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1 About this Guide
The Hosted VoIP Phone System Admin Guide for Users is designed to assist users and administrators who are accessing individual user profiles with the management of all functions for the Hosted VoIP Phone System User Portal. The features available to each user will vary depending based on the package and services assigned to the individual user.

Detailed instruction for each function and page of the Hosted VoIP Phone System can be found in this guide and the Help Menus available on each web page within the online web portal.

Enterprise and Group Administrators should refer to the Hosted VoIP Phone System Admin Portal Guide for Enterprise Administrators and the Hosted VoIP Phone System Admin Portal Guide for Group Administrators for information regarding Enterprise and Group level configuration settings.
2 Accessing the Hosted VoIP Phone System Administration Portal

To Access the Hosted VoIP Phone System Administration (Admin) Portal, navigate to https://admin.eusertional.com on your web browser.

When you are presented with the login page, enter your credentials for the Username (for users this is typically your ten digit Hosted VoIP Phone System phone number) and Password. Then click Login.

If you have forgotten your password, click the “Forgot Password?” link.
Enter your e-mail address and User ID (Username) in the fields provided.

Enter the symbol information provided to you in the image.

Click Reset.

The system will email you a password reset option using Completely Automated Turing test to tell Computers and Humans Apart (CAPTCHA) technology.

3 Hosted VoIP Admin Portal Interface (User Access)

Once you’ve logged in to the portal, you will be presented with the following interface:
<table>
<thead>
<tr>
<th></th>
<th>Name</th>
<th>Indicates the name of the enterprise and group currently logged in to.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>Navigation Tabs</td>
<td>These tabs allow you to navigate through the different settings and options available with the user portal. Some tabs may provide you with additional menus to navigate through settings.</td>
</tr>
<tr>
<td>3</td>
<td>Application Launch Drop-down Menu</td>
<td>This drop-down menu allows users to launch applications associated with their Hosted VoIP Phone System service such as Call Center or Receptionist.</td>
</tr>
<tr>
<td>4</td>
<td>User ID</td>
<td>Displays the User ID associated with the user account you are logged in to.</td>
</tr>
<tr>
<td>5</td>
<td>Profile Drop-down Menu</td>
<td>This dynamic drop-down menu allows the option to logout or seek instructions for certain functions. Instructions available are dependent upon the area of the Admin Portal currently accessed.</td>
</tr>
<tr>
<td>6</td>
<td>Calling Features Service Type Drop-down Menu</td>
<td>This drop-down menu allows you to select to view all calling features associated with this user or select the features according to service type such as: Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Messaging, Client Applications, and Meet-Me Conferencing.</td>
</tr>
</tbody>
</table>

4  Profile
The User Profile menu is divided into the following sections:

- Password Reset
- User Info
- Additional Info
- Privacy
- Call Policies
- Time Schedules
- Holiday Schedules
- Devices Sharing My Line
- Phone Number

Note: Any changes made within the Profile page at a User Level may result in the desk phone resetting which may take a few minutes.

4.1 Password Reset
The Password Reset section allows you to configure your application *password* and your *voice portal passcode*. The *password* is the password used for access to your user web portal as well as other
Telesystem applications such as UC-One, Call Center, and Receptionist Console. The voice portal passcode refers to your voicemail password*. By default, the system will display a series of dots for every character typed in the password fields. To display the password you’ve entered in each field, click and hold the reveal icon (this icon is available after you begin typing in the password fields).

How to change your application password:
1. Enter your current password in the Old User Password field.
2. Type the new password in New User Password. If you’d like the system to create a generic password, click Generate.
3. Re-type the new password in the field labeled Re-type Password. The new password must match to complete the password reset. To display the new password click Show/Hide Password. The password may be hidden by clicking Show/Hide Password again.
4. Click Save to save your new password.

Application passwords must contain at least 12 alpha numeric characters including at least one upper-case letter, lower-case letter, number, and special character.

How to change your voice portal (voicemail) passcode:
5. Enter your current password in the Current Voice Portal Passcode field.
6. Type the new password in New Voice Portal Passcode. If you’d like the system to create a generic password, click Generate.
7. Re-type the new password in the field labeled Re-type Passcode. The new password must match to complete the password reset. To display the new password click Show/Hide Password. The password may be hidden by clicking Show/Hide Password again.
8. Click Save to save your new passcode.

Voice portal passwords must be 4-8 digits long.

*Some legacy voicemail users utilize third party voice messaging services (see section 5.5.1. If the Third Party Voice Messaging is active, the voicemail password is managed elsewhere.
4.2 User Info
The User Info section displays the Enterprise and Group the user is assigned to, as well as, the current Calling Line ID and User ID. The User has the option to make changes to their First and Last Name, Language, and Time Zone. Click **Save** to save any changes you make.

![User Info](image)

4.3 Additional Info
The Additional Info fields allow you to manage other information pertaining to the User such as Title, Pager Number, Mobile Number, Email Address, Yahoo ID, and Location. Click **Save** to save any changes you make.

![Additional Info](image)
4.4 Privacy

By default, user names and numbers appear in Group and Enterprise Directory Listings. These listings are accessible via the User Utilities menu page and the Call Manager Group/Enterprise tab.

User Privacy allows you to exclude yourself from Group and Enterprise Directory Listings. To enable this, click the box next to **Enable Directory Privacy**. A check mark ✓ will appear in the box. Click **Save**.

Repeat step to disable (which will allow other users to view your information within the Enterprise Directory).

You may also exclude yourself from Phone Status Monitoring by clicking the box next to **Enable Phone Status Privacy**. You may click **Edit** to specify a select group of users to view your Phone Status regardless if you have Phone Status Privacy enabled. Once you’ve clicked Edit, you will be presented with a **Privacy – Assigned Monitors** box.

To assign a user to have the ability to monitor your phone status, enter the Last Name and/or First Name in the fields provided. Click **Search**. The user will appear in the search results. Select the user within the **Available Users** box then click **Add**. You may also search for multiple users then click **Add All**. The user(s) will move to the **Assigned Monitors** box. To remove one assigned monitor, select the user from the **Assigned Monitors** box, then click **Remove**. To remove all users from the **Assigned Monitors** box, click **Remove All**. Users will be moved to the **Available Users** box. When finished, click **Save** to keep your selections. The window will close. Click **Save** again to save all Privacy changes.
4.5 Call Policies

The Connected Line Identification Privacy on Redirected Calls option applies to redirections before and after answer including Call Forwarding, Blind Transfer, Transfer with Consultation, Sequential Ring, and Simultaneous Ring. This option does not apply to services that are not considered redirections such as Automatic Hold/Retrieve, Call Pickup, Call Park, Directed Call Pickup, Directed Call Pickup with Barge-in, all types of recalls, etc.

<table>
<thead>
<tr>
<th>Steps</th>
<th>Details</th>
</tr>
</thead>
</table>
| 1. Select the type of privacy on redirected calls. | For Connected Line Identification Privacy on Redirected Calls, select one of the following options:  
  - **No Privacy (Default)** – When this option is selected, the redirecting party allows the Connected Line Identification Presentation (COLP) of the redirect destination to be sent to the remote party.  
  - **Privacy for External Calls** – When this option is selected, the redirecting party allows the COLP of the redirect destination to be sent to the remote party only when the remote party is in the same Group/Enterprise as the redirecting party. If the remote party is not in the same Group/Enterprise as the redirecting party (in other words, is viewed as a Network subscriber), then the COLP sent to the remote party is the COLP of the redirecting party, not the COLP of the redirect destination.  
  - **Privacy for All Calls** – When this option is selected the redirecting party never allows the COLP of the redirect destination to be sent to the remote party. The COLP sent to the remote party is always the COLP of the redirecting party, not the COLP of the redirect destination. |
| 2. Select the policy for generating 181 SIP responses for redirected calls. | For Send Call Being Forwarded Response on Redirected Calls, select one of the following options: |
• **Never** (Default) – When this option is selected and the Application Server redirects a call, the Application Server does not generate a 181 response.
• **Internal Calls** – When this option is selected and the originating use is the same group or enterprise as the redirecting user, the Application Server proxies or generates a 181 response.
• **All Calls** – If the user redirects a call, a 181 response is proxied or generated.

**NOTE:** 181 responses received from network users are proxied, regardless of the setting for the user, if the Application Server is configured to do so at the system level.

### 3. Save your changes or exit without save.

Click the **Save** button in the Call Policies section to save your changes.

---

#### 4.6 Time Schedules

This section allows you to manage your schedules. You may view, but not modify, the schedules defined for your Group or Enterprise. Schedules are used in services such as Sequential Ringing, or Call Forwarding Selective to specify the time when the service action (ringing the phone and/or forwarding calls) should take place. This page allows you to add, edit, rename, and delete a time schedule.

**4.6.1 Add a Schedule**

Click the **Add New Schedule** button.

![ADD NEW SCHEDULE button](image)

When the **Name** window populates, enter the name of the schedule.

![Name window with input field](image)

Click the **OK** button.
You will be presented with a one week grid where the columns represent the hours of the day and the rows represent the days of the week.

Start the scheduling time by using your mouse to left-click and hold on the start time for the desired day of the week and drag to the desired end time for the day, then release the mouse button. As you drag your mouse, you will see a pop-up notification showing the exact start and stop times for the day you are scheduling.
In the example below, a schedule has been created for a meeting Monday-Friday 8-8:30AM.

Once you have scheduled time for a day, you can modify the time by clicking on the start or stop boarder of the blocked time, then reassign the time scheduled.

Alternatively, you may click on the block of time for the day you wish to modify. This will produce a pop-up window that will allow you to manually enter the start time and end time. When finished, click Submit.

Click the Save button to keep your changes.
4.6.2  Editing a Schedule

You may view the available schedules by clicking on the name of the schedule at the top of the Time Schedules section.

To edit a schedule, click the schedule’s name you wish to edit.

Modify the times and days scheduled by clicking on the start and/or end times for the scheduled blocks. You may also click on the time block to produce the pop-up window that can be used to manually enter the desired time blocks.

To delete an entire block of time, right-click on the block of time then click **Delete event**.

You may also rename the schedule by clicking the **Rename** button to populate the Name window. Make your desired changes, then click **Save**.
4.6.3 Deleting a Schedule
To delete a schedule, click the desired schedule using the name tabs at the top of the Time Schedules menu. Click the Delete button. When the Attention window populates asking you to confirm the action, click Yes.

![Attention Window](image)

The page will refresh and the schedule will no longer be available.

If the schedule is currently in use (assigned to a feature), you may not delete the schedule. You will receive an error stating: **[Error 4168] The time schedule cannot be deleted because it is being used by a service.** To delete this schedule, locate the feature using this schedule and disable it or assign a different schedule. You will then return to the User Profile to delete it.

![Error Window](image)

4.6.4 Group Time Schedules
The Group Time Schedules section lists available Group Time Schedules configured by an administrator. Users may use these schedules for their call features but they cannot edit or delete these schedules.

![Group Time Schedules](image)
4.7 Holiday Schedules
Similar to Time Schedules, Holiday Schedules may be configured and assigned to features such as Sequential Ring and Call Forward to manage call routing during defined holidays. This page allows you to add, edit, and delete a Holiday Schedule.

4.7.1 Add a Holiday Schedule
To add a new Holiday Schedule:

1. Click the Add Holiday Schedule button.
2. The Add Holiday Schedule window will populate which is divided into columns labeled Holiday, Date Start, Date End, and Recurrence.
3. Enter a name for the schedule at the top in the field labeled Holiday Schedule Name.
4. Enter a name for the Holiday in the column labeled Holiday.
5. Enter the Date Start for that holiday in the following format: MM/DD/YYYY or use the calendar icon to select a date.
6. Enter the Date End for that holiday in the following format: MM/DD/YYYY or use the calendar icon to select a date.
7. Set the Recurrence for the holiday. The recurrence options are None (never recurs), Indefinite (recurs annually forever), or Limited (recurs annually for a given amount of years). If you choose Limited, a new column will appear with a To Date field. Enter the date when you would like this holiday to stop occurring in the MM/DD/YYYY format or use the calendar icon to select a date.
8. Click the Save button to keep your changes.
## Edit Holiday Schedule

* indicates required field.

* Holiday Schedule Name: All Holidays

<table>
<thead>
<tr>
<th>Holiday</th>
<th>Date Start</th>
<th>Date End</th>
<th>Recurrence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black Friday</td>
<td>11/25/2016</td>
<td>11/25/2016</td>
<td>None</td>
</tr>
<tr>
<td>Christmas Day</td>
<td>12/25/2016</td>
<td>12/25/2016</td>
<td>Indefinite</td>
</tr>
<tr>
<td>Christmas Eve</td>
<td>12/24/2016</td>
<td>12/24/2016</td>
<td>Indefinite</td>
</tr>
<tr>
<td>Independence Day</td>
<td>07/04/2016</td>
<td>07/04/2016</td>
<td>Indefinite</td>
</tr>
<tr>
<td>Labor Day</td>
<td>09/01/2016</td>
<td>09/01/2016</td>
<td>Limited</td>
</tr>
<tr>
<td>Memorial Day</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>New Year’s Day</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
4.7.2 Editing and Deleting a Holiday Schedule
To edit a holiday schedule, locate the schedule from the list and click the Edit button to open the Edit Holiday Schedule menu. Edit the desired menu options. Click the Save button to keep your changes.

To delete the holiday schedule, locate the schedule from the list and click the Delete button. A confirmation window will populate. Click OK to proceed.

If the schedule is currently in use (assigned to a feature), you may not delete the schedule. You will receive and error stating: [Error 4165] The holiday schedule cannot be deleted because it is being used by a service. To delete this schedule, locate the feature using this schedule and disable it or assign a different schedule. You will then return to the Group Profile to delete it.

4.7.3 Group Holiday Schedules
The Group Holiday Schedules section lists available Group Holiday Schedules configured by an administrator. Users may use these schedules for their call features but they cannot edit or delete these schedules.
4.8 Devices Sharing My Line
This section displays any shared line appearances configured for your User ID such as Telesystem Softphone for your mobile phone or personal computer.

<table>
<thead>
<tr>
<th>IDENTITY/DEVICE PROFILE TYPE</th>
<th>IDENTITY/DEVICE PROFILE NAME</th>
<th>LINE/PORT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Business Communicator - PC</td>
<td>4199442072PC</td>
<td><a href="mailto:4199442072PC@combuskeye.com">4199442072PC@combuskeye.com</a></td>
</tr>
<tr>
<td>Business Communicator - Mobile</td>
<td>4199442072Mobile</td>
<td><a href="mailto:4199442072Mobile@combuskeye.com">4199442072Mobile@combuskeye.com</a></td>
</tr>
</tbody>
</table>

4.9 Phone Number
This section displays your phone number and extension.

<table>
<thead>
<tr>
<th>PHONE NUMBER</th>
<th>EXTENSION</th>
</tr>
</thead>
<tbody>
<tr>
<td>4199442072</td>
<td>2072</td>
</tr>
</tbody>
</table>

SAVE
5 Calling Features

The Calling Features tab provides the call handling features available on your User ID. The Calling Features are separated into the following sections:

- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Messaging
- Client Applications
- Meet-Me Conferencing

By default, all sections are displayed at once on this tab. Users may scroll through the page and view all features at once. Users may also click the Service Type drop-down menu to select a specific section to display.

After modifying any feature, you must click Save (located at the top and bottom of the Calling Features page) to keep the changes you made.

If at any time you’re not sure what a listed feature is used for, use your mouse to hover over the feature. A pop-up description will appear. When you move your mouse away from the calling feature, the description will disappear.
5.1 Incoming Call Features
This section may be used to view and modify the incoming call features assigned to this user. The features available will vary depending on the features assigned to the user.

5.1.1 Alternate Numbers
The Alternate Numbers feature allows an administrator to add or remove up to ten additional phone extensions. All additional extensions will ring just like the primary phone. Once the extension has been added, you may set each number with a distinctive ringing pattern. If an extension needs to be updated, an administrator may log in to your features and edit the extension number. If you need to add an actual phone number, it must be added by Telesystem as there would be a cost associated with it.

Edit the Ring Pattern:
1. Find the Alternate Numbers feature located in your Calling Features tab.
2. Click Edit next to the Alternate Numbers feature.
3. The Alternate Numbers window will populate. You may turn on Distinctive Ring feature for all alternate numbers by clicking the On bubble.
4. Select the Ring Pattern drop-down menu next to the extension you wish to edit.
5. Select the Ring Pattern.
6. Click Save to keep your changes. Click Cancel to discard any changes.

Note: An administrator may remove an extension by highlighting the extension and selecting the Delete key.

View the Extensions and Ring Patterns:
1. Click View next to the Alternate Numbers feature.
2. The Alternate Numbers and the selected Ring Pattern will display. When finished, you may click Hide to collapse the list.
5.1.2 Anonymous Call Rejection

The Anonymous Call Rejection feature allows you to reject calls from callers who have blocked their outgoing Caller ID display. Only deliberate anonymous numbers are rejected. Callers whose numbers are unavailable are not rejected. Callers that are rejected are informed you’re not accepting calls from unidentified callers. Your phone will not ring and you will not receive any indication they called when this feature is activated. This service does not apply to calls within your group.

You may activate/deactivate this service at any time.

Activate Using the Web Portal:
1. Locate the Anonymous Call Rejection feature from your Calling features tab.
2. Select the On bubble next to the feature.
3. Click Save to keep changes.

Deactivate the feature by selecting the Off bubble. Click Save to keep your changes.

5.1.3 Call Forwarding Always

Call Forwarding Always allows you to forward all your incoming calls to a different phone number or SIP-URI, such as your home office or cell phone. You may also set your primary phone to emit a short ring burst to inform you, if you’re next to your phone, when the call is forwarded by using the Ring Reminder. This is important when you have forgotten the service is turned on and you’re at your primary phone waiting to receive calls.

Note: The phone number or SIP-URI you forward your calls to, must be permitted by your outgoing calling plan. You may also set the phone number or SIP-URI to forward to by using the voice portal or on the phone using the feature access code.

You may activate/deactivate this service at any time.

Activate Using the Web Portal:
1. Find the Call Forwarding Always feature located in your Calling Features tab.
2. Select the On bubble next to the feature.
3. Enter the Phone Number or SIP-URI in the telephone field provided. If the appropriate number is already displayed, no other action is required. If you need to change the number, highlight the number and select the Delete key on your keyboard. Type in the new number. You may forward to a long distance number by including a preceded “+” and the country code. If you type an invalid number, you will be prompted to retype the number.
4. This is required information when the service is on.
5. If you’d like a Play a Ring Reminder to your primary phone when a call is forwarded, select the box provided.
6. Click Save to keep changes.

Deactivate the feature by selecting the Off bubble. Click Save to keep your changes.
5.1.4 Call Forwarding Busy
Call Forwarding Busy feature allows you to forward all your incoming calls to a different phone number or SIP-URI, if your phone is currently busy. Use this service when you would rather have a secretary or co-worker receive the call instead of the caller being sent to your voicemail box.

Note: The phone number or SIP-URI you forward your calls to must be permitted by your outgoing calling plan. You may also set the phone number or SIP-URI to forward to by using the feature access code on your phone.

You may activate/deactivate this service at any time.

Activate Using the Web Portal:
1. Find the Call Forwarding Busy feature located in your Calling Features tab.
2. Select the On bubble next to the feature.
3. Enter the Phone Number or SIP-URI in the telephone field provided. If the appropriate number is already displayed, no other action is required. If you need to change the number, highlight the number and select the Delete key on your keyboard. Type in the new number. You may forward to a long distance number by including a preceded “+” and the country code.
   If you type an invalid number, you will be prompted to retype the number.
   This is required information when the service is on.
4. Click Save to keep changes.

Deactivate the feature by selecting the Off bubble. Click Save to keep your changes.

5.1.5 Call Forward No Answer
Call Forward No Answer allows you to forward your calls to a different phone number or SIP-URI when you do not answer your phone. You may use this service when you would rather have a secretary or co-worker receive the call instead of the caller being sent to your voicemail box.

You may activate/deactivate this service at any time.

Activate Using the Web Portal:
1. Find the Call Forward No Answer feature located in your Calling Features tab.
2. Select the On bubble next to the feature.
3. Enter the Phone Number or SIP-URI in the telephone field provided. If the appropriate number is already displayed, no other action is required. If you need to change the number, highlight the number and select the Delete key on your keyboard. Type in the new number. You may forward to a long distance number by including a preceded “+” and the country code.
   If you type an invalid number, you will be prompted to retype the number.
   This is required information when the service is on.
4. From the drop-down menu, select the number of rings you want your phone to ring before the caller is directed to the specified number or SIP-URI address.

5. Click **Save** to keep changes.

   Deactivate the feature by selecting the **Off** bubble. Click **Save** to keep your changes.

### 5.1.6 Call Forward Not Reachable
Call Forward Not Reachable allows you to forward all your incoming calls to a different phone number or SIP-URI when your device is not accessible by the Hosted VoIP Phone System.

**Note:** The phone number or SIP-URI you forward your calls to must be permitted by your outgoing calling plan.

**Activate Using the Web Portal:**
1. Find the **Call Forward Not Reachable** feature located in your Calling Features tab.
2. Select the **On** bubble.
3. Enter the **phone number or SIP-URI address** in the field provided. This indicates where the incoming call should be redirected when your device is unreachable.
4. Click **Save**.

   Deactivate the feature by selecting the **Off** bubble. Click **Save** to keep your changes.

### 5.1.7 Call Forwarding Selective
Call Forwarding Selective allows you to forward specific calls matching your pre-defined criteria to a different phone number or SIP-URI. Use this service to forward calls from your manager, a family member, or an important customer to your cell phone, alternate business phone, or home phone. The criteria for each Call Forwarding Selective entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to be forwarded (phone number, day of the week, and time of day). If the call is not forwarded, the call continues as if the service was not turned on.
You must designate one phone number or SIP-URI address as the default forwarding number. All specified calls are forwarded to the default, unless you add criteria for the number to be forwarded to another number of your choice.

**Activate Using the Web Portal:**

1. Find the **Call Forwarding Selective** feature located in your Calling Features tab.
2. Click **Edit** to configure the feature.

3. Enter the **Default Call Forward to phone number/SIP-URI** in the field provided. You may also enter feature access codes and speed codes, in addition to, phone numbers and extensions. This is required information.
   
   **Note:** A feature access code can also be used as a prefix to a speed code.

4. To activate the feature, select the **Is Active** box.
5. Check the **Play Ring Reminder when a call is forwarded** check box. The service plays a ring reminder when it forwards a call. No ring reminder is played if not checked.
   
   **Note:** A ring reminder is a short ringing burst, 500 milliseconds in duration.
6. To add an entry, select **Add Rule**. The Add New Rule window appears.

7. In the **Description** field, enter the name describing this entry. This is a required field.
   
   Example: **Family**

8. Click the **Time Schedule drop-down list**. Select the time schedule during which you want the numbers in this entry to be forwarded to your forwarding number.
**Note:** Define your **Time Schedules** on your **User – Profile page**. Before you define your time schedules, your only choice in the drop-down list is **Every Day All Day** and any schedules defined by the group administrator.

9. Click the **Holiday Schedules drop-down list**. Select the holiday schedule during which you want the number in this entry to be forwarded to your forwarding number.  
   **Note:** Define your **Holiday Schedules** on the **User – Profile page**. Before you define your holiday schedules, your only choice in the drop-down list is **None** and any schedules defined by the group administrator.

10. Beside **Forward to**, specify the forwarding number you want to use for this entry.  
    - Select **Use Default Forward phone number** to have all incoming calls, that match the criteria set on this page, forwarded to your default forwarding number.  
    - Select **Forward to another phone number** to forward calls to the number you specify in the input field provided.  
    - Select **Do not forward** if you do not want to forward the calls.

11. Determine which calls will be forwarded to your forwarding number. If you want all calls you receive to be forwarded to your forwarding number, select the **Any phone number** option. To forward only a selected group of phone numbers, select the **Following phone numbers** option.  
    - Select the **Any private number** box, to have all calls from private numbers forwarded directly to your forwarding number.  
    - Select the **Any unavailable number** box, to have all calls from unavailable numbers forwarded to your forwarding number.  
    - If you want one or more specific phone numbers to be forwarded to your forwarding number, select the **Following phone numbers** box. Enter each number in the **Calls From** section. If you want to specify more than twelve numbers to be forwarded, make a new Call Forwarding Selective entry with the same forwarding number as the current entry, then add the rest of the numbers you want forwarded.  
      **Note:** You may use wild cards. The “?” is a wild card that can replace a single digit anywhere in a digit string. A trailing “*” represents a digit string and can appear only at the end of the group of digits and “?” wild cards.  
      **Example:** 45055512?4, 450555??34, 4505?5*  

12. Click **Save** to keep changes or **Cancel** to discard the changes and return to the previous menu.

To delete an existing rule, locate the rule within your Call Forwarding Selective Edit box and select **Delete**. To edit an existing rule, select **Edit** and make any necessary changes. Click **Save** to keep any changes.

If you have already configured this feature, you may turn the feature on or off at any time by simply selecting **On** or **Off** next to the **Call Forwarding Selective** feature found within the Calling features tab.
5.1.8 Call Notify
Call Notify allows you to send a notification email containing the caller’s name and number, if available, when the call matches your pre-defined criteria. Use this to create an archive of callers or to determine if you missed any important calls. The criteria for each Call Notify entry can be a list of up to twelve phone number or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be true for an email to be sent (phone number and day of week and time of day).

Activate Using the Web Portal:
1. Find the Call Notify feature located in the Calling Features tab.
2. Click Edit to configure the feature.
3. Enter the email address in the required Email field.
4. Select Add Rule.
5. When the **Add New Rule** window appears, Enter the **Description** of the notification in the field provided. This is a required field.

*Example: Business Hours*

![Add New Rule Window](image)

6. Enable the notification by selecting **Notify**.
   Disable the notification by selecting **Do not notify**.

7. Click the **Time Schedule drop-down list**. Select the time schedule during which you want the numbers in this entry to send a call notification.
**User Administration**

**Note:** Define your **Time Schedules** on your User – Profile page. Before you define your time schedules, your only choice in the drop-down list is **Every Day All Day** and any schedules defined by the group administrator.

8. Click the **Holiday Schedules drop-down list**. Select the holiday schedule during which you want the number in this entry to send a call notification.

**Note:** Define your **Holiday Schedules** on the User – Profile page. Before you define your holiday schedules, your only choice in the drop-down list is **None** and any schedules defined by the group administrator.

9. Enter the phone numbers you want to trigger Call Notify. If you want to receive notification for a call from any phone number (not an extension), select the **Any phone number** option. To receive notification for a call from a defined phone number, select the **Any following phone numbers** option.

- Select the **Any private number** box to receive notifications for all calls from private numbers.
- Select the **Any unavailable number** box to receive notifications for all calls from unavailable numbers.
- If you want one or more specific phone numbers to trigger a notification, select the **Any following phone numbers** box. Enter each number in the Calls From section. If you want to specify more than twelve numbers to send notification, make a new Call Notify entry with the same email address as the current entry, then add the remaining numbers you’d like a notification from.

  **Note:** You may use wild cards. The “?” is a wild card that can replace a single digit anywhere in a digit string. A trailing “*” represents a digit string and can appear only at the end of the group of digits and “?” wild cards.

  **Example:** 45055512?4, 450555??34, 4505?5*

10. Click **Save** to keep changes or **Cancel** to discard the changes and return to the previous menu.

To delete an existing rule, locate the rule within your Call Notify Edit box and select **Delete**. To edit an existing rule, select **Edit** and make any necessary changes. Click **Save** to keep any changes.

If you have already configured this feature, you may check the Active box next to an existing rule to activate it. Uncheck the box to disable it. By default, the Active box for this service is checked. This page displays the description that was entered and the phone numbers that trigger Call Notify (located in the Calls from column).
5.1.9 Do Not Disturb
The Do Not Disturb feature allows you to send your calls directly to your voice messaging box without ringing your phone. In addition, you can make your primary phone emit a short ring burst to inform you when the call is being sent to voice messaging by using the Ring Reminder. This is helpful when you have forgotten the service is turned on and you are at the phone waiting to receive calls.

From the Web Portal:
1. To activate the Do Not Disturb feature, locate the feature within the Calling Features tab. Select the On option. Do Not Disturb prevent your phone from ringing and callers are given a busy treatment (such as being sent to a voicemail, if available, or forwarded to the specified number of the Call Forwarding Busy service, if available). To deactivate, select the Off option. Note: The default for this service is Off.

2. Check the box next to Play Ring Reminder when a call is blocked to activate this option. This will play a short ring burst on your phone when the service is turned on and a call comes in. This ring reminder is 500 milliseconds in duration. No ring reminder is played if not checked.

3. Click Save to keep your changes.

5.1.10 Priority Alert
This feature allows you to add a priority alert entry and specify a time schedule and/or holiday schedule you would like a priority alert to occur. You may also set a priority alert when only specified numbers call or when all external numbers call.

From the Web Portal:
1. Find the Priority Alert feature located in the Calling Features tab.
2. Click Edit to configure Priority Alert settings.

3. Click Add Rule.
4. Enter a **Description** for this Priority Alert in the required field. This description should allow you to remember, at a glance, the instance for which you have received this service. For example, if you want to receive a Priority Alert on calls from outside of your company only, you might name the notification *External*.

5. To enable Priority Alert, select **Use priority alert**. To disable Priority Alert, select **Do not use priority alert**.

6. Select the time schedule from the **Time Schedule** drop-down list.

7. Select the holiday schedule from the **Holiday Schedule** drop-down list.
   
   **Note**: You may define your time schedules and holiday schedules on the User Profile page. You may also use schedules created by your group administrator.

8. To receive a Priority Alert for all external calls, select the **Any external phone number** option. To receive a Priority Alert for a call from a defined phone number, select the **Any following phone numbers** option.
   - Select the **Any private number** box to receive Priority Alerts for all calls from private numbers.
   - Select the **Any unavailable number** box to receive Priority Alerts for all calls from unavailable numbers.
   - If you want one or more specific phone numbers to trigger an alert, select the **Any following phone numbers** box. Enter each number in the **Calls From** section. If you want to specify more than twelve numbers to trigger a Priority Alert, make a new Priority Alert entry with the same settings as the current entry, then add the remaining numbers you’d like an alert from. A +1 must precede a long distance number within the U.S.

   **Note**: You may use wildcards. The “?” is a wildcard that can replace a single digit anywhere in a digit string. A trailing “*” represents a digit string and can appear only at the end of the group of digits and “?” wildcard.

   **Example**: 45055512?4, 450555??34, 4505?5*

9. Click **Save** to keep changes or **Cancel** to discard the changes and return to the previous menu.
To stop this feature at any time, select **Deactivate** and **Save** changes.

**5.1.11 Selective Call Acceptance**
Selective Call Acceptance allows you to receive only calls that meet your pre-defined criteria.

**From the Web Portal:**
1. Locate the **Selective Call Acceptance** feature from the Calling Features tab.
2. To edit existing entries, or to configure a new entry, select **Edit**.
3. Select **Add New Rule**.
4. Enter a **Description** for this rule in the required field. This description should correspond with the type of rule you’re setting up.

*Example: Family*

5. To accept the call, select **Accept call**.

To reject the call, select **Do not accept call**.

6. Select the time schedule from the **Time Schedule** drop-down list.

7. Select the holiday schedule from the **Holiday Schedule** drop-down list.

*Note:* You may define your time schedules and holiday schedules on the User Profile page. You may also use schedules created by your group administrator.

8. To accept calls from any phone number, check the **Any phone number** option.

To accept calls from a defined phone number, check the **Any following phone numbers** option.

- Select the **Any private number** box to accept calls from any private numbers.
• Select the Any **unavailable number** box to accept calls from any unavailable number.
• Enter up to twelve specific phone numbers.
  **Note**: You may use wild cards. The “?” is a wild card that can replace a single digit anywhere in a digit string. A trailing “*” represents a digit string and can appear only at the end of the group of digits and “?” wild cards.
  **Example**: 45055512?4, 450555??34, 4505?5*

9. Click **Save** to keep changes or **Cancel** to discard the changes and return to the previous menu.

To stop the service, click **Deactivate**.

### 5.1.12 Selective Call Rejection
Selective Call Rejection allows you reject calls based criteria you configure. You may reject calls from any phone number, calls that were forwarded, private and unavailable numbers, and specific phone numbers.

**From the Web Portal:**
1. Find the **Selective Call Rejection** feature located in the Calling Features tab.
2. To edit existing entries, or to configure a new entry, select **Edit**.
   ![User Profile](image)
3. Select Add Rule.
4. Enter a **Description** for this rule in the required field. This description should correspond with the type of rule you’re setting up.
   **Example**: Telesales
5. To reject the call, select **Reject Call**.
   If you wish accept the call, select **Do not reject call**.
6. Select the time schedule from the **Time Schedule** drop-down list.
7. Select the holiday schedule from the **Holiday Schedule** drop-down list.
   **Note**: You may define you time schedules and holiday schedules on the User Profile page. You may also use schedules created by your group administrator.

8. To reject calls from any phone number, select the **From any phone number option**.
   To reject calls from a call that was forwarded, select the **Forwarded** option.
   To reject calls from a defined number, select the **From any following numbers** option.
   • Select the **Any private number** box to reject calls from any private numbers.
   • Select the Any **unavailable number** box to reject calls from any unavailable number.
   • Enter up to twelve specific phone numbers you would like to reject.
   **Note**: You may use wild cards. The “?” is a wild card that can replace a single digit anywhere in a digit string. A trailing “*” represents a digit string and can appear only at the end of the group of digits and “?” wild cards.
Example: 45055512?4, 450555??34, 4505?5*

10. Click **Save** to keep changes or **Cancel** to discard the changes and return to the previous menu.

To stop the service, click **Deactivate**.

### 5.1.13 Simultaneous Ring Personal

Simultaneous Ring Personal allows you to list phone numbers or SIP-URI addresses you would like to ring, in addition to, your primary phone when you receive a call. This feature is helpful when you’re not at your phone but you would like your cell phone to ring when you get a call.

**Warning:** If your cell phone or other phone you’ve selected has voice mail that picks up before your office voice mail picks up, your messages could be on your cell phone’s voice mail.
You may enter up to ten other phone numbers, extensions, or SIP-URI addresses. The incoming call rings to all of the numbers on your list (for this service), as long as the lines are not busy. The call is answered by the user (at that number) who picks up first.

You may enter any complete phone number, extension, or SIP-URI address that is allowed in your Outgoing Calling Plan. Once a phone number is added, you cannot modify a phone number or SIP-URI address on the list. It must be deleted, then added again.

If you enter a mobile number that has voice mail service, you must set the number of rings (before the mobile voice mail service answers) for more than three rings. Some mobile phones have slower location and connection services which may delay the simultaneous ringing of the mobile phone before the voice mail service answer.

The operation of the service may be affected by other services such as Call Forwarding Always, Call Forwarding Busy, Call Forwarding No Answer, Call Forwarding Selective, and Voice Messaging.

To Configure:
1. Find the **Simultaneous Ring Personal** feature located in the Calling Features tab.
2. Select **Edit** to configure and add entries.
3. Select how you’d like to handle incoming calls.
4. Click **Add**.
5. Enter the phone number in the field provided.
6. If you'd like an answer confirmation message to play when an incoming call is presented, check the box labeled **Answer confirmation required**.
7. To keep changes, click **Save**. To discard, click **Cancel**.
8. Click **Add Rule**.
9. Enter a **Description** of the rule in the field provided.
10. Click the appropriate selection when to use this feature.
11. You may select a time schedule or holiday schedule that you’ve already created or one already created by a group administrator.
12. For this rule to work when any phone number calling you, select Any phone number.
    For this rule to work when specific phone numbers are calling you, select Any following phone numbers.
    - Select the **Any private number** box to simultaneously ring calls from any private numbers.
    - Select the **Any unavailable number** box to simultaneously ring calls from any unavailable number.
    - Enter up to twelve specific phone numbers you would like to reject.
    **Note:** You may use wild cards. The “?” is a wild card that can replace a single digit anywhere in a digit string. A trailing “*” represents a digit string and can appear only at the end of the group of digits and “?” wild cards.
    **Example:** 45055512?4, 450555??34, 4505?5*
11. Click **Save** to keep changes or **Cancel** to discard the changes and return to the previous menu.

### 5.1.14 Sequential Ring

Sequential Ring is a “Find me” service that allows you to sequentially ring up to 5 locations, in addition to, the base location for a specified number of rings. The 5 locations can be either a phone number or a SIP-URI. The feature applies to calls matching your pre-defined criteria. Use this service to ring calls from your manager, a family member, or an important customer on your cell phone, alternate business phone, or home phone. The criteria for each Sequential Ring entry may be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule. All criteria for an entry must be satisfied for the call to enter Sequential Ring (phone number and day of week and time of day). If the criteria do not match, the call continues as if this service was not turned on.

If your number is busy, you have the option as to where to, or not to, continue the sequential search. If there is no answer, the service tries up to five other locations in sequence until it receives an answer. The call is then connected as usual to the phone that answers. If none of the numbers in the sequence answer, the caller is directed to Voice Mail or to another no answer service.

The caller has the option to terminate the Sequential Ringing service by pushing the “#” key. (The caller hears a comfort message every 20 seconds during the ring sequence and is informed of the # key function.) The call is then immediately forwarded to Voice Mail or other no answer service.

Several services take precedence over the Sequential Ringing service. Some of these services are:
- Call Forwarding Always
- Call Forwarding Selective
- Selective Call Acceptance
- Selective Call Rejection
If you have activated any of the above services, the call continues as if the Sequential Ringing service was not turned on. Conversely, the Sequential Ringing service takes precedence over the following services, among others:

- Call Forwarding Busy
- Call Forwarding No Answer
- Voice Mail

These services do not start until the Sequential Ringing service is executed.

**NOTE:** The number of rings set for the base location is shared with other no answer services such as Voice Mail and Call Forwarding No answer. Changing the number of rings in any one of these service affects the other no answer services as well.

With the Sequential Ring configuration, you may:

- Ring the base location (or not)
- Set the number of rings for the base location
- Continue the search process, or not, if the base location is busy
- Allow the caller to terminate the call sequence (or not)
- Enter 1-5 locations (phone numbers or SIP-URI addresses) with an associated number of rings that establish the ring sequence to which calls that activate Sequential Ringing are directed
- Select pages from which you can add, modify, or delete entries that activate Sequential Ringing service
- View and activate or deactivate your entries

**To Configure using your Web Portal:**

1. Find the **Sequential Ring** feature located in the Calling Features tab.
2. Click **Edit** to view entries and configure Sequential Ring.
3. Enter up to 5 phone numbers or SIP-URI addresses to where you want the Sequential Ring caller to be directed, in the order in which you want the phone numbers to be rung. You may also enter feature access codes and speed codes, in addition to, phone numbers and extensions. A feature access code may also be used as a prefix to a speed code.
4. Select the **Number of rings** for each number.
5. Select the **Answer confirmation required** box if you’d like to set the recipient of the call to press a digit to accept the call.
6. Click the check box next to **Use Base Location first** if you’d like the base location phone to ring first.

7. Select the drop-down and choose how many rings you’d like the base location to ring.

8. Click the check box next to **Continue the search process if the base location is busy** for the service to continue the search.

9. Click the check box next to **Enable caller to skip search process. Assumes forwarding or messaging is enabled** which will allow the caller to end the Sequential Ring service.

![Sequential Ring Settings](image)

10. To add an entry, click **Add Rule**.
    To modify or delete an entry, click **Edit** or **Delete** next to the entry.

11. Enter a **Description** of the Sequential Ring entry in the required field provided. Example: Important Customer

12. To enable the entry, select **Use sequential ring**.
    To disable the entry, select **Do not use sequential ring**.

13. Select a **Time Schedule** and **Holiday Schedule** for the time period in which you want the number in this entry to be sent to your configured ring sequence.
    **Note**: Define these schedules on your Profile page. Before you define your holiday schedules, your only choice in the drop-down list is None and any schedules defined by the group administrator.

14. Specify the type of calls you want sent to your sequential ring sequence.
    If you want all calls you receive sent to your configured sequence, select **Any phone number**.
    If you want to specify a list of phone numbers that you want sent to your configured ring sequence, select **Any following phone numbers**.
    - Select **Any private number** to send all private numbers to your configured Sequential Ring.
    - Select **Any unavailable number** to send calls from unavailable numbers to your configured Sequential Ring.
    - Enter up to twelve specific numbers to be sent to the Sequential Ring service. If you need to set more than twelve numbers, enter a new rule with the remaining numbers. You may also set a different Time Schedule to the new set of numbers.
**Note:** You may use wild cards. The “?” is a wild card that can replace a single digit anywhere in the digit string. A trailing “*” represents a digit string and can appear only at the end of a group of digits and “?” wild cards.

15. View and activate/deactivate entries within the Edit tab. When a Sequential Ring sequence is created, by default, a check box under the **Active** column and to the left of the named sequence appears. Clicking the Active box will remove the check mark and deactivate the entry.

16. Click **Save** to keep changes.
5.2 Outgoing Call Features
The Outgoing Calls section allows you to manage your personal phone list, block your outgoing calling line ID and configure your speed dial numbers.

5.2.1 Line ID Blocking
Calling Line ID Delivery Blocking or Line ID Blocking is used to block or reveal your phone number to people who have caller identification (caller ID) features on their phone.

**Note:** Some people may have their phones set up to refuse calls from blocked numbers, similar to Anonymous Call Rejection service.

There are group restrictions for this service. Regardless of whether this service is on or off, caller information cannot be blocked within a group. When you make a call to a user in your group, your information is revealed on the recipient’s caller ID. When a call arrives from a user within your group, the caller’s information appears on your caller ID.

**From your Web Portal:**
1. Locate the **Line ID Blocking** feature found within your Calling Features tab.
2. Select **On** to conceal your name and phone number from people you call.
3. Select **Off** to reveal your information to the person you’re calling.

![Line ID Blocking](image)

5.2.2 Personal Phone List
Use this page to manage your personal phone list. You may add a new contact, modify contact information, delete a contact from your list, and import names and phone numbers from a CSV file. Any phone number configured here will be visible to the group or enterprise system administrator.

**From your Web Portal:**
1. To add, edit, or delete a contact, locate the **Personal Phone List** feature found within the Calling Features tab. Click **Edit**.

![Personal Phone List](image)
To edit a contact, select **Edit** next to the contact and make the necessary changes.

To delete a contact, select **Delete** next to the contact. A confirmation window will appear. Click **OK** to confirm deletion.

**Note:** When you delete a contact, once you click **OK**, the contact is permanently deleted.

Select **Add** to display the **Add new entry** section.

Enter the required **Name** and **Phone Number**.

To import names and phone numbers from a CSV file, click **Browse** button next to **Select a Phone List File**. Use your local file system to locate and open a compatible CSV file. Click **Upload**.

Click **Save** to keep changes or **Cancel** to discard.

### 5.2.3 Speed Dial 8

Speed Dial 8 allows you to associate single digit codes to frequently dialed or hard to remember phone numbers or SIP-URI addresses. You can dial a speed dial code instead of the full number to place calls. To use speed dial from the phone, you should dial the speed dial code number, and then press #. For example, to call the number associated with Speed Dial Code 6, the user should dial 6#.

Speed dial 8 can also be programmed through a Feature Access Code. For example, *74 3 9222 programs Speed Dial Code 3 to dial 9222.

**From your Web Portal:**

1. Find the **Speed Dial 8** Feature located in the Calling Features tab.
2. Click **Edit**.

3. Enter a complete SIP-URI address or phone number including a country code if necessary.

4. Type a name or description for the speed dial code. This name does not affect the operation of the speed dial code. It is only intended to help you remember why the speed dial code was programmed. If a speed dial code is programmed through the Feature Access Code, then the Name field is blank.

5. Press **Enter** or the **Return** key on your keyboard to save changes.

### 5.2.4 Speed Dial 100

Speed Dial 100 allows you to set up to 100 speed dial phone number or SIP-URI addresses that can be called with the push of a few buttons.

**From your Web Portal:**

1. Find the **Speed Dial 100** feature located in your Calling Features tab.
2. Click **Edit** to open the Speed Dial 100 window.
3. Click the **Add** button to configure/manage your speed dial numbers.
4. Use the drop-down list to select a speed dial code to assign to the phone number or SIP-URI address.

5. Type the phone number or SIP-URI address to assign to the speed dial code in the **Phone Number** field. This field is required.

6. Type a description for the phone number or SIP-URI address in the **Description** field for your reference in your Speed Dial 100 list.

7. To add another phone number to different speed dial code, click **Add** and repeat steps 4-6.

8. To import entries from a .csv file, click **Browse** located under **Import CSV**.
   **Note:** Make sure to prepare your file using the format: code, phone number, description.

9. Click **Upload** to import the data to the Hosted VoIP Phone System.

10. To delete a speed dial entry, click **Delete** next the the speed dial number you want to delete.

11. Click **Save** to keep changes.

### 5.3 Call Control Features

This section allows you to manage features such as Broadworks Anywhere, Music on Hold, Call Waiting, and Call Transfer settings.
5.3.1 Barge-In Exempt
The Barge-In service allows others within your group to join your calls. Barge-in Exempt disables this ability.

To manage, locate the Barge-in feature within your Calling Features tab. Click On or Off. When this service is on, others within your group cannot interrupt your calls with the Directed Call Pickup with Barge-in. When this service is off, others within your group can join or pickup your calls with the Directed Call Pickup with Barge-in service. The default for the service is On. Click Save to keep changes.

5.3.2 Broadworks Anywhere
Broadworks Anywhere allows you to define one or more network locations that can be used as extensions to your user profile. When you receive a call to your Hosted VoIP Phone System telephone number, all of your devices will ring simultaneously. When you make a call out from the Telesystem Softphone client while you have Broadworks Anywhere enabled, you can perform a Call Back that will allow you to use your cell phone or home phone to place the call with your office phone’s outgoing caller identification information.

From your Web Portal:
1. Find the Broadworks Anywhere feature located within the Calling Features tab.
2. Click View to display a brief list of the current configuration or click Add to access the Broadworks Anywhere page.
3. Enter a phone number in the Phone Number field. This is a required field.
4. Enter a Description to assist you or an administrator with identifying the device or location of the device associated with the phone number you’re adding.
5. Activate the phone number by selecting the check box labeled Enable this location to have that location presented with incoming calls from the Hosted VoIP Phone System to your profile phone number.
6. Configure your Advanced Options. Outbound Alternate Phone Number/SIP-URI is optional and is used when an alternate number needs to be dialed to reach the Broadworks Anywhere location. Select from the following:
   - Enable Diversion Inhibitor: Select this box to enable a diversion inhibitor when extending a call leg to the Broadworks Anywhere location.
   - Require Answer Confirmation: Check this box to determine if the Application Server needs to prompt for an answer confirmation when a call leg extended to the Broadworks Anywhere location is answered by the user.
• **Use Broadworks based Call Control Services**: This attribute determines whether call control is to be performed by the Broadworks Anywhere location device or by the Hosted VoIP Phone System.  
  **Note**: Hosted VoIP Phone System-based Call Control Service should not be enabled for an intelligent device.

7. Click **Save** to keep changes or **Cancel** to discard changes and keep the current settings.

```
* Phone Number

Description

☐ Enable this location

Advanced Options

Outbound Alternate Phone Number

☐ Enable Diversion Inhibitor
☐ Require Answer Confirmation
☐ Use BroadWorks-based Call Control Services

CANCEL  SAVE
```

### 5.3.3 Call Center – Agent

The Call Center Agent feature will only be available to users who have a Call Center Agent license assigned to them. This section displays your current Automatic Call Distribution (ACD) state as well as all the ACDs or call centers you belong to and whether you are currently joined in their call centers. You may set your ACD state.

**From your Web Portal:**

1. Find the **Call Center – Agent** feature located in the Calling Features tab.

```
Call Center - Agent

Call Center Type: Premium  VIEW CALL CENTERS

VIEW SETTINGS  ACD State: Sign-Out
```

2. Click the **View Call Centers** button to show all call centers assigned to the group. A check in the box under the **Join** column indicates you are assigned to that particular call center; no check indicates you are not assigned to that call center. Agents may join or remove themselves from the call center as long as the group administrator has allowed that feature for agent control.
Click **View Settings** to see the settings for the call center. These setting may not be configured as an agent.

3. Select the **ACD State** drop-down menu to set your current ACD state.

### 5.3.4 Call Center – Supervisor

The Call Center Supervisor feature will only be available to users who have a Call Center Supervisor license assigned to them. This section allows you to configure Agents to be supervised. Supervisors may be included as agents.

**From your Web Portal:**

1. Locate the **Call Center – Supervisor** feature within your Calling Features tab. Click **View Call Centers**.

2. A list will populate which includes any calls centers you are assigned to as a Supervisor. Click **Edit** next to the call center to manage the agents within that call center.
3. When the Available Agent window populates, you may add agents from the **Available Agents** list on the left by selecting the agent and clicking the **Add** button. If you’d like all available agents to be assigned to the call center, select **Add All**. To remove agents currently assigned to the call center, select the agent from the **Supervised Agents** list on the right, then click the **Remove** button. To remove all agents currently assigned to the call center, select **Remove All**.

![Call Center Supervisor interface](image)

4. Click **Save** to keep changes or **Cancel** to discard changes.
5.3.5 Call Transfer

Call Transfer allows you to transfer a call to another phone, using your phone. When this service is assigned, you may transfer a call using the flash-based services, a third-party call control client via the Call Client Control (CCC) or Call Client Control (CCC@) service, or an intelligent device.

When Call Transfer Recall is configured, you can ensure that the calling party is handled by a live person, either the intended destination or the receptionist. Call Transfer Recall also prevents diversion by the transfer destination, to avoid sending the calling party to voice mail and to ensure that the Call Transfer Recall is activated if the transfer destination is unavailable.

**Note:** The Diversion Inhibitor functionality used for Call Transfer is the same as the Diversion Inhibitor service.

The Call Transfer service also has an option that allows a transferring user to camp on a call against a busy destination. If the destination party becomes idle within a configurable time frame, the camp-on call alerts the transfer-to party. If the camp-on call remains unanswered beyond the configurable time frame, the camp-on call recalls the transferring party.

**To configure Call Transfer:**

1. Locate the Call Transfer feature within the Calling Features tab.
2. Click **Edit**.

![Call Transfer](image)

3. When the Call Transfer window populates, turn **Call Transfer Recall** on or off. When on, Call Transfer returns a call to the sender when the intended destination is unavailable.
4. Select the **Number of rings** (2-20) to play before a call returns to the sender.
5. Enable or disable **Busy Camp On**. By default, this is enabled (indicated with a check in the box). To disable, click the box and the check mark will disappear.
6. Enter the **number of seconds** (30-600) for the Busy Camp On timer. The default is 120 seconds.
7. Configure the **Diversion Inhibitor for Blind Transfer**. When on, the call is not redirected to an alternate destination or voice mail.
8. Configure **Diversion Inhibitor for Consultative Calls**. When on, the call is not redirected to an alternate destination or voice mail.
9. Click **Save** to keep changes.
5.3.6 **Call Waiting**  
Use the Call Waiting field to turn Call Waiting Service On or Off. This service allows you to decide whether phone calls in progress can be interrupted by other calls.

**Note:** This service is not available with all access device types.

Call Waiting may also be deactivated on a per-call basis. To do this, on your telephone, dial * followed by the two-digit feature access code that has been assigned for this service.

To view the feature access code assigned by your group administrator, click **Feature Access Codes** on the Utilities tab.

**From your Web Portal:**
1. Locate the **Call Waiting** feature within the Calling Features tab.
2. Select **On** or **Off**. When this service is on and you receive a call while taking another, you will hear a beep sound. You may put the first call on hold to answer the incoming call.
   When the service is off, the caller will hear a busy tone. The default for this service is **On**.
   **Note:** Call Waiting behavior may vary when used in conjunction with other services such as Shared Call Appearance and Call Forwarding Busy.

   ![Call Waiting](image)

3. Click **Save** to keep changes.

5.3.7 **Directed Call Pickup with Barge-In**  
Directed Call Pickup allows you to pick up a call or barge-in on a call using a feature access code and an extension. This setting allows you to set if a **Warning Tone** will be played to call participants when you Barge-In on the call.

**From your Web Portal:**
1. Locate the **Directed Call Pickup with Barge-in** feature in the Calling Features tab.
2. Select **On** or **Off**. When this service is on and you barge-in on a call, the other participants will hear a loud tone notifying them that another party has joined in on the call.
   When this service is off and you barge-in on a call, the other participants will be unaware that another party has joined the call until you audibly make them aware.
   **Note:** In order to barge-in on a call, the extension you are barging in on must be assigned to the same group and allow barge-ins.

   ![Directed Call Pickup with Barge-in](image)

3. Click **Save** to keep changes.
5.3.8 Hoteling Guest
Hoteling allows users to associate their service profiles with devices other than their own. This service may be used, for example, with transient employees or an enterprise with a visitor’s office and phone. The user account associated with this phone would have the Hoteling Host service assigned. A salesperson, with the Hoteling Guest service assigned, can associate their service profile with the phone in the visitor’s office.

Hoteling consists of two separate services, Hoteling Host and Hoteling Guest. Hoteling Host is used to designate a particular user as a host, allowing other users with the Hoteling Guest service to associate their service profile with the Host user’s device. Hoteling Guest is used to allow a Hoteling Guest user to associate their service profile with a Hoteling Host user’s device.

To Activate your Phone Device as a Guest:
1. Locate the **Hoteling Guest** feature within the Calling Features tab.
2. Click **On**.
3. If your Host Association Limit is enforced, select the Limit Association to check box, after which the hotel-guest association ends. The Association to time must be equal to or less than the Host Association Limit of the Hoteling Host.
   **Note:** A read only Host Association Limit field appears above the Limit Association to check box after each host is associated. This provides a timeout limit of the currently selected host. If the current association is removed, the timeout limit information is cleared.

   If the Host Association Limit is not enforced, you can see an association limit but the guest chooses to set the limit. The maximum association limit hours defined by the guest is not restricted by the host’s association limit hour.
4. To select a host, move a name from the Available Hosts column to the Associated Hosts column.
5. On the Available Hosts column, select the host.
6. To set the selected host for Hoteling, click **Add**.
   **Note:** A read-only Host Association Limit field appears above the Limit Association to check box after each host is associated. This provides the timeout limit of the currently selected host. If the current association is removed, the timeout limit information is cleared.

7. This page includes an advanced search mechanism to filter the display of entries. To perform a basic search, click Search. The list appears. If the search produces more than 1,000 entries, a warning appears requesting that you refine the search criteria to narrow your search.
8. To keep changes, click **Save**.

To Deactivate your Phone Device as a Guest:
1. Select **Off**.
2. Click **Save** to keep changes.
5.3.9 **Hoteling Host**
Hoteling allows users to associate their service profiles with devices other than their own. This service may be used, for example, with transient employees or an enterprise with a visitor’s office and phone. The user account associated with this phone would have the Hoteling Host service assigned. A salesperson, with the Hoteling Guest service assigned, can associate their service profile with the phone in the visitor’s office.

Hoteling consists of two separate services, Hoteling Host and Hoteling Guest. Hoteling Host is used to designate a particular user as a host, allowing other users with the Hoteling Guest service to associate their service profile with the Host user’s device. Hoteling Guest is used to allow a Hoteling Guest user to associate their service profile with a Hoteling Host user’s device. The maximum association time between Hoteling Host and Guest is either unlimited or limited, with the number of hours until one of those services is removed.

**To Manage Hoteling Host Settings:**
1. Configure host settings by clicking **On** or **Off**. When this service is on, your phone device may be used as a Hoteling Host. If someone is using your phone device as a Hoteling Guest, information on that user is displayed in the Associated Guest area.
2. If applicable, check association limit. If the association limit is enforced, the Guest user is allowed to associate with the Host user indefinitely. If the association limit is enforced, the Enforce Association Limit is displayed beside the check mark (for example, 100 hours). The Enforce Association Limit can only be modified by administrators.
3. Click **Save** to keep changes.

5.3.10 **Music On Hold – User**
The Music On Hold feature allows users to activate or deactivate, from within their user portal, the audible settings configured at the group level service.

**From your Web Portal:**
1. Locate the **Music On Hold** feature within the Calling Features tab.
2. Select **On** or **Off**. When the service is turned on, every time a user places a caller on hold the caller will hear the music on hold. By default this will be music set at the group level.

3. Click **Save** to keep changes.

5.3.11 **Push to Talk**
Push to Talk allows people to call each other and have the call answered automatically, either as a one-way call or two-way call.

To use the Push to Talk feature on your telephone, dial * followed by the two-digit feature access code that has been assigned for this service. Then enter the number you wish to call.
To view the feature access code assigned to this service, click on the Feature Access Codes page located in the Utilities tab.

**From your Web Portal:**

1. Locate the **Push to Talk** feature within the Calling Features tab.
2. Click **Edit**.
3. Select your **Auto Answer** option. On indicates you want to automatically answer push to Talk calls.
4. Select the **Outgoing Connection Type**.
   - Select One-way Voice to establish a one-way path. If this option is selected, then the originator of the call can talk to the party received the call, but the party receiving the call cannot talk to the originator of the call.
   - Select Two-way Voice to establish a two way path. If this option is selected, both the originator of the call and the party receiving the call can talk to each other.
5. Select your **Access List** options.
   - Select **Allow calls only from the users selected below** to accept Push to Talk calls from only the listed users.
   - Select **Allow calls from everyone except the users selected below** to accept Push to Talk calls from everyone except the listed users.
6. Search and select the users to add to your Push to Talk service.
   - Enter the First and/or Last Name in the search fields provided. You may search with a partial name, but if the search generates more than 1000 users, you will receive an error message advising you to refine your search.
   - Select the user you want to add to your service from the Available Users list on the left, then click **Add**. To select all available users, click **Add All**.
   - To remove a user from this service, select the user from the Selected Users list on the right, then click **Remove**. To remove all selected users, click **Remove All**.
7. Click **Save** to keep changes or **Cancel** to discard.

5.3.12 Remote Office
Remote Office allows you to use your home phone, your cell phone, or even a hotel phone as your business phone. Using the Telesystem Softphone App, you can make calls from this remote phone and have them billed to your business. This service also directs all calls coming to your business phone to ring the remote office phone.

**Note:** Regular phone usage rates apply for your home service provider, cellular phone provider, or hotel phone rates. This service connects calls from the Hosted VoIP Phone System telephony server to the phone number specified in the Remote Office setup along with the far end user.

**From your Web Portal:**
1. Locate the **Remote Office** feature within the Calling Features tab.
2. Turn Remote Office on or off by clicking On or Off. When on, enter a phone number in the field provided. The number you enter will act as your primary office phone. When off, your normal office phone is your primary phone.

3. Click Save to keep changes.

5.3.13 Shared Call Appearance

Shared Call Appearance allows administrators to allocate additional devices or lines to you. These devices or lines also ring just like your primary phone. You cannot add or remove these devices or lines. If you need assistance, contact your administrator. Each user may have a maximum of thirty five additional shared appearances assigned.

From your Web Portal:

1. Locate the Shared Call Appearance feature within the Calling Features tab.
2. To view your current settings, click View.

To edit your Shared Call Appearance settings, click Edit.

3. To alert all of your Shared Call Appearance locations when you perform click to dial, check the Alert all appearances for Click-to-Dial calls box. This allows you to have all shared appearances ring locally before the system connects the call to the far end.

4. To alert all appearances for Group Paging calls, check the Alert all appearances for Group Paging calls box.

5. To allow Call Retrieve from another location, check the Allow Call Retrieve from another location box. This allows you to dial a feature access code to retrieve an existing active call from another location.

6. The Enable Call Park Notification is a setting currently not supported.
7. To allow bridging, that is, allowing one or more users to pick up the device at a user’s shared call appearance location and barge in on the user’s current call, check the **Allow bridging between locations** box to activate.

8. To allow each of your shared call appearance locations to be utilized while you are on a call, check the **Multiple Call Arrangement** box. Otherwise, once you are on a call, only that shared call appearance location can be used.

   **Note:** This option only appears if the user is assigned this service.

9. To configure a warning tone to alert all the users on a call that the call has been bridged, select the appropriate option: None, Barge-in only, or Barge-in and repeat every 30 seconds.

---

### 5.4 Calling Plans

The Calling Plans section provides users with the ability to view their current calling plan. An administrator who accesses an individual user from the admin login may update an individual user’s calling plan from this section. For information regarding the calling plan settings please see the Hosted VoIP Phone System Admin Portal Guide for Group Administration.

**From a User’s Web Portal:**

Locate the Calling Plans option within the Calling Features tab. Click View to access the Calling Plans window. From here, you may view the authorizations and restrictions for incoming and outgoing calls associated with your Hosted VoIP Phone System phone service.
5.5 Messaging

5.5.1 Third Party Voice Messaging
Some legacy voicemail users utilize third party voice messaging services. If this is in use, this section will be turned “ON” and can be used to manage how long your phone rings before going to voicemail as shown below. Additional voice mail configuration for third party voice messaging service users is available in the Voicemail Portal here: https://msgcollab.epiphanyic.com/VXView/VXView.do. If your account does not use this service, the feature will be turned “OFF” and is not applicable.

From Your Web Portal:

1. Locate Third Party Voice Messaging within the Calling Features tab.
2. Click Edit.
3. Specify how to handle calls:
   • To send all calls to the external voice mail, select Send All Calls to Voice Mail.
   • To send busy calls to the external voice mail, select Send Busy Calls to Voice Mail.
   • To send unanswered calls to external voice mail, select Send Unanswered Calls to Voice Mail.
6. Set the number of times the phone rings before the greeting is played from the drop down menu.
7. Click **Save** to keep changes.

---

### 5.6 Client Applications

The options available under client applications may vary from user to user depending on what client licenses the user is authorized for.

Options may include:
- Receptionist
- Call Center
- Busy Lamp Field
- CommPilot Call Manager
- Outlook Integration

#### 5.6.1 Busy Lamp Field

Busy Lamp Field allows you to create a list of users to monitor via your SIP attendant console phone and assign a SIP URI to the list.

**From your Web Portal:**

1. Locate the **Busy Lamp Field** within the Calling Features tab.
2. Click **Edit**.
3. Check the box to **Enable Call Park Notification**.
4. Click **Search** to access all available users. You may also filter the results by specifying Group ID, Department, Last Name, or First Name.
6. Select the Available User(s) you want to add.

7. Click Add.

8. To add all users, click Add All.

9. To remove Monitored Users, Select the Monitored User(s) you want to remove.

10. Click Remove.

11. To remove all Monitored Users, click Remove All.

12. Click Save to keep changes or Cancel to discard.

5.6.2 CommPilot Call Manager

CommPilot Call Manager provides a web-based tool used to customize your service. To activate the tool, click the Call Manager link in the Launch drop-down menu at the top of the page. This opens the CommPilot Call Manager which allows you to initiate, manipulate and receive calls, as well as access your user directories including Microsoft Outlook.

The Call Manager uses Microsoft Active/X components to access your directories. Accept the prompted downloads so the CommPilot Call Manager functions correctly. Also, the CommPilot Call Manager may be logged out if you lose network connectivity or your PC hibernates.

Note: If either the Call Manager or Attendant Console launch options are enabled, the Client will start.

If only the CommPilot Call Manager service is assigned, check the box next to Launch On Login. This will allow the Call Manager to launch automatically. Click Save to keep changes.

5.6.3 Outlook Integration

Outlook Integration enables you to integrate your personal contacts in Microsoft Outlook with Hosted VoIP Phone System Client Applications. When you receive a call, your Microsoft Outlook contact database is searched for a match of the caller’s phone number.

From Your Web Portal:
1. Locate the **Outlook Integration** option within the Calling Features tab.
2. Enable or disable Outlook Integration by selecting **On** or **Off**.
3. Click **View** to manage Contact Retrieval.
4. Define contact retrieval based on one of the following:
   - Click **Retrieve Contacts From Default Contact Folder Only** to filter contacts based on your default folder.
   - Click **Retrieve All Contacts** to include the contacts from all contact folders.
5. Click **Save** to keep changes.

### 5.6.4 Receptionist
Receptionist is an advanced Attendant Console designed to meet the specific needs of an operator including advanced call control, contact directories and phone status. The settings below allow you to add users from your Enterprise or Group into your **Favorites** tab in the Receptionist Console.

**From Your Web Portal:**
1. Locate the **Receptionist** feature within the Calling Features tab.
2. Click **Edit** to access settings.
3. This page includes an advanced search mechanism to filter the display of entries. To perform a basic search, click **Search**. The list appears in the **Available Users** box.
   **Note:** If the search produces more than 1,000 entries, an error message appears warning you to define the search criteria to narrow the search.
4. Select the user(s) you want to monitor from the Available Users column.
5. Click **Add**.
6. To monitor all available users, click **Add All**.
7. To remove a monitored user, select the user(s) from the Monitored Users column.
8. Click **Remove**.
9. To remove all monitored users, click **Remove All**.
10. Click Save to keep changes.
5.7 **Meet-Me Conferencing**

The Meet-Me conferencing feature allows you to view and manage Meet-Me conferences from within the Hosted VoIP Phone System Portal.

**From Your Web Portal:**

1. Locate **Meet-Me Conferencing** within the Calling Features tab.
2. Click **View**.
3. Click **View Conference Bridges** to view a list of available Meet-Me Conference bridges.
   - **Active**: A check mark indicates this bridge is currently active and may be used to schedule a conference. Conference bridges without a check mark are inactive. Inactive bridges cannot be used to conduct conference or any live actions (for example, calling-in, joining, or adding a participant). Conferences that are connected to an inactive bridge can be scheduled. To change an inactive bridge to an active bridge, contact your group administrator.
   - **Name**: Displays the name of the conference bridge.
   - **Phone Number**: Displays the phone number for this conference bridge.
   - **Extension**: Displays the extension for this conference bridge.
   - **Ports**: Displays the number of ports available for use on this conference bridge.

5. Click **Close** to return to the previous screen.

**Manage Meet-Me Conferences**

1. In the Meet-Me Conferencing box, click **View** to display a list of all currently configured conferences.
2. Select the conference you wish to modify and click **Edit**. You may also create a new conference by clicking **Add**.
3. Edit the conference settings:
   - **Bridge Name**: Select an available bridge from the drop-down menu.
• **Title**: Give the conference a descriptive title (Limit: 80 characters).
• **Account Code**: Provide the account code if applicable.
• **Estimated number of participants**: Enter the estimated number of participants.
  
  **Note**: This value may not exceed the number of ports allocated to the bridge you have selected for this conference.
• **Apply any additional settings you wish to use for this conference**.
• **When attendees join/leave**: What to do when a conference attendee joins or leaves the conference.
• **Type**: Define the type of conference you are creating.
  
  - **One Time**: For a single occurrence conference.
  - **Recurring**: For a recurring conference.
  - **Reservationless**: For a conference that exceeds over more than one day. You may use a reservationless conference any number of times, for any length of time, during the six months between the start and end date.
• **Schedule**: Define scheduling information for your conference. The available options are dependent on the type of conference you selected.

4. Click **Save** to keep changes.

**Launch the Meet-Me Moderator Client**

1. To open the Meet-Me Moderator Client, click **View** to display a list of all currently configured conferences.
2. Select the conference you wish to moderate and click **Edit**.
3. To launch the Moderator Client, click **Start Moderator Client**.
   
   - The Moderator Access box contains the phone number, extension, and moderator pin number.
   - A new window will open and the Moderator Client will load.

**Receive a Call to Join a Conference**

1. In the Meet-Me Conferencing box, click **View** to display a list of all currently configured conferences.
2. Click on the **Call Me Now** icon from the conference you want to join.
   
   - A new window called Join a Conference will open.
   - Enter your phone number and click **Call**.

**Invite Attendees to a Conference**

1. In the Meet-Me Conferencing box, click **View** to display a list of all currently configured conferences.
2. Select the conference you wish to invite attendees and click **Edit**.
3. Copy the **Call Me Now Link** located in the Conference Access section. Share it with your attendees.
Manage Meet-Me Conference Recordings

1. In the Meet-Me Conferencing box, click **Listen** to open a pop-up window containing all available Meet-Me Conferencing recordings.
2. To listen to a recording, click the **Play** icon from the **Listen** column.
3. To download a recording, click the **Download** icon from the **Listen** Column.
4. To delete a recording, check the box from the Delete column and click **Save**.
5. Click **Cancel** to return to the previous screen.
Schedule

Start Date: 11/07/2016

*End Date: Never

Conference Access

Phone Number: 4199442079

Conference ID: 62691660

Call Me Now Link: https://labadmin.euserportal.com/joinaconference?token=TV

Moderator Access

Phone Number: 4199442079

Extension: 2079

Moderator Pin: 38184494

Delegates

Last Name:  

First Name:  

Available Users

ADD »

< REMOVE

ADD ALL »

« REMOVE ALL

Conference Delegates

Michaels, Bridgette (419944207...
6 My Calls
The Call Details tab provides the ability to Query Call Details and to obtain the Call Detail Records (CDRs) for a particular user.

From a user level, you will have the options for: Query Call Details or Last 20 Calls.

6.1 Query Call Details
The Sort by option allows you to select specific criteria to generate your report.

The following options are available when sorting:
- Start date/time
- Answer time
- Release date/time
- Call duration
- User phone
- From phone
- To phone
- Call type
  - Call result
  - Call category

Each of these may be sorted in descending or ascending order.

The Date range allows calendar dates to be selected for the period of time you would like your results to include. Date range is formatted in the following format: MM/DD/YYYY. You may click the calendar icon next to each text box and select a date by clicking on it within the pop-up calendar.
You have the option to indicate the types of calls you’d like to include in the query. The following options are available:

- Inbound calls
- Missed calls
- Outbound calls

Check or uncheck the box preceding the option desired.

You have the option to only return results for a specific phone number or partial phone number. If you only want to see calls made to 419-724-9898, type 4197249898 in the field labeled **Search by full or partial telephone number**.

**Note:** When searching for a number, do not add dashes, periods, or spaces. Enter the ten digit phone number and perform the search. The output will match the search results exactly.

If you want to search for calls made to the 734 area code, you may type 734 into the same box.

**Note:** Anytime the string 734 shows up in your call history, it will return the result. For example, a search for 734 will return 4195550734 as well as 7345551212.

The **Create Report** button will cause the query to run based on the criteria you have entered. The date will display at the bottom of the page in HTML format.

The end result will contain the following information:

<table>
<thead>
<tr>
<th>Index</th>
<th>The index will identify which row of data you are displaying.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enterprise</td>
<td>Indicates what Enterprise within organization the User ID is assigned to.</td>
</tr>
<tr>
<td>Group</td>
<td>Indicates what Group of the Enterprise hierarchy the User ID is assigned to.</td>
</tr>
<tr>
<td>Department</td>
<td>Indicates what Department of the Group hierarchy the User ID is assigned to.</td>
</tr>
<tr>
<td>Account Code</td>
<td>Unsupported field</td>
</tr>
<tr>
<td>User ID</td>
<td>The User ID is your phone number set as a fully qualified domain name. Example <a href="mailto:4195551212@combuckeye.com">4195551212@combuckeye.com</a></td>
</tr>
<tr>
<td><strong>Phone Number</strong></td>
<td>Your phone number with the +1 prefix. For example +14195551212</td>
</tr>
<tr>
<td>------------------</td>
<td>---------------------------------------------------------------</td>
</tr>
<tr>
<td><strong>Call Type</strong></td>
<td>Displays Normal.</td>
</tr>
<tr>
<td><strong>Calling Number</strong></td>
<td>This will display the phone number party that originated the call. The format will display the same as the Phone Number field.</td>
</tr>
<tr>
<td><strong>Called Number</strong></td>
<td>This will display the phone number of the party that received the call. The format will display the same as the Phone Number field.</td>
</tr>
<tr>
<td><strong>Caller Name</strong></td>
<td>This will display the caller ID name of the party you are speaking with if that caller is part of your Enterprise Directory.</td>
</tr>
<tr>
<td><strong>Call Date</strong></td>
<td>Displays the date of the call. The date is displayed in MM/DD/YYYY format.</td>
</tr>
<tr>
<td><strong>Call Time</strong></td>
<td>Displays the time of the call. The time is displayed in a 12-hour format with a leading 0 for single digit hours. AM and PM is not specified.</td>
</tr>
<tr>
<td><strong>Answer Date/Time</strong></td>
<td>Displays the date when the call was initially answered with the time for when the call was answered. This information will only display if the receiving party actually answers the phone. Unanswered calls will not display a result. The date and time follow the same formatting as the Call Date and Call Time.</td>
</tr>
<tr>
<td><strong>Release Date/Time</strong></td>
<td>This displays the time when the call was terminated. An unanswered call will display a release date and time. The date and time follow the same formatting as the Call Date and Call Time.</td>
</tr>
<tr>
<td><strong>Call Direction</strong></td>
<td>Indicates if the call is Originating (outgoing) or Terminating (incoming) from your perspective.</td>
</tr>
<tr>
<td><strong>Call Duration</strong></td>
<td>Displays the amount of time you participated in the call. This is shown in HH:MM:SS format.</td>
</tr>
<tr>
<td><strong>Answer Indicator</strong></td>
<td>Indicates if the call was answered with a Yes or No, or if the call went to voicemail (Yes – Post Redirection).</td>
</tr>
<tr>
<td><strong>Call Category</strong></td>
<td>Values such as: Interlata, intralata, local, other, private</td>
</tr>
<tr>
<td><strong>Special Call Type</strong></td>
<td>Indicates if a call feature was used in order to handle this call.</td>
</tr>
</tbody>
</table>

**Note:** The HTML output is only capable of displaying 500 entries. If your report criterion exceeds 500 entries it is advised that you use the Export options available below or narrow your date range.
6.2 Query Call Details – Export

You have the option to export data via three methods:

- Email
- PDF
- CSV

The Email to option provides a user with the ability to select report criteria then specify an email address to which the report details will be sent to.

After you enter the email address, click Submit. A notification will display to the right of the Submit button that the report is being generated and then a notice that will indicate the email sent.

If there is a problem with the email address in the Email to field, you will see a message that states Please provide valid email. The email address must follow the standard format such as: example@email.com.

6.2.1 Export – Export to PDF

Using the Export report to PDF option will allow you to set the criteria and then generate the report with a PDF layout. This option is ideal if you’re interested in a report that provides all of the included data in an easy to read PDF document. The data cannot be manipulated and the document can be shared and read by any device with a PDF reader.

To export to PDF, set the desired report criteria then click the Submit button next to Export report to PDF.

Once you click on the download link, you will be presented with your browser’s default download options which will determine where the file is saved to your local computer.

Note: Additional software may be required to view the downloaded file. Please contact your system administrator for assistance.
6.2.2 Export – Export to CSV

Using the Export to CSV option will allow you to generate a report and receive the output in a CSV (Comma Separated Value) format. The CSV format allows users to access the data in a spreadsheet editor such as Microsoft Excel®. From there, unnecessary data can be removed or additional data can be added. Users may sort the data from within the application or import the data to a database and manage it from software such as Microsoft Access®.

To export a report to CSV, set the desired report criteria then click the Submit button next to Export report to CSV.

You will immediately see a notification that the system is preparing the report followed by a download link and the file size.

Once you click on the download link, you will be presented with your browser’s default download options which will determine where the file is saved to your local computer.

Note: Additional software may be required to view and edit the downloaded file. Please contact your system administrator for assistance.

6.3 Last 20 Calls

The Last 20 Calls page provides a quick summary of your 20 most-recent calls.

To keep a copy of the report, select one of the following Export options.

- Email to: Enter an email address and click Submit.
- Export report to PDF: Click Submit.
- Export report to CSV: Click Submit.

Note: For exporting instructions, please refer to Section 6.2 Query Call Details – Export.
7 Utilities
The Utilities tab provides access to the Enterprise Directory and Feature Access Codes available to the user.

7.1 Enterprise Directory
The Enterprise directory menu provides you with a data table of the entire enterprise directory. The directory displays the following information regarding each user or group where applicable:

- Name
- Number
- Extension
- Mobile (phone number)
- Email Address
- Department
- Group ID
- Yahoo ID

You may search for a specific entry in the directory using the available search fields. Entries may be searched for by Last Name, First Name, or Phone Number. Search results may be expanded or narrowed using the drop-down menu with the options: Starts With, Contains, and Equal To.

From this menu, you also have the links available to view the Enterprise Directory Summary as a separate web page or download it as a PDF.

7.2 Document Repository
Document repository acts as a centralized repository to keep track of help guides, templates, etc.
7.3 Registrations
Use this page to view your static and dynamic registrations.

The following table explains the key fields that may appear on this page:

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Endpoint Type</strong></td>
<td>The SIP device or virtual user endpoint at which the service is deployed. Valid types include Primary, Video Add On, and Shared Call Appearance.</td>
</tr>
<tr>
<td><strong>Line/Port</strong></td>
<td>The line, port number or SIP address of the endpoint location. This information is dependent on the identity/device profile’s type.</td>
</tr>
<tr>
<td><strong>Identity/Device Profile name</strong></td>
<td>The assigned Identity/Device Profile in the system.</td>
</tr>
<tr>
<td><strong>URI</strong></td>
<td>The Universal Resource Indicator (URI) identifying the device. Both Static and dynamic registrations are possible, depending on the device profile.</td>
</tr>
<tr>
<td><strong>Expiration</strong></td>
<td>The registration expiry date, for dynamic registrations.</td>
</tr>
</tbody>
</table>

7.4 Feature Access Codes
The Feature Access Codes (FAC) menu displays a list of feature access codes that can be used to activate, deactivate, and manage services using the dial pad on your phone. The codes are listed in a tab with the name of the feature, the main code used to manage that feature, and a secondary code that may also be used to manage the feature. This list cannot be exported.