

Login to verticaltelecom.com



Use the username and password to access your **Vertical telecom** account.

Login

Password

☐ Change Password

[Forgot password?](#)

click on the image to reload it

7

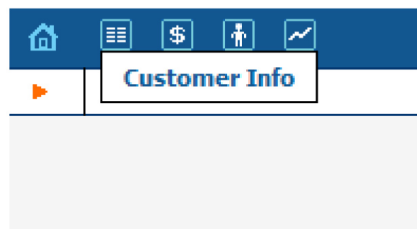
+

5

Login

My account

Now you are logged in. Click on **Customer Info** on the upper left side of the page.



You will be redirected to the Customer Info page which has been complemented with the following fields: **Service Features**, **Extensions** and **Huntgroups**.

Customer Info

Save

Save & Close

Close

Sites

Customer ID

Voice_Trader

Blocked

☐

Opening Balance

0.00000 USD

Balance

-1.00000 USD

Address Info

Web Self-Care

Dialing Rules

Additional Info

Payment Info

Subscriptions

Service Features

Extensions

Huntgroups

Company Name

Voice Trader

Mr./Ms./...

ms

First Name

Lilit

M.I.

Last Name

Grigoryan

Contact

Lilit Grigoryan

Phone

37495288011

Fax

Alt Phone

Alt Contact

Service Features

Under **Service Features** choose the preferable service type to see the features available for each of them.

Voice Calls are the first in the list and come with the following additions: **Music on Hold**, **Call Parking**, as well as [First Login Greeting](#).

Address Info	Web Self-Care	Dialing Rules	Additional Info	Payment Info	Subscriptions	Service Features	Extensions	Huntgroups
<div>Service Type</div> <div> Voice Calls Incoming Calls Outgoing Calls </div> <div> <div>Call Recording</div> <div>No</div> </div> <div> <div>Auto Record Outgoing Calls</div> <div>No</div> </div> <div> <div>Auto Record Incoming Calls</div> <div>No</div> </div> <div> <div>Auto Record Redirected Calls</div> <div>No</div> </div> <div> <div>RTP Proxy</div> <div>Use Default</div> </div> <div> <div>Accept Caller Identity</div> <div>None</div> </div> <div> <div>Supply Caller Identity</div> <div>No</div> </div> <div> <div>Music on Hold</div> <div>No Frills Cumbia (c) 2001 Rev</div> </div> <div> <div>Call Parking</div> <div>No</div> </div> <div> <div>Park Prefix *</div> <div></div> </div> <div> <div>Release Prefix *</div> <div></div> </div> <div> <div>First Login Greeting</div> <div>No</div> </div>								

For **Incoming Calls** as well the upgraded interface has introduced several new services: ***Ext-to-Ext Call Distinctive Ring***, ***Group Pickup***, ***Endpoint Redirection***.

Address Info	Web Self-Care	Dialing Rules	Additional Info	Payment Info	Subscriptions
<div>Service Type</div> <div> Voice Calls Incoming Calls Outgoing Calls </div> <div> <div>Ext-to-Ext Call Distinctive Ring</div> <div>No</div> </div> <div> <div>Group Pickup</div> <div>Yes</div> </div> <div> <div>Group Pickup Prefix</div> <div></div> </div> <div> <div>Endpoint Redirection</div> <div>No</div> </div>					

Outgoing Calls can now be managed through ***Paging/Intercom*** which comes as a newly added tool for this service type.

Address Info	Web Self-Care	Dialing Rules	Additional Info	Payment Info	Subscriptions	Service Features	Extensions	Huntgroups
<div>Service Type</div> <div> Voice Calls Incoming Calls Outgoing Calls </div> <div> <div>Override Identity</div> <div>Never</div> </div> <div> <div>Batch *</div> <div></div> </div> <div> <div>Identity</div> <div>Account ID</div> </div> <div> <div>Override Display Number</div> <div>Never</div> </div> <div> <div>Override Display Name</div> <div>Never</div> </div> <div> <div>Hide CLI</div> <div>Never</div> </div> <div> <div>Hide CLI Prefix</div> <div></div> </div> <div> <div>Show CLI Prefix</div> <div></div> </div> <div> <div>Paging/Intercom</div> <div>Yes</div> </div> <div> <div>Paging/Intercom Prefix *</div> <div></div> </div>								

There is a specially developed field under the name **Extensions** allowing users to set extensions to each of the accounts for short dialing. Here you may enable extensions by adding the ***Extension Number*** , ***Extension Name*** and adjust them to the ***Assigned Account*** correspondingly. In order to add an extension number, click on **Add** button on the upper left side of the page and then **Save**. You can later **Edit** or **Delete** the extension number.

Customer Info				
<div> <div>Add</div> <div>Close</div> <div>Sites</div> </div> <div> <div>Customer ID</div> <div>Voice_Trader</div> </div> <div> <div>Blocked</div> <div><input type="checkbox"/></div> </div> <div> <div>Opening Balance</div> <div>0.00000 USD</div> </div> <div> <div>Balance</div> <div>-1.00000 USD</div> </div> <div> <div>Address Info</div> <div>Web Self-Care</div> <div>Dialing Rules</div> <div>Additional Info</div> <div>Payment Info</div> <div>Subscriptions</div> <div>Service Features</div> <div>Extensions</div> <div>Huntgroups</div> </div> <div> <div>Edit</div> <div>Extension Number *</div> <div>Extension Name</div> <div>Assigned Account</div> <div>Delete</div> </div> <div> <div></div> <div></div> <div></div> <div></div> </div> <div> <div>Save</div> </div>				

Huntgroups option is aimed at creating a group of extensions and order the Hunt Sequence accordingly. Create Huntgroup Number and Huntgroup Name through the **Add** button in the left corner, go to **Assigned Extensions** section in order to choose the preferable extensions to be included into the Huntgroup, select the order of sequence from the dropdown menu under **Hunt Sequence** and **Save**.

Huntgroup consolidates several extension numbers configured as one hunt group. Within the hunt group incoming calls are distributed to the group of all these extension numbers. Calls in a hunt group may be delivered to one or more extensions according to the selected sequence:

- **Order** – the call goes to extensions according to the top-down order until the call is answered
- **Random** – the system itself sets a random order as how to route the call within the hunt group
- **Simultaneous** – the call is delivered to all the extensions simultaneously until it is answered
- **Least Used** – the call is directed to the extensions according to the descending order of their last usage

Customer Info

Customer ID: Voice_Trader

Blocked: ☐

Opening Balance: 0.00000 USD

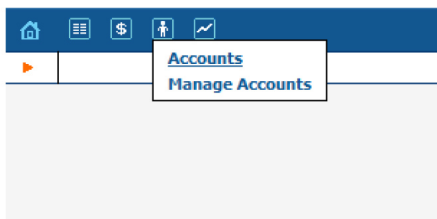
Balance: -1.00000 USD

Address Info | Web Self-Care | Dialing Rules | Additional Info | Payment Info | Subscriptions | Service Features | Extensions | **Huntgroups**

Edit	Huntgroup Number *	Huntgroup Name *	Assigned Extensions	Hunt Sequence	Delete
	123	ABC	Empty Huntgroup	Random	
	123	ABC	Empty Huntgroup	Order	

In addition to all the above listed updates in **Customer Info** management, improvements for separately assigned **Accounts** have also been brought in.

To view the modifications applied for your Accounts, you need to log in and then go to **Accounts** part, just on the left side on the main page.



Type the **Account ID** or else click on **Show Accounts** to see the list of all available accounts.

Accounts

Account ID:

Batch:

Ctrl #:

SIP Status:

Show Accounts [Advanced Search](#)

Once getting to the selected Account page, click on **Service Features** for viewing a set of new tools available for **Voice Calls**, **Incoming Calls** and **Outgoing calls** accordingly.

Music on Hold feature may now be run for all of your **Voice Calls**. You can easily enable default mode, upload new music or else disable the service. Please note that the maximum file upload size is 4.7MB.

The screenshot shows the 'Service Features' tab for 'Voice Calls'. The 'Music on Hold' dropdown menu is open, showing options: 'Customer's Default', 'None', 'Customer's Default', and 'Upload New Music'.

Service enhancements have also been introduced for **Incoming Calls**. Now you have the opportunity to enable **UM plan**, as well as manage call forwarding more easily due to the newly elaborated forwarding modes available in the dropdown menu. Here you can also set **Default Answering Mode**, **Ext-to-Ext Call Distinctive Ring**, and tick the checkbox for **Call Processing**, **Present Caller Info** and **Disable Call Waiting**.

The screenshot shows the 'Account Info / Retail Customer 'Voice_Trader'' page. The 'Service Features' tab for 'Incoming Calls' is active. It displays various settings including 'UM Enabled' (checkbox), 'Forward Mode' (dropdown), 'Maximum Forwards' (input), 'Timeout, sec' (input), 'Call Processing Enabled' (checkbox), 'Endpoint Redirection' (dropdown), 'Default Answering Mode' (dropdown), 'Ext-to-Ext Call Distinctive Ring' (dropdown), 'Present Caller Info' (checkbox), and 'Disable Call Waiting' (checkbox).

Once enabling the **Unified Messaging** plan, you need to specify your account/password for your UM account. Once the account is activated, a separate link redirecting to your UM administration page will appear. Here you can activate services of Voicemail, Auto Attendant and Fax which are available under the UM preferences, on the upper left side.

Forward modes

Follow Me is a call forwarding service which redirects calls to the specified destination numbers. Once you select this mode, you will see a new **Follow Me** tab next to Service Features. Here you may add more than one destination number and after saving set the order according to which calls will be forwarded:

- **As listed** – according to top-down list
- **Random** – the system will forward the calls choosing the destination number randomly
- **Simultaneous** – calls will be forwarded to all the destination numbers at the same time

Advanced Forwarding is a more enhanced version of Follow Me mode and supports all the features included in Follow Me mode. Additionally, **SIP Proxy**, **Transport Protocol** services as well as an option to **Keep Original CLD** have been added here.

Forward to SIP URI replaces the Follow me tab with a simplified **Forward** tab, where you can enter a forwarding destination as a CLD@IP.

Simple forwarding also displays a separate **Forward** tab allowing you to set a specific phone number to which calls will be forwarded.

Call Processing Enabled feature lets you apply selective call forwarding features.

Default Answering Mode specifies the method of processing incoming calls to the account if selective call processing has been disabled, or if none of the selective call processing rules apply.

The upgraded interface also implies new solutions for handling **Outgoing Calls**. Improvements here refer to [Override Identity](#) management, support of several **IVR Languages** as well as an option for enabling **E911** service. Customer Line Identification (CLI) display/hide services available in the updated interface facilitate the process of controlling CLI data distribution with an opportunity to [Hide CLI](#).

Life Cycle	Subscriptions	Service Features	Follow Me
Account Info	Web Self-Care	Subscriber	Additional Info

Service Type

[Voice Calls](#)
[Incoming Calls](#)
[Outgoing Calls](#)
[Fraud Detection](#)

Override Identity

Batch *
Identity
Override Display Number
Display Number
Override Display Name
Display Name
Preferred IVR Language
Favorite Numbers Enabled
E911

Customer's Default
1001615648
If Ruled Out by the
Identity
Never
ab - Abkhazian
No
No

Hide CLI

Hide CLI Prefix
Show CLI Prefix
Call Barring Enabled
Default Routing Plan
Phone Book Enabled
Maximum Abbreviated Dial Length
Maximum Favorite Numbers
Favorite Numbers Locking Interval
Favorite Numbers Allowed Patterns
Call via IVR
Voice Application *

Customer's Default

☐
Voicebuy
No
0

Product's Default

First Login Greeting - Upon the registration of your SIP account, the system calls you back to confirm the service activation which means that you are ready to initiate your first call through our system.

Group Pickup – This feature allows each member included into the same call pickup group to answer an incoming call that rings on a telephone other than their own. By dialing the Group Pickup Prefix on your own phone, you may pick up the call destined for another member who is currently unavailable.

Intercom – Through Intercom a call may be placed to the desired destination enabling the called party to auto-answer the call directly through speakerphone. To initiate the call you need to dial the Intercom Prefix followed by extension number.

Override Identity offers several options for overriding identity information:

- **Customer's default** – This refers to the values set in customer's configuration.
- **Never** – This means that caller's identity information will not be overridden.

- **If Different From Account ID and Aliases** - In this case the identity will be overridden if it differs from the account ID and from any of the aliases assigned to this account.
- **If Different From All Customer Accounts** - The identity will be overridden if it differs from all the accounts assigned to the customer.
- **If Different From All Accounts in the Specified Batch** - The identity will be overridden if the account placing the call and the account matching the supplied identity are not under the same batch.
- **Always** - Caller's identity information will always be overridden.

Hide CLI feature provides an opportunity to hide CLI information for outgoing calls. You may select among the following options:

- **Customer's Default** - This refers to the values set in customer's configuration.
- **Never** – CLI will always be displayed.
- **Always** – CLI will always be hidden.
- **Automatic** - Here you can set a prefix before the outgoing number to hide your number (**Hide CLI Prefix**) and set a prefix before the outgoing number to show your number (**Show CLI Prefix**).