



# **POPP Hosted Microsoft VoIP Phone System Administrator Portal User Guide**

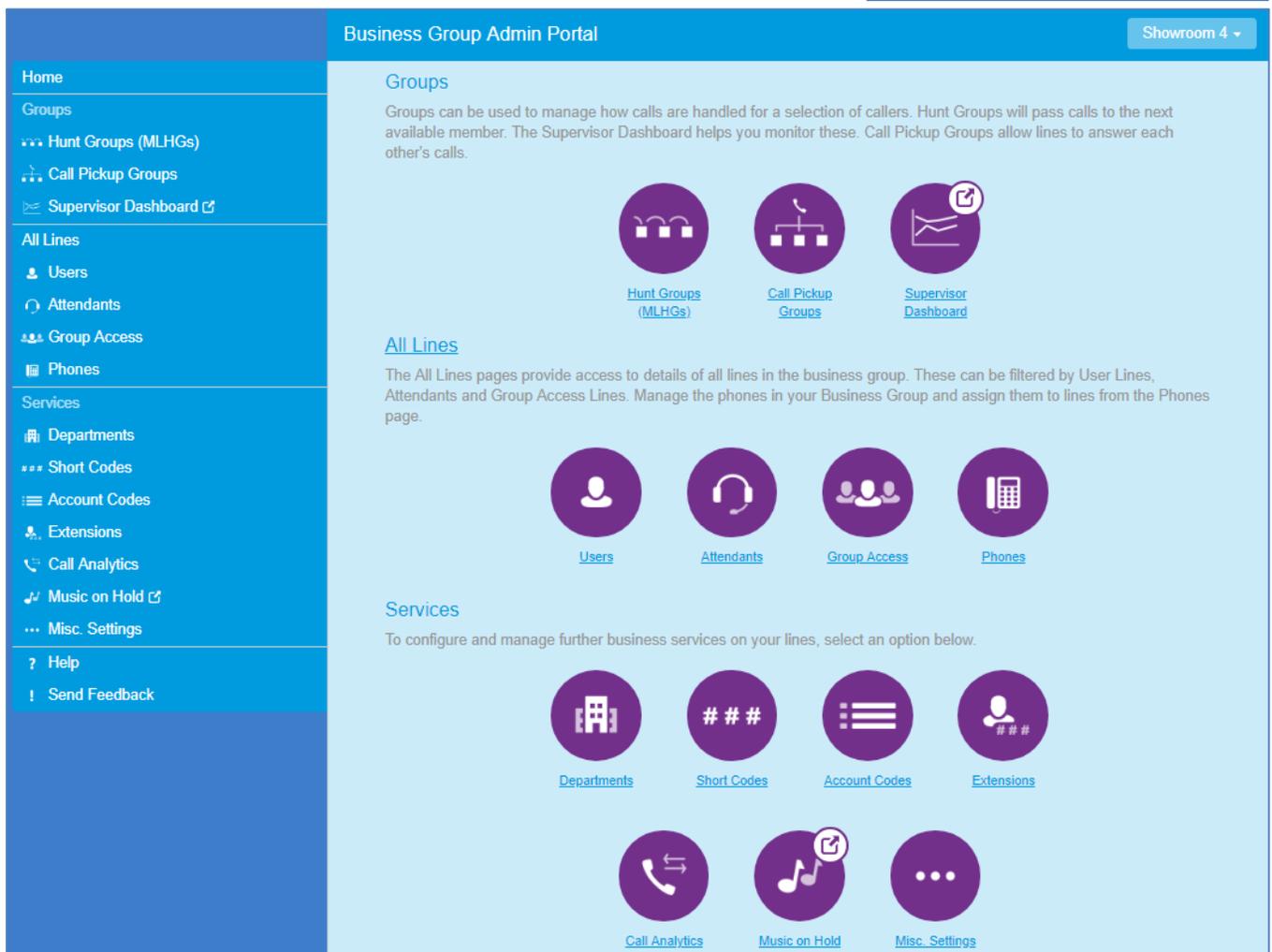
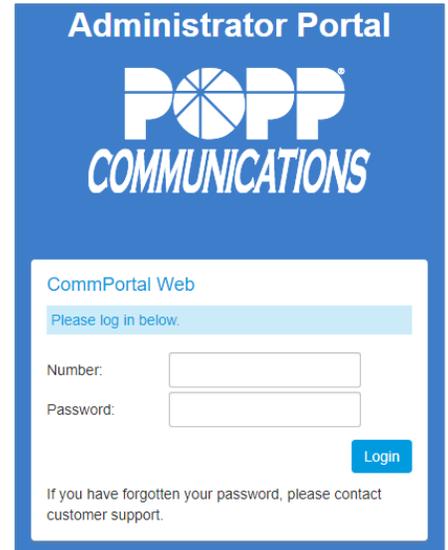
This abbreviated user guide highlights some of the most common steps in the Administrator Portal. For a more comprehensive manual for all aspects of the Administrator Portal, refer to the Administrator Portal Reference Manual.

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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]

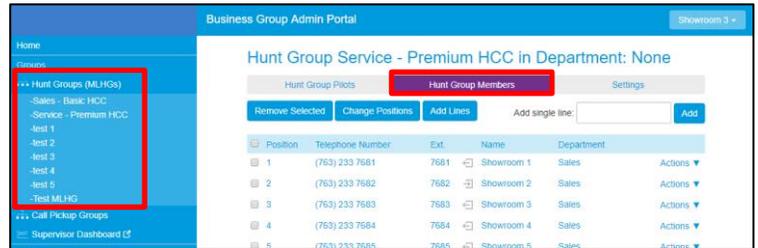


## 2 Telephone Configuration

- See Telephone Configuration user guides on [popp.com/support](http://popp.com/support) > Portals

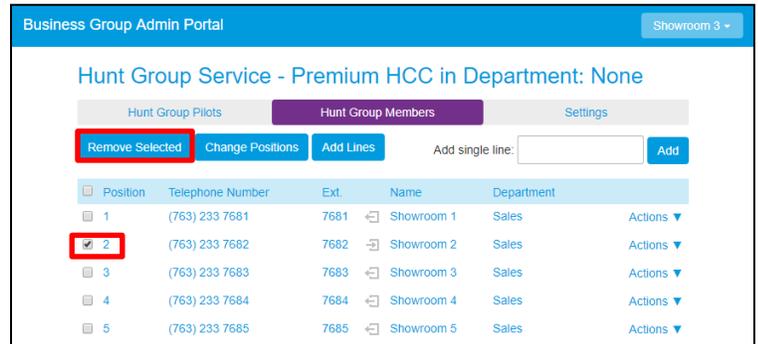
## 3 Multi Line Hunt Groups (MLHGs)

- 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:

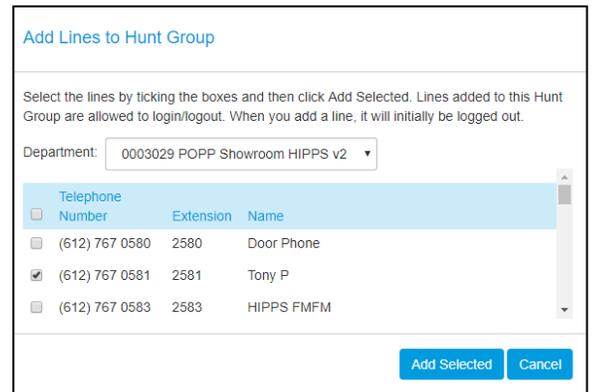
- Check the box next to line(s) to be removed
- Click [Remove Selected]



### 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

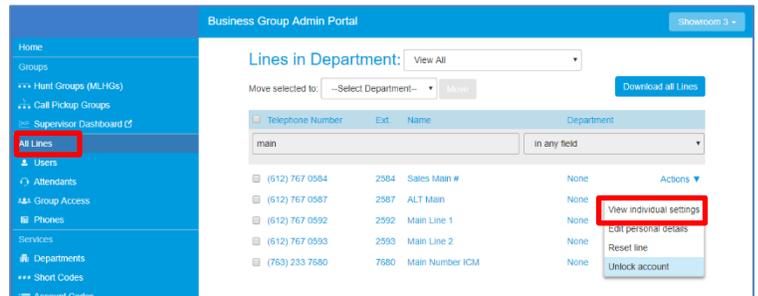
- Click on [Change Password]
- New password: Enter [new password]
- Confirm new password: enter [new password] again
- Click [Confirm] to save

### 4.2 Reset User's Account E-mail

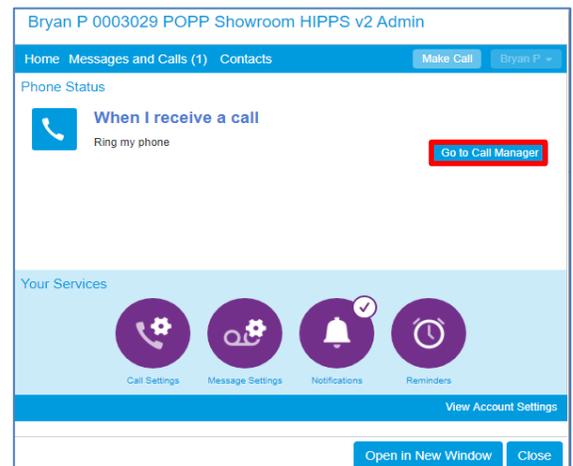
- Click on [Configure Account Email]
- Email Address: Enter the email address where an email should be sent if the user clicks the "Reset Password" link on the login screen
- Allow email login: Check this box to login using the email address instead of the phone number

## 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 the desired contact, number, anonymous, etc.
- Click [Next]

- 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: <Select> ▼

a group of contacts: <Select> ▼

anyone on my contact list

anyone in my business group

this number or group of numbers: enter a number ▼

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 the Standard Ringtone ▼

forward to enter a number ▼

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

< Back Next > Finish Cancel

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: 7637977900 ▼ Start: 0 ▼ End: 30 ▼ Add

Ring my phone using the Standard Ringtone ▼

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

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	[Blue bar from 0 to 30]												⌂
(763) 555 1234	⌂	[Blue bar from 0 to 60]											⌂
(612) 555 8988	⌂	[Blue bar from 0 to 60]											⌂

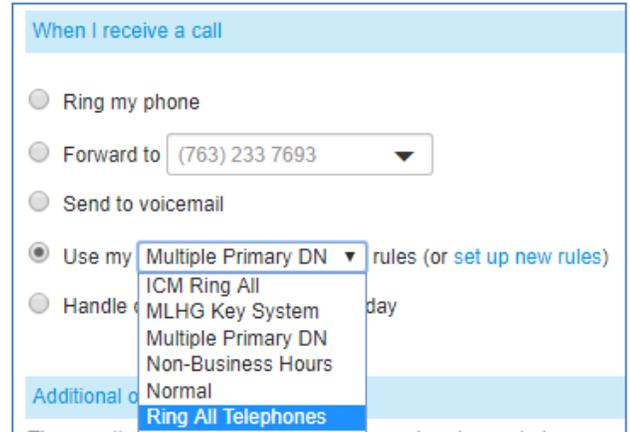
Phone Number: enter a number ▼ Start: 0 ▼ End: 60 ▼ Add

Ring my phone using the Standard Ringtone ▼

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

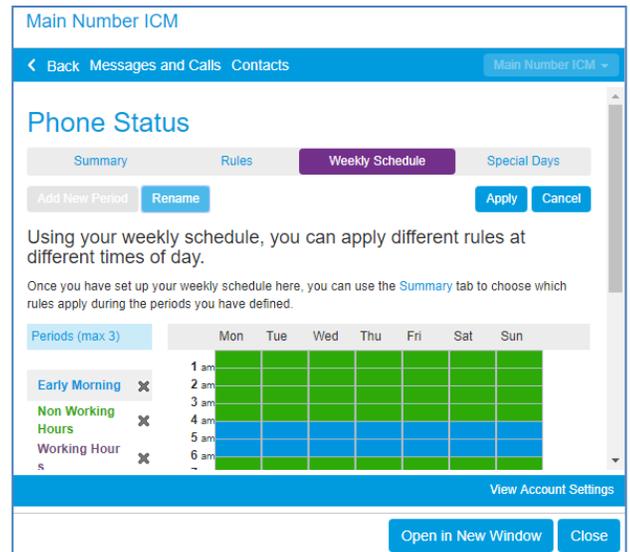
< Back Next > Finish Cancel

- 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



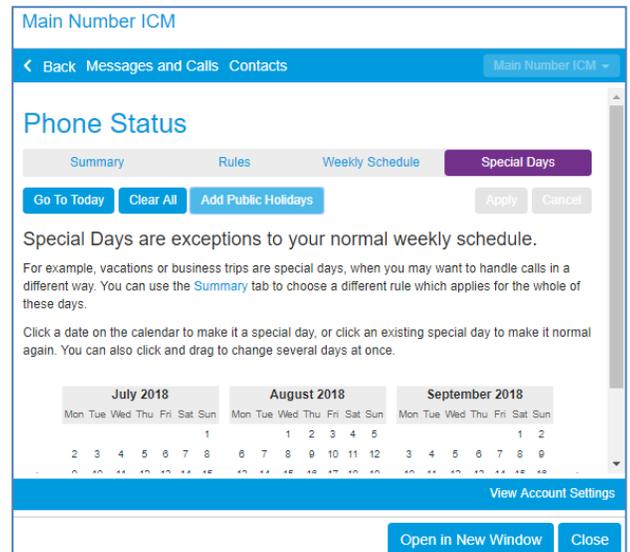
## 5.4 Add New Weekly Schedule

- 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

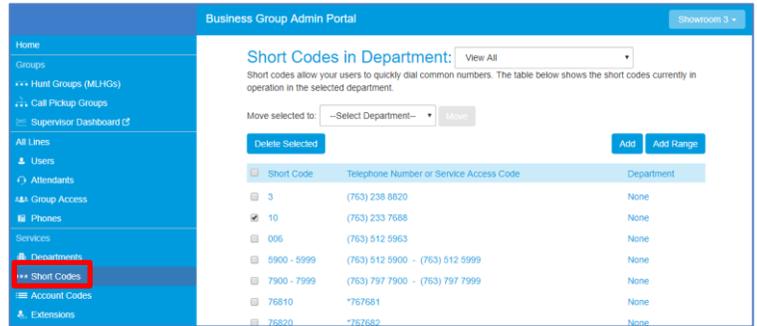


## 5.6 Apply Rules for Special Days

- 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

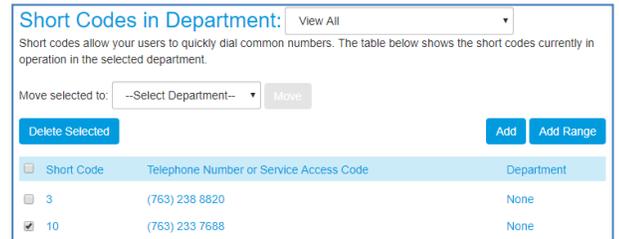
## 6 Short Codes (aka Speed Dials)

- Click [Short Codes]



### 6.1 Delete Short Code(s):

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



### 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

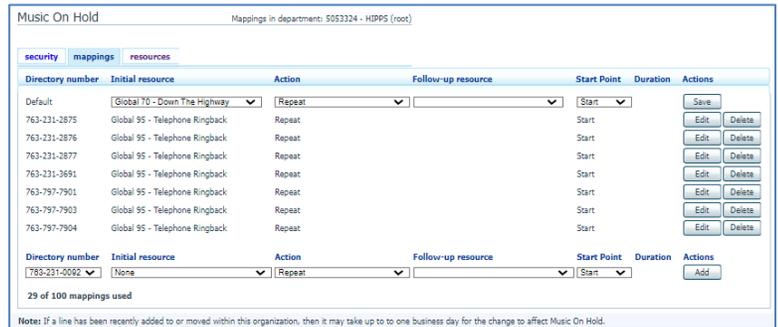
### 7.2 Add a Resource (.wav or .mp3)

- 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 [Choose File]
- 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

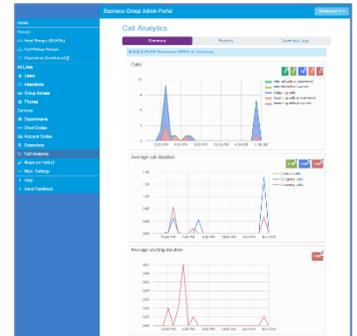
- Directory number: select the desired Directory number
- Initial resource: select Resource to play initially
- Action: select desired option (see explanation of options above)
- Follow-up resource: select Resource to play next (if applicable)
- Start Point: select desired option
- Duration (only appears 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

**Call Analytics**

Summary    **Reports**    Download Logs

Manage Reports    New Report

Reports provide a way to visualize call activity more easily than via Raw Call Logs. There are several different report types for analyzing call activity from different angles.

Reports may be viewed directly or may be saved so that they can be automatically generated in the future and emailed to specified recipients.

### 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 Joy 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:  /  /  

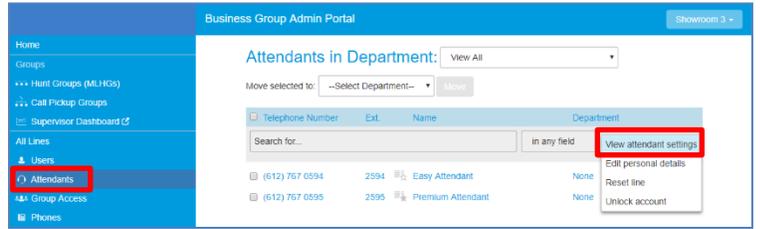
Department:

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

[Download](#)

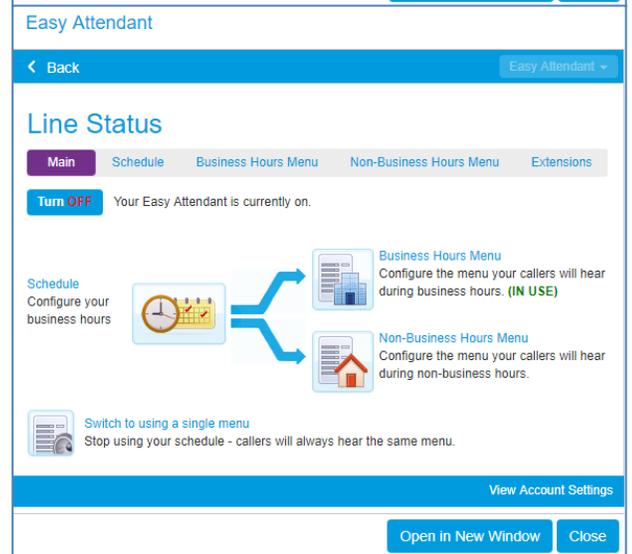
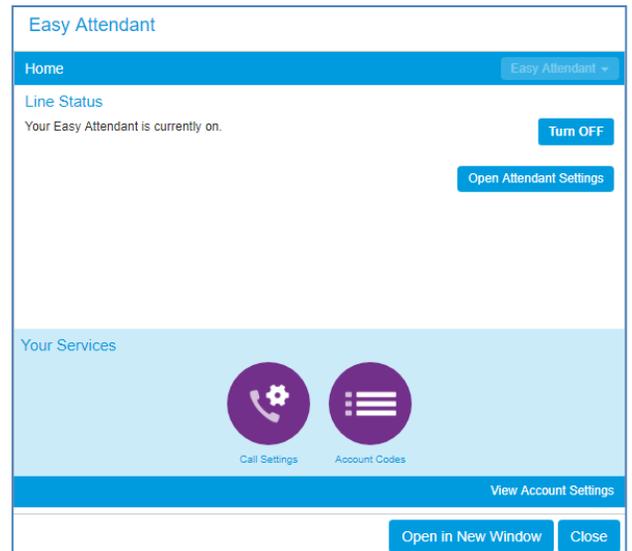
## 9 Easy Auto Attendant

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



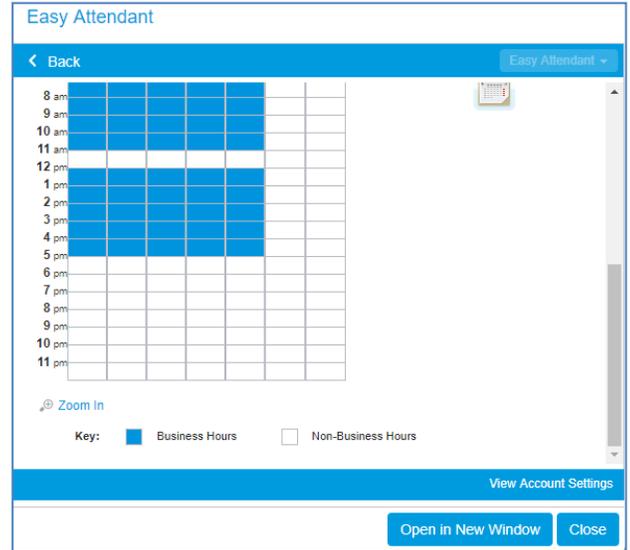
The Main screen displays:

- 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).



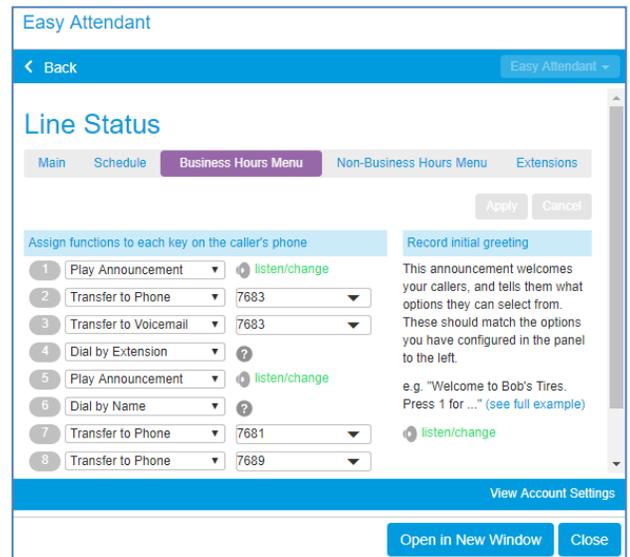
## 9.1 Change Schedule:

- 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

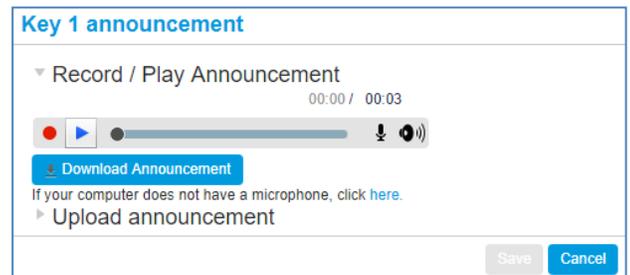


## 9.2 Change Business Hours Menu:

- 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



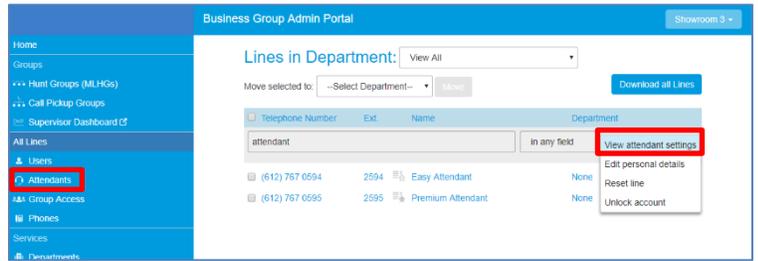
### 9.3 Change Non-Business Hours Menu:

- 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 for configuring the 'Non-Business Hours Menu'. The page has a blue header with 'Easy Attendant' and a 'Back' button. Below the header is a navigation bar with tabs for 'Main', 'Schedule', 'Business Hours Menu', 'Non-Business Hours Menu' (which is active), and 'Extensions'. There are 'Apply' and 'Cancel' buttons in the top right. The main content area is titled 'Line Status' and contains two columns. The left column is titled 'Assign functions to each key on the caller's phone' and lists 8 keys with dropdown menus: 1. Play Announcement (with a 'record' icon), 2. Transfer to Phone (with a dropdown showing '7637977900'), 3. Transfer to Voicemail (with a dropdown showing '7681'), 4. Dial by Name (with a question mark icon), 5. Dial by Extension (with a question mark icon), 6. Unassigned, 7. Unassigned, and 8. Unassigned. The right column is titled 'Record initial greeting' and contains a text area with instructions: '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)'. Below the text area is a 'listen/change' button. At the bottom right of the page are 'Open in New Window' and 'Close' buttons.

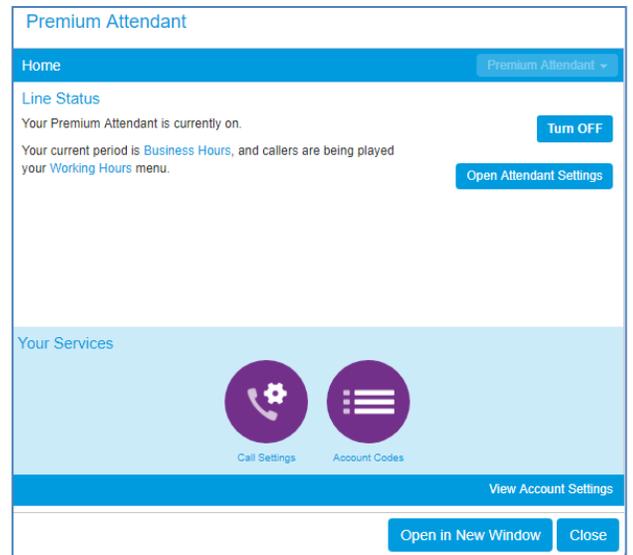
## 10 Premium Auto Attendant (if purchased)

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

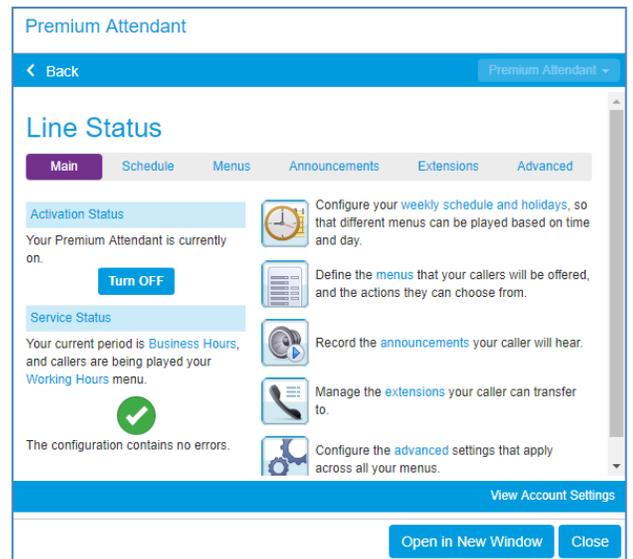


The Main screen displays:

- 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]

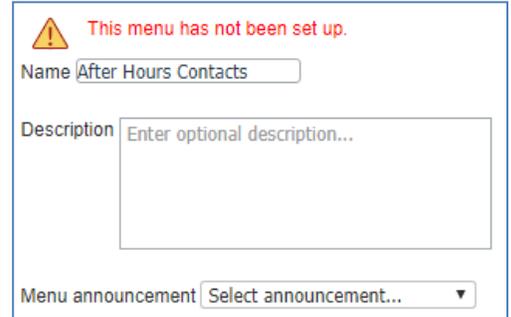
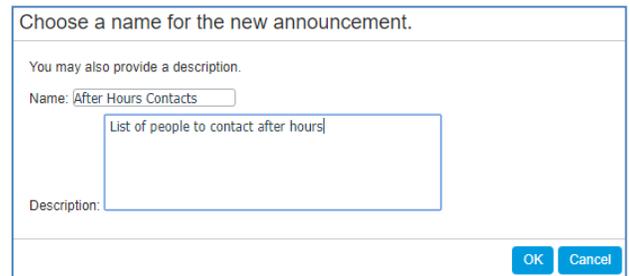


- View activation status, service status, and click on the links to configure your weekly schedule and holidays, menus, announcements, and extensions

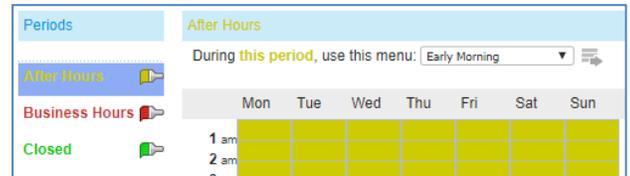


## 10.1 Add New Menu:

- 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

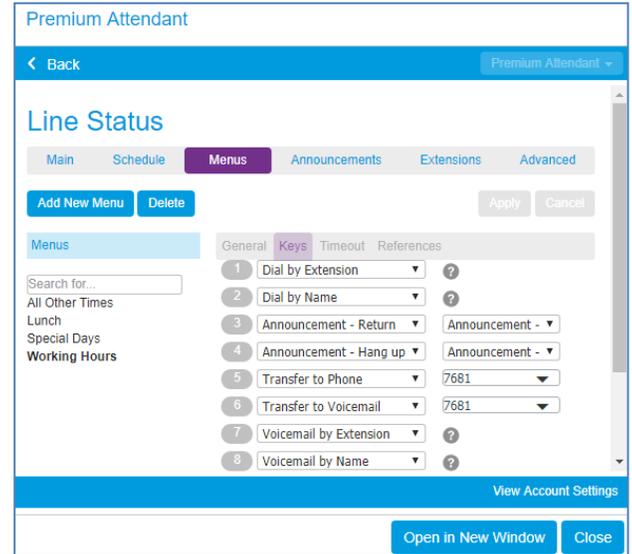



- See Record Premium Auto Attendant Announcements instructions to record new announcement (if applicable)
- See Change Premium Auto Attendant Menus instructions to assign key functions to the new menu
- To assign the new menu to a schedule period:
  - Click the [Schedule] tab
  - Click to select the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



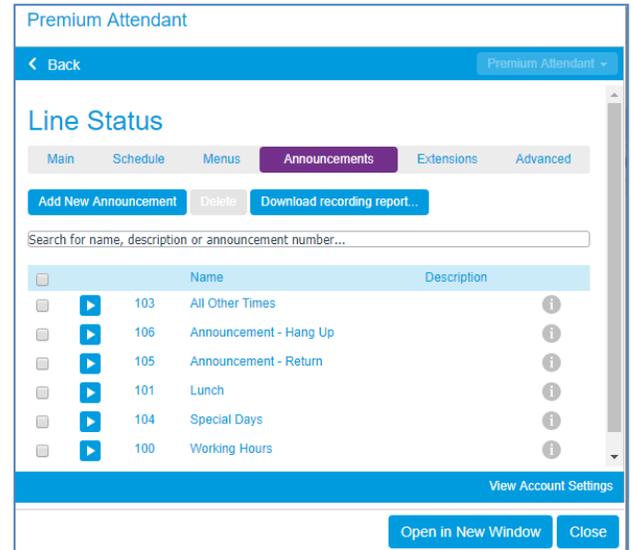
## 10.2 Change Existing Menu

- 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

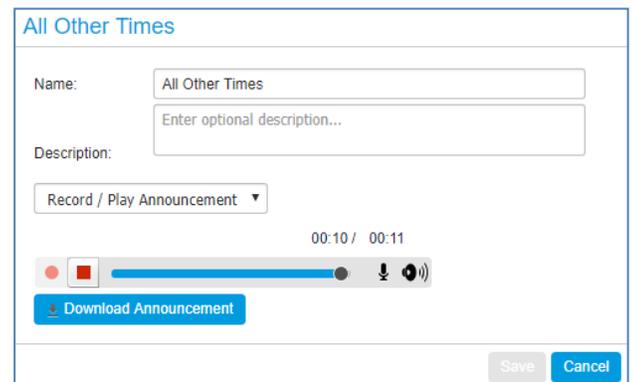


## 10.3 Record Announcements

- Click [Announcements]

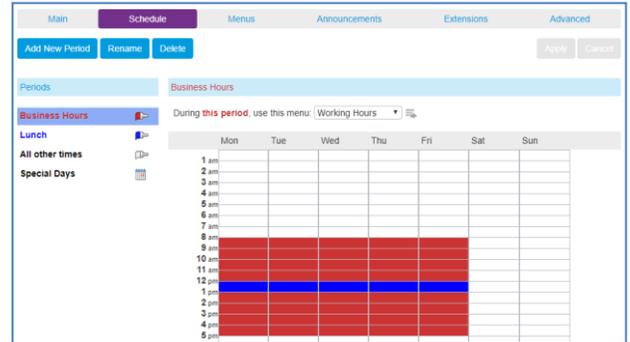


- Click on the [announcement description] to listen to or change an announcement (microphone required or complete by phone):
  - Click the record button to record
  - Click the stop button to stop recording
  - Click [Save] to save announcement
- Click [Apply] to save



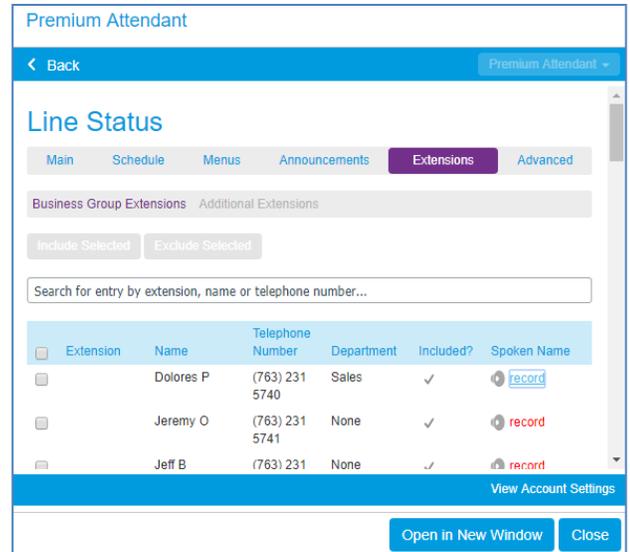
## 10.4 Change Schedule

- 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



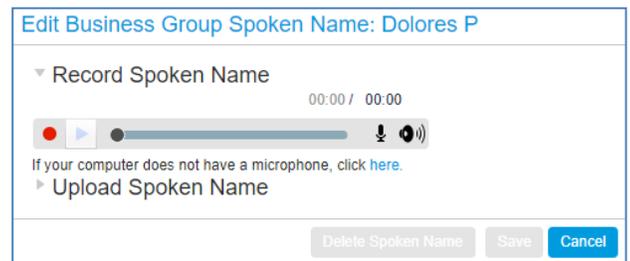
## 10.5 Edit Extensions for Dial By Name or Dial by Extension:

- 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]

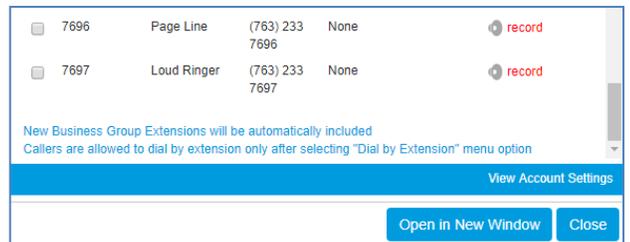


- Click [record] to record the name for an extension (microphone required or complete by phone):

- Click the record button to record
- Click the stop button to stop recording
- Click [Save] to save



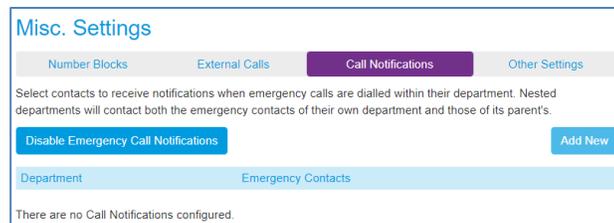
- Click on the link to indicate if New Business Extensions will be automatically included/excluded, select the desired option, and click [Apply] to save.



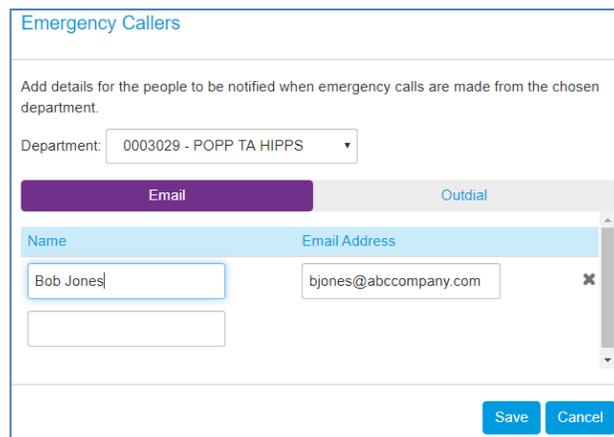
## 11 Emergency Call Notifications

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.



The screenshot shows the 'Misc. Settings' page with the 'Call Notifications' tab selected. It includes a 'Disable Emergency Call Notifications' button and an 'Add New' button. Below, there are sections for 'Department' and 'Emergency Contacts'.



The screenshot shows the 'Emergency Callers' configuration page. It has a 'Department' dropdown menu set to '0003029 - POPP TA HIPPS'. There are two tabs: 'Email' (selected) and 'Outdial'. Under the 'Email' tab, there are input fields for 'Name' (containing 'Bob Jones') and 'Email Address' (containing 'bjones@abccompany.com'). There are 'Save' and 'Cancel' buttons at the bottom right.

**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](http://www.popp.com) or call POPP Communications at 763-797-7900