Application Server Group Web Interface

Administration Guide - Part 1

Release 14.0

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Document Revision History

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14.0	5	Edited changes and published document.	May 1, 2008	Andrea Fitzwilliam

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INTRODUCTION

1 About This Guide

The *BroadWorks Application Server Group Web Interface Administration Guide Part 1* is designed to assist group and department administrators with management of all BroadWorks group and department administration functions for the BroadWorks Application Server. Detailed instructions for each function and page of the BroadWorks system can be found both in the guide and in the online help, which is available using the **Help** link on each web page.

> NOTE: For information about management of all BroadWorks user administration functions, see the *BroadWorks Application Server Group Web Interface Administration Guide – Part 2.*

This guide assumes administrators are familiar with the procedures in the *BroadWorks Getting Started Web Interface Administration Guide.*

2 Group Administrator Tasks and Responsibilities

A group administrator, using the web interface of the Application Server, performs these group and department tasks:

- Add, modify, or delete group administrators, department administrators, and schedules (holiday and time)
- Assign and configure group resources
- Assign service packs, group services, and user services
- Configure group services
- Control use of service scripts
- Control account and authorization codes
- Modify calling plans
- Manage utilities such as the Common Phone List and Feature Access Codes
- Perform advanced administrative functions

GROUP ADMINISTRATION

This section contains the following chapters:

- Profile Menu
- Resources Menu
- Services Menu
- Service Scripts Menu
- Acct/Auth Codes Menu
- Calling Plan Menu
- Utilities Menu

NOTE: Although the Client Management Menu is visible, its items are not accessible at the level of group administrator.

3 Profile Menu

This chapter contains sections that correspond to each item on the *Group – Profile* menu page. This menu page is the *Home* page for group administrators and it appears when you log in. To return to this page at any time, click **Home**.

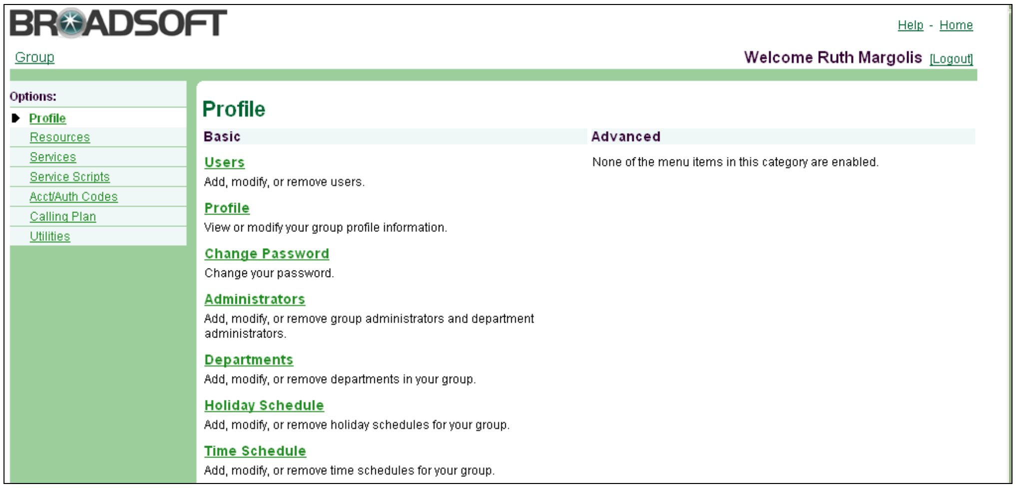

Figure 1 Group – Profile Menu

The *Group – Profile* menu contains these items:

- Basic menu

  This menu displays the items that all group administrators can use. This guide describes the group and department items:

  - Profile
  - Administrators
  - Departments
  - Holiday Schedule
  - Change Password
  - Time Schedule

- Advanced menu

  This menu displays the items that group administrators can use only if such functions have been assigned to them. In most systems, Advanced menu items are reserved for your service provider administrator.

NOTE: For information about management of all BroadWorks user administration functions provided by the Users menu item, see the *BroadWorks Application Server Group Web Interface Administration Guide – Part 2.*

3.1 Access Group – Profile Menu

Use the *Group – Profile* menu to modify the profile of the group, add and modify administrators and departments in the group, add and modify schedules (Holiday and Time), and change your password.

On your *Home* page, in the *Options* list, click **Profile**. The *Group – Profile* menu page appears.

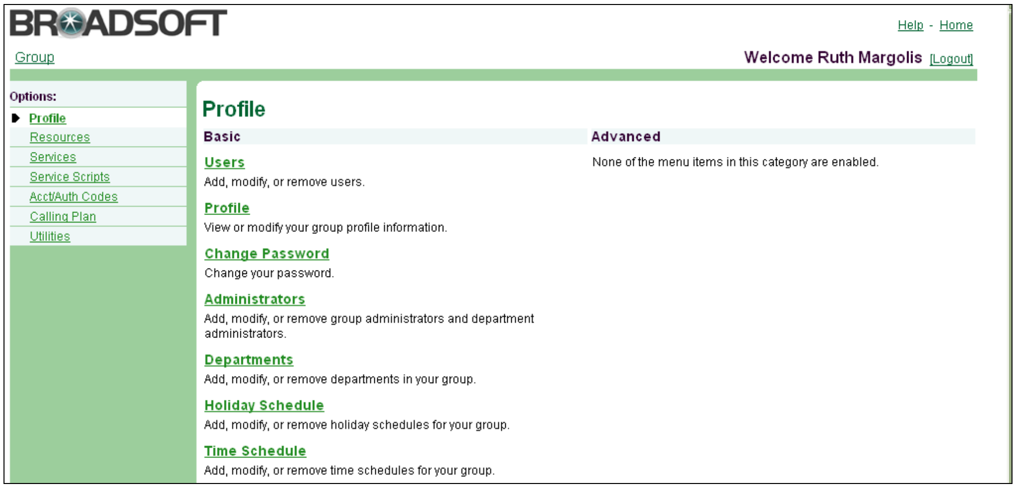

Figure 2 Group – Profile Menu

3.2 Profile

Use this item from the *Group – Profile* menu page to modify the group profile.

3.2.1 Modify Group Profile

Use the *Group – Profile* page to modify the group profile, for example, the contact for the group.

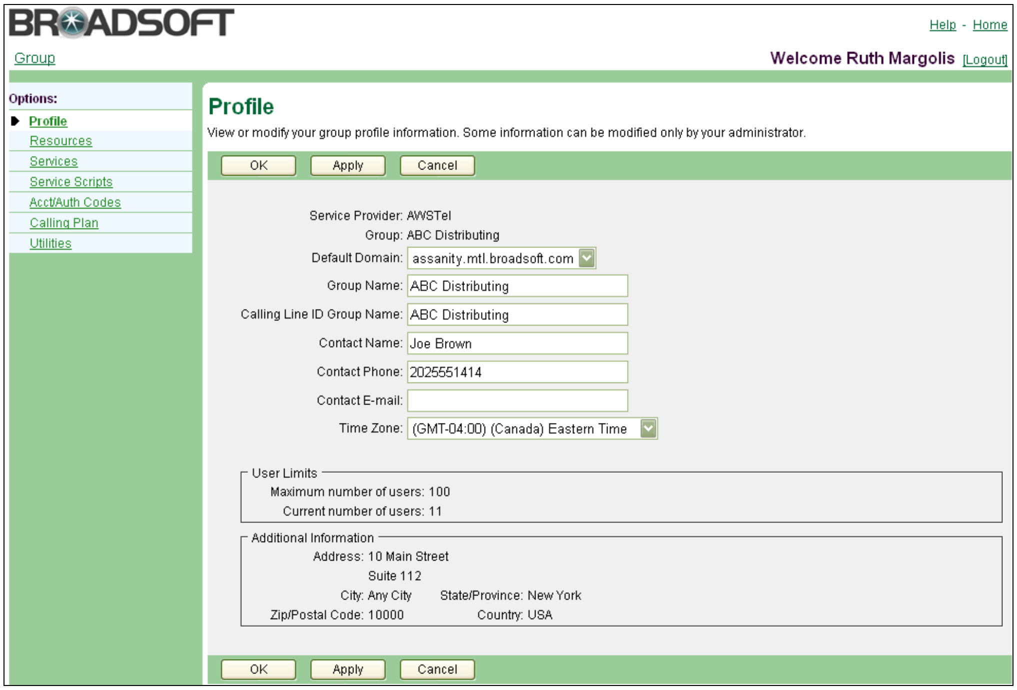

Figure 3 Group – Profile

1) On the *Group – Profile* menu page, click **Profile**. The *Group – Profile* page appears.

2) Type new information or select a different value from a drop-down list. An asterisk (*) indicates required data.

   This table provides the input boxes and the data required for each box. To move from one box to another, use the TAB key or click in the next box.

Text Box Name	Required?	Description	Example
Service Provider	(Read-only)	The ID of the service provider for this group (enterprise or company).	AWSTel
Group	(Read-only)	The ID of the group.	ABC Distributing
Default Domain	Yes	The domain name. The drop-down list contains all domains configured for the group.	abccompany.com
Group Name	No	The legal company name. Do not use backslashes or double quotation marks.	ABC Company, Inc.
Calling Line ID Group Name	No	The calling line ID of the group.	ABC Company
Contact Name	No	The primary contact for the company, first and last name.	Joe Smith
Contact Phone	No	The phone number of the contact as you would dial it. Do not use spaces or dashes.	5551000 OR +13014441234
Contact E-mail	No	The e-mail address of the contact for the group.	joe@abcompany.com

Text Box Name	Required?	Description	Example
Time Zone	Yes	The time zone.	(GMT-05:00) (US) Eastern Standard Time
User limits			
Maximum number of users	(Read-only)	The maximum number of users allowed in this group.	20
Current number of users	(Read-only)	The current number of users in the group.	5
Additional Information			
Address	(Read-only)	The street address of the group.	123 Main Street
City	(Read-only)	The city name.	Gaithersburg
State/Province	(Read-only)	The state or province.	MD
Zip/Postal Code	(Read-only)	The zip or postal code.	20877
Country	(Read-only)	The country of the group or company.	United States

3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

3.3 Administrators

Use this item on the *Group – Profile* menu page to:

- List Administrators
- Add Administrators
- Modify or Delete Administrator
- Set or Modify Group Policies for Group Administrator

3.3.1 List Administrators

Use the *Group – Administrators* page to list all the administrators (group and department) in the group. On this page, you can search for an administrator. From this page, you can add an administrator or select an administrator to be modified or deleted, change an administrator password, or assign services to or unassign services from an administrator.

> NOTE: The system can be configured to allow user authentication to be performed by an external server. When external activation is on, and you are not allowed to add administrators, no Add button appears on this page.

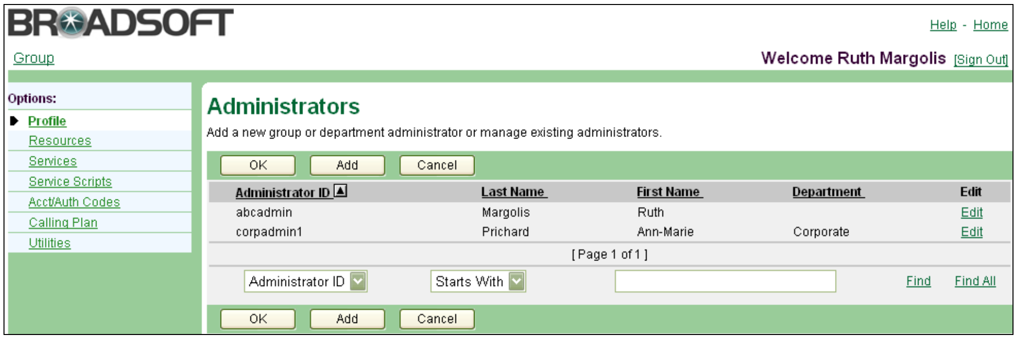

Figure 4 Group – Administrators

1) On the *Group – Profile* menu page, click **Administrators**. The *Group – Administrators* page appears.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide*.

2) To display the previous page, click **OK** or **Cancel**.

3.3.2 Add Administrators

Use the *Group – Administrators Add* page to add an administrator for the group.

NOTE: The system can be configured to allow user authentication to be performed by an external server. When external activation is on, no password fields appear on this page.

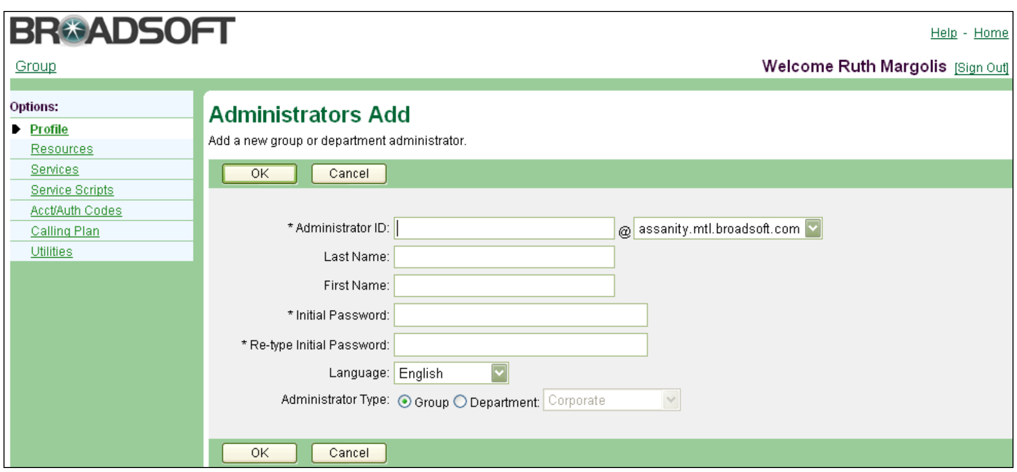

Figure 5 Group – Administrators Add

1) On the *Group – Profile* menu page, click **Administrators**. The *Group – Administrators* page appears.

2) Click **Add**. The *Group – Administrators Add* page appears.

3) Type or select information for the administrator. Required data is indicated with an asterisk (*).

In the *Language* drop-down list, your selection determines both the language the web interface displays for this administrator, and the language in which the system plays service announcements and treatments for incoming and outgoing calls for this administrator. The default is English (U.S. English) unless configured otherwise.

If your group is part of an enterprise, and you choose to limit the scope of this administrator to a single department, you may only select a department that exists within your group. Enterprise-level departments created by your enterprise administrator are not available.

4) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

3.3.3 Modify or Delete Administrator

Use the *Group – Administrators Modify* page to delete an administrator, reset an administrator's password, or modify the name and language of an administrator. From this page, you can set the group policies for a group administrator. For CMS, you can set the Group Client Management policies.

NOTE: The system can be configured to allow user authentication to be performed by an external server. When external activation is on, no password fields appear on this page.

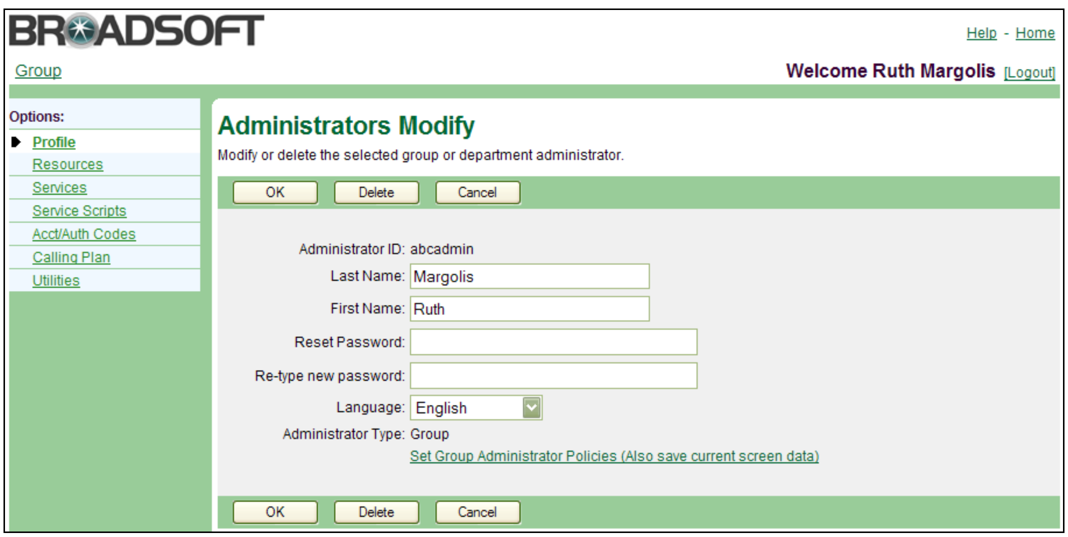

Figure 6 Group – Administrators Modify

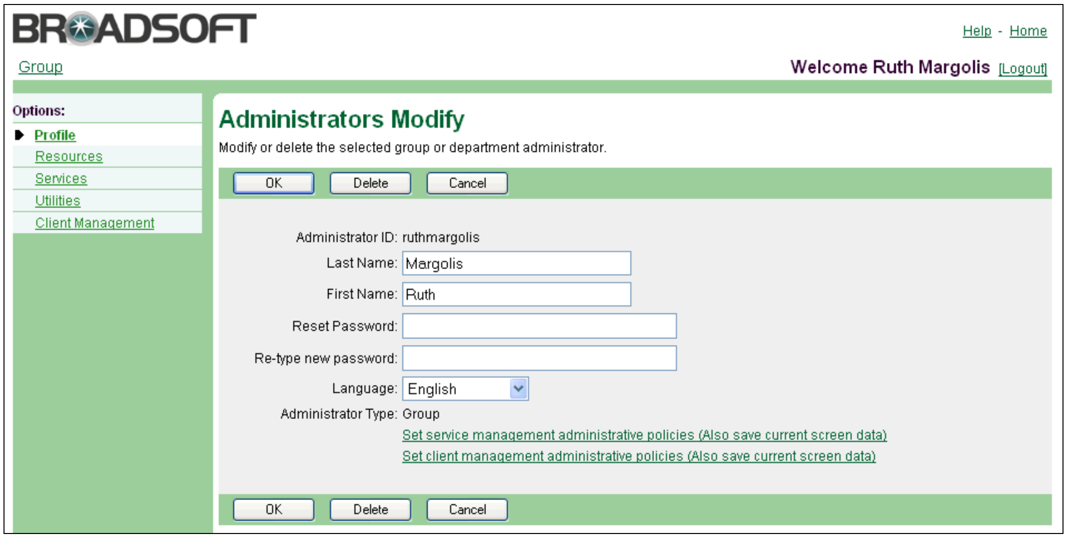

Figure 7 Group – Administrators Modify (CMS)

1) On the *Group – Profile* menu page, click **Administrators**. The *Group – Administrators* page appears.

2) Click **Edit** or any item on the row for the administrator. The *Group – Administrators Modify* page appears.

3) To delete the administrator, click **Delete**. The previous page appears.

4) To edit information for the administrator, type or select information for the administrator.

   In the *Language* drop-down list, your selection determines both the language the web interface displays for this administrator, and the language in which the system plays service announcements and treatments for incoming and outgoing calls for this administrator.

> NOTE: For a change to the *Language* control to be effective within the web interface, the administrator must log out and then log in again. For voice prompts during calls, the change is effective on the next call to or from the user.

5) Configure the administrator policies:

   – To configure the Group Administrator policies for releases that do not include CMS, click the **Set Group Administrator Policies** link and go to section *3.3.4 Set or Modify Group Policies for Group Administrator*.

   – To configure the Group Administrator policies for releases that include CMS, click the **Set Service Management Administrative Policies** link and go to section *3.3.4 Set or Modify Group Policies for Group Administrator*.

6) For CMS, to configure Client Management policies, click the **Set Client Management Administrative Policies** link and go to section *3.3.5 Set or Modify Client Management Policies for Group Administrator*.

7) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

3.3.4 Set or Modify Group Policies for Group Administrator

Use the *Group Administrator Policies* page to configure policies for a group administrator. Policies control the access of a group administrator to group, department, and user functions.

You can set the following access policy values:

- **Full Access**: Read-write access to a page or group of functions.
- **Read-Only Access**: Display-only access to a page or group of functions.
- **Restricted**: Either Read-Only access to a page or no access to a page or group of functions.
- **No Access**: No access to one function or a group of functions, for example, user functions.

> NOTE: You cannot set access policies that have a higher level of access than you do. You cannot change existing access policies of an administrator if those are at a higher level than yours are. Buttons for such access policies are disabled.

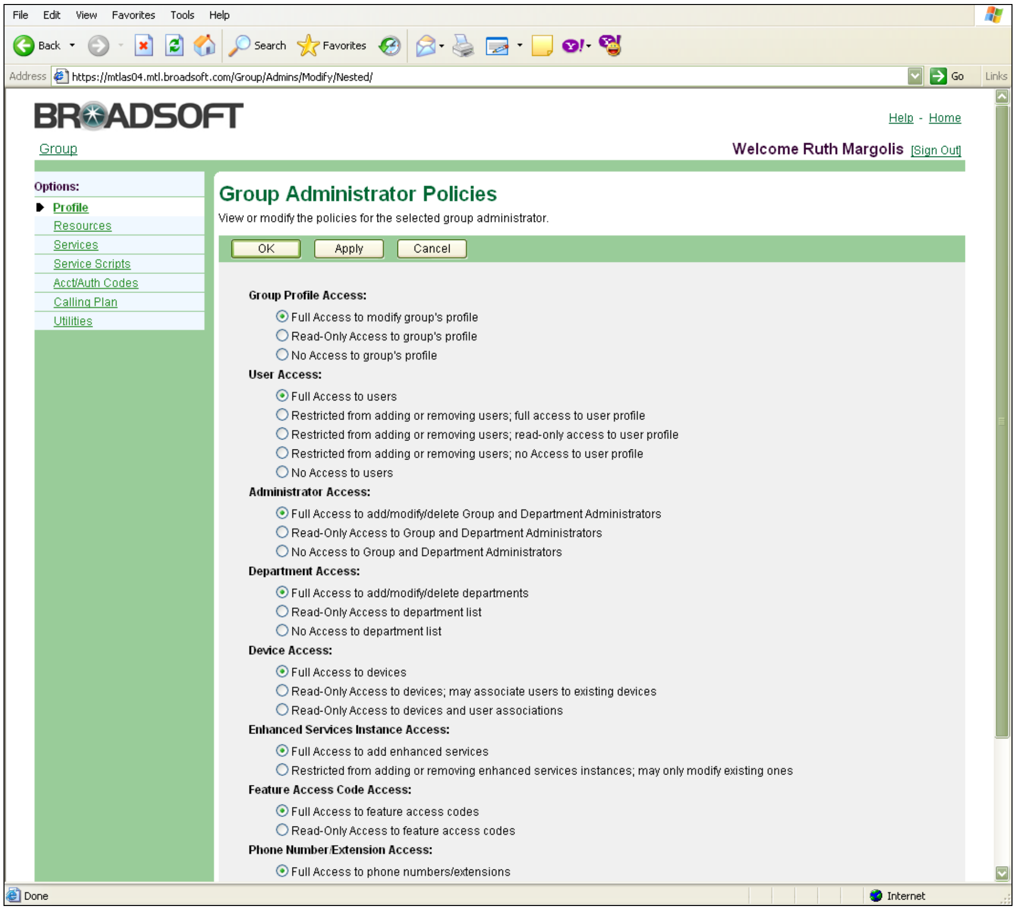

Figure 8 Group – Group Administrator Policies

1) On the *Group – Profile* menu page, click **Administrators**. The *Group – Administrators* page appears.

2) Click **Edit** or any item on the row for the group administrator. The *Group – Administrators Modify* page appears.

3) Click **Set Group Administrator Policies**. Data on the *Group – Administrators Modify* page are saved and the *Group Administrator Policies* page appears.

4) Click the access type button for each policy. The following table lists the Policies you can set and the corresponding access types.

Policy	Description
Group Profile Access	Click the button for the access you want for using or displaying the Group Profile pages (*Full, Read-Only, No Access*).
User Access	Click the button for the access you want for adding, modifying, and removing users and displaying the User Profile pages (*Full, Restricted, Restricted (Read-only access), Restricted (No access), No Access*).
Administrator Access	Click the button for the access you want for adding, modifying, and removing administrators (group and department) – (*Full, Read-Only, No Access*).

Policy	Description
Department Access	Click the button for the access you want for adding, modifying, and removing departments and displaying the list of departments (*Full, Read-Only, No Access*). **NOTE**: Only those with Full Access can assign numbers to departments.
Device Access	Click the button for the access you want for adding or modifying devices. Full access allows the administrator to add, modify, and delete devices, and to associate devices with user accounts. No access blocks the administrator from all device management tasks. *Read-only access to devices; may associate users to existing devices* blocks the administrator from creating, modifying and deleting devices in the group list, but allows the administrator to associate devices with user accounts.
Enhanced Services Instance Access	Click the button for the access you want for adding, deleting, and modifying Enhanced Service Instances (*Full, Restricted*). Examples of Enhanced Service Instances are Auto Attendants, Call Capacity Groups, Conference Bridges, Hunt Groups, Call Centers, Series Completion Groups, and Department Music/Video On Hold. Restricted access prevents a group administrator from adding/deleting service instances.
Feature Access Code Access	Click the button for the access you want for accessing Feature Access Codes (*Full, Read-Only*).
Phone Number/Extension Access	Click the button for the access you want for assigning phone numbers/extensions (*Full, Read-Only*). **NOTE**: The Phone Number/Extension Access controls the phone number and extension assignment at the same time. For Read-Only access, the **Group/Resources/Assign Numbers** menu item is not shown on the Resources Menu. The extension is Read-Only for the following group services (Auto Attendants, Call Capacity Groups, Hunt Groups, Incoming Calls, and Voice Messaging Group). The administrator can add these services, but cannot configure the extension.
Set Service Access	Click the button for the access you want for assigning services, for example, for users or a group (*Full, Read-Only*).

5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

3.3.5 Set or Modify Client Management Policies for Group Administrator

Use the *Group Administrator Client Management Policies* page to configure Client Management policies for a group administrator for CMS.

You can set the following Access policy values:

- **Full Access**: Read-write access to a page or group of functions
- **Read-Only Access**: Display-only access to a page or group of functions
- **No Access**: No access to one function or a group of functions, for example, user functions

NOTE: You cannot set Access policies that have a higher level of access than you do. You cannot change existing Access policies of an administrator if those are at a higher level than yours are. Buttons for such Access policies are disabled.

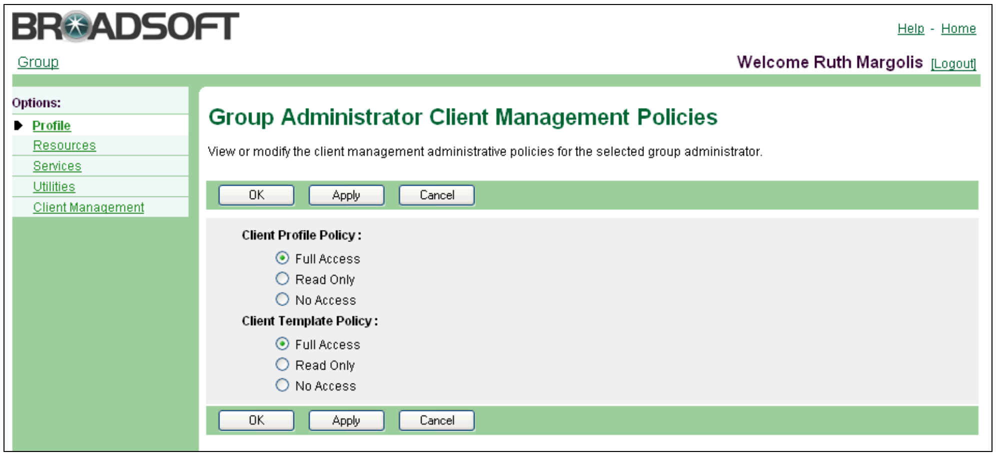

Figure 9 Group – CMS Group Administrator Policies

1) On the *Group – Profile* menu page, click **Administrators**. The *Group – Administrators* page appears.

2) Click **Edit** or any item on the row for the group administrator. The *Group – Administrators Modify* page appears.

3) Click the **Set Service Management Administrative Policies** link.

   Data on the Group – Administrators Modify page are saved and the *Group Administrator Client Management Policies* page appears.

4) Click the access-type button for each policy. The following table lists the policies you can set:

Policy	Description
Client Profile Policy	Click the button for the access you want for adding, modifying, and assigning client profiles.
Client Template Policy	Click the button for the access you want for adding, modifying, assigning, and deleting client templates.

3.4 Departments

Use this item on the *Group – Profile* menu page to:

- List Departments
- Add Departments
- Modify or Delete Department

3.4.1 List Departments

Use the *Group – Department* page to list all the departments in the group. From this page, you can add, modify, or delete a department.

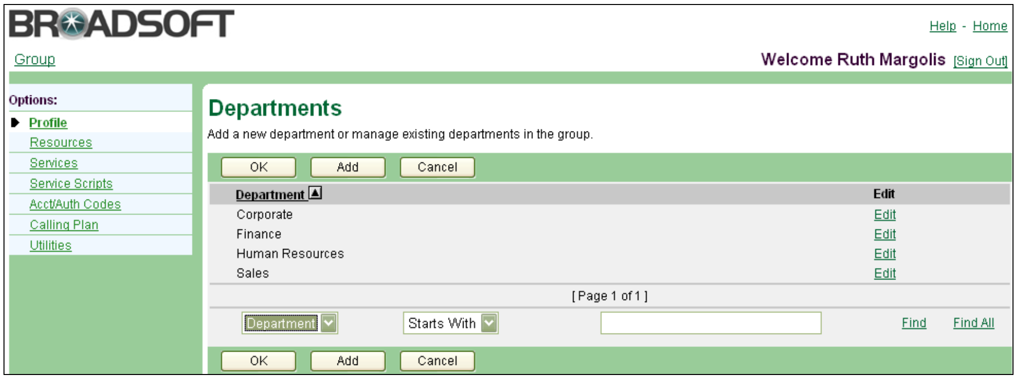

Figure 10 Group – Departments

1) On the *Group – Profile* menu page, click **Departments**. The *Group – Departments* page appears.

   Departments are listed with their parent departments, if any. For example, the listing for a department named Pre-Sales with the parent department Sales appears as follows: Sales\Pre-Sales.

   If your group is part of an enterprise, departments within your group are listed with your group name in parentheses. For example, if your group is named DEF Distributing, the listing for a department named Public Relations appears as follows: Public Relations (DEF Distributing). This distinguishes departments created at your group level from departments created at the enterprise level by your enterprise administrator.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide*.

2) To display the previous page, click **OK** or **Cancel**.

3.4.2 Add Departments

Use the *Group – Departments Add* page to add a department for the group. After you have added a department, you can assign users to the department. For more information about adding users, see the *BroadWorks Application Server Group Web Interface Administration Guide – Part 2*.

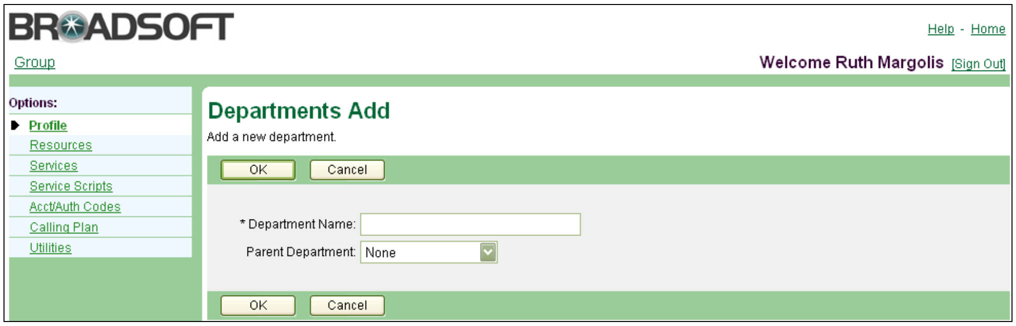

Figure 11 Group – Departments Add

1) On the *Group – Profile* menu page, click **Departments**. The *Group – Departments* page appears.
2) Click **Add**. The *Group – Departments Add* page appears.
3) Type the name of the department.
4) Use the *Parent Department* drop-down list box to create the new department under an existing department.

   Departments are listed with their parent departments, if any. For example, the listing for a department named Pre-Sales with the parent department Sales appears as follows: Sales \ Pre-Sales.

   If your group is part of an enterprise, departments within your group are listed with your group name in parentheses. For example, if your group is named DEF Distributing, the listing for a department named Public Relations appears as follows: Public Relations (DEF Distributing). This distinguishes departments created at your group level from departments created at the enterprise level by your enterprise administrator.
5) To save your changes and display the previous page, click **OK.**

   To exit without saving, select another page or click **Cancel**.

3.4.3 Modify or Delete Department

Use the *Group – Departments Modify* page to modify or delete a department.

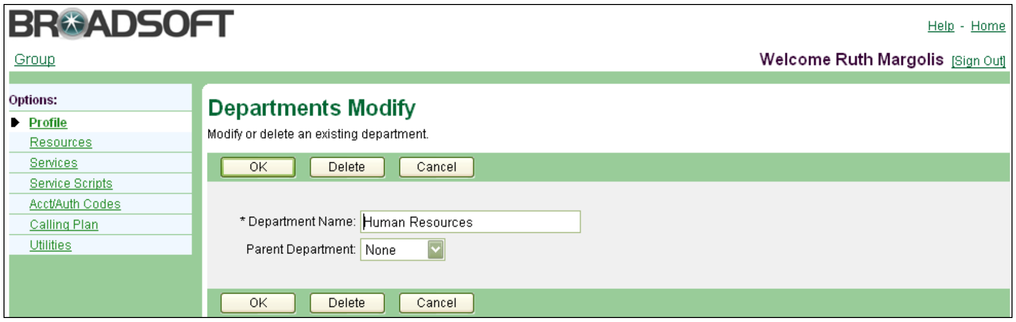

Figure 12 Group – Departments Modify

1) On the *Group – Profile* menu page, click **Departments**. The *Group – Departments* page appears.

2) Click **Edit** or any item on the row for the department. The *Group – Departments Modify* page appears.

3) To delete the department, click **Delete**. The previous page appears.

> NOTE 1: You cannot delete a department that has users assigned to it. Before you delete a department, modify the profile of all users within that department to assign them to a different department or to no department.
>
> NOTE 2: You cannot delete a department that has any sub-departments under it. Before you delete a department, either assign each of its sub-departments a new parent or no parent, or delete all of its sub-departments.

4) To edit the name for the department, type a different name.

5) Use the *Parent Department* drop-down list box to move the department under an existing department.

   Departments are listed with their parent departments, if any. For example, the listing for a department named Pre-Sales with the parent department Sales appears as follows: Sales \ Pre-Sales.

   If your group is part of an enterprise, departments within your group are listed with your group name in parentheses. For example, if your group is named DEF Distributing, the listing for a department named Public Relations appears as follows: Public Relations (DEF Distributing). This distinguishes departments created at your group level from departments created at the enterprise level by your enterprise administrator.

6) To save your changes and display the previous page, click **OK.**

   To exit without saving, select another page or click **Cancel** to display the previous page.

3.5 Holiday Schedule

Use this item on the *Group – Profile* menu page to:

- List Holiday Schedules
- Add Holiday Schedules

- Modify or Delete Holiday Schedule

3.5.1 List Holiday Schedules

Use the *Group – Holiday Schedule* page to list all the holiday schedules in the group. On scheduled holidays, services that normally play daily greetings and dialing menus, for example, for an Auto Attendant, play the after-hours greeting and dialing menu.

From this page, you can add, modify, or delete a schedule.

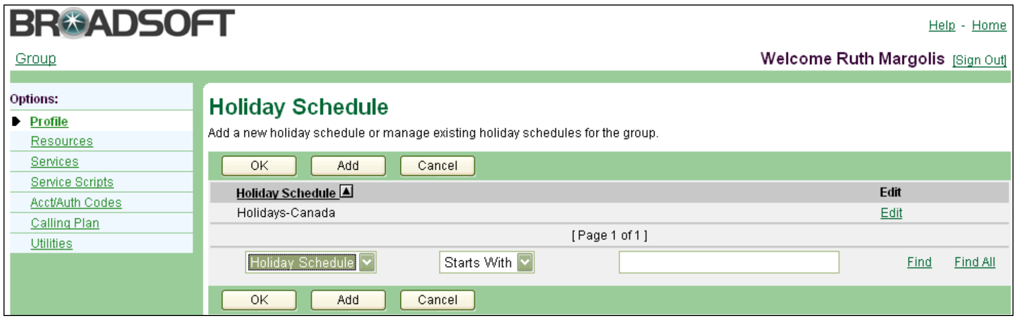

Figure 13 Group – Holiday Schedule

1) On the *Group – Profile* menu page, click **Holiday Schedule**. The *Group – Holiday Schedule* page appears.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide*.

2) To display the previous page, click **OK** or **Cancel**.

3.5.2 Add Holiday Schedules

Use the *Group – Holiday Schedule Add* page to add a holiday schedule for the group. After you have added a schedule, you can assign it to Auto Attendants. For more information about Auto Attendants, see the *BroadWorks Application Server Group Web Interface Administration Guide – Part 2*.

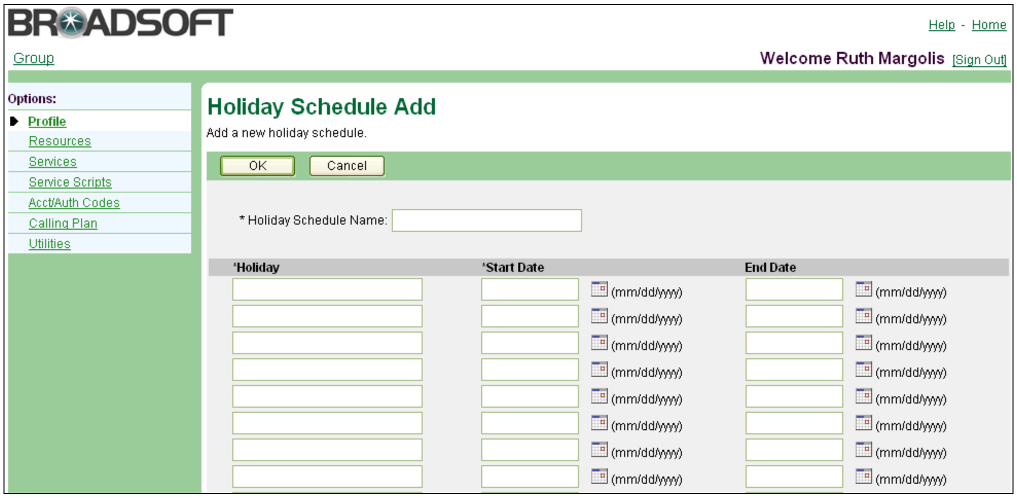

Figure 14 Group – Holiday Schedule Add

Figure 15 Group – Holiday Schedule – Calendar

1) On the *Group – Profile* menu page, click **Holiday Schedule**. The *Group – Holiday Schedule* page appears.

2) Click **Add**. The *Group – Holiday Schedule Add* page appears.

3) Type or select data for the schedule. You can create up to 20 entries in a schedule. The number of schedules is not limited. Required data is indicated with an asterisk (*).

   – Type a name for the schedule.

   – Create an entry for each holiday in the schedule: its name (*Holiday*), its beginning date (*Start Date*), and its end date (*End Date*). If the holiday is only one day, type or select only the data for the Start Date.

     To select a date, click the calendar icon to the right of the text box for a date. On the calendar box, click either of the inner circles with arrowheads to change the month. Click either of the outer circles with arrowheads to change the year. Then, click the day. The selected date appears in the text box.

4) To save your changes and display the previous page, click **OK.**

   To exit without saving, select another page or click **Cancel**.

3.5.3 Modify or Delete Holiday Schedule

Use the *Group – Holiday Schedule Modify* page to modify or delete a holiday schedule a holiday schedule.

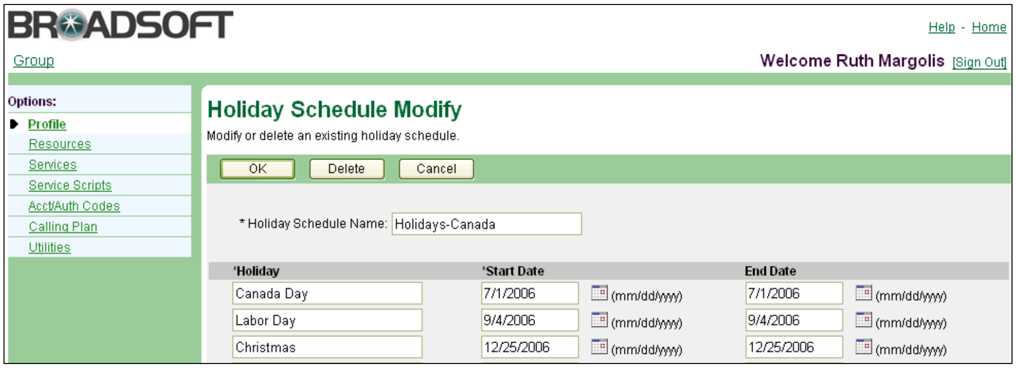

Figure 16 Group – Holiday Schedule Modify

Figure 17 Group – Holiday Schedule – Calendar

1) On the *Group – Profile* menu page, click **Holiday Schedule**. The *Group – Holiday Schedule* page appears.

2) Click **Edit** or any item on the row for the holiday schedule. The *Group – Holiday Schedule Modify* page appears.

3) To delete the holiday schedule, click **Delete**. The previous page appears.

4) To edit the holiday schedule: Type or select data for the schedule. You can create up to 20 entries in a schedule. The number of schedules is not limited. Required data is indicated with an asterisk (*).

   – Type a new name for the schedule.

   – Change an entry or create a new entry in the schedule: its name (*Holiday*), its beginning date (*Start Date*), and its end date (*End Date*). If the holiday is only one day, type or select only the data for the Start Date.

     To select a date, click the calendar icon to the right of the text box for a date. On the calendar box, click either of the inner circles with arrowheads to change the month. Click either of the outer circles with arrowheads to change the year. Then, click the day. The selected date appears in the text box.

5) To save your changes and display the previous page, click **OK.**

To exit without saving, select another page or click **Cancel** to display the previous page.

3.6 Change Password

Use this menu item on the *Group – Profile* menu page to change your password.

NOTE: The system can be configured to allow user authentication to be performed by an external server. When external authentication is active, this menu item does not appear on this page.

3.6.1 Change Your Password

Use the *Group – Change Password* page to change your password.

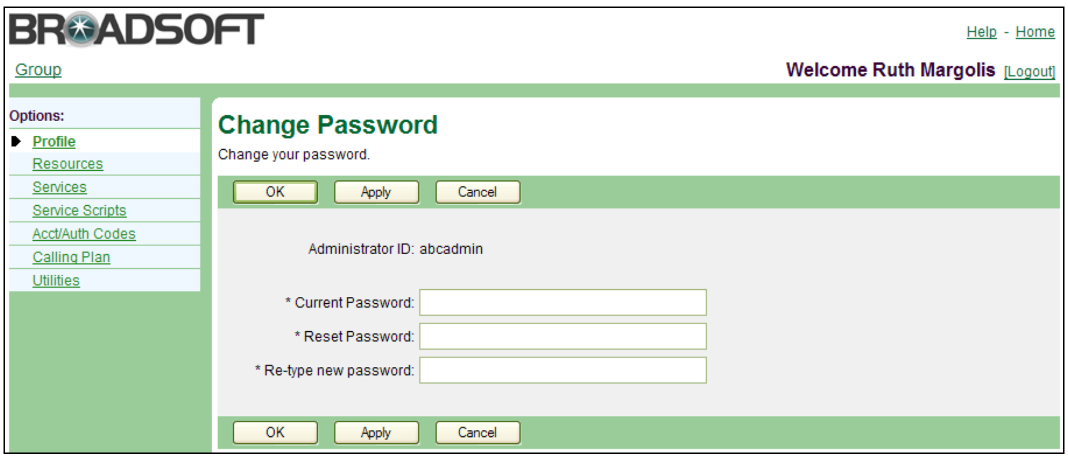

Figure 18 Group – Change Password

1) On the *Group – Profile* menu page, click **Change Password**. The *Group – Change Password* page appears.

2) Type the information for your current and new password. Required data is indicated with an asterisk (*).

3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

3.7 Time Schedule

Use this item on the *Group – Profile* menu page to:

- List Time Schedules
- Add Time Schedules
- Modify or Delete Time Schedule

3.7.1 List Time Schedules

Use the *Group – Time Schedule* page to list all the time schedules in the group. Use time schedules to configure the business hours for Auto Attendants. For more information about Auto Attendants, see the *BroadWorks Application Server Group Web Interface Administration Guide – Part 2*. Time schedules can also be applied to services such as Call Notify, Priority Alert, and Selective Acceptance/Rejection/Forward.

From this page, you can add, modify, or delete a schedule.

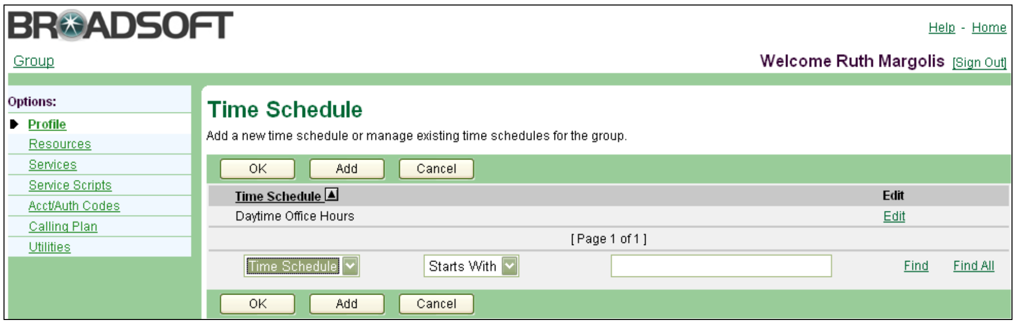

Figure 19 Group – Time Schedule

1) On the *Group – Profile* menu page, click **Time Schedule**. The *Group – Time Schedule* page appears.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide*.

2) To display the previous page, click **OK** or **Cancel**.

3.7.2 Add Time Schedules

Use the *Group – Time Schedule Add* page to add a time schedule for the group.

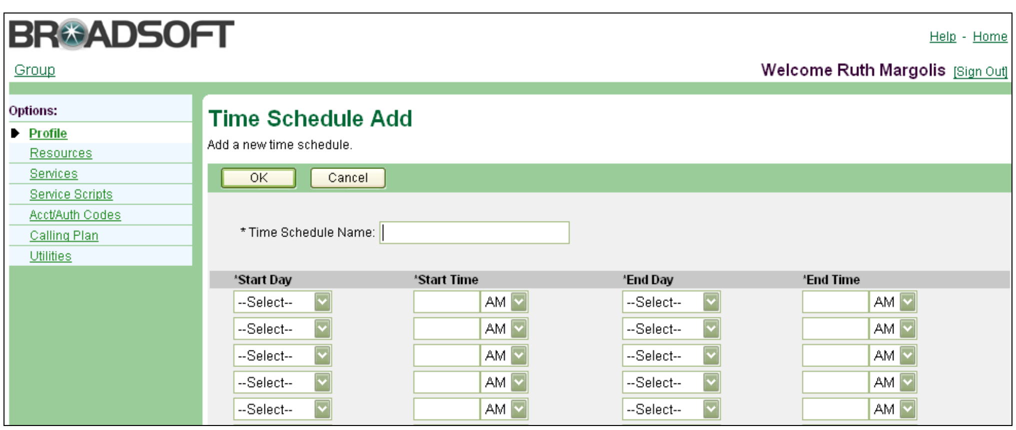

Figure 20 Group – Time Schedule Add (Top of Page)

1) On the *Group – Profile* menu page, click **Time Schedule**. The *Group – Time Schedule* page appears.

2) Click **Add**. The *Group – Time Schedule Add* page appears.

3) Select or type data for the schedule. You can create up to 20 entries in a schedule. The number of schedules is not limited. Required data is indicated with an asterisk (*).

   – Type a name for the schedule.

   – Create an entry for each time period in the schedule:

   Select the Start Day and End Day.

   For the Start Day and End Day, type the time (HH:MM) and select AM or PM for the time.

   You can copy and paste the times you have typed.

4) To save your changes and display the previous page, click **OK.**

   To exit without saving, select another page or click **Cancel**.

3.7.3 Modify or Delete Time Schedule

Use the *Group – Time Schedule Modify* page to modify or delete a time schedule.

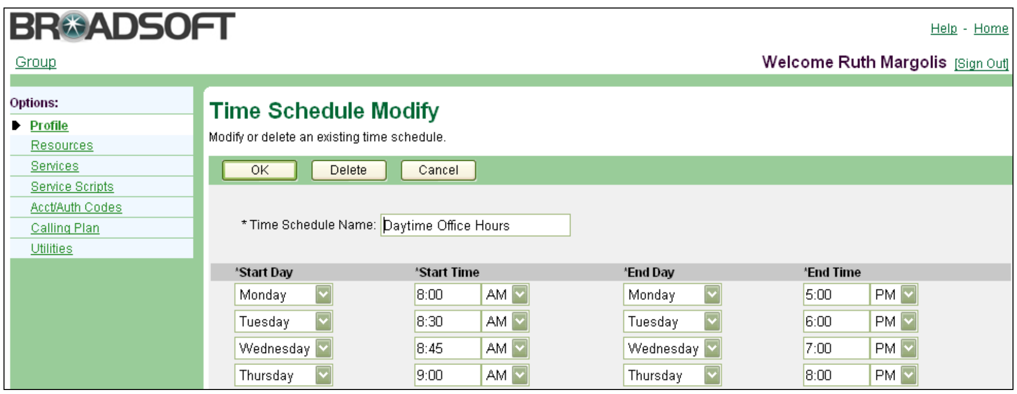

Figure 21 Group – Time Schedule Modify (Top of Page)

1) On the *Group – Profile* menu page, click **Time Schedule**. The *Group – Time Schedule* page appears.

2) Click **Edit** or any item on the row for the schedule. The *Group – Time Schedule Modify* page appears.

3) To delete the schedule, click **Delete**. The previous page appears.

4) To edit the schedule: Select or type data for the schedule. You can create up to 20 entries in a schedule. The number of schedules is not limited. Required data is indicated with an asterisk (*).

   – Type a name for the schedule.

   – Create an entry for each time period in the schedule:

   Select the Start Day and End Day.

For the Start Day and End Day, type the time (HH:MM) and select AM or PM for the time.

You can copy and paste the times you have typed.

5) To save your changes and display the previous page, click **OK.**

To exit without saving, select another page or click **Cancel** to display the previous page.

4 Resources Menu

This chapter contains sections that correspond to each item on the *Group – Resources* menu page.

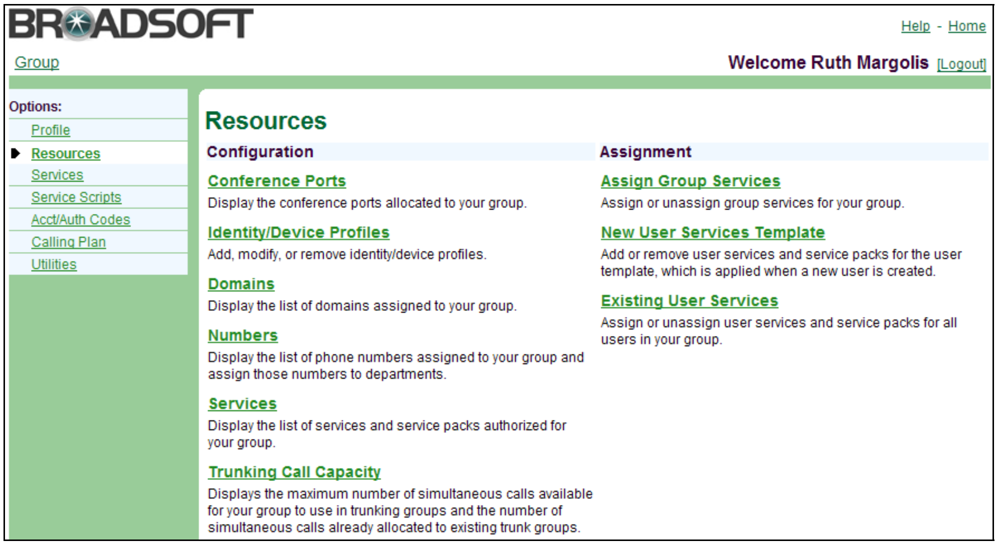

Figure 22 Group – Resources Menu

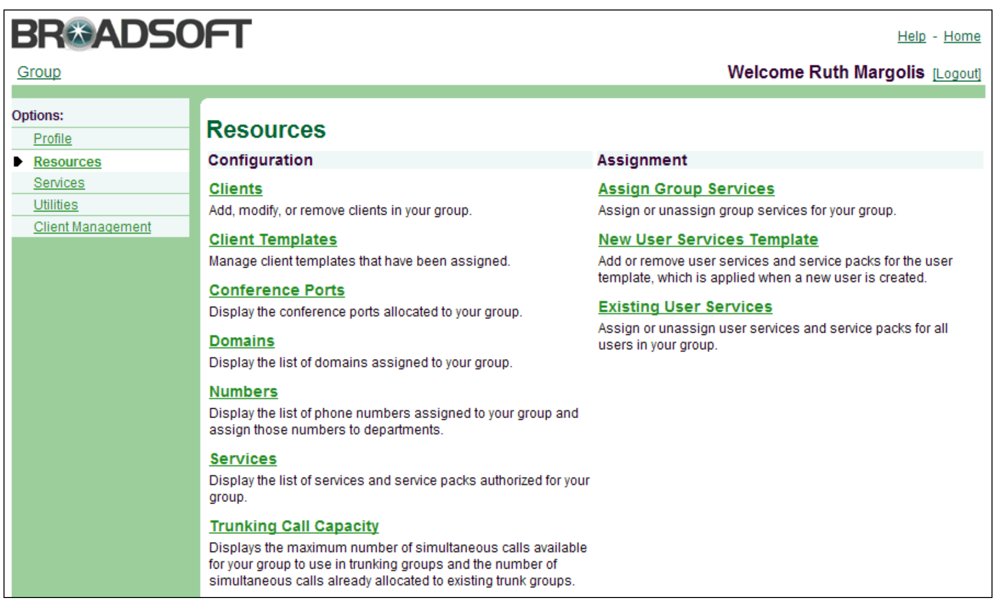

Figure 23 Group – Resources Menu (CMS)

The *Group – Resources* menu contains these items:

- **Configuration menu**

  This menu displays the items that group administrators use to list and configure resources:

- Clients (available only for CMS)
- Client Templates (available only for CMS)
- Conference Ports
- Identity/Device Profiles (not available for CMS)
- Domains
- Numbers
- Services
- Trunking Call Capacity

■ **Assignment menu**

This menu displays the items that group administrators use to assign resources:

- Assign Group Services
- New User Services Template
- Existing User Services

4.1 Access the Group – Resources Menu

Use the items on the *Group – Resources* menu, for example, to list resources assigned to your group, for **Conference Ports**. You can add, modify, or remove **Identity/Device Profiles** to represent your users' telephony equipment or public SIP identities. You can add services to and remove services from the group, for **Services**.

On your Home page, on the *Options* list, click **Resources**. The *Group – Resources* menu page appears.

4.2 About Client Templates and Client Profiles (CMS)

A client template is a set of predefined configuration values used by the Client Management System (CMS) feature to configure a SIP endpoint (device). A client profile is a client template modified to configure the device of an end user.

In BroadWorks, client templates are available for devices produced by different manufacturers, for example, Polycom. A plug-in file contains the original or root template for each of a manufacturer's device types. The administrator (at each level) assigns client templates to the administrators at the next level down. From each level, an administrator can assign a client template assigned to them or they can assign a template they create by copying, renaming, and modifying a template assigned to them.

At each level, by creating new templates derived from those assigned to them by the higher-level administrator, administrators can configure and control the attributes for which they are uniquely responsible. At any level, an administrator can modify only the client templates they have created.

NOTE: This section applies to systems enabled with the CMS feature.

4.2.1 Tabs for Configuration Attributes on Client Templates and Client Profiles

Client templates and client profiles contain configuration attributes organized by tabs:

Tab	Description
Profile	Contains blocks of fields that are generic to any plug-in. The fields are used to: ▪ Authenticate the phone. ▪ Identify access to the phone for the template. ▪ Configure the automatic naming scheme for client profiles. Typically a group administrator completes the blocks for authentication and access for a phone. A system provider or service provider completes the automatic naming scheme.
Version	Contains reference information about the plug-ins for the templates. A system provider uses this information to manage plug-ins.
Lines	Assigns lines to a client template, one of which is identified as the primary line for the user. This is only available to group administrators to add a client profile.
Keys	Orders what different line and feature keys do. For some devices, configuration is context sensitive, that is, what you can configure for one key depends on what you already configured for one or more other keys. Key configuration is device specific. Typically, a system provider or service provider completes the key configuration.
Contact	Identifies one or more contacts for the user of the device. Available only to group administrators to modify a client profile.
Settings	Configures system settings for SIP servers, such as line and service settings, dial plan settings, and media settings. Typically, a system provider completes the hardware-related settings.
Advanced	Allows complete control of all the attributes that are also in the configuration file for the phone. Values set in other tabs are shown (and can be changed) in this tab. Typically, a system provider (or service provider) completes the key *Configuration* tab.

4.2.2 Lock and Hide Configuration Attributes

Tabs on client templates and client profiles can contain blocks of, for example, input text boxes, check boxes, or a mixture of text boxes and check boxes. Tabs can also contain a series of individual input text boxes or check boxes.

At each administrative level, the administrator who is adding a template can lock or hide an input box and its value in the new template. The administrator can also lock or hide a block of related attributes. Any attributes that an administrator has locked appear on the template for the administrators at the subsequent downward levels; however any locked field is read-only to all lower administrators. Any attributes that an administrator has hidden do not appear on the template for the administrators at the subsequent downward levels. A system or service provider can also lock the *Profile* tab. However, if no administrator locks or hides any attributes or tabs, the administrators at any level have access to all the attributes in all the tabs.

Administrators lock an attribute to prevent any other administrator from changing the value of the attribute. Administrators hide attribute values to simplify the work of administrators at lower levels.

Figure 24 Service Provider – Client Template – Add Client Template (Locking Fields) shows how a service provider locks three fields on a client template. Any template copied (derived) from this template shows these three fields as read-only.

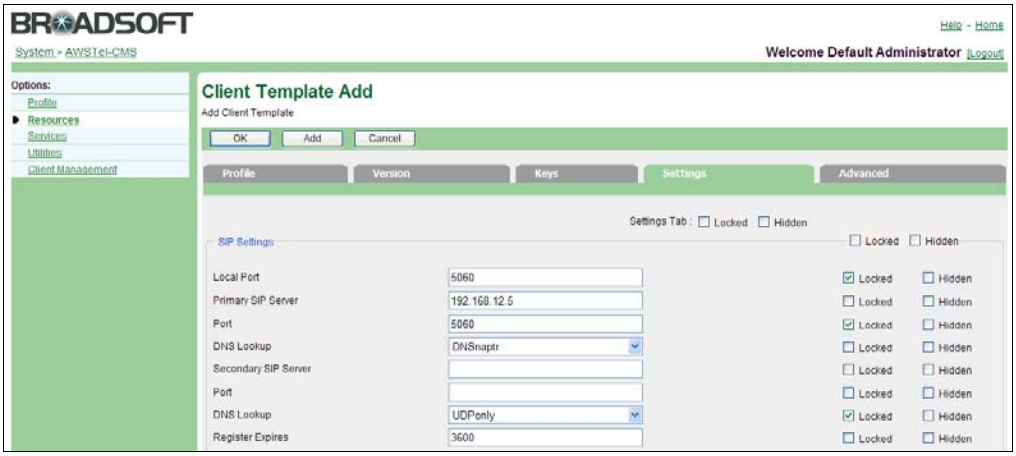

Figure 24 Service Provider – Client Template – Add Client Template (Locking Fields)

Figure 25 Group – Client Template – Add Client Template (Locked Fields) shows how a group administrator cannot edit the contents of the three locked fields in the template assigned to them by the service provider. Any template copied (derived) from this template shows these three fields as read-only.

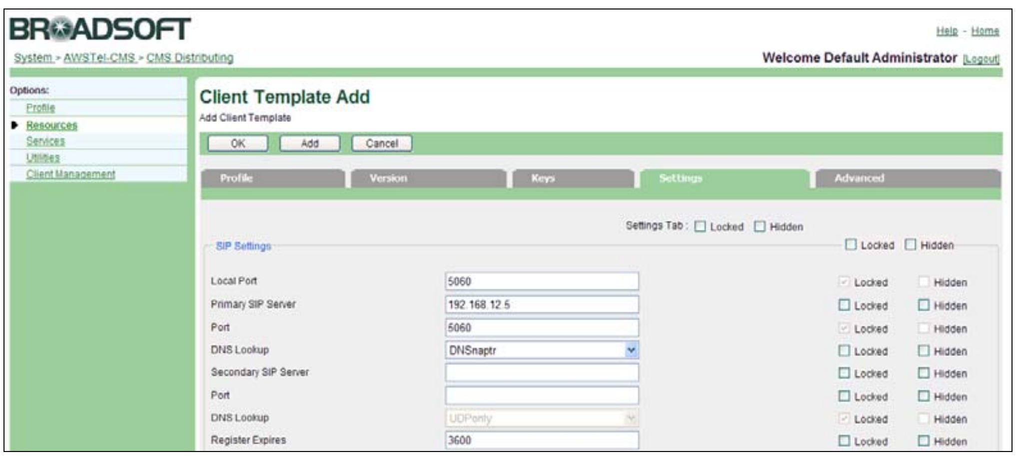

Figure 25 Group – Client Template – Add Client Template (Locked Fields)

Figure 26 Service Provider – Client Template – Add Client Template (Hiding Fields) shows how a service provider hides three fields on a client template. Any template copied (derived) from this template does not show these three fields.

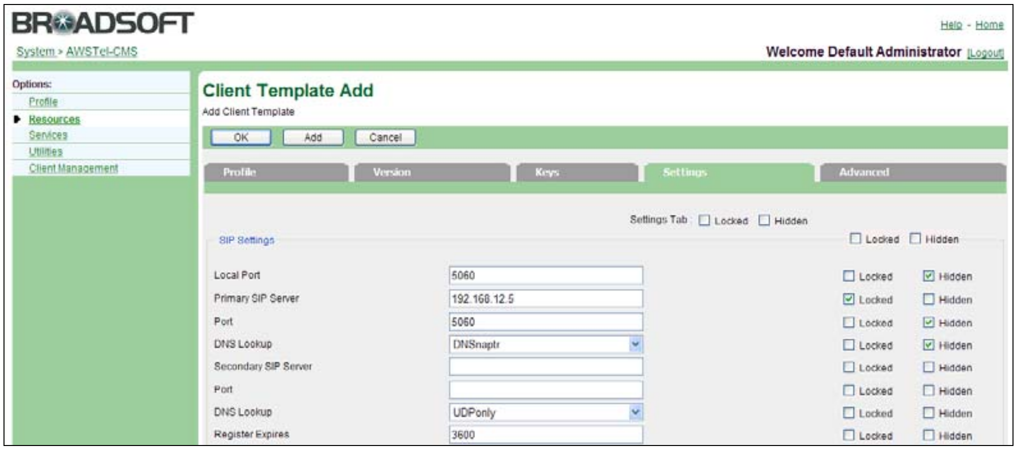

Figure 26 Service Provider – Client Template – Add Client Template (Hiding Fields)

Figure 27 Group – Client Template – Add Client Template (Hidden Fields) shows how a group administrator cannot see the contents of the three hidden fields in the template assigned to them by the service provider. Any template copied (derived) from this template does not show the three hidden fields.

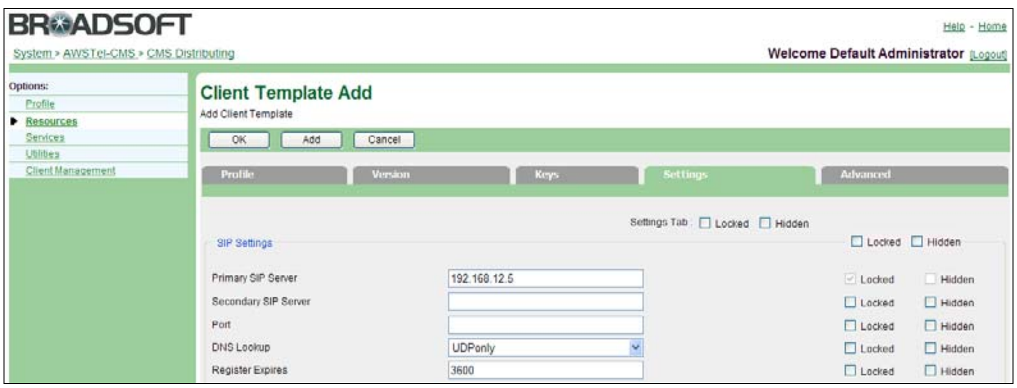

Figure 27 Group – Client Template – Add Client Template (Hidden Fields)

4.2.3 Configuration Attributes

The following tables provide the configuration attributes available in these client templates and client profiles.

Polycom SoundPoint IP 30x, Polycom SoundPoint IP 430, Polycom SoundPoint IP 50x, Polycom SoundPoint IP 60x, and Polycom SoundPoint IP 4000

Some attributes appear in more than one tab.

4.2.3.1 Profile Tab

Typically, in client templates and client profiles, a group administrator uses the Access Control and Authentication blocks on this tab to configure the device for one (primary) or more end users.

Input Box Name	Description
Basic Information	
Template ID	The name of the template. After you have added a template, you cannot change its name.
Description	The description of the template, for example, its particular purpose.
Authentication (Authenticates the phone for client profile use)	
User ID	The ID to authenticate the phone.
Password	The password to authenticate the phone.
Access Control (Identifies phone for the template)	
MAC Address	The specific MAC address to be used to provide access to the template. The MAC address of the phone is usually found on a label on the back of the phone.
Allow Any MAC Addresses	Allows any MAC address to be used to provide access by the phone to the template.
Auto Set MAC Address	Allows a MAC address to be set automatically to provide access to the template.
Use Auto Naming Convention (Check to control the use of automatic naming when client profiles are generated from the client template. Used only for client templates.)	
Prefix Pattern	The prefix for the template name for automatic naming.
Add Service Provider Name	The name of the service provider for automatic naming.
Add Group Name	The name of the group administrator for automatic naming.
Suffix Pattern	The suffix for the template name for automatic naming.
Separator	The separator to be used between the name of the service provider and group for automatic naming.
Starting At	The number for the first automatically-named name, for example, 100.
Incremented By	The interval between numbers subsequently generated for automatically-named names, for example, 5.

4.2.3.2 Version Tab

The contents of this tab in client templates and client profiles are important for version control and the upgrading of templates. A system administrator must be able to identify the version of the root template from which the current templates have been derived (copied). To change the version of a template, you must derive an identical template from the root template with the version you want.

Box Name	Description
Plug-in	The version of the plug-in, including whether the plug-in is signed or unsigned.
Root Template	The root template provided by the device manufacturer in the plug-in. (Client templates available at the system administrator level are derived from this root template.)
Boot ROM	The firmware or software that boots the phone and starts the phone application software.
Application	The application that provides the phone functionality during normal operation.

4.2.3.3 Lines Tab

A group administrator uses this tab to identify the lines for a client profile.

The *Lines* tab lists all available lines that have not been assigned to a phone and the primary line of the phone.

Column Name	Description
Assign	Check to assign the line to the client profile.
Phone Number	The phone number of the line, for example, 2025551012.
Identity	The identity of the line, for example, ssmith@broadsoft.com.
Last name	The last name of the user.
First Name	The first name of the user.
Primary	The role of the line: Primary or Secondary on the client profile.

4.2.3.4 Keys Tab

Typically, in client templates and client profiles, a service provider or group administrator uses the attributes on this tab to specify the characteristics of the lines, for example, private line, and the contact attributes of how a line is used, for example, Speed Dial.

> NOTE: The lines and keys, and how to set them up, are specific to the manufacturer of the device.

For Polycom phones, configuration of some attributes is context sensitive. That is, some can be configured only if the context is correct. Configure all the *Line key* attributes first, that is *Private Line* or *Shared Line*; then configure the *Line contact* attributes, for example, the contact number to be used for Speed Dial, and so on. Once you have configured a contact attribute, you cannot then configure another *Line key* attribute.

On this tab, to configure a line, select the line or contact attribute from the pull-down list, click **Setup**, type the values, and click **Exit from key setup**.

NOTE: When configuring a line, it is possible that no lines appear in the *Line* drop-down list on the *key setup* page. To remedy this situation, click on the *Lines* tab and assign at least one line to the client profile by checking one or more Assign boxes.

The following table describes the *Keys tab* attributes for Polycom devices:

Line Key Attributes

Shared Phone or Private Line:

- *Line*: Select from the drop-down list. If "Profile Only" is the only item, the line is identified when the template is assigned as a client profile.
- *Label*: Click *Phone Number*, *Name*, or *Other*. If you click *Other*, type a name of your choice. The label appears on your phone.
- *Name*: Click *Phone Number*, *Name*, or *Other*. If you click *Other*, type a name of your choice to be used for SIP signaling and display on called phones.

Contact Key Attributes (availability dependent upon endpoint)

Call Appearance:

You can only select Call Appearance immediately after you select a line attribute (*Private Line* or *Shared Line*) to indicate that another key is to be used for another appearance of the previous line.

Speed Dial:

- *Speed Dial Number*: Type the number to be dialed.
- *Label*: Type the label for display on your phone (for the line).

Push To Talk:

- *Push To Talk Prefix*: Type the star code for the Push To Talk service.
- *Push To Talk Destination*: Type the extension to be dialed.
- *Label*: Type the label for display on your phone (for the line).

Hot Dial:

- *Hot Dial Destination*: Type the extension to be dialed as soon as the phone goes off hook.
- *Label*: Type the label for display on your phone (for the line).

Feature Access Code:

- *Feature Access Code*: Type the code.
- *Label*: Type the label for display on your phone (for the line).

Busy Lamp Field:

After you configure this attribute for a line key, all subsequent lines share this attribute. That is, if you configure this attribute for line 21, then line 21 and all subsequent lines on the extension modules are also configured for this attribute.

- Busy Lamp Field
- Busy Lamp Field (BLF) URL

NOTE: Feature keys exist on each endpoint type. For information on specific feature keys, see the documentation for the endpoint.

4.2.3.5 Contact Tab

A group administrator uses the attributes on this tab when modifying a client profile.

The following table describes the *Contact tab* attributes.

Input Box Name	Description
Directory Number	The phone number of the contact, for example, 2025551012.

Input Box Name	Description
Primary Identity	The public identity of the contact, for example, ssmith@broadsoft.com.
First Name	The first name of the contact.
Last Name	The last name of the contact.
Address	The address of the contact.
Description	The description for the contact.
E-mail	The e-mail address of the contact.

4.2.3.6 Settings Tab

In client templates, a system administrator uses many of the fields on this tab to configure the system hardware and probably locks, hides, or locks and hides those fields from lower level administrators.

The following table describes the settings for the SIP servers that accept phone registrations.

Input Box Name	Description
SIP Settings (Settings used for SIP servers)	
Local Port	The local port used for SIP signaling.
Primary SIP Server	The IP address of the primary SIP server.
Port	The port of the primary SIP server.
DNS Lookup	The transfer protocol for the domain name server (DNS) lookup for the primary SIP server. Select from the drop-down list.
Secondary SIP Server	The IP address of the secondary (backup) SIP server.
Port	The port of the secondary SIP server.
DNS Lookup	The transfer protocol for the domain name server (DNS) lookup for the secondary SIP server. Select from the drop-down list.
Register Expires	The requested registration time period (in seconds).
Retry Time Out	The requested retry time period.
Retry MaxCount	The number of times a retry is attempted before going to the next SIP server.
Line Seize Time Out	The requested line-seize subscription time (in seconds). This is where more than one phone shares a line; only one phone can access the line at a time.
Use Outbound Proxy	Check to use an outbound proxy server.
Outbound Proxy	The IP address of the outbound proxy server.
DNS Lookup	The transfer protocol for DNS lookup. Select from the drop-down box.
Port	The port for the outbound proxy.
Synchronization Settings	
Refresh Period (Hour)	The period after which the user is “refreshed”; that is, a request is sent to the server for registration (12 hours, by default).
Timezone Settings	
Time Server	The URL of the time server (that provides the time to a phone).
Time Zone	Click on the *Time Zone* drop–down list to select the time zone, for example, “(GMT–05:00) (America/New_York) Eastern Time”.

Input Box Name	Description
Line and Service Settings	
Max Calls Per Line	The maximum number of calls for each line.
Per Line DND	Check to provide a busy tone to all incoming calls in Do Not Disturb (DND) mode.
Disable Call Forwarding for Shared Lines	Check to disable Call Forwarding for shared lines.
Outgoing Time Out	The time period after which, if an outgoing call is not answered, the call expires.
Incoming Time Out	The time period after which, if an incoming call is not answered, the call expires.
Dial Plan	
Digit Map	The name of the digit map to be used.
Impossible Match Handling	The number of times attempted to handle an impossible match (“0”, “1”, or “2”).
Remove End of Dial (#)	Check to remove the requirement for users to press the pound key (#) after dialing a number.
Inter-digit Timeout	The time period after which a digit cannot be added.
Media Settings	
Offered Codecs: G711A, G711Mu, and G729AB (Specifies the order in which audio codecs are to be used. Select a number from the pull-down lists, where 1 is the highest.)	
VAD On	Check to turn on Voice Activity Detection (VAD).
Threshold	The threshold limit for VAD (active voice versus background noise) in dB.
Start	The beginning of the port range for the Media Server.
End	The end of the port range for the Media Server.

4.2.3.7 Advanced Tab

This tab is the exact representation of the Polycom device. Its attributes are organized in a tree hierarchy. Expand the node of interest to configure the attribute.

4.3 Clients

Use this item on the *Group – Resources* menu page to:

- List Client Profiles
- Add Client Profiles
- Delete or Modify Client Profiles

NOTE: This menu item is available only with the CMS feature.

A client profile is a client template modified for and assigned to the device tied to a user. A client template is a set of predefined configuration data used to configure a SIP endpoint (device).

As a group administrator, you create client profiles (instances of client templates) that apply to the devices for one or more individual users. To create a client profile, you select any client template assigned to you or any template you have added (by copying, renaming, and modifying an existing template assigned to you).

4.3.1 List Client Profiles

Use the *Group – Clients* page to list the client profiles assigned to users. From this page, you can add or modify a profile.

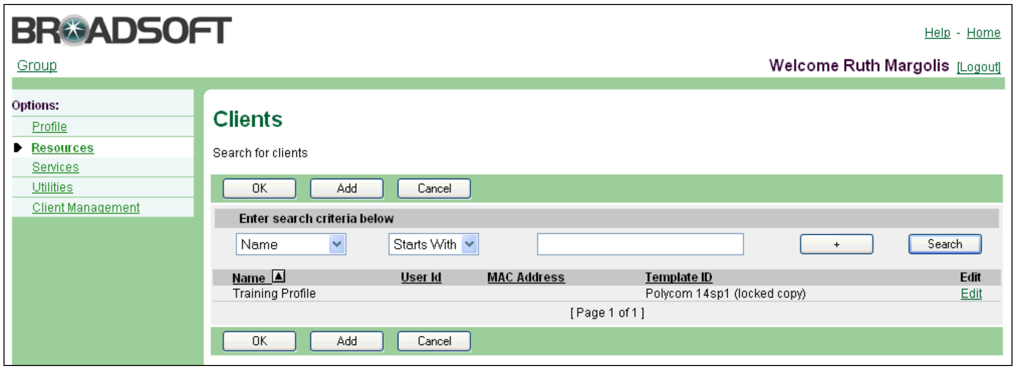

Figure 28 Group – Clients

1) On the *Group – Resources* menu page, click *Clients*. The *Group – Clients* page appears.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information, see the *BroadWorks Getting Started Web Interface Administration Guide*.

2) To display the previous page, click **OK** or **Cancel**.

4.3.2 Add Client Profiles

Use the *Group – Client Add* page to add a client profile for the device for a user.

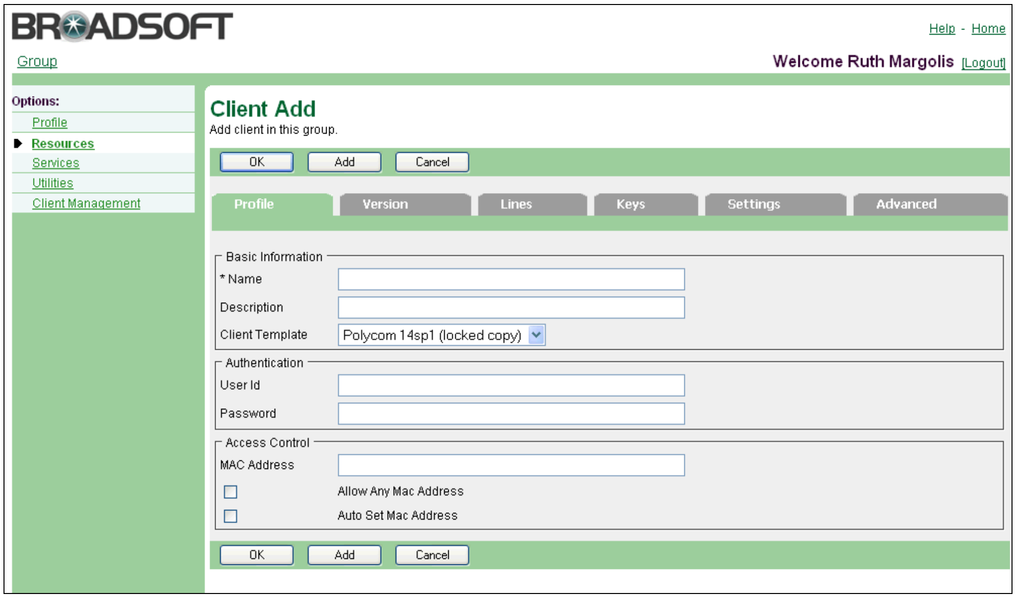

Figure 29 Group – Client Add

1) On the *Group – Resources* menu page, click **Clients**. The *Group – Clients* page appears.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information, see the *BroadWorks Getting Started Web Interface Administration Guide*.

2) Click **Add**. The *Client Add* page appears.

3) Select a client template from the drop-down list.

4) Edit the input boxes available to you on the tabs. For information about the input boxes that are available on the tabs for Polycom client templates, see section *4.2.3 Configuration Attributes*.

NOTE: For information about locked input boxes or input boxes that appear in this document but do not appear on the page, see section *4.2.2 Lock and Hide Configuration Attributes*.

5) Save your changes. Click **Add** or **OK**. Add saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

4.3.3 Delete or Modify Client Profiles

Use the *Group – Client* Modify page to delete or modify a client profile for the device for a user.

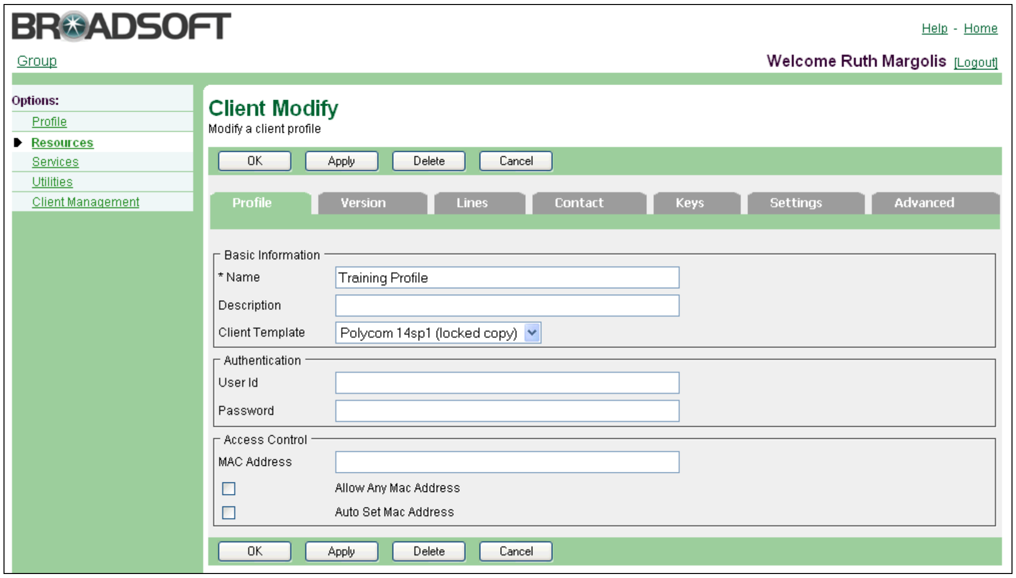

Figure 30 Group – Client Modify

1) On the *Group – Resources* menu page, click **Clients**. The *Group – Clients* page appears.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information, see the *BroadWorks Getting Started Web Interface Administration Guide*.

2) Click **Edit** or any item on the line for the client profile. The *Client Modify* page appears.

3) To delete the client profile, click **Delete**. The previous page appears.

4) Edit the input boxes available to you on the tabs. For information about the input boxes that are available on the tabs for Polycom client templates, see section *4.2.3 Configuration Attributes*.

NOTE: For information about locked input boxes or input boxes that appear in this document but do not appear on the page, see section *4.2.2 Lock and Hide Configuration Attributes*.

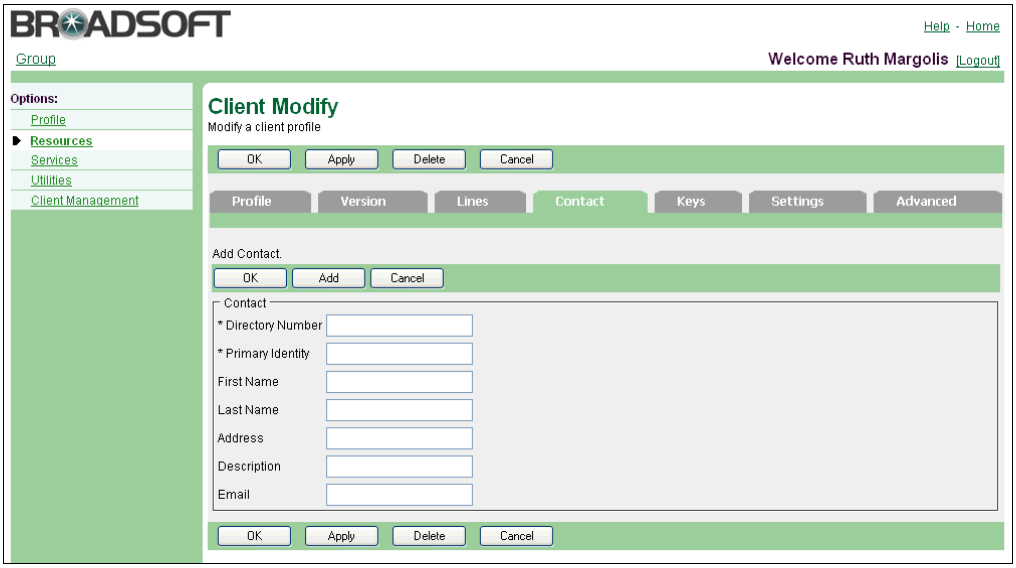

Figure 31 Group – Client Modify – Add Contact

5) To add a contact, click the *Contact* tab, click **Add**, and complete the input boxes.

6) Save your changes. Click **Add** or **OK**. Add saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

4.4 Client Templates

Each user level of BroadWorks CMS has a client template associated with it. Client templates have a specific purpose at each level. These include:

- Root client template: Available for system administrators only. Copy a root template to add it as a system client template.
- System client template: Available for system administrators only. Copy a system client template to add it as a service provider/enterprise client template.
- System provider/enterprise client template: Available for service providers/enterprise administrators only. Copy a service provider/enterprise client template to add it as a group client template.
- Group client template: Available for group administrators only. Copy a service group client template to create a client.

Use this item on the *Group – Resources* menu page to:

- List Client Templates
- Add Client Templates
- Modify or Delete Client Template

NOTE: This menu item is only available with the CMS feature.

4.4.1 About Client Templates

A client template is a set of predefined configuration values used to configure a SIP endpoint (device). A client profile is a client template modified to configure the device of an end user.

In BroadWorks, client templates are available for devices produced by different manufacturers, for example, Polycom. A plug-in file contains the original or root template for each of their device types. The administrator at each level assigns client templates to the administrators at the next level down. From each level, an administrator can assign a client template assigned to them or they can assign a template they create by copying, renaming, and modifying a template assigned to them.

At any level, an administrator can only modify the client templates they have created.

4.4.1.1 Configuration Attributes on Client Templates

Client templates contain configuration attributes organized by tabs:

Tab	Description
Advanced	Allows complete control of all the attributes that are also in the configuration file for the phone. Values set in other tabs are shown (and can be changed) in this tab. Typically, a system provider (or service provider) completes the key configuration tab.
Contact	Identifies one or more contacts for the user of the device. Available only to group administrators to modify a client profile.
Keys	Orders what different line and feature keys do. For some devices, configuration is context-sensitive, that is, what you can configure for one key depends on what you already configured for one or more other keys. Key configuration is device-specific. Typically, a system provider or service provider completes the key configuration.
Lines	Assigns lines to a client template, one of which is identified as the primary line for the user. This is only available to group administrators to add a client profile.
Profile	Contains blocks of fields that are generic to any plug-in. The fields are used to: ▪ Authenticate the phone. ▪ Identify access to the phone for the template. ▪ Configure the automatic naming scheme for client profiles. Typically a group administrator completes the blocks for authentication and access for a phone. A system provider or service provider completes the automatic naming scheme.
Settings	Configures system settings for SIP servers, such as line and service settings, dial plan settings, and media settings. Typically, a system provider completes the hardware-related settings.
Version	Contains reference information about the plug-ins for the templates. A system provider uses this information to manage plug-ins.

4.4.1.2 Lock and Hide Configuration Attributes

Tabs on client templates can contain blocks of, for example, input text boxes, check boxes, or a mixture of text boxes and check boxes. Tabs can also contain a series of individual input text boxes or check boxes.

At each administrative level, the administrator who is adding a template can lock or hide an input box and its value in the new template. The administrator can also lock or hide a block of related attributes. Any attributes that an administrator has locked appear on the template for the administrators at the subsequent downward levels; however any locked field is read-only to all lower administrators. Any attributes that an administrator has hidden do not appear on the template for the administrators at the subsequent downward levels.

However, if no administrator locks or hides any attributes, all the administrators at any level have access to all the attributes in all the tabs.

Administrators lock an attribute to prevent any other administrator from changing the value of the attribute. Administrators hide attribute values to simplify the work of administrators at lower levels.

Figure 32 Group – Client Template – Add Client Template (Locked Fields) shows how a group administrator cannot edit the contents of the three locked fields in the template assigned to them by higher-level administrators. Any template copied (derived) from this template shows these three fields as read-only.

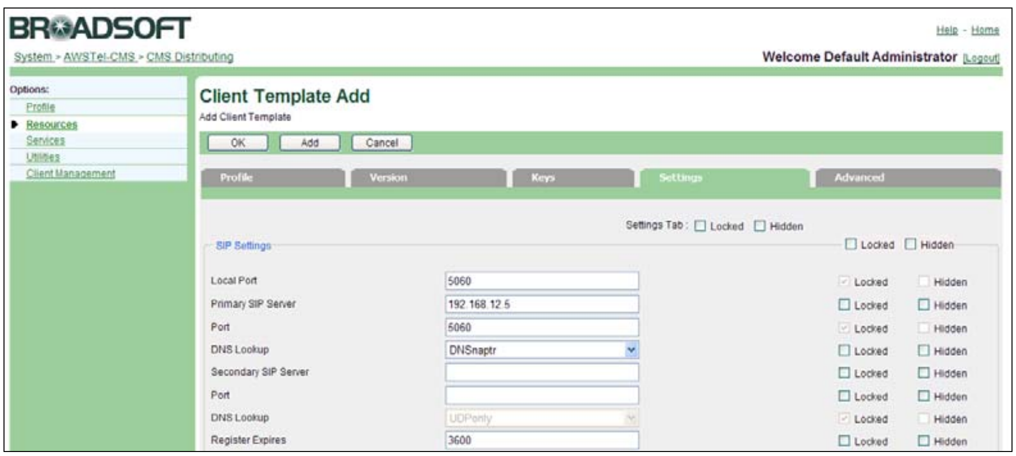

Figure 32 Group – Client Template – Add Client Template (Locked Fields)

*Figure 33 Group – Client Template – Add Client Template (Hidden Fields)*shows how a group administrator cannot see the contents of the three hidden fields in the template assigned to them by higher-level administrators. Any template copied (derived) from this template does not show the three hidden fields.

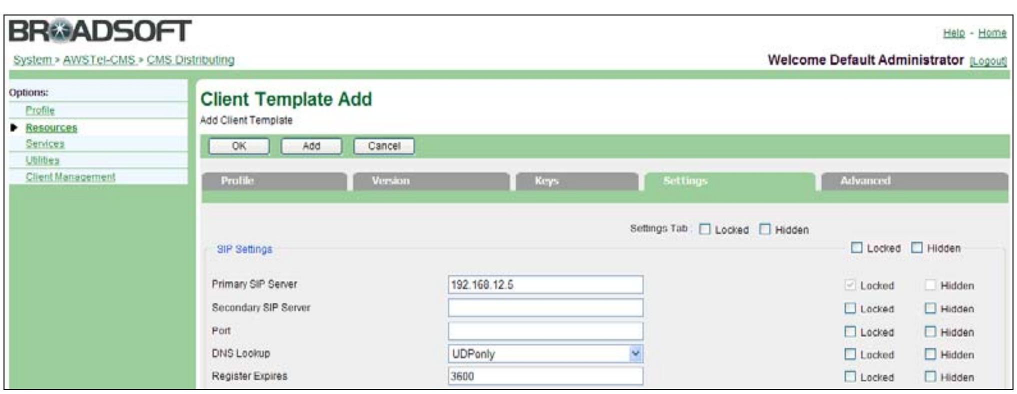

Figure 33 Group – Client Template – Add Client Template (Hidden Fields)

4.4.1.3 Updating Locked, Unlocked and Hidden Fields in Client Templates

When you update a client template, your changes may be applied automatically to all client profiles based on that template depending on the following criteria:

- If you change the value of a locked field, all client profiles based on the current template are updated to use the new value.
- If you change the value of an unlocked field, your change is not reflected in client profiles based on the current template. However, the next time a client profile is created from the modified template, the new value is provided as the default for that field. It is editable by lower-level administrators.
- If you lock an unlocked field, all client profiles based on the current template are updated to use the value set in the template. The field becomes read-only for lower-level administrators.
- If you unlock a locked field, the value of the field does not change in client profiles based on the current template. However, the field becomes editable by lower-level administrators.
- If you hide an unhidden field, the value of the field does not change in client profiles based on the current template. However, the field becomes hidden to lower-level administrators.
- If you unhide a hidden field, the value of the field does not change in client profiles based on the current template. However, the field becomes visible to lower-level administrators.

4.4.2 List Client Templates

Use the *Group – Client Templates* page to list the client templates assigned to you. From this page, you can add, modify, or delete a template.

On this page, the **Edit** link appears only for the client templates you have added.

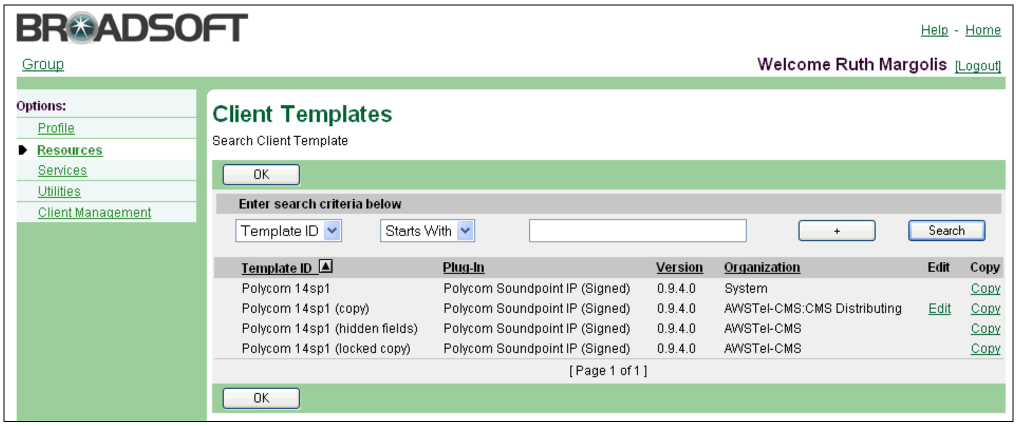

Figure 34 Group – Client Templates

1) On the *Group – Resources* menu page, click **Client Templates**. The *Group – Client Templates* page appears.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information, see the *BroadWorks Getting Started Web Interface Administration Guide*.

2) To display the previous page, click **OK**.

4.4.3 Add Client Templates

Use the *Group – Client Template – Add Client Template* page to add a client template. To add a client template, you copy an existing template, give the copied template a unique name, and modify its attributes to fit the purpose of the new template.

> NOTE: You can copy only the client templates assigned to you.

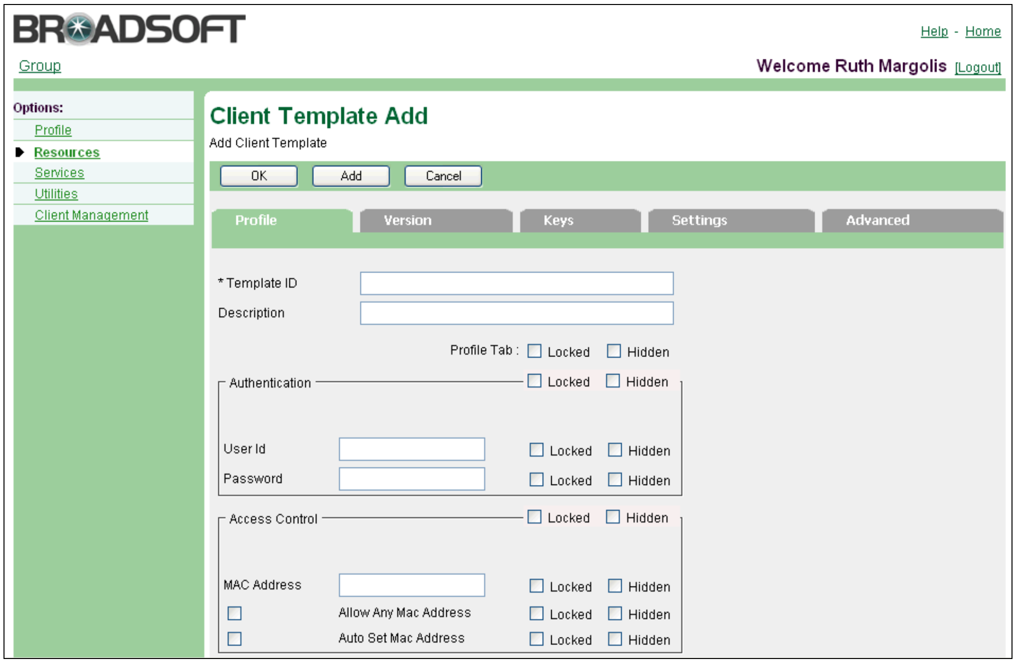

Figure 35 Group – Client Template – Client Template Add

1) On the *Group – Resources* menu page, click **Client Templates**. The *Group – Client Templates* page appears.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information, see the *BroadWorks Getting Started Web Interface Administration Guide*.

2) Click **Copy** on the line for the template, to use as the base for the new template. The *Client Template – Client Template Add* page appears for the *Profile* tab. If a system or service provider has locked the contents of the tab, the tab displays only the *Template ID* and *Description* input boxes.

3) Edit the input boxes available to you on the tabs. For information about the input boxes that are available on the tabs for Polycom client templates, see section *4.2.3 Configuration Attributes*.

NOTE: For information about locked input boxes or input boxes that appear in this document but do not appear on the page, see section *4.2.2 Lock and Hide Configuration Attributes*.

4) Save your changes. Click **Add** or **OK**. Add saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

4.4.4 Modify or Delete Client Templates

Use the *Group – Client Templates – Client Template* (*Modify)* page to modify a client template.

NOTE: You can only modify the client templates you have added.

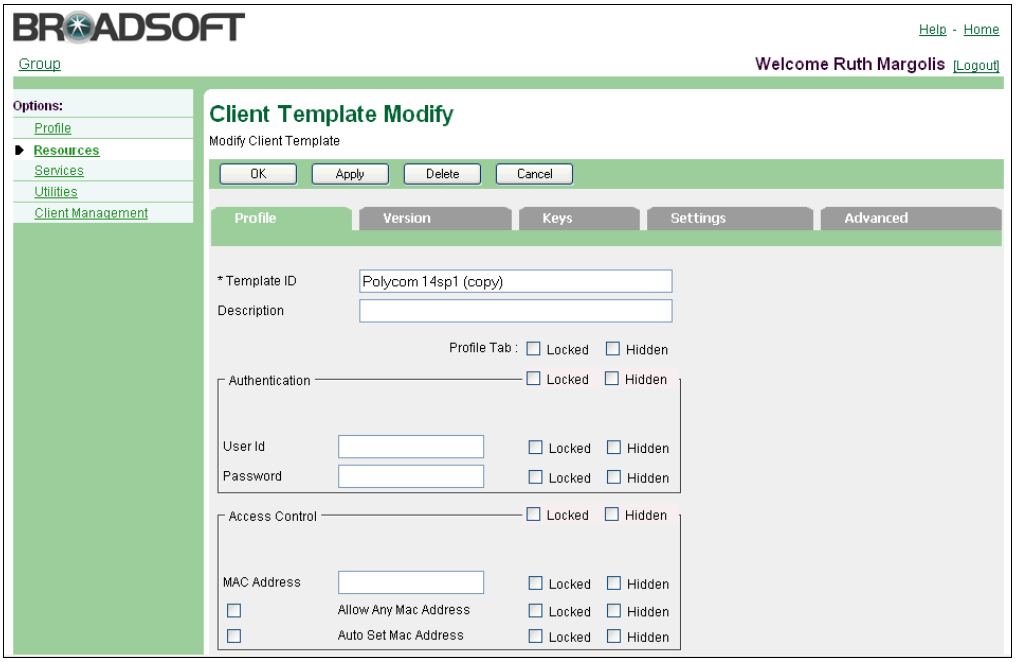

Figure 36 Group – Client Template – Client Template (Modify)

1) On the *Group – Resources* menu page, click **Client Templates**. The *Group – Client Templates* page appears.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information, see the *BroadWorks Getting Started Web Interface Administration Guide*.

2) Click **Edit** or any item except Copy on the line for the template. The *Client Template – Client Template (Modify)* page appears for the *Profile* tab. If a system or service provider has locked the contents of the tab, the tab displays only the *Template ID* (read-only) and *Description* input boxes.

3) To delete a template, click **Delete**.

NOTE: You can only delete templates that have not been assigned as client profiles.

4) Edit the input boxes available to you on the tabs. For information about the input boxes that are available on the tabs for Polycom client templates, see section *4.2.3 Configuration Attributes*.

> NOTE: For information about locked input boxes or input boxes that appear in this document but do not appear on the page, see section *4.2.2 Lock and Hide Configuration Attributes*.

5) Save your changes. Click **Add** or **OK**. Add saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

4.5 Conference Ports

Use this item on the *Group – Resources* menu page to list the conference ports for your group.

4.5.1 List Conference Ports

The *Group – Conference Ports* page lists the conference ports allocated to your group by the service provider administrator.

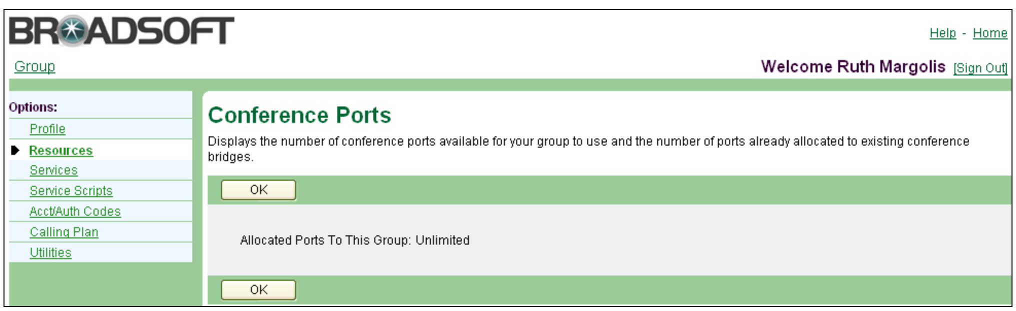

Figure 37 Group – Conference Ports

1) On the *Group – Resources* menu page, click **Conference Ports**. The *Group – Conference Ports* page appears.
2) Note the number in the *Allocated Ports To This Group* text box. This is the number of ports that you can allocate to conference bridges in your group.
3) To display the previous page, click **OK**.

4.6 Identity/Device Profiles

Use this item on the *Group – Resources* menu page to:

- List Identity/Device Profile
- Add Identity/Device Profile
- Modify Identity/Device
- Delete Identity/Device Profile

NOTE: When CMS is enabled, the Identity/Device Profiles link is no longer available.

4.6.1 List Identity/Device Profile

Use the *Group – Identity/Device Profiles* page to list your group's identity/device profiles. From this page, you can add, modify, or delete an identity/device profile.

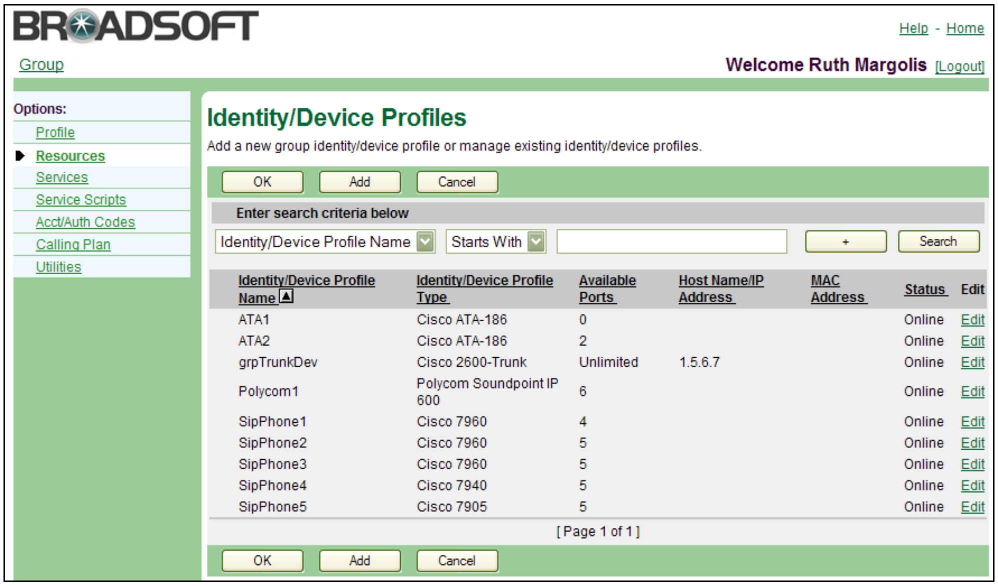

Figure 38 Group – Identity/Device Profiles

1) On the *Group – Resources* menu page, click **Identity/Device Profiles**. The *Group – Identity/Device Profiles* page with search criteria boxes appears.

2) To display the list of identity/device profiles, click **Search**. The *Group – Identity/Device Profiles* page with the list of identity/device profiles and search criteria boxes appears.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide*.

3) To display the previous page, click **OK** or **Cancel**.

4.6.2 Add Identity/Device Profile

Use the *Group – Identity/Device Profile Add* page to add a new identity/device profile for the group.

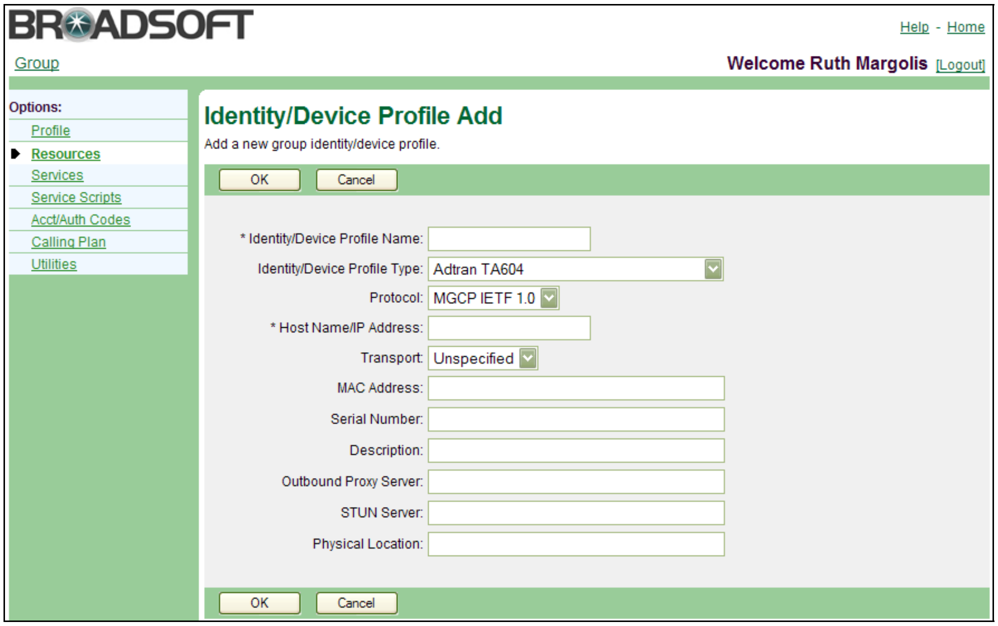

Figure 39 Group – Identity/Device Profile Add

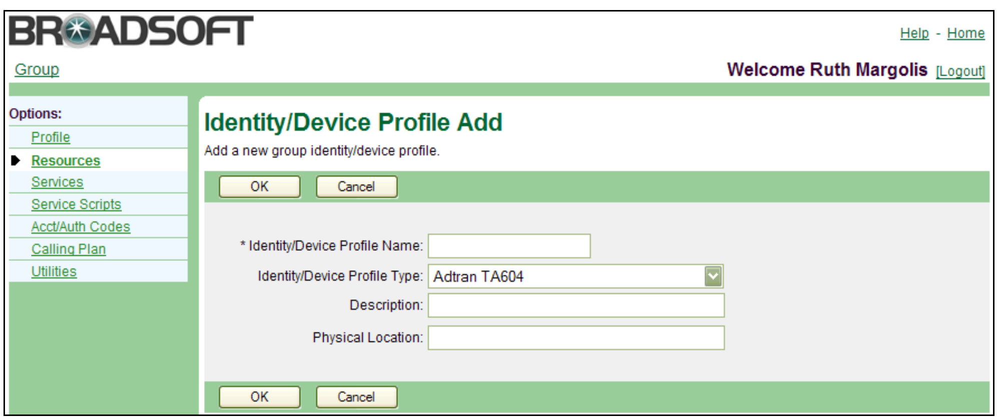

Figure 40 Group – Identity/Device Profile Add (IMS Mode)

1) On the *Group – Resources* menu page, click **Identity/Device Profiles**. The *Group – Identity/Device Profiles* page appears.

2) Click **Add**. The *Group – Identity/Device Profile Add* page appears.

3) Type or select information for the identity/device profile. Required data is indicated by an asterisk (*).

Text Box Name	Required?	Description	Example
Identity/Device Profile Name *	Yes	The name of the new identity/device profile.	CyberGroupIAD1
Identity/Device Profile Type	No	The type of identity/device profile used for the new identity/device profile.	Cisco 2421-16 Cisco 2421-24
Protocol	No	The communication protocol used by the identity/device profile. Not available in IMS mode.	MGCPIETF 1.0
Host Name/ IP Address	Yes	The host name or IP address of the identity/device profile. Optional for some identity/device profiles, such as IP phones. Not available in IMS mode.	hostdevice1.broadsoft.com 111.1.11.1
Port	No	The communication port used by the identity/device profile. This field is dependent on the type of Identity/Device Profile Type assigned. Not available in IMS mode.	1234
MAC Address	No	The unique Media Access Control (MAC) address of the network hardware used by the new identity/device profile. Not available in IMS mode.	21A1423f23d2
Serial Number	No	The serial number of the identity/device profile. Not available in IMS mode.	123AB-C-456
Description	No	A brief text description of the identity/device profile, such as an internal reference, manufacturer name, or other internal feature.	Bldg. 3 Device
Outbound Proxy Server	No	The host name or IP address of the proxy server to be used by this identity/device profile. Not available in IMS mode.	proxy1.broadsoft.com 101.45.3.65
STUN Server	No	The host name or IP address of the Simple Traversal of UDP through NAT (STUN) server to be used by this identity/device profile. Not available in IMS mode.	stunServ1.broadsoft.com 101.45.3.69
Physical Location	No	The physical location of the identity/device profile.	Office number and address

4) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

To exit without saving, click **Cancel** or select another page.

4.6.3 Modify Identity/Device Profile

Use the *Group – Identity/Device Profiles Modify* page to modify and configure an identity/device profile, and to list the users to whom an identity/device profile has been assigned.

4.6.3.1 Profile Tab

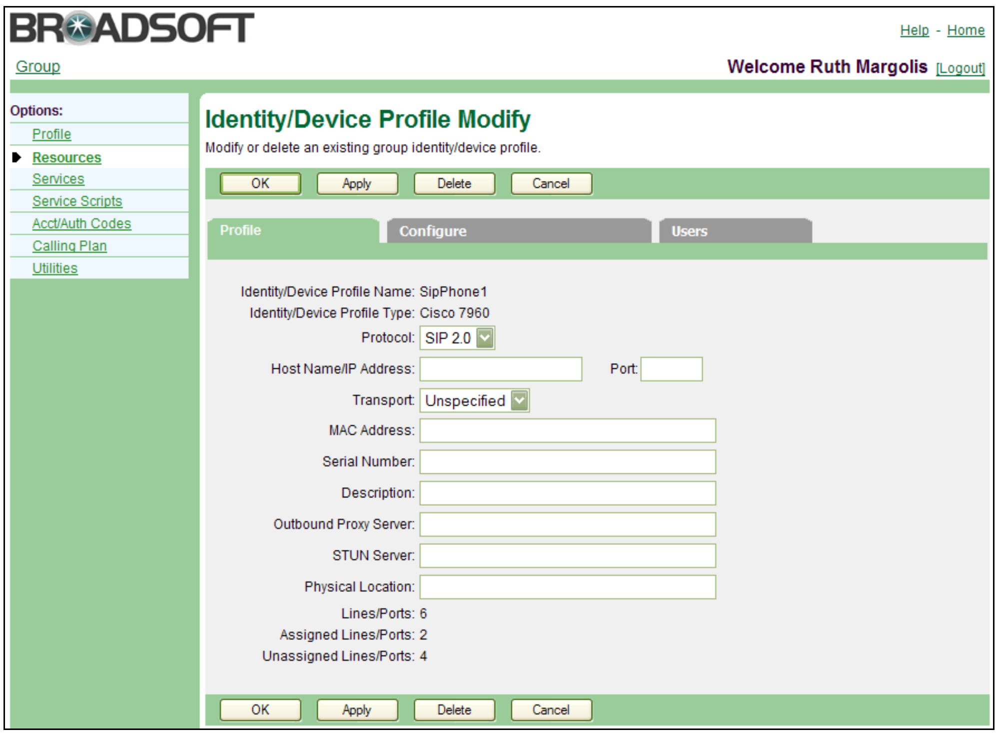

Figure 41 Group – Identity/Device Profile Modify – Profile

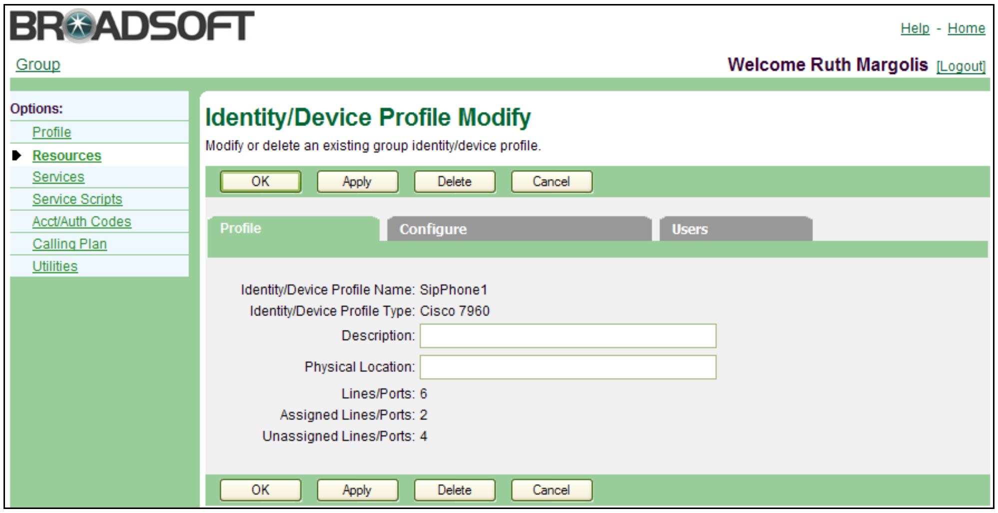

Figure 42 Group – Identity/Device Profile Modify – Profile (IMS Mode)

1) On the *Group – Resources* menu page, click **Identity/Device Profiles**. The *Group – Identity/Device Profiles* page with search criteria boxes appears.

2) To display the list of identity/device profiles, click **Search**.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide*.

3) Click **Edit** or any item on the row for the identity/device profile to edit. The *Group – Identity/Device Profile Modify* page appears showing the Profile tab by default.

4) Edit the identity/device profile information. Required information is indicated with an asterisk. For more information about the identity/device profile information settings, see section *4.6.2 Add Identity/Device Profile*.

   The following additional data is displayed:

Item	Description
Lines/Ports	The ports available on the identity/device profile.
Assigned Lines/Ports	The assigned ports on the identity/device profile.
Unassigned Lines/Ports	The assigned ports on the identity/device profile.

5) To modify the information for an identity/device profile, type or select information in the input boxes. For more information about the profile information settings, see section *4.6.2 Add Identity/Device Profile*.

6) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

4.6.3.2 Configuration Tab

Use the *Configuration* tab on the *Group – Identity/Device Profile Modify* page to modify the configuration information for an identity/device profile. You can identify the type of configuration file to be used, and load a custom configuration file for IP Phones and SNAP devices that support Enhanced Configuration.

NOTE: A configuration file contains IP phone attributes, for example, proxy address/port, and user-specific attributes, for example, calling line identity, calling name, authentication username, and authentication password.

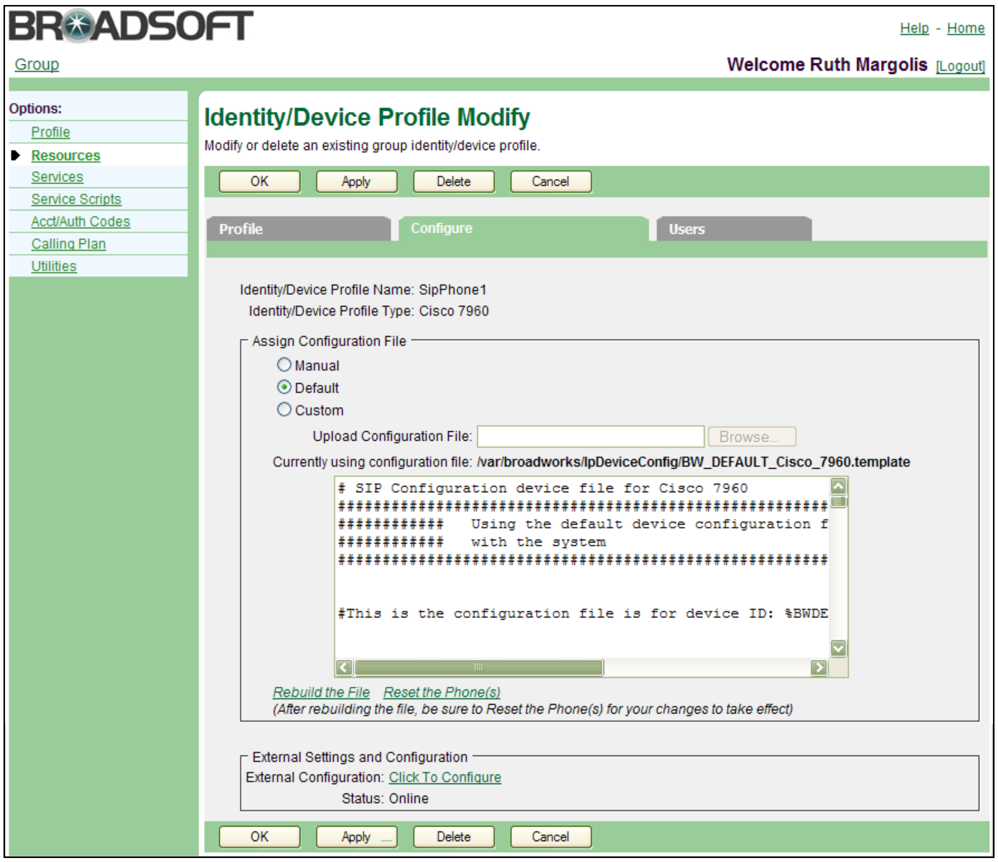

Figure 43 Group – Identity/Device Profile Modify – Configuration

1) On the *Group – Profile* menu page, click **Identity/Device Profiles**. The *Group – Identity/Device Profiles* page appears.

2) To display the list of identity/device profiles, click **Search**.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide*.

3) Click **Edit** or any item on the row for the identity/device profile. The *Group – Identity/Device Profile Modify* page appears.

4) Click the **Configuration** tab.

5) Specify the type of configuration file. Click a button to select the type of configuration.

   Manual: The identity/device profile is to be physically configured by the group administrator.

   Default: The identity/device profile uses default parameters that are uploaded at the system and group level and that act as the default settings for all identity/device profiles at these levels. The default parameters are combined with the subscriber profile attributes to configure the phone for a subscriber.

   The Default system configuration file is configured and uploaded to the system using the command line interface (CLI). For more information, see the *BroadWorks Application Server Command Line Interface Administration Guide*.

   For the "Manual" and "Default" values, after you click **Apply**, the selected file name appears in the *Currently using configuration file* box, and the file is displayed.

   Custom: The identity/device profile uses a custom configuration file uploaded by the administrator. The custom file may or may not override the system parameters, and, if the group configuration file is used, the custom file overrides the group file. If a parameter exists both in the system file and the custom file, the custom file has precedence over the system file.

6) If you clicked "Manual" or "Default", save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

7) To upload a custom file, select "Custom" and click **Browse** to find and open the file on your computer.

   When you return to the *Identity/Device Profile Modify* page the custom file name appears in the *Currently using configuration file* box, and the file is displayed.

   – If you change the configuration file, click **Rebuild the file**. This feature supports these devices: Cisco 7940, Cisco 7960, Mitel 5055, Polycom SoundPoint IP 500, and Polycom SoundPoint IP 600.

     The configuration file is regenerated and transmitted to the File Server.
     (The rebuild operation is completed even when there has not been a change to the configuration file.)

   – To instruct the phone to reload its configuration file from the File Server, click **Reset the Phone(s)**. This feature supports these devices: Cisco 7940, Cisco 7960, Polycom SoundPoint IP 500, and Polycom SoundPoint IP 600.

     The configuration file is regenerated and transmitted to the File Server. The phone will not reload the new file unless the phone is reset.

8) To modify the external configuration of an identity/device profile, click **Click to Configure**.

> NOTE: External configuration may not be available for all identity/device profile types.

9) Save your changes. Click **OK**. The previous page appears.

   To exit without saving, click **Cancel** or select another page.

4.6.3.3 Users Tab

Use the *Users* tab on the *Group – Identity/Device Profile Modify* page to list the user accounts that have been assigned the selected identity/device profile, and to reorder the line/ports in use for the identity/device profile.

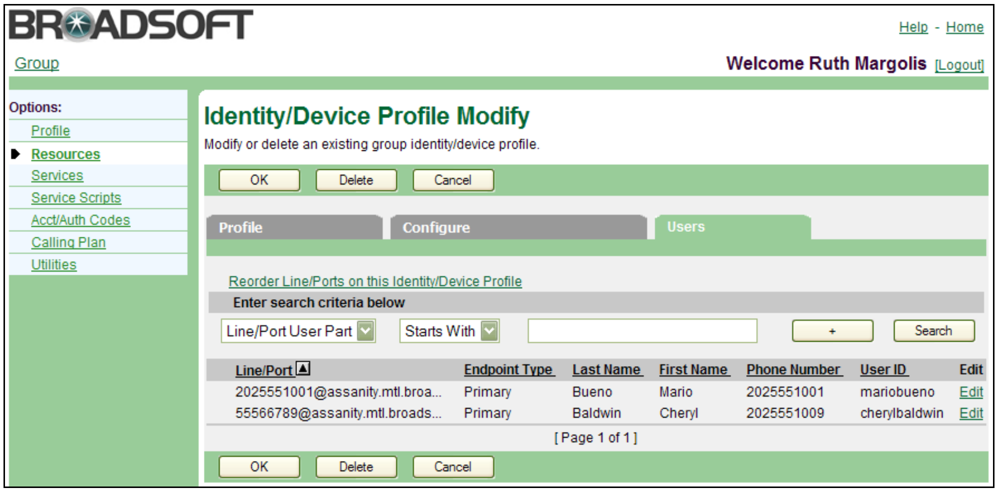

Figure 44 Group – Identity/Device Profile Modify – Users

1) On the *Group – Resources* menu page, click **Identity/Device Profiles**. The *Group – Identity/Device Profiles* page appears.

2) To display the list of identity/device profiles, click **Search**.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide*.

3) Click **Edit** or any item on the row for the identity/device profile. The *Group – Identity/Device Profile Modify* page appears.

4) Click the **Users** tab.

5) To display the list of users with the selected identity/device profile assigned, click **Search**.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide*.\

   To reorder the line/ports in use for the identity/device profile, click **Reorder Line/Ports for this Identity/Device Profile**. The Devices Modify - Reorder Line/Ports page displays. See section *4.6.3.3.1 Change Order of Line/Ports*.

NOTE: *Reorder Line/Ports on this Identity/Device Profile* appears only when more than one line/port has been assigned to users.

6) To modify a user account in the list, click **Edit** or any item on the row corresponding to that user. The *User – Profile* page appears.

7) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

4.6.3.3.1 Change Order of Line/Ports

Use the *Group – Devices Modify – Reorder Users* page to change the order of the line/ports assigned to a device.

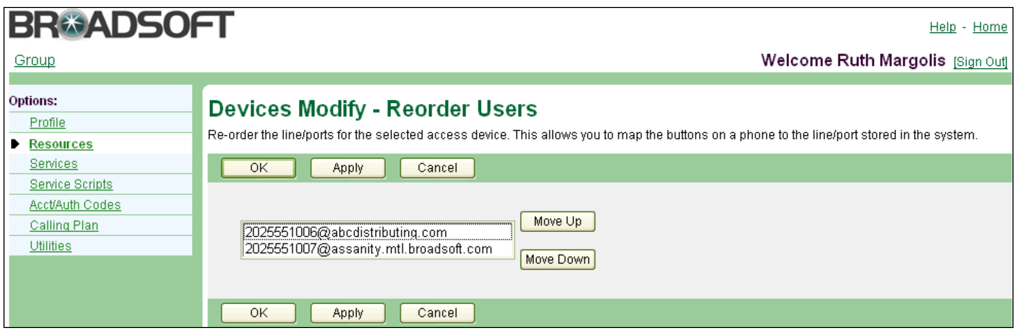

Figure 45 Group – Devices Modify – Reorder Users

1) On the *Group – Profile* menu page, click **Identity/Device Profiles**. The *Group – Identity/Device Profiles* page appears.

2) Click **Edit** or any item on the row for the device. The *Group – Identity/Device Profiles Modify* page appears.

3) Click the **Users** tab.

4) Click **Reorder Line/Ports on this Device**. The *Group – Devices Modify – Reorder Users* page appears.

NOTE: *Reorder Line/Ports on this Identity/Device Profile* appears only when more than one line/port has been assigned to users.

5) To change the order of a line/port, select it and click **Move Up** or **Move Down**.

6) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

4.6.4 Delete Identity/Device Profile

Use the *Group – Identity/Device Profile Modify* page to delete an identity/device profile from the system.

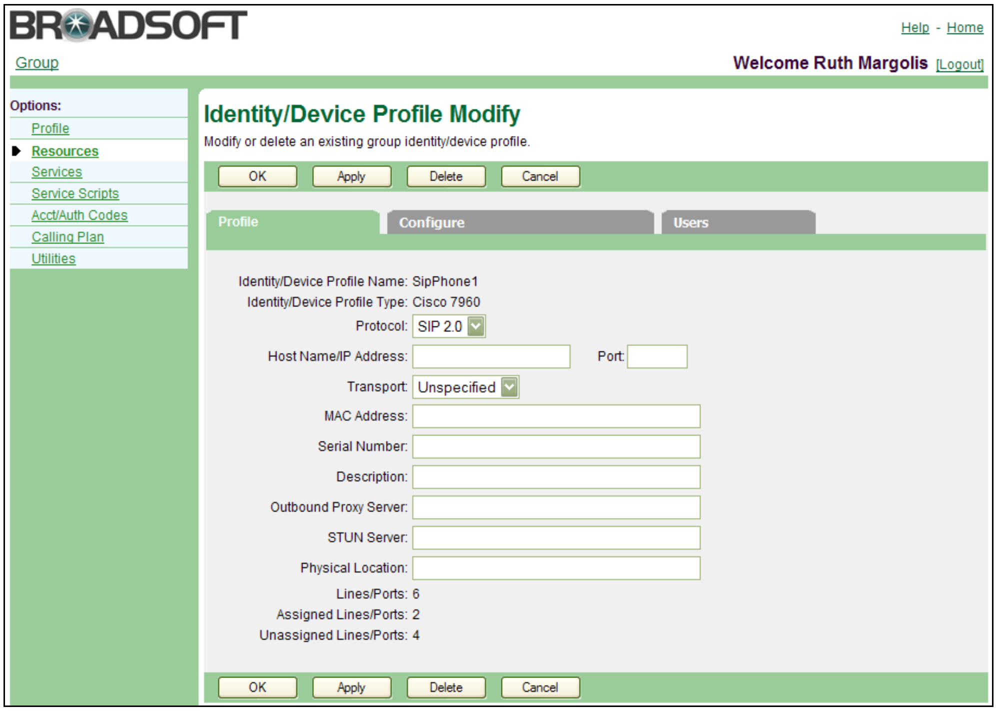

Figure 46 Group – Identity/Device Profile Modify

1) On the *Group – Resources* menu page, click **Identity/Device Profiles**. The *Group – Identity/Device Profiles* page appears.
2) Click **Edit** or any item on the row for the identity/device profile. The *Group – Devices Modify* page appears.
3) Click **Delete**. The *Service Provider – Identity/Device Profiles* page appears.

   To exit without saving, select another page or click **Cancel** to display the previous page.

NOTE 1: The delete function cannot be undone. Once you click **Delete**, your deletion is final. You can press **Cancel** before you click **Delete** to avoid a deletion.

NOTE 2: Identity/device profiles assigned to users can not be deleted.

4.7 Domains

Use this item on the *Group – Resources* menu page to:

- List Domains
- List Users Assigned to Domain

4.7.1 List Domains

Use the *Group – Domains* page to list the domains assigned to your group. From this page, you can modify the profile of a user assigned to a domain.

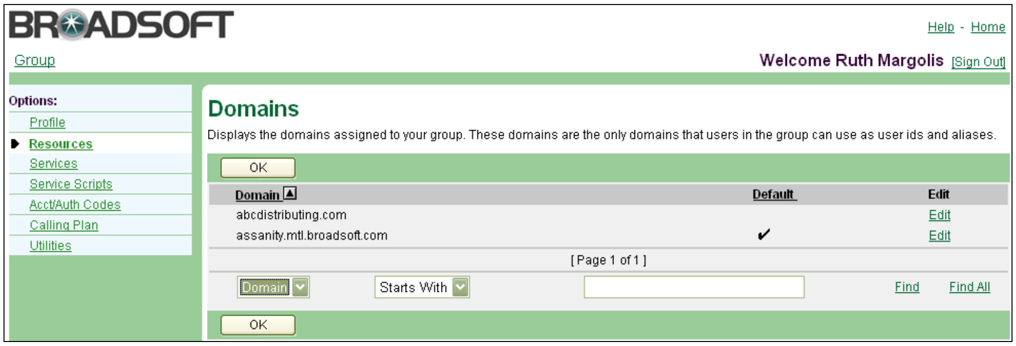

Figure 47 Group – Domains

1) On the *Group – Profile* menu page, click **Domains**. The *Group – Domains* page appears.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide*.

2) To display the previous page, click **OK**.

4.7.2 List Users Assigned to Domain

Use the *Group – Domains Users* page to list the users assigned to a domain.

NOTE: You cannot change the domain assigned to a user (or the users assigned to a domain).

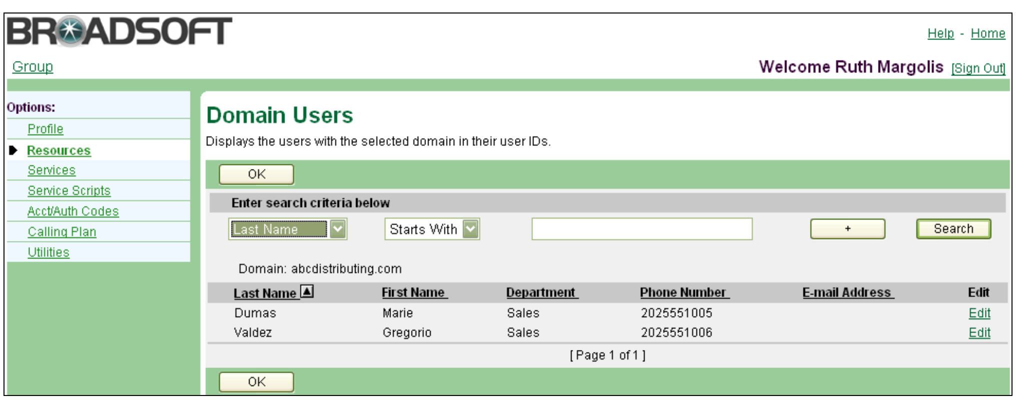

Figure 48 Group – Domain Users

1) On the *Group – Resources* menu page, click **Domains**. The *Group – Domains* page appears.

2) Click **Edit** or any item on the row for the domain. The *Group – Domain Users* page with search criteria boxes appears.

3) To display the list of users for the domain, click **Search**. The *Group – Domain Users* page with the list of users and search criteria boxes appears.

   For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide*.

4) To edit the profile of a user listed on this page, click **Edit** or any item on the row for the user. For more information, see the *BroadWorks Application Server Group Web Interface Administration Guide – Part 2*.

5) To display the previous page, click **OK**.

4.8 Numbers

Use this item on the *Group – Resources* menu page to:

- List Assigned Numbers
- Change Department Assignments of Numbers

4.8.1 List Assigned Numbers

Use the *Group – Numbers* page to list the numbers assigned to your group. From this page, you can modify the assignments of numbers to a department.

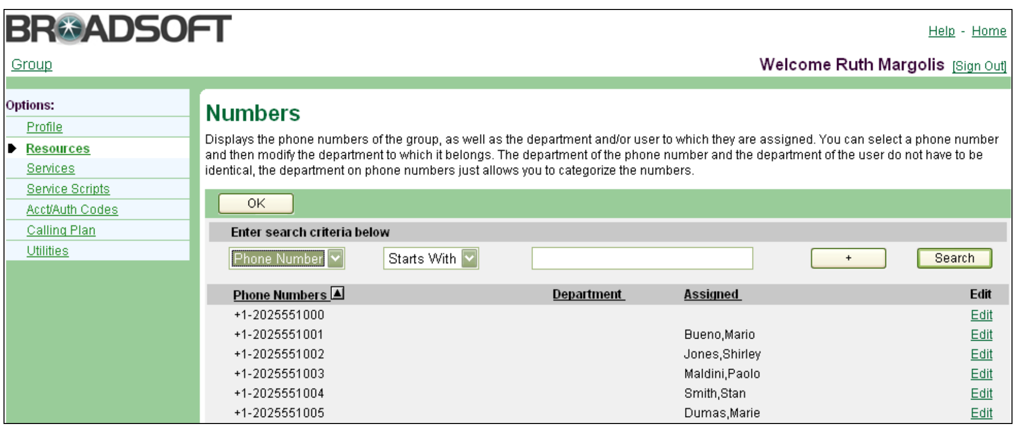

Figure 49 Group – Numbers (Top of Page)

1) On the *Group – Resources* menu page, click **Numbers**. The *Group – Numbers* page with search criteria boxes appears.

2) To display the list of numbers, click **Search**. The *Group – Numbers* page with the list of numbers and search criteria boxes appears.

   The *Groups – Numbers* page is a list page that contains an advanced search. The *Phone Number*, *Department,* and *Assigned user* appear for each phone number. Depending on the number of pages of data in a list, list pages allow you to present the data several different ways. You can click the headings of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. The advanced search lets you define specific search criteria to narrow your search and display a manageable list. For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide*.

3) To display the previous page, click **OK**.

4.8.2 Change Department Assignments of Numbers

Use the *Group – Assign Numbers Modify* page to modify the assignments of numbers to departments.

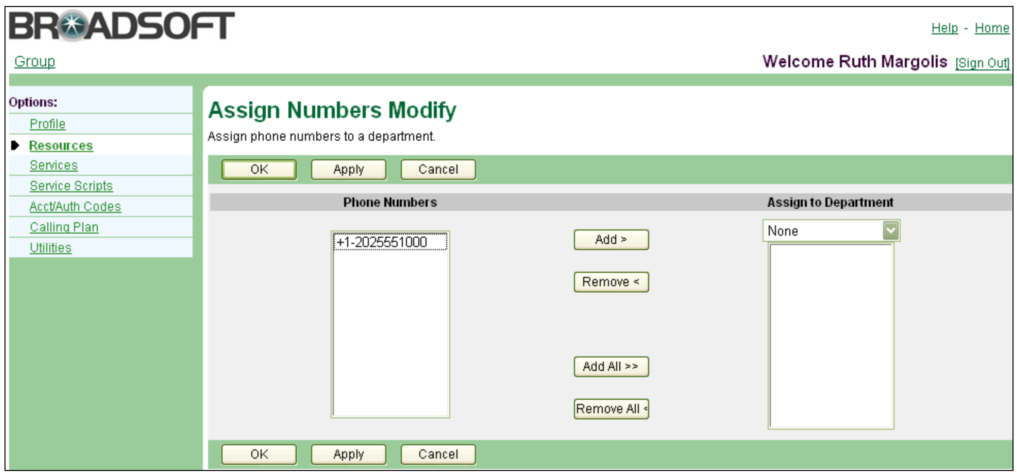

Figure 50 Group – Assign Numbers Modify

1) On the *Group – Resources* menu page, click **Numbers**. The *Group – Numbers* page appears.

   The *Groups – Numbers* page is a list page that contains an advanced search. The *Phone* Number, *Department,* and *Assigned user* appear for each phone number. Depending on the number of pages of data in a list, list pages allow you to present the data several different ways. You can click the headings of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. The advanced search lets you define specific search criteria to narrow your search and display a manageable list. For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide.*

2) Click **Edit** or any item on the row for the number. The *Group – Assign Numbers Modify* page appears.

3) In the *Phone Numbers* column, select the number or range of numbers.

4) To move the selected items to the *Assign to Department* column, click **Add >**. To move all items (unselected), click **Add All >>**.

5) Select the department or “None” from the drop-down list.

6) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

4.9 Services

Use this menu item on the *Group – Resources* menu page to:

- List Services
- List Service Pack Details

4.9.1 List Services

Use the *Group – Services* page to list the service packs, group services, and user services assigned to your group.

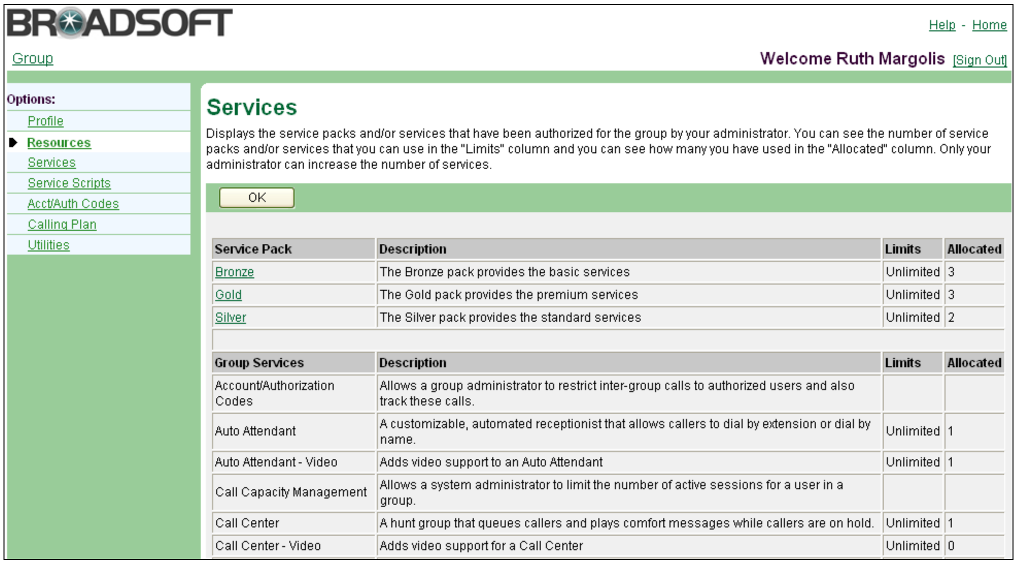

Figure 51 Group – Services (Top of Page)

1) On the *Group – Resources* menu page, click **Services**. The *Group – Services* page appears.
2) To display the previous page, click **OK**.

4.9.2 List Service Pack Details

Use the *Group – Service Pack Detail* page to list the services in a service pack assigned to the group.

Figure 52 Group – Service Pack Detail (Top of Page)

1) On the *Group – Resources* menu page, click **Services**. The *Group – Services* page appears.
2) Click the name of the service pack. The *Service Pack Detail* page appears.
3) To display the previous page, click **OK**.

4.10 Trunking Call Capacity

Use this menu item on the *Group – Resources* menu page to list trunking call capacity.

4.10.1 List Trunking Call Capacity

Use the *Group – Services* page to display the trunking call capacity assigned to your group. The trunking call capacity is the number of simultaneous calls available for your group to use among trunk groups.

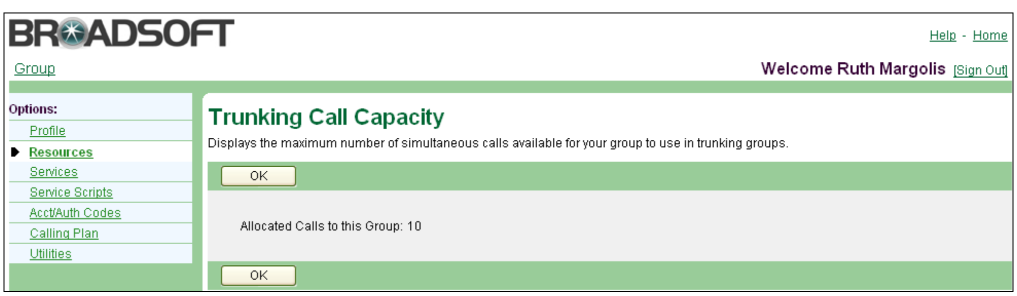

Figure 53 Group – Trunking Call Capacity

1) On the *Group – Resources* menu page, click **Trunking Call Capacity**. The *Trunking Call Capacity* page appears.
2) To display the previous page, click **OK**.

4.11 Assign Group Services

Use this item on the *Group – Resources* menu page to:

- List Assigned Group Services
- Assign or Unassign Group Services

4.11.1 List Assigned Group Services

Use the *Group – Assign Group Services* page to list the group services assigned to your group by the service provider administrator.

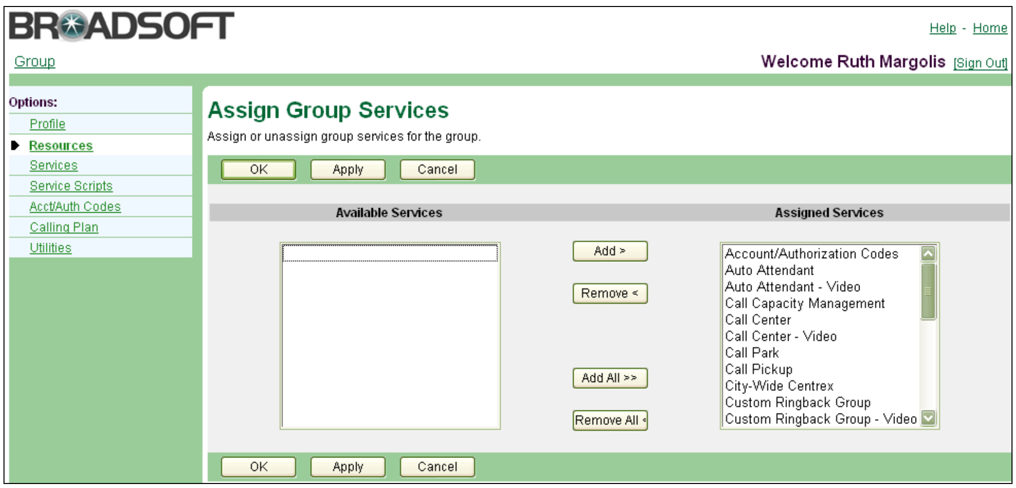

Figure 54 Group – Assign Group Services

1) On the *Group – Resources* menu page, click **Assign Group Services**. The *Group – Assign Group Services* page appears.

2) To display the previous page, click **OK** or **Cancel**.

4.11.2 Assign or Unassign Group Services

Use the *Group – Assign Group Services* page to assign group services to or unassign group services from your group.

NOTE: Only services authorized to your group appear.

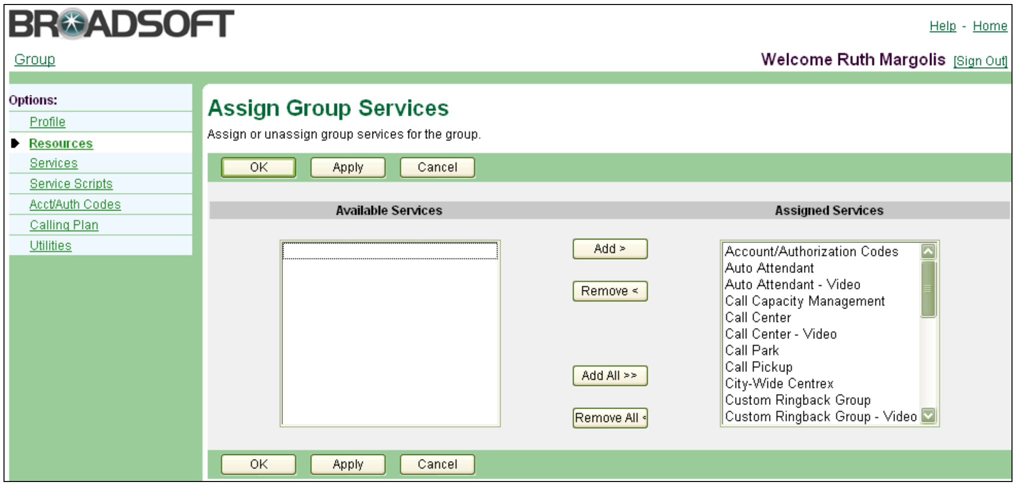

Figure 55 Group – Assign Group Services

1) On the *Group – Resources* menu page, click **Assign Group Services**. The *Group – Assign Group Services* page appears.

2) Assign Group Services:

   – In the *Available Services* column, select the services to be assigned. You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

   – To assign the selected services, click **Add >**. To assign all services (unselected) at once, click **Add All >>**.

3) Unassign services:

   – In the *Assigned Services* column, select the services and click **Remove <**. To unassign all services (unselected) at once, click **Remove All <<**.

4) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

4.12 New User Services Template

Use this item on the *Group – Resources* menu page to *Assign or Unassign Service Packs or User Services*.

The system uses this template to assign service packs and user services automatically when a user is added.

4.12.1 Assign or Unassign Service Packs or User Services

Use the *Group – New User Services Template* page to assign service packs or user services to or unassign from the template for new users.

NOTE: Only services authorized to your group appear on this page.

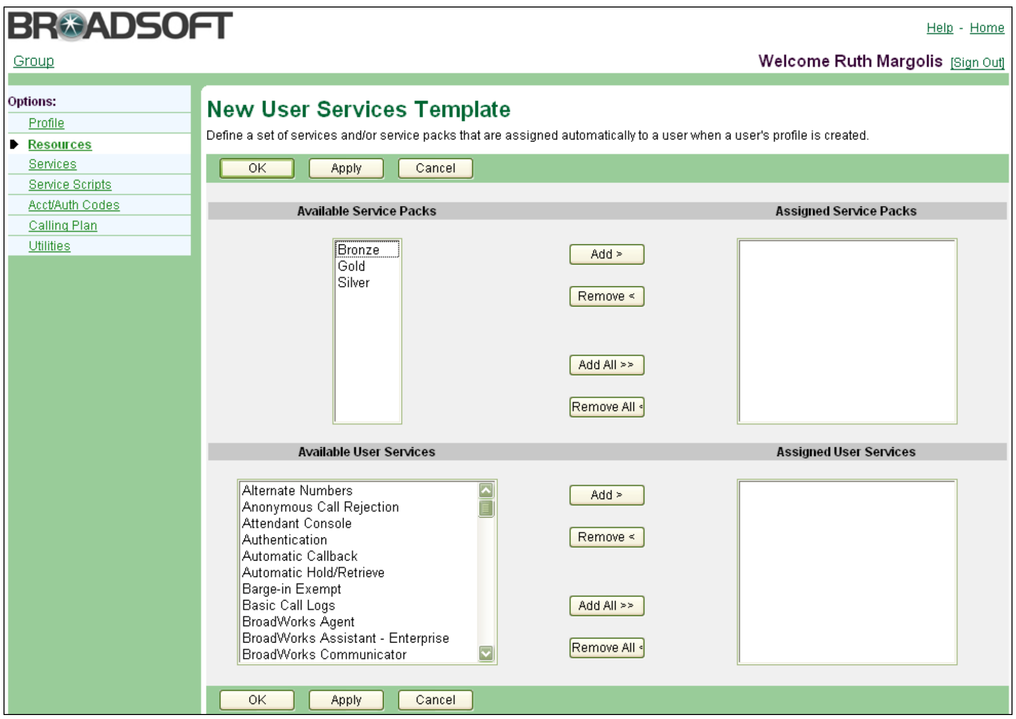

Figure 56 Group – New User Services Template

1) On the *Group – Resources* menu page, click **New User Services Template**. The *Group – New User Services Template* page appears.

2) Assign or unassign service packs:

   – In the *Available Service Packs* or *Available User Services* column, select the items to be assigned. You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

– To assign the selected services, click **Add >**. To assign all services (unselected) at once, click **Add All >>**.

3) Unassign user services:

   In the *Assigned Service Packs* or *Assigned User Services* column, select the items and click **Remove <**. To unassign all services (unselected) at once, click **Remove All <<**.

4) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

4.13 Existing User Services

Use this item on the *Group – Resources* menu page to assign or unassign service packs or user services.

4.13.1 Assign or Unassign Service Packs or User Services

Use the *Group – Existing User Services* page to assign service packs or user services to or unassign from all existing (current) users in the group.

Only services authorized to your group appear. The *Number Assigned* column identifies the number of instances of services assigned to all users in the group or assigned individually to users.

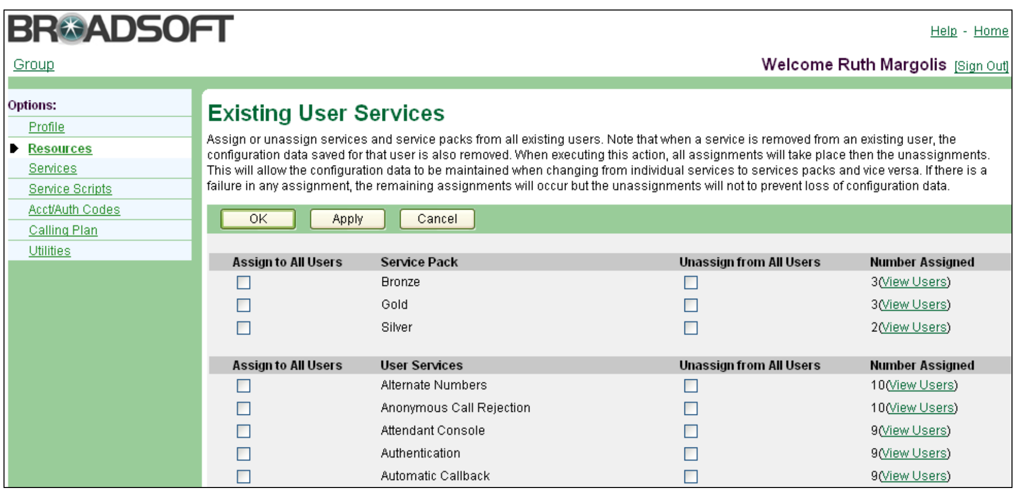

Figure 57 Group – Existing User Services (Top of Page)

You can also view the users currently assigned a service or service pack on the *Group – Service Usage* page. The following is an example of service usage of the Fax Messaging service.

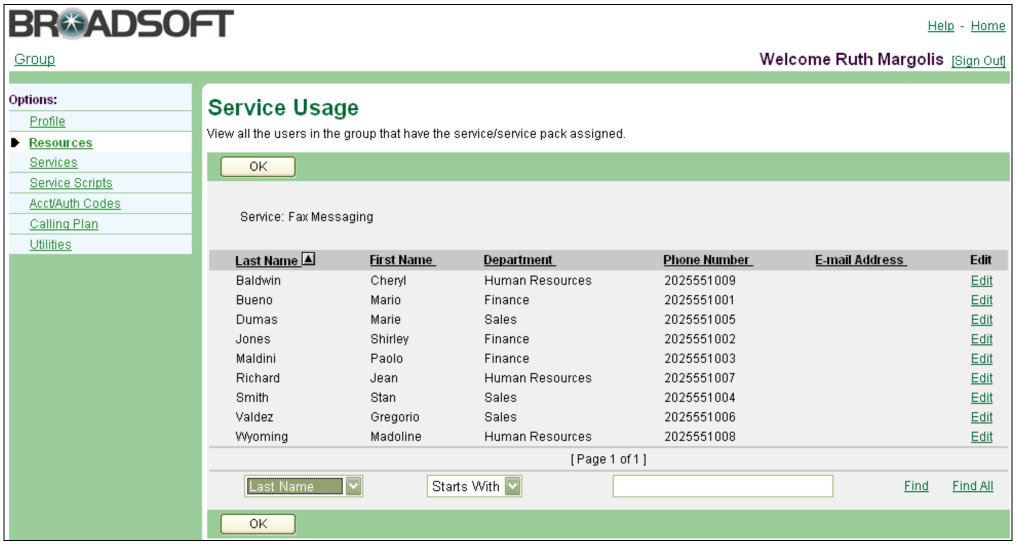

Figure 58 Group – Service Usage (For Fax Messaging Service)

1) On the *Group – Resources* menu page, click **Existing User Services**. The *Group – Existing User Services* page appears.

2) Assign service packs and user services. For each item to be assigned, check the *Assign to All Users* box.

3) Unassign service packs and user services. For each item to be unassigned, check the *Unassign from All Users* box.

4) To view users currently assigned a service, click **View Users**. The *Group – Service Usage* page appears.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide*.

   To return to the *Group – Existing User Services* page, click **OK**.

5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5 Services Menu

This chapter contains sections that correspond to each item on the *Group – Services* menu page.

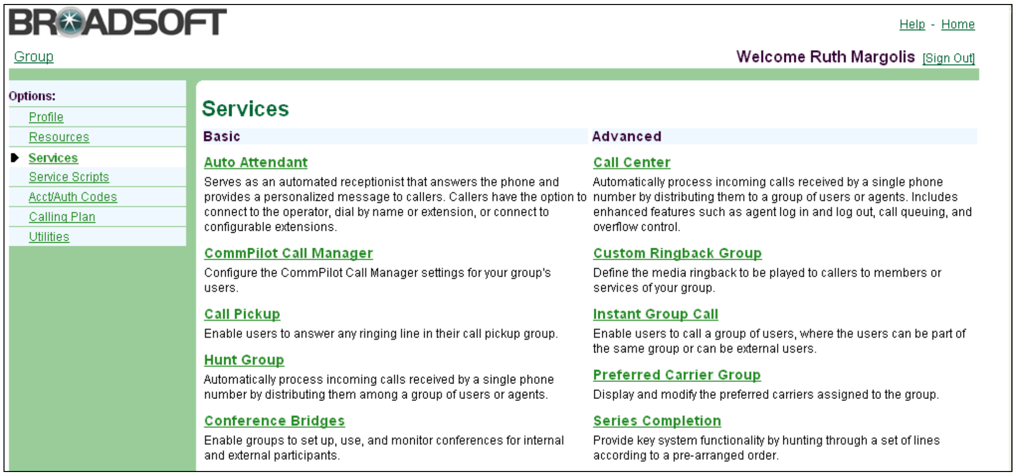

Figure 59 Group – Services Menu (Top of Page)

The *Group – Services* menu page contains these items:

- Basic menu

  This menu displays the items that all group administrators can use:

  – CommPilot Call Manager

  – LDAP Integration

  – Music/Video On Hold

  – Voice Messaging

  – Voice Portal

- Advanced menu

  This menu displays the items that all group administrators can use only if such functions have been assigned to them:

  – Custom Ringback Group

  – Preferred Carriers Group

  – Series Completion

  – Third-Party Voice Mail Support

NOTE: For information about management of all BroadWorks user administration functions provided by the menu items for virtual users, for example, Call Centers refer to the *BroadWorks Application Server Group Web Interface Administration Guide – Part 2.*

5.1 Access the Group – Services Menu

Use the items on the *Group – Services* menu page to configure services (other than those that you configure as virtual users, for example, one or more Auto Attendants or Call Centers), and configure special functions, such as a user's ability to access an external directory and series completion.

On your Home page, on the *Options* list, click **Services**. The *Group – Services* menu page appears.

5.2 CommPilot Call Manager

Use this item on the *Group – Services* menu page to:

- Configure Group Directory Display
- Configure Enterprise Directory Display

The CommPilot Call Manager offers users in your group access to the Group Directory through the **GROUP** tab. If your group is part of an enterprise, the CommPilot Call Manager instead offers access to the Enterprise Directory through the **ENTERPRISE** tab. Configure access to these directories using the *Group – CommPilot Call Manager* page.

5.2.1 Configure Group Directory Display

The **GROUP** tab in the CommPilot Call Manager displays the contents of the group directory, lists the contents of department and web directories, and can be used to search for individual names. A group directory search displays up to 100 results.

You can use the *Group – CommPilot Call Manager* page to restrict the information displayed in the **GROUP** tab or hide the tab altogether.

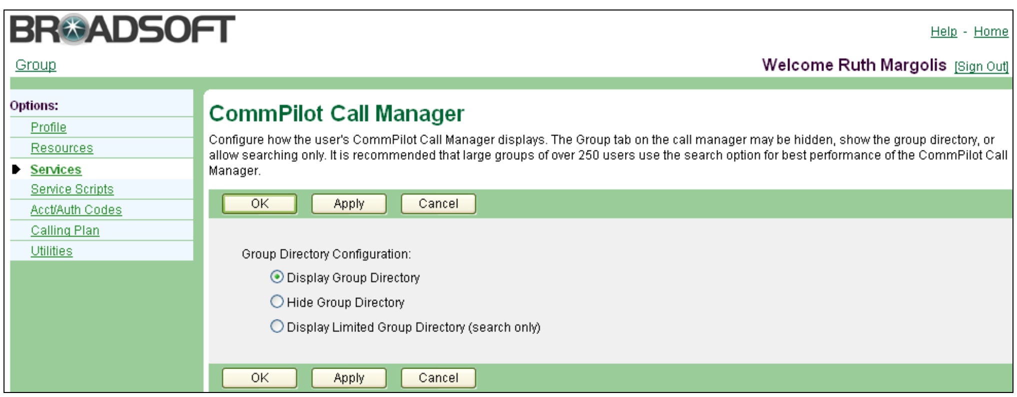

Figure 60 Group – CommPilot Call Manager

1) On the *Group – Services* menu page, click **CommPilot Call Manager**. The *Group – CommPilot Call Manager* page appears.

2) Select the group directory configuration by selecting one of these choices:

   – *Display Group Directory:* Allows users to view the contents of the group directory, list the contents of department and web directories, and search for individual names within the **GROUP** tab of the CommPilot Call Manager.

   – *Hide Group Directory:* Hides the **GROUP** tab of the CommPilot Call Manager.

– *Display Limited Group Directory (search only):* Allows users only to search for individual names within the **GROUP** tab of the CommPilot Call Manager. For performance reasons, this option is recommended for groups with very large directories.

3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.2.2 Configure Enterprise Directory Display

The **ENTERPRISE** tab in the CommPilot Call Manager displays the contents of the enterprise directory, lists the contents of department and web directories, and can be used to search for individual names. An enterprise directory search displays up to 100 results.

You can use the *Group – CommPilot Call Manager* page to restrict the information displayed in the **ENTERPRISE** tab or hide the tab altogether.

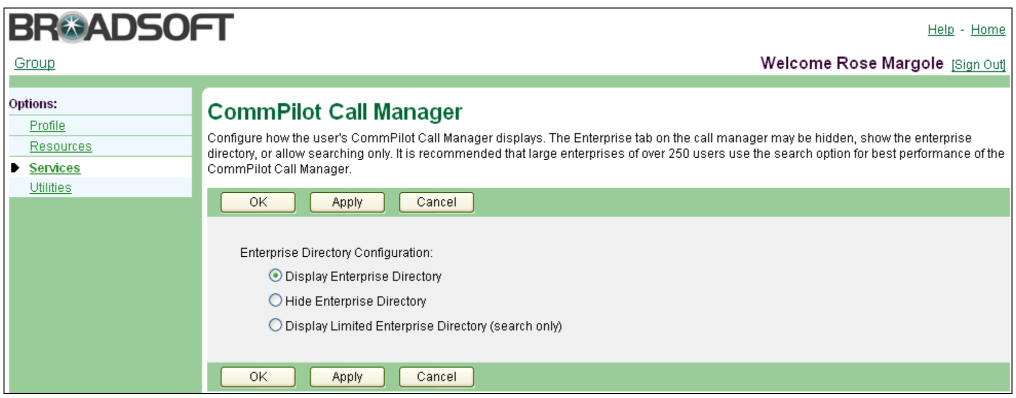

Figure 61 Group – CommPilot Call Manager

1) On the *Group – Services* menu page, click **CommPilot Call Manager**. The *Group – CommPilot Call Manager* page appears.

2) Select the enterprise directory configuration by selecting one of these choices:

   – *Display Enterprise Directory:* Allows users to view the contents of the enterprise directory, list the contents of department and web directories, and search for individual names within the **ENTERPRISE** tab of the CommPilot Call Manager.

   – *Hide Enterprise Directory:* Hides the **ENTERPRISE** tab of the CommPilot Call Manager.

   – *Display Limited Enterprise Directory (search only):* Allows users only to search for individual names within the **ENTERPRISE** tab of the CommPilot Call Manager. For performance reasons, this option is recommended for most enterprises due to the large number of users typically present in the enterprise directory.

3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.3 LDAP Integration

Use this menu item on the *Group – Services* menu page to enable or disable LDAP integration.

5.3.1 Turn On or Off

Use the *LDAP Integration* page to turn on or off user access to a Lightweight Directory Access Protocol **(**LDAP) directory.

NOTE: Before you turn LDAP Integration on, configure the LDAP server. For more information, see section *9.14.1 Select LDAP Directory Type and Configure Group LDAP Directory*.

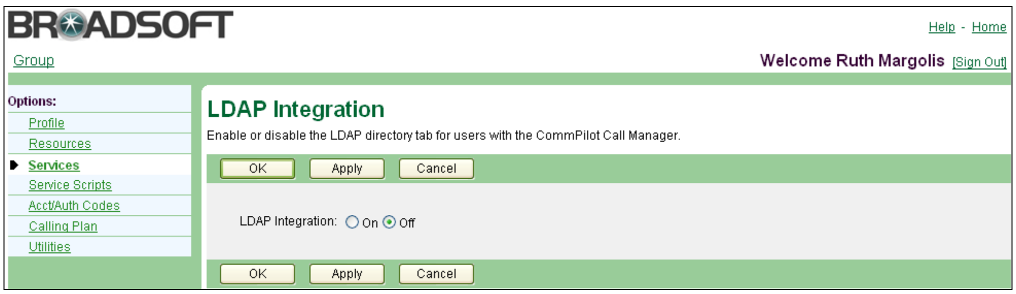

Figure 62 Group – LDAP Integration

1) On the *Group – Services* menu page, click **LDAP Integration**. The *Group – LDAP Integration* page appears.

2) Click the LDAP Integration button you want: "On" to enable the service or "Off" to disable the service.

3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.4 Music/Video On Hold

Use this menu item on the *Group – Services* menu page to:

- List Music/Video On Hold Types
- Modify Music/Video On Hold for Group
- Add Music/Video On Hold for Department
- Modify or Delete Music/Video On Hold for Department

Use Music/Video On Hold to select the source of a WAV audio file or MOV video file for the Call Hold and Call Park services, and to enable playing of the audio file for these services for the group or department.

If only a group source is selected and also enabled for Call Hold and Call Park for the group, callers to departments hear the Music/Video On Hold from that source.

If a source is selected for a department but Call Hold and Call Park are not enabled for the department, the caller does not hear any Music/Video On Hold (The group source is not played.).

NOTE: A department administrator can modify the source selected for their department.

5.4.1 List Music/Video On Hold Types

Use the *Group – Music/Video On Hold* page to list the departments that have selected a custom source for its use. The page always includes the Group default settings in this list. From this page, you can modify the Music/Video On Hold source for the group or for a department.

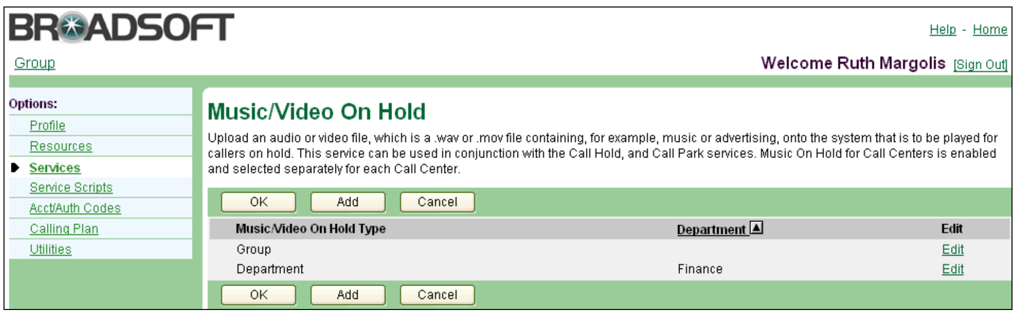

Figure 63 Group – Music/Video On Hold

1) On the *Group – Services* menu page, click **Music/Video On Hold**. The *Group – Music/Video On Hold* page appears.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide*.

2) To display the previous page, click **OK** or **Cancel**.

5.4.2 Modify Music/Video On Hold for Group

Use the *Group – Music/Video On Hold Modify* page to enable or disable the playing of a selected WAV audio file or MOV video file (music or whatever the group wants) with the Call Hold and Call Park services, and to select the audio source for these services. You can select an external identity/device profile as the audio source for Music/Video On Hold.

NOTE: The maximum length allowed for .WAV and .MOV files is 10 minutes.

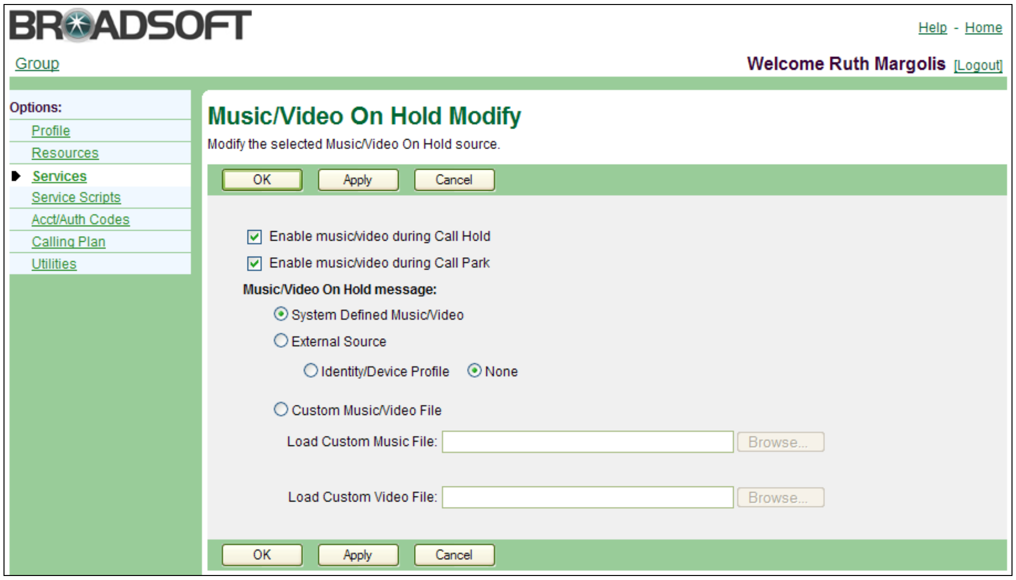

Figure 64 Group – Music/Video On Hold Modify (Group)

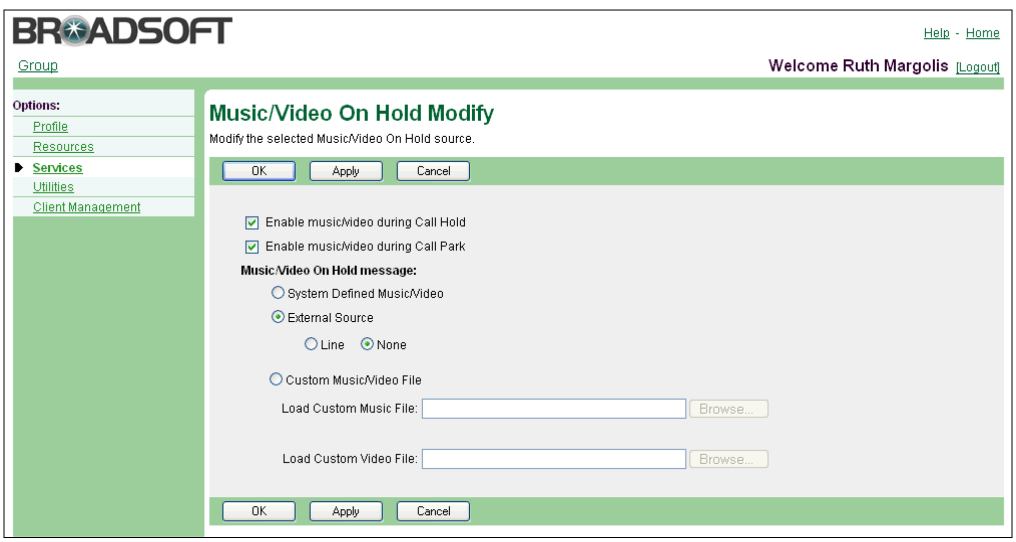

Figure 65 Group – Music/Video On Hold Modify (Group) (CMS)

1) On the *Group – Services* menu page, click **Music/Video On Hold**. The *Group – Music/Video On Hold* page appears.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide*.

2) Click **Edit** or any item on the row for the group. The *Group – Music/Video On Hold Modify* page for the group appears.

3) Check or uncheck the boxes to enable or disable this service for Call Hold and Call Park for the group.

4) In the *Music/Video On Hold message* section, click the *System Defined Music/Video* button, or click the button to select the source of the WAV audio file or MOV video file you want for the Call Hold and Call Park services.

5) If you click *External Source*:

   – Click **Identity/Device Profile** to assign a specific identity/device profile to the user. When you click this button, a new area of controls appears, allowing you to specify the identity/device profile.

Field	Description
Identity/Device Profile Name	The name of the identity/device profile to assign to this user. You may select any identity/device profile configured on the system.
Line/Port	The user's line, port number, or SIP address, depending on the identity/device profile type you selected. Not available in IMS mode.
Public Identity	The user’s SIP address. Only available in IMS mode.
Contact	A SIP contact address for the user. Only available for identity/device profile types that allow static registrations.

   You can also re-configure the identity/device profile assigned to the user by clicking *Configure Identity/Device Profile*, if shown. The *Identity/Device Profile Modify* page displays.

   – Click **None** to assign the user no identity/device profile.

6) If you click *External Source* (for CMS):

   – Click the button that selects the type of identity (Line or None).

   – For a line identity, specify the identity of the user. Type, for example, the 10-digit phone number, and select the domain from the drop-down list.

   – For devices that support static registration, provide the SIP URL in the *Contact: sip* text box.

7) If you click *Custom Music/Video File*, select and upload the file or files to play from your computer. Type the path and file name of a .WAV file with your greeting in the Load Custom Audio File text box, or click **Browse** to select a file on your computer. If your Music/Video On Hold service has video support enabled, you can also type the path and file name of a .MOV file with your greeting in the Load Custom Video File text box, or click **Browse** to select a file on your computer.

8) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

5.4.3 Add Music/Video On Hold for Department

Use the *Group – Music/Video On Hold Add* page to enable or disable the playing of a selected WAV audio file or MOV video file (music or whatever a department wants) with the Call Hold and Call Park services, and to select the audio source for these services. You can select an external identity/device profile as the audio source for Music/Video On Hold.

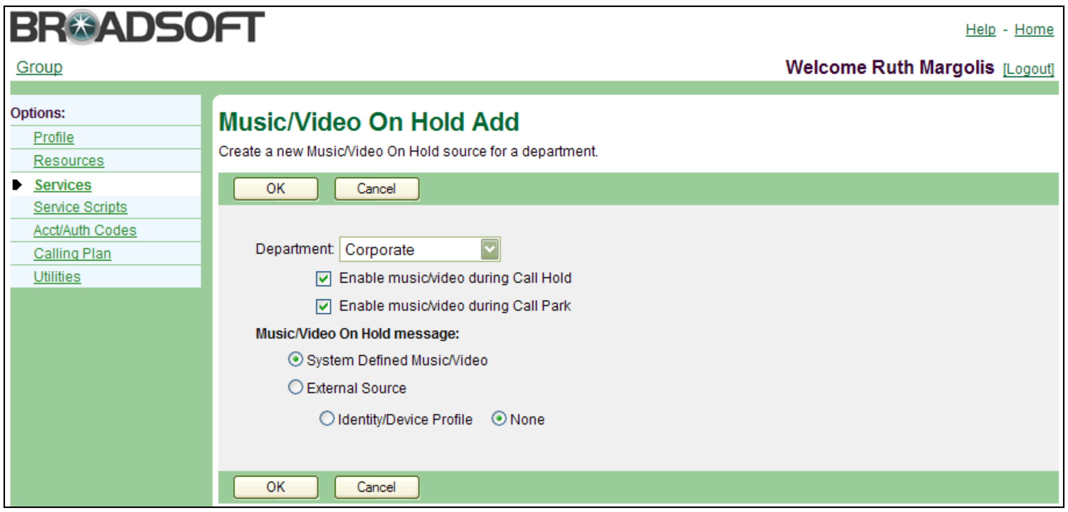

Figure 66 Group – Music/Video On Hold Add (Department)

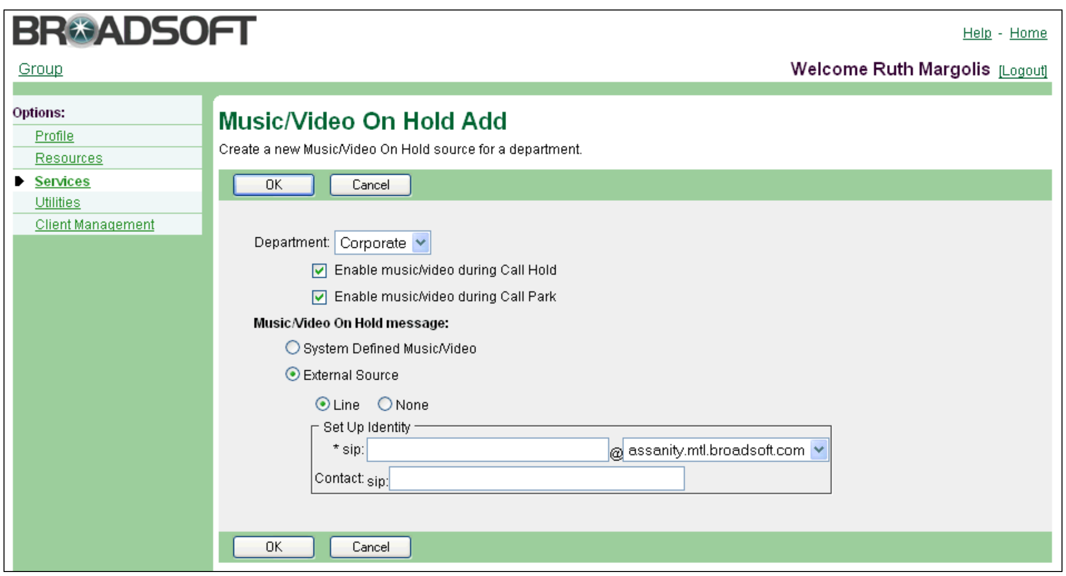

Figure 67 Group – Music/Video On Hold Add (Department) (CMS)

1) On the *Group – Services* menu page, click **Music/Video On Hold**. The *Group – Music/Video On Hold* page appears.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide*.

2) Click **Add**. The *Group – Music/Video On Hold Add* page for adding Music/Video On Hold for a department appears.

3) On the *Department* drop-down list, select the department. Only departments without a custom department Music/Video On Hold source are listed.

   The list box displays all departments within your group. If your group is part of an enterprise, the box also displays any departments created on the enterprise level by your enterprise administrator. If you select an enterprise-level department, your Music/Video On Hold configuration changes will only apply to users in that department that exist within your group.

4) Check or uncheck the boxes to enable or disable Music/Video On Hold for Call Hold and Call Park for the department.

> NOTE: To play a department Music/Video On Hold source for Call Hold and Call Park calls, the source must be enabled for both services and be selected. If a source is enabled but not selected, no Music/Video On Hold is played (Group Music/Video On Hold is not played.).

5) In the *Music/Video On Hold message* section, click the *System Defined Music/Video* button or click the button to select the source of the WAV audio file or MOV video file you want for the Call Hold and Call Park services.

6) If you click *External Source*:

   – Click **Identity/Device Profile** to assign a specific identity/device profile to the user. When you click this button, a new area of controls appears, allowing you to specify the identity/device profile.

Field	Description
Identity/Device Profile Name	The name of the identity/device profile to assign to this user. You may select any identity/device profile configured on the system.
Line/Port	The user's line, port number, or SIP address, depending on the identity/device profile type you selected. Not available in IMS mode.
Public Identity	The user's SIP address. Only available in IMS mode.
Contact	A SIP contact address for the user. Only available for identity/device profile types that allow static registrations.

   You can also re-configure the identity/device profile assigned to the user by clicking *Configure Identity/Device Profile*, if shown. The *Identity/Device Profile Modify* page displays.

   – Click **None** to assign the user no identity/device profile.

7) If you click *External Source (CMS)*:

– Click the button that selects the type of identity (Line or None).

– For a line identity, specify the identity of the user. Type, for example, the 10-digit phone number, and select the domain.

– For devices that support static registration, provide the SIP URL in the *Contact*: *sip* text box.

8) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

5.4.4 Modify or Delete Music/Video On Hold for Department

Use the *Group – Music/Video On Hold Modify* page to enable or disable the playing of a selected WAV audio file or MOV video file (music or whatever a department wants) with the Call Hold and Call Park services and to select the audio source for these services. You can select an external identity/device profile as the audio source for Music/Video On Hold.

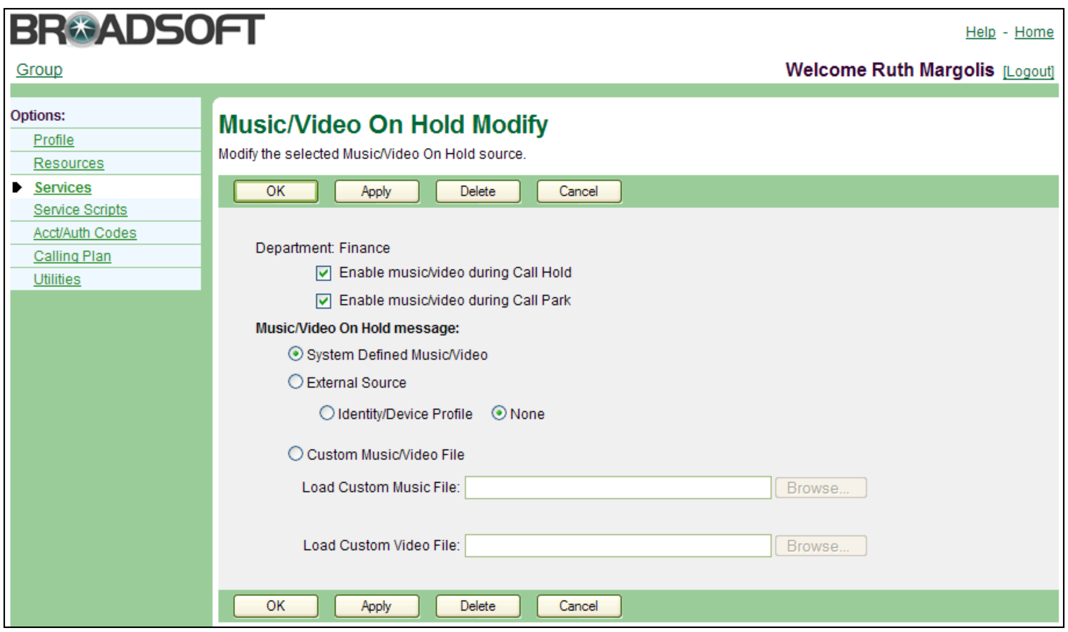

Figure 68 Group – Music/Video On Hold Modify (Department)

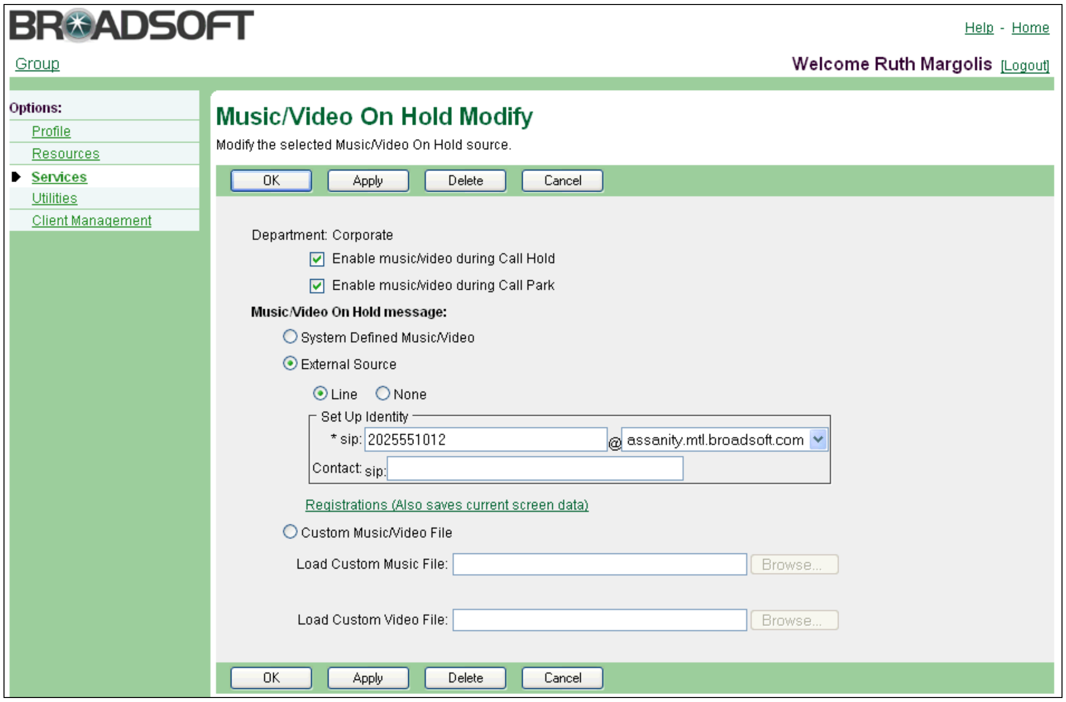

Figure 69 Group – Music/Video On Hold Modify (Department) (CMS)

1) On the *Group – Services* menu page, click **Music/Video On Hold**. The *Group – Music/Video On Hold* page appears.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide*.

2) Click **Edit** or any item in the row for the department. The *Group – Music/Video On Hold Modify* page for the department appears.

3) To delete Music/Video On Hold for the department, click **Delete**. The previous page appears.

NOTE: The **Delete** button appears only for a group administrator.

4) To edit Music/Video On Hold for the department, check or uncheck the boxes to enable or disable this service for Call Hold and Call Park for the department.

5) On the *Music/Video On Hold message* section, click the *System Defined Music/Video* button or click the button to select the source of the WAV audio file or MOV video file you want for the Call Hold and Call Park services.

6) If you click *External Source*:

– Click **Identity/Device Profile** to assign a specific identity/device profile to the user. When you click this button, a new area of controls appears, allowing you to specify the identity/device profile.

Field	Description
Identity/Device Profile Name	The name of the identity/device profile to assign to this user. You may select any identity/device profile configured on the system.
Line/Port	The user's line, port number, or SIP address, depending on the identity/device profile type you selected. Not available in IMS mode.
Public Identity	The user's SIP address. Only available in IMS mode.
Contact	A SIP contact address for the user. Only available for identity/device profile types that allow static registrations.

You can also re-configure the identity/device profile assigned to the user by clicking *Configure Identity/Device Profile*, if shown*.* The *Identity/Device Profile Modify* page displays.

– Click **None** to assign the user no identity/device profile.

7) If you click *External Source (CMS):*

– Click the button that selects the type of identity (Line or None).

– For a line identity, specify the identity of the user. Type, for example, the 10-digit phone number, and select the domain.

– For devices that support static registration, provide the SIP URL in the *Contact: sip* text box.

– To view the static registrations for the device, click the **Registrations** link.

8) If you click *Custom Music/Video File*, select and upload the file or files to play from your computer. Type the path and file name of a .WAV file with your greeting in the Load Custom Audio File text box, or click **Browse** to select a file on your computer. If your Music/Video On Hold service has video support enabled, you can also type the path and file name of a .MOV file with your greeting in the Load Custom Video File text box, or click **Browse** to select a file on your computer.

9) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

5.5 Voice Messaging

Use this menu item on the *Group – Services* menu page to configure voice messaging.

The Voice Messaging service allows a user to control their voice messaging attributes, for example, to provide a personalized greeting to callers and to record messages from a caller for calls that are not answered within a specified number of rings or for calls that receive busy treatment.

NOTE: Use this section to configure the Voice Messaging server that is integrated with the system.

5.5.1 Configure Voice Messaging

Use the *Group – Voice Messaging* page to determine the configuration to use for your group's voice-messaging server, to allow users to configure their own Advanced Settings for voice mail, and to enable sending voice messages to an entire group (when available).

NOTE: The phone number for the Voice Portal must be set for the Voice Messaging service to function. For more information, see section *5.6.1 Configure Voice Portal*.

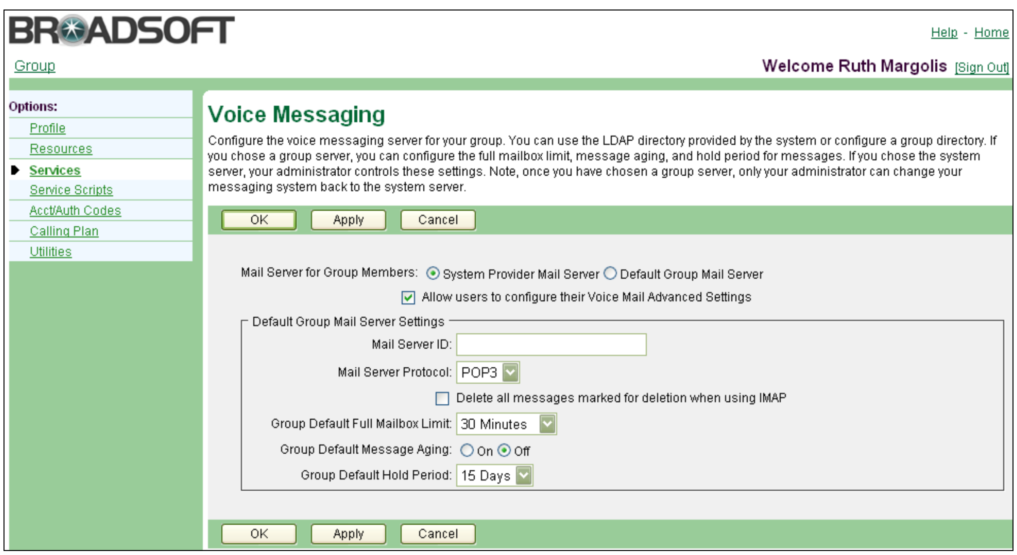

Figure 70 Group – Voice Messaging

1) On the *Group – Services* menu page, click **Voice Messaging**. The *Group – Voice Messaging* page appears.

2) Use the *Mail Server for Group Members* control to determine whether your group will use the mail server configured by your system provider, or another mail server that you specify on this page. If you choose the "System Provider Mail Server" option, you do not have to specify the information listed in the *Default Group Mail Server* area of the page.

NOTE: If you select the “System Provider Mail Server” and save the selection, only your administrator can change the selection.

3) Check or uncheck the *Allow users to configure their Voice Mail Advanced Settings* box.

4) Check or uncheck the *Allow "Send Message to Entire Group" in Voice Message Retrieval Compose/Forward Menus* box. This control only appears if your system provider administrator, service provider administrator, or enterprise administrator has limited the scope of the Voice Portal service to the group level.

5) To configure a default mail server for your group, type or select information for the server and its settings in the Default Group Mail Server area of the page.

Field	Description
Mail Server ID	The IP address or name of the voice Mail Server.
Mail Server Protocol	The mail protocol used by the specified server.
Delete all messages marked for deletion when using IMAP	Eliminates all messages marked for deletion.
Group Default Full Mailbox Limit	The time in minutes for messages to be left in a user's mailbox.
Group Default Message Aging	“On” allows deletion of “expired” messages from the server. An expired message was saved by the user and has been stored on the server for more time than the period specified in the Hold Period input box but the user has not logged in to his/her voice mail since the message expired. When users log in to their voice mail, they can save any expired messages. The Hold Period begins again every time users save expired messages. Applies only if users have logged in to their voice mail and have not resaved the expired messages.
Group Default Hold Period	The number of days messages saved by a user, are stored on the server before they become “expired” messages. Applies only if Group Default Message Aging is set to “On” and the user has logged in to his/her voice mail and has not resaved the expired messages.

6) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.6 Voice Portal

Use this item on the *Services* menu page to configure the voice portal.

5.6.1 Configure Voice Portal

Use the *Group – Voice Portal* page to turn the feature on or off, to configure the voice portal, and to add or modify the password for voice portal administrators in the group. All voice portal administrators share the same password and can use their phone and the voice portal to change the announcements for Auto Attendants.

The Voice Portal allows you to specify the number users without the Voice Messaging User service call to access Voice Messaging using the voice portal. One number is used for all services; if users do not have a service assigned, they do not hear options for that service in the menu when calling this number.

NOTE: The phone number (or extension) for the Voice Portal must be set for the Voice Messaging service to function.

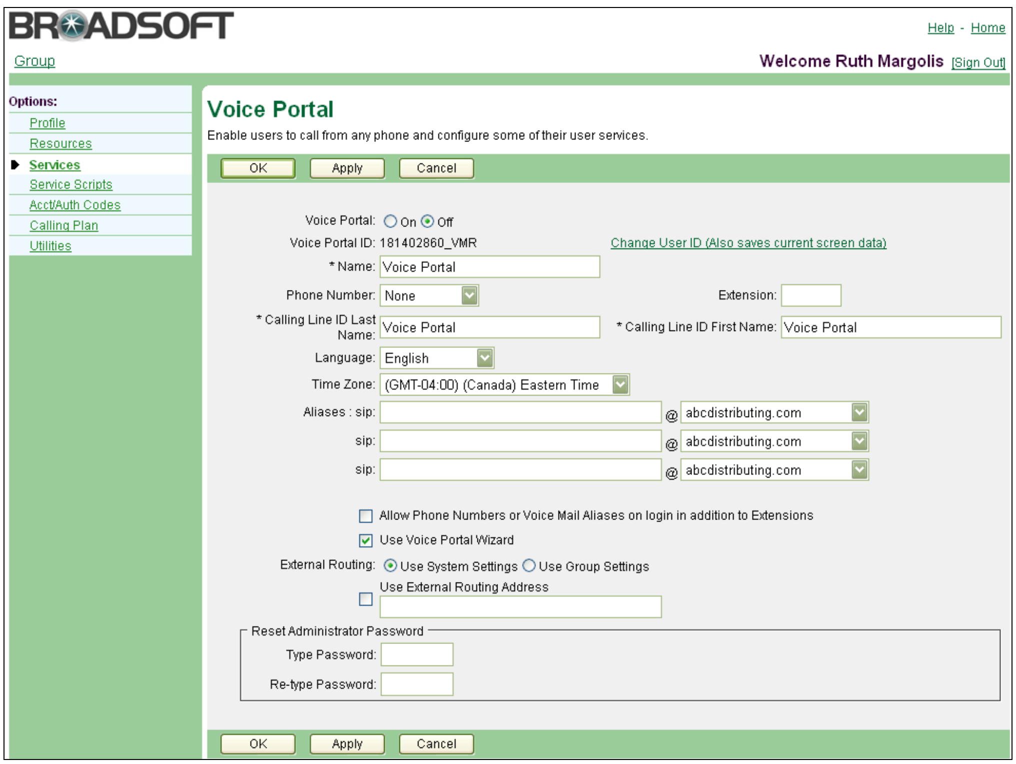

Figure 71 Group – Voice Portal

1) On the *Group – Utilities* menu page, click **Voice Portal**. The *Group – Voice Portal* page appears.

2) To change the voice portal ID, click **Change User ID**. The *Group – Change User ID* page appears. Enter the new voice portal ID, select the domain from the drop-down list, and then click **OK**. The *Group – Voice Portal* page appears.

3) Type or select information to configure the voice portal. The input boxes include the following:
   - *Phone Number*: Users dial this number to access Voice Messaging and other services.
   - *Extension*: The extension box populates automatically for the phone number you select. You can change the extension, but the new extension cannot be the same as another extension in the group.
   - *Public Identity*: Use the Public Identity control to specify the SIP address of the voice portal. Available only in IMS mode.
   - *Calling Line ID Last Name:* This is the last name to be displayed on lines with Caller ID.
   - *Calling Line ID First Name:* This is the first name to be displayed on lines with Caller ID.
   - *Hiragana Last Name and Hiragana First Name:* Note that the Hiragana Last Name and Hiragana First Name input boxes are designed for specific markets. They do not appear unless configured by your system administrator.
   - *Language*: The language for the initial greeting and login messages for calls to the voice portal from outside the group. After login has been completed, the user's language becomes the language of the call. For calls from inside the group, the caller's language is used throughout the call.

NOTE: A Language change is effective on the next new call to the Voice Portal.

   - *Time zone*: The time zone of the Voice Portal virtual user.
   - *Allow Phone Numbers or Voice Mail Aliases on login in addition to Extensions*: If this box is checked, users who do not call from their own extensions (or from a phone number defined as a Voice Messaging alias) are prompted for a mailbox ID instead of an extension. Validation is then made against extensions (as usual), phone numbers, and voice portal aliases.
   - *Use Voice Portal Wizard*: The Voice Portal Wizard forces users to record a personalized name the first time they log in to the Voice Portal, and disables the option to delete the personalized name within the Voice Portal.
   - *Use External Routing*: This option is used to route the voice portal call to an external voice device. When you select this option, the voice portal transfers the caller to an external number.

4) Type a numeric password, 4 to 8 digits in length.

5) Type the password used by any group administrator to log in to the voice portal system to record Auto Attendant messages. A group administrator can change this password using the phone or this web page at any time.

6) Type the Voice Portal Password again.

7) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.7 Custom Ringback Group

Use this item on the *Services* menu page to configure custom ringback group.

A ringback is the ringing heard by the calling party when they have dialed a number but it has not yet been answered by the called party. Custom ringback tones are customizable clips of recorded music, video, or other personalized audio content that you can substitute for the default ringback. When someone calls you, instead of the default ringback, they hear the custom ringback you specified.

BroadWorks allows you to specify both a custom audio ringback and custom video ringback, at both the user and group level. What the caller hears or sees depends on the capabilities of their phone, and which custom ringbacks the called party has configured.

Note that settings configured at the user level for the Custom Ringback User service override the settings for the Custom Ringback Group service.

For audio-only callers, the situation is straightforward. If you specify a custom audio ringback file, this is what they hear. Otherwise, they hear the system default ringback.

For video-enabled callers, the "default" setting plays the custom audio file, if configured, with no accompanying video component. If no custom audio file is configured, the caller is played the system default ringback file.

The following table summarizes the behavior:

Audio Ringback File	Video Ringback File	Video-Capable Caller	Result
Y	N	N	Audio ringback is used.
		Y	Audio ringback is used.
	Y	N	Audio ringback is used.
		Y	Video ringback is used.
N	Y	N	Custom Ringback does not apply. System default ringback is played.
		Y	Video ringback is used.

5.7.1 Configure Custom Ringback Group

Use the *Group – Custom Ringback Group* page to turn the feature on or off, and to configure the custom ringback for the group.

The Custom Ringback Group allows you to specify the ringback files in audio and video format for the group. Ringback is the sound callers hear while they wait for a call to be picked up. You can select the system default, an URL, or a customized audio or video file.

NOTE: The maximum length allowed for .WAV and .MOV files is two minutes.

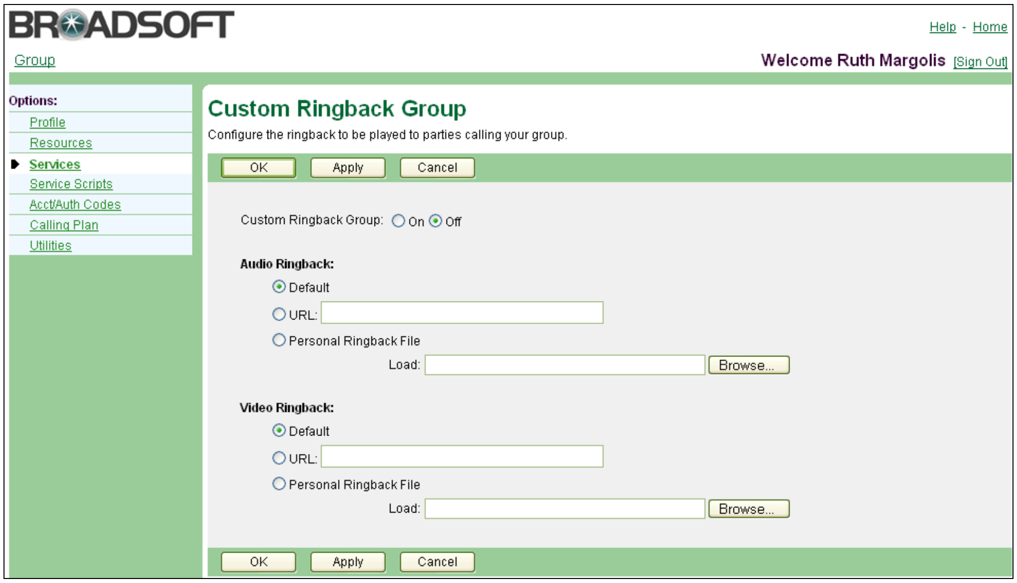

Figure 72 Group – Custom Ringback Group

1) On the *Group – Services* menu page, click **Custom Ringback Group**. The *Group – Custom Ringback Group* page appears.

2) Click Custom Ringback Group "On" to enable the service. Click "Off" to disable custom ringback for the group.

3) Specify the Audio Ringback.

   – Click "Default" to play the system default.

   – Click "URL" and type the URL address to play audio or video from an URL.

   – Click "Personal Ringback File" and click **Browse** to locate a customized audio or video file.

4) Specify the Video Ringback.

   – Click "Default" to play the system default.

   – Click "URL" and type the URL address to play audio or video from an URL.

   – Click "Personal Ringback File" and click **Browse** to locate a customized audio or video file.

5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.8 Preferred Carriers Group

Use this menu item on the *Group – Services* menu page to list preferred intra-LATA, inter-LATA, and international carriers for the group.

5.8.1 List Preferred Intra-LATA, Inter-LATA, and International Carriers for Group

Use the *Group – Preferred Carrier Group* page to list the preferred intra-LATA, inter-LATA, and international carriers your administrator has assigned for your group.

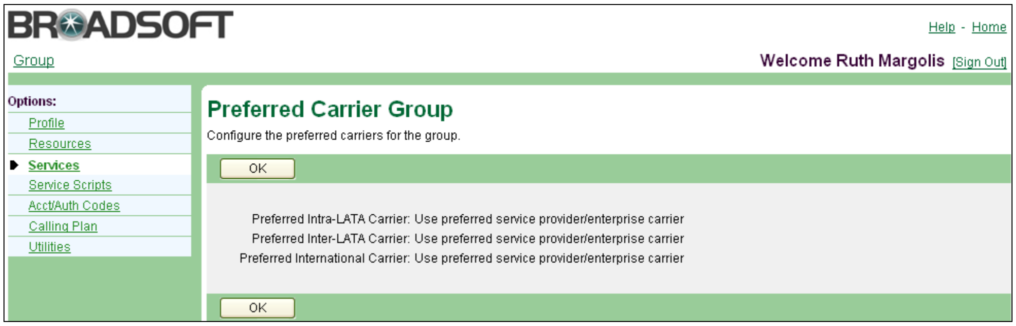

Figure 73 Group – Preferred Carrier Group

1) On the *Group – Services* menu page, click **Preferred Carriers Group**. The *Group – Preferred Carriers Group* page appears.

2) To display the previous page, click **OK.**

5.9 Series Completion

Use this item on the *Group – Services* menu page to:

- List Series Completion Groups
- Add Series Completion Group
- Modify or Delete Series Completion Group

Series completion allows calls to be routed to the next available line, much like the Hunt Group service. The difference is the caller dials a "real" directory number rather than a "virtual" one and several lines ring at several phones.

This service is used to support Key System functionality. Key Systems typically ring all available lines in a specified order when a call is incoming, regardless of the number dialed to reach the company. For example, when calling a technical support hotline, the user dials 1-800-555-HELP. That number rings line 1 of the company. If line 1 is busy, it rings line 2. If line 2 is busy, it rings line 3 and so on. If all lines are busy, the call can be sent to Voice Messaging or another assigned service of the group. If all lines or users of this company were assigned to the series completion group, BroadWorks acts like a Key System.

5.9.1 List Series Completion Groups

Use the *Group – Series Completion* page to list all current series completion groups. From this page, you can add, modify, or delete a group.

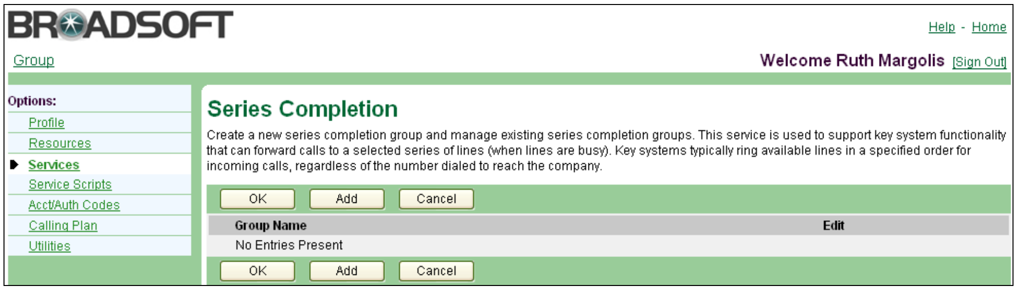

Figure 74 Group – Series Completion

1) On the *Group – Services* menu page, click **Series Completion**. The *Group* – Series Completion page appears.

2) To display the previous page, click **OK** or **Cancel**.

5.9.2 Add Series Completion Group

Use the *Group – Series Completion Add* page to add a series completion group.

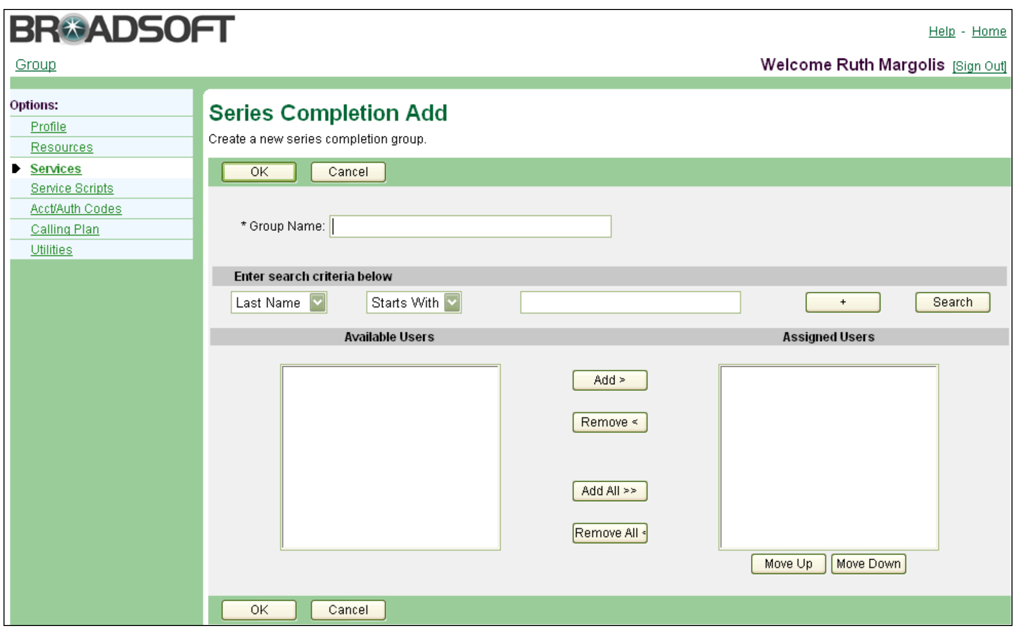

Figure 75 Group – Series Completion Add

1) On the *Group – Services* menu page, click **Series Completion**. The *Group – Series Completion* page appears.

2) Click **Add**. The *Group – Series Completion Add* page appears.

3) Type the group name. An asterisk (*) indicates required data.

4) Assign users:

   - To find a desired user, enter search criteria in the fields provided and click **Search**. For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide*.
   - In the *Available Users* column, select the users. You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.
   - To assign the selected users, click **Add >**. To assign all users (unselected) at once, click **Add All >>**

5) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

5.9.3 Modify or Delete Series Completion Group

Use the *Group – Series Completion Modify* page to modify or delete a group.

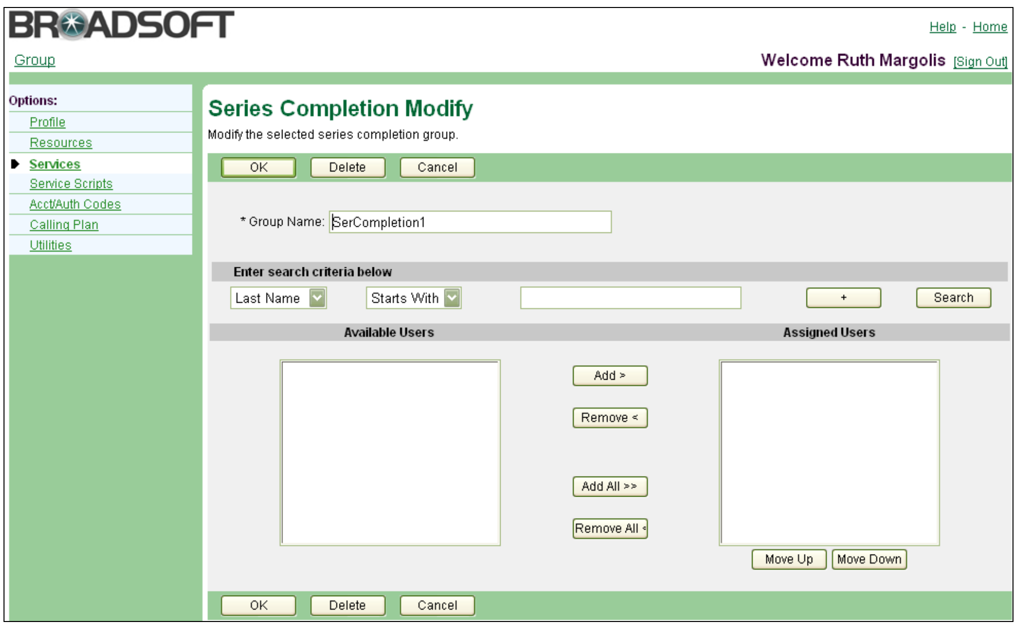

Figure 76 Group – Series Completion Modify

1) On the *Group – Services* menu page, click **Series Completion**. The *Group – Series Completion* page appears.
2) Click **Edit** or any item on the row for the group. The *Group – Series Completion Modify* page appears.
3) To delete the group, click **Delete**. The previous page appears.
4) Edit the information for the group: Type or select information. An asterisk (*) indicates required data.
5) Assign users:

– To find a desired user, enter search criteria in the fields provided and click **Search**. For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide*

– In the *Available Users* column, select the users. You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

– To assign the selected users, click **Add >**. To assign all users (unselected) at once, click **Add All >>**.

6) Unassign users:

   – In the *Assigned Users* column, select the users and click **Remove <**. To unassign all users (unselected) at once, click **Remove All <<**.

7) Save your changes. Click **OK**. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.

5.10 Third-Party Voice Mail Support

Use this item on the *Group – Services* menu page to enable or disable third-party voice mail support.

Third-Party Voice Mail Support allows users to direct their busy and unanswered calls to a third-party voice mail system, that is, one outside the BroadWorks system.

5.10.1 Turn On or Off

Use the *Group – Third-Party Voice Mail Support* page to enable or disable this service for the group.

Figure 77 Group – Third-Party Voice Mail Support

1) On the *Group – Services* menu page, click **Third-Party Voice Mail Support**. The *Group – Third-Party Voice Mail Support* page appears.

2) To enable or disable the service, click “On” or “Off”.

3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page. To exit without saving, select another page or click **Cancel** to display the previous page.

6 Service Scripts Menu

This chapter contains sections that correspond to each item on the *Group – Service Scripts* menu page.

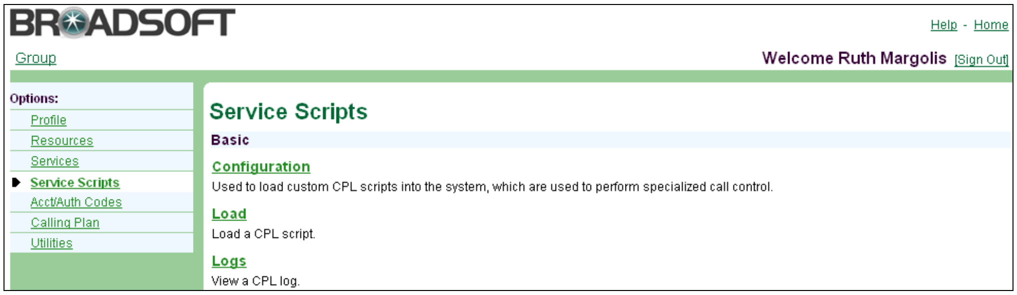

Figure 78 Group – Service Scripts Menu

The *Group – Service Scripts – Basic* menu displays the items that all group administrators can use including:

- Configuration
- Load
- Logs

6.1 Access the Group – Service Scripts Menu

Use the *Group – Service Scripts* menu to enable or disable the capability to load CPL scripts, to load scripts, and to view the logs generated by a script.

On your Home page, in the *Options* list, click **Service Scripts**. The *Group – Service Scripts* menu page appears.

The items in the *Service Scripts* menu allow group administrators to use Call Processing Language (CPL) scripts to execute or customize call management features for all the users in a group. BroadSoft, certified third-party developers, certified group administrators, or service providers develop CPL scripts.

For example, a group administrator for a law firm may want to configure Call Notify so that all incoming calls to all users trigger an e-mail notification to the billing department. Configuring Call Notify automatically with a script means that an administrator does not have to set that Call Notify instance for every user.

NOTE: To manage their own call management features, individual users can use their *Service Scripts* menu to enable or disable the capability to load CPL scripts, to load scripts, and to view the logs generated by a script. A script enabled by a user takes precedence over a script enabled for the user's group.

6.2 Configuration

Use this item on the *Group – Service Scripts* menu page to enable or disable use of a script for a group.

6.2.1 Enable or Disable Use of Script

Use the *Group – Configuration* page to enable or disable the use of a CPL script in the group. On this page you can also view the contents of a script that has been loaded for your group.

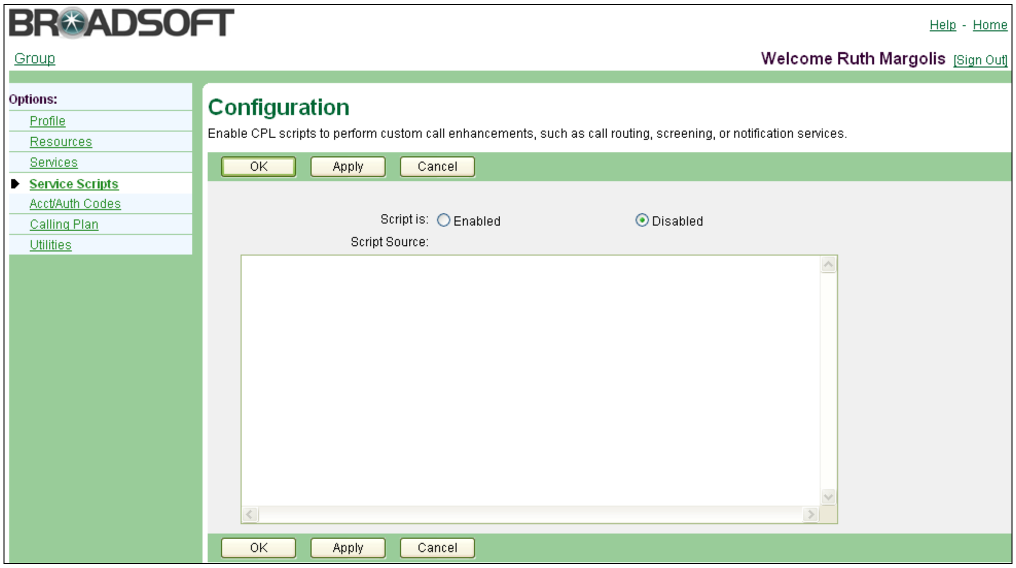

Figure 79 Group – Configuration

1) On the *Group – Service Scripts* menu page, click **Configuration**. The *Group – Configuration* page appears. On this page, if a script has been loaded, the contents of the script appear in the *Script Source* input box.
2) Click "Enabled" or "Disabled"*.* "Enabled" indicates the feature is on.
3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

6.3 Load

Use this item on the *Group – Service Scripts* menu page to load a CPL script for a group.

6.3.1 Load CPL Script

Use the *Group – Load* page to load a CPL script for the group.

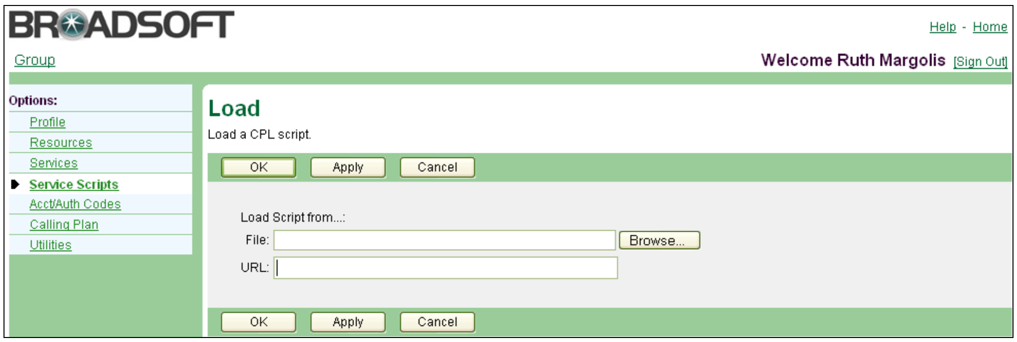

Figure 80 Group – Load

1) On the *Group – Service Scripts* menu page, click **Load**. The *Group – Load* page appears.

2) Select the source of the script file:

   – To use a file on your computer, click **Browse** and then find and open the file. The path to the file appears in the *File* text box.

   – To use a file on your web server, type the address of the server in the *URL* text box.

NOTE: After a script has been loaded for your group, the contents of the script appear in the *Script Source* input box on the *Group – Configuration* page.

3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

6.4 Logs

Use this item on the *Group – Service Scripts* menu page to view or clear logs from a CPL script for a group.

6.4.1 View or Clear Logs from CPL Script

Use the *Group – Logs* page to view or clear the logs generated during execution of a CPL script loaded for the group.

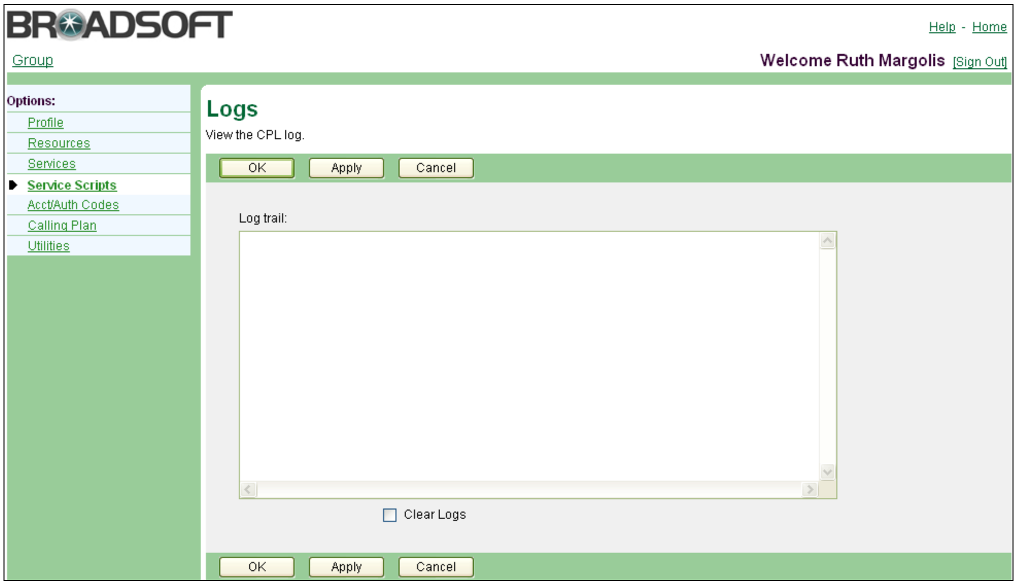

Figure 81 Group – Logs

1) On the *Group – Service Scripts* menu page, click **Logs**. The *Group – Logs* page appears. The logs displayed in the *Log trail* box are the logs generated by and specified in the script.

2) To clear the logs on display, check the *Clear Logs* box.

3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

7 Acct/Auth Codes Menu

This chapter contains sections that correspond to each item on the *Group – Acct/Auth Codes* menu page.

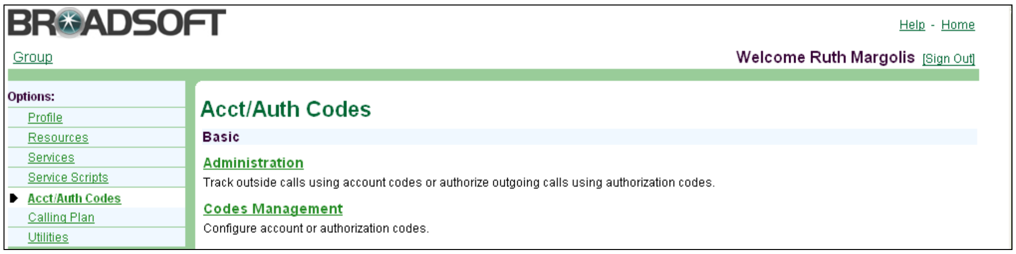

Figure 82 Group – Acct/Auth Codes Menu

The *Group – Acct/Auth Codes* menu contains these *Basic* items:

- Administration
- Codes Management

7.1 Access Group – Acct/Auth Codes Menu

Use the *Group – Acct/Auth Codes* menu to create groups of users who are required to enter a code before being allowed to continue with a call.

On your Home page, from the *Options* list, click **Acct/Auth Codes**. The *Group – Acct/Auth Codes* menu page appears.

Account codes track the calls users make, for example, to a particular customer. Authorization codes prevent users from making calls unless they have been given an authorization code to do so.

7.2 Administration

Use this item on the *Group – Acct/Auth Codes* menu page to:

- Identify Users for Account Code Usage
- Identify Users for Authorization Code Usage

7.2.1 Identify Users for Account Code Usage

Use the *Group – Administration* page to:

- Identify the users who cannot make calls outside the group (or to other groups) without entering an account code after a prompt (Mandatory restricted usage).
- Identify the users who can choose whether or not to enter a Feature Access Code (FAC) and then to enter an account code after a prompt to make outside-group calls [Optional (FAC-based) usage].

  Optional usage is very useful to track and bill for calls to particular numbers, for example, customer numbers.
- Remove account code usage restrictions for local and toll-free calls.

Calls made with account codes are reported to the billing records. Calls are connected when a code of valid length (number of digits) is entered.

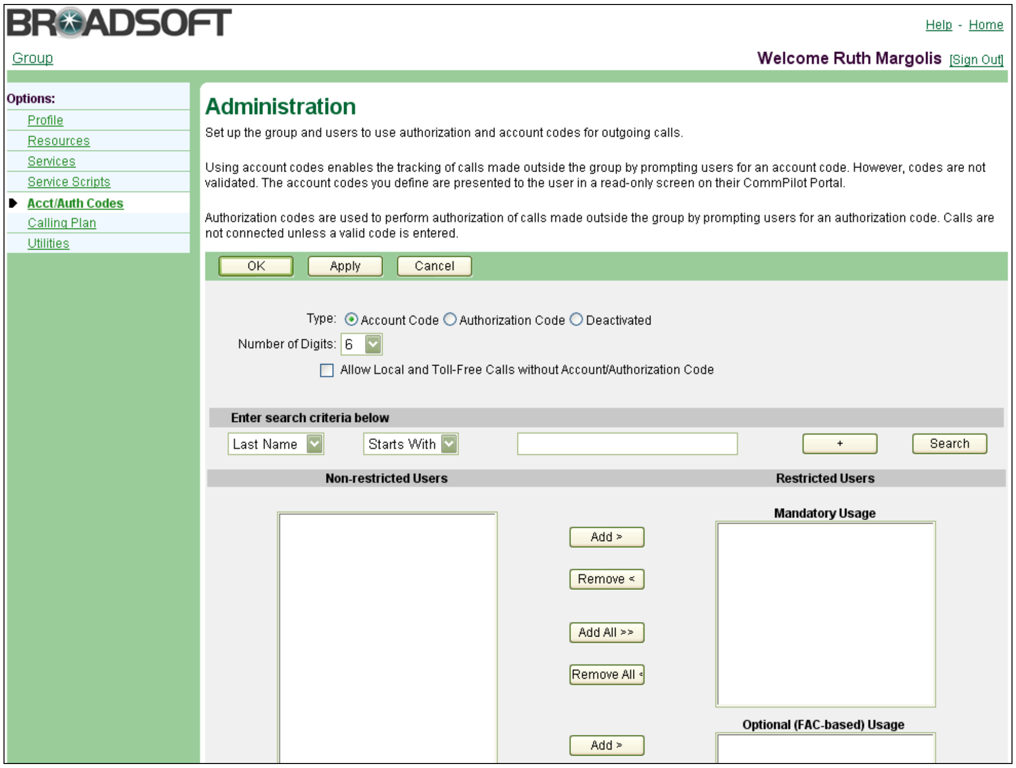

Figure 83 Group – Administration – Account Codes

1) On the *Group – Acct/Auth Codes* menu page, click **Administration**. The *Group – Administration* page appears.

2) To display the version of the page for account codes, click "Account Code".

3) Select the Number of Digits for account codes.

4) Click the *Allow Local and Toll-Free Calls without Account/Authorization Code* box to turn the feature on (checked) or off (not checked).

5) Assign users to one of the Restricted Users lists.

   – To find a desired user, enter search criteria in the fields provided and click **Search**. For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide*.

   – In the *Non-restricted Users* column, select the users. You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

   – To assign the selected users, click **Add >** beside the *Restricted Users* column to which you want to assign the users: *Mandatory Usage* or *Optional (FAC-based) Usage*. To move all users (unselected) at once, click **Add All >>** beside the list.

6) Unassign users from the Restricted Users lists.

– In the appropriate *Restricted Users* column, select the users and click **Remove <** beside the list. To move all items (unselected) at once, click **Remove All <<** beside the list.

7) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

7.2.2 Identify Users for Authorization Code Usage

Use the *Group – Administration* page to:

- Identify the users who cannot make calls outside the group (or to other groups) without entering an authorization code after a prompt.
- Remove authorization code usage restrictions for local and toll-free calls.

Calls made with authorization codes are reported to the billing records. Calls are connected when a valid code is entered.

Outgoing calls restricted by the Outgoing Calling Plan or the Forwarded Transferred Calls portion of the calling plan service will not be permitted. In addition, Simultaneous Ring phone numbers that are outside the group will not ring if the user of the service is assigned an Authorization Code.

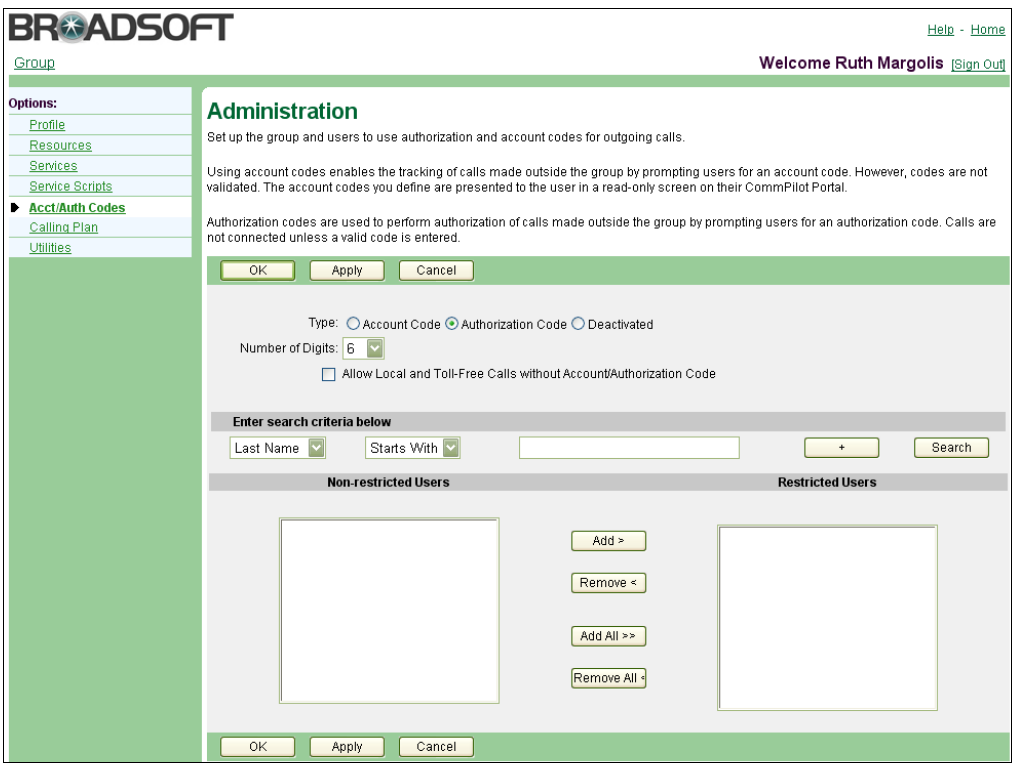

Figure 84 Group – Administration – Authorization Codes

1) On the *Group – Acct/Auth Codes* menu page, click **Administration**. The *Group – Administration* page appears.

2) To display the version of the page for authorization codes, click "Authorization Code".

3) Type the Number of Digits for authorization codes.

4) Click the *Allow Local and Toll-Free Calls without Account/Authorization Code* box to turn the feature on (checked) or off (not checked).

5) Assign users to the *Restricted Users* column.

   – To find a desired user, enter search criteria in the fields provided and click **Search**. For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide*.

   – In the *Non-restricted Users* column, select the users. You can select some or all of the items in a column. Item names are listed in alphabetical order. To select several items in sequential order, click the first name, hold down the SHIFT key on the keyboard, and click the last name. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

   – To assign the selected users, click **Add >**. To move all users (unselected) at once, click **Add All >>**.

6) Unassign users from the *Restricted Users* list.

   – In the *Restricted Users* column, select the users and click **Remove <**. To move all users (unselected) at once, click **Remove All <<**.

7) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

7.3 Codes Management

Use this item on the *Group – Acct/Auth Codes* menu page to:

- View or Delete Account and Authorization Codes
- Add Account and Authorization Codes

To modify a code, delete the current code and add a replacement code.

The *Codes Management* page allows you to specify the required codes, with the proper number of digits, which must be entered prior to the placement of calls by users restricted by this service.

7.3.1 View or Delete Account and Authorization Codes

Use the *Group – Codes Management* page to view or delete account and authorization codes. From this page, you can add account and authorization codes.

> NOTE: If a six-digit length is specified for a code on the *Group – Administration* page and a corresponding code is added on the *Group – Codes Management* page, if the code length is changed, the original six-digit code is deleted from the list of codes on the *Group – Codes Management* page.

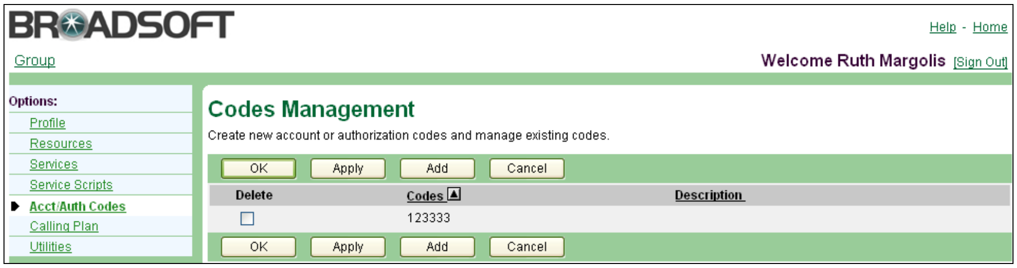

Figure 85 Group – Codes Management

1) On the *Group – Acct/Auth Codes* menu page, click **Codes Management**. The *Group – Codes Management* page appears.
2) To delete a code: Check the *Delete* box for the code.
3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

7.3.2 Add Account and Authorization Codes

Use the *Group – Codes Management Add* page to add account and authorization codes.

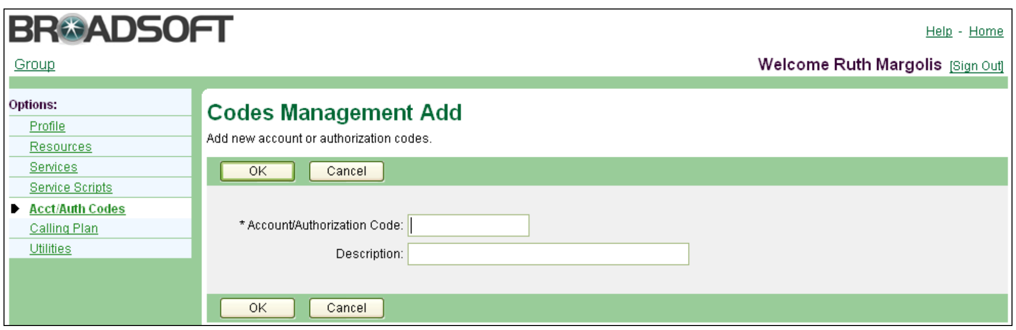

Figure 86 Group – Codes Management Add

1) On the *Group – Acct/Auth Codes* menu page, click **Codes Management**. The *Group – Codes Management* page appears.
2) Click **Add**. The *Group – Codes Management Add* page appears.
3) Type the information for the code. An asterisk (*) indicates required data.

   The length of a code is specified on the *Group – Administration* page.
4) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

8 Calling Plan Menu

This chapter contains sections that correspond to each item on the *Group – Calling Plan* menu page.

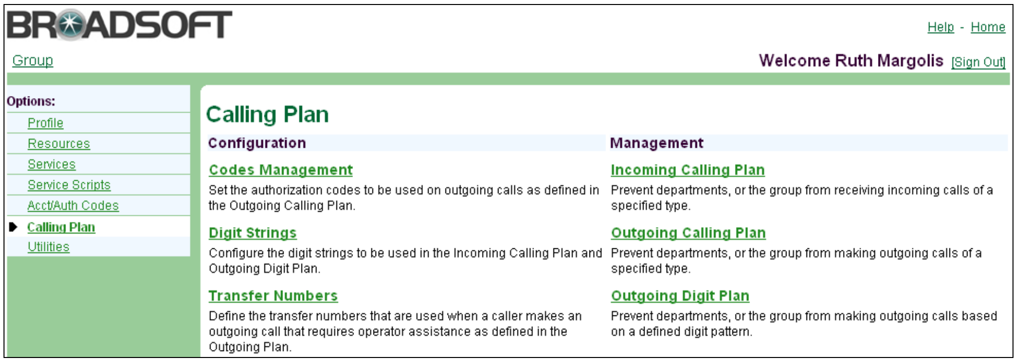

Figure 87 Group – Calling Plan Menu

The *Group – Calling Plan* menu contains these items:

- *Configuration* menu

  This menu displays the items that group administrators use to configure codes and digit strings for calling plans:

  – Codes Management

  – Digit Strings

  – Transfer Numbers

- *Management* menu

  This menu displays the items that group administrators use to manage calling plans:

  – Incoming Calling Plan

  – Outgoing Calling Plan

  – Outgoing Digit Plan

8.1 Access the Group – Calling Plan Menu

Use the *Group – Calling Plan* menu to configure codes and digit strings for the calling plans and to manage the calling plans.

On your Home page, in the *Options* list, click **Calling Plan**. The *Group – Calling Plan* menu page appears.

8.2 Codes Management

Use this item on the *Group – Calling Plan* menu page to:

- List Codes for Group and Departments
- Add, Modify, or Delete Code for Group or Department

8.2.1 List Codes for Group and Departments

Use the *Group – Codes Management* page to list the current codes for the group and departments. From this page, you add, modify, or delete codes for the group and departments.

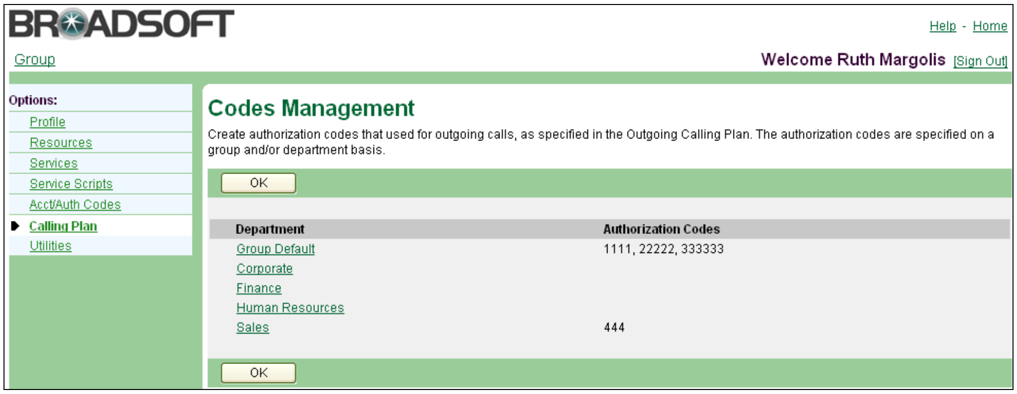

Figure 88 Group – Codes Management

1) On the *Group – Calling Plan* menu page, click **Codes Management**. The *Group – Codes Management* page that contains the codes for the group and departments appears.

2) To display the previous page, click **OK**.

8.2.2 Add, Modify, or Delete Code for Group or Department

Use the *Group – Codes Management Modify (Department)* and the *Group – Codes Management Add (Department)* pages to select the group or department, add a code. Modify or delete a code for the group or the department.

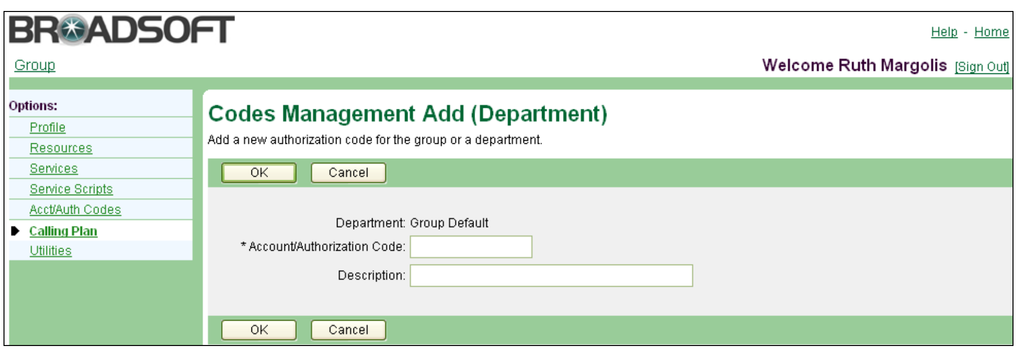

Figure 89 Group – Codes Management Add (Department)

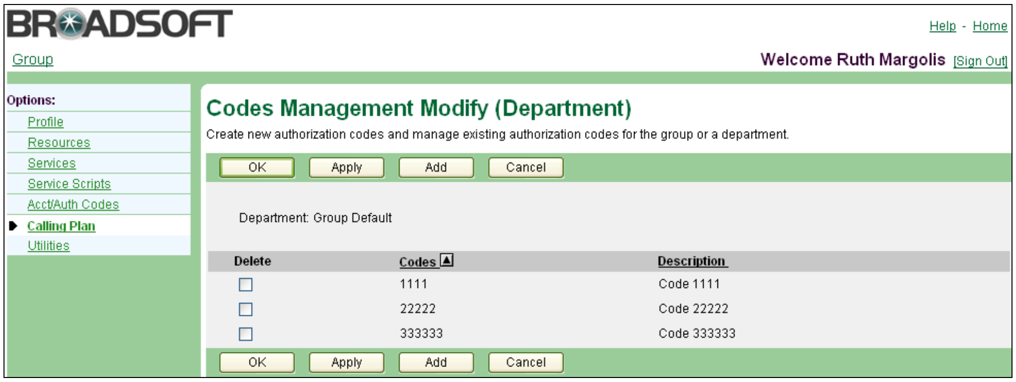

Figure 90 Group – Codes Management Modify (Department)

1) On the *Group – Calling Plan* menu page, click **Codes Management**. The *Group – Codes Management* page that contains the codes for the group and departments appears.

   This page lists all departments within your group. If your group is part of an enterprise, this page also lists any departments created on the enterprise level by your enterprise administrator. If you choose to modify the code management settings for an enterprise-level department, your changes will only apply to users in that department that exist within your group.

2) In the *Department* column, click **Group Default** or the name of a department. The *Codes Management Modify (Department)* page appears.

3) To delete a code, check **Delete** and click **Apply**.

4) To add a code, click **Add**. The *Codes Management Add (Department)* page appears.

5) Type the information for the new code. An asterisk (*) indicates required data.

NOTE: To modify a code, delete it and then add the changed code.

6) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

8.3 Digit Strings

Use this menu item on the *Group – Calling Plan* menu page to:

- List or Delete Digit Strings
- Add Digit Strings
- Modify Digit String

The *Digit Strings* page allows you to set up a custom digit string plan. Group administrators can assign digit strings at the group, department, or user level. Digit strings consist of any sequence of digits, which can include wild cards, and each string is given a name. The digit strings are available for both incoming and outgoing plans.

When a call is placed or received, the number is checked against assigned digit strings (whether assigned to the individual user or to their department or group). Note that if the users do not have individual assignments, their department digit string settings take effect. If the users are not assigned to a department, then the group default assignments take effect. If the number matches any assigned digit patterns, the call is blocked.

8.3.1 List or Delete Digit Strings

Use the *Group – Digit Strings* page to list the current digit strings configured for the Outgoing and Incoming Calling Plans for the group. On this page, you can also delete digit strings. From this page, you can add digit strings.

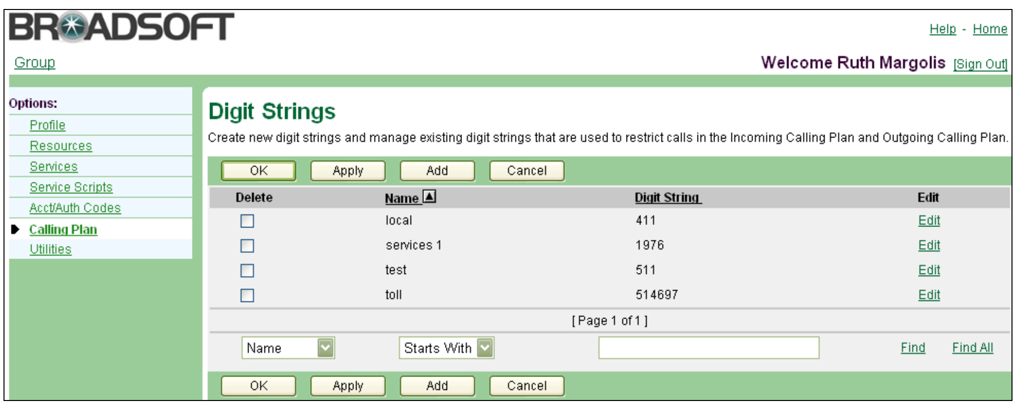

Figure 91 Group – Digit Strings

1) On the *Group – Calling Plan* menu page, click **Digit Strings**. The *Group – Digit Strings* page that contains the existing digit strings for the calling plans for the group appears.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide*.

2) To delete a digit string, check the **Delete** box for the string.

3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

8.3.2 Add Digit Strings

Use the *Group – Digit Strings Add* page to add digit strings for the Outgoing and Incoming Calling Plans for the group.

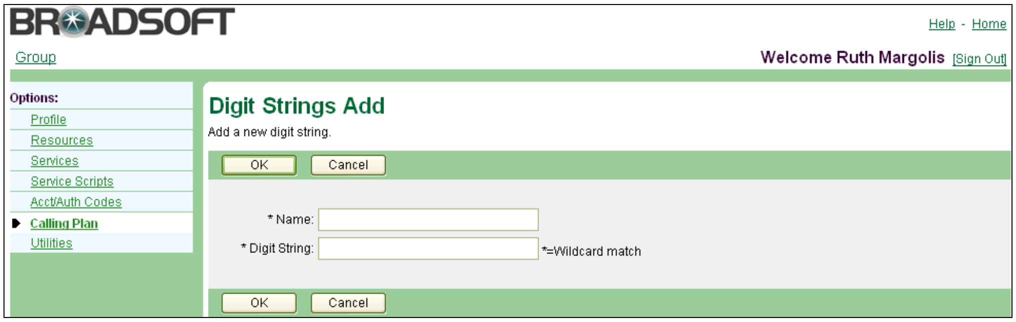

Figure 92 Group – Digit Strings Add

1) On the *Group – Calling Plan* menu page, click **Digit Strings**. The *Group – Digit Strings* page that contains the existing digit strings for the calling plans for the group appears.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide*.

2) Click **Add**. The *Group – Digit Strings Add* page appears.

3) Type data for the digit string. An asterisk (*) indicates required data.

   A digit string can contain one or more question marks (?) as a wildcard that represents any digit between 0-9. These wild cards (?) can appear in any position except as the national prefix or country code.

   An asterisk (*) can also be used as a wildcard. This wild card can be used once, in the trailing position to the right.

   If a digit string contains a ? and a *, the * must be after the ?.

   Examples: 703??????? and 703???*

4) Save your changes. Click **OK**. The previous page appears.

   To exit without saving, select another page or click **Cancel** to display the previous page.

8.3.3 Modify Digit String

Use the *Group – Digit Strings Modify* page to modify a digit string for the Outgoing and Incoming Calling Plans for the group.

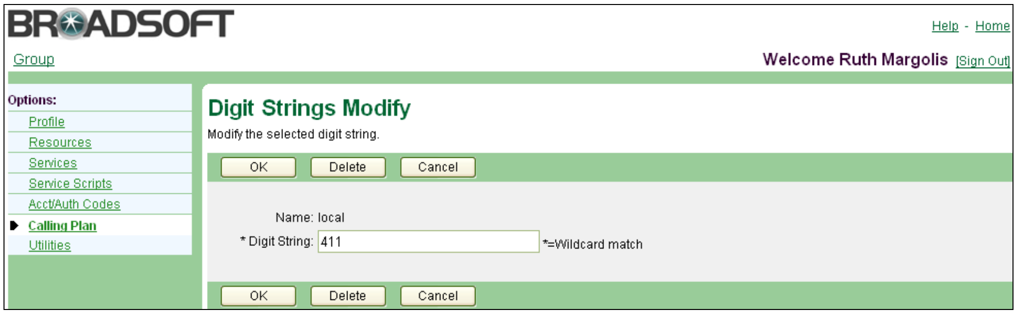

Figure 93 Group – Digit Strings Modify

1) On the *Group – Calling Plan* menu page, click **Digit Strings**. The *Group – Digit Strings* page that contains the existing digit strings for the calling plans for the group appears.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide*.

NOTE: To delete the digit string, click **Delete**. The previous page appears.

2) Click **Edit** or any item in the row for the string. The *Group – Digit Strings Modify* page appears.

3) To delete the string, click **Delete**. The previous page appears.

4) To modify the string: Type data for the string. An asterisk (*) indicates required data.

   A digit string can contain one or more question marks (?) as a wildcard that represents any digit between 0-9. These wild cards (?) can appear in any position except as the national prefix or country code.

   An asterisk (*) can also be used as a wildcard. This wild card can be used once, in the trailing position to the right.

   If a digit string contains a ? and a *, the * must be after the ?.

   Examples: 703??????? and 703???*

5) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

8.4 Transfer Numbers

Use this menu item on the *Group – Calling Plan* menu page to list, add, modify, and delete transfer numbers for the group and departments.

You assign transfer numbers (T1, T2, and T3) to specific call types in the Outgoing Calling Plan and Outgoing Digit Plan to block users from making those types of calls. When a user dials a number for a call type to which a transfer number has been assigned, the call is routed to the transfer number instead of to the dialed number. If a department has no transfer number, and an outgoing call type has a transfer number assigned to it, the call is blocked.

8.4.1 List, Add, Modify, and Delete Transfer Numbers for Group and Departments

Use the *Group – Transfer Numbers* page to list, add, modify, or delete the current transfer numbers for the group and departments.

NOTE: Department settings override group settings.

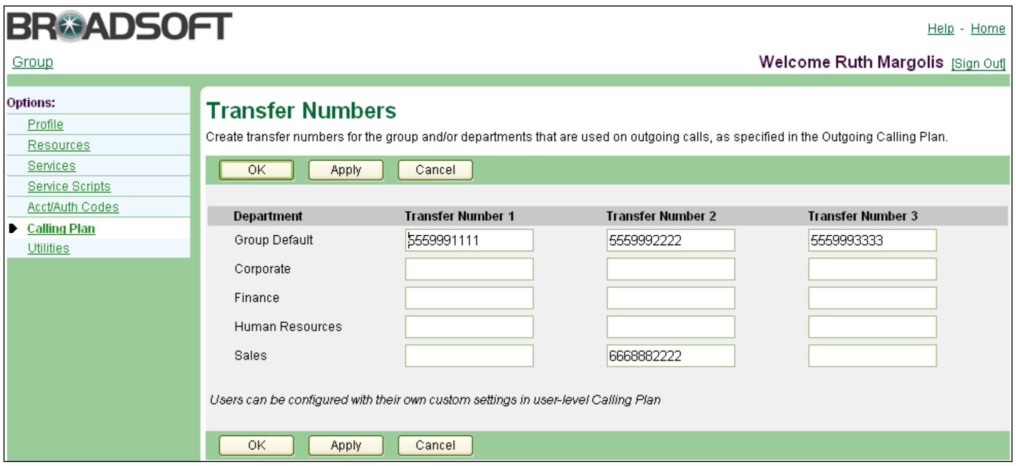

Figure 94 Group – Transfer Numbers

1) On the *Group – Calling Plan* menu page, click **Transfer Numbers**. The *Group – Transfer Numbers* page that contains the transfer numbers for the group and departments appears, as indicated by the **Departments** tab.

2) To add, modify, or delete the transfer numbers for a department with a customized Outgoing Calling Plan, edit the *Transfer Number* text boxes for the department.

   This page lists all departments in your group. If your group is part of an enterprise, this page also lists any departments created on the enterprise level by your enterprise administrator. If you choose to modify the transfer numbers for an enterprise-level department, your changes will only apply to users in that department that exist within your group.

3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

8.5 Incoming Calling Plan

Use this menu item on the *Group – Calling Plan* menu page to list, add, modify, and delete incoming calling plan settings for the group and departments.

The settings on the Incoming Calling Plan define the types of calls that are allowed to reach the group and departments. For example, the Incoming Calling Plan determines whether users in your group or department can accept calls from outside the group or collect calls.

For all incoming calls, the call type is compared to the set of allowed incoming calls in the plan. If the call type is not in the set, the call is denied and an appropriate message is played to the originating party.

8.5.1 List, Add, Modify, and Delete Incoming Calling Plan Settings for Group and Departments

Use the *Group – Incoming Calling Plan* page to list, add, modify, or delete the current settings for the Incoming Calling Plan for the group and departments. A checked call type indicates that calls of this type are allowed. On this page, Calls From Within Group, Calls From Outside Group, and Collect Calls are call types provided by BroadWorks; other call types are customized for the group. To add new call types, see section *8.3.2 Add Digit Strings*.

NOTE 1: Department settings override group settings.

NOTE 2: This page lists all departments in your group. If your group is part of an enterprise, this page also lists all departments created at the enterprise level by your enterprise administrator. If you alter the settings for an enterprise-level department, your changes will only apply to users in that department that exist within your group.

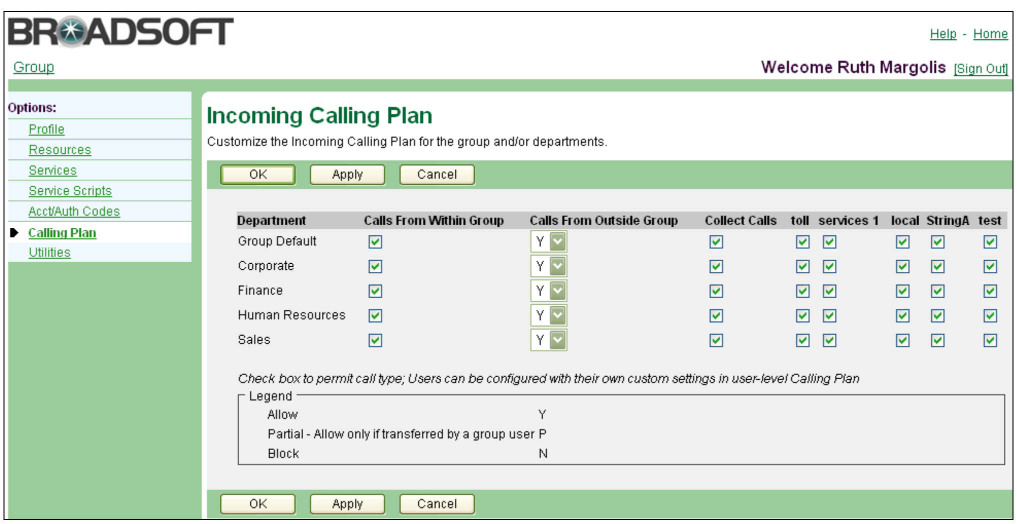

Figure 95 Group – Incoming Calling Plan

1) On the *Group – Calling Plan* menu page, click **Incoming Calling Plan**. The *Group – Incoming Calling Plan* page that contains the current settings for the group and departments appears.

2) Edit the settings in the rows for the group and departments:
   - To add a setting, check the box for the call type, for example, Collect Calls.
   - To modify a setting, check or uncheck the box for the call type.
   - To delete a setting, uncheck the box for the call type.
   - In the *Calls From Outside Group* column, choose one of these settings:

- "Y" Allows users in the group or department to receive all calls from outside the group.
- "P" Allows users in the group or department to receive calls from outside the group only if the outside call is transferred or forwarded to the user by another user inside the group.
- "N" Prevents users in the group or department from receiving all calls from outside the group, even if the outside call has been transferred or forwarded by a user inside the group.

NOTE: Fully restricted users ("N" in *Calls From Outside Group* column) cannot pick up outside calls in their call pickup group or outside calls parked by a user in their group.

3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

8.6 Outgoing Calling Plan

Use this menu item on the *Group – Calling Plan* menu page to list, add, modify, and delete outgoing calling plan settings for a group and its departments.

The settings on the Outgoing Calling Plan define the types of calls that group members and department members are allowed to make. For example, this page determines whether users in the group can initiate toll and international calls. The settings also control whether calls initiated by group and department users can be forwarded and transferred by other members in the group or department to numbers outside the group.

8.6.1 List, Add, Modify, and Delete Outgoing Calling Plan Settings for Group and Departments

Use the *Group – Outgoing Calling Plan* page to list, add, modify, or delete the current settings for the Outgoing Calling Plan for the group and its departments. All new users receive the call types assigned to the *Group Default* or if assigned to a department, they receive the call types assigned to that department.

A definition of each call type is provided below:

Call Type	Description
Group	Calls within the user's business group.
Local	Calls within the local calling area.
Toll Free	Free calls to numbers beginning with 1, usually followed by 800, 877, or 888.
Toll	Calls outside the local calling area.

Call Type	Description
International	Chargeable calls to other countries.
Operator Assisted	Calls made with the chargeable assistance of an operator.
Chargeable Directory Assistance	Calls made to Directory Assistance such as 411 or the area code followed by 555-1212.
Special Services I	Calls to 700 numbers. These calls may or may not be chargeable.
Special Services II	Customizable by the system provider.
Premium Services I	Chargeable calls to 900 numbers.
Premium Services II	Chargeable calls to 976 numbers.
Casual	1010XXX or 10XXX chargeable calls. Example: 10-10-321, followed by the number you are calling.
URL Dialing	Chargeable calls made to an e-mail address instead of a phone number.
Unknown	Unknown call type.

NOTE 1: Department settings override group settings.

NOTE 2: This page lists all departments in your group. If your group is part of an enterprise, this page also lists all departments created at the enterprise level by your enterprise administrator. If you alter the settings for an enterprise-level department, your changes will only apply to users in that department that exist within your group.

The system can be configured to assign a unique set of call types for calls a user transfers or forwards (system default). The system can also be configured to apply a unique set of call types only for calls a user forwards. One of the tabs on this page changes according to the system configuration, as provided below:

Tab	Description
Initiating Call Forwards/Transfers	Set of call types for calls a user transfers or forwards.
Initiating Call Forwards	Set of call types for calls a user forwards.

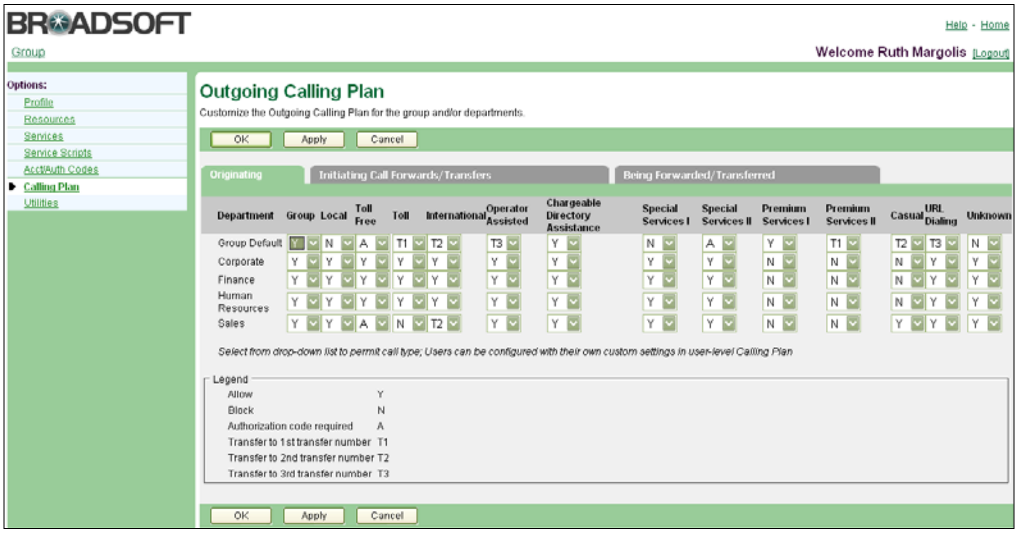

Figure 96 Group – Outgoing Calling Plan – Originating Tab

1) On the *Group – Outgoing Calling Plan* menu page, click **Outgoing Calling Plan**. The *Group – Outgoing Calling Plan* page that contains the *Originating* settings for the group default and departments appears, as indicated by the active tab.

2) Edit the *Originating* settings in the rows for the Group Default and departments. From the drop-down list:

   – Select “Y” to allow a call type.

   – Select “N” to block a call type.

   – Select “A” to specify use of an authorization code for a call type.

   – Select “T1”, “T2”, or “T3” to identify one of three transfer numbers (a call type). To view or change the transfer numbers, see section *8.4 Transfer Numbers*.

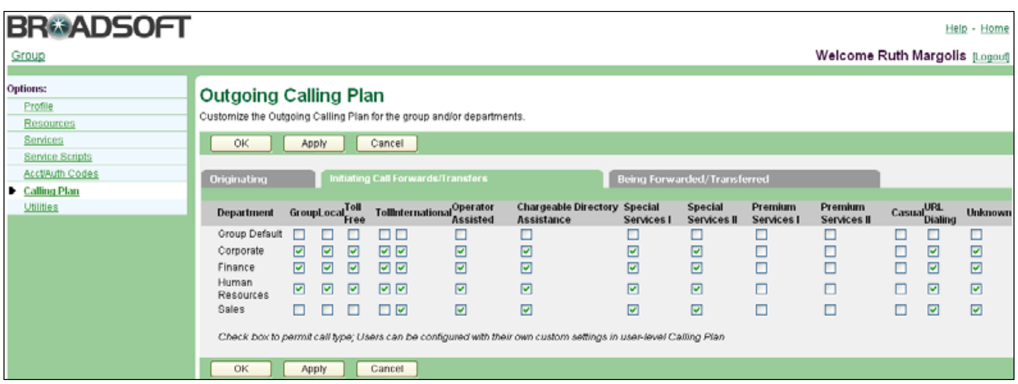

Figure 97 Group – Outgoing Calling Plan – Initiating Call Forwards/Transfers Tab

3) To display the *Initiating Call Forwards/Transfers* or the *Initiating Call Forwards* settings: Click the *Initiating Call Forwards/Transfers* tab or the *Initiating Call Forwards* tab. The *Group – Outgoing Calling Plan* page that contains these settings for the group default and departments appears.

4) Edit the settings:

– To add a setting, check the box for the call type, for example, Toll Free.

– To modify a setting, check or uncheck the box for the call type.

– To delete a setting, uncheck the box for the call type.

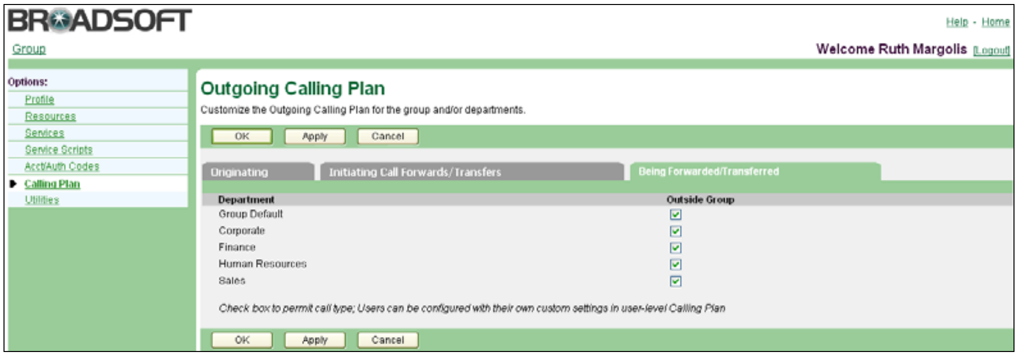

Figure 98 Group – Outgoing Calling Plan – Being Forwarded/Transferred Tab

5) To display the *Being Forwarded/Transferred* settings for the group default and departments: Click the *Being Forwarded/Transferred* tab. The *Group – Outgoing Calling Plan* page that contains the *Being Forwarded/Transferred* settings for the group default and departments appears.

6) Edit the *Outside Group* setting:

   – To allow calls between users in the group or a department (intra-group calls) to be transferred or forwarded by another user in the same group or department to telephone numbers outside the group, check the box for *Outside Group* for the group or department.

   – To prevent calls between users in the group or a department (intra-group calls) from being transferred or forwarded by another user in the same group or department to telephone numbers outside the group, uncheck the box for *Outside Group* for the group or a department.

7) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

8.7 Outgoing Digit Plan

Use this item on the *Group – Calling Plan* menu to list, add, modify, and delete outgoing digit plan settings for the group and departments.

The settings on the Outgoing Digit Plan define the customized types of calls that group members and department members are allowed to make, forward, or transfer. The call types are configured as digit strings. For information, see section *8.2 Codes Management*.

The call types in the Outgoing Digit Plan are in addition to those provided by BroadWorks on the Outgoing Calling Plan.

8.7.1 List, Add, Modify, and Delete Outgoing Digit Plan Settings for Group and Departments

Use the *Group – Outgoing Digit Plan* page to list, add, modify, or delete the current settings for the Outgoing Digit Plan for the group and departments. All new users receive the call types assigned to the *Group Default* or if assigned to a department, they receive the call types assigned to that department.

NOTE 1: Department settings override group settings.

NOTE 2: This page lists all departments in your group. If your group is part of an enterprise, this page also lists all departments created at the enterprise level by your enterprise administrator. If you alter the settings for an enterprise-level department, your changes will only apply to users in that department that exist within your group.

The system can be configured to assign a unique set of call types for calls a user transfers or forwards (system default). The system can also be configured to apply a unique set of call types only for calls a user forwards. One of the tabs on this page changes according to the system configuration, as provided below:

Tab	Description
Initiating Call Forwards/Transfers	Set of call types for calls a user transfers or forwards.
Initiating Call Forwards	Set of call types for calls a user forwards.

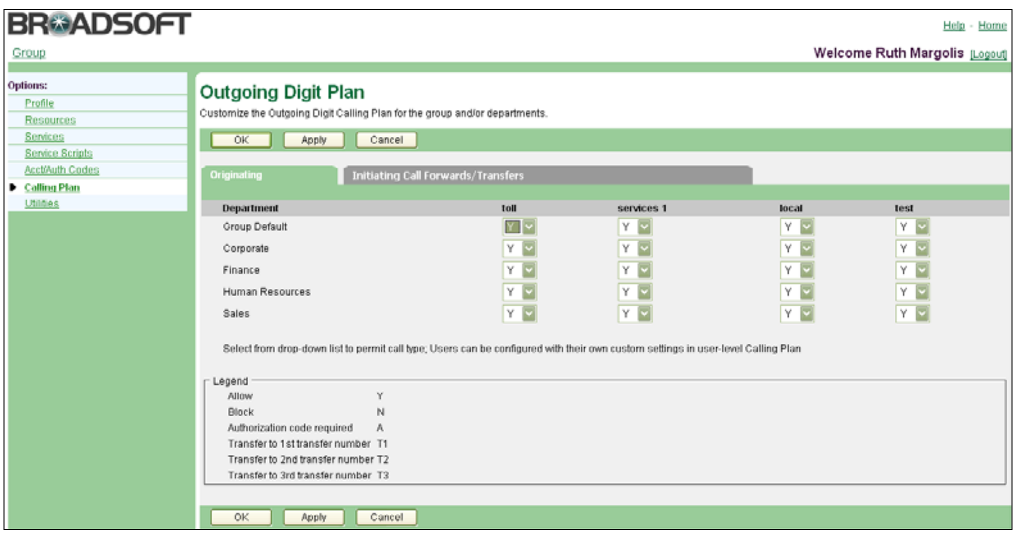

Figure 99 Group – Outgoing Digit Plan – Originating

1) On the *Group – Calling Plan* menu page, click **Outgoing Digit Plan**. The *Outgoing Digit Plan* page that contains the *Originating* settings for the group default and departments appears, as indicated by the active tab.

2) Edit the *Originating* settings on the rows for the Group Default and departments. From the drop-down list:

   – Select “Y” to allow a call type.

– Select "N" to block a call type.

– Select "A" to specify use of an authorization code for a call type.

– Select "T1", "T2", or "T3" to identify one of three transfer numbers for a call type. To view or change the transfer numbers, see section *8.4 Transfer Numbers*.

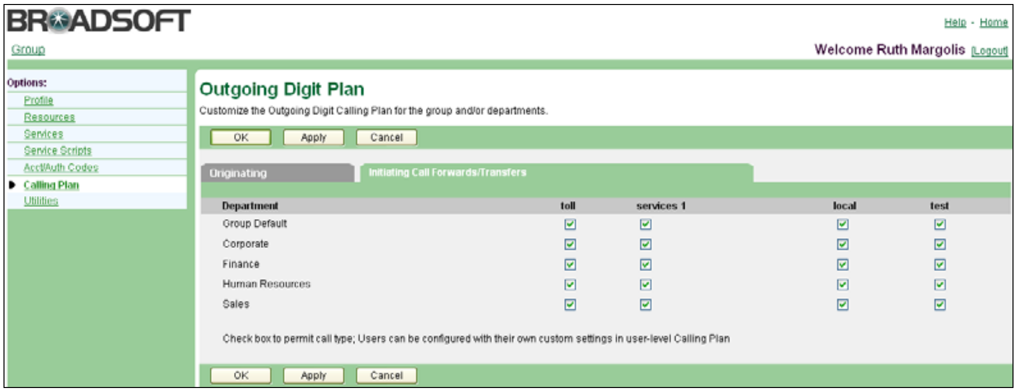

Figure 100 Group – Outgoing Digit Plan – Initiating Call Forwards/Transfers

3) To display the *Initiating Call Forwards/Transfers* or the *Initiating Call Forwards* settings: Click the *Initiating Call Forwards/Transfers* tab or the *Initiating Call Forwards* tab. The *Group – Outgoing Digit Plan* page that contains these settings for the group default and departments appears.

4) Edit the settings:

– To add a setting, check the box for the call type, for example, Toll.

– To modify a setting, check or uncheck the box for the call type.

– To delete a setting, uncheck the box for the call type.

5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

9 Utilities Menu

This chapter contains sections that correspond to each item on the *Group – Utilities* menu page.

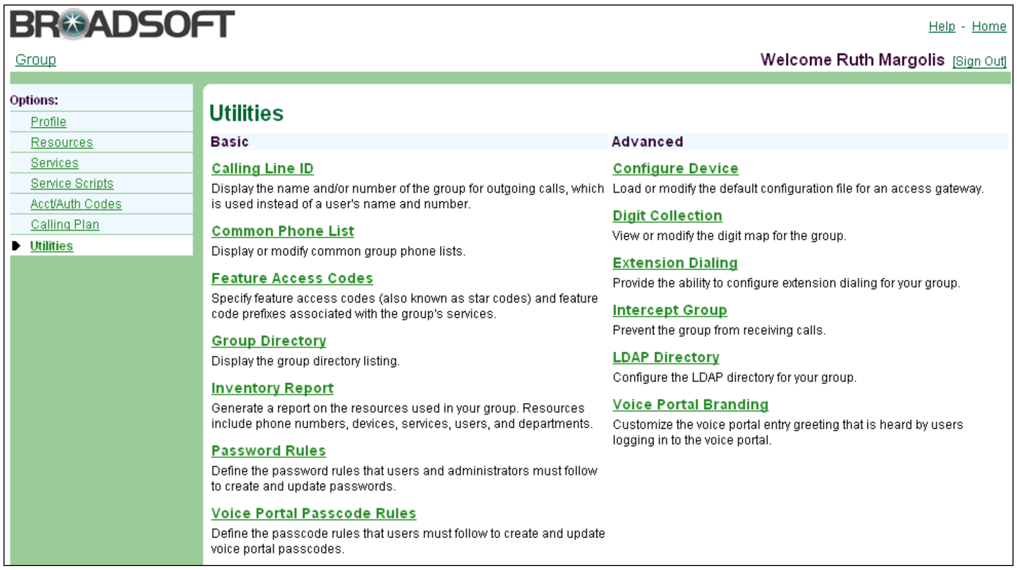

Figure 101 Group – Utilities Menu

The *Group – Utilities* menu contains these items:

- Basic menu

  This menu displays the items that all group administrators can use:

  – Calling Line ID
  – Common Phone List
  – Feature Access Code
  – Group Directory
  – Enterprise Directory
  – Password Rules
  – Voice Portal Passcode Rules

- Advanced menu

  This menu displays the items that group administrators can use only if such functions have been assigned to them:

  – Configure Device (not available for CMS)
  – Digit Collection
  – Extension Dialing
  – Intercept Group
  – LDAP Directory
  – Voice Portal Branding

9.1 Access Group – Utilities Menu

Use the *Group – Utilities* menu to add and modify the users in your group, modify the profile of the group, and add and modify administrators and departments in the group.

On your Home page, in the *Options* list, click **Utilities**. The *Group – Utilities* menu page appears.

9.2 Calling Line ID

Use this item on the *Group – Utilities* menu page to configure group calling line ID (name and number).

When configured, the Group Calling Line ID and name appear instead of a user's CLID and name on telephone sets with caller ID.

NOTE: This works only between groups under different enterprises.

9.2.1 Configure Group Calling Line ID (Name and Number)

Use the *Group – Calling Line ID* page to configure the number for the group CLID (Group Number) and to enable or disable the group number and name for all outgoing inter-group and emergency calls.

NOTE: To allow users without phone numbers to make calls, the Group Calling Line ID number must be configured.

When you enable the group number (check the *Use group number, instead of user number, in the outgoing Calling Line ID* check box), if a user has a configured user number or a configured CLID, the group CLID is displayed instead of the user number or CLID, according to the CLID setting configured by your system provider administrator. Note that these are system-wide settings that can only be configured by the system provider administrator using the Application Server command line interface (CLI).

This table shows how the settings for configured user CLIDs affect which CLID is displayed for emergency calls or inter-group calls from users in a group. For information about which of these settings has been configured for the group, contact your service provider administrator.

Setting for Configured User CLID	User Number Configured or Group Number Configured and Enabled	CLID or Number Displayed for User Calls (Emergency and Outside Group)
User CLID for all calls	Only user number configured	User CLID for all calls
	Only group number configured and enabled	User CLID for emergency calls Group CLID for all but emergency calls
	User number configured and group number configured and enabled	User CLID for emergency calls Group CLID for all but emergency calls

Setting for Configured User CLID	User Number Configured or Group Number Configured and Enabled	CLID or Number Displayed for User Calls (Emergency and Outside Group)
User CLID for all but emergency calls	Only user number configured	User number for emergency calls User CLID for all but emergency calls
	Only group number configured and enabled	Group CLID for all calls
	User number configured and group number configured and enabled	User number for emergency calls Group CLID for all but emergency calls
User CLID for emergency calls only	Only user number configured	User CLID for emergency calls User number for all but emergency calls
	Only group number configured and enabled	User CLID for emergency calls Group number for all but emergency calls
	User number configured and group number configured and enabled	User CLID for emergency calls Group number for all but emergency calls
User CLID for no calls	Only user number configured	User number for all calls
	Only group number configured and enabled	Group number for all calls
	User number configured and group number configured and enabled	User number for emergency calls Group CLID for all but emergency calls

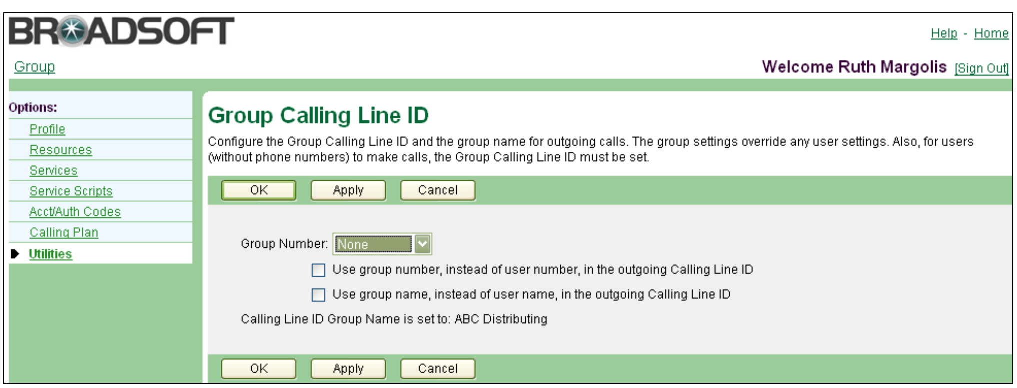

Figure 102 Group – Group Calling Line ID

1) On the *Group – Utilities* menu page, click **Calling Line ID**. The *Group – Calling Line ID* page appears. The current *Calling Line Group Name* appears below the boxes.

NOTE: To change the Calling Line ID Name, see section *3.2.1 Modify Group Profile*.

2) Select the number for the group CLID.

3) To set the calling line group number or name for the group, check one or both boxes.

4) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

9.3 Common Phone List

Use this item on the *Group – Utilities* menu page to:

- List and Delete Common Phone Numbers
- Add Common Phone Number
- Modify Common Phone Number
- Import Phone List

9.3.1 List and Delete Common Phone Numbers

Use the *Group – Common Phone List* page to view the list of phone numbers common to all users in the group and to delete one or more common phone numbers. From this page, you add and modify common phone numbers or import a phone list.

The Common Phone List, used as a speed-dial list from user CommPilot Call Managers, can contain as many contacts as required. You can edit these contacts at any time and the change is effective immediately in all user CommPilot Call Manager Group Phone Lists.

If your group is part of an enterprise, your common phone list will be merged in users' CommPilot Call Managers with the enterprise-level common phone list defined by your enterprise administrator.

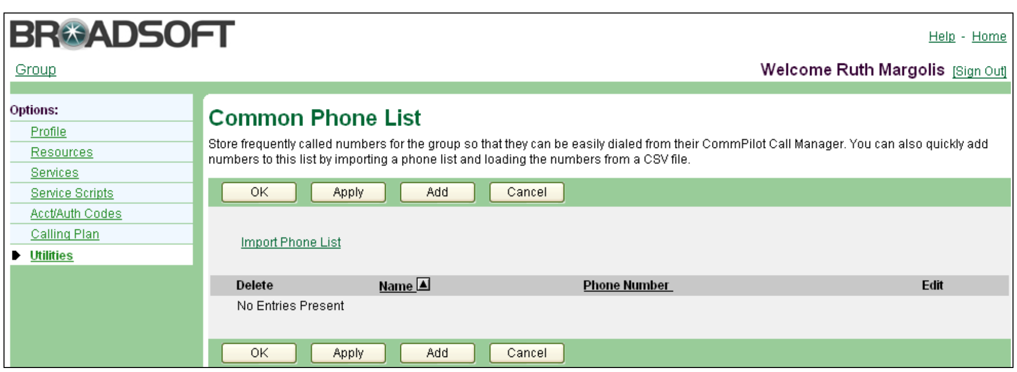

Figure 103 Group – Common Phone List

1) On the *Group – Utilities* menu page, click **Common Phone List**. The *Group – Common Phone List* page appears.

2) To delete a number, check the *Delete* box for the number.

3) To import a phone list, see section *9.3.4 Import Phone List*.

4) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

9.3.2 Add Common Phone Number

Use the *Group – Common Phone List Add* page to add a common phone number.

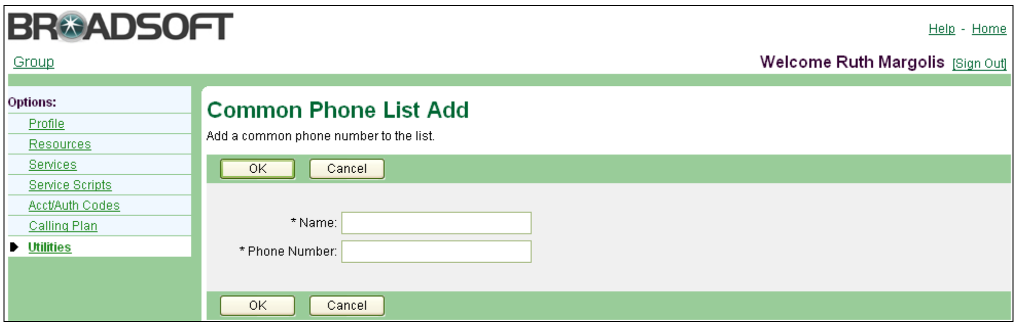

Figure 104 Group – Common Phone List Add

1) On the *Group – Utilities* menu page, click **Common Phone List**. The *Group – Common Phone List* page appears.

2) Click **Add**. The *Group – Common Phone List Add* page appears.

3) Type the information for the number. An asterisk (*) indicates required data.

4) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

9.3.3 Modify Common Phone Number

Use the *Group – Common Phone List* page to modify or delete a common phone number.

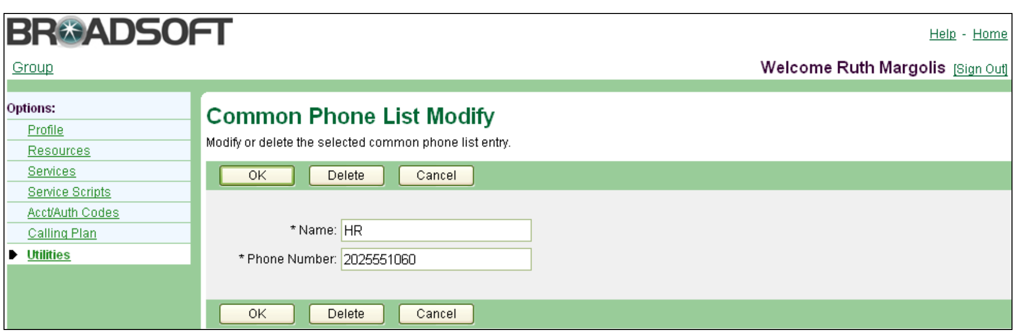

Figure 105 Group – Common Phone List Modify

1) On the *Group – Utilities* menu page, click **Common Phone List**. The *Group – Common Phone List* page appears.

NOTE: To delete the number, click **Delete**. The previous page appears.

2) Click **Edit** or any item in the row for the number. The *Group – Common Phone List Modify* page appears.

NOTE: To delete the number, click **Delete**. The previous page appears.

3) To modify the number, type the new information for the number. An asterisk (*) indicates required data.

4) Save your changes. Click **OK**. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

9.3.4 Import Phone List

Use the *Group – Common Phone List Import* page to import an existing Comma Separated Values (CSV) phone list. To produce a CSV text file, click the **Help** link for the page or see the instructions for an application such as Microsoft Outlook, Word, or Excel.

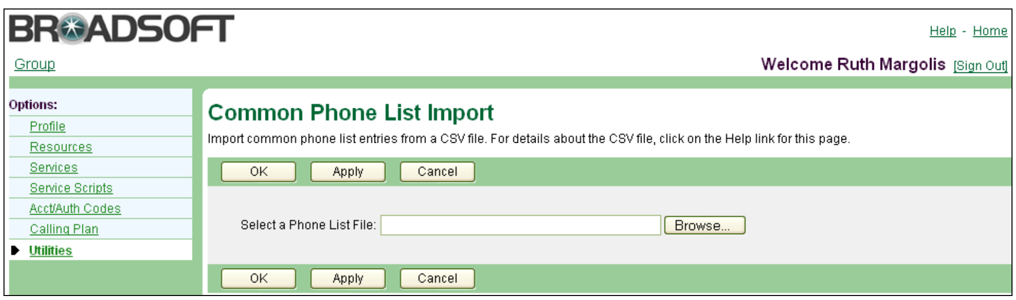

Figure 106 Group – Common Phone List Import

1) On the *Group – Utilities* menu page, click **Common Phone List**. The *Group – Common Phone List* page appears.

2) Click **Import Phone List**. The *Group – Common Phone List Import* page appears.

3) Select the file: Click **Browse** to find and open the CSV file. The path to the file appears in the text box.

4) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

9.4 Feature Access Codes

Use this item on the *Group – Utilities* menu page to list, add, modify, or delete feature access codes or speed dial 100 prefix.

Users dial feature access codes (flash and star codes) to access certain services, for example, Last Number Redial and Call Return. Users also dial a prefix for Speed Dial 100 calls.

9.4.1 List, Add, Modify, or Delete Feature Access Codes or Speed Dial 100 Prefix

Use the *Group – Feature Access Codes* page to view, add, modify, or delete feature access codes and to view, add, or modify the prefix for Speed Dial 100 calls. You can also reset feature access codes back to the default values set by your service provider.

This table provides the default Main (Required) feature access codes.

Code	Feature
#8	Automatic Callback Deactivation
*72	Call Forwarding Always Activation
*73	Call Forwarding Always Deactivation
*21	Call Forwarding Always To Voice Mail Activation
#21	Call Forwarding Always To Voice Mail Deactivation
*90	Call Forwarding Busy Activation
*91	Call Forwarding Busy Deactivation
*40	Call Forwarding Busy To Voice Mail Activation
#40	Call Forwarding Busy To Voice Mail Deactivation
*92	Call Forwarding No Answer Activation
*93	Call Forwarding No Answer Deactivation
*41	Call Forwarding No Answer To Voice Mail Activation
#41	Call Forwarding No Answer To Voice Mail Deactivation
*31	Calling Line ID Delivery Blocking Activation
#31	Calling Line ID Delivery Blocking Deactivation
*67	Calling Line ID Delivery Blocking per Call
*65	Calling Line ID Delivery per Call
*68	Call Park
*88	Call Park Retrieve
*98	Call Pickup
*69	Call Return
*43	Call Waiting Persistent Activation
#43	Call Waiting Persistent Deactivation
*70	Cancel Call Waiting

Code	Feature
*99	Clear Voice Message Waiting Indicator
*57	Customer Originated Trace
*97	Directed Call Pickup
*33	Directed Call Pickup with Barge-in
*55	Direct Voice Mail Transfer
*80	Diversion Inhibitor
*78	Do Not Disturb Activation
*79	Do Not Disturb Deactivation
*22	Flash Call Hold
*66	Last Number Redial
*60	Music On Hold Per-Call Deactivation
*610	No Answer Timer
*71	Per-Call Account Code
*50	Push To Talk
*75	Speed Dial 100
*74	Speed Dial 8
*47	Sustained Authorization Code Activation (calls unlocking)
*37	Sustained Authorization Code Deactivation (calls locking)
*62	Voice Portal Access

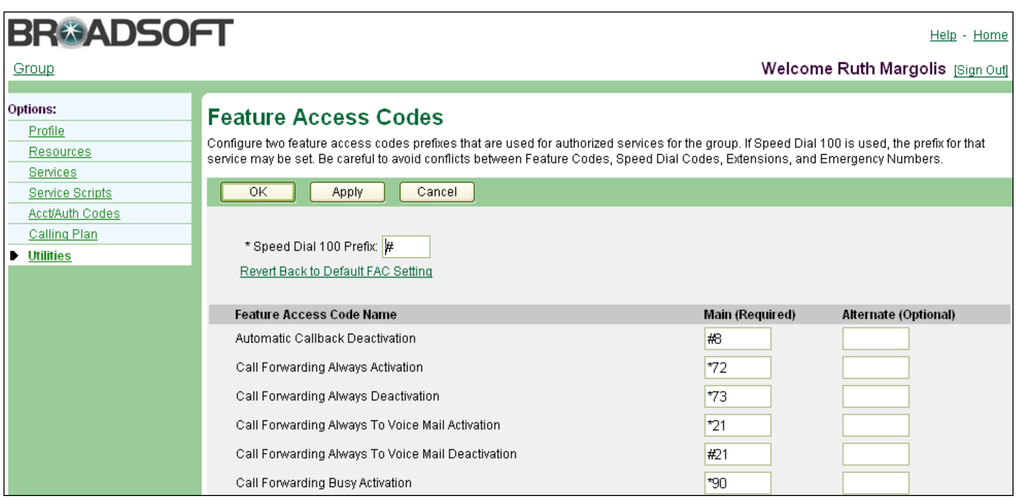

Figure 107 Group – Feature Access Codes (Top of Page)

1) On the *Group – Utilities* menu page, click **Feature Access Codes**. The *Group – Feature Access Codes* page appears. For more information about feature access codes, see the list after the end of this procedure.

2) To add or modify the prefix for Speed Dial 100 calls, on the ** Speed Dial 100 Prefix* text box, type the prefix or select the current prefix and type the new prefix (one or two characters using 0 to 9, *, #).

3) To reset feature access codes back to their default settings, click **Revert Back to Default FAC Setting**. All feature access codes revert back to the default values set by your service provider.

4) To modify a required feature access code, in the *Main (Required)* text box for the service, select the current feature access code and type the code you want.

> NOTE: Be careful not to configure a code that is already in use in the group or configure a code that is the same as an extension already in use in the group. A feature access code can be two to five characters long, and consist of characters A through D, digits (0-9), and the special characters * and #.

5) To add or modify an alternate feature access code, in the *Alternate (Optional)* text box for the service, type the new code or select the current code and type the new code.

> NOTE: Be careful not to configure a code that is already in use in the group or configure a code that is the same as an extension already in use in the group. A feature access code can be two to five characters long, and consist of characters A through D, digits (0-9), and the special characters * and #.

6) To delete an alternate feature access code, delete the current code in the *Alternate (Optional)* text box for the service.

7) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

The following list provides more information about each feature access code.

- **Automatic Callback Deactivation** terminates all current Automatic Callback sessions. Automatic Callback retries a busy line automatically, with notification as soon as the called party is free. The called party must be in the same group as the calling party.
- **Call Forwarding Always Activation** allows users to redirect incoming phone calls to another number, such as a mobile phone or administrative assistant. After dialing the assigned code, users dial the phone number to which calls will be redirected followed by the pound sign (#).
- **Call Forwarding Always Deactivation** allows users to turn Call Forwarding Always off. After deactivation, calls ring to the user's phone unless the user has set up another service such as Call Forwarding Busy, Call Forwarding No Answer, or Call Management – Do Not Disturb.
- **Call Forwarding Always To Voice Mail Activation** allows users to redirect incoming phone calls to their voice mail.
- **Call Forwarding Always To Voice Mail Deactivation** allows users to turn Call Forwarding Always To Voice Mail off. After deactivation, calls ring to the user's phone unless the user has set up another service such as Call Forwarding Busy, Call

Forwarding Busy To Voice Mail, Call Forwarding No Answer, or Call Management – Do Not Disturb.

- **Call Forwarding Busy Activation** allows users to redirect their incoming phone calls to another number, such as a mobile phone or administrative assistant, when they are on the phone. After dialing the assigned code, a user dials the phone number where they want their calls to be redirected.
- **Call Forwarding Busy Deactivation** allows users to turn Call Forwarding Busy off. After deactivation, calls ring on the user's phone unless the user has set up another service such as Call Forwarding Always, Call Forwarding No Answer, or Do Not Disturb.
- **Call Forwarding Busy To Voice Mail Activation** allows users to redirect incoming phone calls to their voice mail when they are on the phone.
- **Call Forwarding Busy To Voice Mail Deactivation** allows users to turn Call Forwarding Busy To Voice Mail off. After deactivation, calls ring to the user's phone unless the user has set up another service such as Call Forwarding Always, Call Forwarding Always To Voice Mail, Call Forwarding No Answer, or Call Management – Do Not Disturb.
- **Call Forwarding No Answer Activation** allows users to redirect their incoming phone calls to another number, such as a mobile phone or administrative assistant, when they do not answer their phone. After dialing the assigned code, the user dials the phone number where they want their calls to be redirected.
- **Call Forwarding No Answer Deactivation** allows users to turn Call Forwarding No Answer off. After deactivation, calls ring on the user's phone unless the user has set up another service such as Call Forwarding Busy, Call Forwarding Always, or Do Not Disturb.
- **Call Forwarding No Answer To Voice Mail Activation** allows users to redirect incoming phone calls to their voice mail when they do not answer their phone.
- **Call Forwarding No Answer To Voice Mail Deactivation** allows users to turn Call Forwarding Busy To Voice Mail off. After deactivation, calls ring to the user's phone unless the user has set up another service such as Call Forwarding Busy, Call Forwarding Busy To Voice Mail, Call Forwarding Busy, or Call Management – Do Not Disturb.
- **Calling Line ID Delivery Blocking Activation** allows users to prevent display of their calling line ID for all calls.
- **Calling Line ID Delivery Blocking Deactivation** allows users to allow display of their calling line ID for all calls.
- **Calling Line ID Delivery Blocking per Call** allows users to prevent display of their calling line ID on a per call basis. Before placing a call, the user dials the assigned code, and then places the call as usual. Note that this service is active only for one phone call.
- **Calling Line ID Delivery per Call** allows users to display their calling line ID on a per call basis. Before placing a call, a user dials the assigned code, and then places the call as usual. Note that this service is active only for one phone call.
- **Call Park** allows users to "park" or hold a call on another extension. Users can park calls only on extensions to which this service has been assigned.
- **Call Park Retrieve** allows users to retrieve or reconnect with a call that was previously parked.

- **Call Pickup** allows users to pick up calls within an assigned call pickup group. The extensions in the call pickup group can be viewed on the CommPilot web interface for each user in the group. The call pickup group is determined by an administrator and may or may not consist of those listed in the Group Phone Lists. When users dial the Call Pickup code, the ringing phone in the group is answered. If more than one phone is ringing, Call Pickup allows users to answer the phone that has been ringing the longest.
- **Call Return** allows users to return a call to the phone number of the last call received. Users will be allowed to return calls only to call types that are included in the Outgoing Calling Plan.
- **Call Waiting Persistent Activation** allows users to turn on Call Waiting for all calls they place.
- **Call Waiting Persistent Deactivation** allows users to turn off Call Waiting for the next and all subsequent calls they place.
- **Cancel Call Waiting** allows users to dial the code to turn off Call Waiting for the next call they place.
- **Clear Voice Message Waiting Indicator** allows users to dial the assigned code, to clear the audible (and visible for some devices) message-waiting indicator on their phone.
- **Customer Originated Trace** allows users to dial the assigned code, to place a trace on the last number that called them.
- **Directed Call Pickup** allows users to pick up calls for another user in the same group by entering the assigned access code followed by the extension of the user whose call is to be picked up.
- **Directed Call Pickup with Barge-in** allows users to barge in on calls to or from another user in the same group by entering the assigned access code followed by the extension of the user whose call is to be barged-in on. Barge-in is successful only when the second user has only that one call. When a user barges in on an answered call, the call becomes a three-way call and the user who barged in becomes the controller of the three-way call. The group administrator configures a tone that warns users on a call that another user is barging in on their call. For more information about Barge-in, see the *BroadWorks Application Server Group Web Interface Administration Guide – Part 2*.

  Users can prevent having their calls being barged in on by using the Barge-in Exempt user service.
- **Direct Voice Mail Transfer** allows users to transfer a held call directly to a voice mailbox, that is, without using the CommPilot Call Manager. The call can be transferred to the user's voice mailbox or to any other voice mailbox in the group. The Voice Messaging service or the Third-Party Voice Mail Support service must be assigned to the user's group.
- **Diversion Inhibitor** allows a user to prevent redirection services from being activated on the terminating side of an unanswered call.
- **Do Not Disturb Activation** allows users to dial the assigned code, to activate the Do Not Disturb service. When Do Not Disturb is active, a user's phone does not ring and all calls go directly to a "busy treatment", such as Voice Messaging.
- **Do Not Disturb Deactivation** allows users to dial the assigned code, to turn off the Do Not Disturb service.

- **Flash Call Hold** allows users to put a call on hold on a phone that does not have a Hold button. On this type of phone, a user presses the Flash button or presses and releases the hang-up button on the phone cradle.
- **Last Number Redial** allows users to redial the last number they dialed. Users are allowed only to redial calls to call types in the Outgoing Calling Plan.
- **Music On Hold Per-Call Deactivation** allows users to deactivate the Music On Hold feature for their current calls.
- **No Answer Timer** allows users to set the numbers of rings before No-Answer handling is applied to the Voice Messaging, Third-Party Voice Mail Support, Call Forwarding No Answer, Call Forwarding No Answer To Voice Mail, and Sequential Ring services.
- **Per Call Account Code** allows users to provide an account code before attempting a call, or, during a call, flash and provide an account code to be applied to all ongoing (currently held) calls.
- **Push To Talk** allows users to activate the Push To Talk (intercom) service. The next call will be automatically answered by its recipient, subject to the recipient's Push To Talk access list.
- **Speed Dial 100** allows users to dial the assigned code, and then dial the assigned 2-digit (00 – 99) speed dial number of the party they want to call.
- **Speed Dial 8** allows users to dial the assigned code, then the 1-digit (2 – 9) speed dial number of the party they want to call.
- **Sustained Authorization Code Activation (call unlocking)** allows users who are required to provide authorization codes for outgoing calls to "unlock" this requirement. Having unlocked code activation, users are no longer prompted for an authorization code and their calls proceed without interruption.
- **Sustained Authorization Code Activation (call locking)** allows users who have unlocked their code activation requirement, to "lock" this requirement again.
- **Voice Portal Access** allows users to gain access to the group Voice Portal.

9.5 Group Directory

Use this item on the *Group – Utilities* menu page to list and display information for phone numbers in the group.

The Group Directory is not available if your group is part of an enterprise. In its place, you have access to the Enterprise Directory. For more information, see section *9.6 Enterprise Directory*.

9.5.1 List and Display Information for Phone Numbers in Group

Use the *Group – Group Directory* page to view the list of phone numbers and related information for each user. The list also shows a user's Yahoo ID and indicates if the user is online as follows:

Yahoo ID Icon	Description
Yellow icon	Indicates the user is online and logged in to Yahoo Instant Messaging.
Grey icon	Indicates the user not online or logged in to Yahoo Instant Messaging.
No icon	Indicates that a Yahoo Instant Messaging user ID has not been configured.

You can also display a summary of all numbers or a list that provides the details for each number.

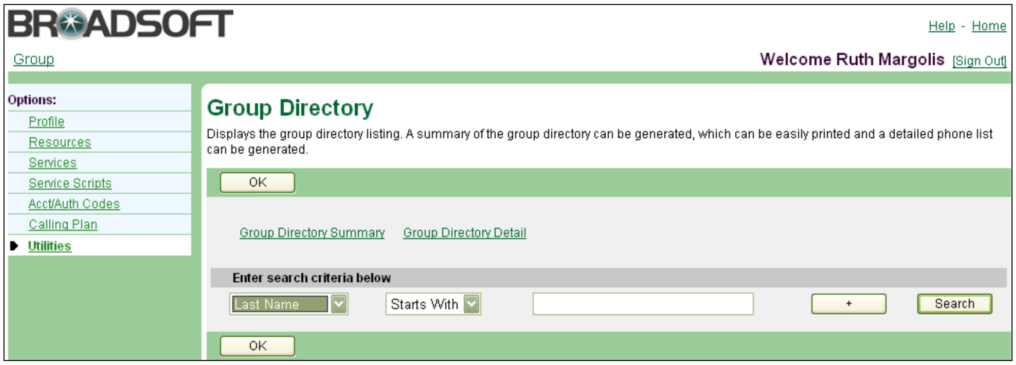

Figure 108 Group – Group Directory

ABC Distributing Phone List

Name	Phone	Ext.	Mobile	Email	Dept.
ABC_CallCenter (Call Center)	2025551030	1030			Sales
ABC_HuntGroup (Hunt Group)	2025551040	1040			Finance
Baldwin,Cheryl	2025551009	1009			Human Resources
Bueno,Mario	2025551001	1001	2405559999		Finance
Complaints (Call Center)	2025551066	1066			Corporate
Dumas,Marie	2025551005	1005			Sales
Jones,Shirley	2025551002	1002	2405558888		Finance
Maldini,Paolo	2025551003	1003			Finance
Richard,Jean	2025551007	1007			Human Resources
Service Requests (Hunt Group)	2025551010	1010			
Smith,Stan	2025551004	1004			Sales
Star dispatch service	5554657				
Taxi and limo service	5551957				
travel agency	5145552754				
Valdez,Gregorio	2025551006	1006			Sales
Voice Portal (Voice Portal)					
Weekly sales meetings (Instant Conferencing)	2025551038	1038			Sales
Wyoming,Madoline	2025551008	1008			Human Resources

Figure 109 Group Directory Summary (Example)

ABC Distributing Phone List

ABC_CallCenter (Call Center)	**ABC_HuntGroup (Hunt Group)**
Sales — Voice: 2025551030	Finance — Voice: 2025551040
Baldwin,Cheryl	**Bueno,Mario**
Human Resources — Voice: 2025551009	Finance — Voice: 2025551001 Mobile: 2405559999 Pager: 2404449998
Complaints (Call Center)	**Dumas,Marie**
Corporate — Voice: 2025551066	Sales — Voice: 2025551005
Jones,Shirley	**Maldini,Paolo**
Finance — Voice: 2025551002 Mobile: 2405558888 Pager: 24044488878	Finance — Voice: 2025551003
Richard,Jean	**Service Requests (Hunt Group)**

Figure 110 Group Directory Details (Example)

1) On the *Group – Utilities* menu page, click **Group Directory**. The *Group – Group Directory* page appears.

   The *Group – Group Directory* page is a list page that contains an advanced search. The *YahooID*, *Name*, *Phone Number*, *Extension*, *Mobile*, *E-mail Address*, and *Department* appear for each user. Depending on the number of pages of data in a list, list pages allow you to present the data several different ways. You can click the headings of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. The advanced search lets you define specific search criteria to narrow your search and display a manageable list. For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide.*

2) To display the summary of company phone numbers and related information, click **Group Directory Summary**. A printable summary page appears in a separate browser window.

3) To display the details for each phone number and related information, click **Group Directory Detail**. A printable detail page appears in a separate browser window.

4) To display the previous page, click **OK**.

9.6 Enterprise Directory

Use this item on the *Group – Utilities* menu page to list and display information for phone numbers in the group.

The Enterprise Directory is only available if your group is part of an enterprise.

9.6.1 List and Display Information for Phone Numbers in Enterprise

Use the *Group – Enterprise Directory* page to view the list of phone numbers and related information for each user in your enterprise. The list also shows a user's Yahoo ID and indicates if the user is online as follows:

Yahoo ID Icon	Description
Yellow icon	Indicates the user is online and logged in to Yahoo Instant Messaging.
Grey icon	Indicates the user not online or logged in to Yahoo Instant Messaging.
No icon	Indicates that a Yahoo Instant Messaging user ID has not been configured.

You can also display a summary of all numbers or a list that provides the details for each number.

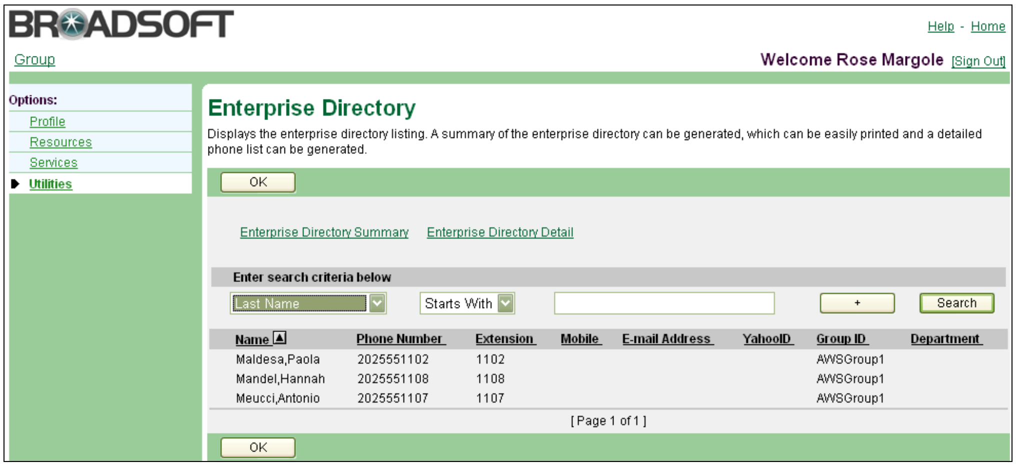

Figure 111 Group – Enterprise Directory

AWSEnterprise Phone List

Name	Phone	Ext.	Mobile	Email	Group	Dept.
Bradshaw,Jake	2025564010	4010			DEF Distributing	Corporate
Buena,Maria	2025564001	4001			DEF Distributing	Corporate \ Finance (DEF Distributing)
Cooper,Shelly	2025564009	4009			DEF Distributing	Public Relations (DEF Distributing)
Dugas,Mario	2025564005	4005			DEF Distributing	Corporate \ Sales (DEF Distributing)
Garibaldi,Anita	2025564015	4015			DEF Distributing	Public Relations (DEF Distributing) \ Direct Mail
Jacobowoski,Pietra	2025564014	4014			DEF Distributing	Publicity \ Media (DEF Distributing)
Jones,Sherwin	2025564002	4002			DEF Distributing	Corporate \ Finance (DEF Distributing)
Lafleur,Eloise	2025564011	4011			DEF Distributing	Publicity
Maldese,Paola	2025564003	4003			DEF Distributing	Corporate
Manager's Bridge (Instant Conferencing)	2025564040	4040			DEF Distributing	Corporate \ Sales (DEF Distributing)
Mandellin,Jorge	2025564013	4013			DEF Distributing	Publicity \ Media (DEF Distributing)
Meucci,Antonio	2025564017	4017			DEF Distributing	Public Relations (DEF Distributing) \ Direct Mail
Ohanu,Gabriel	2025564012	4012			DEF Distributing	Public Relations (DEF Distributing)

Figure 112 Enterprise Directory Summary (Example)

AWSEnterprise Phone List

Bradshaw,Jake Corporate — Voice: 2025564010	**Buena,Maria** Corporate \ Finance (DEF Distributing) — Voice: 2025564001
Cooper,Shelly Public Relations (DEF Distributing) — Voice: 2025564009	**Dugas,Mario** Corporate \ Sales (DEF Distributing) — Voice: 2025564005
Garibaldi,Anita Public Relations (DEF Distributing) \ Direct Mail — Voice: 2025564015	**Jacobowoski,Pietra** Publicity \ Media (DEF Distributing) — Voice: 2025564014
Jones,Sherwin Corporate \ Finance (DEF Distributing) — Voice: 2025564002	**Lafleur,Eloise** Publicity — Voice: 2025564011

Figure 113 Enterprise Directory Details (Example)

1) On the *Group – Utilities* menu page, click **Enterprise Directory**. The *Group – Enterprise Directory* page appears.

   The *Group – Enterprise Directory* page is a list page that contains an advanced search. The *YahooID*, *Name*, *Phone Number*, *Extension*, *Mobile*, *E-mail Address*, and *Department* appear for each user. Depending on the number of pages of data in a list, list pages allow you to present the data several different ways. You can click the headings of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. The advanced search lets you define specific search criteria to narrow your search and display a manageable list. For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide.*

2) To display the summary of company phone numbers and related information, click **Enterprise Directory Summary**. A printable summary page appears in a separate browser window.

3) To display the details for each phone number and related information, click **Enterprise Directory Detail**. A printable detail page appears in a separate browser window.

4) To display the previous page, click **OK**.

9.7 Inventory Report

Use this item on the *Group – Utilities* menu page to generate an inventory report for the group.

9.7.1 Generate Inventory Report for Group

Use the *Group – Inventory Report* page to generate a report that lists an inventory of one or more of these criteria: users, services, phone numbers, devices, or department. You can also send a copy of the report to an e-mail address.

NOTE: For CMS, you cannot generate an inventory report of devices.

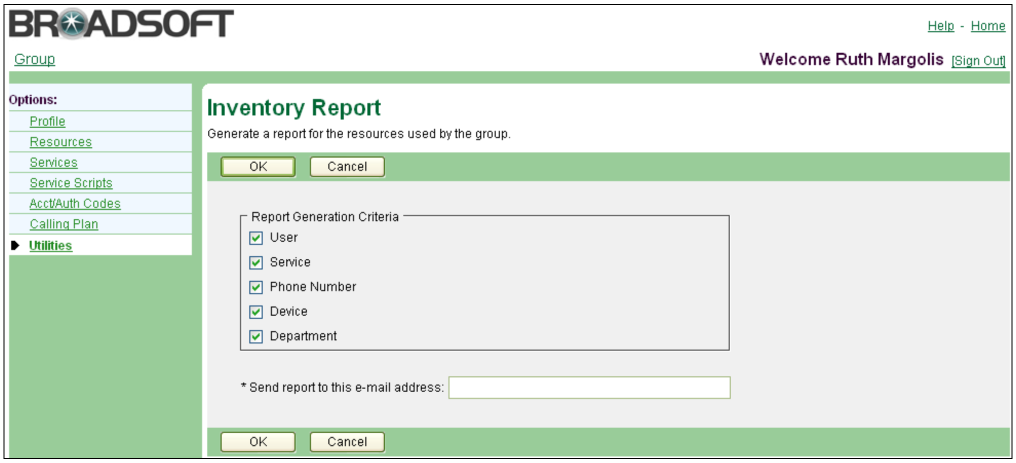

Figure 114 Group – Inventory Report

User Name,	Phone Number,	Department,	Device Name,	IP Address,	Port
ABC Distributing (Music On Hold),	,	,	,	,	
Voice Portal (Voice Portal),	,	,	,	,	
Bueno Mario,	+12025551001,	Finance,	SipPhone1,	,	
Jones Shirley,	+12025551002,	Finance,	SipPhone2,	,	
Maldini Paolo,	+12025551003,	Finance,	SipPhone3,	,	
Smith Stan,	+12025551004,	Sales,	SipPhone4,	,	
Dumas Marie,	+12025551005,	Sales,	SipPhone5,	,	
Valdez Gregorio,	+12025551006,	Sales,	ATA1,	,	
Richard Jean,	+12025551007,	Human Resources,	ATA1,	,	
Wyoming Madoline,	+12025551008,	Human Resources,	spTrunkDev,	1.1.2.3,	
Baldwin Cheryl,	+12025551009,	Human Resources,	Video Phone,	,	
Baldwin Cheryl,	+12025551009,	Human Resources,	ATA2,	,	
CallCenter (Sales),	+12025551030,	Sales,	,	,	
HuntGrp (Finance),	+12025551040,	Finance,	,	,	
Music On Hold (Music On Hold),	,	Corporate,	,	,	
Conferencing (Sales),	+12025551038,	Sales,	,	,	
Dept (Complaints),	+12025551066,	Corporate,	,	,	
Requests (Service),	+12025551010,	,	,	,	
ABC Distributing (Music On Hold),	,	,	,	,	
CallCenter (Sales),	+12025551030,	Sales,	,	,	
Voice Portal (Voice Portal),	,	,	,	,	
Music On Hold (Music On Hold),	,	Corporate,	,	,	

Figure 115 Sample Inventory Report (Beginning of Report; All Items Selected)

1) On the *Group – Utilities* menu page, click **Inventory Report**. The *Group – Inventory Report* page appears.

2) To generate a report, check the boxes for the items you want included in the report.

3) To send a copy of the report to an e-mail address, type the address.

4) Click **Generate Report**. The report appears in a separate browser window.

5) To display the previous page, click **OK**.

9.8 Password Rules

Use this item on the *Group – Utilities* menu page to list or set password rules for users.

9.8.1 List or Set Password Rules for Users

Use the *Group – Password Rules* page to edit or view the criteria currently set for user passwords. If a service provider administrator has set some password rules, you cannot edit the input boxes for those rules. If the service provider administrator has set all the rules, this page is read-only.

Users must follow the criteria set on this page when entering, resetting, or changing their passwords.

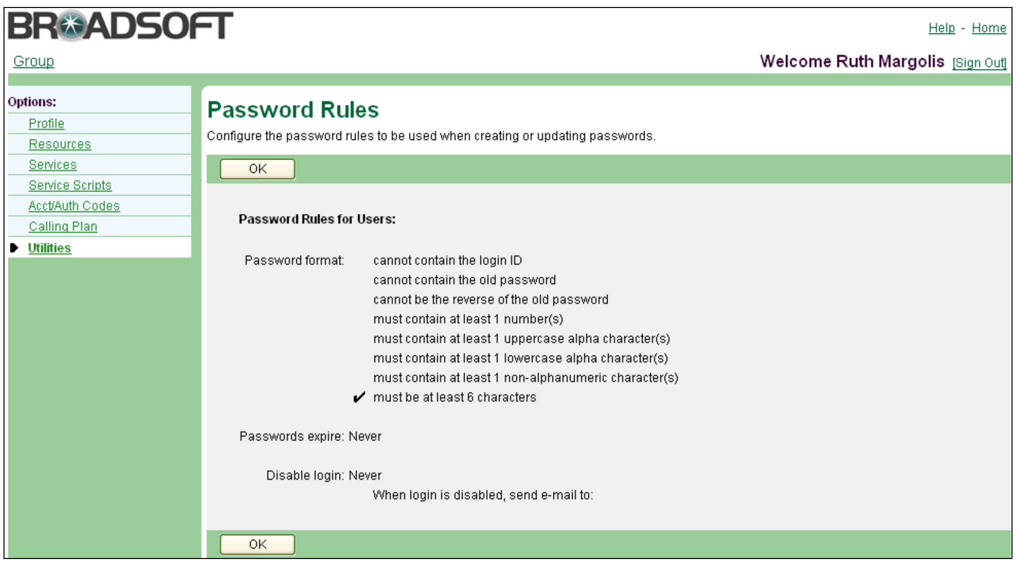

Figure 116 Group – Password Rules

1) On the *Group – Utilities* menu page, click **Password Rules**. The *Group – Password Rules* page appears.

2) Type or select data in any editable input box.

3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

9.9 Voice Portal Passcode Rules

Use this item on the *Group – Utilities* menu page to list or set voice portal passcode rules for users.

9.9.1 List or Set Voice Portal Passcode Rules for Users

Use the *Group – Voice Portal Passcode Rules* page to edit or view the criteria currently set for user passcodes in the Voice Portal service. You can choose to follow the passcode rules set by the system provider administrator, by the service provider administrator (if your group was provisioned by a service provider) or by the enterprise administrator (if your group is part of an enterprise). You can also define your own passcode rules for use by the members of your group.

Users must follow the criteria set on this page when entering, resetting, or changing their Voice Portal passcodes.

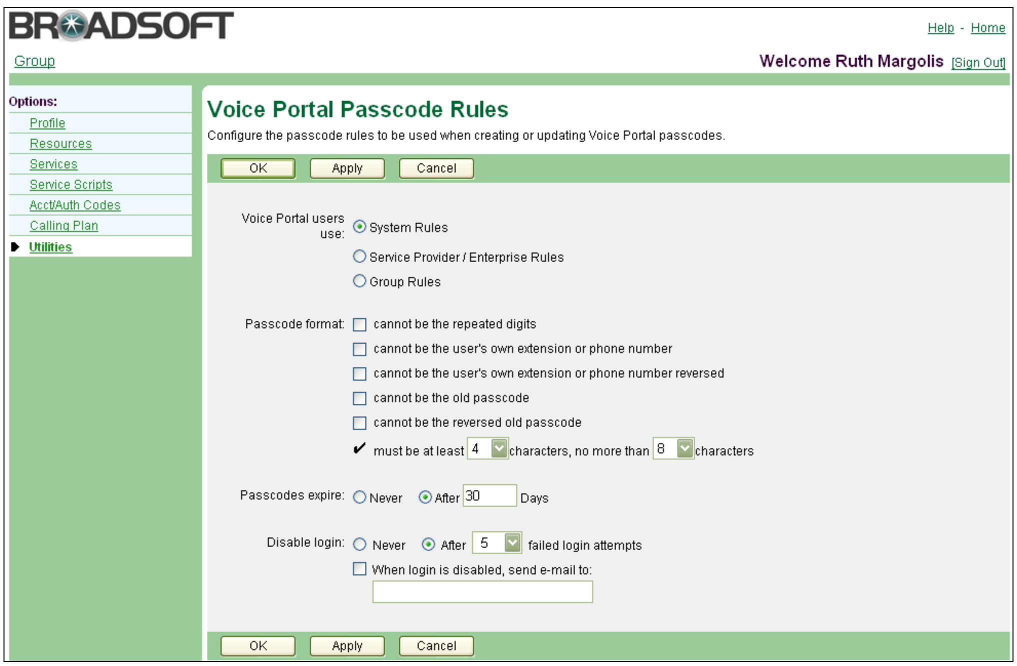

Figure 117 Group – Voice Portal Passcode Rules

1) On the *Group – Utilities* menu page, click **Voice Portal Passcode Rules**. The *Group – Voice Portal Passcode Rules* page appears.

2) Use the *Voice Portal users use* control to determine whether your users' voice portal passcodes will follow the rules set by the system provider administrator, by the service provider or enterprise administrator, or by the group settings on this page.

3) Check the following rules to apply to the format of the passcode:

   – Indicate whether a password cannot be the repeated digits (for example, 4444). A check mark means the password cannot be repeated digits. The default is no check mark.

- Indicate whether a password cannot be the user's own extension or phone number. A check mark means the password cannot be the user's own extension or phone number. The default is no check mark.
- Indicate whether a password cannot be the user's own extension or phone number reversed. A check mark means the password cannot be the user's own extension or phone number reversed. The default is no check mark.
- Indicate whether a password cannot be the old passcode. A check mark means the password cannot be the user's old passcode. The default is no check mark.
- Indicate whether a password cannot be the reverse of the old passcode. A check mark means the password cannot be the user's old passcode reversed. The default is no check mark.
- Indicate the minimum and maximum number of characters for passcodes. From the drop-down lists, select the minimum and the maximum number of characters.

4) Select "Never" to indicate that passwords do not expire. Otherwise, select "After" and type the number of days before passwords expire in the input box. The default value is "Never".

5) Select "Never" to indicate that login attempts are not disabled. Otherwise, select "After" and select the number of login attempts from the drop-down list. The default value is "Never".

6) Check "When login is disabled, send e-mail to" and type the e-mail address to send notification of failed login attempts.

NOTE: The settings on this page reflect the current settings for the group passcode rules. If you have chosen to use other settings provided by your system provider administrator, enterprise administrator or service provider administrator, the settings displayed on this page may not reflect the settings currently in effect within your group.

7) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

9.10 Configure Device

Use this item on the *Group – Utilities* menu page to:

- List Configurable Devices
- Modify Configuration of Configurable Devices

NOTE: This menu item is not available for the CMS feature.

9.10.1 List Configurable Devices

Use the *Group* – Configure Device to view the configurable devices assigned to the group. From this page, you can modify the configuration of a listed device.

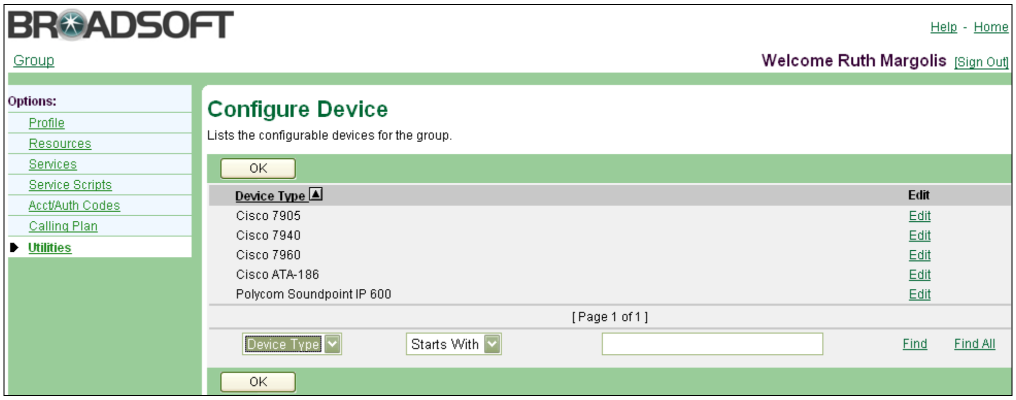

Figure 118 Group – Configure Device

1) On the *Group – Utilities* menu page, click **Configure Device**. The *Group – Configure Device* page appears.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous**. For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide*.

2) To display the previous page, click **OK**.

9.10.2 Modify Configuration of Configurable Devices

Use the *Group* – Configure Device Modify page to load a new or modified configuration template file of a device that supports Enhanced Configuration (some IP Phones and SNAP devices).

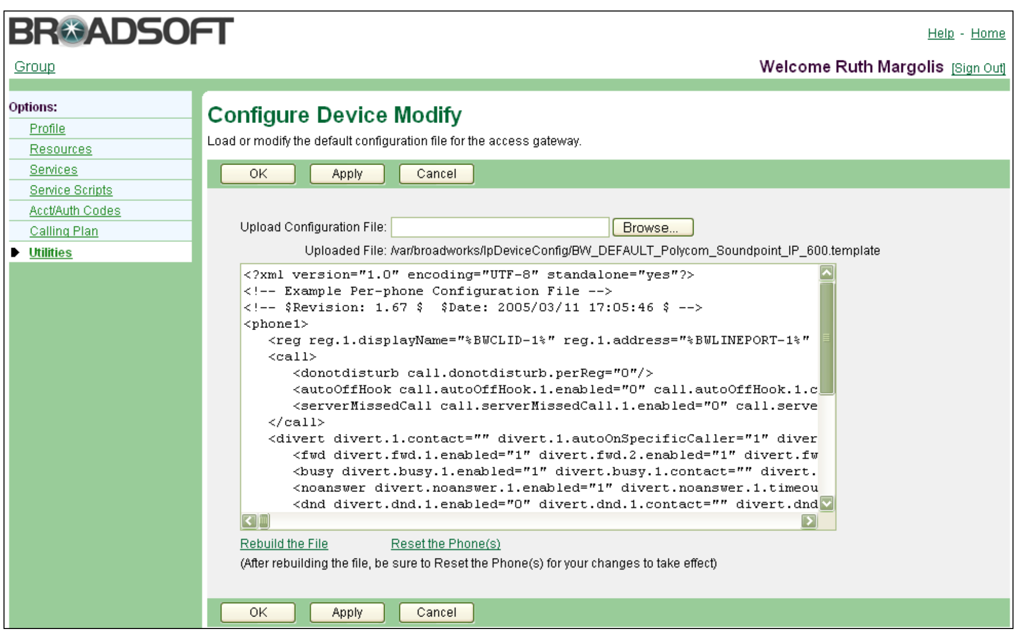

Figure 119 Group – Configure Device Modify

1) On the *Group – Utilities* menu page, click **Configure Device**. The *Group* – Configure Device page appears.

   This page is a list page. Depending on the number of pages of data in a list, list pages allow you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, **Next** or **Previous.** For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide*.

2) Click **Edit** or any item on the row for the device. The *Group* **–** *Configure Device Modify* page appears.

3) To change the configuration file, click **Browse** to find and open the file. The file name appears in the *Uploaded File* text box and the contents of the file appear in the large text box.

   - If you change the configuration file, click **Rebuild the file**. This feature supports these Devices: Cisco 7940, Cisco 7960, Mitel 5055, Polycom SoundPoint IP 500, and Polycom SoundPoint IP 600.

     The device configuration file is regenerated and transmitted to the File Server. (The rebuild operation is completed even when there has not been a change to the device configuration file.)

   - To instruct the phone to reload its configuration file from the File Server, click **Reset the Phone(s).** This feature supports these Devices: Cisco 7940, Cisco 7960, Polycom SoundPoint IP 500, and Polycom SoundPoint IP 600.

     The device configuration file is regenerated and transmitted to the File Server. The phone will not reload the new file unless the phone is reset.

4) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

9.11 Digit Collection

Use this item on the *Group – Utilities* menu page to view custom digit plan configuration.

9.11.1 View Custom Digit Plan Configuration

Use the *Group – Digit Collection* page to view the customized digit map for the group. If your group uses settings defined for the system, service provider, or enterprise, this page displays the source of the digit collection settings. If your group is configured to use its own custom setting, this page displays that configuration.

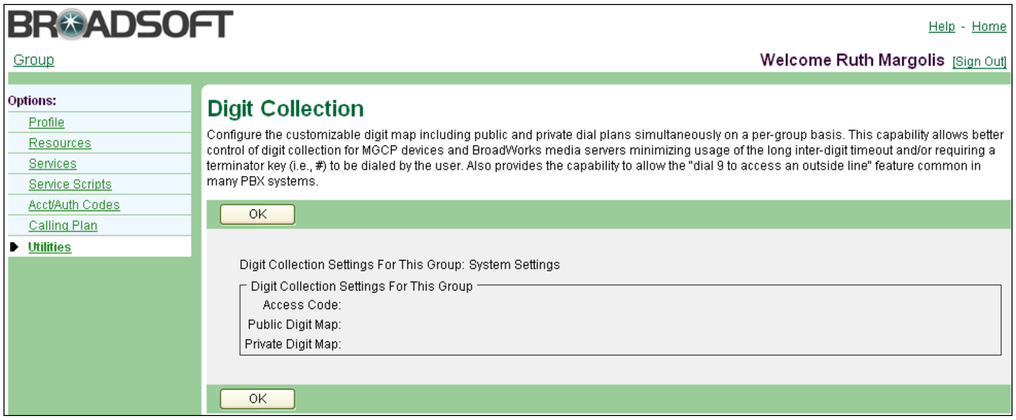

Figure 120 Group – Digit Collection

1) On the *Group – Utilities* menu page, click **Digit Collection**. The *Group – Digit Collection* page appears.

2) To display the previous page, click **OK**.

9.12 Extension Dialing

Use this item on the *Group – Utilities* menu to configure extension length.

Extension Dialing allows users in the group to dial only an extension number using the web interface or a phone to reach other members of the group. All extensions in a group must be the same length. The configured length of a group extension cannot be decreased.

9.12.1 Configure Extension Length

Use the *Group – Extension Dialing* page to modify the extension length for the group.

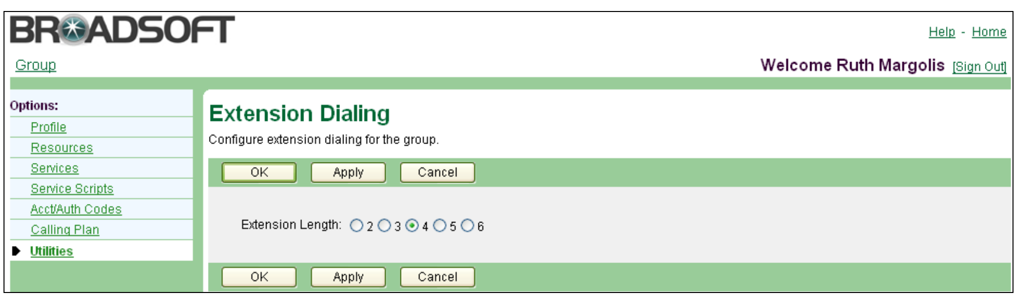

Figure 121 Group – Extension Dialing

1) On the *Group – Utilities* menu page, click **Extension Dialing**. The *Group – Extension Dialing* page appears.

2) To change the length of extensions for the group, click the **Extension Length** button that corresponds to the desired length.

3) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

To exit without saving, select another page or click **Cancel** to display the previous page.

9.13 Intercept Group

Use this item on the *Group – Utilities* menu to list intercept group settings.

Intercept Group allows your administrator to block calls to the members of your group. When Intercept Group is on and a call is routed to a member of your group, the system plays a message to the caller that may include a new or alternate phone number where the members of the group can be reached.

9.13.1 List Intercept Group Settings

Use the *Group – Intercept Group* page to list the Intercept Group settings configured by the service provider administrator for your group.

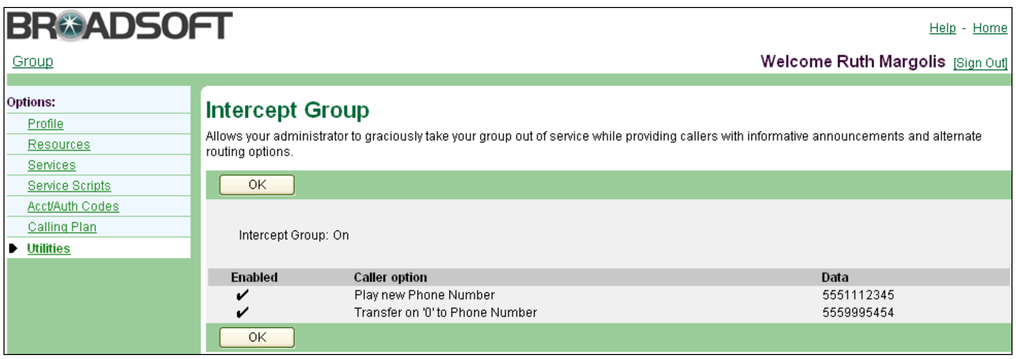

Figure 122 Group – Intercept Group

1) On the *Group – Utilities* menu page, click **Intercept Group**. The *Group – Intercept Group* page appears.

2) To display the previous page, click **OK**.

9.14 LDAP Directory

Use this item on the *Group – Utilities* menu to select the LDAP directory type and configure the group LDAP directory.

9.14.1 Select LDAP Directory Type and Configure Group LDAP Directory

Use the *Group – LDAP Directory* page to select the source of the Lightweight Directory Access Protocol (LDAP) directory configuration (system-level, service provider or enterprise-level, or group-level) and to configure a group LDAP directory.

The LDAP Directory service allows users to access an LDAP directory from their CommPilot Call Manager.

NOTE: This service must also be assigned (Assign Services on *Group – Resources* menu) and turned on (LDAP Integration on *Group – Services* menu) for users to carry out searches on the directory server.

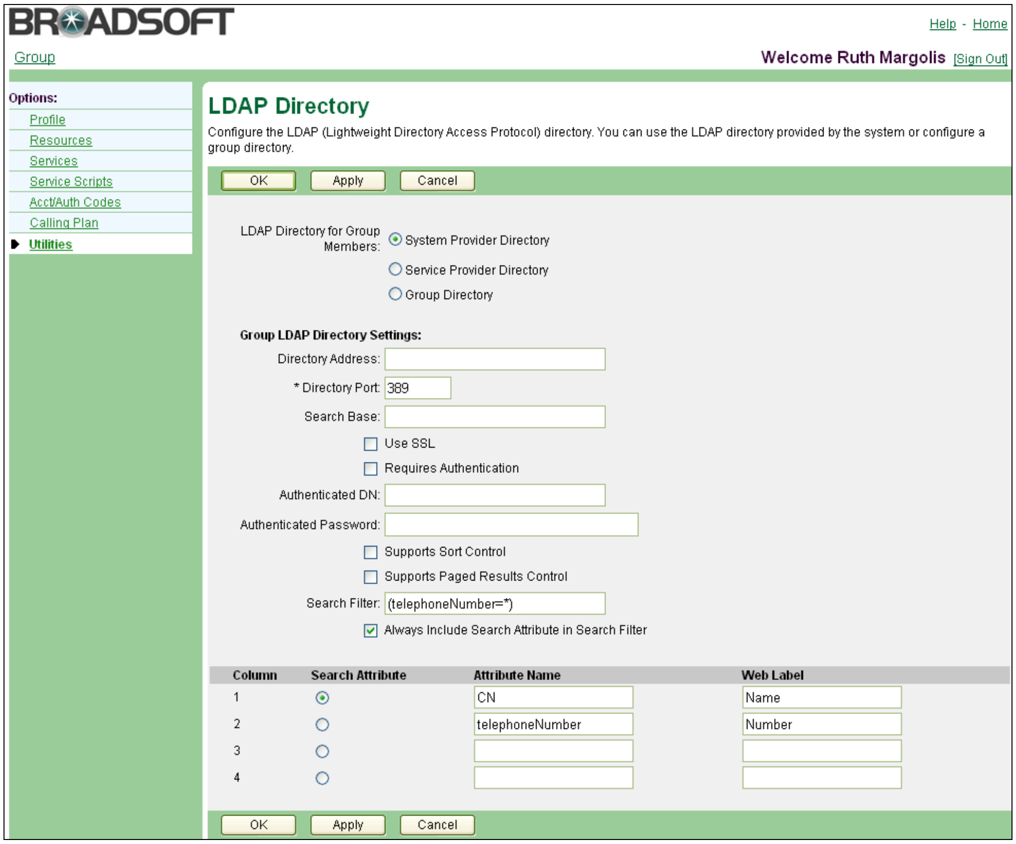

Figure 123 Group – LDAP Directory

1) On the *Group – Utilities* menu page, click **LDAP Directory**. The *Group – LDAP Directory* page appears.

2) Use the *LDAP Directory for Group Members* control to determine the source of your directory server's configuration. You can use a directory configured by your system administrator, your service provider administrator (if your group was provisioned by a service provider), or your enterprise administrator (if your group is part of an enterprise). You can also configure a directory server for the users in your group.

3) If you select "System Provider Directory", "Service Provider Directory", or "Enterprise Directory" (note that for a group under an Enterprise, "Service Provider Directory" is replaced by "Enterprise Directory"), you do not need to supply the rest of the information on this page. Click **OK** to save your changes and return to the previous page.

4) If you select "Group Directory", type or select data in the *Group LDAP Directory Settings* input boxes:

   – *Directory Address*: Enter the address of the LDAP server, which should be an IP address or a fully qualified domain name.

   – *Directory Port*: Enter the port of the LDAP server, which should be an integer from 0 to 65535. The default is 389.

   – *Search Base*: Enter the search base of the LDAP server. The search base is the search root suffix, which should reflect the domain name of the site you are searching.

- If the LDAP server requires connections protected by the Secure Sockets Layer (SSL) security protocol, check *Use SSL*. The use of SSL requires the BroadWorks application server to store a digital certificate from your directory server. Request your system provider administrator, service provider administrator, or enterprise administrator to load your directory server's certificate for you.
- If the LDAP server requires authentication, check *Requires Authentication*. Then specify the *Authenticated DN* (Distinguished Name in the directory server) and *Authenticated Password*. The authenticated DN should be a unique reference to the authenticated user within the directory tree. The password is the password for the authenticated user.
- If the LDAP server supports sort control, check *Supports Sort Control*. (Using this control speeds up the search.)
- If the LDAP server supports paged results control, check *Supports Paged Results Control*. (Using this control speeds up the search.)
- You can specify a search filter to include in all directory server searches in the *Search Filter* box. By default, the suggested search filter is "(telephoneNumber=*)", which will restrict all directory server searches made using the CommPilot Call Manager to directory users with the telephoneNumber attribute specified.
- Check *Always Include Search Attribute in Search Filter* if you want to force the current Search Attribute to be included in all directory server searches, even when the user leaves search parameters blank. By default, a search with blank parameters will use only the value of the *Search Filter* box described above, for example, "(telephoneNumber=*)". If you check this box, the system will also include the current search attribute with a wildcard character. For example, "(telephoneNumber=*)(cn=*)".
- You can use the table at the bottom of the web page to specify up to four attributes for the system to return from the directory server and appear in the CommPilot Call Manager after each successful search. In the *Attribute Name* column of the table, specify the attributes you wish to display, and assign a text label to appear for each attribute in the *Web Label* column. You must select one of the attributes listed in this table to be the current search attribute. Click the button corresponding to your choice in the *Search Attribute* column.

5) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

9.15 Voice Portal Branding

Use this item on the *Utilities* menu page to select greetings.

9.15.1 Select Greetings

Use the *Voice Portal Branding* page to select the sources for the Voice Portal Greeting and the Voice Messaging Greeting.

The Voice Portal Greeting is played when a caller dials the voice portal number. The Voice Messaging Greeting is played when users in the group dial their extension to access their mailbox.

Any voice portal administrator can also record or delete these messages by phone after they log in to the voice portal.

NOTES:

Assign the Voice Messaging Group service before using this page to brand greetings.

The maximum length allowed for .WAV and .MOV files is five minutes.

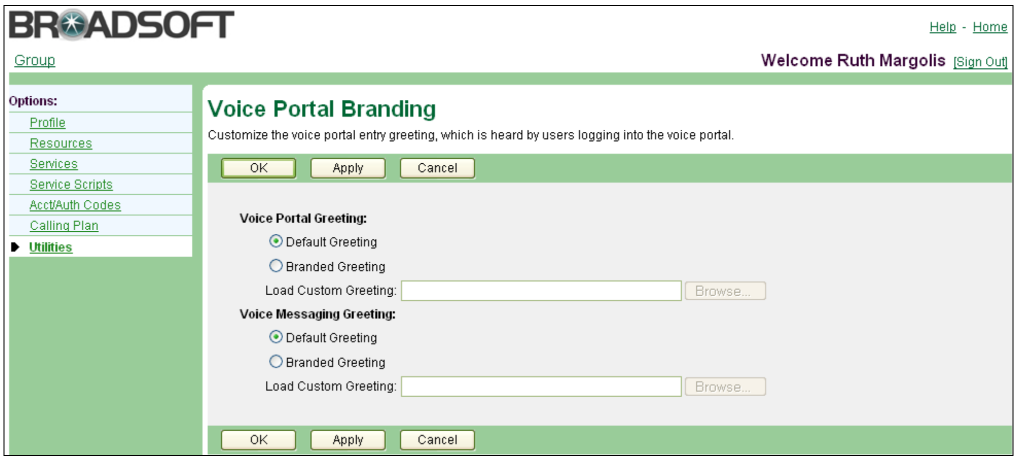

Figure 124 Group – Voice Portal Branding

1) On the *Group – Utilities* menu page, click **Voice Portal Branding**. The *Group – Voice Portal Branding* page appears.
2) Click the button to select the type of greeting.
3) If you select “Branded Greeting”, click **Browse** to find and open the source file for the greeting on your computer. This file must be a properly configured WAV file (CCITT u-law or a-law, 8-bit, 8-kHz mono) or MOV file (H.263 video codec, “hinted” streaming). The path to the file appears in the *Load Custom Greeting* box.
4) Save your changes. Click **Apply** or **OK**. Apply saves your changes. OK saves your changes and displays the previous page.

   To exit without saving, select another page or click **Cancel** to display the previous page.

DEPARTMENT ADMINISTRATION

This section contains the following chapters:

NOTE: This section lists all the tasks of a department administrator. However, the section references only those tasks a department administrator performs for a department as a unit. Italics identify the tasks that involve individual members of the department, that is, users, for example, *Add, modify, and delete users*. For information about the user tasks, refer to *BroadWorks Application Server Group Web Interface Administration Guide - Part 2*.

10 Department Administrator Tasks and Responsibilities

A department administrator, using the CommPilot web interface of the Application Server, performs these tasks:

- *Add, modify, and delete users*
- Manage their own password
- *Add, modify, and delete these Group Services which are configured as virtual users: the Auto Attendant (Basic), Conference Bridges (Basic), Call Center (Advanced), and Hunt Group (Advanced) services*
- Add, modify, and delete these utilities: Common Phone List and Group Directory

A department may be a subdivision of an enterprise, a subdivision of a group within an enterprise, or a subdivision of a group provisioned by a service provider.

Department administrators perform the same tasks as a group administrator, using the same pages in the web interface. Therefore, the sections of this document for department administrators do not also provide these procedures. Instead, references to the procedures shared by department and group administrators are provided.

11 Profile Menu

This chapter contains sections that correspond to each item on the *Group – Profile* menu page for a department administrator.

This menu page is the home page for department administrators and it appears when you log in. To return to this page at any time, click **Home**.

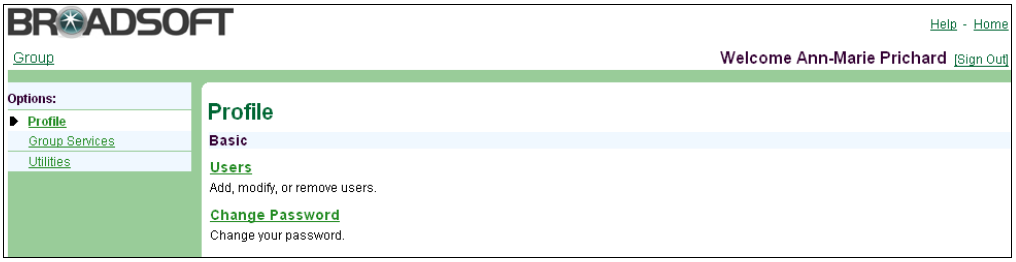

Figure 125 Group – Profile Menu

The *Group – Profile* menu for a department administrator contains this item:

- Basic menu

  This menu displays the items that all department administrators can use:

  – Users

  – Change Password

11.1 Access Group – Profile Menu

Use the *Group – Profile* menu to add, modify, and delete the users in your department and change your password.

On your Home page, in the *Options* list, click **Profile**. The *Group – Profile* menu page appears.

11.2 Access Procedures for Profile Menu Tasks

To perform the department tasks provided by this menu:

- In the online document, click Change Password.
- In the printed document, go to section *3.6.1 Change Your Password*.

To perform the *user* tasks provided by this menu, see the *BroadWorks Application Server Group Web Interface Administration Guide - Part 2*.

12 Group Services Menu

This chapter contains sections that correspond to each item on the *Group – Group Services* menu page for a department administrator.

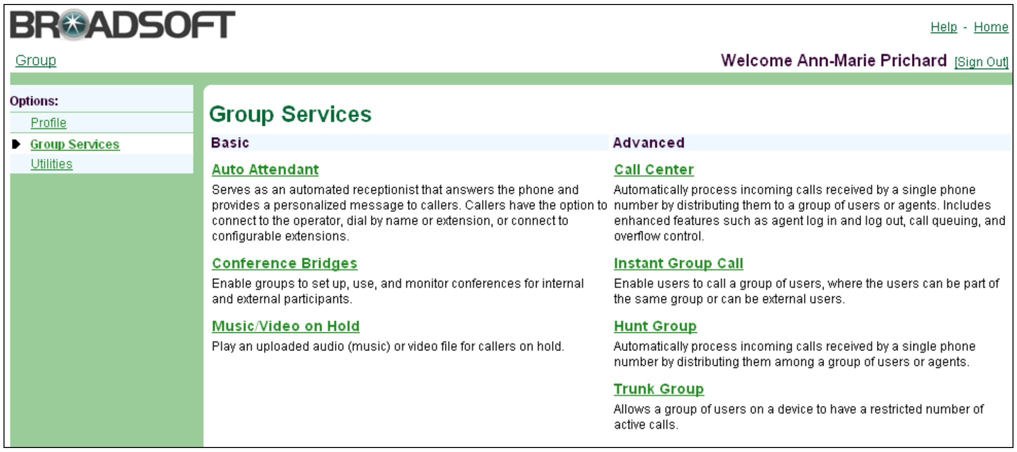

Figure 126 Group – Group Services Menu

The *Group – Group Services* menu for a department administrator contains these items:

- Basic menu

  This menu displays the items that all department administrators can use:

  – Auto Attendant

  – Conference Bridges

  – Music/Video On Hold

- Advanced menu

- This menu displays the items that department administrators can use only if such functions have been assigned to them:

  – Call Center

  – Instant Group Call

  – Hunt Group

  – Trunk Group

12.1 Access Group – Group Services Menu

Use the *Group – Group Profile* menu to add, modify, and delete the group services on the menu page for your department.

On your *Home* page, in the *Options* list, click **Group Services**. The *Group – Group Services* menu page appears.

12.2 Access Procedures for Group Services Menu Tasks

To perform the department tasks provided by this menu:

- In the online document, click Music/Video On Hold.
- In the printed document, go to section *5.4 Music/Video On Hold*.

To perform the *user* tasks provided by this menu, please refer to *BroadWorks Application Server Group Web Interface Administration Guide - Part 2*.

13 Utilities Menu

This chapter contains sections that correspond to each item on the *Group – Utilities* menu page for a department administrator.

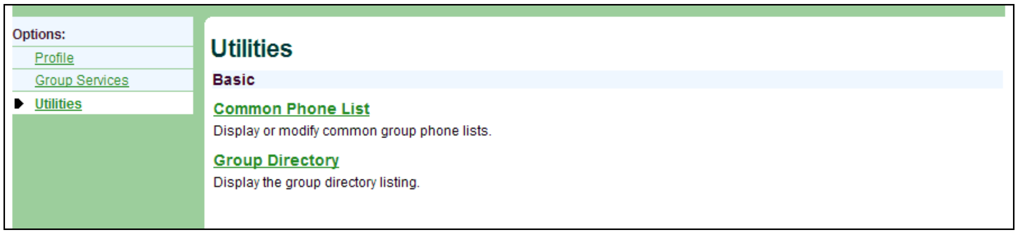

Figure 127 Group – Utilities Menu

The *Group – Utilities* menu for a department administrator contains these items:

- Basic menu

  This menu displays the items that all department administrators can use:

  - Common Phone List
  - Group Directory

- Advanced menu

  This menu displays the items that department administrators can use only if such functions have been assigned to them.

13.1 Access the Group – Utilities Menu

Use the *Group – Utilities* menu to add, modify, and delete listings in the Common Phone List and to display the group directory listings.

On your Home page, in the *Options* list, click **Utilities**. The *Group – Utilities* menu page appears.

13.2 Access Procedures for Utilities Menu Tasks

To perform the tasks provided by this menu:

In the online document, click:

- Common Phone List
- Group Directory

In the printed document, go to the following sections:

- *Common Phone List*, section *9.3*
- *Group Directory*, section *9.5*

14 Acronyms and Abbreviations

This section lists the acronyms and abbreviations found in BroadWorks documents, web interfaces, and online help. The acronyms and abbreviations are listed in alphabetical order along with their meanings.

3DES	Triple Digital Encryption Standard
3PCC	Third Party Call Control
AA	Auto Attendant
AAA	Authentication, Authorization, and Accounting
AAC	Account/Authorization Code
AAL	ATM Adaptation Layer
AAST	Average Answer Setup Time
ABNF	Augmented Backus-Naur Format
AC	Active Calls
AC	Alarm Count
AC	Attendant Console
ACA	Accounting-Answer
ACB	Automatic Callback
ACC	Agent Call Control
ACC	Advanced Call Control
ACD	Automatic Call Distribution
ACI	Alternate Call Indicator
ACL	Access Control List
ACM	Audio Compression Manager
ACR	Accounting-Request
ACR	Anonymous Call Rejection
ACS	Advanced Communications Server
ACST	Average Call Setup Time
Admin	Administrator
AES	Advanced Encryption Standard
AGA	Admin Group Add
AGD	Admin Group Delete
AH	Authentication Header
AHR	Automatic Hold Retrieve
AHTBCL	Average Hold Time Before Call Loss
ALaw	ITU Standard for Analog to Digital Audio Data Conversion

ALG	Application Layer Gateway
ALI DB	Automatic Location Identification Database
AMR	Adaptive Multi-Rate
ANAB	Average Number of Agents Busy
ANALO	Average Number of Agents Logged Off
ANI	Automatic Number Identification
ANSI	American National Standards Institute
AOR	Address Of Record
AORT	Average OCI Response Time
AP	Application Patch
API	Application Programming Interface
APN	Application Processing Node
APPN	Advanced Peer-to-Peer Networking
ARP	Address Resolution Protocol
ARPA	Advanced Research Projects Agency
ARPU	Average Revenue Per Unit
ART	Answer Response Time
AS	Application Server
ASA	Admin Service Provider Add
ASCII	American Standard Code for Information Interchange
ASD	Admin Service Provider Delete
ASN	Abstract Syntax Notation
ASN.1	Abstract Syntax Notation 1
ASR	Application Server Redundancy
ASR	Application Server Registration
ASR	Automated Speech Recognition
ASRQD	Average SIP Redirection Queue Delay
ATA	analog telephone adapters
ATABC	Amount of Time Agent Busy With Call
ATALO	Amount of Time Each Agent Logged Off
ATALOI	Amount of Time Each Agent Logged On and Idle
ATASC	Average Time Agents Spends on Call
ATM	Asynchronous Transfer Mode
ATQ	Average Time in Queue
AUA	Admin User Add
AUCX	Audit Connection

AUD	Admin User Delete
AUEP	Audit Endpoint
AVP	Attribute-value Pair
B2BUA	Back-To-Back User Agent
BA	BroadWorks Anywhere
BCCT	BroadWorks Common Communication Transport
BCL	Basic Call Log
BCO	Busy Camp-On
BE	Back End Server
BER	Basic Encoding Rules
BGCF	Breakout Gateway Control Function
BHCA	Busy Hour Call Attempts
BNF	Backus-Naur Format
BPS	Bits Per Second
BRI	Basic Rate Interface
BSAM	Basic Sequential Access Method
BW	BroadWorks
BWCCA	BroadWorks Call Center Agent
BWCCS	BroadWorks Call Center Supervisor
BW-MM	BroadWorks Mobility Manager
CA	Certification Authority
CAC	Carrier Access Code
CALEA	Communication Assistance for the Law Enforcement Act
CALLP	Call a Prototyped Procedure or Program
CAMA	Centralized Automatic Message Accounting
CAP	Client Application Protocol
CAP-C	Client Application Protocol-Client
CAP-S-CallCenter	Client Application Protocol-Server-Call Center
CAS	Conferencing Application Server *or* Channel Associated Signaling
CBC	Cipher Block Chaining
CC	Country Code
CCA	Call Center Agent License
CC-APDU	Call Content Delivery - Application Protocol Data Unit
CCBS	Completion of Communications to Busy Subscriber
CCC	Call Content Channels

CCC	Client Call Control
CCCF	Call Continuity Control Function
CCLID	CC Link Identifier
CCLink	Call Content Link
CCM	CommPilot Call Manager
CCM	Call Capacity Management
CCNR	Completion of Communications by No Reply
CCR	Call Center Reporting
CCRS	Call Center Reporting Server
CCS	Call Center Supervisor License
CCSR	Call Center Supervisor Reporting License
CCXML	Call Control eXtensible Markup Language
CD	Compact Disc
CDC	Call Data Channel
CDF	Charging Data Function
CDMA	Code Division Multiple Access
CDR	Call Detail Record
CD-ROM	Compact Disc Read-Only Memory
CDS	Call Detail Server
CERN	Conseil Européen pour la Recherche Nucléaire
CF	Collection Function
CFA	Call Forwarding Always
CFB	Call Forwarding Busy
CFGNA	TBD
CFNA	Call Forwarding No Answer
CFNR	Call Forwarding Not Reachable
CFNRc	Call Forwarding Not Reachable
CFNRY	Call Forward No Reply (No Answer)
CFS	Call Forwarding Selective
CGI	Common Gateway Interface
CIC	Carrier Identification Code
CID	Communication identifier
CIDB	Calling Line ID Blocking
CIF	Common Intermediate Format
Class	Custom Local Area Signaling Service
CLEC	Competitive Local Exchange Carrier

CLI	Command Line Interface
CLID	Calling Line ID
CLIR	Calling Line ID Delivery Blocking
CLNP	Connectionless Network Protocol
CM	Call Manager
CMA	Congestion Management Applied
CMAS or CM-AS	Client Management Access Server (NOT Application Server)
CMI	Client Management Interface
CMPS or CM-PS	Client Management Profile Server
CMR	Congestion Management Requested
CMR	Codec Mode Request
CMS	Conferencing Media Server
CMS	Client Management System
CNAM	Caller ID with NAMe
COLP	Connected Line Identification Presentation
COLR	Connected Line Identification Restriction
COM	Component Object Model
CORBA	Common Object Request Broker Architecture
COS	Class of Service
COT	Customer Originated Trace
CP	Call Pickup
CPCM	CommPilot Call Manager
CPCS	Common Part Convergence Sub-Layer
CPE	Customer Premises Equipment
CPE	CommPilot Express
CPL	Call Processing Language
CPR	Call Park Retrieve
CPS	Calls Per Second
CPU	Central Processing Unit
CR	Call Rate
CRC	Cyclic Redundancy Check
CRCX	Create Connection
CRM	Customer Relationship Management
CRN	Contingency Routing Number
CS	Conferencing Server

CS	Circuit Switched
CS–AS	Conferencing Server–Application Server
CSCF	Call Session Control Function
CSEL	Carrier Selection
CSI	Client Service Interface
CSMA/CD	Carrier Sense Multiple Access with Collision Detection
CS-MGW	Circuit-Switched Media GateWay
CS–MS	Conferencing Server–Media Server
CSR	Certificate Signing Request
CSS	Cascading Style Sheets
CSTA	Computer Supported Telecommunications Applications
CSV	Comma Separated Value
CT	Call Transfer
CT	Call Type
CTI	Computer Telephony Integration
CWC	City-Wide Center
CWC	City-Wide Centrex
CWT	Call Waiting Tone
DB	Database
DBA	Doing Business As
dBm	The power ratio in decibel (dB) of the measured power referenced to one milliwatt (mW).
Dbmo	The level of a signal as specified in dBmO, is the level of that signal (in dBm) as measured at the reference point of the network.
DBMS	Database Management System
DCE	Data Circuit Terminating Equipment
DCE	Distributed Computing Environment
DCE	Data Communications Equipment
DDE	Dialed Digit Extraction
DDNS	Dynamic Domain Name System
DEN	Directory-Enabled Networking
DES	Data Encryption Standard
DFN	Diameter Front Node
DFS	Distributed File Service
DGC	Distributed Group Calls
DHCP	Dynamic Host Configuration Protocol

DID	Direct Inward Dialing
DiffServ	Differentiated Services
DLC	Data Link Control
DLCI	Data Link Connection Identifier
DLCX	Delete Connection
DLL	Dynamic Link Library
DLSw	Data Link Switching
DME	Distributed Management Environment
DMH	Dual Mode Handset
DMI	Digit Manipulation Index
DMI	Desktop Management Interface
DMTF	Desktop Management Task Force
DMZ	Demilitarized Zone
DN	Directory Number
DN	Distinguished Name
DND	Do Not Disturb
DNH	Directory Number Hunting
DNS	Domain Name System
DOD	Direct Outward Dialing
DOI	Domain of Interpretation
DOS	Disk Operating System
DoS	Denial of service
DSA	Digital Signature Algorithm
DSAP	Destination Service Access Point
DSL	Digital Subscriber Line
DSN	Database Store Name
DSO	Data Source Object
DSP	Digital Signal Processor
DSR	DirectSignalReporting
DSS	Digital Signature Standard
DST	Daylight Savings Time
DTD	Document Type Definition
DTE	Data Terminal Equipment
DTG	Destination Trunk Group
DTMF	Dual-Tone Multi-Frequency
DTP	Data Transfer Process

DTX	Discontinuous Transmission
E 164	An ITU-T recommendation for international telecommunication numbering
E1	European Equivalent to North America T1
E911	Emergency 911
EA	Equal Access
EA	External Authentication
ECF	Event Function
ECL	Enhanced Call Log
E-CLIP	External Calling Line ID Delivery
ECMA	European Computer Manufacturers Association
ECN	Expensive Call Notification
EDCDIC	Extended Binary Communication Data Interchange Code
EGP	Exterior Gateway Protocol
EM	Emergency
EMS	Element Management System
EOCP	Enhanced Outgoing Calling Plan
EP	Emergency Patch
ERDB	ESZ Routing Database
ESCA	Enhanced Shared Call Appearance
ESGW	Emergency Service Gateway
ESN	Emergency Service Number
ESP	Encapsulating Security Payload
ESPOSREQ	Emergency Positioning Request
ESQK	Emergency Services Query Key
ESRN	Emergency Services Routing Number
ESZ	Emergency Service Zone
ETSI	European Telecommunications Standards Institute
EWS	External Web Server
FAC	Feature Access Codes
FAQ	Frequently Asked Questions
FCAPS	Fault, Configuration, Accounting, Performance, and Security
FCC	Federal Communications Commission
FCOF	Forwarding Counter Override feature
FDDI	Fiber Distributed Data Interface
FE	Front End (server)

FEC	Front-End Clipping
FIFO	First In, First Out
FM	Simultaneous Ringing/Sequential Ringing
FMC	Fixed-mobile Covergence
FQDN	Fully Qualified Domain Name
FR	Failure Rate
FR	Frame Relay
FR	Feature Request
FS	Functional Specification
FTP	File Transfer Protocol
GA	Group Administrator
GB	Gigabyte
GC	Garbage Collection
GCP	Group Call Park
GGP	Gateway-to-Gateway Protocol
GGSN	GPRS Gateway Support Node
GIF	Graphics Interchange Format
GMT	Greenwich Mean Time
GPRS	General Packet Radio Service
GSM	Group Spéciale Mobile
GSM	Global System for Mobile Communications
GT	Global Title
GTD	Generic Transparency Descriptor
GUI	Graphical User Interface
GW	Gateway
HDLC	High-level Data Link Control
HLR	Home Location Register
HMAC	Hashed Message Authentication Code
HPR	High Performance Routing
HSS	Home Subscriber Server
HTML	Hypertext Markup Language
HTTP	Hypertext Transfer Protocol
HTTPD	Hypertext Transfer Protocol Daemon
HTTPS	Hypertext Transfer Protocol Secure Sockets
Hz	Hertz
I/O	Input/Output

IAB	Internet Activities Board
IAC	Interpret As Command
IAD	Integrated Access Device
IAM	Initial Address Message
IANA	Internet Assigned Numbers Authority
IC	Instant Conferencing
ICA	Independent Computing Architecture
ICID	IMS Charging Identity
I-CLIP	Internal Calling Line ID Delivery
ICMP	Internet Control Message Protocol
ICP	Incoming Calling Plan
ICSA	In-Call Service Activation
I-CSCF	Interrogating Call Session Control Function
ICSS	Internet Connection Secure Server
ICV	Integrity Check Value
IDE	Integrated Development Environment
IDEA	International Data Encryption Algorithm
IDLC	Integrated Data Link Control
IDRP	Inter-Domain Routing Protocol
IE	Internet Explorer
IEC	InterExchange Carrier
IEC	International Electrotechnical Commission
IEEE	Institute of Electrical and Electronics Engineers
IESG	Internet Engineering Steering Group
IETF	Internet Engineering Task Force
IFC	Initial Filter Criteria
IGC	Instant Group Call
IGMP	Internet Group Management Protocol
IGP	Interior Gateway Protocol
IIOP	Internet Inter-ORB Protocol
IKE	Internet Key Exchange
ILEC	Incumbent Local Exchange Carrier
IM	Instant Messaging
IM&P	Instant Messaging and Presence
IMAP	Internet Message Access Protocol
IMRN	Intermediate Routing Number

IMS	Information Management System
IMS	IP Multimedia Subsystem
IN	International
IN	Intelligent Network
INDG	Invalid Digit Range
INSC	Intelligent Network Service Control
InterLATA	Crossing over and terminating in another Local Access Transport Area
IntraLATA	Originating and terminating in the same Local Access Transport Area
IO	Input Output
IOI	Inter-operator Identifier
IP	Internet Protocol
IPC	InterProcess Communication
IPDC	Internet Protocol Device Control
IPNet	Internet Protocol Network
IPSec	IP Security Architecture
IPTEL	IP Telephony
IPv4	Internet Protocol Version 4
IPv6	Internet Protocol Version 6
IPX	Internet Packet Exchange
IRFT	Internet Research Task Force
IRI	Intercept Related Information
IS	Interim Standard
ISA	Industry Standard Architecture
ISAKMP	Internet Security Association and Key Management Protocol
ISC	IMS Service Control
ISDN	Integrated Services Digital Network
ISO	International Organization for Standardization
ISP	Internet Service Provider
ISR	Integrated Services Router
ISUP	Integrated Services User Part
ISUP IAM	ISUP Initial Address Message
ITSO	International Technical Support Organization
ITU	International Telecommunications Union
ITU-T	International Telecommunication Union – Telecommunication Standardization Sector

IVR	Interactive Voice Response
IXC	Inter Exchange Carrier
JAR	Java Application Resource
JASS	JumpStart Architecture and Security Scripts
JDBC	Java Database Connection
JDBC	Java Database Connectivity
JDK	Java Development Toolkit
JIT	Java Just-in-Time Compiler
JMAPI	Java Management API
JPEG	Joint Photographic Experts Group
JRE	Java Runtime Environment
JSP	Java Server Pages
JVM	Java Virtual Machine
KB	Kilobyte
Kbps	Kilobits per Second
KTS	Key Telephone System
KTS	Key Telephone System
L2F	Layer 2 Forwarding
L2TP	Layer 2 Tunneling Protocol
LAES	Lawfully Authorized Electronic Surveillance
LAN	Local Area Network
LAPB	Link Access Protocol Balanced
LATA	Local Access Transport Area
LCA	Local Calling Area
LCP	Link Control Protocol
LCS	Microsoft Live Communications Service - Microsoft Office Live Communications Server
LD	Long Distance
LDAP	Lightweight Directory Access Protocol
LDCAE	long duration call accounting events
LEA	Law Enforcement Agency
LEA/MD	Law Enforcement Agency/Mediation Device
LEC	Local Exchange Carrier
LERG	Local Exchange Routing Guide
LGPL	Lesser General Public License
LIE	Location Information Element

LIID	Lawful interception identifier
LIS	Location Information Server
LIS ID	Location Information Server Identifier
LK	Location Key
LLC	Logical Link Layer
LNP	Local Number Portability
LNRD	Last Number Redial
LO	Location Object
Lr	Loose Route
LRO	Last Routing Option
LSAP	Link Service Access Point
LSSGR	LATA Switching Systems Generic Requirements
MAC	Media Access Control
MAC	Message Authentication Code
MAC address	Media Access Control address
MACs	Moves, Adds, and Changes
MAST	Maximum Answer Setup Time
MB	Megabyte
MCA	Multiple Call Arrangement
MCST	Maximum Call Setup Time
MCT	Malicious Call Trace
MD	Mediation Device
MD5	Message Digest 5 Algorithm
MDCX	Modify Connection
MEDGACO	Media Gateway Control
MEED	Mobile Extension to Extension Dialing
MGC	Media Gateway Controller
MGCF	Media Gateway Control Function
MGCP	Media Gateway Control Protocol
MHz	Megahertz
MIB	Management Information Base
MIME	Multipurpose Internet Mail Extensions
MIN	Mobile Identification Number
MLD	Multicast Listener Discovery
MM	Mobility Manager
MO	Managed Object

MOSPF	Multicast Open Shortest Path First
MP	Maintenance Patch
MPC	Multi-Path Channel
MPEG	Moving Pictures Experts Group
MPLS	Multiprotocol Label Switching
MPM	Multi-Processing Modules
MPOA	Multiprotocol Over ATM
MPS	Messages Per Second
MPTN	Multiprotocol Transport Network
MRCP	Media Resource Control Protocol
MRF	Media Resource Function
MRFC	Multimedia Resource Function Controller
MRFP	Multimedia Resource Function Processor
MS	Media Server
MS	Milliseconds
MSAG	Master Street Address Guide
MSC	Mobile Switching Center
MSCML	Media Server Control Markup Language
MSEC	Milliseconds
MSI	Microsoft Installer
MSISDN	Mobile Station ISDN Number
MSN	Microsoft Network
MSP	Programmable Switch
MSR	Multiservice Switch Router
MSRQD	Maximum SIP Redirection Queue Delay
MSS	Media Server Selection
MTA	Message Transfer Agent
MTP	Message Transfer Part
MTU	Maximum Transmission Unit
MVNO	Mobile Virtual Network Operators
MVS	Multiple Virtual Storage Operating System
MWI	Message Waiting Indicator or Indication
MX	Mail Exchanger
NADP	North American Dial Plan
NAI	Network Access Identifier
NANP	North American Numbering Plan

NAPTR	Naming Authority Pointer
NAT	Network Address Translation
NCF	Network Computing Framework
NCNAA	Number of Calls Not Answered By Agent
NCP	Network Control Protocol
NCS	Network-based Call Signaling
NCS	Network Call Signaling
NCSA	National Computer Security Association
NDC	National Destination Code
NDIS	Network Driver Interface Specification
NE	Network Element
NEBS	Network Equipment Building Standards
NETANN	NETwork ANNouncments
NetBIOS	Network Basic Input/Output System
NFS	Network File System
NGN	Next Generation Network
NIC	Network Information Center
NIC	Network Interface Card
NIS	Network Information Systems
NIST	National Institute of Standards and Technology
NMS	Network Management System
NNACL	NPA-NXX Active Code List
NNTP	Network News Transfer Protocol
NOC	Network Operations Center
NPA	Numbering Plan Area
NRS	Network Resource Selection
NS	Network Server
NSAP	Network Service Access Point
NSF	National Science Foundation
NSOSS	Network Server Operations Support System
NSPS	Network Server Provisioning Server
NSSync	Network Server Synchronization
NSXS	Network Server Execution Server
NTP	Network Time Protocol
NUC	Non-upward Compatible
NVT	Network Virtual Terminal

NWC	N-Way Calling
OA	Operator Assisted
OAC	Outside Access Code
OAMP	Operations, Administration, Maintenance, and Provisioning
OCI	Open Client Interface
OCI-C	OCI-Client
OCI-P	Open Client Interface-Provisioning
OCI-R	OCI-Reporting
OCP	Outgoing Calling Plan
OCS	Open Client Server
ODB	Operator Determined Barring
ODBC	Open Database Connectivity
ODI	Open Datalink Interface
ODM	Original Device Manufacturer
ODP	Outgoing Digit Plan
OEM	Original Equipment Manufacturer
OID	Object Identifier
ONC	Open Network Computing
OOTB	Out-of-the-Blue
ORB	Object Request Broker
OS	Operating System
OSA	Open Systems Adapter
OSF	Open Software Foundation
OSI	Open Systems Interconnect
OSPF	Open Shortest Path First
OSS	Operations Support System
OSSP	OSS Protocol
OT	Originating Treatment
OTA	Over-The-Air
OTG	Originating Trunk Group
PAD	Packet Assembler/Disassembler
PAI	P-Asserted-Identity
PAM	Presence and Availability Management
PAP	Password Authentication Protocol
PB	Patch Bundle
PBX	Private Branch Exchange

PC	Personal Computer
PCPI	P-Called-Party-ID
P-CSCF	Proxy Call Session Control Function
PCV	P-Charging-Vector
PDA	Personal Digital Assistant
PDF	Portable Document Format
PDP	Private Dial Plan
PDSN	Packet Data Serving Node
PDU	Protocol Data Unit
PI	Protocol Interpreter
PIC	Primary Interexchange Carrier
PIDF LO	Presence Information Data Form - Location Object
PIM	Personal Information Manager
PIM	Protocol Independent Multicast
PINX	Private Integrated Services Network eXchanges
PISN	Private Integrated Services Networks
PIU	Ports in Use
PKCS	Public Key Cryptosystem
PKI	Public Key Infrastructure
PLMN	Public Land Mobile Network
PM	Performance Measurement
PMT	Protocol Monitor Tool
PNA	Push-Notification-Answer
PNNI	Private Network-to-Network Interface
PNR	Push-Notification-Request
PoC	Push-to-Talk over Cellular *(Part of the Instant Group Call Capabilities)*
POP	Point Of Presence
POP	Post Office Protocol
POTS	Plain Old Telephone Service
PPI	P-Preferred-Identity
PPP	Point-to-Point Protocol
PPTP	Point-to-Point Tunneling Protocol
PRACK	Provisional Response Acknowledgement
PRFX	Prefixing Digits
PRI	Primary Rate Interface

PS	Provisioning Server
PSAP	Public Safety Answering Point
PSDN	Public Switched Data Network
PSI	Public Service Identities
PSM	Phone Status Monitoring
PSTN	Public Switched Telephone Network
PSUI	P-Served-User-Identity
PTPS	Provisioning Transactions Per Second
PTT	Push to Talk
PUIs	Public User Identities
PVC	Permanent Virtual Circuit
PVI	PriVate user Identity
PVP	Provisioning Validation Protocol
PWD	Print Working Directory
QA	Quality Assurance
QCIF	Quarter Common Intermediate Format
QLLC	Qualified Logical Link Control
QoS	Quality of Service
QSIG	Q (point of the ISDN model) Signaling
RAC	Real Application Cluster
RACF	Resource Access Control Facility
RADIUS	Remote Authentication Dial-In User Service
RAID	Redundant Array of Independent Disks
RAM	Random Access Memory
RARP	Reverse Address Resolution Protocol
RAS	Registration, Admission, and Status Protocol
RAS	Remote Access Service
RBOC	Regional Bell Operating Company
RC	Release Candidate
RC	Rate Center
RCF	Registration Confirmation
RDB	Reporting Database
RDP	Remote Desktop Protocol
REXEC	Remote Execution Command Protocol
RFC	Request for Comments
RIP	Routing Information Protocol

RIPE	Réseaux IP Européens
RISC	Reduced Instruction-Set Computer
RMI	Remote Method Invocation
RMPS	REGISTER Messages Per Second
RO	Remote Office
RoHS	Restriction of Hazardous Substance
ROM	Read-Only Memory
RPC	Remote Procedure Call
RPID	Remote-Party-ID
RPS	Registrations Per Second
RQNT	Notification Request
RR	Retransmission Rate
RRQ	Registration Request
RS	Redirect Server
RS	Reporting Service
RSH	Remote Shell
RSIP	Realm-specific Internet Protocol
RSVP	Resource Reservation Protocol
RTCP	Real-Time Control Protocol
RTP	Real-Time Transport Protocol
RTSP	Real-Time Streaming Protocol
RTTTL	Ring Tone Text Transfer Language
RW	Read Write
SA	System Administrator
SA	Security Association
SAC	Sustained Authorization Codes
SAP	Service Access Point
SBC	Session Border Control
SCA	Shared Call Appearance
SCA	Selective Call Appearance
SCCP	Signaling Connection Control Part
SCCP	Simple Conference Control Protocol
SCE	Service Creation Environment
SCF	Selective Call Forwarding
SCIM	Service Capability Interaction Manager
SCP	Service Control Point

SCP	Simple Control Protocol
SCP	Secure Copy
SCR	Selective Call Rejection
SCRL	Service Center Routing List
S-CSCF	Serving - Call Session Control Function
SCTP	Stream Control Transmission Protocol
SDH	Synchronous Digital Hierarchy
SDK	Software Development Kit
SDLC	Synchronous Data Link Control
SDP	Session Definition Protocol
SDP	Session Description Protocol
SET	Secure Electronic Transaction
SGML	Standard Generalized Markup Language
SGW	Signaling Gateway Function
Sh	The interface between an IP Multimedia Subsystem (IMS) Application Server (AS) and an IMS Home Subscriber Server (HSS)
SHA	Secure Hash Algorithm
SHLR	Smart Home Location Register
S-HTTP	Secure Hypertext Transfer Protocol
SID	Silence Indicator
SIMPLE	Session Initiation Messaging and Presence Leveraging Enhancements
SIP	Session Initiation Protocol
SIU	Signaling Interface Unit
SLA	Service Level Agreement
SLF	Subscription Locator Functional Entity
SLIP	Serial Line Internet Protocol
SMAP	Software Management Application Protocol
SMB	Small Medium Business
SMC	Standard Management Committee
SMDI	Simplified Message Desk Interface
SMDR	Station Management Server
SME	Small to Medium-sized Enterprises
SMI	Structure of Management Information
S-MIME	Secure Multipurpose Internet Mail Extension
SMPP	Short Message Peer-to-Peer Protocol

SMS	Short Message Service
SMS-C	Short Message Service Center
SMTP	Simple Mail Transfer Protocol
SN	Significant Numbers
SNA	System Network Architecture
SNA	Subscribe-Notifications-Answer
SNAP	Subnetwork Access Protocol
SNMP	Simple Network Management Protocol
SNR	Subscribe-Notifications-Request
SOA	Start of Authority
SOAP	Simple Object Access Protocol
SOHO	Small-Office/Home-Office
SONET	Synchronous Optical Network
SORM	Russian acronym for LI
SP	Service Provider
SP	Server Process
SPAN	Services and Protocols for Advanced Networks
SPE	Service Provider Equipment
SPI	Security Parameter Index
SQCIF	Sub-Quarter Common Interchange Format
SQL	Structured Query Language
SR	Selective Router
SRT	Setup Response Time
SRTP	Secure Real-time Transport Protocol
SRV	Service Locator
SS7	Signaling System 7
SSAP	Source Service Access Point
SSH	Secure Shell
SSL	Secure Sockets Layer
SSN	Sub-System Number
SSO	Single Sign-On
SSP	Switch-to-Switch Protocol
SSRC	Synchronization Source
STNC	Station Code
STP	Signal Transfer Point
STUN	Simple Traversal of UDP through NAT

SVC	Switched Virtual Circuit
SW	Software
T1	Trunk level 1
TAPI	Telephony API
TC	Total Calls
TCAP	Transactional Capabilities Application Part
TCC	Trunking Call Capacity
TCP	Transmission Control Protocol
TCP/IP	Transmission Control Protocol/Internet Protocol
TDM	Time Division Multiplexing
TDMA	Time Division Multiple Access
TFTP	Trivial File Transfer Protocol
TIPHON	Telecommunications and Internet Protocol Harmonization Over Networks
TLPB	Transport-Layer Protocol Boundary
TLS	Transport Layer Security
TMN	Telecommunications Management Network
TOS	Type of Service
TPS	Transactions Per Second
TPVM	Third-Party Voice Mail
TR	Terminating Redirection
TRD	Transit Routing Domain
TRMT	Treatment
TSD	Two-Stage Dialing
TT	Termination Treatment
TTL	Time to Live
TTRep	TimesTen Replication
TTS	Text-to-Speech
TUI	Telephony User Interface
TZ	Timezone
UA	User Agent
UAC	User Agent Client
uaCSTA	User Agent Computer Supported Telecommunications Applications
UAS	User Agent Server
UDA	User-Data-Answer
UDP	User Datagram Protocol

UDPTL	User Datagram Protocol Transport Layer
UDR	User-Data-Request
UE	Unit Equipment
UG	User Get
UI	User Interface
UID	Unique Identifier
Uid	Unique Identifier
UIQ	User Interface Quartz
uLaw	North American Standard for Analog to Digital Audio Data Conversion
UM	Unified Messaging
UMP	User Managed Privacy
UNDT	Undetermined Destination
UO	User Originating
URI	Uniform Resource Indicator
URI	Uniform Resource Identifier
URL	Uniform Resource Locator
US	User Set
USM	User-based Security Model
UT	Universal Time
UTC	Coordinated Universal Time
UUS	User-to-User
V&H	Vertical and Horizontal
VACM	View-Based Access Control Model
VAD	Voice Activity Detection
VAIL	VoIP Application Interface Layer
VAO	Video Add-On
VAR	Value-Added Reseller
VC	Virtual Circuit
vCard	Virtual (business) Card
VCC	Voice Call Continuity
VDB	Validation Database
VLAN	Virtual Local Area Network
VM	Virtual Machine Operating System
VM	Voice Mail
VMD	Voice Mail Deposit

VMR	Voice Mail Retrieval
VMR	Violation Monitoring and Removal
VMS	Voice Mail System
VoIP	Voice Over Internet Protocol
VP	Voice Portal
VPB	Virtual Patch Bundle
VPC	VoIP Positioning Center
VPN	Virtual Private Network
VRML	Virtual Reality Modeling Language
VRRP	Virtual Router Redundancy Protocol
VSP	Voice over IP Service Provider
Vsubs	Virtual Subscribers
VTAM	Virtual Telecommunications Access Method
VTR	Verify Translation
VTRI	Verification TRanslation Input
W3C	World Wide Web Consortium
WAN	Wide Area Network
WAP	Wireless Application Protocol
WAS	Web-based Authentication Server
WAV	Wave (file extension)
Webapp	Web Application
WIFI	Wireless Fidelity
WIX	Windows Installer XML
WLAN	Wireless Local Area Network
WLSS	WebLogic SIP Server
WS	Web Server
WSDL	Web Service Description Language
WSP	Wireless Session Protocol
WSP	Wholesale Protocol
WTS	Windows Terminal Services
WWW	World Wide Web
X.25	CCITT Packet Switching Standard
X.400	CCITT and ISO Message-handling Service Standard
X.500	ITU and ISO Directory Service Standard
X.509	ITU and ISO Digital Certificate Standard
X11	X Window System Version 11

XCAP	XML Configuration Access Protocol
xDSL	External Digital Subscriber Line
XLA	Transaction Log API (TimesTen term)
XML	eXtensible Markup Language
XOIP	X-Origin-IP
XS	Execution Server
Xsi	BroadWorks Xtended Services Interface
XSL	eXtensible Stylesheet Language
Xsp	BroadWorks Xtended Services Platform

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