

PortaBilling



Account Self-care Interface Guide



Maintenance Release



Documentation

©2000-2015 PortaOne, Inc. All rights reserved www.portaone.com

Copyright Notice & Disclaimers

Copyright © 2000-2015 PortaOne, Inc. All rights reserved

PortaSwitch® Account Self-care Interface, September 2015 Maintenance Release 50 V1.50.02

Please address your comments and suggestions to: Sales Department, PortaOne, Inc. Suite #408, 2963 Glen Drive, Coquitlam BC V3B 2P7 Canada.

Changes may be made periodically to the information in this publication. The changes will be incorporated in new editions of the guide. The software described in this document is furnished under a license agreement, and may be used or copied only in accordance with the terms thereof. It is against the law to copy the software on any other medium, except as specifically provided in the license agreement. The licensee may make one copy of the software for backup purposes. No part of this publication may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopied, recorded or otherwise, without the prior written permission of PortaOne, Inc.

The software license and limited warranty for the accompanying products are set forth in the information packet supplied with the product, and are incorporated herein by this reference. If you cannot locate the software license, contact your PortaOne representative for a copy.

All product names mentioned in this manual are for identification purposes only, and are either trademarks or registered trademarks of their respective owners.

Table of Contents

	Preface Hardware and Software Requirements							
1.	Introduction							
	Login to the Account Self-care Interface Overview Common Features	7						
2.	Web Interface	9						
	Dashboard My Profile tab IP Centrex Tab	$\begin{array}{c} 11 \\ 12 \\ 12 \\ 12 \\ 12 \\ 13 \\ 14 \\ 16 \\ 21 \\ 23 \\ 23 \\ 23 \\ 23 \\ 23 \\ 26 \\ 29 \\ 30 \\ 35 \\ 36 \\ 36 \\ 37 \\ 37 \\ 37 \\ 38 \\ 39 \\ 39 \\ 40 \\ 41 \\ 44 \\ 44 \\ 44 \\ 44 \\ 44 \\ 44$						
_	Payment Info							
3.	How to							
	define a time period using the wizard? configure call screening? transfer funds to mobile numbers?							

Preface

This document provides a general overview of the Account self-care interface and the configuration for your phone line.

Where to get the latest version of this guide

The hard copy of this guide is updated upon major releases only, and does not always contain the latest material on enhancements that occurs inbetween minor releases. The online copy of this guide is always up to date, and integrates the latest changes to the product. You can access the latest copy of this guide at: www.portaone.com/support/documentation/.

Conventions

This publication uses the following conventions:

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

Exclamation mark draws your attention to important actions that must be taken for proper configuration.

NOTE: Notes contain additional information to supplement or accentuate important points in the text.

 \mathbf{X}

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

60



Gear points out that this feature must be enabled on the Configuration server.

Tips provide information that might help you solve a problem.

Trademarks and Copyrights

PortaBilling®, PortaSIP®, PortaUM® and PortaSwitch® are registered trademarks of PortaOne, Inc.

Hardware and Software Requirements

Client System Recommendations

- **OS:** MS Windows XP or above, Linux/BSD or Mac OS X 10.6 or above.
- Web browser:
 - Internet Explorer 8.0 or above, Mozilla Firefox 24 or above.
 - JavaScript, Java and cookies must be enabled.
- **Spreadsheet processor:** MS Excel, OpenOffice Calc, LibreOffice Calc or Google Sheets.
- **Display settings:** A minimum screen resolution of 1024×768 .

1 Introduction

Login to the Account Self-care Interface

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

Overview

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

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

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

				Acc	count Self	f-Care Portal						5005) 🔒 Log
lance: 1.14 USD						Credit Limit: 100.00 USD en - English Y 16041235005 (Login: 160412350						
Dashboard	A My Profi	e	IP Centrex	📄 Bilin	ng Information							
≗ ∰ S 📄 Dasht	ooard											6
AccountID: 1	6041235005) Iline			E	xtension	#:7755 (M	chael Turne
Recent Calls						Brief Billing Int	ormation					
Date/Time	From	То	Duration	Cost, USD	Play	Туре				Credit		
2014-04-02 16:18:30	7755 (Michael Turner)	2678	0:22	0.37		Balance			1.	.14 USD	Recharge Using	Voucher
2014-04-02	2678 (John Doe)	7755	0:17	0.28		Credit				.00 USD		
16:17:25 2014-04-02	1541 (Bob					Refund Non Ca	s II Related Cl	MITTERS		.00 USD .00 USD		
16:14:05	Davis)	7755	0:25	0.42								
						Member of Hu	ntgroups In	formation				
									Group Nam	ne		
						There is no dat	a to display					
						Product & Disc	ounts Infor	mation				
						Main Produc	t	• SI	P Subscribers			
						Add-on Proc	luct	🔶 St	art Plus			
14 4 Page	1 of 1 🕨 🕅	8			1 - 3 of 3	Destination Group	Service	Peak Level	Threshold	Used	Current Discount	Next Discount Level
Contact Informa	tion					There is no d	ata to display					
Contact Mic Address	chael Turner						ata to display					

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

Common Features

Most of the data on the self-care interface 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 menu will appear. You can choose how to sort your data and add or remove columns by selecting or clearing check boxes in the menu:

Account Self-Care Portal											
Balance: 1.14 USD			Credi	t Lim	nit: 100.00 USD en - El	nglisl	h '	• •	16041235005 (Login: 1	16041235005) 🔒 🛅	Logout 👻
Dashboard	🐣 My Profile		ip Centr	ex	📄 Biling I	nforn	nation				
Phone Bo	ook										😡 Help
	~	Edit	Phone Number	•	Name		Contact Type		Speed dial	Favorite Rating	Delete
i General i General i General		:	+16041235003		Sort Ascending		Work		4	*	
Phone Book Delaing Rules Incoming Calls Simple Forwarding Call Recording Call Recording Call Recording Conferences Wolcemail Faxes Auto Attendant DISA Call Barring Genthy			+16041235004		Sort Descending			9	5	*	
Music On Hold emergency Calls		🗿 Add	🕅 🖣 Page	1	of 1 🕨 🕅 🥏						1 - 2 of 2

Action buttons

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



- Your ID and a login name that was used to log in.
- 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 click **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 panels. In addition, these panels can be moved around, rearranged or minimized as you wish.

You will see three information panels on the Dashboard:

				Ac	count Sel	f-Care Portal							
lance: 1.14 USD					Credit Limit: 100.0	o USD en -	English	× 1604	1235005	(Login: 16041235	5005) 🔒	Log	
Dashboard	🐣 My Profi	e	iP Centrex	Bill	ng Information	n							
5 🗿 Dashl	ooard												0
AccountID: 1	6041235005					O nline			Ext	tension	#:7755 (Mi	chael Tu	rne
Recent Calls						Brief Billing Inf	ormation						•
Date/Time	From	То	Duration	Cost, USD	Play	Туре				Credit			
2014-04-02 16:18:30	7755 (Michael Turner)	2678	0:22	0.37		Balance					Recharge Using	Voucher	
2014-04-02	2678 (John Doe)	7755	0:17	0.28		Credit I			100.0				
16:17:25 2014-04-02 16:14:05	1541 (Bob Davis)	7755	0:25	0.42		Refund Non Ca	s Il Related C	harges	0.00 USD 0.00 USD				
						Member of Hu	ntgroups Ir	nformation					
									Group Name				
						There is no dat	a to display						
						Product & Disc	ounts Info	rmation					•
						Main Produc	t	• SI	P Subscribers				
						Add-on Proc	luct	🔶 St	tart Plus				
14 4 Page	l 4 Page 1 of 1 ▶ ▶ 2 1 - 3 of					Destination Group	Service	Peak Level	Threshold	Used	Current Discount	Next Discount Level	
Contact Informa	ation					There is no d	ata to display						
Contact M	ichael Turner						and an only only only only only only only onl						

Panel	Description
Brief Billing	This reflects thumbnail billing information such as
Information	your available funds (or balance), refunds and
	charges information.
	Balance information will only be displayed for
	phone lines which have an individual balance
	control.
Contact	Here you can view your contact info such as
Information	address, email, etc.
Member of	This shows whether your extension belongs to any
Huntgroups	of the huntgroups.
Information	
Product &	Here you can find all the necessary information
Discount	concerning your product and available discounts.
Information	
Recent Calls	This table lists the most recent calls and call details.
	It also gives you the ability to listen to recorded calls
	(if any were recorded).
Status	Indicates whether the phone is online or offline at
	the moment.

My Profile tab

		Accou	unt Self-Care Portal			
Balance: 1.14 USD		Cred	dit Limit: 100.00 USD en - I	English	Y 16041235005 (Login: 16041235005)	🔓 Logout
🗄 Dashboard 🛛 🔏	My Profile	Centrex	Biling Information			
General						😡 He
	Personal Informatio	n		Contact Informa	tion	
General	Company Name			Contact	Michael Turner	
Settings	Mr./Ms./	Mr.		Phone	(352)-999-1092-435	
Change Password	First Name	Michael		Fax		
	M.I.			Alt. Phone		
	Last Name	Turner		Alt. Contact		
				E-Mail		
	Address Informatio	n				
	Address	Harbor Street		Other Informatio	on	
				Description		
	Province/State	FL				
	Postal Code	20175				
	City	Leesburg				
	Country/Region	USA				
	Save					

Tab	Description
General	Here you can enter general information such as
	company name, address, etc.
Additional	This is a list of additional fields. The fields for this
Information	tab are set by your provider.
Settings	Here you can choose the language to be used on your
	self-care interface.
Change	Here you can change your current password for the
Password	self-care interface.

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

IP Centrex Tab

This tab allows you to view your external numbers, and configure call screening, voice mail and other services.

General

			Account Self-Care Port	al	
Bala	nce: 10.00 USD		Web Interface Language:	en - English 💌	12345678912 (Login: 12345678912) 👸 Logout 🝷
	Dashboard	🐣 My Profile	🔯 IP Centrex	🐇 Products Configuration	Billing Information
1	General				🛞 Help
乐	Coneral DDS Phone Book Joaling Rules Incoming Calls Forwarding Call Logs Call Screening Call Logs Conferences Voicemail Faxes Auto Attendant DISA Call Barring Joanty Music On Hold Emergency Calls	Associated Number Preferred IVR Language	en - English	Y	
		E Save			

Field	Description
Associated	This field may be used for various purposes
Number	depending on the services offered by your provider.
	Ask your service provider about how to use this
	particular option.
Preferred IVR	Here you can select the language you prefer for
Language	interacting with an IVR application.

DIDs (External Numbers)

In addition to being assigned your main phone number, you can have multiple alternate DID (direct inward dialing) phone numbers assigned.

Here you can find a list of available DID numbers (the numbers should initially be defined on the customer self-care interface or by your provider).

			Account Self-Care Port	al			
Balance: 10.00 USD			Web Interface Language:	en - English	12345678912	(Login: 12345678912)	🔂 Logout
80 Dashboard	🐣 M	ly Profile	🔯 IP Centrex	樶 Products Configuration	📄 Bil	ing Information	
DIDs	~	DD	Country	Assign	ed to	Monthly char	🕑 Helj
General	<u></u>	010	Country	12345678912	eu to	montally cital	yes
A DIDs		16041225008	-	12345676912			10.00 US
An trouming Calls		Bang 1of1					1.10
		III I Page 1 of 1 ↓	N 2				1 - 1 of

Phone Book

On the **Phone book** page you can maintain your own set of frequently dialed numbers, assign speed dial codes for them and define a list of favorite numbers.

Note, that this page is only active if your provider has enabled the **Phone Book** feature for you. Depending on your needs, you may activate / deactivate the **Phone Book** by selecting or clearing the check box on the top.

			Account Self-Care Por	tal			
Balance: 10.00 USD			Web Interface Language	e: en - English	¥ 12345678912 (Login: 12345678912)	🔓 Logout ,
💼 Dashboard	🐣 My Profile	1	IP Centrex	🐇 Products Config	guration 🛛 📑 Billin	ng Information	
Phone Boo							🕑 Help
د General	🔍 📝 Pi	ione Book, your phone b	ook settings				
🛞 DIDs	Edit	Phone Number	Name	Contact Type	Speed dial	Favorite Rating	Delete
Phone Book		+181812355	Jane	Work	5	*	
A Incoming Calls Forwarding Call Screening		+181812356	David	Work	3	*	
Cal Logs Conferences Conferences Voicemail Conferences Voicemail Conferences Conferences Call Barring Music On Hold Emergency Calls							
	-		of 1 📔 🕅 🛛 🖉				1 - 2 of
	📄 Sav	e					

Speed Dial

The **Speed Dial** option allows you to assign speed dial codes to numbers. Please contact your provider to inquire about the maximum speed dial length.

Favorite Rating

If your provider makes the **Favorite Rating** service available, you have the option to mark which numbers will be charged according to a special rate. Ask your provider about the maximum amount of numbers that you can mark as favorite numbers and about the patterns to be used for favorite numbers.

Dialing Rules

On this page you can define a way of dialing phone numbers that is convenient to you.

		Ac	count Self-Care Portal				
			Web Interface Language:	en - English 🔹 🗸	18003333333 (Login: 18003	333333) 🔒	Logout
🔠 Dashboard 🦀 My	y Profile	💮 IP Centrex	Biling Information	1			
Callry Croup Calley Calley Calley Calley Calley Calley Calley Calley Calley Calley Calley Calley Calley Calley Calley	Daing Rules: Your location Your country dal code: Your area code(s): Emergency numbers (e.g. 911, 112): Check Yourself	North America	Dialing Prefixes Outside line dial prefix: Domestic long-distance dial prefix (outside d'your area code): International dialing prefix: Exceptions (e.g. *98):	~ 2 011 *98	Service Features Codes Park Preffs: Release Prefs: Group Pickup Prefs: Hide CLI Prefs: Show CLI Prefs:	*70 *71 *40 *67 *68	 ↔ Help
Mode Node Node Node	You are going to cal: To cal within your local ar To cal long distance (with To cal internationally you	nin your country, 1					
		@ 2001-	2015 PortaOne, Inc. All rights reserved.				

By default, the Dialing Rules feature is disabled. This means that the system identifies calls arriving from a user as being in the E.164 format. If the Dialing Rules feature is enabled by your service provider, this will allow you to define various dial plan parameters such as an international dialing prefix or area code, feature access codes.

You can selected one of the predefined dialing rules from the list. To define your own translation rule select **Custom Rule** from the list. Verify that for all examples provided (domestic and international calls) this is how you want the numbers dialed and click **Save**.

Service features co	des (also knov	v as Feature access	codes)

Field	Description
Park Prefix	An end user can dial this access code to park a call.
	The default value is *70.
	This access code is available only if call parking is
	enabled for the customer.
Release Prefix	An end user can dial this access code to retrieve
	a call from the parked status.
	The default value is *71.
	This access code is available only if call parking is
	enabled for the customer.
Group Pickup	An end user can dial this access code to answer a
Prefix	call arriving to the other accounts of this customer.
	The default value is *40.
	This access code is available only if group call
	pickup is enabled for the customer.
Hide CLI Prefix	An end user can dial this code before dialing the
	phone number to prohibit the calling number from
	being displayed to the called party.
	The default value is *67.
	This access code is available only if Hide CLI is
	enabled for the account.
Show CLI Prefix	An end user can dial this access code before dialing
	the phone number to allow the calling number to be displayed to the called party.
	se displayed to the cancel party.
	The default value is *68.
	This access code is available only if Hide CLI is
	enabled for the account.

Incoming Calls

Here you can set the parameters for incoming calls.

		Account Self-Ca	are Portal		
Balance: 10.00 USD		Web Interface	Language: en - English	12345678912 (Login: 12	345678912) 🔒 Logout
問 Dashboard	🐣 My Profile	ip Centrex	🐇 Products Config	uration 🛛 📄 Billing Inform	nation
	Calls				😡 He
	C Default Answering	Mode Ring, Forward,	Voicemail 🗸		
🙀 General 🙊 DIDs	Ext-to-Ext Call Disti		*		
Phone Book	Caller Info				
Dialing Rules	Call Waiting				
୍ଲ Incoming Calls ରୁଟ୍ତି Forwarding	Endpoint Redirection				
Call Screening	Endpoint Redirectio				
👰 Call Logs					
🍓 Conferences 🛞 Voicemail					
Z Faxes					
Auto Attendant					
DISA Call Barring					
ldentity					
⁴ Music On Hold Emergency Calls					
We Line gency cans					
	Save				
	E Save				

Field	Description
Default	This option specifies the method for processing
Answering	incoming calls.
Mode	
Ext-to-ext Call	For incoming calls from phones within the IP
Distinctive	Centrex environment, use a ring pattern that is
Ring	different from the default tone.
Caller Info	This option displays caller info for incoming calls (set
	by provider).
Call Waiting	Indicates the status of the Call Waiting function (set
	by provider).
Endpoint	This allows you to configure call redirection on your
Redirection	SIP phones (if this feature is supported by the SIP
	phone).

Call Forwarding

Call Forwarding allows you to redirect all calls to another telephone number. Note, that this page is only active if your provider has enabled the Call Forwarding service for you.

What call forwarding does for you:

- Eliminates missed calls.
- Calls can follow you wherever you go.
- Eliminates waiting for important calls.

• Enhances home security when you are away.

There are several types of forwarding:

- Follow-Me
- Advanced Forwarding
- Forward to SIP URI
- Simple Forwarding.

Forward to SIP URI

Forward to SIP URI allows to specify not only a destination phone number but also an IP address for calls to be forwarded to. This is useful when calls have to be routed directly to an external SIP proxy.

		Account Sel	f-Care Portal			
Balance: 0.00 USD		Web Inte	erface Language: en - English	~	160404373456 (Login: 160404373456)	🔒 Logout 👻
80 Dashboard	🐣 My Profile	🔯 IP Centrex	🐇 Products Configuration		Billing Information	
Call Forwardi	ng					🕑 Help
	Call Forwarding					
General General General Phone Book Phone Book Phone Book Call Forwarding Solemail Faxes Auto Attendant P Call Barring General General General General	Currently you are using SIP URI 181812		♥ 193.193.193.10	¥		
	Save					

Follow-Me

Follow-Me allows to 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. On the **IP Centrex** tab, select **Call Forwarding** and choose **Follow-Me**.
- 2. Select the mode (**Order, Random** or **Simultaneous**) for your forwarded calls.

		Account Self-Care Po	ortal		
Balance: 0.00 USD		Web Interface Lang		160404373456 (Login: 160404373456	6) 🔒 Logout 🗸
88 Dashboard	🐣 My Profile	🔯 IP Centrex	🐇 Products Configuration	Billing Information	
Call Forwardin	ng				🚱 Help
Ceneral Control Contr		lich will be used in the ringing grou led and the call is not answered o Number	p. n yo Dest 123 Order 211 Random	vard ringing strategy. reconds, Forward Settings Ena	ble Rule Delete

3. Click ^O Add New Number.

	А	count Self-Care Po	rtal		
Balance: 0.00 USD		Web Interface Langu	age: en - English	► 160404373456 (Login: 160404373456)	🔓 Logout 👻
🚦 Dashboard 🔏 N	Ny Profile	ntrex	🐇 Products Configuration	Billing Information	
Edit Forwarding					🕑 Help
General Wolds Phone Book Phone Book Phone Book Dising Rules Annon Cells Call Forwarding Power Power Power Anno Attendant Poel Barring Auto Attendant Poel Barring Auto Attendant Poel Barring Auto Attendant Poel Barring Auto Attendant	Enable Rule Description Number Itide Advanced Settings Calling Party Display Ring for Ring Schedule:	My home number 16043335550 Caller Number and Nar 15 Always Only at the followin	\$		•
	Save Back				
	Edit Forwarding				

- 4. Enter the following information:
 - Number Enter a number for redirecting calls (e.g. 16043335550).
 - **Description** A short description for this number.
 - **Ring for** If a call is not answered, set the number of seconds that it will ring for until it is forwarded to the next number on the list.
 - **Calling Party Display** Choose how to display the caller's info during forwarding:
 - Select **Caller Number and Name** to see the phone number and the name of the original caller.
 - If you choose **Caller Number and Forwarder Name**, then the phone number of the caller and the forwarder's name will be displayed.

- To see the phone number and the name of the forwarder, select **Forwarder Number and Name**.
- **Ring Schedule** Choose the period during which the number is used.
 - If you select the check box next to **Always**, the call will always be forwarded (e.g. to your cell phone).
 - If you want to forward calls to a cell phone only during a specific time period, select the check box next to Only at the following time interval field and click the Period Wizard icon to define that interval. Please see the How to define a time period using the wizard? section for information about how to use the Period Wizard.
- 5. Click the 🖹 Save icon to save the results of your work.

			Acc	ount Self-Care Portal					
Balance: 0.00 USD				Web Interface Languag	e: en - English	~	160404373456 (Lo	gin: 160404373456)	🔓 Logout 👻
18 Dashboard 🗸	My Profile		ip IP Centrex	🐇 Products Configur	ation	📑 Billing Inform	nation		
Call Forwarding									() Help
General Gine Dos Phone Book Disky Rules Aircoming Calls Call Forwarding Del Volcemal	Curren There When		rs which will be used in the r is called and the call is not a		✓ forward 15 ♀ seco	ringing strategy. Inds,			
@ Faxes	Edit	Order	Number	Description		Forw	ard Settings	Enable R	ule Delete
← Faxes ← Auto Attendant ↓ Call Barring ↓ Identity ↓ Music On Hold			16043335550	My home number	Ri Ca	ng Schedule: Ah ng for: 15 sec alling Party Displa ame	vays y: Caller Numbera	nd 🕒	×
	🔘 Add	New Number	Save 4 Page	1 of 1 ▶ ▶ 2°					1 - 1 of 1

6. Repeat steps 2–4 until all the desired **Follow-Me** numbers have been added.

Advanced Forwarding

Advanced Forwarding is similar to the Follow-Me mode, but has some extra options that allow you to route calls to SIP URI. To do this, follow the steps below:

- 1. In the **IP Centrex** section, select **Call Forwarding** and choose **Advanced Forwarding**.
- 2. Select the mode (**Order, Random** or **Simultaneous**) for your forwarded calls.
- 3. Click ③ Add New Number to add the number that you wish to receive forwarded calls.
- 4. Enter the necessary information. The fields are very similar to those for adding a **Follow-Me** number as described above, but additional fields that are not available when adding a **Follow-Me** number are located below:

- **SIP Proxy** Select a proxy server from the list that forwarded calls can be routed to (the list of allowable SIP proxy addresses is managed by your provider).
- Keep Original CLD Select this option to ensure that the originally dialed number is present in the call information when forwarding a call to SIP URI.
- **Calling Party Display** Choose how to display the caller's info during forwarding:
 - Select **Caller Number and Name** to see the phone number and the name of the original caller.
 - If you choose **Caller Number and Forwarder Name**, then the phone number of the caller and the forwarder's name will be displayed.
 - To see the phone number and the name of the forwarder, select **Forwarder Number and Name**.
- **Transport Protocol** This enables you to choose the UDP or TCP transport protocol. You can use the TCP protocol instead of UDP for SIP communications with PBXs that do not support UDP.

		Account	Self-Care Portal		
Balance: 0.00 USD			Web Interface Language: en - El	nglish 💉 160404373456 (Login: 160404373456) 🛛 🔒 Logout
ED Dashboard	🔏 My Profile	🎡 IP Centrex	🐇 Products Configuration	Billing Information	
Edit Advan	ced Forwarding				(e) He
	~				
Sol General	Enable Rule				
🐅 DIDs	Description	My home num	iber		
Dialing Rules	Number	16043335550			
A Incoming Calls					
St Call Forwarding	SIP Proxy	193.193.193.	10 ~		
> 🅍 Voicemail					
Exes	Hide Advanced Set	tings			
Real Auto Attendant	Transport Protocol	UDP	*		
ldentity	Keep Original CLD				
Music On Hold	Calling Party Display	Caller Number	r and Name 💌		
	Ring for	15	\$		
	-		*		
	Ring Schedule:	Always			
		Only at the	following time interval		
		- Only at the	Tonoming time interval		
	Save Dack				
	St Edit Advanced Forwar	ling			

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

Simple Forwarding

The simplest type of forwarding is to specify a single phone number that all calls will be sent to.

- 1. In the **IP Centrex** section, select **Call Forwarding** and choose **Simple Forwarding**.
- 2. Enter the following information:

• Forward To – The number you wish the calls to be forwarded to.

		Account	Self-Care Portal				
Balance: 0.00 USD			Web Interface Language: en - Eng	lsh	✓ 160404373456 (L)	ogin: 160404373456)	🔒 Logout 👻
효 Dashboard	My Profile	🙀 IP Centrex	K Products Configuration	📑 Billing I	nformation		
Call Forwarding	1						() Help
General ∰ Dios ∰ Dione Book ∰ Dione Book ∰ Diang Rules ﷺ Call Forwarding ∰ Call Serving ∰ Faxes ∰ Late Barring ∰ Identity ∰ Music On Hold	Call Forwarding Currently you are using Forward To 160455		2				
	E Save						

3. Click the 🗎 Save icon.

Call Screening

On the **Call Screening** page you can define and view a list of rules for handling incoming calls.

Note, that this page is only active if your provider has enabled the **Call Screening** feature for you. Depending on your needs, you may activate / deactivate **Call Screening** by selecting or clearing the check box on the top.

		Account Self-Care Port	al			
Balance: 10.00 USD		Web Interface Language:	en - English 💌	12345678912 (Logi	n: 12345678912) 🔓	Logout
B Dashboard	📥 My Profile	🔯 IP Centrex	🐝 Products Configuration	📑 Billing In	formation	
Call Scree	ning					😢 He
्रि General	Call Screening, rule	s for handling incoming calls				
🙊 DIDs	Edit Order		Rule		Rule Status	Dek
Phone Book Daing Rules Daing Rules Call Screening Call Screening Call Screening Call Screening Colorences Colorent Color	There is no data to display	,				
	O Add new rule	i Page 1 of 1 🕨 🕅				
	Save					

To add a new rule simply click the ③ Add new rule button at the bottom of the page.

Balance: 9.00 USD		Web Interfa	ce Language: en - English	¥ 4324	5678912 (Login: 12345678912)	
部 Dashboard	A My Profile	IP Centrex	Se Language. On a Linguan		Billing Information	Eg Logour
Edit Call Scree		14				() He
	-					
General	Time Filter and	Action				
A DIDs	Enable Rule:					
Phone Book	Action:	Ring, Forw	ard, Voicemail 💉			
Dialing Rules	Time Filter:		v Time Filter 💉			
A Incoming Calls						
Forwarding	Time Filter Name	: Week-end				
Call Screening		From 00:0	D Till 23:59, 🛛 😡	}		
Call Logs			, Saturday,			
🍓 Conferences 🛞 Voicemail		of January-	December			
Faxes						
Auto Attendant						
2 DISA						
🗫 Call Barring						
agildentity						
Music On Hold						
Emergency Calls						
	Caller's Number	Cilian.				
	Caller's Number		ers Number Group			
	Filter Group Nam		Jes			
	Number:	Enter the	Number 📀 Add			
	Number List:	S 12125	555123 × ×			
		_				
	Incoming Numb					
	Incoming Number		oming Number Filter (🎽			
	Filter Group Nam					
	Number:	Enter the				
	Number List:	Sec. 99910	992435 × ×			
	•	m				
	E Save D Bac					

Field	Description						
	Time Management and Action						
Enable Rule	Allows you to temporarily disable a rule without						
	actually deleting it (so it can be used later on).						
Action	Specifies which actions should be taken if a particu						
	phone call satisfies the conditions for this rule.						
Time Filter	Allows you to select a condition applicable to the						
	time when a call is made.						
Time Filter	Enter the name for a new time filter.						
Name	If you want to set specific parameters for your time						
	filter, click the 📴 Period Wizard icon to define the						
	interval. Please see the How to define a time period						
	using the wizard? section for information about how						
	to use the Period Wizard.						
	Caller's Number Filter						
Caller's	Allows you to select a condition applicable to an						
Number Filter	incoming phone number (phone number of a person						
Group	trying to contact you).						
	Incoming Number Filter						
Incoming	Allows you to select a condition applicable to one of						
Number Filter	your phone numbers that a person tries to contact						
Group	you.						

The following fields a	The following fields are similar to both Caller's Number Filter and Incoming					
	Number Filter					
Filter Group	Filter Group Enter the name for the new filter group.					
Name						
Number Add the number(s) to your filter group. First enter						
	the number and then click the O Add button.					
Number List	The numbers you have added to the group are					
	displayed here.					

NOTE: If a user modifies already created filter groups then the changes are applied for all other call screening rules where these filter groups are used.

Call Logs

This page is only active if your provider has enabled the **Call Recording** feature for you. With the help of this feature, the users of IP Centrex services can record their phone conversations for later playback. On the **Call Logs** page you can view a list of recorded calls, listen to recordings and filter them for / from a certain period.

Depending on your needs, you may activate / deactivate **Call Recording** by selecting or clearing the check box on the top.

		Account Sel	f-Care Portal			
		Web	Interface Language: en - E	nglish 🖌 160493	145871 (Login: 160493145871)	🛛 🔒 Logout
(≟⊕ ±0) Dashboard	🐣 My Profile	ip Centrex	🐇 Products Cor	nfiguration 🛛 🔡 Billing	Information	
Call Logs						⊌ He
ணு General ŵ DIDs	Call Logs, access to	recorded calls				
Phone Book	From: 2014-08-05	Till: 2014-11-05				📸 Search
Dialing Rules	Date/Time	Account ID	From	То	Duration	Play
ລິງ Incoming Calls ໝີ້ Forwarding	2014-10-13 12:11:16		160493145871	18667478647	0	.02 🕟
Call Screening	2014-09-30 12:55:47		160493145871	18667478647	0	56 🕟
🔞 Call Logs	2014-09-30 12:54:01		160493145871	18667478647	0	(43 📄
Barrierences Main Main Main Main Main Main Main Main	2014-09-30 12:52:22		160493145871	18667478647	0	:29 🗼
Z Faxes	2014-09-30 12:51:16		160493145871	18667478647	1	:06 📄
Ruto Attendant	2014-09-24 14:58:18		160493145871	18667478647	1	:08 📄
DISA Call Barring	2014-09-24 14:54:33		160493145871	18667478647	0	:34 📄
Lentity	2014-09-24 14:50:27		160493145871	18667478647	0	t07 🕞 📄
Music On Hold	2014-09-24 14:43:04		160493145871	18667478647	0	26 📄
🥮 Emergency Calls						
		▶ ▶				1 - 9 of
	E Save					
			Inc. All rights reserved.			

Conferences

On the **Conferences** page you can create and manage your conferences (virtual conference rooms).

Note, that this page is only active if your provider has enabled the **Conferences** feature for you. Depending on your needs, you may

activate / deactivate **Conferences** by selecting or clearing the check box on the top.

			Account	Self-Care Por	tal				
Balance: 10.00 USD			Web	Interface Language	en - English	✓ 1234	5678913 (Login: 12	345678913) 🔒 🔒	Logout
호흡 Dashboard	🐣 My Profile	2	iP Centrex		🐇 Products Cor	nfiguration	📄 Billing Inform	nation	
Conferen	ces								🕢 Hel
i General		Conferences, creating	and managing you	ir conferences					
🐅 DIDs 🦫 Phone Book	Show	Conference: All	Previous	rrent Future				🦻 Show Advan	ced Filte
Dialing Rules	Edit	Name	Start Time	Duration	Maximum Participants	Video Conference	Moderator Access Code	User Access Code	Dele
Call Screening	There	is no data to display							
Real Conferences									
Voicemail Auto Attendant Call Barring Jentity Music On Hold Emergency Calls									
	() Ad	ld Conference 🛛 🙀	A Page 1 of	1 🕨 🕅 🍣					
	📄 Sa	ive							

To add a conference, click the **Add Conference** button and then fill in the form for it; see the following table for a description of the available fields.

		Account Self-Care Port	al		
Balance: 10.00 USD		Web Interface Language:	en - English 👻	12345678913 (Login: 12345678913)	🔒 Logout 👻
🔠 Dashboard 🦀 M	ly Profile	IP Centrex	🐇 Products Configuration	Billing Information	
Edit Conference					😡 Help
Ca Canadian California Cali	Name: Maximum Participants: Announced Conference Name: Schedule Schedule the Conference Time Zone: Start Time: Duration: Create a Permanently Acc Access Codes Moderator: User: Options	Europe/Prague 2014-11-06 S Y-md 30 twe Conference 24072 02074 Video Conference Video Conference Video Conference Video Conference Video Conference Video Conference	14 v: 30 v minutes	MH24:MI	
	<	Enable Music on Hold	m		•
	📄 Save 🗦 Back				
	Edit Conference				

Field	Description
Name	A description of your conference.

You can limit the maximum allowed number of
concurrent connections to the meeting room. Note
that you may not specify a higher value here than the
Number of Simultaneous Participants assigned by
your administrator to your account.
Upload a sound file with the name of the conference
as it will be announced to people joining it.
Specify the date and time when the conference will
start.
In order to prevent service abuse, you must specify
the maximum allowed conference duration (in
minutes).
Maximum Session Time: If you are creating a
"meeting room" (a permanently active conference),
specify the maximum time that a single participant
can stay in the conference. This is also done to
prevent potential service abuse.
Access codes are created automatically, but you can
generate a new set of codes by clicking the Generate
button.
-

	Options					
Video	Enable it, if you want to have a Video Conference.					
Conference						
Wait for	If activated, conference participants will not be able					
Moderator	to communicate with each other until the host					
	(moderator) arrives.					
Announce	If activated, each participant will be asked to record					
Joining or	his or her name initially. When he or she enters the					
Leaving	conference, all the other participants will hear "					
Participants	has joined the conference"; and when he or she					
	leaves, the other participants will be informed of this					
	as well.					
Enable Music	Upload a sound file first if you want to use this					
on Hold	option. When activated, the first conference					
	participant will hear music while on hold until the					
	second conference participant arrives and joins the					
	conference.					

Click the Save icon. Now you can start the conference at the scheduled time. For this dial the conference access number from a phone and enter your access code. The same should be done by other participants from their phones.

When the conference is over, you can review the charges for the conferencing service on the **Transactions** page of the **Billing Information** page.

On the **Conferencing** page you may choose which conferences to display – current, future, etc. You may also make an extensible search using **Show Advanced Filter** in the top right-hand corner via:

- name of the conference,
- conference **Start** and **End** time.

Voicemail

On the Voicemail page you can configure your voice mailbox.

Note, that this page is only active if your provider has enabled the **Unified Messaging** services for you. Depending on your needs, you may activate / deactivate **Voicemail** by selecting or clearing the check box on the top.

		Account Self-Care Port	al		
		Web Interface Language:	en - English 💌	12065551234 (Login: 12065551234)	🔓 Logout 👻
(金問) Dashboard	📥 My Profile	🔯 IP Centrex	🐝 Products Configuration	Billing Information	
Voicemail					😡 Help
General General Dos Dos Dos Calscreening Calscreenin	Voicemail, messages	left by callers in your mailbox			
	E Save				

To check your mailbox, click the Voicemail Inbox button.

You will also find these tabs under Voicemail:

- Mode
- Voice Menu
- External E-mail
- Greetings
- Mailbox Display Options
- Message Display Options
- Folder Preferences

The **Mode** tab allows you to select the **Fax-only** or **Voicemail** mode for your phone line. When the **Fax-only** mode is selected (e.g. for a phone line that represents a DID number), every incoming call to this number will be answered with "start fax" tones, indicating that it will only receive fax messages. Thus the phone line will serve as a dedicated fax line, emulating the behavior of a legacy fax machine. When the **Voicemail** mode is selected for the phone line, this allows a caller to leave a voice message which can be listened to later.

		Account Self-Care Port	al	
		Web Interface Language:	en - English 💉 121	25678901 (Login: 12125678901) 📴 Logout 🔹
Dashboard	🐣 My Profile	a IP Centrex	🐝 Products Configuration	Billing Information
Mode				🕑 Help
General Constant of the constant of the const	Voicemail: O Fax-only: O			
	E Save			

The Voice Menu tab allows you to set options for your mailbox, such as:

- Password
- Always Ask for Password
- Prompt Levels (Standard, Extended, Rapid)
- Announce Date & Time
- Auto Play

The **External E-mail** tab allows you to forward messages to an external email box. When a new message arrives to your mailbox, a full copy of the message or simply a short notification can be sent to your other email address. To do this, specify an email address, define one of the actions (**Forward, Forward as Attachment, Copy,** or **Notify**), choose an appropriate voice message audio format and click **Save.**

The **Greetings** tab allows you to customize your personal greetings for your voicemail. The **Standard** option is set by default. You may upload or record greetings specifically for **Extended Absence**, **Personal** and **Name**.

The Mailbox Display Options tab supplies with the following options:

- Number of Messages per Page This defines the number of messages that will be shown in a given folder on a single page. If the folder contains more than this number, you will see "Previous" and "Next" links above and below the list, taking you directly to the previous or next message.
- Enable Page Selector When you check this box, page numbers will be shown above and below the message list, allowing you to quickly jump to a specific message page.

- Maximum Number of Pages to Show Defines the number of pages to be displayed above and below a message list.
- Length of From / To Field Defines the number of characters that will be displayed in the From / To field. If you enter 0, then the full name will be visible.
- Length of Subject Field Defines the number of characters that will be displayed in the subject field. If you input 0, then the full subject will be visible.

The Message Display Options tab:

- Wrap Incoming Text At Defines how many characters to allow before wrapping text. This prevents messages from scrolling far off the screen. 86 is usually a good number to enter here, but you may change this as you desire.
- Width and Height of Editor Window Defines how wide and high your message box will be. This indicates the number of characters per line you will be able to type before wrapping occurs in Compose.
- Show HTML Version by Default If a message you receive is in both text and HTML format, you can choose to see the HTML version (Yes) or the text version (No) by default.
- Include Me in CC when I Reply All "Reply All" sends a reply to all recipients of the original message, including yourself. To leave your own email address out, clear this check box.
- Enable Mailer Display When viewing a message, this option displays which email service or client was used by the sender.
- **Display Attached Images with Message** Displays the images attached to a message right as you view the message.
- Enable Printer Friendly Clean Display Cleans up the message so the printed version looks nicer.
- Enable Mail Delivery Notification Enables (or disables) automatic notification that a message has been delivered.
- **Prepend Signature before Reply / Forward Text** Attaches the signature you defined under the Signature tab in Personal Information.
- Sort by Received Date Sorts all the messages by the order they were received.

The Folder Preferences tab:

- **Trash Folder** Specifies which folder messages will go to when you delete them.
- **Draft Folder** Specifies which folder messages you save as drafts will go to.
- Sent Folder Specifies the folder where sent items are saved.

- Enable Unread Message Notification This option specifies how to display unseen (unread) messages in the folder list in your browser window. If you set this to **No Notification**, you will not be notified of unseen messages. If you set it to **Only INBOX**, the inbox heading will become bold when you have new messages, and a number will appear to the right of it indicating how many new messages are in it. If you set this to **All Folders**, the same will happen in all folders. If you notice that the folder list is loading very slowly, setting this to **Only INBOX** or **No Notification** should speed it up.
- Unread Message Notification Type When new messages are in a folder, this option indicates whether to display the number of new messages only, or the total number of messages in that folder as well.
- Enable Cumulative Unread Message Notification This controls the behavior of the message counter that is displayed next to each folder in the folder list. If the check box is selected and the folder contains sub-folders, then once it is collapsed, the message count will include all of the messages within all of the sub-folders of that folder.
- **Memory Search** If you search a mailbox, the search can be saved for quick access later. This option defines how many mailbox searches will be saved.

Faxes

The **Faxes** tab gives you an opportunity to choose one of the output formats (**One PNG file per page, One TIFF file per page, Multipage TIFF file** or **Multipage PDF file**).

		Account Self-Care F	ortal		
Balance: 10.00 USD		Web Interface Lang	iage: en - English	✓ 12345678913 (Login: 12345678913)) 👸 Logout
E Dashboard	🐣 My Profile	i IP Centrex	🐇 Products Configurati	ion 🛛 📄 Billing Information	
Faxes					🕒 He
General DDs DDs Dhone Book Digital Rules An coming Calls Forwarding Call Lops Conferences Conferenc	Eaxes	Multipage PDF fie One PNG file per pa One TIFF file per pa Multipage TIFF file Multipage PDF file	-		
	E Save				

Auto Attendant

On the **Auto Attendant** page you can program your own set of menus for auto attendant, from a simple message such as "I am on vacation right now, press 1 to connect to my assistant" to a complex menu system with various options for small or medium-sized businesses. You can program the voice dialog from your web browser, record voice prompts using a microphone on your PC or upload professionally recorded prompts, create multiple sub-menus and define an activity period for each of them, program your company's dial-by-name directory, construct multiple call queues, and so on.

Note, that this page is only active if your provider has enabled the **Auto Attendant** service for you (otherwise it will be grayed out). Depending on your needs, you may activate / deactivate the **Auto Attendant** by selecting or clearing the check box on the top.

Basic Concept

- The Media Server's auto attendant is composed of a set of menus.
- All the menus are identical in every respect, except for the **ROOT** menu, which is always present and cannot be deleted, and whose name cannot be changed.
- When a caller dials the system, auto attendant will answer (connect) the call and proceed to the **ROOT** menu.
- If a user tries to access a menu which is not currently active, the action specified in the **Not Active** configuration parameter will be performed; for instance, the user may be automatically forwarded to an "after hours" menu.

Add / Edit menu

The auto attendant is composed of a set of menus. The main screen lists all the menus available. You can modify one of the existing menus by clicking the **Edit** icon or by simply double-clicking the required menu item in the list.

		Account Self-	Care Portal		
Balance: 10.00 USD		Web Interfac	e Language: en - English 👻	12345678913 (Login: 12345678913)	🔓 Logout 🔸
E Dashboard	🐣 My Profile	iP Centrex	🐝 Products Configuration	Billing Information	
Auto Atte	ndant				🕢 Help
🔯 General	K Auto A	ttendant, creating and managing the IV	/R menu		
🛞 DIDs	Edit	Name	Activ	e	Delete
Phone Book Dialing Rules Incoming Calls		ROOT	Always		
Call Screening					
8 Conferences					
Faxes					
Auto Attendant					
DISA Call Barring					
Second Barring					
Music On Hold					
Emergency Calls					
	🔘 Add 📋	4 4 Page 👥 1 of 1 🕨 🕅 🥹			1 - 1 of 1
	E Save				

To add a new menu, click the ^③ **Add** button and enter the following information:

- Name A descriptive name for the menu, i.e. 'Sales' for a sales department.
- Active Time definition when the current menu is active.
 - To set the menu as always active, select the **Always** option.
 - To set the other time period, select **Only at the following**

time interval and click the **Period Wizard** icon. Please see the **How to define a time period using the wizard?** section for information about how to use the Period Wizard.

	-		Account Se	elf-Care Porta	al		
Balance: 10.00 USD			Web Int	erface Language:	en - English	12345678913 (Login: 12345678913)	🔒 Logout 🕞
🔠 Dashboard 🔏 N	My Profile	5	IP Centrex		🚜 Products Configuration	Billing Information	
Auto Attendant							😡 Help
«	General Pro	ompts Actions	Input Errors				
General General General Dibs Phone Book Dibing Rules forowing Calls Converting Cal Screening Cal	Name: Active:		s t the following tir	me interval			

Prompts

After you have saved a menu, you can define the **Intro** and **Menu** prompts for it.

Account Self-Care Portal											
Balance: 10.00 USD					Web In	terface Language:	en - English	~	123456	78913 (Login: 12345678913)	🔓 Logout 👻
BB Dashboard	🐣 м	ly Profile		44	IP Centrex		🚜 Products Co	onfiguration	Ĩ	Billing Information	
Auto Attenda	nt:	sales									🕑 Help
	~	General	Prompts	Actions	Input Errors						
© General ♥ Dibs Phone Book ♥ phone Book ♥ phone Book ♥ call Screening © Call Screening © Call Screening © Call Screening ♥ Call Screening ♥ Call Barring ♥ Call Barring		Nenu	ustom			pload your prom		De Bro			
		_	Back tendant								

- The **Intro** prompt (e.g. "Welcome to PortaOne, a VoIP solutions company!") is played when a user enters a menu for the first time.
- After this, the **Menu** prompt will be played, listing all the available options (e.g. "Press 1 for sales, press 2 for technical support"), and auto attendant will collect the digits dialed by the user on his phone touchpad.
- If no input is received, the **Timeout** prompt is played as many times as specified and the dialog reverts to the previous step (i.e. plays the **Menu** prompt and collects the user's input).

To upload a prompt, click the **Browse...** button. The native audio file format for the system is the following:

Type: NeXT/Sun (Java) file .au **Format:** G.711 u-Law **Attributes:** 8,000 Hz, 8-bit, Mono

Type: NeXT/Sun (Java) file .au Format: G.711 u-Law Attributes: 8,000 Hz, 8-bit, Mono

Here's a short list of supported audio file formats:

Туре	Description
.aiff	AIFF files used on Apple IIc/IIgs and SGI
.au	SUN Microsystems AU files
.gsm	GSM 06.10 Lossy Speech Compression
.mp3	MP3 Compressed Audio
.ogg	Ogg Vorbis Compressed Audio
.raw	Raw files (no header)
.wav	Microsoft .WAV RIFF files

To record a prompt, use the following buttons:

- • Record. Select to start recording your voice prompt. (You will need to connect a microphone to your computer's sound card to use this feature.)
- **I Stop**. Select this button to stop recording.
- Play. Select to play back the recorded prompt. When selected, this icon will turn into the **III Pause** button.
- **D Undo**. This becomes available when the existing prompt has been recorded over, allowing a rollback to the previous state.
- **D Blinking play**. Indicates that the existing prompt is being overwritten, but changes have not yet been saved.

Each of the icons above may appear in grayscale, meaning it cannot be accessed because some other task is active.

To give your auto attendant a professional sound, we recommend using a professional speaker and a digital recording studio when recording voice prompts.

Actions

Account Self-Care Portal												
Web Interface Language: en - English 🛛 🖌 12065551234 (Login: 12065551234) 📓 Logout 👻												
Bashboard	<u>&</u> M	ly Profile		23	IP Centrex		🐇 Products Confi	iguration		📄 Billing Informati	on	
Auto Attendant									😡 Help			
	~	General	Prompts	Actions	Input Errors							
w General ŵ DDS ሙ Dialing Rules		Edit	User in	nput 🔺	Action				Play Befo Action		Record Prompt	
A Incoming Calls		;	1	D	irectory	Announce Ex	ktension Numbers		V			
 Q Call Screening M Voicemail 			2	м	ienu 'ROOT'				V			
Zaxes												
➢ DISA ♣ Identity Music On Hold												
		📀 Add	Refres	h								
		🔚 Save	🗦 Back									

Field	Description							
Edit	Click the 📴 Edit icon to make changes in the action.							
User Input	• Not Active – When the current menu is not							
	active.							
	• 0 – 9, #, * – User selection on telephone							
	keypad.							
	• Timeout – No selection received from user.							
	• Fax – Fax CNG tone detected.							
Action	See the description of available actions below, under							
	the table.							
	Provides additional information.							

Play Before	Select this check box if the corresponding prompt is
Action	to be played before an action is performed.
Play / Record	File name and path for the prompt file.
Prompt	

The user's input will be matched with the corresponding menu items, and the action associated with this item will be performed. The following **actions** are possible:

- **Default** Plays the **Default** prompt from the current menu and returns to the "Play Menu prompt" step (this is the action used for all menu items where the initial value has not been modified).
- **Transfer** Transfers the call to a given telephone number or extension. The phone number should be entered in the same format as the customer would use to dial it from an IP phone in his IP Centrex environment; for example, to transfer a call to extension 123, simply enter 123.
- **Transfer to E.164 Number** Transfers the call to a given number. The number should be specified in E.164 format: the country code, followed by the area code, and then the number (e.g. 16045551234 for Canada).
- **Dial extension directly** Transfers the call to an extension number entered by the caller from his phone. The extension number should start with the same digit as the "Dial extension directly" option. To prevent abuse (e.g. someone attempting to enter a long-distance number in this way), you can specify the maximum allowed number of digits in an extension (**Max Size**).
- **Prompt for extension #** You will hear the prompt to enter the extension number. You can specify the maximum allowed number of digits in an extension (**Max Size**).
- **Transfer to Voicemail** Switches to voicemail mode. This should be designated as an action for the "Fax" event, in order to allow storage of received faxes.
- **Menu "ROOT"** Transfers the user to the selected menu.
- Directory Launches this company's dial-by-name directory.
- **Disabled** Cancels the action that was previously used for the current user input.

You may select whether the corresponding **Before Action** prompt is to be played prior to the action.

Input errors

On the **Input Errors** page you can record / upload the **Timeout** and **Unavailable Selection** prompts. For detailed instructions on how to do this, please refer to the Prompts section of this document.

You may also specify how many times the auto attendant menu should be played when there is no input. The default value is 3.

		Account Self-Care Port	al	
Balance: 10.00 USD		Web Interface Language:	en - English 💌	12345678913 (Login: 12345678913) 👸 Logout 👻
and Dashboard	🐣 My Profile	🔯 IP Centrex	🐇 Products Configuration	Billing Information
Auto Attenda	nt: sales			🛞 Нер
	Ceneral Prompts	Actions Input Errors		
General General Dos Phone Book Call Screening Gall Screening Gall Screening Call Screen	On Timeout © Custom None Replay Menu, Tir On Unavailable Se © Custom ® None			owse
	📄 Save 🛛 🝃 Back			
	Auto Attendant			

DISA

The **DISA** (Direct Inward System Access) functionality allows you to make an outgoing call as if you were using your IP phone. For example, while on a business trip you need to make an international call. To do so, enable **DISA**, then dial the voicemail access number and choose the option for **DISA**, enter the password and then input the telephone number.

		Account Self-Care Port	al		
Balance: 10.00 USD		Web Interface Language:	en - English 💌	12345678913 (Login: 12345678913)	🔓 Logout 👻
Dashboard	🐣 My Profile	🔯 IP Centrex	🐇 Products Configuration	Billing Information	
DISA					🕑 Help
Ceneral Cener	CC Enable DISA DISA Password	✓ 654321123			
	Save				
	Auto Attendant				

Call Barring

On the **Call Barring** page you can prohibit outgoing calls to specific destinations.

Note, that this page will only be active if your provider has enabled the **Call Barring** service for you (otherwise it is grayed out). Depending on your needs, you may activate / deactivate **Call Barring** by selecting or clearing the check box on the top.

		Account Self-Care Port	al		
Balance: 10.00 USD		Web Interface Language:	en - English 💌	12345678913 (Login: 12345678913)	🔒 Logout 👻
Dashboard	🐣 My Profile	🔯 IP Centrex	🐇 Products Configuration	Billing Information	
Call Barring					🕑 Help
Seneral	Call Barring, choosing	destinations to block			
🛞 DIDs	Enabled		Class of Phone Numbers 🔺		
Phone Book	1 Premium SAF	2			
A Incoming Calls	2 V Premium num	bers			
St Forwarding					
Call Screening					
Call Logs					
Voicemail					
Z Faxes					
Auto Attendant					
Second Call Barring					
A dentity					
Music On Hold	O 1 1 1				
Emergency Calls	Refresh				
	E Save				

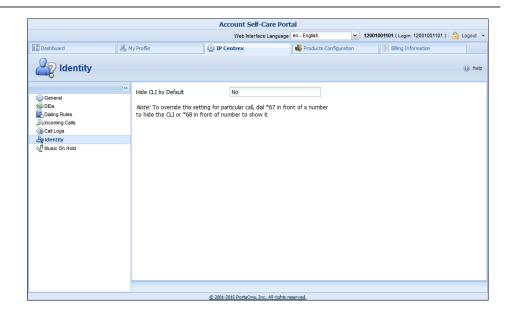
Identity

This page displays **Hide CLI by Default** status defined by your provider. The following options are available:

- No Caller ID is shown by default.
- **Yes** Caller ID is hidden by default.

Note that when making a call, you can dial the special feature access code before dialing the phone number to override the default setting.

For more information, please see the *Service feature codes (also known as Feature Access Codes)* table in the **Dialing rules** section of this guide.



Music on Hold

Here you can define which music will be used for calls on hold. To select music, click the **Browse** button, select an audio file and click **Upload**.

The music will be enabled within 10 minutes. Click the ^(b) treble clef to enable / disable this feature.

		Account Self-Care Port	al		
Balance: 10.00 USD		Web Interface Language:	en - English 💌	12345678913 (Login: 12345678913)	🔓 Logout
🔠 Dashboard	🐣 My Profile	🔯 IP Centrex	🐇 Products Configuration	Billing Information	
Music On	Hold				() Hel
බබ General ஸ DDS	K Browse Desc	cription: Please upload your music		Upload	
Phone Book		Description		Play On Hold	
Dialing Rules Calls Forwarding Call Screening	Customer's Default			G	
Call Logs Call Conferences Voicemail	Barco a la de riva.mp3	3		\$	
Faxes Auto Attendant DISA Call Barring					
Emergency Calls					

Emergency Calls

This page contains the information about your location. In case of an emergency call, this information will be processed by the PSAP and the police / fire department / ambulance will receive all required information about your location.

alance: 10.00 USD		Web Interface Language:	en - English 💌 1	2345678913 (Login: 12345678913)	🔓 Logout
Dashboard	📥 My Profile	🔯 IP Centrex	Reproducts Configuration	Billing Information	
🥰 Emergeno	cy Calls				• н
General	Emergency Calls				
Phone Book	First Name:	Michael			
Dialing Rules Nincoming Calls Forwarding	Last Name: Address:	Turner -			
Call Screening Call Screening	Province/State:	FL			
Conferences Voicemail	Postal Zip: City:	20175 Leesburg			
Faxes Auto Attendant	Country/Region:	USA			
2 DISA Call Barring	Phone:	(352)-999-1092-435			
ldentity Music On Hold					
Emergency Calls					
	Save				

Products Configuration tab

This tab contains information about all available add-on products for your account. The add-on products are organized in groups that are visible on the left-hand side of the page. The right-hand side of the page contains all of the add-ons that belong to a corresponding product group.

The add-on products that do not belong to any product groups can be found in the default group **Other**.

All available (not yet assigned to you) add-on products are at the top of the list, and already assigned products are at the bottom of it.

When you sign up for a service via an add-on product which comes with bulk discounts, a dialog box opens that lists all of the available prepay plans. Select the plan which best fits your needs.

		Account Self-Care Port	al	
		Web Interface Language:	en - English 💌	12126398470 (Login: 12126398470) 🛛 🔂 Logout 🝷
Dashboard	🐣 My Profile	2월 IP Centrex	🎳 Products Configuration	Billing Information
Voice Calls				
Voice Calls	~	Inter Calls Plus 200 free minutes of calls to	JSA	20.00 USD / month
		Inter Calls Premium 1000 free minutes of calls to	USA	50.00 USD / month October 2010 Add
	æ			





Billing Information tab

Billing Summary

On this page you can view your billing information arranged in four information panels:

- Brief Billing Information
- Transactions Totals Information
- Active Subscriptions
- Product & Discounts Information

		Accou	nt Self-Care Port	tal					
Balance: 0.00 USD		Web	interface Language:	en - Englis	ih	✓ 1604	93145872 (Lo	gin: 16049314587	2) 🔂 Logout 👻
88 Dashboard	My Profile	iP Centrex		🐇 Pro	ducts Configura	ation	📄 Billir	ng Information	
Billing Summar									(i) Help
Billing Summary					A. 11. C. 1				
Subscriptions	Brief Billing Information				Active Sub	scriptions			
Transactions	Type Balance	Credit 0.00 USD	Recharge Using Vouc	her.	Subso	cription	Periodic Fe	se Start Date	
🔠 Top-up Account 💱 Mobile Payment Transfer	Refunds Non Call	0.00 USD			There is no	data to displ	ау		
	Related Charges	0.00 USD			2				
	Transactions Totals Infor	mation			Product & I	Discounts I	nformation		
	From		2014-08-10		Main Pro			SmartCall	
	Till		2014-11-10		Add-on P	roducts		Asia-100	
	Usage Charges		0.00 USD					USA & Canad	3
	Total		0.00 USD		Destina Group	Service	Discount name	Used/Remaining	Expiration
	Total Transactions		0		East Asia	Voice Calls	Asia	0 minute of	21 days
					US & Canada	Voice Calls	1000 minutes to USA & Canada	0 minute of	21 days
					US & Canada	Voice Calls	500 minutes to USA & Canada	0 minute of	30 days

Field	Description
Brief Billing	This reflects billing information such as available funds
Information	(or balance), refunds and charges information.
	You can also recharge your phone (account) using a voucher here. To do that, click the Recharge Using Voucher button and fill in a valid voucher number.
	Note, that balance information and the Recharge Using Voucher button are only displayed for phone lines which have individual balance control.
Transactions	This reflects your total transactions (calls, payments,
Totals	refunds, subscription charges, etc.).
Information	
Active	This shows you the subscription plans that currently
Subscriptions	apply to you.
Product &	This displays information about your current products
Discounts	(main and add-on ones) and discounts.
Information	

Products and Services

This page presents information about subscription plans that apply to the account, subscription plans' recurring fees and "billed to" dates.

Subscriptions charged in advance that come with bulk discounts are marked with the **Discount** icon. By clicking the **Discount** icon you can change the selected for this subscription prepay plan. Note that changes you have made will only take effect when the current prepay plan is over.

		Account Self-Care Por	tal		
		Web Interface Language	en - English 💌	12126398470 (Login: 12126398470)	🔒 Logout 🕞
Dashboard	🐣 My Profile	र्द्धे IP Centrex	🐇 Products Configuration	Billing Information	
Products and	Services				🕒 Help
Billing Summary	~	IPTV service		20.00 USD / mo Billed to 2015-1	
Volume Discounts		1000 free minutes of	calls to USA	50.00 USD / mo	onth
		200 free minutes of ca	ils to USA	20.00 USD / mo	onth
		Total Subscriptions active n	ow:	1 Total periodic fee active now:	20.00 USD
	2				



Transactions

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

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

	Ace	count Self-Car	e Portal			
Balance: 1.14 USD	Credit Limit: 100.	00 USD en - Englist	h 🗸	160412350	05 (Login: 16041235005)	🔓 Logout 🔹
🔠 Dashboard 🦂 My Pi	rofile 🛛 🏠 IP C	Centrex	📄 Billing Info	ormation		
Transactions						😡 Help
	« Filter					
Billing Summary Subscriptions Transactions Transactions Volume Discounts Top-up Account Mobile Payment Transfer	From Date	2014-04-07	YYYY-MM-DD	11:07:26 11:07:26	HH24:M1:SS HH24:M1:SS	
	Q Show Records					

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

- A date and time range by clicking the **Calendar** icon.
- A certain service type.

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

for the chosen the service(s), click the 🖾 Show Details button.

			Ac	count Self-Care	Portal				
Balance: 1.14 USD			Ci	redit Limit: 100.00 US	o en - Er	nglish 👻	16041235005 ()	.ogin: 16041235005) 🔒 Logout
Dashboard	🐣 My Profile	iP (Centrex	📄 Billing Inf	ormation				
Transact	tions								😡 Hel
	Filter								
alling Summary 🕼 Subscriptions			2014-03-06						
Transactions		Til Date	: 2014-04-07	YYYY-MM-DE	11:07	26 HH24:MI:SS			
Volume Discounts		Service	Al			*			
Top-up Account Mobile Payment Trans	for		V Show Fail	ed Transactions					
a mobile r ayment mana			0						
			Q Show Re	ecords 🛛 📴 Downic	ad				
	S	ummary							
		Service		Total Transactions	CI	narged Quantity	Charged A	Amount	Show Details
	Sut	oscriptions			1			0.07000 USD	EQ.
	Voi	ce Calls			3	64 (minute)		1.06667 USD	EQ.
	To Us	tal Service ed:	2	Total Transactions:	4		Total Charged Amount:	1.14 USD	
	14 4	Page 1	of 1 🕨 🕅	2					1 - 2 of 2
	0.8	how Records							
		now records							

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

Volume Discounts

This page displays all *active* discounts assigned to a user's account. This clearly shows which discount the end user will receive when making a call or consuming traffic, as well as what volume of services is still available with a discount. To display *inactive* volume discount plans, the **Inactive** check box must be selected.

Information about volume discounts' usage history can be obtained in the **Discount History** dialog box, which is available by clicking the **Discount History** button.

		Acc	ount Self-Care Porta			
			Web Interface Language	en - English	✓ 12125551203 (Login: 121	25551203) 🛛 🔂 Logout 👻
BB Dashboard	🔒 My Profile	ि इङ्के IP Cent	trex	🔓 Products Configura	ation 🛛 📄 Billing Inform	ation
452						He He
Billing Summary	≪ Inact	ve ice Ca lls				
Transactions	н	Discount Plan	Precede	Combined Discount	Used/Remaining	Expiration
Top-up Account	∃ US/	A & Canada				
_	0	EasyCall - Premium	Account Individual P	an 55%	115 minutes of 500 minutes	Never
	0	EasyCall - Silver	Low	0%	0 USD of 30 USD	6 days
	0	EasyCall - Standard	Product's D	efault	65 minutes of 65 minutes	13 days
	V					

			A	ccount Self-C	Care Portal				
Balance: 2.35 U	Service: 'Voice Calls' D	estination Grou	p: 'USA & Canada'						×
호問 Dashboard	Discount Plan	Precedence	Current Discount		Used/Remaining		Expiration	Combine With Other Discounts	
	∃ Active Discount Pla	ins							
452	EasyCall - Premium	Account Individual Plan	55%	0 minute	115 minutes	500 minutes	Never	After reaching the last threshold limit	
	Not Yet Active Disc	ount Plans							
Products ar	EasyCall - Silver	Low	5%	0 USD	0 U SD	30 USD	6 days	Always	
Volume Di			10%	30 USD	0 U SD	55 USD			
Top-up Acc			20%	55 USD	0 U SD	Unlimited			
S Mobile Payr	∃ Consumed/Used up	p Discount Plans							
	EasyCall - Standard	Product's Default	5%	0 minute	40 minutes	40 minutes	13 days	After reaching the last threshold limit	
			12%	40 minutes	65 minutes	65 minutes			
				_					
					Ok				

Field	Description
Inactive	Displays the volume discounts with <i>Consumed/Used up</i>
	or Not Yet Active status applicable to the account.
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 dialog box 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 account.
	If Never is defined, it means that this discount is for
	one-time use and will not be reapplied to the account.

	Discount History
Status	The current status of the discount plan:
	• Active Discount Plans – The discount plans
	that are currently in use.
	• Consumed – The discount plans that have
	already been used up.
	• Not Yet Active – Currently inactive discount
	plans.
Current	The value of the discount currently applied to the
Discount	account.
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	

Top-up Account

On this page you can recharge your phone (account) using a voucher. To do that, fill in a valid voucher number and click **Recharge**.

Mobile Payment Transfer

The **Mobile Payment Transfer** page allows you to transfer funds from your phone (account) to mobile numbers all over the world. Please consult the **How to...** section for more information.

Make a Payment

This page is available only if this functionality is enabled by your provider. On this page you can see your current balance and top it up by choosing one of the available payment methods.

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.

• PayPal – Allows you to pay using your PayPal account.

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.

		Account Self-Care Po	rtal				
Balance: 1,106.87 USD		Web Interface La	anguage: en - English	~	12125678915 (Login: 000100) 🔒	Logout 🚽
🔠 Dashboard 🔺	My Profile	र्ट्ट्रे IP Centrex	K Products Configuration		Billing Information		
Make a Payment	t						\rm Help
«	Now your balance is 1,10	6.87 USD					
Billing Summary Subscriptions Transactions Volume Discounts MT Top-up Account	Amount: Arrount: Credit or Debit Card						
S Mobile Payment Transfer	Pay with your credit or de	ebit card.					
Make a Payment	Card Number:		Biling Address:				
Payment Info	Cardholder Name:		Billing Phone Number:				
	Expiration Date:		City:				
	CVV:		Postal code:				
		Save this information for futu			~		
		use.	councili				
	->	Pay Now	State.	Fica	se select a state 💌		
	Bank account (eCheck	C) ECHEOR					
	Paying from your checking	g Bank Account					
	Direct Debit NL						
	A direct debit is a financia	l transaction in which you withdra	w funds from a bank account.				
	-	ay <mark>Near</mark> Me					
	With PayNearMe you can	now buy online and make payme	nts with cash at more than 8,2	00 st	ores nationwide		

Pay with Bitcoins

You can also top up your balance with Bitcoins (BTC):

- 1. In the **Amount** field, type a top-up amount.
- 2. Choose New Payment Method and click Next.
- 3. Choose **Pay with Bitcoins** and click **Next**. You will see the top-up amount in Bitcoins according to the current exchange rate and the Bitcoin payment address to where payment must be sent.
- 4. With a Bitcoin client or Bitcoin wallet online service, send the top-up amount from your Bitcoin wallet to this address. For your convenience, the Bitcoin address can be scanned with a QR code.
- 5. When the transaction has been submitted, click **Done**.
- 6. Once the Bitcoin amount is received, your balance is topped up.

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 is available only if this functionality is enabled by your provider. This page allows you to set up the following parameters for automated periodic payments.

		Account Self-Care Port	al		
Balance: 0.00 USD		Web Interface Language:	en - English 💌	12126505550 (Login: 12126505550)	🔓 Logout 🕞
🔠 Dashboard 🕹	My Profile	i IP Centrex	Billing Information		
Payment Info					😡 Help
«	Preferred Payment Met	hod			
Elling Summary Subscriptions Tonsactions Volume Discourts Nop-up Account Mole Payment Transfer Mele a Payment Payment Info	Cardhol		9	dress: Suite 408, 2963 Gien Drive City: Coquitlam untry: CANADA State: British Columbia code: V3B 2P7	E
	Auto-Payments	king Bank Account	aw funds from a bank accour	ıt.	

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

If you want to pay with a different credit card, enter the new card information into the **Preferred Payment Method** section. Click **Save** to save this new credit card information. PortaBilling® will ask you to make a minimum payment in order to check the credit card information. The funds will then be transferred to your balance.

			×
2	please make a pay transferred to you Click 'Yes' if you	ment of 5.00 USD o Ir balance.	rmation and save your changes, or more. The funds will be with the payment and 'No' in
	Amount:	5.00 USD	(5.00 USD minimum)
	Yes	s No	

After successful payment processing, this new credit card information is stored. Further payments and automatic payments (if configured) will be made using this card.

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.

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.

3. How to ...

With the Period 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. 8 p.m. 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.

... define a time period using the wizard?

Example 1

This example illustrates the process of creating a period within the Monday–Friday workweek that starts at 8 p.m. and lasts until 8 a.m. the next morning:

		Account Self-Care Port	al		
Balance: 1.14 USD		Credit Limit: 100.00 USD e	n - English 💉 1	6041235005 (Login: 16041235005)	🔓 Logout 👻
🔠 Dashboard 🦀 My	Profile 🔐 IP Centrex	Biling Information			
Period Wizard					😡 Help
	- 				
igi General Ma DIDs	Start Time: 20	0 🗸 : 00 🖌		Time Periods	
Phone Book Dialing Rules	End Time: 08			There is no data to display	
A Incoming Calls	Day of the Month:				
Streening	Ð	xample: 1, 3, 7, 14-23			
Call Screening	Select All Days	Select All Months			
Voicemail	Sunday	✓ January			
Faxes Q Auto Attendant	Monday	February			
DISA	Tuesday	March	Include New Period 🐟		=
Dall Barring	Wednesday	V April			
A Identity	Thursday	📝 May			
Music On Hold Emergency Calls	Friday	🔽 June			
Chiergency Gails	Saturday	🔽 July			
		August			
		September			
		October			
		November			
		December			
				🖌 Finish 🛛 🕌 Ca	ancel
	•		III		- F
	Edit Forwarding				

- 1. Open the Period Wizard page.
- 2. In the Start Time box, select 20:00.
- 3. In the End Time box, select 08:00.
- 4. In the block containing days of the week, select **Monday**, **Tuesday**, **Wednesday**, **Thursday**, **Friday** check boxes.
- 5. In the block containing months, click the **Select All Months** button.

			Account Self-Care P	ortal			
Balance: 1.14 USD			Credit Limit: 100.00 US	D en - English	✓	6041235005 (Login: 16041235005)	🔓 Logout ,
E Dashboard	🐣 My Profie	i IP Centr	ex 📄 Biling Informatio	n			
Period	Wizard						🕑 Help
🎡 General 🐅 DIDs		Start Time:	20 •: 00 •			Time Periods	
Phone Book Dialing Rules Dialing Rules Dialing Rules Dialing Rules Dialing Rules Dialing Rules Call Recording Conferences Conferences Voicemail Paxes Quarternal DISA DISA DISA Music On Hold Emergency Calls		End Time: Day of the Month: Sunday Monday Tuesday Tuesday Thursday Friday Saturday	08 V: 00 V Example: 1, 3, 7, 14-23 S Select All Months V January V February V March V April V May V June July V Jugust S September V October V November V December	Include New	Period 🏟	From 20.00 Till 08.00, om Monday-Frday, of January-December	×
	۲	Edit Forwarding		Ш		Finish 🛛 🎽 C	ancel 💦

6. Click the **Include New Period** button, and this time period will appear in the **Time Periods** panel on the right side of the page.

		Account Self-Care Por	tal		
alance: 0.00 USD		Web Interface Language:	en - English	160404373452 (Login: 160404373452	?) 🔓 Logout
🖞 Dashboard 🥼 My Pr	rofile 🔯 IP Centr	Billing Information			
General					
General Coming Calls Forwarding Call Recording Call Recording Call Recording Call Barring Call Barring Call Barring Call Barring Call Com Hold Call Com Hold Call Carlon Call Carlon Carlon Call Carlon Call Carlon Carlon Call Carlon Carlon Call Carlon Carlon Call Carlon C	Start Time: End Time: Day of the Month: Sunday Sunday Wonday Wednesday Wednesday Wednesday Fitusday Fitusday Saturday	20 ¥ : 00 ¥ 08 ¥ : 00 ¥ Example: 1, 3, 7, 14-23 S Select All Months Ø January Ø February Ø April Ø March Ø April Ø March Ø July Ø August Ø September Ø October Ø October Ø December	Include New Period		×

7. Click **Finish** to complete the time period definition.

Example 2

This example shows how to create a period that starts at 6 p.m. every day and lasts until 6 a.m. the next morning. Another interval is used for

weekends (24 hours). We will also include major holidays, e.g. January 1 and December 24–26.

		Account Self-Care Port	al		
Balance: 10.00 USD		Web Interface Language:	en - English 💌	12345678913 (Login: 12345678913)	🔒 Logout 👻
80 Dashboard	🔏 My Profile	🔯 IP Centrex	🐇 Products Configuration	Billing Information	
Period Wizard					🕑 Help
Call Barring Call Control Con	Start Time: End Time: Day of the Month: Sunday Sunday Monday Tuesday Tuesday Friday Saturday	0 1 2 00 23 2 59 24-26 Example: 1, 3, 7, 14-23 Select All Months January February March April May July August September October November V December	Include New Period.	Time Periods From 18.00 Til 06:00, on Sunday-Saturday, of January-December OF From 00:00 Til 23:59, on January OF From 00:00 Til 23:59, of January OF From 00:00 Til 23:59, on 200 Til 23:59, on 200 Til 23:59, of December	X X X
	Auto Attendant		III		+

- 1. Open the **Period Wizard** page.
- 2. To create a period that create a period that starts at 6 p.m. every day and lasts until 6 a.m. the next morning, follow these steps:
 - a. In the **Start Time** box, select **18:00**.
 - b. In the **End Time** box, select **06:00**.
 - c. In the block containing days of the week, click Select All Days button.
 - d. In the block containing months, click the **Select All Months** button.
 - e. Click the **Include New Period** button, and this time period will appear in the **Time Periods** panel on the right side of the page.
- 3. To include weekend periods, follow these steps:
 - a. In the **Start Time** box, select **00:00**.
 - b. In the End Time box, select 23:59.
 - c. In the block containing days of the week, select the **Saturday** and **Sunday** check boxes.
 - d. In the block containing months, click the **Select All Months** button.
 - e. Click the Include New Period button.
- 4. To include January 1st in the period definition, follow these steps:a. In the Start Time box, select 00:00.

- b. In the End Time box, select 23:59.
- c. In the **Day of the Month** field, type "1".
- d. In the block containing months, select the **January** check box.
- e. Click the Include New Period button.
- 5. To include December 24–26 in the period definition, follow these steps:
 - a. In the **Start Time** box, select **00:00**.
 - b. In the **End Time** box, select **23:59**.
 - c. In the **Day of the Month** field, type "24-26".
 - d. In the block containing months, select the **December** check box.
 - e. Click the Include New Period button.
- 6. Click **Finish** to complete the time period definition.

... configure call screening?

On the **Call Screening** page you can define and view a list of rules for handling incoming calls.

The following example will teach us how to reject calls from unwanted numbers. To do this, a new rule will need to be created.

Click the Add new rule button to start.

	Account Self-Care Portal									
			Web Interface Language: en - English	✓ 12065551234 ()	Login: 12065551234)	🔒 Logout 👻				
Dashboard	🔏 My Profile	🙀 IP Centrex	🐇 Products Configuration	Billing Information	n					
Call Scree	ning					🕑 Help				
i General	Call Screening, ru	les for handling incoming calls	;							
DIDs	Edit Order	Edit Order Rule								
a Incoming Calls	There is no data to displ	ay								
Simple Forwarding										
🕞 🍨 Call Screening 🛛 🗲										
Voicemail										
∠ Faxes ∠ Identity										
Music On Hold	🔘 Add new rule 🛛 🖣	Page 1 of 1 🕨 🕅	2							
	E Save									
		© 2001-2015 PortaO	ne, Inc. All rights reserved.							

Three sections will appear; there you can create filters for time, callers, callees and assign a particular action.

		Account	Self-Care Portal			
			Web Interface Language: en - E	inglish 👻	12065551234 (Login: 12065551234)	🔓 Logout 👻
意思 Dashboard	🔏 My Profile 💈	is IP Centrex	🐇 Products Configuration	Billing Inform	nation	
Edit Call Screening	j Rule					🕢 Help
-	Time Filter and Action					
wa General wa DIDs	Enable Rule:					
Dialing Rules	Action:	Ring, Forward,	/oicemail 💌			
Mincoming Calls	Time Filter:	Create New Tim	e Filter 👻			
Simple Forwarding	Time Filter Name:	Name				
 V Sociemail Voicemail 			Ø			
Z Faxes						
Music On Hold						
Music Official						
	Caller's Number Filter		imber Group			
	Caller's Number Filter Group:					
	Filter Group Name:	New Filter Group				
	Number:	Enter the Numb	er 🕜 Add			
	Number List:					
	Incoming Number Filter					
	Incoming Number Filter Grou	up: Create Incoming	Number Filter G 💌			
	Filter Group Name:	New Filter Grou				
	Number:	Enter the Numb				
	Number List:					
	Save Dack					
		© 2001-2015 Porta	One, Inc. All rights reserved,			

- 1. Choose the **Action** that will be applied to the rule. In this case it is **Reject**.
- From the Time Filter field, select. Anytime (It is not necessary to create a new time filter since we want to reject calls from unwanted callers 24/7). If you want to define a different time period, select Create New Time Filter and click the Period Wizard icon. Please see the How to define a time period using the wizard? section for information about how to use the Period Wizard.

Time Filter and Action	
Enable Rule:	•
Action:	Reject 💌
Time Filter:	Anytime 🗸 🗸
Caller's Number Filter	
Caller's Number Filter Group:	Create Callers Number Group
Filter Group Name:	Unwanted Numbers
Number:	Enter the Number 📀 Add
Number List:	📐 12065557788 🛛 🗶 🗶
	📐 12065553623 💦 🕺
Incoming Number Filter	
Incoming Number Filter Group:	Any of my numbers

3. Since you want to reject calls from certain numbers, you need to create a Caller's Number Filter group. To do this, fill in the Filter Group Name field. In this case the group's name is Unwanted Numbers. To add a number to the group, enter the phone number and click the Add button. Repeat this step for each new number you wish to add to the group.

NOTE: If you need to add a group of numbers starting with the same prefix, use the % character at the end to specify that the current string is the prefix.

- 4. You might have aliases or an extension assigned to your account. The **Incoming Number Filter** section helps adjust the settings for them. In this case we want to apply the above rule to all numbers, so select the **Any of my numbers** option.
- 5. Click the **Save** button. After this you can see the conditions of the rule and its working status.

		Account Self-	Care Portal			
		Web I	nterface Language: en - English	✓ 12065551234 (Login: 12065551234) 🔒 Logout	
윤뻡 Dashboard	🐣 My Profile	iP Centrex	Roducts Configuration	Billing Information		
Call Scree	ning				() He	
쯡i General ண DIDs	Call Screening, r	ules for handling incoming calls	Rule	Rule Stat	us Delet	
Dialing Rules		From: Unwanted Numbers (1): 12065557788, 12065553623)				
Call Screening Cole email Faxes		Time Filter: Anytime Action: reject calls		-	×	
ldentity ≪ [®] Music On Hold						
	🔘 Add new rule 🛛 🕅	I Page 1 of 1 🕨 🕅 🧔	9		1 - 1 of	
	Save					
ttps://demo.portaone.com:84	45/#	© 2001-2015 PortaOne, I	nc. All rights reserved.			

... transfer funds to mobile numbers?

Input the desired number to the **TransferTo Number** field. Note that the number must be entered using the international mobile dialing format (+ followed by the country code and then the rest of the number). For example, +12065551234 for a US number or +44712345678 for a mobile number in the UK. Then click the **Get Info** button to see how much you can transfer to the specified mobile number and how much you will be charged for this.

		Account	Self-Care P	ortal			
Balance: 55.00 USD		Web Interface Language:	en - English	▼ 12	2065551234 (login: 12065551234) 🔓 Logout 🝷
St Dashboard	🐣 My Profile	र IP Cen	itrex	📄 Billing In	formation		
Mobile Pa	yment ⁻	Transfer					
	«	Transfer To Number	6281234567	70			
d Summary		transier to Number	628123456/	/0	··· /	Get Info	
Subscriptions		Country	-				
Transactions		Operator	-				
Volume Discounts							
Recharge Using Voucher							
S Mobile Payment Transf	fer	Amount To Transfer					
		Amount to transfer					
						Transfer	

In the **Amount To Transfer** list, choose the desired amount to transfer and click the **Transfer** button.

Account Self-Care Portal				
Balance: 55.00 USD	Web Interface Language:	en - English	¥ 12065551234	🕯 (login: 12065551234) 🛛 🛅 Logout 🤅
🔠 Dashboard 🦀 My Profile	e 🛛 👔 IP Cer	itrex	Billing Information	
Mobile Payment Transfer				
~	Transfer To Number	620122456770		
Mary Summary	Transfer to Number	628123456770		Get Info
Subscriptions	Country	Indonesia		
Transactions	Operator Telkomsel - Indonesia			
Volume Discounts				
🚮 Recharge Using Voucher		USD	IDR	
S Mobile Payment Transfer		5.00000	50000	
	Amount To Transfer	10.00000	100000	•
				Transfer

NOTE: Funds may not become immediately available to the end user although a message appears saying that the operation was successful immediately after clicking the **Transfer** button. There may be a delay of up to 10 minutes.