

Legacy AiTech Work-From-Home Guide

Legacy AiTech clients can manage their settings by logging into the Web Portal:

<https://portal.bwsip.com>

Please contact Evolve IP Support if you need an account or credentials to the portal.

Call Forwarding

Hunt Group Forwarding

At the Group level, from the Group Services menu, select Hunt Group:

Dashboard / Service Providers / ENT215 / Groups / ENT215GROUP1

The screenshot shows a web portal interface with four main panels: Provisioning, Group Services, Management, and Users. The 'Group Services' panel is active, displaying a search bar and a list of services. A red box highlights the 'Hunt Group' option, with a red arrow pointing to it from the right.

Provisioning	Group Services	Management	Users
Delete Group	Auto Attendant	Administrators	101 VVX
Device Configuration	Call Center	Announcements	201 VVX
Devices	Call Park	Bulk Provisioning	300 VVX
Group Services	Collaborate	Business Profile	311 VVX
Numbers	Group Paging	Calling Plans	330 SoundPoint
Routing Profile	Hunt Group	Comm Barring Auth Codes	335 SoundPoint
Service Packs	Meet-Me Conferencing	Common Phone List	400 VVX
User Services	Music On Hold	Custom Directory	411 VVX
	Voice Messaging Group		450 SoundPoint

On the Hunt Group page, locate the Hunt Group in question and select it:

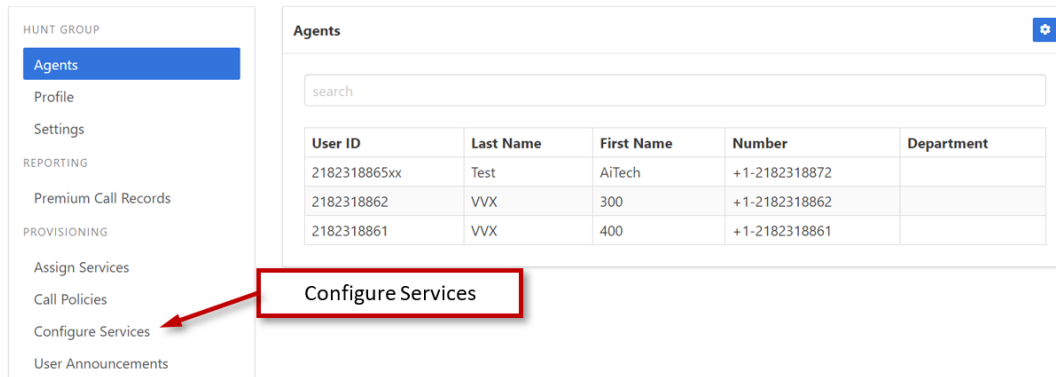
Dashboard / Service Providers / ENT2 / Groups / ENT2GROUP1 / Hunt Group

The screenshot shows the 'Hunt Group' page with a search bar and a table of Hunt Groups. A red box highlights the 'Test & Turn-Up 2' row, with a red arrow pointing to it from the left.

ID	Name	Number	Extension	Department	Active
9528295511-401	Overhead Paging				<input checked="" type="checkbox"/>
ENT2GROUP1TT1	Test & Turn-Up 1	6128440830	231		<input checked="" type="checkbox"/>
ENT2GROUP1TT2	Test & Turn-Up 2		232		<input checked="" type="checkbox"/>
ENT2GROUP1TT3	Test & Turn-Up 3		233		<input checked="" type="checkbox"/>

On the Hunt Group's page, under the Provisioning menu, select Configure Services:

[Dashboard](#) / [Service Providers](#) / [ENT215](#) / [Groups](#) / [ENT215GROUP1](#) / [Hunt Group](#) / [Test456](#)



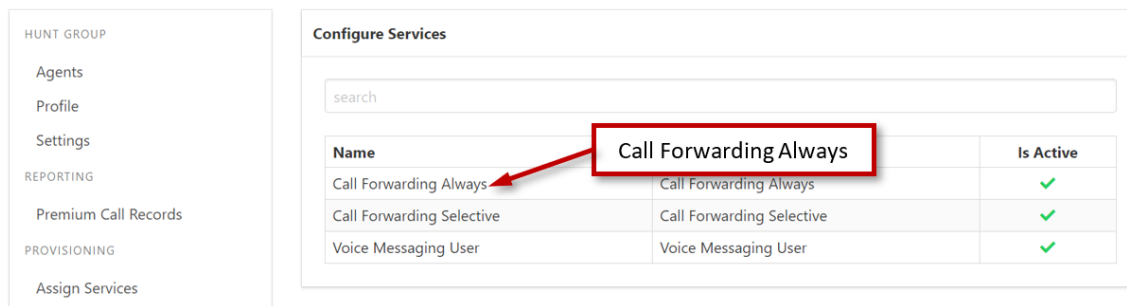
The screenshot shows the 'Agents' page for a Hunt Group. On the left is a navigation menu with categories: HUNT GROUP (Agents, Profile, Settings), REPORTING (Premium Call Records), and PROVISIONING (Assign Services, Call Policies, Configure Services, User Announcements). The 'Configure Services' option is highlighted with a red box and a red arrow pointing to it from the right. The main content area is titled 'Agents' and contains a search bar and a table with columns: User ID, Last Name, First Name, Number, and Department.

User ID	Last Name	First Name	Number	Department
2182318865xx	Test	AItech	+1-2182318872	
2182318862	VVX	300	+1-2182318862	
2182318861	VVX	400	+1-2182318861	

On the Configure Services page, select Call Forwarding Always:

NOTE: If Call Forwarding Always is not available, please contact Evolve IP Support to add the service.

[Dashboard](#) / [Service Providers](#) / [ENT215](#) / [Groups](#) / [ENT215GROUP1](#) / [Hunt Group](#) / [Test456](#)

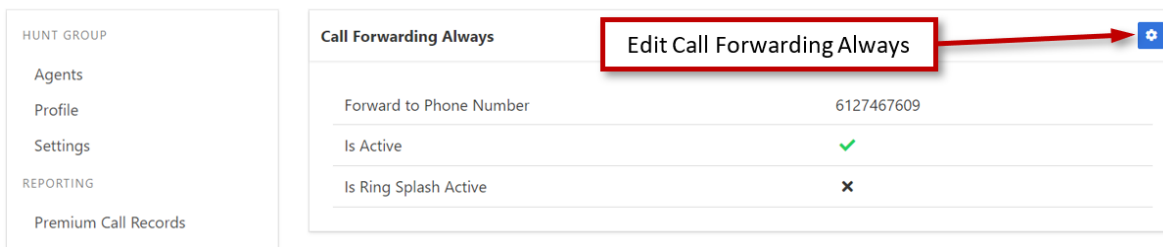


The screenshot shows the 'Configure Services' page. The left navigation menu is partially visible, showing 'Assign Services' under the PROVISIONING category. The main content area is titled 'Configure Services' and contains a search bar and a table with columns: Name, and Is Active. The 'Call Forwarding Always' row is highlighted with a red box and a red arrow pointing to it from the left.

Name	Is Active
Call Forwarding Always	✓
Call Forwarding Selective	✓
Voice Messaging User	✓

On the Call Forwarding Always page, select Edit Call Forwarding Always:

[Dashboard](#) / [Service Providers](#) / [ENT215](#) / [Groups](#) / [ENT215GROUP1](#) / [Hunt Group](#) / [Test456](#)



The screenshot shows the 'Call Forwarding Always' configuration page. The left navigation menu is partially visible, showing 'Premium Call Records' under the REPORTING category. The main content area is titled 'Call Forwarding Always' and contains a table with settings. The 'Edit Call Forwarding Always' button is highlighted with a red box and a red arrow pointing to it from the right.

Forward to Phone Number	6127467609
Is Active	✓
Is Ring Splash Active	✗

In the Edit Settings dialog box, do the following:

Edit Settings

General Settings

Is Active

Is Ring Splash Active

Forward To

6125551234

Cancel Save

- Check the Is Active box
- Enter the number to which calls will be forwarded in the Forward To field
- Click Save

User-Level Forwarding

At the Group level, in the Search field under the Users column, begin typing the user's name and select it once it appears:

Dashboard / Service Providers / ENT215 / Groups / ENT215GROUP1

Provisioning

Group Services

Users

John

John Doe

At the User level, in the Services column, select Call Forwarding Always:

Dashboard / Service Providers / ENT215 / Groups / ENT215GROUP1 / Users / 2183222183@bwsip.net

Provisioning

Feature Quick Set


Recent Calls

Services


Call Forwarding Always

On the Call Forwarding Always page, select Edit Call Forwarding Always:


Dashboard / Service Providers / ENT215 / Groups / ENT215GROUP1 / Users / 2183222183@bwsip.net / Call Forwarding Always

Call Forwarding Always		Edit Call Forwarding Always 
Forward to Phone Number		
Is Active		x
Is Ring Splash Active		x

In the Edit Settings dialog box, do the following:


Edit Settings 

General Settings

Is Active 

Is Ring Splash Active

Forward To

6125551234 


Cancel Save

- Check the Is Active box
- Enter the number to which calls will be forwarded in the Forward To field
- Click Save

Auto Attendant Administration

At the Group level, from the Group Services menu, select Auto Attendant:

Dashboard / Service Providers / ENT215 / Groups / ENT215GROUP1

Provisioning	Group Services	Management	Users
<input type="text" value="search"/>	<input type="text" value="search"/>	<input type="text" value="search"/>	<input type="text" value="search"/>
Delete Group	Auto Attendant 	Administrators	101 VVX
Device Configuration	Call Center	Announcements	201 VVX
Devices	Call Park	Bulk Provisioning	300 VVX
Group Services	Collaborate	Business Profile	311 VVX
Numbers	Group Paging	Call Processing Policy	330 SoundPoint
Routing Profile	Hunt Group	Calling Plans	335 SoundPoint
Service Packs	Meet-Me Conferencing	Comm Barring Auth Codes	400 VVX
User Services	Music On Hold	Common Phone List	411 VVX

On the Auto Attendant page, locate the Auto Attendant in question and click on it:

Dashboard / Service Providers / ENT215 / Groups / ENT215GROUP1 / Auto Attendant

Name	Type	Extension	Department	Active
Lab Auto Attendant	Standard	2183222181	555	<input checked="" type="checkbox"/>
Test AA	Basic		6788	<input checked="" type="checkbox"/>

Greeting Administration

Recording New Greetings

Clients can record new Auto Attendant greetings on the website below:

<http://convert.bwsip.com/record/>

Follow the directions on the website to record and save your greeting to your computer. After greeting file has been saved, it will need to be added to the Auto Attendant's User Announcements Repository.

Uploading New Greetings

From the Auto Attendant's main screen, select User Announcements:

Dashboard / Service Providers / ENT215 / Groups / ENT215GROUP1 / Auto Attendant / 2182318872SAA

AUTO ATTENDANT

- After Hour Menu
- Business Hour Menu
- Holiday Menu
- Profile
- Settings
- Submenus

REPORTING

- Auto Attendant Report
- Premium Call Records

PROVISIONING

- Assign Services
- Call Policies
- Configure Services
- User Announcements

After Hours Menu Audio

Announcement Type: Default

First Menu Level Extension Dialing: X

After Hours Menu Keys

Key	Action	Action Data	Description
0	Transfer To Operator		
1	Extension Dialing		After Hours Menu Keys

On the Announcements screen, click the Add Announcement button:

Dashboard / Service Providers / ENT215 / Groups / ENT215GROUP1 / Auto Attendant / 2182318872SAA i

AUTO ATTENDANT

- After Hour Menu
- Business Hour Menu
- Holiday Menu
- Profile
- Settings
- Submenus

Announcements

Add Announcement +

Name	Type	Size
No Announcements Found		

On the New Announcement screen, do the following:

New Announcement x

Announcement File **Select Greeting File**

APS-Auto Attendant Closed greeting.mp3

Media Type

WAV v

File Name **Greeting File Selected**

APS-Auto Attendant Closed greeting.mp3

Description **Enter Description**

Auto Attendant 8-13-19

- Announcement File: Browse to and select the greeting
- Description: Enter a description for the greeting
- Click Save

Updating Greetings

To change the greeting for an Auto Attendant menu, from the Auto Attendant's main screen, select the menu in question:

[Dashboard](#) / [Service Providers](#) / [ENT250](#) / [Groups](#) / [ENT250GROUP1](#) / [Auto Attendant](#) / [9528888023AA](#)

Details	
Menu	9528888023AA
Type	Standard
First Digit Timeout Seconds	10
Scope of Extension Dialog	Group
Scope of Name Dialing	Group
Name Dialing Entries	LastName + FirstName
Business Schedule	Business Hours
Holiday Schedule	Holiday

On the menu screen, click the Update Greeting icon:

Business Hours Menu Audio	
Announcement Type	Personal
Audio File Name	Reliable Car Wash Open.wav 2016-07-14 04:05:12 139
Audio File Type	WAV
First Menu Level Extension Dialing	x

On the Edit Audio Settings screen, click the Select an Announcement icon:

Enable First Menu Level Extension Dialing

Announcement Type: **Active Greeting**

Audio File: Reliable Car Wash Open.wav 2016-07-14 04:05:12 139

Buttons: Cancel, Save, **Select an Announcement**

On the Select Announcement screen, select the new greeting:

Select Announcement ✕

search

Select an Announcement

Name	Type	Level	Size
AA Greeting.wav	WAV	Group	667
Aitech AA Greeting 11-14-17	WAV	Group	32
EBHM	WAV	Group	4709
submenu2	WAV	Group	439

Once the greeting is selected, click Save

User Password/Voicemail PIN Resets

Only Group admins can reset a user's Web-Access password (Unity, UC-One, user-level portal access) or Voicemail PIN; user-level access does not permit this operation. At the Group level, in the Search field under the Users column, begin typing the user's name and select it once it appears:

[Dashboard](#) / [Service Providers](#) / [ENT215](#) / [Groups](#) / [ENT215GROUP1](#)

Provisioning

Q search

Delete Group

Device Configuration

Devices

Group Services

Numbers

Group Services

Q search

Auto Attendant

Call Center

Call Park

Collaborate

Group Paging

M

Q search

Administrators

A

Bank Provisioning

Business Profile

Call Processing Policy

Users + 👤

Q search

John

John Doe

On the User's screen, select Passwords from the Provisioning menu on the left:

[Dashboard](#) / [Service Providers](#) / [ENT215](#) / [Groups](#) / [ENT215GROUP1](#) / [Users](#) / [2182318863-3@bwsip.net](#)

Provisioning

Q search

Addresses

Calling Plans

Delete User

Passwords

Profile

Service Packs

Feature Quick Set

Call Forward Always 6125587103

Call Forward Busy N/A

Do Not Disturb Off

Recent Calls

Placed Received Missed

Q search

6125587103	2 months ago
6124232763	2 months ago
5072096220	1 year ago
7635712465	1 year ago
8884626823	1 year ago

Services

Q search

Alternate Numbers

Anonymous Call Rejection

Authentication

Automatic Callback

Barge-in Exempt

BroadWorks Anywhere

On the Passwords screen, click the icon for the Password (Web-Access password) or Portal Passcode (Voicemail PIN) and enter the new value.

[Dashboard](#) / [Service Providers](#) / [ENT215](#) / [Groups](#) / [ENT215GROUP1](#) / [Users](#) / [2182318863-3@bwsip.net](#) / [Passwords](#)

The screenshot shows the 'Passwords' configuration page. It is divided into two main sections. The first section is titled 'Password' and contains a text input field labeled 'Web-Access Password' with a red box around it and a blue lock icon to its right. Below this field is a label 'Expiration (days)' and the text 'Password **never** expires'. The second section is titled 'Portal Passcode' and contains a text input field labeled 'Voicemail PIN' with a red box around it and a blue gear icon to its right. Below this field is a label 'Login Enabled' with a green checkmark to its right, and another label 'Expiration Days'.

Password/PIN requirements are as follows:

- Web-Access Password:
 - Cannot contain the User ID
 - Must contain at least 1 number
 - Must contain at least 1 uppercase alpha character
 - Must contain at least 1 lowercase alpha character
 - Must be at least 6 characters
- Voicemail PIN:
 - Cannot be the user's own extension or phone number
 - Cannot be the user's own extension or phone number reversed
 - Cannot contain 3 or more repeated digits
 - Must be at least 4 characters, no more than 8 characters

UC-One

UC-One is a softphone client which can be installed on a computer (using a headset) or a cell phone. Users can receive inbound business calls, and outbound calls will appear to originate from your business, rather than the user's cell phone (for UC-One Mobile). For more information on UC-One, tutorial videos are available via the following links:

UC One Desktop: <https://www.evolveip.net/training/Desktop/>

UC One Mobile for Android: <https://www.evolveip.net/training/Android>

UC One Mobile for iPhone: <https://www.evolveip.net/training/iPhone/>

Should you wish to add UC-One, please contact Evolve IP Support for service provisioning and setup information.

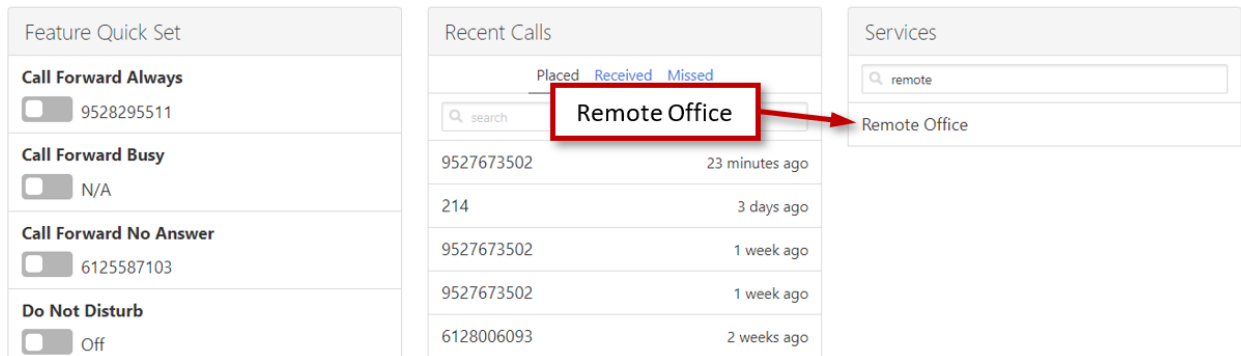
Remote Office

By using the Remote Office feature (Premium Seat required) you can use your home or cell phone as your office phone. Incoming business calls will ring directly to your remote phone, and outbound calls will display your business number to call recipients. Call Manager service is also required, please contact Evolve IP Support to add if needed.

Step 1: Set up Remote Office

At the user level, in the Services search field, begin typing “Remote Office”, and select it once it appears:

[Dashboard](#) / [9523009830](#)



The screenshot shows the user dashboard with three main sections: Feature Quick Set, Recent Calls, and Services. The Services section has a search field containing 'remote' and a dropdown menu with 'Remote Office' selected. A red box highlights the 'Remote Office' text in the dropdown, with a red arrow pointing to it from the 'Remote Office' text in the search field.

Feature Quick Set
Call Forward Always <input type="checkbox"/> 9528295511
Call Forward Busy <input type="checkbox"/> N/A
Call Forward No Answer <input type="checkbox"/> 6125587103
Do Not Disturb <input type="checkbox"/> Off

Recent Calls
Placed Received Missed
9527673502 23 minutes ago
214 3 days ago
9527673502 1 week ago
9527673502 1 week ago
6128006093 2 weeks ago

Services
Q search remote
Remote Office

On the Remote Office screen, click the Edit Remote Office icon:

[Dashboard](#) / [9523009830](#) / [Remote Office](#)



The screenshot shows the Remote Office configuration screen. The title is 'Remote Office'. There is a red box around the 'Edit Remote Office' text, with a red arrow pointing to a gear icon (settings) in the top right corner. Below the title, there are two rows of configuration: 'Active' with a close icon (x) and 'Remote Office Number' with the value '6125587103'.

Remote Office	
Active	x
Remote Office Number	6125587103

In the Edit Settings dialog box, do the following:

Edit Settings

General Settings

Is Active

Remote Office Number

6125556789

Cancel Save

- Check the Is Active box to enable
- Enter the Remote Office phone number (e.g. cell or home phone)
- Click Save

Incoming calls are now configured to ring your Remote Office phone.

Step 2: Outbound Dialing

Log into the user's account on the website below **using user-level credentials**:

<https://bwsip.com>

From the Launch dropdown, select Call Manager

Call Manager

Launch...
Call Manager
Receptionist Enterprise

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Collaborate
- Meet-Me Conferencing
- Utilities

Profile

Basic

Profile
Display and configure profile information such as your name, department and address.

Addresses
Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.

Announcement Repository
Manage the announcements for a user

Passwords

Advanced

Call Policies
Configure user Call Policies

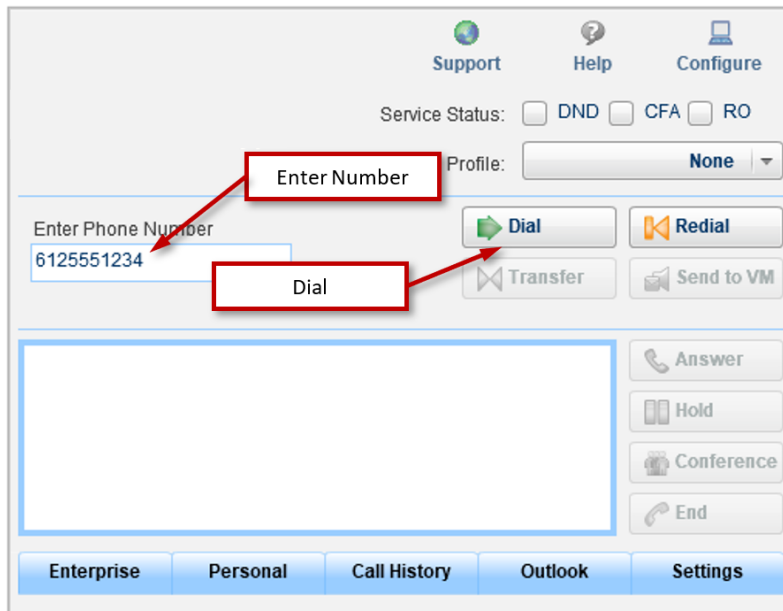
Device Policies
Configure user Device Policies.

Privacy
Set your visibility within the Enterprise or Group

Supervisor
Allows the user to manage which agents to supervise per call center.

arthu [Logout]

Call Manager will launch in a new window. To place an outbound call, do the following:



- Enter the number you wish to dial
- Click the Dial button

An inbound call will now be placed to your Remote Office phone. Once answered, the system will then place an outbound call to the destination number, passing your business number as the calling number.

Using Polycom Desk Phone Remotely

Your Polycom desk phone can be configured to work in a remote setting, provided you have access to one of the following to power the phone:

- Power Over Ethernet (PoE) networking switch
- Polycom external power supply

These items are available for purchase on the Internet. Once obtained, please contact Evolve IP Support to configure your Polycom phone to work remotely.