



Customer  
Self-care  
Interface



Documentation

## Table of Contents

Preface .....	4
Hardware and Software Requirements .....	5
<b>1. Introduction .....</b>	<b>6</b>
Log in to the Customer Self-care Interface .....	7
Overview .....	7
Common Features .....	8
<b>2. Web Interface .....</b>	<b>10</b>
Dashboard .....	11
My Profile tab .....	11
IP Centrex tab .....	12
General .....	13
Extensions .....	13
Sites .....	16
Phone Lines .....	18
Follow-Me Forwarding Mode .....	19
Advanced Forwarding Mode .....	21
Simple Forwarding .....	22
DIDs (External Numbers) .....	23
Abbreviated Dialing (also known as Speed Dial) .....	24
Dialing Rules .....	25
Incoming Calls .....	27
Outgoing Calls .....	29
Call Logs .....	30
Huntgroups .....	30
Call Queue .....	34
Music on Hold .....	36
Billing Information tab .....	37
Billing Summary .....	37
General .....	39
Subscriptions .....	39
Transactions .....	40
Reports .....	41
Volume Discounts .....	41
Invoices .....	43
Make a Payment .....	44
Payment Info .....	45
Trouble Tickets tab .....	47
<b>3. How to... .....</b>	<b>48</b>
... define a time period using the wizard? .....	49
... configure multiple pickup groups? .....	51

# Hardware and Software Requirements

## Client System Recommendations

- **OS:** MS Windows XP or above, Linux/BSD or Mac OS X 10.6 or above.
- **Web browser:**
  - Internet Explorer 8.0 or above, Mozilla Firefox 24 or above.
  - JavaScript, Java and cookies must be enabled.
- **Spreadsheet processor:** MS Excel, OpenOffice Calc, LibreOffice Calc or Google Sheets.
- **Display settings:** A minimum screen resolution of 1024 × 768.

# 1. Introduction

## Log in to the Customer Self-care Interface

Your ITSP will provide you with a URL and credentials for logging in to the customer self-care interface upon subscribing to their services.

## Overview

The customer self-care interface was designed for end users to access their profile data, check billing information, download invoices and, most importantly, manage their IP Centrex settings. The front-end design offers simple and intuitive navigation. This includes an easy-to-use structure of menus and controls, graphic icons and improved presentation of information.

For your convenience, the customer self-care interface is divided into four tabbed sections:

- **Dashboard** (your home page)
- **My Profile**
- **IP Centrex**
- **Billing Information**
- **Trouble Tickets**


DATE/TIME	ACCOUNT ID	FROM	TO	DURATION	FEE
2015-01-08 15:37:46	12057600376	12057600376	10071470407	0:00	>
2015-01-08 15:37:37	12057600376	12057600376	10071470407	0:00	>
2015-01-08 15:37:37	12057600376	12057600376	33044882186	0:00	>
2015-01-08 15:49:02	12057600376	12057600376	301445472080	0:00	>
2015-01-08 16:00:22	12057600376	12057600376	10071470407	0:00	>

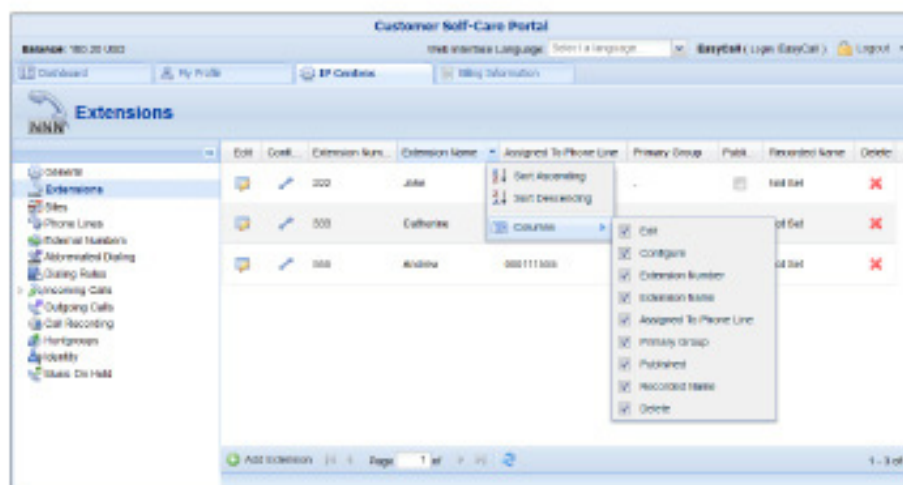
Brief Billing Information	
Balance	\$2.25 USD
Credit Limit	\$50.00 USD

CONTACT INFORMATION	
Contact:	
Address:	
Email:	

At the top of the page you can always view billing information such as your balance, credit limit, etc.

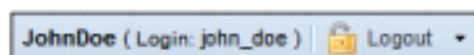
## Common Features

Most of the data on the self-care interface is formatted like a page and sorted into columns. You can go to the next page or the previous page, jump to the first or last page, or use the  **Refresh** icon to update any of the pages. You can also change the number of columns and sort them in ascending or descending order by clicking your mouse on the name field of any of these columns. If you point your mouse at the name field you will see a triangle; click on it and a drop-down menu will appear. You can choose how to sort your data and add or remove columns by selecting and clearing corresponding check box in the drop-down menu:

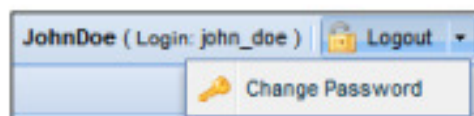


### Action Buttons


The top right-hand side of the interface provides you with the following information and actions:



- Your ID and a login name that was used to log in.
- The **Logout** button that terminates your current session on the self-care interface.



Also, you can change your password here if necessary.

In order for changes to take effect when adding / editing information, you need to click the  **Save** icon on the appropriate page. If you do not want to save the information entered – just click **Cancel**.

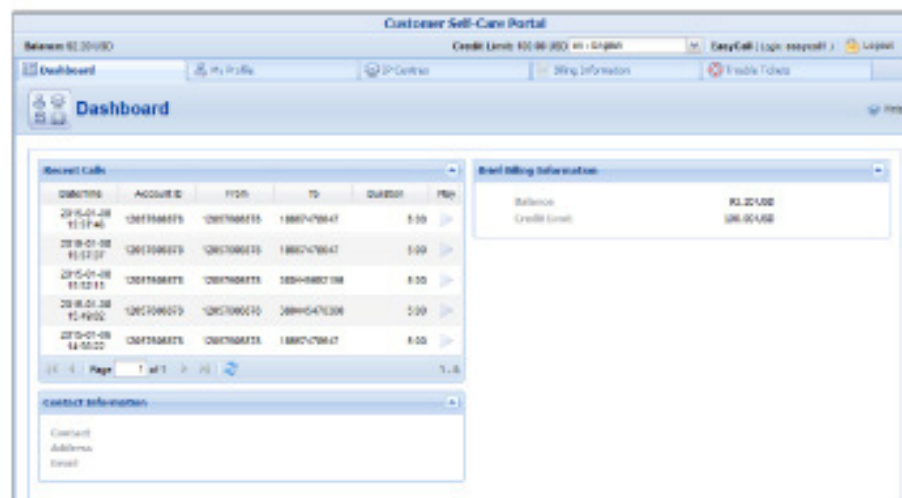
## 2. Web Interface



## Dashboard

Your home page is organized like a dashboard so that you can easily view the most important information separated by category into different panels. In addition, these panels can be moved around, rearranged or minimized as you wish.

You will see three **information panels** on the **Dashboard** tab:



Panel	Description
<b>Recent Calls</b>	This table lists the most recent calls and call details generated by your phone lines ( <b>account IDs</b> on the web interface).
<b>Contact Information</b>	Here you can view your contact info such as address, email, etc.
<b>Brief Billing Information</b>	This reflects thumbnail billing information such as your current balance and credit limit.

## My Profile tab

The **My Profile** tab allows you to view and change your personal (or your company's) details such as contact information, personal info, password, etc.

Customer Self-Care Portal

Balance: 100.00 USD | Web Interface Language: en - English | EasyCall (Loan EasyCall) | Logout

Dashboard | My Profile | IP Centrex | My Information

### General

- General
- Additional Information
- Settings
- Change Password

**Personal Information**

Company Name: EasyCall Ltd.  
 Mr./Ms./...: Mr.  
 First Name: John  
 M.I.: Alex  
 Last Name: Doe

**Address Information**

Address:   
 Province/State: BC  
 Postal Code: V6B 3P9  
 City: Vancouver  
 Country/Region: Canada

**Contact Information**

Contact: John  
 Phone: +1-613-408-44-44  
 Fax:   
 Alt. Phone:   
 Alt. Contact:   
 E-Mail:

Save

Group	Description
<b>General</b>	Here you can enter general information such as company name, address, etc.
<b>Additional Information</b>	Here you can define extra information (such as driver's license ID or tax code) in addition to standard information. The fields for this tab are set by the Administrator.
<b>Settings</b>	Here you can choose the language to be used on your self-care interface.
<b>Change Password</b>	Here you can change your current password for the self-care interface.



Enter your mobile number in the **Alt. Phone** field to receive SMS notifications.

## IP Centrex tab

This tab allows you to manage phone lines, add extensions and huntgroups and configure other IP Centrex services. Here you can also modify the options for separate phone lines.

## General

The screenshot shows the 'General' settings page in the Vertical Telecom Self-Care Portal. The page has a header with the user's name 'BenGeli' and a 'Logout' button. A navigation menu on the left lists various settings categories. The main content area displays three settings: 'Paging/Intercom' (checked), 'Paging/Intercom Prefix' (set to '123456'), and 'Extension Number Length' (set to '8').

Field	Description
<b>Paging / Intercom</b>	Intercom calls enable users belonging to the same group to use two phones like on-door speakerphones. Here you can see whether this feature is enabled or not for your phone line.
<b>Paging / Intercom Prefix</b>	This appears only if <b>Paging / Intercom</b> is enabled; this is a special code that is dialed before the other extension number to automatically connect both extensions. When a two-way audio channel is established, speakerphone mode is immediately activated on the phone of the party being called.
<b>Extension Number Length</b>	This sets the maximum speed dial length (also known as "abbreviated number length"). Please see the <a href="#">Abbreviated dialing</a> section of this guide.

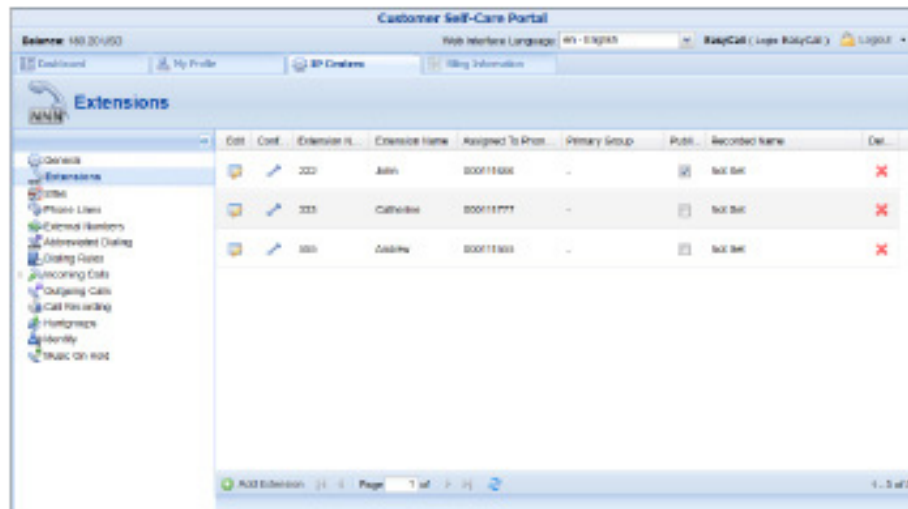
Field	Description
<b>Paging / Intercom</b>	Intercom calls enable users belonging to the same group to use two phones like on-door speakerphones. Here you can see whether this feature is enabled or not for your phone line.
<b>Paging / Intercom Prefix</b>	This appears only if <b>Paging / Intercom</b> is enabled; this is a special code that is dialed before the other extension number to automatically connect both extensions. When a two-way audio channel is established, speakerphone mode is immediately activated on the phone of the party being called.
<b>Extension Number Length</b>	This sets the maximum speed dial length (also known as "abbreviated number length"). Please see the <a href="#">Abbreviated dialing</a> section of this guide.

## Extensions

Here you can define a list of extensions for phone lines within your IP Centrex environment. You can easily add new extensions or change existing ones without any actual reconfiguration of your phone.



Branch Office extensions can only be added, deleted or modified on the Main Office self-care interface.

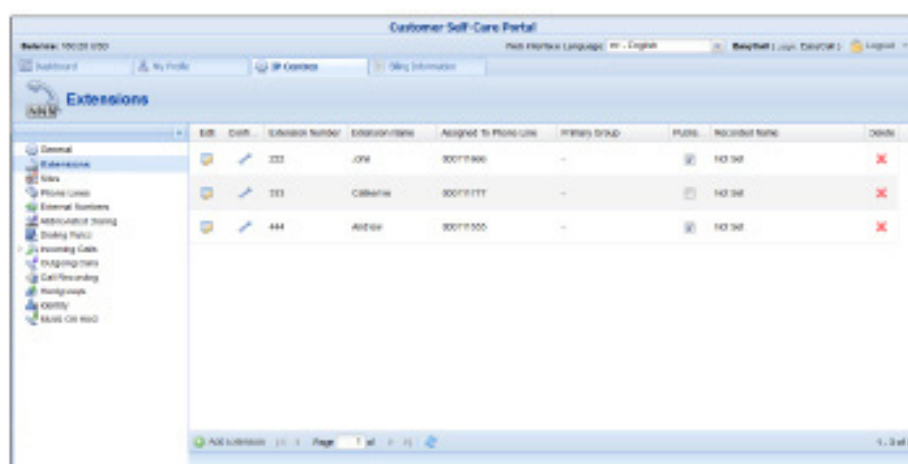
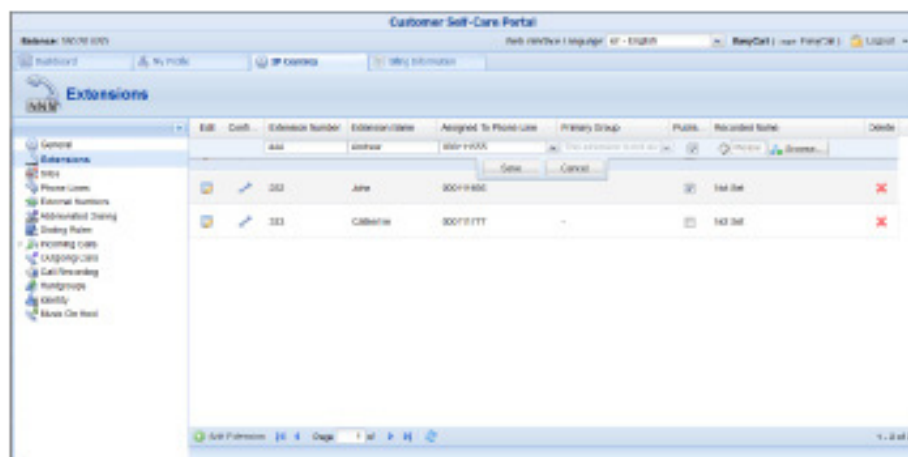


Ext	Conf	Extension No.	Extension Name	Assigned To Phone	Primary Group	Publ	Recorded Name	Del
		202	John	00011500	-	<input checked="" type="checkbox"/>	Not Set	
		203	Cathleen	00011777	-	<input checked="" type="checkbox"/>	Not Set	
		204	Adeline	00011800	-	<input checked="" type="checkbox"/>	Not Set	


To add a new extension number, click the **Add Extension** button and enter the following information:

- **Extension Number** – Type the number the end user will dial on his phone (an extension number should contain only digits).
- **Extension Name** – Type the logical name for this extension (e.g. name of the person using this line: “John”).
- **Branch Office** – Select a branch office to which the extension will be assigned. Leave this field empty for assigning the main office’s phone extension. (Note that the **Branch Office** field is only available on the Main Office self-care interface).
- **Assigned To Phone Line** – This is the phone number that the extension is associated with. Here you should specify one of your phone lines by selecting it from the list. (Note that each phone line from the list can only be used once).
- **Primary Group** – Select the hunt group to which this extension belongs to allow calls within a group to be picked up by dialing the group pickup prefix (without specifying the group number). Make sure that you have assigned the extension to some huntgroup beforehand.
- **Published** – Clear this check box to exclude certain extensions from being accessible via dial-by-name (e.g. you do not want telemarketers to directly reach your CEO or CFO because their names are publicly accessible).
- **Recorded Name** – You can record or upload a voice prompt with the actual person’s name for each extension. This can be used in the **Dial-by-name Directory** feature. If a caller does not know the extension number of the person he is trying to reach, he may look up the called party using the first three letters of his surname.







Once all the information is entered, click the **Save** button.

You can change the extension name and manage phone line assignments by double-clicking on that extension number or on the  **Edit** icon.

To remove the extension from the list, click  **Delete**.

Having saved the new extension, you can choose **Primary Group** this extension will belong to by clicking the  **Edit** icon.

To view and edit information about the extension, click  **Configure** next to the extension number. You will see the **Edit Extensions** page (note that some details are read-only).



**NVR Network SIP (Basic)**

Dashboard | My Profile | My Devices | Billing Information

Account ID: 1256496002200 | Extension: 012 (Name)

**Contact Information**

Contact: Data 8888  
Address:  
Email:

**Recent Calls**

Date/Time	From	To	Duration	Cost USD	Play
2014-04-21 11:00:00	12000000000	10000000000	0:20	0.05	

**Brief Billing Information**

Type	Amount
Balance	0.00 USD
Postpaid	0.00 USD
Prepaid	0.00 USD

**Product & Discounts Information**

Product	Rate	Level	Threshold	Used	Quantity	Next Disc.
00.000	0.00	0.00	0.00	0.00	0.00	0.00

**Overview of Groups Information**

Group Name
01.000

## Sites

A site is a group of customer's accounts that can be conveniently managed as a single entity. For instance, all of the phone lines used in a sales department or in 'office building A' can be joined into a single group. This allows you to apply certain configuration parameters or service restrictions to the accounts in that group. You can limit the combined number of simultaneous calls for all accounts of a particular site. This is useful if, for instance, 'office building A' has limited bandwidth and can only support 30 calls – no more calls will be allowed in order to avoid severe degradation of the sound quality on all calls in progress.

Any account that is not assigned to a specific site will share the limitations of the Default site.

**Customer Self-Care Portal**

Balance: 100.00 USD | Web Interface Language: en - English | Log Out | Log In

**Sites**

Default Site

Site Name: Default Site

Unit Simultaneous Calls: 30

Max Number of Incoming Calls: 30

Max Number of Outgoing Calls: 30

Max Number of Forwarded Calls: 30

Costs currency prefix: 0.00

Max Bandwidth: 30

Max Incoming Bandwidth: 30

Max Outgoing Bandwidth: 30

Location Information: Default

Current Location: 30

Allowed Number: 30

Field	Description
Site Name	Name for a group of accounts
Limit Simultaneous Calls	Engage real-time checks of the number of concurrent calls made by accounts that belong to this site. When the specified number of concurrent calls has already been established (calls are in a “connected” state) and the account tries to place another call, that call will be rejected.
Max Number of Simultaneous Calls	Allow only a specific number of concurrent calls (regardless of their type, such as incoming or outgoing) for accounts at this site.
Max Number of Incoming Calls	Allow only a specific number of concurrent incoming calls for accounts at this site.
Max Number of Outgoing Calls	Allow only a specific number of concurrent outgoing calls for accounts at this site.
Max Number of Forwarded Calls	Allow only a specific number of concurrent forwarded calls for accounts at this site.
Codec Connectivity Profile	Codec connectivity profile that will be used for bandwidth allocation calculation. Every new call’s allocated bandwidth is calculated by considering a negotiated codec and its parameters to enable full use of the available bandwidth and block new calls if no more bandwidth is available.
Max Bandwidth	Bandwidth utilization limitation to ensure that only an acceptable number of calls are allowed, in order to avoid severe degradation of the sound quality on calls in progress.
Max Incoming Bandwidth	Bandwidth utilization limitation for incoming calls.
Max Outgoing Bandwidth	Bandwidth utilization limitation for outgoing calls.
Location Information	Customer’s permanent location for geo-IP fraud prevention.
Current Location	Customer’s permanent location. It contains a country code top-level domain (in <i>iso_3166_1_a2</i> format, e.g. <i>fr</i> for France, <i>de</i> for Germany etc.)

**Allowed Mobility**

- **Stationary user (constant location)**  
option can be used if the customer is not authorized to make calls from various countries (e.g. as a residential customer would make calls from his SIP phone). Calls made from any other country will be screened.
- **The Roaming user (frequent location)**  
option can be used for customers who travel frequently. In this case, a change in location would be considered acceptable.




**Phone Lines**


Here you can view the full list of phone lines and configure them if necessary.


Configure	ID	Idle days	Available Funds, USD	Type	Product	Status	SR	Forwarding Enabled	SP	IP Phone Model
<a href="#">Configure</a>	1504023555	0	Unlimited	Credit	SP-Subs-15040	Default SR	---	---	---	Linksys/SP
<a href="#">Configure</a>	1504023554	0	100.00	Credit	SP-Subs-15040	Default SR	---	---	---	Linksys/SP
<a href="#">Configure</a>	1504023555	0	100.00	Credit	SP-Subs-15040	Default SR	---	---	---	Linksys/SP
<a href="#">Configure</a>	1779023555	0	100.00	Credit	SP-Subs-15040	Default SR	---	---	---	Linksys/SP
<a href="#">Configure</a>	1507023555	0	100.00	Credit	SP-Subs-15040	Default SR	---	---	---	Linksys/SP
<a href="#">Configure</a>	407023555	0	100.00	Credit	SP-Subs-15040	Default SR	---	---	---	Linksys/SP
<a href="#">Configure</a>	407023555	0	100.00	Credit	SP-Subs-15040	Default SR	---	---	---	Linksys/SP
<a href="#">Configure</a>	407023555	0	100.00	Credit	SP-Subs-15040	Default SR	---	---	---	Linksys/SP

Column	Description
<b>Configure</b>	Click <a href="#">Configure</a> to edit the settings for a particular phone line.
<b>ID</b>	The primary identification for this phone line (i.e. account ID).
<b>Idle, days</b>	The amount of days the phone line has not been in use.
<b>Available Funds</b>	The amount of funds available for the user to spend on services.
<b>Type</b>	The type of phone line. It may either be <b>Debit</b> or <b>Credit</b> . Debit is usually associated with prepaid cards. Credit is usually associated with postpaid services.
<b>Product</b>	The product assigned to a particular phone line.



<b>Batch</b>	Accounts can be grouped into batches. Each batch has its own descriptive name. Here you can see the name of the batch that a particular phone line belongs to.
<b>Site</b>	The name of the site the phone line belongs to.
<b>Forwarding Enabled</b>	The forwarding field shows whether this function is enabled or disabled for a particular phone line. When it is enabled, the  <b>Yes</b> icon is shown. The field with an  <b>No</b> icon indicates that forwarding is disabled.
<b>SIP</b>	When the phone line is used by a phone to register with the SIP server, the  <b>Online</b> icon is shown.
<b>IP Phone Model</b>	Indicates the IP phone that is assigned to a particular phone line.


You can also view phone lines grouped by batch by clicking the  **Group By Batch** button located at the bottom of the page.

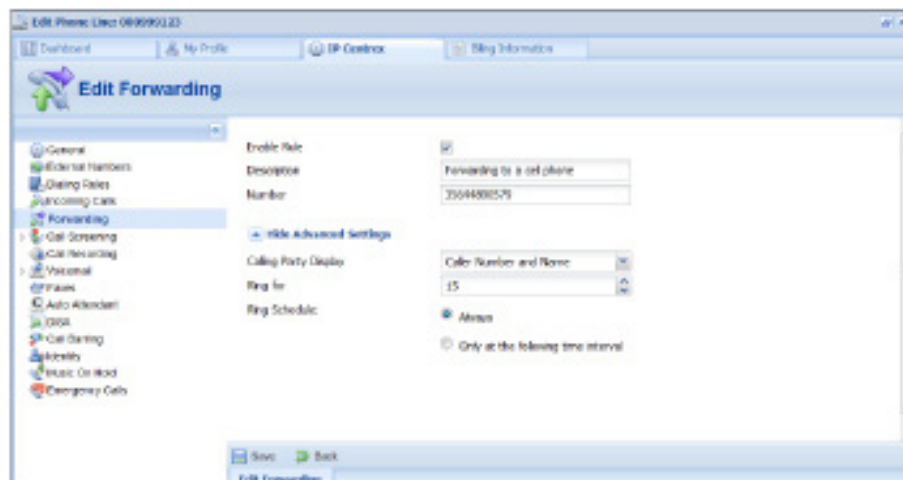
You can configure forwarding when it is enabled for the phone line. Just click the  **Configure** icon next to the phone line to go to the **Edit Phone Line** page.

There are several call forwarding modes: **Follow-Me**, **Advanced Forwarding**, **Forward to SIP URI** and **Simple Forwarding**.


## Follow-Me Forwarding Mode

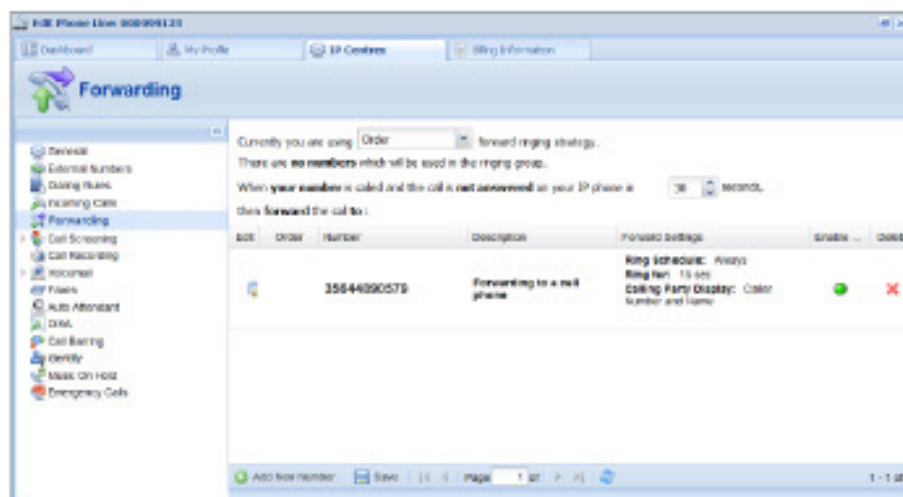
Using follow-me you can forward calls to multiple destinations. You can also configure it so that each of these destinations will be used during its own time period.

1. On the **IP Centrex** tab, select **Forwarding**.
2. Click  **Add New Number**.



3. Enter the following information:

- **Number** – Enter a number for redirecting calls (e.g. 35644890078).
- **Description** – A short description for this number.
- **Ring for** – If a call is not answered, set the number of seconds it will ring for until it is forwarded to the next number on the list.
- **Calling Party Display** – Choose how to display the caller's info during forwarding:
  - Select **Caller Number and Name** to see the phone number and the name of the original caller.
  - Select **Caller Number and Forwarder Name** to see the phone number of the caller and the forwarder's name (they will be displayed).
  - Select **Forwarder Number and Name** to see the phone number and the name of the forwarder.
- **Ring Schedule** – Choose the period during which the number is used.
  - **Always** – Calls will always be forwarded to your cell phone.
  - **Only at the following time interval** – If you want to forward calls to a cell phone only during a specific time period. Click the  icon to define that interval. Please consult the *How* section for more information.

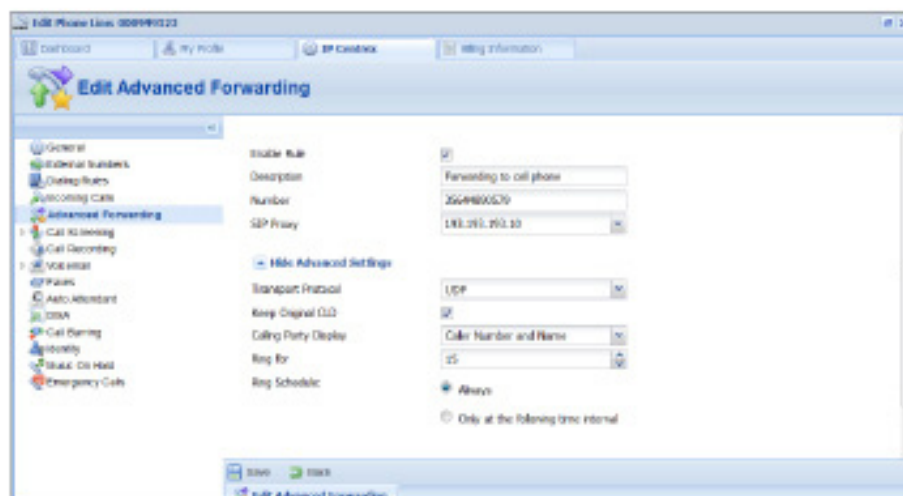


4. Click the **Save** to save the results of your work.
5. Repeat steps 2–4 until all the desired follow-me numbers have been added.

## Advanced Forwarding Mode

This is similar to follow-me mode, but has a few extra options that allow you to route calls to SIP URI. To do this, follow these steps:

1. On the **IP Centrex** tab, choose select **Advanced Forwarding**.
2. Click **Add New Number** to add the number on which you wish to receive forwarded calls.
3. Enter the information needed. The fields are very similar to those for adding a follow-me number as described in the **Follow-Me Forwarding Mode** chapter.



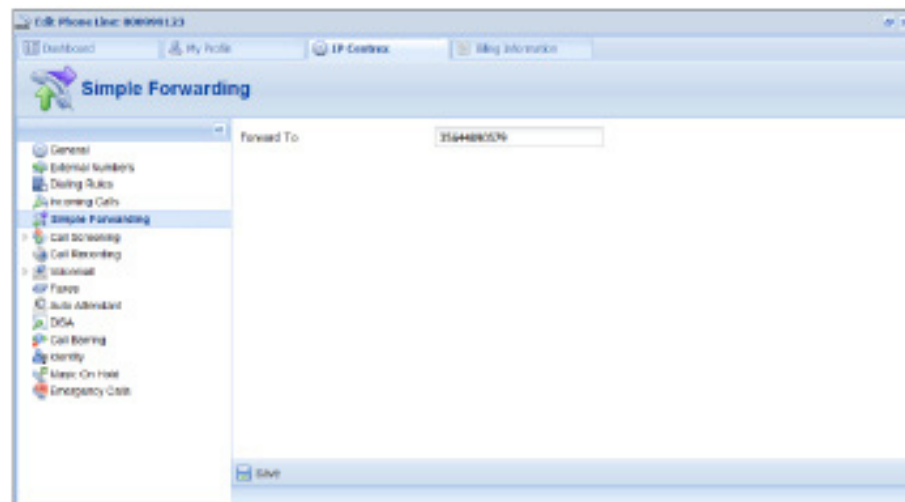
Additional fields that are not available when adding a follow-me number:

- **SIP Proxy** – Select SIP proxy from the list.
- **Keep Original CLD** – Select this check box to ensure that the originally dialed number is present in the call information when forwarding a call to another phone line.
- **Calling Party Display** – Choose how to display the caller's info during forwarding:
  - Select **Caller Number and Name** to see the phone number and the name of the original caller.
  - Select **Caller Number and Forwarder Name** to see the caller's phone number and the forwarder's name (they will be displayed.)
  - Select **Forwarder Number and Name** to see the forwarder's phone number and name.
- **Transport Protocol** – This enables you to choose the UDP or TCP transport protocol. You can use the TCP protocol instead of UDP for SIP communications for PBXes that do not support UDP.

4. Click  **Save**.

## Simple Forwarding

The simplest type of forwarding is when you specify a single phone number to which all calls will be sent.




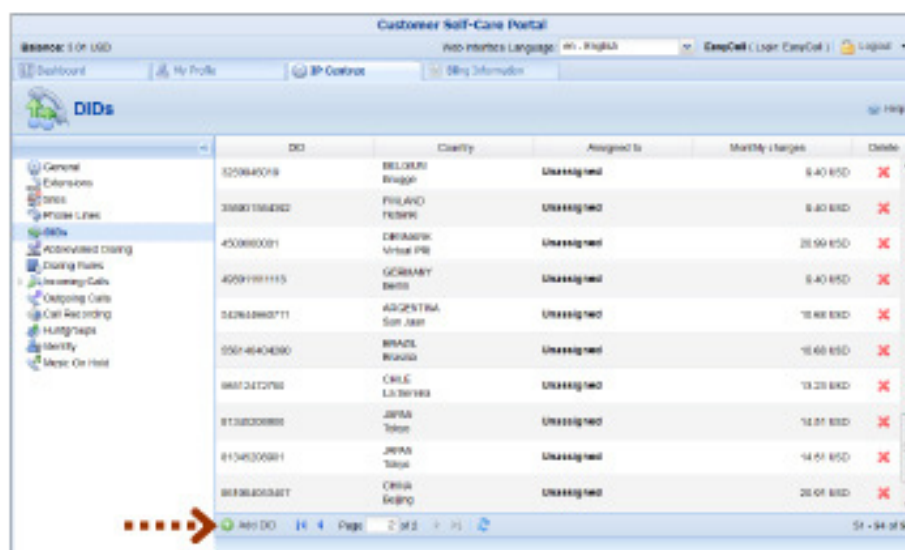
1. On the **IP Centrex** tab, select **Simple Forwarding**.
2. Enter the following information:
  - **Forward To** – The number you wish the calls to be forwarded to.

- Click the  Save.

## DIDs (External Numbers)

In addition to the user's main phone number, he/she can be assigned multiple alternate DID (direct inward dialing) phone numbers.

In this tab you can easily browse the complete inventory of available DID (or toll-free) numbers online, and select the numbers you want to use as alternates. To do this, click the  **Add DID** button located at the bottom of the page and specify a country and a city in which you want to purchase a DID. Once you have specified a country and a city you will see the applicable fees for using this DID number:













Customer Self-Care Portal


Balance: 1.01 USD

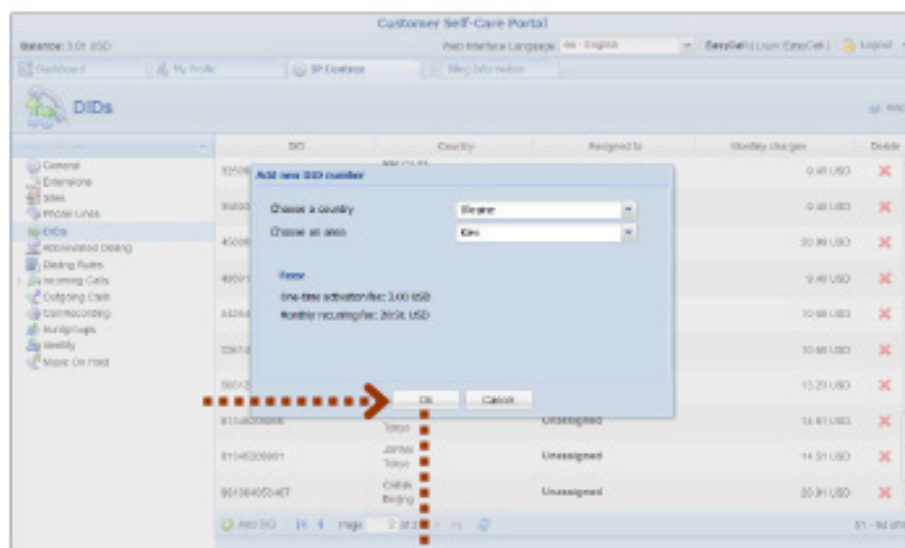
Web Interface Language: en - English

Dashboard My Profile My Control My Information

**DIDs**

DID	Country	Assigned to	Monthly Charges	Delete
020640018	BELOW	Unassigned	0.40 USD	
300010000	FINLAND	Unassigned	0.40 USD	
450000001	GERMANY	Unassigned	20.00 USD	
4501101115	GERMANY	Unassigned	0.40 USD	
04261000711	ARGENTINA	Unassigned	10.00 USD	
05074040000	BRASIL	Unassigned	10.00 USD	
00072472700	CHILE	Unassigned	10.00 USD	
01100000000	JAPAN	Unassigned	10.00 USD	
01100000001	JAPAN	Unassigned	14.51 USD	
00100000000	CHINA	Unassigned	20.01 USD	

 Add DID













Customer Self-Care Portal

Balance: 1.01 USD

Web Interface Language: en - English

Dashboard My Profile My Control My Information

**DIDs**

DID	Country	Assigned to	Monthly Charges	Delete
020640018	BELOW	Unassigned	0.40 USD	
300010000	FINLAND	Unassigned	0.40 USD	
450000001	GERMANY	Unassigned	20.00 USD	
4501101115	GERMANY	Unassigned	0.40 USD	
04261000711	ARGENTINA	Unassigned	10.00 USD	
05074040000	BRASIL	Unassigned	10.00 USD	
00072472700	CHILE	Unassigned	10.00 USD	
01100000000	JAPAN	Unassigned	10.00 USD	
01100000001	JAPAN	Unassigned	14.51 USD	
00100000000	CHINA	Unassigned	20.01 USD	

**Add new DID number**

Choose a country:

Choose an area:

**Fee**

One-time activation fee: 1.00 USD

Monthly recurring fee: 20.01 USD





To add a new abbreviated dialing number, click the **Add** button and enter the following information:

Field	Description
<b>Abbreviated #</b>	The number the end user will dial on his phone.
<b># to Dial</b>	The number that the call will be forwarded to.  You may enter the ID of one of your accounts or any phone number. If you leave this field blank, then the abbreviated number is considered to be a direct number, or “dial as is.” This is useful for making sure that special numbers (e.g. 112) are never converted by other translation rules.  <b>NOTE:</b> Phone numbers must be entered in the E.164 format.
<b>Description</b>	Description of this abbreviated number, e.g. “Andrew’s IP phone.”

## Dialing Rules

Using this tab, you can define a way of dialing phone numbers that is convenient to you or your users.

**Customer Self-Care Portal**

Balance: \$55.15 USD Credit Limit: 1,000.00 USD [Log Out](#) [Add New](#) [Log In](#) [My Profile](#) [My Profile](#) [Billing Information](#)

**Dialing Rules**

Dialing Rules: North America, 10-digit dialing

**Your location**

Your country dial code: 1  
Your area code(s):  
Emergency numbers (e.g. 911, 112): 911

**Dialing Prefixes**

Outside line dial prefix:  
Domestic long-distance dial prefix: 1  
Outside of your area code(s):  
International dialing prefix: 001  
Exceptions (e.g. \*98): 401

**Service Features Codes**

Park Prefix: \*70  
Release Prefix: \*71  
Group Pickup Prefix: \*68  
Hold (DJ) Prefix: \*67  
Show (DJ) Prefix: \*66

**Check yourself**

You are going to call: 555-1234

To call within your local area you dial: 555-1234

To call long distance (within your country, 123 code) you dial: 1 123 555-1234

To call internationally you dial (to country with code 44) 20: 011 44 20 555-1234


[Save](#)

© 2015 Vertical Telecom, Inc. All rights reserved.

By default, the Dialing Rules feature is disabled. This means that the system identifies calls arriving from a user as being in the E.164 format. If the Dialing Rules feature is enabled by your service provider, this will

allow you to define various dial plan parameters such as an international dialing prefix or area code, feature access codes.

You can select one of the predefined dialing rules from the list.  
To define your own translation rule select **Custom Rule** from the list.

Verify that for all examples provided (domestic and international calls) this is how you want the numbers dialed and click  **Save**.

***Service features codes (also known as Feature access codes)***

Field	Description
<b>Park Prefix</b>	An end user can dial this access code to park a call.  The default value is *70.  This access code is available only if call parking is enabled for the customer.
<b>Release Prefix</b>	An end user can dial this access code to retrieve a call from the parked status.  The default value is *71.  This access code is available only if call parking is enabled for the customer.
<b>Group Pickup Prefix</b>	An end user can dial this access code to answer a call arriving to the other accounts of this customer.  The default value is *40.  This access code is available only if group call pickup is enabled for the customer.
<b>Hide CLI Prefix</b>	An end user can dial this code before dialing the phone number to prohibit the calling number from being displayed to the called party.  The default value is *67.  This access code is available only if <b>Hide CLI</b> is enabled for the account.
<b>Show CLI Prefix</b>	An end user can dial this access code before dialing the phone number to allow the calling number to be displayed to the called party.  The default value is *68.  This access code is available only if <b>Hide CLI</b> is enabled for the account.



## Incoming Calls

Here you can set the parameters for incoming calls.

The screenshot shows the 'Customer Self-Care Portal' interface. At the top, there's a header with 'Balance: \$5.18 USD', 'Credits: 1,800.00 USD', and a user profile 'John Doe (Login: jdoe\_001)'. Below the header is a navigation bar with 'Dashboard', 'My Profile', 'IP-Centrex', and 'Billing Information'. The main content area is titled 'Incoming Calls' and contains a left sidebar with a tree view of settings: General, Extensions, IP-Centrex, Phone Lines, CDRs, Advanced Settings, Incoming Calls (selected), Call Parking, Outgoing Calls, Call Logs, Huntgroups, Call Queues, and Transfer On Hold. The main panel for 'Incoming Calls' has four settings: 'Ext-to-Ext Call Distinctive Ring' (set to 'No'), 'Group Pickup' (set to 'Yes'), 'Group Pickup Prefix' (set to '99'), and 'Endpoint Redirection' (set to '[]'). A 'Save' button is at the bottom right of the settings area.

Field	Description
<b>Ext-to-ext call distinctive ring</b>	For incoming calls from phones within the IP Centrex environment, use a ring pattern different from the default one.
<b>Group Pickup</b>	<p>The <b>Group Pickup</b> feature enables members of the same IP Centrex environment (customer's accounts) or the same huntgroup to answer each other's calls by dialing a <b>Group Pickup Prefix</b>.</p> <ul style="list-style-type: none"><li>• Select <b>Enabled</b> to activate group pickup for the customer.</li><li>• Select <b>Disabled</b> to make group pickup unavailable to the customer.</li></ul> <p>Note that group pickup must be enabled for the particular huntgroup as well.</p>

<b>Group Pickup Prefix</b>	<p>An end user can dial this access code to answer a call arriving to the huntgroup that this end user belongs to.</p> <p>The default value is *40.</p> <p>This access code is available only if group pickup is enabled for the customer and for the huntgroup.</p> <p>Read-only field. For information about how to configure <b>Group Pickup Prefix</b>, please see the <i>Service Feature Codes (also known as Feature Access Codes)</i> table in the <b>Dialing rules</b> section of this guide.</p>
----------------------------	---

## Call Parking

Call parking allows users to put a conversation on hold and then resume it from a different IP phone. If you enable this feature, you can set the required parameters for it here.

Customer Self-Care Portal

Balance: \$65.10 USD | Credit Limit: 1,000.00 USD | en - English | JOHN DOE | User: 0001\_0001 | Logout

Dashboard | My Profile | My Features | Billing Information

### Call Parking

Call Parking:

Park Prefix: \*76

Release Prefix: \*77

Save

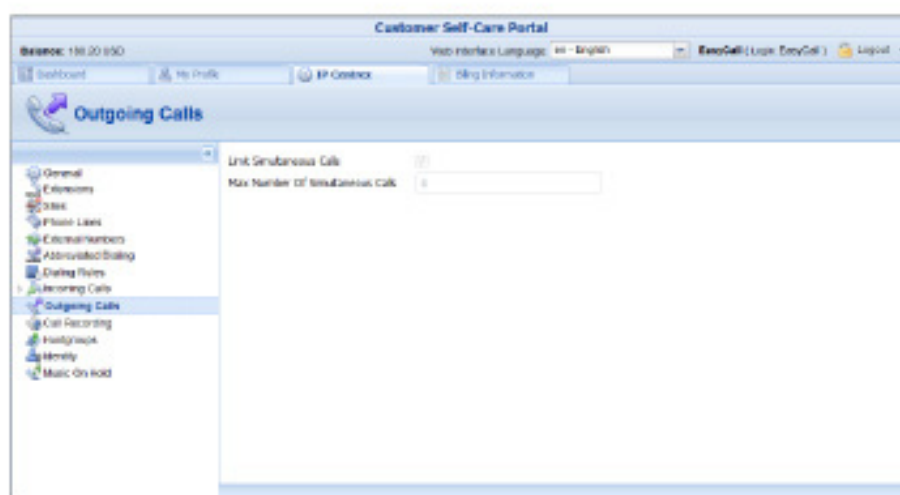
© 2015 Vertical Telecom, Inc. All rights reserved.

Field	Description
<b>Call Parking</b>	<ul style="list-style-type: none"> <li>Select <b>Enabled</b> to activate call parking for the customer.</li> <li>Select <b>Disabled</b> to make call parking unavailable to the customer.</li> </ul>

<b>Park Prefix</b>	<p>An end user can dial this access code to park a call.</p> <p>The default value is *70.</p> <p>This access code is available only if call parking is enabled for the customer.</p> <p>Read-only field. For information about how to configure <b>Park Prefix</b>, please see the <i>Service Feature Codes (also known as Feature Access Codes)</i> table in the <b>Dialing rules</b> section of this guide.</p>
<b>Release Prefix</b>	<p>An end user can dial this access code to retrieve a call from the parked status.</p> <p>The default value is *71.</p> <p>This access code is available only if call parking is enabled for the customer.</p> <p>Read-only field. For information about how to configure <b>Release Prefix</b>, please see the <i>Service Feature Codes (also known as Feature Access Codes)</i> table in the <b>Dialing rules</b> section of this guide.</p>

## Outgoing Calls

Here you can view different parameters for outgoing calls (note that this page is read-only).



Field	Description
<b>Limit Simultaneous Calls</b>	This shows whether there is a limit on the number of concurrent calls that can be made by your phone lines.
<b>Max Number of Simultaneous Calls</b>	This shows the maximum number of concurrent calls permitted for your phone lines.

## Call Logs

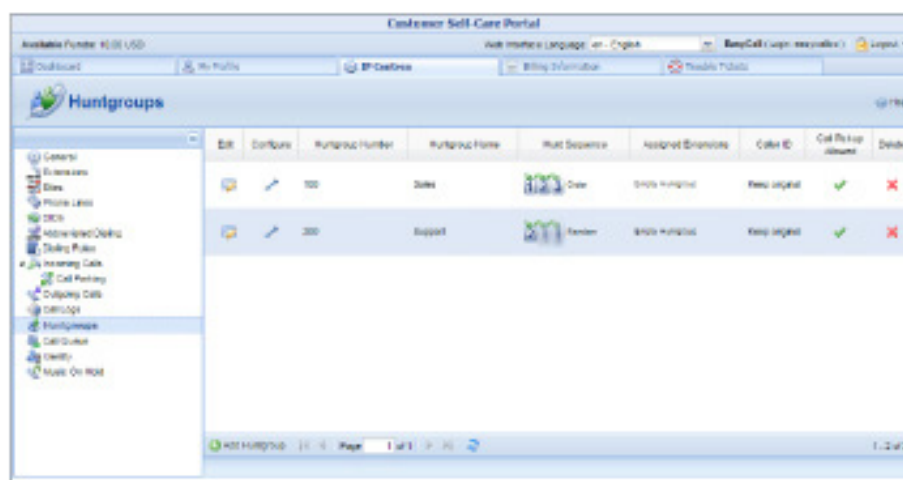
With the help of this feature, the users of IP Centrex services can record their phone conversations for later playback.

Here you can check whether the **Call Recording** feature is enabled or not. When it is enabled, you can view information about calls, listen to recordings and filter them for / from a certain period.

Date/Time	Account ID	From	To	Duration	Play
2014-10-10 12:38:28	AM123456789	408123456789	12123456789	0:32	>
2014-10-10 12:38:58	AM123456789	408123456789	12123456789	0:32	>
2014-10-10 12:39:57	121456789	123456789	12123456789	0:32	>
2014-10-10 12:39:32	123456789	123456789	12123456789	0:32	>
2014-10-10 12:33:34	123456789	123456789	12123456789	0:32	>
2014-10-10 12:33:23	123456789	123456789	12123456789	0:32	>

## Huntgroups

Sometimes there is a need for a call to be delivered to several extensions at once. With the **Huntgroup** function – you can easily configure a scheme for call distribution in such a way that incoming calls are delivered to one or more assigned extensions.



Branch Office huntgroups can only be added, deleted or modified on the Main Office self-care interface.

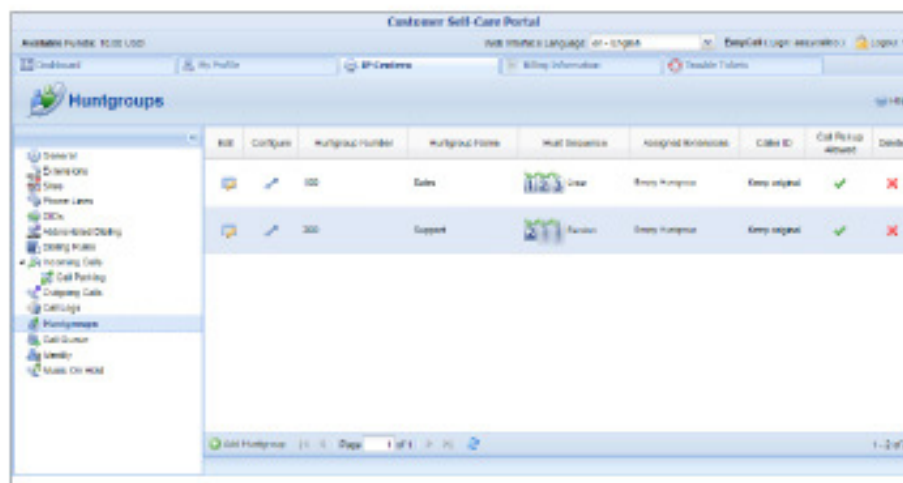
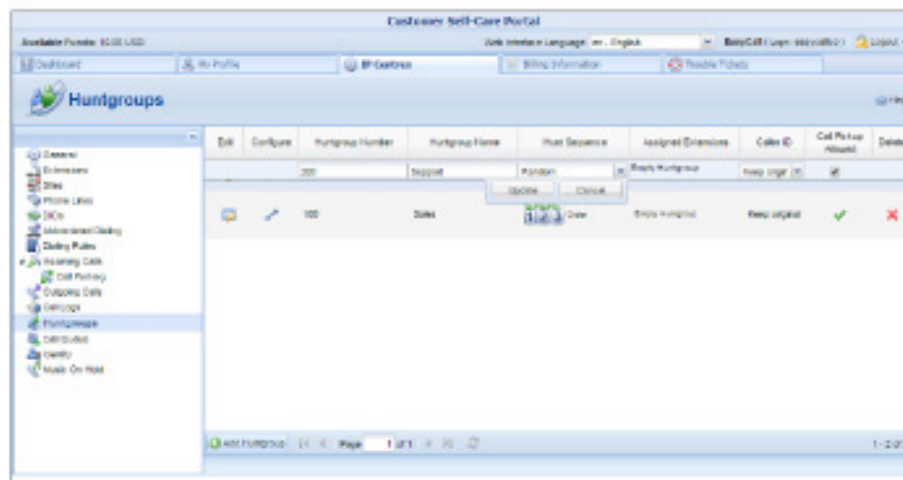
To add a new huntgroup, follow these steps:

1. Click the **Add Huntgroup** button and enter the following information:
  - **Huntgroup Number** – The number the end user must dial on his phone to reach one or more assigned extensions.
  - **Huntgroup Name** – Short descriptive name for this group of extensions, e.g. “New department.”
  - **Hunt Sequence** – The order for delivering a call to one or more extensions.
    - If **Order** is selected, extensions will be called one by one from the first (topmost) to the last number until the call is answered.
    - Select **Random** if you want to use a random order.
    - **Simultaneous** enables simultaneous calls to every extension from the list.
    - **Least Used** sorts the phone lines in descending order beginning with their last usage, and delivers a call to their extensions, accordingly.

For example, phone line 777111 with extension 111 was last used on 2010-12-11, and phone line 777222 with extension 222 was last used on 2010-12-12, so the call goes to extension 111 and if it is not answered, it goes to extension 222.

- **Caller ID:**
  - **Keep original**

- Set to name and CLI of the huntgroup.
  - Replace Caller Info with Huntgroup Name, keep Caller CLI.
- **Call Pickup Allowed** – Enable this option to allow extensions to pick up calls made to the members of this huntgroup




2. Once all the information is entered, click the **Update** button.

To specify one or several extensions that calls should be delivered to, follow these steps:

1. Click the **Configure** icon next to the huntgroup number.
2. Click the **Add Extension** button.



3. From the **Extension Number**, select the required extension.
4. Specify the following options:
  - **Ringing Delay, sec** – Delay (in seconds) before the extension starts to ring.
  - **Ringing Time, sec** – Duration (in seconds) of ring.
  - **Ignore Follow-me/Voicemail** – Select this check box to disable forwarding (voicemail, follow-me) on the specific extension for calls made to this huntgroup.
  - **Set This Group as Primary** – Select this check box to allow the extension owner to pick up calls within that group by merely dialing the group pickup prefix.
5. Click **Updated**.

In order for changes to take effect you need to click the  **Save** button at the bottom of the page.  
You can also use the **Back** button to return to the previous menu.

Several huntgroups can be combined into one huntgroup. Go to the **Included Huntgroups** tab and choose the required huntgroups to add from the list of Huntgroup Number. Select the **Ignore Follow-me/Voicemail** check box to disable forwarding for calls made to this huntgroup. Then click **Save**.

**Customer Self-Care Portal**

Balance: 186.00 USD | Web Interface Language: en - English | EasyCall (Log In EasyCall) | Logout

Dashboard | My Profile | IP Center | Billing Information

**Edit Huntgroup: Sales**

Huntgroup Number: 111 | Hunt Sequence: Order  
 Huntgroup Name: Sales | Caller ID: Keep original  
 Call Pickup Allowed: ☒

**Included Extensions** | **Included Huntgroups**

Order	Huntgroup Number	Huntgroup Name	Included Extensions	Ignore Follow-me/Voicemail	Delete
112	112	Support	Empty Huntgroup	<input checked="" type="checkbox"/>	

Update | Cancel

Add Huntgroup

Save | Back | Call Huntgroup

**Customer Self-Care Portal**

Balance: 186.00 USD | Web Interface Language: en - English | EasyCall (Log In EasyCall) | Logout

Dashboard | My Profile | IP Center | Billing Information

**Edit Huntgroup: Sales**

Huntgroup Number: 111 | Hunt Sequence: Order  
 Huntgroup Name: Sales | Caller ID: Keep original  
 Call Pickup Allowed: ☒

**Included Extensions** | **Included Huntgroups**

Order	Huntgroup Number	Huntgroup Name	Included Extensions	Ignore Follow-me/Voicemail	Delete
112	112	Support	Empty Huntgroup	<input checked="" type="checkbox"/>	

Update | Cancel

Add Huntgroup

Save | Back | Call Huntgroup

**NOTE:** Extension and huntgroup numbers must be different.

## Call Queue

This feature allows you to provide a “call center” functionality to your IP Centrex customers. When a large number of incoming calls from customers arrive to the auto attendant, PortaSIP® can forward these calls to the actual agents within a huntgroup (customer service representatives) in a regulated fashion.



When a new incoming call arrives, it is assigned a position in the queue. The callers hear announcements about number of callers ahead of them in the queue and the estimated waiting time. After that, the specified “music on hold” is played, and every 5 minutes the callers are updated about their current positions in the queue and the estimated wait time.

Note that estimated wait time is calculated as follows:

- For the *new* Media Server:  
 $(\text{Average handle time}) * (\text{Number of callers ahead})$ .
- For the *previous-generation* Media Server:  
 $(\text{Average handle time}) * [(\text{Number of simultaneous calls made to the call queue number}) - (\text{Maximum number of outgoing calls to agents})]$ .

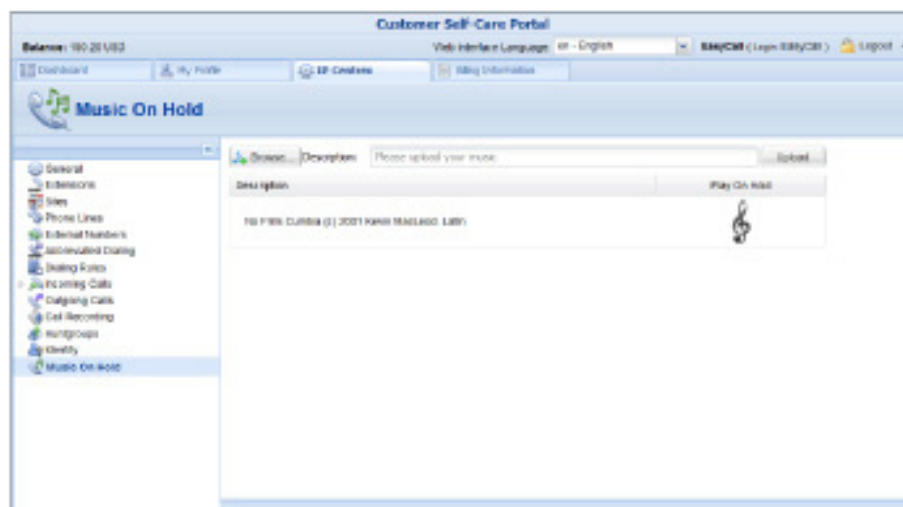
Every call queue contains several configuration parameters:


Field	Description
<b>Huntgroup</b>	When creating a new call queue, a customer must select a huntgroup so that when a call arrives to the call queue, it is transferred to the corresponding huntgroup.  <b>Note:</b> Empty huntgroups are not listed. Add at least one extension to the huntgroup first.
<b>Maximum number of outgoing calls to agents</b>	The maximum number of calls that agents can process simultaneously. You can think of it as the number of agents who answer calls made to a call center (e.g. if you have 5 agents who answer calls made to Sales, they can process a maximum of 5 calls, simultaneously).

	<p><b>NOTE:</b> This option is used only by the <i>previous-generation</i> Media Server which uses it to define whether the next call that arrives to the call queue must be placed on hold or connected to an agent.</p> <p>When the number of simultaneous calls made to the call center exceeds the value defined for this option (e.g. 10 calls arrived to the call center simultaneously, but there are only 5 agents who answer calls), the Media Server places calls 6–10 on hold within the queue.</p> <p>When the number of simultaneous calls made to the call center is fewer than the value defined for this option (e.g. 5 calls arrived to the call center simultaneously and there are 10 agents to answer calls), the Media Server immediately attempts to connect all calls to agents.</p> <p>Therefore it's important to specify a true-to-life number: if you specify a number that is too low, some calls will be queued even if there are free agents; if you specify too high a number, some calls won't be queued even if there are no actual agents to answer them. Subsequently it will be a regular call for these callers, with no queue announcements.</p>
<b>Maximum number of incoming calls on hold</b>	<p>The maximum number of calls that can be placed on hold within this queue.</p> <p>When this number is reached, the next call is disconnected.</p>
<b>Average handle time, minutes</b>	The expected average processing time for each call in minutes (used to calculate the estimated wait time).
<b>Announce number of callers ahead</b>	When this check box is selected, callers will hear an announcement about number of callers ahead of them in the queue. <i>Note that this check box is currently always selected and dimmed.</i>
<b>Announce estimated wait time</b>	When this check box is selected, callers will hear an announcement about the estimated wait time. <i>Note that this check box is currently always selected and dimmed.</i>
<b>Music on Hold</b>	<p>A melody (or announcement) which is played to users waiting to be connected.</p> <p>The maximum file size allowed is 3 MB.</p>

## Music on Hold

Here you can define which music will be used for calls on hold within your IP Centrex environment.



Click the  **Play On Hold** button to enable / disable this feature. To upload your own music, select a file from your local file system using the **Browse** button.

To rename the music file, enter the desired name in the **Music Name** field; otherwise the local file name will be used. The uploaded music will replace the previous entry in the list, and will usually be enabled within 10 minutes of performing this action.

## Billing Information tab

### Billing Summary

On this page you can view your billing information arranged in five information panels:

- Brief Billing Information
- Transactions Totals Information
- Invoices Information
- Active Subscriptions
- Volume Discounts

**Billing Summary**

**Brief Billing Information**

Balance due	70.00 USD
Last invoice due date	2013-03-03
Last invoice amount	100.00 USD
Overdue balance	30.00 USD
Last payment received on	2013-03-03

**Transactions Totals Information**

Total	70.00 USD
-------	-----------

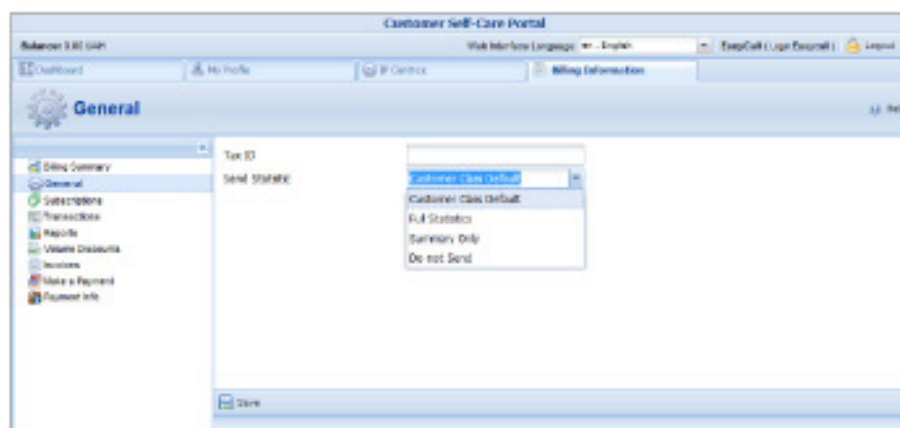
**Invoices Information**

Invoice	Due Date	Amount	Payment Status
2013-03-03	2013-03-03	100.00 USD	Overdue

Field	Description
<b>Brief Billing Information</b>	This reflects your billing info such as current balance, etc.
<b>Transactions Totals Information</b>	This reflects your total transactions (calls, payments, refunds, subscription charges, etc.)
<b>Invoices Information</b>	<p>This section is intended to help you better understand your invoice status and other billing-related details – a thumbnail sketch, so to speak, of how much money is owed, the due date, is there any amount overdue, etc.</p> <p>The available information fields are:</p> <ul style="list-style-type: none"> <li>• <b>Balance Due</b> – This represents the remaining amount you must pay for your invoice.</li> <li>• <b>Last Invoice Due Date</b> – This shows the date by which the last invoice should be paid. If no payment is received for this invoice or the invoice is only partially paid and the due date has passed, the invoice is considered overdue.</li> <li>• <b>Last Invoice Amount</b> – This represents the last invoice total plus whatever unpaid amount from any and all previous invoices owed by the customer at the time of invoice generation.</li> <li>• <b>Overdue Balance</b> – This represents the total remaining balance for all overdue invoices. The overdue balance decreases as payments are received.</li> <li>• <b>Last Payment Received on</b> – This shows the amount of the last payment and the date when this transaction took place.</li> </ul>

	To view all of the invoices use the <b>See All Invoices</b> button.
<b>Active Subscriptions</b>	Subscription plans that currently apply to you.
<b>Volume Discounts</b>	Volume discount plans that currently apply to you.

## General



Field	Description
<b>Tax ID</b>	Your tax ID.
<b>Send Statistic</b>	Defines what kind of xDR statistics should be delivered to you by email: <ul style="list-style-type: none"> <li>• <b>Customer class default</b> – Use the settings for the customer class.</li> <li>• <b>Full Statistics</b> – Send a .csv file with a complete list of xDRs.</li> <li>• <b>Summary Only</b> – Do not send a full list of xDRs, only a brief summary</li> <li>• <b>Do Not Send</b> – This option prevents the delivery of event statistics to the customer via email.</li> </ul>

## Subscriptions

This tab displays the subscription plans currently being applied to you and your phone lines. Pending (not yet active) subscriptions are always on the bottom of the list and highlighted in grey.



Subscription	Periodic Fee	Start Date YYYY-MM-DD	Finish Date YYYY-MM-DD
Subscription 1 (1 Active Subscription for \$0.70 USD)			
PoliceLife	\$0.10 USD	2013-10-18	-
Account 12126412385 (4 Active Subscriptions for \$7.00 USD)			
Alarm plate	1.00 USD	2014-04-28	-
PoliceLife	\$0.00 USD	2014-04-28	-
Internet Access Start	2.50 USD	2014-04-28	-
DescTV	1.00 USD	2014-04-28	-
Account 12126551285 (2 Active Subscriptions for \$7.00 USD)			
Total Subscriptions activation	16	Transaction fee active	\$1.00 USD

Field	Description
Subscription	Subscription plans being applied to you.
Periodic Fee	This is a recurring fee for a particular subscription.
Start Date	Subscription activation date.
Finish Date	This shows the date on which this subscription will be automatically canceled.

\* Default fee and the amount of discount applied for this subscription.


## Transactions



Transactions (calls, payments, refunds, subscription charges, etc.) serve as the primary record of services provided to you.

This screen allows you to view and download transaction records – for any desired time period and service.

Service	Total Transactions	Charged Quantity	Charged Amount	Show Details
Subscriptions	5		\$1,980.00	
Value Calls	4	102 (seconds)	\$0.00 USD	
Total Service Amount	9	Total Transactions	Total Charged Amount	\$1,980.00

On the **Transactions Filter** page you can make an extensible search via:



- A date and time range by clicking the  **Calendar** icon.
- A certain service type.
- The type of required phone lines (accounts).
- If you want failed transactions to be included in the list, select the **Show Failed Transactions** check box.

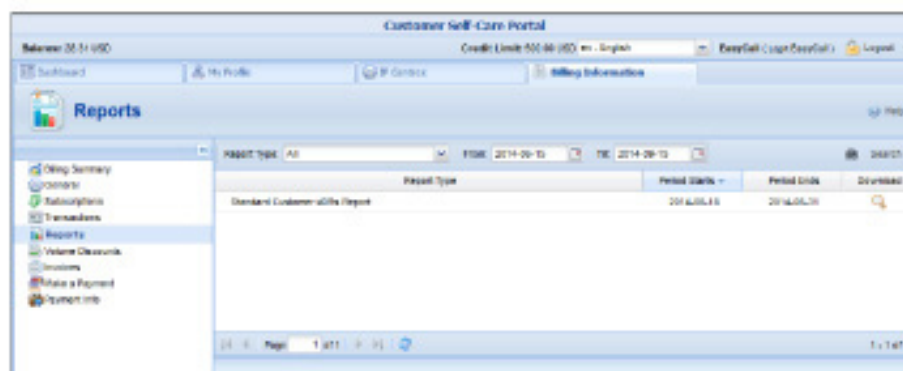
Set the from / to dates by clicking the  **Calendar** icon and click the **Show Records** button. The result page contains a summary and tables list all calls and accompanying charges during a specified time period. If you want to view additional information (charged quantity and amounts due) for the chosen service(s), click the  **Show Details** icon.

Click the  **Download** button to download transaction detail records in the .csv format.

## Reports

The **Reports** screen allows you to download xDR reports for any desired time period either in .csv or .pdf formats.

Set the from / to dates by clicking the  icon and press the  **Search** button. The resulting page contains a list of xDR reports generated within a specified time period. Each report is available in .csv and / or .pdf formats.

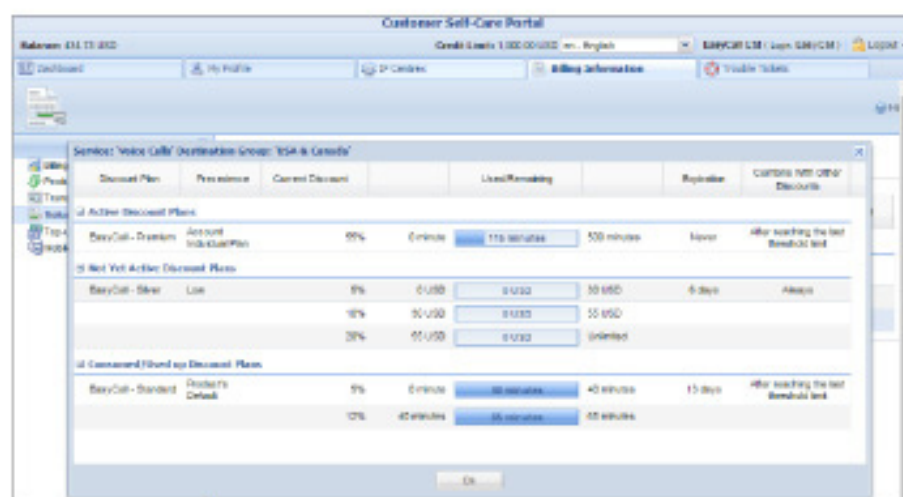
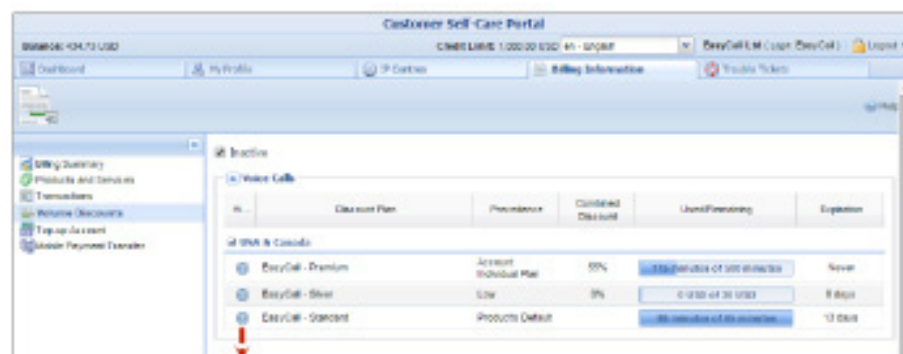


Click the  **Download** button to download an xDRs report in the desired format.

## Volume Discounts

The **Volume Discounts** group displays all *active* discounts that apply to you. To display *inactive* volume discount plans, the **Inactive** check box must be selected.

Information about volume discounts' usage history can be obtained in the **Discount History** panel, which is visible by clicking the **History** button.




Field	Description
<b>Inactive</b>	Displays the volume discounts with <i>Consumed/Used up</i> or <i>Not Yet Active</i> status applicable to the customer.
<b>Service</b>	A specific service (voice calls, messaging, data transfer, etc.) that this volume discount will apply to.
<b>Destination Group</b>	Information about discounts used and remaining is shown, grouped by destination group names. Each name represents one group included in the volume discount plan assigned to you.
<b>History</b>	Shows extended information about the discount plan.
<b>Discount Plan</b>	The name of the volume discount plan applicable for this customer.



<b>Precedence</b>	This is the priority level for the currently used discount plan that specifies the order in which certain discounts are to be applied. Discounts with higher priority take precedence over discounts with low priority.
<b>Combined Discount</b>	Shows the total discount value currently applied to the customer that resulted in the discounts' combination.
<b>Used / Remaining</b>	Shows the current value of both consumed and remaining discount volume (in minutes or funds). The progress bar graphically reflects how much of the discounted service has been consumed.
<b>Expiration</b>	Shows the time left for the discount to be reapplied to the customer. If <b>Never</b> is selected, it means that this discount is for one-time use and will not be reapplied to the customer.
<i>Discount History</i>	
<b>Status</b>	The current status of the discount plan. <ul style="list-style-type: none"><li>• <b>Active Discount Plans</b> – The discount plans that are currently in use.</li><li>• <b>Consumed</b> – The discount plans that have already been used up.</li><li>• <b>Not Yet Active</b> – Currently inactive discount plans.</li></ul>
<b>Current Discount</b>	The value of the discount currently applied to the customer.
<b>Expiration</b>	The time left for the discount plan counters to be reset.
<b>Combine With Other Discounts</b>	Shows the way this discount plan is combined with other discount plans applicable to a session.

## Invoices

The invoices screen allows you to view all your invoices. A particular invoice can be found either by entering its number or by selecting a date range and clicking the  **Calendar** icon. If you want to include void invoices, just select the corresponding check box and then click **Search**.



- **Direct Debit NL** – Allows you to perform financial transaction in which you withdraws funds from a bank account.
- **PayNearMe** – Allows you to pay for services in cash at any 7-Eleven or ACE Cash Express store across the United States. You need to specify your email to get a PayNearMe payment slip via email and then print it. The payment slip contains the bar code to be scanned at a 7-Eleven or ACE Cash Express location. You pay cash to the store clerk, who then records the transaction – the payment information is immediately delivered to the service provider via the PayNearMe network. PortaBilling® records the transaction and updates your balance so you can immediately start using the service.

To make a payment, select the desired payment method (one of the listed above), specify the amount you wish to pay and click the **Pay Now** button to proceed with the payment.

The screenshot shows the 'Customer Self-Care Portal' with a 'Make a Payment' section. The page includes a sidebar with navigation links like 'Billing Summary', 'General', 'Subscriptions', 'Transactions', 'Reports', 'Volume discounts', 'Invoices', 'Make a Payment', and 'Payment Info'. The main content area shows a balance of USD: \$6.34 and a form to enter the payment amount. Below the amount field, there are radio buttons for 'Credit or Debit Card' (selected) and 'Bank account (check)'. The 'Credit or Debit Card' section includes fields for Card Number, Cardholder Name, Expiration Date, CVV, and a 'Save the information for future use' checkbox. To the right, there are dropdown menus for Country, Billing Address line 1, Billing Address line 2, City, Province/State, Postal code, and Billing Phone Number. A 'Pay Now' button is at the bottom of the card payment section. The 'Bank account (check)' section is partially visible below.

## Payment Info

This page allows you to set up the following parameters for periodic automated payments.


Customer Self-Care Portal

Balance: 303.62 USD Credit Limit: 1,000.00 USD en - English EasyCall L.M. (Log out easycall) Logout

Dashboard My Profile My CP Contact Billing Information

## Payment Info

**Preferred Payment Method**

☒ Credit or Debit Card 

Pay with your credit or debit card.

Card Number:

Cardholder Name:

Expiration Date: mm / yy

CVV:  [What is this?](#)

Country:

Billing Address Line 1:


Billing Address Line 2:

City:


Province/State:

Postal code:

Billing Phone Number:

☐ Bank account (eCheck) 

Pay from your checking Bank Account

☐ Direct Debit N. 

A direct debit is a financial transaction in which you withdraw funds from a bank account.

**Auto Payments:**

☒ Auto-pay invoice using this payment method

☒ Pay  when the balance exceeds

In the **Preferred Payment Method** area you can choose which type of payment method to use.

The **Auto-pay invoices using this payment method** allows you to define whether a credit card should be charged at the end of the billing period.

If you want to pay with a different credit card, enter the new card information into the **Preferred Payment Method** section. Click **Save** to save this new credit card information. PortaBilling® will ask you to make a minimum payment in order to check the credit card information. The funds will then be transferred to your balance.

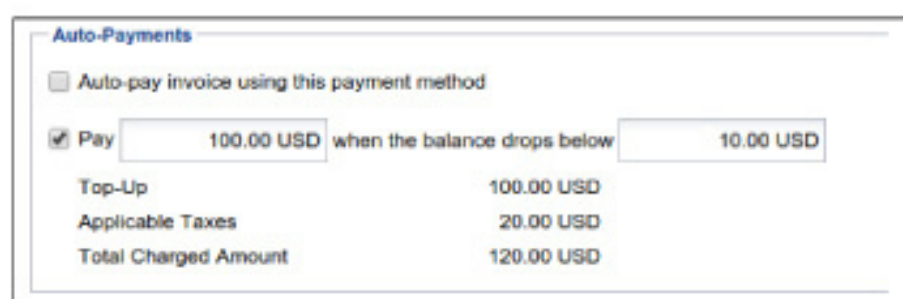
A screenshot of a payment confirmation dialog box. On the left is a large blue circle with a white question mark. The text in the dialog reads: "In order to check your credit card information and save your changes, please make a payment of 5.00 USD or more. The funds will be transferred to your balance." Below this, it says: "Click 'Yes' if you want to proceed with the payment and 'No' in order to go back to Payment Info." There is a text input field labeled "Amount:" containing "5.00 USD" with "(5.00 USD minimum)" to its right. At the bottom are two buttons: "Yes" and "No".

After successful payment processing, this new credit card information is stored. Further payments and automatic payments (if configured) will be made using this card.

To set up automatic payment with a debit or credit card when the balance crosses a specified threshold, select the **Pay** check box and specify the threshold in the second field. When the balance crosses this threshold the credit card will be charged for the amount specified in the **Pay** field.

### Taxes upon payment

If you use prepaid services and the service provider has enabled the Taxes upon Payment functionality for you, the taxes for such services are calculated and applied when your balance automatically tops up.



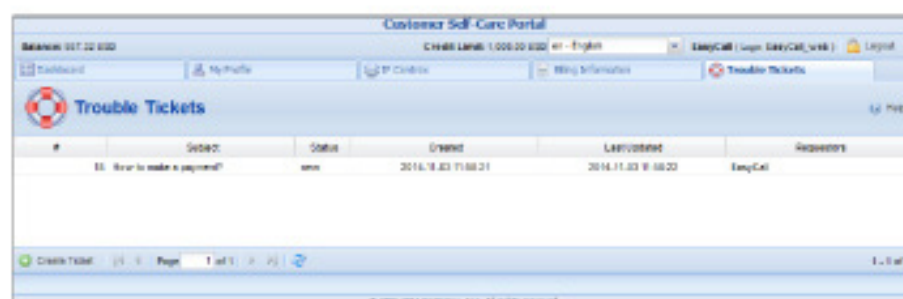
The screenshot shows the 'Auto-Payments' section of a web interface. It includes a checkbox for 'Auto-pay invoice using this payment method' which is unchecked. Below it, the 'Pay' checkbox is checked, followed by a text input field containing '100.00 USD' and the text 'when the balance drops below' followed by another text input field containing '10.00 USD'. At the bottom, there is a summary table:

Top-Up	100.00 USD
Applicable Taxes	20.00 USD
Total Charged Amount	120.00 USD

The tax amount is calculated based on the amount of the top-up and then added to the payment sum. Upon successful payment processing, your balance is topped up by the total charged amount excluding tax.

## Trouble Tickets tab

Using the **Trouble Tickets** tab, you can view a list of recent tickets and create new tickets within the RT (Request Tracking) system.



The screenshot shows the 'Customer Self-Care Portal' with the 'Trouble Tickets' tab selected. The page displays a table of tickets with columns: #, Subject, Status, Created, Last Updated, and Requester. One ticket is listed with subject 'Error to make a payment?'. At the bottom of the page, there is a 'Create Ticket' button with a green plus icon.

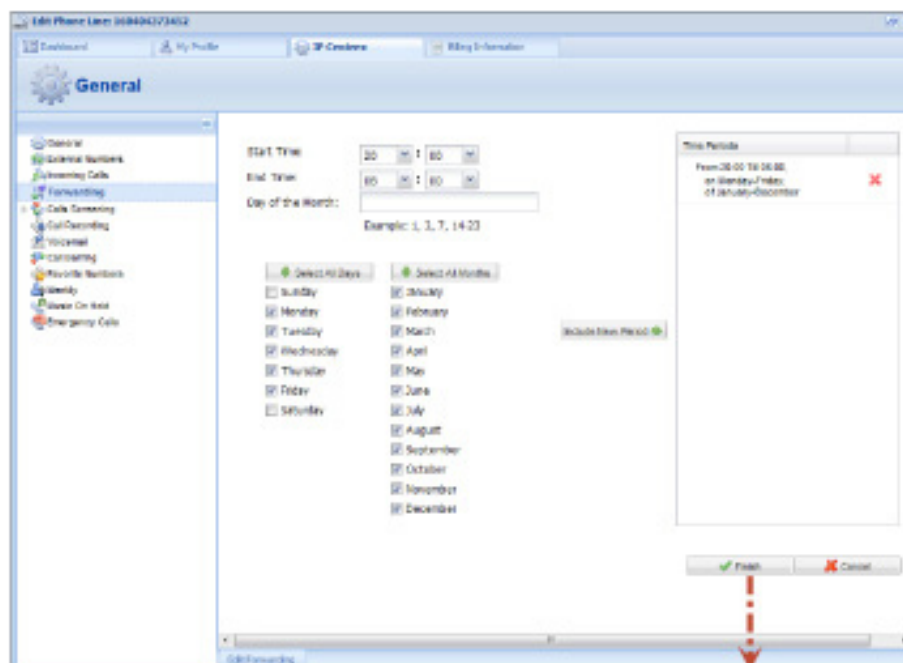
#	Subject	Status	Created	Last Updated	Requester
55	Error to make a payment?	open	2016.10.23 11:58:21	2016.11.23 9:18:23	EasyCall

To create a new ticket, simply click the **Create Ticket** button at the bottom of the page.

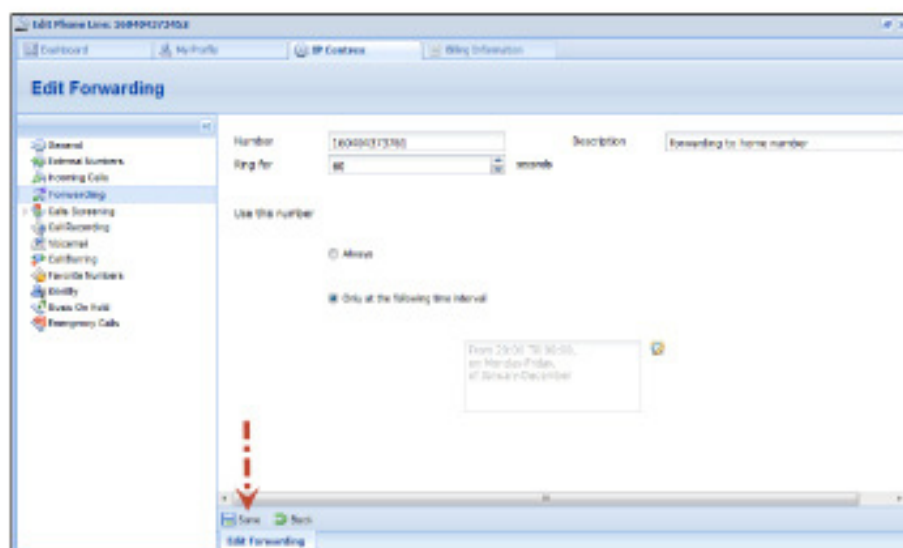
# 3. How to...



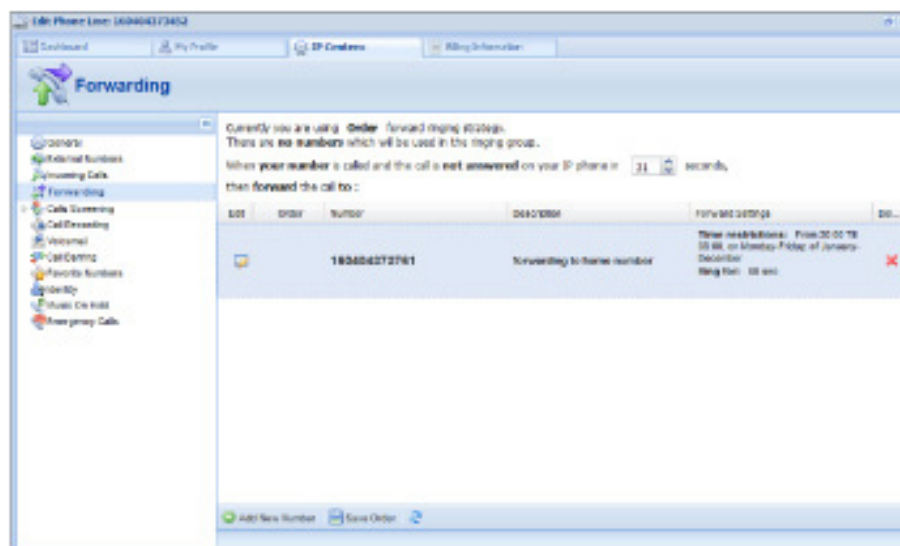




3. Click **Finish** to complete the period definition. If you wish to set another definition for this period, repeat step 1.

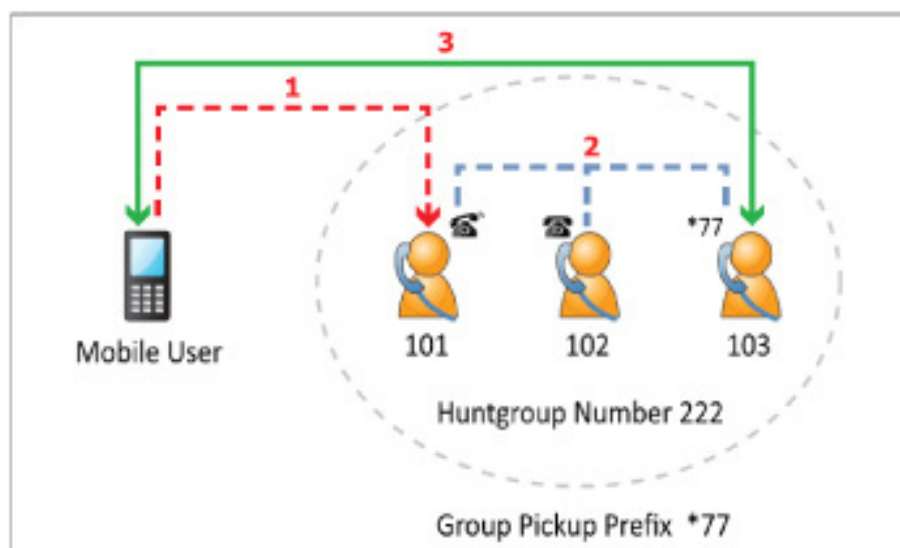


4. Click **Save** to add a specified time period for the current forwarding number.



## ... configure multiple pickup groups?

The multiple pickup groups functionality allows phone lines in the same IP Centrex environment to be grouped so that phone line owners within the group may answer each other's calls by merely dialing a Group Pickup Prefix on their phones.



Let's assume that there are two offices working with shared secretarial services. First you must enable a Group Pickup feature, then configure two huntgroups and lastly configure the pickup groups within them.

1. On the **IP Centrex** tab, select **Incoming Calls**.
2. To enable Group Pickup feature, select **Yes** from the **Group Pickup** list.

3. Select **Dialing Rules**. For your current dialing rule, in the **Service Feature Codes** area, in the **Group Pickup Prefix** box, type \*77. Click **Save**.
4. Select **Huntgroups**, and add two huntgroups (for how to add huntgroups, see the section titled **Huntgroups**).
  - To the first huntgroup 88 (e.g. Sales Department) add the required extensions: 222, 333 and the secretary's 999 extension. Define huntgroup 88 as primary for extensions 222 and 333. Make sure the **Call Pickup Allowed** is enabled for the huntgroup.
  - To the second huntgroup 99 (e.g. Support Department) add extensions 444, 555 and the secretary's 999 extension. Define huntgroup 99 as primary for all these extensions – 444, 555 and 999. Make sure the **Call Pickup Allowed** is enabled for the huntgroup.

order	extension number	extension name	Assigned Extension List	Ringout Delay (sec)	Ringout Time (sec)	Ignore Extension (no/yes)	Set This Group as Primary	delete
	999	Secret	008111888		15			
	333	Tom	008111888		15			
	444	Andrew	008111888		15			

Customer Self-Care Portal

Balance: 100.00 USD    Web Interface Language: en - English    EasyCall | Login EasyCall | Logout

Dashboard    My Profile    IP Center    Billing Information

### Edit Huntgroup: Support Department

Huntgroup Number: 99    Hunt Sequence: Random    ☒
  
 Huntgroup Name: Support Department    Caller ID: Keep original    ☒
  
 Call Pickup Allowed: ☒

Excluded Extensions    Included Huntgroups

Order	Extension Number	Extension Name	Assigned to Huntgroup	Ring Delay, sec	Ring Time, sec	Ignore Follow-me/transfer	Set This Group as Primary	Delete
1	222	Tina	000000000	10	10	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2	999	John	000000000	10	10	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
3	444	Andrew	000000000	10	10	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

[Add Extension](#)

[Save](#)    [Back](#)

Customer Self-Care Portal

Balance: 100.00 USD    Web Interface Language: en - English    EasyCall | Login EasyCall | Logout

Dashboard    My Profile    IP Center    Billing Information

### Huntgroups

Call	Configure	Huntgroup Number	Huntgroup Name	Hunt Sequence	Assigned Extensions	Caller ID	Call Pickup Allowed	Delete
		99	Support Department	Random	Assigned Extensions: • 222 - Tina • 999 - John • 444 - Andrew	Keep original	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		99	Support Department	Random	Assigned Extensions: • 444 - Andrew • 222 - Tina • 999 - John	Keep original	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

[Add Huntgroup](#)    Page: 1 of 1

With these settings the following scenario is possible: There is an incoming call to extension 444. The secretary (extension 999) can dial \*7788 to pick up the call (because 444 is in their non-primary group, thus \*77 won't work. They have to dial the group pickup prefix and the number of huntgroup). To pick up an incoming call to the extension 222 the secretary can dial \*77 because extension 222 is in their primary group.