





Account Self-care Interface

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PortaSwitch® Account self-care interface, December 2013

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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.

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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 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

				Accou	nt Self	elf-Care Portal
ailable Funds: 2	252.00 USD					Web Interface Language: en - English 🛛 123456789 (Login: Frank) 🔒 Logo
Dashboard	🐣 My Profile	: (<u>)</u>	IP Centrex	🗄 Bilir	ıg Inform	rmation
B 🖗 Das	hboard					
AccountID:	123456789				offl	Ø
Contact Info	rmation					Brief Billing Information
Contact Address Email	George E. Smith Harbor Dr. Street <u>Mv_mail@portaone.com</u>	<u>n</u>				Type Credit Available Funds 252.00 USD Recharge Using Voucher Refunds 132.00 USD 0.00 USD
Recent Calls						
Date/Time	From	То	Duration	Cost, USD	Play	Member of Huntgroups Information
2012-10-03 12:45:20	000999216	000999217	1:00	0.00		Group Name
2012-10-03 12:45:16	000999216	000999215	1:00	0.00		There is no data to display
2012-10-03 12:44:12	000999216	000999215	1:00	0.00		Product & Discounts Information
2012-10-03 12:42:05	000999215	000999216	0:29	0.00		Product 173het
2012-10-03 12:33:10	000999217	000999216	0:21	0.00		Destinatio Service Peak Level Threshold Used Current Di Next Disc
2012-10-03 12:32:39	000999215	000999216	0:37	0.00		There is no data to display
2012-10-03 12:29:35	000999215	000999216	0:26	0.00		

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:

			Account Self-Ca	re	Portal					
Balance: 3.62 USD			Cred	it Li	mit: 100.00 USD en - I	Engli	sh 💌	0001117	77 (Login: 000111777)	🔓 Logout 🕞
🔠 Dashboard 🦀 My Pr	ofile	i IP Centrex	Biling Information							
Phone Book										
	Edit	Phone Number	Name	•	Contact Type		Speed dial		Favorite Rating	Delete
Seneral Reternal Numbers		+000111666	Jane	2 Z	Sort Ascending Sort Descending		5			
Phone Book Dalang Rules Dalang Rules Call Screening Call Screening Call Screening Call Screening Faxes Faxes Call Barring Call Barring Call Barring Music On Hold Emergency Calls					Columns 🕨		Edit Name Contact Type Speed dial Favorite Rating			
	📀 Add	A Page 1 of	▶ M 2							1 - 1 of

Action buttons

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

123456789 (Login: Frank) 🛛 🔂 Logout 🔻

- 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:

				Accou	int Self	-Care Portal
vailable Funds: 2	52.00 USD					Web Interface Language: en - English 🛛 123456789 (Login: Frank) 🔂 Logou
Dashboard	🐣 My Profile	S 22	P Centrex	📄 🗒 Bilir	ng Inform	ation
å ∰ §	nboard					
AccountID:	123456789				offi) ne
Contact Infor	mation					Brief Billing Information
Contact Address Email	George E. Smith Harbor Dr. Street My mail@portaone.com	1				Type Oredit Available Funds 252.00 USD Recharge Using Voucher Refunds 132.00 USD Non Call Related Charges 0.00 USD
Recent Calls						
Date/Time	From	То	Duration	Cost, USD	Play	Member of Huntgroups Information
12:45:20	000999216	000999217	1:00	0.00		Group Name
2012-10-03 12:45:16	000999216	000999215	1:00	0.00		There is no data to display
2012-10-03 12:44:12	000999216	000999215	1:00	0.00		Product & Discounts Information
2012-10-03 12:42:05	000999215	000999216	0:29	0.00		Peoduct 173hart
2012-10-03 12:33:10	000999217	000999216	0:21	0.00		Destinatio Service Peak Level Threshold Used Current Di Next Disc
2012-10-03 12:32:39	000999215	000999216	0:37	0.00		There is no data to display
2012-10-03 12:29:35	000999215	000999216	0:26	0.00		

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

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

			Acc	ount Self-Care Porta	l			
Balance: 999.03 USD					Web Interface Language:	en - English 👻	000111 (Login: 000111)	🔓 Logout 👻
Dashboard	🐣 My Profile	i 🖓 IP Centr	ex 📔 Biling Information					
General								
	K	Personal Information		Contact Information				
General		Company Name		Contact	Denis Globe			
Additional Information		Mr./Ms./	Mr.	Phone	(352) 999-1092-435			
🔑 Change Password		First Name	Denis	Fax				
		M.I.		Alt. Phone				
		Last Name	Giphe	Alt, Contact				
				Email				
	Address Informa Address		Harbor Street	Description]		
		Province/State Postal Code City Country/Region	RL 20175 Leesburg USA					
	6	Save						

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

Account Self-Care Portal										
Balance: 3.62 USD		Credit Limit: 100.00 USD en - English	🕶 000111777 (Login: 000111777) 🛅 Logout 👻							
🔡 Dashboard 🦂 My Profile	e 🔛 IP Centrex	📑 Billing Information								
General										
Coneral Coner	Associated Number Preferred IVR Language	en - English 🛩								
	E Save									

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.

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 external (DID) numbers (the external numbers should initially be defined on the customer self-care interface or by your provider).

			Acc	ount Self-Care Portal								
Balance: 3.63 USD			dit Limit: 100.00 USD en - English	▼ 000111777 (La	gin: 000111777) 🔓 Logout 👻							
EB Dashboard	A My Profile	-	P Centrex	Biling Information								
External Numbers												
	«	DID 🔺		Country	Assigned to	Monthly charges						
General Ceneral Ceneral Ceneral Ceneral Phone Book Dialing Rules Incoming Calls Simple Forwarding Call Screening Iosa Conternation Conternatin Conternation Conternation Conternation		There is no da	e 1 of > 1	시 <i>같</i>								

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.

				Account Self-Care	Portal			
Balance: 3.62 USD				Credit Limit:	100.00 USD en - English	✓ 00	0111777 (Login: 000111777)	🔒 Logout 🔹
B Dashboard	🔒 My Profile		i IP Centrex	Biling Information				
Phone E	Book							
	~	Edit	Phone Number	Name	Contact Type	Speed dial	Favorite Rating	Delete
🙀 General 🌸 External Numbers			+000111777	David	Cther	4	*	
Phone Book					~			
Dialing Rules			+000111666	Jane	Work	5		
Berner Streening Berner Streening								
		📀 Add	A Page 1 of	► N &				1 - 2 of 2

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.

		Account Se	elf-Care Portal				
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🔡 Dashboard 🦀 My P	rofie 🔯 IP Centrex	📄 Biling	g Information				
Dialing Rules							
	«						-
General	Dialing Rules:	North America, BC,	10 digit dialing			*	
Phone Book							
Dialing Rules	Your location	Di	ialing Prefixes				
A Incoming Calls	Your country dial code:	1 0	utside line dial prefix	:			
Call Screening	Your area code(s):	604,778 D	Domestic long-distance dial prefix 1				
Call Recording	Emergency numbers (e.g.	911 (0	(outside of your area code):				
Voicemail	911, 112):	In	nternational dialing p	refix:	011		=
Q Auto Attendant		Ð	xceptions (e.g. *98)		411		
2 DISA							
🗫 Call Barring	Check Yourself						
A ldentity	You are going to call:		5	55-1234			
Music On Hold	To call within your local area	vou dial:	5	555-1234			
The gency cans	To call long distance (within y	,	- 1 del ueu del	122-555-12	34		
	To call ong distance (within y	our country, 123 cou		125 555 12			
	To call internationally you dial	(to country with code	le 44 20): 0	11 44-20-55:	5-1234		-
							F
	🔚 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 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.

		Account Self-Care Portal	
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🔠 Dashboard 🦂 My Profil	P Centrex	Biling Information	
Incoming Calls			
«	Default Answering Mode	Ring, Forward, Voicemail	
General	Evt-to-Evt Cal Distinctive Ring	Customer's Default	
Sector Real Numbers	Calles Tafe		
Joing Rules	Caler Inio		
A Incoming Calls	Call Waiting		
D Call Screening			
Call Recording			
Eaves			
Auto Attendant			
DISA DISA			
P Call Barring			
Music On Hold			
music On Hold mergency Calls			
(
	Save		
	E ouro		

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

Balance: 3.63 USD		Credit Limit: 100.00 USD en - English	🛛 000111777 (Login: 000111777) 🔓 Logout 👻
🔠 Dashboard 🦀 My Profi	e 🔯 IP Centrex	Biling Information	
Forwarding			
«	a ii Ordad	Y C I I I I I I I	
🔯 General	Currently you are using Orden	forward ringing strategy.	
Sector Numbers	There are no numbers	ringing group.	
Phone Book	When your number is	answered on your IP phone in	30 🔶 seconds,
Dialing Rules	then forward the set		•
ancoming Calls	then forward the call to Sandar		
🔊 Forwarding	Edit Order Number	Description	Forward Settings Enable Delete
D Call Screening	There is no data to display		
Que Call Recording	There is no data to display		
Voicemail			
Faxes			
Real Auto Attendant			
DISA DISA			
See Call Barring			
a ldentity			
Wusic On Hold			
Emergency Calls	🗿 Add New Number 🛛 💾 Save 👘 📢	🖣 🛛 Page 🔢 1 of 📄 🕅 🖓	

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 ⁽²⁾ Add New Number.



			Assessment Calif. Cause Davida			
			Account Self-Care Porta			-
Balance: 3.63 USD			Credit Limit: 100.00 USD	en - English	 000111777 (Login: 000111777) 	🔓 Logout 👻
E Dashboard	My Profile	iP Centr	x Biling Information			
The second secon	ding					
	~					
🎡 General	En	able Rule	\checkmark			
🙊 External Numbers	De	scription	My alternative number			
Phone Book	Nu	mber	35644890579			
Dialing Rules			00011030075			
Sq incoming Calls		Hide Advanced Setti	95			
Call Screening			5-			=
all Recording	Ca	lling Party Display	Caller Number and Name	~		1
Voicemail	Rir	ng for	30	~		
Faxes	Rir	ng Schedule:				
Search Attendant		-	Aways			
DISA			Only at the following ti	me interval		
Se Identity						
Music On Hold						
Emergency Calls						*
	• 🗩 🗎 s	ave 🗦 Back				
	Edit	Forwarding				

- 3. Enter the following information:
 - **Number** Enter a number for redirecting calls (e.g. 999000777).
 - **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.

Account Self-Care Portal								
Balance: 3.63 USD		Credit Limit: 100.00 USD en - English	000111777 (Login: 000111	1777) 🔒 Logout 👻				
🔠 Dashboard 🛛 🔏 M	y Profile	iP Centrex	Biling Information					
Forwarding								
General Sectornal Numbers Phone Book Dialing Rules	Currently you There are no When your i then forwar	are using Order o numbers which will be us number is called and the o d the call to :	forward ringing strategy. ed in the ringing group. al is not answered on your IP phone in	30 🗘 seconds,				
St Forwarding	Edit Orde	Number	Description	Forward Settings	Enable Delete			
Call Screening Call Recording Call Recording Call Recording Call Recording Faxes Call Auto Attendant	Ę	35644890579	My alternative number	Ring Schedule: Always Ring for: 30 sec Calling Party Display: Caller Number and Name	• ×			
DISA Call Barring defentity Music On Hold	Add New N	lumber 🛛 🔚 Save 🛛 🙀	< Page 1 of ▶ ▶ @		1 - 1 of 1			

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.

		Account Self-Care Portal	
Balance: 3.63 USD		Credit Limit: 100.00 USD en - English	💌 000111777 (Login: 000111777) 📑 Logout 👻
💼 Dashboard 🛛 🐣 My Profile	iP Centrex	Biling Information	
Edit Advanced F	orwarding		
**			
General	Enable Rule	V	
Phone Book	Description	My second alternative number	
Dialing Rules	Number	999000777	
Mincoming Calls	SIP Proxy	192.168.192.43	
Advanced Forwarding Seal Recording Seal Recording Advanced Forwarding Seal Recording Advanced Anton Attendant Atto Attendant Seal Barring Seal Seal Barring Seal Seal	Hide Advanced Settings Transport Protocol Keep Orginal CLD Caling Party Display Ring for Ring Schedule:	UDP Caler Number and Name 20 Aways Only at the following time interval	-
	🔚 Save 🗦 Back		
	💥 Edit Advanced Forwarding		

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.

	Acco	unt Self-Care Portal				
Balance: 3.63 USD	Cre	dit Limit: 100.00 USD en - English	000111777 (Login: 000111777)	🔂 Logout	•	
🔠 Dashboard 🦂 My Profile	e 🔯 IP Centrex	Biling Information				
Simple Forwardi	ng					
General General External Numbers Proce Book Dialing Rules incoming Calls Gall Screening Call Recording Wolcemail Faxes Auto Attendant DiA Call Barring Music On Hold Emergency Calls	Forward To	999000777				
	E Save					

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.

					Account Self-Ca	re Po	ortal		
Balance: 3.62 USD					Credit Limit	: 100.0	00 USD en - English	000111777 (Login: 000111777)	🔓 Logout 🕞
1 Dashboard	My Profile		्रि म	• Centrex	🔡 Billing Inform	nation			
Call Screer	ning				M				
	~	Edit	Order	Rule				Rule Status	Delete
Ceneral Cener		There is	no data to dis	splay					
		ObA O	new rule 📔	Save Order	4 4 Page 1	of 🕨 🕨	N 2		
					Account Self-Car	e Por	tal		
Balance: 3.62 USD						c	credit Limit: 100.00 USD en - Englis	h 000111777 (Login: 00011177	7) 🔓 Logout 🔸
🔝 Dashboard 🛛 🐣 My Pr	ofile	4	IP Centrex	📄 Biling	Information				
Edit Call Screening	Rule	V	/						
	« Time	Filter and	Action						
Ceneral External Numbers	Enabl	e Rule: n:		Ring, Forw	ard, Voicemail 🗸 🗸				
Phone Book	Time	Filter:		Create Net	v Time Filter 🗸 🗸				
A Incoming Calls	Time	Filter Name	2:	Week-end	1				
Call Screening Calles Coups				From 00:0 on Sunday of January	0 T# 23:59, ,Saturday, .December	Ø			
Emergency Calls									
	Caller	's Number	Filter	Curra C 1	was Normhan Crews		Incoming Number Filter	Country La country Number ES - C	
	Caler	s Number	nicer Group:	Create Cal	ers number Group		Encoming Number Hiter Group:	Create Incoming Number Hiter Gr	
	Hiter	oroup Nam	ie:	Coleagues	tanka.		niter Group Name:	Cer	
	Numb	Jer:		Enter the I	Number 3 Add		Number:	criver the Number	
	num	Jer LISC:		S 31633	333333 × ×		Number List:	S 3165555555 X X	
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Call Screen	ning									
	*	Edit	Order	Rule					Rule Status	Delete
General Content Numbers Content Numbers Content Numbers Content Numbers Content Number Groups Callers Groups Content Scroups Content Scrops Content Scroups Content Scroups Content Scroups C				Time F Ad	From: Colleagues (1): 31633333333, To: Cell (1): 31655555555 itter: From 00.00 Till 23.5 on Sunday, Saturday of January-Decembe ction: ring on my IP phon	:164444444) e ∳ try to follow-me	numbers 🔶 go to voicem	nail	٠	×
Time Filters										
		Add ne	w rule 🔚 Sav	e Order 🛛 🕯	✓ Page 1 of ▶	M 22				1 - 1 of 1

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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Call Reco	rding				
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Reference Section 2015	Date/Time	From	То	Duration	Play
Phone Book	2013-12-18 09:59:10	222 (John)	333	0:01	
A Incoming Calls	2013-12-18 09:42:32	222 (John)	333	0:04	
Call Screening	2013-12-17 17:01:23	333 (Catherine)	222	0:50	
Call Recording	2013-12-17 09:09:56	333 (Catherine)	222	0:50	
Faxes	2013-12-17 09:09:18	333 (Catherine)	222	1:40	
R Auto Attendant	2013-12-17 09:08:06	333 (Catherine)	222	2:30	
DISA	2013-12-17 08:44:03	333 (Catherine)	222	2:30	
Se Identity	2013-12-17 08:42:13	333 (Catherine)	222	3:20	
Music On Hold	2013-12-17 08:39:14	333 (Catherine)	222	1:40	
Emergency Calls	2013-12-17 08:38:00	333 (Catherine)	222	0:50	
	2013-12-17 08:37:13	333 (Catherine)	222	0:50	
	2013-12-17 08:36:52	333 (Catherine)	222	0:50	
	2013-12-17 08:36:39	333 (Catherine)	222	1:40	
	2013-12-17 08:33:14	333 (Catherine)	222	0:50	
	2013-12-17 08:32:06	333 (Catherine)	222	1:40	
	2013-12-17 08:30:58	333 (Catherine)	222	1:40	
	2013-12-17 08:29:32	333 (Catherine)	222	0:50	
	Id d Page 1 of → →I	&			1 - 39 of 3

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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Voicemail			
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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					
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	(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 O 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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the following time interval and clicking the W icon.



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	« General	Prompts Actions Inpu	t Errors		
Ceneral Cener	Name: Active:	Sales C Aways Only at the fold From 00:00 Til 23 on Sunday, Satur of January-Decem	wing time interval :59, Jay, ber		
	 Save 	Back	Ш		

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

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(N)	General Prompts Actions Inpu	t Errors	
General External Numbers Prhone Book Dialing Rules Anconing Calls Secondary	Custom Please upload None	your prompt	♪ Browse
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Call Barring Call Barring Call Barring Call Barring Music On Hold Emergency Calls	🚍 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 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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Auto Attendant: S	ales							
*	General Prom	pts Actions Input	Errors					
🔯 General 🙀 External Numbers	Event	Action	Destination	Max Size	Play Before	Play/Record Prompt	4	•
Phone Book	1	Directory			v	•		
Dialing Rules	2	Menu "ROOT"						
B Call Screening Call Screening Call Recording Methods Voicemail Faxes							E	ų.
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 ➢ DISA ☞ Call Barring ♣ Identity Music On Hold Emergency Calls 								
-								
	•						•	
	📄 Save 🗦 B	Back						

Column	Description
Event	Not Active – When the current menu is not active (see
	the period definition wizard above).
	0-9, #, * – User selection on telephone keypad.
	Timeout – No selection received from user.
	Fax – 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 Prompt for extension
	# and Dial extension directly actions.)
Play Before	Check this box if the corresponding prompt is to be

Action	L	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.

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Auto Attendant							
~	General Prompts	Actions Input I	Errors				
General External Numbers Phone Book Joialing Rules Aincoming Calls B	Timeout © Custom © None	Please upload y	your prompt	De Brows	se		
Call Recording Call	Custom None	Please upload y	your prompt	De Brows	se		
P Call Barring a lentity d usi: On Hold ∰ Emergency Calls	📑 Save 🗦 Back						

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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DISA			
Comparing the second s	Enable DISA DISA Password	✓ 65432123	
	🔚 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.

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Call Barring							
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Music On Hold							
Emergency Calls							
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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").

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ldentity					
CG Ceneral External Numbers Phone Book Phone Book Daing Rules Call Screening Call Scree	Hide CLI Hide CLI Prefix Show CLI Prefix	Customer's default			

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 \mathfrak{G} to enable / disable this feature.

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C.	Music On Hold				
sing Gener	al	Description:	Please upload your music	Upload	
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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.

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all Recording	Province/State					
Voicemail	FL Postal Zip					
Auto Attendant	20 City	175				
DISA	Le	esburg				
Mentity	Country/Region US	A				
Music On Hold	Phone	53) 000 1003 435				
We Emergency Calls	(3)	sc)-22-1032-435				

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

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Billing Summar	у										
a Billing Summary	Brief Billing Information				Active Subscriptio	ons					
Subscriptions Transactions	Туре	Credit		1	Subscription			Discount	R 20	tivation	Billed Date
Volume Discounts	Balance Credit Limit	3.63195 USD 100.00000 USD	Recharge Using Voucher		simple plan			1.00) 2	013-12-16	2013-12-18
Mobile Payment Transfer	Refunds Non Call Related	0.00002 USD			æ						
	Charges	0.00000 030		ļ	Product & Discou	ints Infor	mation				•
	Transactions Totals Information		۲		Destination	Service	Peak L	Thresh	Used	Curren	Next Di
	From	2013-09-1 00:00:0	9 0		Mobile	Voice Calls	N/A	N/A	0.00 minute	N/A	N/A
	Till	2013-12-1 15:54:4	9 6								
	Subscriptions	0.75195 US 2.88000 US	D								
	Total	3.63195 US	D								
	Total Transactions	4	1								

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 product
Discount	and discounts.
Information	

Subscriptions

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

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Subscri	otions							
Billing Summary	«	Subscription		Discount Rate, %	Start Date YYYY-MM-DD	Activation Date YYYY-MM-DD	Finish Date YYYY-MM-DD	Billed Date YYYY-MM-DD
5 Subscriptions		simple plan		1.00	2013-12-16	2013-12-16	2014-01-16	2013-12-18
Transactions	fer	20						
		€°						
1								

Subscription	Subscription plans that apply to you.
Discount	Amount of discount applied for this subscription.
Rate, %	
Start Date	Subscription activation date.
Activation	This displays the date that the subscription was
Date	activated.
Finish Date	This shows the date that this subscription will be
	automatically canceled.

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.

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Transactions				
~	Filter			-
The summary and the summary and the subscriptions	From Date: 2013-11-18	YYYY-MM-DD 15:42:25 H	H24:MI:SS	
Transactions			nz+.m1.55	
Wolume Discounts でわったAccount (新Mobile Payment Transfer	Service: Al	ecords.		
	Q Show Records			

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.

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	Filter							-
Billing Summary Subscriptions Transactions	From Date Till Date	e: 2013-11-18	YYYY-MM-DD YYYY-MM-DD	15:42:25 15:42:25	HH24:MI:SS HH24:MI:SS			
Solume Discounts	Servic	e: All		¥				
		Q Show Records	Download					
	Summary							
	Service		Total Tran	sactions	Charged Quantity		Charged Amount	Show Details
	Subscriptions (ti	imes)		1	0		2.88 USD	EQ.
	Voice Calls (min	ute)		40	2274		0.75 USD	EQ.
	Total Service Used:	2	Total Transactions:	41		Total Charged Amount:	3.63 USD	
	14 4 Page	1 of 🕨 🕅 🧟	2					1 - 2 of 2
	Q Show Records							

Click the Cownload Transaction Detail Records in the .CSV format.

Volume Discounts

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

			Account Self	-Care Portal				
Balance: 3.63 USD			Credit L	imit: 100.00 USD	en - English	💌 000111777 (Login: 000111777) 🔒 Logout 🔹		
🔡 Dashboard 🦀 My Profil	e 🛛 🕹	IP Centrex	📄 Billin	g Information				
Volume Discoun	ts							
	Destination Gr	Service	Peak Level	Threshold	Used	Remaining	Current Discount	Next Discount
dilling Summary	Brazil-Mobile	Voice Calls	N/A	N/A	25.00 minute	0.00 minute	6.00%	N/A
Subscriptions								
Transactions								
Volume Discounts								
In Indexe Payment Transfer								
a wobie Payment transier								

Destination	The Destination Group 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-					
	peak or 2nd off-peak). In case of N/A , no off-peak					
	levels are defined for the Destination Group 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-Care Portal
Balance: 3.63 USD	Credit Limit: 100.00 USD en - English 🛛 V 000111777 (Login: 000111777) 👸 Logout
🔠 Dashboard 🦀 My Profile	🐼 IP Centrex 📄 Billing Information
Bake a Payment	
~	Now your balance is 3.63 USD
Billing Summary Subscriptions Transactions Volume Discounts Top-up Account Moble Payment Transfer Make a Payment	Amount: 10 USD (1.00 USD minimum) Card Number: 1111xxxxxxxxxx1111 Content of the payment Methods Expiration Date: 2013-01-31 Payment Method: American Express
Payment Info	The Pay Now

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 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 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.

🔠 Dashboard 🦂 My Profile	နည်း IP Centrex	Billing Information			
Payment Info					🕢 Help
Image: Subscriptions Image: Subscriptions Image: Transactions Wolume Diacounts Recharge Using Voucher Mobile Payment Transfer Image: Make a Payment Image: Subscription Subscriptin Subscription Subscript	Preferred Payment Hethod Credit or Debit Card Pay with your credit or debit card. Payment Method: Ame Card Number: 123 Cardholder Name: 123 Expiration Date: 01 / Phone: - Bank account (eCheck) Expiration Date: 01 Paying from your checking Bank Ar Direct Debit NL Paying from your checking Bank Ar Direct Debit NL Adirect debit is a financial transact Auto-Payments Pay 20.00 CAD when the Save	erican Express 4xxxxxxxx765 4xxxxxxx765 4xxxxxxx765 4xxxxxxxx7 4xxxxxxxxxxxx 4xxxxxxxxxxxx	Address: CRy: Country: State: Postal code: funds from a bank account	Suite #408, 2963 Gien Drive Coquitlam CANADA British Columbia V38 2P7	

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.

3. How to ...

... 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.

			A	Account Self-Care Portal			
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General							
General External Numbers Son Incoming Cals Constraints Call Recording Call Recording Call Recording Call Recording Call Recording Call Recording Call Recording Music On Hold Emergency Calls		Start Time: End Time: Day of the Month: Sunday V Monday V Wednesday V Wednesday V Finday Saturday Saturday	20 08 Example 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	 : 00 × : 1, 3, 7, 14-23 Select All Months 2 January ? February ? February ? March ? Appli ? May ? June ? June ? Juny ? June ? Juny ? June ? Juny ? Cotober ? October 	Include New Period 🕪	Time Periods There is no data to display	
						🖌 Finish 🕺	Cancel
	•	Edit Forwarding					

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

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							Finish 🛛 🗡 C	ancel
		•			III			•
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3. Click **Save** to add a specified time period for the current forwarding number.

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	Edit Forwarding		



... 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.

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🔠 Dashboard 🦂 My Profile	e 🏼 🏹 IP Cer	itrex	📔 Billing Informa	ition	
Mobile Payment	Transfer				
~	Transfer To Number	60040045677			
M Summary	Transfer To Number	628123456//	0	Get In fo	
Subscriptions	Country	-			
Transactions	Operator	-			
Volume Discounts					
Recharge Using Voucher					
S Mobile Payment Transfer	Amount To Transfer				
	Amount to transier				
				Transfer	

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: 1206555123	34) 🔓 Logout 🝷	
🔠 Dashboard 🦂 My Profi	le រដ្ឋរដ្ឋ IP Cen	trex	Billing Information			
Mobile Payment Transfer						
«	Transfer To Number	628123456770		Get Info		
Summary	Country	Indenesia		Octimo		
Subscriptions	Country	Indonesia				
Transactions	Operator	Telkomsel - Indo	inesia			
Volume Discounts		USD	IDR			
Mobile Payment Transfer		5.00000	50000			
	Amount To Transfer	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.