



Editing and Navigating Atlas

With the new phone service comes new features. This document is meant as a quick guide on editing components in Atlas. This guide assumes that you have full permissions in the new Atlas portal. Any place where you are unsure of the available option, mouse-over the option and you will see your cursor change to a question mark. Hold the mouse steady for 2 seconds and a tooltip will pop up aiding in explanation.

Phone Numbers

Navigate to VOIP > Phone Numbers > Select Phone Number to Edit

- Use the drop down the Route To list under “Call Routing”, and select the destination category. I.E. – Time of Day. A secondary box will appear where required so you can then define the specific destination. I.E. – Business Hours

HOME > VOIP > PHONE NUMBERS > PHONE NUMBERS

EDIT CHECKED

NUMBERS SELECTED
(818) 775-1234

GENERAL INFORMATION

Number ID: 4110
Status: In Service
Date Added: 05/12/2015 @ 2:05 PM
Date Modified: 09/10/2015 @ 2:28 PM
T.38 Faxing: OFF
Inbound CNAM Dip: ☒ ON

CALLER ID NAME

Outbound Caller ID:
Caller ID Prepend:

CALL ROUTING

☒ Hosted PBX ☐ PBX Connector

If Holiday:
Route To:

Cancel DELETE UNASSIGN SAVE

Device Users

Device users is a feature that allow a single user to be associated with more than one phone/device at the same time while keeping the same extension number for all devices, much like a group. The extension number is defined at the device user instead of the phone/device itself. A device user can have their cell phone assigned to them as well as their desk phone and home phone. When a device user has a log in to the portal, they can edit their call routing logic at any time, giving them greater freedom and flexibility.

Navigate to VOIP > Device Users > Select User to Edit

- Basic USER INFORMATION includes their email addresses, time zone, extension number, voicemail ON/OFF, voicemail to email ON/OFF, and whether or not include them in the company directory.
- Under CALL LOGIC, there are choices on how and where to route calls, ring duration, and caller ID options for that device user both internal (on-net) and external (off-net) calls.
- The DEVICES section visually displays what devices are currently assigned to this user, and ring durations if Find Me Follow Me is enabled.
- You can assign existing devices to this user – the drop down list will only list devices that are currently available and not already assigned to another device user.
- RESTRICTIONS allow you to set calling restrictions for that device user. Please note, “Inherit” will pick up your account restrictions, and not necessarily allow those kinds of calls. Please reach out to your account representative if you need to update your account restrictions.

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HOME > VOIP > DEVICE USERS > EDIT DEVICE USERS

EDIT DEVICE USER - NA SOFTPHONE

USER INFORMATION

*First Name: NA
*Last Name: Softphone
*Email Address: default@example.com
*Timezone: (UTC-08:00) Pacific Time
*Extension Number: 8702

ID: 1820
Modified: 04/27/2016 @ 12:56 PM
Created: 05/12/2015 @ 2:12 PM

FEATURES

Voicemail Number: ☒ ON Softphone
Voicemail to Email: ☐ OFF
Additional Emails:
Add to Company Directory: ☒ YES
*When Found: Device User NA Softphone - ext. 8702
Add Conference: ☐ NO

HOT DESKING
Hot Desking: ☐ DISABLED

CALL LOGIC

INBOUND CALLS

Reset Caller ID: ☐ NO
Prepend Caller ID: Softphone
Find Me Follow Me: ☐ OFF
Seconds to ring: 30
Not Registered:
*Busy Route: Voicemail Softphone - 8702
*No Answer: Voicemail Softphone - 8702

OUTBOUND CALLS

No special characters are permitted.

*On Net Caller ID Name: Softphone
*On Net Caller ID Number: 8702
Off Net Caller ID Number: (818) 775-1234

DEVICES

TYPE
DEVICE NAME

Softphone Device

Add Another Device: ☐ Add New ☒ Use Existing

DASHBOARD ACCESS

Link to a Portal User? ☐ Add New ☒ Use Existing

RESTRICTIONS

US DID: ☒ INHERIT
US Toll Free: ☒ INHERIT
High Rate: ☒ INHERIT
Caribbean: ☒ INHERIT
International: ☒ INHERIT

Cancel
DELETE
SAVE

Devices

Navigate to VOIP > Devices


- You may select a device to view the device information.
- The list view of devices red/green demonstrates whether the phones are online or offline.


	Softphone Device	NA Softphone	Softphone	Softphone
	Tech VVX500		Polycom	VVX500


Virtual Extensions


Navigate to VOIP > Virtual Extensions


- You may select a virtual extension to edit its routing, but you may not add additional virtual extensions. Please reach out to your account representative if you require additional virtual extensions.


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
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
HOME > VOIP > VIRTUAL EXTENSIONS > EDIT VIRTUAL EXTENSIONS


 EDIT VIRTUAL EXTENSION - TEST

GENERAL


*Name:

*Extension Number:

 Reset Caller ID: ☐

 Prepend Caller ID:

Seconds to Ring:

 Route To:

[Cancel](#) [DELETE](#) [SAVE](#)

Telnet
VoIP

Voicemail Boxes

Navigate to VOIP > Voicemail Boxes > Add/Edit Voicemail Box

- You may configure the voicemail boxes for all the users
- You can upload new voicemail greeting recordings from here
- You can reset the mailbox PIN number, and adjust other mailbox options
- You may add additional mailboxes

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HOME > VOIP > VOICEMAIL BOXES > EDIT VOICEMAIL BOX

EDIT VOICEMAIL BOX - SOFTPHONE

BASIC INFORMATION

*Name: Softphone

Assigned To: NA Softphone - 8702

*Voicemail Number: 8702

Timezone: (UTC-08:00) Pacific Time

Emails to Notify:

Reset Pin: NO

Already Setup: NO

Skip Greeting: OFF

Skip Instructions: ON

Delete After Notification: OFF

UNAVAILABLE MESSAGE

Audio: Add New Use Existing Record Over Phone

Cancel

DELETE

SAVE

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VoIP

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Time of Day Routing

Navigate to VOIP > Time of Day Routing

- Time of Day Routings are a way for you to configure different call routing depending on the time of day, just like the time frames in our old system.
- When editing:
 - Set the time zone of the time of day
 - You will see a slider that reads INSIDE or OUTSIDE
 - If you want to enable the time of day for that specific day, slide the bar to INSIDE. Then set your time frame. For example, between 9am and 5pm.
 - If you want the call to go to the “Outside Timeframe Route” for the entire day (like a weekend day), set the slider to OUTSIDE
 - Set your Inside Timeframe Route and your Outside Timeframe Route
 - Between the hours you’ve defined, the call will go to the Inside Timeframe Route (Example: Between 9am and 5pm, send the call to our open menu)
 - Outside of those defined hours, or if the entire day is slid to OUTSIDE, the calls will be sent to the Outside Timeframe Route (Example: Before 9am and after 5pm, send the call to our closed menu)

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HOME > VOIP > TIME OF DAY ROUTING > EDIT TIME OF DAY ROUTE

EDIT TIME OF DAY ROUTING - BUSINESS HOURS

BASIC INFORMATION

*Time Of Day Name:

Business Hours

Timezone:

(UTC-08:00) Pacific Time

*Inside Timeframe Route To:

Menu

Open Menu

*Outside Timeframe Route To:

Menu

Closed Menu

TIME

TIMEFRAME	DAY	BEGIN	END	ROUTE
<input checked="" type="checkbox"/> INSIDE	Monday	9:00am	5:00pm	Route to: Menu > Open Menu
<input checked="" type="checkbox"/> INSIDE	Tuesday	9:00am	5:00pm	Route to: Menu > Open Menu
<input checked="" type="checkbox"/> INSIDE	Wednesday	9:00am	5:00pm	Route to: Menu > Open Menu
<input checked="" type="checkbox"/> INSIDE	Thursday	9:00am	5:00pm	Route to: Menu > Open Menu
<input checked="" type="checkbox"/> INSIDE	Friday	9:00am	5:00pm	Route to: Menu > Open Menu
<input type="checkbox"/> OUTSIDE	Saturday	Outside Timeframe		Route to: Menu > Closed Menu
<input type="checkbox"/> OUTSIDE	Sunday	Outside Timeframe		Route to: Menu > Closed Menu

Cancel

DELETE

SAVE

Menus

Navigate to VOIP > Menus > Select Menu to Edit

- You may allow/disallow extension dialing from the menu. This is when a caller can simply dial someone's extension off the menu even though it's not part of the menu options.
- You may update the menu greeting/message
- To route a call, select the button option you would like to use, drop down the Route To list, and select the destination category. I.E. – Device User. A secondary box will appear where required so you can then define the specific destination. I.E. – John Smith

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HOME > VOIP > MENUS > EDIT MENU

EDIT MENU - OPEN MENU

BASIC INFORMATION

*Name: Open Menu

Allow Extension Dialing: YES

BUTTON CONFIGURATION

BUTTON	ROUTE TO
0	Device User NA Softphone - ext. 8702
1	Outside 8187751234
2	None
3	None
4	None
5	None
6	None
7	None
8	None
9	None
*	Directory Company Directory
Timeout	Response Code Busy Signal

GREETING MESSAGE

Add New Use Existing Record Over Phone

ADVANCED OPTIONS

No. Retries On Misdial: 3

Timeout For Dialing (Sec): 3

Suppress Playing Invalid Entry: OFF

VoIP

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Groups

Navigate to VOIP > Groups

- There are two kinds of groups
 - Device Users
 - Ring all the device users and all their assigned devices
 - Devices (Recommended)
 - Ring all the devices
- You can now enable music playing to the caller while the phones are ringing instead of the caller hearing ringing
- Simply click and drag the devices from the available column to the selected column

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HOME > VOIP > GROUPS > EDIT GROUP

EDIT GROUP - CUSTOMER SERVICE

BASIC INFORMATION

*Name: Customer Service

Reset Caller ID:

NO

Prepend to Caller ID:

*Ring Strategy:

At the same time

Seconds To Ring:

30

Group Type:

Devices

*After Group Forward Call:

None

Play media while ringing:

NO

DEVICES

A group can either be made up of devices or device users, but not both.

AVAILABLE DEVICES

sof

JH Softphone Device

SELECTED DEVICES

Find...

Softphone Device

Holiday Routing

Navigate to VOIP > Holiday Routing

- You may add/edit any company holidays you have.

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HOME > VOIP > HOLIDAY ROUTING

HOLIDAY ROUTES

+ CHANGE HOLIDAY ROUTES

+ ADD HOLIDAY ROUTE

Holiday schedules can be set up based on daily, weekly, monthly, or annual time frames. These holiday schedules can be recurring or one time.

SEARCH

50

NAME

TYPE

STATUS

SUMMARY

Editable

✓

Every year on January 1st all day

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