

# AiTech

Revolutionize the way your business communicates.



# AiTech

AiTech Portal - End User Training



# Goals

- Instill Basic Knowledge
- Provide Hands-on Experience
- Touch on Advanced Features



# AiTech Web-Based Portal

**User Management Simplified**

**Any Browser.**

**Any Device.**

**Any OS.**



# AiTech Portal

AiTech Portal features personal customization for individual users

- Call Forward options
- Remote Office options
- Manage Voicemail settings
- Manage Do Not Disturb (DND) Settings
- Change passwords



# Log in

Please contact an AiTech service professional directly for a refresher on how to gain access to our Web Portal



# Portal Dashboard

The Dashboard provides a quick summary of features and call logs

Call Logs – use tabs to move between Placed/Received/Missed

Feature Quick Set – use toggles to turn on/off commonly used features

Hosted Voice Portal

User Dashboard

Placed Received Missed

Show 10 entries

Dial	Phone Number	Name	Time
	+16...	WIRELESS CALLER	2015-10-14 14:52:17
	+15...	Matthew B...	2015-10-13 17:25:54

Showing 1 to 2 of 2 entries

First Previous 1 Next Last

Only Print Save

Anywhere Mobile

Feature Quick Set

Remote Office:

Call Forward Always:

Call Forward Busy:

Call Forward No Answer:

Do Not Disturb:

USER

Hello 9522009825

logout

Business Profile

Voice Settings

Call Logs 3

Hosted Voice Portal

# Voice Settings

Voice Settings allows individuals to customize call control

Features – Features are dependent on license type and Admin settings

Description– Displays an easy to understand definition and action field(s)

The screenshot shows the 'Hosted Voice Portal' interface. On the left is a sidebar with a list of features: Anonymous Call Rejection, Automatic Call Back, Barge-In Exempt, Anywhere, Busy Lamp Field, Call Forward Always, Call Forward Busy, Call Forward No Answer, Call Forward Not Reachable, and Call Forward Selective. The 'Anonymous Call Rejection' feature is selected and highlighted with a yellow box. The main content area is titled 'Anonymous Call Rejection' and contains a description: 'Anonymous Call Rejection allows you to reject calls from callers who have blocked the display of their number.' Below the description is a toggle switch labeled 'Simply turn it ON or OFF:' which is currently set to 'OFF'. The entire content area is also highlighted with a yellow box.





# Commonly Used Features Defined

## **Call Forward Always**

Sends ALL incoming calls to a specific number. If unanswered, the call goes to the VM of the forwarded number

## **Call Forward Busy**

If you are on a call, an incoming call would be sent to a specific number

## **Call Forward No Answer**

Allows you to forward a call to a specific number if you do not answer your main phone after a set number of rings. The number of rings chosen here should be less than rings to VM

## **Call Forward Unreachable**

Allows you to route calls to a specific number in case the phone or phone system is out of service

## **Call Forward Selective**

Allows you to set specific criteria to forward an incoming call

## **Remote Office**

Similar to Call Forward Always, except that unanswered calls at the forwarded number are re-routed back to office VM  
This is the preferred "Work from Home" setting

## **Do Not Disturb**

When enabled, will forward all calls directly to your voicemail with the "Busy" greeting

## **Simultaneous Ring**

Allows you to have an incoming call ring on multiple phones (e.g. desk phone, mobile phone)

## **Busy Lamp Field**

If enabled by the administrator, allows you to select and order the names that will show on your phone screen



# Voicemail Settings

Many optional features for handling voicemail are available

Voice Messaging

Voice Messaging

What email address would you like your voicemails to go to?

Activate Voice Messaging:

Voice Messaging Settings:

Simply enter the email you would like your voicemails to be delivered to:

VoiceMail to email:

Send voicemail to email:

Send all calls to voicemail:  OFF

Send busy calls to voicemail:

Send no answer calls to voicemail:

Transfer on T to phone number:  OFF

Transfer phone number:

Turn voicemail on/off

Send a .wav file to your email

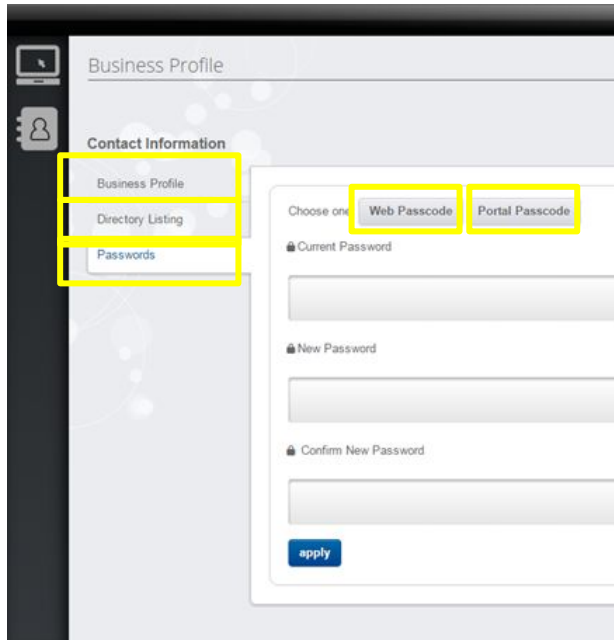
Control which calls go to voicemail

Allow callers to “zero-out” to a specific number



# Business Profile

This tab allows you to change personal info, including passwords



The screenshot shows a web interface for managing a Business Profile. On the left, a sidebar contains three menu items: 'Business Profile', 'Directory Listing', and 'Passwords', all of which are highlighted with yellow rectangular boxes. The main content area is titled 'Business Profile' and features a 'Choose one' dropdown menu with two options: 'Web Passcode' and 'Portal Passcode', both also highlighted with yellow boxes. Below the dropdown are three password input fields labeled 'Current Password', 'New Password', and 'Confirm New Password'. At the bottom of the form is a blue 'apply' button.

Business Profile is your organization info

Directory Listing is your “business card” info

Passwords allow you to change existing passwords

Web Passcode

Portal (VM) Passcode

