



everblü Portal Administration Guide

Communication today is about more than
just a dial tone.

Leave productivity pitfalls behind, and take a
ride on **everblü**.

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The **everblü** portal is the access to your cloud system instance. The portal allows you to manage your system and make basic programming changes.

PORTAL ACCESS:

The portal web address is <https://everblu.calltcs.com>.

Your username will be your **email address** and the password is **Password1** (case sensitive).

PORTAL HOME PAGE:

When you log into the **everblü** site you will see this homepage. The tabs across the top may be different depending on purchased services and permissions. The common tasks box gives you quick access to your extension numbers and phone numbers on **everblü**.

The screenshot displays the everblü portal interface. At the top left is the logo for 'everblü powered by tcs'. A horizontal navigation bar contains tabs for 'Home', 'Dashboard', 'Voicemail', 'Apps', 'Services', 'Reports', and 'Settings'. Below this, a sidebar on the left lists 'Recent Items' such as 'Auto Attendant 'Holiday'', 'Mailbox #1295', 'Mailbox #999', 'Mailbox #1296', 'Mailbox #1297', 'Mailbox #1298', 'Mailbox #1204', 'Mailbox #1202', 'Extension #1204', and 'Mailbox #1292'. The main content area features a 'My Apps' section with a 'User Dashboard ClickConnex' tile. On the right, a 'Common Tasks' section includes 'List Extensions' (View the List of Extensions in the PBX) and 'Telephone Numbers' (View a list of the telephone numbers configured in your account).

VOICEMAIL TAB:

This tab gives the administrator a view of the voicemails that are in various extensions mailboxes.

This is helpful if you have a user that has left your employ and you want to reassign the extension to another user. You will want to be sure there are no messages on the phone that need to be addressed. You can reset the voicemail password for the mailbox, listen to the messages, delete them, and then assign the extension and mailbox to the new user.

Choose which mailbox you want to view from the drop down list and then choose the folder you want to view to see if there are messages. Then click SUBMIT.

The screenshot shows the 'Voicemail' tab interface. At the top, there are navigation tabs: 'Voicemail', 'Apps', 'Services', 'Reports', and 'Settings'. Below this, the 'Voicemail' section has a header bar. Underneath, there are two dropdown menus: 'Mailbox' with '1204' selected and 'Folder' with 'INBOX' selected. A 'Submit' button is to the right of the 'Folder' dropdown. Below the filters, a light blue banner states: 'Voicemails are stored for up to 180 days. [Click here to change mailbox settings.](#)' Below this is a table with columns: 'Message ID', 'Caller ID', 'Date/Time', and 'Duration'. The table is currently empty, with the text 'No Records Found' centered below it.

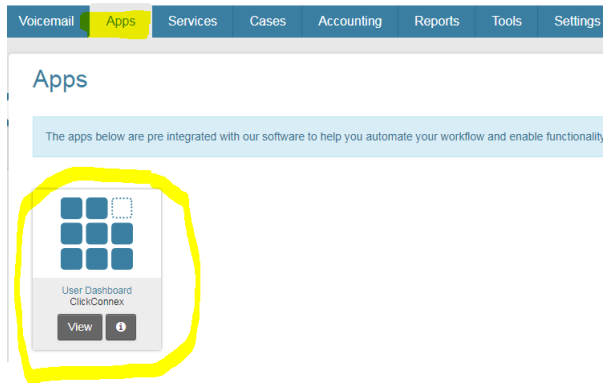
For the example below I chose ext 4419 and INBOX. You can see that there was a brief message left. Since this user has chosen to get all voicemails delivered via **.wav** file in an email, you cannot listen to or delete the message here. You can change how your messages are delivered and if the message will be deleted off the phone once it is emailed. We will look at those options later in this user guide.

The screenshot shows the 'Voicemail' tab interface with different filters. The 'Mailbox' dropdown is set to '4419' and the 'Folder' dropdown is set to 'INBOX'. A 'Submit' button is to the right. Below the filters, a light blue banner states: 'This mailbox has been configured for voicemails to be deleted after they are emailed. [Click here to change mailbox settings.](#)' Below this is a table with columns: 'Message ID', 'Caller ID', 'Date/Time', 'Duration', 'Listen', and 'Delete'. The table contains one row of data.

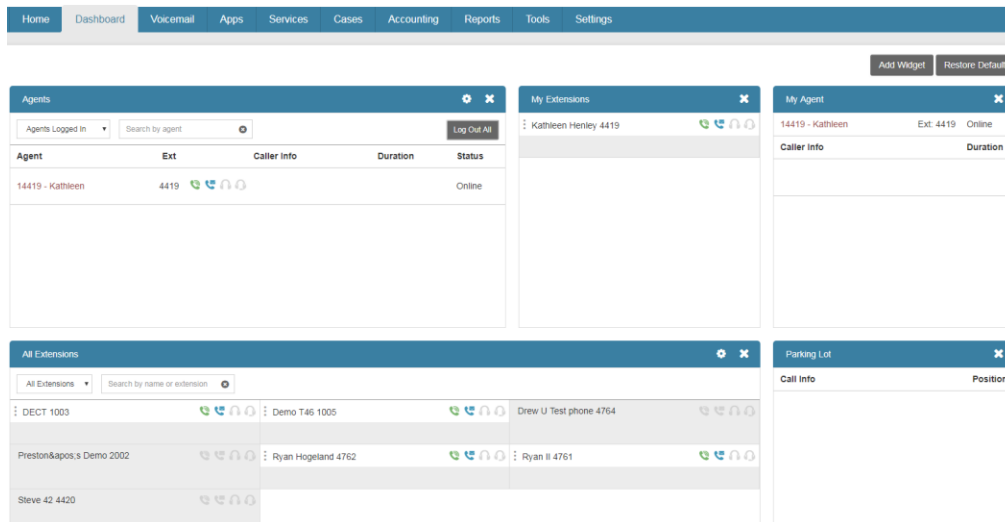
Message ID	Caller ID	Date/Time	Duration	Listen	Delete
0000	"5732986093" <5732986093>	3/28/2018 02:26:04 PM	0 Min, 4 Sec	Listen	Delete

APPS TAB:

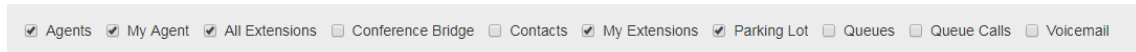
If you have this tab then you have a User Dashboard. Click on the View button or double click on the app to open the dashboard.



Your view will expand to something like the picture below. This is a tile display and you can arrange the tiles as you would like. If you do not want to see a particular tile, like Agents, just click the X in the upper right of the tile and it will go away.

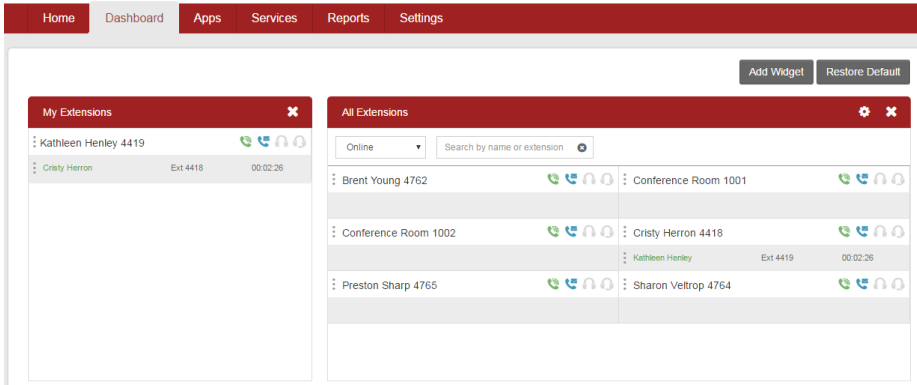


If you want to restore the tile click on Add Widget and you will see the view below. Choose the tile(s) you want to view. You can also remove tiles by just checking the box next to the tile name.



The dashboard will show the following: (refer to the screen shot below)

- Name and extension for each user
- If they are a telephone user (green handset icon)
- If they are a voicemail user (blue handset icon)
- If they are a headset user (first headset icon)
- If they are a softphone user (second headset icon)
- If they are on a call (note under "Cristy Herron 4418" it shows Kathleen Henley in green – this shows that Cristy is talking with Kathleen, the extension number)
- How long a person has been on a call (note the time stamp underneath the telephone handset icon)



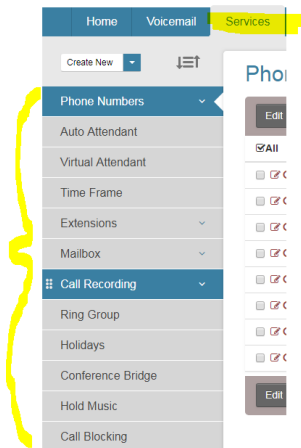
NOTE: From your main Services tab you will see ONLY your extension unless you're a system administrator.

System administrators will see the following information in the Services tab.



The menu below is what your view will be just below the above tabs on the left side.

What you see in this menu under the **Services** tab will depend on what features you have purchased and what permissions you are granted.



SERVICES TAB:

When you click on the *services tab* you will see a menu on the left side of the screen that will look something like the picture below. You can drag these tiles so they are in an order that you like.

Phone Numbers:

This tab shows you your phone numbers and if they are active.

Phone numbers expands to show your **everblü** phone numbers, the toll free numbers, and the hosted fax numbers.

(T.38 is not available so ignore this option)



You can click on STANDARD and a list of your numbers displays as pictured below. You can see the number, the Caller ID name, what extension or group the number rings to, if the number is a Toll Free number, and if the number is currently active. Click on Toll-Free and Hosted Fax and you will see a similar display.

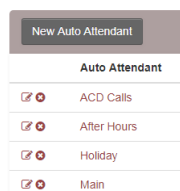
Standard Phone Numbers - Towner Communications - Demo

<input checked="" type="checkbox"/> All	Phone #	Caller ID (CNAM)	Rings To	Toll Free	Status
<input type="checkbox"/>	(573) 469-4415	Towner Communic	Queue 'Test'	No	Active

Auto Attendant:

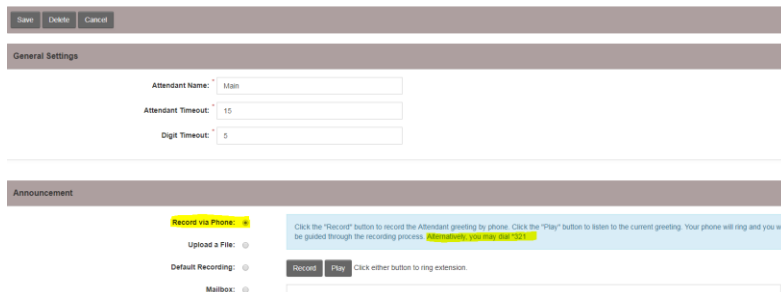
Click on the Auto attendant and you will see the options for Day or Main, Night or After Hours, and Holiday. You may have more or less AA options depending on your system programming.

Auto Attendant



For this example you will see the main Auto Attendant programming for your system. **Do NOT make changes to this programming unless you are sure you know what you are doing as this affects your call handling process.**

Auto Attendant: Main

A screenshot of the 'Auto Attendant: Main' configuration form. The form has a 'Save', 'Delete', and 'Cancel' button at the top. Below that, there is a 'General Settings' section with three input fields: 'Attendant Name' (set to 'Main'), 'Attendant Timeout' (set to '15'), and 'Digit Timeout' (set to '5'). Below the 'General Settings' section, there is an 'Announcement' section. It includes a 'Record via Phone' button, an 'Upload a File' button, and a 'Default Recording' dropdown menu. There are also 'Record' and 'Play' buttons with a note: 'Click either button to ring extension.' A 'Mailbox' field is also visible at the bottom.

You see the name of the Auto Attendant pictured above is **Main**. It displays how calls are handled during business hours.

You can **update your Auto Attendant greeting** here. If the *Record via Phone* is checked then you can hit the record button and the system will call your phone and prompt you to record your message. Or as noted above you can just dial *321 from any phone to record this greeting. Each Auto Attendant has a different * (star) code and it will be listed as the one above is listed. Your recorded greeting needs to correspond with options listed below. If you change your greeting and state “press 2 for sales” (or whatever the department or extension name) then the AA selections below need to be updated as well.

Please do not make changes to this area of the Auto Attendant programming since it affects where calls are routed based upon the options in the AA greeting. Call TCS and we can help you with changes.

Button Configuration

Button	Route To
Button 0	-- Select --
Button 1	Mailbox 999 (General Mailbox)
Button 2	-- Select --
Button 3	-- Select --
Button 4	-- Select --
Button 5	-- Select --
Button 6	-- Select --
Button 7	-- Select --
Button 8	-- Select --
Button 9	Auto Attendant Main
Button *	Company Directory
Button #	Check Voicemail
Timeout	Mailbox 999 (General Mailbox)

Virtual Attendant:

The virtual attendant is used in conjunction with the **everblü** Mobile App. Only phone numbers can be routed to Virtual Attendants. This gives the account administrator the ability to control the entire auto attendant from their mobile app. If you want to use this feature please let us know as it will require system reprogramming.

Time Frame:

When you click on Time Frame your Time Frame Business Hours display. Click on Business Hours and you will see the following. Days and times will be different depending on how your business hours are set up.

Save Delete Cancel

Time Frames

Time frame Name: Business Hours

During hours forward call: Auto Attendant Main

After hours forward call: Auto Attendant After Hours

All times are represented in Eastern Time. Please adjust the hour accordingly if your PBX is located in another timezone.

Day	Active	All Day	Start	End
Monday	<input checked="" type="checkbox"/>	<input type="checkbox"/>	9 : 00 AM	5 : 00 PM
Tuesday	<input checked="" type="checkbox"/>	<input type="checkbox"/>	9 : 00 AM	5 : 00 PM
Wednesday	<input checked="" type="checkbox"/>	<input type="checkbox"/>	9 : 00 AM	5 : 00 PM
Thursday	<input checked="" type="checkbox"/>	<input type="checkbox"/>	9 : 00 AM	5 : 00 PM
Friday	<input checked="" type="checkbox"/>	<input type="checkbox"/>	9 : 00 AM	5 : 00 PM
Saturday	<input checked="" type="checkbox"/>	<input type="checkbox"/>	12 : 00 AM	12 : 00 AM
Sunday	<input checked="" type="checkbox"/>	<input type="checkbox"/>	12 : 00 AM	12 : 00 AM

You can see from this screen shot that the Auto Attendant is answering calls during the day –

During Hours forward call: calls are being sent to the Auto Attendant/Main.

After hours forward call: calls are being sent to the Auto Attendant /After Hours.

If you need to change the business hours you will do that here. The time is in **Eastern Standard Time** so be sure you change it correctly. For example, if you want to change the hours you are open on Tuesday to 7am - 3pm you will change the start time to 8am and the end time to 2pm. (remember to save your changes) If you are not open on a particular day the hours must show as listed on Sat and Sun above, and your Auto Attendant will answer on these days.

NOTE- If you need to temporarily route your incoming calls to a cell phone or another outside number should your Internet go down, it's SUPER EASY. Use the drop down for During Hours Forward Call –choose outside number and then add the 10 digit outside number (no dashes). You can also call us and we can route your calls to an outside number in as few seconds so that you can continue to get calls. If you need to route calls to a particular extension then choose extension, and the extension number. Remember to click the SAVE button when finished.

It will take a few minutes for the changes to take effect. REMEMBER to write down what the During Hours Forward Call: info was so you can change it back to what it was before.

Extensions:

This tab allows you to change the extension name and call routing to a cell phone if not using the mobile app.

Click on the *extensions* on the left menu and you will see a list of your extensions, the name of the extension, the outgoing Caller ID, the mailbox number associated with the extension and the type of extension it is. A **green** phone icon means the phone is connected and working. A **red** phone icon means the phone is not working and there may be a connection issue. If you cannot resolve the issue by resetting the phone then open a service ticket with us and we will help you get this phone back in service. **NOTE-if you are using a softphone or mobile app only, then the phone icon will remain red. This is normal.**

Extension	Name	Route To	Outgoing Caller ID	Mailbox	Type
 1001	Conference Room	Phone 1001	(573) 469-4418	1001	Standard
 1002	Conference Room	Phone 1002	(573) 469-4418	1002	Standard

Click on an extension to expand it and you can see the programming for that user.

Standard Extension Detail

Save Delete Cancel

Extension Details

Extension Number: 1001


Name: Conference Room

Outgoing Caller ID: (573) 469-4418 Block Caller ID On All Outbound Calls

E911 Location: 2511 INDUSTRIAL DR STE B, Jefferson City, MO 65109-6708

Seconds to ring: 25

SIP Peer Status

 Registered Show Details Prune Peer

You can change the name of this extension if the employee's name changes, or they leave and a new employee takes their place. Do not change the extension number, JUST the name. You will need to remember to change the name on the mailbox in the Mailbox tab. If this user's name appears as a button on other user's phones then you will need to contact us so that we can make these changes for you. There is no charge to you for any changes you request.

The tabs shown below are the programming and call routing for this extension. Do NOT change anything in the **SIP Config, Endpoint, Networks, or Advanced** tabs. You can see by the programming below that this extension will ring for 25 seconds then route to the mailbox if busy, not answered, or if the phone is offline.

Routing & Configuration

Call Routing SIP Config Endpoint Networks Find Me Advanced

Inbound Dialing Rules

• Call Forward Always overrides the other settings. To activate, click On and select a destination.
 • Do Not Disturb sends all calls to the If Busy destination.
 • Try First settings are used when Call Forward Always and Do Not Disturb are Off. Specify a call destination for each condition.
 NOTE: If the Try First destination is another extension, that extension's rules will be used for the remaining "unavailable" settings.

Call Forward Always: Off On -- Select --

Do Not Disturb: Off On

Try First: Phone 1001 (Conference Room) Ring Time: 25

If Busy: Mailbox 1001 (1001)

If Not Answered: Mailbox 1001 (1001)

If Offline: Mailbox 1001 (1001)

If you are not using the Mobile App and you want to route your desk phone to ring your cell phone click on the FIND ME tab.

- Choose whether you want your cell phone to ring at the same time as your desk phone (simultaneous) or delay ring to your cell phone (sequential).
- Enter your cell phone in the "outside line" field and check the box to make it active.
- Scroll down and click the Save button

Routing & Configuration

Call Routing Networks Find Me Advanced

Ring Strategy

Sequential Simultaneous

The Find Me feature attempts to locate you by dialing each of the following locations until you either accept or reject the call. The caller is placed on hold until you are found. On answering you will have the option to accept the call, or reject the call. You also have the option to reject the call and leave a short message for the caller.

Locations to Ring

1.	Outside Line	(673) 680-266	<input checked="" type="checkbox"/> Active?
2.	Outside Line		<input type="checkbox"/> Active?
3.	Outside Line		<input type="checkbox"/> Active?
4.	Outside Line		<input type="checkbox"/> Active?
5.	Outside Line		<input type="checkbox"/> Active?

Mailbox:

This tab allows you to change the mailbox name, password, or the email address where you want your voicemails to route.

Click on the mailbox menu to expand it and choose Standard. You will get a list of the mailboxes that are programmed. Select the mailbox that you want to make changes to.

To change the name or the email address where your voicemail will forward:

- Name (for Directory)-change the user's name here. It should match the extension name.
- Scroll to the Notifications section of the page and enter the email address in the proper field (see highlight). ***Be sure Send Email Notifications is set to YES.**
- In the Advanced Settings section at the bottom of the page you can set the system to delete your voicemail after it's been emailed. To retain the message on the phone and have it email, change the selection to NO.
- Click the Save button when you're finished.

NOTE—you will not see the Enable Voice to Text if you did not purchase this option.

Mailbox Number: 4419

Name (for Directory): Kathleen Henley

Password: *****

Confirm Password: *****

Recordings & Greeting

You may record your voicemail announcements by phone, or by uploading audio files. If you wish to record by phone, please dial * + your mailbox number or click the Record button below. Your phone will ring and you will be guided through recording process. To listen to the current recording, click the Play button. If you wish to upload a file, browse for the file on your PC.

Clicking the Record or Play buttons will ring the phone at extension: (type a name or extension number to change)

Unavailable Message: Record Play or upload a file: Select File

Busy Message: Record Play or upload a file: Select File

Your Name: Record Play or upload a file: Select File

Notifications

Enable Voice to Text: NO

Send Email Notifications: NO YES

Email Address: khenley@camts.com

Attach Audio File to Email: NO YES

Send SMS Notifications: NO YES

SMS Address: 5732300796@messaging.sprintpcs.com

Attach Transcript to SMS: NO YES

Ring Group:

This tab allows you to change what extensions are in a particular ring group.

Click on the Ring Group menu. If you have Ring Groups programmed they will show here. The example below has 2 ring groups set up.

Groups

Notice
Your changes will take effect within minutes.
Group successfully created.

New Ring Group

Group	Ring Extensions	# of Extensions
<input checked="" type="checkbox"/> Preston Sharp	Simultaneous	3
<input checked="" type="checkbox"/> Test Group	Sequential	3

Click on the Ring Group you want to update. The screen below shows what the Test Group looks like.

Ring All Extensions: Choose from Simultaneous or Sequential ringing.

Choose the People to Ring from the list of Available Extensions. Click on the extension you want to add to the ring group and then click the **green** ADD button. To remove an extension from the ring group click on it and hit the **red** REMOVE button.

If you chose to ring the extensions in the ring group sequentially you can use the Up and Down boxes to the right of the People to Ring to sort the order of how the extensions ring. The top extension gets the call first and so on.

You can also add an outside number or a cell phone number to the ring group by typing the number (without dashes) in the Add a telephone number box and then click the **green** ADD button. You will see the number in the People to Ring box.

You can also choose where the caller goes if the Ring Group people do not answer the call. Use the dropdown to choose where to send the call in the *After ringing Group forward call*: Be sure you understand the call flow before you make changes here. Call TCS if you need help.

Ring Group Detail - Test Group

Save Delete Cancel

General Information

Group Name: Test Group

Ring all extensions: Sequential

Seconds to Ring: 20

Caller ID Settings: Original Caller ID

What to ring

Available Extensions

- 1001 (Conference Room)
- 1003 (DECT)
- 1004 (Demo T48)
- 2002 (Preston's Demo)
- 2004 (Tony's W52P)
- 2005 (Mark Thompson)
- 4419 (Cristy Herron)

People to Ring

- Ext: 4419 (Kathleen Henley)
- Ext: 4762 (Ryan Hogeland)
- Ext: 1005 (Demo T46)

Up

Down

Add a telephone number:

After ringing Group forward call: Mailbox 999 (General Mailbox)

Conference Bridge:

This tab allows you to set up conference calls on the bridge.

You will not be able to edit this option if you have not purchased a conference bridge. You will have a dedicated phone number (DID) for your conference bridge.

To set up your conference bridge click on *new Conference Bridge* and fill out the information as the screen walks you through the process then click Add Conference Bridge. The number of people that can call into the conference bridge is limited to the number of call paths you have purchased for the bridge.

Holidays:

This tab allows you to program all your holidays in advance.

Click on the Holidays menu. You can pre-populate your holidays here. Click on New Holiday and name your holiday and choose the date it falls on. The system will automatically play your holiday greeting on the selected date. You will need to change this each year so the date of the holiday is correct. You can also delete your holiday if it is no longer valid.

New Holiday

Save Cancel

General Information

Name: * Thanksgiving

Date: November 22

Hold Music:

This tab allows you to upload on hold music if you want something other than the default music the system comes with.

Follow the prompts when you click New Group.

New Hold Music Group

Save Save & Add Tracks Cancel

To change the Play Order, click Sequential and drag the Tracks to different positions in the list.

To create a new Hold Music Group, please provide a name.
To add tracks (music files) to the Group, click "Save & Add Tracks", otherwise click "Save" to save the Group without adding Tracks.
To use this Hold Music Group for all outbound calls, select "Yes" for "Use for outbound calling?". Your PBX may use only one single Hold Music Group for outbound calling.

Name: *

Use for Outbound Calling: No

Play Strategy: Sequential Random

If you click on **Save & Add Tracks** you will see the screen below. Follow the instructions on how to upload a track and be sure to note the file size for the track. *NOTE: please make sure you comply with US copyright laws. TCS is not responsible for your on hold music and any associated ASCAP & BMI fees should you choose to upload your own files. TCS can provide custom music and messaging with our MOOD platform that includes all ASCAP & BMI fees.*

New Hold Music Track

Notice
Hold Group successfully created.

Save Save & New Track Cancel

Upload Hold Music Tracks (audio files) for your Hold Music Groups.

- Enter a Track name, and select a Group.
- Select a WAV or MP3 file, maximum size **10 MB**
- Select Save to upload one file or Save & New Track to upload multiple files.

NOTES:

- Maximum storage available for all Tracks is **60 MB**.
- File size may change after upload. The uploaded file size is deducted from available storage.
- By selecting a Save option, the user verifies files are royalty free and/or comply with U.S. Copyright Law (<http://www.copyright.gov/title17/>).

Name: *

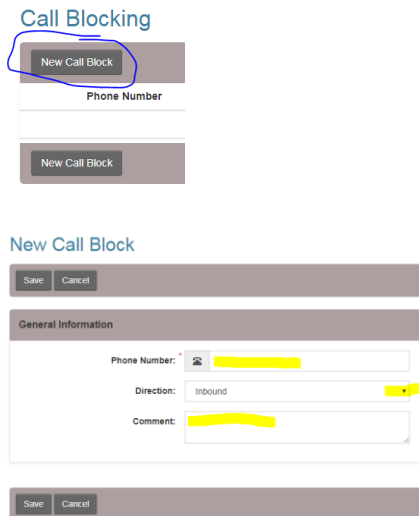
Hold Music Group: Test123

File: * Select File

Call Blocking:

The system allows you to block given phone numbers from inbound and/or outbound calling.

To create a new Call Block, click on “Call Blocking” then click “New Call Block”:



The screenshot shows the 'Call Blocking' interface. At the top, there is a 'Call Blocking' header. Below it, a 'New Call Block' button is highlighted with a blue circle. Underneath, there is a 'Phone Number' input field. At the bottom, there is another 'New Call Block' button.

Phone Number – the phone number to be blocked, either for incoming or outgoing calls.

Direction – defines whether you are blocking this number for *inbound* or *outbound* calls.

Play – if creating an outbound call block, then you need to select what you want the user to hear when they attempt to call this number. They can either hear a busy signal, or a generic, pre-recorded message stating that the number has been blocked.

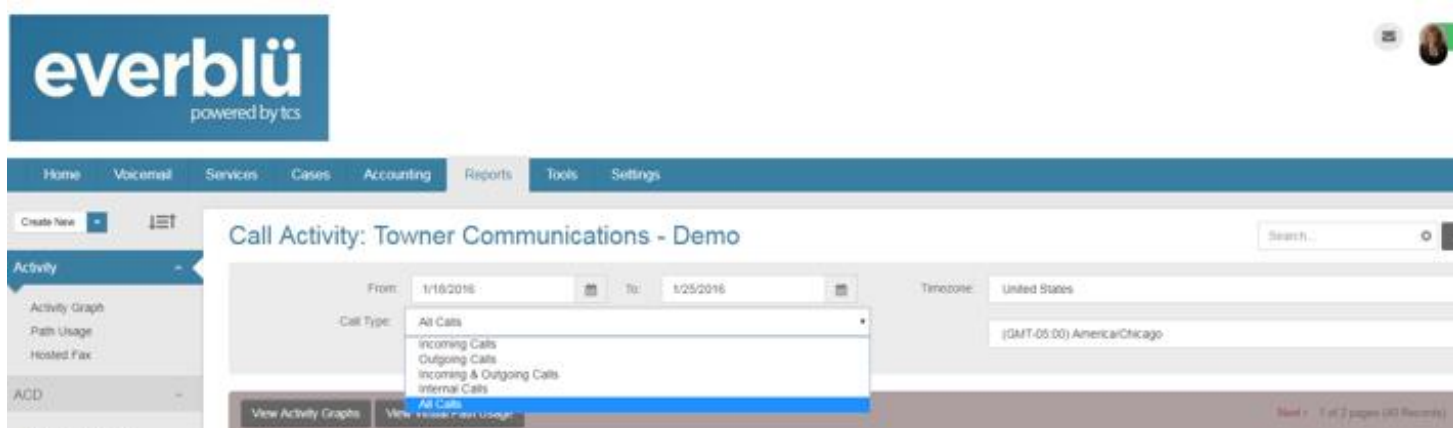
Comment – optional, perhaps a reason why this number is being blocked, who the number belongs to, or other general information about the call block.

Note: Inbound calls will hear a busy signal, no recording is available. No wild cards are available in call blocking, the complete number you wish to block must be listed.

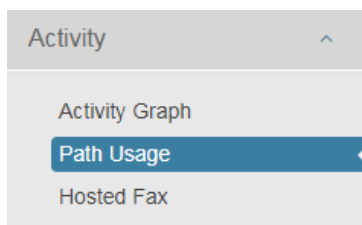
REPORTS TAB:

This tab allows you to run reports on all calls, extensions, hosted fax, and call path usage.

You can view reports for a specific date range. You can run the reports for the date range on incoming calls, outgoing calls, incoming & outgoing calls, internal calls, and all calls. You can use the Export box to export your reports. The reporting is a helpful tool to help manage staff by noting peak calling hours.



You can choose to view your reports by an activity graph if that is your preference.



SETTINGS TAB – Users:

This tab shows you your everblü users. This is a view only screen. If changes are needed you will need to contact TCS.