

# COMMAND CENTRAL

Commander  
Phone

ADMINISTRATOR GUIDE

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COMMANDER

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## QUICK START GUIDE

### Your 'Start Up' configuration

After your purchase of the Commander Phone service, the Commander Phone team configured a basic phone system for you to get you started.

This basic configuration uses your complimentary Hunt Group Feature and phone configuration to manage your telephone calls for you.

The Hunt Group feature has been set up so that all of your Commander Phones will ring simultaneously when your main number (or advertised number) is called. So right from the start, you'll never miss a call!

If you have purchased any Commander Phone Smart Extra's, like the 'Enhanced Hunt Group' add-on feature, you can now customise the way they work using Command Central. The Smart Extras section of this guide is where you will find help with these services. The first chapters of this guide walks you through how to change the 'Start Up' configuration to meet your day-to-day needs

It covers:

1. How to log into the Command Central portal to manage Commander Phone
2. Managing the key layout on your handsets
3. Creating Service Packs of features (Viewable Services) for different types of users in your business and;



### 4. Updating user details

Follow this guide through the following sections where you will see the basic system configuration already set up, ready for your customisation. Feel free to modify the basic configuration so that the system manages calls just the way you want.

The Command Central Administrators Guide for Commander Phone is where you will find additional information on all the features of Command Central.

The Commander Phone team is on hand to help you with your specific implementation. Please do not hesitate to call the team on 1300 638 208 or email them on [commanderphone@commander.com](mailto:commanderphone@commander.com)

### **Valet Installation**

You can schedule the professional installation of your handsets by booking a Valet Installation Service from one of our qualified technicians who can visit your site to install and test the service for you. Please call the team on 1300 638 208 or email them on [commanderphone@commander.com](mailto:commanderphone@commander.com) to schedule an appointment.

### Command Central Requirements

Command Central is a completely responsive HTML5, CSS and JQuery based application that works across all devices. You can administer Commander Phone from any one of these devices, using any one of the below browsers.

#### Devices

- All Windows based computers that support the following browsers
- All Apple computers that support the following browsers
- Apple mobile and tablet devices like iPad and iPhone and
- Android based mobile phones and tablets

#### Browsers

- Internet Explorer
- Safari
- Chrome
- Firefox

Commander recommends the use of the latest browser versions for best performance.

### How to log into your account

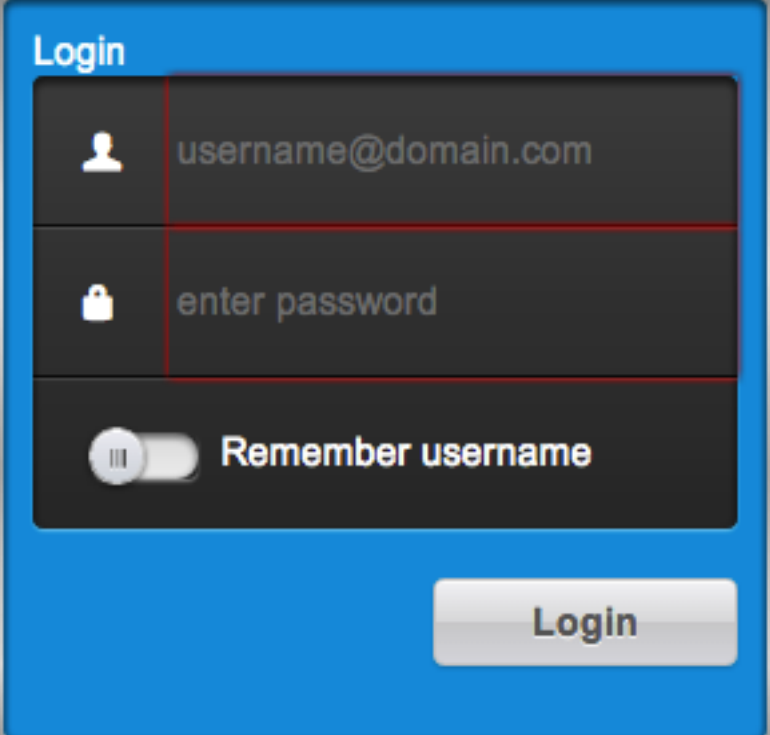
Command Central is a web application and can be found using your browser at:

<http://commandcentral.commander.com/>

An administrator username and password is used to log into the application. This information can be found in the email correspondence that we have sent to the nominated administration contact in your business.

If you need these details again, please contact the Commander Phone team on 1300 638 208 or email them at [commanderphone@commander.com](mailto:commanderphone@commander.com) to request these details.

1. Go to Command Central at [beta.commandcentral.commander.com](http://beta.commandcentral.commander.com)
2. Type in your Commander Administrator USERNAME
3. Type in your Commander Administrator PASSWORD
4. Select if you would like your username remembered
5. Click Login



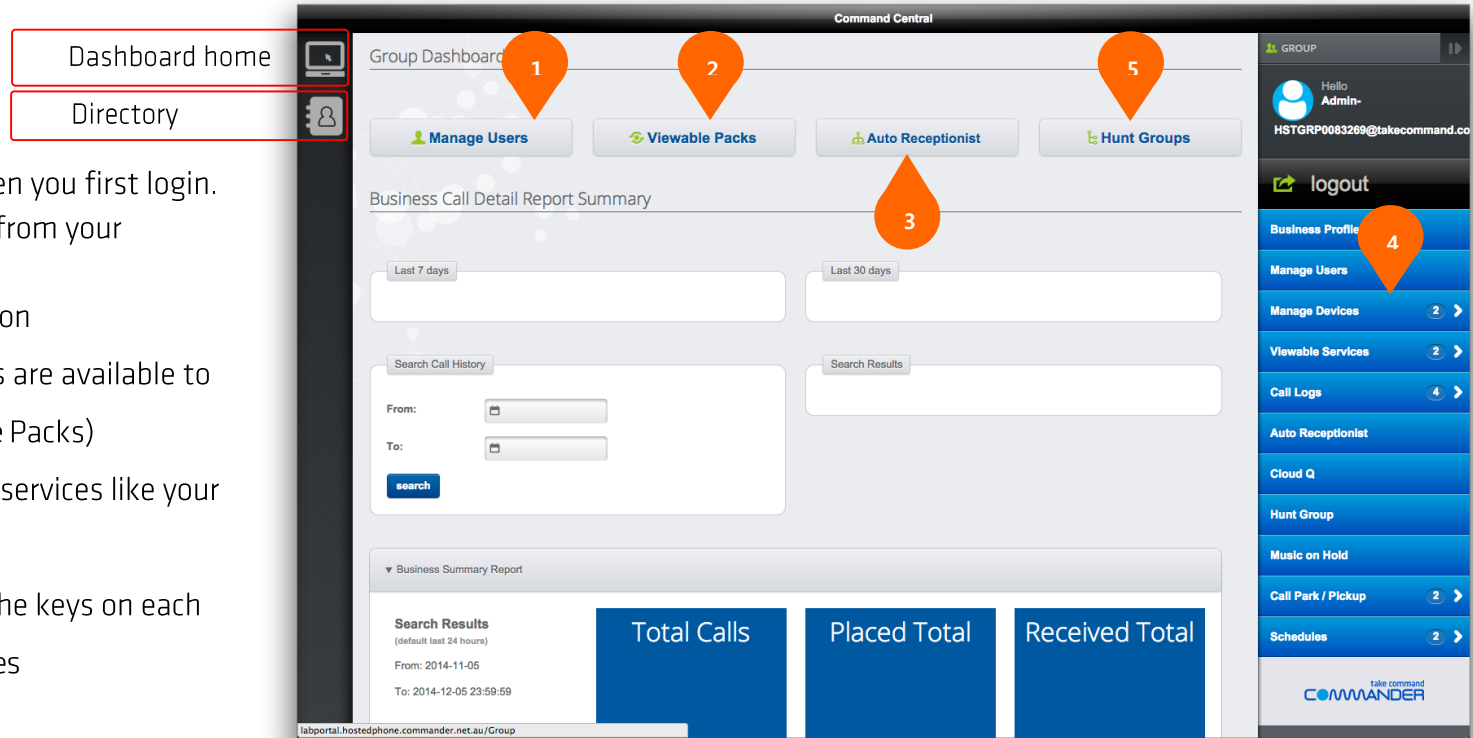
The screenshot shows a login form with a blue header and a dark grey body. The form is titled "Login" in the top left corner. It contains three input fields: a username field with a person icon and the placeholder text "username@domain.com", a password field with a lock icon and the placeholder text "enter password", and a "Remember username" checkbox with a toggle switch. A "Login" button is located at the bottom right of the form.

## The Command Central Dashboard

This is the Command Central Dashboard and your homepage.

It shows you main activities and will be the page you see when you first login. Key activities that are launched from your dashboard include:

1. Managing user information
2. Managing which features are available to different users (Viewable Packs)
3. Managing business wide services like your Auto Attendants
4. Managing the layout of the keys on each of the Commander Phones
5. Managing Hunt Groups

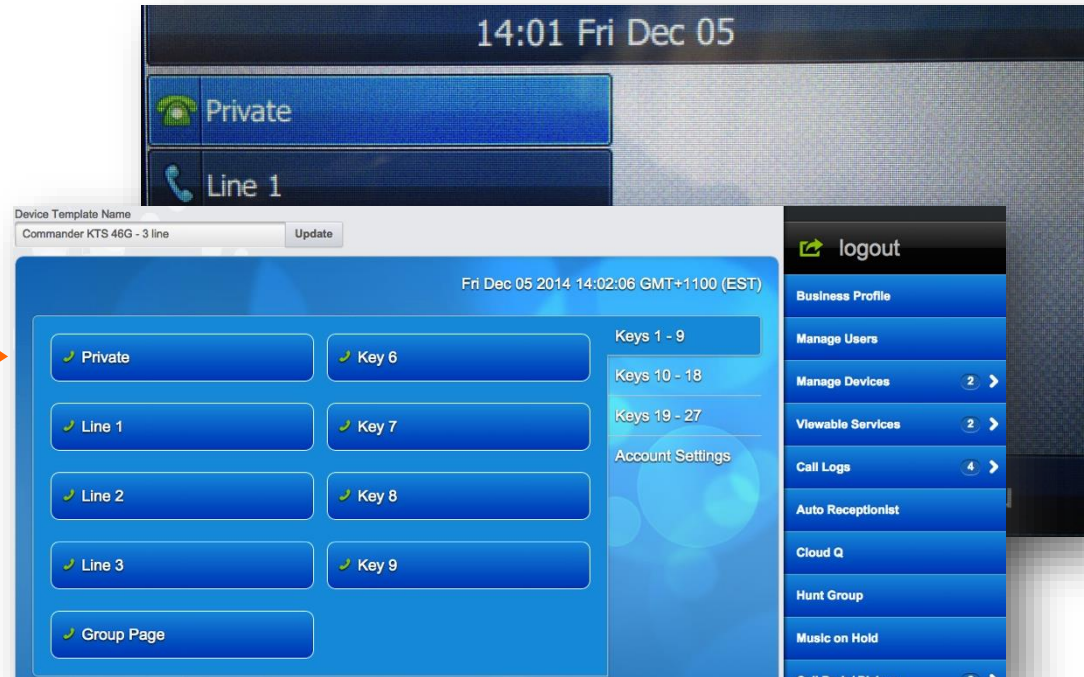


## Managing the layout of your handset keys

Commander Phone is deployed for you using our standard handset key layout and all Commander Phones are, by default, configured the same way. However, using Command Central, you can

1. Change the layout of the keys to better suit how you wish to have Commander Phone operate on each handset.

You may for example want to add 'speed dial' keys or change the label of a key. Just click on the required button and you will be shown a list of available key types.

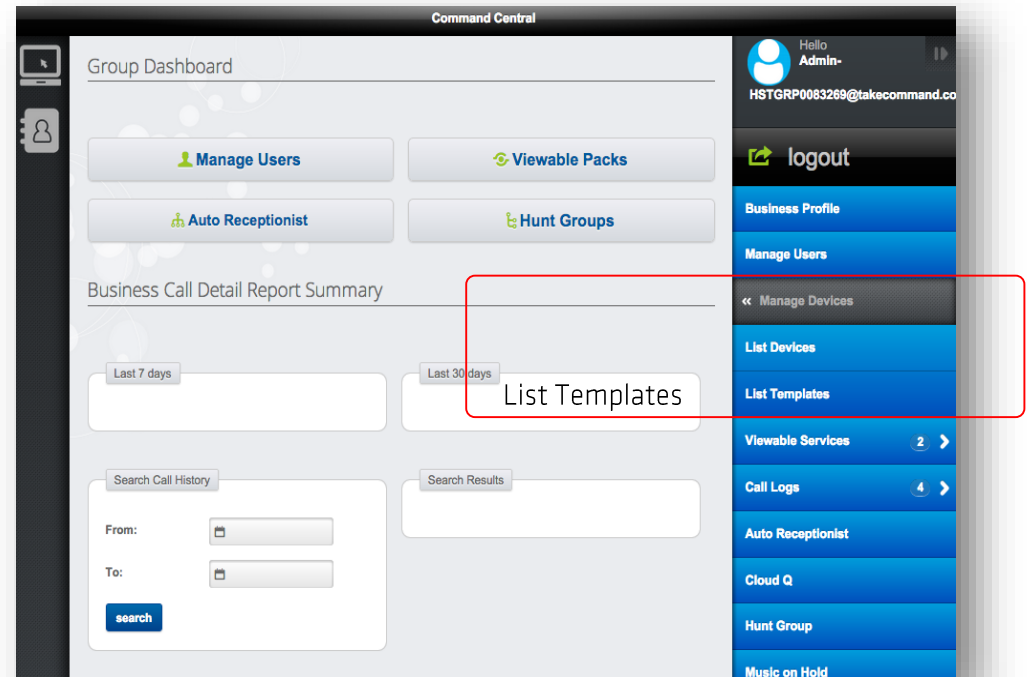




## Managing the layout of your handset keys using 'Templates'

We have configured a template, which describes the key layout (buttons) for each or your handset types.

You can either 'modify' the existing templates or create your own new templates to change the layout of your handsets.



This means that you can choose which template (layout) will apply to each of your Commander Phones, customising the way in which each phone is configured for each person using the Commander Phone.

Device	Device Type	Template	Reassign	Rebuild	Edit
HPS0070602_Commander KTS 46G	Commander KTS 46G	Commander KTS 46G - 3 line			
HPS0084372_Commander KTS 46G	Commander KTS 46G	Commander KTS 46G - 3 line			

Showing 1 to 2 of 2 entries

First Previous 1 Next Last

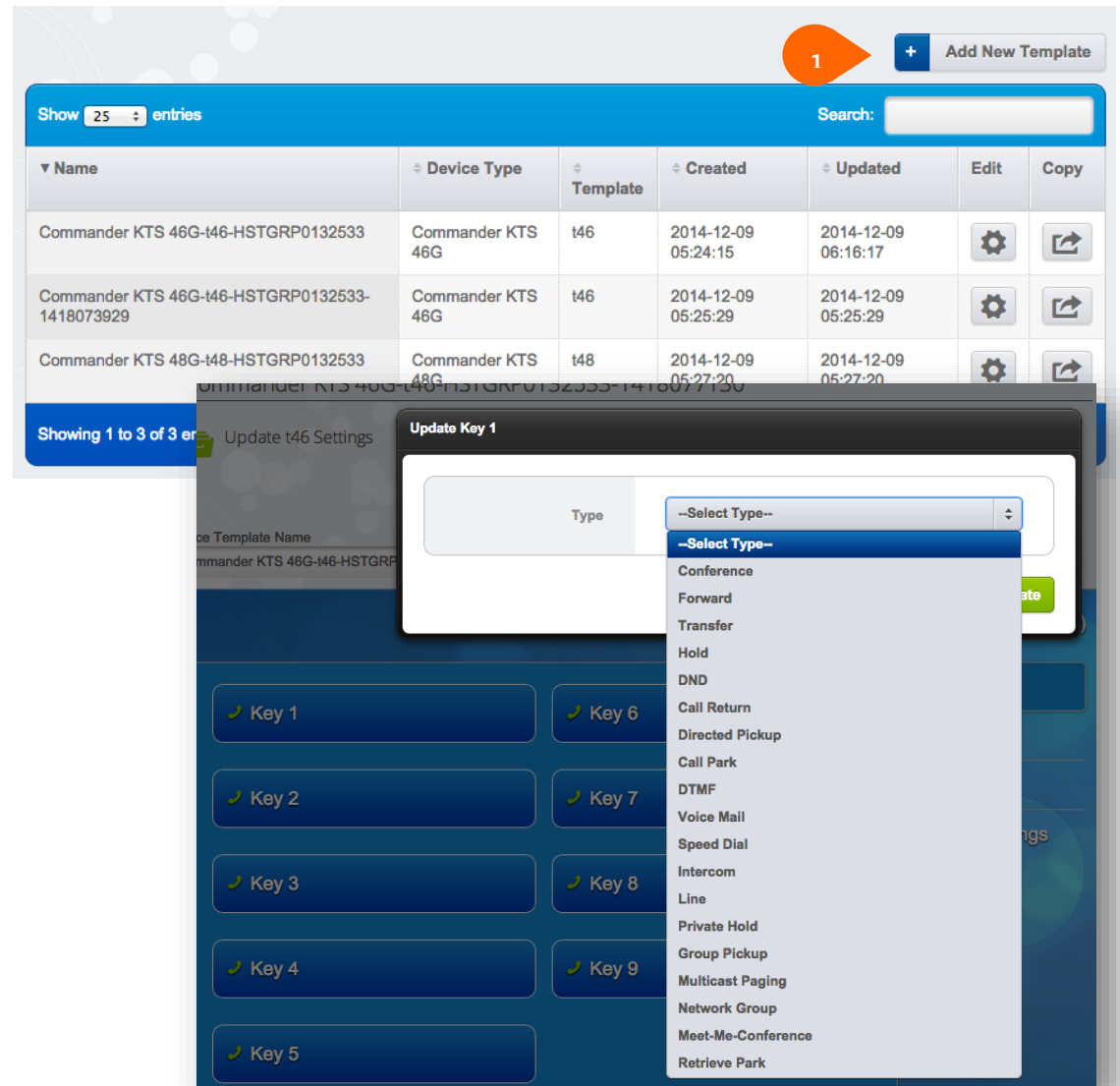
## Creating your own 'templates' to configure the layout of your handset

If you would like more layout (button) configurations than the three (3) standard configurations, you can:


1. Create and name your own new template(s) and apply them to each of your handset types.

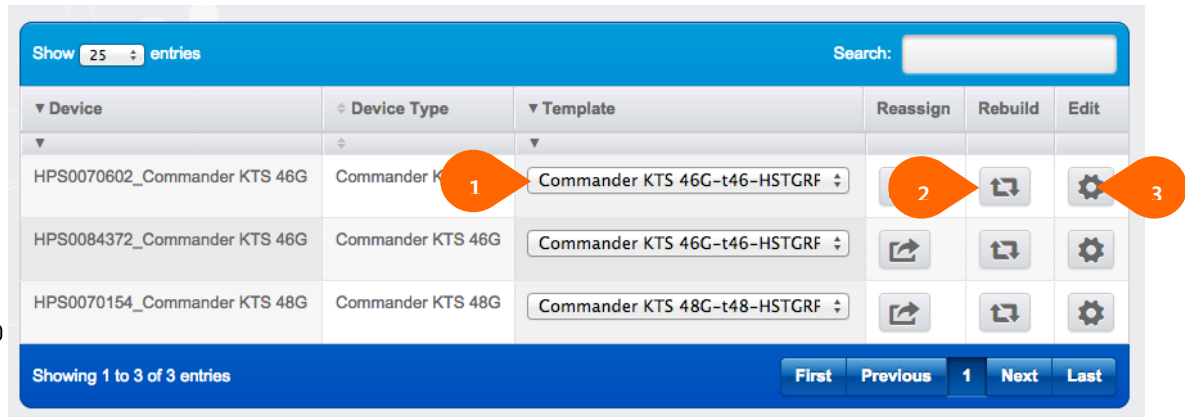
Typically your handsets should have the following buttons in the layout.

2. One (1) or more Line keys so that inbound business calls can be presented on the phone using one of these Lines
3. A private line key so private, internal and external calls can be made without tying up your Commander Phone business lines.
4. An Intercom key so that a Group Page can be announced across all of the idle Commander Phones.
5. Speed dial keys to make internal or external calls using the private line



Once you are happy with the new template and how the handsets will be configured you can:

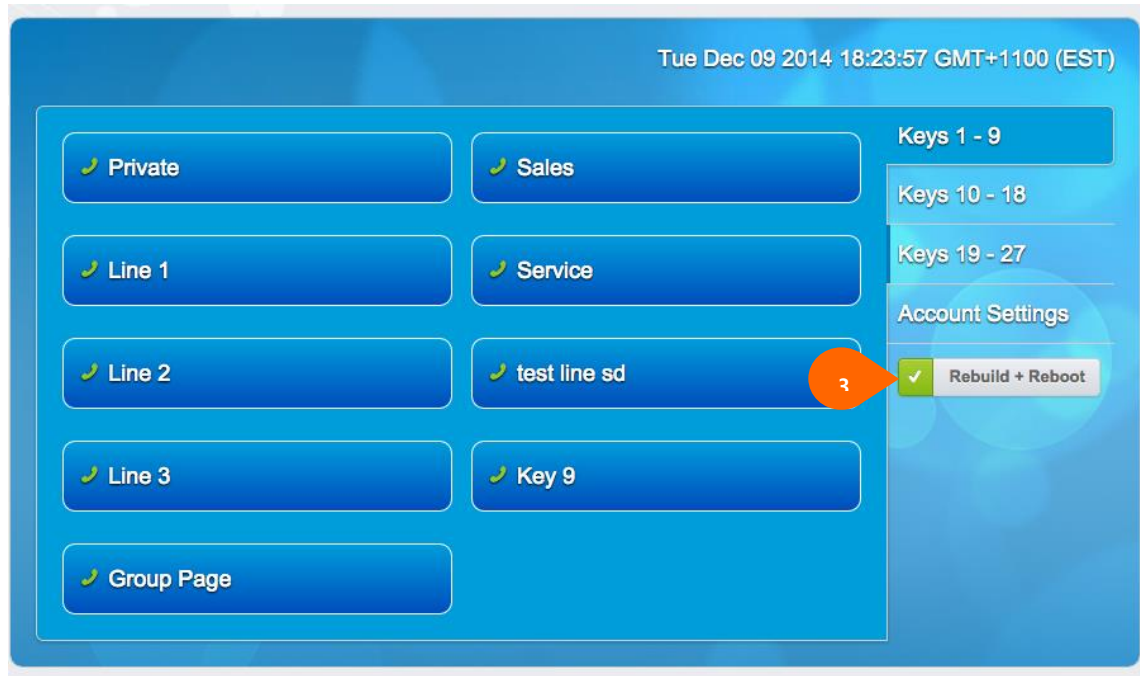
1. Apply the template to one or many Commander Phones
2. Rebuild the configuration of the handset
3. Reboot the handset, making the changes to the layout take effect. 



Device	Device Type	Template	Reassign	Rebuild	Edit
HPS0070602_Commander KTS 46G	Commander K	Commander KTS 46G-t46-HSTGRF			
HPS0084372_Commander KTS 46G	Commander KTS 46G	Commander KTS 46G-t46-HSTGRF			
HPS0070154_Commander KTS 48G	Commander KTS 48G	Commander KTS 48G-t48-HSTGRF			

Showing 1 to 3 of 3 entries

First Previous 1 Next Last



Tue Dec 09 2014 18:23:57 GMT+1100 (EST)

Private Sales Keys 1 - 9

Line 1 Service Keys 10 - 18

Line 2 test line sd Keys 19 - 27

Line 3 Key 9 Account Settings

Group Page Rebuild + Reboot

## Changing your Hunt Group configuration

The Commander Phone team has installed a 'start up' configuration for you.

They have allocated your primary business number to your complimentary Hunt Group. Each of your handsets has been 'placed into' this Hunt Group.

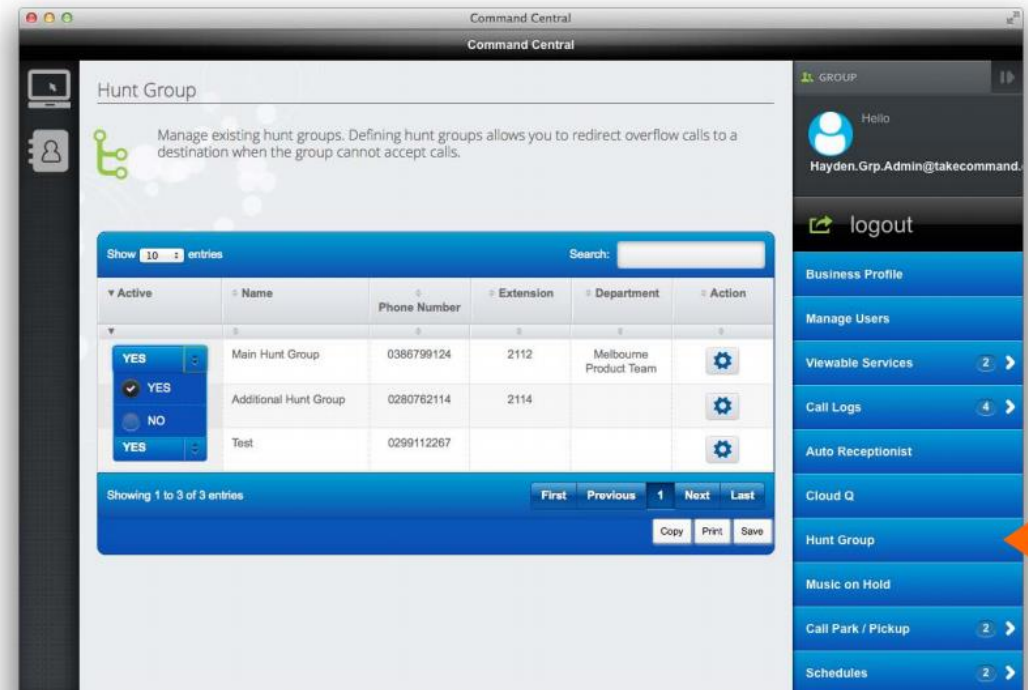
They will all ring at the same time when your primary business number is called.

You may want to change the way the Hunt Group behaves when your primary business number is called.

You might also want to change which users are included in the Hunt Group.

1. Click on 'Hunt Group' from the Group Features Menu to open the Hunt Group list.

You will see one (1) hunt group already configured. You will see your primary business number as the 'Phone Number'. Here, you can activate and de-activate the Hunt Group and open the Hunt Group settings



You can change the following aspects of your Hunt Group to suit the way you want incoming calls and your Hunt Group to operate. As you scroll down this page, you can update the:

1. Hunt Group Profile - details
2. How to distribute calls --- Group Policy
3. No Answer Settings --- how to manage 'No Answer' situations
4. Available Users --- Who is in (or out) of the Hunt Group

We recommend as a part of your customisation that you look at which users need to be a part of the 'Available Users' so that only the people that you want to answer calls when your main number is called, will have their phones ring.

The screenshot displays the configuration page for a Hunt Group, divided into four main sections indicated by numbered callouts:

- 1. Profile:** This section contains fields for:
  - Hunt Group ID: HPS123123123@take
  - Hunt Group Name: Main Hunt Group
  - CLID First Name: Main Hunt Group
  - CLID Last Name: Main Hunt Group
  - Phone Number: 0280762112
  - Extension: 2112
  - Department: Melbourne Product Team BTBCProjectDemo
  - Timezone: (GMT+11:00) Sydney (AEST)
  - Language: English
- 2. Group Policy:** This section includes:
  - Group Policy: Radio buttons for Circular, Regular, **Simultaneous** (selected), and Uniform.
  - Allow Call Waiting on Agents: OFF
- 3. No Answer Settings:** This section includes:
  - OFF
  - Skip to next agent after: 2 rings
  - OFF
  - Forward call after waiting: 1 seconds
  - Forward Calls to: 399233218
- 4. Available Agents / User:** This section is titled "Available Agents / User" and contains:
  - Select Agents / Users available for this Hunt Group:
  - Two search boxes labeled "AVAILABLE USERS" and "ASSIGNED USERS", each with a "search" button.

## Setting up your 'Viewable User Services'

Configuring 'Viewable Service Packs' allows you, the administrator, to allocate different sets of features to different users in your business.

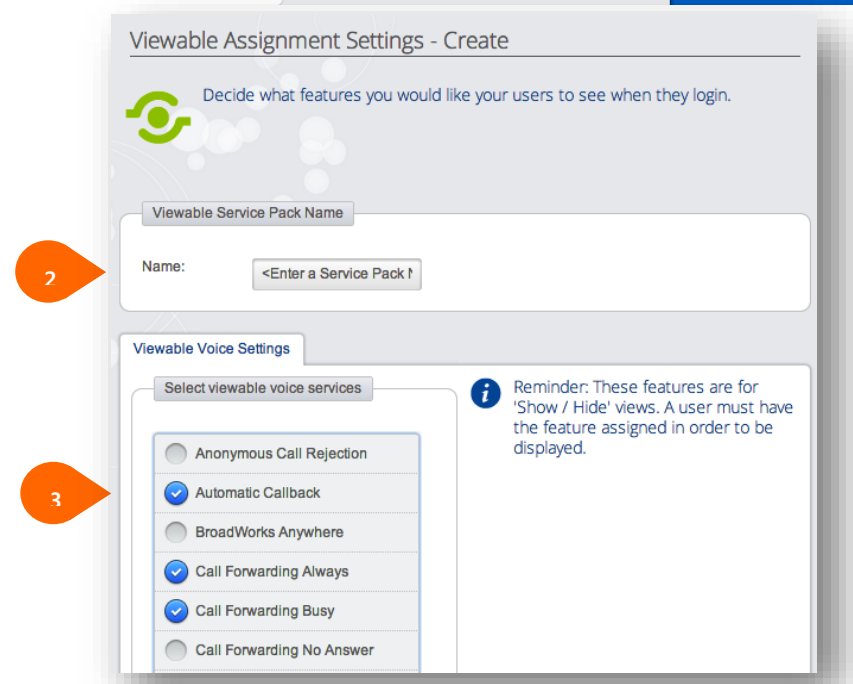
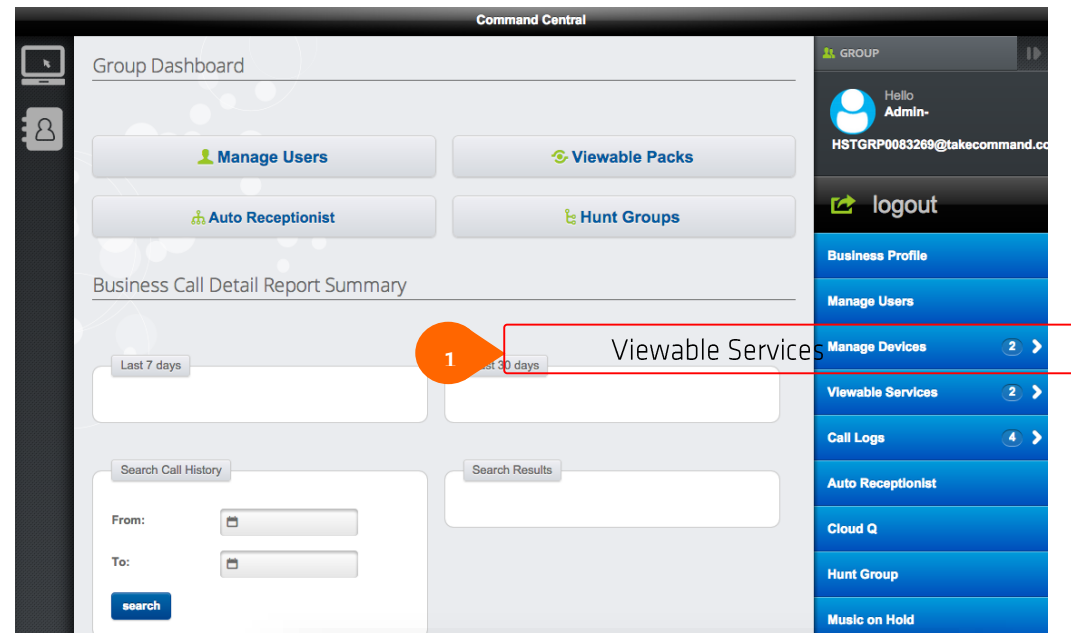
It means you have discretion to control what functionality is available to each user.

Commander Phone, by default, gives all users access to all features; however, you may choose to create custom Service Packages. It allows features to be either shown or hidden from the user.

1. First open the 'viewable Services' and either choose 'Create' and/or 'Modify' existing

When 'Creating' a new pack

2. Name the service pack (that usually represents the type of user in the business, (like 'Warehouse Features', 'Office Features') and;
3. Select those features that you would like to be available in the service pack
4. Click the 'Submit' button to save the service pack



## Updating your user details

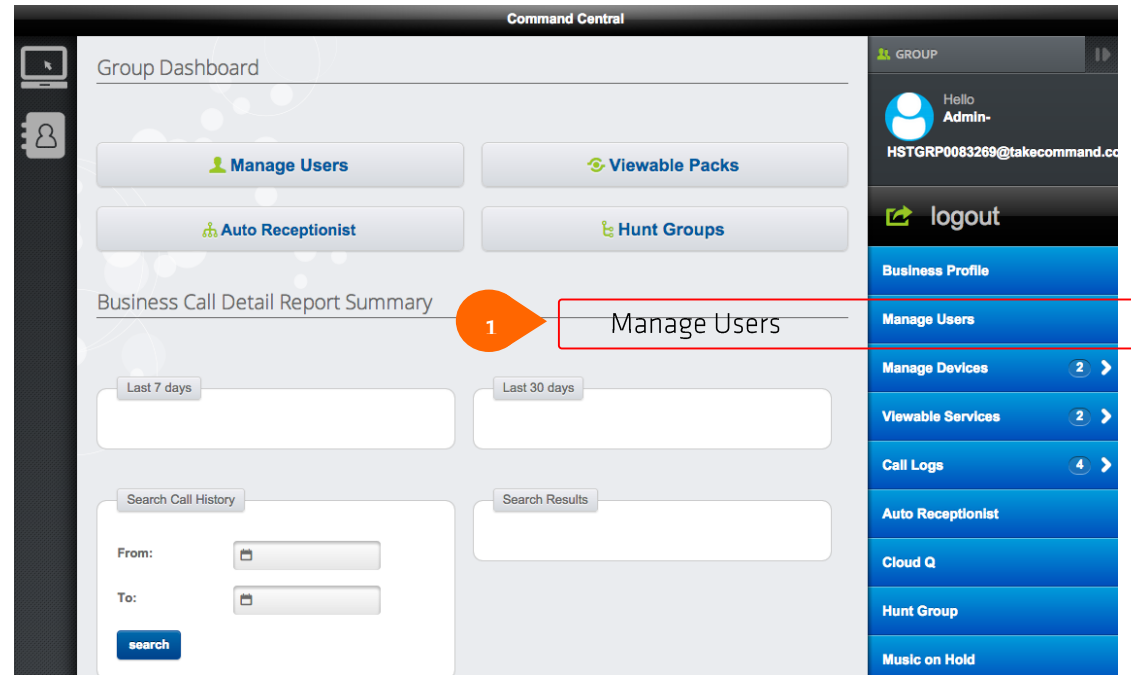
1. Click 'Manage Users' where you can complete the entry of the users' specific details.

There are two main activities when you update the users' details.




2. Set Viewable Pack. - Which Feature Service Pack will they use

When you click on the 'Manage Profile' button  , you are able to:

3. Update and modify individual user details



Changed view for HPT0000025@takecommand.com.au

userid	First Name	Last Name	Set Viewable Pack	Manage Profile
HPT0000024@takecommand.com.au	Jack	Spa	Premium	
HPT0000025@takecommand.com.au	Tom	Long	Premium	
HPT0000026@takecommand.com.au	Reagen	Joseph	- Choose --	

On this 'Directory Listing Information' page you can:

1. Change the required number for the user
2. First Name
3. Last Name
4. Mobile number
5. Email address and;
6. Department name of each of the users against the phone number that they will be allocated.

The screenshot shows a web form titled "Directory Listing Information" with the following fields and callouts:

- Phone Number:** 0280762141 (Callout 1)
- Title:** Ms.
- First Name:** <FIRSTNAME> (Callout 2)
- LastName:** <LASTNAME> (Callout 3)
- Twitter:** @
- Mobile:** 0418 756 2832 (Callout 4)
- Email:** first.last@mygreatco.com.au (Callout 5)
- Department:** Sales (Callout 6)
- Address:** (empty)
- City:** (empty)
- State:** (dropdown)
- ZIP:** (empty)
- Time Zone:** (GMT+10:00) Sydney (AEST) (dropdown)
- Language:** English (dropdown)

An "update" button is located at the bottom left of the form.



## Changing assigned phone numbers.

Command Central allows you to change the phone number that is assigned to each of the 'private lines' of a user or group feature, like Auto Attendant. When changing a number (swapping with another number) you will be presented with a drop down list containing your number pool excluding any numbers that are already in use.

Any number that you have requested to transfer (port) to Commander Phone from another provider will appear in your number pool. If you choose a number that has not yet been transferred, a popup box will let you know when the transfer is expected to complete – this is the estimated port date.

You can then click on the **porting schedule** button to get the full list of numbers and their current porting status.

**IMPORTANT:** Inbound calls to numbers that are being transferred will be received via your current phone system until the transfer is completed. Outbound calls may be made from either your existing phone or your Commander Phone. Once the transfer is complete all inbound and outbound calling will be via your Commander Phone.

**ALERT:** The number you selected is currently in the porting process:

Estimated port date for:  
0299112264 = 2014-05-24

The number may still be assigned by clicking the 'UPDATE' button on the bottom of this form.

You may check status for all number porting here:

[porting schedule](#)

**Close**

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**Number Porting Schedule**

The number porting list below shows the status of numbers transferring over to your Commander Phone service.

Please check back at anytime to review the updated status. If you have any queries regarding your new service(s), please contact our Customer Care team on 1300 638 208 between 8am and 6pm AEST Monday to Friday or email us at commanderphone@commander.com.

**Prior to Number Transfer**

Inbound calls to numbers that are being transferred will be received via your current phone system until the transfer is completed. Outbound calls may be made from either your existing phone or your Commander Phone.

Inbound Calls → existing phone system

Outbound Calls → existing phone system

Outbound Calls → Commander phone system

**Completed Number Transfer**

Once the transfer is complete all inbound and outbound calling will be via your Commander Phone.

Inbound Calls → Commander phone system

Outbound Calls → Commander phone system

Phone Number	Expected Port Date
0299112260	2014-05-24
0200440264	2014-05-24

### Congratulations!

You have completed the basic steps required to customise your Commander Phone service.

You are now ready to explore the rest of the Command Central application to manage your Commander Phone service.

## COMMAND CENTRAL ADMINISTRATOR GUIDE

The remaining sections of this document are dedicated to describing even more valuable features available to you to control and administer your Commander Phone service.

1. Managing your Auto Receptionist
2. Your Business Profile
3. Managing Users
4. Call Logs
5. Music on Hold
6. Call Park/Pickup
7. Schedules
8. Outgoing call plans

### Smart Extras

If you have purchased any of the Commander Smart Extras, you can find detailed help following these sections below.

## Managing your Auto Receptionist

The Commander Phone Auto Receptionist will answer the phone and play your personalised greetings to your callers.

The Auto Receptionist offers different menu options so that the caller can be transferred to different users or departments within your business.

The Auto Receptionist has both business and after hours settings to manage calls 24 x 7 based on time Schedules (which are explained later in this document)

1. Next, click 'Auto Receptionist' where you can configure the way your complimentary Auto Receptionist will treat incoming callers
2. An Auto Receptionist can be activated or de-activated as required and
3. Can be updated via the 'Action' button

Show 10 entries Search:

Active	Name	Phone Number	Extension	Department	Action
YES	Main Auto Receptionist	0280762194	2194	Executive	

An orange callout bubble with the number '2' points to the 'YES' status, and another orange callout bubble with the number '3' points to the settings gear icon in the 'Action' column.

There are five (5) main activities to consider when updating your Auto Receptionist.

1. Auto Receptionist Profile
2. Business hours call treatment (menu options keys)
3. After hours call treatment (menu options keys)
4. Business hours audio
5. After hours audio

**Profile** | Business Hours Keys | After Hours Keys | Business Hours Audio | After Hours Audio

**Auto Attendant ID:**  **Auto Attendant Name:**

**CLID First Name:**  **CLID Last Name:**

**Phone Number:**  **Extension:**

**Department:**

**Timezone:**

**Schedules**

**Business Hours Schedule:**

**Holiday Schedule:**

**Scope of Dialling**

**Scope of Extension Dialling:**

**Scope of Name Dialling:**

Profile | Business Hours Keys | After Hours Keys | **Business Hours Audio** | After Hours Audio

**Business Hours Audio**

**Upload new audio file:**

**Current Greeting:**

**Business Hours Keys** | After Hours Keys | Business Hours Audio | After Hours Audio

Key	Description	Action
0	<input type="text" value="group operator"/>	<input type="text" value="Transfer To Operator"/> <input type="text" value="Phone Number / Ext. 0280762112"/>
1	<input type="text" value="Ext 3767"/>	<input type="text" value="Transfer With Prompt"/> <input type="text" value="Phone Number / Ext. 0399233767"/>
2	<input type="text" value="Mobile"/>	<input type="text" value="Transfer With Prompt"/> <input type="text" value="Phone Number / Ext. 0429142239"/>
3	<input type="text"/>	<input type="text" value="Please choose..."/>

## Managing your Auto Receptionist - Profile

Your Auto Receptionist settings are stored here. Under Profile, you can:

1. Name the Auto Receptionist
2. Choose the Auto Receptionist's number
3. Select which department the Auto Receptionist represents
4. Choose how the Auto Receptionist behaves at different times of the day and week (using the Schedules)
5. Set how the scope of dialing operates for your groups and departments


The screenshot shows the 'Profile' tab of the Auto Receptionist configuration interface. It includes fields for identification, contact information, and dialing rules. Five orange callout bubbles with numbers 1 through 5 point to specific elements: 1 points to the 'Profile' tab, 2 points to the 'Phone Number' field, 3 points to the 'Department' dropdown, 4 points to the 'Schedules' section, and 5 points to the 'Scope of Dialing' section. The 'Scope of Dialing' section has 'Department' selected for extension dialing and 'Group' selected for name dialing. The 'Name Dialing Entries' field has 'LastName + FirstName or FirstName + LastName' selected.

Field	Value
Auto Attendant ID	Odintest@takecomman
Auto Attendant Name	Main Auto Receptionist
CLID First Name	Odin
CLID Last Name	Test
Phone Number	0280762194
Extension	2194
Department	Executive BTBCProjectDemo
Language	English
Timezone	(GMT+11:00) Sydney (AEST)
Business Hours Schedule	Business Hours
Holiday Schedule	National Holiday
Scope of Extension Dialing	Department
Scope of Name Dialing	Group
Name Dialing Entries	LastName + FirstName or FirstName + LastName

**update**

## Managing your Auto Receptionist – Business Hours Keys

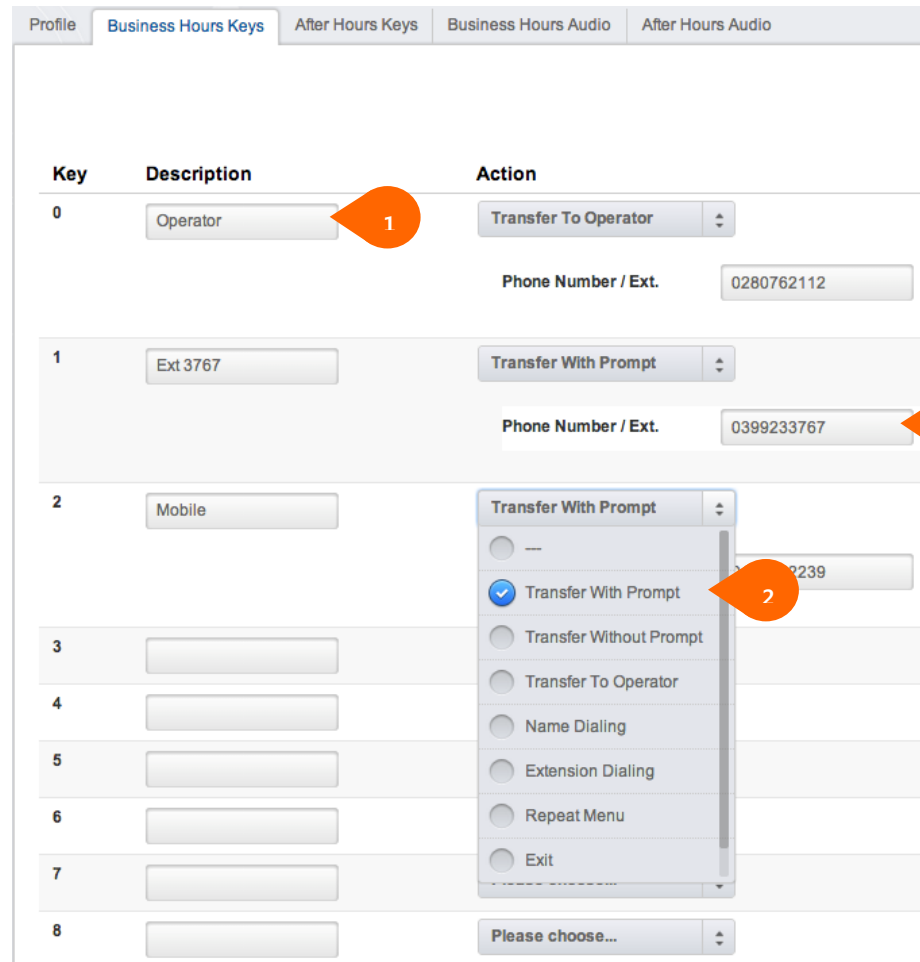
The way your Auto Receptionist behaves during business hours is stored here.

 **Reminder:** The actual business 'Business Hours' are defined in 'Schedules', described later in this guide.

Under the 'Business Hours Keys' tab, you can;

1. Name each menu option that is available for a caller to press
2. Select the action to take when the caller presses that menu option
3. Type in the phone number where the call will be transferred for each menu option. This can be an internal or external number to your business.

Repeat these steps for the 'After Hours Keys' tab, which will configure your Auto Receptionist for after hour's operations.



Key	Description	Action
0	Operator	Transfer To Operator Phone Number / Ext. 0280762112
1	Ext 3767	Transfer With Prompt Phone Number / Ext. 0399233767
2	Mobile	Transfer With Prompt Phone Number / Ext. 0239
3		
4		
5		
6		
7		
8		Please choose...

## Managing your Auto Receptionist – Business Hours Audio

Your Auto Receptionist supports personalised greetings that you can upload to Commander Phone.


It means that you can make changes at any time to reflect your business and the way you would like callers to be directed in your business.

The greeting usually welcomes the caller and instructs them on which option to press to get to the right parts of your business.

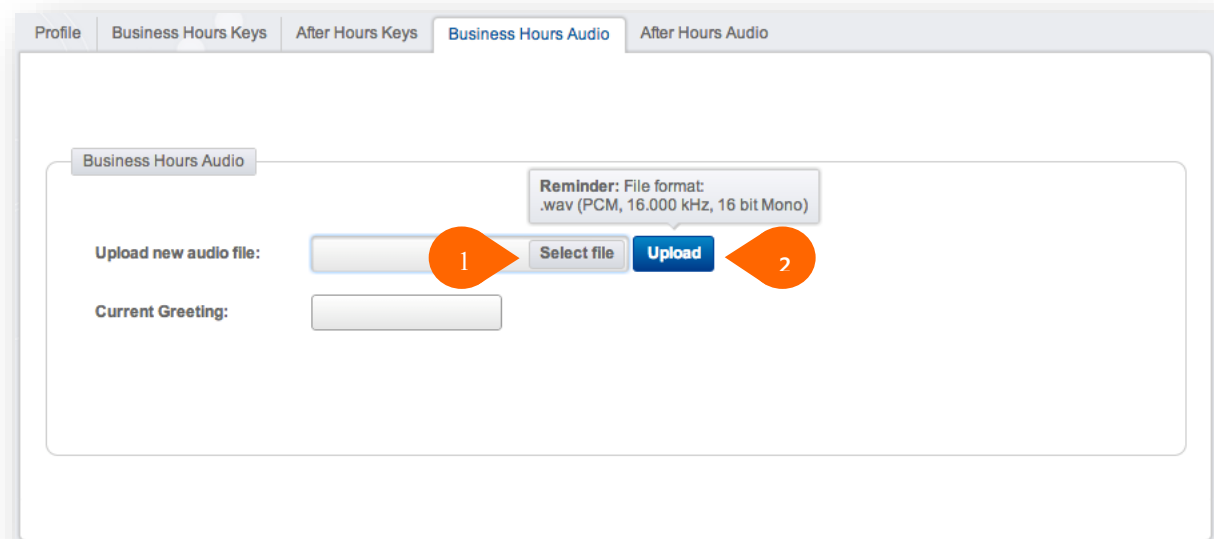
It also usually includes an option to 'speak to the operator' and to 'repeat the options'.

Under the 'Business Hours Audio' tab, you can:

1. Select a .wav file from your local computer and;
2. Upload the audio to Commander Phone

 **Reminder:** The file format is .wav (PCM, 16,000kHz, 16 bit Mono)  
A free audio conversion utility is available on the Commander Resource centre for you.

Repeat these steps for the 'After Hours Keys' tab, which will configure your Auto Receptionist for after hour's operations.





## Your Business Profile

Your business profile, administrator details and password are stored here:

Use this tab if you have any changes to the person who administers your Commander Phone

Under the 'Directory Listing' tab, you can:

1. Name your business
2. Update the name of the Commander Phone Administrator
3. Update the phone number of the Commander Phone Administrator
4. Update the email address of the Commander Phone Administrator

Other key fields in this tab will be pre-populated as per the details on your original Commander Phone order.

The screenshot shows the 'Directory Listing' tab with the following fields and values:

- Group:** (Empty field)
- Default Domain:** takecommand.com.au
- Group:** My Great Company <Your business name goes here> (Callout 1)
- Calling Line ID:** (Empty field)
- Contact Name:** <Administrator contact name> (Callout 2)
- Contact Number:** <Administrator contact number> (Callout 3)
- Email:** <Administrator email address> (Callout 4)
- Time Zone:** (GMT+11:00) Sydney (AEST)
- Address:** (Two empty lines)
- City:** Melbourne
- State:** VIC
- ZIP:** 3000

A blue 'save' button is located at the bottom left of the form.

## Managing Users – Directory Listing Information

On the ‘Manage Users – Profile’ page you can:

1. Update the user’s First Name
2. Update the user’s Last Name
3. Update the user’s Mobile number
4. Update the user’s Email address and;
5. Update the user’s Department name

This needs to be done for each of the users against the phone number that they will be allocated.

6. Update the user’s feature settings

The screenshot shows the 'Directory Listing Information' form. The fields and their values are as follows:

- Phone: 0386799106
- Title: (empty)
- First Name: (empty) - Callout 1
- LastName: (empty) - Callout 2
- Twitter: @ (empty)
- Mobile: (empty) - Callout 3
- Email: (empty) - Callout 4
- Department: (empty) - Callout 5
- Address: (empty)
- City: (empty)
- State: (dropdown menu)
- ZIP: (empty)
- Time Zone: (GMT+11:00) Sydney (AEST) - (dropdown menu)
- Language: English - (dropdown menu)

A 'save' button is located at the bottom left of the form area. A large orange callout bubble with the number 6 is positioned at the bottom center of the page, pointing towards the 'save' button.

## Managing Users – Updating the User Feature Settings

Each user has many features assigned to them as a part of their 'Visible Service Pack' configuration.

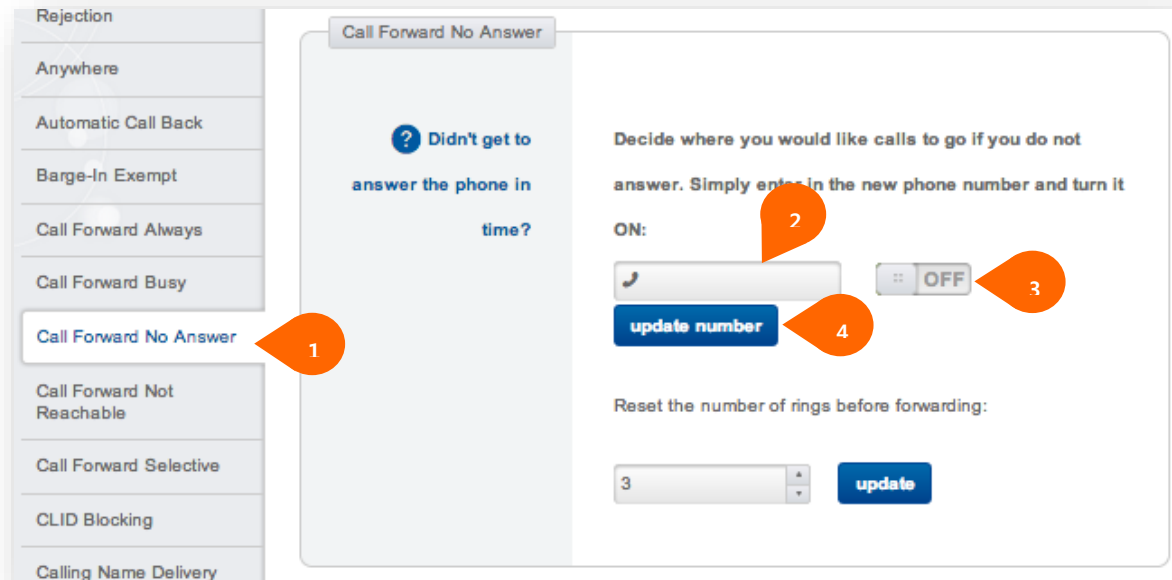
(See the Quick Start Guide above for more information on 'Visible Service Packs')

By default Commander Phone has disabled all of these features. Either you, as the administrator, or the user can update these default settings.

1. Select the feature to change
2. Enter the required information
3. Turn the feature on or off
4. Update accordingly

These changes take effect immediately.

A full description of each of the features is contained in the Commander Phone – Feature Explanation document found on the Resource Centre at [www.commander.com/resource-centre](http://www.commander.com/resource-centre).



## Call Logs

Command Central can show and report on all of the call activity in your business. From time to time, you might want to look back and capture information on calls that are coming into or out of your business.

Using the 'Call Log' tab, you can gather information on:

1. Placed Calls, Received Calls, Missed Calls and Call Summary report

Call activity reports can be searched based on:

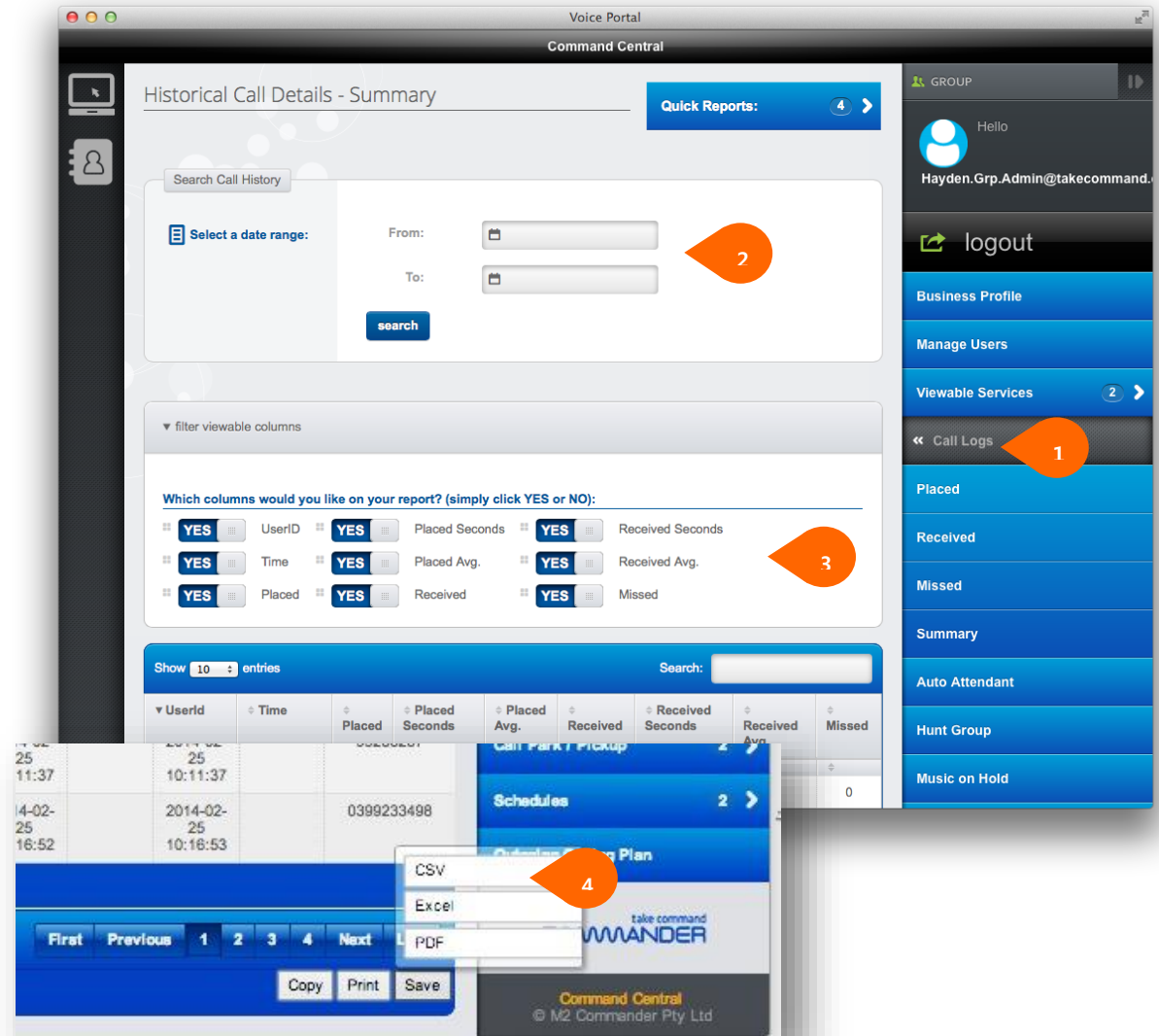
2. Date ranges

And filtered based on items such as:

3. Start time, Answer time, Call duration  
Called number, Group/Department

These reports can be:

4. Copied to your clipboard,  
Printed and;  
Saved as CSV, EXCEL, or PDF documents



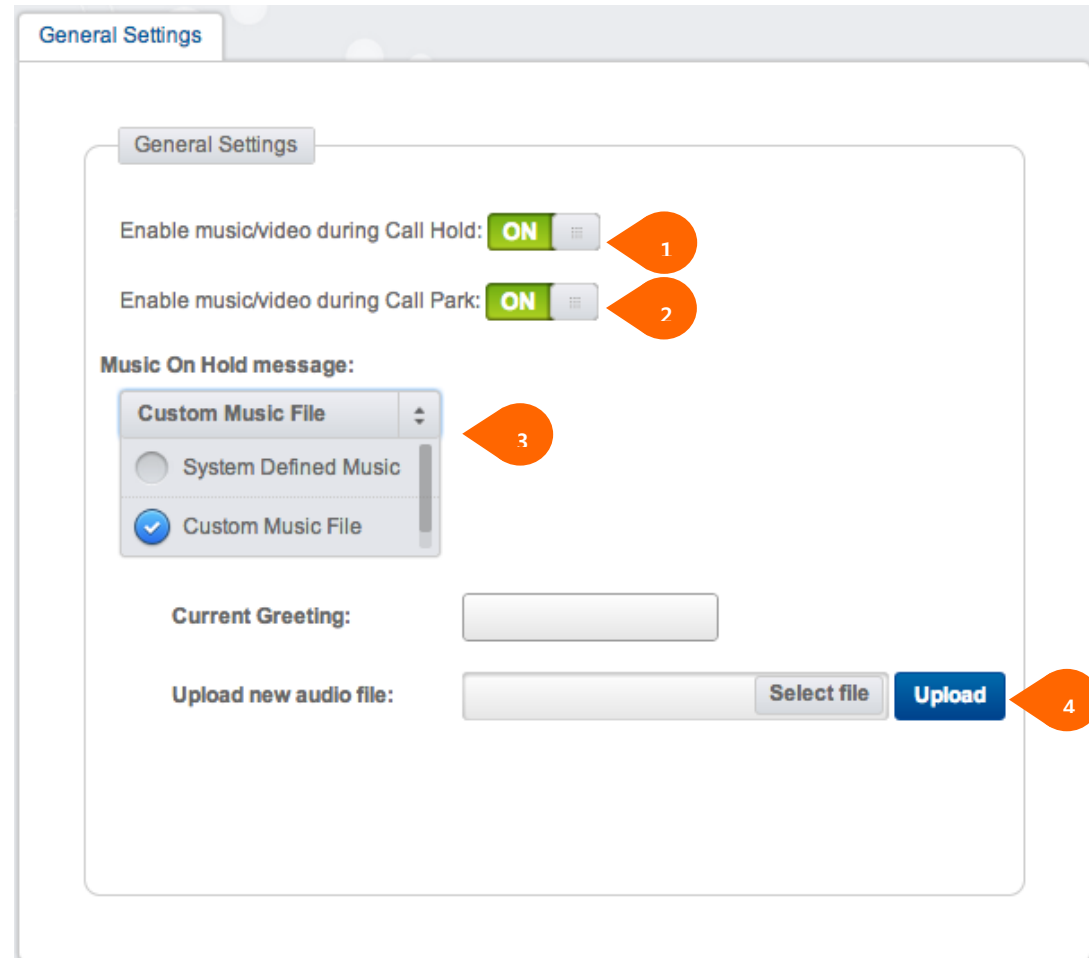
## Music on Hold

Commander Phone can play music or messages to your callers when they are placed on hold.

As the administrator, you can upload an audio file, which is a .wav file containing, for example, music or advertising, onto the Commander Phone service to be played to the callers on hold.

Using the 'Audio on Hold' tab (Music on Hold) you can:

1. Enable/Disable audio during Call Hold
2. Enable/Disable audio during Call Park
3. Use System or Custom audio files
4. Upload Custom audio files from your local computer to the Commander Phone service



## Call Park/Pickup

Commander Phone can allow users to ‘park’ calls on groups of users so that anyone in the ‘Park Group’ can ‘pick up’ the call. It allows a user to send calls to groups of users, not just to individual users.

Using the ‘Call Park/Pickup’ tab you can:

1. Create a group of users for calls to be parked against (a Call Park Group)
2. Select which users are a part of the ‘Park Group’
3. Configure what happens when the call returns from the Group. (Recall)
4. Set the display timer and destination announcement
5. Set the Ring Pattern and Recall Timers

A Call Pickup group is a set of users who can answer any ringing line in their group on their own phone.

The screenshot shows the 'Settings for Call Park/Pickup' interface. It is divided into several sections:

- Settings for Call Park:** Includes a dropdown for 'Set Alternate Recall User' (set to 'None', callout 3) and a 'Recall to: (choose one)' section with three options: 'Alert parking user only', 'Alert parking user first, then alternate user' (highlighted in green), and 'Alert alternate user only'.
- Settings for Group Call Park:** Includes a 'Display Timer' set to 10 seconds (callout 4) and an 'Enable Parked Destination Announcement' toggle set to 'ON'.
- Settings for All Parked Calls:** Includes a 'Ring Pattern for Recalled Calls' dropdown (set to 'Long-Long', callout 5) and a 'Recall Timer' set to 40 seconds. A list of ring patterns is shown: Normal, Long-Long (selected), Short-Short-Long, and Short-Short-Short. An 'update' button is at the bottom.
- Settings for All Parked Calls (Call Park Group List):** Features an 'Add New Call Park Group' button (callout 1) and a table with columns for 'Delete', 'Group Call Park Name', and 'Edit'. A row for 'Retest' is shown with a 'delete' button and a gear icon (callout 2).

## Schedules

The way phone calls are managed in your business can depend on the time of day, day of week or public holidays for example. These are called 'Schedules'.

As the administrator, you can define 'Schedules' so that your business can manage calls 24 x 7, 365 days of the year. Typical 'Schedules' define Business Hours, After Hours, Public Holidays, and Special Events in your business so that calls can be managed differently depending on time and date.

These schedules impact how the Auto Receptionist and Hunt Groups operate over time.

Using the 'Schedule' tab you can:

1. Create a new Schedule
2. Edit an existing Schedule and
3. Delete Schedules that are no longer needed

The screenshot shows the 'Schedules - Group' interface. At the top right, there is a green '+ Add new' button with a callout '1'. Below this is a calendar icon and a text box: 'Add a new schedule or manage existing schedules. Schedules will be available and may be applied to multiple services such as Auto Attendant, Hunt Groups, etc.' Below the text box is a blue header bar with 'Show 10 entries' and a search field. The main content is a table with columns: 'Delete', 'Schedule Name', 'Type', 'Level', and 'Edit'. The table contains four rows of schedules. Each row has a red 'delete' button on the left and a blue gear icon on the right. Callout '2' points to the gear icon for 'Business Hours', and callout '3' points to the 'delete' button for 'Annual Sales Conference'.

▼ Delete	◀ Schedule Name	◀ Type	◀ Level	◀ Edit
delete	Business Hours	Time	Group	⚙️
delete	National Holiday	Holiday	Group	⚙️
delete	Staff Training Time	Time	Group	⚙️
delete	Annual Sales Conference	Holiday	Group	⚙️

Schedules are a powerful Commander Phone feature that makes sure Commander Phone keeps track of your changing business activities.

Imagine you take your entire staff off-site for a two-day annual training session and you want Commander Phone to manage all the calls differently to a normal business day.

Using 'Schedules' you can:

1. Create an Event
2. Define the date range
3. Define the time period during those days
4. Apply any recurrence of the event

A Schedule can have multiple 'Events', for example,  
Schedule: Staff Training

- Event: Summer session
- Event: Autumn session
- Event: Winter session
- Event: Spring session

Update Event

Schedule Name: Staff Training

Event Name: New Product Release 1

Events Schedule

Start Date: 2014-02-26 2 Start Time: 08:00 3

End Date: 2014-02-27 End Time: 17:00

Events Recurrence Pattern 4

Choose recurrence pattern: Yearly

Yearly

Yearly Every: 1 years(s) on: Day 1 of January of the month The First Sunday of January

Ends:(select one)

Never

After 1 occurrences

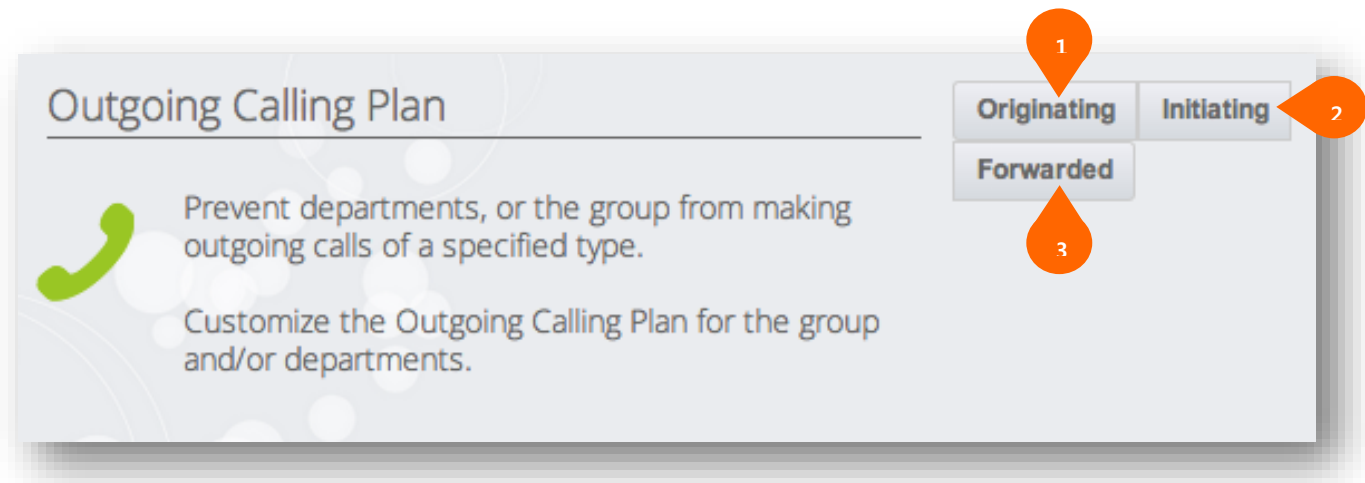


## Outgoing Call Plans - COMING SOON

Outgoing Calling Plans allow you, the administrator, to block users from making certain types of outgoing calls, such as long distance, toll, or premium rate calls. The blocking of types of calls applies at the group level.

Using the 'Outgoing Calling Plan' tab you can:

1. Manage the blocking of calls Originating from your business
2. Manage the blocking of forwarding calls initiated from your business
3. Manage the blocking of forwarded and transferred calls to your business



Customise the Outgoing Calling Plan for the group and/or departments.

Show 10 entries		Search:				
▼ Department	↕ Group	↕ Local	↕ Toll Free	↕ Toll	↕ International	↕ Operator Assisted
Executive	<input checked="" type="checkbox"/> ON	<input checked="" type="checkbox"/> ON	<input checked="" type="checkbox"/> ON	<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF	<input type="checkbox"/> OFF
Group Default	<input checked="" type="checkbox"/> ON	<input checked="" type="checkbox"/> ON	<input checked="" type="checkbox"/> ON	<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF	<input type="checkbox"/> OFF
Melbourne Product Team	<input checked="" type="checkbox"/> ON	<input checked="" type="checkbox"/> ON	<input checked="" type="checkbox"/> ON	<input checked="" type="checkbox"/> ON	<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF
Sydney BSS Team	<input checked="" type="checkbox"/> ON	<input checked="" type="checkbox"/> ON	<input checked="" type="checkbox"/> ON	<input checked="" type="checkbox"/> ON	<input checked="" type="checkbox"/> ON	<input checked="" type="checkbox"/> ON
Sydney NetOps Team	<input checked="" type="checkbox"/> ON	<input checked="" type="checkbox"/> ON	<input checked="" type="checkbox"/> ON	<input checked="" type="checkbox"/> ON	<input type="checkbox"/> OFF	<input type="checkbox"/> OFF

Showing 1 to 5 of 5 entries

[First](#)
[Previous](#)
[1](#)
[Next](#)
[Last](#)

[Copy](#)
[Print](#)
[Save](#)

## Smart Extras

### Managing your Cloud Q

Cloud Q lets you queue incoming calls, when all your phones are busy in the Commander Cloud until you are available to answer them. It means that you will never miss a call. You can upload your own music or messages to play to waiting callers. Cloud Q is especially helpful during high demand, peak times for your business.

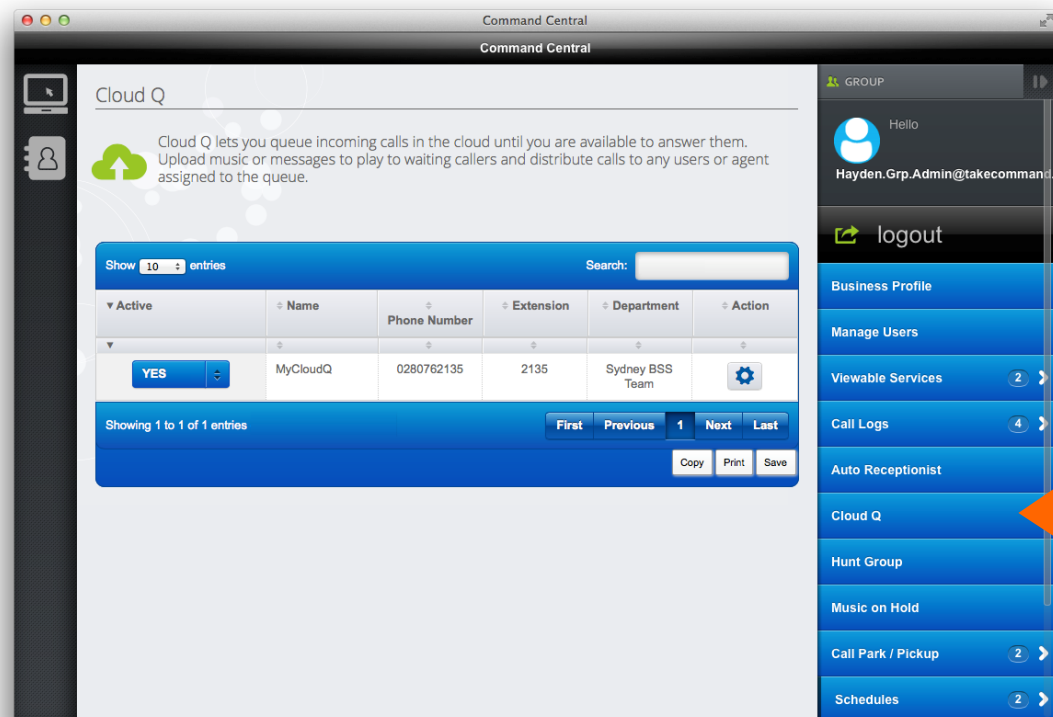
The Commander Provisioning team, after your purchase of the SMART Extra, has set up your Cloud Q SMART Extra on a new phone number ready for you to use.

You can change the phone number to your advertised number once you configured and tested way the Cloud Q behaves when called by your customers.

You might, for example, want to change who in your company is included in the Cloud Q.

1. Click on 'Cloud Q' from the Features Menu to open the Cloud Q list.

You will see one (1) or many Cloud Qs you have purchased already configured in the list. You will see the new phone numbers allocated to each of your Cloud Qs.



## Cloud Q Summary

You can change your Cloud Q to suit the way you want your customers to be treated and then distributed across your business.

You can update the:

1. The Phone Number allocated to the Cloud Q
2. Cloud Q Profile – Details of the Cloud Q
3. Cloud Q Settings – How to distribute calls
4. Agent Assignment – Who is allocated to the Cloud Q to take calls
5. Entrance Message – A message that the caller will hear when they first enter the queue
6. Comfort Message – A message that the caller will periodically hear while listening to your Music On Hold while being held in the queue
7. Music On Hold Message – The ongoing message or music that the caller will hear while held in the queue
8. Overflow Message – The message a caller will hear after the maximum time you have allowed calls to be queued before overflowing to another number

Cloud Q lets you queue incoming calls in the cloud until you are available to answer them. Upload music or messages to play to waiting callers and distribute calls to any number or agent assigned to the queue.

Profile | Cloud Q Settings | Agent Assignment | Entrance Message | Comfort Message | Music On Hold Message | Overflow Message

Profile

Cloud Q ID: HPS0048571@takecomm

Cloud Q Name: BroadSource Cloud Q

CLID First Name: BroadSource

CLID Last Name: Cloud Queue

Phone Number: 0388429392

Extension:

Department: None

Timezone: (GMT+11:00) Sydney (AEST)

Language: English

update

## Changing your Cloud Q phone number


We have allocated a new number to your Cloud Q so that you can configure and call to test without impacting customers.

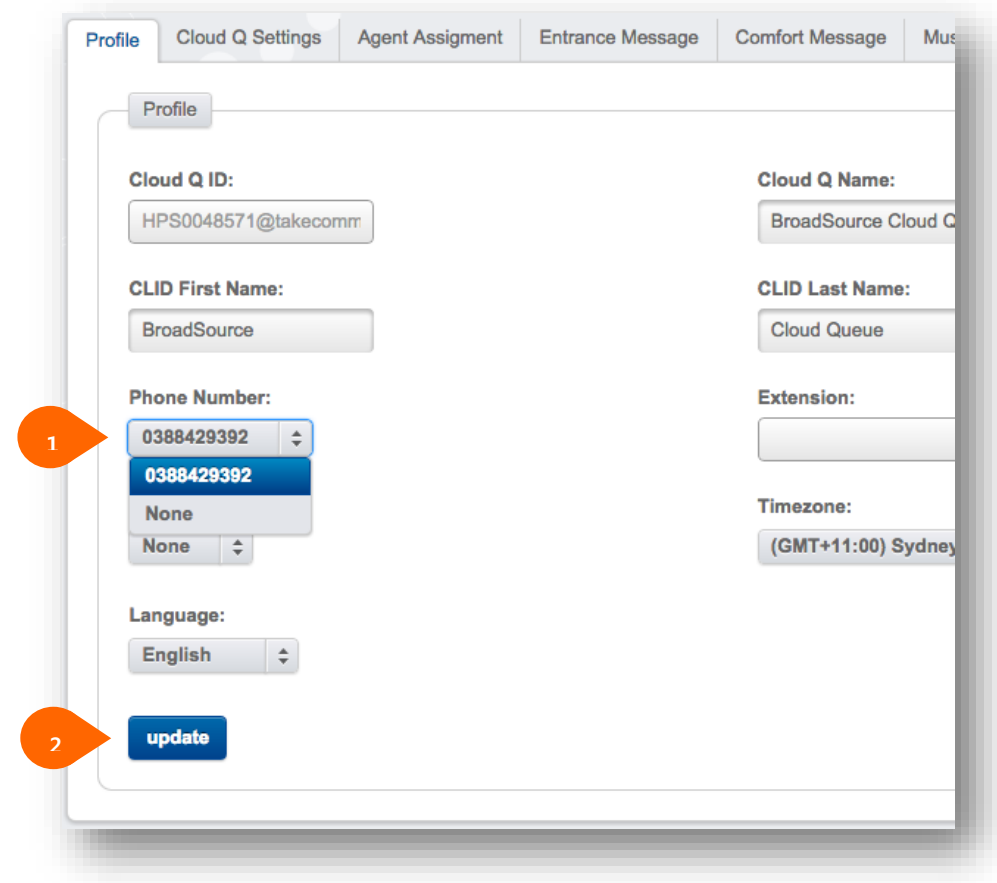
If you would like the Cloud Q to greet all callers when your main number is called then you can change this in Command Central.

Your main number most likely already allocated to your Hunt Group. We can 'detach' the Hunt Group from this number and 'attach' the Cloud Q

After testing the Cloud Q (by ringing the new number after hours) you can:

1. Change the Hunt Group number to one of your unallocated numbers (or NONE) from the drop downs list. 'None' means that the Hunt Group is still configured, but not 'attached' to a phone number. Now change the Cloud Q number to your main customer number. (that is now free)
2. Click update to save the change
3. Call your main number to test that the Cloud Q is answering inbound calls and treating your callers just the way you want.

 Remember, if you still want to be able to use your hunt group, then, make sure you re-assign a free number to it!



The screenshot shows the 'Profile' tab of the Cloud Q configuration page. The fields are as follows:

- Cloud Q ID:** HPS0048571@takecomm
- Cloud Q Name:** BroadSource Cloud Q
- CLID First Name:** BroadSource
- CLID Last Name:** Cloud Queue
- Phone Number:** A dropdown menu is open, showing '0388429392' as the selected option. Other options include 'None'.
- Extension:** (Empty field)
- Language:** English
- Timezone:** (GMT+11:00) Sydney

An orange callout '1' points to the Phone Number dropdown menu, and another orange callout '2' points to the 'update' button at the bottom of the form.

## CloudQ Settings

Cloud Q is your business’s way to hold onto a call and treat the customer while all your staff are busy on the phone. These following sections describe the different ways your Cloud Q can treat customers when they are waiting in the queue for you.

As you scroll down this page, you can update the:

1. Cloud Q Queue Length – How many calls can be queued at once (we recommend no more than twice the number of people you have in the Cloud Q)
2. Overflow Settings – What happens when the queue is full for your maximum allowable time. People usually transfer the call to the voice mail of the receptionist. Using \*55<Extn.> as the transfer number will invoke the voicemail of at persons extension
3. Call Routing – How are calls distributed to your people who are allocation to the Cloud Q.

Profile **Cloud Q Settings** Agent Assignment Entrance Message Comfort Message Music On Hold Message

Cloud Q Settings

Queue Length: 5 calls

ON Play ringing when offering call

OFF Allow callers to dial 0 to escape out of queue

update

Overflow Settings

Action:  Perform busy treatment  Transfer  Play ringing until caller hangs up

Transfer to phone number:

OFF Enable overflow after calls wait 30 seconds

OFF Play announcement before overflow processing

update

Call Routing

Please choose:  Circular  Regular  Simultaneous  Uniform

### Call Routing Definitions:

#### **Circular**

Incoming calls hunt through your people ('Agents') in the order they appear in the 'Agent Assignment' list. When the Cloud Q searches for free people and reaches the end of the list, it loops back to the top and continues until it has tried all people.

#### **Regular**

Incoming calls hunt through people in the order they appear on the list, starting from the top each time. When the Cloud Q search reaches the end of the list, the overflow treatment is invoked.

#### **Simultaneous**

Incoming calls alert all people's Commander Phone at the same time. The first person to answer the call handles the call.

#### **Uniform**

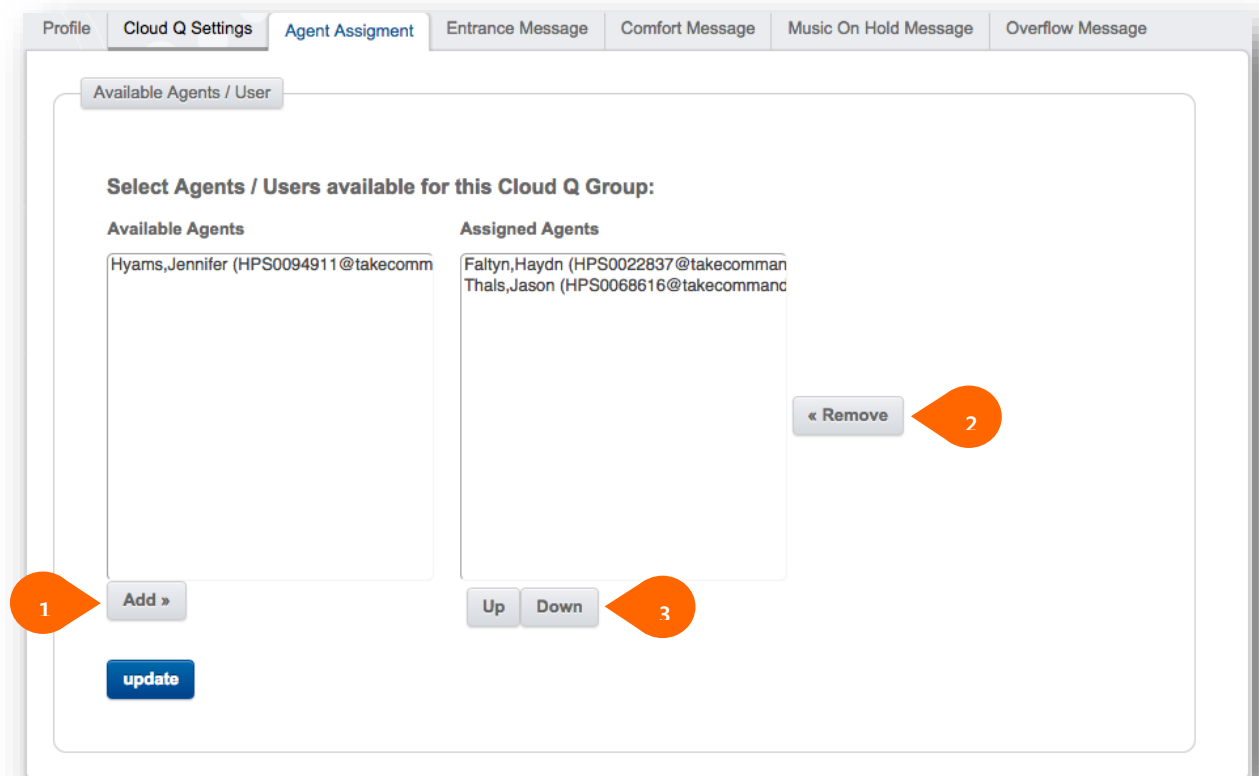
Incoming calls hunt through all people in the order that starts with the person who has been idle the longest and ends with the person who most recently answered a call.

## Agent Assignment

We call those users in your business that can join the Cloud Q 'Agents'. At any time you can add or remove these people from the Cloud Q using this configuration tab - 'Agent Assignment'.

Clicking on this tab, you can update the:

1. ADD 'Agents' to your Cloud Q
2. REMOVE 'Assigned Agents' from your Cloud Q
3. Change the order in which calls are presented to your 'Agents'. (When Circular and Regular routing is required)





## Entrance Message


When callers are held in your Cloud Q, your 'Entrance Message', usually a welcome message, can be played to them before the 'Music on Hold' starts playing.

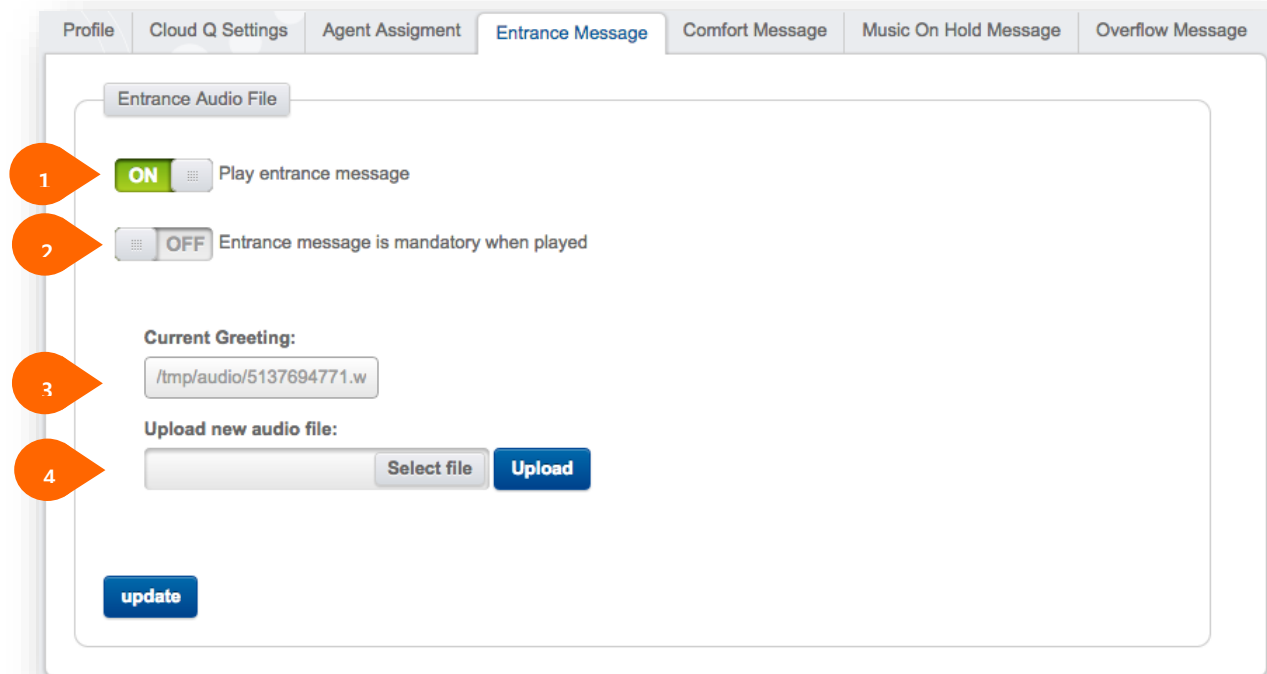
Your audio file can be uploaded from your computer and changed at any time using the 'Entrance Message' tab below.

An example: *"Your call is very important to us. Please wait for the next available agent."*

Using this tab, you can:

1. Turn the message 'ON' or 'OFF'
2. Mandate whether the message is played even if an Agent is available.
3. Check which '.wav' file is currently playing in the Cloud Q
4. Upload a new '.wav' audio file from your computer.

 **Reminder:** The file format is .wav (PCM, 16,000kHz, 16 bit Mono)  
A free audio conversion utility is available on the Commander Resource centre for you.




## Comfort Message

When callers are held in your Cloud Q, your 'Comfort Message' can be played periodically while your 'Music on Hold' is playing. Your audio file can be uploaded from your computer and changed at any time using the 'Comfort Message' tab below. An example: *"Thank you for holding. We will be with you soon."*

Using this tab, you can:

1. Turn the message 'ON' or 'OFF'
2. Set the time between playing the 'Comfort Message'
3. Check which '.wav' file is currently playing in the Cloud Q
4. Upload a new '.wav' audio file from your computer.


 **Reminder:** The file format is .wav (PCM, 16,000kHz, 16 bit Mono)  
A free audio conversion utility is available on the Commander Resource centre for you.

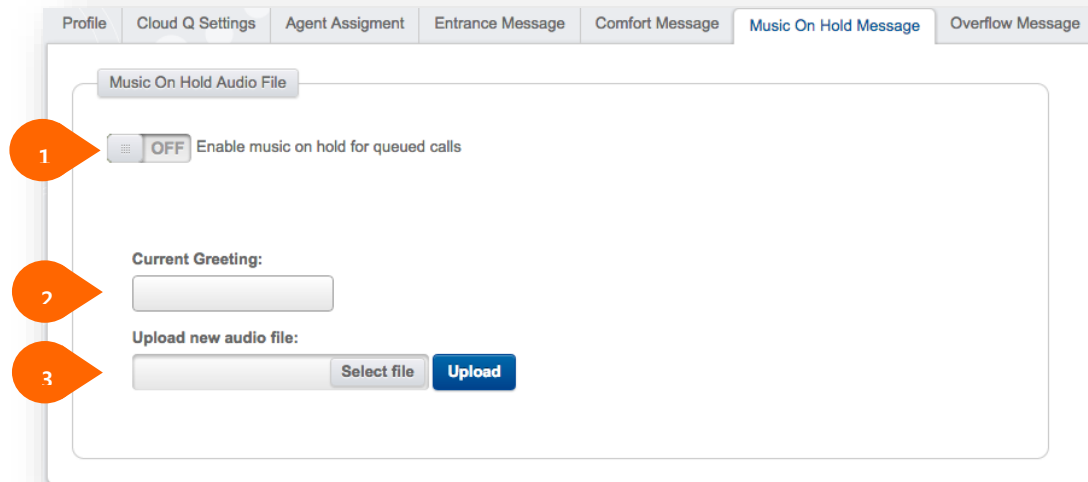
## Music on Hold Message

When callers are held in your Cloud Q, your 'Music On Hold Message' can be played as music or your advertising etc. Your audio file can be uploaded from your computer and changed at any time using the 'Music On Hold Message' tab below.

Using this tab, you can:

1. Turn the message 'ON' or 'OFF'
2. Check which '.wav' file is currently playing in the Cloud Q
3. Upload a new '.wav' audio file from your computer.

 **Reminder:** The file format is .wav (PCM, 16,000kHz, 16 bit Mono)  
A free audio conversion utility is available on the Commander Resource Centre for you.



## Overflow Message

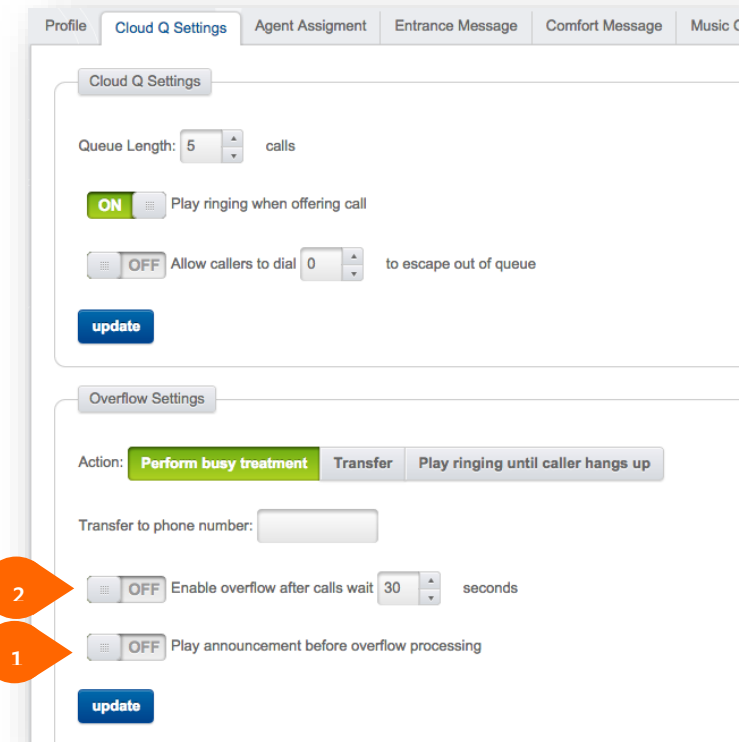
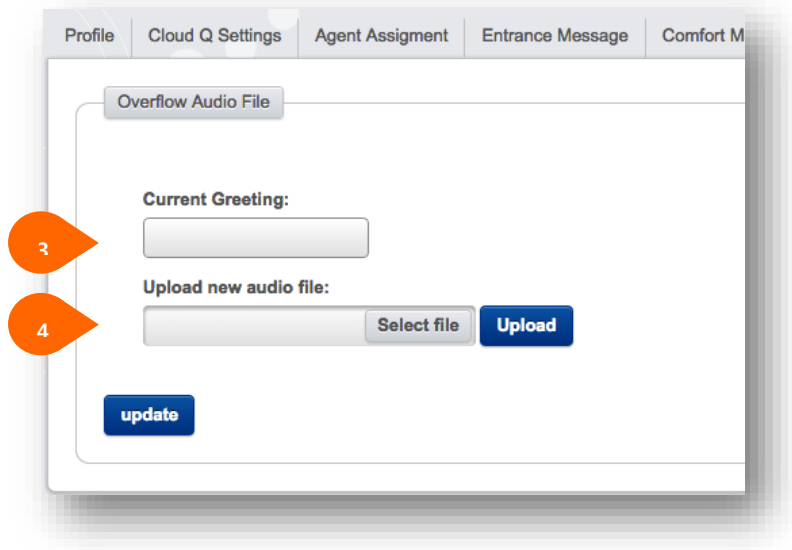
When callers are held in your Cloud Q, your 'Overflow Message' can be played when the maximum time you have set for people to be held in the Cloud Q is reached. Your audio file can be uploaded from your computer and changed at any time using the 'Overflow Message' tab below.

Using the Cloud Q Settings tab:

1. Turn the message 'ON' or 'OFF'
2. Set the number of seconds that a call will be queued before it overflows

Using the 'Overflow Message' tab:

3. Check the current message that will be played.
4. Upload a new '.wav' audio file from your computer.



**!** Reminder: The file format is .wav (PCM, 16,000kHz, 16 bit Mono)  
A free audio conversion utility is available on the Commander Resource Centre for you.

## Managing Your Enhanced Hunt Group

Enhanced Hunt Group is an add-on SMART Extra service to your Standard Hunt Group that provides additional functionality including Voicemail and Call Forward Selective.

In addition to the standard Hunt Group capabilities described on page 8, the enhanced hunt group allows you to:

1. Set Call Forward Always, just like the Commander Phone feature
2. Set Call Forward Busy, when everybody in the Hunt Group is busy
3. Use Selective Call Forwarding to forward calls based on specific criteria
4. Set Priority Alerting to change the ring tone of a phone in the group based on your 'Schedule' and calls matching your pre-defined criteria
5. Attach a voicemail box to the Hunt Group. Great for after hours messages

These settings are configured and behave the same way as the features that are used for each of the Commander Phones in your business.

The screenshot displays the configuration interface for an Enhanced Hunt Group. The top section, titled 'Profile', contains the following fields:

- Hunt Group ID:** odin.hgenhanced@take
- Hunt Group Name:** ODIN HG Enhanced
- CLID First Name:** HG
- CLID Last Name:** Enhanced
- Phone Number:** 0299112263
- Extension:** (empty)
- Department:** None
- Timezone:** (GMT+11:00) Sydney (AEST)
- Language:** English

An 'update' button is located at the bottom of the profile section. Below this is a diagram illustrating the call flow for incoming calls. A green box labeled 'Incoming Calls into: 0299112263 will go to:' is connected to a horizontal line. Five orange callout bubbles with numbers 1 through 5 point to specific features represented by blue icons:

1. User Assignment (Icon: two people)
2. Call Forwarding Always (Icon: arrow in circle)
3. Call Forwarding Busy (Icon: clock)
4. Call Forwarding Selective (Icon: crossed arrows)
5. Priority Alert (Icon: megaphone)
6. Voice Messaging (Icon: envelope)