both modes will allow you to return to the tutorial home page at any time.

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5   Using the Web Portal

5.1   Logging In and Out of the Web Portal

5.1.1   Logging In for the First Time

Go to the URL: https://bvoip.hawaiiantel.com
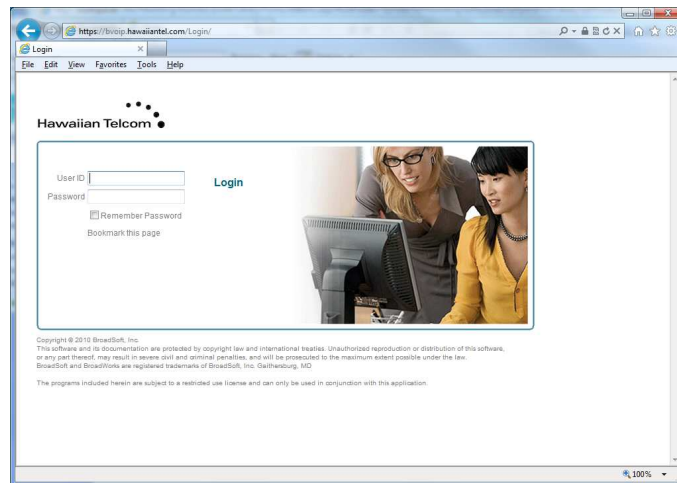
Enter the Web Portal User ID, which is your 10 digit Telephone Number.

Enter the default Web Portal User Password and click **Login**.

You'll be asked to enter a new password:
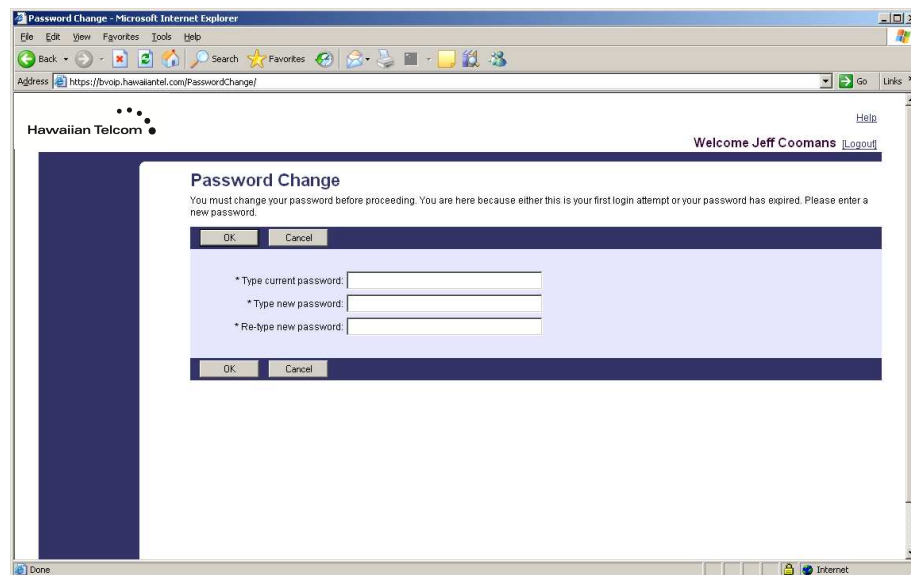
You need to create a new password. Your password must include all of the following:

- At least 6 characters
- At least 1 number
- At least 1 uppercase character

- At least 1 lowercase character

- At least 1 non-alphanumeric character (! @ # $ %, etc.)

Once you've done this, two browser windows will open:
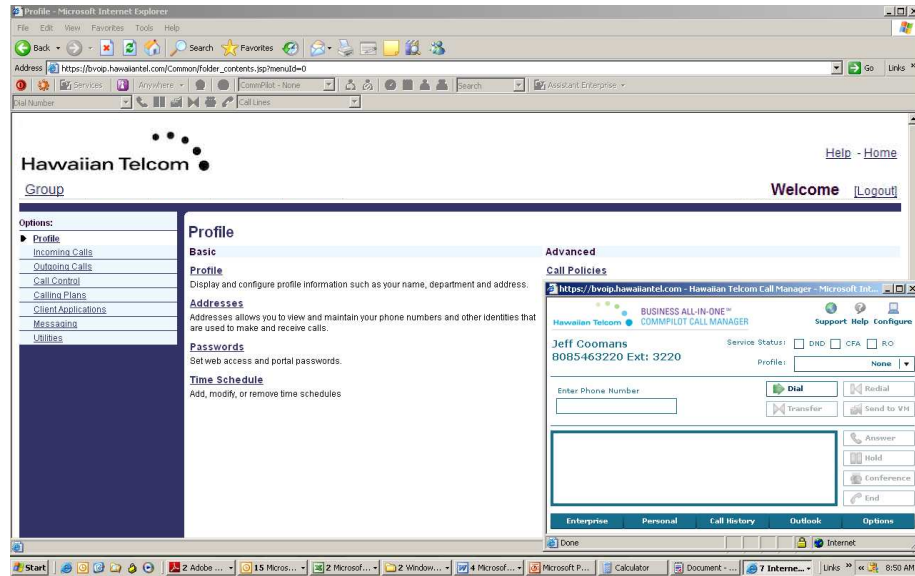
The first window is simply the web portal that allows you to control your personal feature settings.

The second window is the Call Manager that allows you to control live calls.

5.1.2   Logging Out

Click on the **Logout** text at the top right corner of the web portal browser, located next to your name.
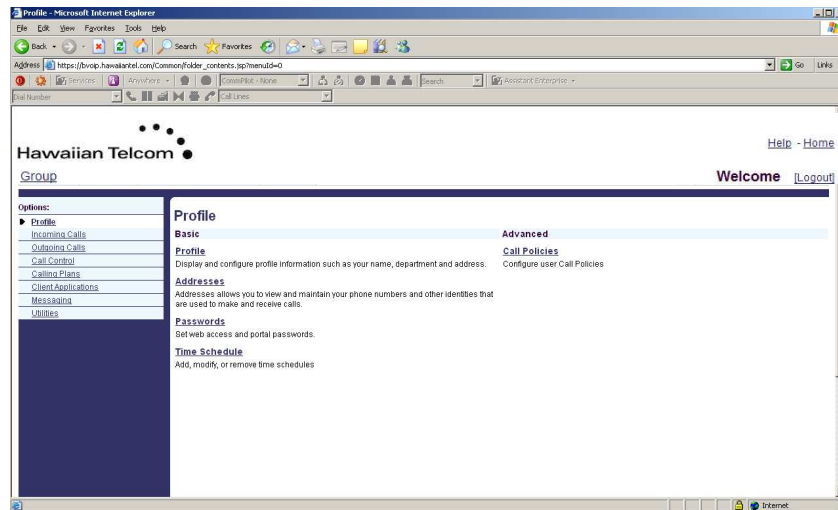
5.2   Changing Standard User Features

To change any of your standard user feature settings, simply click on **Services** (under the **Options** menu on the left side of the screen) and select the option you wish to change.

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5.3   Setting Up Voicemail-to-Email

Log into the web portal and select **Messaging** under **Options** (on the left hand side of the screen).
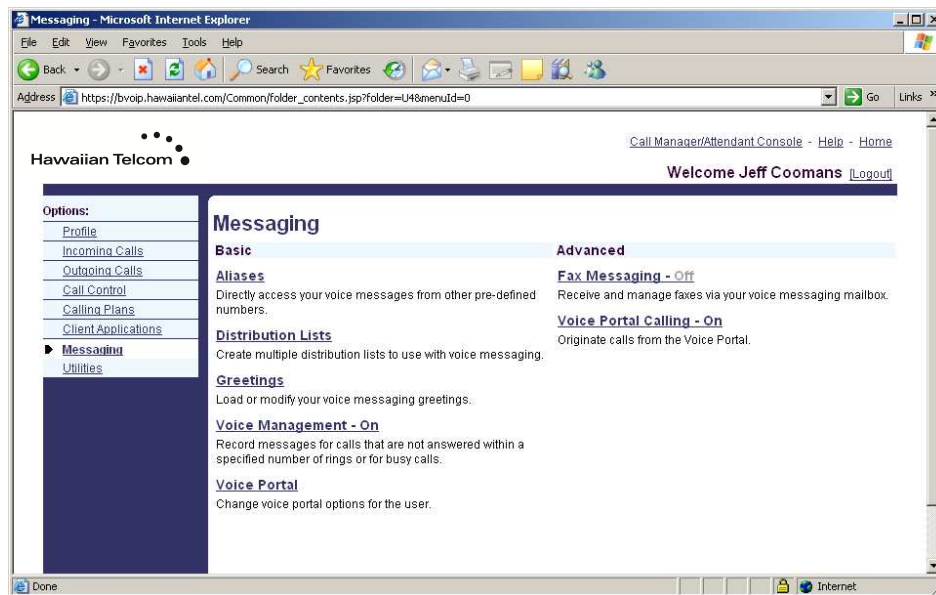
Once you are at the Messaging screen, click on Voice Management. You'll see the following screen:
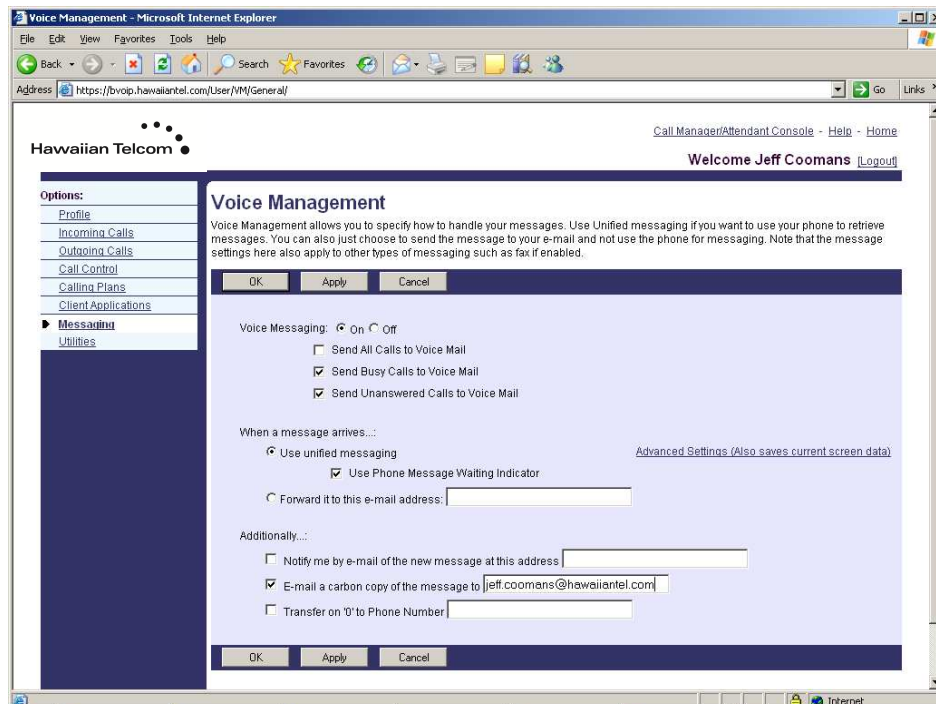
Look down at the **Additionally** section. To receive a copy of your voice messages in email, click the box next to "E-mail a carbon copy of the message to" and enter your email address.

When done, click apply.

To test, call yourself and leave a message.

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Log into your email account and retrieve the message. An example using Outlook is given below.
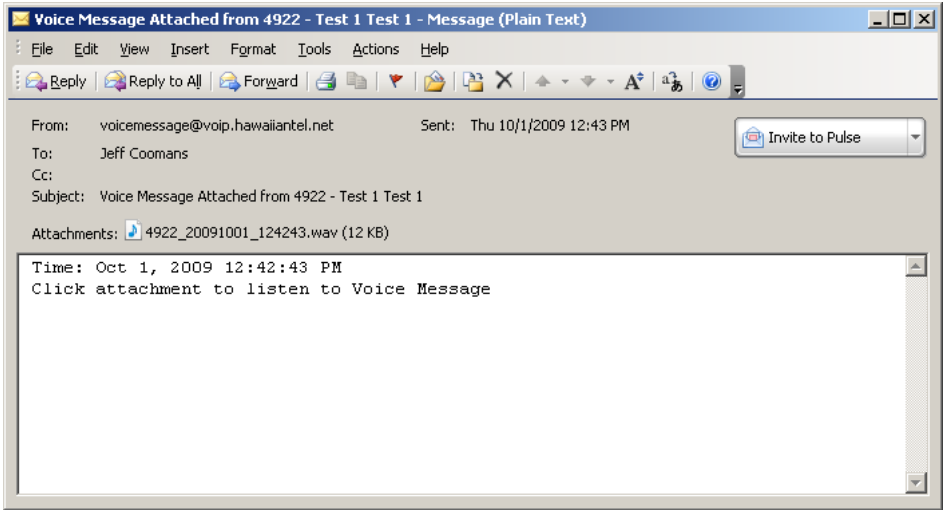
5.4 Business Anywhere

Business Anywhere allows you to direct inbound calls to any number of your choice, allowing you to answer them from your desk, mobile, home, etc.

To set it up, log into the portal and from the Options menu, click **Call Control**.

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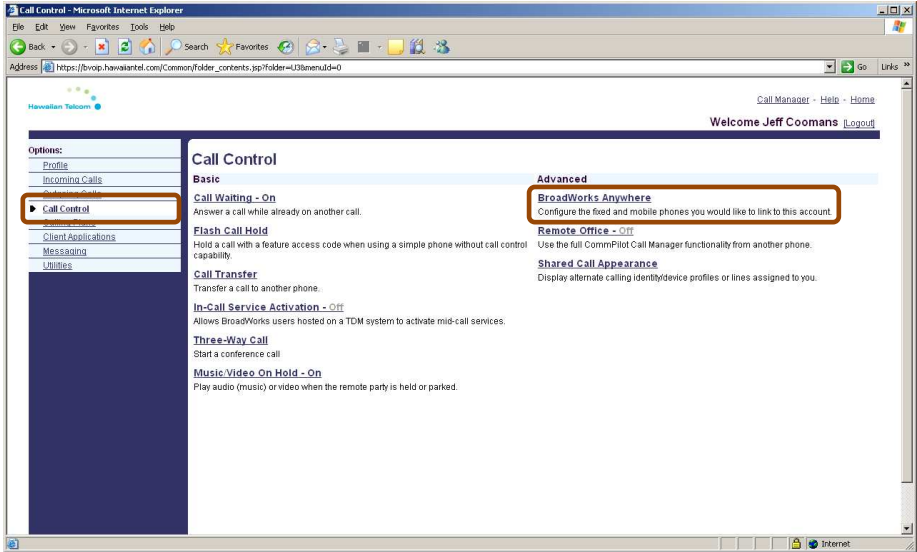
To configure Business Anywhere, click **BroadWorks Anywhere**.

This following screen appears, showing all of the devices that you have set up to ring whenever your business phone rings.

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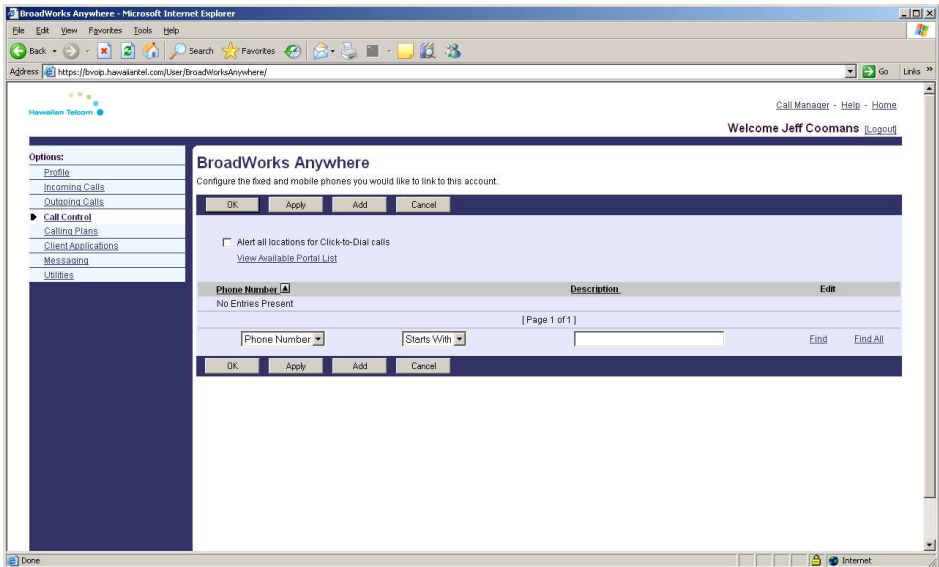
Click the **Add** button to add a new device:
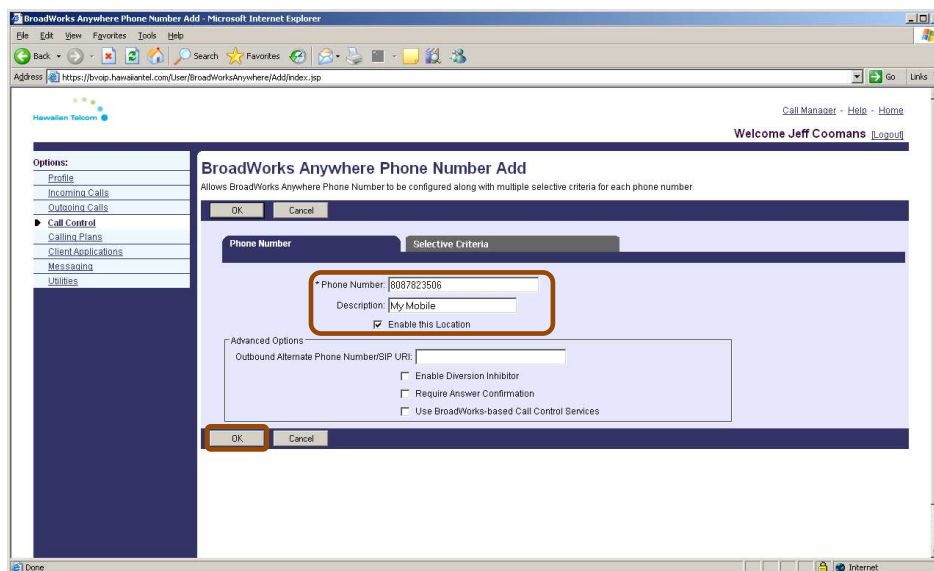
Enter the Phone Number of the device that you want to ring whenever your business number is called, and give it a Description. When you are done, click **OK**.

You will then be taken back to the Business Anywhere (Broadworks Anywhere) home screen, and the Phone Number will be listed:

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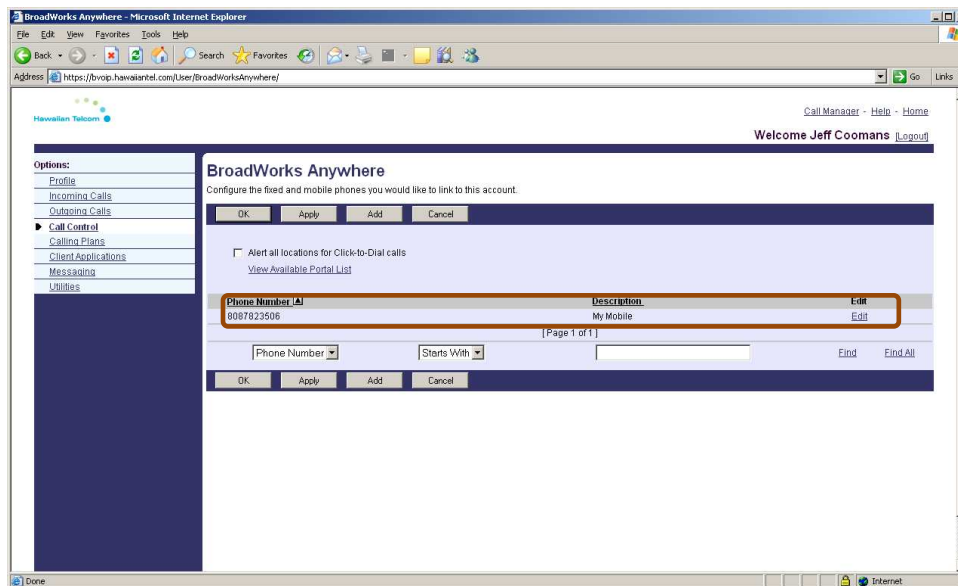
Additionally, if you want to limit who and when incoming callers can reach this additional number, you may add Selective Criteria. An example of the most common use of this feature is to ring a mobile device from 7:00 AM to 6:00 PM Monday through Friday when a business line is dialed. To do this, first set up a Time Schedule. Click **Profile** in the Options menu, and you will see **Schedule** appear on the screen.
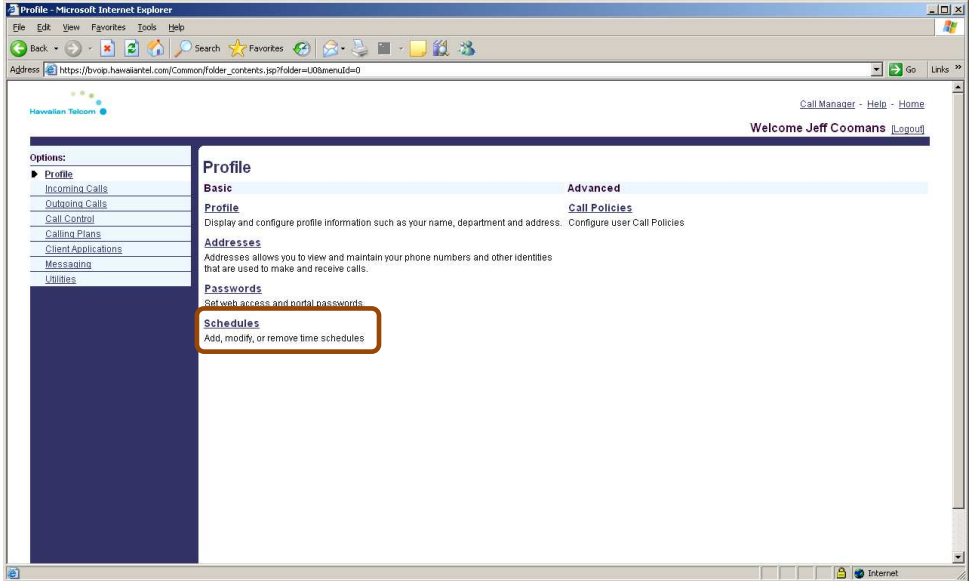
Click **Schedules**, and the following menu will appear:
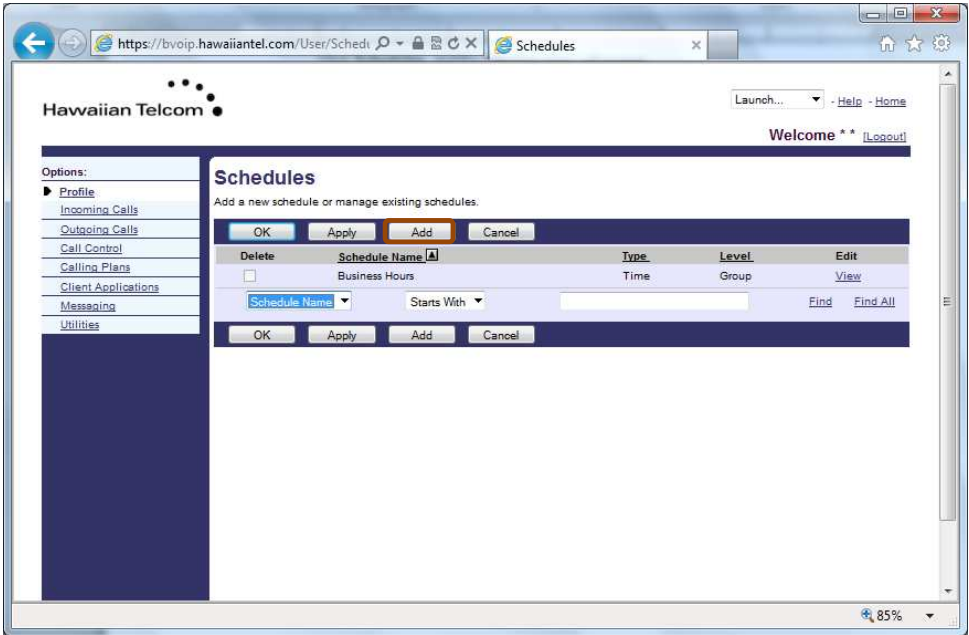
To add a new schedule, click the **Add** button.

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Enter a name for your Schedule and select whether you would like to create a Holiday schedule or a regular Time schedule.
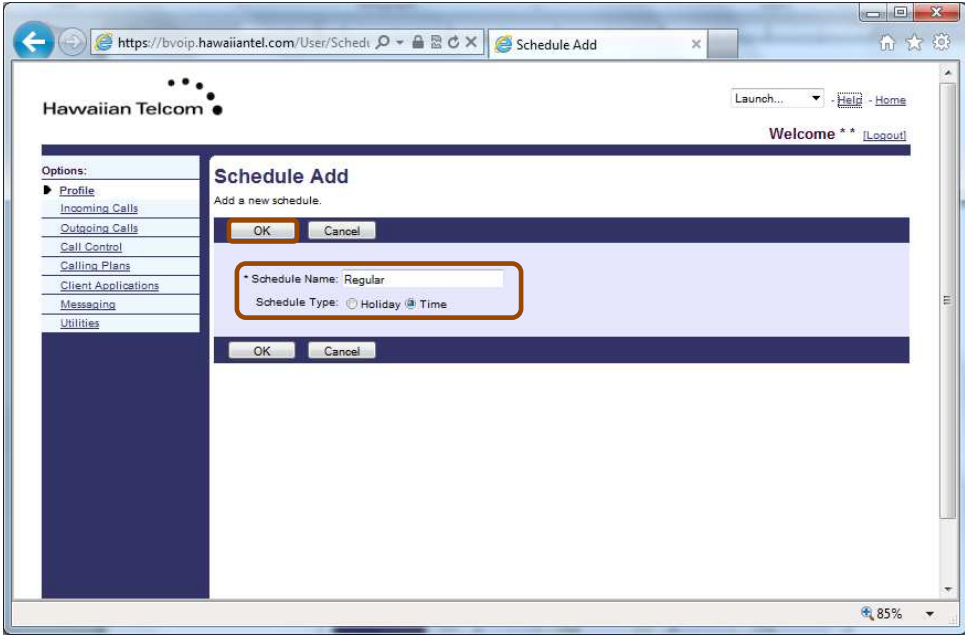
Click **OK**.

You will then be returned to the Schedules page. Select the schedule you just created.

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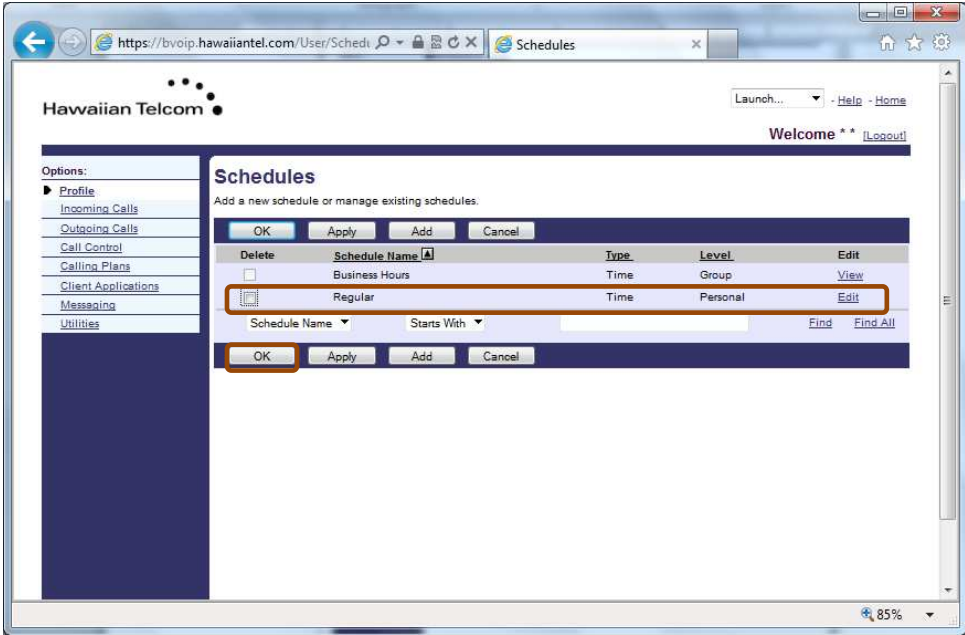
You can add Events to the time schedule by clicking **Add.**


Enter the name of the Event.

If your weekly schedule has the same hours, e.g. Monday to Friday, 7:00am-6:00pm, you can create a schedule for Monday only, and set it to reoccur every day of the week. To do this, you would enter the Start Date as a Monday, Start Time as 7:00AM. Select the End Date also as the same Monday, End Time as 6:00PM. We will then tell the system to repeat itself from Monday to Friday, by selecting the Recurrence Pattern as Weekly. You can then select which days of the week you want to repeat the Monday schedule for. In this example, we set the Monday schedule to repeat on Tuesday, Wednesday, Thursday and Friday.

You can also tell the system to End after a specific date, after the number of repeat occurrences, or Never. In this example, we set the regular hours as never ending.
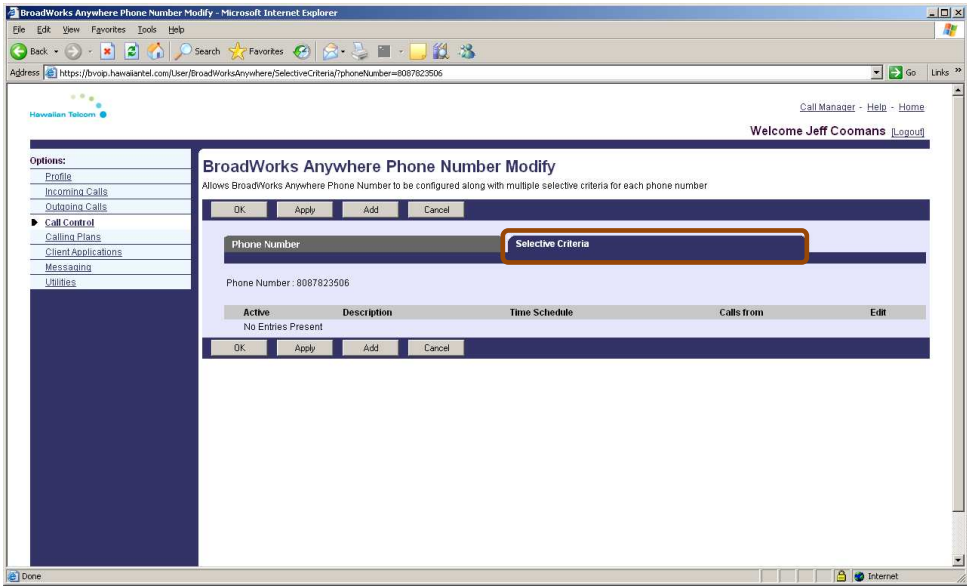
Click **OK** to add the event to the schedule.

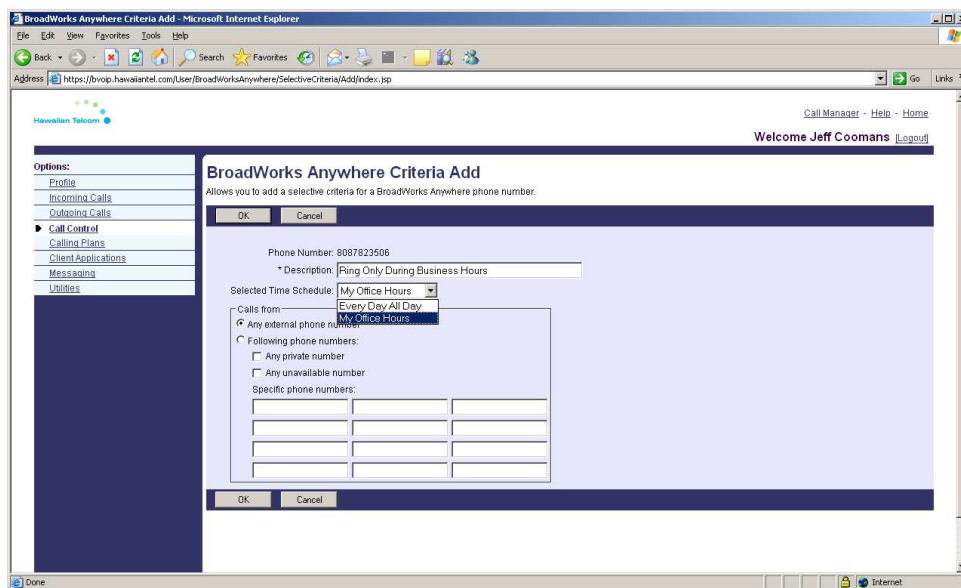To change your regular hours of operation, simply modify these time settings.

Now, go back to the Call Control menu and select **Business Anywhere** (BroadWorks Anywhere).
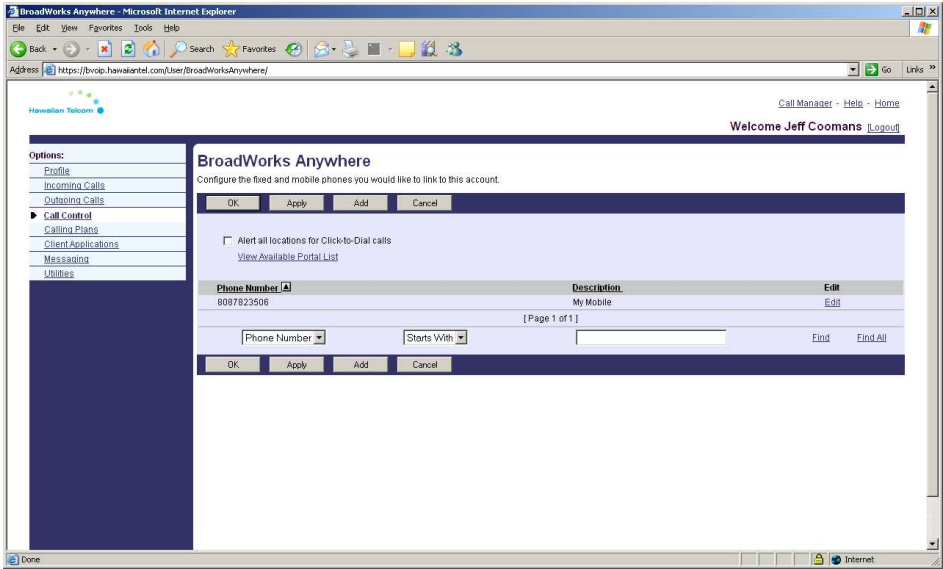
To edit the "My Mobile" Phone Number, click **Edit**, and then click the **Selective Criteria** tab:

Click the **Add** button, and you will be taken to the Criteria screen:

You can now give this Criteria a Name, and then select the Time Schedule "My Office Hours". This will apply the settings to "My Mobile" Phone Number, causing it to ring only from 7:0 AM to 6:00 PM.
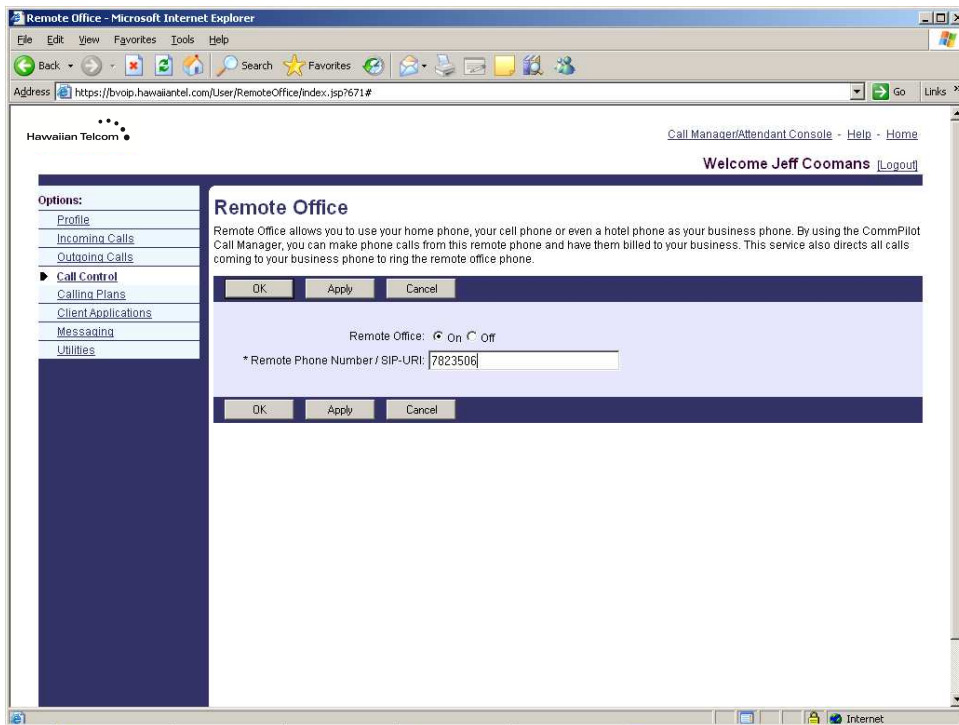
5.5 Remote Office

The Remote Office feature allows a user to work from any telephone by simply logging into the web portal and invoking the feature.

Log into the web portal. The web portal and Call Manager browser windows will open.

Click on the RO box in the Call Manager window.

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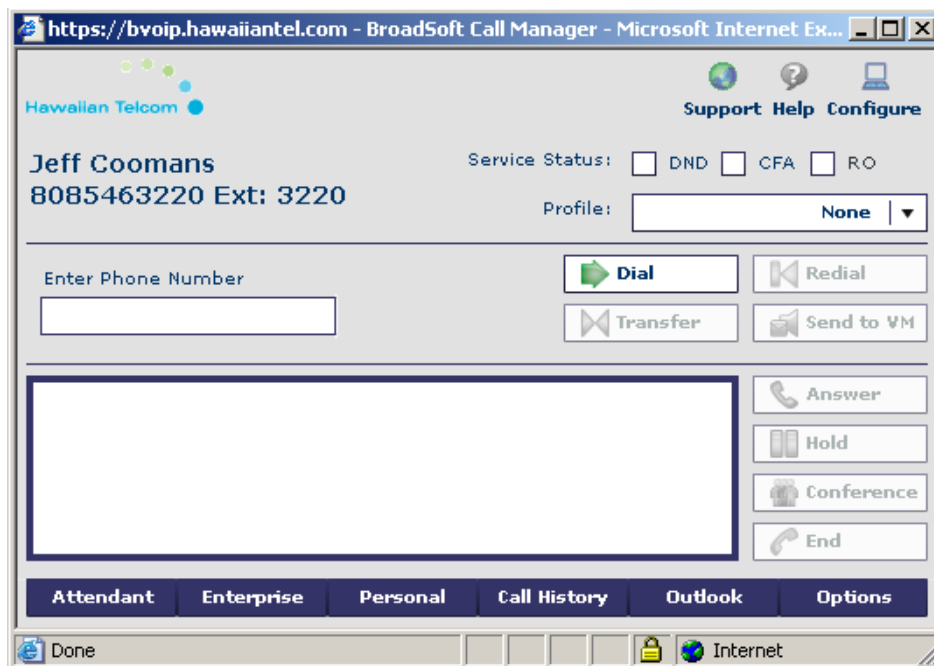
This will pull up the Remote Office section of the web portal.

Enter the phone number from which you'll be working remotely. This can be a mobile number, home number, hotel number, etc. Select **ON**, and click **OK**.

To test inbound calls, call yourself at your business number. You'll notice that the call is automatically rerouted to Remote Office number.

To test outbound calls, click on the Call Manager link, enter a number in the Enter Phone Number window and select Dial.

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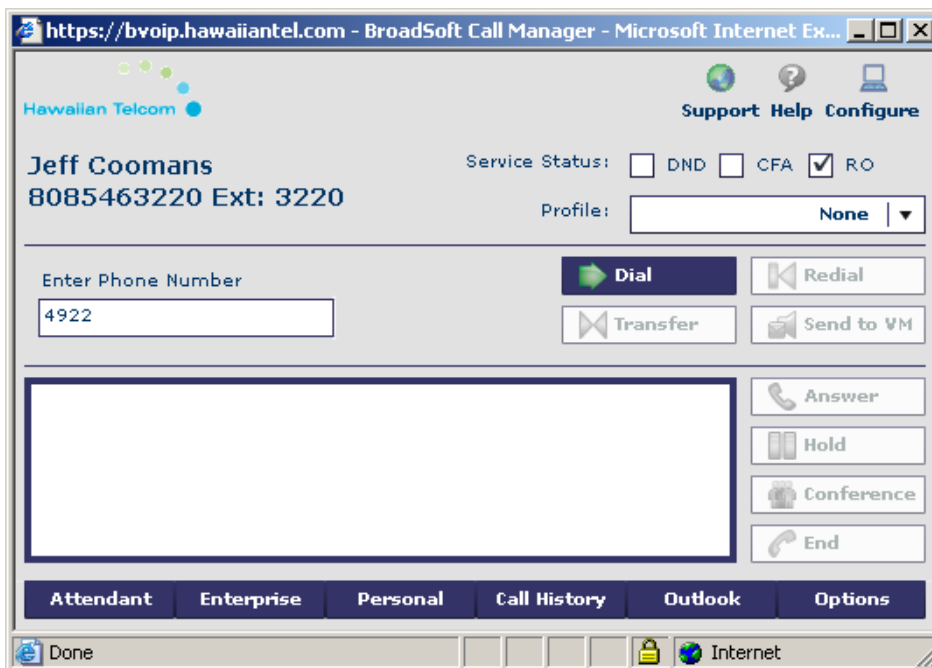
The Business All-in-One portal will dial your Remote Office number first. Answer the call. The portal will then place an outbound call to the number you requested, bridging the two calls together. Most importantly, the person you dial will still receive the Caller ID information from your business number.

5.6   Call Manager

Call Manager is an application which allows you Call Control over your IP handset or Remote Office number.

5.6.1   Making a Call from the Enter Phone Number box.

Enter a phone number in the Enter Phone Number box and click Dial.

5.6.2   Making a Call from the Enterprise Directory

Click on the Enterprise tab, select a user from within your company and click Dial.
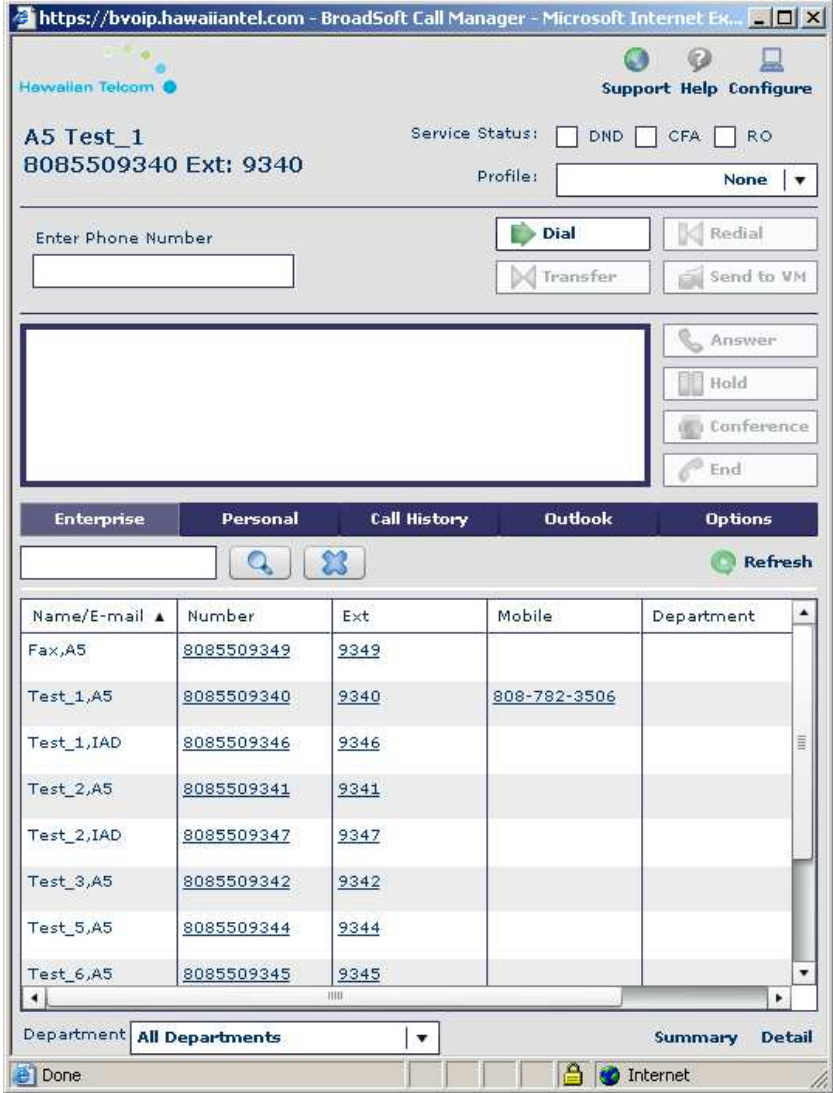
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5.6.3   Making a Call from the Call History Tab

Select the Call History tab, select a number and click Dial.

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5.6.4   Making a Call from Outlook Contacts

Select the Outlook tab, and click on the Load button.
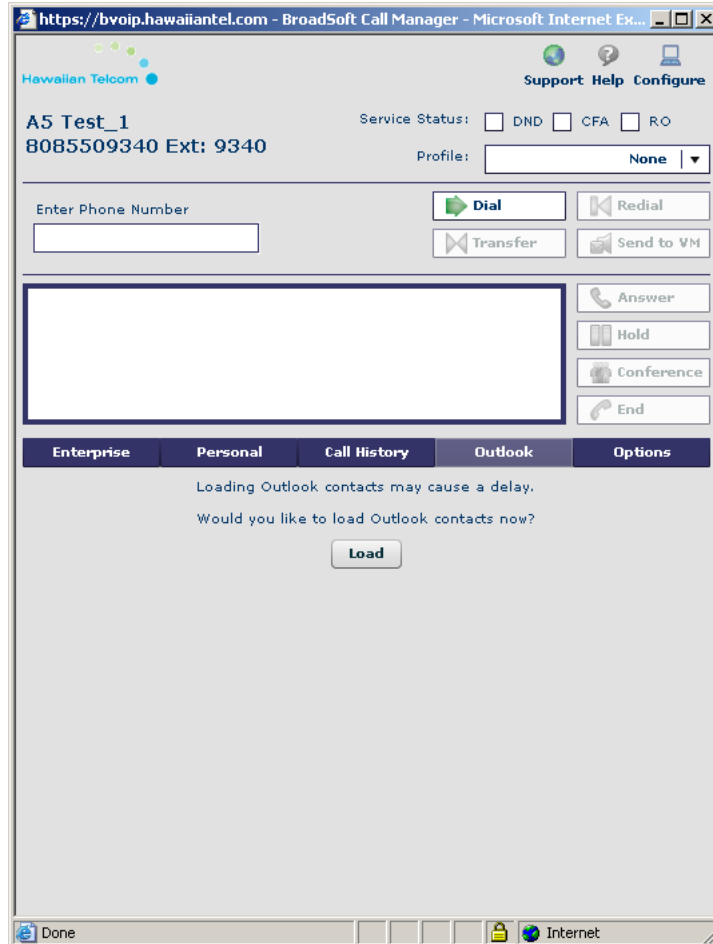
The system will load all of your Outlook contacts from your default mail folder.

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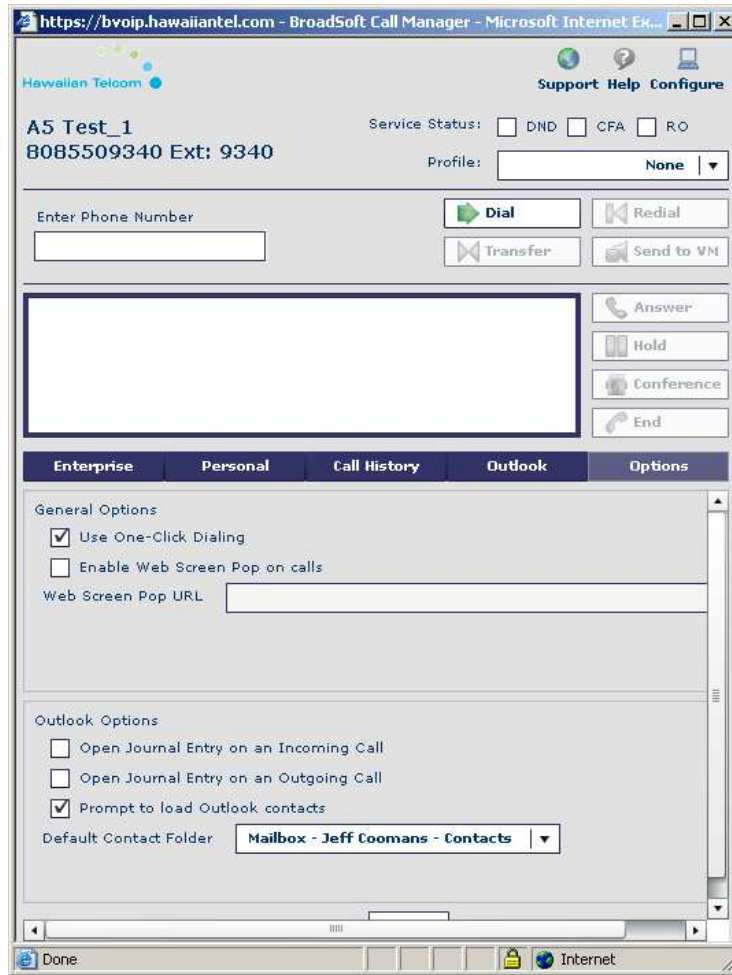
Click on a phone number and click Dial. If the phone number requires a "1" for long distance dialing, make sure to edit the phone number before clicking Dial.

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5.6.5 Setting up Call Manager to Use One-Click Dialing

To set up one-click dialing within Call Manager, select the Options tab and check "Use One-Click Dialing."

Once this is done, go back any of the dialing tabs and click a number. Call Manager will dial it out immediately.

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