CONNEX CLOUD OFFICE

PHONE SYSTEM USER GUIDE

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Thank you for choosing the **CONNEX Cloud Office** telephone system! This guide is intended for users of your company's telephone system. Here you will find information on how to use your new phone and configure the functions that will allow you to keep in touch with your employees.

PHONE SYSTEM FEATURES

Your cloud-based phone system includes a myriad of advanced features essential for today's business environment, to help organizations modernize their phone system and to support hybrid work environment. Your CONNEX Cloud Office solution has been customized based on your specific business requirements.

The following list constitutes the main features included and accessible to all users. Your administrator has an interface that allows you to configure several other functions. Please refer to your administrator if you have any questions about functions that are not described in this guide.

> *If some of the features described in this guide are not available to you, it is either because these features were not enabled or is not part of the subscription level chosen for your extension. In either case, please refer to your system administrator for more information.*

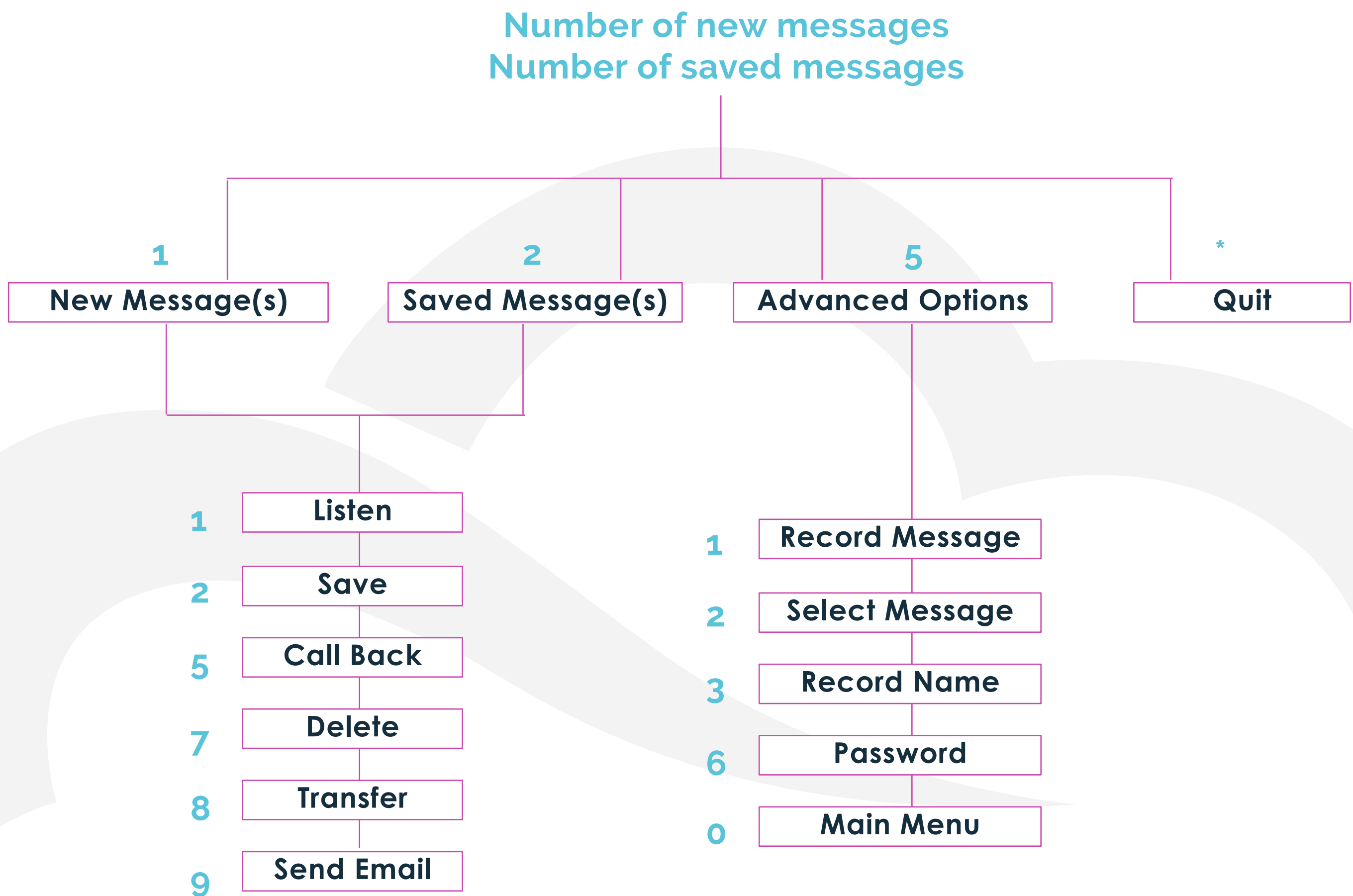| FUNCTION	DESCRIPTION
Phone Extension	A phone extension is an internal phone number that allows a user to be reached within their business. Each user has their own 3- or 4-digit extension number. This extension number is used when users want to communicate with each other or when a caller (for example a customer) contacts your public telephone number (10 digits) and tries to reach you. **In summary:** • Users can communicate with each other by dialing the extension number of the user they wish to reach. • Customers can reach you from outside the office when dialing your extension number from the interactive voice server menu or when selecting an option from the interactive menu that is programmed to ring your extension.
Deskphone	Each user should have received a phone from the office. This device is connected to your company's telephone system and configured with the telephone extension that has been assigned to you.
Mobile Extension (Softphone)	A mobile virtual extension is an application (App) having the functionality of a softphone. This App is linked to the telephone system allowing the user to place and receive calls from a smartphone as if they were using their own desk phone. Using the mobile virtual extension, the user can reach a customer or colleague while hiding their personal cell phone number. The correspondent who receives a call placed from a mobile virtual extension will only see the company telephone number and / or the caller's extension number.
« My Phone » Portal	The "My Phone" portal is the web service that allows the user to configure the functions of the phone system.
Voicemail	When you miss a call, the phone system plays your welcome message to the caller, who can then leave you a message. Your messages are stored in the cloud and can then be retrieved from where you are and when you want.
Message Notifications	When this feature is enabled, the telephone system will send an email to your attention as soon as a new message is saved to your voice mailbox.
Message Transcription	When this function is activated, the telephone system appends the text transcription of the message received to your voice mailbox to the notification email. Note the system, uses a voice recognition device that can make interpretation errors when the correspondent's message is difficult to understand.
Follow-me and Call Routing	Used to forward your calls to one or more destinations. For example, you can let your desk phone ring for 30 seconds, forward on your mobile phone for 30 seconds, and finally ring your home phone. The caller may leave a message on your voicemail in the event that you are unable to answer the call.
Call Details Records (CDR)	History of calls placed and received.
Conference Bridge	To organize audio conference calls with several participants.

MY VOICEMAIL BOX

Each user has a personal mailbox. The personal voicemail box can be reached by dialing ***97** or by using the **Voicemail** button from your office phone. Your mobile virtual extension can also be used to reach your voice mailbox.

Here is the menu structure of your voicemail box:

Number of new messages
Number of saved messages

1 New Message(s) **2** Saved Message(s) **5** Advanced Options ***** Quit

1 Listen
2 Save
5 Call Back
7 Delete
8 Transfer
9 Send Email

1 Record Message
2 Select Message
3 Record Name
6 Password
0 Main Menu

« MY PHONE » PORTAL

Each user of the telephone system has their own personal control panel which can be used to configure their telephone extension.

The My Phone portal is accessible from **myphone.cloudsvcs.net**.

Use the username and password assigned to you by your administrator. Your username is usually your email address.

Login Page:
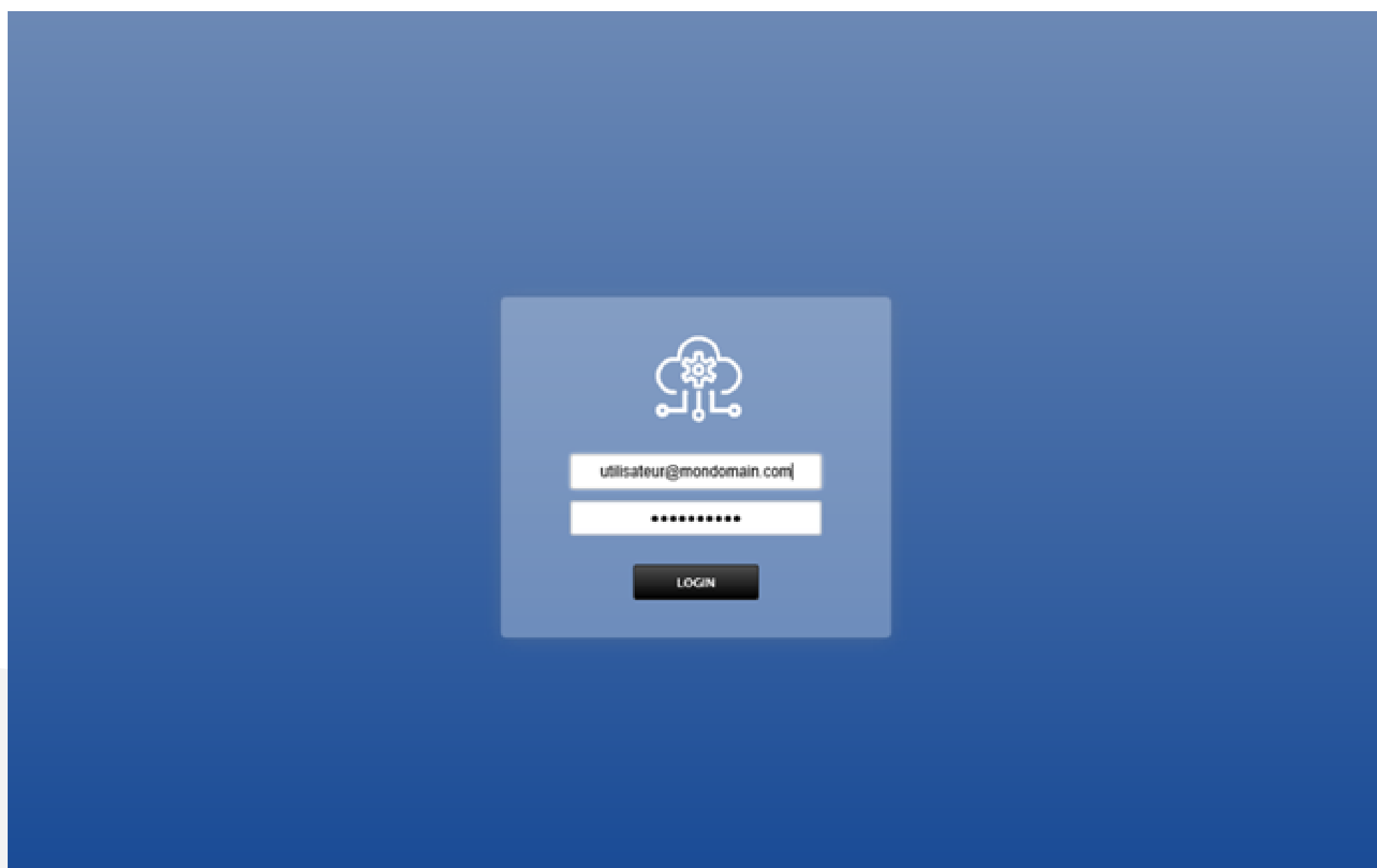
MENU STRUCTURE

- **Home**
  - Logout: End and exit the « My Phone » Portal.
  - Account Settings: Personal user settings.
  - Dashboard: Summary information.
- **Applications**
  - Conference center: Management of conference calls in progress.
  - Call Detail Records: Call history.
  - Fax Server: To send and manage receive faxes.
  - Follow-me: To configure the Follow-me option.
- **Status**
  - CDR Statistics: Call statistics.

USERS

Use to configure your extension settings such as password, email, language, and time zone.

User
Edit user information and group membership.

Username	john_doe
Password	[ ]
	Required: 6 Characters (Number, Lowercase, Uppercase)
Confirm Password	[ ]
	Green field borders indicate typed passwords match.
Email	john_doe@domain.com
Language	English - United States [en-us] ∨
	Select the language.
Time Zone	America/Toronto ∨
	Select the default time zone.
Status	Available ∨
	Set the user's presence.

PASSWORD

Your password must include a minimum of 10 characters that contain at least one number, one lowercase character, one uppercase character, and one special character.

EMAIL

Email address that is used to route your notifications (example message in your voice mailbox) and to reset a lost password.

LANGUAGE

Select French / Français or English / Anglais.

TIME ZONE

Time zone where you are.

DASHBOARD

CALL QUALITY

Displays the average quality of the last 100 calls on a scale from 0 to 4.50.

VOICEMAIL

Shows the number of new messages in your mailbox. Press ... to view details. Press your extension number to configure your voicemail.

Voicemail Messages

A list of recorded voice messages which shows when the message was created, caller ID information, length, file size and download or delete the message.

Mailbox: 101

TOGGLE   GREETINGS   SETTINGS

No messages found.

GREETINGS

Allows you to configure the greeting message that will be played when a caller is transferred to your mailbox. Up to 10 greeting messages can be kept in the system.

CONFIGURATION

Allows you to configure your voicemail box options.

MISSED CALLS

Indicates the number of calls you have missed in the past 24 hours. Press ... to see details.

RECENT CALLS

Shows your call history for the past 24 hours. Press ... to see details.

CALL ROUTING

See "Follow Me" section below.

GS WAVE

Grandstream Wave is an iOS and Android app that allows a user to place and receive calls from their smartphone as if they were using their desk phone. GS Wave is the virtual equivalent of a desk phone; when a call is placed to the user extension, the desk phone and the GS Wave App ring simultaneously to be reached more easily. If a call is placed from the GS Wave App, the phone number and display name will be the same as when the call is placed from the desk phone. The user can therefore use their smartphone without revealing their personal phone number to their customers.

> ! The GS Wave App consumes LTE and Wi-Fi mobile data. The user must pay particular attention to the data and roaming options of his cellular plan in order to avoid billing overloads from his provider.
>
> Check the options on your smartphone and configure it according to your preferences.

CONFERENCE CENTER

Use to control your conference bridge when a conference call is in progress.

Interactive Conference

Use this to monitor and interact with the members of the conference.

Members: **2**   LOCK   UNMUTE ALL   END CONFERENCE

	CID Name	CID Number	Capabilities	Joined	Quiet	Has Floor			
👤	101	101		00:00:17	00:00:00	Yes	MUTE	DEAF	KICK
👤	102	102		00:00:25	00:00:05	Yes	MUTE	DEAF	KICK

MUTE BUTTON

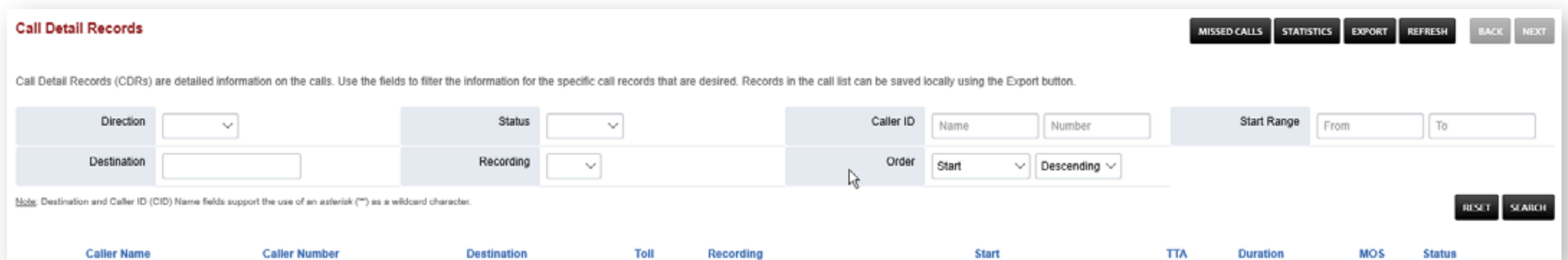Turn-off the participant's microphone. The participant will no longer be heard.

DEAF BUTTON

Turn-off the participant's speaker. The participant will no longer hear the conference.

KICK BUTTON

Eject a participant from the conference.

APPLICATIONS > CALL DETAIL RECORDS

Use to view your call history.

Call Detail Records

MISSED CALLS | STATISTICS | EXPORT | REFRESH | BACK | NEXT

Call Detail Records (CDRs) are detailed information on the calls. Use the fields to filter the information for the specific call records that are desired. Records in the call list can be saved locally using the Export button.

| Direction | | Status | | Caller ID | Name | Number | Start Range | From | To |
| Destination | | Recording | | Order | Start | Descending | | | |

Note: Destination and Caller ID (CID) Name fields support the use of an asterisk (*) as a wildcard character.

RESET | SEARCH

Caller Name | Caller Number | Destination | Toll | Recording | Start | TTA | Duration | MOS | Status

This page is divided into two sections, the top section allows you to filter the call history, the bottom section represents the filtered list.

The **Play** and **Download** buttons are visible only when the call recording option is activated.

ABBREVIATIONS
- **CID:** Caller-ID of the caller.
- **TTA:** Time To Answer.
- **MOS:** Mean Opinion Score (Call Quality). This is the score given to a call to characterize the sound quality. For more information, please consult: https://en.wikipedia.org/wiki/Mean_opinion_score.

DIRECTION
- **Inbound**: External call received.
- **Outbound**: External call placed.
- **Local**: Call between internal extensions.

BUTTONS
- **MISSED CALLS**   Filter Missed Calls.
- **STATISTICS**   Open the CDR Statistics Window
- **EXPORT**   Export the call list in .csv or .pdf format.
- **REFRESH**   Reload the call list based on filters.
- **SEARCH**   Search calls based on search criteria

ICONS — CALL DIRECTIONS

Use to view your call history.

ICON	SIGNIFICATION
↗	Answered outbound call
↗	Cancelled outbound call
↗	Failed outbound call
↘	Answered inbound call
↘	Cancelled or transfered to voicemail inbound call
↘	Failed inbound call
↔	Answered internal call
↔	Cancelled or transfered to voicemail internal call

FAX SERVER

Use to send and receive faxes.

Fax Servers (1)

To receive a FAX setup a fax extension and then direct the incoming to it.

Name	Extension	Email	Tools	Description
Fax	5501	fax@domain.com	New Inbox Sent	

NEW FAX

The fax server can send pdf or tif image documents. Fill in the following fields and press Send to transmit your fax.

To send a fax, upload a PDF or TIF file. To generate a cover sheet, enter a Subject and/or Message below.

Header	Displayed beneath the logo in the header of the cover sheet (optional).
From	S2T Demo — Enter the sender's name for the cover sheet (optional).
To	◁ — Enter the recipient's name for the cover sheet (optional).
Fax Number	+ — Enter the recipient fax number(s).
Fax File(s)	Browse... CLEAR — Select the file(s) to upload and send.
Resolution	Fine — Select the transmission quality.
Page Size	Letter — Select the page size to transmit.
Subject	Enter a subject for the cover sheet (optional).
Message	

ATTACHING A FAX COVER PAGE

If you wish to attach a cover page, fill in the fields associated with this page (see cover page below).

Your logo here

Header message

Fax
COVER SHEET

To: **Receiver name and fax number**

From: **Sender name and fax number**

Attached: **Number of attached file(s)**

Subject: **Fax subject**

Your message

Les informations contenues dans ce facsimilé sont destinées à la seule utilisation confidentielle du ou des destinataires désignés ci-dessus et peuvent contenir des informations confidentielles et légalement privilégiées. Si vous n'êtes pas le destinataire prévu, veuillez en informer immédiatement l'expéditeur et détruire cette page couverture ainsi que toutes les pièces jointes. **/** The information contained in this facsimile is intended for the sole confidential use of the recipient(s) designated above and may contain confidential and legally privileged information. If you are not the intended recipient, please notify the sender immediately and destroy this cover sheet and all attachments.

HEADER

Header message displayed on the cover page that appears under the logo.

FROM

Name of the sender displayed on the cover page.

TO

Recipient's name displayed on the cover page.

FAX NUMBER

Fax number(s) of the recipient displayed on the cover page. Several numbers can be added on if you want the fax to be sent to more than one recipient.

ATTACHED

Insert the **.pdf** document or **.tif** image to attach if desired.

RESOLUTION

Letter or Legal format.

PAGE FORMAT

Shows your call history for the past 24 hours. Press ... to see details.

SUBJECT

Subject to be included on the cover page.

MESSAGE

Message to be included on the cover page.

*** *The fields associated with the cover page are optional. When none of these fields is filled, the cover page will be omitted.*** *

INBOX

Display the list of received Faxes. Click on the desired item to view the document.

Inbox: Fax (5501)   BACK

Caller ID Name	Caller ID Number	File Name (Download)	View	Date

SENT

Display the list of received Faxes. Click on the desired item to view the document.

FAX-TO-EMAIL AND EMAIL-TO-FAX

Faxes can also be sent by email. Use the Email subject field with this nomenclature:

[FAX]: FAX numbers separated by commas.

!	**Your telephone system is equipped with fax to email and email to fax. Contact your system administrator for the email address of the fax server.**

CALL ROUTING

Used to configure how calls will be routed to you.

CALL FORWARD / ON BUSY / NO ANSWER / NOT REGISTERED

Used to configure how calls will be routed to you.

CONDITIONS

- **Call Forward:** All calls are transferred to the chosen destination.
- **On Busy:** Calls are forwarded to a chosen destination when the Agent is on the phone or if their status is set to DND.
- **No Answer:** Calls are diverted to the chosen destination when you miss a call.
- **Not Registered:** Calls are transferred to the chosen destination when your phone is not connected to the network.

!	**Useful during a power outage or when your internet service provider breaks down.**

Select **Enable** and enter the extension number or external telephone number on the desired condition.

FOLLOW-ME

Used to forward calls on several numbers and/or extensions simultaneously and/or sequentially.

Example 1 (simultaneously and sequentially):

1. Simultaneously rings extension 101 and the mobile phone number 555-777-8888 for 25 seconds.
2. If not answered within 25 seconds, ring 555-777-9999 pendant 25 seconds.
3. If not answered, transfer to the voicemail box.

Example 2 (sequentially):

1. Ring extension 101 for 25 seconds.
2. If not answered, ring phone a mobile number 555-777-8888 for 25 seconds.
3. If not answered, ring 555-777-9999 for 25 seconds.
4. If not answered, transfer to the voicemail box.

The **Confirm Prompt** option is used to indicate whether the called party must confirm by pressing a key in order to be able to answer the call.

!	**Useful during a power outage or when your internet service provider breaks down.**
!	**The Ignore busy option ends the call as soon as a destination is busy and should never be activated.**

DO NOT DISTURB

All calls are routed to voicemail, unless an **On Busy** destination is specified.

CDR STATISTICS

Use to get statistics on your call history.

ABBREVIATIONS

- **ASR:** Answer to seizure ratio.
- **Aloc:** Average length of call.

BUTTONS

•**EXTENSION SUMMARY**: To filter missed calls.

•**DOWNLOAD CSV**: To export the CDR list in .csv format.

EXTENSION SUMMARY

Extension Summary   DOWNLOAD CSV

| Quick Select | Today ▾ | Start Date/Time | From | End Date/Time | To | Include Internal | False ▾ |

RESET   UPDATE

Extension	Number Alias	Missed	No Answer	Busy	ALOC	Inbound Calls	Inbound Duration	Outbound Calls	Outbound Duration	Description
101		0	0	0	0:00:29	0	0:00:00	0	0:00:00	
102		0	0	0	0:00:00	0	0:00:00	0	0:00:00	

FILTERS

- **Quick selection**: Filter by date

Last 7 Days
Last Hour
Today
Yesterday
This Week
This Month
This Year

- Start Date/Time.
- End Date/Time.
- Include Internal calls.

COLUMNS

- **Extension:** Extension number
- **Number Alias:** Reserved for future use.
- **Missed:** Number of missed calls.
- **No answer:** Number of calls not answered.
- **Busy:** Number of busy calls.
- **ALOC:** Average call duration.
- **Inbound Calls:** Number of missed calls.
- **Inbound Duration:** Inbound calls duration.
- **Outbound Calls:** Number of outbound calls.
- **Outbound Duration:** Outbound calls duration.

911 EMERGENCY SERVICE

CONNEX Cloud Office phone service support 911 emergency service dialing. However, the nature and flexibility of Voice-over-IP (VoIP) service, has some important differences and limitations when compared with a traditional landline telephone service.

911 EMERGENCY SERVICE TERMS

Voice over IP (VoIP) 911 emergency service ("VoIP 911 Service") has certain limitations compared to traditional telephone service. It is important that you understand and accept the conditions and restrictions regarding 911 emergency service before using a VoIP telephone service.

DIFFERENCES BETWEEN DIFFERENT 911 SERVICES

With traditional telephone services, your 911 call is routed directly to the nearest emergency call center. In the case of VoIP 911 Service, your 911 call is routed to a third-party service provider. Your telephone number and address in the file will be automatically sent to the dispatcher. However, since the VoIP telephone service allows you to travel, it is possible that for technical reasons the dispatcher of the emergency call center may not receive your name and the address of your current location. Therefore, when using the VoIP 911 Service, you must immediately tell the emergency call center dispatcher where you are and where you are located at that address. This is necessary so that the dispatcher forwards your call to the nearest emergency call center and avoids sending emergency services to the wrong address.

SPARE SERVICE

VoIP telephone service does not only depend on the maintenance of your VoIP telephone service subscription, but also on your Internet link and the state of the electrical network. In the event of a power outage, network outage, or Internet outage (including network congestion), or in the event of disconnection due to a payment default, you may be unable to obtain the Service 911 VoIP. We recommend that you have an alternative option such as a cell phone to increase accessibility to the emergency department.

DO NOT END THE CALL

Since the emergency call center dispatcher may not have your number and contact information, do not hang up your call until 911 is given this info. If you accidentally lose communication, dial 9-1-1 again immediately.

ACCURACY OF INFORMATION

Since the address in your subscription file will be automatically forwarded to the emergency call center dispatcher, make sure that this information is always accurate and up to date. If you do not comply with this requirement and if you are unable to speak to the dispatcher of the emergency call center, the dispatcher may believe that you are at the last address appearing in your file.

INFORM OTHER USERS

You are responsible for informing and agree to inform all users and potential users of your VoIP telephone service of the nature and limitations of the VoIP 911 Service. Everyone must understand and accept its terms before using VoIP telephone service.

LIMITATION OF LIABILITY

At no time will we be liable to you or any third party for any damage of any kind that arises from an inability to use the VoIP Telephone Service or to access the VoIP 911 Service.

"911 WARNING" STICKER

Authorities require VoIP users to affix a 911 Warning sticker to all of their phones. This is necessary so that all users understand the limitations of the VoIP 911 Service. Download the **911 Stickers document** and print the stickers on **Avery 22805** or compatible labels.

SUMMARY

- Make sure your VoIP phone service and your Internet service are functional.
- Some failures can prevent access to the 911 emergency service. Consider using a cell phone as an alternative.
- In an emergency, dial 9-1-1 to reach a dispatcher in an emergency call center.
- Be prepared to provide your location, a call back number, and the nature of the emergency.
- If you lose communication, redial 9-1-1.
- Do not hang up unless instructed to do so by the emergency call center dispatcher.
- Affix the 911 Warning stickers prominently on your phones or in a location that is easily visible to all users or potential users.
- Inform all users or potential users of the limitations of VoIP 911 Service and the tips mentioned above.

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