



# UNIFI Customer Portal User Guide

March 2020



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# Contents

<b>Overview</b>	<b>1</b>
Logging In	1
<b>Using the Welcome Tab</b>	<b>2</b>
<b>Using the Workspace Tab</b>	<b>3</b>
About Route Manager	3
The Default Route	3
The Call Forward Route	4
The Do Not Disturb Route	5
The Custom Route	5
About Speed Dial	6
About Call Restrictions	9
<b>Using the Call History Tab</b>	<b>10</b>
<b>Using the Directory Tab</b>	<b>10</b>
<b>Using the Modes Tab</b>	<b>11</b>

# Overview

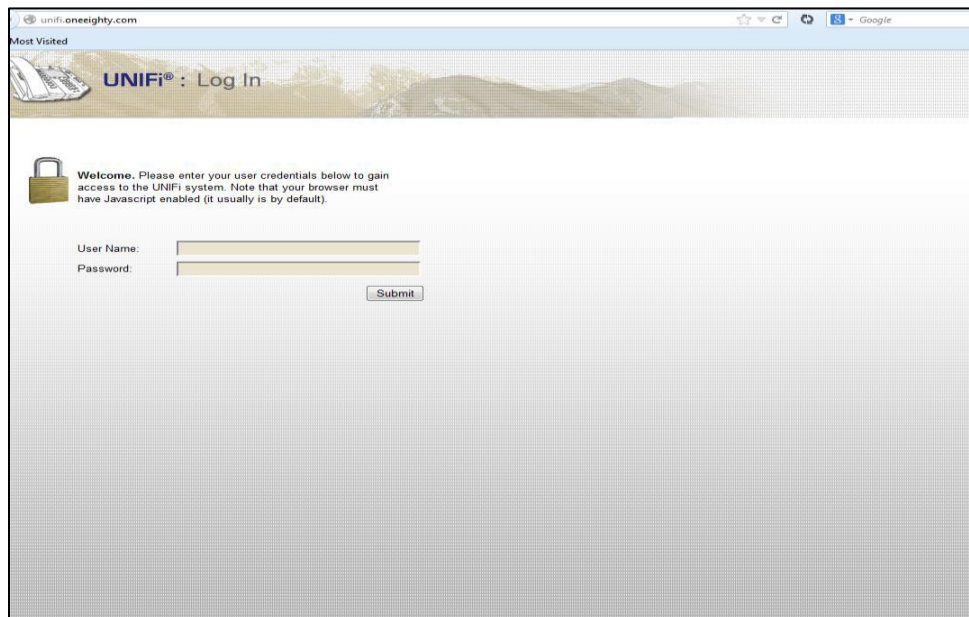
The Allstream Montana UNIFI service is designed to deliver features and capabilities once reserved for the largest corporations to small and medium size business customers, without requiring a large equipment investment. Capabilities such as Direct Inward Dialing (DID), Caller ID Name and Number, Advanced Call Processing and Voice Messaging are included in a system built specifically to serve small to medium business customers.

## Logging In

To access the web portal for your Polycom phone:

1. Open a web browser (Mozilla Firefox or Google Chrome) and visit: <http://unifi.oneeighty.com/>.

**Note:** Please contact Customer Service if you do not know your username or password. A temporary password is assigned, and you are prompted to change it at first log in. You can also change your user name at that time if you wish.



Log In Page

2. Provide your username and password and click **Submit**.

This web portal is for access to your personal direct dial phone number, not for your main corporate number. If changes need to be made to call flow to your main number, please contact Customer Service.

# Using the Welcome Tab

The **Welcome** tab displays any new messages from our programming department.

There is also a **Stats** section that displays the status of your voicemail messages, your current call route, and if your phone needs to be rebooted.

The screenshot shows the UNIFI: Integra Telecom Billings web interface. At the top, there is a header with a phone icon and the text "UNIFI® : Integra Telecom Billings". Below the header is a navigation bar with tabs: "Welcome" (highlighted in green), "Workspace", "Call History", "Directory", and "Modes".

The main content area is divided into two sections: "News" and "Stats".

**News Section:**

- SURVEY RESULTS ARE IN** (2012-08-02 07:54:24) [Read](#)  
Thank you for your feedback. We had an overwhelming response and are looking forward to applying what we have learned to the enhancement of UNIFI. Below you will see a prioritized list of the top 5 features requested. As we work towards developing and implementing those features we will be sharing
- Faxing Trouble? Please read this post first** (2009-10-05 15:54:18) [Read](#)  
If you have recently upgraded your fax machine or are thinking about upgrading your fax machine please make sure that the following feature changes are made so that you may get optimal fax functionality on the UNIFI system:  
1. ECM(Error Correction Mode): Needs to be disabled  
2. Resolution:

**Stats Section:**

**At A Glance...**

- New Voice Messages : 0
- Old Voice Messages : 0
- Temp Greeting Active : No
- Active Call Route : **Default**
- Reboot Needed : **Yes**

**Recent Calls**

Date	Number	Min.
[Redacted]		

**Out**

Date	CID	Number	Min.
[Redacted]			

**In**

Welcome Tab

# Using the Workspace Tab



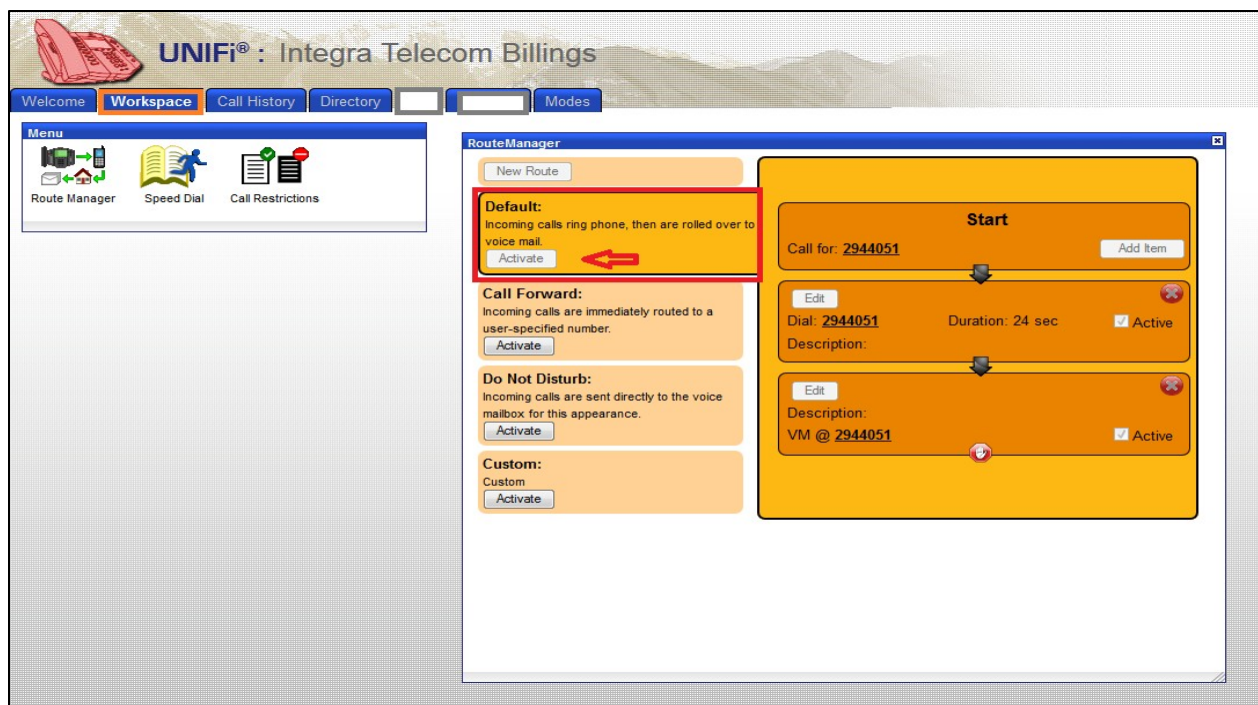
Workspace Tab

Functions available in the **Workspace** tab include:

- The **Route Manager** allows you to change how your personal phone number rings.
- The **Speed Dial** allows you to change how you see your speed dial entries on your phone.
- The **Call Restrictions** allows you to block any outgoing or incoming phone numbers to and from your personal number.

## About Route Manager

### The Default Route



Route Manager, Default Route

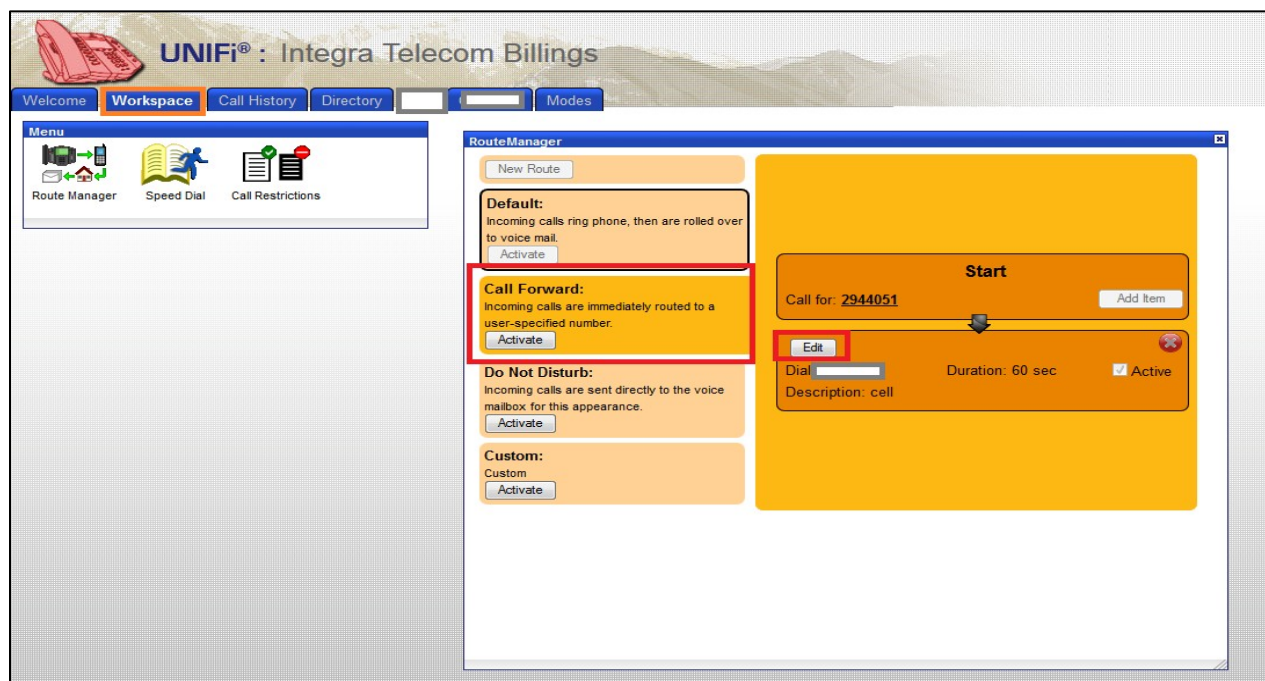
Active routes are distinguishable by the inactive **Activate** button. Unless you change this, your route manager is always set to **Default**.

The default setting tells your phone that when it receives a call, that call will ring at your desk phone for 24 seconds and if not answered, it will go to your voicemail.

In this route, you can change the number of seconds your phone rings before going to voicemail by choosing the edit button. (Rule of thumb is 4 seconds equals one ring)

## The Call Forward Route

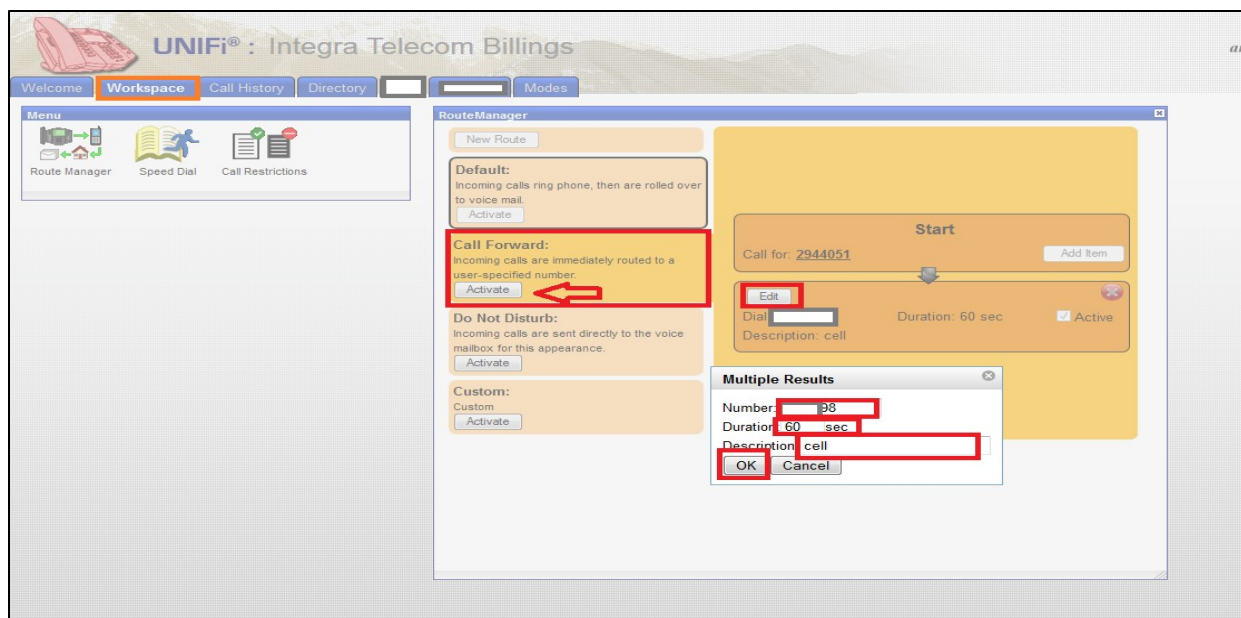
The **Call Forward** option allows you to forward your desk phone immediately to another number. (cell phone, home phone, etc.) Click **Edit** to change the number to which you want to forward calls. Enter only numbers; do not enter spaces, dashes, or parentheses.



Route Manager, Call Forward

You can adjust the call duration in this section to make sure that calls are passed to your cell phone voicemail (60 seconds ensures that calls always ring long enough to get to your cell phone voicemail).

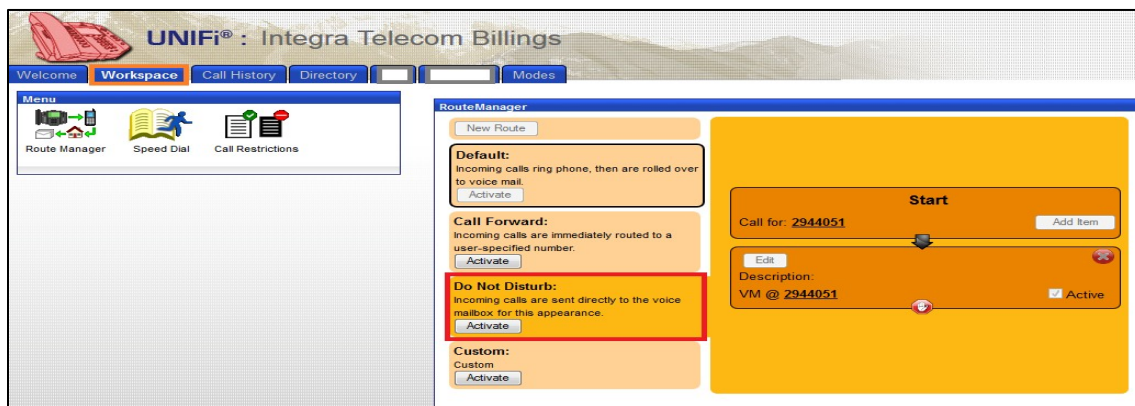
To activate this route, click **Activate** under the **Call Forward** option on the left.



#### Modifying Call Forward Options

### The Do Not Disturb Route

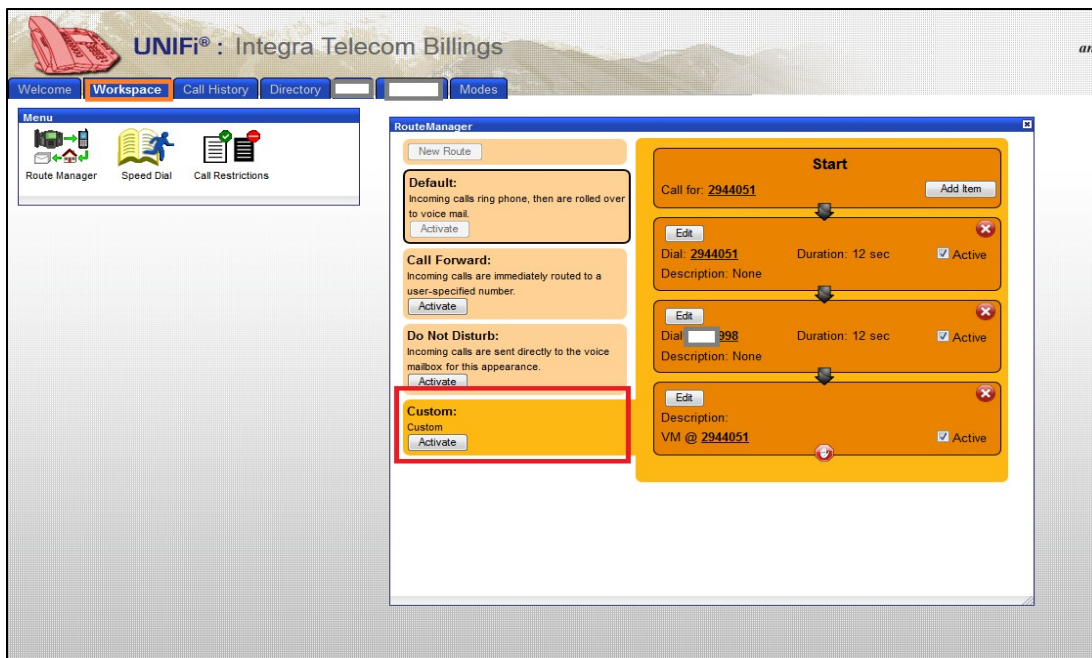
This setting is used if you want calls to go directly to your voicemail without ringing your phone. This feature may also be activated directly from your phone.



#### Route Manager, Do Not Disturb

### The Custom Route

This setting is used if you wish to program a multi-step custom route. For example, have calls ring your desk phone for 3 rings, then your cell phone for 3 rings, then go to your desk phone voicemail. Do not use any spaces, dashes, or parentheses when entering the phone numbers.

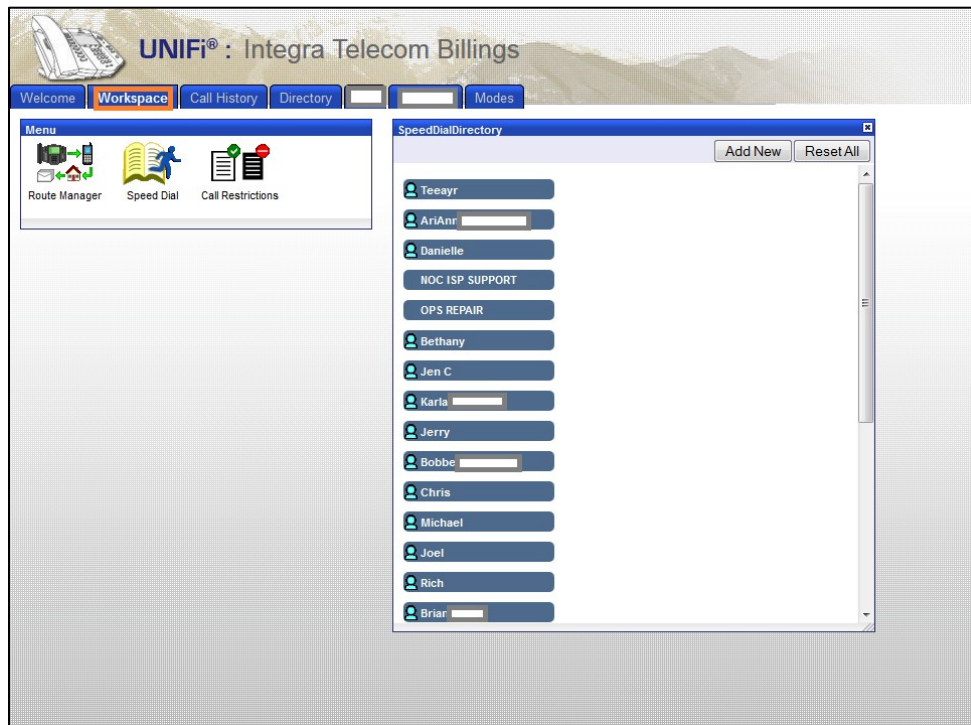


Route Manager, Custom

Items in this route can be dragged to different positions or deactivated by unchecking the **Active** boxes within each section. Once a call route is activated, always test it before closing the web portal to make sure your calls are ringing as you wish.

## About Speed Dial

In this section you can add, edit, and re-arrange the entries on your speed dial list.



Workspace Tab, Speed Dial

Each entry's details can be seen by clicking once on the name.

The screenshot shows the 'UNIFI® : Integra Telecom Billings' web interface. The top navigation bar includes 'Welcome', 'Workspace' (highlighted), 'Call History', 'Directory', 'Live', 'Configure', and 'Modes'. A 'Menu' section on the left contains icons for 'Route Manager', 'Speed Dial', and 'Call Restrictions'. The main content area is titled 'SpeedDialDirectory' and features a list of speed dial entries on the left and a detailed 'Info' form on the right. The list includes names like Teeayr, AriAnn, Danielle, and others, some with green buddy icons. The 'Info' form for 'AriAnn' shows fields for 'First Name', 'Last Name', and 'Number', along with 'Options' for 'Ring Type' (set to 'Low Double Trill'), 'Divert To', 'Auto Divert', 'Auto Reject', 'Buddy Watch' (checked), and 'Buddy Block'. At the bottom of the form are 'Cancel', 'Save', and 'Delete' buttons. 'Add New' and 'Reset All' buttons are located at the top right of the directory list.

#### Speed Dial Entry Details

In each speed dial entry, you can modify the name, the phone number, and the ring type for calls from that person.

The **Buddy Watch** option is for people in your office or on your same phone network. When this is checked, you can see if that person is on the phone.

Everyone in your speed dial list that is part of your buddy watch has a green buddy icon next to their name.

**Note:** The number of speed dial entries that your phone displays may vary. If you do not have an expansion module, you will most likely be able to see the first 4 name entries in your speed dial list.

To access the remainder of your speed dial entries:

1. Press the up arrow to the right of your phone and then navigate to the entry you want
2. Press **Check** or **Dial** at the bottom of your display screen.

You can do this while you have a live call that you need to transfer, or if you simply want to call extension to extension.

To add new entries to your speed dial, click **Add New** at the top of the **Speed Dial Directory**, and complete each section as needed.

The screenshot shows the UNIFI: Integra Telecom Billings interface. At the top, there's a navigation bar with 'Welcome', 'Workspace' (highlighted), 'Call History', 'Directory', and 'Modes'. Below this is a 'Menu' section with icons for 'Route Manager', 'Speed Dial', and 'Call Restrictions'. The main content area is titled 'SpeedDialDirectory' and contains a list of speed dial entries on the left and a form on the right. The 'Add New' button at the top right of the form is highlighted with a red box. The form has sections for 'Info' (First Name, Last Name, Number) and 'Options' (Ring Type, Divert To, Auto Divert, Auto Reject, Buddy Watch, Buddy Block). The 'Buddy Watch' checkbox is checked and highlighted with a red box. At the bottom of the form, the 'Save' button is highlighted with a red box.

#### Speed Dial, Add New Entry

Do not use any characters in the name fields, such as ampersands and hyphens (&, -), and do not use hyphens in the phone number.

If you want to be able to see if the person is on the phone, check the **Buddy Watch** box.

Once you have filled in each field, click **Save**. You can then drag it to your desired position.

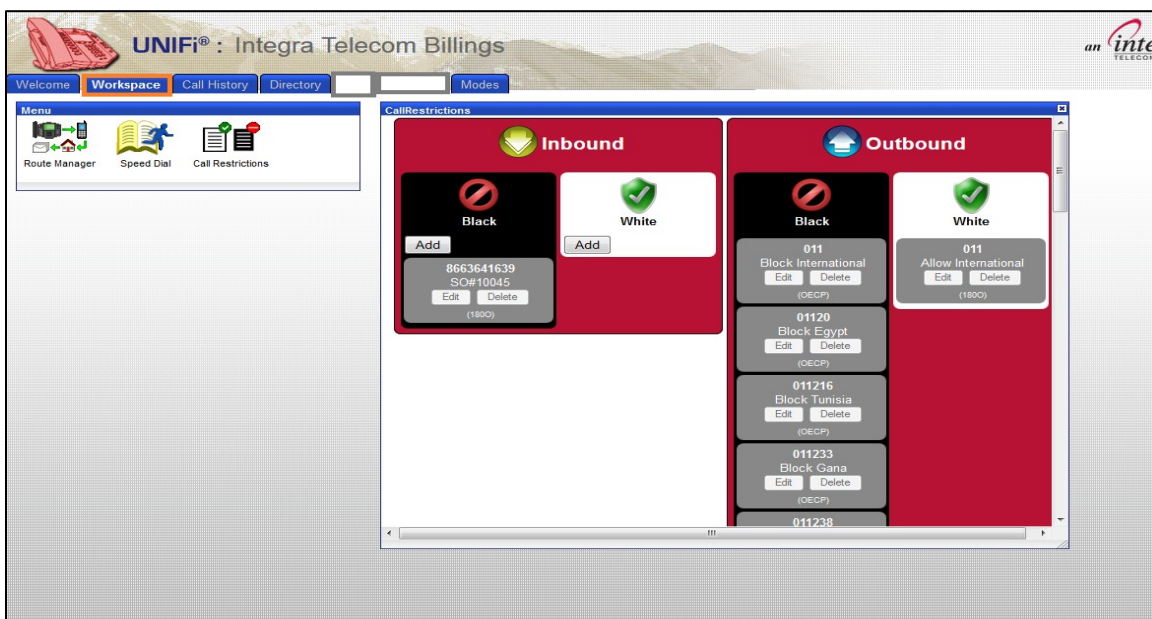
Once your speed dial entries are configured, reboot your phone for the changes to take effect. Notice the telephone icon at the top left of your page has changed to a red/pink color:



Click the pink telephone to reboot your phone. Once it is updated, this icon will turn back to white.

## About Call Restrictions

You can choose to block phone numbers from calling your personal number by placing them in the inbound blacklist.



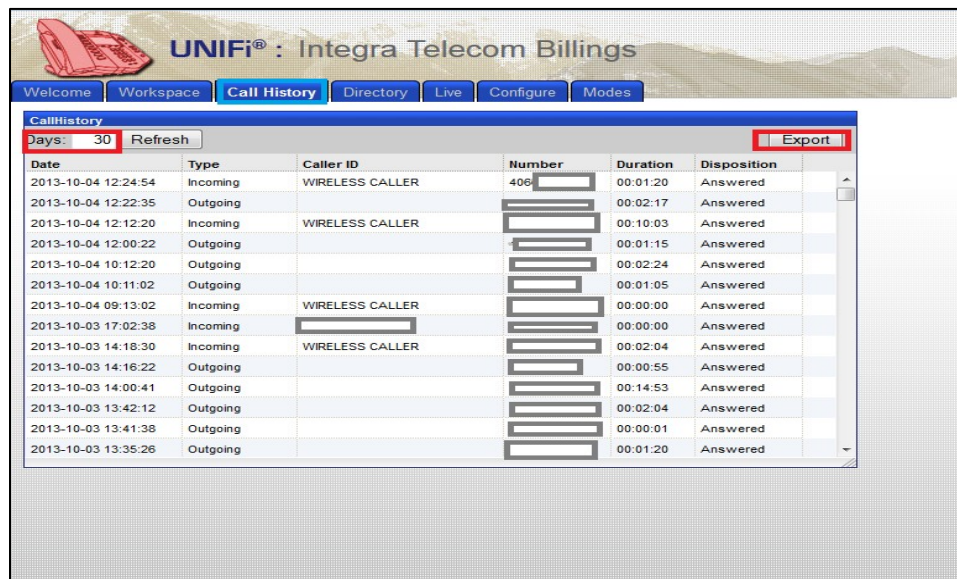
Workspace Tab, Call Restrictions

To add a number to the blacklist, click **Add** under Inbound Black, and type in the phone number you want to block.

The Outbound Black list is already configured to block most International dialing. To change this list, contact Customer Service.

## Using the Call History Tab

The **Call History** tab allows you to see all incoming and outgoing calls to your direct number. You can see the date, time, duration of the call, caller ID information if it was sent, and the phone number.



Date	Type	Caller ID	Number	Duration	Disposition
2013-10-04 12:24:54	Incoming	WIRELESS CALLER	406	00:01:20	Answered
2013-10-04 12:22:35	Outgoing			00:02:17	Answered
2013-10-04 12:12:20	Incoming	WIRELESS CALLER		00:10:03	Answered
2013-10-04 12:00:22	Outgoing			00:01:15	Answered
2013-10-04 10:12:20	Outgoing			00:02:24	Answered
2013-10-04 10:11:02	Outgoing			00:01:05	Answered
2013-10-04 09:13:02	Incoming	WIRELESS CALLER		00:00:00	Answered
2013-10-03 17:02:38	Incoming			00:00:00	Answered
2013-10-03 14:18:30	Incoming	WIRELESS CALLER		00:02:04	Answered
2013-10-03 14:16:22	Outgoing			00:00:55	Answered
2013-10-03 14:00:41	Outgoing			00:14:53	Answered
2013-10-03 13:42:12	Outgoing			00:02:04	Answered
2013-10-03 13:41:38	Outgoing			00:00:01	Answered
2013-10-03 13:35:26	Outgoing			00:01:20	Answered

Call History Tab

To change the time range for the call history, enter the number of days for the list in the **Days** field and click **Refresh**.

To export the list to an excel spreadsheet for easy sorting and printing, click **Export**.

**Note:** Call records are purged every 90 days.

## Using the Directory Tab

The **Directory** tab displays the information we have for each phone user in your company, such as user name, department, phone number, and email address.

To request updates to this information, please contact Customer Service.

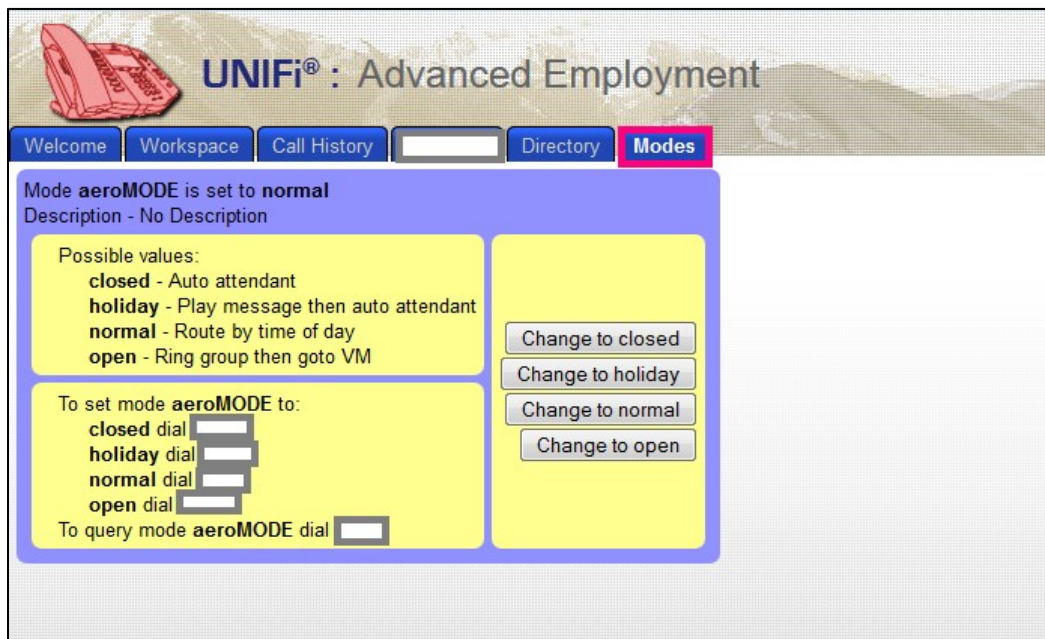


Name	Department	Email	Phone Number
AriAnn	Customer Experience	gratelecom.com	
John	Sales		922
Bobbe	Customer Experience		294
Brian	Market Development		294

Directory Tab

## Using the Modes Tab

If you have modes configured for your corporate number, they can be set from any phone in your office, or from the **Modes** tab.



The screenshot shows the UNIFI Advanced Employment web interface. At the top, there is a navigation bar with tabs: Welcome, Workspace, Call History, a search box, Directory, and Modes (which is highlighted in red). Below the navigation bar, the main content area is titled "Mode **aeroMODE** is set to **normal**" and "Description - No Description". The content is divided into two main sections. The left section, titled "Possible values:", lists four modes: **closed** - Auto attendant, **holiday** - Play message then auto attendant, **normal** - Route by time of day, and **open** - Ring group then goto VM. Below this, it says "To set mode **aeroMODE** to:" and lists the same four modes with corresponding dial codes: **closed** dial [input field], **holiday** dial [input field], **normal** dial [input field], and **open** dial [input field]. At the bottom of this section, it says "To query mode **aeroMODE** dial [input field]". The right section contains four buttons: "Change to closed", "Change to holiday", "Change to normal", and "Change to open".

Modes Tab

Click one of the choices on the right-hand side and the change takes effect immediately. If you are setting the modes via phone, you would input the mode number listed at the left on any phone.

- *Normal* mode is almost always your normal routing for your regular business hours. Sometimes this mode is also labeled as TOD (Time of Day).
- *Open* mode allows for calls to ring phones outside of normal business hours. This mode is useful when outside of business hours and need to answer calls.
- *Closed* mode can force the phones to go directly to the same route as your after-hours call flow. This mode is useful for cases when normal business hours are affected, such as during inclement weather.
- If you have a *Holiday* mode, this mode uses a pre-recorded Holiday message or allows you to record each holiday message as needed via your voicemail message.

Always make a test call after changing a mode, and make sure to set the mode back to **Normal** at the appropriate time.

**Note:** Modes must be requested to be programmed. To request a mode(s) to be programmed for your company, please contact Customer Service.