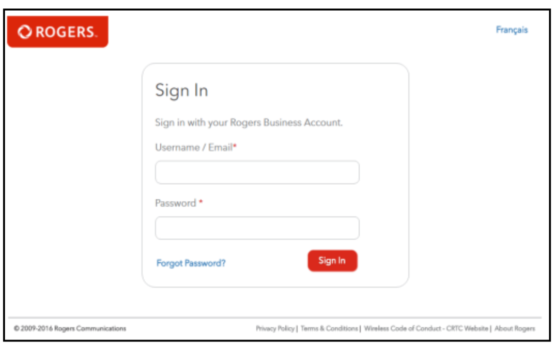
Rogers Unison™

Rogers Unison Administrator Website: Introduction

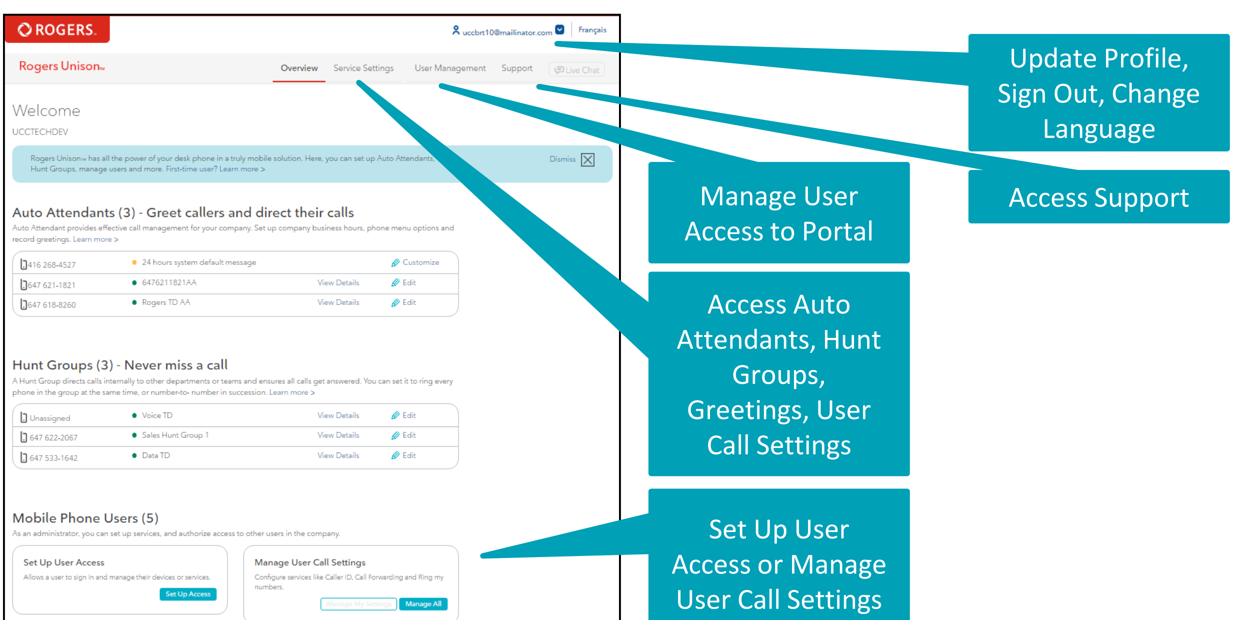
The Rogers Unison Administrator Website allows you to manage features and services associated with your account. This Guide will provide you with an overview of the Administrator Website, as well as directions on how to update your Administrator Profile and manage Users. To learn about setting up and modifying Auto Attendants, please see the **Admin Guide: Auto Attendants**. To learn about setting up and modifying Hunt Groups, please see the **Admin Guide: Hunt Groups**.

Rogers Unison Administrative Website: Logging In & Navigation

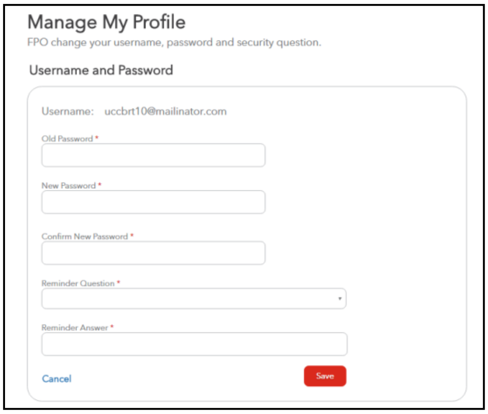


1. Go to unison.rogers.com.
2. Enter your *Username / Email* and *Password*.
3. Click "Sign In".
4. The *Overview Page* appears.

The *Overview Page* displays (and allows you to easily access for modification) your Auto Attendants, Hunt Groups, Greetings, and Users. From the *Overview Page*, you can view and edit your Profile information and access Support when needed.



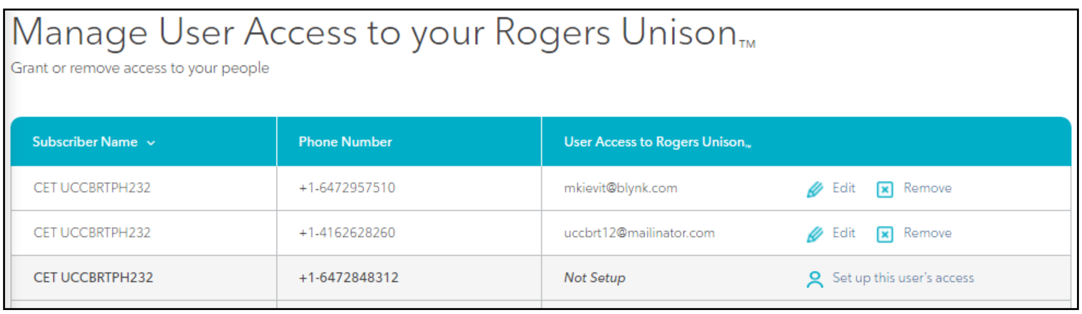
Rogers Unison Administrative Website: Updating Your Profile



To update your Profile:

1. From the pull-down menu under your Username, click “Update My Profile”.
2. Click “Edit”.
3. You can update your Password and Reminder Question here.
4. Click “Save” to save your changes.

Rogers Unison Administrative Website: Portal Users


Manage User Access to your Rogers Unison™
Grant or remove access to your people

Subscriber Name	Phone Number	User Access to Rogers Unison™	
CET UCCBRTPH232	+1-6472957510	mkievit@blynk.com	Edit Remove
CET UCCBRTPH232	+1-4162628260	uccbrt12@mailinator.com	Edit Remove
CET UCCBRTPH232	+1-6472848312	*Not Setup*	Set up this user’s access

You can set up Portal access for Users from the *Overview Page* or via the *User Management Link* by clicking “User Call Settings”.

Via *Overview Page*:

1. Under the Mobile Phone Users section, click “Set Up Access”.
2. A list of Users and their Phone Numbers appear. You can click “Edit” to modify a User’s email, or “Remove” to delete that User from the system.

Via *User Management Link*:

1. A list of Users and their Phone Numbers appear. You can click “Edit” to modify a User’s email, or “Remove” to delete that User from the system.

If the “Set Up This User’s Access” shows, you can click it to set up a first-time User’s Account.

1. Enter the User’s email address and confirm it. Click “Submit”.
2. The system will send that person two emails (one with temporary Password; one with confirmation of access and a brief Portal overview). Click “Done”.

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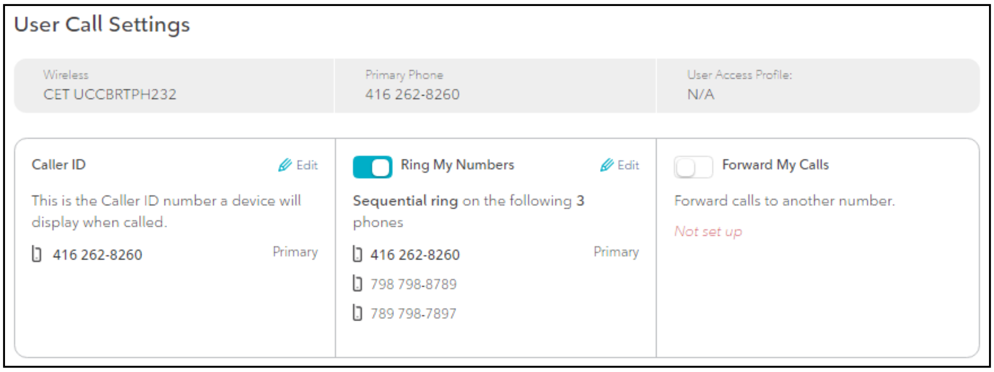
Rogers Unison Administrative Website: Managing User Call Settings



1. From the Overview Page, under the Mobile Phone Users Section, under "Manage User Call Settings", click "Manage All".
2. A list of Users appears, along with their Phone Numbers, Secondary Numbers, and Usernames. To modify, click "View Details".
3. The User's Dual Persona, Ring Flow Options, and Call Forwarding Options appear.

Modify User's Dual Persona (Caller ID):

1. In the Caller ID section, click "Edit".
2. Choose the Primary and Secondary Numbers.
3. Click "Save".

Modify User's Ring Flow Options:

1. To enable this option, click the On/Off Switch to "On" (box turns Aqua Blue).
2. To modify Options, click "Edit".
3. Select either "Sequential" or "Simultaneous".
4. Select the Phone Number to associate with this Ring Flow Option or click "Add Number" to add a new Phone Number.
5. To apply this Option to a particular Schedule, click "Apply Schedule". Select your Time Zone and create your Schedule.
6. Click "Save".

Modify User's Call Forwarding Options:

1. To enable this option, click the On/Off Switch to "On" (box turns Aqua Blue).
2. Enter the Phone Number to which to forward calls.
3. Select from Forwarding Options.
4. To apply this Option to a particular Schedule, click "Apply Schedule". Select your Time Zone and create your Schedule.
5. Click "Save".

Rogers Unison: Mobile Apps

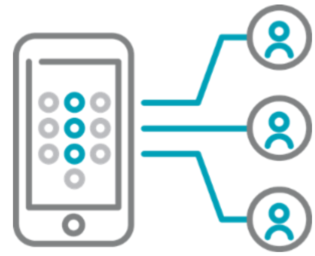
Your Users will have access to the Unison Mobile App, which can be used to manage Feature settings and to place and receive business calls using their Business Dual Persona.

To download the mobile apps for Android, search “Rogers Unison” from Google Play and download the free app.

To download the mobile app for iPhone, search “Rogers Unison” from the AppStore and download the free app.

Once the app is downloaded, Users can manage their Dual Persona Settings, Ring Flow Settings, and Call Forward Settings.

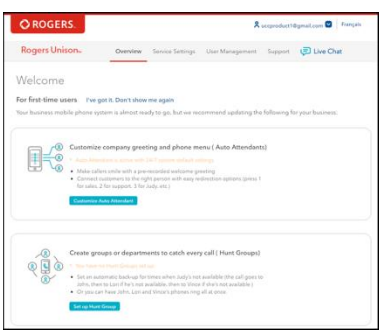
Auto Attendants: Introduction



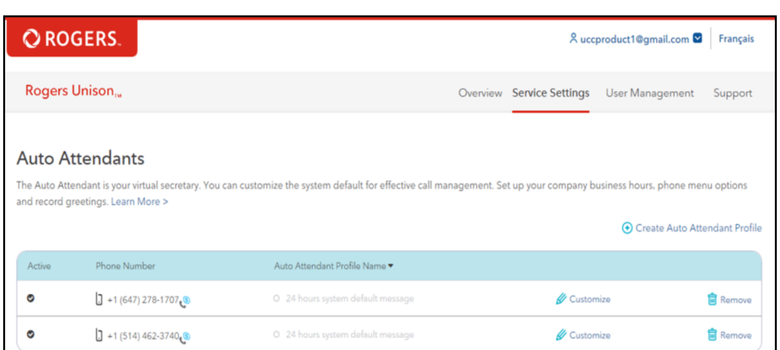
Auto Attendants are used to route calls to various destinations, employees within your company, specific groups of employees, voicemail, or other outside numbers. They provide callers with your Company Greeting and Dialing Menu Options.

- Each Auto Attendant has two modes: Business Hours and After Hours. Each mode allows Admins to set up Options 1 – 9, Pound (#), and Star (*) to present callers with different options from which to select. To route callers to another set, or branch of options, an additional Auto Attendant must be assigned to your account.
- To route calls based on the Time of Day (i.e., After Hours versus Business Hours), you must configure an Auto Attendant Schedule. You can also configure a company Holiday Schedule to identify the dates of holidays your company recognizes. On designated holidays, the After Hours Greeting and Menu Dialing Options are played to callers.
- To run the same Greeting at all times of the day, you do not need to create and assign a Time Schedule to your Auto Attendant.

Create New or Customize Existing Auto Attendant: Step 1



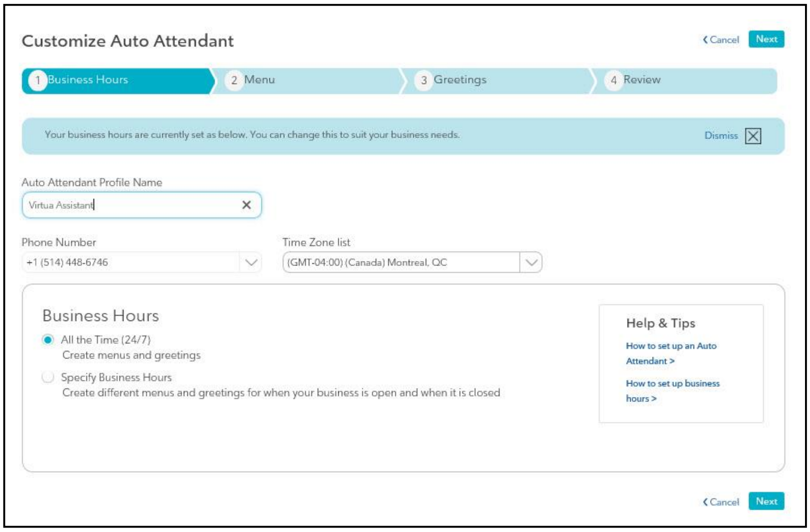
1. Go to unison.rogers.com.
2. Enter your *Username / Email* and *Password*.
3. Click “Sign In”.
4. The *Welcome First-Time Users* OR the *Overview Page* appears.
5. Click “Customize Auto Attendant” OR click “Customize” or “Edit” next to the Auto Attendant you want to modify.



To create a new Auto Attendant, click “Create Auto Attendant Profile”.

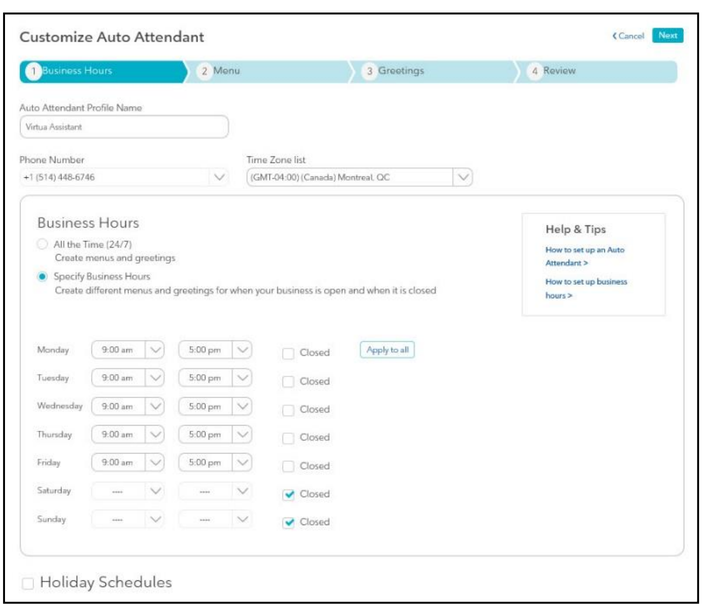
To customize an existing Auto Attendant, click “Customize” next to the Auto Attendant you’d like to modify.

Step 2: Adjust Name & Time Zone



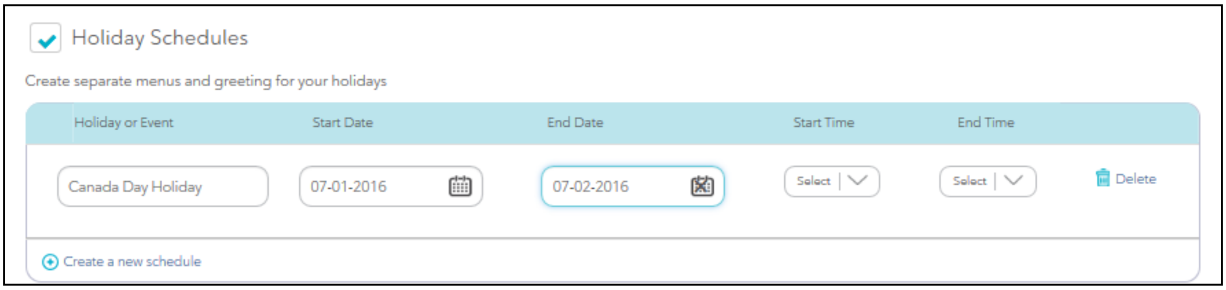
1. To adjust the name of the Auto Attendant, enter it into the “Auto Attendant Profile Name” box.
2. Select the Time Zone for this Phone Number.

Step 3: Specify Business Hours



1. To specify the Business Hours during which this Auto Attendant is set, click “All the Time (24x7)” or click “Specify Business Hours”.
2. For the second option, then select the specific hours on each day.

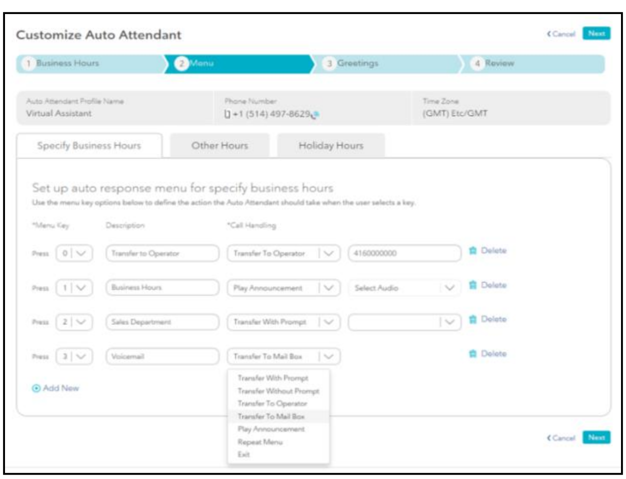
Step 4: Determine Holiday Hours Greetings



1. To create a Holiday Schedule for the Auto Attendant, check the “Holiday Schedules” box.
2. Click “Create a New Schedule”.
3. Enter the Holiday or Event Name.
4. Select the Start and End Date, and the Start and End Time.
5. To delete an existing Holiday Schedule, click “Delete”.

To move to the next section, click “Next”.

Step 5: Create Auto-Response Menu



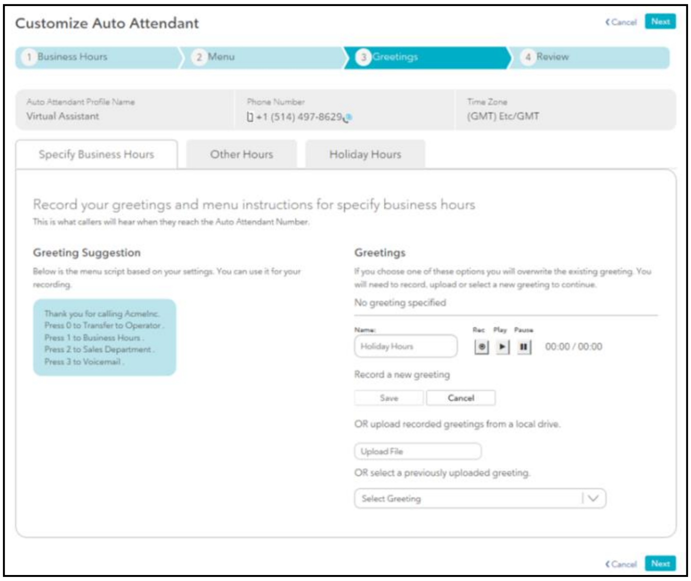
You will need to set up Business Hours, After Hours, and Holiday Hours Menus.

Determine the Dialing Menu Options that will be presented to your callers.

1. Click “Add New”.
2. Select the Menu Key from the drop-down.
3. Enter a brief Description.
4. Determine how the call will be handled using the drop-down menu. Select from:
    - Transfer With Prompt
    - Transfer Without Prompt
    - Transfer to Operator
    - Transfer to Mail Box
    - Play Announcement
    - Repeat Menu
    - Exit
5. Select the Number to associate with this auto-response.

To move to the next section, click “Next”.

Step 6: Record or Upload a New Greeting



You can record a new Greeting using the microphone on your computer, upload a new Greeting saved as an audio file, or select from a previously-uploaded Greeting.

To Record:

1. Enter the name of the Greeting.
2. Click “Record”. You can play back your Greeting once you’ve recorded.
3. Click “Save”.

To Upload:

1. Enter the name of the Greeting.
2. Click “Upload File”, select the file from your computer, and click “Open”.

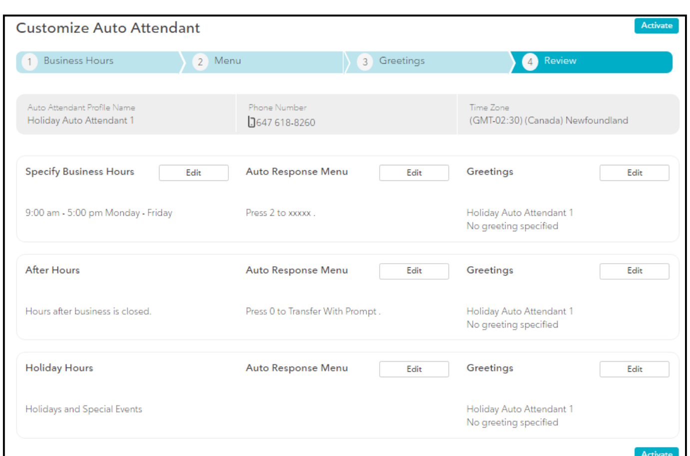
To Select:

1. Enter the name of the Greeting.
2. Using the drop-down menu, select from previously-uploaded Greetings.

To move to the next section, click “Next”.

You will need to set up Business Hours, After Hours, and Holiday Hours Greetings.

Step 7: Confirm Settings, Activate, Verify



1. Review the selections you’ve made for your Auto Attendant.
2. Click “Edit” next to any section you’d like to modify.
3. To save these settings and activate the Auto Attendant, click “Activate”.
4. Lastly, dial in to the Auto Attendant to verify it is working as you want it to.

That’s it!
You’ve configured your Auto Attendant.

Rogers Unison™

Admin Guide: Hunt Groups

Hunt Groups: Introduction

Hunt Groups help to ensure all inbound calls are answered by the proper personnel or routed to a Voicemail Box for later response. This is done by assigning a phone number to a group of employees, so that incoming calls are:

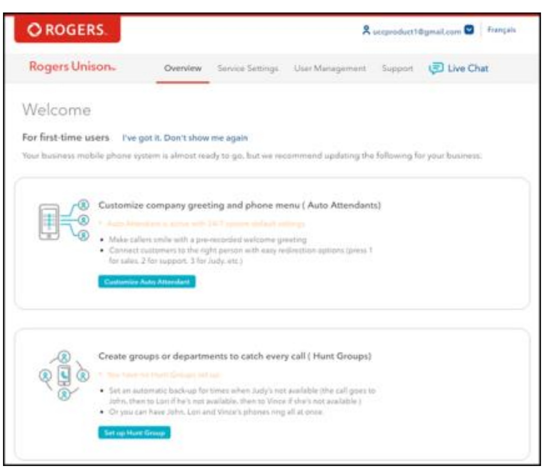
- Routed directly to that group in a pre-determined (or random) pattern, or
- Routed by the Auto Attendant to be answered by one of the selected group members, and
- Depending on the set-up and call distribution policies, incoming calls will "hunt" for an available group member.

Hunt Group Ring Flow Distribution Options

Hunt Groups come with three options to determine how calls are routed:

- *Simultaneous:* Rings all group employees at the same time. The first to answer gets the call.
- *Linear:* Rings group employees one at a time in the order they are listed in the system.
- *Circular:* Rings group employees' phone one at a time in the order they are listed in the system, beginning with the employee who follows the last group member to receive a call.

Create New or Customize Existing Hunt Group: Step 1



1. Go to unison.rogers.com.
2. Enter your *Username / Email* and *Password*.
3. Click "Sign In".
4. The *Welcome First-Time Users* OR the *Overview Page* appears.
5. Click "Set Up Hunt Group" OR click "Edit" next to the Hunt Group you want to modify.

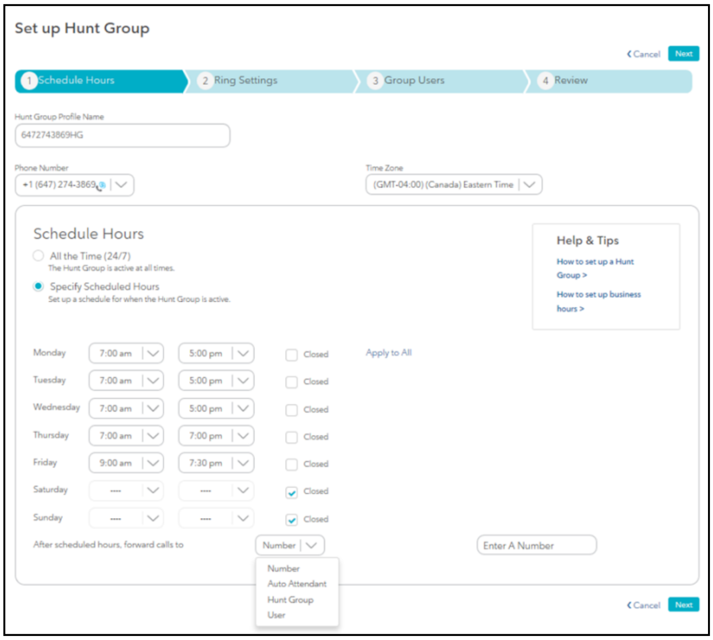
To set up a new Hunt Group, click "Add New". After the first-time you set up your Hunt Groups, you will see them listed on your Overview Page. Click the Edit Button next to a Hunt Group to modify its settings.

⊕ Add New

Active	Phone Number	Hunt Group Name ▲	Users	Ring Flow			
✔	647 622-2067	• Voice TD	1	Circular	View Details	Edit	Reset
✔	647 533-1642	• Data TD	2	Circular	View Details	Edit	Reset

For each Hunt Group assigned to your account, you can set up and modify: Schedule Hours, Ring Options, Assigned Users

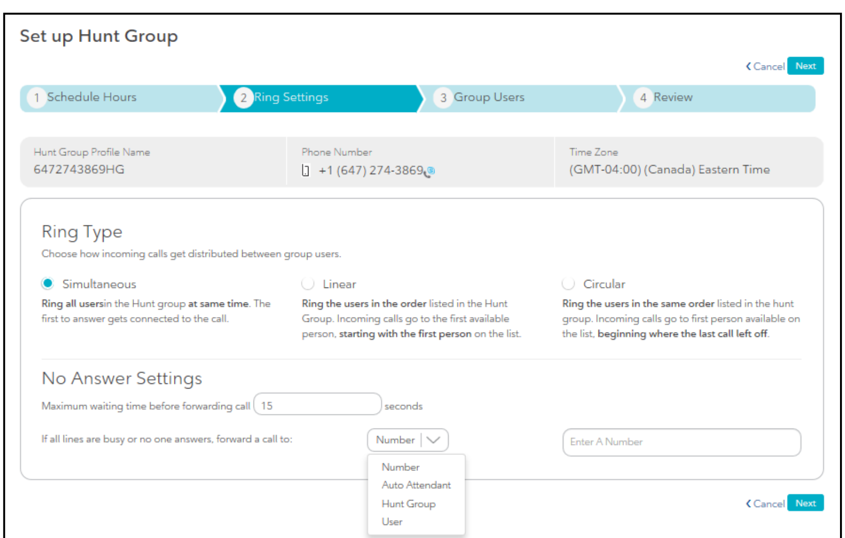
Step 2: Select Phone Number / Schedule Days & Times



1. Enter the Hunt Group Profile Name.
2. Select the Phone Number to be associated with the Hunt Group.
3. Select the Time Zone for the Phone Number.
4. Specify Scheduled Hours for the Hunt Group (i.e., when calls will be routed to the Hunt Group), or choose "All the Time (24x7)".
5. If choosing specific hours, specify After Hours Call Forwarding Options for callers who call in when the Hunt Group is not active.
6. Then, choose where to forward calls to After Hours.

To move to the next section, click "Next".

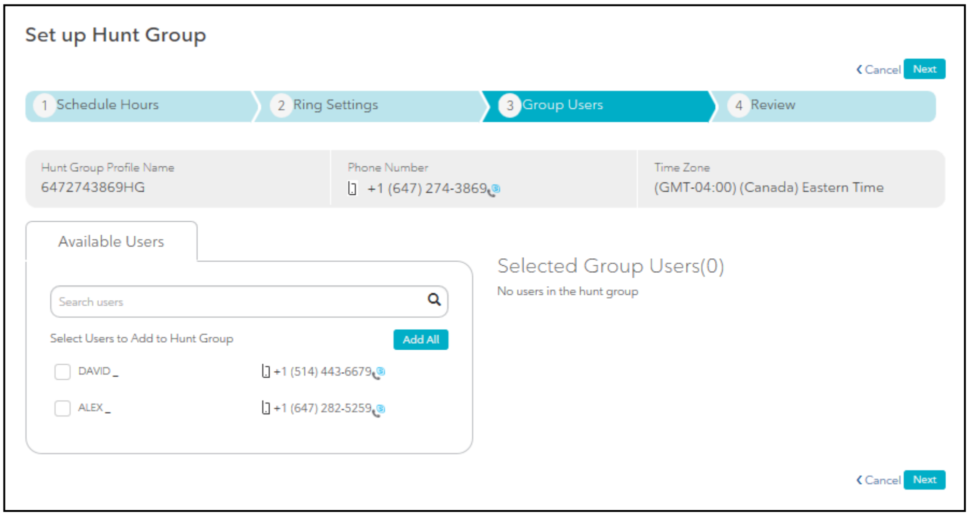
Step 3: Select Ring Flow Among Group Employees for Incoming Calls: Ring Option



1. Select "Simultaneous", "Linear", or "Circular".
2. Select how unanswered calls are treated:
   - Define the maximum Waiting Time Before Forwarding Call
   - If all lines are busy, define where to transfer the call (Phone Number, Auto Attendant, Hunt Group, or User)

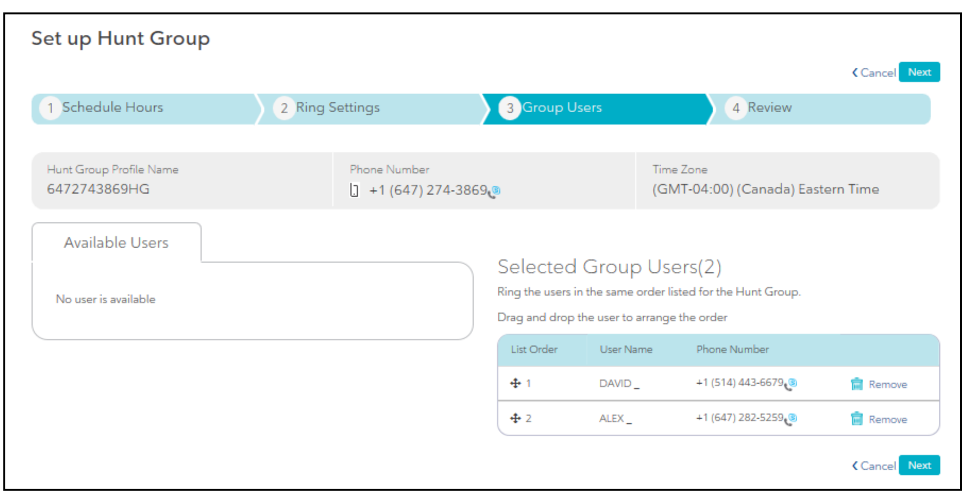
To move to the next section, click "Next".

Step 4: Add Employees to Hunt Group



1. From a list of available Users, check the box next to each one you'd like to be included in the Hunt Group.
2. You can easily add all Users by selecting" Add All".
3. You also can search for specific Users.
4. To remove a User from the Hunt Group, click "Remove".

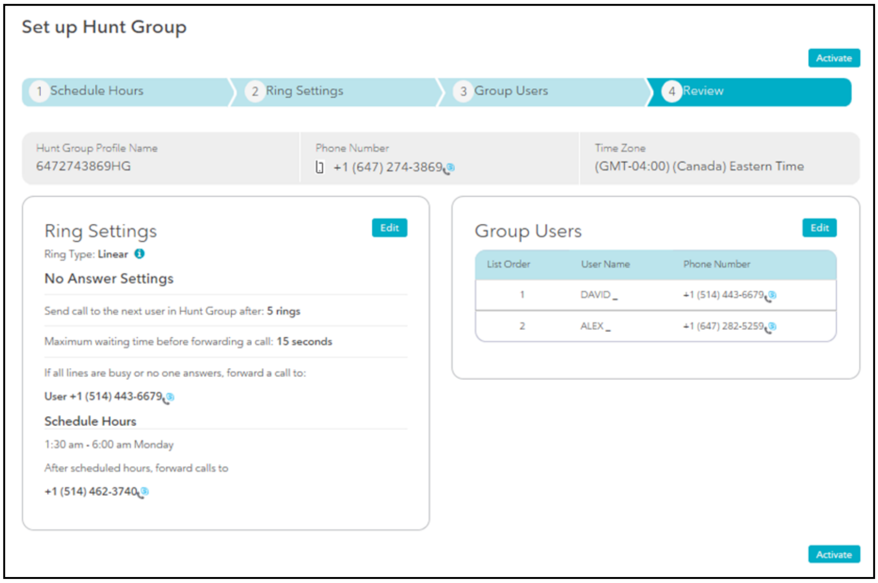
Step 5: Arrange Employees in Queue for Incoming Calls



1. From the list of Selected Group Users, drag-and-drop the Users in the order in which you'd like them to receive calls (based on your Ring Options).
2. To remove a User from the Hunt Group, click "Remove".

To move to the next section, click "Next".

Step 6: Confirm Settings, Activate, Verify



1. Review the selections you've made for your Hunt Group.
2. Click "Edit" next to any section you'd like to modify.
3. To save these settings and activate the Hunt Group, click "Activate".
4. Finally, dial in to the Hunt Group to verify that it is working as intended.

That's it! You've configured your Hunt Group.