

Logging in and Out of the Web Portal

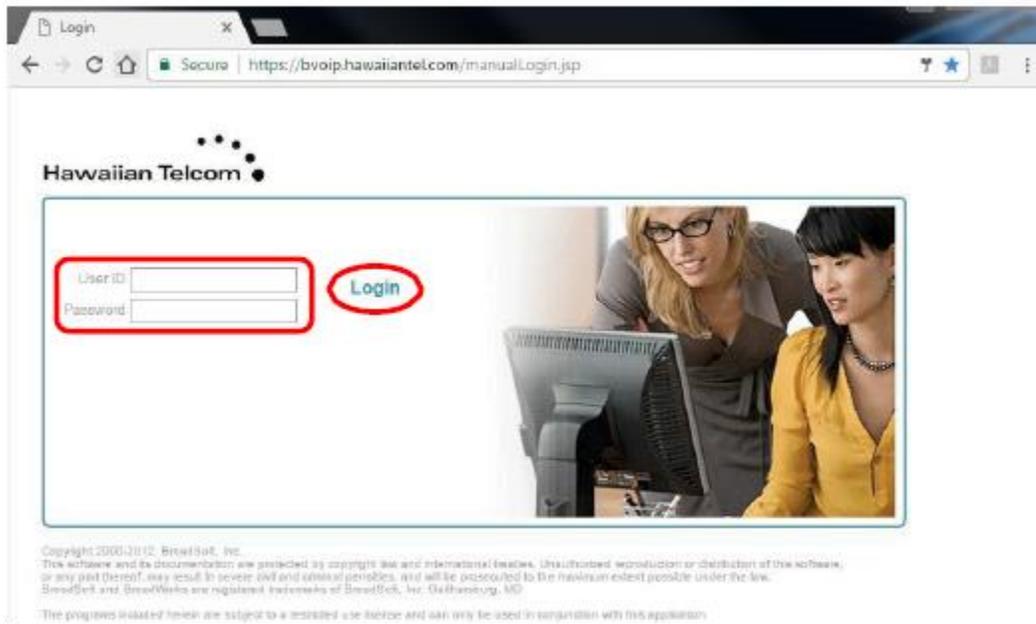
Utilizing feature of Remote Office

Using any type of browser, please navigate to the link listed below.

<https://bvoip.hawaiiantel.com>

You will be presented with the standard login screen. Enter your Web Portal User ID and Password. Your User ID is your 10-digit telephone followed by @voip.hawaiiantel.net (ex. 8087776499@voip.hawaiiantel.net). Your default password is Aloha-1.

The User ID and Password are case sensitive.

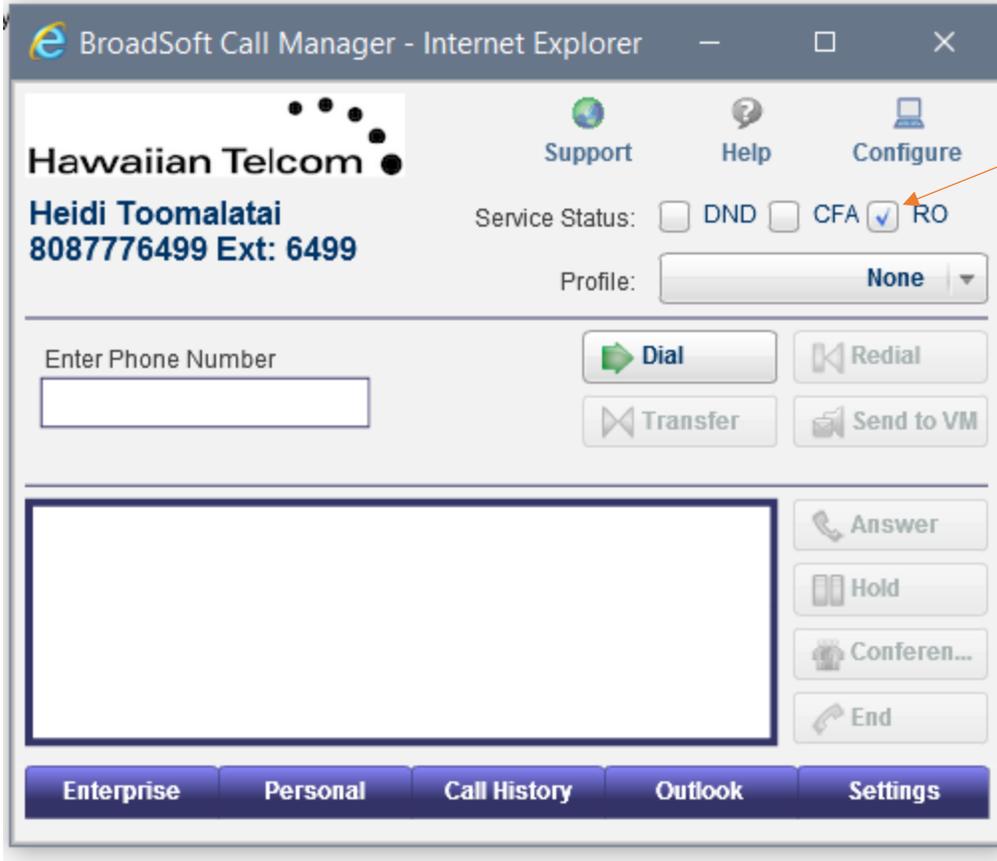


Then click, **Login**.

Once logged in, you will be presented with your Profile home screen and the Broadsoft Call Manager window.

Welcome Heidi Toomalatai [Logout](#)

Options: <ul style="list-style-type: none">ProfileIncoming CallsOutgoing CallsCall ControlClient ApplicationsMessagingUtilities	Profile <p>Basic</p> <p>Profile Display and configure profile information such as your name, department and address.</p> <p>Addresses Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.</p> <p>Announcement Repository Manage the announcements for a user</p> <p>Passwords Set web access and portal passwords.</p> <p>Schedules Add, modify, or remove schedules.</p>	Advanced <p>Call Policies Configure user Call Policies</p> <p>Device Policies Configure user Device Policies.</p> <p>Supervisor Allows the user to manage which agents to supervise per call center.</p>
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If this Call Manager window does not auto populate, go to the top right corner to Launch it. Use the drop down to select it.



The check box for RO (Remote Office) will indicate if this feature is turned on. If not checked, you will need to set it up.

From your Profile Home screen, choose Call Control from the left side border.



Remote Office is under Advanced, right side of the screen.

Click on Remote Office and you will be presented with this screen.

Remote Office

Remote Office allows you to use your home phone, your cell phone or even a hotel phone ; phone calls from this remote phone and have them billed to your business. This service als

OK Apply Cancel

Remote Office: On Off

* Remote Phone Number / SIP-URI:

Enter the number of the device that you will be utilizing for the remote session. Click the radio button On and then OK.

Remote Office

Utilizing the Remote Office feature allows you to use your home phone or cell phone as your business phone. By using the Call Manager, you can make phones calls from this 'soft phone' and it will direct all incoming calls to ring your remote office phone. The Remote Office feature will be enabled with the telephone number of the device that you will be using from home to make and receive calls.

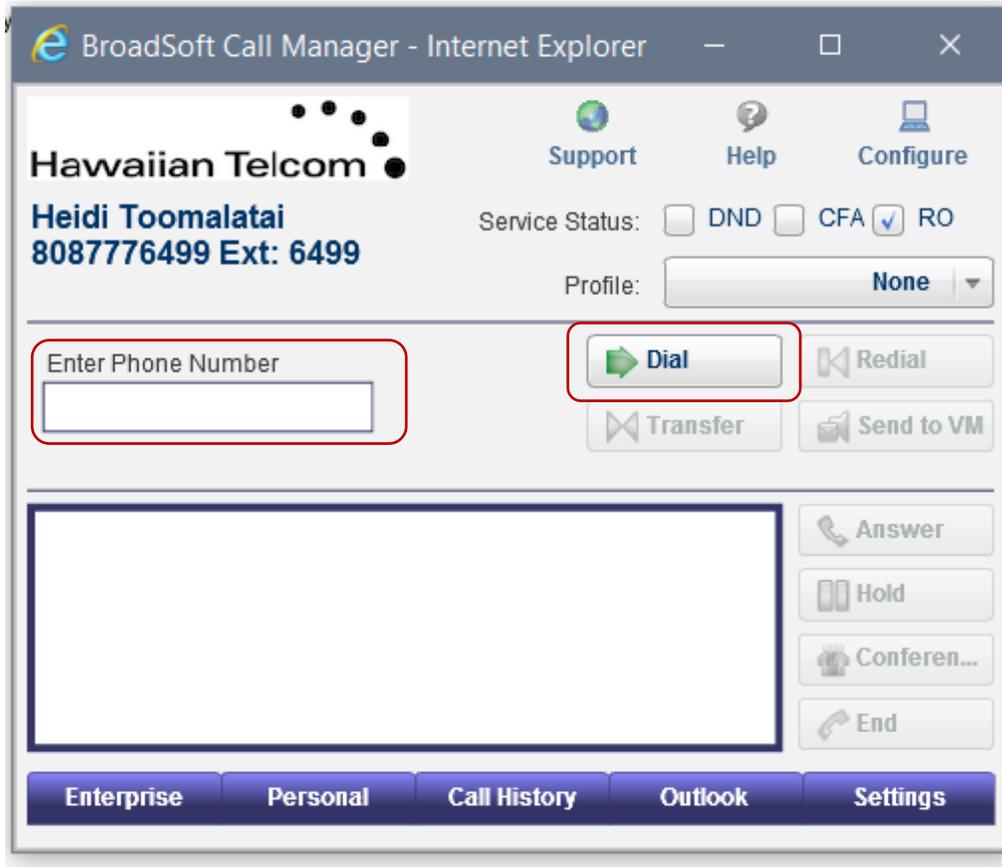
Incoming Calls

Calls to your number will ring to your designated device in Remote Office. You can handle incoming calls as if you were physically in the office. It will be transparent to the caller that you are working from a remote location.

Outgoing Calls

If you need to make an outbound call, you must do so by using the Broadsoft Call Manager. It will push out your main number to the receiving party's caller ID. It will be transparent to the caller that you are calling from a remote location.

To place an outbound call simply enter the phone number in the phone number box and press dial.



The system will first ring your remote office phone, once you answer your remote office phone your outbound call will be sent to the number you entered.

Logging Out of the Web Portal

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.



The screenshot displays the Hawaiian Telcom System Administrator web portal. The top left corner features the Hawaiian Telcom logo and the word "Group". The top right corner shows "Welcome System Administrator" and a "Logout" button circled in red. A navigation menu on the left lists options: Profile, Resources, Services, Call Center, Calling Plan, Meet-Me Conferencing, and Utilities. The main content area is titled "Profile" and is divided into "Basic" and "Advanced" sections. The "Basic" section includes links for "Users", "Profile", "Change Password", "Announcement Repository", "Departments", and "Schedules". The "Advanced" section includes links for "Call Processing Policies", "Communication Barring Auth Codes", "Dial Plan Policy", and "Dialable Caller ID".

Hawaiian Telcom [Help](#) - [Home](#)

Group **Welcome System Administrator** **Logout**

Options:

- Profile
- Resources
- Services
- Call Center
- Calling Plan
- Meet-Me Conferencing
- Utilities

Profile

Basic

Users
Add, modify, or remove users.

Profile
View or modify your group profile information.

Change Password
Change your password.

Announcement Repository
Manage the announcements for a group.

Departments
Add, modify, or remove departments in your group.

Schedules
Add, modify, or remove schedules.

Advanced

Call Processing Policies
Configure group-level Call Processing Policies.

Communication Barring Auth Codes
Configure group-level Communication Barring Authorization codes.

Dial Plan Policy
Configure group-level Dial Plan Policy.

Dialable Caller ID
Automatically prepend digits to the incoming caller ID of public calls so the caller ID is presented in dialable format.