Business Group (BG) Administrators can:

- Configure their own line options
- Configure BG lines
- Manage their BG’s lines, phones and services.

To configure BG lines, and to manage their BG’s lines and services, a BG Administrator should log in using a separate login page. For example, if BG Line Users log in at http://www.example.com/business, a BG Administrator might log in at http://www.example.com/business/bg. The BG Administrator login page sends the BG Administrator to the BG Administrator section of the default web UI.

The BG Administrator section provides the following features in the CommPortal interface.

- Business Group Line configuration
- Management of SIP Phones
- MADNs and MLHGs
- Call Pickup Groups
- The Business Group Dialing Plan, including Short Codes and Intercom Codes
- Mandatory Account Codes, External Calls and Number Blocks
- Access to Business Group Call Logs
- Access to the MetaSphere N-Series Auto Attendant

1.0 Overview

The default web UI, shown in Figure 34 on page 3, contains the following.

- A vertical menu bar on the left provides access to all the BG features. This menu is always visible within the BG Administrator section of the default web UI.

- A central area displays the contents of each menu item. This includes lists of lines and groups, several tabs for different settings, context-sensitive menus and buttons, and pop-up menu screens. At the top of the central area, the name of the currently-selected department, or a drop-down menu providing access to the hierarchy of departments, is displayed. Some screens also include a search facility.
The following pages are accessible by the menu bar.

- Lines
- Phones
- MADNs
- MLHGs
- Call Pickup Groups
- Short Codes
- Extensions
- Account Codes
- External Calls
- Number Blocks
- Call Logs
- Auto Attendant

By default, the Lines page is displayed when the BG Administrator logs in. However, the BG Administrator can bookmark another page to enter directly at that page. He or she is still prompted to log in, but the requested page is then displayed instead of the Lines page.

**Buttons**
The following buttons appear frequently in the pages. Their functions are described below.

**Figure 32. CommPortal BG Admin Group Settings button**

This button directs the BG Administrator to the Group Settings page for the line associated with it, for example, a MADN line or an MLHG line.

**Figure 33. CommPortal BG Admin Individual Line button**

This button directs the BG Administrator to the configuration options for the line associated with it. This opens a new window showing the CommPortal interface for a BG Line User. The BG Administrator can then configure the line.

### 1.1 Configuring Individual Business Group Lines

A BG Administrator can configure a BG line and view its details at any time, by clicking on the Individual Line buttons associated with it. The Individual Line button appears next to any configurable line in the BG Administrator default web UI, including MADN lines and MLHG pilot lines.

The BG Administrator cannot view a BG Line User's password or PIN or listen to voicemail.
The BG Administrator can only configure Business Group Lines under his or her administrative control. In addition to the options accessible by a BG Line User for his or her own line, the BG Administrator has the following configuration options.

- In the **Add Services** menu, the BG Administrator can subscribe the line to new services.
- In the **Settings** menu, under the **Preferences** tab, the BG Administrator can edit the Line Information and the Caller ID name used when the Caller ID is not withheld by clicking on the fields and drop down menus.
- In the **Settings** menu, under the **Account Codes** tab, the BG Administrator can edit the Account Codes options for the Business Group Line if the BG Administrator has enabled overriding the Business Group global setting. If Validated Account Codes are enabled, the BG Administrator can view and edit the Personal Account Codes.
- In the **Settings** menu, under the **Security** tab, the BG Administrator can change the password, the PIN and the voicemail PIN, unblock a web account, and reset an account. If the account belongs to a MADN or MLHG line, the BG Administrator can also unblock remote access to call forwarding.

Resetting an account is a significant change that takes a few seconds to complete, and cannot be reversed. It is intended for situations in which you want to re-use an account for another subscriber. The existing account is stripped – all messages and contacts are deleted, personal settings and schedules are removed and service options are returned to the Class of Service values. Subscribed services are still available, but may be disabled awaiting reactivation by the new subscriber.

The account is secured by a newly generated PIN or password, so any new subscriber will need to have a PIN or password configured for them. The new subscriber can then log in to the account and is prompted to carry out any ‘first-time login’ tasks as normal.

- In the **Settings** menu, under the **Messaging** tab, the BG Administrator can change the first and last name of a subscriber who has subscribed to the Voicemail and Unified Messaging service. This name is displayed on the subscriber’s Messaging & Calls page.
- In the **Settings** menu, under the **Preferences** tab, when accessing a MADN or MLHG line, the BG Administrator can change the Line Information and the time it takes for incoming calls to be forwarded to voicemail.
- In the **Call Manager** menu, under the **Forwarding** tab, when accessing a MADN or MLHG line, the BG Administrator can edit the call forwarding options. The Selected Callers option does not support anonymous numbers.
- In the **Call Manager** menu, under the **Screening** tab, when accessing a MADN line, the BG Administrator can edit the various call screening options. The Selective Acceptance and Selective Rejection options do not support anonymous numbers.

When BG Administrators view the account of a MADN or MLHG pilot line, the view of the interface is different. The Dashboard, Reminders, Groups and Contacts menus are unavailable.
If you provide a different customization for the BG Administrator section of the web UI, when a BG Administrator opens a BG line to configure it the interface will display the branding applied for BG Administrators rather than the branding applied for BG Line Users.

### 2.0 Lines

In the **Lines** page, the BG Administrator can view, edit, and access the configuration options for Business Group lines, including Easy Attendant lines. The features available on Easy Attendant lines are described in section 5. The **Lines** page lists all the telephone lines in the Business Group or selected department (not including those in sub-departments).

**Figure 34.** CommPortal BG Admin Lines display

![CommPortal BG Admin Lines display](image)

BG Administrator numbers, any Easy Attendant lines, and pilot numbers for MADN and MLHG groups are included in the list. The name of the line indicates whether it is a MADN or MLHG pilot number, and an icon will be displayed if the owner of the line is a BG Administrator. The name field will also show which department each BG Administrator is responsible for.

The BG Administrator can use the Search for text box to search for any value in the table to find a particular line.

- The drop-down box on the right of the search field enables the BG Administrator to specify whether the search should be applied either in any field or to a specific column.

- The information of each column will be checked against the characters entered in the textbox, and just the lines that have matches are shown with the relevant matches highlighted. The list is updated as the characters are entered.

- The BG Administrator can also use the search facility to list all the administrators in the selected Department, by entering “admin” in the search textbox.
Having found the entries required, the BG Administrator can:

- Open the Group Settings page for a line using the **Group** button associated with it
- Configure a line using the **Individual Line** button associated with it
- Move selected lines to another department using the drop down menu and the **Move** button at the bottom of the page.

### 2.1 Phones

In the **Phones** page, the BG Administrator can assign SIP phones to Business Group Lines, as well as manage the SIP phone profiles used in the deployment. The **Phones** page lists all the SIP phones in the Business Group or selected department.

![Figure 35. CommPortal BG Admin Phones display](image)

The BG Administrator can use the Search for facility, described in section 4.4 above, to find particular SIP phones, including those that are not currently assigned to a user.

The BG Administrator can use the drop-down box to restrict the search to one of the following: the phone model, MAC address, the description, or the assigned user columns. If the View All option is selected at the top of the page, the BG Administrator can also search for the department to which the phone has been assigned.

When searching for a MAC address, the BG Administrator can look for digits that occur anywhere in the MAC string, and just the searched characters will be highlighted. The BG Administrator can search for the MAC address either using the conventional number format (colons as separators) or the Windows format (hyphens as separators).
2.2 MADNs

A Multiple Appearance Directory Number (MADN) is a single number that is associated with a number of Business Group Lines, or even other MADNs and MLHGs. When a caller dials a MADN, all the numbers associated with that MADN will ring at the same time. The call is connected to the first line that answers.

In the MADN page, the BG Administrator can view, edit and move MADN groups, add and remove member lines, and access the configuration options for the member lines. The MADNs page lists all of the MADN lines in the Business Group or selected department (not including sub-departments).

Figure 36. CommPortal BG Admin MADNs display

The BG Administrator can:
- Move and remove selected lines using the drop down menu and buttons at the bottom of the page
- Open the Group Settings page for a MADN line using the Group button associated with it
- Configure a MADN line using the Individual Line button associated with it.

MADN Group Settings Page

The MADN Group Settings page contains two tabs: MADN Lines and Other Settings. By default, the MADN Group Settings page opens on the MADN Lines tab.
The **MADN Lines** tab lists all of the lines currently in the MADN group. The MADN line number and department are displayed at the top of the page.

The BG Administrator can:

- Add or remove member lines using the buttons at the bottom of the page
- Configure a member line using the Individual Line button associated with it.

The **Other Settings** tab provides information on how to limit the number of calls to the MADN group. To change these settings, the BG Administrator must contact you, the service provider. You can configure these settings in MetaView. See the *MetaSwitch Class 4/5 Softswitch Operations Manual: Call Services and Subscribers* for more information.

### 2.3 MLHGs

A **Multi Line Hunt Group (MLHG)** is a collection of Business Group lines. Calls to a MLHG are passed to the first non-busy line in the group. If all lines are busy, then the caller is added to a queue.

In the **MLHG page**, the BG Administrator can view, edit, move and remove MLHGs, add and remove member lines, and access the configuration options for the member lines'. The MLHGs page lists all of the MLHG lines in the Business Group or selected department (not including those in sub-departments).
The BG Administrator can:

- Move selected lines to another department using the drop down menu and the Move button at the bottom of the page
- Open the Group Settings page for a MLHG line using the Group button associated with it.

**MLHG Group Settings Page**

The MLHG Group Settings page contains three tabs: MLHG Pilots, MLHG Lines, and Settings. By default, the MLHG Group Settings page opens on the MLHG Pilots tab.

The MLHG Pilots tab lists all of the pilot lines currently in the MLHG. The MLHG group name and department are displayed at the top of the page.

The BG Administrator can configure a line using the Individual Line button associated with it.
The **MLHG Lines** tab lists all of the lines currently in the MLHG. The position of a member line in the MLHG is indicated by the number on the left. The status of a member line is indicated by a small icon to the left of the line name. The icon is green if the member line is logged into the MLHG; it is red if the member line is logged out of the MLHG.

The **BG Administrator** can:

- Add, remove and change the position of lines using the buttons at the bottom of the page
- Configure a line using the Individual Line button associated with it.

The **Settings** tab contains two pages. In the **Preferences** page the BG Administrator can change the name of the MLHG and find out whether or not the MLHG allows members to log in and out. The **Hunt Settings** page lists the following information:

- Call Distribution Algorithm (linear, circular or uniform)
- Maximum Queue Length
- Maximum time in seconds that calls are queued for
- Whether or not line hunting is applied to direct dialed calls
- Whether or not the called number is delivered as the Caller ID.

### 2.4 Call Pickup Groups

Calls to a Business Group Line that is a member of a **Call Pickup Group** can be answered by any other member of that group. Any member of a Call Pickup Group wanting to answer another line in their group must press a key to connect to that call.

In the **Call Pickup Groups** page, the BG Administrator can create, view, edit and move Call Pickup Groups, and access the configuration options for the member lines. The Call Pickup Groups page lists all of the Call Pickup Groups in the Business Group or selected department (not including those in sub-departments).
Figure 40. CommPortal BG Admin Call Pickup Groups display

The BG Administrator can:
- Add or move groups using the drop down menu and the buttons at the bottom of the page
- Open the **Group Settings** page for a Call Pickup Group using the Group button associated with it.

**Call Pickup Group Settings Page**

The **Call Pickup Group Settings** page contains two tabs: **Lines**, and **Settings**. By default, the **Call Pickup Group Settings** page opens on the **Lines** tab.

Figure 41. CommPortal BG Admin Call Pickup Groups Settings display

The **Lines** tab lists all of the lines currently in the Call Pickup Group.

The BG Administrator can:
- Add and remove lines using the buttons at the bottom of the page
- Delete an empty Call Pickup Group (one that contains no member lines) using the buttons at the bottom of the page
- Configure a line using the Individual Line button associated with it.

In the Settings tab the BG Administrator can change the name of the Call Pickup Group.

### 2.5 Short Codes

**Short Codes** allow subscribers to call a number by dialing the short code rather than the whole number.

In the Short Codes page, the BG Administrator can create, view, edit, move and remove Short Codes. The Short Codes page lists all of the Short Codes in the Business Group or selected department (not including those in sub-departments).

**Figure 42. CommPortal BG Admin Short Codes display**

The BG Administrator can:

- Add, move and remove Short Codes using the drop down menu and buttons at the bottom of the page
- Add a single Short Code or a range of Short Codes
- Map a single Short Code to either a telephone number or an Extension
- Edit an existing Short Code by clicking on it.

BG Department Administrators can only view, edit and move Short Codes. They cannot create or remove Short Codes.
2.6 Extensions

Rather than dial the whole number of a Business Group line, an extension number can be defined for each line in the Business Group. Other members need only dial the extension number to reach other members of their Business Group.

In the Extensions page, the BG Administrator can create, view, edit and remove Extension codes.

Figure 43. CommPortal BG Admin Extensions display

Only the root BG Administrator for the whole Business Group can access the Extensions page. The Extensions button in the menu bar is invisible to all other BG Administrators.

The BG Administrator can:

- Add and remove Extensions using the buttons at the bottom of the page
- Add a single Extension or a range of Extensions
- Edit an existing Extension by clicking on it.

2.7 Account Codes

In the Account Codes page, the BG Administrator can configure the Business Group’s Account Code settings, and create and edit a list of Validated Account Codes.
Only the root BG Administrator for the whole Business Group can access the Account Codes page.

The Account Codes page has the following settings.

- Call types requiring an account code (eg. International, Premium Rate)
- Whether or not to use Validated Account Codes
- Account Code length (1-15 characters)
- Maximum number of incorrect attempts before the account is blocked (1-100 attempts)
- Whether or not call types and Account Code length can be overridden on a per line basis
- Whether or not Business Group Lines can view and change their own account codes

If the BG Administrator uses Validated Account Codes, a list of all the Account Codes is displayed on the left.

The BG Administrator can add and remove Account Codes using the Edit button at the bottom of the page.

2.8 External Calls

The External Calls page lists any limits on external calls and the codes for local, long distance and international carriers.
Figure 45. CommPortal BG Admin Account Codes display

Figure 46. CommPortal BG Admin Number Blocks display
data. voice. network. cloud.