





Customer Self-care Interface

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PortaSwitch® Customer self-care interface, December 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

lance: 62.35 US	D					Credit	Limit: 100.00 US	D en - English	~	EasyCall Ltd. (Login: john_easycall)	🔓 Logo
Dashboard	2	My Profile	ξ	IP Centrex		Billing	g Information				
S Das	hboard										
Recent Calls							Brief Billing 1	Information			
Date/Time	Account ID	From	То	Duration	Cost, USD	P	Balar	ICE		62.35 USD	
2012-10-31 12:19:09	000999111	000999113	000999111	0:32	0.00		Credi	t Limit		100.00 USD	
2012-10-31 12:19:09	000999113	000999113	000999111	0:32	0.00		Contact Info	ermation			
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 Glen john@easycall.com	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 10:55:20	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:

			Cus	stomer Self-C	are	Portal					
Balance: 180.20 USD				Web Interfa	e L	anguage: Select a lang	uag	e 💌 Eas	yCall (Lo	gin: EasyCall) 🛛 🔓	Logout
🔝 Dashboard 🦀 My Profile	2	Ę	IP Centrex	📑 Biling	Info	ormation					
Extensions											
«	Edit	Confi	Extension Num	Extension Name	•	Assigned To Phone Lin	e	Primary Group	Publi	Recorded Name	Delete
General	;	1	222	John		Sort Ascending		-		Not Set	×
Sites Phone Lines External Numbers	;	1	333	Catherine		Columns	V	Edit		ot Set	×
Abbreviated Dialing		1	555	Andrew		000111555	V V	Configure Extension Numb	er	ot Set	×
 A Incoming Calls Outgoing Calls 							V	Extension Name Assigned To Pho			
Call Recording							V	Primary Group	JIE LIIE		
ldentity ≪ [™] Music On Hold							V	Published			
4							V	Recorded Name			
							V	Delete			
										_	
	📀 Ad	d Extensio	n 🛛 🖣 Page	1 or 🕨 🕅	11	2					1-30
			i i i ugo								

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**.



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:

lance: 62.35 US	D					Credit	Limit: 100.00 US	SD en - English	 EasyCall Ltd. (Login: john_easycal) 	🔓 Logout
Dashboard	2	My Profile	8	🔉 IP Centrex		Billin	Information	<u> </u>		
5 🖗 Das	hboard									
Recent Calls							Brief Billing J	Information		
Date/Time	Account ID	From	То	Duration	Cost, USD	P	Balar	100	62.35 USD	
2012-10-31 12:19:09	000999111	000999113	000999111	0:32	0.00			it Limit	100.00 USD	
2012-10-31 12:19:09	000999113	000999113	000999111	0:32	0.00		Contact Info	ormation		
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 Glen john@easycall.com	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 10:55:20	000999113	000999111	000999113	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.:

		Custon	ner Self-Care Portal					
Balance: 180.20 USD			Web Interface Language:	en - English	EasyCall (Login: EasyCall)	🔒 Logout	•
🔡 Dashboard 🛛 🐣 My Prof	ie 🔛	IP Centrex	Biling Information					
General								
×	Personal Inform	ation	Co	ontact Information				
General	Company Nam	e EasyCal Ltd.		Contact	John			
Jettings	Mr./Ms./	Mr.		Phone	+1-415-404-44-44			
Change Password	First Name	John	1	Fax				
	M.I.	Alex		Alt. Phone				
	Last Name	Doe		Alt. Contact				
				E-Mail				
	Address Informa	ation						
	Address							
	Province/State	BC						
	Postal Code	V3B 2P7						
	City	Coguitlam						
	Country/Region							
	cound y/ Region	Canada						
	E Save							
	- ourc							

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.



Enter your mobile number in the **Alt. Phone** field to receive SMS notifications.

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-C	Care Portal	
Balance: 180.20 USD	Web Interface Language:	en - English 💌	EasyCall (Login: EasyCall) 🔒 Logout 🔹
🔠 Dashboard 🦀 My Profile	iP Centrex	Billing Information	
General			
«	Paging/Intercom		
्रि General	Paging/Intercom Prefix	123456	
Extensions			
Sites	Extension Number Length	3	
Phone Lines			
we External Numbers			
Abbreviated Dialing			
Dialing Rules			
▷ A Incoming Calls			
Cutgoing Calls			
Music On Hold			
	E Save		
Call Recording Call Recording Huntgroups Jan Identity Music On Hold	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: 180.20 USD					,	Web Interface Language:	en - English	~	EasyCall (Login: EasyCall)	🔓 Logout 🔹
🖥 Dashboard 🛛 🛔	👌 My Profile			🙀 IP Centrex		Biling Information				
Extension	5									
	«	Edit	Conf	Extension N	Extension Name	e Assigned To Phon	Primary Group	Publi	Recorded Name	Del
General		:	1	222	John	000111666	-	V	Not Set	×
Sites Phone Lines External Numbers		;	1	333	Catherine	000111777	-		Not Set	×
Abbreviated Dialing		:	1	555	Andrew	000111555	-		Not Set	×
Al Incoming Calls Colloging Calls Call Recording Al Intervention Al I										
		🗿 Ad	d Extens	ion 🛛 🕯 P	age 1 of	▶ N 2				1 - 3 (

To add a new extension number, click the ⁽²⁾ 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.
- **Primary Group** Select the huntgroup to which this extension belongs to allow calls within a group to be picked up by dialing the group pickup prefix (without specifying the group number). Make sure that you have assigned the extension to some huntgroup beforehand.
- **Published** Clear this check box to exclude certain extensions from being accessible via dial-by-name (e.g. you do not want telemarketers 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.

alance: 180.20 USD						Web Inter	face Language: en - English		EasyCall (Login: EasyCall)	🛅 Logou
Dashboard	🐣 My Profile		Ę	P Centrex	📄 Billing Info	rmation				
Extensio	ns									
INDON N	~	Edit	Confi	Extension Number	Extension Name	Assigned To Phone Line	Primary Group	Publis	Recorded Name	Delet
🎡 General				444	Andrew	000111555	This extension is not as:		Please 🍌 Browse	
Sites		-				Save	Cancel		···	
Sites Phone Lines		-		222	John	000111666	Cancer	-	Not Set	×
External Numbers		- 2 2	1	222	JOINT	000111000	-	v	NULSEL	^
Abbreviated Dialing			×	333	Catherine	000111777		10	Not Set	×
Dialing Rules		1	4	000	ouncine				NOT OCT	^
A Incoming Calls						•				
Call Recording										
Huntgroups										
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🖞 Music On Hold										
		-				-				
		Ad	d Extensio	n 🚺 🖣 Page	1 of 🕨 🔰 🕯	æ –				1.
					Custon	ner Self-Care Pertal				
alance: 180.20 USD					Custon		face Language: en - English		EasyCall (Login: EasyCall)	🔒 Logo
alance: 180.20 USD	🔏 My Profile		Į	iP Centrex	Custon	Verb Inter	face Language: en - English		EasyCall (Login: EasyCall)	🔒 Logo
Dashboard			Į	🚰 IP Centrex		Verb Inter	face Language: en - English		EasyCall (Login: EasyCall)	🔒 Logo
Dashboard			Į,	🐊 IP Centrex		Verb Inter	face Language: en - English		EasyCall (Login: EasyCall)	🔒 Logo
Dashboard	ns			_	Biling Info	veb Inter		Duble		
Dashboard Extensio		Edit	Confi	Extension Number	Biling Info	Assigned To Phone Line	face Language en - English Primary Group	Publis	Recorded Name	Dek
Dashboard Extensio General Extensions	ns			_	Biling Info	veb Inter		Publis		Dele
Dashboard Extension General Extensions Sites	ns	Edit		Extension Number	Biling Info	Assigned To Phone Line		V	Recorded Name Not Set	Dele
Dashboard Extension General Extensions Stess Phone Lines	ns	Edit		Extension Number	Biling Info	Assigned To Phone Line			Recorded Name	Dek
Dashboard Extension General Extensions Sites Phone Lines Extensi Numbers	ns	Edit Ç		Extension Number	Biling Info	Assigned To Phone Line 000111666		V	Recorded Name Not Set	Dek
Dashboard Extension Stess External Numbers Abbreviated Dialing	ns	Edit		Extension Number	Biling Info	Assigned To Phone Line		V	Recorded Name Not Set	Dek
Deshboard Extension General Extensions Stes Phone Lines Abbreviated Dialing Dialing Rules	ns	Edit Ç		Extension Number 222 333	Bing Info Extension Name John Catherine	Assigned To Phone Line 000111666		V	Recorded Name Not Set Not Set	Dek
Deshboard Extension Stes Stes Extensions Extensions External Numbers External Numbers External Numbers Dialing Rules Dincoming Calls	ns	Edit Ç		Extension Number 222 333	Bing Info Extension Name John Catherine	Assigned To Phone Line 000111666		V	Recorded Name Not Set Not Set	Dek
Deshboard Content of the second of the seco	ns	Edit Ç		Extension Number 222 333	Bing Info Extension Name John Catherine	Assigned To Phone Line 000111666		V	Recorded Name Not Set Not Set	Dek
Dashboard Constraints Constra	ns	Edit Ç		Extension Number 222 333	Bing Info Extension Name John Catherine	Assigned To Phone Line 000111666		V	Recorded Name Not Set Not Set	Dek
Dashboard Carlot Constraints	ns	Edit Ç		Extension Number 222 333	Bing Info Extension Name John Catherine	Assigned To Phone Line 000111666		V	Recorded Name Not Set Not Set	Dek
Dashboard Characteristics Constraints	ns	Edit Ç		Extension Number 222 333	Bing Info Extension Name John Catherine	Assigned To Phone Line 000111666		V	Recorded Name Not Set Not Set	Dele
Dashboard Characteristics Constraints	ns	Edit Ç		Extension Number 222 333	Bing Info Extension Name John Catherine	Assigned To Phone Line 000111666		V	Recorded Name Not Set Not Set	Dele
Dashboard Characteristics Constraints	ns	Edit Ç		Extension Number 222 333	Bing Info Extension Name John Catherine	Assigned To Phone Line 000111666		V	Recorded Name Not Set Not Set	Dele
Dashboard Extensio General	ns	Edit Ç		Extension Number 222 333	Bing Info Extension Name John Catherine	Assigned To Phone Line 000111666		V	Recorded Name Not Set Not Set	Dele
Dashboard Constraints Constra	ns	Edit Ç		Extension Number 222 333	Bing Info Extension Name John Catherine	Assigned To Phone Line 000111666		V	Recorded Name Not Set Not Set	Dek
Dashboard Characteristics Constraints	ns	Edit Ç		Extension Number 222 333	Bing Info Extension Name John Catherine	Assigned To Phone Line 000111666		V	Recorded Name Not Set Not Set	Dek
Dashboard Characteristics Constraints	ns	Edit Ç		Extension Number 222 333	Bing Info Extension Name John Catherine	Assigned To Phone Line 000111666		V	Recorded Name Not Set Not Set	Dele
Dashboard Characteristics Constraints	ns	Edit C	Cont	Extension Number 222 333	Bing Info Extension Name John Catherine	Assigned To Phone Line 000111665 000111555		V	Recorded Name Not Set Not Set	Dele

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. Having saved the new extension, you can choose **Primary Group** this extension will belong to by clicking the **Edit** icon:

				Custon	ner Self-Care	Portal				
alance: 180.20 USD						Web Interfac	e Language: en - Engli	ish	EasyCall (Login: EasyCall)	🔒 Logout
Dashboard	/ Profile	4	IP Centrex	📄 Billing Info	rmation					
Extensions										
	K Edit	Confi	Extension Number	Extension Name	Assigned To Pl	none Line	Primary Group	Publis	Recorded Name	Delete
္လြား General သူ Extensions		1	222	John	000111666		-	V	Not Set	×
Sites Phone Lines External Numbers		1	333	Catherine	000111777		-		Not Set	×
Abbreviated Dialing Dialing Rules			444	Andrew	000111555	~	· [× V	Please browse	
© Interoming Calls © Outgoing Calls © Call Recording ∰ Hungroups ∰ Hungroups ∰ Identity ∰ Music On Hold				•		Save	Sales Department	Ext	# 88	

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):

Dashboard	🐣 My Pr	ofile	1 Kills IP Cent	ex	Billing	Information						
B Dashbo	pard											
AccountID: 12	568900550	00			Onli	·				Ext	ension #: ;	512 (Diar
Contact Informati	ion					Brief Billing I	nformatio	n				
Address Email	a Edison					Type Balance Refunds Non Call Re	lated Chai	'ges		Debit 9.98 USD 0.00 USD 0.00 USD		
Recent Calls	1 ▶ ▶	29			1 - 1 of 1	Product & Di	scounts Ir	nformation				
Date/Time Fr	om	To 160404373456	Duration 0:28	Cost, USD	Play	Product Destination	Easy Service	Call Peak Level	Threshold	Used	Current Disc	Next Disco
11:55:53	1 1		0.20	0.00	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						
						1 New Dep	artment					

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: 180.20 USD				Web Interface Language: en - English	~	EasyCall (Login: EasyCall)	🔒 Logout	-
Dashboard	🔏 My Profile	i IP Centrex	Biling Information					
Sites								
	~	Default Site	Site Name:	Default Ste				
Seneral								
🛃 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 Outgoing Calls			Max Number of Forwarded Cals:					
all Recording								
Huntgroups			Codec Connectivity Profile:	Unknown	~			
Ap Identity			Max Bandwidth:					
We music Off Hold			Max Incoming Bandwidth:					
			Max Outgoing Bandwidth:					
			Location Information:	Disabled	~			
			Current Location:					
			Allowed Mobility:		~			

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 has already been established (calls are in a
	"connected" state) and the account tries to place
	another call, that call will be rejected.
Max Number of	Allow only a specific number of concurrent calls
Simultaneous	(regardless of their type, such as incoming or
Calls	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:

				Cust	omer Sel	f-Care Porta	I					
Balance: 9.46 USD						Web In	terface Langua	ge: en - English	~	EasyCall (Logi	in: EasyCall)	🔒 Logout 🔹
🔝 Dashboard 🦀 My F	rofie	🙀 IP C	entrex	📄 🗟 Biling 1	Information							
Phone Lines												
	Con	fi ID	Idle, days	Available	Туре	Product	Batch	Site	UM Enabled	Forwarding	SIP	IP Phone
Extensions	d	P 000111555	9	97.11975	Credit	EasyCall product		Default Site	×	-		
Sites Phone Lines External Numbers	-	/ 000111666	1	99.96615	Credit	EasyCall product		Default Site	×	-	•	Linksys/S
Manufacture Contents	4	P 000111777	1	96.38472	Credit	EasyCall product		Default Site	-	-	0	Linksys
 A Incoming Calls Outgoing Calls 	4	🊈 test	6	99.97000	Credit	EasyCall product		Default Site	-	-		
(∰ Call Recording ∰ Hungroups ∰ identity Wasic On Hold												
	iΞ	Group By Batch	4 4 Page	1 of 🕨	≥ 2							1 - 4 of 4

Column	Description
Configure	Click 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 \checkmark 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.
	1

You can also view phone lines grouped by batch by clicking the \equiv **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.

Sedit Phone Line: 000999123			8×
🔝 Dashboard 🦀 My Profile	e 🔯 IP Centrex	Biling Information	
Edit Forwarding			
<u>«</u>			^
🔯 General	Enable Rule		
Sector External Numbers	Description	Forwarding to a cell phone	
Dialing Rules Minoming Calls	Number	35644890579	
St Forwarding			
Dall Screening	Hide Advanced Settings		
 Call Recording Kolcemail 	Calling Party Display	Caler Number and Name	-
Faxes	Ring for	15	=
🖳 Auto Attendant	Ring Schedule:	Always	
DISA DISA		Aways	
🗫 Call Barring 🎥 Identity		Only at the following time interval	
Music On Hold			
Emergency Calls			
			-
	🔚 Save 🗦 Back		
	Edit Forwarding		

- 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.

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E Dashboard	🔏 My Profile		Ę	IP Centrex	Biling Information			
Forward	ling							
General Sternal Numbers Dialing Rules	×	Ther Wher	e are no n n your nur		formard ringing buddeegyr	e in 30 🗘 seconds,		
St Forwarding			forward t					
Call Screening		Edit	Order	Number	Description	Forward Settings	Enable	Delete
Call Recording Voicemail Faxes Auto Attendant DISA		B		35644890579	Forwarding to a cell phone	Ring Schedule: Always Ring for: 15 sec Calling Party Display: Caller Number and Name	۲	×
Call Barring Call Barring Music On Hold Emergency Calls								
		🗿 A(dd New Num	iber 🔚 Save 🛛 🛛 🖣	Page 1 of 🕨 🕅 🥏			1 - 1 of 1

- 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: 000999123			e ×
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Edit Advanced F	orwarding		
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~			^
Ceneral Cener	Enable Rule Description Number SIP Proxy image: Hide Advanced Settings Transport Protocol Keep Original CLD Caling Party Dsplay Ring for	V         Forwarding to cell phone         35644890579         193.193.193.10         V         UDP         V         Caler Number and Name         15	E
Emergency Calls	Ring Schedule:	Always	
		$\ensuremath{}$ Only at the following time interval	-
••••••	🔚 Save 🛛 💭 Back		
	🚜 Edit Advanced 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:
  - Forward To The number you wish the calls to be forwarded to.

Edit Phone Line: 0009	99123			æ
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Simple 1	Forwardii	ng		
General External Numbers Dialing Rules Incoming Calls Simple Forwarding Call Recording Call Recording Auto Attendant DISA Call Barring Call Barring Call Barring Call Barring Emergency Calls	C C	Forward To	35644890579	
		E Save		

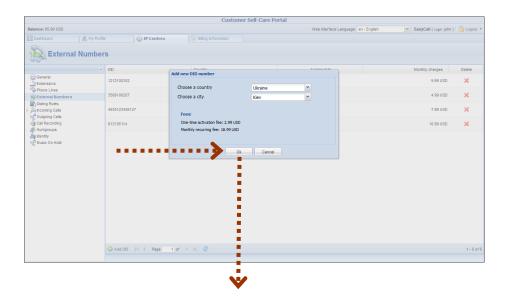
3. Click the 🗎 Save icon.

#### **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 **3** 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:

			Customer Self-C	are Portal		
Balance: 85.90 USD				Web Interface Language: en - English	Y EasyCall ( Login: john )	🔂 Logout
20 Dashboard	🐣 My Profile	i IP Centrex	Biling Information			
Extern	al Numbers					
	OD		Country	Assigned to	Monthly charges	Delete
General Extensions	1212	100352	UNITED STATES OF AMERICA New York	john_user_account	9.99 USD	×
Phone Lines	s 3589	100207	FINLAND Helsinki	john_user_account	4.99 USD	×
Dialing Rules     Solution of the second secon	4930	123456127	GERMANY Berlin	john_user_account	7.99 USD	×
Call Recording	8131	05114	JAPAN Tokyo	john_user_account	10.99 USD	×
ege tentty ve ² Music On Hold						
		dd DID 🕴 🔍 Page	1 of 🕨 🕅 🤓			1-5



			Customer Se	ff-Care Portal		
alance: 85.90 USD				Web Interface Language: en - English	Y EasyCall ( Login: john )	🔂 Logout
Dashboard	dy Profile	i IP Centrex	Billing Information			
External Nu	nbers					
	CID III		Country	Assigned to	Monthly charges	Delete
General Extensions	1212100352		UNITED STATES OF AMERICA New York	john_user_account	9.99 USD	×
Phone Lines	3589100207		FINLAND Helsinki	john_user_account	4.99 USD	×
Dialing Rules     Multiple Alls     Calls     Control of Calls	38044333333	3	UKRAINE Kiev	Unassigned	18.99 USD	×
Call Recording Huntgroups	493012345612	27	GERMANY Berlin	john_user_account	7.99 USD	×
ldentity Music On Hold	813105114		JAPAN Tokyo	john_user_account	10.99 USD	×
	Add DID	IN 4 Page 1 of ▶				1-5

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.

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Balance: 9.46 USD					Web Inte	erface Language: en - English	EasyCall ( Login: EasyCall )	🔂 Logout
28 Dashboard	🔏 My Profile		iP Centrex	Biling Information	1			
Abbrevia	ited Dial	ing						
🎡 General	«	Abbreviated I	Number Length	3				
Extensions		Edit	Abbreviated #		# To Dial	Descriptio	n 🔺	Delete
Phone Lines		<b>:</b> ,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	188		77700088	Amanda's	office Lynksys	×
Abbreviated Dialing			189		77700089	Andrew's I	P phone	×
An incoming Calls     Congoing Calls     Congoing Calls     Congoing Calls     Congoing Calls     Hundgroups     Hundgroups     Misec On Hold								
		🔾 Add 🛛 🚺	A Page 1 of					1 - 2 0
		📄 Save						

To add a new abbreviated dialing number, click the ⁽²⁾ 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 your accounts or any						
	hone 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 Porta	al			
Balance: 2,900.27 USD			Credit L	imit: 10,000.00 USD	en - English	~	EasyCall Ltd. ( Login: EasyCall )	🔓 Logout
Dashboard	💪 My Profile	iP Centrex		Biling Information				
Dialing Ru	iles							😡 He
	«	Dialing Rules:	North America,	to the determined			×	
Extensions		Dialing Rules.	North America,	to agir alaing			*	
Sites		Your location		Dialing Prefixes				
Sectornal Numbers		Your country dial code:	1	Outside line dial p	refix:			
Abbreviated Dialing		Your area code(s):		Domestic long-dis		1		
Dialing Rules		Emergency numbers (e.g.	911	(outside of your a				
Cutgoing Calls		911, 112):		International diali		011		
Call Recording Huntgroups				Exceptions (e.g.	*98):	411		
a Identity		Check Yourself						
📲 Music On Hold		You are going to cal:			555-1234			
		To call within your local area	you dial:		555-1234			
		To call long distance (within	our country, 12	3 code) you dial:	1 123-555-12	34		
		To call internationally you dia	l (to country with	code 44 20):	011 44-20-55	5-1234		
		(						
		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:

	Cus	tomer Self-Care Portal					
Balance: 180.20 USD		Web Interface Language:	en - English	~	EasyCall ( Login: EasyCall )	🔓 Logout	•
🔝 Dashboard 🦂 My Profi	e 🔯 IP Centrex	Biling Information					
Incoming Calls							
«	Ext-to-Ext Cal Distinctive Ring	Yes	~				
General	Group Pickup	V					
Extensions	Group Pickup Prefix	123					
Second Phone Lines							
Sector Content August 2015 Sector 2015 Sec							
Dialing Rules							
▲ A Incoming Calls							
Call Parking							
Call Recording							
Huntgroups							
Apple Identity							
Music On Hold							
	E 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 <b>Group Pickup</b> 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.

	Cust	omer Self-Care Portal	
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🔠 Dashboard 🦀 My Pro	fie 🔛 🏠 IP Centrex	Biling Information	
Call Parking			
General Contensions Sites Charlen Numbers Abbreviated Dialing Call Parking Call Parking Call Parking Call Contended Call Contended C	Call Parking Park Prefix Release Prefix	<ul> <li>✓</li> <li>345</li> <li>543</li> </ul>	
	E Save		

Column	Description
Call Parking	Enables the <b>Call Parking</b> feature.
Park Prefix	This is only available if <b>Call Parking</b> is activated; this
	allows you to specify a key combination for parking a
	call.
Release Prefix	This is only available if <b>Call Parking</b> 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):

			Cust	omer Self-Care Porta	I		
Balance: 180.20 USD				Web Interface Language	en - English	▼ Ea	syCall ( Login: EasyCall ) 🛛 🔂 Logout 🖓
Dashboard	🛛 🐣 My Profile		🙀 IP Centrex	Biling Information			
<b>Outgoin</b>	g Calls						
Ceneral Constant States Constant States Constant Numbers	8	Limit Simultai Max Number	neous Cals : Of Simutaneous Cals	4			

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.

Balance: 180.20 USD				Web Interface Language:	en - English	EasyCall ( Login: EasyCall )	🔓 Logout
Dashboard	🐣 My Profile	ip Cer	itrex	Biling Information			
Call Reco	ording						
🍪 General	*	Call Recording					
Extensions		Date/Time	Account ID	From	То	Duration	Play
Sites		2013-12-09 15:34:32	000111666	000111777	000111666	0:01	
Reference External Numbers		2013-12-09 15:29:30	000111777	000111777	000111666	0:02	
Abbreviated Dialing		2013-12-09 15:29:30	000111666	000111777	000111666	0:02	
Dialing Rules		2013-12-09 15:26:54	000111555	000111777	000111555	0:04	
Cutgoing Calls		2013-12-09 15:26:54	000111777	000111777	555	0:04	
🙀 Call Recording		2013-12-09 15:26:21	000111555	000111777	000111555	0:05	
luntgroups 🍰 Huntgroups		2013-12-09 15:26:21	000111777	000111777	555	0:05	
Music On Hold		2013-12-09 13:31:28	000111555	000111777	000111555	0:05	
2		2013-12-09 13:31:28	000111777	000111777	555	0:05	
		2013-12-05 17:00:37	000111555			0:00	
		2013-12-05 14:29:18	000111666	000111555	000111666	0:04	
		2013-12-05 14:29:18	000111555	000111555	000111666	0:04	
		2013-11-29 12:36:28	000111666	000111555	000111666	0:01	
		2013-11-29 12:36:28	000111555	000111555	000111666	0:01	
		A Page 1 of	> > 2				1 - 14 c

#### 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.

				Custon	ner Self-Care Por	tal				
Balance: 180.20 USD					Web Interface La	nguage: en - English	✓ EasyCal	II ( Login: Eas	yCall) 🔒 Lo	ogout 👻
B Dashboard	🔏 My Profile		🛛 🎲 IP C	entrex	Biling Information					
🥬 Huntgro	ups									
🎡 General	<b>(</b>	Edit	Configure	Huntgroup Number	Huntgroup Name	Hunt Sequence	Assigned Extensions	Caller ID	Call Pickup Allowed	Delete
Ceneral Extensions States States Phone Lines Contenal Numbers Abbreviated Dialing Dialing Rules		<b>1</b>	1	111	Sales	123 Order	Empty Huntgroup	Keep original	*	×
		<b>;</b>	1	112	Support	Random Empty Huntgroup		Keep original	~	×
A Incoming Calls										
& Huntgroups										
⁴ 에 Identity 《 ⁴ Music On Hold										
		Add Hun	taroun	Page 1	of 🕨 🕅 🤁					1 - 2 0

To add a new huntgroup, click the **O** 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.)
- Caller ID:
  - Keep original
  - Set to name and CLI of the huntgroup
  - Replace Caller Info with Huntgroup Name, keep Caller CLI
- **Call Pickup Allowed** enable this option to allow extensions to pick up calls made to the members of this huntgroup

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B Dashboard	A My Profile		i 🖓 IP C	entrex	Biling Information					
🤔 Huntgro	oups									
Ma i	~	Edit	Configure	Huntgroup Number	Huntgroup Name	Hunt Sequence	Assigned Extensions	Caller ID	Call Pickup Allowed	Delet
Extensions				112	Support	Random	Empty Huntgroup	Keep orig 🗸		
🛃 Sites					Upd	ate Cancel				
Phone Lines External Numbers Abbreviated Dialing Dialing Rules		<b>;</b>	1	111	Sales	123 Order	Empty Huntgroup	Keep original	~	×
An incoming calls				4 4 Page 1 c	л <b>н н е</b>					1 - 1 0
		Add Hun	igroup		er Self-Care Por		Encode			
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	My Profile		IP C	Custom	er Self-Care Por		💌 EasyCa	II ( Login: Easy		
Dashboard			∰ IP C	Custom	er Self-Care Por Web Interface La		EasyCa     Assigned Extensions	II ( Login: Easy Caller ID	yCall ) 🔒 La	ogout
Dashboard Huntgro General Extensions Sites	oups		∰ IP C	Custom	er Self-Care Por Web Interface La	nguage: en - English			yCall ) 🔒 La	ogout
General Extensions Sites Phone Lines External Numbers Abpreviated Dialing Dialing Rules	oups	Edit	∰ IP C	Custom Centrex	er Self-Care Poi Web Interface La Billing Information	Hunt Sequence	Assigned Extensions	Caller ID Keep	yCall ) 🔒 La	ogout Delete
Control Contro	oups	Edit	Configure	Custom entrex	Veb Interface La Web Interface La Blang Information Huntgroup Name Sales	Hunt Sequence	Assigned Extensions Empty Huntgroup	Caller ID Keep original	yCall ) 🔒 La	ogout Delete

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 **Huntgroup Number** to add one or several extensions that calls should be delivered to. Click the **Add Extension** button, then choose the extension from the drop-down list of the **Extension Number** and set the parameters:

- **Ringing Delay, sec** Delay (in seconds) before the extension starts to ring.
- **Ringing Time, sec** Duration (in seconds) of ring.
- **Ignore Follow-me/Voicemail** select this check box to disable forwarding (voicemail, follow-me) on the specific extension for calls made to this huntgroup.

#### Porta <mark> Billing® </mark>

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Balance: 180.20 USD					Web Interface Language:	en - English	~	EasyCall ( Login:	EasyCall )	🔓 Logout 👻
🔠 Dashboard 🦂 My Profile		🎡 IP Ce	trex	📄 Biling Informati	on					
Edit Huntgroup: S	Support I	Depart	ment							
«	Huntgroup Nu	mber	99		Hunt Seque	nce	Random		*	
🎡 General	Huntgroup Na			epartment	Caller ID		Keep original		*	
Extensions				eparument	Caller ID		Reep original		•	
Sites Phone Lines	Call Pickup Allo	wed	1							
Reference in the second	Included E	tensions	Include	d Huntgroups						
Abbreviated Dialing  Dialing Rules  Anothing Calls	Order	Extension	Number	Extension Name	Assigned To Phone Line	Ringing Delay, sec	Ringing Time, sec	Ignore Follow- me/Voicemail	Set This Group as Primary	Delete
Cutgoing Calls		444		Andrew	000111555		Infinite	_	~	×
A Huntgroups										
Muse On Hold	Add Exter	nsion Back								

				Customer Self	-Care Portal					
Balance: 180.20 USD					Web Interface Language:	en - English	~	EasyCall ( Login:	EasyCall)	🔒 Logout
🔠 Dashboard 🧧	My Profile	ip Ce	ntrex	🔡 Biling Informa	tion					
🤔 Edit Huntg	roup: Support	Depar	tment							
	Huntgroup N	umber	99		Hunt Seque	nce F	Random		*	
General	Huntgroup N	ame	Support D	epartment	Caler ID	ŀ	Keep original		~	
Sites	Call Pickup Al	owed	<b>v</b>							
Section Phone Lines										
w External Numbers	Included I	xtensions	Include	d Huntgroups						
Dialing Rules	Order	Extension	Number	Extension Name	Assigned To Phone Line	Ringing Delay, sec	Ringing Time, sec	Ignore Follow- me/Voicemail	Set This Group as Primary	Delete
Calls Calls		555	~	Tom	000111888		1	5 📺		
A Huntgroups	· · · · ·				Update Ca	ncel				
ldentity ≪ Music On Hold		444		Andrew	000114655		Infinite	-	~	×
	() Add Exte	ension								
	🔚 Save 🛛 🌡	Back			<b>V</b>					

			Customer Self	Care Bortal					
Balance: 180.20 USD			customer sen	Web Interface Language:	en - English	~	EasyCall ( Login:	EacuCall )	A Logout
					en - English	· · ·	EasyCan ( Login.	Lasycall )	Eugour -
🔝 Dashboard 🦀 My Profile		iP Centrex	📄 Biling Informa	tion					
🤔 Edit Huntgroup: S	Support	Department	t						
	Huntgroup N	lumber 99		Hunt Seque	nce F	Random		*	
🎡 General	Huntgroup N	Cumant I	Department	Caller ID		Keep original		~	
Extensions			Deparument	Caler ID		ceep original		•	
Sites	Call Pickup Al	lowed 🔽							
Phone Lines	C	Extensions Includ							
Abbreviated Dialing	Included	Extensions	ed Huntgroups						
Dialing Rules					Ringing	Ringing Time,	Ignore Follow-	Set This	
A Incoming Calls	Order	Extension Number	Extension Name	Assigned To Phone Line	Delay, sec	sec	me/Voicemail	Group as Primary	Delete
Cutgoing Calls								Frindary	
Call Recording		555	Tom	000111888		15	_	_	×
Auntgroups	· ·								
Ap Identity		444	Andrew	000111555		Infinite	_	1	×
Music On Hold		444	Andrew	000111333		mmme	_		~
	Add Ext	ension							
•••••	🔡 Save 🛛 🎖	Back							
-									

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 **Included Huntgroups** tab and choose the required huntgroups to

add from the list of Huntgroup Number. Select the **Ignore Followme/Voicemail** check box to disable forwarding for calls made to this huntgroup. Then click **Save**.

Balance: 180.20 USD				Self-Care Portal Web Interface Language	en - Englist	n	✓ Easy	Call ( Login: EasyCall )	🔒 Logout
🐻 Dashboard 🛛 🐣 My Profi	e S	3 IP C	Centrex 📄	Biling Information					
Edit Huntgroup:	Sales		u						
«	Huntgroup Num	her	111		Hunt Sequ	ience	Order		~
i General	Huntgroup Nam		Sales		Caller ID		Keep orig	inal	~
Extensions Sites	Call Pickup Allowe				color 10		recep ong		
Strain Phone Lines	controllap ruom								
Sector 2 Abbreviated Dialing	Included Exten	isions	Included Huntgroups						
■ Dialing Rules	Order	Hun	tgroup Number	Huntgroup Name		Included Ex	tensions	Ignore Follow- me/Voicemail	Delete
Call Recording		112	*	Support		Empty Huntg	oup	<b>v</b>	
Auntgroups				Update	Cancel				
	Add Huntgroup	oup							
	🔚 Save 🛛 💭 I	Back							
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Balance: 180.20 USD			Customer	Self-Care Portal Web Interface Language	en - Englist	n	▼ Easy	Call ( Login: EasyCall )	🔒 Logou
🗄 Dashboard 🛛 🧟 My Profi		्रे IP C			en - Englist	1	Y Easy	<b>Call</b> ( Login: EasyCall )	🔒 Logou
B Dashboard A My Profi	Sales		Centrex 📔	Web Interface Language				<b>Call</b> (Login: EasyCall)	🔓 Logou
Edit Huntgroup:	Sales		Dentrex	Web Interface Language	en - Englist Hunt Sequ		Easy Order	Call ( Login: EasyCall )	Cogou
Dashboard     Dashboard     My Profit     Dashboard     Edit Huntgroup:     Gooreral     Detensions	Sales	ber	Centrex 📔	Web Interface Language					
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Dashboard     Dashboard     My Profit     Dashboard     Edit Huntgroup:     Gooreral     Detensions	Sales Huntgroup Num Huntgroup Nam	ber	Centrex	Web Interface Language	Hunt Sequ		Order		
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Cashboard  My Profit  My Profit  Cashboard	Sales Huntgroup Numi Huntgroup Nami Cal Pickup Allowe	ber e ed nsions	IIII Sales	Web Interface Language	Hunt Sequ		Order Keep orig		
Cashboard     Any Profit     Cashboard	Sales Huntgroup Numi Huntgroup Nami Cal Pickup Allowe Included Extern	ber e ed nsions	Included Huntgroups	Web Interface Language	Hunt Sequ	ience	Order Keep orig	inal	v
Costing Calls     Costing Calls     Costing Calls	Sales Huntgroup Numi Huntgroup Nami Cal Pickup Allowe Included Extern	ber e ed isions Hun 112	Included Huntgroups	Web Interface Language	Hunt Sequ	Included Ex	Order Keep orig	inal	v
Deshboard     My Profit     My Profit     Edit Huntgroup:     Edit Huntgroup:     Comparing Calls     Call Recording     Call Recording     Muntgroups     Management	Sales Huntgroup Numi Huntgroup Nam Cal Pickup Alow Included Exter Order	ber e ed ISIONS Hun 112	Included Huntgroups	Web Interface Language	Hunt Sequ	Included Ex	Order Keep orig	inal	v v Delete

**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			
Balance: 2,900.27 USD				Credit Limit: 10	000.00 USD en - English	👻 EasyCa	II Ltd. ( Login: EasyCall )	🔓 Logout 🔹
B Dashboard	🛛 🐣 My Profi	e	iP Centrex	Biling Information				
ldentity								😡 Help
	«	Hide CLI		Automatic	~			
General		Hide CLI Pre	fix	122	_			
Extensions		Show CLI Pr	efix	555				
Phone Lines		onon our n						
We External Numbers								
Dialing Rules								
Incoming Calls								
Outgoing Calls (a) Call Recording								
land groups								
Ap Identity								
- Music On Hold								
		🔚 Save						

Column	Description
Hide CLI	<ul> <li>Removes CLI (ANI) information for outgoing calls. You can choose one of the following options:</li> <li>Never – Always show CLI. Privacy service is not permitted.</li> <li>Always – Always hide CLI. Privacy service is permitted and in effect (all calls are private).</li> <li>Automatic – Allows flexible configuration for CLI hiding. It depends on the prefix number dialed and the privacy headers provided by an IP phone device.</li> </ul>
Hide CLI Prefix	Enter the prefix to be dialed before the outgoing number in order to prevent the called party from seeing your phone number (Only available when <b>Hide CLI</b> option is set to "Automatic").
Show CLI Prefix	Enter the prefix to be dialed before the outgoing number in order to allow the called party to see your phone number (Only available when <b>Hide CLI</b> 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			
Balance: 180.20 USD		Web Interface Language:	en - English 🗸	EasyCall ( Login: EasyCall )	🔒 Logout ,
🔠 Dashboard 🦀 My Profile	i IP Centrex	Biling Information			
Music On Hold					
«	Browse Description: P	lease upload your music		Upload	
Extensions	Description			Play On Hold	
🛃 Sites	Description			Ô	
Phone Lines	No Frills Cumbia (c) 2001 Key	vin MacLeod. Latin		6	
😵 External Numbers 🔛 Abbreviated Dialing				ð	
Dialing Rules					
Main Calls Outgoing Calls					
Call Recording					
ntgroups					
Ap Identity					
	0				

Click the treble clef ^(b) 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**

## **Billing 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-Ca	re Portal							
ance: 2.96 USD				Web Inf	iterface Lang	uage: en -	English		👻 EasyCa	II ( Login: Easy	Call ) 🔓 Logo
Dashboard	🐣 My Profile	iP Centrex	Billing Information								
Billing	Summary										
Billing Summary	**					Informati					
General		Brief Billing Information		•	Invoices	Informati	on				
Subscriptions		Balance	2.95865 USD		Amoun						
Transactions Volume Discounts		Transactions Totals Information			Due or 2013	12-16		0.00	000 0	SD 🔤	ake a Payment
Invoices					View	P	ayment Sta	tus	Due Date		Amount Due
Make a Payment	From	2013-09-16 00:00:00		There is	no data to						
		Till	2013-12-16 15:04:11		See.	All Invoices	1.20				
		Total usage charges	0.05865 USD				140				
		Subscriptions	2.90000 USD		Active St	ubscription	15				
		Total	2.95865 USD		Subscrip	tion			Discount R	Activation	
		Total Transactions	48		simple pl	an			1.00	2013-12-	16 2013-12-1
					Traveller	's Plus			2.00	2013-12-	16
					æ						
					Volume	Discounts					
					Destin	Service	Peak L	Thres	Used	Remai Cu	rren Next Di.
					Local	Voice Calls	N/A	50.00 minute	0.00 minute	50.00 15 minute	00% 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: 180.20 USD			Web Interf	ace Lar	nguage: en - English	~	EasyCall ( Login: EasyCall )	🔓 Logout 🕞
E Dashboard	🔏 My Profile		iP Centrex		Billing Information			
General								
	~	Tax ID						
General		Send Statistic	-	C	ustomer Class Default	~		
Subscriptions					ustomer Class Default			
Transactions				_	Il statistics			
Invoices				_	ummary only p not send			
Make a Payment						_		
Payment Info								
		🔚 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.
	<ul> <li>Summary Only – Do not send a full list of xDRs, only a brief summary</li> </ul>
	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.

Customer Self-Care Portal								
Balance: 180.20 USD	Web Interface Language:	en - English	👻 EasyC	all ( Login: EasyCall	) 🔒 Logout			
🗄 Dashboard 🛛 🕹 My Profi	e 🎲 IP Centrex	Billing Information						
Subscriptions								
K 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		
General	simple plan	1.00	2013-12-16	2013-12-16	2014-01-16	2013-12-16		
🖗 Subscriptions	Traveller's Plus	2.00	2013-12-16	2013-12-16	2014-01-16			
III Transactions Volume Discounts Volume Discounts Invoices III Nake a Payment Wake a Payment Info	€2							

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.				

#### **Individual Subscriptions**

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

	Custo	mer Self-Care Porta	I							
Balance: 180.20 USD	Web Interface Lar	iguage: en - English	~	EasyCall ( Login: EasyCall	) 🔂 Logout					
🖥 Dashboard 🛛 🐣 My Pr	ofie 🎲 IP Centrex	Billing Information								
lndividual Subs	scriptions									
K Billing Summary	Subscription	Discount Rate,%	Start Date YYYY-MM-DD	Activation Date YYYY-MM-DD	Finish Date YYYY-MM-DD	Billed Date				
General	□ Line ID: 000111555 (1 Active Subscription	Line ID: 000111555 (1 Active Subscription)								
Subscriptions     Individual Subscriptions	simple plan	1.00	2013-12-16	2013-12-16	2014-01-16	2013-12-16				
	□ Line ID: 000111666 (1 Active Subscription	n)								
	Traveller's Plus	2.00	2013-12-16	2013-12-16	2014-01-16					
Invoices Make a Payment	■ Line ID: 000111777 (1 Active Subscription	Line ID: 000111777 (1 Active Subscription)								
approximate a Payment	simple plan	1.00	2013-12-16	2013-12-16	2014-01-16	2013-12-16				
	~									
	2									

#### 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.

Customer Self-Care Portal									
Balance: 180.20 USD			Web Inter	face Language	er - English	~	EasyCall ( Login: EasyCall )	🔓 Logout	•
🔠 Dashboard 🦀 My Profile	: ::::::::::::::::::::::::::::::::::::	P Centrex	📄 🗎 Billing In	formation					
Transactions									
~	Filter								•
Billing Summary     General     General     Subscriptions     Transactions     Viume Discounts     Make a Payment     Make a Payment     Payment Info	Service:	2013-11-11			HH24:MI:SS				
	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

• The type of required phone lines (accounts)

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

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

		(	Customer Self	f-Care Poi	rtal					
Balance: 180.20 USD				Web Interface	e Language: en -	- English	~	EasyCall ( Login: EasyCall	) 🔒 Logout	•
E Dashboard	A My Profile	P Centrex	📄 Billing In	formation						
Transacti										
	Filter									•
Billing Summary     General     Subscriptions     Transactions		Date: 2013-11-11	YYYY-MM-DD YYYY-MM-DD		HH24:MI:SS HH24:MI:SS					
Svolume Discounts Invoices Make a Payment Payment Info		Is for: Customer And Cre	edit Accounts	*						
		Show Records	Download							
	Summary									
	Service		Total Tran	sactions	Charged Q	luantity		Charged Amount	Show Details	
	Netaccess (r	ninute)		11		1920		33.3 USD	EQ.	
	Voice Calls (	minute)		14		43		20.02 USD	Ē.	
	Total Servic Used:	e 2	Total Transactions:	25			Total Charged Amount:	53.32 USD		
	14 4 Page	e 1 of 🕨 🕅 🍣	2						1 - 2 of	2
	Q Show Recc	ords								
-										_

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

### **Volume Discounts**

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

		Cu	istomer Self-	Care Portal				
alance: 180.20 USD			Web Interfa	ace Language: en	- English	👻 EasyCa	II ( Login: EasyCall	🛛 🔂 Logout
🗄 Dashboard 🛛 🕹 My Profile	Ę	IP Centrex	) 🗎 E	illing Information				
Volume Discount	S							
<b>«</b>	Destination G	Service	Peak Level	Threshold	Used	Remaining	Current Disco	Next Discoun
🚰 Billing Summary	Local	Voice Calls	N/A	50.00 minute	0.00 minute	50.00 minute	15.00%	N/A
Subscriptions Transactions Transactions Volume Discounts Number Make a Payment Payment Info								

E: 1.1	
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.

			Custo	mer	Self-	Care	Por	tal							
Balance: 180.20 USD				We	eb Inte	rface L	angua	ge:	en - E	Inglish	~	Eas	syCall ( Login: Easy	Call ) 🛛 🔓	Logout
🔡 Dashboard 🛛 🕹 My Prof	le	iP Centr	ex		🖹 Billi	ng Inf	ormat	ion							
Invoices															
a Billing Summary	Search for inv	voices enterin	g <i>Date rang</i>	OR :	selecti	ng <i>Dat</i> i	e rang	е							
🙀 General	Invoice No.														
Subscriptions Transactions				2013	8-09-01										
Volume Discounts				2013	3-12-01					-					
Invoices		Include Void Invoices				ember	2012	-	-						
🚍 Make a Payment	Include vold I	Invoices		S	M	T W	2013 T	F	S						
Payment Info	View No.	Date	Payment		2	3 4	5	6		e D	Amount D	Je	Amount Net	Remain	ning Bal
	There is no da	velosib of st		8	9 1	0 11	12	13	14						
	There is no du	to to uspay			16 1	7 18	19		21						
				22	23 2		26	27	28						
				<b>29</b>	30 3 6	1 1 7 8	2	3 10	4 11						
					0	Toda		10							
	I4 4 Page	1	× N   &												
	Bearch														
· · · · · · · · · · · · · · · · · · ·															

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
  - o 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 Por	tal		
Balance: 180.20 USD			Web Interface	Language: en - English	🖌 EasyCall ( Login: EasyCall )	Logout
B Dashboard	🔒 My Profile	🔯 IP Centrex	Billing Information			
늘 Make a	Payment					
dilling Summary	«	Now your balance is 180.20 USD	)			
General Subscriptions		Amount: 200				
Transactions		Credit or Debit Card				
Make a Payment		Bank account (eCheck)				
Payment Info		_				
		Paying from your checking Bank A	Account			
		Direct Debit NL				
		A direct debit is a financial transact	tion in which you withdraw funds fro	m a bank account.		

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.

ance is 180.20 USD	terface Language, en - English	EasyCall (	( Login: EasyCall )	🔒 Logout 🝷
ance is 180.20 USD	illing Information			
Induct: 200.00 Imber: 1111xxxxxxxxxx111 Date: 2015-01-31 Imber: American Express Imperiate Pay Now Imp	USD (1.00 USD minimum)	ds		
Payment Methods				

An alternative payment method can be used by clicking the

with 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.

	Custon	ter Self-Care Portal						
Balance: 180.20 USD		Web Interface Language	en - Englis	h	▼ E;	asyCall ( Login: EasyCall )	🔓 Logout	•
🔠 Dashboard 🦂 My Profile	बिंहे IP Centrex 📄 🗟 Bill	ing Information						
Payment Info								
C Billing Summary C General Subscriptions Woune Discoutis Woune Discoutis Workes Make a Payment Payment Info	Preferred Payment Method   Preferred Payment Method  A credit or Debt Card  Pay with your credit or debt card.  Payment Method: American E Cardholder Name: John Dee Expiration Date: 01 / 2015 Phone: -  Bank account (eCheck) E Payng from your checking Bank Account  A drect debt is a financial transaction in which  Auto-Payments  Auto-pay invoices using this payment method Payn Vent the balance	xpress xxx1111 you withdraw funds from a bank ac	Country: State: Postal code:	Suite#408, Drive Coquitam CANADA British Colu V3B 2P7		Glen		
	E Save							

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.

Dashboard	🐣 My Profile	iP Centrex	Billing Information		
Dashboard Ceneral Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction Construction	Key Start End T Day of	Time: 20 ime: 08 i the Month: Exar Sunday Monday Tuesday Wednesday Thursday		Include New Period 🕸	Time Periods There is no data to display
	V	Fiday	Ime       July       August       September       October       November       December		✓ Fnish K 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	ex 🗄 E	Silling Information			
General	~						
🎡 General		Start Time:	20 *: 00	~		Time Periods	
External Numbers						From 20:00 Till 08:00,	
A Incoming Calls		End Time:	08 🎽 🕻 00	*		on Monday-Friday, of January-December	×
Calls Screening		Day of the Month:				of January-December	
Call Recording			Example: 1, 3, 7,	14-23			
Call Barring Second Environment Call Barring Environment Second Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Second Environment Sec		Select All Day	rs Select A	Maatha			
ldentity		Sunday	January	imonuis			
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Emergency Calls					Include New Period I		
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3. Click **Save** to add a specified time period for the current forwarding number.

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# ... configure multiple pickup groups?

The multiple pickup groups functionality allows phone lines in the same IP Centrex environment to be grouped so that phone line owners within the group may answer each other's calls by merely dialing a Group Pickup Prefix on their phones.

Let's assume that there are two offices working with shared secretarial services. First you must enable a Group Pickup feature, then configure two huntgroups and lastly configure the pickup groups within them:

- 1. Go to the **Incoming Calls** page:
  - Enable the Group Pickup feature
  - In the **Group Pickup Prefix** field specify *77.

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- 2. Go to the **IP Centrex** tab.
- 3. On the **Huntgroups** page of the IP Centrex tab add two huntgroups (for how to add huntgroups, see the section titled **Huntgroups**):
- To the first huntgroup 88 (e.g. Sales Department) add the required extensions: 222, 333 and the secretary's 999 extension. Define huntgroup 88 as primary for extensions 222 and 333. Make sure the **Call Pickup Allowed** feature is enabled for the huntgroup.
- To the second huntgroup 99 (e.g. Support Department) add extensions 444, 555 and the secretary's 999 extension. **Define huntgroup 99 as primary for all these extensions 444, 555 and 999.** Make sure the **Call Pickup Allowed** feature is enabled for the huntgroup.

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With these settings the following scenario is possible: There is an incoming call to extension 444. The secretary (extension 999) can dial *7788 to pick up the call (because 444 is in their non-primary group, thus *77 won't work. They have to dial the group pickup prefix and the number of huntgroup). To pick up an incoming call to the extension 222 the secretary can dial *77 because extension 222 is in their primary group.