Managing Your Hosted PBX Services

This guide is designed to provide some insight in to managing your Hosted PBX account. The topics in this guide are as follows:

- **Your Role**
- **Contacting BullsEye**
- **An Overview of Hosted PBX functionality**
- **Administrative Tasks**
- **Configuration Setup**
- **Disaster Recovery Options**
- **IP Phone Troubleshooting**

Your Role

If you are reading this, you have assumed the role of managing your company's Hosted PBX services. With a little help from BullsEye, you'll be able to meet the needs of your users and take full advantage of all that your new phone system has to offer. Your responsibilities as an Administrator are as follows:

- **Educate Yourself**. As the Administrator, it is important that you have a good working knowledge of IP technology, and in particular, Hosted PBX. As well, there are numerous tools that you and your team are going to be using (i.e., Feature Access Codes for the user and the VoIP Portal for the Administrator(s)). Being very familiar with their operation is important. Support materials for these tools, your handsets and much more are available at https://bullseyetelecom.my.site.com/BullsEyeCustomerCommunity/s/.
- **Properly Configure Your Services.** The crux of your duties lies in the initial setup and on-going management of your Hosted PBX services.
- **Monitor Your Services.** It is imperative that your phone system is properly working 24/7. This includes ensuring sufficient bandwidth and internet access to each location, as well as the IP phones and router (i.e., session border controller) that are part of your configuration.
- **Field Questions from Staff**. Staff will look to you for support on how to use, manage, and configure their phones.
- **Make End User Account Changes**. Inevitably, you will be asked to login to the VoIP portal and make changes to the individual accounts of your staff. For example, someone may call you to change their Call Forwarding to a different telephone number.

Contacting Lingo + BullsEye

If you have any questions or issues, there are numerous people you can call that can assist you.

- Before and during the installation of your service, your **Order Manager and Professional Services Technician** will be your primary contacts for service configuration. Once the service is installed, forward all inquiries to Client Services.
- Trouble tickets and inquiries related to your invoice, feature usage, special promotions or any other questions regarding the status of your account can be submitted 24/7 via MBA (My BullsEye Account). Client Services is available 24/7/365 to assist with any repair issue at **877-438-2855** regarding your account.

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An Overview of Hosted PBX Functionality

How does Hosted PBX work?

- At the customer premise, IP handsets (telephones) are plugged directly into the data network which connects to the Internet using a broadband connection.
- The CPE (handsets / router) is programmed to communicate directly with BullsEye's IP switch. BullsEye's switch handles all of the signaling, calls and features (a.k.a., PBX functionality) using VoIP software.
- As incoming and outgoing calls are transmitted over this connection, the calls are converted to IP-packets. Utilizing BullsEye's network and VoIP platform, the calls are placed and received over a broadband connection to the outside telephone word (i.e., the Public Switched Telephone Network).
- In summary, Hosted PBX is a phone system where BullsEye (as the provider) hosts most of the equipment the phone system requires to operate. All of the functionality usually provided by a customer-premise PBX is provided by BullsEye via a broadband connection.

How is it connected?

- Like a desktop PC, the IP phone plugs into a data network using a network cable, and once turned on, can make calls, forward calls, hold calls, transfer calls, check voice mail, and perform all the functional tasks you would expect out of a business grade PBX.
- As long as the IP phone has a connection to the Internet, it will function as a business telephone loaded with PBX features that go beyond what a traditional analog or digital telephone can provide.
- Because of the flexibility of IP, an IP handset can be configured to operate over an open Internet connection without geographical boundaries.

Hosted PBX Equipment Options

- The following is required when implementing Hosted PBX:
  - A stable broadband connection (Cable, Fiber, etc.). Hosted PBX works with wide variety of broadband and wireless technologies, as long as there is sufficient bandwidth to process voice traffic.
  - Polycom or Yealink IP phones.
  - Router. The router or modem is most often provided by the broadband provider.
  - POE Switch.
  - CAT5 Ethernet cable.
  - Patch Panel.
  - A controlled cool area to mount the equipment.
- As the administrator, you need to know how this equipment performs, and how to troubleshoot it.
- **NOTE**: Please see your Implementation Specialist for an inventory of your specific equipment.

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How much bandwidth do I really need to run a Hosted PBX?
- Hosted PBX VoIP service does not consume any notable bandwidth until you make an external phone call.
- Usage, including checking voice mail, and dialing internal extensions within the company, require negligible bandwidth. If there are no external calls made, the bandwidth consumption is negligible.
- Once you make or receive an external phone call, the bandwidth consumed will be a very conservative 30kbps-90kbps (kilobits per second). If you have 2 external calls running at the same time the bandwidth consumed will be 180kbps until either one of the calls hangs up, at which point the consumption of bandwidth drops down. Though the signal is compressed at 30kbps, it is still very high quality.
- The Engineering standard for VoIP call bandwidth is: G729 – 60k and G711 – 150k
- The important thing to know is how many concurrent maximum calls (or paths) your office will have at any one time, and the upload bandwidth available on your internet connection.

Administrative Task List

When it comes to managing your Hosted IP phone service, there are specific tasks that will require your attention. These are broken up in to two groups – the tasks that are performed during your initial setup, and the tasks that are done as part of your on-going maintenance. These tasks are as follows:

INITIAL SETUP TASKS. During and immediately after your Hosted Service is installed, you will need to ensure that your service is configured and operating correctly. This includes the following 6 tasks:

- **Task #1 - Confirming Your Call Flow**. Meticulously checking the routing of all incoming calls from all your phones to ensure that the setup has been done correctly is a very important first step.

- **Task #2 - Confirming Your Auto Attendant Settings**. Methodically checking the routing of your Auto Attendant is also a very important thing to do. Methodically examining each option to ensure that the routing is correct is paramount. *Instructions on the Auto Attendant are available from our online Learning Center.*

- **Task #3 - Confirming Your Hunt Group Settings (if applicable).** Similar to Call Flow and Auto Attendant, a careful examination of your Hunt Group call routing needs to be performed. *Instructions on maintaining Hunt Groups are available from our online Learning Center.*

- **Task #4 - Creating Portal User ID's & Passwords**. All recipients of an IP phone will require secure access to the VoIP portal so that they can modify and control their IP phones. *The steps to perform this task are included in this document.*

- **Task #5 - Setting Up Voicemail**. Both at the company level and individual level, all voicemail boxes need to be setup as soon as your new system comes online. *The steps to perform this task are included in this document.*

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◎ **Task #6 - Completing the Directory of Employee Names**. Using the VoIP Portal, the directory list of names needs to be updated so that it is accurate. This affects both Caller ID and Calling Name functions. *The steps to perform this task are included in this document.*

ON-GOING MANAGEMENT TASKS. Once everything is installed and configured, the majority of your time will be spent in management mode. This includes the following tasks:

◎ **Providing End User Account Support.** Accessing the VoIP portal and making feature changes (i.e., call routing) for your staff will occur. As well, some users will have issues making their features work properly. This is where you will have to troubleshoot and solve their technical issues.

◎ **Making Configuration Updates.** As employees come and go, or people change roles or departments, modifications to the Enterprise Directory of Employee Names will need to occur. As well, changes to your Hunt Groups, User Id's and passwords, etc., will constantly require updating.

◎ **Monitoring Your Service & Equipment.** All of your IP phones and the related equipment (i.e., your Power over Ethernet Switch) will need to be monitored. If something goes wrong, you will need to investigate and address the issue.

◎ **Customizing Additional Features.** Because of the rich feature set that is available, such as Remote Office, Priority Alert, Time Schedules, etc., you should explore how these features can help improve call flow and create operational efficiencies.

◎ **Providing Training.** It will be necessary for new employees to receive information on their phone system, as well as how to access and use the VoIP portal.

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VoIP Portal Administrative Tasks
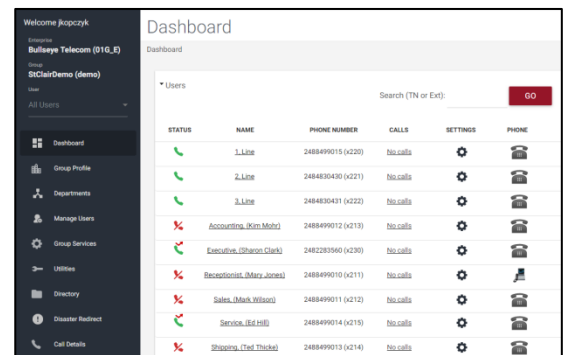
This topic provides an overview of the VoIP Portal and explains basic procedures used by the VoIP Portal Administrator including:

- Logging into the VoIP Portal
- Navigating the VoIP Portal
- Searching for a Group
- Setting Your Schedules
- Disaster Redirect
- Searching for a User
- User Level Calling Features
- Viewing Registrations
- Managing Users

VoIP Portal Overview

The VoIP Portal provides a simple and intuitive interface to activate and customize services and features such as auto attendant, hunt groups, call forwarding, simultaneous ring, and sequential ring to your specific requirements.

With VoIP service, there are numerous capabilities that you can take advantage of, from establishing calling plans to setting up voicemail.

The image to the right shows the VoIP Portal heirarchy.

The Enterprise represents the parent company in a multilocation service configuration. Groups represent the individual locations related to the parent company. Single location enterprises will only require a Group level profile. Users represent the individual employees and VoIP lines in a group or location.
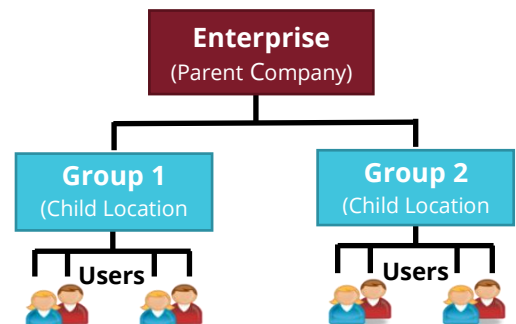
For multi-location accounts, the Administrator will have an Enterprise Administrator account which allows phone system features and services to be managed at the Enterprise, Group or User Level. For single location accounts or at the group level for Enterprise accounts, a Group Administrator log-in can be established, allowing the Group administrator to manage features and services at the Group (location) level or User level. Users can manage their features via a User level log-in to the portal, their handset using Feature Access Codes and/or VoIP Portal applications including Call Manager or the Toolbar.

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Logging into the VoIP Portal

1. In your browser, navigate to **https://ucportals.bullseyevoip.net/auth/login/**.

   The VoIP Portal Login screen is displayed.

2. Enter your Enterprise or Group or Administrator **User ID** and **Password** then click **Login**.

   If you log-in at the Enterprise level, the Enterprise Contact Information screen is displayed.

If you log-in at the Group level, the Dashboard is displayed.

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Navigating the VoIP Portal

All features and services are typically managed at the Group or User level within the portal. If you are a multi-location customer, your Enterprise level Admin account will allow you to search for and select the Group (location) you need to manage.

If you have a Group account, the Group Dashboard is displayed upon logging in.

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Select a Group or User

Main Menu

Some Things to Know!
- Click **Group** to quickly return to the Dashboard

Click to Logout & Access Help

Many common user features can be quickly managed by clicking the Settings gear icon.
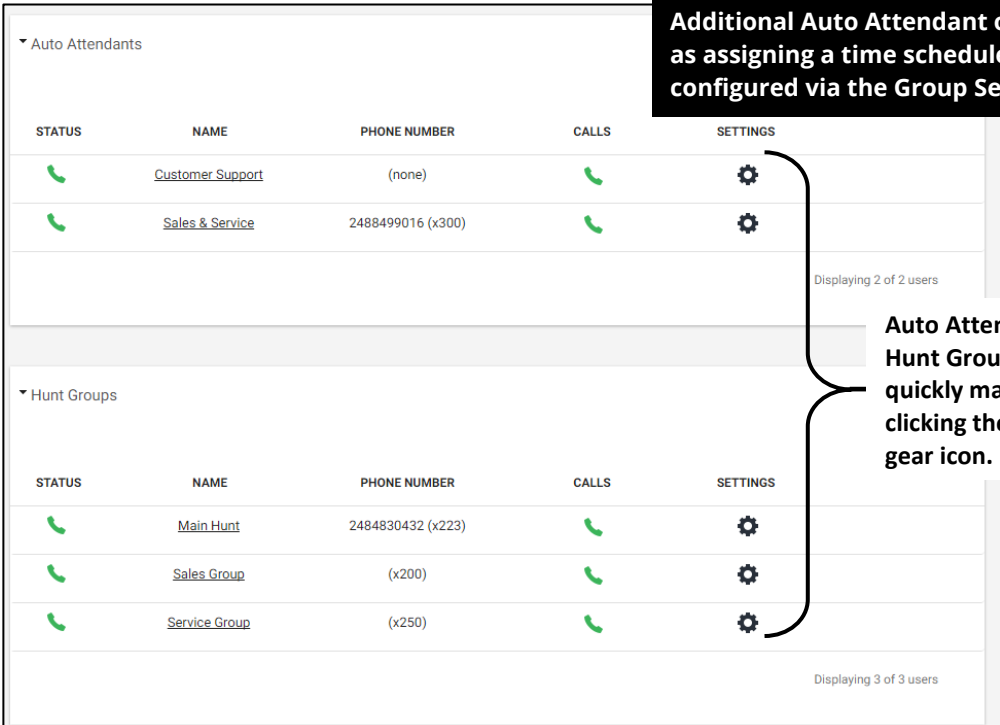
Scroll down on the Dashboard to access group services such as Auto Attendants, Hunt Groups and more.

Some Things to Know!

Additional Auto Attendant options, such as assigning a time schedule can be configured via the Group Services menu.

Auto Attendants and Hunt Groups can be quickly managed by clicking the Settings gear icon.
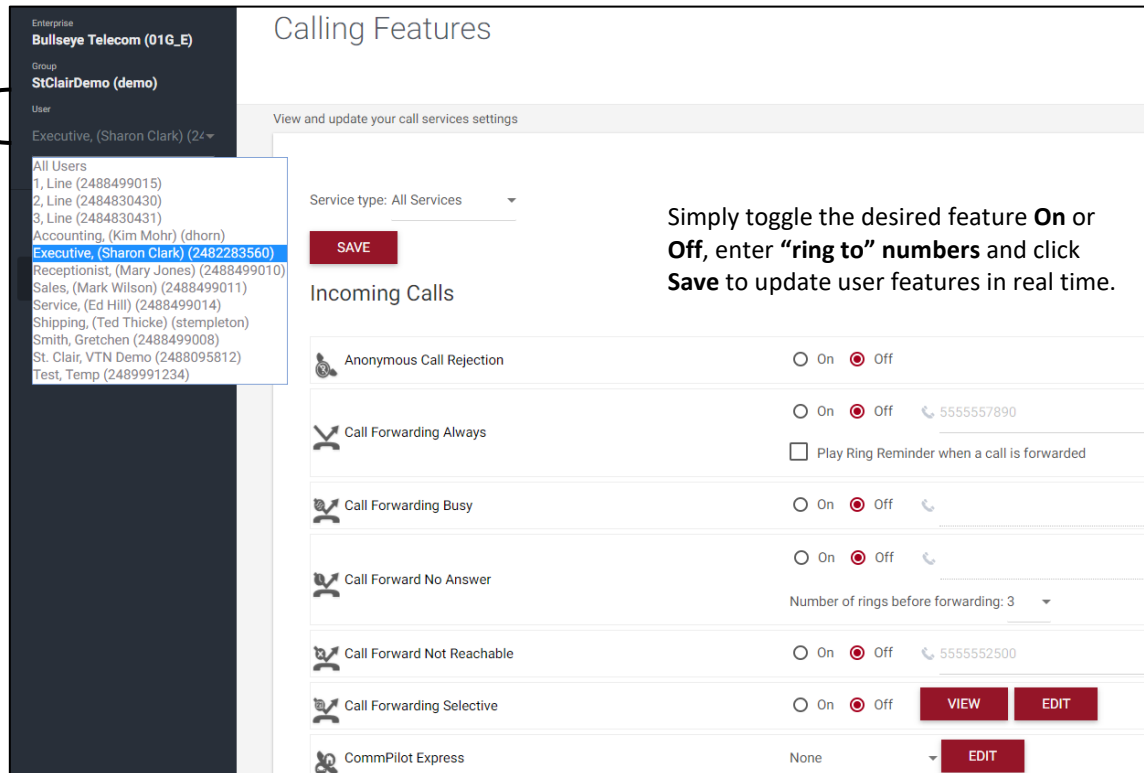
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Select a User from the **User** drop down menu to display that user's **Calling Features**.

Select a User to manage all Calling Features for that user.

Simply toggle the desired feature **On** or **Off**, enter **"ring to" numbers** and click **Save** to update user features in real time.

Some things to know about the VoIP Portal:

o The level of the account that you are logged into as well as your particular configuration determine the menus and options that are available. ***Depending on how your digital services are configured, your menu options may differ from what is presented in this document.***

o From the Group Level Dashboard, manage User features and Group services including Auto Attendant and Hunt Group by clicking the Settings icon (⚙).

o From the user's Calling Features page, view currently active features. Click an active feature to toggle it on/off or otherwise configure the setting.

o Depending on your particular configuration, access up to 87 different group and user level services and features within the VoIP Portal!

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On Demand Training

While Lingo + BullsEye offers live web-training regularly, Lingo's Knowledgebase provides many training resources you can access 24/7. Access Quick Reference Guides, "How To" videos and much more to help you take full advantage of your Lingo + BullsEye phone system.

Access the Knowledgebase by going to lingo.com. Select Resources, and then Knowledge base as shown below.
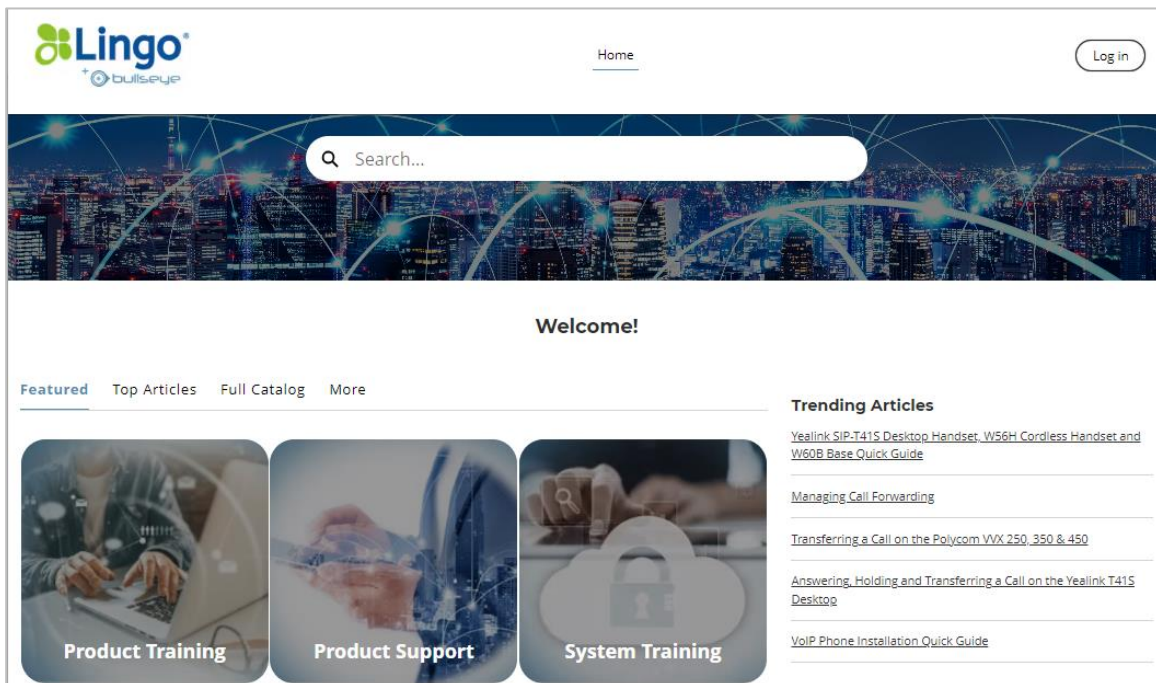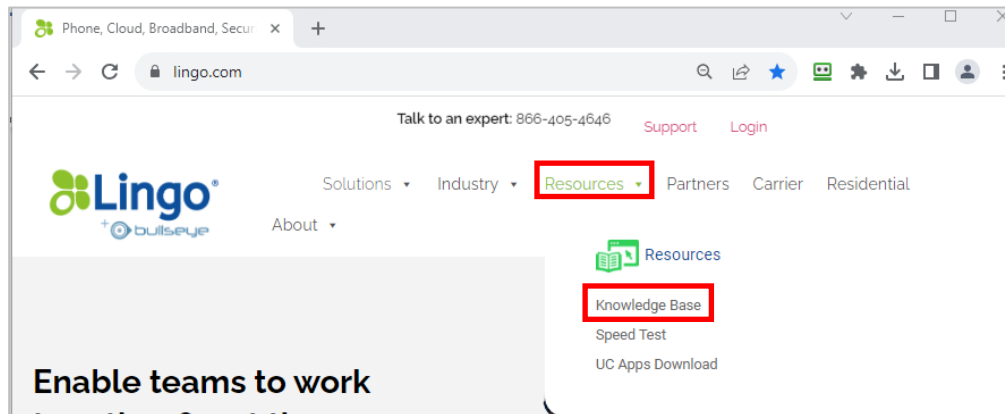

You can search for training guides and videos by typing one or more keywords (hunt group, auto attendant, Polycom, etc.) in the Search field at the top and pressing **[Enter]**. You can also click on a link, icon, or menu option to find related content.

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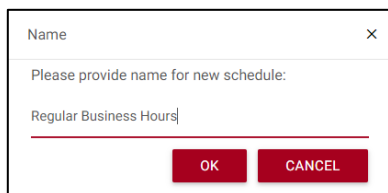
Setting Your Schedules

- Schedules allow your phone system to automatically switch your Auto Attendant's pre-recorded greetings and options as well as change call routing based on the time and day. To create a schedule, follow the steps below and on the following page.
- This is actually a two-part step. You can create a "regular business hours" **Time Schedule** as well as your **Holiday Schedule**.
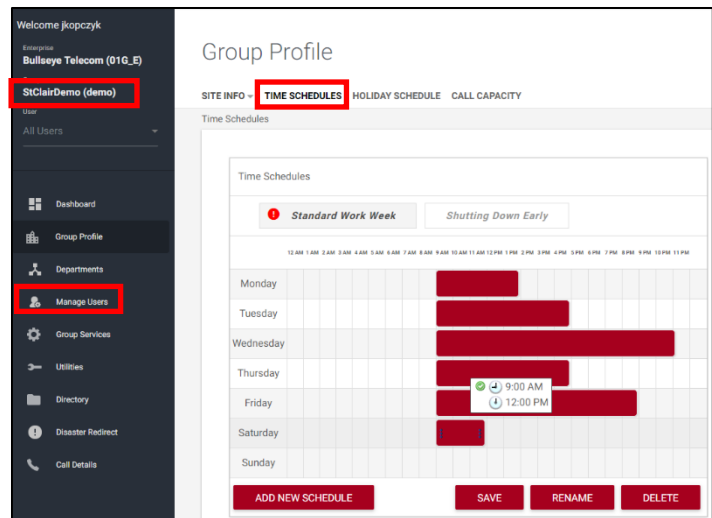
Part 1: Setting Your Time Schedule

1. Select the Group for which the Time Schedule/Auto Attendant applies. The Dashboard is displayed

2. Select Group Profile and then select **Time Schedules**. The Time Schedules page is displayed.

3. Click **Add New Schedule** to create a time schedule. The Name dialog box is displayed.

4. Enter a name for your schedule then click **OK**.

5. Hover over the starting time for the first day of your schedule, then click and drag to the right to the end time. When you release the mouse, the block of time will be applied to the selected day.
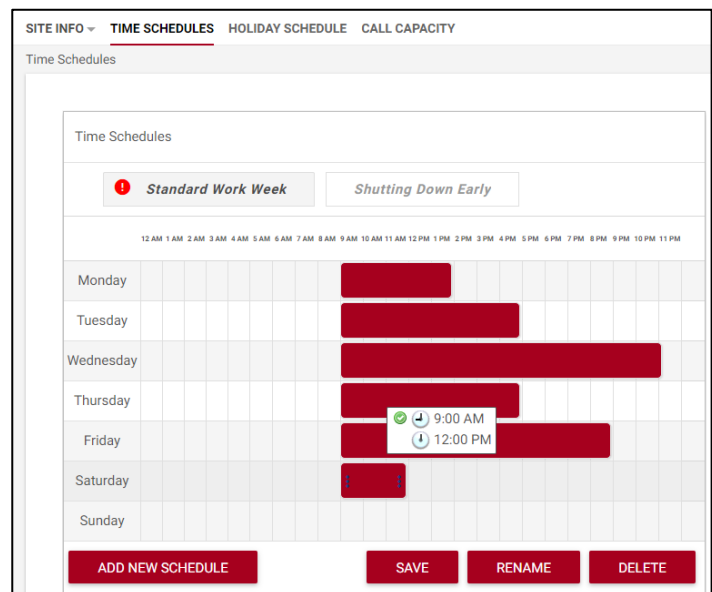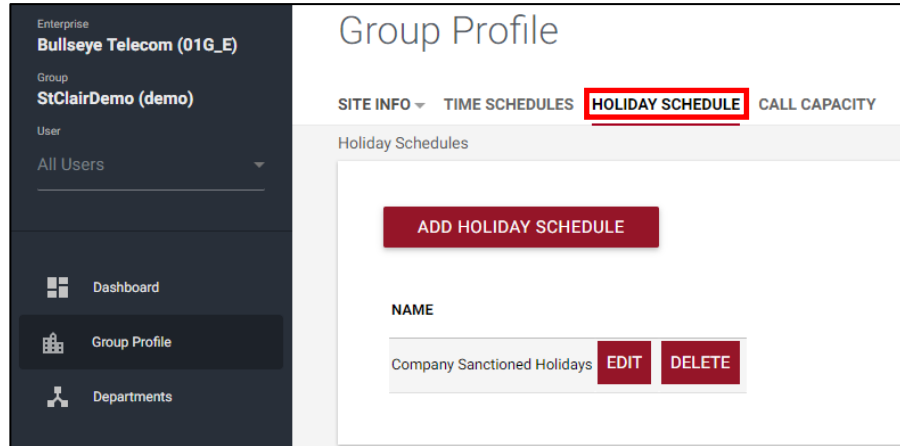
    Note: Any hours or days of the week not defined here will be treated by the After Hours greeting and routing options.

6. To delete a block of time, right-click on the block of time and select **Delete**.

7. To rename a schedule, click **Rename**, then repeat step 4.

8. To delete a schedule, click **Delete**, then click **Yes**.

9. To save the schedule, click **Save**.

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Part 2: Setting Your Holiday Schedule
1. Select the Group for which the Holiday Schedule/Auto Attendant applies.

2. From the Group Profile menu, select **Holiday Schedule**. The Holiday Schedule page is displayed.

3. Click **Add Holiday Schedule**. The Add Holiday Schedule dialog box is displayed.
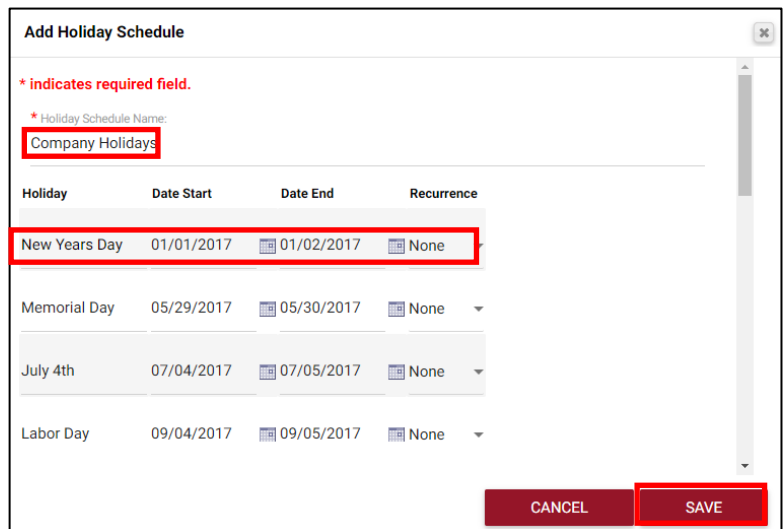
4. Enter the **Holiday Schedule Name**.

5. For each holiday to be included in the Holiday Schedule:

   o Enter a **Holiday** name.

   o Select a **Date Start** and **Date End**.

   o If desired, select a **Recurrence**.

     ▪ Select **Indefinite** or **Limited**. If Limited is selected, enter a To Date to indicate when the Recurrence will end.

6. When finished, click **Save**.

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Disaster Redirect

Disaster Redirect allows you to specify a number to forward calls to in the event that service is down at your location. Specify any 10 digit number, including analog or cell phone numbers. Redirect Numbers can be all the same or different.
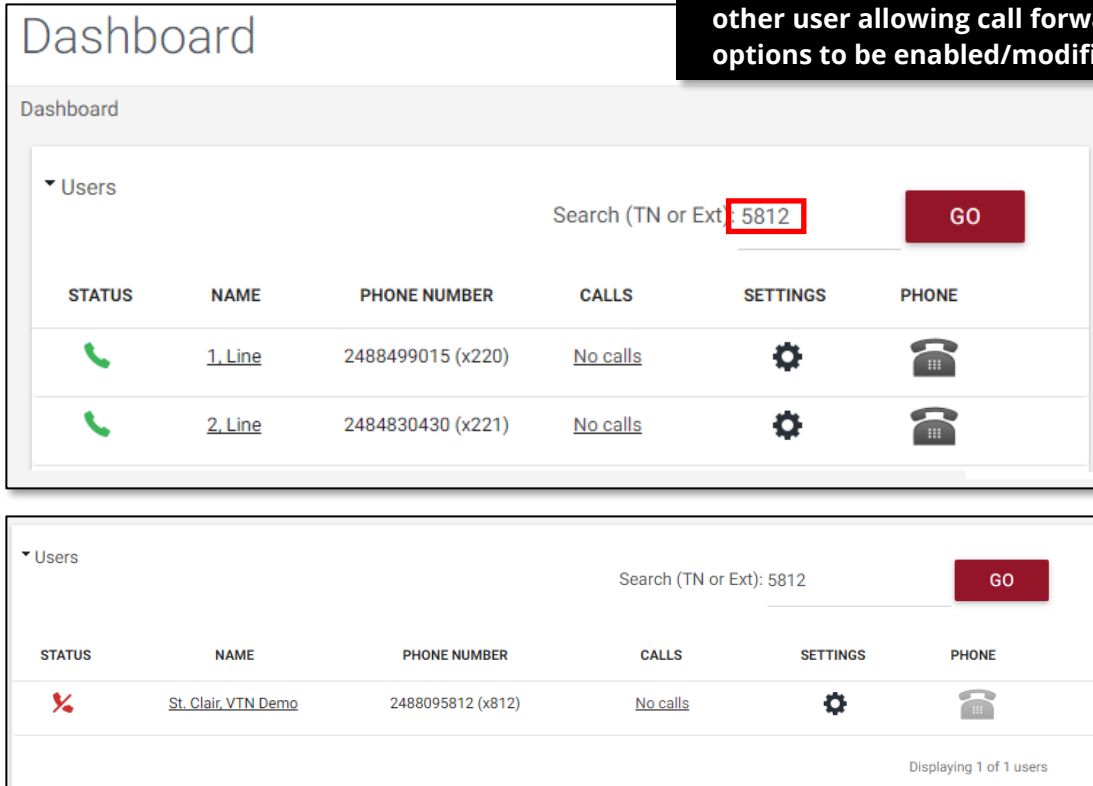
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Searching for a User

From the Dashboard, you can simply type the user's phone number or extension in the **Search** field and click **Go**.

Helpful Tips

Some Things to

- **Some accounts have "virtual telephone numbers" (VTN's) that can be searched and selected like any other user allowing call forwarding options to be enabled/modified.**
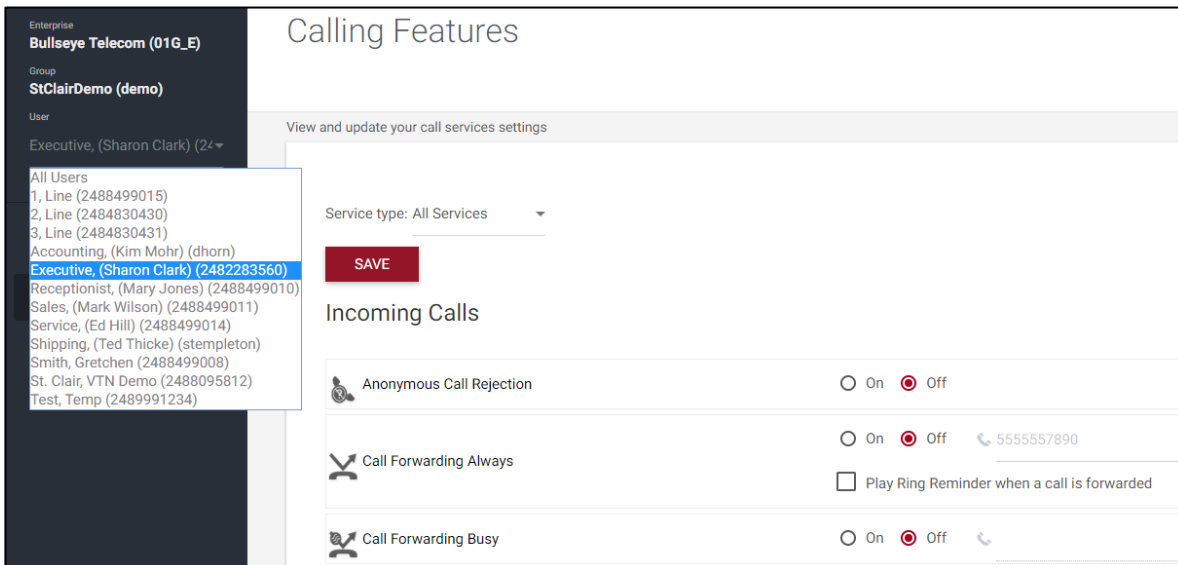
To drill down to a user from the Group level, select the desired user from the **User** drop down. The User's **Calling Features** page is displayed.

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User Level Calling Features

1. From the Home Page, select **Calling Features**.

    The Calling Features page is displayed. Features are organized according to the following Service Types: Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Messaging and Client Applications. Use the Service type drop-down to quickly go to the desired type of Calling Feature.

2. Modify the desired calling feature, then scroll to the top and click **SAVE**.

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Most calling features are very simple to manage and can be modified directly on the Calling Features page by toggling the feature **On** or **Off** and/or entering a "ring to number" and then clicking **Save**.

Go to https://bullseyeresources.rightanswers.com/portal/ss/ for more information on managing specific Calling Features.

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Viewing User Status

Before calling into Client Services regarding an issue with your VoIP service or handset, sometimes it may be helpful to verify the line of the phone in question.

1. Review the **Status** icon to the left of the line as it indicates current line status.

User is online. Phone is registered.

User is online. Call Forwarding enabled.

User is offline. Phone is not registered.

VTN's and soft phone users are not assigned to phones and will show this icon even when service is working.

2. Click the **Status** icon for the user in question to expand status details.

The **Active Services** section indicates which services, if any, are currently active on the user account. The **Lines Information** indicates whether the user's phone is online as well as other details including the Device Info which indicates the handset that is assigned to the selected user.

> **Some Things to Know!**
>
> If a user with a phone is Offline and unable to receive or make calls, you may be able to resolve the issue by resetting the phone. Simply unplug the cable from the handset and plug it back in to re-register the phone.
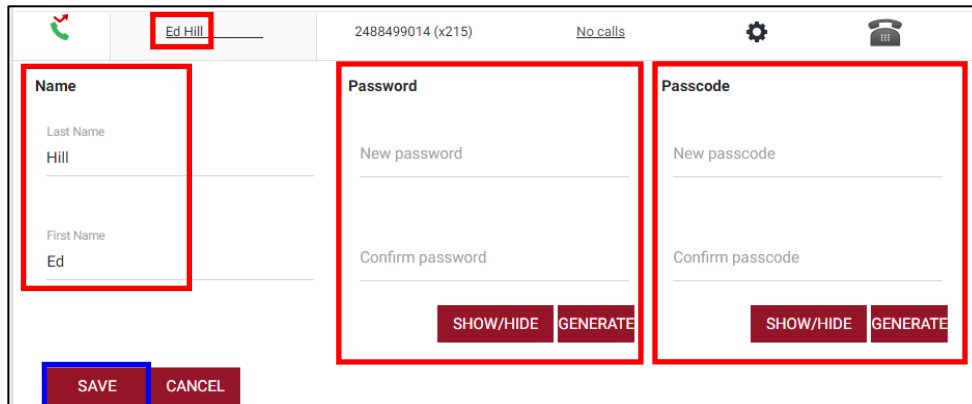
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Managing Users

This section explains how to update the user name that the phone/service is assigned to as well as resetting a User Password or Voice Messaging Passcode.

1. From the Dashboard, click the user name that requires a password/passcode reset. The user details expand to reveal the Name and Password/Passcode reset fields.

2. To update the user's name, edit the **Last Name** and **First Name** fields.
3. To reset a user's Unified Communications Password or the user's Voicemail Passcode, enter a new password or passcode and confirm the new password/passcode in the corresponding fields.

   - The Password fields are used to reset a user's Unified Communication's password. This also applies to the Virtual Receptionist, if the user has either of these add-on services.

   - The Passcode fields are used to reset a user's voice messaging passcode. The minimum length for passcodes is 6 digits. The default VM passcode for new users is **19992005**.

   - Click **Show/Hide** to show or hide the new password/passcode as you enter it.

   - Click **Generate** to have the system automatically generate a default password/passcode. Click Show/Hide to display the auto-generated password/passcode.

4. Click **Save**.

   Note: 19992005 is the *default* VM password for new users. When a user accesses their VM for the first time or after a reset using Feature Code ***62** from their handset, they will be prompted to enter the default password and then prompted to enter a new personal (secret) passcode twice for verification.

Password Rules

- **Must be at least 8 characters in length**
- **Must contain at least 1 uppercase letter**
- **Must contain at least 1 lowercase letter**
- **Must contain at least 1 number**
- **Must contain at least 1 non-numeric character (&#^@#,etc)**
- **Cannot contain the logon ID**
- **Cannot contain the old password**
- **Cannot be reverse of the old password**
- **Cannot be any of the last 3 passwords**
- **All passwords will expire after 180 days and force a new password entry**
- **Logons will be disabled after 5 failed attempts**

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VoIP Portal Features

The VoIP Portal controls both the group level and end user functionality of your phone system. It has numerous features that you should be aware of. Included in this list are ALL of the features that are available at both the Admin and End User level. *FYI – Your features may vary based on your specific configuration. Also, End Users do not typically have the same level of functionality that an Admin would have (for good reason, of course).*

Included with a description of these features is some additional information to guide you.

Group Services

Feature Name	Default Assign.	Description	Notes
Auto Attendant	Admin	Serves as an automated receptionist that answers the phone and provides a personalized message to callers. Callers have the option to connect to the operator, dial by name or extension, or connect to configurable extensions.	Everyday function.
Broadworks Anywhere	Admin	Access specialized Broadworks functions.	Advanced Functionality.
Call Park	Admin	Enable users to park a call against their call park group and set call park attributes.	Use as needed.
Call Pickup	Admin	Enable users to answer any ringing line in their call pickup group.	Use as needed.
Hunt Group	Admin	Modify your hunt group(s) as needed.	Use as needed.
Instant Group Call	Admin	Enables users to call a group of users, where the users can be part of the same group or can be external users. Select an Instant Group Call to edit.	Use as needed.
Music on Hold	Admin	Play an uploaded audio (music) file for callers on hold.	One time setup.
Voice Portal	Admin	Allow users to call from any phone so that they can use and configure their user services.	One time setup.
Calling Plans	Admin	Calling Plans define what kind of incoming and outgoing calls are permitted for the user	One Time Setup

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Calling Features - Incoming Calls

Feature Name	Default Assign.	Description	Notes
Anonymous Call Rejection	End User	Prevent a caller from reaching you when they have explicitly restricted their number	One-time setup.
Calling Name Retrieval	End User	Provide a caller's name by retrieving the calling name from the network.	Everyday function.
Call Forwarding Always	End User	Automatically forward all your incoming calls to a different phone number.	Everyday function.
Call Forwarding Busy	End User	Automatically forward your calls to a different phone number when your phone is busy.	Everyday function.
Call Forwarding No Answer	End User	Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.	Everyday function.
Call Forwarding Not Reachable	End User	Automatically forward your calls to a different phone number when your phone is unreachable.	Everyday function.
Call Forwarding Selective	End User	Automatically forward your incoming calls to a different phone number when pre-defined criteria, such as the phone number, time of day or day of week, are met.	Everyday function.
CommPilot Express	End user	Manage incoming calls based on four pre-configured profiles	Use as needed.
Do Not Disturb	End User	Automatically forward your calls to your voice messaging service, if configured, otherwise the caller hears a busy tone.	Everyday function.
External Calling Line ID Delivery	End User	Provides Calling Line ID information of an external caller.	Everyday function.
Internal Calling Line ID Delivery	End User	Provide Calling Line ID information of group member when called.	Everyday function.
Priority Alert	End User	Ring your phone with a distinctive ring when pre-defined criteria (phone number, time of day, etc.) are met.	Everyday function.
Selective Call Acceptance	End User	Accept calls when pre-defined criteria (phone number, time of day, etc.) are met.	Everyday function.
Selective Call Rejection	End User	Reject calls when pre-defined criteria (phone number, time of day, etc.) are met.	Everyday function.
Sequential Ring	End User	Ring multiple phones sequentially when calls are received.	Everyday function.
Simultaneous Ring Personal	End User	Ring multiple phones simultaneously when calls are received.	Everyday function.

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Outgoing Calls

Feature Name	Default Assign.	Description	Notes
Automatic Call Back	End user	Monitor a busy call in your group and automatically establish a call when the busy party is available.	Use as needed.
Line ID Blocking	End user	Prevent your phone number from being displayed when calling other numbers.	Use as needed.
Speed Dial 8	End user	Dial a pre-defined number using only one digit.	Everyday function.
Speed Dial 100	End user	Dial a pre-defined number using a 100 prefix followed by two digits.	Everyday function.

Call Control

Feature Name	Default Assign.	Description	Notes
Broadworks Anywhere	End User	Configure the fixed and mobile phones you want to link to this account.	One time setup
Barge-in Exempt	End User	Block barge-in attempts from other users with Directed Call Pickup with Barge-in	Use as needed.
Call Waiting	End User	Answer a call while already on another call.	Use as needed.
Call Pickup	End User	Display the call pickup group to which you belong.	Use as needed.
Directed Call Pickup	End User	Pick up a call using a feature access code and an extension.	Use as needed.
Directed Call Pickup with Barge-in	End User	Pick up or barge-in on a call using a feature access code and an extension.	Use as needed.
Call Transfer	End User	Transfer a call to another phone.	Use as needed.
Music on Hold	End User	Play audio (music) or video when the remote party is held or parked.	One time setup.
Push to Talk	End User	Make and selectively receive calls that are automatically answered.	Use as needed.
Remote Office	End User	Make and receive calls from another phone: home office, cell, hotel, etc. as if it was your office phone.	Use as needed.

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Calling Plans

Feature Name	Default Assign.	Description	Notes
Calling Plans	End User	View or modify incoming and outgoing calling plans	Use as needed.

Messaging

Feature Name	Default Assign.	Description	Notes
Aliases	End User	Directly access your voice messages from other pre-defined numbers.	Use as needed.
Voicemail Distribution Lists	End User	Create multiple distribution lists to use with voice messaging.	Use as needed.
Greetings	End User	Load or modify your voice messaging greetings.	Change as needed.
Voice Management	End User	Record messages for calls that are not answered within a specified number of rings or for busy calls.	One time setup.
Voice Portal	End User	Change voice portal options for the user.	Use as needed.

Client Applications

Feature Name	Default Assign.	Description	Notes
Receptionist	Receptionist	Configure the list of monitored users for the receptionist.	Use as needed.
Busy Lamp Field	End User	Create a list of users to monitor via your SIP Attendant Console Phone	Use as needed.

NOTES:
- While on the Calling Features page, click the feature name to view detailed help.

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Basic Troubleshooting

When it comes to troubleshooting your Hosted IP phone service, events are categorized in to 5 groups:

- ◉ Password Issues
- ◉ Feature Issues
- ◉ Handset Issues
- ◉ Connectivity/Call Quality Issues
- ◉ Routing Issues

As the point of contact, your goal is to quickly isolate the trouble and immediately fix the problem (or submit a support ticket to BullsEye if necessary). Below are some troubleshooting tips that you may find helpful.

- ◉ ***Your Hosted IP Service***
  - It is imperative that your phone system is properly working 24/7. If something goes wrong, you will need to investigate and address the issue. This will require some low-level triage on your end, and if necessary, an escalation into BullsEye Client Services.
  - Keep everything associated with your Hosted PBX platform powered up. If you do have to shut down your server, do so after hours.
  - When it comes to equipment, the IP phones and router (i.e., session border controller) are the key parts of your Hosted configuration.

- ◉ ***Your Internet Speed (Bandwidth)***
  - Monitoring includes both the bandwidth and internet access to each location. If your broadband connection is with another provider other than BullsEye, please contact that provider for assistance.
  - Monitor your bandwidth latency and packet loss. Slow or intermittent bandwidth speed can affect call quality and internet performance.

- ◉ ***Your IP Phones***
  - If an IP phone is not working properly, unplug it from the CAT5 cable and then plug it back into to recycle it.
  - If an IP phone continues to work improperly, contact BullsEye, Client Services.

- ◉ ***Your Router (i.e., Session Border Controller or Power Over Ethernet Switch).***
  - This device must have power at all times. Do not touch unnecessarily.
  - If you have 2 **green lights** illuminated your PoE switch, the device is working properly.
  - Your installed session border controllers (also referred to as POE switches) will be correctly and completely installed at the time of implementation.

Managing Your Hosted PBX Services

- ◎ *VoIP Portal*
  - o Any call management features turned on at the End User level are over-ridden when an incoming call is part of a forwarded Hunt sequence. Direct calls that bypass the hunt sequence are controlled by the call management features in place on that particular line.
  - o If end users are allowed access to the VoIP Portal, changes they make could have adverse effects on your phone system (depending on their permission level).

Managing Your Hosted PBX Services

Advanced Troubleshooting - Disaster Recovery Options

Conditions such as power failures, access facility failures, and floods cannot be gracefully handled by a premise-based PBX since it may not be functioning during the disaster condition. Here are 3 disaster recovery options that you will want to familiarize yourself in case such an event occurs.

Option #1 - Call Forwarding

Site "Unavailable" Rerouting – CFA and CFB

- This service would give the enterprise the option to reroute incoming calls to alternative locations in the event of a loss of data connectivity with the service provider.
- Call Forwarding Always can forward the main office DID to another number. CFA can also be assigned to Auto Attendants, Hunt Groups, and Call Center pilot numbers as well. CFA can be activated through the VoIP portal and VoIP Toolbar applications.
- CFA can also be activated through the voice portal, making it a tremendous advantage for offsite administrators or in the event internet connection is not available.
- Call Forward Busy enables a user to redirect calls to another destination when an incoming call encounters a busy condition. Users have the option to activate and deactivate the service by dialing a feature access code (*90/*91) or configuring the service via their web interface or assistant toolbar.

User "Unavailable" Rerouting – CFNR

- Call Forwarding Not Reachable allows users to forward all incoming calls to a different phone number or SIP-URI when their device loses registration to the service provider network.
- *CFNR is an automatic service, meaning that when the system senses the user's main device is no longer registered the CFNR feature is activated.*

Option #2 - Remote Office (RO)

Enables users with a computer and internet to access and use their VoIP service from any end point, on-net, or off-net (for example, home office, disaster recovery center). The remote office device must allow for direct inward dialing, for example a hotel room that can be dialed directly from the PSTN without front desk assistance.
RO can be activated in several different ways:

- Via the VoIP web portal from any internet connected computer
- Via BullsEye UC Unified Communications

Routing of Inbound and Outbound Calls

- RO will automatically route inbound calls to the user's office number, directly to the RO location, similar to CFA.
- RO outbound calls can be placed in one of two ways:

Accessible Features

- RO enables users to use all of their VoIP features while working remotely (for example, extension dialing, transfers, conference calls, Outlook integration, directories, and so on).

Managing Your Hosted PBX Services

◎ In addition, since calls are still originated from BullsEye, the service provides an easy mechanism for separating personal and business phone expenses, as well as keeping alternate phone numbers private. The called party will also see the user's office calling line identification, and not that of the RO device.

Option #3 – BullsEye UC (Unified Communications)

Enables users to link any device (mobile, tablet, desktop) to their main phone line. Unlike Remote Office, which is typically used as an 'on demand' service, users with this service can use BullsEye UC all day every day. Another differentiator is that users can add BullsEye UC to multiple devices, providing similar inbound call alerting as the Simultaneous Ring feature. If you are interested in adding BullsEye UC to your account, please contact your BullsEye Sales Representative, Account Manager or Client Services for more information.

Other Important Things to Know

Because of the nature of Hosted PBX technology, 2 catastrophic events could possibly occur. They are as follows:

1. **Your phone system could be compromised**
   - **Why?** Because your phones are connected to the Internet, your network could get hacked. This means that someone could gain access to your portal and make long distance and international calls without you even knowing it. This could result in thousands of dollars of charges against your account.
   - **Preventive Measures**.
     - Please make sure that you are following the strict password convention that we have in place.
     - If you are not going to be making any International calls, you should disable this capability. Please contact your Implementation Specialist or Client Services to have this done for you.
     - If employees are terminated or leave the company, their passwords need to be immediately changed.

2. **You portal configuration settings could be lost**
   - **Why?** Unfortunately, the VoIP portal does not have a mechanism for saving/backing up your custom configuration. Though it is highly unlikely, all of your portal settings (at all levels, from Enterprise to the User level) could be lost. If this occurs, you will have to rebuild all of your custom configurations.
   - **Preventive Measure**. After your service is configured and working properly, you should take a few minutes to take some screen captures of the various VoIP Portal screens (such as your Profile, Hunt Group, and Auto Attendant features). This will be very useful if this occurs and those functions need to be re-configured from scratch.