

PortaBilling



Customer Self-care Interface Guide



Maintenance Release



Documentation

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PortaSwitch® customer self-care interface, September 2015

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

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3.	How to	
5.	define a time period using the wizard?	

Preface

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

Where to get the latest version of this guide

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

Conventions

This publication uses the following conventions:

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

Exclamation mark draws your attention to important 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.



Tips provide information that might help you solve a problem.



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

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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

Log in to the Customer Self-care Interface

Your ITSP will provide you with a URL and credentials for logging in to the customer self-care interface 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
- Trouble Tickets

				Custom	ier Se	f-Care Portal			
ance: 92.20 USD					Cr	edit Limit: 100.00 USD en - English	*	EasyCall (Login: easycall1)	🔓 Logout
Dashboard 🖉 My Profile			IP Centrex		Billing Information		🚫 Trouble Tickets		
5 🖗 Dash	board								• н
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					
4 4 Page	1 of 1 🗼	N &			1 - 5				
Contact Inform	ation								
Contact Address Fmail									

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

Common Features

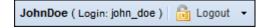
Most of the data on the self-care interface is formatted like a page and sorted into columns. You can go to the next page or the previous page,

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 drop-down menu will appear. You can choose how to sort your data and add or remove columns by selecting and clearing corresponding check box in the drop-down menu:

			Cu	stomer Self-C	are	Portal					
Balance: 180.20 USD				Web Interface Language: Select a language 🖌 EasyCall (Login: EasyCall)						gin: EasyCall) 🔒	Logout
🔝 Dashboard 🛛 🖁 🐣 My Profile		Ę	iP Centrex	📑 Biling	Inform	nation					
Extensions											
(*)	Edit	Confi	Extension Num	Extension Name	- A	ssigned To Phone Line	•	Primary Group	Publi	Recorded Name	Delete
Extensions	;	1	222	John		Sort Ascending Sort Descending		-		Not Set	×
Sites Phone Lines External Numbers	;	1	333	Catherine		Columns 🕨	V	Edit		ot Set	×
Abbreviated Dialing	;	1	555	Andrew	0	00111555	✓	Configure Extension Numb	er	ot Set	×
A Incoming Calls							V	Extension Name Assigned To Pho			
Call Recording							V	Primary Group	ne Line		
ldentity ≪ ¹ Music On Hold							V	Published			
<i>a</i>							1	Recorded Name			
						l	V	Delete			
	A	d Culonaia	n 🚺 🖣 Page	1 of 🕨 🖗		N					1-3

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 self-care interface.

JohnDoe (Login	: johr	n_doe) 📴 Logout 🕙	-
	2	Change Password	

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 tab:

Dashboard My Profile IP Centrex Billing Information Trouble Tickets Dashboard Dashboard From	ance: 92.20 USD				EasyCall (Login: easycall1)	🔓 Logo				
Brief Billing Information Date/Time Account D From To Duration Play 2015-01-08 12057606878	Dashboard		🐣 My Profile	ि र P Centrex		Billing Information		O Trouble Tickets		
Date/Time Account ID From To Duration Play 2015-01-08 12057606878 12057606878 12057606878 12057606878 12057606878 12057606878 12057606878 12057606878 12057606878 12057606878 12057606878 12057606878 12057606878 12057606878 12057606878 12057606878 12057606878 380445470380 5:00 Image: Control of the state of the sta	Dash	board								0
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15:52:15 1205/606878 1205/606878 30044562/156 5:00 2015:01-08 1205/7606878 1205/7606878 380445470360 5:00 2015:01-06 1205/7606878 1205/7606878 18667478647 5:00	2015-01-08 15:57:37	12057606878	12057606878	18667478647	5:00		L			
15.49.02 T2057606878 12057606878 330445470360 5.00 2015.61.06 12057606878 12057606878 18667478547 5.00		12057606878	12057606878	380445652156	5:00					
14:56:22 1205/606878 1205/606878 1866/478647 5:00		12057606878	12057606878	380445470360	5:00					
14 4 Page 1 of 1 > > = = = 1 - 5		12057606878	12057606878	18667478647	5:00					
	∥4 4 Page	1 of 1 🗼	▶ &			1 - 5				
Contact Information	Contact Inform	ation								
Contact										
Address Email										

Panel	Description
Recent Calls	This table lists the most recent calls and call details
	generated by your phone lines (account IDs on the
	web interface).
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.

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.

			Custo	mer Self-Care Portal				
Balance: 180.20 USD				Web Interface Language	e: en - English	~	EasyCall (Login: EasyCall)	🔒 Logout ,
🔠 Dashboard 🦂 My Prof	ile	ip Centr	ex	Biling Information				
General								
«	Personal Info	ormation		c	contact Information	1		
🙀 General	Company N	lame	EasyCal Ltd.		Contact	John		
Additional Information	Mr./Ms./		Mr.		Phone	+1-41	15-404-44-44	
A Change Password	First Name		John		Fax			
	M.I.		Alex		Alt. Phone			
	Last Name		Doe		Alt. Contact			
					E-Mai			
	Address Info	ormation						
	Address							
	Country/Re	gion	Canada					
	Save							
	Province/St Postal Code City Country/Re		BC V3B 2P7 Coquitiam Canada					

Group	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 interface.
Change	Here you can change your current password for the
Password	self-care interface.



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

IP Centrex tab

This tab allows you to manage phone lines, add extensions and huntgroups and configure other IP Centrex services. Here you can also modify the options for separate phone lines.

General

		Customer S	Self-Care Portal		
Available Funds: 10.00 USD			Web Interface Language: en - English	✓ EasyCall (Login: ea	asycalico) 🛛 🔂 Logout
Dashboard	🐣 My Profile	ప్రై IP Centrex	Billing Information	🚫 Trouble Tickets	
General					🕑 He
62 Canada	Paging/Intercom	s.			
General Extensions	Paging/Intercom Prefix	123456			
Extensions	Extension Number Length	3			
Phone Lines					
10 DIDs					
Abbreviated Dialing					
a Incoming Calls					
Cutgoing Calls					
🔞 Call Logs					
Auntgroups					
Sall Queue 🇠 峰					
Music On Hold					
	Save				
	E Save				

Field	Description
Paging /	Intercom calls enable users belonging to the same
Intercom	group to use two phones like on-door
	speakerphones. Here you can see whether this feature
	is enabled or not for your phone line.
Paging /	This appears only if Paging / Intercom is enabled;
Intercom	this is a special code that is dialed before the other
Prefix	extension number to automatically connect both
	extensions. When a two-way audio channel is
	established, speakerphone mode is immediately
	activated on the phone of the party being called.
Extension	This sets the maximum speed dial length (also known
Number	as "abbreviated number length"). Please see the
Length	Abbreviated dialing section of this guide.
Number	established, speakerphone mode is immediately activated on the phone of the party being called.This sets the maximum speed dial length (also known as "abbreviated number length"). Please see the

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 interface.

					Customer	Self-Care Portal				
Balance: 180.20 USD					,	Web Interface Language:	en - English	~	EasyCall (Login: EasyCall)	🔓 Logout 🔹
🖥 Dashboard 🛛 🛔	👌 My Profile			🙀 IP Centrex		Biling Information				
Extension	5									
	«	Edit	Conf	Extension N	Extension Name	e Assigned To Phon	Primary Group	Publi	Recorded Name	Del
General		:	1	222	John	000111666	-	V	Not Set	×
Sites Phone Lines External Numbers		;	1	333	Catherine	000111777	-		Not Set	×
Abbreviated Dialing		:	1	555	Andrew	000111555	-		Not Set	×
Al Incoming Calls Colloging Calls Call Recording Al Intervention Al I										
		🗿 Ad	d Extens	ion 🛛 🕯 P	age 1 of	▶ N 2				1 - 3 (

To add a new extension number, click the ⁽²⁾ Add Extension button and enter the following information:

- Extension Number Type the number the end user will dial on his phone (an extension number should contain only digits).
- Extension Name Type 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 interface).
- Assigned To Phone Line This is the phone number that the extension is associated with. Here you should specify one of your phone lines by selecting it from the list. (Note that each phone line from the list can only be used once.
- **Primary Group** Select the hunt group 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 hunt group 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.



			Custom	er Self-Care Portal				
alance: 180.20 USD				Web Interf	ace Language: en - English		EasyCall (Login: EasyCall)	🔒 Logout
Dashboard 🛛 🖁 🐣 My Profile	4	IP Centrex	📄 Billing Infor	mation				
Extensions								
~	Edit Confi	Extension Number	Extension Name	Assigned To Phone Line	Primary Group	Publis	Recorded Name	Delete
General		444	Andrew	000111555	✓ This extension is not as:	~ V	Please 🍌 Browse	
Extensions				Save	Cancel			
Sites Phone Lines External Numbers	چ 👳	222	John	000111666	-	V	Not Set	×
Abbreviated Dialing Dialing Rules	چ 👳	333	Catherine	000111777			Not Set	×
© uncomng Calls © Cultaging Calls © Call Recording ⊎ Humproups ⊎ dentity ₩ Music On Hold		n 🚺 🖣 Page	1 of Delta					1-2

					Custon	er Self-Care Portal				
Balance: 180.20 USD						Web Interfa	ace Language: en - English		EasyCall (Login: EasyCall)	🔒 Logout 🕞
Dashboard	🖁 🐣 My Profie		1	IP Centrex	📄 🔡 Billing Info	mation				
Extension Extension										
	*	Edit	Confi	Extension Number	Extension Name	Assigned To Phone Line	Primary Group	Publis	Recorded Name	Delete
General			1	222	John	000111666			Not Set	×
Sites Phone Lines		;	1	333	Catherine	000111777			Not Set	×
Abbreviated Dialing		;	1	444	Andrew	000111555	-	V	Not Set	×
 Juncoming Calls Coupoing Calls Call Recording Landgroups Hundgroups Identity Music On Hold 										
		🔕 Ad	d Extension	n 🕅 4 Page	1 of ▶ ▶ d	e				1 - 3 of

Once all the information is entered, click the Save button.

You can change the extension name and manage phone line assignments by double-clicking on that extension number or on the **Edit** icon.

To remove the extension from the list, click \times **Delete**.

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

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

Dashboard	🐣 My Pr	ofile	👔 🔯 IP Cer	htrex	📄 Billing	Information							
Dashl	board												
AccountID: 1	2568900550	10			Onli	ne				Ext	ension #: !	512 (Diar	าส
Contact Inform	ation					Brief Billing I	nformatio	n					
Contact C Address Email	viana Edison					Type Balance Refunds Non Call Re	lated Cha	rges		Debit 9.98 USD 0.00 USD 0.00 USD			
Recent Calls													
4 4 Page	1 🕨 🕅	2			1 - 1 of 1	Product & Di	scounts Ii	nformation					
	From	To	Duration	Cost, USD	Play	Product	Eas						
2011-09-21 11:55:53	125689005500	160404373456	0:28	0.05		Destination sa JNB	Service Voice	Peak Level	Threshold 200 USD	Used 0 USD	Current Disc 100% (for	Next Disco	-
14 4 Page	1 🖡 🕅	2			1 - 1 of 1	Saland	Calls	1990	200 030	0.030	free)	(normal rate)	
						Member of H	luntgroup	s Informatio	n				•
						Group Na	me						
						1 New Dep	artment						

Sites

A site is a group of customer's accounts that can be conveniently managed as a single entity. For instance, all of the phone lines used in a sales department or in 'office building A' can be joined into a single group. This allows you to apply certain configuration parameters or service restrictions to the accounts in that group. You can limit the combined number of simultaneous calls for all accounts of a particular site. This is useful if, for instance, 'office building A' has limited bandwidth and can only support 30 calls – no more calls will be allowed in order to avoid severe degradation of the sound quality on all calls in progress.

Any account that is not assigned to a specific site will share the limitations of the Default site.

			Customer Self-Care	Portal			
Balance: 180.20 USD				Web Interface Language: en - English	~	EasyCall (Login: EasyCall)	🔓 Logout
🗄 Dashboard 🛛 🔒 M	y Profile	P Centrex	Biling Information				
Sites							
	C Default Sit	le	Site Name:	Default Site			
General Extensions			Site Name:	Default Site			
Sites			Limit Simultaneous Calls:	Yes	~		
Phone Lines			Max Number of Simultaneous Calls:	4			
😵 External Numbers 💒 Abbreviated Dialing			Max Number of Incoming Calls:				
Dialing Rules			Max Number of Outgoing Calls:				
A Incoming Calls			Max Number of Forwarded Calls:				
all Recording							
A Huntgroups			Codec Connectivity Profile:	Unknown	~		
Apildentity			Max Bandwidth:				
			Max Incoming Bandwidth:				
			Max Outgoing Bandwidth:				
			Location Information:	Disabled	*		
			Current Location:				
			Allowed Mobility:		~		

Name for a group of accounts Engage real-time checks of the number of
Engage real-time checks of the number of
concurrent calls made by accounts that belong to this site. When the specified number of concurrent calls has already been established (calls are in a "connected" state) and the account tries to place another call, that call will be rejected.
Allow only a specific number of concurrent calls (regardless of their type, such as incoming or outgoing) for accounts at this site. Allow only a specific number of concurrent
incoming calls for accounts at this site.
Allow only a specific number of concurrent outgoing calls for accounts at this site.
Allow only a specific number of concurrent
forwarded calls for accounts at this site.
Codec connectivity profile that will be used for
bandwidth allocation calculation. Every new call's
allocated bandwidth is calculated by considering a negotiated codec and its parameters to enable full use of the available bandwidth and block new calls if no more bandwidth is available.
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.
Bandwidth utilization limitation for incoming calls.
Bandwidth utilization limitation for outgoing calls.
Customer's permanent location for geo-IP fraud
prevention.
Customer's permanent location. It contains a country code top-level domain (in <i>iso_3166_1_a2</i> format, e.g. <i>fr</i> for France, <i>de</i> for Germany etc.)

Allowed Mobility	• Stationary user (constant location) option can be used if the customer is not authorized to make calls from various countries (e.g. as a residential customer would make calls from his SIP phone). Calls made from any other country will be screened.
	• The Roaming user (frequent location) option can be used for customers who travel frequently. In this case, a change in location would be considered acceptable.

Phone Lines

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

					Customer Se	elf-Care	Portal					
Balance: 11.55 USD					Credit	Limit: 1,00	0.00 USD en - Eng	lish	 EasyCall Ltd 	d (Login: EasyCal	ILtd)	🔒 Logout 🕞
🔡 Dashboard	My Profile		IP Centr	ex	📄 Billing In	formation						
Phone Lines	5											😡 Help
🙀 General	«	Configure	ID	ldle, days	Available Funds, USD	Туре	Product	Batch	Site	Forwarding Enabled	SIP	IP Phone Model
Extensions Sites		1	16041235003) Unlimited	Credit	SIP Subscribers		Default Site	_	0	Linksys/SP
Second Phone Lines		1	16041235004		100.00	Credit	SIP Subscribers		Default Site	v	0	Linksys/SP
₩ DIDs Abbreviated Dialing Dialing Rules		1	16041235005		99.93	Credit	SIP Subscribers		Default Site	-		
A Incoming Calls Outgoing Calls		1	17781225000		99.93	Credit	SIP Subscribers		Default Site	-		
 Call Recording Huntgroups 		1	19070712231		99.93	Credit	SIP Subscribers	1111	Default Site	-		
Autogroups Autogroups Music On Hold		1	42727269710		99.93	Credit	SIP Subscribers	1111	Default Site	-		
Wildsic Off Hold		1	60718744698		99.93	Credit	SIP Subscribers	1111	Default Site	-		
		1	60985666273		99.93	Credit	SIP Subscribers	1111	Default Site	-		
		E Group E	Sy Batch 🔰 🛛 🛛	Page	1 of 1 🕨	₩ &						1 - 8 of 8

Column	Description
Configure	Click Configure to edit the settings for a
	particular phone line.
ID	The primary identification for this phone line
	(i.e. account ID).
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 usually associated with postpaid services.
Product	The product assigned to a particular phone line.

Batch	Accounts can be grouped into batches. Each batch
	has its own descriptive 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 Ves icon is shown. The field with
	an — No icon indicates that forwarding is disabled.
SIP	When the phone line is used by a phone to register
	with the SIP server, the ^O Online 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 bottom of the page.

You can configure forwarding when it is enabled for the phone line. Just click the *Configure* icon next to the phone line to go to the **Edit Phone Line** page.

There are several call forwarding modes: Follow-Me, Advanced Forwarding, Forward to SIP URI and Simple Forwarding.

Follow-Me Forwarding Mode

Using follow-me you can forward calls to multiple destinations. You can also configure it so that each of these destinations will be used during its own time period.

- 1. On the **IP Centrex** tab, select **Forwarding**.
- 2. Click **O** Add New Number.

NNN Edit Phone Line: 0009	99123			a ×
Dashboard	🔏 My Profile	iP Centrex	Billing Information	
Edit For	warding «			
🎬 General		Enable Rule		
External Numbers		Description	Forwarding to a cell phone	
A Incoming Calls		Number	35644890579	
St Forwarding				
Call Screening Call Recording		Hide Advanced Settings		
Voicemail		Calling Party Display	Caler Number and Name	
Faxes		Ring for	15	
Real Auto Attendant		Ring Schedule:	Always	
Second Call Barring			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.
 - **Always** Calls will always be forwarded to your cell phone.
 - **Only at the following time interval** If you want to forward calls to a cell phone only during a specific time period. Click the 🗭 icon to define that interval. Please consult the *How* section for more information.

🔊 Edit Phone Line: 0009991	123					8×
Dashboard	🐣 My Profile	🙀 IP Centrex	Biling Information			
Forwardin	ıg					
Ceneral کی External Numbers سل Dialing Rules کم Incoming Calls	There are no		forward ringing strategy. I in the ringing group. is not answered on your IP phot	ne in 30 🔹 seconds,		
Streening	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 Display: Caller Number and Name	٠	×
Call Barring Call Barring dentity Music On Hold Emergency Calls	C. Add New York	mbar 🔛 Daus				
	Add New Nu	mber 🔚 Save 🕅	Page 1 of 🕨 🕅 🍣)		1 - 1 of

- 4. Click the 🗏 Save 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 these steps:

- 1. On the IP Centrex tab, choose select 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 in the **Follow-Me Forwarding Mode** chapter.

Belit Phone Line: 000999123			8 X
🔠 Dashboard 🦀 My Profi	e 🔯 IP Centrex	Billing Information	
Edit Advanced F	orwarding		
General External Numbers Dialing Rules Incoming Calls Advanced Forwarding Call Screening Call Screening Advanced Forwarding Pervenail Faxes Auto Attendant DisA Call Barring Generity Generity Emergency Calls	Enable Rule Description Number SIP Proxy Hide Advanced Settings Transport Protocol Keep Original CLD Caling Party Display Ring for Ring Schedule:	Image: Constraint of the cell phone 35644890579 193.193.193.10 Image: Constraint of the constra	
	🔚 Save 🛛 💭 Back		
	🞇 Edit Advanced Forwarding		

Additional fields that are not available when adding a follow-me number:

- **SIP Proxy** Select SIP proxy from the list.
- Keep Original CLD Select this check box 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.

4. Click 🗏 Save.

Simple Forwarding

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

NNN Edit Phone Line: 00099	99123			æ ×
Dashboard	A My Profile	i IP Centrex	Biling Information	
Simple F	Forwardi	ng		
	«	Forward To	35644890579	
General Second State Dialing Rules Incoming Calls				
Simple Forwarding Call Screening Call Screening Call Screening Call Recording Call Recording Call Recording Call Retring Call Barring Call Barring Call Script Music On Hold Emergency Calls				
		E Save		

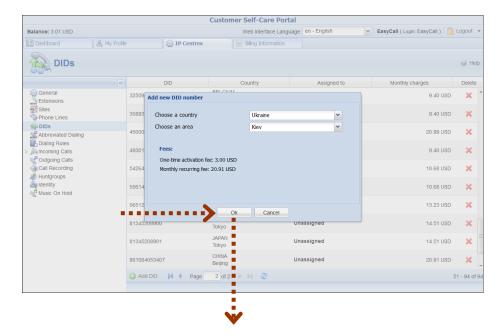
- 1. On the IP Centrex tab, select Simple Forwarding.
- 2. Enter the following information:
 - Forward To The number you wish the calls to be forwarded to.
- 3. Click the 🗏 Save.

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:

				Custome	r Self-Care Portal					
Balance: 3.01 USD					Web Interface Languag	e: en - English	~	EasyCall (Login: EasyCall)	🔒 Logo	out
Dashboard	🔺 My Profile		Different IP Centrex		Biling Information					
DIDs									e) Helj
	~		DID		Country	Assigned to		Monthly charges	Df	elete
General		3250946019		BELGIUM Brugge	u	Inassigned		9.40 U	SD	×
Sites Phone Lines		35893158439	2	FINLAND Helsinki	u	Inassigned		9.40 U	SD	×
🐅 DIDs Search Dialing		450000001		DENMARK Virtual PRI	U	Inassigned		20.99 U	SD	×
Dialing Rules		493011111113		GERMANY Berlin	U	Inassigned		9.40 L	SD	×
Calls Calls Calls Calls Calls Call Recording		54264466071	1	ARGENTIN San Juan	A U	Inassigned		10.68 U	SD	×
ldentity		55614040426	0	BRAZIL Brasilia	u	Inassigned		10.68 U	SD	×
<i>2</i>		56512472780		CHILE La Serena	U	Inassigned		13.23 U	SD	×
	81345208900		JAPAN Tokyo	U	Inassigned		14.51 U	SD	×	
		81345208901		JAPAN Tokyo	U	Inassigned		14.51 U	SD	×
		86108405340	7	CHINA Beijing	U	Inassigned		20.91 U	SD	×
	•••>	🗿 Add DID	🚺 🖣 Page	2 of 2	▶ ▶ 2				51 - 9	94 of



			Customer Self-Care Porta	I		
Balance: 3.01 USD			Web Interface Langua	ge: en - English	🖌 EasyCall (Login: EasyCall)	Logout -
B Dashboard	🐣 My Profile	IP Centrex	Biling Information			
DIDs						😡 Help
	«	DID	Country	Assigned to	Monthly charges	Delete
General Extensions		3250946019	BELGIUM Brugge	Unassigned	9.40 USD	×
🛃 Sites 🕎 Phone Lines		358931584392	FINLAND Helsinki	Unassigned	9.40 USD	×
Abbreviated Dialing Dialing Rules	g Rules ng Calls ecording y On Hold 55614040	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 of 9

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 (also known as Speed Dial)

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

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

		Customer Self	-Care Portal		
Balance: 69.41 USD		Credit Limi	t: 1,000.00 USD en - English	Y Easy Call Ltd. (Login: easycallitd)	🔓 Logout 👻
Dashboard	My Profile	🔯 IP Centrex	Billing Information	🚫 Trouble Tickets	
Abbreviated D	ialing				🕢 Help
Seneral	Abbreviated	Number Length 3			
Extensions	Edit	Abbreviated #	# To Dial	Description	Delete
Phone Lines	;	188	12177700088	Amanda's office Lynksys	×
Abbreviated Dialing		189	12177700089	Andrew's IP Phone	×
Collary Fulls Colls Colls Colls Colls Colls Colls Coll Courses Coll Queues Coll Queues Coll Queues					
	🔘 Add 🛛 🚺	🖣 🕴 Page 👥 1 of 1 🗼 🕅 🛛 🤓			1 - 2 of 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.
# 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 Portal
Balance: 165.16 USD	Credit Limit: 1,000.00 USD en - English 🛛 y JohnDoe (Login: john_doe) 👸 Logout 👻
BB Dashboard	A My Profile 🔛 IP Centrex 🗟 Billing Information
Dialing Rules	😡 Нер
General Constants Statesions States Pone Lines Pone Lines Pone Lines Pone Calls Cal Logs Cal Logs Cal Queues Cal Queues Cal Queues Cal Queues	Ci Dialing Rules: North America, 10 digit dialing Your location Dialing Prefixes Your reac code(s): Duritide line dial prefix: Your area code(s): Domestic long-distance dial prefix: 911, 112): Dialing Prefix: Service Features Codes Park Prefix: Park Prefix: *70 Release Prefix: *71 Hide CLI Prefix: *67
	Hide CLI Prefix: "57 Show CLI Prefix: "58 Check Yourself You are going to cal: 555-1234 To cal within your local area you dial: 555-1234 To cal long distance (within your country, 123 code) you dial: 1123-555-1234 To cal internationally you dial (to country with code 44 20): 01144-20-555-1234 Save

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 select 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**.

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.
	The default value is '07.
	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.
	The default value is *68.
	The default value is 00.
	This access code is available only if Hide CLI is
	enabled for the account.

Service features codes (also know as Feature access codes)

Incoming Calls

Here you can set the parameters for incoming calls.

Customer Self-Care Portal								
Balance: 165.16 USD		Credit	Limit: 1,000.00 USD en - English	~	JohnDoe (Login: john_doe)	🔒 Logout 👻		
🔝 Dashboard	My Profile	i IP Centrex	Billing Information					
Incoming Calls						😡 Help		
General Extensions Stass Dione Lines Dione Lines Dione Mules Call Parking Call Parking Outgoing Calls Call Cags Huntgroups Call Queues Call Queues Call Queues Call Queues Call Queues	Ext-to-Ext Call Distinctive R Group Pickup Group Pickup Prefix Endpoint Redirection	No Yes *40 2	×					
	📄 Save							
		© 2001-2015 PortaOne, In	c. All rights reserved.					

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.
Crosse Call	
Group Call Pickup	The Group Pickup feature enables an end user to answer a call arriving to the other accounts of this
Гіскир	customer by dialing a Group Pickup Prefix .
	 Select Yes to activate group pickup for the customer.
	• Select No to make group pickup unavailable
	to the customer.
	Note that group pickup must be enabled for the
	particular huntgroup as well.
Group Pickup	An end user can dial this access code to answer a call
Prefix	arriving to the huntgroup that this end user belongs
	to.
	The default value is *40.
	This access code is available only if group pickup is
	enabled for the customer.
	Read-only field. For information about how to
	configure Group Pickup Prefix, please see the Service
	Feature Codes (also know as Feature Access Codes) table in
	the Dialing rules section of this guide.

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.

		Customer Self-	Care Portal			
Balance: 165.16 USD		Credit L	.imit: 1,000.00 USD en - English	~	JohnDoe (Login: john_doe)	🔒 Logout 👻
Dashboard	🐣 My Profile	iP Centrex	Billing Information			
Call Parkin	g					🕑 Help
Ceneral Contensions Phone Lines DDs Call Dating Duing Rules Call Calls Call Logs Call Logs Call Calls Call Calls Calls Call Calls Call Calls Calls Calls Call Calls Calls Calls Cal	Call Parking Park Prefix Release Prefix	No *70 *71	~			
	E Save					
		© 2001-2015 PortaOne, Inc	c. All rights reserved.			

Field	Description							
Call Parking	• Select Enabled to activate call parking for the							
	customer.							
	• Select Disabled to make call parking							
	unavailable to the customer.							
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.							
	Read-only field. For information about how to configure Park Prefix , please see the <i>Service Feature Codes (also known as Feature Access Codes)</i> table in the Dialing rules section of this guide.							

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.
	Read-only field. For information about how to configure Release Prefix , please see the <i>Service Feature Codes (also known as Feature Access Codes)</i> table in the Dialing rules section of this guide.

Outgoing Calls

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

	Cust	omer Self-Care Portal		
Balance: 180.20 USD		Web Interface Language: en - English	EasyCall (Login: EasyCall)	🔒 Logout 🕞
🔝 Dashboard 🥼 My Profile	e 🔯 IP Centrex	Biling Information		
Outgoing Calls				
Constant of the second	Limt Simutaneous Cals Max Number Of Smutaneous Cals	2		

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 Lir	mit: 1,000.00 USD en - Englis	h 💙 Nor	ma Baker (Login: NormaB)	🔓 L	ogout 👻
Dashboard	<u>&</u> 1	ty Profile	🔯 IP Centrex	Billing Infor	mation	🗿 Trouble Tickets		
Call Logs								🕢 Help
	«	From: 2014-08-11	Til: 2014-11-11			1	抬	Search
General Extensions		Date/Time	Account ID	From	То	Duration		Play
1 Sites		2014-10-30 13:39:38	ANI123456788	ANI123456788	12125551234	0	32	
Phone Lines		2014-10-30 13:38:59	ANI123456788	ANI123456788	12125551234	0	32	
👷 DIDs 👷 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	
Incoming Calls Outgoing 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	
용 Huntgroups 동 Cal Queue 실 Uently ଐ Music On Hold								
		A Page 1 of 1	🕨 🕅 🖓					1 - 6 of 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 F	ortal				
Available Funds: 10.00 USD					Web I	nterface Language: en - Eng	plish 👻 Eas	syCall (Login: eas	sycallco) 🔒	Logout
Dashboard	8 M	ly Profile		i IP Centre	x	Billing Information	🚫 Trouble Tick	ets		
Huntgroups										() H
Seneral	«	Edit	Configure	Huntgroup Number	Huntgroup Name	Hunt Sequence	Assigned Extensions	Caller ID	Call Pickup Allowed	Dele
Extensions Sites Phone Lines		7	ap.	100	Sales	123 Order	Empty Huntgroup	Keep original	~	×
🖗 DIDs S Abbreviated Dialing W Dialing Rules		-	1	200	Support	Random	Empty Huntgroup	Keep original	~	×
Mincoming Calls Call Parking Outgoing Calls Outgoing Calls Outgoing Calls Huntgroups										
Call Queue Call Queue Identity										



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

To add a new huntgroup, follow these steps:

1. Click the ⁽³⁾ 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 Short descriptive name for this group of extensions, e.g. "New department."
- Hunt Sequence The order for delivering a call to one or more extensions.
 - If **Order** is selected, extensions will be called one by one from the first (topmost) to the last number until the call is answered.
 - Select **Random** if you want to use a random order.
 - **Simultaneous** enables simultaneous calls to every extension from the list.
 - **Least Used** sorts the phone lines in descending order beginning with their last usage, and delivers a call to their extensions, accordingly.
- 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 hunt group.

				Cus	stomer Self-Care I	Portal					
Available Funds: 10.00 USD					Web	nterface Lang	uage: en - Eng	lish 👻 Ea	asyCall (Login: eas	sycallco) 🛛 🔒	Logout
88 Dashboard	🐣 My Profile			IP Centre	x	🗟 Billing Info	ormation	🚫 Trouble Tid	kets		
Huntgroups	« Ed.									Call Pickup	() H
i General	Edit	Configure	Huntgr	oup Number	Huntgroup Name	Hunt	Sequence	Assigned Extensions	Caller ID	Allowed	Dele
Extensions			200		Support	Random	~	Empty Huntgroup	Keep origin 💌	1	
Phone Lines DIDs Lines Lines Did Did Didling		1	100		Sales	Update	Cancel Order	Empty Huntgroup	Keep original	~	>
Dialing Rules Dialing Rules Dialing Rules Call Parking Outgoing Calls Call Logs Chart Logs Huntgroups											
Scall Queue Jaidentity Music On Hold											
	O Add	I Huntgroup	14 4 1	Page 1 of	1 🕨 🕅 🖓						1 - 2

			Cu	stomer Self-Care I	Portal				
Available Funds: 10.00 USD				Web I	nterface Language: en - Enç	plish 👻 Eas	syCall (Login: eas	sycallco) 🔒	Logout
B Dashboard	🔏 My Pro	ofile	i IP Centre	x	Billing Information	🚫 Trouble Tick	ets		
W Huntgroups									🕑 Hel
S General	К Е	dit Configure	Huntgroup Number	Huntgroup Name	Hunt Sequence	Assigned Extensions	Caller ID	Call Pickup Allowed	Delete
Sites		۶	100	Sales	123 Order	Empty Huntgroup	Keep original	~	×
ŵ DIDs ﷺ Abbreviated Dialing ∰ Dialing Rules		> /	200	Support	Random	Empty Huntgroup	Keep original	~	×
a Incoming Calls a Call Parking									
🔞 Call Logs 🍰 Huntgroups									
Call Queue									
-									
	0	A 44 5 5 million and a second	A Page 1 of	r1 🕨 🕅 😂					1 - 2 01

2. Once all the information is entered, click the **Update** button.

To specify one or several extensions that calls should be delivered to, follow these steps:

- 1. Click the **Configure** icon next to the hunt group number.
- 2. Click the **Add Extension** button.

				Customer Sel	f-Care Portal					
Balance: 180.20 USD					Web Interface Language:	en - English	~	EasyCall (Login	EasyCall) 🛛 🔓	Logout
🗄 Dashboard 🛛 🐣 My Profile		iP Cent	trex	🔡 Biling Informa	ation					
Bdit Huntgroup: S	Support	Departi	ment							
«	Huntgroup N	umber 9	9		Hunt Seque	nce	Random		~	
Extensions	Huntgroup N	ame 5	upport De	partment	Caler ID		Keep original		*	
Sites	Call Pickup Al	owed 🗸								
external Numbers	Included I	xtensions	Included	1 Huntgroups						
Mobreviated Dialing Dialing Rules Normal Calls	Order	Extension M	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		18	5		
Huntgroups					Update Ca	ncel				
Ap Identity	•	444		Andrew	000111555		Infinite	-	×	×
	Add External	ension								
	🔚 Save 🛛 🏅	Back								

- 3. From the Extension Number, select the required extension.
- 4. Specify the following options:
 - **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.

5. Click Updated.

				Customer Sel	f-Care Portal					
Balance: 180.20 USD					Web Interface Language:	en - English	×	EasyCall (Login:	EasyCall)	Logout
🖁 Dashboard 🛛 🐣 My Profi	e	🔯 IP Cent	rex	🔡 Biling Inform	ation					
Bdit Huntgroup:	Support	Departr	nent							
«	Huntgroup N	umber 99	•		Hunt Sequer	nce F	landom		*	
General	Huntgroup N	ame Su	upport De	epartment	Caller ID	ĸ	eep original		~	
Sites	Call Pickup Al									
🙀 External Numbers	Included	Extensions	Included	d Huntgroups						
Mobreviated Dialing Dialing Rules Note Control Calls	Order	Extension N	lumber	Extension Name	Assigned To Phone Line	Ringing Delay, sec	Ringing Time, sec	Ignore Follow- me/Voicemail	Set This Group as Primary	Delet
Calls 🖓 Calls		555		Tom	000111888		15	_	-	×
A Huntgroups Identity A Music On Hold	•	444		Andrew	000111555		Infinite	_	4	×
-	Add Extension	ension								
	Save 3	Back								

In order for changes to take effect you need to click the **Save** button 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**.

				Customer	Self-Ca	re Portal					
Balance: 180.20 USD					Web Inte	rface Langua	age: en - Englist	1	👻 Easy	Call (Login: EasyCall)	🔓 Logout
Dashboard	🐣 My Profile	1	IP Ce	ntrex	Biling Inform	nation					
💕 Edit Hunt											
🎡 General	**	Huntgroup Numb	er	111			Hunt Sequ	ence	Order		~
Serieral Extensions		Huntgroup Name		Sales			Caller ID		Keep orig	inal	*
Sites Phone Lines External Numbers		Call Pickup Allowed	d [V							
Abbreviated Dialing		Included Extens	sions	Included Huntgroups							
Dialing Rules		Order	Huntg	roup Number	Huntgrou	o Name		Included Exte	ensions	Ignore Follow- me/Voicemail	Delete
Outgoing Calls Call Recording			112	~	Support			Empty Huntgro		V	
A Huntgroups						Update	Cancel				
▲ Identity ④ Music On Hold											
		Add Huntgroup									
		📄 Save 🛛 💭 Ba	lack								
		Edit Huntgroup									

				Customer	Self-Care Portal					
Balance: 180.20 USD					Web Interface Langua	age: en - English		✓ Easy	Call (Login: EasyCall)	🔒 Logout 🔹
EB Dashboard	🔏 My Profile	4	IP C	entrex 📑 E	Siling Information					
🥩 Edit Hur	ntgroup: S	Sales								
	«	Huntgroup Numbe	er	111		Hunt Sequ	ence	Order		*
General		Huntgroup Name		Sales		Caller ID		Keep orig	inal	~
Extensions		Call Pickup Allowed		 Image: Second sec						
Phone Lines		Call Pickup Allowed	u	V						
Reference Stress		<u></u>								
Mbreviated Dialing		Included Extensi	ions	Included Huntgroups						
Dialing Raiss		Order	Hunt	group Number	Huntgroup Name		Included Exte	ensions	Ignore Follow- me/Voicemail	Delete
Cutgoing Calls										
Call Recording			112		Support		Empty Huntgro	up	v	×
a Identity										
🖑 Music On Hold										
		Add Huntgrou	up							
		🔚 Save 🛛 ⊃ Ba	ack							
		Edit Huntgroup								
1	l.									

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.

When a new incoming call arrives, it is assigned a position in the queue. The callers hear announcements about number of callers ahead of them in the queue and the estimated waiting time. After that, the specified "music on hold" is played, and every 5 minutes the callers are updated about their current positions in the queue and the estimated wait time.

Note that estimated wait time is calculated as follows:

- For the *new* Media Server: (Average handle time)*(Number of callers ahead).
- For the *previous-generation* Media Server: (Average handle time)*[(Number of simultaneous calls made to the call queue number) – (Maximum number of outgoing calls to agents)].

Customer Self-Care Portal Balance: 0.00 USD Web Interface Language. en - English V Happy Traffic (Login: happytraffic) 🔒 Log	out 👻
🔠 Dashboard 🖉 My Profile 🔯 IP Centrex 📄 Billing Information 🚫 Trouble Tickets	
	Help
* *	
General Huntgroup: Sales Stemsions Maximum number of 10 Phone Lines outgoing calls to agents: Dob Maximum number of Stevented Dialing Incoming calls on hold: Dialing Rules Average handle time, Souting Calls Average handle time,	
Image: Search of the searc	
Legislativ Announce estimated wait Music On Hold time:	
Music on Hold: Dev Music on Hold 1.mp3	
© 2001-2015 PortaOne, Inc. All rights reserved.	

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. Note: Empty huntgroups are not listed. Add at least one extension to the huntgroup first.
Maximum number of outgoing calls to agents	The maximum number of calls that agents can process simultaneously. You can think of it as the number of agents who answer calls made to a call center (e.g. if you have 5 agents who answer calls made to Sales, they can process a maximum of 5 calls, simultaneously). NOTE: This option is used only by the <i>previous-generation</i> Media Server which uses it to define whether the next call that arrives to the call queue must be placed on hold or connected to an agent. When the number of simultaneous calls made to the call center exceeds the value defined for this option (e.g. 10 calls arrived to the call center simultaneously, but there are only 5 agents who answer calls), the Media Server places calls 6–10 on hold within the queue. When the number of simultaneous calls made to the call center is fewer than the value defined for this option (e.g. 5 calls arrived to the call center simultaneously and there are 10 agents to answer calls), the Media Server immediately attempts to connect all calls to agents.

	Therefore it's important to specify a true-to-life number: if you
	specify a number that is too low, some calls will be queued
	even if there are free agents; if you specify too high a number, some calls won't be queued even if there are no
	actual agents to answer them. Subsequently it will be a
	regular call for these callers, with no queue announcements.
Maximum	The maximum number of calls that can be placed on
number of	hold within this queue.
incoming calls	
on hold	When this number is reached, the next call is
	disconnected.
Average handle	The expected average processing time for each call in
time, minutes	minutes (used to calculate the estimated wait time).
Announce	When this check box is selected, callers will hear an
number of	announcement about number of callers ahead of
callers ahead	them in the queue. Note that this check box is currently
	always selected and dimmed.
Announce	When this check box is selected, callers will hear an
estimated wait	announcement about the estimated wait time. Note
time	that this check box is currently always selected and dimmed.
Music on Hold	A melody (or announcement) which is played to
	users waiting to be connected.
	The maximum file size allowed is 3 MB.

Identity

On this page information about your identity (your phone number) is displayed. Here you can manage the identity that will be used for outgoing calls made from all of your phone lines.

Customer Self-Care Portal					
Available Funds: 242.95 USD		Web Interface Language: en - English	y John D	loe (Login: johndoe)	🔓 Logout 👻
Dashboard	🐣 My Profile	🔯 IP Centrex	Billing Information		
ldentity					🕑 Help
General Extensions Sites Phone Lines Doling Rules Daling Rules Cultoging Calls Cultoging Calls Call Logs Call Logs Call Logs Call Logs Call Logs Call Cogs Call Co	Overrite Identity: Batch:	If Different From All Cus	tomer Accounts	*	
	Identity:	12125554120	12125554120		
	Overrite Display Number:	If Ruled Out by the Iden	itity Constraint	*	
	Overrite Display Name:	Never		~	
	E Save				
	<u>© 2001</u>	2015 PortaOne, Inc. All rights reserved.			

NOTE: You can only manage the identity if you have been granted special permission by your service provider.

Column	Description
Override	This option defines the rules for which identity will be
Identity	 This option defines the rules for which identity will be used for outgoing calls made from all of your phone lines based on the one supplied by the user's phone device. The following options are available: Never – This option means that the caller identity (display number and display name) will be displayed for the callee exactly as it was configured by the user on his device. If Different From Account ID And Aliases – The caller identity supplied by the user's phone device will be overridden if it differs from the phone line authorized for the call or any of the aliases assigned to this phone line. If Different From All Customer Accounts – The caller identity supplied by the user's phone device will be overridden if it doesn't match any of your phone lines or their aliases. If Different From All Accounts in the Specified Batch – The caller identity supplied by the user's phone a specific batch. If Different From All Accounts in the Specified batch. If Different From All Accounts in the Specified Huntgroup – The caller identity supplied by the user's phone device will be overridden if it does not match any of the extensions from a specific batch. If Different From All Accounts in the Specified Huntgroup – The caller identity supplied by the user's phone device will be overridden if it does not match any of the extensions from a specific huntgroup. If Different From All Accounts in the Specified Site – The caller identity supplied by the user's phone device will be overridden if it does not match any of the phone lines from a specific will be overridden if it does not match any of the phone lines from a specific will be overridden if it does not match any of the phone lines from a specific site.
Batch	to be used for all of your phone lines. Specify which batch the phone line that is verified for
	identity must belong to (this field is only available when If Different From All Accounts in the Specified Batch has been selected).
Huntgroup	Specify a huntgroup the phone line that is verified for
	identity must belong to (this field is only available when If Different From All Accounts in the Specified Huntgroup is selected).

Site	Specify the site the phone line that is verified for identity
	must belong to (this field is only available when If
	Different From All Accounts in the Specified Site is
	selected).
Identity	Specify the identity that will be used to override the
	identity sent by the caller's device if that one doesn't
	comply with the rules specified in the Override Identity
	list.
Override	This allows you to control the "Caller number" – the
Display	number that is visible on the phone display of the called
Number	party. The possible values are:
	• Never – The caller's display number will not be
	modified and will be displayed for the called party
	as is.
	• If Ruled Out by the Identity Constraint – The
	caller's display number is verified according to a
	rule set for the identity. For example, when the <i>If</i>
	Different From Account ID and Aliases option is
	selected in the Override Identity list, and the
	caller's display number doesn't match the phone
	line that is authorized for the call or any of the
	aliases assigned to this phone line, the display
	number will be overridden.
	• If Different From the Used Identity – The
	caller's display number will be overridden if it is
	different from the caller identity used for the call.
	• Always – The display number will always be
	overridden, regardless of the limitations applied to
	the identity.
Override	This allows you to override the caller name used by the
Display	calling account. The possible values are:
Name	• Never – The display name defined by the user
	1 2
	will not be modified and will be displayed for the
	called party as is.
	• Always – The display name defined by the user
	will always be overridden.

Music on Hold

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

				Custom	er Self-Care Portal				
Balance: 180.20 USD					Web Interface Language	en - English	~	EasyCall (Login: EasyCall)	🔓 Logout 👻
Dashboard	🛛 🐣 My Profile		🙀 IP Centre	ex	Biling Information				
Music O	n Hold								
- Maria	~	browse	Description:	Please uplo	ad your music			Upload	
Extensions		Description						Play On Hold	
Sites Phone Lines External Numbers Abbreviated Dialing		No Frills C	umbia (c) 2001	Kevin MacLe	od. Latin			\$	
Daling Rules Daling Rules Daling Calls Control									
R Music On Hold									
G									

Click the **Play On Hold** button 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 panels:

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

lance: 70.00 USD				Cre	edit Limit: 1,000.00 U	SD en - English	× 1	EasyCall, Inc (Logi	n: EasyCallinc)	🔂 Log
Dashboard	🐣 My Profile	P Centrex	Billing Information	Ŀ	🚫 Trouble Tickets					
📄 Billing Sur	nmary									0
	(4)									
Billing Summary	Brief Billing Infor	mation			Invoices Informa	tion				
Subscriptions Transactions	Balance Credit Lin		0.00 USD 0.00 USD		Balance due		70.00	USD	🚍 Make a Pa	ryment
Reports Volume Discounts					Last invoice du	ie date	2015-03-03	3		
Invoices	Transactions Tol	als Information		-	Last Invoice A	mount	150.00 USE	D		
Make a Payment	From	2014-	12-02		Overdue balan		20.00 USE	0		
Payment Info	Till	2015-			Last Payment 2015-03-02	received on	80.00 USE	0		
	Payments) USD							
	Usage Charg	jes 0.0) USD		View	Due Date		Amount	Payment St	
	Total	70.00	USD		Q	2015-03-03		50.00 USD	Unpaid	
	Total Transa	ictions	3		Q	2015-03-01		20.00 USD	Overdu	0
					See All Invoices	- 1 2 2				
					Active Subscription	ons				
					Subsci	iption	Periodic Fer	e Start		h Date /-MM-I
					There is no data to	display				
					æ					
					Volume Discounts					
					Destination Group	Service	Discount name	Used/Remainin	ig Expir	ation
					There is no data	to display				

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:
	• Balance Due – This represents the remaining
	amount you must pay for your invoice.
	• 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.
	• 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.
	 Overdue Balance – This represents the total
	remaining balance for all overdue invoices. The
	overdue balance decreases as payments are
	received.
	• Last Payment Received on – This shows the
	amount of the last payment and the date when
	this transaction took place.

To view all of the invoices use the See All Inv					
	button.				
Active	Subscription plans that currently apply to you.				
Subscriptions					
Volume	Volume discount plans that currently apply to you.				
Discounts					

General

Balance: 0.00 UAH					
		Web Interface Langu	uage: en - English 🗸 🗸	EasyCall (Login:Easycall)	🔒 Logout 🕞
🔠 Dashboard 🦀 My Pro	ofile 🔯 IP Ce	entrex 📑 B	Billing Information		
General					🕑 Help
Iming Summary Set Ceneral Subscriptons Transactions Imin Reports Volume Discounts Volume Discounts Invoices Make a Payment Imin Reports Payment Info	x ID nd Statistic Save	Customer Cass Default Customer Cass Default Ful Statistics Summary Only Do not Send			

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

Subscriptions

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

			Customer 9	Seli	f-Care Portal					
Balance: 0.42 USD			Credit Limit: 1,000.00 USD en - English 🛛 👻 EasyCall Ltd (Login: EasyCa							gout -
🔠 Dashboard		4y Profile	र्द्धे IP Centrex		Billing	Information		O Trouble Tick	ets	
Subscriptio	ons) Help
	«	Subs	cription		Periodic Fee		Start Date	YYYY-MM-DD 🔺	Finish Date YYYY-	MM-DD
Contract Billing Summary		Giran Shared: (1 Active Sub	scription for 0.70 USD)							-
Subscriptions		Follow-Me				0.70 USD	20	013-10-10	-	
Transactions		Account 121254123	55: (4 Active Subscriptions	for	17.50 USD)					
Reports		Abon plata				7.00 USD	20	14-04-28	-	
Invoices		Follow-Me				0.00 USD	20	14-04-28	-	
Make a Payment		Internet Access Start				3.50 USD	20	14-04-28	-	
Payment Info		BasicTV				7.00 USD	20	14-04-28	-	
		Account 121255512	3: (2 Active Subscriptions	for	7.00 USD)					-
		Total Subscriptions active	now: 1		Total periodic fee active now:	53.89 USD				
		N A Page 1 of	2 🕨 🕅 🖉							1 - 16

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-C	are Portal				
Balance: 31.02 USD		Credit Limit: 1,000.00 USD en - English 💉 I					
88 Dashboard	🐣 My Profile	ई IP Centrex	📄 Billing Inf	ormation	O Trouble Tickets		
Transaction	s					0	
	K Filter						
Billing Summary	From Date:	2014-10-13 🛄 YYYY-MM-D	09:57:15 HH24:	4I:SS			
General Subscriptions	Till Date:	2014-11-14 🔤 YYYY-MM-D	09:57:15 HH24:	41:55			
Transactions	Service:	Annual (×				
Reports		Customer And Credit Accounts	*				
Invoices		Show Failed Transactions					
Make a Payment							
Payment Info		🔾 Show Records 🛛 📴 Down	load				
	Summary						
	Service	Total Transactions	Charged Quant	ty Ch	arged Amount	Show Detai	
	Subscriptions		5		30.99000 USD	6	
	Voice Calls		6 192 (se	conds)	0.03198 USD	B	
	Total Service Used:	2 Total Transactions:	11	Total Charg Amount:	ed 31.02 USD		
	4 4 Page 1 o	f1 🕨 🕅 🧶				1 - 2 0	
	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.
- 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 **Calendar** icon and click 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 **Download** button to download transaction detail records in the .csv format.

Reports

The **Reports** page 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 Sel	f-Care Portal				
Balance: 28.31 USD		c	redit Limit: 500.00 USD	en - English	❤ Eas	syCall (Login:EasyCall)	🔂 Logout 🕞
BB Dashboard	🔏 My Profile	र्द्ध≩ IP Centrex	📄 Billin	g Information			
Reports							🕑 Help
	Report Type: All	▼ F	rom: 2014-06-15	9 Till: 2014-09-15			箭 Search
Manager Billing Summary	<u></u>	Report Type	Period	Starts -	Period Ends	Download	
Subscriptions	Standard Customer	xDRs Report		201	4-08-18	2014-08-31	Q
Transactions Reports							
Volume Discounts							
Invoices							
Payment In fo							
	4 4 Page	of 1 📔 🕅 🖓					1 - 1 of 1

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

Volume Discounts

The **Volume Discounts** group displays all *active* discounts that apply to you. 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** panel, which is visible by clicking the **Bistory** button.

		Customer	Self-Care Portal				
Balance: 434.73 USD		C	redit Limit: 1,000.00 USD	en - English	~	EasyCall Ltd (Login:	EasyCall) 🛛 🔓 Logout 👻
호흡 Dashboard	🐣 My Profile	इङ्खे IP Centrex	Bi	lling Informatio	n	🚫 Trouble Tickets	
452							(i) Help
Billing Summary	Voice Calls						
Transactions	ні	Discount Plan	Precedence	Combined	Use	d/Remaining	Expiration
Top-up Account	🖻 USA & Canada						
-	@ EasyCall - Pre	mium	Account Individual Plan	55%	115 minut	tes of 500 minutes	Never
	🕜 EasyCall - Silv	er	Low	0%	0 U S	SD of 30 USD	6 days
	EasyCall - Sta	ndard	Product's Default		65 minut	tes of 65 minutes	13 days
	↓ ↓						

				Customer S	Self-Care Portal						
Balance: 4	34.73 USD			Cre	edit Limit: 1,000.00 USD en	English	~	EasyCa	II Ltd (Login: EasyCall)	🔒 L	.ogout -
출告 Dashbo	ard	🐣 My Profile		🙀 IP Centrex	📄 Billing	Information		🚫 Tro	uble Tickets		
											€ He
	Service: 'Voice Calls' [Destination Grou	p: 'USA & Canada'							X	
🚮 Billing		Precedence	Current Discount		Used/Remaining		Exp	iration	Combine With Other Discounts		
Trans	∃ Active Discount Pla	ans									
Top-L		Account Individual Plan	55%	0 minute	115 minutes	500 minutes	N	ever	After reaching the last threshold limit		
	Not Yet Active Disc	count Plans									
	EasyCall - Silver	Low	5%	0 USD	0 USD	30 USD	6	days	Always		
			10%	30 USD	0 USD	55 USD					
			20%	55 USD	0 USD	Unlimited					
	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 Consumed/Used up
	or Not Yet Active status applicable to the customer.
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	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 Discount	Shows the total discount value currently applied to the customer that resulted in the discounts'
	combination.
Used / Remaining	Shows the current value of both consumed and 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 Never is selected, it means that this discount is for one-time use and will not be reapplied to the customer.
	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	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 **Calendar** icon. If you want to include void invoices, just select the corresponding check box and then click **Search**.

			Customer Self	-Care Portal			
Balance: 6.27 USD			Credit Li	mit: 1,000.00 USD en - En	glish 💌	EasyCall Ltd (Login: Eas	yCall) 🔒 Logout
ashboard	🐣 My Profile		र्द्धे IP Centrex	Billing :	Information	O Trouble Tickets	
Invoices							🕑 Help
Biling Summary General Subscriptions Transactions Reports Volume Discounts		voices over the l From: 2015- Til: 2015- Inc mass voice Number	03-23 06-23 lude Void Invoices	YYYY-MM-DD YYYY-MM-DD			
📰 Make a Payment	View	No.	Period Starts	Period Ends	Due Date	Amount	Payment Status
-	Q	104	2015-06-14	2015-06-21	2015-06-25	0.00 USD	
	Q	103	2015-06-07	2015-06-14	2015-06-18	0.00 USD	Paid Paid
	Q	102	2015-05-31	2015-06-07	2015-06-11	0.00 USD	Paid
	Q	101	2015-05-24	2015-05-31	2015-06-04	0.00 USD	Paid
	Q	100	2015-05-17	2015-05-24	2015-05-28	0.00 USD	Paid
	2 14 4	Page 1 of 1	II 🕨 🕅 I 🍣				1 - 14 of 1

Invoices cover these parameters:

- No. (invoice number) The unique identifier for an invoice.
- **Date** The date that the invoice was issued.
- **Payment status** This specifies one of the following:
 - **Do Not Pay** The invoice amount is 0, therefore no payment is required.
 - **Unpaid** Payment has not yet been received.
 - **Partially Paid** Payment has been received but in an amount less than the amount due.
 - **Paid** Invoice has been paid in full.
 - **Overdue** Invoice is unpaid and past due.
 - N/A Payment status is not applicable for this invoice.
- **Period Starts / Ends** The period for which an invoice is generated.
- **Due date** The date by which payment should be received.
- Amount Sum of all charges for this period minus credits / refunds.

Click 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 withdraw 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.

		Customer Self-Care Por	tal			
Balance: 145.81 USD		Credit Limit: 1,000.00 US	D en - English 🗸	Eas	y Call Ltd. (Login: easycalltd)	🔓 Logout 🔸
💼 Dashboard 🖂 I	1y Profile	ई IP Centrex	Billing Information		O Trouble Tickets	
Make a Payment						🕑 Help
«	Balance, USD:	145.81				
Biling Summary Suscriptions Transactions Volume Discounts Nivoices Meteorits Peyment Info		*minimum payment 0.00 USD ista bit card. // YYYY What is this? Save this information for future use.	Country: Billing Address Line 1: Billing Address Line 2: City: Province/State: Postal code: Billing Phone Number:	Pleas	e select a country	3
	PayNearMe	I transaction in which you withdraw	funds from a bank account.			
	With PayNearMe you can r	now buy online and make payment	s with cash at more than 8,2	200 sto	res nationwide	
	Use Other Payment Method	ds				

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.

		Customer Self-C	are Portal		
Balance: 0.00 USD		Web	Interface Language: en - English	Easy Call Ltd. (Login: easycalltd)	🔓 Logout 👻
Bashboard	🔏 My Profile	इङ्के IP Centrex	Billing Information		
ᡖ Make a Payme	ent				🛞 Help
	Balance, USD	: 0.00			
Central Centr	Amount, USD Payment Methods -	50.00 *minimum payment 0.01 USD Express 3401xxxxxxx5877, Exp.	2016-09-30	Next	

		Customer	r Self-Care Porta	al		
Balance: 0.00 USD			Web Interface Lang	uage: en - English	▼ Easy Call Ltd. (Login: easycalltd)	🔒 Logout 👻
Dashboard	My Profile	र्द्धे IP Centrex		Billing Information		
Make a Paymen	t					🕑 Help
	Balance, USD:	0.00				
Billing Summary	Amount, USD:	50.00				
Subscriptions	, and any obb	*minimum payment	t 0.01 USD			
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Rake a Payment Payment Info		Pay directly with	th any major Credit (Card including VISA, MasterCa	ard, American Express	
	• • • • • • • • • • • • • • • • • • •	Pay with Bitcoir	n			
				В	ack Next	



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 Self-Care Portal
Balance: 353.02 USD	Credit Limit: 1,000.00 USD en - English 🛛 🖌 EasyCall Ltd. (Login: easycalls) 📑 Logout
율흡 Dashboard	🔏 My Profile 🔛 🔛 IP Centrex 📄 Billing Information
Payment Inf	
Biling Summary	Preferred Payment Method Oredt or Debit Card Training Training
Transactions	Pay with your credit or debit card.
Reports	Card Number: Country:
Invoices	Cardholder Name: Billing Address Line 1:
Make a Payment	Expiration Date: mm / YYYY Billing Address Line 2:
	CVV: What is this? City:
	Province/State: Please select a state
	Postal code:
	Biling Phone Number:
	Bank account (eCheck) Entrie Paying from your checking Bank Account Orect Debit NL ENTP A direct debit is a financial transaction in which you withdraw funds from a bank account.
	Auto-Payments Image: Auto-pay invoice using this payment method Image: Pay 500.00 USD when the balance exceeds 1,000.00 USD
	Save

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

When you want to define a different credit card as your preferred payment method, click **Edit** and enter the new card information into the **Preferred Payment Method** section. Click **Save** to save this new credit card information.

If your provider supports token-based payments, PortaBilling® will ask you to make a minimum payment in order to check the credit card information and obtain a token that will represent this credit card from a payment processor. The funds will then be transferred to your balance.

				×
2	please make a pa transferred to yo Click 'Yes' if you	ayment of 5.00 USD o our 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)	
	Y	es 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.

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.

Taxes upon payment

If you use prepaid services and the service provider has enabled the Taxes upon Payment functionality for you, the taxes for such services are calculated and applied when your balance automatically tops up.

uto-Payme	ents		
Auto-pay	invoice using this	payment method	
Pay	100.00 USD	when the balance drops below	10.00 USD
Top-Up		100.00 USD	
Applicab	e Taxes	20.00 USD	
Total Ch	arged Amount	120.00 USD	

The tax amount is calculated based on the amount of the top-up and then added to the payment sum. Upon successful payment processing, your balance is topped up by the total charged amount excluding tax.

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		
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🔠 Dashboard	🐣 My Profile		ईँड IP Centrex	Billing Information	🚫 Trouble Tickets	
Trou	ble 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	🛯 🖣 Page 👥 1 of 1 🕨 🕅 d	e				1 - 1 of 1
			© 2001-2014 PortaOne, Inc. All rights res	erved.		

To create a new ticket, simply click the ^(C) **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. 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. The following 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:

NNN Edit Phone Line: 160404373452					8 ×
🔠 Dashboard 🦀 My Profil	e 👔 IP Centr	ex Billing Information			
General	Start Time:	20 *: 00 *		Time Periods	
External Numbers in coming Cala Forwarding Cala Screening Cala Screening Cala Caroning Cala Caroning Cala Barring Favorie Numbers Emergency Cala Emergency Cala	End Time: Day of the Month: Select All Day Sunday Wonday Wednesday Wednesday Winday Saturday Saturday	08 • : 00 • Example: 1, 3, 7, 14-23	Include New Period .	There is no data to display	X Cancel
	Edit Forwarding		m		•

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



Concernal Concernal	🖞 Dashboard	My Profile	i IP Centre	ex 📄 Billing Informat	ion		
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Cell Barring Select All Days Select All Months Favorite Numbers Sunday I January Wasic On Hold Monday February Tuesday March Include New Period Wednesday J Aprif Finday J June Sturday J July August September October November November December	External Numbers Nooming Calls Forwarding Calls Screening Calls Recording	Start	Time:	08 ¥: 00 ¥		From 20:00 Till 08:00, on Monday-Friday,	×
Sinish Kancel	Se Call Barring Se Favorite Numbers Se Identity Music On Hold		Sunday Monday Tuesday Wednesday Thursday Friday	Y January February April April May June July August September October November	nclude New Period 🕪		
						Finish 3	Cancel

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

NNN Edit Phone Line: 160404373452					8 ×
👔 Dashboard 🦂 My Profile	: 🔯 I	IP Centrex	Billing Information	1	
Edit Forwarding					
General We External Numbers Incoming Cals Incoming Cals <t< th=""><th>Number Ring for Use this number</th><th>160404373761 60 Always @ Only at the followi</th><th></th><th>/-Friday,</th><th>forwarding to home number</th></t<>	Number Ring for Use this number	160404373761 60 Always @ Only at the followi		/-Friday,	forwarding to home number
	Save Back			m	,

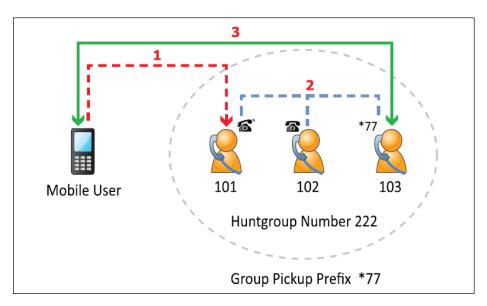
4. Click **Save** to add a specified time period for the current forwarding number.



Sedit Phone Line: 1604	04373452						₽×
BB Dashboard	🔠 🐣 My Profile	1	IP Centrex	Billing Information			
Forward	ding						
र्द्धेः General	~		using Order forwar Imbers which will be u	d ringing strategy. sed in the ringing group.			
External Numbers				call is not answered on you	ır IP phone in 31 👙 s	seconds,	
a Incoming Calls		then forward th			51 V		
Calls Screening		Edit Order	Number	Descriptio	20	Forward Settings	Del
Call Recording Constant Constant Call Barring Call Barring Call Barring Call Barring Call Call Canada Call			160404373761		ing to home number	Time restrictions: From 20:00 Till 08:00, on Monday-Friday, of January- December Ring for: 60 sec	×
₩ Music On Hold ₩ Emergency Calls		Add New Numbridge	er 📩 Save Order 🥷	9			

... 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. On the **IP Centrex** tab, select **Incoming Calls**.
- 2. To enable Group Pickup feature, select **Yes** from the **Group Pickup** list.



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🔝 Dashboard 🦀 My Profile	IP Centrex	Biling Information			
Incoming Calls					
CC Constant Sectors S	Ext-to-Ext. Cal Distinctive Ring Group Pickup Group Pickup Prefix	Yes 77	×		
	E Save				

- 3. Select **Dialing Rules**. For your current dialing rule, in the **Service Feature Codes** area, in the **Group Pickup Prefix** box, type *77. Click **Save**.
- 4. Select **Huntgroups**, and 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** 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** is enabled for the huntgroup.

		Custom	er Self-Care Portal				
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🗄 Dashboard 🛛 🔏 My	Profile 🙀	P Centrex 🔡 Bilin	g Information				
🥩 Edit Huntgrou	ip: Support De	partment					
	Huntgroup Number	99	Hunt Seque	nce Random	*	7	
Extensions	Huntgroup Name	Support Department	Caler ID	Keep original	~		
Prove Lines	Call Pickup Allowed						
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S Abbreviated Dialing Dialing Rules Incoming Calls	Order Exte	nsion Number Extension Name	Assigned To Phone Line	Ringing Ringing Time, Delay, sec sec	Ignore Follow- me/Voicemail	Set This Group as Primary	Delet
Calls @ Calls @ Calls @ Call Recording	999	✓ Irene	000111999	15	5	v	
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					Customer Self-	-Care Portal					
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	*	Huntgroup Nu	umber	99		Hunt Sequer	nce	Random		*	
General		Huntgroup Na	ame	Support D	epartment	Caller ID		Keep original		*	
Extensions		Call Pickup Allo	owed	0							
External Numbers		Included E	xtensions	Include	d 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		Ŷ	555		Tom	000111888		15	-	~	×
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eral	~	Edit	Configure	Huntgroup Number	Huntgroup Name	Hunt Sequence	Assigned Extensions	Caller ID	Call Pickup Allowed	Delete
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tgroups										
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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.