

# **Customer Self-care Interface**

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

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

# **1** Introduction

# Login to the Customer Self-care Interface

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

## **Overview**

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

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

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

ance: 62.35 US	D					Credit	Limit: 100.00 US	D en - English	×	EasyCall Ltd. ( Login: john_easycall )	🔓 Logo
Dashboard		My Profile	5	iP Centrex		Billin	g Information		_		
b 🏭 Das	hboard										
Recent Calls							Brief Billing I	nformation			
Date/Time	Account ID	From	То	Duration	Cost, USD	P	Balan	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	rmation			
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 D john@easycall.com	rive		
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:

			Cu	stomer Self-C	are	Portal					
Balance: 180.20 USD				Web Interfa	e L	anguage: Select a lang	uage	e 💌 Eas	yCall ( Log	jin: EasyCall) 🔒	Logout
🔠 Dashboard 🥼 My Profile		Ę	IP Centrex	📑 Biling	Info	rmation					
Extensions											
(w)	Edit	Confi	Extension Num	Extension Name	•	Assigned To Phone Line	е	Primary Group	Publi	Recorded Name	Delete
Seneral Extensions	<b>;</b>	P	222	John		Sort Ascending Sort Descending		-		Not Set	×
Sites Phone Lines External Numbers	<b>;</b>	1	333	Catherine			<b>V</b>	Edit		ot Set	×
Abbreviated Dialing	<b>;</b>	1	555	Andrew		000111555	<b>v</b>	Configure Extension Numb	er	ot Set	×
A Incoming Calls							<b>v</b>	Extension Name Assigned To Phy			
(i) Call Recording							<b>v</b>	Primary Group	She Line		
Music On Hold							V	Published			
4							V	Recorded Name			
						l	V	Delete			
		d Evtensio	n 🚺 🖣 Page	1 of 🕨 🖗		31					1-3

#### **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  $\blacksquare$  **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	D en - English	<ul> <li>EasyCall Ltd. (Login: john_easycall)</li> </ul>	🔓 Logout
Dashboard	2	My Profile	8	🚰 IP Centrex	(	🗟 Billin	g Information			
as 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	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		L			
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-	Care Portal	
Balance: 180.20 USD	Web Interface Language	en - English 💌	EasyCall ( Login: EasyCall ) 🔓 Logout 👻
🔠 Dashboard 🦂 My Profi	e 🔯 IP Centrex	Biling Information	
General			
«	Paging/Intercom		
General	Paging/Intercom Prefix	123456	
Extensions	Extension Number Length	3	
Phone Lines			
Sector Numbers			
Moreviated Dialing			
Aning rates     Aning rates			
Outgoing Calls			
Call Recording Buntgroups			
a Identity			
Music On Hold			
	E Save		

Field	Description
Paging /	Intercom calls enable users belonging to the same
Intercom	group to use two phones like on-door
	speakerphones. Here you can see whether this feature
	is enabled or not for your phone line.
Paging /	This appears only if <b>Paging / Intercom</b> 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		Billing Information				
Extension	5									
	«	Edit	Conf	Extension N	Extension Name	e Assigned To Phon	Primary Group	Publi	Recorded Name	Del
General		<b>:</b>	1	222	John	000111666	-	V	Not Set	×
Sites Phone Lines External Numbers		<b>;</b>	1	333	Catherine	000111777	-		Not Set	×
Abbreviated Dialing		<b>:</b>	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   <b>2</b>				1 - 3 (

To add a new extension number, click the <sup>(2)</sup> 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	nterface Language: en - En	glish	EasyCall ( Login: EasyCall )	🔒 Logou
Dashboard	🔏 My Profile		4	IP Centrex	📄 Billing Inform	mation				
Extensio	ne									
NNN	115									
	~	Edit	Confi	Extension Number	Extension Name	Assigned To Phone Li	ne Primary Group	Publis	Recorded Name	Delet
General				444	Andrew	000111555	✓ This extension is no	ot as: 👻 🔽	Please 🔈 Browse	
Extensions Sites		-				Save	Cancel			
Phone Lines			1	222	John	000111666	-	<b>v</b>	Not Set	×
External Numbers Abbreviated Dialing Dialing Rules			1	333	Catherine	000111777			Not Set	×
© Incoming Calls ② Outgoing Calls ③ Call Recording ④ Huntgroups ▲ Huntgroups ↓ Identity ↓ Music On Hold		Ado	d Extensio	n 🚺 🍕 Page	1 or 🕨 Mi 🧃	5				1-
					Custom	er Self-Care Pert	al			
alance: 180.20 USD					Custom		al Interface Language: en - En	glish	EasyCall ( Login: EasyCall )	🔒 Logo
alance: 180.20 USD	A My Profile		4	IP Centrex	Custom	V <b>e</b> b		glish	💌 EasyCall ( Login: EasyCall )	🔒 Logo
Dashboard			į,	IP Centrex		V <b>e</b> b		glish	EasyCall ( Login: EasyCall )	🔒 Logo
Dashboard			4	IP Centrex		V <b>e</b> b		glish	EasyCall ( Logn: EasyCall )	🔒 Logo
Dashboard		Edit	Cont	IP Centrex	Biling Infon	Mation	Interface Language: en - En	glish Publis		
Dashboard Extensio	ons			Extension Number	Biling Infor	Assigned To Phone Li	Interface Language: en - En	Publis	Recorded Name	Dele
Dashboard Extension General Extensions	ons	Edit			Biling Infon	Mation	Interface Language: en - En			
Dashboard Extension General Extensions Stes Phone Lines	ons			Extension Number	Biling Infor	Assigned To Phone Li	Interface Language: en - En	Publis	Recorded Name	Dele
Cashboard  Cashboard	ons	Þ		Extension Number	Extension Name	Assigned To Phone LI 000111666	Interface Language: en - En	Publis	Recorded Name Not Set	Dele
Deshboard  Cashboard  Cashboard	ons	9 9		Extension Number 222 333	Extension Name John Catherine	Assigned To Phone LI 000111666	Interface Language: en - En	Publis	Recorded Name Not Set	Dele X

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 ∰ Hundroups ∰ Hundroups ∰ 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	र्द्धि IP Cent	trex	📄 🔠 Billing	Information						
Dashl	ooard											
AccountID: 1	2568900550	00			Onli	,				Ext	ension #: ;	512 (Dia
Contact Inform	ation					Brief Billing I	nformation	1				
Address Email	iana Edison					Type Balance Refunds Non Call Re	lated Char	jes		Debit 9.98 USD 0.00 USD 0.00 USD		
Recent Calls	1 ▷ ▷	- 21			1 - 1 of 1	Product & Di	scounts In	formation				
Date/Time 2011-09-21	From 125689005500	To 160404373456	Duration 0:28	Cost, USD 0.05	Play	Product Destination	Easy Service	all Peak Level	Threshold	Used	Current Disc	Next Disco
11:55:53	1   🕨 🕅	2			1 - 1 of 1	sa.JNB	Voice Calls	N/A	200 USD	0 USD	100% (for free)	0% (normal rate)
						Member of H	luntgroups	Informatio	n			
						Group Na						
						i vev bec	annent					

#### 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 - E	English 👻	EasyCall ( Login: EasyCall )	🔒 Logout 🔹
B Dashboard	🔏 My Profile		🙀 IP Centrex	Biling Information				
Sites								
	*	Default Site		Site Name:	Default Site			
General								
Extensions				Limit Simultaneous Calls:	Yes	*		
Second Phone Lines				Max Number of Simultaneous Calls:	4			
Reference in the second				Max Number of Incoming Calls:				
Dialing Rules				Max Number of Outgoing Calls:				
Incoming Calls Outgoing Calls				Max Number of Forwarded Cals:				
Call Recording								
🈹 Huntgroups				Codec Connectivity Profile:	Unknown	~		
ldentity ≪ <sup>1</sup> Music On Hold				Max Bandwidth:				
and on the				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.
<b>Current Location</b>	Customer's permanent location. It contains a
	country code top-level domain (in iso_3166_1_a2
	format, e.g. fr for France, de for Germany etc.)
Allowed Mobility	Stationary user (constant location) option can be
	used if the customer is not authorized to make calls
	from various countries (e.g. as a residential
	customer would make calls from his SIP phone).
	Calls made from any other country will be screened.
	The Roaming user (frequent location) option
	can be used for customers who travel frequently. In
	this case, a change in location would be considered
	acceptable.

## **Phone Lines**

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

				Customer Se	lf-Care	Portal					
Balance: 11.55 USD				Credit	Limit: 1,00	0.00 USD en - Eng	lish	EasyCall Lto	I ( Login: EasyCal	ILtd)	🔒 Logout 🕞
🛅 Dashboard 🦀 My	Profile	IP Centr	ex	📄 Billing Inf	ormation						
Phone Lines											😡 Help
i General	Configure	ID	ldle, days	Available Funds, USD	Туре	Product	Batch	Site	Forwarding Enabled	SIP	IP Phone Model
Extensions Sites	1	16041235003	0	Unlimited	Credit	SIP Subscribers		Default Site	-	0	Linksys/SP
Phone Lines	1	16041235004	0	100.00	Credit	SIP Subscribers		Default Site	~	0	Linksys/SP
Abbreviated Dialing	1	16041235005		99.93	Credit	SIP Subscribers		Default Site	_		
All Incoming Calls     Outgoing Calls	1	17781225000		99.93	Credit	SIP Subscribers		Default Site	-		
Call Recording	1	19070712231		99.93	Credit	SIP Subscribers	1111	Default Site	-		
An Identity	1	42727269710		99.93	Credit	SIP Subscribers	1111	Default Site	-		
Music on riola	1	60718744698		99.93	Credit	SIP Subscribers	1111	Default Site	-		
	1	60985666273		99.93	Credit	SIP Subscribers	1111	Default Site	-		
	i∃ Group E	sy Batch 👘 🕅 🚽	Page	1 of 1 🕨	M   🍣						1 - 8 of

Column	Description
Configure	Click the <b>Configure</b> <i>H</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.
Forwarding	The forwarding field shows whether this function is
Enabled	enabled or disabled for a particular phone line. When
	it is enabled, the 🖋 icon is shown. The field with an
	- icon indicates that forwarding is disabled.
SIP	When the phone line is used by a phone to register
	with the SIP server, the 🧿 icon is shown.
IP Phone	Indicates the IP phone that is assigned to a particular
Model	phone line.

You can also view phone lines grouped by batch by clicking the **E** 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** *r* 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 <sup>O</sup> 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		
<ul> <li>Call Recording</li> <li>Kolcemail</li> </ul>	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.

HNN Edit Phone Line: 00099	99123							æx
E Dashboard	🔏 My Profile		Ę	IP Centrex	Biling Information			
Forward	ling							
General Sternal Numbers Dialing Rules	×	Ther Wher	e are <b>no n</b> n <b>your nur</b>		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 ×
🔠 Dashboard 🦀 My Profil	e 🔯 IP Centrex	Billing Information	
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.

Book Edit Phone Line: 00099	9123				e ×
B Dashboard	A My Profile		iP Centrex	Biling Information	
Simple F	orwardii	ng			
General External Numbers Dialing Rules Incoming Calls Call Screening Call Recording Call Recording Call Recording Call Recording Auto Attendant Z DISA Call Barring Identity Call Succention Call Barring Call	C.	Forward To		35644890579	
		🔚 Save			

3. Click the 🗎 Save icon.

#### **DIDs (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-Care Por	tal		
Balance: 3.01 USD			Web Interface Lang	uage: en - English	🖌 EasyCall ( Login: EasyCall ) 🔒	Logout -
Dashboard	🔏 My Profile	IP Centrex	Biling Information			
DIDs						🕑 Help
	«	DID	Country	Assigned to	Monthly charges	Delete
General		3250946019	BELGIUM Brugge	Unassigned	9.40 USD	×
nites 🖓 Phone Lines		358931584392	FINLAND Helsinki	Unassigned	9.40 USD	×
🛞 DIDs 🌿 Abbreviated Dialing		4500000001	DENMARK Virtual PRI	Unassigned	20.99 USD	×
Dialing Rules		493011111113	GERMANY Berlin	Unassigned	9.40 USD	×
Calls Calls Calls Calls Call Recording		542644660711	ARGENTINA San Juan	Unassigned	10.68 USD	×
Munigroups		556140404260	BRAZIL Brasilia	Unassigned	10.68 USD	×
a.		56512472780	CHILE La Serena	Unassigned	13.23 USD	×
		81345208900	JAPAN Tokyo	Unassigned	14.51 USD	×
		81345208901	JAPAN Tokyo	Unassigned	14.51 USD	×
		861084053407	CHINA Beijing	Unassigned	20.91 USD	×
	•••	🗿 Add DID 🛛 🚺 🖣 Page	2 of 2 🕨 🕅		5	i1 - 94 of 9

				Customer S	elf-Care Portal				
Balance: 3.01 USD				W	eb Interface Language:	en - English	✓ EasyCa	II ( Login: EasyCall )   🔒	Logout
B Dashboard	🔏 My Profile		iP Centrex		Biling Information				
DIDs									😡 Hel
	~		DID	Co	untry	Assigned to	M	onthly charges	Delete
Extensions		32509	Add new DID number	RELOUM			1	9.40 USD	×
Sites		35893	Choose a country		Ukraine	~		9.40 USD	×
Abbreviated Dialing		45000	Choose an area		Kiev	~		20.99 USD	×
Dialing Rules     An Incoming Calls     Outgoing Calls		49301	Fees: One-time activation	ee: 3.00 LISD				9.40 USD	×
Call Recording		54264						10.68 USD	×
占 Identity 🛃 Music On Hold		55614						10.68 USD	×
		56512		Ok	Cancel			13.23 USD	×
		81345	208900	Tokyo	Un	assigned		14.51 USD	×
		81345	208901	JAPAN Tokyo	Un	assigned		14.51 USD	×
		86108	4053407	CHINA Beijing	Un	assigned		20.91 USD	×
			Id DID	2 of 2 📕 🕨	N 22				51 - 94 of

			Customer Self-Care Porta	il in the second se		
Balance: 3.01 USD			Web Interface Langua	age: en - English 🗸	EasyCall ( Login: EasyCall ) 🔒	Logout •
B Dashboard	🔏 My Profile	e 🏠 IP Centrex	Bling Information			
DIDs						😡 Helj
	«	DID	Country	Assigned to	Monthly charges	Delete
General Extensions		3250946019	BELGIUM Brugge	Unassigned	9.40 USD	×
Sites		358931584392	FINLAND Helsinki	Unassigned	9.40 USD	×
Abbreviated Dialing		380442217221	UKRAINE Kiev	Unassigned	20.91 USD	×
Dialing Rules Incoming Calls Colligionary Calls		4500000001	DENMARK Virtual PRI	Unassigned	66.96 USD	×
Call Recording		493011111113	GERMANY Berlin	Unassigned	9.40 USD	×
🚑 Identity 🖑 Music On Hold		542644660711	ARGENTINA San Juan	Unassigned	10.68 USD	×
		556140404260	BRAZIL Brasilia	Unassigned	10.68 USD	×
		56512472780	CHILE La Serena	Unassigned	13.23 USD	×
		81345208900	JAPAN Tokyo	Unassigned	14.51 USD	×
		81345208901	JAPAN Tokyo	Unassigned	14.51 USD	×
		🔇 Add DID 🛛 🚺 🖣 Page	2 of 2 🕨 🕅			51 - 95 of

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

#### **Abbreviated Dialing**

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

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

			Customer Sel	f-Care Portal			
Balance: 9.46 USD				Web Interface Language:	en - English 👻	EasyCall ( Login: EasyCall )	🔒 Logout
🖥 Dashboard	My Profile	iP Centrex	Billing Information				
	d Dialing						
🐼 General	Abbreviate	ed Number Length	3				
Extensions Sites	Edit	Abbreviated #	1	≠ To Dial	Description 🔺		Delete
Phone Lines		188	;	77700088	Amanda's office Ly	iksys	×
Abbreviated Dialing		189	1	77700089	Andrew's IP phone		×
An Incoming Calls Cutgoing Calls Call Recording Huntgroups Huntgroups Music On Hold							
	🙆 Add	I Page 1 of	▶ N   @				1 - 2
	🔚 Save						

To add a new abbreviated dialing number, click the <sup>(3)</sup> 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			
	phone number. If you leave this field blank, then the			
	abbreviated number is considered to be a direct			
	number, or "dial as is." This is useful for making sure			
	that special numbers (e.g. 112) are never converted by			
	other translation rules.			
	Note: Phone numbers must be entered in the E.164			
	format.			
Description	Description of this abbreviated number, e.g.			
	"Andrew's IP phone."			

## **Dialing Rules**

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

		Customer Self-Care Por	tal		
Balance: 2,900.27 USD		Credit Limit: 10,000.00 USI	en - English	EasyCall Ltd. ( Login: E	asyCall) 🔒 Logout 🔹
🔢 Dashboard 🛛 🐣 My P	rofie 🔛 🏠 IP Centrex	Biling Information			
Dialing Rules					🕑 Help
Ceneral Extensions States Frone Lines Control Lines Control Linebers Cont	Daing Rules:     Duaing Rules:     Your location     Your country dial code:     Your area code(s):     Emergency numbers (e.g.     911, 112):	North America, 10 digit dialing           1         Dialing Prefixes           1         Outside ine dial           0         Domestic long-di (outside of your)           911         International dia Exceptions (e.g.	prefix: istance dial prefix · area code): ling prefix:	× 1 011 411	
《 Gail Recording # Huntgroups ఈ Gently ④ Music On Hold			*99): 555-1234 555-1234 1 123-555-12 011 44-20-55		

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	<b>V</b>					
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	
Balance: 180.20 USD		Web Interface Language: en - English	🖌 📔 EasyCall ( Login: EasyCall ) 📑 Logout 👻
🔠 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.
<b>Release Prefix</b>	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
Extensions Sites		<b>1</b>	1	111	Sales	123 Order	Empty Huntgroup	Keep original	*	×
Sternal Numbers Abbreviated Dialing Dialing Rules		<b>;</b>	1	112	Support	Random	Empty Huntgroup	Keep original	~	×
A Incoming Calls										
& Huntgroups										
▲ Identity ଐ 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

#### Porta 🏅 Billing®

				Custom	er Self-Care Por	tal				
Balance: 180.20 USD					Web Interface La	nguage: en - English	<ul> <li>EasyCal</li> </ul>	II ( Login: Easy	(Call ) 🔓 Lo	ogout •
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			
	My Profile			Custom	er Self-Care Por Web Interface La	r <b>tal</b> nguage: en - English	▼ EasyCa	II ( Login: Easy	yCall) 🔒 Lo	
	My Profile		igroup	Custom	er Self-Care Por		💌 EasyCa	II ( Login: Easy		
Dashboard			i to 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		i to 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	i to 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>

				Customer Self-	Care Portal					
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	Caler 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	-	~	×
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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							
Sector 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	~
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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				
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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					
Control Contro Control Control Control Control Control Control Control Control Co	Sales Huntgroup Num	ber	Dentrex	Web Interface Language	Hunt Sequ		Order		
Dashboard     Dashboard     My Profit     Dashboard     Edit Huntgroup:     Gooreral     Detensions	Sales Huntgroup Num Huntgroup Nam	ber	Centrex	Web Interface Language	Hunt Sequ		Order		
Central Centr	Sales Huntgroup Num Huntgroup Nam	ber e ed	Centrex	Web Interface Language	Hunt Sequ		Order		
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	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	Ience	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	Ience	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 cer m						
We External Numbers								
Dialing Rules								
Incoming Calls								
Outgoing Calls (a) Call Recording								
land groups								
Ap Identity								
- Music On Hold								
		🔚 Save						

Column	Description
Hide CLI	Removes CLI (ANI) information for outgoing calls. You can choose one of the following options:
	<ul> <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	Enter the prefix to be dialed before the outgoing
Prefix	number in order to prevent the called party from
	seeing your phone number (Only available when
	Hide CLI option is set to "Automatic").
Show CLI	Enter the prefix to be dialed before the outgoing
Prefix	number in order to allow the called party to see your
	phone number (Only available when Hide CLI
	option is set to "Automatic").

## **Music on Hold**

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

	Cu	stomer Self-Care Portal			
Balance: 180.20 USD		Web Interface Language:	en - English	EasyCall ( Login: EasyCa	all ) 🔓 Logout 👻
🔠 Dashboard 🦂 My Profi	e 🔯 IP Centrex	Biling Information			
Music On Hold					
«	Browse Description: Plea	ise upload your music		Upload	
Seneral	Description			Play On Hold	
🛃 Sites				0	
Phone Lines External Numbers	No Frills Cumbia (c) 2001 Kevin	MacLeod. Latin		6	
Abbreviated Dialing				Ð	
Dialing Rules					
Cutgoing Calls					
Qall Recording					
ntgroups 🍰 🕹					
Music On Hold					
	0				

Click the treble clef  $\$  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-Care I	Portal								
Balance: 13.71 USD		Credit Limit	: 1,000.00 U	ISD en - E	English		✓ Eas	yCall Ltd	( Login: Ea	syCallLtd	) 🔒 Log
🔠 Dashboard 🦀 My Prof	le 🔯 IP Centrex	Billing Information									
Billing Summary	1										9
~											
🚮 Billing Summary	Brief Billing Information			Invoices	Informa	tion					
General     Subscriptions     Transactions     Volume Discounts	Balance Credit Limit	13.71 USD 1000.00 USD		Amoun Due on <b>2014</b> -			0.0	0 US	D 🔳	Make a F	ayment
Invoices	Transactions Totals Information		•	View	v	Due Da	te	Amour	t	Payme	nt Status
🚍 Make a Payment	From	2014-01-03		There is	no data to	o display					
	Till  Total usage charges	2014-04-03 2.16 USD		🚡 See /	All Invoice	s 🛛 🥭					
	Subscriptions	1.55 USD		Active St	ubscriptio	ons					
	Total Total Transactions	13.71 USD 21		s	Subscripti	on	Peric	dic Fee	Start I		inish Date
				Equipme	ent Rental		5.0	0 USD	2014-0	4-02	
				Equipme	ent Rental		5.0	0 USD	2014-0	4-02	
				IP Phone	e Rental		9.0	0 USD	2014-0	4-03	
				2							
				Volume	Discount	5					
				Desti Group	Service	Peak Level	Thre	Used	Rem	Curre Disco	Next Disco Level
				Local	Voice Calls	N/A	92.00 minutes	0.00 minutes	92.00 minutes	15.00%	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 Interface	Language: en - English	~	EasyCall ( Login: EasyCall )	🔓 Logout 👻				
🔠 Dashboard	My Profile	IP Centrex	Billing Information							
General										
Billing Summary     General     Constant Subscriptions     Transactions     Invoices     Make a Payment     Payment info	Kar     Tax ID       Send Statistic	c	Customer Class Default Customer Class Default Full statistics Summary only Do not send	~						
	E Save									

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

## **Subscriptions**

This tab displays the subscription plans currently being applied to you. Pending (not yet active) subscriptions are always on the bottom of the list and highlighted in grey.

		Customer Self-0	Car	e Portal						
Balance: 13.71 USD		Credit Limit: 1,000.00 USD en - Er	nglis	h 💌	EasyCall L	.td ( Login: EasyCallLto	d) 🔓 Logout 👻			
Dashboard	🛛 🐣 My Profile	IP Centrex		📔 Billing Infor	mation					
Subscriptions										
Billing Summary		Subscription		Periodic Fee	•	Start Date	Finish Date YYYY-MM-DD			
General		Equipment Rental			5.00 USD	2014-04-02				
Subscriptions		Equipment Rental			5.00 USD	2014-04-02				
Transactions		IP Phone Rental			9.00 USD	2014-04-03				
Volume Discounts		Traveller's Plus			0.00 USD	2014-04-04				
Invoices Make a Payment Payment Info										
	Total Subscriptions active now:	3	Total periodic fee active now:	19.00 USD						
		R.								

Subscription	Subscription plans being applied to you.
Periodic Fee	This is a recurring fee for a particular subscription.
Start Date	Subscription activation date.
Finish Date	This shows the date on which this subscription will be
	automatically canceled.

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

#### **Individual Subscriptions**

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

				Cust	tomer	Self-Care Porta	L				
alance: 180.20 USD						Web Interface Lar	nguage:	en - English	~	EasyCall ( Login: EasyCa	ll ) 🔒 Logou
Dashboard	🐣 My Profile		🔯 IP Centrex		📄 Bill	ing Information					
Individua	l Subso	riptions									
Billing Summary	~	Subscription				Discount Rate,%	Start Date YYYY-MM-DD		Activation Date YYYY-MM-DD		Billed Date YYYY-MM-D
General		Line ID: 000111555 (1 Active Subscription)									
Subscriptions     Discriptions		simple plan			1.00	2013-12-16		2013-12-16	2014-01-16	2013-12-1	
Transactions		∃ Line ID: 00	00111666 (1 Active S	ubscrip	tion)						
Volume Discounts		Traveller's Plus			2.00	2013-12-16		2013-12-16	2014-01-16		
Invoices Make a Payment		Line ID: 000111777 (1 Active Subscription)									
Payment Info		simple plan				1.00	201	13-12-16	2013-12-16	2014-01-16	2013-12-1
		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 and service.

		C	ustomer Self	-Care Portal			
Balance: 11.55 USD		Credit Lin	nit: 1,000.00 USD	en - English	~	EasyCall Ltd ( Login: EasyCallLtd )	🔓 Logout 👻
Dashboard	🔏 My Profile	: EP Ce	ntrex	📄 🔡 Billing Info	rmation		
Transact	ions						😡 Help
	«	Filter					
Billing Summary     General     Subscriptions     Transactions     Volume Discounts     Invoices     Make a Payment     Payment Info		From Date: Til Date: Service: Show records for:	2014-04-02	ransactions	16:46:08		

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)
- If you want failed transactions to be included in the list, select the **Show Failed Transactions** check box.

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 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.



				Custor		Care Portal					
Balance: 13.71 USD						Credit Limit: 1	1,000.00 USD en - Eng	jish 👻	EasyCall Ltd ( Login	: EasyCallLtd	i)   🛅 L
B Dashboard	🐣 My Profie	🙀 IP O	entrex	📔 Billing Infor	mation						
Transacti	ions										
	« Fi	Ros									
d Billing Summary	<u></u>			2							
General				YYYY-MM-DD		HH24:MI:SS					
Subscriptions		Til Date:	2014-04-02	YYYY-MM-DD	17:19:00	HH24:MI:SS					
Transactions		Service:	AI			•					
Volume Discounts		Show records for:	Customer And Cre	edit Accounts							
Make a Payment			Show Failed Tra	ansactions							
Payment Info			O ober Decerte	Davida a							
			Q Show Records	EB Download							
		Summary									
		Sen	vice	Total Tra	ansactions	Ct	harged Quantity	Ch	arged Amount	5	Show Deta
		Subscriptions				1				00 USD	6
		Credits / Adjustments	8			1			10.000	00 USD	EQ,
		Voice Calls				7	131 (minute	)	2.158	34 USD	6
		Total Service Used:		3 Total		9		Total Charged A	mount: 12:	30 USD	
				Transactions		-				4	¥
		4 4 Page 1	of 1   🕨 🕅   🤕							- A	1-
										•	
	C	🔍 Show Records								•	
	C	C Show Records		Custor	ner Self-	Care Portal				•	
Balance: 13.71 USD	C	3 Show Records		Custor	ner Self-		1,000.00 USD en - Enj	pish v	EasuCall Ltd ( Login	n: EasyCallLtd	I)   🔒 L
Balance: 13.71 USD	A My Profie	Show Records	entrex	Custor				zlish 💌	EasyCall Ltd ( Logi	n: EasyCallLtd	I) 🔒 L
B Dashboard	A My Profile		entrex					jish v	EasyCall Ltd ( Lopi	n: EasyCallLtd	I) 🔒 L
	A My Profile		entrex					jish v	EasyCall Ltd ( Lopi	n: EasyCallLtd	I) 🔒 L
Dashboard	My Profile					Credit Limit: 1		jish 🗸			
Dashboard	A My Profile	Credits / Adjustments				Credit Limit: 1	1,000.00 USD en - Enj	jish ↓	10.00000	USD	LQ,
Dashboard Transacti	My Profile					Credit Limit: 1				USD	
Dashboard Transacti Biling Summary General Subscriptions	My Profile	Credits / Adjustments	5	Billing Infor		Credit Limit: 1	1,000.00 USD en - Enj	Zolal Charged	10.00000	USD	Ľđ,
Dashboard     Transacti     General     Subscriptions     Transactions	My Profile	Credits / Adjustments Voice Calls Total Service Used	5	Billing Infor Billing Infor		Credit Limit: 1	1,000.00 USD en - Enj		10.00000 2.15834	USD	
	My Profile	Credits / Adjustments Voice Calls Total Service Used	5	Billing Infor Billing Infor		Credit Limit: 1	1,000.00 USD en - Enj	Zolal Charged	10.00000 2.15834	USD	
Dashboard     Transacti     General     Subscriptions     Transactions	My Profile	Credits / Adjustments Voice Calls Total Service Used	5	Billing Infor Billing Infor		Credit Limit: 1	1,000.00 USD en - Enj	Zolal Charged	10.00000 2.15834	USD	
Build Summary General Subscriptons Transactions Volume Discounts Invoices Make a Payment	My Profile	Credits / Adjustments Voice Calls Total Service Used: 4 Page 1 Voice Calls	s of1   ⊁ ⊨   @	Billing Infor		Credit Limit: 1	1,000 00 USD en - Eng 131 (minute)	Total Charged	10.00000 2.15834	USD USD USD	1-3 c
Build Summary General Subscriptons Transactions Volume Discounts Invoices Make a Payment	My Profile	Credits / Adjustments Voice Calls Total Service Used: Voice Calls Voice Calls Account	s of 1   ト ト   @	Billing Infor Billing Infor		Credit Limit: 1	1,000.00 USD en - Enj	Total Charged Mount Bill time	10.00000 2.10834 12.30	USD USD USD	
Dashboard      Transacti      Biling Summary     General     Subscriptons      Transactions      Volume Discounts      Invoices	My Profile	Credits / Adjustments Voice Catis Total Service Used Voice Catis Account	5 of 1 🕨 🕅 🥏 From 7755 (Michael	Billing Infor		Credit Limit: 1	1,000 00 USD en - Eng 131 (minute)	Total Charged Amount Bill time 2014-04-02	10.0000 2.15834 12.30 Charged Time,	USD USD USD	1 - 3 c
Build Summary General Subscriptons Transactions Volume Discounts Invoices Make a Payment	My Profile	Credits / Adjustments Voice Calls Total Service Used Voice Calls Account 1604123004	s of 1 > Pi @ From 7755 (Michael Turner) 7755 (Michael	<ul> <li>Billing Infor</li> <li>Total Transactions:</li> <li>To</li> <li>2678</li> </ul>		Credit Limit: 1	1,000 00 USD en - Eng 131 (minute)	Bill time 2014-04-02 16:18:08 2014-04-02	10.00000 2.15834 12.30 Charged Time, min.sec 0:22	USD USD USD USD 0.36667 L	1 - 3 c
Build Summary General Subscriptons Transactions Volume Discounts Invoices Make a Payment	My Profile	Credits / Adjustments Voice Calls Total Service Used Voice Calls Account 1604123004	s of 1   > >   @ From 7755 (Michael Turner)	<ul> <li>Billing Infor</li> <li>Total Transactions</li> </ul>		Credit Limit: 1	1,000 00 USD en - Eng 131 (minute)	Bill time 2014-04-02 16:18:08 2014-04-02 16:18:08	10.00000 2.15834 12.30 Charged Time, min.sec	USD USD USD 0.36667 L 0.36667 L	1 - 3 c nt, USD USD
Build Summary General Subscriptons Transactions Volume Discounts Invoices Make a Payment	My Profile	Credits / Adjustments Voice Calis Total Service Used 4 Page 1 Voice Calis Account 16041235005	s of 1 > Pi @ From 7755 (Michael Turner) 7755 (Michael	<ul> <li>Billing Infor</li> <li>Total Transactions:</li> <li>To</li> <li>2678</li> </ul>		Credit Limit: 1	1,000 00 USD en - Eng 131 (minute)	Bill time 2014-04-02 16:18:08 2014-04-02	10.00000 2.15834 12.30 Charged Time, min.sec 0:22	USD USD USD USD 0.36667 L	1 - 3 c nt, USD USD
Build Summary General Subscriptons Transactions Volume Discounts Invoices Make a Payment	My Profile	Credits / Adjustments Voice Calls Total Service Used: 4 Page 1 Voice Calls Account 16041235004 16041235005 16041235005	of 1 > P & @ From 7755 (Michael Turner) 7755 (Michael Turner) 2678 (John Doe)	Billing Infor Total Transactions To 2678 2678 2678 2678 2678		Credit Limit: 1	1,000 00 USD en - Eng 131 (minute)	Bill Imme 2014 04 02 15 15 04 15 15 15 15 15 15 15 15 15 15 15 15 15 1	10.00000 2.15834 12.30 Charged Time, min sec 0.22 0.22 0.22 0.17	USD USD USD 0.36667 L 0.28333 L	1 - 3 o usp usp
Biling Summary General Subscriptons Transactions Volume Discounts Invoices Make a Payment	My Profile	Credits / Adjustments Voice Calls Total Service Used: 4 Page 1 Voice Calls Account 16041235004 16041235005 16041235005	s of 1 > P @ @ From 7755 (Michael Turner) 2676 (John Doe) 2676 (John Doe)	Billing Infor Transactions 2678 2678 2678 2678 7755		Credit Limit: 1	1,000 00 USD en - Eng 131 (minute)	Bill time 2014-04-02 16 15 0.09 2014-04-02 2014-04-02 2014-04-02 2014-04-02 2014-04-02 2014-04-02 2014-04-02	10.00000 2.16834 12.30 Charged Time, min.sec 0.22 0.22 0.22 0.17 0.17	USD USD USD 0.36667 L 0.36667 L 0.26333 L 0.28333 L	1 - 3 o usp usp usp
Biling Summary General Subscriptons Transactions Volume Discounts Invoices Make a Payment	My Profile	Credits / Adjustments Voice Calls Total Service Used: 4 Page 1 Voice Calls Account 16041235004 16041235005 16041235005	of 1 > P & @ From 7755 (Michael Turner) 7755 (Michael Turner) 2678 (John Doe)	Billing Infor Total Transactions To 2678 2678 2678 2678 2678		Credit Limit: 1	1,000 00 USD en - Eng 131 (minute)	Bill Imme 2014 04 02 15 15 04 15 15 15 15 15 15 15 15 15 15 15 15 15 1	10.00000 2.15834 12.30 Charged Time, min sec 0.22 0.22 0.22 0.17	USD USD USD 0.36667 L 0.28333 L	1 - 3 o usp usp usp
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Click the 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.

Customer Self-Care Portal										
Balance: 180.20 USD			Web Inte	erface Language: en	- English	👻 🛛 EasyCa	II ( Login: EasyCall	🔒 Logout ,		
🔠 Dashboard 🛛 🐣 My Profile	٤	🙀 IP Centrex		<b>Billing Information</b>						
Volume Discounts										
~	Destination G	Service	Peak Level	Threshold	Used	Remaining	Current Disco	Next Discount		
🚰 Billing Summary	Local	Voice Calls	N/A	50.00 minute	0.00 minute	50.00 minute	15.00%	N/A		
<ul> <li>Osubscriptions</li> <li>Transactions</li> <li>Volume Discounts</li> <li>Invoices</li> <li>Invoices</li> <li>Payment Info</li> </ul>										

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 either by entering its number or by selecting a date

range and clicking the icon . If you want to include void invoices, just select the corresponding check box and then press **Search**.

				Customer Self-C	Care Portal					
Balance: 20.52 USD				Credit Limit: 1	00.00 USD en - Englis	ih 🔽 Ea	asyCall ( Login: EasyCall	) 🔓 Logou	ut	
B Dashboard	🔏 My Profile		IP Centre	< 🗎 🗄 E	Billing Information					
	i							Θ	He	
	«	View Inv	voices over the l	Period						
Mailling Summary			From: 2014-01-03 YYYY-MM-DD							
www.subscriptions			Til: 2014	-03-03	YYYY-MM-DD					
Transactions			📃 In	clude Void Invoices						
Volume Discounts				Search						
Make a Payment		Enter In	voice Number							
		View	No.	Period Starts	Period Ends	Due Date	Amount	Payment Sta	atu	
		Q	185	2014-03-02	2014-03-03	2014-03-07	0.00 USD	Paid		
		Q	183	2014-03-01	2014-03-02	2014-03-06	0.00 USD	Paid		
		Q	181	2014-02-28	2014-03-01	2014-03-05	0.00 USD	Paid		
		Q	179	2014-02-27	2014-02-28	2014-03-04	0.00 USD	Paid		
		Q	177	2014-02-26	2014-02-27	2014-03-03	0.00 USD	Paid		
		Q	175	2014-02-25	2014-02-26	2014-03-02	0.00 USD	Paid		
		Q	173	2014-02-24	2014-02-25	2014-03-01	0.00 USD	Paid		
		Q	171	2014-02-23	2014-02-24	2014-02-28	0.00 USD	Paid		
		0	169	2014-02-22	2014-02-23	2014-02-27	0.00 USD	Paid		
		Q	109	2014-02-22	2014-02-23	2014-02-21	0.00 030	Paid		

Invoices cover these parameters:

- No. (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 Starts / Ends** the period for which an invoice is generated
- **Due date** date by which payment should be received
- Amount sum of all charges for this period minus credits / refunds

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

#### **Make a Payment**

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



	Customer Self-Care Portal
Balance: 180.20 USD	Web Interface Language:  en - English 🛛 🚽   EasyCall ( Login: EasyCall )   🙆 Logout 🔹
🔠 Dashboard 🦀 My Pro	ofie 🔛 IP Centrex 📄 Billing Information
Make a Paymer	nt
	Kow your balance is 180.20 USD
dilling Summary	
<ul> <li>General</li> <li>Ø Subscriptions</li> </ul>	Amount: 200
Transactions	Credit or Debit Card 📷 💷 🚺 🚛 💷
Invoices	Pay with your credit or debit card.
🚍 Make a Payment	Bank account (eCheck)
Payment Info	—
	Paying from your checking Bank Account
	O Direct Debit NL DEST
	A direct debit is a financial transaction in which you withdraw funds from 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.

	Custom	er Self-Care Portal			
Balance: 180.20 USD		Web Interface Language: en	- English	EasyCall ( Login: EasyCall )	🔓 Logout ,
🔡 Dashboard 🦀 My Profile	iP Centrex	Billing Information			
Make a Payment					
«	Now your balance is 180.20 USD				
General	Amount: 200.00	USD (1.00 USD m			
Volume Discounts	Expiration Date: 2015-01-31		,		
Make a Payment	Payment Method: American Expre	ess			
Payment Info	n Pay Now				
	See Other Payment Methods				

An alternative payment method can be used by clicking the

Give Other Payment Methods icon. The list of currently supported payment methods is the following:

- Credit or Debit Cards allows you to pay using your credit or debit card;
- **Bank account (eCheck)** allows paying from your checking Bank Account;
- **Direct Debit NL** allows you to perform financial transaction in which you withdraws funds from a bank account;
- **PayNearMe** allows you to pay for services in cash at any 7-Eleven or ACE Cash Express store across the United States. You

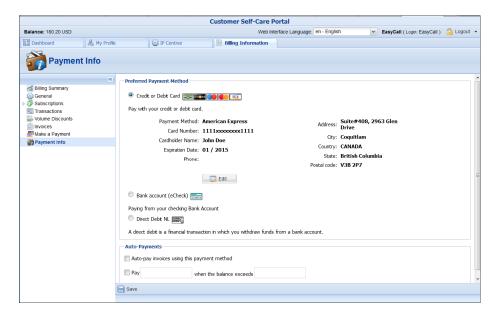
need to specify your email to get a PayNearMe payment slip via email and then print it. The payment slip contains the bar code to be scanned at a 7-Eleven or ACE Cash Express location. You pay cash to the store clerk, who then records the transaction – the payment information is immediately delivered to the service provider via the PayNearMe network. PortaBilling® records the transaction and updates your balance so you can immediately start using the service.

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

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

## **Payment Info**

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



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

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

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



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

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

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

Dashboard	A My Profile	iP Centrex	Billing Information		
General	•				
Ceneral External Numbers Incoming Calls Forwarding Call Recording Call Recording Voicemail Call Barring Favorte Numbers Mentty Music On Hold Emergency Calls	End Day	Time: (	20 20 20 20 20 20 20 20 20 20 20 20 20 2	Include New Period 4	Time Periods There is no data to display
			<ul> <li>✓ August</li> <li>✓ September</li> <li>✓ October</li> <li>✓ November</li> <li>✓ November</li> <li>✓ December</li> </ul>		✓ Finish X Cance

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
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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			
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Music On Hold		Monday	February				
Emergency Calls					Include New Period I		
		V Tuesday	March		Include New Period 🌳		
		Wednesday	V April				
		Thursday	📝 May				
		Friday	📝 June				
		🔄 Saturday	📝 July				
			📝 August				
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			October				
			📝 Novembe	r			
			Decembe	r			
						V Finish	样 Cancel
	< [			1	11		•
	Edi	it Forwarding				V	

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

Edit Phone Line: 160404	373452				₿×
BB Dashboard	🐣 My Profile	🞡 IP Centrex	Billing Information		
Edit Forwardir	-				
General Stremal Numbers Comparison Calls Stremarding	Wimber Ring for	160404373761 60	seconds	Description	forwarding to home number
<ul> <li>Cals Screening</li> <li>Cal Recording</li> <li>Colar Recording</li> <li>Colar Barring</li> <li>Cal Barring</li> <li>Favrite Numbers</li> <li>Identity</li> <li>Music On Hold</li> <li>Emergency Calls</li> </ul>	Use this nu	Mways	ing time interval From 20:00 Till 08 on Monday-Friday, of January-Decem		Ø
	< 🗳		m		<b>,</b>
	📄 Save 🗦	Back			
	Edit Forward	ding			



NNN Edit Phone Line: 1604	04373452								8×
Dashboard	🛛 🐣 My Profile		्रि १	Centrex	📄 Billing Informati	on			
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General	*			sing Order forward bers which will be us		roup.			
Reternal Numbers			our numbe ward the	er is called and the c call <b>to</b> :	all is not answere	d on your	IP phone in 31 💲 s	econds,	
Calls Screening		Edit	Order	Number		Description	i .	Forward Settings	Del
<ul> <li>Call Recording</li> <li>Voicemail</li> <li>Call Barring</li> <li>Favorite Numbers</li> <li>Identity</li> </ul>		<b>;</b>		160404373761		forwardin	ig to home number	Time restrictions: From 20:00 Till 08:00, on Monday-Friday, of January- December Ring for: 60 sec	×
€ Music On Hold ∰Emergency Calls		🙆 Add N	ew Number	Save Order   🧟	2				

# ... 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.

			Customer Se	lf-Care Portal	
Balance: 180.20 USD				Web Interface Language: en - English	🖌 📔 EasyCall ( Login: EasyCall ) 🛛 🔂 Logout 🗣
E Dashboard	🐣 My Profile	iP Centrex	🔡 Biling Inform	nation	
Incoming	Calls				
General Extensions Stess Phone Lines External Numbers Daing Putes Daing Nutes Control Calls Call Recording Hungroups Lidenty Calls Call Recording Hungroups Lidenty Calls Call Recording Hungroups Lidenty Music On Hold	Group	Ext Cal Distinctive Ring Pickup Pickup Prefix	Yes V *77	<u>Y</u>	
	Save	e			

- 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.

B-1			Customer Self-		on English			5	Logout
Balance: 180.20 USD		·		Web Interface Language:	en - English	× 1	EasyCall ( Login:	EasyCall)	Logout
Dashboard	rone a	IP Centrex	Biling Informat	ion					
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	Huntaroun Num	Huntgroup Number 99			000	Random			
🎡 General	Huntgroup Nam		enartment			Keep original		* *	
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Reference Allowed Distance	Included Ext	ensions Include	d Huntgroups						
Moreviated Dialing  Dialing Rules  Analogian Rules  Analogian Rules	Order	Extension Number	Extension Name	Assigned To Phone Line Ringing Delay, se		Ringing Time, c sec	Ignore Follow- me/Voicemail	Set This Group as Primary	Delete
Outgoing Calls Outgoing Calls	ç	99 🗸	Irene	000111999		15	5	<b>v</b>	
A Huntgroups	· · · · ·			Update Car	ncel				
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			Customer Self-	Care Portal					
Balance: 180.20 USD				Web Interface Language:	en - English	~	EasyCall ( Login:	EasyCall )	Logout
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Edit Huntgrou	p: Support D	epartment	0						
	K Huntgroup Num	ber 99		Hunt Sequence		Random			
🔯 General	Huntgroup Num		a a statement			Keep original		*	
Extensions		Huntgroup Name Support Department Call Pickup Allowed				Reep original		•	
None Lines									
😪 External Numbers	Included Ext	ensions Include	d Huntgroups						
Dialing Rules	Order B	Extension Number	Extension Name	Assigned To Phone Line	Ringing Delay, se	Ringing Time, c sec	Ignore Follow- me/Voicemail	Set This Group as Primary	Delete
ूरि Outgoing Calls @ Call Recording # Huntgroups dig Identity र Music On Hold		555	Tom	000111888		15	-	~	×
	<b>1</b> 🕂	999	Irene	000111999		15	-	1	×
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				Cus	tomer Self-Care Po	rtal				
Balance: 180.20 USD					Web Inter	face Language: en - En	glish 👻 Easy	/Call ( Login: Eas	yCall )   🔂 L	ogout
EB Dashboard	🐣 My Profile		IP Centrex Biling Information							
💕 Huntgro	ups									
🔯 General	~	Edit	Configure	Huntgroup Number	Huntgroup Name	Hunt Sequence	Assigned Extensions	Caller ID	Call Pickup Allowed	Dele
Extensions Sites Phone Lines External Numbers		<b></b>	1	88	Sales Department	123 Order	Assigned Extensions • 222 - John • 333 - Catherine • 999 - Irene	Keep original	~	×
Abbreviated Dialing Dialing Rules Incoming Calls Outgoing Calls		<b>;</b> }	P	99	Support Department	Random	Assigned Extensions • 444 - Andrew • 555 - Tom • 999 - Irene	Keep original	*	×
Huntgroups										
		Add Hunt	group 🛛 🕅	A Page 1 of						1 - 2

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.