

Cloud Hosted IP PBX

BGAdmin Training

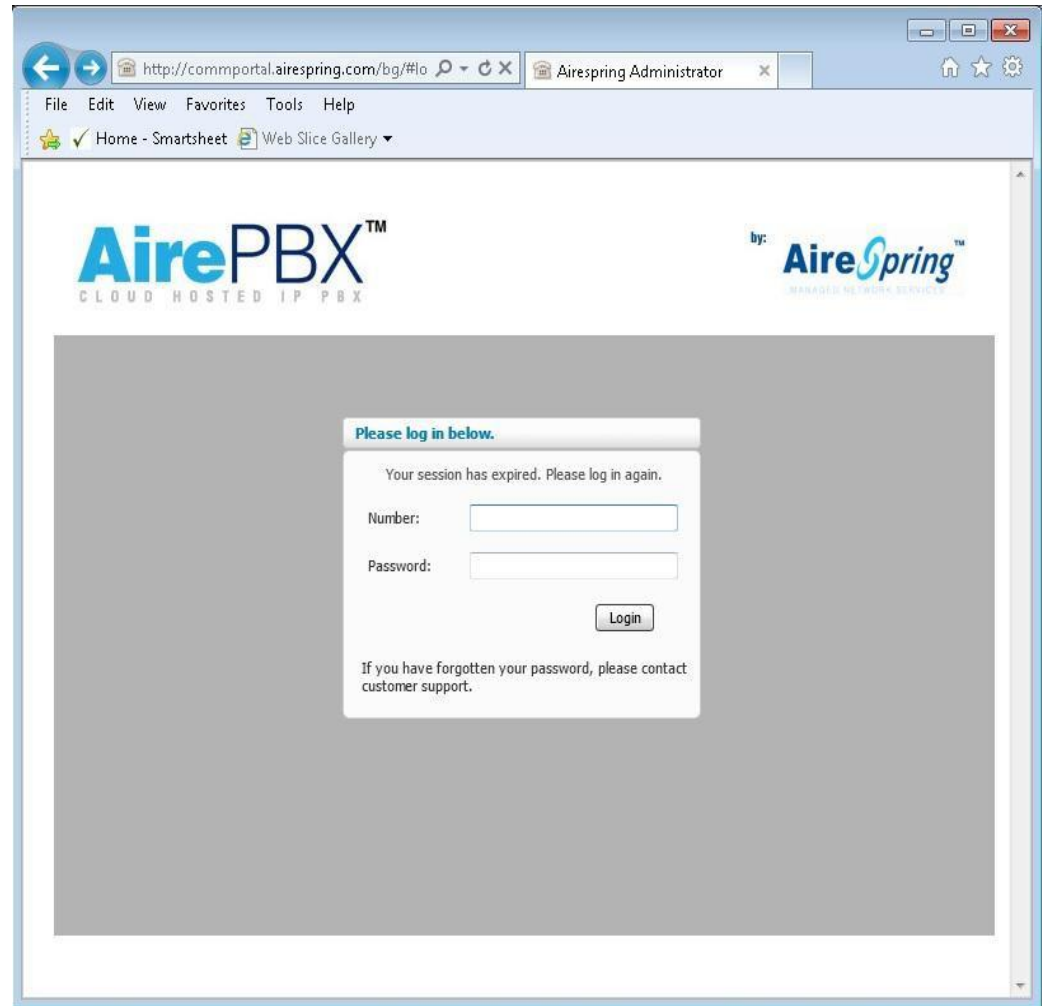
- Welcome to AirePBX
- This BGAdmin (Business Group Administrator) training is designed to help you get comfortable with administration features, functions of your new Cloud Hosted IP PBX.
- With an amazing number of features the AirePBX System will empower your users to be more efficient in their day to day activities.

- AireSpring created this Ready Start! Guide to assist you with the initial setup of your new AirePBX BGAdmin User.
- Overview of your Business Group CommPortal functions.
 - Manage Business Group Lines, Phones
 - Set up, Manage Call Pickup Groups
 - Manage MLHGs (Multi Line Hunt Groups).
 - Create Short Codes
 - Manage Music on Hold
 - Plus many more functions

- **User Information Page.**
 - A number of documented resources linked to this pager like phone guides and CommPortal training.
 - [Airespring.com/ip-PBX-customer](http://airespring.com/ip-PBX-customer)
- **BGAdmin CommPortal**
 - Online web based portal to manage your Business Group options and functions.
 - <http://commportal.airespring.com/bg/#login.html>
- **Customer Care**
 - 888-288-5010

- BGAdmin CommPortal is an online portal which allows you to manage your Business Group from anywhere you have Internet Access.
- Enables you to do the following actions:
 - Manage Business Group Lines, Phones
 - Set up, Manage Call Pickup Groups
 - Manage MLHGs (Multi Line Hunt Groups).
 - Create Short Codes
 - Manage Music on Hold
 - Plus many more functions

- Go to:
<http://commportal.airespring.com/bg/#login.html>
- You'll be prompted for:
 - Number
 - Password



View the settings for an individual line, MLHG pilot number, or view MLHG group settings, click on the corresponding icon in the rightmost column.

Feature
Function List
Colum
Lines Page

Search line
and field
choice option

List of Lines,
numbers,
names,
extensions

The screenshot shows the 'AirePBX' interface with a 'Lines' table. The table has columns for Telephone Number, Extension, and Name. The first row is highlighted, showing '(818) 738 7220' for the telephone number and '8187387220: Admin' for the name. To the right of each row are icons for actions: a person icon (Premium Attendant), a document icon (CommPortal), and a gear icon (BGAdmin).

Telephone Number	Extension	Name
(818) 738 7220		8187387220: Admin
(818) 738 7222	101	8187387222
(818) 738 7223	102	8187387223
(818) 738 7230		MLHG Sales pilot: Airespring_demo_Sales

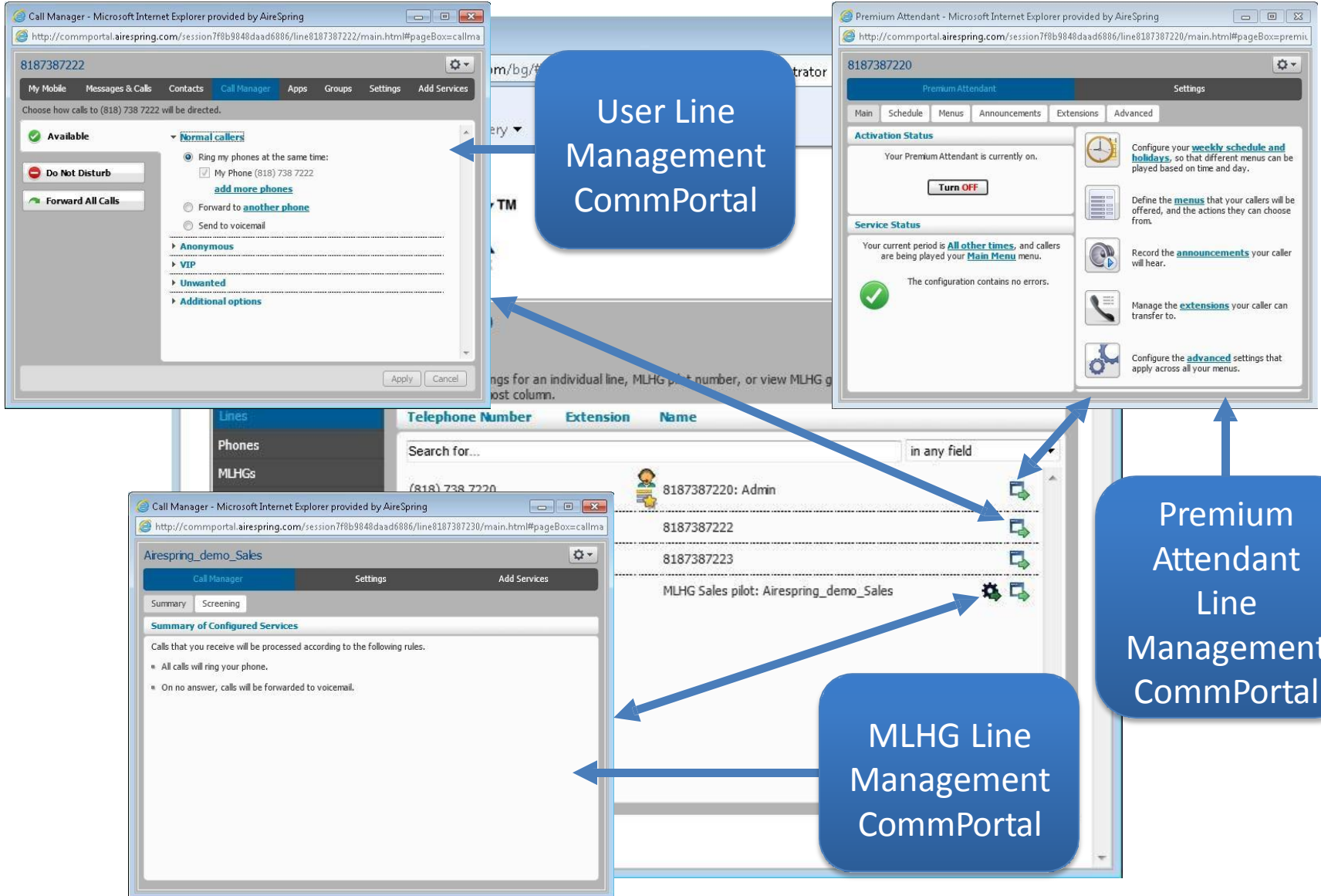
Premium
Attendant
Icon

Launches
lines
CommPortal
Pop ups

BGAdmin Icon

Shortcut to
MLHGs page

Lines Settings Pop Ups



Phones page
Assign phones to lines using the table

Phone Setting Configuration

Change Phone Pop Up

Add, Change Description/
User Name.
Assign, delete line/number

The screenshot displays the Airespring PBX management interface. At the top, the browser address bar shows `http://commportal.airespring.com/bg/#`. The main header features the Airespring logo and the text "AirePBX™ CLOUD HOSTED IP PBX". Below this, the page title is "8187387220 Phones". A sidebar on the left contains a navigation menu with items: "Lines", "Phones", "MLHGs", "Call Pickup Groups", "Short Codes", "Extensions", "Departments", "Account Codes", "Misc. Settings", and "Music on Hold". The main content area contains a table for assigning phones to lines. The table has columns for "Model", "MAC Address", "Description", and "Assigned to". Two phone entries are listed, both with MAC addresses starting with "CC:EF:48:5A:38:" and assigned to the line "(818) 738 7223". A "Change Phone" pop-up window is open, showing fields for "MAC Address" (CC:EF:48:5A:38:28), "Description", and "Assigned to Line?" (checked, (818) 738 7222). Buttons for "Apply" and "Cancel" are at the bottom of the pop-up. An inset window titled "Phone Settings" shows a phone image and "Save changes" and "Discard changes" buttons. Blue callout boxes with arrows point to various elements: the "Phones" menu item, the table, the "Change Phone" pop-up, the "Phone Settings" window, and the "Assigned to" column.

Model	MAC Address	Description	Assigned to
	CC:EF:48:5A:38:28	None	(818) 738 7222
	CC:EF:48:5A:38:54	None	(818) 738 7223

Change Phone
Change the phone configuration and then click Apply.

MAC Address:

Description:

Assigned to Line?

Multi Line Hunt Group – To view the settings for an individual MLHG click the corresponding icon in the rightmost column.

MLHGs

Name and Number of members of MLHGs

Opens MLHGs Settings sub page

The screenshot shows the AirePBX admin interface. At the top, it says "AirePBX™ CLOUD HOSTED IP PBX" and "by: AireSpring™ MANAGED NETWORK SERVICES". Below this, there's a section for "8187387220 MLHGs". A text instruction reads: "To view the settings for an individual MLHG click on the corresponding icon in the rightmost column. Please contact us if you would like to set up a new MLHG." Below this is a table with two columns: "MLHG Name" and "Number of Lines".

MLHG Name	Number of Lines
Sales	2

On the left, a sidebar menu is visible with options: Lines, Phones, MLHGs (highlighted), Call Pickup Groups, Short Codes, Extensions, Departments, Account Codes, Misc. Settings, and Music on Hold. A gear icon is next to the "Sales" row in the table. An inset window shows the "Settings" sub-page for the "Sales" MLHG, with a table containing:

Telephone Number	Extension	Name
(818) 738 7230		Airespring_demo_Sales

Multi Line Hunt Group Setting Sub Page

MLHG Pilot Tab

Number and Name of MLHGs

Individual MLHG Settings Pop Up

The screenshot shows the AirePBX web interface for configuring MLHG Sales. The main page has a left sidebar with navigation options: Lines, Phones, MLHGs (highlighted), Call Pickup Groups, Short Codes, Extensions, Departments, Account Codes, Misc. Settings, and Music on Hold. The main content area shows the MLHG Sales configuration for phone number 8187387220. It includes tabs for MLHG Pilots, MLHG Lines, and Settings. A table lists the MLHG entries:

Telephone Number	Extension	Name
(818) 738 7230		Airespring_demo_Sales

Below the table is a 'Call Manager' pop-up window titled 'Airespring_demo_Sales'. It has tabs for 'Call Manager', 'Settings', and 'Add Services'. The 'Settings' tab is active, showing a 'Summary of Configured Services' section with the following rules:

- All calls will ring your phone.
- On no answer, calls will be forwarded to voicemail.

Multi Line Hunt Groups Sub Page Continued

MLHG Lines Tab

Change Line Position, Add Lines to MLHG

Members of MLHG and logged in, logged out status

MLHG's members user line Management CommPortal

Change Line Positions in MLHG

Use the up/down arrow icons in the Position column to change the order in which the hunt algorithm selects non-busy lines to pass incoming calls to. Click Apply when you have finished.

Position	Telephone Number	Extension	Name
1	(818) 738 7223	102	8187387223
2	(818) 738 7222	101	8187387222

Apply Cancel

Add Lines to MLHG

Select the lines by ticking the boxes and then click Add Selected. Lines added to this MLHG are allowed to login/logout. When you add a line, it will initially be logged out.

Telephone Number	Extension	Name
<input type="checkbox"/> (818) 738 7220		8187387220

Add Selected Cancel

AirePBX™
CLOUD HOSTED IP PBX

8187387220
MLHG Sales

MLHG Pilots MLHG Lines Settings

Position	Telephone Number	Extension	Name
<input type="checkbox"/> 1	(818) 738 7223	102	8187387223
<input type="checkbox"/> 2	(818) 738 7222	101	8187387222

Remove Selected Change Positions Add Lines Add single line: _____

Call Manager - Microsoft Internet Explorer provided by AireSpring

http://commportal.airespring.com/session7f0b9848daad6886/line8187387222/main.html#pageBox=callma

8187387222

My Mobile Messages & Calls Contacts Call Manager Apps Groups Settings Add Services

Choose how calls to (818) 738 7222 will be directed.

Available

- Normal callers
 - Ring my phones at the same time:
 - My Phone (818) 738 7222
 - [add more phones](#)
 - Forward to another phone
 - Send to voicemail
- Anonymous
- VIP
- Unwanted
- Additional options

Apply Cancel

Multi Line Hunt Groups Settings Continued

MLHG
Settings Tab

Preferences
Sub Tab

Current
MLGH Name
And
Login/Logout
option for
members

Multi Line Hunt Groups Settings Continued

MLHG Settings Tab

Hunt Settings Sub Tab

AirePBX™
CLOUD HOSTED IP PBX

by: **AireSpring™**
MANAGED NETWORK SERVICES

8197387220
MLHG Sales

MLHG Pilots MLHG Lines Settings

Preference **Hunt Settings**

This page shows the settings for the Multi Line Hunt Group. Hunting is applied to all calls to pilot numbers. Hunting is optionally applied to direct-dialed calls to busy MLHG lines.

Settings	Value
Call Distribution Algorithm	Linear
Maximum queue length	3
Is line hunting applied to direct-dialed calls?	<input type="checkbox"/>
Is the called number delivered as the Caller ID?	<input type="checkbox"/>
Ring each member for	30
If a member does not answer, do not call again for	30

Apply Cancel

Call Distribution Algorithm menu

- Linear
- Circular
- Uniform (Round robin)
- Uniform (Longest idle)
- Ring all

Current MLGH Hunt Settings

Call Pickup Groups - To view the settings for an individual Call Pickup group click on the corresponding icon in the rightmost column

Call Pickup Groups

Opens Call Pickup Group Service Sub Page

List of Current Call Pickup Groups

Add New Group Pop UP

The screenshot displays the AirePBX web interface. On the left is a sidebar menu with options: Lines, Phones, MLF, Call Pickup Groups (highlighted), Short Codes, Extensions, Departments, Account Codes, Misc. Settings, and Music on Hold. The main content area shows the 'Call Pickup Groups' settings for account 8187387220. It features a table with columns for 'Call Pickup Group Name' and 'Number of Lines'. A modal window titled 'Add Call Pickup Group' is open, containing the text: 'You can add a new Call Pickup Group. Just enter the name of the Call Pickup Group and then click Add.' Below this text is a text input field labeled 'Call Pickup Group Name:' and two buttons: 'Add' and 'Cancel'. At the bottom of the main content area are buttons for 'Delete Selected' and 'Add Group'. A gear icon in the top right corner of the main content area is highlighted with a blue arrow.

Call Pickup Group Service Sub Page

Call Pickup Group Service Page Lines Tab

List numbers in the Call Pickup Group

Add New lines to Group Pop Up

Launches users line management CommPortal

Add single line to Group

Add Lines to Call Pickup Group
Select the lines by ticking the boxes and then click Add Selected.

<input type="checkbox"/>	Telephone Number	Extension	Name
<input type="checkbox"/>	(818) 738 7220	8187387220	

Add Selected Cancel

<input type="checkbox"/>	Telephone Number	Extension	Name
<input type="checkbox"/>	(818) 738 7222	101	8187387222
<input type="checkbox"/>	(818) 738 7223	102	8187387223

Remove Selected Add Lines

Add single line: Add

Call Pickup Group Service Page Continued

Call Pickup Group Service Page Settings Tab

Call Pickup Group name

The screenshot displays the 'Call Pickup Group Service' configuration page in the AirePBX interface. At the top, the account number '8187387220' and the service name 'Call Pickup Group Service' are visible. Below this, there are two tabs: 'Lines' and 'Settings', with 'Settings' being the active tab. A left-hand navigation menu lists various system settings, with 'Call Pickup Groups' highlighted in blue. The main content area is titled 'Group Name' and contains a text input field labeled 'Call Pickup Group Name:' with the value 'Service' entered. At the bottom right of the settings area, there are 'Apply' and 'Cancel' buttons. The AirePBX logo and 'by: AireSpring™' branding are also present at the top of the interface.

Short codes allow your users to quickly dial common numbers.



The screenshot shows the AirePBX Short Codes management interface. A sidebar on the left contains a menu with items: Lines, Phones, MLGs, Call Backup Groups, Short Codes (highlighted), Extensions, Departments, Account Codes, Misc. Settings, and Music on Hold. The main content area displays the 'Short Codes' page for Business Group 8187387220. It includes an 'Edit Single Short Code' pop-up window, a table of short codes, and two 'Add' pop-up windows. The table has two columns: 'Short Code' and 'Telephone Number or Service Access Code'. One row shows short code '222' mapped to '(800) 288 5010'. The 'Add Single Short Code' window has fields for 'Short Code', 'Maps to' (with radio buttons for 'Telephone Number' and 'Service Access Code'), and 'Telephone Number'. The 'Add Range of Short Codes' window has fields for 'Range of Short Codes' and 'First Telephone Number'. At the bottom of the table are buttons for 'Delete Selected', 'Add', and 'Add Range'. The 'Edit Single Short Code' window has 'Save' and 'Cancel' buttons.

Short Codes

List of Short Codes

Add Single Short Code and Number

Edit Short Code and Number Pop Up

Add Range of Short Codes and Number

Extensions allow your users to quickly dial other numbers in the Business Group.

Extensions

List of current extensions

Add Single extension and Number Pop Up

AirePBX™
CLOUD HOSTED IP PBX

by: **AireSpring™**
MANAGED NETWORK SERVICE

8187387220
Extensions

Extensions allow your users to quickly dial other numbers in the Business Group. The table below shows the extensions currently in operation. Additionally, to transfer calls to voicemail, prefix the extension with 7.

Extension	Telephone Number
<input type="checkbox"/> 101	(818) 738 7222
<input type="checkbox"/> 102	(818) 738 7223

Add Single
To configure a single extension, enter the code and the telephone number, and then click Add.

Extension:
Telephone Number:
Add Cancel

Add Range
To configure a range of extensions, enter the first and last codes and the first telephone number that the range maps to, and then click Add.

Range of Extensions: -
First Telephone Number:
Add Cancel

Edit Single
To configure a single extension, enter the code and the telephone number, and then click Save.

Extension: 102
Telephone Number: (818) 738 7223
Save Cancel

Delete Selected Add Add Range

Edit single extension Pop Up

Add Range of Extensions and Numbers Pop Up

Departments divide your Business Group into separately-administrable groups.

List of current Departments

Departments

Add Department Pop Up

Edit existing Department Pop Up

AirePBX™
CLOUD HOSTED IP PBX

by: **AireSpring™**
MANAGED NETWORK SERVICES

8187387220
Departments

Departments divide your Business Group into separately-administrable groups.
To edit or delete a department, click on the department in the tree view below.

Department Name	Operator Number
Accounting	(323) 562 4001

Add Department
To add a new department, enter its name, select its parent department and then click **Add**.

Department Name:

Parent Department: --Select Department--

Operator Number:

Set limits on the number of calls this department can make:

Incoming & Outgoing:

Incoming:

Outgoing:

Edit Department
To rename the department or edit its call limits, change the corresponding values and then click **Apply**. To delete it, click **Delete**.

Department Name:

Operator Number:

Set limits on the number of calls this department can make:

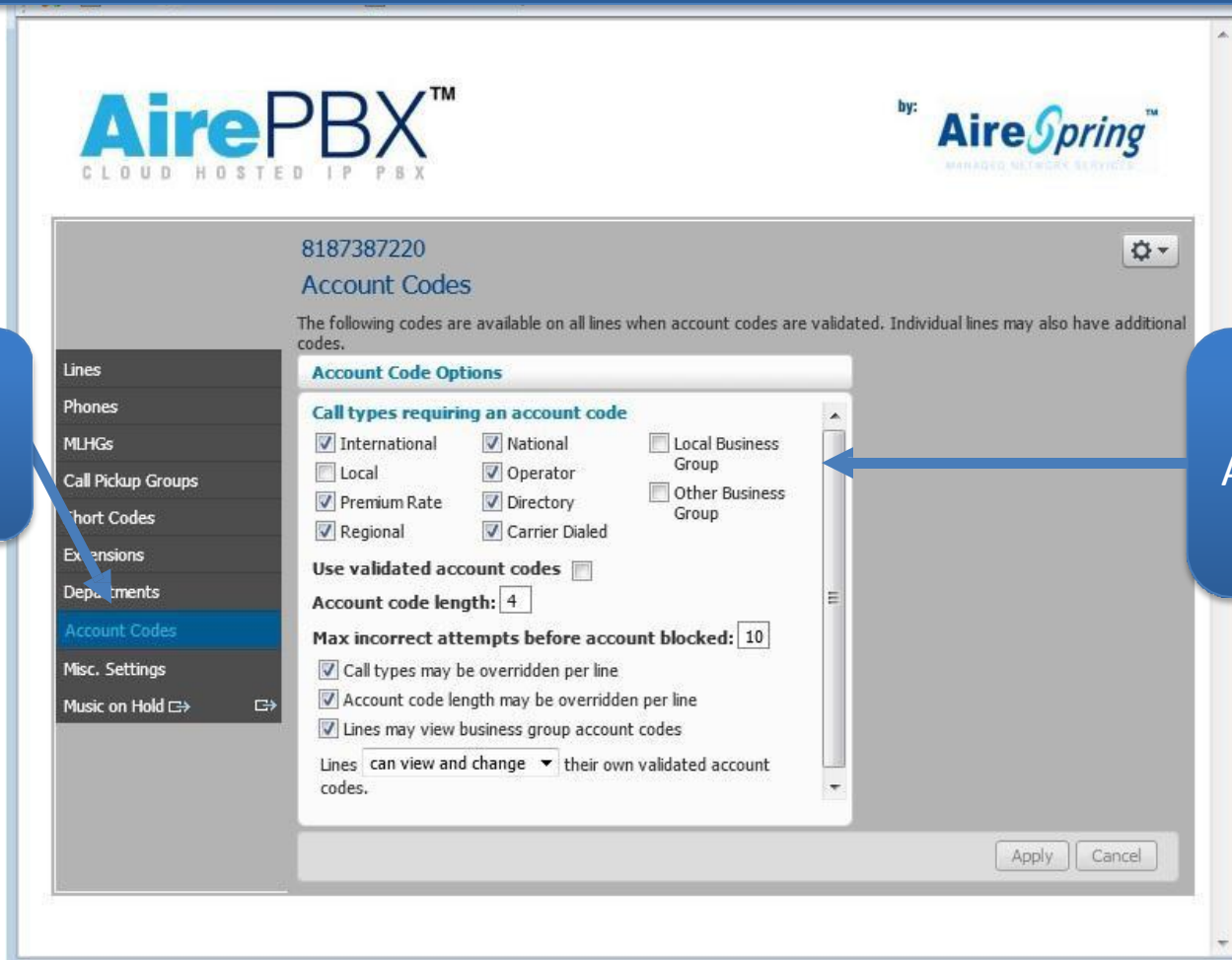
Incoming & Outgoing:

Incoming:

Outgoing:

Add Department

The following codes are available on all lines when account codes are validated. Individual lines may also have additional codes.



The screenshot shows the 'Account Codes' configuration page for a line with ID 8187387220. The page title is 'Account Codes' and it includes a sub-header: 'The following codes are available on all lines when account codes are validated. Individual lines may also have additional codes.' A modal window titled 'Account Code Options' is open, showing the following settings:

- Call types requiring an account code:**
 - International
 - National
 - Local Business Group
 - Local
 - Operator
 - Other Business Group
 - Premium Rate
 - Directory
 - Regional
 - Carrier Dialed
- Use validated account codes:**
- Account code length:** 4
- Max incorrect attempts before account blocked:** 10
- Call types may be overridden per line
- Account code length may be overridden per line
- Lines may view business group account codes
- Lines can view and change their own validated account codes.

Buttons for 'Apply' and 'Cancel' are visible at the bottom right of the modal.

Account Codes

Current Account Code Options

8187387220 Misc. Settings

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
(818) 738 7220 -	1
(818) 738 7222 - (818) 738 7230	3

Number Blocks Tab

Misc. Settings

Current Number Blocks and Number of lines allocated

8187387220
Misc. Settings

Number Blocks External Calls Other Settings

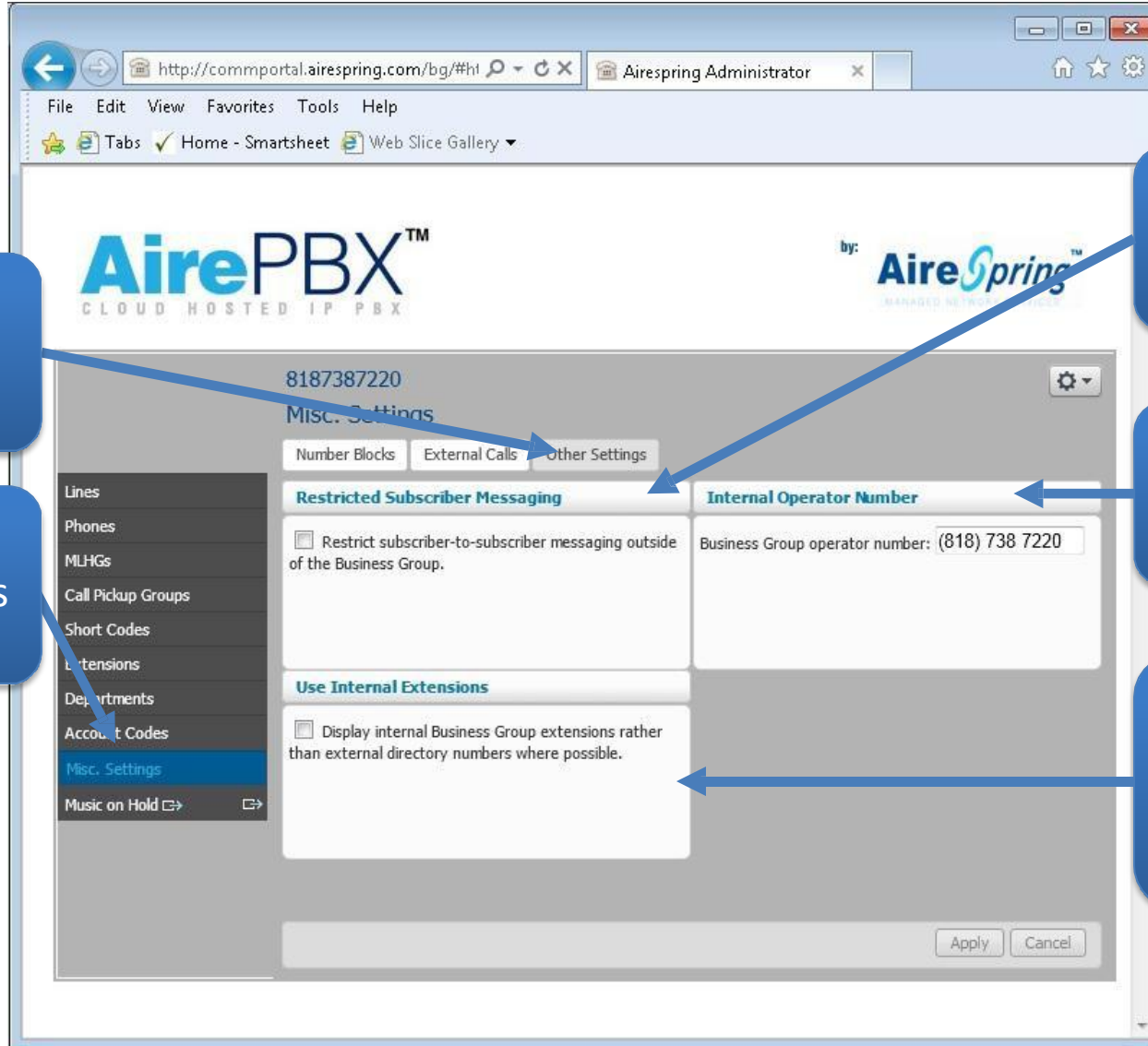
The table below shows any limits on external calls, together with the default carriers that are used when making calls. Please contact us if you would like to change these settings.

Settings	
External Calls	Unlimited
Incoming Calls	Unlimited
Outgoing Calls	Unlimited
Local carrier code	0288
Long distance carrier code	0288
International carrier code	0288

External Call Tab

Misc. Settings

Current Call limit settings and default carrier codes



Other Settings Tab

Misc. Settings

Messaging restriction option

BG Operator Number

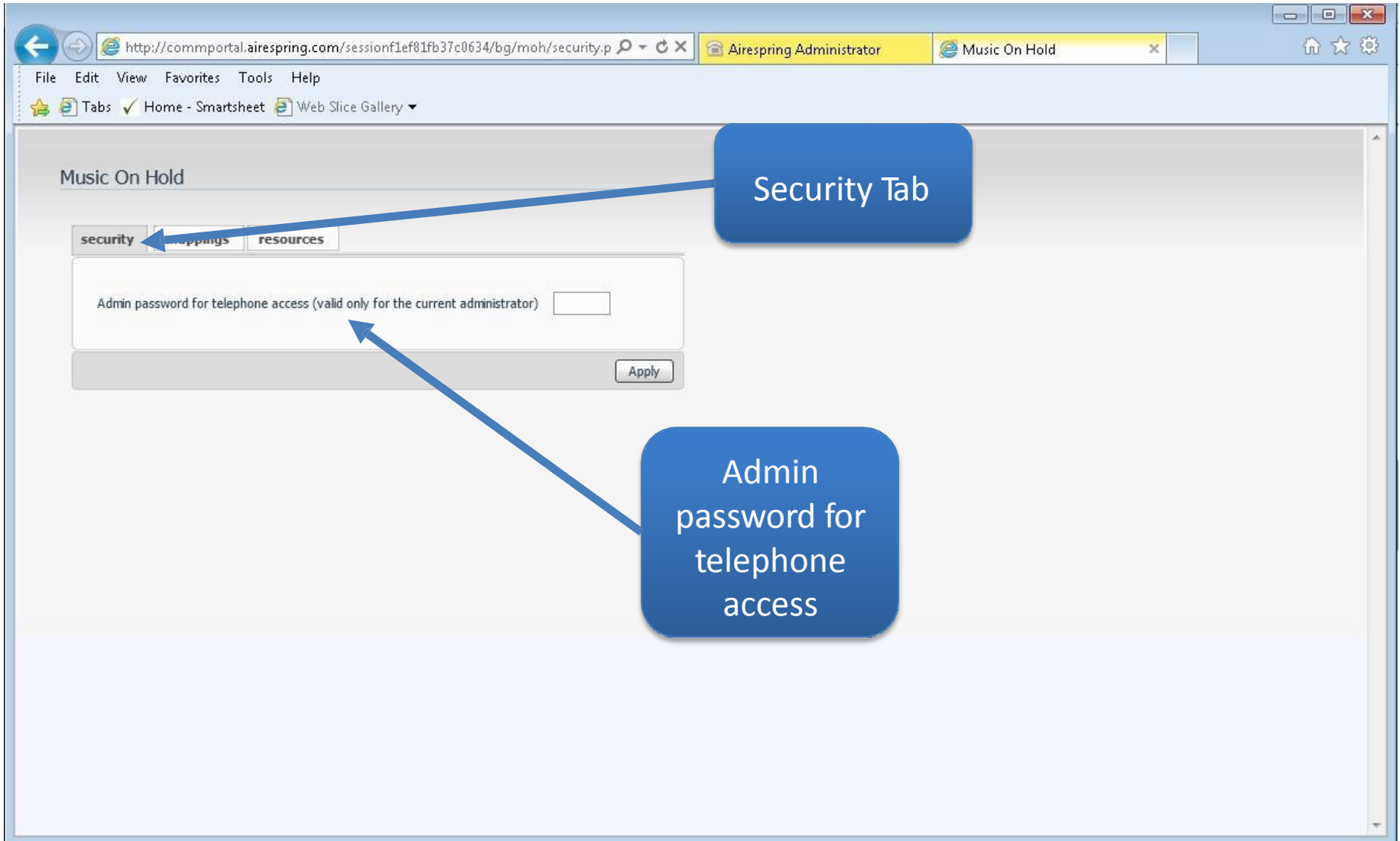
Internal Extension display option

Mappings Tab

Edit enables same drop down menus as Add

Directory number	Initial resource	Action	Follow-up resource	Start Point	Duration	Actions
Default	Global 18 - Jazz-Foxtrot	Repeat - Follow-up interrupted	Global 10 - standard	Start	5 secs	Edit
818-738-7220	None	Repeat	Global 10 - standard	Start		Add
818-738-7220	Global 10 - standard	Repeat	Global 10 - standard	Start		
818-738-7222	Global 11 - Classic-Bolero_excerpt	Repeat - Initial interrupted	Global 11 - Classic-Bolero_excerpt	Start		
818-738-7223	Global 12 - Classic-Four_Seasons_Spring_Movt_1	Repeat - Follow-up interrupted	Global 12 - Classic-Four_Seasons_Spring_Movt_1	Start		

Drop down menus for Directory Number, Initial Resource, Action Follow up Resource and Start Point



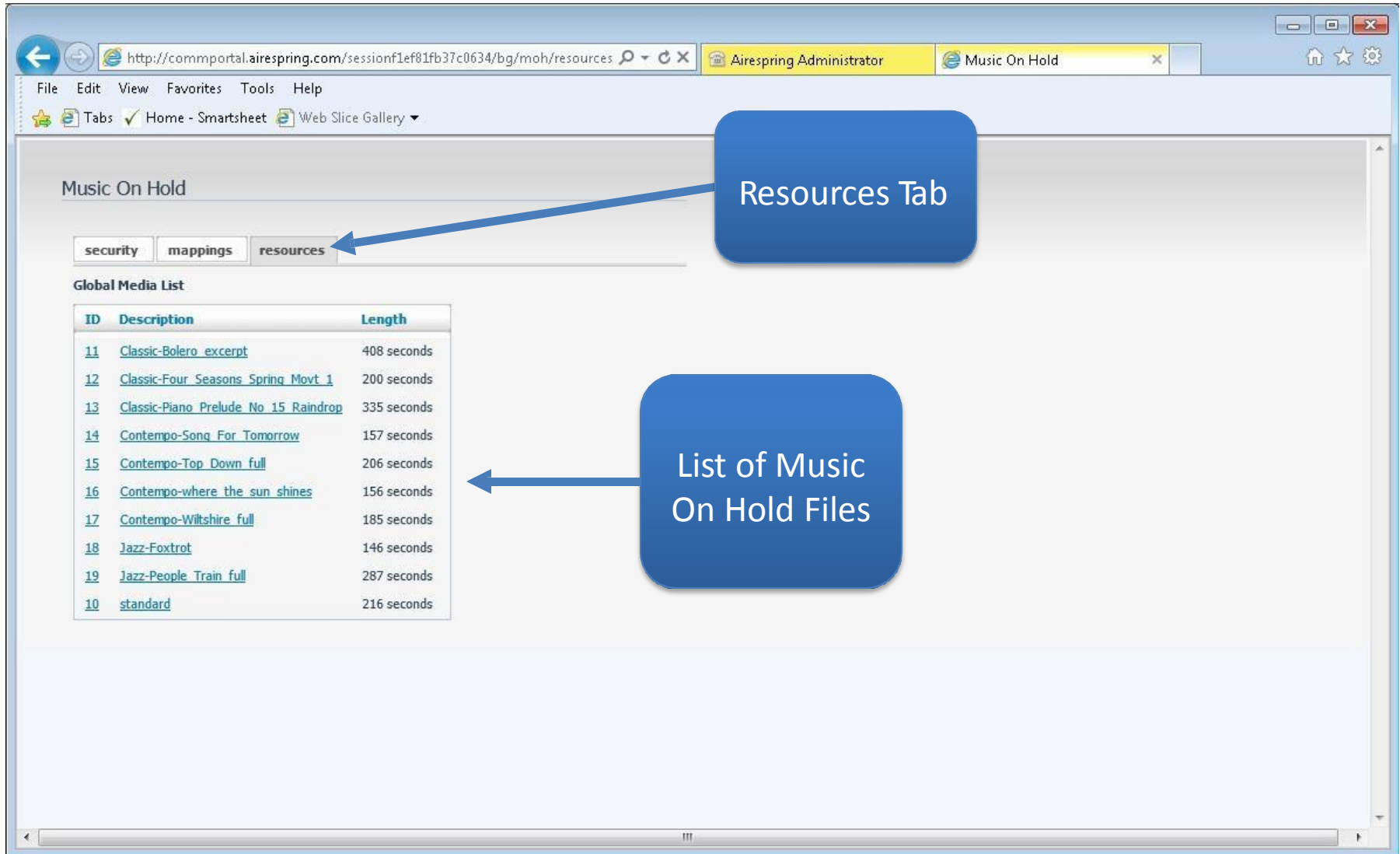
The screenshot shows a web browser window with the URL `http://commportal.airespring.com/sessionf1ef81fb37c0634/bg/moh/security.p`. The browser tabs include "Airespring Administrator" and "Music On Hold". The browser menu bar shows "File", "Edit", "View", "Favorites", "Tools", and "Help". The browser address bar shows "Tabs", "Home - Smartsheet", and "Web Slice Gallery".

The main content area is titled "Music On Hold" and contains three tabs: "security", "settings", and "resources". The "security" tab is selected. Below the tabs is a form with the following text: "Admin password for telephone access (valid only for the current administrator)". There is an empty text input field next to this text. Below the input field is an "Apply" button.

Two blue callout boxes with arrows point to the "security" tab and the text "Admin password for telephone access".

Security Tab

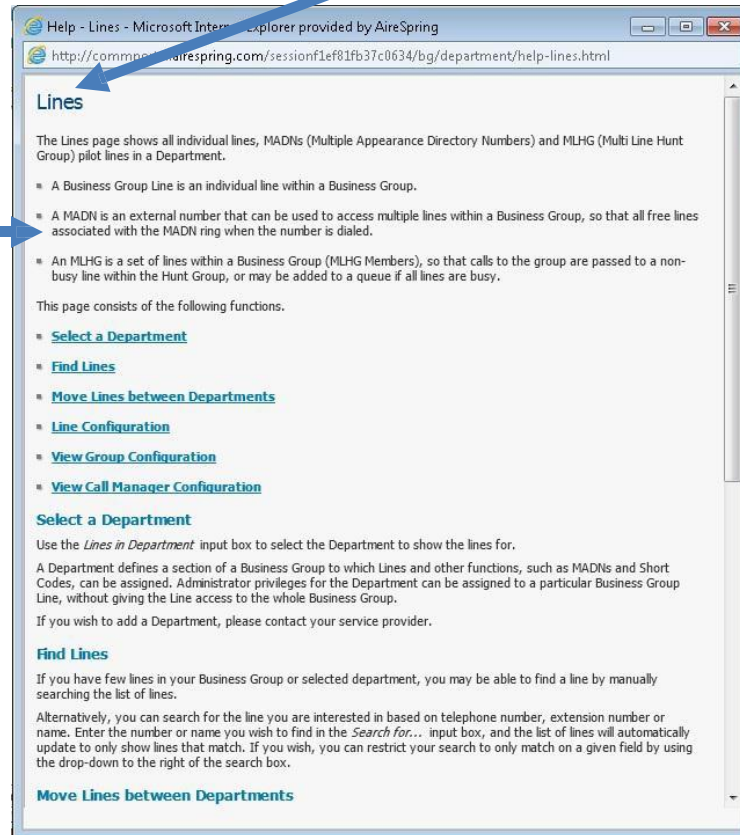
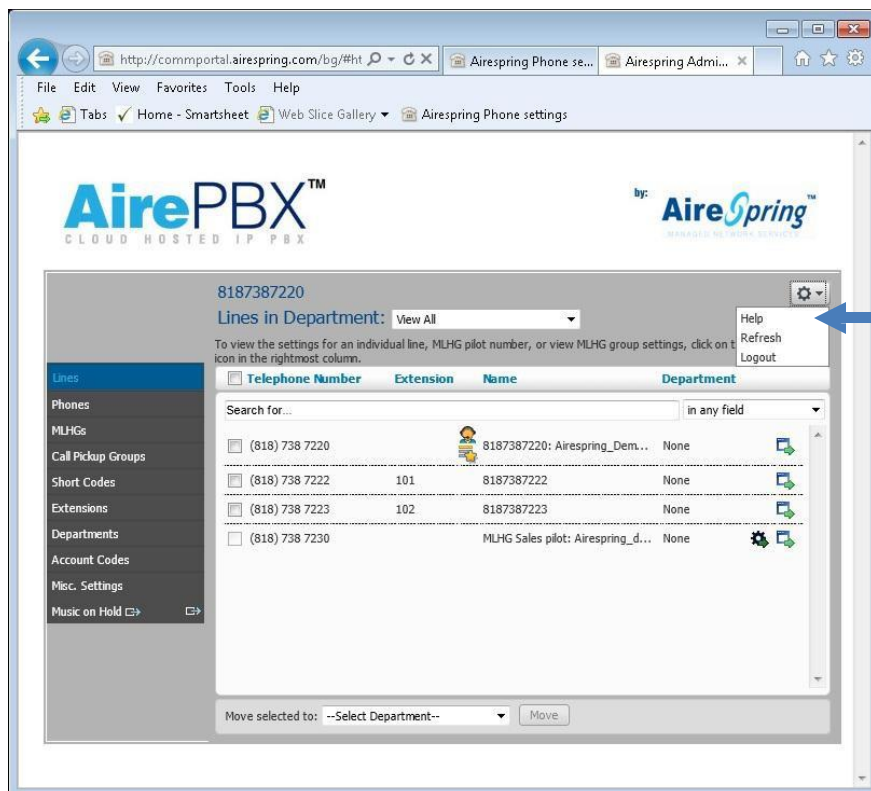
Admin password for telephone access



The screenshot shows a web browser window with the URL `http://commportal.airespring.com/session1ef81fb37c0634/bg/moh/resources`. The browser tabs include "Airespring Administrator" and "Music On Hold". The page content features a navigation menu with "security", "mappings", and "resources" tabs. The "resources" tab is active, displaying a "Global Media List" table. A blue callout box labeled "Resources Tab" points to the "resources" tab. Another blue callout box labeled "List of Music On Hold Files" points to the table.

ID	Description	Length
11	Classic-Bolero excerpt	408 seconds
12	Classic-Four Seasons Spring Movt 1	200 seconds
13	Classic-Piano Prelude No 15 Raindrop	335 seconds
14	Contempo-Song For Tomorrow	157 seconds
15	Contempo-Top Down full	206 seconds
16	Contempo-where the sun shines	156 seconds
17	Contempo-Wiltshire full	185 seconds
18	Jazz-Foxtrot	146 seconds
19	Jazz-People Train full	287 seconds
10	standard	216 seconds

Page Specific Onboard Help Pop Up



[MetaSwitch YouTube Channel](#)

www.youtube.com/user/builtonmetaswitch?feature=results_main