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1. Hunt Groups

1.1 What are Hunt Groups?

Hunt Groups are teams or departments of employees in a related role, such as sales or customer service. You can set up specific extensions and users to receive calls based on your **Ring My Numbers** settings.

They help to ensure all inbound calls are answered by the proper personnel or routed to a Voicemail Box for later response. This is done by assigning a phone number to a group of employees, so that incoming calls are:

- Routed directly to that group in a pre-determined (or random) pattern, or
- Routed by the Auto Attendant to be answered by one of the selected group members, and
- Depending on the set-up and call distribution policies, incoming calls will “hunt” for an available group member.

1.2 How do I set up a Hunt Group?

Setting up a Hunt Group is a 3 step process, where you need to

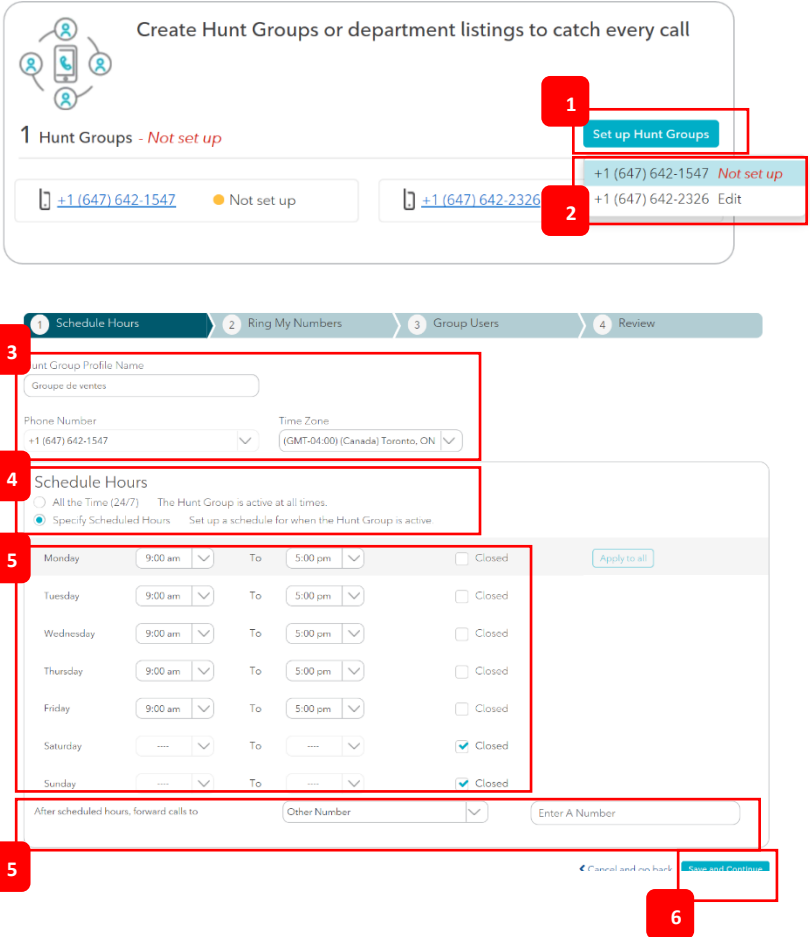
- 1 Schedule the hours the Hunt Group is active
- 2 Assign the order in which numbers will ring
- 3 Set up user groups

1.2.1 Schedule Hours

- 1 From the **Welcome** or **Overview** page, select **Set Up Hunt Group**, and the numbers assigned to your Rogers Unison account will appear.
- 2 Select **Not Set Up** to create a new Hunt Group, or **Edit** to modify an existing Hunt Group.
- 3 Assign a name to the Hunt Group, then select the phone number and time zone the group should be associated with.
- 4 Choose at what time Hunt Groups should be active by selecting either **All the Time** or **Specify Scheduled Hours**.
- 5 If you choose **Specify Scheduled Hours**, a new section will appear allowing you to specify when the Hunt Group will be active.

Then, choose where calls should be forwarded if they are received outside the scheduled hours

- 6 Select **Save and Continue** to begin setting the order in which Hunt Group numbers will ring.



The screenshot shows the 'Create Hunt Groups' interface. At the top, it says 'Create Hunt Groups or department listings to catch every call'. Below this, there's a section for '1 Hunt Groups - Not set up'. It lists two phone numbers: '+1 (647) 642-1547' and '+1 (647) 642-2326', both marked as 'Not set up'. A red box labeled '1' highlights the 'Set up Hunt Groups' button. Another red box labeled '2' highlights the 'Not set up' status for the second number, with an 'Edit' link next to it.

Below this is a form for creating a new Hunt Group. It has a progress bar with four steps: 1. Schedule Hours, 2. Ring My Numbers, 3. Group Users, and 4. Review. The first step, 'Schedule Hours', is selected and highlighted with a red box labeled '3'. The form fields include:

- Hunt Group Profile Name: 'Groupe de ventes'
- Phone Number: '+1 (647) 642-1547'
- Time Zone: '(GMT-04:00) (Canada) Toronto, ON'

 A red box labeled '4' highlights the 'Schedule Hours' section, which has two radio buttons: 'All the Time (24/7)' (selected) and 'Specify Scheduled Hours'. Below this is a table for specifying scheduled hours:

Day	Start Time	To	Status
Monday	9:00 am	5:00 pm	☐ Closed
Tuesday	9:00 am	5:00 pm	☐ Closed
Wednesday	9:00 am	5:00 pm	☐ Closed
Thursday	9:00 am	5:00 pm	☐ Closed
Friday	9:00 am	5:00 pm	☐ Closed
Saturday	---	---	☒ Closed
Sunday	---	---	☒ Closed

 A red box labeled '5' highlights this table. Below the table, there's a section 'After scheduled hours, forward calls to' with a dropdown menu set to 'Other Number' and a text input field 'Enter A Number'. At the bottom right, there are two buttons: 'Cancel and not here' and 'Save and Continue'. A red box labeled '6' highlights the 'Save and Continue' button.

1.2.2 Ring My Numbers

- Under **Ring My Numbers**, you can set Hunt Group lines to ring in the following ways:

Simultaneously – Ring all lines at the same time

Linear – Ring lines one at a time

Circular – Ring lines sequentially, but starting where the last call left off

- Under **No Answer Settings**, you can find settings for:
 - The number of rings before the call is sent to the next user
 - How long to ring each Hunt Group member before moving to the next available group member
 - How to treat calls when all team members are busy with other calls.

Set up Hunt Groups

1 Schedule Hours 2 Ring My Numbers 3 Group Users 4 Review

Hunt Group Profile Name: 6476422326HG Phone Number: +1 (647) 642-2326 Time Zone: (GMT-04:00) (Canada) Montreal, QC

1 Ring My Numbers

Choose how incoming calls get distributed between group users.

☐ Simultaneous Ring all users in the Hunt group at same time. The first to answer gets connected to the call.

☒ Linear Ring the users in the order listed in the Hunt Group. Incoming calls go to the first available person, starting with the first person on the list.

☐ Circular Ring the users in the same order listed in the hunt group. Incoming calls go to first person available on the list, beginning where the last call left off.

2 No Answer Settings

Send call to the next user in Hunt Group after 3 rings (number between 1-20)

Maximum total waiting time before forwarding call 7 seconds

If all lines are busy or no one answers, forward a call to: Other Number 4169047000

3 Save and Continue

- Select **Save and Continue** to begin the process of grouping users together through the **Group Users** feature.

1.2.3 Group Users

- You can search for specific users in your employee directory from the search bar.
- To add one or more users to a Hunt Group, select their name(s) from the search results. You can also select all users by clicking **Add All**.
- Then, select **Save and Continue**

Set up Hunt Groups

1 Schedule Hours 2 Ring My Numbers 3 Group Users 4 Review

Hunt Group Profile Name: Groupe de ventes Phone Number: +1 (647) 642-1547 Time Zone: (GMT-04:00) (Canada) Toronto, ON

1 Available Users

Search users

Select Users to Add to Hunt Group Add All

☐ _ IN-HOUSE WIRELESS BR +1 (204) 720-0473

☐ _ IN-HOUSE WIRELESS BR +1 (306) 501-5602

2 Selected Group Users(0)

There aren't any users in this Hunt Group. Please assign some users.

3 Save and Continue

1.2.4 Review and activate your service

Now you can review the selections you've made for your **Hunt Group**. If you want to make changes, Click **Edit** next to any section you'd like to modify.

To save your settings and activate the **Hunt Group**, select **Activate**.

That's it! You've configured your Hunt Group.

Rogers Unison
Overview
Service Settings
User Management
Support
Live Chat

Set up Hunt Groups

1 Schedule Hours
2 Ring My Numbers
3 Group Users
4 Review

Hunt Group Profile Name
Groupe de ventes

Phone Number
+1 (647) 642-1547

Time Zone
(GMT-04:00) (Canada) Toronto, ON

Ring My Numbers
Edit

Ring Type: Linear
No Answer Settings
Send call to the next user in Hunt Group after: 5 rings
Maximum total waiting time before forwarding a call: 1 seconds
If all lines are busy or no one answers, forward a call to:
Hunt Group: +1 (647) 642-2326
Schedule Hours
All the time, every day

Group Users
Edit

List Order	User Name	Phone Number
1	IN-HOUSE WIRELESS BR _	+1 (204) 720-0473

Activate

5

2. Auto Attendants

Auto Attendants are used to route calls to various destinations, such as:

- Employees within your company
- Specific groups of employees
- Voicemail
- Other outside numbers

They provide callers with your Company Greeting and Dialing Menu Options

Each Auto Attendant has two modes: Business Hours and After Hours. Each mode allows Admins to set up Options 1 –9, Pound (#), and Star (*) to present callers with different options from which to select. To route callers to another set, or branch of options, an additional Auto Attendant must be assigned to your account.

To route calls based on the Time of Day (i.e., After Hours versus Business Hours), you must configure an Auto Attendant Schedule. You can also configure a company Holiday Schedule to identify the dates of holidays your company recognizes. On designated holidays, the After Hours Greeting and Menu Dialing Options are played to callers.

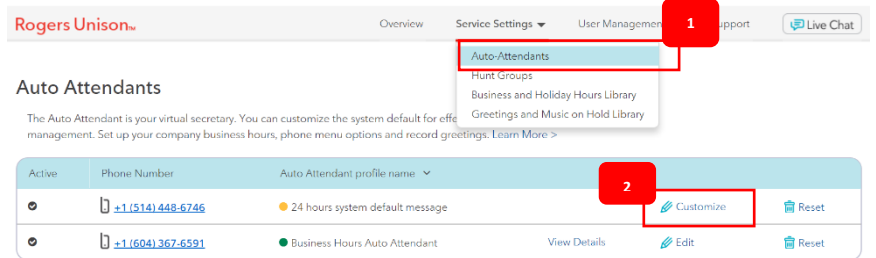
Setting up an Auto Attendant involves managing three separate components:

1. Business and Holiday Hours
2. Phone Menu Options
3. Holiday Greetings

2.1 Set your business and holiday hours

2.1.1 Business hours

- 1 Go to **Service Settings** on the admin dashboard and select **Auto Attendants** from the drop-down menu.



- 2 You will see the list of numbers associated with your account. Select **Customize** on the number you wish to set as an Auto Attendant.

- 3 On the resulting page, assign a name to the Auto Attendant, then select a time zone for it.

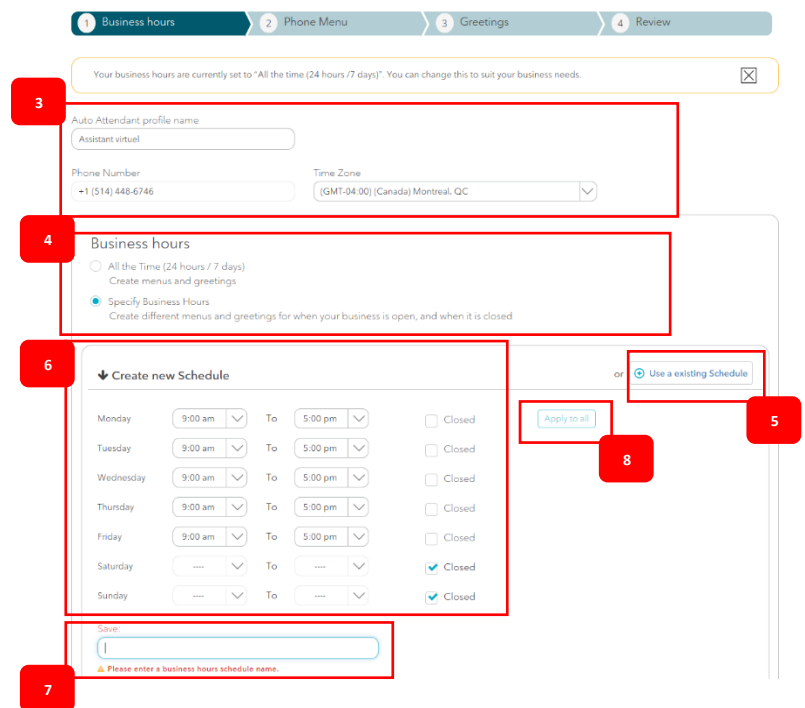
- 4 Select **Specify Business Hours** to set custom hours or **All the Time (24 hours / 7 days)** if you want the Auto Attendant to be continuously active.

- 5 Afterwards, select whether to create a new schedule or use an existing schedule.

- 6 Use the drop-down menus to select your opening and closing hours. If your office is closed on a given day of the week, check the box beside **Closed** for that day.

- 7 Give it a name, such as the business's location or business division's name.

- 8 If your business hours are consistent for all or most days of the week, you can use the **"Apply to all days"** option and then make further changes to the schedule for days with special hours.



The screenshot shows the 'Business hours' configuration page. The page has a progress bar at the top with steps: 1 Business hours, 2 Phone Menu, 3 Greetings, and 4 Review. The main content area includes a form for 'Auto Attendant profile name' (set to 'Assistant virtual'), 'Phone Number' (+1 (514) 448-6746), and 'Time Zone' ((GMT-04:00) (Canada) Montreal, QC). Below this, there are two radio buttons for 'Business hours': 'All the Time (24 hours / 7 days)' and 'Specify Business Hours'. The 'Specify Business Hours' option is selected. A section titled 'Create new Schedule' shows a table for selecting opening and closing hours for each day of the week. The 'Closed' checkbox is checked for Saturday and Sunday. An 'Apply to all' button is highlighted. At the bottom, there is a text input field for the schedule name, with a placeholder text 'Please enter a business hours schedule name.'

Note: To run the same greeting at all times of the day, every day, you don't need to create or assign a schedule to your Auto Attendant.

2.1.2 Holiday scheduling

1. On the same page where you set your business hours, check the **Holiday Closures** box to create a holiday schedule for the Auto Attendant.
2. Next, select **Create new schedule**. You can also choose **Use an existing schedule** if you have a holiday schedule profile already saved.
3. Provide a name in the **Holiday Schedule** field.
4. Enter each holiday or event name in the fields provided.
5. Select the start and end dates and times, and indicate whether or not it is an annually recurring holiday.
6. Select **Save and Continue** to begin setting up your phone menu.

1

Holiday Closures

Create holiday menus and greetings for when your business is closed on holidays.

2

Use an existing schedule

Holidays - 11111_AA_H_AAS144486746

View Details

[+]

Holidays - 11111_AA_H_AAS6043676591

View Details

[+]

Holidays - 11111_AA_Holiday_AAS144486746

View Details

[+]

Holidays - 11111_AA_Holiday_AAS6043676591

View Details

[+]

or

Create new schedule

< Cancel and go back

Save and Continue >

Create new holiday closures

Cancel Save

3 Holiday Schedule Name

Specify Holiday Closures

Add New

Please define the holidays your individual locations will be closed. Schedule the corresponding holiday greetings using the calendar and time selectors below.

Holiday Name	Schedule holiday menu and greetings	Recurrence
4 Holiday or Event	from to	☒ All Day Repeat: None

5

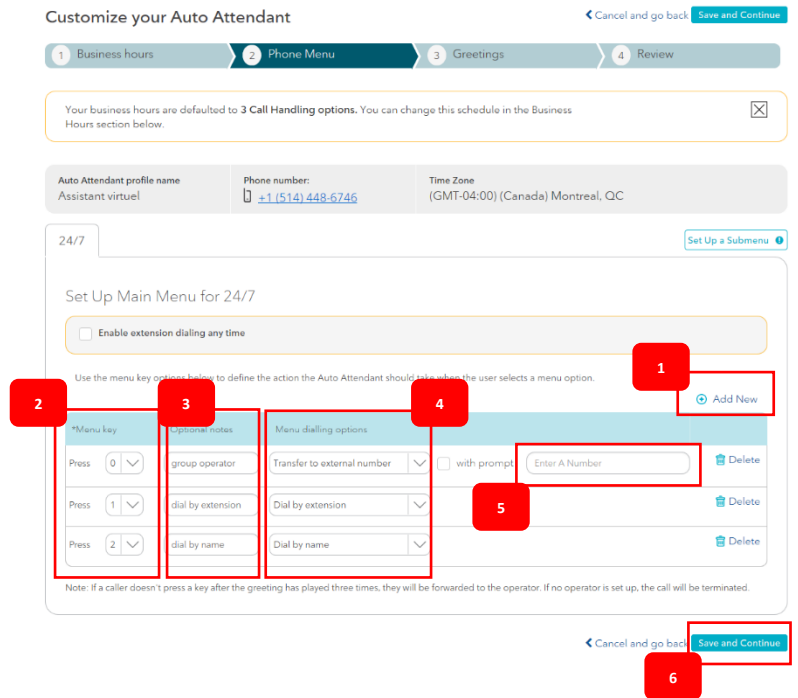
Cancel Save

6 < Cancel and go back Save and Continue

2.2 Set up your phone menu

You can use the phone menu to determine the options that will be presented to your callers. You can program the number, pound (#), and star (*) keys to present callers with different options from which to select.

- 1 Click the **Add New** link to assign a new key to a menu option.
- 2 Under **Menu key**, select the desired key from the drop-down menu.
- 3 Under **Optional notes**, enter a brief description of the call routing activity, such as "Sales department" or "John's cell".
- 4 Under **Menu Dialling Options**, determine how the call will be handled using the drop-down menu.
- 5 If the dialling option requires a phone number, then select the phone number to associate with this auto-response, such as one for an individual or a Hunt Group.
- 6 Select **Save and Continue** to begin setting Submenus and Greetings.



Customize your Auto Attendant

1 Business hours 2 Phone Menu 3 Greetings 4 Review

Your business hours are defaulted to 3 Call Handling options. You can change this schedule in the Business Hours section below.

Auto Attendant profile name: Assistant virtual Phone number: +1 (514) 448-6746 Time Zone: (GMT-04:00) (Canada) Montreal, QC

24/7 Set Up a Submenu

Set Up Main Menu for 24/7

☐ Enable extension dialing any time

Use the menu key options below to define the action the Auto Attendant should take when the user selects a menu option.

Menu key	Optional notes	Menu dialling options	
Press 0	group operator	Transfer to external number	☐ with prompt Enter A Number Delete
Press 1	dial by extension	Dial by extension	Delete
Press 2	dial by name	Dial by name	Delete

Note: If a caller doesn't press a key after the greeting has played three times, they will be forwarded to the operator. If no operator is set up, the call will be terminated.

Cancel and go back Save and Continue

Note: If there are numbers on the dial pad that you don't direct to a specific menu option, the Auto Attendant will consider those numbers inactive. The Auto Attendant will not respond if a caller presses an inactive number on the dial pad.

2.2.1 Submenus

To route callers to a second "tier" or branch of options, you need to set up a submenu on your system for such scenarios as:

- Options for multiple locations
- Options in multiple languages
- Sales or support for multiple product/service lines

- 1 Select the **"Set up a Submenu"** button on the right-hand side of the page.
- 2 Select **Create a New Submenu**.
- 3 Type in a submenu name.
- 4 Add and set the **Menu keys**, **Optional Notes**, and **Menu Dialing Options**.
- 5 When you are satisfied with your submenu options, save your settings.

Rogers Unison Overview **Service Settings** User Management Support Live Chat

Customize your Auto Attendant

1 Business hours 2 **Phone Menu** 3 Greetings 4 Review

Your business hours are defaulted to 3 Call Handling options. You can change this schedule in the Business Hours section below.

Auto Attendant profile name: Assistant virtual Phone number: +1 (514) 448-6746 Time Zone: (GMT-04:00) (Canada) Montreal, QC

24/7

Set Up Main Menu for 24/7

☐ Enable extension dialing any time

Set up submenus that can be reused within this Auto Attendant. You'll be directed to the submenu screen. All the data entered here will be saved automatically.

Set Up a Submenu

Auto Attendant profile name: Assistant virtual Phone number: +1 (514) 448-6746 Time Zone: (GMT-04:00) (Canada) Montreal, QC

Submenu

Many businesses have multiple locations or several departments, or offer a wide range of spoken languages, products or services. Creating submenus allows for a multiple tiers of menu options, ensuring that your callers are routed effectively.

There is no submenu associated with this Auto Attendant.

Create a New Submenu

Create a new submenu

Submenu Name: Submenu Name

Use the menu key options below to define the action the Auto Attendant makes when the user selects a menu option.

Menu key	Optional notes	Menu dialing options
Press 9	Description	Return to previous menu

Save

2.3 Record greetings

You can record a new greeting directly to Rogers Unison using the microphone on your computer, upload a new greeting, or select a previously uploaded greeting from your greeting library.

- 1 To record a new greeting, click **Record a Greeting**. You can play back your greeting once you've recorded it to ensure you are satisfied with it.
- 2 To upload a greeting, click **Upload .WAV File**, select the file from your computer, and click **Open**.
- 3 You can also use the drop-down menu to select from the greetings that you have previously uploaded.
- 4 Select **Save and Continue**.

Customize your Auto Attendant Cancel and go back Save and Continue

1 Business hours 2 Phone Menu 3 Greetings 4 Review

Auto Attendant profile name: Head Office Phone number: +1 (226) 663-7007 Time Zone: (GMT-04:00) (Canada) Montreal, QC

Business Hours After Hours Holidays

Main Menu

Business hours greetings

1 **Record a Greeting**

OR you can upload a recorded greeting from your local drive.
Upload a greeting that meets the following specifications: File Type: .wav, Bit Resolution: 8 bit or 16 bit, Sampling Rate: 8000 Hz or 16000 Hz, Channel: Mono.

2 **Upload WAV File**

OR you can select a previously uploaded greeting.

3 **Select Greeting**

Suggested greeting:
Thank you for calling DELTAHOTELS. Please listen carefully to the following options to be directed to a representative who can best assist you.

Cancel and go back Save and Continue

4

Note: Your uploaded greeting files must meet the following criteria:

- **File type:** .wav
- **Bit resolution:** 8 bit or 16 bit
- **Sampling rate:** 8000 Hz or 16000 Hz
- **Channel:** Mono

2.4 Review and activate your service

Now you can review the selections you've made for your Auto Attendant. If you want to make changes, Click **Edit** next to any section you'd like to modify.

To save your settings and activate the Auto Attendant, select **Activate Now**. After that, you can dial in to the Auto Attendant to verify that it's working as you want it to.

That's it! You've configured your Auto Attendant.

Customize your Auto Attendant Activate Now

1 Business hours 2 Phone Menu 3 Greetings 4 Review

Auto Attendant profile name: Head Office Phone number: +1 (226) 663-7007 Time Zone: (GMT-04:00) (Canada) Montreal, QC

Business Hours Edit
9:00 am - 5:00 pm Monday - Friday

Auto-response Menu Edit
– Main Menu
Press 0 to group operator
Press 1 to dial by extension
Press 2 to dial by name

Greetings Edit
Head Office No greeting specified

After Hours Edit
Hours after business is closed

Auto-response Menu Edit
– Main Menu
Press 0 to group operator
Press 1 to dial by extension
Press 2 to dial by name

Greetings Edit
Head Office No greeting specified

Holidays Edit
Holidays and Special Events

Auto-response Menu Edit
– Main Menu
Press 0 to group operator
Press 1 to dial by extension
Press 2 to dial by name

Greetings Edit
Head Office No greeting specified

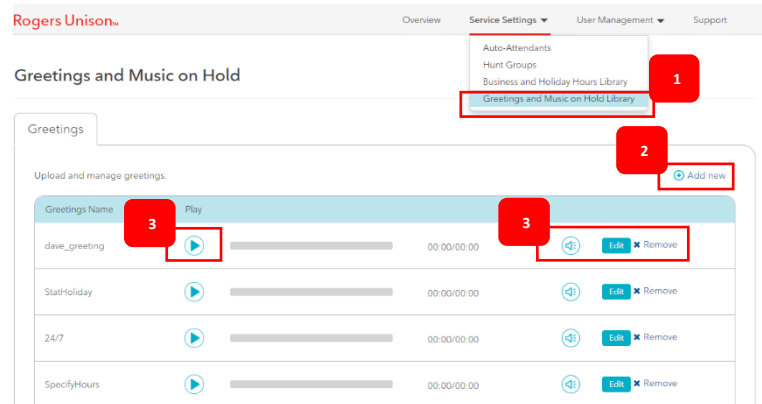
Activate Now

3. Manage Your Music on Hold Library

Your Music on Hold library stores recorded original and licensed music for your callers to listen to while they are on hold. Rogers Unison doesn't play hold music by default, but you can use the system's default music or upload other music or promotional audio for which you have authorization.

3.1 How do I set up my hold music?

- 1 To upload music, go to the administrative dashboard, and under **Service Settings**, click on **Greetings and Music on Hold**.
- 2 Next, select the **Add New** button, which will let you choose an audio file to add to your Music on Hold library.
- 3 In the sub-menu that opens up, you can
 - a. Preview the music file to check its quality
 - b. Delete and re-upload a file if the original file's audio quality isn't good enough.



Note: Your uploaded sound files must meet the following criteria:

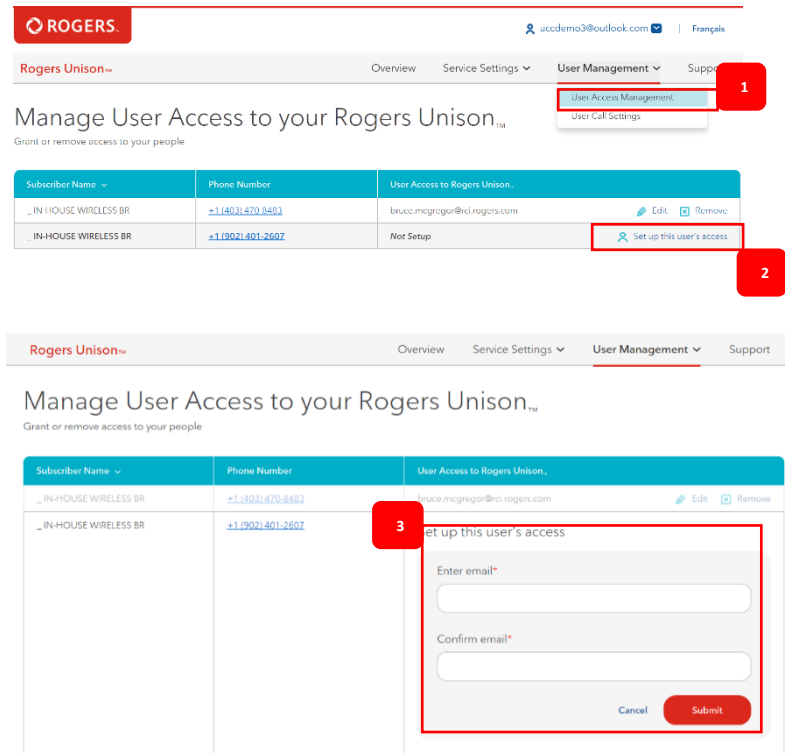
- **File type:** .wav
- **Bit resolution:** 8 bit or 16 bit
- **Sampling rate:** 8000 Hz or 16000 Hz
- **Channel:** Mono

4. User Access & Profile Management

4.1 How do I grant users access to Rogers Unison?

- 1 On the admin dashboard, click on **User Management** and select **User Access Management** from the drop-down menu.
- 2 Select **Set up this user's access**.
- 3 You will be asked to provide the user's email address. Click **Submit** when you are done.

Note: If there are employees in your company who need access to Rogers Unison and who aren't yet associated with your Rogers Business Account, add them to your account by calling Rogers at [1-866-727-2141](tel:1-866-727-2141) or by contacting us via [Live Chat](#) through the Rogers Unison portal



The screenshots illustrate the process of granting user access to Rogers Unison. The first screenshot shows the 'User Management' dropdown menu with 'User Access Management' selected. The second screenshot shows a table of subscribers with a 'Set up this user's access' link highlighted. The third screenshot shows the 'Set up this user's access' form with fields for 'Enter email' and 'Confirm email', and a 'Submit' button.

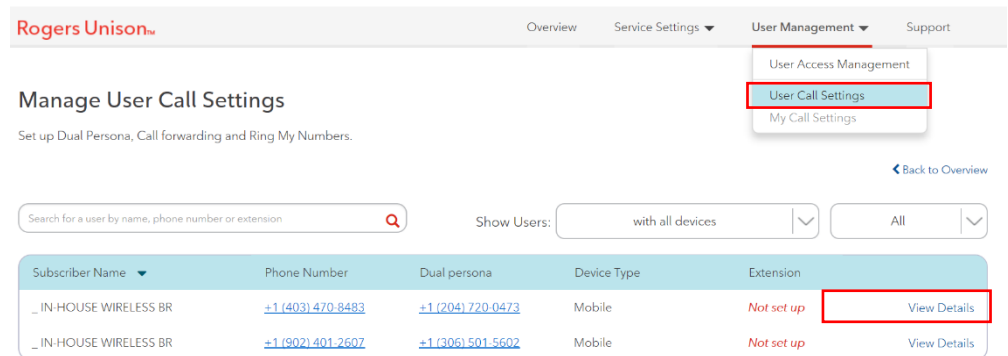
Subscriber Name	Phone Number	User Access to Rogers Unison
_ IN-HOUSE WIRELESS BR	+1 (403) 470-8483	bruce.mcgregor@rci.rogers.com
_ IN-HOUSE WIRELESS BR	+1 (902) 401-2607	Not Setup

4.2 How do I manage user settings and set up extensions?

The administrator can manage a number of user settings by clicking on the **User Management** option in the main menu, then **User Call Settings** in the submenu.

On the resulting page, select **View Details** beside the user's contact information.

Administrators can set users up on an IP phone, modify their usernames/email addresses. To set up an extension for a user, look for the section labelled **Extension** and select **Edit**.



Rogers Unison™ Overview Service Settings **User Management** Support

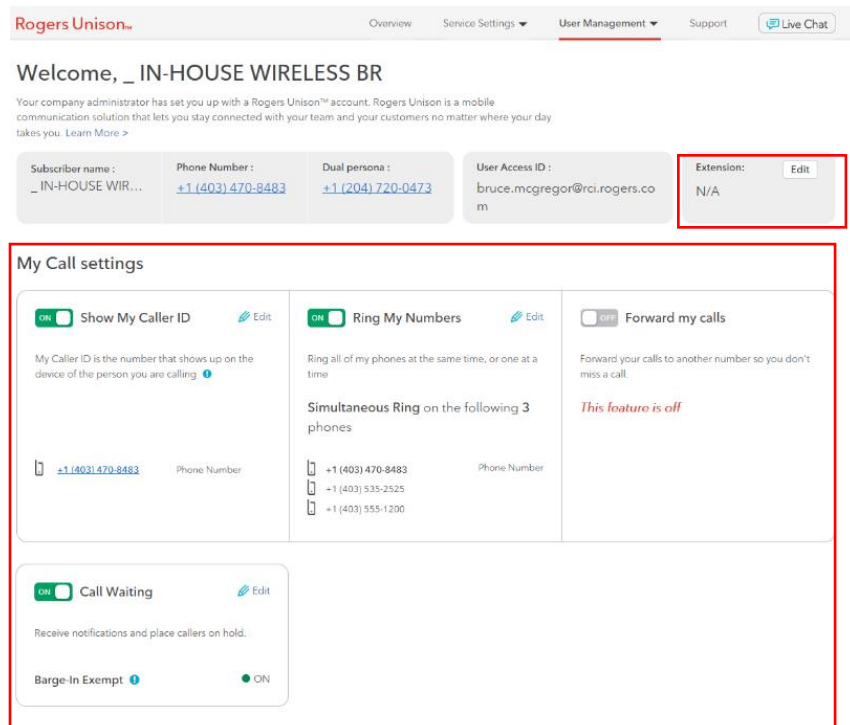
User Access Management
User Call Settings
My Call Settings

Manage User Call Settings
Set up Dual Persona, Call forwarding and Ring My Numbers.

Search for a user by name, phone number or extension

Show Users: with all devices

Subscriber Name	Phone Number	Dual persona	Device Type	Extension	
_ IN-HOUSE WIRELESS BR	+1 (403) 470-8483	+1 (204) 720-0473	Mobile	Not set up	View Details
_ IN-HOUSE WIRELESS BR	+1 (902) 401-2607	+1 (306) 501-5602	Mobile	Not set up	View Details



Rogers Unison™ Overview Service Settings **User Management** Support

Welcome, _ IN-HOUSE WIRELESS BR
Your company administrator has set you up with a Rogers Unison™ account. Rogers Unison is a mobile communication solution that lets you stay connected with your team and your customers no matter where your day takes you. [Learn More >](#)

Subscriber name : _ IN-HOUSE WIR...
Phone Number : +1 (403) 470-8483
Dual persona : +1 (204) 720-0473
User Access ID : bruce.mcgregor@rci.rogers.co
m
Extension: N/A

My Call settings

☒ **Show My Caller ID**
My Caller ID is the number that shows up on the device of the person you are calling.

+1 (403) 470-8483
Phone Number

☒ **Ring My Numbers**
Ring all of my phones at the same time, or one at a time
Simultaneous Ring on the following 3 phones

+1 (403) 470-8483
Phone Number

+1 (403) 535-2525

+1 (403) 555-1200

☐ **Forward my calls**
Forward your calls to another number so you don't miss a call.
This feature is off

☒ **Call Waiting**
Receive notifications and place callers on hold.
Barge-In Exempt ☒ ON

5. 9-1-1 Emergency Addresses (Softphone & IP Phone only)

5.1 How do I set up a 9-1-1 Emergency Address?

- 1 On the main **Overview** page, under **Set up your services and authorize user access**, click **Manage extensions, 9-1-1 addresses and phone and call settings**.
- 2 Click on the **View Details** tab for a user.
- 3 Under **9-1-1 Address Management**, select a device and click **Edit**.
- 4 Provide the user's 9-1-1 address details and click **Save** to complete the process.

You can provide different addresses for each device a user has, and also update addresses that have been previously added.

Set up your services and authorize user access

7 Users

Search for a user by name, phone number or extension

1 Manage extensions, 9-1-1 addresses and phone and call settings

Set Up User Access

2 users without access

Set up Receptionist Group

INHOUSE - BUSINESS R (Receptionist)-no user > RUDE RICK (Receptionist)-no user >
 INHOUSE - BUSINESS R (Receptionist)-no user > INHOUSE - BUSINESS R (Receptionist)-no user >
 INHOUSE - BUSINESS R (Receptionist)-no user >

Additional Service Settings

Business and holiday hours

Business hours 5 schedules >
 Holiday Closures 6 schedules >

Greetings and music on hold

5 greetings >
 Music on Hold ON

Business Call Settings Advanced >

Resources and support

Search for a user by name, phone number or extension

Show User with all devices

All

Subscriber Name	Phone Number	Dual persona	Device Type	Extension	
INHOUSE - BUSINESS R (Receptionist)	+1 (647) 448-0696	+1 (647) 502-6460	Mobile + Softphone	1234	View Details
INHOUSE - BUSINESS R	+1 (604) 360-9823	+1 (438) 923-6076	Mobile	3278	View Details
INHOUSE - BUSINESS R	+1 (513) 440-5392	Not Available	Mobile	Not set up	View Details
INHOUSE - BUSINESS R (Receptionist)	+1 (416) 500-5013	Not Available		5765	View Details
INHOUSE - BUSINESS R (Receptionist)	+1 (416) 305-5794	Not Available	Mobile + Desktop + Softphone	3355	View Details
INHOUSE - BUSINESS R (Receptionist)	+1 (604) 677-0541	Not Available		8888	View Details
RICK RUDE (Receptionist)	+1 (438) 923-6148	Not Available	Mobile + Softphone	4321	View Details

9-1-1 Emergency Address Management

This is the address that an emergency dispatcher will receive if 9-1-1 is dialed from your Rogers Unison™ service.

IP Desk Phone - 8200 DIXIE RD, 1 BRAMPTON, ON L6T0C1 Canada

4

Street No.* 8200 Street Name* DIXIE RD Apt/Suite 1

City* BRAMPTON Province* ON

Postal Code* L6T Country* Canada

Cancel Save

6. Visual Device Management with Rogers Unison

6.1 What is Visual Device Management?

Visual Device Management is a feature in Rogers Unison that allows administrators to program IP phones remotely through the Rogers Unison web portal.

Administrators can do the following and more:

- Program buttons on individual phones so that users can pull and park calls
- Check voicemail
- Call using Speed Dial
- Activate the Do Not Disturb feature
- Change a phone's ringtone

6.2 What phones are compatible with Visual Device Management?

Visual Device Management is currently compatible with the following IP phones:

- The Polycom VVX 311
- The Polycom VVX 501
- The Polycom SoundStation 7000 (a conference phone)

To order additional IP phones for your company, just [contact us](#) and we'll take care of connecting them to your Rogers Unison account and local network.

6.3 How do I access Visual Device Management?

- 1 Go to **User Management** and then to **User Call Settings** in the navigation menu.
- 2 Select **View Details** to reach the **User Call Settings** page.
- 3 Select **Configure Phone** for the user whose phone settings you want to change.

You will then be taken to the Visual Device Management screen, which displays the layout of the IP phone's touchscreen and a row for each button you can configure.

Rogers Union Overview Service Settings **User Management** Support Live Chat

Manage User Call Settings
Set up Dual Persona, Call forwarding and Ring My Numbers.

Search for a user by name, phone number or extension Show User with all devices All

Subscriber Name	Phone Number	Dual persona	Device Type	Extension	
_ INHOUSE - BUSINESS R (Receptionist)	+1 (647) 448-0696	+1 (647) 502-6460	Mobile + Softphone	1234	View Details
_ INHOUSE - BUSINESS R	+1 (604) 360-9823	+1 (438) 923-6076	Mobile	3278	View Details
_ INHOUSE - BUSINESS R	+1 (613) 449-5392	Not Available	Mobile	Not set up	View Details
_ INHOUSE - BUSINESS R (Receptionist)	+1 (416) 500-5013	Not Available		5765	View Details
_ INHOUSE - BUSINESS R (Receptionist)	+1 (416) 305-5794	Not Available	Mobile + Desktop + Softphone	3355	View Details
_ INHOUSE - BUSINESS R (Receptionist)	+1 (604) 677-0541	Not Available		8888	View Details
RICK RUDE (Receptionist)	+1 (438) 923-6148	Not Available	Mobile + Softphone	4321	View Details

's Polycom VVX 311 Model Polycom VVX 311 MAC Address 64:16:7F:00:30:35

Lines on Device (1)

Name	Phone Number	Extension	Ringer
_ INHOUSE - BUSINESS R			Default

Configure Phone

Keys on Device (10)

Key	Configuration	Assigned To	Phone Number	Label	State
L1	Line	_ INHOUSE - BUSINESS R		Line 1	-
L2	Line	_ INHOUSE - BUSINESS R		Line 1	-
L3	Disabled				-
L4	Disabled				-
L5	Disabled				-
L6	Disabled				-
S1	Disabled				-
S2	Disabled				-
S3	Disabled				-
S4	Disabled				-

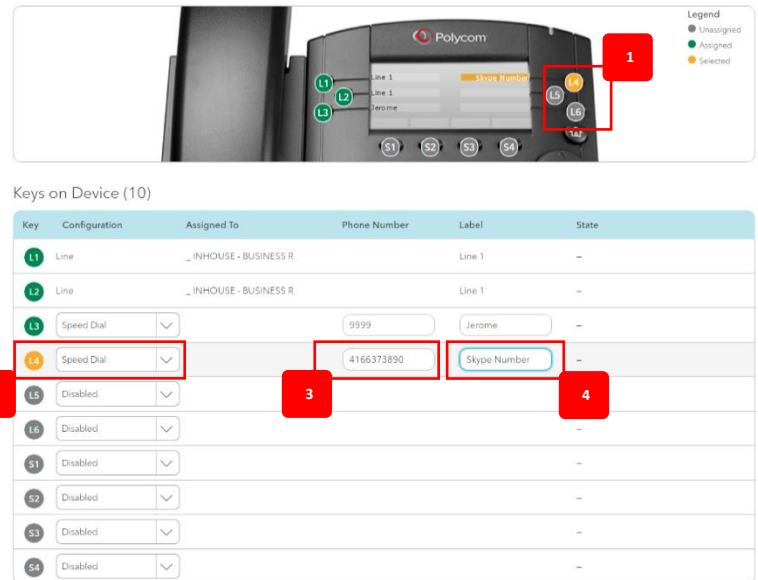
6.4 How do I change a phone's settings using Visual Device Management?

There are two types of buttons or keys:

- Line keys, which can be configured as Speed Dial buttons
- Soft keys, which can be used both for speed dialling and for specific functions

6.4.1 To configure a line key:

- 1 Select one of the keys labelled with **L**.
- 2 In the **Configuration** column, choose **Speed Dial** from the drop-down menu.
- 3 Enter the phone number or extension you want to associate with this line key.
- 4 Enter the name or label you want to associate with this line. This label will show up on the IP phone's touchscreen after you save your changes.



Legend
 ● Unassigned
 ● Assigned
 ● Selected

Key	Configuration	Assigned To	Phone Number	Label	State
L1	Line	_ INHOUSE - BUSINESS R		Line 1	-
L2	Line	_ INHOUSE - BUSINESS R		Line 1	-
L3	Speed Dial		9999	Jerome	-
L4	Speed Dial		4166373890	Skype Number	-
L5	Disabled				-
L6	Disabled				-
S1	Disabled				-
S2	Disabled				-
S3	Disabled				-
S4	Disabled				-

Note: Each new line key you configure will be added to the phone in sequential order. So if line keys 1-4 are set up and you then set up line key 6, the phone will automatically reassign this setting to line key 5.

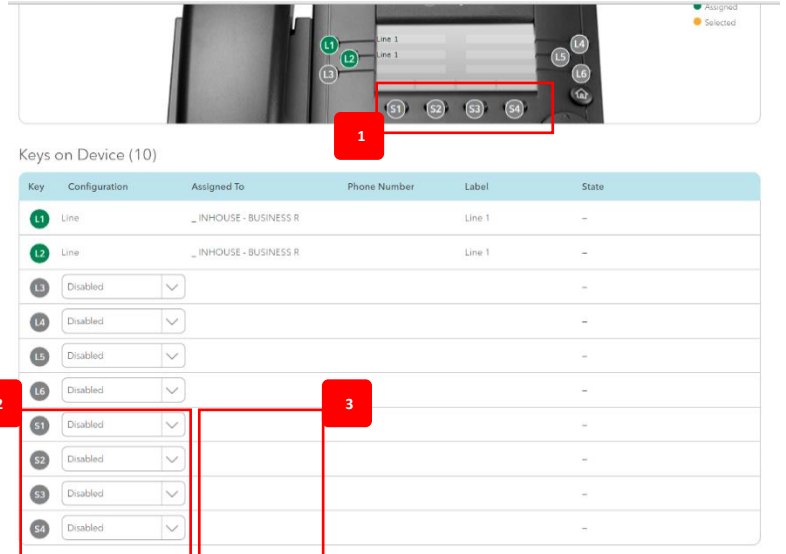
6.4.2 To configure a soft key:

- 1 Select one of the keys labelled with **S**.
- 2 In the **Configuration** column, choose **Speed Dial** or **Function** from the drop-down menu.

If you choose **Speed Dial**, follow the same instructions as for line keys, above.

If you choose **Function**, go to step 3

- 3 In the **Assigned To** column, choose the function you want to set from the drop-down menu.

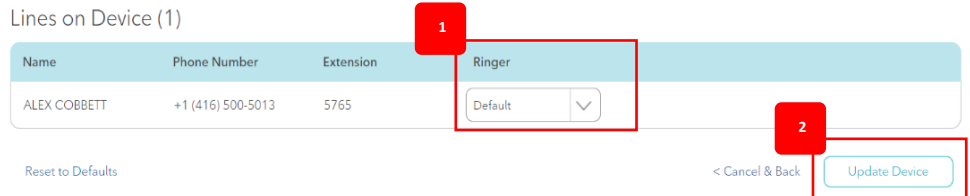


Keys on Device (10)

Key	Configuration	Assigned To	Phone Number	Label	State
L1	Line	_ INHOUSE - BUSINESS R		Line 1	-
L2	Line	_ INHOUSE - BUSINESS R		Line 1	-
L3	Disabled				-
L4	Disabled				-
L5	Disabled				-
L6	Disabled				-
S1	Disabled				-
S2	Disabled				-
S3	Disabled				-
S4	Disabled				-

6.4.3 To change the ringtone for a user's IP phone:

- 1 Go to the main **Visual Device Management** screen for the user and select the ringtone from the drop-down menu in the **Ringer** column.



Lines on Device (1)

Name	Phone Number	Extension	Ringer
ALEX COBBETT	+1 (416) 500-5013	5765	Default

Reset to Defaults

< Cancel & Back Update Device

- 2 Once you've made your changes, select **Update Device**.

The phone's settings will then be updated automatically unless the phone is already in the middle of a call; in that situation, the update will be applied after the call is over.

In certain situations, updates may cause a phone to restart.

6.5 How do I set up my ATA device?

1 Unpack the box

Inside the box you received you should have the following

- 1 Media5 Mediatrix 4102 ATA
- 1 Power Cord and Power Adapter

2 Connect Network and phone cords to the ATA

After unpacking the ATA and placing it in an appropriate spot, we will now connect it to the network and your analog device

1. Plug the network cable (the same type that you plug your computer into) from the appropriate jack to the back of the ATA identified with the green circle



2. Plug the telephone cable from the back of your device into the back of the ATA, identified by the orange circle (The second port beside it is disabled)

3 Connect the Power Adapter

Now that all the cables are connected, we can connect the power to the ATA.



The end of the power supply should look similar to this



Plug this into the back of the ATA in the spot identified by the yellow circle.

4 Wait for the ATA to finish booting

While the ATA is booting, you will notice the lights on the front will flash. This is normal. You will know the device is ready when the Power light is solid green and the Ready light is blinking.

5 Test that the ATA is working

Dial the number assigned to the ATA when you place your order. The device connected to the ATA should ring and the **In-Use** light on the ATA device should blink

If it does not ring, please contact Rogers for support at **1-866-727-2141**