



Personal Control Panel

OrcaCom provides all Hosted DDi users with a free and simple web based control panel. The service allows you to manage all inbound call related features like call forwarding, voice mail etc.... online. The address is: orcacom.co.nz then click on 'client login'.

username: *your DDi number*

Password: (your allocated password)

This portal can be accessed from anywhere with an internet connection. Please find individual guides for each of the features below:

Setup Call Delivery

Calls can be delivered directly to your IP phone, or to any phone number using either 'Simultaneous Ring' or 'Call Forwarding'.

Simultaneous Ring simply allows you to deliver all calls to more than one number at once while also giving you ring delay options e.g. you may want calls to ring on one number for 5 rings then on another number for 5 rings before going to voicemail.

Call Forwarding is a little simpler allowing you to forward all calls to a given number while providing time of day options and no answer options.

Time based options to determine when the above diversions apply by time of day and day of week.

Voicemail Service

Voicemail is setup by default to answer calls after five rings (20 seconds). We highly recommend you record your own voicemail message as soon as possible. To do this simply dial your 0800 number and wait for the OrcaCom voicemail system to answer, press the * key and enter the default PIN number (123, this can be changed within the control panel). Press option '0' to record your unavailable message. Within the control panel you can enter your email address within the voicemail settings which will allow the system to deliver any voicemail messages to you via email attachment. You can also check your new voicemails by simply logging into the control panel and clicking on the messages tab.

Auto attendant Service

OrcaCom provides all users with a free and simple auto-attendant service. The service allows you to record your own menu prompts giving available options for callers. You can then decide which digits divert to which phone numbers. You can decide if you want the menu to be played at all times or on specific days and times (such as outside of work hours). The service also allows you to set how long to wait for a response from callers, how many times to replay your menu options and whether to forward on as normal to your OrcaCom number following the menu timeout or invalid digit entry.

Here is a simple step-by-step guide to getting your auto-attendant service up and running:

1. Login to OrcaCom website (phone.orcacom.co.nz) and under Inbound calls in 'OrcaCom settings' click on auto attendant settings
2. Decide on your menu options. You can assign forwarding numbers to all 10 digits (0-9). The '*' digit always repeats your auto-attendant message.
3. Send an e-mail to OrcaCom detailing the script you would like us to record for you, or if you have an OrcaCocom IP phone you can record this yourself:
 - Dial *23 from your OrcaCom phone if you wish to play back the recording you have just made
 - When you are happy with the recording you can enable the auto attendant service by clicking on 'Enable' in the web interface or dialling *24 from your OrcaCom phone. The service will not work until you have recorded a message. If you wish to de-activate the service at any time then dial *25.

Typically your recording will be something like: "Hi there. If you wish to speak with Sales then press 1, if you wish to speak to Accounts then press 2, if you want to speak to Fred then press 3 or hold the line to be connected to Bill".



Conferencing Service

Your 0800 number service also comes with a professional tele-conferencing service. Multiple parties can dial your 0800 number and automatically enter your conference room if you have nominated their phone numbers on the online control panel. Please login to the control panel and click on 'Conferencing' for more info. Here you can setup a PIN number to secure your conference room. Otherwise if you would like a simpler access method, please call OrcaCom and we can setup a menu option that allows a caller to simply enter a digit to enter your conference room.

Here's how it works:

Step 1: Simply dial your 0800 number

Step 2: After the system prompts you for your name to announce to other attendees, you're in! It's as simple as that.

By default, the whole conference is recorded to an MP3 file which is emailed to you at the end of the conference. Recordings are around 7MB per hour. You can then forward on this email to others within the conference if you wish to retain a record of what was discussed. You can even upload your own Music on Hold conference music on the OrcaCom web site which is played when user's are waiting for attendees to arrive. Once in the conference, there is a wide range of control features that even the most expensive conference services often lack. These are:

Press '*' to access the conference Menu and then press:

- 1 - Mute/Un-mute self
- 2 - Lock/Unlock room to block new entrants (**Supervisors only**)
- 3 - Eject last user who entered conference (**Supervisors only**)
- 4 - Decrease conference volume
- 6 - Increase conference volume
- 7 - Decrease Your own volume
- 9 - Increase Your own volume
- 8 - Exit menu

Afterhours Service

OrcaCom also provides all customers with the ability to setup and an automatic after-hours message service. This means that caller can receive a message informing them that they have called outside of normal business hours. Options can then be presented to the caller e.g. you can simply invite the caller to leave a message or you could divert the call to 'on-call' staff if the call is urgent. All automatic attendants' features can also be used at this point. To forward all calls to this service after hours simply contact OrcaCom to setup an afterhour's number. Then log on to the control panel and click on forward all calls and enter your after-hours service number. Then select forward these calls 'outside business hours' from the drop down menu. Default business hours are 9am – 5pm. Customised business hours can be used where your own times are configured in the 'preferences', 'time schedules' area. To change the voice message for this service simply call the afterhours serve number, when you hear the message prompt press the 'star' key and enter the default password '1234'. Choose option '0' to record your message. By default all voice messages will be delivered via e-mail.

If any of the above steps seem complicated please contacted OrcaCom and we will be delighted to setup these features for you.