mango
VOICE

User Guide

Cloud Phone System

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Overview

Mango Voice Hosted Phone System allows companies small and large to deploy and manage its phone system across the country easily, with out the need of bulky hardware appliances.

Simple Management

Our unique Management portal makes setting up and maintaining your phone system easy, and with just a click of a button.

Scalability

Let Mango Voice grow with your company. Start will as little as one phone and scale to 1000's. Multiple locations? No problem. Mango voices central cloud management allows you to operate from multiple locations and connect remote users seamlessly and easily. Reduce the amount of time and energy it takes to manage a standard phone system.

Mobility

Manage and track multiple location and remote users. Install our mobility app and receive, make and transfer calls while our of the office.

Reliability

Get maximum reliability by moving from a local hardware solution to our host cloud solution. Get the redundancy of having your calls and data managed and stored in multiple Data centers around the country.

Reporting

See where your calls and coming from and going. Track and monitor performance and efficiency. Get real-time reports and data using our interactive reports.

US based support.

When understand the importance of your phone system in today's market. It is our commitment to you to always connect you with a live person that is clear and easy to understand.

Administration Portal

Mango Voice's powerful web portal allows you to take control of your Phone system and make changes using its simple intuitive interface.

Accessing the Management Portal

1. Obtain your username and password from a Mango Voice service representative
2. If you lost of forgot you username or password, use the username and password recovery tool on the Mango Voice login page or contact a Mango Voice service representative.
3. Go to www.mangovoice.com and click the login icon.
4. Enter username and password as provided
5. This portal will allow management or all Mango Voice System and Features Allowed.

User Portal

The user portal allows user to send faxes, view call history, and view Interactive reports using our powerful web user interface.

Accessing the User Portal

1. Obtain access from your system administrator
2. Go to www.mangovoice.com and click the login icon.
3. Enter username and password as provided by your system administrator

Parking a Call -

The parking lot feature allows a user to place a call in a parking lot and receive it from any valid extension.

To park a call:

1. When on a connected call, press *1. This will park the call, say the parking lot #, and then disconnect the call from the current phone and place the call in the given parking lot.
2. To retrieve the call, pickup any phone on your Mango Voice hosted phone domain.
3. Dial the given parking lot # to retrieve the call.

How does a parked call differ from Hold? When placing a call on hold it remains with the current user and cannot be picked up from another extension. Placing a call on park (into a parking lot) puts the person on hold in a system wide accessible parking lot, that can be accessed from any valid phone.

How does a parked call differ from a transfer? When transferring a call you must dial the extension to send the call to, where a receiving party must answer the call or send it to voice mail. Placing a call on park (into a parking lot) puts the person on hold in a system wide accessible parking lot, that can be accessed from any valid phone. This eliminates the need of a receiving party to pick it up.

Transfer a Call -

The transfer feature allows a user to transfer a call to any valid extension. This can be an actual phone user, a ring group, dial plan, call queue, voice mail, conference room, etc.

To transfer a call:

1. When on a connected call. Press transfer, on some models of phones it may display "xfer"
2. Dial the extension to transfer to
3. This will connect you to the extension where you can notify the callee of the transfer.
4. To release the call to the receiving party or for a blind transfer press transfer or xfer again

Voicemail-

The voicemail feature allows user to receive and access private and shared voicemail boxes.

Accessing voicemail.

1. Press *97 from any valid extension. Note: Most models of phones have a voicemail button on the keypad or menu of the phone.
2. Follow the prompts as directed

Setting up voicemail.

1. Press *97 from any valid extension. Note: Most models of phones have a voicemail button on the keypad or menu of the phone.
2. When prompted press option 5 (advanced options) and then option 1
3. When prompted select a greeting to record from 1-9. 1 is default greeting. The others can be set through the Web interface through the voicemail management app, an extension, and on the Dial Plan Editor. For more information on how to use these additional greetings. Refer to the Dial Plan editor tutorial.

Do Not Disturb-

The Do not disturb feature allows a user to block the phone from receiving calls. The Phone will still be able to make outgoing calls.

If in a Ring Group the user temporarily be excluded from the ring group.

If a call is transferred or inbound to the phone, the call will be sent to voicemail

Sound Clips -

The sound clip feature allows users to record sounds clip from any valid extension. These sound clips are saved for use in Greetings/Announcements and the auto-attendant.

Recording a sound clip

1. Press *99 from any valid extension.

2. Follow the prompts a directed.

3. When completed. The sounds clip will appear in the Web Management portal under "Sound Clips". You can rename the sound clip to a more conventional name.

4. You are now ready to use the sound clips for Greetings, announcements and the auto-attendant.

Music on Hold.

Music on hold audio is used to keep the caller engaged, whether just listening to background music to help ease the hold time. It can also serve as a powerful tool to market and educate you caller.

Setting Music on Hold

System default music on hold

1. Login to the Administration Portal. For information on accessing the Administration portal see Administration Portal.

2. Go to System Settings >Defaults.

3. Choose File. Save.

Per line music on hold

1. Login to the Administration Portal. For information on accessing the Administration portal see Administration Portal.

2. Go to Lines >Select the Line >Dial Plan

3. Choose File. Save.

Uploading Music on Hold.

1. Login to the Administration Portal. For information on accessing the Administration portal see Administration Portal.

2. Go to Music on Hold >New

3. Click Browse. Choose File (Must be .wav or .mp3)

4. Upload.

Virtual Fax Machine-

The virtual fax feature allows faxes to be sent and received without the need of a conventional fax machine.

Incoming faxes are received by a virtual fax machine and sent to the email assigned to that virtual fax machine.

Outgoing faxes a sent through our web portal.

Setting up a virtual fax machine.

1. Login to the Web Management portal. Select the virtual fax machine feature.
2. Create a new virtual fax machine.
3. Assign a unique extension number.
4. Click the receive tab. Set the the email address to the send incoming faxes.
5. Save
6. Assign this new extension to a number or use in the Dial Plan Editor. For more information on how to assign an extension to a number or use in a dial plan refer the the tutorial.

Receiving a Fax

1. Sending party dials the assigned fax number or extension
2. The fax is received by the virtual fax machine and converted to a PDF document.
3. An email is sent to the email address associated with the virtual fax machine.

Sending a Fax

1. Login on the user portal. For information on accessing the user portal see User Portal
2. Select Faxes > New Fax
3. Select the number to send the fax from. This will be the number that is displayed the receiving parties fax machine.
4. Enter the number to send the fax to.
5. Enter the email address to send for email confirmation or failure.
6. If desired select email confirmation and/or failure to receive the notifications
7. Upload the document. Note: The document must be a PDF
8. Click Send
9. Follow the status of the fax using the user portal

Switchboard Canvas

This tool allows administrators to easily create custom call routing features (also known as a Dial Plan). Using our simple interactive canvas create any custom call routing plan to create your masterpiece (also known as a Dial Plan editor).

Creating a switchboard Canvas

1. Login to the Administration Portal. For information on accessing the Administration portal see Administration Portal.
2. Go to Dial Plan.
3. Click "New Dial Plan"
4. Assign a new extension number
5. Name the Dial Plan
6. Save

Editing a switchboard Canvas

1. Login to the Administration Portal. For information on accessing the Administration portal see Administration Portal.
2. Go to Dial Plan.
3. Select the Dial Plan you wish to edit
4. Click "Launch Editor"
5. Add ,edit, or remove Canvas actions as desired
6. From the Start Icon on the Canvas, select the "Drag" icon and move to the the receiving "Drop" icon to link the canvas actions together..
7. Save and Exit Canvas
8. Apply Changes

Tips: When editing an action that does not have a drop down that you need. Save and Exit the Canvas and Create the needed feature. Make sure all actions are connected in the correct order of operations. Any action not connected will be omitted from the Canvas.

Auto-Attendant

Creating an Auto-Attendant

1. Login to the Administration Portal. For information on accessing the Administration portal see Administration Portal.

2. Go to Dial Plan.

3. Select the Dial Plan you wish to edit

4. Click "Launch Editor"

5. Click Auto-attendant. Move to the Desired locations

6. Link the auto-attendant to the other actions as needed. For more info on Linking Actions see Editing a switchboard canvas.

7. Change the Sound Clip if desired . To Change a Sound Clip see Sound Clips.

8. Add or remove options as desired.

9. Link each option to the desired action. See Switchboard canvas for details.

10. Save and Exit Canvas.

11. Apply Changes.

Tips: Make sure the Sound clip reflects the options . You can have hidden options by omitting the options from the sound clip.

Editing an Auto-Attendant

1. Login to the Administration Portal. For information on accessing the Administration portal see Administration Portal.

2. Go to Dial Plan.

3. Select the Dial Plan you wish to edit

4. Click "Launch Editor"

5. Go to the desired Auto-attendant

6. Change the Sound Clip if desired . To Change a Sound Clip see Sound Clips.

7. Add or remove options as desired.

8. Link each option to the desired action. See Switchboard canvas for details.

9. Save and Exit Canvas.

10. Apply Changes.

Tips: Make sure the Sound clip reflects the options . You can have hidden options by omitting the options from the sound clip.

Outbound Calling Number

The outbound calling number is the number that will be displayed to the receiving party when an extension from your PBX makes an out going call.

Setting Default System Outbound Calling Number

1. Login to the Administration Portal. For information on accessing the Administration portal see Administration Portal.
2. Go to System Settings>.Defaults Out bound Number
3. Select Any valid number that you have in the system
4. Save
5. Apple Changes.

Setting per line Outbound Calling Number

1. Login to the Administration Portal. For information on accessing the Administration portal see Administration Portal.
2. Go to Lines
3. Select the desired line.
4. Under Outbound Number. Select any valid number that you have in the system
5. Save
6. Apple Changes.

Changing the phones display and/or user

Mango Voice's management web portal allows administrators to easily change the phones display and settings

Changing the phones display

1. Login to the Management portal.
2. Go to Device. Select the device.
3. Change the settings as desired on the portal
4. Save changes.
5. Reboot phone, or wait for the phones next automatic check-in.

Available editable options

- Display Name
- Phone Name (for administration reference only)
- Assigned User
- Button Name and Line Assignment

Porting a number

Porting your number is easy. The porting process usually takes 7-14 days, but can take up to 30 days.

Starting a port

1. Complete a LOA (letter of authority) these can be found at
   http://www.mangovoice.com/documents/loa.pdf
2. Submit to support@mangovoice.com or a your account executive.
3. Wait for approval
4. Enjoy the power of MangoVoice.com

Troubleshooting

Phone will not register

1. Verify that the phone as a valid and active phone on the Mango Voice system.
2. Verify the public IP address that the phone is connect through is on the allowed network list. This can be found in the Management portal under Permissions> Networks.
3. Reboot the phone.
4. If the problem persists contact customer a service representative

The Phone will not update its display.

1. Verify that "Allow provisioning" is enable in Management Portal > Devices.
2. Reboot the Phone.
3. If the problem persists contact customer a service representative

For further assistance please call our Customer Service Team @ 855-900-2669