



bluecloudUSA

BlueCloud

Voice Portal Guide

Getting Started

1. Login to the BlueCloud portal by visiting voip.bluecloudusa.com.
2. Your login name will be your extension number @yourcompanydomain



bluecloudUSA

Login Name

207@bluecloudusa

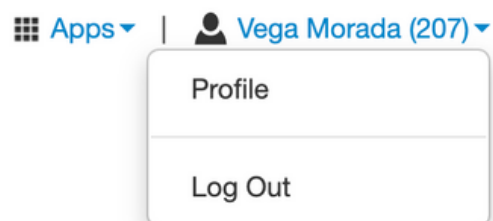
Password

.....

Log In

[Forgot Login Name](#) | [Forgot Password](#)

3. The default password is 2580
4. After you login click "profile" on the top right of your screen, then scroll down to change your password.



New Password

Confirm New Password

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

Current Password

Your current password is required to update your email address or security information.

5. After you change your password, press the envelope on your desk phone to setup your voicemail. When prompted for your password use the same as you setup in the web portal. Then follow the prompts to record your name and greeting.

Answering Rules and Time Frames

This section will guide you on how to create time frames and setup different answering rules by time of day.

1. Create a time frame by clicking the Time Frames icon, then clicking the “add time frame” button on the top right of your screen.
2. Name the time frame (i.e. Mike Business Hours) and select days of the week and times. Then check which days you would like to activate this time frame and use the blank fields to set the hours.

Add a Time Frame [Close]

Type: **Days of the Week**

Name: Note: Name cannot be changed

When:

- Always ⓘ
- Days of the Week ⓘ
- Specific Dates ⓘ
- Holidays ⓘ
- Custom ⓘ

Add a Time Frame [Close]

Type: **Days of the Week**

Create a weekly schedule with optional start and end dates.

Days of the week

<input checked="" type="checkbox"/> Sunday	<input type="text" value="8:00 am"/>	to	<input type="text" value="5:00 pm"/>	<input type="button" value="+"/>
<input checked="" type="checkbox"/> Monday	<input type="text" value="8:00 am"/>	to	<input type="text" value="5:00 pm"/>	<input type="button" value="+"/>
<input checked="" type="checkbox"/> Tuesday	<input type="text" value="8:00 am"/>	to	<input type="text" value="5:00 pm"/>	<input type="button" value="+"/>
<input checked="" type="checkbox"/> Wednesday	<input type="text" value="8:00 am"/>	to	<input type="text" value="5:00 pm"/>	<input type="button" value="+"/>
<input checked="" type="checkbox"/> Thursday	<input type="text" value="8:00 am"/>	to	<input type="text" value="5:00 pm"/>	<input type="button" value="+"/>
<input checked="" type="checkbox"/> Friday	<input type="text" value="8:00 am"/>	to	<input type="text" value="5:00 pm"/>	<input type="button" value="+"/>
<input checked="" type="checkbox"/> Saturday	<input type="text" value="8:00 am"/>	to	<input type="text" value="5:00 pm"/>	<input type="button" value="+"/>

Recurrence:

3. Click the “answering rules” icon then click the “add rule” button on the top right.

4. Select the time frame you created. Now you can setup how you would like your phone(s) to ring during business hours. A popular method is checking simultaneous ring, then adding a cell phone number. This will allow both your desk phone and cell phone to ring simultaneously. You can also set the simultaneous ring to ring on a delay as shown in the example below.

Add an Answering Rule ✕

Time Frame This is when your answering rule will apply

Enabled

Do not disturb

Call screening

Call Forwarding

Always

On Active

When busy

When unanswered

When offline

Simultaneous ring

Include user's extension

Ring all user's phones

Answer confirmation for offnet numbers

+

Just ring user's extension

Once this is saved, during business hours you will see the Business Hours answering rule active. After hours it will revert back to the default answering rule.

Answering Rules / Demo User (555) ↻

Ring for seconds Allow / Block Add Rule

Time Frame	Description	Star Codes
Mike Business Hours Active	Simultaneously ring x555 After 10 seconds ring (973) 555-5555	ⓘ ✕
Default	Ring x555	ⓘ

TIP: You can also click and drag to rearrange multiple answering rules to list their priority from top to bottom.

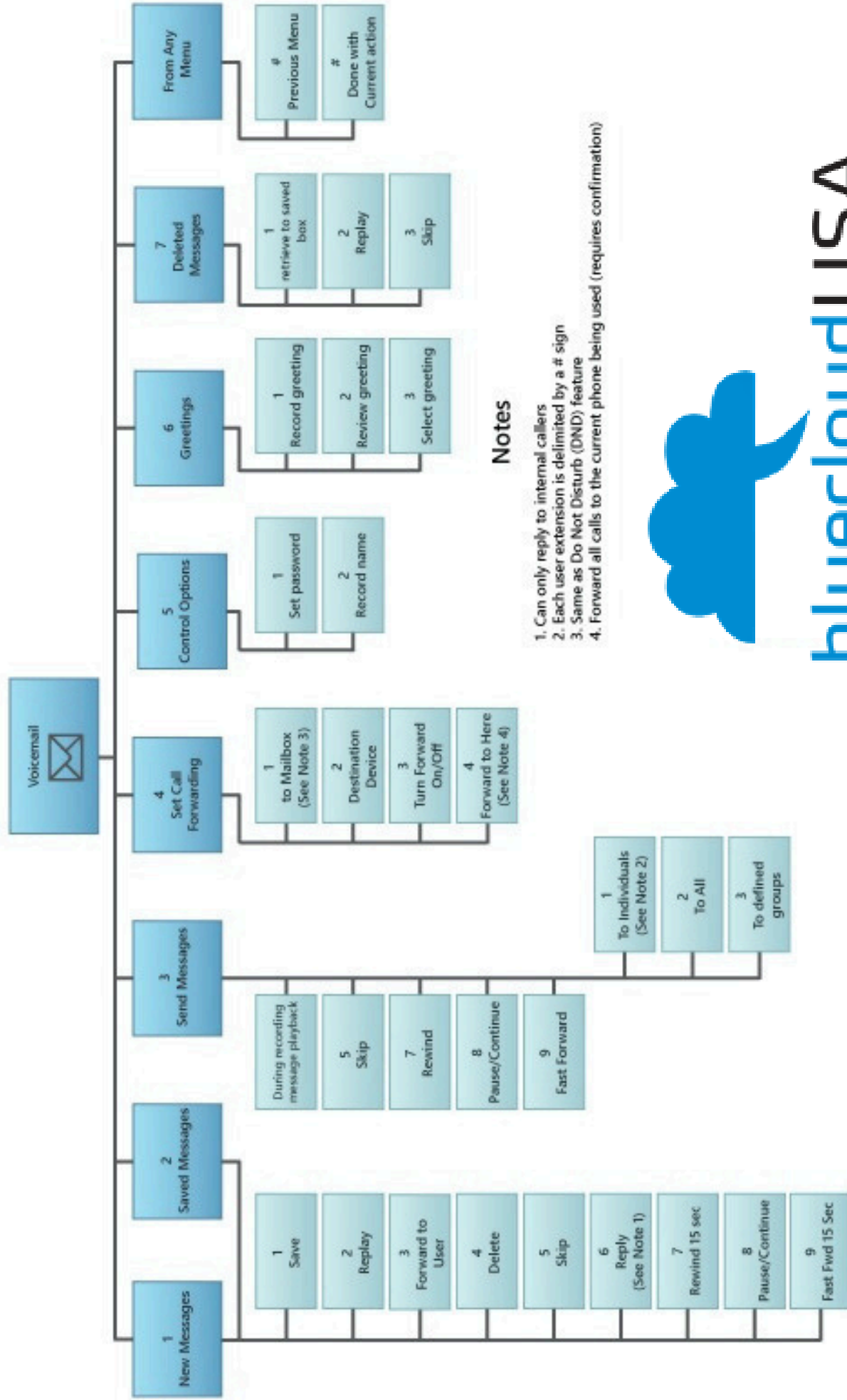
Voicemail Settings

1. To adjust voicemail settings click the “messages”.
2. Here you can record greetings, make some basic icon then the “settings” button on the top left of your screen below the icon bar. changes to how your voicemails are played and other options, as well as change your unified.
3. Unified messaging is when the BlueCloud’s system emails messaging options. you a copy of your voicemail. The default setting is to send you the email as well as save the voicemail to your phone. A popular adjustment is to change this option to “Send w/attachment (move to trash)” as shown in the example below. This will delete the voicemail from your phone after it is emailed, to avoid having to delete the message in two places.

Unified Messaging

Email Notification

Send w/ attachment (move to trash) ▼



Notes

1. Can only reply to internal callers
2. Each user extension is delimited by # sign
3. Same as Do Not Disturb (DND) feature
4. Forward all calls to the current phone being used (requires confirmation)



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Voicemail Menu Tree