



*Orchestrating Hyperconnectivity*

**TRAINING MANUAL**

# **Voicemail Setup & Web Portal Globalgig NetSapiens Switch**

**Additional Questions?**

**[voip.accounts@globalgig.com](mailto:voip.accounts@globalgig.com)  
844-483-5474**

# Quick User Guide

## Voicemail Setup NetSapiens



### Initial Setup

1. Dial **9 9 9 9** or press the **Messages** button.
2. If prompted to "Please enter your account number" — enter your extension.
3. Wait for the voice prompt for a password.
4. Your default password will be **1 5 9 7 5 3** followed by the **#** key.

### Record & Select Your Initial Greeting

1. At Main Menu, select option 6:
2. Press **1** to Record Greetings (you can record multiple greetings).
3. Record your greeting after the tone and press **#** when you're finished.
4. Back at the Main Menu, select option 3:
5. After the prompt, press **1** to select the greeting you just recorded.
6. The selected message will play, after which you'll be returned to the Main Menu.

### Main Menu

- |                              |                                    |
|------------------------------|------------------------------------|
| <b>1</b> New Messages        | <b>5</b> Set Current Options       |
| <b>2</b> Old Messages        | <b>6</b> Change Greetings          |
| <b>3</b> Send Messages       | <b>7</b> Recover Deleted Voicemail |
| <b>4</b> Set Call Forwarding |                                    |

Questions? Contact Globalgig Support at 855 483 5474 or [support@globalgig.com](mailto:support@globalgig.com)

### Checking/Receiving Messages


Select **1** for New Messages, first message will play followed by the Menu

- |                              |                                    |
|------------------------------|------------------------------------|
| <b>1</b> New Messages        | <b>5</b> Set Current Options       |
| <b>2</b> Old Messages        | <b>6</b> Change Greetings          |
| <b>3</b> Send Messages       | <b>7</b> Recover Deleted Voicemail |
| <b>4</b> Set Call Forwarding |                                    |

Questions? Contact Globalgig Support at 855 483 5474 or [support@globalgig.com](mailto:support@globalgig.com)

# Web Portal Login Screen

A screenshot of the globalgig login screen. It features the globalgig logo at the top left. Below the logo are two input fields: "Login Name" and "Password". Each field has a small icon on the right side. At the bottom of the form is a red "Log In" button.

 **globalgig**

**Login Name**

**Password**

**Log In**

Login URL:  
<https://nms-atl.iisvoip.net/portal/>

# Portal Home Screen



Message Count

The screenshot shows the globalgig portal home screen for user 'phone 2 Test (8004)'. The top navigation bar includes icons for Home, Messages (with a red '1' notification), Contacts, Answering Rules, Time Frames, Phones, Music on Hold, and Call History. The main content area is divided into three sections: 'NEW MESSAGES', 'ACTIVE ANSWERING RULE', and 'RECENT CALL HISTORY'. The 'NEW MESSAGES' section contains a table with one message from '8004 phone 2 Test' on 'Oct 25th 2013, 3:10pm' with a duration of '0:11'. The 'ACTIVE ANSWERING RULE' section shows 'Default' as the active rule, with 'Simultaneously ring' options for 'x8004' and 'x8004a'. The 'RECENT CALL HISTORY' section shows a table of recent calls.

From	Date	Duration
8004 phone 2 Test	Oct 25th 2013, 3:10pm	0:11

Number	Name	Date	Duration
1 (610) 265-5530	IIS Group, LLC	Today, 08:36am	0:25
8001	Voicemail	Yesterday, 6:04pm	0:26
1 (610) 265-5530	IIS Group, LLC	Yesterday, 6:00pm	0:00
1 (610) 265-5530	IIS Group, LLC	Yesterday, 5:59pm	0:00
8004	phone 2 Test	Yesterday, 5:55pm	0:16
1 (610) 265-5530	IIS Group, LLC	Yesterday, 5:55pm	0:30

New Messages

Recent Call History

# Message Screen



Click to Call

Play Messages

Download/Listen

Save

Delete

# Time Frames



Name	Description	Owner
Always	Always	Shared
Vince	Days and Times	Shared

Time Frames are used in conjunction with Answering Rules, covered in the next section of this guide. For environments with multiple Rules, establish Time Frames to govern each rule.

# Answering Rules & Forwarding



globalgig phone 2 Test (8004) | Profile | Log out

Home Messages Contacts Answering Rules Time Frames Phones Music on Hold Call History

Answering Rules / phone 2 Test (8004)

Ring for 25 seconds Allow / Block Add Rule

Time Frame	Description
Default <b>Active</b>	Simultaneously ring x8004, x8004a

When no answering rules are in effect, calls will ring your extension by default.

Select Add Rule to create a new Forwarding Rule.

Hover over an existing entry and select the edit icon to adjust an existing rule.



# Answering Rules & Forwarding



The screenshot shows the 'Edit Answering Rule' dialog box in the GlobalGig interface. The dialog is titled 'Edit Answering Rule' and has a close button (X) in the top right corner. It contains the following settings:

- Time Frame:** A dropdown menu set to 'Default'. A note next to it says 'This is when your answering rule will apply'.
- Enabled:** A checked checkbox.
- Do not disturb:** An unchecked checkbox.
- Call screening:** An unchecked checkbox.
- Call Forwarding:**
  - Always:** An unchecked checkbox with a text input field labeled 'Extension, number or phone'.
  - Never busy:** An unchecked checkbox with a text input field labeled 'Extension, number or phone'.
  - When unanswered:** An unchecked checkbox with a text input field labeled 'Extension, number or phone'.
  - When offline:** An unchecked checkbox with a text input field labeled 'Extension, number or phone'.
- Simultaneous ring:** A checked checkbox.
  - Include user's extension:** A checked checkbox.
  - Ring all user's phones:** A checked checkbox with a text input field containing '80048' and a plus icon to its right.
- Just ring user's extension:** An unchecked checkbox.

At the bottom of the dialog are 'Cancel' and 'Save' buttons.

# Contacts Screen



The screenshot shows the globalgig interface with a navigation bar at the top containing icons for Home, Messages, Contacts (highlighted with a red '1'), Answering Rules, Time Frames, Phones, Music on Hold, and Call History. Below the navigation bar is the 'Contacts' section, which includes a dropdown menu set to 'All', a search bar with the placeholder 'Enter a name or extension', and a table of contacts. The table has columns for Name, Number(s), Status, and Department. The contact 'Matthew Brody' is highlighted, and its phone number '(917) 991-4798' is circled. To the right of the table are buttons for 'Add Contact', 'Import', and 'Export'. The 'Add Contact' button is circled, and a callout points to it. Another callout points to the edit and delete icons for the 'Matthew Brody' contact entry.

Name	Number(s)	Status	Department
test 2	8002		n/a
Mark Penn	8003		n/a
Voip Support	8001		n/a
phone 2 Test	8004		n/a
Matthew Brody	(917) 991-4798		

Click number to Call directly from the contact Screen.

Select Call and pick up handset.

Click Add Contact and fill out the New Contact Form.

Hover over existing entry to access, edit or delete contact options

# Phones Screen



Registered	Name	Device Type	IP Address	MAC Address	Line
X	8004	PolycomSoundPointIP-S...335-UA/3.2.2.0477	173.15.159.166:506	00:04:F2:33:55:F7	1
X	8004a	PolycomSoundPointIP-S...601-UA/3.1.2.0392	173.15.159.166:426	-	-

**Please Do Not Make Changes to the Phone Screen in the Portal.**  
Doing so will create issues with your Service.

# Music on Hold



A screenshot of the globalgig web interface. At the top left is the globalgig logo. To the right, it says "phone 2 Test (8004) | Profile | Log out". Below this is a navigation bar with icons for Home, Messages (with a red notification bubble containing the number 1), Contacts, Answering Rules, Time Frames, Phones, Music on Hold (highlighted with a red background), and Call History. Below the navigation bar is a header for "Music on Hold" with a "Settings" button and an "Add Music" button circled in blue. The main content area contains the text: "No music on hold files have been added for the group. Music will be inherited from the system defaults."

Click to Add Music.  
Browse & select the file  
to upload.

\*note: file must be  
in .WAV format.

# Call History



globalgig phone 2 Test (8004) | Profile | Log out

Home Messages Contacts Answering Rules Time Frames Phones Music on Hold Call History

Call History

Filters 07/03/2015 - 07/08/2015 Export

Number	Name	Date	Duration
1 (610) 265-5530	IIS Group, LLC	Today, 2:05pm	0:05
8002	test 2	Today, 1:51pm	0:50
1 (610) 265-5530	IIS Group, LLC	Today, 1:45pm	0:01
1 (610) 265-5530	IIS Group, LLC	Today, 12:31pm	0:01
5001	Voicemail	Today, 12:30pm	0:23
1 (610) 265-5530	IIS Group, LLC	Today, 12:30pm	0:01
1 (610) 265-5530	IIS Group, LLC	Today, 12:30pm	0:04
1 (610) 265-5530	IIS Group, LLC	Today, 12:29pm	0:05
1 (610) 265-5530	IIS Group, LLC	Today, 12:27pm	0:01
1 (610) 265-5530	IIS Group, LLC	Today, 12:27pm	0:03
1 (610) 265-5530	IIS Group, LLC	Today, 12:27pm	0:06
1 (610) 265-5530	IIS Group, LLC	Today, 12:26pm	0:07
1 (610) 265-5530	IIS Group, LLC	Today, 10:47am	0:02
8002	test 2	Today, 10:20am	0:03
8004	phone 2 Test	Today, 10:27am	0:10

< 1 2 3 4 5 6 > >>

View: 15 25 50 100

Filter Call History to Find Specific Calls

Click to Call and pick up Handset

Export Call History

**Additional Questions?  
We're Here to help**



**Account Management  
voip.accounts@globalgig.com  
844-483-5474**

**Tech Support  
support@globalgig.com  
855-483-5474**