





Customer Self-care Interface

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PortaSwitch® Customer self-care interface, November 2013

Please address your comments and suggestions to: Sales Department, PortaOne, Inc. Suite #408, 2963 Glen Drive, Coquitlam BC V3B 2P7 Canada.

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Preface

This document provides a general overview of the Customer self-care interface.

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 occur 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**



Exclamation mark draws your attention to important information or actions.

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 or 7, 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 Customer Self-care Interface

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

Overview

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

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

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

ance: 62.35 US	D					Credit	Limit: 100.00 USD	en - English	*	EasyCall Ltd. (Login: john_easycall)	📄 Lo
Dashboard	hboard	My Profile)(र्द्धे IP Centrex		Billin	g Information				
Recent Calls							Brief Billing In	formation			
Date/Time	Account ID	From	То	Duration	Cost, USD	P	Balanc	· 0		62 35 USD	
2012-10-31 12:19:09	000999111	000999113	000999111	0:32	0.00		Credit	Limit		100.00 USD	
2012-10-31 12:19:09	000999113	000999113	000999111	0:32	0.00		Contact Infor	mation			
2012-10-31 12:05:44	000999111	000999111	000999113	0:09	0.00		Contact	John Alex Doe			
2012-10-31 12:05:44	000999113	000999111	000999113	0:09	0.00		Address Email	Suite 408, 2963 Gle john@easycall.com	n Drive		
2012-10-31 12:05:35	000999113	000999111	000999113	0:00	0.00						
2012-10-31 10:59:46	000999113	000999111	000999113	0:05	0.00						
2012-10-31 10:59:46	000999111	000999111	000999113	0:05	0.00						
2012-10-31 10:59:40	000999113	000999111	000999113	0:00	0.00						
2012-10-31 10:57:55	000999111	000999111	000999113	0:07	0.00						
2012-10-31 10:57:55	000999113	000999111	000999113	0:07	0.00						
2012-10-31 10:57:45	000999113	000999111	000999113	0:00	0.00						
2012-10-31 10:56:19	000999113	000999111	000999113	0:00	0.00						
2012-10-31 10:56:19	000999111	000999111	000999113	0:00	0.00						
2012-10-31 10:55:20	000999111	000999111	000999113	0:00	0.00						
2012-10-31	000999113	000999111	000999113	0:00	0.00						

At the top of the interface you can always view billing information such as your balance, credit limit, 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** 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:

			C	ustomer Self-Care Po	rtal					
Available Funds: 128.41 USD				Web Interface Langu	Web Interface Language: en - English 🛛 🖌 EasyCall Ltd. (Login: john_easycall) 🔓 Logo					
🔝 Dashboard 🦀 My Prof	ile	ξŏ	IP Centrex	Biling Information						
Extensions										
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र्द्धेः General		1	511	2↓ Sort Ascending	16045550001	Yealink SIP-T20P 🗙				
NNN Extensions		1	512	Z Sort Descending	16045550002	Yealink SIP-T22P 🗙				
Phone Lines External Numbers		1	513			Yealink SIP-T22P 🗙				
Manual Abbreviated Dialing	-			Columns 🕨	V Edit					
Dialing Rules					Configure					
▷ 🔊 Incoming Calls					Extension Number					
Outgoing Calls					Extension Name					
As Identity					Assigned To Phone Line					
Music On Hold					Contact Name					
					IP Phone Model					
					☑ Delete					
	O Add	Extension	A Page	1 of 🕨 🕅 🖓		1-3 of 3				
	07400	2				1.0010				

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:

					Custo	omer Se	If-Care Portal							
lance: 62.35 US	D					Credit Limit: 100.00 USD en - English KasyCall Ltd. (Login: john_easycall)								
Dashboard	2	My Profile	8	IP Centrex		🗄 Billin	Information							
5 🛱 Das	hboard													
Recent Calls							Brief Billing Informat	tion						
Date/Time	Account ID	From	То	Duration	Cost, USD	P	Balance		62.35 USD					
2012-10-31 12:19:09	000999111	000999113	000999111	0:32	0.00		Credit Limit		100.00 USD					
2012-10-31 12:19:09	000999113	000999113	000999111	0:32	0.00		Contact Information	1						
2012-10-31 12:05:44	000999111	000999111	000999113	0:09	0.00		Contact John Al	lex Doe						
2012-10-31 12:05:44	000999113	000999111	000999113	0:09	0.00		Address Suite 4 Email john@e	08, 2963 Glen Drive easycall.com						
2012-10-31 12:05:35	000999113	000999111	000999113	0:00	0.00									
2012-10-31 10:59:46	000999113	000999111	000999113	0:05	0.00									
2012-10-31 10:59:46	000999111	000999111	000999113	0:05	0.00									
2012-10-31 10:59:40	000999113	000999111	000999113	0:00	0.00									
2012-10-31 10:57:55	000999111	000999111	000999113	0:07	0.00									
2012-10-31 10:57:55	000999113	000999111	000999113	0:07	0.00									
2012-10-31 10:57:45	000999113	000999111	000999113	0:00	0.00									
2012-10-31 10:56:19	000999113	000999111	000999113	0:00	0.00									
2012-10-31 10:56:19	000999111	000999111	000999113	0:00	0.00									
2012-10-31 10:55:20	000999111	000999111	000999113	0:00	0.00									
2012 10 31		000000111	000000112	0.00	0.00									

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

My Profile tab

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

					Customer Self	-Care Portal					
Balance: 133.46 USD						Credit Lim	nit: 1000.00 US	SD en - English	~	EasyCall Ltd. (Login: john)	🔒 Logout 👻
(함) Dashboard	🐣 My Profi	ile	🔯 IP Centrex		Biling Information						
General											
	~	Personal Inf	ormation			Contact Informa	tion				^
General		Company I	Name Eas	yCall Ltd		Contact	Joh	n			
Settings	ee: 133.46 USD ehboard Hy Profile General Compa Compa Compa Mr./Ms First Ni M.I. Last Ni Address Address Address Countr		Mr.			Phone	555	-555-555			
🔑 Change Password		First Name	Joh	n		Fax					
		M.I.	Ale	x		Alt. Phone					
		Last Name	Do	e		Alt. Contact					
						Email	joh	n@easycal.com			
		Address Info	ormation								E
		Address	Sui	te 408, 296	53 Glen Drive						
		Province/S	itate BC								
		Postal Cod	e V3	B 2P7							
		City	Coo	quitlam							
		Country/R	egion Car	nada							
											-
		🔚 Save									

<u> </u>	- · ·
Tab	Description
General	Here you can enter general information such as
	company name, address, etc.
Additional	Here you can define extra information (such as
Information	driver's license ID or tax code) in addition to
	standard information. The fields for this tab are set
	by the Administrator.
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 manage phone lines, add extensions and huntgroups and configure other IP Centrex services. Here you can also modify the options for separate phone lines.

General

		Customer Self-Care Portal	
Balance: 180.20 USD		Credit Limit: 1000.00 USD en - Englis	sh 🗾 🖌 EasyCall Ltd. (Login: john) 📑 Logout 👻
🔠 Dashboard 🦀 My Profi	e 💮 IP Centrex	Biling Information	
General			🕑 Help
Concernation of the second of	Paging/Intercom Paging/Intercom Prefix Extension Number Length	2 123456 3	
	E Save		

Field	Description
Paging /	Intercom calls enable users belonging to the same
Intercom	group to use two phones like on-door
	speakerphones. Here you can see whether this feature
	is enabled or not for your phone line.
Paging /	This appears only if Paging / Intercom is enabled;
Intercom	this is a special code that is dialed before the other
Prefix	extension number to automatically connect both
	extensions. When a two-way audio channel is
	established, speakerphone mode is immediately
	activated on the phone of the party being called.
Extension	Here you can see the number of digits for an
Number	extension number (e.g. 3, as per usual). Keep this in
Length	mind when adding extensions.
_	

Extensions

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

Customer Self-Care Portal											
Balance: 128.91 USD					Credit Limit: 100.0	0 USD en - English		EasyCall (Login: easycall)	🔒 Logout 🔹		
🔠 Dashboard 🦀 My Profile		Ì	🎡 IP Centrex	🗎 Bill	ng Information						
Extensions									😡 Help		
· · · · · · · · · · · · · · · · · · ·	Edit	Confi	Extension Nu	Extension Name	Assigned To Phone	Contact Name	Publi	Recorded Name	Delete		
Seneral .	-	1	511	Christopher White	16045550001			Not Set	×		
Extensions	-	1	512	John Smith	16045550002			Not Set	×		
Stes Phone Lines	-	1	513	John Dow	16045550003			Not Set	×		
External Numbers	-	1	514	Albert Lloyd	16045550004			Not Set	×		
III) Dolling Rules Durgoing Colls Cultigoing Colls Call Recording 관 Hurgroups Agidentity 생 Music On Hold											
	🗿 Ad	d Extensi	on 🕅 🔍 Page	e 1 of 🕨 🖡	112				1 - 4 of 4		

To add a new extension number, click the ③ Add Extension button and enter the following information:

- **Extension Number** Type in the number the end-user will dial on his phone (an extension number should contain only digits).
- **Extension Name** Enter the logical name for this extension (e.g. name of the person using this line: "John").
- Assigned To Phone Line This is the number that the extension is associated with. Here you should specify one of your

phone lines by selecting it from the drop-down list. (Note that each phone line from the list can only be used once.

- **Published** Clear this check box to exclude certain extensions from being accessible via dial-by-name (e.g. you do not want tele-marketers to directly reach your CEO or CFO because their names are publicly accessible).
- **Recorded Name** You can record or upload a voice prompt with the actual person's name for each extension. This can be used in the **Dial-by-name Directory** feature. If a caller does not know the extension number of the person he is trying to reach, he may look up the called party using the first three letters of his surname.



Customer Self-Care Portal											
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E Dashboard	🛛 🐣 My Profile		Ì	🎡 IP Centrex	🗎 Bil	ing Information					
Extensio	ns									🕢 Help	
	~	Edit	Confi	Extension Nu	Extension Name	Assigned To Phone	Contact Name	Publi	Recorded Name	Delete	
General			1	511	Christopher White	16045550001			Not Set	×	
Extensions		-	1	512	John Smith	16045550002			Not Set	×	
Sites Phone Lines		-	1	513	John Dow	16045550003			Not Set	×	
Reference Numbers		-	1	514	Albert Lloyd	16045550004			Not Set	×	
副しの目的内部の シストロの前に く このは のの に は に して し に のの し に し し に し し に し し こ し に し に し し こ し に し し こ し し こ し し こ し し こ こ し こ し こ こ し こ し こ し こ し こ こ こ し こ し こ こ											
		📀 Ad	d Extensi	on 🕅 🍕 Page	e 1 of 🕨 🖡	4 I &				1 - 4 of 4	

Once all the information is entered, click the **Save** button. You can easily change the number and extension name and manage phone line assignments by simply clicking on that extension number or on the **Edit** icon. To remove the extension from the list, click the **Delete** × button.

	Customer Self-Care Portal												
Balance: 128.91 USD						Credit Limit: 100.0	0 USD en - English	Y EasyCall (Login: easyCal) 🔓 Logout 🔹				
🔝 Dashboard 🦳 🕹 My Profil	IP Centrex		🔡 Biling Information										
Extensions									😡 Help				
	Edit	Configure	Extension Number	Extension Name	Assigned To Phone Line	Contact Name	Published	Recorded Name	Delete				
i General	1	1	511	Christopher White	16045550001			Not Set	×				
Extensions	2	1	512	John Smith	16045550002		100	Not Set	×				
Sees	-	1	513	John Dow	16045550003			Not Set	×				
External Numbers		1	514	Albert Lloyd	16045550004			Not Set	×				
Bottom Catal Catalog Public Catalogong Cata Catalogong Catalogo													
	🙆 Add Ext	ension 14	< Page 1 of	► N 🖓					1 - 4 of 4				

You can view more information about the assigned phone line:

• **Contact Name** – The contact name of the phone line holder.

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

lic excension: 51	z (viana)											
Dashboard	🐣 My P	rofile	👔 👔 IP Cer	ntrex	📄 Billing	Information						
Dash	board											
AccountID: 1	256890055	00			Onlii	ne				Ext	ension #: 5	512 (Dian
Contact Inform	ation					Brief Billing I	nformatio	n				
Contact C Address Email	Plana Edison					Type Balance Refunds Non Call Re	lated Cha	rges		Debit 9.98 USD 0.00 USD 0.00 USD		
Recent Calls	. U. N. NI	1 2 1			•	Product & Di	scounts I	nformation				
Date/Time	From	То	Duration	Cost, USD	Play	Product	Eas	yCall				
2011-09-21	125689005500	160404373456	0:28	0.05		Destination	Service	Peak Level	Threshold	Used	Current Disc	Next Discou
11:55:53	1 🕨 🕅	2			1 - 1 of 1	sa.JNB	Voice Calls	N/A	200 USD	0 USD	100% (for free)	0% (normal rate)
						Member of H	luntgroup	s Informatio	n			
						Group Na	me					
						d Marco Dava						

Sites

A site is a group of customer's accounts that can be conveniently managed as a single entity. For instance, all of the phone lines used in a sales department or in 'office building A' can be joined into a single group. This allows you to apply certain configuration parameters or service restrictions to the accounts in that group. You can limit the combined number of simultaneous calls for all accounts of a particular site. This is useful if, for instance, 'office building A' has limited bandwidth and can only support 30 calls – no more calls will be allowed in order to avoid severe degradation of the sound quality on all calls in progress. Any account that is not assigned to a specific site will share the limitations of the Default site.

				Customer Self	-Care Portal			
Balance: 32.42 USD					Credit Limit: 100.0	00 USD en - English	EasyCall Ltd. (Login: john)	🔒 Logout 👻
🔠 Dashboard	🐣 My Profile		🙀 IP Centrex	Biling Information				
Sites								😡 Help
	~	Default Site		Site Name:	Default Ste			^
General		Test						
Sites				Limit Simultaneous Calls:	Yes	~		
Phone Lines				Max Number of Simultaneous Calls	4			
Sector Abbreviated Dialing				Max Number of Incoming Calls:				
Dialing Rules				Max Number of Outgoing Calls:				_
A Incoming Calls				Max Number of Forwarded Cals:				
Call Recording								
A Huntgroups				Codec Connectivity Profile:	Unknown	~		
Music On Hold				Max Bandwidth:				
2				Max Incoming Bandwidth:				
				Max Outgoing Bandwidth:				
								-
		4						E F

Site Name	Name for a group of accounts
Limit	Engage real-time checks of the number of
Simultaneous	concurrent calls made by accounts that belong to
Calls	this site. When the specified number of concurrent
Calls	calls has already been established (calls are in a
	"connected" state) and the account tries to place
	connected state) and the account thes to place
Mar Ni-mitan of	Allerer enhanced if a new hand for a new traile
Max Number of	Allow only a specific number of concurrent calls
Simultaneous	(regardless of their type, such as incoming or
	outgoing) for accounts at this site.
Max Number of	Allow only a specific number of concurrent
Incoming Calls	incoming calls for accounts at this site.
Max Number of	Allow only a specific number of concurrent
Outgoing Calls	outgoing calls for accounts at this site.
Max Number of	Allow only a specific number of concurrent
Forwarded Calls	forwarded calls for accounts at this site.
Codec	Codec connectivity profile that will be used for
Connectivity	bandwidth allocation calculation. Every new call's
Profile	allocated bandwidth is calculated by considering a
	negotiated codec and its parameters to enable full
	use of the available bandwidth and block new calls
	if no more bandwidth is available.
Max Bandwidth	Bandwidth utilization limitation to ensure that only
	an acceptable number of calls are allowed, in order
	to avoid severe degradation of the sound quality on
	calls in progress.
Max Incoming	Bandwidth utilization limitation for incoming calls
Bandwidth	
Max Outgoing	Bandwidth utilization limitation for outgoing calls.
Bandwidth	

Location	Customer's permanent location for geo-IP fraud
Information	prevention.
Current Location	Customer's permanent location. It contains a
	country code top-level domain (in <i>iso_3166_1_a2</i>
	format, e.g. fr for France, de for Germany etc.)
Allowed Mobility	Stationary user (constant location) option can be
	used if the customer is not authorized to make calls
	from various countries (e.g. as a residential
	customer would make calls from his SIP phone).
	Calls made from any other country will be screened.
	The Roaming user (frequent location) option
	can be used for customers who travel frequently. In
	this case, a change in location would be considered
	acceptable.

Phone Lines

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

	Customer Self-Care Portal											
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ashboard	🖁 🐣 My Profile		🙀 IP Centrex	🔡 Biling Infor	mation							
Phone Li	Phone Lines @ Heb											
	«	Co ID	idle, days	Available F	Туре	Product	Batch	Site	UM Enabled	Forwarding En	SIP	IP Phone Model
General		A 999123	312325 128	85.00	Credit	EasyCall		Default Site	-	-		^
Extensions		🥓 999396	514374 148	88.00	Credit	SIP Product		Default Site		-		
Phone Lines		A 999593	352927 128	87.09	Credit	SIP Product		Default Site		-	0	Linksys/SPA
Biternal Numbers		A 999615	578934	87.09	Credit	SIP Product		Default Site				
Dialing Rules		A 999664	431929	87.09	Credit	SIP Product		Default Site	×	-		
Cutgoing Calls		A 999887	772309	87.09	Credit	SIP Product		Default Site		-		
Call Recording		asseee 🤸	355543	10.00	Debit	SIP Product		Default Site	-	-		
Beldentity		age 🔧	768443	87.09	Credit	SIP Product		Default Site	-	-		
Music On Hold		A 999973	340117	87.09	Credit	SIP Product		Default Site		-		
		A 999982	247318 135	87.09	Credit	SIP Product		Default Site	×	-		~
		E Group By E	Batch 🕅 4 Page	1 of ▶ №	8							1 - 22 of 22

Column	Description
Configure	Click on the Configure <i>I</i> icon to edit the settings
	for a particular phone line.
ID	The primary identification for this phone line.
Idle, days	The amount of days the phone line has not been in
	use.
Available	The amount of funds available for the user to spend
Funds	on services.
Туре	The type of phone line. It may either be "Debit" or
	"Credit." "Debit" is usually associated with prepaid
	cards. "Credit" is a phone line that will be invoiced
	for costs incurred.
Product	The product assigned to a particular phone line.
Batch	Batch is a group of phone lines under the same
	logical name. Here you can see the name of the batch

	that a particular phone line belongs to.
Site	The name of the site the phone line belongs to.
UM Enabled	The UM field shows whether UM services are
	enabled or disabled for a particular phone line. When
	they are enabled, the 🖋 icon is shown. The field with
	an — icon indicates that UM services are disabled.
Forwarding	The forwarding field shows whether this function is
Enabled	enabled or disabled for a particular phone line. When
	it is enabled, the 🖋 icon is shown. The field with an
	- icon indicates that forwarding is disabled.
SIP	When the phone line is used by a phone to register
	with the SIP server, the \bigcirc icon is shown.
IP Phone	Indicates the IP phone that is assigned to a particular
Model	phone line.

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

You can configure forwarding when it is enabled for the phone line. Just click the **Configure** *P* icon next to the phone line to go to the Edit Phone Line page. There are several call forwarding modes: **Follow-Me**, **Advanced Forwarding**, **Forward to SIP URI** and **Simple Forwarding**.

Follow-Me Forwarding Mode

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

- 1. In the **IP Centrex** section, choose **Forwarding**.
- 2. Click **O** Add New Number.

🔝 Dashboard 🕹 My Profile 🔯 IP Centrex 📄 Billing Information	
The second secon	🕑 Help
Call Screening Use this number Call Screening Only at the following time interval	g to the cell phone where and Name
Save 2 Back	

- 3. Enter the following information:
 - Number Enter a number for redirecting calls (e.g. 35644890078).
 - **Description** A short description for this number.
 - **Ring for** If a call is not answered, set the number of seconds it will ring for until it is forwarded to the next number on the list.
 - **Calling Party Display** Choose how to display the caller's info during forwarding:
 - Select **Caller Number and Name** to see the phone number and the name of the original caller.
 - Select **Caller Number and Forwarder Name** to see the phone number of the caller and the forwarder's name (they will be displayed.)
 - Select **Forwarder Number and Name** to see the phone number and the name of the forwarder
 - 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 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* section for more information.

Sedit Phone Line: 160404	373456							8×
Dashboard	🐣 My Profile		IP Centrex	📄 Billing Inf	ormation			
Forwardi	ng						đ	🕑 Help
General External Numbers Incoming Calls	×	Currently yo There are n When your then forwa	ou are using Orde to numbers which number is called a rd the call to :	r will be used in the ringing ind the call is not answe	group. red on your IP phone ir	30	seconds,	
Calls Screening		Edit	Order	Number	Description		Forward Settings	Delete
 				35644890579	Forwarding t phone	o the cell	Time restrictions: None Ring for: 60 sec	×
Music On Hold		Add New	Number 📙 Sav	re Order 🛛 🍣				

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

Advanced Forwarding Mode

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

1. In the IP Centrex section, choose Advanced Forwarding.

- 2. Click **O** Add New Number to add the number on which you wish to receive forwarded calls.
- 3. Enter the information needed. The fields are very similar to those for adding a follow-me number as described above.
- 4. Below are additional fields that are not available when adding a follow-me number.
 - **SIP Proxy** Select SIP proxy from the drop-down menu.
 - **Keep Original CLD** Check this option to ensure that the originally dialed number is present in the call information when forwarding a call to another phone line.
 - **Calling Party Display** Choose how to display the caller's info during forwarding:
 - Select **Caller Number and Name** to see the phone number and the name of the original caller.
 - Select **Caller Number and Forwarder Name** to see the caller's phone number and the forwarder's name (they will be displayed.)
 - Select **Forwarder Number and Name** to see the forwarder's phone number and name.
 - **Transport Protocol** This enables you to choose the UDP or TCP transport protocol. You can use the TCP protocol instead of UDP for SIP communications for PBXes that do not support UDP.

Edit Phone Line: 160404373456						8 ×
🔢 Dashboard 🛛 🐣 My P	rofie	Centrex	Billing Information			
Edit Advanced	I Forwarding					😡 Help
General We External Numbers An Incoming Calls Advanced Forwarding	Number Ring for	35644890579 60	seconds	Description SIP Proxy	Please define the description here 193.193.193.10	~
Calls Screening Call Recording Call Recording Call Barring Call Barring Call Barring Call Calls Call Calls Call Calls Call Calls Ca	Use this number	Aways				
Emergency Calls		Only at the follo	wing time interval			
	with the following set	tings:				
		Keep Original CLD	\checkmark			
		Calling Party Display	Caller Number and	Name	*	
		Transport Protocol	UDP		*	
	🕒 🔚 Save 🛛 🔵 Back					
•	State Advanced I	Forwarding				

5. Click the 🖹 Save icon to save the results of your work.

Simple Forwarding

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

- 1. In the IP Centrex section, choose Simple Forwarding.
- 2. Enter the following information:

- Edit Phone Line: 160404373456

 Control

 Simple Forwarding

 Forward To

 32777900011

 Forward To

 32777900011

 Forward To

 Supple Forwarding

 Forward To

 Supple Forward

 Forward To

 Supple Forward

 Forward
- Forward To The number you wish the calls to be forwarded to.

3. Click the Save icon.

External Numbers

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

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



Porta 🏅 Billing®



As soon as you confirm the new DID number, your number will appear as unassigned. You can assign this number to the desired account (phone line) by simply double-clicking on it.

Abbreviated Dialing

Here you may define a list of phone extensions for your IP Centrex environment, plus create abbreviated dialing for external phone numbers. You can set up dialing rules as an international prefix, outside prefix, direct number (e.g. 911), or abbreviated dialing for your accounts.

NOTE: To be able to add extensions / abbreviated numbers, you should enter the maximum length of anticipated digits (e.g. 3 in the case of 123-like numbers) in the **Abbreviated Number Length** field.

			Customer	Self-Care Portal			
Balance: 32.42 USD				Credit Limit: 100.00 USD en	- English	EasyCall Ltd. (Login: john)	🔒 Logout 🔹
🔠 Dashboard 🛛 🐣 My Profile	. 1	🙀 IP Centrex	Biling Information				
Abbreviated Dial	ing						😡 Help
🥨 General	Abbreviated N	umber Length	3				
Extensions	Edit	Abbreviated #		# To Dial	Description		Delete
Shees Phone Lines		188		77700088	Amanda's office Ly	nksys	×
💑 External Numbers	1	189		77700089	Andrew's IP phone		×
Abrevited Dialing Desing Nutree Dialing Nutree Calls Conting Calls Calls Calls Call Recording Call Recording Music Con Hold							
	🔾 Add 🛛 🕅	4 Page 1 of	▶ N @				1 - 2 of 2
	📄 Save						
1							

To add a new abbreviated dialing number, click the ③ Add button and enter the following information:

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

Dialing Rules

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

	Customer Self-Care Portal					
Available Funds: 128.41 USD	Web Interface Language: en	- English 🛛 🖌 EasyCall Ltd. (Login: john_easycall) 🔓 Logout 🔻				
🔠 Dashboard 🕹 My Profile	e IP Centrex Billing Information					
Dialing Rules						
Ceneral Extensions Phone Lines Sectoral Numbers	Dailing Rules	Enable Daling Rules				
Abbreviated Dialing		Heset Fields				
Dialing Rules	Routing plan selection enabled					
Huntgroups	code					
Apidentity	Your country code	1				
W Music On Hold	Your area code(s)					
	Always dial the code as a part of the number					
	Prefix for accessing the outside phone network					
	Prefix for domestic calls, but outside of your area code (e.g. 1, 0)	1				
	International dialing prefix (e.g. 011, 00, 0011)	011				
	Emergency numbers (e.g. 911, 112)	911				
	Exceptions (e.g. *98)	411				
	National Exceptions (e.g. *98)					
	Local dialing number length					
	When receiving an incoming call, convert CLI into this dialing format					
	Check Yourself					
	To call 1234567 outside of your office, but within the same area you dial	1234567				
	To call long distance 1234567 (within your country) you dial	1 1234567 👻				
	Save					

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 you wish to define the way in which your end users dial phone numbers, you can use the **Enable Dialing Rules** option. This will allow you to enter various dial plan parameters such as an international dialing prefix or area code. You may type in your own number translation rules instead (as Perl regular expressions) if you select the **Use Custom Translation Rules** option.

Once you have decided to enable the dialing rules, you can enter various dial plan parameters, such as your international dialing prefix. 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. To revert to the last saved settings, click **Reload Samples**. In order to reset all the parameters, click the **Reset Fields** button.

Confirm that you have described the numbering format correctly. Verify that for all three examples provided (local, domestic and international calls) this is how you want the numbers dialed. You can change the parameters to suit your requirements.

Incoming Calls

Here you can set the parameters for incoming calls:

Customer Self-Care Portal								
Available Funds: 128.41 U	JSD			Web Interface Language:	en - English	~	EasyCall Ltd. (Login: john_easycall)	🔂 Logout 🝷
EB Dashboard	🐣 My Profile		🎡 IP Centrex	Billing Information				
	g Calls							
	<u>«</u>	Ext-to-Ext (all Distinctive Ring	Yes	¥			
General Sectore		Group Picku	P	V				
Phone Lines		Group Picku	p Prefix	123				
External Numbers								
Dialing Rules								
A Mincoming Calls								
Call Parking								
Huntgroups								
Appletity								
Music on hold								
		H Save						

Column	Description
Ext-to-ext call	For incoming calls from phones within the IP
distinctive ring	Centrex environment, use a ring pattern different
	from the default one.
Group Pickup	Enable the Group Pickup feature, which enables
	phones within the same IP Centrex environment to
	answer each other's calls by dialing a Group Pickup
	Prefix.
Group Pickup	This is only available if Group Pickup is activated.
Prefix	Specify the special code for picking up calls here.

Call Parking

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

	C	ustomer Self-Care Port	tal		
Available Funds: 128.41 USD		Web Interface Language	e: en - English	EasyCall Ltd. (Login: john_easyc	all) 💼 Logout 🔻
🔠 Dashboard 🦂 My Profi	le 🔯 IP Centrex	Billing Information			
Call Parking					
«	Call Parking	V			
General	Park Prefix	345			
Phone Lines	Release Prefix	543			
External Numbers		0.0			
Abbreviated Dialing					
A mincoming Calls					
Call Parking					
Outgoing Calls					
a Identity					
Music On Hold					
	E Save				

Column	Description
Call Parking	Enables the Call Parking feature.
Park Prefix	This is only available if Call Parking is activated; this
	allows you to specify a key combination for parking a
	call.
Release Prefix	This is only available if Call Parking is activated; this
	allows you to specify a code in order to quit the call
	parking status and resume the conversation.

Outgoing Calls

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

	Cu	istomer Self-Care Porta	ıl			
Balance: 62.35 USD		Credit Limit: 100.00 USD	en - English	~	EasyCall Ltd. (Login: john_easycall)	🛅 Logout 🝷
🔠 Dashboard 🦀 My Profile	🐼 IP Centrex	📄 Billing Information				
Outgoing Calls						
CC Ceneral Potensions Phone Lines Control Lines Control Lines Control Lines Control Lines Control Lines Control Calls Control Calls	Limt Simultaneous Calls Max Number Of Simultaneous Calls	2				

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

Call Recording

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

Here you can check whether the **Call Recording** feature is enabled or not. When it is enabled, you can view information about calls and listen to recordings.

		Cust	omer Self-Care Portal			
Balance: 66.43 USD			Credit Limit: 100.00 USD	n - English 💌	EasyCall Ltd. (Login: john_easycall)	🔒 🔂 Logout 👻
🔠 Dashboard 🕹 My Pro	file 🎲 IP (entrex	Billing Information			
Call Recording						
See General	Call Recording					
Extensions	Date/Time	Account D	From	То	Duration	Play
Phone Lines	2012-10-31 12:19:09	000999111	000999113	000999111	0:32	A 1
Abbreviated Dialing	2012-10-31 12:19:09	000999113	000999113	000999111	0:32	
Dialing Rules	2012-10-31 12:05:44	000999111	000999111	000999113	0:09	
▷ all incoming Calls Outgoing Calls	2012-10-31 12:05:44	000999113	000999111	000999113	0:09	
Call Recording	2012-10-31 12:05:35	000999113	000999111	000999113	0:00	
Huntgroups	2012-10-31 10:59:46	000999113	000999111	000999113	0:05	
and Music On Hold	2012-10-31 10:59:46	000999111	000999111	000999113	0:05	
	2012-10-31 10:59:40	000999113	000999111	000999113	0:00	
	2012-10-31 10:57:55	000999111	000999111	000999113	0:07	
	2012-10-31 10:57:55	000999113	000999111	000999113	0:07	
	2012-10-31 10:57:45	000999113	000999111	000999113	0:00	
	2012-10-31 10:56:19	000999113	000999111	000999113	0:00	
	2012-10-31 10:56:19	000999111	000999111	000999113	0:00	
	2012-10-31 10:55:20	000999111	000999111	000999113	0:00	
	A Page 1	of 🕨 🕅 🖓				1 - 15 of 15

Huntgroups

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

			Customer Self-Care Portal				
Balance: 24.32 USD			Credit Limit: 30.	.00 USD	en - English 💌	EasyCall Ltd. (login: john) 🕴	🖥 Logout 🔻
🔠 Dashboard 🦂 My Profile		🙀 IP Centrex	Billing Information				
Huntgroups							
(4)	Edit	Huntgroup Number	Huntgroup Name		Assigned Extensions	Hunt Sequence	Delete
Ceneral Extensions Phone Lines	;	101	Sales Department	×	Assigned Extensions • 511 - John • 512 - Mark • 513 - Bill	123 Order	×
출 Huntgroups Apidentity ④Music On Hold							
	🗿 Add Hu	ntgroup 🛛 🖣 🖣 Page	1 of 🕨 🕅				1 - 1 of 1

To add a new huntgroup, click the ③ Add Huntgroup button and enter the following information:

- Huntgroup Number The number the end-user must dial on his phone to reach one or more assigned extensions.
- Huntgroup Name Logical name for this group of extensions, e.g. "New department."
- Hunt Sequence Specifies the order for delivering a call to one or more extensions.

- If **Order** is chosen, extensions will be called one by one from the first (topmost) to the last number until the call is answered.
- Choose **Random** if you want to use a random order.
- **Simultaneous** enables simultaneous calls to every extension from the list.
- If you choose Least Used: This sorts the phone lines in descending order beginning with their last usage, and delivers a call to their extensions, accordingly. (For example, phone line 777111 with extension 111 was last used on 2010-12-11, and phone line 777222 with extension 222 was last used on 2010-12-12, so the call goes to extension 111 and if it is not answered, it goes to extension 222.)



Once all the information is entered, click the **Update** button. Then specify one or several extensions that calls should be delivered to. Click the icon \checkmark next to **Assigned Extensions** to open the extensions selections window and check the boxes on the left of the desired extensions; check **Huntstop** to disable forwarding (voicemail, follow-me, etc.) on the specific extension for calls made to this huntgroup.

	Cust	omer Self-Care Portal			
Balance: 24.32 USD		Credit Limit: 30.00 USD	n - English	EasyCall Ltd. (Login: john) 🔓 Logout 👻
🔠 Dashboard 🛛 🐣 My Profile	e IP Centrex	Billing Information			
💕 Edit Huntgroup		U. ·			
«	Huntgroup Number 202				
General Extensions	Huntgroup Name Support Depar	tment	Hunt Sequence	Random	~
Dialing Rules	Sector Assigned Extensions	ed Huntgroups			
> Mincoming Calls	Extension Number	Extension Name	Assigned To Phone Line	e Huntstop	
Cutgoing Calls	511	John	160455500001		
Call Recording	512	Mark	160455500003		
A Huntgroups	513	Bill	160455500007		
Set of the set of	611	Catherine	160455500008		
4	612	Timothy	160455500009		
		Page 1 of > > 2		1-50	15
	Save 2 Back				
	Edit Huntgroup				

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

Several huntgroups can be combined into one huntgroup. Go to the window for selecting extensions, choose the **Assigned Huntgroups** tab and check the boxes on the left of the desired groups; tick the Huntstop check-box to disable forwarding (voicemail, follow-me etc.) for calls made to this huntgroup configured on the specific extension within this huntgroup. Then click **Save**.

				Custo	mer Self-Care Portal				
Balance: 24.32 USD					Credit Limit: 30.	00 USD en - English	EasyCall Ltd. (Login: john)		
B Dashboard	🐣 My Profile		i IP C	entrex	Billing Information				
💕 Edit Hunt	group								
	«	Huntgroup N	lumber	222					
General		Huntgroup N	lame	Mv Colleagues		Hunt Sequence	Simultaneous		~
Average Reserves		Assigned	Extension	ns 🛛 ಿ Assigned I	luntgroups				
all coming Calls		Huntgro	up Numbei	r Huntgroup Nar	ne Assig	aned Extensions	Hunt Sequence	Huntstop	
Call Recording		1 01		Sales Departm	Ass	igned Extensions 511 - John 512 - Mark 513 - Bill	123 Order		
Music On Hold		202		Support Depar	Ass tment •	igned Extensions 611 - Catherine 612 - Timothy	Random		
		4 4 Pa	ge 1]of 🕨 🕅 🍣				1 - 2 of	2
		🔡 Save 🔵	Back						
		Edit Huntgro	pup						

			Customer Self-Care D	ortal			
Balance: 24 32 USD			Credit L		en English	FacuCall Ltd. (Issis: john)	🔒 Locout 💌
	<i>c</i> a	diam c. 1		init: 30,00 035	on - English	Easycan Ecu. (login.joini)	Eg Logour
ES Dashboard	rile	and the centrex	Billing Information				
ntgroups 🖉							
	Edit	Huntgroup Number	Huntgroup Name		Assigned Extensions	Hunt Sequence	Delete
Ceneral Content Conte		101	Sales Department	P	Assigned Extensions • 511 - John • 512 - Mark • 513 - Bill	123 Order	×
	•	202	Support Department	P	Assigned Extensions • 611 - Catherine • 612 - Timothy	Random	×
		222	My Colleagues	P	Assigned Huntgroups • 101 - Sales Department • 202 - Support Departme	ant Simultaneous	×
	🔘 Add Hu	ntgroup 🛛 🖣 🖣 Pag	e 1 of 🕨 🕅 🍣				1 - 3 of 3

NOTE: Extension and huntgroup numbers must be different.

Identity

It is possible to set up the following options for handling **Identity** information:

				Customer Self	-Care Portal				
Available Funds: 128.41	USD			Web Inter	face Language: e	n - English	EasyCall L	td. (Login: john_easycall)	🔓 Logout 🝷
E Dashboard	🔒 My Profile		in Centrex	🔡 Billing In	nformation				
ldentity									
	«	Hide CLI		Never		*			
a General		Uide CLI Dra	-Fac	THE VET					
Extensions		HILE CLI PIE	inx .						
Sy Phone Lines		Show CLI P	refix						
Abbreviated Dialing									
Dialing Rules									
▷ 🔊 Incoming Calls									
Cutgoing Calls									
A Huntgroups									
a Identity									
- Music On Hold									
		Save							

Column	Description
Hide CLI	Removes CLI (ANI) information for outgoing calls.
	You can choose one of the following options:
	 Never – Always show CLI. Privacy service is not permitted. Always – Always hide CLI. Privacy service is permitted and in effect (all calls are private). Automatic – Allows flexible configuration for CLI hiding. It depends on the prefix number dialed and the privacy headers

	provided by an IP phone device.
Hide CLI	Enter the prefix to be dialed before the outgoing
Prefix	number in order to prevent the called party from
	seeing your phone number (Only available when
	Hide CLI option is set to "Automatic").
Show CLI	Enter the prefix to be dialed before the outgoing
Prefix	number in order to allow the called party to see your
	phone number (Only available when Hide CLI
	option is set to "Automatic").

Music on Hold

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

Customer Self-Care Portal									
Available Funds: 128.41 USD				Web Interface Langu	age: e	n - English	*	EasyCall Ltd. (Login: john_easyca	ill) 🔓 Logout 🔻
🔠 Dashboard 🦂 My Profile	ష్ట్ర IP Centrex			Billing Information					
Music On Hold									
(K)	Prowse	Description:	Please uple	oad your music				Upload	
Extensions	Description							Play On Hold	
ጭ Phone Lines ﷺ External Numbers ∰ Abbreviated Dialing ∰ Dialing Rules	in MacLeod. L	atin				¢.			
An Incoming Calls Outgoing Calls Huntgroups									
Music On Hold									

Click the treble clef \oint to enable / disable this feature. To upload your own music, select a file from your local file system using the **Browse** button.

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

Billing Information tab

Summary

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

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

		Customer	Self-Care Portal									
Balance: 128.91 USD				Credit Li	mit: 100.00	USD en - En	glish	× 1	EasyCall (Lo	gin: easyca	l) 🛛 🔂 Logou	£ -
🔝 Dashboard 🦂 My Profile	iP Centrex	Billing Information										
Billing Summary											⊌ H	telp
« Summary	Brief Billing Information		۲	Invoices I	nformatic	חנ						
General Subscriptions Transactions Nume Discounts	Balance Credit Limit	12.91 USD 100.00 USD		Amoun Due on	2013-04	4-10		15.04	USD	🚍 Make	a Payment	
Invoices	Transactions Totals Information			View		Payment Statu	45	Due Date		An	iount Due	
Make a Payment		2012 04 10 00-00-00				Overdue		2013-04-10		11	5.04 USD	
	Till	2013-07-10 17:48:52		TO 266 VI	Invoices	w.c.						
	Usage Charges	14.00 USD		Active Su	oscription	s						
	Total	14.00 USD		Subscriptio	n			Discount Rat	Activation	Date B	Billed Date	
	Total Transactions	1		There is n	o data to de	splay						
				æ								
				Volume Di	scounts							
				Destinat	Service	Peak Le	Threshok	I Used	Remaining	Current	Next Di	
				all qa syste	Voice Calls	N/A	0.00 USD	0.00 USD	0.00 USD	N/A	N/A	

Brief Billing	This reflects your billing info such as current balance,
Information	etc.
Transactions	This reflects your total transactions (calls, payments,
Totals	refunds, subscription charges, etc.)
Information	
Invoices	This displays information for your most recent invoice
Information	along with its status (due / unpaid). To view all of the
	invoices use the See All Invoices button. You can also
	view the amounts due for the present day and make
	payments at the same time.
Active	Subscription plans that currently apply to you.
Subscriptions	
Volume	Volume discount plans that currently apply to you.
Discounts	

General

Customer Self-Care Portal								
Balance: 62.35 USD		Credit Limit: 100.00 USD en - English	🖌 EasyCall Ltd. (Login: john_easycall) 🛛 Logout 🔻					
🚦 Dashboard 🕹 My Prof	file 🔯 IP Centrex	Billing Information						
General								
	K Tay ID							
a Summary								
र्ट्ट्रेड General	Send Statistic	Customer Class Default						
4 🐺 Subscriptions		Customer Class Default						
Lines Subscriptions		Full statistics						
Transactions		Summary only						
Make a Payment		Do not send						
in indici a raymon								
	Save							

Tax ID	Your tax ID.
Send Statistic	Defines what kind of xDR statistics should be delivered
	to the you by email:
	• Customer class default – Use the settings for the customer class.
	• Full Statistics – Send a CSV file with a complete list of xDRs.
	 Summary Only – Do not send a full list of xDRs, only a brief summary
	Do Not Send – This option prevents the delivery of
	event statistics to the customer via email.

Subscriptions

This tab displays the subscription plans currently being applied to you.

			C	ustomer	Self-Care Portal						
Balance: 62.35 USD				Cree	lit Limit: 100.00 USD	en - English	🖌 EasyCall Ltd. (Login: john_easycall) 🛛 👸 Log				
意問 Dashboard	🐣 My Profile 🔯 IP Centrex		ई IP Centrex		illing Information						
Subscript	tions										
Summary	~	My Profile Subscription EasyCall Subscription Traveler's Plus			Discount Rate, %	Start Date	Activation Date	Finish Date	Billed Date		
General		EasyCall Subso	cription		1.00	2012-10-30	2012-10-30	2012-11-30	2012-10-30		
Subscriptions		Traveller's Plus			2.00	2012-10-29	2012-10-29		2012-10-30		
Noices		29 									
		~									

Subscription	Subscription plans being applied to you.
Discount	Amount of discount being applied for this subscription.
Rate, %	
Start Date	Subscription activation date.
Activation	This displays the date on which the subscription was
Date	activated.
Finish Date	This shows the date on which this subscription will be
	automatically canceled.
Billed Date	This shows the date on which subscription charges have
	been applied.

Lines Subscription

This tab displays the subscription plans currently being applied to phone lines (see the fields' description above).

	Customer	Self-Care Porta	al							
Available Funds: 128.41 USD	We	Web Interface Language: en - English 🛛 🖌 EasyCall Ltd. (Login: john_easycall)								
🔠 Dashboard 🕹 My Profile	e 🎼 IP Centrex 📄 I	Billing Information								
Lines Subscription	ons									
«	Subscription	Discount Rate %	Start Date	Activation Date	Finish Date	Billed Date				
d Summary			YYYY-MM-DD	YYYY-MM-DD	YYYY-MM-DD	YYYY-MM-DD				
Seneral General	□ Line ID: 000999113 (1 Active Subscription)					^				
Subscriptions	EasyCall Subscription	0.00	2012-04-25	2012-04-25		2012-09-30	1			
Unes Subscriptions	Line ID: 13457000011 (1 Active Subceription	-)								
I ransactions	Line 10. 12437000911 (1 Active Subscription	1/					۳			
Make a Payment	ronow-me 0.00 2011-01-18 2011-01-18 20									
	Line ID: 160404373455 (1 Active Subscription)									
	EasyCall Subscription	0.00	2012-04-25	2012-04-25	2012-09-30					
	☐ Line ID: 160404373456 (2 Active Subscriptions)									
	EasyCall Subscription	0.00	2012-04-25	2012-04-25	2012-09-30					
	Traveller's Plus	0.00	2012-04-25	-04-25 2012-04-25						
	Line ID: 16045550003 (1 Active Subscription	n)								
	EasyCall Subscription	0.00	2012-04-27	2012-04-27		2012-09-30				
	□ Line ID: 17166281682 (1 Active Subscription	n)								
	EasyCall Subscription	0.00	2012-04-25	2012-04-25		2012-05-31				
	Line ID: 77710770 (1 Active 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 – xDRs (eXtensible Detail Records) for any desired time period.

Customer Self-Care Portal											
Available Funds: 128.41 U	ISD			w	eb Interface Lar	guage:	en - English	~	EasyCall Ltd. (Login: j0	hn_easycall)	🔓 Logout 🝷
(응한) Dashboard	🔏 My Profile	-	र्द्धे IP Centrex	Ē	Billing Inform	ation					
Transac	tions										
	«	From Date	2012-10-28	YYYY-MM-D	D 14:27:12	HH24:	MI:SS				
Summary		To Date	Now	YYYY-MM-D	D	HH24:	MI:SS				
Subscriptions		Service	A11		.						
Transactions		SHOW ADRS F	Show xDRs	edit Acc	Junes 🕈						
Invoices											
🚍 Make a Payment											
		•			III						۲.
		Download									

On the xDR view page you can make an extensible search via:

- A date and time range by clicking the icon 🕮
- A certain service type
- The type of required phone lines (accounts)

Set the from / to dates by clicking the in icon and press the **Show xDRs** button. The result page contains a summary displayed at the top of the screen and tables list all calls and accompanying charges during a specified time period. If you want to view information (charged quantity and amounts due) for all of the services, click the **Show Totals by Services** button.

			Custom	er Self-Care Porta							
Balance: 66.43 USD				Credit Limit: 100.00 U	ISD en - Ei	nglish	✓ Ea	asyCall Ltd. (Login:	john_easycall)	🔓 Logo	ut -
훕問 Dashboard	🐣 My Profile	i 👔 IP C	entrex 🛛 🗟 B	illing Information							
Transact	ons										
	<u>«</u>	Customer	EasyCall Ltd.	Credits		0.00000 USD					*
M Summary		From	2012-10-31 09:44:24	Payments / Ref	unds	0.00000 USD					
Seneral		То	2012-11-01 09:44:35	Subscriptions (Charged	3.85000 USD					
Transactions		Total Sessions	26	Taxes		0.00000 USD					Ε
Invoices		Total Transactions	26	Services Charg	ed	0.00000 USD					
Make a Payment				Total		4.08300 USD					
		DID Usage	♦ Des	cription	\$ Fro	om Date/Time	•	To Date/Time	Amou	ınt, USD	
		1403100252, CA	DID Number Usage P	eriodic Fee	2012-10-31 00:00:00		2012-11-01 00:00:00			0.23300	
		Subtotal								0.23300	1
		Subscriptio	ns								
		Account	Fee Type	Fee Name	¢	From		То	÷ Amou	unt, USD	
		160404373456	Subscription Fee	22222222	2012-10	-31 00:00:00	2012-	10-31 23:59:59		1.00000	1
		77752598	Subscription Fee	subscription	2012-10	-31 00:00:00	2012-	10-31 23:59:59		0.07000	1
		77710770	Subscription Fee	subscription	2012-10	-31 00:00:00	2012-	10-31 23:59:59		0.07000	-
		•		III			_			F.	
		Download 📄 xDRs									

Click the **Download** icon to download xDRs in the .CSV format. To return to the previous screen, click the **xDRs** button.

Volume Discounts

The **Volume Discounts** screen allows you to view discounts that apply to you.

				Customer Self-	Care Portal				
Balance: 9.06 USD				Cre	dit Limit: 100.00 U	SD en - English	Ƴ Ea	syCall (Login: easyc	all) 🔒 Logout 👻
Dashboard	🔏 My Profile		🔯 IP Centrex	📑 Billin	ng Information				
Volume D	iscount	s							
	~	Destination Gro.	Service	Peak Level	Threshold	Used	Remaining	Current Discount	Next Discount
M Summary		Local	Voice Calls	N/A	100.00 minute	0.00 minute	100.00 minute	15.00%	N/A
Seneral									
Subscriptions									
Transactions									
Volume Discounts									
Invoices									
🚍 Make a Payment									
P → Subscriptions Transactions Volume Discounts Novices Make a Payment									

Field	Description
Destination	Information about discounts used and remaining is
Group	shown, grouped by Destination Group names. Each
	name represents one group included in the volume
	discount plan assigned to you.
Service	A specific service (voice calls, messaging, data
	transfer, etc.) that this volume discount will apply to.
Peak level	N/A indicates that the discount is provided
	regardless of whether the service is used in a peak or
	off-peak period. Otherwise, this column contains the
	period names.

Threshold	The threshold value for the currently used discount
	level. When your internal counter reaches this value,
	the next level discount will start to be applied
	according to the discount scheme. When the counter
	reaches the last numeric threshold value, it will be
	shown here. N/A means that there is no numeric
	threshold defined in the scheme, or no scheme has
	been defined at all.
Used	The current value of your counter associated with
	this destination group.
Remaining	The amount remaining before the threshold value.
Current	The value of the discount currently applied to you.
Discount	
Next Discount	The value of the next level discount.
Level	

Invoices

The invoices screen allows you to view all your invoices. A particular invoice can be found by searching for its number. Groups of invoices can be searched by selecting a date range and pressing the **Search** button.

Customer Self-Care Portal								
Balance: 0.00 USD			EasyCall Ltd. (login: john)) 🔓 Logout 🔹				
🔝 Dashboard 🛛 🔏 My Prof	file 🛛 👔 IP Centrex	Billing Information						
Invoices								
Summary Josephilons	Search for invoices entering Invoice /	Search for invoices entering Invoice No. DR selecting Date range						
Unes Subscriptions Transactions	Invoice No.							
Invoices	From (YYYY-MM-DD)							
Make a Payment	To (YYYY-MM-DD)	📧 September 2011 🔻 下						
	Include Void Invoices	S M T W T F S 28 29 30 31 1 2 3						
	🕅 4 Page 🔢 🕨 🕅 🧶	4 5 6 7 8 9 10			1 - 2 of 2			
	View No. Date Payme	11 12 13 14 15 16 17	Due Date Amount Due	Amount Net Rema	ining Balance			
	🔾 144 2011-09-2 Dom	18 19 20 21 22 23 24 25 26 27 28 29 30 1	2011-09-2 0.00 USD	29.43 USD	N/A			
	🔾 124 2011-09-0 Dom	2 3 4 5 6 7 8	2011-09-0 0.00 USD	6.20 USD	N/A			
	4 4 Page 1 ▶ ▶ @	Today			1 - 2 of 2			
	i Search							

Invoices cover these parameters:

- Invoice number the unique identifier for an invoice
- **Date** the date that the invoice was issued
- **Payment status** this specifies one of the following:
 - Do Not Pay the invoice amount is 0, therefore no payment is required
 - Unpaid –payment has not yet been received
 - Partially Paid payment has been received but in an amount less than the amount due
 - Paid invoice has been paid in full
 - Overdue invoice is unpaid and past due
 - \circ N/A payment status is not applicable for this invoice.

- Period From / To the period for which an invoice is generated
- **Due date** date by which payment should be received
- Amount Due the amount to be paid
- Amount Net sum of all charges for this period minus credits / refunds
- **Remaining Balance** balance reported in the last invoice.

Select the View icon in the result list to view or print a particular invoice.

Make a Payment

This screen allows you to see your current balance and top it up by choosing one of the available payment methods.

	Customer Self-Care Portal
Balance: 9.06 USD	Credit Limit: 100.00 USD en - English 🛛 🖌 EasyCall (Login: easycall) 🔓 Logout
율법 Dashboard 🖉 My Pro	file 🙀 IP Centrex 📄 Billing Information
Make a Paymen	t
Summary	Now your balance is 9.06 USD
Subscriptions Transactions	Amount: 11.18 USD
Volume Discounts	Credit or Debit Card
Invoices	Pay with your credit or debit card.
Make a Payment	
	Bank account (eCheck) Paying from your checking Bank Account
	Direct Debit NL A direct debit is a financial transaction in which you withdraws funds from a bank account.
	PayNearMe With PayNearMe, you can now buy online and make payments with cash at more than 8,200 stores nationwide PayNearMe

When the screen is loaded, the **Amount** field will show the amount necessary in order to equalize the balance. If you have a credit card whose payment characteristics are recorded in the system, it will be used by default. Change the amount if needed and click the **Pay Now** button to proceed with the payment.

			Customer S	Self-Care Portal			
Balance: 9.06 USD			c	Credit Limit: 100.00 USD	en - English	✓ EasyCal	II (Login: easycall) 🛛 🔂 Logout 🤊
율曹 Dashboard	🔏 My Profile	र्द्धे IP Cer	ntrex	Billing Information			
Make a	Payment						
Summary	**	Now your balance is	9.06 USD				
Subscriptions		Amount:	2.00	USD (2.00 US	D minimum)		
Transactions		Card Number: Expiration Date:	4012xxxxxx188 2014-12-31	1 🐳 Use Other I	Payment Methods		
🚍 Make a Payment		Payment Method:	VISA				
			Pay Now				

An alternative payment method can be used by clicking the

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

You can return from that screen by clicking the stored Payment Method icon.

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

Payment Info

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



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

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

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.

E Dashboard	🔺 My Profile	iP Centrex	Billing Information		
Dashboard	My Profile	Image: P Centrex Time: 20 Ime: 08 f the Month: Ex Sunday Sunday Yuesday Wednesday Thursday Thursday	Biling Information	Include New Period III	Time Periods There is no data to display
		Friday Saturday	 ✓ June ✓ July ✓ August ✓ September ✓ October ✓ November ✓ December ✓ December 	11	✓ Frish X Cancel

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

Sedit Phone Line: 1604	04373452						8 2
意問 Dashboard	🖂 My Profile	ig IP Centr	rex 🗎 🗄 B	illing Information			
General	~						
🎡 General		Start Time:	20 × 1 00	~		Time Periods	
Sectornal Numbers			20 •• 00			From 20:00 Till 08:00,	
a Incoming Calls		End Time:	08 🎽 🕻 00	*		on Monday-Friday,	×
S Forwarding		Day of the Month:				of January-December	
Call Recording			Example: 1, 3, 7,	14-23			
Call Barring		A Solot All Day		Months			
And the numbers		Cundras		imonuis			
Music On Hold		Sunday	January				
Emergency Calls		Monday	February				
-		Iuesday	March		Include New Period 🌳		
		Wednesday	V April				
		Thursday	May				
		Friday	📝 June				
		Saturday	🔽 July				
			August				
			V Septemb	er			
			October				
			Novembe	r			
			📝 Decembe	r			
						V Finish	样 Cancel
	< ["		•
	Ed	lit Forwarding				V	

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

Edit Phone Line: 160404	373452				₿×
BB Dashboard	🐣 My Profile	🞡 IP Centrex	Billing Information		
Edit Forwardir	Ig				
General We External Numbers	Number Ring for	160404373761 60	seconds	Description	forwarding to home number
Forwarding Calls Screening Calls Creening Calls According Voicemail For Call Barring Ford Barrin	Use this nu	umber Always ④ Only at the follow	ing time interval From 20:00 Till 08 on Monday-Friday, of January-Decem	:00, ber	Ø
	< 🔽		m		- F
	🗎 Save 🗦	Back			
	Edit Forward	ding			



Bolit Phone Line: 16040	4373452						₽×
BB Dashboard	🔏 My Profile	1	iP Centrex	Billing Information			
Forward	ling						
र्द्धि General	«	Currently you There are no	are using Order forward numbers which will be us	d ringing strategy. sed in the ringing group.			
External Numbers		When your n	umber is called and the c	all is not answered on you	r IP phone in 31 🌲	seconds,	
a Incoming Calls		then forward	the call to :				
Calls Screening		Edit Orde	er Number	Description	n	Forward Settings	Del
Call Recording			160404373761	forwardii	ng to home number	Time restrictions: From 20:00 08:00, on Monday-Friday, of Janua December Ring for: 60 sec	Till ary- X
W Music On Hold ∰Emergency Calls		Add New Nur	nber 🔚 Save Order 📿	1			