BG CommPortal

Business Group Administration

USER MANUAL

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WHAT IS THE BUSINESS GROUP ADMINISTRATIVE PORTAL?

The Admin Portal is an interactive web page that allows you to access and manage your call services and settings for your Business Group. Your log-in is the 10-digit telephone number provided by Northland's system administration. Your solution will come preprogrammed with the information you provided to Northland when you completed the System Programming Form.

GETTING STARTED

To use any of CommPortal's features, you will need CommPortal Web. Simply enter the following in your web browser to bring you to the login screen:

https://bucommportal.northland.net/bg

CommPortal Web

Please log in below.

Your session has expired. Please log in again.

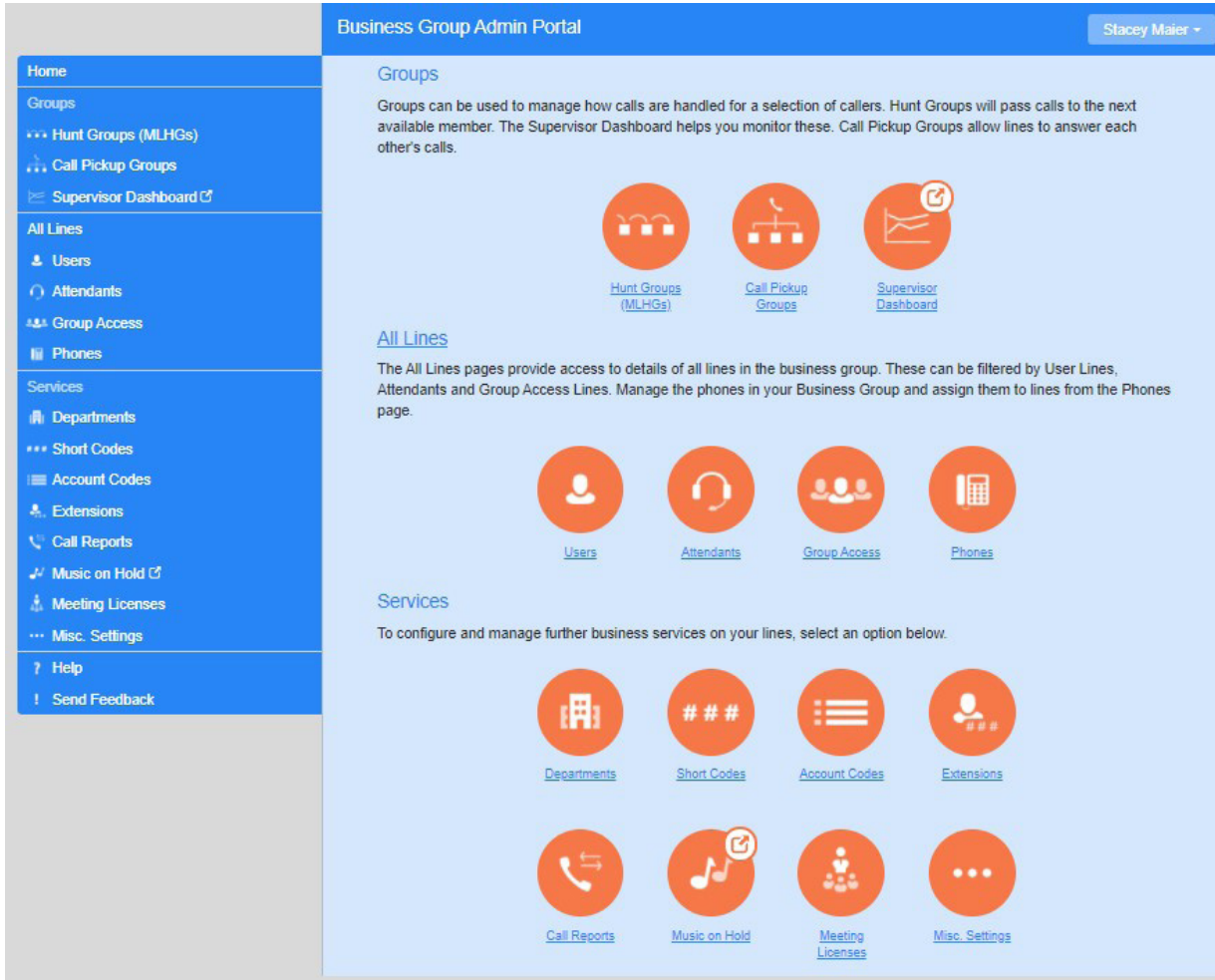|	
Number:	3156242238
Password:	••••••••

Login

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

Enter your 10 digit telephone number and the password provided to you from your System Administrator. You will be able to change the password later.
This will bring you to the HOME Tab of the Business Group (BG) Admin Portal.
(See page 2).

The HOME Page allows you to configure settings for all users in your business group. It gives you quick access to various settings. The settings are divided into the following sections:

+ Groups
  + Hunt Groups (MLHGs)
  + Call Pick Up Groups
  + Supervisor Dashboard (if applicable)
+ All Lines
  + Users
  + Attendants
  + Group Access
  + Phones

+ Services
  + Departments
  + Short Codes
  + Account Codes
  + Extensions
  + Call Reports
  + Music on Hold
  + Misc Settings

To go to a Settings Page, select the setting from either the list view on the left, or the orange icons on the right.

GROUPS SECTION

A Hunt Group (also known as a Multi-Line Hunt Group or MLHG) is a set of lines within a Business Group (Members). Calls to the group are passed to a non-busy member of the Hunt Group, or may be added to a queue (where they are held) when all members are busy.

The Groups Section shows you all the hunt groups within your Business Group, the number of members and the service level (Hunt Group or Premium ACD). To view details for a specific hunt group, click the group name.   This will take you to the Hunt Group page. To view the hunt groups in a specific department, click the drop down next to Hunt Group in Department.

HUNT GROUPS

The Hunt Group Page displays information for a specific hunt group and its members and is divided into three tabs.

Hunt Group Pilots Tab

You can optionally assign one or more lines within your Business Group as Pilot Directory Numbers for the Hunt Group. These provide a contact number for the entire hunt group that will always pick an available member, instead of being associated with a specific line within the Hunt Group. This will be useful if you are using a Multi-Line Hunt Group for a call center and want to provide one number to the public to call.

In addition, calls that are dialed directly into a number within the Hunt Group can be forwarded to a non-busy line within the Hunt Group if the number they are calling is busy. It can also be treated as busy if you prefer. Intercom calls do not hunt.

HUNT GROUPS

Hunt Group Members Tab
+ **Position in Hunt Group:** A hunt algorithm selects non-busy lines (members) and distributes calls to them. The order in which this happens and the "algorithm" to use can both be changed.
+ **Telephone Number:** This is the 10 digit number for the individual hunt group member
+ **Extension:** The extension number assigned to the member
+ **Logged in and out status:** Users who want to temporarily remove themselves from a hunt group can log in and out as required when they have been configured to allow this.
+ **Name:** Hunt group members names are displayed in the column.
+ **Department:** If the member is assigned to a department, the department name is displayed in this column.
+ **More:** 🔵 Click the three dots to display the subscriber CommPortal and edit the line settings (see page 5).

Business Group Admin Portal					Stacey Maier ▾

Hunt Group Meta BU MLHG in Department: None

Hunt Group Pilots	Hunt Group Members	Settings

Remove Selected	Change Positions	Add Lines	Add single line:		Add

☐	Position	Telephone Number	Ext.		Name	Department	
☐	1	(315) 624 2220	2220	⊟	Robert Piekielniak	None	⋯
☐	2	(315) 624 2213	2213	⊟	Russ Kaufman	Switch	⋯
☐	3	(315) 865 4654	4654	⊟	Russ Home	Switch	⋯
☐	4	(315) 624 2289	2289	⊟	Jay MacLean IV	None	⋯
☐	5	(315) 624 2023	2023	⊟	Bryon Adams	None	⋯

+ **Remove a hunt group member:** Select the member(s) and select the **Remove Selected** button.
+ **Change Member Positions:** Select the **Change Positions** button.

Change Member Positions in Hunt Group

Use the up/down arrow icons in the Position column to change the order in which the hunt algorithm selects non-busy lines to pass incoming calls to. Click Apply when you have finished.

Position			Telephone Number	Ext.		Name	Department
1		⊕	(315) 624 2220	2220	⊟	Robert Piekielniak	None
2	⊕	⊕	(315) 624 2213	2213	⊟	Russ Kaufman	Switch
3	⊕	⊕	(315) 865 4654	4654	⊟	Russ Home	Switch
4	⊕	⊕	(315) 624 2289	2289	⊟	Jay MacLean IV	None
5	⊕		(315) 624 2023	2023	⊟	Bryon Adams	None

Apply	Cancel

+ Use the Up and Down arrow icons in the **Position** column to change the order in which the hunt algorithm selects non-busy lines (members) to pass incoming calls to.
+ Select **Apply** when you have finished.

+ Add Lines: Select the **Add Lines** button to add additional lines to the hunt group. This will bring up a list of all subscribers in your business group.

+ Search your business group or a department.
+ Enter search criteria in the search field.
+ Check the lines you wish to add.
+ Select **Add Selected**.
+ You can also add a single line by entering the line number in the add single line field.

+ Actions: Select the three dots for additional settings.

+ **View line settings:** Select to bring up the subscriber CommPortal for the member.
+ **Edit line:** Select to change the line configuration for the member.

+ **Login/Logout supported?:** Select if you want the hunt group member to have the ability to log in and out of the group.
+ **Logged in?:** Select to log member in or out of the hunt group.
+ **Apply:** Select **Apply** button to save changes.

Preferences

+ **Hunt Group Name:** Edit the hunt group name
+ **Service Level:** Service level of the group (Multi-line hunt group or Premium ACD)
+ **Login/logout supported by default for new members:** Choose **Yes** if new members will log in and out by default.
+ **Apply:** Select **Apply** to save changes

Hunt Settings

+ **Call Distribution Algorithm:** The method in which calls can be distributed in a hunt group.
  + **Linear:** When a Pilot number is called, hunting starts with the first member and continues through the list until a non-busy line is found.
    When a busy member is dialed directly and *Hunt on Direct Dialed Calls* is set to true, hunting starts with the member after the dialed number and continues to the end of the list until a non-busy line is found. It does not start again from the beginning of the list.
  + **Circular:** When a Pilot number is called, this is the same as Linear. If a busy MLHG line is dialed directly, this is the same as Linear except that once the end of the list is reached, hunting will continue from the beginning of the list until a non-busy line is found.
  + **Uniform (Round Robin):** When a Pilot number is called, hunting starts with the first number after the line that was selected first by the previous hunt. When the end of the list is reached, hunting continues from the beginning of the list until it reaches the number it started with. If a busy MLHG line is dialed directly, and *Hunt on Direct Dial Calls* is set to true, this is the same as Circular hunting.

+ **Uniform (Longest Idle):** When a Pilot number is called, or a busy MLHG line is dialed directly and *Hunt on Direct Dialed Calls* is set to true, hunting starts with the MLHG line that has been idle the longest. The idle time for a line is calculated using the end time of any incoming or outgoing calls to or from the line, not just those allocated by hunting. When a MLHG line disables Do Not Disturb call service, its idle time is reset to zero.
+ **Ring All:** When a Pilot number is called, all available members are presented with the call.
  This is not recommended in ACD, as it will show in reports as an abandoned call for all the lines that did not answer it.

+ **Maximum queue length:** The maximum number of calls that can be queued at one time. If queueing is not supported or the queue is already full, the caller will receive the treatment specified by the Pilot or Direct Dial number that was called.

+ **Is line hunting applied to direct-dialed calls:** Specifies whether external calls directly to a line within the hunt group receive line hunting treatment if the line is busy. *(Intercom calls and external calls directly to a line with SIP Call Forking enabled, do not receive Line Hunting treatment regardless of the setting of this field).*

+ **Is the Pilot's information delivered as the Caller ID:** Specifies whether the Pilot that was called should be delivered as the caller ID. This can be helpful when a subscriber is taking calls from multiple hunt groups to identify which group the call came in to.

CALL PICKUP GROUPS

Call Pickup allows a subscriber to pick up a call from any ringing phone that is in the same pickup group as they are by dialing a short code or pressing a pickup key. If there is more than one ringing call in the group, the call that has been ringing the longest will be the one that is answered. Select the **Call Pickup Groups** page from the Admin CommPortal. The list of groups is displayed and includes the number of members in each group.

Add a New Call Pickup Group

+ Select a department or Business Group from the drop down.
+ To add a new group, select the **Add Group** button.
+ Add a group name in the name **Call Pickup Group Name.**
+ Select **Add**. The list of groups is displayed again.
+ From the displayed list, select the new group name.

+ To add members, Select **Add Lines**. The members of your business group or department are displayed.

+ Select the members to be added.
+ Select **Add Selected**. The lines have been added.

Delete a Call Pickup Group Member

+ On the Member Tab of the Group, select the member(s) you wish to delete.
+ Select **Remove Selected**. The members have been deleted.

Delete a Call Pickup Group

+ Select a department or Business Group from the drop down.
+ Select the group(s) to be deleted.
+ Select **Delete Selected.** The selected group(s) are deleted.

Change a Call Pickup Group Name

+ Select the group(s) to be renamed.
+ Select **Settings**.
+ Enter the new group name.
+ Select **Apply**.

SUPERVISOR DASHBOARD
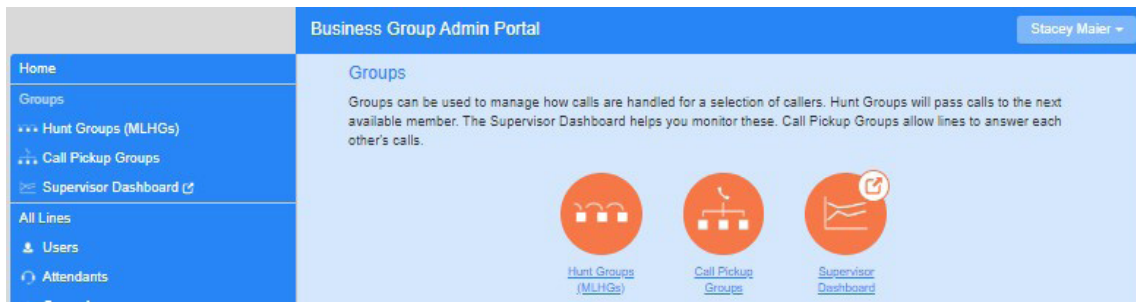
If your business has purchased iACD Supervisor and Agent licenses, you will have a Supervisor Dashboard Page.
Please refer to the Supervisor Dashboard User Guide for detailed information.
NOTE: You will only see a Supervisor Dashboard if your Business Group has Agent and Supervisor licenses.

ALL LINES SECTION
USERS

You can manage individual lines within your Business Group in the Users Page. You can view by All, Company or Department. You can search by Telephone Number, Extension, Name or Department.

+ Search for the line by telephone number, extension, name or department.
+ Select the **Actions** ⋯ to view individual line settings.
  + **View individual settings** to go to the Subscriber CommPortal. Here you can reset the voicemail and call services pins and CommPortal password. See below.

RESET SUBSCRIBER PIN OR PASSWORD

+ Select the **Actions** ⋯ to view individual line settings.
  + **View individual settings** to go to the Subscriber CommPortal.
  + Select View Account Settings at the bottom .
  + **Select the pin or password you want to change** at the bottom of the Subscriber CommPortal window.
    For example: Change Voicemail Pin.

+ **Enter the new pin or password.**
+ Confirm the new pin or password.
+ Select **Confirm**.

+ Add services to view available additional services and subscribe.

Account Codes allow you to classify calls you make from your phone by entering an account code at the time you dial.
Select **Sign Me Up** and after you subscribe, the service can be configured here. (See page 21 for more information).
NOTE: There is no charge for the Account Codes service.

+ Reset line When a new user is required. This option removes previous voicemails, resets the voicemail to the tutorial and changes the name to **UNASSIGNED.**

+ Unlock Account When a user tries to log in too many times, their account becomes disabled. This will unlock their account but does not reset their EAS and voicemail passwords.

ATTENDANTS

The Attendants Page is where you manage your Premium or Easy Automated Attendants. You can view by All, Company, or Department. You can search by Number, Name or Department. See Easy Attendat or Premium Attendant User Manuals at www.northland.net.

+ View individual account settings to access the Premium or Easy Attendant CommPortal where you can configure your attendants. (For detailed information see the Premium or Easy Attendant User Guides).
+ Edit personal details to change names or make an Administrator.
+ Reset line When a new attendant is required. This option removes previous recordings, resets all previous settngs and changes the name to **UNASSIGNED.**
+ Unlock Account When a user tries to log in too many times, the account becomes disabled. This will unlock the account.

GROUP ACCESS

Group Access is where you manage the settings of your Multi Line-Hunt Groups. The MLHG's programmed for your Business Group are displayed here. You can view by All, Company or Department. You can search by Pilot Number, Extension, Name or Department.
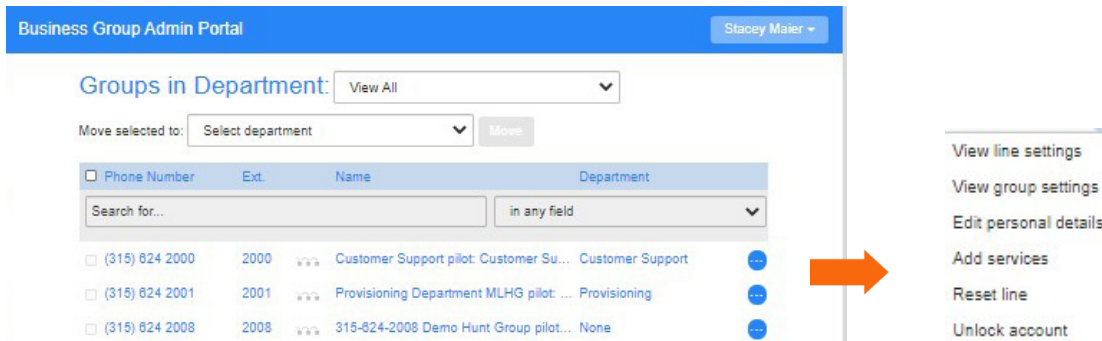
+ Select **Actions** 💬 to view individual line settings.
  + **View individual settings** to go to the Group Subscriber CommPortal.
  + **Edit personal details** to change a name or assign as an Administrator.
  + **View group settings** to view Pilot numbers, hunt group members and settings. (this is the same information you will see on the Multi-Line Hunt Group page).
  + **Add Services** to view and add available additional services. See page 19 for adding Account Codes.
  + **Reset line** to change the account name or remove from groups.
  + **Unlock Account** When a user tries to log in too many times, the account becomes disabled. This will unlock the account.

PHONES

Phones provides information on all the phones configured for your Business Group. Once a phone is assigned to a line, you can configure the profile for the phone. You can view by All, Company or Department. You can search by Phone Model, MAC address, Line Assignment or Department.

The MAC address uniquely identifies each phone. The telephone number or department identifies where the phone is assigned.

Change Phone

+ Select **Actions** 🔵 to view individual settings.
  + **Change phone** to assign or reassign the phone to a line.
  + To unassign a phone from a line altogether, uncheck the **Assigned to Line?** checkbox.
NOTE: You will need to reboot the phone for the changes to take place.

Configure Phone Yealink T54W/T58A

+ Select **Actions** 🔵 to view individual settings
  + Configure phone to make administrative changes to buttons and other configurations.
  + Select **Edit** under the phone model

Expand the applicable **Programmable Keys** section to edit these keys or select the **Sidecar Car** image to edit the side car keys.

NOTE: For the YeaLink T54W and T58W, in the **Programmable Keys - Line Key** section, you should only program keys 9-26 as the first 8 keys, as well as key 27 are standard features across all Business Groups.
In the **Programmable Keys - Softkey** section, you should only program keys 5-20 as the first 4 keys are standard features across all Business Groups.

+ Select the dropdown to the left of a key number to see the list of available features.
+ For each setting, use the dropdown to select a new value.
+ To save your changes, click the **Save Changes** button at the bottom.

NOTE: When the box shown above is checked, the phone will reboot immediately upon save. Uncheck the box to have the phone reboot overnight.

Configure Phone Mitel 6867i

+ Select **Actions** ⋯ to view individual settings
  + **Configure phone** to make administrative changes to buttons and other configurations.
  + Select **Edit** under the phone model
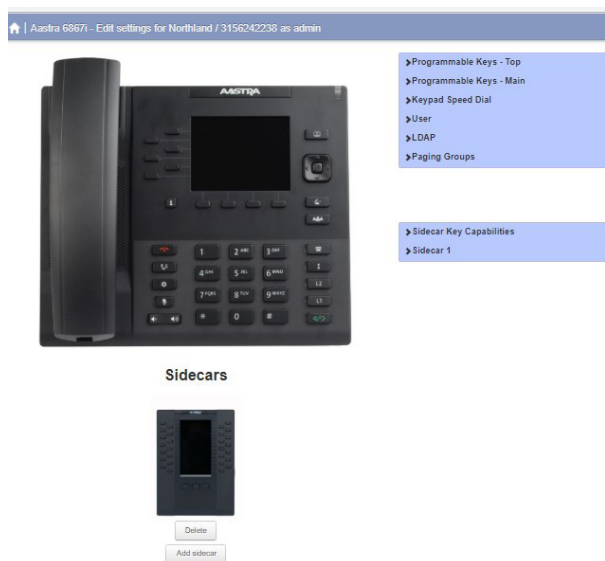
Expand the **Programmable Keys** or the **Sidecar Key Capabilities** section by clicking the dropdown. These settings are restricted to Business Group Administrator or Northland Administrator only.

NOTE: For the Mitel 6867i, in the **Programmable Keys Top** section, you should only program keys 6-20 as the first 5 keys are standard features across all Business Groups. In the **Programmable Keys Main** (Softkeys) section, keys 6-18 are programmable as the first 5 keys are standard features across all Business Groups.
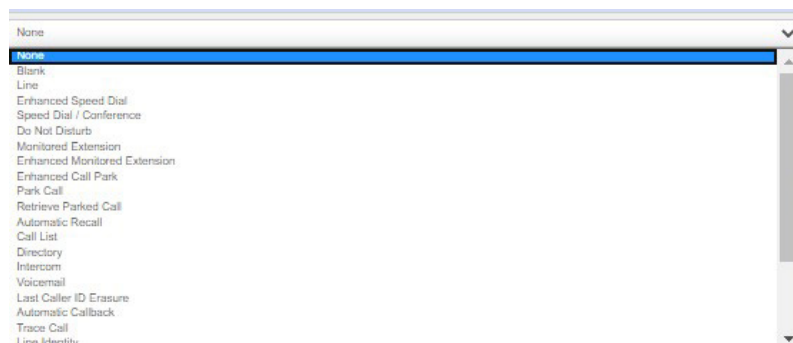

+ Select the dropdown to the left of a key number to see the list of available features.
+ For each setting, use the dropdown to select a new value.
+ To save your changes, click the **Save Changes** button at the bottom.

NOTE: When this box is checked, the phone will reboot immediately upon save. Uncheck the box to have the phone reboot overnight.

SERVICES SECTION
DEPARTMENTS

Departments divide your Business Group into separate administrative groups. Business Group administrators can optionally be restricted so that they only have privileges to administer lines within a given department (and its sub-departments). Department may be divided into sub-departments.

Lines, Attendants, Groups, Phones or Short Codes can all be placed into a department and moved between departments in the pages relating to each of those items.

Each row in the table shows the department names and call limits.
+ To add a new department, click **Add Department**. This will add the department and bring up the configuration settings.
+ To configure department information for an existing department, click on the department name.

+ To rename the department or edit the call limits, change the value and click **Apply**.
+ To delete a department, click **Delete**.

SHORT CODES

Short Codes allow users to quickly dial common numbers. A Short Code is a code specific to the Business Group or department that (usually) represent an external directory number or another code that can only be dialed within the Business Group.

Short Codes can be either a single code or a range of codes.

Service Access Codes consist of a string of digits and may optionally start with a * or #.

The Short Codes page displays all of the Short Codes in your Business Group or Department.

View Short Codes

+ To view Short Codes in departments or sub-departments, select the department from the dropdown list at the top of the page.
+ To view all of the Short Codes for all departments, select **View All** from the department dropdown.
+ To move a Short Code to another department, select it by checking the box to the left. Select the department you want to move the Short Code to and click Move.
+ To delete a Short Code, select it by checking the box to the left and click **Delete Selected**.

Add a Single Short Code

+ To add a single Short Code, click **Add**.
  Enter the Short Code.
  Select where it will map to (Telephone Number or Service Access Code).
  Enter the Telephone Number or Access Code.
  Select the Department when applicable.
  Add a Name to include in the business directory.
  Click **Add**.

Add a Short Code Range

+ To add a Short Code range, click **Add Range**.
  Enter the first and last numbers of the Short Code Range.
  Enter the telephone number or internal code of the first Short Code the range should dial.
  The system will automatically add all numbers within the range.

Modify a Single Short Code

+ To modify an existing single Short Code, click on either the Short Code number or the number the Short Code dials.
Modify the details.
Click **Save**.

Edit Single Short Code

To edit this mapping, enter new short code and/or telephone number values and click Save

Short Code: 3617732

Telephone Number: (315) 361 7732

Department: None

Save   Cancel

Modify a Short Code Range

+ To modify an existing Short Code range, click on either the Short Code range numbers or the number the Short Code range dials.
Modify the details.
Click **Save**.

Edit Range of Short Codes

To edit this mapping, enter new short codes and/or telephone number values and click Save

Range of Short Codes: 2750 - 2757

First Telephone Number: (315) 356 2750

Department: None

Save   Cancel

ACCOUNT CODES

The Account Codes page allows you to log account codes of your choice against call that you make by dialing the appropriate code when placing an outbound call. This is useful when you are billing for services (such as a lawyer billing for time).

This configuration applies to all lines in the Business Group. Configuration of each Business Group Line allows you to override on the Users page.   (See for adding overrides to lines).

Configure Account Codes

+ Select the types of calls from the list that you want account codes applied to. National, International, etc.
+ **Use validated account codes** allows you to define the account codes. If not validated, when you make a call, you can enter any account code of your choice.
+ Enter the number of digits accounts codes will be.
+ Enter the maximum incorrect attempts allowed.
+ **Call types may be overridden per line** allows lines within the Business Group to use a different set of call types from the rest of the Business Group.
+ **Account length may be overridden per line** allows lines in the Business Group to have different length account codes than the rest of the Business Group.
+ **Lines can view Business Group Account Codes** allows lines to view the Business Group Account Codes list.
+ Select if lines can view and change their own Account Codes, view only or cannot view.
+ When finished, click **Apply**.

Edit Account Codes for All Lines

+ Click **Edit List**.
+ Add an Account Code.
+ Add a description or name.
    For example: A client name for billing purposes or an employee name for tracking purposes. (Call Reports will contain a report for Account Codes).
+ Click **Add** then click **OK**.

Delete Account Codes

+ Click **Edit List**
+ Click the trash can next to the account code to be deleted.
+ Click **OK**.
+ Click **Apply**.

+ To delete all Account Codes, Select Clear List.
+ Click **OK**.
+ Click **Apply**.

NOTE: Lines will still be required to enter an Account Code once you delete them. You will need to contact Northland Communications to have the Account Code Service removed.

Request Account Codes Service

In order to use account codes, the Accounts Codes service has to be added to each line. You should do this once you have created the account codes.

+ Click ● the **Actions** button next to the line to be modified and select **Add services**.
  This will bring up the available services (see below).

+ Highlight **Account Codes**.
+ Click **Sign Me Up**.

Once you subscribe, this service is available immediately. If you have not configured account codes yet for your Business Group, you can go to the Accounts Codes page to do so.
To remove a service, you must contact Northland Communications.

Modify Account Codes per Line

Once you have created account codes for the Business Group, to modify them per line, go to the Users Page.

+ Click ••• the **Actions** button next to the line to be modified and select **View individual settings**. This will bring up the Subscriber CommPortal.
+ Select the **Account Codes** widget. (see below)

+ **Call types requiring an account code** Check **Override Business Group settings** to override the call types this line will be required to enter an account code for. Check or uncheck applicable calls.
+ **Account Code Service Type** Check **Override Business Group settings** and **Use validated account codes**. This will bring up the **Edit Personal Account Codes** button under the **Account Codes** Widget. Click the button to add personal account codes.
+ **Account Code Length** to override the account code length, uncheck **Inherit BG codes and code length**. by changing the code length, this line will not be able to use any of the account codes configured for the Business Group.
+ **Max incorrect attempts before account is blocked** Check the **Override Business Group setting** box and enter the number of attempts this line should have before account is locked.
+ Click **Apply**.

EXTENSIONS

Extensions allow users to quickly dial other numbers in the Business Group. The Extensions Page displays all of the extensions in your Business Group.

Add a Single Extension

+ Click **Add**.
+ Enter the extension number and the associated line in your Business Group.
+ Click **Add**.

Add an Extension Range

+ Click **Add**.
+ Enter the extension number range and the first associated line in your Business Group.
  The system will automatically assign extensions to the lines within the range.
+ Click **Add**.

Delete an Extension or Extension Range

+ Select the Extension or Extension Range using the checkbox to the left.
+ Click **Remove Selected**.

Modify a Single Existing Extension

Edit Single

To configure a single extension, enter the extension code and the telephone number, and then click Save.

Extension: 2750

Telephone Number: (315) 356 2750

Save   Cancel

+ Click on either the extension number or the associated line number.
+ Modify the details.
+ Click **Save**.

Modify an Existing Extension Range

Edit Range

To configure a range of extensions, enter the first and last codes and the first telephone number that the range maps to, and then click Save.

Range of Extensions: 2770 - 2779

First Telephone Number: (315) 356 2779

Save   Cancel

+ Click on either the extension number range or the associated line numbers.
+ Modify the details.
+ Click **Save**.

CALL REPORTS

Call Reports allows you to visualize call activity within your Business Group. Call activity data is provided in three ways: summary graphs, reports and call logs.

Refer to the separate Call Reports User Manual at www.northland.net for detailed information.

CALL RECORDINGS
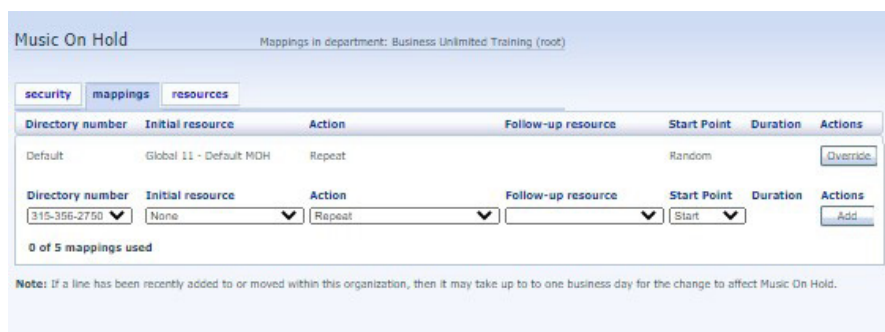
Call Recordings will redirect to the MiaRec Call Recordings log in screen. You will only see this page if you have purchased call recording licenses for our business group.
Refer to the separate Call Recordings User Manual at www.northland.net for detailed information.

MUSIC ON HOLD

If your system uses Music on Hold, you will be able to access your Music on Hold administration system from the BG Admin CommPortal. Northland Communications provides one Royalty Free Music on Hold File. You have the ability to upload your own music or marketing announcement to play while your callers are on hold. Northland allows for up to five mappings with each Business Group. Music files can be .wav or .mp3.

IMPORTANT: If the customer alters or customizes the standard On Hold Music in any way, Northland Communications will **NOT** be held accountable or liable for any copyright infringement lawsuits that may come out of the per said act.

To log in to the Music on Hold system, select Music on Hold in the BG Admin CommPortal. This will open a new browser window with the Music on Hold administration system.

There are three tabs across the top that each take you to a different section of the Music on Hold administration.

+ **Security** - view and configure your security settings.
+ **Mappings** - allows you to configure different recordings to be played when different lines within your Business Group put callers on hold.
+ **Resources** - allows you to upload and manage your recordings.

View + Change Security Settings

In addition to accessing the Music on Hold system using CommPortal, you can also access it through your phone. This page lets you view and change the password you will need to enter to use the phone access. To change your password:

+ Enter the new password in the text box.
+ Click **Apply**.

To manage your recordings, click on the **Resources** tab.

The Global Media List section specifies any recordings that Northland has made available for your use. We provide one royalty-free on hold recording for your use.

The Local Resources section below displays any recordings that you have uploaded to the system, either using this web interface or via the telephone access.
At the bottom of this section, you will see information on recording limits.

+ How many MB of storage you have used.
+ How many MB of storage you are allowed.
+ How many recordings you have uploaded.
+ How many recordings you are allowed.

Add Recordings

To manage your recordings, click on the **Resources** tab.
+ Enter an ID for the recording in the **ID** text box.
+ Enter a description for this recording in the **Description** text box.
+ Click on **Browse** and select the recording to be uploaded. It must be either a .wav or .mp3 file.
+ Click **Add**.

NOTE: Depending on the size of the file being uploaded, this process may take a few seconds.

Modify Recordings

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+ Change the volume at which a recording will play.
  + Click on the **Edit** button to the right of the recording.
  + Select a new Gain value from the dropdown.
    0 will play the recording at its original volume.
    +1, +2 or +3 will play the recording louder.
    -1, -2 or -3 will play the recording quieter.
  + Click **Save**.

Play a Recording

Click on the ID or Description to play the recording.

NOTE: This will play the recording at its original volume. The **Gain** setting has no impact on playing a recording through this interface. To check the effect of changing the volume of a recording, log into the phone interface and play the recording from there.

Delete a Recording

Click on **Delete** to the right of the recording to be deleted.

Need support? Connect with us at www.northland.net/support or
Dial 4357 (HELP) or 315-671-6262 to speak to a Northland Representative

Assign Recordings to Lines

You can assign recordings either to all lines in your Business Group, or different recordings per line.

Click on the **Mappings** tab. You will see a list of mappings between the directory numbers of lines in your Business Group or department and the Music on Hold resources that each line uses. You are allowed five mappings. The bottom of the tab shows you how many mappings you have used.

NOTE: If the department you are an administrator for has one or more sub-departments, you will see links to these at the bottom of the screen.

Each mapping consists of a series of fields which you can set:

+ **Initial Resource** or recording, which may be played depending on the Action.
+ **Action** which can be one of the following:
    + **Repeat** - the initial recording is played continually.
    + **Play Once** - the initial recording is played once, then the follow-up recording is played continually.
    + **Repeat - Initial Interrupted** - the initial recording should be interrupted at set intervals by the follow-up recording. This could be used to interrupt music with an announcement indicating that the user is in queue.
    + **Repeat - Follow-up Interrupted** - the initial recording is played first. Then the follow-up recording plays continually being interrupted by the first recording.
+ **Start Point** indicates whether the recording will start at the beginning (the value **Start** indicates this) or whether it should start at a random point of the recording (the value **Random** indicates this).

Add a Mapping

+ Select a line number from the **Directory number** dropdown.
+ Select a recording from the **Initial Source** dropdown.
+ Select an action as listed above, from the **Action** dropdown.
+ Select a follow up resource from the **Follow-up resource** dropdown if you will be using one.
+ Select whether the recording will start at the beginning or randomly from the **Start Point** dropdown.
+ Click **Add**.

Modify a Mapping

The following steps can be used to modify either the default mapping or the mapping for a line.

+ Click **Edit** to right of the mapping.
+ Modify the fields.
+ Click **Save**.

NOTE: You cannot modify the telephone number that a mapping applies to. If you need to do this, remove the mapping and add a new one.

Remove a Mapping

To remove a mapping, click on the **Delete** button to the right of the mapping. You cannot delete the default mapping.

MUSIC ON HOLD TELEPHONE INTERFACE

Through the telephone interface you can:
+ Listen to the music or other recordings for either the default mapping or the mapping you have configured.
+ Listen to the Global Media Resources Northland has made available.
+ Create, change or delete your own recordings.

The telephone user interface is menu driven with voice prompts. Follow the voice prompts and press the keys on your telephone for the option you need.

Log in to the Telephone Interface

To access the telephone interface for Music on Hold, dial 315-624-9305 from your telephone.

The voice prompt will ask you to enter your account number (your admin login subscriber number) and the password. This is a unique password for the music on hold telephone interface.

Music On Hold
security	mappings	resources
Admin password for telephone access (valid only for the current administrator)   1905
Apply

+ To find the password, log in to your admin account and go to the Music on Hold section.

+ Go to the security tab to view the password for telephone access.

+ To change the password, enter the new password and click Apply.

Once logged in, the following are the top level menus:

*. **Press *** at any time to go back to the previous menu.

1. **Listen to resource for default mapping**. This will play the recording which is played to callers for extensions which do not have their own mappings.

2. **Listen to resource for particular extension**. This will play the recording which is played to callers on hold on a specific extension or directory numbers.

3. **Listen to global resources**. This allows you to listen to the recordings in the Global Media List. You will need the two-digit resource ID of the recording you want to listen to. The resource ID can be found on the Resources tab.

4. **Manage existing local resources**. This allows you to modify or delete recordings you have added to the Music on Hold system, including recording a new resource to replace an existing one. You will need the two-digit resource ID of the recording you will be modifying or deleting.

MEETING LICENSES

When your company has purchased Meeting or Webinar licenses, available licenses will be shown on the Meetings License Page and assigned licenses will appear beside the subscriber they are assigned to.

At the top, you can see that this business has 200 and 500 large meeting licenses and all available licenses have been allocated to subscribers.

There is one Webinar 100 license available to allocate to a subscriber.

Licenses can be moved between subscribers with Premium licenses by the Business Group Administrator.

The Business Group Administrator cannot add new licenses. This must be done by contacting Northland Communications.

To work with existing licenses, select the subscriber that the license is allocated to and select **Manage selected Licenses** at the top.

+ To remove a license from a subscriber, select **None**.
+ Select Save. The license is now available to assign to another subscriber.

+ To assign the license to another subscriber, return to the Meeting Licenses page.
+ Select the subscriber to allocate the license to and select Manage selected Licenses at the top.
+ Select the license to be allocated and select **Save**.

MISCELLANEOUS SETTINGS

Number Blocks

Business Group Admin Portal	Tom Brady ▾

Misc. Settings

Number Blocks	External Calls	Call Notifications	Other Settings

Not all of the lines in each telephone number block may have been allocated yet. Please contact us if you would like to reserve more numbers or to allocate more lines.

Telephone Number Block	Number of Lines Allocated
(315) 356 2750 -	1
(315) 356 2751 -	1
(315) 356 2752 -	1
(315) 356 2753 -	1
(315) 356 2754 -	1
(315) 356 2755 -	1
(315) 356 2756 -	1
(315) 356 2757 -	1
(315) 356 2758 -	0
(315) 356 2759 -	1

A Number Block defines a range of directory numbers used for Business Group Lines in the Business Group. Each Number Block in the table shows the range of directory numbers and the number of directory numbers to which Business Group Lines have actually been assigned.

External Calls

Business Group Admin Portal	Tom Brady ▾

Misc. Settings

Number Blocks	**External Calls**	Call Notifications	Other Settings

The table below shows any limits on external calls, together with the default carriers that are used when making calls. Please contact us if you would like to change these settings.

Settings	
External Calls	Unlimited
Incoming Calls	Unlimited
Outgoing Calls	Unlimited
Local carrier code	
Long distance carrier code	
International carrier code	

Each call type can have the following limits.
NOTE: External call limits apply to the total number of incoming and outgoing calls.

+ Unlimited.
+ Limited. In this case the maximum number of external calls is also shown.
+ Not permitted.

Your default carriers for making calls are shown. These may be overridden on per line and/or per call.

NOTE: International calls are blocked by Northland Communications to reduce the risk of toll fraud.

Call notifications allow you to designate contacts within your Business Group or department who will receive notification should someone dial 9-1-1.

The law, known as Kari's Law went into effect on February 16, 2020. Kari's Law is named after Kari Hunt, who was tragically murdered in her hotel room in 2013 after multiple failed attempts by her daughter to dial 9-1-1. Medical examiners agree that had her daughter been able to reach emergency services, Kari would have survived the attack. The law is designed to ensure that anyone, anywhere can reach emergency services and that critical location data is provided with that call.

Details about the Law and Timing
+ February 16, 2020 - Kari's Law is in effect
+ Requires the following on all new / upgraded systems:
    + Direct access to 9-1-1 without an access code.
    + Routing to the 9-1-1 PSAP (public safety answer point) with no interception.
    + On-site notification to staff of who dialed 9-1-1.

Penalties for Non-Compliance
In addition to facing potentially devasting civil liabilities should a tragedy occur, businesses that fail to comply with the law risk fines and may be subject to additional penalties for each day they remain non-compliant. With Kari's Law now included within the amended Communications Act, the Federal Communications Commission (FCC) has the power to enforce the rules, assign judgments, and collect penalties.

Considerations for Best Practices
+ When consideration of alerts, use a group e-mail so you can change people in the group without involving Northland.
+ Use people that can gain access to secured areas.
+ Ensure emergency responders have a clear path to caller.
+ Gain additional information about the emergency.
+ Only administrators of the whole Business Group can enable or disable Emergency Callers.
+ Only the departments that have at least one Emergency Contact configured are listed.

Add Notifications

Notifications can be made to telephone numbers, emails and via text message to a mobile device.

Business Group Admin Portal

Stacey Maier ▾

Misc. Settings

| Number Blocks | External Calls | Call Notifications | Other Settings |

Select contacts to receive notifications when emergency calls are dialled within their department. Nested departments will contact both the emergency contacts of their own department and those of its parent's.

Disable Emergency Call Notifications   **Add New**

Department	Emergency Contacts	
Northland	✉ jay, heather k	⋯
Noc	✉ jay, txt	⋯
	☎ jay cell	

+ Go to **Miscellaneous Settings** and select the **Call Notifications** tab.
+ Select **Add New**.
+ Select either the **Email** or **Outdial** tab.
+ In the **Department** dropdown, select the entire business group or an individual department.

Emergency Callers

Add details for the people to be notified when emergency calls are made from the chosen department.

Department: Northland

| Email | Outdial |

Name	Email Address	
jay	jmacleanjr@northland.net	🗑
heather k	hkirkland@northland.net	🗑
Stacey	3154049630@vtext.com	🗑

Save **Cancel**

+ On the **Email** tab, enter a name and a valid email address.
+ You can also choose to have a text message sent to a mobile device. Enter the telephone number followed by @ and the SMS code the mobile provider.
  For example: Verizon Wireless: 3157357740@vtext.com
              ATT Wireless: 3154047979@txt.att.net
+ To delete a notified party, select the trash can on the right.
+ Select **Save** when all information is entered.

Emergency Callers

Add details for the people to be notified when emergency calls are made from the chosen department.

Department: Northland

| Email | Outdial |

Name	Telephone Number	
Stacey	3156242238	🗑

Save **Cancel**

+ On the **Outdial** tab, enter a name and a 10-digit telephone number.
+ To delete a notified party, select the trash can on the right.
+ Select **Save** when all information is entered.

Other Settings

Restricted Subscriber Messaging prevents the forwarding of voicemail messages to subscribers outside of the Business Group. This applies to the entire Business Group.

Internal Operator Number sets the default operator number for the whole business group. This may be overridden for individual departments.

HELP

Help displays a detailed description of the BG Admin tool.

SEND FEEDBACK

Send Feedback allows to take screenshots and send feedback to META. Please contact Northland Communications directly with feedback.