

# Frontier® SmartVoice Business Group (BG) Admin

## Portal Guide

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User Guide, please visit:  
<https://business.frontier.com/smartvoice>





## Business Group (BG) Admin Portal

To get started you will sign in to the Business Group (BG) Admin Portal using the customer line assigned as the BG Admin for the UN and Password (PIN) to sign into the portal.

The BG Admin URL is <https://um.frontier.com/bg/>



The BG Admin Portal is broken into three main sections, each having several subsections:

### Groups

- Hunt Groups
- Call Pickup Groups

### All Lines

- Users
- Attendants
- Group Access
- Phones

### Services

- Departments
- Short Codes
- Account Codes
- Extensions
- Call Logs
- Misc. Settings

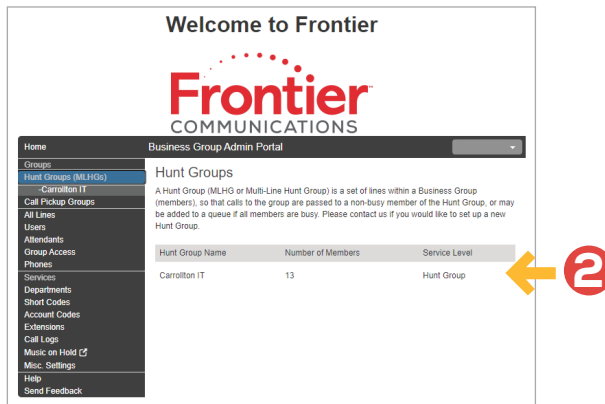




# Groups

## Hunt Groups

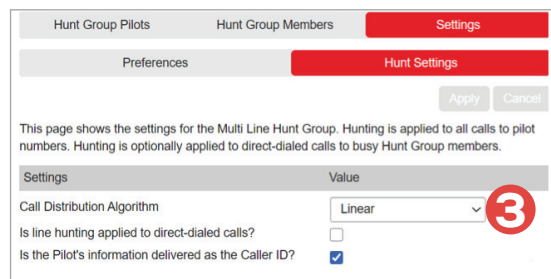
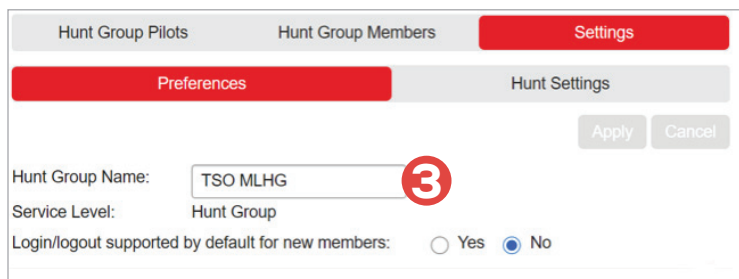
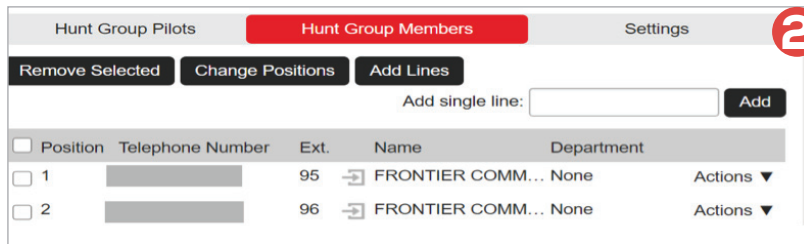
- 1 The user can view all the Hunt Groups set up within a BG (default view) once selecting Hunt Groups from the BG Admin Portal.
- 2 After selecting Hunt Groups, available Hunt Group(s) will be displayed.



## How to edit a Hunt Group

As described above, you click on the Hunt Group you wish to edit. On the next screen:

- 1 You can view the pilot number assigned to the Hunt Group. You cannot change the pilot number on this screen, but you can view what pilot number is assigned to this group.
- 2 You can edit, remove, and change the lines assigned to the Hunt Group by clicking on Hunt Group members.
- 3 From the settings option, you can change the Hunt Group name or change the call distribution algorithm, along with other misc. options.





## Call Pickup Groups

### Self-manage your service from here

- 1 This screen will allow you to view all the Pickup Groups set up within a BG (default view) or list Hunt Groups assigned by department.
- 2 You can move a Pickup Group to a different department by clicking the check next to the group, selecting the department in the **Move selected to** section, and then clicking on **Move**.
- 3 You can delete any selected Pickup Group(s) by clicking on **Delete Selected**.
- 4 You can add a new Pickup Group by first selecting a department, and then clicking on **Add Group**, which we will cover in more detail below.
- 5 You can edit any Pickup Group by simply clicking on the Pickup Group you wish to edit, which we will cover in more detail below.

Call Pickup Groups in Department:  1

A Call Pickup Group (CPUG) defines a group of Business Group Lines within which the subscribers can use Call Pickup to answer each other's incoming calls.

Move selected to:   2

3  4

<input type="checkbox"/>	Call Pickup Group Name	Number of Members	Department
<input type="text" value="Search for..."/>			
<input type="checkbox"/>	Test Pickup Group	0	None

5

### How to add a Pickup Group group

- 1 As described above, you can add a new Pickup Group by first selecting a department, and then clicking on **Add Group**.
- 2 Once you have clicked the **Add Group** button, you will be presented with a screen where you can enter the new group's name. Once done, click **Add** and the group will be created. You can add lines to that group as described below.

Call Pickup Groups in Department:  1

Add Call Pickup Group

You can add a new Call Pickup Group. Just enter the name of the Call Pickup Group and then click **Add**.

Call Pickup Group Name:

Department:

2



## How to edit a Pickup Group

As described above, click on any Pickup Group you wish to edit. On the next screen you can:

- 1 Add, remove, and change the lines assigned to the Pickup Group by clicking on Pickup Group members.
- 2 From the settings option, you can change the Pickup Group name from the settings option.

Call Pickup Group Test Pickup Group in Department: None

Members Settings

Remove Selected Add Lines **1** Add single line:  Add

<input type="checkbox"/>	Telephone Number	Ext.	Name	Department
<input type="checkbox"/>	[REDACTED]	75	FRONTIER COMMUNICATI...	None
<input type="checkbox"/>	[REDACTED]	95	FRONTIER COMMUNICATI...	None

Call Pickup Group Test Pickup Group in Department: None

Members Settings

Apply Cancel

Group Name

Call Pickup Group Name: Test Pickup Group **2**

## All Lines

### Users

In the Users section, you can move any configured users between departments.

Users in Department: TSO SV Training

Move selected to: SV0000000000000000619 Move

<input type="checkbox"/>	Telephone Number	Ext.	Name
Search for...		in Telephone Numbers	

There are no users in this Department.

### Attendants

In the Attendants section, you can move an attendant to a different department by clicking the check next to the attendant, selecting the department in the **Move selected to** section, and then clicking on **Move**.

You can also click directly on any of the attendants to open the Auto Attendant portal in a separate window.

Attendants in Department: View All

Move selected to: Select department Move

<input type="checkbox"/>	Phone Number	Ext.	Name	Department	
<input type="checkbox"/>	[REDACTED]	9094	HPBX Premium Attendant	Engineering	⋮
<input type="checkbox"/>	[REDACTED]	9096	Auto Attendant test	None	⋮

You can also click on the icon next to any of the attendants to view the attendant settings, edit personal details of the attendant, reset the line, and unlock the account.

\* Resetting an account will **permanently** lose all its settings including saved messages and contacts. **Please take extra care when performing this operation.**



### Group Access

In the Group Access section, you can move any configured groups to a different department, by clicking the check next to the group, selecting the department in the **Move selected to** section, and then clicking on **Move**.

Groups in Department: View All

Move selected to: Select department **Move**

<input type="checkbox"/>	Phone Number	Ext.	Name	Department
<input type="checkbox"/>		9092	IACD w/queuing pilot: IACD Pilot	None

Search for... in any field

### Phones

- 1 The first option allows you to view the phones assigned to a specific department or view all your phones.
- 2 The second option allows you to move any configured phone/line to another department by placing a check box next to the phone/line, selecting the department from the drop down, and then clicking the **Assign to Department** button.
- 3 The third option allows you to assign a phone number to a specific phone, place a check box next to the phone, enter the number in the **Enter number** field, and then click the **Assign to Line** button.
- 4 The last option from this screen is the ability to view relevant information about the phones and change the description of the phone itself, such as entering a person's name or other designation to be associated with a specific phone. Click on the phone and it will open the Change Phone screen as shown below. Once you have made any desired changes, make sure to click the **Apply** button.

Phones in Department: View All

Select department **Assign to Department**

Enter number... **Assign to Line**

Assign phones to lines using the table below or manage your phone profiles.

<input type="checkbox"/>	Model	MAC Address	Description	Assigned to	Department
<input type="checkbox"/>		08:00:0F:B1:9D:B7	AAstra 6873i		Engineering
<input type="checkbox"/>		64:16:7F:5C:3B:EB	Polycom VVX ...		None
<input type="checkbox"/>		64:16:7F:5C:3B:EB	VVX 401		Engineering
<input type="checkbox"/>		64:16:7F:B5:5F:95	Polycom VVX ...		Engineering
<input type="checkbox"/>		9C:AD:EF:44:09:69	Obi 302		Engineering
<input type="checkbox"/>		C4:68:D0:10:00:11	Vtech VT635		None



Change Phone

Change the phone configuration and then click Apply.

MAC Address: 08:00:0F:B1:9D:B7

Description: AAstra 6873i

Phone Model: Aastra 6873i

Assigned to Line?

Phone authenticated at: 07 24 06/20/2019

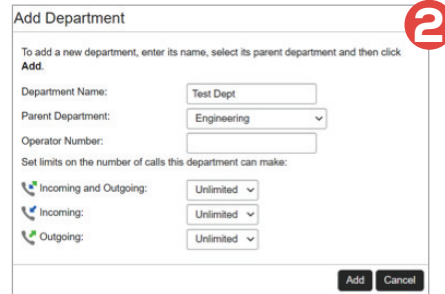
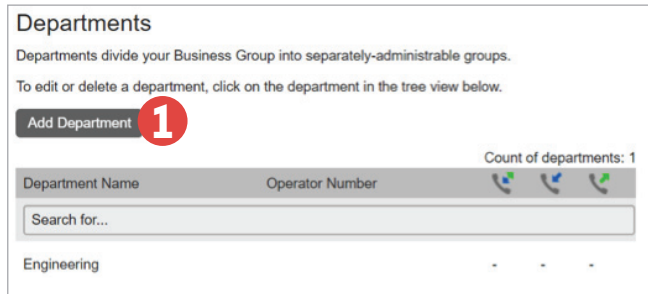
**Apply** **Cancel**



# Services

## Departments

- 1 From the Departments screen you can add a department, just click on **Add Department**.
- 2 Then fill in the appropriate fields and settings and click **Add**.

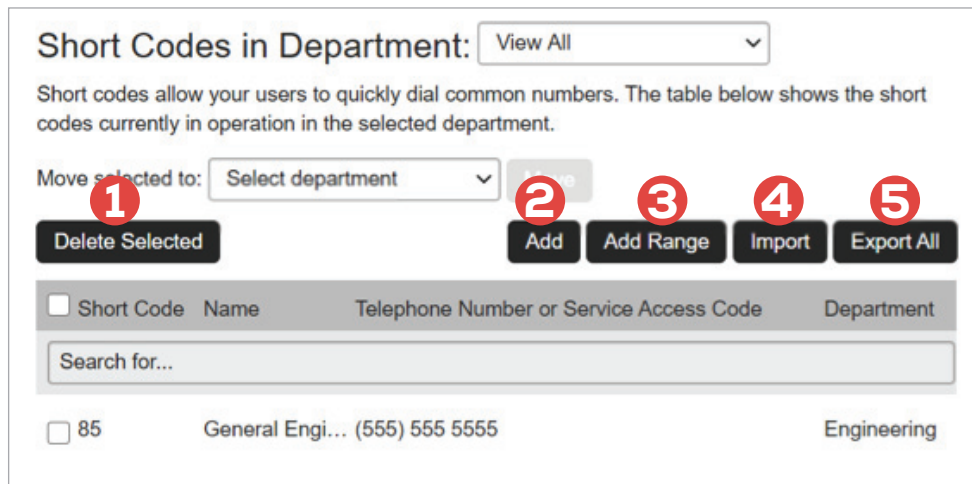


From the main Departments screen you can also click on any existing department to change the settings that were established when the department was set up. The screen looks almost identical to the Add Department screen shown above, other than the information that is already populated and the delete button to use if you no longer need the department.

## Short Codes

From this screen, you can **Delete** 1 **Add** 2 **Add a Range** 3 **Import** 4 and **Export** 5 Short Codes. Short Codes are set up to create a quick way to dial frequently used internal and external lines.

You can also view Short Codes by department, and move selected Short Codes to specific departments in the same manner described in other sections of this guide.



Instructions continued on following page

<https://um.frontier.com/bg/>



### Short Codes (cont.)

To delete a Short Code, simply put a check mark next to the code you want to delete, and click on **Delete Selected**.

Short Codes in Department: View All

Short codes allow your users to quickly dial common numbers. The table below shows the short codes currently in operation in the selected department.

Move selected to: Select department Move

**Delete Selected** **Add** **Add Range** **Import** **Export All**

<input type="checkbox"/>	Short Code	Name	Telephone Number or Service Access Code	Department
Search for...				
<input checked="" type="checkbox"/>	85	General Engi...	(555) 555 5555	Engineering

To add a single Short Code, simply click on the **Add** button, fill in the necessary information on the next screen, and click **Add**.

**Add Single Short Code**

Enter the code and (optionally) either the telephone number or the service access code that it maps to, and then click Add

Short Code:

Maps to:  Telephone Number  Service Access Code

Telephone Number:

Department: Engineering

Add a name to include an entry in the business directory.

Name (optional):

**Add** **Cancel**

To add a range of Short Codes, click on **Add Range** and fill in the appropriate fields. Keep in mind the numbers assigned will increment by one both for the Short Codes and telephone number. Once all the necessary data is entered, click the **Add** button. Shown below is the Add Range screen, as well as the results from the addition.

**Add Range of Short Codes**

Enter the first and last codes and (optionally) the first telephone number that the range maps to, and then click Add

Range of Short Codes:  -

First Telephone Number:

Department: Engineering

Add a name to display for incoming calls.

Name (optional):

**Add** **Cancel**

**Delete Selected** **Add** **Add Range** **Import** **Export All**

<input type="checkbox"/>	Short Code	Name	Telephone Number or Service Access Code	Department
Search for...				
<input type="checkbox"/>	85	General Engi...	(555) 555 5555	Engineering
<input type="checkbox"/>	*45 - *47		(555) 555 5551 - (555) 555 5553	Engineering

The import and export sections work very similarly to the importing and exporting of contacts in the User Portal, please refer to that guide for any guidance needed.





### Account Codes

The Account Codes service allows you to log account codes of your choice against calls that you make by dialing the appropriate code when placing an outbound call.

From the Account Codes screen, you can specify which types of calls require an account code to be dialed, block 900 call dialing, and other categories. Select your desired settings, and click **Apply**.

### Extensions

The Extensions screen allows the administrator to create extensions for each “internal” line they have purchased. This allows for quick dialing of internal business group numbers.

From this screen the administrator can **Delete** **1**, add a range of extensions **Add Range** **2** or add an individual extension **Add** **3**. The process for doing so is almost identical to the way you can manage your Short Codes.

### Call Reports

The Call Reports page allows you to download a report of all calls made to or from lines in your business group or a department.

Simply specify the date range for your report, the department you wish to report on (please note the report will include all the sub departments under the selected department), and click **Download**.



### Music on Hold

This option is currently unavailable, Frontier will be releasing this feature soon.

### Auto Attendant

This option is currently unavailable, please utilize the previously detailed Attendant option earlier in this guide to access your Auto Attendant if you are subscribed to such services.

### Misc. Settings

From the Misc. Settings screen, you can view the telephone numbers and lines allocated in your business group **1** view your External Calls settings **2** and other Misc. Settings **3** involving forwarding rules for voicemail, the operator number, and how internal extensions are utilized.

Misc. Settings **1**

Number Blocks External Calls Other Settings

Not all of the lines in each telephone number block may have been allocated yet. Please contact us if you would like to reserve more numbers or to allocate more lines.

Telephone Number Block	Number of Lines Allocated
-	1
-	1
-	2
-	1

Misc. Settings **2**

Number Blocks External Calls Other Settings

The table below shows any limits on external calls, together with the default carriers that are used when making calls. Please contact us if you would like to change these settings.

Settings	
External Calls	Unlimited
Incoming Calls	Unlimited
Outgoing Calls	Unlimited
Local carrier code	7600
Long distance carrier code	7600
International carrier code	

Misc. Settings **3**

Number Blocks External Calls Other Settings

Apply Cancel

Restricted Subscriber Messaging

Prevent the forwarding of voicemail messages to subscribers outside of the Business Group.

Internal Operator Number

Business Group operator number:

Use Internal Extensions

Display internal Business Group extensions rather than external directory numbers where possible.