

AKVoice Administrator Setup

Please use this guide to setup and customize your AKVoice service. Video tutorials are available on most sections by clicking the link.

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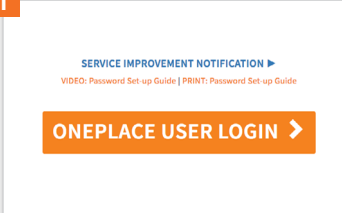
STEP 1 - SET ONEplace PASSWORD

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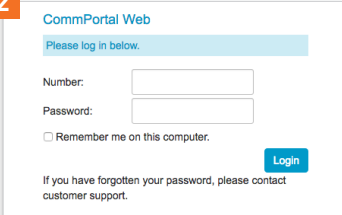
After ordering the AKVoice service, you will receive a welcome email containing an administrator user name and temporary password.

Using the 10-digit telephone number and this temporary password, you will log in and set your permanent administrator password.

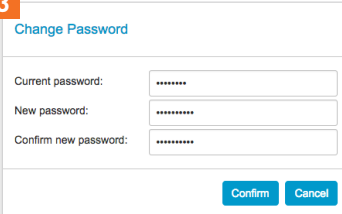
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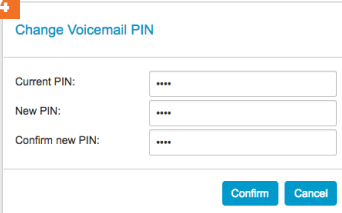
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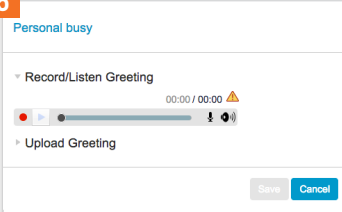
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1. Go to [alaskacommunications.com](https://www.alaskacommunications.com/Support/ONEplace-Login), click **Support**, click **ONEplace Login**, then select **ONEplace Users** or visit: <https://www.alaskacommunications.com/Support/ONEplace-Login>
2. Log in with your 10-digit telephone number (e.g. 9075551212) and temporary password provided in the welcome email.
3. The Setup Wizard will prompt you to change your temporary password
8-character minimum consisting of one each letter, number, and special character
4. Set a voice mail PIN code
6 Digit Minimum
5. Record your name and greeting
(optional)
6. Press the **Finish** button and you will be taken to the ONEplace user home page for this line.

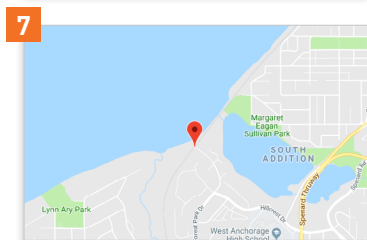
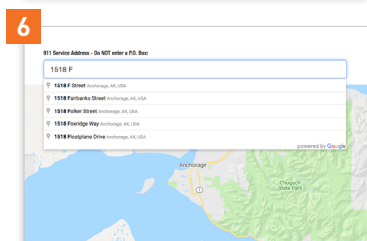
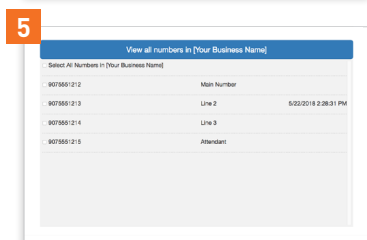
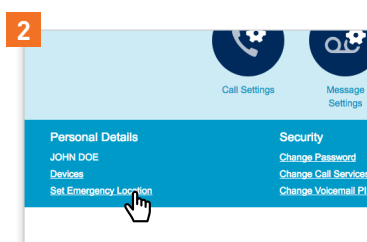
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STEP 2 - EMERGENCY LOCATION

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As a system administrator, you may set the emergency response location for all lines in your AKVoice system or allow users to do this themselves.

An emergency location must be entered before outbound calls may be placed from the AKVoice system.



1. Log in to the ONEplace USER portal with your administrator credentials.
2. Scroll to the bottom of the page and locate the **Personal Details** section and click on the **Set Emergency Location** link.
3. A new window will open to the my911 system.
4. Click the **View all numbers in [Your Business Name]** link. This will display all numbers associated with your AKVoice system. The list displays the current emergency location as well as the date and time it was last updated.
5. Click the '**select all**' checkbox or you may select one or more numbers individually. The update will apply to all selected numbers.
6. Scroll down and begin typing your street address. The address box will update with valid street addresses as you type. Select the correct address when it is displayed.
7. Once selected, the location map will update. Verify the red pin location is accurate, then continue scrolling down to verify the address details and enter the name and comment you would like displayed to the 911 operator.
8. Review the important information and click on the **Save** button to submit your update.
9. Repeat this process until an emergency location is entered for all phone numbers in your AKVoice solution

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STEP 3 - USER EXTENSIONS

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Many features of the AKVoice solution rely on user extensions to function properly. User extensions are short two to four-digit phone numbers assigned to your individual AKVoice telephone lines. You may pick any length or pattern of numbers and are free to match extensions from your previous phone system or the last few digits of the full telephone numbers.

For example, if your AKVoice telephone numbers are (907) 555-**1601** through (907) 555-**1608** you could make your extensions 601 through 608 to match the full telephone number. Alternately if you are replacing a telephone system that used extensions 21, 22, 25, 29, 34, etc. you can also match the AKVoice 10 digit lines to these extension numbers.

You complete the remaining steps through the ONEplace ADMIN portal. This uses the same credentials as the user portal and is accessed via the link on the lower left of the ONEplace Login page.

1. Log in to the ONEplace **Admin** portal.
<https://www.alaskacommunications.com/Support/ONEplace-Admin-Login>
2. Select **Extensions** from the left-hand column or the icon under the Services group.
3. If you are matching the last few digits you may add a range or you may add extensions one by one if matching numbers from your old system.
4. Add an extension number for all lines, including your attendant in your system.

The screenshot displays the 'Business Group Admin Portal' interface. On the left is a blue sidebar menu with options: Home, Groups (with sub-items: Hunt Groups (MLHGs), Call Pickup Groups, Supervisor Dashboard), All Lines, Users, Attendants, Group Access, Phones, Services (with sub-items: Departments, Short Codes, Account Codes), Extensions (highlighted), Call Logs, Music on Hold, Misc. Settings, Help, and Send Feedback. The main content area has a blue header 'Business Group Admin Portal' with a user profile 'JOHN DOE'. Below the header, the 'Extensions' section is titled, followed by a descriptive paragraph and a table. The table has two columns: 'Ext.' and 'Telephone Number'. Below the table is a search bar labeled 'Search for...'. At the bottom of the main area, it states 'There are no extensions in the Business Group.' Action buttons include 'Delete Selected', 'Add Range', and 'Add'.

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STEP 4 – INBOUND CALL ROUTING

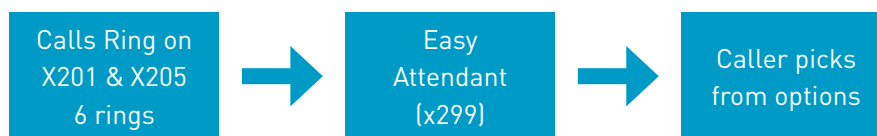
The AKVoice easy attendant and incoming call manager allow you to customize the treatment callers receive when dialing your main business number.

- **Easy Attendant** provides a pre-recorded menu allowing the caller to pick an option using their dial pad. You can record different greetings depending on time of day. Options include:
 - Transfer to an extension or outside line
 - Take a message in voicemail box
 - Play an informational message
- **Incoming Call Manager (ICM)** provides complex call handling options on your main incoming phone number(s). ICM allows you to handle calls differently depending on a schedule and can be used to:
 - Forward calls directly to the easy attendant, an outside line or an extension
 - Ring one or more internal extension(s) and outside line(s) in sequence or simultaneously
 - Screen calls based upon calling number and route them differently
 - Combinations of the above

Before you begin, ask yourself the following questions:

- Do I want my calls handled differently depending on my business hours?
- Which users line(s) should answer calls to my main number and how long should they ring?
- Do I want to take a voicemail message, if so which user line mailbox should be used?
- Do I want to use the easy attendant to provide pre-recorded information and allow users to route their own calls?

Next, write or draw a simple diagram of what you want to happen. *(Example)*



STEPS TO CONFIGURE

1. Configure Easy Attendant Menu [SHOW ME](#)
 - a. Select Menu Choices
 - b. Record Greetings and announcements
 - c. Set schedule (if needed)
 - d. Activate
2. Configure Incoming Call Manager (ICM) [SHOW ME](#)
 - a. Create Rules
 - b. Create Schedule
 - c. Apply schedules to rules
3. Test by dialing the extension assigned to main line

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EXAMPLE - BOB'S BREWERY

Bob owns a small brewery and an offsite tasting room. Bob has 3 telephones; two at the brewery (office x21 and brew floor x22) and one at the tasting room x23

- Do I want my calls handled differently depending on my business hours?
 - *Yes, Bob wants calls routed to either the brewery or tasting room depending on time of day. When closed, he wants to Attendant to answer immediately.*
 - *Mon-Fri 8 to 2 – Answered at Brewery (x21 and x22)*
 - *Wed-Sat 4 to 10 – Answer at Tasting Room (x23)*
 - *All other times – Straight to Easy Attendant (x24)*
- Which users line(s) should answer calls to my main number and how long should they ring?
 - *Calls should ring for 5 rings (~30 seconds)*
- Do I want to take a voicemail message, if so which user line mailbox should be used?
 - *Voicemail messages should be taken on the office line (x22).*
- Do I want to use the easy attendant to provide pre-recorded information and allow users to route their own calls?
 - *Yes, the Easy attendant will be used, but the same menu always*

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STEPS TO CONFIGURE

1. Configure Easy Attendant Menu
 - a. Select Menu Choices
 - *Bob decides on the following setup:*
 - *1 Tasting Room hours and address*
 - *3 Take voicemail on x 22*
 - b. Record Greetings and announcements
 - *Thank you for calling Bob's Brewery For information about the tasting room press 1 or to leave a message for the brew master press 3*
 - *1 – The tasting room is open from 4 to 10 Wednesday to Saturday*
 - c. Set schedule (if needed)
 - *Schedule is not needed*
 - d. Activate
2. Configure Incoming Call Manager (ICM)
 - a. Create Rules
 - *Rule "Mornings"*
 1. *Ring x21 & x22 (brewery) for 6 rings*
 2. *Forward to x29 (attendant)*
 - *Rule "Afternoon"*
 1. *Ring x23 (tasting room) for 6 rings*
 2. *Forward to attendant*
 - *Rule "Closed"*
 1. *Forward to x29 (attendant)*
 - b. Create Schedule
 - *Open = Mon-Fri 8 to 2*
 - *Tasting = Wed-Sat 4 to 10*
 - *Closed = everything else & holidays*
 - c. Apply schedules to rules
 - *Open -> Mornings*
 - *Tasting -> Afternoon*
 - *Closed -> Closed*
3. Test by dialing the extension assigned to main line
 - *Dial x20 (Main Line) to test routing*

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STEP 5 – OPTIONAL SYSTEM SETTINGS

Use the ONEplace Admin portal to customize additional optional features of your AKVoice solution.

OPERATOR EXTENSION

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Setting an operator extension allows users in the voicemail system to dial “0” while listening to a greeting and transfer to an answering position such as a front desk or receptionist.

1. Select **Misc. Settings** from the column on the left or click the icon under the Services section.
2. Select the **Other Settings** tab at the top.
3. Enter the extension number of where you wish calls to transfer in the Business Group Operator Number box and click the “Display Internal business group extensions...” check box.

PICKUP GROUP

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Pickup groups allow any user to quickly answer a call ringing on another extension by pressing the **Group Pickup** key or dialing *11 on the telephone. Users may be in multiple groups and will pick up the longest ringing call on a telephone in any group they are a member of.

1. Select **Call Pickup Groups** from the column on the left or click the icon under the Groups section.
2. Click the **Add Group** button then assign the group a name such as “everybody”
3. Click on the group name in the list then on the **Add Lines** button.
4. Click on the check box of all the lines you would like to add and then save.

SHORT CODES

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Short codes offer a quick way for all users of you AKVoice system to quickly dial telephone numbers using a short 2, 3, or 4-digit code. You may select any range of numbers that do not conflict with your extension numbers. If your extension numbers are 21 through 34, you can use 100 through 199 as speed dial (Short Code) numbers.

1. Select **Short Codes** from the column on the left or click the icon under the Services section.
2. Click the **Add** button at the top and enter the speed dial code and 10-digit telephone number.

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RE-ASSIGNING TELEPHONES

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You can reassign each telephone in your system to a user line. This is generally one telephone per line, but in some cases, such as a busy front sales counter, it is useful to assign more than one telephone per line. See the section, **About Shared Lines**, for more discussion on sharing lines.

IP Telephones are assigned by MAC address. This is printed on the packing list, shipping box, and on the device.

MAC addresses are 12 characters long and contain digits 0-9 and letters A-F. Below are examples of how you may see a MAC address on a label or box:

- MAC: 9CADEF41FCDF
- 0004F2AE9B88
- 64:16:7F:08:DA:FB

Once you have decided how to assign each phone:

1. Log in to the ONEplace Admin portal
2. Select **Phones** from the column on the left or click the icon under the **All Lines** section.
3. Click on the MAC address you wish to assign to a user line
4. Enter a description and click the **Assign to Line** check box.
5. Enter the 10-digit User telephone number you wish to assign.
6. Click on the **Allow Authentication for an hour from now** link to populate a security date and time. You may adjust this to allow more time to connect the phones to the Internet if needed.

ABOUT SHARED LINES

You can assign more than one telephone to a single user line. This is useful in situations where multiple telephones need to share line key appearances such as at a busy sales counter.

The exact functionality depends upon the telephone models selected, only OBiHai terminals are supported for shared line appearances.

All telephones assigned to single line share the same extension and voicemail box, including message waiting.

- Each key function as a telephone line
- When a line key (e.g. Line 1) is in use on one phone it will show busy on all others
- When a new call comes in it will ring on the next available key
- When place on hold, another phone can pick it up by pressing the line key

The following features are not supported with Cloned telephones:

- Voice Intercom
- Individual extension and mailbox numbers
- A maximum of 10 telephones may be assigned to one line

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MODIFY TELEPHONE BUTTON ASSIGNMENT

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Newly installed telephones will boot up with a default button mapping and feature key assignments. This may be modified either for all phones in a system or on an individual phone basis.

To change all telephones of the same model (e.g. OBi1022)

1. Log in to the ONEplace **admin** portal
2. Click on the **phones** link at the left or the icon in the middle of the screen
3. Select the **manage phone profiles** link above the list of telephones
4. When the screen opens, click **edit** on the phone type you wish to modify. If you do not see it, you can click on the **add** button and pick it from the list
5. Edit the feature keys

To change a single telephone

1. Log in to the ONEplace **admin** portal
2. Click on the **phones** link at the left or the icon in the middle of the screen
3. Locate the telephone you want to change in the list and choose **Configure Phone** from the **Actions**
4. When the screen opens, click **edit** on the phone.
5. Edit the feature keys.

MONITOR EXTENSION

This keys allow you to see if another user line is in use and act as a speed dial key for the monitored extension

- Enhanced Monitor Extension
- Extension number of line to monitor
- Key label to display

LINE APPEARANCE KEYS

To increase the number of concurrent calls on a telephone beyond the default, add additional line keys

- Line
- Line Number 1 (always use line 1)
- Key Label (e.g. Line 4)

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CALL PARK

Call park is an efficient alternative to transferring calls in busy environments. Each call park button with the same “orbit” will be able to hold and retrieve calls from any telephone.

- Call Park
- Orbit # (value of 100 to 109)
- Label (e.g. Park 100)

BLIND TRANSFER

If you wish to immediately transfer calls without waiting to announce the caller, place a blind transfer key on one of the feature buttons

- Blind Transfer
- Blind Xfr

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STEP 6 – TESTING AND CUTOVER

Prior to your scheduled porting of your main number, test your telephone system features thoroughly. If you do not have this port scheduled already, contact the business sales group at 565-1611 for assistance.

- You may dial all subscriber lines by either extension number or the full public phone number
- If your main incoming line(s) are with another provider, test them by dialing the assigned extension
- Send notice to all of your users of their new telephone number and the single use password for their first sign in to ONEplace

VERIFY e911 LOCATION

- Contact your local public safety answering point (generally the local police department) on their administrative telephone number and let them know that you are installing a new telephone system and need to verify e911 operation. Ask them if it is OK to conduct the test now, or if you should call back.
- Inform them of the number you will be placing the test call from. This is the direct 10-digit phone number displayed on your telephone, not your main inbound line. (*The main number is transmitted as caller ID only on non-emergency calls*)
 - Anchorage 907-786-8900
 - Fairbanks 907-450-6500
 - Soldotna 907-262-4453
 - Juneau 907-586-0600
- Dial 911 from your telephone. Immediately inform the operator this is a test call. The emergency operator should see the direct telephone number of the handset, not the main number, and the address information you entered in step 2.