tpg TELECOM

User Reference Guide

BizPhone
Small Business Phone System

Contents

BizPhone Frontier Feature Configuration 5
BizPhone Frontier User Portal 6
Basic User Features 8
Call Forward No Answer 9
Call Forward Busy 10
Call Forward Immediate (Always) 11
Call Forward Not Reachable 12
Call Waiting 12
3-Way Conference Call 13
Call Transfer 13
Calling Number Display – Outgoing 14
Anonymous Call Rejection 15
Automatic Call Back 15
Do Not Disturb 16
Do Not Disturb Reminder 16
Standard Features 18
User Details 18
Handset/ATA Details 19
Simultaneous Ring 21
Call Forwarding Selective 27
Priority Alert 30
Call Notify 32
Busy Lamp Field 34
Speed Dial 8 35
Voice Mail 36
Configuring Voice Mail settings via Frontier 36
Accessing your Voice Mail 38
Voice Mail Greetings 38
Replace Handset/ATA 40
Call Logs 42
Client Downloads 44
Skype for Business 47
Receptionist 49
BizPhone Desktop App 50
BizPhone Mobile App 54
BizPhone Receptionist App 55
User Password and Passcode Specifications 57
User Password Specifications 57

Voice Portal Passcode Specifications 57
Audio File Specifications 58
Recording .WAV or .WMA files 58
Converting .WAV files to .WMA 60

Welcome

Welcome to your TPG BizPhone service!

Inside this guide you will find information on how to use and configure the features and services offered by your TPG BizPhone service.

As our product will continue to be upgraded with enhancements and new features, please check with your BizPhone Administrator to ensure you have the most up-to-date guide.

You can also find How To video guides for a range of core BizPhone features at http://www.bizphone.net.au/howtovideos.

BizPhone Frontier Feature Configuration

TPG BizPhone has many configurable features allowing you to customise your phone to suit you best.

BizPhone user
The user will have access to set or modify the end user configuration, such as: Call Forward, Call Waiting, Voice mail settings, etc.

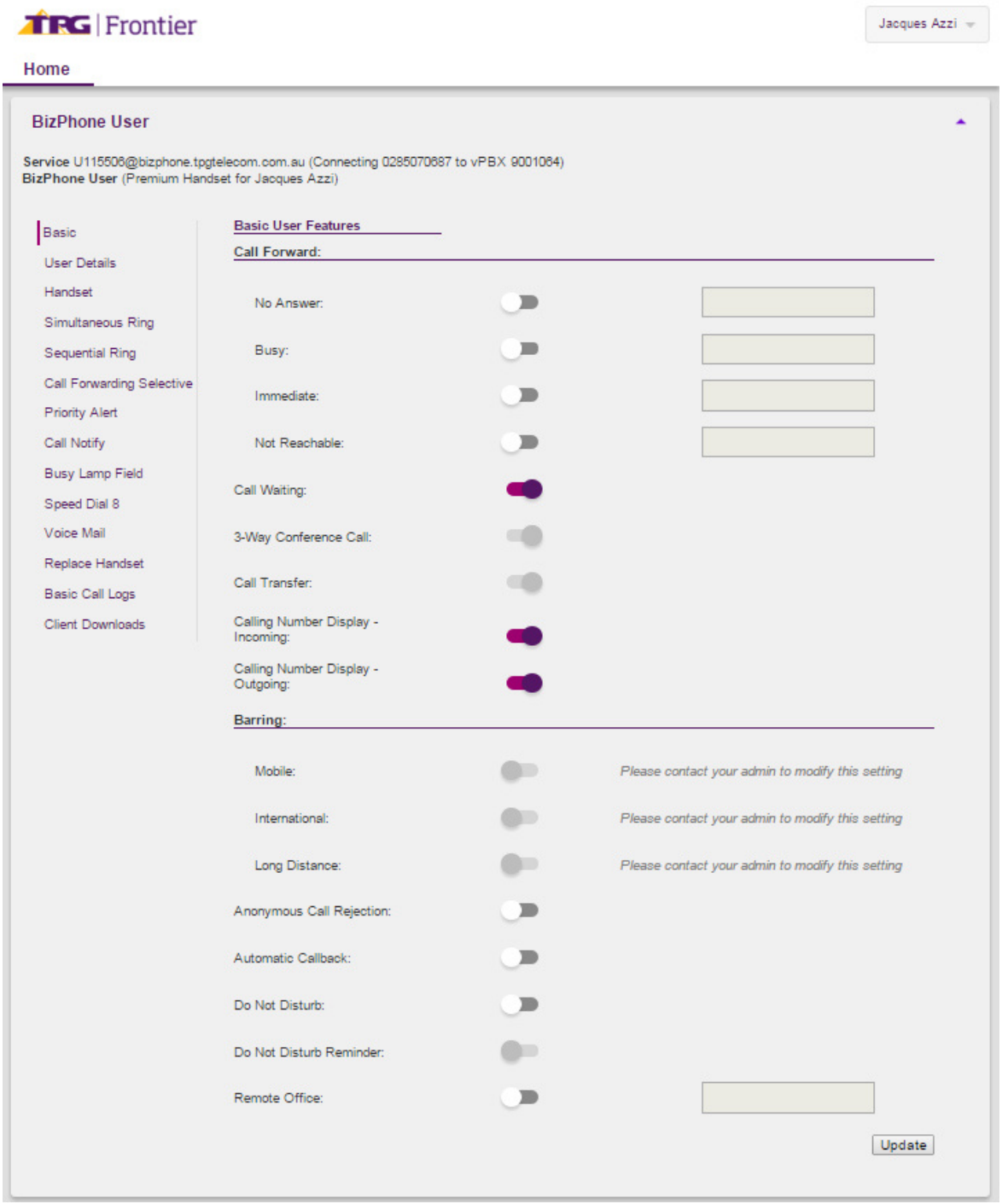
The username and password for each BizPhone user is emailed to your account contact along with the Service Completion Advice.

Log in to the Portal
To log in to the BizPhone Frontier Admin portal go to https://frontier.tpgtelecom.com.au/s/login via your web browser, where the following will be displayed:

Enter your BizPhone username and password.

BizPhone Frontier User Portal

Once you log in to the Frontier portal, the BizPhone User Features Page (below) will appear (for Standard BizPhone User).



If the user has a BizPhone Line (ATA) plan, below Basic User Features Page will appear. It has less menu items (Features) compared to Standard BizPhone User.

For details on how to use and configure each of the BizPhone features, please refer to the relevant sections of this document.

Basic User Features

By default, the Basic User Features page is displayed once you log in to the Frontier User portal. If you are on another page and would like to return to the Basic User Features page, you can simply click “Basic” on the menu located on the left.

The Basic User Features are available across all handsets. They are configurable from the Frontier User portal. Alternatively, some of these features are configurable via the handsets as well.

Notes:

- **Your extension is the last 5 digits of your full geographical phone number. If your extension is starting with “000”, the system will automatically replace the first or the leading digit of the extension with “1”. For example, if your extension is 000xx, it will become 100xx. For internal use, users need to ring you on 100xx.**
- **Your phone number is displayed next to the Service details of the Basic User Features page.**
- **Not all of the Basic User Features are available on the BizPhone Line (ATA) plan. The feature section will note if the particular feature is not available for the BizPhone (Line) ATA plan.**

To configure each of the Basic User Features, refer to the relevant sections.

Call Forward No Answer

Call Forward No Answer allows a user to forward incoming calls to a particular phone number if the user does not answer the call in a specific time period. The user can also forward the calls to their Voice Mai if they wish.

Note: If Call Waiting is on and a call is waiting, it will be redirected after that time period.

How do you use it?
By changing your setting in Frontier, your preference will then be applied to all future calls.

Default setting: Off

How to set in Frontier:

- Change the status next to Call Forward "No Answer" to active by clicking on or inactive by clicking on . If the status is set to active, you need to enter a valid 10-digit phone or mobile number to forward all calls to.
  Alternatively, you can also forward calls to the Voice Mail by entering *55 in front of the 10-digit phone number or in front of the phone extension.
  Note: The system default number of rings before a call is forwarded to a voicemail is 3 rings (18-20 seconds).
- Click "Update" at the bottom of the screen to save the changes.

How to override on handset:

- To de-activate the Call Forward No Answer feature, lift the handset and dial *93.
  Or you can also use the handset menu to de-activate this feature:
  DECT Handset: OK → Call Features → Call Forward → OK → Disabled → Save.
  Other Handsets: Menu → Call Control → Call Forward → No Answer → Disabled → Save.

- To activate, lift the handset and dial *92 and enter the phone number to forward the calls to.
  Or you can also use the handset menu to activate this feature:
  DECT Handset: OK → Call Features → Call Forward → OK → Enabled (enter the number to forward calls to under Target) → Save.
  Other Handsets: Menu → Call Control → Call Forward → No Answer → Enabled (enter the number to forward calls to) → Save.

Call Forward Busy

Call Forward Busy allows the user to forward incoming calls to a particular phone number if the user is on a call. The user can also forward the calls to their Voice Mai if they wish.

Note: Call Waiting override Call Forward Busy.

How do you use it?
By changing your setting in Frontier, your preference will then be applied to all future calls.

Default setting: Off

How to set in Frontier:

- Change the status next to Call Forward "Busy" to active by clicking on or inactive by clicking on . If the status is set to active, you need to enter a valid 10-digit phone or mobile number to forward all calls to.
  Alternatively, you can also forward calls to the Voice Mail by entering *55 in front of the 10-digit phone number or in front of the phone extension.
  Note: The system default number of rings before a call is forwarded to a voicemail is 3 rings (18-20 seconds).
- Click "Update" at the bottom of the screen to save the changes.

How to override on handset:

- To de-activate the Call Forward Busy feature, lift the handset and dial *91.
  Or you can also use the handset menu to de-activate this feature:
  DECT Handset: OK → Call Features → Call Forward → OK → Disabled → Save.
  Other Handsets: Menu → Call Control → Call Forward → Busy → Disabled → Save.
- To activate, lift the handset and dial *90 and enter the phone number to forward the calls to.
  Or you can also use the handset menu to activate this feature:
  DECT Handset: OK → Call Features → Call Forward → OK → Enabled (enter the number to forward calls to under Target) → Save.
  Other Handsets: Menu → Call Control → Call Forward → Busy → Enabled (enter the number to forward calls to) → Save.

Call Forward Immediate (Always)

Call Forward Immediate allows the user to forward all incoming calls to a particular phone number. The user can also forward the calls to their Voice Mai if they wish.

How do you use it?

By changing your setting in Frontier, your preference will then be applied to all future calls.

Default setting: Off

How to set in Frontier:

- Change the status next to Call Forward "Immediate" to active by clicking on or inactive by clicking on . If the status is set to active, you need to enter a valid 10-digit phone or mobile number to forward all calls to.
  Alternatively, you can also forward calls to the Voice Mail by entering *55 in front of the 10-digit phone number or in front of the phone extension.
  Note: The system default number of rings before a call is forwarded to a voicemail is 3 rings (18-20 seconds).
- Click "Update" at the bottom of the screen to save the changes.

How to override on handset:

- To de-activate the Call Forward Immediate feature, lift the handset and dial *73.
  Or you can also use the handset menu to de-activate this feature:
  DECT Handset: OK → Call Features → Call Forward → OK → Disabled → Save.
  Other Handsets: Menu → Call Control → Call Forward → Always → Disabled → Save.

- To activate, lift the handset and dial *72 and enter the phone number to forward all calls to.
  Or you can also use the handset menu to activate this feature:
  DECT Handset: OK → Call Features → Call Forward → OK → Enabled (enter the number to forward calls to under Target) → Save.
  Other Handsets: Menu → Call Control → Call Forward → Always → Enabled (enter the number to forward calls to) → Save.

Call Forward Not Reachable

Call Forward Not Reachable allows all calls to be automatically forwarded to a different phone number when the handset is not accessible. The user can also forward the calls to their Voice Mai if they wish.

How do you use it?
By changing your setting in Frontier, your preference will then be applied to all future calls.

Default setting: Off

How to set in Frontier:

- Change the status next to Call Forward "Not Reachable" to active by clicking on or inactive by clicking on . If the status is set to active, you need to enter a valid 10-digit phone or mobile number to forward all calls to.
  Alternatively, you can also forward calls to the Voice Mail by entering *55 in front of the 10-digit phone number or in front of the phone extension.
  Note: The system default number of rings before a call is forwarded to a voicemail is 3 rings (18-20 seconds).
- Click "Update" at the bottom of the screen to save the changes.

How to override on handset:

- To de-activate the Call Forward Not Reachable feature, lift the handset and dial *95.
- To activate, lift the handset and dial *94 and enter the phone number to forward the calls to.

Call Waiting

Call Waiting is a service that allows the user to be alerted to an incoming call by a faint beep or click when you are already talking on the phone. This gives the user the ability to either take that call by putting the first call on hold or just continue with the conversation that they are currently having.

How do you use it?
To use the Call Waiting, you must already be on a call.

DECT Handset: When a second call comes through, it will appear on the phone screen, press "Accept" to speak to the second caller without hanging up the first caller (the first caller will be put on hold).
To resume the held call, press "Swap".

T42G (T42S) Handset: When a second call comes through, press the down arrow button and the answer option will be shown on the LCD screen. You can then press "Answer" to speak to the second caller without hanging up the first caller (the first caller will be put on hold).
To resume the held call, press the up arrow button and press "Resume".

T48G (T48S) Handset: When a second call comes through, you will see the incoming call on the LCD screen. Click on the incoming call and click "Answer" to speak to the second caller without hanging up the first caller (the first caller will be put on hold).
To resume the held call, click the hold call and click "Resume".

Default Setting: On

How to set in Frontier:

- Change the status next to Call Waiting to active by clicking on or inactive by clicking on .
- Click "Update" at the bottom of the screen to save the changes.

How to override on handset:
To disable the call waiting, lift the handset and dial #43.
Or you can also use the handset menu to de-activate or activate this feature:
DECT Handset: OK → Call Features → Call Waiting → "Disabled" (to de-activate) or "Enabled" (to activate) → Save.
Other Handsets: Menu → Features → Call Waiting → "Disabled" (to de-activate) or "Enabled" (to activate) → Save.

3-Way Conference Call

3-Way Conference Call enables a user to bring a third party into an existing conversation, and allows the three parties to listen and talk to each other.

How do you use it?
To use the 3-Way Conference Call, you must start on a connected call.

DECT Handset: When you are connected in a call, press "Options" and then select "Conference" key on the phone and then enter the number of the third party you wish to conference in. Once the call is answered, press the "Conf" key again to join the parties together.

Other Handsets: Press the "Conf" or "Conference" key on the phone, and then enter the number of the third party you wish to conference in. Once they answer the call you can speak to them privately, and then press the "Conf" or "Conference" key again to join all parties together.

Note: If either of the two parties hand up during the call, the call with the other party remains connected. It the user hangs up, the other two parties will be disconnected.

Default Setting: On (Not configurable)

Call Transfer

Call Transfer allows a user to transfer a connected call to a third party (either internal or any phone number).

There are two types of transfer: Blind Transfer and Attended Transfer (not available on the DECT handsets).

An attended transfer allows the user to speak to the third party privately before transferring the call across.
A blind transfer simply redirects the call to the third party and the hangs up the user.

How do you use it?
To use the Call Transfer, you must start on a connected call.

DECT Handset: To transfer a call, press "Options" and select "Transfer" key on the phone. Then enter the phone number that you wish to transfer the call to and press the "Transfer" key again. The call will then be transferred to a third party.

Other Handsets: To transfer a received call, press the "Trans" or "Transfer" button on the phone. The existing call will be placed on hold, and you will have two options:

1. If you want to make an "Attended" transfer, dial the third party number, speak to the third party, and press the "Transfer" button again.
2. If you want to make a "Blind" transfer, dial the third party number and press the "Transfer" button and the call should transfer immediately.

Default Setting: On (Not configurable)

Calling Number Display – Incoming

Calling Number Display – Incoming allows the user to display or hide the other party's phone number when they are calling the user.

Default Setting: On

How to set in Frontier:

- Change the status next to Calling Number Display – Incoming (Caller Number Display) to active by clicking on or inactive by clicking on .
- Click "Update" at the bottom of the screen to save the changes.

Calling Number Display – Outgoing

Calling Number Display allows the user to display or hide their phone number when making an outbound call.

Default Setting: On

How to set in Frontier:

- Change the status next to Calling Number Display – Outgoing (Caller Line Identifier) to active by clicking on or inactive by clicking on .
- Click "Update" at the bottom of the screen to save the changes.

How to override on handset:

- To de-activate, lift the handset and dial *31 and then the user phone number will be restricted to the other party.
- To activate the Calling Number Display - Outgoing, lift the handset and dial #31.

Call Barring

Call Barring allows the admin to bar certain types of calls (Mobile, International, and Long Distance) from being made from the user's phone.

Default Setting: Off

How to set in Frontier:

Please contact your BizPhone administrator to change the settings for Call Barring.

Anonymous Call Rejection

Anonymous Call Rejection allows a user to reject incoming calls that do not have Caller ID Display enabled. By enabling the service, a caller who has their caller ID blocked will have their incoming call rejected. The caller will hear a message informing them that the user is not accepting anonymous call at this time. The user's phone will not ring and the user will not see any indication of the call.

Note: Anonymous Call Rejection feature is not available on BizPhone Line (ATA) plan.

How do you use it?
By changing your setting in Frontier, your preference will then be applied to all future calls.

Default setting: Off

How to set in Frontier:

- Change the status next to Anonymous Call Rejection to active by clicking on or inactive by clicking on .
- Click "Update" at the bottom of the screen to save the changes.

How to override on handset:

- To Activate the Anonymous Call Rejection feature, lift the handset and dial *77.
- To de-activate, lift the handset and dial *87.

Or you can also use the handset menu to activate or de-activate or activate this feature:
DECT Handset: OK → Call Features → Anon. Call Rejection → OK → "Disabled" (to de-activate) or "Enabled" (to activate) → OK.
Other Handsets: Menu → Call Control → Anonymous Call Rejection → "Off" (to de-activate) or "On" (to activate) → Save

Automatic Call Back

Automatic Call Back allows the user who receive a busy tone to monitor the busy party and automatically establish a call when the busy party becomes available.

Note: Automatic Call Back feature is not available on BizPhone Line (ATA) plan.

How do you use it?
By changing your setting in Frontier, your preference will then be applied to all future calls. This feature can only be activated when calling within the same group.

Default setting: Off

How to set in Frontier:

- Change the status next to Automatic Call Back to active by clicking on or inactive by clicking on .
- Click "Update" at the bottom of the screen to save the changes.

Do Not Disturb

Do Not Disturb allows the users to set their phone as unavailable so that incoming calls are treated as if the user is busy.

Note: Do Not Disturb feature is not available on BizPhone Line (ATA) plan.

How do you use it?
By changing your setting in Frontier, your preference will then be applied to all future calls.

Default setting: Off

How to set in Frontier:

- Change the status next to Do Not Disturb to active by clicking on or inactive by clicking on .
- Click "Update" at the bottom of the screen to save the changes.

How to override on handset:

- To Activate the Do Not Disturb feature, lift the handset and dial *78 or press the "DND" key on the phone (not available for DECT handsets).
- To de-activate, lift the handset and dial *79.

Do Not Disturb Reminder

Do Not Disturb Reminder plays ring reminder when the call is blocked.

Note: Do Not Disturb Reminder feature is not available on BizPhone Line (ATA) plan.

How do you use it?
By changing your setting in Frontier, your preference will then be applied in future.

Default setting: Off

How to set in Frontier:

- Change the status next to Do Not Disturb Reminder to active by clicking on or inactive by clicking on .
- Click "Update" at the bottom of the screen to save the changes.

Remote Office

Remote Office allows the user to access and use their BizPhone service from any phone number (home office, mobile phone) that you specified as your Remote Office.

Note: Remote Office feature is not available on BizPhone Line (ATA) plan.

How do you use it?
By changing your setting in Frontier, your preference will then be applied to all future calls.

Default setting: Off

How to set in Frontier:

- Change the status next to Remote Office to active by clicking on or inactive by clicking on .
- Enter the phone number you want to access your BizPhone service from on the text box next to Remote Office option.
- Click "Update" at the bottom of the screen to save the changes.

How to override on handset (Not available for DECT handsets):
Menu → Call Control → Remote Office → "Off" (to de-activate) or "On" (to activate) → Save

Standard Features

The standard features are available on all handsets (unless specified) – configurable via the Frontier Portal and some are configurable via the handsets.

Note: Not all of the Standard Features are available on BizPhone Line (ATA) plan.

User Details

User Details allows the user to manage and modify their details, including changing their Frontier User Portal password and their Voice Portal passcode when required.

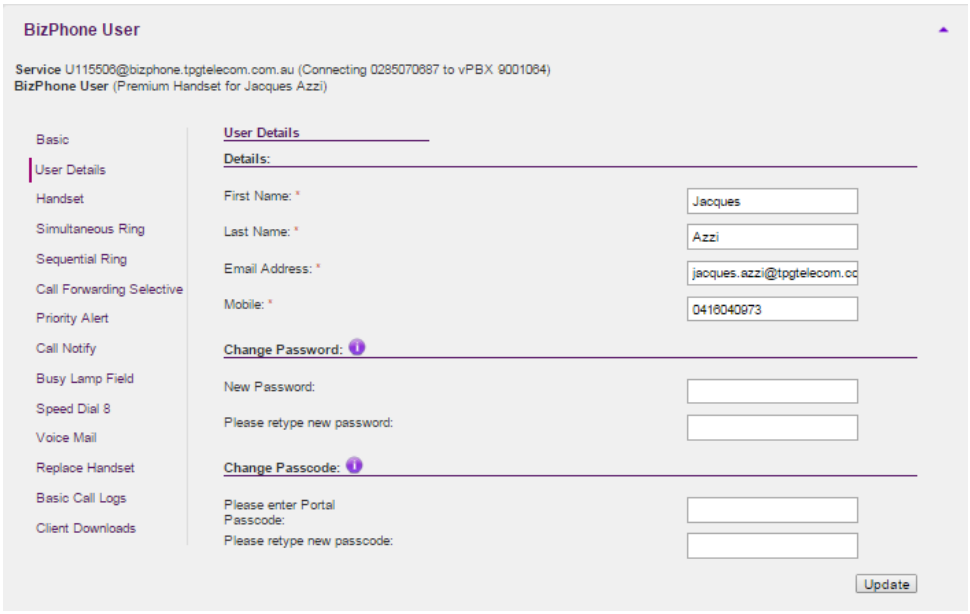
How do you use it?
By changing your setting in Frontier, your preference will then be applied to all future calls.

Default setting: Un-configured

How to configure in Frontier:

- To access the User Details, click on the "User Details" on the menu located on the left.

  Note: Below Screen capture (User Details page) is for Standard BizPhone User only. A BizPhone Line (ATA) user will have less menu on the left because there are less features supported. Please refer to each Features section to see which features are not supported.



- Enter the user details.

User Details	Description
First Name*	Enter the first name of the user.
Last Name*	Enter the last name of the user.
Email Address*	Enter the email address of the user.
Mobile*	Enter the mobile address of the user.
Change Password	
New Password	Enter a new password for your Frontier user portal (if applicable)

Please retype new password	Retype your password you have just entered.
Change Passcode	
Please enter Portal Passcode	Enter a new passcode for your voice portal.
Please retype new passcode	Retype your passcode you have just entered for your voice portal.

Notes:
- *** in above table indicates mandatory field and cannot be empty.**
- **The specification for the User Password and Voice Portal Passcode are different. For User Password, please refer to: User Password specification. For Voice Portal Passcode, please refer to: Voice Portal Passcode specification.**

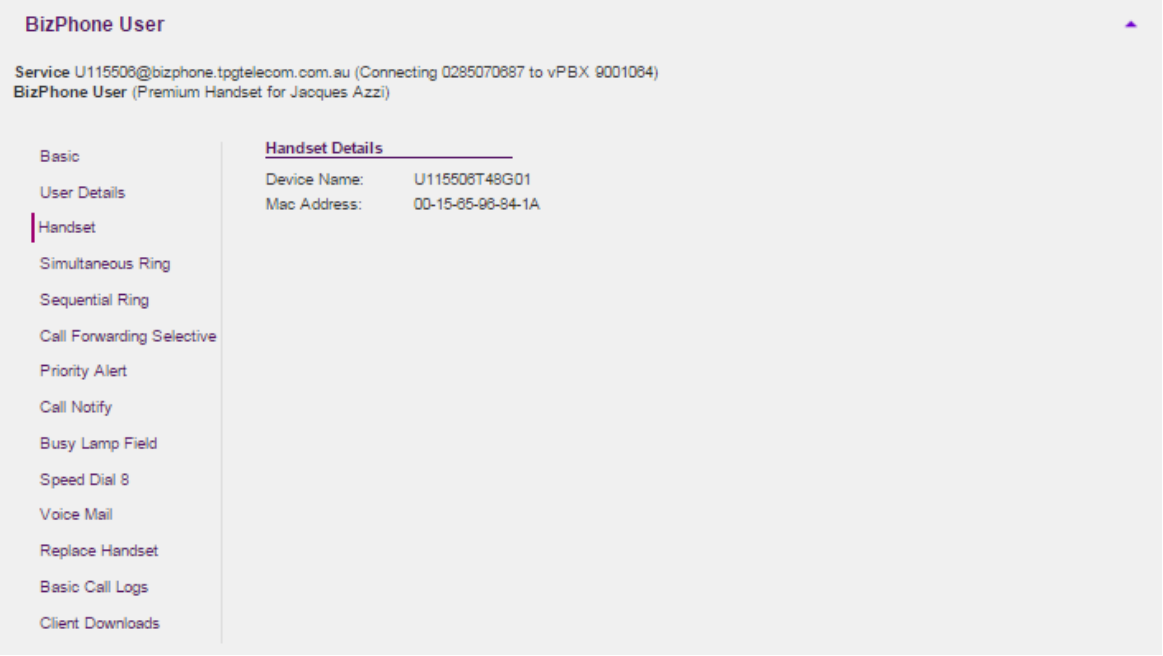
- Once you have finished entering the user details, click "Update" to save the details you have just entered or modified for the user.

Handset/ATA Details

This page displays the User's handset or ATA device details: Device Name and MAC Address.

To access this page, click on the "Handset" menu located on the left if you have a Standard user plan or click on "ATA Details" if you have a Line (ATA) plan.

Below is the Standard User's Handset Details page.



Below is the BizPhone Line ATA's Details page.

Note: The Handset/ATA Details go hand-in-hand with the Replace Handset/ Replace ATA feature. If you replace your handset/ATAwith a new or replacement handset/ATA, the new or replacement handset/ATA's details (Device name and MAC Address) will be displayed in this page.

Simultaneous Ring

Simultaneous Ring allows incoming calls to ring on multiple phone numbers or extensions in addition to the user's phone.

Note: Simultaneous Ring feature is not available on BizPhone Line (ATA) plan.

How do you use it?
By changing your setting in Frontier, your preference will then be applied to all future calls.

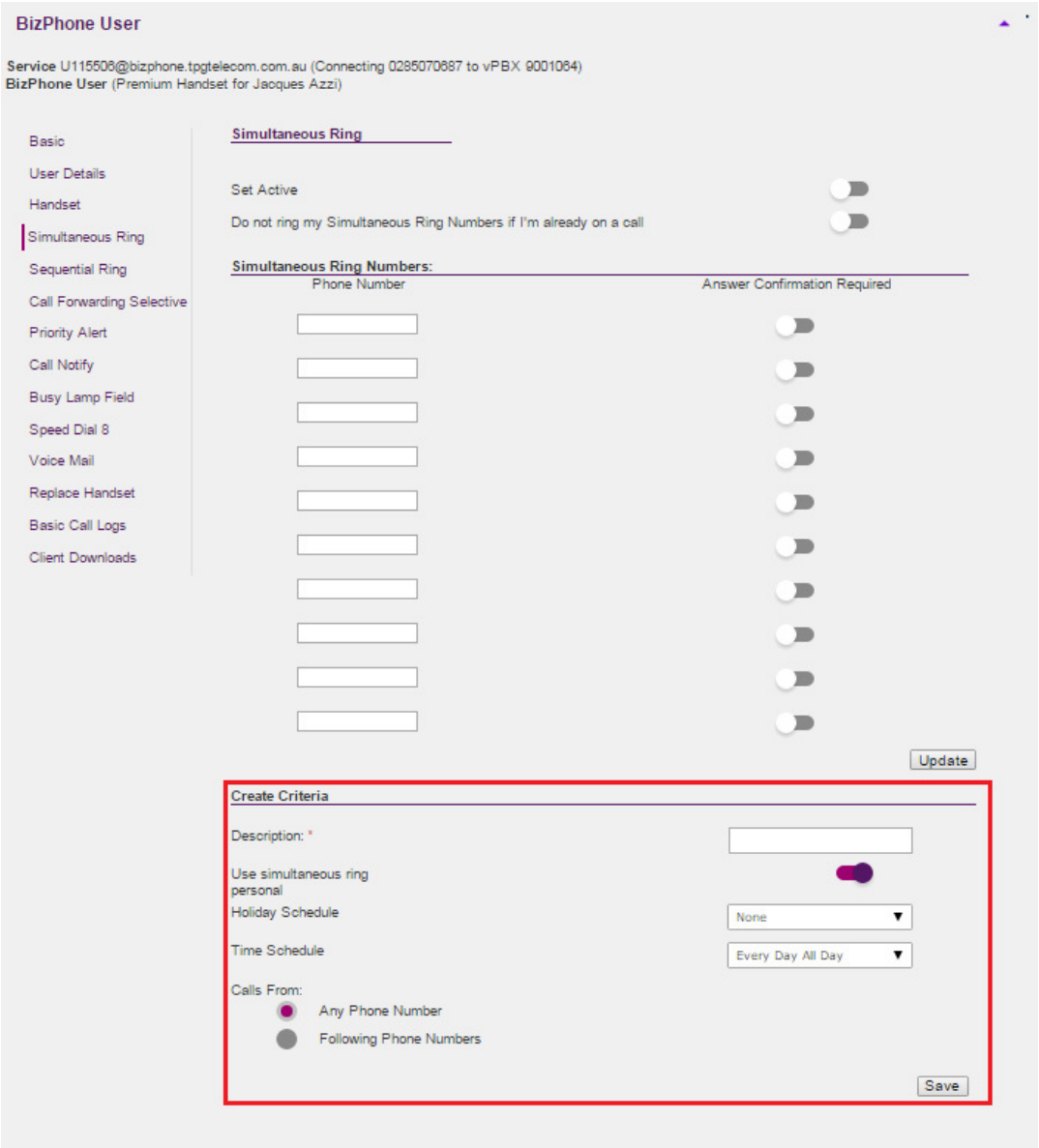
Default setting: Un-configured

How to configure in Frontier:

- To access the Simultaneous Ring, click on the "Simultaneous Ring" on the menu located on the left.

  The Simultaneous Ring is configured in 2 parts:
  1. Activate and configure Simultaneous Ring options (top part of the screen).
  2. Create criteria for the Simultaneous Ring (bottom part of the screen).

  Note: You need to set up a create criteria before you can activate the Simultaneous Ring feature.



- Enter a Create Criteria for your Simultaneous Ring.

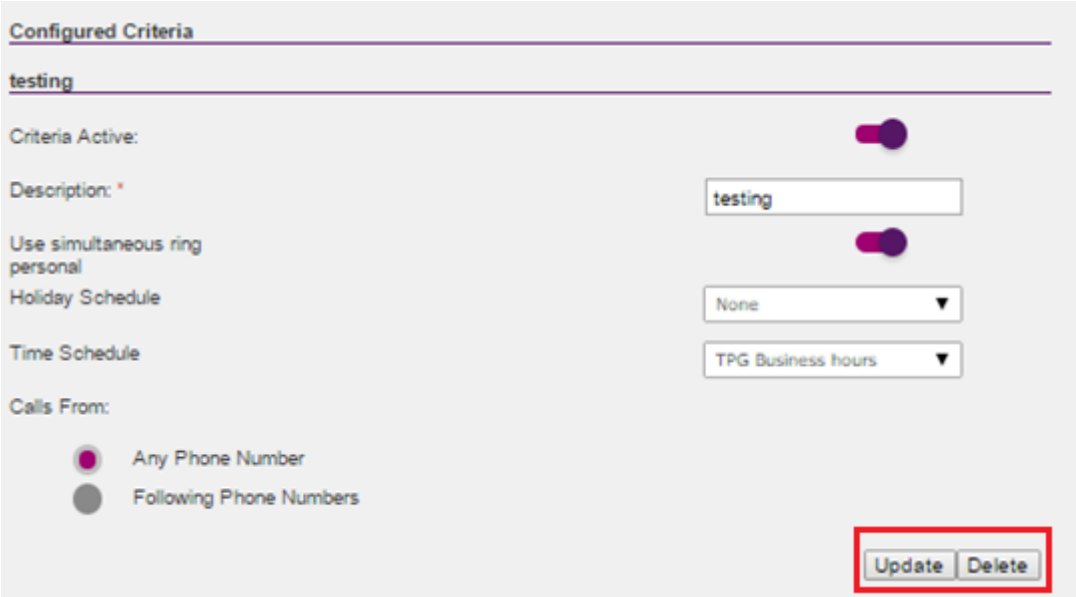
Create Criteria for Simultaneous Ring	Description
Description*	Enter the description for the Simultaneous Ring criteria.
Use Simultaneous Ring Personal	Tick this option if you want to use the Simultaneous Ring Personal.
Holiday Schedule	(if applicable) Select the Holiday schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
Time Schedule	(if applicable) Select the Time schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
Calls From	You can specify if you want to the phone to ring simultaneously when you receive call from: - **Any Phone Numbers**, where your phone will ring simultaneously with the specified phone number(s) when you receive calls from any numbers.

	- **Following Phone Numbers**, where your phone will ONLY ring simultaneously with the specified phone number(s) when you receive calls from the specified phone numbers in this section. If you select this option, you will need to specify each phone number in each text box located under this option. You can specify up to 12 phone numbers.

Note: * in above table indicates mandatory field and cannot be empty.

- Click "Save" at the bottom of the Create Criteria section to save the Simultaneous Ring criteria you have just created.

  When the Criteria is successfully created, it will be displayed at the bottom of the screen under "Configured Criteria". You can update the criteria by changing the details on the criteria and click on the "Update" button below the criteria section. Or you can delete the criteria by clicking on the "Delete" button below the criteria section.



Note: You can create more than one Create Criteria by repeating the Create Criteria steps above.

- After you create the criteria for the Simultaneous Ring, you can now activate and enter the Simultaneous Ring options.

Simultaneous Ring Options	Description
Set Active	Enable this option to activate the Simultaneous Ring.
Do Not Ring My Simultaneous Ring Numbers if I'm already in a call	Enable this option if you do not want the incoming calls to ring the additional numbers if you are already in a call
Simultaneous Ring Numbers	
Phone Number	Enter the phone number(s) that you want to ring at the same time as your phone number for any incoming calls.
Answer Confirmation Required	Enabled this option to prevent callers from being transferred to the specified phone's voicemail.

- Click "Update" to save the changes.

Sequential Ring

Sequential Ring allows the user to receive a call on multiple phones or devices in sequential order.

Note: Sequential Ring feature is not available on BizPhone Line (ATA) plan.

How do you use it?

By changing your setting in Frontier, your preference will then be applied to all future calls.

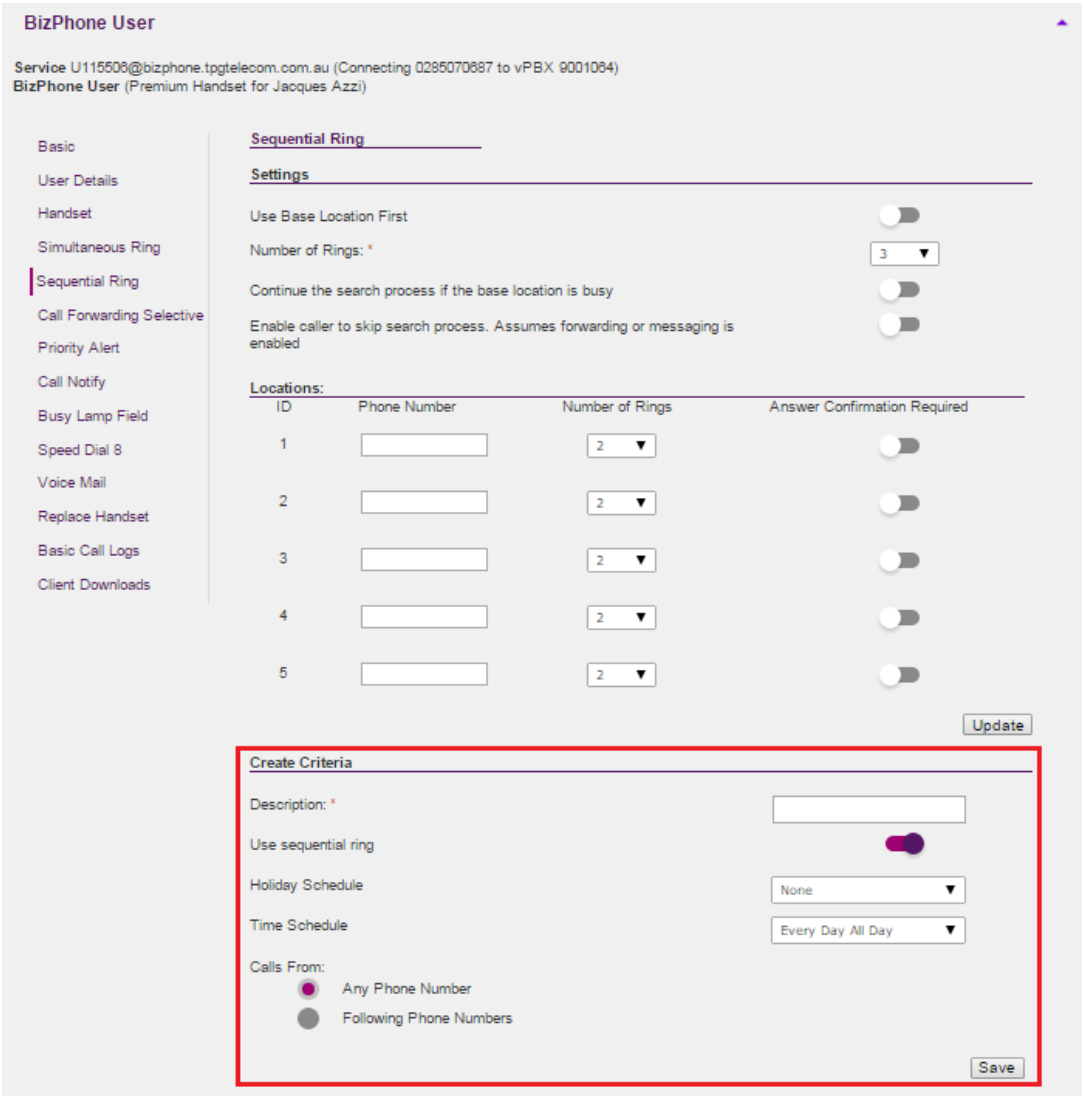
Default setting: Un-configured

How to configure in Frontier:

- To access the Sequential Ring, click on the "Sequential Ring" menu on the left.

  The Sequential Ring is configured in 2 parts:
  1. Activate and configure Sequential Ring options (top part of the screen).
  2. Create criteria for the Sequential Ring (bottom part of the screen).

  Note: You need to set up a create criteria before you can activate the Sequential Ring feature.



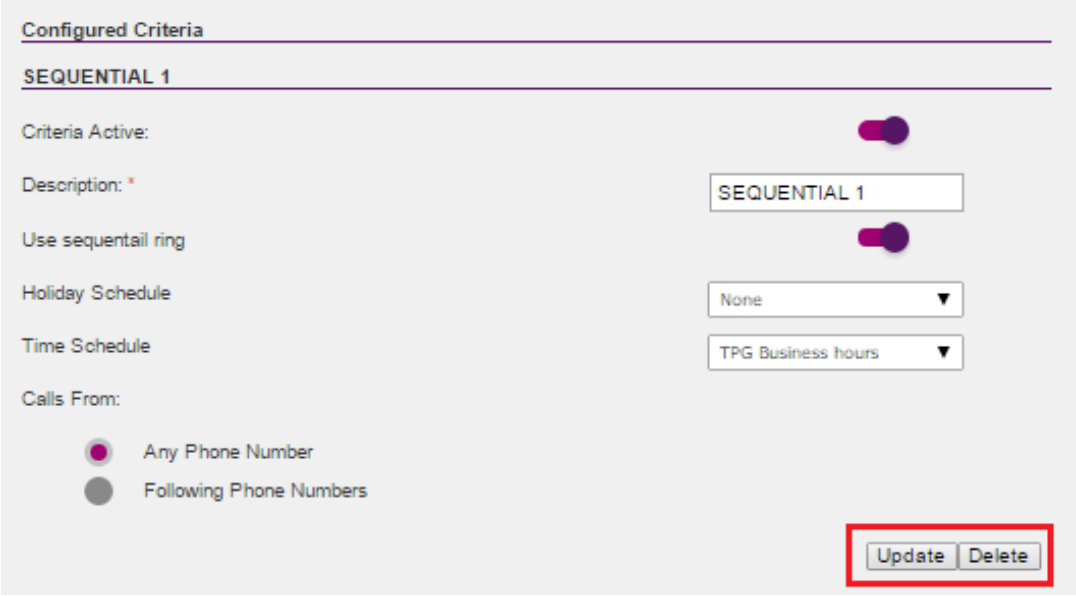
- Enter a Create Criteria for your Sequential Ring.

Create Criteria for Sequential Ring	Description
Description*	Enter the description for the Sequential Ring criteria.
Use Sequential Ring	Tick this option if you want to use the Sequential Ring.
Holiday Schedule	(if applicable) Select the Holiday schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
Time Schedule	(if applicable) Select the Time schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
Calls From	You can specify if you want the phone to ring sequentially when you receive a call from: - **Any Phone Numbers**, where the specified phone number will ring in sequence to your phone when you receive calls from any numbers. - **Following Phone Numbers**, where the specified phone will ONLY ring in sequence to your phone when you receive calls from the specified phone numbers in this section. If you select this option, you will need to specify each phone number in each text box located under this option. You can specify up to 12 phone numbers.

Note: * in above table indicates mandatory field and cannot be empty.

- Click "Save" at the bottom of the Create Criteria section to save the Sequential Ring criteria you have just created.

  When the Criteria is successfully created, it will be displayed at the bottom of the screen under "Configured Criteria". You can update the criteria by changing the details on the criteria and click on the "Update" button below the criteria section. Or you can delete the criteria by clicking on the "Delete" button below the criteria section.



Note: You can create more than one Create Criteria by repeating the Create Criteria steps above.

- After you create the criteria for the Sequential Ring, you can now activate and enter the Sequential Ring options.

Sequential Ring Options	Description
Use Base Location First	Enable this option if you want all incoming calls to go to the primary number first before it rings the other phone numbers.
Number of Rings*	Select the number of rings from the drop down list before the incoming calls rings the other phone numbers.
Continue the search process if the base location is busy	Enable this option if you want the service to continue to search if the primary number is busy.
Enable caller to skip the search process. Assumes forwarding or messaging is enabled	Enable this option to allow callers to terminate the search process and be put into voicemail or to the forwarding option.
Locations	
ID	This is a default ID set in the system.
Phone Number	Enter the Phone number for the additional phone.
Number of Rings	Select from the drop down list the number of rings before it reaches the specified phone number.
Answer Confirmation	Enabled this option to prevent callers from being transferred to the specified phone's voicemail.

Note: * in above table indicates mandatory field and cannot be empty.

- Click "Update" to save the changes.

Call Forwarding Selective

Call Forwarding Selective sends specific calls to another phone number.

Note: Call Forwarding Selective feature is not available on BizPhone Line (ATA) plan.

How do you use it?
By changing your setting in Frontier, your preference will then be applied to all future calls.

Default setting: Un-configured

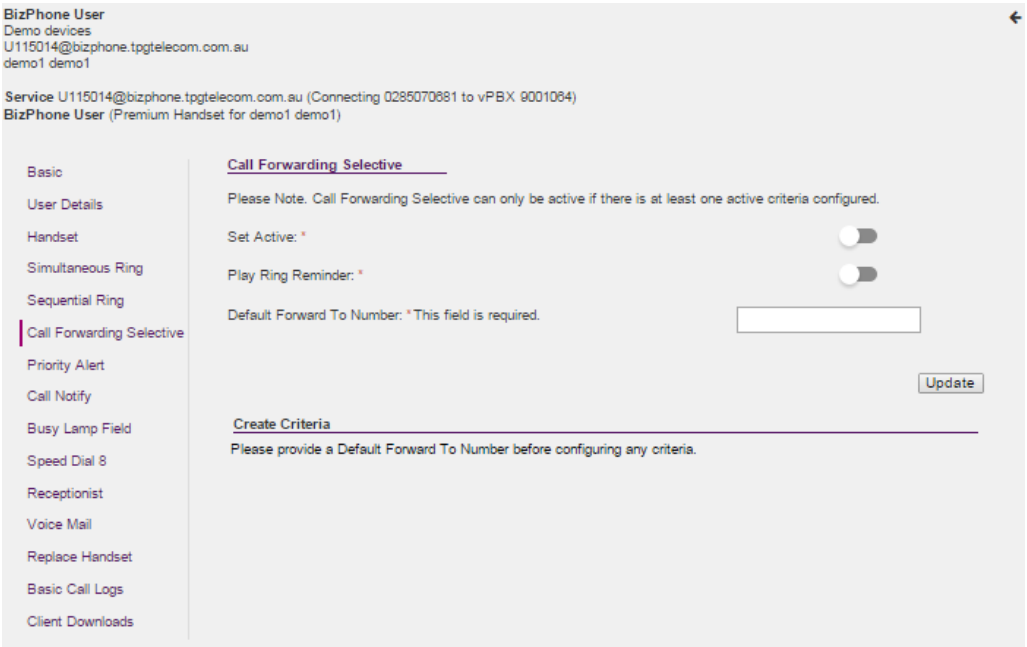
How to configure in Frontier:

- To access the Call Forwarding Selective, click "Call Forwarding Selective" on the menu on the left.

  The Call Forwarding Selective is configured in 2 parts:
  1. Activate and configure Call Forwarding Selective options (top part of the screen).
  2. Create criteria for the Call Forwarding Selective (bottom part of the screen).

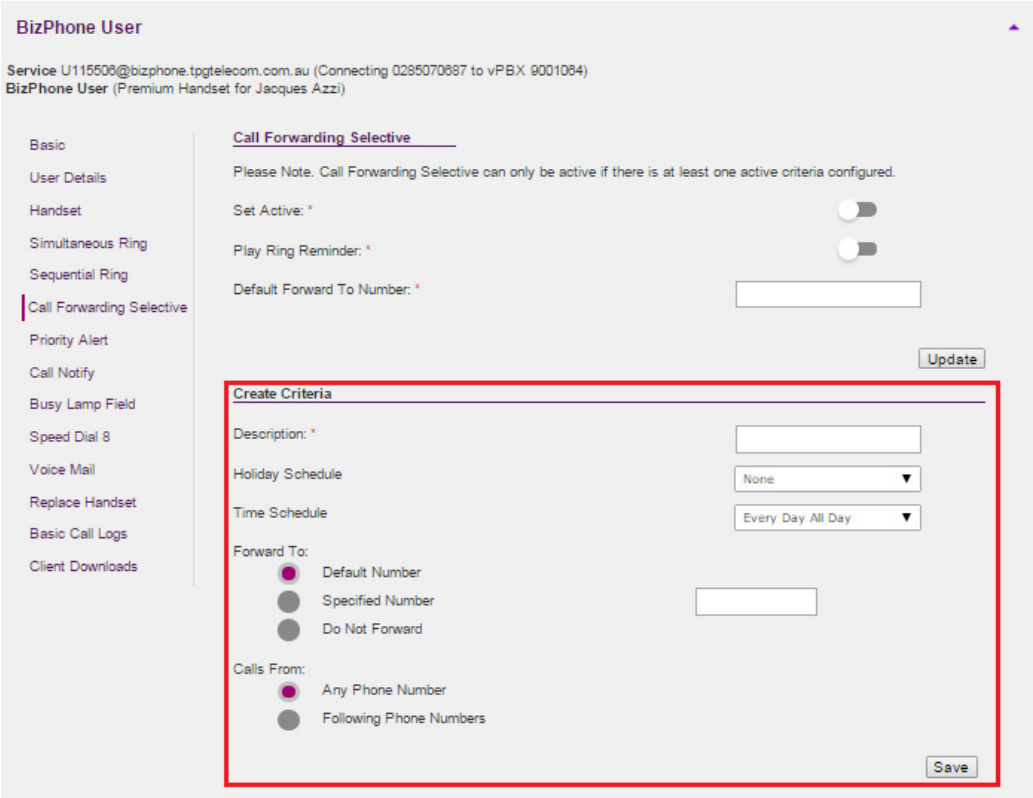
  Notes:
  - **You need to enter a phone number to the "Default Forward To Number" field before you can set up a create criteria. Alternatively, you can also forward all calls to the Voice Mail by entering *55 in front of the 10-digit phone number or in front of the phone extension.**
    Note: The system default number of rings before a call is forwarded to a voicemail is 3 rings (18-20 seconds).

    The create criteria option will only appear once you have entered the "Default Forward To Number".



  - **You need to set up a create criteria before you can activate the Call Forwarding Selective feature.**

- Enter the “Default Forward to Number” and click “Update”. The Create Criteria Options will now appear.



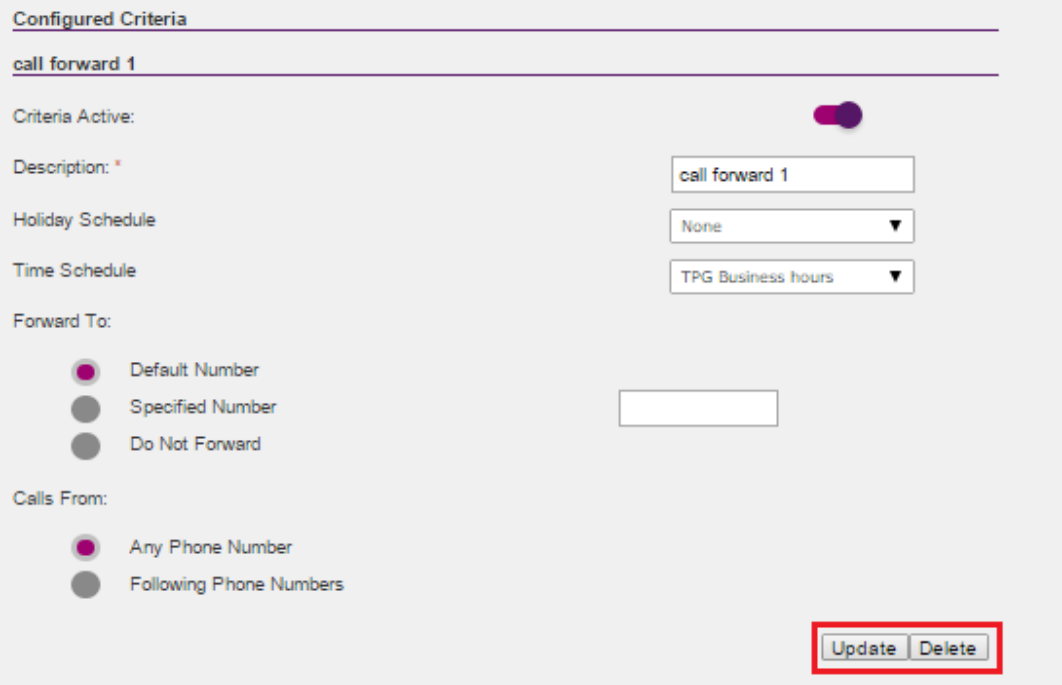
- Enter a Create Criteria for the user’s Call Forwarding Selective.

Create Criteria for Call Forwarding Selective	Description
Description*	Enter the description for the Call Forwarding Selective criteria.
Holiday Schedule	(if applicable) Select the Holiday schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
Time Schedule	(if applicable) Select the Time schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
Forward To	Select where you want to forward the call to. - **Default number:** tick this option if you want to forward call to the number you specified on the “Default Forward to Number”. - **Specified Number:** tick this option if you want to forward calls to a specified number and specify the phone number. - **Do Not Forward:** tick this option if you do not want to call forward.
Forward From	Select what phone number you want to call forward from. - **Any Phone Number:** tick this option if you want to forward calls from any phone number. - **Following Phone Number:** tick this option if you only want to forward calls from specific phone numbers. If you select this option, you will need to specify each phone number in each text box located under this option. You can specify up to 12 phone numbers.

Note: * in above table indicates mandatory field and cannot be empty.

- Click “Save” at the bottom of the Create Criteria section to save the Call Forwarding Selective criteria you have just created.

  When the Criteria is successfully created, it will be displayed at the bottom of the screen under “Configured Criteria”. You can update the criteria by changing the details on the criteria and click on the “Update” button below the criteria section. Or you can delete the criteria by clicking on the “Delete” button below the criteria section.



Note: You can create more than one Create Criteria by repeating the Create Criteria steps above.

- After you create the criteria for the Call Forwarding Selective, you can now activate and enter the Call Forwarding Selective options.

Call Forwarding Selective Options	Description
Set Active*	Enable this option to activate the Call Forwarding Selective.
Play Ring Reminder*	Enable this option to play a short ring to remind the user that calls are being forwarded to another phone number.
Default Forward to Number*	Enter the default number to call forward to.

Note: * in above table indicates mandatory field and cannot be empty.

- Click “Update” to update the Call Forwarding Selective options.

Priority Alert

When Priority Alert is enabled, the user phone will ring with a distinctive ring allowing the user to know that the calls are from a specific person or group of people (specified in the create criteria).

Note: Priority Alert feature is not available on BizPhone Line (ATA) plan.

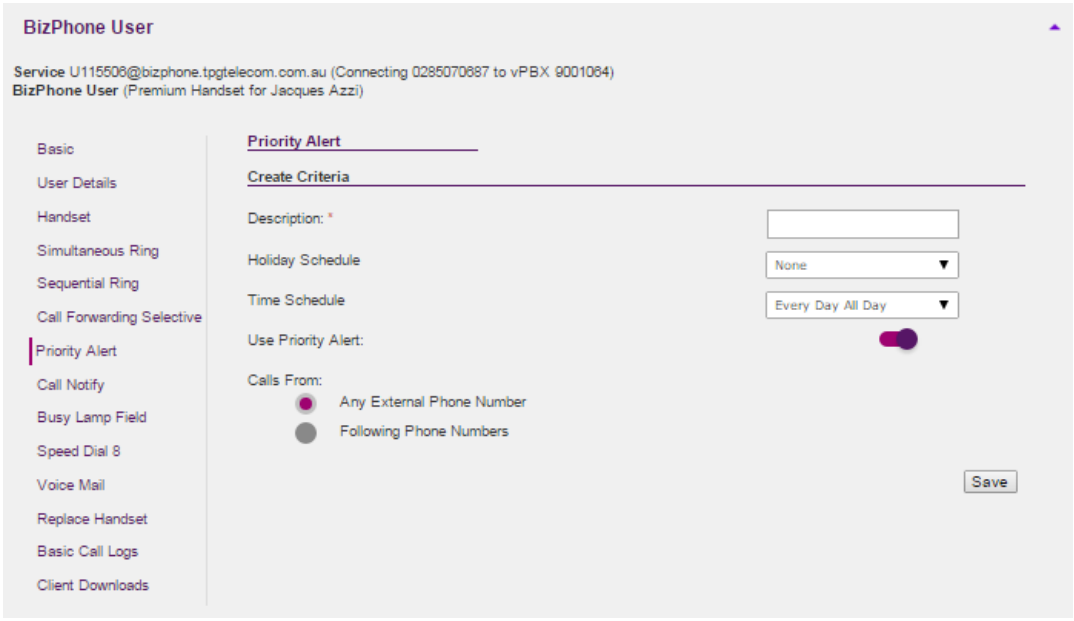
How do you use it?

By changing your setting in Frontier, your preference will then be applied to all future calls.

Default setting: Un-configured

How to configure in Frontier:

- To access the Priority Alert, click on "Priority Alert" menu on the left.

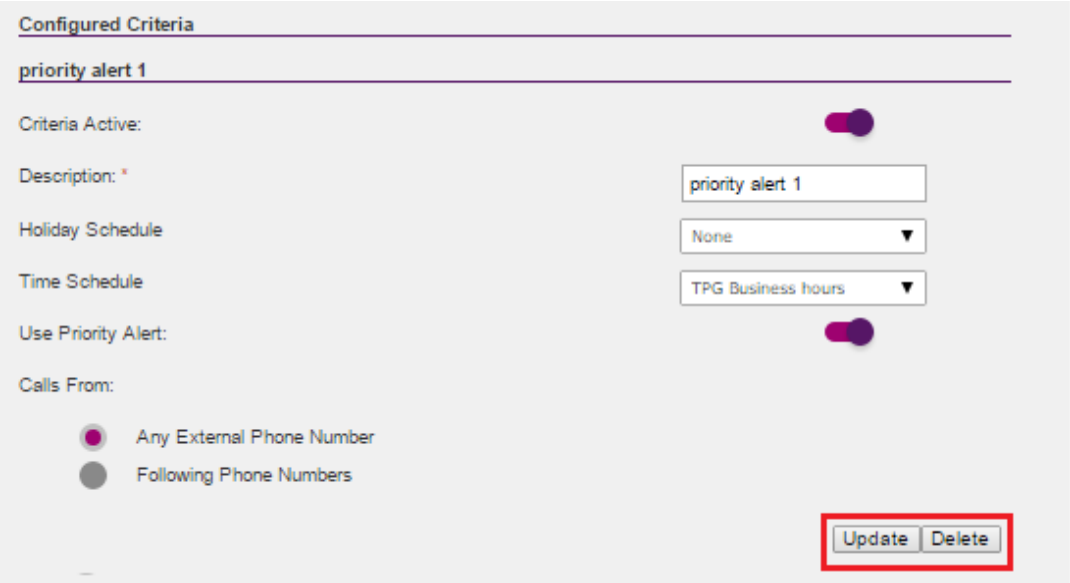


- Select and Enter the Priority Alert Create Criteria.

Priority Alert Create Criteria	Description
Description*	Enter the Description for the Priority Alert
Holiday Schedule	(if applicable) Select the Holiday schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
Time Schedule	(if applicable) Select the Time schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
Use Priority Alert	Enable this option to use Priority Alert
Calls from	Select "**Any External Phone Number**" if you wish to enable the Priority alert for any calls from external phone or select "**Following Phone Numbers**" if you wish to enable the Priority Alert for the listed phone numbers. If you select this option, you will need to specify each phone number in each text box located under this option. You can specify up to 12 phone numbers.

Note: * in above table indicates mandatory field and cannot be empty.

- Click “Save” at the bottom of the Create Criteria section to save the Priority Alert criteria you have just created.
  When the Criteria is successfully created, it will be displayed at the bottom of the screen under “Configured Criteria”. You can update the criteria by changing the details on the criteria and click on the “Update” button below the criteria section. Or you can delete the criteria by clicking on the “Delete” button below the criteria section.



Note: You can create more than one Create Criteria by repeating the Create Criteria steps above.

Call Notify

Call Notify sends a notification message, containing the caller's name and number, to the email address specified.

Note: Call Notify feature is not available on BizPhone Line (ATA) plan.

How do you use it?
By changing your setting in Frontier, your preference will then be applied to all future calls.

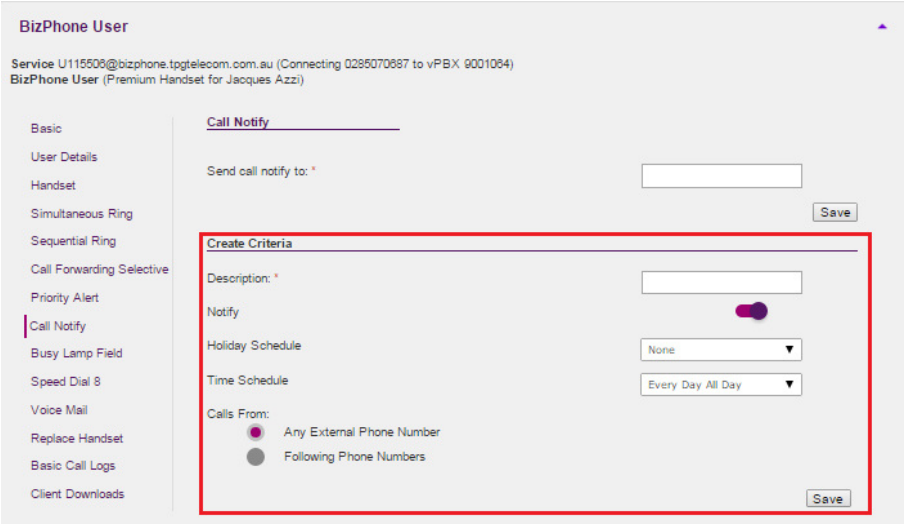
Default setting: Un-configured

How to configure in Frontier:

- To access Call Notify, click on "Call Notify" on the menu on the left.

  The Call Notify is configured in 2 parts:
  1. Entering the email address for the Call Notification (top part of the screen).
  2. Create criteria for the Call Notify (bottom part of the screen).

  Note: You need to set up a create criteria before you can activate Call Notify feature.



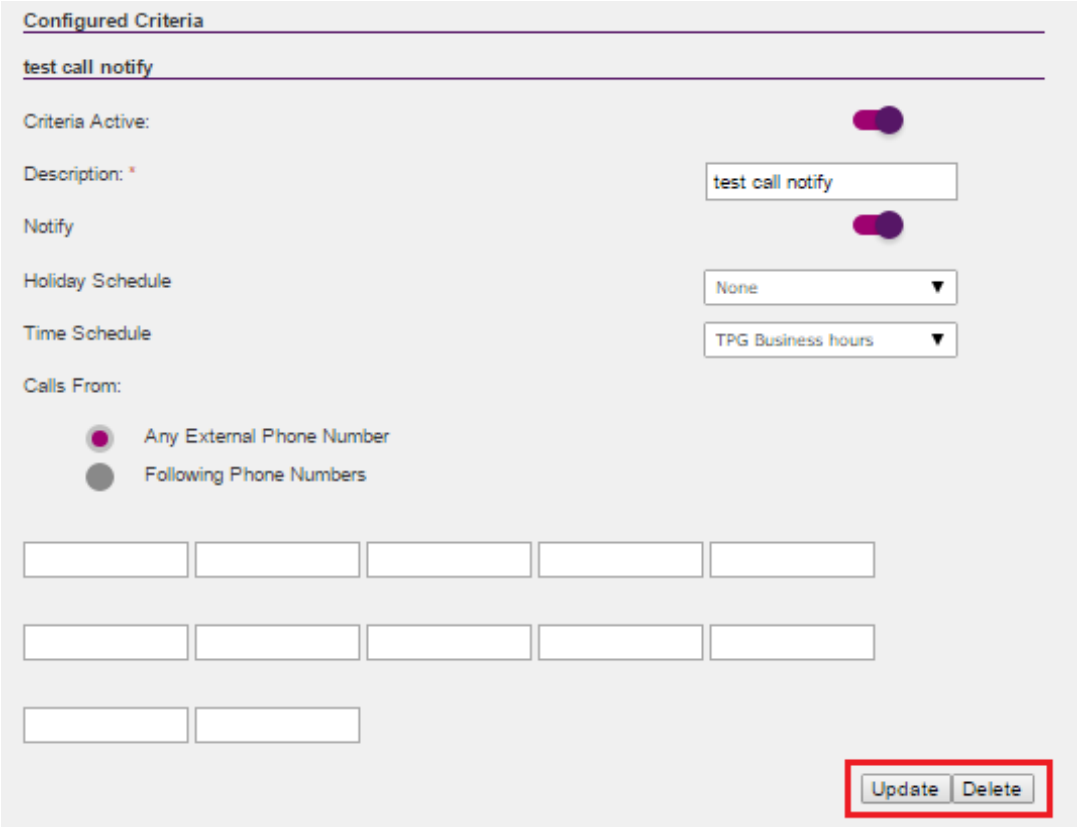
- Enter a Create Criteria for your Call Notify.

Call Notify Create Criteria	Description
Description*	Enter the description for the Call Notify.
Notify	Enable this option to activate the Call Notify.
Holiday Schedule	(if applicable) Select the Holiday schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
Time Schedule	(if applicable) Select the Time schedule from the drop down list. This is the schedule that you would have created under Schedules and Events.
Calls From	Select "**Any External Phone Number**" if you wish to enable the Call Notify for any calls from external phone or select **"Following Phone Numbers**" if you wish to enable the Call Notify for the listed phone numbers. Enter each of the phone numbers in each text box under this option. You can specify up to 12 phone numbers.

Note: * in above table indicates mandatory field and cannot be empty.

- Click “Save” at the bottom of the Create Criteria section to save the Call Notify criteria you have just created.

  When the Criteria is successfully created, it will be displayed at the bottom of the screen under “Configured Criteria”. You can update the criteria by changing the details on the criteria and click on the “Update” button below the criteria section. Or you can delete the criteria by clicking on the “Delete” button below the criteria section.

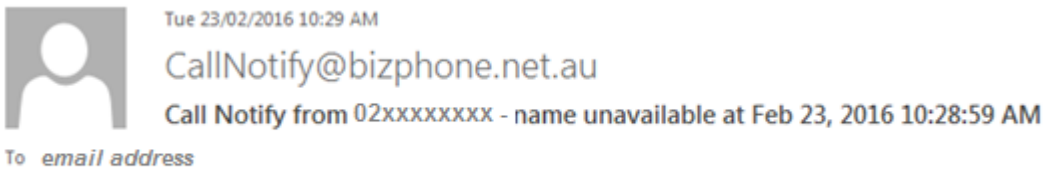


Note: You can create more than one Create Criteria by repeating the Create Criteria steps above.

- Enter the email address you wish to send call notify to in the text box next to “Send Call Notify to” **(mandatory).**

- Click “Save” to save the email address entered.

Example of notification email when Call Notify is activated:



Busy Lamp Field

Busy Lamp Field allows the user the watch the status of another user that are in the group of users assigned with Busy Lamp Field.

Notes:

- **The Busy Lamp Field feature is not available on the Cordless and Conference handset. It is only available on the T42G (T42S) and T48G (T48S) handsets.**
- **The user will only be able to monitor up to 50 users.**
- **The Busy Lamp Field feature is not available on BizPhone Line (ATA) plan.**

How do you use it?

By changing your setting in Frontier, your preference will then be applied to all future calls.

You will be able to monitor the status of the users if they are added to the Assigned users list.
To see the status of a user, look at the icon next to their name.

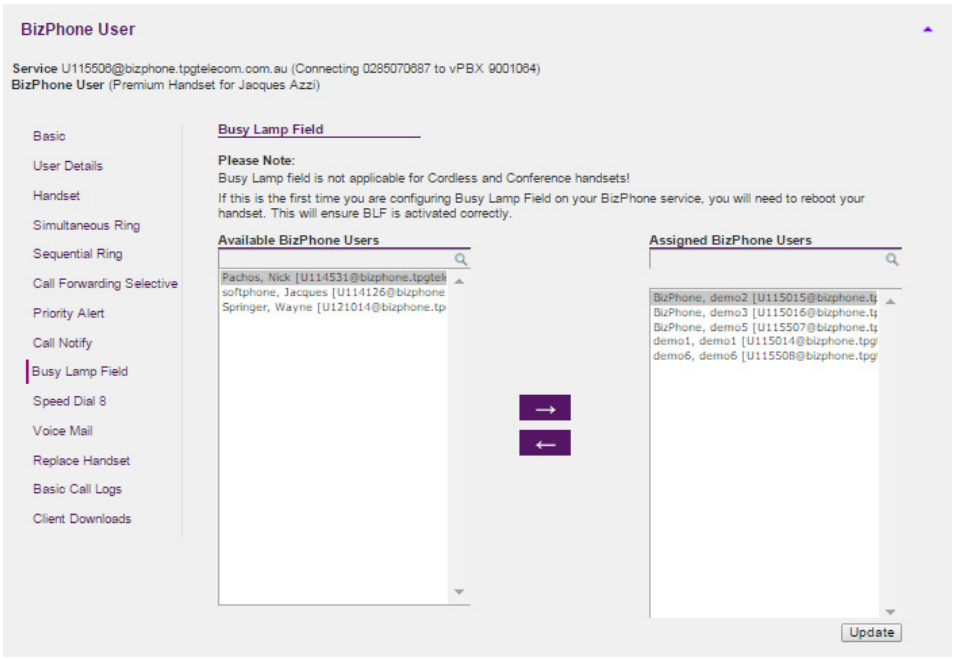
- A head/green light means their line is free.
- A stop/red light means their line is in use.

To dial the user, just press the button next to their name.

Default setting: Un-configured

How to configure in Frontier:

- To access the Busy Lamp Field, click on “Busy Lamp Field” menu on the left.



- The user can add the available users to the assigned users group by highlighting the user that they want to monitor from the “Available users” and click the → button. The selected user should now appear in the “Assigned users” list. Repeat the same steps if you wish to add more users to the list.

  To remove the user from the “Assigned users” list, highlight the user and click the ← button. Repeat the same steps if you wish to remove more users from the list.

- Click “Update” to save the changes.

- If this is the first time you configure Busy Lamp Field on your BizPhone service, you will need to reboot your handset to get the Busy Lamp Field to work on your handset.

Speed Dial 8

Speed Dial 8 allows the user to define up to 8 frequently dialled numbers and have them dialled using a single key on the handset.

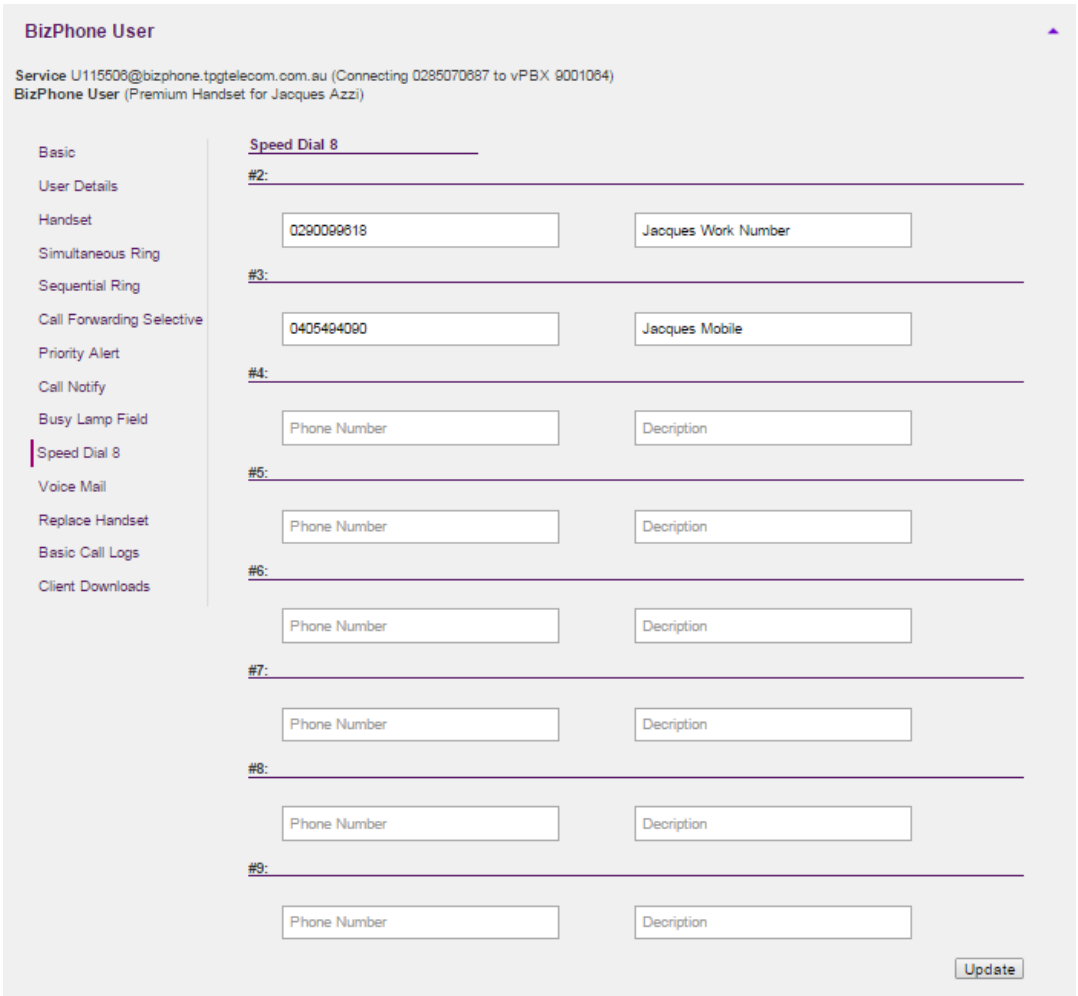
How do you use it?
Once the Speed Dial 8 is configured in the Frontier portal (or handset), pick up the phone and press the single number of the speed dial (2-9) and then press “Send”.

Default setting: Un-configured

How to configure in Frontier:

- To access the Speed Dial 8, click on “Speed Dial 8” menu on the left.

  Note: Below Screen capture (Speed Dial 8) is for Standard BizPhone User only. A BizPhone Line (ATA) user will have less menu on the left because there are less features supported. Please refer to each Features section to see which features are not supported.



- Enter the phone number next to the “Phone Number” of each Speed Dial code. You can also enter the description, for example the user’s name next to the “Description”. The number indicates the number that you should enter for the Speed Dial.
  For example: If you enter a phone number under “#2” and you wish to call the number via Speed Dial, then you need to enter “2” on your handset.

  Note: International numbers can only be added to the Speed Dial fields only when the user is already allowed to make international calls.

- Click “Update” to save the changes.

How to set on Handsets:

- Lift the handset and dial *74.
- When you hear the dial tone, enter the one-digit code (2-9) that you want to represent the number you want to program, followed by the complete phone number and press the “#” key.

Voice Mail

The BizPhone Voice Mailbox is pre-configured and ready to use as soon as you receive your BizPhone handset.

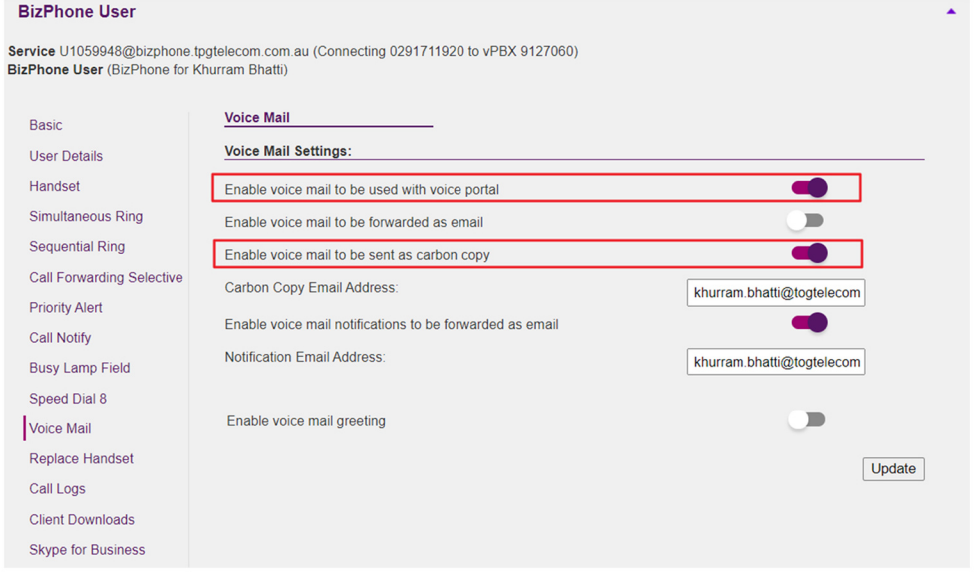
Configuring Voice Mail settings via Frontier

By configuring the user’s Voice Mail settings via the Frontier portal, the preference will apply to all future voice mail received by the user.

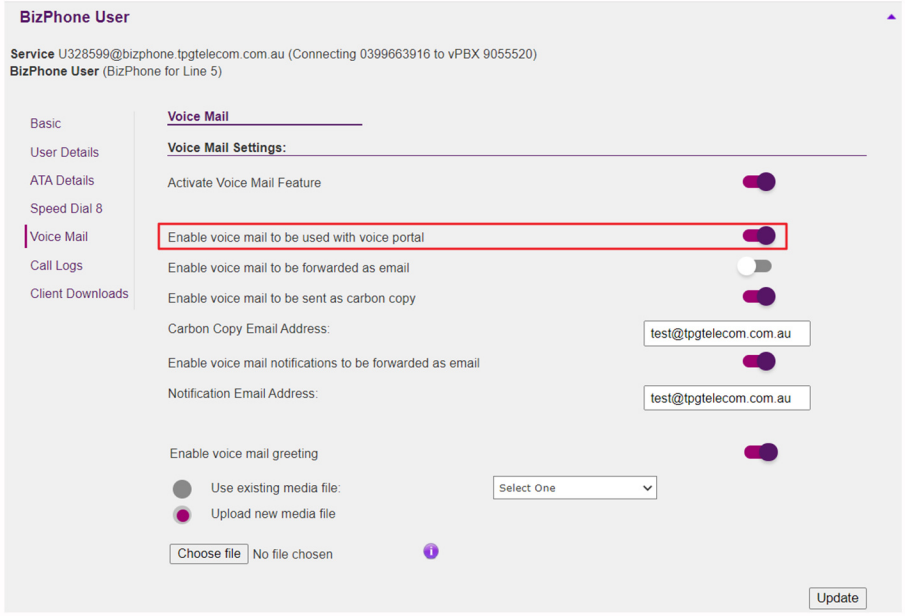
- To access the Voice Mail, click on “Voice Mail” on the menu on the left.

  Note: The BizPhone Line (ATA) user needs to enable the Activate Voice Mail Feature before they can start using the Voice Mail feature.

  Below is the Voice Mail page for a Standard BizPhone User.



Below is the Voice Mail page for a BizPhone Line (ATA) User.



- Select and Enter the Voice mail settings.

Voice Mail Settings	Description
Activate Voice Mail Feature	Enable this option if you wish to activate your Voice Mail. **Note: This option is only available on BizPhone Line (ATA) user. The user needs to activate their Voice Mail before they can start using it.**
1. Enable voice mail to be used with the voice portal	Enable this option to enable the user to access your voice mail via the voice portal
2. Enable voice mail to be forwarded as email	Enable this option to forward the user's voice mail to an email as an attachment (.wav file). **Note: Enabling Voicemail email notifications will mean that you lose access to the voicemails from the voice portal. You will only receive all your voicemails as an attachment via email.**
Delivery Email Address*	Enter the email address for the user to receive your voice mail on.
3. Enable voice mail to be sent as carbon copy	Enable this option if you wish to send a carbon copy of the user's voicemail to a second email address.
Carbon Copy Email Address	Enter the email address for the voice mail to be cc to.
Enable voice mail greeting	Enable this option to able to select media file for the voice mail greeting.
Use existing media file	Select this option if you wish to use existing media file for the voice mail greeting, and select one of the media file from the drop down list.
Upload new media file*	Select this option if you wish to upload a new media file for the voice mail greeting.
4. Enable voice mail to portal and as email (enable 1 and 3)	Enabling these two options will be able to retrieve voice mail via handset and via email

Note : Do not tick all 3 (1,2,3) as VM to email will not work

Notes:

- *** in above table indicates mandatory field and cannot be empty.**
- **The audio file needs to be in .WAV or .WMA format with specific requirements. Please refer to Audio File Specifications for the list of requirements and on how to record the audio file.**

- Click "Update" to save the changes.

Accessing your Voice Mail

You can access your Voice Mail via your BizPhone handset or any external number (including Mobile).

To access your Voice Mail via your BizPhone handset please refer to each of the handset guide (depending on your handset model).

To access you Voice Mail via an external number:

- Dial one of the following Voice Portal Number.

City	Voice Portal Number
Adelaide	80 8220 9999
Brisbane	07 3144 9999
Canberra	02 6210 9999
Melbourne	03 9909 9999
Perth	08 6266 9999
Sydney	02 8022 9999

- Follow the voice prompt and enter your Mailbox ID followed by a "#".

  Note: Your Mailbox ID is your BizPhone Number.

- Follow the voice prompt and enter your Voice portal passcode followed by a "#".

  Note: Your voice portal passcode is emailed to you with your BizPhone Service Completion Advice.

- Press "1" to enter your Voice Mail box and then press "1" again to listen to your message(s) (follow the voice prompt).

Voice Mail Greetings

You can also record your Voice Mail greetings via the Voice portal by following the same steps above (up to entering your Voice portal passcode) and followed by the steps below (depending on each Greetings you want to record).

Busy Greetings
Busy Greetings is the greetings that the callers will hear if you have Do Not Disturb feature activated or if you are on a call and do not have Call Waiting activated.

To record your Busy Greetings: Access your Voice Mail (using the steps above – up to entering your Voice Portal passcode) and Press "**1"** to enter your Voice Mail box, followed by "**2"** to access your Busy Greetings, and then press "**1"** to record your Busy Greetings. Follow the voice prompt and record your Busy Greetings.

No Answer Greetings
No Answer Greetings is the greetings that the callers will hear if you do not answer their calls.

To record your No Answer Greetings: Access your Voice Mail (using the steps above – up to entering your Voice Portal passcode) and Press "1" to enter your Voice Mailbox, followed by "**3"** to access your No Answer Greetings, and then press "**1"** to record your Busy Greetings. Follow the voice prompt and record your No Answer Greetings.

Extended Away Greetings
Extended Away Greetings is the greeting that the callers will hear if you plan to be away from your desk for an extended amount of time. You are required to activate and deactivate this greeting manually.

To record your Extended Away Greetings: Access your Voice Mail (using the steps above – up to entering your Voice Portal passcode) and Press "**1"** to enter your Voice Mailbox, followed by "**4"** to access your Extended Away Greetings, and then press "**3"** to record your Extended Away Greetings. Follow the voice prompt and record your Extended Away Greetings.

After you record your Extended Away Greetings, you are required to activate the greeting by pressing "**1"**. Once you have this greeting activated, you will be reminded each time you log in to listen to messages that this greeting is activated. To de-activate your Extended Away Greetings, follow step 1-2 above and press "**2"**.

Note: When the Extended Away Greetings is activated, the callers are not able to leave a voice message. Once it is de-activated, voicemail collection is turned back on.

Replace Handset/ATA

Replace Handset/ATA allows the user to select a different MAC Address for the handset/ATA that has been assigned to them to replace the existing handset/ATA (faulty, etc).

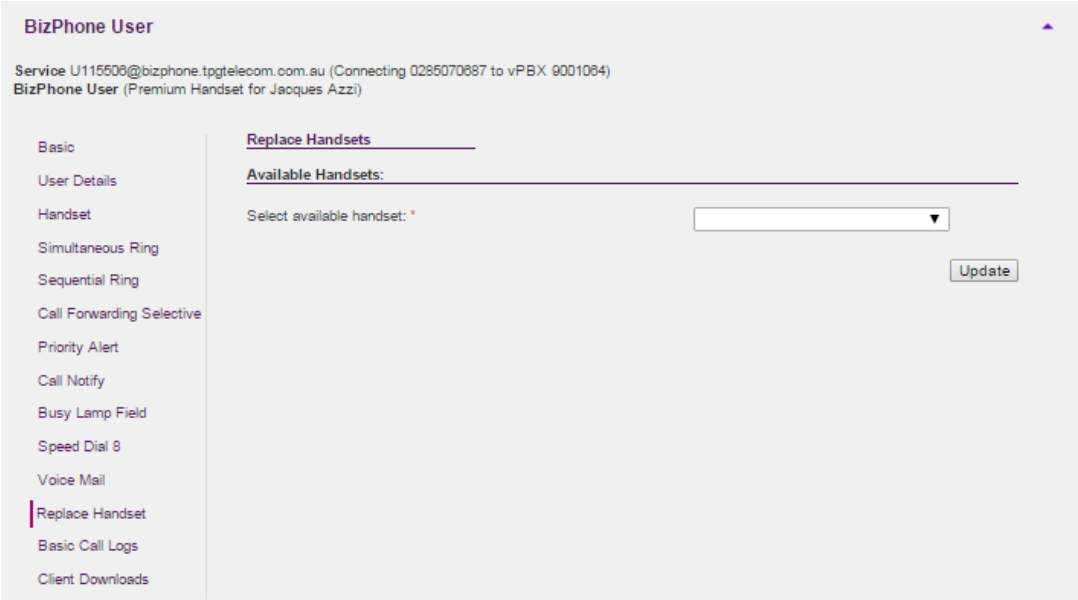
How do you use it?

By changing your setting in Frontier, your preference will then be applied to the user.

How to configure in Frontier:

- To access Replace Handset, click on “Replace Handsets” menu on the left or to Replace ATA, click on “Replace ATA” menu on the left.

  Below is the Replace Handsets page for a Standard BizPhone User.



  Below is the Replace ATA page for a BizPhone Line (ATA) User.

- Select the MAC Address of the new handset/ATA from the drop down list next to “Select available handset/ATA”.

- Click “Update” to assign the MAC Address to the user.

Notes:

- **Once you replace your existing handset/ATA with a new or replacement handset/ATA, the details on the Handset/ATA Details section should be updated with the new or replacement handset/ATA details.**
- **You need to reboot your new handset/ATA to push the user configuration to this new device.**

Call Logs

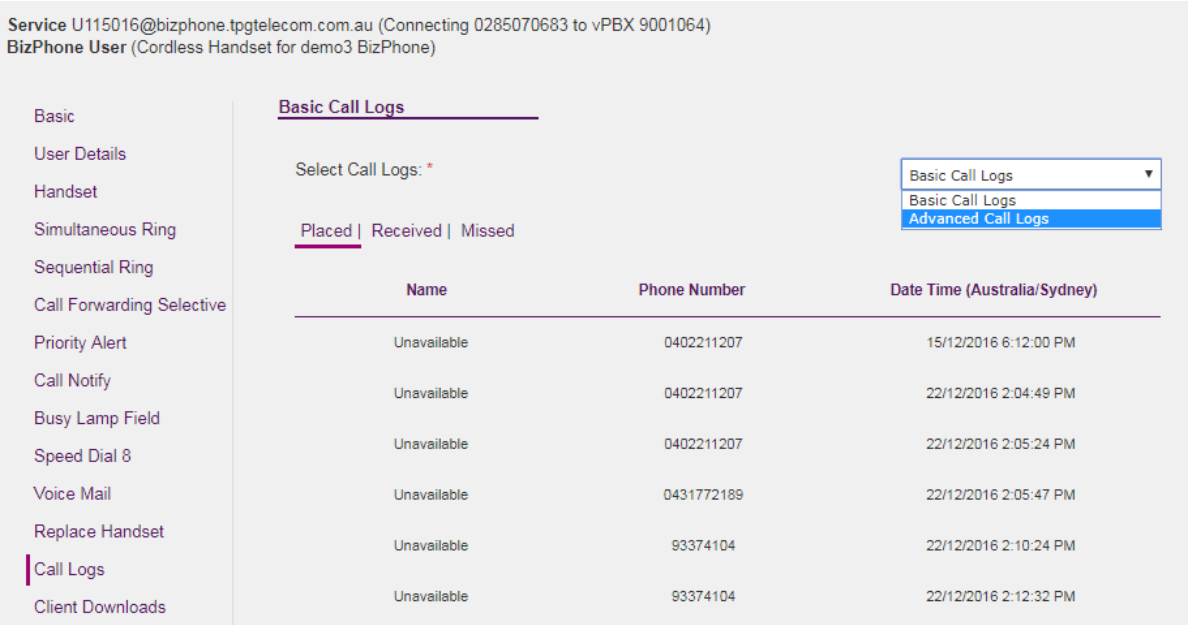
The Call Logs Feature allows the user to view their call history. Users can choose between the Basic or Advanced Call Logs option.

- Basic Call Logs option will display recent records of up to 20 calls.
- Advanced Call Logs option allows the users to produce a report for a timeframe of call records up to a maximum of 3 months.

Note: Advanced Call Logs option Records may be delayed of up to 90 minutes.

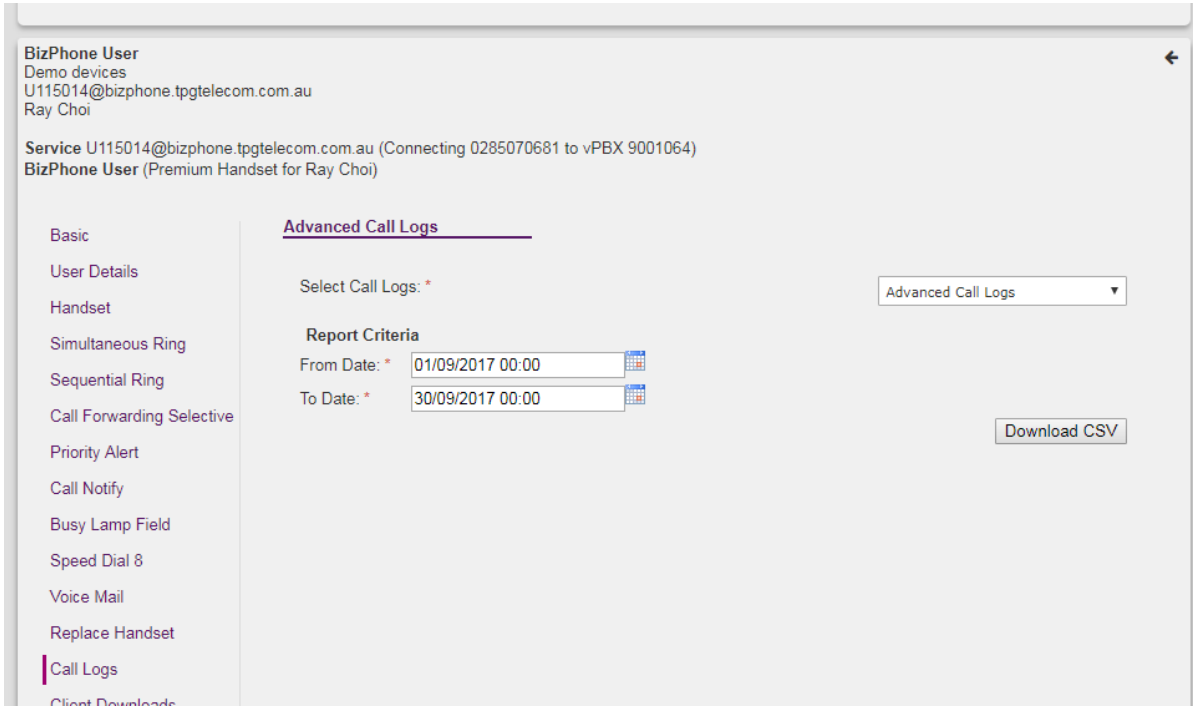
How to access Call Logs in Frontier:

- Select the "Call Logs" option in the menu to the left.
- Basic Call Logs will display by default, For Advanced Call Logs option, select the dropdown menu located to the right hand side of the page (shown in screenshot below) and select "Advanced Call Logs".

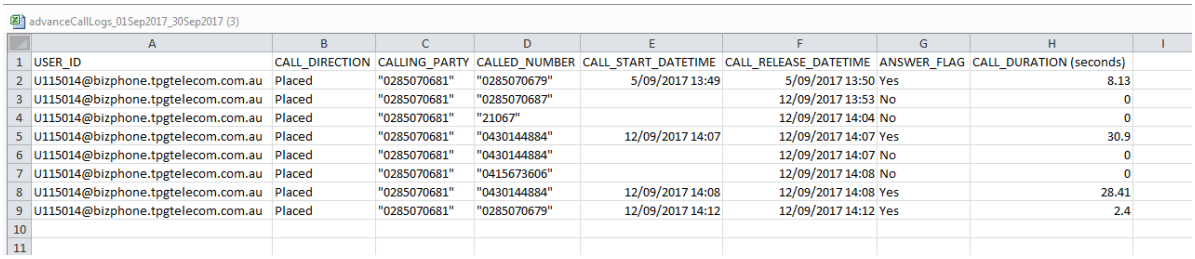


- Users can view Placed, Received, and Missed calls. By default the page will show the history for Placed calls. To view the Received or Missed calls, click on the "Received" or "Missed" under the Basic Call Logs (next to "Placed)

- Users can produce a Call log report for a timeframe of up to 3 months in Advance Call Logs by selecting the Advance Call Logs option from the dropdown menu and inputting the desired dates in the “From Date” and “To Date” fields.



- Select “Download CSV” button to download the Report.



advanceCallLogs_01Sep2017_30Sep2017 (3)

	A	B	C	D	E	F	G	H	I
1	USER_ID	CALL_DIRECTION	CALLING_PARTY	CALLED_NUMBER	CALL_START_DATETIME	CALL_RELEASE_DATETIME	ANSWER_FLAG	CALL_DURATION (seconds)	
2	U115014@bizphone.tpgtelecom.com.au	Placed	"0285070681"	"0285070679"	5/09/2017 13:49	5/09/2017 13:50	Yes	8.13	
3	U115014@bizphone.tpgtelecom.com.au	Placed	"0285070681"	"0285070687"		12/09/2017 13:53	No	0	
4	U115014@bizphone.tpgtelecom.com.au	Placed	"0285070681"	"21067"		12/09/2017 14:04	No	0	
5	U115014@bizphone.tpgtelecom.com.au	Placed	"0285070681"	"0430144884"	12/09/2017 14:07	12/09/2017 14:07	Yes	30.9	
6	U115014@bizphone.tpgtelecom.com.au	Placed	"0285070681"	"0430144884"		12/09/2017 14:07	No	0	
7	U115014@bizphone.tpgtelecom.com.au	Placed	"0285070681"	"0415673606"		12/09/2017 14:08	No	0	
8	U115014@bizphone.tpgtelecom.com.au	Placed	"0285070681"	"0430144884"	12/09/2017 14:08	12/09/2017 14:08	Yes	28.41	
9	U115014@bizphone.tpgtelecom.com.au	Placed	"0285070681"	"0285070679"	12/09/2017 14:12	12/09/2017 14:12	Yes	2.4	
10									
11									

Note: Above Screen capture (Call Logs) is for Standard BizPhone User only. A BizPhone Line (ATA) user will have less menu on the left because there are less features supported. Please refer to each Features section to see which features are not supported.

Client Downloads

Client Downloads is where the user can download and access the Add-Ons such as: the Desktop and Mobile Apps for the Softphone Plan and the Receptionist App.

Notes:

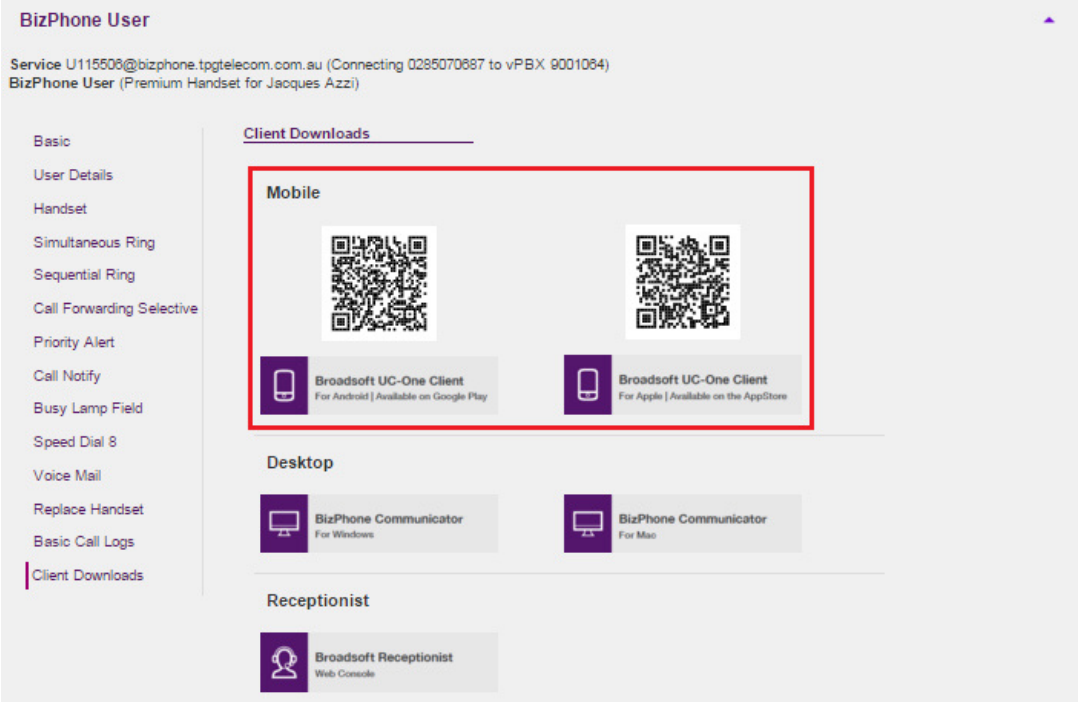
- **The links to the Apps are only available if you have purchased these Add-Ons for the user.**
- **Since Soft Phone option is not available for BizPhone Line (ATA) Users, therefore "Client Downloads" option will not be available as one of the BizPhone User Features for BizPhone Line (ATA) Users.**

How to access Client Downloads in Frontier:

- To access the Client Downloads, click on "Client Downloads" menu on the left.

  How to download the Mobile App:

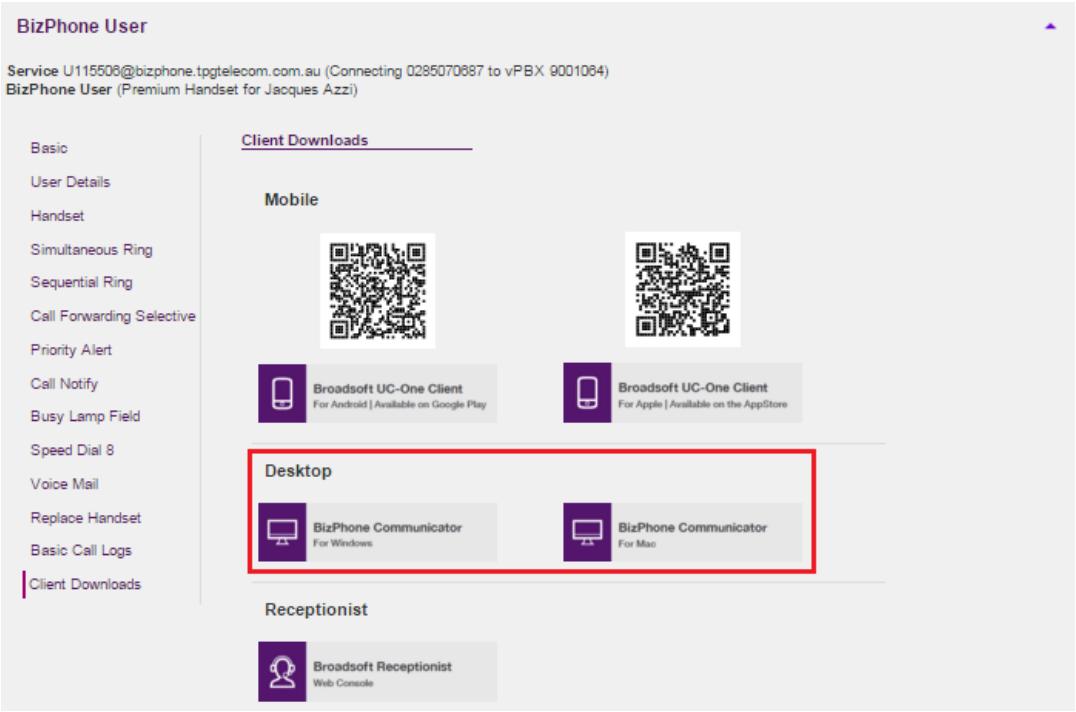
  You will need to download the Mobile App via your Mobile phone. Click on either of the icons. The left one is for Android and the right one is for iPhone (referenced under the "Broadsoft UC-One Client" next to the icon) for information about the App. The Android App is available on Google Play and the iPhone App is available on AppStore.



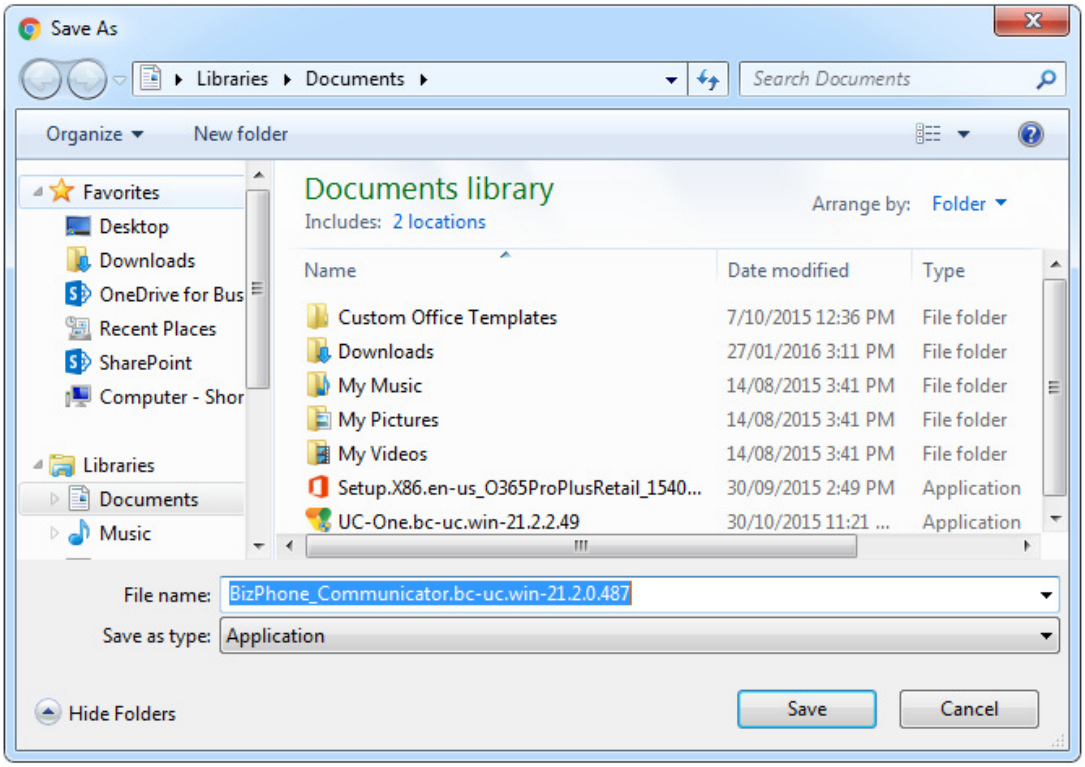
For details on what the Mobile App is and how to install it, please refer to the BizPhone Mobile App section of this document.

How to download the Desktop App:

Click on the icon. The left one is for Windows Operating System and the right one is for Macintosh Operating System (referenced under the "BizPhone Communicator" next to the icon). Once you click on the icon, a window will pop up to save the BizPhone Communicator setup file. You can then save the .exe or .dmg file for installation.

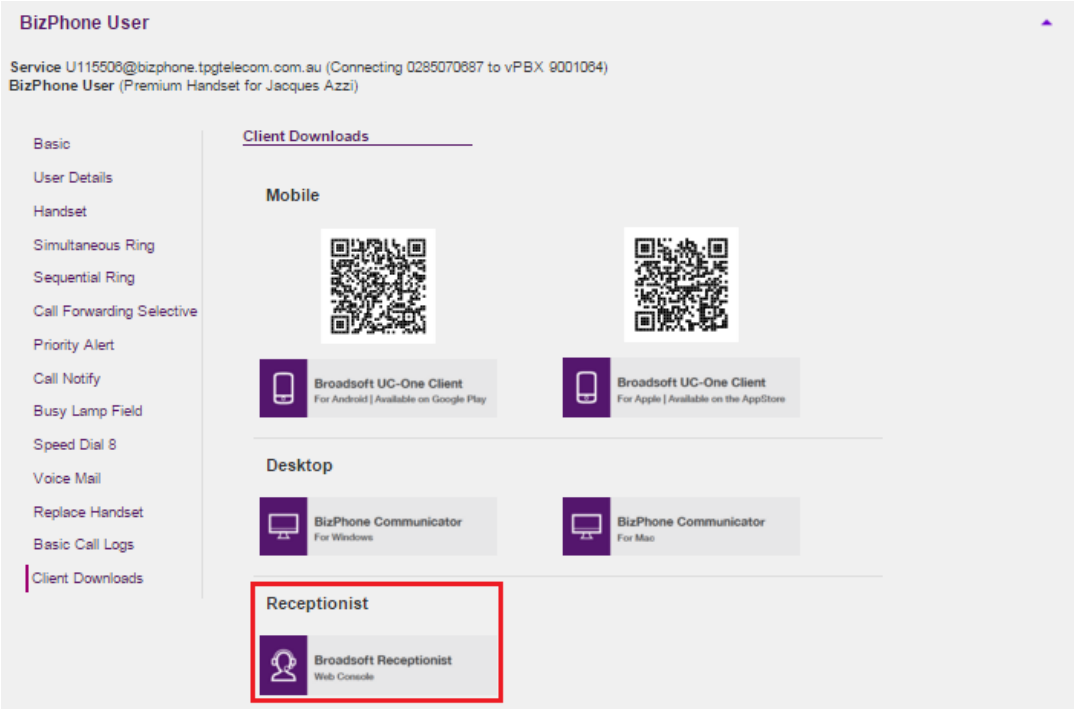


For details on what the Mobile App is and how to install it, please refer to the BizPhone Desktop App section of this document.



How to access the Receptionist App:

Receptionist App is a web-based Application and can be accessed by clicking the , where a new tab will be open up on the same browser. Enter the User ID and Password you have been given on your Service Completion Advice to access the Receptionist App.



For details on how to install the BizPhone Receptionist App, please refer to BizPhone Receptionist App section on this document.

Skype for Business

Skype for Business section is where the user can enable and download the Desktop App that has been integrated with Skype for Business (Business Communicator for Skype for Business).

Typically, Skype for Business is used for chat, voice and video calls with other Skype for Business users. The Business Communicator for Skype for Business allows the user to use their Skype for Business app to make external call:

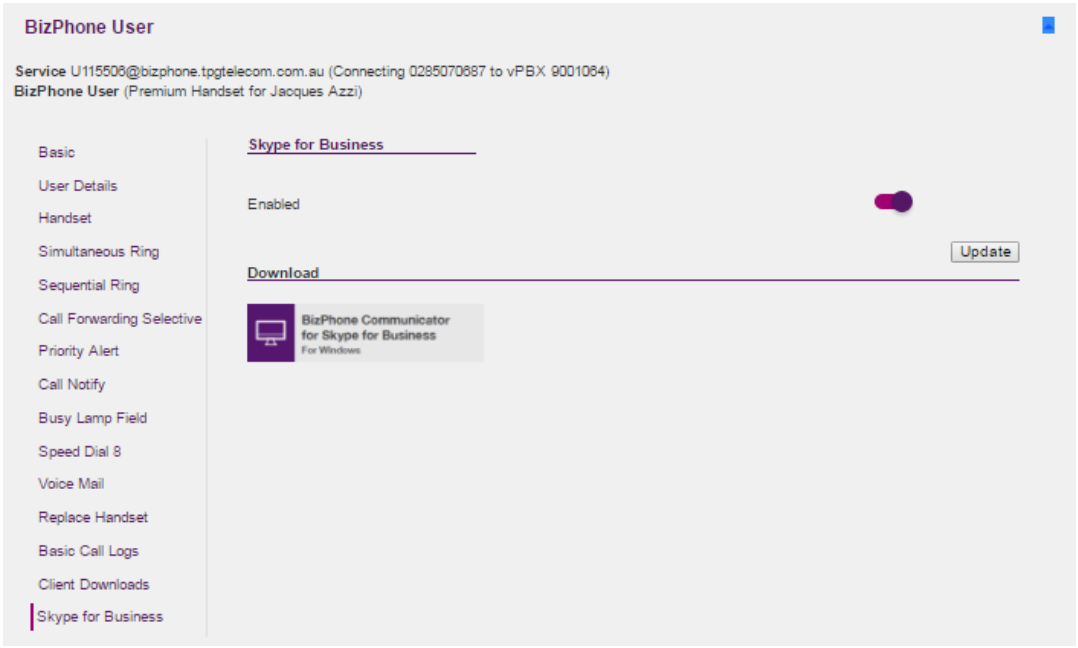
- After entering the phone number in the Skype for Business app, the BizPhone Communicator Desktop app will launch and place the call.
- The Skype for Business app will automatically update its status to "In a call".
- The BizPhone user's number will be displayed.

Notes:

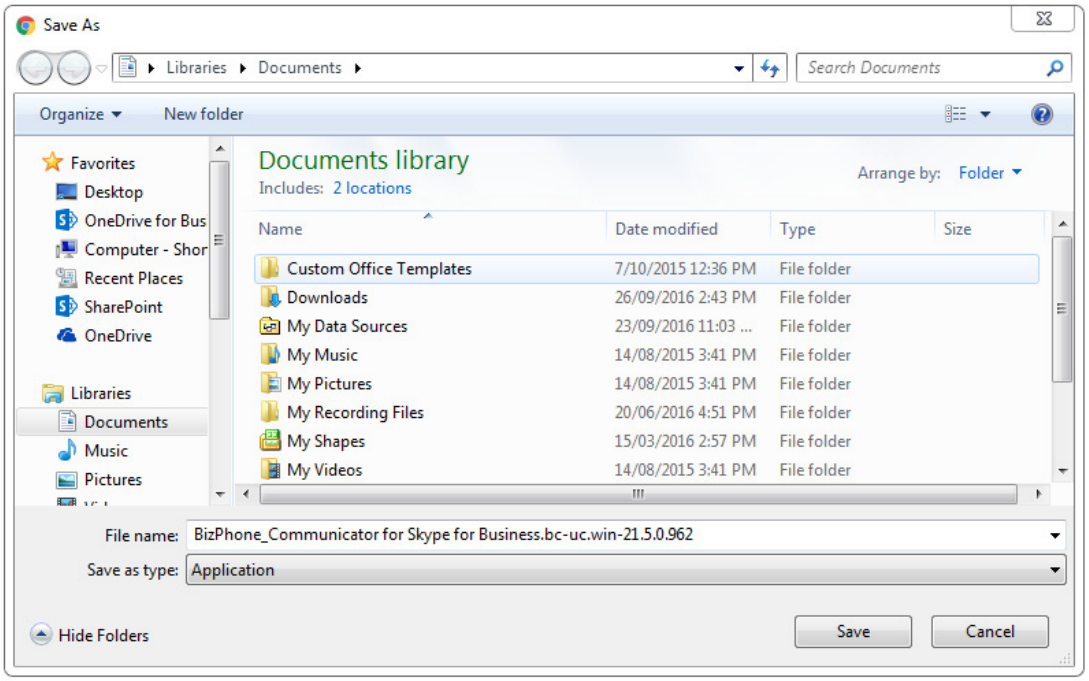
- **The link to the App is only available if you have purchased this Add-On for the user.**
- **Skype for Business Desktop App is only available on Windows Operating System.**
- **Although you will be able to make external calls through the Skype for Business app, incoming calls will still need to be answered via the BizPhone Communicator Desktop App. When an incoming call is answered, the Skype for Business status will update to "In a call".**
- **Users cannot use this feature to add/call an external party to a Lync/Skype meeting.**
- **Since Soft Phone option is not available for BizPhone Line (ATA) Users, therefore "Skype for Business" option will not be available as one of the BizPhone User Features for BizPhone Line (ATA) Users.**

How to access Skype for Business section in Frontier:

- To access the Skype for Business, click on "Skype for Business" menu on the left.



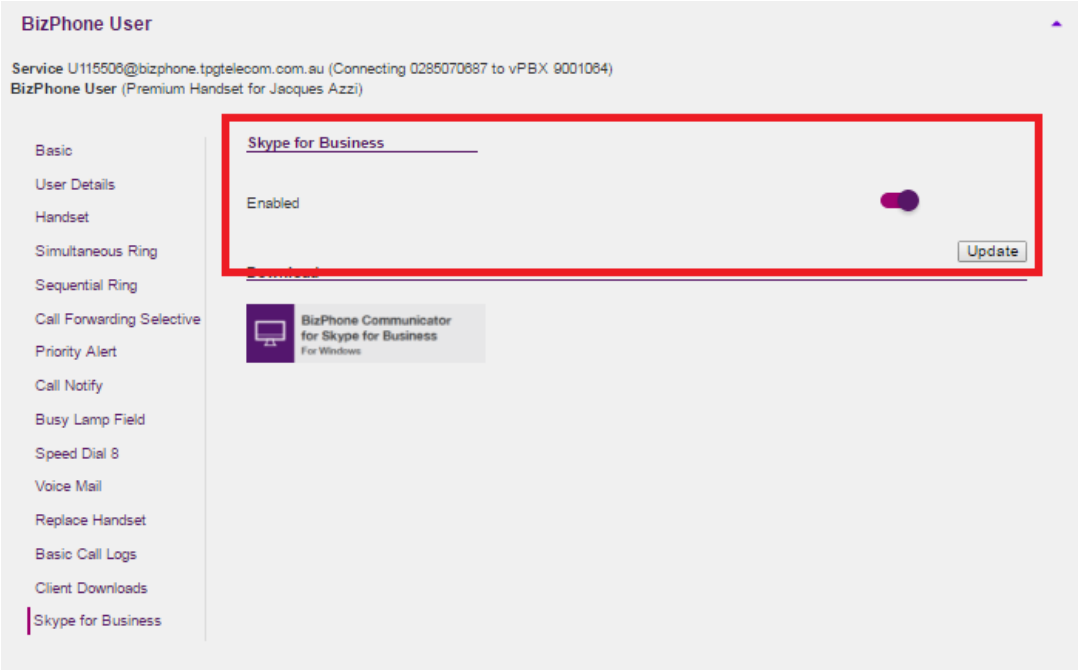
- Click on the icon to download the Business Communicator for Skype for Business. Once you click on the icon, a window will pop up to save the BizPhone Communicator setup file. You can then save the .exe file for installation.



Follow the process on how to install the Desktop App. See BizPhone Desktop App section of this document.

Note: Before you can start using the Business Communicator for Skype for Business, you will need to enable the Skype for Business option on the page.

- Enable the Skype for Business option and click “Update”.



Receptionist

Receptionist allows the receptionist to assign or remove users that they can monitor through the Receptionist App Basic ONLY. If you have ordered the Receptionist Advanced feature, you should be able to use the Receptionist interface to assign and remove users and you should not use this portal configuration option to do so.

Notes:

- **The "Receptionist" menu is only available in your Frontier portal if you have been assigned the Receptionist App license.**
- **Receptionist feature is not available on BizPhone Line (ATA) plan.**

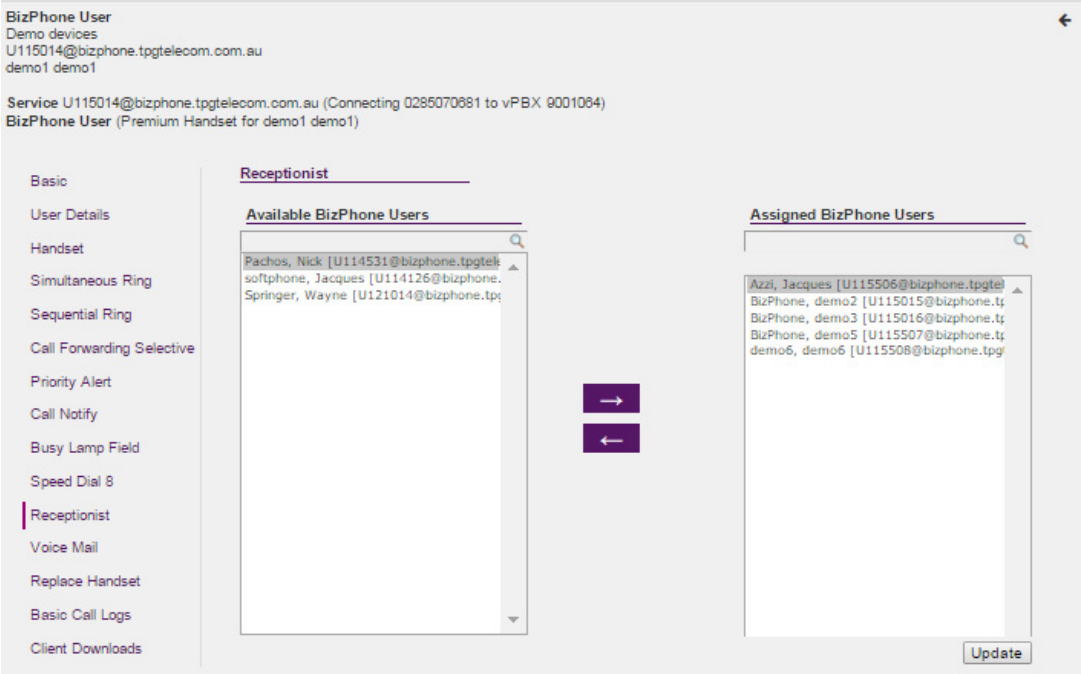
How do you use it?

By changing your setting in Frontier, your preference will then be applied to all future calls.

Default setting: Un-configured

How to configure in Frontier:

- To access Receptionist, go to the users section under BizPhone Admin (bottom part of the main page), click on the icon for the user that has the Receptionist feature that you wish to configure. When the BizPhone user page appears, click on "Receptionist" menu on the left.



- The receptionist can add the available users to the assigned users group by highlighting the user that they want to monitor from the "Available users" and click the → button. The selected user should now appear in the "Assigned users" list. Repeat the same steps if you wish to add more users to the list.
  To remove the user from the "Assigned users" list, highlight the user and click the ← button. Repeat the same steps if you wish to remove more users from the list.

- Click "Update" to save the changes.

Add-On Features & Services

The Add-On features and services are the value added features to the end user services.

BizPhone Desktop App

BizPhone Desktop App is the TPG branded UC One Communicator Desktop Softphone application that allows the user to make and receive calls, access voicemail, and to configure their basic telephone features, such as Call Forwarding, Do Not Disturb, etc. For full list of features, please refer to the Business Communicator User Guide Desktop.

Minimum System and Hardware Requirements

BizPhone Desktop App needs to be run on specific Operating System and hardware. The following are the Desktop App version 21.2.0.487 minimum system and hardware requirements.

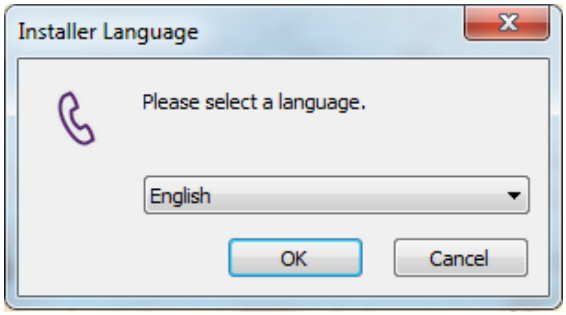
Requirements	Details
Operating System	Mac OS 10.8 Mountain Lion, Mac OS 10.9 Mavericks, Mac OS 10.10 Yosemite, Windows Vista, Windows 7 or Windows 8/8.1 or Windows 10 (Classical view only)
CPU	Minimum 1.5 GHz CPU, Pentium 4, dual core CPU with 2GB RAM
Disk space	The installation footprint is approximately 125 megabytes (MB) on OS X and 215 MB on Windows
Peripherals	For voice calls, a sound card, speakers, and a microphone or a headset are required

Where do you download it?

You can download the App via the Portal (Refer to section Client Downloads).

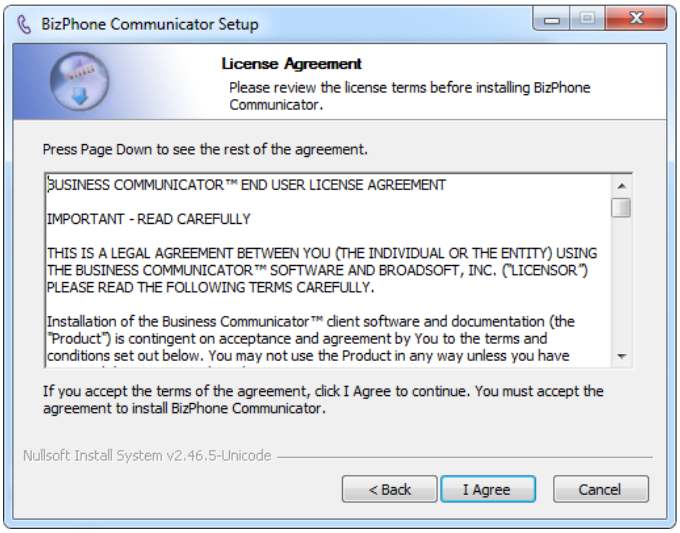
How do you install it? (based on the Windows App)

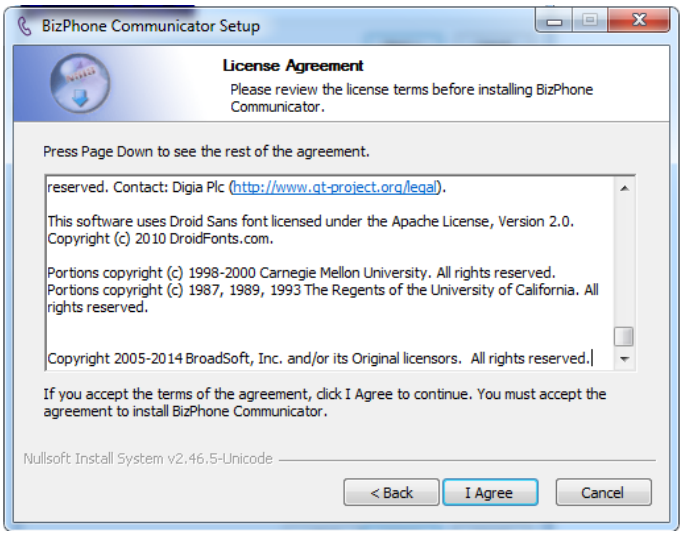
- Click on the set up (.exe or .dmg) file that you have downloaded.
- Select the language from the drop down list and click “OK”.



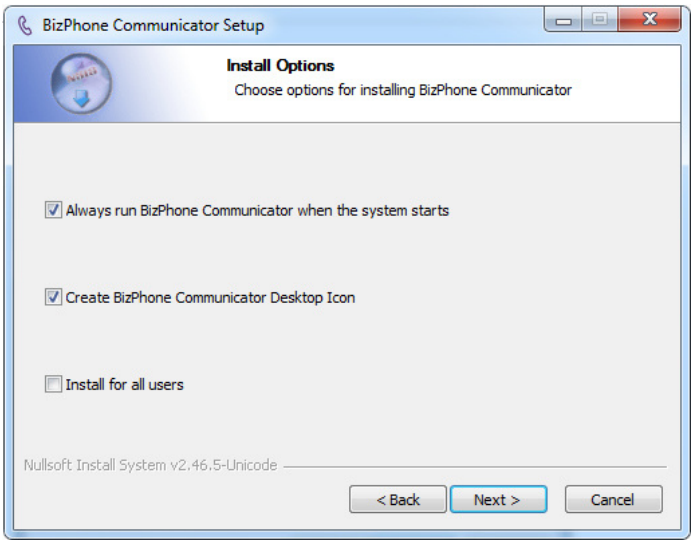
- Click “Next” on the Welcome screen.

- Click “I Agree” on the License Agreement.

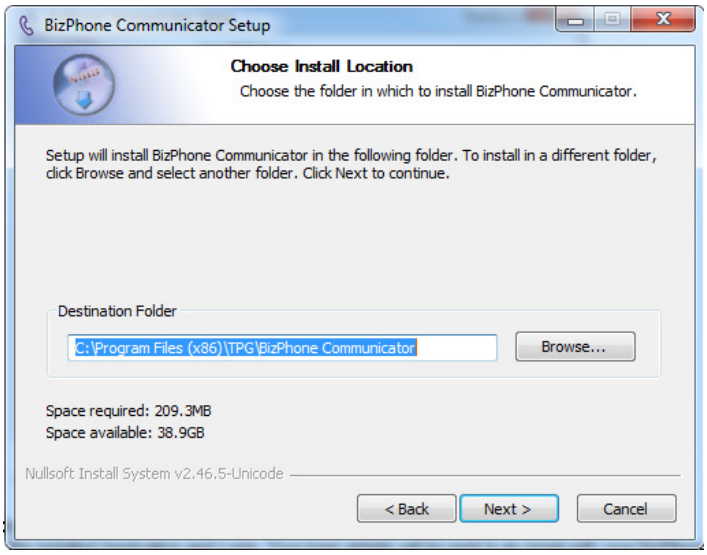




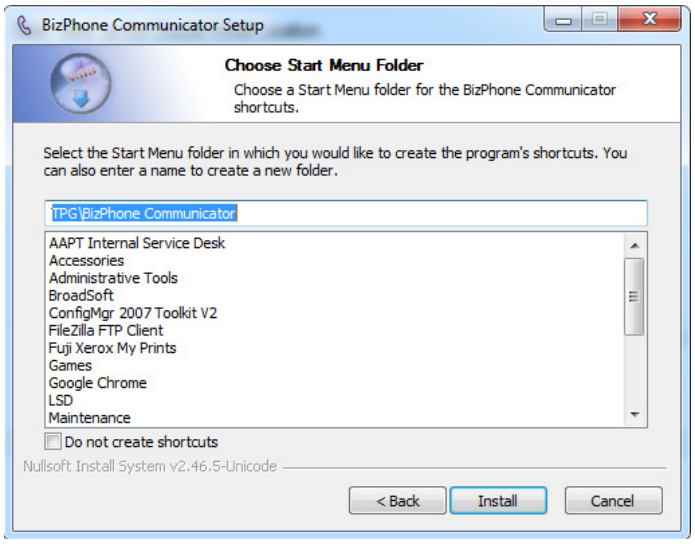
- Click “Next” on the Install Options.



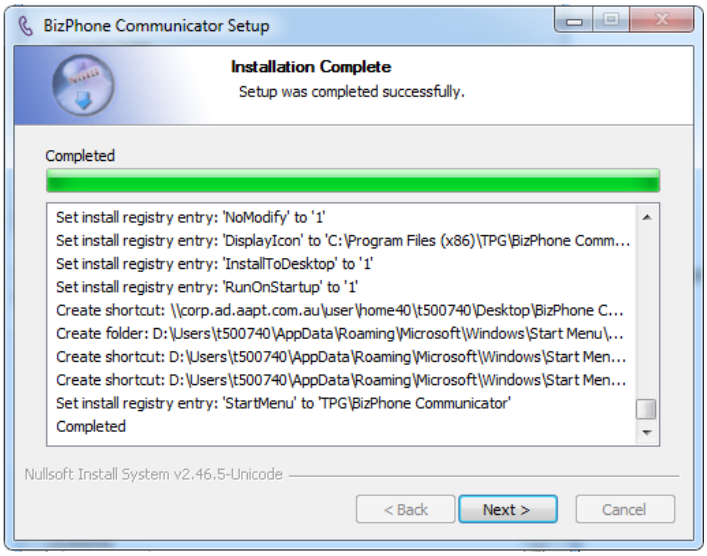
- Click “Next” on the Choose Install Location.



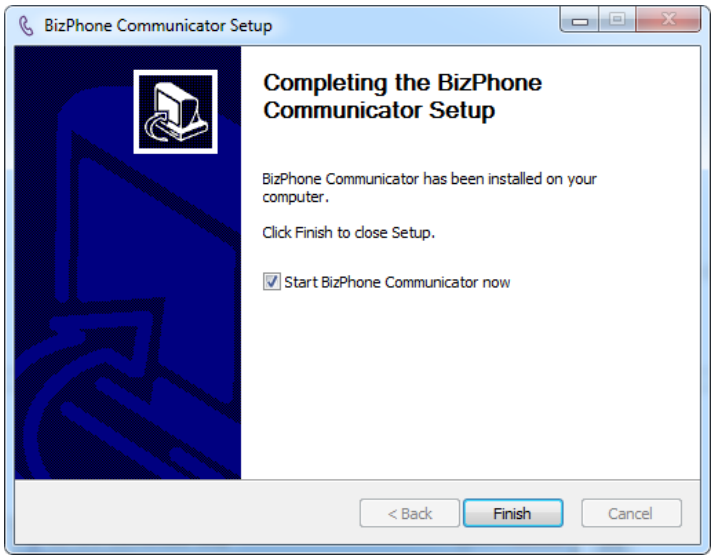
- Click “Install” on the Choose Start Menu Folder. Please wait while the BizPhone Communicator is being installed.



- Your setup is completed. Click “Next”.



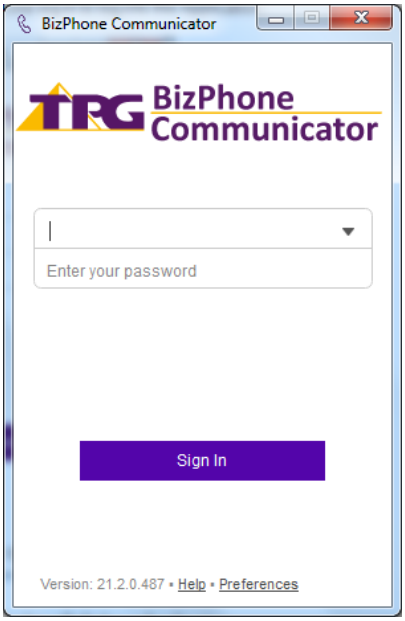
- Click “Finish” to close the setup.



How do you use it?
Launch the installed Application and Login. Your login details will be sent in an email with your BizPhone Service Completion Advice.

Note: The login username is case sensitive. Your login username will start with a “U” which must be entered as uppercase.

Please refer to the Business Communicator User Guide Desktop for the BizPhone Desktop App user manual.



TPG Branded BizPhone Communicator Desktop App

BizPhone Mobile App

BizPhone Mobile App is the Broadsoft UC One Communicator Mobile Softphone application that is available on the User's mobile phone to allow them to make and receive calls, and manage their telephony features. The Mobile App is supported on different Operating Systems, such as Google Android and Apple IOS.

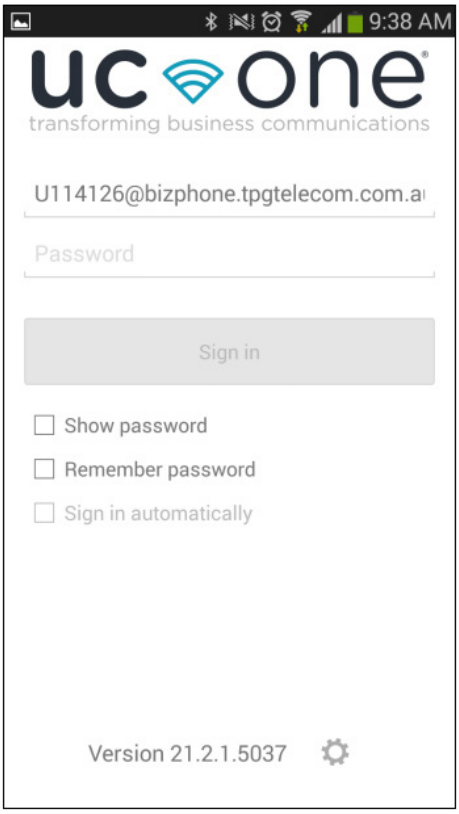
Where do you download it?
You can download the App via Google Play (for Android) or AppStore (for iPhone) on your mobile. You can find information about the App in the Client Downloads section of this document.

How do you use it?
Click on the UC One Communicator icon on your mobile and login. Your login details will be sent in an email with your BizPhone Service Completion Advice.

When you launch the App, it will ask you for login URL. Please enter https://apps.bizphone.tpgtelecom.com.au to the login URL and click "OK" to continue to the application.

Then enter your login details (username and password) and click "Sign in". After sign in, you can start using your Mobile App.

Note: The login username is case sensitive. Your login username will start with a "U" which must be entered as uppercase.



UC One Communicator Mobile App

Please refer to the Business Communicator User Guide Android and Business Communicator User Guide iPhone for the BizPhone Mobile App user manual.

BizPhone Receptionist App

BizPhone Receptionist App is the Broadworks Attendant console that manages call distribution for front desk operator through a web based application.

There are two types of Receptionist App available as part of the TPG BizPhone product:

- Receptionist App – Basic
- Receptionist App – Advanced

Receptionist App Basic

The Receptionist App Basic enables the receptionist to monitor up to 30 static phone users and have a very limited set of features. The administrator will need to login to define the list of monitored users via the Admin Portal (Refer to Receptionist section).

Receptionist App Advanced

The Receptionist App Advanced enables the receptionist to monitor up to 200 static phone users with an enhanced interface that has a rich set of features including monitoring, manipulating and distributing queued calls (if Call Queuing is activated), and may other call control features. The receptionist can use the Receptionist App to define and customise the list of monitored users.

You will be able to upgrade from one type to another. By upgrading or changing your Reception App type, it will re-provision your Receptionist service and subsequently delete all your monitored static contacts. You will need to re-add the contacts once the new service is activated.

Minimum System Requirements
BizPhone Receptionist App needs to be run on specific Operating System and certain browser. The following are the Operating System, Browser and Java requirement for the Receptionist App.

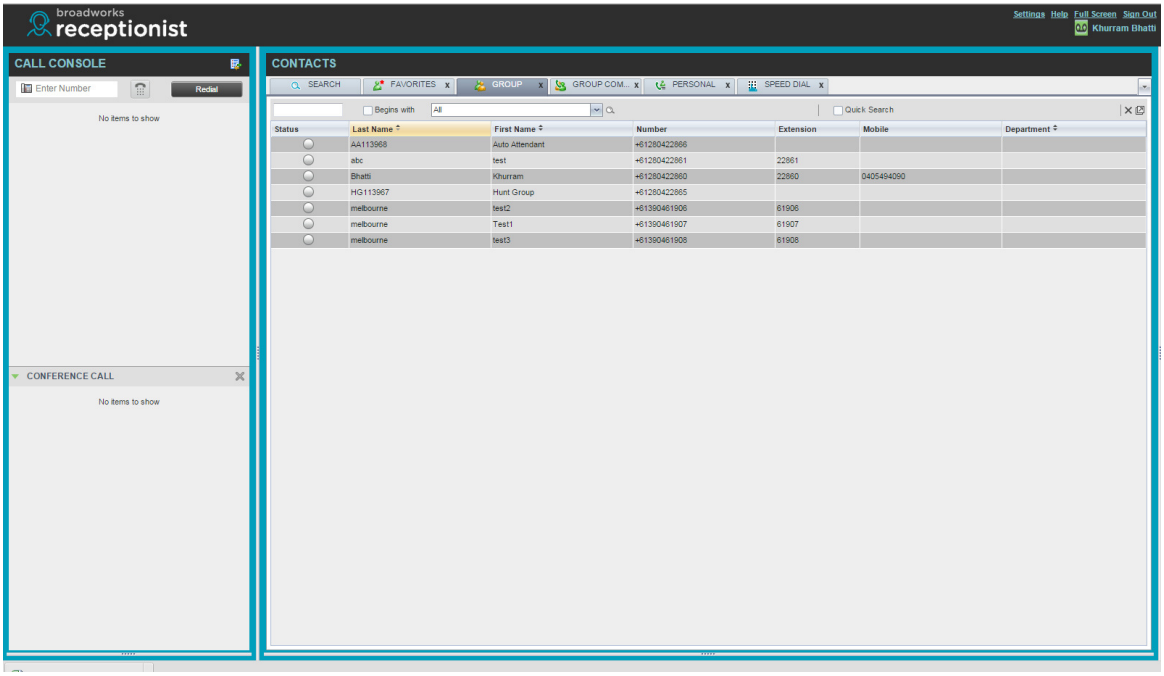
Requirements	Details
Operating System	Windows XP with SP3 (or higher), Windows Vista, Windows 7, Windows 8, Mac OS X 10.5 or 10.6, or Citrix XenApp 4 or 5
Browser	Internet Explorer 8.0, 9.0 or 10.0; Firefox 17 or later; Google Chrome 17.0.963.64 or later; or Safari 5 or 6
Java	Java 1.6.0_19 or higher

How do you use it?
The Receptionist console is a web-based application and accessible via the following URL:
https://apps.bizphone.tpgtelecom.com.au/receptionistconsole/

Your login details will be sent with your BizPhone Service Completion Advice.

Note: The username is case sensitive. Your login username will start with a "U" which will must be entered as an uppercase.

Please refer to the Receptionist User Guide for the user manual and full list of supported features on the Receptionist App.



Broadworks Receptionist App

User Password and Passcode Specifications

User Password Specifications

- Cannot contain the Login ID
- Cannot contain the old Password
- Cannot be the reverse of the old Password
- Cannot be any of the last 8 Passwords
- Must contain at least 1 number(s)
- Must be at least 8 characters

Voice Portal Passcode Specifications

- Cannot be the user's own extension or phone number
- Cannot be the user's own extension or phone number reversed
- Cannot contain 3 or more repeated digits
- Cannot be any of the last 3 Passcode(s)
- Cannot be the reversed old Passcode
- Must be at least 6 characters; no more than 8 characters

Audio File Specifications

The following lists the validation rules for the audio file formats.

Audio File Format	Specifications
For .WAV files	• 8.000 or 16.000 kHz • 8 or 16 bit mono • U law, A-law, or PCM
For .WMA files	• 8.000 or 16.000 kHz • 16 bit mono • U law, A-law, or PCM
For both .WAV files and .WMA files	• The maximum audio length is 2 minutes for a Voice Messaging Greeting and Custom Ringback User/Group. • The maximum audio length is 10 seconds for user's Voice Portal Personalised Name. • The maximum audio length is 10 minutes for the Music On Hold greeting. • For all other services, the maximum audio length is 5 minutes.

Recording .WAV or .WMA files

You can use the below procedure to record a personal greeting or an announcement using a PC. The Application Server accepts .WAV and .WMA file formats.

The following table describes the procedure to record a .WAV file. Instructions are provided for the following sound recorders:

- Window XP Sound Recorder and Windows 98 Sound Recorder
- Windows 2000 Sound Recorder
- Windows NT Sound Recorder
- Audacity on Windows 7 and Windows Vista

Tasks	Steps
To record using the Windows XP Sound Recorder or Windows 98 Sound Recorder:	1. In Windows 98, select: **Start>Programs>Accessories>Multimedia>Sound Recorder** from the Windows task bar. In Windows XP, select: **Start>All**. **Note: It is possible that your Sound Recorder is located in a different file, or that your default sound recorder is another product. Please note the required format for your greetings below and follow the instructions for your specific sound recording product.** 2. Make the setting selections. Click **Properties** from the *File* menu. The properties for *Sound* window appears. 3. Click **Convert Now** and then click **OK**. The *Sound* selection window appears. 4. Select **PCM** from the *Format* list. 5. Select **16.000 kHz, 16 bit Mono,** under **Attributes**, and click **OK**. You may want to save this format at this point, so that you can easily select it in the future. 6. In the *Properties for Sound* dialog box, click **OK**. 7. Click **Record** on the Sound Recorder. Speaking clearly into your PC

	microphone, record your message. When you have finished, click **Stop**. To listen to your message, click **Play**. If you are not pleased with your message, record it again. 8. When you are satisfied with your message, select **Save As** from the *File* menu. Name your sound file, being certain that you remember its location and that the file type is a .WAV file. 9. In the *File name* field, enter the desired name of your recording. 10. Click **OK**. To exit without saving, click **Cancel**.
To record using the Windows 2000 Sound Recorder:	1. Select **Start>Programs>Accessories>Multimedia>Sound Recorder** from the Windows task bar. **Note: It is possible that your Sound Recorder is located in a different file, or that your default sound recorder is another product. Please note the required format for your greetings below and follow the instructions for your specific sound recording product.** 2. Click **Record** on the Sound Recorder. Speaking clearly into your PC microphone, record your message. When you have finished, click **Stop**. To listen to your message, click **Play**. If you are not pleased with your message, record it again. 3. Click **OK**. 4. Click **Change** to modify the settings. Select **PCM** from the *Format* list. Select **16.000 kHz, 16 bit Mono** under *Attributes*, and click **OK**. You may want to save this format at this point, so that you can easily select in the future. In the *Properties for Sound* dialog box, click **OK**. 5. When you are satisfied with your message, select **Save As** from the *File* menu. Name your sound file as .WAV file type. 6. Click **OK.** To exit without saving, click **Cancel.**
To record using the Windows NT Sound Recorder:	1. Select **Start>Programs>Accessories>Multimedia>Sound Recorder** from the Window task bar. 2. Select **Audio Properties** from *Edit* menu. Click the **Customize** button under *Preferred quality*. The *Customize* dialog box appears. 3. From the *Format* list, click the drop-down arrow to select **PCM**. 4. Under *Attributes*, click the drop-down arrow to select **16.000 kHz, 16 bit Mono**. You may want to save this format at this point, so that you can easily select it in the future. 5. Click **OK** in the *Customize* dialog. Then click **OK** in the *Audio Properties* dialog box. 6. Click **Record** on the Sound Recorder. Speaking clearly into your PC microphone, record your message. When you have finished, click **Stop**. To listen to your message, click **Play**. If you are not pleased with your message, record it again. 7. Click **OK**. 8. When you are satisfied with your message, select **Save As** from the *File* menu. Name you sound file as.WAV file type. 9. In the *File name* field, enter the desired name of your recording. 10. Click **OK**. To exit without saving, click **Cancel.**
To record on Windows 7-64bit or Windows Vista using Audacity (works with version 1.3.12 Beta):	**Note: Using the built-in Sound Recorder from Windows 7 or Windows Vista does not work as it is not possible to control the output format. The output format defaults to WMA (44.1 KHz 96KBps) encoding – a format which is not compatible with the Media Server.** Audacity can be downloaded from http://audacity.souceforge.net/download/. When using Windows Vista or Windows 7, it is required to use Audacity

	version 1.3.12 or later. 1. Select **Start>All Programs>Audacity** from the Windows task bar. 2. Select the default sample rate for recordings: • From the *Edit* menu, select **Preferences**. • Click the **Quality** tab. • Select **16000 Hz** for the *Default Sample Rate*. Select **16 bits** for the *Default Sample Format*. 3. Set the number of channels for recordings: • Click the **Devices** tab. • For Channels, select *1 (Mono)*. 4. Click **OK** to exit the *Preferences* pop up. 5. Click **Record** (the round red button at the top). 6. Record your message. 7. When you have finished, click **Stop** (the yellow square button). 8. To listen to your message, click **Play** (the green arrow at the top). If you are not pleased with your message, record it again. 9. When you are satisfied with your message, from the *File* menu, select **Export**. 10. Select **Save As Type** WAV (Microsoft) signed 16 bit PCM. Name your sound file as a .WAV file type. 11. In the *File name* field, enter the desired name of your recording. 12. Click **OK**. To exit without saving, click **Cancel**.

Converting .WAV files to .WMA

There are a range of online conversion tools you can use to convert a .WAV file to .WMA format. One example is http://audio.online-convert.com/convert-to-wav

Alternatively, to generate a .WMA file, first generate a .WAV file using the instructions for your relevant Sound Recorder above. Then, invoke ffmpeg to convert the .WAV file to a .WMA file. For example, to convert recording.wav to newrecording.wma, invoke:

ffmpeg –i recording.wav –acodec copy newrecording.wma