Advanced Networking, Inc.

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Administrator's Instructions for IPitomy Hosted Systems
(Website Version)

This is the generic website version of this cheat sheet. It is here for you to download for your reference, but you will need to get addresses, passwords, greeting numbers, etc. from Advanced Networking, Inc. You should have gotten this sheet when we installed your hosted phone with this information below. Contact us and we can email you the customized sheet for you company.

Your PBX Web Address is: (Contact Us for this Information)

Menu Greetings

Description	Menu Number	Password	Phone Number

Conference Bridge

Internal Number	Phone Number	User Pwd	Admin Pwd

Virtual (Phantom) Mailboxes

Mailbox Number	Password

Site Administrator Info

User Name	siteadmin
Password:	

Viewing System Call Reports

User Name	reports
Password	

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Recording the Main Menu Greetings

Initial Recording of the Menu Greeting

1. From a system phone inside the office, dial the **three digit number** of the menu from the table above you wish to record using the table above.
2. While the prompt is playing, enter the **Password** from the above table.
3. It will then say "Menu Administration. Your current menu prompt is set to announcement one."
4. Enter the announcement number to manage. Press **1** for announcement one.
5. Press **2** to record the greeting (announcement).
6. After the tone, **record** the greeting. Press **#** when finished.
7. If you want to re-record the greeting, repeat steps 5-6.
8. You can press **1** to listen to the newly recorded greeting.
9. *Press 3 to enable this greeting*.
10. Press **#** and hang up.

Recording Additional Greetings

The IPitomy system allows you to record multiple prompts for the same menu. This can be useful for recording a holiday or emergency greeting. When that event is over, you can switch the greeting back to the normal message without having to re-record the original greeting. .

To Record Other Greetings in the Same Menu

1. Dial **the three digit number** of the menu you wish to record using the table above.
2. While the prompt is playing, enter the **Password** of the menu.
3. It will then say "Menu Administration. Your current menu prompt is set to announcement _____."
4. You can press * to hear the current greeting that is currently playing at this point.
5. Select another announcement by pressing the **announcement number** (1-5).
6. It will then confirm by saying "Announcement _____ management."
7. Press **2** to record the greeting (announcement).
8. After the tone, **record** the greeting. Press **#** when finished.
9. If you want to re-record the greeting, repeat steps 7-8.
10. You can press **1** to listen to the newly recorded greeting.
11. *Press 3 to enable this greeting.*
12. Press **#** and hang up.

To Switch Between Multiple Greetings

1. Dial the **three digit number** of the menu you wish to record using the table above. If off-site, dial the number which goes to the menu greeting you wish to switch.
2. While the prompt is playing, enter the **Password** of the menu.
3. It will then say "Menu Administration. Your current menu prompt is set to announcement _____."
4. You can press ***** to hear the current greeting that is currently playing at this point.
5. Select the announcement number of the greeting you want to switch to by pressing the announcement number (1-5).
6. It will then confirm by saying "Announcement _____ management."
7. Press **1** to listen to make sure the prompt is the correct one.
8. Press 3 to enable the prompt.
9. Press **#** and hang up.

Recording and Switch Greetings from Off-Site (Remotely)

1. Dial the number which goes directly to the menu you wish to record. Usually, this is your main number.
2. While the prompt is playing, enter the **Password** from the above table.
3. It will then say "Menu Administration. Your current menu prompt is set to announcement one."
4. Enter the announcement number to manage. Press **1** for announcement one.
5. Press **2** to record the greeting (announcement).
6. After the tone, **record** the greeting. Press **#** when finished.
7. If you want to re-record the greeting, repeat steps 5-6.
8. You can press **1** to listen to the newly recorded greeting.
9. *Press 3 to enable this greeting*.
10. Press # and hang up.

To Switch Between Multiple Greetings

1. Dial the number which goes directly to the menu you wish to record. Usually, this is your main number.
2. While the prompt is playing, enter the **Password** of the menu.
3. It will then say "Menu Administration. Your current menu prompt is set to announcement _____."
4. You can press ***** to hear the current greeting that is currently playing at this point.
5. Select the announcement number of the greeting you want to switch to by pressing the announcement number (1-5).
6. It will then confirm by saying "Announcement _____ management."
7. Press **1** to listen to make sure the prompt is the correct one.
8. Press 3 to enable the prompt.
9. Press # and hang up.

Virtual Mailbox Setup

Virtual mailboxes are mailboxes which are not associated with any extension number. They are most commonly used for a company general mailbox. Once you have accessed the mailbox, it is just like recording a greeting in any other mailbox. The *first time you access your mailbox, the system will walk you through setting up your password, name recordings, and greetings. Please follow this all the way through and it will not play the tutorial again. The following instructions are for when you need to change something after the initial setup.*

Recording Your Unavailable Greeting

1. From any system phone, dial **924**.
2. When it says, "Mailbox," enter the **mailbox** number you wish to record.
3. Enter the **password** when it asks "password.". (All of this info is on the first page of this sheet).
4. Press **0** for Mailbox Options.
5. You have the option of recording up to three greetings. At the very least, record an Unavailable Message. Press **1** to record the Unavailable Message.
6. Record the message after the tone and press pound.
7. To keep the message, press **1** to accept the message. If not satisfied, press **3** to re-record and repeat steps 5 and 6.

Recording the Mailbox Name

1. Access your mailbox following the instructions in the first section of this sheet.
2. Press **0** for Mailbox Options.
3. Press **3** to record your name.
4. Record the name after the tone and press pound.
5. To keep the message, press **1** to accept the message. If not satisfied, press **3** to re-record and repeat steps 5 and 6.

Site Admin Instructions

As the site administrator, you can change the names, reset passwords, and change voicemail settings system-wide. If, applicable, you may also add holidays to your automated schedule as well.

Logging in as the Administrator of the System

1. Open up your **web browser**.
2. Put the **address** that is above in the address field of the browser.
3. It will bring up a window like this:

4. **Enter** the Site Admin login credentials in the fields under the Admin Login title (left side).
5. It will bring up the home screen and say access denied. Do not worry about this.

To Change a Name, Email, Password, or Voicemail Setting

1. Under the left column, select **Voicemail**.
2. This will bring up all the voicemail boxes on the system.

3. Click on the voicemail/extension you want to modify by clicking on the actual mailbox number. Do not click on the circle unless you want to clear out all messages and greetings from that mailbox.
4. This will bring up the settings for the particular extension or mailbox that you selected.

5. You can change the name, email address, password and other settings.
6. When done, click the **Save Changes** button at the bottom of the screen.
7. You may change another voicemail box by clicking on Voicemail on the column again.
8. *Once all of your changes are complete, make sure to click **Apply Changes** in the upper right corner of the screen. If you do not, the settings will not be applied until you do.*

9. A pop-up window will appear telling you the system is "Applying Changes…."

10. Once it says, "Settings Applied", you can close that box and log out of the system.

To Make Changes to your Holiday Schedule
1. Login to the IPitomy as the Site Admin using the instructions above.
2. Instead of going to the Voicemail, click on Schedules on the left Column.
3. Click on the Schedule you want to modify. Please note, there may be more than one schedule in your system. Make sure you select the correct one.
4. It will bring up a screen like the one below.

5. You are only concerned with the bottom half of the screen that says Holidays.
6. Select the holday you want to change or add.
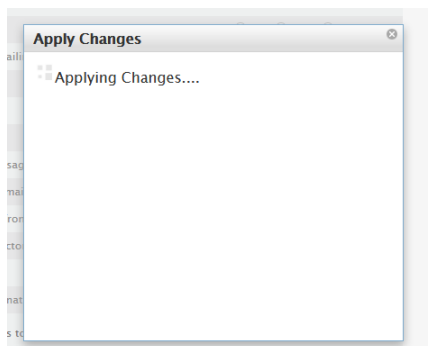7. All the info should appear below as to the date, time, and destination.

8. If you want to Change an already entered Holiday, select the holdiay that you want to change.
   a. Change whatever needs to be changed. Usually it is the date which needs to be changed. The time should be when you want the system to play the closed or holiday greeting.
      i. If you wanted to be closed on Christmas Day, you set the start time to be December 25th at whatever time your office usually open and set the End time to be December 25th at whatever time to your office normally closes.

ii. Make sure the Destination is the right destination In most cases, it will be the same destination as whatever is selected in the Outside of Hours Desitnation, listed above in the Schedule settings.

b. Once you have changed a Holiday, be sure to hit the Set button.

9. If you want to Add a Holiday, Type a new name for the holiday in the Holiday Name Field
   a. Enter the info for that closing with the date and time.
   b. Select the destination of the call, which usually is the the closed menu. In most cases, it will be the same as what is selected in the outside of Hours Destination, listed above in the regular Schedule settings.

10. Press Save Changes at the bottom of the screen when you are done entering all the holidays.

11. *Once all of your changes are complete, make sure to click* **Apply Changes** *in the upper right corner of the screen. If you do not, the settings will not be applied until you do.*

12. A pop-up window will appear telling you the system is "Applying Changes…."

13. Once it says, "Settings Applied", you can close that box and log out of the system.

Viewing the System Reports

1. Open your Web Browser.
2. Type in the **address** in the web browser that is listed above. If looking at this document on a computer, you should be able to click the above link and it will automatically go to the login page.
3. You will see a page come up like this.

4. On the *right* hand side, under USER LOGIN, enter your **User Name** and **Password** which is listed on the first page.
5. Press **Login** button.

The Call Reports Screen

To view the details of a call, you may click on the row of the call. It will then bring up the data of the call.

To Search for Calls within a Certain Date Range

1. When first pulling up the reports, the system by default shows the calls within the last 24 hours.
2. Select a **Start** date.
3. Select an **End** date.
4. Click on the **View** button.
5. You may also Export the data by clicking on **Export**. Doing this will export it as a CSV file which you can then open in your spreadsheet editor and sort the data by date, phone number, etc.

Conference Bridge Instructions

Setting up the Bridge (Logging in as the Admin of the Bridge)

1. Call into the bridge by dialing the **Conference Bridge number** (either from a system phone or using the external number if calling from outside the office)
2. It will then ask you to "Please enter the conference bridge PIN number."
3. Enter in the **ADMIN PIN** that is listed in the table above.
4. It will say "You are the first person in this conference." If you are not, it will tell you so.
5. Wait for the other parties to enter the bridge. It will announce them as they enter.
6. Once in the bridge, you have several options which you can access by press the **star** key. You may also use Call Manager to administer the bridge.
7. When finished, hang up. The connected parties can actually continue to talk to each other once you hang up. To rejoin, just dial back into the conference bridge.

Calling into the Conference Bridge from Inside the System as a User

1. Dial into the bridge by using **the internal number** from an office phone.
2. The system will ask you for a PIN number.
3. Enter the **User PIN** that is listed in the above table.
4. It will then ask you to **record your name.** Press **pound** when finished**.**
5. It will ask you to confirm the recording.
6. The system will then announce your name when you enter the bridge.
7. To leave the bridge, hang up.

Calling into the Conference Bridge from Outside the System as a User

1. Dial the **external number** listed above for your bridge.
2. The system will ask you for a PIN number.
3. Enter the **User PIN** number that is listed in the above table.
4. It will then ask you to **record your name**. Press **pound** when finished.
5. It will ask you to confirm the recording.
6. The system will then announce your name when you enter the bridge.
7. To leave the bridge, hang up.

If you any other questions, please call the office at 302-792-9200 or email us at service@advnetwork.com

For more information, please visit our support page at http://www.advnetwork.com/support.html