BLUEFACE ADMIN PORTAL GUIDE

blueface.

A COMCAST **BUSINESS** COMPANY

Better Business Communications

WELCOME

Welcome to the Blueface Admin Portal Guide. Learn everything you need to know about managing your Blueface business phone system using the Admin Portal.

Want to get even more control over your phone system? Email upgrades@blueface.com to get a personalised tour of the Unified Communications Platform from our experts.

TABLE OF CONTENTS

ADMIN PORTAL

The Admin Portal is similar to having your own mini virtual **phone system**. It lets you manage your account preferences. You can access it by selecting the **'Login'** button in the top right-hand corner.

You will then need to enter your **Blueface** username and password. These are sent to customers when an account is opened, in a 'Welcome To Blueface' email.

If you no longer have these details, please contact **accounts@blueface.com** and we can send you on the correct login details.

RENEWING YOUR CALL PLAN

To renew your call plan for the month select the 'Call Plan renewal' button.

This will take you to the online store where you will be asked to enter your payment details. Online payments can be made using debit or credit card.
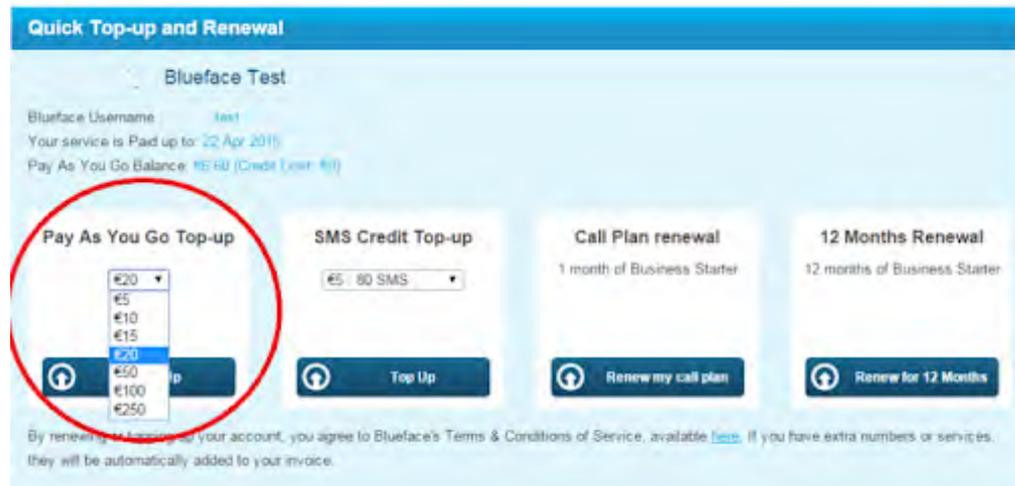
ADDING PAY AS YOU GO TOP UP CREDIT

To add pay as you credit, select the 'Pay As You Go Top-up' button and select the amount of credit you want to add from the drop down menu.

When you hit the 'Top Up' button, you will be taken to the online store to enter your payment details.

AUTOMATIC TOP UP FOR PAY AS YOU GO CREDIT

Go to the 'Online Account Management' page and select the 'Balance Alert' link.

The only exception is when you are reliant on your telephone supplier for your broadband connection or for your alarm system.
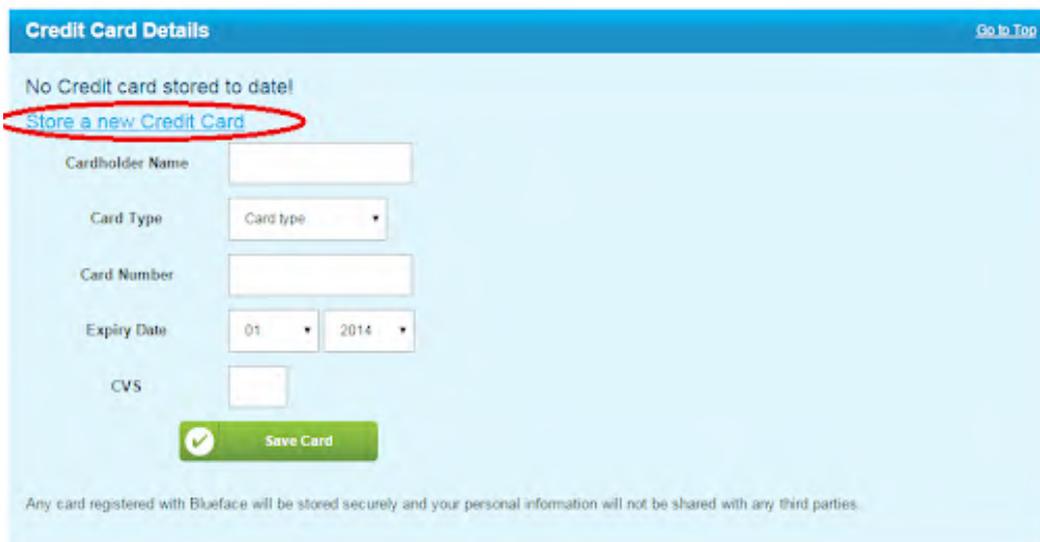
Balance Management allows you to set an email alert to be sent when your pay as you go balance gets low. You can also set an automatic top-up to occur when the balance gets low. This will ensure that you never run out of call credit.

STORE A CREDIT CARD ON YOUR ACCOUNT

Go to the 'Online Account Management' page and select the link 'Credit Cards'.

Enter your credit card details by selecting 'Store a New Credit Card'.

VIEW INVOICES

To view your invoices go to the 'Online Account Management' page and select the 'Invoices' link.

The last 20 invoices will be available for download. If you require older invoices, they can be requested from accounts@blueface.com.

| Quantity	Description	Unit Cost €	Item Id	Ex VAT Cost €	VAT €	Total Cost €
1	FreedomBasic Renewal 01 Jun 2015 to 30 Jun 2015	8.12	BFFBAS	8.12	1.87	9.99
1	Renewal 01 Jun 2015 to 30 Jun 2015	8.13	INTERNATIONALNUMBER	8.13	1.87	10
1	Renewal 01 Jun 2015 to 30 Jun 2015	8.13	UKGEONUM	8.13	1.87	10
1	Renewal 01 Jun 2015 to 30 Jun 2015	8.13	UKGEONUM	8.13	1.87	10
1	Renewal 01 Jun 2015 to 30 Jun 2015	8.13	IRISHGEONUM	8.13	1.87	10
1	Renewal 01 Jun 2015 to 30 Jun 2015	8.13	IRISHGEONUM	8.13	1.87	10
1	Renewal 01 Jun 2015 to 30 Jun 2015	13.01	INTERNATIONALNUMBER	13.01	2.99	16
1	Renewal 01 Jun 2015 to 30 Jun 2015	8.13	FAX	8.13	1.87	10
			TOTAL	69.91	16.08	85.99

Back   Print

PHONE NUMBERS

To view your invoices go to the 'Online Account Management' page and select the 'Invoices' link.

If you require a new telephone or fax number, please contact Blueface at support@blueface.com

PORTING

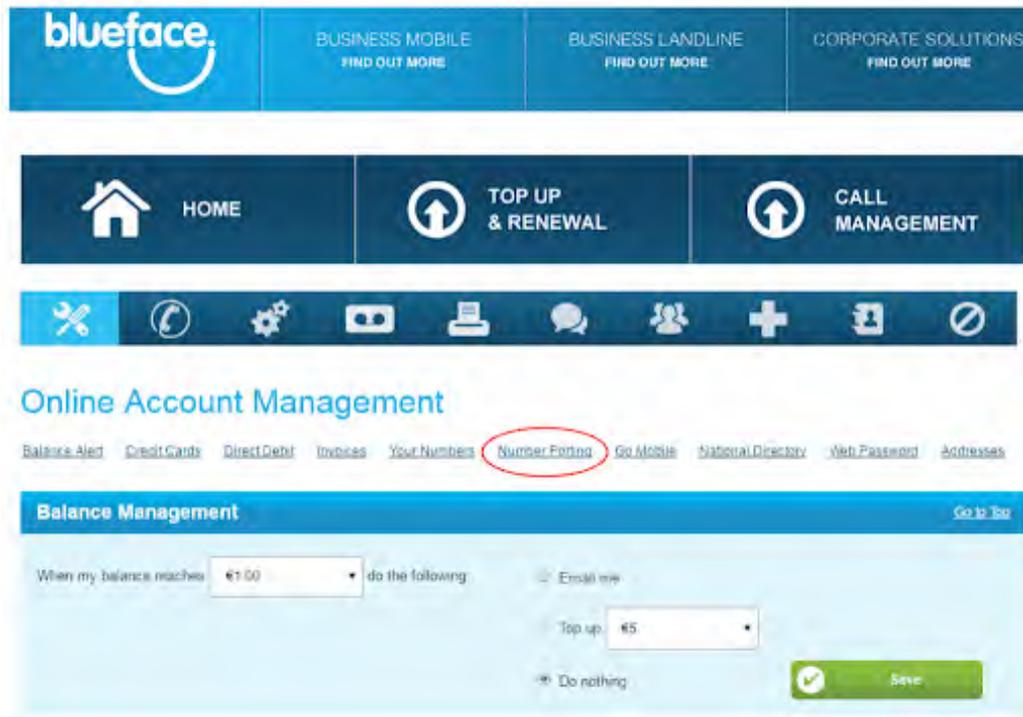1. To port your number to Blueface, log in to your online account **portal.blueface.com.** You should have received your login details in the welcome email.

2. Go to Online Account Management tab:
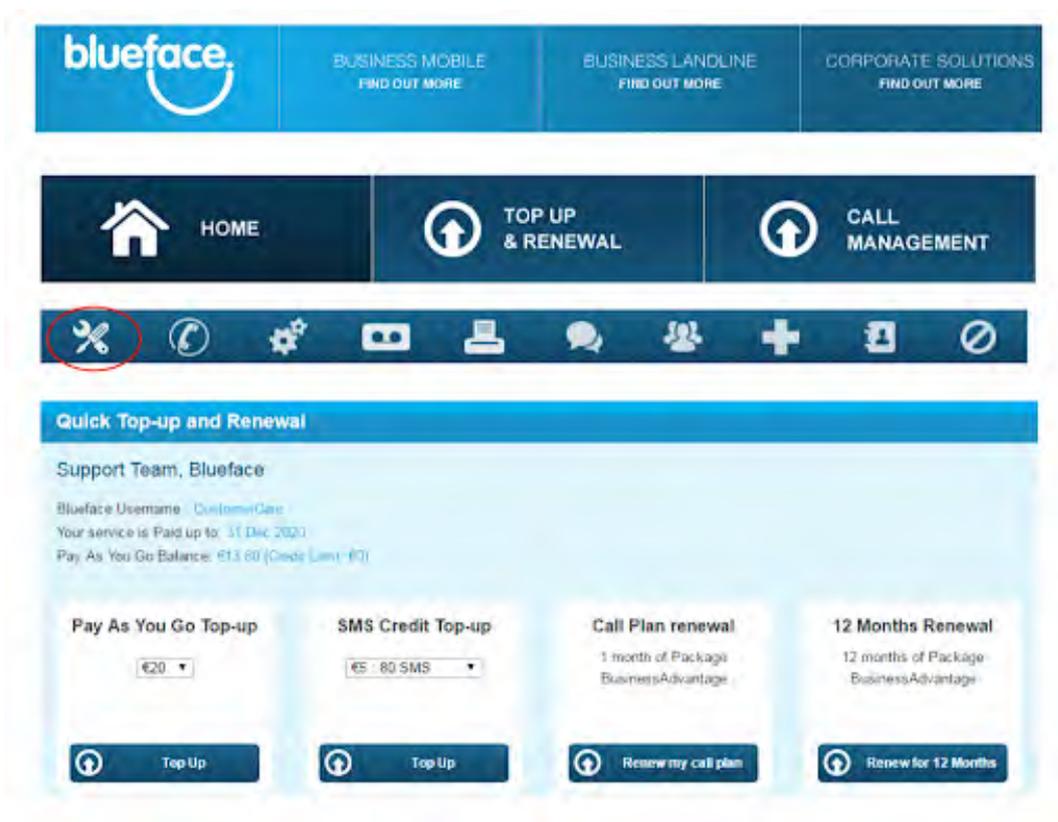
3. Select the Number Porting tab:

4. You will be able to select the form that applies to the type of number you are trying to port: landline, mobile or non-geographic (ie. 1890, 1850, 0810, 1800).

Download the non-geographic porting form: https://www.blueface.com/wp-content/uploads/2019/01/Blueface_NGNP_Ports.pdf

You will need to have your UAN (Universal Account Number) from your previous provider and a copy of the bill to port your number to Blueface.

When opening a Blueface landline account, a telephone number will be allocated to you automatically. If you do not wish to keep this number once your current number has been ported in, please select 'No' from the dropdown menu.
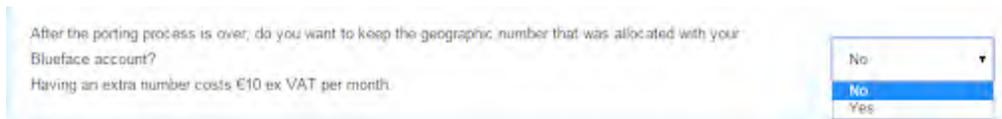
After the porting process is over, do you want to keep the geographic number that was allocated with your Blueface account?
Having an extra number costs €10 ex VAT per month.

No ▾
No
Yes

Number porting has a fee of €10 per number ported in. Once you have completed the port request you must select 'Proceed to Payment' and you will be asked to arrange payment.

Part 4: Administration Fee

There will be an administration fee of €10 per number when porting Irish geographic numbers.

Proceed to Payment

NATIONAL DIRECTORY DATABASE

You can update the National Directory Database on the 'Account Management' page by selecting the link for 'Directory Form'.

Fill out your details and make sure to select the listing option you want: listed, unlisted or ex-directory.
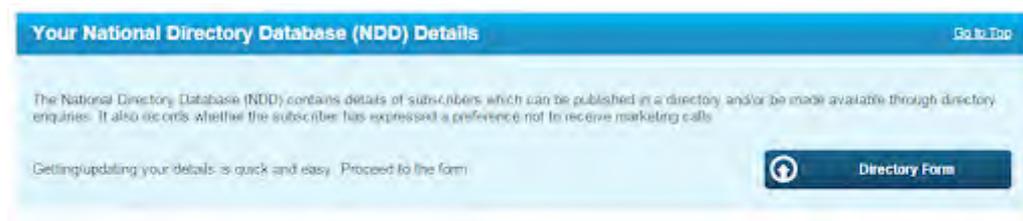
Once you submit your information, your details will be reviewed manually by Blueface and submitted to the National Directory Database within 1 week.

CALL REPORTING

Once you submit your information, your details will be reviewed manually by Blueface and submitted to the National Directory Database within 1 week.

Call Reporting Under the 'Call Reporting' tab, you have access to the last 3 months of their call history. Every call is recorded instantly so you have a real-time call log. The log can be viewed online, or downloaded onto your computer.

What can be reviewed?

You can review all call history on the online portal within the previous 3 Months.

This history includes all calls (Inbound and Outbound) with the addition of Fax, Data. To search within specific dates, you can adjust the search by using the filter (shown below). This filter also allows you to filter by specific types of interactions made within these dates.

The image below shows the format in which the Call History is displayed after the filter has been updated.

REVIEWING THE HISTORY

Date (UTC+1)

This section will display the time and date the call was made and will include one of the following icons to inform you if the record is inbound or outbound. The time of the call is in standard time (Northern Hemisphere winter) +1.

Caller ID

PSTN caller ID, this is the number that your contact will see displayed on their phone. Incoming caller IDs will also be displayed.

Called

This refers to the number being called: for outbound calls you will see the number you are calling while with inbound calls you will see the number into which you caller has dialled. This can be useful especially if you have several numbers on one account.

Destination

The destination will include where the call successfully connected to whether it's to a phone number, voicemail and international destination or toll-free number.

Description

This tab will advise on the service being called (Freephone number, international destination, …) and will determine which mobile network the call has connected to.

Rate

This section is to determine if the call is within peak times or off-peak times. This will only be displayed on chargeable records.

Duration

The duration highlights the length of time a customer has spent on the phone, however, for mobile customers this will also show the amount of data being used. It will also show if there was no answer or if the line was busy.

Cost

When calls are not included in the customer's Blueface call plan, the costs generated for each call will be listed here.

Balance

The balance will display the entire total of PAYG credit being used within the current month.

SVC

This section will display one of two icons which determine if the call is included in the calls plan or is being deducted from PAYG credit: Included PAYG Deduction

Downloading Call History

Under the call management section on the admin portal you can filter the dates of the call history you are looking for and then you can download this in a CSV file.
This will allow you to filter the dates and the type of calls in order to find the specific data you are looking for.

CALL FORWARDING/DIVERTING

You can adjust the routing of your incoming calls in the 'Call Management' page on the portal. All your phone numbers are displayed at the top of the Call Management page. Any numbers that can have forwarding rules applied to them will have a circle beside them which you can select.

Once you select the number you wish to change the call routing on, three columns will appear:

NORMAL FORWARDS

The first column is for normal forwards. This allows you to receive incoming calls on up to 3 devices at the same time. Each box can only contain one number or SIP account.

If you want more devices to ring at the same time, contact support@blueface.ie or call 01-5242000. This service has a set up cost and a monthly fee for maintenance.

If the call is set to ring on your Blueface phone, you must write the SIP username of that phone in the box such as, for example: SIP/blueface.

If you would like the call to ring on another landline or mobile number, you would write the number without the country code such as, for example: write 015242000 rather than 35315242000.
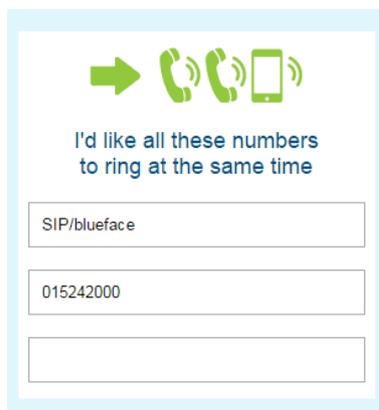
UNAVAILABLE FORWARDS

The second column is for unavailable forwards. This is the number, or phone, you would like the call to ring on if the number(s) in the first column is/are unavailable.

You can have up to two unavailable forwards set.

BUSY FORWARDS

Busy forwards will take effect if you are already on the phone and you have another incoming call. You can divert the call to another phone number or SIP account.

You can have up to two busy forwards set.

VOICEMAIL PREFERENCES

Incoming calls by default will be directed to your voicemail if there is no answer from your phone.

You can make the following modifications:

1. Disable the voicemail if you would like calls to ring out. If this option is set, calls cannot be diverted, as they will continue to ring on the phones set in your 'Normal Forwards' until answered, or until the caller hangs up.

2. Set the time your phone rings before going to voicemail; the default setting for this is 30 seconds.

3. Choose the voicemail box that your messages go to, if you have more than one mailbox on your account.
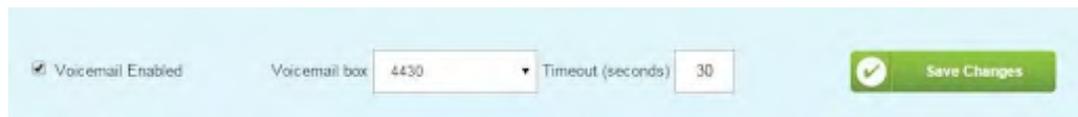
Remember to click Save to commit your changes. The status feedback will tell you if your update has been successful.

SIP ACCOUNTS

You can have your Blueface account registered at the office, at home, on a laptop, or on a SIP enabled mobile, but if you have more than one device registered with Blueface at the same time, you must create a new SIP account for each one. This will ensure you have no audio issues and good call quality.

All SIP accounts associated with your Blueface account are listed at the bottom of the 'Call Management' page.

If your SIP account is showing as 'Down' this means that the device associated with that SIP account, is not currently connecting to Blueface's service.

To see the details of a specific SIP account hit 'Edit Account' beside the SIP. The username and password are needed to configure any non-Blueface devices.

1. Change SIP details

For security reasons, SIP usernames cannot be changed and are randomly selected.
If you wish to change the password, hit 'Update Account'.

Remember that editing your SIP account password does not change your password for logging in to your Blueface account. If you need to change this please go to the 'Account Management' page.

2. Mailbox

If you have multiple mailboxes you can select which one you would like associated with the SIP account.

3. Message Waiting Indicator

Message Waiting Indicator is a tool that tells you when you have a voicemail. This feature may not work with all phones so please check your phone's manual for compatibility.

4. VoIP Caller ID

This is the name or number that is shown when internal calls are made on your Blueface account. To change these details contact support@blueface.com

5. PSTN Caller ID

This is the number that shows when you make outbound calls. It can be set to any of the numbers on your account, or anonymous, by selecting these options from the dropdown menu.

If you would like your callerID set as a number not on your account, you must contact support@blueface.com and provide a current copy of your phone bill which shows ownership of the number you are requesting as your caller ID.

If you would like your caller ID set as one of the international numbers on your account, you must also contact support@blueface.com to make this change.

6. Add a New SIP account

To add a new SIP account you must contact support@blueface.com. Depending on the account you are on, there may be a cost associated with adding additional SIPs.

VOICEMAILS

Under the 'Voicemails' page you can access your voicemails, by selecting the specific voicemail box from the dropdown menu and hitting 'Proceed'. There you can play your voice messages, download the WAV file, or delete messages. This can also be done by dialling 171 from your Blueface phone directly.

To access your voicemails from any device you can call the following numbers:

From Ireland: 01 524 2020
From U.K.: 00442038685300
From U.S.A: 0013474260001
From Italy: 00390694502000
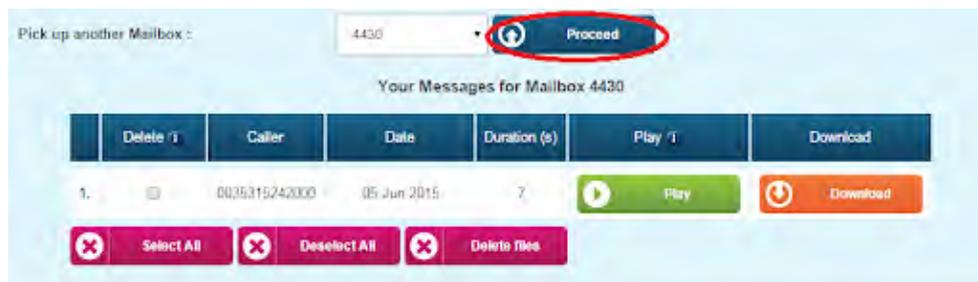
On the voicemail page you can also change the email address where your voicemail notifications are sent.

You can also change your PIN, to any 4 digit code, or simply untick the box beside 'Ask for PIN' if you would prefer to not enter your PIN when accessing your voicemails.

Blueface Admin Portal Guide

FAX SERVICE

The 'Fax' page is where you will find the fax numbers you have on your Blueface account.

You can also use this page to change the email address which receives incoming faxes and you can add emails to the list of email addresses able to send faxes on your account.

CONFERENCE CALLS

The ability to connect with clients/staff in remote locations is invaluable. Blueface conference call feature is a unique system that allows you to set-up and control a virtual conference room.

This means various different people in any location can dial-in and participate in your meeting.

To begin, hit the 'Create' button on the 'Conference Calls' page.

This will create a conference room where you will see the access number and PIN for the call conference near the bottom of the screen.

Email these details to the conference participants and also include the appropriate number for access shown at the bottom of the screen. If your participants are calling from another country, that isn't Ireland or the UK, the available dial-in numbers are available on our conferencing bridge number page.

As a Blueface customer, you can access the conference by dialling extension 3333 from your Blueface Panasonic IP phone and this will allow you to use the service free of charge.

The access number and PIN will remain the same until you close the call conference (logging out of your account will not close the call conference).

Our service will only allow one conference call to take place at time so you will need to end one conference call before beginning another.

Once everyone has left, you can "lock" the room, to prevent anyone else using it in between calls.

If you require any assistance, contact support@blueface.com or select the 'Help' icon at the top of the screen.

HOSTED SERVICES

This tab gives details of some of the extras that can be added to your account. For more details call Blueface on +353 (1) 524 2000.

You can also use this page to change the email address which receives incoming faxes and you can add emails to the list of email addresses able to send faxes on your account.

DIRECTORY

The 'Directory' page allows you to save contacts online.

Saving contacts on this page, will not save contacts into your Blueface phone.

BLOCKED NUMBERS

If you would like to block certain destinations that will incur long distance charges on your account, this can be done on the 'Blocked Numbers' page on the admin portal.

By blocking a destination here, no phones on your account will be able to call these destinations.

To set a block, select a destination from the dropdown menu and confirm by selecting 'Block'.

If you would like to unblock a destination, selection the 'Remove' button beside that specific country.

HOW CAN I UPDATE MY CREDIT CARD DETAILS

In the 'Online Account Management', click on the Credit cards tab or scroll down to the Credit Card Details section of the 'Online Account Management' page.
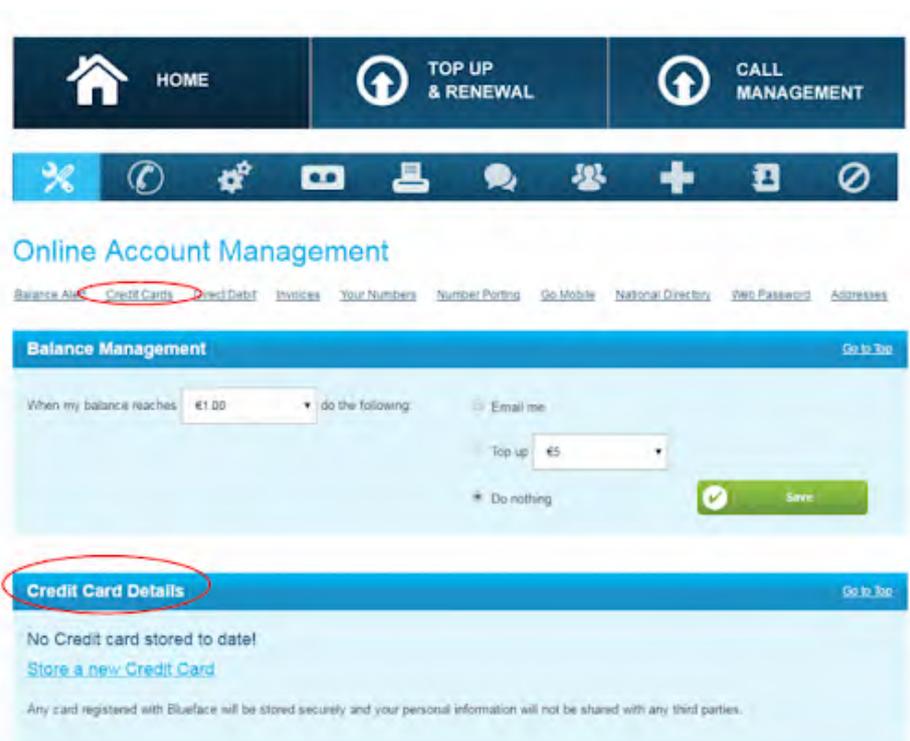
From this page you can add, removed or amended your credit card details.

If you have questions related to your payment method please contact accounts@blueface.com.

blueface.

A COMCAST **BUSINESS** COMPANY