

# End User Web Portal Training

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## ClearStar Overview

ClearStar is the brand of your phone services. It is provided by Impulse.

There are many phone models you can use with ClearStar. Specific guides are made for specific phone models on the support section of the Impulse website.

This guide is only going to cover the web portal features and settings. We will also make recommendations based on most use cases. You may have a special use case. If you have questions, start with your internal technical team. They can escalate questions and requests as needed.

## Web Portal Overview

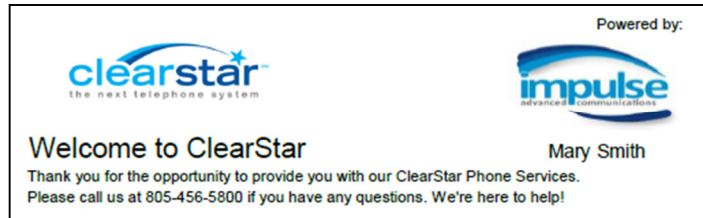
Your phone's features can be adjusted from a website, the ClearStar web portal. The ClearStar portal is only for the most curious of phone users.

## Logging in

To log in, open any web browser and go to: [clearstar.impulsevoip.net](http://clearstar.impulsevoip.net)

This site will redirect you. If you want to bookmark the page it should be the link above that you save.

Next you'll need to login. You can find your username and password at the bottom of the welcome letter that you received at the start of your phone service. Ask your internal technical team for help if you get stuck.



Many features and settings can be changed on the ClearStar Portal. As an end user you have more limited capacity than an administrator. You still want to be cautious. Changes you make are permanent and there is no "undo" button. When in doubt, click cancel or back.

## Web Portal Navigation

### Saving Changes

Throughout the pages, you'll have options to save your changes. The buttons Ok, Apply, and Cancel will often appear at the top and bottom of pages. When you make changes, click OK to save your changes and exit the page. Clicking Apply will save your changes and keep you on the same page. Clicking Cancel will not save your changes and it will exit the page. Some pages have a delete button. Be sure not to press this.

NOTE: When you are clicking through Auto Attendants, be sure to single click and wait for pages to load. If you double click the Cancel it lines up with the Delete button. Double clicking will result on a click on cancel, then a click on Delete. The Auto Attendant then would need to be built from scratch again. There's no restoring it.

### Help

Most pages have a help function. The Help button is at the top right and will open another window or tab. The Help is contextual so it shows you help specifically for the page you clicked it from. This can sometimes be a helpful resource, as in explaining the difference between Regular and Circular calling policy in a hunt group.

## Users Overview and Features

This section will go over both user features and administration of user features. As the admin you will have more access than the user. We'll cover the most requested tasks. If there is something missing from this guide, please call support for additional training.

## Passwords

From the user you want to change>>Profile>>Password. You cannot change the password unless you know the old password. But since you are in the portal it follows you know the password.

Choose which of the two kinds of passwords you want to reset by clicking the radio button, and then enter the new password, and click Apply or OK.

There are two user passwords:

1. Voicemail (Also know as portal password) This must be 4-8 numbers only. When users next call into voicemail they must change the password.
2. Web Portal (Also known as web access password) This must be 6-12 characters (Letters, Numbers, Symbols). This is used for the Web Portal access, Outlook toolbar, Receptionist Software, etc.

## Voicemail Options

Voicemail has many options. From the user you want to navigate to Options>>Messaging>>Voice Management.

- If you check the box for **“Send All Calls to Voice Mail”** the phone will never ring and all incoming calls will go to voicemail.
- If you uncheck the box for **“Send Busy calls to Voicemail,”** people may receive a busy signal.
- **Unified Messaging** (and Phone Message Indicator) are used when you want messages to go onto the phone. You can call in from anywhere to get the messages. (Messages will need to be deleted periodically or the box will fill up and no new messages can be left.)
- Messages cannot be checked over the phone by calling in if **“Forward it to e-mail address”** is used. Instead messages will be sent directly to email, and can be listened to by opening the .wav file attachment.
- **“Additionally...Notify me by email...”** will notify you of messages. They may provide caller ID when available. You can also use an email address to a cell phone, see your carrier for help.
- **“Additionally...Email a carbon copy...”** This can be used to get a .wav file via email as well as save the voicemail on the phone. Because messages go to both email, and the phone, the user must remember to delete messages off the phone or it will fill up and not allow callers to leave messages.

- **“Additionally...Transfer on 0...”** while your outgoing greeting plays, this allows people to press 0 to get to your mobile, the receptionist, Auto Attendant or any number you type into the box.

To set the number of rings before voicemail picks up>>From the user you want to change>>Messaging>>Greetings>>Scroll to the bottom. And set Number of rings before greeting.

## Basic Troubleshooting

Periodically users need help from the administrator. There are several features that conflict. Users should not use these features in any combination of each other. These features are all good on their own, but not together:

BroadWorks Anywhere, BroadWorks Mobility, Remote Office, Simultaneous Ring.

You may also want to check the Incoming Calls Tab for anything turned on accidentally. These can be enabled through feature access codes, phone softkeys, the web portal and some click to dial clients.

## Call Forwarding

There are several versions of Call Forwarding. Users can set this or you can set this for them. All these features also have Feature Access codes that can help users from the phone as well as feature keys and softkeys that allow users to set them. From the user you want to change>>Incoming Calls>>Click any of the Call Forwarding.

## Busy Lamp Field (Presence)

BLF gives users the ability to see who is on the phone or not by looking at their Polycom Media Phone. From the user you want to change>>Client Applications>>Busy Lamp Field.

You can change the names of Monitored Users and simply click Apply. No reboot required for changes.

If you need help setting it up the first time, Set the List URL sip: to blfTenDigitNumber e.g. blf8055551234 Add some users to the Monitored users. Click Apply. And reboot the phone.

If you would like to add Busy Lamp Field to phones, you may need to call your account manager.

## Company Directory

Directories are in progress. ClearStar Directory.

## Paging (Polycom phones only)

There is an optional “Paging” softkey on the phones. Press the softkey “Paging” Then press 1 to page the group. This is one way paging so they can hear you, but you can’t hear them. Or press 3 for emergency paging. This will cause everyone to hear your page, even if people are on the phone already. This feature can be disabled on all or some users as needed.

## BroadWorks Mobility with MobileLink

Broadworks Mobility is a Clearstar feature that allows users to make and receive calls on their mobile phone while looking like they are in the office. Using MobileLink to place calls will ensure the outbound caller ID number will show their work number, not their personal mobile number. This requires an executive account, and the app MobileLink on the smart phone.

To turn this feature on, Login into the portal. Go to the user >>Call Control>>Broadworks Mobility>>set the radio button to on, add the user’s mobile number, and click on both “require answer confirmation” and “Use BroadWorks-based Call Control Services.” Next the user will need to install the MobileLink app on their phone, and follow the instructions on this page <http://impulse.net/support/clearstar/mobilelink/>.

## Star Codes & Feature Access Codes

Also known as FACs, these can be found on the web portal. From the user you want to change>>Utilities>>Feature Access Codes. These are like \*72 to enable call forwarding.\*60 to mute your music on hold. \*99 to turn off your message waiting light on the phone. Each service pack has its own set of FACs. These are the standard features:

*77	Anonymous Call Rejection Activation	*65	Calling Line ID Delivery per Call
*87	Anonymous Call Rejection Deactivation	*68	Call Park
*52*	Anonymous Call Rejection Interrogation	*88	Call Park Retrieve
*72	Call Forwarding Always Activation	*98	Call Pickup
*73	Call Forwarding Always Deactivation	*69	Call Return
*21*	Call Forwarding Always Interrogation	#92#	Call Return Number Deletion
*21	Call Forwarding Always To Voice Mail Activation	*53*	Call Waiting Interrogation
#21	Call Forwarding Always To Voice Mail Deactivation	*43	Call Waiting Persistent Activation
*90	Call Forwarding Busy Activation	#43	Call Waiting Persistent Deactivation
*91	Call Forwarding Busy Deactivation	*70	Cancel Call Waiting
*67*	Call Forwarding Busy Interrogation	*99	Clear Voice Message Waiting Indicator
*40	Call Forwarding Busy To Voice Mail Activation	*33*	Communication Barring User-Control Activation
#40	Call Forwarding Busy To Voice Mail Deactivation	#33*	Communication Barring User-Control Deactivation
*92	Call Forwarding No Answer Activation	*#33#	Communication Barring User-Control Query
*93	Call Forwarding No Answer Deactivation	*56*	Connected Line Identification Restriction Interrogation
*61*	Call Forwarding No Answer Interrogation	*55	Direct Voice Mail Transfer
*41	Call Forwarding No Answer To Voice Mail Activation	*22	Flash Call Hold
#41	Call Forwarding No Answer To Voice Mail Deactivation	#58	Group Call Park
*94	Call Forwarding Not Reachable Activation	*66	Last Number Redial
*95	Call Forwarding Not Reachable Deactivation	*60	Music On Hold Per-Call Deactivation
*63*	Call Forwarding Not Reachable Interrogation	*610	No Answer Timer
*54*	Calling Line ID Delivery Blocking Interrogation	*71	Per Call Account Code
*67	Calling Line ID Delivery Blocking per Call	*86	Voice Mail Retrieval
*31	Calling Line ID Delivery Blocking Persistent Activation	*62	Voice Portal Access
#31	Calling Line ID Delivery Blocking Persistent Deactivation		

## Advanced User Features

### Click-to-Dial

There are several click-to-dial clients available for ClearStar. Check them out on our support page at [impulse.net/support/clearstar](http://impulse.net/support/clearstar). Look under Applications. Click-to-Dial can save employees lots of time looking up numbers and dialing. If you already have a digital format of phone numbers we can find a way to click-to-dial.

### Call Recording

Call Recording is available on ClearStar. Several feature levels are available. Including Screen Capture, Audio Minding and more. A fully hosted solution is outlined on our website at [impulse.net/callrecording](http://impulse.net/callrecording).



## Video Calling

Polycom VVX 500, 600 and Group Series systems can be used for video calling. Video calling might sound like a gimmick, but if you have a workforce that is spread across the country or even the planet, video calling is an easy way to have close up interactions without a long flight. Ask your account manager for more information.

## Salesforce Connector

A Salesforce Connector is available now. Easily add notes to all calls that go directly into salesforce. Ask your account manager for a demonstration account.

## Virtual Queuing & Other Advanced IVR Solutions

ClearStar Advanced IVR (Integrated Voice Response) is a highly flexible and easy-to-use workflow automation service. There are unlimited business cases for this solution. To name just a few: Teleclocking (Call in to clock in and out.), Availability Reporting (Remote workers call in to update “available to work” status), Zip Code or Area Code Based Call Routing (Direct calls to the closest branch office), Virtual Queuing (Have callers offered to have a call back when their place in line is next).

## Lync (Skype for Business) Integration

A Lync Connector is coming soon to ClearStar. Ask your account manager for a demonstration.