

 iNetcarrier™

 nCloud
Connect
Powered by *TeLEDGE*

ADMIN PORTAL QUICK START GUIDE

TABLE OF CONTENTS

[Admin Sign-In](#)

[User Management](#)

[Manage DID](#)

[DID Groups](#)

[ANI Screening](#)

[Ring/Hunt Groups](#)

[Auto Attendants](#)

[Call Parks](#)

[Conference Bridges](#)

[Contact Center Lite](#)

[Call Recording](#)

[Intercom](#)

[Paging Groups](#)

[Inbound Dial Plans](#)

[Schedules](#)

[Phone Groups](#)

[Phones](#)

[Audio Library](#)

[Audio Phrase](#)

[Personal Auto Attendants](#)

[Address Book](#)

[Call Detail Record](#)

[Ring Group Report](#)

[Aggregated Call Data](#)

[Contact Info](#)



ADMIN SIGN-IN

netcarrier™

Sign into your account

Please fill out the following fields to login:

Enter User Number mycompany.ncloudconnec

Required.

Enter Password

1 Login as Tenant Admin [Forgot password?](#)

Login

Version 3.0

netcarrier™

Sign into your account

Please fill out the following fields to login:

2 Enter Username

Required.

2 Enter Password

3 Login as User [Forgot password?](#)

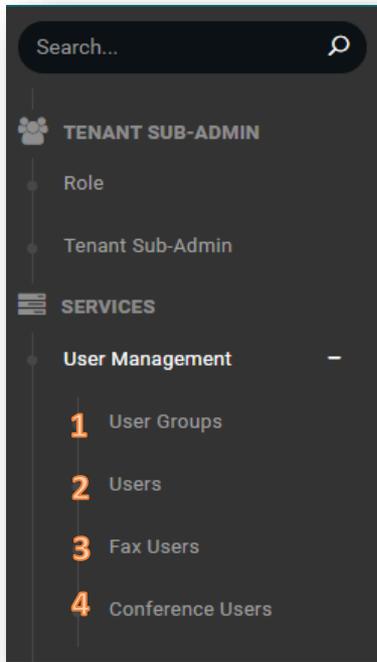
Login

Version 3.0

The initial landing page is for user login.
To log into your admin user:

1. Click **Login as Tenant Admin**
2. Enter the Username and Password provided by your Project Manager
3. Click **Login**

USER MANAGEMENT



By clicking on **User Management**, four menu items become available.

1. **User Groups:** Used to make changes to multiple users based on admin defined grouping
2. **Users:** List of users or extensions within your phone system and their configuration
3. **Fax Users:** Users built for the Desktop Faxing feature
4. **Conference Users:** Users built for the Business Conference feature

In this guide we will focus on User Groups and Users.

User Groups

Action	Status	Name	Media Anchor	External Caller ID	Time Zone	Precedence
	Active	Technical Support	DEFAULT	----	America/New_York	1
	Active	Sales Dept.	DEFAULT	----	America/New_York	0

Within the User Group page you have a few tools at your disposal to manage your users based on parameters like location, department, etc.

Use the button to edit the Name, Precedence, Description, and Status of the group.

Use the button to delete a User Group.

External Caller ID is the phone number recipients will see when you call them.

To add a new group use the button.

CREATING USER GROUPS

Here you can control uniform settings and features for all users added to a group.*

Name ?
Name

Description ?
Description

External Caller ID ?
Select a External Caller ID

Charge Info ID Locations ?
Select

Caller ID suppression ?
Enable

Voicemail Service ?
Enable

Outbound Permission ?
Select

E911 Locations ?
Select

Global Address Book ?

Shared ?

Group call pickup enabled ?

Personal Auto Attendant ?

Ad-hoc Recording ?

Auto Call Recording ?

Allow Multi Login ?

Outbound Fax ?

Allow Call Forwarding ?

Allow to access full CDR report ?

Allow Mobility Access ?

Instant Messaging ?

Precedence ?
Select

Media Anchor ?
Select

Caller ID Reorigination ?
Enable

Time Zone ?
Select

Voicemail Password ?
Voicemail Password

External Caller ID: The Phone numbers recipients see when you call them.

Caller ID Reorigination: If enabled, calls forwarded from users within this group will display the original callers' Caller ID.

Caller ID Suppression: If enabled, calls to external recipients within this user group will mask your Caller ID.

Group Call Pickup Enabled: If enabled, users within this group can pickup each other's calls.

Ad-Hoc Recording: If enabled, users within this group can turn call recording on using the designated star code. (Default *22)

Allow Mobility Access: If enabled, allows users within this group may utilize the nCloud Connect Mobile App.

Instant Messaging: If enabled, allows users to utilize Jitsi XMPP messaging application.

*The **Name** and **Precedence** fields are required to create a user group.



USERS

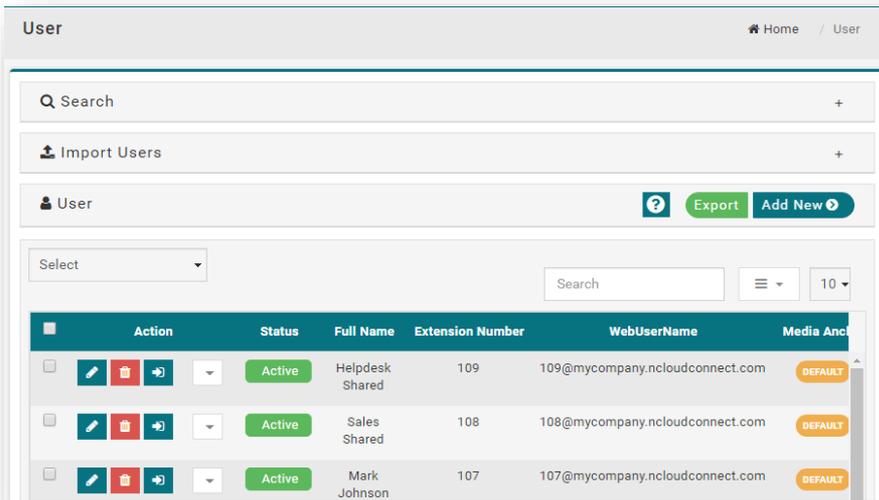


Fig. 1

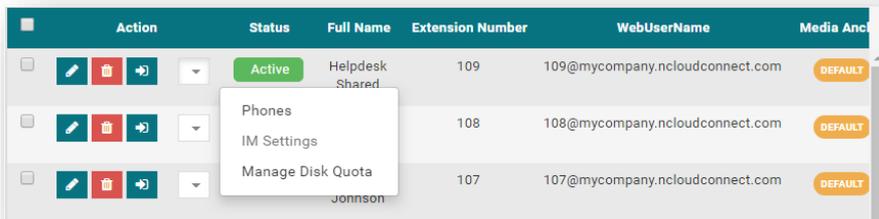


Fig. 2

The user page allows you to manage your users at an individual level. Here you can search for, create, edit, import, and export users.

Use the **Add New** button to create a new user.†

Use the **[Pencil]** button to edit an existing user's name, extension, user group, features, etc.

Use the **[Trash]** button to delete an existing user.

Use the **[Plus]** button to login to the User's portal to manage their personal settings.

WebUserName is their username for portal login.*

Use the **[Dropdown]** button to edit **phones** from the user, change **IM settings**, and manage their **Disk Quota**.

†If **Add New** is missing you have reached your max users. To add more contact technical support.

*This username is required to login to the mobile app if user is unable to scan the QR code from the portal.

CREATING USERS

First Name: The first name to be displayed for a user.

Last Name: The last name to be displayed for a user.

Email: Assigned email for the user.

Extension Number: Extension number chosen for a new extension. The extension number can not be changed after the user has been created.

Password: The password the user will use to log into their user portal.

SIP Password: Required for SIP registration for various SIP devices. (This is auto generated)

User Group: Determines which user group this user falls under.

User Aliases: Assigns an alias for the user.

Apply Configuration From Groups: Applies the configuration of a selected User Group. Must be checked for User Group settings to be applied.

Notify User: If checked, a notify email will be sent to this user.

Status: Enables if the user is active or inactive.

*First Name, Last Name, Extension, Password, and Voicemail Password fields are required to create a user.

The screenshot shows a 'User Details' form with the following fields and options:

- First Name:** Text input field.
- Last Name:** Text input field.
- Email:** Text input field.
- Extension Number:** Text input field. A note below states: "* You can't change extension number after creating user."
- Password:** Text input field with a toggle for visibility.
- SIP Password:** Text input field with a 'Generate' button.
- User Group:** Dropdown menu.
- User Aliases:** Text input field.
- Apply configuration from Groups:** Check box.
- Notify User:** Check box.
- External Caller ID:** Dropdown menu.
- Media Anchor:** Text input field (value: DEFAULT).
- Charge info ID Locations:** Dropdown menu (value: Select).
- Caller ID Reorigination:** Text input field (value: Enable).
- Caller ID suppression:** Text input field (value: Disable).
- Outbound Permission:** Text input field (value: PSTN_Default_Genband).
- E911 Locations:** Dropdown menu (value: Select).
- Voicemail Service:** Text input field (value: Enable).
- Voicemail Password:** Text input field with a toggle for visibility.
- Global Address Book:** Check box.
- Shared:** Check box.
- Outbound Fax:** Check box.
- Ad-hoc Recording:** Check box.
- Auto Call Recording:** Check box.
- Allow Multi Login:** Check box.
- Allow Call Forwarding:** Check box.
- Personal Auto Attendant:** Check box.
- Allow to access full CDR report:** Check box.
- Allow Mobility Access:** Check box.
- Instant Messaging:** Check box.

CREATING USERS CONT.

External Caller ID: The Phone numbers recipients see when you call them.

Caller ID Reorigination: If enabled, calls forwarded from users within this group will display the original callers' Caller ID.

Caller ID Suppression: If checked, calls to external recipients will mask your Caller ID.

Voicemail Service: If checked, this user will have their own voicemail box

Voicemail Password: Personal voicemail access password. Only numbers are accepted.

Global Address Book: If checked, the user will appear in the global address book.

Shared: If checked, the user can be built on multiple phones and calls can be shared between the phones.

Outbound Fax: If checked, the user is able to send faxes.

Ad-Hoc Recording: If checked, the user is able to manually record their calls.

*First Name, Last Name, Extension, Password, and Voicemail Password fields are required to create a user.

The screenshot shows a 'User Details' configuration form with the following sections and fields:

- Basic Information:** First Name, Last Name, Email, Extension Number, Password, SIP Password (with a 'Generate' button), and User Group (dropdown).
- Configuration:** Apply configuration from Groups (checkbox), Notify User (checkbox), and a note: 'While you apply configuration from user group, below configuration field will consider from user itself if not configured in user group.'
- Caller ID Settings:** External Caller ID (dropdown), Media Anchor (DEFAULT), Caller ID Reorigination (Enable/Disable), and Caller ID suppression (Disable).
- Outbound Settings:** Outbound Permission (PSTN_Default_Genband), E911 Locations (dropdown), Voicemail Service (Enable), and Voicemail Password (with an eye icon).
- Advanced Settings:** Global Address Book (checkbox), Shared (checkbox), Outbound Fax (checkbox), Ad-hoc Recording (checkbox), Auto Call Recording (checkbox), Allow Multi Login (checkbox), Allow Call Forwarding (checkbox), Personal Auto Attendant (checkbox), Allow to access full CDR report (checkbox), Allow Mobility Access (checkbox), and Instant Messaging (checkbox).



CREATING USERS CONT.

Auto Call Recording: If checked, the user's calls will be automatically recorded.

Allow Multi Login: If checked, the user is able to login in on multiple devices.

Allow Call Forwarding: If checked, the user is able to forward their calls.

Personal Auto Attendant: If checked, the user is able to set up an auto attendant before their voicemail.

Allow to access full CDR report: If checked, the user has admin level CDR permissions.

Allow Mobility Access: If checked, the user is able to use the mobile application.

Instant Messaging: If checked, the user is able to use instant messaging.

Enable Dynamic Whitelisting: If checked, the user's IP address will be dynamically whitelisted.

Self Authorization: If checked, the user will need to enter their PIN for their own voicemail.

*First Name, Last Name, Extension, Password, and Voicemail Password fields are required to create a user.

↓ User Details

First Name

Last Name

Email

Extension Number

Password

SIP Password

* You can't change extension number after creating user.

User Group

User Aliases

Apply configuration from Groups

Notify User

While you apply configuration from user group, below configuration field will be consider from user itself if not configured in user group.

External Caller ID

Media Anchor

Caller ID Reorigination

Outbound Permission

E911 Locations

Voicemail Service

Voicemail Password

Global Address Book

Shared

Outbound Fax

Ad-hoc Recording

Auto Call Recording

Allow Multi Login

Allow Call Forwarding

Personal Auto Attendant

Allow to access full CDR report

Allow Mobility Access

Instant Messaging

MANAGE DID

The DID Management page allows you to dictate call routing for individual DIDs.

DID Groups: You may add DIDs to specific groups to allow global changes to routing and forwarding for specific departments, locations, promotions, etc.

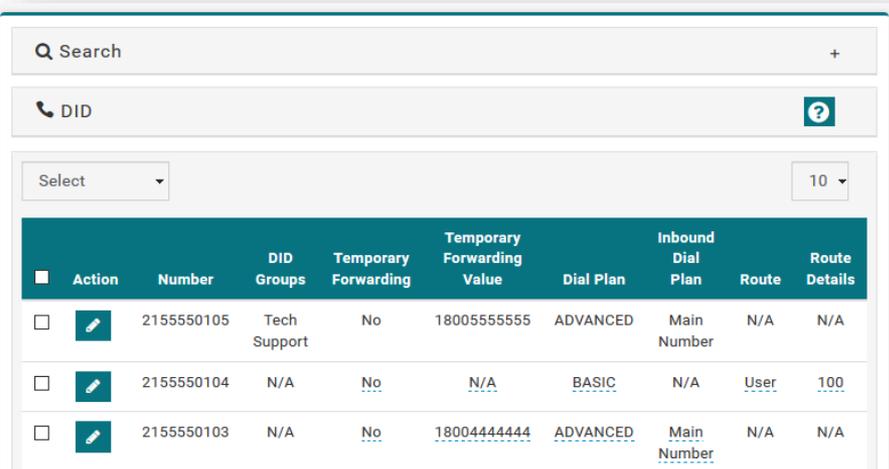
Temporary Forwarding (Value): If set to yes, this feature will circumvent any existing routing to the specified destination under **Temporary Forwarding Value**.[†]

Dial Plan: A dial plan determines how the DID route behaves during specific times of the day. If set to advanced you must specify which **Inbound Dial Plan** is to be used.

Route (Details): If the **Dial Plan** is set to basic, here you will specify where the call will be sent to (e.g. Extension, Ring Group, Auto Attendant) and finally which specific extension the DID points to.

The Temporary Forwarding by default can be enabled or disabled by dialing *37+DID of the extension.

[†] The Temporary Forwarding Value must be set prior to using the star code.



Action	Number	DID Groups	Temporary Forwarding	Temporary Forwarding Value	Dial Plan	Inbound Dial Plan	Route	Route Details
<input type="checkbox"/>	2155550105	Tech Support	No	18005555555	ADVANCED	Main Number	N/A	N/A
<input type="checkbox"/>	2155550104	N/A	No	N/A	BASIC	N/A	User	100
<input type="checkbox"/>	2155550103	N/A	No	18004444444	ADVANCED	Main Number	N/A	N/A

DID Groups

The screenshot shows the 'DID Groups' management page. At the top, there is a breadcrumb trail: Home / DID Groups. Below this is a search bar and a sidebar with 'DID Groups' selected. An 'Add New' button is visible. The main content area contains a table with columns: Action, Alias, Status, Name, and Dialplan. The table lists three groups: 'New DID Group' (Alias: 0, Status: Active, Dialplan: BASIC), 'Tech Support' (Alias: 222, Status: Active, Dialplan: ADVANCED), and 'Sales' (Alias: (not set), Status: Active, Dialplan: BASIC). Each row has an 'Action' column with icons for edit, delete, and settings.

Action	Alias	Status	Name	Dialplan
	0	Active	New DID Group	BASIC
	222	Active	Tech Support	ADVANCED
	(not set)	Active	Sales	BASIC

After choosing DID Groups from the side bar the list of all your DID Groups will appear.

Use the button to edit the name of the group, the alias, add a description, and set it active or inactive.

Use the button to delete any groups.

Use the button to make changes to the DID Groups call routing.

The screenshot shows the 'DID Groups' edit form. The breadcrumb trail is: Home / DID Groups / Tech Support / Update. The form has several fields: 'Name' (Tech Support), 'Alias' (222), 'Description' (Help Desk), 'Status' (Active), 'External Caller ID' (Select a External Caller ID), and 'Charge Info ID Locations' (Select). At the bottom, there are three buttons: 'Update', 'Apply', and 'Cancel'.

DID Groups

Dialplan ?

BASIC

Service ?

AUTO_ATTENDANT

Service Details ?

300-Main_AA

Temporary Forwarding ?

Disable

Temporary Forwarding Value ?

1800555555

Dialplan ?

ADVANCED

Inbound Dial Plan ?

Main Number

Temporary Forwarding ?

Disable

Temporary Forwarding Value ?

1800555555

After using the configuration button you will be able to adjust the DID Groups call routing.

Dial Plan: A dial plan determines how the DID route behaves. If set to advanced you must specify which **Inbound Dial Plan** is to be used.

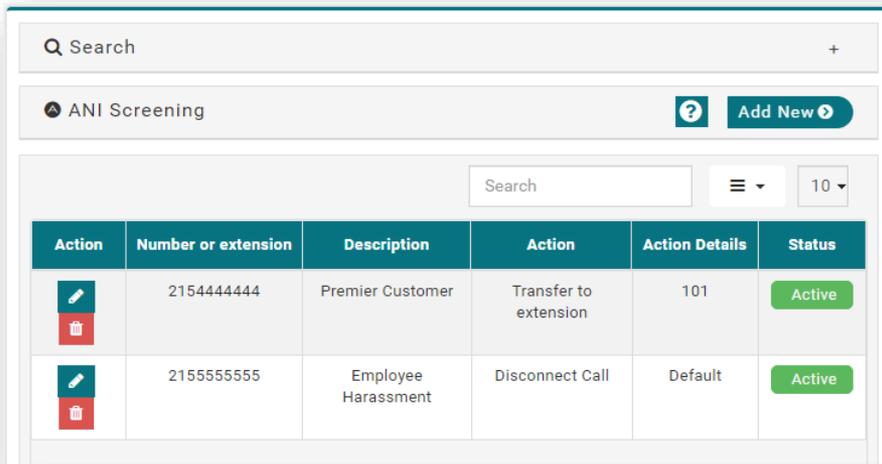
Service (Details): If the **Dial Plan** is set to basic, here you will specify where the call will be sent to (e.g. Extension, Ring Group, Auto Attendant) and finally which specific extension the DID points to.

Temporary Forwarding (Value): If set to enabled, this feature will circumvent any existing routing to the specified destination under **Temporary Forwarding Value**.†

The Temporary Forwarding by default can be enabled by dialing *38+Alias of the DID Group and use *39+Alias to disable the Temporary Forwarding.

† The Temporary Forwarding Value must be set prior to using the star code.

ANI SCREENING



The screenshot shows a web interface for ANI Screening. At the top, there is a search bar and a header for 'ANI Screening' with an 'Add New' button. Below this is a table with columns: Action, Number or extension, Description, Action, Action Details, and Status. Two rows are visible in the table.

Action	Number or extension	Description	Action	Action Details	Status
 	2154444444	Premier Customer	Transfer to extension	101	Active
 	2155555555	Employee Harassment	Disconnect Call	Default	Active

ANI Screening allows you to determine the destination of specific callers based on their inbound caller ID. This can be used to direct VIP clientele to any extension, voicemail, or simply disconnect callers.

Number or Extension: Defines the caller's number in the ANI ruleset.

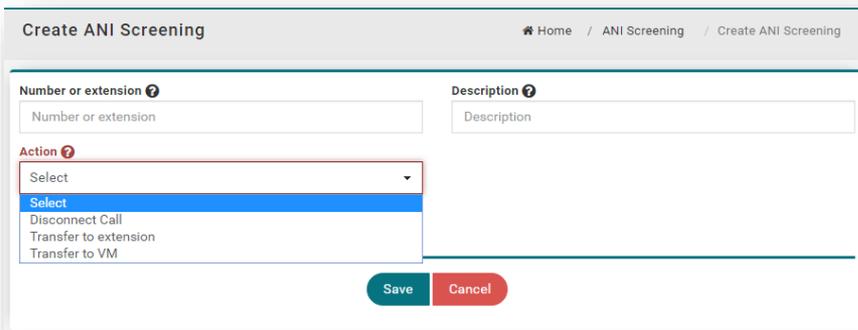
Description: Set by you to notate the ruleset.

Action: Determines which action the phone system will take when presented the specified caller.

Action Details: If the specified **Action** requires any further parameters to function, they are specified here such as extension or message to play when disconnect call is selected.

To add a new ruleset use the  button.

CREATE ANI RULESET



The screenshot shows a web form titled "Create ANI Screening". At the top right, there is a breadcrumb trail: "Home / ANI Screening / Create ANI Screening". The form contains three main sections: "Number or extension" with a text input field, "Description" with a text input field, and "Action" with a dropdown menu. The dropdown menu is open, showing options: "Select", "Disconnect Call", "Transfer to extension", and "Transfer to VM". At the bottom right of the form, there are two buttons: "Save" (green) and "Cancel" (red).

When creating the ruleset you'll need to consider the following:

Number or Extension: This can be an internal extension or any type of external caller ID whether it is a 10 digit phone number or a 15 digit international number.

Description: Include a description to easily track and search for the ruleset.

Action: Choose how you would like the specified caller to be handled. Calls can be disconnected, automatically transferred to an extension, or sent directly to a voice mailbox.

RING/HUNT GROUPS

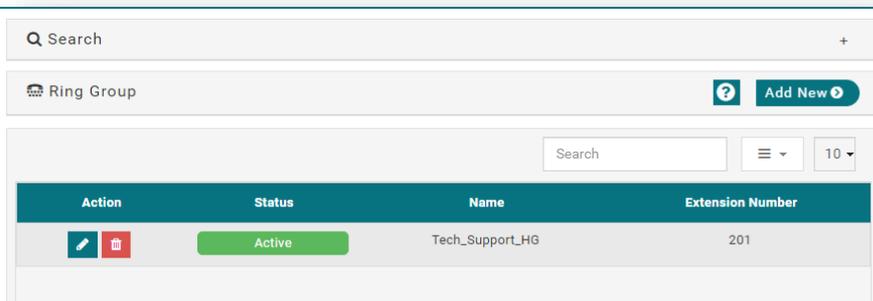
While this page has the title of Ring Group you are able to build Ring and Hunt Groups with their own call flow and rules respectively. Some of the tools on this page are as follows:

Use the  button to edit the name, Failover Prompt*, and users within the Ring/Hunt Group.

Use the  button to delete a Ring/Hunt Group.

Use the  button to create a new Ring/Hunt Group

*The Failover Prompt can be anything found within your audio library from music on hold, voice recordings, or a combination using the audio phrase feature covered in a later section.



The screenshot shows a web interface for managing Ring Groups. At the top, there is a search bar and a '+'. Below that, the page title 'Ring Group' is displayed with a help icon and an 'Add New' button. A table below lists the groups. The table has columns for Action, Status, Name, and Extension Number. One group is listed: 'Tech_Support_HG' with extension number '201' and status 'Active'. The 'Action' column contains edit and delete icons.

Action	Status	Name	Extension Number
 	Active	Tech_Support_HG	201

ADD NEW RING/HUNT GROUPS

Below are some of the parameters you may include when building a new Ring/Hunt Group:

Name: The name of the Group.

Extension Number: The internal extension for the group. (Required)

Call Sequence: Here you can determine which recipients will be reached and how.

- **If No Response/At the Same Time:** Determines If calls will ring at the same time or in a particular order.
- **Extensions:** Set the extension you wish to ring in the group in the order, if any, you would like them to ring.
- **Ring Timer:** Determine how long you would like the extension to ring. (Maximum 60s)*

Use Voicemail: Determines if the group will use the final user's voicemail when a call is not answered within the defined time.

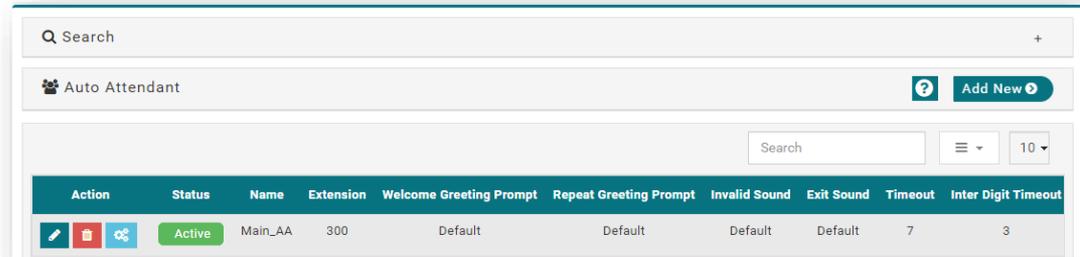
Fallback Destination: Defines an extension the call is routed to after the ring timer has expired. (This is unavailable if **Use Voicemail** is enabled)

*Combined time if no anchor is used (e.g. Auto Attendant, Call Queue, etc.)

The screenshot shows a configuration form for a Ring/Hunt Group. It includes the following sections:

- Name:** A text input field.
- Extension Number:** A text input field with a note: "* You can't change extension number after creating Ring Group."
- Failover Prompt:** A dropdown menu set to "Default".
- Outbound Permission:** A dropdown menu set to "PSTN_Default_Genband".
- Global Address Book:** A checkbox that is currently unchecked.
- External Caller ID:** A dropdown menu set to "Select a Select a External Caller ID".
- Charge Info ID Locations:** A dropdown menu set to "Select".
- Call Sequence:** A section with a "+" icon and a note: "* Drag and Drop to change the Sequence" and "* Max Call Sequences : 20. All others will be neglected." It contains two rows of configuration:
 - Row 1: "If No Response" dropdown, "100" input, "30" input, and a "-" button.
 - Row 2: "At a Same Time" dropdown, "101" input, "30" input, and a "-" button.
- Use Voicemail:** A checkbox that is currently unchecked.
- Fallback Destination:** A text input field.
- Fallback Expiration:** A text input field set to "30".
- Buttons:** "Save" and "Cancel" buttons at the bottom.

AUTO ATTENDANTS



Action	Status	Name	Extension	Welcome Greeting Prompt	Repeat Greeting Prompt	Invalid Sound	Exit Sound	Timeout	Inter Digit Timeout
  	Active	Main_AA	300	Default	Default	Default	Default	7	3

This page allows you to create and manage your Auto Attendants.

Use the  button to edit the name, prompts, timeouts, and other associated rulesets within an auto attendant.

Use the  button to delete an auto attendant.

Use the  button to configure options, prompts and sub auto attendants.

Use the  button to create a new auto attendant.

Welcome Greeting Prompt: The audio file in use when a caller reaches the auto attendant.

Repeat Greeting Prompt: Audio file in use when repeating the welcome IVR.

Invalid Sound: Audio file played when an invalid option is selected

Exit Sound: Audio file played when exiting the auto attendant.

Timeout: Time allotted for caller to select an option

Inter Digit Timeout: Time allotted between digit entry. (Used when dialing extensions is allowed from the auto attendant)

CREATING AUTO ATTENDANTS

The screenshot shows a configuration form for an auto attendant. It is divided into several sections:

- Name:** A text input field for the attendant's name.
- Extension:** A text input field for the internal extension number. A note below it states: "* You can't change extension number after creating Auto Attendant."
- Audio Prompts:** Four dropdown menus for "Welcome Greeting Prompt", "Repeat Greeting Prompt", "Invalid Sound", and "Exit Sound", all currently set to "Default".
- Timeouts:** Two input fields for "Timeout" and "Inter Digit Timeout", both set to "0".
- Transfer Settings:** A checkbox for "Transfer On Failure" (unchecked), a dropdown for "Failure Prompt" (set to "Default"), and a text input for "Transfer Extension" (set to "Transfer Extension").
- Max Values:** Two input fields for "Max Timeout" (set to "Max Timeout(Default: 5)") and "Max Failures" (set to "Max Failures(Default: 3)").
- Digit Length:** A dropdown menu set to "1".
- Outbound Permission:** A dropdown menu set to "PSTN_Default_Genband".
- Direct Dial Settings:** Two checkboxes for "Allow Direct Dial Extension" and "Deny Direct Dial Extension", both unchecked.
- External Settings:** Two dropdown menus for "External Caller ID" (set to "Select a External Caller ID") and "Charge Info ID Locations" (set to "Select").
- Buttons:** "Save" and "Cancel" buttons at the bottom.

Creating an auto attendant is done in two parts. First by creating the attendant itself by using **Add New** and then building the attendant tree via the button.

Name: The name of the auto attendant. (Required)

Extension: The desired internal extension.

Welcome Greeting Prompt: Audio file when first reaching the auto attendant.

Repeat Greeting Prompt: Audio file played when repeating the Welcome IVR.

Invalid Sound: Audio file played when an invalid digit is selected.

Exit Sound: Audio file played when leaving the auto attendant.

Timeout: Time allotted for caller to select an option.

Inter Digit Timeout: Time allotted in between digits entered.

Transfer on Failure: If enabled, after a predetermined amount of failures the caller will be transferred to the specified extension.

Allow/Deny Direct Dial Extension: Can allow or deny callers to reach specific extensions through the auto attendant.

CREATING AUTO ATTENDANTS CONT.

Digit	Action	Value
0	Transfer to extension	100
1	Transfer to extension	101
2	Deposit to user perso	100-Jo

While you are able to alter previously covered fields in the configuration window, here we will only cover the unique aspects of this page.

Auto Attendant Tree: A visual representation of the options available to a caller.

Digit: The digit a caller will select to execute the specified action.

Action: Play file, Transfer, Repeat Menu, Voicemail Deposit, Previous Menu, Sub Menu, Dial by Name, No Action, Disconnect , Voicemail Login.

Value: Specifies further required parameters which could include extensions, other attendants, DIDs, etc.

Submenu: Submenus are used to provide a specific subset of options within the main menu. An example would be, "Press option 4 for directions" after pressing 4, each subsequent option would specify a different site.

CALL PARKS

On this page you can create new parks and edit existing ones.

Use the  button to edit an existing park's name, description, background music, etc.

Use the  button to delete an existing park.

Use the  button to download the current background music applied to the selected park.

Use the  button to create a new park.

Editing an existing call park allows you to change behavior along with details for tracking and organizational purposes

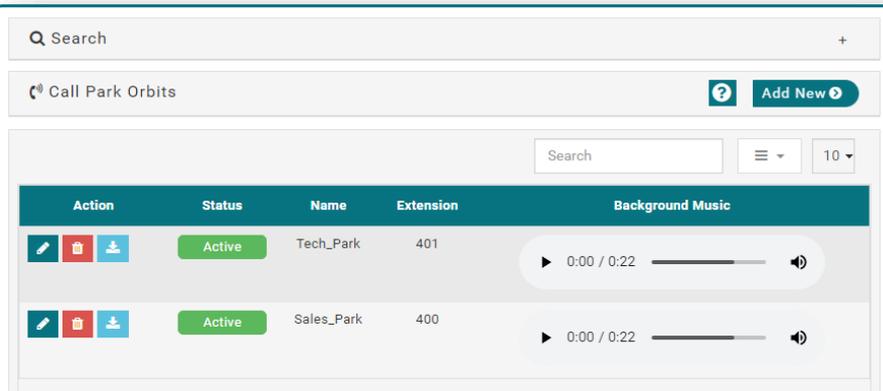


Fig. 1

Background Music: Audio file played while caller waits in the call park.

Enable Timeout: If enabled, call will automatically transfer back to user that transferred into the call park after the allotted time has expired.

Allow Multiple Calls: If enabled, multiple callers can be parked within one call park. Callers will be retrieved in the order in which they were parked. (We recommend keeping this option disabled to simplify your call park management)

Allow Transfer: If enabled, gives the caller the ability to transfer back to the user that parked them by pressing a defined key. (Default 0)

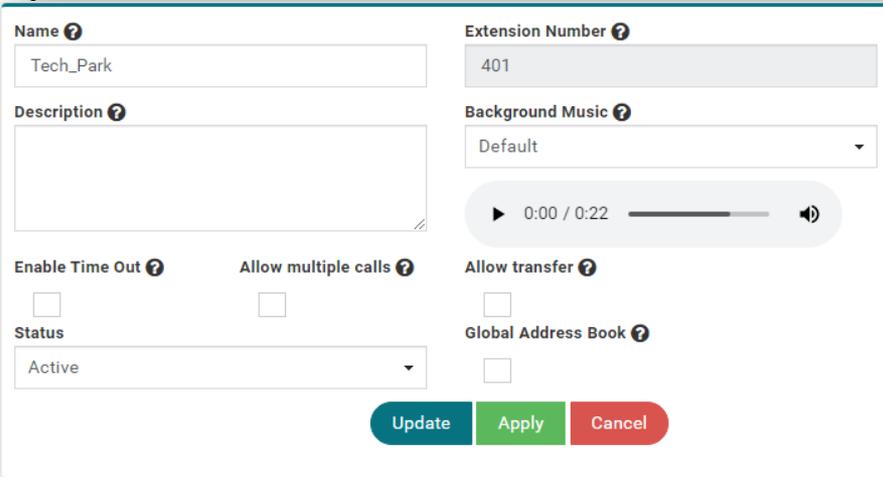


Fig. 2

CREATING CALL PARKS

Below are descriptions of each field available when creating a call park.

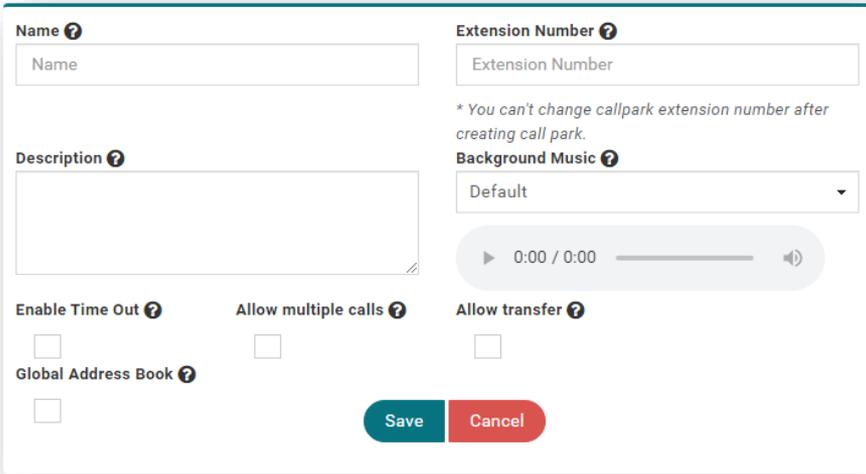
Extension: The direct extension used to reach this call park.

Background Music: Audio file played while caller waits in the call park.

Enable Timeout: If enabled, call will automatically transfer back to user that transferred into the call park after the allotted time has expired.

Allow Multiple Calls: If enabled, multiple callers can be parked within one call park. Callers will be retrieved in the order in which they were parked.

Allow Transfer: If enabled, gives the caller the ability to transfer back to the user that parked them by pressing a defined key. (Default 0)



The screenshot shows a form for creating a call park. It includes the following fields and options:

- Name:** A text input field with a question mark icon.
- Description:** A larger text area with a question mark icon.
- Extension Number:** A text input field with a question mark icon.
- Background Music:** A dropdown menu currently set to "Default" with a question mark icon.
- Enable Time Out:** A checkbox with a question mark icon.
- Allow multiple calls:** A checkbox with a question mark icon.
- Allow transfer:** A checkbox with a question mark icon.
- Global Address Book:** A checkbox with a question mark icon.
- Audio Player:** A play button, a progress bar showing "0:00 / 0:00", and a speaker icon.
- Buttons:** "Save" (green) and "Cancel" (red) buttons.

** You can't change callpark extension number after creating call park.*

CONFERENCE BRIDGE

The first thing you may notice is **Disk Usage**. This keeps track of conference recordings and the space used on the server by said recordings.

Use the  button to edit the name, participant code, moderator code, etc.

Use the  button to delete the conference bridge.

Use the  button to configure the star codes for each individual bridge.

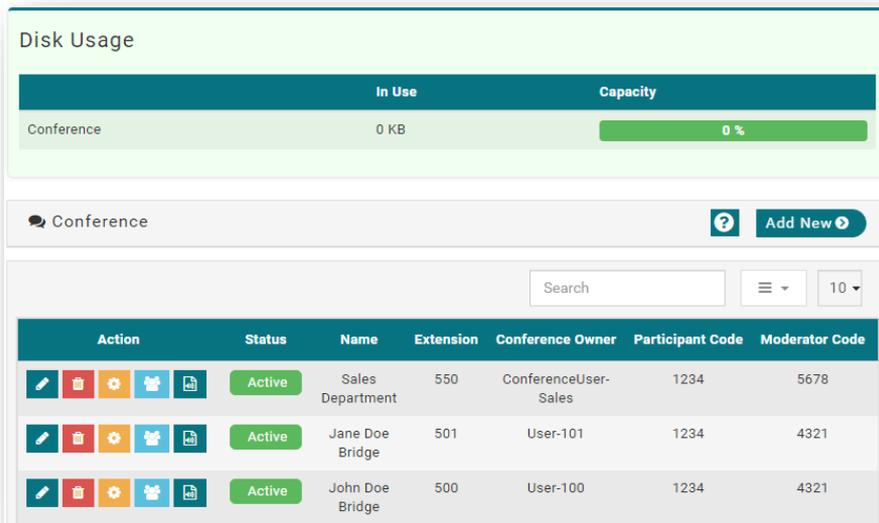
Use the  button to monitor and manage the conference in progress.

Use the  button to view and manage your previously recorded conferences.

Use the  button to create a new conference bridge.

Conference Owner: Determines the administrator of the conference bridge.

Participant/Moderator Code: PIN's that must be used to call into the conference bridge and gives permissions respective to their login.



The screenshot displays the 'Conference Bridge' management interface. At the top, a 'Disk Usage' section shows a bar chart with 'In Use' at 0 KB and 'Capacity' at 0%. Below this is a 'Conference' header with a search bar, a menu icon, and an 'Add New' button. The main area contains a table of active conference bridges.

Action	Status	Name	Extension	Conference Owner	Participant Code	Moderator Code
    	Active	Sales Department	550	ConferenceUser-Sales	1234	5678
    	Active	Jane Doe Bridge	501	User-101	1234	4321
    	Active	John Doe Bridge	500	User-100	1234	4321

CREATING CONFERENCE BRIDGES

Name: The name of the conference bridge.

Extension: The internal extension of the conference bridge.

Participant Code: The code used to access the conference bridge as an attendee.

Moderator Code: The code used to begin the conference bridge unless Quick Start is enabled.

MOH: Hold music that participants will hear prior to a moderator logging in (**Quick Start** must be disabled).

Max Participants: Total participants that may join the conference.

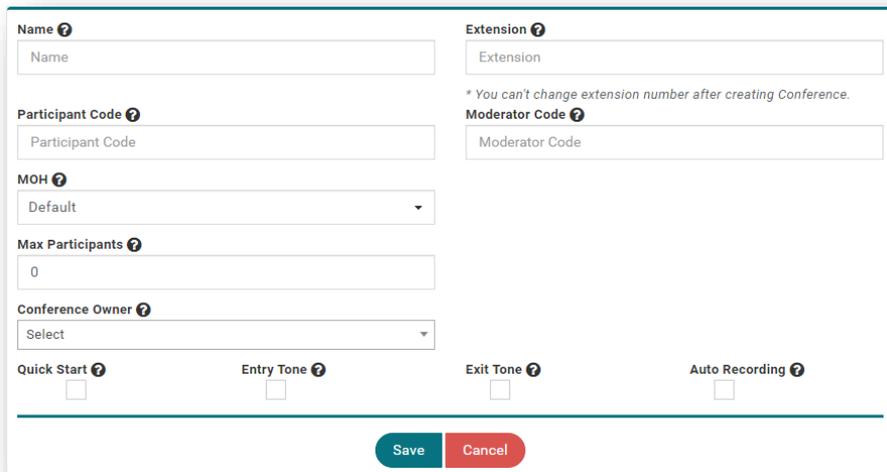
Conference Owner: The administrator of the conference bridge.

Quick Start: If enabled, allows participants to begin without the presence of a moderator.

Entry Tone: A tone that plays when participants enter the bridge.

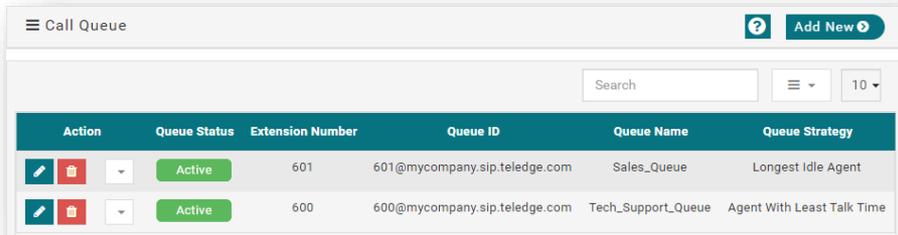
Exit Tone: A tone that plays when a participant exits the bridge.

Auto Recording: If enabled, all conferences will be recorded and stored within the auto recording page for this bridge.



The screenshot shows a web form for creating a conference bridge. It is organized into two columns. The left column contains: a text input for 'Name', a text input for 'Participant Code', a dropdown menu for 'MOH' (set to 'Default'), a text input for 'Max Participants' (set to '0'), and a dropdown menu for 'Conference Owner' (set to 'Select'). The right column contains: a text input for 'Extension', a text input for 'Moderator Code', and a note: '* You can't change extension number after creating Conference.' Below the inputs are four checkboxes: 'Quick Start', 'Entry Tone', 'Exit Tone', and 'Auto Recording', all of which are currently unchecked. At the bottom of the form are two buttons: 'Save' (green) and 'Cancel' (red).

CONTACT CENTER LITE - QUEUES



Call Queue

Search [] [] 10 []

Action	Queue Status	Extension Number	Queue ID	Queue Name	Queue Strategy
  []	Active	601	601@mycompany.sip.teledge.com	Sales_Queue	Longest Idle Agent
  []	Active	600	600@mycompany.sip.teledge.com	Tech_Support_Queue	Agent With Least Talk Time

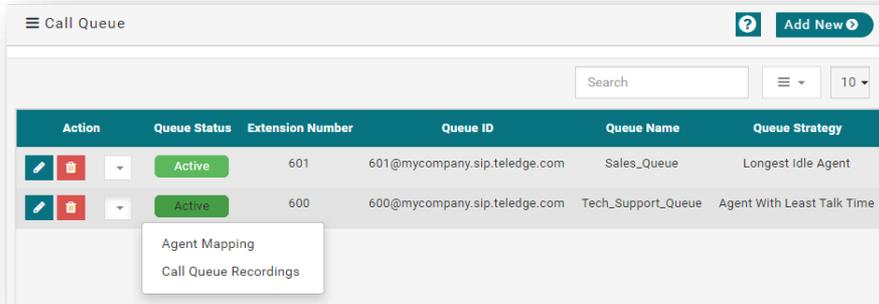
Use the  button to edit your queue's name, rules, music on hold, etc.

Use the  button to delete a queue.

Use the  button to access **Agent Mapping** and **Call Queue Recordings**.

Use the  button to create a new queue.

Queue Strategy: Give you a quick look at how the queue handles your caller distribution to your agents. (e.g. Agent with most talk time, agent with least talk time, longest idle agent, etc.)



Call Queue

Search [] [] 10 []

Action	Queue Status	Extension Number	Queue ID	Queue Name	Queue Strategy
  []	Active	601	601@mycompany.sip.teledge.com	Sales_Queue	Longest Idle Agent
  []	Active	600	600@mycompany.sip.teledge.com	Tech_Support_Queue	Agent With Least Talk Time

Agent Mapping
Call Queue Recordings

CONTACT CENTER LITE - CREATING QUEUES

Queue Name [?]
Queue Name

Extension Number [?]
Extension Number

* You can't change extension number after creating Call Queue.

Queue MOH [?]
None

Queue Welcome Audio [?]
None

Queue Goodbye Audio [?]
None

Queue Time Base Score [?]
Queue

Queue Max Wait Time Transfer Mode [?]
Transfer to extension

Queue Breakaway Digit Transfer Mode [?]
Transfer to extension

Queue Max Wait Time [?]
Queue Max Wait Time (Default : 120 sec)

Queue Breakaway Digit [?]
Queue Breakaway Digit

Queue Max Wait Time Transfer [?]
Queue Max Wait Time Transfer

Queue Breakaway Digit Transfer [?]
Queue Breakaway Digit Transfer

Outbound Permission [?]
PSTN_Default_Genband *

Queue Name Override [?]

Queue Strategy [?]
Select

Charge Info ID Locations [?]
Select

Auto Recording [?]

External Caller ID [?]
Select a External Caller ID

Queue Monitoring [?]
Enable

Supervisor Queue Mapping

Available Supervisors [?]
Search...
100-John Doe
101-Jane Doe
103-Conference Participar
104-Conference Moderato
105-Kevin Smith
106-Susan Public
107-Mark Johnson
108-Sales Shared
109-Helpdesk Shared

Assigned Supervisors [?]
Search...
→ 0
← 0

Extension Number: Internal extension assigned to the queue.

Queue MOH: The audio file assigned to play while the caller is on hold.

Queue Welcome Audio: The audio file assigned to play when a caller enters the queue.

Queue Goodbye Audio: The audio file assigned to play when a caller exits the queue.

Queue Time Base Score: Determines whether base time score¹ is based on when the call first connected (system) or when the caller entered the queue (queue).

Queue Max Wait Time Transfer Mode: If a max wait time is set the caller can be transferred to another extension.

Queue Breakaway Digit Transfer Mode: If a breakaway digit is set this goes to an extension.

Queue Max Wait Time: Determines max wait time for callers within the queue.

¹ Base time score helps the system determine the priority of a caller based on the length of their call.

CONTACT CENTER LITE - CREATING QUEUES CONT.

The screenshot displays the configuration page for a queue in Contact Center Lite. The interface is organized into several sections:

- Queue Name:** A text input field for the queue name.
- Extension Number:** A text input field for the extension number.
- Queue MOH:** A dropdown menu with 'None' selected.
- Queue Welcome Audio:** A dropdown menu with 'None' selected.
- Queue Goodbye Audio:** A dropdown menu with 'None' selected.
- Queue Time Base Score:** A text input field with 'Queue' entered.
- Queue Max Wait Time Transfer Mode:** A dropdown menu with 'Transfer to extension' selected.
- Queue Breakaway Digit Transfer Mode:** A dropdown menu with 'Transfer to extension' selected.
- Queue Max Wait Time:** A text input field with 'Queue Max Wait Time (Default : 120 sec)' entered.
- Queue Breakaway Digit:** A text input field for the breakaway digit.
- Queue Max Wait Time Transfer:** A text input field for the transfer time.
- Queue Breakaway Digit Transfer:** A text input field for the transfer digit.
- Outbound Permission:** A dropdown menu with 'PSTN_Default_Genband *' selected.
- Queue Name Override:** A checkbox that is checked.
- Queue Strategy:** A dropdown menu with 'Select' selected.
- Auto Recording:** An unchecked checkbox.
- External Caller ID:** A dropdown menu with 'Select a External Caller ID' selected.
- Charge Info ID Locations:** A text input field with 'Select' entered.
- Queue Monitoring:** A text input field with 'Enable' entered.

Supervisor Queue Mapping:

- Available Supervisors:** A list of supervisors with a search bar. The list includes: 100-John Doe, 101-Jane Doe, 103-Conference Participar, 104-Conference Moderato, 105-Kevin Smith, 106-Susan Public, 107-Mark Johnson, 108-Sales Shared, and 109-Helpdesk Shared.
- Assigned Supervisors:** An empty list with a search bar.
- Navigation:** A right arrow button with '0' and a left arrow button with '0' are positioned between the two lists.

Queue Breakaway Digit: Determines the digit a caller can press to be sent to the specified extension or to activate callback.

Queue Max Wait Time Transfer: Extension the caller is sent to after reaching max wait time.

Queue Breakaway Digit Transfer: Extension caller is sent to after pressing breakaway digit.

Queue Name Override: If enabled, allows agents to see queue name and extension as caller ID rather than the caller's original caller ID.

Queue Strategy: Can be set to Agent with Most Talk Time, Agent with Least Talk Time, Longest Idle Agent, Random, Ring-All, Round-Robin¹, or Agent with most calls.

Auto Recording: Automatically records all calls made within the queue. (May require additional storage)

Queue Monitoring: If enabled, allows supervisors to monitor, barge in, or whisper agent calls.

Supervisor Queue Mapping: This tool allows you to determine which user will be set as supervisors within the queue.

¹ Round-Robin rings in order or of agents listed see page 27 – Agent Mapping.

CONTACT CENTER LITE - AGENTS

Use the  button to edit wrap up time, reject delay time, and no answer delay time.

Use the  button to delete an agent.

Use the  to create a new agent.

Wrap Up Time: A timer between phone calls to allow the agent to finish any work associated with the first call before another call is offered.

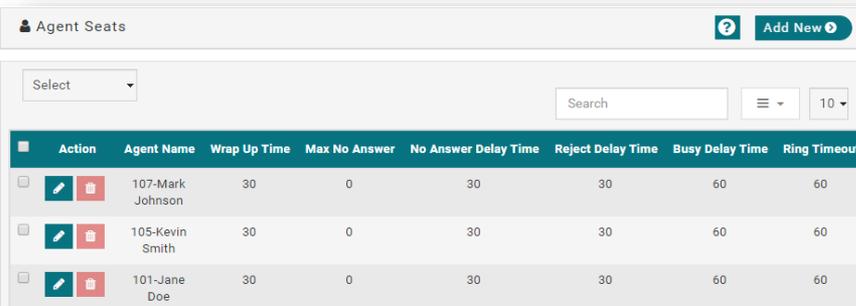
Max No Answer: Number of calls an agent can miss before being set to “Break”

No Answer Delay Time: If an agent misses a call the system will wait this amount of time before offering another call.

Reject Delay Time: If the agent rejects a call the system will wait this amount of time before offering another call.

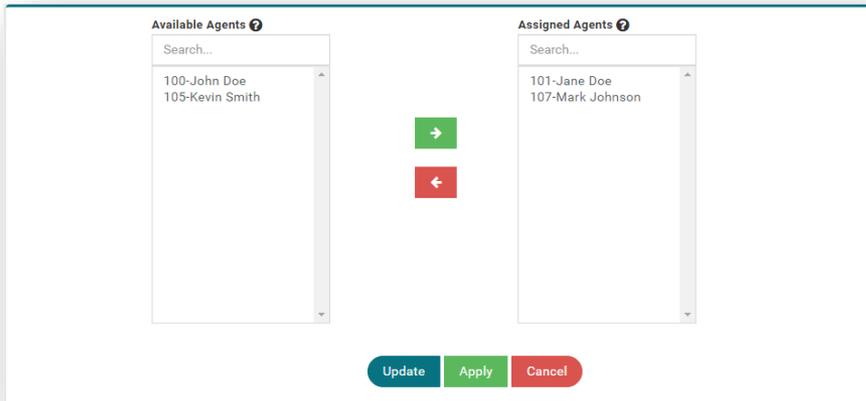
Busy Delay Time: If agent rings busy the system will wait this amount of time before offering another call.

Ring Timeout: How long an agent can ring before call is offered to another agent.



Action	Agent Name	Wrap Up Time	Max No Answer	No Answer Delay Time	Reject Delay Time	Busy Delay Time	Ring Timeout
 	107-Mark Johnson	30	0	30	30	60	60
 	105-Kevin Smith	30	0	30	30	60	60
 	101-Jane Doe	30	0	30	30	60	60

CONTACT CENTER LITE - AGENT MAPPING



Agent mapping allows you to define which of your agents may participate in your queues. Agents can be assigned to as little or as many queues as you'd like.

To assign an agent to the queue highlight an available agent you'd like to add and use the → button.

To remove an agent highlight an assigned agent and use the ← button.

CALL RECORDING

Q Search

Disk Usage

	In Use	Capacity
Recordings	17.05 MB	1.71 %

Call Recordings Delete

Download	File Name	Queue Name	Callee	Source	Caller	Start Time	End Time
<input type="checkbox"/>	0:00 / 2:40	-----	100-John Doe	USER	2676383663	2020-10-07 11:35:16	2020-10-07 11:35:28
<input type="checkbox"/>	0:00 / 1:29	-----	100-John Doe	USER	2676383663	2020-10-07 11:22:50	2020-10-07 11:23:03
<input type="checkbox"/>	0:00 / 3:40	-----	100-John Doe	USER	2676383663	2020-10-07 11:14:00	2020-10-07 11:14:03
<input type="checkbox"/>	0:00 / 0:02	-----	100-John Doe	USER	4849485923	2020-10-07 11:13:41	2020-10-07 11:13:42

Showing 1-10 of 18 items.

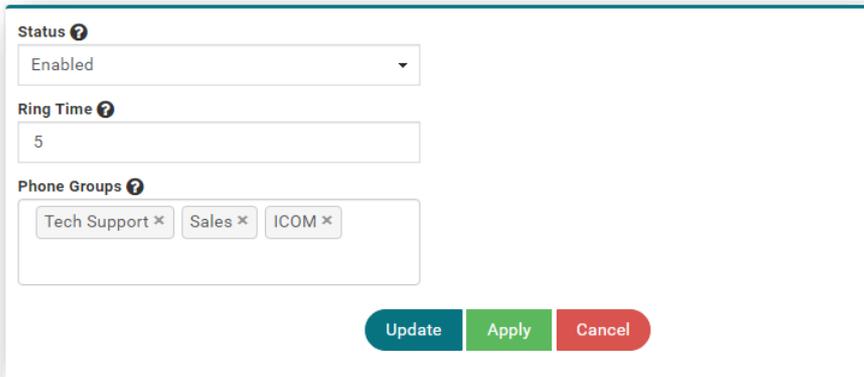
The Call Recording section is where call recordings can be listened to, downloaded, and deleted.

Call recordings can be downloaded using the button. Use the player next to the download button to listen to any recorded calls.

Recordings will show the name of the call queue the call was recorded in, the user who received the call(callee), phone number of the person who placed the call(caller), the start time of the call and the end time of the call.

The disk usage for call recordings is shown above the list of calls. Use the checkbox to select any recording and the delete button Delete to remove any recordings.

INTERCOM



Status ⓘ
Enabled

Ring Time ⓘ
5

Phone Groups ⓘ
Tech Support × Sales × ICOM ×

Update Apply Cancel

Intercom is based on permission by phone group. In other words, only phones within specified phone groups may receive intercom calls.

Status: Enable or disable intercom.

Ring Time: How long the phone will ring prior to automatically answering. Pressing zero allows you to accept an incoming intercom immediately. (Setting this to zero allows the speaker to initiate without ringing)

Phone Groups: Specified phone groups to give the intercom permission to.

PAGING GROUPS

The screenshot shows the 'Paging Group' management interface. At the top, there is a search bar, a menu icon, and a page size selector set to '10'. Below this is a table with the following columns: Action, Status, Name, and Extension Number. The table contains one row with the following data: Action (edit, delete, and menu icons), Status (Active), Name (Sales), and Extension Number (700).

Action	Status	Name	Extension Number
  	Active	Sales	700

This screenshot is identical to the one above, but the menu icon in the 'Action' column is open, showing a dropdown menu with two options: 'Configure' and 'Recording'.

Action	Status	Name	Extension Number
   Configure Recording	Active	Sales	700

Use the  button to edit name, ring timeout, status, etc.

Use the  button to delete the paging group.

Use the  button to access the **Configure** and **Recording** menus.

Use the  button to create a new paging group.

CREATING PAGING GROUPS

First start by building the group itself, filling in the following fields:

Name: Name of the paging group.

Extension Number: Internal extension assigned to the group.

Ring Timeout: Time in seconds before page is automatically ended.

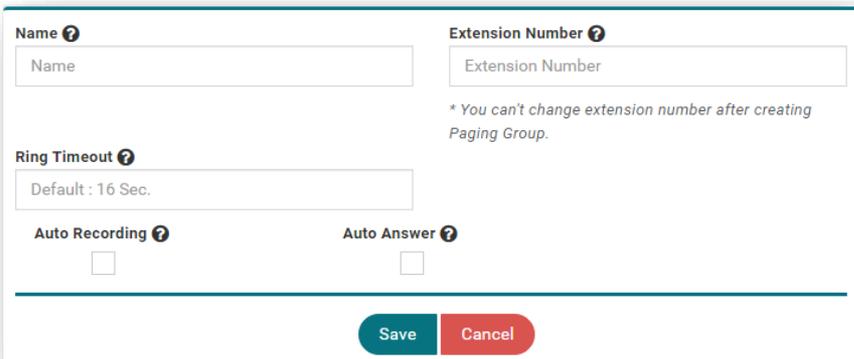
Auto Recording: If enabled, records all pages made to this group.

Auto Answer: If enabled, paged phones automatically answer.

After the group is created, open configuration and add the users you'd like to have in the group.

Use the  button to add users.

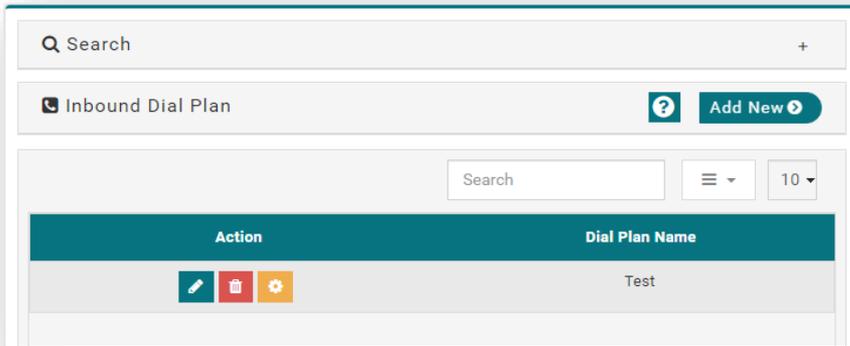
Use the  button to remove users.



The screenshot shows a configuration form for creating a paging group. It includes the following fields and controls:

- Name:** A text input field with a question mark icon.
- Extension Number:** A text input field with a question mark icon. Below it is a note: ** You can't change extension number after creating Paging Group.*
- Ring Timeout:** A text input field with a question mark icon, showing a default value of "16 Sec."
- Auto Recording:** A checkbox with a question mark icon.
- Auto Answer:** A checkbox with a question mark icon.
- Buttons:** "Save" (green) and "Cancel" (red) buttons at the bottom.

INBOUND DIAL PLANS



Use the  button to edit a dial plan's name.

Use the  button to delete a dial plan.

Use the  button to configure your dial plan's routes and scheduling.

Use the  button to create a new dial plan.

CREATING INBOUND DIAL PLANS

Simply name the new dial plan to start. After that head to the configuration window for the new dial plan.

Use the **+** button to add new routes. Routes are prioritized by the order they are presented. Top route having highest priority.

Use the **-** button to remove a route.

Click and drag the **+** icon to move a route.

Schedule: The schedule that a route will follow. Schedules are built in the schedule window. (Default: Always)

Status: Determines if the route is enabled or disabled.

Route: Determines if the route will send the call to a user, auto attendant, queue, etc.

Route Details: The specific destination of the route.

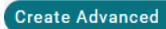
The screenshot shows a configuration window for inbound dial plans. At the top left is a green '+' button. Below it are four columns: 'Schedule', 'Status', 'Route', and 'Route Details'. The first route has a '+' icon on the left, 'Daily' in the Schedule dropdown, 'Enabled' in the Status dropdown, 'Auto Attendant' in the Route dropdown, and '300 - Main_AA' in the Route Details dropdown. A red '-' button is below this route. The second route has a '+' icon on the left, 'On-Call' in the Schedule dropdown, 'Enabled' in the Status dropdown, 'User' in the Route dropdown, and '108-Sales Shared' in the Route Details dropdown. A red '-' button is below this route. At the bottom are three buttons: 'Update' (blue), 'Apply' (green), and 'Cancel' (red).

SCHEDULES

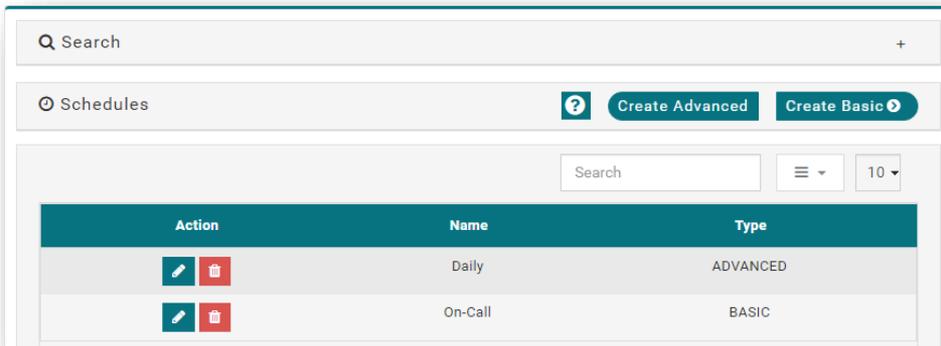
Schedules are used to determine when routes and forwards are active.

Use the  button to edit the parameters of an existing schedule.

Use the  button to delete a schedule.

Use the  button to create an advanced schedule.

Use the  button to create a basic schedule.



The screenshot shows a web interface for managing schedules. At the top, there is a search bar with a magnifying glass icon and a plus sign. Below it, the word "Schedules" is displayed with a question mark icon, followed by two buttons: "Create Advanced" and "Create Basic". A table below lists the existing schedules. The table has three columns: "Action", "Name", and "Type". Each row in the "Action" column contains two icons: a pencil (edit) and a trash can (delete). The "Name" column lists "Daily" and "On-Call". The "Type" column lists "ADVANCED" and "BASIC".

Action	Name	Type
 	Daily	ADVANCED
 	On-Call	BASIC

CREATING BASIC SCHEDULES

The screenshot shows a web interface for creating schedules. At the top, there is a 'Name' field with the value 'On-Call' and a 'Time Zone' dropdown menu set to 'America/New_York'. To the right of these fields is a blue '+' button. Below this, there are two rows of schedule lines. Each row has a 'Day' dropdown menu set to 'Weekday', a 'From' time field (05:00), and a 'To' time field (23:59 for the first row and 09:00 for the second). To the right of each row is a red '-' button. At the bottom of the form are three buttons: 'Update' (blue), 'Apply' (green), and 'Cancel' (red).

Use the **+** button to add a line.

Use the **-** button to remove a line.

Name: The name of the schedule.

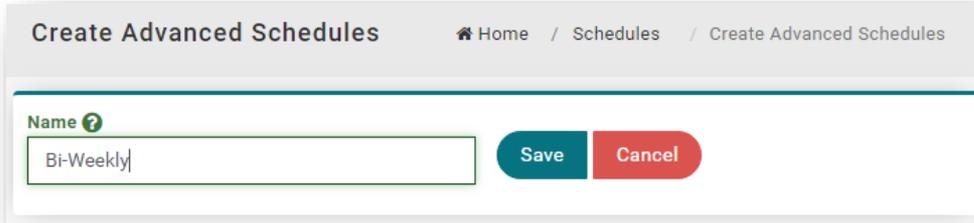
Time Zone: The time zone of the schedule. Particularly useful for multi-site time management. (Multiple time zones)

Day: Specifies the day of the week the schedule line covers. Can be a particular weekday or can cover an entire weekday/weekend.

From: The start time of the line.

To: The end time of the line.

CREATING ADVANCED SCHEDULES



Create Advanced Schedules [Home](#) / [Schedules](#) / [Create Advanced Schedules](#)

Name  

 [Save](#) [Cancel](#)

After using [Create Advanced](#) a name will need to be entered into the field and saved by using the [Save](#) button.

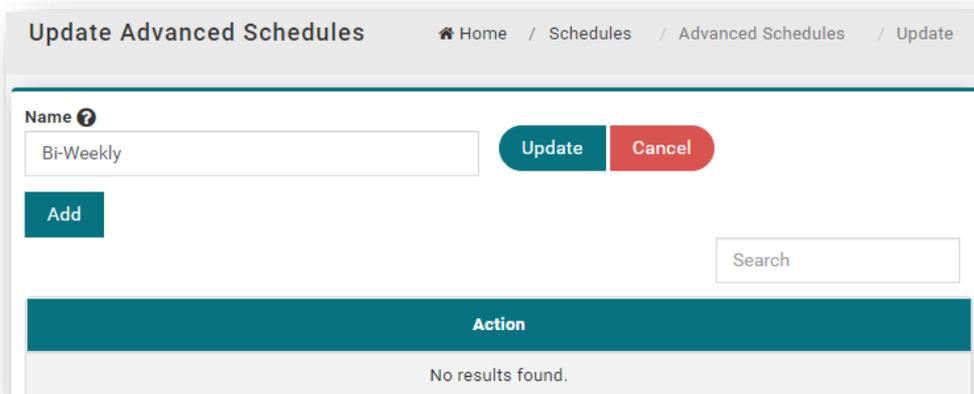
Once a schedule has been created rules will need to be added to dictate the parameters of the schedule.

As rules are created they will appear in a list below the Action line.

Use the [Add](#) button to create rules.

Multiple rules can be added to an advanced schedule.

Rules will be listed with the most recently created rule at the top of the list.



Update Advanced Schedules [Home](#) / [Schedules](#) / [Advanced Schedules](#) / [Update](#)

Name  

 [Update](#) [Cancel](#)

[Add](#)

Action
No results found.

CREATING RULES

Create Advanced Schedules for Bi-Weekly

Home / Schedules / Advanced Schedules / Create Advanced Schedules for Bi-Weekly

Time Zone
America/New_York

From Datetime
From Datetime

To Time
To Time

Frequency
NEVER

Ignore On Holiday

Summary
Summary

Create Get Summary Back

Time Zone: Determines the time zone the schedule will be used in.

From Datetime: Determines the date and time when the schedule will begin.

To Time: Determines the time the schedule will end.

Frequency: Determines how often this rule will repeat.
I.e., Never, Daily, Weekly, Monthly, and Yearly

Ignore on Holiday: Tells this schedule to ignore on predetermined holidays.

Summary: Use the [Get Summary](#) button to get a summary of the rule being added. Summaries will be auto-generated when the [Create](#) button is used.

CHOOSING A START TIME

Create Advanced Schedules for Bi-Weekly

Home / Schedules / Advanced Schedules / Create Advanced Schedules for Bi-Weekly

Time Zone
America/New_York

From Datetime
2020-01-06 09:00

To Time
To Time

Ignore On Holiday

January 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	1
2	3	4	5	6	7	8
09	:	00				

Create Get Summary Back

Choose the start time by clicking the empty field labeled **From Datetime**.

A calendar will appear just below the field as pictured to the left.

Choose the date by clicking it and a blue circle will appear around the chosen date.

Once the date is chosen a digital clock will appear beneath the calendar and the start time can be set.

The clock will be in 24 hour format.

I.e., For 1 AM use 01:00 but for 1 PM use 13:00.

CHOOSING AN END TIME

Create Advanced Schedules for Bi-Weekly

Home / Schedules / Advanced Schedules / Create Advanced Schedules for Bi-Weekly

Time Zone
America/New_York

From Datetime
2020-01-06 09:00

Frequency
NEVER

Summary
Summary

To Time
17:00

Create Get Summary Back

Choose the end time by clicking the field labeled **To Time**.

Only the end time will be chosen during this step. The end date for this rule can be chosen in a later step.

The start and end times are adjusted by clicking the up or down arrows next to the hour or minutes portion on the clock. The time can also be entered via the keyboard.

CHOOSING THE FREQUENCY

Create Advanced Schedules for Bi-Weekly

Home / Schedules / Advanced Schedules / Create Advanced Schedules for Bi-Weekly

Time Zone
America/New_York

From Datetime
2020-01-06 09:00

To Time
17:00

Frequency
WEEKLY

Ignore On Holiday

Repeat every (week)
1

Repeat On

Ends
NEVER

Summary
Summary

Create Get Summary Back

The drop down field under **Frequency** chooses how often this schedule is repeated.

Never, Daily, Weekly, Monthly, and Yearly are the choices.

Depending on the frequency chosen, more options will appear.

Pictured is a weekly schedule with the added options of **Repeat Every(Week)**, **Repeat On**, and **Ends**.

CHOOSING THE FREQUENCY CONT.

The screenshot shows a web form for configuring a scheduling rule. The fields are as follows:

- Time Zone:** America/New_York
- From Datetime:** 2020-01-06 09:00
- To Time:** 17:00
- Frequency:** WEEKLY
- Repeat every (week):** 2
- Ignore On Holiday:**
- Repeat On:** *Monday *Tuesday *Wednesday *Thursday
- Ends:** NEVER
- Summary:** Summary

At the bottom of the form are three buttons: **Create** (blue), **Get Summary** (orange), and **Back** (red).

Repeat Every(Week): Sets how often this rule will repeat. The example shown is set for every other week.

Repeat On: Sets the days in which the rule will repeat. This field is a drop down and will list all of the days of the week when clicked.

Ends: Sets when the rule will expire. Choices are Never, On and After.

Never: No end date

On: Sets a date for the rule to expire

After: Sets the number of times for the rule to repeat

Use the **Create** button to save the rule.

The above schedule is set to start on January 6th, 2020.
It will be active from 9am to 5pm, Monday through Thursday.
It will run every other week and is set to never end.

RULES LIST

Name ?
Bi-Weekly Update Cancel

Add

Search

Action	Rule	Summary
 	FREQ=WEEKLY#INTERVAL=2#BYDAY=MO,TU,WE,TH	Starts On 2020-01-06 09:00. Till 17:00. Repeats every 2 Week(s) on Monday, Tuesday, Wednesday, Thursday. Ends never.

Once a rule has been created for the schedule it will appear in the list under the Update Advanced Schedules Section.

Multiple rules can be added as needed to cover gaps in a schedule.

The schedule to the left repeats every other week. A second rule is needed to cover the off weeks.

Name ?
Bi-Weekly Update Cancel

Add

Search

Action	Rule	Summary
 	FREQ=WEEKLY#INTERVAL=2#BYDAY=MO,TU,WE,TH,FR	Starts On 2020-01-13 09:00. Till 17:00. Repeats every 2 Week(s) on Monday, Tuesday, Wednesday, Thursday, Friday. Ends never.
 	FREQ=WEEKLY#INTERVAL=2#BYDAY=MO,TU,WE,TH	Starts On 2020-01-06 09:00. Till 17:00. Repeats every 2 Week(s) on Monday, Tuesday, Wednesday, Thursday. Ends never.

The second rule has been added.

Multiple Rules will be listed in order of creation with the newest at the top.

The listed rules alternate between being open or closed on Fridays.

Note that the start date for the second rule is a week apart from the original rule.

NEVER REPEAT SCHEDULE

The screenshot shows a scheduling configuration window with the following fields:

- Time Zone:** A dropdown menu set to "America/New_York".
- From Datetime:** A text input field containing "2020-01-13 09:00".
- To Time:** A text input field containing "13:00".
- Frequency:** A dropdown menu set to "NEVER".
- Ignore On Holiday:** An unchecked checkbox.
- Summary:** A text area containing "Starts On 2020-01-13 09:00. Till 13:00. Repeats never".

At the bottom of the form are three buttons: "Update" (teal), "Get Summary" (orange), and "Back" (red).

Never repeat schedules can be used for single day events that don't need to be repeated.

When **Never** is chosen as the frequency no additional options will be added.

The shown schedule will start at 9AM on 1/1/2020 and will end at 1PM and will never be repeated.

DAILY REPEAT SCHEDULE

Time Zone

America/New_York x ▾

From Datetime ?

2020-01-13 07:00

To Time ?

18:00

Frequency ?

DAILY ▾

Ignore On Holiday ?

Repeat every (day) ?

1

Ends ?

NEVER ▾

Summary ?

Starts On 2020-01-13 07:00. Till 18:00.
Repeats every 1 Day(s). Ends never.

[Update](#) [Get Summary](#) [Back](#)

Daily repeat schedules can be used to repeat on a per day basis.

When daily is selected the additional field of **Repeat every (day)** will appear.

This type of schedule can be repeated every other day or every three days by changing the frequency to either two or three days respectively.

In this example, the schedule will repeat everyday and is active from 7AM until 6PM and is set to never end.

MONTHLY REPEAT SCHEDULE

Time Zone

America/New_York x ▾

From Datetime ?

2020-01-13 09:00

To Time ?

17:00

Frequency ?

MONTHLY ▾

Ignore On Holiday ?

Repeat every (month) ?

1

Repeat by ?

Day of the week Day of the Month

Weekday Occurrence ?

1 ▾

Weekday ?

* Sunday

Ends ?

AFTER ▾

After Occurrence ?

12

Summary ?

Starts On 2020-01-13 09:00. Till 17:00.
Repeats every 1 Month(s) on 1st Sunday.
Ends after 12 occurrence.

[Update](#) [Get Summary](#) [Back](#)

Monthly schedules are able to repeat on a monthly basis.

When **Monthly** is selected as the **frequency** the additional option of **Repeat by** will appear.

Repeat by will have the options of **Day of the week** or **Day of the Month**.

If **Day of the week** is selected the **Weekday** and **Weekday Occurrence** fields are added.

In the **Weekday** field the days of the week of the schedule are chosen.

Weekday Occurrence sets when in the month the schedule will repeat.

The schedule shown will be active from 9AM until 5PM on the first Sunday of every month and will repeat for 12 months.

MONTHLY REPEAT SCHEDULE CONT.

Time Zone
America/New_York x ▾

From Datetime ⓘ
2020-01-01 07:00

To Time ⓘ
18:00

Frequency ⓘ
MONTHLY ▾

Ignore On Holiday ⓘ

Repeat every (month) ⓘ
1

Repeat by ⓘ
 Day of the week Day of the Month

Repeat On (day) ⓘ
x 1 x Last

Ends ⓘ
ON ▾

Ends On Date ⓘ
2020-12-31

Summary ⓘ
Starts On 2020-01-01 07:00. Till 18:00.
Repeats every 1 Month(s) on 1st, last day(s) of the month. Ends on 2020-12-31

[Update](#) [Get Summary](#) [Back](#)

In this example **Day of the Month** was chosen in the **Repeat by** section.

Repeat on (day) allows specific numbered days of a month to be chosen.

The pictured schedule will play from 7AM until 6PM, will be active on the first and last day of the month, and will end on 12/31/20.

YEARLY REPEAT SCHEDULE

Time Zone

America/New_York x ▾

From Datetime ⓘ

2020-01-01 00:00

To Time ⓘ

23:59

Frequency ⓘ

NEVER ▾

Ignore On Holiday ⓘ

Summary ⓘ

Starts On 2020-01-01 00:00. Till 23:59.
Repeats never

[Update](#) [Get Summary](#) [Back](#)

Yearly schedules allow for a single day to be repeated on a yearly basis.

When **Yearly** is selected as the **frequency** the additional options of **Repeat every (year)** and **Ends** are added.

Repeat every (year) will chose how often the schedule is repeated. If 1 is chosen the schedule will be repeated every year. If 2 is chosen the schedule will be repeated every other year and so forth.

This schedule will start at midnight on 1/1/20 and will end at 11:59PM. It will be repeated yearly and will never end.

YEARLY REPEAT SCHEDULE CONT.

Name ?

New Year's Schedule Update Cancel

Add

Action	Rule	Summary
 	FREQ=NEVER	Starts On 2019-12-31 18:00. Till 23:59. Repeats never
 	FREQ=NEVER	Starts On 2020-01-01 00:00. Till 23:59. Repeats never

Multiple rules are able to be added for all schedules.

Shown is the yearly schedule with an added rule for the 31st of December to compliment the previous yearly schedule.

The second rule is listed at the top of the rules list.

This schedule is set to start a 6PM on December 31st and will run until 11:59PM.

The original rule will then be active after midnight.

HOLIDAYS

Date 

Name

[Update](#) [Apply](#) [Cancel](#)

Holidays [Home](#) / Holidays

Search +

Holidays [?](#) [Add New](#)

Search ☰ 10

Action	Date	Name
 	2020-07-31	Company Picnic
 	2020-07-04	Fourth of July
 	2019-12-31	New Year's Eve
 	2020-01-01	New Year's Day

Specific days can be set to be ignored in the Holidays sub-section.

Use the [Add New](#) button to add additional holidays.

When adding a new holiday there will only be two sections, **Date** and **Name**.

Choose the date by clicking **Date** field and the calendar will once again appear. Only the date is chosen in this section and no times are chosen.

The **Name** field is the named by the admin and can be freely chosen.

Added holidays will populate in the list and will show the date selected and the name given.

They will appear in order of most recently added to the list at the top.

PHONE GROUPS

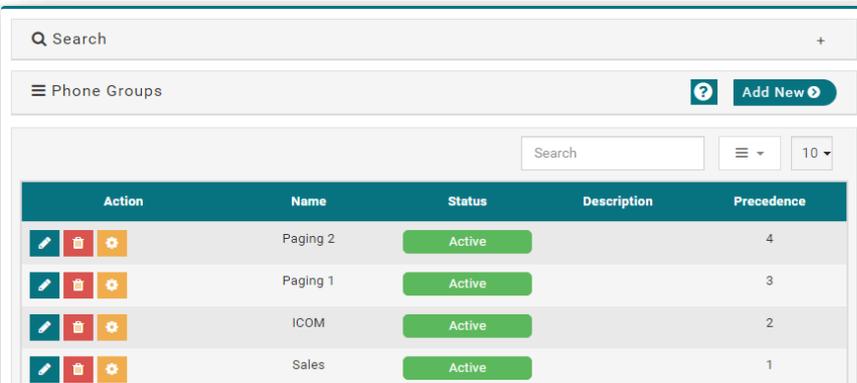
Phone groups allow you to easily assign features, functions, firmware, etc. to your phones based on department, locality, company etc.

Use the  button to edit the name, description, precedence, and status of the phone group.

Use the  button to delete the phone group.

Use the  button to change any settings, features, or firmware by phone model.

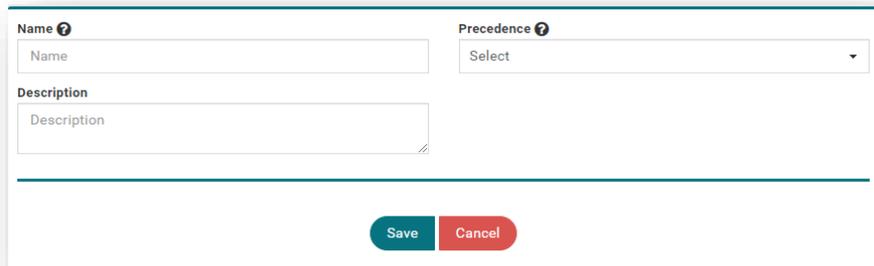
Use the  button to add a new phone group.



The screenshot shows a web interface for managing phone groups. At the top, there is a search bar and a navigation menu with 'Phone Groups' selected. Below the menu is a '+ Add New' button. The main content area contains a table with columns for 'Action', 'Name', 'Status', 'Description', and 'Precedence'. The table lists four phone groups: 'Paging 2', 'Paging 1', 'ICOM', and 'Sales', all with a status of 'Active'. Each row has three action buttons: edit (pencil), delete (trash), and settings (gear). A search bar and a dropdown menu are also visible above the table.

Action	Name	Status	Description	Precedence
  	Paging 2	Active		4
  	Paging 1	Active		3
  	ICOM	Active		2
  	Sales	Active		1

CREATING PHONE GROUPS



The screenshot shows a form for creating a phone group. It has a white background with a thin blue border. At the top left, there is a 'Name' field with a question mark icon. Below it is a 'Description' field. To the right of the 'Name' field is a 'Precedence' dropdown menu with a question mark icon and the word 'Select' followed by a downward arrow. At the bottom of the form, there are two buttons: a green 'Save' button and a red 'Cancel' button.

To create a phone group simply fill in the below fields.

Name: The name of the phone group.

Precedence: The priority this phone group takes over other existing groups. Phone groups cannot share priority and require a set priority between 0 and 99, 0 being the highest.*

Description: Description of the phone group.

After you have completed the creation of the phone group you may configure it to your specifications. Use the  button.

*Phones may only be assigned to one phone group.

PHONES

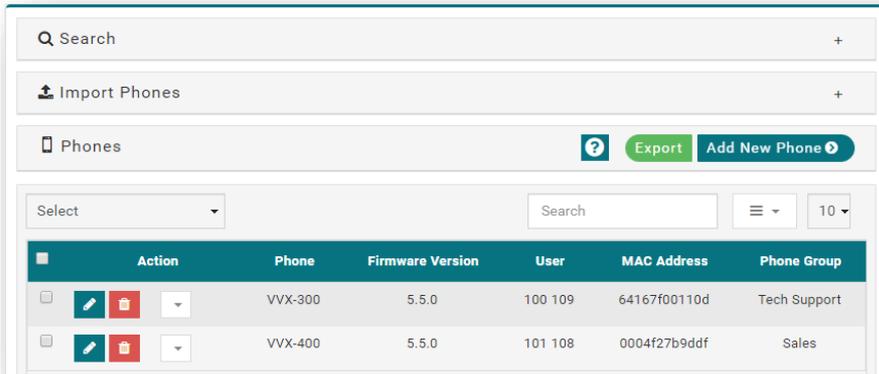


Fig. 1

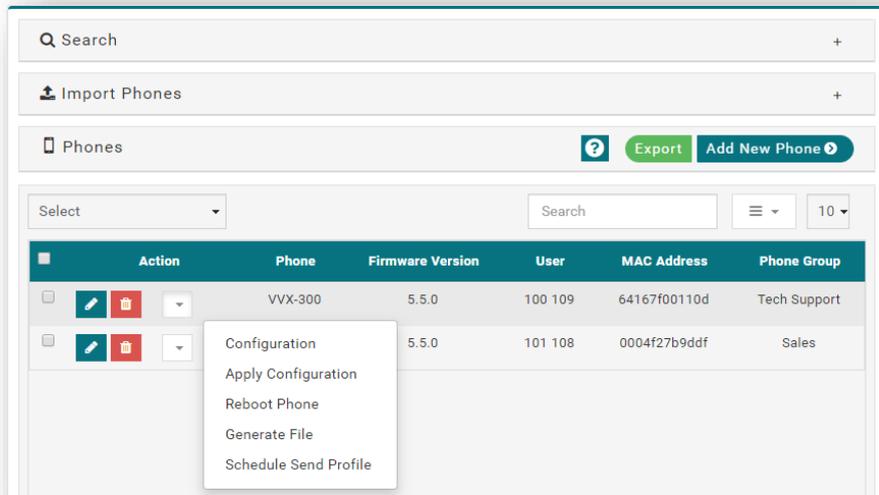


Fig. 2

Here you may configure individual phones for use by your users (Extensions)

Use the  button to edit the phone model, phone group, and firmware version.

Use the  button to delete the phone.

Use the  button to access the configuration menu. **Apply Configuration, Reboot Phone, Generate File, and Schedule Send Profile** are all actions you can perform to the phone.

Use the  button to add a phone.

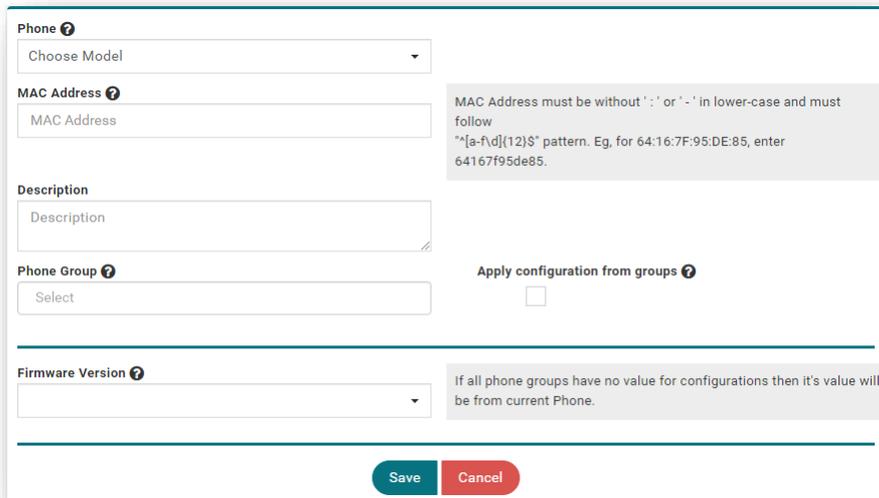
Apply Configuration: Applies the latest generated configuration file to the phone.

Reboot Phone: Reboots the phone when it is in an idle state.

Generate File: Takes the most current configuration and prepares it to be sent to the phone.

Schedule Send Profile: Allows you to build the profile now and apply it to the phone at the most convenient time possible.

ADDING PHONES



The screenshot shows a web form for adding a new phone. It includes several input fields and checkboxes:

- Phone:** A dropdown menu with the text "Choose Model".
- MAC Address:** A text input field with a placeholder "MAC Address".
- Description:** A text input field with a placeholder "Description".
- Phone Group:** A dropdown menu with the text "Select".
- Firmware Version:** A dropdown menu.
- Apply configuration from groups:** A checkbox.

Helpful text boxes are present:

- Next to the MAC Address field: "MAC Address must be without ':' or '-' in lower-case and must follow '[a-fd](12)*' pattern. Eg, for 64:16:7F:95:DE:85, enter 64167f95de85."
- Below the Phone Group field: "If all phone groups have no value for configurations then it's value will be from current Phone."

At the bottom of the form are two buttons: "Save" (green) and "Cancel" (red).

To build a new phone to the system fill in the below fields.

Phone: Choose the applicable phone model you will be provisioning.

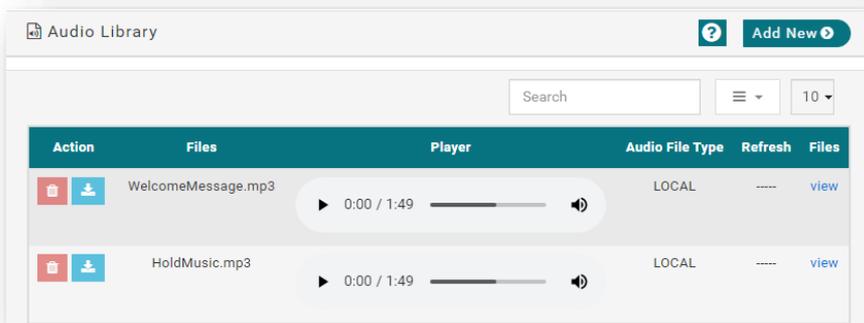
MAC Address: Enter the 12 character MAC address.

Phone Group: Choose the phone group you would like to build this phone to, if applicable.

Apply Configuration From Groups: Will apply existing configuration settings from selected phone group.

Firmware Version: Choose an applicable firmware version. This is based on the phone model. If you are unsure which to choose, contact our 24/7 helpdesk. (It is recommended to leave this as is for existing phones)

AUDIO LIBRARY



The screenshot shows the 'Add New' audio file upload form. It contains the following fields: a 'Name' field with a placeholder 'Please Enter Name', an 'Audio File Type' dropdown menu currently set to 'LOCAL', and a 'File' field with a 'Select file...' placeholder and a file selection icon. At the bottom of the form are 'Save' and 'Cancel' buttons.

This page displays the collection of sounds available on your server. This can range from hold music to a simple out of office message. Any files here will be presented as an option anywhere administrative audio files are selected. This includes Auto Attendant messages, music on hold and queue messages.

Use the  button to delete the audio file.

Use the  button to download the audio file to your PC.

To upload a new audio file use the  button.

The **Player** allows you to play the audio file straight from the portal without the need to download it.

When uploading a new file fill in the below fields.

Name: Name of the audio file.

Audio File Type: Specifies whether it is being uploaded from your local machine or a remote URL.

File/URL: The location of the audio file to be uploaded.

AUDIO PHRASE

A screenshot of the 'Audio Phrase' management interface. At the top, there is a search bar with a magnifying glass icon and a plus sign. Below it, the title 'Audio Phrase' is displayed with a help icon and an 'Add New' button. A secondary search bar and a dropdown menu showing '10' are also present. The main content is a table with three columns: 'Action', 'Name', and 'Audio File'. The 'Action' column contains icons for edit (pencil), delete (trash), and configure (gear). The 'Name' column shows 'WelcomeandHold'. The 'Audio File' column lists 'WelcomeMessage.mp3, HoldMusic.mp3, WelcomeMessage.mp3, HoldMusic.mp3'.

A screenshot of the configuration interface for an audio phrase. It features two sections: 'Audio' and 'Timeout'. The 'Audio' section has a plus icon to add new entries. Below it, there are four rows, each with a plus icon, a dropdown menu for the audio file, a text input for the timeout value, and a minus icon to remove the entry. The rows are: 1) 'WelcomeMessage.mp3' with a timeout of '10'; 2) 'HoldMusic.mp3' with a timeout of '60'; 3) 'WelcomeMessage.mp3' with a timeout of '10'; 4) 'HoldMusic.mp3' with a timeout of '60'. At the bottom, there are three buttons: 'Update' (blue), 'Apply' (green), and 'Cancel' (red).

This page allows you to store and organize your audio phrases. An audio phrase is a combination of existing audio files to create a unique audio file. This can be particularly useful when you want to insert a break-in message during a hold music loop.

Use the  button to edit the name of a phrase.

Use the  button to delete a phrase.

Use the  button to configure which audio files will be played in a phrase.

Use the  button to create a new phrase.

After naming the new phrase enter the configuration menu.

Use the  button to add an audio file.

Use the  button to remove an audio file.

Audio: An existing audio file on the server.

Timeout: Set the amount of time you'd like the audio to play. If you'd like the entire file to play leave this field blank.

PERSONAL AUTO ATTENDANTS

Digit	Extensions
0	4845555555
1	555
2	444
3	333
4	222
5	111
6	Extension Number
7	Extension Number
8	Extension Number
9	Extension Number
*	Extension Number
#	Extension Number

Personal Auto Attendants replace the audio of a voicemail box.

Welcome Greeting Prompt: Allows the user to choose what audio will play when a call is missed. Audio files will be stored in the user's audio library.

Voicemail Deposit: If checked, the caller will be directed to the user's voicemail box for invalid button presses or on timeout.

Digit: The digit a caller will press to be transferred to the associated extension.

Extension: The destination the call will be transferred to. Either a user's extension or a ten digit phone number can be entered into these fields.

Use the **Update** button to save any changes.

ADDRESS BOOK ADMIN LEVEL

The screenshot shows the 'Address Book' section of the admin interface. At the top, there is a search bar and an 'Import Contacts' button. Below that, there are buttons for 'Export' and 'Add New'. A table lists contacts with columns for Action, Contact Full Name, Contact Number, and Contact Type. The table contains seven rows of data, with the last row for Jane Smith having an external number and type.

Action	Contact Full Name	Contact Number	Contact Type
N/A	Helpdesk Shared	109	USER
N/A	Mark Johnson	107	USER
N/A	Susan Public	106	USER
N/A	Kevin Smith	105	USER
N/A	Jane Doe	101	USER
N/A	John Doe	100	USER
 	Jane Smith	(610) 555-5555	EXTERNAL

The address book at the admin level allows for contacts to be added for all users. All users on the tenant will be automatically populated into the address book. Ten digit phone numbers are able to be added to the address book and they will appear in all users' contact lists. Contacts in the address book will be listed and show if the contact is a user on the tenant or an external number.

Use the  button to add additional contacts. Additional contacts will be added to the bottom of the list. Use the  button to edit added external numbers. Use the  button to delete external contacts. Users need to be edited on their user page.

Search: The search bar at the top is a drop down that has fields Contact Full Name and Contact Number as shown in the second picture. Enter in either the contacts name or number and use the  button filter the results.

Import Contacts: Additional external contacts can be added en masse from a CSV file. Use the  button to download a sample CSV file showing the proper format. Use the  button to browse files to be added. Use the  button to import the file once chosen.

The search interface features a search bar at the top. Below it, there are two input fields: 'Contact Full Name' with a sub-label 'Name' and 'Contact Number' with a sub-label 'Number'. At the bottom of the search area, there are two buttons: 'Search' and 'Reset'.

The 'Import Contacts' interface shows a message: 'Contact with type EXTERNAL only will be imported. You can import only 1000 records at a time.' Below this, there is a 'File' section with a 'Select file...' button and a file icon. To the right of the file selection are two buttons: 'Import' and 'Sample File'.

ADDRESS BOOK USER LEVEL

Q Search +

Import Contacts +

Address Book ? Update Phone Export Add New

Search [Menu] 10

Action	Contact Name	Contact Number	Contact Type
N/A	Helpdesk Shared	109	USER
N/A	Mark Johnson	107	USER
N/A	Susan Public	106	USER
N/A	Kevin Smith	105	USER
N/A	Jane Doe	101	USER
N/A	John Doe	100	USER
	John Smith	(484) 555-5555	PRIVATE
N/A	Jane Smith	(610) 555-5555	EXTERNAL

Users' address books are almost identical to the admin address book. They will have the same Search and Import Contacts section as the admin. The users on the tenant will populate automatically into the user address book. Added external numbers from the admin address book will be listed and will not be editable. A user can use the **Add New** button to add additional contacts to their address book. The contact type will be listed as "Private." Use the button to edit the contact. Use the button to delete contacts. The address book on the physical phone will not be updated until it has received the update. Use the **Update Phone** button to update the contact list.

CALL DETAIL RECORDS (CDR)

Q Search +

CDR Export

Search [] [] 10

Caller ID	Dialed Number	Outpulsed Caller ID	Alias	Direction	Forward To	Forward By	Call Status	Tenant
3302	3303	3302	NA	INCOMING	NA	3303	incomplete	SalesSC3
3302	3303	3302	NA	INCOMING	NA	3303	incomplete	SalesSC3
3302	3303	NA	NA	INCOMING	NA	NA	incomplete	SalesSC3
3302	3303	NA	NA	OUTGOING	3302	NA	incomplete	SalesSC3
3303	3302	NA	NA	INCOMING	NA	NA	incomplete	SalesSC3
3303	3302	NA	NA	INCOMING	NA	NA	incomplete	SalesSC3

Showing 1-10 of 61 items.

The CDR log page allows you to see, in high detail, every call that is made to or out of your phone system. The search function allows you to search using the below parameters.

Caller ID: The True Caller ID.

Dialed Number: The number dialed by the caller, whether inbound or outbound.

Outpulsed Caller ID: The Caller ID seen by the receiving party.

Direction: Specify Inbound or Outbound calling.

Forward By: Specify if this was forwarded by a specific user or service.

Call Status: Specify whether it was a failed, abandoned, or successful call.

User: Specify the user involved.

Date and Time Ranges: The date and time the call may have occurred.

RING GROUP REPORT

Aggregate Data						
Answered Calls : 3	Abandoned Calls : 3	Fallback Calls Answered : 1	Fallback Calls Abandoned : 7	Total Calls : 14		

Ring Group Report							Export
-------------------	--	--	--	--	--	--	--------

Ring Group Name	Ring Group Number	Answered Calls	Abandoned Calls	Fallback Calls Answered	Fallback Calls Abandoned	Total Calls
Tech_Support_HG	201	1	1	0	3	5
Sales_RG	725	2	2	1	4	9

The Ring Group Report allows you to see which ring groups were active during the reporting period. Here you can track a few metrics to gain a better understanding of how calls are being handled when routed to the reported ring groups.

Ring Group Name: The name of the reported ring group.

Ring Group Number: The extension of the reported ring group.

Answered Calls: The amount of calls answered by a ring group participant.

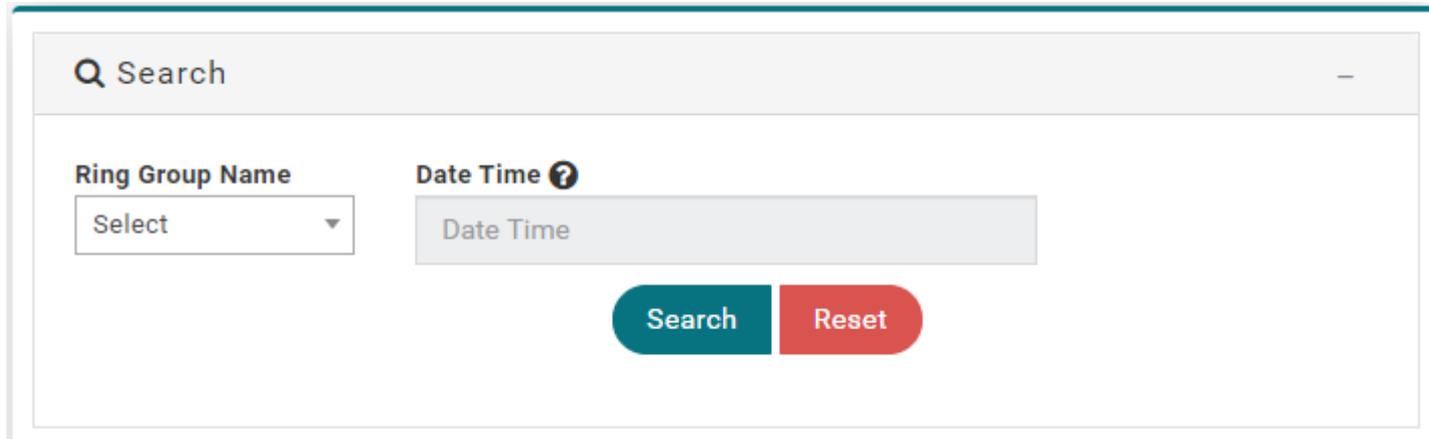
Abandoned Calls: The amount of calls unanswered by either a participant or fallback destination.

Fallback Calls Answered: The amount of calls that rang through the ring group and were transferred to the fallback destination and answered.

Fallback Calls Abandoned: The amount of calls that rang through the ring group and were transferred to the fallback destination and unanswered

Total Calls: The amount of calls routed to the reported ring group.

RING GROUP REPORT: SEARCHING



The screenshot shows a search interface for the Ring Group Report. At the top, there is a search bar with a magnifying glass icon and the text "Search". Below this, there are two input fields: "Ring Group Name" with a dropdown menu showing "Select" and a downward arrow, and "Date Time" with a question mark icon and a text input field containing "Date Time". At the bottom of the form, there are two buttons: a teal "Search" button and a red "Reset" button.

To search for specific metrics you can utilize the search function located in the Ring Group Report section.

Ring Group Name: A drop down that allows you to select the name of the ring group.

Date Time: You can choose a date/time interval as far back as you wish.

RING GROUP REPORT: SCHEDULING

Ringgroup Report Schedule Setting

Home / Settings / Ringgroup Report

Settings

- Information
- Caller ID
- FAX
- Media
- Music On Hold
- Subnet
- Star Codes

Enable Schedule ?

Schedule Emails ? johndoe@mycompanycom

Day ?

- Everyday
- Select
- Monthly
- Everyday
- Sunday
- Monday
- Tuesday
- Wednesday
- Thursday
- Friday
- Saturday

Apply Cancel

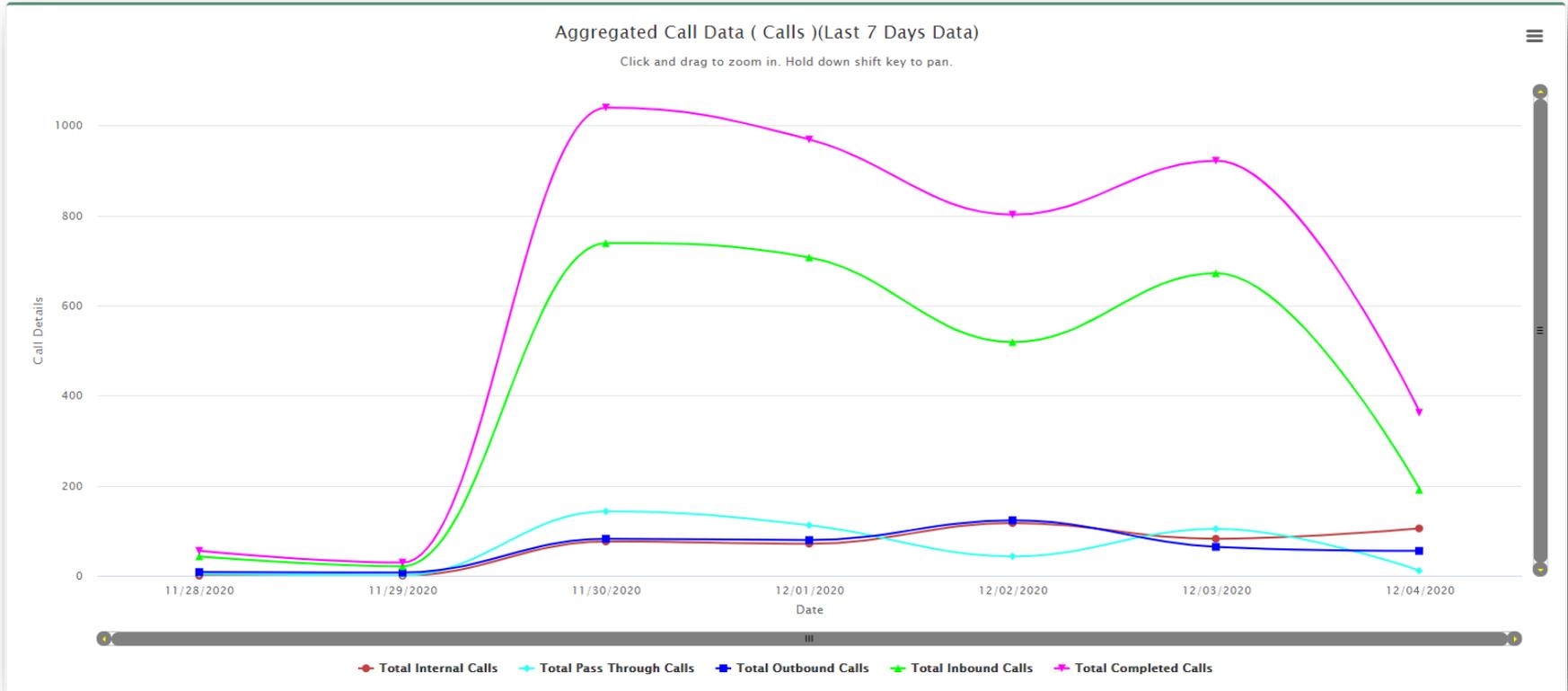
While you are able to pull reports and export them manually. You can also setup an automatic email that contains a daily, weekly, or monthly report.

To navigate to this page simply click the **Settings** button on the lower left hand corner of the page and scroll to the **Ringgroup Report Scheduling** tab.

In here you can enable the schedule, choose its frequency, and enter the email addresses you wish the reporting to be sent to (Maximum of 5).

Reports are sent 6:00 AM EST on the selected frequency.

AGGREGATED CALL DATA (CALLS)



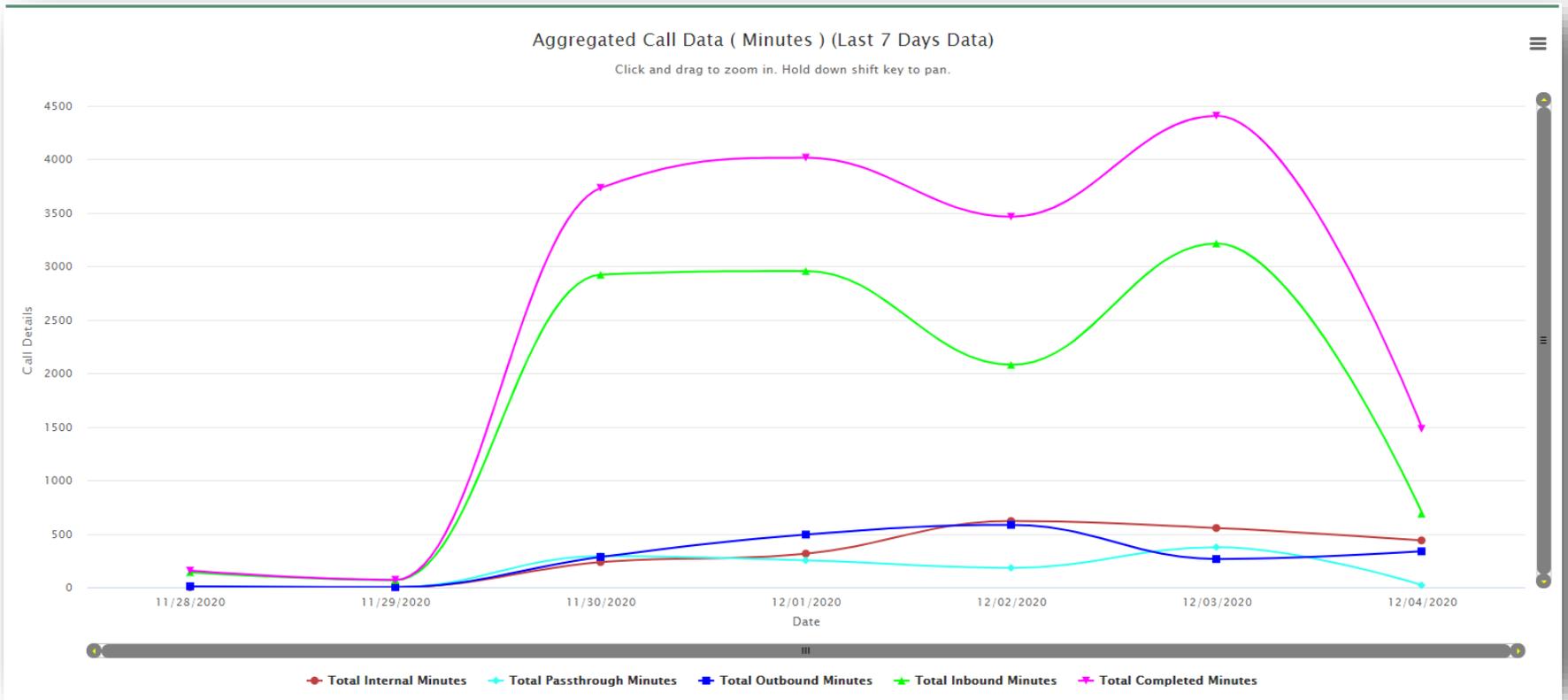
Aggregated Call Data can be chosen under the Dashboard section in the sidebar to see total calls and minutes from the last seven days.

The Y-axis will show the total number of calls and the X-axis shows the date from within the last seven days. The different totals can be removed from the graph by clicking the symbols (E.g. **★ Total Completed Calls**) underneath the graph.

Use the  button to view the graph in full screen, print the chart, or download the graph as a PNG, JPEG, PDF, or SVG file.

The graph can be zoomed in on by left clicking and dragging across where you would like to see.

AGGREGATED CALL DATA (MINUTES)



The aggregated minutes is listed just below the total calls graph.

In this example **◆ Total Outbound Minutes** and **◆ Total Completed Minutes** have been removed by clicking on them and they are now grayed out.

The **☰** button will have the same options for the minutes graph as the calls graph.



Tech Support



HQ:
4000 North Cannon Ave
Lansdale, PA 19446



Phone:
888.575.4754



Email:
support@corp.netcarrier.com