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1 Logging In

- Go to: <http://portal.popp.com/bg>
- Number: enter 10-digit phone number (phone number must be set up by POPP with administrative access) or e-mail (if e-mail login is enabled)
- Password: enter the password and click [Login]

Administrator Portal



CommPortal Web

Please log in below.

Number:

Password:




If you have forgotten your password, please contact customer support.

Home
Groups
Hunt Groups (MLHGs)
Call Pickup Groups
Supervisor Dashboard
All Lines
Users
Attendants
Group Access
Phones
Services
Departments
Short Codes
Account Codes
Extensions
Call Analytics
Music on Hold
Misc. Settings
Help
Send Feedback

Business Group Admin Portal
Showroom 4

Groups





Groups can be used to manage how calls are handled for a selection of callers. Hunt Groups will pass calls to the next available member. The Supervisor Dashboard helps you monitor these. Call Pickup Groups allow lines to answer each other's calls.

[Hunt Groups \(MLHGs\)](#)
[Call Pickup Groups](#)
[Supervisor Dashboard](#)

All Lines





The All Lines pages provide access to details of all lines in the business group. These can be filtered by User Lines, Attendants and Group Access Lines. Manage the phones in your Business Group and assign them to lines from the Phones page.




[Users](#)
[Attendants](#)
[Group Access](#)
[Phones](#)

Services

To configure and manage further business services on your lines, select an option below.

[Departments](#)
[Short Codes](#)
[Account Codes](#)
[Extensions](#)

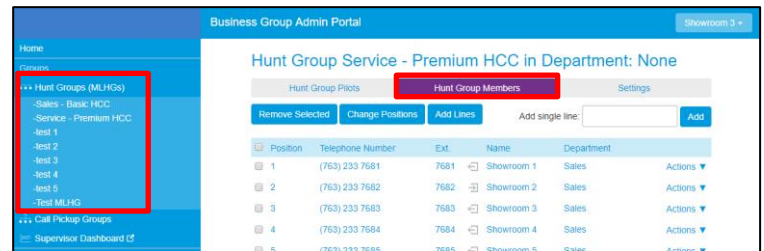
[Call Analytics](#)
[Music on Hold](#)
[Misc. Settings](#)

2 Telephone Configuration

- See Telephone Configuration user guides on popp.com/support > Portals

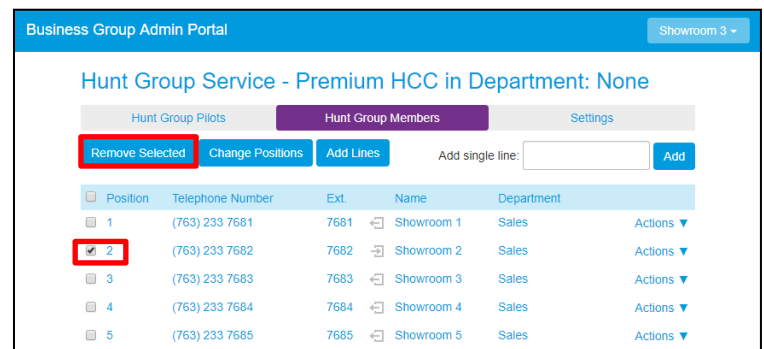
3 Multi Line Hunt Groups (MLHGs)

- Click [Hunt Groups (MLHGs)]
- Click on the MLHG you wish to change
- Click on [Hunt Group Members] tab



3.1 Remove a Line from a MLHG:

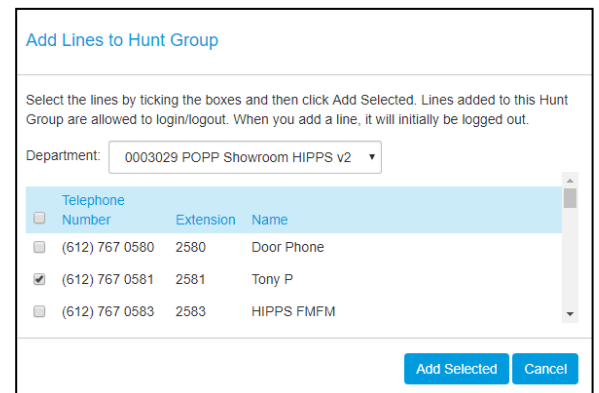
- Check the box next to line(s) to be removed
- Click [Remove Selected]



3.2 Add a Line to a MLHG:

- Click on [Add Lines]
- Check the box next to line(s) to be added
- Click [Add Selected]

Note: If you choose to put an external number into your hunt group, POPP loses control of what happens to that call once the call leaves our switch (e.g., If an external line's voicemail answers, call routing is done).



4 Lines

- Click on [All Lines]
- Click on [Actions] to the right of the User's line and select [View Individual Settings]:
- Click on [View Account Settings]

4.1 Reset User's Password

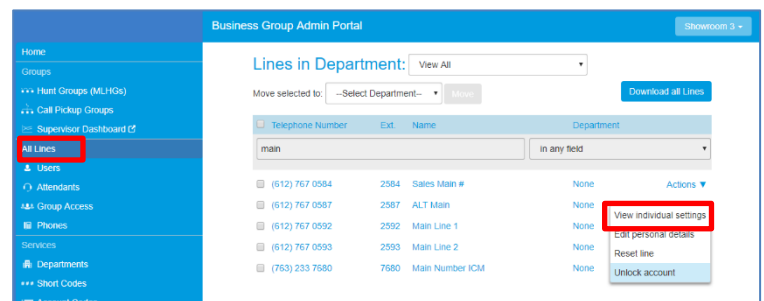
- Click on [Change Password]
- New password: Enter [new password]
- Confirm new password: enter [new password] again
- Click [Confirm] to save

4.2 Reset User's Account E-mail

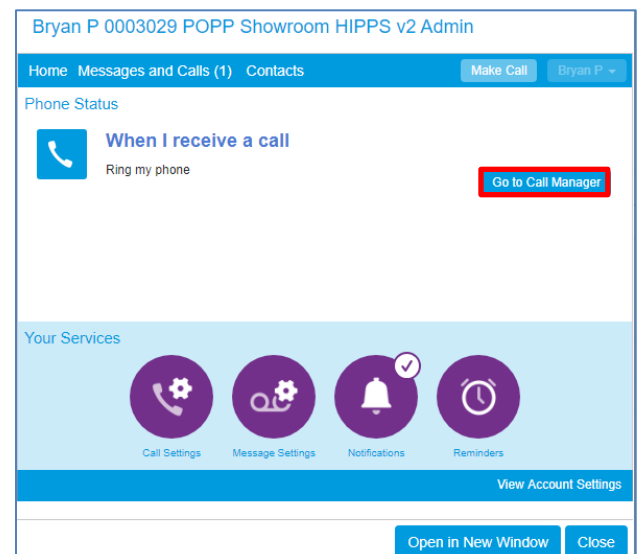
- Click on [Configure Account Email]
- Email Address: Enter the email address where an email should be sent if the user clicks the "Reset Password" link on the login screen
- Allow email login: Check this box to login using the email address instead of the phone number

5 Main Number Call Manager

- Click on [All Lines]
- Click on [Actions] to the right of your Main Number and select [View individual settings]



- Click [Go to Call Manager]

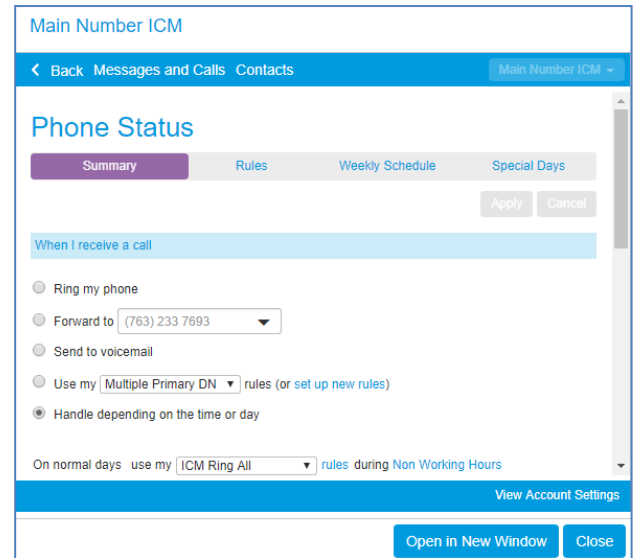


5.1 Settings for Main Number

- Select one of the following options - When I receive a call:
 - Ring my phone
 - Forward to – enter [10-digit phone number]
 - Send to voicemail
 - Use my rules – select [Set of Rules]
 - Handle depending on the time or day – select [Set of Rules] for each period of your Weekly Schedule

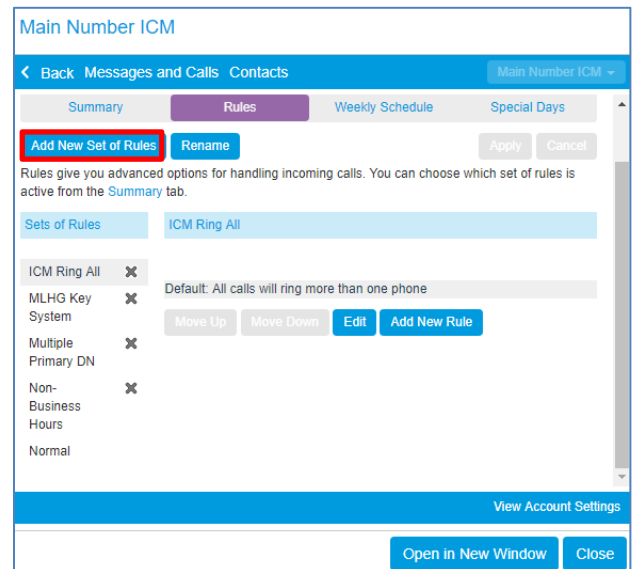
Note: See Rules and Weekly Schedule tabs to set up rules to handle calls during specific periods

- Click [Apply] to save



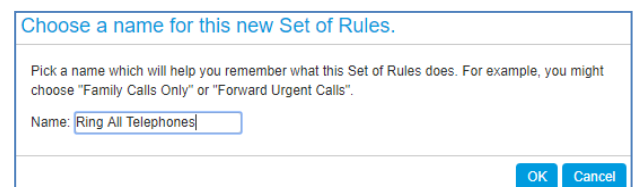
5.2 Add New Rule

- Click [Rules] to view current Rules
- Click [Add New Set of Rules]
- Name: enter a name for this set of rules
- Click [OK]
- Click [Add New Rule]
- When I receive a call from: select the desired contact, number, anonymous, etc.
- Click [Next]
- When I receive a call from: select the desired action
- Click [Finish]
- Click [Apply] to save



5.3 Ring Multiple Telephones Simultaneously

- Click [Rules] to view current Rules
- Click [Add a New Set of Rules]
- Name: enter a name for this set of rules (e.g., Ring All Telephones)
- Click [OK]
- Click [Add New Rule]



- When I receive a call from: select ring more than one phone at the same time or in sequence
- Click [Next]

- Phone Number: enter [10-digit phone number or 4-digit extension]
- Start: 0
- End: select [# of seconds] you would like the phone number to ring
- Click [Add]

- Repeat the steps above to add each phone number you would like to ring simultaneously

Note: The Start and End time for each phone number must match (e.g., all phone numbers have a Start time of 0 and an End time of 30 seconds)

- To adjust the Start/End time for a phone number to ring: click the black arrow on the left (Start time) or right (End time) of the blue bar and drag to the left or right to adjust the number of seconds

- If I don't answer or if all lines are busy, forward to: enter [10-digit phone number or 4-digit extension] or leave field set to Voicemail
- Click [Finish]
- Click [Apply] to save
- Click on the [Summary] tab

Add a new rule to the "Ring All Telephones" set of rules

When I receive a call from

- ☐ an individual contact:
- ☐ a group of contacts:
- ☒ anyone on my contact list
- ☐ anyone in my business group
- ☐ this number or group of numbers:
- ☐ an anonymous number

[< Back](#) [Next >](#) [Finish](#) [Cancel](#)

Add a new rule to the "Ring All Telephones" set of rules

When I receive a call from anyone on my contact list

- ☐ ring my phone using
- ☐ forward to
- ☐ send to voicemail
- ☐ play a reject message and reject the call
- ☐ ask the caller to say their name before I accept the call
- ☒ ring more than one phone at the same time or in sequence
- ☐ ask the caller to say their name before ringing more than one phone at the same time or in sequence

Add a new rule to the "Ring All Telephones" set of rules

Choose which phones you would like to ring when you receive a call from anyone on your contact list

Enter the phone number you want to ring, and for how long.

The first phone will always start ringing immediately and you can have more than one phone ring at the same time. If a line is busy, the next available phone will start ringing immediately.

All phones will stop ringing as soon as one phone is answered.

If you don't answer or all lines are busy, the action selected here will be applied instead of any global configuration you may have configured on the Summary page.

Phone Number: Start: End:

Ring my phone using

If I don't answer or all lines are busy, forward to

Add a new rule to the "Ring All Telephones" set of rules

Choose which phones you would like to ring when you receive a call from anyone on your contact list

Seconds into call: 0 30 60 90 120

(763) 797 7900

(763) 555 1234

(612) 555 8988

Phone Number: Start: End:

Ring my phone using

If I don't answer or all lines are busy, forward to

< Back Next > Finish Cancel

- When I receive a call: select Use my [Set of Rules] rules and select the new rule that you added to ring multiple telephones (e.g. select [Ring All Phones] set of rules)
- Click [Apply] to save

5.4 Add New Weekly Schedule

- Click [Weekly Schedule] to view current Weekly Schedules
- Click [Add New Period] (up to three periods max.). If you currently have three periods set up, you must delete one before you can add a new one.
- Name: enter a name for this Period
- Click [OK]
- highlight the time ranges for the new period by clicking on individual cells or by clicking and dragging to select a longer time range
- Click [Apply] to save

5.5 Add Special Days

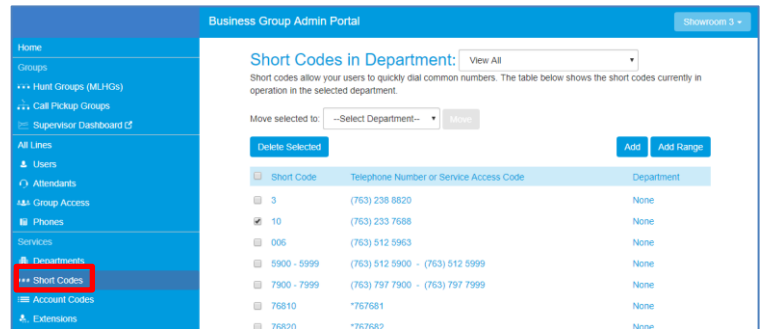
- Click [Special Days]
- Click [Add Public Holidays]
- Select Public Holidays to be added
- Click [OK]
- Click to select any other specific days on the calendar
- Click [Apply] to save

5.6 Apply Rules for Special Days

- Click [Summary]
- When I receive a call: select [Handle depending on the time or day]
- Scroll down to On Special Days option
- Use my: select [Set of Rules] to be used on Special Days

6 Short Codes (aka Speed Dials)

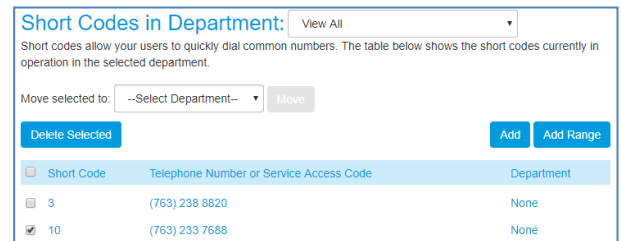
- Click [Short Codes]



Short Code	Telephone Number or Service Access Code	Department
<input type="checkbox"/> 3	(763) 238 8820	None
<input checked="" type="checkbox"/> 10	(763) 233 7688	None
<input type="checkbox"/> 006	(763) 512 5963	None
<input type="checkbox"/> 5900 - 5999	(763) 512 5900 - (763) 512 5999	None
<input type="checkbox"/> 7900 - 7999	(763) 797 7900 - (763) 797 7999	None
<input type="checkbox"/> 76810	*767681	None
<input type="checkbox"/> 76820	*767682	None

6.1 Delete Short Code(s):

- Check the box next to Short Code(s) to be deleted
- Click [Delete Selected]

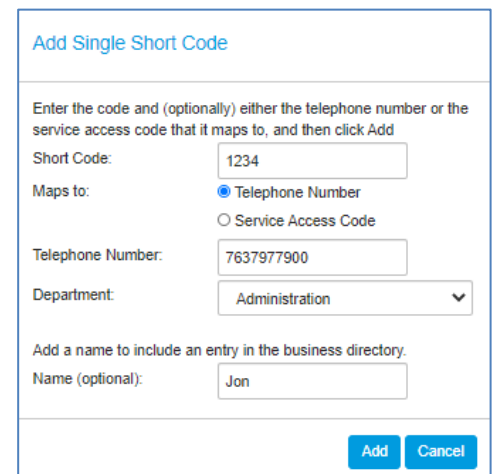


Short Code	Telephone Number or Service Access Code	Department
<input type="checkbox"/> 3	(763) 238 8820	None
<input checked="" type="checkbox"/> 10	(763) 233 7688	None

6.2 Add Short Code(s):

- Click [Add]
- Short Code: enter 1-7 digit Short Code
- Maps to - select one:
 - Telephone Number
 - Service Access Code (*code)

Note: cannot use *5x or *96
- Enter Telephone Number or Service Access Code (*code)
- Department (optional): select one
- Name (optional); enter name
- Click [Add]



Add Single Short Code

Enter the code and (optionally) either the telephone number or the service access code that it maps to, and then click Add

Short Code:

Maps to: ☒ Telephone Number ☐ Service Access Code

Telephone Number:

Department:

Add a name to include an entry in the business directory.

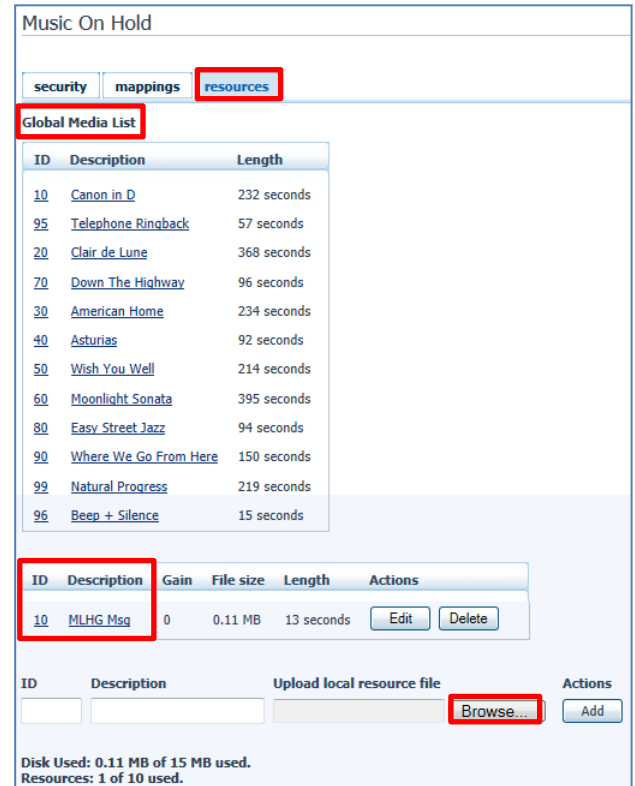
Name (optional):

7 Music on Hold

- Click [Music on Hold]

7.1 Available Music on Hold Options (Resources)

- Click [resources]:
 - Global Media List (POPP-provided)
 - Client-provided resources are listed below
- Click on [ID] or [Description] to listen to a resource



Music On Hold

security mappings **resources**

Global Media List

ID	Description	Length
10	Canon in D	232 seconds
95	Telephone Ringback	57 seconds
20	Clair de Lune	368 seconds
70	Down The Highway	96 seconds
30	American Home	234 seconds
40	Asturias	92 seconds
50	Wish You Well	214 seconds
60	Moonlight Sonata	395 seconds
80	Easy Street Jazz	94 seconds
90	Where We Go From Here	150 seconds
99	Natural Progress	219 seconds
96	Beep + Silence	15 seconds

ID	Description	Gain	File size	Length	Actions
10	MLHG Msg	0	0.11 MB	13 seconds	Edit Delete

ID Description Upload local resource file Actions

Browse...

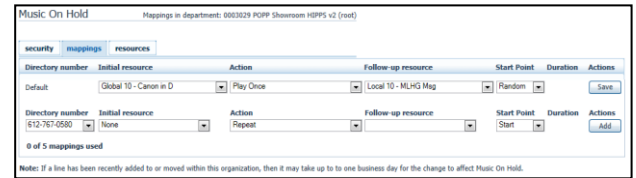
Disk Used: 0.11 MB of 15 MB used.
Resources: 1 of 10 used.

7.2 Add a Resource (.wav or .mp3)

- Supported file types are:
 - MP3
 - WAV with one of the following formats:
 - Microsoft PCM 16-bit, signed, little-endian: channel 1 or 2; sample rate 44100, 22050, or 16000.
 - Microsoft PCM 8-bit, unsigned, channel 1: sample rate 22050, 11025, or 8000.
 - Microsoft u-law 8-bit, channel 1, sample rate 8000.
- Click [Browse]
- Navigate to the file and click [Open]
- ID: enter a unique 2-digit ID number between 10 and 99
- Description: enter a unique description
- Click [Add]

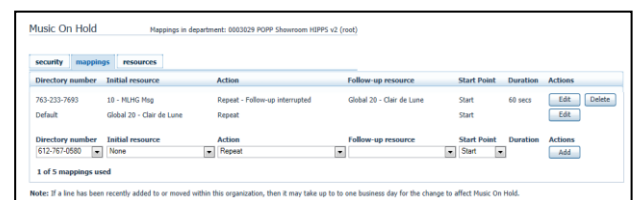
7.3 Assign Default Music on Hold:

- Click [mappings]
- Within the Default row, click [Edit] under the Actions column
- Initial resource: select Resource to play initially
- Action: select one -
 - **Repeat** - initial resource (and follow up-resource, if any) are continually repeated
 - **Play Once** - initial resource plays once and then the follow-up resource plays repeatedly
 - **Repeat – Initial Interrupted** - initial resource is interrupted at specified intervals by the follow-up resource (for example, music interrupted at intervals by an announcement)
 - **Repeat – Follow-up Interrupted** - initial resource plays once and then the follow-up resource is interrupted at specified intervals by the initial resource (for example, an announcement followed by music interrupted at intervals by the same announcement)
- Follow-up resource: select Resource to play next (if applicable)
- Start Point (applies to initial resource if Repeat or Repeat – Follow-up Interrupted are selected. Otherwise applies to the follow-up resource): select one –
 - Start – plays the resource at the beginning
 - Random – plays the resource starting at a random point
- Duration (only appears if Repeat – Initial Interrupted or Repeat – Follow-up Interrupted are selected): enter [# of seconds] for which the interrupted resource should be played between interruptions
- Actions: click [Save] to save



7.4 Assign Music on Hold per Phone Number

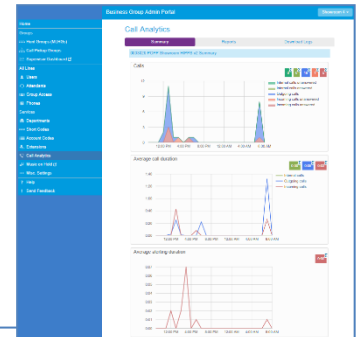
- Directory number: select the desired Directory number
- Initial resource: select Resource to play initially
- Action: select desired option (see explanation of options above)
- Follow-up resource: select Resource to play next (if applicable)
- Start Point: select desired option
- Duration (only appears if Repeat – Initial Interrupted or Repeat – Follow-up Interrupted are selected): enter [# of seconds] for which the interrupted resource should be played between interruptions
- Actions: click [Add] to save



Note: You can assign Music on Hold (mappings) for up to 5 individual directory numbers

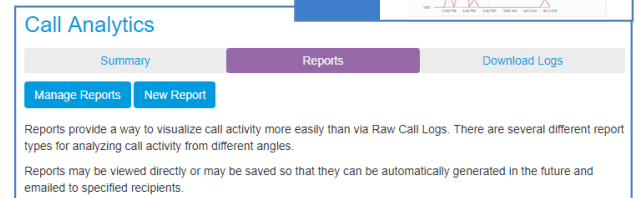
8 Call Reports

- Click [Call Reports]
 - The [Summary] tab displays statistics on calls, average call duration, and average alerting duration





- Click the [Reports] tab to manage and add new reports:

- Several pre-defined report types are available. Reports can be customized to show data for specific dates, times of day (working hours), and days of the week.
- Reports can be generated on a one-off basis, or can be saved and generated on a daily, weekly, or monthly basis and e-mailed to one or more recipients as a .pdf file.
- See “Call Reports Administrator User Guide” on popp.com or Administrator Portal on-screen help for more information



8.1 Call Logs

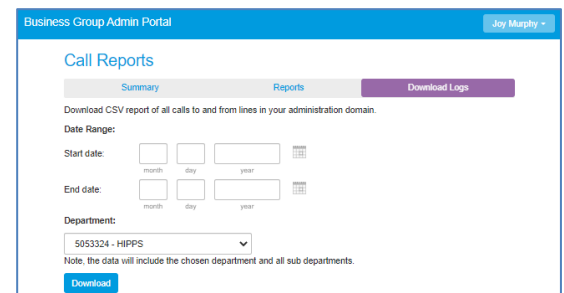
- Click the [Download Logs] tab to download call activity data:

- Click on the Calendar icon  to select a Start date or enter Start date [mm, dd, yyyy]
- Click on the Calendar icon  to select an End date or enter End date [mm, dd, yyyy]

Note: Start and End dates must be no more than 30

days apart

- Select option for your entire company or select a Department from drop-down (if multiple departments are configured)
- Click [Download] to download the .csv file
- Click [Open] to view the call log file in MS Excel or [Save] to save



Business Group Admin Portal Log Murphy

Call Reports

Summary Reports Download Logs

Download CSV report of all calls to and from lines in your administration domain.

Date Range:

Start date:

End date:

Department:

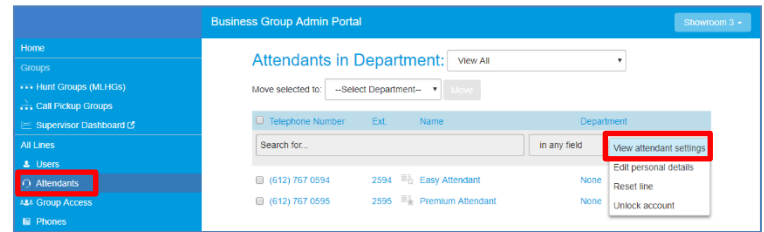
5053324 - HIPPS

Note, the data will include the chosen department and all sub departments.

Download

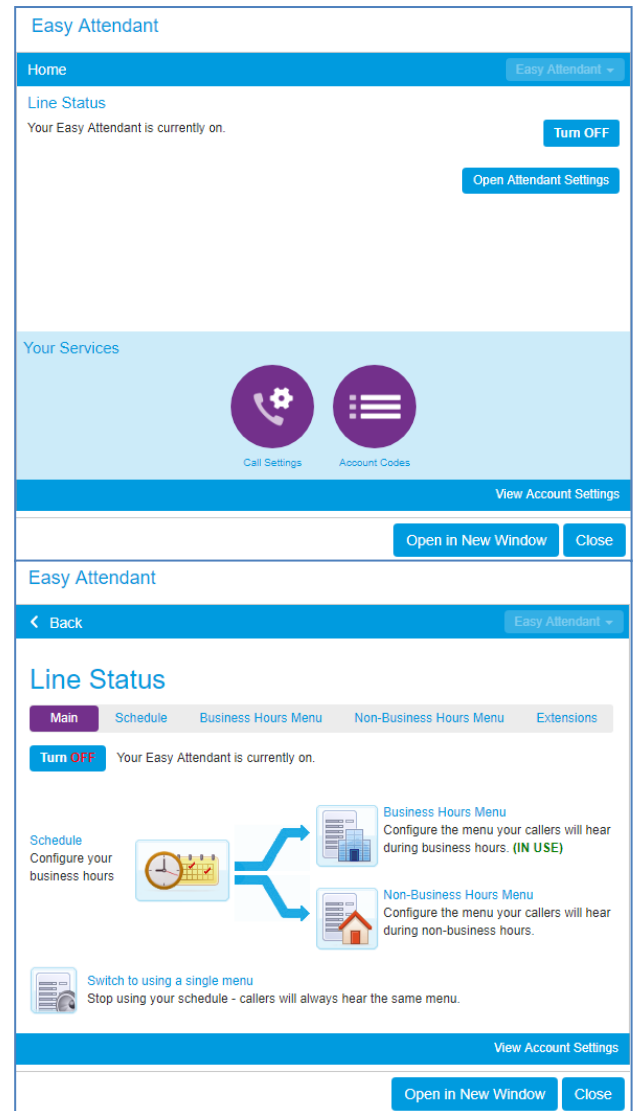
9 Easy Auto Attendant

- Click [Attendants]
- Click on the [Actions] drop-down to the right of your Easy Attendant and select [View attendant settings]



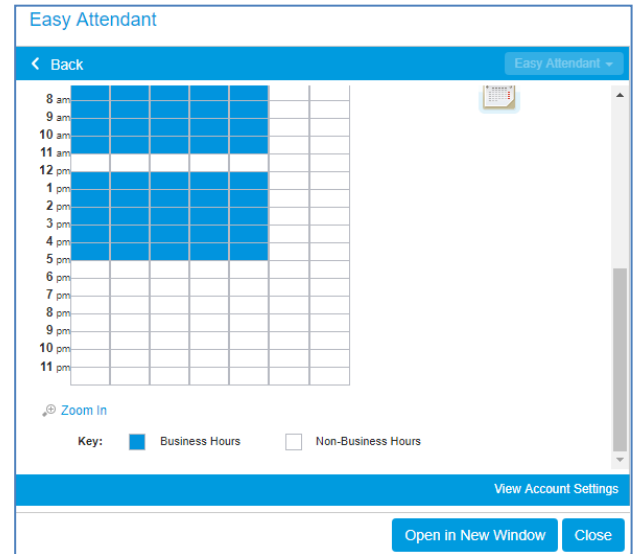
The Main screen displays:

- Easy Auto Attendant is On/Off
Note: Do not turn your Easy Auto Attendant Off. When Easy Auto Attendant is off, callers will hear, "This number is currently inactive. Please try again later."
- Click [Open Attendant Settings]
- Schedule: Business Hours Menu or Business Hours and Non-Business Hours Menu. Click on the link to switch between schedule modes (Single menu or business hours/non-business hours menus).



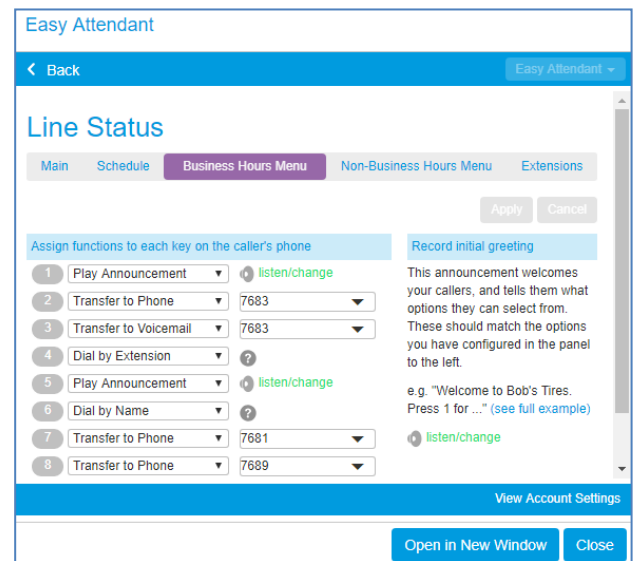
9.1 Change Schedule:



- Click [Schedule]
- Click on cells in the grid to configure business hours (in blue) and non-business hours (in white)
- Click [Zoom In] to select 15-minute increments
- Click [Apply] to save

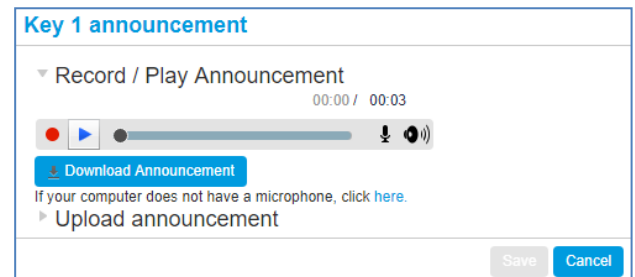


9.2 Change Business Hours Menu:

- Click [Business Hours Menu]
- Assign the desired function for each key from the drop-down list
- Enter a 10-digit telephone number or 4-digit extension number for Transfer to Phone and Transfer to Voicemail options (if applicable)

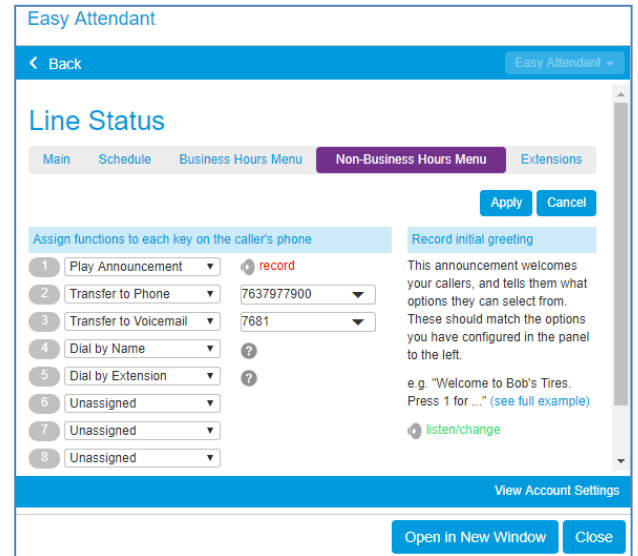


- Click [listen/change] to listen to or change announcement
 - Click [Upload announcement] to upload recording (.wav file) -or-
 - Record via computer (microphone required)
 - Click the record button  to record
 - Click the stop button  to stop recording
 - Click [Add] to save announcement
- Click [Save] to save



9.3 Change Non-Business Hours Menu:

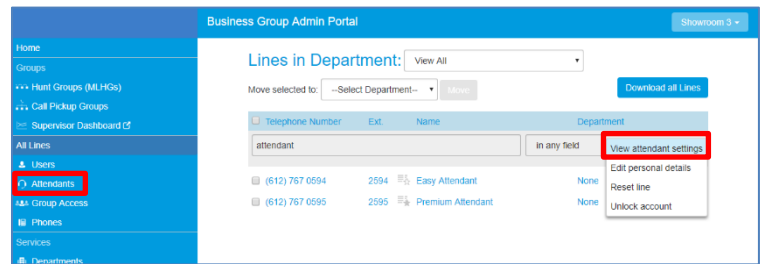
- Click [Non-Business Hours]
- Assign the desired function for each key from the drop-down list
- Enter a 10-digit telephone number or 4-digit extension number for Transfer options
- Click on the [listen/change] to listen to or change announcement options
- Click [Apply] to save



The screenshot shows the 'Easy Attendant' interface with the 'Line Status' section active. The 'Non-Business Hours Menu' tab is selected. The page is divided into two main columns. The left column, titled 'Assign functions to each key on the caller's phone', contains a list of 8 keys with corresponding drop-down menus. Key 1 is set to 'Play Announcement' with a 'record' button. Key 2 is 'Transfer to Phone' with the number '7637977900'. Key 3 is 'Transfer to Voicemail' with the extension '7681'. Keys 4 through 8 are currently 'Unassigned'. The right column, titled 'Record initial greeting', contains a text area for a welcome message and a 'listen/change' button. The message text is: 'This announcement welcomes your callers, and tells them what options they can select from. These should match the options you have configured in the panel to the left. e.g. "Welcome to Bob's Tires. Press 1 for ..." (see full example)'. At the bottom right, there are 'Open in New Window' and 'Close' buttons.

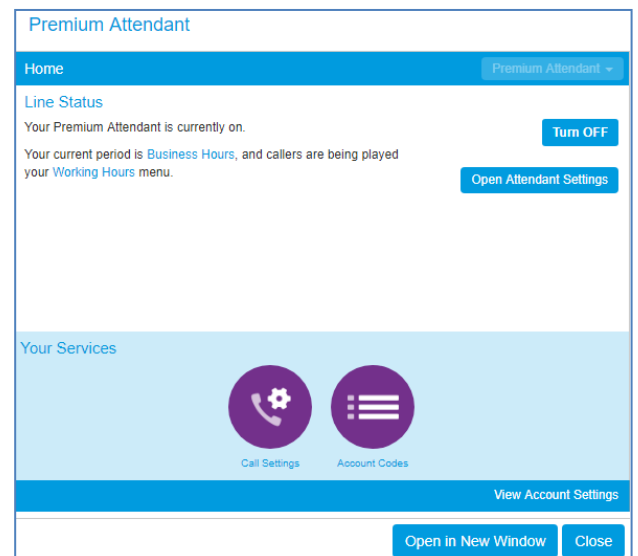
10 Premium Auto Attendant (if purchased)

- Click [Attendants]
- Click on the [Actions] drop-down to the right of your Premium Attendant and select [View attendant settings]

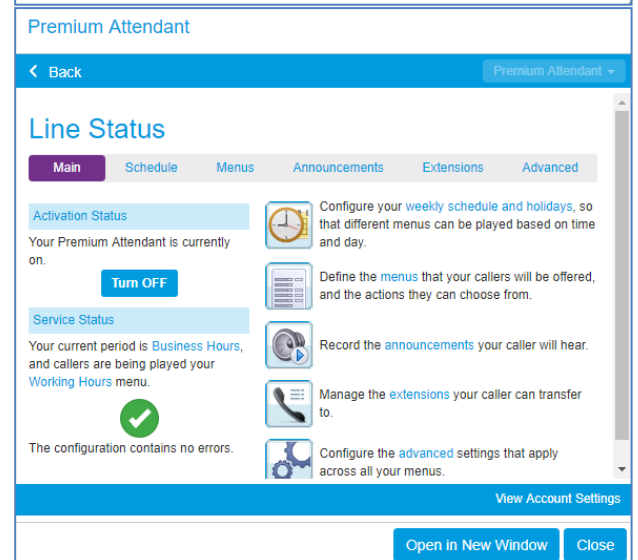


The Main screen displays:

- Premium Auto Attendant is On/Off
Note: Do not turn your Premium Auto Attendant Off. When Easy Auto Attendant is off, callers will hear, "This number is currently inactive. Please try again later."
- Click [Open Attendant Settings]

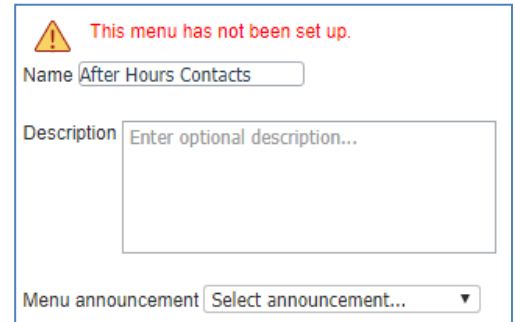


- View activation status, service status, and click on the links to configure your weekly schedule and holidays, menus, announcements, and extensions

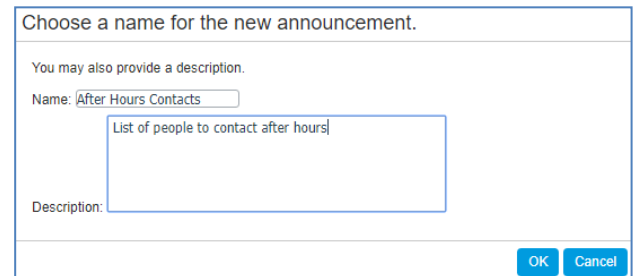


10.1 Add New Menu:

- Click [Menus]
- Click [Add New Menu]
- Name: enter a name for this menu
- Description: enter a description (optional)
- Menu announcement: select an existing announcement or select Create new announcement from the [Select announcement] drop-down

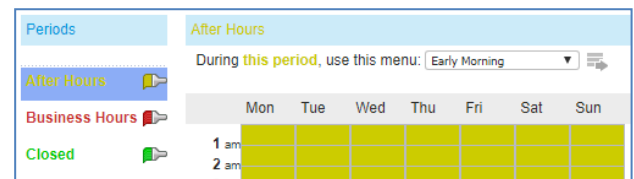


- If Create new announcement option is selected:
 - Name: enter a name for this announcement
 - Description: enter a description (optional)
 - Click [OK] to save
- Click [Apply] to save



- See Record Premium Auto Attendant Announcements instructions to record new announcement (if applicable)
- See Change Premium Auto Attendant Menus instructions to assign key functions to the new menu
- To assign the new menu to a schedule period:

- Click the [Schedule] tab
- Click to select the Period you want to use the new menu (e.g., Weekend)
- During this period, use this menu: select the new menu that you created from the [Select menu] drop-down
- Click [Apply] to save



	Mon	Tue	Wed	Thu	Fri	Sat	Sun
1 am							
2 am							

10.2 Change Existing Menu

- Click [Menus]
- Click [Keys]
- Select the Menu to be modified
- Assign the desired function for each key from the drop-down list
- Enter a 10-digit telephone number or 4-digit extension number for Transfer to Phone and Transfer to Voicemail options (if applicable)
- Select announcement from the [Select announcement] drop-down for Announcement - Return and Announcement - Hang up options
- Click [Apply] to save

The screenshot shows the 'Premium Attendant' interface with the 'Line Status' tab selected. Under the 'Menus' sub-tab, there are buttons for 'Add New Menu' and 'Delete'. A search bar is present. Below it, a list of menu items is shown: 'All Other Times', 'Lunch', 'Special Days', and 'Working Hours'. To the right, a table of 8 keys is configured:

Key	Function	Value
1	Dial by Extension	
2	Dial by Name	
3	Announcement - Return	Announcement -
4	Announcement - Hang up	Announcement -
5	Transfer to Phone	7681
6	Transfer to Voicemail	7681
7	Voicemail by Extension	
8	Voicemail by Name	

At the bottom, there are buttons for 'Open in New Window' and 'Close'.

10.3 Record Announcements

- Click [Announcements]

The screenshot shows the 'Premium Attendant' interface with the 'Line Status' tab selected. Under the 'Announcements' sub-tab, there are buttons for 'Add New Announcement', 'Delete', and 'Download recording report...'. A search bar is present. Below it, a table of announcements is shown:

ID	Name	Description
103	All Other Times	
106	Announcement - Hang Up	
105	Announcement - Return	
101	Lunch	
104	Special Days	
100	Working Hours	

At the bottom, there are buttons for 'Open in New Window' and 'Close'.

- Click on the [announcement description] to listen to or change an announcement (microphone required or complete by phone):
 - Click the record button to record
 - Click the stop button to stop recording
 - Click [Save] to save announcement
- Click [Apply] to save

The screenshot shows the 'All Other Times' announcement recording interface. It includes a 'Name' field with 'All Other Times' and a 'Description' field with 'Enter optional description...'. Below these is a 'Record / Play Announcement' dropdown menu. A progress bar shows '00:10 / 00:11'. At the bottom, there are buttons for 'Download Announcement', 'Save', and 'Cancel'.

10.4 Change Schedule

- Click the [Schedule] tab
- Click to select the Period to be configured
- Click to change cells in the grid to the color matching the Period selected
- Click [Zoom In] to select 15 minute increments
- Click [Apply] to save

10.5 Edit Extensions for Dial By Name or Dial by Extension:

- Click [Extensions]
- Included: Extensions with a check mark in this column are currently included in the Dial by Name or Dial by Extension Directory.
- Check the box next to each extension to be included in the Dial by Name or Dial by Extension Directory and click [Include Selected]
- Check the box next to each extension to be excluded from the Dial by Name or Dial by Extension Directory and click [Excluded Selected]

Extension	Name	Telephone Number	Department	Included?	Spoken Name
<input type="checkbox"/>	Dolores P	(763) 231 5740	Sales	<input checked="" type="checkbox"/>	record
<input type="checkbox"/>	Jeremy O	(763) 231 5741	None	<input checked="" type="checkbox"/>	record
<input type="checkbox"/>	Jeff B	(763) 231	None	<input checked="" type="checkbox"/>	record

- Click [record] to record the name for an extension (microphone required or complete by phone):
 - Click the record button to record
 - Click the stop button to stop recording
 - Click [Save] to save
- Click on the link to indicate if New Business Extensions will be automatically included/excluded, select the desired option, and click [Apply] to save.

Extension	Name	Telephone Number	Department	Included?	Spoken Name
<input type="checkbox"/>	7696 Page Line	(763) 233 7696	None	<input checked="" type="checkbox"/>	record
<input type="checkbox"/>	7697 Loud Ringer	(763) 233 7697	None	<input checked="" type="checkbox"/>	record

New Business Group Extensions will be automatically included
Callers are allowed to dial by extension only after selecting "Dial by Extension" menu option

11 Emergency Call Notifications

Setup Emergency Call Notifications in order to receive notification (via e-mail or phone) when emergency (911) calls are dialed from the business group/department:

- Click [Misc. Settings]
- Click [Call Notifications] tab
- If Emergency Call Notifications is disabled, click [Enable Emergency Call Notifications] to enable
- Click [Add New]
- Department: select the business group (first option) or a department
- Click [E-mail] tab to add e-mail notifications or [Outdial] tab to add phone notifications:
 - E-mail: enter the name and e-mail address for each person to be notified via e-mail
 - Outdial: enter the name and phone number of each person to be notified via phone
- Click [Save] when finished
- Click [Add New] and repeat the process above to add Emergency Call Notifications for additional departments
- Test your Emergency Call Notifications:
 - Dial **9590911** (this is a test number and will not call emergency services). When you hear a recording, hang up.
 - An “Emergency Call Notification” high importance e-mail will be sent to any configured e-mail address(es) for the business group/department that the call was placed from and will include the name, number, extension, department, number dialed, and date/time of the emergency (test) call.

Example:

Caller: “Bob Jones” 7635552212

Ext: 2212

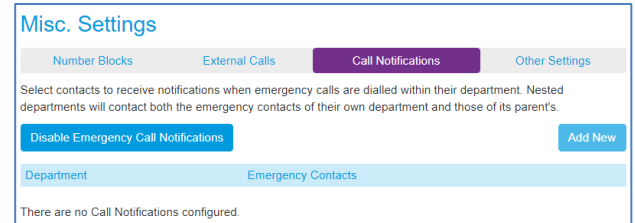
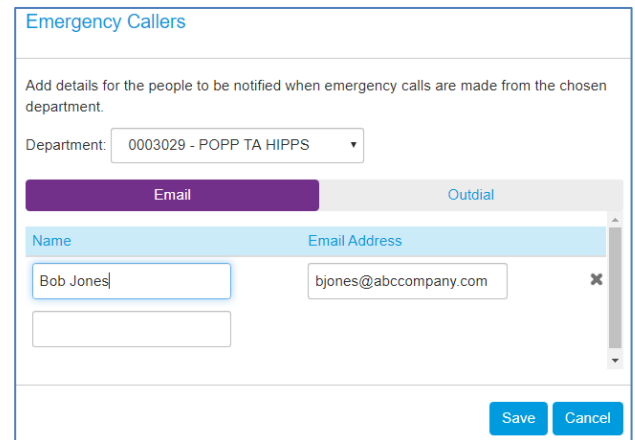
Department: Sales

Number dialed: 6127671999

Time of call: Tue Mar 03 11:55:19 CST 2020

Note: Test calls will show the number dialed as 6127671999. Actual calls to 911 will show the number dialed was 911.

- An outdial call will be placed to any configured phone number(s) for the business group/department that the call was placed from. An announcement will play including the name and number of the caller and the emergency number that was dialed:
 - Press [1] to confirm that you have heard the notification
 - Press [2] to replay the notification
- Note:** If you hang up without pressing [1] to confirm that you’ve heard the notification, the system will call you back after one minute (up to 10 times) until you press 1 to confirm you have heard it.

For additional training and support:

Visit www.popp.com or call POPP Communications at 763-797-7900