QuickStart Guide

A Guide to Setup Acefone Services

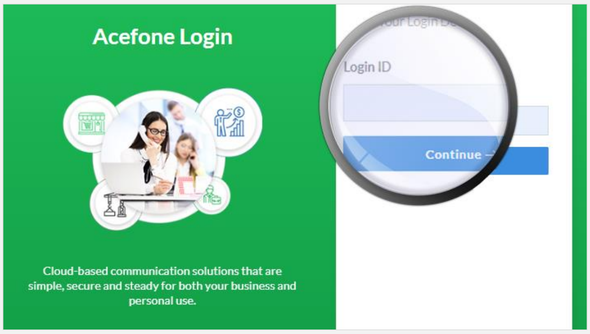
Accelerating Business Communication with Cloud Hosted PBX Services

Acefone is a full-scale PBX enterprise solution that has been consistently serving the communication needs of people and the enterprise with cutting edge tools and technology.

This **QuickStart Guide** covers several sections of **Acefone**. Starting from setting-up and rolling through the feature set and additional resources, this guide enables you to gain a fundamental outline to supplement your understanding of the Acefone portal.

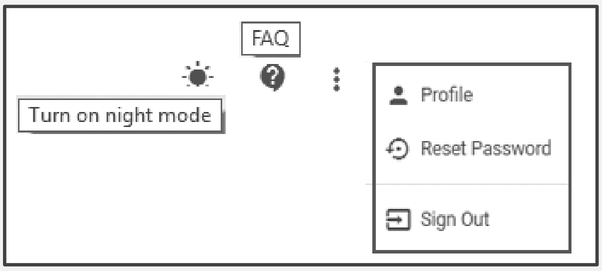
Before getting started, you need to get registered with an **Acefone** account. Once you are registered with the **Acefone** account, you will receive an email with the credentials to login to your user's account.

Once you get the login credentials, follow the login process.



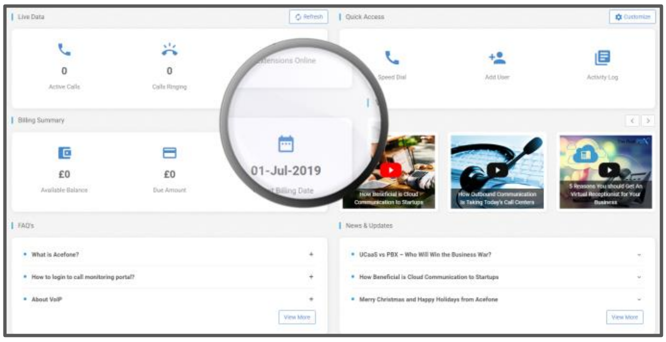
Navigating through the Top Navigation Bar

The upper right corner of **Acefone** portal comprises of top navigation bar.



User Dashboard-Shortcuts to Some Frequently Used Features

The shortcuts to some frequently accessible features are added to dashboard that help you attain ease to access the portal's services.



Create a User

The Acefone Portal allows you to create, delete & activate/deactivate the users associated with your account.

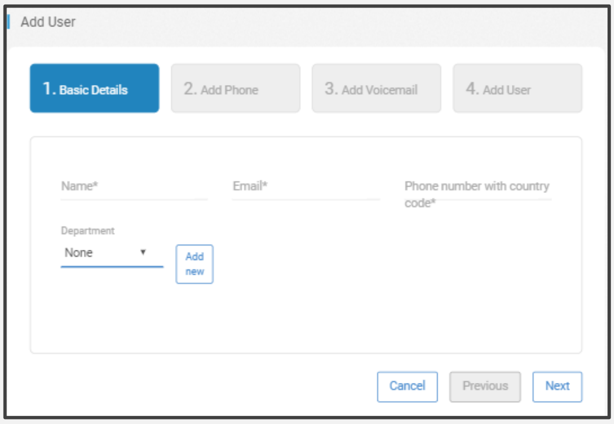
Steps to Create a User

1. To create a User, click on **Users** tab.

2. Click **+Add User.**

3. Select the **Department** & enter the required information in **Basic Details.**

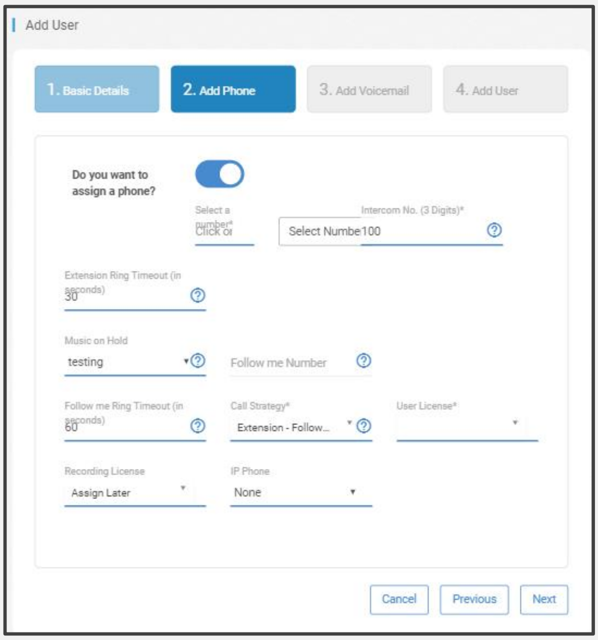
4. Click **Next.**



5. Next screen requires you to enter the phone details, if you wish to assign a phone to the user. Activate the toggle button in order to assign a phone to the user.

6. Select the number, licenses, IP Phone and enter the number, intercom number, extension and other required details in order to assign a phone to the user.

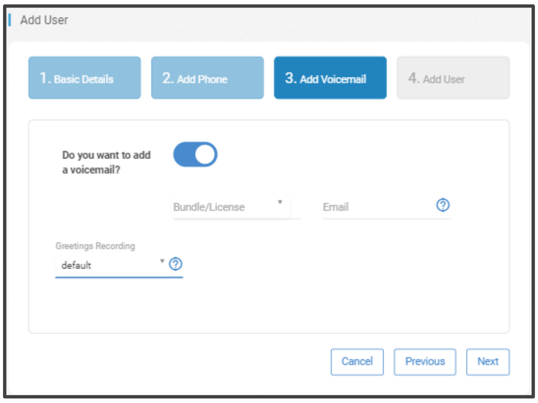
7. Click **Next.**



8. Next screen requires you to enter the voicemail details, if you wish to add a voicemail. Activate the voicemail toggle button in order to add a voicemail.

9. Select the license and enter the required voicemail details.

10. Click **Next.**

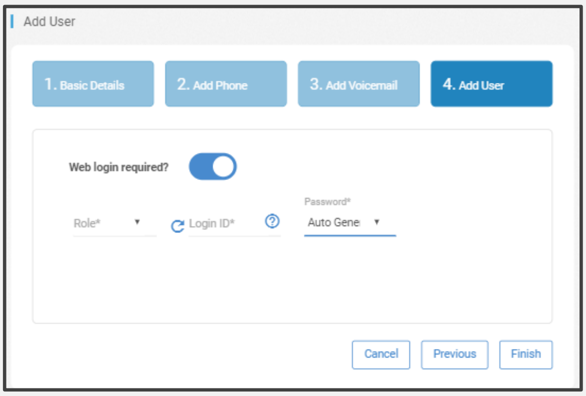


11. Next screen requires you to enter the web login details, if you wish to provide a web login to the customer. Activate the web login toggle button in order to provide a web login to the customer.

Note: *Creating a User Role is a prerequisite in order to provide the user with the web login.*

12. Select the role & enter login ID and password for web login of the user.

13. Select **Set new password** in order to manually enter the password. **|OR|** You may select **Auto Generate Password** in order to generate a random password.

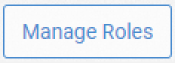


14. Click **Finish.**

Note: *Click on **Previous** button in order to edit the detail that you have entered in the previous tabs.*

To create a User Role, follow these steps:

1. Click on **Manage Roles** under **Users** tab.

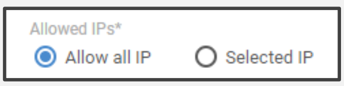


2. Click on **+Add Backend Role.**

3. Enter the name and description of the role.
4. Select & enter **Selected IPs** if user is required to login on some selected IPs.

OR

5. Select **Allow all IP** if user is facilitated to login on any IP address.



6. Select the permissions that are required to be assigned to the user role. **|OR|** Click **Select All** in order to assign all permissions to the user.
7. Click **Save.**

Create a System Recording

System Recording feature allows you to create/upload audio files that are further used with voicemails and Virtual Receptionists.

Steps to Create a System Recording

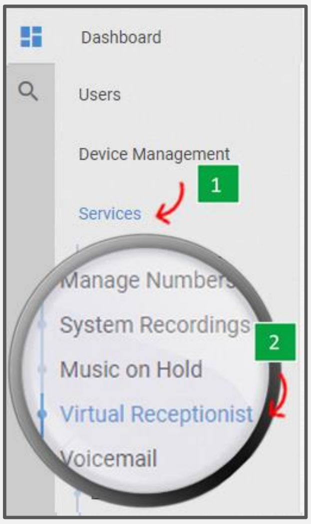
1. To create a recording, click **System Recordings** under **Services** tab.
2. Click **Upload Music.**
3. Click **Upload Recording** & select an existing recording (from your system's storage).
4. Click **Save.**

OR

1. Click **Create Recording** in order to create an audio from the entered text.
2. Select the **Speech Accent, Voice Sample** and enter the text.
3. Click **Generate** in order to generate audio.
4. Click **Save.**

Create a Virtual Receptionist

Virtual Receptionist feature allows you to create, edit and delete a virtual receptionist.



Steps to Create a Virtual Receptionist

1. In order to create a **Virtual Receptionist,** click **Virtual Receptionist** under **Services** tab**.**
2. Click **Add Virtual Receptionist.**
3. Enter the **Basic Details.**
4. Under **Basic Details,** assign **Department** & select the **Bundle/License** assigned to you.
5. Select **Assign Number** to select a number otherwise click **Next.**

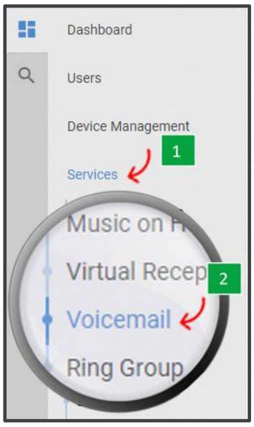
6. Enter the **Intercom Number** & select the **Destination** in **Advanced Details.**

Note: Create extensions, queues, ring groups etc. and add them as destination in virtual receptionist entry as required.

7. Click **Finish** in order to save the details.

Voicemail

Voicemail feature allows you to create & view voicemails. Voicemail is a voice message that a caller may leave when there is no response of the phone call.



Steps to View a Voicemail

1. In order to view a **Voicemail,** click **Voicemail** under **Services** tab.
2. The screen displays a list of voicemails that are associated with your account.

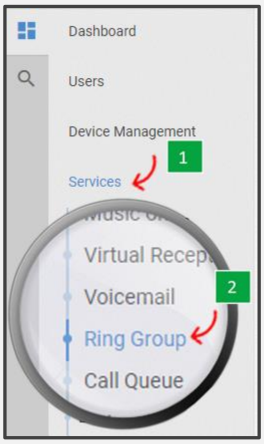
Note: You may create voicemails while creating users.

Steps to Create a Voicemail

1. In order to create a **Voicemail,** click on **Users** tab**.**
2. Click **Add Users.** Enter the required details in order to create a user.
3. The third tab while creating the user enables you to create the voicemail.
4. Select the **Bundle/License, Recording** and other required details. Click **Next** to proceed with user creation. Click **Finish** in order to save the details.

Create a Ring Group

Ring Group feature allows you to create, edit, delete and clone ring groups. Ring Group is a feature wherein you can have the call routed to multiple extensions from a single destination.



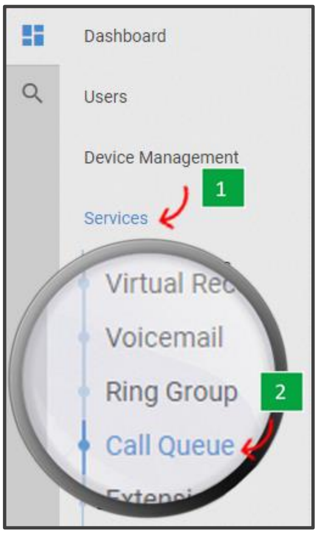
Steps to Create a Ring Group

1. In order to create a **Ring Group,** click **Ring Group** under **Services** tab.
2. Enter the **Basic Details.** Select the **Department** & **Bundle/License** assigned to you.
3. Select **Assign Number** to select a number otherwise click **Next.**

4. Select the **Ring Strategy.**
5. Add extensions and select destination of the extensions. Enter the Timeout options.
6. Enter the **Service Level, Intercom Number** & select other required options.
7. Click **Finish** in order to save the details.

Create a Call Queue

Call Queue feature allows you to create, edit, delete and view call queues. Call Queue is a feature that greets callers with an organizational greeting and places their calls in queue.



Steps to Create a Call Queue

1. Click **Call Queue** under **Services** tab.
2. Click **Add Call Queue.**
3. Enter the **Basic Details**.
4. Select the **Department** & **Bundle/License** assigned to you.
5. Enter the other required details.
6. Select Assign Number to select a number otherwise click Next.
7. 

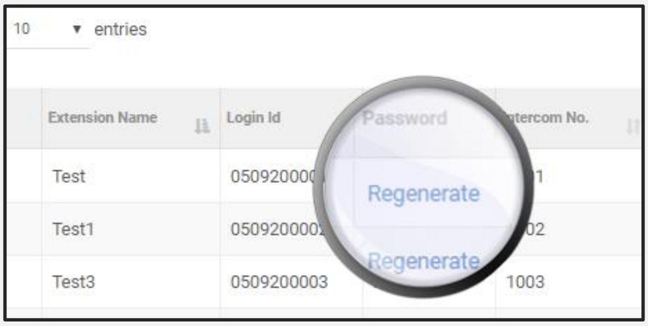
8. Select the **Ring Strategy**.
9. Select the extension on which you require to forward the queue and enter the **Ring Timeout** & other required details.
10. Click **Finish** in order to save the details.

Regenerating Password for Extension

Extensions are provided to you via service provider. You may avail a given number of extensions as per your requirement.

Steps to Regenerate Password for Extension

1. In order to regenerate password for an extension, click **Extension** under **Services** tab.
2. The screen displays a list of all the extensions associated with your account.
3. Click **Regenerate Password for All Extensions** to generate password of all extensions.
4. Click on **Regenerate** link under **Password** tab to generate password of a specific extension.



View Call Detail Records (CDR)

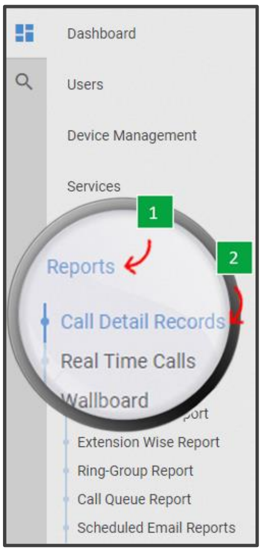
Call Detail Records (CDR) feature allows you to view and download the details of all phone calls.

Steps to View Call Detail Records

1. Click **Call Detail Records** under **Reports** tab.
2. A table with complete detail of all the records is displayed.

Note: You may also filter the call records via CDR filter.

*Note: You may also download the **Call Detail Records**.*



Configuring EyeBeam

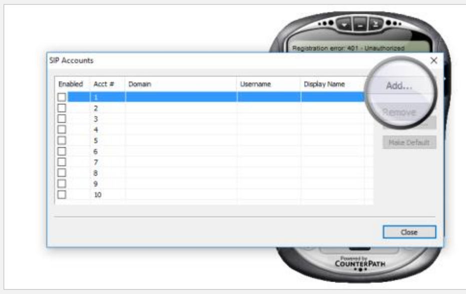
After downloading and installing the eyeBeam, follow the directions given below to configure eyeBeam with the extension.

Steps to Configure EyeBeam

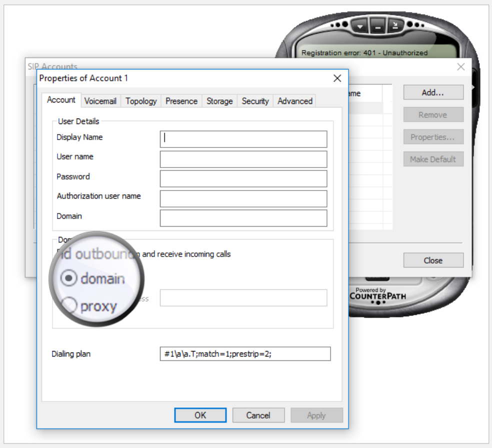
1. Open the eyebeam application and click on the **Down** arrow icon on the top left corner.

2. Click on **SIP Account Settings**.

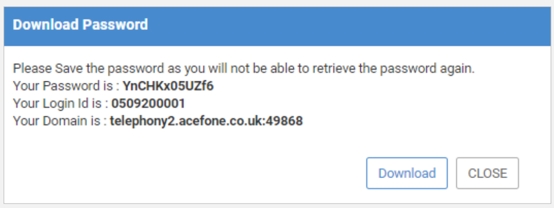
3. Click on **Add**.



4. Enter the details as received after generating the password from the portal.



5. The screen after generating the password looks as displayed below.



6. Enter the details.

Field	Details
Display Name	Enter the Login ID here
User Name	Enter the Login ID here
Password	Enter the Password here
Authorization User Name	Enter the Login ID here
Domain	Enter the Domain here

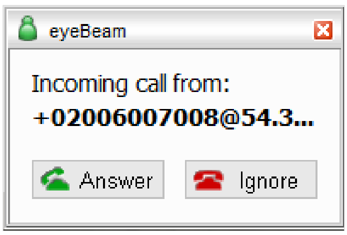
7. Select **Send Outbound via domain** and click **OK.**

Placing a Call using EyeBeam

1. Open eyebeam.
2. Enter the phone number**.**

Note: You may click the digits of eyeBeams's on-screen numeric keypad, or you may also enter the numbers from your computer's keyboard.

3. Click the green **Dial** button within the on-screen dial pad or you may also press ***Enter***.



Answering a Call using EyeBeam

1. EyeBeam rings like a traditional telephone.
2. Click the green **Dial** button to answer the call.

Ending a Call using EyeBeam

1. Click the red **Hang up** button in order to end a call.