

How To Articles



audian

Welcome to Audian's Knowledge Database

Audian Call Recording

- Account Settings - Audian Call Recording
- Call Recordings - Audian Call Recording
- User Settings - Audian Call Recording

Audian User Portal

- Audian User Portal - Caller ID
- Audian User Portal - Call Forwarding
- Audian User Portal - Call History
- Audian User Portal - Call Recording
- Audian User Portal - Conference Bridge
- Audian User Portal - Devices
- Audian User Portal - Faxes
- Audian User Portal - Voicemail

Call Center Basic

- How To - Access the Call Queue Viewer
- How To - Add a Call Queue
- How To - Add Agents to the Call Center
- How To - Assign Agents/Managers to a Call Queue
- How To - Assign Devices in Call Center
- How To - Sign Into A Call Queue

Call Flow Articles

- Block Numbers & Anonymous Calls (Blacklist Phone Numbers)
- Call Flows
- How To - Change a Menu/Auto Attendant Greeting

Conference Manager

- How To - Control The Conference Manager App
- How To - Create Conference Bridge HUB & Personal Conference Bridges
- How To - Setup and Control the Conference Manager App

Dynamic CallerID

Fax Manager App

- [How To - Send Fax via Fax Manager App](#)

Operator Console and Operator Console Pro

- [How To - Make a call via the Operator Console Pro](#)
- [How To - Use the Operator Console application](#)

PBX Manager Articles

- [Add Numbers to a PBX](#)
- [PBX Troubleshooting](#)
- [Setup A PBX](#)

Smart PBX

- [Caller ID](#)
- [How To - Create Ring Groups - Smart PBX](#)
- [How To - Enable Account Apps \(Account Admin\)](#)
- [How To - Port Numbers](#)
- [How To - Setup Hold Music](#)
- [How To - Use Online Chat Support](#)
- [Login to the Audian Portal](#)
- [Set Custom VLAN settings](#)
- [User Articles](#)

Voicemail Manager