



NEW PHONE SYSTEM USER GUIDE

How to access and manage your extension in the
Netsapiens platform

Welcome to our new phone system!

This document is for any staff or faculty that will be using a campus phone extension. This includes student and graduate workers who may be answering phones for the departments they will be working in.

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Table of Contents

Chapter I. How to get your Login Details.....	3
Section 1.01 First Time user setup.....	3
Chapter II. Your New Web Portal.....	5
Section 2.01 Logging in	5
Section 2.02 Home Tab Overview.....	5
(a) Voicemail Overview	5
(b) Call history Overview	5
(c) Answering Rules Overview.....	5
(d) Active Phones Overview	5
Section 2.03 Messages Tab.....	6
(a) Voicemail.....	6
(b) Chat	7
(c) Settings.....	9
Section 2.04 Contacts Tab.....	10
(b) Messaging from contacts list	10
(c) Calling from contacts list.....	10
(d) Adding contacts.....	10
Section 2.05 Call History Tab	11
(a) Adding To Contacts	11
(b) Calling From History	11
(c) Exporting Call History.....	11
(d) You can filter your call history by clicking the filter button in the upper left of the call history panel. Your options are in the below dialog.	11
Chapter III. The New App (UC-ONE replacement).....	12
Section 3.01 Downloading the app.....	12
(a) Android.....	12
(b) IOS	12
Section 3.02 Logging in	12
Section 3.03 Contacts	12
(a) Search Field	13
(b) Adding Contacts	13

New Phone System Documentation

(c) Calling and messaging from contacts.....	13
Section 3.04 Voicemails Tab	13
(a) Status filters	13
(b) Message options	13
Section 3.05 Chat Tab	14
(a) Creating a New Message.....	14
(b) Chat options	14
Section 3.06 Call History	14
Section 3.07 App Menu.....	15
(b) Greetings.....	15
Chapter IV. Further question or concerns	16
 Figure 1: Login Page	3
Figure 2: New User Page	3
Figure 3: Welcome Email	4
Figure 4: New User Credential Form.....	4
Figure 5: Web Portal Home Tab.....	5
Figure 6: Web Portal Messages Tab.....	6
Figure 7: Voicemail Status Dropdown.....	6
Figure 8: Voicemail Options	7
Figure 9: New Conversation Button.....	7
Figure 10: New Conversation Bubble	8
Figure 11: Conversation Bubble Options	8
Figure 12: Greetings Management	9
Figure 13: Contacts Tab	10
Figure 14: Add Contact Box.....	11
Figure 15: Call History Filter Dialog.....	11
Figure 16: App Contacts Tab	12
Figure 17: App Voicemail Options.....	13

Chapter I. How to get your Login Details

Section 1.01 First Time user setup

- (i) Open a web browser and go to <https://crockervoice.com>
- (ii) Click "Are you a new user" below the login box



Figure 1: Login Page

- (iii) Enter your AIC email. Do not worry about the extension field. You will get that info in your welcome email. Then click send.

New User

Please provide the email and user extension linked to your account so we can send you an email to complete your setup.

Email

Extension (optional)

Send

[Back to Login](#)

Figure 2: New User Page

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(iv) Click the “Complete Setup” button in the Welcome email shown below

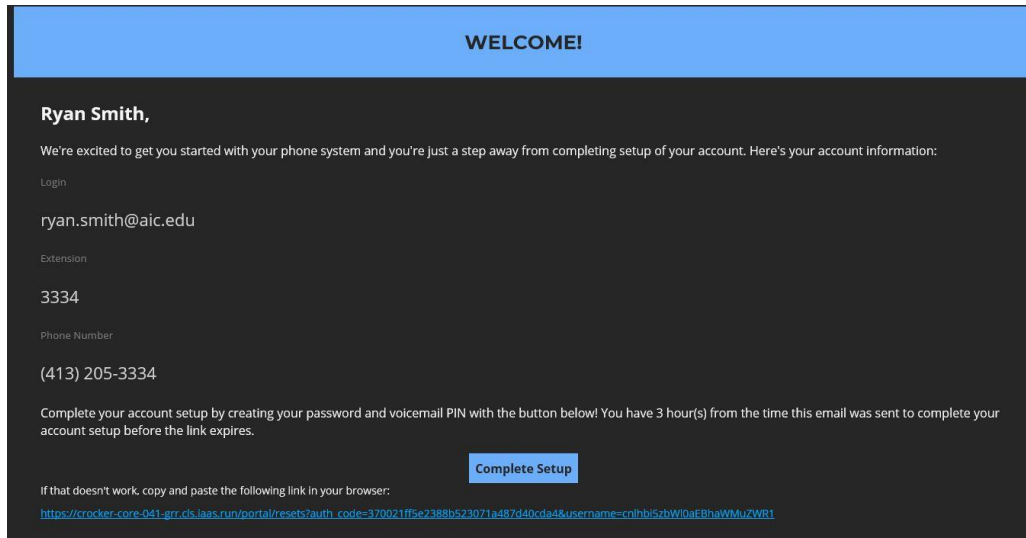


Figure 3: Welcome Email

This will open a webpage with the New User Credentials form shown below.

- (v) Enter a password to be used for your web portal and phone app access
- (vi) Enter a voicemail code for your extension
- (vii) Then click save

New User Credentials

Please set a new password and voicemail pin to continue.

New Password

Minimum length of 8 characters, minimum of 1 capital letter(s), minimum of 1 number(s).

Confirm Password

Voicemail PIN

Minimum length of 4 characters.

[Save](#)

Figure 4: New User Credential Form

- (viii) Log in to <https://crockervoice.com> with your login name from the welcome email and the password you set in the earlier step

You are now at the phone web portal!

Chapter II. Your New Web Portal

Section 2.01 Logging in

If you haven't completed first time user setup, please follow the instructions in Chapter I section 1.01. If you've forgotten your password, please press the forgot password link on the login screen and enter your AIC email address to get a reset link sent to your email.

- (i) Open a web browser and go to <https://crockervoice.com>
- (ii) Enter your username and password configured in the first-time user setup steps above.

Section 2.02 Home Tab Overview

The Home tab has four sections. Each is labelled in a light gray text at the top left of that box. Clicking the text will bring you to that specific tab.

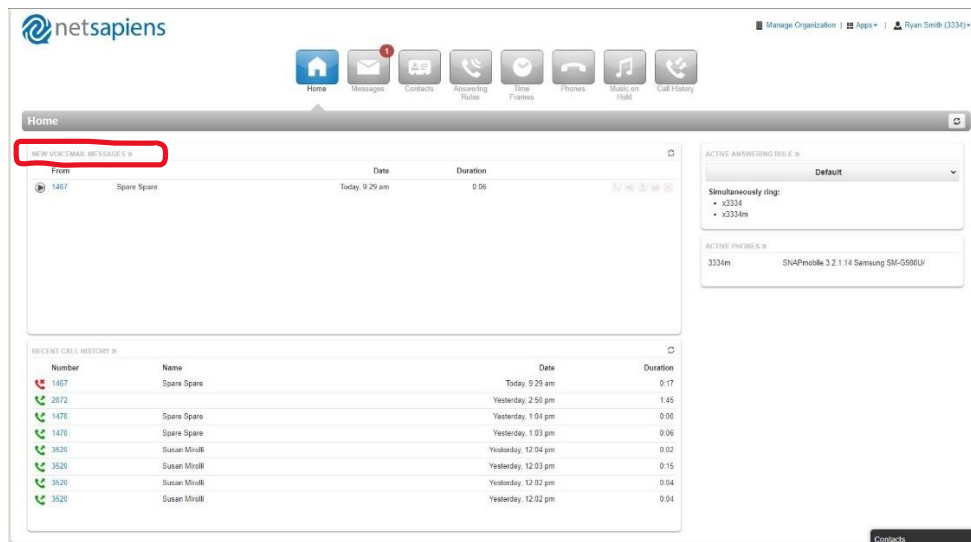






Figure 5: Web Portal Home Tab

- (a) Voicemail Overview
 -  This is a quick overview box of your new voicemails. You can interact with them here or from the messages tab
- (b) Call history Overview
 -  Here you can see all your past calls in and out. Click a number to dial it. You can select which phone you would like it to call from in the box that appears.
- (c) Answering Rules Overview
 -  These are the phones anyone calling your number will ring. You can safely ignore this box and the associated tab above in most situations. Please submit a ticket to the help desk if you believe your phones are not ringing correctly.
- (d) Active Phones Overview
 -  This is a list of all active phones associated with your extension. You can safely ignore this tab in most situations

Section 2.03 Messages Tab

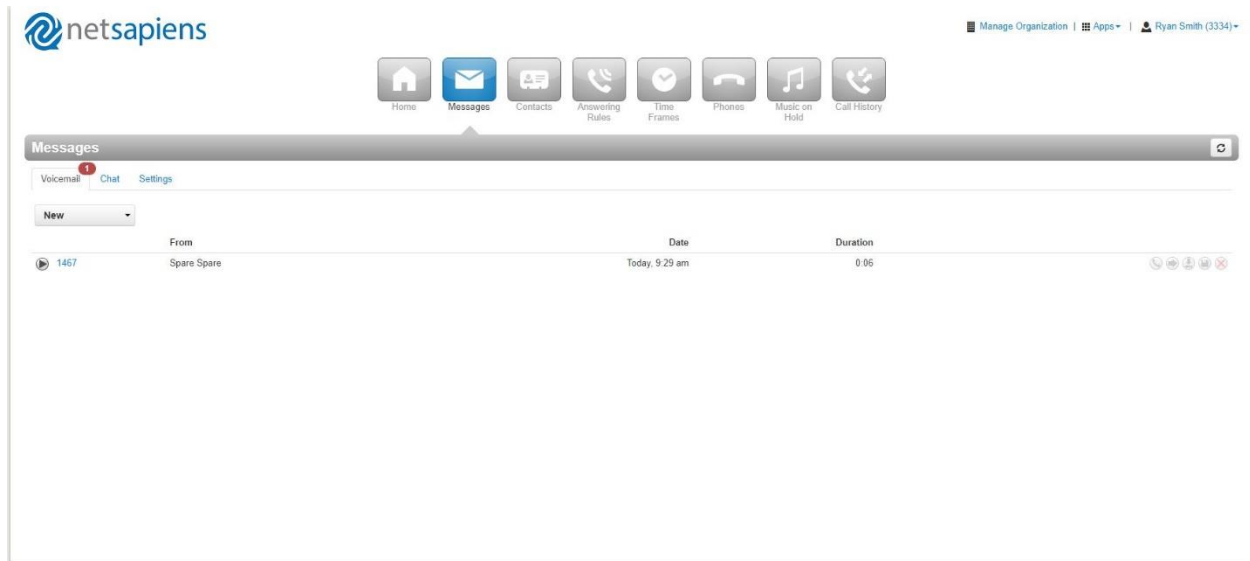


Figure 6: Web Portal Messages Tab

(a) Voicemail

(i) Voicemail status and deletion rules

- 1) Your voicemails will appear on this page. The dropdown at the upper left allows you to select what voicemails you'd like to see.
 - New voicemails are ones you haven't listened to.
 - Saved voicemails are ones you've listened to and chosen to move to the saved category.
 - Trashed voicemails are ones you've deleted. These are permanently deleted from this box daily.

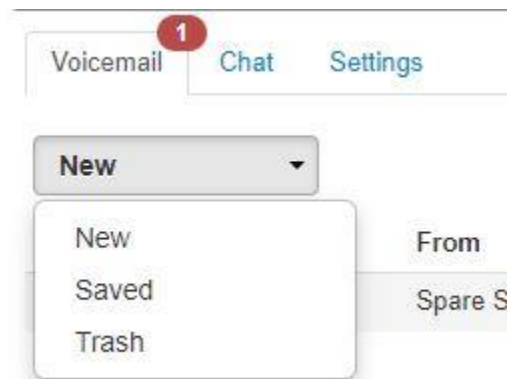


Figure 7: Voicemail Status Dropdown

(ii) How to Listen to and manage your Voicemails

- 1) The voicemail list has multiple options for every message. You will see 6 buttons on each.

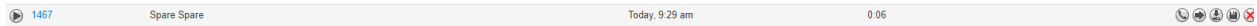


Figure 8: Voicemail Options

- 2) The play button furthest left of the list allows you to listen to the voicemail through your computer speakers

The rest of the below buttons are found on the far-right side of the list

- 3) To Forward a Voicemail

The button with a phone handset on it allows you to listen to the voicemail on your phone. Pressing this button will have the system call you and then the voicemail will play

The button with an arrow on it will send the voicemail to another user on our phone system.

i) Enter the extension or name of the user you'd like to forward it to in the box that appears.

You will see a list of users appear below where you type allowing you to confirm who you're sending it to.

ii) Click the name of the person you'd like to forward the voicemail to.

iii) Click the arrow button on this box once you've selected the right person. The other user will be notified they have a new voicemail

The button with a down arrow on it allows you to download the voicemail to your computer.

The button with the save icon (Floppy disk) on it will move the voicemail to the saved folder.

The button with the red X on it moves the voicemail to the trash

(b) Chat

The new system allows you to message other users. This is not text messaging and only shows up on the web portal and in the phone app, so please keep that in mind if you use this feature.

(i) Creating a chat

You can message users from the chat tab or by the contacts menu in the lower right corner of every screen on the web portal.

- 1) Click the blue "New Conversation" button with a pencil icon on it in the chat tab to create a new chat



Figure 9: New Conversation Button

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- 2) Enter the users extension, full phone number, or search by name. You can add multiple users to a chat this way.

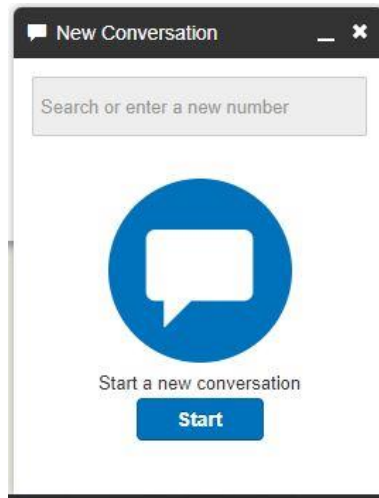


Figure 10: New Conversation Bubble

- 3) Once you have selected the users you'd like in this chat, click the start button. This will open the chat for you to type in.

(ii) *Managing current chats and options in them*

- 🐝 To modify a chat from within itself, click the three dots in the upper right to open the options menu.

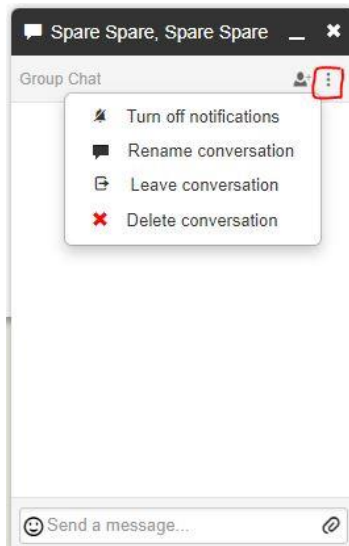


Figure 11: Conversation Bubble Options

- 🐝 You can leave the conversation, rename it, mute it or delete it from here.
- 🐝 You can add users to it by clicking the person icon with a plus sign next to it.
- 🐝 Chats can be removed from the chat list as well by clicking the button with the red X on the right of each chat.

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(c) Settings

This is where you will manage your voicemail settings.

(i) *Inbox Settings*


These options change how you interact with the voicemail system when calling in from your desk phone.

(ii) *Voicemail Greetings*

These are the voicemail greetings on your account. You can select from any greetings you've put on your phone or add a new one

1) To add a new greeting, click the button with the speaker icon

The "Manage Greetings" screen that appears allows you to add greetings and change your current ones.

 You can download, edit or delete them from here. New greetings can be text to speech, uploaded or recorded.




 When selecting record, the system will call your phone to allow you to record the greeting.



Figure 12: Greetings Management

(iii) *Unified Messaging (voicemail to email)*


 Select a method for how voicemails will be delivered to your email. This will send them to the email assigned to your account. If you would like it to go to other emails, please submit a ticket to have them added to your account.

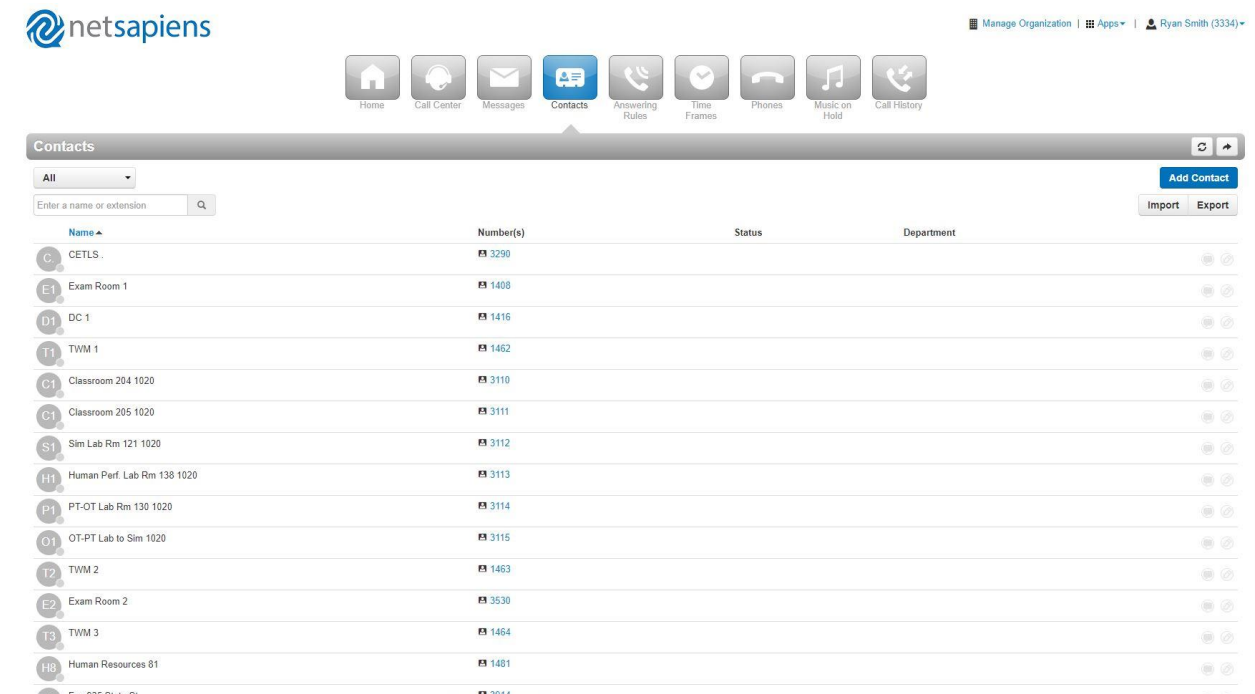
 You can have it sent as an attachment or a hyperlink and chose where you'd like the message to reside after it sends the email.

Please be aware any messages moved to trash will be permanently deleted daily.

Section 2.04 Contacts Tab

This tab has all the users on the phone system. You can search by name or extension.

 Please be aware this list only has users the phone system has been configured for. This does not equate to the phonebook on my AIC. If you believe there is a discrepancy, please submit a ticket to the helpdesk.



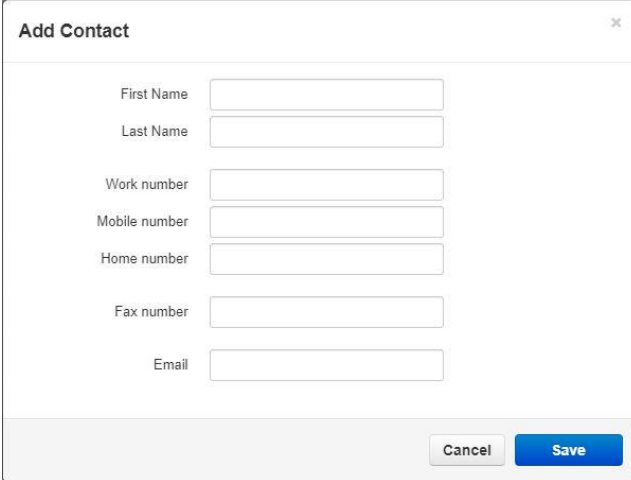
The screenshot shows the netsapiens web interface. At the top, there's a navigation bar with icons for Home, Call Center, Messages, Contacts (selected), Answering Rules, Time Frames, Phones, Music on Hold, and Call History. Below this is a 'Contacts' tab header with a search bar, an 'Add Contact' button, and 'Import'/'Export' buttons. The main area is a table with columns: Name, Number(s), Status, and Department. The table lists various departments and their corresponding phone numbers.

Name	Number(s)	Status	Department
CETLS	3290		
Exam Room 1	1408		
DC 1	1416		
TWM 1	1462		
Classroom 204 1020	3110		
Classroom 205 1020	3111		
Sim Lab Rm 121 1020	3112		
Human Perf. Lab Rm 138 1020	3113		
PT-OT Lab Rm 130 1020	3114		
OT-PT Lab to Sim 1020	3115		
TWM 2	1463		
Exam Room 2	3530		
TWM 3	1464		
Human Resources 81	1481		
For 515 State St	3614		

Figure 13: Contacts Tab

- (b) Messaging from contacts list
On the right side of each contact in the list there are two buttons. Click the one with a message bubble to open a chat with this user.
- (c) Calling from contacts list
Clicking the blue extension number in the Numbers column will allow you to call that extension. Select a phone to use for the call in the box that appears, and the system will call it and connect you to the selected user.
- (d) Adding contacts
You can add contacts by clicking the blue Add Contact button in the upper right of the table.


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The 'Add Contact' dialog box is a light gray window with a title bar that says 'Add Contact' and a close button (X) in the top right corner. Inside the dialog, there are seven input fields arranged vertically, each with a label to its left: 'First Name', 'Last Name', 'Work number', 'Mobile number', 'Home number', 'Fax number', and 'Email'. At the bottom right of the dialog, there are two buttons: a light gray 'Cancel' button and a blue 'Save' button.

Figure 14: Add Contact Box

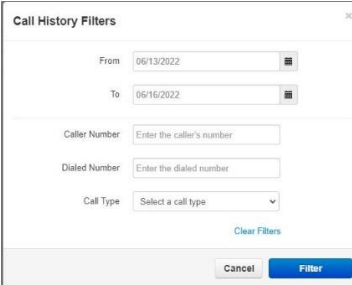
You can fill in any details that are pertinent to the contact. You will then be able to use this contact in the app and the name will show on your phone if they call you.

 Please do not add users already in the phone system to your contacts list. This may cause caller ID issues for you in the future.

Section 2.05 Call History Tab

From here you can view and interact with your call history

- (a) Adding To Contacts
Pressing the button with a person and a plus sign on it will add the caller to your contacts list.
- (b) Calling From History
Clicking the blue number in the number column opens a dialog so you can call the user. Select a phone to call them with and the system will call that phone and initiate the call to the user.
- (c) Exporting Call History
Clicking the export button in the upper right of the call history panel will export all the current calls as a .csv file.
- (d) You can filter your call history by clicking the filter button in the upper left of the call history panel. Your options are in the below dialog.



The 'Call History Filters' dialog box is a light gray window with a title bar that says 'Call History Filters' and a close button (X) in the top right corner. Inside the dialog, there are several filter options: 'From' and 'To' date pickers (both showing 06/13/2022 and 06/16/2022 respectively), 'Caller Number' and 'Dialed Number' text input fields, and a 'Call Type' dropdown menu. At the bottom, there is a 'Clear Filters' link, a 'Cancel' button, and a blue 'Filter' button.

Figure 15: Call History Filter Dialog

Chapter III. The New App (UC-ONE replacement)

Please be aware you must have completed your account setup as described in Chapter I Section 1.01 or you cannot sign into the app on your phone.

Section 3.01 Downloading the app

(a) Android

- (i) Open the Play Store
- (ii) Search for "SNAPmobile" as one word
- (iii) Install the one from NetSapiens with this blue icon



(b) IOS

- (i) Open the App Store
- (ii) Search for "SNAPmobile" as one word
- (iii) Install the one from NetSapiens Inc. with this blue icon



Section 3.02 Logging in

- 1) Enter "crockercom" into the host id field without quotes.
- 2) The username and password will be your login name and the password you setup during your first-time user setup. This is not your AIC email password and resetting your AIC password will not change this password!

Section 3.03 Contacts

The first tab that opens is the contacts tab. This displays all users in the AIC phone system sorted alphabetically.

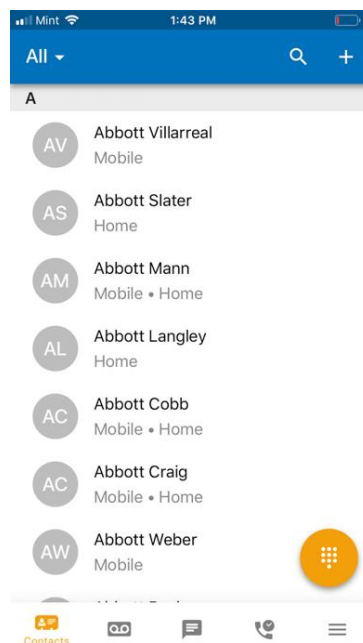


Figure 16: App Contacts Tab

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(a) Search Field


You can search for users by pressing the magnifying glass icon at the top of the screen. You can search by extension or name.

(b) Adding Contacts

You can add contacts to your contacts list by pressing the plus icon at the top of the screen. You can then add their contact details. Please do not add users who have an extension on campus as you may encounter dialing issues if you do.

(c) Calling and messaging from contacts

You can call and message contacts by pressing on a contact. This will open their contact record so you can view the details of it. Pressing the phone icon will call the user and pressing the chat bubble icon will open a new chat window with them.

 Pressing the orange button with a star on it will save the contact as a favorite and they will be pinned to the top of your contact list.

Section 3.04 Voicemails Tab

The next tab over on the bottom of the screen with the tape cassette icon is your Voicemails, this is where you can manage your voicemails.

(a) Status filters

(i) *You can filter your voicemails by status of New, Saved, or Trash*

(b) Message options

Selecting a message opens a menu of options for it

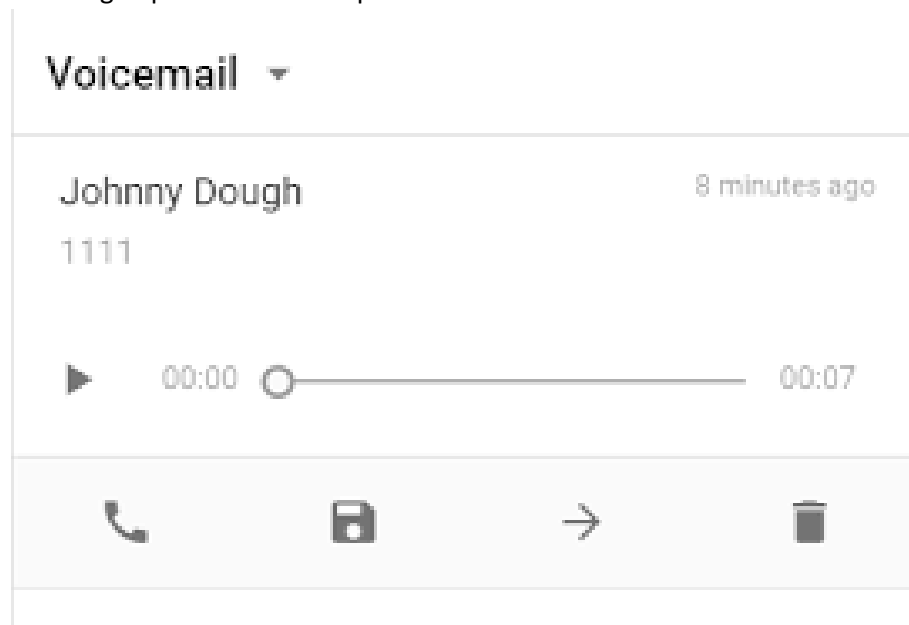






Figure 17: App Voicemail Options

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- 1) Pressing the play button allows you to listen to the voicemail
- 2) The phone button calls the number that left the voicemail
- 3) The save button moves the voicemail to the saved status
- 4) The arrow button will open a forwarding dialog allowing you to select a contact to forward the message to.
 -  Please be aware that you can only forward voicemail to extensions on campus.
- 5) The trash bin button allows you to move the voicemail to the trash bin.
- 6) The circle button with an exclamation in it opens more info about the voicemail

Section 3.05 Chat Tab




The Tab with a text bubble on it is your chat tab. This is where all your chats from inside the phone system can be accessed

- (a) Creating a New Message
 - (i) *To create a new message, press the orange button with a pencil on it. Then select a contact. You can search by name or extension as well.*
 - (ii) *Once you have selected a contact, a chat will open with the user. The other user will not get any notifications until you send a message to them.*
- (b) Chat options
 - (i) *The upper right of the chat screen has a button with a phone handset on it. That allows you to call the user in that chat*
 - (ii) *The button with three vertical dots in the upper right of the screen opens more options for the chat you're currently in*
 -  You can view the contact info of the user in this chat
 -  Turn off notifications for this chat
 -  Delete the chat from your history

Section 3.06 Call History




You can view your call history on this tab

You can also filter your history based on the call status (All, Inbound, Outbound, Missed)

- (i) *Pressing the phone handset button will call the user*
- (ii) *Pressing on the call will open more options*
 -  You can call the user by pressing the phone handset button
 -  You can add the user as a contact by pressing the button with a person and a plus sign on it
 -  You can add this number to an existing contact by pressing the person button

Section 3.07 App Menu

Pressing the last tab with three horizontal lines will open the app menu

-  You can logout of the app from here
-  Get info about the app for troubleshooting purposes
-  Open the settings menu

(b) Greetings

You can access your greetings from this menu






- (i) Press the plus sign in the upper right of the screen to record a new greeting*
 - 1) You can add a greeting name when you do so
- (ii) Press on a greeting to select or delete it*

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Chapter IV. Further question or concerns

If you have further questions, concerns or technical trouble with any part of this phone system, please contact the IT help desk.

You can do so by:

-  Submitting a ticket online if you are on campus at <https://webhelpdesk.aic.edu:8443>
-  Emailing ithelpdesk@aic.edu
-  Calling the helpdesk at 413-205-3402
-  Calling extension 3402 from any campus phone
-  Visiting us in the basement of the Shea Library

Please be aware our hours are 8:30am to 4:30pm, Monday through Friday. Hours may vary during campus closures and holidays as publicized by the college.

Submitting a ticket to the helpdesk system is the most convenient way to reach us and can be accomplished by email or logging into the helpdesk webpage

If you have any suggestions on how to improve our documentation, please email them to ithelpdesk@aic.edu We welcome the feedback to better support you.