birchills.net
the simplest VoIP yet

Cloud PBX and Portal
User Guide

Contents

Introduction

Where it all began

Formed in 2009, Birchills Telecom. was originally set up to help businesses looking for a way to improve communications and reduce costs. We knew that VoIP was the way forward, but existing products were complicated, overpriced and tended to favour long feature lists over ease of use.

We started talking to small businesses from across the UK and it soon became clear that something was wrong. We couldn't understand how such a simple thing could be turned into something so complicated. So we decided to do something about it!

Philosophy

At Birchills Telecom we believe that every business should be able to communicate effectively whatever their industry, size or budget. We are passionate about VoIP and the truly amazing things it can offer. Unfortunately, many businesses are missing out because they either don't know it exists or just don't fully understand it.

We know that VoIP doesn't have to be complicated. In fact one phone call to us and we can send you a fully configured phone system – ready for you to plug into your broadband. Open the box plug it in and you are away. If you want to change anything our simple customer portal allows you to change anything, at any time. But, if that sounds technical give us a call and we'll do it for you. This is the company that brings you industry leading support after all!

Our customers don't stay with us because they are tied to us by a long term contract, they stay with us because they want to.

For those who want to be able to configure everything on demand and get real time information on the performance and a lot more besides this is the guide to the Birchills Telecom Portal.…
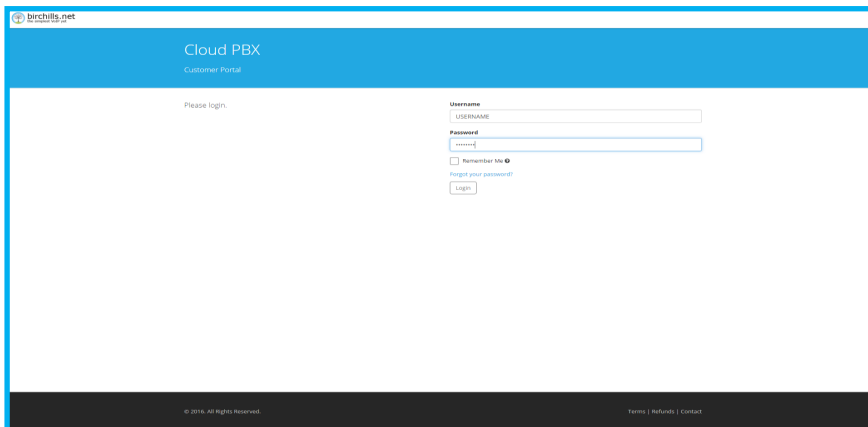
Gaining Access

Authority Levels

The portal is configured to allow customers 2 access levels. These are:

- Company Admin
- Extension User

When you initially set up your account you are given a Company Admin level user with login and password. If you want further users then please contact Birchills Telecom.
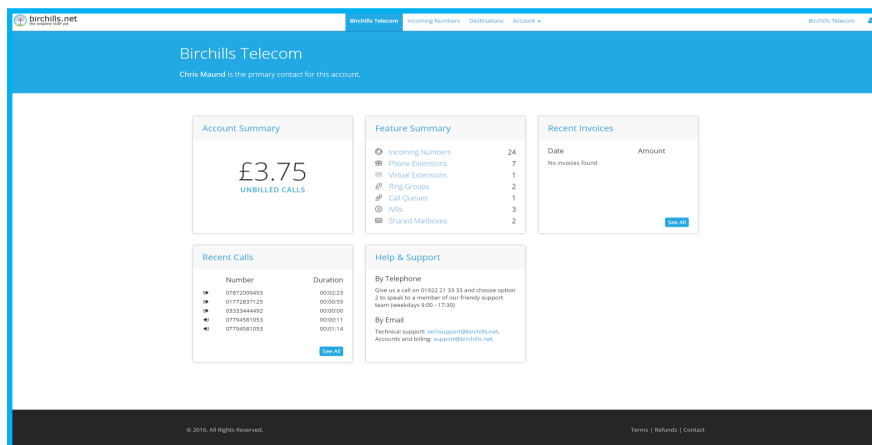
This guide is written for users with Company Admin level access.

Login

Once logged in the Customer Portal will then open. The options are explained on the following pages.

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Portal Home Screen

Description
The Home Screen has a drop down menu giving access to all of the Portal features which are described later.

It also has several areas which give quick access to some features. These areas are:

Account Summary Area
This area of the portal shows the value of all calls made since the last billing date.

Feature Summary Area
This section shows all features associated with your Birchills account including the number of extensions held.

Recent Invoices Area
This section allows you to view, print and download recent invoices .

Recent Calls Area
This shows the last five calls made or received through the system including the phone number and duration. Click on the 'see all' button to display a complete list of all calls.

Here the details of all the calls made or received can be viewed. Each call record shows the direction, date/time, destination, duration and cost (where applicable). Each month is summarised with a total number of calls in/out along with the total cost. You can easily switch between months by choosing from the drop-down list provided.

These records are available permanently to view online at any time. There is an option to download your call records in .csv format. Please note, the downloaded file will only contain the records currently being displayed. Therefore if a filter is applied, for instance, to search by destination, only the search results will be included in the file.

Help and Support
Here is a list of some useful numbers and contacts details for Birchills Telecom.

Incoming Numbers Screen

The Incoming Numbers Screen can be accessed either from the menu on the Home Screen or from the Features Area On The Home Screen.

Public numbers are an incoming callers way of reaching you from outside of our network. They may be either geographic (e.g. 01, 02) or non-geographic (e.g. 03, 08) and can be chosen from just about any area within the UK. Unlike traditional phone systems there are no limits on the number based on physical location, that is you can choose numbers from anywhere for your system.

Any additional numbers can be added at any time. There are no limits within the system. One extra number is included with each extension free of charge. To have further numbers added to the account please contact Birchills Telecom. Please note these may be chargeable.

Clicking on an existing number gives:
- The default destination—clicking here brings a pop up screen allowing you to alter the destination from those available
- The routing rules—clicking here allows you to add new Time Based Rules and to edit existing Rules
- The Welcome sound—the welcome sound shows what welcome sound is played and gives the option to add a sound
- When the number was added

Incoming Call Destination

Before receiving incoming calls the system needs to know where to send them. They may be sent to any type of extension on the system including groups of extensions. This can be changed by simply clicking on the number.

Phone Extensions Screen

The Phone Extensions Screen can be accessed either from the menu item Destinations on the Home Screen or from the Features Area On The Home Screen.

Phone Extensions are in 2 forms:
- A normal extension—you connect a phone or other device
- A virtual extension—used for forwarding calls to another destination such as a mobile

The Screen gives a list of Extensions which have been configured. Adding extensions is a chargeable action. Please contact Birchills Telecom who will be happy to do this at any time.

The Outgoing caller ID
A dropdown allows you to select any phone number on your system or anonymous

Ring timeout
How long to ring before timing out and playing a message

Call Recording
Call recording can be configured to be always on, on demand or off

Call Waiting
You can be either notified of a call waiting or not

Forwarding Rules
You can configure the forwarding rules to apply:
- When– at what times do you want the rule to apply
- On what event do you want the rule to apply e.g. failure, call unanswered
- The action to take when the rule is triggered

You can also configure if to preserve incoming call id, if to apply to group calls and whether to enable call screening.

Voicemail settings
You can choose to have voicemail enabled or not , the voicemail pin and the email address to forward voicemail to on receipt

Connected Devices
You can look at the existing devices connected status and add new devices. This option is not available for virtual extensions.

If you choose the connect option you see the settings required and a list of softphones you may install easily with a direction to the websites for them.

Ring Groups

The Ring Groups Screen can be accessed either from the Features Area On The Home Screen.

In many cases it is necessary to have incoming calls ring on multiple phones at the same time. Ring groups allow this and can specify which phones should ring and for how long. If one or more phones are busy the others will still ring.

Adding a Ring Group
To add a ring group please contact Birchills Telecom

Strategy
You can specify which strategy to use on a Ring Group. The choices are, ring all, or cascade. In a ring all situation all of the phones ring simultaneously and the first to pick up gets the call. The other option is Cascade where the extensions are rung in the order that they are listed in at the bottom of the screen. You can alter the order by highlighting an extension and then clicking the up or down arrow adjacent. With Cascade you can specify how long an extension rings before moving on to the next in the sequence.

Failover Destination
When the ringing group is finished and all options have timed out you can specify a final destination for the call. A voice mail box would be a usual option but you can choose any available destination.

Edit Group Members
You can select which extensions are part of the group by selecting this button.

Call Queues

The Call Queues Screen can be accessed from the Features Area On The Home Screen.

Call Queues are a way of accepting more calls into the system than there are operators to answer them. Calls are "parked" in a queue and as other calls are answered they advance to the front when they are answered.

Welcome Message
A message can be selected from the available sounds by selecting from the dropdown.

Maximum Hold Time
You can select how long the call be in a queue for . The maximum is 3600 seconds or an hour.

Timeout Destination
You can select the destination of the call via a popup from a list of available destinations.

Members
You can select the ring order of the extensions by clicking on the up and down arrows.

Edit Queue Members
You can select which extensions are part of the group by selecting this button. On the popup that appears you can see details of the extension by pressing the "i" button.

Advanced Settings
You can select advanced options as follows:

Ring strategy—Ring All, Linear, Round Robin, Fewest Calls, Least Recent, Random
Ring members for—minimum 5 secs max 30secs
Callers should hear—select Music or Ringing
Announce position—select yes or no with a tick box
Every—how often to announce position
Periodic Announcement — select from available sounds via a drop down
Keypress destination — callers can opt to leave a message by pressing a key

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IVRs

The IVRs Screen can be accessed from the Features Area On The Home Screen.

IVR stands for Interactive Voice Response. It is also known as Voice Menu or Auto Attendant. Callers respond to voice prompts by hitting keys on their phone. The system directs the call to the appropriate destination based on the customers response.

The screen has a list of IVRs. Clicking on an IVR brings up the IVR configuration screen

Add IVR
You can add an IVR by selecting the add IVR and then going through the options below.

Entry Sound
A sound can be selected from the available sounds by selecting from the dropdown.

Timeout
You can select how long the wait will be for a response

Key
There are 10 keys available to program 1-0. You can also set what to do on Invalid press and

Available options for each key:
- Do nothing
- Transfer to an Extension, Ring Group or Queue or to a further IVR
- Play any available sound

On Invalid key press or Timeout you can choose where to direct the call:
- For—minimum 5 secs max 30secs
- Callers should hear—select Music or Ringing
- Announce position—select yes or no with a tick box
- Every—how often to announce position
- Periodic Announcement — select from available sounds via a drop down
- Keypress destination — callers can opt to leave a message by pressing a key

Shared Mailboxes

The Shared Mailboxes can be accessed from the Features Area On The Home Screen.

Shared Mailboxes are voice mail boxes which can be used as a central place for messages to be left.

The screen has a list of Mailboxes. Clicking on a Mail Box brings up the IVR configuration screen

Adding A Mailbox

You can add a Mailbox by selecting the add Mailbox button and then going through the options below.

Edit A Mail Box

You can edit a Mailbox as follows
Notification email –choose where an email with a copy of the message is sent
PIN—choose a 4 digit number to access the mailbox by phone

Account

Sound Files

There are 2 kinds of Sound Files—Announcements and Hold Music

Announcements
Clicking on Add Announcement brings up a dialogue to allow you to upload an Announcement File—either as an MP3 or WAV.
The uploaded files are listed with their name, their size and the upload date.
It is sensible to give uploaded files a meaningful name.

Music
Clicking on Add Music brings up a dialogue to allow you to upload a Music File—either as an MP3 or WAV.
The uploaded files are listed with their name, their size and the upload date.
It is sensible to give uploaded files a meaningful name.
You should ensure that you obey any copyright restrictions and pay any appropriate fees.

Time Intervals
Time intervals are used when adding incoming call rules or forwarding rules for phone extensions. They allows things like office hours, lunch times, out-of-hours etc. to be set up in advance and refer to them in multiple places around the portal. You can add weekly or yearly Time Intervals.

You can choose from predefined time intervals such as Xmas or Public Holidays.

Adding a Time Interval
To add a new time interval, click on the Account dropdown and select Time intervals.

Updating a Time Interval
Time intervals can be set by the second for any time during the day and on any day of the week. You can have as many time intervals per day as you wish.
You can also add yearly time intervals where the range is in days—e.g. from the 1st of January to the 3rd of January.

Removing Time Intervals
To remove time intervals, select the interval and then click "delete".

Account

Call Recordings

The call recordings screen gives you details of all the call recordings held on the server. Call recording is enabled or disabled in the Extension screen. Calls are recorded as .WAV files—the most common file format for sounds.

Recordings are listed in date order with the latest recording first. You can see the recording start time and date, which extension took the call, the 3rd party phone number (ie who you called or who called you.)

You can enable auto delete to choose how long recordings are kept on the system for.
You can also download any recordings as a zip file (a compressed file format) or individually by clicking on the arrow to the right of the recording. If you click to download the file you also have the option to play the file within your browser.

You should make callers aware of the fact that you are recording the call. You should also ensure that you are complying with relevant legislation.

Phone Book

The Phone Book screen gives all of the details usually found in a phone book.
You can add and modify phone numbers at any time.

Contact

The Contact screen gives details of the primary contact for your organisation and allows you to edit them.

Billing
Currently billing is not yet enable on this system release.

Credit And Bundles
This feature is not currently active

Call History
You can see details of all calls made and received here including the cost.
You can also download a spreadsheet of the calls.

SMS History
You can see details of all SMS sent and received here including the cost.

Account

Call History

You can see details of all calls made and received here including the cost.
You can also download a spreadsheet of the calls.

The portal provides up to the minute call information and displays details of all the calls ever made or received. Each call record shows the direction, date/time, destination, duration and cost (where applicable). Each month is summarised with a total number of calls in/out along with the total cost. Easily switch between months by choosing from the drop-down list provided.

These records will be available permanently to view online whenever. Notice there is an option to download call records in csv/xls format. Please note, the downloaded file will only contain the records currently being displayed. Therefore, if a filter is applied, for instance to search by destination, only the search results will be included in the file.

SMS History

You can see details of all SMS sent and received here including the cost.

Receiving SMS (Text) Messages

Text messages may be received to any of the geographic (01, 02) numbers on the account. By default they will be delivered by email to the main contact address on the account. To change this or to disable the feature, click the message icon next to the desired number. Messages can be sent to an alternative email address or forwarded to a mobile (charged at standard rate).

Codes

Gigaset

To use codes to transfer calls on a Gigaset use;
** for blind transfer or ## for announced transfer (for this to work the DTMF setting needs to be set to RFC2833 and not in-audio or sip-info)

Call Pickup

Pickup calls on any ringing extension - *21#
Directed pickup to pickup designated extension - **(extn number) e.g **104
On Grandstream phones you can also press button against flashing call and pick it up.

Access Group Mailbox

To access recorded calls via handset dial 0 to access then enter mailbox no e.g 701 then password. The default password is 0000.

Access Personal Mailbox

*95 or on Grandstream phone press MSG key.

Queue Login

*98 logout of queue
*96 login to queue

Withhold CLI

*67<number>

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Business class, hosted VoIP, is changing the face of telecoms.

At the forefront of this revolution is Birchills Telecom.

Whatever you want to say – it's simpler and cheaper with Birchills.net – the simplest VoIP yet.

Free cloud based PBX	Most powerful feature set
Quality VoIP hardware	No long term contract
Free telephone numbers	Discounts on all hardware
Simple low monthly fees	Low call costs
Free 100% UK support	DECT for VoIP

Birchills Telecom Ltd

200 Rookery Lane, Aldridge Walsall, WS9 8NP
Tel 01922 21 33 33