

**CLOUD VOICE**  
**BUSINESS PORTAL**  
END USER GUIDE  
VERSION 2.0

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## ***Introduction***

The following provides a comprehensive user guide on how to use the Virgin Media Business Cloud Voice Business Portal. Where appropriate the guide will be backed up by screenshots to support the recipient of this guide.

For all help and support please visit [virginmediabusiness.co.uk](http://virginmediabusiness.co.uk) where you will find all our Cloud Voice guides or, alternatively, call us on 0800 052 0800.

## ***Overview***

The Business Portal is our Feature Management Portal that allows users of the portal to configure and manage the Cloud Voice service features and settings.

### **Business Portal can be logged onto from the following devices:**

- Desktop (Windows/Mac) – Preferred
- Tablet
- Smartphone

### **Business Portal supports the following browsers:**

- Internet Explorer 8.0 and higher
- Firefox
- Chrome
- Safari

The Business Portal allows an End User to perform the following tasks:

- Manage their account details and passwords
- View a User dashboard
- View User devices
- View and download their applications
- Configure their features

Throughout this document the terms User and Employee will be interchanged, but both mean the same thing – a person using the service who has access to the Business Portal.

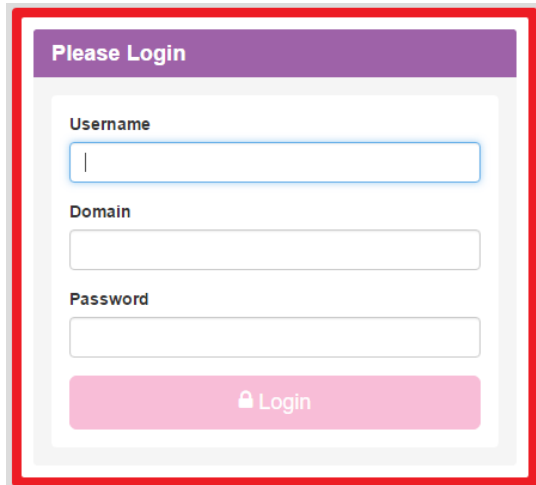
## ***Audience***

This document is intended for Cloud Voice end users as it contains elements about service configuration applicable for the users.

## *Logging into the Business Portal*

End Users are able to log into the business portal from the following URL:

[vmbcloudvoice.virginmediabusiness.co.uk/businessportal/login.jsp](http://vmbcloudvoice.virginmediabusiness.co.uk/businessportal/login.jsp)




**Please Login**

Username

Domain

Password

 Login

Login details for the End User are created when the Users are provisioned by Virgin Media Business during ordering. A welcome email and separate password email will be sent to each User and will contain the following:

- **Username**
- **Domain**
- **Password**

In addition to the above, the welcome email will also contain the following information:

- Phone number
- Extension number
- Applications and voicemail details
- Allocated device(s)
- Support information

When you log in for the first time, you will see your **Dashboard** screen (see more under **Dashboard Description**):

**Employee Dashboard** Company: **VMB Internal**  
Employee:

**Voicemail**

Unread **0** **1**

Read **0** **0**

**Missed Calls**

Caller	Date	Time
0123456789	17 Jan	17:00
0123456789	17 Jan	16:45
0123456789	17 Jan	16:41
0123456789	17 Jan	14:22
0123456789	15 Dec	11:13

**Dialled Calls**

Caller	Date	Time
0123456789	18 Jan	10:10
0123456789	18 Jan	10:09
0123456789	18 Jan	10:08
0123456789	18 Jan	10:07
0123456789	18 Jan	10:02

**Received Calls**

Caller	Date	Time
0123456789	17 Jan	17:01
0123456789	17 Jan	16:39
0123456789	17 Jan	16:38
0123456789	17 Jan	16:36
0123456789	17 Jan	15:45

**Voicemails**

Calling Number	Type	Message	Time	Duration (s)
No voice messages				

[Delete](#)

**Call Logs**

User:  All Traffic:  Outbound:  Answered:  2016/12/22 00:00 - 2016/12/22 23:59 [Q](#)

**Quick Feature Management**

**Call Forwarding Always**

☐ Off

Phone No:  [Save](#)

**Remote Office**

☐ Off

Phone No:  [Save](#)

**Do Not Disturb**

☐ Off

**Calling Line ID Blocking**

☐ Off

**Sim Ring**

☐ Off [Configure](#)

**Call Director**

[Configure](#)

## Password Ageing

Passwords will expire every 90 days and a User will be asked to enter a new password once this period has expired. When changing this password, a User will not be able to use the previous password. When entering a new password the following rules must be adhered to:

- Password Length: 8 characters
- Convention: 1 uppercase letter, 1 number and 1 special character.

## ***Password Resets***

### **User Administrator Reset**

Password resets for User Administrators can only be rectified by a Company or Group Administrator. If you need to reset a password, please contact one of these administrators.

## ***Locked Accounts***

If you enter the wrong credentials into the portal three times in a four-hour period, your account will be locked. This account will then stay locked for four hours, after which you can then enter the correct credentials.

Alternatively you can contact your Company or Group administrator, and they can use the Force Unlock option to unlock this ahead of the four-hour period, and, if needed, reset the password.

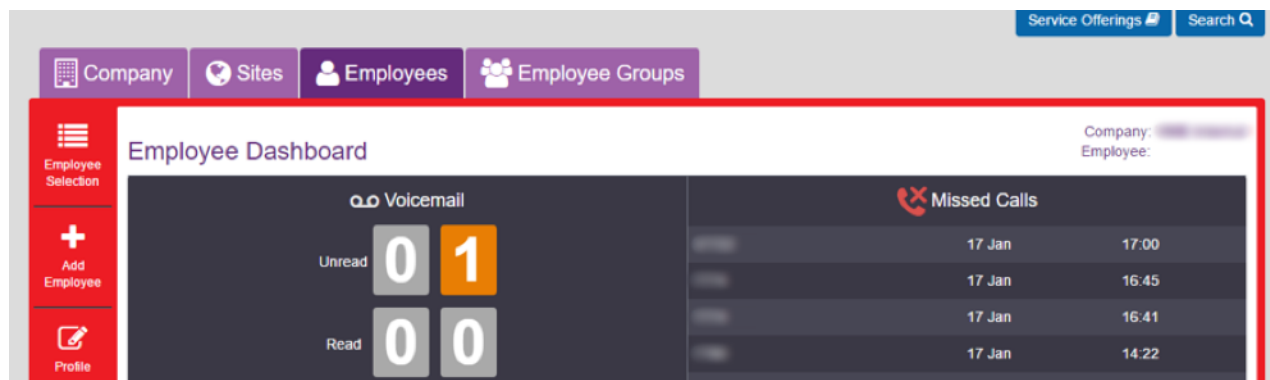
## Portal Quick-Reference Guide

The following screenshots are used to provide a quick overview of the high-level functionality of the portal.

### Tabs

The Business Portal uses tabs to navigate to the different sections of the portal and by default the landing page is the dashboard.

### Service Display



By clicking on the **Service Offerings** link, a User is able to view what feature package they have been allocated, along with the features contained within the pack and any associated add-ons. A feature package represents a specific collection of features and services:

Service Offerings			
Name:			
Description:			
Site Feature Package			
Name	Description	Usage	Available
	Site Features	6 / Unlimited	Unlimited
Enhanced Group Feature Package			
Name	Description	Usage	Available
	Enhanced Features for Call Centres	0 / Unlimited	Unlimited
	Enhanced Features for Hunt Groups	0 / Unlimited	Unlimited
Employee Feature Package			
Name	Description	Usage	Available
Hosted Fixed User	Hosted Fixed User	0 / Unlimited	Unlimited
Hosted Functional User	Ideal for Lobby Phone or Similar	4 / Unlimited	Unlimited
Hosted Mobile User	Hosted Mobile User	24 / Unlimited	Unlimited

---

### ***Live Search Function***

You can use the **Search** function at the top of the page to search for other users within the same company. It offers a dynamic search facility across the following fields:



A screenshot of the top navigation bar. It features a grey search bar on the left and a blue button labeled 'Service Offerings' with a document icon on the right. To the right of the 'Service Offerings' button is another blue button labeled 'Search' with a magnifying glass icon.

- Username
- Firstname
- Surname
- Phone Number

You simply need to type in the criteria (full or partial) and it will list all matches:

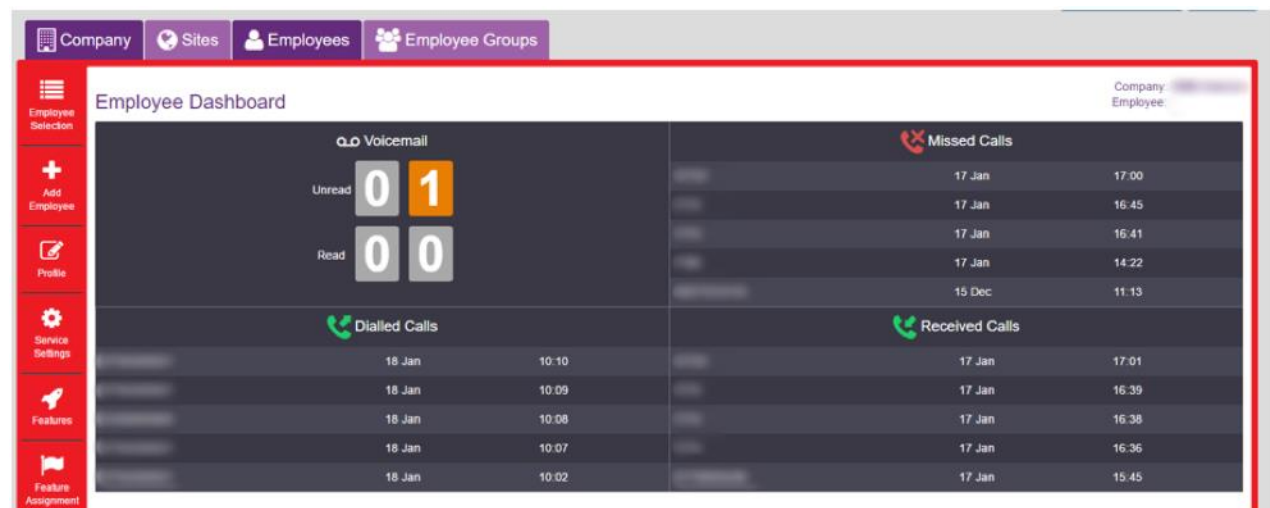
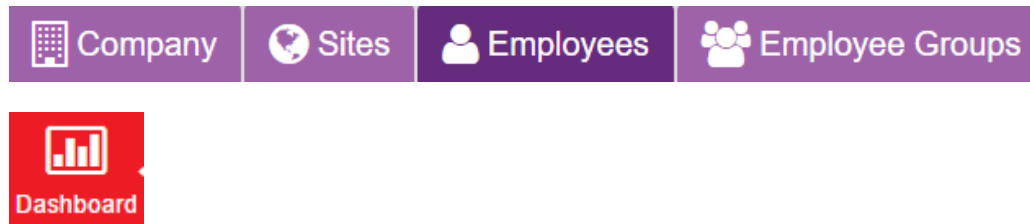


A screenshot of a search bar. It has a white input field with the placeholder text 'Search...' and a magnifying glass icon on the right. The bar is set against a dark purple background.

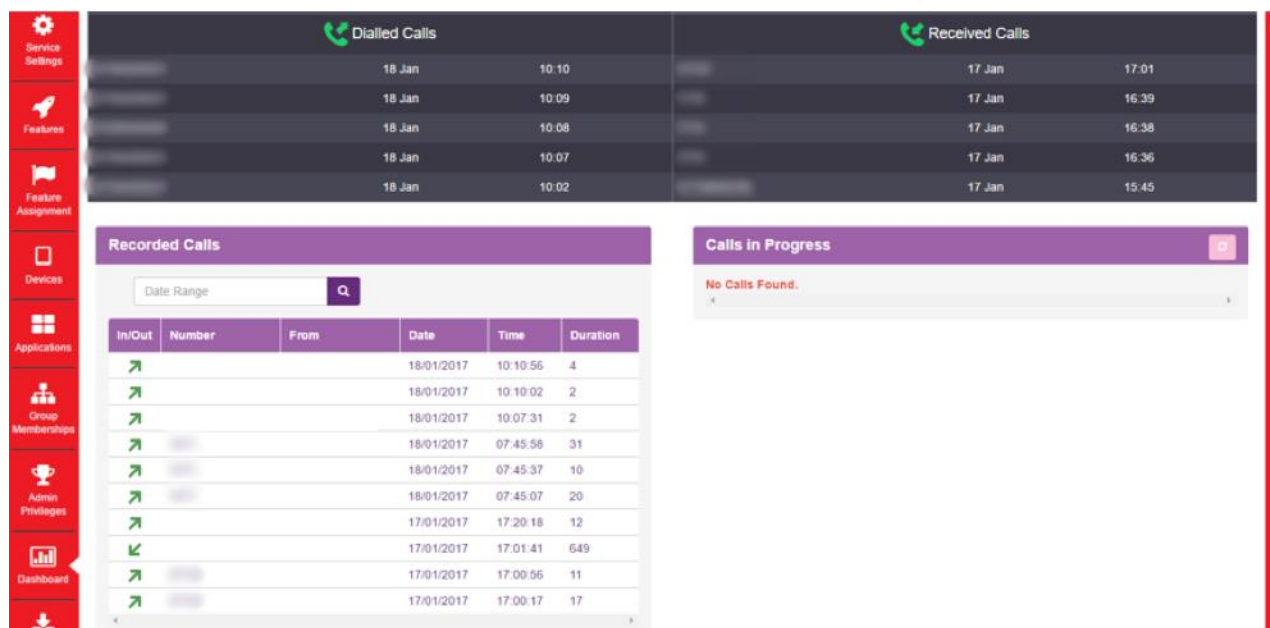
End Users can then use this information to see the contact details of their colleagues.



## Dashboard Display



If you have Call Recording enabled then the dashboard display will look slightly different as per the image below.



## Features Display

The screenshot shows the 'Features' page in the Virgin Media Business Cloud Voice Business Portal. The top navigation bar includes 'Company', 'Sites', 'Employees', and 'Employee Groups'. The left sidebar contains icons for 'Employee Selection', 'Add Employee', 'Profile', 'Service Settings', 'Features' (highlighted), 'Feature Assignment', 'Devices', and 'Applications'. The main content area is titled 'Features' and includes a 'List' tab and a 'Grid' tab. A filter dropdown is set to 'Company: VMB Internal Employee'. The 'Mobility' section is expanded, showing a list of features with 'Configure' buttons: 'Call Director', 'Hot Desking Guest (on)', 'Hot Desking Host (on)', 'Remote Office (on)', 'Sequential Ring (on)', 'Shared Call Appearance', and 'Simultaneous Ring (on)'. Below this, there are expandable sections for 'Call Control', 'Contacts', 'Apps', and 'Messaging'.

## Devices Display

The screenshot shows the 'Devices' page in the Virgin Media Business Cloud Voice Business Portal. The top navigation bar includes 'Company', 'Sites', 'Employees', and 'Employee Groups'. The left sidebar contains icons for 'Employee Selection', 'Add Employee', 'Profile', 'Service Settings', 'Features', 'Feature Assignment', 'Devices' (highlighted), and 'Applications'. The main content area is titled 'Devices' and includes checkboxes for 'Alert All Appearances For Click-To-Dial Calls' and 'Allow Call Move From Another Device'. Below this, the 'My Devices' section displays a grid of device cards: 'Create New' (with a plus icon), 'Polycom VVX 301' (marked as 'Primary'), 'Business Communicator - Tablet', 'UC Office Desktop', and 'UC Office Smart Phone'. Each card has a '0' icon and a 'Configure' button. A 'Save' button is at the bottom.

## Applications Display

Company

Sites

Employees

Employee Groups

Employee Selection

Add Employee

Profile

Service Settings

Features

Feature Assignment

Devices

Applications

Features

LM

GKB

Company: VMB Internal

Employee:

Filter

▼ Mobility

1 Call Director

Configure

1 Hot Desking Guest (0%)

Configure

1 Hot Desking Host (0%)

Configure

1 Remote Office (0%)

Configure

1 Sequential Ring (0%)

Configure

1 Shared Call Appearance

Configure

1 Simultaneous Ring (0%)

Configure

> Call Control

> Contacts

> Apps

> Messaging

## My Account Display

Company

Sites

Employees

Employee Groups

Employee Selection

Add Employee

Profile

Service Settings

Features

Feature Assignment

Company: VMB Internal Employee:

Profile

User Details

Username

Role

Language

English

Auto generate and email password

New Password

Confirm Password

Contact Details

First Name

Surname

Email Address

Phone Number

Country

Street Address

City

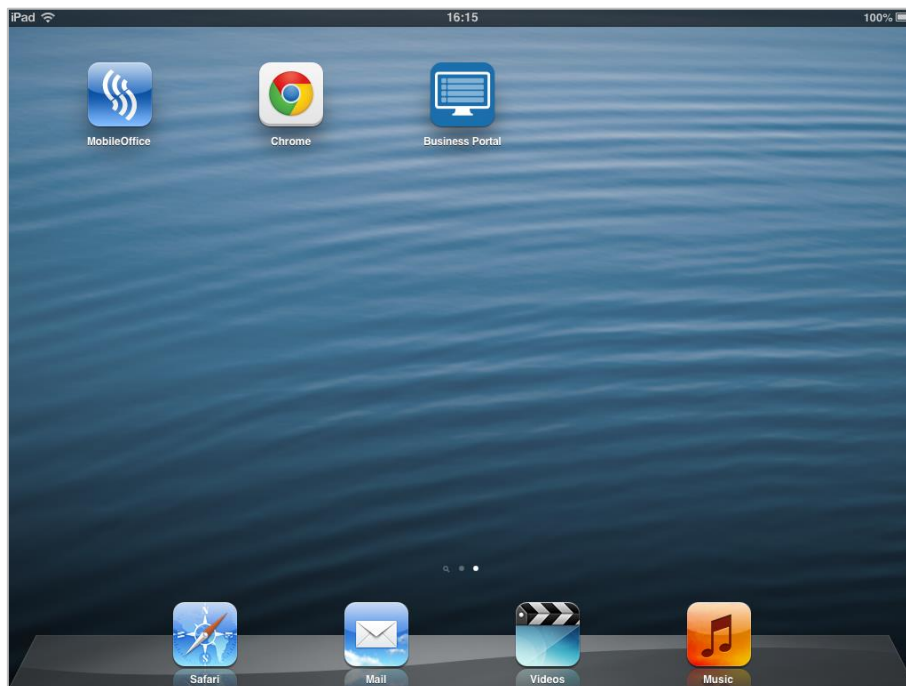
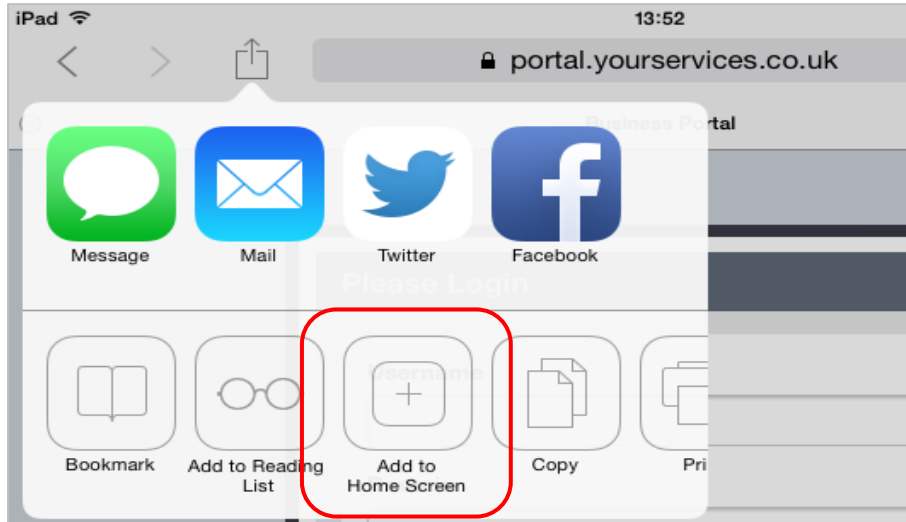
State/Province

Zip/Postal Code

Save

### ***Saving the Business Portal as a Home Screen on iOS***

Access Business Portal on your iOS device and you can save it to the home screen. By doing so, it effectively behaves like an app:



## Views & Filters

You can choose to display the features via two options, either **List** or **Grid**, as displayed below:

Features Company: **VMB Internal**  
Employee:

List Grid Filter ▼

▼ Mobility

- ℹ Call Director Configure
- ℹ Hot Desking Guest (Off) Configure
- ℹ Hot Desking Host (Off) Configure

Features Company: **VMB Internal**  
Employee:

List Grid Filter ▼

▼ Mobility

<span>ℹ</span> Call Director Configure	<span>ℹ</span> Hot Desking Guest (Off) Configure	<span>ℹ</span> Hot Desking Host (Off) Configure	<span>ℹ</span> Remote Office (Off) Configure
<span>ℹ</span> Sequential Ring (Off) Configure	<span>ℹ</span> Shared Call Appearance Configure	<span>ℹ</span> Simultaneous Ring (Off) Configure	

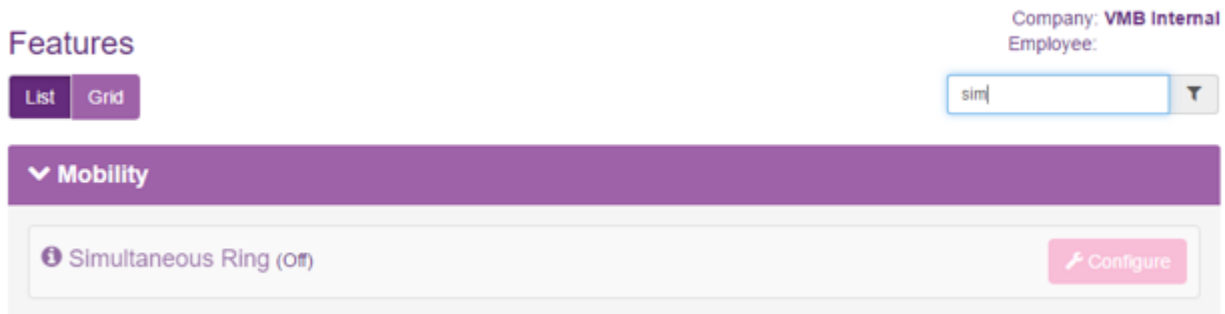


Wherever there is an Information Icon, you will be able to place your mouse cursor over it to get more information, for example:

ℹ Call Director

A Fixed Mobile Convergence solution that allows you to use One Number for inbound and outbound calls and move calls between devices.

You can use filters to find Features quickly; simply start typing the Feature Name in the filter box:



## ***Dashboard Description***

### ***Quick Statistic Tiles***

By default, the Dashboard is displayed when you log in to the Business Portal. There is a visual quick stats section that will display the following:

- Voicemail Notifications – Unread and Read
- Missed Calls – Number, Date and Time
- Dialled Calls – Number, Date and Time
- Received Calls – Number, Date and Time
- Recorded Calls – Last 10 recorded calls, calls in progress (only if enabled), click to be taken to Call recordings
- Voicemails – Received voicemails and ability to playback
- Call Logs – User-level call data and analysis
- Quick Feature Management – Top features

Voicemail

Unread

00

Read

00

Missed Calls

	03 Nov	16:22
	03 Nov	16:09
	03 Nov	16:09
	03 Nov	16:08
	03 Nov	16:07

Dialled Calls

	03 Nov	16:14
--	--------	-------

Received Calls

	03 Nov	16:27
	03 Nov	16:26
	03 Nov	15:57

Voicemails

	Calling Number	Type	Message	Time	Duration (s)
No voice messages					

Delete

Call Logs

User

All Traffic

Outbound

Answered

2016/12/22 00:00 - 2016/12/22 2

Q

Quick Feature Management

Call Forwarding Always

Off

Phone No

Save

Remote Office

Off

Phone No

Save

Do Not Disturb

Off

Calling Line ID Blocking

Off

Sim Ring

Off

Configure

Call Director

Configure

## Recorded Calls

The Employee Dashboard contains a section on Call Recording where the user has had this enabled by a Company Administrator. This is divided into three key areas:

- Recorded Calls
- Calls in Progress
- Details

A **Recorded Calls** screenshot can be seen below and contains the following, which is informational only:

- Last 10 recorded calls, including In/Out, Number, From, Date, Time, Duration.

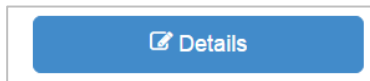
Recorded Calls				
Date Range		Q		
In/Out	Number	From	Date	Time
↗			18/01/2017	10:10:56
↗			18/01/2017	10:10:02
↗			18/01/2017	10:07:31
↗			18/01/2017	07:45:58
↗			18/01/2017	07:45:37
↗			18/01/2017	07:45:07
↗			17/01/2017	17:20:18
↘			17/01/2017	17:01:41
↗			17/01/2017	17:00:56
↗			17/01/2017	17:00:17

A **Calls in Progress** screenshot can be seen below and if **User Initiated** recording is set in the features page, the User can click on the recording state button to record a call.

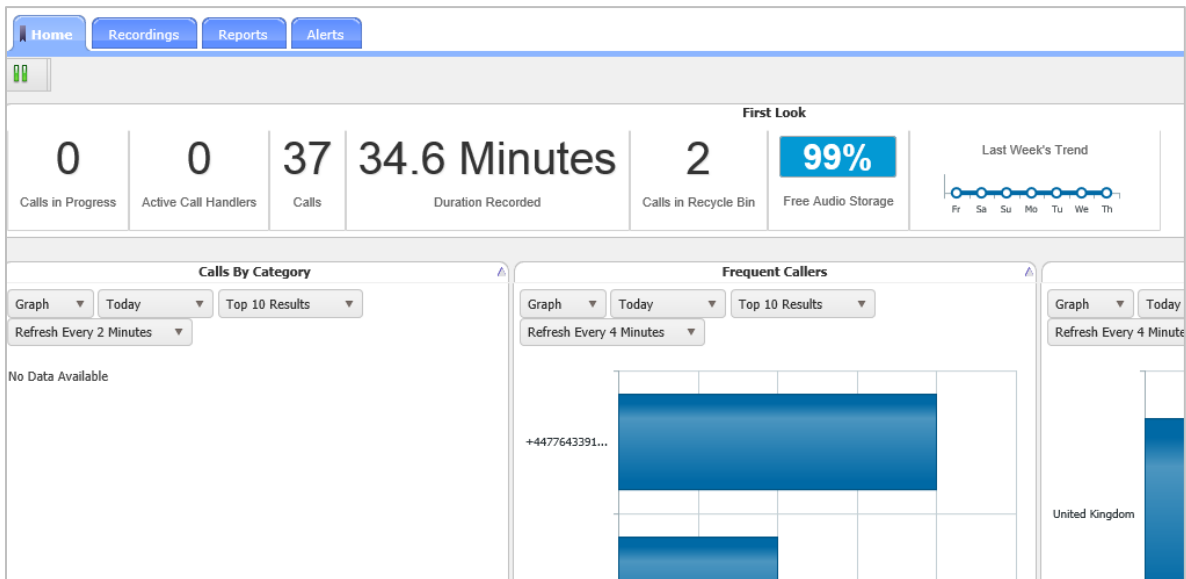
Calls in Progress				
Recording State	Number	From	Date	Time
○			18/03/2016	12:50:02



If the **Details** button is selected, this will open the Call Recording portal in another window.



From here the User may see and play their calls. Please review the *Call Recording Application Guide* for further details on how to use this.



## ***Voicemails***

The Employee Dashboard contains a Voicemail feature that will display the last 10 voicemails, and allows the Employee to:

- Play the call
- Stop the playback
- Advance the playback forwards or backwards
- View date and timestamp of when the voicemail arrived
- View duration of the voicemail
- Delete the voicemail

Voicemails						
<input type="checkbox"/>	Calling Number	Type	Message	Time	Duration (s)	

## ***Click-to-Dial***

The Employee Dashboard contains a **Click-to-Dial** feature which allows you to call any of the numbers shown in Missed Calls, Dialed Calls and Received Calls.

To initiate a call you should click the telephone icon next to the telephone number to perform this action. Your device(s) will ring, upon which you must answer this call. Once you do this, it will connect the call to the called party. To hang up, you can click the telephone icon next to the number dialled.



Click-to-dial



Hang up

## Call Logs

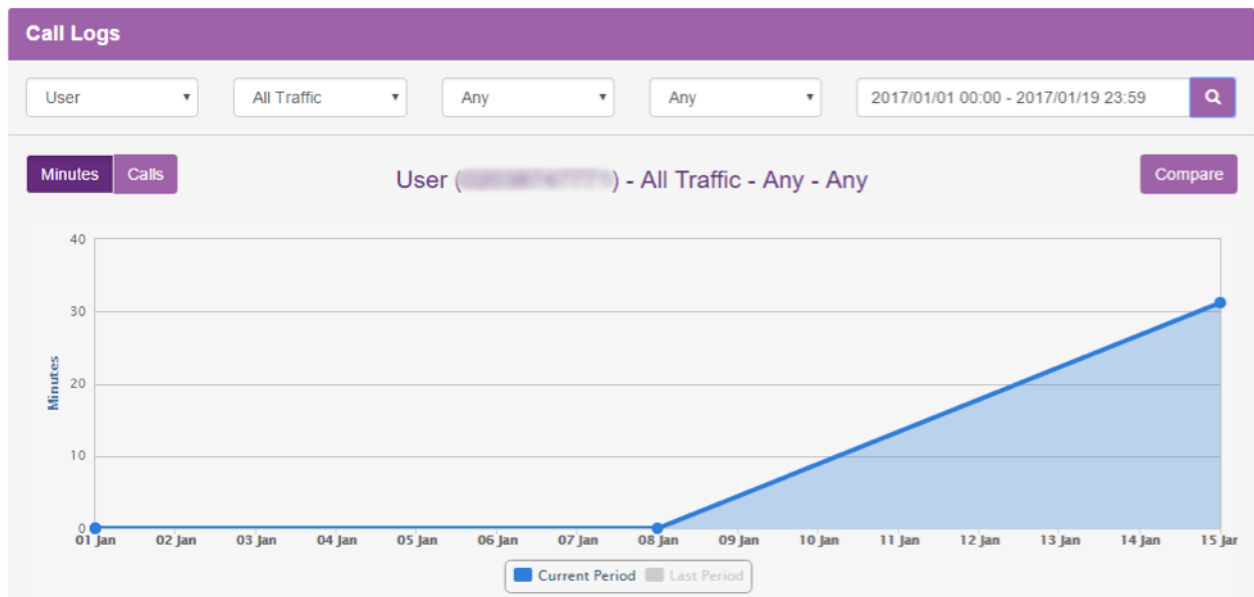
Call Logs provide a set of call-analysis features that allow you to view and analyse call information. This interface allows you to visualise trends and patterns, zoom in on detailed data or view key headline information at a glance:

The screenshot shows the 'Call Logs' interface with a purple header. Below the header, there are four dropdown menus for filtering: 'User', 'All Traffic', 'Outbound', and 'Answered'. Each dropdown has a list of options. To the right of these filters is a date range selector showing '2016/12/22 00:00 - 2016/12/22 23:59' and a search icon. Below the filters, there is a section for 'Today' and other time-based filters: 'Yesterday', 'Last 7 Days', 'Last 30 Days', 'This Month', and 'Custom Range'. At the bottom, there is a 'FROM' and 'TO' date range selector with '2016/12/22' and '2016/12/22' respectively, and 'Apply' and 'Cancel' buttons.

- **User:** Business Number (by full or partial telephone number), Calling Number (by full or partial telephone number)
- **Traffic:** All Traffic, International, Premium Rate, Non-Geographic, Mobile, National, Off-Net, On-Net
- **Direction:** Outbound, Inbound, Any
- **Status:** Answered, Unanswered, Any
- **Date/Time Range:** Select from the predefined options or enter/select a custom date/time range (maximum one month)

## Call Logs Graphical View and Comparison

Once you have selected the call log criteria and clicked search, a graph with various options becomes available:













The following options will then become available for you to enable you to tailor your analysis:

- Minutes or Calls: Switch between total minutes and total calls
- Use the interactive graph to pan and hover for more data
- A comparison feature overlays the previous period's data results, allowing you to analyse patterns and trends

The **List** View provides individual call information on the results of your search including the Business Number, Time, Duration, Calling Number, Destination and Call Status:

[List](#) [Type](#) [Top 10](#) ▼
Export

Show 10 entries Page 1













Business Number	Time	Duration (s)	Calling Number	Destination	Call Status
	18/01/2017 10:10:45 AM	5		Off Net Originating Call	
	18/01/2017 10:09:53 AM	3		Off Net Originating Call	
	18/01/2017 10:08:47 AM	7		Unanswered Call	
	18/01/2017 10:07:07 AM	3		Off Net Originating Call	
	18/01/2017 10:00:13 AM	5		Unanswered Call	
	18/01/2017 09:59:19 AM	11		Unanswered Call	
	18/01/2017 09:55:23 AM	8		Unanswered Call	
	18/01/2017 07:45:58 AM	32		Off Net Originating Call	
	18/01/2017 07:45:36 AM	10		Off Net Originating Call	
	18/01/2017 07:45:07 AM	21		Off Net Originating Call	

Showing 1 to 10 of 64 entries

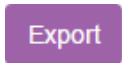
< 1 2 3 4 5 >

The **Type** View allows you to instantly compare different types of calls to provide key information including the amount of Off-Net calls versus On-Net calls, Inbound versus Outbound and Answered versus Unanswered. The Type View displays the percentage split of total minutes and total calls for each call type.

[List](#) [Type](#) [Top 10](#) ▼
Export

Type	Minutes	Total %	Calls	Total %
Off Net	7.83	 25.1%	43	 67.2%
On Net	23.37	 74.9%	21	 32.8%
<b>Total</b>	<b>31.2</b>		<b>64</b>	
Inbound	22.73	 72.9%	14	 21.9%
Outbound	8.47	 27.1%	50	 78.1%
<b>Total</b>	<b>31.2</b>		<b>64</b>	
Answered	28.15	 90.2%	41	 64.1%
Unanswered	3.05	 9.8%	23	 35.9%
<b>Total</b>	<b>31.2</b>		<b>64</b>	

The **Top 10** View provides the 10 highest results based on your search and top 10 category selection. For example, this allows you to see the top 10 destinations



You can use the Export Tool to save the full results of the current Top 10, Type or List View to a downloadable CSV file.

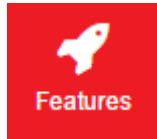
## Quick Feature Management

Quick Feature Management allows you quick access to the most commonly used features:

- **Call Forwarding Always:** Call Forwarding Always (CFA) feature provides the capability to automatically redirect all incoming calls to another phone destination.
- **Remote Office:** To use the feature, you simply enter the phone number of your current location and activate the feature. From that point on, your usual location is temporarily overridden by the newly configured location. When the feature is active, all incoming calls are redirected to your Remote Office location and are subjected to your inbound services. You can originate calls from your Remote Office location through click-to-dial capabilities provided by the Portal and other applications. This ensures that calls are processed as normal originating calls, are subject to your outbound services and will present your normal outbound Calling Line ID.
- **Do Not Disturb:** The Do Not Disturb feature allows you to set your status as unavailable. When you activate this service, all calls to your line are intercepted and processed as if you are busy and cannot receive calls.

- **CLI Display:** This feature delivers your calling line identity for outgoing calls. If you turn this feature off then it will not display your identity to the receiving party.
- **Sim Ring:** The Simultaneous Ring feature allows you to have multiple phone destinations ring simultaneously when incoming calls are received on your phone number. The maximum number of phone destinations that can be set is 10. The first destination to be answered is connected.
- **Call Director:** The Call Director user feature allows you to define one or more phone number locations e.g. a Mobile Phone that can be used as extensions to your account. These numbers are all alerted for inbound calls, similar to the Simultaneous Ring/Remote Office feature. Call Director supersedes the Simultaneous Ring feature and both features should not be on/active at the same time. You can dial a Call Director Portal from these locations and follow the interactive menus to place a call through the Call Director Portal. Outbound calls from your Call Director locations through the Call Director Portal are processed as normal originating calls, are subject to your outbound services and will present your normal outbound Calling Line ID.

## Features Tab



You can select the Features Tab to manage any of the features included in your service. Features are categorised as follows:

### Features

List Grid

> Mobility

> Call Control

> Contacts

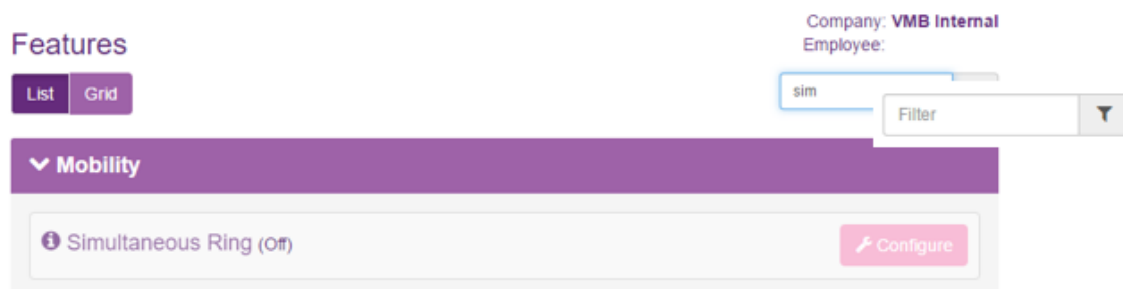
> Apps

> Messaging

- **Mobility:** Subject to Feature Package, this category will allow you to configure the features that allow you call mobility e.g. Call Director, Remote Office, etc.
- **Call Control:** Subject to Feature Package, this category will allow you to configure the features that allow call control e.g. Call forwarding, Call waiting, etc.
- **Contacts:** Subject to Feature Package, this category will allow you to configure the contacts and directories related features e.g. Personal Contacts, Phone Services or Speed Dials.
- **Apps** - Subject to the Feature Package ordered, this category will allow you to configure the applications available for Cloud Voice, e.g. Mobile, Tablet, Desktop.
- **Messaging:** Subject to Feature Package, this category will allow you to configure the Employee Voicemail, Fax Messaging features, etc.

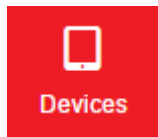
## Filter Search

The filter search allows you to type in the first few letters of the feature you're looking for and displays the matches.

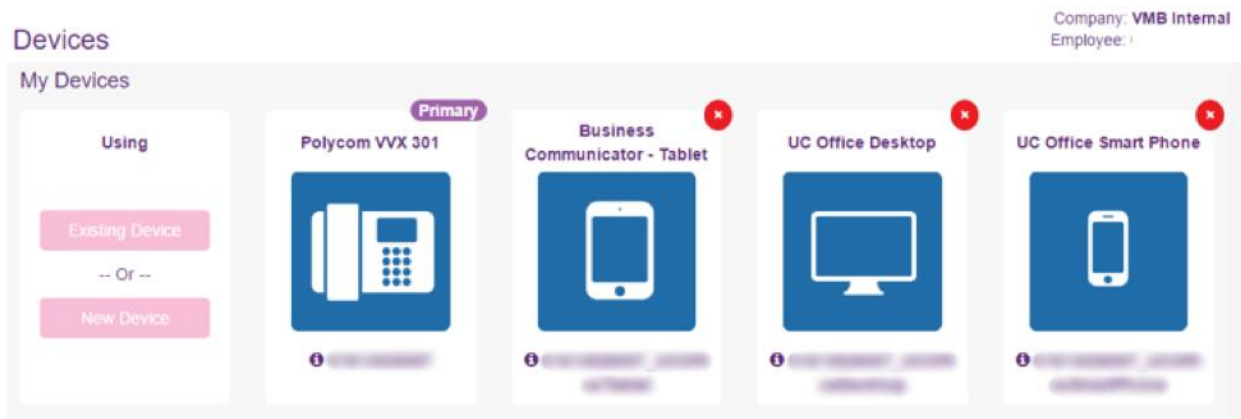




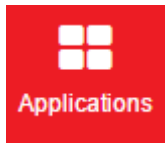
## Devices Tab



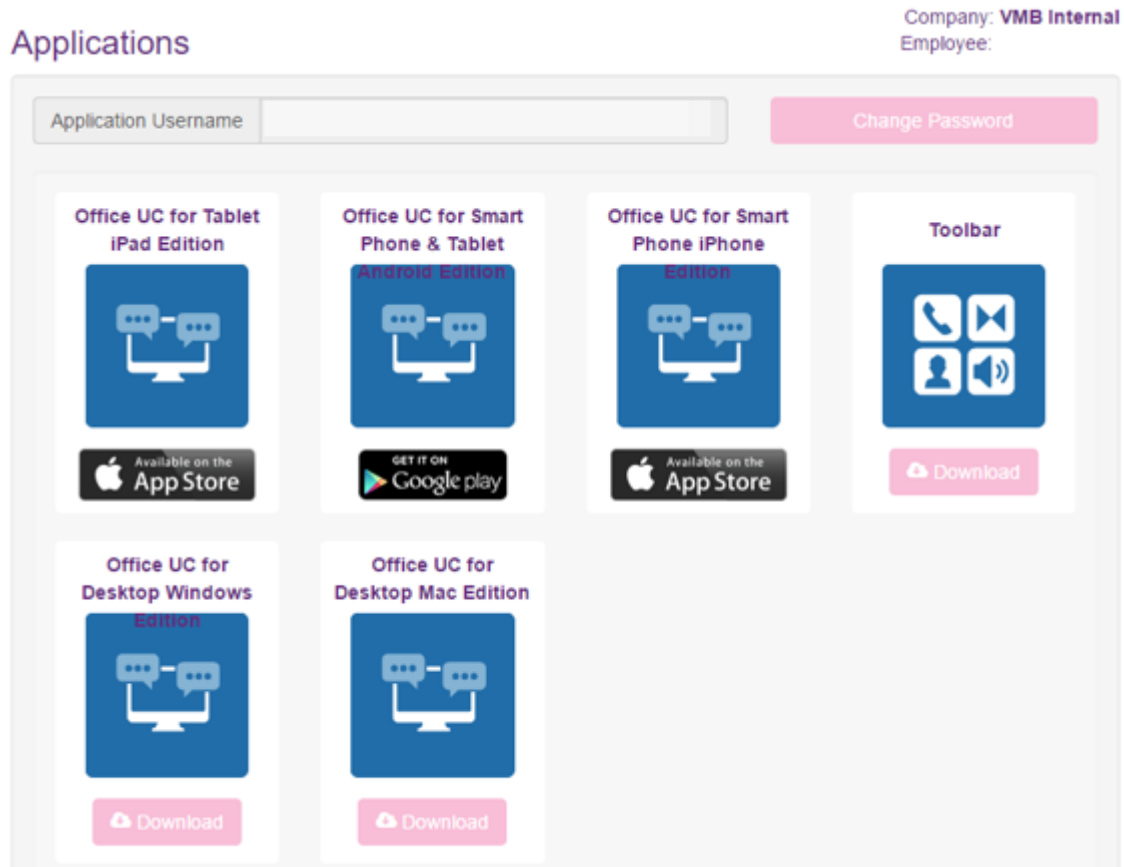
Select this tab to view the Devices (IP Phones, Smart Phones, Desktop clients, etc.) associated with your account. These devices share the same line, so that incoming calls ring on all of the devices simultaneously and outbound calls can be made from any one of the associated devices.



## Applications Tab



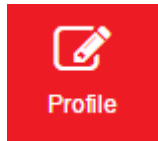
The Applications area allows you to view and download any applications that are part of your service. These can include PC, Mac, Smart Phone and Tablet applications.



- **Application List** – Any applications that are included in your service are listed.
- **Application Download Links** – The links allow you to download the Apps by either downloading directly to your PC/Mac or via the Apple App Store or Google Play.

This page also displays the Application Username that will need to be entered, along with the password, into any application being used.

## Profile Tab



The Profile tab is broken down into two sections as per the items below.


### User Details

- Username: Employee's login name used to access the Business Portal.
- Directory Number: Your main public telephone number.
- Extension: Your internal extension number.
- Password Reset: Change your Portal, Application or Voicemail password/PIN.

### Contact Details

- First Name: Your given name
- Surname: Your surname
- Email Address
- Phone Number
- Address information

### Resetting Passwords

Profile Company:  Employee

**User Details**

Username

\* Role

\* Language

**Password**

New Password

Confirm Password

**Contact Details**

First Name

Surname

Email Address

Phone Number

\* Country

Street Address

City

State/Province

Zip/Postal Code

You can change your password for the portal by inputting your new password and confirming it.

**IF YOU REQUIRE FURTHER HELP, PLEASE CALL  
OUR CUSTOMER CARE TEAM ON 0800 052 0800**

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