



Cloud Phone User Portal

User Guide

Document Owner: Business Voice and Broadband Squad

Revision Date: 5.11.2019

Version: 0.1

Commercial in Confidence

© Spark New Zealand Trading Limited 2016

Spark owns copyright and all other intellectual property rights in this document. You may not copy or redistribute any portion of this document without Spark's permission.

Contents

Cloud Phone User Portal User Guide	1
1. Cloud Phone User Portal overview	3
2. Logging in to the User Portal	3
2.1 New User	3
2.2 Existing user	3
3. Account Settings	3
4. Voicemail	4
4.1 Using Voicemail	4
4.2 Voicemail settings	6
5. Call History	7
6. Call Settings	8
6.1 Incoming Calls tab	8
6.2 Call Settings Schedules tab	10
6.3 Call Settings Additional Features tab	11
7. Directory	11
7.1 Searching for a contact who is in your company/enterprise	11
7.2 Search for a personal contact	12
7.3 Add a personal contact	12
7.4 Delete a personal contact	12

1. Cloud Phone User Portal overview

The User Portal is where you manage your password, personal directory across all your devices and call settings.

2. Logging into the User Portal

2.1 New user

1. You'll receive an email which contains the URL link to the user portal.
2. Enter the URL into a browser window.
3. Enter your user ID. This will be in the email you received.
4. Enter your temporary password. You'll get this in a separate email for security.
5. Change your password.
6. You'll then be presented with the dashboard view in the user portal.

2.2 Existing user

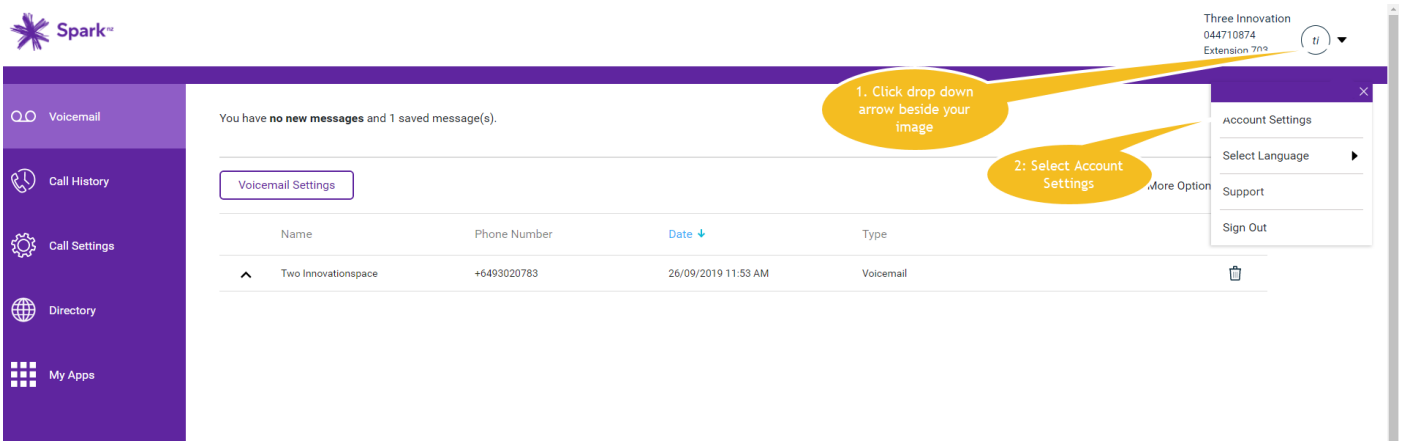
1. Enter the new user portal URL into a browser window.
2. Enter your current My Phone User ID and password.

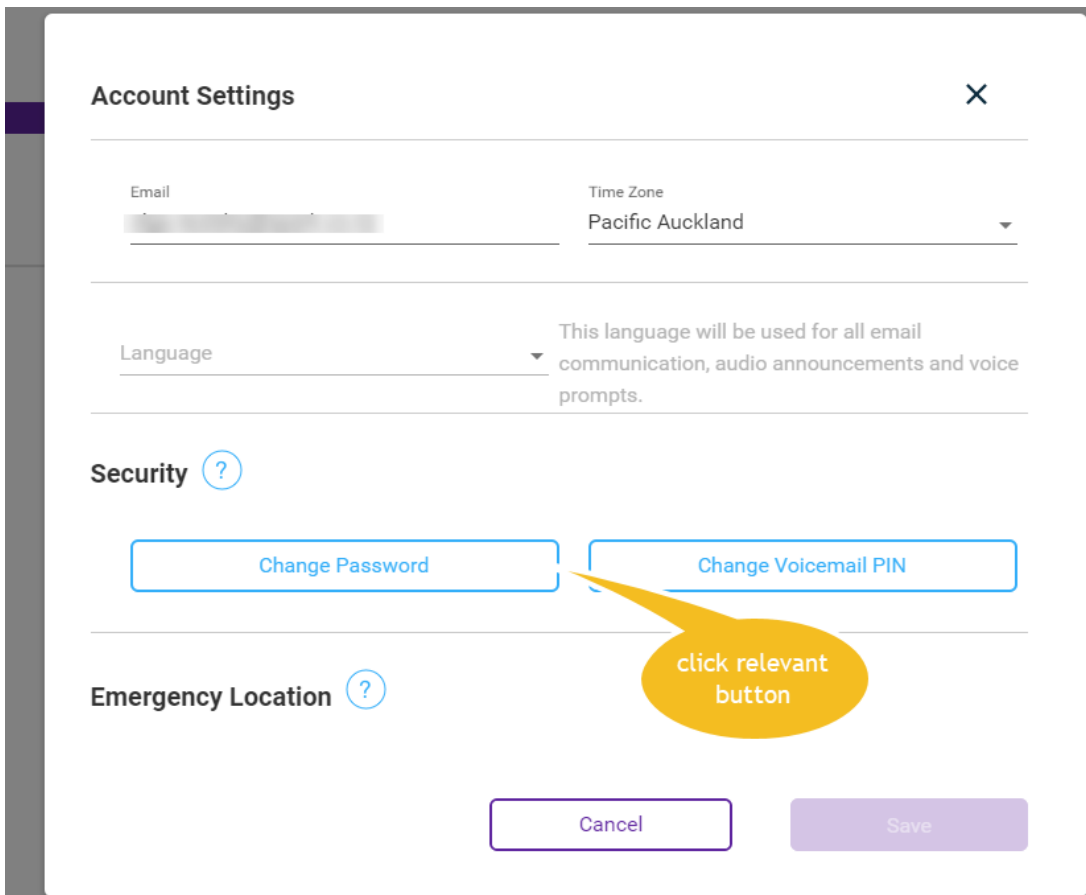
3. Account settings

Use your account settings to change your password or change your voicemail PIN.

To access your Account Settings:

1. Select Account Settings from the drop-down menu at the top right of your screen beside your profile picture.
2. Select Change Password or Change Voicemail PIN and follow the prompts.





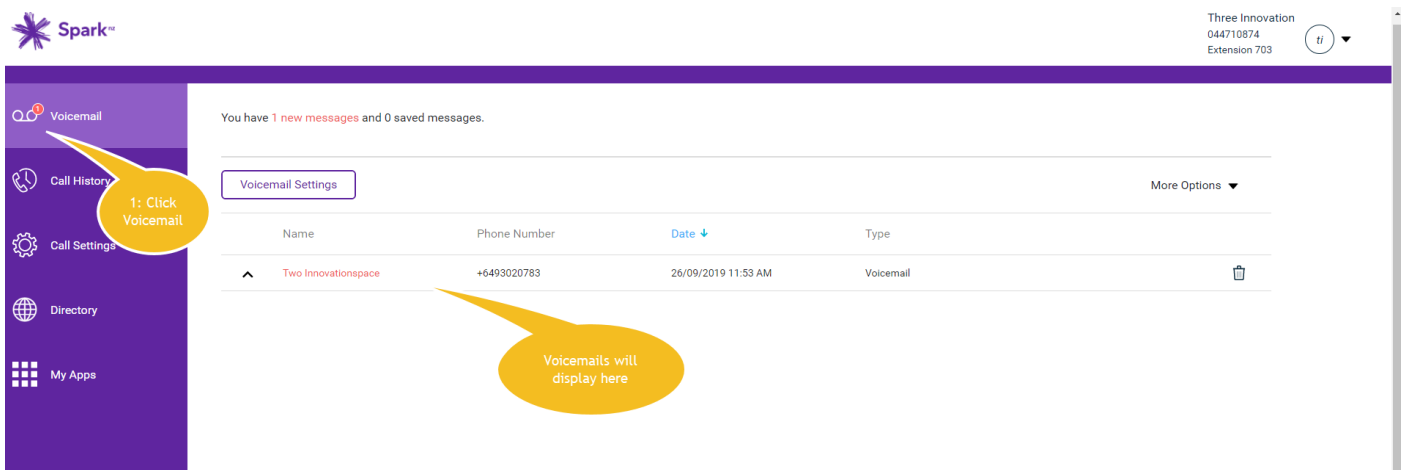
4. Voicemail

4.1 Use voicemail

When someone has left you a voicemail message it'll appear in the main screen for voicemail. If you haven't listened the message it'll display in red.

Access your voicemail

1. Select Voicemail from the left menu
2. Your voice messages will be listed here.



Listen to or download a message

1. Select the arrow to the left of the message.
2. An options bar will appear under the message. Select Play to listen to the message or Download to save it to your computer. You can also mark a message as played or un-played.
3. To download all your messages, select More Options at the top right then Download All.
4. To mark all your messages as played, select More Options at the top right then Mark All as Played.

Delete a message

1. Select the trashcan icon to the right of the message to delete it.
2. To delete all your messages, select the More Options menu and select Delete All.

The screenshot shows the Spark Voicemail interface. The header includes the Spark logo, user information (Three Innovation, 044710874, Extension 703), and a profile icon. The main content area shows a message from 'Two Innovationspace' with a play button, 'Mark as Played' button, and 'Download' button. A 'More Options' dropdown menu is visible at the top right. A trashcan icon is located to the right of the message. A yellow callout bubble points to the play button with the text '1: Click on arrow to the left of voice message'. Another yellow callout bubble points to the 'Mark as Played' button with the text 'Expanded menu bar'. A third yellow callout bubble points to the trashcan icon with the text 'Click to delete message'.

The screenshot shows the Spark Voicemail interface with the 'More Options' menu open. The header includes the Spark logo, user information (Three Innovation, 044710874, Extension 703), and a profile icon. The main content area shows a message from 'Two Innovationspace'. The 'More Options' menu is open, showing options: 'Mark All as Played', 'Download All', and 'Delete All'. A yellow callout bubble points to the 'More Options' dropdown arrow with the text '1: Click arrow to bring up menu'. Another yellow callout bubble points to the 'More Options' menu with the text '2: More Options menu'.

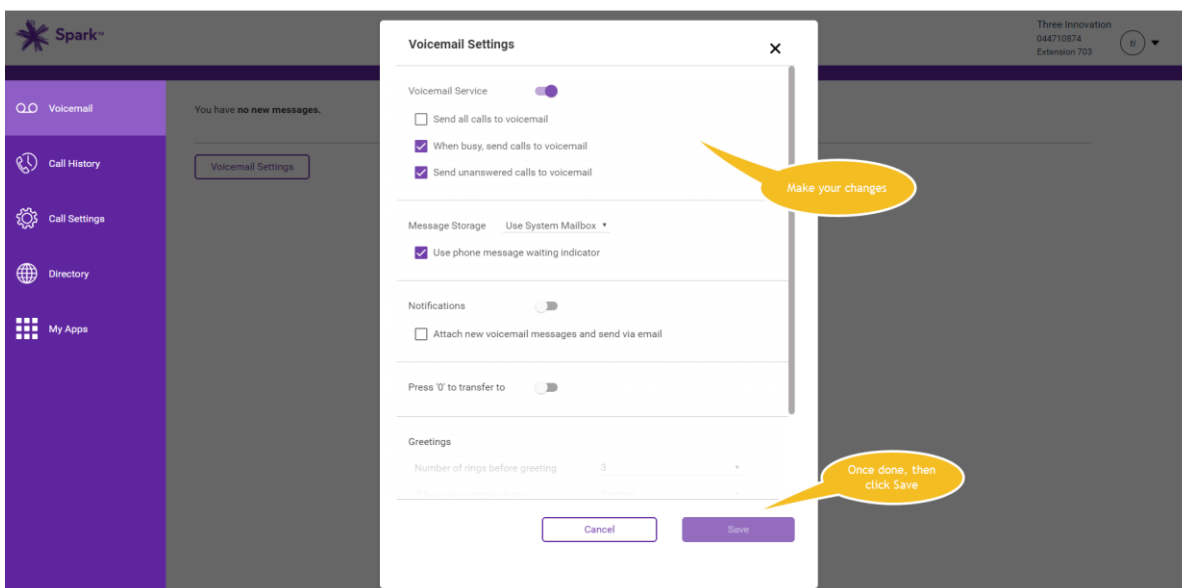
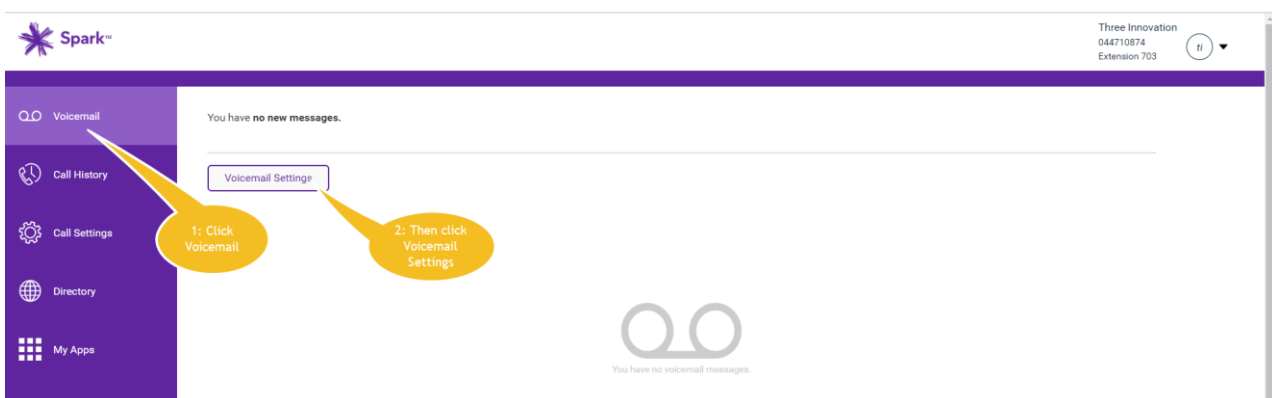
4.2 Voicemail Settings

Your voicemail settings let you control how you set up and use your voicemail.

Access your voicemail settings

1. Select Voicemail from the left menu.
2. Select Voicemail Settings.
3. Change your settings. Options you can change:
 - Select the Voicemail Service toggle to turn voicemail on or off
 - Send all calls to voicemail
 - When busy, send all calls to voicemail
 - Send unanswered calls to voicemail
 - Choose where your messages are saved in Message Storage
 - Use phone message waiting indicator
 - Notification options when there's a new voicemail
 - Set up the dial 0 option to let callers be transferred from your voicemail to another number
 - Set how long the phone will ring before it decides the call is unanswered
 - Upload the greeting your callers will hear or choose a default
4. Select Save.

Please note: You won't be able to turn on notification via text message to your mobile. This feature isn't available in New Zealand.

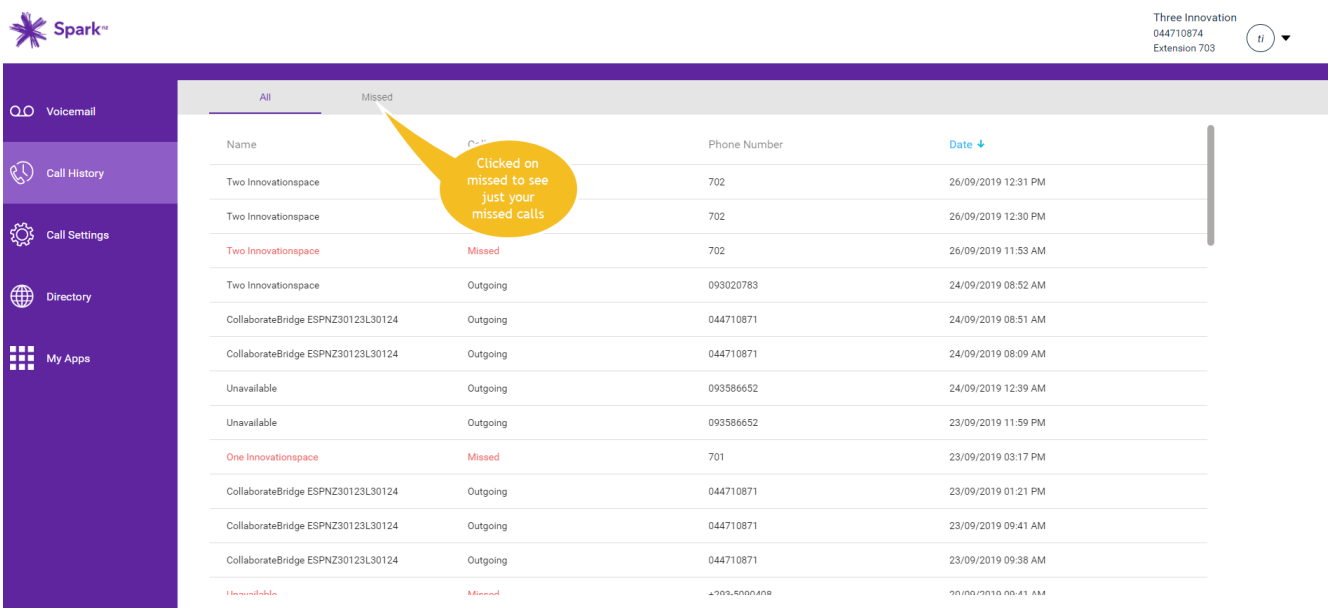
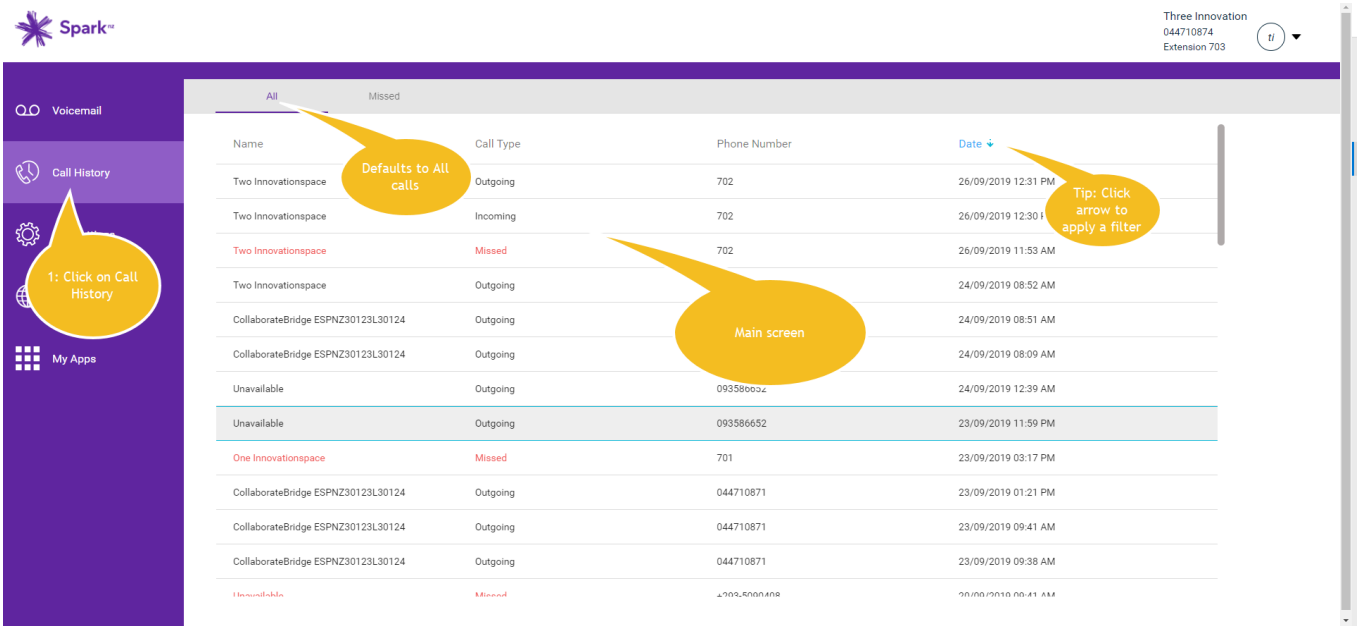


5. Call History

Call history provides a history of all your calls.

Access call history

1. Select Call History from the left menu.
2. Select whether you want to see All or Missed at the top of the screen.
3. You'll see:
 - The name of who's called you, or who you've called
 - Whether it was incoming or outgoing
 - The phone number
 - The date of the call
4. To sort or filter the results, select the column headings.

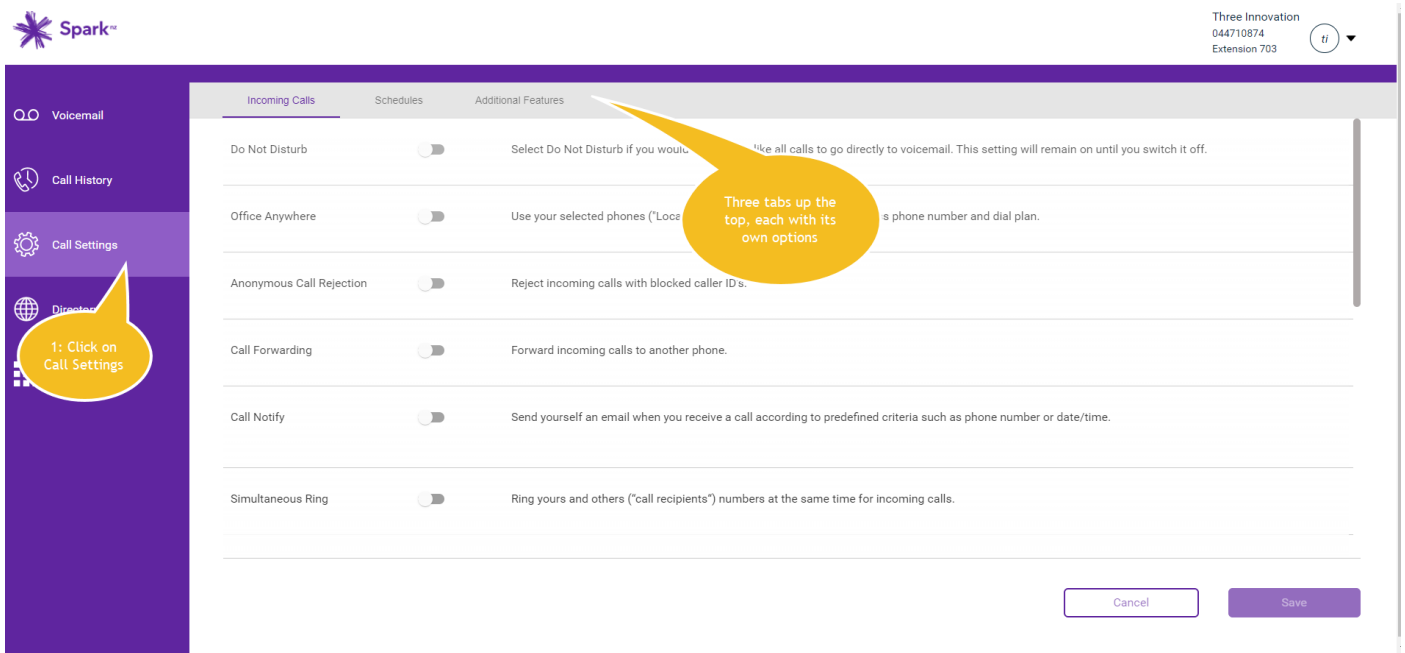


6. Call Settings

Call settings let you control what happens with your incoming calls, your schedules and additional features to manage calls.

Access call settings

1. Select Call Settings from the left
2. Three tabs of options are available at the top:
 - Incoming Calls
 - Schedules
 - Additional Features



6.1 Incoming Calls tab

The Incoming Calls tab lets you set up how you want to manage your incoming calls. Some of the options will use your personal schedule or a schedule that's been set up for your site.

1. Select Call Settings from the left menu.
2. Select the Incoming Calls tab.
3. Select the toggles to turn the options on or off:
 - **Do Not Disturb:** If this is on, all your calls will go to voicemail.
 - **Office Anywhere:** This lets you use external numbers, such as your mobile, to answer Cloud Phone calls but still use the call control features of the Cloud Phone app.
 - **Anonymous Call Rejection:** This rejects calls from anyone who's blocked their caller ID.
 - **Call Forwarding:** This lets you forward your calls to another number. You'll need to put +64 in front of the number you're forwarding your calls to.
 - **Call Notify:** This sends you an email when you receive a call that matches pre-defined criteria, such as a specific phone number or date and time.
 - **Simultaneous Ring:** This lets you set up another phone number in your company's Cloud Phone directory which will also ring when you receive a call. The phones will ring at the same time. You can opt to have a prompt where the other recipient needs to press a key before the call connects.

- **Remote Office:** This lets you add another of your office phone numbers and then you will be able to use that phone and all calls will appear as yours. This number will also simultaneous ring if anyone calls you.
- **Call Waiting:** This lets a second call come through when you're already on the phone.
- **Sequential Ring:** This sends your unanswered calls to another number, and if that number isn't answered, onto another number, up to a total of five numbers.
- **Business Continuity:** This forwards your calls to another number if your number isn't reachable, for example, if you're logged in to the Cloud Phone app and your desk phone is disconnected or there's a power outage.
- **Priority Alert:** This lets you set up for your desk phone to ring differently when pre-determined criteria are met. For example, if it's your manager's number calling you.
- **Selectively Accept Calls:** This lets you set up a schedule for when you'll accept a call. Outside of this schedule calls will be sent to a recorded message saying, "The party you are trying to reach is not accepting calls at this time." You can also specify call types or callers.
- **Selectively Reject Calls:** This lets you set up a schedule for when you'll reject a call. During the scheduled time calls will be sent to a recorded message saying, "The party you are trying to reach is not accepting calls at this time." You can also specify call types or callers.
- **Selectively Forward Calls:** This lets you set up a schedule for when you want to send calls to another number.

4. Select Save.

The screenshot shows the 'Incoming Calls' settings page in the Spark user portal. The page has a purple sidebar on the left with navigation options: Voicemail, Incoming calls menu, Call Settings, Directory, and My Apps. The main content area is titled 'Incoming Calls' and contains several settings, each with a toggle switch and a descriptive text:

- Do Not Disturb:** Select Do Not Disturb if you would temporarily like all calls to go directly to voicemail. This setting will remain on until you switch it off.
- Office Anywhere:** Use your selected phones ("Locations") as an extension of your business phone number and dial plan.
- Anonymous Call Rejection:** Reject incoming calls with blocked caller ID's.
- Call Forwarding:** Forward incoming calls to another phone.
- Call Notify:** Give a call according to predefined criteria such as phone number or date/time.
- Simultaneous Ring:** Ring yours and others ("call recipients") numbers at the same time for incoming calls.

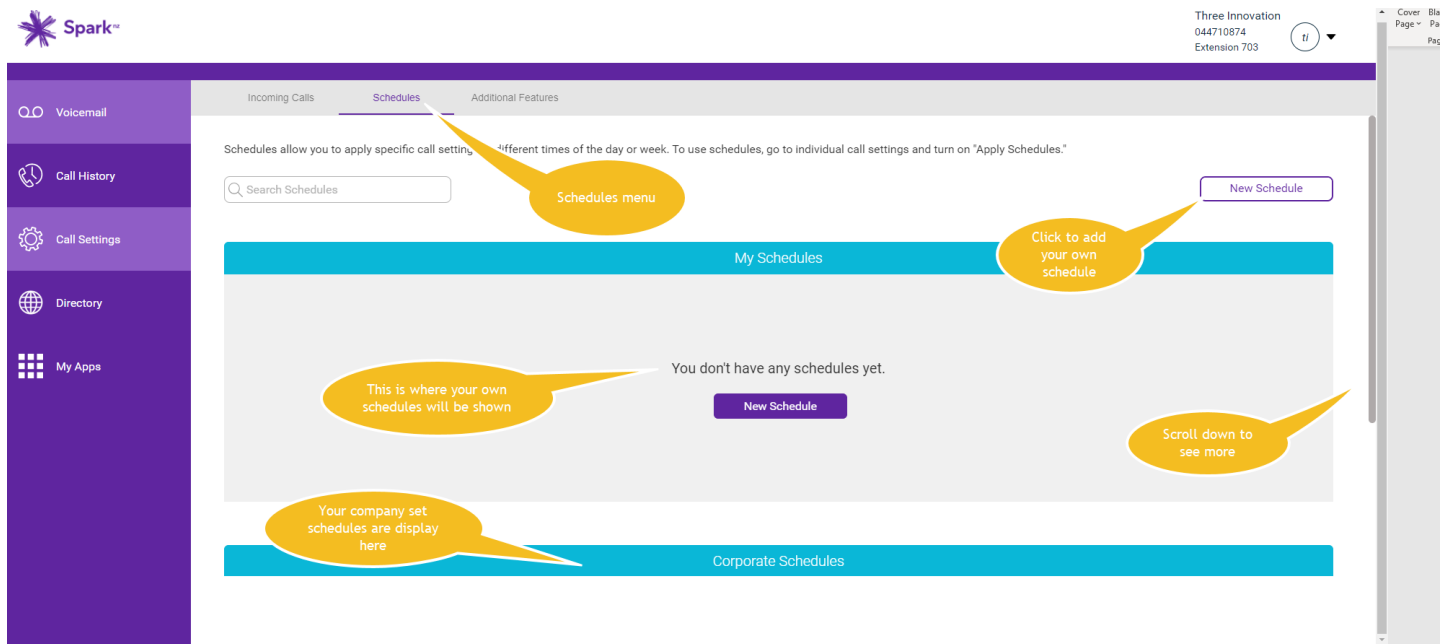
Annotations in yellow callouts provide instructions:

- 'Incoming calls menu' points to the sidebar menu item.
- 'Slide the button to turn something on and off' points to the 'Do Not Disturb' toggle.
- 'An option menu will appear for you to configure the setting when you slide it to on' points to the 'Call Forwarding' toggle.
- 'scroll down for more options' points to the scroll bar on the right.
- 'Click save once changes have been made' points to the 'Save' button at the bottom right.

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

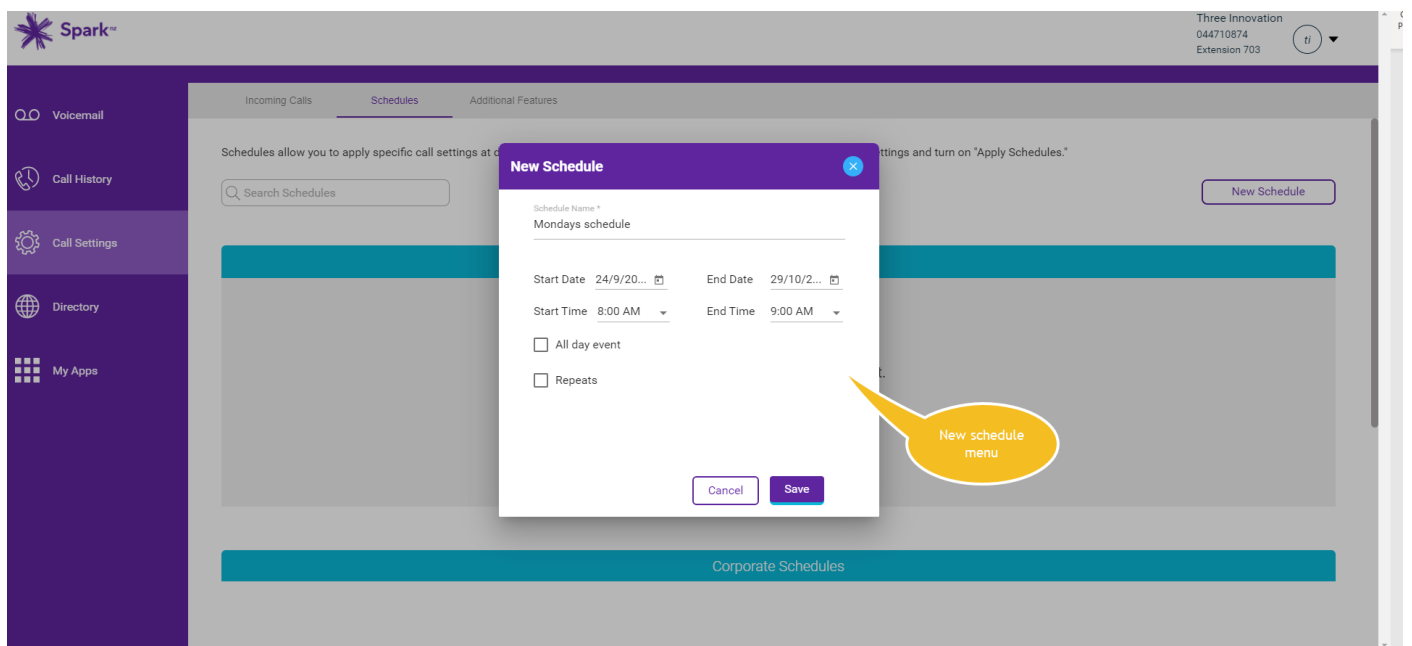
6.2 Call Settings – Schedules tab

The schedules tab is where you set up new schedules. These can then be used with the options that need time schedules on the incoming calls tab.



Set up a schedule

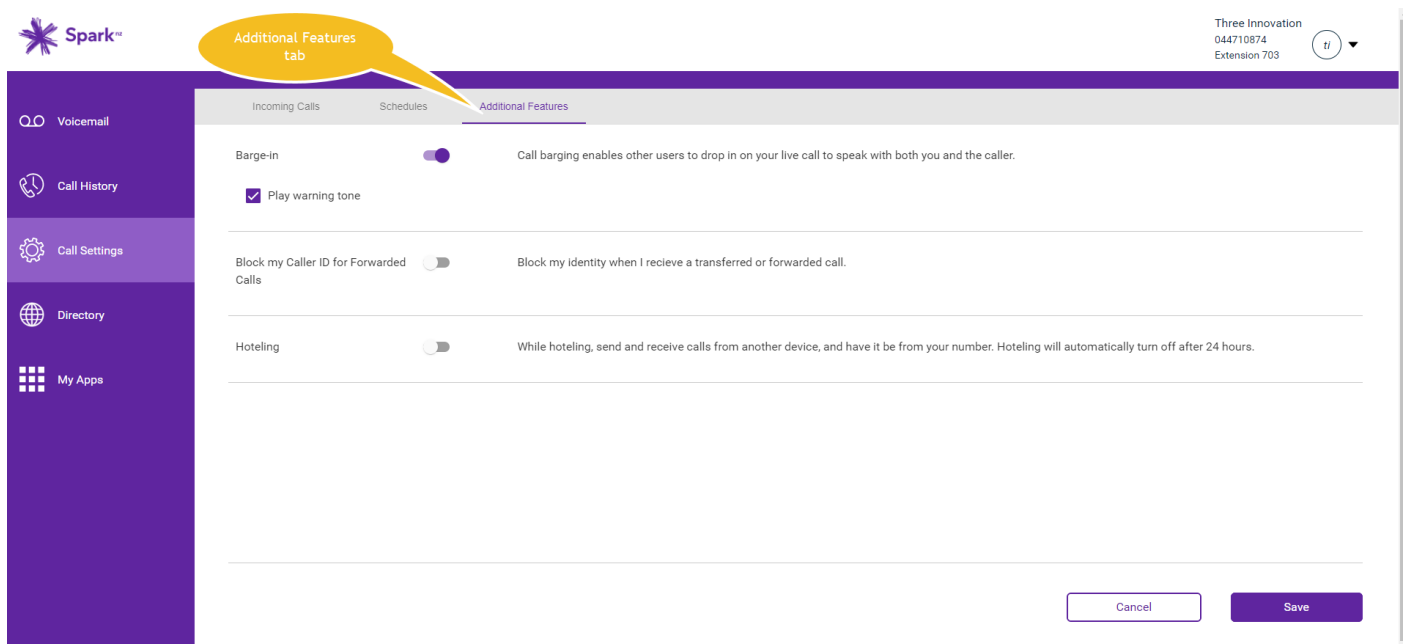
1. Select Call Settings from the left menu.
2. Select the Schedules tab.
3. Select New Schedule.
4. Fill in the details of your schedule.
5. Select Save.
6. Your schedule will now appear under My Schedules.
7. To delete a schedule, select the trashcan icon beside it.



6.3 Call Settings - Additional Features tab

The Additional Features tab is where you set up barge-in and hoteling and can block your caller ID for some calls.

1. Select Call Settings from the left menu.
2. Select the Additional Features tab.
3. Select the toggles to turn the options on or off:
 - **Barge-in:** This means that when you're on a call another person from your office can barge into your call and speak with you and your caller.
 - **Block my Caller ID for Forwarded Calls:** When this is enabled, calls that have been transferred or forwarded won't see your caller ID.
 - **Hoteling:** This lets you take over another of your office phone numbers. When it's turned on, all your calls will appear as the other office phone number. You can also log into and use a shared desk phone and it will have all your own user settings. Your administrator needs to enable it before you can use this feature.
4. Select Save.



7. Directory

The directory section lets you see your view your company's enterprise directory and your personal directories. From here you'll be to view your company contacts, view, add or delete personal contacts and add speed-dial contacts.

You can also click to dial the contact by selecting the phone icon in any screen it appears next to your contacts. When you do, your Cloud Phone device will ring first. When you answer it'll make the call to the contact from that device.

7.1 Search for a contact who is in your company/enterprise

1. Select Directory from the left menu.
2. Select the Directory tab.
3. Enter your contact's name in the search bar or select the field headings to sort the entries and find the person you want.

First Name ↓	Last Name	Phone Number	Extension	Location Code
Voice Messaging Group	+6493020778	+6493020778	799	
Vipin	Varghese	+6444710826	826	
Two	Innovationspace	+6493020783	702	
Three	Innovation	+6444710874	703	
Sheldon	Pillay	+6444710825	825	
One	Innovationspace	+6493020784	701	
Office Anywhere	6493020785	+6493020785		
John	Hill	+6444710823	823	
Hunt Group	Innovation	+6493020782	805	

7.2 Search for a personal contact

1. Select Directory from the left menu.
2. Select the My Contacts tab.
3. Enter your contact's name in the search bar or select the field headings to sort the entries and find the person you want.

7.3 Add a personal contact

1. Select Directory from the left menu.
2. Select the My Contacts tab.
3. Enter the name and phone number. If you want them to be a speed-dial contact, select a speed dial number from the drop-down.
4. Select Add Contact.

7.4 Delete a personal contact

1. Find the contact.
2. Select the trashcan icon to the right of the contact.
3. Select Delete.

Please note: You can't edit a contact. If you need to change something, delete the existing contact and add them again as a new contact.

Name ↑	Phone Number	Speed Dial
pbt test	093586652	