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PortaBilling® Account Self-care Interface, May 2016 Maintenance Release 55 V1.55.03

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

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Preface

This document provides a general overview of the 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.



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 11.0 or above, Mozilla Firefox 38 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

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AccountID: 1	6041235005					line			Ð	ctension	#:7755 (Mi	chael Turr	ıer
Recent Calls						Brief Billing Int	formation						3
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2014-04-02 16:18:30	7755 (Michael Turner)	2678	0:22	0.37		Balance	a		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	7755				Refund Non Ca	is ill Related Cl	harges		00 USD 00 USD			
16:14:05	Davis)	//55	0:25	0.42									
						Member of Hu	ntgroups In	formation					1
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						Product & Disc	ounts Infor	mation)
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14 4 Page	1 of 1 🕨 🕅	2			1 - 3 of 3	Destination Group	Service	Peak Level	Threshold	Used	Current Discount	Next Discount Level	
Contact Informa	ation					There is no d	ata to display						
Contact Mi Address	chael Turner												

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 **C 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:

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Dashboard	🐣 My Profile		🙀 IP Centr	ex	📄 Biling I	nforr	mation					
Phone Bo	ook											🚯 Help
	*	Edit	Phone Number	•	Name		Contact Type	•		Speed dial	Favorite Ra	ting Delete
i General i General i General		:	+16041235003		Sort Ascending Sort Descending		Work		4		*	
Dialing Rules			+16041235004	<u> </u>	Columns	V	Edit		.5		*	
An incoming Calls Simple Forwarding Call Sceneing Call Recording Conferences Call Recording Conferences Call Auto Attendant Call Scaneira Faxes Call Auto Attendant Call Barring Call Barring Call Barring Call Barring Call Continue Contract							Speed dial					
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 \blacksquare **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.

				Acc	count Self	f-Care Portal						
alance: 1.14 USD					c	Credit Limit: 100.0	o USD en -	English	✓ 160	41235005 (Login: 1604123	5005) 🔒 Log
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Dash	board											
AccountID: :	16041235005					o nline			E	ctension	#:7755 (Mi	chael Turn
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			1.		Recharge Using	Voucher
2014-04-02 16:17:25	2678 (John Doe)	7755	0:17	0.28		Credit I				00 USD		
2014-04-02 16:14:05	1541 (Bob Davis)	7755	0:25	0.42		Refund Non Ca	s Il Related Cl	harges		00 USD 00 USD		
						Member of Hu	ntgroups In	formation				
									Group Nam	e		
						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 🕨 🕅	2			1 - 3 of 3	Destination Group	Service	Peak Level	Threshold	Used	Current Discount	Next Discount Level
Contact Inform	ation				•	There is no d	ata to display					
Contact M	ichael Turner											

You will see three information panels on the Dashboard:

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

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

		Account Self-Ca	re Portal	
Balance: 1.14 USD		Credit Limit: 100.0	0 USD en - English	🖌 16041235005 (Login: 16041235005) 👸 Logo
🖥 Dashboard 🛛 🔏 My	y Profile	ntrex 🛛 📄 Biling Info	ormation	
General				۷
	Personal Information		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-Mai	
	Address Information			
	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.

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	
Balance: 10.00 USD		Web Interface Language:	en - English 💌	12345678912 (Login: 12345678912) 👸 Logout 🔹
🔠 Dashboard	🔏 My Profile	誕 IP Centrex	🐝 Products Configuration	Billing Information
Deshboard Caneral Das Das	My Profie Associated Number Preferred IVR Language	en - English	Products Configuration	Biling Information
	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 Por	rtal		
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DIDs						() Hel
	~	DID	Country	Assigned	to	Monthly charges
🎡 General	1604	1225008	-	12345678912		10.00 US
		Page 1 of 1	▶ ▶ 2			1-10

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	en - English	12345678912 (Login: 12345678912)	Logout
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Phone Bo							() Hel
र्द्ध्य General	Phone	Book, your phone b	ook settings				
🛞 DIDs	Edit	Phone Number	Name	Contact Type	Speed dial	Favorite Rating	Delet
Dialing Rules		181812355	Jane	Work	5	· *	
A Incoming Calls Call Screening		181812356	David	Work	3	*	
Cal Logs Cal Logs Conferences Voicemal Cal Landrat Cal Barring Cal Barring Cal Barring Cal Barring Cal Barring Cal Barring Cal Landrat Music On Hold							
		4 4 Page 1	of 1 🖡 🕅 🛛 🦉				1 - 2 0
	E Save						

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.

			Account Self-	Care Portal				
Balance: 10.00 USD					Credit Limit: 100.00 USD en - Engl	lsh r	12001001102 (Login: 12001001102)	🔒 Logout 🕞
🔝 Dashboard 🕹 I	My Profile	IP Centrex	Biling Information					
Dialing Rules								😡 Help
د Control Con	Dialng Rules: Transiste QL on outgoing calls Transiste QL on noming calls Your location Your ocuntry dial code: Avays dial the area code as a part of the number: Emergency numbers (e.g., 91), 112): Rutorial Exceptions (e.g., "Otick Yourself" You are going to cal: To call with your local area yo to call schare, (within you	E NO Defining Prefixes Outside ine daip Outside ine daip Outside in daip Outside of you Exceptions (e.g. Defining Defini	prefic: stance dul prefix area code): mg prefic: *98): 555-1224 555-1224 011 44-20-555-	1234	Release Prefix: * Group Pickup Prefix: * Hide CLI Prefix: *	70 71 40 67 68 68		
			© 2001-2016 PortsOne, In					

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**.

You can also review whether a caller's number will be translated according to the selected rule for incoming and outgoing calls. (Note that only administrators can turn the translation feature on and off.) When the dialing rule is defined with a Perl regular expression, in the **Check Yourself** section, type the phone number in the format you are accustomed to and click **Test**.

	Account Self-Care Portal								
Control CD Translation Rule: Image: Control Image: Control CD Translation Rule: Image: Control					Web Interface Language:	en - English	12065551234 (Login: 12065551234)	🔒 Logout 👻	
Conserved Second Conserved	🔝 Dashboard	🔏 My Profile	iP Centrex	🐇 Products Configuration	😸 Billing Information				
Outer and Market Cut Tanakte OLI on outgoing calls: Yes Call Transite OLI on outgoing calls: Yes Tanakte OLI on contrigo calls: Yes Call Screening Calls Service Factures Calls Vicenaning Calls: Yes Tanakte OLI on contrigo calls: Yes Screening Calls: Yes Tanakte OLI on contrigo calls: Yes Vicenaning Calls: Yes Service Factures Calls Vicenaning Calls: Yes Tanakte OLI on contrigo calls: Yes Screening Calls: Yes Tanakte OLI on contrigo calls: Yes Screening Calls: Yes Tanakte OLI on contrigo calls: Yes Screening Calls: Yes Tanakte OLI on contrigo calls: Yes Screening Calls: Yes Tanakte OLI on contrigo calls: Yes Screening Calls: Yes Tanakte OLI on contrigo calls: Yes Screening Calls: Yes Tanakte OLI on contrigo calls: Yes Screening Calls: Yes Tanakte OLI Prefix: Yos Screening Calls: Yes Tanakte OLI Prefix: Yos Schering Calls: Yes Tanakte OLI Prefix: Yos <t< td=""><td>Dialing Rules</td><td></td><td></td><td></td><td></td><td></td><td></td><td>😡 Help</td></t<>	Dialing Rules							😡 Help	
8 WM WI DudyGen Ten Millehammend	DOIs Dis Dising Rules Dising Rules Call Forwarding So and Screening Workmail Auto Attendant DisA Supervise	CLD Translation Rule: Translate CLI on outgoin Translate CLI on incominy Service Features Codes Park Prefix: Release Prefix: Group Prefix: Hide CLI Prefix:	g cals: Yes g cals: Yes *70 +180055511 *71 Translation to *67 *67	55 Test					
				@ 1001-1015 DarksCare Tax. All sights an					

Service features 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.					
	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.

	Acc	ount Self-Care Port	al			
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Incoming Calls						😡 He
**	Default Answering Mode	Ring Only	*			
General	Timeout	30				
10 DIDs						
Dialing Rules	Ext-to-Ext Call Distinctive Ring	No	*			
A Incoming Calls	Caller Info	×				
St Call Forwarding	Call Waiting	d ²				
S Auto Attendant	Endpoint Redirection					
Music On Hold						
-						

Field	Description
Default	This option specifies the method for processing
Answering	incoming calls.
Mode	
Timeout	This option specifies how long the IP phone will ring
	before a call goes to follow-me numbers or voicemail
	(if any).
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.

Note that if you change a call forwarding mode, the previously defined information (e.g. phone numbers, ringing time, etc.) is retained for the following interchangeable modes for your convenience:

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

Forward to SIP URI

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

Note that if your calls are forwarded to the external SIP proxy that was explicitly defined for you by the administrator, this record will be cleared once you change the external SIP proxy to any of the others from the list.

		Account Self-Car	e Portal			
Balance: 0.00 USD		Web Interface	Language: en - English	~	160404373456 (Login: 160404373456)	🔒 Logout 👻
호리 Dashboard	My Profile	IP Centrex	🐇 Products Configuration		Billing Information	
Call Forwarding	g					🕒 Help
Call Forwarding	Currently you are using R SIP URI 181812355		193.193.193.10	~		
	E 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 F	ortal		
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Call Forwarding					🕑 Hel
Call Control C	Currently you are using Follow-1 There are no numbers which wi When your number is called an then forward the call to : Edit Order N There is no data to display	ill be used in the ringing gro d the call is not answered Number	JP. on yo Des: 211 Random	econds,	able Rule Delet

3. Click **O** Add New Number.

		Account Self-Care P	ortal		
					-
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BB Dashboard	🐣 My Profile	🚔 IP Centrex	🐇 Products Configuration	Billing Information	
Edit Forwardi	ng				🕑 Help
					A
Seneral	Enable Rule	A			
🙊 DIDs	Description	My home number			
book Phone Book	Number	16043335550			
Dialing Rules	Number	10043335550			
ക് Incoming Calls					
💸 Call Forwarding	 Hide Advanced Settin 	igs			
⊳ 🖄 Voicemail	Calling Party Display	Caller Number and N	ame 👻		
Faxes					
R Auto Attendant	Ring for	15	\$		
Seal Barring	Ring Schedule:	Always			
ldentity		- Aways			
📲 Music On Hold		Only at the follow	ing time interval		
					*
	🔚 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.

		Acco	ount Self-Care Portal		
Balance: 0.00 USD			Web Interface Language: en - E	inglish 160404373456 (Login: 160)404373456) 🛛 🔓 Logout
Ê問 Dashboard	🐣 My Profile	i IP Centrex	🚜 Products Configuration	Billing Information	
Call Forward	rding				(e) He
General ∰ DiDis ∰ Phone Book ∰ Dialing Rules ≫ Incoming Calls ∰ Call Forwarding > ∰ Voicemal		using Follow-Me bers which will be used in the ri er is called and the call is not a r	nging group.	ward ringing strategy.	
Exes	Edit Order	Number	Description	Forward Settings	Enable Rule Delete
L Auto Attendant Cal Barring Jointhy Music On Hold		16043335550	My home number	Ring Schedule: Always Ring for: 15 sec Calling Party Display: Caller Number and Name	• ×
	O Add New Number	Save 4 Page	1 of 1 🕨 🕅 🤣		1 - 1 o

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 **O** 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 - English	160404373456 (Login: 1604043	73456) 🔒 Logout 👻
Dashboard	🐣 My Profile	🎡 IP Centrex	Here Products Configuration	Billing Information	
Edit Advance	d Forwarding				🕑 Help
General Diba Diba Dibano Bok Dibano Rules Autoring Cals Call Forwarding Votermal P Auto Attendant Call Sarring Jionny Music On Hold	Contract of the second	My home number 1604333550 193.193.193.10 UDP Caller Number and 15 © Always © Only at the follo	÷		
	🔚 Save 🔵 Back				
	😹 Edit Advanced Forward	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.

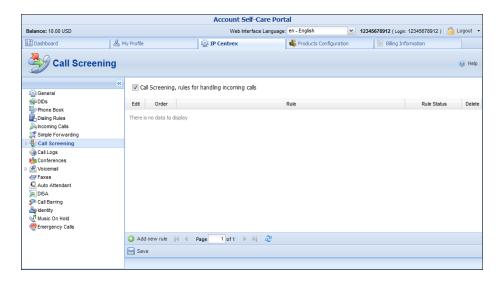
		Accou	int Self-Care Portal		
Balance: 0.00 USD			Web Interface Language: en - Eng	glish 💉 160404373456 (Login: 1	160404373456) 🛛 🔒 Logout
E Dashboard	🐣 My Profile	iii IP Centrex	K Products Configuration	Billing Information	
Call Forw	arding				@ He
General DiDo DiDo Dionos Book Dialing Nules Annormig Cals Call Forwarding Dialing Nules Call Forwarding Dialing Nules Annormig Call Pares Anto Attendant Pares Galarring Galarring Galarring Galarring Galarring Call Serring Galarring Call Serring Call Sering Call Serring Call Serring C	Currently you are using Forward To 160455		×		
	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.



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

		Account Self-Car	e Portal			
Balance: 9.00 USD		Web Interface La	nguage: en - English	× 1234567	8912 (Login: 12345678912)	🔓 Logout
B Dashboard	🐣 My Profile	i IP Centrex	🐝 Products Confi	guration	Billing Information	
Edit Call Scree	ening Rule					😡 Hel
	Time Filter and Activ	20				
General	Enable Rule:					
🖗 DIDs						
Phone Book	Action:	Ring, Forward,	Voicemail 👻			
A Incoming Calls	Time Filter:	Create New Tir	ne Filter 💉			
St Forwarding	Time Filter Name:	Week-ends				
Call Screening		From 00:00 Til	23:59.			
Call Logs		on Sunday, Sat				
Conferences		of January-Dec	ember			
Voicemail						
Z Faxes Auto Attendant						
a DISA						
Call Barring						
Ap Identity						
Music On Hold						
Emergency Calls						
	Caller's Number Filte	r				
	Caller's Number Filter	Group: Create Callers N	umber Group 💙			
	Filter Group Name:	My colleagues				
	Number:	Enter the Num	oer 🕢 Add			
	Number List:	S 12125551	23 🗙 🗙			
	Incoming Number Fil	ter				
	Incoming Number Filt	er Group: Create Incomin	g Number Filter (🗡			
	Filter Group Name:	Alt. numbers				
	Number:	Enter the Num	oer OAdd			
	Number List:	Sa 99910924	35 × ×			
	•					Þ
	Save D Back					

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 particular						
	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 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 ⁽³⁾ 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 🛛 🖌 1604931-	45871 (Login: 160493145871)	🔒 Logout
Dashboard	🔏 My Profile	iP Centrex	🐇 Products Cor	nfiguration 🛛 🔠 Billing I	nformation	
Call Logs						😡 He
र्द्ध्य General	Call Logs, access to	recorded calls				
🙊 DIDs 🎚 Phone Book	From: 2014-08-05	Till: 2014-11-05				📸 Search
Dialing Rules	Date/Time	Account ID	From	То	Duration	Play
a Incoming Calls	2014-10-13 12:11:16		160493145871	18667478647	0:0	2 🕨
Call Screening	2014-09-30 12:55:47		160493145871	18667478647	0:5	6 🕟
🔞 Call Logs	2014-09-30 12:54:01		160493145871	18667478647	0:4	з ⊳
Back Conferences ▷ (Voicemail	2014-09-30 12:52:22		160493145871	18667478647	0:2	9 🕨
Faxes	2014-09-30 12:51:16		160493145871	18667478647	1:0	6 🕨
Auto Attendant	2014-09-24 14:58:18		160493145871	18667478647	1:0	8 🕨
DISA Call Barring	2014-09-24 14:54:33		160493145871	18667478647	0:3	4 🕨
ldentity	2014-09-24 14:50:27		160493145871	18667478647	0:0	7 🕨
Music On Hold	2014-09-24 14:43:04		160493145871	18667478647	0:2	6 🕨
🥮 Emergency Calls	V V Page 1 of 1	▶ ⋈ 2				1-90
		@ 2001-2014 Parts/Dec	, 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	My Profile	🔆 IP Centrex	🐝 Products Configuration	Billing Information	
Edit Conference	e				🕑 Help
General General DDs Phone Book Call Screening Call Screening Call Screening Call Screening Call Conferences Confe	 Name: Maximum Participants Announced Conferen Name: Schedule Schedule the Confere Time Zone: Start Time: Duration: Create a Permanently Access Codes Moderator: User: Options 	ence at Specific Time Europe/Prague 2014-11-06 Y-m-d 30	14 v: 30 v minutes	WS8	
	Edit Conference				

Field	Description
Name	A description of your conference.

Maximum	You can limit the maximum allowed number of
Participants	concurrent connections to the meeting room. Note
1 unicipunto	that you may not specify a higher value here than the
	Number of Simultaneous Participants assigned by
	your administrator to your account.
Announced	Upload a sound file with the name of the conference
Conference	as it will be announced to people joining it.
Name	as it will be announced to people joining it.
Schedule	Specify the date and time when the conference will
Schedule	specify the date and time when the conference will start.
Duration	
Duration	In order to prevent service abuse, you must specify
	the maximum allowed conference duration (in
Casada	minutes).
Create a	Maximum Session Time: If you are creating a
Permanently	"meeting room" (a permanently active conference),
Active	specify the maximum time that a single participant
Conference	can stay in the conference. This is also done to
	prevent potential service abuse.
Access Codes	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.
	1

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 🕞
🔠 Dashboard	🐣 My Profile	🔯 IP Centrex	🐇 Products Configuration	Billing Information	
Voicemail					😡 Help
Ceneral Cener	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 Email
- 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		
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토립 Dashboard	📥 My Profile	🔯 IP Centrex	🐇 Products Configuration	Billing Information	
Mode					🕑 Help
Central Control Contr	C Voicemal: Fax-only:				
	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 Email** tab allows you to forward messages to an external email box. When a new message arrives to your mailbox, either 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, choose an appropriate voice message audio format and define one of the following actions:

- Forward Select this to send a voicemail recording to the external email and to delete it from the Media Server.
- Forward as Attachment This works like the previous option, but the email is sent as an attachment (*.eml format).
- **Copy** Select this to send a voicemail recording to the email while a copy remains on the Media Server.
- Notify Select this to send only a notification to the email while the voicemail recording remains on the Media Server.

Click **Save** to apply the changes.

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 Port	al		
Balance: 10.00 USD		Web Interface Language	en - English 💌	12345678913 (Login: 12345678913)	🔒 Logout
Dashboard	🐣 My Profile	🔯 IP Centrex	🚜 Products Configuration	Billing Information	
Faxes					😡 Hel
Cal General Control C	K Faxes	Multaage PDF file One PNG file per page One TIFF file per page 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 Port	al			
Balance: 10.00 USD			Web Interfa	ce Language:	en - English	•	12345678913 (Login: 12345678913)	🔓 Logout 👻
Dashboard	🐣 My Profile		🔯 IP Centrex		🐝 Products Configuration	ı	Billing Information	
Auto Atten	dant							😡 Help
र्द्धे General	« 🛛 Au	to Attendant, crea	ting and managing the I	/R menu				
🏫 DIDs 퉫 Phone Book	Edi	t	Name		Ad	ctive		Delete
Book Phone Book	Ę	ROOT		Always				
u	🚫 Add	NA A Page	1 of 1 🕨 🕅 🥸					1 - 1 of
	E Save	•						

To add a new menu, click the ⁽²⁾ 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 Self-Care Portal							
Balance: 10.00 USD			Web Interface Language	e: en - English	12345678913 (Login: 12345678913)	🔓 Logout 👻	
Dashboard	A My Profile	វត្តរំ អ	Centrex	🐇 Products Configuratio	on 📄 Billing Information		
Auto Attendar	nt					😡 Help	
	General	Prompts Actions	Input Errors				
Ceneral Control Cals Phone Book Cal Screening Cal Screening	Name: Active:	Sales Always Only at the 	e following time interval	2			
	E Save	Back					

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 Interface Language:	en - English 👻	12345678913 (Login: 12345678913) 👸 Logout 👻			
Dashboard	🐣 My Profile	🔯 IP Centrex	🐇 Products Configuration	Billing Information			
Auto Attenda	int: sales			🕑 Help			
	Ceneral Prompts Act	ions Input Errors					
Ceneral Cener	Intro Custom None Menu Custom None	Please upload your pror					
دیکا Music On Hold شقاعی Emergency Calls	Save Deck						

- 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:

- **Perform 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 **Pause** button.
- 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 Interf	ace Language: en - English	✓ 12065551234	(Login: 12065551234) 📋 Logout 👻	
ê Dashboard 🔏 1	My Profile	iP Centrex	🐇 Products Configur	ation 📄 Bi	ling Information	
Auto Attendant						
«	General Prompts Ac	ctions Input Errors				
값 General ☆ DDs ☆ DDs ☆ Johng Ruls ☆ Incomg Cals ☆ Smyle Forwarding ▷ 했 Vicemal @ Faxes © Auto Attendant ☆ State ☆ State ☆ Music On Hold	Edit User Input	Action		Play Before Action	Play/Record Prompt	
	🧊 1	Directory	Announce Extension Numbers	◀》 🔽		
	2	Menu 'ROOT'				
	🔘 Add Refresh					
	📄 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 Portal							
Balance: 10.00 USD		Web Interface Language:	en - English 💌	12345678913 (Login: 12345678913) 🔒 Logo	ut -		
🔠 Dashboard	My Profile	🔯 IP Centrex	🐇 Products Configuration	Billing Information			
Auto Attendant	: sales			9	Help		
	Ceneral Prompts Actio	ns Input Errors					
General DDs Phone Book Characteria Forwarding Calls Cal Screening Cal Screening Cal Screening Cal Screening Cal Screening Cal Screening Cal Cal Screening Cal Screening Cal Cal Screeni	On Timeout Custom None Replay Menu, Times On Unavailable Selectio Custom None None	Please upload your pron S					
Cat Earring Maidentty Cat Earring Emergency Calls	🔄 Save 🔁 Back						

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 🕞
호텔 Dashboard	🐣 My Profile	鎭 IP Centrex	🐇 Products Configuration	Billing Information	
DISA					🚱 Help
General General Phone Book Phone	CCC Enable DISA DISA Password	654321123			
	E 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
SD Dashboard	🐣 My Profile	2월 IP Centrex	🐇 Products Configuration	Billing Information	
Call Barring					🕑 Help
i General w DIDs	Call Barring, choosing d	destinations to block	Class of Phone Numbers		
Phone Book	1 V Premium SAR 2 V Premium num		Class of Friding Humbers *		
Emergency Calls	are Refresh				
	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.

		Account Self-	Care Portal			
		Web Interfac	e Language: en - English	✓ 120010011	01 (Login: 12001001101)	🔓 Logout 👻
Dashboard	🐣 My Profile	P Centrex	🐝 Products Config	uration	Billing Information	
ldentity						🕑 Help
	Hide CLI by Defau	lt No				
Ceneral General						
🙊 DIDs		this setting for particular call, dia				
Dialing Rules	to hide the CLI o	*68 in front of number to show	it .			
ဆြဲ Incoming Calls လြဲ Call Logs						
A Identity						
Music On Hold						
Masic off flord						
		© 2001-2015 PortaOne, In	c. All rights reserved.			

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 \oint 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 🔹
ashboard	🐣 My Profile	🔯 IP Centrex	🐇 Products Configuration	Billing Information	
Music On Hol	d				🕑 Help
General M DDS	K Browse Descript	ion: Please upload your music		Upload	
Phone Book		Description		Play On Hold	
Call Screening	Customer's Default			Ş	
Call Logs Bar Conferences Voicemail	Barco a la de riva.mp3			\$	
← Faxes					
Second Barring					
📲 Music On Hold					
Emergency Calls					
1					

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.

			Account Self-Care Port	al			
Balance: 10.00 USD			Web Interface Language:	en - English 💌	123456	678913 (Login: 12345678913)	🔓 Logout 🔹
Dashboard	A 1	My Profile	🔯 IP Centrex	🐇 Products Configuration		Billing Information	
Emergend	cy Calls	S					🚱 Help
Ma .	«	Emergency Calls					
🙀 General 🖗 DIDs							
Phone Book		First Name:	Michael				
Dialing Rules		Last Name:	Turner				
A Incoming Calls		Address:	-				
Storwarding							
Call Screening (a) Call Logs		Province/State:	FL				
Conferences		Postal Zip:	20175				
Voicemail		City:	Leesburg				
Exes		Country/Region:	USA				
Radia Auto Attendant							
E DISA		Phone:	(352)-999-1092-435				
P Call Barring							
Music On Hold							
Emergency Calls							
		1					
		E 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.





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

			Ac	count Sel	f-Care Portal							
vailable Funds: 152.00 USD					Web Interface Lang	uage: en - E	nglish		× 1	206555773	3 (Login: 120655577	33) 🔒 🔂 Log
B Dashboard	🔒 My	Profile	IP Centrex		🛛 🚜 Products Configu	ration		Billing I	nformati	ion		
Billing Sum	mary											6
🔏 Billing Summary		Brief Billing Informat	ion			Product	s and Se	rvices				
Products and Services Outputs and Service Wallets		Туре		Credit							Fee	Notes
Volume Discounts		Available Funds			harge Using Voucher	IP Centrex product (Main Product)			roduct)) Top-Up		-
Transactions		Non Call Related		,		endant (A	dd-on Pro	oduct)	39.00 U	ISD / month	-	
Mobile Payment Transfer		Charges				2						
Make a Payment		Transactions Totals In	formation			Volume	Discoun	ts				
_		From Till Payments		2016-02-19 2016-05-19 -90.00 USD)	Destin Gro		rvice	Product	Discount	Used/Total	Expirati
		Usage Charges	0.00 USD			US	A Void Cal		Auto- Ittendant	100%	0 minute o	1 day
		Total		-176.00 USE)							
		Total Transactions		3	3	Quotas	and Serv	ice Wall	ets			
						Dest Gri		Service	Proc	duct	Used/Total	Expiration
						Car	nada V	oice Calls	s IP Cer produ		0 minute of 50	Never
						Fas	tAsia V	oice Calls	9	0	USD of 20 USD	Never

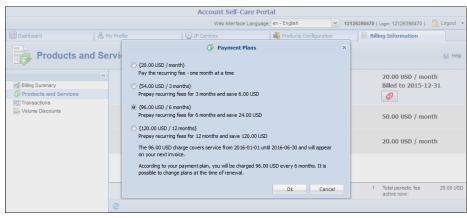
T ² 1 1	
Field	Description
Brief Billing	This reflects billing information such as available funds
Information	(or balance), refunds and charges information.
	You can also recharge your phone (account) using a
	voucher here. To do that, click the Recharge Using
	Voucher button and fill in a valid voucher 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	
Product and	This displays information about your current products
Services	(main and add-on ones) and services.
Volume	This displays information about your current discounts.
Discounts	
Quotas and	This displays information about your current quotas
Service	and service wallets.
Wallets	

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.





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.

	Acc	ount Self-Ca	re Dortal			
Balance: 1.14 USD	Credit Limit: 100.00 USD				05 (Login: 16041235005)	🔒 Logout 👻
💼 Dashboard 🦂 My Profile	iP Ce	ntrex	📄 Billing Info	rmation		
Transactions						🕖 Help
×	Filter					
Subscriptions	From Date: Til Date:	2014-03-06 2014-04-07	YYYY-MM-DD YYYY-MM-DD	11:07:26 11:07:26	HH24:MI:SS HH24:MI:SS	
Volume Discounts	Service:	Al Show Failed		~	1	
	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.

	A	ccount Self-Care Port	al		
Balance: 1.14 USD		Credit Limit: 100.00 USD en -	English 🗸	16041235005 (Login: 16041235005) 🔂 Logout 🔸
🔠 Dashboard 🦀 My Profile	e 🔯 IP Centrex	Billing Informat	ion		
Transactions					🕑 Help
×	Filter				
점 Billing Summary 🐼 Subscriptions	From Date: 2014-03-0		07:26 HH24:MI:SS		
Transactions	Til Date: 2014-04-0	07 📑 YYYY-MM-DD 11:	07:26 HH24:MI:SS		
Volume Discounts	Service: All		*		
Si Mobile Payment Transfer	Show F	ailed Transactions			
		Records Records			
	Show	Records 📑 Download			
	Summary				
	Service	Total Transactions	Charged Quantity	Charged Amount	Show Details
	Subscriptions	1		0.07000 USD	Ē.
	Voice Calls	3	64 (minute)	1.06667 USD	R
	Total Service 2 Used:	Total 4 Transactions:		Total Charged 1.14 USD Amount:	
	1 Page 1 of 1	N &			1 - 2 of 2
	Q Show Records				

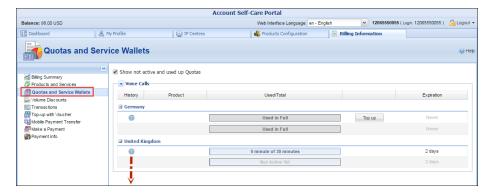
Click the **Download** icon to download Transaction Detail Records in the .csv format.

Quotas and Service Wallets

This page displays all *active* quotas available for you. To display the *inactive* ones, select the **Show not active and used up Quotas** check box.

Using this page, you can either top up your service wallet by credit card or transfer money from your main balance. To do this, click the **Top up** button. It redirects you to the **Make a Payment** page where you can select the necessary amount of service and proceed with the payment procedure.

To find more extensive information about a particular quota, click the **W History** button.



Field	Description
Show not	Displays the quotas and service wallets with the
active and used	Consumed / Used up and Not Yet Active status
up Quotas	applicable to you.
Service	A specific service (voice calls, messaging, data
	transfer, etc.) that this quota or service wallet will
	apply to.
Destination	Information about quotas and service wallets used
Group	and remaining is shown, grouped by destination
	group names. Each name represents one group
	included in the discount plan assigned to you.
History	Shows extended information about the quotas and
	service wallets.
Product	Shows the product which this quota or service wallet
	is assigned to.
Used/Total	Shows the current value of both consumed and
	remaining quotas and service wallets. The progress
	bar graphically reflects how much of the volume has
	been consumed.
Top up	Click this button to initiate a top-up procedure.
	The system redirects you to the Make a Payment
	page and shows the top-up options and their fees.

	When the necessary option is selected, you can choose to either transfer money from your balance or pay by credit card right on the same page. Please find detailed instructions in the How to top up your service wallet section.
	NOTE: If the Top up button is not available for you, please contact your service provider.
Expiration	Shows the time left for the quota to be reapplied.
	Service wallets do not have an expiration date, so <i>Never</i> is displayed in their cells.

History dialog box

Service: 'Voice Calls'	Destination Grou	p: 'United Kingdom'						X
Discount Plan	Precedence	Current Discount		Used/Total		Expiration	Combine With Other Discounts	
∃ Active Discount Pl	ans							
EasyCall VDP	Account Individual Plan	100%	0 minute	0 minute	30 minutes	2 days	After reaching the last threshold limit	
Not Yet Active Dis	count Plans							
EasyCall VDP	Customer Discount Plan	100%	0 minute	0 minute	30 minutes	2 days	After reaching the last threshold limit	
				Ok				

Field	Description						
Status	The current status of the discount plans.						
	• Active – The discount plans that are currently in use.						
	• Consumed / Used Up – The discount plans that have already been used up.						
	• Not Yet Active – Currently inactive discount plans.						
Discount Plan	The name of the discount plan applicable to you.						
Precedence	This is the priority level for the currently used						
	iscount plan that specifies the order in which certain						
	discounts are to be applied. Discounts with higher						
	priority take precedence over discounts with lower						
	priority. For more details about the discount's						
	priorities look in the Applying Volume Discount Plans						
	chapter of the PortaBilling Administrator Guide.						
Current	The value of the discount currently applied to you.						
Discount							

Used/Total	Shows the current value of both consumed and
	remaining quotas. The progress bar graphically
	reflects how much of the quota has been consumed.
Expiration	The time left for the quota counters to be reset.
	Service wallets do not have an expiration date, so
	<i>Never</i> is displayed in their cells.
Combine With	Shows the way this quota is applicable to a session in
Other	combination with other quotas.
Discounts	

Volume Discounts

The **Volume Discounts** group displays all *active* discounts that apply to you. To display *inactive* discount plans, the **Show not active and used up Discount Plans** check box must be selected.

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

				Account Self-Ca	re Portal			
Balance: 98.00 USD					Web Interface Language: en - Englis	h 💙 12065550	055 (Login: 12065550055)	🔒 Logout 👻
ashboard	🐣 My F	rofile	i IP Centre:	x	Products Configuration	Billing Information		
Volume Disco	ounts							() Help
	«	Show not a	active and used up Discount	t Plans				
M Billing Summary								
Products and Services	[Voice Ca	lls					
Volume Discounts		History	Product	Discount	Use	d/Total	Expiration	
Transactions		∃ CoverTes	st Group					
Top-up with Voucher		0	CoverTest SIP Product	50%	0 U SD o	f 1.3 USD	2 days	
Mobile Payment Transfer		G CoverTes	st Group2				_	
mayment Info		0	AddonH1 with VDP3_lower_than_100	51%	0 minute	of 1 minute	2 days	
			CoverTest SIP Product	50%	0 U SD o	f 1.3 USD	2 days	
		🛛 Lo al Nu	mbers					
		-		0%	0 minute o	f 10 minutes	2 days	
				0%	0 minute o	f 10 minutes	2 days	
	L	Ý						

Field	Description					
Show not	Displays the volume discounts with Consumed/Used up					
active and used	or Not Yet Active status applicable to you.					
up Discount						
Plans						
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 discount					
	plan assigned to you.					
History	Shows extended information about the discount plan.					
Product	Shows the product which this discount is assigned to.					
Discount	The value of the discount currently applied to you.					

Used/Total	Shows the current value of both consumed and
	remaining discount volume. 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 you.
	If Never is selected, it means that this discount is for
	one-time use and will not be reapplied to you.

History dialog box

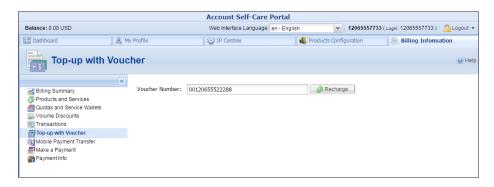
Service: 'Voice Calls' [estination Grou	p: 'CoverTest Group2'						X
Discount Plan	Precedence	Current Discount		Used/Total		Expiration	Combine With Other Discounts	
∃ Active Discount Pla	ins							
VDP3_lower_than	High	1%	0 minute	0 minute	1 minute	2 days	When discount lower than 100% is active	
CoverTest Discount Plan	Product's Default	50%	0 USD	0 U SD	1.3 USD	2 days	When discount lower than 100% is active	
				Ok				

Field	Description								
Status	The current status of the discount plan.								
	• Active – The discount plans that are currently								
	in use.								
	• Consumed/Used Up – The discount plans that have already been used up.								
	that have already been used up.								
	• Not Yet Active – Currently inactive discount								
	plans.								
Discount Plan	The name of the discount plan.								
Precedence	This is the priority level for the currently used								
	discount plan that specifies the order in which certain								
	liscounts are to be applied. Discounts with higher								
	iscounts are to be applied. Discounts with higher riority take precedence over discounts with lower								
	priority. Find more details about the discount's								
	priorities in the Applying Volume Discount Plans chapter								
	of the PortaBilling® Administrator guide.								
Current	The value of the discount currently applied to you.								
Discount									
Used/Total	Shows the current value of both consumed and								
	remaining discount volume. The progress bar								
	graphically reflects how much of the discounted								
	service has been consumed.								
Expiration	The time left for the discount counters to be reset.								

Combine With	Shows the way this discount plan is combined with
Other	other discount plans applicable to a session. Find
Discounts	more details about this in the Modes for Combining
	Discounts chapter of the PortaBilling® Administrator
	guide.

Top-up with Voucher

On this page you can recharge your phone (account) using a voucher or prepaid calling cards. To do that, fill in a valid voucher / prepaid calling card number and click Recharge.



Note that if you use a prepaid calling card, this card should not have been previously used. Also it must share the same product as the account being recharged.

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.

Porta <mark> Billing® </mark>

		Account Sel	f-Care Portal			
Available Funds: 246.00 USD		Web In	terface Language: en - English	~	12065557733 (Login: 12065557733)	🔂 Logout 🔹
문 Dashboard	🐣 My Profile	iP Centrex	🐇 Products Configuration		Billing Information	
📑 Make a Paym	ent					😡 Help
	Balance, USD:	-236.00				
Billing Summary Products and Services Ouotas and Service Wallets	Amount, USD:	30.00 *minimum payment 1.0	0 USD			
Transactions Top-up with Voucher Mobile Payment Transfer	Payment Methods	Pay directly	with any major Credit Card including VIS	iA, Mas	terCard, American Express	
Mayment Info	OBSECT	A direct deb	it is a financial transaction in which you w	vithdrav	w funds from a bank account.	
	Contex	Pay from yo	our checking Bank Account			
	PayNearMe		arMe you can now buy online and make p s nationwide	paymer	nts with cash at more than	
	PayPal	Pay with Pa	yPal, it is fast and easy and keeps your c	redit ca	ard information secret	
					Next	

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.
- **Direct Debit NL** Allows you to perform financial transaction in which you withdraws funds from a bank account.
- **Bank account (eCheck)** Allows paying from your checking 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 **Next** button to proceed with the payment.

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

The **Payment Info** page is only available if this functionality is enabled by your service provider. On this page you can set up the pre-authorized payment method and configure auto payments.

		Account Self-Care Po	rtal			
Balance: 0.00 USD		Web Interface Language:	en - English	✓ 1200	655588877 (Login: 120655588877)	🔒 Logout 🝷
Dashboard	🐣 My Profile	i IP Centrex	🐇 Products Configuratio	n	Billing Information	
Payment Info						🕢 Help
Billing Summary Products and Services Outotas and Service Vallets Volume Discounts Top-up Account Mobile Payment Transfer Make a Payment Payment Info	Care			illing Addr St Postal ci	X Remove Stored Card http: UNITED STATES OF AMERICA ess: green str 54 ass: reen vork de: 12000 ber: 12065558899	
	account. Auto-Payments	Bank Account	funds from a bank 50.00 USD			

Pre-authorized Payment Method

In this section you can choose which type of payment method to use: Credit or Debit Card, Bank account (eCheck) or Direct Debit NL.

Update your credit card information

If you want to pay with a different credit card, click **Edit** and enter the new card information. Click **Save** to save this new credit card information.

As soon as you add a new credit card to PortaBilling®, the credit card is verified. During the credit card verification process, the system performs an Authorization only transaction instead of an actual charge. The Authorization only transaction reserves an amount of money on your credit card for a certain time period. This does not affect your balance in PortaBilling® or change your credit card balance.

If the verification was successful, this new credit card information is stored. Further payments and automatic payments (if configured) will be made using this card.

Auto-Payments

Note that the **Auto-Payments** section is only active if the **Preauthorized Payment Method** is chosen and all the required information is filled in for it (for example, credit card information).

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 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.



... Define a Time Period Using the Wizard?

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.

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:

Balance: 1:14 USD Credit Limit: 100.00 USD on - English ▼ 16041235005 (Login: 16041235005) ▲ Logiout • Image: Dashboard M ty Profile Image: Dashboard Image: Dashboard Image: Dashboard M ty Profile Image: Dashboard Image: Dashboard Image: Dashboard Image: Dashboard Image: Dashboard Image: Dashboard Image: Dashboard Image: Dashboard Image: Dashboard Image: Dashboard Image: Dashboard Image: Dashboard Image: Dashboard Image: Dashboard Image: Dashboard Image: Dashboard			Account Self-Care Por	tal		
Period Wizard Constrained Constrained Start Time: 20 * : 00 * Phone Book	Balance: 1.14 USD		Credit Limit: 100.00 USD	en - English 💉 1	6041235005 (Login: 16041235005)	🔓 Logout 👻
Start Trme: 20 * : 00 * Dibs Prince Book Contraining Rules Auto Attendant Sunday Select All Days	🔠 Dashboard 🦀 My F	Profile 🔯 IP Centrex	Biling Information			
General Phone Book Phone Book Call Barrening Call Screening	Period Wizard					🕑 Help
Image: Call Barring Image: Wednesday Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring Image: Call Barring <t< th=""><th>Dios Dios Dios Diane Book Dialing Rules Ain coming Calls Softernarding Gall Recording Conferences Workemail Ress Auto Altendant</th><th>Start Time: 2 End Time: 0 Day of the Month: E Select All Days Sunday V Monday</th><th>xample: 1, 3, 7, 14-23</th><th>Include New Period I I</th><th></th><th>E</th></t<>	Dios Dios Dios Diane Book Dialing Rules Ain coming Calls Softernarding Gall Recording Conferences Workemail Ress Auto Altendant	Start Time: 2 End Time: 0 Day of the Month: E Select All Days Sunday V Monday	xample: 1, 3, 7, 14-23	Include New Period I I		E
	aldentity Music On Hold	 ✓ Thursday ✓ Friday 	✓ May ✓ June ✓ Judy ✓ August ✓ September ✓ October ✓ November		Finsh	ancel
				III		•

- 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.

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	E	Edit Forwarding					

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.

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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.

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	<				•
	Auto Attendant				

- 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.

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

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- 1. Choose the **Action** that will be applied to the rule. In this case it is **Reject**.
- 2. 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 G	Create Callers Number Group				
Filter Group Name:	Unwanted Numbers					
Number:	Enter the Number	🕢 🕄 Add				
Number List:	5. 12065557788	××				
	5 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.

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Call Screening	I					() Helj
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🙊 DIDs	Edit Order		Rule		Rule Status	Delete
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	O Add new rule 🕼	I Page 1 of 1 ▶ ▶ 2	2			1 - 1 of 1
	Save					
ttps://demo.portaone.com:8445/#		© 2001-2015 PortaOne, I				

... 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.

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Subscriptions		Country	-			
Transactions		Operator	-			
Volume Discounts						
Recharge Using Voucher	r					
S Mobile Payment Trans	sfer					
		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							
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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.

... Top up a Service Wallet?

Service wallets make it possible to divide your balance into virtual subwallets. Each sub-wallet is designated for a specific service and destination group. Therefore, money transferred to a sub-wallet can only be used for a specific service (e.g. only for calls to the US or only for sending SMS, etc.).

For example, you want uninterrupted access to the Internet even if all of your available funds have been consumed by making calls. So either you top up your Internet service sub-wallet using a credit card or you transfer money from your main balance. You then receive a specific amount of Internet traffic that you can use even once your available funds reach zero.

NOTE: If the Top up button is not available for you, please contact your service provider.

You can top up your service wallets on the **Quotas and Service Wallets** page in the **Billing Information** tab.

1. Select your preferred service and destination and click the **Top up** button.

		Accou	int Self-Care Portal		
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Song Top-up with Voucher Song Mobile Payment Transfer	0		Used in Full	Top up	Never
Make a Payment Make a Payment			Used in Full	- 16	Never

- 2. The system forwards you to the **Make a Payment** page. Here you can view your balance, the available top-up amounts and their fees. Select your preferred top-up option.
- 3. Click Next.

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4. The next screen displays the available payment methods. Use them if you want to pay for the service by credit card. Please refer to the **Payment Info** chapter to obtain more information about how to configure online payments.

Alternatively, you can transfer money from your main balance. To do this, select **Transfer the amount from your balance** option located below.

5. Click Pay.

-		Account Self-	Care Portal			
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Products and Services	Amount, USD	8.00				
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Payment Info	• 🗕 ≽ 💿 Transfer the amou	nt from your balance				
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The next screen represents updated information about the service available for you.