



# **TANGO FIX4BIZZ**

END-USER MANUAL



tango))

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## CONTACT

All inquiries related to this document can be emailed to <https://www.tango.lu/fr/contact>.

## 1. ABOUT THIS DOCUMENT

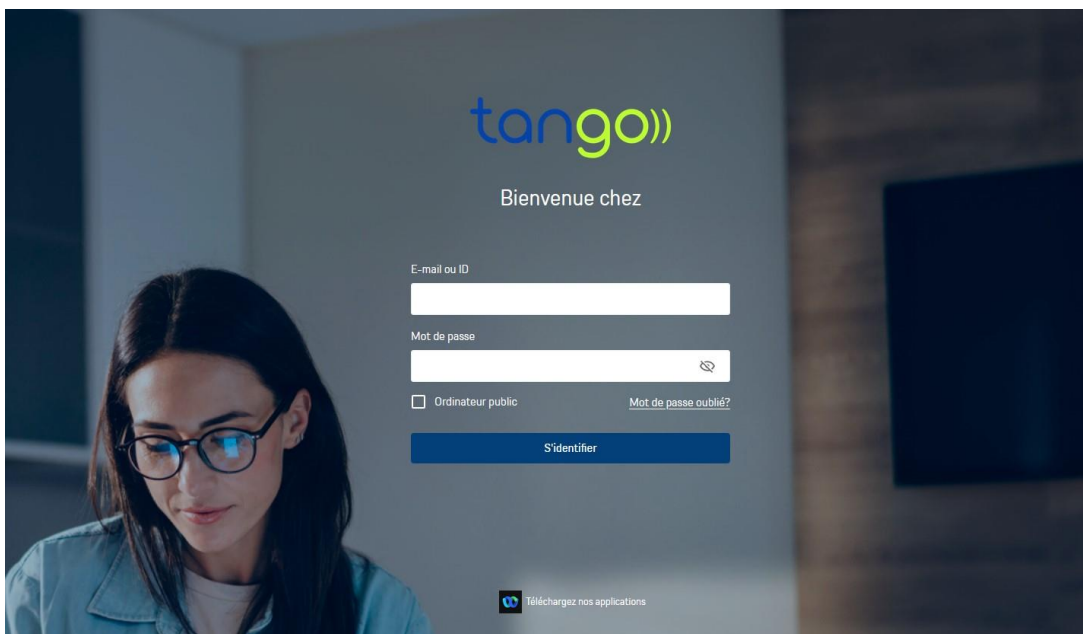
This document describes how to use the Tango Fix4Bizz Control Hub, the self-care portal, as an End User.

## 2. LOG INTO THE PORTAL

When the IT Administrator of your company has created you as an End User on the telephony system, the Fix4Bizz solution has sent you a “Welcome mail” containing your credentials to use for logging into the self-care portal.

When entering the portal URL, or clicking on the link included in the email sent out by the Fix4Bizz solution, the following screen is shown:

Figure 1: Login screen Fix4Bizz portal



For logging into the portal, enter your Email or ID and your password and press the “Log in” button.

If you don’t remember your password anymore, press the [“Forgot password?”](#) link and follow the instructions to recreate a new password. (You will receive a mail containing a link to reset your password).

The links at the bottom of the page:

- [Download client applications](#): will give you the ability to download the Cisco Webex client.

### 3. THE FIX4BIZZ CONTROL HUB

This chapter describes the different possibilities available on the Fix4Bizz Control Hub (self-care portal).

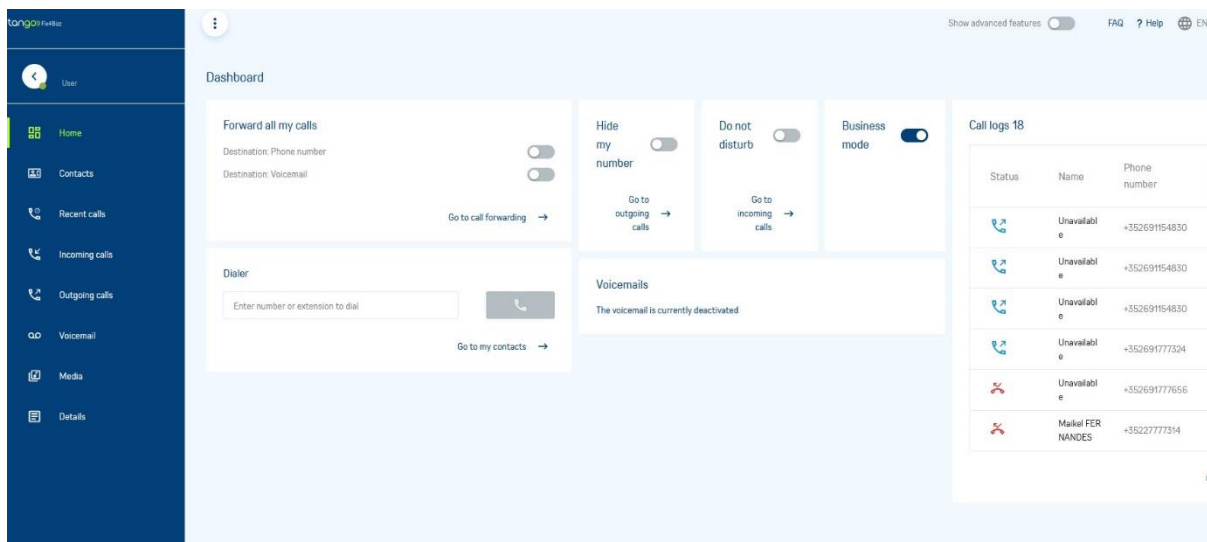
#### 3.1. Home screen

When logging into the portal, the “Home” screen is shown.

This screen immediately gives you an overview of how your account has been setup (which applications are active for your account, for example Webex, which features are activated, your contact/phonebook, how many registered devices you have, etc.)

The screenshot below shows the “Home” screen when logging into the FIX4BIZZ application as an End User.

Figure 2: FIX4BIZZ User Dashboard.



How many items you can see on the dashboard depends on the zoom percentage of your browser.

### 3.1.1. Home screen building block

The screenshots below explain the different widgets, building blocks and icons shown on your “Home” screen or Dashboard.

Figure 3: FIX4BIZZ User Dashboard – detail 1.

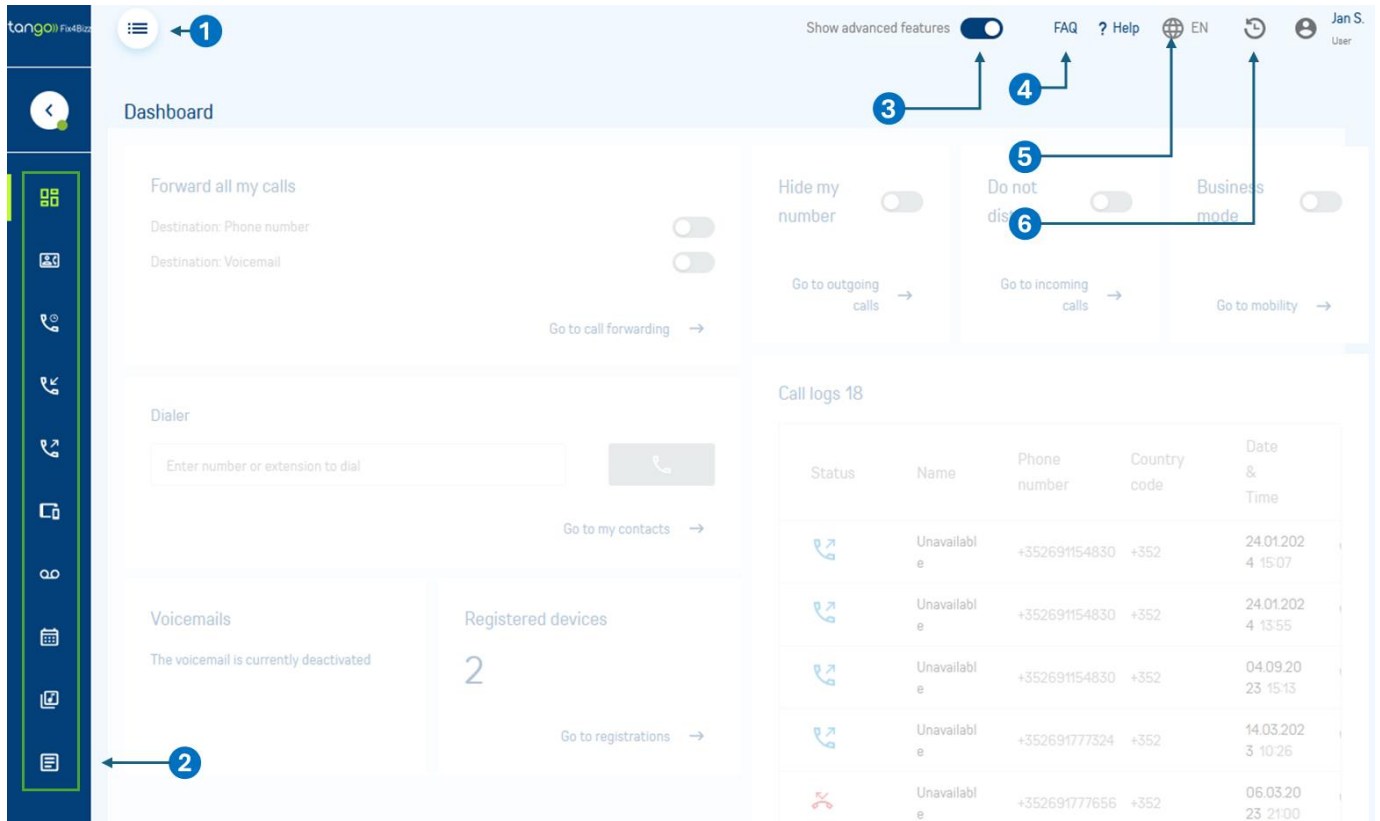


Figure 3. FIX4BIZZ User Dashboard includes:

1. Button to unfold the description next to the service icons.
2. Service icons
3. This slide shows more advanced features for some of the services.
4. Not yet available.
5. Change the language of the portal view.
6. Change your password for the portal and/or log out of the portal.

Figure 4: FIX4BIZZ User Dashboard – detail 2

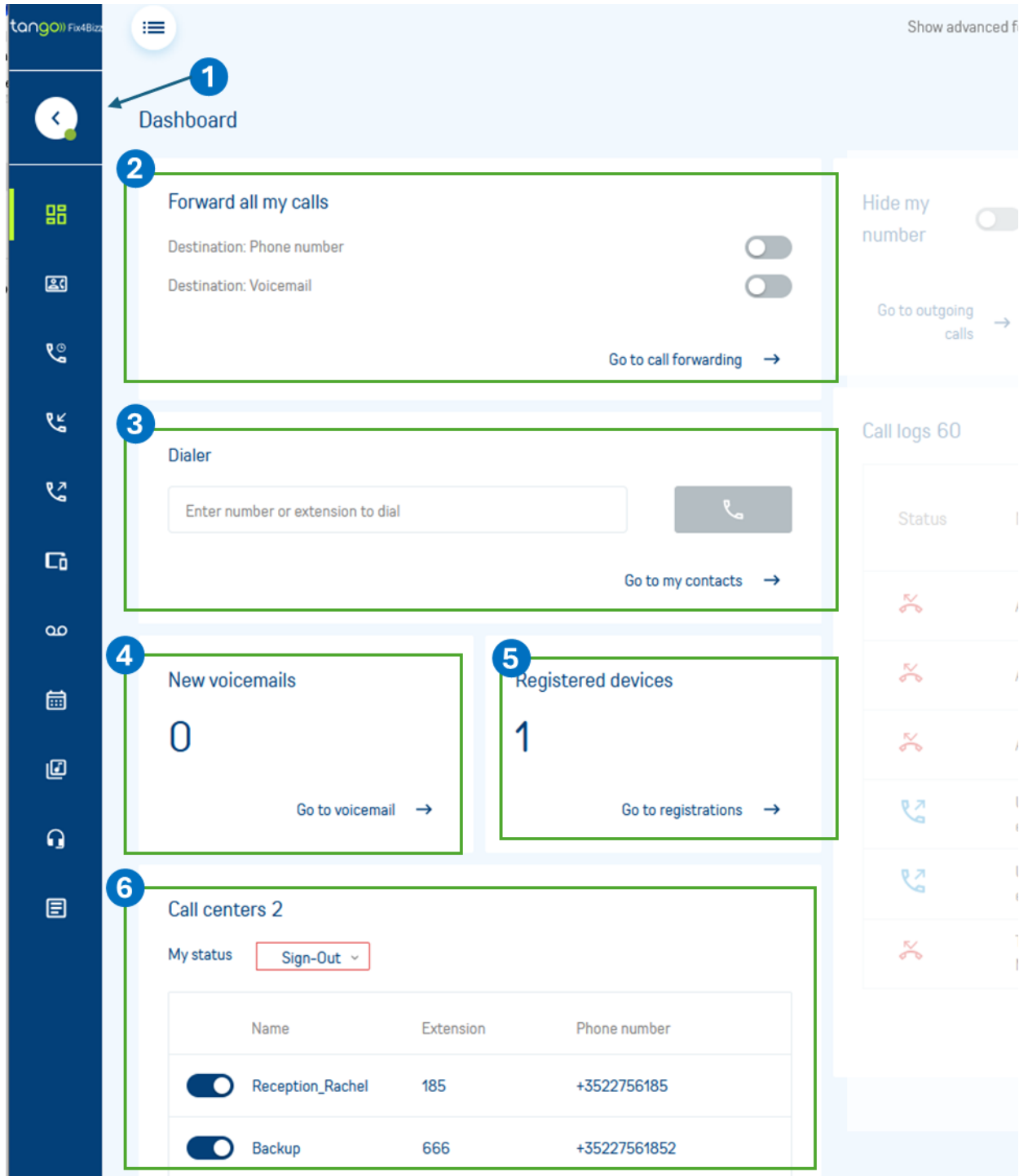


Figure 4 includes:

1. Gives more information about your account. Possibility to set yourself in an “Available” or “Do not disturb” state by clicking on the green dot.
2. Activate forward settings on your calls. The configuration of the forwarding is done in the *Incoming Calls* service.
3. Gives you the possibility to directly dial a call
4. In case your voicemail is activated it shows you how many new voicemails you have and gives you a fast access to the Voicemail section.
5. Indicates how many devices are registered on your account (for example: a fix phone, a mobile subscription (Webex)).
6. In case activated, it shows the current Call Center set-up and which parts are activated



Figure 5: FIX4BIZZ User Dashboard – detail 3.

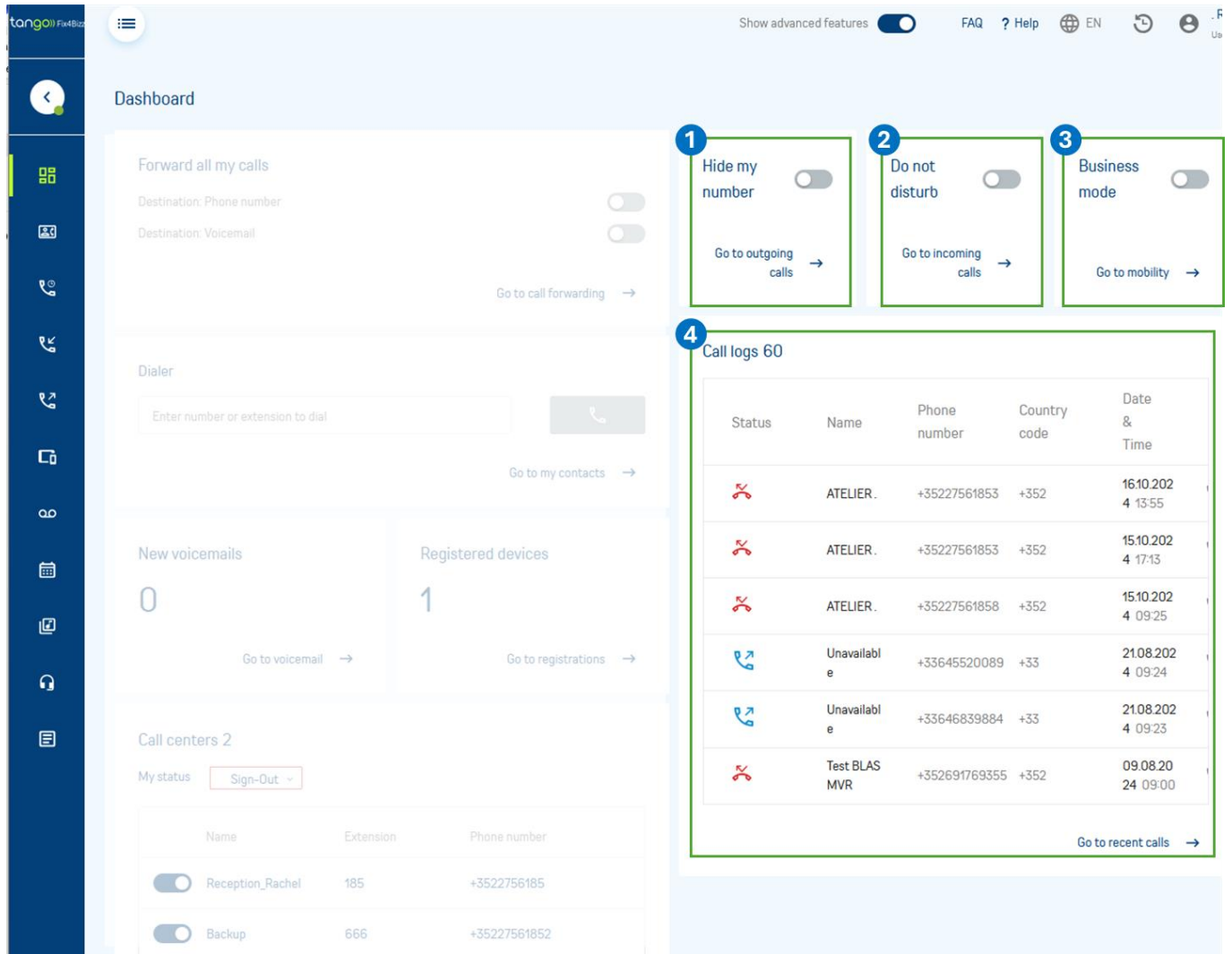


Figure 5 includes:

1. Activate the *Hide my number* feature, which allows hiding your number for the called party. Instead, they receive the main number of the company or a “Private Number” indication.
2. Activate *Do not disturb* feature to forward the calls. Offers a shortcut to the *Incoming Calls* section to adjust.
3. In case chose, you can activate the *Business Mode* via this shortcut. It will allow you to user your registered mobile phonenumber and the receipt will see the number of the chosen fixed business line. Settings can be adapted in the *Mobility* section.
4. Shows your call log and offers a shortcut to the recently received calls.

## 3.2. Services

The services available for you appear on the left in the “Home screen”. Unfolding the service icons’ part, displays labels briefly indicating what each service is about.

Figure 6: Service definitions

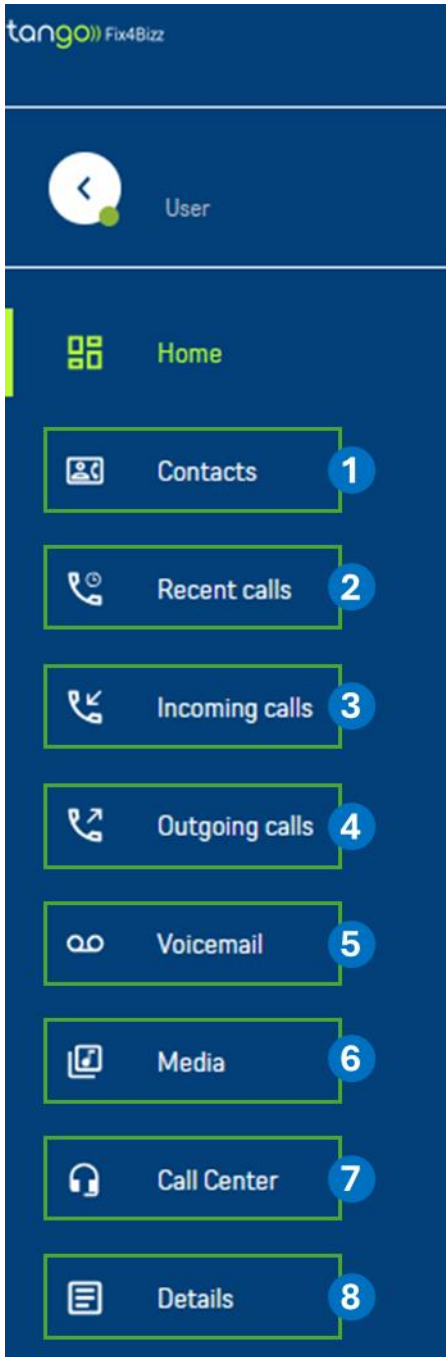


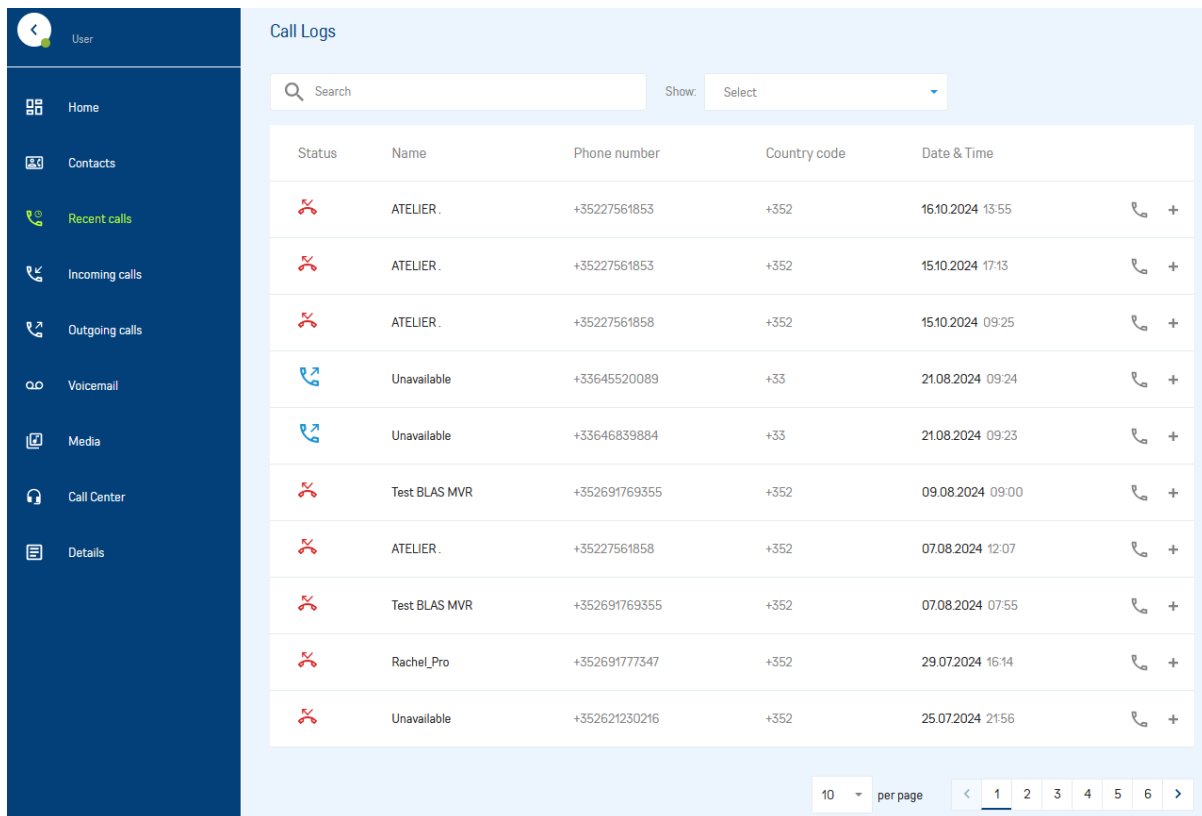
Figure 6 includes:

1. Shows your personal and company phonebook.
2. Gives an overview of your call history.
3. Allows configuring what needs to be done with incoming calls.
4. Allows configuring what needs to be done with outgoing calls.
5. Configure your voicemail settings
6. Configure (personal) messages, announcements
7. Configure your call center settings (if assigned via licenses)
8. Gives information about your account (phone number, language, email address, feature access codes)

### 3.2.1. Recent Calls

The “Recent Calls” service gives a view on your call log (call history), showing you:

Figure 7: Recent calls




























Status	Name	Phone number	Country code	Date & Time	
	ATELIER.	+35227561853	+352	16.10.2024 13:55	 +
	ATELIER.	+35227561853	+352	15.10.2024 17:13	 +
	ATELIER.	+35227561858	+352	15.10.2024 09:25	 +
	Unavailable	+33645520089	+33	21.08.2024 09:24	 +
	Unavailable	+33646839884	+33	21.08.2024 09:23	 +
	Test BLAS MVR	+352691769355	+352	09.08.2024 09:00	 +
	ATELIER.	+35227561858	+352	07.08.2024 12:07	 +
	Test BLAS MVR	+352691769355	+352	07.08.2024 07:55	 +
	Rachel_Pro	+35269177347	+352	29.07.2024 16:14	 +
	Unavailable	+352621230216	+352	25.07.2024 21:56	 +

Table 1: Recent calls legend

Status		Outgoing call
		Incoming call
		Call Rejection (no answer)
Name		The name of the caller if available in your contacts. If not “Unavailable” is shown.
Phone Number		The internal or external phone number of the caller. If the caller doesn’t send out his phone number, “Unavailable” is displayed.
Country code		The country code from where the call has been made.
Date & Time		The date and time on which the call has been placed.
2 actions can be made on each number:		
Call Back		Call back the phone number that is displayed
Add to contact		Add the phone number and name to your contacts

### 3.2.2. Contacts

The “Contacts” service gives a view on all your and the company’s contacts. It gives you the phone book of your system.

The Search function allows filtering the display field. You can filter between ‘All’ the contacts, ‘My own’ contacts, ‘My Colleagues’ and ‘Call Flows’. The type ‘Call Flows’ are mainly (dummy) numbers that are being used to generate a certain service, like for example an Automated Attendant on the main number, or a greeting message when calling a certain department within the company, etc.

As an End User, you can create a personal phone book (add your own contacts), which are displayed as “User Contact” in the ‘Type’ column. You can edit these contacts yourself. (modify name and/or number, delete).

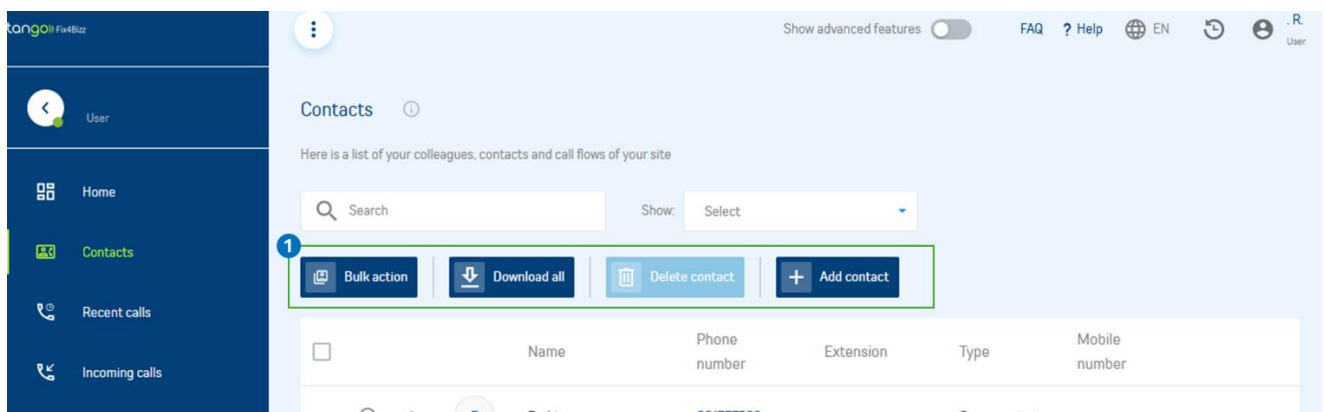
Types grouping company contacts like ‘Colleagues’ and ‘Call Flows’ cannot be edit by the End User. You need to have the correct rights to make this action.

The End User can take the following actions: (see the action bar on the figure 8)

- **Bulk Action:** upload new contacts or update existing contacts in batch mode
- **Download all:** generates a .csv file with all the existing contacts
- **Delete contact:** removes the contact from your contact list (you must select the contact for the function to become active.)
- **Add contact:** creates a new contact and adds it to your personal contact list.

Hovering over some icons on the Call log window can provide more explanation about the icon and/or the function.

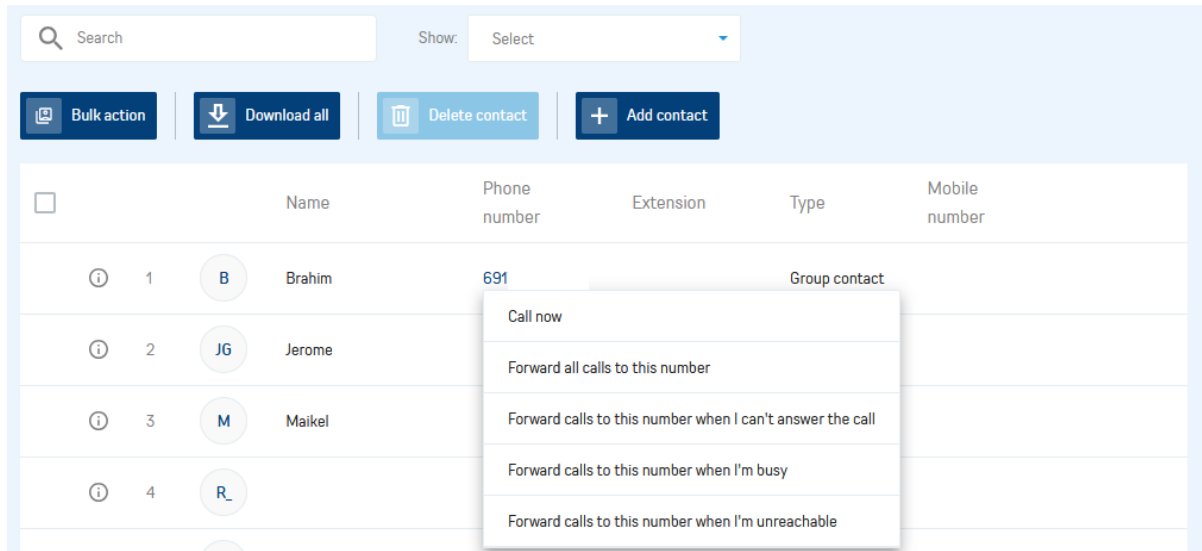
Figure 8: Contacts



1. The action bar on the Contacts service.

When selecting (click on) a phone number, an additional action screen pops up showing various actions what you can do with that number.

Figure 9: action screen when selecting a phone number.



**Call now**

Selecting the *Call now* action starts a call to that specific number.

**Forwarding Rules**

The following actions in the list are rules you can setup to manage the routing of incoming calls. The table below explains each action.

Table 2: Forwarding Rules

Action	Definition
Forward all calls to this number	All incoming calls will immediately be routed to this number.
Forward calls to this number when I can't answer the call	Incoming calls that are not answered within a certain time will be routed to this number.
Forward call to this number when I'm busy.	Incoming calls are routed to this number when I'm already on the phone (and I don't have the possibility to accept a second call)
Forward call to this number when I'm unreachable	My device is unregistered (I am not logged in on the system), or my device cannot be reached (for example, connectivity problem).

**Show advanced features**

When the "Show advanced features" option is active, additional menus will become available in the Contacts screen.

Figure 12: Show advanced features

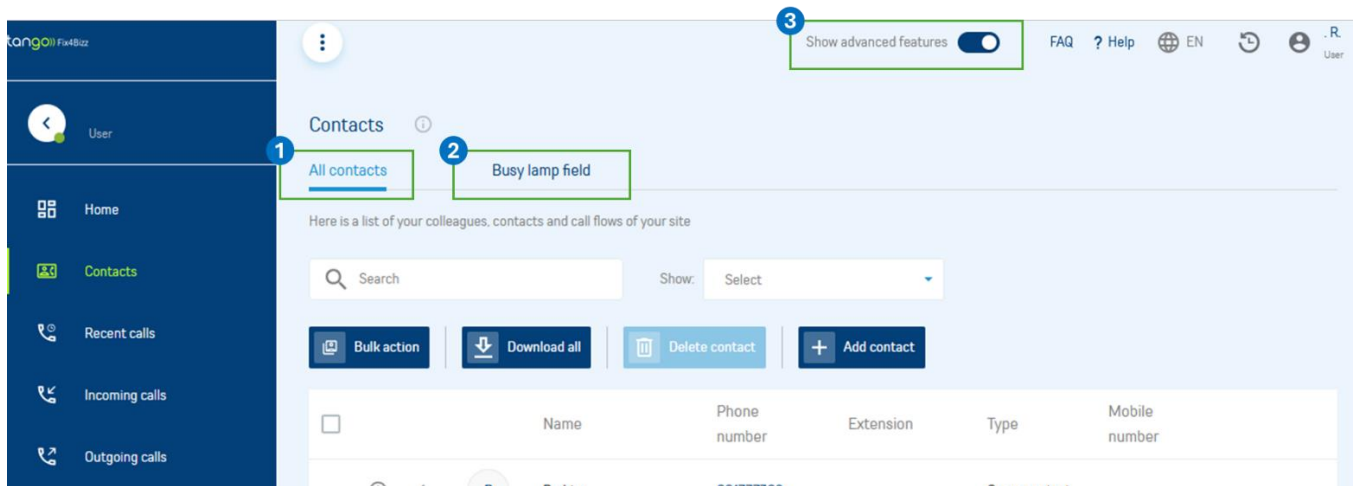


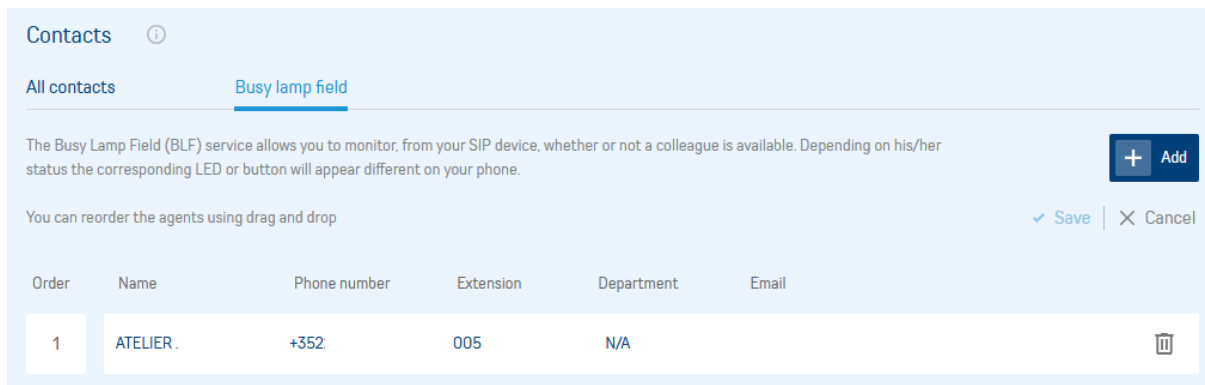
Figure 12 includes:

1. Showing all the contacts from this user.
2. Showing the status of preconfigured users.
3. Showing that the advanced feature view is active.

### Busy Lamp Field

The Busy Lamp Field (BLF) service allows monitoring the status of a colleague (available, or offline, or busy, etc.) from your SIP device. Depending on his/her status, the corresponding LED or button will look different on your phone.

Figure 13: Busy lamp field.



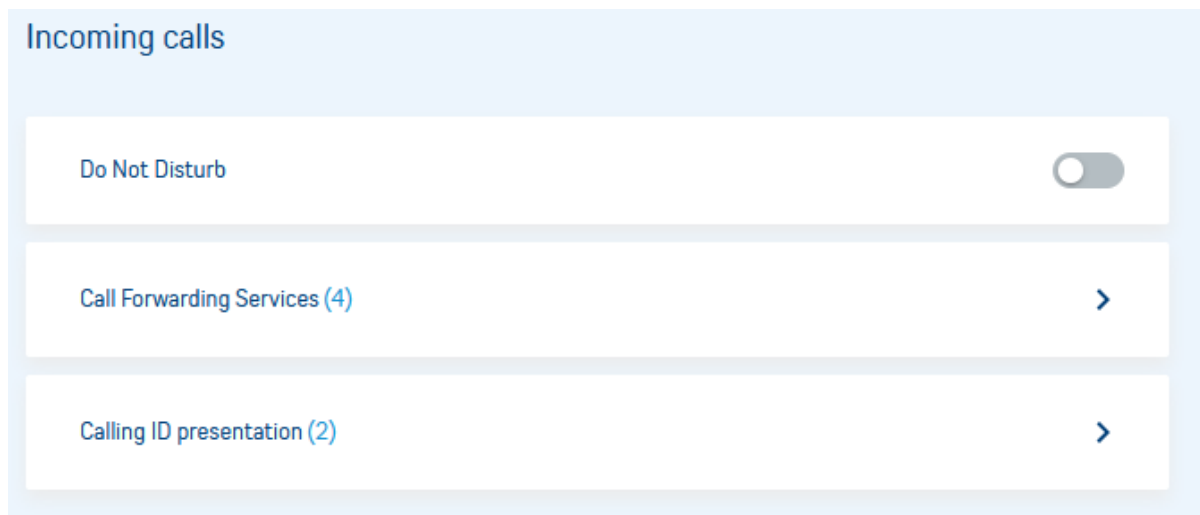
This service/feature is often used by persons at the reception or in assistant configurations. With the BLF, you can immediately see if the person you want to reach is available or not.

### 3.2.3. Incoming Calls

The “Incoming Calls” service allows defining what needs to happen when you receive an incoming call. When the ‘Show advanced features’ is not active, you can:

- Allow a second incoming call.
- Define your Call forwarding services
- Configure your Calling ID presentation

Figure 14: Incoming calls



#### Call forwarding Services

Here you can configure your call forward destinations. Depending on what is configured and on the status of your phone line (busy, no answer), the call will be forwarded to the number you configure here.

You can also set Group Forwarding, which allows following the group settings defined within your company for a group of extensions. This can be for example:

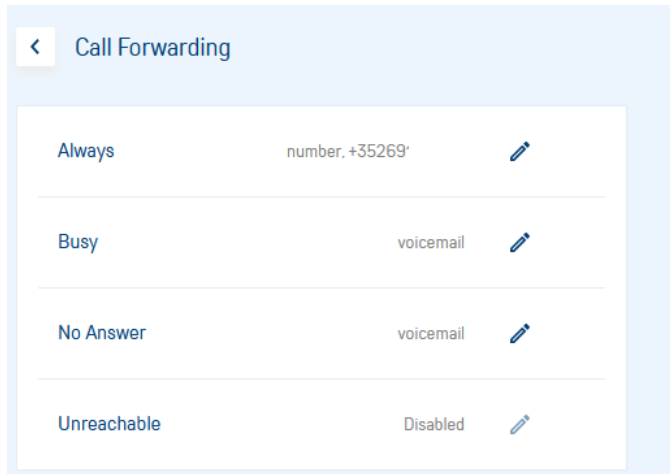
- forwarding all your calls to the voicemail system outside of business hours, or
- forwarding all the calls from the salespersons to the sales reception when the sales are on the phone or when they are offline.

In the example below:

- The extension will follow the group settings (defined by the administrator)
- Calls will be routed to the number 7234 when the *Forward all calls* feature is active (see Home screen)
- Calls will go to the voicemail system when the End User is on the phone or when he doesn't answer the call. Through the voicemail menu he can then listen to the message that is been left on his voicemail box.
- The “Unreachable” function is not configured (is disabled).



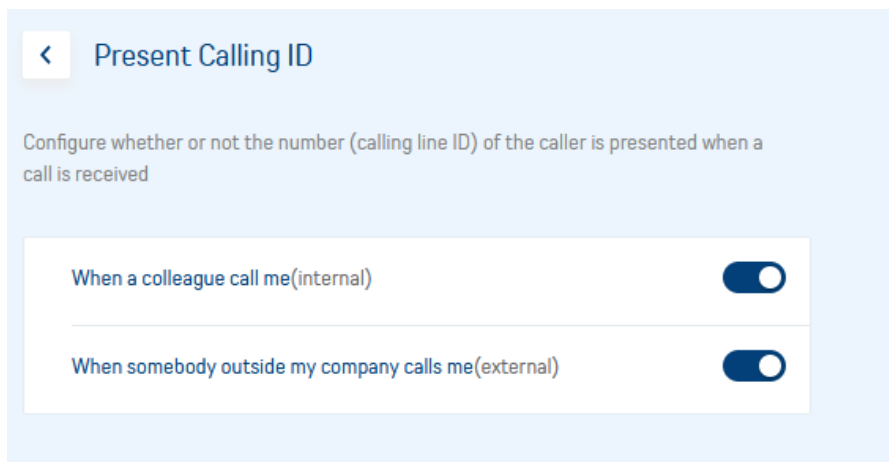
Figure 15: Call Forwarding



### Calling ID presentation

This service allows configuring whether the number (calling line ID) of the caller is presented when a call is received. There is a difference between an internal call and external calls. Switching off the calling ID presentation is available for external calls, but our recommendation is to leave it active.

Figure 16: Present Calling ID



### Show advanced features

When activating *Show advanced features* on the *Incoming calls* screen, additional services become configurable for the End User.

The screenshot below indicates the function of each additional service.

Figure 17: Show advanced features

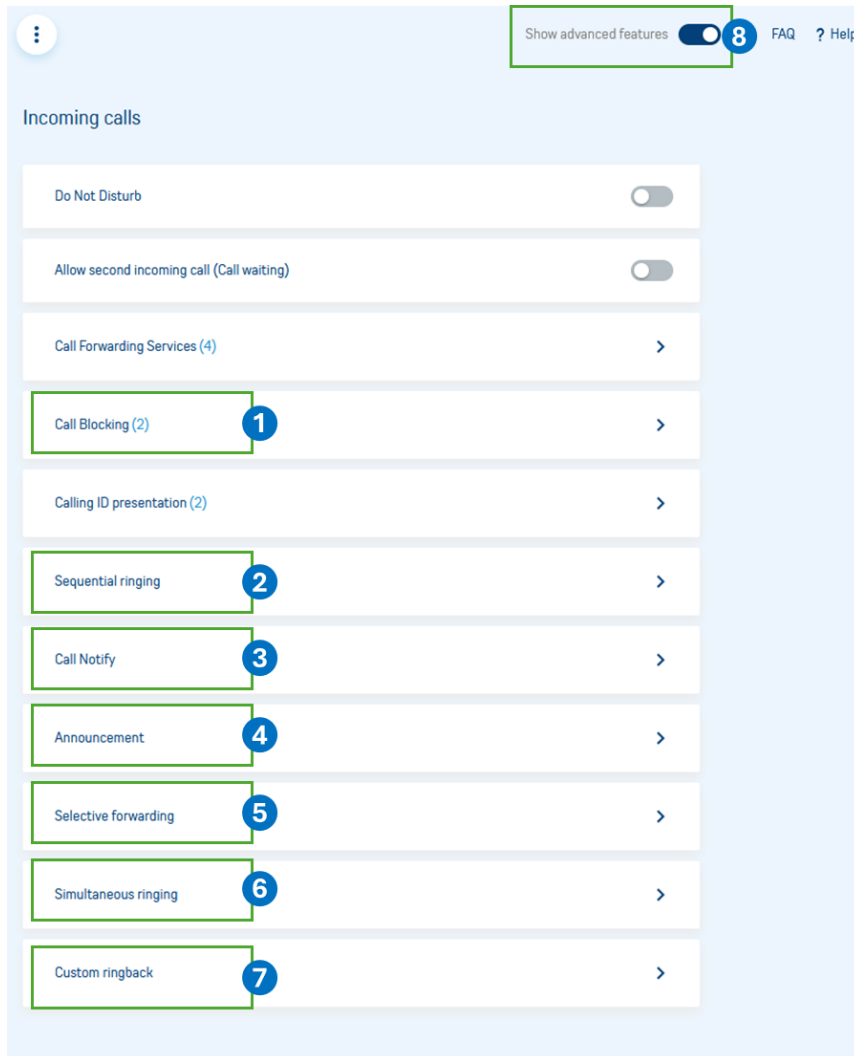


Figure 17 includes:

1. Create blocking lists to avoid receiving calls from certain numbers.
2. Defining a “find me” list of phone numbers and URL’s which are alerted sequentially upon receiving an incoming call that matches a set of criteria.
3. Gives the possibility to send an e-mail when a call comes in.
4. Allows playing an audio or video announcement to callers before the call is connected.
5. Setting up call forwardings that will only be applied during certain time periods or on specific days. It is even possible to only enable them for specific callers.
6. Defining a “find me” list of phone numbers and URL’s which are alerted simultaneously upon receiving an incoming call. It is possible to define rules to only trigger this behavior at certain days, hours or for specific callers.
7. Allows to set specific ringback tones.
8. Showing that the advanced feature view is active.

Some of the services follow a very intuitive wizard to add specific users or functions to the service. You just need to follow them through to setup these advanced features in no time!

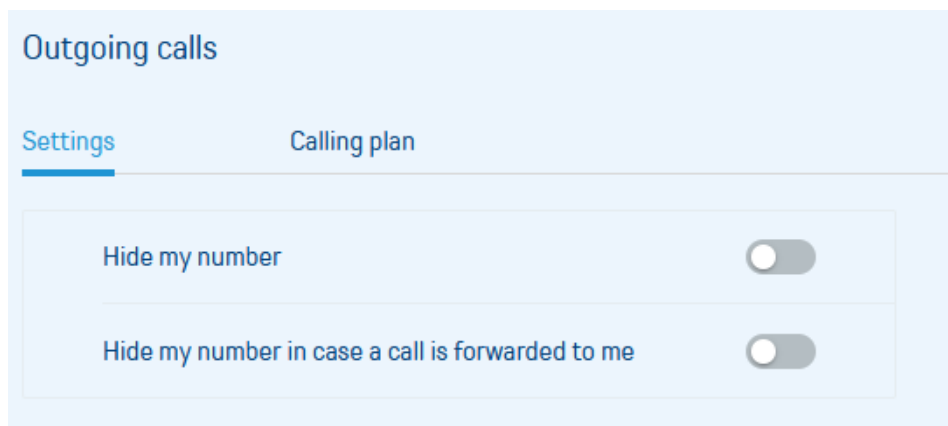
### Allow second incoming call

This allows receiving a second call on your phone system when you are already in another call. If you have a fixed phone or a softphone, an additional button appears on the screen. When toggling between the 2 calls, one call is put on hold. The caller will then receive music on hold (MoH). This configuration is defined by your IT or System administrator.

### 3.2.4. Outgoing Calls

This section allows configuring your outgoing calls. You can configure some settings and your calling plan.

Figure 18: Outgoing calls



#### Settings

In the *Settings* configuration, you can activate:

- The **Hide my number** functionality – Your number is masked for the caller party.
- The **Automatic Callback (ACB)** functionality - This service allows notifying when the previously called busy party becomes idle and is connected without having to redial the phone number.

#### Calling Plan

Outgoing *Calling plan* allows viewing the calling plan rules for outgoing calls. Only an administrator can change which call types are permitted.

Figure 19: Calling Plan

	Name	Originating	Redirecting
1	Intern	<input type="button" value="Allow"/>	<input type="button" value="Allow"/>
2	Toll Free	<input type="button" value="Allow"/>	<input type="button" value="Allow"/>
3	National	<input type="button" value="Allow"/>	<input type="button" value="Allow"/>
4	International	<input type="button" value="Allow"/>	<input type="button" value="Allow"/>

### 3.2.5. Voicemail

This section allows configuring your voicemail settings.

Figure 21: Voicemail

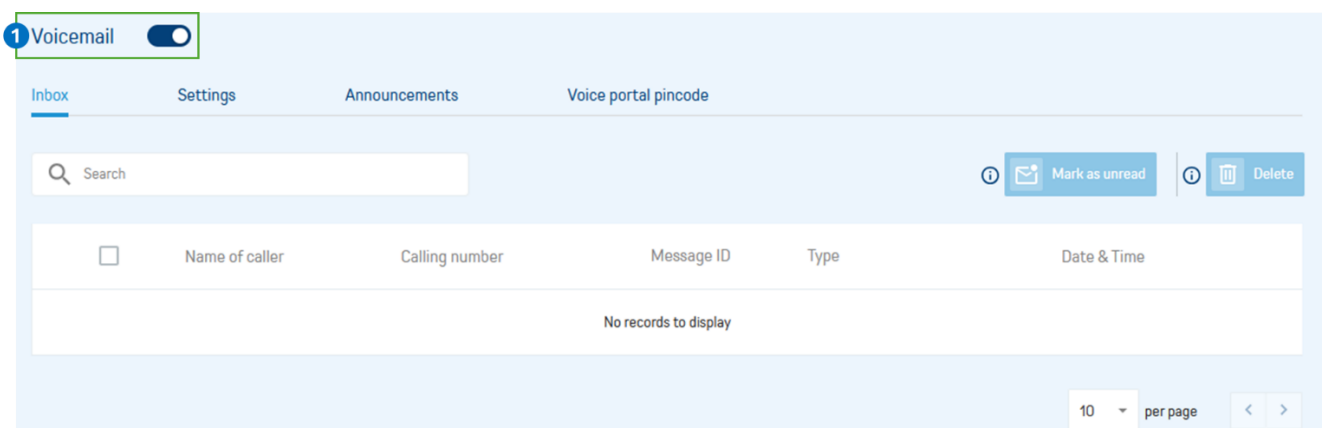


Figure 21 includes:

1. Switching ON/OFF your voicemail box (inbox).

You can:

- See your *Inbox* – a list presenting you who has called, at which time and if a message has been left.
- Define your *Settings* – how you want to receive your voicemail messages (Send to email)
- Check your *Announcements* – set different rules and flows which need to be used in general when you are busy and when you do not answer.
- Set your *Voice Portal Pin code* – reset the pin code used to access your company's voice portal. Through the voice portal, you can manage your services and listen to your voicemail.

### 3.2.6. Media

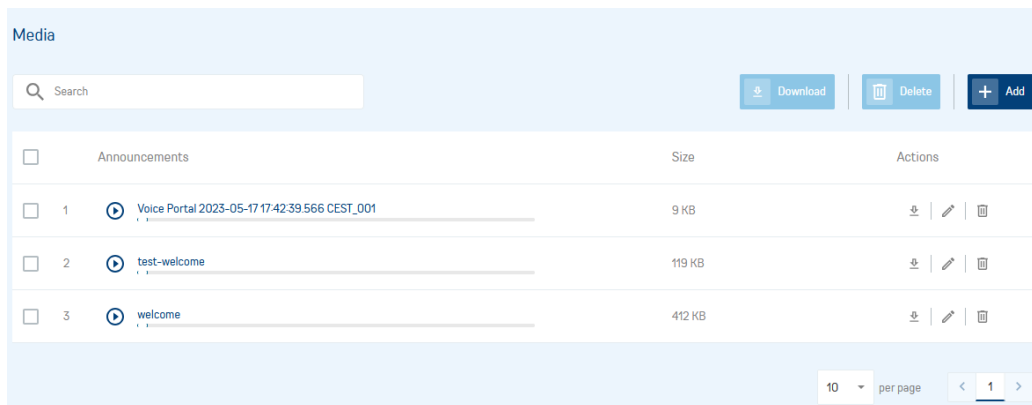
The *Media* service allows setting the sound file used for announcements:

- Upload a media file
- Record an announcement
- Select one from our library

The media file is used on different places in the Portal. A few examples are:

- the announcement sub-service at the incoming call service, to define a Pre-alerting message
- the Voicemail configuration. Here you can define a custom announcement. Different media files are offered.

Figure 22: Media



### 3.2.7. Call Center

The *Call Center* service allows setting your agent status depending on what you have to do in the Contact Center.

When in the role of a call center agent, you can select one of the statuses below:

Table 3: Call Center statuses and definitions.

Status	Definition
Available	You are ready to receive calls form the contact center.
Unavailable	You cannot receive calls. This status can be used for example when taking a break.
Wrap-up	You cannot receive calls for a certain time after you have handled your call. This 'wrap-up' time is foreseen to do administrative work after you have closed a call with a customer.
Sign-in	You log in into the contact center queue and start receiving calls.
Sign-out	You log-out of the contact center queue and will not receive any calls from the contact center.

### 3.2.8. Details

The **Details** service gives more details about your account.

It shows:

- Internal and external number
- user-id
- the language is associated to your account
- your email address (used in other services already described above)
- your time zone – important in case of an international company.

You can check the **Phone Numbers** associated to your account, where *Extension* is your internal number, and *Outgoing CLI* the number that you send out when placing external calls.

You can also check if additional numbers have been assigned to your account.

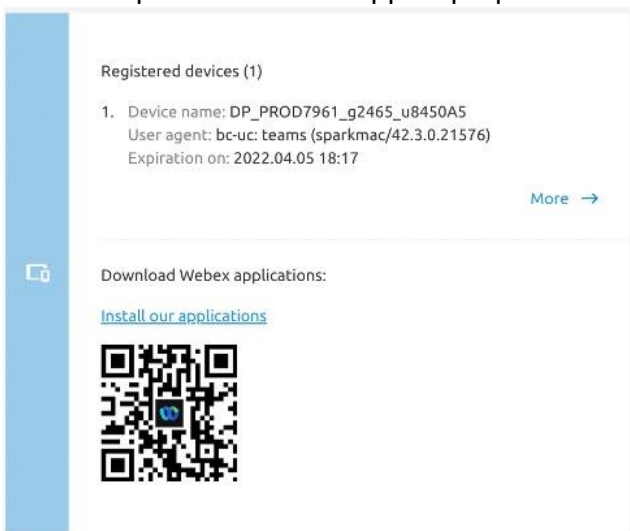
You can verify the **Feature access codes** available on the system. *Feature access codes* are codes you can use to activate / deactivate a feature via your phone without using (Graphical) User Interface. The checkbox in front of the feature access code allows selecting which one you would like to download in the .csv file

If you want to use for example the *Push to talk* feature, you can activate it through the portal or pick up the phone and dial the digits \*50 to activate it.

#### Show advanced features

If you activate the *Show advanced features*, you will receive additional information about your account. On top of the information described above, you will receive the following extra tabs:

- **Licenses:** shows which licenses are associated to your account
- **User IDs:** shows the user Identification numbers assigned to your account. This can be required for some support purposes.



### 3.3. Advanced Features

When you activate the *Show advanced features* view on the *Home* page of the portal, you have noticed that additional services become available on the left side of the screen.

The next sections explain these additional services in more details.

Figure 24: Advanced feature view

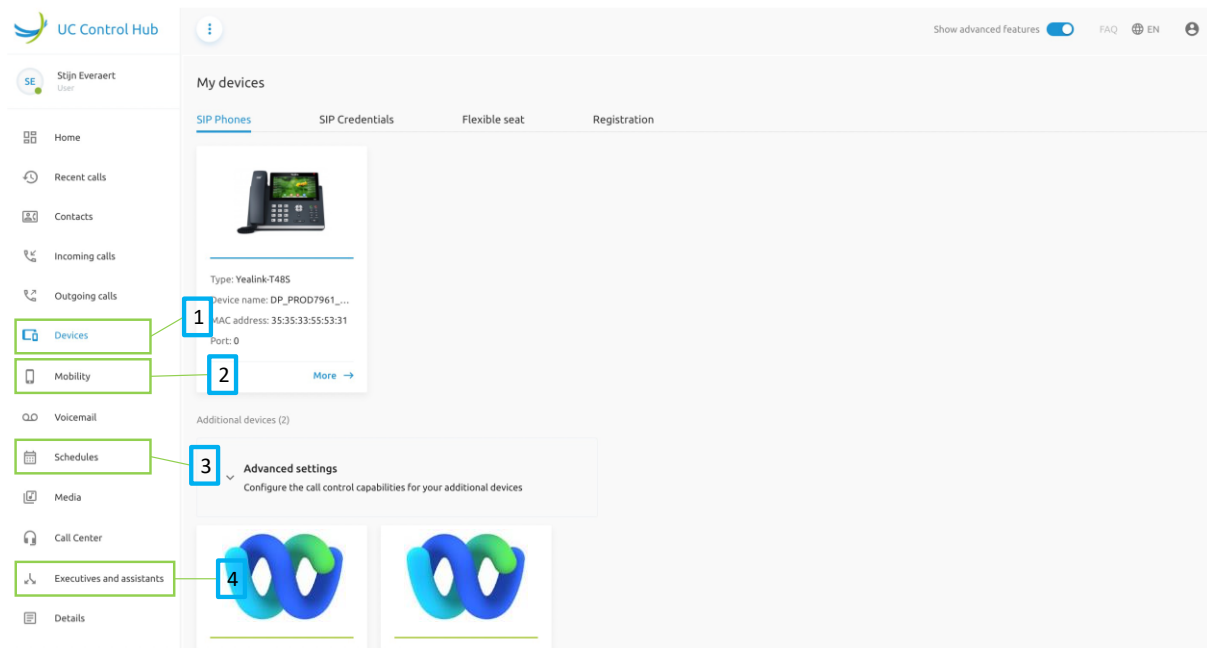
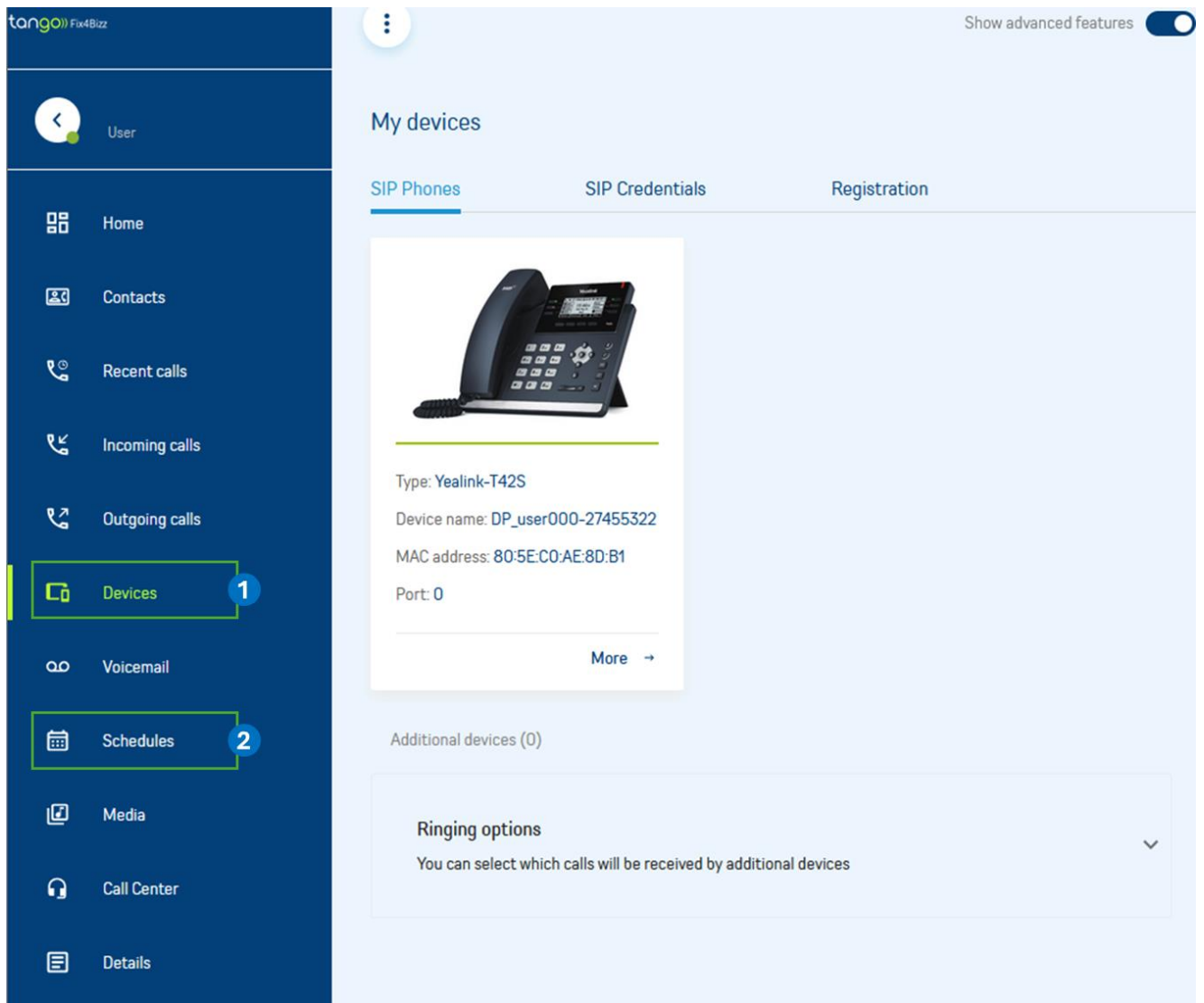
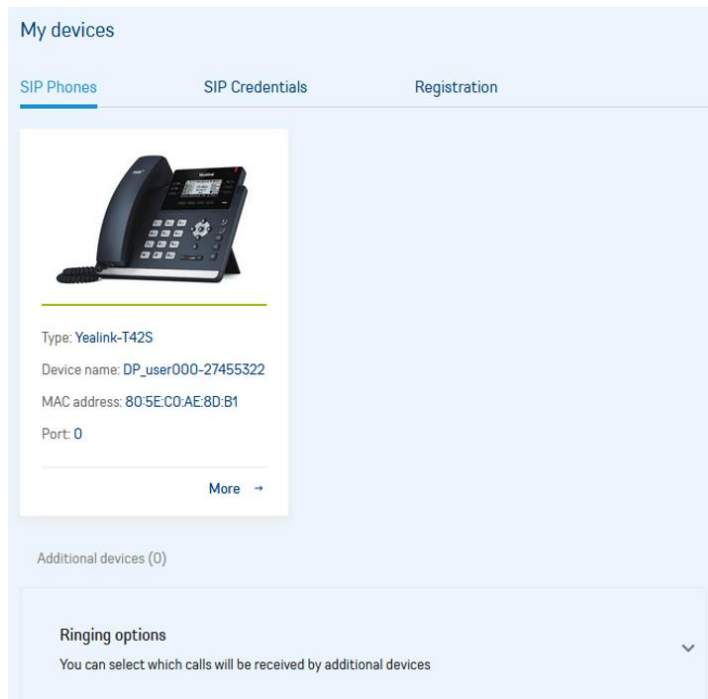


Figure 24 includes:

1. Devices: Giving an overview of “My Devices”.
2. Schedules: Allows creating time schedules and holiday tables.
3. Mobility (only with Bizz2Go feature): Showing the different mobility features are available on the account.

### 3.3.1. Devices

Figure 25: My devices overview



#### SIP Phones

The first tab gives an overview of the devices that are used by your account. It can be a physical phone or a Webex softphone application on a PC (desktop or laptop) or a Webex softphone application on a mobile device.

Details about the type of phone, device name, mac address... are displayed on this page. When selecting the “More →” function at each of the devices, more detailed configuration is possible.

The screenshots below explain how to set up these configurations.



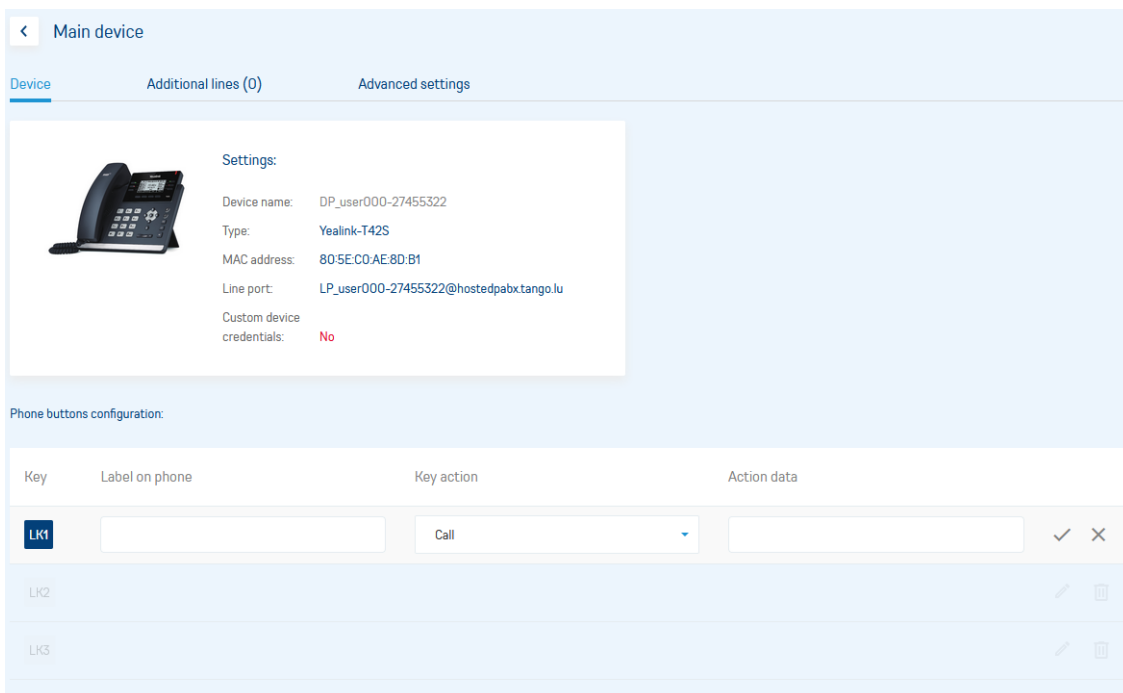
Figure 26:



When selecting the “More →” option at the bottom of your SIP Phones device, you will be able to configure your line-keys of the physical phone via the ‘Device’ tab.

Depending on how your IT administrator has defined the standard setup of the line keys, some keys cannot be changed.

Figure 27: Phone line key configuration.



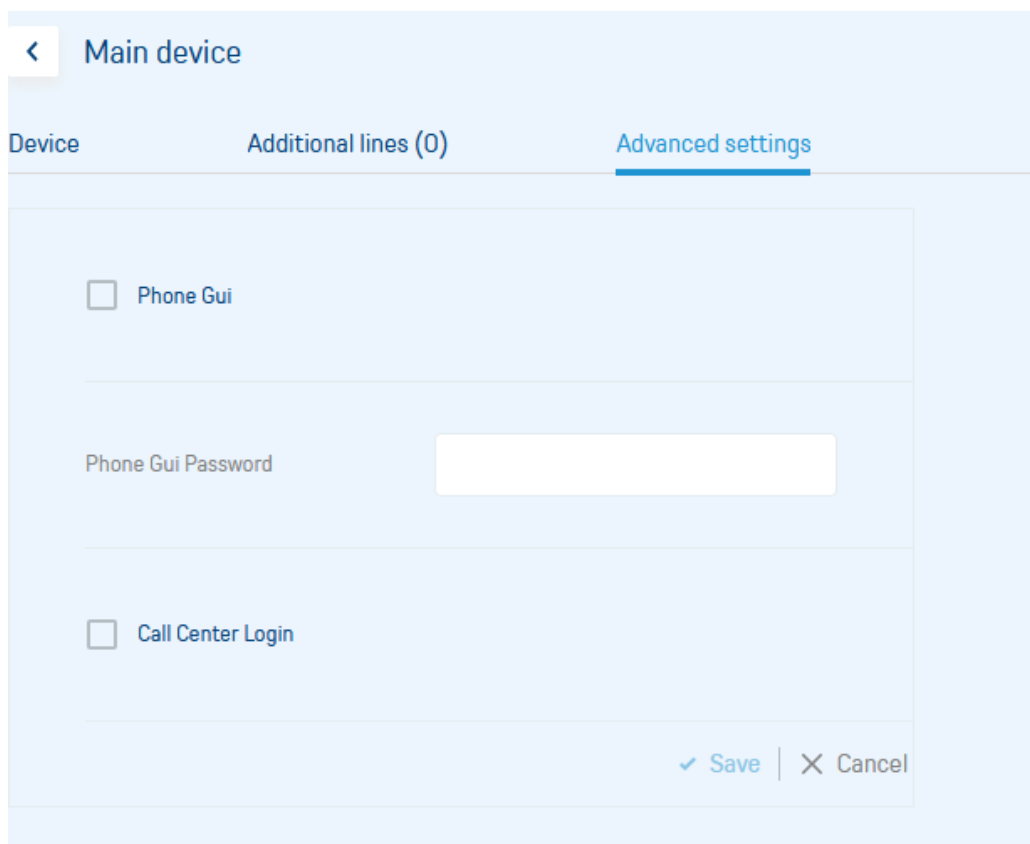
In the figure 27, the 3<sup>rd</sup> key of the Yealink-T42S will be configured with one of the function keys from the drop-down menu.

For more information about the functions and/or the way your phone has been setup, please contact your IT administrator.

*Additional lines* show additional (phone) lines from colleagues which you could have configured. Perhaps you also want to see incoming calls to a colleague and answer those calls.

Using the *Advanced settings*, you can disable the light of your voicemail box, indicating you have a new voicemail message, and/or the light of the 'missed call indication' (would light on if you have missed a call).

Figure 28: Phone Advanced settings configuration



The screenshot shows a web interface for configuring a phone. At the top, there is a navigation bar with a back arrow and the text 'Main device'. Below this, there are three tabs: 'Device', 'Additional lines (0)', and 'Advanced settings', with 'Advanced settings' being the active tab. The main content area contains a form with the following elements:

- A checkbox labeled 'Phone Gui' which is currently unchecked.
- A text input field labeled 'Phone Gui Password'.
- A checkbox labeled 'Call Center Login' which is currently unchecked.
- At the bottom right of the form, there are two buttons: 'Save' (with a checkmark icon) and 'Cancel' (with an 'X' icon).

### SIP Credentials

In the SIP Credentials tab, you can set (change) the password that your phone uses to logon to the network. If you don't remember your password, please contact your IT Administrator to have it replaced.

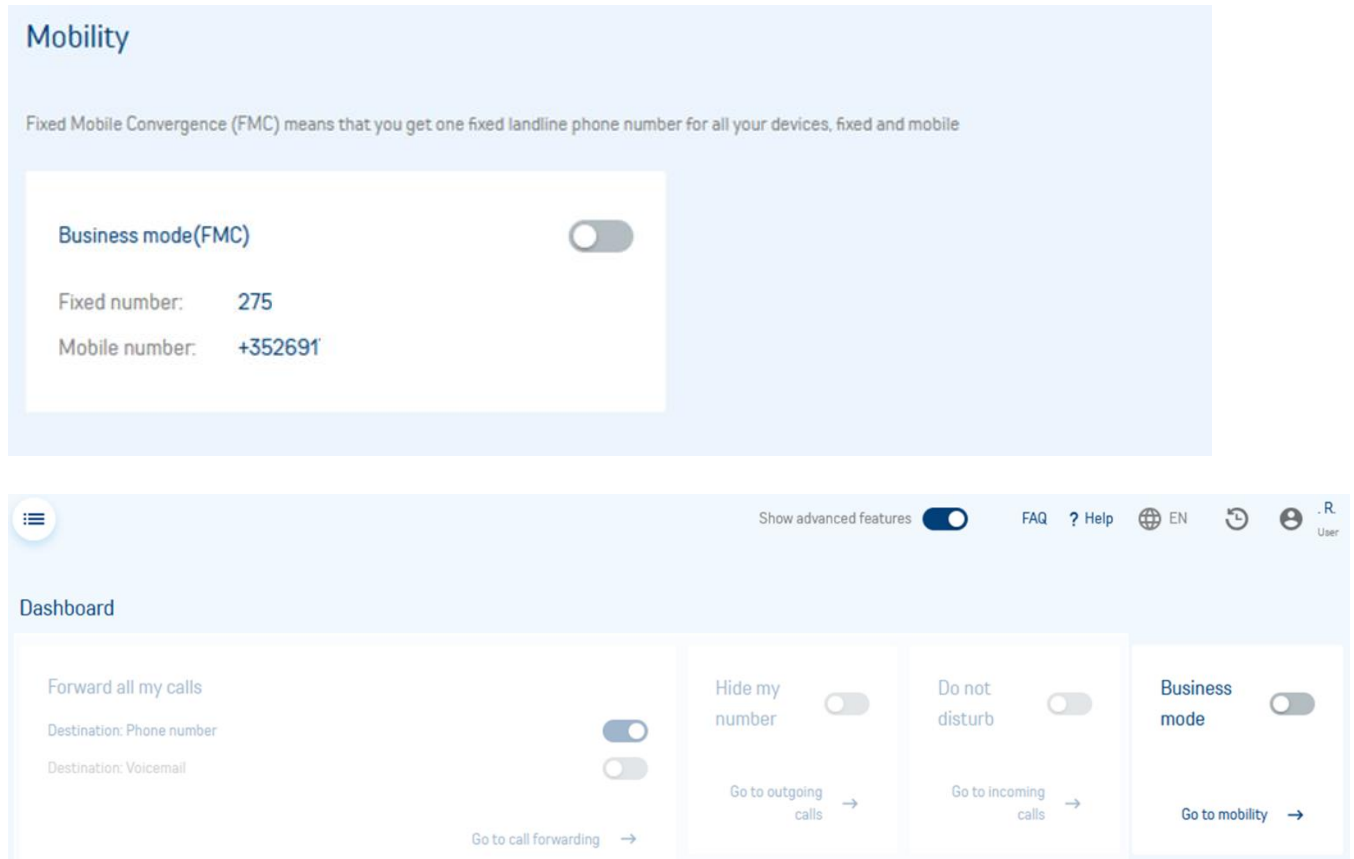
### Registration

In the registration tab, you can find more information about the registering of your device. This can be useful for support reasons.

### 3.3.2. Mobility

The Bizz2Go Service / FMC (Fixed Mobile Convergence) allows you to use your mobile phone but still show to the recipients your fixed phone number.

Fig 33: Mobility



When adding a number, the system asks you additional information about how you want to use that number.

### 3.3.3. Schedules

The **Schedules** service allows creating timetables and holiday tables, which can then be used in other services requiring a Time or Holiday input.