



Help

Voice Portal — Last update: 14 January 2025

Verve

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1. Voice Portal and Phones

This guide covers important features that help you get the most out of your Verve Voice phone system. Click a link below, or use the navigation pane on the left to choose a topic.

For the best experience, Google Chrome is the recommended web browser.

- [Getting Started](#)
- [Basic User](#)
- [Office Manager](#)
- [Call Center Supervisor](#)
- [Call Center Agent](#)
- [Text Messaging – SMS, MMS, and Chat](#)

Verve Phone Guides:

- [Polycom desk phone user guide](#)
- [Yealink desk phone user guide](#)
- [Verve WebPhone user guide](#)
- [Verve Voice Mobile App user guide](#)

Other Verve services

To view help documentation for other Verve products please choose from one of the links below, or use the dropdown at the top of the page to select “Help – [Product name]”

- [VerveFax](#) – Verve electronic fax solution
- [NextConnect CRM integration](#) – Connect your CRM to your Verve Voice phone system!
- [Verve Teams Connect](#) – Use Microsoft Teams as your Verve softphone

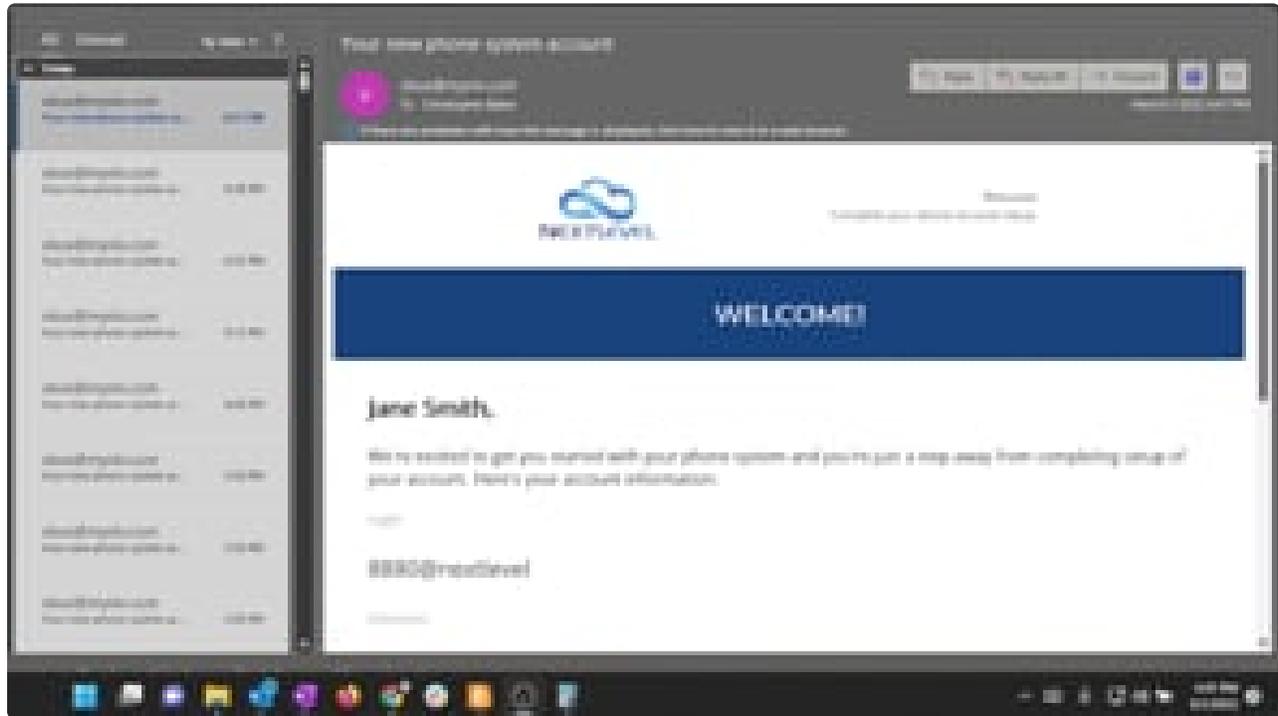
1.1. Getting Started

To make sure you are getting the most out of your Verve Voice system, follow these steps before using your phone:

- [Set up voicemail greeting](#)
- [Set up voicemail-to-email](#)
- [Password Reset](#)

1.1.1. Welcome email

A Welcome Email is often sent when you first start using your Verve Voice service, and an Office Manager can send you a welcome email at any time.



<https://player.vimeo.com/video/716938159>

The welcome email includes your Portal Login, Extension number, and Phone Number (if applicable). It also contains a link to set up your Verve Voice Portal password, and voicemail PIN.

- You will receive an email from “vbox@mynlv.com” with the subject “Your new phone system account”
 - If you do not receive the email after it is sent, check your Junk or Spam folder, as these emails sometimes end up flagged as spam.
- This includes your Login name in the form [extension]@[domain], as in 1001@acme
- It also includes your direct dial phone number if applicable
- Click the “**Complete Setup**” button or copy and paste the link in your browser
- Type your desired password in the New Password field, and again in the Confirm Password field
 - This is the password you will use to access the Verve Voice Portal and Mobile App
- Type in your desired Voicemail PIN in the field
 - This PIN is used to check your voicemail from a phone.
- Make sure to save your Username and Password in your preferred password manager, and bookmark **portal.mynlv.com** for easy access in the future.

If you would prefer to use Single Sign On with your Google or Office 365 email address to access the Verve Voice Portal, please see our [Single Sign-On Guide](#)

Advanced tips for Junk and Spam filtering

The email will come from "vbox@mynlv.com" with the subject "Your new phone system account"

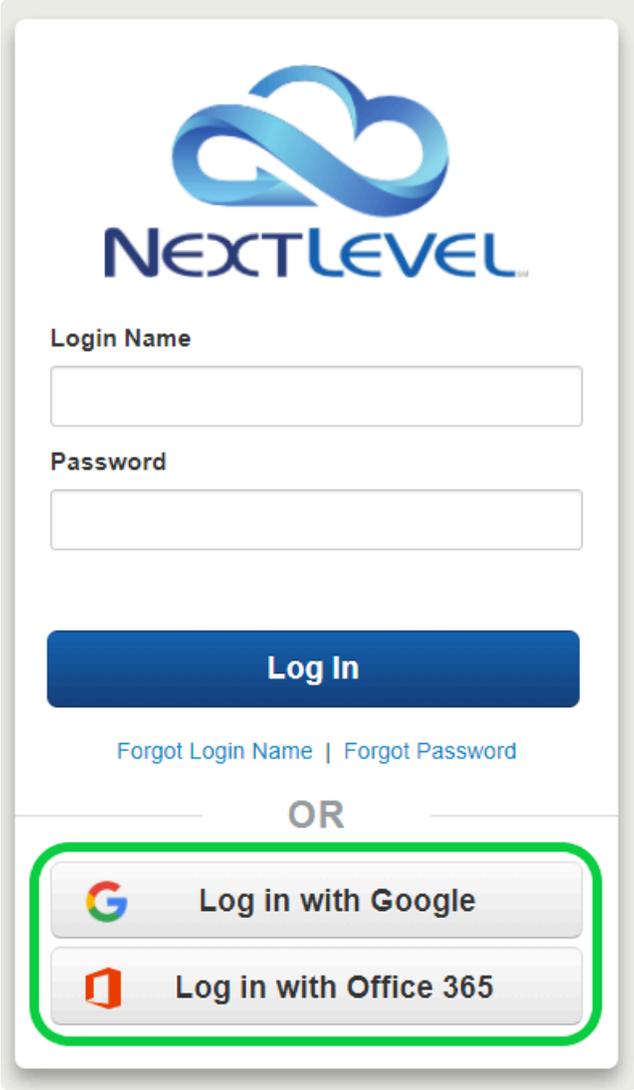
- If you do not receive the email after it is sent, check your Junk or Spam folder, as these emails sometimes end up flagged as spam.
 - If your company uses email security software with spam filtering, check there as well.
- The link will expire in 3 hours, or if clicked.
 - Some email security software will automatically inspect a link by following it, this will invalidate the link. If this is the case you may need to temporarily disable that feature or create a whitelist rule.

1.1.2. Single Sign-On

Single Sign-On (SSO) gives users the option of signing into the Verve Voice portal by using their Office 365 or Google account.

* Before you can use SSO, contact Verve Support at support@vervecloud.com to have SSO activated on your account.

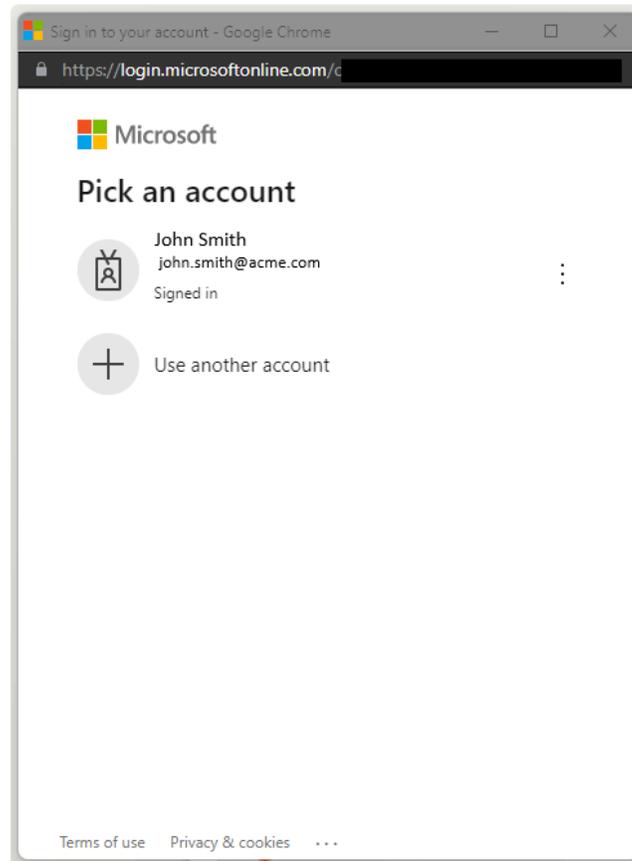
The process is simpler if the email address assigned to your User account in Verve is the same as the O365 or Google account you want to use.



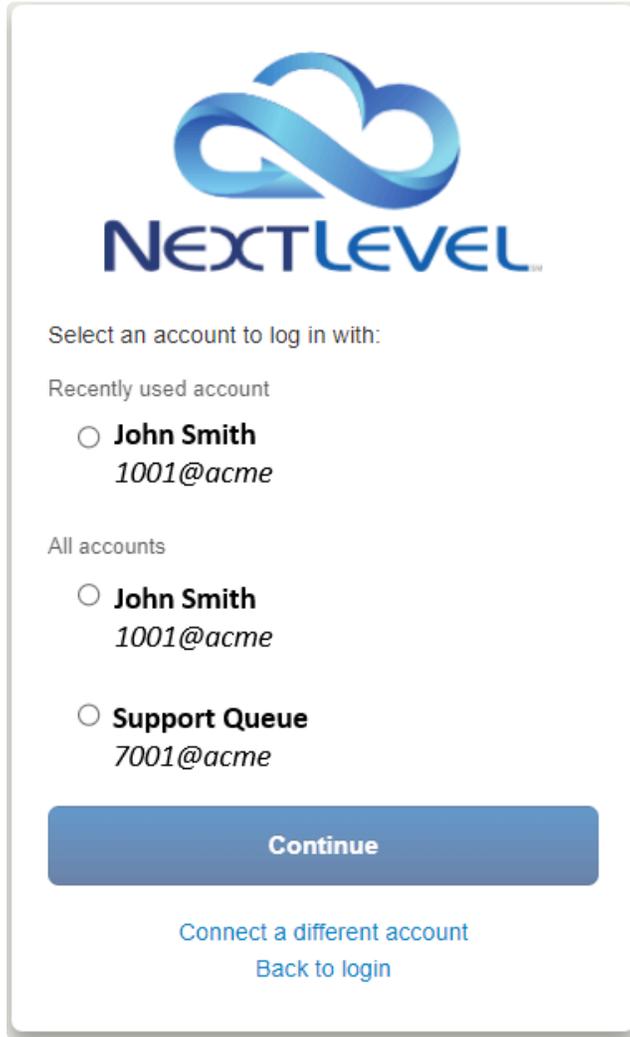
The image shows a login interface for 'NEXTLEVEL'. At the top is the NextLevel logo, which consists of a blue infinity-like symbol above the word 'NEXTLEVEL' in a blue, sans-serif font. Below the logo are two input fields: 'Login Name' and 'Password'. A blue 'Log In' button is positioned below the password field. Underneath the button are two links: 'Forgot Login Name' and 'Forgot Password'. A horizontal line with the word 'OR' in the center separates the standard login fields from two social login options: 'Log in with Google' (with the Google 'G' logo) and 'Log in with Office 365' (with the Office 365 logo). These two options are enclosed in a green rounded rectangular border.

1. To sign in with Single Sign On simply navigate to portal.mynlv.com
2. Below the log in button, click the account you would like to use to log in
3. You may be prompted to choose an account you would like to log in with
 - a. *Office 365*: If you are logged into your computer with an O365 for AD account, it may

- automatically log you in with the email associated with your account
- b. *Google*: If you are logged into an account (or “profile”) in Google Chrome browser, it may automatically log you in with that account
 - c. You may be able to use a different login option by launching an Incognito browser session in Chrome



4. If you have only one Verve Voice user associated with your email address, you will be logged in immediately.
5. If you have multiple Verve Voice users associated with your email address, you will be prompted to choose which one you want to log into.
 - a. The last account you logged in with will be saved at the top, and a full list of choices will be displayed below



At some point in the process you may be prompted to accept permissions for Verve to read your profile or see your email address, or something similar. If you would like to use SSO you will need to accept these permission.



john.smith@acme.com



Let this app access your info?

Next Level Internet, Inc. 

NextLevel SSO needs your permission to:



Read your profile

NextLevel SSO will be able to read your profile.

Accepting these permissions means that you allow this app to use your data as specified in their [terms of service](#) and [privacy statement](#). You can change these permissions at <https://microsoft.com/consent>. [Show details](#)

No Yes

If you do not have your email address assigned to your Verve Voice user you can still use this feature. You can click the “Connect to a different account” link in step 5 and enter your Verve Voice User credentials manually to attach them to SSO account you are using.

Other notes: If your Google or Office 365 account has an administrator they may set up restrictions on your ability to log into other services with your account info. If this is the case, contact your local administrator for more information.

1.1.3. Set up voicemail greeting

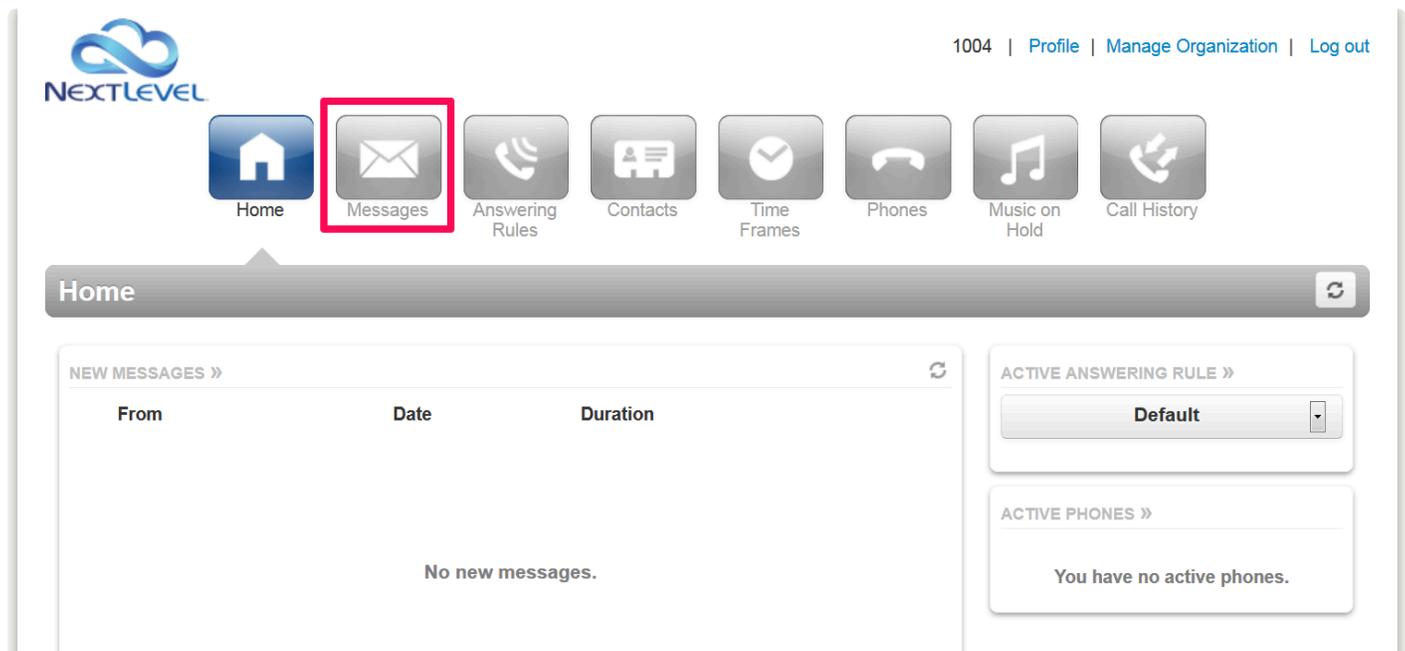
Summary

Your voicemail greeting is the message a caller hears when they reach your voicemail box. The recorded name is a brief recording of your first and last name that a caller hears when they reach the company directory. If these are not set a caller will hear a message saying “[EXTENSION NUMBER] is unavailable.” You can have multiple voicemail greetings but only one recorded name per extension.

Instructions

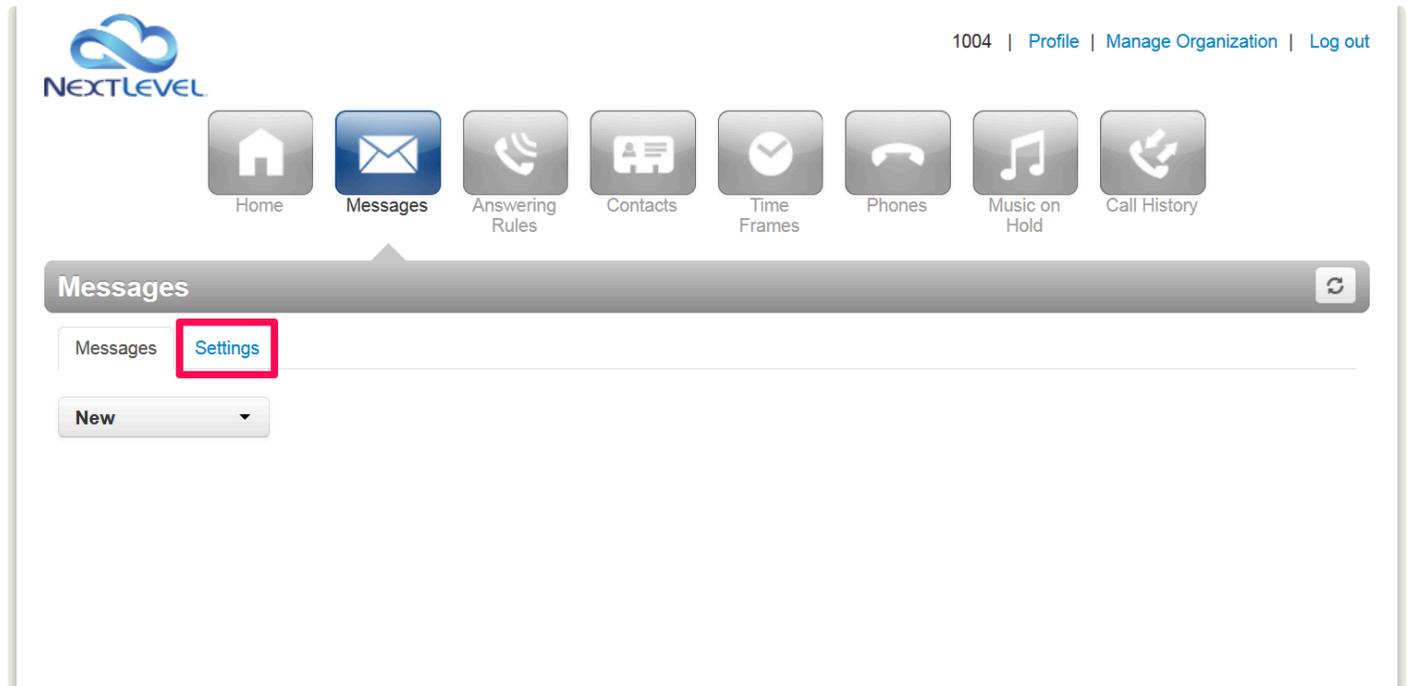
1. Select Messages

Log in to the User Portal and click on the Messages tab located at the top of the screen.



2. Select Settings

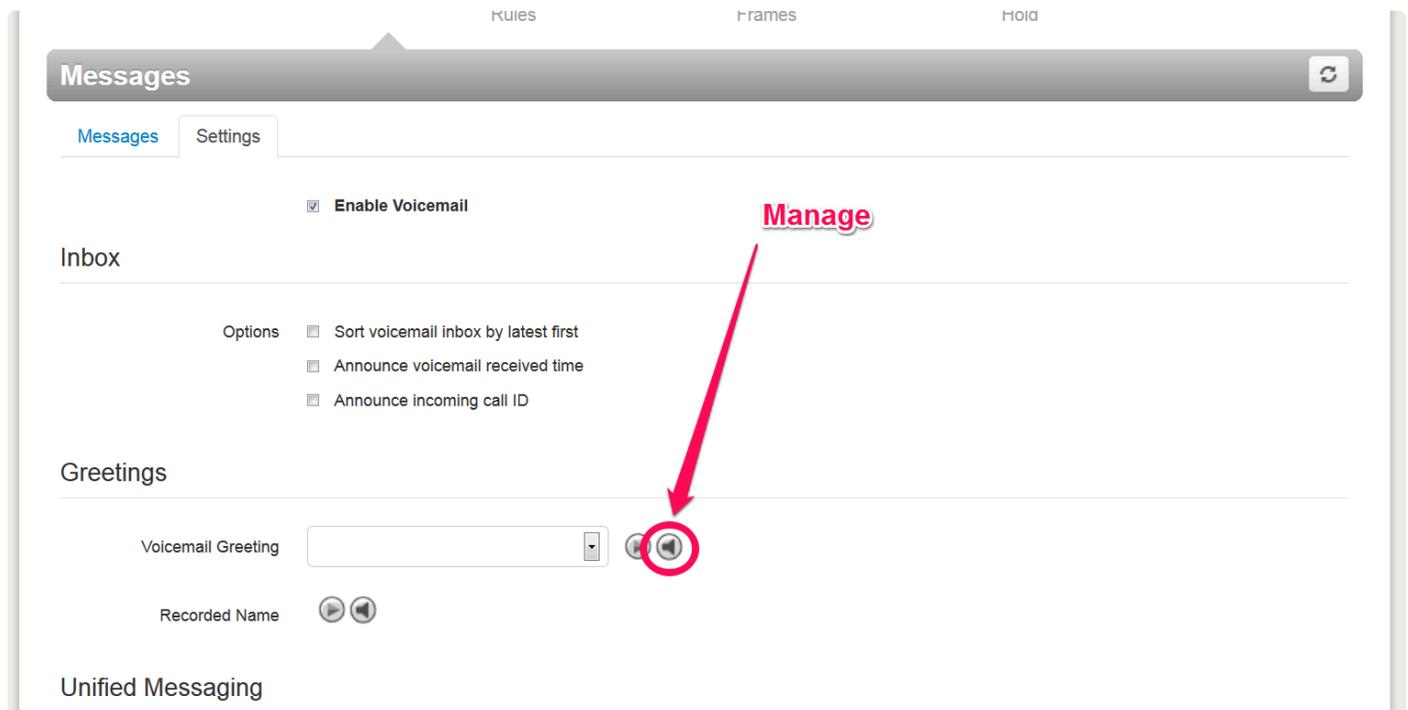
Click the “Settings” button on the messages screen.



The screenshot shows the Verve Voice Portal interface. At the top left is the 'NEXTLEVEL' logo. To the right, there are links for '1004 | Profile | Manage Organization | Log out'. Below the logo is a row of eight icons: Home, Messages, Answering Rules, Contacts, Time Frames, Phones, Music on Hold, and Call History. The 'Messages' icon is highlighted with a red box. Below this is a 'Messages' header with a refresh button. Underneath, there are tabs for 'Messages' and 'Settings', with 'Settings' being the active tab. A 'New' dropdown menu is also visible.

3. Edit voicemail greeting

Click the speakerphone button next to voicemail greeting. It will say “Manage” when you hover over it with your mouse.



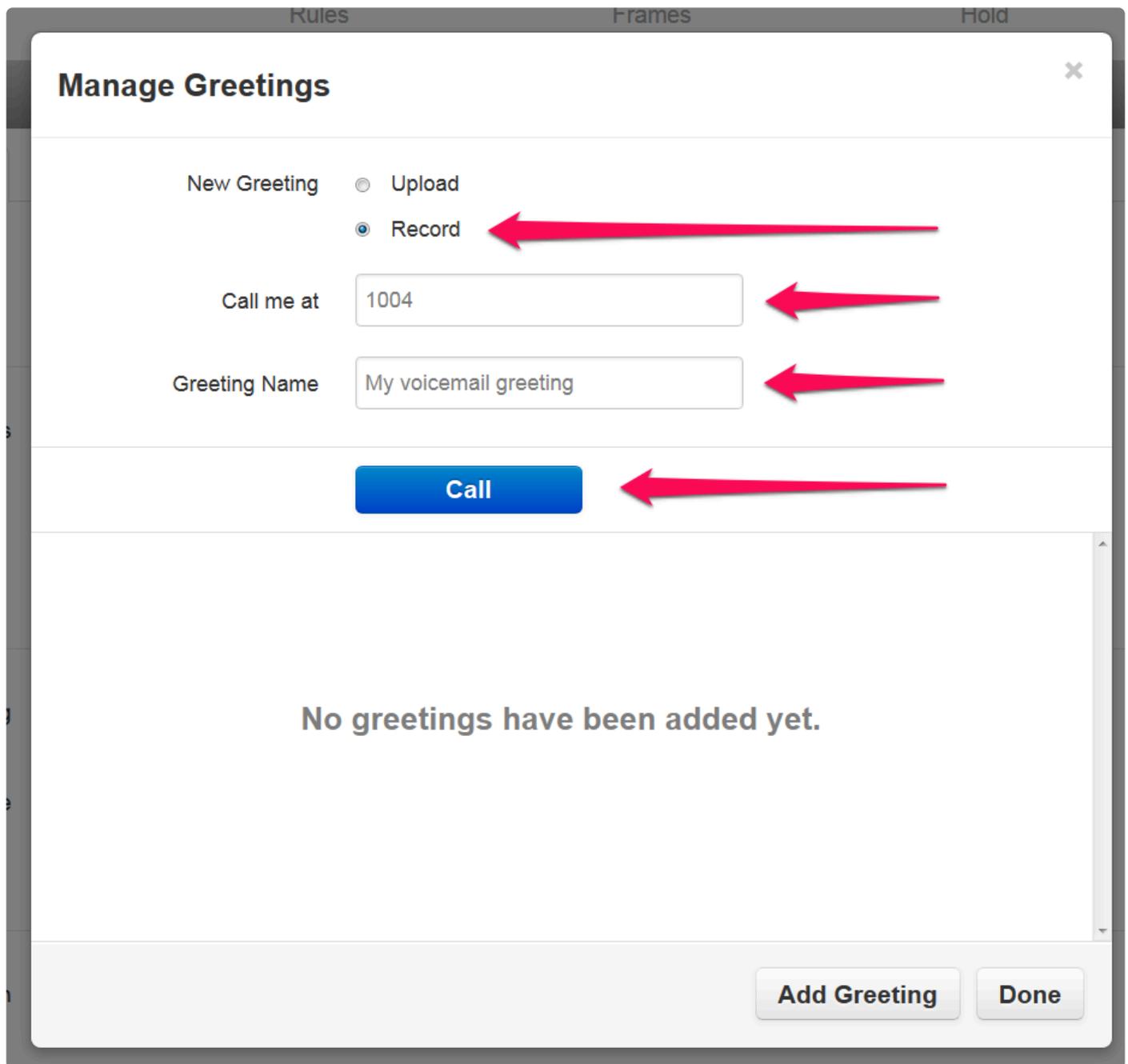
The screenshot shows the 'Settings' page for voicemail. The 'Messages' header is at the top, with 'Messages' and 'Settings' tabs. The 'Settings' tab is active. Under 'Enable Voicemail', there is a checked checkbox. Below that, under 'Inbox', there are three options: 'Sort voicemail inbox by latest first', 'Announce voicemail received time', and 'Announce incoming call ID'. Under 'Greetings', there is a 'Voicemail Greeting' dropdown menu. To the right of the dropdown is a speakerphone icon, which is circled in red. A red arrow points from the word 'Manage' (written in red) to this icon. Below the 'Voicemail Greeting' field is a 'Recorded Name' field with two speakerphone icons.

4. Record greeting

You can use your phone to record your voicemail message. To do this, select “Record”, enter an extension or phone number you wish to be called at, and a name for the recording. When you click the call button,

your phone will ring and when you answer, you will hear a message that says “Start recording after the tone. Press pound (#) when finished”

After the tone, record your voicemail message and hit pound (#) when done.

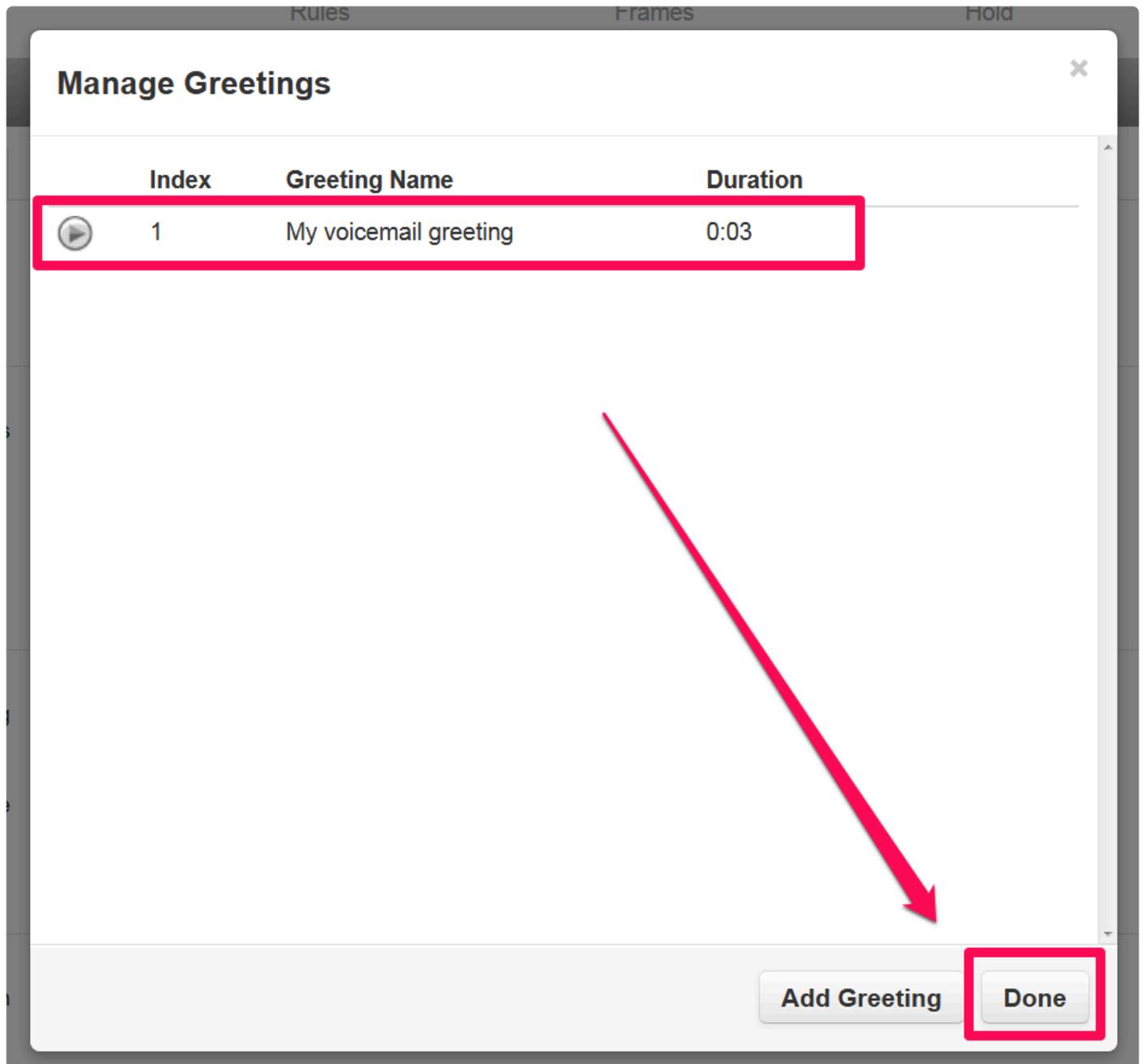


The screenshot shows a 'Manage Greetings' dialog box with the following elements:

- Rules** | **Frames** | **Hold** (top navigation)
- Manage Greetings** (title bar with close button)
- New Greeting** section:
 - Upload
 - Record (indicated by a red arrow)
- Call me at** section:
 - Text input field containing '1004' (indicated by a red arrow)
- Greeting Name** section:
 - Text input field containing 'My voicemail greeting' (indicated by a red arrow)
- Call** button (blue, indicated by a red arrow)
- No greetings have been added yet.** (main content area)
- Add Greeting** and **Done** buttons (bottom right)

5. Confirm message

You can listen to your recording by pressing the play button in the left column. When you are satisfied with it, click Done.



Manage Greetings

Index	Greeting Name	Duration
1	My voicemail greeting	0:03

Add Greeting **Done**

6. Refresh screen

Refresh your screen by pressing the circular arrow button at the top of the portal. Once you do that the message you recorded will show up as your default voicemail greeting.

Home Messages Answering Rules Contacts Time Frames Phones Music on Hold Call History

Messages 

Messages Settings

Enable Voicemail

Inbox

Options Sort voicemail inbox by latest first
 Announce voicemail received time
 Announce incoming call ID

Greetings

Voicemail Greeting  

Recorded Name  

7. Select your voicemail greeting

You can record multiple voicemail greetings and switch between them using the drop down arrow. If you have multiple greetings recorded, use the dropdown to select the greeting you wish to use. Click Save when done.



Messages ↻

Messages Settings

Enable Voicemail

Inbox

- Options
- Sort voicemail inbox by latest first
 - Announce voicemail received time
 - Announce incoming call ID

Greetings

Voicemail Greeting 1 - VMail Greeting ▶ ⬇ ▶

Recorded Name 1 - VMail Greeting
2 - VMail Greeting 2 ▶ ⬇ ▶



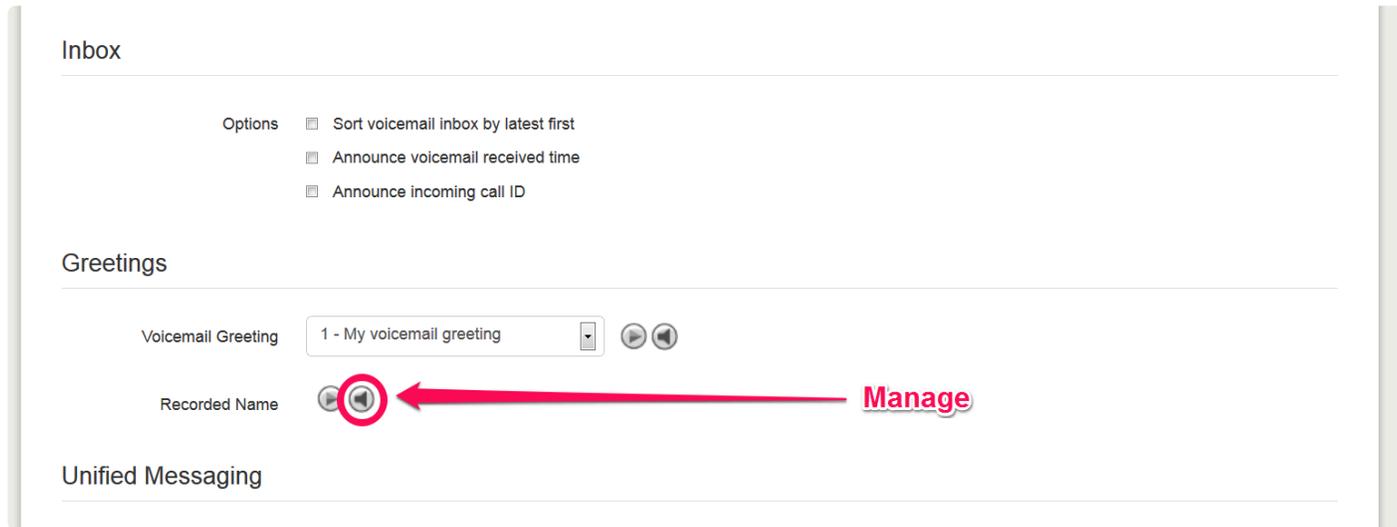
Unified Messaging

Email Notification None

Save Cancel

8. Edit recorded name

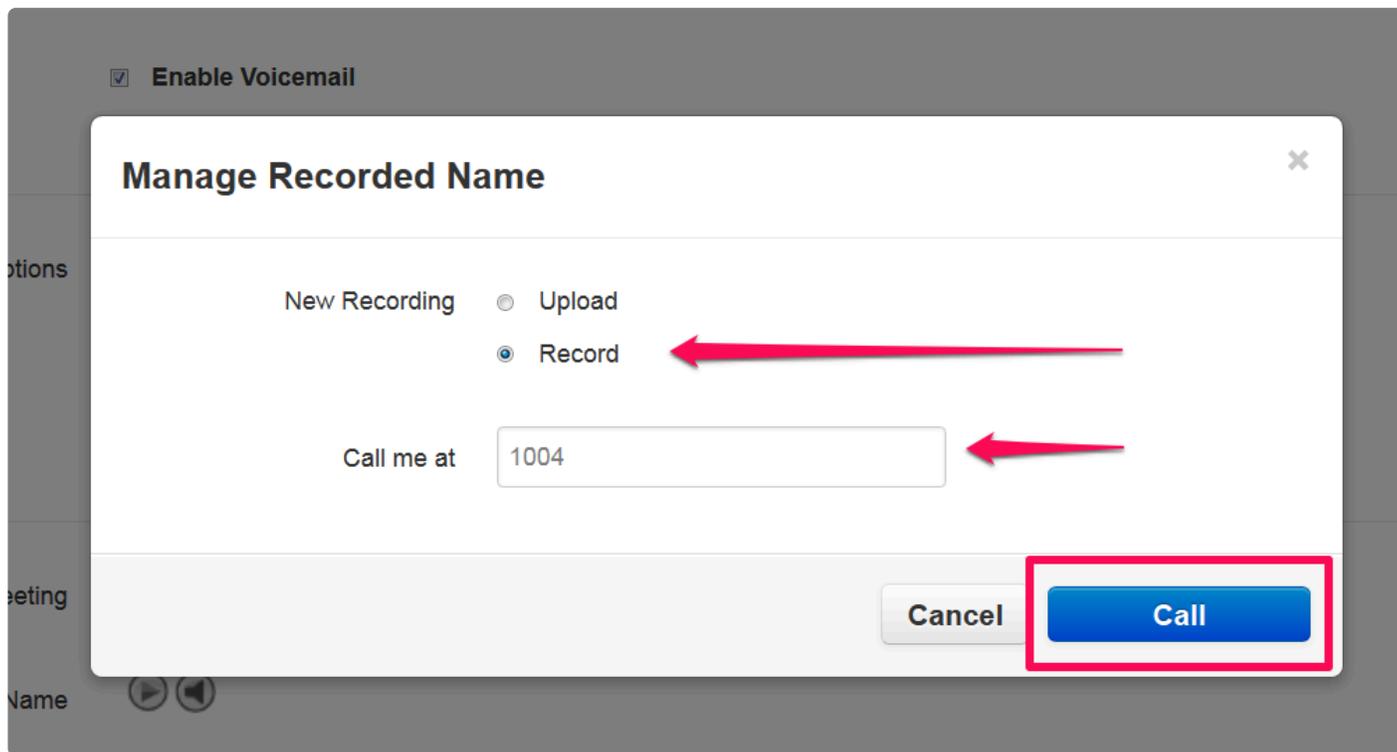
Click the speakerphone button next to recorded name. It will say “Manage” when you hover over it with your mouse.



9. Record name

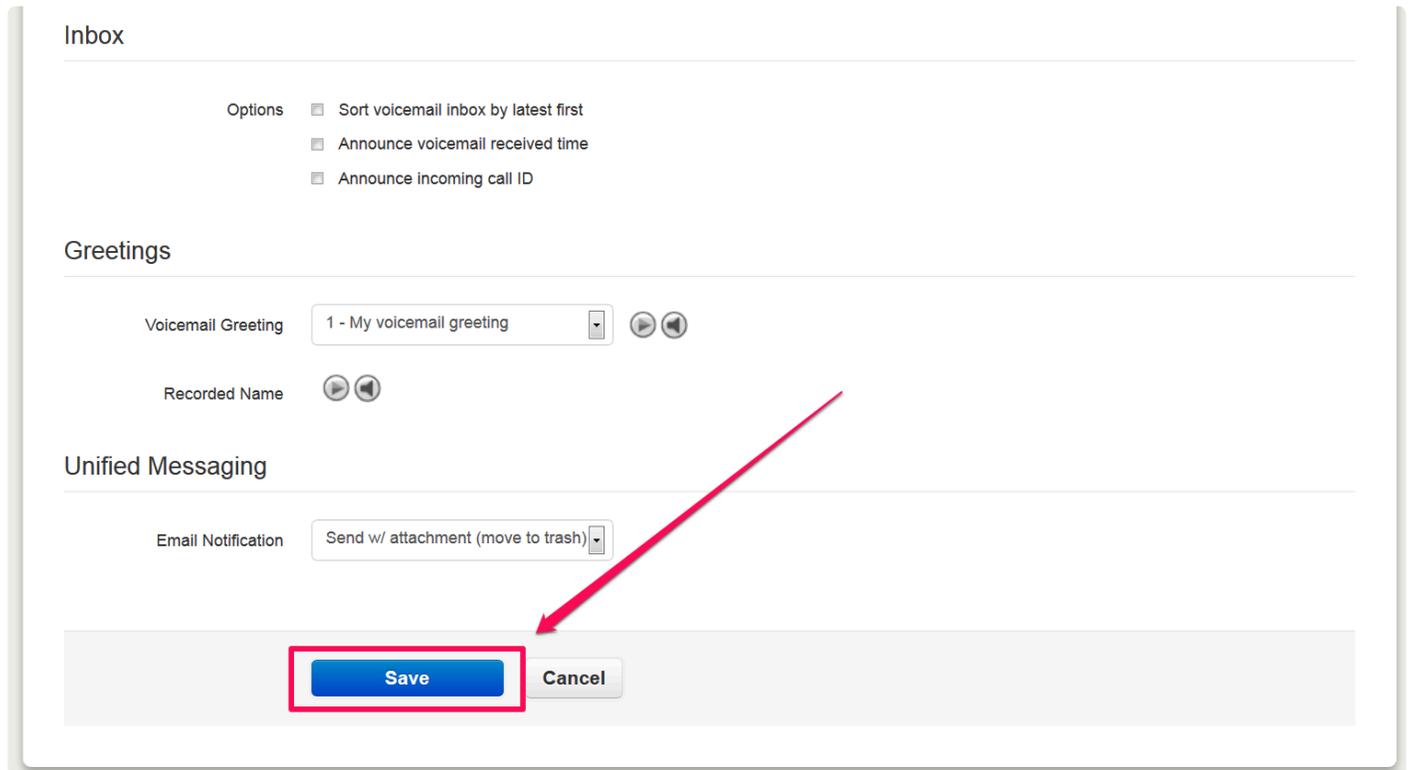
You can use your phone again to record your name. To do this, select “Record” and enter an extension or phone number where you wish to be called. There is no name field because each extension can only have one recording. When you click the call button, your phone will ring and when you answer, you will hear a message that says “Start recording after the tone. Press pound (#) when finished”

After the tone, record your name (first and last) and hit pound (#) when done. Click the done button on your screen to complete the recording and return to the voicemail settings.



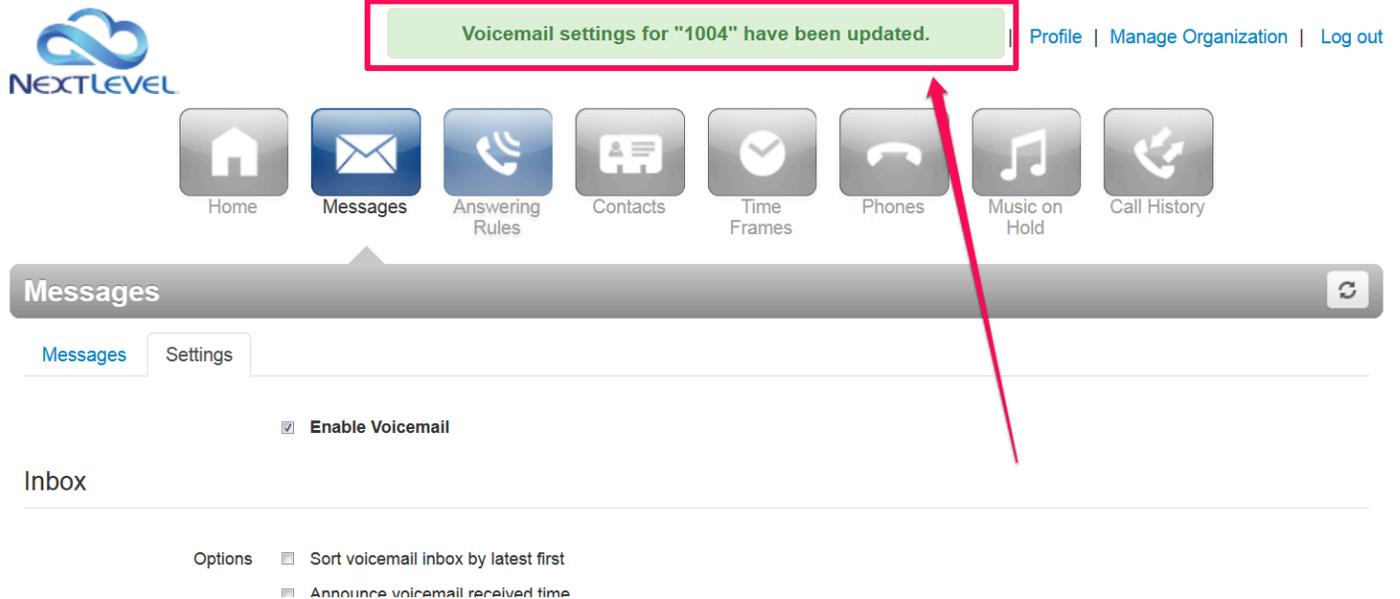
10. Save greeting

Scroll to the bottom of the screen and click the save button.



11. Verify update

You will see a green message appear at the top of your screen to confirm that your changes were applied successfully.



Next: [1.1.4. Set up voicemail-to-email >>](#)

1.1.4. Set up voicemail-to-email

Summary

Your Verve voicemail comes with the ability to send the voicemails that you get to your email address. These voicemails are delivered as an mp3 file or a link to play the file on the Verve system. There are multiple options that can be configured for this setting. You can move to trash, move to saved, or keep as new when an email is sent. You also have the ability to add multiple email addresses to the voicemail to email feature.

Instructions

1. Edit your profile

Log in to the User Portal and click on the Profile link located at the top of the screen.

1001 | [Profile](#) | [Log out](#)

Home Messages Answering Rules Contacts Time Frames Phones Music on Hold Call History

Home

From	Date	Duration
No new messages.		

ACTIVE ANSWERING RULE »
Default

ACTIVE PHONES »
You have no active phones.

2. Add your email address

To add your email, simply enter your email address in the “Email Address(es)” section circled below. It is important to note you may enter more than one email address. To do this, simply click on the green plus sign to the right of the entry field.

The screenshot shows a 'Profile' settings window with the following fields and options:

- First Name:** Kate
- Last Name:** Denning
- Timezone:** US/Pacific
- Email Address(es):** kate@acme.com (highlighted with a red box)
- Directory Options:**
 - Announce in Audio Directory
 - List in Directory
- Caller ID Information:**
 - Area Code:** 858
 - Caller ID:** 8588360700
- Change Password:**
 - New Password:** [Empty field]
 - Confirm New Password:** [Empty field]
 - Note:** Password must be numbers only.

At the bottom of the window are two buttons: 'Cancel' and 'Save' (highlighted in blue).

3. Confirm changes

Once you have all of your email addresses added, click on the save button at the bottom of the screen. This screen will disappear and bring you back to the main portal.

The screenshot shows a 'Profile' settings dialog box over a blurred background of a mobile application interface. The dialog box has a title bar with 'Profile' and a close button. It contains the following fields and options:

- Personal Information:**
 - First Name: Kate
 - Last Name: Denning
 - Timezone: US/Pacific (dropdown menu)
 - Email Address(es): kate@acmecoco.com (with a plus icon to add more)
- Directory Options:**
 - Announce in Audio Directory
 - List in Directory
- Caller ID Information:**
 - Area Code: 858
 - Caller ID: 8588360700
- Change Password:**
 - New Password: [empty field]
 - Note:** Password must be numbers only.
 - Confirm New Password: [empty field]

At the bottom of the dialog box, there are two buttons: 'Cancel' and 'Save'. A red arrow points to the 'Save' button.

3. Emails added

Once the page loads, a confirmation will appear at the top of the screen. At this point, your email addresses have been added and we need to configure how they are sent to you.



Profile for "1001" has been updated.

1001 | Profile | Log out

- Home
- Messages
- Answering Rules
- Contacts
- Time Frames
- Phones
- Music on Hold
- Call History

Home ↻

NEW MESSAGES » ↻

From	Date	Duration
No new messages.		

ACTIVE ANSWERING RULE »

Default ▾

ACTIVE PHONES »

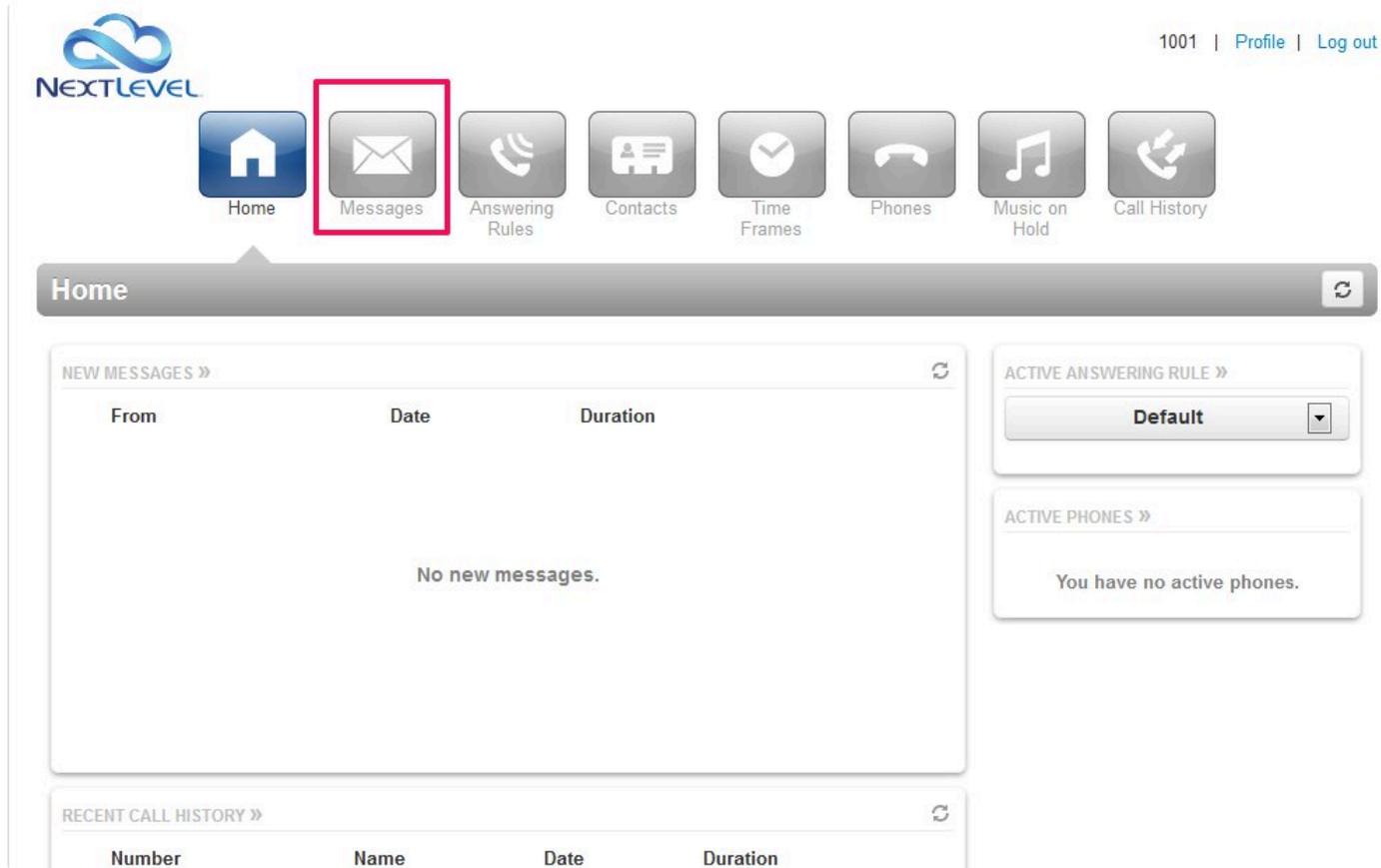
You have no active phones.

RECENT CALL HISTORY » ↻

Number	Name	Date	Duration
--------	------	------	----------

4. Configure options

To configure how the emails are sent, click on the messages tab.



Home Messages Answering Rules Contacts Time Frames Phones Music on Hold Call History

Home [Refresh]

NEW MESSAGES » [Refresh]

From	Date	Duration
No new messages.		

ACTIVE ANSWERING RULE »

Default [Dropdown Arrow]

ACTIVE PHONES »

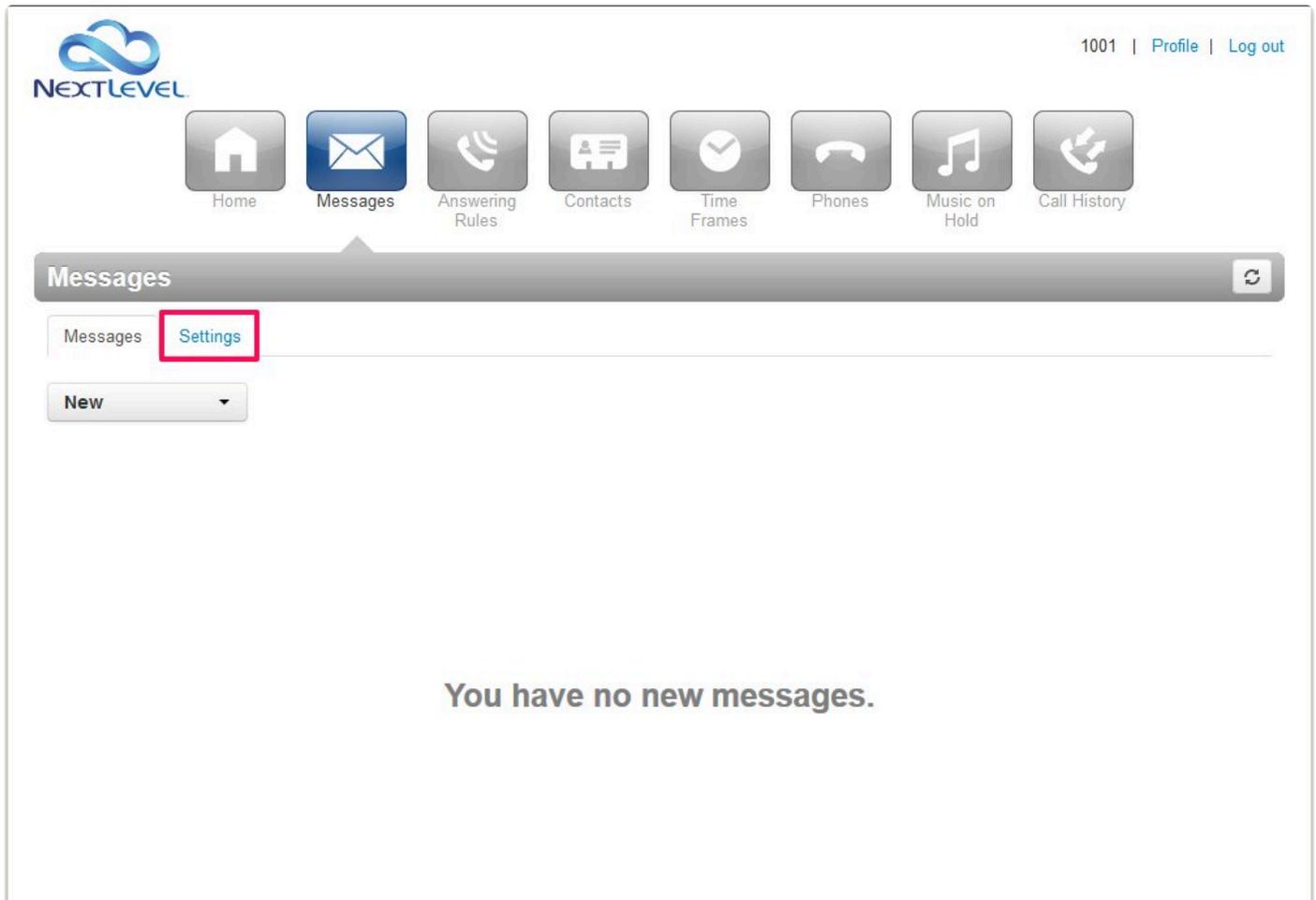
You have no active phones.

RECENT CALL HISTORY » [Refresh]

Number	Name	Date	Duration
--------	------	------	----------

5. Configure options

Once in the messages tab, click on settings circled below.



The screenshot displays the Verve Voice Portal interface. At the top left is the "NEXTLEVEL" logo. In the top right corner, the text "1001 | Profile | Log out" is visible. Below the logo is a row of eight navigation icons: Home, Messages (highlighted in blue), Answering Rules, Contacts, Time Frames, Phones, Music on Hold, and Call History. A "Messages" header bar is positioned below the icons, featuring a refresh icon on the right. Underneath this bar, there are two tabs: "Messages" and "Settings" (which is highlighted with a red box). Below the tabs is a "New" button with a downward arrow. The main content area of the page displays the message: "You have no new messages."

6. Configure options

Under the "Unified Messaging" section located at the bottom of the screen click on the "Email Notification" drop down menu circled below.



Messages


[Messages](#)
[Settings](#)
 Enable Voicemail

Inbox

- Options
- Sort voicemail inbox by latest first
 - Announce voicemail received time
 - Announce incoming call ID

Greetings

Voicemail Greeting

Recorded Name

Unified Messaging

Email Notification



7. Choose your option

Once the drop down menu is clicked you will be presented with 9 options.

1. None
2. Send w/ hyperlink
3. Send w/ brief hyperlink
4. Send w/ attachment (leave as new):
5. Send w/ attachment (move to trash)
6. Send w/ attachment (move to saved)
7. Send w/ brief attachment (leave as new)
8. Send w/ brief attachment (move to trash)
9. Send w/ brief attachment (move to saved)

- The leave as new option will keep the voicemail in your voicemail box. (This will keep the blinking light on your phone)
- The move to trash option moves the voicemail to your trash folder and stop the blinking light on your phone.
- The move to saved option moves the voicemail to your saved folder.

The difference between brief attachment and attachment is the amount of text that goes along with the email message.

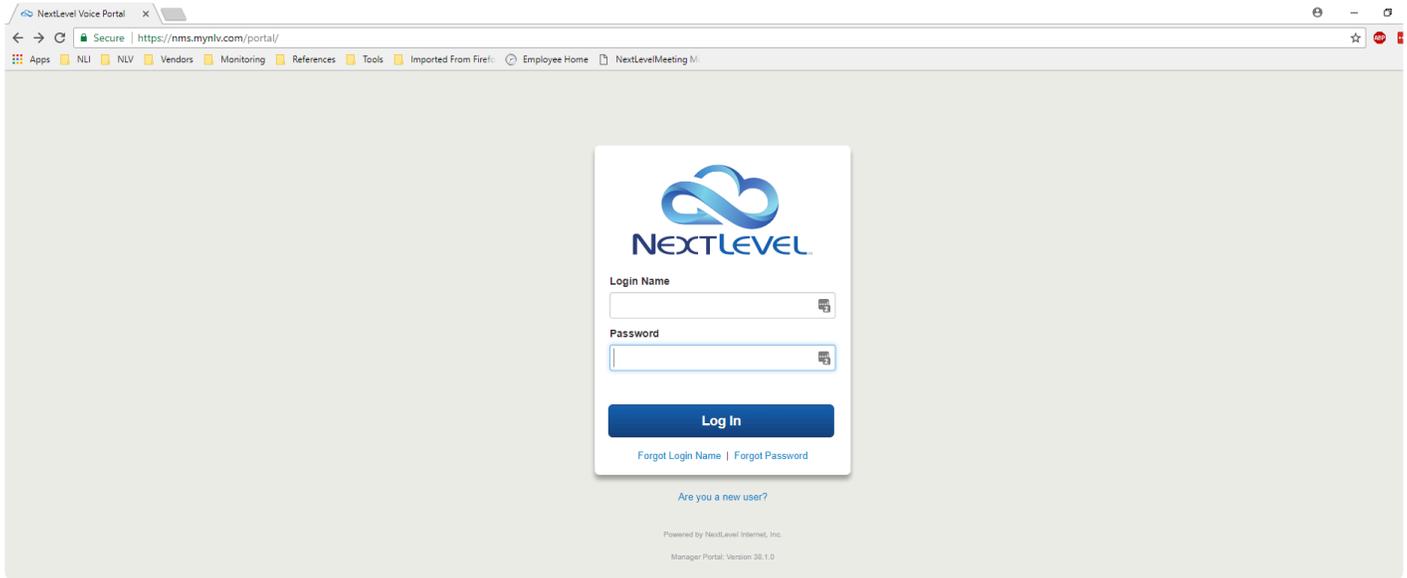
! For iPhone users, Apple does not support the flash player on their devices which means the hyperlink options will not work for you. If you would like to enable voicemail to email please select one of the options that sends an attachment.

Next: [1.1.5. Password Reset >>](#)

1.1.5. Password Reset

Verve Portal

1. In the login page, Please select **Forgot Password**



2. Enter your login name

Forgot Password

Please provide your Login Name so we can send a password reset link to the email linked to your account.

Login Name

ext@yourdomain| 2

Send

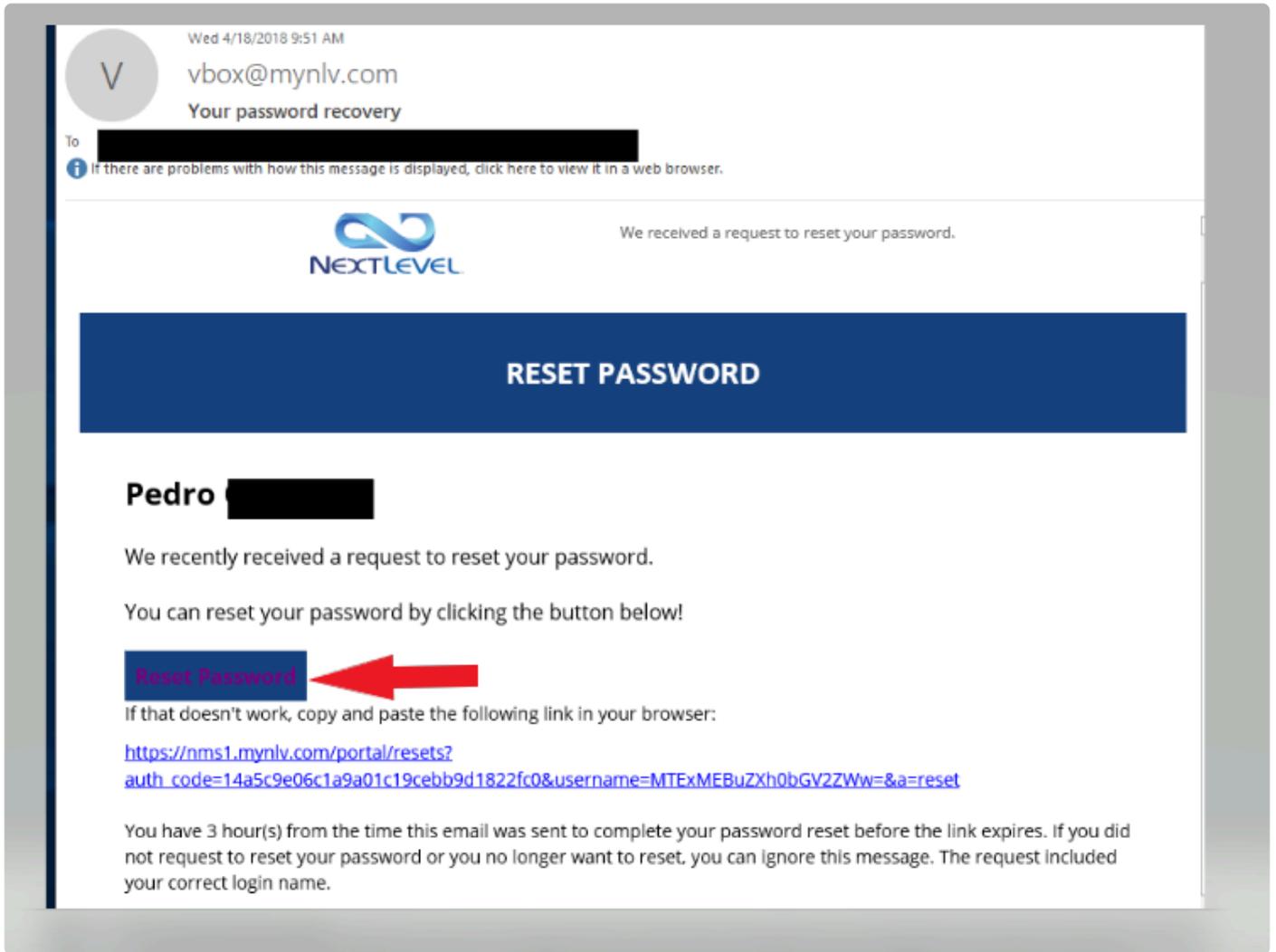
[Forgot Login Name](#)
[Back to Login](#)

Powered by NextLevel Internet, Inc.
Manager Portal: Version 38.1.0

3. Click on Send. You should see a green banner that says “**An email has been sent to the specified address**” (This is the email address on the User profile)

An email has been sent to the specified address.

4 . Please open email and you should receive an email like below. **Please check your Junk/Spam folder if you don't see the email.** Click on **Reset Password**



5. Enter your new password. Please follow instruction on Password requirement

Password Reset

Please set a new password to continue.

New Password

Minimum length of 8 characters, minimum of 1 capital letter(s), minimum of 1 number(s), minimum of 1 number(s), Your extension cannot be part of your password.

Confirm Password

Save

Powered by NextLevel Internet, Inc.

Manager Portal: Version 38.1.0

6. Once password has been changed, you will automatically log in to the portal.

1.2. Basic User

Your account has a variety of settings that allow you to customize the way your phone functions. All of your account settings can be managed through the Verve Voice Portal.

Most extensions have a “Basic User” permission level. This gives you the ability to edit the settings for your phone. Users that need to control the entire phone system are given an “Office Manager” permission level. Typically these permissions are set during the install. If they need to be changed, contact our support team at support@vervecloud.com or (877) 837-8348 option 1.

- [Change ring timeout](#)
- [Block a number](#)
- [Add answering rules](#)

1.2.1. Change ring timeout

Summary

Changing the ring timeout affects how long the phone rings before following its first answering rule.

Instructions

1. Select Answering Rules

Log in to the User Portal and click on the Answering Rules tab located at the top of the screen.

The screenshot displays the NextLevel User Portal interface. At the top left is the NextLevel logo. In the top right corner, there is a user ID '1004' and links for 'Profile', 'Manage Organization', and 'Log out'. Below the logo is a navigation bar with several icons: Home (house icon), Messages (envelope icon), Answering Rules (phone handset icon, highlighted with a red box), Contacts (list icon), Time Frames (clock icon), Phones (phone handset icon), Music on Hold (musical notes icon), and Call History (phone handset icon). Below the navigation bar is a 'Home' header with a refresh icon. The main content area is divided into three sections: 'NEW MESSAGES »' with a refresh icon and a table with columns 'From', 'Date', and 'Duration', containing the text 'No new messages.'; 'ACTIVE ANSWERING RULE »' with a dropdown menu showing 'Default'; and 'ACTIVE PHONES »' with the text 'You have no active phones.' At the bottom left, there is a 'RECENT CALL HISTORY »' section with a refresh icon.

2. Change ring timeout

To change the ring timeout, simply choose the preferred time on the dropdown in the “Ring for” section circled below. As a general rule, 5 seconds is about 1 ring.

1004 | [Profile](#) | [Manage Organization](#) | [Log out](#)

Home Messages **Answering Rules** Contacts Time Frames Phones Music on Hold Call History

Answering Rules / Christy Cousins (1004) Refresh

Ring for seconds Allow / Block Add Rule

Time Frame	Description
Default Active	Ring x1004
Weekend	Forward always to Voicemail - 1004 (Christy Cousins)

3. Confirm changes

Once you have made a selection, a confirmation will appear at the top of the screen. At this point, the changes have been made.

Updated: 1004 will ring for 10 seconds | [Profile](#) | [Manage Organization](#) | [Log out](#)

Home Messages **Answering Rules** Contacts Time Frames Phones Music on Hold Call History

Answering Rules / Christy Cousins (1004) Refresh

Ring for seconds Allow / Block Add Rule

Time Frame	Description
Default Active	Ring x1004
Weekend	Forward always to Voicemail - 1004 (Christy Cousins)

1.2.2. Block a number

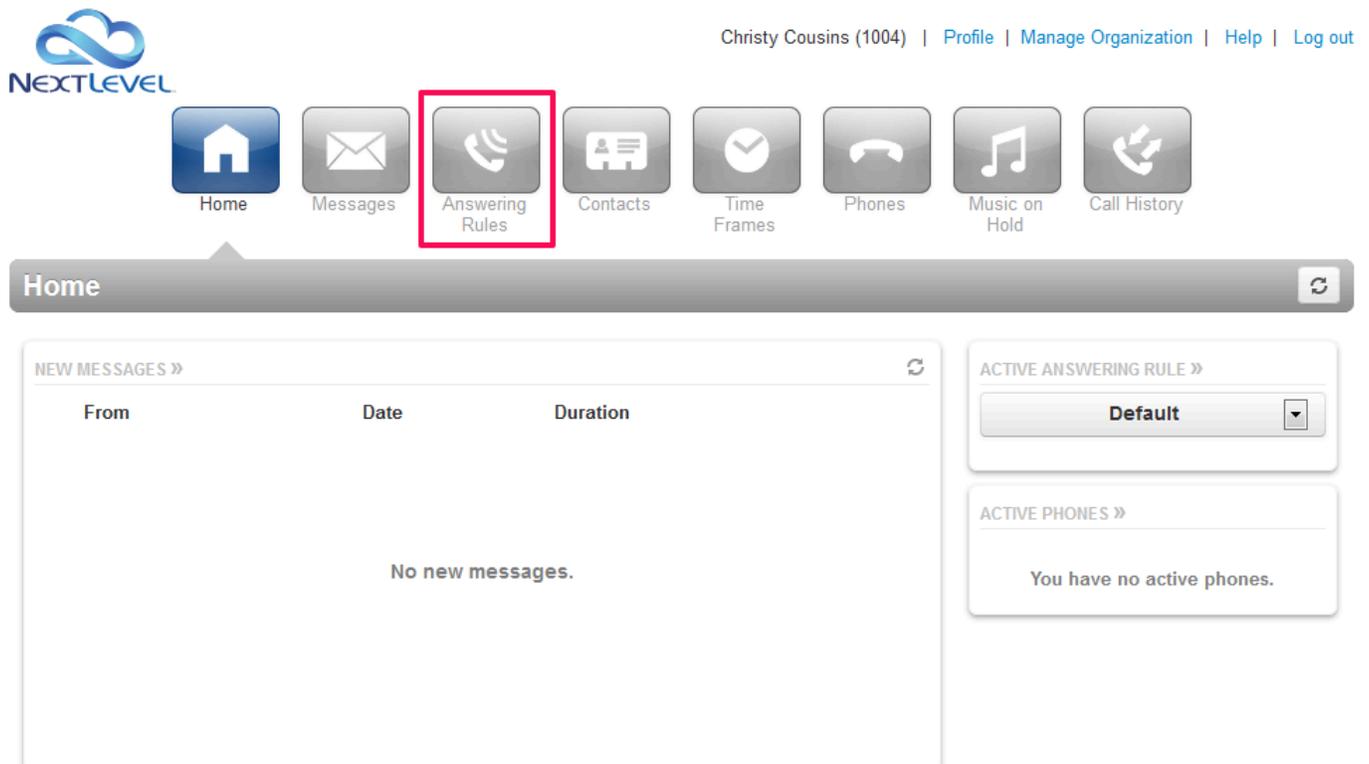
Summary

Blocking a number removes the ability for certain numbers to call your extension.

Instructions

1. Select Answering Rules

Log in to the User Portal and click on the Answering Rules tab located at the top of the screen.



The screenshot displays the NextLevel User Portal interface. At the top left is the NextLevel logo. On the top right, the user's name "Christy Cousins (1004)" is shown along with links for "Profile", "Manage Organization", "Help", and "Log out". Below the header is a navigation bar with eight icons: Home, Messages, Answering Rules (highlighted with a red box), Contacts, Time Frames, Phones, Music on Hold, and Call History. Below the navigation bar is a "Home" header with a refresh icon. The main content area is divided into two sections. The left section is titled "NEW MESSAGES »" and contains a table with columns "From", "Date", and "Duration". The table is empty, and the text "No new messages." is displayed below it. The right section is titled "ACTIVE ANSWERING RULE »" and shows a dropdown menu with "Default" selected. Below this is a section titled "ACTIVE PHONES »" which displays the message "You have no active phones."

* If you have Office Manager credentials, your screen will look like this:

NextLevel

My Account | Help | Log out

Home Users Conferences Call Queues Time Frames Music On Hold Inventory Call History

Users / [User Name] (1001)

Profile **Answering Rules** Voicemail Phones

Profile Information

First Name [Text Field]

Last Name [Text Field]

Login Name [Text Field]

Timezone [US/Pacific]

Email Address(es) [Text Field] +

Directory Options Announce in Audio Directory List in Directory

Caller ID Information

2. Select Allow / Block

Click on the Allow / Block button in the upper right hand corner of the screen.



Answering Rules / Christy Cousins (1004) Refresh

Ring for seconds

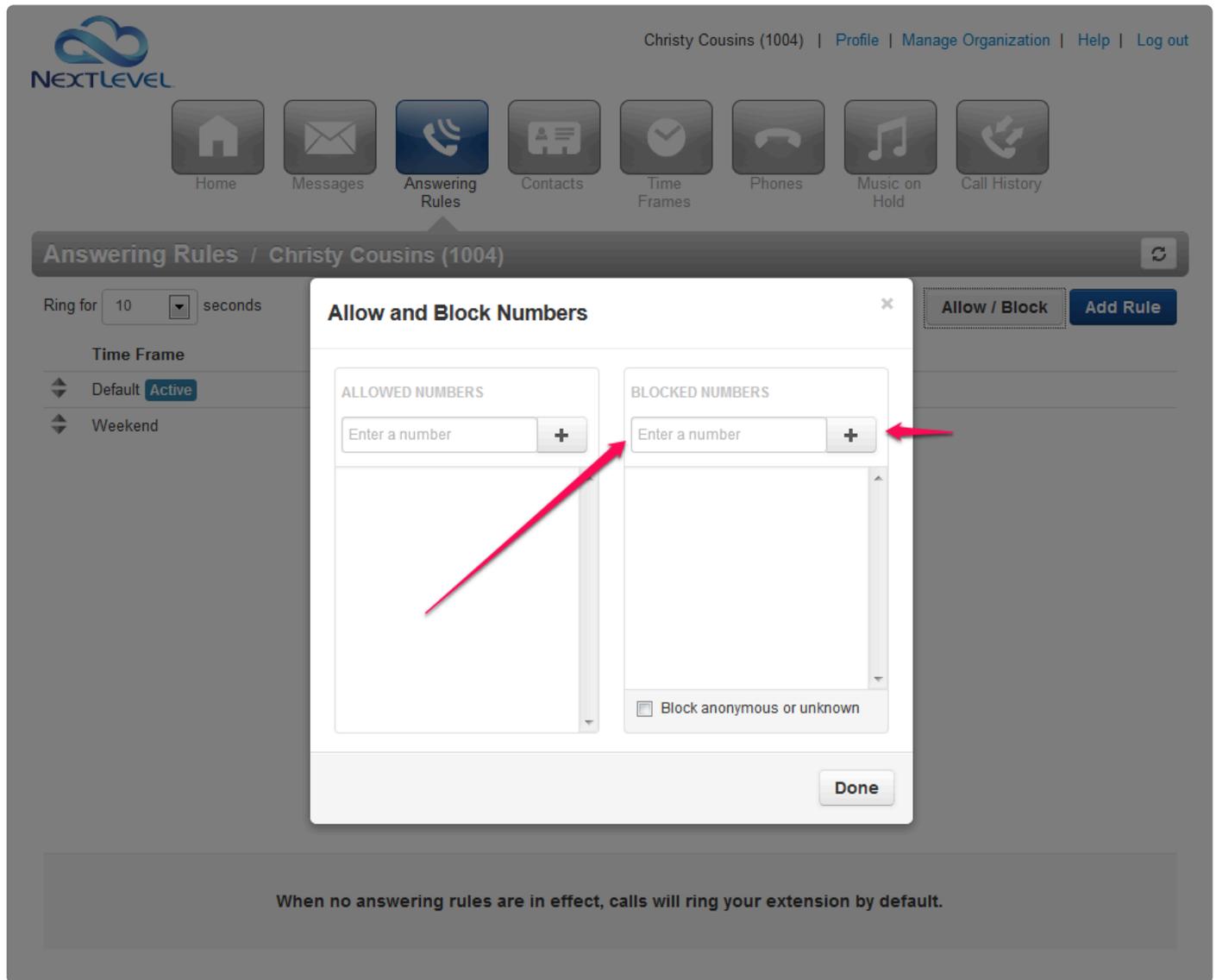
Allow / Block **Add Rule**

Time Frame	Description
Default Active	Ring x1004
Weekend	Simultaneously ring x1004, (858) 869-5555, x1003 Forward when unanswered to User - 1000 (Erik Klein)

When no answering rules are in effect, calls will ring your extension by default.

3. Enter Numbers to Block

Enter in the number you would like to block in the Blocked Numbers text box and click the plus sign.



Christy Cousins (1004) | Profile | Manage Organization | Help | Log out

Home Messages **Answering Rules** Contacts Time Frames Phones Music on Hold Call History

Answering Rules / Christy Cousins (1004)

Ring for 10 seconds

Time Frame

Default **Active**

Weekend

Allow and Block Numbers

ALLOWED NUMBERS

Enter a number +

BLOCKED NUMBERS

Enter a number +

Block anonymous or unknown

Done

Allow / Block Add Rule

When no answering rules are in effect, calls will ring your extension by default.

4. Confirm Changes

At this point, the changes have been made. You will get a confirmation at the top of the screen as well as the number listed in the blocked numbers area. Continue to enter all of the numbers you wish to block and click done when you are finished.

8585554546 added to Blocked Numbers

Home Messages Answering Rules Contacts Time Frames Phones Music on Hold Call History

Answering Rules / Christy Cousins (1004)

Ring for 10 seconds

Time Frame

- Default Active
- Weekend

Allow / Block Add Rule

Allow and Block Numbers

ALLOWED NUMBERS	BLOCKED NUMBERS
Enter a number +	Enter a number +
	(858) 555-4546 ✕
	<input type="checkbox"/> Block anonymous or unknown

Done

When no answering rules are in effect, calls will ring your extension by default.

1.2.3. Add answering rules

Summary

Your answering rules control what happens when someone calls your phone. You can forward calls or have multiple phones ring simultaneously, and you can control the time frame for which these happen. Each answering rule must have a time frame associate with it — this tells your phone system **when** to use the answering rule.

Examples of common answering rules include:

- Automatically forward all incoming calls directly to your personal cell phone during non-business hours.
- Simultaneously ring your cell phone and your office phone so you never miss a call.
- Automatically send all incoming calls to a receptionist if you do not answer.

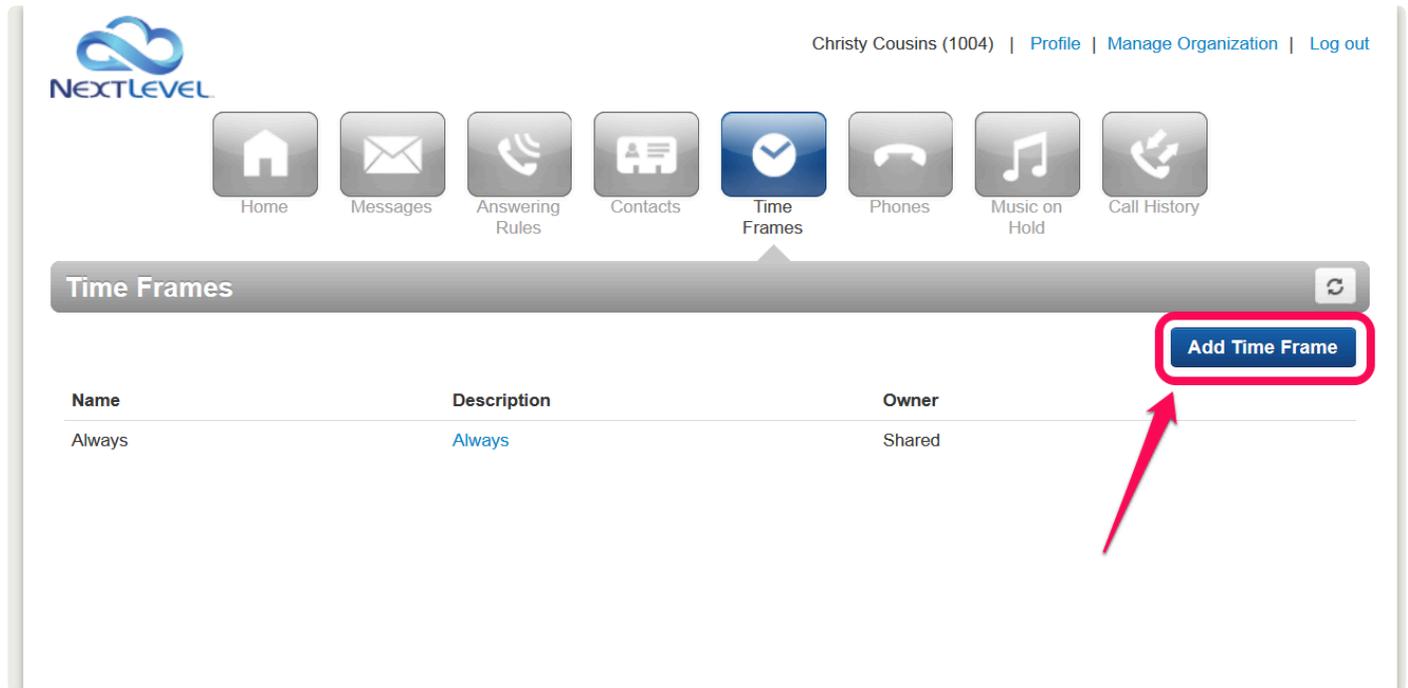
Instructions

1. Create a time frames



Every answering rule must have a time frame specified. If you do not already have a time frame set up that you want to use, you must create one.

Log in to the User Portal and navigate to the time frames menu. From there, click the “Add Time Frame” button to create a new time frame.



The screenshot shows the Verve Voice Portal interface. At the top left is the NextLevel logo. At the top right, the user is identified as Christy Cousins (1004) with links for Profile, Manage Organization, and Log out. A navigation bar contains icons for Home, Messages, Answering Rules, Contacts, Time Frames (selected), Phones, Music on Hold, and Call History. Below this is a 'Time Frames' header with a refresh icon. A table lists existing time frames, and an 'Add Time Frame' button is highlighted with a red box and a red arrow pointing to it.

Name	Description	Owner
Always	Always	Shared

2. Configure time frame

Give your time frame a name and choose when you want it to be applied. The Portal gives you the option to select one of three types of time frames:

- Always
- Certain days of the week and times (Example: Saturdays and Sundays from 8AM to 5PM)
- Specific dates or ranges (Example: 12/24/2013 – 12/26/2013)

When you are finished, click **save**.

Example: Certain days of the week and times

Christy Cousins (1004) | Profile | Manage Organizat

Add a Timeframe

Name **Note: Name cannot be changed**

When Always Certain days of the week and times

- Sunday 12:00 AM 6:00 AM 12:00 PM 6:00 PM 11:59 PM
- Monday 12:00 AM 6:00 AM 12:00 PM 6:00 PM 11:59 PM
- Tuesday 12:00 AM 6:00 AM 12:00 PM 6:00 PM 11:59 PM
- Wednesday 12:00 AM 6:00 AM 12:00 PM 6:00 PM 11:59 PM
- Thursday 12:00 AM 6:00 AM 12:00 PM 6:00 PM 11:59 PM
- Friday 12:00 AM 6:00 AM 12:00 PM 6:00 PM 11:59 PM
- Saturday 12:00 AM 6:00 AM 12:00 PM 6:00 PM 11:59 PM

Specific dates or ranges

Example: Specific dates and time. (Scenario: Holiday off)

! When creating a time of day forwarding rule for a holiday, make sure to create a separate time range for each day of the holiday.



This example is for the 2015 Memorial Day Weekend. The Timeframe will start on Friday the 22nd at 6:00pm and end on Tuesday the 26th at 8:00 am.

Add a Timeframe

Name **Note: Name cannot be changed**

When Always Days of the week and times Specific dates or ranges

Specific dates or ranges	Start	End	Action
	05/22/2015 6:00 pm	05/22/2015 11:59 pm	+
	05/23/2015 12:00 am	05/23/2015 11:59 pm	×
	05/24/2015 12:00 am	05/24/2015 11:59 pm	×
	05/25/2015 12:00 am	05/25/2015 11:59 pm	×
	05/26/2015 12:00 am	05/26/2015 8:00 am	×

Create a time range for each individual day for the holiday.

May 2015

Su	Mo	Tu	We	Th	Fr	Sa
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Time 8:00 am

Hour

Minute

Cancel Save

Change hours and minutes with these sliding bars.

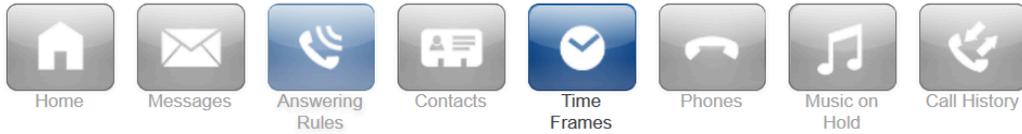
3. Confirm time frame

After you save your time frame, you will see a green confirmation note on the top of your screen. You will also see it in the list of available time frames.



Time frame "Weekend" has been created.

Profile | Manage Organization | Log out



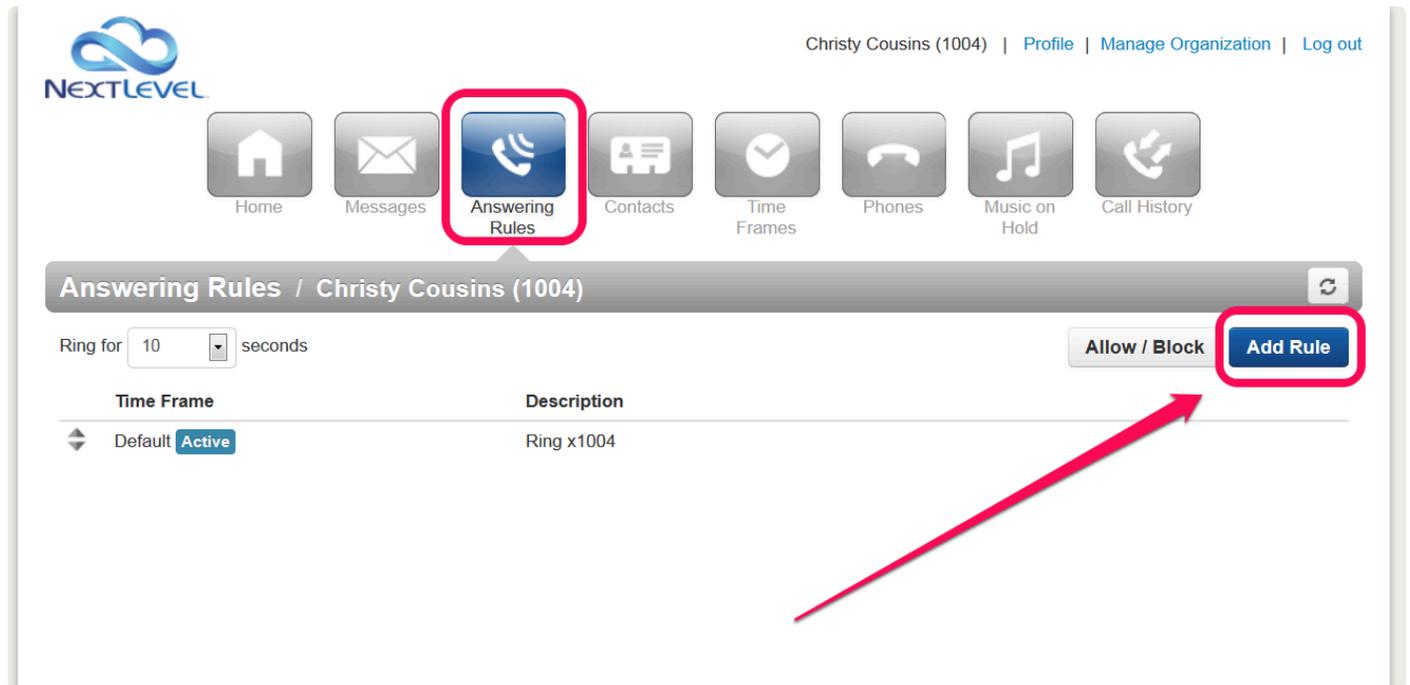
Time Frames

Add Time Frame

Name	Description	Owner
Always	Always	Shared
Weekend	Days and Times	1004

4. Add answering rule

Navigate to the answering rules menu and click "Add Rule"



5. Configure answering rule

Select the time frame you wish to use (most of the time this will be the one you just created).

You have many call forwarding options that you can apply. In most cases, you will forward calls to either a 10-digit phone number, an extension within your domain (a "User") or the voicemail of a specific user. The table below describes the different types of call forwarding:

Field	Description
Do not disturb	This will enable the do not disturb (DND) feature, which will prevent you from receiving calls and send all callers directly to your voicemail.
Call screening	This will prompt the caller to record his/her name. You will be notified of the caller's name and will have the option to answer, send the call to voicemail or reject the call.
Always	Forward automatically. Your phone will not ring.
When busy	Forward only when you are on the phone.
When unanswered	Forward instead of going to your voicemail. Your phone rings until the timeout is reached and then the call is forwarded.
When offline	Forward when your phone is turned off or has no internet connection.
Simultaneous ring	Ring multiple phones at the same time when a call comes in. You can specify other extensions and phone numbers, regardless of whether or not they are in your office (example: simultaneously ring your office phone, your home phone and your cell phone).

Click save when done.

Add an Answering Rule ✕

Time Frame Weekend
This is when your answering rule will apply

Enabled

Do not disturb

Call screening

Call Forwarding

Always Enter an extension or phone number

When busy Enter an extension or phone number

When unanswered User - 1000 (Erik Klein)

When offline Enter an extension or phone number

Simultaneous ring

Include user's extension

Ring all user's phones

8588695555 +

1003 ✕

Just ring user's extension

Cancel Save

5. Confirm answering rule

Your new answering rule will be added to your list. The rule that is currently being used will say "Active" by the name. You can drag and drop answering rules to reorder them.

! You can only have one answering rule applied at a given time. The system gives precedence to rules that are higher up on the list. You can change the priority by reordering the list. If you create two or more that are active within the same time frame, the one that is higher on the list will be applied, and the rest will be ignored. If the rule does not say "Active" by the name, it is not being applied.

Christy Cousins (1004) | Profile | Manage Organization | Log out

Home Messages Answering Rules Contacts Time Frames Phones Music on Hold Call History

Answering Rules / Christy Cousins (1004)

Ring for 10 seconds Allow / Block Add Rule

Time Frame	Description
Default Active	Ring x1004
Weekend	Simultaneously ring x1004, (858) 869-5555, x1003 Forward when unanswered to User - 1000 (Erik Klein)

1.2.4. Manage Voicemail

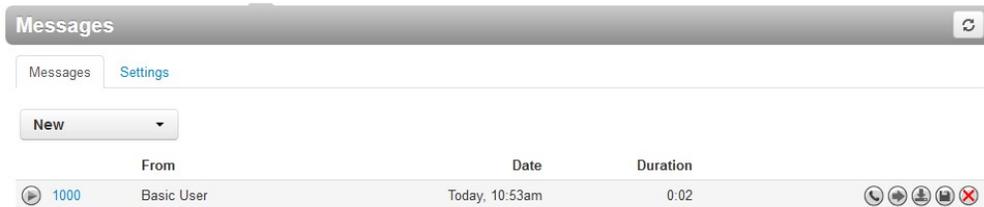
You can check your voicemail from your physical phone by dialing 5001 on the phone, and then entering your PIN.

You can also access your voicemail messages via the portal for additional feature, such as downloading them as a WAV file.

- Click on the “Messages” icon at the top of the screen



- Your messages will show up in the window like this:



- Select from the dropdown to view New, Saved, or Trash (deleted messages are removed from trash within 24 hours).
- To listen to or manage a message, click the icons on the right side:
 - : Plays the message in the Voice Portal window
 - : Calls your phone to play the message back to you
 - : Forwards the message to another ext
 - : Downloads a local .wav file of the voicemail
 - : Moves the voicemail into your Saved section
 - : Deletes the message

Voicemail inboxes are set to a default limit of 25 MB of storage space. If you exceed this limit, you will stop receiving voicemails. You can follow the [tutorial for Voicemail-to-email](#) to prevent your inbox from filling up, by selecting “Send with attachment” and then “Move to trash”.

1.3. Office Manager

The “Office Manager” permission level has the ability to make changes throughout your entire phone domain, whereas a “Basic User” permission level only lets you edit your individual user settings.

If you do not see the management tabs like “Call Center” and “Users” then you may be in your personal view. Click the “Manage Organization” at the top of the page to enter management view.

- [Reset a phone extension](#)
- [Call monitoring](#)
- [Pull call recording](#)
- [Manage Inventory](#)

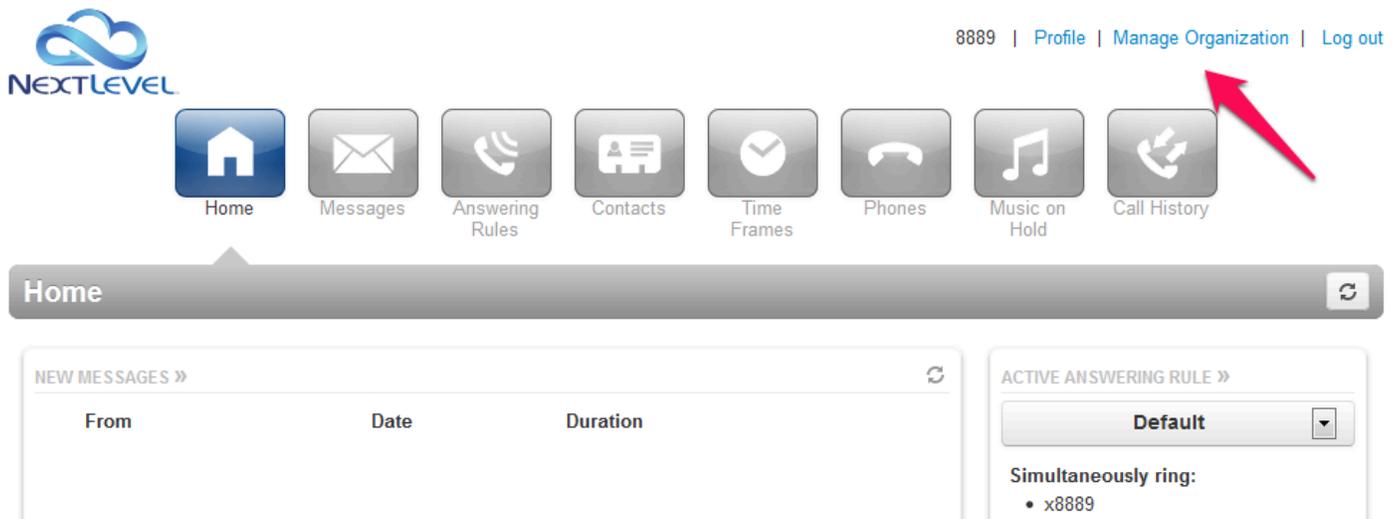
If you would like your user permission level changed, contact our support at (877) 837-8348 option 1 or support@vervecloud.com.

1.3.1. Reset a phone extension

Summary

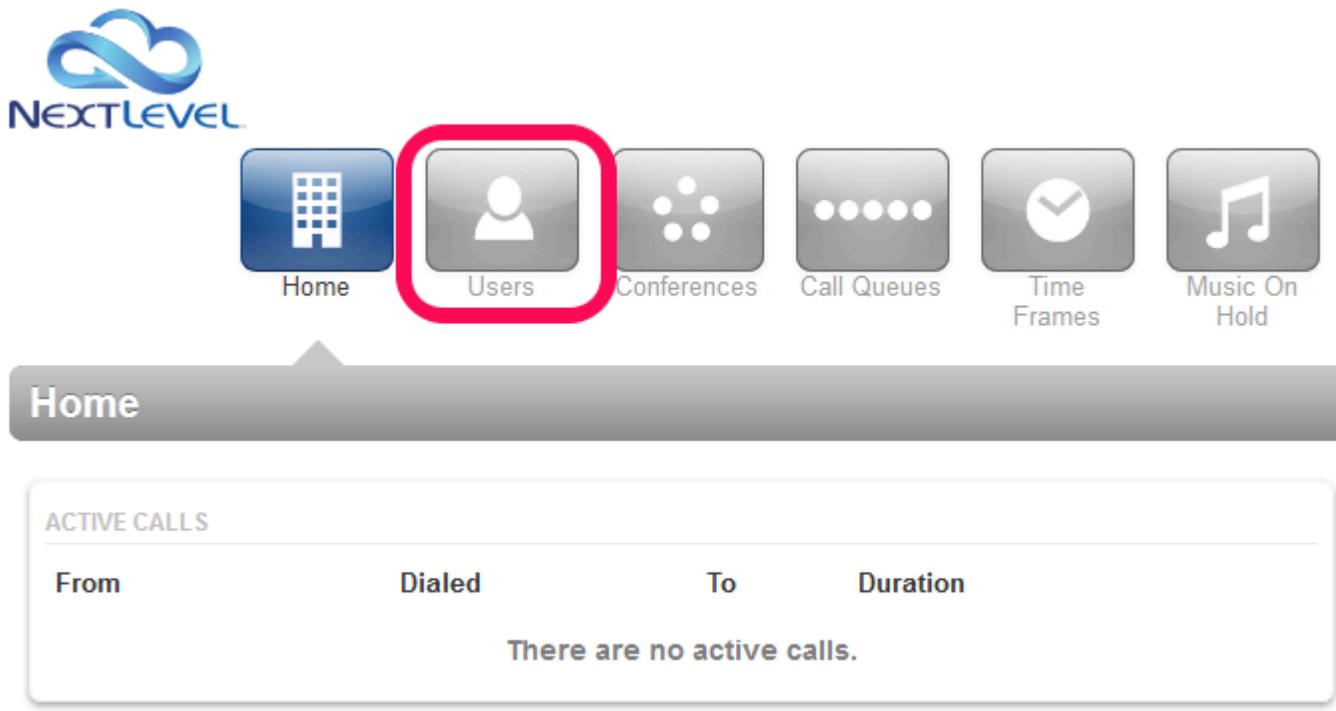
This article is intended to help you reset an extension back to its original state so that you can reuse it. The numbers and extension number will be the same, but you will be able to change the user PIN ID and greetings. You can also change the options and addresses for the voice mail to email feature.

1. Click on 'Manage Organization' in the top right hand corner.



The screenshot shows the NextLevel user interface. At the top left is the NextLevel logo. In the top right corner, the user ID '8889' is displayed, followed by navigation links: 'Profile', 'Manage Organization', and 'Log out'. Below the navigation links is a row of eight icons: Home, Messages, Answering Rules, Contacts, Time Frames, Phones, Music on Hold, and Call History. A red arrow points to the 'Call History' icon. Below this row is a 'Home' button with a refresh icon. The main content area is divided into two sections: 'NEW MESSAGES' and 'ACTIVE ANSWERING RULE'. The 'NEW MESSAGES' section has a table with columns 'From', 'Date', and 'Duration'. The 'ACTIVE ANSWERING RULE' section shows a dropdown menu set to 'Default' and a list of 'Simultaneously ring:' with the entry 'x8889'.

2. Click on the 'Users' Icon.



The screenshot shows the NextLevel user interface. At the top left is the NextLevel logo. Below the logo is a row of seven icons: Home, Users, Conferences, Call Queues, Time Frames, and Music On Hold. The 'Users' icon is highlighted with a red box. Below this row is a 'Home' button. The main content area is a section titled 'ACTIVE CALLS' with a table with columns 'From', 'Dialed', 'To', and 'Duration'. Below the table, it says 'There are no active calls.'

3. Click on the extension you wish to reset.

The screenshot shows the NextLevel Voice Portal interface. At the top left is the NextLevel logo. At the top right, it displays 'Tim Harshman (5819) | My Account | Log out'. Below the logo is a navigation bar with icons for Home, Users, Conferences, Auto Attendants, Call Queues, Time Frames, Music On Hold, Call History, and Inventory. The 'Users' icon is highlighted. Below this is a 'Users' header bar with a search input field containing 'Enter name, extension, or dept.' and a search icon. To the right of the search field are 'Import' and 'Add User' buttons. Below the header is a table with columns for Name, Extension, and Department. A red arrow points to the 'Brian Cuff' user entry.

Name ▲	Extension	Department
Auto Attendant	9000	
Christy Cousins	1004	n/a
Brian Cuff	1003	
Kate Denning	1001	
Sales Department	2000	
Services Department	2001	
Erik Klein	1000	n/a
Main Line	1009	
Roger Lockwell	1002	n/a
Erika Marker	1005	
domain user	domain	

4. Click on Advanced tap under the gray bar and then click on Rest User

Users / DR Pod03 (5003)

Profile Answering Rules Voicemail Phones **Advanced**

User Setup

User Status **Standard**

Reset User Deletes and resets selected user settings and data

Email(s) No email on record

Send Welcome Email Sends an email with a link to set up password and voicemail PIN

Account Security

Password **Force Password Reset**

Clears password, forcing user to change it before they can access their account

Automatically send recovery email after password reset

5. Reset User.

By default it will reset the extension name, email, password and voicemail pin. It will also give you additional option to delete voicemail messages & greetings, Answering rules , custom contacts. There is an option to re-purpose extension for a new team member.

Reset DR Pod03 (5003)

Reset and delete user settings and data.

DR Pod03 (5003) will have their name, email, password, voicemail PIN, soft phones removed by default

[Select All Options](#)

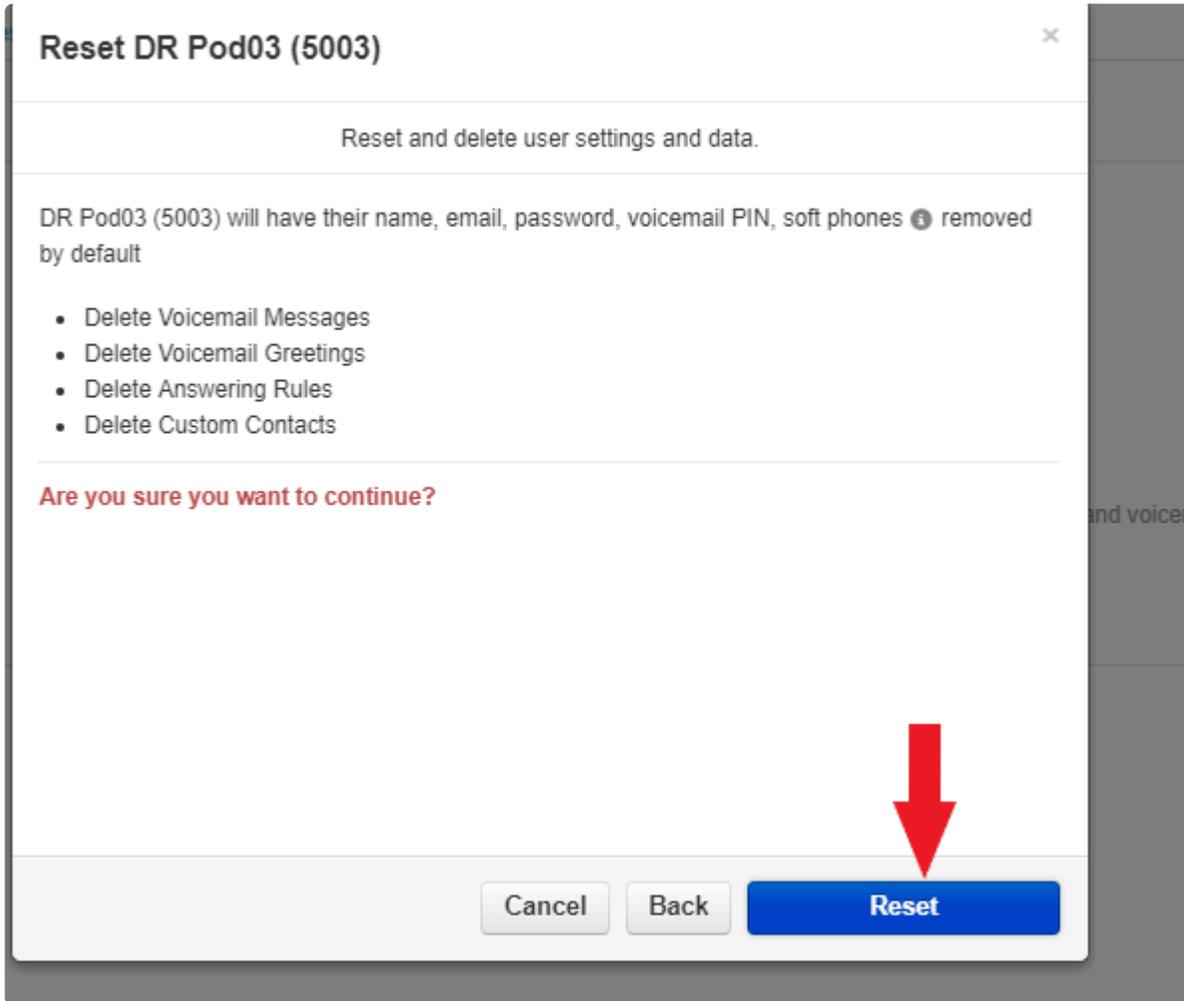
Optional

- Delete Voicemail Messages
- Delete Voicemail Greetings
- Delete Answering Rules
- Delete Custom Contacts
- Unassign Phone Number
- Remove lines from physical phones

- Recycle User
Provide new name and email after resetting the user

6. Confirmation on Reset .

A page will reload to asking to confirm your selection. If everything looks correct, click on Blue Reset button



If you did not select Recycle User during the rest option selection, then you will see that for a blue banner saying Setup Required under the name of the extension.

<input type="checkbox"/> Name ▲	Extension
<input type="checkbox"/> Setup Required	5003

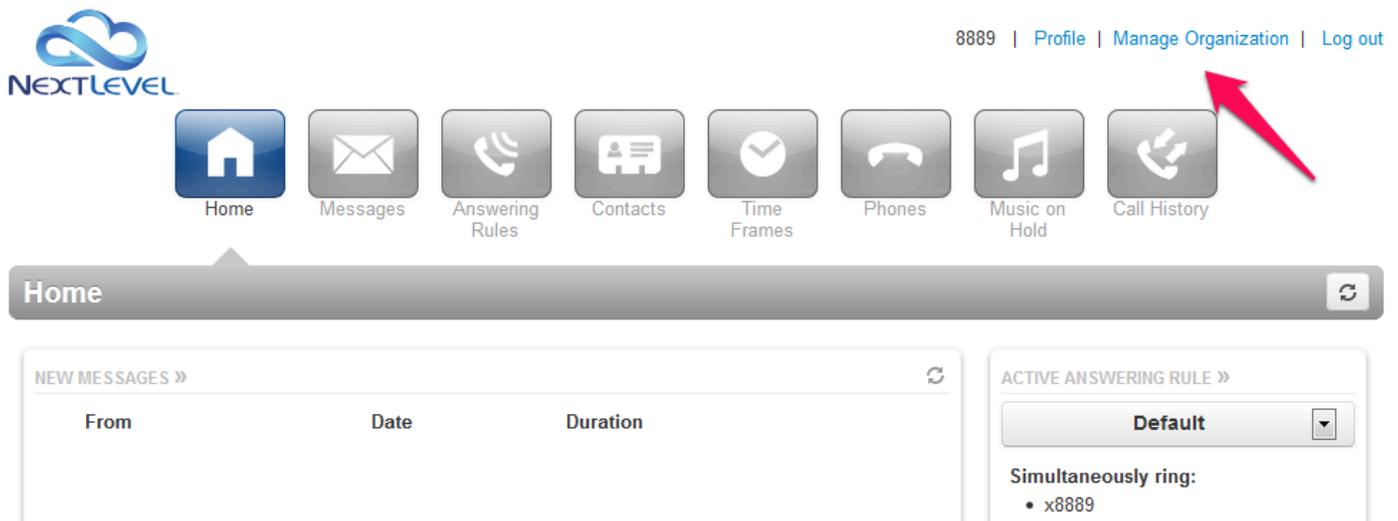
1.3.2. Call Monitoring

Summary

Call monitoring allows you to listen to (“monitor”) both sides of an ongoing call, but the callers cannot hear you.

Instructions for monitoring a call

1. Click on ‘Manage Organization’ in the top right hand corner (you must have Office Manager permissions).



The screenshot shows the NextLevel Voice Portal interface. At the top left is the NextLevel logo. In the top right corner, the user ID '8889' is displayed along with navigation links: 'Profile', 'Manage Organization', and 'Log out'. Below the header is a row of eight icons representing different functions: Home, Messages, Answering Rules, Contacts, Time Frames, Phones, Music on Hold, and Call History. A red arrow points to the 'Manage Organization' link in the top right corner. Below the icons is a 'Home' tab with a refresh button. The main content area is divided into two sections: 'NEW MESSAGES »' and 'ACTIVE ANSWERING RULE »'. The 'NEW MESSAGES »' section has a table with columns for 'From', 'Date', and 'Duration'. The 'ACTIVE ANSWERING RULE »' section shows a dropdown menu set to 'Default' and a list of 'Simultaneously ring:' numbers, including 'x8889'.

2. In the ‘Home’ tab ‘Active Calls’ section, find the call you want to monitor.
3. Hover over the active call you want to monitor and click the ‘Listen In’ button that appears to the right.

The screenshot displays the Verve Voice Portal interface. At the top, there is a navigation bar with icons for Home, Call Center, Users, Conferences, Auto Attendants, Call Queues, Time Frames, and Music. Below this is a 'Home' header. The main content area is divided into two sections: 'ACTIVE CALLS' and 'CALL GRAPHS'. The 'ACTIVE CALLS' section contains a table with columns for 'From', 'Dialed', 'To', and 'Duration'. A red arrow points from the text 'Listen in' to a speaker icon in the 'Duration' column of the first row. The 'CALL GRAPHS' section shows a bar chart titled 'Calls Per Hour (last 24 hours)' with a y-axis labeled '60'.

From	Dialed	To	Duration
2597	3885	3885	00:52
WIRELESS CALLER		3886	00:38

4. Your phone (the user you're logged in with) will receive a call. Once it rings, pick up the handset. You can now hear both sides of the monitored call, but they can't hear you.
6. You will see an 'Audio Monitoring' popup in the portal.

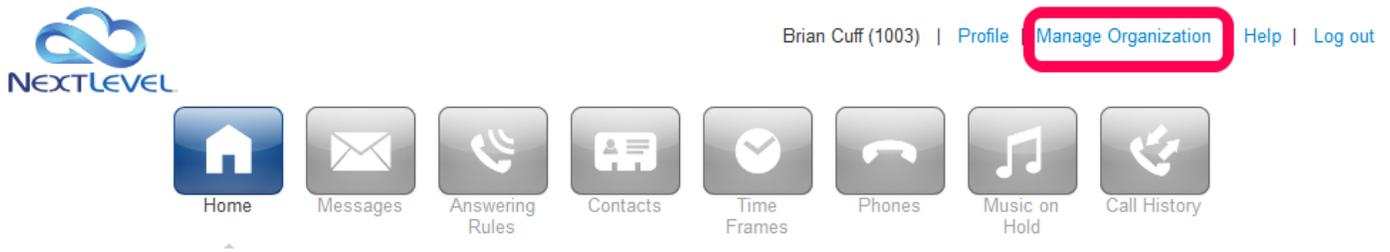
1.3.3. Call Recordings

Summary

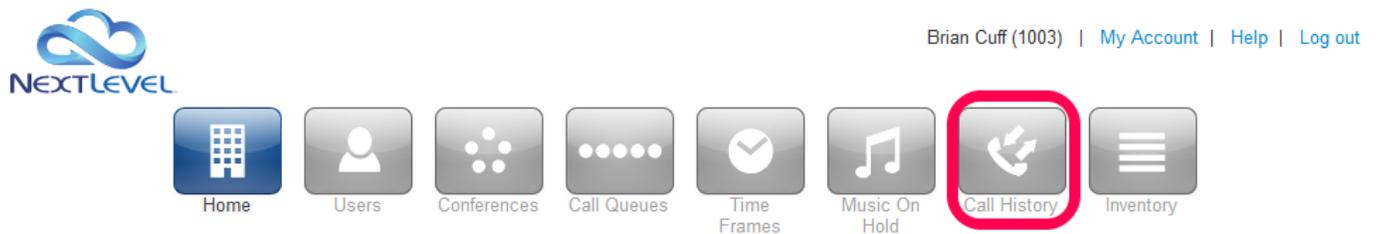
Call recording must be set up for an extension (user) in order to pull up recording.

Instructions

1. Click on 'Manage Organization' in the top right hand corner.



2. Click on 'Call History' icon.



3. Select (hover over) the call you want to pull call recording from. Click 'Download'.



Brian Cuff (1003) | [My Account](#) | [Help](#) | [Log out](#)



Call History



Filters

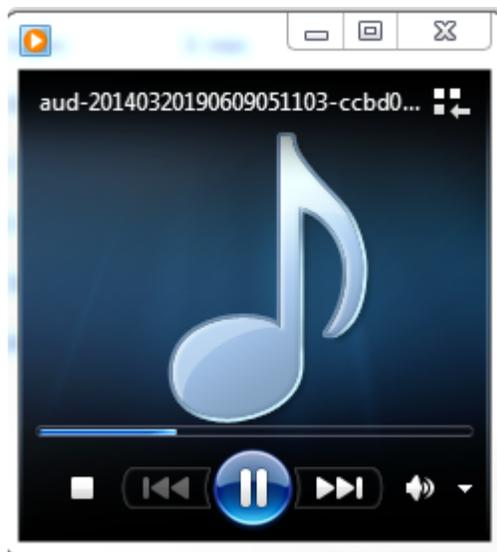
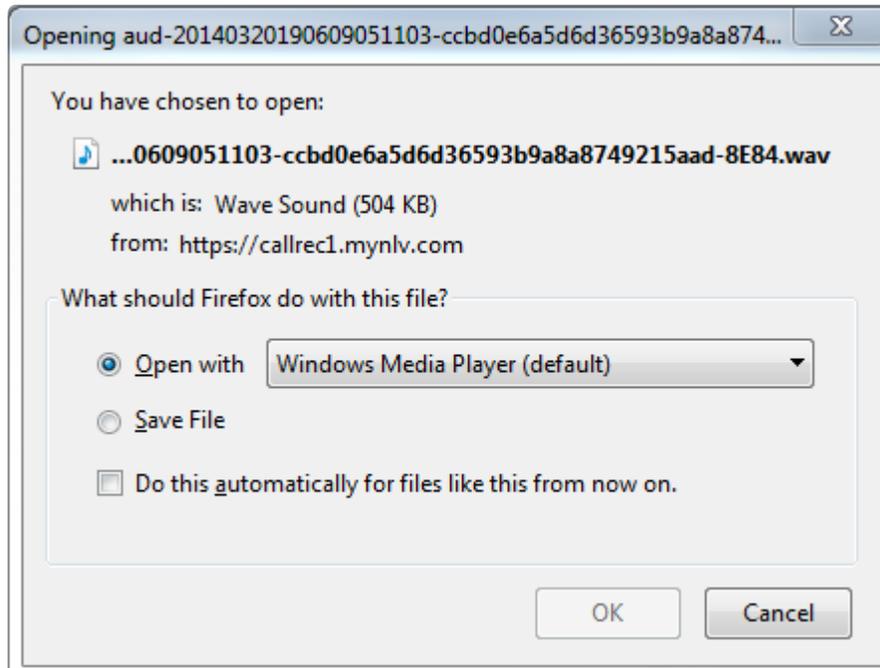
2014-03-19 to 2014-03-20

Export

From Name	From	Dialed	To	Date	Duration	
Brian Cuff	1003	(760) 585-7370	1 (760) 585-7370	Today, 12:54pm	0 min	Download
	1 (760) 504-4001	+16199004035	1003	Today, 12:06pm	1 min	 
	1 (858) 746-9271	+16199004035	1003	Today, 11:57am	1 min	
	1 (858) 746-9271	+16199004035	VMail	Today, 11:57am	1 min	
Christy Cousins	1004	(760) 585-7370	1 (760) 585-7370	Today, 11:30am	0 min	
Christy Cousins	1004	(760) 504-4001	1 (760) 504-4001	Today, 11:06am	1 min	



4. Once the call finishes downloading, you have the option to 'open with' or 'download' the file. If you want to save for later, choose 'download'. For now, choose 'open with', and click 'Ok'. The recording should now play on your screen.



1.3.4. Manage Inventory

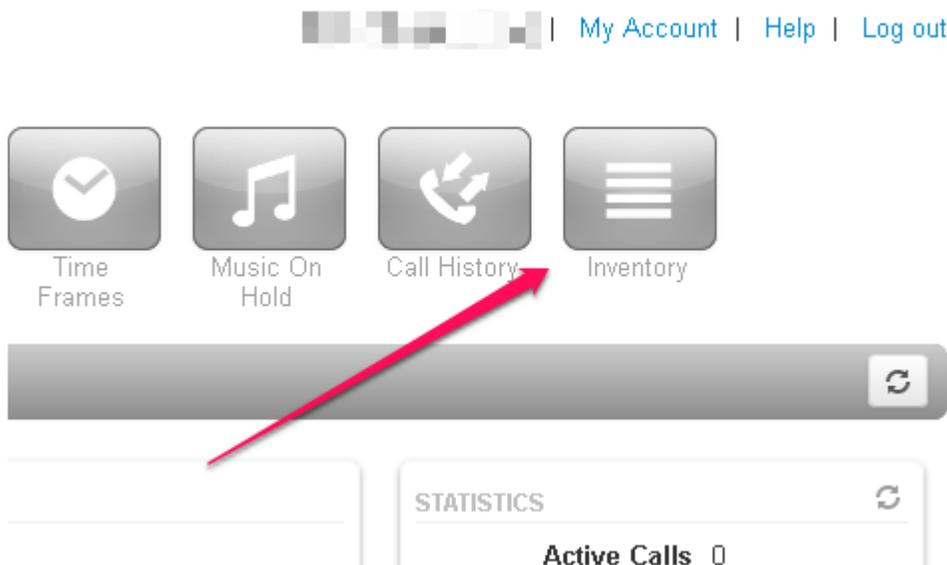
Summary

This article describes how to check through the portal Inventory section to sort and find your telephone numbers as well as searching and making changes to your list of physical phones. This might be useful if you want to quickly see all of your phone numbers together or see what extension is assigned to a particular office phone.

Phone Numbers

Once you are logged in, click “Manage Organization” if you haven’t done so already.

Next Click the “Inventory” icon.



There are two main tabs here, “Phone Numbers” and “Phone Hardware.” (Note: If the list is very long there are some options at the bottom of the page to view more entries per page or quickly jump to page by clicking Next or the number of the page.)

Inventory

Phone Numbers | **Phone Hardware**

Filters

Phone Number ▲	Treatment
(619) 900-4020	User
(760) 609-0700	User
(858) 432-3409	User

< 1 2 3 4 5 6 7 8 9 10 11 > >>

View: 15 25 50 100

Quick Jump to a page

Show more views per page

Powered by NextLevel Internet, Inc.
Manager Portal: Version 1223-1-2

The numbers should be listed smallest to largest so you can search for a number you are looking for. You can reverse this order by clicking the “Phone Number” column heading above the list.

Inventory

Phone Numbers | **Phone Hardware**

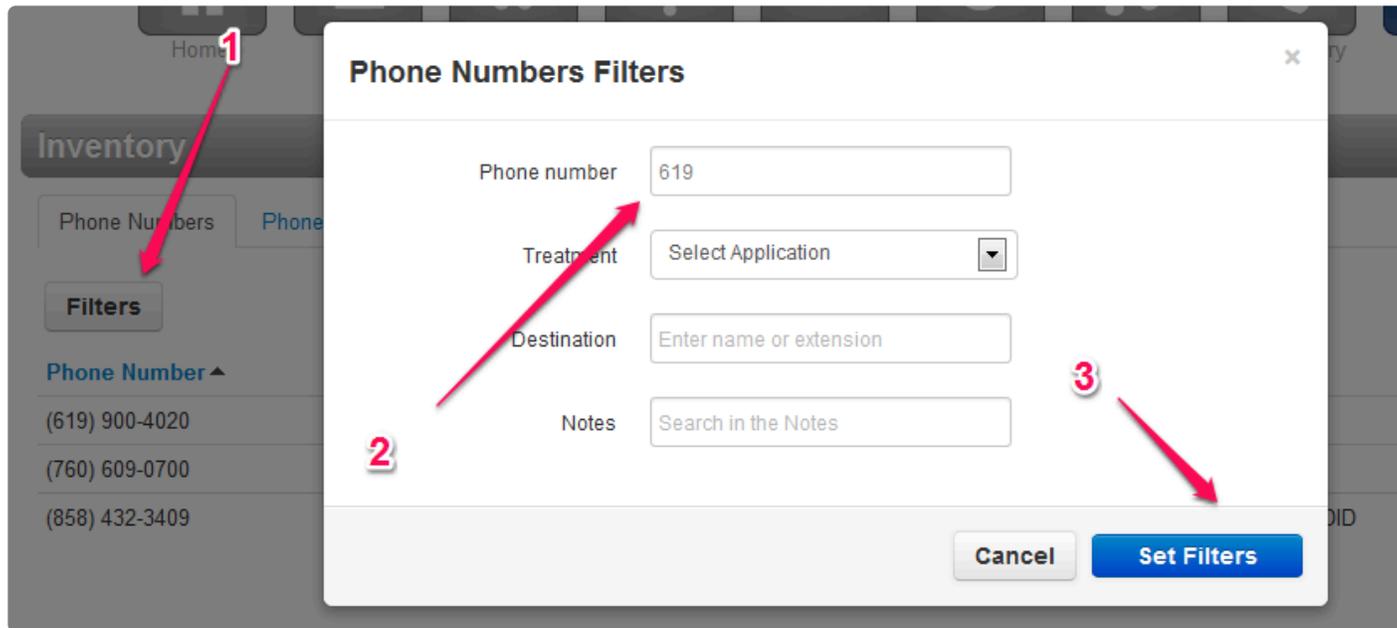
Filters

Phone Number ▲	Treatment	Destination
(619) 900-4020	User	1004 (Trial User4 Number 4)
(760) 609-0700	User	6000 (Conference Bridge)
(858) 432-3409	User	1003 (Trial User Number 3)

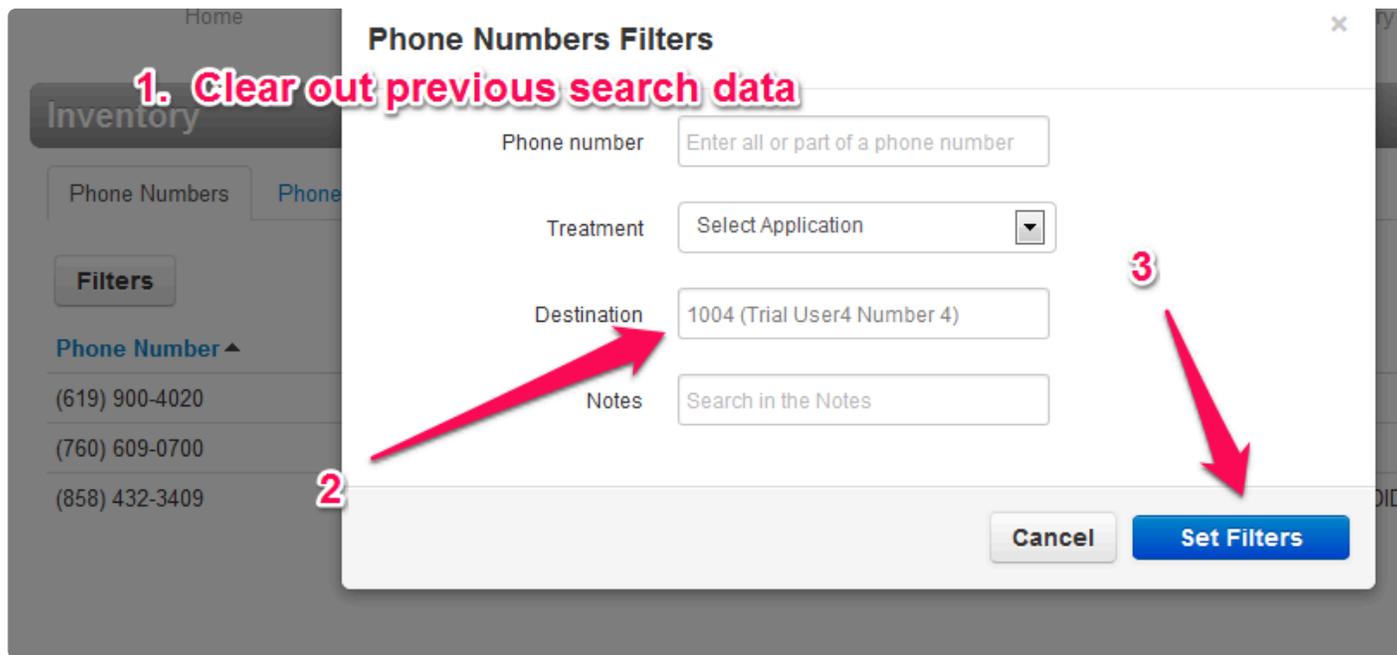
Reorder Number List

Do A Custom Search

You can use the “Filters” button to narrow your search down. Let’s say you want to see each number that starts with the area code 619. Click the “Filters” button. Then in the pop up type “619” in the first field and then press the blue “Set Filters” button to run the search



Or suppose you want to see any of your phones numbers that are assigned to extension 1004 for example. Click the “Filters” button. Remove any previous data and enter “1004” in the “Destination” field and again press the blue “Set Filters” button.



Phone Hardware

Here you can see a list of the physical phones associated with your account and the notes and details included with those phones. You can reorder the list based on the MAC ID, phone model or the extensions assigned to the phone. (Note: The view is limited to only 4 phone lines so persons with 5 or more phone lines on a model will not be able to organize the view on the last few extensions.)

Inventory

[Phone Numbers](#)[Phone Hardware](#)**Filters****Click here to re-order by the extension**

MAC address ▲	Model	Line 1	Line 2	Lin
00:04:F2:1D:F9:39	Polycom 330	8888		
00:04:F2:3E:2D:57	Polycom 550	8888		
00:04:F2:42:67:DC	Polycom 450	1000		
00:04:F2:AF:68:90	Polycom VVX600	1000		
70:81:05:3E:05:91	Cisco spa504G	8888	1004	

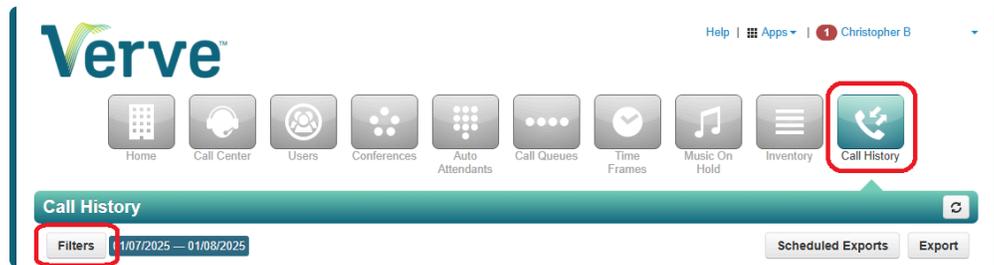
Configuring a Phone

Currently, phone line changes need to be made by the Verve Support team. Please contact us at (877) 837-8348 option 1 or support@vervecloud.com if you need assistance.

1.3.5. Call History

Checking the call history will easily to let you view how many calls an extension is making. You will also have the ability to export the call history to a .csv file to open and manipulate in an external program like Microsoft Excel.

Log in to the User Portal and click on the Call History link located in the upper right hand corner of the screen.



Click on the Filters button to change your filters

Call History Filters ✕

From: 📅

To: 📅

User:

Department:

Site:

Caller Number:

Dialed Number:

Call Type:

[Clear Filters](#)

Select the filters that you would like to apply to your search and click Set Filters.

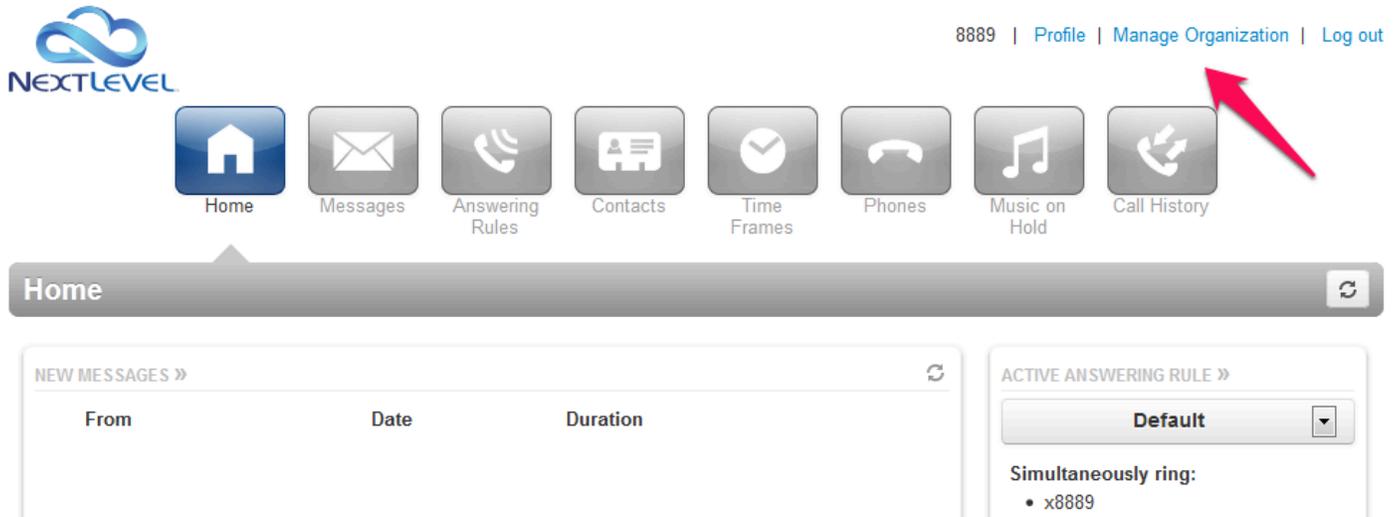
Field	Description
From and To	Select the Date Range
User	Select a specific User (Extension) to see their calls
Caller Number	Search the Phone Number of the calling party

Dialed Number	Search the phone number that was dialed
Call Type	Choose between inbound, outbound, or missed calls

You may also download this information as a CSV by clicking the Export Button. The exported data will include the filters you have set.

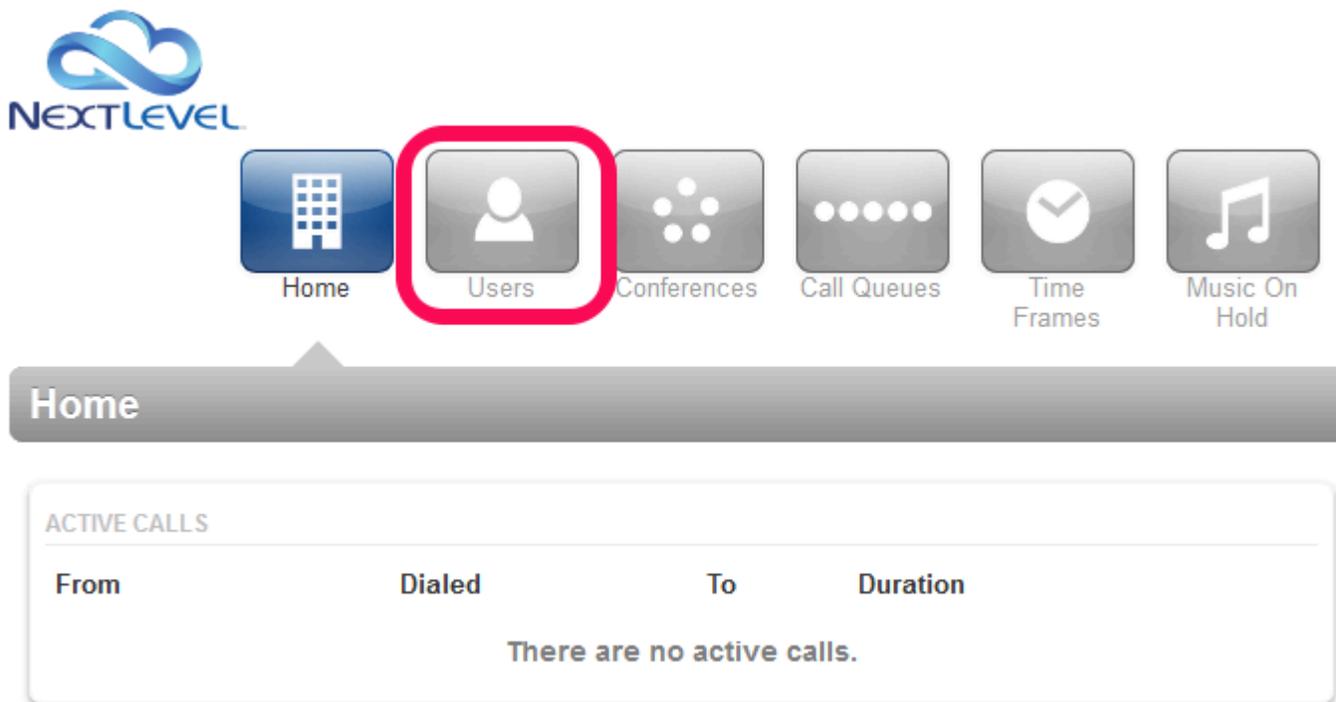
1.3.6. Change voicemail greeting

1. If you don't see the "Users" tab, Click on 'Manage Organization' in the top right hand corner.



The screenshot shows the NextLevel voice portal interface. At the top left is the NextLevel logo. In the top right corner, the text "8889 | Profile | Manage Organization | Log out" is displayed. Below this is a navigation bar with icons for Home, Messages, Answering Rules, Contacts, Time Frames, Phones, Music on Hold, and Call History. A red arrow points to the "Call History" icon. Below the navigation bar is a "Home" section with a refresh icon. On the left, there is a "NEW MESSAGES" table with columns for From, Date, and Duration. On the right, there is an "ACTIVE ANSWERING RULE" section with a dropdown menu set to "Default" and a list of "Simultaneously ring:" including "x8889".

2. Click on the 'Users' Icon.



The screenshot shows the NextLevel voice portal interface. At the top left is the NextLevel logo. Below it is a navigation bar with icons for Home, Users, Conferences, Call Queues, Time Frames, and Music On Hold. The "Users" icon is highlighted with a red box. Below the navigation bar is a "Home" section with a refresh icon. Below that is an "ACTIVE CALLS" table with columns for From, Dialed, To, and Duration. The table contains the text "There are no active calls."

3. Click on the extension you wish to edit (you can type in the name field to filter users)

Tim Harshman (5819) | My Account | Log out

Home Users Conferences Auto Attendants Call Queues Time Frames Music On Hold Call History Inventory

Users ↻

Enter name, extension, or dept. 🔍 Import Add User

Name ▲	Extension	Department
Auto Attendant	9000	
Christy Cousins	1004	n/a
Brian Cuff	1003	
Kate Denning	1001	
Sales Department	2000	
Services Department	2001	
Erik Klein	1000	n/a
Main Line	1009	
Roger Lockwell	1002	n/a
Erika Marker	1005	
domain user	domain	

4. Click on Voicemail tab under the gray bar and then click on Rest User

Home Call Center **Users** Conferences Auto Attendants Call Queues Time Frames Music On Hold Inventory Call History

Users / Support General Queue (0700) ↻

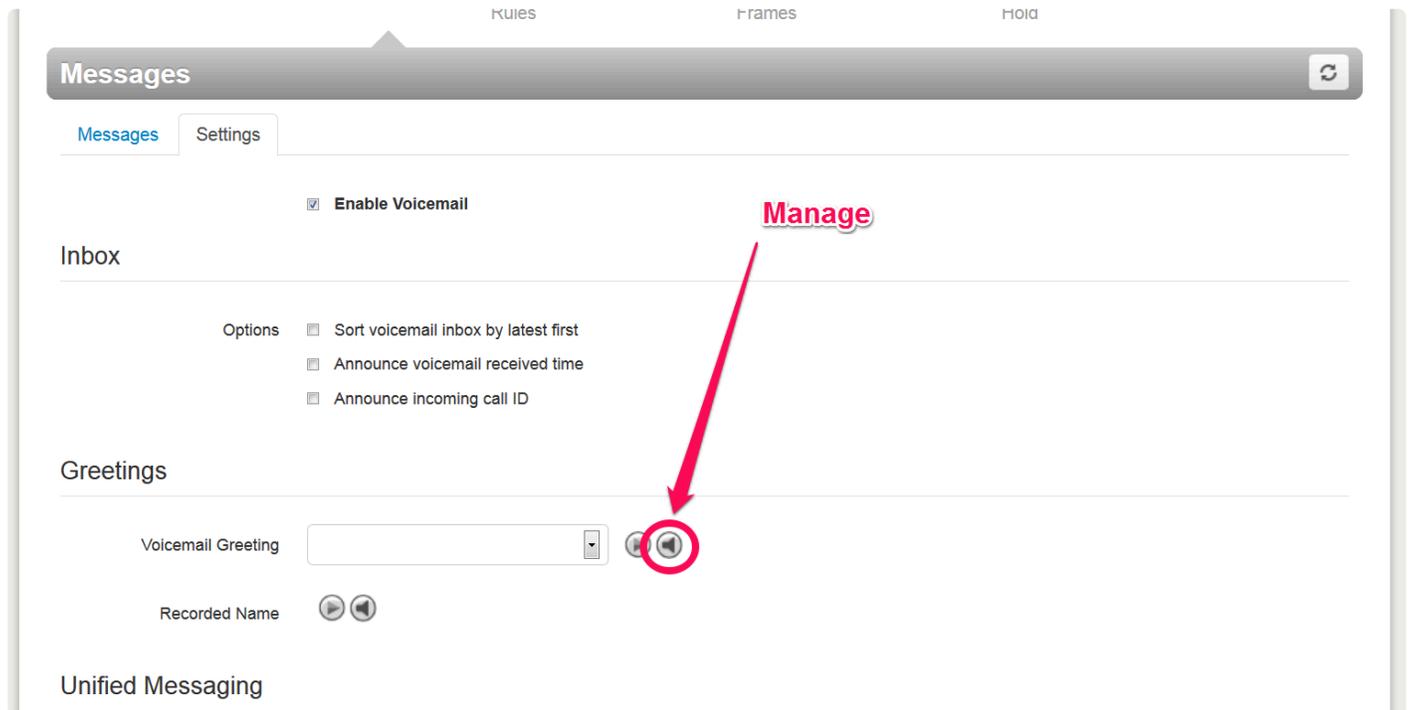
Profile Answering Rules **Voicemail** Advanced Call Center

Enable Voicemail

Inbox

5. Edit voicemail greeting

Click the speakerphone button next to voicemail greeting. It will say “Manage” when you hover over it with your mouse.



6. Record greeting

You can use your phone to record your voicemail message. To do this, select “Record”, enter an extension or phone number you wish to be called at, and a name for the recording. When you click the call button, your phone will ring and when you answer, you will hear a message that says “Start recording after the tone. Press pound (#) when finished”

You can enter any extension or phone number (such as your cellphone number) in the “Call me at” field

After the tone, record your voicemail message and hit pound (#) when done.

Rules Frames Hold

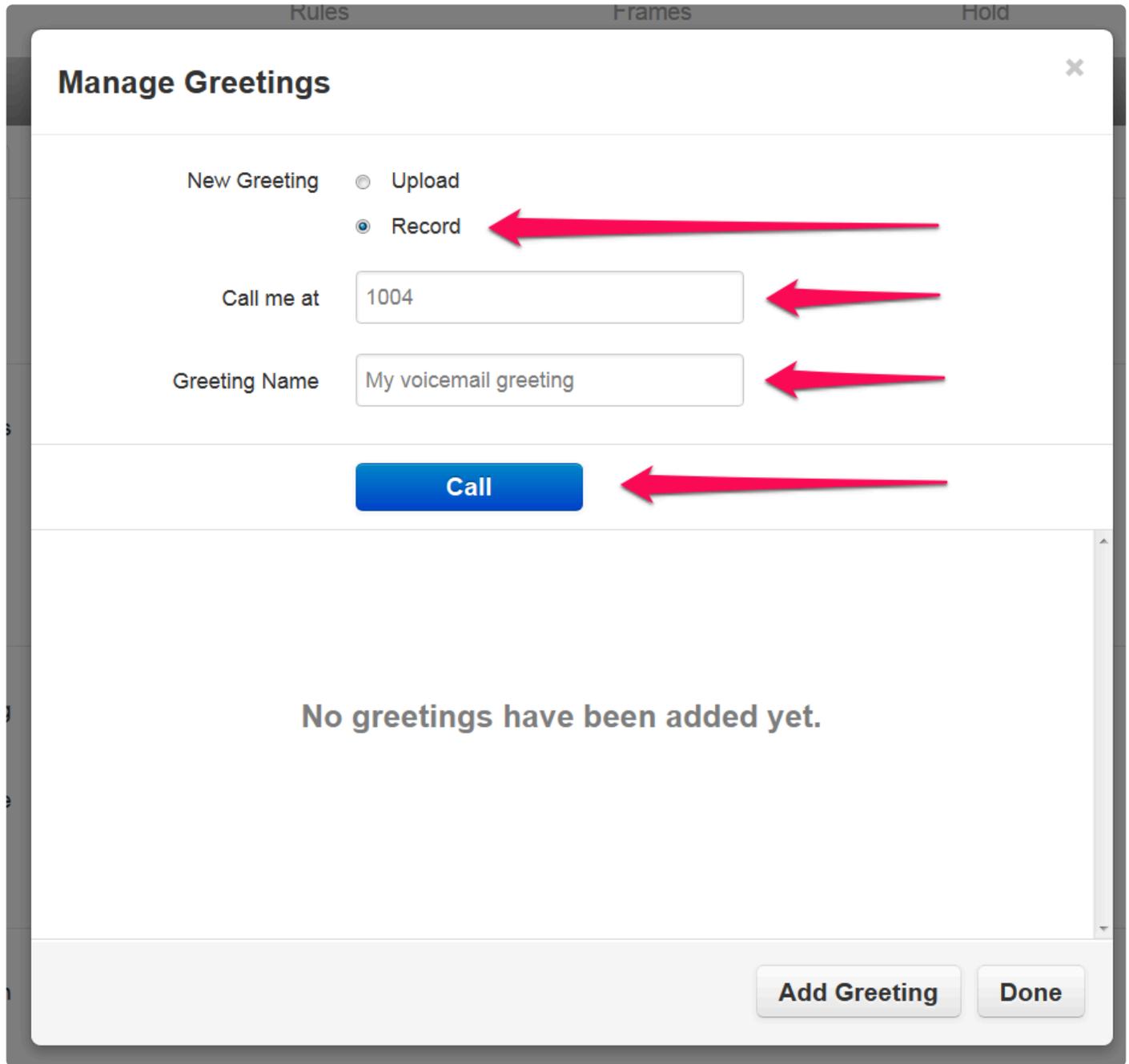
Manage Greetings

New Greeting Upload Record

Call me at

Greeting Name

No greetings have been added yet.



7. Refresh portal

If you don't see the new greeting in the dropdown immediately, refresh your portal by pressing the circular arrow button at the top of the portal.

Home Messages Answering Rules Contacts Time Frames Phones Music on Hold Call History

Messages 

Messages Settings

Enable Voicemail

Inbox

Options Sort voicemail inbox by latest first
 Announce voicemail received time
 Announce incoming call ID

Greetings

Voicemail Greeting  

Recorded Name  

8. Confirm message

You can listen to your recording by pressing the play button in the left column. When you are satisfied with it, click Done.

Rules Frames Hold

Manage Greetings

	Index	Greeting Name	Duration
	1	My voicemail greeting	0:03



Add Greeting Done

9. Select your voicemail greeting

If you have multiple greetings recorded, use the dropdown to select the greeting you wish to use. Click Save when done.



Messages



Messages

Settings

Enable Voicemail

Inbox

- Options
- Sort voicemail inbox by latest first
 - Announce voicemail received time
 - Announce incoming call ID

Greetings

Voicemail Greeting

1 - VMail Greeting



Recorded Name

1 - VMail Greeting
2 - VMail Greeting 2



Unified Messaging

Email Notification

None

Save

Cancel

Setting up Forwarding for Holidays

1. First, **login** to the online portal with your admin account

You will then need to click the **Manage Organization** button at the top right of the page

[Manage Organization](#)

2. Next, navigate to ****Time Frames****



3. From there you will need to create a new time frame for the given holiday by clicking **Add Time Frame**

Add Time Frame

4. Give the specific time frame a **name** and then select the **Specific dates or ranges** button

Add a Timeframe ×

Name Note: Name cannot be changed

When Always Days of the week and times Specific dates or ranges

Specific dates or ranges to +

From there, you will see a drop down – **Specific dates or ranges** where you can input the dates for when you'd like the time frame to take in effect

For our example, the office will be closed from *July 4th, 2016 starting at 8:00 AM* and back open during normal hours on *Wednesday the 6th, 2016 at 8:00 AM*

We will first need to begin the specific date/range on the *4th at 8:00 AM* and end it at the end of the day which will be the *4th at 11:59PM*

The way our system works you **cannot** simply add the range from the 4th to the 6th, you will need to do this day by day: See below screenshot

Specific dates or ranges to 

5. Next, click the green **Plus** sign to add another range



6. The second range should be specifically for *07/05/2016 12:00 AM* through *07/05/2016 11:59 PM*: See below screenshot

to 

7. The third and final range should be from the start of the morning which will be *07/06/2016 12:00 AM* to back to normal business hours which will be *07/06/2016 8:00 AM*

- Once 8:00 AM hits on the 6th, this time frame will end and the answering rule will revert back to the specific business hour answering rule

to 

8. Next, hit “**Save**”

Save

We have now completed the creation of the holiday time frame.

The next thing we will need to do is add an answering rule to the main user on the domain that controls the call flow. Sometimes this is a receptionist user or sometimes this is a user that strictly forwards off calls to the correct destination depending on the time and day of the week. Please follow the instructions below:

1. Click **Users** to find the user we will need to add the answering rule to



Users

2. Search for the user: in our example we will select the Office Manager User (1003) for training purposes

3. Click the **Edit** button and then select **Answering rules**



4. Click **Add Rule**



5. Next, select the time frame we created (Independence Day 2016) and then decide how you'd like the call flow to be during that time frame: In our example, we will simply forward **Always** off to an outside cell number then hit **Save**

Edit Answering Rule ✕

Time Frame This is when your answering rule will apply

Enabled

Do not disturb

Call screening

Call Forwarding Always

When busy

When unanswered

When offline

Simultaneous ring Include user's extension

Ring all user's phones

Just ring user's extension

6. Lastly, drag the time frame to the top: In our example, we have moved **Independence Day 2016** to the top. Notice, there is an **Active** button next to the business-hours time-frame to indicate what the current call flow is doing. Once the time frame kicks in, the Active button will move up to the Independence Day 2016 time frame we created

Ring for seconds

[Allow / Block](#) [Add Rule](#)

Time Frame	Description	
 Independence Day 2016	Forward always to (852) 025-8505	 
 Business Hours Active	Ring x1003	 
 After Hours Weekday	Forward always to (852) 085-0858	 
 Default	Ring x1003	

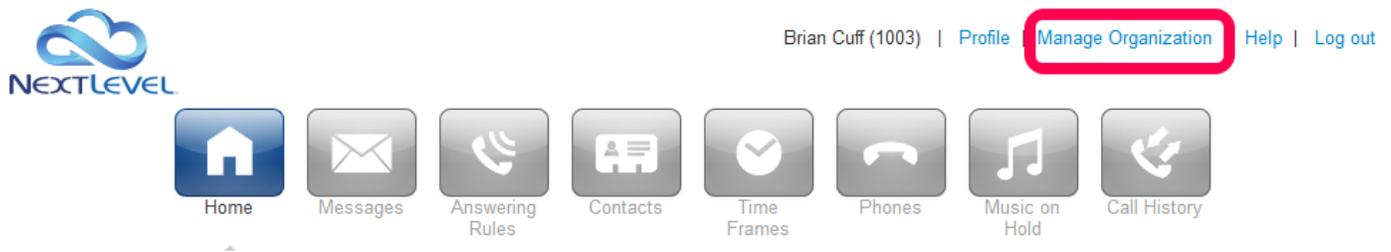
Manage hunt group

Summary

Managing a hunt group gives a manager the ability to make on the fly changes to active call center environments.

Instructions

1. Click on 'Manage Organization' in the top right hand corner.



2. Select Call Queues

Click on the Filters link to pull up call history filters that will modify the call history output.

No calls have been found.

3. Filters Options

Select the filters that you would like to apply to your call history report and click on Set Filters.

Field	Description
Date Range	This will manipulate the range for the call history.
User	This field enables you to drill down on the call history for a specific user.
Caller Number	This field enables you to search the call history by the person who was calling into your system.
Dialed Number	This field enables you to search the call history by the number that was dialed.
Call Type	This field allows you to narrow down the type of call between inbound, outbound, and missed.

The screenshot displays the NextLevel Voice Portal interface. At the top left is the NextLevel logo. The top right shows the user name 'Tim Harshman (5819)' and links for 'My Account', 'Help', and 'Log out'. A navigation bar contains icons for Home, Users, Conferences, Auto Attendants, Call Queues, Time Frames, Music On Hold, Call History (highlighted), and Inventory. Below this is a 'Call History' section with a 'Filters' button and a date range '2014-02-09 to 2014-02-10'. An 'Export' button is located at the top right of the main content area. A 'Call History Filters' dialog box is open in the center, featuring the following fields: 'Date Range' (02/09/2014 to 02/10/2014), 'User' (text input), 'Caller Number' (text input), 'Dialed Number' (text input), and 'Call Type' (dropdown menu). At the bottom of the dialog are 'Cancel' and 'Set Filters' buttons, with the 'Set Filters' button highlighted by a red rectangle.

4. Export

If you would like to dig further into the call history you have the ability to export the history as a .csv file. Once you have set your filters you can click on the Export button located at the top right of the screen. This will prompt you to download your filtered call history.



Tim Harshman (5819) | [My Account](#) | [Help](#) | [Log out](#)



Home



Users



Conferences



Auto Attendants



Call Queues



Time Frames



Music On Hold



Call History



Inventory

Call History ↻

Filters

2014-02-09 to 2014-02-10

Export

No calls have been found.

1.4. Call Center Supervisor

Verve Voice offers call center functionality in order to meet growing industry needs and standards for multiple-agent call environments. This tutorial will walk you through the basics of how Verve Voice call centers work, as well as how they can be managed to optimize your call center's efficiency.

The "Call Center Supervisor" permission level has the ability to make changes throughout all of your call centers, whereas a "Basic User" or "Call Center Agent" permission level only lets you edit your individual user settings.

If you do not see the management tabs like "Call Center" and "Users" then you may be in your personal view. Click the "Manage Organization" at the top of the page to enter management view.

- [Call Center Reporting](#)
- [Manage a call queue](#)

If you would like your user permission level changed, contact our support at (877) 837-8348 option 1 or support@vervecloud.com

1.4.1. Call Center Reporting

The Call Center Supervisor can view and export call statistics of calls received by your call center. These statistics can be broken down by queues, dialed numbers, or by individual agents. There are also reports for agent availability and abandoned calls. This tutorial explains how to view them, and what these statistics mean.

The call center statistics are accessed from the main “Call Center” module. This is the home screen that appears when you first log in. the Call Center Reports window is launched by clicking on the Reports button.

The screenshot shows the NextLevel Call Center Supervisor interface. At the top left is the NextLevel logo. To the right, there is a navigation bar with links for "Attendant Console", "WebPhone", "Help", and a user profile for "Call Center Supervisor User Demo (0750)". Below this are six main navigation buttons: "Call Center" (highlighted with a blue background), "Agents", "Conferences", "Call Queues", "Music On Hold", and "Call History".

The main content area is titled "Call Center" and contains several sections:

- CALL QUEUES »**: A table with columns for Call Queue, Active Calls, Callers Waiting, Wait, and Agents Idle.

Call Queue	Active Calls	Callers Waiting	Wait	Agents Idle
<input type="checkbox"/> Client Services Call Queue (8501)	0	0	-	2
<input type="checkbox"/> Project Engineering (3800)	0	0	-	9
<input type="checkbox"/> Sales Call Queue (8500)	0	0	-	2
<input type="checkbox"/> Support Queue (0700)	0	0	-	5
<input type="checkbox"/> Support Queue Overflow (0799)	0	0	-	12
- ACTIVE CALLS GRAPH**: A section titled "Active Calls (last 8 hours)" with a value of 6.
- STATS GRID**: A summary of key performance indicators (KPIs) for all queues. The "Reports" button in the top right of this grid is circled in red.

STATS GRID		ALL QUEUES	
CW	AWT	0	0:09
AHT	SL	3:47	98.3%
ABN	CA	3.3%	51
CV	AC	60	2

Choose between different reports by selecting from the “Type” dropdown at the top of the window.

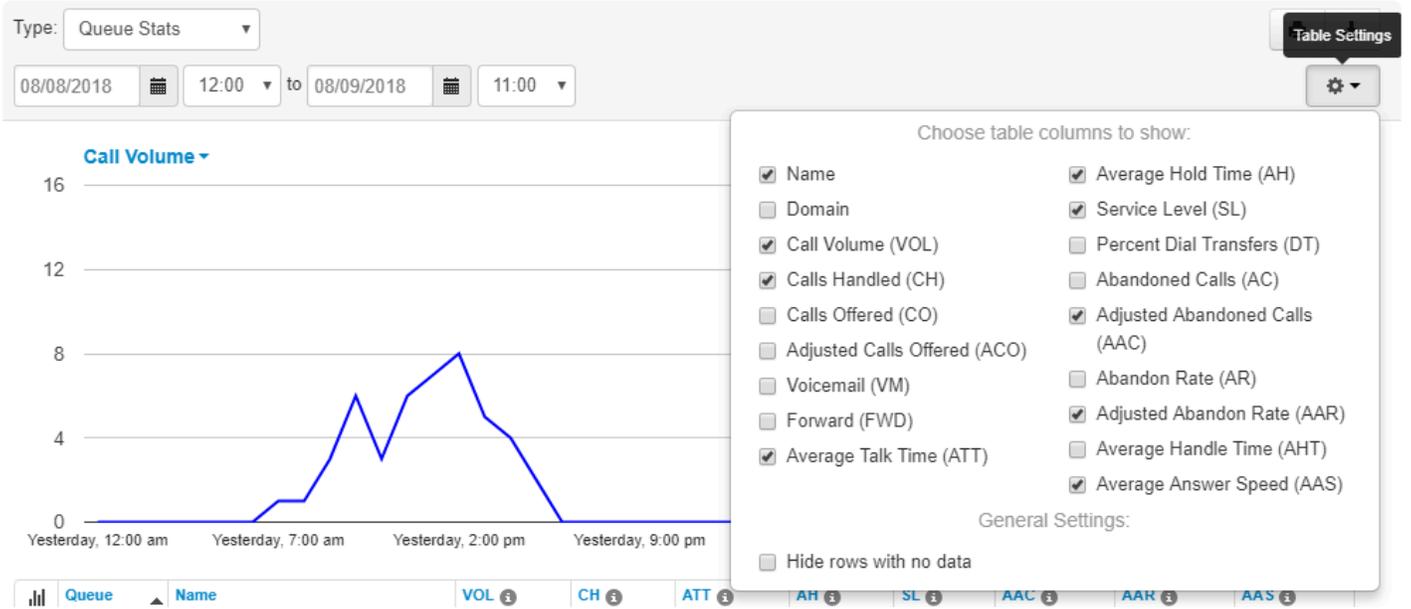
Queue	Name	VOL	CH	ATT	AH	SL	AAC	AAR	AAS
0700	Support Queue	64	62	5.8	0.3	100	0	0	8.7
0799	Support Queue Overflow	6	1	0.4	0.3	100	0	0	7.2
3800	Project Engineering	30	28	1.9	0.3	96.7	0	0	10.4
8500	Sales Call Queue	1	0	0	0.5	100	0	0	0
8501	Client Services Call Queue	5	2	2	0.4	100	0	0	3.6

Options available from the control bar include:

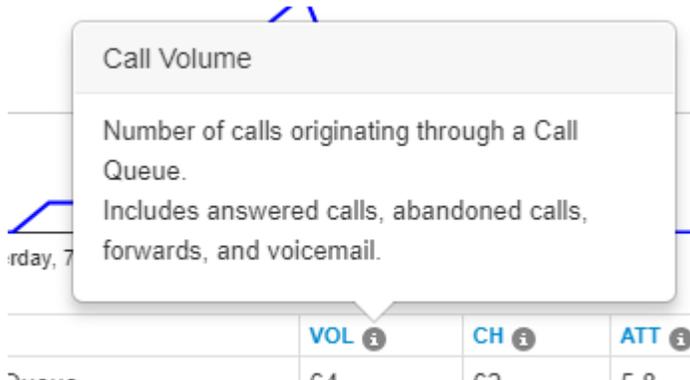
1. Type – Select the report type
2. Dept – Filter report results by department, only calls to selected department will be counted in report (contextual)
3. Queue – Filter report results by queue, only calls to selected queue will be counted in report (contextual)
4. Time and Date – Select starting date and time and ending date and time to view statistics within that window
5. Print – Create a printable report showing the current statistics and graph
6. Download – Download a CSV of current statistics
7. Settings – Select and deselect which statistics to display in the table

Each report type has a variety of statistics that can be displayed as needed in the

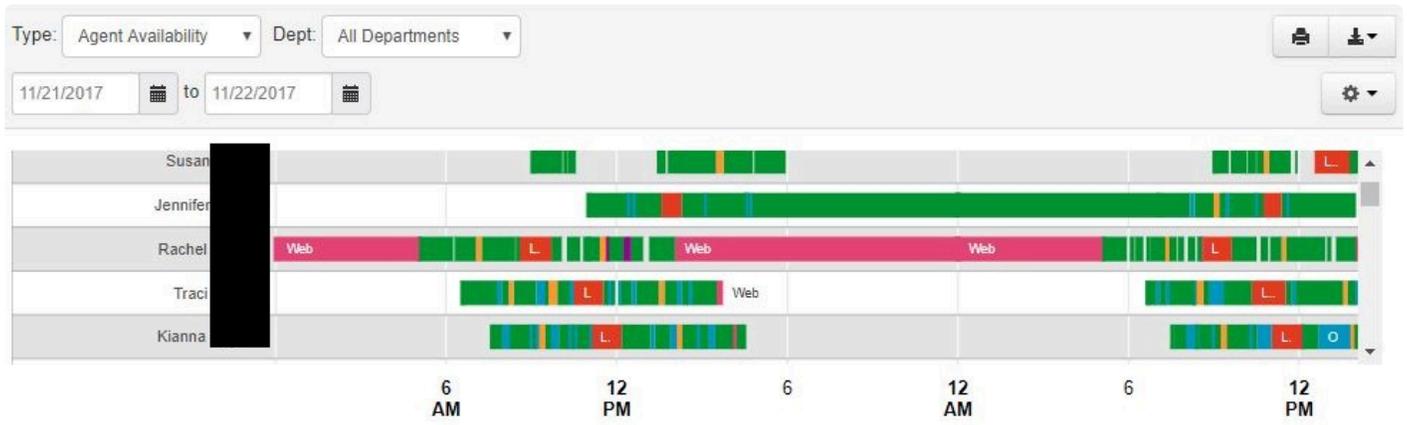
table.



Each statistic (and some other items) include tooltips, which provide a more detailed explanation of what the statistic means.



The Agent Availability report is populated only if the Call Center Agents utilize Call Queue Sign-in and Sign-out and/or reason codes.



	Ext.	First	Department	LI	AM	L	B	M
<input checked="" type="checkbox"/>	3145	Rachel		38	785.8	129.7	43.7	17.8
<input checked="" type="checkbox"/>	1002	Neshan		37.9	777.5	119.2	45.4	0
<input checked="" type="checkbox"/>	3103	Edward		36.9	0	61.8	30.9	0
<input checked="" type="checkbox"/>	3054	Priscilla		36.7	737.1	0	0	0
<input checked="" type="checkbox"/>	3057	Matt		33.1	0	0	0	0
<input checked="" type="checkbox"/>	3035	Irma		32.3	0	0	0	0
<input checked="" type="checkbox"/>	3112	Shawn		27.9	1496.5	65.3	35.2	60.5
<input checked="" type="checkbox"/>	3060	Jennifer		27	1483.9	81	12.4	0

Statistic Details

Call Queue Statistics

Call Queue and Dialed Number reports utilize the same set of statistics. The difference between the reports is that the Call Queue type tracks statistics based on which Queue the call is routed through, while the Dialed Number type tracks based on which phone number the call is routed through.

Stats	Definition
Volume (VOL)	Number of calls originating through a Call Queue. Includes answered calls, abandoned calls, forwards, and voicemail.
Calls Handled (CH)	Number of calls answered by agent originating through a Call Queue.

Calls Offered (CO)	Number of calls that reached the queue to be dispatched to agents. Includes abandoned calls. Excludes forwards and voicemail.
Adjusted Calls Offered (ACO)	Adjusted number of calls that reached the queue. Excludes calls abandoned in less than 10 seconds. = (Calls Offered CO) – (Adjusted Abandoned Calls AAC)
Voicemail (VM)	Number of calls handled by the voicemail system.
Forward (FWD)	Number of calls forwarded to another queue or off-net phone number for handling. Includes forwarded calls to voicemail.
Average Talk Time (ATT)	Average number of minutes spent by agent talking per call, on calls originating through a Call Queue. Excludes hold time.
Assisted Calls Handled (AST)	Number of calls answered and then forwarded to another agent.
Average ACW Time (ACW)	Average time an agent spends between the end of a call and submitting call disposition.
Callbacks (CB)	Number of calls that requested a callback rather than waiting in the queue.
Average Hold Time (AH)	Average time a caller spends on hold with an agent. Excludes waiting time in the Call Queue.
Service Level (SL)	The ratio of calls meeting the configurable service level agreement.
Percent Dial Transfers (DT)	Percentage of calls that landed in the queue and were offered to an agent.
Abandoned Calls (AC)	Number of calls that abandoned the queue before being answered by an agent.
Adjusted Abandoned Calls (AAC)	Adjusted number of calls that abandoned the queue. Excludes calls abandoned in less than 10 seconds. = (Abandoned Calls) – (Number of calls abandoned in less than 10 seconds)
Abandon Rate (AR)	Percentage of calls offered that were abandoned before being handled by an agent. = (Abandoned Calls AC) / (Calls Offered CO)
Adjusted Abandon Rate (AAR)	Percentage of calls offered that were abandoned, not including those abandoned in under 10 seconds. = (Adjusted Abandoned Calls AAC) / (Adjusted Calls Offered ACO)
Average Handle Time (AHT)	Average time an agent spent on a call. Includes Talk Time (TT), Hold Time (AH), and Disposition Time (ACW).
Average Wait Time (AWS)	Average number of seconds a caller spent in the selected queue before being dispatched to an agent. If none selected, total for all queues will be displayed.

Agent Statistics

Statistics are also available by each individual agent in your call center. This allows you to evaluate agents by performance and can help optimize the efficiency of your call center by determining where your agents are best suited.

Stats	Definition	Type
Calls Handled (CH)	The number of calls answered by the agent originating through a Call Queue.	Queue Stat
Talk Time (TT)	The total number of minutes spent by an agent on answered calls originating through a Call Queue.	Queue Stat
Average Talk Time (ATT)	Average number of minutes, per call, spent by the agent talking on calls originating through a Call Queue. Excludes hold time.	Queue Stat
Assisted Calls Handled (AST)	Number of calls answered and then forwarded to another agent.	Queue Stat
Average ACW Time (ACW)	Average time an agent spends between the end of a call and submitting call disposition.	Queue Stat
Average Hold Time (AH)	Average time a caller spends on hold with an agent. Excludes waiting time in the Call Queue.	Queue Stat
Average Handle Time (AHT)	Average time an agent spent on a call. Includes Talk Time (TT), Hold Time (AH), and Disposition Time (ACW).	Queue Stat
Missed Calls (MC)	Number of calls originating through a call queue offered to an agent but not answered. This includes multiple attempts if a call loops through all agents, but excludes unanswered simultaneous ring calls.	Personal Stat
Outbound Attempts (OATT)	Number of outbound call attempts by an agent. Excludes on-net calls and conference calls.	Personal Stat
Outbound Answered (OANS)	Number of outbound calls by agent answered by a remote party. Includes calls answered by voicemail. Excludes on-net calls and conference calls.	Personal Stat
Outbound	Number of minutes spent by an agent on outbound calls. Includes talk and hold time.	Personal

Minutes (OM)	Excludes call center calls, on-net calls, and conference calls.	Stat
Outbound Average (OAvg)	Average length of time spent by an agent on outbound calls. Excludes call center calls, on-net calls, and conference calls.	Personal Stat
Inbound Attempt (IA)	Number of attempted calls inbound to agent. Includes call center calls. Excludes on-net calls and conference calls.	Personal Stat
Inbound Answered (IANS)	Number of inbound answered calls to an agent. Includes call center calls. Excludes on-net calls and conference calls.	Personal Stat
Inbound Minutes (IM)	Number of minutes spent by an agent on inbound calls. Includes call center calls. Includes talk and hold time. Excludes on-net calls and conference calls.	Personal Stat
Inbound Average (IAVG)	Average length of time spent by an agent on inbound calls. Includes call center calls. Excludes on-net calls and conference calls.	Personal Stat

Agent Availability statistics

The Agent Availability report displays an agent's availability in a domain or in a department within a domain. It will display the time an agent's status was set to online or set to lunch, etc during the selected time period. Agents must utilize the Call Center Log In and Log Out commands for this report to be utilized properly.

Stats	Definition
Logged In (LI)	This is the total time the call center agent's status was set to "online". Agent must manually change their status from offline to online when they begin their shift; simply logging into the portal no longer affects the LI stat.
Available (AM)	This is the total time the call center agent was available for calls. This includes time logged in / online. It excludes statuses of unavailable such as break, lunch, meeting, web, and other.
Unavailable (UM)	This is the total time the call center agent was not available for calls. Includes time logged off and offline statuses such as break, lunch, meeting, web, and other. Excludes online / available.
Lunch (L)	This is the total time the call center agent's status was set to "lunch".
Break (B)	This is the total time the call center agent's status was set to "break".
Meeting (M)	This is the total time the call center agent's status was set to "meeting".
Other (O)	This is the total time the call center agent's status is not set to available, break, lunch, meeting, or

	web. Excludes unavailable status.
Web (W)	This is the total time the call center agent’s status was set to “web”.

Call Center Home Screen

1. CALL QUEUES »

Call Queue	Active Calls	Callers Waiting	Wait	Agents Idle
<input type="checkbox"/> Client Services Call Queue (8501)	0	0	-	2
<input type="checkbox"/> Project Engineering (3800)	0	0	-	9
<input type="checkbox"/> Sales Call Queue (8500)	0	0	-	2
<input type="checkbox"/> Support Queue (0700)	0	0	-	5
<input type="checkbox"/> Support Queue Overflow (0799)	0	0	-	12

2. Reports **4. Settings**

3. STATS GRID ALL QUEUES

CW 0	AWT 0:09
AHT 3:47	SL 98.3%
ABN 3.3%	CA 51
CV 60	AC 2

5. ACTIVE CALLS GRAPH

Active Calls (last 8 hours)

Today, 11:12 am
All Queues: 2

6. AGENTS » 8 ONLINE

Last Name

- AI Allen
- Raghda Alsaad
- Raad Altaie
- Mike Bee
- Pedro Gonzalez
- Sue Lee
- Doug Patotzka
- Quentin Sanders

The Call Center Home Screen provides an overview of call center activity. The Call Center panels include:

1. Call Queues – A summary of all of the queues assigned to the Call Center Supervisor (see [Call Center Supervisor Settings](#))
 - a. Active Calls – Calls answered by an agent and in currently in progress. Click for details including agent ID, Caller ID information, and duration.
 - b. Callers Waiting – Calls in the queue waiting to be answered. Click for details including Caller ID information and duration. Calls are arranged in the order in which they will be distributed.

- c. Wait – The current average wait time of callers in the queue
 - d. Agents Idle – The current number of agents in the queue who are available to receive calls. Click to view which agents are available and unavailable, and their disposition (green = available, red = unavailable, grey = offline).
 - e. Edit Agents button (see [Manage a Call Queue](#))
 - f. Edit Queue button (see [Manage a Call Queue](#))
2. Reports – View Call Center Reports window
 3. Stats Grid – View aggregate Call Statistic data for all queues (or selected queues)
 4. Stats Grid Settings – Adjust which statistics appear in the Stats Grid, and set thresholds to control the Heat color coding
 5. Active Calls – The aggregate maximum number of concurrent active calls. Hover over the line for details on time and call quantity.
 6. Agents – View status of all Call Center Agents assigned to the Supervisor’s queues or departments. Hover to view Agent details.

Selecting Call Queues via checkbox will update Stats Grid and Active Calls Graph with information specific to those queues.

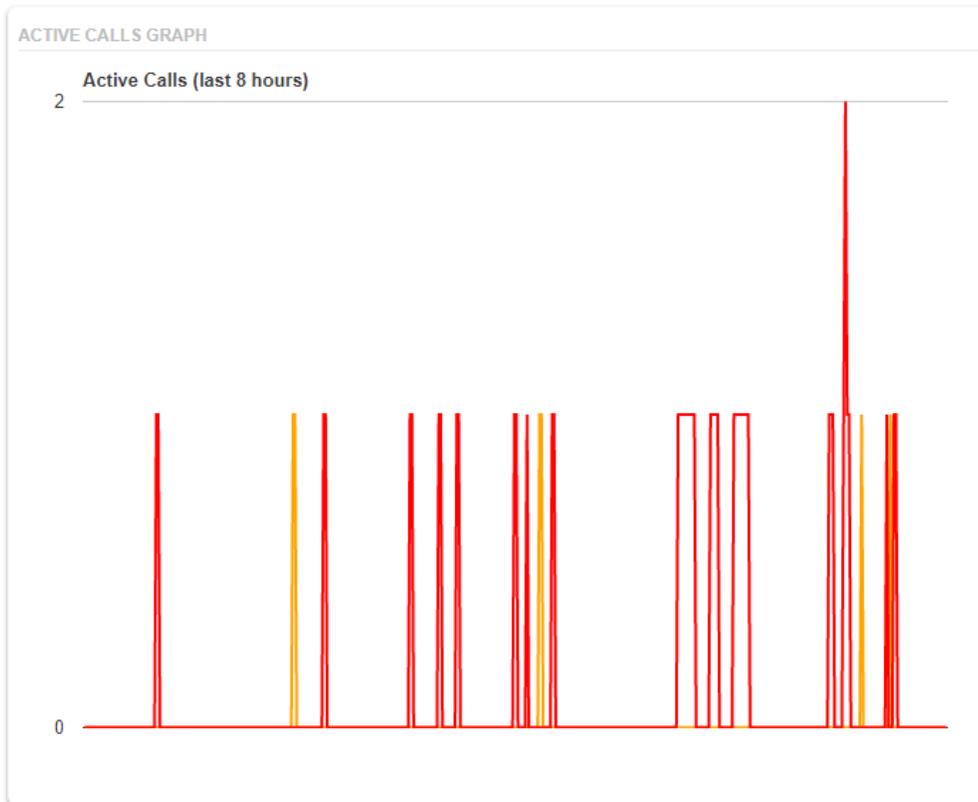
CALL QUEUES »

Call Queue	Active Calls	Callers Waiting	Wait	Agents Idle
<input checked="" type="checkbox"/> Client Services Call Queue (8501)	0	0	-	2
<input checked="" type="checkbox"/> Project Engineering (3800)	0	0	-	9
<input type="checkbox"/> Sales Call Queue (8500)	0	0	-	2
<input type="checkbox"/> Support Queue (0700)	0	0	-	5
<input type="checkbox"/> Support Queue Overflow (0799)	0	0	-	12

Reports Settings

STATS GRID **2 QUEUES**

CW 0	AWT 0:10
AHT 1:41	SL 95.5%
ABN 4.5%	CA 18
CV 22	AC 1



- AGENTS » 8 ONLINE
- Last Name ▾
- AI Allen
 - Raghda Alsaad
 - Raad Altaie
 - Mike Bee
 - Pedro Gonzalez
 - Sue Lee
 - Doug Patotzka
 - Quentin Sanders

Hover over Agent to view individual performance stats, queue status and priority, and to monitor (Listen/Whisper/Barge) if enabled

AGENTS » 8 ONLINE

Last Name ▾ 

-  Al Allen
-  2597r   
-  Raad Altaie
-  Mike Bee
-  Pedro Gonzalez
-  Sue Lee
-  Doug Patotzka
-  Quentin Sanders

Queue Priorities for Sue Lee (2698) ✕

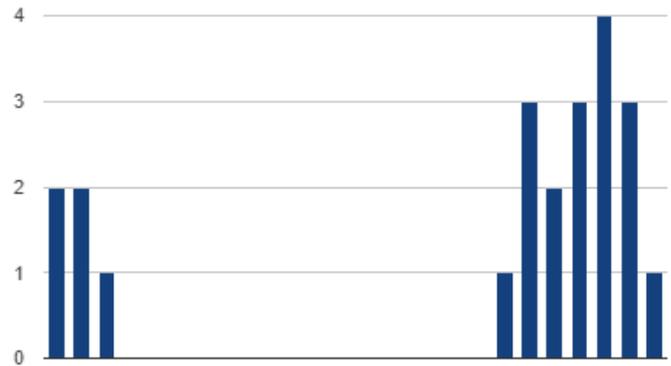
Queue	Description	Status	Wrap Up Time	Priority
8580	█████ Circuit Support	Online	0	▼ 1
0700	Support Queue	Online	0	▼ 1
0799	Support Queue Overflow	Online	0	▼ 1

Statistics for Sue Lee (2698r)

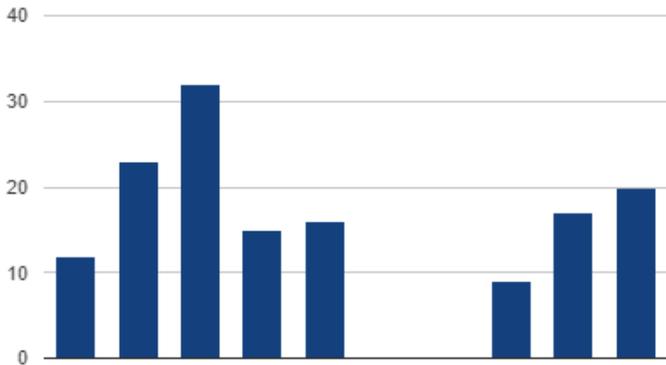


- 8 Call Center Calls Today ⓘ
- 47 Call Center Talk Time ⓘ
- 5:55 Call Center Average Talk ⓘ
- 9 Inbound Calls Today ⓘ
- 59 Inbound Talk Time ⓘ
- 6:28 Inbound Average Talk ⓘ
- 6 Outbound Calls Today ⓘ
- 9 Outbound Talk Time ⓘ
- 1:30 Outbound Average Talk ⓘ

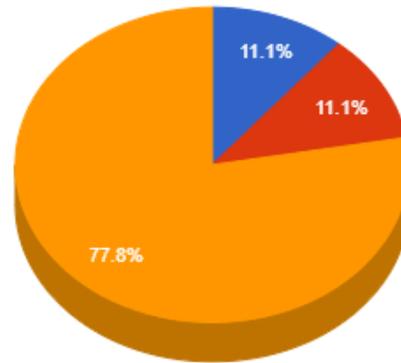
My Calls Per Hour (last 24 hours)



My Calls Per Day (last 10 days)

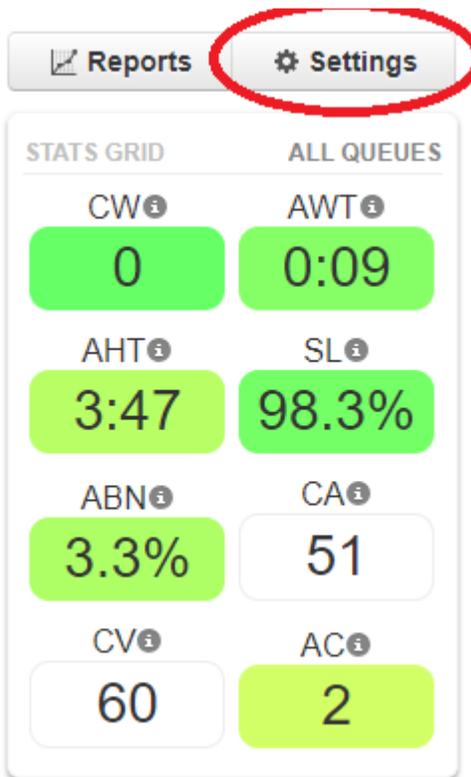


Calls by Origination Source (last 24 hours)



Close

Click **Settings** to toggle which statistics are visible on the stats grid and to set thresholds.



STATS GRID	ALL QUEUES
CW ⓘ 0	AWT ⓘ 0:09
AHT ⓘ 3:47	SL ⓘ 98.3%
ABN ⓘ 3.3%	CA ⓘ 51
CV ⓘ 60	AC ⓘ 2

Call Center Settings ✕

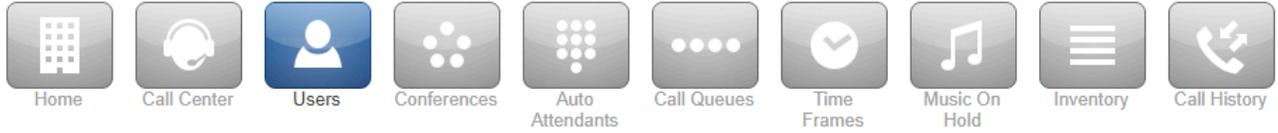
Stats Grid **General**

Choose which stats to show in the stats grid and set the thresholds for when they change color. Leave blank for no color warnings. ([reset to default](#))

Callers Waiting ⓘ	<input checked="" type="checkbox"/> ON
Lower Threshold ⓘ <input type="text" value="0"/>	Upper Threshold ⓘ <input type="text" value="5"/>
Average Wait Time (sec) ⓘ	<input checked="" type="checkbox"/> ON
Lower Threshold ⓘ <input type="text" value="0"/>	Upper Threshold ⓘ <input type="text" value="60"/>
Average Handling Time (sec) ⓘ	<input checked="" type="checkbox"/> ON
Lower Threshold ⓘ <input type="text"/>	Upper Threshold ⓘ <input type="text" value="600"/>
Service Level(%) ⓘ	<input checked="" type="checkbox"/> ON
	Threshold ⓘ <input type="text" value="75"/>
Abandon Rate(%) ⓘ	<input checked="" type="checkbox"/> ON

Call Center Supervisor Settings

An Office Manager level user can modify Call Center Supervisor Settings to toggle which Queues and Departments the Supervisor can manage, as well as modifying rights to view and edit Call Queues and Agent membership. Navigate to the “Call Center” tab on the user page of the Supervisor to manage.



Users / Call Center Supervisor User Demo (0750) ↻

- Profile
- Answering Rules
- Voicemail
- Phones
- Advanced
- Call Center**

Set permissions for the Call Center Supervisor.

Show Call Queues in Navigation Bar YES

Allow Adding of Agents YES

Allow Editing of Call Queues YES

Choose which Call Queues the Call Center Supervisor can see.

Choose which Departments the Call Center Supervisor can see.

Extension	Name	Display
2691	BakerTest CallQueue01	<input type="checkbox"/> NO
2693	BakerTest CallQueue03	<input type="checkbox"/> NO
6824	Brion Test Queueueu	<input type="checkbox"/> NO
8501	Client Services Call Queue	<input checked="" type="checkbox"/> YES
8580	█ Circuit Support	<input type="checkbox"/> NO
3800	Project Engineering	<input checked="" type="checkbox"/> YES
8500	Sales Call Queue	<input checked="" type="checkbox"/> YES
0700	Support Queue	<input checked="" type="checkbox"/> YES

Department	Display
Department1	<input type="checkbox"/> NO
Department2	<input type="checkbox"/> NO
HW Production Support	<input type="checkbox"/> NO
HWProdSupp	<input type="checkbox"/> NO
Sales	<input checked="" type="checkbox"/> YES
Support	<input checked="" type="checkbox"/> YES
uritest	<input type="checkbox"/> NO

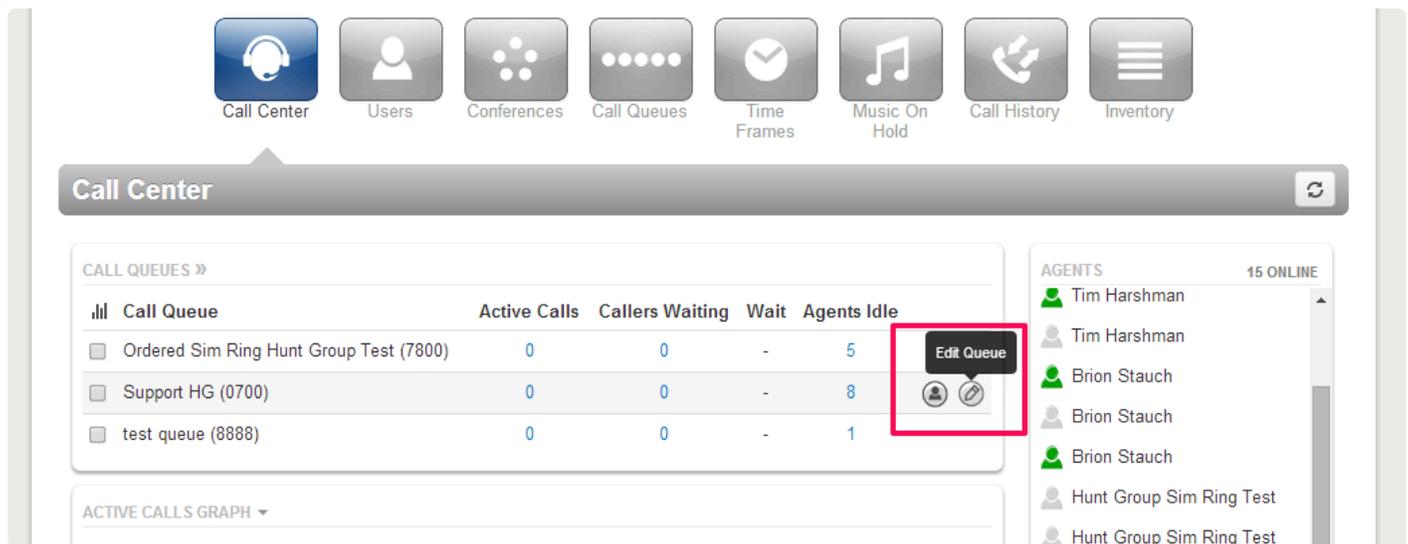
1.4.2. Manage a call queue

Summary

The Call Center Supervisor can edit queue settings. You can use this to optimize your queue's ring strategy.

Accessing the Queue Settings

You can edit the queue settings by mouse hovering over the queue you want to edit and clicking on "Edit Queue".



The screenshot shows the Call Center interface with a navigation bar at the top containing icons for Call Center, Users, Conferences, Call Queues, Time Frames, Music On Hold, Call History, and Inventory. Below the navigation bar is a 'Call Center' header with a refresh icon. The main content area is divided into two sections: 'CALL QUEUES »' and 'AGENTS 15 ONLINE'.

The 'CALL QUEUES »' section contains a table with the following data:

Call Queue	Active Calls	Callers Waiting	Wait	Agents Idle
<input type="checkbox"/> Ordered Sim Ring Hunt Group Test (7800)	0	0	-	5
<input type="checkbox"/> Support HG (0700)	0	0	-	8
<input type="checkbox"/> test queue (8888)	0	0	-	1

The 'AGENTS 15 ONLINE' section shows a list of agents: Tim Harshman, Brion Stauch, and Hunt Group Sim Ring Test.

A red box highlights the 'Edit Queue' button (represented by a pencil icon) next to the 'test queue (8888)' row in the table.

Queue Settings Overview

There are four main types of call queues:

- **Round-robin:** rings the user (agent) with the longest idle time or the first available.
- **Linear:** groups agents into tiers and one or more agents are called when the first group times out.
- **Ring All:** rings all agents simultaneously
- **Call Park:** transfers callers directly to hold.

The available options will change based on the type of call queue that is selected.

Round Robin

Edit Support HG ✕

Name

Extension

Note: Extension cannot be changed

Type

Run Statistics

Agents Required to Queue

Logout Agent on Missed call

Agent Ring Timeout (sec)

Max Time (min)

Expected Max Wait (sec)

Max Queue Length

Field	Description
Name	Queue name
Extension	Extension number of queue (read only)
Run Statistics	Default is set to yes. This provides call statistics and information to the Call Center Supervisor.
Agents Required to Queue	If set to “yes” will not allow a caller into the queue if no agents are present to take the call
Logout Agent on Missed Call	If set to “yes” will switch the agents status from ‘online’ to ‘offline’ if the agent fails to pick up.
Agents Ring Timeout (sec)	The amount of time that the phone will ring for each agent before transferring to another agent
Max Time (min)	The length of time that the queue is active before it times out
Expected Max Wait	Limit waiting time or the amount of callers in the queue to avoid people staying on

(sec) and Max Queue Length

hold for too long. These are both calculated based on the statistics generated by the system.

Linear

Edit Support HG
✕

Name

Extension

Note: Extension cannot be changed

Type

Run Statistics

Agents Required to Queue

Logout Agent on Missed call

Agent Ring Timeout (sec)

Agents to Ring Initially

Agents to Add After Timeout

Max Time (min)

Expected Max Wait (sec)

The options for a Linear call queue are the same as for round-robin except for Agents to Ring Initially and Agents to Add After Timeout. These functions allow for a tiered entry of agents into the call queue.

Ring All

The options for creating a Ring All queue are the same as for a Linear queue.

Edit Support HG ✕

Name

Extension

Note: Extension cannot be changed

Type

Run Statistics

Agents Required to Queue

Logout Agent on Missed call

Agent Ring Timeout (sec)

Agents to Ring Initially

Agents to Add After Timeout

Max Time (min)

Expected Max Wait (sec)

Max Queue Length

Call Park

For a Call Park you only need to set up an extension where the callers will be placed on hold. Since there are no agents to assign there is no further setup/configuration needed.

Edit Support HG ✕

Name

Extension

Note: Extension cannot be changed

Type

Agents Required to Queue

Logout Agent on Missed call

7500 Linear 0 4 (0)

1.5. Call Center Agent

The “Call Center Agent” permission level has the ability to receive calls to a call center queue, log in and log out, and collect call center statistics.

- [Check in and out](#)

If you would like your user permission level changed, contact our support at 858-836-0700 option 1 or support@vervecloud.com.

1.5.1. Check in and out

Summary

The Call Center Agent can check in and check out of their queue.

Call Center Agent Check In

Login to your queue click the drop-down next to the red OFFLINE button and select one of the online options.

- Go Online – This option adds you to the queue until you sign out.
- Single-Call Mode – This option adds you to the queue until one call has been offered to you.

The screenshot displays the Call Center Agent interface. At the top, there are navigation icons for Call Center, Messages, Answering Rules, Contacts, Time Frames, Phones, Music on Hold, and Call History. Below these is a 'Call Center' header with a refresh icon. The main content area is divided into several sections:

- MY QUEUES:** A table showing the current queue status.

Call Queue	Type	Priority	Wrap up time	Callers Waiting
Support HG (0700)	Ring All	0	0	0
- MY STATISTICS:** A section containing several charts and statistics:
 - Inbound Calls Today:** 4
 - Inbound Talk Time:** 15
 - Inbound Average Talk:** 3:41
 - Outbound Calls Today:** 2
 - Outbound Talk Time:** 23
 - Outbound Average Talk:** 11:15
 - My Calls Per Hour (last 24 hours):** A bar chart showing call volume over 24 hours.
 - My Calls Per Day (last 10 days):** A bar chart showing daily call volume over the last 10 days.
 - Calls taken By Queue:** A pie chart showing 100% of calls taken by the current queue.
- OFFLINE Status:** A red button labeled 'OFFLINE' with a dropdown menu. The dropdown menu is open, showing options: 'Go Online', 'Single-Call Mode', 'Lunch', 'Break', 'Meeting', 'Other', and 'Web'. A red arrow points to the 'Go Online' option.
- RECENT CALL HISTORY:** A list of recent calls with duration and status indicators.

Call Center Agent Check Out

To log out of your queue and stop receiving calls click the drop-down next to the green ONLINE button and select on of the offline options.

- Go Offline – This option removes you from the queue.

The following options will take you offline however they will also track statistics on how long you spend doing these things.

- Lunch
- Break
- Meeting
- Other
- Web

The screenshot displays the Call Center Agent interface. At the top, there are navigation icons for Call Center, Messages, Answering Rules, Contacts, Time Frames, Phones, Music on Hold, and Call History. Below these is a 'Call Center' header with a refresh icon. The main dashboard is divided into several sections:

- MY QUEUES:** A table showing the current queue status.

Call Queue	Type	Priority	Wrap up time	Callers Waiting
Support HG (0700)	Ring All	0	0	0
- MY STATISTICS:** A section with summary statistics and three charts.
 - Summary Statistics:**
 - Inbound Calls Today: 5
 - Inbound Talk Time: 15
 - Inbound Average Talk: 2:57
 - Outbound Calls Today: 2
 - Outbound Talk Time: 23
 - Outbound Average Talk: 11:15
 - My Calls Per Hour (last 24 hours):** A bar chart showing call volume over 24 hours.
 - My Calls Per Day (last 10 days):** A bar chart showing call volume over the last 10 days.
 - Calls taken By Queue:** A pie chart showing 100% of calls taken from a single queue.
- ONLINE Status:** A green button with a dropdown menu. A red arrow points to this menu, which includes options: Go Offline, Single-Call Mode, Lunch, Break, Meeting, Other, and Web.
- RECENT CALL HISTORY:** A list of recent calls with duration.

Call ID	Duration
CCA04	4 min
	1 min
	23 min
	1 min
	9 min
	3 min
	8 min

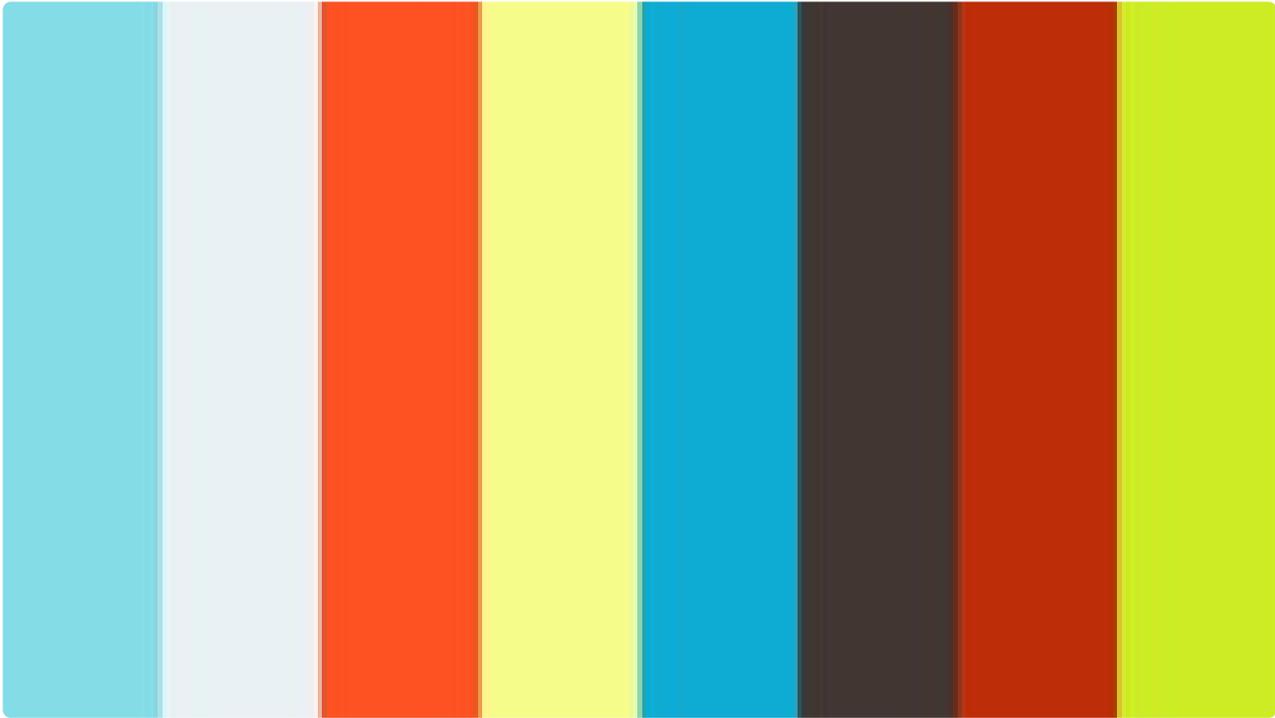
Training Videos

Verve Voice Portal: Messages



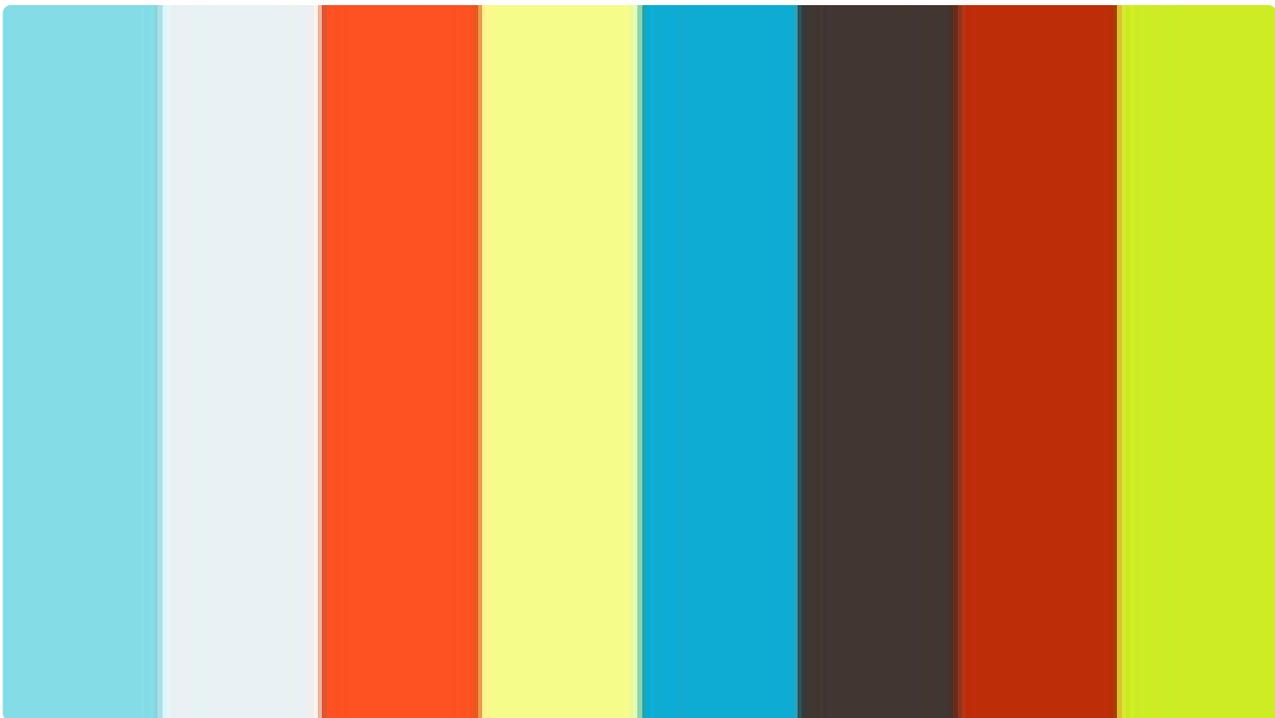
<https://player.vimeo.com/video/344853567>

Verve Voice Portal: Contacts



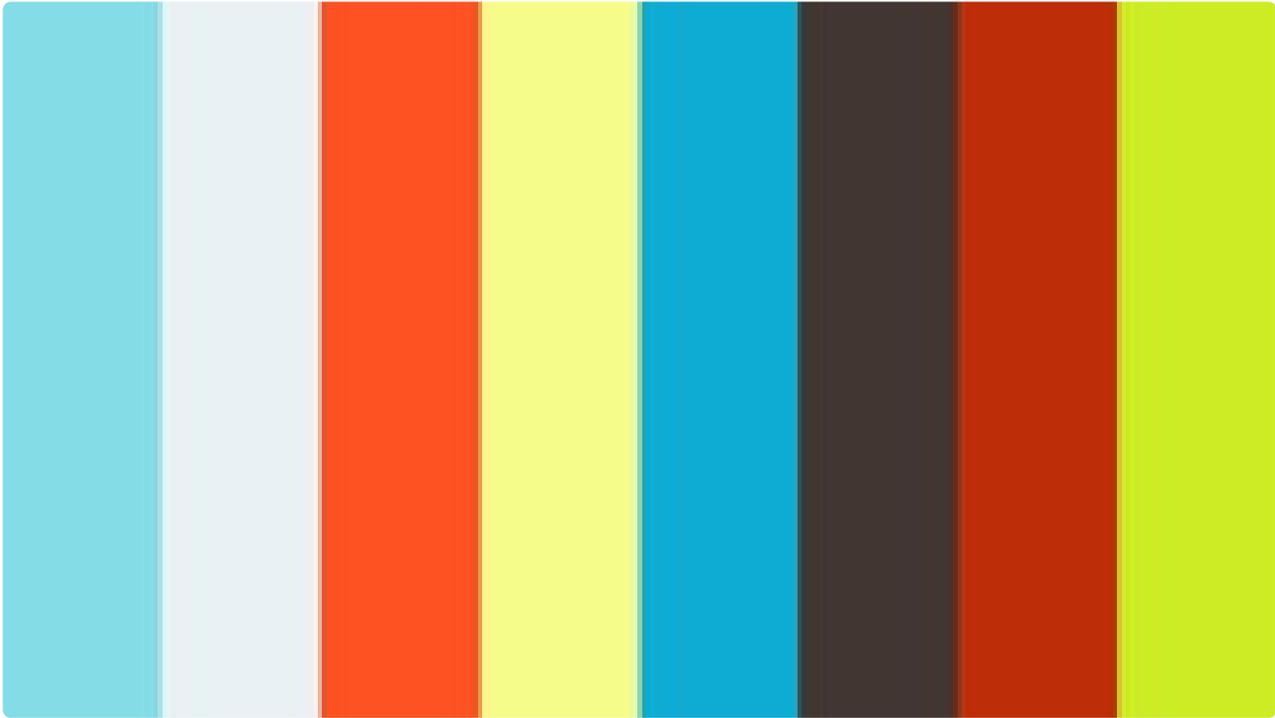
<https://player.vimeo.com/video/344853499>

Verve Voice Portal: Answering Rules



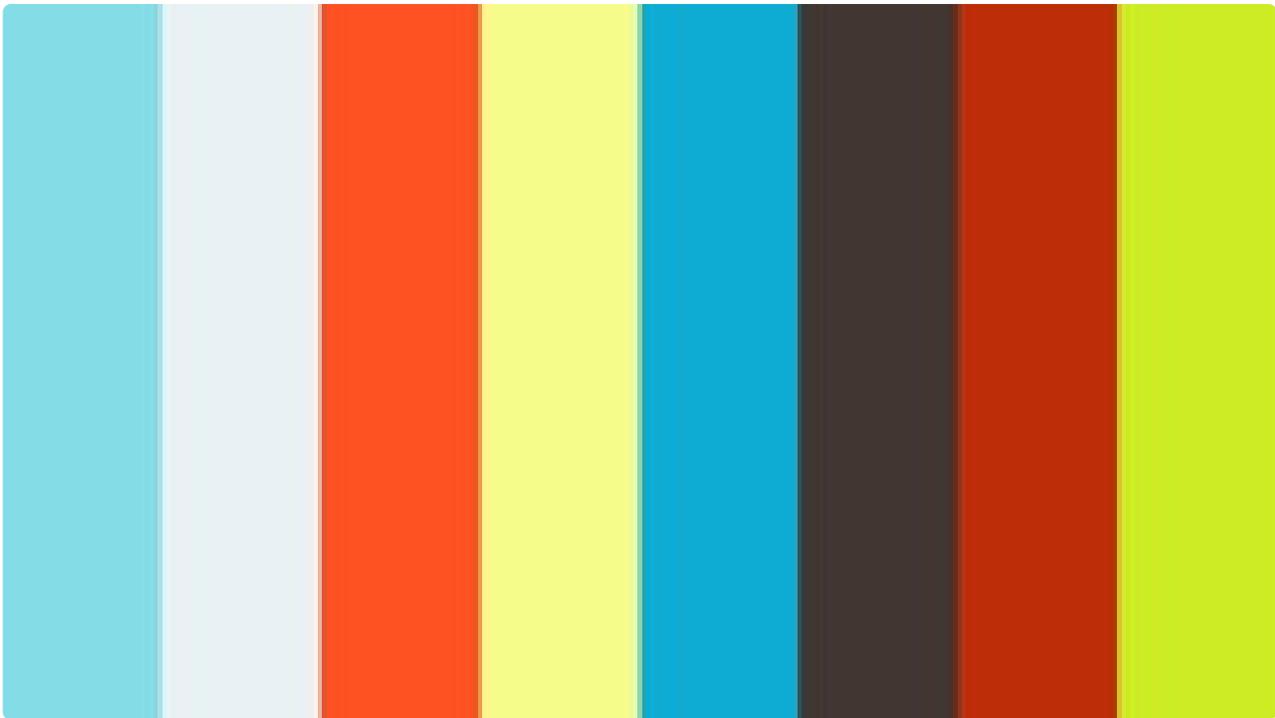
<https://player.vimeo.com/video/344853440>

Verve Voice Portal: Time Frame



<https://player.vimeo.com/video/344853664>

Verve Voice Portal: Music on Hold



<https://player.vimeo.com/video/344853615>

2. Messaging – SMS, MMS and Chat

Chat and SMS are features that allow you to send text messages internally to other users on your Verve account (**Chat**), as well as externally mobile phones or other enabled phone numbers (**SMS**).

Chat functionality is enabled by default, but SMS functionality must be activated on your phone number before use. Contact Verve support to have this feature added to your phone number.

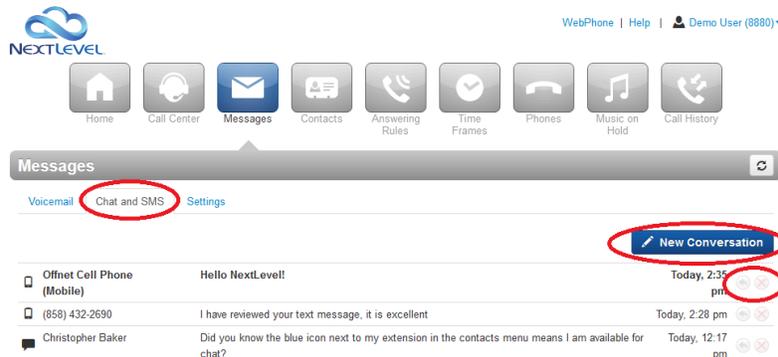
- [Chat and SMS](#)
- [MMS](#)
- [Group Chat](#)

2.1. Chat and SMS (Text Messaging)

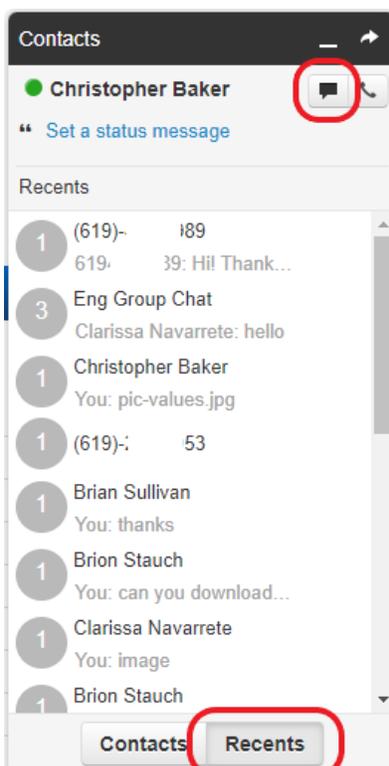
Access Chat and SMS

Chat and SMS will appear in multiple places in the portal, as well as in the Mobile App and the Webphone

- Under **Messages** section in the **Chat and SMS** tab in the portal

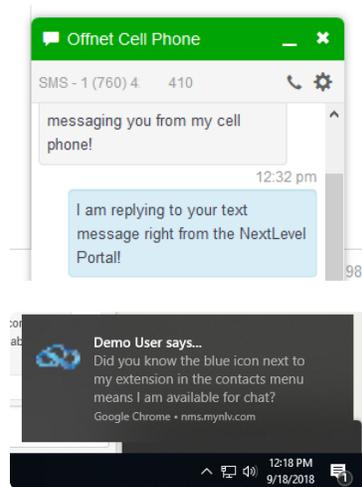


- In the Contacts Dock
 - Create a new message with the **Start a new conversation** button at the top
 - View existing conversations under the **Recents** tab at the bottom
 - Hover over a conversation and click the **Message** button to reply



- When you receive a new message, a Chat window will pop up at the bottom of your screen

- New messages will flash green
- A message notification sound will play
- If you allowed pop-ups or alerts in your browser, a browser pop-up will also occur



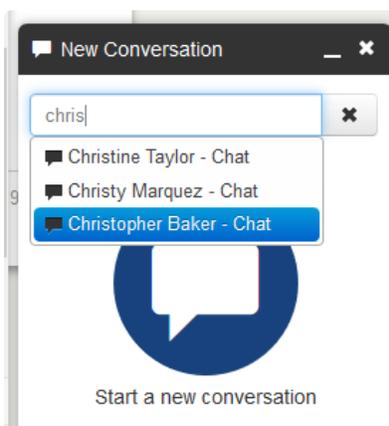
Clicking the “_” icon will minimize the window, and the “x” will close it (the conversation will still be available in your chat history).

Clicking the title bar of a minimized Chat Box will maximize it.

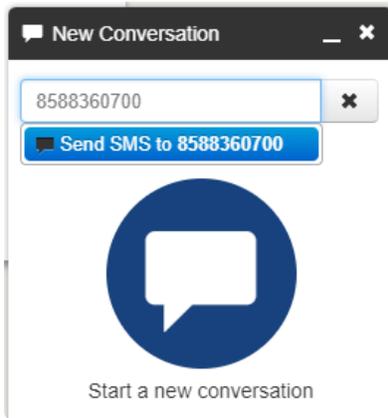
Creating a new conversation

When you click “**New Conversation**” a new popup will be created.

- To create a new **Chat** conversation with another user on your Verve system, begin typing their name and select the option with “- Chat” from the autocomplete.

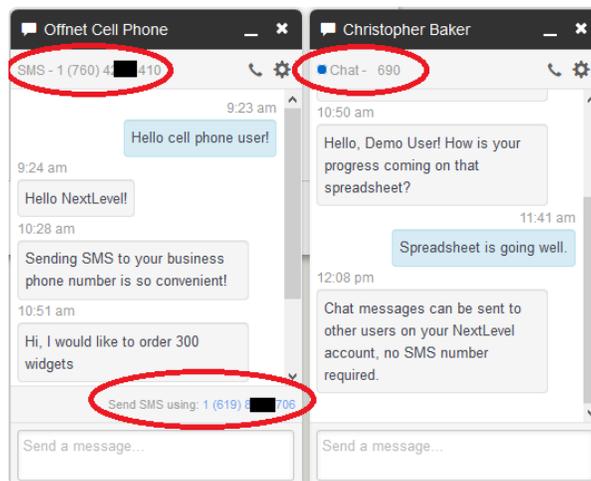


- To create a new **SMS** conversation (also known as “Text Messaging”) type in their phone number and select the “Send SMS..” autocomplete option.
 - If you have multiple SMS numbers assigned you may toggle which one to send from by clicking the “Send SMS using” link and selecting the desired number.



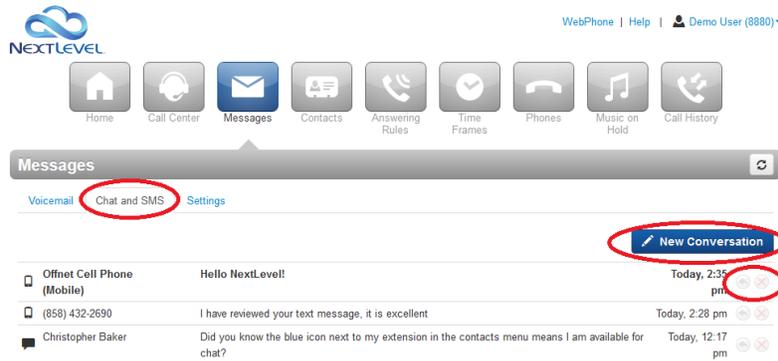
Compose your message by typing in the “Send a message” field, press enter to send.

The type of chat will be indicated near the top of the Chat Box. “Chat” and the extension number indicates an on-net chat with someone on the Verve phone system. The Blue icon means that user is online and available for chat. “SMS” followed by the phone number indicates an SMS conversation.

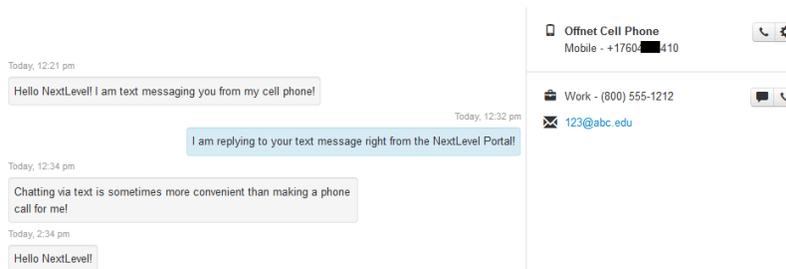


Navigating Chat and SMS tab

The **Chat** and **SMS** will appear in in the portal, under a user’s Messages tab. Similar information can be found in the Mobile app or Webphone with variations.



- Click the New Conversation button to begin a new Chat or SMS conversation
- The Chat History will appear on this tab, new (unread) messages will appear in **bold**.
- To reply click the Reply arrow icon to the right of the timestamp
- To delete the conversation, click the red x
- On-net chat message between other users on the Verve portal will appear with a Chat Icon 
- SMS Messages from a number that is listed as Work, Mobile, or Home will appear with the Briefcase, Mobile Phone, or Home icon respectively   
- SMS Messages not tied to a contact will have no icon
- To view a conversation, click on the message. Any contact information saved for the number will be displayed in the right side of the pane.

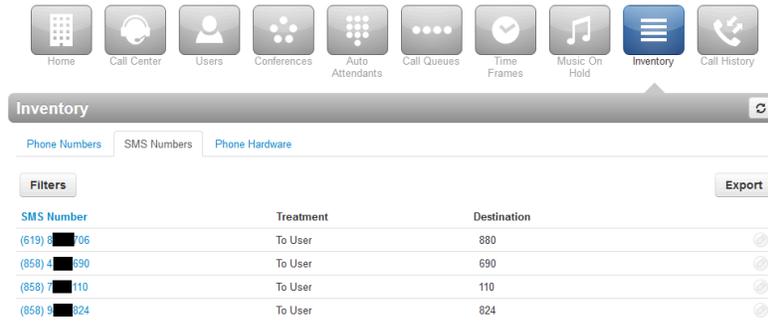


View SMS Inventory

Office Managers can view the SMS inventory. While in Manage Organization view, navigate to the inventory section and select the SMS Inventory tab. You will be able to see your active SMS numbers and to whom they are assigned.

Any number on this list is activated for SMS service, and can be assigned to any user. The user assigned for SMS does not necessarily need to be the user who is assigned to that number for voice calls.

If a number does not appear in this list, it is not SMS enabled. If you would like it enabled contact Verve support and they will enable SMS on the number, and it will be available on this SMS inventory page.



Inventory

Phone Numbers SMS Numbers Phone Hardware

Filters Export

SMS Number	Treatment	Destination
(619) 8-██████06	To User	880
(858) 4-██████90	To User	690
(858) 7-██████10	To User	110
(858) 9-██████24	To User	824

See also

For more information on Group Chat and MMS see the articles:

- [Group Chat](#)
- [Multimedia messaging](#)

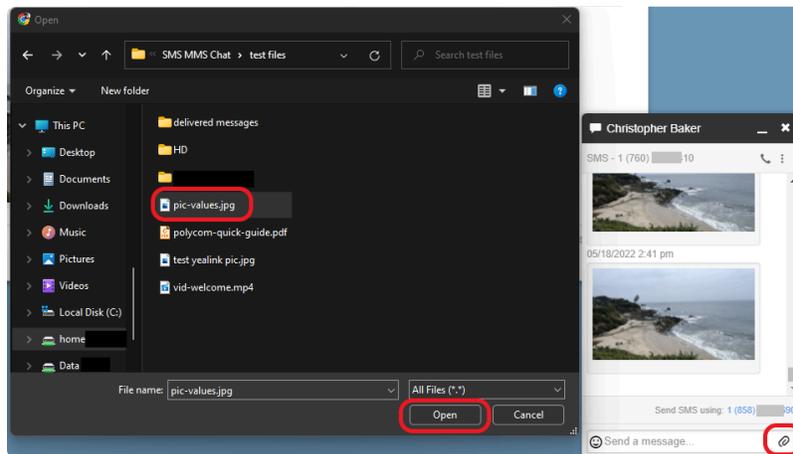
2.2. MMS (Multimedia Messaging)

Picture messaging, also known as MMS or Multimedia Messaging, is available on Verve SMS-enabled numbers.

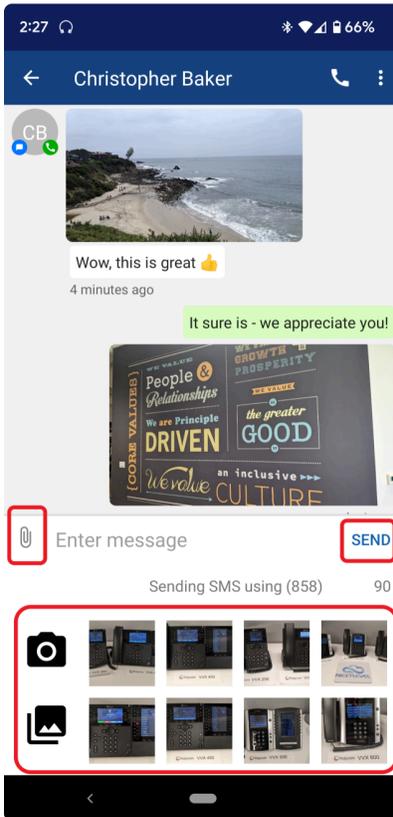
To send a Picture Message

In the “Send a message” field, press the Attach (paper clip) icon

- For Portal or Webphone (on your computer)
 - A file browser will pop up.
 - Find the image you would like to send in your files, and click Open.
 - This will “immediately attach and send the image”



- For Mobile app
 - Select a picture from the default location, or
 - Search for other files by pressing the picture icon.
 - Click a picture to attach it, and click “Send” to send the message
- This functionality will vary based on your smartphone’s make, model, and OS version



* The officially supported file type are JPEG image files under 750 KB.

For **Outbound Messages** file size and type limitations are dictated by the receiving carriers. Other formats such as GIF, PNG, MP4 (video) and PDF may be accepted, but varies based on the receiving carrier. We will send all those file types, and often the carriers accept them, but may reject them without notice.

For **Inbound Messages** we will accept any GIF, PNG, MP4 (video) and PDF that the sending party's carrier delivers to us, up to 2MB or possibly higher.

* It is recommended to send image files one at a time, and separate from text messages, as not all carriers will accept both sent in one message.

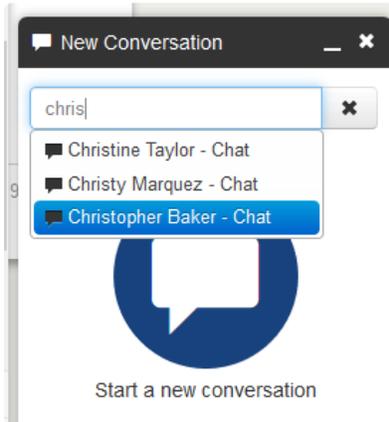
For general Chat and SMS information see this article:

- [Chat and SMS](#)

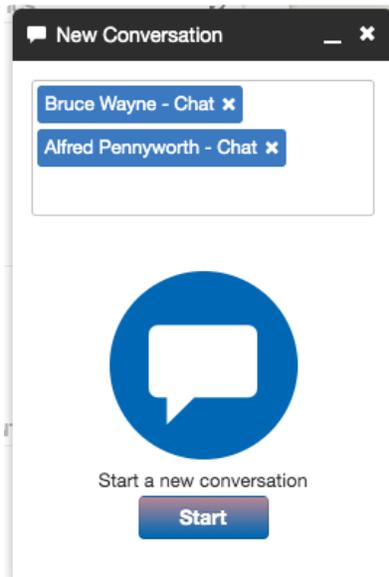
2.3. Group Chat

Group Chat is supported for internal conversations among groups of users on the Verve phone system.

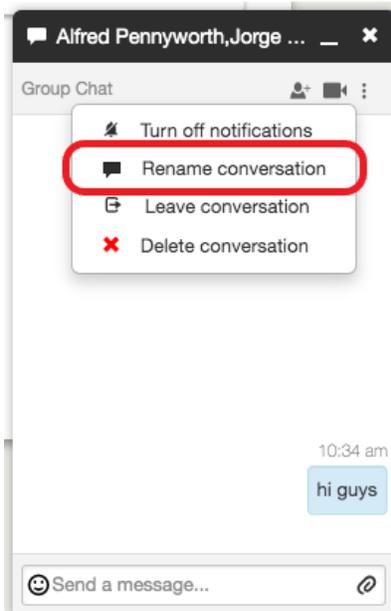
- Start a group chat by typing in a name (or extension number) in the **New Conversation** pop-up, and click on the user name followed by “ – Chat”.



- Add multiple people in this way



- Click Start to create the new group chat
- Type your message to everyone in the Send a message field and press Enter to send
- Once you conversation is created, you can click the **Settings** (3 vertical dots) and rename the conversation to give it a label that everyone will see.
 - Members can leave a group chat by clicking **Settings** then Leave conversation



Group messaging to offnet cell phone numbers is not supported at this time.

For general Chat and SMS information see this article:

- [Chat and SMS](#)

Call Queue SMS

Call Queue SMS settings can be managed in the call queue settings popup under the SMS tab. This tab is only visible if Queue SMS is enabled on your account. You must be an Office Manager or Call Center Supervisor to manage these settings.

Contact Verve support if you would like this feature activated on your account.

The screenshot shows a dialog box titled "Edit Sample Queue" with a sub-tab "SMS". The "SMS Options" section contains the following fields:

- Enable SMS:** A toggle switch set to "Yes".
- Initiation Keyword:** A text input field containing "HELP".
- Initiation Message:** A text area containing "You have now entered the queue. An agent will be with you shortly."
- Initiation Needed Message:** A text area containing "Reply HELP to enter the queue."
- Termination Keyword:** A text input field containing "DONE".
- Termination Message:** A text area containing "You have now exited the conversation. Thank you."

At the bottom of the dialog are "Cancel" and "Save" buttons.

Enable SMS Toggle: Set to yes or no

Initiation Keyword: The text a customer must submit to be entered into the queue.

Initiation Message: The response a customer receives when their message is queued.

Initiation Needed Message: The response a customer receives if they need to submit the keyword.

Termination Keyword: The text a customer can submit to end the chat

Termination Message: What the customer will see when they have ended the conversation.

No Agents Message: What the customer will see this if no agents are signed in or available.

You can set the number of Max Simultaneous SMS Sessions per agent in the Edit Agents screen.

Requirements

To configure these settings you must have an SMS Number in the Inventory page assigned to the queue, with a Treatment of “Call Queue”

The screenshot shows a dialog box titled "Edit (555) 555-5555". It has two tabs: "Treatment" and "Destination". The "Treatment" tab is active. Inside the dialog, there are two fields: "Treatment" with a dropdown menu set to "Call Queue", and "Call Queue" with a text input field containing "Sample Queue". At the bottom right, there are two buttons: "Cancel" and "Save".

Each Agent within the queue must have their individual “Max SMS Sessions” setting set to one or more

The screenshot shows a dialog box titled "Edit Agents in 10". It contains several settings for an agent:

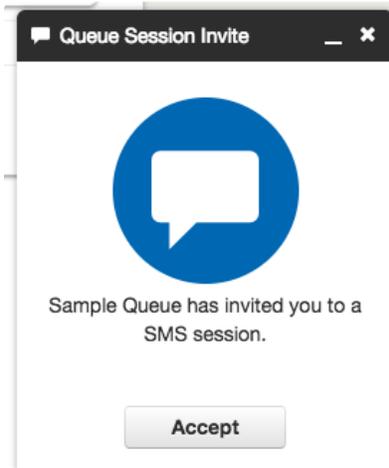
- Agent Phone: 1003 (Sample Agent1)
- Status: A dropdown menu.
- Note: Changing Status may take a moment to update
- Wrap up time (sec): A slider from 0 to 595, currently at 300.
- Max Simultaneous Calls: A slider from 1 to 6, currently at 1.
- Max SMS Sessions: A slider from 0 to 5, currently at 1.
- Queue priority for agent: A dropdown menu set to 1.
- Request Confirmation:
- Auto Answer:

 At the bottom, there are "Cancel" and "Save Agent" buttons. Below the dialog is a table listing agents:

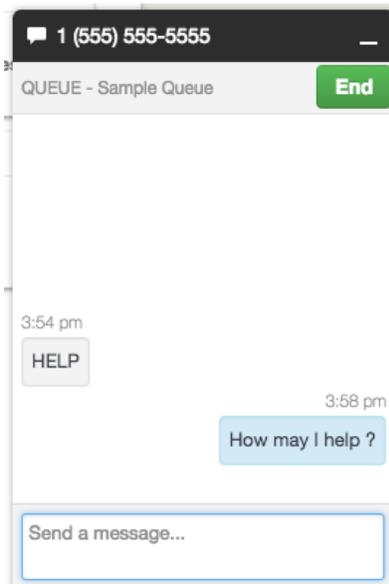
Agent	Phone	Auto Answer	Wrap-up Time	Max Calls
CC Supervisor	1000	No	-	1
Sample Agent1	1003	No	-	1

Call Center Agent Usage

When an incoming message has been sent into the queue, Call Center Agents assigned to the queue will be offered a Queue Session Invite.



Upon accepting, the Call Center Agent will have ownership of the active queue message session for the duration of the conversation. In order to complete the session, the Call Center Agent can press End or the customer can type the termination message for that call queue.



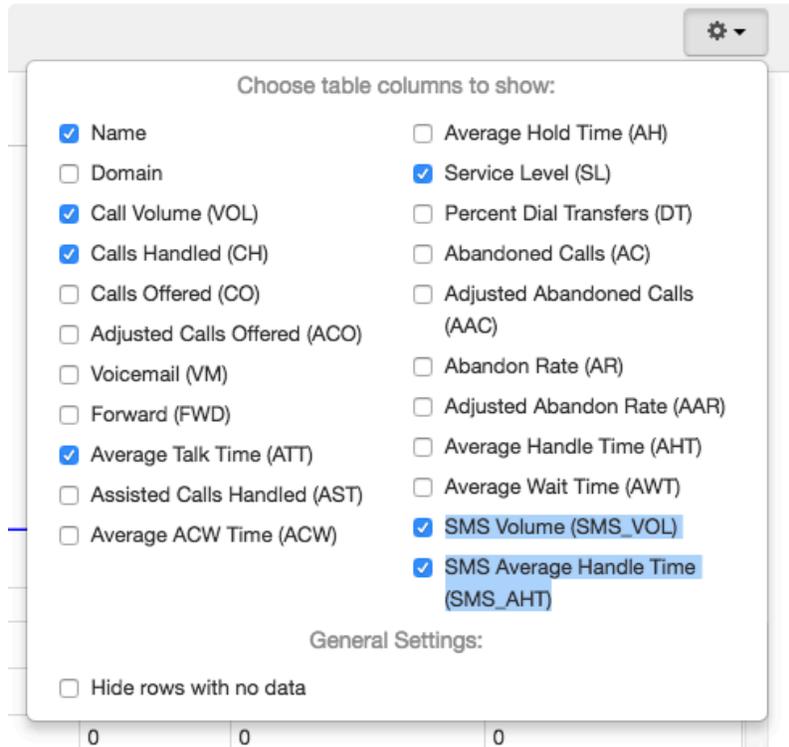
* If the agent or customer does not End the session, this can impact the SMS Average Handle Time statistic

Message history for these conversations will be stored within the agents personal message history.

This feature is only available via the Voice Portal and is not supported within the mobile app.

SMS Statistics

SMS Statistics are now available to **Call Center Supervisors** in the “**Queue Stats**” Call Center Reports.



SMS Volume (SMS_VOL) is the number of SMS sessions that were handled for a queue.

SMS Average Handle Time (SMS_AHT) is the average time it took an agent to handle an SMS session from the time of accepting until being ended by the agent pressing the End button, or the customer sending the termination message.

Queue	Name	VOL	CH	ATT	SL	SMS_VOL	SMS_AHT
Sample Queue	10	0	0	0	0	4	19

3. Softphones

Verve includes access to two softphone for all users free of charge.

Verve Voice Mobile – a mobile app installed on your Android or Apple smartphone, allowing you to use your business phone system on your personal device.

Verve WebPhone – a browser-based softphone allowing to make phone calls right from your PC (Windows or Mac, desktop or laptop, etc) with no download.

- [Verve Mobile](#)
- [Verve WebPhone](#)

3.1. Verve Voice Mobile

Verve Voice Mobile is our mobile softphone solution, which allows you to make and receive phone calls with your Verve phone system right from your mobile device.

Click [here for the Verve Voice Mobile user guide](#)



This service must be enabled on your Verve account before you can log into the app. If your account does not have access to the app, please contact Verve support to initiate the setup process.

3.2. Verve WebPhone

What is Verve WebPhone?

The Verve WebPhone is a feature of the Verve Voice Portal that allows users to make and receive phone calls with a web application. This phone can be used as a supplement or an alternative to a traditional desk phone.

Click [here to view the full WebPhone User Guide](#)

Logging in

To access the WebPhone:

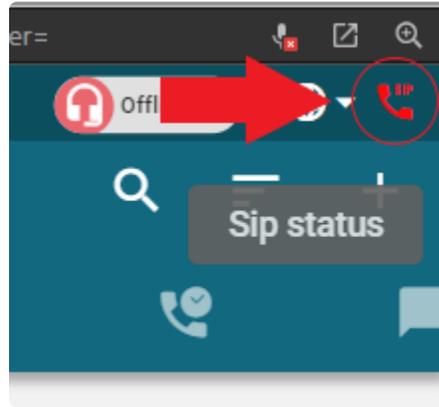
- Log into the Verve Portal with your user information.
- Click the WebPhone link in the list of links at the top of the page.
- The WebPhone will be launched in a new window.
- When you launch the app for the first time you will be prompted to **allow access to your microphone** and to **allow the WebPhone to receive inbound calls**. Click “Yes” on both

 **Note:** If you have popups blocked by your browser, you may need to change the settings your browser or make an exception to allow this popup.

- You may see a brief tutorial indicating where different controls are found within the WebPhone. Click “Next” or “Done” to progress through them.
- Logging into the WebPhone creates a new Phone for your User (also known as a “device” or “clone”), which will be your extension number followed by the letters “wp”.

Important notes

- To receive inbound calls on the WebPhone your active answering rule must contain the setting to simultaneously ring the device ending in “wp”, or to simultaneously ring all user’s phones. Clicking “Yes” on the prompt to allow the WebPhone to receive calls will enable the sim ring on the default answering rules. If you have more advanced answering rules, you may need to enable the Simultaneous ring feature on one or more answering rules manually.
- If you cannot make or receive calls, and you see a red “SIP” phone icon, the most likely cause is that you do not have a microphone or speaker connected to your computer, or you have not granted permission for your browser or our app to use the microphone or speakers.



4. Phones

For information on Verve Phones see the guides below.

- [Phone user guides](#)
- [Provisioning phones](#)
- [Star Codes and Feature Codes](#)

4.1. Phone user guides

For phone user guides see the articles below:

- [Polycom Desk Phone user guide](#)
- [Yealink Desk Phone user guide](#)
- [Yealink Cordless Phone user guide](#)

4.1.1. Polycom Desk Phone user guide



Set Up Voice Mail

- The first time you access voicemail on your phone, you may be prompted to record your name, greeting, and/or set up a PIN between 4 and 20 digits long.
- Setting up your voice mail should take about two minutes. The system will prompt you with what to do next, so listen carefully.
- If you wish to change your settings later, simply log in to your mailbox and follow the voice prompts.

Check Voicemail

- *From your phone:* Press the Voice Mail button, enter your PIN and follow the prompts.
- *From another phone:* Dial your phone number. When your Voice Mail answers, press the * key, enter your PIN and follow the prompts.

Make a Call

- Either pick up the handset or hit the Speaker button on your phone to engage a line.
- Digits may be dialed before engaging a line.
- No prefix is necessary for local calls (*Example: Do NOT dial 9 for an outside line*)

Hold

- Press the **Hold** soft-key to place a call on hold, press the **Resume** soft-key to retrieve the call.

Transfer a Call

- To initiate a call transfer, press the **Transfer** key.
- The other party will be placed on hold while you complete the transfer.
- If you want to Blind Transfer without talking to the receiving party, press the **Blind** soft-key.
- Dial the extension or phone number of the person you want to transfer the call to.
 - For a Standard Assisted Transfer, you will speak to the receiving party once they answer. To complete the transfer, press **Transfer** or **Send**.
 - To cancel the transfer press **Cancel**, and you will be reconnected to the original party.
 - For Blind Transfer, the call will be immediately sent to the receiving party and your call will be ended.

Transfer a Call to Voice Mail

- Press **Transfer** then **Blind**, then enter “3” followed by the destination extension. Then press **B Transfer** to complete the transfer.
- *Example: to transfer to extension 1001's voicemail, transfer the call directly to 31001.*

Intercom Call

- Dial “7” followed by the destination extension. The recipient's phone will play a tone and automatically answer via speakerphone.
- *Example: to intercom call extension 1001, dial 71001.*
 - *Note: Receiving an intercom call is only available for compatible desk phones – soft phones do not support auto-answer.*

Conference call

- During the call, press the **Conference** soft key.
- Dial the person you wish to add to the call, then press **Send**.
- When the person answers, press **Conference** again to set up the three-way call.

Park a Call – Call Parking places a call on hold on a shared Call Park “Line”

- While you are engaged in a call, press the **Park** line-key (position within the screen area may vary).
- The call has now been sent to that park key, which will be **red** on all phones.
- You may retrieve the call by pressing the **Park** line-key on any phone.
- The Park key will revert to **green** once its available for use.
- This feature must be requested and activated by Verve Technical Support
- *Note: on black and white phones, the colors will be replaced by distinctive icons.*

Do Not Disturb

- While you are not in a call, press the **DND** soft-key button on your phone screen to engage Do Not Disturb mode
 - Once enabled, a DND icon will be on the top of your phone's display
- Press the **DND** soft-key again to disable Do Not Disturb.

Polycom Desk Phone Layout Reference

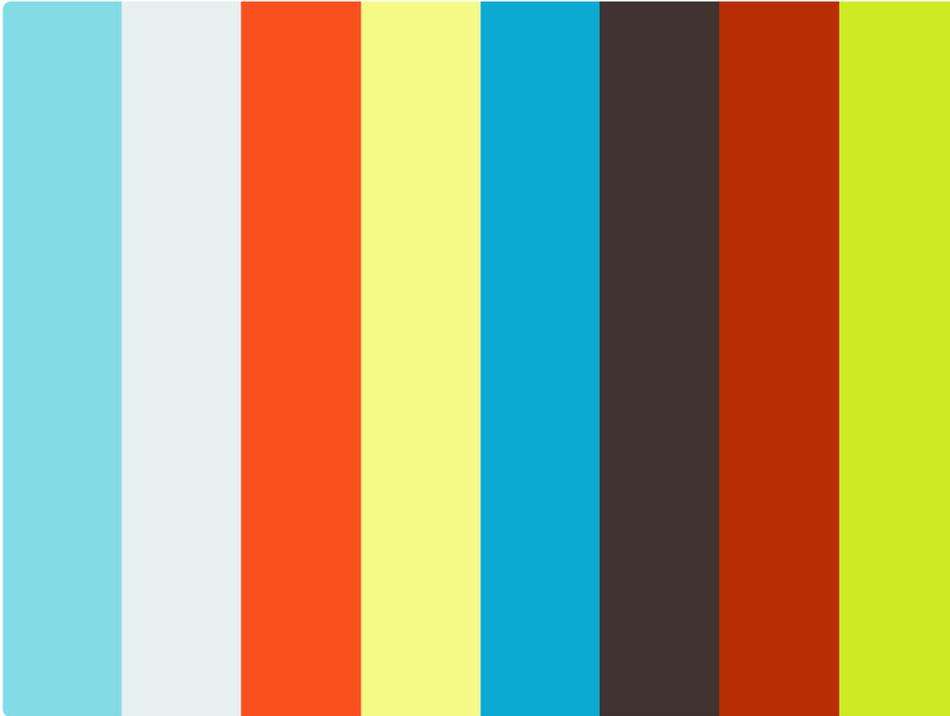


1. Speaker Phone – answer an incoming call on speaker, activate speaker phone, or hang up an active Speaker Phone call
2. Mute – Mute your outbound audio
3. Volume – Press + or – to adjust the volume of the ringer, handset, or speaker phone
4. Home – Display settings screen, or return to home screen
5. Navigation – Scroll and select options displayed, or view call history from the home screen – Left arrow for received calls -Down arrow for missed calls – Right arrow for placed calls
6. Message Indicator – Flashes red to indicate a new message
7. Missed Call Indicator – Displays missed calls
8. Soft-keys – Features displayed at bottom of phone screen, options displayed will change depending on how the phone is currently being used.
9. Hold – Press to Hold or Resume a call. If multiple calls are on hold use the Navigation key up and down arrows to select the desired call
10. Voicemail – press to access voicemail menu
11. Transfer – press to initiate a call transfer

Download Printable Guide

[Polycom Desk Phone user guide](#)

Polycom VVX Video Guide



<https://player.vimeo.com/video/100138143>

4.1.2. Yealink Desk Phone user guide



Set Up Voice Mail

- The first time you access voicemail on your phone, you may be prompted to record your name, greeting, and/or set up a PIN between 4 and 20 digits long.
- Setting up your voice mail should take about two minutes. The system will prompt you with what to do next, so listen carefully.
- If you wish to change your settings later, simply log in to your mailbox and follow the voice prompts.

Check Voicemail

- *From your phone:* Press the Voice Mail button, enter your PIN and follow the prompts.
- *From another phone:* Dial your phone number. When your Voice Mail answers, press the * key, enter your PIN and follow the prompts.

Make a Call

- Either pick up the handset or hit the Speaker button on your phone to engage a line.
- Digits may be dialed before engaging a line.
- No prefix is necessary for local calls (*Example: Do NOT dial 9 for an outside line*)

Hold

- Press the **Hold** soft-key to place a call on hold, press the **Resume** soft-key to retrieve the call.

Transfer a Call

- To initiate a call transfer, press the **Transfer** soft-key
- The other party will be placed on hold while you complete the transfer
- Dial the extension or phone number of the person you want to transfer the call to.
 - For a Standard Assisted Transfer, press **Call**. You will speak to the receiving party once they answer. To complete the transfer, press **Transfer**.
 - For Blind Transfer, press **B Transfer**. The call will be immediately sent to the receiving party and your call will be ended.
 - To cancel the transfer, press **Cancel**. You will be reconnected to the original party.

Transfer a Call to Voice Mail

- Press **Transfer** then **Blind**, then enter “**3**” followed by the destination extension. Then press **B Transfer** to complete the transfer.
- *Example: to transfer to extension 1001's voicemail, transfer the call directly to 31001.*

Intercom Call

- Dial “**7**” followed by the destination extension. The recipient's phone will play a tone and automatically answer via speakerphone.
- *Example: to intercom call extension 1001, dial 71001.*
 - *Note: Receiving an intercom call is only available for compatible desk phones – soft phones do not support auto-answer.*

Conference call

- During the call, press the **Conference** soft key.
- Dial the person you wish to add to the call, then press **Send**.
- When the person answers, press **Conference** again to set up the three-way call.

Park a Call – Call Parking places a call on hold on a shared Call Park “Line”

- While you are engaged in a call, press the **Park** line-key (position within the screen area may vary).
- The call has now been sent to that park key, which will be **red** on all phones.
- You may retrieve the call by pressing the **Park** line-key on any phone.
- The Park key will revert to **green** once its available for use.
- This feature must be requested and activated by Verve Technical Support
- *Note: on black and white phones, the colors will be replaced by distinctive icons.*

Do Not Disturb

- While you are not in a call, press the **DND** soft-key button on your phone screen to engage Do Not Disturb mode
 - Once enabled, a DND icon will be on the top of your phone's display
- Press the **DND** soft-key again to disable Do Not Disturb.

Download Printable Guide

[Yealink Desk Phone User Guide](#)

4.1.3. Yealink Cordless Phone user guide



Set Up Voice Mail

- The first time you access voicemail on your phone, you may be prompted to record your name, greeting, and/or set up a PIN between 4 and 20 digits long.
- Setting up your voice mail should take about two minutes. The system will prompt you with what to do next, so listen carefully.
- If you wish to change your settings later, simply log in to your mailbox and follow the voice prompts.

Check Voicemail

- *From your phone:* Press the Voice Mail button, enter your PIN and follow the prompts.
- *From another phone:* Dial your phone number. When your Voice Mail answers, press the * key, enter your PIN and follow the prompts.

Make a Call

- Dial the phone number or extension number you wish to call, press the **Green Phone/Dial** key.
- Digits may be dialed before engaging a line.
- No prefix is necessary for local calls (*Example: Do NOT dial 9 for an outside line*)

Hold

- Press the **Hold** soft-key to place a call on hold, press the **Resume** soft-key to retrieve the call.

Blind Transfer – transfer call immediately without consulting recipient

- While engaged in a call, press the **TRAN** button
- Enter the number you would like to transfer to
- Press **Transfer** again to complete the transfer process

Assisted Transfer – transfer call after talking to recipient

- While engaged in a call, press **New Call**
- Enter the number you would like to transfer to then press the dial key.
- Press **TRAN** then press down on to select the call to connect to. You should see this listed as a held call
- Select **Transfer** to connect those calls.

Transfer a Call to Voice Mail

- Press **TRAN**, then enter “**3**” followed by the destination extension or phone number. Press **Transfer** to complete the transfer.
- *Example: to transfer to extension 1001's voicemail, transfer the call directly to 31001.*

Intercom Call

- Dial “**7**” followed by the destination extension. The recipient's phone will play a tone and automatically answer via speakerphone.
- *Example: to intercom call extension 1001, dial 71001.*
 - *Note: Receiving an intercom call is only available for compatible desk phones – soft phones do not support auto-answer.*

Conference call

- During the call, press the **Options** button and use the arrow keys to select **Conference**.
- Dial the person you wish to add to the call, then press **Conf**.
- When the person answers, press **Conf** again to set up the three-way call.

Park a Call – Call Parking places a call on hold on a shared Call Park “Line”

- Cordless handsets do not support presence needed for automatic call park buttons.
- You will need to manually transfer a call to your park line to park it, and dial the extension of the park line to retrieve a call.
- *This feature must be requested and activated by Verve Technical Support.*

Download Printable User Guide

[Yealink Cordless Phone User Guide](#)

4.2. Provisioning phones

Every phone that is purchased for use with Verve will ALWAYS need to be provisioned before they begin to work with our system. Provisioning the phone tells it where it needs to reach in order to begin making and receiving calls through the internet.

* The first time a phone checks in to Verve for provisioning, the IP Address MUST BE WHITELISTED. Please contact Verve Support for assistance with Whitelisting and Provisioning.

For provisioning instructions unique to your phone type, see the articles below:

- [Provision a Polycom VVX series](#)
- [Provision a Yealink phone](#)
- [Legacy – Provision a Polycom Soundpoint phone](#)
- [Legacy – Provision a Linksys/Cisco phone](#)

4.2.1. Provision a Polycom VVX series

To provision a Polycom phone that is newly purchased or has been reset, you will need to point the phone to Verve's provisioning server.

You will also need to have your IP Address temporarily whitelisted if the phone has not been provisioned to Verve before. After completing the process below, contact Verve Support to have your IP Address whitelisted.

For a new phone, Verve will also need to add a new User Extension for you.

1. Press the **Home Button** on the phone to reach the **Menu** screen
2. Using the circular arrow pad, press right until you reach "**Settings**", press the center button of the circular pad to select
3. In Settings, scroll to and select "**Advanced...**".
 - a. Enter the password **456** or **789** (varies based on the current firmware of the phone).
4. Select "**Administration Settings...**" > "**Network Configuration...**" > "**Provisioning Server...**"
5. Select **DHCP Menu** then **Boot Server**
 - a. Select **Static** from the list, then select **Back**
6. Scroll to **Server Type** and edit, select **HTTP**
7. Scroll to **Server Address** and edit
 - a. Use the number keys to enter you Provisioning Server Address, provided by Verve Technical Support
 - b. Use the * key for the dots (.) and # for the slash (/)
8. Press the "**Back**" key until you reach the exit Option. From here Choose "**Save & Reboot**". This will cause the phone to restart

Your phone is now provisioned to contact Verve's server for its configuration. If your IP Address has been whitelisted, the phone will download its configuration.

4.2.2. Provision a Yealink phone

Yealinks can be provisioned through the screen and buttons on the phone itself, or in its web interface.

Provision via the Web Interface

To provision the phone via Web Interface, the computer you are using **must be on the same Local Area Network** as the phone. This often means you need to be in the same office as the phone. If your network has separate networks or VLANs for phones, you will need to contact your local IT to find out how to access that network. You may want to skip to **Provision via Phone Menu interface** instead.

1. Press OK on the phone.
2. Note the IP address of the phone's screen.
3. Navigate to the phone's IP address using the web browser of your choice.
 - a. Type the IP address in the browser window and press enter, ie 192.168.1.121
4. The default username is admin and password is admin.
 - a. If the phone has previously been configured for our voice servers, the username and password has been changed. Please contact Verve Technical Support for proper credentials.
5. Click the Settings tab, then Auto Provision.
 - a. In the **URL** field, enter your provisioning server, provided by Verve Technical Support
6. Click the Autoprovision Now button, then OK.
7. The phone will pull its new configuration file and most likely reboot.

Provision via Phone Menu interface

This method can be used on any phone, and is often easier if your phones are on a different Local Area Network than your computers.

1. Press Menu → 3 (Settings) → 2 (Advanced Settings).
 - a. Using the keypad (like texting on an old cell phone), enter the password admin (23644466) and press Confirm.
2. Press 8 (Auto Provision).
3. Enter the Provisioning Server address, provided by Verve Technical Support
 - a. Use the keypad to type the letters
 - b. Use the * (star) key for colon (:), slash (/), and dot (.).
 - c. For easier text entry, press the '2ab' softkey until it says 'abc'.
4. Press Save and OK.
5. The phone will now reboot and should come up with its new configuration.

Factory resetting the phone

In some instances, you may be instructed to Factory Reset a phone before following the provisioning

instructions above.

1. Hold OK for ten seconds.
2. Press OK.
3. The phone will reset and reboot.
4. When it starts up, follow the steps above to provision the phone.

Provision a Polycom Soundpoint phone

! Polycom Soundpoint phones are no longer supported. Consider upgrading to a newer series [Polycom VVX](#) or [Yealink](#)

This guide is for the older Polycom Soundpoint models such as the IP 330 or IP 450.

For current models see [Provision a Polycom VVX series](#)

To provision a Polycom phone that is newly purchased or has been reset, you will need to point the phone to Verve's provisioning server.

You will also need to have your IP Address temporarily whitelisted if the phone has not been provisioned to Verve before. After completing the process below, contact Verve Support to have your IP Address whitelisted.

For a new phone, Verve will also need to add a new User Extension for you.

How do I verify the Model Type of my phone?

Pick up your phone and look at the back. There should be a sticker with the Model Type and number similar to these pictures below:



Provisioning settings for a Polycom 330

1. Press **Menu** → **3** (Settings) → **2** (Advanced)

2. Enter the password **456** and then press the **Enter** soft-key (If the password **456** does not work, use **789**)
3. Press **1** (Administration Settings) → **1** (Network Configuration)
4. Press the down arrow until you see **Server Menu**. Press the Check Mark physical button.
5. If the server type is already set to **HTTP**, go to next step. If not, follow the sub-steps:
 - a. Press the **Edit** soft-key
 - b. Using the up and down arrows, change the selection to **HTTP**.
 - c. Press the *OK *soft-key.
6. Press the down arrow until you see **Server Address**
7. Press the Check Mark button to edit the address
8. Before entering the Server Address, ensure that **URL** is selected as seen in the image below. If not, press the # key until it is set to **URL**.



9. Using the keypad, enter your Provisioning Server Address, provided by Verve Technical Support
 - a. Press each number key multiple times to cycle through the letters *Example: press '66' for 'n', press '3' for 'd', etc.*
 - b. For dot (.) or slash (/) – Press star (*)
 - c. To toggle between letters (URL) and numbers (123) – Press pound (#)
10. Press the **Ok** soft-key.

11. Press the Left Arrow key until you get to the **Save Config?**, then press the **Yes** soft-key
12. Press the Left Arrow key once and then scroll down to **Restart Phone (3)**.
13. The phone will now reboot and should come up with its configuration.

Provision a Linksys/Cisco phone

! Cisco and Linksys phones are no longer supported. Consider upgrading to a newer series [Polycom VVX](#) or [Yealink](#)

Summary

“Provisioning” means verifying and/or applying the correct server settings on your phone device. We verify these settings when the phone encounters any situations such as the phone going offline, it can’t make an incoming/outgoing call, or setting up a new phone. These steps below will guide you through this process. Feel free to contact Verve support at any point for assistance.

How do I verify the Model Type of my phone?

- Pick up your phone and look at the back. There should be a sticker with the Model Type and number similar to these pictures below:



Provisioning instructions for Cisco SPA525G Series phones

1. Press the Menu button (Little paper icon with folded edge)
2. Arrow down to the Device Administration option (option 8) and press the select soft key.
3. Arrow down to the Profile Rule option (option 6) and press the select soft key.
4. For the profile rule, enter the Linksys Profile Rule provided by Verve Technical Support
 - a. For colon (:) money sign (\$) and forward slash (/) – press 1
 - b. For period (.) – press star (*)
5. Once you fully type out the URL hit the Resync button. Once the resync succeeds, the phone will reboot on its own again. Please do not unplug anything while the reboot is happening.
6. After the reboot finishes, everything should be back to normal.

Provisioning instructions for Cisco 504G Series phones

1. Press the Menu button (Little paper icon with folded edge)

2. Scroll down to Profile Rule (Option 18) and press enter [Note: this option might be a different number depending on the version]
3. For the profile rule, enter the Linksys Profile Rule provided by Verve Technical Support
 - a. For colon (:) money sign (\$) and forward slash (/) – press 1
 - b. For period (.) – press star (*)
4. Hit the resync softkey

Provisioning Server Addresses

Provisioning a phone requires entering a Provisioning Server Address in the phone's settings, to direct it where to retrieve its configuration from Verve.

These are commonly referred to as **Endpoint** or **NDP** servers.

Verve has multiple Provisioning Servers, depending on which Voice Cluster your voice services are running on.

Provisioning Server Address	Description	Example Portal URL
http://ndp.mynlv.com/cfg/	New Verve Voice clients, legacy NextLevel clients	mynlv.com myvrv.com
https://miandp.nexogy.net/cfg/	Legacy Nexogy clients	nexogy.net
https://endpoint.onlyinthecloud.com/cfg/	Legacy T3 & Only In The Cloud (OITC) clients	onlyinthecloud.com t3com.net
http://ndp.skynettelecom.net/cfg/	Legacy Skynet clients	skynettelecom.net

Legacy phones:

For legacy Linksys or Cisco phones on the mynlv or myvrv servers, you will need the Linksys Profile Rule:
[http://ndp.mynlv.com/cfg/spa\\$MA.cfg](http://ndp.mynlv.com/cfg/spa$MA.cfg)

4.3. Star Codes and Feature Codes

Below is a list of common Star Codes and Feature Codes (or Dialing Codes) common to our generic dialing plans. Some accounts may have customized dialing codes, in which case you may need to contact your local administrator or Verve Support.

Star Codes

Code	Name	Description
*43	Hotdesk In	Access the menu to Hotdesk Acquire a phone <i>(may require additional set up on your account)</i>
*44	Hotdesk Out	Access the menu to Hotdesk Release a phone <i>(may require additional set up on your account)</i>
*51	Call Queue Log In	Sign in to all Call Queues to which you are assigned.
*52	Call Queue Log Out	Sign out of all Call Queues to which you are assigned.
*53	Call Queue Single Call	Sign in to all Call Queues to which you are assigned for a single call, after which you will be signed out.
*67	Caller ID Block	Toggle Persistent Caller ID Blocking on. Can also block a single call by dialing *67 followed by the phone number <i>Example: dial *678005551212 to place a single blocked call to 800-555-1212</i>
*68	Caller ID Unblock	Toggle Persistent Caller ID Blocking off
*69	Call Return	Call back most recent caller
*88	Move My Call	Moves an active call owned by any of your phones to the phone on which you dialed <i>Example: You have an active call on your mobile app when you walk into your office. Dial *88 on your Desk Phone to seamlessly move the call to the desk phone</i>

Feature Codes

Code	Name	Description
------	------	-------------

3####	Voicemail Transfer	Dial 3 followed by the Extension Number to transfer directly to someone's voicemail box. <i>Example: to transfer directly to extension 1001's voicemail box, dial 31001</i>
7####	Intercom	Dial 7 followed by the Extension Number to transfer Intercom that person's Desk Phone. <i>Example: to intercom to extension 1001, dial 71001</i>
5001	My Voicemail Box	Dial 5001 from your phone extension to access your voicemail box. Will prompt for your Voicemail PIN
5000	Company Voicemail Menu	Dial 5000 to access the company voicemail box management menu. Will prompt you for the extension number whose voicemail you would like to access, then the Voicemail PIN

5. Troubleshooting FAQ

The troubleshooting FAQ will help you figure out more complicated voice issues. If you get stuck feel free to call our support team at (877) 837-8348 option 1 or send an email to support@vervecloud.com.

- [URL call disabled message](#)
- [Statically assign an IP address](#)
- [Factory reset your phone](#)
- [Issues with call quality](#)
- [Suggested SOHO router settings](#)
- ['Ghost calls' or 'phantom ringing'](#)

5.1. URL call disabled message

Summary

At some point you might see your phone give an error message saying, “URL Call Disabled.” This message means that there was some interference keeping your phone from registering with Verve’s hosted VoIP servers. This guide will help you resolve those tricky situations when your Polycom VoIP phone shows a “URL Call Disabled” message on the screen. In order to work properly, you need to get your phone to sync with Verve’s hosted voice system.

This error message can be caused by a number of issues including loss of connectivity from phone to local default gateway, missing parameters in the configuration of the phone, failed or incorrect DNS look ups, or incorrect LAN address to name a few. This quick reference will help uncover what issues are impeding your phone’s registration.



Some things to check on

1. Check that the phone is registered

It is important to figure out when the phone was registered with our hosted services, and when it checked in with our provisioning server. Every time a phone boots up or restarts, it must talk with the provisioning server. We need to see if we can get it to check with the provisioning server before anything else.

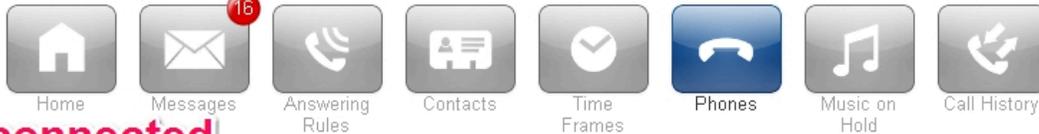
From the Verve Voice Portal, Click on the ‘Phones’ icon to view this detail. The check mark lets you know that your phone has synced with the Verve Voice system. The “X” means that your phone has not registered.

- If you see a check mark – Confirm you have dial tone and the phone should be usable. This check means our hosted server see something with your extension checking in ready for phone calls.
- If you see an “X” – This means that the NLI server current is not receiving messages from your extension. Double check the extension number and the MAC ID of the phone (see #2) and then

proceed with the troubleshooting.



Test User (8888) | [Profile](#) | [Log out](#)



connected

Phones / Test User (8888) ↻

Registered	Name	Device Type	IP Address	MAC Address	Line
✓	8888	Linksys/SPA942-6.1.5(a)	66.185.162.82:30068	00:0E:08:D8:E8:81	1
✗	8888c	Cisco/SPA525G2-7.4.8	66.185.162.82:22813	-	-
✗	8888b	Linksys/SPA942-6.1.5(a)	66.185.162.82:20311	-	-

not registered

2. Confirm that the MAC address and IP address are correct

It will help to verify that the phone model, MAC address and your internet's IP address match up with the phone you are trying to sync up. Double check that the phone model, MAC address and IP address (as shown in the screen above) are the same as the phone you are trying to sync. There will be a sticker on the back of your phone with the MAC address. To find your IP address use the following steps:

1. Press the button on your phone marked "Menu"
2. Select "Status"
3. Select "Network"
4. Select "TCP/IP Parameters"
5. Scroll up and down to view the IP Address

In the case of a new phone or a phone replacement, you may need to let support know what your MAC and phone model are so that we can properly configure your settings on the server side. If these have been confirmed then proceed with the troubleshooting.

If the IP address is not a valid IP address for your local network then you will need to get this corrected.

If the MAC address or IP address is correct, check the physical networking. Proceed to Check the phone settings below.

Check the physical networking

"Check the physical networking" means to check that everything is plugged in properly to a working internet connection. Double check the ports on the bottom of the phone, making sure the Ethernet cable is plugged into the LAN port and not the PC port (see picture). If everything is plugged in securely, try plugging in the phone at another known working wall Ethernet drop. When in doubt try plugging the phone directly into the switch in the server closet if you have access.

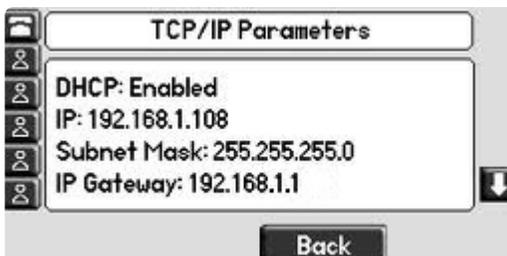


Check the phone settings

Next check on IP addressing and DNS look up. The “URL Call Disabled” message sometimes means the cable that the phone is plugged into no longer has an internet connection, or that networking has stopped working on that line, or that DNS look-ups fail from there.

Look up the phone’s address settings using the following steps:

1. Press the button on your phone marked “Menu”
2. Select “Status”
3. Select “Network”
4. Select “TCP/IP Parameters”
5. Scroll up and down to view the following:
 - IP Address
 - DHCP Enabled/ Disabled
 - IP Gateway
 - DNS Server
 - DNS Alt Server



Use this information to verify the LAN Addressing is correct. Here are some helpful troubleshooting questions to consider when checking the networking:

- **Does it look like there are valid numbers in these parameters?** – A typical phone IP address will look something like 192.168.0.39, or perhaps 10.0.0.187. Does the IP address display all zeros (0.0.0.0) or is it missing information? If so, then skip down to Manually (or statically) assign the address of the phone.
- **Does the router/gateway see the IP address of the phone?** – Many gateways have a management user interface which contains a list of the connected devices. Is the address of the phone found in this list? Does the router consider the phone active.
- **Can you ping the address of the phone?** – This may not always help you because in many networks the computer (data) traffic is kept separate from the phone (voice) traffic, but it is still worth checking. Open up a command prompt and see if you get a reply. To perform a ping test, follow these steps:
 1. On Windows: Click the Windows Start button -> Type “cmd” in the search bar -> press enter to open the CMD window
 2. On Mac: Type “terminal” in the Spotlight Search -> press enter to open the terminal window (press ‘Control+C’ to stop running commands if needed)
 3. Type in “ping 192.168.1.103” without quotes, substituting your phone’s address that you found in the step above.
 4. If you see “Reply from 192.168.1.103: bytes=32 time=3ms TTL=255” = you phone is networked
 5. If you see “Request Timed Out” or “Destination Host unreachable” = pings can’t reach phone
 6. Also see if you can ping a Verve host from within your network:
 7. In the command window Type in “ping rec1.nextlevelinternet.com” without quotes
 8. Does this command give you a “Reply from” or “Request Timed Out”?
 9. Make note of these results as it may help in troubleshooting and continue with addressing your phone next.

Assign a static IP address to your phone

If you cannot reach your phone through a ping test, try to statically assign an IP address using this tutorial:

[Statically assign an IP address](#)

Factory Reset Procedure:

If none of the above steps have worked, you can try performing a factory reset, which will restore your phone to the default “from the factory” settings.

[Factory reset your phone](#)

Contact Verve Support

If all else fails, contact the Verve support team at (877) 837-8348 option 1 or support@vervecloud.com for help. Troubleshooting “URL call disabled” can be challenging, but with some cooperation and testing we can help you get your phone working again.

5.2. Statically assign an IP address

Summary

By default your phone will have a dynamically assigned IP address. This means that when the phone boots up, it asks your network for an address (using DHCP) and in most cases your Default Gateway will respond with one.

By giving your phone a static IP address, you are telling the phone to always use the same address no matter what. While a dynamic IP address is preferred, a static one can help prevent some common problems caused by failing DHCP servers, or other rare LAN addressing errors.

Give your phone a static IP address (Polycom phones)

- On your Polycom phone, press the “Menu” Button
- Select “Settings”
- Select “Advanced”
- Enter the password is “456” and press the “Enter” softkey
- Select “Admin Settings”
- Select “Network Configuration”
- First Disable DHCP client by selecting it and using left right arrows to change
- Press the “OK” softkey to continue
- Next Select Phone IP Addr to edit the address.
- Enter in an address that is available within your Local Area Network (Ask your IT professional if you need help with this)
- Press the “OK” softkey to continue
- Continue Editing the Gateway and DNS Server Addresses
- Press “OK” then the “Back” softkey
- The phone will prompt you Exit without save or to Save and Reboot
- Select Save and reboot

5.3. Factory reset your phone

Summary

When first adding a VoIP phone to the Verve Voice system or at times when the phone may encounter errors that can't easily be fixed, you will need to wipe off all previous settings, return the phone to its "from the factory" state, and point it back to our resources. This can take five to ten minutes but it will usually solve phone registration issues that otherwise can't be fixed from reboots and other menu changes. Follow these steps and feel free to contact Verve support at any point for assistance.

Factory reset instructions for a Polycom phone

These instructions will cover how to bring ANY Polycom phone back to default factory settings.

1. Press Menu → 3 (Settings) → 2 (Advanced)
2. Enter the password 456 (or 789 depending on your current Firmware version) and then press the Enter soft-key
3. Press 1 (Admin Settings) → 4 (Reset to Default) → 3 (Format File System)
4. Press the Yes soft-key

If the phone is stuck in a boot loop, you can factory reset by holding down the following keys during reboot:

- For Models 301, 501, 550, 600, 601, and 650: 4, 6, 8 and * dial pad keys
- For Models 320, 330, and 430, 560 and 7000: 1, 3, 5, and 7 dial pad keys
- For IP 4000, 5000 and 6000 models: hold down 6, 8 and * dial pad keys
- For VVX 300, 310, 400, and 410 Phones: 1, 3, and 5 dial pad keys.

Once you have factory reset your Polycom phone, you will need to Re-provision the phone. You can do so by following this [link](#).

Factory reset instructions for a Linksys phone

1. Press the 'Menu' (page icon folded on the upper right corner) key to access the phone's menu.
2. Scroll down to the Factory Reset option.
3. Press the select soft key.
4. Press the 'ok' soft key when you see this message: "All parameters will be reset to factory default valuestextileRef:4598881796786d074804e8:linkStartMarker:".
5. You will see this message: Resetting to factory default, please wait.
6. Once the phone reboots, press the 'Menu' (page icon folded on the upper right corner) key to access the phone's menu.
7. Scroll down to the Profile Rule option.
8. Press the select soft key button.
9. In the Profile Rule field, enter your Provisioning Server Address, provided by Verve Technical Support

- a. Press the number keys multiple times to cycle through and choose a letter
 - b. To insert the colon (":"), slash ("/"), and dollar sign ("\$\$") use the 1 key.
 - c. To insert a period ("."), use the * key.
10. Press the "resync" soft key.
11. You should see the following: Resync to *http://[your provisioning server address]/cfg/spa\$MA.cfg*.
Phone may restart if successful!
12. Press "ok" soft key.
13. The phone will now reboot and save its configuration changes. The phone will likely reboot twice during this process and can take about 5 to 10 minutes.
14. The phone should now be ready for use.

5.4. Issues with call quality

Summary

There are several different types of problems that can occur with regard to call quality. This article defines the common problems along with ways to resolve them.

! Most cases of call quality problems are caused by either insufficient internet bandwidth or poor network design. If you do not have an internet circuit with Verve, our ability to help with troubleshooting these is limited.

One-way audio

One-way audio refers to phone calls where one person can hear the call, but the other cannot.

This issue is nearly always caused by a firewall blocking certain ports that are used for voice calls.

If you have a circuit with Verve, you should not experience this problem since we provide a firewall to manage phone call data.

If you do not have a Verve device, please ask your network administrator to apply the following settings to your office's firewall:

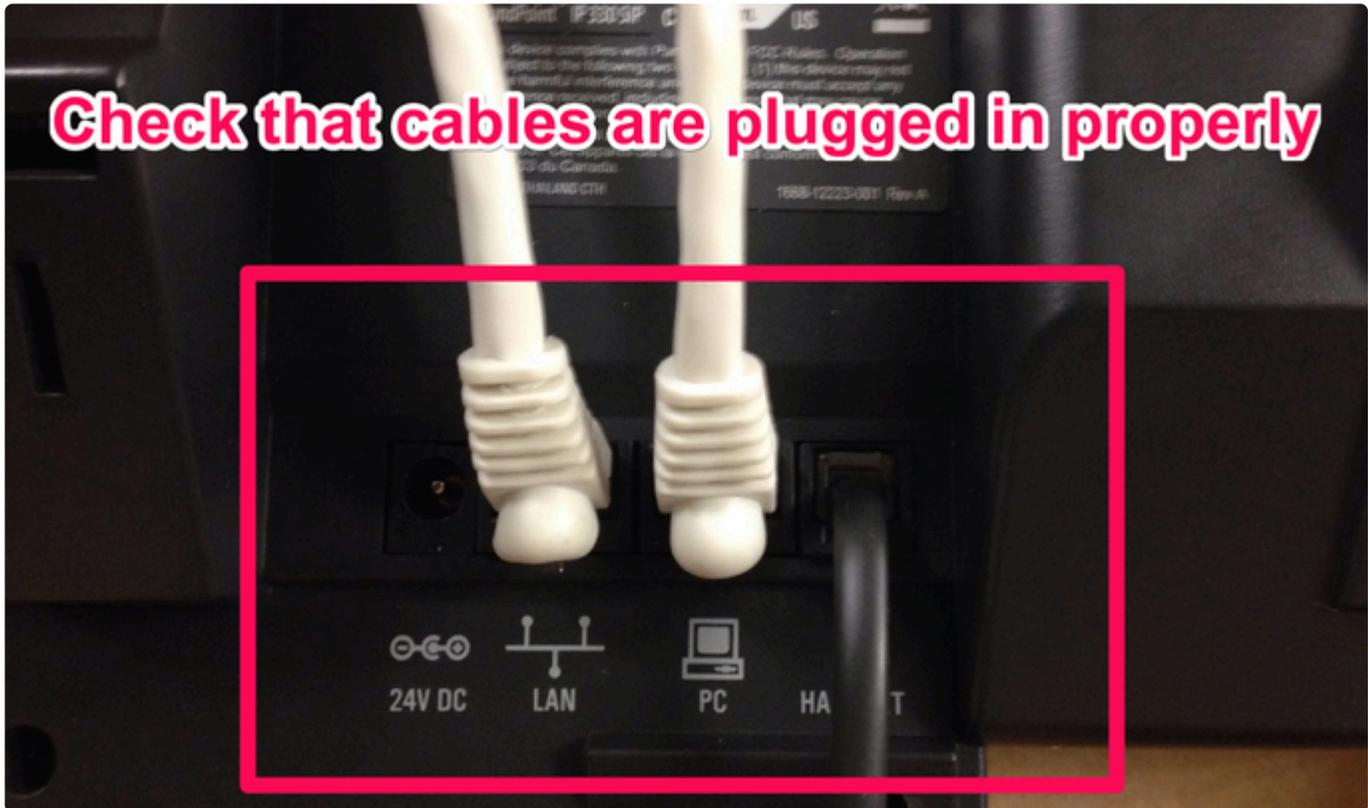
1. Disable SIP alg.
2. Set UDP timeout (if available) to 60 seconds or higher (90 recommended).

***** If you are using a headset, remove that device and place test calls to ensure the headset is not blocking the audio.

Static or garbled audio

Check cables

Static or garbled audio is typically caused when cables are not plugged into the phone properly. Start by checking the physical cabling going to the phone. Ensure that the Ethernet cable going to your Verve switch is snug in the back of your phone. If the cable feels loose, contact your network administrator and ask for a replacement cable.



Check internet connection

If you have an internet circuit with Verve, check your [graphs](#) to ensure you are not maxing out your bandwidth. If you do not have login credentials to view your graphs, contact the Verve Support team at support@vervecloud.com or (877) 837-8348 option 1.

If you do not have an internet circuit with Verve, please contact your service provider, and see if they have any usage graphs for you to monitor.

Delayed audio (latency)

There are a lot of factors that can favorably or adversely affect how you sound and how you hear voice during your phone call. This list covers some of the most common:

1. Internet Connection: Low bandwidth or low quality internet connections (like DSL) often cause call quality problems. This is often worsened if the internet connection is shared with computers and mobile devices – especially if those devices are streaming music, videos or sharing large files.
2. Headsets and additional phone attachments: Bluetooth or wireless headsets can sometimes affect call quality, especially if they are configured incorrectly. Make sure you follow the instructions that come with any of your phone accessories to set them up properly.
3. Work environment: Background sounds can often sound like static or other call quality problems. Watch out for noisy environments especially when in cubicle work spaces, or when you're near glass or solid wall surfaces.

4. Opposite party voice condition: Voice quality can be adversely affected if the person you are calling is using a free phone service (such as Skype) , or a mobile phone with bad reception.

If you are unable to resolve through any of the steps above, contact the Verve Support team at support@vervecloud.com or (877) 837-8348 option 1.

5.5. Suggested SOHO router settings

Summary

In some cases a user might have a phone at home or in an office where Verve does not provide the internet service. In these cases, we have some suggested router settings that will help limit potential issues. Since Verve doesn't manage the equipment, we recommend adhering to these settings.

Suggested settings

1. Set the phone behind a firewall that is not subjected to internal broadcasts or various wifi device traffic.

You may also apply these suggested setting into your router:

1. Open ports 5060 on UDP & TCP and also ports 16384 through 32767 UDP
2. Enable Persistent NAT if available, or...
3. Increase NAT/UDP timeout to 60 seconds or higher
4. Disable SPI (Stateful Packet Inspection)
5. Disable SIP ALG

Contact your IT provider if you need help applying any of these settings. If they are unavailable to help, please contact our Support team at (877) 837-8348 option 1 or email us at support@vervecloud.com. While we do not manage these devices we might be able to help with enabling these settings.

5.6. Ghost calls

Summary

Some users on home networks occasionally report receiving calls that they are unable to answer. When they answer the phone, there's no one at the other end of the phone (or dead air). Typically the phone displays a caller ID like "100", "1000", or "3000".

There are referred to as phantom calls or ghost rings and are essentially the phone equivalent of Spam emails.

Quick Fix

If you are experiencing phantom calls and cannot make changes to your router, you can set your phone to "Do Not Disturb" when you do not want to receive calls — such as the middle of the night.

Technical Fix

To stop these calls from happening, you need to:

1. Check the type of firewall that you have and verify if it has applied filters to block these types of calls.
2. Set the phone behind a firewall that is not subjected to internal broadcasts or various wifi device traffic.

You may also apply these suggested setting into your router:

1. Open ports 5060 on UDP & TCP and also ports 16384 through 32767 UDP
2. Enable Persistent NAT if available, or...
3. Increase NAT/UDP timeout to 60 seconds or higher
4. Disable SPI (Stateful Packet Inspection)
5. Disable SIP ALG

Contact your IT provider if you need help applying any of these settings. If they are unavailable to help, please contact our Support team at (877) 837-8348 option 1 or email us at support@vervecloud.com.

Troubleshooting a Remote User

Are you a Remote User? Is your phone displaying any messages below? (Found in the top right of the phone's screen):

- "Time/date out of sync"
- "URL call is disabled"
- "Waiting for network to initialize..."
- "Could not get IP via DHCP"
- "Failed to get boot parameters via DHCP"

Confirm phone is provisioned properly

First, verify that the phone has all of the provisioning info entered correctly.

- For Polycom phones, see [Provision a Polycom VVX series](#)
- For Yealink phones, see [Provision a Yealink phone](#)

Basic network connectivity troubleshooting steps

1. Confirm that the Ethernet cable is securely plugged into the LAN port (include a photo with symbol) of the phone and the other end is securely connected to the wall port, switch port or router port.
2. Confirm that the phone has power either through a power supply or through Power over Ethernet (PoE) via a connected PoE enabled device.
3. Reboot your Router. Confirm that your router is fully rebooted before continuing to the next step.
4. Reboot the phone by pressing the Home (photo of symbol) or Menu (photo of symbol) button, going to the option settings and selecting it, then the same for Basic and within this menu is an option to Restart Phone

Collect your phone's networking information

After completing the above steps, please collect the following info before calling Verve Technical Support:

- Press the Home or Menu Button, go to status, select Network, then TCP/IP Parameters. Write down the following information:
 - IP Address
 - DHCP: Enabled or Disabled
 - Subnet Mask
 - IP Gateway
 - DNS Server
 - DNS Alt. Server.
- Additionally, write down your phone's MAC Address, the 12-digit number on the back of the phone near the barcode.

If the above items are blank in the phone's settings, that usually indicates the phone is not connecting to your network or the internet. This is often caused by your Router not providing DHCP to the phone.

Recommended network settings

If the settings in the above section are missing or blank, we recommend logging into your Home Router and making sure the below settings are in place:

- Open the following ports:
 - TCP and UDP port 5060
 - UDP ports 16384 through 32767
- Enable Persistent NAT if available or Increase UDP timeout to 60 seconds or higher
- Increase SIP Signaling Timeout, if available, to 3600
- Ensure SIP ALG is disabled

If your Router has recently lost power or received a firmware update, check these settings again. These settings can sometimes be reset to default as a result.

How to Dial International Numbers

011 + country code + phone number

image Logo for email sign

