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## **Siarum Communications Phone Portal Manual**



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# 1. Introduction

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## About This Manual

This Admin Manual describes how to use various features of Siarum Communications cloud-based phone system. They include getting the new phone numbers and new lines, managing IVR, adding user extensions, creating and managing groups, managing recordings and conferences, sending an eFax, and more.

## Siarum Communication's Overview

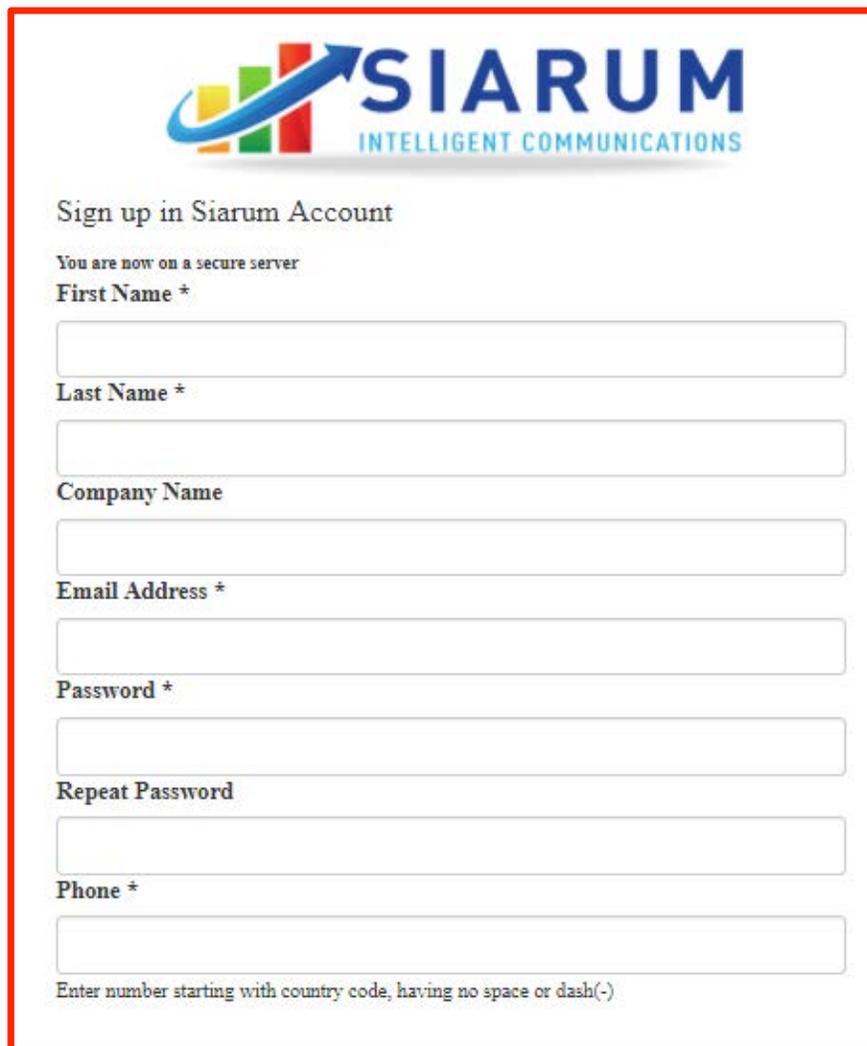
Siarum Communications business phone system empowers your business with cost-effective, reliable, enterprise-level voice quality, business PBX features, local and long distance calling, and Internet service with online account management. Various phone service plans and pricing are available at no additional cost, which avoids putting the financial burden on your already-tight budget. Siarum Communications phone system can become operational in less than 5 minutes. You can get phone lines with either toll-free or local number(or both), setup greetings, extensions, IVR, and call forwarding options using our easy to use online web portal. Your phones are automatically setup using our simple plug-and-play phone system.

## 2. Register a New Account

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To register a new account in Siarum Communications portal, follow the following steps:

- a. Visit <http://phoneportal.siarum.com> and click on [Register Now](#)



The image shows a registration form for a Siarum Account. At the top is the Siarum logo with the text "SIARUM INTELLIGENT COMMUNICATIONS". Below the logo is the heading "Sign up in Siarum Account" and a security notice: "You are now on a secure server". The form contains several input fields, each with a label and an asterisk indicating it is required:

- First Name \***: A text input field.
- Last Name \***: A text input field.
- Company Name**: A text input field.
- Email Address \***: A text input field.
- Password \***: A text input field.
- Repeat Password**: A text input field.
- Phone \***: A text input field.

Below the phone number field is a note: "Enter number starting with country code, having no space or dash(-)".

Fill in the form with your name, email, password (remember the password), phone number, and company name. Once the form is filled, click on Register. A confirmation page appears.

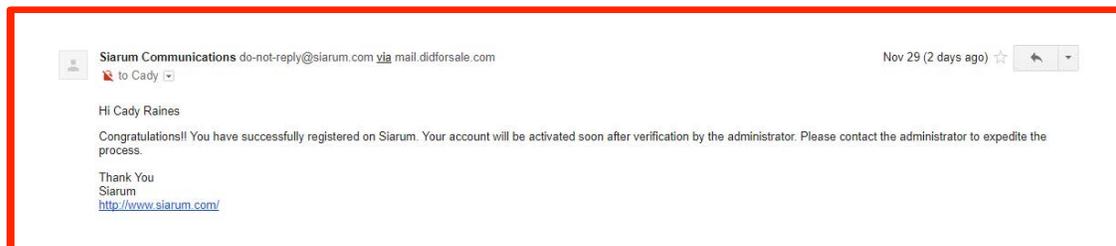
## Congratulations!!

You have registered on our system and are just one step away to manage your profile. Please visit your email address to activate your account.

Did not receive email? [click here](#) to resend

b. You should have received an email in your inbox. If not, please check your spam folder. Please remember to allow (safe list) all emails from @siarum.com to prevent them from going into your spam/junk folder. This will ensure that you receive all the important communications from us in a timely manner.

Below is a sample email notification.



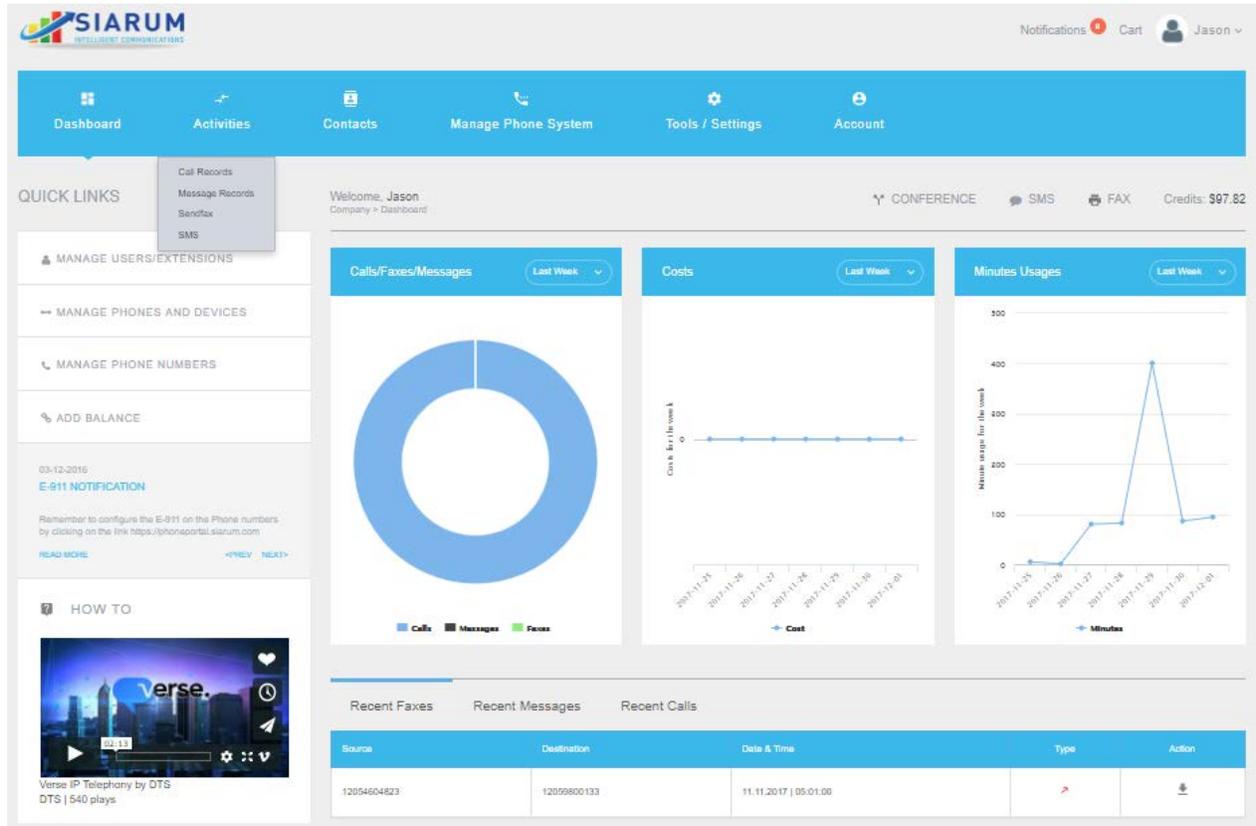
c. Click on the link to confirm your email. Another confirmation page appears, informing you that your account is now active.

## Congratulations!!

Your account is active now. We thank you for registering and look forward to see you using our system.

You can now [login](#) to view your dashboard.

d. Login to your account with your email and the password you have selected .



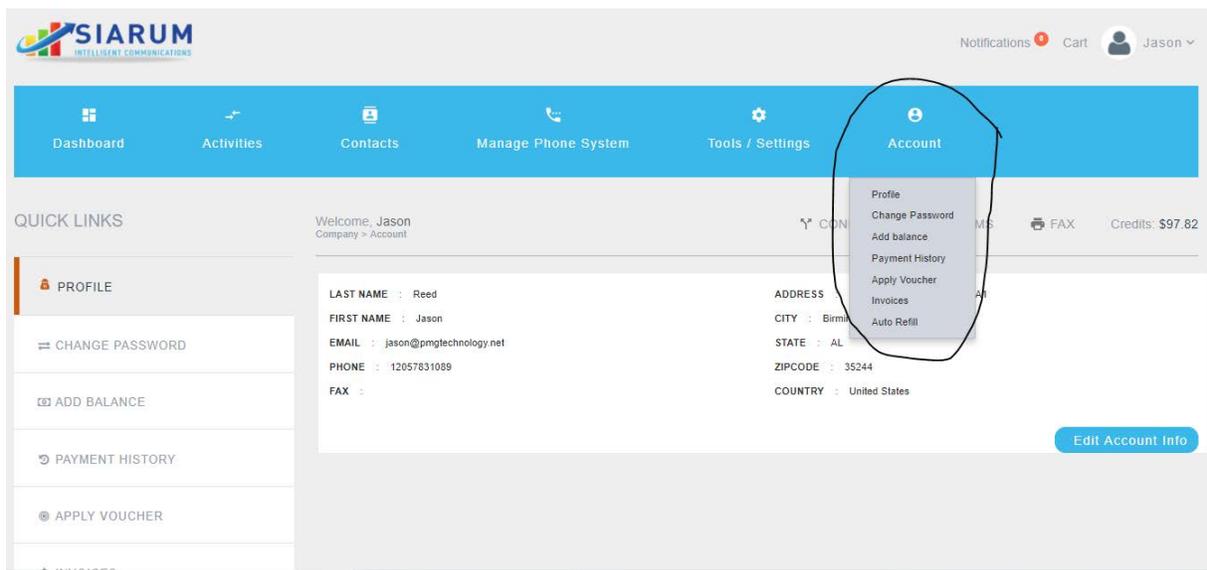
The screenshot displays the SIARUM dashboard for user Jason. The top navigation bar includes Dashboard, Activities, Contacts, Manage Phone System, Tools / Settings, and Account. A 'QUICK LINKS' menu is open, listing Call Records, Message Records, Sendfax, and SMS. The main content area features three charts: 'Calls/Faxes/Messages' (a donut chart), 'Costs' (a line chart showing zero cost), and 'Minutes Usages' (a line chart showing usage over time). Below the charts are sections for 'Recent Faxes', 'Recent Messages', and 'Recent Calls', with a table showing a recent call record.

Source	Destination	Date & Time	Type	Action
12054604823	12059800133	11.11.2017   05:01:00		

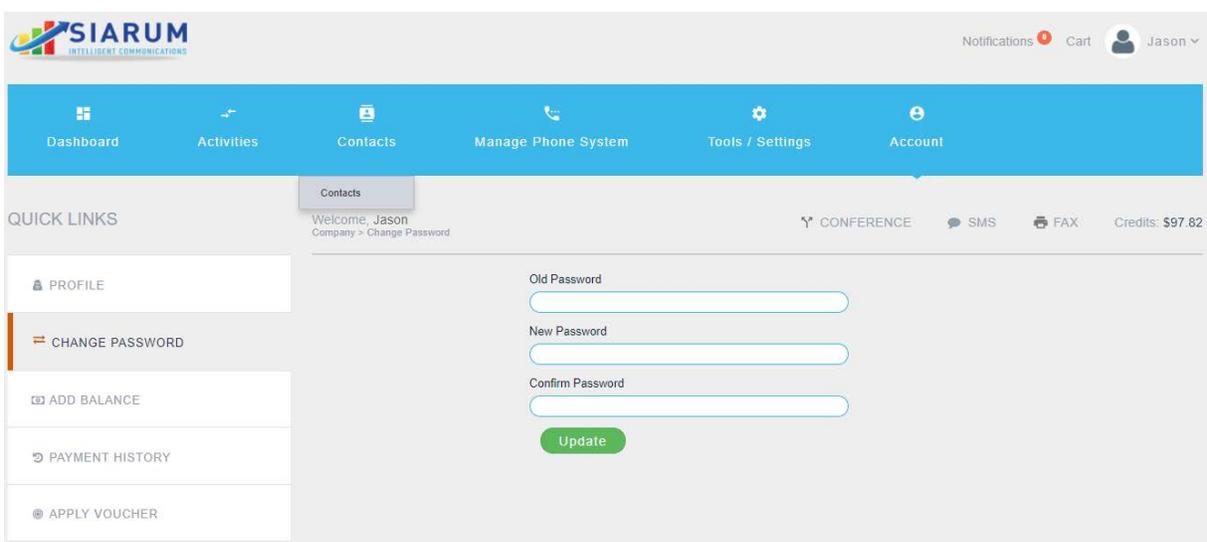
### 3. My Account

This section allows you to manage your main account profile, change password, make payments, and view your bills.

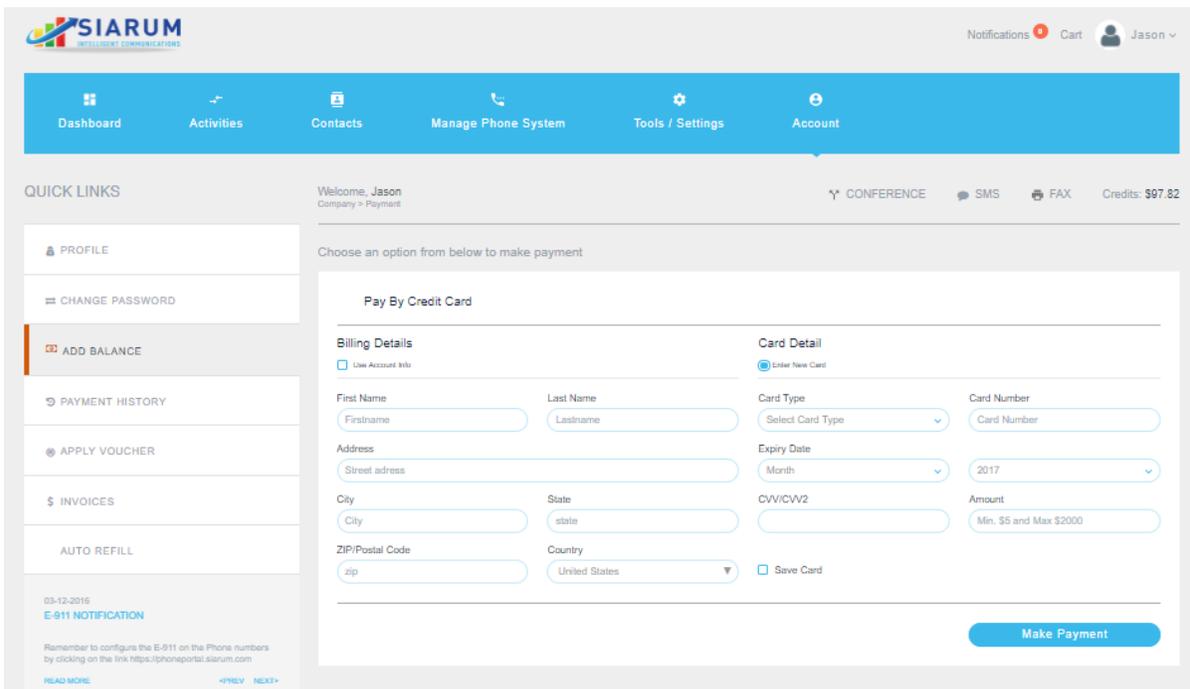
a. **Profile:** View and update your address, phone number and contact information.



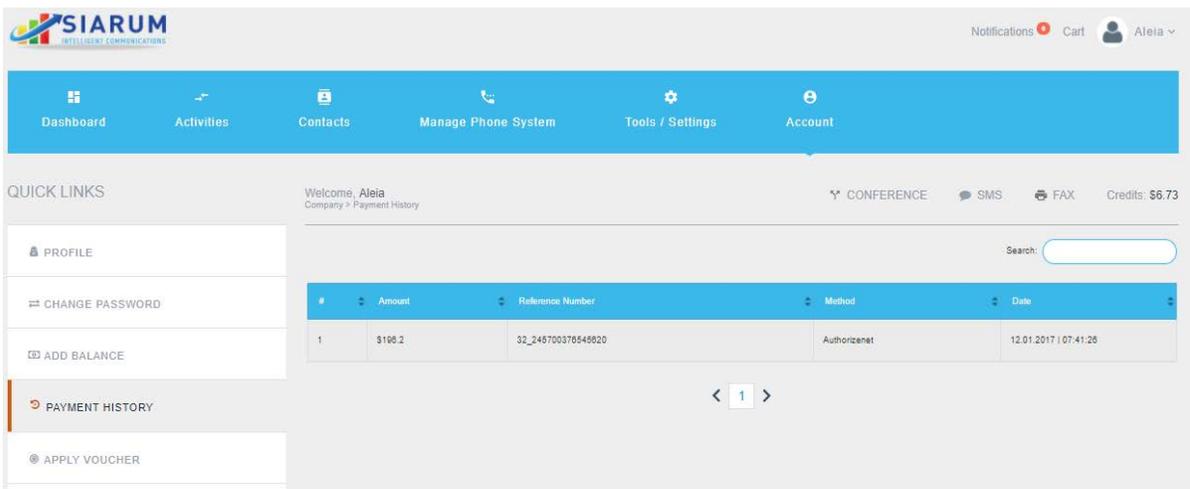
b. **Change Password:** If needed, the password can be updated here.



c. **Add Balance:** Make payments to your account using credit card or Paypal service.



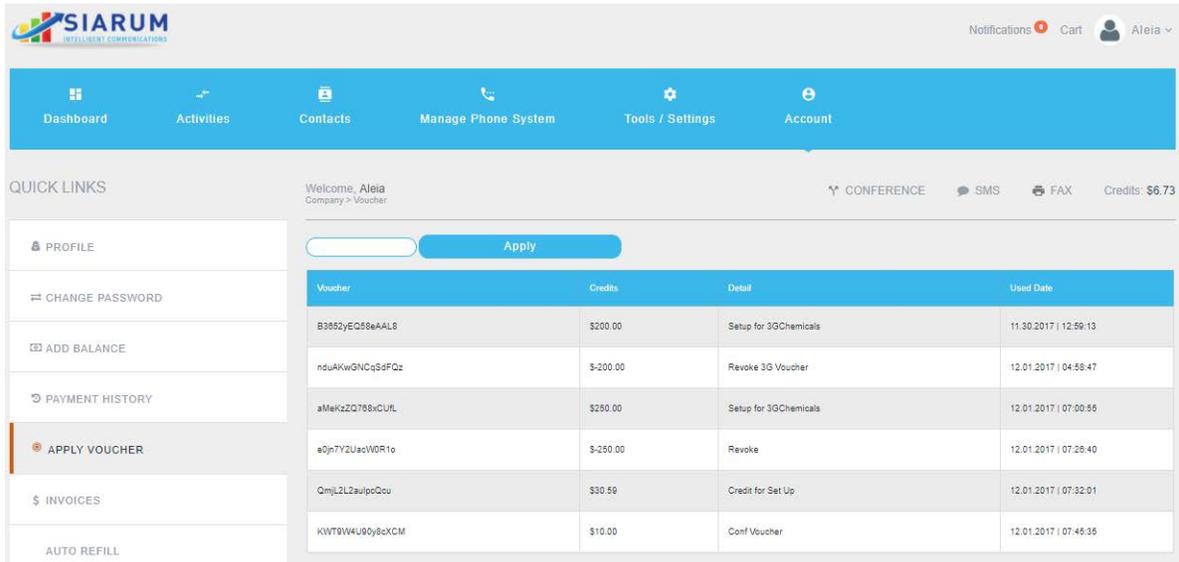
d. **Payment History:** View your account payment history.



#	Amount	Reference Number	Method	Date
1	\$108.2	02_245700376545820	Authorizenet	12.01.2017 07:41:28

e. **Invoices:** View your monthly invoices for phone service for all of your office locations along with the phone lines and phone number purchased.

f. **Vouchers:** Use vouchers to take and give credit for miscellaneous services such as billing adjustments. Here you can see all the vouchers applied to your account.



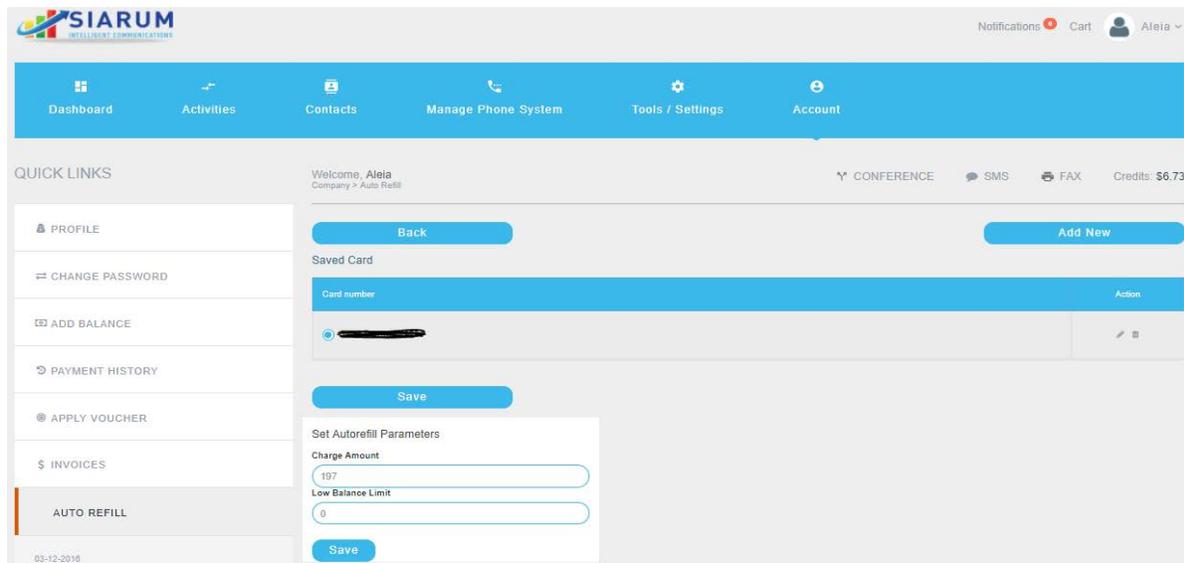
Welcome, Aleia  
Company > Voucher

CONFERENCE SMS FAX Credits: \$6.73

Apply

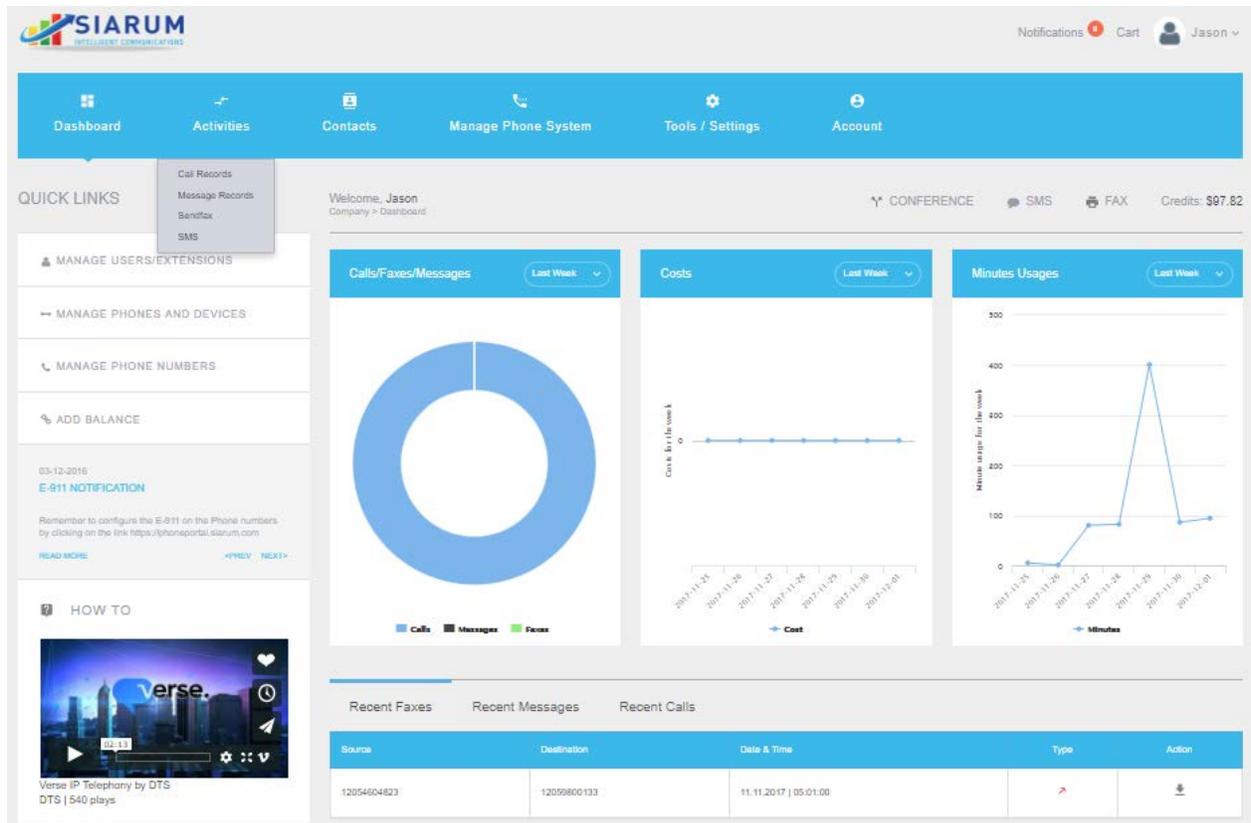
Voucher	Credits	Detail	Used Date
B3652yEQ55eAAL8	\$200.00	Setup for 3GChemicals	11.30.2017   12:59:13
nduAKwGNCqS4FQz	-\$200.00	Revoke 3G Voucher	12.01.2017   04:58:47
aMeKzQZ788xUfL	\$250.00	Setup for 3GChemicals	12.01.2017   07:00:55
e0jnTY2UacW0R1o	-\$250.00	Revoke	12.01.2017   07:28:40
QmjLL2L2aulpC0u	\$30.59	Credit for Set Up	12.01.2017   07:32:01
KWT8WU90y8xXCM	\$10.00	Conf Voucher	12.01.2017   07:45:35

g. **Auto Refill:** Save your credit card on file for future purchases and to be automatically charged by our system should your balance become negative.



## 4. Dashboard

Dashboard provides brief overviews of most Recent Faxes, Recent Messages, and Recent Calls.



The dashboard interface includes a top navigation bar with the following items: Dashboard, Activities, Contacts, Manage Phone System, Tools / Settings, and Account. A user profile for Jason is visible in the top right corner.

Below the navigation bar, there is a 'QUICK LINKS' section with a dropdown menu containing: Call Records, Message Records, Sendfax, and SMS. The main content area is titled 'Welcome, Jason' and 'Company - Dashboard'. It features three primary data visualization charts for the 'Last Week' period:

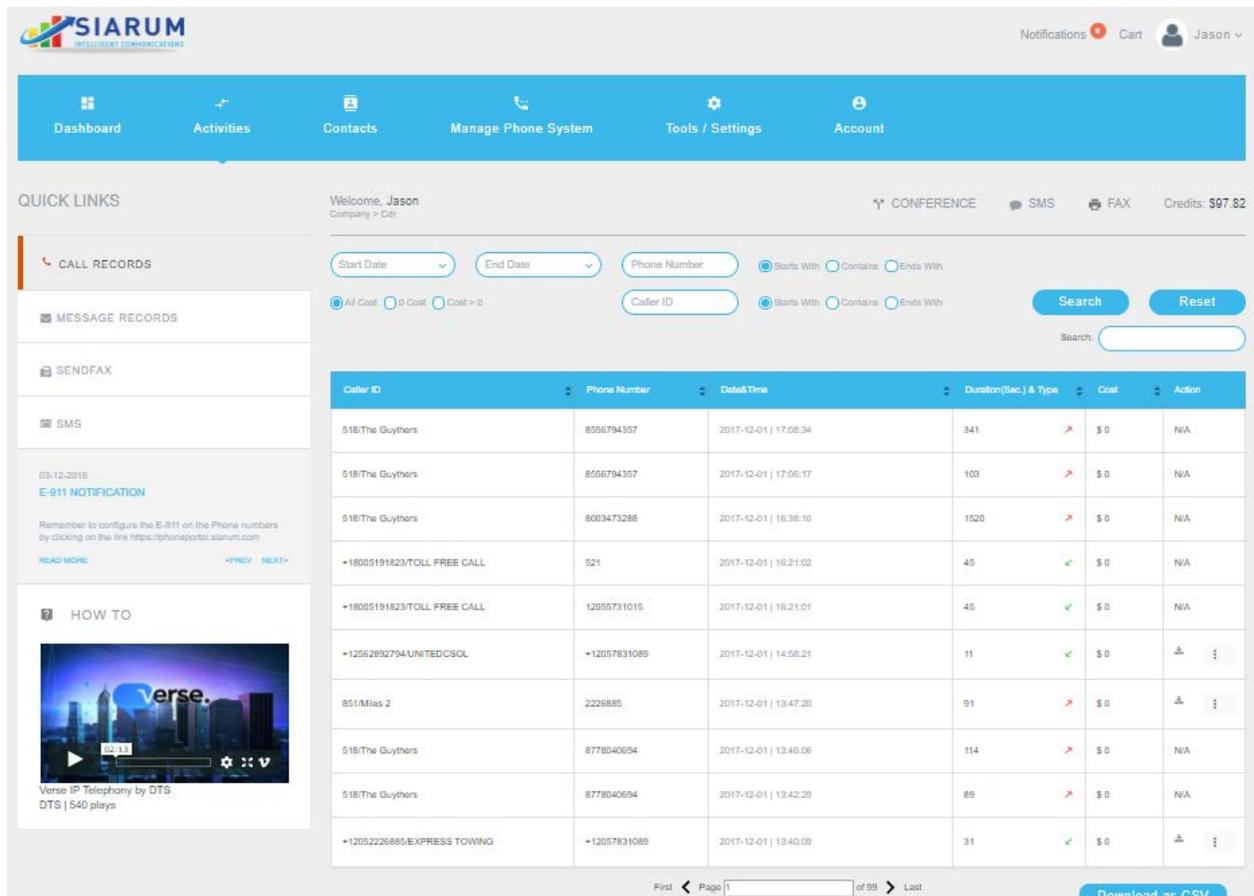
- Calls/Faxes/Messages:** A donut chart showing the distribution of Calls, Messages, and Faxes.
- Costs:** A line chart showing 'Cost in \$ (in week)' over time, with values remaining near zero.
- Minutes Usage:** A line chart showing 'Minute usage for (in week)' over time, with a significant peak around 400 minutes on 2017-11-29.

At the bottom of the dashboard, there are sections for 'Recent Faxes', 'Recent Messages', and 'Recent Calls'. The 'Recent Calls' section is currently active, displaying a table with the following data:

Source	Destination	Date & Time	Type	Action
12054604823	12059800133	11.11.2017   05.01.00		

## 5. Activities

In this section, view complete Call Detail Record (CDR) and voice messages in your account. Call details and messages can be searched by phone number or date & time.



The screenshot displays the SIARUM web interface. At the top, there is a navigation bar with options: Dashboard, Activities, Contacts, Manage Phone System, Tools / Settings, and Account. Below this is a 'QUICK LINKS' section with buttons for CALL RECORDS, MESSAGE RECORDS, SENDFAX, and SMS. A notification for 'E-911 NOTIFICATION' is visible. The main content area is titled 'Welcome, Jason' and shows search filters for Start Date, End Date, and Phone Number. A table of call records is displayed with columns for Caller ID, Phone Number, Date&Time, Duration(Sec.) & Type, Cost, and Action.

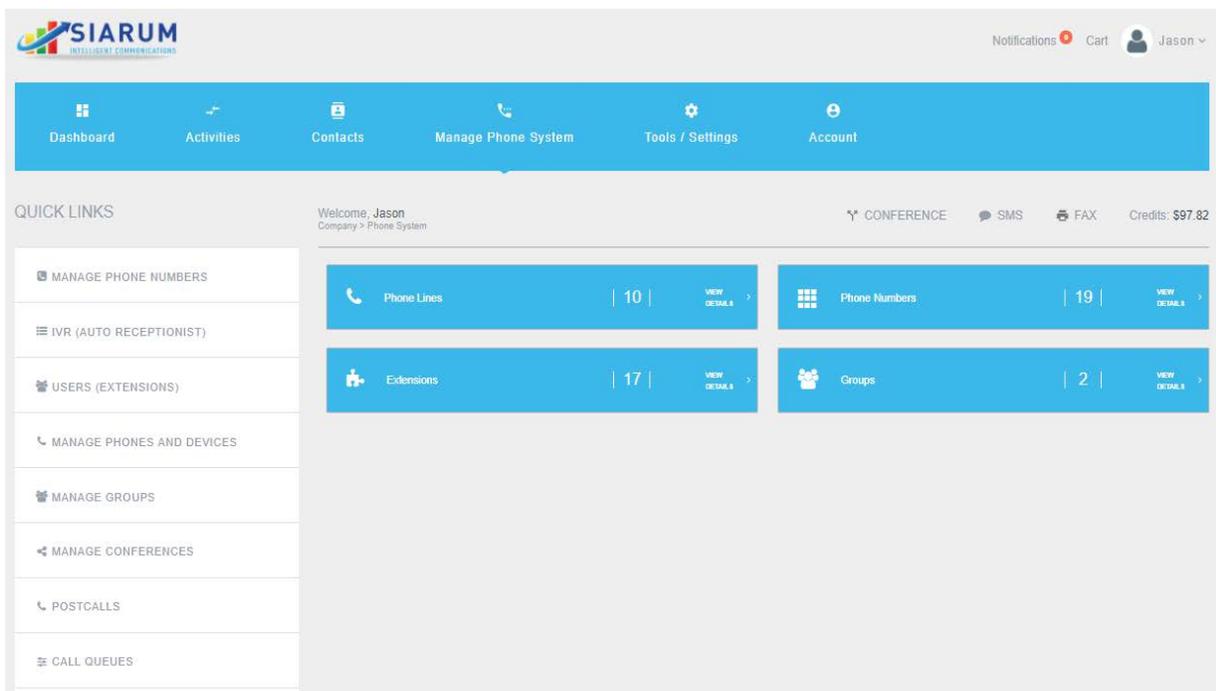
Caller ID	Phone Number	Date&Time	Duration(Sec.) & Type	Cost	Action
518/The Guythers	8566794357	2017-12-01   17:08:34	341	\$ 0	N/A
518/The Guythers	8566794357	2017-12-01   17:06:17	103	\$ 0	N/A
518/The Guythers	8003473288	2017-12-01   16:38:10	1520	\$ 0	N/A
+18005191823/TOLL FREE CALL	521	2017-12-01   16:21:02	45	\$ 0	N/A
+18005191823/TOLL FREE CALL	12056731016	2017-12-01   16:21:01	45	\$ 0	N/A
+120562892794/UNITEDCSOL	+12057831089	2017-12-01   14:58:21	11	\$ 0	
851/Mias 2	2226885	2017-12-01   13:47:20	91	\$ 0	
518/The Guythers	8778040694	2017-12-01   13:46:08	114	\$ 0	N/A
518/The Guythers	8778040694	2017-12-01   13:42:29	89	\$ 0	N/A
+12052226885/EXPRESS TOWING	+12057831089	2017-12-01   13:40:09	31	\$ 0	

At the bottom of the page, there is a pagination control showing 'Page 1 of 99' and a 'Download as CSV' button.

## 6. Phone System

This section allows you to manage your phone system. Things you can do here are:

- Change the Call Routing
- Add New Extensions
- Purchase New Phone Numbers
- View and Modify the number of Phone Lines, Phone Numbers, Extensions, and Groups in your account.

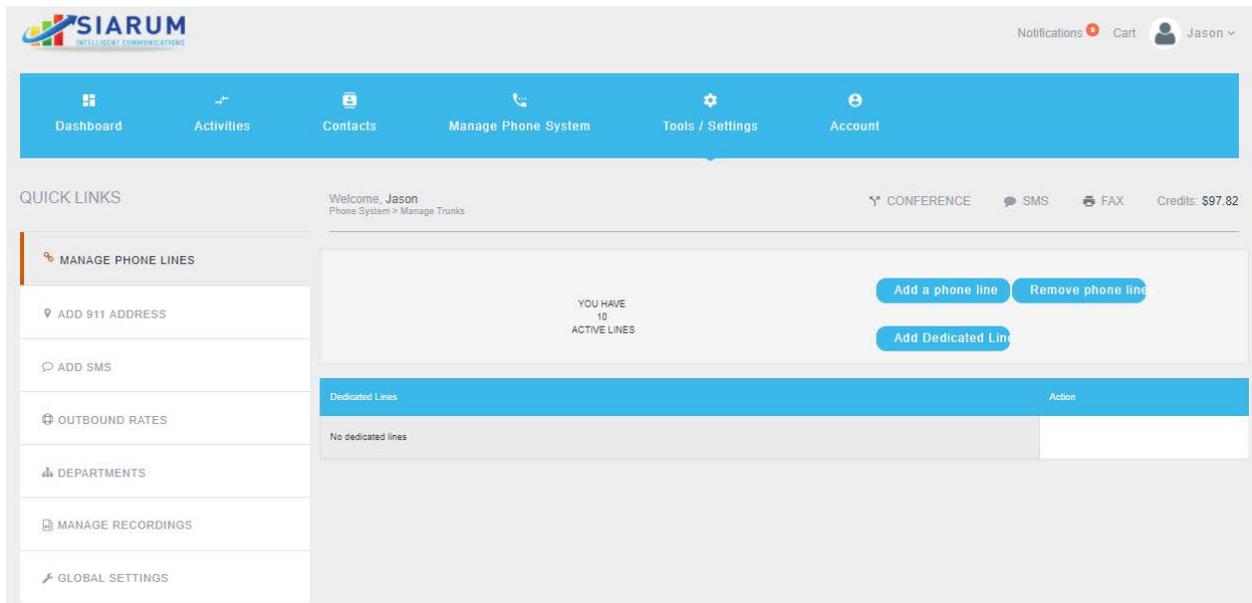


The screenshot displays the SIARUM Phone System management interface. At the top, there is a navigation bar with the SIARUM logo on the left and user information (Notifications, Cart, Jason) on the right. Below this is a blue navigation menu with icons and labels for Dashboard, Activities, Contacts, Manage Phone System (which is highlighted), Tools / Settings, and Account. The main content area features a 'QUICK LINKS' sidebar on the left with a list of management options: MANAGE PHONE NUMBERS, IVR (AUTO RECEPTIONIST), USERS (EXTENSIONS), MANAGE PHONES AND DEVICES, MANAGE GROUPS, MANAGE CONFERENCES, POSTCALLS, and CALL QUEUES. The main content area shows a welcome message for Jason and a summary of system metrics: CONFERENCE, SMS, FAX, and Credits: \$97.82. Below this, there are four blue cards representing system components: Phone Lines (10), Phone Numbers (19), Extensions (17), and Groups (2). Each card includes a 'VIEW DETAILS' link.

## Phone Lines

In this section, you can view and modify the number of phone lines in your account, as well as add or remove phone lines as needed.

The number of active lines in your account determines the number of people engaging in outside phone calls. This does not include inner-office communication from extension-to-extension.



The screenshot displays the SIARUM web interface for managing phone lines. At the top, the SIARUM logo and user information (Notifications, Cart, Jason) are visible. The navigation bar includes Dashboard, Activities, Contacts, Manage Phone System, Tools / Settings, and Account. Below the navigation bar, there are QUICK LINKS and a>Welcome, Jason message. The main content area shows 'YOU HAVE 10 ACTIVE LINES' with buttons for 'Add a phone line', 'Remove phone line', and 'Add Dedicated Line'. A table titled 'Dedicated Lines' is visible, showing 'No dedicated lines'.

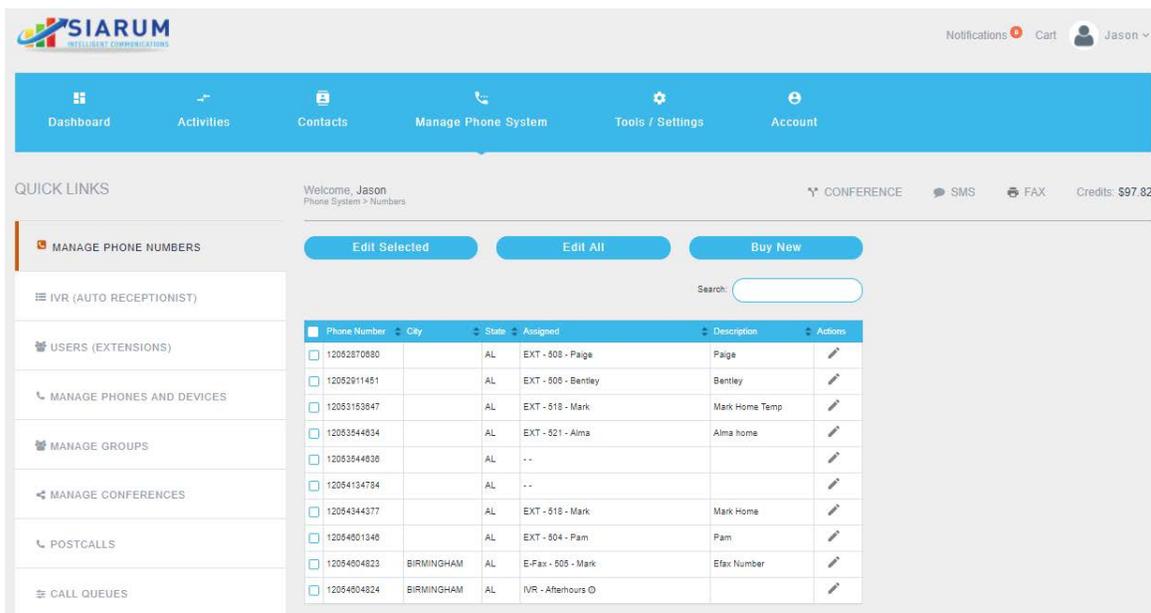
## Phone Numbers

In this section, manage all the phone numbers in your account. Siarum Communications lets you buy phone numbers for any city, town or state. Every phone line purchased comes with one free local or toll-free phone number. Additional phone numbers can be bought at a nominal fee. The system allows you to search phone numbers by city, state, or phone number.

For example, if you have 5 phone lines in your account, then you get up to 5 free phone numbers.

### a. Buy New Number:

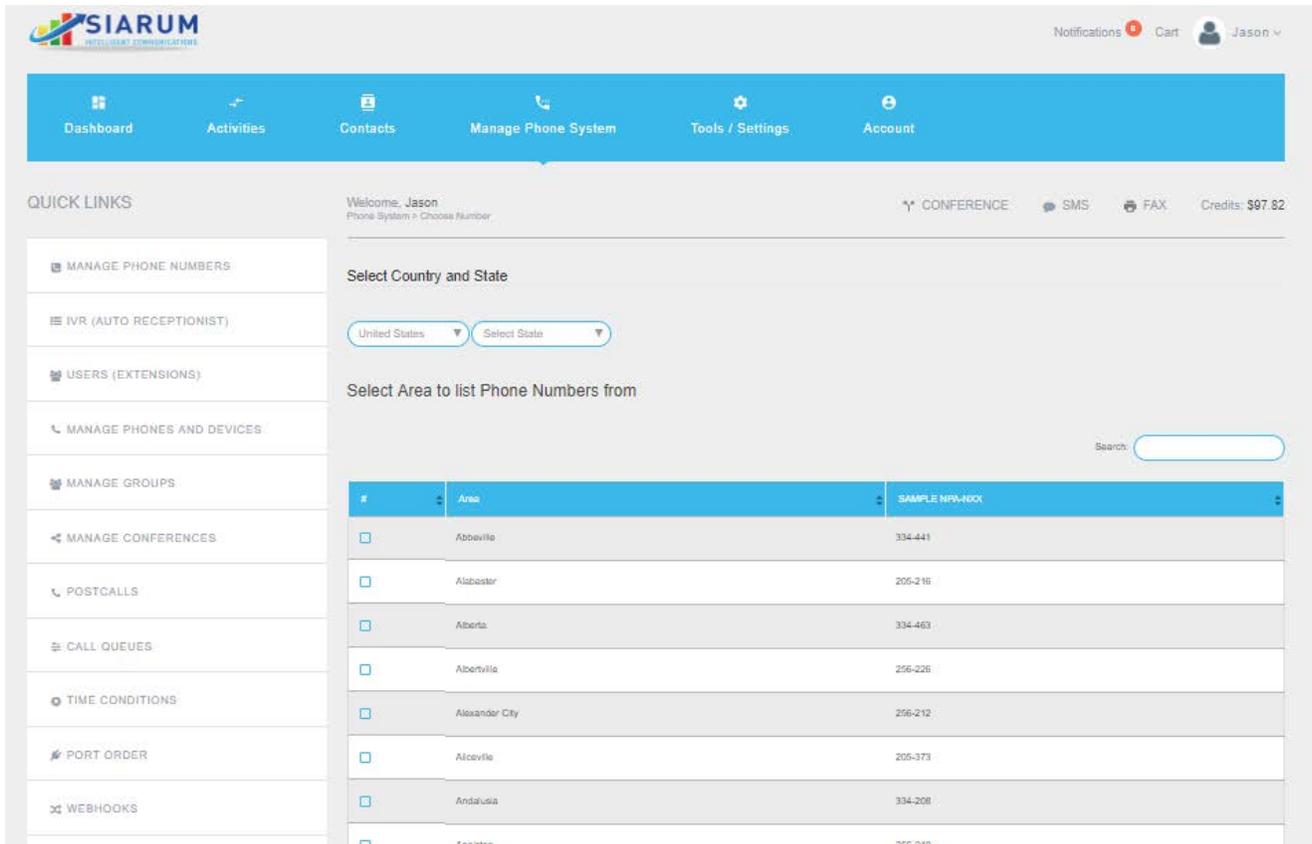
Here you can buy a new phone number. To do so, click on “Buy New.”



The screenshot shows the SIARUM web interface. At the top, there is a navigation bar with icons for Dashboard, Activities, Contacts, Manage Phone System, Tools / Settings, and Account. Below this is a 'QUICK LINKS' section with a search bar and buttons for 'Edit Selected', 'Edit All', and 'Buy New'. The main content area displays a table of phone numbers with columns for Phone Number, City, State, Assigned, Description, and Actions. The table contains 10 rows of data.

Phone Number	City	State	Assigned	Description	Actions
12052870880		AL	EXT - 508 - Paige	Paige	
12052911451		AL	EXT - 505 - Bentley	Bentley	
12053163647		AL	EXT - 518 - Mark	Mark Home Temp	
12053544834		AL	EXT - 521 - Alma	Alma home	
12053544636		AL	--		
12054134784		AL	--		
12054344377		AL	EXT - 518 - Mark	Mark Home	
12054501348		AL	EXT - 504 - Pam	Pam	
12054504823	BIRMINGHAM	AL	E-Fax - 505 - Mark	Efax Number	
12054504824	BIRMINGHAM	AL	IVR - Afterhours O		

Then select Country and State. A list of available phone numbers in the selected state will appear. If there are several numbers available, then, use area code and, or NPA(Numbering Plan Area) for a more detailed search.



Dashboard   Activities   Contacts   Manage Phone System   Tools / Settings   Account

Notifications   Cart   Jason

QUICK LINKS

- MANAGE PHONE NUMBERS
- IVR (AUTO RECEPTIONIST)
- USERS (EXTENSIONS)
- MANAGE PHONES AND DEVICES
- MANAGE GROUPS
- MANAGE CONFERENCES
- POSTCALLS
- CALL QUEUES
- TIME CONDITIONS
- PORT ORDER
- WEBHOOKS

Welcome, Jason  
Phone System > Choose Number

CONFERENCE   SMS   FAX   Credits: \$97.82

Select Country and State

United States   Select State

Select Area to list Phone Numbers from

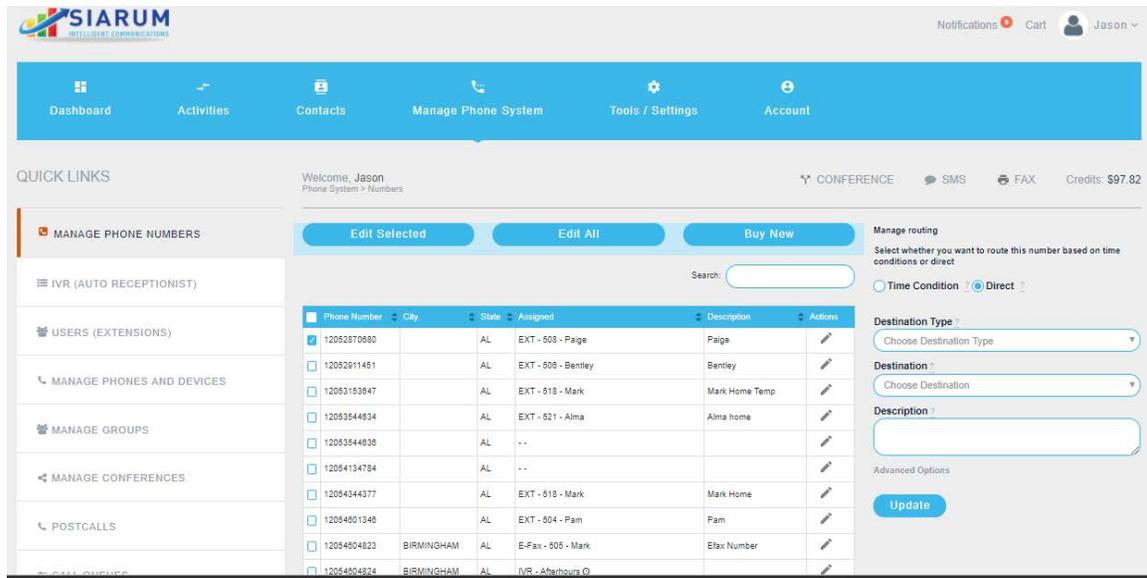
Search:

#	Area	SAMPLE NPN-XXXX
<input type="checkbox"/>	Abbeville	334-441
<input type="checkbox"/>	Alabaster	205-216
<input type="checkbox"/>	Alberta	334-463
<input type="checkbox"/>	Alberville	256-226
<input type="checkbox"/>	Alexander City	256-212
<input type="checkbox"/>	Alcoeville	205-373
<input type="checkbox"/>	Andalusia	334-208
<input type="checkbox"/>	Anniston	256-210

Then select the number/s and click “Purchase.” The next page will show the total cost of the numbers being purchased. Add the numbers to the cart and purchase them using the existing credit in your account, or with a credit card.

## b. Call Routing: Options for Editing Phone Number.

- Select one number and click the “Edit or Pencil” button to the right side of the number. A new window will pop open on the right side of the screen.
- Select specific phone numbers and click the “Edit Selection” box.
- Click “ Edit All” to update all the phone numbers in the account.

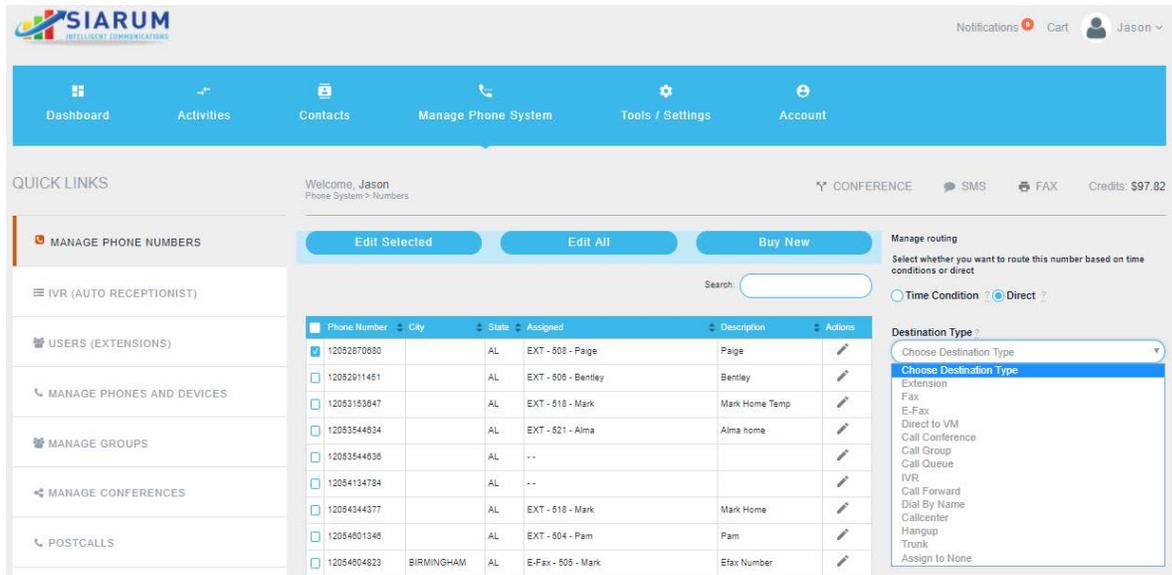


There are various options for routing a call.

### i. Select Time Based Routing or Direct Routing.

- Direct Routing: The number is routed to the same call path 24/7/365. Routing can be changed at any time.
- Time-Based Routing: Incoming calls can be routed to an IVR during office hours, routed to a voicemail after office hours, routed to a cell phone, home number etc. or a different IVR to provide after-hours support.

ii. **Select Destination Type:** Siarum allows many options on how to handle calls. It can be as simple as forwarding to an extension, or can be as complex as forwarding to a multi-level IVR. Possible Destination types are:



MANAGE PHONE NUMBERS

IVR (AUTO RECEPTIONIST)

USERS (EXTENSIONS)

MANAGE PHONES AND DEVICES

MANAGE GROUPS

MANAGE CONFERENCES

POSTCALLS

Phone Number	City	State	Assigned	Description	Actions
<input checked="" type="checkbox"/> 12052870890		AL	EXT - 508 - Paige	Paige	
<input type="checkbox"/> 12052911451		AL	EXT - 505 - Bentley	Bentley	
<input type="checkbox"/> 12053153647		AL	EXT - 518 - Mark	Mark Home Temp	
<input type="checkbox"/> 12053544034		AL	EXT - 521 - Alma	Alma home	
<input type="checkbox"/> 12053544036		AL	--		
<input type="checkbox"/> 12054134784		AL	--		
<input type="checkbox"/> 12054344377		AL	EXT - 518 - Mark	Mark Home	
<input type="checkbox"/> 12054801346		AL	EXT - 504 - Pam	Pam	
<input type="checkbox"/> 12054804023	BIRMINGHAM	AL	E-Fax - 505 - Mark	Efax Number	

Manage routing

Select whether you want to route this number based on time conditions or direct

Time Condition  Direct

Destination Type

Choose Destination Type

- Choose Destination Type
- Extension
- Fax
- E-Fax
- Direct to VM
- Call Conference
- Call Group
- Call Queue
- IVR
- Call Forward
- Dial By Name
- Callcenter
- Hangup
- Trunk
- Assign to None

**Extension:** Connect to a user extension. See page 22

**Fax:** Forward the phone number to a traditional fax machine using an adaptor (ATA) to convert VOIP to a traditional phone line. The adaptor, such as Cisco SPA-122 , Grandstream HT-701, are sold separately.

**E-Fax:** Choosing this destination type allows you to configure electronic fax (paperless fax to an email).

**Direct to VM:** Direct the call to the voicemail.

**Call Conference:** Forward the call on a specific number to a conference bridge. See page 32

**Call Group (Ring):** Forward the call to a group of extensions. The incoming call can ring all the extension simultaneously (Ring All) or sequentially. See page 25

**Call Queue:** Every new call is placed in the queue and is answered by the next available representative or employee as soon as their extension becomes free. This feature allows you to never miss a call. See page 40

**IVR:** Forward the call to an auto recipient, who will provide different options to the caller to help reach the right person or department. The caller can listen to different options and press the assigned key to reach the desired department. For example, press 1 for sales, press 2 for support etc. See page 18

**Call Forward:** Simply forward the call to a cell phone number or a home number, or any other desired phone number.

**Dial by Name:** Call will be forwarded to Dial-by-Name directory, created by the phone system to help the caller to reach the desired person within the company. The phone system will check the existing extensions and create a directory on the fly.

**Call Center:** If you are using Call Center Module from Siarum, the number can be forwarded to a call center. You can have multiple call center queues. For example, one for Sales and one for Support.

**Trunk:** (For Advanced users only): Forward the call to another PBX. Here you can forward the call to an IP address of a registered SIP account for that PBX.

**Hang-up:** Save the phone number for later use without answering the call by simply putting the destination type to hang-up.

**Group Description:** Put phone numbers in groups for multiple offices. For example, numbers from the East Coast can be in East Coast Group. Later, you can search the numbers based on Group Description.

**iii. Select Destination:** Based on the destination type, the system will prompt you to choose from possible destination options. If you choose a destination type that has no destination available, the system will prompt you to create a destination before you set up routing.

For example, if you have not created any Group, then you will not be able to select "Call Group" as possible destination type.

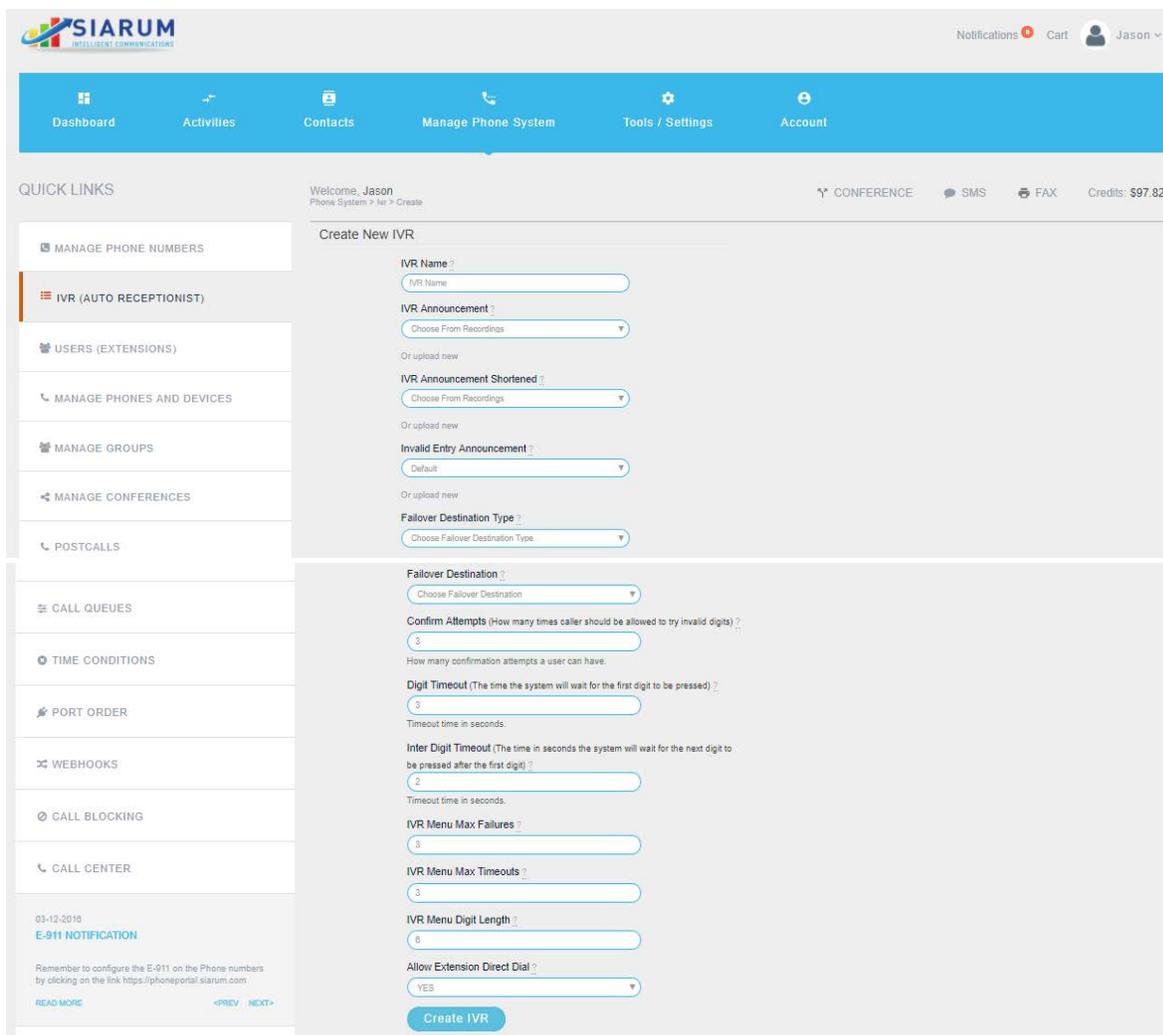
**c. Special Routing:** The phone system allows you to create a Toll Call path for a call coming from a special number. For example, calls from a very important customer should be connected to the president of the company. You may add as many special routings as you desire. You can add special routing on any number from any caller ID. Once you click on "Add Special Routing", you will again receive the same routing options: Time Condition, Direct Destination Type, or Destination.

**d. Editing Multiple Numbers:** It can be very time consuming if you have to manage routing for each number. You can select multiple numbers and click Edit at the top. (Note: “Edit All” will update routing for all the numbers in your account.)

## Manage IVR

In this section, you can manage IVR, create a new IVR, change or delete an IVR and key responses.

**a. Create a new IVR:** Click “Create IVR.” You will see a long form. Fill in the information as follows.



The screenshot shows the 'Create New IVR' form in the SIARUM interface. The form is titled 'Create New IVR' and is located under the 'Manage Phone System' menu. The form includes the following fields and options:

- IVR Name :** Text input field.
- IVR Announcement :** Dropdown menu with 'Choose From Recordings'.
- Or upload new**
- IVR Announcement Shortened :** Dropdown menu with 'Choose From Recordings'.
- Or upload new**
- Invalid Entry Announcement :** Dropdown menu with 'Default'.
- Or upload new**
- Fallover Destination Type :** Dropdown menu with 'Choose Fallover Destination Type'.
- Fallover Destination :** Dropdown menu with 'Choose Fallover Destination'.
- Confirm Attempts (How many times caller should be allowed to try invalid digits) :** Text input field with value '3'.
- How many confirmation attempts a user can have.**
- Digit Timeout (The time the system will wait for the first digit to be pressed) :** Text input field with value '3'.
- Timeout time in seconds.**
- Inter Digit Timeout (The time in seconds the system will wait for the next digit to be pressed after the first digit) :** Text input field with value '2'.
- Timeout time in seconds.**
- IVR Menu Max Failures :** Text input field with value '3'.
- IVR Menu Max Timeouts :** Text input field with value '3'.
- IVR Menu Digit Length :** Text input field with value '6'.
- Allow Extension Direct Dial :** Dropdown menu with 'YES'.

At the bottom of the form is a blue button labeled 'Create IVR'. The left sidebar contains a 'QUICK LINKS' menu with options like 'MANAGE PHONE NUMBERS', 'IVR (AUTO RECEPTIONIST)', 'USERS (EXTENSIONS)', 'MANAGE PHONES AND DEVICES', 'MANAGE GROUPS', 'MANAGE CONFERENCES', 'POSTCALLS', 'CALL QUEUES', 'TIME CONDITIONS', 'PORT ORDER', 'WEBHOOKS', 'CALL BLOCKING', and 'CALL CENTER'. The top navigation bar includes 'Dashboard', 'Activities', 'Contacts', 'Manage Phone System', 'Tools / Settings', and 'Account'. The user's name 'Jason' and account balance 'Credits: \$97.82' are visible in the top right corner.

**IVR Name:** Type a name you will easily recall.

**IVR Announcement:** This is a recording played the first time when the call hits the IVR. The wav. file can be used either from existing recordings, or you can upload a new recording here.

**IVR Announcement Shortened:** Usually this is the shorter version of the primary announcement and is played only if the user does not press any key.

If main IVR is small, it is not a bad idea to use the same file. If there is no IVR, the system will play the message: “Please check the number and try again.”

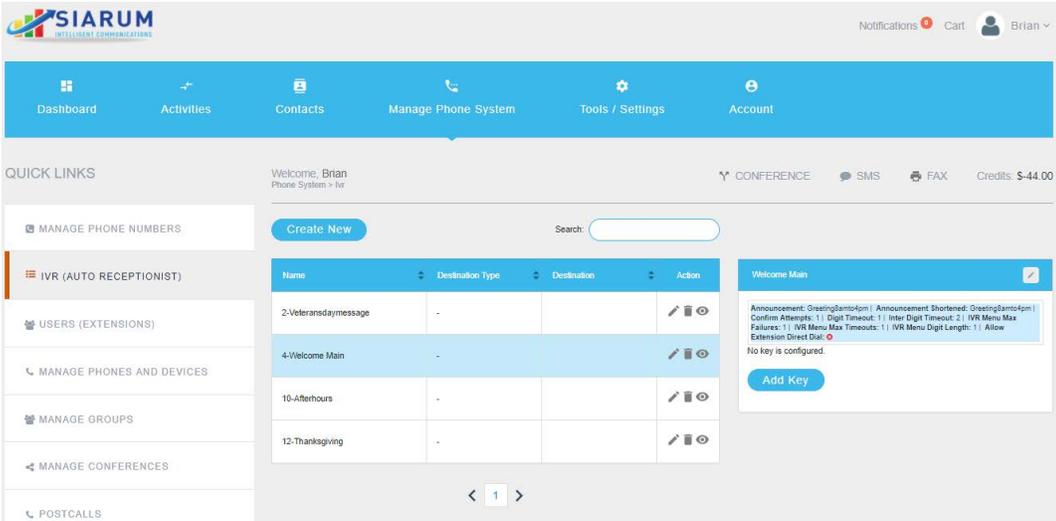
**Invalid Key Announcement:** You can upload a customized recording for an Invalid Key. If left blank, the system will play “That was an invalid entry.”

**Confirm Attempts:** Set the number of tries allowed for the user to enter an invalid digit, or how many times the message should be played if no digit is pressed. 3 to 5 tries are standard.

**Digit Timeout:** Set the time duration for how long the system should wait to confirm that the user is finished pressing digits. 2 to 3 seconds wait is standard.

**To see the newly- created IVR on the list, click “Manage IVR.”**

b. **Adding Digits to the IVR:** Click on the IVR you want to work on. A new window will pop up on the right side. If this is a new IVR you will not see any key. Click “Add Key”, and a new window will pop up.

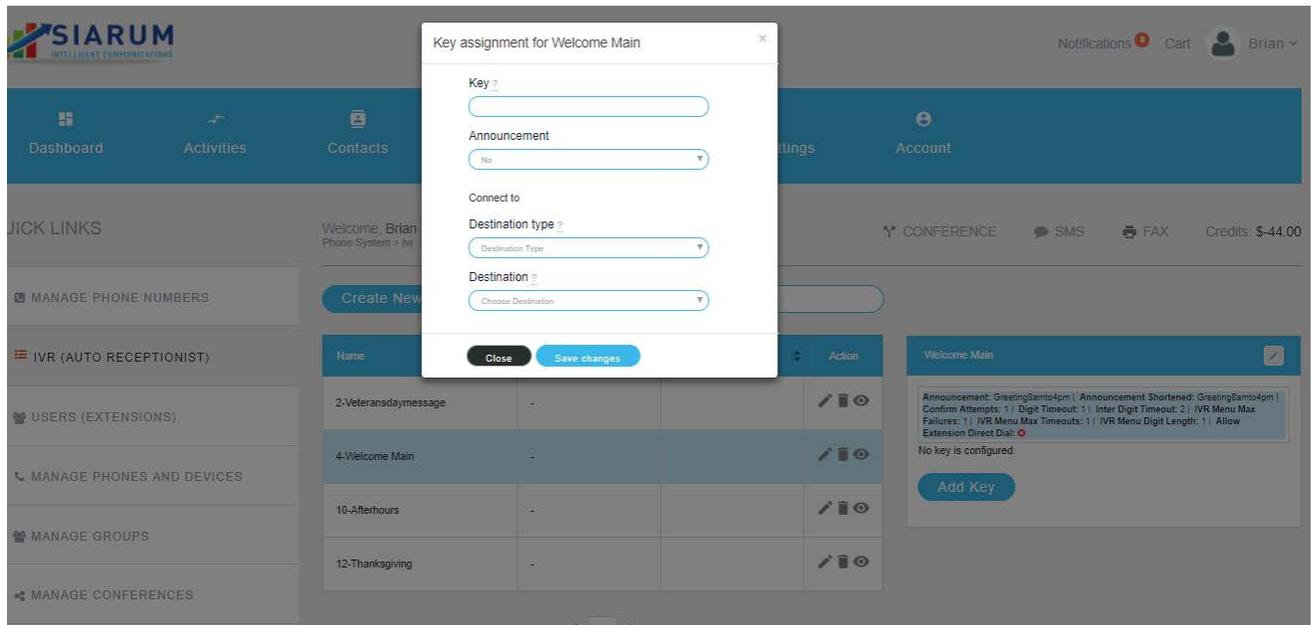


The screenshot shows the SIARUM web interface. The top navigation bar includes 'Dashboard', 'Activities', 'Contacts', 'Manage Phone System', 'Tools / Settings', and 'Account'. The main content area is titled 'QUICK LINKS' and 'Welcome, Brian'. A table lists IVR entries:

Name	Destination Type	Destination	Action
2-Veteransdaymessage	-		[Edit] [View]
4-Welcome Main	-		[Edit] [View]
10-Afterhours	-		[Edit] [View]
12-Thanksgiving	-		[Edit] [View]

A modal window for 'Welcome Main' is open, showing configuration options: 'Announcement: Greeting@amto4pm | Announcement Shortened: Greeting@amto4pm | Confirm Attempts: 1 | Digit Timeout: 1 | Inter Digit Timeout: 2 | IVR Menu Max Failures: 1 | IVR Menu Max Timeouts: 1 | IVR Menu Digit Length: 1 | Allow Extension Direct Dial. No key is configured. Add Key

- c. **Key:** This can be anything from 1 to 10 digit numerical values. The system is designed to perform the function assigned when the user presses the key.



- d. **Add Destination Type:** Same as Call Routing. See page 12.

**Extension:** Connect to a user extension. See page 22.

**Fax:** Forward the phone number to a traditional fax machine using an adaptor (ATA) to convert VOIP to a traditional phone line. The adaptor, such as Cisco SPA-122 or Grandstream HT-701 are sold separately. See page 42.

**Email to Fax:** Choosing this destination type, will allow you to configure the electronic fax (paperless fax to an email).

**Direct to VM:** Direct the call to voicemail.

**Call Conference:** Forward the call on a specific number to a conference bridge. See page 32

**Call Group (Ring):** Forward the call to a group of extensions. The incoming call can ring all the extension simultaneously (Ring All) or sequentially. See page 25

**Call Queue:** Every new call is placed in the queue and is answered by the next available representative or employee as soon as their extension becomes available. This feature allows you to never miss a call. See page 40

**IVR:** Forward the call to an auto recipient, who will provide different options to the caller to help reach the right person or department. The caller can listen to different options and press the assigned key to reach the desired department. For example, press 1 for sales, press 2 for support etc. See page 18

**Call Forward:** Simply forward the call to a cell phone number or a home number or any other desired phone number.

**Dial by Name:** Call will be forwarded to Dial by Name directory, created by the phone system to help the caller to reach the desired person within the company. The phone system will check the existing extensions and create a directory on the fly.

**Call Center:** If you are using Call Center Module from Siarum, the number can be forwarded to a Call Center. You can have multiple call center queues. For example, one for Sales and one for Support.

**Trunk:** (For Advanced users only): Forward the call to another PBX. Here you can forward the call to an IP address of a registered SIP account for that PBX.

**Hang-up:** Save the phone number for later use without answering the call by simply putting the destination type to hang-up

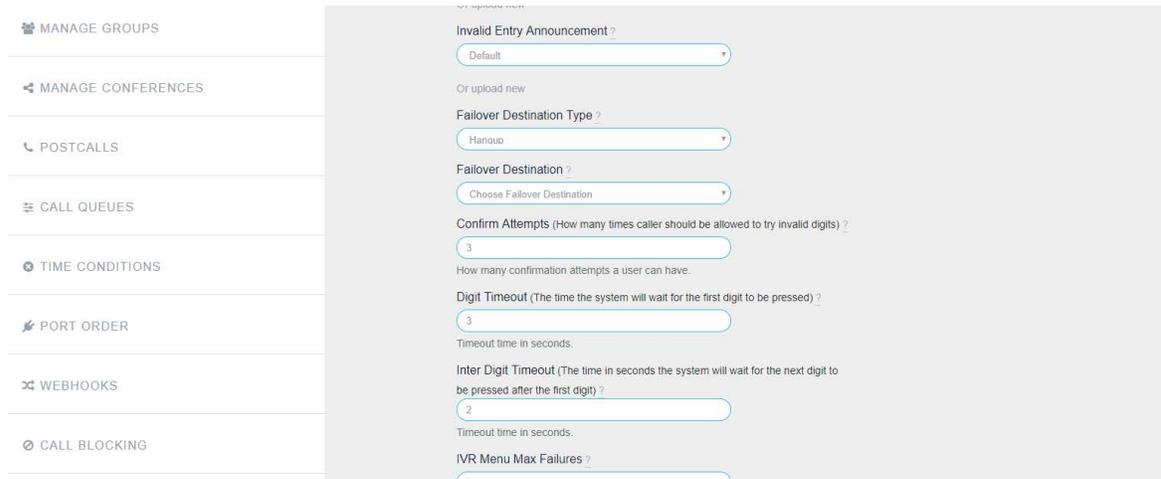
**Group Description:** Put phone numbers in groups for multiple offices. For example, numbers from the East Coast can be in East Coast Group. Later, you can search the numbers based on Group Description.

- e. **Destination:** Based on the destination type, the system will provides prompts with options for possible destinations. If you choose a destination type that has no destination available, the system will prompt you to create a destination before you set up routing. For example, if you have not created any Group, then you will not be able to select “Call Group” as possible destination type.

**Failover:**The placed call will be routed here if all the entries made by the user failed.

For example, if the user does not press any key, then after 3 attempts, call can be forwarded to extension 101.

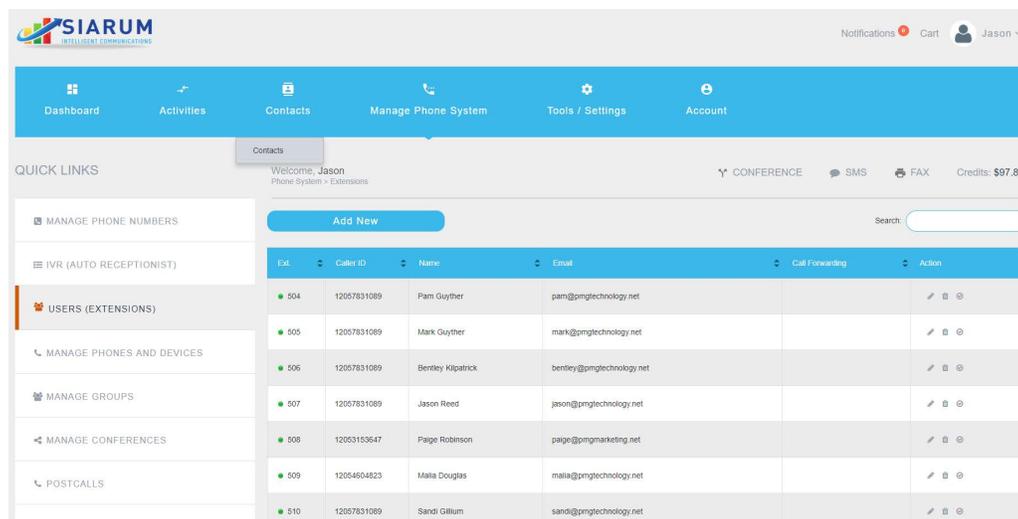
Repeat step 2 to add more keys to the system.



## User Extensions

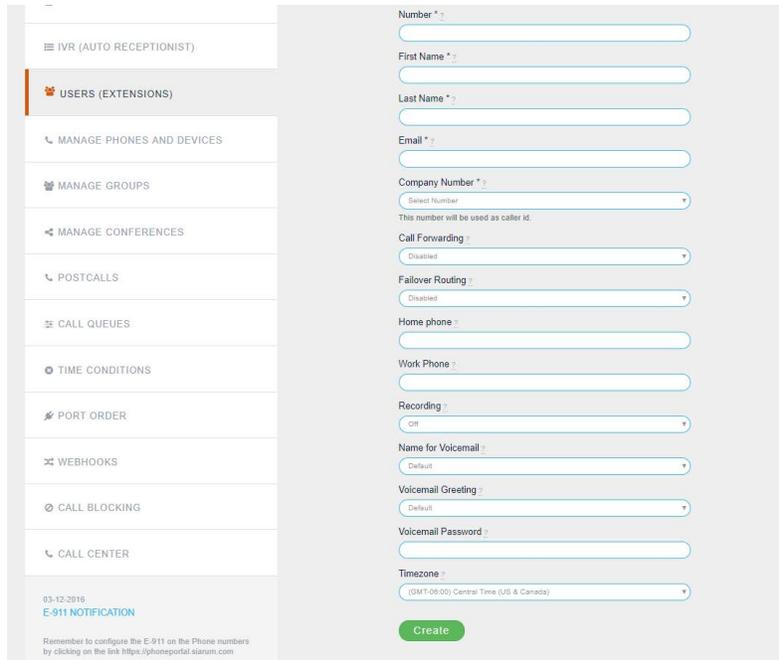
In this section, you can manage and create user extensions. User extensions are real endpoints for the phone system where calls are received or dialed from.

You can create, delete, or edit any extensions. The search box allows you to search for the extension. To create a new extension, click “Add New.”



Ext	Caller ID	Name	Email	Call Forwarding	Action
504	12067831089	Pam Guyther	pam@pmgtechnology.net		<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Refresh</a>
505	12067831089	Mark Guyther	mark@pmgtechnology.net		<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Refresh</a>
506	12067831089	Bentley Kilpatrick	bentley@pmgtechnology.net		<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Refresh</a>
507	12067831089	Jason Reed	jason@pmgtechnology.net		<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Refresh</a>
508	12063153647	Paige Robinson	paige@pmgmarketing.net		<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Refresh</a>
509	12064604823	Malia Douglas	malia@pmgtechnology.net		<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Refresh</a>
510	12067831089	Sandi Gillum	sandi@pmgtechnology.net		<a href="#">Edit</a> <a href="#">Delete</a> <a href="#">Refresh</a>

**Create Extension:** Use this form to create new extensions as well as add the following parameters.



**Number:** This number is used to dial from one extension to another within different departments such as sales, support, or specific employees.

The extension must be a unique 3-4 digit number and cannot be used again. A good practice is to start with 100 and go all the way to 9999. Some people use the last 4 digits of their primary phone number. Some 3 digit extensions are reserved and cannot be used, such as 911, 922, 611, and 411.

**First Name:** First name of the person this extension belongs to.

**Last Name:** Last name of the person this extension belongs to.

**Email:** The system will email the voicemail to this email address.

**Company Number:** This is the number shown on phone screen/ device when an outbound call is made.

**Call Forwarding:** You can always set up call forwarding when there is no answer. If you choose to forward a call, the Destination can be an 11- digit US number or extension.

**Failover Routing:** If enabled, this will route the call to a destination in failover, in the event the user is not registered. This is useful in case of internet outage or power failures.

**Home Phone:** Optional

**Work Phone:** Optional

**Recording:** System allows the calls to be recorded. If set to “Yes”, all the calls coming to this extension will be recorded.

Recent Faxes		Recent Messages		Recent Calls			
Caller ID	Phone Number	Date & Time	Duration(Sec.) & Type	Cost	Action		
+15617637143/UNAVAILABLE-12057831089-Main PMG Number	509	12.04.2017   07:57:37	12 	\$ 0	-	NA	
+15617637143/UNAVAILABLE	+12057831089	12.04.2017   07:57:35	64 	\$ 0			
505/Mark Guyther	8003147195	12.04.2017   07:44:05	741 	\$ 0			
505/Mark Guyther	8779227374	12.04.2017   07:40:46	186 	\$ 0			
12056684233/VetCare of Calera-2057831089-Main PMG Number	509	12.04.2017   07:36:43	20 	\$ 0	-	NA	

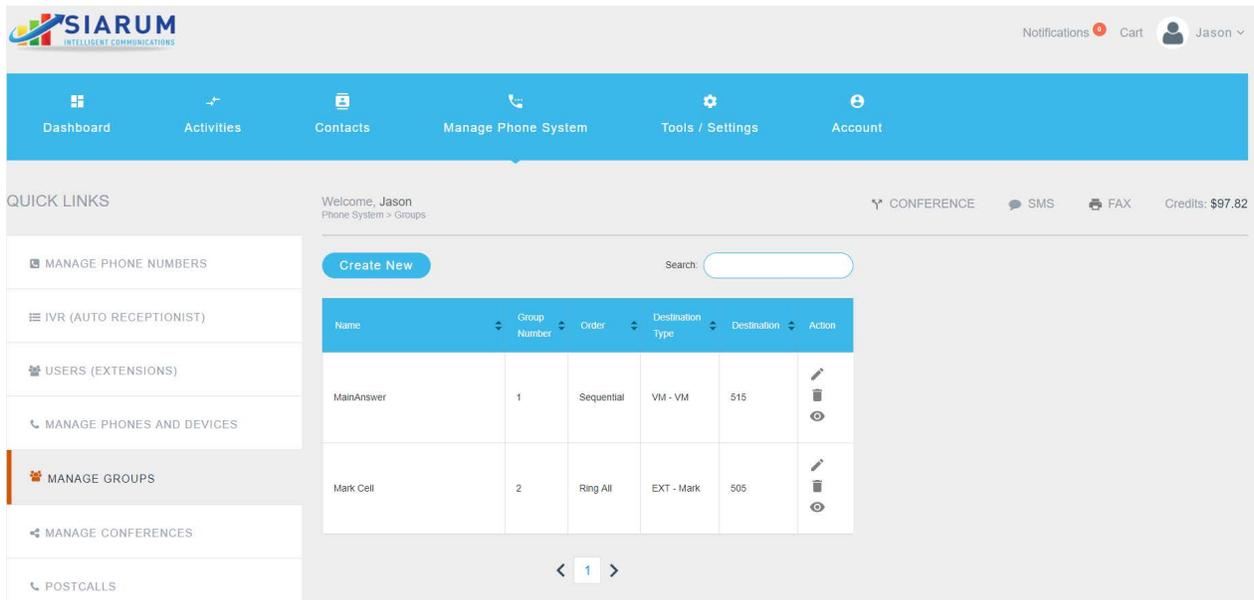
[VIEW ALL](#)

## Manage Groups

In this section, manage and create ring groups based on the department, expertise or the location. This is useful when you have multiple people handling customer calls.

For example, you can have two groups: Sales and Support. Extensions 101, 102, and 103 are part of Sales group. Extension 201, 202, and 203 are a member of Support group. Groups can be configured as Sequential or Ring All (Simultaneous).

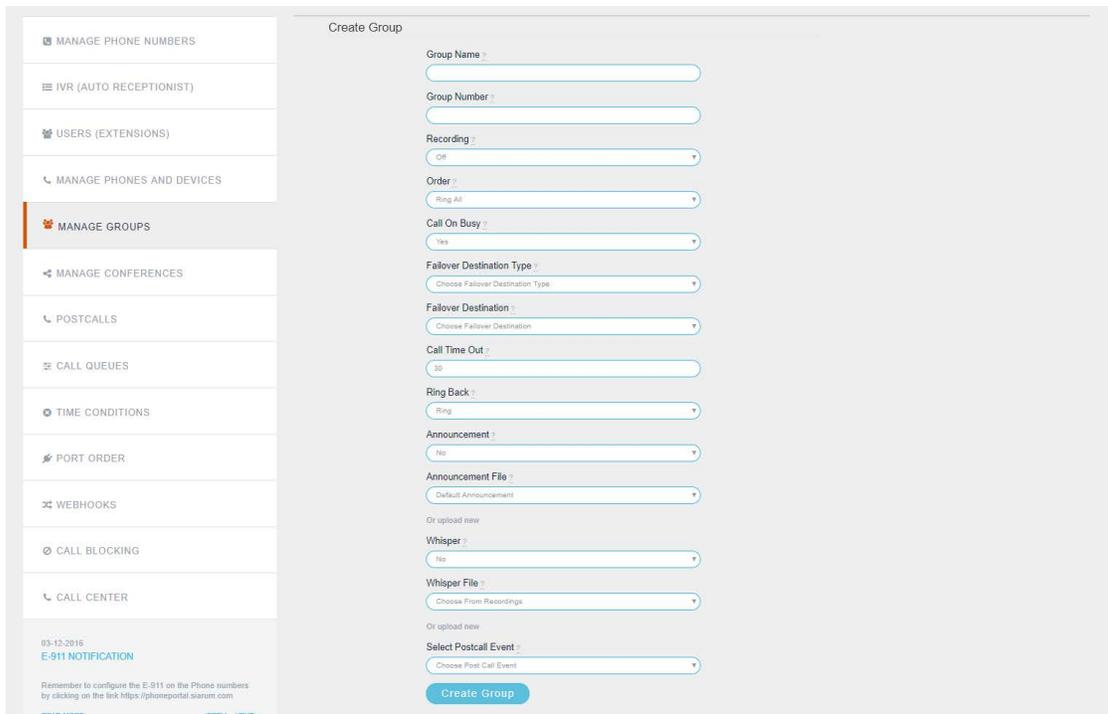
Click on “Manage Groups” to see the list of existing groups in your account.



The screenshot shows the SIARUM web interface for managing phone groups. The top navigation bar includes Dashboard, Activities, Contacts, Manage Phone System, Tools / Settings, and Account. A sidebar on the left lists various management options, with 'MANAGE GROUPS' highlighted. The main content area displays a table of existing groups and a 'Create New' button.

Name	Group Number	Order	Destination Type	Destination	Action
MainAnswer	1	Sequential	VM - VM	515	[Edit] [Delete] [Eye]
Mark Cell	2	Ring All	EXT - Mark	505	[Edit] [Delete] [Eye]

- a. **Create Group:** Use the form to create a new group. This will only create a group. Members within groups are added later.



**Group Name:** Choose a name that is easy to recall.

**Group Number:** Every group in your account must be a unique number. It can range from 01 to 99.

**Recording:** This feature allows incoming calls to be recorded to this new group.

**Order: Ring All:** Will ring every employee extension or phone number in the group.

**Sequential:** Will ring one employee at a time in a sequence. If the first representative does not answer the call, it will ring the following and so on.

**Default VM:** If no one in the group answers, the call can be forwarded to a voicemail.

**Call Time Out:** How long should the phone ring before the system decides to take the next action? Usually 15 seconds for Sequential and 30-40 second for Ring All.

If one of the members is Cell Phone, call timeout should be less than 30 seconds. Otherwise, cell phone VM will be triggered in 30 seconds and the phone system will consider it a call pickup.

**Ring Back:** This is the audio file or music which the caller should hear while waiting for the receiver to answer the call. It can be default music on hold or a customer audio file.

**Announcement:** If you want to play an announcement before the call connects, use the default recording or upload your own recordings.

Example: “Please hold while we connect your call.”

**Announcement File:** File to be played when the announcement is enabled.

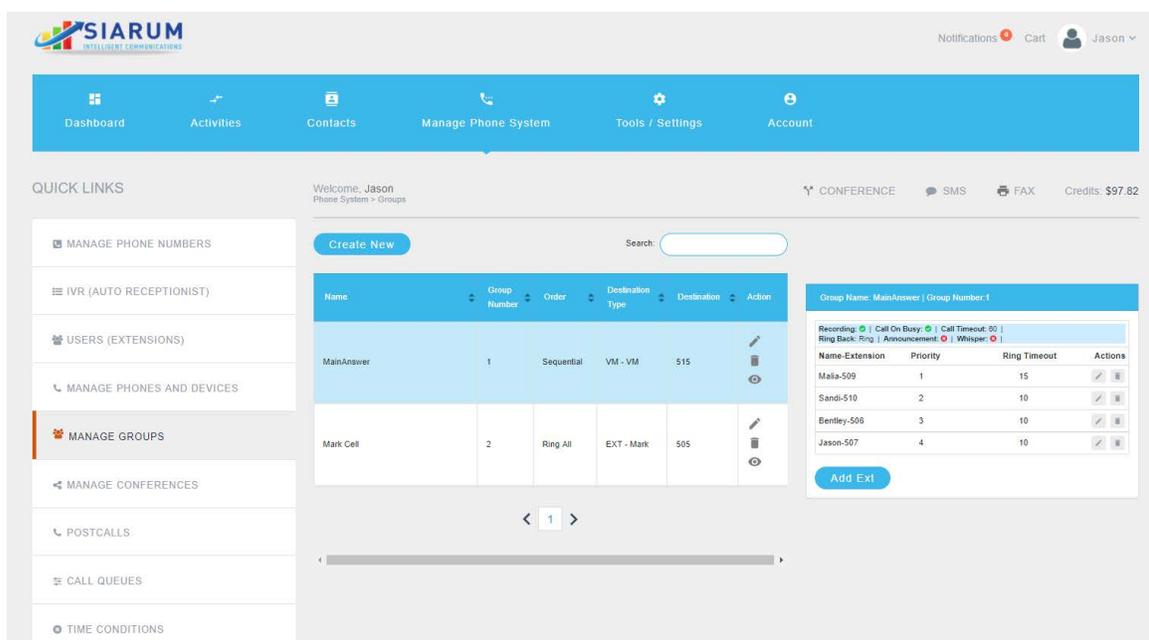
**Whisper:** Play a message to the end user who is receiving the call. ‘Sales’ for example, will prepare the end user before the call connects. This message is only played to the end receiver, while the caller is still on Music Hold. This feature can be enabled or disabled as desired.

**Whisper File:** File to be played for whisper message before the call connects. Remember this file should only be one to two words.

**Post Call Event:** (For Advanced users) The phone system allows you to create post call events. For example, email all the calls coming to the sales group to a specific email address, or create an event in Google analytics for any incoming call to this group. Click “Create Group” to use this feature.

**b. Add members to Group:** To add members to this group, click on the eye

(  ) and a new window will pop up on the right. On the top you will see group name and group number. If you already have members in the group, you will see the list here. You can delete or edit the list as needed.



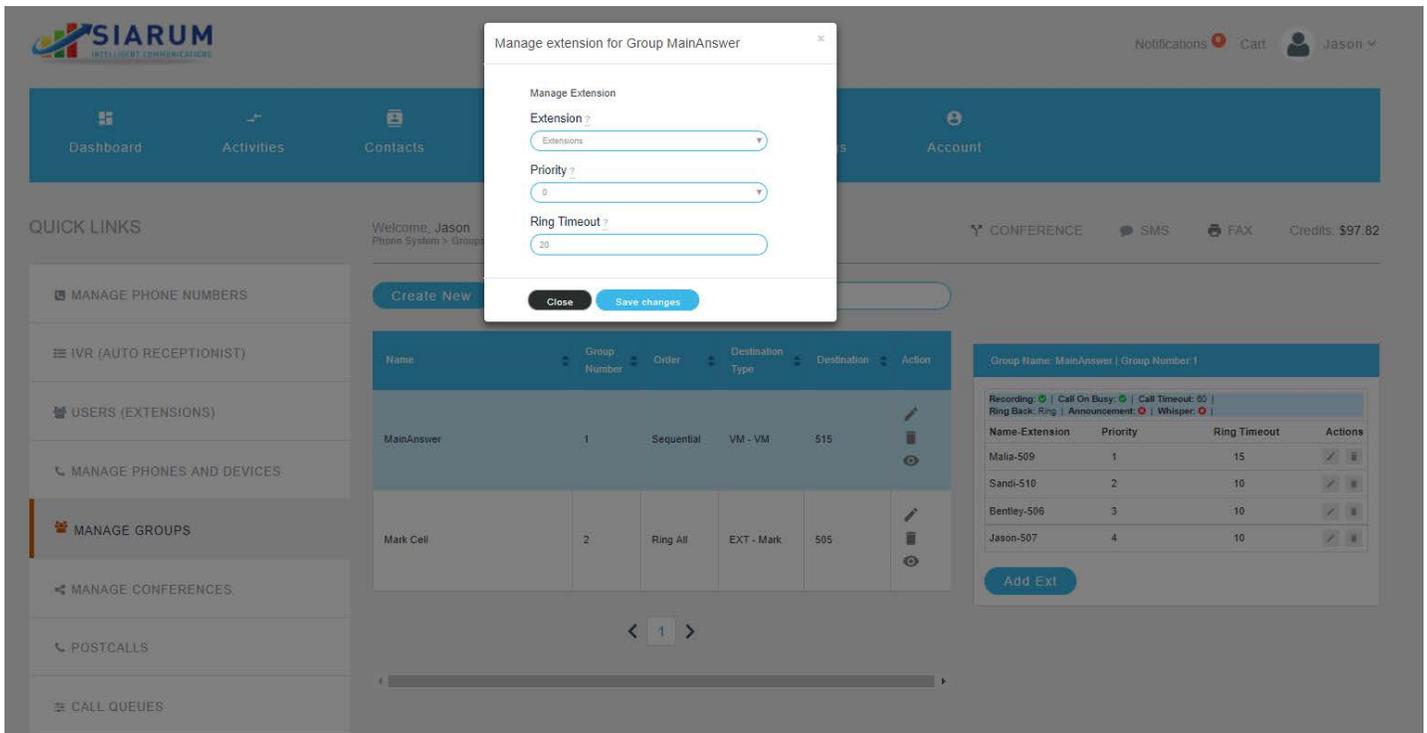
The screenshot shows the SIARUM web interface. The left sidebar has a menu with 'MANAGE GROUPS' selected. The main content area shows a table of groups:

Name	Group Number	Order	Destination Type	Destination	Action
Main Answer	1	Sequential	VM - VM	515	 
Mark Cell	2	Ring All	EXT - Mark	505	 

A modal window for 'Main Answer' is open, showing a table of members:

Name-Extension	Priority	Ring Timeout	Actions
Maha-509	1	15	 
Sandi-510	2	10	 
Bentley-508	3	10	 
Jason-507	4	10	 

To add a new member, click “Add Ext” button in the new pop up window. Group member can be an extension of an 11-digit US phone number. Make a selection and click “Save Change.”



The screenshot displays the SIARUM web interface with a modal window titled "Manage extension for Group MainAnswer". The modal contains the following fields:

- Extension**: A dropdown menu currently showing "Extensions".
- Priority**: A dropdown menu currently showing "0".
- Ring Timeout**: A text input field currently showing "20".

At the bottom of the modal are "Close" and "Save changes" buttons. The background interface shows a table of group members:

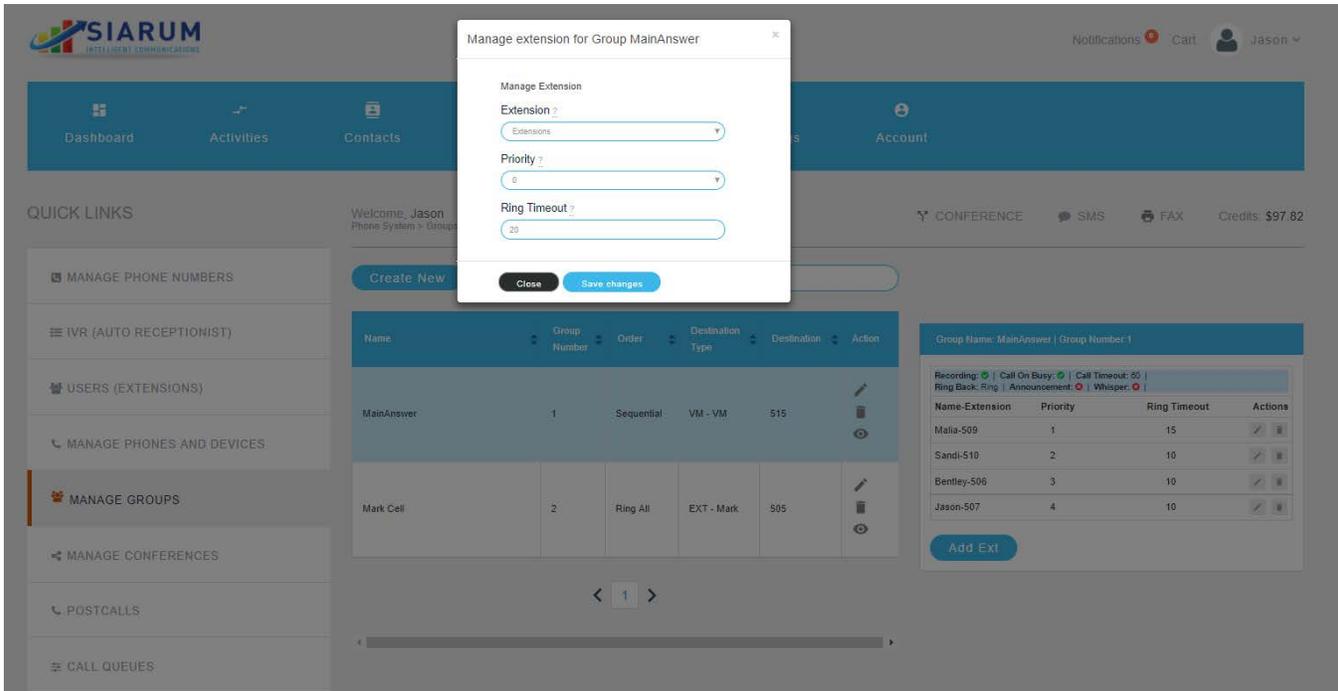
Name	Group Number	Order	Destination Type	Destination	Action
MainAnswer	1	Sequential	VM - VM	515	[Edit] [Delete]
Mark Cell	2	Ring All	EXT - Mark	505	[Edit] [Delete]

Below the table is a pagination control showing page 1 of 1. To the right, a panel for "Group Name: MainAnswer | Group Number: 1" includes a list of extensions:

Name-Extension	Priority	Ring Timeout	Actions
Malia-509	1	15	[Edit] [Delete]
Sandi-510	2	10	[Edit] [Delete]
Bentley-506	3	10	[Edit] [Delete]
Jason-507	4	10	[Edit] [Delete]

An "Add Ext" button is located at the bottom of this panel.

Priority is useful for sequential dialing; the person or staff member on zero priority is called first before the one on priority following 1,2,3,4 or 5 subsequently.



The screenshot displays the SIARUM web interface. A modal dialog titled "Manage extension for Group MainAnswer" is open, allowing configuration of an extension. The dialog includes the following fields:

- Extension ?**: A dropdown menu currently showing "Extensions".
- Priority ?**: A dropdown menu currently showing "0".
- Ring Timeout ?**: A text input field containing the value "20".

At the bottom of the dialog are "Close" and "Save changes" buttons. The background interface shows a sidebar with navigation options like "Dashboard", "Activities", and "Contacts". A central table lists extensions:

Name	Group Number	Order	Destination Type	Destination	Action
MainAnswer	1	Sequential	VM - VM	515	[Edit] [Delete]
Mark Cell	2	Ring All	EXT - Mark	505	[Edit] [Delete]

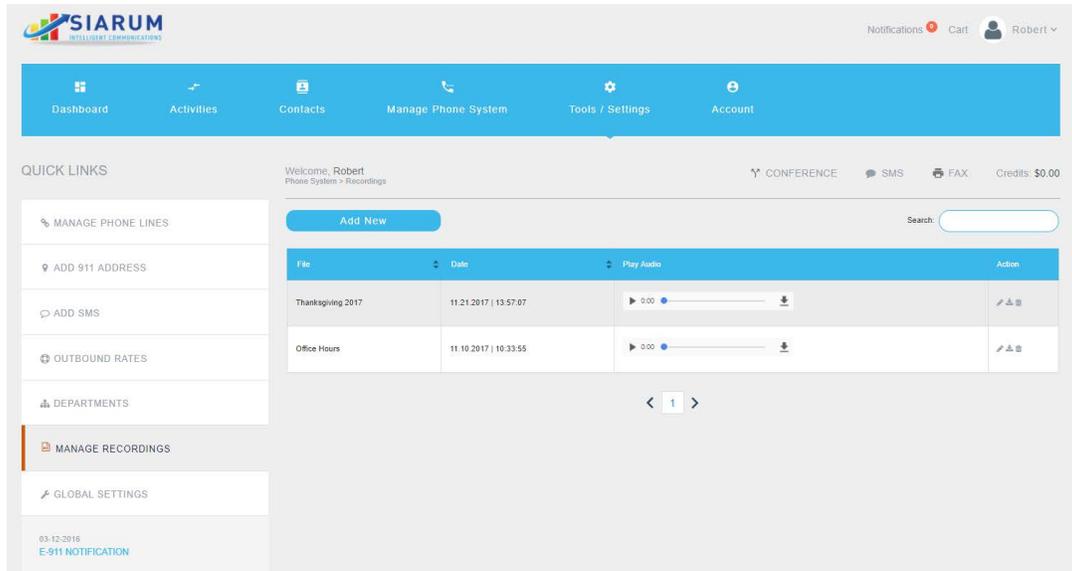
Below the table is a pagination control showing page 1 of 1. On the right side, a configuration panel for "Group Name: MainAnswer | Group Number: 1" is visible, featuring settings for Recording, Call On Busy, Call Timeout (55), Ring Back, Ring, Announcement, and Whisper, along with a table of extension priorities:

Name-Extension	Priority	Ring Timeout	Actions
Malia-509	1	15	[Edit] [Delete]
Sandi-510	2	10	[Edit] [Delete]
Bentley-506	3	10	[Edit] [Delete]
Jason-507	4	10	[Edit] [Delete]

An "Add Ext" button is located at the bottom of this panel.

## Manage Recording

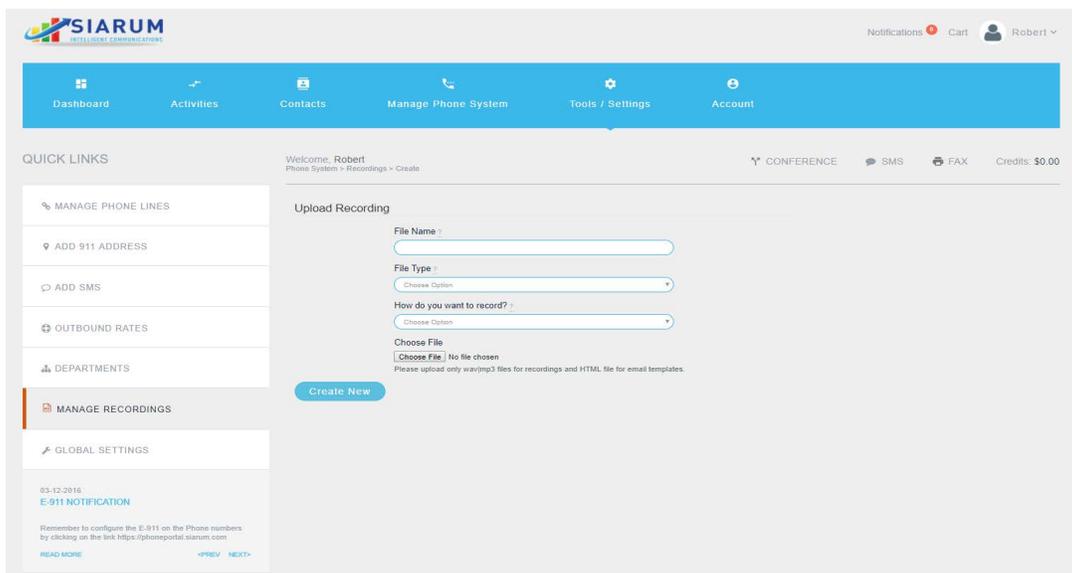
Automated recordings are used everywhere in the phone system. In this section, you can manage all recordings, and upload wav. files to the system. These recordings/files can be used for groups, IVR, announcements, etc. To add a new recording, click “Add Recording.”



The screenshot shows the 'Manage Recordings' page in the SIARUM interface. The top navigation bar includes 'Dashboard', 'Activities', 'Contacts', 'Manage Phone System', 'Tools / Settings', and 'Account'. The main content area features a 'QUICK LINKS' sidebar on the left and a central 'Add New' button. Below the button is a table listing recordings:

File	Date	Play Audio	Action
Thanksgiving 2017	11.21.2017   13:57:07	<input type="button" value="Play Audio"/>	<input type="button" value="Download"/>
Office Hours	11.10.2017   10:33:55	<input type="button" value="Play Audio"/>	<input type="button" value="Download"/>

At the bottom of the table, there is a pagination control showing '< 1 >'. The sidebar on the left includes links for 'MANAGE PHONE LINES', 'ADD 911 ADDRESS', 'ADD SMS', 'OUTBOUND RATES', 'DEPARTMENTS', 'MANAGE RECORDINGS', and 'GLOBAL SETTINGS'. A notification at the bottom of the sidebar reads: '03-12-2016 E-911 NOTIFICATION'.



The screenshot shows the 'Upload Recording' page in the SIARUM interface. The top navigation bar is identical to the previous screenshot. The main content area features a 'QUICK LINKS' sidebar on the left and a central 'Upload Recording' form. The form includes the following fields:

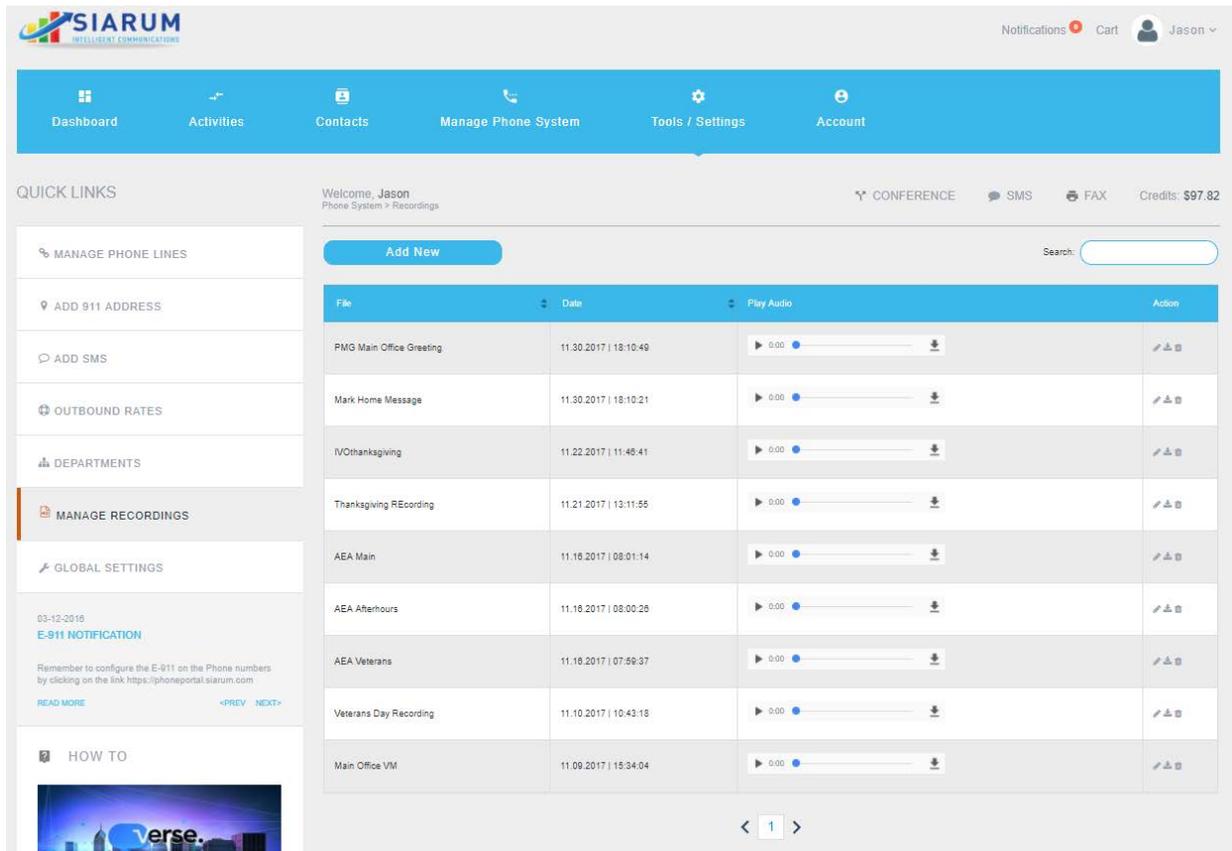
- File Name:** A text input field.
- File Type:** A dropdown menu with 'Choose Option' selected.
- How do you want to record?:** A dropdown menu with 'Choose Option' selected.
- Choose File:** A section with a 'Choose File' button and the text 'No file chosen'.

Below the form, there is a 'Create New' button and a note: 'Please upload only wav/mp3 files for recordings and HTML file for email templates.' The sidebar on the left is identical to the previous screenshot, with a notification at the bottom: '03-12-2016 E-911 NOTIFICATION' and a link to 'Remember to configure the E-911 on the Phone numbers by clicking on the link https://phoneportal.siarum.com'.

**File Name:** Choose a name that will be easy to recall.

**File Type:** Recording or Template. (Recordings are audio files; templates are email templates used in post call events.)

**How you want to record:** You can upload a pre-recorded wav. file, or you can use our automated Text-to-Speech engine. Click on “Create New” and your recording is there.



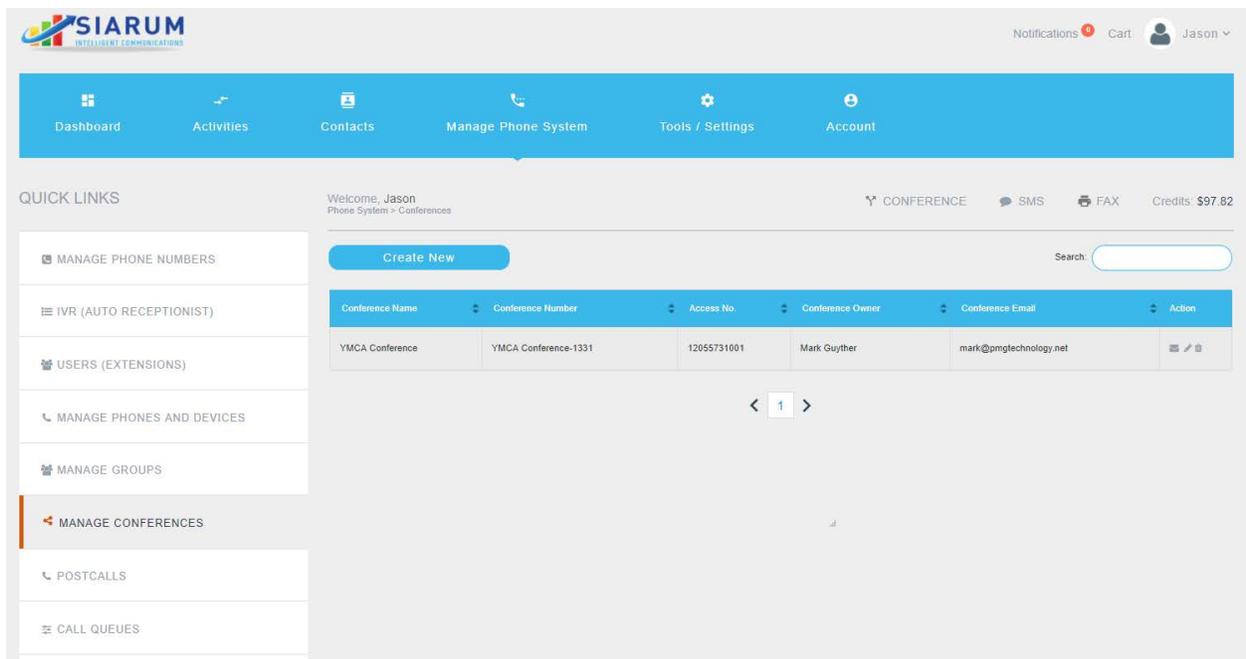
The screenshot displays the SIARUM web interface. At the top, there is a navigation bar with icons for Dashboard, Activities, Contacts, Manage Phone System, Tools / Settings, and Account. Below this is a 'QUICK LINKS' sidebar with options like 'MANAGE PHONE LINES', 'ADD 911 ADDRESS', 'ADD SMS', 'OUTBOUND RATES', 'DEPARTMENTS', 'MANAGE RECORDINGS', and 'GLOBAL SETTINGS'. The main content area shows a 'Welcome, Jason' message and a 'Phone System > Recordings' breadcrumb. A search bar and an 'Add New' button are present. A table lists recordings with columns for File, Date, Play Audio, and Action. The table contains several entries, including 'PMO Main Office Greeting', 'Mark Home Message', 'IVThanksgiving', 'Thanksgiving REcording', 'AEA Main', 'AEA Afterhours', 'AEA Veterans', 'Veterans Day Recording', and 'Main Office VM'. Each entry has a play button and a download icon. A pagination control at the bottom shows page 1 of 1.

File	Date	Play Audio	Action
PMO Main Office Greeting	11.30.2017   18:10:49	▶ 0:00	⬇️
Mark Home Message	11.30.2017   18:10:21	▶ 0:00	⬇️
IVThanksgiving	11.22.2017   11:48:41	▶ 0:00	⬇️
Thanksgiving REcording	11.21.2017   13:11:55	▶ 0:00	⬇️
AEA Main	11.16.2017   08:01:14	▶ 0:00	⬇️
AEA Afterhours	11.16.2017   08:00:28	▶ 0:00	⬇️
AEA Veterans	11.16.2017   07:59:37	▶ 0:00	⬇️
Veterans Day Recording	11.10.2017   10:43:18	▶ 0:00	⬇️
Main Office VM	11.09.2017   15:34:04	▶ 0:00	⬇️

## Manage Conferences

Siarum Communications allows you set up Conference Bridge to hold conference calls at any time or place of your choice. In this section, manage the conference, create, view, edit, and delete the conferences.

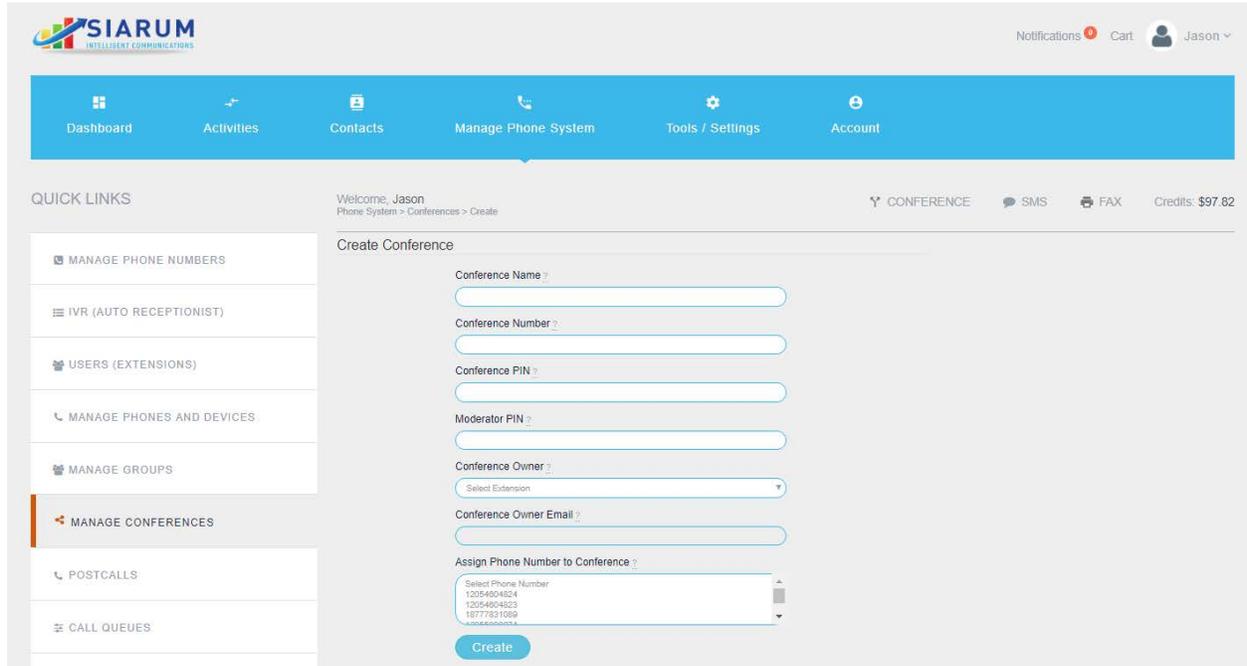
To create a new conference bridge, click “Create New” and complete the form.



The screenshot shows the SIARUM web interface. At the top, there is a navigation bar with icons for Dashboard, Activities, Contacts, Manage Phone System, Tools / Settings, and Account. Below this is a 'QUICK LINKS' sidebar with options like 'MANAGE PHONE NUMBERS', 'IVR (AUTO RECEPTIONIST)', 'USERS (EXTENSIONS)', 'MANAGE PHONES AND DEVICES', 'MANAGE GROUPS', 'MANAGE CONFERENCES' (highlighted), 'POSTCALLS', and 'CALL QUEUES'. The main content area displays a 'Welcome, Jason' message and a 'CONFERENCE' section with a 'Create New' button and a search field. Below the search field is a table of conferences:

Conference Name	Conference Number	Access No.	Conference Owner	Conference Email	Action
YMCA Conference	YMCA Conference-1331	12055731001	Mark Guyther	mark@pmgtechnology.net	[Edit] [Delete]

Below the table, there is a pagination control showing '< 1 >'. The bottom right corner of the interface shows 'Credits: \$97.82'.



SIARUM INTELLIGENT COMMUNICATIONS

Notifications Cart Jason

Dashboard Activities Contacts Manage Phone System Tools / Settings Account

QUICK LINKS

Welcome, Jason  
Phone System > Conferences > Create

CONFERENCE SMS FAX Credits: \$97.82

Create Conference

Conference Name ?

Conference Number ?

Conference PIN ?

Moderator PIN ?

Conference Owner ?  
Select Extension

Conference Owner Email ?

Assign Phone Number to Conference ?  
Select Phone Number  
12054904824  
12054904823  
18777881089  
12054904824

Create

**Conference Name:** Choose a name that is easy to recall.

**Conference Number:** This is the conference number that people will dial to join the conference.

**Conference PIN:** All conferences have some level of security, only authorized people can join the conference. A secured pin will be entered to join.

**Moderator PIN:** This is for the owner of the conference. All the parties will be on hold until the moderator enters the pin and joins the conference.

**Conference Owner:** Name of the user who initiates the conference.

**Conference Owner Email:** This will be pulled from the system automatically.

**Assign Phone Number to Conference:** If needed, you can assign a dedicated special phone number for this conference.

Click “Create” to see a new conference in the list.

From this interface, you can invite others to join the conference. The system will email the conference bridge information to all the parties. Click “Email” button under “Action” on the right side of the conference. New Conference Invite window will pop up.

Fill in the required information.

**Email:** Type in the email addresses of those who should be invited to join the conference.

**Time of the Call:** Select the date and time of the call.

**Time Zone:** Specify the time zone for this conference.

**Subject:** Type in the subject for the conference.

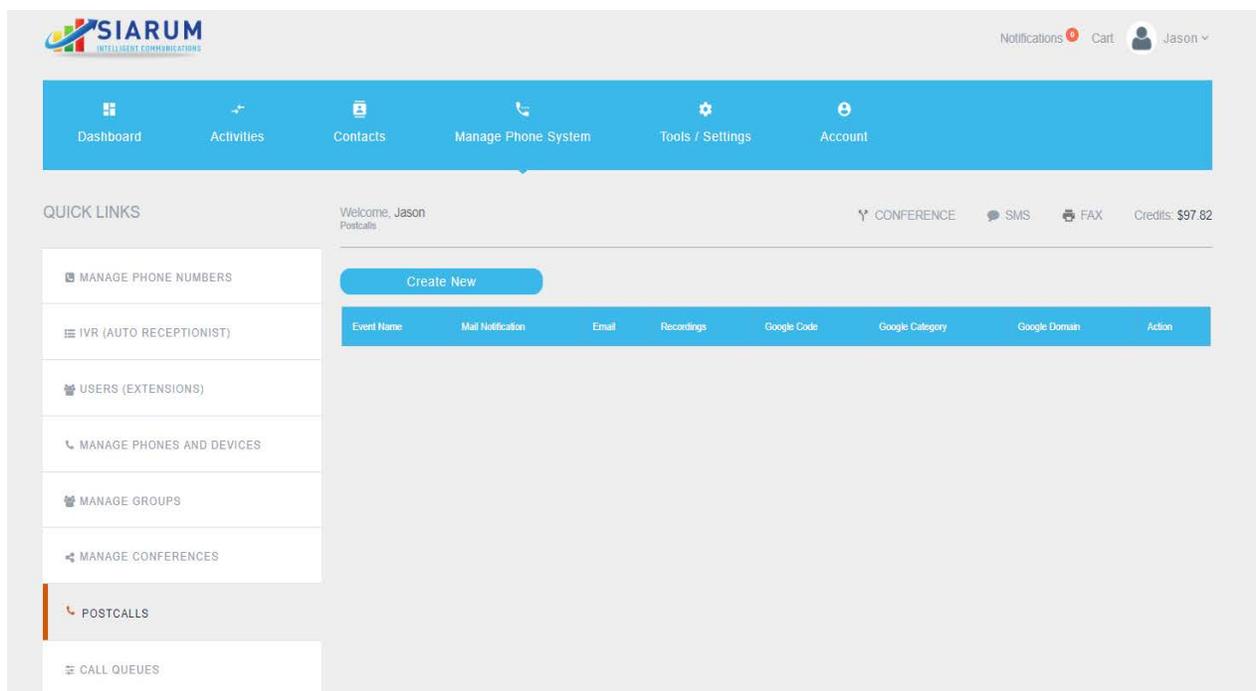
Click on “Send Invite.” to send emails to all the users.

## Post-Call Actions

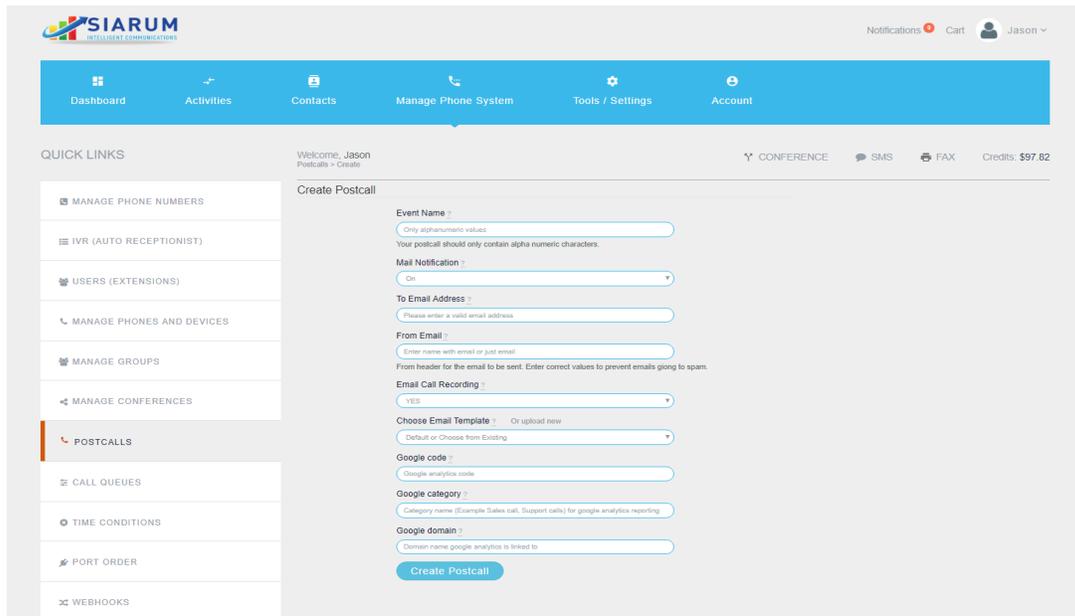
Post- Call events are special events that should be triggered upon completion of the call. These events can be used from Call Groups. For example, if the call is forwarded to a sales team, post-call action can be triggered at the end of the call.

In the post-call event, you can send an email to someone at the completion of the call, or you can trigger an event for Google analytics.

In this section, you may create, edit, and delete the Post-Call events. To create a new post call event, click “Create New”, and complete the form.



The screenshot displays the SIARUM web interface. At the top, there is a navigation bar with icons for Dashboard, Activities, Contacts, Manage Phone System, Tools / Settings, and Account. Below this is a 'QUICK LINKS' sidebar with options like MANAGE PHONE NUMBERS, IVR (AUTO RECEPTIONIST), USERS (EXTENSIONS), MANAGE PHONES AND DEVICES, MANAGE GROUPS, MANAGE CONFERENCES, POSTCALLS (highlighted), and CALL QUEUES. The main content area shows a 'Welcome, Jason Postcalls' message and a 'CONFERENCE' status. A 'Create New' button is visible, followed by a table header for Postcalls with columns: Event Name, Mail Notification, Email, Recordings, Google Code, Google Category, Google Domain, and Action. The table body is currently empty.



**Event Name:** Choose a name with no space or special characters.

**Mail Notification:** Yes or No.

**Email Address:** Email address of the person who should receive the email for the call. The phone system will send caller ID, caller name (if available), time of the call, duration of the call, called number, and call recording (if enabled)

**From Email:** The person who should be sending this email.

**Recording:** ON or Off. Some recordings can be large files. You may choose whether the recording should be sent as an email or not. Remember, you can always download the recordings from the website in your account portal.

**Email Template:** You may upload the custom email template, or use the default template from Siarum Communications. Make sure you have their keywords in the Template like shown below:

CHANGECALLERID, CHANGECALLEDNUMBER,  
 CHANGEDATE, CHANGECALLLENGTH. These keywords will be replaced with the appropriate information.

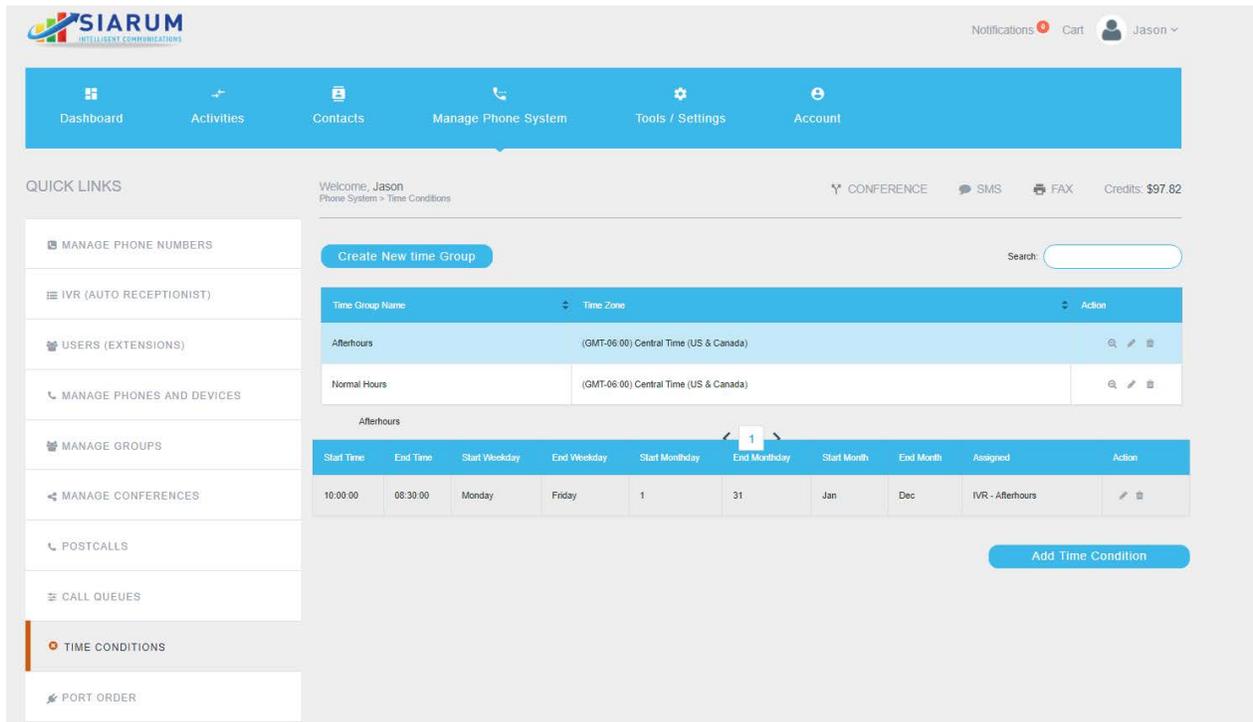
**Google Code:** This is the analytics code that will be used to create a call event in Google analytics.

**Google Category:** The category that should be created in analytics. Examples are Sales, Support, and Inquiry.

**Google Domain:** Domain name the analytics code is linked to. Click “Create PostCall Event”, and you will see the event in the list. Click “Edit” to make any changes to this event.

## Time Conditions

You may create custom time based routing for incoming calls. For example, if you want the call to go to an IVR during office hours, and go to a voicemail during weekends, click on “Create New Time Condition”, and fill in the time for each day.



SIARUM INTELLIGENT COMMUNICATIONS

Notifications ● Cart ▶ Jason

Dashboard Activities Contacts Manage Phone System Tools / Settings Account

QUICK LINKS

- MANAGE PHONE NUMBERS
- IVR (AUTO RECEPTIONIST)
- USERS (EXTENSIONS)
- MANAGE PHONES AND DEVICES
- MANAGE GROUPS
- MANAGE CONFERENCES
- POSTCALLS
- CALL QUEUES
- TIME CONDITIONS**
- PORT ORDER

Welcome, Jason  
Phone System > Time Conditions

CONFERENCE SMS FAX Credits: \$97.82

Create New time Group

Search:

Time Group Name	Time Zone	Action
Afterhours	(GMT-06:00) Central Time (US & Canada)	<span>🔍</span> <span>✎</span> <span>🗑️</span>
Normal Hours	(GMT-06:00) Central Time (US & Canada)	<span>🔍</span> <span>✎</span> <span>🗑️</span>

Afterhours

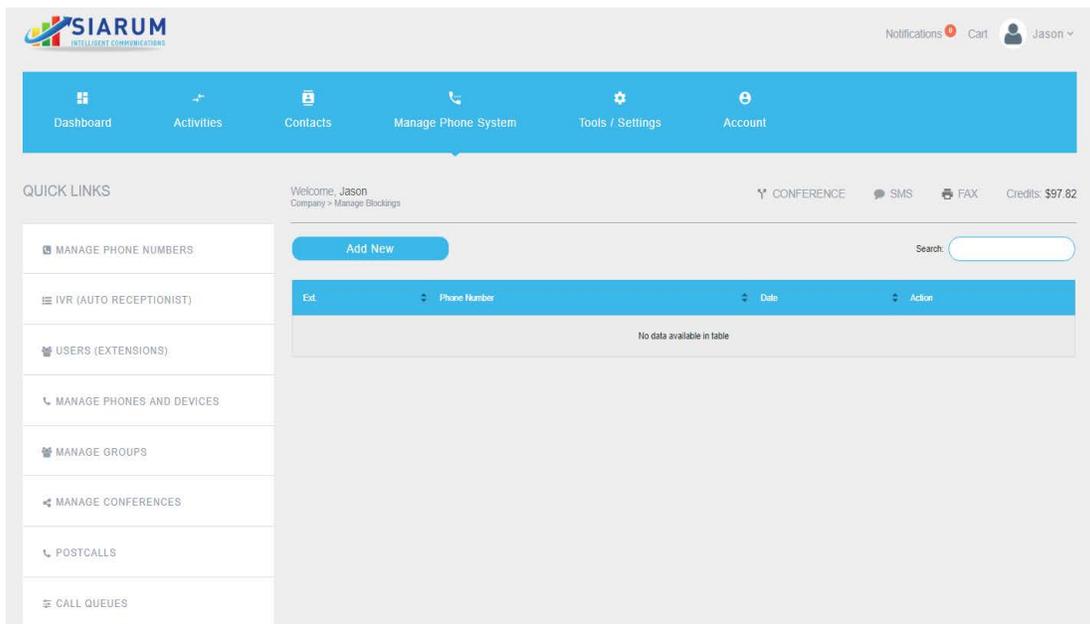
Start Time	End Time	Start Weekday	End Weekday	Start Monthday	End Monthday	Start Month	End Month	Assigned	Action
10:00:00	06:30:00	Monday	Friday	1	31	Jan	Dec	IVR - Afterhours	<span>✎</span> <span>🗑️</span>

Add Time Condition

## Call Blocking

Our phone system allows you to block telemarketing and junk calls. Here you can manage the list of unwanted phone numbers.

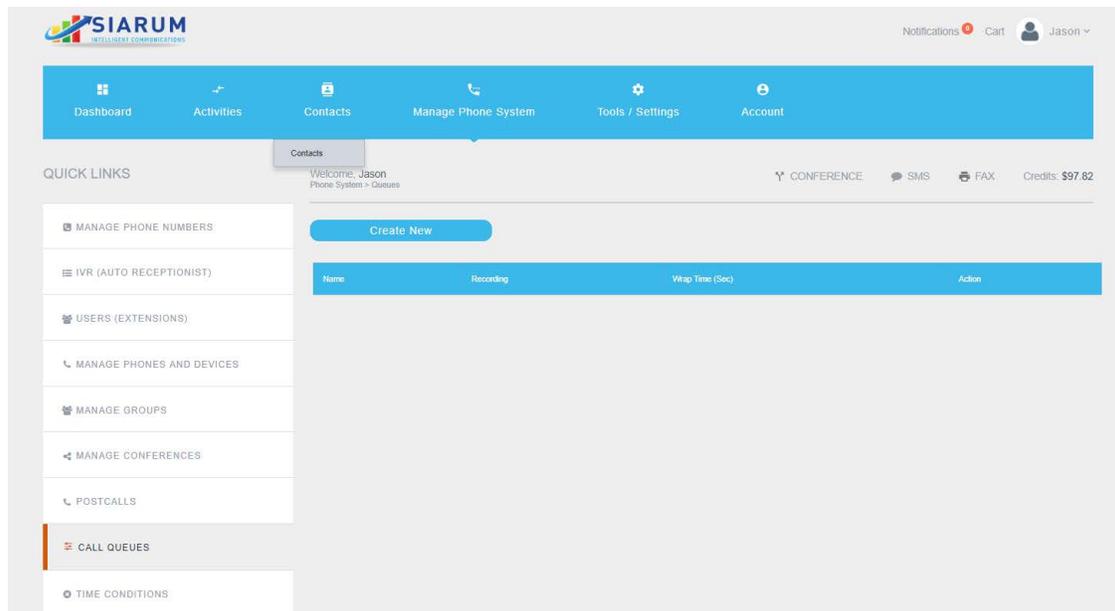
To add a new number to be blocked, click “Add New”, and then enter the last 10 digits of the number that you want to block.



The screenshot shows the SIARUM web interface. At the top, there is a navigation bar with icons for Dashboard, Activities, Contacts, Manage Phone System, Tools / Settings, and Account. Below this is a 'QUICK LINKS' sidebar with options like MANAGE PHONE NUMBERS, IVR (AUTO RECEPTIONIST), USERS (EXTENSIONS), MANAGE PHONES AND DEVICES, MANAGE GROUPS, MANAGE CONFERENCES, POSTCALLS, and CALL QUEUES. The main content area displays a welcome message for Jason, a breadcrumb trail 'Company > Manage Blockings', and a balance of \$97.62. A blue 'Add New' button is visible, along with a search input field. Below these is a table with columns for Ext., Phone Number, Date, and Action. The table currently shows 'No data available in table'.

## Call Queue

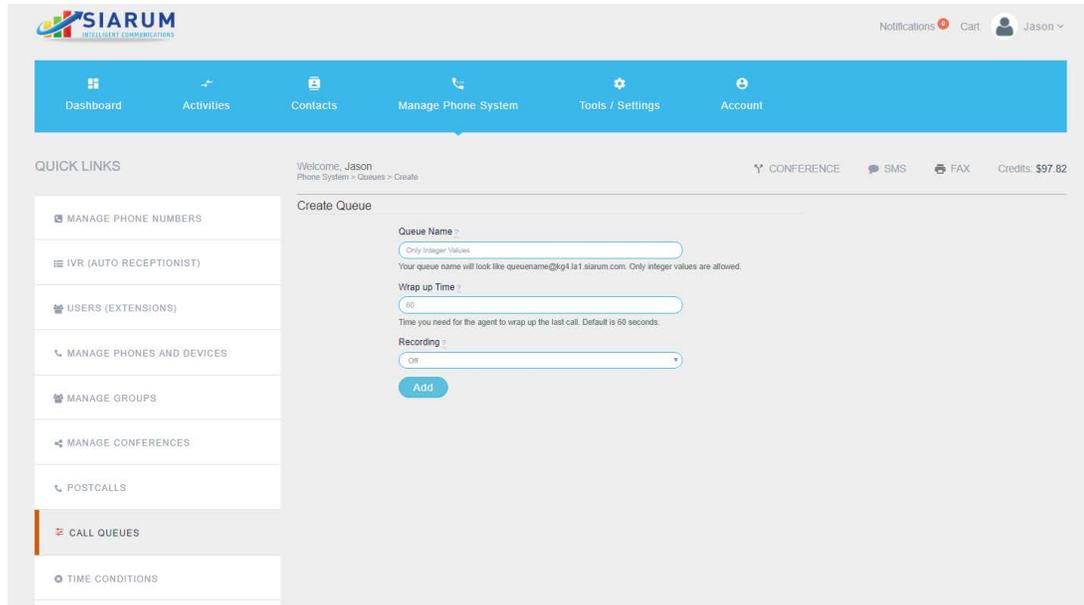
Call Queues are used when you have more incoming calls coming than the number of people who can handle them. New calls can be placed in a queue and the agent picks up the call as soon as they are available from the previous caller. Click “Create New” to create a call queue.



**Queue Name:** This must be a number that will be used by the agent to join the queue to accept calls.

**Wrap Time:** The amount of time the agent should not receive the call after completing one call.

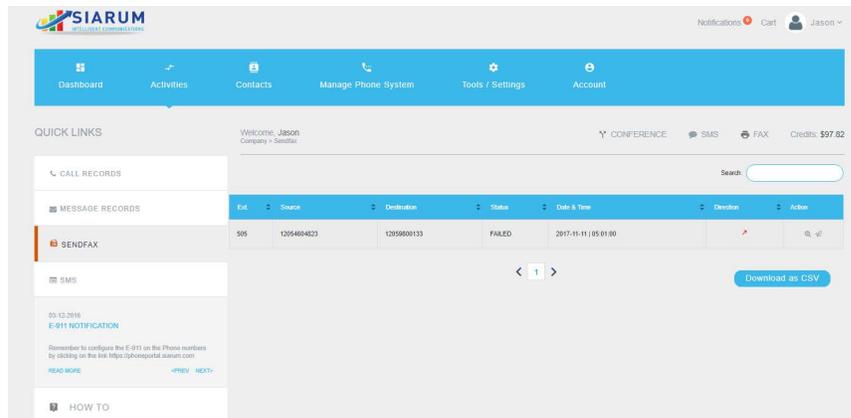
**Recording:** On or Off. Choose if you want to record the calls.



Join Queue- Once the queue is created, have the agent/employee dial \*51 to join the queue. When the system prompts for the queue number, enter the queue number. Now the user may receive calls.

## Send Fax

The phone system allows you to send an electronic fax(e-Fax) right from your account. You do not need a machine to send or receive faxes. Click “Send Fax” and complete the form.



**Send Fax** ✕

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**From :** ?  
 ▼

**To :** ?

**Extension :** ?  
 ▼

**Documents to Fax (Max 1 MB):** [Add More](#)

No file chosen ✕

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**From:** Select the fax number in your account. If you do not have a fax number, you can add one at a nominal price.

**To:** 11-digit number of the person who should be receiving the fax.

**Extension:** The user who is sending the fax.

**Browse:** Upload a PDF file to send fax.

Once you click “Send” the fax will be added to the queue and the delivery will be initiated in the next minute. You may check the status of this fax online.



Thank you for Choosing Siarum Intelligent Communications. Please contact the technical team at 1-205-783-1090 for further assistance.

**Website:** [www.siarum.com](http://www.siarum.com)

**Email:** [support@siarum.com](mailto:support@siarum.com)