



PortaBilling



Customer Self-care Interface

Maintenance
Release
42



Documentation

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PortaSwitch® Customer self-care interface, July 2014

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 in-between 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:
 - Minimum screen resolution: 1024 x 768

1 ■ Introduction

Login to the Customer Self-care Interface

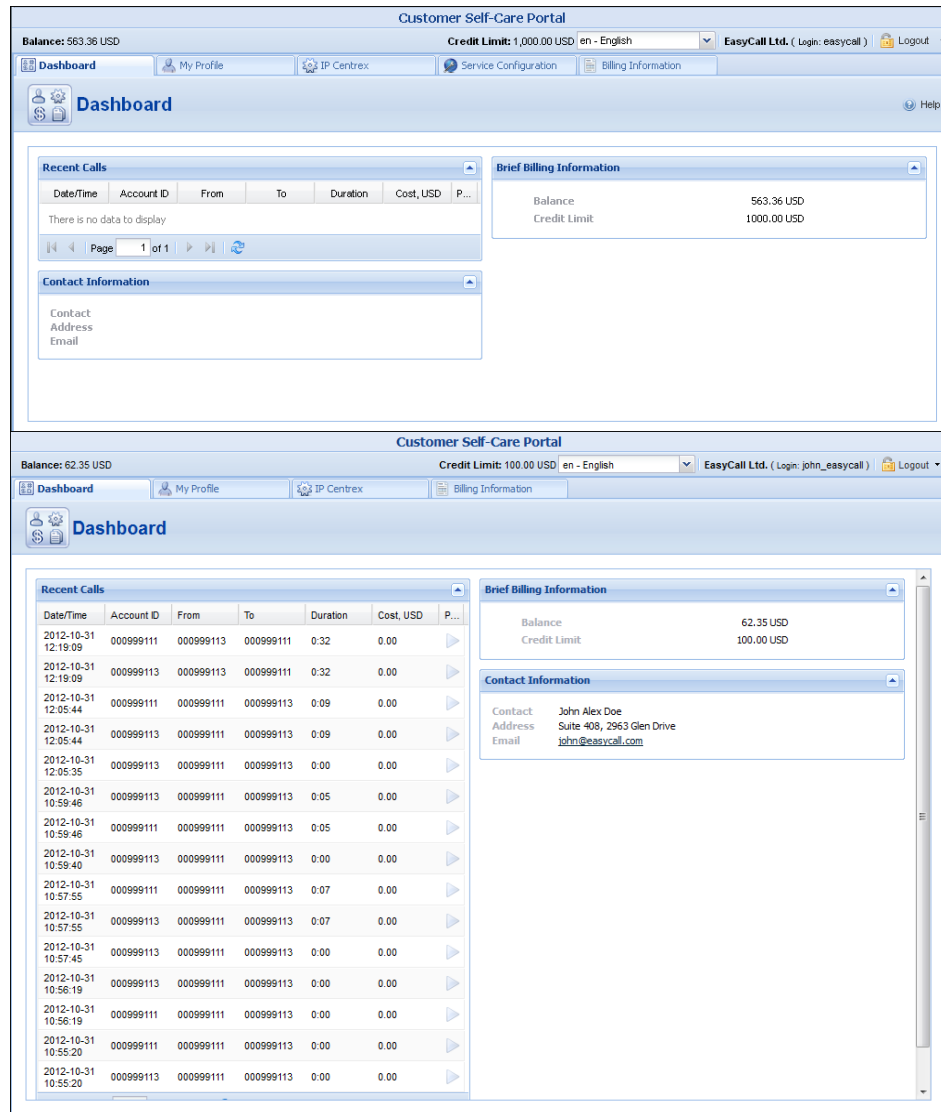
Your ITSP will provide you with a URL and credentials for logging in to the Customer self-care portal upon subscribing to their services.

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

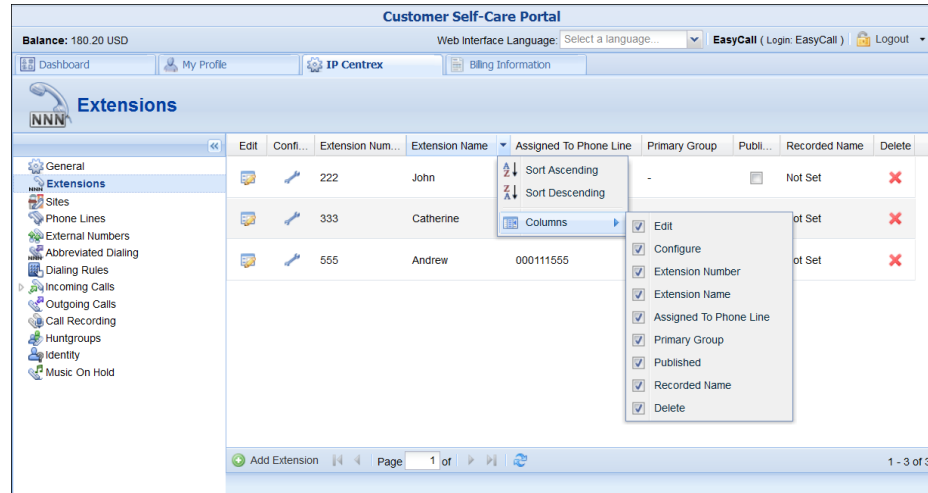


At the top of the interface you can always view billing information such as your balance, credit limit, etc.

Common Features

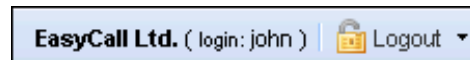
Most of the data on the self-care portal is formatted like a page and sorted into columns. You can go to the next page or the previous page, jump to the first or last page, or use the **Refresh**  icon to update any of the pages. You can also change the number of columns and sort them in ascending or 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 selecting or clearing check boxes in the drop-down menu:




Action Buttons

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



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

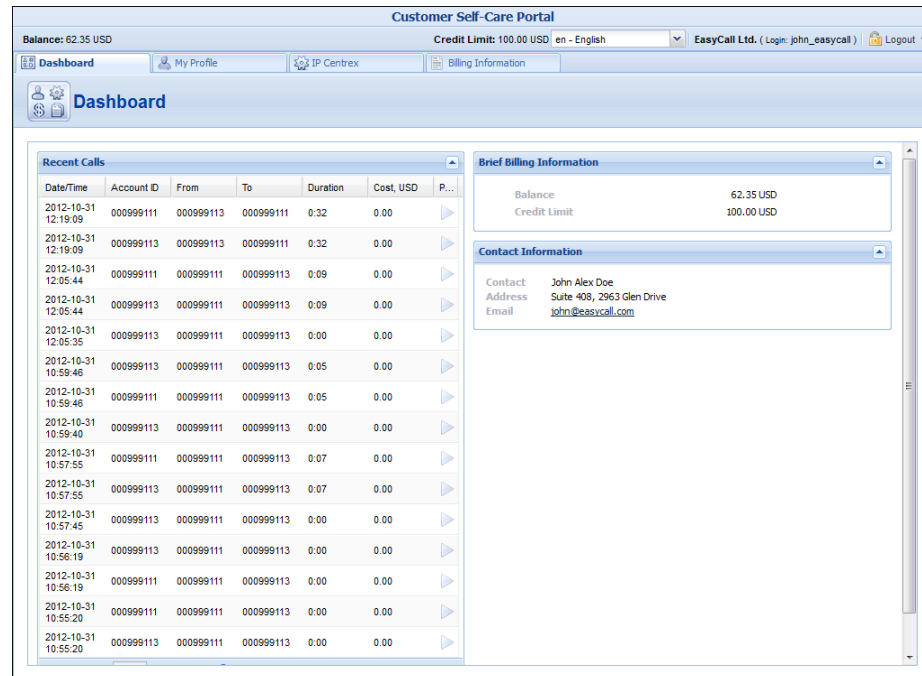
In order for changes to take effect when adding / editing information, you need to click the  **Save** icon on the appropriate page. If you do not want to save the information entered – just press **Cancel**.

2. Web Interface

Dashboard

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

You will see three **information windows** on the Dashboard:



| Column | Description |
|----------------------------------|---|
| Contact Information | Here you can view your contact info such as address, email, etc. |
| Brief Billing Information | This reflects thumbnail billing information such as 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.:

| Tab | Description |
|-------------------------------|--|
| General | Here you can enter general information such as company name, address, etc. |
| Additional Information | Here you can define extra information (such as 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 Password | Here you can change your current password for the self-care portal. |

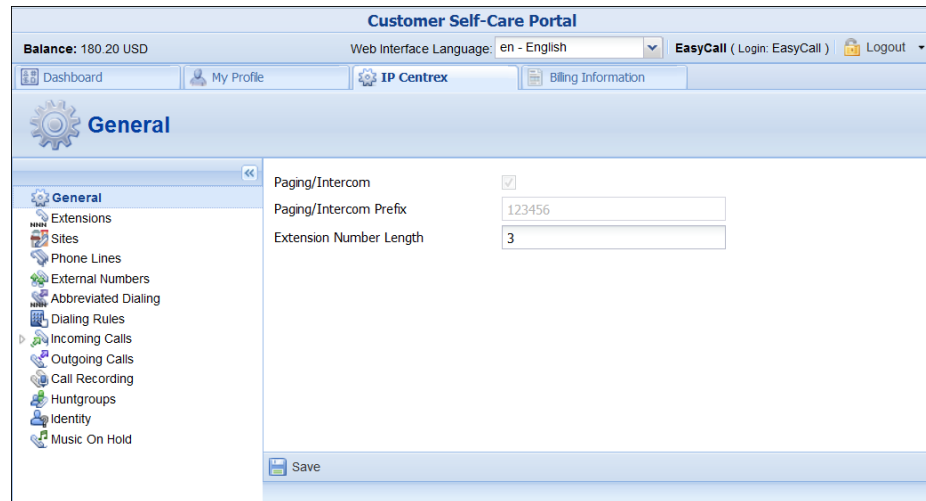


Enter your mobile number in the **Alt. Phone** field to receive SMS notifications.

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.

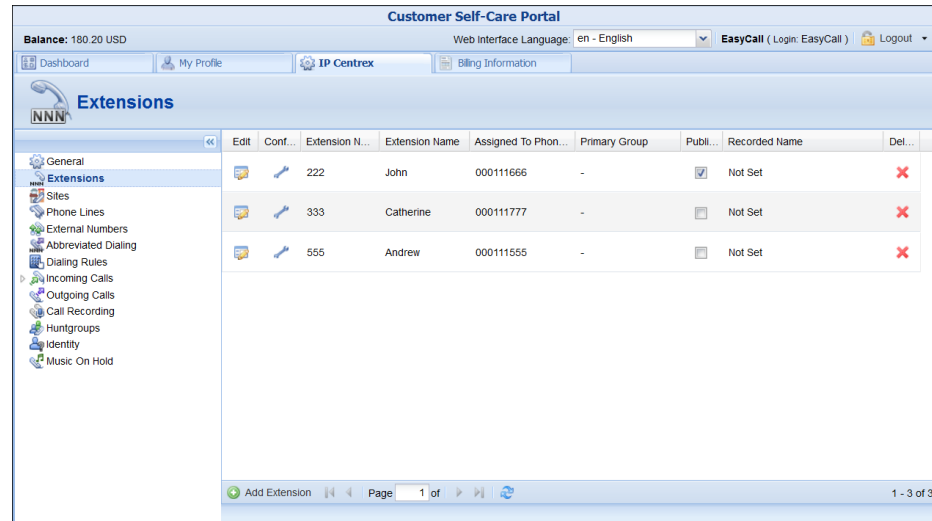
General




| Field | Description |
|---------------------------------|---|
| Paging / Intercom | Intercom calls enable users belonging to the same 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 / Intercom Prefix | This appears only if Paging / Intercom is enabled; this is a special code that is dialed before the other 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 Number Length | Here you can see the number of digits for an extension number (e.g. 3, as per usual). Keep this in 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.



| Extension N... | Extension Name | Assigned To Phon... | Primary Group | Publi... | Recorded Name | Del... |
|----------------|----------------|---------------------|---------------|-------------------------------------|---------------|--------|
| 222 | John | 000111666 | - | <input checked="" type="checkbox"/> | Not Set | ✖ |
| 333 | Catherine | 000111777 | - | <input type="checkbox"/> | Not Set | ✖ |
| 555 | Andrew | 000111555 | - | <input type="checkbox"/> | Not Set | ✖ |

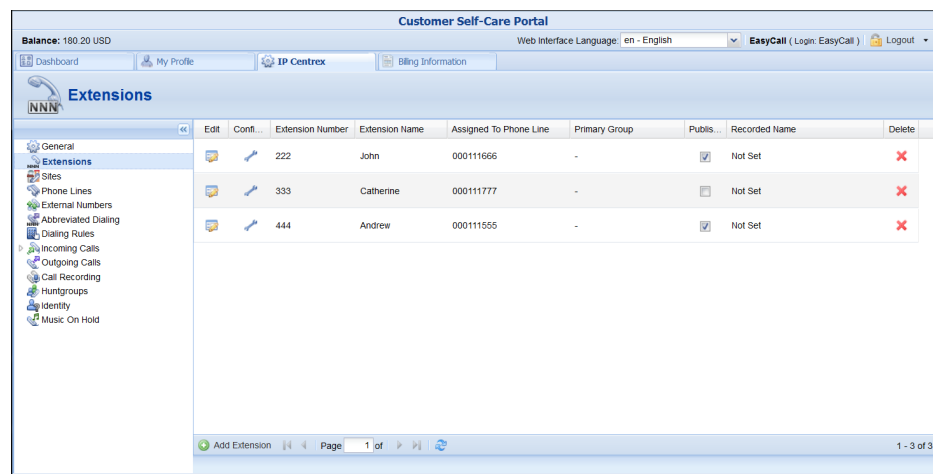
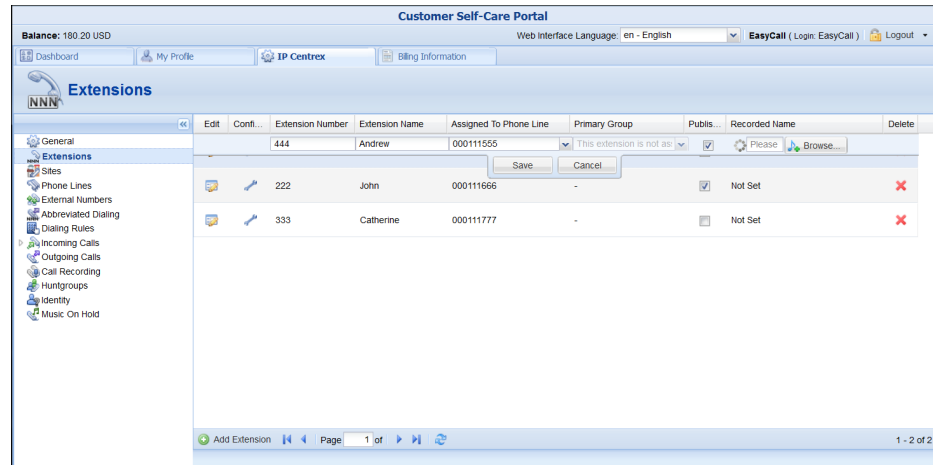
To add a new extension number, click the  **Add Extension** button and enter the following information:




- **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).

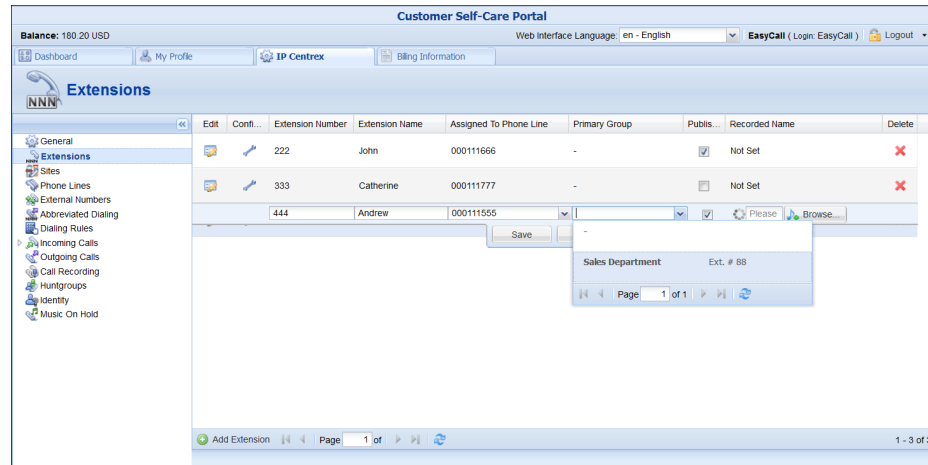



Make sure that you have assigned the extension to some huntgroup beforehand.

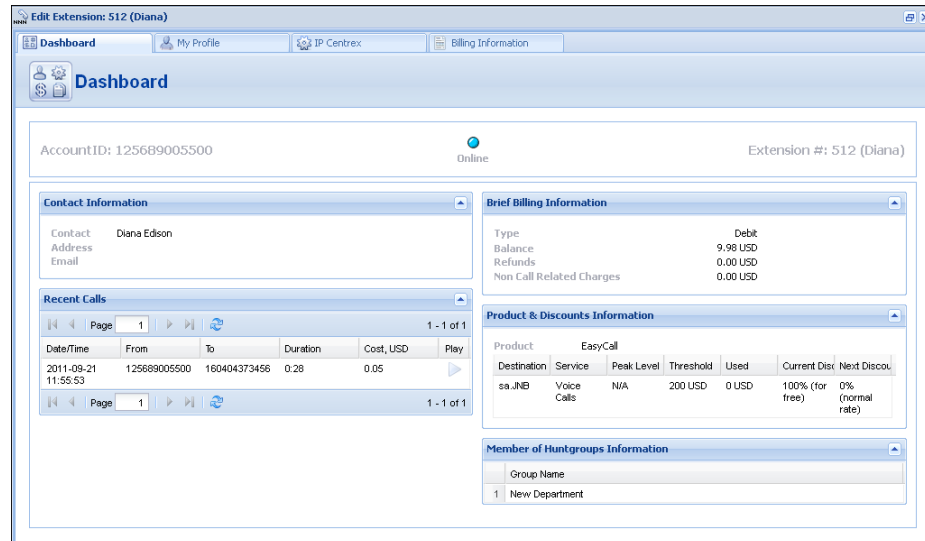
- **Published** – Clear this check box to exclude certain extensions from being accessible via dial-by-name (e.g. you do not want telemarketers to directly reach your CEO or CFO because their names are publicly accessible).
- **Recorded Name** – You can record or upload a voice prompt with the actual 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.



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:



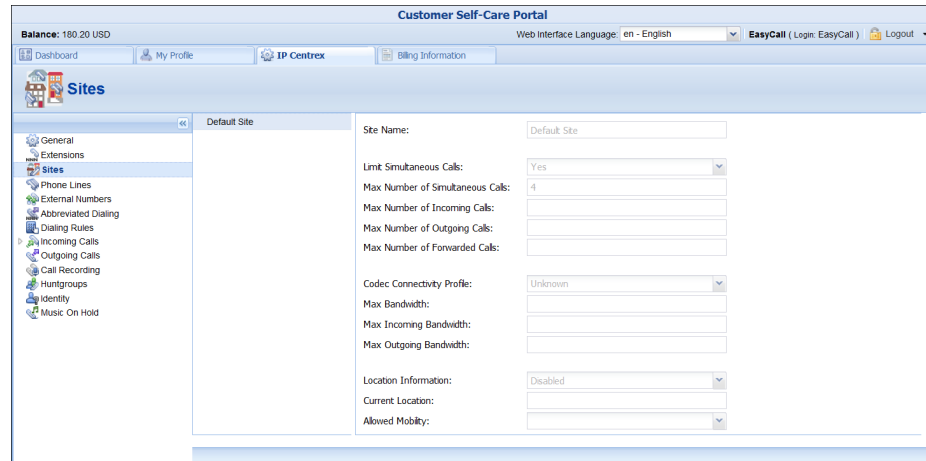
To view and edit information about the *extension*, press the **Configure**  icon next to the extension number. You will see the **Edit Extensions** page (note that some details are read-only):



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.

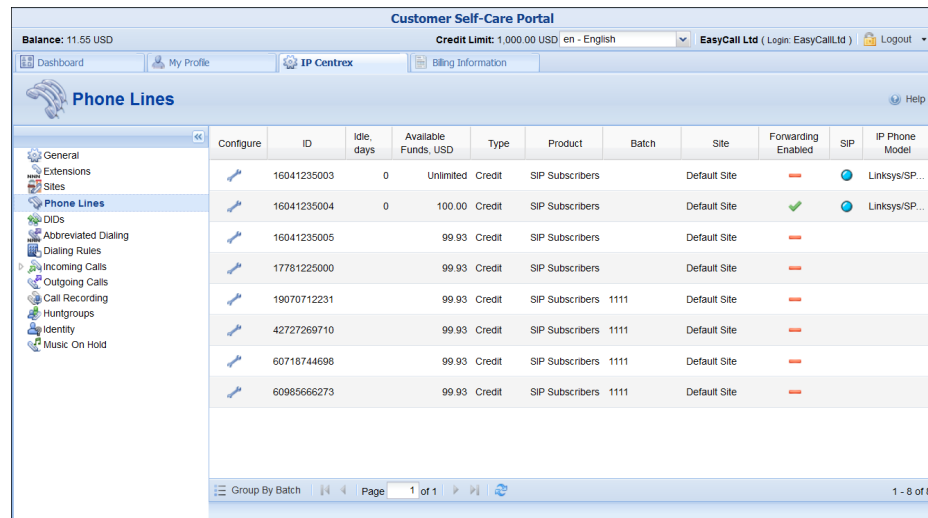




















| | |
|---|---|
| Site Name | Name for a group of accounts |
| Limit Simultaneous Calls | Engage real-time checks of the number of concurrent calls made by accounts that belong to this site. When the specified number of concurrent calls has already been established (calls are in a “connected” state) and the account tries to place another call, that call will be rejected. |
| Max Number of Simultaneous Calls | Allow only a specific number of concurrent calls (regardless of their type, such as incoming or outgoing) for accounts at this site. |
| Max Number of Incoming Calls | Allow only a specific number of concurrent incoming calls for accounts at this site. |
| Max Number of Outgoing Calls | Allow only a specific number of concurrent outgoing calls for accounts at this site. |
| Max Number of Forwarded Calls | Allow only a specific number of concurrent forwarded calls for accounts at this site. |
| Codec Connectivity Profile | Codec connectivity profile that will be used for bandwidth allocation calculation. Every new call’s 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 | Bandwidth utilization limitation for incoming calls. |


| | |
|-------------------------------|---|
| Max Outgoing Bandwidth | Bandwidth utilization limitation for outgoing calls. |
| Location Information | Customer’s permanent location for geo-IP fraud 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. <i>fr</i> for France, <i>de</i> 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:




| Configure | ID | Idle, days | Available Funds, USD | Type | Product | Batch | Site | Forwarding Enabled | SIP | IP Phone Model |
|---|-------------|------------|----------------------|--------|-----------------|-------|--------------|---|---|----------------|
|  | 16041235003 | 0 | Unlimited | Credit | SIP Subscribers | | Default Site |  |  | Linksys/SP... |
|  | 16041235004 | 0 | 100.00 | Credit | SIP Subscribers | | Default Site |  |  | Linksys/SP... |
|  | 16041235005 | | 99.93 | Credit | SIP Subscribers | | Default Site |  | | |
|  | 17781225000 | | 99.93 | Credit | SIP Subscribers | | Default Site |  | | |
|  | 19070712231 | | 99.93 | Credit | SIP Subscribers | 1111 | Default Site |  | | |
|  | 42727269710 | | 99.93 | Credit | SIP Subscribers | 1111 | Default Site |  | | |
|  | 60718744698 | | 99.93 | Credit | SIP Subscribers | 1111 | Default Site |  | | |
|  | 60985666273 | | 99.93 | Credit | SIP Subscribers | 1111 | Default Site |  | | |

| Column | Description |
|------------------------|---|
| Configure | Click the Configure  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 Funds | The amount of funds available for the user to spend on services. |
| Type | 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 Enabled | The forwarding field shows whether this function is 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 Model | Indicates the IP phone that is assigned to a particular phone line. |

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

You can configure forwarding when it is enabled for the phone line. Just click the **Configure**  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  **Add New Number**.

Edit Phone Line: 000999123

Dashboard My Profile IP Centrex Billing Information

Edit Forwarding

- General
- External Numbers
- Dialing Rules
- Incoming Calls
- Forwarding**
- Call Screening
- Call Recording
- Voicemail
- Faxes
- Auto Attendant
- DISA
- Call Barring
- Identity
- Music On Hold
- Emergency Calls

Enable Rule

Description Forwarding to a cell phone

Number 35644890579

[Hide Advanced Settings](#)

Calling Party Display Caller Number and Name


Ring for 15

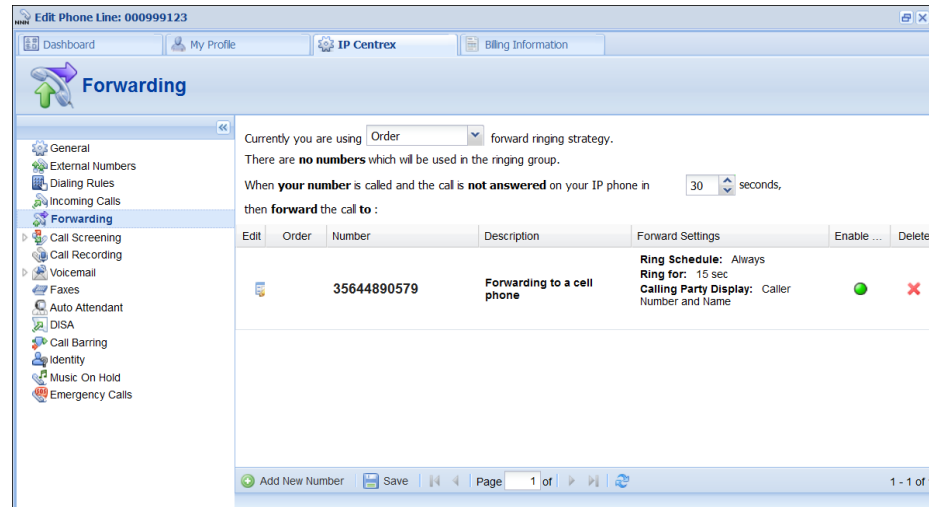
Ring Schedule: Always Only at the following time interval


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.



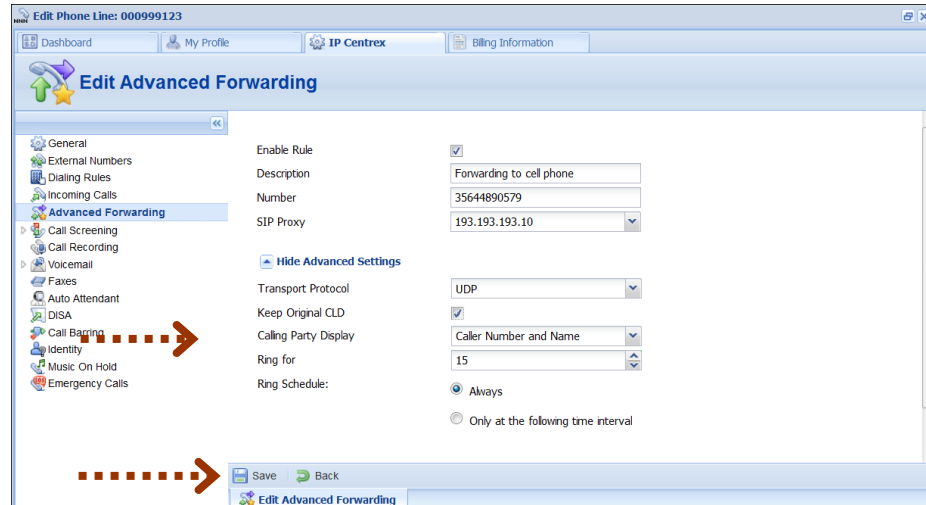
4. Click the  **Save** icon to save the results of your work.
5. Repeat steps 2-4 until all the desired follow-me numbers have been added.


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  **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.

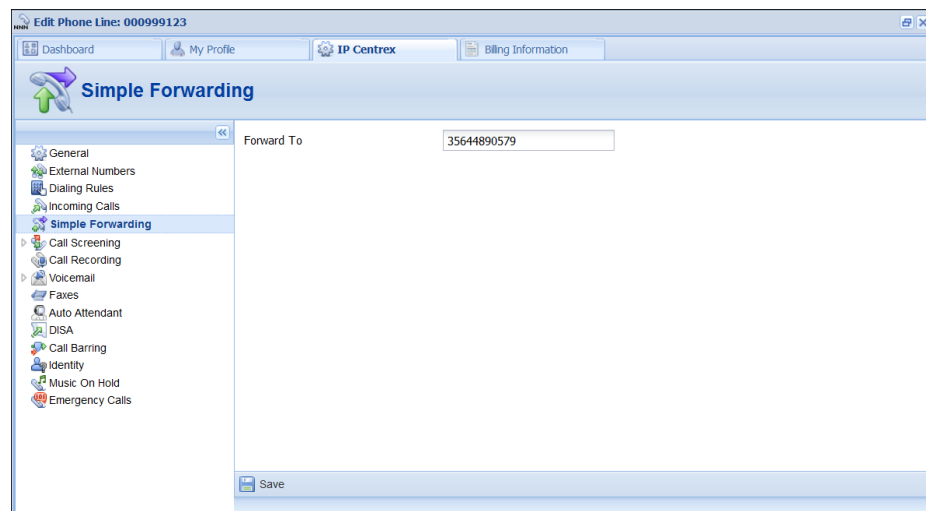


5. Click the  **Save** icon to save the results of your work.

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.

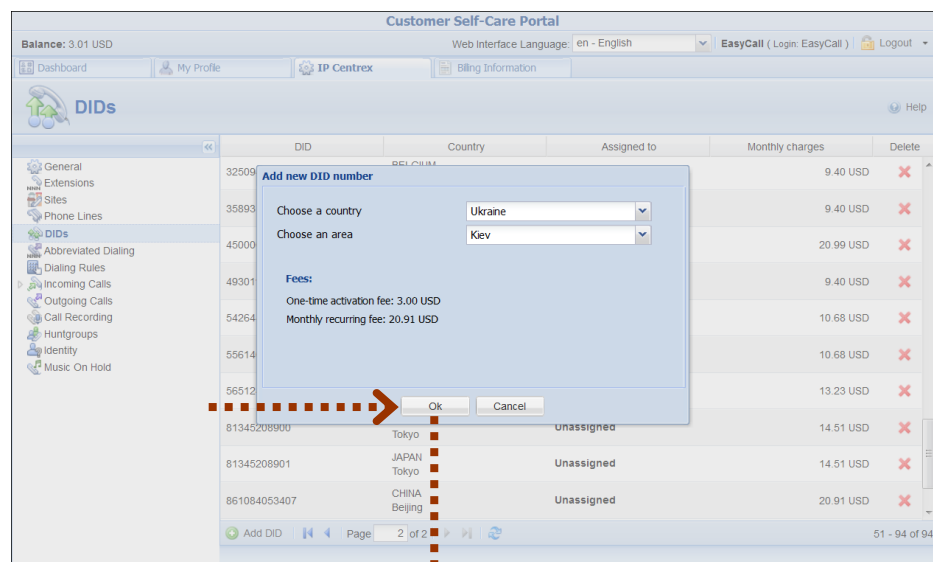
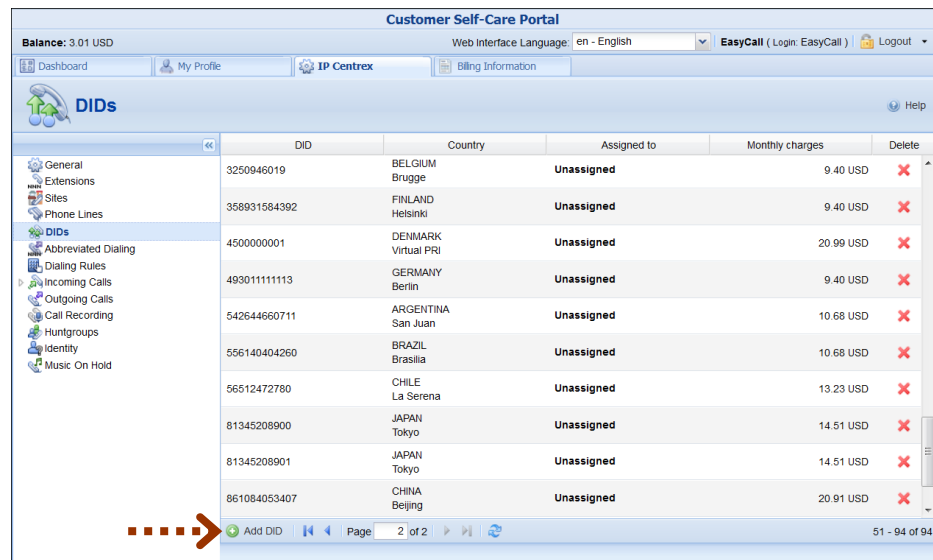


3. Click the  **Save** icon.

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  **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 Portal

Balance: 3.01 USD | Web Interface Language: en - English | EasyCall (Login: EasyCall) | Logout

Dashboard | My Profile | IP Centrex | Billing Information

DIDs

| | DID | Country | Assigned to | Monthly charges | Delete |
|---------------------|--------------|------------------------|-------------|-----------------|--------|
| General | 3250946019 | BELGIUM Brugge | Unassigned | 9.40 USD | ✖ |
| Extensions | 358931584392 | FINLAND Helsinki | Unassigned | 9.40 USD | ✖ |
| Sites | 380442217221 | UKRAINE Kiev | Unassigned | 20.91 USD | ✖ |
| Phone Lines | 4500000001 | DENMARK Virtual PRI | Unassigned | 66.96 USD | ✖ |
| DIDs | 493011111113 | GERMANY Berlin | Unassigned | 9.40 USD | ✖ |
| Abbreviated Dialing | 542644660711 | ARGENTINA San Juan | Unassigned | 10.68 USD | ✖ |
| Dialing Rules | 556140404260 | BRAZIL Brasilia | Unassigned | 10.68 USD | ✖ |
| Incoming Calls | 56512472780 | CHILE La Serena | Unassigned | 13.23 USD | ✖ |
| Outgoing Calls | 81345208900 | JAPAN Tokyo | Unassigned | 14.51 USD | ✖ |
| Call Recording | 81345208901 | JAPAN Tokyo | Unassigned | 14.51 USD | ✖ |
| Call Recording | | | | | |
| Huntgroups | | | | | |
| Identity | | | | | |
| Music On Hold | | | | | |

Add DID | Page 2 of 2 | 51 - 95 of 95

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

Abbreviated Dialing

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

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



Customer Self-Care Portal

Balance: 9.46 USD | Web Interface Language: en - English | EasyCall (Login: EasyCall) | Logout

Dashboard | My Profile | IP Centrex | Billing Information


Abbreviated Dialing

Abbreviated Number Length:

| Edit | Abbreviated # | # To Dial | Description | Delete |
|---|---------------|-----------|-------------------------|--------|
|  | 188 | 77700088 | Amanda's office Linksys | ✖ |
|  | 189 | 77700089 | Andrew's IP phone | ✖ |

Add | Page 1 of 1 | 1 - 2 of 2

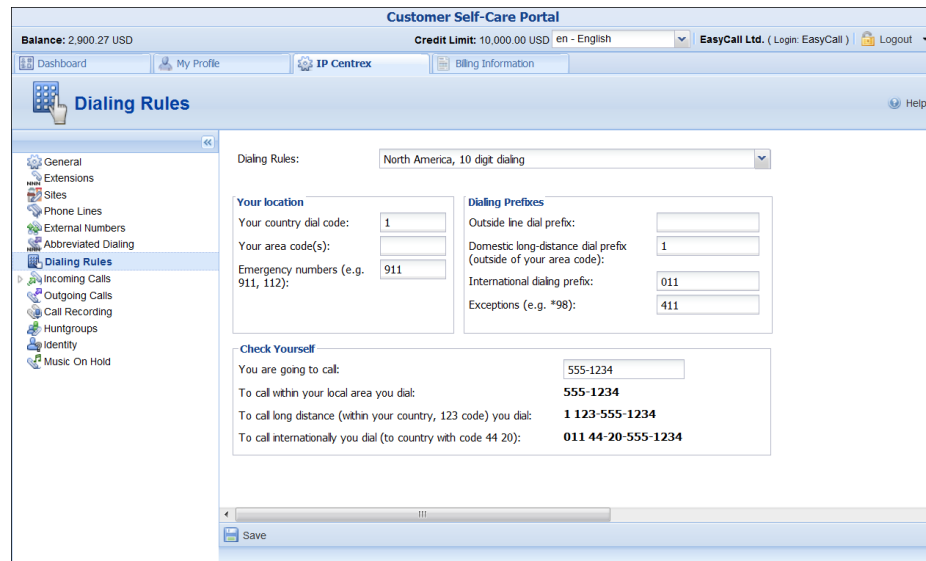
Save

To add a new abbreviated dialing number, click the  **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.



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.

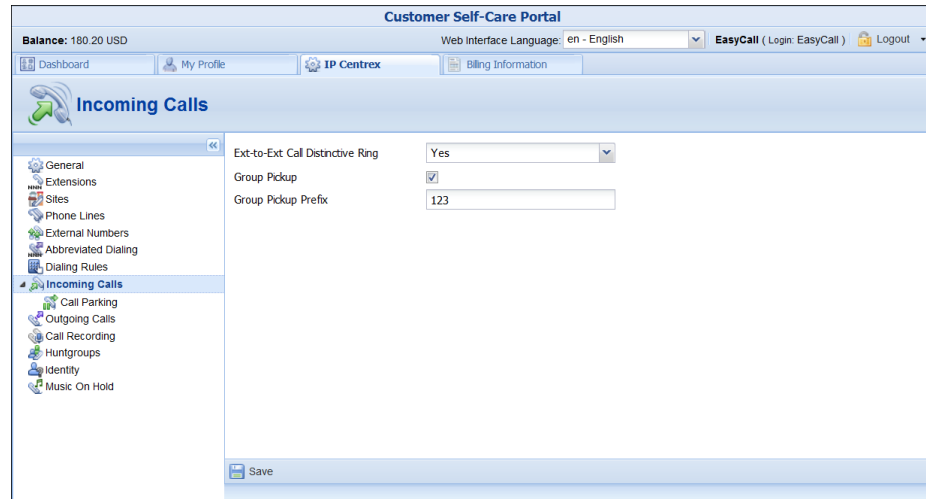
Several sample settings are provided for your convenience. For instance, in order to load sample settings for “traditional” North American dialing,

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

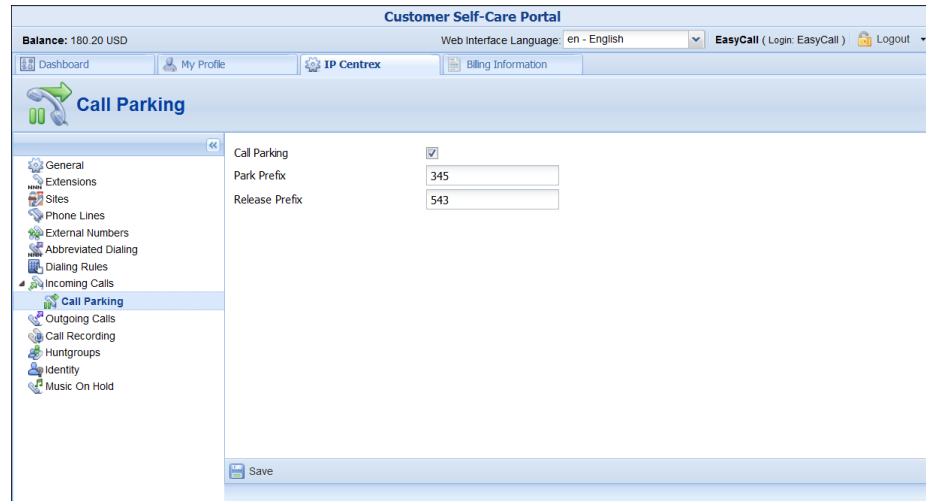
Here you can set the parameters for incoming calls:



| Column | Description |
|---|--|
| Ext-to-ext call distinctive ring | For incoming calls from phones within the IP 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 Prefix | This is only available if Group Pickup is activated. Specify the special code for picking up calls here. |

Call Parking

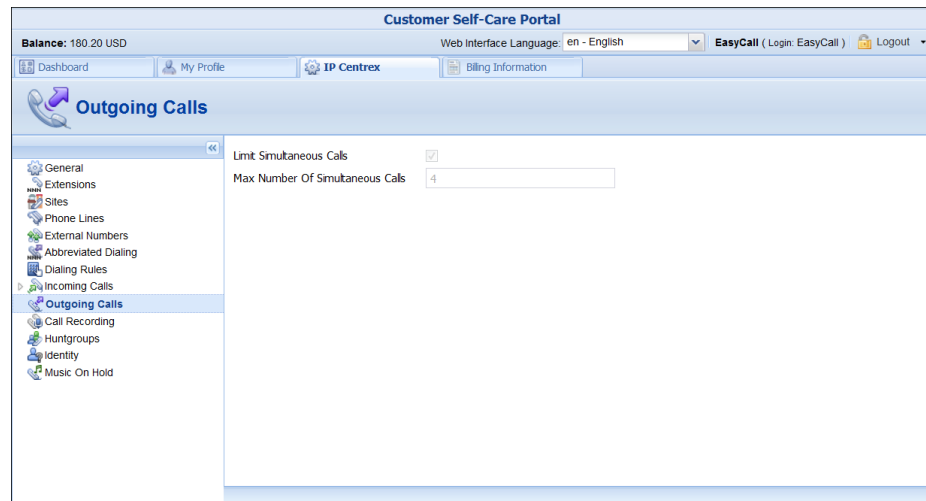
Call parking allows users to put a conversation on hold and then resume it from a different IP phone. If you enable this feature, you can set the required parameters for it here.



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

Outgoing Calls

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



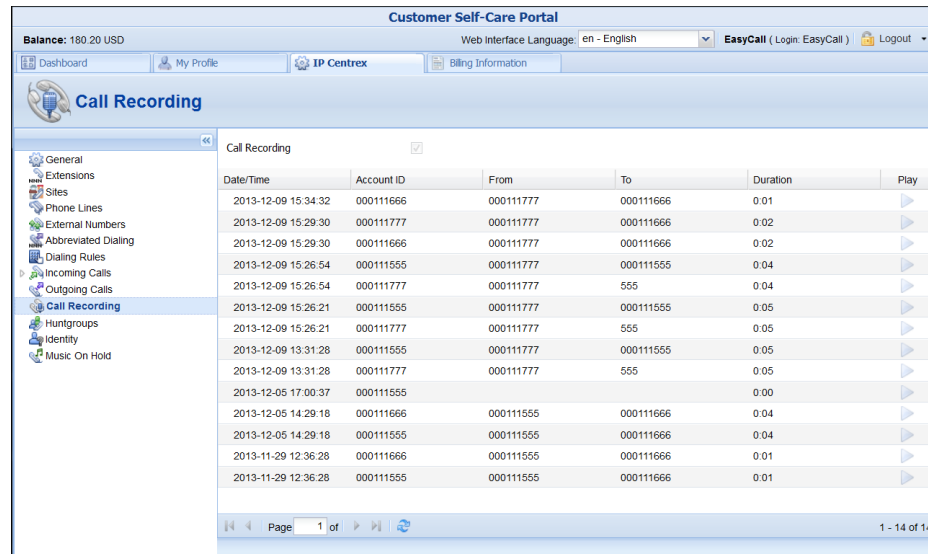
| Column | Description |
|---------------------------|--|
| Limit Simultaneous | This shows whether there is a limit on the number of concurrent calls that can be made by your phone |

| | |
|---|---|
| Calls | lines. |
| Max Number of Simultaneous Calls | This shows the maximum number of concurrent calls permitted for your phone lines. |

Call Recording

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

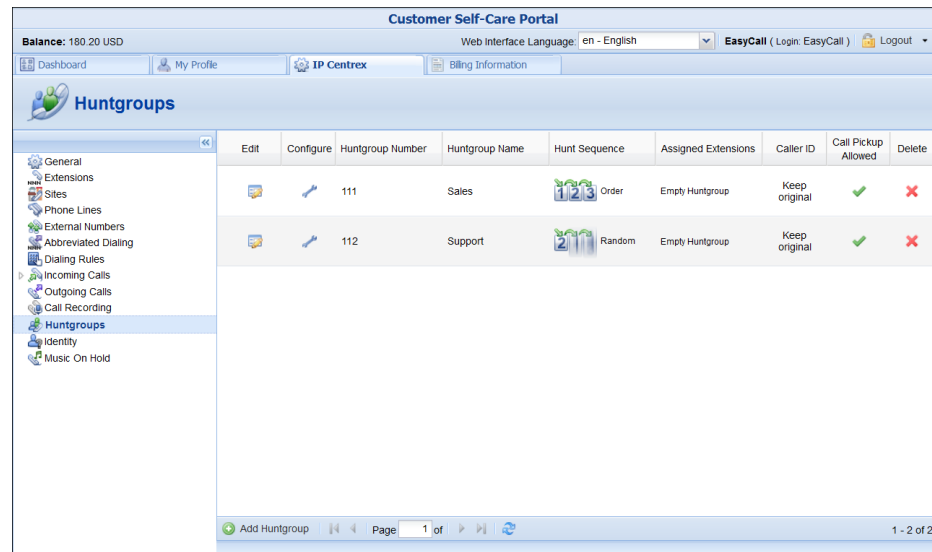
Here you can check whether the **Call Recording** feature is enabled or not. When it is enabled, you can view information about calls and listen to recordings.



| Date/Time | Account ID | From | To | Duration | Play |
|---------------------|------------|-----------|-----------|----------|-------------------|
| 2013-12-09 15:34:32 | 000111666 | 000111777 | 000111666 | 0:01 | ▶ |
| 2013-12-09 15:29:30 | 000111777 | 000111777 | 000111666 | 0:02 | ▶ |
| 2013-12-09 15:29:30 | 000111666 | 000111777 | 000111666 | 0:02 | ▶ |
| 2013-12-09 15:26:54 | 000111555 | 000111777 | 000111555 | 0:04 | ▶ |
| 2013-12-09 15:26:54 | 000111777 | 000111777 | 555 | 0:04 | ▶ |
| 2013-12-09 15:26:21 | 000111555 | 000111777 | 000111555 | 0:05 | ▶ |
| 2013-12-09 15:26:21 | 000111777 | 000111777 | 555 | 0:05 | ▶ |
| 2013-12-09 13:31:28 | 000111555 | 000111777 | 000111555 | 0:05 | ▶ |
| 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 | ▶ |

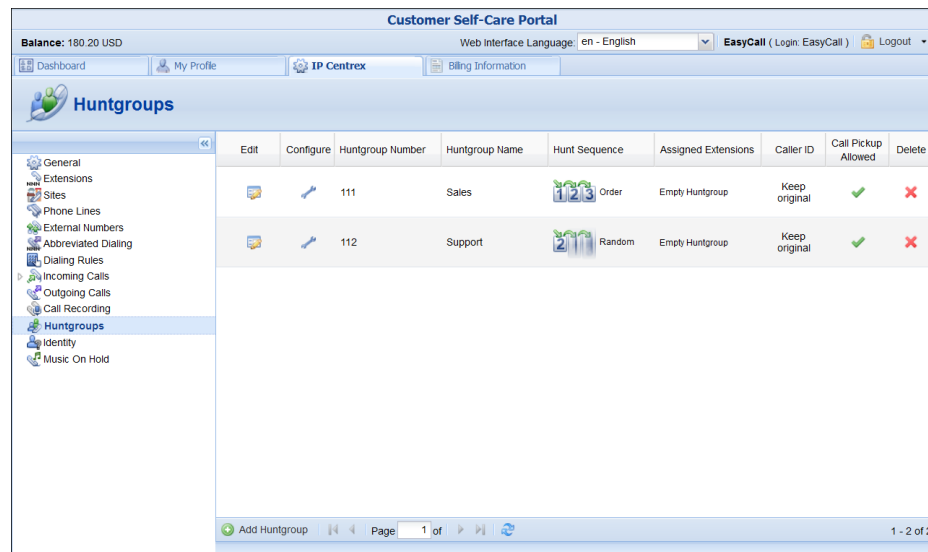
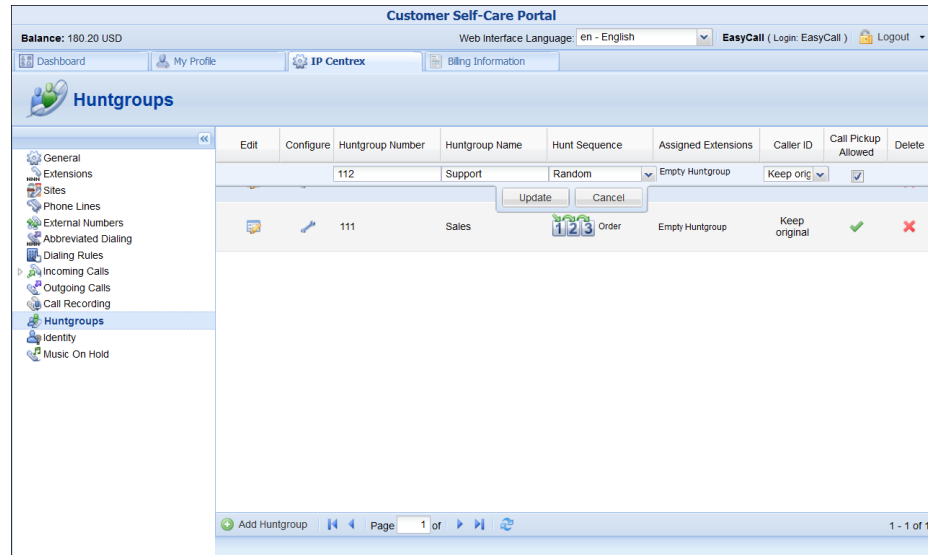
Huntgroups


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.



To add a new huntgroup, click the **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



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  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:

- **Ringling Delay, sec** - Delay (in seconds) before the extension starts to ring.
- **Ringling 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.

Customer Self-Care Portal

Balance: 180.20 USD | Web interface Language: en - English | EasyCall (Login: EasyCall) | Logout

Dashboard | My Profile | IP Centrex | Billing Information

Edit Huntgroup: Support Department

Huntgroup Number: 99 | Hunt Sequence: Random
 Huntgroup Name: Support Department | Caller ID: Keep original
 Call Pickup Allowed:

Included Extensions | Included Huntgroups

| 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 |
|-------|------------------|----------------|------------------------|--------------------|-------------------|----------------------------|---------------------------|--------|
| | 444 | Andrew | 000111555 | | Infinite | - | ✓ | ✗ |

[Add Extension](#)

[Save](#) [Back](#)

Customer Self-Care Portal

Balance: 180.20 USD | Web interface Language: en - English | EasyCall (Login: EasyCall) | Logout

Dashboard | My Profile | IP Centrex | Billing Information

Edit Huntgroup: Support Department

Huntgroup Number: 99 | Hunt Sequence: Random
 Huntgroup Name: Support Department | Caller ID: Keep original
 Call Pickup Allowed:

Included Extensions | Included Huntgroups

| 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 |
|-------|------------------|----------------|------------------------|--------------------|-------------------|----------------------------|---------------------------|--------|
| | 555 | Tom | 000111888 | | 15 | | | ✗ |
| | 444 | Andrew | 000111555 | | Infinite | - | ✓ | ✗ |

[Update](#) [Cancel](#)

[Add Extension](#)

[Save](#) [Back](#)

Customer Self-Care Portal

Balance: 180.20 USD | Web interface Language: en - English | EasyCall (Login: EasyCall) | Logout

Dashboard | My Profile | IP Centrex | Billing Information

Edit Huntgroup: Support Department


Huntgroup Number: 99 | Hunt Sequence: Random
 Huntgroup Name: Support Department | Caller ID: Keep original
 Call Pickup Allowed:

Included Extensions | Included Huntgroups

| 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 |
|-------|------------------|----------------|------------------------|--------------------|-------------------|----------------------------|---------------------------|--------|
| | 555 | Tom | 000111888 | | 15 | - | - | ✗ |
| | 444 | Andrew | 000111555 | | Infinite | - | ✓ | ✗ |

[Add Extension](#)

[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 Follow-me/Voicemail** check box to disable forwarding for calls made to this huntgroup. Then click **Save**.

The screenshot shows the 'Edit Huntgroup: Sales' page in the Customer Self-Care Portal. The page includes a navigation menu on the left with categories like General, Extensions, Sites, Phone Lines, External Numbers, Abbreviated Dialing, Dialing Rules, Incoming Calls, Outgoing Calls, Call Recording, Huntgroups, Identity, and Music On Hold. The main content area has a form for editing the huntgroup. The 'Included Huntgroups' tab is active, displaying a table with the following data:

| Order | Huntgroup Number | Huntgroup Name | Included Extensions | Ignore Follow-me/Voicemail | Delete |
|-------|------------------|----------------|---------------------|----------------------------|--------|
| | 112 | Support | Empty Huntgroup | <input type="checkbox"/> | |

Buttons for 'Update' and 'Cancel' are visible below the table. At the bottom, there are 'Save', 'Back', and 'Add Huntgroup' buttons.

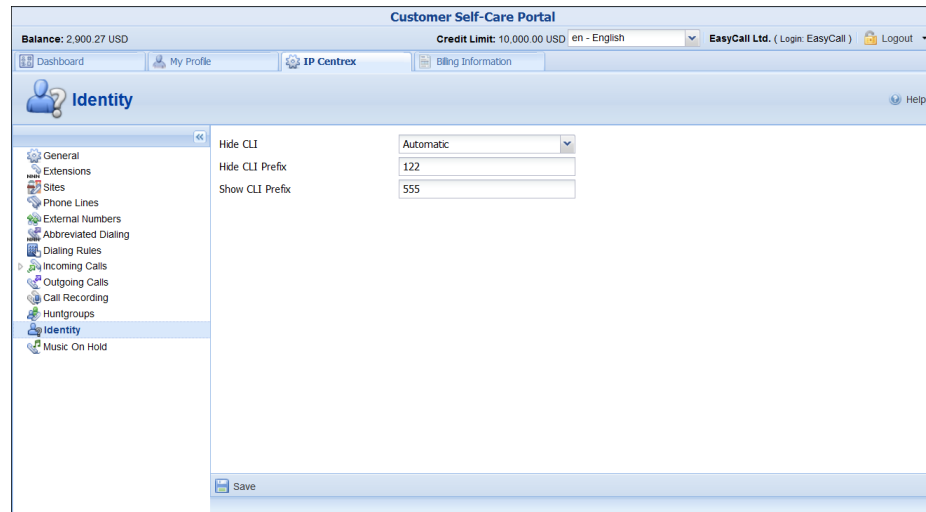
This screenshot is identical to the one above, but the 'Ignore Follow-me/Voicemail' checkbox for the 'Support' huntgroup is now checked, indicating that forwarding for calls to this huntgroup is disabled.

| Order | Huntgroup Number | Huntgroup Name | Included Extensions | Ignore Follow-me/Voicemail | Delete |
|-------|------------------|----------------|---------------------|-------------------------------------|--------|
| | 112 | Support | Empty Huntgroup | <input checked="" type="checkbox"/> | |

NOTE: Extension and huntgroup numbers must be different.

Identity

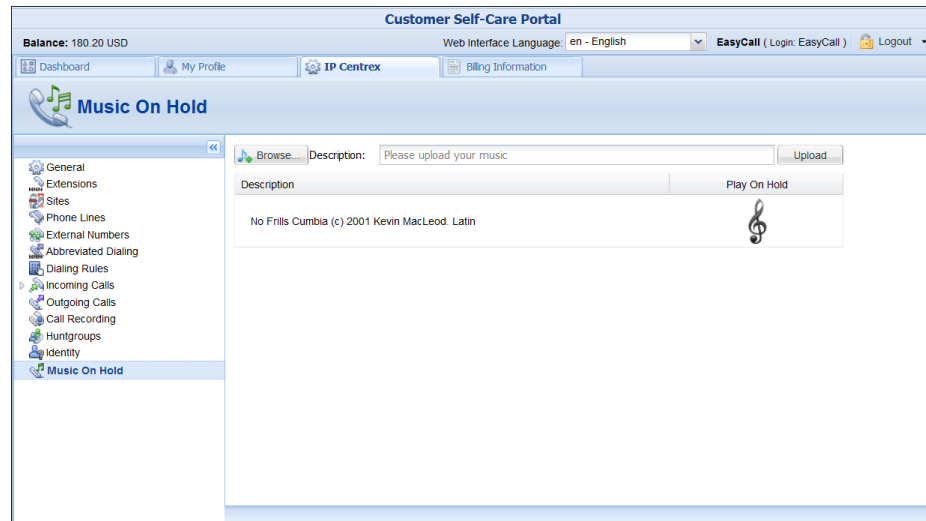
It is possible to set up the following options for handling **Identity** information:




| Column | Description |
|------------------------|---|
| Hide CLI | Removes CLI (ANI) information for outgoing calls. You can choose one of the following options: <ul style="list-style-type: none"> • Never – Always show CLI. Privacy service is not permitted. • Always – Always hide CLI. Privacy service is permitted and in effect (all calls are private). • Automatic – Allows flexible configuration for CLI hiding. It depends on the prefix number dialed and the privacy headers provided by an IP phone device. |
| Hide CLI 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 Hide CLI 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 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.



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.

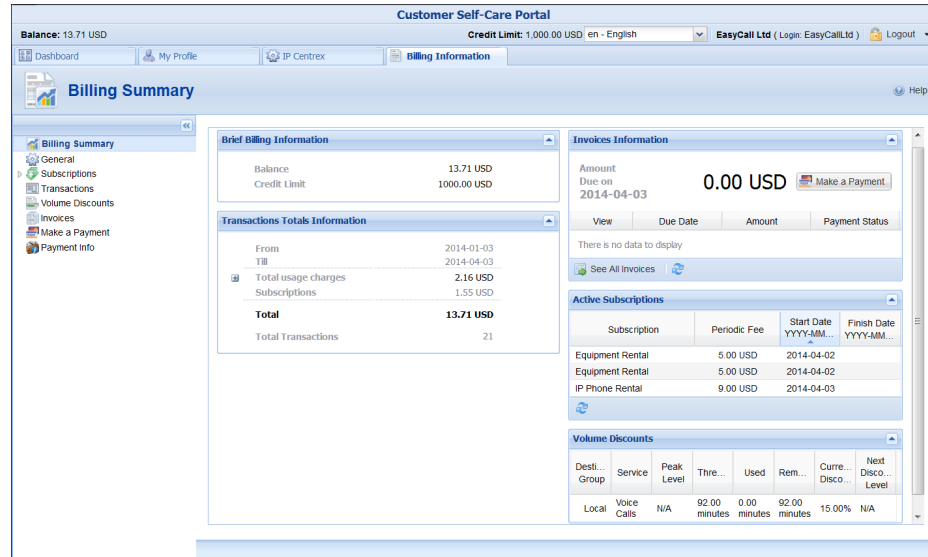
To rename the music file, enter the desired name in the **Music Name** field; otherwise the local file name will be used. The uploaded music will replace the previous entry in the list, and will usually be enabled within 10 minutes of performing this action.

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 Portal

Balance: 13.71 USD Credit Limit: 1,000.00 USD en - English EasyCall Ltd (Login: EasyCallLtd) Logout

Dashboard My Profile IP Centrex **Billing Information**

Billing Summary

Brief Billing Information

| | |
|--------------|-------------|
| Balance | 13.71 USD |
| Credit Limit | 1000.00 USD |

Transactions Totals Information

| | |
|---------------------|------------------|
| From | 2014-01-03 |
| To | 2014-04-03 |
| Total usage charges | 2.16 USD |
| Subscriptions | 1.55 USD |
| Total | 13.71 USD |
| Total Transactions | 21 |

Invoices Information

Amount Due on 2014-04-03 **0.00 USD** [Make a Payment](#)

| View | Due Date | Amount | Payment Status |
|-----------------------------|----------|--------|----------------|
| There is no data to display | | | |

[See All Invoices](#)

Active Subscriptions

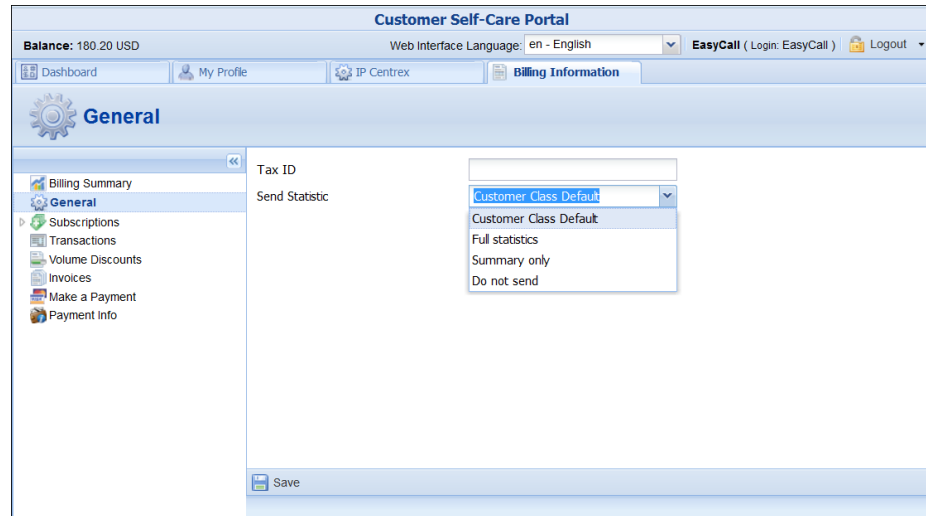
| Subscription | Periodic Fee | Start Date | Finish Date |
|------------------|--------------|------------|-------------|
| | | YYYY-MM... | YYYY-MM... |
| Equipment Rental | 5.00 USD | 2014-04-02 | |
| Equipment Rental | 5.00 USD | 2014-04-02 | |
| IP Phone Rental | 9.00 USD | 2014-04-03 | |

Volume Discounts

| Dest. 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 Information | This reflects your billing info such as current balance, etc. |
| Transactions Totals Information | This reflects your total transactions (calls, payments, refunds, subscription charges, etc.) |
| Invoices Information | This displays information for your most recent invoice 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 Subscriptions | Subscription plans that currently apply to you. |
| Volume Discounts | Volume discount plans that currently apply to you. |

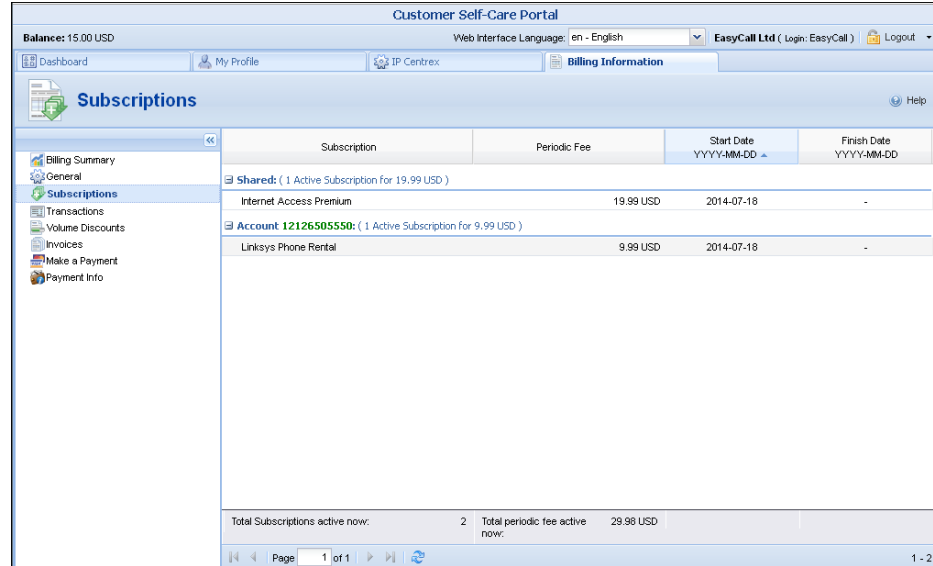
General



| | |
|-----------------------|--|
| Tax ID | Your tax ID. |
| Send Statistic | <p>Defines what kind of xDR statistics should be delivered to the you by email:</p> <ul style="list-style-type: none"> • Customer class default – Use the settings for the customer class. • Full Statistics – Send a CSV file with a complete list of xDRs. • Summary Only – Do not send a full list of xDRs, only a brief summary <p>Do Not Send – This option prevents the delivery of event statistics to the customer via email.</p> |

Subscriptions

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



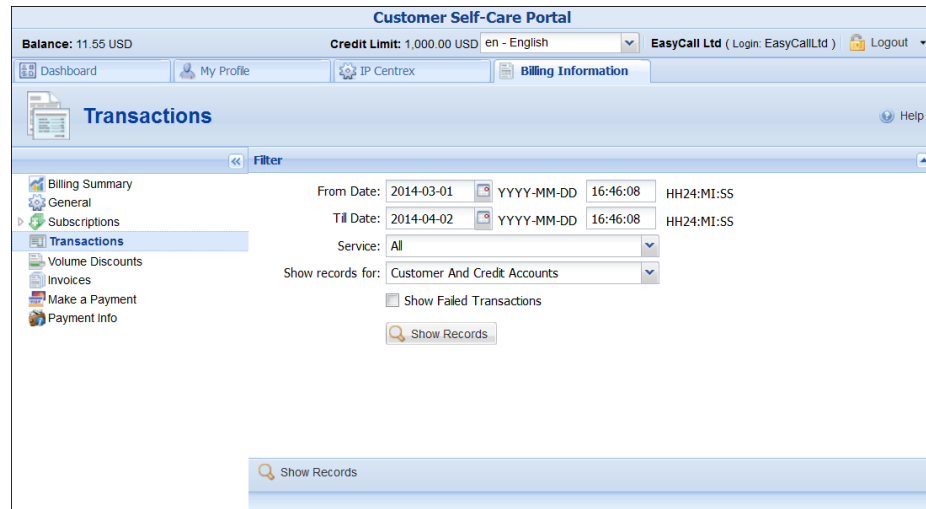
| | |
|---------------------|--|
| Subscription | Subscription plans being applied to you. |
| Periodic Fee | This is a recurring fee for a particular subscription. |
| Start Date | Subscription activation date. |
| Finish Date | This shows the date on which this subscription will be automatically canceled.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

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


Transactions



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

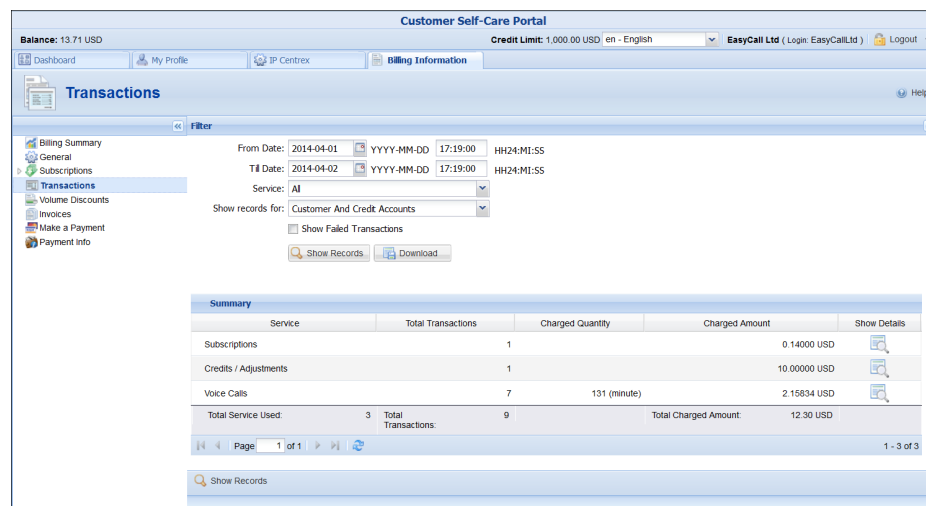
This screen allows you to view and download transaction records – for any desired time period and service.

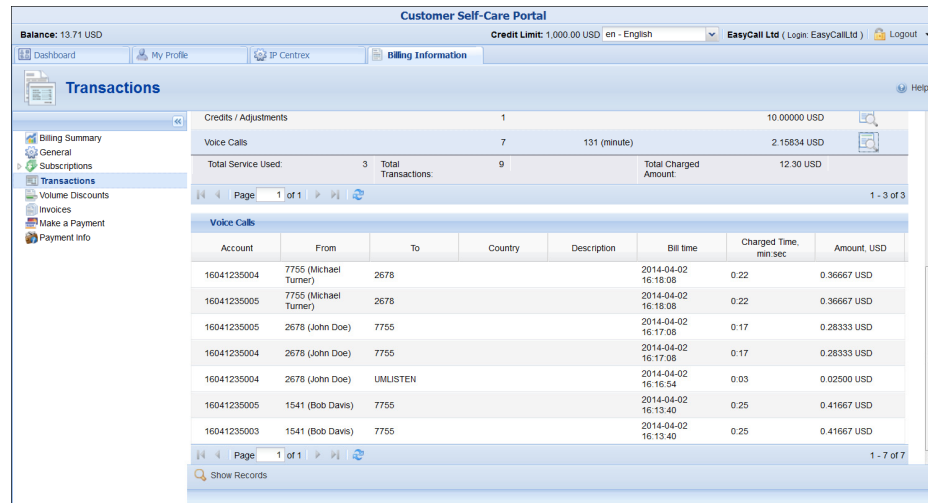


On the **Transactions Filter** page you can make an extensible search via:

- 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.





Customer Self-Care Portal
 Balance: 13.71 USD | Credit Limit: 1,000.00 USD | en - English | EasyCall Ltd (Login: EasyCallId) | Logout

Transactions

Credits / Adjustments: 1 | 10.0000 USD

Voice Calls: 7 | 131 (minute) | 2.15834 USD

Total Service Used: 3 | Total Transactions: 9 | Total Charged Amount: 12.30 USD

Page: 1 of 1

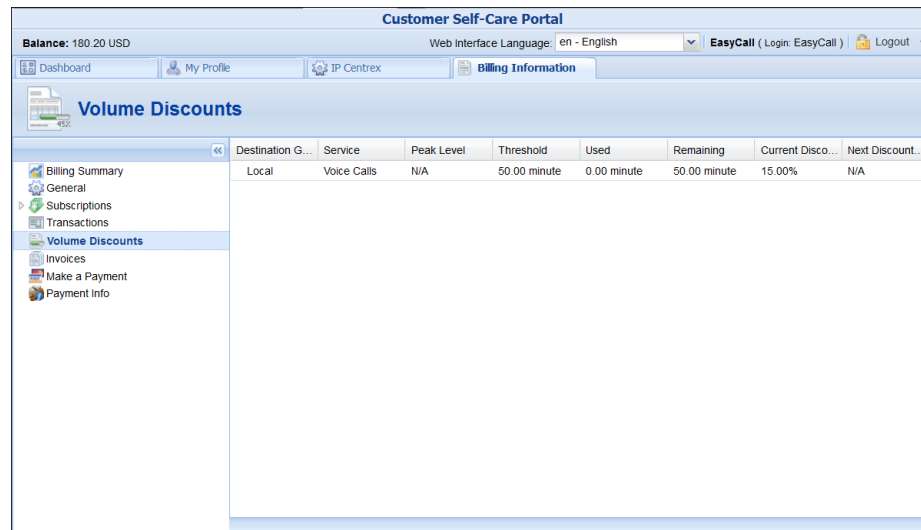
| Account | From | To | Country | Description | Bill time | Charged Time, min sec | Amount, USD |
|-------------|-----------------------|----------|---------|-------------|---------------------|-----------------------|-------------|
| 16041235004 | 7755 (Michael Turner) | 2678 | | | 2014-04-02 16:18:08 | 0:22 | 0.36667 USD |
| 16041235005 | 7755 (Michael Turner) | 2678 | | | 2014-04-02 16:18:08 | 0:22 | 0.36667 USD |
| 16041235005 | 2678 (John Doe) | 7755 | | | 2014-04-02 16:17:08 | 0:17 | 0.28333 USD |
| 16041235004 | 2678 (John Doe) | 7755 | | | 2014-04-02 16:17:08 | 0:17 | 0.28333 USD |
| 16041235004 | 2678 (John Doe) | UMLISTEN | | | 2014-04-02 16:16:54 | 0:03 | 0.02500 USD |
| 16041235005 | 1541 (Bob Davis) | 7755 | | | 2014-04-02 16:13:40 | 0:25 | 0.41667 USD |
| 16041235003 | 1541 (Bob Davis) | 7755 | | | 2014-04-02 16:13:40 | 0:25 | 0.41667 USD |

Page: 1 of 1 | Show Records

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 Interface Language: en - English | EasyCall (Login: EasyCall) | Logout


Volume Discounts

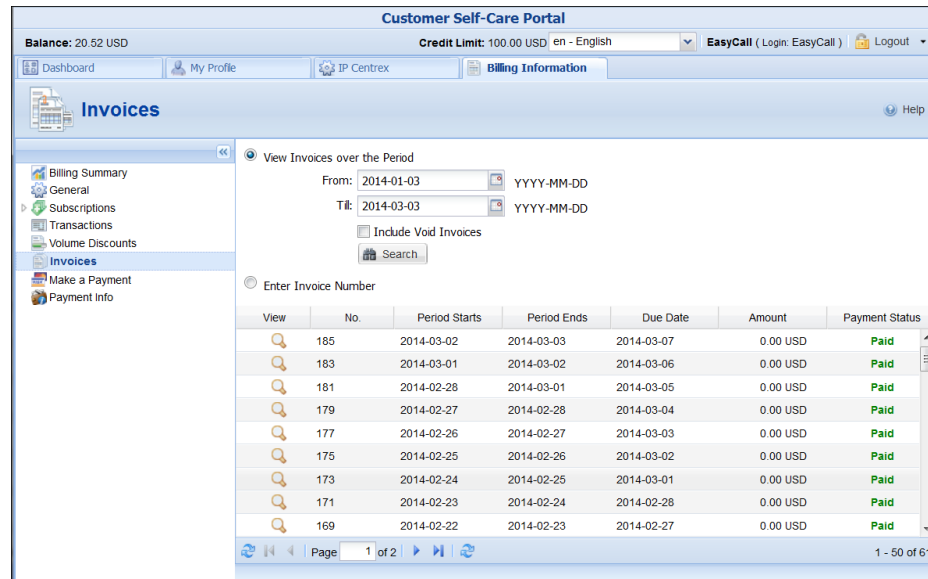
| Destination G... | Service | Peak Level | Threshold | Used | Remaining | Current Disco... | Next Discount... |
|------------------|-------------|------------|--------------|-------------|--------------|------------------|------------------|
| Local | Voice Calls | N/A | 50.00 minute | 0.00 minute | 50.00 minute | 15.00% | N/A |

| Field | Description |
|--------------------------|---|
| Destination Group | Information about discounts used and remaining is 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 Discount | The value of the discount currently applied to you. |
| Next Discount Level | The value of the next level discount. |

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-Care Portal

Balance: 20.52 USD Credit Limit: 100.00 USD en - English EasyCall (Login: EasyCall) Logout

Dashboard My Profile TP Centrex Billing Information

Invoices










View Invoices over the Period

From: 2014-01-03 YYYY-MM-DD

To: 2014-03-03 YYYY-MM-DD

Include Void Invoices

Enter Invoice Number

| View | No. | Period Starts | Period Ends | Due Date | Amount | Payment Status |
|---|-----|---------------|-------------|------------|----------|----------------|
|  | 185 | 2014-03-02 | 2014-03-03 | 2014-03-07 | 0.00 USD | Paid |
|  | 183 | 2014-03-01 | 2014-03-02 | 2014-03-06 | 0.00 USD | Paid |
|  | 181 | 2014-02-28 | 2014-03-01 | 2014-03-05 | 0.00 USD | Paid |
|  | 179 | 2014-02-27 | 2014-02-28 | 2014-03-04 | 0.00 USD | Paid |
|  | 177 | 2014-02-26 | 2014-02-27 | 2014-03-03 | 0.00 USD | Paid |
|  | 175 | 2014-02-25 | 2014-02-26 | 2014-03-02 | 0.00 USD | Paid |
|  | 173 | 2014-02-24 | 2014-02-25 | 2014-03-01 | 0.00 USD | Paid |
|  | 171 | 2014-02-23 | 2014-02-24 | 2014-02-28 | 0.00 USD | Paid |
|  | 169 | 2014-02-22 | 2014-02-23 | 2014-02-27 | 0.00 USD | Paid |

Page 1 of 2 1 - 50 of 61

Invoices cover these parameters:

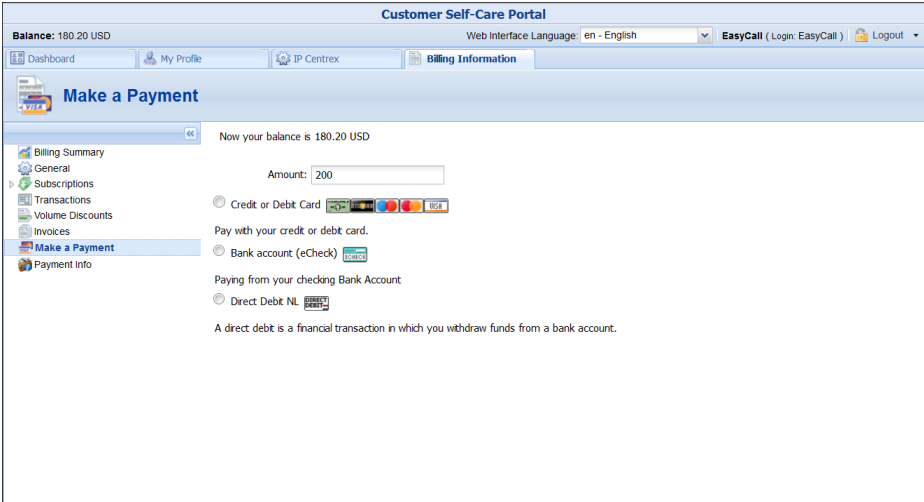
- **No. (invoice number)** – the unique identifier for an invoice
- **Date** – the date that the invoice was issued

- **Payment status** – this specifies one of the following:
 - Do Not Pay – the invoice amount is 0, therefore no payment is required
 - 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
 - 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.



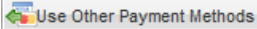
The screenshot shows the 'Make a Payment' page in the Customer Self-Care Portal. At the top, the balance is 180.20 USD. The 'Amount' field is set to 200. The 'Credit or Debit Card' option is selected. The page includes a sidebar menu with options like Billing Summary, General, Subscriptions, Transactions, Volume Discounts, Invoices, Make a Payment, and Payment Info. The 'Make a Payment' option is highlighted. Below the payment methods, there is a note about Direct Debit NL: '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.

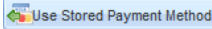
The screenshot displays the 'Customer Self-Care Portal' interface. At the top, it shows the user's balance as 180.20 USD. Below this, there are navigation tabs for 'Dashboard', 'My Profile', 'IP Centrex', and 'Billing Information'. The main heading is 'Make a Payment'. On the left, a sidebar menu includes 'Billing Summary', 'General', 'Subscriptions', 'Transactions', 'Volume Discounts', 'Invoices', 'Make a Payment' (highlighted), and 'Payment Info'. The main content area shows 'Now your balance is 180.20 USD'. The payment form includes:

- Amount: 200.00 (with a note 'USD (1.00 USD minimum)')
- Card Number: 1111xxxxxxx1111
- Expiration Date: 2015-01-31
- Payment Method: American Express

 A 'Pay Now' button is positioned below the form. At the bottom of the form, there is a 'Use Other Payment Methods' icon.

An alternative payment method can be used by clicking the  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  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.

Customer Self-Care Portal

Balance: 180.20 USD

Web Interface Language: en - English

EasyCall (Login: EasyCall) Logout

Dashboard My Profile IP Centrex Billing Information

Payment Info

Preferred Payment Method

Credit or Debt Card

Pay with your credit or debit card.

Payment Method: **American Express** Address: **Suite#408, 2963 Glen Drive**
Card Number: **1111xxxxxxx1111** City: **Coquitlam**
Cardholder Name: **John Doe** Country: **CANADA**
Expiration Date: **01 / 2015** State: **British Columbia**
Phone: Postal code: **V3B 2P7**

Bank account (eCheck)

Paying from your checking Bank Account

Direct Debit NL

A direct debit is a financial transaction in which you withdraw funds from a bank account.

Auto-Payments

Auto-pay invoices using this payment method

Pay when the balance exceeds

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.

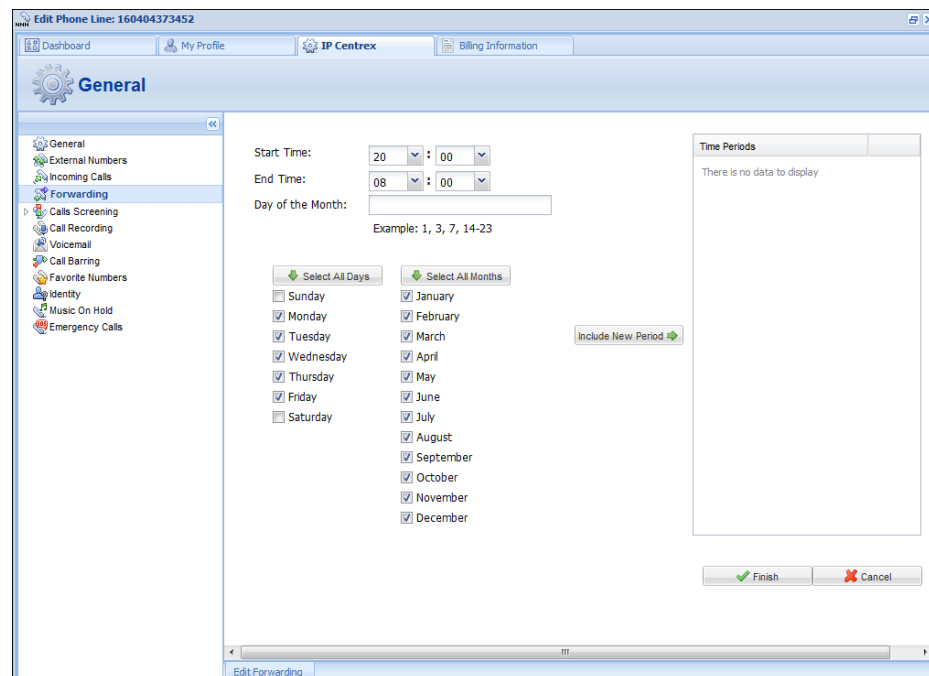
To set up automatic payment with a debit or credit card when the balance crosses a specified threshold, select the **Pay** check box and specify the threshold in the second field. When the balance crosses this threshold the credit card will be charged for the amount specified in the **Pay** field.

3 ■ How to...

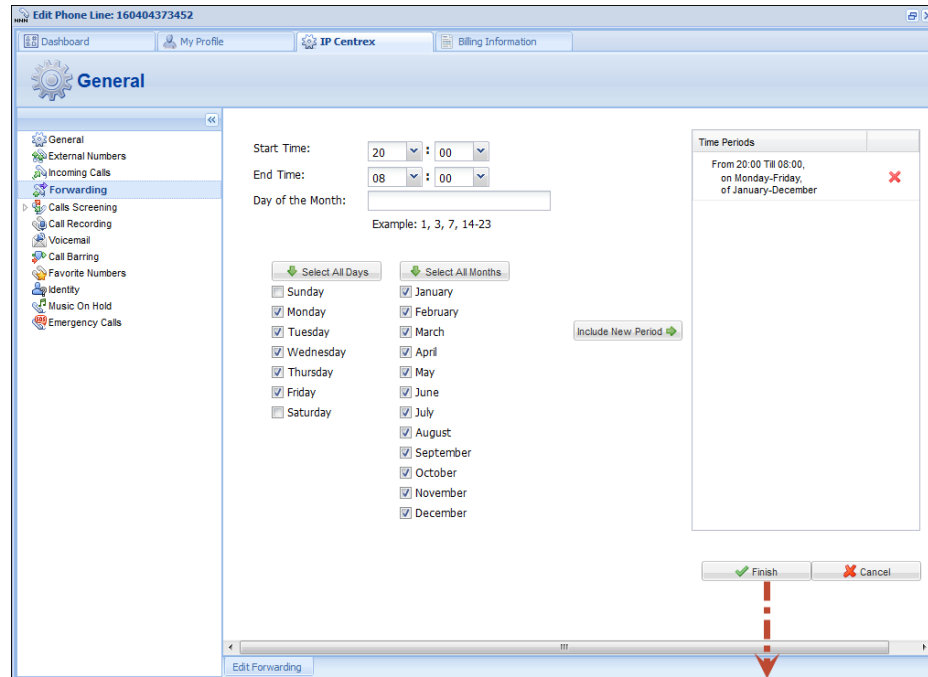
... define a time period using the wizard?

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

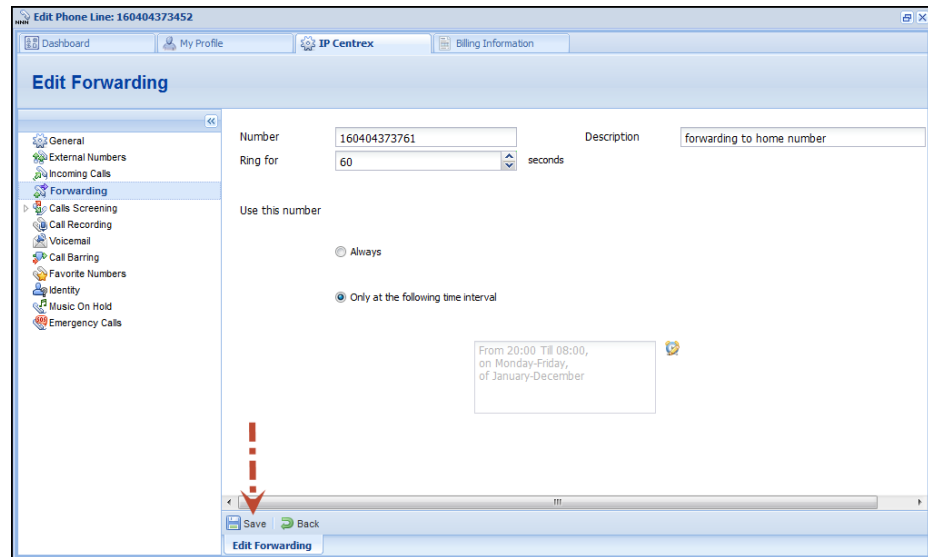
1. On the **Period Wizard** page, select *20:00* in the **Start Time** box and *08:00* in the **End Time** box. In the block containing days of the week select *Monday, Tuesday, Wednesday, Thursday, Friday*. In the block containing months click the **Select All Months** button. Then click the **Include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

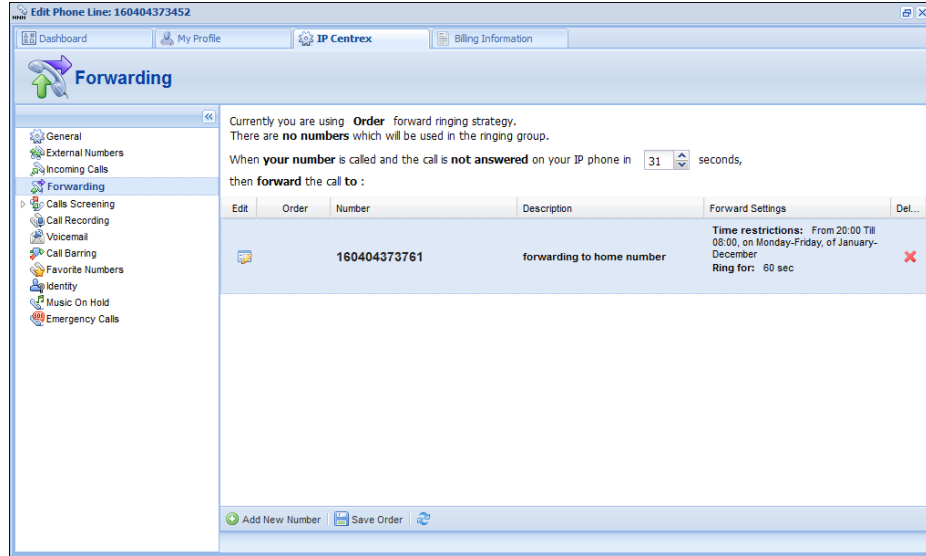


2. Click **Finish** to complete the period definition. If you wish to set another definition for this period, repeat step 1.



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



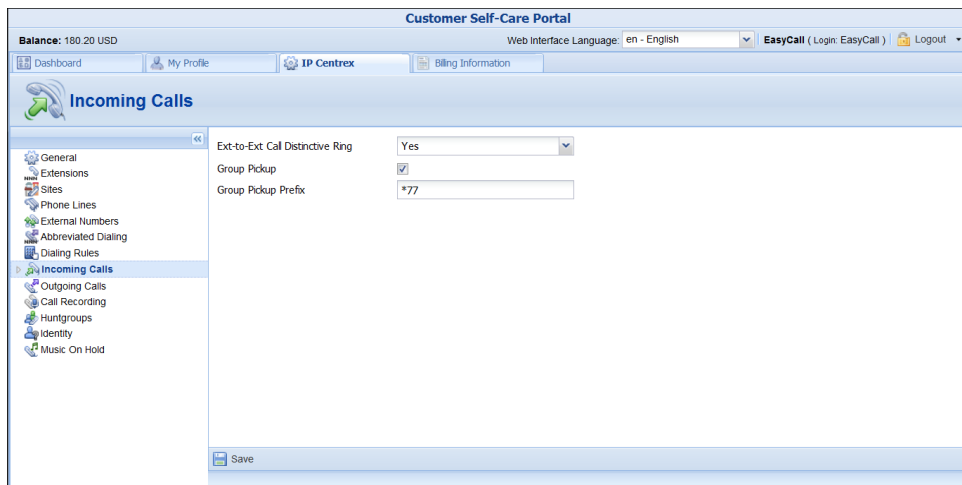


... configure multiple pickup groups?

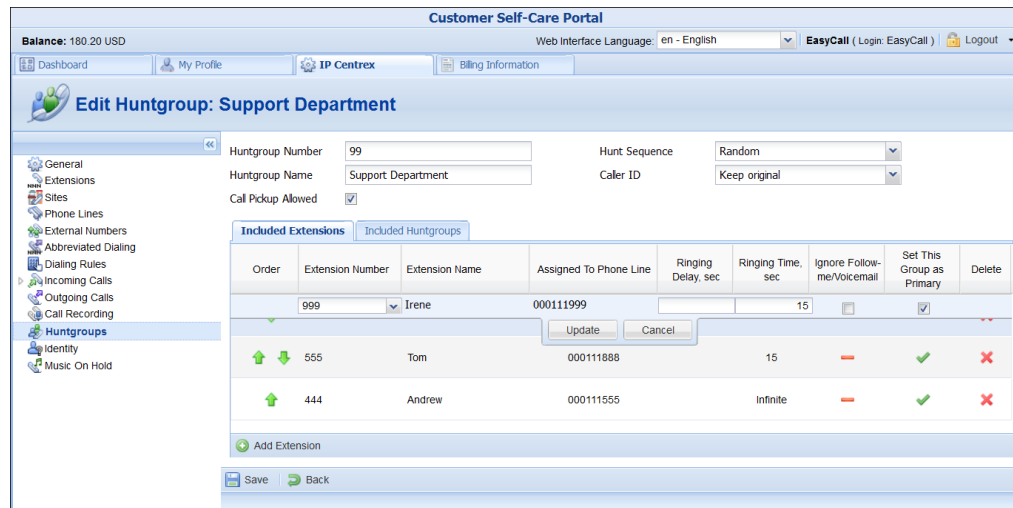
The multiple pickup groups functionality allows phone lines in the same IP Centrex environment to be grouped so that phone line owners within the group may answer each other's calls by merely dialing a Group Pickup Prefix on their phones.

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.



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.



Customer Self-Care Portal
 Balance: 180.20 USD | Web Interface Language: en - English | EasyCall (Login: EasyCall) | Logout

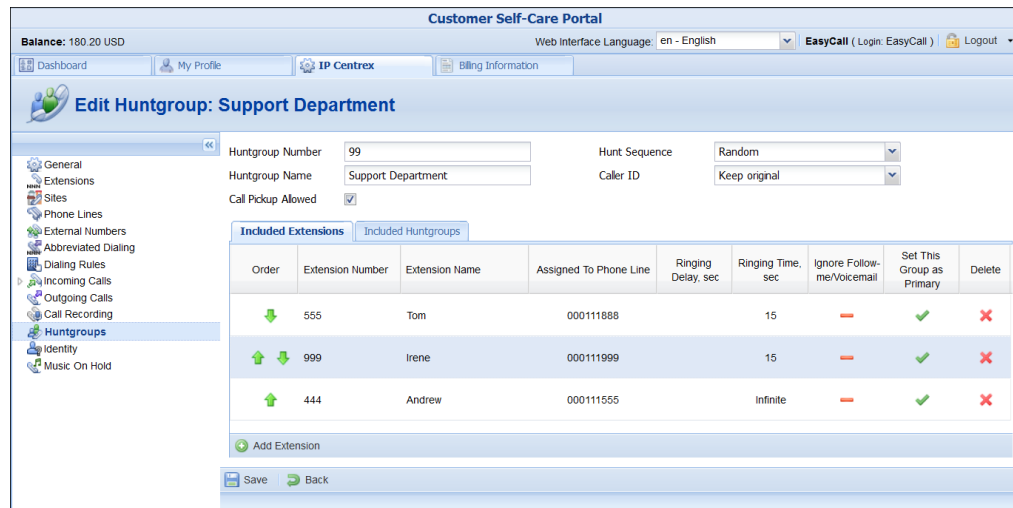
Dashboard | My Profile | **IP Centrex** | Billing Information

Edit Huntgroup: Support Department

Huntgroup Number: 99 | Hunt Sequence: Random
 Huntgroup Name: Support Department | Caller ID: Keep original
 Call Pickup Allowed:

| 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 |
|-------|------------------|----------------|------------------------|--------------------|-------------------|----------------------------|-------------------------------------|--------------------------|
| 999 | Irene | 00011999 | | 15 | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 555 | Tom | 00011888 | | 15 | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 444 | Andrew | 00011555 | | Infinite | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Buttons: Update, Cancel, Add Extension, Save, Back



Customer Self-Care Portal
 Balance: 180.20 USD | Web Interface Language: en - English | EasyCall (Login: EasyCall) | Logout

Dashboard | My Profile | **IP Centrex** | Billing Information

Edit Huntgroup: Support Department

Huntgroup Number: 99 | Hunt Sequence: Random
 Huntgroup Name: Support Department | Caller ID: Keep original
 Call Pickup Allowed:

| 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 |
|-------|------------------|----------------|------------------------|--------------------|-------------------|----------------------------|-------------------------------------|--------------------------|
| 555 | Tom | 00011888 | | 15 | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 999 | Irene | 00011999 | | 15 | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| 444 | Andrew | 00011555 | | Infinite | | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |

Buttons: Add Extension, Save, Back

Customer Self-Care Portal

Balance: 180.20 USD | Web Interface Language: en - English | EasyCall (Login: EasyCall) | Logout

Dashboard | My Profile | IP Centre | Billing Information

Huntgroups

| | Edit | Configure | Huntgroup Number | Huntgroup Name | Hunt Sequence | Assigned Extensions | Caller ID | Call Pickup Allowed | Delete |
|--|------|-----------|------------------|--------------------|---------------|---|---------------|---------------------|--------|
| | | | 88 | Sales Department | Order | Assigned Extensions <ul style="list-style-type: none"> 222 - John 333 - Catherine 999 - Irene | Keep original | | |
| | | | 99 | Support Department | Random | Assigned Extensions <ul style="list-style-type: none"> 444 - Andrew 555 - Tom 999 - Irene | Keep original | | |

Add Huntgroup | Page: 1 of 2 | 1 - 2 of 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.