

FreePhone Business Portal Admin (EN)

User Guide

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1 About this user guide

This user guide is for FreePhone Business administrators or end users. It explains how to sign on to the FreePhone Business portal and how to configure options such as voicemail, a call queue, auto attendant, do not disturb and transfer.

Tip: we advise you to change all settings on the FreePhone Business portal. The Telenet help desk is unable to see any settings you changed directly on the phones.

Disclaimer: all data and numbers used in this user guide are fictitious.

2 Signing on to the FreePhone Business portal

To get started with the FreePhone Business portal, you need to sign on first. You can do this as an administrator or a user.

Note: FreePhone Business works best with the most recent versions of the following browsers: Chrome, Firefox, Edge and Internet Explorer.

2.1 Administrator or end user: different rights

There are two types of users: administrators and end users. End users can only adjust their own settings. Administrators can configure the settings of the main number as well as the settings of other users. You will see different tabs and options depending on the profile you signed on with.

2.2 Signing on as an administrator

1. Go to: <https://mybusinessphone.telenet.be/login/>
2. Select **Administrator**.
3. Click on **Log in** and use your Telenet internet login.
 - This can be found on your last invoice.
 - The first character or first two characters are letters and the rest are digits. For example: aa11111 or a122133.

If you forgot your password, click on the link **Reset password through MijnTelenet**.

2.3 Signing on as a user

1. Go to: <https://mybusinessphone.telenet.be/login/>
2. Select **End User** and enter your username and password. Your username has the format of this example: s000001_u001@centrex.telenet.be

When the Telenet installer configures the users, you will receive an email with an activation message and an email with a temporary password.

3. Click on **Sign in** and use your temporary password. Then change your password.

If you forgot your password, click on the link **Reset Password**. Your email address linked to your FreePhone Business user information will then receive an email with your new password. Sign in with this new, temporary password. Once you sign in again, you must replace the password immediately with a new, personal password.

If you do not receive an email, contact your administrator. He or she can reset your password and verify that your email address is correct.

3 User configuration

During the initial configuration of your FreePhone Business portal, it is important to go through the **user settings** first before you configure the main number.

For each number you have available, you can set up a **user profile** together with the settings of the device to which the profile is linked. Each user can also receive his or her own extended away and time-based forwarding settings, a personal voicemail, a phone book and a greeting.

🏠 You are now managing call group s072006 in FreePhone Business mode.

Customers

Main number Users Auto attendants Call queue Other Settings Log

User ID	First name	Last name	Phone number	Extension	Configure	Reset
s072006_u001@int.centrex.telenet.be	Jan	Janssens	+32-89230022	2001	Configure	
s072006_u004@int.centrex.telenet.be	Piet	Peeters	+32-89230023	2004	Configure	
s072006_u003@int.centrex.telenet.be	Mia	Martens	+32-89230024	2003	Configure	
s072006_u002@int.centrex.telenet.be	Ria	Ruiters	+32-89230025	2002	Configure	

3.1 Setting up each user profile

The Profile tab allows you to enter all the profile settings for each user.

s000001_u001@centrex.telenet.be is an example of a User ID. The Telenet installer predefined this user identification during the initial setup of the user's portal.

The screenshot shows a web interface for setting up a user profile. At the top, there is a 'Customers' tab. Below it, there are several sub-tabs: 'Main number', 'Users', 'Auto attendants', 'Call queue', 'Other Settings', and 'Log'. The 'Users' sub-tab is selected. Underneath, there are more sub-tabs: 'Profile', 'Device', 'Settings', 'Voicemail', 'Contacts', and 'Messages'. The 'Profile' sub-tab is active. The form contains the following fields:

- User ID*: s072006_u001@int.centrex.telenet.be
- First name*: Jan
- Last name: Janssens
- Phone numbers of incoming calls: 089230022 (dropdown menu)
- Phone numbers of outgoing calls: Main Number: 089230020 (dropdown menu)
- Extension*: 2001 (note: Choose an extension between 2000 and 2999)
- Email address: Jan.Janssens@telenetgroup.be
- Language*: NL (dropdown menu)
- New Password: [masked] (note: Minimum length of 8 characters with at least 1 uppercase and 1 lowercase letter)
- Repeat new password: [masked]

A 'Confirm' button is located at the bottom of the form.

You can complete the other fields now or update them later:

- First name, last name
- **Phone numbers of incoming calls:** this is the full phone number for this user, which is always one of your available FreePhone Business numbers.
- **Phone numbers of outgoing calls:** here you can choose the main number instead of the user's personal phone number. This allows the user not to disclose his personal number to everyone.

- **Extension:** this is a unique number per user. For 3 users, you choose 2001, 2002 and 2003 as extensions, for example. It is recommended that you choose a number between 2000 and 2999 for user extensions. This will allow our help desk to help you faster. Each extension can have its own voicemail greeting.
- **Email address:** the email address for this user. [Notifications or copies of a voicemail message](#) will also be sent to this address.
- **Language:** this is the language used on the FreePhone Business portal: NL, FR or EN.
- **New password/Repeat new password:** use these fields to reset the password for a user. Users can also manage their password themselves here.

Tip: Also use this feature when you are entering a user's settings for the first time. The user will receive a mail in this regard and can use the link in the mail to update his or her password.

3.2 Configuring the phones

Every user ID is linked to a phone. This tab allows you to configure that phone. FreePhone Business offers you a choice between 3 different phone s:

- **Telenet Panasonic KX-HDV130:** this is a professional phone with extensive features
- **Telenet Panasonic KX-HDV230:** this is an executive phone with an extra-large screen, which is very convenient for assigning one touch dial keys for your contacts, consulting your phone book, transferring calls quickly, etc.
- **Telenet Panasonic TGP600:** this is a wireless phone with a base station.

Your Telenet installer will take care of the initial configuration of your phones. If you want to make any changes to the configuration afterwards, you can do so by following the procedures below.

Note: if a phone has been configured already and you want to assign another phone – due to a malfunction or an upgrade, for example – first click on **Delete** in order to delete the link with the configuration of the old device. This ensures that the right configuration will be assigned to the new phone. You can then add the new phone as described below.

To configure a user's phone, follow these steps:

- In the **Users > Phone**, it is possible to select the phone type. Then enter the correct **MAC address**. That is your phone's unique, physical address on the network.

3.2.1 Configuring a Telenet Panasonic KX-HDV130

No specific configuration is possible for this device on the FreePhone Business portal. Your Telenet installer will configure this phone for you.

3.2.2 Configuring a Telenet Panasonic KX-HDV230

Once you select the **Telenet Panasonic KX-HDV230** phone, you will be shown a picture of the phone and you can configure the keys.

The first 3 keys are assigned to the following features by default:

- Line identifier
- Do Not Disturb (DND) activation
- Do Not Disturb (DND) deactivation

You can assign the other features to the keys of your choice:

- One Touch Dial
- Busy Lamp Field (BLF): shows the status of colleagues' phones: busy or not – you can also use this key as an 'internal' one touch dial key
- Call history
- Phone book
- Transfer/Blind transfer
- Always remember to activate and deactivate your call transfers, for example to transfer calls to a mobile number when not in the office.

3.2.3 Configuring a Telenet Panasonic TGP600

No specific configuration is possible for this device on the FreePhone Business portal. Your Telenet installer will configure this phone for you.

This phone consists of a base station and a handset. To add an extra handset, follow these steps:

1. Select the base station you want to link the extra handset to. The **MAC address** will be filled in automatically.
2. Choose the handset port and click on **Assign**.
3. Click on **Restart**. The base station will collect the new configuration from the server to include the additional handset in the setup from now on.

3.3 Managing settings

In this tab, you will find a number of user settings to handle calls that the user isn't answering or is unable to answer.

You can have a call terminated (not transferred) or you can have it transferred to voicemail or a specific number in the following cases:

- **Extended away**
- **Busy**
- **No answer**: here you also choose the number of seconds before the chosen action is executed
- **Not reachable**: transfer to voicemail or a specific number

3.4 Setting up the voicemail for users

When you can't be reached or you are not answering an incoming call, callers will go to your voicemail. You can choose to adopt the voicemail settings of the main number or you can set up a personal voicemail greeting yourself.

The voicemail settings for the number of an individual user are [the same FreePhone Business features as those of the main number](#).

3.5 Adding contacts to a phone book

This tab allows you to add contacts in 2 ways:

- **Manually:** click on **Add contact** and enter the contact name and phone number in the dialogue box. Then click on **Create**.
- **In batch:** click on **Batch phone entries** and then do one of the following:
 - **Choose an existing .csv file** of 2 columns showing the contacts' names and phone numbers and click on **Confirm**. The information in the .csv file is added to the contact overview.
 - Click on **Download template** and complete .csv file, i.e. the 2 columns **Name** and **Phone number**.

Note: open this file with Notepad rather than Excel to avoid having to edit all the existing numbers, as Excel will remove the first 0 upon opening the file.

The phone numbers will be available on the phones after about 10 minutes.

3.6 Setting up messages

Here you can upload the message linked to the user's personal number. You can upload several messages here: messages during working hours, outside of working hours and in case of an extended away, for example. You can also choose to use the entrance messages for the main number.

The sound files for your message(s) must be saved in the .wav format.

Tip: give your messages a relevant name to make them easy to manage afterwards.

4 Configuring the main number

The main number is the **central number** your customers use to reach you. The configuration of the main number determines what those customers will hear when they call you on that number, possibly depending on the time of their call (opening hours, weekend, evening, holiday, ...).

To configure the main number, you must complete a number of steps:

- Select the main number.
- Set an entrance message if you wish.
- Link the main number to an auto attendant, call queue or user, and then you follow the relevant steps:
 - Configure the auto attendant.
 - Configure the call queue.
 - Select the user.
- Set the schedule overview.

4.1 Choosing the main number

To ensure FreePhone Business works optimally, it is recommended to choose a main number. It is the starting point for the configuration of the rest of your system.

To choose the main number, follow these steps:

1. On the **Main number > Main number configuration** tab, you can see the current main number. Click on **Configure**.
2. In **step 1** of the wizard, you may want to open the list of phone numbers in the **Main number** field to select the main number.

The screenshot shows the 'Main number configuration' wizard. At the top, there are navigation tabs: 'Main number' (selected), 'Users', 'Auto attendants', 'Call queue', 'Other Settings', and 'Log'. Below these are sub-tabs: 'Main number configuration' (selected), 'Time-based forwarding', 'Schedule', and 'Voicemail main number'. A progress bar indicates '(Step 1/3) Configure the main number'. The main heading is 'Main number configuration'. Below this, a message states: 'Your changes will only be saved when confirmed at the end of the configuration.' and a warning: '⚠ Your previous configuration will be overwritten.' The 'Main number*' field contains '089230020'. Under 'Add the main number to', there are radio buttons for 'Auto attendant' (selected), 'Call queue', and a dropdown menu showing 's072006_u001'. The question 'Would you like to add a welcome message?' is followed by a text area containing 'Welcome' and a dropdown menu. A button labeled 'Add welcome message' is to the right. At the bottom right, there is a red 'Next' button.

4.2 Assigning an auto attendant to the main number

A practical example: someone calling your main number will first hear the entrance message and can then make a choice from the options presented by the auto attendant.

To set an auto attendant, see: [Configuring an auto attendant](#).

4.3 Assigning a call queue to the main number

To inform your callers that their call has been well received and they have been placed in a call queue, you will assign a call queue to the main number.

To assign a call queue to the main number, follow these steps:

1. In step 1 of the main number configuration wizard, choose the **Call queue** option under **Assign main number to**.
2. Click on **Next**.
3. In step 2 of the wizard, **configure the call queue** as described in [Configuring a call queue](#).
4. In step 3 of the wizard, check the main number, the entrance message and the name of the call queue to which the main number is now linked. Click on **Create** to save the changes.

4.4 Assigning the main number to a user

To link the main number to a user, follow these steps:

1. In step 1 of the main number configuration wizard, select the user's **User ID** from the list under **Assign main number to**.
2. Click on **Next**.
3. In step 2 of the wizard, enter the required data for the user and click on **Next**.
4. In step 3 of the wizard, check whether the main number is linked to the right user and click on **Create**.

4.5 Setting up an entrance message

An entrance message is used when customers call the main number. An entrance message is a professional way to process calls for your organization. It is a way to give callers a personal greeting.

The entrance message is the first thing callers hear during a call. The incoming call will then move on to a user, a [call queue](#) or an [auto attendant](#). An entrance message is not mandatory.

You can choose a **default** entrance message, but you can also make the entrance message more **personal** by recording a message yourself.

4.5.1 Setting up a default entrance message

To activate the default entrance message, follow these steps:

1. In step 1 of the main number configuration wizard, click on the **Main number configuration** tab and go to **Do you want to add an entrance message**.
2. In the **Choose an entrance message** field, choose ***Default*** to set the default entrance message.

4.5.2 Setting up a personalized entrance message

To create a **personalized** entrance message and link it to the main number, follow these steps:

1. In step 1 of the main number configuration wizard go to **Do you want to add an entrance message**.
2. In the **Choose an entrance message** field, choose **Add entrance message**.
3. In the dialogue box, give the entrance message a relevant name and do one of the following:

- a. Upload an existing audio file.
or
 - b. Click on the microphone icon and record a personalized entrance message as described below (*).
4. If you also want to make the entrance message **accessible to the other users** with access to the portal, tick the corresponding option.
 5. Click on **Confirm**.

(*) To record an entrance message on the FreePhone Business portal, follow these steps:

1. Click on the **microphone** icon and record the message.
2. Click on the **microphone** icon again as soon as you are finished. The message has now been recorded.
3. Give the file a relevant **name** and click on the **hard drive** icon to download the file.
4. Click on **Choose File**, select your message and click on **Open**.
5. Click on **Confirm** to upload the file.

4.6 Setting up time-based forwarding

When you are absent, your calls will be handled according to your settings in the main number configuration:

- According to [working hours](#)
- During holidays

The screenshot shows the 'Time-based forwarding' configuration page. At the top, there are navigation tabs: 'Main number', 'Users', 'Auto attendants', 'Call queue', 'Other Settings', and 'Log'. Below these are sub-tabs: 'Main number configuration', 'Time-based forwarding' (which is active), 'Schedule', and 'Voicemail main number'. The 'Out of office*' section has three radio button options: 'Never' (selected), 'According to working hours', and 'Processing calls during holidays'. The 'Processing calls outside of working hours' section includes a 'forward to*' dropdown with 'To voicemail' selected and 'To number' as an option, a 'To' text input field, a 'Welcome message for voicemail outside of business hours' dropdown with 'Buitenwerktijden' selected, and an 'Add a welcome message' button. The 'Processing calls during holidays' section includes a 'Forward when on leave*' dropdown with 'To voicemail' selected and 'To number' as an option, a 'To' text input field, a 'Welcome message for voicemail during holidays' dropdown with 'Vakantie' selected, and an 'Add a welcome message' button. At the bottom, there is a 'Confirm' button.

4.6.1 Processing calls outside of working hours

To configure the processing of calls outside of working hours, follow these steps:

1. On the **Time-based forwarding** tab, select the option Out of office ... **According to working hours**.
2. In the section on **Processing calls outside of working hours**, you choose whether calls are transferred:

- a. **To voicemail:** callers will hear the greeting you select or add to the list. To add a greeting, click on **Add file** and choose an existing greeting for voicemail or create a new greeting, as described in [Setting up the voicemail for the main number](#).
 - b. **To a specific number:** this can be another FreePhone Business number, a mobile number or an external number.
3. Click on **Confirm**.

4.6.2 Processing calls during holidays

To configure the processing of calls during holidays, follow these steps:

1. On the **Time-based forwarding** tab, select the option **Out of office... Processing calls during holidays**.
2. In the section on **Processing calls during holidays**, you choose whether calls are transferred:
 - a. **To voicemail:** callers will hear the greeting you select or add to the list. To add a greeting, click on **Add file** and choose an existing greeting or create a new greeting, as described in [Setting up the voicemail for the main number](#).
 - b. **To a specific number:** this can be another FreePhone number, a mobile number or an external number.
3. Click on **Confirm**.

4.7 Setting up a schedule

Your presence and absence is based on a certain schedule. You can set at what **times** of the week and weekend you are active and inactive.

If during [the main number configuration](#), you select the option **According to working hours** under **Out of office**, your presence and absence will be based on the settings of the **Schedule**.

The screenshot shows the 'Time-based forwarding' configuration page. At the top, there is a navigation bar with tabs: 'Main number', 'Users', 'Auto attendants', 'Call queue', 'Other Settings', and 'Log'. Below this is a sub-navigation bar with tabs: 'Main number configuration', 'Time-based forwarding' (which is highlighted), 'Schedule', and 'Voicemail main number'. The main content area is titled 'Out of office*' and contains three radio button options: 'Never' (which is selected), 'According to working hours', and 'Processing calls during holidays'. Below these options is a section titled 'Processing calls outside of working hours'.

This is a possible example of a retail schedule:

- Closed on Sunday
- Open on Monday morning
- Closed on Wednesday afternoon
- Open again on Wednesday night

Day	Block 1			Block 2		
	Active	Start Time	Stop time	Active	Start Time	Stop time
Monday	<input checked="" type="checkbox"/>	09 00	12 00	<input type="checkbox"/>	13 00	18 00
Tuesday	<input checked="" type="checkbox"/>	10 00	19 00	<input type="checkbox"/>	13 00	17 30
Wednesday	<input checked="" type="checkbox"/>	10 00	13 00	<input checked="" type="checkbox"/>	17 00	21 30
Thursday	<input checked="" type="checkbox"/>	10 00	19 00	<input type="checkbox"/>	13 00	17 30
Friday	<input checked="" type="checkbox"/>	10 00	19 00	<input type="checkbox"/>	13 00	17 30
Saturday	<input checked="" type="checkbox"/>	10 00	19 00	<input type="checkbox"/>	13 00	17 30
Sunday	<input type="checkbox"/>	09 00	13 00	<input type="checkbox"/>	13 00	17 30

Confirm

For the selected days, you can choose the opening times or the hours when you are available. In the above example, nothing has been selected for Sundays, so there are no business hours and you will not be available on Sundays.

4.8 Setting up the voicemail for the main number

When you are unavailable or not answering an incoming call, callers can be directed to your voicemail.

4.8.1 What is a voicemail greeting?

A voicemail greeting is the message that is played when the call goes unanswered. This greeting can be set for all numbers or may be different for each user.

4.8.2 Links to other features

The voicemail settings for the main number also give access to the following FreePhone Business features:

- **Notification and copy:** informs you of voicemail messages by email

- **GVM busy greetings:** plays a selected message to inform callers their call cannot be answered as there are too many callers waiting in the call queue
- **GVM no answer greetings:** answers calls outside of working hours with a specific greeting
- **Extended away:** informs callers of your absence during your holidays
- **Disable message deposit:** the connection is simply ended without the option for callers to leave a message. It is possible to have the call transferred to another number.

4.8.3 Setting up the voicemail for the main number

To set the voicemail for the main number, follow these steps:

1. On the **Voicemail main number** tab, first enter the following **Parameters**:
 - a. Choose whether you want to receive the voicemail as a **message** on your phone or as an **attachment** to an email.
 - b. Set the PIN code for your voicemail. The default PIN code is 1234, but you can choose a different PIN code of up to 8 digits.
 - c. Enter the applicable **email address** if you want the voicemails to be sent as an attachment to an email.
 - d. Choose whether you want to use **the same file** for all voicemail messages or if you and the other users can choose from different voicemail messages.
2. In the **Notification and copy** section, enter the **email address** you want the emails (notifications) be sent to as soon as you receive a voicemail message. You can also have a **copy** of the message sent to another email address. As administrator, you can also make voicemail messages available to a different user.
3. In the section **GVM busy greetings**, you can choose the default greeting or upload a personalized file.
4. In the section **GVM no answer greetings**, you can choose after how many **seconds** the greeting will be played. You can also choose the **default** greeting or upload a **personalized file**.

5. In the **Extended Away** section, you tick **Activate extended away settings**. This will activate the settings from the **Time-based forwarding > Processing calls during holidays** tab. If you do not want to receive any messages during your holidays, select the relevant option. You then select the greeting your voicemail should play during your holidays: either no greeting or a personalized message.
6. If you do not want to receive **any messages** on the main number, select this option. Choose whether the **connection** should be **ended** or have the calls **transferred** to a specific number.
7. Click on **Confirm** to save the configuration.

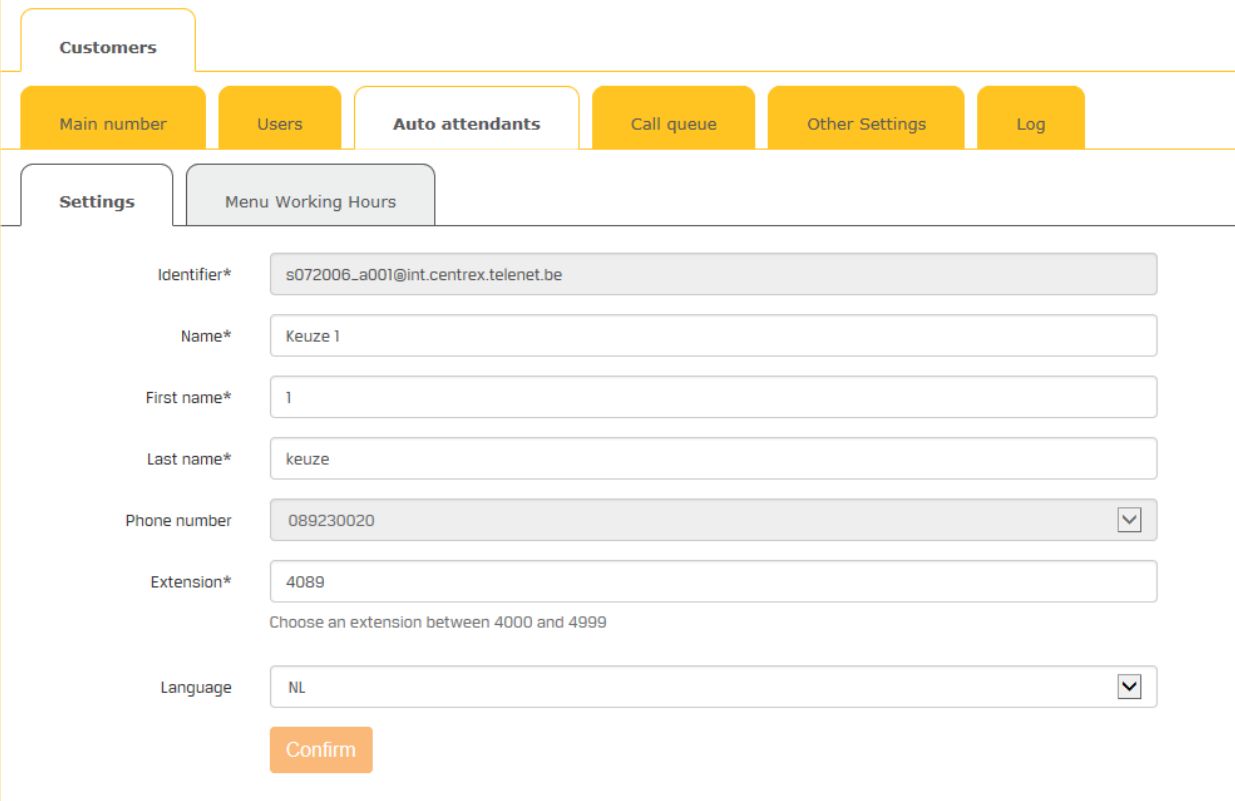
5 Configuring an auto attendant

An auto attendant is an automatic menu system that activates when there is an incoming call on the main number. The caller is asked to make a choice and is then connected to an employee or a mailbox. These choices may involve several users, departments, languages or a combination.

For example: *“Welcome to Smith’s Garage. Press 1 for reception. Press 2 if you have a question about your billing. Press 3 for the workshop. Press 4 for Customer Service. Press 5 for all other questions.”*

For example: *“Welcome to Johnson’s. Press 1 for English. Press 2 for French. Press 3 for Dutch.”*

5.1 Settings



The screenshot shows the 'Auto attendants' configuration page. At the top, there are tabs for 'Customers', 'Main number', 'Users', 'Auto attendants', 'Call queue', 'Other Settings', and 'Log'. Below these, there are sub-tabs for 'Settings' and 'Menu Working Hours'. The 'Settings' tab is active, displaying the following fields:

- Identifier*: s072006_a001@int.centrex.telenet.be
- Name*: Keuze 1
- First name*: 1
- Last name*: keuze
- Phone number: 089230020 (dropdown arrow)
- Extension*: 4089 (with a note: "Choose an extension between 4000 and 4999")
- Language: NL (dropdown arrow)

A 'Confirm' button is located at the bottom of the form.

To configure an auto attendant, follow these steps:

1. On the **Auto attendants** tab, click on **Configure** for the existing auto attendant.
2. On the **Settings** tab, you can see the auto attendant identifier. This is a unique value. Enter the fields:
 - Name - First name - Last name
 - Choose the **phone number** to be linked to this auto attendant.
 - Choose an **extension** for this auto attendant. This is a unique number. It is recommended that you choose a number between 4000 and 4999 for user extensions. This will allow the help desk to help you faster.

- Choose the **language** for the auto attendant. This will also be the auto attendant’s language if you are not recording it yourself. The selected language will also be used for voicemail.
3. Click on **Confirm** to create the auto attendant.

5.2 Menu during working hours

Settings | **Menu Working Hours**

Choose a message: Default

Choose a file: Welcome

Add a welcome message

Key	Description	Action	Phone number
1	option 1	Direct forwarding	9001
2	option 2	Direct forwarding	9002
3	option 3	Direct forwarding	2000
4	option	Direct forwarding	015332109
5		
*	repeat	Repeat menu	
#	Exit	Exit	

Confirm

On the **Menu working hours** tab, you choose the message with which to welcome callers and the options offered by the auto attendant.

To configure the auto attendant options during working hours, follow these steps:

1. Choose whether to play the **default** entrance message or a **personalized** file.

Tip: we recommend adding a personalized message immediately.

2. To record a personalized entrance message, click on **Add file**. In the dialog box, you can upload an existing message or click on the microphone icon to record and upload a new message. Give the message a relevant name and click on **Confirm** when you are ready.
3. To set the content of the **auto attendant**, complete the table:

- Assign a function to the phone keys of your choice.
- Give every function a relevant description.
- Link it to an action and destination.

It is always recommended to use the * and # keys for the functions shown in the table below as standard.

Please find below an example of how an auto attendant can be completed:

Key	Description	Action	Phone number
1	Reception	Direct forwarding	2002
2	Accounting	Direct forwarding	2003
3	Workshop	Direct forwarding	2004
*	Repeat	Repeat menu	
#	Exit	Exit	

The auto attendant is now configured and ready for [Assigning an auto attendant to the main number](#).

Tests and actions

During the configuration of the auto attendant, you assign functions to the phone keys. You can choose from the following functions:

- **Transfer with prompt:** the call is transferred after the announcement of a default message.
- **Transfer without prompt:** the call is transferred without an additional message.
- **Transfer to mailbox:** the call is transferred to the auto attendant voicemail.
- **Repeat menu:** the auto attendant is repeated.
- **Exit:** the call is ended.

Transfers can be made to another FreePhone Business user, via the extension number, to a voicemail or to an external number.

6 Configuring a call queue

When you receive multiple calls that you cannot answer at once, you can use a call queue. Callers will hear a pre-recorded message or music on hold until they are transferred to an available employee.

You can set a call queue for incoming calls so that:

- Only one phone rings for the first user.
- All phones ring for all users at the same time.

6.1 Settings

The screenshot displays the 'Call queue' settings page. At the top, there are six main tabs: 'Main number', 'Users', 'Auto attendants', 'Call queue', 'Other Settings', and 'Log'. Below these, there are four sub-tabs: 'Settings', 'List of users', 'Welcome message', and 'Message in case of music on hold'. The 'Settings' sub-tab is active, showing the following configuration options:

- Identifier***: s072006_c001@int.centrex.telenet.be
- Name***: wacht 1
- Phone number**: None (dropdown menu)
- Choose one of the available phone numbers
- Extension***: 9001
- Choose an extension between 9000 and 9999
- Language**: NL (dropdown menu)
- Transfer settings ***: Send to all users at the same time (dropdown menu)
- Allow overflow
- Activate overflow after x minutes***: 6 (dropdown menu)
- Action in case of overflow***: Play the busy tone, To voicemail, To specific number
- To**: (empty text field)

A 'Confirm' button is located at the bottom of the form.

To configure a call queue, follow these steps:

1. On the **Call queue** tab, click on **Configure** for the existing call queue.
2. The **Settings** tab will show you the auto attendant **identifier**. This is a unique value. Complete the fields:
 - **Name**: give the call queue a relevant name.
 - **Phone number**: link the call queue to one of the FreePhone Business numbers.

- **Extension:** this is a unique number for the call queue. It is recommended that you choose a number between 9000 and 9999. This will allow the help desk to help you faster.
 - **Language:** this is the language used for the call queue and for the default [entrance message](#) if that is what you have selected.
 - **Activate call queue:** choose whether you want to start the call queue with the first user you choose on the [List of users](#) tab or with all users simultaneously.
 - **Overflow:** if you and your employees cannot answer all the calls that are coming in, you can opt for these specific overflow actions:
 - Determine **after how many minutes** the overflow must be activated.
 - Choose whether the caller hears a **busy tone**, is transferred to **voicemail** or to another **specific number**.
3. Click on **Confirm**.

6.2 List of users

The list of users for the call queue is an overview of all FreePhone Business users. You can add them to the call queue in the order of your choice.

To configure the list of users, follow these steps:

1. The **List of users** tab will again show the **identifier** and **name** you gave the call queue in the tab settings.
2. Select the **users** you want to add to the call queue from the list. Then use the **arrows** to put the users in the right order.
3. Click on **Confirm**.

6.3 Entrance message

To inform your callers that their call has been well received, you can welcome them before placing them in the call queue.

To configure the entrance message for a call queue, follow these steps:

1. The **Welcome message** tab will again show you the call queue **identifier**.
2. Tick the **Play entrance message** option.
3. To add some music between call queue messages, choose the following from the list:
 - **Entrance message music mode: default** to play the default music on hold.
 - **File** and then click on **Add file** to add your own music on hold, bearing in mind the copyright on the music.
4. Click on **Confirm**.

6.4 Message in case of music on hold

The screenshot shows the 'Message in case of music on hold' configuration page. At the top, there are navigation tabs: 'Main number', 'Users', 'Auto attendants', 'Call queue', 'Other Settings', and 'Log'. Below these, there are sub-tabs: 'Settings', 'List of users', 'Welcome message', and 'Message in case of music on hold'. The 'Message in case of music on hold' sub-tab is active, showing the following configuration options:

- Identifier*: s072006_c001@int.centrex.telenet.be
- Enable music on hold
- Music on hold source: Default (dropdown menu)
- Choose a file: (dropdown menu)
- [Add a welcome message](#) (button)
- Announce position in the call queue
- Announce position in the call queue after
- Number of seconds between call queue messages: 120
- [Confirm](#) (button)

You can regularly let your callers know how they are progressing by informing them of their position in the queue.

To configure a message with the music on hold, follow these steps:

1. The **Message in case of music on hold** tab will again show the call queue **identifier**.
2. Tick the **Enable music on hold** option.
3. Choose the following from the **Music on hold source** list:
 - **Default** to play the default music on hold.
 - **File** and then click on **Add file** to add your own music on hold, bearing in mind the copyright on the music.
4. Choose whether you want to inform callers of their **position in the call queue** and if so, **after how many seconds**.
5. Click on **Confirm**.

The call queue is now fully configured and ready to be [linked to the main number](#).

7 Configuring voicemail

If you are unavailable or you are not answering incoming calls, callers can be sent to your voicemail where they can leave a message.

You can create and manage voicemail greetings at 3 different levels:

- For the main number
- For each user
- Via the auto attendant message

7.1 Setting up the voicemail for the main number

The voicemail for the main number is set when the main number is configured.

For more information, see [Setting up the voicemail for the main number](#).

7.2 Setting up the voicemail for each user

A user's voicemail settings may be identical to those for the main number, but each user can also choose to have his or her own voicemail settings.

For more information, see also: [Setting up the voicemail for users](#).

Note: the tick next to Voicemail should be on for the user.

7.3 Listening to voicemail messages on the phone

You can listen to your voicemail messages directly on your phone. Depending on your type of phone, you need to follow one of the procedures below.

Note: no other incoming call can be active if you want to listen to your voicemail.

7.3.1 Listen to voicemail messages on a Panasonic HDV130/230

To listen to your voicemail on a Panasonic HDV130/230, follow these steps:

1. Call **5555 OR** push the HOLD/MESSAGE button of the Panasonic HDV130 or the MESSAGE button of the Panasonic HDV230.
2. Enter the PIN code for your voicemail, which you or your administrator chose during [the configuration of your voicemail](#).
3. You can also choose to listen to new or saved messages.

7.3.2 Listening to voicemail messages on a Panasonic TPG600

To listen to your voicemail on a Panasonic TPG600, follow these steps:

1. Call 5555 **OR** push the envelope button.

2. Enter the PIN code for your voicemail, which you or your administrator chose during [the configuration of your voicemail](#).
3. You can also choose to listen to new or saved messages.

8 Configuring transfers

Incoming calls can be transferred to another phone or another person. We distinguish two transfer situations:

- You can manually transfer a caller who is on the line.
- A call can be automatically forwarded without any user intervention.

8.1 Manual transfer

Manual transfers are always done directly on the phone. Telenet offers 3 FreePhone Business devices:

- **Panasonic HDV130**: this is a professional phone with extensive features.
- **Panasonic HDV230**: this is an executive phone with an extra-large screen, which is very convenient for finding contacts.
- **Panasonic TGP600**: this is a wireless phone with a base station.

8.1.1 Manual transfer with a Panasonic HDV130/HDV230

To transfer a call manually with a Panasonic HDV130/HDV230, follow these steps:


1. If you answer the call before you transfer it, inform the caller that you will transfer the call and push the **Transfer** key.
2. Then enter the number of the person you want to transfer the call to. This can be an internal number (extension) or an external number (full number).
3. Wait for the call to be answered and announce the call.
4. Push the **Transfer** key again to complete the transfer or put down the phone after announcing the call.


If you choose not to announce the call before transferring it, you are performing a so-called **blind** transfer by following these steps:

1. As soon as the call comes in, push the **Blind Transfer** key.
2. Then enter the number of the person you want to transfer the call to without waiting whether the person answers the call. This can be an internal number (extension) or an external number.
3. Push the **Blind Transfer** key again or put down the phone immediately after you entered the number.

8.1.2 Manual transfer with a Panasonic TPG600

To transfer a call manually with a Panasonic TPG600, follow these steps:

1. If you answer the call before you transfer it, inform the caller that you will transfer the call and push the **Call forward** key. 
2. Then enter the number of the person you want to transfer the call to and press the **CALL** key.
3. Wait for the call to be answered and announce the call.

4. Push the  key to complete the transfer.

If you choose not to announce the call before transferring it, you are performing a so-called **blind** transfer by following these steps:

1. As soon as the call comes in, push the **Blind Transfer** key.
2. Then enter the number of the person you want to transfer the call to without waiting whether the person answers the call.
3. Push the **CALL** key again or put down the phone immediately after you entered the number.

8.2 Automatic call forwarding

Automatic call forwarding does not require any user intervention. The call is automatically forwarded to another user or another phone without anyone answering the call.

Automatic call forwarding can be enabled permanently for a specific number or can be activated temporarily because the called number:

- Is not answered
- Is busy
- Has 'do not disturb' enabled
- Is not available because of a malfunction on the line

You can choose the settings for automatic call forwarding for the main number when you [configure the time-based forwarding settings](#).

9 Configuring other settings

Please find below an overview of the options on the **Other settings** tab.

The screenshot displays the 'Other Settings' tab in the FreePhone Business Admin interface. The navigation bar includes tabs for 'Main number', 'Users', 'Auto attendants', 'Call queue', 'Other Settings' (which is selected), and 'Log'. Below this, there are sub-tabs for 'Fax to email', 'Music on hold', 'Company Phone Book', 'Messages', and 'Main account'. The 'Fax to email' sub-tab is active, showing a form with the following elements: a checked 'Active' checkbox, a 'Fax number*' field with the value '089230028', a 'Fax to email*' field with the value 'jan.janssens@mail.be', and a red 'Confirm' button.

9.1 Fax to email

This option allows you to choose one of the available FreePhone Business numbers to use as a **virtual fax**.

You must enter an email address if you wish to use fax to email. As soon as someone sends you a fax, you will simply receive the fax as a PDF attachment by email.

Tip: check the settings of your spam filter to ensure these emails are not considered as spam.

9.2 Music on hold

Music on hold is the music callers hear when they are in a call queue. You can choose to play the **default** music on hold or upload **personalized** music on hold.

To upload music on hold, follow these steps:

1. Go to the **Other settings > Music on hold** tab.
2. Tick the **Enable music on hold** option.
3. Choose **default** or **personalized** music on hold.
4. If you chose personalized music on hold, click on **Add file**.
5. In the dialogue box, upload an audio file and click on **Confirm**.
6. Click on **Confirm** again to save the music on hold settings.

Note: do bear in mind the copyright on the music.

9.3 Company phone book

This is where you can manage the contacts of your organization. The process is the same as for managing user contacts/phone books.

See also: [Adding contacts to a phone book](#)

9.4 Messages

This tab provides a central overview of all available messages. You can configure and manage them in this overview. You can also choose to make each message available to other users.

Users can manage their own messages: see [Setting up entrance messages](#).

To add a new message, click on **Add file**.

9.5 Main account

This tab shows the name of the main user of the FreePhone Business portal.

10 Troubleshooting

10.1 The log overview

The Log overview shows the history of all portal activity, which offers additional information for discussions with the help desk on certain issues.

10.2 Login problems

If you receive a message that your login failed, contact the Telenet help desk on +32 15 364 364:

- Monday to Friday: from 8am to 10pm
- On Saturdays, Sundays and national holidays: from 9am to 10pm

Make sure to have your error message ready.