



## PortaBilling



Customer Self-care Interface

Maintenance Release



Documentation

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#### PortaSwitch® customer self-care interface, March 2015

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## Preface

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

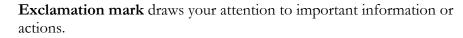
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#### Conventions

This publication uses the following conventions:

• Commands and keywords are given in **boldface** 



**NOTE:** Notes contain helpful suggestions about or references to materials not contained in this manual.



**Timesaver** means that you can save time by taking the action described here.

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

				Custom	er Sel	f-Care Portal			
lance: 92.20 USD					Cr	edit Limit: 100.00 USD en - English	~	EasyCall ( Login: easycall1 )	🔓 Logout
Dashboard		🐣 My Profile		र IP Centrex		Billing Information		O Trouble Tickets	
S D Dash	board								@ H
Recent Calls						Brief Billing Information			
Date/Time	Account ID	From	То	Duration	Play	Balance		92,20 USD	
2015-01-08 15:57:46	12057606878	12057606878	18667478647	5:00		Credit Limit		100.00 USD	
2015-01-08 15:57:37	12057606878	12057606878	18667478647	5:00					
2015-01-08 15:52:15	12057606878	12057606878	380445652156	5:00					
2015-01-08 15:49:02	12057606878	12057606878	380445470360	5:00					
2015-01-06 14:56:22	12057606878	12057606878	18667478647	5:00					
N A Page	1 of 1 🗼	▶   2			1 - 5				
Contact Inform	ation								
Contact Address Email									

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 P	Portal					
Balance: 180.20 USD				Web Interfa	ce Lang	guage: Select a lang	Jage	Eas	yCall ( Lo	gin: EasyCall ) 🛛 🔒	Logout
🔠 Dashboard 🛛 🖁 🐣 My Profile		Ę	iP Centrex	📄 Biling	Inform	ation					
Extensions											
«	Edit	Confi	Extension Num	Extension Name	<ul> <li>As</li> </ul>	signed To Phone Line	•	Primary Group	Publi	Recorded Name	Delete
General	<b>;</b>	1	222	John		Sort Ascending Sort Descending		-		Not Set	×
₩ Sites Phone Lines External Numbers	<b>;</b>	1	333	Catherine		Columns 🕨	<b>V</b>	Edit		ot Set	×
Abbreviated Dialing	<b>;</b>	1	555	Andrew	00	0111555	<b>V</b>	Configure Extension Numb	er	ot Set	×
A Incoming Calls Outgoing Calls							V	Extension Name			
a Call Recording							V	Assigned To Pho	one Line		
luntgroups							V	Primary Group			
Music On Hold							V	Published			
e							V	Recorded Name			
						l	V	Delete			
		d Extensio	n 🚺 🖣 Page	1 of 🕨 🖗	~						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 **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:

lance: 92.20 USD					Cr	edit Limit: 100.00 USD en - English	EasyCall (Login: easycall1)	🔓 Logou	
Dashboard		🐣 My Profile		ि र IP Centrex		Biling Information		O Trouble Tickets	
Dash	board								0
Recent Calls						Brief Billing Information			
Date/Time	Account ID	From	То	Duration	Play	Balance		92,20 USD	
2015-01-08 15:57:46	12057606878	12057606878	18667478647	5:00		Credit Limit		100.00 USD	
2015-01-08 15:57:37	12057606878	12057606878	18667478647	5:00					
2015-01-08 15:52:15	12057606878	12057606878	380445652156	5:00					
2015-01-08 15:49:02	12057606878	12057606878	380445470360	5:00					
2015-01-06 14:56:22	12057606878	12057606878	18667478647	5:00					
N A Page	1 of 1   🕨	▶   &			1 - 5				
Contact Inform	nation								
Contact									
Address									
Email									

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.

				Custor	mer Self-Care Portal					
Balance: 180.20 USD					Web Interface Language	e: en - English	~	EasyCall ( Login: EasyCall )	🔒 Logout	•
🔠 Dashboard	👆 My Profil	le	iP Cent	rex	Biling Information					
General										
	~	Personal Infe	ormation		c	contact Information	n			
General		Company N	lame	EasyCal Ltd.		Contact	John			
Additional Information		Mr./Ms./		Mr.		Phone	+1-41	5-404-44-44		
Change Password		First Name		John		Fax				
		M.I.		Alex		Alt. Phone				
		Last Name		Doe		Alt. Contact				
						E-Mai				
		Address Info	ormation							
		Address								
		Province/St	ato	BC						
		Postal Code		V3B 2P7						
		City		Coguitlam						
		Country/Re	aion	Canada						
		cound y/ Ke	giori	Canaud						
		Save								

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

Available Funds: 10.00 USD Web Interface Language: en - English EssyCall (Lagin easycalaco)  Databband  Available Funds: 10.00 USD  Paging/Intercom Paging/Int	🔂 Logout 👻
Ceneral Paging/Intercom Paging	() Help
General     Paging/Intercom     Paging/Intercom     Paging/Intercom     Paging/Intercom     Paging/Intercom     Paging/Intercom	() Help
General     Paging/intercom Prefix     Paging/Intercom Prefix     123456	
Sees     Extension Number Length     3       Prote Lines     ODs       Abbrevited Dialing     Dialing Fibles       Dialing Fibles     Octoport Calls       Cotoport Calls     Cotoport Calls       Hungrouss     Abbrevited Dialing       Winker On Hold     Extension Number Length	

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.



Branch Office extensions can only be added, deleted or modified on the Main Office self-care portal.

					Customer S	elf-Care Portal				
Balance: 180.20 USD					W	eb Interface Language:	en - English	~	EasyCall ( Login: EasyCall )	🔓 Logout
Dashboard	🐣 My Profile			IP Centrex	B B	ling Information				
Extensio	ons									
	~	Edit	Conf	Extension N	Extension Name	Assigned To Phon	Primary Group	Publi	Recorded Name	Del
General		<b>:</b>	1	222	John	000111666	-		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	×
Comming Calls										
		🔾 Ad	d Extens	ion 🙀 4 🛛 Pa	age 1 of 🕨	₽ 2				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").
- **Branch Office** Select a branch office to which the extension will be assigned. Leave this field empty for assigning the main office's phone extension. (Note that the **Branch Office** field is only available on the Main Office self-care portal).
- 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.

nce: 180.20 USD					Web Inter	ace Language: en - Englis	h	EasyCall ( Login: EasyCall )	G Logout
ashboard 🛛 🔏 My Profile		1	IP Centrex	📄 Billing Info	ormation				
Extensions									
<b>«</b>	Edit	Confi	Extension Number	Extension Name	Assigned To Phone Line	Primary Group	Publis	Recorded Name	Delete
General			444	Andrew	000111555	<ul> <li>This extension is not a</li> </ul>	s 🗸 🗸	Please 🍌 Browse	
Extensions Sites					Save	Cancel		•	
Sites Phone Lines	_	×	222	John	000111666			Not Set	×
External Numbers	<b>1</b>	1	222	John	000111666	-	<b>v</b>	Not Set	~
Abbreviated Dialing			333	Catherine	000111777			Not Set	×
Dialing Rules Incoming Calls	- C	1	333	Camerine	000111777	-		NOL SEL	· · · · ·
Ordgoring Callis Call Recording Hundgroups Islenthy Music On Hold	0.000	Estancia			3				
	O Add	Extension	n 🚺 🖣 Page	1 of 🕨 🕅	æ				1-2

					Custom	er Self-Care Portal				
Balance: 180.20 USD						Web Interfa	ace Language: en - English		EasyCall ( Login: EasyCall )	🔒 Logout
Dashboard	🐣 My Profie		2	🔆 IP Centrex	📄 Biling Infor	mation				
Extensio										
	*	Edit	Confi	Extension Number	Extension Name	Assigned To Phone Line	Primary Group	Publis	Recorded Name	Delete
General		7	1	222	John	000111666	-		Not Set	×
Sites Phone Lines External Numbers			1	333	Catherine	000111777			Not Set	×
Abbreviated Dialing		<b></b>	1	444	Andrew	000111555	-	$\checkmark$	Not Set	×
Lang Kules     Jancomig Calls     Calls										
		🔘 Ad	d Extensio	on 🕅 4 Page	1 of 🕨 🕅 🧯	8				1 - 3

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:

					Custo	ner Self-Car	e Portal				
Balance: 180.20 USD							Web Interfac	e Language: en - Englis	ih	EasyCall ( Login: EasyC	all ) 🔒 Logout
8 Dashboard	🔏 My Profile		Ę	IP Centrex	📄 Billing Info	ormation					
Extension NNN											
	**	Edit	Confi	Extension Number	Extension Name	Assigned To	hone Line	Primary Group	Publis	Recorded Name	Delete
Extensions		<b>:</b>	1	222	John	000111666			1	Not Set	×
Sites Phone Lines External Numbers		<b>;</b>	1	333	Catherine	000111777		-		Not Set	×
Abbreviated Dialing				444	Andrew	000111555	~	1	<b>v v</b>	Please 🍌 Browse	
Alling Rules     Anorming Calls     Conting Calls     Contin							Save	Sales Department	Ext	# 69	
		🗿 Add	Extensio	n 🕅 4 Page	1 of 🕨 🕅	æ					1 - 3

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	iP Cent	rex	🗟 Billing	Information						
b 🕸 B 📄 Dashbo	oard											
AccountID: 12	568900550	10			Onli	,				Ext	ension #: ;	512 (Dia
Contact Informat	ion					Brief Billing I	nformatior					
Address Email	na Edison					Type Balance Refunds Non Call Re	lated Char	jes		Debit 9.98 USD 0.00 USD 0.00 USD		
Recent Calls	1   ▶ ▶	2			1 - 1 of 1	Product & Di	scounts In	formation				
2011-09-21 1	rom	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 1 New Dep						

#### 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	nglish 👻	EasyCall ( Login: EasyCall )	🔒 Logout 🔹
E Dashboard	🔏 My Profie	i IP	Centrex	Biling Information				
Sites								
	~	Default Site		Site Name:	Default Site			
General								
Extensions				Limit Simultaneous Calls:	Yes	~		
Phone Lines				Max Number of Simultaneous Calls:	4			
Mathematical Numbers				Max Number of Incoming Calls:				
Dialing Rules				Max Number of Outgoing Calls:				
A Incoming Calls Outgoing Calls				Max Number of Forwarded Calls:				
Call Recording								
ntgroups 🕹 Identity				Codec Connectivity Profile:	Unknown	*		
Music On Hold				Max Bandwidth:				
-				Max Incoming Bandwidth:				
				Max Outgoing Bandwidth:				
				Location Information:		~		
				Current Location:				
				Allowed Mobility:		~		
				Allowed Probility:		*		

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

### **Phone Lines**

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

				Customer Se	lf-Care	Portal					
Balance: 11.55 USD				Credit	Limit: 1,00	0.00 USD en - Eng	lish	<ul> <li>EasyCall Ltd</li> </ul>	I ( Login: EasyCal	ILtd)	🔒 Logout 🔹
🔡 Dashboard 🦀 My Pro	fie	IP Centr	ex	📄 Billing Inf	ormation						
Phone Lines											🕑 Help
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
Second Phone Lines	1	16041235004	0	100.00	Credit	SIP Subscribers		Default Site	~	0	Linksys/SP
DIDs     Abbreviated Dialing     Dialing Rules	1	16041235005		99.93	Credit	SIP Subscribers		Default Site	-		
All Incoming Calls     Cutgoing Calls	1	17781225000		99.93	Credit	SIP Subscribers		Default Site	-		
Call Recording     Brundgroups	1	19070712231		99.93	Credit	SIP Subscribers	1111	Default Site	-		
A Identity	1	42727269710		99.93	Credit	SIP Subscribers	1111	Default Site	-		
A made of hold	1	60718744698		99.93	Credit	SIP Subscribers	1111	Default Site	-		
	1	60985666273		99.93	Credit	SIP Subscribers	1111	Default Site	-		
	i∃ Group I	By Batch 🔰 🕅 🚽	Page	1 of 1 🗼	M   🌮						1 - 8 of 8

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 $\bigcirc$ icon is shown.
IP Phone	Indicates the IP phone that is assigned to a particular
Model	phone line.

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

You can configure forwarding when it is enabled for the phone line. Just click the **Configure** *related* 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>(i)</sup> Add New Number.

Sedit Phone Line: 000999123			8×
🔡 Dashboard 🦀 My Profile	i IP Centrex	Biling Information	
Edit Forwarding			
~			^
🎡 General	Enable Rule		
Sector External Numbers	Description	Forwarding to a cell phone	
Dialing Rules	Number	35644890579	
St Forwarding			
Dall Screening	Hide Advanced Settings		
Call Recording Voicemail	Calling Party Display	Caler Number and Name	-
Faxes	Ring for	15	=
Suto Attendant	Ring Schedule:	Always	
DISA			
🗫 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
  - Ring Schedule 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.

NNN Edit Phone Line: 0009	99123							8x
Dashboard	🔺 My Profile		Ę	IP Centrex	Biling Information			
Forward	ling							
General External Numbers Dialing Rules Incoming Calls	~	There When	are no n your nu	umbers which will be used in t	<ul> <li>forward ringing strategy.</li> <li>the ringing group.</li> <li>tot answered on your IP phone</li> </ul>	ne in 30 🗘 seconds,		
Call Screening		Edit	Order	Number	Description	Forward Settings	Enable	Delete
Call Recording		Ę		35644890579	Forwarding to a cell phone	Ring Schedule: Always Ring for: 15 sec Calling Party Diplay: Caller Number and Name	٠	×
		🗿 Add	d New Nun	nber 🔚 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.

Bear Edit Phone Line: 000999123			e x
🔠 Dashboard 🦂 My Profile	🙀 IP Centrex	Biling Information	
Edit Advanced Fo	orwarding		
~			<u>^</u>
General	Enable Rule	$\checkmark$	
Sector Numbers	Description	Forwarding to cell phone	
Mincoming Calls	Number	35644890579	
Advanced Forwarding	SIP Proxy	193.193.193.10	
Call Screening	SIF FIOXy	155.155.155.10	
Call Recording	Hide Advanced Settings		_
are Faxes	Transport Protocol	UDP	=
Auto Attendant	Keep Original CLD		
DISA Call Barring			
ldentity	Calling Party Display	Caller Number and Name	
🚭 Music On Hold	Ring for	15	
Emergency Calls	Ring Schedule:	Always	
		$\bigcirc$ 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.

NNN Edit Phone Line: 0009	99123			8 ×
Dashboard	My Profile	iP Centrex	Biling Information	
Simple	Forwardii	ng		
	«	Forward To	35644890579	
Ceneral     External Numbers     External Numbers     Lialing Rules     Incoming Calls     Simple Forwarding     Call Screening     Call Screemail     Faxes     Auto Attendant     DISA     Call Barring     identity     Music On Hold     Emergency Calls				
		🔚 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 Incoming Calls Collage 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	d		
Balance: 3.01 USD			Web Interface Langua	ige: en - English 🗸	EasyCall ( Login: EasyCall ) 🔒	Logout
B Dashboard	🐣 My Profile	e 👔 IP Centrex	Biling Information			
DIDs						😡 He
	«	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     Joialing Rules		380442217221	UKRAINE Kiev	Unassigned	20.91 USD	×
Incoming Calls		4500000001	DENMARK Virtual PRI	Unassigned	66.96 USD	×
Call Recording		493011111113	GERMANY Berlin	Unassigned	9.40 USD	×
aldentity		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 o

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 ③ Add button and enter the following information:

Field	Description
Abbreviated #	The number the end-user will dial on his phone
	(extension number).
# to Dial	The number that the call will be forwarded to. You
	may enter the ID of one of 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 Phone 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:	v 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:

	Cust	omer Self-Care Portal					
Balance: 180.20 USD		Web Interface Language:	en - English	~	EasyCall ( Login: EasyCall )	🔓 Logout	•
🔝 Dashboard 🦂 My Profil	e 🔯 IP Centrex	Biling Information					
Incoming Calls							
«	Ext-to-Ext Call Distinctive Ring	Yes	~				
General Settensions	Group Pickup	<b>V</b>					
Extensions	Group Pickup Prefix	123					
Section 2 Phone Lines Phone							
Abbreviated Dialing							
Dialing Rules							
A Sincoming Calls	-						
Cutgoing Calls							
Call Recording Buntgroups							
ldentity							
Music On Hold							
	E Save						
	_						

Field	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.		
<b>Group Pickup</b> Enable the <b>Group Pickup</b> feature, which enable			
	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.

	Cueto	omer Self-Care Portal			
Balance: 180.20 USD	Cust	Web Interface Language: en	- English 👻	EasyCall ( Login: EasyCall )	🔒 Logout 👻
🔡 Dashboard 🦀 My Profile	e 🔯 IP Centrex	Biling Information			
Call Parking					
Concernation of the second of	Cal Parkng Park Prefix Release Prefix	V 345 543			
	E Save				

Field	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. Keep in mind that the "Park Prefix" value should
	only contain digits.
Release Prefix	This is only available if <b>Call Parking</b> is activated; this
	allows you to specify a code in order to quit the call
	parking status and resume the conversation. Keep in
	mind that the "Release Prefix" value should only
	contain digits.

#### **Outgoing Calls**

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

		Cust	omer Self-Care Portal	l .				
Balance: 180.20 USD			Web Interface Language	en - English	~	EasyCall ( Login: EasyCall )	🔓 Logout	•
Dashboard	🐣 My Profile	e 🔯 IP Centrex	Biling Information					
<b>Outgoing</b>	Calls							
General Extensions Sites Phone Lines External Numbers Abbreviated Dialing Dialing Rules Call Recording Calls Cutgoing Calls Outgoing Calls Cutgoing Calls Cu	8	Limt Smutaneous Cals Max Number Of Simutaneous Cals	<ul> <li>✓</li> <li>4</li> </ul>					
								ľ

Field	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 Logs**

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, listen to recordings and filter them for / from a certain period.

			Customer Self	-Care Portal			
Balance: 12.03 USD			Credit Li	mit: 1,000.00 USD en - E	nglish 💌 No	orma Baker (Login: NormaB)	🔓 Logout
🔠 Dashboard	4	4y Profile	iP Centrex	Biling 1	Information	💮 Trouble Tickets	
Call Logs							@ He
	«	From: 2014-08-11	Til: 2014-11-11				治 Searc
Extensions		Date/Time	Account ID	From	То	Duration	Play
Sites		2014-10-30 13:39:38	ANI123456788	ANI123456788	12125551234	0:	32 >
None Lines		2014-10-30 13:38:59	ANI123456788	ANI123456788	12125551234	0:	32 >
Manual Street Abbreviated Dialing		2014-10-30 13:36:57	123456788	123456788	12125551234	0:	32 >
Dialing Rules		2014-10-30 13:36:33	123456788	123456788	12125551234	0:	32 >
A Incoming Calls		2014-10-30 13:33:54	123456788	123456788	12125551234	0:	32 >
Call Logs		2014-10-30 13:33:23	123456788	123456788	18667478647	0:	32 🗼
Huntgroups Call Queue Agi Identity Music On Hold							
		A Page 1 of 1	▶ ▶  2				1 - 6
		E Save					

#### 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.

			Cu	stomer Self-Care P	ortal				
Available Funds: 10.00 USD				Web Ir	nterface Language: en - Eng	glish 👻 Eas	syCall ( Login: eas	sycallco)   🔒	Logout
🔠 Dashboard 🛛 🔏	My Profile		iP Centre کړکې	x	Billing Information	🚫 Trouble Tick	ets		
ntgroups									🕑 He
د کیک General	Edit	Configure	Huntgroup Number	Huntgroup Name	Hunt Sequence	Assigned Extensions	Caller ID	Call Pickup Allowed	Delet
Sites		1	100	Sales	123 Order	Empty Huntgroup	Keep original	~	×
😵 DIDs S Abbreviated Dialing Dialing Rules		P	200	Support	Random	Empty Huntgroup	Keep original	~	×
ओ Incoming Calls 解 Call Parking 愛 Outgoing Calls @ Call Logs									
Huntgroups     Call Queue     Jentity     Values: On Hold									
W muse of from									
	-		A Page 1 of	1 🕨 🕅 🖓					1-20



Branch Office huntgroups can only be added, deleted or modified on the Main Office self-care portal.

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

					Cu	stomer Self-C	are Po	ortal						
Available Funds: 10.00 USD							Web In	erface Lar	guage: en - E	English	e Ea	syCall ( Login: eas	ycallco)   🔓	Logout •
問 Dashboard		ty Profile			🎡 IP Centre	×	Ē	Billing In	formation		🚫 Trouble Tick	ets		
💕 Huntgroup	s													() He
General	~	Edit	Configure	Huntg	roup Number	Huntgroup N	ame	Hur	t Sequence		Assigned Extensions	Caller ID	Call Pickup Allowed	Delet
Extensions Sites				200		Support		Random		🗸 Er	npty Huntgroup	Keep origin 💌	<b></b>	
♥ Phone Lines ŵ DIDs औ Abbreviated Dialing			ł	100		Sales		pdate	Cancel Order	E	mpty Huntgroup	Keep original	~	×
Dialing Rules     Joincoming Calls     Call Parking     Call Parking     Call Calls     Call Calls     Call Logs     Huntgroups														
Call Queue														
		O Add	Huntgroup	14 4 1	Page 1 of	rn   🕨 🕅   🥲								1 - 2 of

			Cus	stomer Self-Care P	ortal				
Available Funds: 10.00 USD				Web In	terface Language: en - Eng	plish 👻 Eas	syCall (Login: eas	sycallco)   🔒	Logout 👻
意問 Dashboard	🐣 My Profile		i IP Centre	x	Billing Information	🚫 Trouble Ticks	ets		
ntgroups 🖗									🕑 Help
i General	Edit	Configure	Huntgroup Number	Huntgroup Name	Hunt Sequence	Assigned Extensions	Caller ID	Call Pickup Allowed	Delete
Extensions Sites Phone Lines		Þ	100	Sales	123 order	Empty Huntgroup	Keep original	~	×
🕸 DIDs 💒 Abbreviated Dialing 🌉 Dialing Rules		1	200	Support	Random	Empty Huntgroup	Keep original	~	×
An coming Calls     Call Parking     Call Parking     Outgoing Calls     Call Logs									
2 Auntgroups 2 Call Queue 2 Identity 2 Music On Hold									
	🔾 Add	Huntgroup	4 Page 1 of	1   🕨 🕅   🏖					1 - 2 of 2

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.

• Set This Group as Primary – Select this check box to allow the extension owner to pick up calls within that group by merely dialing the group pickup prefix.

			Customer Self-	Care Portal					
Balance: 180.20 USD				Web Interface Language:	en - English	~	EasyCall ( Login:	EasyCall)	🔓 Logout ,
🔠 Dashboard 🦂 My	Profile	iP Centrex	📄 Billing Informat	ion					
Bdit Huntgrou	ıp: Support	Department							
	Huntgroup Nu	umber 99		Hunt Seque	nce F	Random		*	
🎡 General	Huntgroup Na		lepartment	Caller ID		Keep original		*	
Extensions			eporemene	Cale 10		coop ongli di			
Phone Lines	Call Pickup Alk	owed 🔽							
🙀 External Numbers	Included E	xtensions Include	ed Huntgroups						
Mobreviated Dialing Dialing Rules Dialing 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
Calls Calls Calls Call Recording		444	Andrew	000111555		Infinite	_	~	×
Music On Hold									
	Add Exte	ension							
	🔚 Save 🛛 📮	Back							

				Customer Self	-Care Portal					
Balance: 180.20 USD					Web Interface Language:	en - English	<b>v</b>	EasyCall ( Login:	EasyCall )   🔓	Logout
🔝 Dashboard 🛛 🐣 My	Profile	🔯 IP Ce	ntrex	📔 Biling Informa	tion					
🤔 Edit Huntgrou	ıp: Support	Depar	tment							
	Huntgroup N	umber	99		Hunt Seque	nce	Random		~	
General	Huntgroup N	ame	Support D	epartment	Caler ID		Keep original		*	
Extensions Sites Phone Lines	Call Pickup All	owed [	<b>v</b>							
🜸 External Numbers	Included E	xtensions	Include	d Huntgroups						
Mobreviated Dialing Caling 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
Cutgoing Calls		555	~	Tom	000111888		15	5	1	
A Huntgroups	· ·				Update Ca	ncel				
실 Identity 🖑 Music On Hold	-	444		Andrew	000111555		Infinite	-	×	×
	Add External	ension								
	🔚 Save 🛛 🍃	Back								

					Customer Self-	-Care Portal					
Balance: 180.20 USD						Web Interface Language:	en - English	×	EasyCall ( Login:	EasyCall ) 🛛 🔓	Logout 👻
Dashboard	A My Profile		🙀 IP Cer	trex	Biling Informat	tion					
🥬 Edit Hunt	group: S	upport	Depart	ment							
	~	Huntaroup N	umber	99		Hunt Seque	nce R	andom		*	
🎡 General		Huntgroup Na			lepartment	Caller ID		eep original		~	
Extensions					eparument	Caller ID		eep onginai		•	
Sites		Call Pickup All	owed 💽	r							
Reference Lines		Included E	xtensions	Include	d Huntaroups						
Abbreviated Dialing										0.171	
Dialing Rules		Order	Extension	Number	Extension Name	Assigned To Phone Line	Ringing	Ringing Time,	Ignore Follow-	Set This Group as	Delete
Incoming Calls						· · · · · · · · · · · · · · · · · · ·	Delay, sec	sec	me/Voicemail	Primary	
Cutgoing Calls		_									
Call Recording		-	555		Tom	000111888		15	_	_	×
Huntgroups											
Music On Hold		<b></b>	444		Andrew	000111555		Infinite	-	<b>~</b>	×
~											
		Add External	ension								
	E	🚽 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**.

		Custome	r Self-Care Portal				
Balance: 180.20 USD			Web Interface Language:	en - English	✓ Easy	Call ( Login: EasyCall )	🔒 Logout ,
🔝 Dashboard 🦀 My Profi	e 🧯	IP Centrex	Biling Information				
Edit Huntgroup:	Sales						
«	Huntgroup Numb	ber 111		Hunt Sequence	Order		~
General	Huntgroup Name	e Sales		Caller ID	Keep origi	inal	~
Extensions	Call Pickup Allowe						
Phone Lines	Currickup Alone						
Reference Stress Refere	Included Exten	and a standard structure					
Moreviated Dialing	Included Exten	sions Included Huntgroup	5				
Incoming Calls	Order	Huntgroup Number	Huntgroup Name	Inclu	ided Extensions	Ignore Follow- me/Voicemail	Delete
Calls		112	Support	Empty	y Huntgroup	<b>V</b>	
Huntgroups			Update	Cancel			~
a Identity							
Music On Hold							
	Add Huntgroup	oup					
	🔚 Save 🛛 🝃 E	Back					
	Edit Huntgroup						

			Custome	er Self-Care Portal				
Balance: 180.20 USD				Web Interface Languag	e: en - Englis	h 👻	EasyCall ( Login: EasyCall )	🔒 Logout
🗄 Dashboard 🛛 🔏 M	y Profile	i i P C	Centrex	Biling Information				
🤔 Edit Huntgro	up: Sales							
	Huntgroup I	lumber	111		Hunt Sequ	uence On	der	~
General	Huntgroup I	lame	Sales		Caller ID	Ke	ep original	~
Extensions Sites	Call Pickup A		v					
Phone Lines	Cal Pickup F	lowed	×.					
Reference Numbers								
Abbreviated Dialing	Included E	xtensions	Included Huntgroup	ps				
Dialing Rules	Order	Hun	tgroup Number	Huntgroup Name		Included Extension	ons Ignore Follow- me/Voicemail	Delete
Outgoing Calls Call Recording		112		Support		Empty Huntgroup	~	×
tuntgroups								
🎥 Identity 🦑 Music On Hold								
	📀 Add Hu	ntgroup						
	📄 Save	问 Back						
	Edit Huntg	roup						

**NOTE:** Extension and huntgroup numbers must be different.

#### **Call Queue**

This feature allows you to provide a "call center" functionality to your IP Centrex customers. When a large number of incoming calls from customers arrive to the auto attendant, PortaSIP® can forward these calls to the actual agents within a huntgroup (customer service representatives) in a regulated fashion.

Each call queue contains a pool of incoming calls (users trying to get connected) and a number of connected outgoing calls (calls that have already been connected to agents). When a new incoming call arrives, it is assigned a position in the queue. The caller will hear an announcement about his position in the queue and the estimated waiting time, which is calculated as (average call duration) / (maximum number of connected calls) \* (total number of users before him in the queue). After that, the specified "music on hold" is played, and every minute the caller is updated as to his current position in the queue and the estimated waiting time.

		Customer Self-Care Port	al		
Available Funds: 795.00 USD		Web Interface Langu	age: en - English	<ul> <li>EasyCall Ltd.</li> </ul>	(Login: EasyCall) 🛛 🔂 Logout 👻
E Dashboard	۱y Profile	IP Centrex	Billing Information	🚫 Trouble	Tickets
Call Queue Edit					🛞 Help
«					
Ceneral Cenations Contentions States Franking States Franking Dialing Rules Call Cutyong Calls Call Cutyong Call Calls Call Cutyong Call Cutyong Calls Call	Maximum Number of Unconnected Calls: Call Duration: Announce Number of Callers Ahead: Announce Estimate Walt Time:	3	v (]]], Br (]], Br (]], Br	owse	
	Save Back				
	Call Queue Edit	D 2001-2015 Porta⊖ne. Inc. All rights res			

Every call queue contains several configuration parameters:

Field	Description
Huntgroup	When creating a new call queue, a customer must
	select a huntgroup so that when a call arrives to the
	call queue, it is transferred to the corresponding
	huntgroup.
Maximum	The maximum number of calls that can be placed on
Number of	hold within this queue.
Unconnected	
Calls	
Call Duration	The average expected processing time for each call
	(used to calculate the estimated waiting time).

Music on Hold	A melody (or announcement) which is played to
	users waiting to be connected.

## Identity

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

	(	Customer Self-Care Portal	J		
Balance: 2,900.27 USD		Credit Limit: 10,000.00 US	SD en - English	EasyCall Ltd. ( Login: EasyCall )	🔓 Logout 🔹
🔠 Dashboard 🦂 My Profile	e 🔯 IP Centrex	Biling Information			
ldentity					😡 Help
(4)	Hide CLI	Automatic	*		
Seneral Setencions	Hide CLI Prefix	122	-		
Extensions	Show CLI Prefix	555	_		
Phone Lines     Extend Numbers     Aboreviated Dialing     Daling Rules     Douling Rules     Outgoing Calls     Calls     Calls     Calls     Calls     According     Huntgroups     Music On Hold					
	Save				

Field	Description	
Hide CLI	<ul> <li>Removes CLI (ANI) information for outgoing calls. You can choose one of the following options:</li> <li>Never – Always show CLI. Privacy service is not permitted.</li> <li>Always – Always hide CLI. Privacy service is permitted and in effect (all calls are private).</li> <li>Automatic – Allows flexible configuration for CLI hiding. It depends on the prefix number dialed and the privacy headers provided by an IP phone device.</li> </ul>	
Hide CLI Prefix	Enter the prefix to be dialed before the outgoing number in order to prevent the called party from seeing your phone number (Only available when <b>Hide CLI</b> option is set to "Automatic").	
Show CLI Prefix	Enter the prefix to be dialed before the outgoing number in order to allow the called party to see your phone number (Only available when <b>Hide CLI</b> option is set to "Automatic").	

#### **Music on Hold**

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

	Cust	omer Self-Care Portal		
Balance: 180.20 USD		Web Interface Language: en - English	💌 EasyCall ( Login: EasyCall ) 👸	Logout 👻
🔡 Dashboard 🦀 My Profile	e 🔯 IP Centrex	Billing Information		
Music On Hold				
K General	Browse Description: Please	upload your music	Upload	
S Extensions	Description		Play On Hold	
Sites Sites Frome Lines	No Frilis Cumbia (c) 2001 Kevin Ma	cLeod Latin	Ş	

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 five information windows:

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

Ale Q2 IP Centres Brief Billing Information Balance Credit Limit Transactions Totals Information From Tril	70.00 USD 1000.00 USD 2014-12-02 2015-03-02	Billing Information		Trouble Tidets	e	<b>70.00 USD</b> 2015-03-03 150.00 USD	)	() Iake a Payment
Balance Credit Limit Transactions Totals Information From	1000.00 USD 2014-12-02			Balance due Last invoice due date Last Invoice Amount	e	2015-03-03	) 📰	
Balance Credit Limit Transactions Totals Information From	1000.00 USD 2014-12-02			Balance due Last invoice due date Last Invoice Amount	e	2015-03-03	) 🗐	
Balance Credit Limit Transactions Totals Information From	1000.00 USD 2014-12-02			Balance due Last invoice due date Last Invoice Amount	e	2015-03-03	) 🚍	
Credit Limit Transactions Totals Information From	1000.00 USD 2014-12-02		*	Last invoice due date Last Invoice Amount	e	2015-03-03		lake a Payment
From				Last Invoice Amount				
From					t i	150.00 USD		
				Overdue balance				
Payments	-80.00 USD			Last Payment receive 2015-03-02	ed on	20.00 USD 80.00 USD		
Usage Charges	0.00 USD			View	Due Date	Amount	Pa	syment Status
Total	70.00 USD			Q a	2015-03-03	50.00	USD	Unpaid
Total Transactions	3			Q :	2015-03-01	20.00	USD	Overdue
				🐻 See All Invoices 🛛 🥏				
				Active Subscriptions				
				Subscription		Periodic Fee	Start Date	Finish Date YYYY-MM-DD
				There is no data to display				
				æ				
				Volume Discounts				
				Destination Group Set	rvice Di	scount name Used	1/Remaining	Expiration
				There is no data to displa	sγ			
	Usage Charges Total	Usage Charges 0.00 USD Total 70.00 USD	Usage Charges 0.00 USD Total 70.00 USD	Usage Charges 0.00 USD Total 70.00 USD	Pergrendis 400.0020 Utarge Charges 0.00100 Total 7 ana.actions 3 Active Sabacriptions Sea At hysical Sea At hysical Charge Sabacriptions There is no data to deplay Utarge Discounts	Payments 4-06.00 USD Usage Charges 0.00 USD Total Transactions 3 Vew De Date Q 2015-03-03 Q 2015-03-01 Q 2015-03-03-01 Q 2015-03-03-03-03-03-03-03-03-03-03-03-03-03-	Payments 30.00.000 Usage Charges 0.00.000 Total Transactions 3 Vew Due Date Amount Q 2015-03-03 5000 Q 2015-03-01 2000 Q 2015-03-01 Q 2015-03-01	Payments     400.0150       Utage Charges     0.00.050       Total     76.00.050       Total Transactions     3

Field	Description		
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 section is intended to help you better understand		
Information	your invoice status and other billing-related details – a thumbnail sketch, so to speak, of how much money is owed, the due date, is there any amount overdue, etc. The available information fields are:		
	<ul> <li>Balance Due – This represents the remaining amount you must pay for your invoice.</li> <li>Last Invoice Due Date – This shows the date by which the last invoice should be paid. If no payment is received for this invoice or the invoice is only partially paid and the due date has passed, the invoice is considered overdue.</li> <li>Last Invoice Amount – This represents the last invoice total plus whatever unpaid amount from any and all previous invoices owed by the customer at the time of invoice generation.</li> <li>Overdue Balance – This represents the total remaining balance for all overdue invoices. The overdue balance decreases as payments are received.</li> <li>Last Payment Received on – This shows the amount of the last payment and the date when this transaction took place.</li> </ul>		

	To view all of the invoices use the See All Invoices		
	button.		
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: 0.00 UAH		Web Interface	e Language: en - English	EasyCall (Login:Easycall)	🔒 🔓 Logout 👻
🔠 Dashboard	My Profile	धूँई IP Centrex	Billing Information		
General					🚱 Help
Biling Summary     General     Subscriptions     Transactions     Transactions     Poprint     Wolkne Discounts     Wolkne A Payment     Payment Info	Tax ID Send Statistic	Customer Cass Default Customer Cass Default Full Statistics Summary Only Do not Send	V		

Field	Description		
Tax ID	Your tax ID.		
Send Statistic	Defines what kind of xDR statistics should be delivered to 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> </ul>		
	<ul> <li>Summary Only – Do not send a full list of xDRs, only a brief summary</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 and your phone lines. Pending (not yet active) subscriptions are always on the bottom of the list and highlighted in grey.

		Customer	Self-Care Portal			
Balance: 15.00 USD		٧	/eb Interface Language: en -	English	👻 EasyCall Ltd ( Log	in:EasyCall ) 🛛 🔓 Logout
EB Dashboard	🔏 My Profile	i IP Centrex	Billin	g Information		
Subscript	ions					(e) Hel
diling Summary	s s	Subscription	Periodic Fee		Start Date YYYY-MM-DD ⊸	Finish Date YYYY-MM-DD
General	G Shared: ( 1 Active :	Subscription for 19.99 USD )				
Subscriptions	Internet Access Pr	emium		19.99 USD	2014-07-18	-
Transactions	□ Account 1212650	5550: (1 Active Subscription	for 9.99 USD )			
Volume Discounts	Linksys Phone Ren	tai		9.99 USD	2014-07-18	
∰ Vake a Payment						
	Total Subscriptions a	ctive now:	2 Total periodic fee active now:	29.98 USD		
	A Page 1	of 1 🕨 🕅 🧶				1

Field	Description
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.

			Customer Self-Ca	re Portal				
Balance: 31.02 USD			Credit Limit	1,000.00 US	D en - English	~	EasyCall Ltd ( Login:EasyC	all) 🔓 Logout
🐯 Dashboard	🔏 My Profile	12	IP Centrex		Billing Informatio	n	O Trouble Tickets	
Transactio	ns							() He
	Filter							
Mage Billing Summary Subscriptions		m Date: 2014-10- Till Date: 2014-11-			11121111200			
Transactions		Service: All			~			
Solume Discounts Nucces Make a Payment Payment Info		Show F	And Credit Accounts Failed Transactions Records	ad	_			
	Summar	v						
		Service	Total Transactions	Chi	arged Quantity	CI	narged Amount	Show Details
	Subscription	IS		5			30.99000 USD	Ę
	Voice Calls			6	192 (seconds)		0.03198 USD	R
	Total Servic Used:	ce :	2 Total Transactions:	11		Total Charg Amount:	ed 31.02 USD	
	or the second s		4 I æ					1 - 2 of 2
	Show Red	cords						

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

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

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

### Reports

The **Reports** screen allows you to download xDR reports for any desired time period either in .csv or .pdf formats.

Set the from / to dates by clicking the 📑 icon and press the 🗯 Search button. The resulting page contains a list of xDR reports generated within a specified time period. Each report is available in .csv and / or .pdf formats.

		Customer Self-	Care Portal				
Balance: 28.31 USD		Cr	edit Limit: 500.00 U	SD en - English	Y Easy	Call (Login:EasyCall)	🔓 Logout 👻
Dashboard	🐣 My Profile	र्द्धे IP Centrex	🗄 Bill	ling Information			
Reports							😡 Help
	Report Type: All	✓ Free	om: 2014-06-15	Till: 2014-09-15			齢 Search
Can Billing Summary		Report Type		Perio	d Starts 🗸	Period Ends	Download
Subscriptions	Standard Customer xDRs	s Report		20	14-08-18	2014-08-31	Q
Transactions							
Volume Discounts							
Make a Payment							
📸 Payment Info							
	III I Page 1 of 1	1   🕨 🕅					1 - 1 of 1

Click the **Download** button to download an xDRs report in the desired format.

## **Volume Discounts**

The **Volume Discounts** screen displays all *Active* discounts that apply to you.

Information about *Consumed / Used up* and *Not Yet Active* volume discounts and volume discounts' usage history can be obtained (if available) in the **Discount History** window, which is visible by pressing the **@ History** button.

		Customer Self-	Care Portal			
Available Funds: 61,437,294.43 USD		Web Inter	rface Language: en - Engl	ish 🗸	EasyCall Ltd. ( Login: easycalltd	) 🔒 Logout 👻
ashboard	🐣 My Profile	2월 IP Centrex	🗒 Billing 1	Information	O Trouble Tickets	
						🕑 Help
	Voice Calls					
General	History	Discount Plan	Precedence	Combined Discount	Used/Remaining	Expiration
Transactions	🗉 Europe					
Reports	EasyC	all - Standard	Customer Discount Plan	N/A: 100%	0 USD of 5 USD	1 day
Invoices Make a Payment	🗉 US&Canada					
Payment Info	🕜 EasyC	all - Standard	Customer Discount Plan	N/A: 100% [	0 minute of 87 minutes	14 days
	2					

ailable Funder	61 437 294 43 LISD			Web Interface Lano	iage: en English	~	FasyCall Ltd. ( Looin: easy	c alltd )	
	Service: 'Voice Calls' D	estination Group: 'US	&Canada'					× —	in cogou
Dashboard	Discount Plan	Current Discount		Used/Remaining		Expiration	Combine With Other Discounts		
452	Active Discount Pla	ans							0 F
	EasyCall - Standard	100%	0 minute	0 minute	87 minutes	14 days	When discount lower than 100% is active		
🚮 Billing Summa		0%	87 minutes	0 minute	262 minutes				Expiration
Subscriptions		10%	262 minutes	0 minute	568 minutes				
Transactions		20%	568 minutes	N/A	Unlimited				
Reports								2	1 day
📄 Invoices P Make a Paym									
Payment Info								P	14 days
				Ok					

Field	Description
Service	A specific service (voice calls, messaging, data
	transfer, etc.) that this volume discount will apply to.
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.
History	Invokes a pop up window which shows extended
	information about the discount plan.
Discount Plan	The name of the volume discount plan applicable for
	this customer.
Precedence	This is the priority level for the currently used
	discount plan that specifies the order in which certain
	discounts are to be applied. Discounts with higher
	priority take precedence over discounts with low
	priority.
Combined	Shows the total discount value currently applied to
Discount	the customer that resulted in the discounts'
	combination.
Used /	Shows the current value of both consumed and
Remaining	remaining discount volume (in minutes or funds).
	The progress bar graphically reflects how much of
	the discounted service has been consumed.
Expiration	Shows the time left for the discount to be reapplied
	to the customer.
	If <b>Never</b> is defined, it means that this discount is for
	one-time use and will not be reapplied to the
	customer.
	Discount History window

Status	The current status of the discount plan:
	<ul> <li>Active Discount Plans – the discount plans that are currently in use</li> <li>Consumed – the discount plans that have already been used up</li> <li>Not Yet Active – currently inactive discount plans</li> </ul>
Current	The value of the discount currently applied to the
Discount	customer.
Expiration	The time left for the discount plan counters to be
	reset.
Combine With	Shows the way this discount plan is combined with
Other	other discount plans applicable to a session.
Discounts	

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

				Customer Self-O	Care Portal				
Balance: 20.52 USD				Credit Limit: 1	00.00 USD en - Englis	h 💌	EasyCall ( Login: EasyCall )	🔓 Logou	ıt
B Dashboard	🔏 My Profile		IP Centre	x 🗎 🗄 E	Billing Information				
Invoices	6							<b>9</b> ⊦	He
	~	View Inv	voices over the	Period					
Billing Summary			From: 2014	1-01-03	YYYY-MM-DD				
Subscriptions			Til: 2014	1-03-03	YYYY-MM-DD				
Transactions				clude Void Invoices					
Reports									
Nolume Discounts			66	Search					
Invoices		Enter In	voice Number						
Make a Payment 🎆 Payment Info		View	No.	Period Starts	Period Ends	Due Date	Amount		
m Payment into								Payment Sta	ιτι
		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	
		Q	169	2014-02-22	2014-02-23	2014-02-27	0.00 USD	Paid	
		214	Page 1 o	f 2 🕨 🕅 🖉				1 - 50	0

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
- $\circ$  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 page allows you to see your current balance and top it up by choosing one of the available payment methods.

The list of currently supported payment methods is the following:

- Credit or Debit Cards Allows you to pay using your credit or debit card. If you have a credit card whose payment characteristics are recorded in the system, it will be used by default.
- **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.

To make a payment, select the desired payment method (one of the listed above), specify the amount you wish to pay and click the **Pay Now** button to proceed with the payment.



		Customer Self-Ca	re Portal				
Available Funds: 1,056.24 USD		Web Interfac	e Language:	en - English	✓ Ea	asyCall Ltd. (Login: easycalls )	🔒 Logout
Dashboard	🔏 My Profile	र्द्धे IP Centrex		Billing Information			
Make a Payı	ment						🕢 Help
	Balance	e, USD: -56.24					
Billing Summary     General     Subscriptions     Transactions	Amou	int, USD:					
Reports Volume Discounts	Credit or Debit						
🚍 Make a Payment	Pay with your cred	lit or debit card.					
info Payment Info	Card N	lumber:		Country:	Pleas	se select a country 💌	
	Cardholder	Name:		Billing Address Line 1:			
	Expiratio	n Date: mm / YYYY		Billing Address Line 2:			
		CVV: What is this?		City:			
		Save this information fo	r future	Province/State:	Pleas	se select a state 💌	
		use.		Postal code:			
				Billing Phone Number:			
	-	Pay Now					
	Bank account (	eCheck)					
	Paying from your o	hecking Bank Account					
	Direct Debit NL	DIRECT					
	A direct debit is a	financial transaction in which you v	ithdraw fun	ds from a bank account.			

#### **Taxes upon payment**

If you use prepaid services, the taxes for such services are calculated and added to the amount you are topping up your account by. After you confirm your payment, your balance is topped up to reflect that actual amount.

## **Payment Info**

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

	Customer Se	elf-Care Portal		
Available Funds: 10.00 USD		Web Interface Language: en - English	<ul> <li>EasyCall (Login: easycalico)</li> </ul>	🔒 Logout 👻
Dashboard	My Profile	Billing Information	🚫 Trouble Tickets	
ᡖ Make a Payment				😡 Help
~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	Now your balance is -10.00 USD			
Billing Summary     General     Subscriptions     Transactions     Reports     Volume Discounts	Amount: 200 Credit or Debit Card Conference of the second	USD (5.00 USD minimum)		
Invoices	Card Number:	Billing Address:		
Make a Payment	Cardholder Name:	Billing Phone Number:		
	Expiration Date: mm / YYYY	City:		
	CVV: What is this?	Postal code:		
	Save this information	on for future Country:	Please select a country	
	use.	State:	Please select a state	
	Bank account (eCheck)     Paying from your checking Bank Account     Direct Debit NL      Direct Debit NL      Paying from your checking Bank Account     Direct Debit NL      Paying     A direct debit is a financial transaction in which y     PayNearMe     PayNearMe you can now buy online and ma     PayPal     PayPal     Pay with PayPal, It is fast and easy and keeps you	ke payments with cash at more than 8,200	) stores nationwide	
	Juse Stored Payment Method			

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.

## **Trouble Tickets tab**

Using the **Trouble Tickets** tab, you can view a list of recent tickets and create new tickets within the RT (Request Tracking) system.

			Customer Self-Care Port	al	
Balance: 557.32 US	SD .		Credit Limit: 1,000.00 US	SD en - English 💙 Easy	Call (Login: EasyCal_web ) 🔓 Logout
🔠 Dashboard	🐣 My Profile		돌 IP Centrex	🖹 Billing Information	Trouble Tickets
	uble Tickets				🕑 Help
#	Subject	Status	Created	Last Updated	Requestors
18	How to make a payment?	new	2014-11-03 11:58:21	2014-11-03 11:58:22	EasyCall
Create Ticket	4	æ			1 - 1 of

To create a new ticket, simply click the <sup>(C)</sup> **Create Ticket** button at the bottom of the page.



## ... 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.

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

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

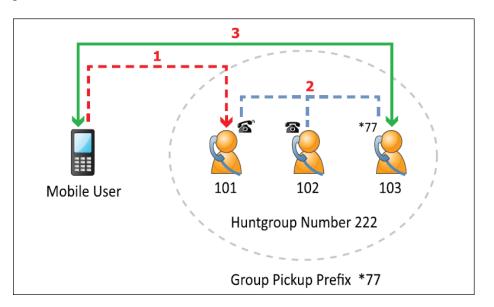
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# ... configure multiple pickup groups?

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



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

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

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

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