TELiNTA™
Virtual Office

User Guide

Rev. 1.0.8

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Introduction

About Telinta

Founded in 2002, Telinta offers secure and reliable cloud-based solutions for VoIP service providers. Our full portfolio of white label solutions is highly customizable for you and your resellers. With Telinta, you can focus on growing your business, while we focus on managing your technology.

TeliCore™ is our robust hosted softswitch platform, integrating world-class carrier-grade Switching and Billing capabilities from PortaSwitch™, with Telinta's own proprietary enhancements. TeliCore is the largest hosted softswitch installation of its type, anywhere in the world.

Telinta offers:
- Cloud-based softswitch – rapid deployment, with no capital investment
- Full portfolio of ready to use turn-key solutions for VoIP service providers
- Best-of-breed VoIP technology
- Highly stable, scalable, and customizable platform
- Ability to select your own VoIP termination and origination partners
- Comprehensive training and Around-The-Clock Technical Support.

About Virtual Office

Telinta's Virtual Office solution enables VoIP Service Providers to streamline the provisioning of telecom services for small business customers.

With Virtual Office, VoIP Service Providers can offer end users the opportunity to assemble their own customized solution in the Cloud via Telinta's self-service web portals. This includes selecting DIDs, adding extensions, setting up voice mail, configuring an auto-attendant, personalizing IVR, call forwarding and more.

Telinta customers can better meet the individual needs of small business customers, where end users can build their own custom-tailored solution in the Cloud, without direct sales or technical support.

From the end user's perspective:

- Virtual Office is an ideal solution for small businesses looking to easily configure a feature-rich telecom solution without investing their own hardware or software.

- Configuring Virtual Office takes minutes and does not require technical expertise.

- With Virtual Office, users do not need to own SIP phones or ATAs, as all calls are forwarded to their existing mobile or fixed line phone numbers.

- The user has the option to configure a flexible active period for calls, and forward after-hours calls to Voice Mail.

- All IVR prompts can be recorded online or uploaded from a file.

- Virtual Office can be added to the user's existing telecom services; there is no need to discontinue services from their existing provider or port phone numbers.

Key Features and Benefits

Virtual Office key benefits include:

- No equipment needed

- Softphone or SIP phone is optional

- No installation required

- Unlimited amount of virtual extensions

- DID numbers can be purchased from Virtual Office web interface

- Configurable voice prompts, recorded from a web interface or uploaded from file

- Voicemail to email

- Fax-in and Fax-out (Fax to Email and Email to Fax)

- Dial by name Directory and Auto-Attendant

- Simultaneous ringing

- Call announcement

- Dial Out

- Automatic invoicing

- Credit Card and PayPal payments

- Configurable packages (discount, tariffs, subscription plans)

- Modern and intuitive web interface

- Integration with TeliGlobe ™

- Integration with WebRTC dialer

Configuration Checklist

Please begin by printing the checklist shown below. Follow the system setup instructions detailed in this chapter, checking off each completed operation on the printed list. Please be sure to perform all of the operations (all of the boxes must be checked), to ensure proper set-up.

Extensions configuration

Create a new extension ☐

Add a forwarding number (or multiple forwarding numbers) ☐

Choose forwarding mode ☐

Enable call announcement (optional) ☐

Choose active period for the extension ☐

Record name greeting for Dial by Name Directory ☐

DID number provisioning

Purchase a new DID number ☐

Record the main greeting ☐

Record the after hours greeting ☐

Choose active period for the main menu ☐

Configure black list (optional) ☐

Testing

Make a test call to the main DID number ☐

Virtual office interface navigation

This section describes main web interface components and navigation.

Virtual Office main screen

Virtual Office interface is divided into three main sections:
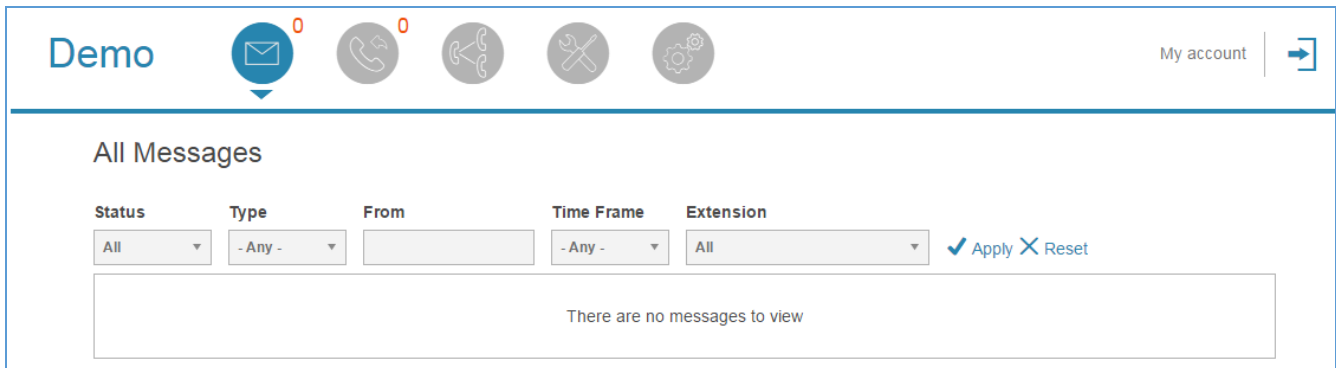
- Inbox
- Inbound calls
- Extensions
- Tools
- Settings

Figure 1. Virtual Office main screen

Inbox

Inbox is a single location for all received voicemail and FAX messages. The Inbox section has several filters:
- **Status** (All/New/Deleted)
- **Type** (Any/Voicemail/Fax)
- **From**
- **Time Frame** (Today/Yesterday/Last Week/Past 30 days/Past 60 days)
- **Extension**

A voicemail message entry contains the number of the caller, time of the call, extension that was dialed. It is possible to attach a note to every message.
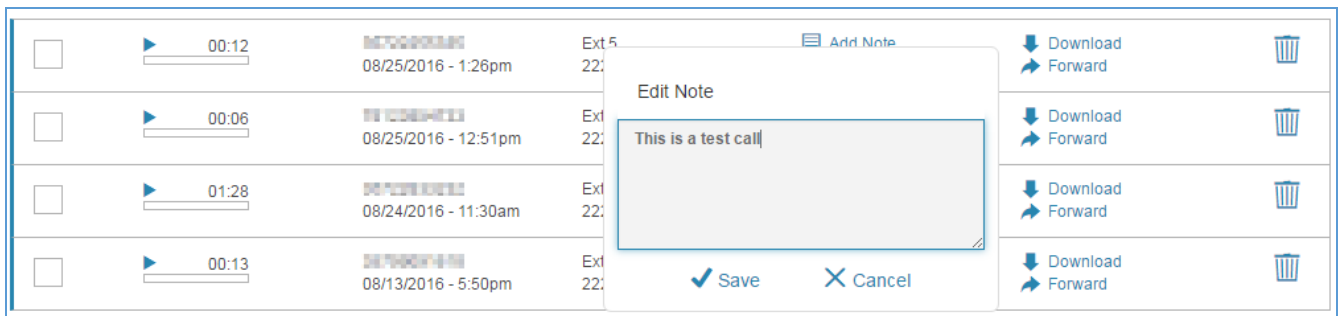
Figure 2. Attaching a note

Voicemail message can be saved as an mp3 file or forwarded to an email address with audio file attached.
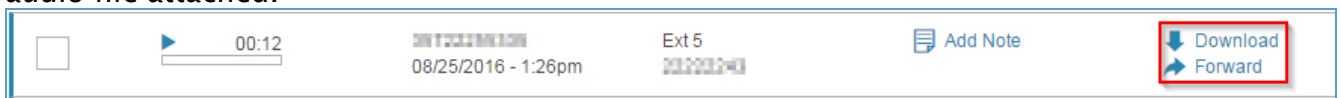
Figure 3. Additional actions

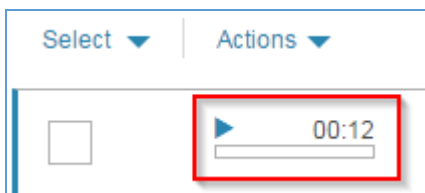A message can be played online without a need to download it. Click on the **play** button next to the needed message.

Figure 4. Play button

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> **NOTE**
>
> In order to play messages online your web browser must be HTML 5 compatible or have the latest Adobe Flash Player™ installed. HTML 5 compatibility can be checked here, Adobe Flash Player™ can be downloaded from the official web site.

Inbound Calls

Inbound Calls section shows all received and missed calls. The Inbound Calls section has several filters:

- **Type** (Any/Connected/Missed/Fax)
- **Time Frame** (Today/Yesterday/Last Week/Past 30 days/Past 60 days)
- **From**

A call entry contains information about the Caller, Destination, Extension and Call Duration.

Figure 5. Inbound Calls page

> **NOTE**
>
> The list of calls can be exported as a CSV (Comma Delimited) file. Please use the **Download List** link at the bottom of the page

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Faxes

Every number assigned to a Virtual Office installation can be used to receive Faxes. No special configuration is required. All incoming fax messages can be viewed in the **Inbox** (you can use filter to show only Fax messages).

> **NOTE**
>
> In order to receive a Fax message, the DID number must be Fax capable. Both T38 and G711 pass-through Fax transmission technologies are fully supported.

In addition to receiving Faxes, it is possible to send outgoing Faxes. To send a Fax, go to the **Tools** tab, **Send fax** section. Fax messages must be in PDF or TIFF format; the PDF file should not be encrypted.
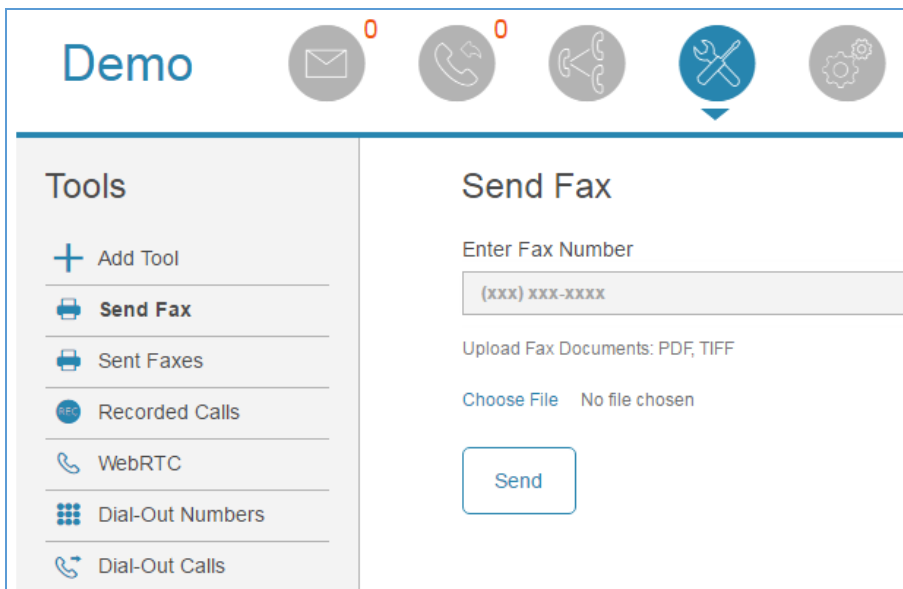
Figure 6. Sending a fax message

> **IMPORTANT**
>
> Outbound Faxing is considered as an extra service. Service providers can opt to charge additional monthly fees for this functionality.

When the Fax is delivered it will be listed in the **Tools** under the **Sent Faxes** section.

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Extensions

General overview

Extensions are an important feature of Virtual Office, enabling your small business customers to reap the benefits of a PBX system without the cost. An extension is normally a short 1-3 digits number inside an IP Centrex system. Virtual Office extends this concept and introduces two extension types:

- Department extension
- Employee extension

Department extension is a one or two digit number that can be used to initiate a call to group of numbers. For example, the caller hears a welcome message "Welcome to our company. Please press 1 for support, press 2 for sales." When the caller enters 1, the call is forwarded to a group of up to 5 phone numbers that start ring simultaneously.

Employee extension is a three digit number used to call an individual employee's phone number.
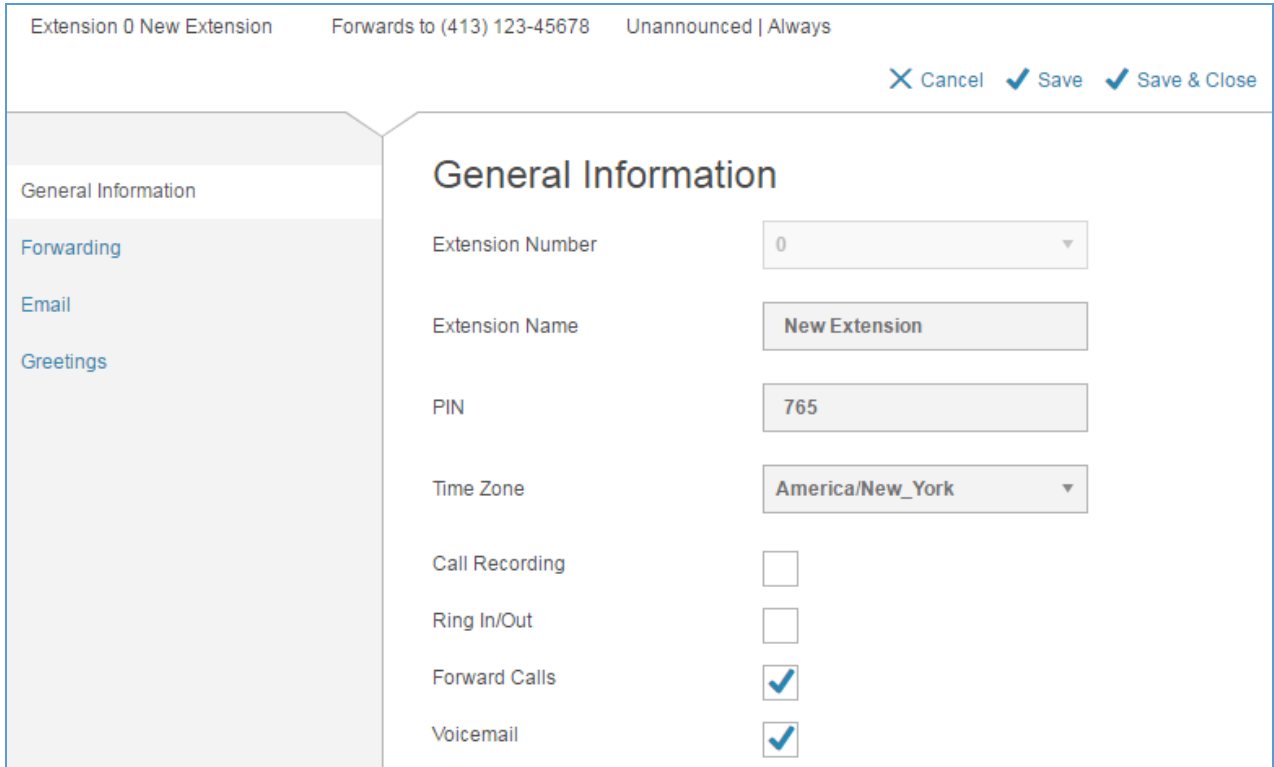
Every extension in Virtual Office forwards calls to one or multiple phone numbers. User of Virtual Office do not need to have access to the Internet, install a softphone or purchase any type of VoIP equipment. Configuration of IVR takes only several minutes.

> **NOTE**
>
> Virtual Office automatically creates two extensions: 0 and 8. Extension 0 is used as the main 'CEO' extension, it inherits customer's main number (default redirect number) that was used during signing up. Extension 8 is used for Dial by Name directory. The default extensions cannot be deleted.

Adding a new Department extension

Step 1: Click the **Add Extension** button. Choose the extension number, enter the extension name and enter the three digits PIN (it will be used to check Voice Mail).
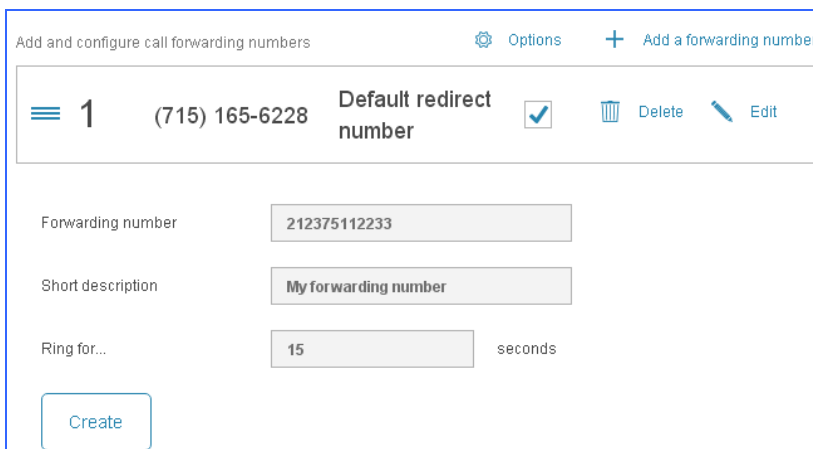

Figure 7. Adding a Department extension

Step 2: Click the **Add a forwarding number** button. Enter the forwarding destination and define ring time and click the **Create** button.

Figure 8. Defining forwarding number

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Step 3: Choose forwarding number schedule from the drop-down list. It contains predefined values: **24/7**; **M-F, 9-5** (Monday–Friday, 09:00 AM – 5:00 PM); **Sat & Sun, 9-5** (Saturday and Sunday, 09:00 AM – 5:00 PM); **Always Not Active** (will be used as a Voice Mail box); **Custom schedule** (allows to define your own period). If the call comes during the "after hours" period, it will be automatically sent to Voice Mail.

Figure 9. Defining forwarding schedule

Step 4: Define additional forwarding options. Virtual Office can announce calls. For example, the call is sent to the support department extension. Support team member answers the call, but it is not immediately connected. Instead, the caller is put on hold and IVR announces to the support team member the phone number of the caller and the extension number to which the call was sent. Support team member after it can press ① to accept the call or press ② to reject it. This enables call screening.
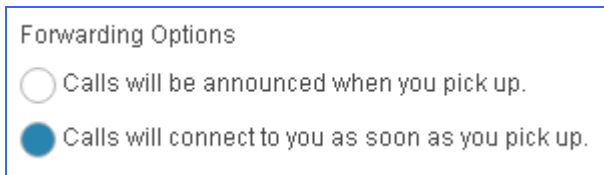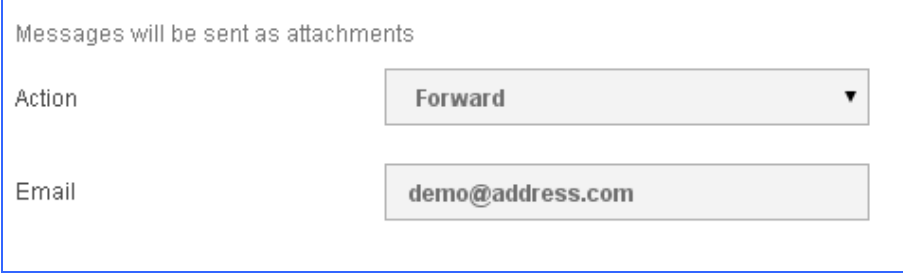

Figure 10. Additional forwarding options

Step 5: Define Voice Mail processing options. It is possible to set one the following Voice Mail actions:

- Forward (the message will be deleted from the local inbox and sent to a remote email address)

- Copy (the message will be forwarded to a remote email address, a copy of the message will be kept in the local inbox)

- Notify (the message will be kept in the local inbox, a notification will be sent to a remote email address)

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Figure 11. Voice Mail forwarding options

> **TIP**
>
> You can define multiple email addresses separated by comma.

Step 7: Record Voice Mail greeting. Click the **New Greeting** button and choose one of the options:

- Upload greeting

- Record greeting

You can upload an existing recording to be used as a greeting. The file should be in mp3 or WAVE format. Maximum file size is 2.5 Mb.

To record a new greeting you should have a microphone connected to the computer. Your browser must be HTML 5 compatible or have the latest Adobe Flash Player™ installed. HTML 5 compatibility can be checked here, Adobe Flash Player™ can be downloaded from the official web site.

Step 8: Record the extension name. This recording will be used in the Dial by Name directory. Click the **Show other greetings** button and record a new greeting or upload an existing one.
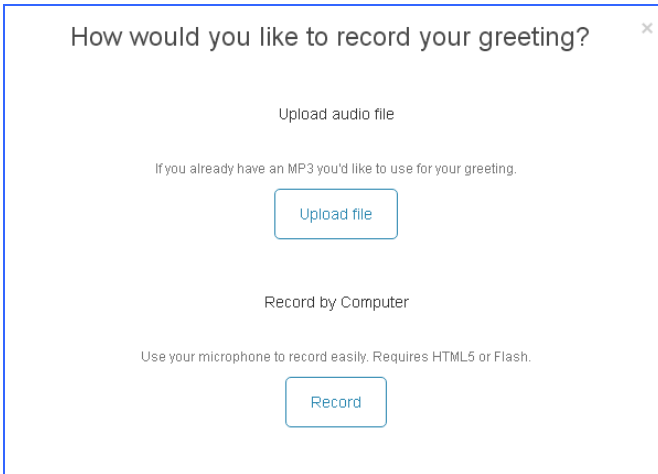
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Figure 12. Recording a new greeting

Step 8: Define additional forwarding numbers (if needed). It is possible to define the needed forwarding sequence:

- As listed (the numbers will be dialed in the defined order, drag and drop the number to change the order)

- In random order

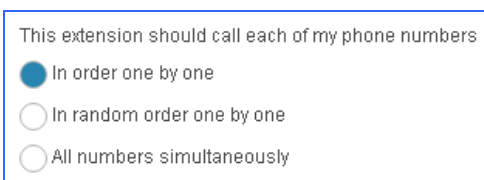- Simultaneous (all numbers will be dialed simultaneously)

Figure 13. Forwarding order

IMPORTANT

Simultaneous forwarding is considered as an extra service. Service providers can opt to charge additional monthly fees for this functionality.

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Adding a new Employee extension

Configuration procedure is similar to adding a new Department extension. The only difference between a department extension and an employee extension is the amount of digits (3 for an employee extension and 1 for a department extension).
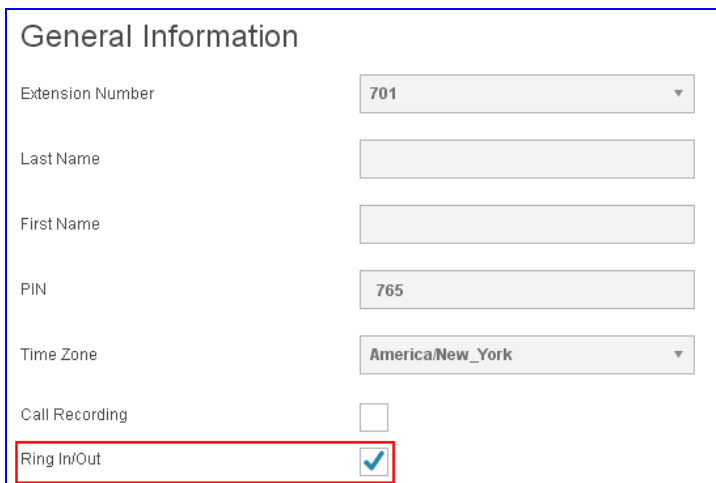
Please check the previous chapter for configuration instructions.

Using TeliGlobe ™ to make and receive calls

Every Virtual Office extension can be registered on TeliGlobe mobile dialer. It will give the end-user multiple benefits:
- Easy outgoing calls with masked Caller-ID
- Free inbound calls (no need to pay for VoIP termination)

To enable this option the user should mark the **Ring In/Out** check box on the extension edit page.
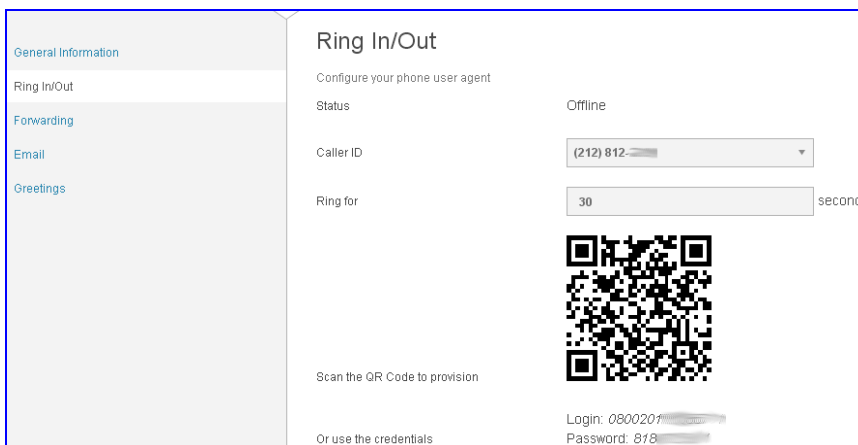
Figure 14. Enabling the Ring In/Out feature

As soon as the option is enabled and the changes are saved a new tab **Ring In/Out** will appear. Under this tab it is possible to provision the Mobyx softphone. Simply scan the QR code or enter login and password manually.

Figure 15. Provisioning Mobyx

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WebRTC dialer

Every Virtual Office extension can be registered on WebRTC dialer. WebRTC is a cutting–edge technology that eliminates a need in special software to make or receive calls, only a compatible web browser is needed.

WebRTC dialer will work with Google Chrome (Windows, Mac, Linux), Chromium (Windows, Mac, Linux), Firefox (Windows, Mac, Linux), Opera (Windows, Mac, Linux), Google Chrome (on Android).

To enable this option the user should choose an extension under the **Tools**, **WebRTC** section.
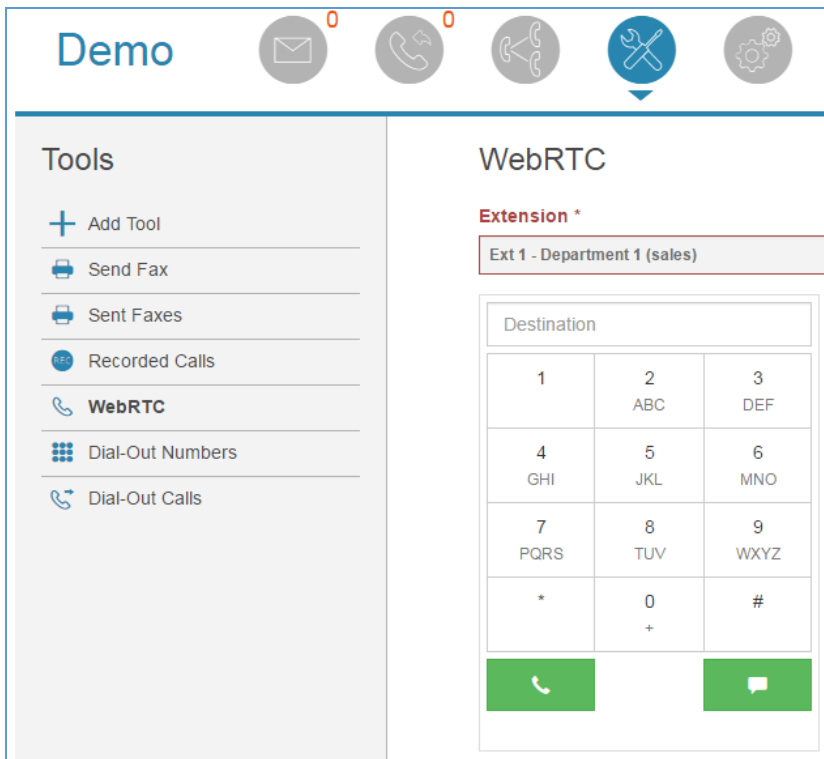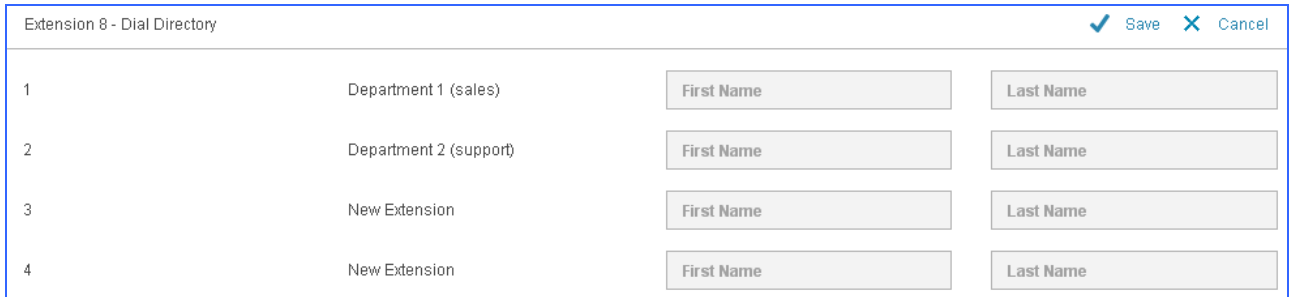

Figure 16. WebRTC dialer

IMPORTANT

WebRTC dialer is considered as an extra service. Service providers can opt to charge additional monthly fees for this functionality.

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Dial by Name directory

Dial by Name directory is a convenient way of reaching a person without knowing their extension number. New extensions are added to the directory automatically. You should only define the extension first name and last name.

Figure 16. Dial by Name directory

The caller can dial [8] and then use their touchtone keypad to dial the first three letters of the employee's last name.

For example for the last name 'Doe' the caller should dial [3][6][3]

Call recording

Call recording can be enabled for every extension. In the extension edit menu, mark the **Call recording** checkbox and save the changes. All calls to the extension will be recorded automatically.

Figure 18. Call recording

Recordings can be downloaded under the **Tools** tab, **Recorded Calls** section.

NOTE

Call recordings are kept for 60 days.

IMPORTANT

Call Recording is considered an extra service. Service providers can opt to charge additional monthly fees for this functionality.

Dial Out

Dial Out is useful if a Virtual Office user wants to mask his phone number when calling somebody. For example if a doctor calls patient he doesn't want to show his real mobile phone number. He wants to show the clinic main phone number.

Figure 19. Adding a Dial Out number

The Virtual Office user will call the access number defined on the Dial Out page from a registered phone and then dial the destination number.

> **IMPORTANT**
>
> Dial Out is considered an extra service. Service providers can opt to charge additional monthly fees for this functionality.

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Settings

Greetings

Virtual Office enables the use of several greeting types:
- Main Greeting (is played during business hours)
- After hours greeting (is played when the IVR is not active)

Main greeting can be uploaded or recorded. The file should be in MP3 or WAVE format. Maximum file size is 2.5 Mb.

To record a new greeting you should have a microphone connected to the computer. Your browser must be HTML 5 compatible or have the latest Adobe Flash Player™ installed. HTML 5 compatibility can be checked here, Adobe Flash Player™ can be downloaded from the official web site.

By default IVR is always active. It is possible to define the needed active period.
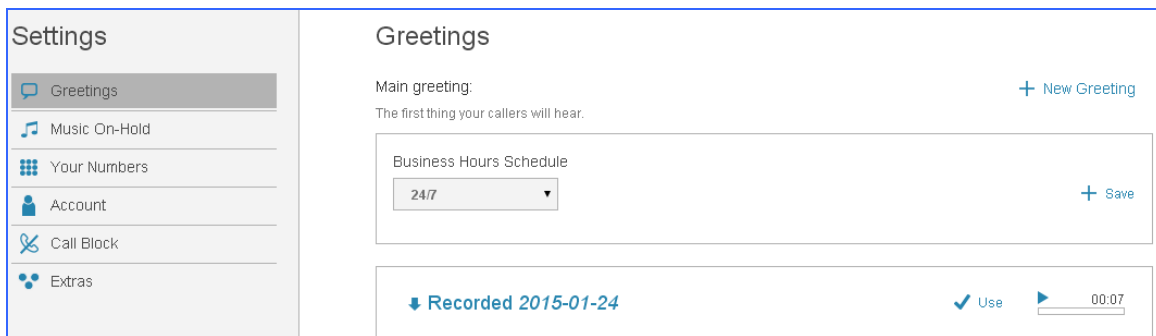
Figure 20. Main greeting configuration

> **TIP**
>
> One main greeting can be used for multiple DID numbers.

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Music on Hold

Music on hold is played to the caller when the call is transferred to an extension. There is default music on hold file already uploaded. The Virtual Office user can upload their own file. The file should be in mp3 or WAVE format. Maximum file size is 5 Mb.
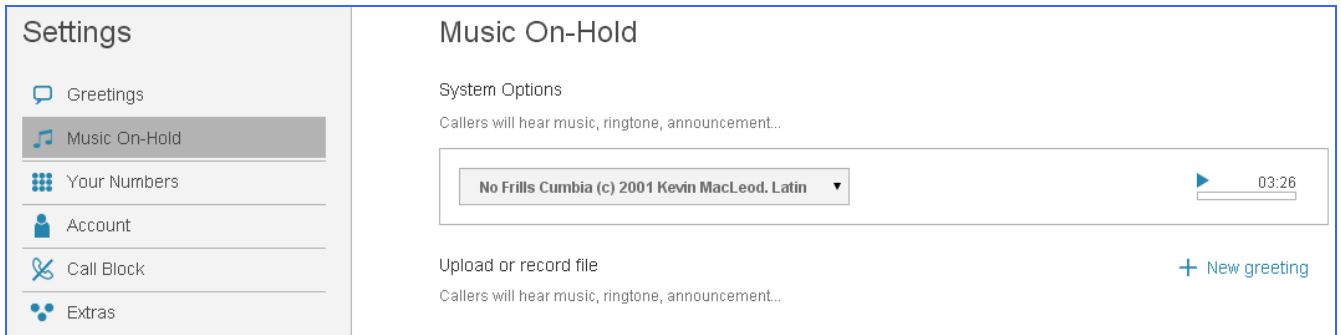

Figure 21. Music on Hold configuration

Your Numbers

Your numbers section allows to manage DID numbers. It is possible to define the action for a DID number (play main greeting or transfer to extension) and manage Caller-ID.
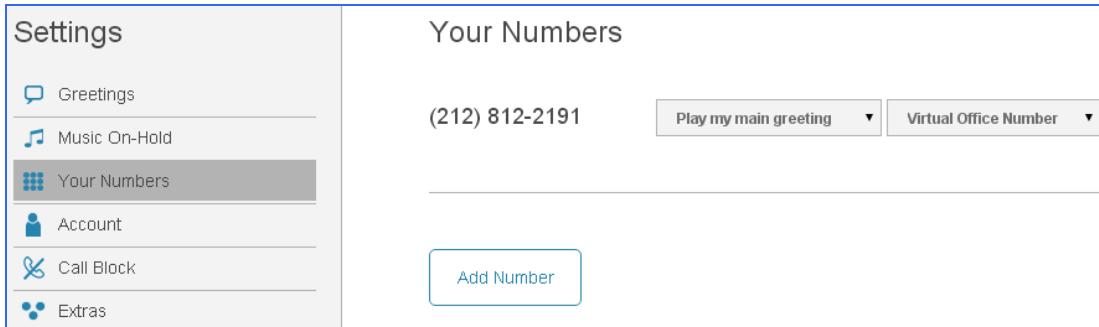

Figure 22. Managing DID numbers

To order a new DID number, click the **Add number** button, choose the number type (toll free or local number), choose a country, state and rate center.
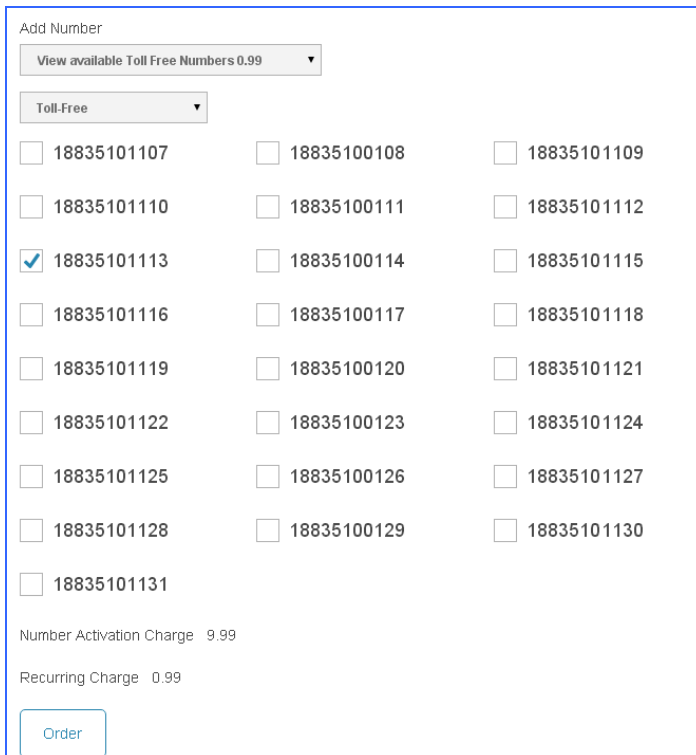

Figure 23. Ordering a new DID number

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Account

This section allows users to manage personal information:

- Change password

- Change company name, first name, last name and address

- Change credit card information

- Time zone settings

Figure 24. Change personal information

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Call block

This section allows users to manage a black list of numbers. This call block list can include individual numbers or area codes. If the caller's number is on the black list, incoming call to that DID number will be automatically dropped. The call will not be shown in the Inbox.
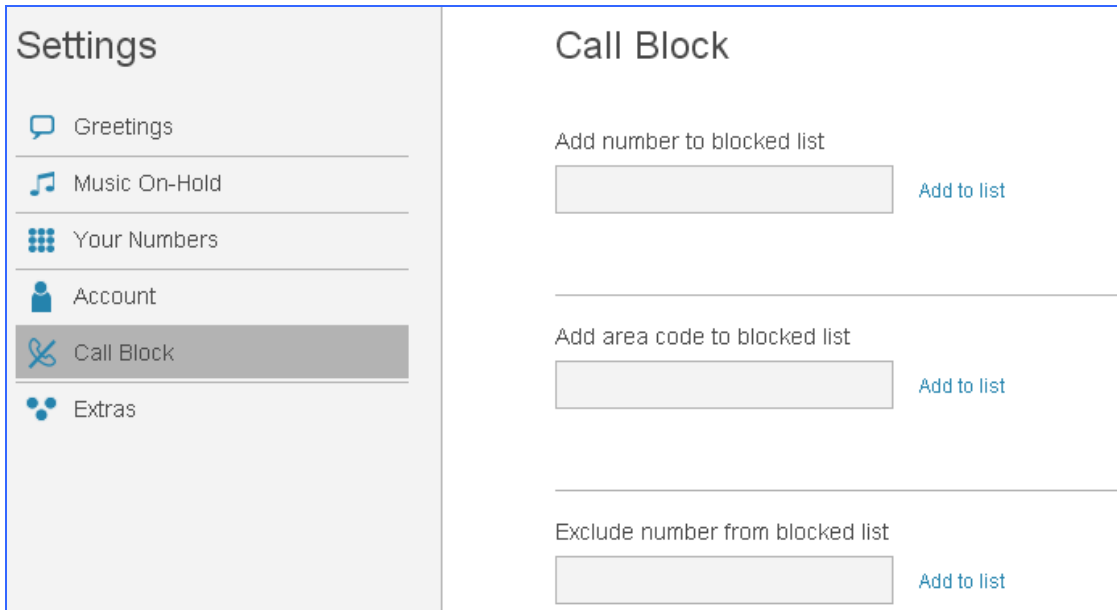

Figure 25. Call Block managing

> **NOTE**
> Call blocking is effective for **all** your numbers.

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Extras

This section allows users to manage additional services. When the Virtual Office user orders a new service, he will be charged an activation fee (if any) and recurring monthly fees. As soon as the feature is enabled, please make sure to log out and log in to the portal.

The following features are considered as extras:

- Call Recording

- Simultaneous Ringing

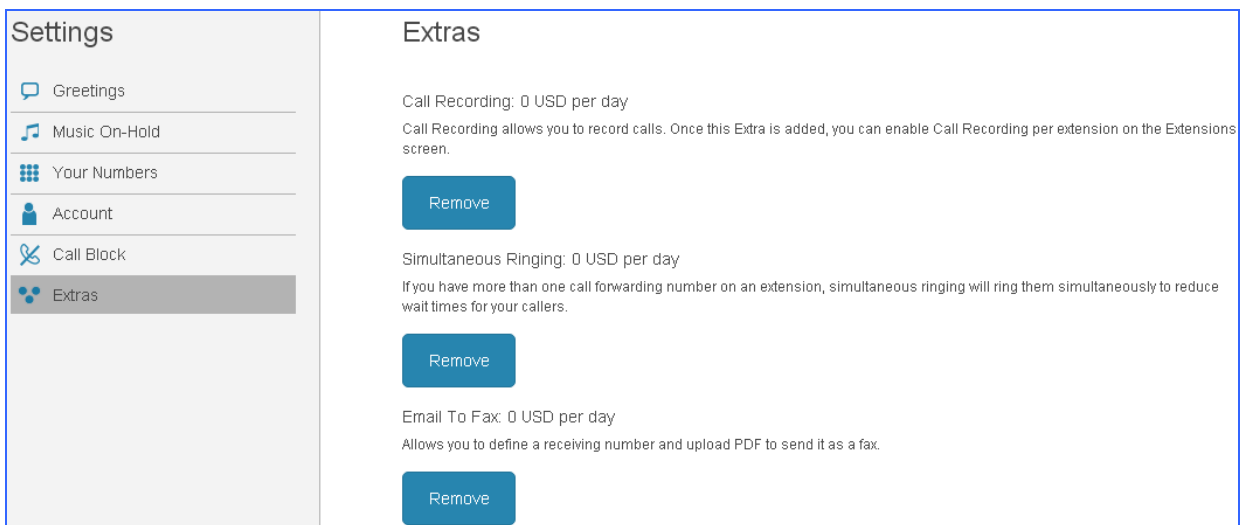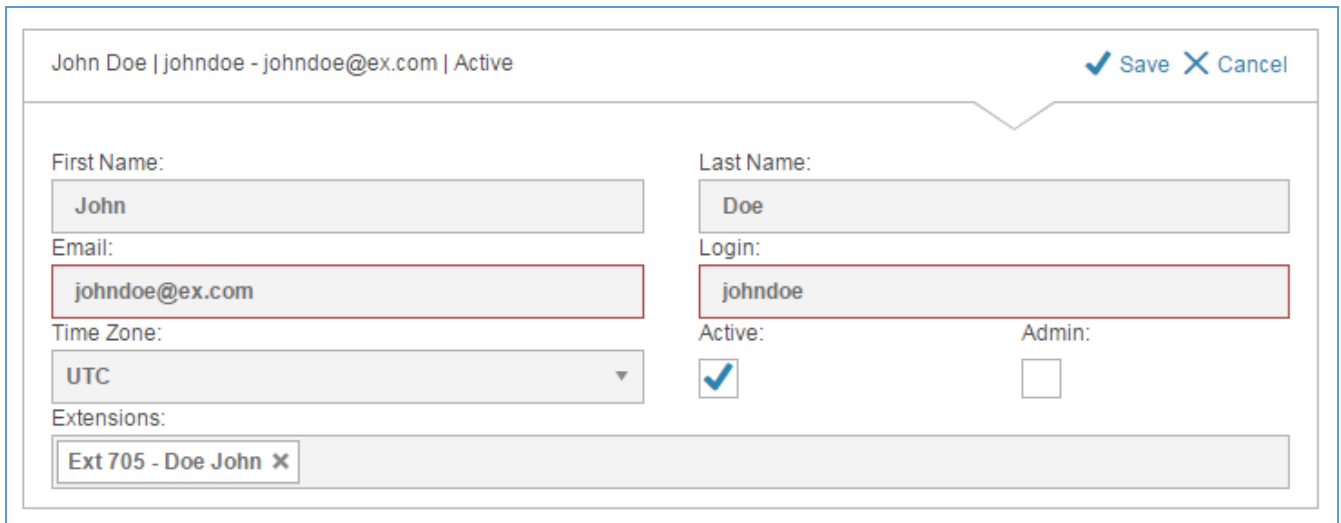- Email To Fax

- Dial Out

- Ring In/Out

- WebRTC

Figure 26. Extra features

Users

This section allows adding new extension users. Virtual Office administrator can create new accounts for extension users. An extension user can login to the web interface to check their voice mail messages, list of recent calls, call recordings, manage forwarding configuration for their extension and send faxes.

Figure 27. Users

Extension users can login into Virtual Office at the same link. When a new extension login is created the user will receive an email with one-time login link. Following the link will allow to change the password.

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