





# Account Self-care Interface

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#### PortaSwitch® Account self-care interface, April 2014

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# Preface

This document provides a general overview of the Account self-care interface and the configuration for your phone line.

#### Where to get the latest version of this guide

The hard copy of this guide is updated upon major releases only, and does not always contain the latest material on enhancements that occurs inbetween minor releases. The online copy of this guide is always up to date, and integrates the latest changes to the product. You can access the latest copy of this guide at: www.portaone.com/support/documentation/.

## Conventions

This publication uses the following conventions:

• Commands and keywords are given in **boldface** 



**NOTE:** Notes contain helpful suggestions about or references to materials not contained in this manual.



**Timesaver** means that you can save time by taking the action described here.

Tips provide information that might help you solve a problem.

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# **Hardware and Software Requirements**

## **Client System Recommendations**

- OS: Windows XP, Vista, 7 or 8, UNIX or Mac OS X
- Web browser: Internet Explorer 8.0 (or higher), Mozilla Firefox 3.6 (or higher)
- JavaScript and cookies enabled in web browser
- Display settings:
  - o Minimum screen resolution: 1024 x 768

# **1** Introduction

# **Login to the Account Self-care Interface**

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

# **Overview**

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

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

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

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At the top of the interface you can always view billing information such as your balance information, web interface language, etc.

# **Common Features**

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

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#### **Action buttons**

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



- 1. Your ID and a login name that was used to log in.
- 2. The **Logout** button that terminates your current session on the web interface. Also, you can change your password here if necessary.

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

# **2** Web Interface

# Dashboard

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

You will see three information windows on the Dashboard:

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Contact Informa	ation					There is no d	ata to displav					
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Column	Description
Brief Billing	This reflects thumbnail billing information such as
Information	your available funds (or balance), refunds and
	charges information.
Contact	Here you can view your contact info such as
Information	address, email, etc.
Member of	This shows whether your extension belongs to any
Huntgroups	of the huntgroups.
Information	
Product &	Here you can find all the necessary information
Discount	concerning your product and available discounts.
Information	
Recent Calls	This table lists the most recent calls and call details. It also gives you the ability to listen to recorded calls (if any were recorded).
Status	Indicates whether the phone is online or offline at the moment.

# **My Profile tab**

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Jettings		Mr./Ms./	Mr.		Phone	(352)-999-1092-435
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		M.I.			Alt. Phone	
		Last Name	Turner		Alt. Contact	
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		Country/Regior	u USA			
		Save				
		_				

The My Profile tab allows you to view and change your personal details

such as contact information, personal info, password, etc.:

Tab	Description
General	Here you can enter general information such as
	company name, address, etc.
Additional	This is a list of additional fields. The fields for this
Information	tab are set by your provider.
Settings	Here you can choose the language to be used on your
	self-care web interface.
Change	Here you can change your current password for the
Password	self-care portal.

# **IP Centrex Tab**

This tab allows you to view your external numbers, and configure call screening, voice mail and other services.

## General

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Emergency Calls		E Save			
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Field	Description						
Associated	This field may be used for various purposes						
Number	depending on the services offered by your provider.						
	Ask your service provider about how to use this						
	particular option.						
Preferred IVR	Here you can select the language you prefer for						
Language	interacting with an IVR application.						

# **DIDs (External Numbers)**

In addition to being assigned your main phone number, you can have multiple alternate DID (direct inward dialing) phone numbers assigned.

Here you can find a list of available DID numbers (the numbers should initially be defined on the customer self-care interface or by your provider).

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		A Page 1 of 1	N 2			1 - 1 of

# **Phone Book**

This tab will only be available if your provider has activated the **Phone Book** feature for you. This allows you to maintain your own set of frequently dialed numbers, assign speed dial codes to them and define a list of favorite numbers.

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#### **Speed Dial**

The **Speed Dial** option allows you to assign speed dial codes to numbers. Please contact your provider to inquire about the maximum abbreviated dial length.

#### **Favorite Rating**

If your provider makes the **Favorite Rating** service available, you have the option to mark which numbers will be charged according to a special rate. Ask your provider about the maximum amount of numbers that you can mark as favorite numbers and about the patterns to be used for favorite numbers.

#### **Dialing Rules**

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

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🍄 DIDs 🤛 Phone Book	Your location	Dialing P	refixes								
Dialing Rules	Your country dial code:		ne dial prefix:								
A Incoming Calls  Forwarding  Gal Screening  Call Screening  Call Recording  Call Recording  Conferences  Co	Your area code(s): Emergency numbers (e.g. 911, 112):	604,778 Domestic (outside 911 Internation	: long-distance dial pre of your area code): onal dialing prefix: ns (e.g. *98):	efix 1 011 411							
Auto Attendant DISA Call Barring dentity Music On Hold Emergency Calls		you dial: your country, 123 code) you Il (to country with code 44 20	555-123- dial: 1 123-55	555-1234 555-1234 1 123-555-1234 011 44-20-555-1234							

By default, **Dialing Rules** are disabled. This means that the system identifies calls arriving from a user as being in the E.164 format. If Dialing Rules are enabled, this will allow you to choose various dial plan parameters such as an international dialing prefix or area code. You may change or type in your own number translation rules instead if you select the **Custom Rule** option.

Several sample settings are provided for your convenience. For instance, in order to load sample settings for "traditional" North American dialing, select "North America, WA, 10 digit dialing" from the drop-down list and click **Save**.

Confirm that you have described the numbering format correctly. Verify that for all examples provided (domestic and international calls) this is how you want the numbers dialed.

## **Incoming Calls**

Here you can set the parameters for incoming calls.

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		Save			

Column	Description
Default	This option specifies the method for processing
Answering	incoming calls.
Mode	
Ext-to-ext Call	For incoming calls from phones within the IP
Distinctive	Centrex environment, use a ring pattern that is
Ring	different from the default tone.
Caller Info	This option displays caller info for incoming calls (set
	by provider).
Call Waiting	Indicates the status of the Call Waiting function (set
	by provider).

## Forwarding

Forwarding allows you to redirect all calls to another telephone number.

#### What call forwarding does for you:

- Eliminates missed calls
- Calls can follow you wherever you go
- Eliminates waiting for important calls
- Enhances home security when you are away

There are several types of forwarding:

• Follow-me

- Advanced Forwarding Mode
- Simple Forwarding

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	J Add New I		Page 1				

You may change the mode (order, random or simultaneous) for your forward ringing strategy on this page. The configuration for **Forwarding** is only available for the phone if it is enabled by your provider. See the screenshot above.

#### **Follow-me**

If the **Follow-me** option is set for you by your provider you can forward calls to multiple destinations. You can also configure it so that each of these destinations will be used during its own time period.

- 1. In the **IP Centrex** section, choose **Forwarding**.
- 2. Click <sup>(i)</sup> Add New Number.

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Very Voicemail	Ring Schedule:	<ul> <li>Always</li> <li>Only at the following time</li> </ul>	interva	l		
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- 3. Enter the following information:
  - Number Enter a number for redirecting calls (e.g. 35644890579).
  - **Description** A short description for this number.
  - **Ring for** If a call is not answered, set the number of seconds that it will ring for until it is forwarded to the next number on the list.
  - **Calling Party Display** Choose how to display the caller's info during forwarding:
    - Select **Caller Number and Name** to see the phone number and the name of the original caller.
    - If you choose **Caller Number and Forwarder Name**, then the phone number of the caller and the forwarder's name will be displayed.

- To see the phone number and the name of the forwarder, select **Forwarder Number and Name**.
- Use this number Choose the period during which the number is used. If you check the box next to Always, the call will always be forwarded (e.g. to your cell phone). If you want to forward calls to a cell phone only during a specific time period, check the box next to Only at the following time interval field and click the icon to define that interval. Please consult the How to... section for more information.
- 4. Click the **Save** icon to save the results of your work.

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5. Repeat steps 2-4 until all the desired **Follow-me** numbers have been added.

#### **Advanced Forwarding Mode**

This type of forwarding is only available when your provider has established the **Advanced Forwarding** mode for you. This is similar to the **Follow-me** mode, but has some extra options that allow you to route calls to SIP URI. To do this, follow the steps below:

- 1. In the IP Centrex section, choose Advanced Forwarding.
- 2. Click **O** Add New Number to add the number that you wish to receive forwarded calls.
- 3. Enter the necessary information. The fields are very similar to those for adding a **Follow-me** number as described above, but additional fields that are not available when adding a **Follow-me** number are located below:

- **SIP Proxy** Select a proxy server from the dropdown list that forwarded calls can be routed to (the list of allowable SIP proxy addresses is managed by your provider).
- **Keep Original CLD** Check this option to ensure that the originally dialed number is present in the call information when forwarding a call to SIP URI.
- **Calling Party Display** Choose how to display the caller's info during forwarding:
  - Select **Caller Number and Name** to see the phone number and the name of the original caller.
  - If you choose **Caller Number and Forwarder Name**, then the phone number of the caller and the forwarder's name will be displayed.
  - To see the phone number and the name of the forwarder, select Forwarder Number and Name.
- **Transport Protocol** This enables you to choose the UDP or TCP transport protocol. You can use the TCP protocol instead of UDP for SIP communications with PBXs that do not support UDP.

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Dialing Rules		Number	999000777				
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4. Click the **Save** icon to save the results of your work.

#### **Simple Forwarding**

The simplest type of forwarding is to specify a single phone number that all calls will be sent to (must be determined by your provider).

- 1. In the IP Centrex section, choose Simple Forwarding.
- 2. Enter the following information:
  - Forward To The number you wish the calls to be forwarded to.

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3. Click the 🗄 Save icon.

# **Call Screening**

This tab allows you to view and define a list of rules for handling incoming calls. To add a new rule simply click the **O** Add new rule button at the bottom of the page.

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Column	Description				
Time Management and Action					
Enable Rule	Allows you to temporarily disable a rule without				
	actually deleting it (so it can be used later on).				
Action	Specifies which actions should be taken if a particular				
	phone call satisfies the conditions for this rule.				
Time Filter	Allows you to select a condition applicable to the				
	time when a call is made.				
Time Filter	Enter the name for a new time window. If you want				
Name	to set specific parameters for your Time Window,				

	click the 💯 icon to define the interval. Please consult					
	the How to section for more information.					
	Caller's Number Filter					
Caller's	Allows you to select a condition applicable to an					
Number Filter	incoming phone number (phone number of a person					
Group	trying to contact you).					
	Incoming Number Filter					
Incoming	Allows you to select a condition applicable to one of					
Number Filter	your phone numbers that a person tries to contact					
Group	you.					
The following fields a	re similar to both Caller's and Incoming Number Filter					
Filter Group	Enter the name for the new Filter Group.					
Name						
Number	Add the number(s) to your Filter Group. First enter					
	the number and then press the ③ Add button.					
Number List	The numbers you have added to the group are					
	displayed here.					

**NOTE:** If a user modifies already created filter groups then the changes are applied for all other call screening rules where these filter groups are used.

# **Call Recording**

With the help of this feature, the users of IP Centrex services can record their phone conversations for later playback. When this feature is enabled, you can view information about calls and hear recordings.

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🖗 DIDs		2014-04-02 16:17:25	2678 (John Doe)	7755	0:17	
Phone Book		2014-04-02 16:14:05	1541 (Bob Davis)	7755	0:25	
Call Screening						
		Page 1 of 1	▶ N 2			1 - 3

#### Conferences

This tab allows you to create and manage your conferences (virtual conference rooms).

This feature is available only if this functionality is enabled by your provider.

On the Conferences page click the **Add Conference** button and then fill in the form for a conference; see the following table for a description of the available fields.

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all Recording		Schedule										
🍪 Conferences			Schedule the Conference at Specific Time									
Voicemail		Sched	ule the Conference at	Specific Time								
Z Faxes		Time	Zone:	Europe/Prague								
DISA		Start	Time:	2014-04-07	YYYY-MM-I	ND 42 -	<b>·</b> : 00	HH24:MI				
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Emergency Calls		Create	e a Permanently Activ	e Conference						ł		
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Voicemail     Voicemail     Faxes     Auto Attendant     Joise Albarring     Voicemail     Auto Attendant     JoisA     Call Barring     Music On Hold     Mentry     Emergency Calls										
		🗿 Add	Conference	A Page	1 of 1 🕨 🕅 🧯	6				1 - 1

Column	Description
Name	A description of your conference.
Maximum	You can limit the maximum allowed number of
Participants	concurrent connections to the meeting room. Note
-	that you may not specify a higher value here than the
	Number of Simultaneous Participants assigned by
	your administrator to your account.
Announced	Upload a sound file with the name of the conference
Conference	as it will be announced to people joining it.
Name	
Schedule	Specify the date and time when the conference will
	start.
Duration	In order to prevent service abuse, you must specify
	the maximum allowed conference duration (in
	minutes).
Create a	Maximum Session Time: If you are creating a
Permanently	"meeting room" (a permanently active conference),
Active	specify the maximum time that a single participant
Conference	can stay in the conference. This is also done to
	prevent potential service abuse.
Access Codes	Access codes are created automatically, but you can
	generate a new set of codes by clicking the <b>Generate</b>
	button.
<b>X7</b> • 1	<b>Options</b>
Video Conference	Enable it, if you want to have a Video Conference.
Wait for	
Moderator	If activated, conference participants will not be able
Moderator	to communicate with each other until the host (moderator) arrives.
Announce	If activated, each participant will be asked to record
Joining or	his or her name initially. When he or she enters the
Leaving	conference, all the other participants will hear "
Participants	has joined the conference"; and when he or she
1 articipants	leaves, the other participants will be informed of this
	as well.
Enable Music	Upload a sound file first if you want to use this
on Hold	option. When activated, the first conference
	participant will hear music while on hold until the
	second conference participant arrives and joins the
	conference.

Click the Save icon. Now you can start the conference at the scheduled time. For this dial the conference access number from a phone and enter your access code. The same should be done by other participants from their phones.

When the conference is over, you can review the charges for the conferencing service on the **Transactions** page of the **Billing Information** page.

On the **Conferencing** page you may choose which conferences to display – current, future, etc. You may also make an extensible search using **Show Advanced Filter** in the top right-hand corner via:

- name of the conference,
- conference **Start** and **End** time by clicking the icon **1**

### Voicemail

This tab allows you to configure your voice mailbox, view messages left by callers and program your own set of menus for auto attendant.

Once you choose the **Voicemail** tab you will be prompted to go to the **Unified Messaging (UM) Web Interface** to check your mailbox.

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You will also find these tabs under Voicemail:

- Mode
- Voice Menu
- External E-mail
- Greetings
- Mailbox Display Options
- Message Display Options
- Folder Preferences

The **Mode** tab allows you to define the call transfer destination after timeout of an incoming call. It gives you a choice of Voicemail, Auto Attendant or Fax-only.

The Voice Menu tab allows you to set options for your mailbox, such as:

- Password
- Always Ask for Password
- Prompt Levels (Standard, Extended, Rapid)
- Announce Date & Time
- Auto Play

The **External E-mail** tab allows you to forward messages to an external email box. When a new message arrives to your mailbox, a full copy of the message or simply a short notification can be sent to your other email address. To do this, specify an email address, define one of the actions (**Forward, Forward as Attachment, Copy, Notify** or **Voice To Text**), choose an appropriate voice message audio format and click **Save.** 

The **Greetings** tab allows you to customize your personal greetings for your voicemail. The **Standard** option is set by default. You may upload or record greetings specifically for **Extended Absence**, **Personal** and **Name**.

The Mailbox Display Options tab supplies with the following options:

- Number of Messages per Page This defines the number of messages that will be shown in a given folder on a single page. If the folder contains more than this number, you will see "Previous" and "Next" links above and below the list, taking you directly to the previous or next message.
- Enable Page Selector When you check this box, page numbers will be shown above and below the message list, allowing you to quickly jump to a specific message page.
- Maximum Number of Pages to Show Defines the number of pages to be displayed above and below a message list.
- Length of From / To Field Defines the number of characters that will be displayed in the From / To field. If you enter 0, then the full name will be visible.
- Length of Subject Field Defines the number of characters that will be displayed in the subject field. If you input 0, then the full subject will be visible.

#### The Message Display Options tab:

• Wrap Incoming Text At – Defines how many characters to allow before wrapping text. This prevents messages from scrolling far off the screen. 86 is usually a good number to enter here, but you may change this as you desire.

- Width and Height of Editor Window Defines how wide and high your message box will be. This indicates the number of characters per line you will be able to type before wrapping occurs in Compose.
- Show HTML Version by Default If a message you receive is in both text and HTML format, you can choose to see the HTML version (Yes) or the text version (No) by default.
- Include Me in CC when I Reply All "Reply All" sends a reply to all recipients of the original message, including yourself. To leave your own email address out, uncheck this box.
- Enable Mailer Display When viewing a message, this option displays which email service or client was used by the sender.
- **Display Attached Images with Message** Displays the images attached to a message right as you view the message.
- Enable Printer Friendly Clean Display Cleans up the message so the printed version looks nicer.
- **Enable Mail Delivery Notification** Enables (or disables) automatic notification that a message has been delivered.
- **Prepend Signature before Reply / Forward Text** Attaches the signature you defined under the Signature tab in Personal Information.
- Sort by Received Date Sorts all the messages by the order they were received.

The Folder Preferences tab:

- **Trash Folder** Specifies which folder messages will go to when you delete them.
- **Draft Folder** Specifies which folder messages you save as drafts will go to.
- Sent Folder Specifies the folder where sent items are saved.
- Enable Unread Message Notification This option specifies how to display unseen (unread) messages in the folder list in your browser window. If you set this to "No Notification", you will not be notified of unseen messages. If you set it to "Only INBOX ", the inbox heading will become bold when you have new messages, and a number will appear to the right of it indicating how many new messages are in it. If you set this to "All Folders", the same will happen in all folders. If you notice that the folder list is loading very slowly, setting this to "Only INBOX" or "No Notification" should speed it up.
- Unread Message Notification Type When new messages are in a folder, this option indicates whether to display the number of new messages only, or the total number of messages in that folder as well.
- Enable Cumulative Unread Message Notification This controls the behavior of the message counter that is displayed

next to each folder in the folder list. If the box is checked and the folder contains sub-folders, then once it is collapsed, the message count will include all of the messages within all of the sub-folders of that folder.

• **Memory Search** – If you search a mailbox, the search can be saved for quick access later. This option defines how many mailbox searches will be saved.

### Faxes

The **Faxes** tab gives you an opportunity to choose one of the output formats (one PNG file per page, one TIFF file per page, single TIFF file or single PDF file).

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Faxes			le Hel
Content of the second s	Faxes	One PNG file per page One TIFF file per page Single TIFF file Single PDF file	
Music On Hold	E Save		

# **Auto Attendant**

Here you can program your own set of menus for auto attendant, from a simple message such as "I am on vacation right now, press 1 to connect to my assistant" to a complex menu system with various options for small or medium-sized businesses. You can program the voice dialog from your web browser, record voice prompts using a microphone on your PC or upload professionally recorded prompts, create multiple sub-menus and define an activity period for each of them, program your company's dial-by-name directory, construct multiple call queues, and so on.

#### **Basic Concept:**

• The Media Server's auto attendant is composed of a set of menus.

- All the menus are identical in every respect, except for the ROOT menu, which is always present and cannot be deleted, and whose name cannot be changed.
- When a caller dials the system, auto attendant will answer (connect) the call and proceed to the ROOT menu.
- If a user tries to access a menu which is not currently active, the action specified in the Not Active configuration parameter will be performed; for instance, the user may be automatically forwarded to an "after hours" menu.

#### Add/Edit menu

The Auto Attendant is composed of a set of menus.

The main screen lists all the menus available. You can modify one of the existing menus by clicking the Edit icon or by simply double-clicking it. To add a new menu, click the Add button and enter the following information:

- Name A logical name for the menu, i.e. 'Sales' for a sales department.
- Active Time definition when the current menu is active. To set the menu as always active, select the Always option. But you can define a time period by yourself by choosing the option Only at

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Incoming Calls     Advanced Forwarding     Call Screening     Call Recording     Call Recording     Call Recording     Conferences     Voicemail     Faxes     Auto Attendant     DISA     Call Barring     Identity     Wusic On Hold						
Emergency Calls	-					

the following time interval and clicking the W icon.

	A	ccount Self-Car	e Portal		
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Call Screening Call Screening Call Screening Call Screening Call Screening Call Screening Call Recording Conferences Call Acto Attendant Call Screening Cal	Name: Active:	Sales Always Conly at the follow From 00:00 Til 23:5 on Sunday, Saturda of January-December	9, V,	2	
	Batt	n			

After you have saved the menu, you can define separate **prompts**. To upload a prompt, select the **Browse...** button.

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Auto Attenda	ant	😡 Help
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Call Barring Call Barring Identity Call Music On Hold	Save Back	

- The **Intro** prompt (e.g. "Welcome to PortaOne, a VoIP solutions company!") is played when a user enters a menu for the first time.
- After this, the **Menu** prompt will be played, listing all the available options (e.g. "Press 1 for sales, press 2 for technical support"), and auto attendant will collect the digits dialed by the user on his phone touchpad.
- If no input is received (timeout), the **Default** prompt is played as many times as specified and the dialog reverts to the previous step (i.e. plays the **Menu** prompt and collects the user's input).

The native audio file format for the system is the following:

Type: NeXT/Sun (Java) file .au

Format: G.711 u-Law Attributes: 8,000 Hz, 8-bit, Mono

Type: NeXT/Sun (Java) file .au Format: G.711 u-Law Attributes: 8,000 Hz, 8-bit, Mono

Here's a short list of supported audio file formats:

Туре	Description
.aiff	AIFF files used on Apple IIc/IIgs and SGI.
.au	SUN Microsystems AU files.
.gsm	GSM 06.10 Lossy Speech Compression
.mp3	MP3 Compressed Audio
.ogg	Ogg Vorbis Compressed Audio.
.raw	Raw files (no header).
.wav	Microsoft .WAV RIFF files.

#### Actions

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	Gene	eral P	rompts Actions	Input Errors				
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A Incoming Calls	1		Directory					
Advanced Forwarding	2		Menu 'ROOT'					
Call Recording					11			
	E s	ave 🛛 🎖	Back					

Column	Description
Event	Not Active – When the current menu is not active (see
	the period definition wizard above).
	<b>0-9, #, *</b> – User selection on telephone keypad.
	<b>Timeout</b> – No selection received from user.
	<b>Fax</b> – Fax CNG tone detected.
Action	See the description of available actions below, under
	the table.
Destination	The number the call is transferred to (only for

	Transfer and Transfer to E.164 Number actions)
Max Size	You can specify the maximum allowed number of
	digits in an extension (only for <b>Prompt for extension</b>
	# and <b>Dial extension directly</b> actions.)
Play Before	Check this box if the corresponding prompt is to be
Action	played before an action is performed.
File	File name and path for the prompt file.

- The user's input will be matched with the corresponding menu items, and the action associated with this item will be performed. The following **actions** are possible:
  - **Default** Plays the **Default** prompt from the current menu and returns to the "Play Menu prompt" step (this is the action used for all menu items where the initial value has not been modified).
  - **Transfer** Transfers the call to a given telephone number or extension. The phone number should be entered in the same format as the customer would use to dial it from an IP phone in his IP Centrex environment; for example, to transfer a call to extension 123, simply enter 123.
  - **Transfer to E.164 Number** Transfers the call to a given number. The number should be specified in E.164 format: the country code, followed by the area code, and then the number (e.g. 16045551234 for Canada).
  - Dial extension directly Transfers the call to an extension number entered by the caller from his phone. To prevent abuse (e.g. someone attempting to enter a long-distance number in this way), you can specify the maximum allowed number of digits in an extension (Max Size).
  - **Prompt for extension** # You can specify the maximum allowed number of digits in an extension (**Max Size**).
  - **Transfer to Voicemail** Switches to voicemail mode. This should be designated as an action for the "Fax" event, in order to allow storage of received faxes.
  - **Menu "ROOT"** Transfers the user to the selected menu.
  - **Directory** Launches this company's dial-by-name directory.
- You may select whether the corresponding **Before Action** prompt is to be played prior to the action.

#### Input Errors

To upload a prompt, click the **Browse...** button.

Also specify how many times the Auto-Attendant menu should be played if there is no input. The default value is 3.

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Emergency Calls	Nave Dack	•

# DISA

The **DISA** (Direct Inward System Access) functionality allows you to make an outgoing call as if you were using your IP phone. For example, while on a business trip you need to make an international call. To do so, enable **DISA**, then dial the voicemail access number and choose the option for **DISA**, enter the password and then input the telephone number.

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Ceneral Cener		DISA Password	65432123				
		E Save					

## **Call Barring**

This tab allows you decide which types of calls can be made from your phone so you're in control of how it is used. The information regarding prohibited destinations will only be available when the **Call Barring** feature has been activated by your provider, otherwise the **Call Barring** checkbox will be empty.

Account Self-Care Portal								
Balance: 3.00 USD		Web	Interface Language:	en - English	~	160412	35004 ( Login: 16041235004 )	🔓 Logout 🔹
Dashboard	My Profile		🔯 IP Centrex	В	ling Information			
Call Barring	9							😡 Help
	~	Enabled			Class of Pho	one Num	ibers 🔺	
General     General     DiDs     DiDs     Dialing Rules     Inicoming Calls     Advanced Forwarding     Gall Screening     Call Screening     Call Recording     Conferences     Voicemail     Faxes     Auto Attendant     DiSA     Stal Barring     Music On Hold     Music On Hold	1		Toll-free					
Emergency Calls	8	Save 🎅	Refresh					

# Identity

#### **Hide CLI**

This tab displays your **Hide CLI** status and is defined by your provider. The following options are available:

- Never Always shows your CLI. The privacy service is not available to you and therefore, your phone number will be displayed to the called party.
- Always Always hides your CLI. Privacy service is permitted and in effect. Your number will not be displayed to the called party; it will be shown as an empty line on the called UA (all calls are private).
- Automatic This allows you to flexibly configure CLI hiding. This option will depend on the prefix number dialed and the privacy headers provided by the UA.

#### **Hide CLI Prefix**

This is the prefix to be dialed before an outgoing number in order to prevent the called party from seeing your phone number (Only available when the **Hide CLI** option is set to "Automatic").

#### **Show CLI Prefix**

The prefix to be dialed before an outgoing number in order to allow the called party to see your phone number

(Only available when Hide CLI option is set to "Automatic").

	Account Self	-Care Portal		
Balance: 1.14 USD	Credit Limit: 100.00 USD en	- English 💌	16041235005 ( Login: 16041235005 )	🔓 Logout 🔹
Dashboard 🕹 My Profi	e 🔯 IP Centrex	Biling Information		
ldentity				😡 Help
«	Hide CLI	Never		
🤯 General 😵 DIDs	Hide CLI Prefix			
Phone Book	Show CLI Prefix			
Dialing Rules     Alincoming Calls				
Simple Forwarding				
Call Screening				
Call Recording				
Voicemail				
Z Faxes				
Se Auto Attendant				
🦗 DISA				
Seal Barring				
A ldentity				
Music On Hold				
Emergency Calls				

## **Music on Hold**

Here you can define which music will be used for calls on hold. To select music, click the **Browse** button, select an audio file and click **Upload**.

The music will be enabled within 10 minutes. Click the treble clef to enable / disable this feature.

Account Self-Care Portal					
Balance: 1.14 USD	Credit Lin	nit: 100.00 USD en - English	✓ 16041235	005 ( Login: 16041235005 ) 🛛 🔂 Logout 👻	
🛅 Dashboard 🦂 My Profile	e IP Centrex	Biling Information			
Wisic On Hold				🕑 Help	
K General	Browse Description:	Please upload your music		Upload	
🖗 DIDs		Description		Play On Hold	
Phone Book Book Dialing Rules An Incoming Calls	Customer's Default			S	
Simple Forwarding Call Screening Call Recording Call Recording	abbadancing_queen.mp3			\$	
Voicemail Faxes Auto Attendant					
<ul> <li>反 DISA</li> <li>P Call Barring</li> <li>▲ Identity</li> </ul>					
Music On Hold Emergency Calls					

## **Emergency Calls**

This tab contains the information about your location. In case of an emergency call, this information will be processed by the PSAP and the police / fire department / ambulance will receive all required information about your location.

Account Self-Care Portal						
Balance: 1.14 USD	.14 USD Credit Limit: 100.00 USD en - English			~	16041235005 ( Login: 16041235005 )	🔓 Logout 🔹
🔠 Dashboard 🥼 My Profile	រដ្ឋរ៍ រ	P Centrex	Billing Information			
Emergency Calls						😡 Help
Ci General General DIDs Phone Book Dialing Rules Antoning Calls Call Screening Call Scr	Emergency Cals First Name Last Name Address Province/State Postal Zp City Country/Region Phone	Michael Turner FL 20175 Leesburg USA	V			
ldentity	T HOILE	(352)-999-1092-4	35			
Emergency Calls	📄 Save					

# **Billing Information tab**

## **Billing Summary**

On this page you can view your billing information arranged in four information windows:

- Brief Billing Information
- Transactions Totals Information
- Active Subscriptions
- Product & Discounts Information
| Transactions Total Information Transactions Total single charges Total usage charges 1.44 USD Recharge Using Voucher Subscription Periode table Pe  |                |         |                             | Accou       | int Self-Car | e Portal         |                |              |           |                           |            |           |                  |
|--|----------------|---------|-----------------------------|-------------|--------------|------------------|----------------|--------------|-----------|---------------------------|------------|-----------|------------------|
| Billing Summary         Subscriptions         Third Billing Information         The Billing Information         The Credit Entre Date Fee Virtual USD Recharge Using Voucher         Option Payment Transfer       Strid Billing Information       Subscriptions         The Credit Linit 100.00 USD Recharge Using Voucher         Option Payment Transfer       Transactions Totals Information       Product & Discounts Information         From       2014-01-03       2014-01-03       Main Product       © SP Subscriptor         From       2014-01-03       Option4000       Service       Periodic Tereshow       Service With Tresh.       Used Our Paint         Billing Transactions Totals Information       Main Product       © SP Subscriptor       Service With Tresh.       Used Our Paint  | 4 USD          |         |                             |             | Credit       | Limit: 100.00 US | D en - English |              | ✓ 16      | 041235005 (               | Login: 160 | 41235005  | ) 🔒 Log          |
| GBIIIng Summary         Subscriptions         Subscriptions         Subscriptions         Type         Credit         Balance         1.14 USD         Recharge Using Youcher         Credit Linit         100.00 USD         Refunds         0.00 USD         Refunds         0.00 USD         Refunds         0.00 USD         Refunds         Coeffic Linit         Transactions Totals Information         Transactions         Transactions         Transactions         Transactions         Torup Accounts         Transactions   | 🙈 My F         | Profile | IP Centrex                  | 📔 Billing J | Information  |                  |                |              |           |                           |            |           |                  |
| Subscriptions       Type       Credit       Subscriptions  | illing Summa   | ıry     |                             |             |              |                  |                |              |           |                           |            |           |                  |
| Subscriptions       Type       Credit       Subscriptions       Subscription       Periodic Fee       Start Date         Yourne Discourds       Top-up Account       Balance       1.14 USD       Recharge Using Youcher       Phone Rental       8.82 USD*       2014-04-03         Mobile Payment Transfer       From       2014-01-03       Transactions       Main Product       • SIP Subscription       • SIP Subscription       • SIP Subscription         From       2014-01-03       0.00 USD       Main Product       • SIP Subscription       • SIP Subscription       • SIP Subscription         From       2014-01-03       0.00 USD       • SIP Subscription       • SIP Subscription       • SIP Subscription         Browne Rental       0.00 USD       • SIP Subscription       • SIP Subscription       • SIP Subscription         From       2014-01-03       • SIP Subscription       • SIP Subscription       • SIP Subscription         Browne Rental       0.00 USD       • SIP Subscription       • SIP Subscription       • SIP Subscription         From       2014-01-03       • SIP Subscription       • SIP Subscription       • SIP Subscription         Browne Rental       0.00 USD       • SIP Subscription       • SIP Subscription       • SIP Subscription         Browne Rental       0.00 USD <td>10000.0.07</td> <td></td>  | 10000.0.07     |         |                             |             |              |                  |                |              |           |                           |            |           |                  |
| Transactions     Type     Credit       Balance     1.14 USD     Recharge Using Voucher       Or p-up Account     Credit Linit     100.00 USD       Mobile Payment Transfer     Refunds     0.00 USD       Transactions Totals Information     2014-01-03<br>2014-04-03       From     2014-01-03<br>2014-04-03       Transactions Total usage charges     1.07 USD   |                | Brief   | Billing Information         |             |              | <u>م</u>         | Active Subs    | criptions    |           |                           |            |           |                  |
| Transactions Totals Information<br>Transactions Total Information<br>Tra | ions           |         |                             |             |              |                  | Sul            | oscription   |           | Periodic Fe               |            |           | Finish Da        |
| Image: Constraint of the second se  | Top-up Account |         |                             |             | Recharge Us  | ing Voucher      | IP Phone Re    | ental        |           | 8.82 USD                  | - 20       | 014-04-03 |                  |
| Non Call Related<br>Charges         0.00 USD         Product & biscumts Information           Transactions Totals Information         Main Product         SIP State Terms           From         2014-01-03<br>2014-04-03         Main Product         SIP State Terms           Image Charges         1.07 USD         Service         Peek<br>Level         Treesh         Used         Current<br>Discount   |                |         |                             |             |              |                  | 2              |              |           |                           |            |           |                  |
| From     2014-01-03       101     V301400       101     V301400  |                |         | Non Call Related            |             |              |                  |                |              |           |                           |            |           |                  |
| Add-on Product Add-on Product State Plant  |                |         | Charges                     | 0.00 030    |              |                  | Product & I    | biscounts I  | nformatio | on                        |            |           |                  |
| From 2014-01-03<br>Till 2014-04-03 Destin Service Peak Level Threah Used Discourt<br>Total usage charges 1.07 USD Group Vertice Level Threah Used Discourt   |                | Trai    | sactions Totals Information |             |              |                  | Main Proc      | luct         |           | <ul> <li>SIP S</li> </ul> | ubscribers |           |                  |
| 2014-04-03 Destin  |                |         |                             |             |              |                  | Add-on P       | roduct       |           | Start                     | Plus       |           |                  |
| Total usage charges     1.07 USD     Group     Group     Group     Group     Service     Level     Inresn     Used     Discount  |                |         |                             |             |              |                  | Destin         |              | Dook      |                           |            | Current   | Next             |
|  |                |         | Total usage charges         |             |              |                  |                | Service      |           | Thresh                    | Used       |           | Discoun<br>Level |
|  |                |         | Subscriptions               |             | 0.07 USD     |                  |                |              |           |                           |            |           | 20101            |
| Total 1.14 USD There is no data to display   |                |         | Total                       |             | 1.14 USD     |                  | There is n     | o data to de | spiay     |                           |            |           |                  |
| Total Transactions 4   |                |         | Total Transactions          |             | 4            |                  |                |              |           |                           |            |           |                  |
|  |                |         |                             |             |              |                  |                |              |           |                           |            |           |                  |

Brief Billing	This reflects billing information such as available funds,
Information	etc. You can also recharge your phone (account) using a
	voucher here. To do that, click the Recharge Using
	Voucher button and fill in a valid voucher number.
Transactions	This reflects your total transactions (calls, payments,
Totals	refunds, subscription charges, etc.).
Information	
Active	This shows you the subscription plans that currently
Subscriptions	apply to you.
Product &	This displays information about your current products
Discount	(main and add-on ones) and discounts.
Information	

# **Subscriptions**

This tab displays the subscription plans that currently apply to you.

		Account Self-Car	e Portal		
Balance: 1.14 USD		Credit Limit: 100.00 USD en - Engli	sh 🖌 160412350	005 ( Login: 160412350	05) 🔒 Logout 👻
Dashboard	🐣 My Profile	iP Centrex	Billing Information		
Subscrip	tions				🕑 Help
	*	Subscription	Periodic Fee	Start Date	Finish Date YYYY-MM-DD
Billing Summary Subscriptions		IP Phone Rental	8.82 USD*	2014-04-03	
Tansactions Colume Discounts Mobile Payment Transfe	er -	Total Subscriptions active 1 now:	Total periodic fee 8.82 USD active now.		
		æ			

Subscription	Subscription plans that apply to you.
Periodic Fee	Actual recurring fee for a particular subscription.
Start Date	Subscription activation date.
Finish Date	This shows the date that this subscription will be automatically canceled.

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

### Transactions

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

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

		Acc	ount Self-(	Care Portal			
Balance: 1.14 USD		Credit Limit: 100.0	0 USD en - Er	nglish 🗸	160412350	<b>05</b> ( Login: 16041235005 )	🔓 Logout 🔹
B Dashboard	My Profile	ip C	entrex	📄 Billing Info	rmation		
Transaction	IS						😡 Help
	~	Filter					
Billing Summary Subscriptions Transactions Volume Discounts Top-up Account		Service:		YYYY-MM-DD YYYY-MM-DD d Transactions	11:07:26 11:07:26	HH24:MI:SS HH24:MI:SS	

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

- A date and time range by clicking the icon
- A certain service type

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

the chosen the service(s), click the **Show Details** button.

		Account Self-Car	e Portal				
Balance: 1.14 USD		Credit Limit: 100.00 L	SD en - English	~	16041235005 ( Login: 1604	1235005)	🔒 Logout 🕤
🔠 Dashboard 🛛 🔏 1	My Profile 🔛 🙀 IP C	entrex 📄 Billing I	nformation				
Transaction	S						😡 Help
	« Filter						
🚮 Billing Summary			D 11:07:26	HH24:MI:SS			
Transactions	Til Date:	2014-04-07 📑 ҮҮҮҮ-ММ-[	DD 11:07:26	HH24:MI:SS			
Volume Discounts	Service:	Al Show Faled Transactions Show Records Down	load				
	Summary						
	Service	Total Transaction	6 Charge	ed Quantity	Charged Amount	5	Show Details
	Subscriptions		1		0.070	100 USD	EQ.
	Voice Calls		3	64 (minute)	1.066	67 USD	EQ.
	Total Service Used:	2 Total Transactions:	4		Total Charged 1. Amount:	14 USD	
	14 4 Page 1	of 1 🕨 🕅  🤁					1 - 2 of 2
	Q Show Records						

Click the Covenies icon to download Transaction Detail Records in the .CSV format.

## **Volume Discounts**

This tab displays all the applicable special discounts offered to you in your product.

		Accourt	nt Self-Care	e Portal				
Balance: 1.14 USD	Credit L	Limit: 100.00 US	D en - English		160412350	005 ( Login: 160	41235005)	🔓 Logout 🔹
🔠 Dashboard 🦂 My Pro	file	IP Centre	x	📄 Billing Ir	nformation			
Volume Discou	nts							😡 Help
Billing Summary	Destination Group	Service	Peak Level	Threshold	Used	Remaining	Current Discount	Next Discount Level
	Local	Voice Calls	N/A	92.00 minutes	0.00 minutes	92.00 minutes	10.00%	N/A
Solution Discounts								

Destination	The <b>Destination Group</b> this discount applies to.
Group	
Service	Type of services (voice calls, messaging, data transfer,
	etc.) that this volume discount applies to.

Peak Level	The type of peak level this discount applies to (peak, off-
I Cak Level	
	peak or 2nd off-peak). In case of <b>N/A</b> , no off-peak
	levels are defined for the <b>Destination Group</b> in this
	discount plan, and the same discount applies all the time.
Threshold	Defines the amount of money or the number of minutes
	for which the discount plan will be applied.
Used	Shows the amount of money spent or number of
	minutes used.
Remaining	The amount of money or number of minutes left before
	reaching the threshold.
Current	Percentage deducted from your current rate for the
Discount	service.
Next	The discount percentage that will be applied after the
Discount	threshold is crossed.
Level	

#### **Top-up Account**

On this screen you can recharge your phone (account) using a voucher. To do that, fill in a valid voucher number and click **Recharge**.

### **Mobile Payment Transfer**

The **Mobile Payment Transfer** screen allows you to transfer funds from your phone (account) to mobile numbers all over the world. Please consult the **How to...** section for more information.

## **Make a Payment**

This screen is available only if this functionality is enabled by your provider. On this page you can see your current balance and top it up by choosing one of the available payment methods.

	Account Self-C	are Portal		
Balance: 3.63 USD	Credit Limit: 100.00	USD en - English	<b>000111777</b> ( Logi	in: 000111777 ) 🛛 🔂 Logout
🖥 Dashboard 🛛 🖁 🐣 My Profile	: 🔯 IP Centrex 📄	Billing Information		
ᡖ Make a Payment				
«	Now your balance is 3.63 USD			
Gilling Summary     Subscriptions     Guscriptions     Transactions     Volume Discounts     Top-up Account     Mobile Payment Transfer     Mobile Payment     Make a Payment     Payment Info	Amount: 10 Card Number: 1111300000000011111 Expiration Date: 2013-01-31 Payment Method: American Express	USD (1.00 USD mi		
	with the second			
	Use Other Payment Methods			

If you have a credit card with payment characteristics recorded in the system, it will be used by default. You can also enter the information for your credit card to make a payment. Change the amount if needed and click the **Pay Now** button to proceed.

Alternative payment methods can be used by clicking the

we other Payment Methods icon. The **Preferred Payment Method** drop-down menu contains a list of available payment methods.

The list of currently supported payment methods is the following:

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

You can return from that screen by clicking the <sup>Stored Payment Method</sup> icon.

**NOTE:** If the card information has not been stored, only the Alternative Payment screen will be displayed.

#### **Payment Info**

This screen is available only if this functionality is enabled by your provider. This screen allows you to set up the following parameters for automated periodic payments.

Payment Info       Preferred Payment Method         Subscriptons <ul> <li>Transactions</li> <li>We a Payment Transfer</li> <li>Payment Method: American Express</li> <li>Card humber: 1234xxxxxxxxxx8765</li> <li>Card humber: 1234xxxxxxxxx8765</li> <li>Card humber: 1234xxxxxxxxx8765</li> <li>Card humber: 1234xxxxxxxxx8765</li> <li>Card humber: 1234xxxxxxxxx8765</li> <li>Card humber: 1234xxxxxxxxxx8765</li> <li>Card humber: 1234xxxxxxxxx8765</li> <li>Card humber: 1234xxxxxxxxx8765</li> <li>Card humber: 1234xxxxxxxxxx8765</li> <li>Card humber: -</li> <li>Prote: Card humber: -</li> <li>Prote: Card humber: -</li> <li>Prote: Debt: NL EXAMPRE</li> <li>Drect Debt: NL EXAMPRE</li> <li>A drect debt: is a francial transaction in which you withdraws funds from a bank account.</li> </ul> <li>Auto-Payments</li>	BD Dashboard	🐣 My Profile	🔯 IP Centrex 📄 Billing Inform	ation		
Summary       Freedrorsymeet rection         Subscriptions       Transactions         Transactions       Weite Payment Transfer         Payment Info       Credit or Debit Card         Payment Info       Payment Method: American Express         Card Number:       12345672443218765         Card Number:       01 / 2013         State:       British Columbia         Phone:       Postal code:         V3 Bark account (eCheck)       Code:         Paying from your checking Bank Account       Direct Debt: NL         Direct Debt: NL       Direct debt: is a financial transaction in which you withdraws funds from a bank account.	Payment	Info				😡 Help
☑ Pay 20.00 CAD when the balance exceeds 20.00 CAD ☑ Save	Subscriptions Transactions Volume Discounts Recharge Using Vouche Mobile Payment Transfe Make a Payment	ff f	Credit or Debit Card  Credit or Debit Card Pay with your credit or debit card. Payment Method: American Express Card humber: 1234567843218765 Expiration Date: 01 / 2013 Phone: - Expiration Phone: Phone: Phone: Phone: Phone Phone: Phone	Cr Posta thdraws funds from a bank	City: Coquittam ountry: CANADA State: British Columbia al code: V3B 2P7	Glen

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

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



# ... define a time period using the wizard?

With the period definition wizard, you can easily define the time period for which a number (e.g. a follow-me number) will be used. If you want the number to be permanently active, click the **Always** button at the bottom of the **Period Wizard** page. Otherwise, define the desired period. (Times given are based on a 24-hour clock, i.e. 8pm is the same as 20:00.) The Period Wizard is intuitive and lets you configure multiple time intervals from a single page in just a few mouse clicks. The following example illustrates the process of creating a period within the Monday-Friday workweek that starts at 8pm and lasts until 8am the next morning:

 On the Period Wizard page, select 20:00 in the Start Time box and 08:00 in the End Time box. In the block containing days of the week select Monday, Tuesday, Wednesday, Thursday, Friday. In the block containing months click the Select All Months button. Then click the Include New Period button and this time period will appear in the Time Periods window on the right side of the page.

			Account Self-Care Po	rtal			
Balance: 1.14 USD			Credit Limit: 100.00 USD	en - English	~	16041235005 ( Login: 16041235005 )	🔓 Logout
EB Dashboard	🐣 My Profile	i IP Centr	ex Biling Information				
Period							() He
Centeral Centeral Construction Dialing Rules Call Recording Conferences Call Recording Conferences Conferences Conferences Call Actordant Conferences Call Conferences Conferences Call Conferences Conferences Call Conferences Call Conferences Conferences Call Conferences Call Conferences Conferences Call Conferences Conferences Conferences Conferences Conferences Conferences Conferences Conferences Conferences Conferences Conferences Conferences Conferences Conferences Conferences Conferences Conferences Conf	<	Start Tme: End Tme: Day of the Month: Select All Day: Sunday Monday Wednesday Wednesday Friday Saturday	20 Y : 00 Y 08 V : 00 Y Example: 1, 3, 7, 14-23 S Select All Months Y January Y February Y February Y April Y March Y April Y March Y June Y Juny Y August Y September Y October Y November Y December	include New F	Period d	Time Periods There is no data to display	ancel

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

		Account Self-Care Porta	al		
Balance: 1.14 USD		Credit Limit: 100.00 USD en	i - English 👻 1	6041235005 ( Login: 16041235005 ) 🛛 👸	Logout
🗄 Dashboard 🛛 🔏 My	Profie 🙀 IP Centre				
Period Wizard	k				H
and a					
	~				
General	Start Time:	20 💙 : 00 👻		Time Periods	
🖗 DIDs 🤛 Phone Book	End Time:			From 20:00 Till 08:00,	
Dialing Rules		08 💙 : 00 👻		on Monday-Friday, of January-December	×
A Incoming Calls	Day of the Month:				
Straing		Example: 1, 3, 7, 14-23			
Call Screening					
Conferences	😽 Select All Days	Select All Months			
Noicemail	Sunday	January			
Z Faxes	Monday	February			
DISA	Tuesday	March	Include New Period 🧇		
Call Barring	Wednesday	April			
ldentity	Thursday	May			
Music On Hold	V Friday	📝 June			
Emergency Calls	Saturday	🔽 July			
		August			
		September			
		October			
		November			
		📝 December			
				V Finish	
	Edit Forwarding		111		
		Account Self-Care Porta		<b>`</b>	
		Web Interface Language:		160404373452 ( Login: 160404373452 )	Logo
	Profile	Web Interface Language:		160404373452 ( Login: 160404373452 )   🔓	Logo
Dashboard My	Profie 👔 IP Centre	Web Interface Language:		160404373452 ( Login: 160404373452 )   🔓	Logo
	Profie 🕼 IP Centre	Web Interface Language:		160404373452 ( Logn: 160404373452 ) 🧯	Logo
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Dashboard & My	<u>«</u>	Web Interface Language:			ີ້ງ Logo
Dashboard & My		Web Interface Language:		Time Periods	Loga
Ceneral Ceneral Ceneral Schemal Numbers Schemal Numbers	<u>«</u>	Web Interface Language &		Time Periods From 20:00 Til 06:00,	
Dashboard & My	K Start Time: End Time:	Web Interface Language &		Time Periods	Logo
Dashboard & My	K Start Time:	Web interface Language         x           Image: Image information         Image information           20         >         :         00         >           08         >         :         00         >         >		Time Periods From 20:00 Til 06:00,	
Ceneral Construction Ceneral Construction Co	K Start Time: End Time:	Web Interface Language &		Time Periods From 20:00 Til 06:00,	
Dashboard & My Ceneral Ceneral External Numbers External Numbers Calls Screening Call Recording Voicemal Voicemal	Start Time: End Time: Day of the Month:	Web Interface Language of x Billing Information 20 Y: 00 Y 08 Y: 00 Y Example: 1, 3, 7, 14-23		Time Periods From 20:00 Til 06:00,	
Desrboard & My Construction General Calconal Cals	Start Time:     End Time:     Day of the Month:     Select All Days	Web Interface Language of x Billing Information 20  20  20  20  20  20  20  20  20  20		Time Periods From 20:00 Til 06:00,	
Dashboard & My Ceneral General Cale Screening Cale Screeni	Start Time:     End Time:     Day of the Month:     Select All Days     Sunday	Web interface Language of x Billing Information 20 V: 00 V 08 V: 00 V Example: 1, 3, 7, 14-23 V Select All Months V January		Time Periods From 20:00 Til 06:00,	
Dashboard & My Ceneral Canceral External Numbers External Numbers External Numbers Calls Screening Call Screening Call Screening Coll Screening Coll Screening Coll Screening Coll Screening Coll Screening Coll Screening Call Screening Music On Hold	Start Time: End Time: Day of the Month: Select All Days Sunday	Web interface Language of x 20	en - English vill	Time Periods From 20:00 Til 06:00,	
Dashbaard & My General Cale Screening Cale	Constant Time: End Time: Day of the Month: Constant All Days Sunday Constant All Days Constant All Day	Web interface Language of x 20 x 00 x 00 x 00 x 00 x 00 x 00 x 0		Time Periods From 20:00 Til 06:00,	
Dashbaard & My General Cale Screening Cale	Start Time: End Time: Day of the Month: Select All Days Sunday V Monday V Lesday V Wednesday	Web Interface Language ( x Billing Information 20 Y : 00 Y 08 Y : 00 Y Example: 1, 3, 7, 14-23 Select All Montes Ø January Ø February Ø April	en - English vill	Time Periods From 20:00 Til 06:00,	
Dashbaard & My General Cale Screening Cale	K         Start Time:         End Time:         Day of the Month:         Select All Days         Sunday         Monday         Tuesday         Wednesday         Thursday	Web interface Language of x 20 2 20 2 20 2 20 2 20 2 20 2 20 2 2	en - English vill	Time Periods From 20:00 Til 06:00,	
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Dashboard & My Ceneral Canceral External Numbers External Numbers External Numbers Calls Screening Call Screening Call Screening Coll Screening Coll Screening Coll Screening Coll Screening Coll Screening Coll Screening Call Screening Music On Hold	K         Start Time:         End Time:         Day of the Month:         Select All Days         Sunday         Monday         Tuesday         Wednesday         Thursday	Web interface Language of x 20 x 00	en - English vill	Time Periods From 20:00 Til 06:00,	
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3. Click **Save** to add a specified time period for the current forwarding number.

### Porta 🎽 Billing®

			Account Self-Care Portal			
						0
Balance: 1.14 USD	-7-	-7-	Credit Limit: 100.00 USD en - English	~	16041235005 ( Login: 16041235005 )	E Logout 👻
EB Dashboard	🐣 My Profile	iP Centrex	Biling Information			
The second secon	warding					😡 Help
	<b>**</b>					^
🎡 General		Enable Rule	<b>V</b>			
🖗 DIDs		Description	My alt. number			
Phone Book		Number	16041235003			
Dialing Rules						
Strain Coming Calls		<ul> <li>Hide Advanced Settings</li> </ul>				
Call Screening						
all Recording		Calling Party Display	Caller Number and Name			
tonferences		Ring for	15			
Voicemail		Ring Schedule:	Always			
E Faxes			Aways			
Auto Attendant			Only at the following time interval			=
Call Barring			From 20:00 Til 08:00,	Ø		
ldentity			on Monday-Friday,	¥2		
Music On Hold			of January-December			
Emergency Calls						
						-
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Account Self-Care Portal						
Balance: 1.14 USD		Credit Limit	100.00 USD en - English	Y 16041235005 ( Login: 16041235	005 ) 🔒 Logout 🔹	
Dashboard & My Profile	e 🖓 IP	Centrex	ing Information			
Forwarding					🕑 Help	
Ceneral Clibs Phone Book Dialing Rules An Incoming Calls		nore than <b>4</b> numbers will be u	orward ringing strategy. ised in the ringing group. inswered on your IP phone in	5 🗘 seconds,		
Stream Forwarding	Edit Order	Number	Description	Forward Settings	Enable Rule Delete	
Gai Recording Conferences Marconferences M	<b>5</b> 11	6041235003	My alt. number	Ring Schedule: From 20.00 Till 05.00, on Hondray-Friday, of January- December Ring for: 15 sec Calling Party Display: Caller Number and Name	• ×	
	Add New Number	Save 14 4 Pag	e 1 of1  > >    - @		1 - 1 of 1	
	Add New Number	Save H Pag	e 1 of 1 > ≥    2		1-1	



# ... transfer funds to mobile numbers?

Input the desired number to the **TransferTo Number** field. Note that the number must be entered using the international mobile dialing format (+ followed by the country code and then the rest of the number). For example, +12065551234 for a US number or +44712345678 for a mobile number in the UK. Then click the **Get Info** button to see how much you can transfer to the specified mobile number and how much you will be charged for this.

Account Self-Care Portal							
Balance: 55.00 USD	Web Interface Language:	en - English	✓ 12065551234 (	(login: 12065551234)	🔓 Logout 🝷		
🔠 Dashboard 🛛 🔏 My Profile	र्ट्राट IP Cent	trex 📔	Billing Information				
Mobile Payment Transfer							
Summary Subscriptions Transactions Volume Discounts Recharge Using Voucher	Transfer To Number Country Operator Amount To Transfer	628123456770	••••	Get Info			

In the **Amount To Transfer** list, choose the desired amount to transfer and press the **Transfer** button.

Account Self-Care Portal							
Balance: 55.00 USD	Web Interface Language:	en - English	12065551234	🕯 ( login: 12065551234 ) 🛛 💼 Logout 🔻			
🔠 Dashboard 🔏 My Profile	e 👔 IP Cen	trex 📔 Bill	ing Information				
Mobile Payment Transfer							
<b>«</b>	Transfer To Number	628123456770		Get In fo			
M Summary			Get Into				
Subscriptions	Country	Indonesia					
Transactions	Operator	Telkomsel - Indonesia					
Volume Discounts		USD	IDR				
Mobile Payment Transfer	Amount To Transfer	5.00000	50000				
······································		10.00000	100000				
				Transfer			

**NOTE:** Funds may not become immediately available to the end-user although a message appears saying that the operation was successful immediately after clicking the **Transfer** button. There may be a delay of up to 10 minutes.