

# Business Voice Customer Training Guide

A guide to getting the most out of your Business All-in-One and Business Voice Essentials service.



## IP Telephone and Web Portal

## Table of Contents:

<b>1</b>	<b>Getting Started</b> .....	<b>4</b>
1.1	What is the Web Portal?.....	4
1.2	Audience.....	5
1.3	What You'll Learn.....	5
<b>2</b>	<b>Numbers and Passwords</b> .....	<b>6</b>
2.1	Overview.....	6
2.2	Voicemail.....	6
2.3	Web Portal Information.....	6
<b>3</b>	<b>Using the Web Portal</b> .....	<b>7</b>
3.1	Logging In and Out of the Web Portal.....	7
3.1.1	Logging in for the first time.....	7
3.1.2	Logging out.....	9
3.1.3	Help hyperlink.....	9
<b>4</b>	<b>Profile</b> .....	<b>11</b>
4.1	Managing Your Announcement Repository.....	11
4.2	Resetting or Changing Passwords.....	13
<b>5</b>	<b>Incoming Calls</b> .....	<b>15</b>
5.1	Call Forwarding Not Reachable.....	15
5.2	Simultaneous Ring Personal.....	16
5.2.1	Creating a schedule.....	19
5.2.2	Linking a schedule.....	22
5.3	Sequential Ring.....	23
5.3.1	Linking a schedule.....	26
<b>6</b>	<b>Outgoing Calls</b> .....	<b>28</b>
6.1	Group Paging.....	28
<b>7</b>	<b>Call Control</b> .....	<b>29</b>
7.1	BroadWorks Anywhere (Remote Office for Incoming Calls).....	29
7.1.1	Linking a Schedule.....	32
7.2	Push to Talk.....	33
7.2.1	Adding users.....	34
7.2.2	Activating Push to Talk.....	36

<b>8</b>	<b>Messaging</b> .....	<b>37</b>
8.1	Greetings.....	37
8.1.1	Changing the number of rings before Voicemail.....	37
8.1.2	Extended Away.....	38
8.2	Voice Management.....	39
8.2.1	Setting up Voicemail to Email.....	39
8.2.2	Transfer on “0” Option.....	40

# 1 Getting Started

---

## 1.1 What is the Web Portal?

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

Business All-in-One includes the following services:

- **Broadband Internet Access**
  - High Speed Internet, Ethernet Dedicated Internet Access or Fiber
  - 1 Static IP address
  - 20 Email boxes
  - Domain Name Registration
  - Hot Spot connectivity
- **Phone Service**
  - Local Service
  - Standard Centrex Features
  - Unlimited Nationwide Calling (includes calls to Canada, American Samoa, Guam, Puerto Rico, Northern Mariana Islands and the U.S Virgin Islands)
  - Direct Dialing (no dialing "9")
  - Fax machine support (2 fax Telephone Numbers)
- **Advanced Business Features**
  - Automated Attendant
  - Voicemail-to-Email
  - Business Anywhere (Find Me / Follow Me)
  - Emergency Call Forward (Call Forward – Not Available)
  - User Web Portal
- **Equipment**
  - Integrated Access Device / Router
  - LAN switch with Power over Ethernet (PoE)
  - Uninterruptible Power Supply
  - Polycom IP Phones (either purchased or rented)
  - 24x7 Maintenance (included with rented phones or optional with purchased phones)

## 1.2 Audience

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

## 1.3 What You'll Learn

This user guide will help you take advantage of your Hosted Voice Systems most useful and practical features. This guide targets users and will cover an overview of your web portal, how to configure these commonly used features.

As an end user, you will learn:

Web Portal User Interface

- Logging In and Out
- Changing Standard User Preferences
- Voicemail-to-Email

## 2 Numbers and Passwords

---

### 2.1 Overview

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

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

### 2.2 Voicemail

The Voice Portal Telephone Number is: \_\_\_\_\_

The Voice Portal Extension Number is: \_\_\_\_\_

The Default Voice Portal Password is: \_\_\_\_\_

### 2.3 Web Portal Information

The Web Portal URL is: <https://bvoip.hawaiiantel.com>

The Web Portal User ID is: \_\_\_\_\_

The Web Portal Password is: \_\_\_\_\_

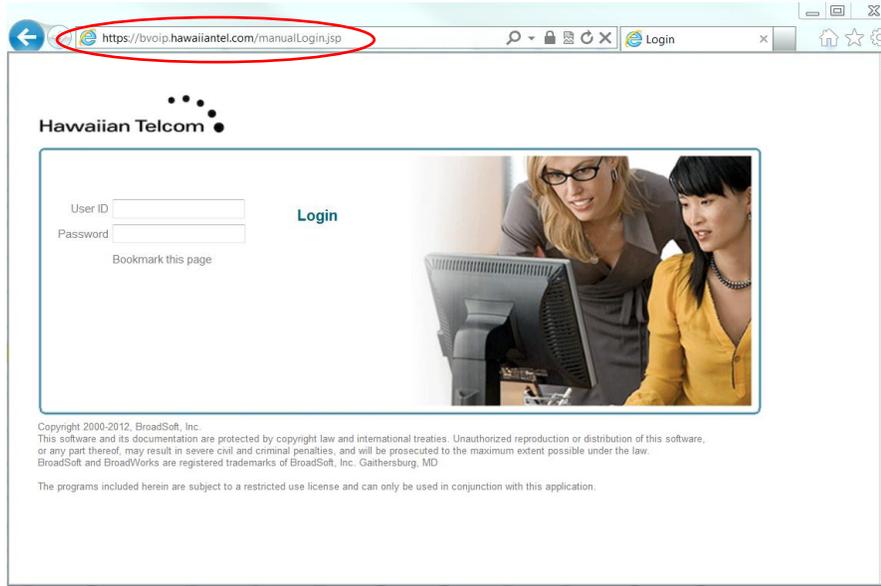
The Default Web Portal User Password is: \_\_\_\_\_

## 3 Using the Web Portal

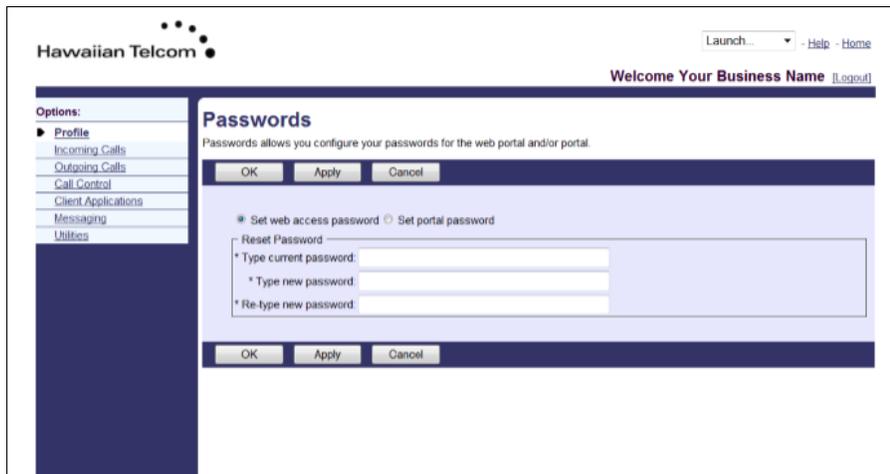
### 3.1 Logging In and Out of the Web Portal

#### 3.1.1 Logging in for the first time

Go to the URL: <https://bvoip.hawaiiantel.com>



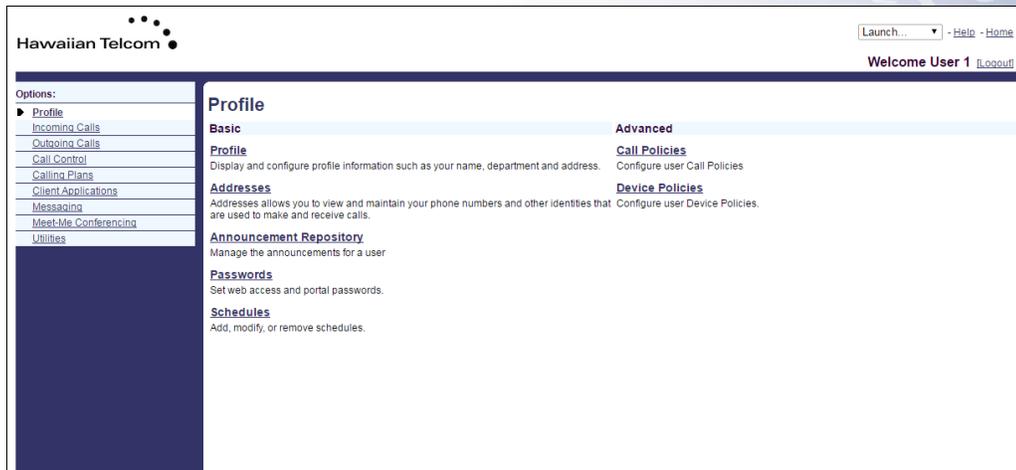
Enter the Web Portal User ID, which is your 10-digit Telephone Number. Enter the Default Web Portal User Password and click **Login**. You'll be asked to enter a new password:



You need to create a new password. Your password must include all of the following:

- At least 1 uppercase character
- At least 1 lowercase character
- At least 1 number
- At least 1 special character (! @ # \$, etc.)
- Needs to contain at least 6 characters

Once you've done this, a browser window will open:

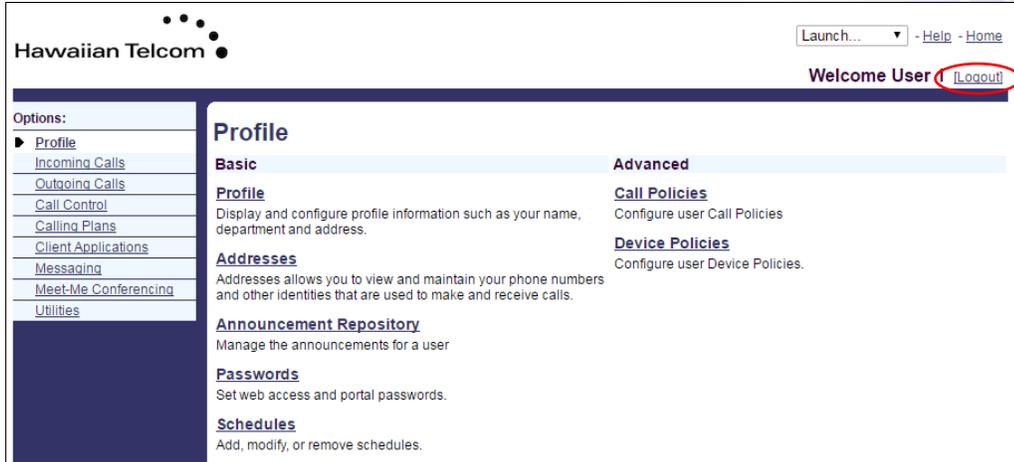


This is simply the web portal that allows you to control your personal feature settings.

**Note:** If you do not have your User ID or password, please contact your System Administrator, your Hawaiian Telcom Coordinator or our 24 hour support at 643-8467.

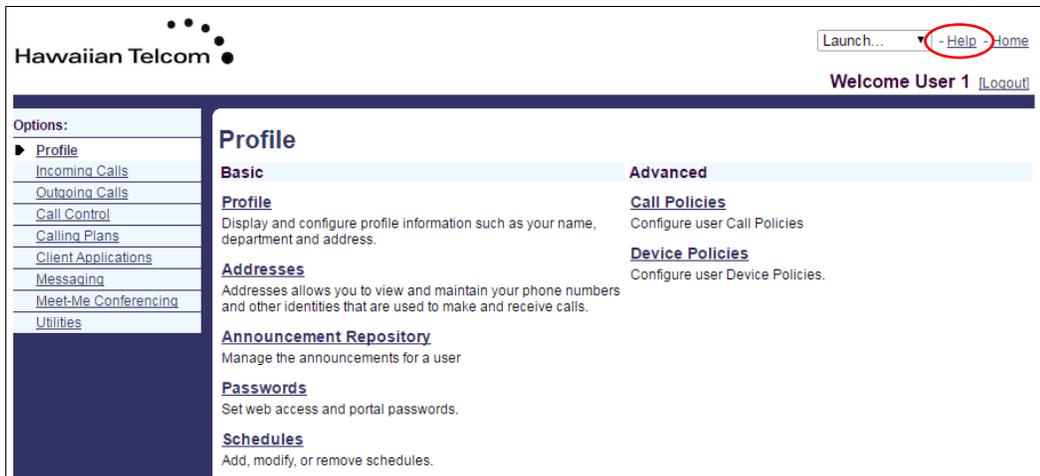
### 3.1.2 Logging out

Click on the **Logout** text at the top right corner of the web portal browser, located next to your name. If you do not logout out manually, you will be automatically logged out after approximately 3-5 minutes of inactivity.

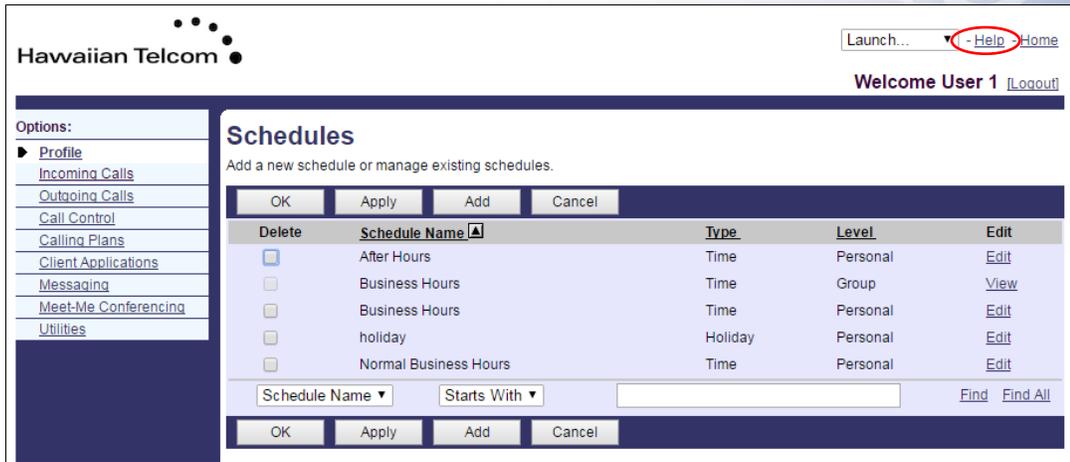


### 3.1.3 Help Hyperlink

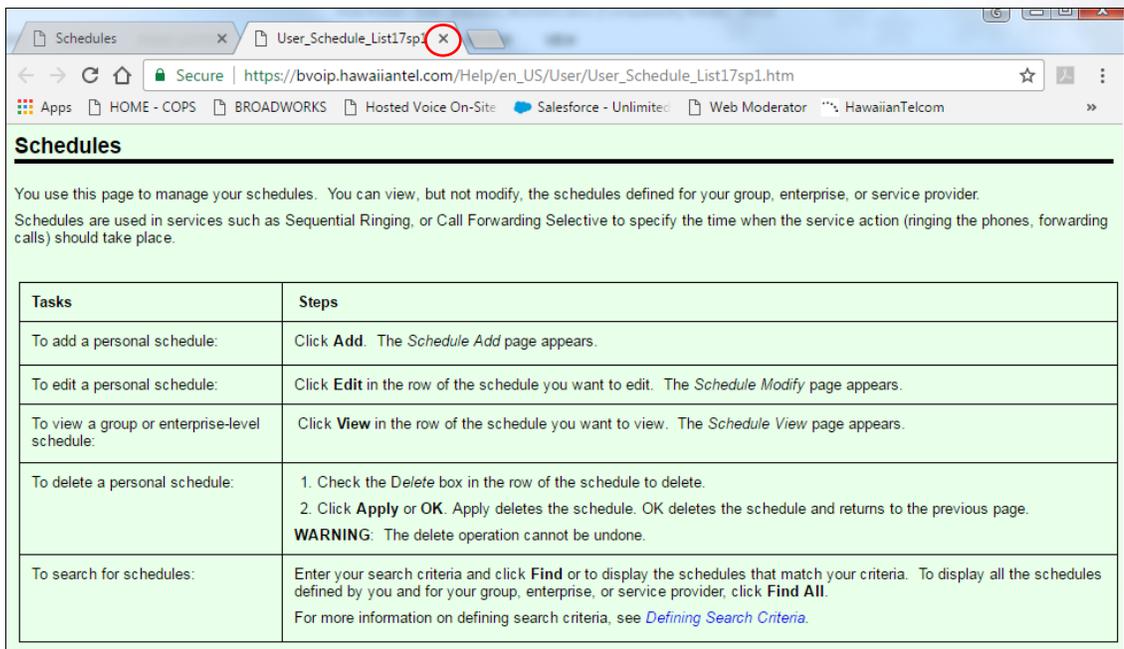
The **help hyperlink**, will provide you a description and additional information specific to the screen you're in.



For example, if we were in the **Schedules** feature and need to get a better understanding on how to utilize this feature, we could click the **Help** hyperlink.



The following screen would appear:



When done viewing the screen, close the tab only.

## 4 Profile

### 4.1 Managing your Announcement Repository

Your **Announcement Repository** allows you to manage the announcements you have available in your voicemail box. An announcement must be pre-recorded on your phone via your voice portal before it can be added to your **Announcement Repository**.

To access your Announcement Repository, while in *Profile*, click **Announcement Repository**.

Hawaiian Telcom

Launch... - Help - Home

Welcome User 1 [Logout]

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Meet-Me Conferencing
- Utilities

### Profile

**Basic**

**Profile**  
Display and configure profile information such as your name, department and address.

**Addresses**  
Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.

**Announcement Repository**  
Manage the announcements for a user

**Passwords**  
Set web access and portal passwords.

**Schedules**  
Add, modify, or remove schedules.

**Advanced**

**Call Policies**  
Configure user Call Policies

**Device Policies**  
Configure user Device Policies.

Once you see the following screen, you'll then need to click on **Search**.

Hawaiian Telcom

Launch... - Help - Home

Welcome User 1 [Logout]

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Meet-Me Conferencing
- Utilities

### Announcement Repository

Announcement repository allows you to manage all the audio and video announcements

OK Apply Add Cancel

Total Size of files:204KB of 1GB used

**Audio** **Video**

Enter search criteria below

Name Starts With

Search

OK Apply Add Cancel

All announcements that have been pre-recorded in your voice portal will appear under the *Audio* tab. You will have the capability to re-name your recordings. By re-naming your recordings, this will better assist if you decide to use them with another service on the system.

To re-name a recording, under Name, click the recording you would like to re-name.

Hawaiian Telcom

Launch... - Help - Home

Welcome User 1 [Logout]

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Meet-Me Conferencing
- Utilities

### Announcement Repository

Announcement repository allows you to manage all the audio and video announcements

OK Apply Add Cancel

Total Size of files: 204KB of 1GB used

Audio Video

Enter search criteria below

Name Starts With Search

Delete	Name	Type	File Size (KB)	Download	Edit
<input type="checkbox"/>	Voice Portal 2014-10-03 15:03:26.620_001	WAV	22	<a href="#">download</a>	<a href="#">Edit</a>
<input type="checkbox"/>	Voice Portal 2014-10-03 15:06:19.690_001	WAV	32	<a href="#">download</a>	<a href="#">Edit</a>
<input type="checkbox"/>	Voice Portal 2015-03-27 14:47:57.337_001	WAV	29	<a href="#">download</a>	<a href="#">Edit</a>
<input type="checkbox"/>	Voice Portal 2016-01-07 15:15:06.564_001	WAV	16	<a href="#">download</a>	<a href="#">Edit</a>
<input type="checkbox"/>	Voice Portal 2016-03-15 16:34:39.495_001	WAV	63	<a href="#">download</a>	<a href="#">Edit</a>
<input type="checkbox"/>	Voice Portal 2016-03-15 16:35:26.304_001	WAV	42	<a href="#">download</a>	<a href="#">Edit</a>

[ Page 1 of 1 ]

OK Apply Add Cancel

Next, enter the name that you would like to assign to the recording. In this example we re-named it *Business Hours Voicemail Greeting*.

Hawaiian Telcom

Launch... - Help - Home

Welcome User 1 [Logout]

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Meet-Me Conferencing
- Utilities

### Announcement Repository Modify

Modify an existing announcement

OK Apply Cancel

\* Name: Business Hours Voicemail Greeting

File Type: WAV  
File Size(KB): 42  
Last Uploaded: 3/15/16 4:35 PM  
Voice Portal  
[Download](#)

Replace Audio Announcement: [Choose File](#) No file chosen

Service Name Criteria Name

Voice Messaging User

[ Page 1 of 1 ]

OK Apply Cancel

Once you've re-named the recording, click **OK**.

You'll see the following screen to reflect the new name of your recording.

Hawaiian Telcom

Launch... - Help - Home

Welcome User 1 [Logout]

### Announcement Repository

Announcement repository allows you to manage all the audio and video announcements

OK Apply Add Cancel

Total Size of files: 204KB of 1GB used

Audio Video

Enter search criteria below

Name Starts With Search

Delete	Name	Type	File Size (KB)	Download	Edit
<input type="checkbox"/>	Business Hours Voicemail Greeting	WAV	42	<a href="#">download</a>	<a href="#">Edit</a>
<input type="checkbox"/>	Voice Portal 2014-10-03 15:03:26.620_001	WAV	22	<a href="#">download</a>	<a href="#">Edit</a>
<input type="checkbox"/>	Voice Portal 2014-10-03 15:06:19.690_001	WAV	32	<a href="#">download</a>	<a href="#">Edit</a>
<input type="checkbox"/>	Voice Portal 2015-03-27 14:47:57.337_001	WAV	29	<a href="#">download</a>	<a href="#">Edit</a>
<input type="checkbox"/>	Voice Portal 2016-01-07 15:15:06.564_001	WAV	16	<a href="#">download</a>	<a href="#">Edit</a>
<input type="checkbox"/>	Voice Portal 2016-03-15 16:34:39.495_001	WAV	63	<a href="#">download</a>	<a href="#">Edit</a>

[ Page 1 of 1 ]

OK Apply Add Cancel

## 4.2 Resetting or Changing Passwords

While in the Profile section, select **Passwords**.

Hawaiian Telcom

Launch... - Help - Home

Welcome User 1 [Logout]

### Profile

**Basic**

**Profile**  
Display and configure profile information such as your name, department and address.

**Addresses**  
Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.

**Announcement Repository**  
Manage the announcements for a user

**Passwords**  
Set web access and portal passwords.

**Schedules**  
Add, modify, or remove schedules.

**Advanced**

**Call Policies**  
Configure user Call Policies

**Device Policies**  
Configure user Device Policies.

In the next window, select whether to change the **web access password** or **portal password**.

- **Set web access password**, changes the password you use to log into the web portal.
- **Set portal password**, changes the password you use to log into your voicemail box.  
This password needs to contain numbers only.

Hawaiian Telcom

Launch... - Help - Home

Welcome User 1 [Logout]

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Meet-Me Conferencing
- Utilities

### Passwords

Passwords allows you configure your passwords for the web portal and/or portal.

OK Apply Cancel

Set web access password  Set portal password

Reset Password

\* Type current password:

\* Type new password:

\* Re-type new password:

OK Apply Cancel

Type the current password. Type the new password, then below, re-type it again.

Requirements for Web Access password:

- At least 1 uppercase character
- At least 1 lowercase character
- At least 1 number
- At least 1 special character (! @ # \$, etc.)
- Needs to contain at least 6 characters

Requirements for Portal password:

- Must be between 4-8 digits (numbers only)
- If you receive an error message, the passcode may not be secure enough.

Hawaiian Telcom

Launch... - Help - Home

Welcome User 1 [Logout]

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Meet-Me Conferencing
- Utilities

### Passwords

Passwords allows you configure your passwords for the web portal and/or portal.

OK Apply Cancel

Set web access password  Set portal password

Reset Password

\* Type current password:

\* Type new password:

\* Re-type new password:

OK Apply Cancel

Click **OK** to save the changes.

## 5 Incoming Calls

### 5.1 Call Forwarding Not Reachable

The **Call Forwarding Not Reachable** feature allows you to forward your incoming calls to a different phone number when your Business All-in-One phone is not accessible.

Once you are at the **Incoming calls** screen, click on **Call Forwarding Not Reachable**.

The screenshot displays the Hawaiian Telcom user interface. At the top left is the Hawaiian Telcom logo. At the top right, there are navigation links: 'Launch...' (dropdown), '- Help', and '- Home'. Below this, it says 'Welcome User 1' with a '[Logout]' link. The main content area is titled 'Incoming Calls' and is divided into two columns: 'Basic' and 'Advanced'. The 'Basic' column contains several settings, including 'Call Forwarding Not Reachable - Off', which is highlighted with a red arrow. The 'Advanced' column contains settings like 'Call Forwarding Selective - Off', 'CommPilot Express - Off', 'Sequential Ring - Off', and 'Simultaneous Ring Personal - Off'. The left sidebar contains a list of 'Options' including Profile, Incoming Calls (circled in red), Outgoing Calls, Call Control, Calling Plans, Client Applications, Messaging, Meet-Me Conferencing, and Utilities.

You'll see the following screen:

The screenshot shows the Hawaiian Telcom web interface. On the left is a navigation menu with options like Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Client Applications, Messaging, Meet-Me Conferencing, and Utilities. The main content area is titled 'Call Forwarding Not Reachable'. It includes a description: 'Call Forwarding Not Reachable allows you to forward all your incoming calls to a different phone number or SIP-URI when your device is not accessible by BroadWorks. Note that the address (phone number or SIP-URI) you forward your calls to must be permitted by your outgoing calling plan. You can also set the phone number or SIP-URI to forward to using the feature access code.' Below the text are two sets of buttons: 'OK', 'Apply', and 'Cancel'. The 'Call Forwarding Not Reachable' status is set to 'On' (selected radio button). A text field labeled '\* Calls Forward to phone number / SIP-URI:' contains the value '555-1234'.

To turn on the feature, click on the **On** button. Enter the phone number to forward calls to. It is recommended to forward your calls to another destination **outside** of your network.

- Forwarding calls to a number within the state of Hawaii, enter only 7-digits
- Forwarding calls to a number on the mainland, enter the 10-digit phone number

This screenshot is identical to the one above, but with a red box highlighting the 'OK' button in the bottom set of controls.

When done, click the **Ok** button

Once you return to the previous screen, you will see that **Call Forwarding Not Reachable** is now set to *On*.

**Call Forwarding Not Reachable - On**  
Automatically forward your calls to a different phone number when your phone is unreachable.

This service will only forward calls automatically when the system determines that your phone is unreachable due to a system outage due to a power outage or a single phone that has just stopped working.

**Note:** You can also activate this feature using your phone: **\*94, dial – to activate** and **\*95, dial - to de-activate**. These \* codes will not work during an outage.

## 5.2 Simultaneous Ring Personal

The **Simultaneous Ring Personal** allows you to list up to 10 phone numbers that you would like to ring in addition to your primary phone when you receive a call. You can also disable this feature when you are at your desk.

To active this feature, click on **Incoming Calls** and select **Simultaneous Ring Personal** under your Advanced features.

The screenshot shows the Hawaiian Telcom web interface. On the left, a navigation menu lists options: Profile, Incoming Calls (highlighted with a red circle), Outgoing Calls, Call Control, Calling Plans, Client Applications, Messaging, Meet-Me Conferencing, and Utilities. The main content area is titled 'Incoming Calls' and is divided into 'Basic' and 'Advanced' sections. In the 'Advanced' section, the 'Simultaneous Ring Personal - Off' option is highlighted with a red arrow. Other options include 'Anonymous Rejection - Off', 'Calling Line ID Blocking Override - Off', 'Calling Name Delivery - On', 'Calling Name Retrieval - Off', and 'Calling Number Delivery - On'.

Next, click **On**. If you check **On** and you don't want your numbers entered for this service to ring if you are on another call, check "Don't ring my Simultaneous Ring phone numbers if I'm already on a call".

The screenshot shows the 'Simultaneous Ring Personal' configuration page. The 'Simultaneous Ring Personal' option is set to 'On' (indicated by a red circle and arrow). Below it, the checkbox 'Do not ring my Simultaneous Ring Numbers if I'm already on a call' is checked (indicated by a red arrow). The page includes a table for adding phone numbers or SIP-URI addresses, with columns for 'Active', 'Description', 'Ring Simultaneously', 'Calls from', and 'Edit'. The table currently shows 'No Entries Present'. Buttons for 'OK', 'Apply', 'Add', and 'Cancel' are visible at the top and bottom of the configuration area.

Enter the phone numbers of the devices you would like to have ring simultaneously.

**Hawaiian Telcom** Launch... - Help - Home

Welcome User 1 [Logout]

**Options:**  
Profile  
▶ Incoming Calls  
Outgoing Calls  
Call Control  
Calling Plans  
Client Applications  
Messaging  
Meet-Me Conferencing  
Utilities

### Simultaneous Ring Personal

Simultaneous Ring Personal allows you to list up to 10 phone numbers or SIP-URI addresses you would like to ring in addition to your primary phone when you receive a call. This feature is helpful when you are not at your phone but you would like your cell phone to ring when you get a call. You can also turn off simultaneous ring when you are at your desk on a call. The criteria for each Simultaneous Ring entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to enter Simultaneous Ring (phone number and day of week and time of day). If the criteria do not match, the call continues as if this service was not turned on. Warning: if your cell phone or other phone has voice mail that picks up before your office voice messaging picks up, your voice mails could be on your cell phone messaging system!

OK Apply Add Cancel

Simultaneous Ring Personal:  On  Off  
 Do not ring my Simultaneous Ring Numbers if I'm already on a call

Answer confirmation required	Phone Number / SIP-URI	Answer confirmation required	Phone Number / SIP-URI
<input type="checkbox"/>	5554321	<input type="checkbox"/>	
<input type="checkbox"/>	5551234	<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	

Active	Description	Ring Simultaneously	Calls from	Edit
No Entries Present				

OK Apply Add Cancel

When finished, click **OK**.

**Hawaiian Telcom** Launch... - Help - Home

Welcome User 1 [Logout]

**Options:**  
Profile  
▶ Incoming Calls  
Outgoing Calls  
Call Control  
Calling Plans  
Client Applications  
Messaging  
Meet-Me Conferencing  
Utilities

### Simultaneous Ring Personal

Simultaneous Ring Personal allows you to list up to 10 phone numbers or SIP-URI addresses you would like to ring in addition to your primary phone when you receive a call. This feature is helpful when you are not at your phone but you would like your cell phone to ring when you get a call. You can also turn off simultaneous ring when you are at your desk on a call. The criteria for each Simultaneous Ring entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to enter Simultaneous Ring (phone number and day of week and time of day). If the criteria do not match, the call continues as if this service was not turned on. Warning: if your cell phone or other phone has voice mail that picks up before your office voice messaging picks up, your voice mails could be on your cell phone messaging system!

**OK** Apply Add Cancel

Simultaneous Ring Personal:  On  Off  
 Do not ring my Simultaneous Ring Numbers if I'm already on a call

Answer confirmation required	Phone Number / SIP-URI	Answer confirmation required	Phone Number / SIP-URI
<input type="checkbox"/>	5554321	<input type="checkbox"/>	
<input type="checkbox"/>	5551234	<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	
<input type="checkbox"/>		<input type="checkbox"/>	

Active	Description	Ring Simultaneously	Calls from	Edit
No Entries Present				

OK Apply Add Cancel

## 5.2.1 Creating a schedule

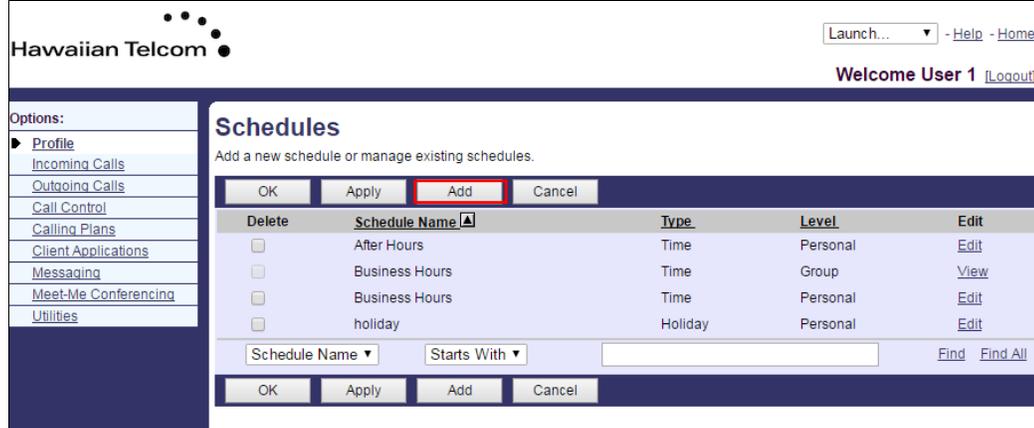
If you choose to have your feature active only during certain days and times, you must first create a schedule.

To set up a schedule, click on **Profile** on the left hand menu, and select **Schedules** in the options on the right.



The screenshot shows the Hawaiian Telcom user interface. The top navigation bar includes the logo, a 'Launch...' dropdown, and links for 'Help' and 'Home'. Below this, it says 'Welcome User 1' with a 'Logout' link. The left sidebar contains an 'Options:' menu with 'Profile' circled in red. The main content area is titled 'Profile' and is divided into 'Basic' and 'Advanced' sections. Under 'Basic', there are links for 'Profile', 'Addresses', 'Announcement Repository', 'Passwords', and 'Schedules'. A red arrow points to the 'Schedules' link, which has the description 'Add, modify, or remove schedules.'

You'll see the following screen appear:



The screenshot shows the 'Schedules' page in the Hawaiian Telcom user interface. The top navigation bar is the same as in the previous screenshot. The left sidebar shows 'Profile' selected. The main content area is titled 'Schedules' and includes the instruction 'Add a new schedule or manage existing schedules.' Below this is a control bar with 'OK', 'Apply', 'Add' (highlighted with a red box), and 'Cancel' buttons. A table lists existing schedules with columns for 'Delete', 'Schedule Name', 'Type', 'Level', and 'Edit'. The table contains four rows: 'After Hours' (Time, Personal), 'Business Hours' (Time, Group), 'Business Hours' (Time, Personal), and 'holiday' (Holiday, Personal). Below the table are search fields for 'Schedule Name' and 'Starts With', and 'Find' and 'Find All' buttons. A second control bar at the bottom has 'OK', 'Apply', 'Add', and 'Cancel' buttons.

Delete	Schedule Name	Type	Level	Edit
<input type="checkbox"/>	After Hours	Time	Personal	<a href="#">Edit</a>
<input type="checkbox"/>	Business Hours	Time	Group	<a href="#">View</a>
<input type="checkbox"/>	Business Hours	Time	Personal	<a href="#">Edit</a>
<input type="checkbox"/>	holiday	Holiday	Personal	<a href="#">Edit</a>

You may have existing or pre-established schedules that you can choose from. If you don't have any set up or wish to add a new schedule, click on the **Add** button.

The *Schedule Add* menu will then appear. Enter a name that you would like to assign to this particular schedule. Keep in mind, you are creating the “shell” of the schedule.

Hawaiian Telcom

Launch... - Help - Home

Welcome User 1 [Logout]

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Meet-Me Conferencing
- Utilities

### Schedule Add

Add a new schedule.

OK Cancel

\* Schedule Name:

Schedule Type:  Holiday  Time

OK Cancel

When you are finished, click **OK**.

**Note: Schedule Type – Holiday** schedules override **Time** schedules so be sure to select the appropriate type of schedule.

Now that we created a “shell” for the schedule, we now need to associate the schedule to a time and date. To do this, click on the schedule you would like to add the date and times to, located under *Schedule Name*.

Hawaiian Telcom

Launch... - Help - Home

Welcome User 1 [Logout]

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Meet-Me Conferencing
- Utilities

### Schedules

Add a new schedule or manage existing schedules.

OK Apply Add Cancel

Delete	Schedule Name ▲	Type	Level	Edit
<input type="checkbox"/>	After Hours	Time	Personal	<a href="#">Edit</a>
<input type="checkbox"/>	Business Hours	Time	Group	<a href="#">View</a>
<input type="checkbox"/>	Business Hours	Time	Personal	<a href="#">Edit</a>
<input type="checkbox"/>	holiday	Holiday	Personal	<a href="#">Edit</a>
<input type="checkbox"/>	Normal Business Hours	Time	Personal	<a href="#">Edit</a>

Schedule Name ▼ Starts With ▼  Find Find All

OK Apply Add Cancel

You'll then see the *Schedule Modify* screen, click **Add**.

Hawaiian Telcom

Launch... - Help - Home

Welcome User 1 [Logout]

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Meet-Me Conferencing
- Utilities

### Schedule Modify

Modify an existing schedule.

OK Apply **Add** Cancel

\* Schedule Name: Normal Business Hours

Type: Time

Delete	Event Name	Edit
No Entries Present		

Event Name Starts With Find Find All

OK Apply **Add** Cancel

You will now populate the text boxes with your schedule information.

In this example, we gave the *Event Name*: M-F with the hours of 8:00 AM to 5:00 PM. This schedule will occur weekly Monday through Friday.

Hawaiian Telcom

Launch... - Help - Home

Welcome User 1 [Logout]

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Meet-Me Conferencing
- Utilities

### Event Add

Add a new event to schedule.

OK Cancel

Schedule Name: Normal Business Hours

\* Event Name: M-F

Event Details

Event Time:

\* Start: 02/06/2017 Date: (mm/dd/yyyy) \* Start Time: 8:00 AM All Day Event

\* End: 02/06/2017 Date: (mm/dd/yyyy) \* End Time: 5:00 PM

Duration: 9 hours

Recurrence Pattern:

Recurs: Weekly

Every: 1 week(s) on:  Sunday  Monday  Tuesday  Wednesday  Thursday  Friday  Saturday

Recurrence Range:

Start Date: 02/06/2017 Note: Start Date is always equal to Event Time Start Date value

End:  Never  After occurrences  Date: 02/06/2017 (mm/dd/yyyy)

OK Cancel

Once you're finished, you can click **OK**.

## 5.2.2 Linking a schedule

To link a schedule to your Simultaneous Ring, click on **Add**.

**Hawaiian Telcom** Launch... - Help - Home  
Welcome User 1 [Logout]

**Options:**  
Profile  
Incoming Calls  
Outgoing Calls  
Call Control  
Calling Plans  
Client Applications  
Messaging  
Meet-Me Conferencing  
Utilities

### Simultaneous Ring Personal

Simultaneous Ring Personal allows you to list up to 10 phone numbers or SIP-URI addresses you would like to ring in addition to your primary phone when you receive a call. This feature is helpful when you are not at your phone but you would like your cell phone to ring when you get a call. You can also turn off simultaneous ring when you are at your desk on a call. The criteria for each Simultaneous Ring entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to enter Simultaneous Ring (phone number and day of week and time of day). If the criteria do not match, the call continues as if this service was not turned on. Warning: if your cell phone or other phone has voice mail that picks up before your office voice messaging picks up, your voice mails could be on your cell phone messaging system!

OK Apply **Add** Cancel

Simultaneous Ring Personal:  On  Off  
 Do not ring my Simultaneous Ring Numbers if I'm already on a call

Answer confirmation Phone Number / SIP-URI required	Answer confirmation Phone Number / SIP-URI required
<input type="checkbox"/> 5554321	<input type="checkbox"/>
<input type="checkbox"/> 5551234	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

Active	Description	Ring Simultaneously	Calls from	Edit
No Entries Present				

OK Apply Add Cancel

You'll see the following screen:

**Hawaiian Telcom** Launch... - Help - Home  
Welcome User 1 [Logout]

### Simultaneous Ring Personal Add

Allows you to add a simultaneous ring personal entry. Specify the time schedule and/or holiday schedule you would like calls simultaneously rung. Also, you can have the call simultaneously rung when only the specified numbers call or all numbers call. If you need more than 12 numbers or more distinct time or holiday periods, you can create multiple simultaneously ring personal entries.

OK Cancel

\* Description:

Use simultaneous ring personal  
 Do not use simultaneous ring personal

Selected Time Schedule:

Selected Holiday Schedule:

Calls from

Any phone number  
 Following phone numbers:  
 Any private number  
 Any unavailable number

Specific phone numbers:

<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

OK Cancel

In the Description box, type the description of the entry. Next, you'll need to choose a **Selected Time Schedule** from the drop down. Please note, this would've had to been already created in your **Schedules** feature.

**Hawaiian Telcom** Launch... - Help - Home  
Welcome User 1 [Logout]

**Options:**  
[Profile](#)  
[Incoming Calls](#)  
[Outgoing Calls](#)  
[Call Control](#)  
[Calling Plans](#)  
[Client Applications](#)  
[Messaging](#)  
[Meet-Me Conferencing](#)  
[Utilities](#)

### Simultaneous Ring Personal Modify

Simultaneous Ring Family allows you to list up to 10 phone numbers or SIP-URI addresses of family numbers you would like to ring in addition to your primary family phone number when you receive a call. This feature is helpful when you would like a group of related phones to ring when incoming calls are received. The criteria for each Simultaneous Ring entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to enter Simultaneous Ring (phone number and day of week and time of day). If the criteria do not match, the call continues as if this service was not turned on.

OK Delete Cancel

\* Description:

Use simultaneous ring personal  
 Do not use simultaneous ring personal

Selected Time Schedule:

Selected Holiday Schedule:

Calls from

Any phone number  
 Following phone numbers:  
 Any private number  
 Any unavailable number

Specific phone numbers:

<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

OK Delete Cancel

When finished, click **OK**.

You'll see that your schedule now appears on the screen indicating that your **Simultaneous Ring Personal** is now linked to the schedule you selected.

OK Apply Add Cancel

Simultaneous Ring Personal:  On  Off  
 Do not ring my Simultaneous Ring Numbers if I'm already on a call

Answer confirmation Phone Number / SIP-URI required	Answer confirmation Phone Number / SIP-URI required
<input type="checkbox"/>	<input type="checkbox"/>

Active	Description	Ring Simultaneously	Calls from	Edit
<input checked="" type="checkbox"/>	M-F, 8am-5pm	Yes	All calls	<a href="#">Edit</a>

OK Apply Add Cancel

When finished, click **OK**.

### 5.3 Sequential Ring

Sequential Ring allows you to sequentially ring up to 5 locations in addition to the base location for a specified number of rings. If none of the numbers in the sequence answer, the caller is directed to Voicemail.

The caller has the option to terminate the Sequential Ring service by pushing the # key. (The caller hears a comfort message every 20 seconds during the ring sequence and is informed of the # key function). The call is then immediately forwarded to Voicemail.

In the *Incoming Calls* section, select **Sequential Ring**.

The screenshot shows the Hawaiian Telcom web interface. The top left features the Hawaiian Telcom logo. The top right has a 'Launch...' dropdown menu and links for 'Help' and 'Home'. Below this is a 'Welcome User 1' message with a 'Logout' link. The main content area is titled 'Incoming Calls' and is divided into 'Basic' and 'Advanced' sections. The left sidebar contains a list of 'Options' including Profile, Incoming Calls (highlighted with a red circle), Outgoing Calls, Call Control, Calling Plans, Client Applications, Messaging, Meet-Me Conferencing, and Utilities. The 'Basic' section includes settings for Anonymous Rejection, Calling Line ID Blocking Override, Calling Name Delivery, Calling Name Retrieval, Calling Number Delivery, Call Forwarding Always, Call Forwarding Busy, and Call Forwarding No Answer. The 'Advanced' section includes settings for Call Forwarding Selective, CommPilot Express, Sequential Ring, and Simultaneous Ring Personal. A red arrow points to the 'Sequential Ring - Off' option in the Advanced section.

In the following screen, click in the check box to the left of **Use Base Location First**. This indicates that the service will ring the base location first. Select one of the values from the drop down for **Number of Rings for Base Location**.

Hawaiian Telcom Launch... - Help - Home

Welcome User 1 [Logout](#)

**Options:**

- Profile
- Incoming Calls**
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Meet-Me Conferencing
- Utilities

### Sequential Ring

Sequential Ring allows you to sequentially ring up to 5 locations in addition to the base location for a specified number of rings. The 5 locations can be either a phone number or a SIP-URI. The feature applies to calls matching your pre-defined criteria. Use this service to ring calls from your manager, a family member, or an important customer on your cell phone, alternate business phone, or home phone. The criteria for each Sequential Ring entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to enter Sequential Ring (phone number and day of week and time of day). If the criteria do not match, the call continues as if this service was not turned on.

OK Apply Add Cancel

Use Base Location first

Number of rings for Base Location: 3

Continue the search process if the base location is busy.

Enable caller to skip search process. Assumes forwarding or messaging is enabled.

Click in the check box to the left of **Continue the search process if the base location is busy**. A check in the box indicates that the service continues to search.

Click in the check box to the left of **Enable caller to skip search process**. A check in the box indicates that the caller can end the Sequential Ring service by pressing #.

Hawaiian Telcom Launch... - Help - Home

Welcome User 1 [Logout](#)

**Options:**

- Profile
- Incoming Calls**
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Meet-Me Conferencing
- Utilities

### Sequential Ring

Sequential Ring allows you to sequentially ring up to 5 locations in addition to the base location for a specified number of rings. The 5 locations can be either a phone number or a SIP-URI. The feature applies to calls matching your pre-defined criteria. Use this service to ring calls from your manager, a family member, or an important customer on your cell phone, alternate business phone, or home phone. The criteria for each Sequential Ring entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to enter Sequential Ring (phone number and day of week and time of day). If the criteria do not match, the call continues as if this service was not turned on.

OK Apply Add Cancel

Use Base Location first

Number of rings for Base Location: 3

Continue the search process if the base location is busy.

Enable caller to skip search process. Assumes forwarding or messaging is enabled.

In the *Phone Number/SIP-URI* text boxes, enter up to five destinations to which you want callers to be directed, in the order in which you want the phone number to be rung.

**Note:** You are able to use extension numbers defined for you group.

Select the number of rings for that destination from the drop-down menu.

To activate an entry, in the list of entries click the **Active** check box in the row for the entry. To deactivate it, uncheck the box.

**Hawaiian Telcom** Launch... - Help - Home  
Welcome User 1 [Logout]

**Options:**  
Profile  
Incoming Calls  
Outgoing Calls  
Call Control  
Calling Plans  
Client Applications  
Messaging  
Meet-Me Conferencing  
Utilities

### Sequential Ring

Sequential Ring allows you to sequentially ring up to 5 locations in addition to the base location for a specified number of rings. The 5 locations can be either a phone number or a SIP-URI. The feature applies to calls matching your pre-defined criteria. Use this service to ring calls from your manager, a family member, or an important customer on your cell phone, alternate business phone, or home phone. The criteria for each Sequential Ring entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to enter Sequential Ring (phone number and day of week and time of day). If the criteria do not match, the call continues as if this service was not turned on.

OK Apply Add Cancel

Use Base Location first  
Number of rings for Base Location: 3  
 Continue the search process if the base location is busy.  
 Enable caller to skip search process. Assumes forwarding or messaging is enabled.

Location	Phone Number / SIP-URI	Number of rings	Answer confirmation required
1	5551234	3	<input checked="" type="checkbox"/>
2	5554321	3	<input checked="" type="checkbox"/>
3	54321	3	<input checked="" type="checkbox"/>
4		3	<input type="checkbox"/>
5		3	<input type="checkbox"/>

Active	Description	Ring Sequentially	Calls from	Edit
No Entries Present				

OK Apply Add Cancel

Click **OK** to save your changes.

### 5.3.1 Linking a schedule

You are able to select a schedule so Sequential Ring only takes place during specific days and times.

For instructions on *Creating a Schedule*, reference **Section 5.2.1**.

To link a schedule to your Sequential Ring, click on **Add**.

**Hawaiian Telcom** Launch... - Help - Home  
Welcome User 1 [Logout]

**Options:**  
Profile  
Incoming Calls  
Outgoing Calls  
Call Control  
Calling Plans  
Client Applications  
Messaging  
Meet-Me Conferencing  
Utilities

### Sequential Ring

Sequential Ring allows you to sequentially ring up to 5 locations in addition to the base location for a specified number of rings. The 5 locations can be either a phone number or a SIP-URI. The feature applies to calls matching your pre-defined criteria. Use this service to ring calls from your manager, a family member, or an important customer on your cell phone, alternate business phone, or home phone. The criteria for each Sequential Ring entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to enter Sequential Ring (phone number and day of week and time of day). If the criteria do not match, the call continues as if this service was not turned on.

OK Apply **Add** Cancel

Use Base Location first  
Number of rings for Base Location: 3  
 Continue the search process if the base location is busy.  
 Enable caller to skip search process. Assumes forwarding or messaging is enabled.

Location	Phone Number / SIP-URI	Number of rings	Answer confirmation required
1	5551234	3	<input checked="" type="checkbox"/>
2	5554321	3	<input checked="" type="checkbox"/>
3	54321	3	<input checked="" type="checkbox"/>
4		3	<input type="checkbox"/>
5		3	<input type="checkbox"/>

Active	Description	Ring Sequentially	Calls from	Edit
No Entries Present				

OK Apply Add Cancel

In the following screen, add a description to the schedule. Then in the *Selected Time Schedule* drop-down, select your desired schedule.

**Hawaiian Telcom** Launch... - Help - Home  
Welcome User 1 [Logout]

**Options:**  
 Profile  
 Incoming Calls  
 Outgoing Calls  
 Call Control  
 Calling Plans  
 Client Applications  
 Messaging  
 Meet-Me Conferencing  
 Utilities

### Sequential Ring Add

Allows you to add a sequential ring entry. Specify the time schedule and/or holiday schedule you would like calls sequentially rung. Also, you can have the call sequentially rung when only the specified numbers call or all numbers call. If you need more than 12 numbers or more distinct time or holiday periods, you can create multiple sequential ring entries.

OK Cancel

\* Description:

Use sequential ring  
 Do not use sequential ring

Selected Time Schedule:

Selected Holiday Schedule:

Calls from:

Any phone number  
 Following phone numbers:  
 Any private number  
 Any unavailable number

Specific phone numbers:

OK Cancel

Click **OK** to save your changes.

After you return to the previous screen, you will see that your schedule has been added.

OK Apply Add Cancel

Use Base Location first  
 Number of rings for Base Location:

Continue the search process if the base location is busy.

Enable caller to skip search process. Assumes forwarding or messaging is enabled.

Location	Phone Number / SIP-URI	Number of rings	Answer confirmation required
1	<input type="text" value="5551234"/>	<input type="text" value="3"/>	<input checked="" type="checkbox"/>
2	<input type="text" value="5554321"/>	<input type="text" value="3"/>	<input checked="" type="checkbox"/>
3	<input type="text" value="54321"/>	<input type="text" value="3"/>	<input checked="" type="checkbox"/>
4	<input type="text"/>	<input type="text" value="3"/>	<input type="checkbox"/>
5	<input type="text"/>	<input type="text" value="3"/>	<input type="checkbox"/>

Active	Description	Ring Sequentially	Calls from	Edit
<input checked="" type="checkbox"/>	M-F, 8am-5pm	Yes	All calls	<a href="#">Edit</a>

OK Apply Add Cancel

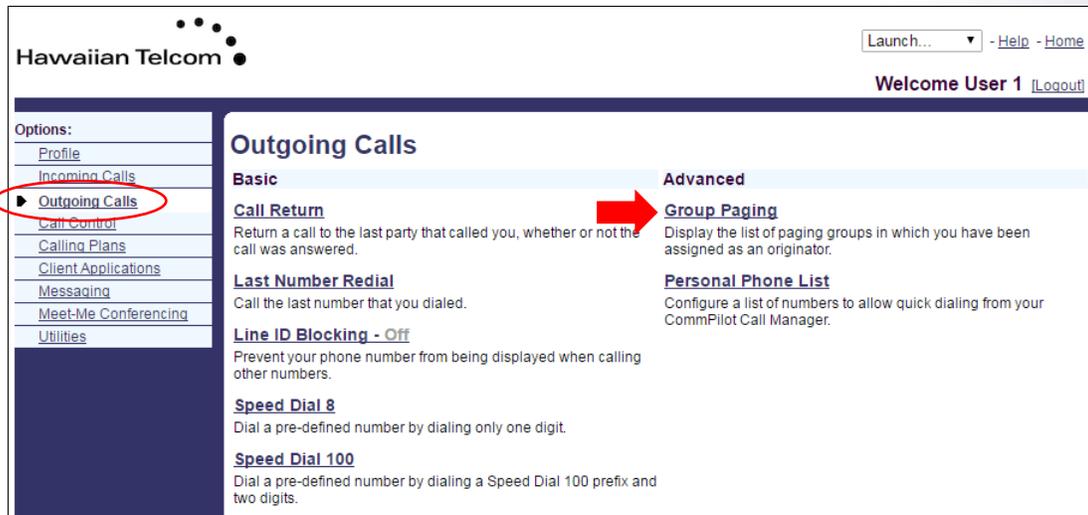
Click **OK** to save your changes.

## 6 Outgoing Calls

### 6.1 Group Paging

In this section, it will show you a list of paging groups you have been assigned as an Originator. As an Originator you are allowed to dial the paging group number or extension and page all the target subscribers in the paging group. If there is nothing displayed, you have not been assigned as an Originator for any groups.

In the *Outgoing Calls* section, click on **Group Paging**.



The screenshot shows the Hawaiian Telcom web interface. The left sidebar contains a menu with 'Outgoing Calls' circled in red. The main content area is titled 'Outgoing Calls' and has two tabs: 'Basic' and 'Advanced'. Under the 'Advanced' tab, 'Group Paging' is highlighted with a red arrow. Below the tabs, there are sections for 'Call Return', 'Last Number Redial', 'Line ID Blocking - Off', 'Speed Dial 8', and 'Speed Dial 100'. The 'Group Paging' section is currently empty.

In the following screen, the *Group Paging* number or extensions will be displayed.



The screenshot shows the Hawaiian Telcom web interface with the 'Group Paging' section active. The left sidebar shows 'Outgoing Calls' selected. The main content area is titled 'Group Paging' and contains a table with the following data:

Name	Phone Number	Extension
Group Paging		1099

The 'Extension' value '1099' is circled in red. Below the table, there is a search bar with 'Name' and 'Starts With' dropdowns, and 'Find' and 'Find All' buttons. The page number '[ Page 1 of 1 ]' is also visible.

To activate *Group Paging*, dial your *Group Paging* number or extension from your telset and press **Dial**. You will hear a short announcement. After the announcement plays, you are able to begin speaking. Any target who is not on the phone or does not have their *Do Not Disturb* on will be able to receive the page.

## 7 Call Control

### 7.1 BroadWorks Anywhere (Remote Office for Incoming Calls)

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

To set up, log into the portal and click on the **Call Control** under your **Options** menu then select **BroadWorks Anywhere**.

The screenshot shows the Hawaiian Telcom portal interface. The top navigation bar includes the logo, a 'Launch...' dropdown, and links for 'Help' and 'Home'. The user is logged in as 'User 1' with a 'Logout' link. The left sidebar contains an 'Options' menu with items like Profile, Incoming Calls, Outgoing Calls, Call Control (highlighted with a red circle), Calling Plans, Client Applications, Messaging, Meet-Me Conferencing, and Utilities. The main content area is titled 'Call Control' and is divided into 'Basic' and 'Advanced' sections. The 'Basic' section includes options like Call Waiting - On, Call Pickup, Directed Call Pickup, Directed Call Pickup with Barge-in, Flash Call Hold, Call Transfer, In-Call Service Activation - Off, Three-Way Call, and Music/Video On Hold - On. The 'Advanced' section includes Call Recording - On, BroadWorks Anywhere (highlighted with a red arrow), Call Centers, Push to Talk, Remote Office - Off, and Shared Call Appearance.

In the following screen, click **Add** to add a device.

The screenshot shows the Hawaiian Telcom portal interface for the 'BroadWorks Anywhere' configuration page. The top navigation bar includes the logo, a 'Launch...' dropdown, and links for 'Help' and 'Home'. The user is logged in as 'User 1' with a 'Logout' link. The left sidebar contains an 'Options' menu with items like Profile, Incoming Calls, Outgoing Calls, Call Control (highlighted with a red circle), Calling Plans, Client Applications, Messaging, Meet-Me Conferencing, and Utilities. The main content area is titled 'BroadWorks Anywhere' and includes a description: 'Configure the fixed and mobile phones you would like to link to this account.' Below the description is a navigation bar with buttons for 'OK', 'Apply', 'Add', and 'Cancel'. The main content area contains two checkboxes: 'Alert all locations for Click-to-Dial calls' and 'Alert all locations for Group Paging calls', with a link to 'View Available Portal List'. Below this is a table with columns for 'Phone Number', 'Description', and 'Edit'. The table is currently empty, showing 'No Entries Present'. At the bottom of the table, there is a search bar with 'Phone Number' and 'Starts With' dropdowns, a search input field, and 'Find' and 'Find All' buttons. The page number '[ Page 1 of 1 ]' is displayed below the search bar.

Enter the **Phone Number** of the device that you want to ring whenever your business number is called, and give it a **Description**. When you're done with this, click **OK**.

The screenshot shows the 'BroadWorks Anywhere Phone Number Add' form. The form has a header with 'Hawaiian Telcom' and 'Welcome User 1'. The main title is 'BroadWorks Anywhere Phone Number Add' with a subtitle 'Allows BroadWorks Anywhere Phone Number to be configured along with multiple selective criteria for each phone number'. There are 'OK' and 'Cancel' buttons at the top. The form is divided into two tabs: 'Phone Number' and 'Selective Criteria'. Under 'Phone Number', there is a field for '\* Phone Number:' containing '8085551234' and a field for 'Description:' containing 'My Company Cell'. Below these is a checkbox for 'Enable this Location' which is checked. Under 'Advanced Options', there is a field for 'Outbound Alternate Phone Number/SIP URI:' and three checkboxes: 'Enable Diversion Inhibitor', 'Require Answer Confirmation', and 'Use BroadWorks-based Call Control Services'. There are 'OK' and 'Cancel' buttons at the bottom.

You will then be taken back to the *BroadWorks Anywhere* home screen, and the device will be listed.

The screenshot shows the 'BroadWorks Anywhere' home screen. The header includes 'Hawaiian Telcom' and 'Welcome User 1'. The main title is 'BroadWorks Anywhere' with a subtitle 'Configure the fixed and mobile phones you would like to link to this account.' There are 'OK', 'Apply', 'Add', and 'Cancel' buttons at the top. Below are two checkboxes: 'Alert all locations for Click-to-Dial calls' and 'Alert all locations for Group Paging calls', with a link 'View Available Portal List'. A table lists the phone numbers and descriptions:

Phone Number	Description	Edit
8085551234	My Company Cell	Edit

Below the table is a pagination indicator '[ Page 1 of 1 ]' and search fields for 'Phone Number' and 'Starts With' with 'Find' and 'Find All' buttons. There are 'OK', 'Apply', 'Add', and 'Cancel' buttons at the bottom.

### 7.1.1 Linking a schedule

You are able to link a schedule to your BroadWorks Anywhere so your other devices will only ring during specific days and times.

For instruction on *Creating a Schedule*, reference **Section 5.2.1**.

Click on the device you would like to link the schedule to.

Hawaiian Telcom

Launch... - Help - Home

Welcome User 1 [Logout]

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Meet-Me Conferencing
- Utilities

### BroadWorks Anywhere

Configure the fixed and mobile phones you would like to link to this account.

OK Apply Add Cancel

Alert all locations for Click-to-Dial calls

Alert all locations for Group Paging calls

[View Available Portal List](#)

Phone Number	Description	Edit
8085551234	My Company Cell	Edit

[ Page 1 of 1 ]

Phone Number Starts With Find Find All

OK Apply Add Cancel

In the following screen, click on the **Selective Criteria** tab. Next click on **Add**.

Hawaiian Telcom

Launch... - Help - Home

Welcome User 1 [Logout]

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Meet-Me Conferencing
- Utilities

### BroadWorks Anywhere Phone Number Modify

Allows BroadWorks Anywhere Phone Number to be configured along with multiple selective criteria for each phone number

OK Apply Add Cancel

Phone Number Selective Criteria

Phone Number : 8085551234

Active	Description	BroadWorks Anywhere	Calls from	Calls to	Edit
No Entries Present					

OK Apply Add Cancel

This screen is where you will link your schedule to your **BroadWorks Anywhere**. You will first need to provide a **Description** for this schedule. Next, you will need to choose a **Selected Time Schedule** from the drop down menu.

**BroadWorks Anywhere Criteria Add**  
Allows you to add a selective criteria for a BroadWorks Anywhere phone number.

Phone Number: 8085551234

\* Description: Ring Only During Normal Business Hours

Use broadworks anywhere  
 Do not use broadworks anywhere

Selected Time Schedule: Every Day All Day (dropdown menu open showing: Every Day All Day, After Hours, Business Hours (Group), Business Hours, Normal Business Hours)

Selected Holiday Schedule: Every Day All Day

Calls from:  
 Any phone number  
 Following phone number

Any private number  
 Any unavailable number

Specific phone numbers:

Calls to:  
*When no numbers are selected, the called number is not used as part of the criteria.*

Available Call to Numbers	Selected Call to Numbers
Primary (8088881785/1785)	

Once you've completed both steps, you can click **OK**.

The schedule has now been linked and you will then see the following screen:

**BroadWorks Anywhere Phone Number Modify**  
Allows BroadWorks Anywhere Phone Number to be configured along with multiple selective criteria for each phone number

Phone Number : 8085551234

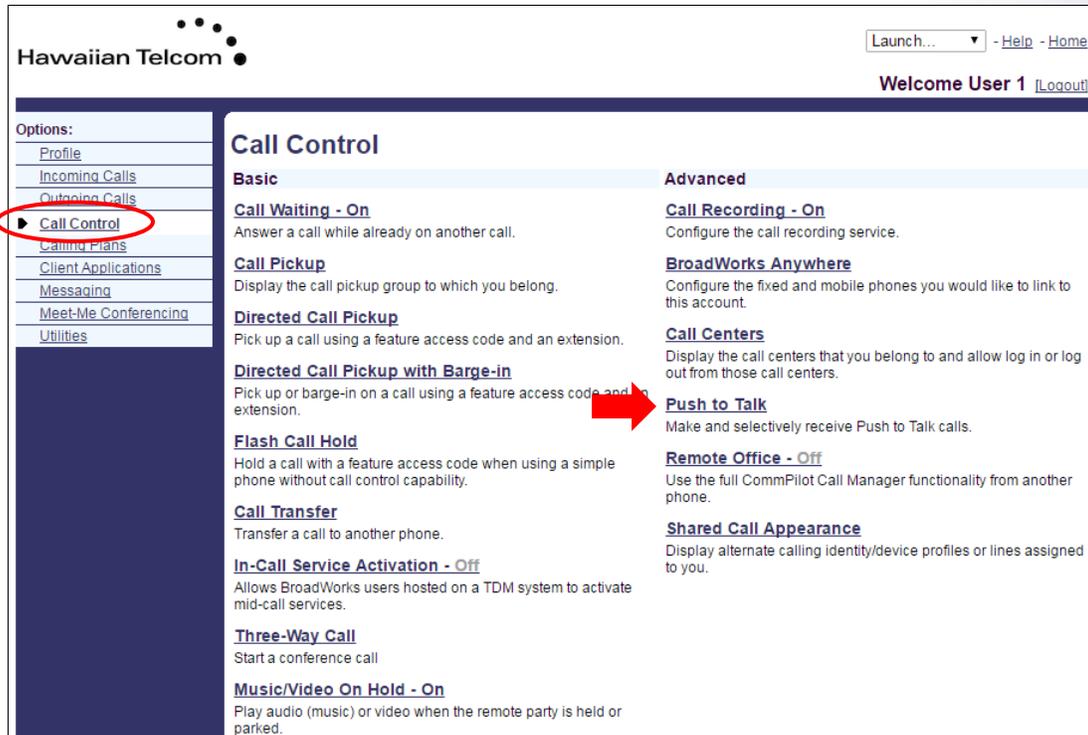
Active	Description	BroadWorks Anywhere	Calls from	Calls to	Edit
<input checked="" type="checkbox"/>	Ring Only During N...	Yes	All calls	Any Number	Edit

## 7.2 Push to Talk

**Push to Talk** allows people to call each other and the call is answered automatically via the speaker on your phone. This can be done either as a one-way call, or two-way call. You have the capability to control which users are allowed to contact you using this method.

If you do not see **Push to Talk** as an option, please contact your Hawaiian Telcom Coordinator or our 24 hour support.

Click on **Call Control** under your Options menu, then select **Push to Talk**.



The screenshot displays the Hawaiian Telcom user interface. At the top left is the Hawaiian Telcom logo. At the top right, there is a 'Launch...' dropdown menu, and links for 'Help' and 'Home'. Below this, it says 'Welcome User 1' with a 'Logout' link. On the left side, there is an 'Options:' menu with several items: Profile, Incoming Calls, Outgoing Calls, **Call Control** (highlighted with a red circle and a red arrow), Calling Plans, Client Applications, Messaging, Meet-Me Conferencing, and Utilities. The main content area is titled 'Call Control' and is divided into two columns: 'Basic' and 'Advanced'. The 'Basic' column includes options like 'Call Waiting - On', 'Call Pickup', 'Directed Call Pickup', 'Directed Call Pickup with Barge-in', 'Flash Call Hold', 'Call Transfer', 'In-Call Service Activation - Off', 'Three-Way Call', and 'Music/Video On Hold - On'. The 'Advanced' column includes 'Call Recording - On', 'BroadWorks Anywhere', 'Call Centers', 'Push to Talk', 'Remote Office - Off', and 'Shared Call Appearance'. A red arrow points from the 'Push to Talk' option in the 'Advanced' column to the right.

You will then need to determine the following:

- **Auto-Answer** : This will allow you speakerphone to automatically answer inbound calls using the Push to Talk feature.
- **Outgoing Connection Type** : This will allow you to choose to either listen only (One-Way) or you can talk back (Two-Way)
- **Access List** : This enables you to allow calls from either select users you enter in the **Selected Users** text box below OR you can allow calls from everyone except for the users in the **Selected Users** text box below.

Hawaiian Telcom  
System > T000001 > OAT000001GRP2 > Users : 8088881785  
Welcome Greg Kawachi

Options:  
Profile  
Incoming Calls  
Outgoing Calls  
Call Control  
Calling Plans  
Client Applications  
Messaging  
Communication Barring  
Meet-Me Conferencing  
Utilities

### Push to Talk

Push to Talk allows people to call each other and have the call answered automatically. You can control which users are allowed to call you in this way.

OK Apply Cancel

Auto-Answer:  On  Off  
Outgoing Connection Type:  One-Way  Two-Way  
Access List:  Allow calls from only the users selected below  
 Allow calls from everyone except the users selected below

## 7.2.1 Adding Users

To access users, you can either enter their specific phone number and click Search or simply click **Search** to pull up a list of all Available users.

Hawaiian Telcom  
Launch... - Help - Home  
Welcome User 1

Options:  
Profile  
Incoming Calls  
Outgoing Calls  
Call Control  
Calling Plans  
Client Applications  
Messaging  
Meet-Me Conferencing  
Utilities

### Push to Talk

Push to Talk allows people to call each other and have the call answered automatically. You can control which users are allowed to call you in this way.

OK Apply Cancel

Auto-Answer:  On  Off  
Outgoing Connection Type:  One-Way  Two-Way  
Access List:  Allow calls from only the users selected below  
 Allow calls from everyone except the users selected below

Enter search criteria below

User ID Contains + Search

Available Users	Selected Users
2, User (8088881177)	

Add >  
Remove <  
Add All >>  
Remove All

OK Apply Cancel

Once the phone number(s) of the user(s) appear, click on their phone number then click **Add**.

**Hawaiian Telcom** Launch... - Help - Home  
Welcome User 1 [Logout]

**Options:**  
Profile  
Incoming Calls  
Outgoing Calls  
▶ Call Control  
Calling Plans  
Client Applications  
Messaging  
Meet-Me Conferencing  
Utilities

### Push to Talk

Push to Talk allows people to call each other and have the call answered automatically. You can control which users are allowed to call you in this way.

OK Apply Cancel

Auto-Answer:  On  Off  
Outgoing Connection Type:  One-Way  Two-Way  
Access List:  Allow calls from only the users selected below  
 Allow calls from everyone except the users selected below

Enter search criteria below  
User ID Contains [ ] + Search

Available Users	Selected Users
2, User (8088881177)	

Add >  
Remove <  
Add All >>  
Remove All

OK Apply Cancel

You will now see that the number that you selected now appears under the **Selected Users** text box. When finished, click **OK**.

**Hawaiian Telcom** Launch... - Help - Home  
Welcome User 1 [Logout]

**Options:**  
Profile  
Incoming Calls  
Outgoing Calls  
▶ Call Control  
Calling Plans  
Client Applications  
Messaging  
Meet-Me Conferencing  
Utilities

### Push to Talk

Push to Talk allows people to call each other and have the call answered automatically. You can control which users are allowed to call you in this way.

OK Apply Cancel

Auto-Answer:  On  Off  
Outgoing Connection Type:  One-Way  Two-Way  
Access List:  Allow calls from only the users selected below  
 Allow calls from everyone except the users selected below

Enter search criteria below  
User ID Contains [ ] + Search

Available Users	Selected Users
	2, User (8088881177)

Add >  
Remove <  
Add All >>  
Remove All

OK Apply Cancel

## 7.2.2 Activating Push to Talk

After setting this feature up via the Web Portal, to utilize **Push to talk** on your telephone, enter **\*50**, then dial. Wait until you hear the stuttered dial tone. You will then enter the extension of the person that you would like to **Push to Talk** and wait approximately 5 seconds until you hear a long beep. Once you hear the beep, you can then speak.

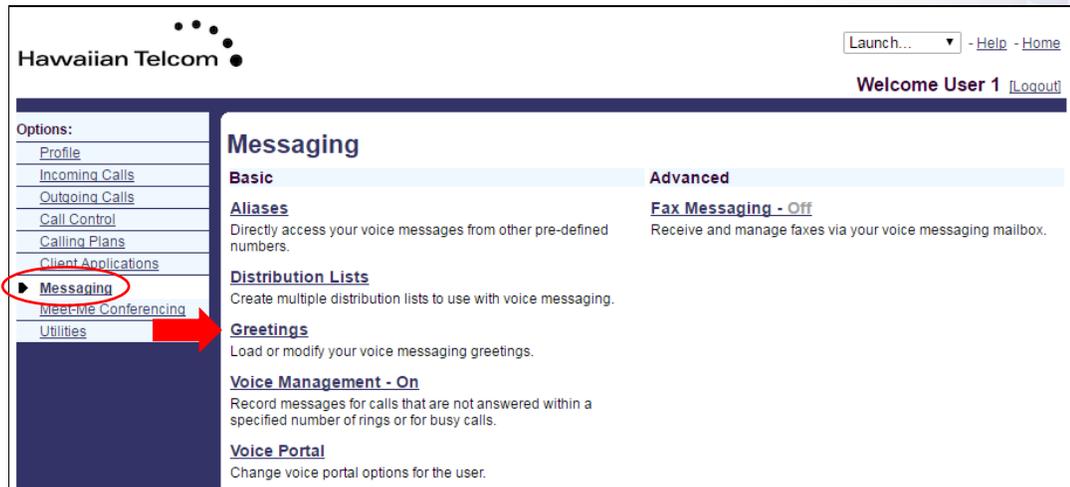
**Note:** Please keep in mind, the user that you want to **Push to Talk** must also have this feature set-up and activated otherwise the call will not go through.

## 8 Messaging

### 8.1 Greetings

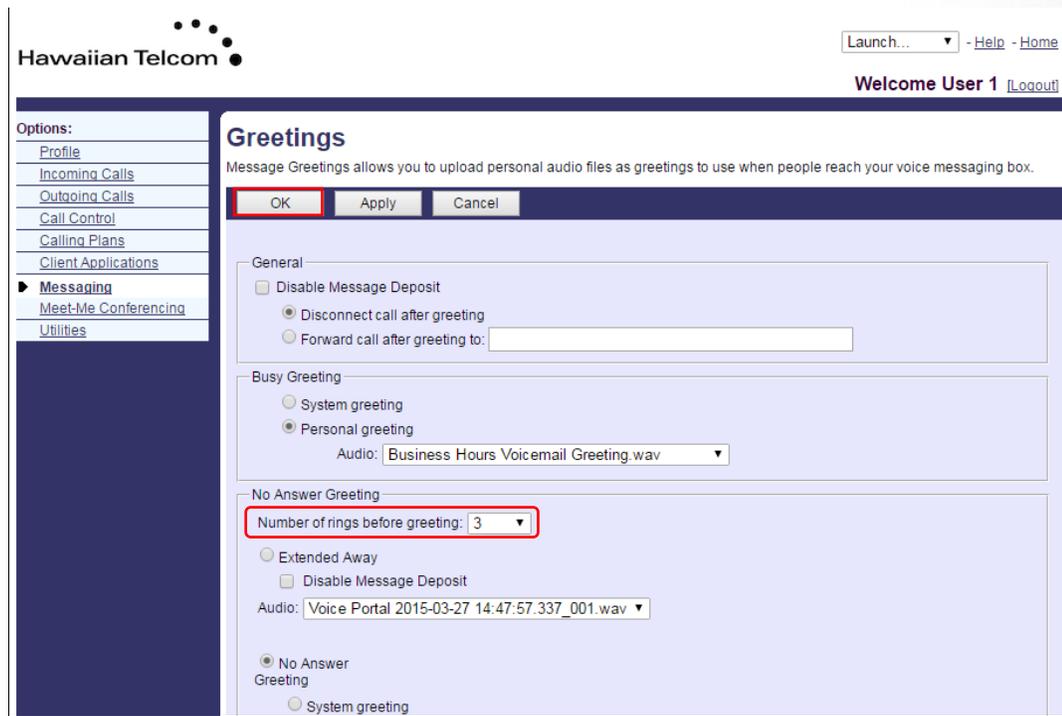
#### 8.1.1 Changing the number of rings before calls reach Voicemail

Log into the web portal and select **Messaging** under the Options menu. Next, click on **Greetings**.



The screenshot shows the Hawaiian Telcom web portal. The top navigation bar includes the logo, a "Launch..." dropdown, and links for "Help" and "Home". Below this, the user is logged in as "Welcome User 1" with a "Logout" link. On the left, an "Options:" menu lists various services, with "Messaging" highlighted and a red arrow pointing to it. The main content area is titled "Messaging" and is divided into "Basic" and "Advanced" sections. The "Basic" section includes "Aliases", "Distribution Lists", "Greetings", "Voice Management - On", and "Voice Portal". The "Advanced" section includes "Fax Messaging - Off".

In the following screen, to change the number of rings before an incoming call is sent to voicemail and the caller hears your greeting, click on the drop-down next to "Number of rings before greeting".



The screenshot shows the "Greetings" configuration page in the Hawaiian Telcom web portal. The page has a header with the logo, "Launch..." dropdown, and "Help" and "Home" links. Below this, the user is logged in as "Welcome User 1" with a "Logout" link. On the left, an "Options:" menu lists various services, with "Messaging" highlighted and a red arrow pointing to it. The main content area is titled "Greetings" and includes a sub-header "Message Greetings allows you to upload personal audio files as greetings to use when people reach your voice messaging box." Below this, there are three tabs: "OK", "Apply", and "Cancel". The "General" section includes a "Disable Message Deposit" checkbox and two radio buttons: "Disconnect call after greeting" (selected) and "Forward call after greeting to:" with a text input field. The "Busy Greeting" section includes two radio buttons: "System greeting" and "Personal greeting" (selected), with an "Audio:" dropdown menu showing "Business Hours Voicemail Greeting.wav". The "No Answer Greeting" section includes a "Number of rings before greeting:" dropdown menu with the value "3" selected, and two radio buttons: "Extended Away" and "No Answer Greeting" (selected). Below this, there is a "Disable Message Deposit" checkbox and an "Audio:" dropdown menu showing "Voice Portal 2015-03-27 14:47:57.337\_001.wav".

Click on **OK** to save your changes.

### 8.1.2 Extended Away

From your **Greetings** menu, you also have the option to activate your **Extended Away** greeting. The **Extended Away** option will allow you to assign a specific greeting to play when you are away. This will override your standard greeting. When you return, once **Extended Away** has been deactivated, it will return to your standard greeting.

To activate your **Extended Away** greeting, click on **Extended Away**.

**Note:** Be sure the “Disable Message Deposit” box is NOT checked. If this box is checked your callers will not have the option of leaving a voicemail after hearing your greeting.

The screenshot shows the Hawaiian Telcom web interface for configuring greetings. The page title is "Greetings" and it includes a navigation menu on the left with options like Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Client Applications, Messaging, Meet-Me Conferencing, and Utilities. The main content area is titled "Greetings" and contains a description: "Message Greetings allows you to upload personal audio files as greetings to use when people reach your voice messaging box." Below this are three sections: "General", "Busy Greeting", and "No Answer Greeting". In the "General" section, there is a checkbox for "Disable Message Deposit" which is unchecked, and two radio button options: "Disconnect call after greeting" (selected) and "Forward call after greeting to:" (with an empty text box). In the "Busy Greeting" section, there are radio button options for "System greeting" and "Personal greeting" (selected), with an "Audio:" dropdown menu showing "Business Hours Voicemail Greeting.wav". In the "No Answer Greeting" section, there is a "Number of rings before greeting:" dropdown set to "3", and two radio button options: "Extended Away" (selected and circled in red) and "Disable Message Deposit" (unchecked and circled in red). Below these are radio button options for "No Answer Greeting", "System greeting", and "Unavailable Greeting" (selected), with an "Audio:" dropdown menu showing "Voice Portal 2016-03-15 16:34:39.495\_001.wav". At the top of the main content area, there are "OK", "Apply", and "Cancel" buttons, with the "OK" button highlighted by a red box.

**Note:** Prior to activating your **Extended Away** greeting, you must have pre-recorded an “*Extended Away*” announcement on your phone through your voicemail box (option 4). Click on the dropdown box next to *Audio* to select the greeting you wish to use for your Extended Away greeting.

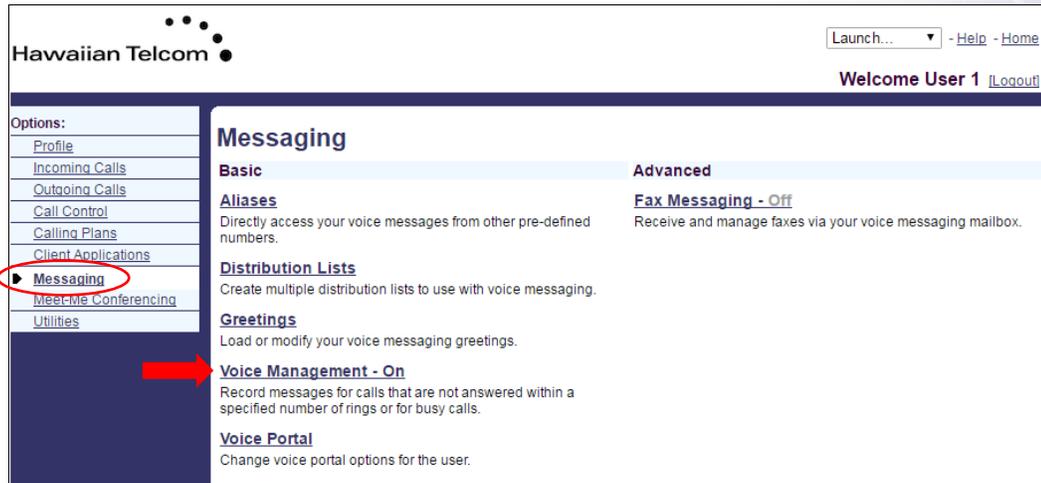
When finished, click the **OK** button.

## 8.2 Voice Management

### 8.2.1 Setting up Voicemail-to-Email

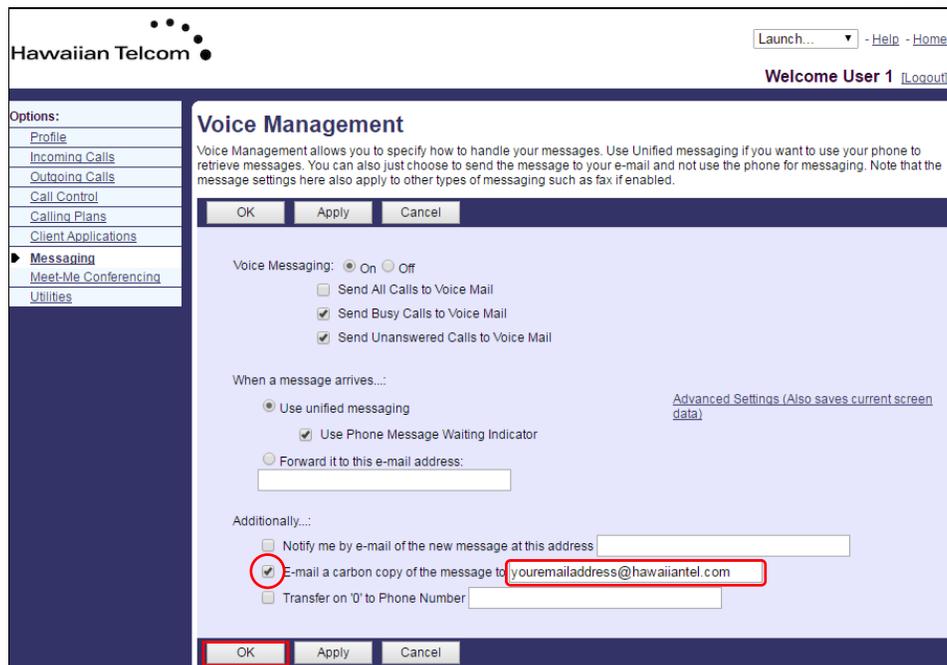
**Voicemail-to-Email** allows a user to receive their voicemail via email as a WAV attachment.

Select **Messaging** under Options, then click on **Voice Management**.



The screenshot shows the Hawaiian Telcom user interface. On the left, there is a navigation menu under "Options:" with items like Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Client Applications, **Messaging** (highlighted with a red circle and a red arrow), Meet-Me Conferencing, and Utilities. The main content area is titled "Messaging" and is divided into "Basic" and "Advanced" sections. Under "Basic", there are links for Aliases, Distribution Lists, Greetings, **Voice Management - On** (highlighted with a red arrow), and Voice Portal. Under "Advanced", there is a link for Fax Messaging - Off.

You'll then see the following screen:



The screenshot shows the "Voice Management" configuration screen. At the top, there are buttons for "OK", "Apply", and "Cancel". The "Voice Messaging:" section has radio buttons for "On" (selected) and "Off". Below this are three checked checkboxes: "Send All Calls to Voice Mail", "Send Busy Calls to Voice Mail", and "Send Unanswered Calls to Voice Mail". The "When a message arrives..." section has radio buttons for "Use unified messaging" (selected) and "Forward it to this e-mail address:". There is also a checked checkbox for "Use Phone Message Waiting Indicator". The "Additionally..." section has a checked checkbox for "E-mail a carbon copy of the message to" with the email address "youremailaddress@hawaiiantel.com" entered in the adjacent text box. There are also checkboxes for "Notify me by e-mail of the new message at this address" and "Transfer on '0' to Phone Number". At the bottom, there are buttons for "OK", "Apply", and "Cancel".

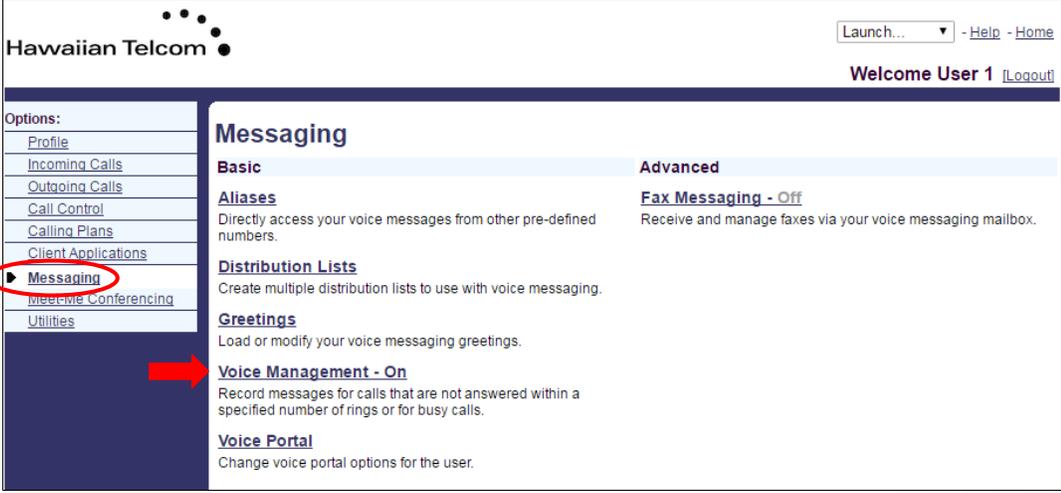
Look down at the **Additionally** section. To receive a copy of your voice messages in email, click the box next to "E-mail a carbon copy of the message to" and enter your email address.

When finished, click **OK**.

## 8.2.2 Transfer on “0” Option

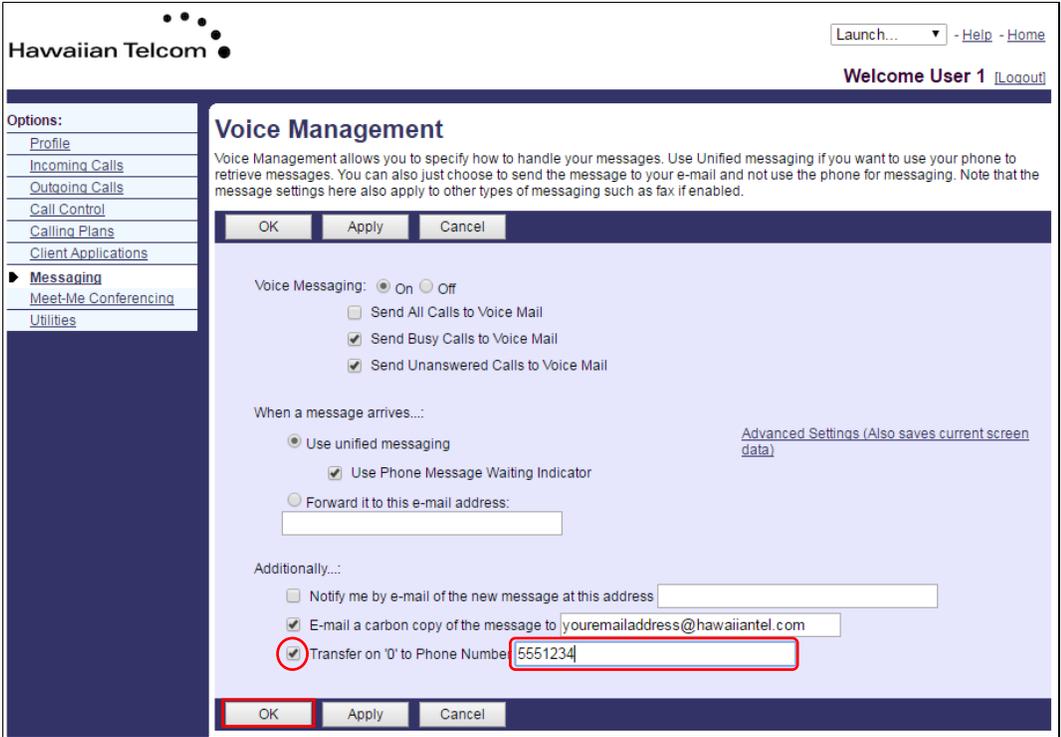
Callers can press “0” during your outgoing message to be transferred to another number, such as a mobile phone or back to receptionist.

Select **Messaging** under the Options, then select **Voice Management**.



The screenshot shows the Hawaiian Telcom web interface. On the left, there is a navigation menu with the following options: Profile, Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Client Applications, **Messaging** (highlighted with a red circle and a red arrow), Meet-Me Conferencing, and Utilities. The main content area is titled "Messaging" and is divided into two columns: "Basic" and "Advanced". Under "Basic", there are sections for "Aliases", "Distribution Lists", "Greetings", and "Voice Management - On". The "Voice Management - On" section is highlighted with a red arrow and contains the text: "Record messages for calls that are not answered within a specified number of rings or for busy calls." Under "Advanced", there is a section for "Fax Messaging - Off" with the text: "Receive and manage faxes via your voice messaging mailbox." The top of the page includes the Hawaiian Telcom logo, a "Launch..." dropdown menu, and links for "- Help - Home". The user is identified as "Welcome User 1" with a "Logout" link.

In the **Voice Management** section, check the box next to *Transfer on “0” to Phone Number*. Then enter the number or extension you would like the call to be transferred to.



The screenshot shows the "Voice Management" settings page in the Hawaiian Telcom web interface. The page title is "Voice Management" and it includes a brief description: "Voice Management allows you to specify how to handle your messages. Use Unified messaging if you want to use your phone to retrieve messages. You can also just choose to send the message to your e-mail and not use the phone for messaging. Note that the message settings here also apply to other types of messaging such as fax if enabled." The page has three buttons at the top: "OK", "Apply", and "Cancel". The settings are organized into sections: "Voice Messaging" with radio buttons for "On" (selected) and "Off", and checkboxes for "Send All Calls to Voice Mail", "Send Busy Calls to Voice Mail", and "Send Unanswered Calls to Voice Mail"; "When a message arrives..." with radio buttons for "Use unified messaging" (selected) and "Forward it to this e-mail address:", and a checkbox for "Use Phone Message Waiting Indicator"; and "Additionally..." with checkboxes for "Notify me by e-mail of the new message at this address", "E-mail a carbon copy of the message to youremailaddress@hawaiiantel.com", and "Transfer on '0' to Phone Number" (checked and circled in red). The "Transfer on '0' to Phone Number" checkbox is accompanied by a text input field containing the number "5551234". The "OK" button at the bottom is also circled in red. The top of the page includes the Hawaiian Telcom logo, a "Launch..." dropdown menu, and links for "- Help - Home". The user is identified as "Welcome User 1" with a "Logout" link.

Click **OK** to save your change.