



# TDS<sup>®</sup> *managedIP* Trunking

*Essentials Quick Start Administrator Guide*

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### Setting Up Your User-Level Information

The next step to setting up your service is to associate an employee's name to a telephone number. TDS will have all the telephone numbers in the system listed by Group. You will want to edit these by adding the employee's last name and first name with the number. This will be helpful for editing the User's services, if necessary, in the future.

#### Initial setup of Users:

1. Select the Group
2. Select a telephone number from the User dropdown filter
3. In the User Info section, enter the employee's Last Name and First Name
4. Enter the Calling Line ID, Last Name and First Name displayed for internal calls
5. Assign a Department, if applicable
6. Click "Save"

Welcome Customer Administrator

► Enterprise  
Knoxville Solutions Room (1707621) »

▼ Group  
Knoxville Solutions/Demo Room (1-1707621-01) »

► User  
All Users  
All Users  
Last, First (8652188363)  
Last, First (8652188368)

Advanced Search

Note: The remaining information in the User profile will be completed by the User. Continue with all of the telephone numbers in the Group by selecting them on the User dropdown menu. Once completed, move to the next Group, if applicable.

### Understanding Your Group Services

#### Group Resources

Resources provide the Administrator with account information on Service Authorizations and Numbers. Service Authorizations are a summary of the types of Service Packs assigned to the Group, a description of Group and User Services with limits and allocations, and the telephone numbers assigned and ordered for the Group. This information is based on the features and services your company has purchased from TDS.



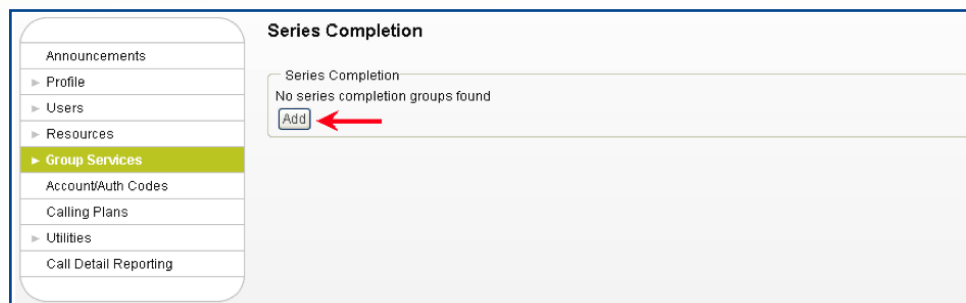
### Configuration of Group Services

#### Series Completion

Series Completion permits the routing of calls to an idle line in a prearranged group, when the called line is busy. When a call is placed to a busy number the system automatically searches through the ordered list until an idle line is encountered or the end of the list is reached.

*To set-up series completion:*

1. Hover over Group Services and choose Series Completion
2. In the Series Completion section, click Add



3. Enter the name for your group, and click save.
4. Search by Group, Department, Last Name, or First Name to quickly locate users
5. Use the Add or Remove buttons to move users to/from the Assigned Users box
6. Click "Save"

#### Auto Attendant

Auto Attendant is an automated receptionist that answers incoming calls for the Group, based on Time Schedules set by the Administrator. It provides your callers with:

- Business and After-Hours Greetings
- Dial-By-Name Directory
- Destination-based Call Routing

#### Additional Support

- Contact Technical Support at 1-888-850-5915 or
- Visit [support.tdsmanagedip.com/essentials](http://support.tdsmanagedip.com/essentials) for additional resources