

# Advanced System Configuration Guide




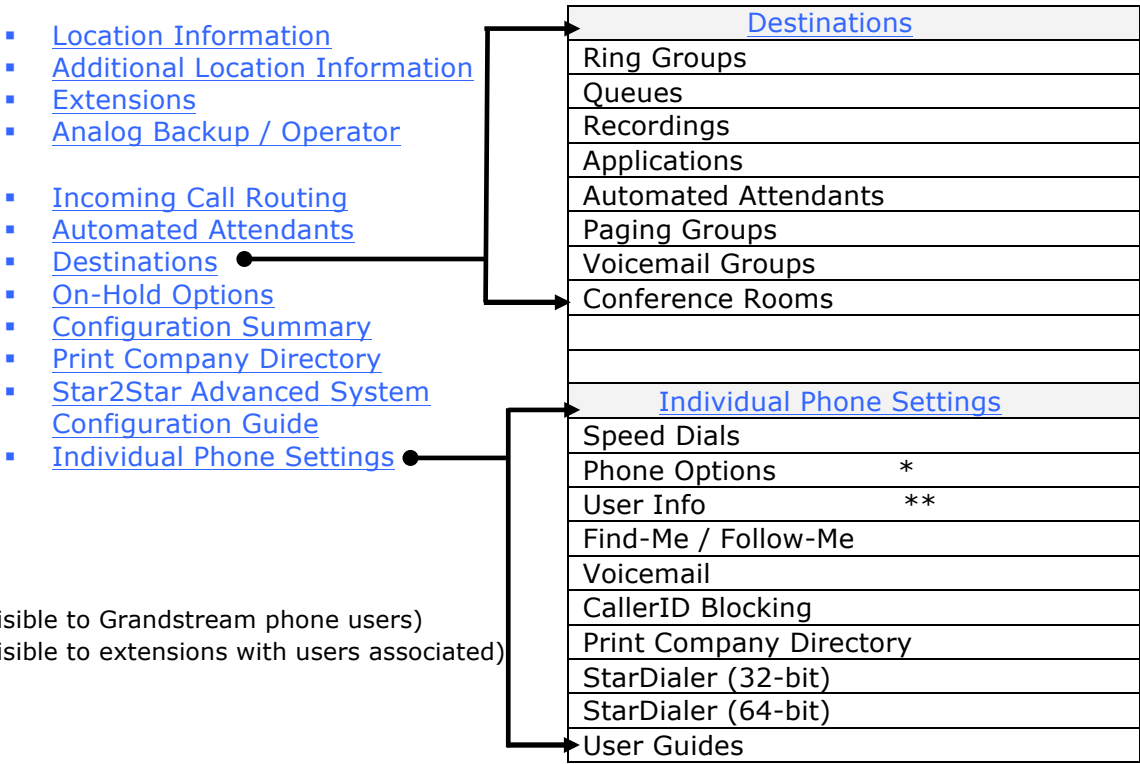
*Fourth Edition*

## **Table of Contents**

Introduction To The Guide .....	3
Terminology Guide .....	4
Location Information .....	10
Extensions .....	12
Extensions (contd) – Add Call Accounting Codes.....	14
Analog Backup / Operator .....	15
Incoming Call Routing .....	18
Automated Attendants.....	21
Destinations .....	27
Ring Groups .....	28
Queues.....	31
Recordings .....	35
Applications.....	39
Paging Groups .....	42
Voicemail Groups.....	44
Mobile Service Providers–Email to SMS Gateways (Cell Phone Text Message Alerts) .....	44
Conference Rooms.....	48
On-Hold Options.....	50
Configuration Summary.....	53
Print Company Directory.....	54
Individual Phone Settings.....	55
Speed Dials .....	56
Polycom Buddy Watch / “Presence” Feature.....	64
Phone Options .....	65
User Info.....	66
Find-Me / Follow-Me.....	67
Extension Options.....	70
Voicemail .....	71
CallerID Blocking .....	73
Location based caller ID block: .....	73
User Guides.....	75
Multicast Paging for Polycom VVX/Yealink T4x Phone Ranges .....	76
Multicast Functionality: .....	76
Configuring Multicast Paging on the Polycom VVX/YealinkT4x Phone Range: .....	76
DTMF Capture Application .....	79

# Introduction To The Guide

This guide is designed to help you get the most out of your Star2Star experience. It provides a detailed explanation for creating successful “end-point results” which if established correctly will deliver the best possible call routing options to meet your business requirements. To achieve complex call routing and realize full feature benefits via our easy to use web portal, this guide provides detailed explanations,  “StarTips” and examples on system setup and configuration. It also includes use of the “Automated Attendant”, “Destinations” options and more as listed below. Use Destinations as the building blocks to create the system that will meet your business requirements. The initial system setup will contain a number of default configurations for your use i.e. Ring Group “Ring All (Business Hours)”, Ring Group “Ring All (After Hours)”, Voicemail Access, Company Directory. Create your customized business requirements for call routing / call treatment to best suit your type of business e.g. Specific Ring Groups, Queues, Recordings, Voicemail Groups etc. Always remember to create meaningful names for these groups especially Ring Groups and Queues as the name can be displayed to your extension users on a call:



\* (Only visible to Grandstream phone users)  
\*\* (Only visible to extensions with users associated)

**(Note)** Destinations can be created within the Portal without the need to continually click **Save Changes to PBX**. When you have completed your work click **Save Changes to PBX** for those changes to take effect on the system. Be aware that this can take up to 15 minutes to take effect.

## Terminology Guide

**Additional Location Information:** The Additional Location Information link provides access to detailed configuration information about your system. Use this link to set the following items; Personal Authorization Codes, Interoffice Prefix, Time Zone, Enable Advanced Scheduling, Company Directory Options, Display Five Digit Extension, Key System Mode and Park Positions, Primary DID, Business Hours and After Hours Contact information.

**Auto Attendant:** An automated attendant is a recorded message that initially greets callers and allows them to dial an extension or navigate a menu to reach the desired person or department. Each digit 0-9, the # key, and the \* key can be configured with an action. These actions can include items such as a ring group of members of a department, dialing an extension directory, listening to a recorded message, reaching the "Operator" function. **(Note) Any new Auto Attendant menu will require a recording. Please create or upload a recording to enable the menu to work correctly**

**Analog Backup:** Using an ATA this feature, if configured on your system, can provide access to 911 and limited outdialing via a traditional analog line in the event of an Internet failure. Users that have the rights "Allow 411 calls", checked in the Extension settings of the Star2Star Web Portal, can access 411 Directory Services via the analog gateway. Star2Star does not provide access to 411 other than using the analog telephone adapter.

**411** (see above)


**Directory Services** (see above)

**Analog Outdial:** This feature, if configured on your system, can provide access for users to outdial using the ATA without the system being in a "backup" state i.e. Internet failure. To utilize this feature dial \*\* followed by the number required. The call will be made using the analog gateway.

**CAC (Call Accounting Code):** A CAC provides the ability to account for calls based upon number dialed and call duration. This information is reflected in the Call Detail Records (Reports). Typical application would be when a customer charges back to a client. The codes are enabled and added in the Phone System Configuration / Extensions section of the portal. If enabled the system prompts for the Call Accounting Code. However calls can be made without using a CAC simply by pressing # when prompted.

**Call Park:** Call Park is a feature that enables users to "Park" callers and then handle another call/action. This feature is enabled via the Additional Location Information link. To park a call and retrieve from a different phone perform an attended (Announced) transfer to 7000. The system will play back a retrieval code (7001 – 7099). The system provides up to 99 park positions. When the caller is "Parked" they will hear Message / Music on hold if enabled on your system. To retrieve the call, dial the retrieval code to reconnect to the call. If the call remains parked for longer than the System Call Park Timeout the call will ring back on the originating extension. **(Note)** When using the snom 320 / 360 / 370 phones your system can be programmed to operate in "Key System Mode" when parking calls (provides a visual park appearance). This feature is not available on the snom 300 phone. When a call is active on your phone



press the  key to park the call. The system sets a default value of 4 calls that can be parked on your phone in this manner and will be visible to other snom 320 / 360 / 370 phone users. This value can be changed in the Additional Location Information for your system. Each call occupies a different park/line position that will be visible (solid yellow LED) to other phone users on your system. You can retrieve the parked call from the respective park/line position from any snom 320 / 360 / 370 phone on your system. A single button call park (shared park) feature is available on the Cisco® SPA303, SPA502G, SPA504G, SPA508G, SPA509G and the SPA525G2. Set **Key System Mode** on to display shared park appearances on

the SPA508G or SPA509G. You may also display shared park appearances on the SPA500S Attendant Console fitted to the SPA502G, SPA504G and the SPA525G2. **Key System Mode** is set in the

Additional Location Information section for a customer in the Star2Star Web Portal.

Yealink phone models T26P, T28P and T38G in "Key System Mode" have single key park and up to 9 shared park positions available.

**Conference Rooms:** The system provides the facility to create Conference Rooms that multiple callers can access. Callers are connected together as per a normal conference facility. If configured, users will be prompted for a PIN. To access the room via an external line point a DID to the Conference Room via the Incoming Call Routing option. To access the Conference Room internally use the Internal Direct Dial number.

**CNAM: Calling NAME** A service that displays the caller's name on the calling party's digital readout. This is similar to caller ID except that the calling party's name is displayed along with the calling number or instead of the calling number.

**DEALTRACK:** Is the Dealer "Self Serve" application that provides the following functionality:

- Access via an option in the Star2Star web portal "DEALTRACK"
- Self serve
- Streamlined pre-qualification process
- Provides an easy convenient way to track deals
- Ability to upload the Star2Star Sales Quote Calculator
- Upload Quote Calculator Revisions
- Option to "Finalize" with the final revision
- Automatically creates the customer location in the portal
- Ability to start the SNA (StarNet Analyzer) process
- Ability to place a porting pre-qualification i.e. is this number portable?
- Ability to request DID/Number pre-qualification
- Ability to request circuit pre-qualification

**Destinations:** Ring Groups, Queues, Recordings, Applications, Automated Attendants, Paging Groups, Voicemail Groups and Conference Rooms are all classed as Destinations. Calls can be directed toward Destinations.

**DID's / Numbers:** A DID (Direct Inward Dial) is a telephone number on the Star2Star system.

**Failover:** Is a feature that allows another call routing action for Ring Groups, Queues, Recordings, Dial External Number (Application) and Menus. E.g. If a caller reaches a Ring Group that rings for 36 seconds use the Failover option to determine how that call is handled after the initial ring time has expired. You can set 9 levels of Failover. Extensions and Mailboxes are endpoints and as such no further Failover option is configurable.

**Find-Me / Follow-Me:** Users are provided with powerful functionality to re direct calls via an intuitive web screen. Callers will follow the Find-Me / Follow-Me configuration, if set, to locate their party. There are 3 configuration styles available for this functionality:- Find Me (Immediate) Calls are immediately diverted / forwarded to an alternative number. Find Me (Sequential) Calls can follow a sequence of ringing up to 4 alternative numbers in turn with varying timeout values. Find Me (All) Calls can ring up to 4 alternative numbers simultaneously.

**Internal Direct Dial:** All Destinations are given an Internal Direct Dial (IDD) number by the Star2Star system. You may use this 3-digit number to locally dial a Ring Group, Queue, Recording, Application, Menu, Paging Group, Voicemail Group and Conference Room to test or use within your application.

**Key System Mode:** With snom phones (snom 320/360/370) and Cisco SPA 508G / 509G phones, your system can be configured to emulate a squared key system using visual shared park positions by setting "Key System Mode" to on. This feature is enabled via the Additional Location Information link.

**Lines:** Are the number of concurrent, out of Star2Star network calls, your system is configured with. This is for both outbound and inbound.

**Location Information:** The Location Information and Additional Location Information links provide access to detailed information about your system. Use this link to enter/modify Location address information, Billing Contact information, Business Hours/Schedule, After Hours Contacts and system configuration options. Initial location Information is automatically created via DEALTRACK.

**MOH - Music/Message On Hold** Pre recorded music or messages can be uploaded onto the system for playback when callers are on hold. Use the On-Hold Options link to access the up load feature. Many popular formats are supported e.g.

- 128bps MP3
- 160bps AC3
- 160bps MP2
- 16bit Level5 FLAC
- 16bit PCM WAV
- 180bps WMA
- Apple Signed 16bit PCM AIFF
- GSM WAV
- OGG

**Multi-Path RCF** Remote Call Forwarding (RCF) on business accounts with multiple lines. Multi-Path RCF is available with select Independent Local Exchange Carriers (ILECs) i.e.: Verizon, Competitive Local Exchange Carriers (CLECs) i.e.: Level 3, and Regional Bell Operating Companies (RBOCs) i.e.: AT&T. Not all providers offer this service. Universal "Feature Codes" \*XX to activate and \*XX to deactivate are pretty standard across the industry, however, can differ from provider to provider. They can usually be found in the local provider's phonebook. There are some providers that do not offer "User Activated" RCF feature and will require a direct call to the providers business office to activate/deactivate for each use. There are a couple providers that only provide RCF services on a "Day-to-Day" basis. This means that each and every day the customer would be required to reestablish the feature, whether via a "Feature Code \*XX or requiring direct contact to the provider's business office to reestablish the Multi-Path RCF. When requesting this service to be activated on the account, you must request "Multi-Path RCF", otherwise you will only receive standard "One Path (one call at a time) RCF".

Each provider has their own set of charges for RCF. Some will charge a flat monthly reoccurring fee for enabling this feature on the account, while others may charge a setup fee, reoccurring fee, per path fee, and possibly a minute of use (MOU) fee. These fees and requirement can be identified by calling the providers business office and asking.

**New Number:** This is the Portal link under PHONE SYSTEM CONFIGURATION that provides access to the Pre Qualification (Prequal) tab to determine if numbers in a specific area are available. You can also request new numbers using the New Number tab. Requests for new customers should be made via DEALTRACK.

**Operator:** The Operator function, if configured on your system, will determine the action / call treatment for callers who press "0" when listening to a user's voicemail box or the company directory, reaching the Auto Attendant (if enabled) or holding in a queue (if enabled). This is the setting for the default operator action. Pressing "0" on an extension will route the call to the Operator setting. Specific actions can be set for individual queues or Auto Attendant menus.

**PAC (Personal Authorization Code):** A PAC provides the ability to ensure all phone users enter a code to dial any non-local (> than 7 digits) number. A call cannot be completed without a valid code. This information will be reflected in the Call Detail Records (Reports). This feature is enabled via the Phone System Configuration / Location Information section of the Portal. PAC codes are entered in the same Location Information page.

**Paging Group:** A Paging Group provides the ability to directly connect to group Members phones via the telephone's external speaker. The member receives an initial alert prior to connection. This feature is particularly useful for company wide alerts or to specific groups of people. (Note) Paging groups are limited to 10 members due to system resource constraints. For larger applications Star2Star recommends the use of external paging equipment that can be connected to the Star2Star system via a separate analog adapter or the snom PA1 paging device. Please contact the support organization for details.

**Porting:** This is the Portal link under PHONE SYSTEM CONFIGURATION that provides access to the Pre Qualification (Prequal) tab to determine if a specific number(s) can be ported. You can also select numbers to port using the Porting tab. Requests for new customers should be made via DEALTRACK.

**Queue:** A Queue provides the ability to ring Members in a sequential operation i.e. one at a time. The Queue logic algorithm used is "Round Robin with memory". Callers placed in Queue will hear Message or Music on hold if enabled in the Advanced Settings features available under the On-Hold Options link in the Star2Star portal. Music or Message on hold (MOH) can be set as queue specific. There are 9 levels of Failover available when using Queues. These are set in the same manner as Ring Groups. You can record a message that callers hear prior to entering the Queue. You can display the Queue name to Members on incoming calls. This is particularly useful to distinguish between different types of calls using the phone display e.g. Queue 1, Queue Priority etc. For a more feature rich Call Center Application see StarCenter.


**Receptionist Mode:** Generally a call will always appear on the first line appearance of a Polycom, Cisco SPA or snom phone unless the system has been configured to point a DID / Line to a specific line appearance on the phone. With a user busy on a call, notification of a subsequent call will be via a call waiting tone (if configured) in the ear and a phone display change. This is not always convenient or practical for a busy administrator. Use the **Receptionist Mode** option (see portal configuration [Extensions](#) link for the available phone models) to ensure that incoming calls to the extension will roll down the line appearance keys.

**Recording:** A Recording is used as a prompt or message that can be played to a caller when entering a Queue or during any stage of Failover in a Ring Group or Queue. A recording can also be used to provide customized access to a Conference Room. The recording can be created by following the prompts and either dialing internally using a StarPhone or by dialing the 800 number and using an access pin. Once recorded the user can play back, save or re record. You may also upload a pre-recorded message in many popular formats e.g.

- 128bps MP3
- 160bps AC3
- 160bps MP2
- 16bit Level5 FLAC
- 16bit PCM WAV
- 180bps WMA
- Apple Signed 16bit PCM AIFF

- GSM WAV
- OGG

**Ring Group:** A Ring Group provides the ability to ring one or more phones simultaneously. Members are

added to the Ring Group via the Destinations link or when editing menus using the tool set icon . When adding Members to the Ring Group the system provides the ability to select which line appearance is used on the phone (If your phone has multiple lines). This is particularly useful if a distinctive ring is set on that phone for the line appearance used. Polycom phones provide this feature. If this is set the user will receive a different visual and audible notification based upon which line is calling. The Ring Group can be accessed via an Internal Direct Dial number. This is particularly convenient when testing the configuration. Remember to set the period of time your group will ring before reaching your Failover options. For example a ring time of 36 seconds is approximately 6 rings. The Failover option supports up to 9 levels of failover. Remember that selecting another extension or Voicemail is regarded as an end point and as such no further Failover options can be selected. You can display the Ring Group name to Members on incoming calls.

**StarCenter:** The innovative and feature rich call center application from Star2Star Communications. This application requires no additional on-site hardware to function. Key features include: Agent login/logout, Advanced Ring Strategies (Round Robin-Skills Based-Best Match-Ring All-Least Recent-Fewest Calls-Random), Multiple (10) Action Keys, Enhanced Queue/Agent Reporting, Flexible Announcements (Position in queue-Wait time-Periodic-Hold Time Announcement to the Agent), Real Time Queue Monitoring, Multi-Q Monitoring, Administrative Monitor/Barge In/Whisper and CallerID Routing. For more details see StarCenter.

**StarNet Analyzer (SNA):** The Star2Star StarNet Analyzer (SNA) is a Java applet that runs onsite for a minimum of 48 hours (business hours) testing the customers internet connection. We measure several items, including speed, packet loss, jitter, round trip times, which provides you with a graded report card that will also display MoS scoring. The SNA collects several metrics that are critical to voice over IP communications and is therefore a **mandatory** test for all installations.

**StarScope:** A powerful presence management application with call control from Star2Star Communications. Currently available in two versions: Operator (Used by Operators/Administrators/Managers/Call Center) and Casual (Basic user version). **(Note)** the Operator version provides additional features e.g. Call Steal, multiple extension line appearances. For more details see StarScope.

**Star2Star Application Framework System Performance Check (SPC):** The Application Framework - like most software packages - has certain system requirements that must be met for smooth operation.

Some older Windows systems, particularly systems with older graphics cards and/or outdated graphics drivers, may not be able to run the Application Framework.

To save time and prevent frustration, our development team created a free program called **System Performance Check (SPC)**. This program quickly checks a Windows PC for compatibility with the Application Framework.

If the **SPC** determines that a system can't run the Framework, it will offer suggestions to help correct the problem.

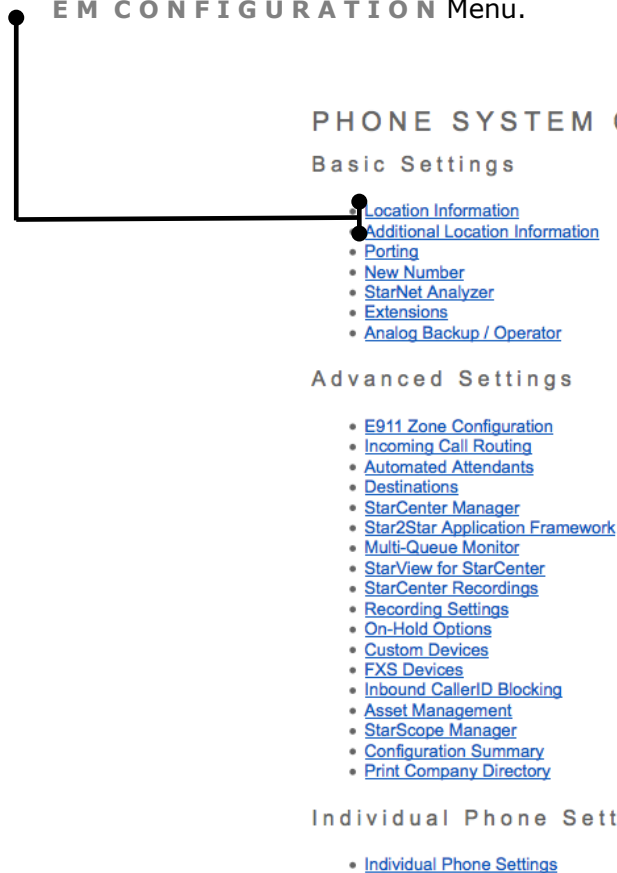
## Location Information

### Description

The Location Information and Additional Location Information links provides access to detailed information about your system. The location is automatically created by DEALTRACK. Use these links to enter/modify Location address information, Billing Contact information, Business Hours/Schedule, After Hours Contacts and a number of key system features e.g. Directory Sort Order (you can set this option to play the directory to callers by First Name or Last Name), Multi-Location Directory (you can configure the system to play the directory to callers for all locations associated with your system), Announce Extension on Directory (this announces the selected directory entry to the caller), Key System Mode (Call Park and Retrieval using visible shared park positions on certain phone types), Park Positions (select the number of park positions required), Enable Personal Authorization Codes (authorization code is required when dialing out), Enable Advanced Scheduling (Create detailed routing rules for your DIDs / Numbers).

### Setup

1. Access the Star2Star portal and select the CONFIGURATION option at the top of the page.
2. Select the required location.
3. Select the [Location Information](#) or [Additional Location Information](#) link in the **PHONE SYSTEM CONFIGURATION** Menu.



4. Click [Edit](#) to edit the relevant Location Information. See examples below.
5. Please ensure that the After Hours Contact information is complete and accurate.
6. **(Note)** You must Save Changes at the bottom of this screen when done making changes.

[Location Information](#)

## StarAcademy Tarpon -- Tarpon Main

[Save Changes to PBX](#)[Return](#)

## CUSTOMER INFORMATION

Customer Name StarAcademy Tarpon

## LOCATION INFORMATION

## Existing Locations

Name	Address	Prefix Options
Tarpon Main	600 TALLEVAST RD SARASOTA, Florida 34243-3254	20
Tarpon Satellite	600 TALLEVAST RD SARASOTA, Florida 34243-3254	30
Tarpon Branch	600 Tallevast Rd Ste 202 Sarasota, Florida 34243	40

Multiple locations defined for this Customer.

Basic customer location information is created automatically by DEALTRACK

## Edit a Location

## Service Address

Name	Tarpon Main
Address	600 TALLEVAST RD
Address (line 2)	STE 202
City	SARASOTA
State	Florida
Zip	34243-3254
Dealer Provides First Line Support?	Yes
Default Area Code	941
Lines	3

## Billing Contact

First Name	Captain	Address	600 Tallevast Rd
Last Name	Morgan	Address (line 2)	Suite 202
Phone	9412340001	City	Sarasota
Email	jdineen@star2star.com	State	Florida
Billing Method	Credit Card	Zip	34243

[Save Changes](#)[Return](#)[Additional Location Information](#)

## StarAcademy Tarpon -- Tarpon Main

[Save Changes to PBX](#)[Return](#)

## CUSTOMER INFORMATION

Customer Name StarAcademy Tarpon

## LOCATION INFORMATION

## Existing Locations

Name	Address	Prefix Options
Tarpon Main	600 TALLEVAST RD SARASOTA, Florida 34243-3254	20
Tarpon Satellite	600 TALLEVAST RD SARASOTA, Florida 34243-3254	30
Tarpon Branch	600 Tallevast Rd Ste 202 Sarasota, Florida 34243	40

## Edit a Location

## Service Address

Name	Tarpon Main
Address	600 TALLEVAST RD
Address (line 2)	STE 202
City	SARASOTA
State	Florida
Zip	34243-3254
Dealer Provides First Line Support?	Yes
Default Area Code	941
Lines	3

## Billing Contact

First Name	Captain	Address	600 Tallevast Rd
Last Name	Morgan	Address (line 2)	Suite 202
Phone	9412340001	City	Sarasota
Email	jdineen@star2star.com	State	Florida
Billing Method	Credit Card	Zip	34243

[Save Changes](#)

## After Hours Contact

- ☒ Never contact  
☐ Contact up to  hours before or after   
☐ Always contact

## Primary Contact:

Name: Norman Rockwell Phone: 9412340001  
Email: gpotter@star2star.com SMS:

## Additional Contacts:

Name: Aldus Dumbledore Email: aldusdumb@star2stc SMS:  
Name: Email: SMS: +

[Save Changes](#)

Set your After Hours Contact information here.

Remember to Save your changes.

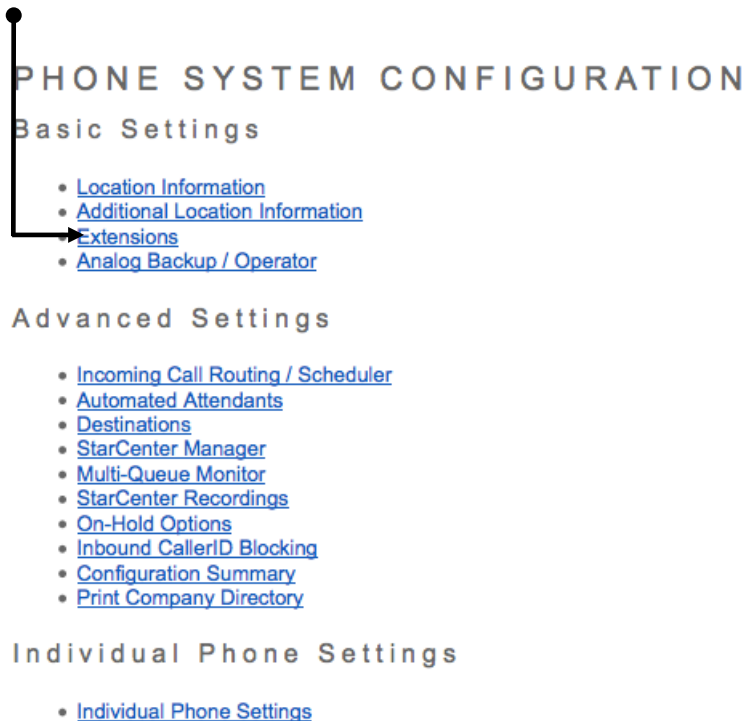
## Extensions

### Description

Access the Extensions link to Edit / Reset Voicemail Box extensions. Use the Edit option to change configuration information i.e. User, Extension Number, Extension Name, Enable / Disable Voicemail Box, Outgoing CallerID for each line.

### Setup

1. Access the Star2Star portal and select the CONFIGURATION option at the top of the page.
2. Select the required location.
3. Select the [Extensions](#) link in the **PHONE SYSTEM CONFIGURATION** Menu.



## Extensions (contd)

4. Select [Edit](#) to amend extension user detail as per the example below.
5. **(Note)** You must select Save Changes or Add Extension at the bottom of the extensions page.
6. Remember to Save Changes to PBX [Save Changes to PBX](#) when you want the changes to take effect. **(Note)** Changes can take up to 15 minutes to take effect.

### EXTENSIONS

#### Existing Extensions

CallerID [Extension]

100 - Receptionist [100]

101 - Sales, Acctg, Mktg [101]

102 - Support - Special Functions [102] [Edit](#)

Options

[Edit](#)

[Edit](#)

[Edit](#)

#### Edit an Extension

User Tarpon, S2S Training (tarpon@star2star.com)

Extension 100

Extension Name 100 - Receptionist

Enable Voicemail Box Yes

Phone: Polycom IP650 - Receptionist Mode

MAC Address: 0

Outgoing CallerID, Line 1 Main Default

Remote Extension

Expansion Modules 0

Productivity Suite

Allow intracompany calls ☒

Allow local calls ☒

Allow long distance calls ☒

Allow international calls ☐

Allow toll-free calls ☒

Allow 411 calls ☒

Hide extension from Company Directory? ☐

Hide extension [?](#) ☐

Enable Call Accounting Code Prompt? ☐

[Add CACs](#)

[Save Changes](#)

[Reset Voicemail Box](#)

[Cancel](#)

Check / uncheck these options to determine what level of outbound access the user has.

Use a valid extension number i.e. 100 - 799

[Return](#)

Extension name as it appears when calling another user.

Use this option to disable the voicemail box i.e. a Lobby area phone. Ensure that the [Extension Options](#) ring time is set in [Individual Phone Settings](#) and Find-Me / Follow-Me is set to an alternative answer point.

Set your Outgoing CallerID using this drop down selection. Your phone can display an outgoing ID of any DID/Number located on your system or location associated with your system. It can also be set to Blocked.

Set the number of Expansion modules the extension has using this drop down. This option applies to Polycom 601 / 650 / 670, Cisco SPA series (not 303), snom 320 / 360 / 370 and Yealink 26,28, 38 phones only. Select [Speed Dials](#) in [Individual Phone Settings](#) to set options for expansion modules.

Check this option to enable Call Accounting Codes.

Check this option if you wish to remove the extension user from the automated company directory. (Note) this will also remove the extension from the printed directory.

When checked, this option will hide the extension from the Star2Star Application Framework.

Uncheck here to prevent the user from accessing 411 services via the analog line and adapter if configured on your system.


## **Extensions (contd) – Add Call Accounting Codes**


### **Description**

**(Call Accounting Code):** A CAC provides the ability to account for calls based upon number dialed and call duration. This information is reflected in the Call Detail Records (Reports). Typical application would be when a customer charges back to a client. The codes are enabled and added in the Phone System Configuration / Extensions section of the portal. If enabled the system prompts for the Call Accounting Code. However calls can be made without using a CAC simply by pressing # when prompted.


### **Setup**

Enable Call Accounting  
Code Prompt? ☒  
[Add CACs](#)

1. Check the Enable Call Accounting Code Prompt? Option.
2. Click [Add CACs](#) to Add / View Call Accounting Codes.
3. To Add new codes enter the Code: Number and enter a description in the Label: field. See example below.
4. To delete existing codes press the  icon adjacent to the code you wish to delete.



### CALL ACCOUNTING CODES

Code	Label	Option
12345	Test	

Add

Code:

Label:

©2006-2014 Star2Star Communications, LLC. All Rights Reserved.

# Analog Backup / Operator

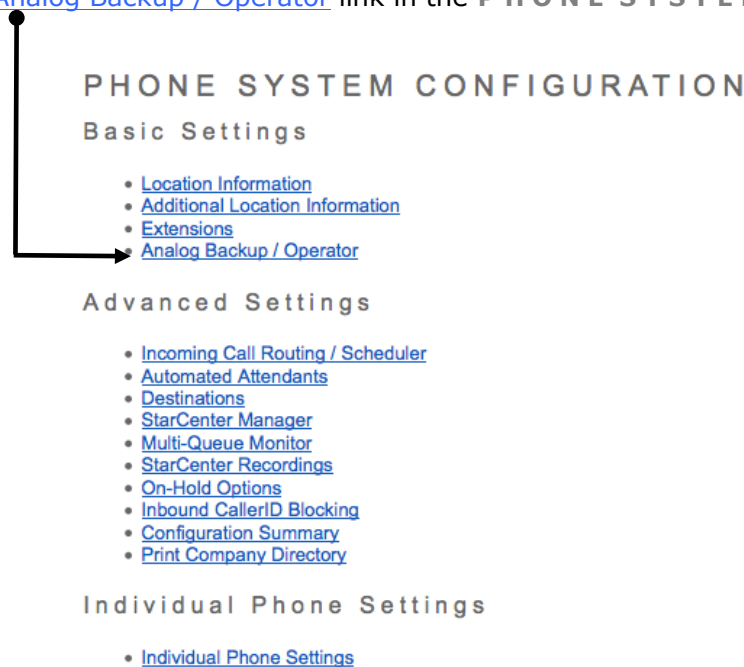
## Description

**Analog Backup / Device:** device and action are set up during system installation.

**Operator:** Use the Operator function to select the action required when a caller presses "0" listening to a user's voicemail box, out of company directory, reaching the Auto Attendant or holding in a queue. This is the setting for the default operator action. Pressing "0" on an extension will route the call to the Operator setting unless the "Personal Operator" feature has been utilized. (See Voicemail guide for details). However specific actions (non- default operator action) can be set for individual queues or menus. **(Note)** "Out of extension" can be also be disabled.

## Setup

1. Access the Star2Star portal and select the CONFIGURATION option at the top of the page.
2. Select the required location.
3. Select the [Analog Backup / Operator](#) link in the **PHONE SYSTEM CONFIGURATION** Menu.



### StarAcademy Tarpon -- Tarpon Main

Save Changes to PBX

Return

#### ANALOG BACKUP

Inbound Analog Call Routing

Select

Analog Devices

Device 1: Cisco SPA232D

Inbound Analog Backup Number #1:

Device 2: Linksys SPA3102

Inbound Analog Backup Number #1:

Device 3: Linksys SPA8800

Inbound Analog Backup Number #1:

Inbound Analog Backup Number #2:

Inbound Analog Backup Number #3:

Inbound Analog Backup Number #4:

Device 4: Select

OPERATOR

Operator:

100 - Receptionist Line 1

Return

Analog Backup action, if configured correctly, should the Internet connectivity fail **(Note)** Click the toolbox icon to see specific details e.g. Ring Group members.

Select the desired default Operator action using the drop down i.e. when callers press "0" when listening to a voicemail box, reaching the Auto Attendant or holding in a queue. You can set any option available in [Destinations](#) including other locations associated with your system. **(Note)** Click the toolbox icon to see specific details e.g. Ring Group members.

## Analog Backup / Operator (contd)

4. In the following example the Operator action has been set to call a Ring Group called Accounting Ring Grp.

**StarAcademy Tarpon -- Tarpon Main**

Save Changes to PBX  
Return

**DESTINATIONS**

Existing Destinations  
Accounting [802]

Return

Operator set to Accounting Ring Group.

**Accounting [Ring Group]**

Destination Name: Accounting

Members:

Extensions:

Location: Tarpon Main

- 100 - Receptionist [100]
- 105 - Assistant [100]
- 101 - Sales, Acctg, Mktg [101]
- 102 - Support - Special Functions [102]
- Tarpon Fax Main [103]
- 104 - Cust Service [104]
- 106 - CC Agent [106]
- 107 - Mail Room [107]
- 108 - Office [108]

Line Appearance: Select Extension

Internal Direct Dial for this Ring Group: 802

Display ring group name to members in incoming calls? No

Ring for 36 seconds

**Failover**

Go to: 100 - Receptionist Line 1 [100]

Change/Update the Destination name here.

5. Callers pressing "0" in the Auto Attendant example below will connect to the Locations Default Operator i.e. Accounting Ring Grp.
6. Callers pressing "0" in the Support Q (Queue) example below will connect to the Support Vmail Grp (Voicemail Group).

**AUTOMATED ATTENDANTS**

Use Location's Default Operator

Automated Attendant:

Use Location's Default Operator [804]

1: None

2: None

3: None

4: None

5: None

6: None

7: None

8: None

9: None

0: Use Location's Default Operator

#: None

\*: None

This Automated Attendant example shows the use of the Operator function enabled to reach the locations Default Operator setting. In our example this would call the Accounting Ring Group i.e. a Ring Group.

**Support Q [Queue]**

Destination Name: Support Q

Members:

Receptionist Line 2 [100]  
Sales, Accounting and Marketing Line 1 [101]  
Support and Special Features Line 1 [102]

Extensions:

Location: Dealer Demo C (GDP)

- Cisco 7940 [103]
- Sales [104]
- Customer Support Alog [105]
- Polycom IP560 [106]
- snom 320 Demo [107]
- snom 360 Demo [108]
- snom 370 Demo [109]
- Polycom IP450 [110]
- Polycom IP670 [111]

Endpoint: Select Extension

Internal Direct Dial for this Queue: 809

Display queue name to members in incoming calls? Yes

Ring for 36 seconds

Ring each extension for 24 seconds

If you would like to play a message before entering the queue, please define it here:

**Message**

Please hold for the next available support specialist.

[I would like to record this message now.](#)  
[Upload this message](#)

**Operator**

By default, a Queue will use your default operator. Use this option to change the operator setting for this queue:

Support Vmail Grp








**Music On Hold**

By default, a Queue will use your default music on hold. Use this option to change the music on hold setting for this queue:

Default

This Queue example shows the use of the Operator function enabled to follow a different action than Default Operator. In this case callers will hear the Support Vmail Grp i.e. a Voicemail Group.

## **Analog Backup / Operator “StarTips”**

-  Remember to enable the Operator function in Menus / Automated Attendant if you want callers to have the ability to “0” out.
-  You may select an alternative action to the Location Default Operator action for each Auto Attendant Menus.
-  Extension Users can set their own “Personal Operator” so that callers pressing 0 when listening to the extension user’s voicemail greeting get presented with options specific to that user. (See Voicemail guide for details). This option may be disabled on a per extension basis.
-  You may select an alternative action to the Location Default Operator action for each Queue.
-  Select Disable in a Menu or Queue if the feature is not required.
-  Remember to Save Changes to PBX . **(Note)** Changes can take up to 15 minutes to take effect.

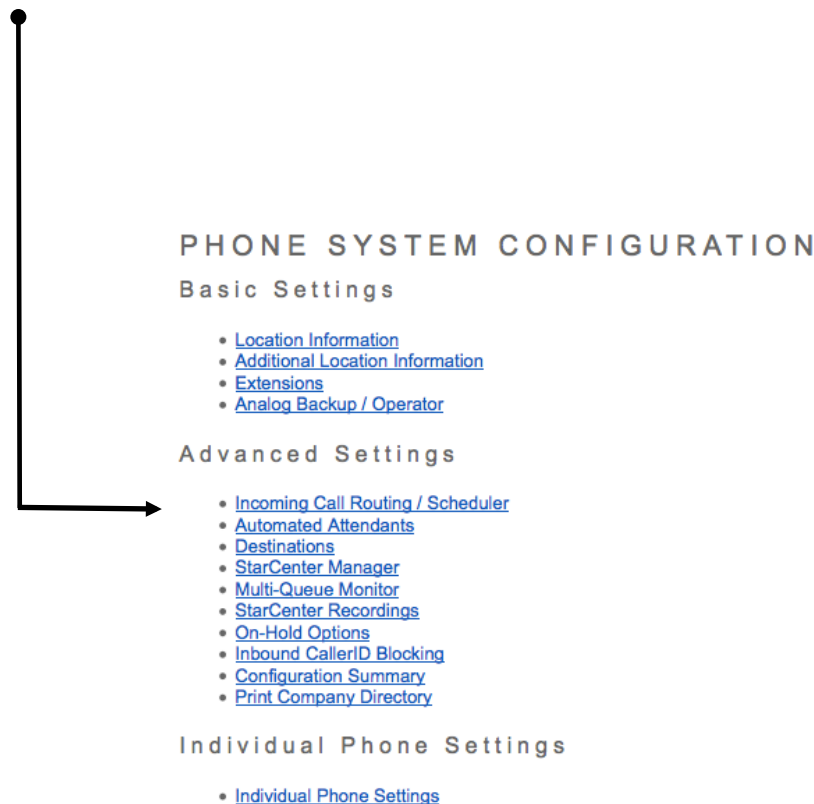
# Incoming Call Routing

## Description

Click the Incoming Call Routing link to set the appropriate action for routing DID's / Numbers on your system. Calls can be sent to any destination that you have defined e.g. a Menu, Ring Group, Queue, Conference Room or directly to an extension. Calls can also be routed differently based on whether or not the call arrives during company hours or after hours. You can set a different business hours schedule for each individual DID / Number.

## Setup

1. Access the Star2Star portal and select the CONFIGURATION option at the top of the page.
2. Select the required location.
3. Select the [Incoming Call Routing](#) link in the **PHONE SYSTEM CONFIGURATION** Menu.



## Incoming Call Routing (contd)

4. In the following example the customers system has 2 DID's / Numbers. One points to Conference Intro (Recording) which fails over to a Conference Room defined in Destinations.

### INCOMING CALL ROUTING


Defined Routes:

Displaying routes 1 - 20 out of 361.


| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 |

19 | Next >

Number: (941) 234-0001\*


Schedule: Default Business Hours 


Open: Main Menu [603] 

Closed: After Hours Menu [604] 

Calls to this number will reach the systems Main Auto Attendant Menu during normal business hours. Calls to this number outside normal business hours will route to the After Hours Menu.

Number: (201) 335-0161

Schedule: Star2Star Conference 

Open: Star2Star Conference [893] 

Closed: Star2Star Conference [893] 

Calls to this number will reach a recording which fails over to a Conference Room.

5. Select the Schedule required for Incoming Call Routing. The default hours are defined in the [Location Information](#) link. Default hours are set as 9:00 am – 5:00 pm, Monday Through Friday. You may change these values via the [Location Information](#).
6. You may also create different schedules to be used for DID's / Numbers. See the example below.

### INCOMING CALL ROUTING

Defined Routes:

Displaying routes 1 - 20 out of 361.

| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 |

19 | Next >


Number: (941) 234-0001\*


Schedule: >> Add New Schedule 


Open: Main Menu [603] 

Closed: After Hours Menu [604] 

Number: (201) 335-0161

Schedule: Default Business Hours 


Open: Star2Star Conference [893] 

Closed: Star2Star Conference [893] 

Schedule Name:

Add

Click here to add a new schedule. Enter the Schedule Name and click Add. The new schedule will display. Enter schedule details.

Click the tool bar icon  to display / edit any schedule

**Star2Star COMMUNICATIONS**

**DEFAULT BUSINESS HOURS -- MAIN OFFICE**

Monday	<input type="radio"/> Open	<input type="radio"/> Closed	07 : 30 : AM	09 : 00 : PM
Tuesday	<input type="radio"/> Open	<input type="radio"/> Closed	07 : 30 : AM	09 : 00 : PM
Wednesday	<input type="radio"/> Open	<input type="radio"/> Closed	07 : 30 : AM	09 : 00 : PM
Thursday	<input type="radio"/> Open	<input type="radio"/> Closed	07 : 30 : AM	09 : 00 : PM
Friday	<input type="radio"/> Open	<input type="radio"/> Closed	07 : 30 : AM	09 : 00 : PM
Saturday	<input type="radio"/> Open	<input type="radio"/> Closed	09 : 00 : AM	05 : 00 : PM
Sunday	<input type="radio"/> Open	<input type="radio"/> Closed	12 : 00 : AM	12 : 00 : AM

Save Changes Close

©2005-2014 Star2Star Communications, LLC. All Rights Reserved.

## Incoming Call Routing - Advanced Scheduling

The Incoming Call Routing / Scheduler feature provides complete flexibility for Customers wishing to create complex routing rules for a 7-day week. Each number/DID on the system can have its own Incoming Call Routing schedule. Schedules can be as basic as adding a lunch break step for each business day or as detailed as providing multiple steps that differ for every day of the week including the weekend. Each schedule can be given a name that clearly describes its function. By default the schedules are named using the associated number / DID e.g. (941) 234-0001 Schedule. This can easily be changed to reflect a more meaningful name.

**(Note)** when this feature is implemented for the first time, schedules are created for all DIDs / Numbers using the naming convention mentioned above. Previously created Incoming Call Routing rules will continue to function normally. If you turn this option on and create advanced schedules, those schedules will not be available if you subsequently turn the feature off. Scheduling would return to the original pre-advanced scheduling state.

Routing schedules can only be created using existing Destinations that have been previously created and are fully functional i.e. Saved to PBX. To learn more about creating Destinations, review the Star2Star Advanced System Configuration Guide which is located in the PHONE SYSTEM CONFIGURATION section of the Star2Star Web Portal.






The full screen view for a schedule displays in 15 minute time segments however Start Time and End Time for each action within a schedule is available in 5-minute time increments.

Saving changes to a schedule followed by the subsequent "Save Changes to PBX" is a now rapid process.

To enable the feature click the Star2Star Web Portal **Additional Location Information** option for the relevant location. Select the **Enable Advanced Scheduling?** option. Set to **Yes**.




### **Incoming Call Routing "StarTips"**


- 💡 Click the tool bar icon  to provide details for routing or schedules.
- 💡 You may edit the Default Business Hours Schedule in [Location Information](#) or by clicking the tool bar icon  in the [Incoming Call Routing](#) display. Remember to  for the schedule.
- 💡 Click the icon  to display help including a full configuration guide and video.
- 💡 Use the Advanced Scheduler Option set in Additional Location Information to create complex routing rules for a 7-day week.
- 💡 Remember to Save Changes to PBX 

## **Automated Attendants**

### **Description**

An automated attendant is a recorded message that initially greets callers and allows them to dial an extension or navigate a menu to reach the desired person or department. Each digit 0-9, the # key, and the \* key can be configured with an action. These actions can include items such as a ring group of members of a department, dialing an extension directory, listening to a recorded message, reaching the "Operator" function see section **Analog Backup / Operator** etc.

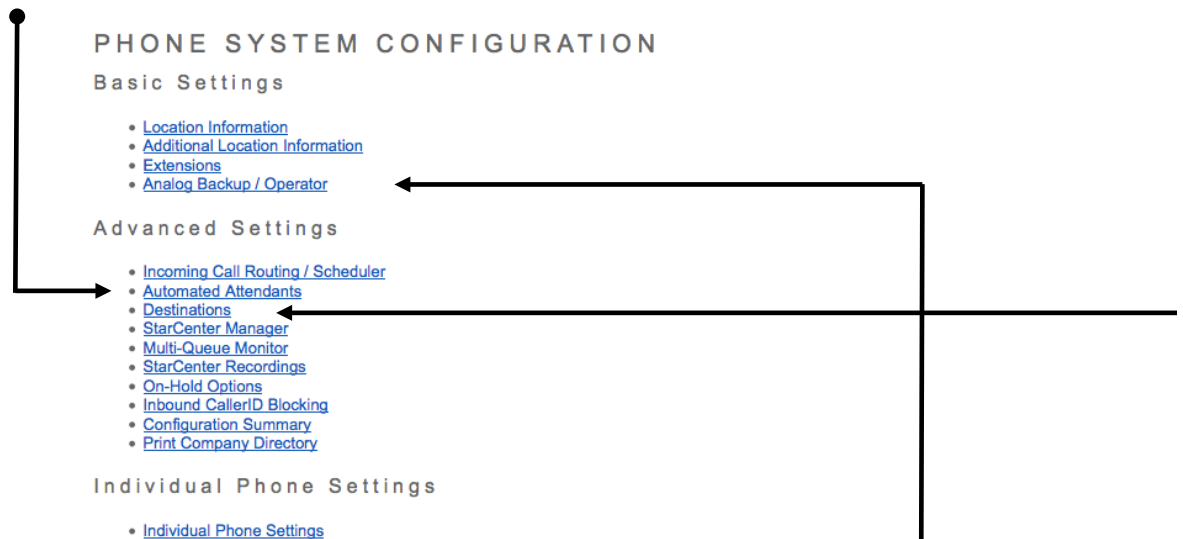
 **Internal Direct Dial** -- By using this extension, you can dial this destination directly from within your company.

 **Failover** -- For auto attendants and recordings, this time specifies how long the system will wait after your auto attendant message or recording has played. For groups, this time specifies how long the call will ring. After this length of time has been reached, the system will proceed to your failover option.

## Automated Attendants (contd)

### Setup

1. Access the Star2Star portal and select the CONFIGURATION option at the top of the page.
2. Select the required location.
3. Select the [Automated Attendants](#) link in the **PHONE SYSTEM CONFIGURATION** Menu.



4. The Automated Attendants will display.

The screenshot shows the 'AUTOMATED ATTENDANTS' screen. At the top, there is a 'Main Menu' section with a list of items: 1: None, 2: None, 3: Sales Menu [974], 4: Support Options (New) [981], 5: Accounting Menu [953], 6: Marketing [616], 7: None, 8: None, 9: StarCenter Admin [878], 0: Customer Call RG [848], #: Company Directory [600], and \*: Voice Mail Access [601]. To the left of this list is a dropdown menu labeled 'Automated Attendant:' with 'Main Menu [603]' selected. A callout box points to a help icon (a red square with a white question mark) and says 'Click this icon to display help.' Another callout box points to the 'Destinations' link in the 'Basic Settings' section of the previous screenshot and says 'The Default Operator option is set via the [Analog Backup / Operator](#) link. You may select an action when a caller presses "0". That action could ring a group of extensions, call an administrators extension, dial an external number, or reach a voicemail etc. You can access any option that appears in [Destinations](#).' A third callout box points to the 'Company Directory' item in the list and says 'Company Directory is a preset application that will play the company directory. Search is based on the first 3 letters of the person's last name or first name. You can change the search criteria by changing the Directory Sort Order in the [Location Information](#) link. This option can be removed if required by simply selecting the drop down and setting to none or another available option.' A fourth callout box points to the 'Location Information' link in the 'Basic Settings' section of the previous screenshot and says 'Access the [Location Information](#) link to enable the MultiLocation Directory feature. This will allow callers to search the Directory on all systems associated with your location.'

## Automated Attendants (contd)

5. Adding options to the menu.

### AUTOMATED ATTENDANTS

**Automated Attendant:**  
Main Menu [805]

**Main Menu**

- 1: None
- 2: None
- 3: Location: Tarpon Main
- 4: Ring Groups
- 5: >> Add New Ring Group
- 6: Queues
- 7: >> Add New Queue
- 8: Recordings
- 9: >> Add New Recording
- 0: Applications
- #: Dial External Number 0 [800]
- #: Dial External Number 0 [801]
- #: >> Add New Dial External Number
- #: Automated Attendants
- #: Main Menu [805]
- #: Use Location's Default Operator [804]
- #: Use Location's Default Operator (833) [803]
- #: >> Add New Automated Attendant
- #: Paging Groups
- #: >> Add New Paging Group

**Return**

Select the drop down to add options to the menu. You can access any option that appears in the [Destinations](#) link (Ring Groups, Queues, Recordings, Applications, Menus, Paging Groups, Voice Mail Groups, Conference Rooms, and Extensions).

6. More options entered (see example below).

### AUTOMATED ATTENDANTS

**Automated Attendant:**  
Day Menu [804]

**Day Menu**

- 1: Location: Training Room Demo Suite
- 2: Sales and Marketing Group [806]
- 3: Automated Attendants
- 4: Support Q [809]
- 5: None
- 6: Ring Groups
- 7: None
- 8: ABCDEFGHIJKLMNOP [857]
- 9: Support Q [809]
- 0: Use Location's Default Operator
- #: Company Directory [802]
- #: Voice Mail Access [803]

**Extensions**

Voice Mail Access is a preset application that will allow employee remote access to Voicemail. Extension id and password is required.

## Automated Attendants (contd)

7. View / Edit Ring Group in the menu. You can edit selected options via the menu. See example below.

### AUTOMATED ATTENDANTS

The screenshot displays the 'Main Menu' on the left and the 'Sales and Marketing Group [Ring Group]' configuration on the right. The 'Main Menu' lists options 1 through 10, with option 2 selected as 'Sales and Marketing Group'. The 'Sales and Marketing Group' configuration shows a list of members, including 'Receptionist Line 1 [Dealer Demo C (GDP): 100]', 'Sales, Accounting and Marketing Line 1 [Dealer Demo C (GDP): 101]', 'Support and Special Features Line 1 [Dealer Demo C (GDP): 102]', and 'Sales Remote (DL) Line 1 [Dealer Demo D (MM): 103]'. The 'Extensions' list on the right shows various extensions, with 'Location: Dealer Demo C (GDP)' selected. The 'Internal Direct Dial for this Ring Group' is set to 806. The 'Display ring group name to members in incoming calls?' checkbox is checked. The 'Ring for' duration is set to 36 seconds. The 'Failover' section shows 'Go to: Sales, Accounting and Marketing Voice Mail'. Callouts provide instructions: 'Select the tool set icon to view/edit the Ring Group.' points to the tool set icon; 'This parameter is the period of time, in seconds, that the group will ring before reaching the failover point i.e. Sales, Accounting and Marketing Voice Mail. 36 seconds is approximately 6 rings.' points to the 'Ring for' field; 'Select Yes to display the ring group name on a Members extn.' points to the 'Display ring group name' checkbox; and 'You can call the Ring Group internally using this number.' points to the 'Internal Direct Dial' field.

8. This menu example is complete; **however it will NOT work until a recording is added.**

### AUTOMATED ATTENDANTS

The screenshot displays the 'Main Menu' configuration. The 'Main Menu' list on the left has option 2 selected as 'Sales and Marketing Group'. The 'Main Menu [Menu]' configuration on the right shows 'Internal Direct Dial for this Menu' set to 804, 'Wait for 5 seconds after playing', and 'Allow extensions to be dialed directly from this menu?' checked. The 'Message' section contains a text box with the message: 'Thank you for calling. If you know your party's extension, you may dial it at any time. Or, you may press the pound key to search the directory.' Below the message are links for 'I would like to record this message now.' and 'Upload this message'. The 'Failover' section shows 'Go to: Main Menu' and 'Timeout: 5 seconds'. A callout points to the tool set icon in the 'Main Menu' list, stating: 'Select the tool set icon to change the Auto Attendant options i.e. Wait time after playing before entering Failover, allowing extensions to be dialed directly from the menu, recording the menu message.'

## Automated Attendants (contd)

### 9. Creating or loading a recording (Message) for the menu.

**AUTOMATED ATTENDANTS**

Automated Attendant: Main Menu [603]

**Main Menu**

- 1: None
- 2: None
- 3: Sales Menu [974]
- 4: Support Options [981]
- 5: Accounting Menu [953]
- 6: Customer Svc Q [890]
- 7: Account Services [983]
- 8: Customer Svc Q [890]
- 9: StarCenter Admin [878]
- 0: Operator RG [803]
- #: Company Directory [600]
- \*: Voice Mail Access [601]

**Main Menu [Automated Attendant]**

Destination Name: Main Menu

Internal Direct Dial for this Automated Attendant: 603

Wait for 5 seconds after playing

**Additional Dial Options**

- ☒ Extensions
- ☒ Direct to Voicemail
- ☒ Ring Groups
- ☒ Queues
- ☒ Voicemail Groups
- ☒ Conference Rooms
- ☒ Recordings
- ☒ Automated Attendants
- ☒ Multi-Location Extensions
- ☐ Multi-Location Direct to Voicemail
- ☐ Multi-Location Ring Groups
- ☐ Multi-Location Queues
- ☐ Multi-Location Voicemail Groups
- ☐ Multi-Location Conference Rooms
- ☐ Multi-Location Recordings
- ☐ Multi-Location Automated Attendants

**Message**

Thank you for calling Star2Star, makers of award winning integrated communication systems.

If you know your party's extension, you may dial it at any time. . Otherwise, press:

I would like to [record this message now](#).

[Upload this message](#)

**Failover**

Go to: Main Menu [603]

Timeout: 5 seconds

Go to: Main Menu [603]

Timeout: 5 seconds

Go to: Hangup

Select this option to record the message. The message can be recorded from any location. A popup will be displayed (see left) with options for recording. Alternatively you may select the Upload option to load a previously recorded WAV or MP3 file.

Enter the message text for reference

**Star2Star COMMUNICATIONS**

If you are on a phone connected to your StarBox, please dial **8000** and enter the PIN **539561** to record your message.

If you are NOT on a phone connected to your StarBox, please dial (866) 251-0168 and enter the PIN **539561** when prompted.

The recording extension and PIN will remain valid for 24 hours.

Thank you for calling the Technology Company. If you know your party's extension, you may dial it at any time.....

[Close window](#)

©2006-2014 Star2Star Communications, LLC. All Rights Reserved.

### 10. A number of new Dial Options are available for direct dial through an Automated Attendant.

The new dial through features can be turned on / off at an Auto Attendant level.

- **Extensions / Multi-Location Extensions** - We have always had an option to add a "Dial Extension" option to the Auto Attendant. By default, that feature worked across multiple locations. The feature now allows system admins to turn the "dial across locations" feature on or off.
- **Direct to Voicemail** - A caller can now send a message directly to a user's voicemail by dialing 6xxx (xxx = extension number).
- **Ring Groups** - Callers can reach a Ring Group by dialing the [IDD] Internal Direct Dial number of the Destination e.g. 8xx.

- **Queues** - Callers can reach a Queue by dialing the [IDD] Internal Direct Dial number of the Destination e.g. 8xx.
- **Voicemail Groups** - Callers can reach Voicemail Groups by dialing the [IDD] Internal Direct Dial number of the Destination e.g. 8xx.
- **Conference Rooms** - Callers can reach Conference Rooms by dialing the [IDD] Internal Direct Dial number of the Destination e.g. 8xx.
- **Recordings** - Callers can reach Recordings by dialing the [IDD] Internal Direct Dial number of the Destination e.g. 8xx (this especially useful when accessing a recording that then fails over to a conference room).
- **Automated Attendants** - Callers can reach an Auto Attendant by dialing the [IDD] Internal Direct Dial number of the Destination e.g. 8xx.

## Destinations

### Description

Ring Groups, Queues, Recordings, Applications, Automated Attendants, Paging Groups, Voicemail Groups and Conference Rooms are all classed as Destinations. Calls can be directed toward Destinations.


### Setup

1. Access the Star2Star portal and select the CONFIGURATION option at the top of the page.
2. Select the required customer location.
3. Select the [Destinations](#) link in the **PHONE SYSTEM CONFIGURATION** Menu.



## Ring Groups

### Description

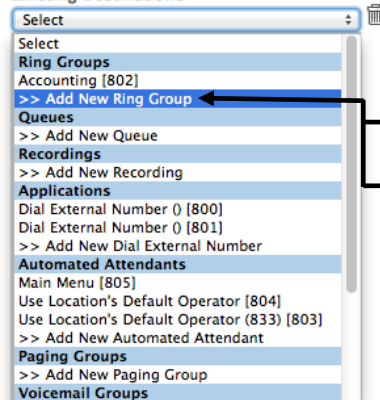
A Ring Group provides the ability to ring one or more phones simultaneously. Members are added to the Ring Group via the [Destinations](#) link or when editing menus using the tool set icon . When adding Members to the Ring Group the system provides the ability to select which line appearance is used on the phone (If your phone has multiple lines). This is particularly useful if a distinctive ring is set on that phone for the line appearance used. Polycom phones provide this feature. If this is set the user will receive a different visual and audible notification based upon which line is calling. The Ring Group can be accessed via an Internal Direct Dial number. This is particularly convenient when testing the configuration. Remember to set the period of time your group will ring before reaching your Failover options. For example a ring time of 36 seconds is approximately 6 rings. The Failover option supports up to 9 levels of failover. Remember that selecting another extension or Voicemail is regarded as an end point and as such no further Failover options can be selected. You can display the Ring Group name to Members on incoming calls. This is particularly useful to distinguish between different types of calls using the phone display e.g. Operator Ring Grp being an "Operator" call.

### Setup

1. Access the Star2Star portal and select the CONFIGURATION option at the top of the page.
2. Select the required customer location.
3. Select the [Destinations](#) link in the **PHONE SYSTEM CONFIGURATION** Menu.
4. Select the Add New Ring Group option listed under Ring Groups.
5. Enter a name for the new Ring Group and select Add.

#### DESTINATIONS

##### Existing Destinations



Select

Select

Ring Groups

Accounting [802]

>> Add New Ring Group

Queues

>> Add New Queue

Recordings

>> Add New Recording

Applications

Dial External Number 0 [800]

Dial External Number 0 [801]

>> Add New Dial External Number

Automated Attendants

Main Menu [805]

Use Location's Default Operator [804]

Use Location's Default Operator (833) [803]

>> Add New Automated Attendant

Paging Groups

>> Add New Paging Group

Voicemail Groups

#### DESTINATIONS

##### Existing Destinations

>> Add New Ring Group

Ring Group Name:

Accounting

Add

Return

Give the new Ring Group a meaningful name and select Add to create the group.

6. The screen will change displaying available extensions to add as Members to your Ring Group after selecting Add. If the customer has multiple locations the system will support adding those extensions as Members of the Ring Group. **(Note)** In the example displayed below 2 extensions have been added as Members of the Accounting Ring Group. Calls to the Accounting [825] Ring Group Members will arrive on the phones Line 2 appearance.

## S2S Demo Customer [131] -- Dealer Demo A [324]

You are currently modifying settings at the location: Dealer Demo A

[Save Changes to PBX](#)[Return](#)

### DESTINATIONS

Existing Destinations

Accounting [812]

#### Accounting [Ring Group]

Destination Name: Accounting

##### Members:

Receptionist Line 1 [100]  
Sales, Accounting and Marketing Line 1 [101]

##### Extensions:

Location: Dealer Demo A  
Support and Special Features [102]  
Cordless [103]  
Location: Sarasota Location  
Joe Sample [100]  
Analog phone 1 [101]  
Frank Delaclosure [104]  
Jamaal Smarthers [106]  
Dave Parent [112]  
Location: LightHouse

Line Appearance: Select Extension

Extensions added as Members of the Accounting [812] Ring group. Calls will appear on line 2 of the Members phone.

The Ring Group can be accessed / tested by dialing the Internal Direct Dial number, in this example - Accounting [812]. This IDD can be used in Find-Me / Follow-Me setups. You may also access this Ring Group from another associated Location by prefixing the IDD with the relevant Location code i.e. 21.

This is the period of time that the Ring Group will ring for before following the configured Failover options. In this example the Accounting Ring Group [812] will ring for 36 seconds (approx. 6 rings) before reaching Sales, Accounting and Marketing Voice Mail. You can create up to 9 levels of Failover. In this example no further Failover options can be selected as Voicemail is an end point.

Internal Direct Dial for this Ring Group: 812

Display ring group name to members in incoming calls? Yes

Ring for 36 seconds

##### Failover

Failover to: Receptionist 100 Line 1 [100]

Select this option to display the Ring Group name to members on incoming calls.

Add Extensions to the Members list by selecting ← you may remove Members by selecting → To change the line appearance when adding Members, select the extensions and use the Endpoint option to display available Line options.

## Ring Groups (contd)

7. Making further configuration enhancements see example below.

### S2S Demo Customer [131] -- Dealer Demo A [324]

You are currently modifying settings at the location: Dealer Demo A Save Changes to PBX

Return

#### DESTINATIONS

Existing Destinations

Accounting [812] +

In this example the Accounting [825] Ring Group has been enhanced to add further levels of failover. You can add more by selecting the Go to drop down bars.

All members in the group will ring for 36 seconds (approx. 6 rings). The call follows the Failover settings and rings:

- Ring All (Business Hours) Ring Group
- Sales and Marketing Group Ring Group
- Customer Service Ring Group
- If that call then rang for more than 60 seconds the caller would receive Sales, Accounting and Marketing Voice Mail

#### Accounting [Ring Group]

Destination Name: Accounting

Members:

Receptionist Line 1 [100]  
Sales, Accounting and Marketing Line 1 [101]

Extensions:

Location: Dealer Demo A  
Support and Special Features [102]  
Cordless [103]  
Location: Sarasota Location  
Joe Sample [100]  
Analog phone 1 [101]  
Frank Delaclosure [104]  
Jamaal Smarthers [106]  
Dave Parent [112]  
Location: LightHouse

Line Appearance: Select Extension

Internal Direct Dial for this Ring Group: 812

Play ring group name to members in incoming calls? Yes

Ring for 36 seconds

Failover

Go to: Ring All (Business Hours) [800]

Timeout: 36 seconds

Go to: Sales and Marketing Group [806]

Timeout: 36 seconds

Go to: Customer Service [821]

Timeout: 60 seconds

Go to: 101 Sales Acctg Mktg Line 1 [101]

Different Ring values can be set for each stage i.e. the initial Ring value and subsequent Timeout values for each stage of the Failover.

## Ring Groups "StarTips"

- ⚡ Add Members to the Ring Group by selecting ←
- ⚡ Remove a Member from the Ring Group by selecting →
- ⚡ You may add members from any locations associated with the main.
- ⚡ Use the End Point option to point to a specific line appearance on an extension.
- ⚡ Set the Ring for value (Seconds) for the Ring Group. This is the period of time that the group will ring before reaching the Failover options that have been set. A value of 36 seconds is approximately 6 rings.
- ⚡ You may set up to 9 levels of Failover options.
- ⚡ Add Failover options by selecting the Go to Drop down bars.
- ⚡ An extension or Voice Mail is considered an Endpoint and as such no further Failover option can be set if one of these is used.
- ⚡ You may use the Internal Direct Dial number to access and Test the Ring Group.
- ⚡ This IDD number can be used from a different location associated with the main.
- ⚡ You can display the Ring Group name to Members on incoming calls. This is particularly useful to distinguish between different types of calls using the phone display e.g. Operator Ring Grp being an "Operator" call.
- ⚡ Remember to Save Changes to PBX Save Changes to PBX

## Queues

### Description


A Queue provides the ability to ring Members in a sequential operation i.e. one at a time. The Queue methodology used is "Round Robin with memory". Callers placed in Queue will hear Message or Music on hold if enabled in the Advanced Settings features available under the [On-Hold Options](#) link. There are 9 levels of Failover available when using Queues. These are set in the same manner as Ring Groups. You can record a message that callers hear prior to entering the Queue. You can display the Queue name to Members on incoming calls. This is particularly useful to distinguish between different types of calls using the phone display e.g. Queue 1, Queue Priority etc.

### Setup

1. Access the Star2Star portal and select the CONFIGURATION option at the top of the page.
2. Select the required customer location.
3. Select the [Destinations](#) link in the **PHONE SYSTEM CONFIGURATION** Menu.
4. Select the Add New Queue option listed under Queues.
5. Enter a name for the new Queue and select Add.

#### DESTINATIONS

##### Existing Destinations

Select 

Select

Ring Groups

Accounting [812]

Ring All (After Hours) [801]

Ring All (Business Hours) [800]

Sales and Marketing Group [806]

Support Group [807]

>> Add New Ring Group

Queues

Sales Queue [808]

training [809]

>> Add New Queue

Recordings

>> Add New Recording

Applications

Company Directory [802]

Dial External Number (9418067234) [810]

Voice Mail Access [803]

>> Add New Dial External Number

Automated Attendants

#### DESTINATIONS

##### Existing Destinations

>> Add New Queue

Queue Name:

Customer Service Q

Add

Return

Give the new Queue a meaningful name and select Add to create the Queue.

## Queues (contd)

6. The screen will change displaying available extensions to add as Members to your Queue after selecting Add. If the customer has multiple locations the system will support adding those extensions as Members of the Queue. **(Note)** In the following example 3 extensions have been added as Members of the Customer Service Q Queue. Calls to the Customer Service Q [826] Queue Members will arrive on the phones Line 1 appearance.

**DESTINATIONS**

Existing Destinations  
Customer Service Q [814]

**Return**

Extensions added as Members of the Technical Support Q [814] Ring group. Calls will appear on line 1 of the Members phone.

The Queue can be accessed / tested by dialing the Internal Direct Dial number, in this example – Customer Service Q [814]. This IDD can be used in Find-Me / Follow-Me setups. You may also access this Queue from another associated Location by prefixing the IDD with the Location code i.e. 21.

This is the period of time that the Queue will ring for before following the configured Failover options. In this example the Customer Service Q [814] will ring for 36 seconds (approx. 6 rings) before Failover to the Receptionist extension. You can create up to 9 levels of Failover.

You may record or upload a message that the caller will hear

Select the Music On Hold playlist. You may create additional playlists **see section On – Hold Options.**

**Customer Service Q [Queue] ?**

Destination Name: Customer Service Q

**Members:**

- Receptionist Line 1 [Dealer Demo A: 100]
- Sales 101 Line 1 [Dealer Demo B (DL): 101]
- Support and Special Features Line 1 [Dealer Demo A: 102]

**Extensions:**

- Location: Dealer Demo A
- Sales, Accounting and Marketing [101]
- Cordless [103]
- Location: Sarasota Location
- Joe Sample [100]
- Analog phone 1 [101]
- Frank Delaclosure [104]
- Jamaal Smarthers [106]
- Dave Parent [112]
- Location: LightHouse

Line Appearance: Select Extension

Internal Direct Dial for this Queue: 814

Display Queue name to members in incoming calls? Yes

Ring for 36 seconds

Ring each extension for 24 seconds

If you would like to play a message before entering the queue, please define it here:

**Message**

Enter the message text here for reference .

I would like to [record this message now.](#)  
[Upload this message](#)

**Operator**

By default, a Queue will use your default operator. Use this option to change the operator setting for this queue:

Use Location's Default Operator

**Music On Hold**

By default, a Queue will use your default music on hold. Use this option to change the music on hold setting for this queue:

Default

**Failover**

Go to: Hangup

If the caller presses "0" while in Queue you can set the action to be taken. In this example the call would route to the Locations Default Operator. To define **see section Analog Backup / Operator** explained earlier in this document. Alternatively this can be set to another action specifically for this Queue only or disabled altogether.

## Queues (contd)

7. This is a more complex example showing multiple Failover points to recordings (**see section Recordings**) and further Queuing. A caller in this Queue will be kept informed if delays are experienced. This Queue example has a message that is played to the caller prior to entering the Queue.

**DESTINATIONS**

Existing Destinations  
Customer Service Q [814]

**Customer Service Q [Queue]**

Destination Name: Customer Service Q

**Members:**

- Receptionist Line 1 [Dealer Demo A: 100]
- Sales 101 Line 1 [Dealer Demo B (DL): 101]
- Support and Special Features Line 1 [Dealer Demo A: 102]

Queue Methodology used (Note) calls will ring Members one at a time for approx. 12 seconds before moving onto the next Members phone.

Calls placed in a queue will ring members one at a time and will follow the "Round Robin with Memory" algorithm.

Sales, Accounting and Marketing [101]  
Cordless [103]  
**Location: Sarasota Location**  
Joe Sample [100]  
Analog phone 1 [101]  
Frank Delaclosure [104]  
Jamaal Smarthers [106]  
Dave Parent [112]  
**Location: LightHouse**

Line Appearance: Select Extension

Internal Direct Dial for this Queue: 814

Display queue name to members in incoming calls? Yes

Ring for 36 seconds

Ring each extension for 24 seconds

If you would like to play a message before entering the queue, please define it here:

**Message**

I would like to [record this message now.](#)  
[Upload this message](#)

**Operator**

By default, a Queue will use your default operator. Use this

Use Location's Default Operator

**Music On Hold**

By default, a Queue will use your default music on hold. Use

Queue: Default

**Failover**

Go to: Hangup

Initial Queue time.

Queue message created. Callers hear this message prior to joining the Queue.

Default Operator changed to the Support Vmail Grp (Voice Mail Group) **See section Voicemail Groups**. If a caller presses "0" whilst in Queue they will reach this mailbox.

**Call flow / Failover options as follows:-**

- Caller reaches Customer Service Q [814] Queue
- Caller hears message prompt "Your call is currently in a Queue and will be answered by the next available support specialist. Please hold the line."
- Call is place in Queue for a total of 36 seconds
- First Failover plays a message to the caller (Q1 Busy) **See section Destinations - Recordings**
- 1 second after the message completes the call is placed into Queue again for a total of 30 seconds
- Failover plays a different message to the caller (Q2 Busy)
- 1 second after the message completes call is placed into Queue again for a total of 30 seconds. **(Note)** This could be a Queue with more members.
- Failover then points to a Ring Group (Urgent Customer Service Q Call) which is displayed on the member's phone. The group contains multiple members to answer the call ASAP
- Failover at this point reaches a Voicemail Group (Support Vmail Grp) to leave messages for multiple members. **(See section Voicemail Groups)**.

This Queue uses the Default Music On Hold playlist. Callers in this Queue will hear MOH if configured on your system. You may also create additional playlists to play for specific Queues. **(See section On-Hold Options)**.

Go to: Q1 Busy  
Timeout: 1 seconds

Go to: Support Q  
Timeout: 30 seconds
























Go to: Q2 Busy  
Timeout: 1 seconds

Go to: Support Q  
Timeout: 30 seconds

Go to: Urgent Support Q Call  
Timeout: 36 seconds

Go to: Support Vmail Grp

 **Queues "StarTips"**

-  Add Members to the Queue Group by selecting 
-  Remove a Member from the Queue by selecting 
-  You may add members from any locations associated with the main.
-  Use the End Point option to point to a specific line appearance on an extension.
-  Set the Ring for value (Seconds) for the Queue. This is the period of time that the Queue will ring before reaching the Failover options that have been set. A value of 36 seconds is approximately 6 rings.
-  You may set up to 9 levels of Failover options.
-  You add Failover options by selecting the Drop down bars.
-  An extension or Voice Mail is considered an Endpoint and as such no further Failover option can be set if one of these is used.
-  Remember to set Timeout values for each stage of Failover. This is the period of time (seconds) before moving to the next stage of Failover.
-  You may use the Internal Direct Dial number to access / test the Queue.
-  This IDD number can be used from a different location associated with the main.
-  Remember to add a Queue message that the caller will hear prior to entering the Queue. For help in creating recordings **See section Recordings – Destinations.**
-  Remember to add recordings to keep your callers informed if there is wait time.
-  You can connect to other Queues. Consider a scenario where a caller is delayed in Queue. Play a recording to keep your caller updated. Place the caller back into another larger Queue i.e. more agents or a Ring Group to ring multiple Members.
-  Use the Display Queue Name option to display the Queue Name on the Members phone.
-  Remember to advise the caller in that message that there is a "0" out Operator option available if required / programmed.
-  Remember to set the Operator to Default or another specific action. Disable if not used.
-  When a call is placed in Queue each Queue member's phone will ring one at a time for the # of seconds set in the queue options page. The Queue methodology used is "Round Robin with memory".
-  Callers placed in a Queue will hear Music / Message on hold if enabled. **See section On-Hold Options.** For more feature rich call center queue functionality, see [StarCenter](#).
-  Remember to Save Changes to PBX 

## Recordings

### Description

A Recording is used as a prompt or message that can be played to a caller when entering a Queue or during any stage of Failover in a Ring Group or Queue. A recording can also be used to provide customized access to a Conference Room. The recording can be created by following the prompts and either dialing internally using a StarPhone or by dialing the 800 number and using an access pin. Once recorded the user can play back, save or re-record. You may also Upload a pre-recorded message in WAV or MP3 format.

### Setup

1. Access the Star2Star portal and select the CONFIGURATION option at the top of the page.
2. Select the required customer location.
3. Select the [Destinations](#) link in the **PHONE SYSTEM CONFIGURATION** Menu.
4. Select the Add New Recording option listed under Recordings.
5. Enter a name for the new Recording and select Add.

#### DESTINATIONS

##### Existing Destinations

Select

Select

Ring Groups

Accounting [812]

Ring All (After Hours) [801]

Ring All (Business Hours) [800]

Sales and Marketing Group [806]

Support Group [807]

>> Add New Ring Group

Queues

Customer Service Q [813]

Customer Service Q [814]

Sales Queue [808]

training [809]

>> Add New Queue

Recordings

>> Add New Recording

Applications

Company Directory [802]

Dial External Number (9418067234) [810]

Voice Mail Access [803]

#### DESTINATIONS

##### Existing Destinations

>> Add New Recording

Recording Name:

Support Q Busy 1

Add

Return

Give the new Recording a meaningful name and select Add to create the Recording.

## Recordings (contd)

- Enter the text for the Message / Recording into the box provided. This is for reference purposes only.
- If you wish to create the recording select the [record this message now](#) link. Follow the on screen instructions to either use a StarPhone or dial an external 800 number and enter the access PIN provided.

If you wish to upload a previously recorded Message in WAV, MP3, AC3, MP2, FLAC, WMA, PCM AIFF or OGG format select [Upload this message link](#). Follow the on screen instructions.

**DESTINATIONS**

Existing Destinations

Support Q Busy 1 [815]

[Return](#)

Enter the text for the Message / Recording. This is for reference purposes only.

**Support Q Busy 1 [Recording]**

Destination Name: Support Q Busy 1

Internal Direct Dial for this Recording: 815

Pause for 5 seconds after playing

**Message**

Sorry but all of our Support Analysts are busy assisting other callers. Please hold the line and we will answer your call as promptly as possible. If you wish, you may press zero to leave a message.

I would like to [record this message now](#).

[Upload this message](#)

**Failover**

Go to: Receptionist Line 1 [100]

Use the Internal Direct Dial number to test your Message / Recording.

Click this link to record the message.

Click this link to Upload a previously recorded message in WAV or MP3 format.

**DESTINATIONS**

Existing Destinations

Support Q Busy 2 [816]

[Return](#)

Enter the text for the Message / Recording. This is for reference purposes only.

You may enter up to 9 Failover options however **See Section Destinations – Queues**. Where the Recording is played as part of the Failover for a Queue the system will follow the Failover chain for that Queue.

**Support Q Busy 2 [Recording]**

Destination Name: Support Q Busy 2

Internal Direct Dial for this Recording: 816

Pause for 5 seconds after playing

**Message**

Sorry, but we are experiencing higher than normal call volumes at present. Please continue to hold and we will answer your call as promptly as possible.

I would like to [record this message now](#).

[Upload this message](#)

**Failover**

Go to: Receptionist Line 1 [100]

## Recordings (contd)

8. Creating your own recording/message is simple. Select the [record this message now](#) link and follow the instructions set out in the pop up window. You can record the message at any location. See example below.
9. Alternatively you may upload a previously recorded message in WAV, MP3, AC3, MP2, FLAC, WMA, PCM AIFF or OGG format.

### DESTINATIONS

Existing Destinations

Support Q Busy 1 [815]

Return

### Support Q Busy 1 [Recording]

Destination Name: Support Q Busy 1

Internal Direct Dial for this Recording: 815

Pause for 5 seconds after playing

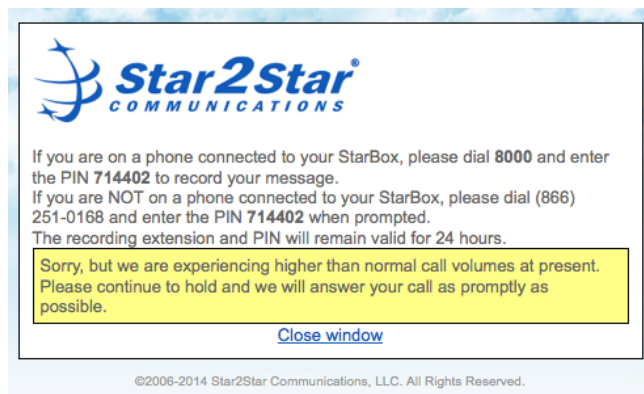
### Message

Sorry but all of our Support Analysts are busy assisting other callers. Please hold the line and we will answer your call as promptly as possible. If you wish, you may press zero to leave a message. |

I would like to [record this message now.](#)[Upload this message](#)

### Failover

Go to: Receptionist Line 1 [100]



Select this link to upload a WAV or MP3 file of a previously recorded message.

Select this link to record your message.

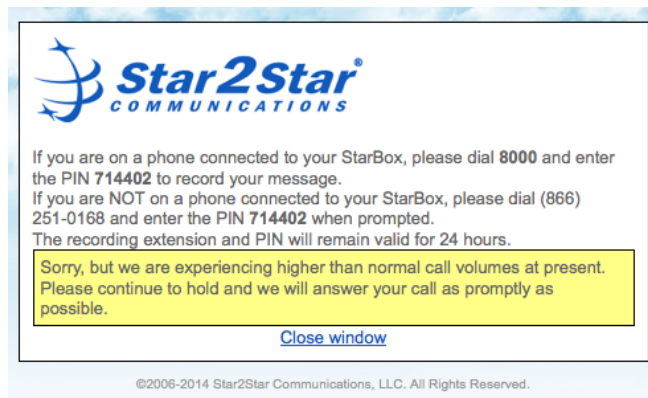
A pop up box is displayed giving options and instructions for creating the recording/message. You can record the message from any location. The message text is also displayed for reference during recording.

## Recordings (contd)

### New procedure for "recording on the fly"

You've always had the ability to add new recordings to your Star2Star system to customize your auto-attendants, call queues, and your system recordings. In the past, you were prompted to enter a four-digit extension code to record your new message.

Now, your Star2Star system will assign a unique six-digit PIN for each recording via a help screen pop. You can then either dial extension 8000 on your StarSystem or an 866 Toll Free number via any phone and the system will prompt for the unique pin to create your recording.



### 💡 Recordings "StarTips"

- 💡 Remember to set a Pause value i.e. the length of time the system waits before going to the first failover option.
- 💡 You may set up to 9 levels of Failover options.
- 💡 You add Failover options by selecting the Drop down bars.
- 💡 An extension or Voice Mail is considered an Endpoint and as such no further Failover option can be set if one of these is used.
- 💡 Remember to set Timeout values for each stage of Failover. This is the period of time (seconds) before moving to the next stage of Failover.
- 💡 You may use the Internal Direct Dial number to access / test the Recording.
- 💡 This IDD number can be used from a different location associated with the main.
- 💡 You can create a Recording by selecting the [record this message now](#) link. Follow the on screen instructions to either use a StarPhone or dial an external 800 number with an access PIN that is provided. Once recorded the message can be listened to, saved or re-recorded.
- 💡 Remember the recording extension and PIN provided in the pop up window when creating your own recordings/messages will remain valid for 24 hours.
- 💡 You can use a previously recorded Message in WAV or MP3 format select [Upload this message link](#). Follow the on screen instructions.
- 💡 Remember that you can create a Recording and add to your system remotely i.e. anywhere that you have internet access to the Star2Star web portal.
- 💡 Create a recording to personalize a Conference Room e.g. "Welcome to our Company Conference call. Shortly you will be prompted for your pin number. Enter that pin number and join the Conference". Set the Conference Room as the Failover option for the recording one-second after the recording plays. Configure Incoming Call Routing to point a DID to the recording for your Conference calls.

- 💡 Remember to Save Changes to PBX

**Save Changes to PBX**

# Applications

## Description

You can enter external numbers for the system to dial "Dial External Number". These "Applications" can be used wherever a Failover selection exists. The Internal Direct Dial number allocated to each Dial External Number by the system may be used in extension Find-Me / Follow-Me configurations. The system automatically creates 2 system wide Applications:

**Company Directory**-This can be used as a menu option and will automatically play the directory application. This operates requiring the caller to enter the first 3 letters of the person's first or last name. The Directory Sort Order is set in **section Additional Location Information** along with the ability to enable Multi-Location Directory, a feature that allows callers to search the directory on all systems associated with your location. When a successful selection/match has been made the system will call the individuals phone.

**Voice Mail Access**-This can also be used as a menu option and will provide system users with a generic Voice Mail access to the system. The user is prompted for Mail Box and Password. This is particularly useful for providing system users with Voicemail access when remote from the Star2Star system. Local users can also dial the Internal Direct Dial number from any StarPhone to access their voicemail.

## Setup

1. Access the Star2Star portal and select the CONFIGURATION option at the top of the page.
2. Select the required customer location.
3. Select the [Destinations](#) link in the **PHONE SYSTEM CONFIGURATION** Menu.
4. Select the Add New Dial External Number option listed under Applications.
5. Enter a valid telephone number and select Add.

### DESTINATIONS

#### Existing Destinations

Select

- Sales Queue [808]
- training [809]
- >> Add New Queue
- Recordings**
- Support Q Busy 1 [815]
- Support Q Busy 2 [816]
- >> Add New Recording
- Applications**
- Company Directory [802]
- Dial External Number (9418067234) [810]
- Voice Mail Access [803]
- >> Add New Dial External Number**
- Automated Attendants**
- After Hours Menu [805]
- Main Menu [804]
- >> Add New Automated Attendant
- Paging Groups**
- >> Add New Paging Group
- Voicemail Groups**
- Driver VMG [811]

Enter a valid telephone number and select Add.

### DESTINATIONS

#### Existing Destinations

>> Add New Dial External Number

External Number:

9412340001

Add

Return

## Applications (contd)

6. The example shows a new Dial External Number has been added to the system and is now available for use in applications.

### DESTINATIONS

Existing Destinations

Dial External Number (9412340001) [818]

[Return](#)

Dial External Number (9412340001)  
[Application]

Internal Direct Dial for this Application: 818

Ring for  seconds

Failover

Go to: Receptionist Line 1 [100]

Set Failover options if required. Up to 9 levels of Failover options can be selected.

Internal Direct Dial number may be used in other Destinations or for testing your new Dial external Number.

7. The following examples show where Applications have been used.

### DESTINATIONS

Existing Destinations

Support Q Busy 2 [816]

[Return](#)

Support Q Busy 2 [Recording]

Destination Name: Support Q Busy 2

Internal Direct Dial for this Recording: 816

Pause for  seconds after playing

Message

Please hold. Your call is being connected to Star2Star Communications.

I would like to [record this message now.](#)

[Upload this message](#)

Failover

Go to: Dial External Number (9412340001) [817]

Timeout:  seconds

Go to: Support [607]

Timeout:  seconds

This example shows the use of a Dial External Number as a Failover option for a Recording.

### AUTOMATED ATTENDANT

Menu:

Main Menu

1:	None		
2:	Sales and Marketing Group		
3:	Customer Service		
4:	Support Q		
5:	Sales, Accounting and Marketing Line 1		
6:	None		
7:	None		
8:	None		
9:	Conference Intro		
0:	Use Location's Default Operator		
#:	Company Directory		
*:	Voice Mail Access		

Callers selecting “#” will access the pre defined Company Directory Application.

Users selecting “\*” will access the pre defined Voice Mail Access Application. Enter mailbox and password.

 **Applications "StarTips"**

- 💡 Remember to set a Ring for value i.e. the length of time the system waits before going to the first failover option if set.
- 💡 You may set up to 9 levels of Failover options.
- 💡 You add Failover options by selecting the Drop down bars.
- 💡 An extension or Voice Mail is considered an Endpoint and as such no further Failover option can be set if one of these is used.
- 💡 Remember to set Timeout values for each stage of Failover. This is the period of time (seconds) before moving to the next stage of Failover.
- 💡 You may use the Internal Direct Dial number to access / test the Application.
- 💡 This IDD number can be used from a different location associated with the main.
- 💡 Remember to Save Changes to PBX

**Save Changes to PBX**

## Paging Groups

### Description

A Paging Group provides the ability to directly connect to group Members phones via the telephone's external speaker. The member receives an initial alert prior to connection. This feature is particularly useful for company wide alerts or to specific groups of people. **(Note)** Paging groups are limited to a maximum of 15 members due to system resource constraints. For larger applications Star2Star recommends the use of the [snom PA1](#) or external paging equipment that can be connected to the Star2Star system via a separate analog SPA 3102 adapter. Please contact the support organization for details.

### Setup

1. Access the Star2Star portal and select the CONFIGURATION option at the top of the page.
2. Select the required customer location.
3. Select the [Destinations](#) link in the **PHONE SYSTEM CONFIGURATION** Menu.
4. Select the Add New Paging Group under Paging Groups.
5. Enter a name for the new Paging Group and select Add.

#### DESTINATIONS

##### Existing Destinations

Select

Dial External Number (9412340001) [817]

Dial External Number (9412340001) [818]

Dial External Number (9418067234) [810]

Voice Mail Access [803]

>> Add New Dial External Number

**Automated Attendants**

After Hours Menu [805]

Main Menu [804]

>> Add New Automated Attendant

**Paging Groups**

>> Add New Paging Group

**Voicemail Groups**

Driver VMG [811]

>> Add New Voicemail Group

**Conference Rooms**

>> Add New Conference Room

**Linear Hunt Groups**

>> Add New Linear Hunt Group

**DTMF Captures**

>> Add New DTMF Capture

#### DESTINATIONS

##### Existing Destinations

>> Add New Paging Group


Paging Group Name:

Page Service

Add

Return


Give the new Paging Group a meaningful name and select Add to create the Group.

6. Add members to the new Paging group by selecting .
7. Access the group by dialing the Internal Direct Dial number.

## Paging Groups (contd)

### DESTINATIONS

Existing Destinations

Page Service [819] 

Return

Add Extensions to the Members list by selecting ← you may remove Members by selecting →.

### Page Service [Paging Group]

Destination Name: Page Service










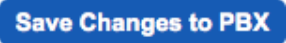
#### Members:

 Receptionist Line 1 [100]  
 Support and Special Features Line 1 [102]


#### Extensions:

 Sales, Accounting and Marketing [101]  
 Cordless [103]
Line Appearance: Select Extension Internal Direct Dial for this Paging Group:  819

### Paging Groups "StarTips"

-  Add Members to the Paging Group by selecting 
-  Remove a Member from the Paging Group by selecting 
-  You may use the Internal Direct Dial number to access / test the Paging Group.
-  Member's phones will alert / ring once only as the paging group is accessed.
-  **(Note)**. Paging groups are limited to a maximum of 15 members due to system resource constraints. For larger applications Star2Star recommends the use of the [snom PA1](#) or external paging equipment that can be connected to the Star2Star system via a separate analog SPA 3102 adapter. Please contact the support organization for details.
-  The snom PA1 is the device used for paging, and can be hooked up directly to speakers, or to a power amplifier on an existing overhead speaker setup.
-  Remember to Save Changes to PBX 

## **Voicemail Groups**

### **Description**

A Voicemail Group provides the functionality to deliver messages to multiple extensions simultaneously. The Voicemail indicator will illuminate on all extensions in the group when a caller leaves a message. The message is delivered to each voicemail group member and the voicemail group mailbox. Listening to the voice mail on an extension will only extinguish that extensions voice mail indicator. Additional notification can be sent by using the Email/Pager/Cell Phone option. Alternatively you may create a Voicemail Group that has no members. The message is delivered to the voicemail group mailbox. To retrieve voice mails using this method dial the Internal Direct Dial number for Voicemail Access which is a pre-defined application in the Destination list. Indication that a voicemail has been received can be achieved by setting the Email/Pager/Cell Phone option. **(Note)** sending notification to a cell phone using text messaging (SMS), differs for each mobile provider. A common list of providers is provided below. However Star2Star cannot guarantee the functionality with a third party device. Contact your mobile provider to ensure that your device supports this feature and to verify the correct format. Please be aware that this is not a free service unless it is included in your mobile plan.

### **Mobile Service Providers–Email to SMS Gateways (Cell Phone Text Message Alerts)**

**AT&T** Use the format [number@txt.att.net](#)

**T-Mobile USA** Use the format [number@tmomail.net](#)

**Verizon Wireless** Use the format [number@vtext.com](#)

**Sprint PCS** Use the format [number@messaging.sprintpcs.com](#)

**Sprint PCS - Short Mail** Use the format [number@sprintpcs.com](#)

**Alltel** Use the format [number@message.alltel.com](#)

**Bellsouth** Use the format [number@bellsouth.cl](#)

**US Cellular** Use the format [number@email.uscc.net](#)

**Virgin Mobile USA** Use the format [number@vmobl.com](#)

**Metro PCS** Use the format [number@mymetropcs.com](#)

**Metro PCS** Use the format [number@mymetropcs.sms.us](#)

***(Note) ensure you enter the correct format for your cell phone. Entering the number alone will not work.***

## Voicemail Groups (contd)

### Setup

1. Access the Star2Star portal and select the CONFIGURATION option at the top of the page.
2. Select the required customer location.
3. Select the [Destinations](#) link in the **PHONE SYSTEM CONFIGURATION** Menu.
4. In [Destinations](#) locate the Voicemail Groups option. Select Add New Voicemail Group.

#### DESTINATIONS

##### Existing Destinations

Select

Dial External Number (9412340001) [818]

Dial External Number (9418067234) [810]

Voice Mail Access [803]

>> Add New Dial External Number

**Automated Attendants**

After Hours Menu [805]

Main Menu [804]

>> Add New Automated Attendant

**Paging Groups**

Page Service [819]

>> Add New Paging Group

**Voicemail Groups**

Driver VMG [811]

>> Add New Voicemail Group

**Conference Rooms**

>> Add New Conference Room

**Linear Hunt Groups**

>> Add New Linear Hunt Group

**DTMF Captures**

>> Add New DTMF Capture

#### DESTINATIONS

##### Existing Destinations

>> Add New Voicemail Group

##### Voicemail Group Name:

Sales VM Group

Add

Enter a meaningful name for the new Voicemail Group and select Add.

Return

5. Add Members to the group by selecting <--

6. Remove Members by selecting -->

#### DESTINATIONS

##### Existing Destinations

Sales VM Group [820]

Return

#### Sales VM Group [Voicemail Group]

Destination Name: Sales VM Group

##### Members:

Receptionist Line 1 [100]  
Support and Special Features Line 1 [102]

##### Extensions:

Location: Dealer Demo A  
Sales, Accounting and Marketing [101]  
Cordless [103]  
Location: Sarasota Location  
Joe Sample [100]  
Analog phone 1 [101]  
Frank Delaclosure [104]  
Jamaal Smarthers [106]  
Dave Parent [112]  
Location: LightHouse

Select the trash can option to delete if required. The user if prompted prior to deletion.

Dial for this Voicemail Group: 820

Would you like voicemail to this group also sent to an email address/pager/cell phone? No

Delete voicemail after this many days: (0 to disable) 90

## Voicemail Groups (contd)

### 7. Setting the Voicemail to Email address/pager/cell phone option.

#### DESTINATIONS

Existing Destinations

Sales VM Group [820]

Return

Internal Direct Dial number.  
You may use this to test the  
Voice Mail Group.

Change the Voicemail Group  
password here.

#### Sales VM Group [Voicemail Group]

Destination Name: Sales VM Group

Members:

Receptionist Line 1 [100]  
Support and Special Features Line 1 [102]

Extensions:

Location: Dealer Demo A  
Sales, Accounting and Marketing [101]  
Cordless [103]  
Location: Sarasota Location  
Joe Sample [100]  
Analog phone 1 [101]  
Frank Delaclosure [104]  
Jamaal Smarthers [106]  
Dave Parent [112]  
Location: LightHouse

Internal Direct Dial for this Voicemail Group: 820

PIN: 820

Would you like voicemail to this group also sent to an email address/pager/cell phone? Yes

Email Address

Pager Address

Automatically delete voicemail after being emailed? Yes

Delete voicemail after this many days: (0 to disable) 90

Select Yes here to send  
voicemail notification to  
email and/or pager/cell  
phone. Enter a valid email  
address and/or pager  
address. This could be a  
cellular device using SMS  
text messaging.

Select Yes here to  
automatically delete the  
voicemail from the  
system once it is sent to  
your email  
address/pager/cell  
phone.

8. To setup up the Voicemail Group mailbox use the Voice Mail Access Internal Direct Dial access code. This is located in [Destinations](#). It is a pre defined system application and will allow access to any system mailbox. The user is prompted for a Mailbox Number and a password. The default password is the same as the mailbox number unless you have changed it previously in the Voicemail Group screen. Create an unavailable message e.g. "You have reached the Sales mail box". When leaving a message in this mailbox the unavailable message will play after which the system will prompt "Please leave your message after the tone". **(Note)** For additional help in setting up Voice Mail please refer to the [Voicemail Guide](#).

#### DESTINATIONS

Existing Destinations

Select  
Sales Queue [800]  
training [809]  
>> Add New Queue  
Recordings  
Support Q Busy 1 [815]  
Support Q Busy 2 [816]  
>> Add New Recording  
Applications  
Company Directory [802]  
Dial External Number (9412340001) [817]  
Dial External Number (9412340001) [818]  
Dial External Number (9418067234) [810]  
Voice Mail Access [803]  
>> Add New Dial External Number  
Automated Attendants  
After Hours Menu [805]  
Main Menu [804]  
>> Add New Automated Attendant  
Paging Groups  
Page Service [819]  
>> Add New Paging Group

Voice Mail Access Application  
Internal Direct Dial access  
code [803] on this example.

## Voicemail Groups (contd)

9. The Voicemail Group Mailbox is ready to use.
10. The following example uses the mailbox in the customer's environment. Adding the Voicemail Group mailbox as a Failover from a Ring Group.

**DESTINATIONS**

Existing Destinations  
Sales and Marketing Group [806]

**Return**

**Sales and Marketing Group [Ring Group]**

Destination Name: Sales and Marketing Group

Members:

- Receptionist Line 1 [100]
- Sales, Accounting and Marketing Line 1 [101]
- Support and Special Features Line 1 [102]

Extensions:

- Location: Dealer Demo A
- Cordless [103]
- Location: Sarasota Location
- Joe Sample [100]
- Analog phone 1 [101]
- Frank Delaclosure [104]
- Jamaal Smarthers [106]
- Dave Parent [112]
- Location: LightHouse
- Executive Assistant [100]

Line Appearance: Select Extension

Internal Direct Dial for this Ring Group: 806

Display ring group name to members in incoming calls? Yes

Ring for 36 seconds

Failover

Go to: Sales VM Group [820]

**Return**

In this example callers reaching the Sales and Marketing Ring Group [806] will ring for 36 seconds (approx. 6 rings) before reaching the Failover to the Sales Voicemail Group. All 3 Members within this Ring Group will receive voicemail as they are Voicemail Group Members of the Sales VM Group. Notification will also be sent to the Sales email address selected and an SMS Text message to the cell phone as selected (Note) there are no other Failover options available in this example as Voicemail is an endpoint.

## Voicemail Groups "StarTips"

- Listening to Voicemail Group mail on a Member extension will only extinguish that extensions voice mail indicator.
- You may set up a Voicemail Group without any members. Use the Email/Pager/Cell option for notification.
- Messages left in a Voicemail Group mailbox without Members will be delivered to the Group mailbox number and as such should be accessed via the Voicemail Access Application. This application can be found in Destinations.
- Messages left in a Voicemail Group mailbox with Members will be delivered to the individual Member mailboxes.
- The default password for a new Voicemail Group mailbox is the same as the Internal Direct Dial number unless this has been changed in the Voicemail Group setup screen.
- Remember to record an unavailable message.
- Create a "Company" voicemail group to send mail to all users.
- For additional help in setting up Voicemail please refer to the Star2Star Phone & Features Guide.
- Remember to Save Changes to PBX **Save Changes to PBX**

## Conference Rooms

### Description

The system provides the facility to create Conference Rooms that multiple callers can access. Callers are connected together as per a normal conference facility. If configured, users will be prompted for a PIN. To access the room via an external line point a DID to the Conference Room via the Incoming Call Routing option. You may also connect an incoming caller to the Conference Room using the Internal Direct Dial number.

### Setup

1. Access the Star2Star portal and select the CONFIGURATION option at the top of the page.
2. Select the required customer location.
3. Select the [Destinations](#) link in the **PHONE SYSTEM CONFIGURATION** Menu.
4. Select the Add New Conference Room option listed under Conference Rooms
5. Enter a meaningful name for the new Conference Room and select Add.
6. You may set a 4-digit PIN for user access.

#### DESTINATIONS

##### Existing Destinations

Select

- Dial External Number (9418067234) [810]
- Voice Mail Access [803]
- >> Add New Dial External Number
- Automated Attendants**
- After Hours Menu [805]
- Main Menu [804]
- >> Add New Automated Attendant
- Paging Groups**
- Page Service [819]
- >> Add New Paging Group
- Voicemail Groups**
- Driver VMG [811]
- Sales VM Group [820]
- >> Add New Voicemail Group
- Conference Rooms**
- >> Add New Conference Room
- Linear Hunt Groups**
- >> Add New Linear Hunt Group
- DTMF Captures**
- >> Add New DTMF Capture

#### DESTINATIONS

##### Existing Destinations

>> Add New Conference Room

Conference Room Name:

Add

Enter a meaningful name for the new Conference Room and select Add.

Return

#### DESTINATIONS

##### Existing Destinations

Conference C [821]

Return

Conference Room 4-digit PIN. Users will be prompted for the PIN, if set, prior to entering the room.

Destination Name: Conference C

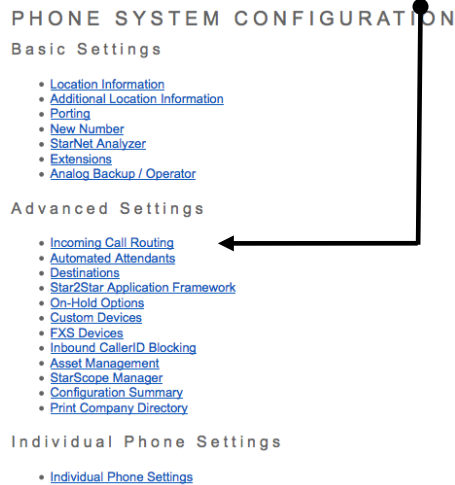
Internal Direct Dial for this Conference Room: 821

PIN: 1234

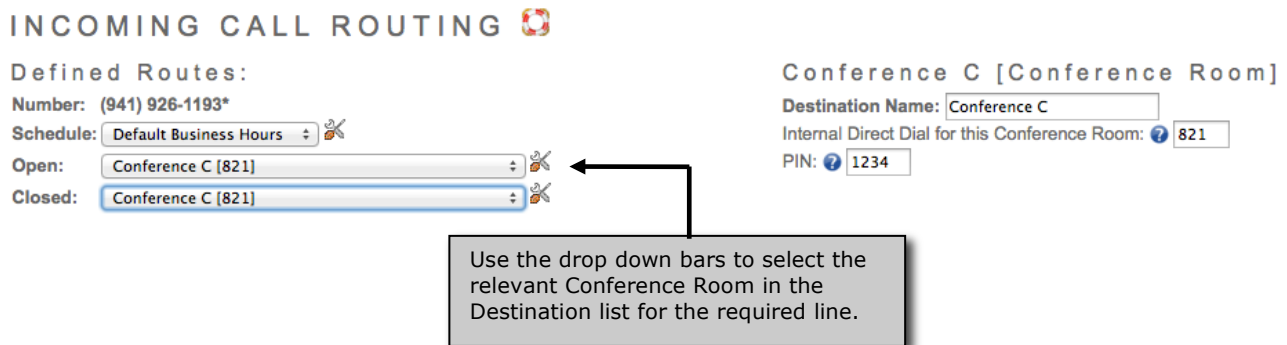
Internal Direct Dial number. Use this number to test and for internal Conference Room user access. Use Location ID+IDD to access a Conference Room on a different location.

7. Final steps would be to set the Incoming Call Routing to point a line(s) to the new Conference Room.
8. Alternatively callers may be transferred to the conference room using the Internal Direct Dial Number.







9. Select the [Incoming Call Routing](#) link in the **PHONE SYSTEM CONFIGURATION** Menu.



10. Select the line required for external access to the Conference Room. See example below.



## Conference Rooms “StarTips”

-  Remember to create a 4-digit PIN if required. Users will be prompted for the PIN prior to entering the Conference Room.
-  Internal users can access the Conference Room by using the Internal Direct Dial Number.
-  You can transfer an incoming caller into the conference room using the Internal Direct Dial Number.
-  Point a DID at the Conference Room for external user access.
-  To personalize your Conference Room create a recording “Welcome to our Company Conference call. Shortly you will be prompted for your pin number. Enter that pin number and join the Conference”. Set the Conference Room as the Failover option for the recording. Set Incoming Call Routing to point your Conference Room DID to the new recording.
-  Remember to Save Changes to PBX

**Save Changes to PBX**

## On-Hold Options

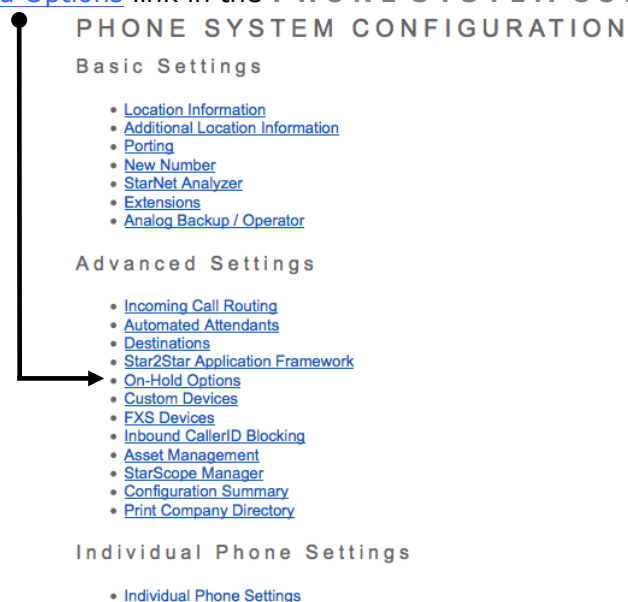
### Description

The system provides the facility to Upload On-Hold files without the requirement for any adjunct equipment. Supported file types are WAV, MP3, AC3, MP2, FLAC, WMA, PCM AIFF or OGG. To select sound sources for callers to hear when Queuing, parked or placed on hold, check/enable the relevant file. You may delete files from the system here. The system is pre configured with 3 music on hold source files which reside in the Default Playlist. You may create multiple playlists and upload sound source files to those Playlists. You may select a different Playlist when playing Music / Message On-Hold (MOH) in a Queue. **(Note) MOH playlists do not apply to remote extensions.**

Use the Call Park Timeout field to enter the amount of time (seconds) that a caller will remain in park. The parked caller will hear music / message on hold if configured. When the timeout is reached the caller will return to the extension that initiated the park. **(Note)** For more detailed information on the Call Park feature please refer to the Star2Star Phone and Features Guide.

### Setup

1. Access the Star2Star portal and select the CONFIGURATION option at the top of the page.
2. Select the required customer location.
3. Select the [On-Hold Options](#) link in the **PHONE SYSTEM CONFIGURATION** Menu.



4. To upload a new file, enter a meaningful name that will be displayed in the On-Hold Options screen.
5. Browse for the file on your PC.
6. Select the Playlist required. The system can have multiple playlists that will allow for different Message / Music On Hold (MOH) for Queues.
7. Source files that are uploaded will be available for every playlist on the system.
8. Check the files that you want callers to hear.

## On-Hold Options (contd)

**ON-HOLD OPTIONS**

Upload Music on Hold

Name

File  No file selected.

Playlist

Enter a meaningful name for the source file.

Browse your PC/MAC and select the relevant WAV or MP3 format file for Upload.

Select an existing Playlist to place the source file in or create a new one.

**Existing Playlists**

Default Playlist.

Pre configured MOH files.

Playlist:  Playlist: Default Playlist: Queue

Random: ☒ Random: ☒ Random: ☒

Name Enabled Name Enabled Name Enabled

Calm River ☒ Calm River ☒ Calm River ☒

Sunshine ☒ Sunshine ☒ Queue ☒

World Mix ☒ World Mix ☒ Sunshine ☐

Queue ☐ Queue ☐ World Mix ☐

New Playlist called Queue added.

Check each MOH file that you want to play.

Call Park Timeout

600 seconds

Call park timeout in seconds. This is the period of time that a call will remain in park if not retrieved. The call will be returned to the extension that initiated the call park.

9. To create a new Playlist, click on the Playlist drop down and select Add New Playlist.
10. The system provides the option to play (MOH) source files in random order. See the example below.

**ON-HOLD OPTIONS**

Upload Music on Hold

Name

File  No file selected.

Playlist

Enter a name for the new Playlist. If you are adding multiple source files to this Playlist and wish to play (MOH) in random order check the Random box.

**Existing Playlists**

Playlist: Default Playlist: Queue

Random: ☒ Random: ☒ Random: ☒

Name Enabled Name Enabled Name Enabled

Calm River ☒ Calm River ☐ Calm River ☒

Sunshine ☒ Sunshine ☐ Queue ☒









World Mix ☒ World Mix ☐ Sunshine ☐

Queue ☐ Queue ☐ World Mix ☐

Call Park Timeout

600 seconds

### **On-Hold Options “StarTips”**

-  Upload custom On-Hold sources in WAV, MP3, AC3, MP2, FLAC, WMA, PCM AIFF or OGG format.
  -  Give MOH sources a meaningful name for easy identification.
  -  Remember to Check / Enable source to play.
  -  You can create multiple Playlists to upload Music / Message (MOH) source files to.
  -  The system provides the option to play your (MOH) source files in random order.
  -  You can disable an On-Hold source by unchecking the box in [On-Hold Options](#).
  -  Set the Call Park Timeout to an acceptable value for the customer. This is the period of time, in seconds, that a call will remain in park if not retrieved. The call will be returned to the extension that initiated the call park.
-  Remember to Save Changes to PBX [Save Changes to PBX](#)

## **Configuration Summary**

### **Description**

This Portal option provides a complete configuration listing for your location. The list includes full configuration details for the following:

#### **Call Path**

Contains Incoming Call Routing information for Open and Closed hours for all DID's / Numbers.

#### **Destinations**

Contains all Destination entries and associated Failover options including timing. The entries are listed in Internal Direct Dialing Order.

#### **Automated Attendant**

Contains details for all Menu's configured on your system.

#### **Group Membership**

Shows member / extension details for all Ring Groups and Queues.

#### **Extensions**

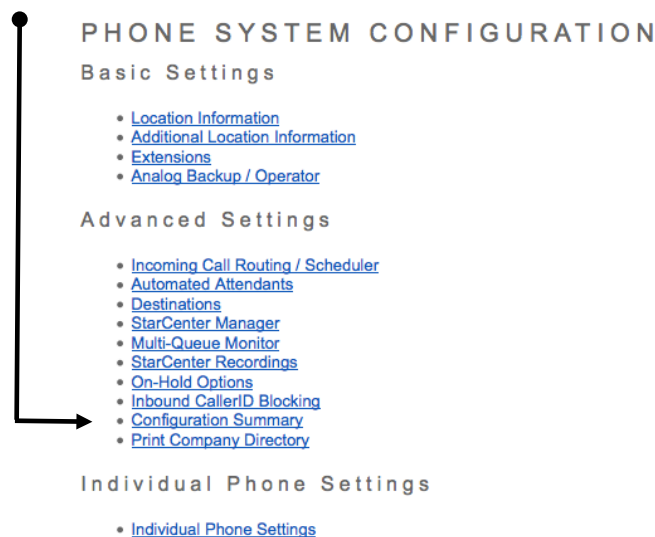
Contains details for extensions; includes phone types, extension name / number, Find-Me / Follow-Me settings including timings.

#### **Misc.**

Contains settings for Operator and Analog Backup if configured on your system.

### **Setup**

1. Access the Star2Star portal and select the CONFIGURATION option at the top of the page.
2. Select the required customer location.
3. Select the [Configuration Summary](#) link in the **PHONE SYSTEM CONFIGURATION** Menu.



4. A complete listing of all configuration settings for your location is displayed. This can be printed via your browser.

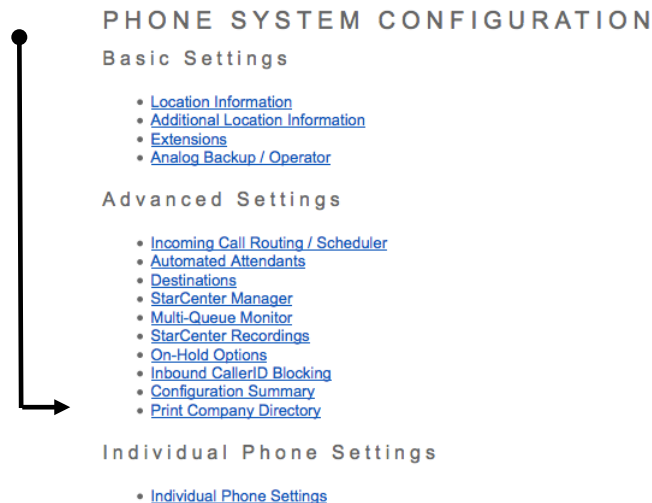
## **Print Company Directory**

### **Description**

This Portal option provides a complete company directory listing for your location and any other locations associated with your system. The list includes extension name / number, user email address, user supplementary number. Details are provided for all locations. Extension on other locations associated with your system will include the 2-digit location code required to access that system. **(Note)** Please refer to the Star2Star Phone and Features Guide for further details on Inter-Location Dialing.

### **Setup**

1. Access the Star2Star portal and select the CONFIGURATION option at the top of the page.
2. Select the required customer location.
3. Select the [Print Company Directory](#) link in the **PHONE SYSTEM CONFIGURATION** Menu.



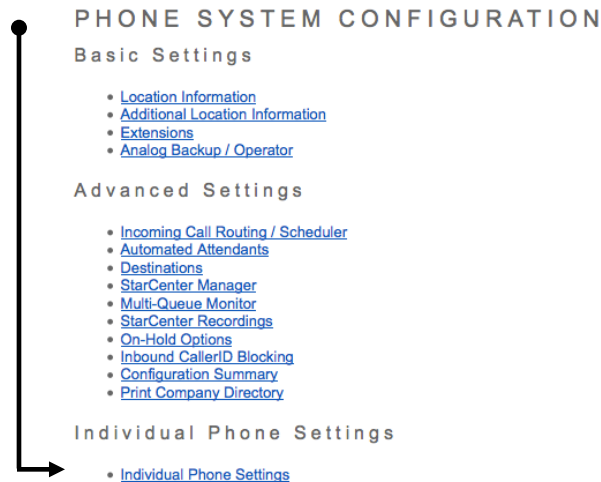
## Individual Phone Settings

### Description

This Portal option provides users with the ability to configure their individual phone. (e.g. Find-Me/Follow-Me, Voicemail, Voicemail to Email, Personal Operator.

### Setup

1. Access the Star2Star portal and select the CONFIGURATION option at the top of the page.
2. Select the required customer location.
3. Select the [Individual Phone Settings](#) link in the **PHONE SYSTEM CONFIGURATION** Menu.



4. The following list of options is displayed. This information is displayed to basic phone users unless Portal Access has been removed.
5. Listed below are examples showing slight variations in the Individual Phone Settings. These are:
  - a. [Phone Options](#)
  - b. [User Info](#) Only displayed when there is a user associated with the phone.
  - c. [Extension Options](#) Only displayed when there is no voicemail box.

INDIVIDUAL PHONE SETTINGS	INDIVIDUAL PHONE SETTINGS
<ul style="list-style-type: none"> <li><a href="#">Speed Dials</a></li> <li><a href="#">Phone Options</a></li> <li><a href="#">User Info</a></li> <li><a href="#">Find-Me / Follow-Me</a></li> <li><a href="#">Voicemail</a></li> <li><a href="#">CallerID Blocking</a></li> <li><a href="#">Print Company Directory</a></li> <li><a href="#">StarDialer (32-bit)</a></li> <li><a href="#">StarDialer (64-bit)</a></li> <li><a href="#">User Guides</a></li> <li><a href="#">Return to Phone System Configuration</a></li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Speed Dials</a></li> <li><a href="#">Phone Options</a></li> <li><a href="#">User Info</a></li> <li><a href="#">Find-Me / Follow-Me</a></li> <li><a href="#">Voicemail</a></li> <li><a href="#">CallerID Blocking</a></li> <li><a href="#">Print Company Directory</a></li> <li><a href="#">StarDialer (32-bit)</a></li> <li><a href="#">StarDialer (64-bit)</a></li> <li><a href="#">User Guides</a></li> <li><a href="#">Return to Phone System Configuration</a></li> </ul>

## Speed Dials

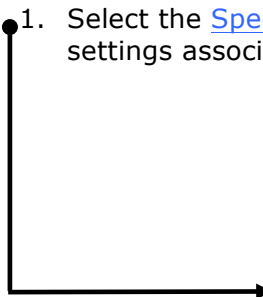
### Description

This option allows the user to add / manage individual speed dial numbers for their phone. Speed Dials are numbers that you dial on a frequent basis or local extension presence. Items that appear in the [Destinations](#) list can be selected. This option also provides the ability to add custom numbers and labels for easy identification i.e. those not in Applications as Dial External Numbers. The number of available speed dials will change if a user has an expansion key module associated with the phone. The number of modules can be set in Basic Settings under the **PHONE SYSTEM CONFIGURATION** Menu. Select the [Extensions](#) link. The following phones sold by Star2Star Communications can be fitted with an Expansion Module, sometimes also referred to as an Attendant Console:

Polycom IP 601, IP 650, IP 670  
Snom 320, 360, 370  
Cisco SPA 5xx Series  
Yealink T26P, T28P, T38G

### Setup

1. Select the [Speed Dials](#) option under **INDIVIDUAL PHONE SETTINGS** to change the settings associated with the Speed Dial feature. **(Note)** not available on the snom 300.



You are currently modifying settings for extension: **100 - Receptionist [100]** [Save Changes to PBX](#)

INDIVIDUAL PHONE SETTINGS	EXTENSION SUMMARY
<ul style="list-style-type: none"> <li><a href="#">Speed Dials</a></li> <li><a href="#">Phone Options</a></li> <li><a href="#">User Info</a></li> <li><a href="#">Find-Me / Follow-Me</a></li> <li><a href="#">Voicemail</a></li> <li><a href="#">CallerID Blocking</a></li> <li><a href="#">Agent Login</a></li> <li><a href="#">Multi-Queue Monitor</a></li> <li><a href="#">Away State</a></li> <li><a href="#">Print Company Directory</a></li> <li><a href="#">StarDialer (32-bit)</a></li> <li><a href="#">StarDialer (64-bit)</a></li> <li><a href="#">User Guides</a></li> <li><a href="#">Return to Phone System Configuration</a></li> </ul>	<p><b>100 - Receptionist [100]</b></p> <p>Phone Status</p> <p><b>Find-Me/Follow-Me</b></p> <p>On [Find Me (Sequential)]</p> <p>StarPath: (941) 234-0001</p> <p><b>Voicemail</b></p> <p>Voicemail2Email: On</p> <p>Address: tarpon@star2star.com</p> <p>Pager: 9412340001</p> <p><b>Star2Star Application Framework</b></p> <p><a href="#">Star2Star Download</a> [windows]</p> <p><a href="#">Star2Star Download</a> [mac]</p> <p><b>StarDialer User Channel</b></p> <p>SIP/ext_14785</p> <p><b>User</b></p> <p>S2S Training Tarpon</p> <p>Location Admin</p> <p><a href="mailto:tarpon@star2star.com">tarpon@star2star.com</a></p>

**(Note)** See the [Star2Star Phone and Features Guide](#) for more information.

2. Remember to Save Changes to PBX [Save Changes to PBX](#) and reboot the phone. To reboot the phone unplug the Internet cable momentarily. The phone will restart. **(Note)** if the phone has a separate power cable connected, momentarily unplug that cable to reboot the phone.

## Polycom Phone

3. The following examples show configuration of the Speed Dial feature for a Polycom phone.

### SPEED DIALS

After making changes on this page, please remember to Save Changes to PBX and reboot the phone.

#### Speed Dials

Speed Dial #1 Not Selected

Enable BuddyWatch: ☐

- ☒ Append Directory for Tarpon Main to my Speed Dial list
- ☒ Append Directory for Tarpon Satellite to my Speed Dial list
- ☒ Append Directory for Tarpon Branch to my Speed Dial list

Return

You may add multiple speed dial entries on a Polycom phone.

Check this option if you wish to use the Polycom Buddy Watch / Presence feature.

Select the up arrow on a Polycom phone for fast access to speed dial numbers. (Note) press the Dir soft key on a Polycom 32x / 33x.

You may append the Company Directory to your speed dial list, including any other locations.

### SPEED DIALS

After making changes on this page, please remember to Save Changes to PBX and reboot the phone.

#### Speed Dials

Speed Dial #1 Not Selected

Enable BuddyWatch: ☐

- ☒ Append Directory for Tarpon Main to my Speed Dial list
- ☒ Append Directory for Tarpon Satellite to my Speed Dial list
- ☒ Append Directory for Tarpon Branch to my Speed Dial list

Return

Select the speed dial # using the drop down bar. Make your selection from the available options. As you complete an entry another available entry will appear on screen.

4. The following example shows configuration of the Speed Dial feature for a Polycom IP 601 or IP 650 with 1 Expansion module added. You can also add additional Speed Dials to the phone.

### SPEED DIALS

After making changes on this page, please remember to Save Changes to PBX and reboot the phone.

Expansion Module: 1

#### Expansion Module

- Speed Dial #1 -- Receptionist Line 1 [100]
- Speed Dial #2 -- snom 300 Demo Line 1 [106]
- Speed Dial #3 -- Sales Line 1 [104]
- Speed Dial #4 -- Sales, Accounting and Marketing Line 1 [101]
- Speed Dial #5 -- Support and Special Features Line 1 [102]
- Speed Dial #6 -- Ring All (Business Hours) [800]
- Speed Dial #7 -- Sales and Marketing Group [806]
- Speed Dial #8 -- Support Group [807]
- Speed Dial #9 -- Sales Queue [808]
- Speed Dial #10 -- Support Q [809]
- Speed Dial #11 -- Page All [999]
- Speed Dial #12 -- Conference Intro [820]
- Speed Dial #13 -- Support Vmail Grp [813]
- Speed Dial #14 -- Main Menu [804]

#### Additional Speed Dials

- Speed Dial #29 Not Selected
- ☐ Append Directory for Sarasota Location to my Speed Dial list
- ☐ Append Directory for Manatee Location to my Speed Dial list
- ☐ Append Directory for Dealer Demo A to my Speed Dial list
- ☐ Append Directory for Dealer Demo B (DL) to my Speed Dial list
- ☒ Append Directory for Dealer Demo C (GDP) to my Speed Dial list
- ☒ Append Directory for Dealer Demo D (CP-Mid West) to my Speed Dial list
- ☐ Append Directory for LightHouse to my Speed Dial list

Return

A Polycom expansion module has 14 physical keys available. Up to 3 modules can be fitted to the IP 601/650/670 phone. All 42 keys can be programmed via the Speed Dials option if all 3 modules are fitted.

You may add additional Speed Dials as required. These will appear on the phone and can be accessed via the Up arrow key (Note) press the Dir soft key on a Polycom 32x / 33x.



## Speed Dials (contd)

### Cisco Phone

1. The following example shows configuration of the Speed Dial feature for a Cisco SPA509G phone in receptionist mode. **(Note)** the phone has 8 physical programmable keys.

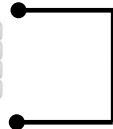
#### SPEED DIALS

After making changes on this page, please remember to Save Changes to PBX and reboot the phone.

##### Speed Dials

Speed Dial #1 Park Position #1  
Speed Dial #2 Park Position #2  
Speed Dial #3 Park Position #3  
Speed Dial #4 Park Position #4  
Speed Dial #5 -- Cisco SPA508G Line 1 [121]  
Speed Dial #6 -- Support Q [809]  
Speed Dial #7 -- Page All [999]  
Speed Dial #8 -- Conference A [810]

Return



Cisco SPA509G phone, has 8 configurable speed dial buttons.



Speed Dials (contd)

- 2. To add a Custom Number and label for easy identification, select the Add Custom Number toward the bottom of the selection list. Add the number and associated label. **(Note)** this feature is available for the following phones; Polycom, Cisco, Yealink and snom (not 300).

SPEED DIALS

After making changes on this page, please remember to Save Changes to PBX and reboot the phone.

Speed Dials

Speed Dial #1 Not Selected

Enable Buddy ☐ Voice Mail Access [40801]

☒ Append Direct Automated Attendants

☒ Append Direct Paging Groups

☒ Append Direct Voicemail Groups

Extensions

- Receptionist Line 1 [40100]
- Receptionist Voice Mail [40100VM]
- Sales Line 1 [40101]
- Sales Line 2 [40101a]
- Sales Voice Mail [40101VM]
- Softphone Line 1 [40103]
- Softphone Voice Mail [40103VM]
- Support Line 1 [40102]
- Support Line 2 [40102a]
- Support Line 3 [40102b]
- Support Voice Mail [40102VM]

Linear Hunt Groups

DTMF Captures

Custom Numbers

>> Add Custom Number

SPEED DIALS

After making changes on this page, please remember to Save Changes to PBX and reboot the phone.

Speed Dials

Speed Dial #1 >> Add Custom Number

Number: 9412340001

Label: Star2Star

Speed Dial #1 Star2Star [9412340001]

Speed Dial #2 Not Selected

Select the Add Custom Number option. Enter the Custom number and Label.

## Speed Dials (contd)

### Yealink Phone

1. The following example shows configuration of the Speed Dial feature for a Yealink T28P phone.

#### SPEED DIALS

After making changes on this page, please remember to Save Changes to PBX and reboot the phone.

##### Speed Dials

Speed Dial #1 Park a Call  
 Speed Dial #2 Park Position #1  
 Speed Dial #3 Park Position #2  
 Speed Dial #4 Park Position #3  
 Speed Dial #5 Park Position #4  
 Speed Dial #6 Not Selected  
 Speed Dial #7 -- Mitel 5330 Line 1 [77107]  
 Speed Dial #8 -- example ring group [847]  
 Speed Dial #9 -- Accounting [631]  
 Speed Dial #10 -- Yealink test phone Line 1 [66105]

Return

Yealink T28P phone, has 10 configurable speed dial buttons.



2. To add a Custom Number and label for easy identification, select the Add Custom Number toward the bottom of the selection list. Add the number and associated label.

#### SPEED DIALS

After making changes on this page, please remember to Save Changes to PBX and reboot the phone.

##### Speed Dials

Speed Dial #1 Park a Call  
 Speed Dial #2 Park Position #1  
 Speed Dial #3 Park Position #2  
 Speed Dial #4 Park Position #3  
 Speed Dial #5 Park Position #4  
 Speed Dial #6 Not Selected  
 Speed Dial #7 Ring Groups  
 Speed Dial #8 -- Ring All (After Hours) [25803]  
 Speed Dial #9 -- Ring All (Business Hours) [25802]  
 Speed Dial #10 Queues  
 Speed Dial #11 Recordings  
 Applications  
 -- Company Directory [25800]  
 -- Voice Mail Access [25801]  
 Automated Attendants  
 Paging Groups  
 Voicemail Groups  
 Extensions  
 -- User 1 Line 1 [25100]  
 -- User 1 Line 2 [25100a]  
 -- User 1 Line 3 [25100b]  
 -- User 1 Voice Mail [25100VM]  
 Linear Hunt Groups  
 DTMF Captures  
 Custom Numbers  
 --> Add Custom Number

Return

Select the Add Custom Number option. Enter the Custom number and Label.

#### SPEED DIALS

After making changes on this page, please remember to Save Changes to PBX and reboot the phone.

##### Speed Dials

Speed Dial #1 Park a Call  
 Speed Dial #2 Park Position #1  
 Speed Dial #3 Park Position #2  
 Speed Dial #4 Park Position #3  
 Speed Dial #5 Park Position #4  
 Speed Dial #6 --> Add Custom Number  
 Number: 9412340001  
 Label: Star2Star Add Cancel  
 Speed Dial #7 -- Mitel 5330 Line 1 [77107]  
 Speed Dial #8 -- example ring group [847]  
 Speed Dial #9 -- Accounting [631]  
 Speed Dial #10 -- Yealink T28P Line 1 [77280]

Return

## Speed Dials (contd)

### SPEED DIALS

After making changes on this page, please remember to Save Changes to PBX and reboot the phone.

#### Speed Dials

Speed Dial #1 Park a Call

Speed Dial #2 Park Position #1

Speed Dial #3 Park Position #2

Speed Dial #4 Park Position #3

Speed Dial #5 Park Position #4

Speed Dial #6 Star2Star [9412340001] ⌵

Speed Dial #7 -- Mitel 5330 Line 1 [77107] ⌵

Speed Dial #8 -- example ring group [847] ⌵



Speed Dial #9 -- Accounting [631] ⌵

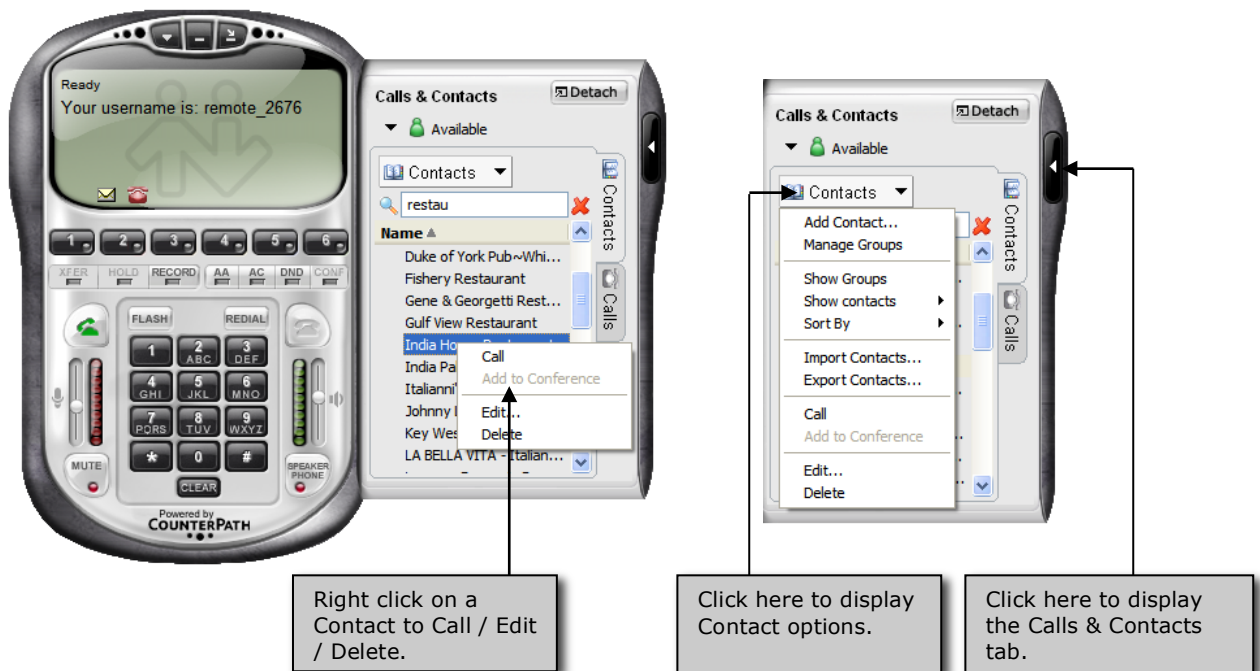
Speed Dial #10 -- Yealink T28P Line 1 [77280] ⌵

Select the Add Custom Number option. Enter the Custom number and Label.





Return

## Softphone

1. Speed Dials / Contacts for Softphone (S2S 3000) are set on the phone and not via the Star2Star web portal.
2. You may import Contacts to dial from another source i.e. Outlook® or a supported file format.
3. Alternatively you may either Add Contacts manually or click  in the softphone display during an active call to add that caller to your Contacts.
4. Click right mouse on a Contact to dial.
5. If your Contacts list contains many entries use the  field to filter the list.



## snom Phone

1. To access the individual Speed Dial directory entries added via the Star2Star web portal press  the **Directory** button or (snom 320 / 360 / 370) select the **Directory/Dir** soft key. **(Note)** The snom 300 will only provide access to the Company Directory.
2. Your Speed Dial entries will be displayed.
3. Use the  or  navigation keys to browse the entries.
4. Press  over a highlighted or displayed entry to dial.

## Speed Dials (contd)

5. The following example shows the Speed Dial Options for a snom (320 / 360 / 370) phone with 1 Expansion module added. You can also add Speed Dials to utilize the remaining available buttons on the phone. **(Note)** not available on the snom 300.

### SPEED DIALS

After making changes on this page, please remember to Save Changes to PBX and reboot the phone.

#### Speed Dials

Speed Dial #1 Line Appearance #1  
 Speed Dial #2 Line Appearance #2  
 Speed Dial #3 Park Position #1  
 Speed Dial #4 Park Position #2  
 Speed Dial #5 Park Position #3  
 Speed Dial #6 Park Position #4  
 Speed Dial #7 Paging Snom [7301]  
 Speed Dial #8 -- Pcom2 Line 1 [101]  
 Speed Dial #9 -- 601 - Receptionist Line 1 [116]  
 Speed Dial #10 -- Pcom2 Line 2 [101a]  
 Speed Dial #11 -- MultiLoc RG [811]  
 Speed Dial #12 -- Dial External Number (9416842037) [819]

#### Expansion Module

Speed Dial #13	Not Selected	Speed Dial #34	Not Selected
Speed Dial #14	Not Selected	Speed Dial #35	Not Selected
Speed Dial #15	Not Selected	Speed Dial #36	Not Selected
Speed Dial #16	Not Selected	Speed Dial #37	Not Selected
Speed Dial #17	Not Selected	Speed Dial #38	Not Selected
Speed Dial #18	Not Selected	Speed Dial #39	Not Selected
Speed Dial #19	Not Selected	Speed Dial #40	-- 601 - Receptionist Line 1 [116]
Speed Dial #20	Not Selected	Speed Dial #41	Not Selected
Speed Dial #21	Not Selected	Speed Dial #42	Not Selected
Speed Dial #22	Not Selected	Speed Dial #43	Not Selected
Speed Dial #23	Not Selected	Speed Dial #44	Not Selected
Speed Dial #24	Not Selected	Speed Dial #45	Not Selected
Speed Dial #25	Not Selected	Speed Dial #46	Not Selected
Speed Dial #26	Not Selected	Speed Dial #47	Not Selected
Speed Dial #27	Not Selected	Speed Dial #48	Not Selected
Speed Dial #28	Not Selected	Speed Dial #49	Not Selected
Speed Dial #29	Not Selected	Speed Dial #50	Not Selected
Speed Dial #30	Not Selected	Speed Dial #51	Not Selected
Speed Dial #31	Not Selected	Speed Dial #52	Not Selected
Speed Dial #32	Not Selected	Speed Dial #53	Not Selected
Speed Dial #33	Not Selected	Speed Dial #54	Not Selected

☒ Append Directory for 330 Test Lab to my Speed Dial list  
☒ Append Directory for gpstest to my Speed Dial list  
☒ Append Directory for kktest to my Speed Dial list

There are 12 keys/LEDs on your snom phone. The first 2 are reserved for lines. There are 10 keys available for Speed Dial programming.  
 (Note) only 6 keys will be available if your system is set to "Key System Mode" (see example) as 4 keys/LED positions 3 – 6 are reserved for shared Park Positions by default. More can be added.

A snom expansion module has 42 physical keys/LEDs available. Up to 3 modules can be fitted to a snom 320 / 360 / 370. Using the available buttons on the phone this could give a total of 136 keys or 132 if your system is set to "Key System Mode". All available keys can be programmed via the Speed Dials option in the Star2Star Web Portal.

You may append the Company Directory to your speed dial list, including any other locations.



## Yealink Phone

1. The following example shows the Speed Dial Options for a **Yealink T28P** phone with 1 Expansion module (**EXP 39**) added. (**Note**) May also be configured on T26P and T38G phones. You may also add Speed Dials to utilize the remaining available buttons on the phone.

### SPEED DIALS

After making changes on this page, please remember to Save Changes to PBX and reboot the phone.

#### Speed Dials

Speed Dial #1	Park a Call
Speed Dial #2	Park Position #1
Speed Dial #3	Park Position #2
Speed Dial #4	Park Position #3
Speed Dial #5	Park Position #4
Speed Dial #6	Star2Star [9412340001]
Speed Dial #7	-- Page All [999]
Speed Dial #8	-- Conference A [810]
Speed Dial #9	-- Conference Intro [820]
Speed Dial #10	-- Yealink T28P Line 1 [101]

#### Expansion Module

Speed Dial #11	Reserved For Page Switching.	Speed Dial #31	Reserved For Page Switching.
Speed Dial #12	-- Yealink T28P Line 1 [101]	Speed Dial #32	Not Selected
Speed Dial #13	-- Day Menu [804]	Speed Dial #33	Not Selected
Speed Dial #14	Star2Star [9412340001]	Speed Dial #34	Not Selected
Speed Dial #15	Not Selected	Speed Dial #35	Not Selected
Speed Dial #16	Not Selected	Speed Dial #36	Not Selected
Speed Dial #17	Not Selected	Speed Dial #37	Not Selected
Speed Dial #18	Not Selected	Speed Dial #38	Not Selected
Speed Dial #19	Not Selected	Speed Dial #39	Not Selected
Speed Dial #20	Not Selected	Speed Dial #40	Not Selected
Speed Dial #21	Not Selected	Speed Dial #41	Not Selected
Speed Dial #22	Not Selected	Speed Dial #42	Not Selected
Speed Dial #23	Not Selected	Speed Dial #43	Not Selected
Speed Dial #24	Not Selected	Speed Dial #44	Not Selected
Speed Dial #25	Not Selected	Speed Dial #45	Not Selected
Speed Dial #26	Not Selected	Speed Dial #46	Not Selected
Speed Dial #27	Not Selected	Speed Dial #47	Not Selected
Speed Dial #28	Not Selected	Speed Dial #48	Not Selected
Speed Dial #29	Not Selected	Speed Dial #49	Not Selected
Speed Dial #30	Not Selected	Speed Dial #50	Not Selected

Return



A Yealink expansion module (EXP 39) has 20 physical keys/LEDs available. Up to 6 modules can be fitted to Yealink phone models T26P, T28P and T38G. Up to 38 keys can be programmed on each expansion module. Each page utilizes the first key as a page switch to display the other screen. (i.e.) provides 20 physical keys and 20 virtual. All available keys can be programmed via the Speed Dials option in the Star2Star Web Portal.

## Polycom Buddy Watch / "Presence" Feature

Users can also set the Polycom Buddy Watch feature in the Speed Dial screen. Buddy Watch provides users with the ability to monitor the "Presence" of a number of local users. By setting this feature for a particular extension you can quickly determine the status i.e. busy or available. This feature works in conjunction with the Speed Dial / Directory list set on your phone i.e. use the **Polycom Phone** Speed Dial configuration examples to create your list.

### SPEED DIALS

After making changes on this page, please remember to Save Changes to PBX and reboot the phone.

#### Speed Dials

Speed Dial #1	-- Receptionist Line 1 [100]
Speed Dial #2	-- Customer Support Line 1 [103]
Speed Dial #3	Star2Star [9412340001]
Speed Dial #4	Not Selected

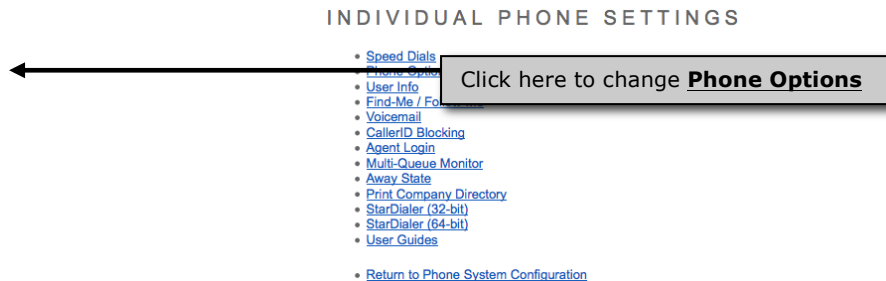
Enable BuddyWatch: ☒

Check this option if you wish to use the Polycom Buddy Watch / Presence feature.

## Phone Options

This option is only available for certain phone models.

1. Select [Phone Options](#) under **INDIVIDUAL PHONE SETTINGS** to change the settings.

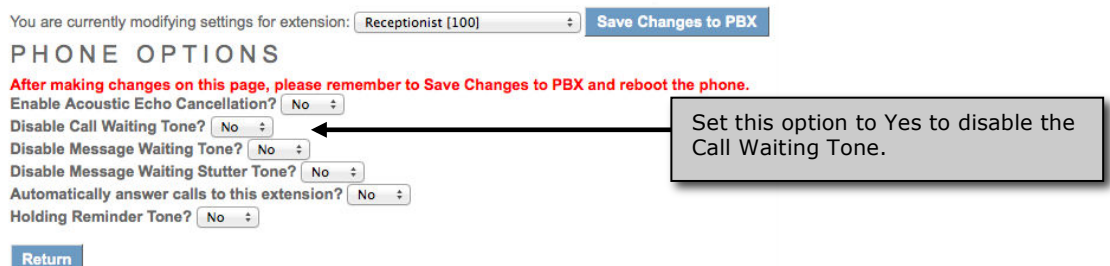


On the Grandstream GXP 2000 it provides the ability to Hide / Display missed calls and Enable / Disable the backlight.



On a Polycom phone, it provides the ability to turn off the Call Waiting Tone which is played to indicate the arrival of a new call when busy. It also provides access to the Acoustic Echo Cancellation setting and other options as shown below.

**(Note)** *Acoustic Echo Cancellation should only be used under instruction from the Star2Star Technical Support organization).*



On a Cisco phone, it provides the ability to automatically answer calls to an extension and other options as shown below.



## User Info

This option provides the ability to add / update a user's information i.e. Name, Title, Email address, phone number (used in features such as **Find-Me / Follow-Me**) and password. The configuration screen also provides a link for changing the user's password.

**(Note)** the User Info option will only be available for extensions that have been set up with a user associated.

1. Select the [User info](#) option under **INDIVIDUAL PHONE SETTINGS**. This will allow you to provide or update user information. Phone numbers added in this screen will be available for use with the Find-Me / Follow-Me feature. **(Note)** this option is only available if the extension has a user associated with it

**INDIVIDUAL PHONE SETTINGS**

- [Speed Dials](#)
- [Phone Options](#)
- [User Info](#)
- [Find-Me / Follow-Me](#)
- [Voicemail](#)
- [CallerID Blocking](#)
- [Agent Login](#)
- [Multi-Queue Monitor](#)
- [Away State](#)
- [Print Company Directory](#)
- [StarDialer \(32-bit\)](#)
- [StarDialer \(64-bit\)](#)
- [User Guides](#)
- [Return to Phone System Configuration](#)

**EXTENSION SUMMARY**

100 - Receptionist [100]

Phone Status

Find-Me/Follow-Me

On [Find Me (Sequential)]

StarPath = (941) 234-0001

Voicemail

Voicemail2Email: On

Address: tarpon@star2star.com

Pager: 9412340001

Star2Star Application Framework

[Star2Star Download](#) [windows]

[Star2Star Download](#) [mac]

StarDialer User Channel

SIP/ext\_14785

User

S2S Training Tarpon

Location Admin

[tarpon@star2star.com](#)

**USER INFO**

Prefix ?

First Name S2S Training

Last Name Tarpon

Suffix ?

Title

Email Address tarpon@star2star.com

By providing Star2Star with your home phone number and/or cell phone number, we can enable features such as Find-Me / Follow-Me.

Phone Number (941) 234-0001

Phone Number (941) 555-1212

Phone Number

[Change your password](#)

[Save Changes](#) [Cancel](#)

## Find-Me / Follow-Me

Users are provided with powerful functionality to redirect calls via an intuitive web screen. Callers will follow the Find-Me / Follow-Me configuration, if set, to locate their party. There are 3 configuration styles available for this functionality:

**Find Me (Immediate)** Calls are immediately diverted / forwarded to an alternative number.

**Find Me (Sequential)** Calls can follow a sequence of ringing up to 4 alternative numbers in turn with varying timeout values.

**Find Me (All)** Calls can ring up to 4 alternative numbers simultaneously.

1. Select the [Find-Me / Follow-Me](#) option under **INDIVIDUAL PHONE SETTINGS**

Select users here.

You are currently modifying settings for extension: **Doug Miles [160]** [Save Changes to PBX](#)

INDIVIDUAL PHONE SETTINGS	EXTENSION SUMMARY
<ul style="list-style-type: none"> <li>Speed Dials</li> <li>Phone Options</li> <li>User Info</li> <li><b>Find-Me / Follow-Me</b></li> <li>Voicemail</li> <li>CallerID Blocking</li> <li>Agent Login</li> <li>Multi-Queue Monitor</li> <li>Away State</li> <li>Print Company Directory</li> <li>StarDialer (32-bit)</li> <li>StarDialer (64-bit)</li> <li>User Guides</li> <li><a href="#">Return to Phone System Configuration</a></li> </ul>	<b>Doug Miles [160]</b> Phone Status <b>Find-Me/Follow-Me</b> Off <b>Voicemail</b> Voicemail2Email: On Address: dmiles@star2star.com Pager: Star2Star Application Framework <a href="#">Star2Star Download</a> [windows] <a href="#">Star2Star Download</a> [mac] StarDialer User Channel SIP/ext_500162 <b>StarScope Credentials</b> Host: starscope5.star2star.com Port: 38522 Location: customer_117 Tenant: default Username: dmiles@star2star.com Password: pass_117 <a href="#">StarScope Download</a> [windows] <a href="#">StarScope Download</a> [mac x86] <a href="#">StarScope Download</a> [linux x86] <a href="#">StarScope Download</a> [linux 64-bit] <b>User</b> Doug Miles S2S Admin <a href="#">dmiles@star2star.com</a>

Individual Phone Settings Extension Summary screen. This screen shows what features are set for each user at a glance. In this example Doug Miles [160] does not have the Find-Me / Follow-Me feature set.

2. Set the Find-Me / Follow-Me feature by checking the option

You are currently modifying settings for extension: **Doug Miles [160]** [Save Changes to PBX](#)

**FIND-ME / FOLLOW-ME**

☐ Enable Find-Me / Follow-Me

[Save Changes](#) [Cancel](#)


Check this box to enable the Find-Me / Follow-Me feature.

3. In the example below the Find-Me / Follow-Me feature is now set for immediate. Calls to Doug Miles [160] will forward immediately to the alternative number set for a period of 20 seconds. Callers, if unanswered in that timeframe, will receive Doug Miles [160] Voicemail.

You are currently modifying settings for extension: Doug Miles [160][Save Changes to PBX](#)FIND-ME / FOLLOW-ME ☒ Enable Find-Me / Follow-Me

## Style

- ☐ Follow Me (Immediate) -- Calls to your extension will be sent automatically to the number you define below.
- ☒ Find Me (Sequential) -- Calls to your extension will ring your extension and any other numbers that you define below, in order.
- ☐ Find Me (All) -- Calls to your extension will ring your extension and any other numbers that you define below all at once

Ring your extension for 20 secondsPlay Find Me / Follow Me Announcement  Location Default

## Numbers

Send forwarded calls to the first number for 17 seconds☐ (941) 587-4967☒ Other: 9412340001

Find-Me / Follow-Me feature is enabled. Style is set to immediate. Forwarded calls will ring the (941) 234-0001 number for 17 seconds after which time they will reach Doug Miles [160] Voicemail.

4. Select the life raft icon to view help on the Find-Me / Follow-Me feature.

FIND-ME / FOLLOW-ME 

### Find-Me / Follow-Me

Enabling Find-Me / Follow-Me allows calls to reach you, no matter where you are!

Selecting "Follow Me (Immediate)" will forward any calls to your extension to the number that you define below.

Selecting "Find Me (Sequential)" rings your phones in order. It will try your extension for the length of that you choose (the default is 20 seconds, or about three rings), then will try the Find Me numbers you have defined below.

Selecting "Find Me (All)" will ring all of the numbers you define below at the same time for the length of time that you choose (the default is 20 seconds, or about three rings).

★ Please note, if any Find-Me / Follow-Me number answers the call (voice mail on a cell phone, an answering machine, etc) before the time has expired, the call will not reach your Star2Star voicemail service.

©2006-2014 Star2Star Communications, LLC. All Rights Reserved.

Selecting the life preserver icon above will display help. A full description of the Find-Me / Follow-Me feature is displayed including comments on diverting calls to cell phones or lines answered by an answer machine.

5. Setting the Find-Me / Follow-Me feature to Sequential. See the example below.

You are currently modifying settings for extension: **Doug Miles [160]**[Save Changes to PBX](#)**FIND-ME / FOLLOW-ME**☒ Enable Find-Me / Follow-Me**Style**

- ☐ Follow Me (Immediate) -- Calls to your extension will be sent automatically to the number you define below.
- ☒ Find Me (Sequential) -- Calls to your extension will ring your extension and any other numbers that you define below, in order.
- ☐ Find Me (All) -- Calls to your extension will ring your extension and any other numbers that you define below all at once

Ring your extension for  seconds

Play Find Me / Follow Me Announcement ?

Location Default

Yes

No

Short

**Numbers**Send forwarded calls to the first number for  seconds☐ (941) 587-4967☒ Other: If your first number does not answer, try this number next, for  seconds:☒ None☐ (941) 587-4967☐ Other: If the second number does not answer, try this number, for  seconds:☒ None☐ (941) 587-4967☐ Other: If the third number does not answer, try this number, for  seconds:☒ None☐ (941) 587-4967☐ Other: [Save Changes](#)[Cancel](#)

The call will ring Doug Miles [160] extension for 20 seconds before following the Find-Me / Follow-Me configuration.

The call will then ring extension 101 for 17 seconds before moving off to ring extension 103 for a further 20 seconds. Finally the call will route externally to 941-234-0001 again for 20 seconds. If the call remains unanswered by a person, answering machine or cell phone voicemail, then the call will reach the voicemail of Doug Miles [160].

Select a long, short or no message to be played to callers or stay with the location's default setting on a per-user basis.

6. View the Individual Phone Settings Extension Summary screen below to see what features are set for your extension.

You are currently modifying settings for extension: **Doug Miles [160]**[Save Changes to PBX](#)**INDIVIDUAL PHONE SETTINGS**

- [Speed Dials](#)
- [Phone Options](#)
- [User Info](#)
- [Find-Me / Follow-Me](#)
- [Voicemail](#)
- [CallerID Blocking](#)
- [Agent Login](#)
- [Multi-Queue Monitor](#)
- [Away State](#)
- [Print Company Directory](#)
- [StarDialer \(32-bit\)](#)
- [StarDialer \(64-bit\)](#)
- [User Guides](#)
- [Return to Phone System Configuration](#)

**EXTENSION SUMMARY****Doug Miles [160]**

● Phone Status

**Find-Me/Follow-Me**

● On [Find Me (Sequential)]

StarPath : (941) 587-4967

**Voicemail**

Voicemail2Email: ● On

Address: dmiles@star2star.com

**Pager:**

Star2Star Application Framework

[Star2Star Download](#) [windows][Star2Star Download](#) [mac]

StarDialer User Channel

SIP/ext\_500162

**StarScope Credentials**

Host: starscope5.star2star.com

Port: 38522

Location: customer\_117

Tenant: default

Username: dmiles@star2star.com

Password: pass\_117

[StarScope Download](#) [windows][StarScope Download](#) [mac x86][StarScope Download](#) [linux x86][StarScope Download](#) [linux 64-bit]**User**

Doug Miles

S2S Admin

[dmiles@star2star.com](#)

Individual Phone Settings Extension Summary screen. This screen shows what features are set for each user at a glance. In this example Doug Miles [160] now has Find-Me / Follow-Me set as per the examples above.

## Extension Options

This option is only visible if the extension has been set up without a Voicemail Box i.e. a reception / lobby area phone with no user. See example below. Use this option to determine how long the extension should ring for. Remember that calls to an extension without a mailbox will hang up once the ring time is reached. Use the Find-Me / Follow-Me feature to provide alternate options for answer.

### EXTENSIONS

#### Existing Extensions

CallerID [Extension]	Options
105 - Assistant [100]	<a href="#">Edit</a>
101 - Sales, Acctg, Mktg [101]	<a href="#">Edit</a>
102 - Support - Special Functions [102]	<a href="#">Edit</a>
Tarpon Fax Main [103]	<a href="#">Edit</a>
104 - Cust Service [104]	<a href="#">Edit</a>
106 - CC Agent [106]	<a href="#">Edit</a>
107 - Mail Room [107]	<a href="#">Edit</a>
108 - Office [108]	<a href="#">Edit</a>
109 - Desk [109]	<a href="#">Edit</a>
100 - Receptionist [110]	<a href="#">Edit</a>

#### Edit an Extension

User	Tarpon, S2S Training (tarpon@star2star.com)
Extension	110
Extension Name	100 - Receptionist
Enable Voicemail Box	No
Phone:	Cisco SPA509G - Receptionist Mode
MAC Address:	1cdf0f4a4bd8
Outgoing CallerID, Line 1	Tarpon Main Default
Remote Extension	<input type="checkbox"/>
Expansion Module	0
Allow intracompany calls	<input checked="" type="checkbox"/>
Allow local calls	<input checked="" type="checkbox"/>
Allow long distance calls	<input checked="" type="checkbox"/>
Allow international rate calls	<input type="checkbox"/>
Allow toll-free calls	<input checked="" type="checkbox"/>
Allow 411 calls	<input checked="" type="checkbox"/>
Hide extension from Company Directory?	<input type="checkbox"/>
Hide extension	<input type="checkbox"/>
Enable Call Accounting Code Prompt?	<input type="checkbox"/>
<a href="#">Add CACs</a>	

Set this option to No to disable the extension Voicemail box.

[Return](#)

[Save Changes](#)

[Cancel](#)

Calls to this extension for longer than 20 seconds will hang up. Use the Find-Me / Follow-Me feature to provide additional options for answer.

### EXTENSION OPTIONS

How long should a call ring at this extension? 20

For additional options for this extension, please use the [Find-Me / Follow-Me page](#).

[Save Changes](#)

[Cancel](#)

## **Voicemail**

1. Select the [Voicemail](#) option under **INDIVIDUAL PHONE SETTINGS** to send voicemail to email/pager/cell phone. The following options may also be configured in the same setup screen:-
  - System speaks the caller ID prior to speaking the message.
  - System speaks the Date/Time prior to speaking the message.
  - Determine how long the users phone should ring before the call is sent to voicemail.
  - Determine how many days voicemail will remain before automatic deletion.
  - Set a Personal Operator for your extension
  - Change the user's voicemail pin.

The personal operator feature allows users to customize the call flow when a caller presses "0". Click the Voicemail option in Individual Phone Settings. Click the **Personal Operator** link. (By default, this option is set to "Use Location's Default Operator") Select the defined destination you want. (**Note**) the destination must be an existing destination such as another extension, voicemail box, ring group, etc. Once you have made your selection, click *Save Changes* followed by *Save Changes to PBX*. **Refer to Star2Star Voicemail Guide for more details.**

Now when a caller presses "0" when listening to your outgoing voice mailbox message, they will be connected to your Personal Operator selection and not the System Default Operator. To disable, select **"None"** when clicking the **Personal Operator** dropdown.

You are currently modifying settings for extension: 100 - Receptionist [100] Save Changes to PBX

**INDIVIDUAL PHONE SETTINGS**

- [Speed Dials](#)
- [Phone Options](#)
- [User Info](#)
- [Find-Me / Follow-Me](#)
- **Voicemail**
- [CallerID Blocking](#)
- [Agent Login](#)
- [Multi-Queue Monitor](#)
- [Away State](#)
- [Print Company Directory](#)
- [StarDialer \(32-bit\)](#)
- [StarDialer \(64-bit\)](#)
- [User Guides](#)
- [Return to Phone System Configuration](#)

**EXTENSION SUMMARY**

100 - Receptionist [100]

Phone Status

Find-Me/Follow-Me

On [Find Me (Sequential)]

StarPath (941) 234-0001

**Voicemail**

Voicemail2Email: On

Address: tarpon@star2star.com

Pager: 9412340001

Star2Star Application Framework

[Star2Star Download](#) [windows]

[Star2Star Download](#) [mac]

StarDialer User Channel

SIP/ext\_14785

User

S2S Training Tarpon

Location Admin

[tarpon@star2star.com](mailto:tarpon@star2star.com)

→ You are currently modifying settings for extension: 100 – Receptionist [100] [Save Changes to PBX](#)

### VOICEMAIL

Would you like your voicemail sent to your email/pager/cell phone? ☒ Yes

Email Address:

Pager/Cell Phone Address:

Automatically delete voicemail after being emailed? ☐ No

Would you like the system to say the Caller ID information before the message? ☐ No

Would you like the system to say the Date/Time of the message? ☐ No

How long should the call ring before it is sent to voicemail? (in seconds)

Delete voicemail after this many days: (0 to disable)

Personal Operator: ☒ Use Location's Default Operator

[Change your voicemail PIN](#)

[Save Changes](#) [Cancel](#)

## Voicemail (contd)

2. To configure **INDIVIDUAL PHONE SETTINGS** to enable the voicemail to email feature, set the option to yes and enter a valid email address as per the example below. You may also set the option to send a message to a Pager/cell Phone Address by entering a valid number in the correct format (**See section Voicemail Groups**) for help in setting this feature).

You are currently modifying settings for extension: 100 – Receptionist [100] [Save Changes to PBX](#)

### VOICEMAIL

Would you like your voicemail sent to your email/pager/cell phone? ☒ Yes

Email Address:

Pager/Cell Phone Address:

Automatically delete voicemail after being emailed? ☐ No

Would you like the system to say the Caller ID information before the message? ☐ No

Would you like the system to say the Date/Time of the message? ☐ No

How long should the call ring before it is sent to voicemail? (in seconds)

Delete voicemail after this many days: (0 to disable)

Personal Operator: ☒ Use Location's Default Operator

[Change your voicemail PIN](#)

[Save Changes](#) [Cancel](#)

Set the option to yes and enter a valid email address.

You are currently modifying settings for extension: 100 – Receptionist [100] [Save Changes to PBX](#)

### VOICEMAIL

Would you like your voicemail sent to your email/pager/cell phone? ☒ Yes

Email Address:

Pager/Cell Phone Address:

Automatically delete voicemail after being emailed? ☐ No

Would you like the system to say the Caller ID information before the message? ☐ No

Would you like the system to say the Date/Time of the message? ☐ No

How long should the call ring before it is sent to voicemail? (in seconds)

Delete voicemail after this many days: (0 to disable)

Personal Operator: ☒ Use Location's Default Operator

[Change your voicemail PIN](#)

[Save Changes](#) [Cancel](#)

You may also set the system to send an alert message to a Page/Cell Phone Address. (**See section Voicemail Groups**) for help in setting this feature.

You are currently modifying settings for extension:  [Save Changes to PBX](#)

Changes saved

## INDIVIDUAL PHONE SETTINGS

- [Speed Dials](#)
- [Phone Options](#)
- [User Info](#)
- [Find-Me / Follow-Me](#)
- [Voicemail](#)
- [CallerID Blocking](#)
- [Agent Login](#)
- [Multi-Queue Monitor](#)
- [Away State](#)
- [Print Company Directory](#)
- [StarDialer \(32-bit\)](#)
- [StarDialer \(64-bit\)](#)
- [User Guides](#)
- [Return to Phone System Configuration](#)

## EXTENSION SUMMARY

100 - Receptionist [100]

Phone Status

Find-Me/Follow-Me

On [Find Me (Sequential)]

StarPath: (941) 234-0001

Voicemail

Voicemail2Email: On

Address: user@star2star.com

Pager: 9415551212@tmail.net

Star2Star Application Framework

[Star2Star Download](#) [windows]

[Star2Star Download](#) [mac]

StarDialer User Channel

SIP/ext\_14785

User

S2S Training Tarpon

Location Admin

[tarpon@star2star.com](mailto:tarpon@star2star.com)

Individual Phone Settings Extension Summary screen. This screen shows what features are set for each user at a glance. In this example David Jones [100] now has Find-Me / Follow-Me set and Voicemail to email / Pager/Cell Phone as per the examples above.

## CallerID Blocking

1. Select the [CallerID Blocking](#) option under **INDIVIDUAL PHONE SETTINGS** to block unwanted calls. Blocked callers will hear a fast busy tone for approximately 5 seconds then the call will disconnect. Numbers can be added or removed very easily through this option. **(Note)** this feature is not available when the extension is called via a Ring Group.

You are currently modifying settings for extension:  [Save Changes to PBX](#)

## CALLERID BLOCKING

The following numbers will be blocked from reaching your extension: ?

No numbers blocked

Add

[Return to Phone Setup Menu](#)

Please enter the number exactly as it would appear as an incoming CallerID, including area code.

Enter the number to be blocked here then select add. Please enter the full number including the area code.

You are currently modifying settings for extension:  [Save Changes to PBX](#)

## CALLERID BLOCKING

The following numbers will be blocked from reaching your extension: ?

Number Options

(941) 555-1212 [Delete](#)

Add

[Return to Phone Setup Menu](#)

Click Delete to remove a blocked entry.

### Location based caller ID block:

With this feature enabled, callers from blocked numbers will hear a fast busy tone for a few seconds, then the call cuts off. System Administrators can enter blocked number data using comma or line delimited format. You can also use the output from a database / CRM system and paste into the Location CallerID Blocking screen using the required format.

1. Select the [InboundCallerID Blocking](#) option under **ADVANCED SETTINGS**
2. Remember to Save Changes to PBX when done.

### LOCATION CALLERID BLOCKING

CallerIDs (comma separated or one per line):

941-123-4567  
941-321-7654

Add Blocks

Return

Save Changes to PBX

Return

Enter the number(s) to be blocked here then select Add Blocks. Please enter the full number including the area code by comma separated or one per line.

### LOCATION CALLERID BLOCKING

CallerIDs (comma separated or one per line):

Add Blocks

(941) 123-4567  
(941) 321-7654

Return

Save Changes to PBX when complete.








## User Guides

### INDIVIDUAL PHONE SETTINGS

- [Speed Dials](#)
- [Phone Options](#)
- [User Info](#)
- [Find-Me / Follow-Me](#)
- [Voicemail](#)
- [CallerID Blocking](#)
- [Agent Login](#)
- [Multi-Queue Monitor](#)
- [Away State](#)
- [Print Company Directory](#)
- [StarDialer \(32-bit\)](#)
- [StarDialer \(64-bit\)](#)
- [User Guides](#)
- [Return to Phone System Configuration](#)

Click to provide access to user documentation including FAQ's, Phone and Features Guide, Phone Quick Guides, Voicemail Guide and Phone Features Video.

### Individual Phone Settings "StarTips"

-  Remember to Save Changes to PBX and restart the phone when making changes.
-  When using the Find-Me / Follow-Me feature to forward calls to a cell phone setting the ring time will affect whether voicemail will be left on the StarPhone or Cell Phone. Generally if the ring time is greater than 20 seconds the cell phone voicemail will answer the call.
-  When setting the Voicemail feature to send a notification to a Pager/Cell Phone Address (**See section Voicemail Groups**) for help on configuration. Please note that sending a message to a cell phone via SMS is not a free service and will incur charges from your mobile provider unless it is included in your plan.
-  If you configure an extension without a Voicemail box remember to set the ring time (seconds) in [Extension Options](#). For additional answer options for callers ringing an extension without a Voicemail box use the Find-Me / Follow-Me feature.
-  Use CallerID to block unwanted callers. You may remove a block simply by deleting the entry.
-  Remember to set a Personal Operator if required.
-  Remember to Save Changes to PBX

**Save Changes to PBX**

## Multicast Paging for Polycom VVX/Yealink T4x Phone Ranges

### Multicast Functionality:

Multicast paging on the Polycom VVX/Yealink T4x phone range is **not constrained** by a limited number of members as is the case with standard "Paging Groups" available on the StarBox 2200, StarBox 2250, StarBox 5500.

Multicast paging on the Polycom VVX/Yealink T4x phone range can be used on StarBox's including the StarLite. The functionality is provided at the "switch" level over "Channels" and has been tested successfully with all Star2Star supplied switches.

### Channels:

- Each Multicast Paging Group will be automatically assigned to a **Channel**.
- There are a total of 25 channels but only 22 can be customized (2 to 23).
- Channel 1 is reserved for **Page All**.
- An extension can be unsubscribe from the "Page All."
- Channel 24 is reserved for **Priority**.
- Channel 25 is reserved for **Emergency**.

### Differences between Priority and Emergency:

- Priority will barge into an active call, over intercom, at the intercom adjusted volume level.
- Emergency will barge into an active call, over intercom, at maximum volume.

### Configuring Multicast Paging on the Polycom VVX/YealinkT4x Phone Range:

- First, navigate to the [Star2Star portal](#). Choose "Configuration" from the main menu, then the location for which you want to configure Multicast Paging.
- Click the **Additional Location Information** link in the **PHONE SYSTEM CONFIGURATION MENU / Basic Settings**.

## PHONE SYSTEM CONFIGURATION

### Basic Settings

- [Location Information](#)
- [Additional Location Information](#)
- [Porting](#)
- [New Number](#)
- [StarNet Analyzer](#)
- [Extensions](#)
- [Analog Backup / Operator](#)

- Click the "**Multicast Paging**" dropdown and select "Yes".
- Click "**Save Changes**" at the bottom of the screen.

## Edit a Location

Enable Personal Authorization Codes?	No <input type="button" value="Add /"/>	Directory Sort Order	Last Name <input type="button" value="↓"/>
Interoffice Prefix <input <="" td="" type="button" value="?"/> <td>29</td> <td>Announce Extension on Directory</td> <td>Yes <input type="button" value="↓"/></td>	29	Announce Extension on Directory	Yes <input type="button" value="↓"/>
Time Zone	Eastern <input type="button" value="↓"/>	MultiLocation	No <input type="button" value="↓"/>
Observe DST?	Yes <input type="button" value="↓"/>	Directory?	Yes <input type="button" value="↓"/>
Enable Advanced Scheduling? <input <="" td="" type="button" value="?"/> <td>No <input type="button" value="↓"/></td> <td>Multicast Paging <input <="" td="" type="button" value="?"/> <td>No <input type="button" value="↓"/></td> </td>	No <input type="button" value="↓"/>	Multicast Paging <input <="" td="" type="button" value="?"/> <td>No <input type="button" value="↓"/></td>	No <input type="button" value="↓"/>
Allow dialing out from Voicemail? <input <="" td="" type="button" value="?"/> <td>Yes <input type="button" value="↓"/></td> <td>Display Five Digit Extension <input <="" td="" type="button" value="?"/> <td>Yes <input type="button" value="↓"/></td> </td>	Yes <input type="button" value="↓"/>	Display Five Digit Extension <input <="" td="" type="button" value="?"/> <td>Yes <input type="button" value="↓"/></td>	Yes <input type="button" value="↓"/>
Play Find Me / Follow Me Announcement <input <="" td="" type="button" value="?"/> <td>Yes <input type="button" value="↓"/></td> <td>Key System Mode?</td> <td>Yes <input type="button" value="↓"/></td>	Yes <input type="button" value="↓"/>	Key System Mode?	Yes <input type="button" value="↓"/>
		Park Positions:	4
		Custom VLAN <input <="" td="" type="button" value="?"/> <td>41</td>	41

- Navigate to "**Destinations**" in the **PHONE SYSTEM CONFIGURATION MENU / Advanced Settings**.
- Click "**Add New Paging Group**".
- Add a name for the Paging Group.
- New groups will default to Multicast groups.
- An existing paging group can be switched to a multicast group.
- Click the "**Multicast Paging Group?**" drop down and set to "**Yes**".
- The next available channel is set (note channels 1, 24 and 25 are reserved).
- All Polycom VVX/Yealink T4x Phones will appear in the "**Extensions**" list.
- Add "**Members**" as required by selecting <-- or --> to remove.

## Sales Reps [Paging Group]

Destination Name: Sales Reps

Multicast Paging Group? Yes Multicast Paging Group Channel 2 

Members:

Extensions:

<input type="button" value="←"/>	Betty Musial [639]
	Inga Ross [640]
	Pearl Adams [655]
	Adbdul Kosoko [656]
<input type="button" value="→"/>	Earl Covington [678]
	Mike Phippen [679]
	Hal Logan [721]
	Mathew Guimond [722]
	Jon Manning [724]
	Hal Logan VX [789]

## Sales Reps [Paging Group]

Destination Name: Sales Reps

Multicast Paging Group? Yes Multicast Paging Group Channel 2 

Members:

Polycom Line 1 [148]  
 Doug Miles Line 1 [160]  
 Polycom VVX 300 Line 1 [408]


Extensions:

<input type="button" value="←"/>	Betty Musial [639]
	Inga Ross [640]
	Pearl Adams [655]
	Adbdul Kosoko [656]
	Earl Covington [678]
<input type="button" value="→"/>	Mike Phippen [679]
	Hal Logan [721]
	Mathew Guimond [722]
	Jon Manning [724]
	Hal Logan VX [789]

**(Note): Remember to "Save Changes to PBX" when you have completed adding your Multicast Paging Groups. The phones must be rebooted for the multicast paging groups to show up.**

## Additional Notes:

- When an Administrator converts a pre-existing Paging Group to a Multicast Paging Group, non-VVX phones will be hidden.
- When a user is on a normal phone call and another user initiates a **Priority** or **Emergency** multicast page. The page will be heard over the intercom while the user is still engaged on their regular phone call. They will be able to hear audio from their phone call and the multicast page.
- The user will only be able to see paging groups that they are a member of e.g. extension 100 and 101 are in a paging group. Extension 102 will not be able to see that paging group on their phone. Only extension 100 and 101 will be able to see that paging group.
- A VVX can be removed from the **Page All** paging group.
  - Login to the *Portal*.
  - Go to **Configuration**.
  - Select a Location.
  - Go to **Individual Phone Settings**.
  - Go to **Phone Options**
  - Set *Unsubscribe From Page All* multicast paging group to **No**.

If a user initiates a multicast page and accepts another incoming call, the multicast page will drop immediately.

**Disabling Multicast Paging Group:**

- Go to the *Portal*.
- Go to *Additional Location Information*.
- Set *Multicast Paging* to "**No**".
- Please note that if there are any *Multicast Paging Groups* defined *Multicast Paging* **cannot** be turned off until all Multicast paging groups have been removed.

## DTMF Capture Application

The call is routed to the app (just a regular destination in the Portal)

The user enters some digits (DTMFs)

Digits are validated via one of the Data Validation methods

If digits are a match: route call to '**Success**' destination, otherwise: route to '**Failure**' destination

Advanced URL option for data validation

The ability to pass Caller ID Number and Caller ID Name, with either Basic or Advanced URL

### QA Lab (Sasa) -- Main

You are currently modifying settings at the location: Main Save Changes to PBX

#### PHONE SYSTEM CONFIGURATION

##### Basic Settings

- [Location Information](#)
- [Additional Location Information](#)
- [Porting](#)
- [New Number](#)
- [StarNet Analyzer](#)
- [Extensions](#)
- [Analog Backup / Operator](#)

##### Advanced Settings

- [E911 Zone Configuration](#)
- [Incoming Call Routing / Scheduler](#)
- [Automated Attendants](#)
- [Destinations](#) ←
- [StarCenter Manager](#)
- [Star2Star Application Framework](#)
- [Multi-Queue Monitor](#)
- [StarCenter Recordings](#)
- [Recording Settings](#)
- [On-Hold Options](#)
- [Custom Devices](#)
- [FXS Devices](#)
- [Inbound CallerID Blocking](#)
- [Asset Management](#)
- [Starbox Settings](#)
- [Configuration Summary](#)
- [Print Company Directory](#)

##### Individual Phone Settings


- [Individual Phone Settings](#)

## QA Lab (Sasa) -- Main

You are currently modifying settings at the location: **Main**[Save Changes to PBX](#)[Return](#)

### DESTINATIONS

#### Existing Destinations

DTMF App [814] 

RG VG with rmt [820]

Satellite VM Group [823]

Satellite VM group 2 [824]

VG with email [860]

>> Add New Voicemail Group

**Conference Rooms**

AA Conference [821]

DIDConference [803]

Main Conf [838]

>> Add New Conference Room

**Linear Hunt Groups**

Hunt [845]

>> Add New Linear Hunt Group

**DTMF Captures**

**DTMF App [814]**

DTMF App 99 [817]

hghuhhohoihui9iho [840]

test [810]

test jiiij [809]

>> Add New DTMF Capture

#### DTMF App [DTMF Capture] ?

Destination Name: Internal Direct Dial for this DTMF Capture: ? 

#### Prompt Options

Minimum digits: ? Maximum digits: ? Number of Attempts: ? Terminator Key(s) ? Bailout Sequence: ? Data Validation: ? Advanced URL 

#### Destinations

Failure: ? Bailout: ?   [Add Routing Destination](#)

#### Message

I would like to [record this message now](#).[Upload this message](#)

## QA Lab (Sasa) -- Main

You are currently modifying settings at the location: Main[Save Changes to PBX](#)[Return](#)

### DESTINATIONS

Existing Destinations

DTMF App [814]

[Return](#)

By using this extension, you can dial this destination directly from within your company.

The minimum # of DTMF digits expected

The maximum # of DTMF digits expected

The # of attempts allowed for digit max/min validation

Terminator value to complete DTMF entry i.e. a 3 digit pin with Maximum digits set at 4

Determine the Bailout / abort option if required

#### DTMF App [DTMF Capture]

Destination Name: DTMF AppInternal Direct Dial for this DTMF Capture: 814

#### Prompt Options

Minimum digits: 2Maximum digits: 6Number of Attempts: 2Terminator Key(s): #Bailout Sequence: 666Data Validation: Advanced URL

Advanced URL

#### Destinations

Failure: Room # 5 Line 1 [103]Bailout: Michael Parker Voice Mail [102VM]HangupHangup DestinationHangup

IVR, or Interactive Voice Response, automates the interaction (retrieval and input of data) with a database, typically through the use of a **touch-tone (DTMF)** telephone. Generally, IVR saves business time, money and employee resources by automating routine services and inquiries, while at the same time making these services also **available 24 hours a day**.

The Star2Star DTMF Captures feature provides an "easy to build" Destination(s) via the Star2Star Web Portal. The DTMF Captures Destination provides the following options:

The option selected for validating DTMF entry. Star2Star provides 4 as follows:

**Star2Star API** for backend system data validation

**Basic URL** e.g. we can define a URL like <http://www.example.com/?pin=%CAPTURE%> and if the caller enters 1234, the application will place an HTTP request to <http://www.example.com/?pin=1234>. The application examines the HTTP status code that is returned on the request. 200 is a successful request and routes to the Success Destination. Anything else is considered a failed request and is routed to the Failure Destination.

**Advanced URL** e.g. we can define a URL like <http://www.example.com/?pin=%CAPTURE%> and if the caller enters 1234, the application will place an HTTP request to <http://www.example.com/?pin=1234>. The application examines the return data (in JSON format) and makes its routing decision on the "value" property that is returned. The value must be valid JSON and numeric. Any undefined value or negative response from the URL is considered a failed request and is routed to the Failure Destination.

**Comma Separated** (max 255 characters). This provides a very simple but effective way to validate DTMF entry especially when testing "Success / Failure" logic prior to a more complex API or Custom / Advanced URL setup. Valid matches are any combination of numbers, #, and \*

**Tokens:** The API, Basic URL, and Advanced URL options support the following tokens in URL strings:

**%CAPTURE%** -- the DTMF that the user enters

**%CALLERIDNUMBER%** -- the Caller ID Number presented by the caller

**%CALLERIDNAME%** -- the Caller ID Name presented by the caller

[Click here to record this message now.](#)  
[Click here to record this message now.](#)

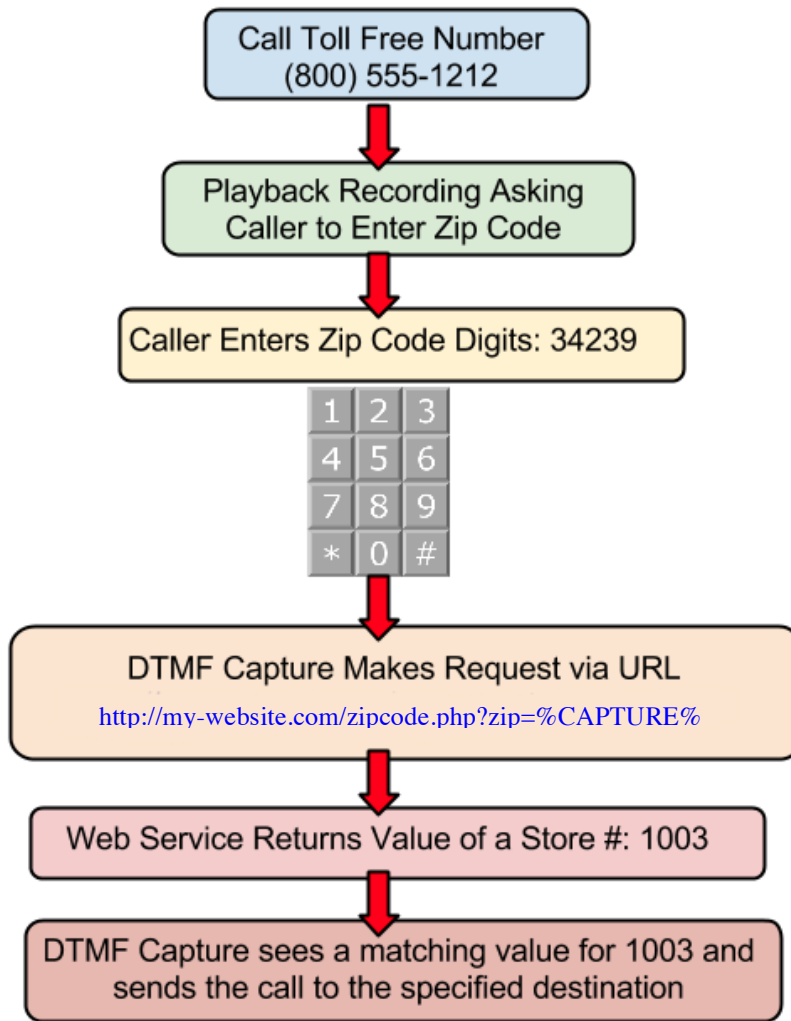
Route to a Failure Destination based upon unsuccessful DTMF data capture lookup

Route to a Bailout Destination based upon the correct Bailout code

The bailout sequence needs to be within the minimum/maximum digits setting. The first check initiated is to verify that the user **made a valid entry** (as defined by minimum/maximum digits and within the defined number of attempts). Assuming that passes, the bailout sequence is checked. Assuming that doesn't match, then it initiates the API / URL / lookup check.

In this scenario, with minimum digits set to 5 and maximum to 6, you could set the bailout sequence to be "66666". You could also lower the minimum digits to 3 and use "666", or you could lower the minimum digits to 1 and use "\*", etc.

The particular example below illustrates dialing into a toll free number where the caller would be asked to enter their zip code to find the closest store location of a national retailer. See the call flow diagram below for a visual representation of the call.



#### The zipcode.php web service as follows:

```

<?php header('Content-type: application/json');
$zipcode = $_REQUEST['zip'];
$con=mysqli_connect('localhost','root','password','database_name');
if (mysqli_connect_errno())
{echo "Failed to connect to MySQL: " . mysqli_connect_error();}
$result = mysqli_query($con,"SELECT * FROM zipcodes where zipcode = " . $zipcode . " ");
while($row = mysqli_fetch_array($result))
{echo '{"value" : ' . $row[1] . ' }';}mysqli_close($con);?>

```

**Below is a copy of the database where the lookup is taking place:**

```
mysql> select * from zipcodes;
```

```
+-----+-----+
| zipcode | store |
+-----+-----+
| 34232   | 1001  |
| 34234   | 1001  |
| 34236   | 1002  |
| 34237   | 1002  |
| 34239   | 1003  |
+-----+-----+
```

5 rows in set (0.02 sec)

**This is configured in the DTMF capture destination in the portal as shown:**

**Test Zip Code [DTMF Capture]** ?

**Destination Name:**

**Internal Direct Dial for this DTMF Capture:** ?

**Prompt Options**

**Minimum digits:** ?

**Maximum digits:** ?

**Number of Attempts:** ?

**Terminator Key(s)** ?

**Bailout Sequence:** ?

**Data Validation:** ?

**Advanced URL**

**Destinations**

**Failure:** ?

**Bailout:** ?

[Add Routing Destination](#)

**Message**

I would like to [record this message now](#).

[Upload this message](#)