

# Call Manager User Guide



Bubble's call manager allows you to efficiently manage your phone numbers and also provides the user with other features to manage your business phone to be more productive.

Go to Website <https://selfcare.bubblecommunications.com:10001/bbl/>

**Login:** Type in your assigned phone telephone number.

Type in your password provided by Bubble. (If you have forgotten your password, or did not receive one, call Customer Service at 714-338-8807. **Then click Login.**

## Dashboard:

### Home

- **Summary:** When you initially login, the summary of your phones functions is being displayed. If you have call forwarding or any settings turned on it will display it here. Utilize this if your phone is ever acting in a way that you do not expect. It is possible that a setting is turned on that you do not want.
- **Forwarding:** You can forward calls immediately, by setting up where those calls should forward to, and you can choose to have your phone ring once as a reminder that the phone is forwarded by clicking in the box.

Forward the phone when you are busy on another call, or you do not answer. You will be asked where to forward your calls to when you are **busy on a call**, or you **do not answer your phone**. Click the **Apply** button at the bottom of the page when you have entered the number to forward to.

- **SimRing:** SimRing allows incoming calls to simultaneously ring a number of phone numbers. To turn on, enter a destination that you would like to simring. Click add then click apply to save these changes. The new addition will appear in the **Destination** area on the left-hand side. If you had clicked on "**Forwarding**" the system will ring each number until you are found using the numbers you have entered, or a voice mailbox is reached. ‘
- **Screening:** Click the **Screening Tab**. Click on **Do Not Disturb**. Your phone will no longer receive ringing on your phone. All calls will be directed to the voicemail box. (By clicking the Reject all calls immediately box, the "**Yes**" Radio button, your phone will ring once as a reminder the phone is forwarded.)

## Messages and Calls Tab.

- **Messages** – View and listen to your messages. There are four ways to check voicemail:
  - Pick up the handset, it can beep to alert you of a voice message in your mailbox.
  - You can go to the Buble website to open and view/retrieve messages.
  - The message can come to your inbox email, then click to listen to the message.
  - Call in from outside to listen to your messages (Dial 714-338-8820) and press the “\*” key plus the telephone number for your voice mailbox. Then press the “#” key.
- **Faxes** – Faxes associated with your number will be displayed in this tab.
- **Missed** – View your missed calls
- **Dialed** – View your dialed calls
- **Received** – View your received calls.
- **Deleted**

## Contracts Tab

Click on the **New Contact Tab** displayed on the bottom. Type in your new contact information as needed. **Click Save.** Click on **New Group** if you need to create a group for Friends or Work Group, or other contact group.

To **Import Contacts**, choose a CSV file you have created then choose the file to import. You can overwrite a contact, duplicate the contact, or ignore an imported entry. You can import up to 1000 entries. Additional entries over 1000 will be ignored.

**Extensions** can be shown for each user if needed. **Short Codes** are used for Speed Dials.

**Apps Tab** click on the App software you are using for Microsoft. (An ensign will appear in your hidden icons on your tray at the bottom of the screen. Drag it to your tray so it will be displayed at all times.

**Groups Tab:** This tab displays the Main Number (MADN) and Call Pick up Groups programmed for your system. Click on a group to view the detailed information.

**Settings Tab.** The **General Tab** will tell you details about your phone set up. The **Calls Tab** will allow you to check boxes to be used to withhold Caller ID, Provide Caller ID, or Provide Caller names for incoming calls.

**Make A Call:** Click on the Drop Down in the top right hand corner.

Enter a number or click for a drop-down list of numbers to choose from then click **Dial** (Your phone will ring 1<sup>st</sup>, pick up hand set or press speaker phone button, then the system will dial the chosen number.

Call Bubble Customer Support at 714-338-8807 if you have questions about your Bubble Services or Bubble Phones.