Application Server Group Web Interface

Administration Guide - Part 2

Release 14.0

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INTRODUCTION

1 About This Guide

The *BroadWorks Application Server Group Web Interface Administration Guide – Part 2* is designed to assist group and department administrators with management of all BroadWorks user 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 group and department administration functions, see the *BroadWorks Application Server Group Web Interface Administration Guide – Part 1.*

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 CommPilot web interface of the Application Server, performs these user tasks:

- Add, modify, or delete users
- Configure services as virtual users
- Assist or train users in personal service configuration

Users can customize and configure their own services, which reduces the cost and need for customer service. Self-managed customers also benefit from reduced lag time for service orders. The design of the system allows for the possibility of requesting and receiving new services, additional numbers, and expanded access online.

GROUP ADMINISTRATION

This section contains the following chapters:

- Profile Menu
- Services Menu
- Loudspeaker Paging

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**.

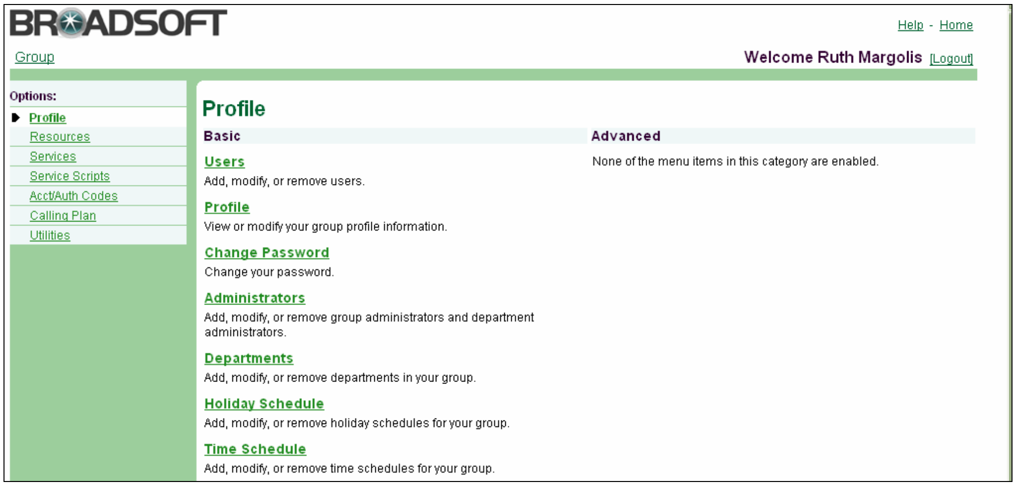

Figure 1 Group – Profile Menu

The *Group – Profile* menu contains these items:

- Basic menu

  This menu displays the items that all group administrators can use. This guide describes the user-specific items.

3.1 Access Group – Profile Menu

Use the *Group – Profile* menu to add and modify the users in your group.

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

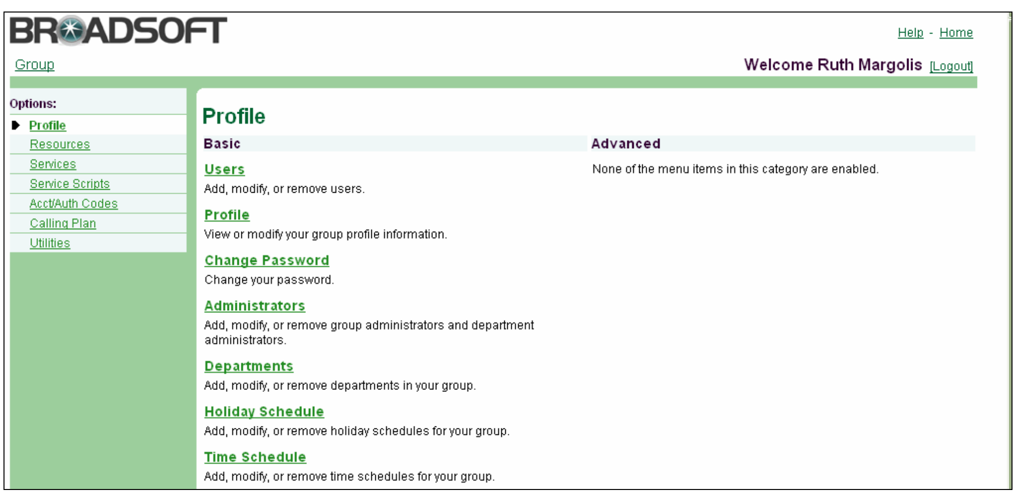

Figure 2 Group – Profile Menu

3.2 Users

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

- List Users
- Add a User
- Access User – Profile Menu
- Modify a User Profile or Delete a User
- Change a User ID
- Change User Addresses
- Change User Password
- Assign or Unassign Services
- Configure Other User Options
- Access User Option Menus
- Configure Custom Ringback User Profiles
- Configure Alternate Numbers
- Configure Calling Party Category
- Turn Warning Tone for Directed Call Pickup with Barge-in On or Off
- Turn Physical Location On or Off
- Configure Shared Call Appearance Locations
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- Configure Outgoing Digit Plan
- Configure Outgoing Calling Plan
- Configure Incoming Calling Plan
- Configure Outgoing Authorization Codes
- Configure Transfer Numbers
- Allow User to Configure and View Call Details for Attendant Console
- Configure Busy Lamp Field
- Configure Fax Messaging
- Intercept User
- Modify or Delete Conferences

3.2.1 List Users

Use the *Group – Users* page to list all the users in the group. On this page, you can search for a particular user. From this page, you can add a user or select a user to be modified or deleted, change a user password, or assign services to or unassign services from a user.

> 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 users, no Add button appears on this page.

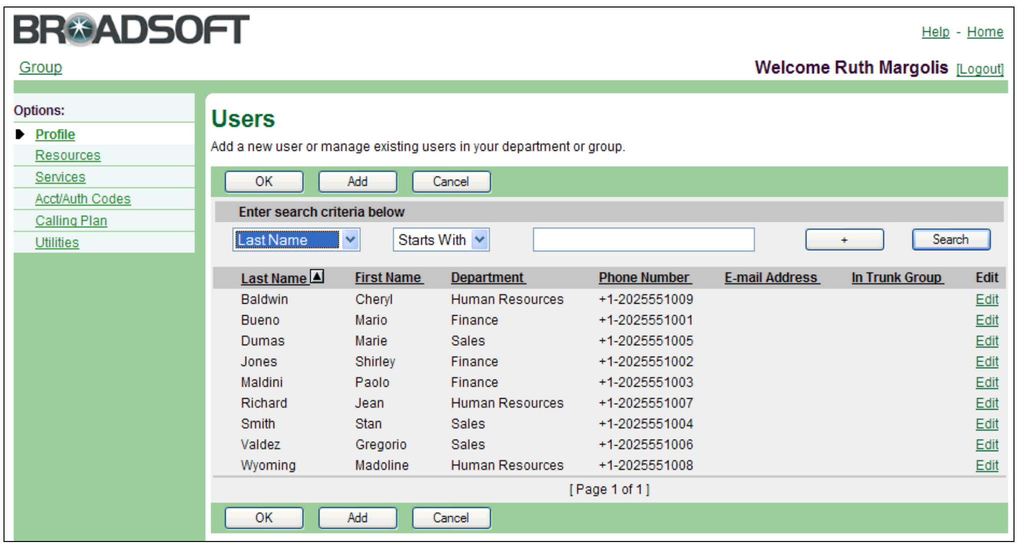

Figure 3 Group – Users

1) On the *Group – Profile* menu page, click **Users**. The *Group – Users* page with search criteria boxes appears.
2) To display the list of users, click **Search**. The *Group – Users* page with the list of users and search criteria boxes appears.

   The *Groups – Users* page is a list page that contains an advanced search. The Last Name, First Name, Department, Phone Number, and E-Mail Address appear for each user. Depending on the number of pages of data in a list, you can 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** or **Cancel**.

3.2.2 Add a User

Use the *Group – Users Add* page to add a user.

NOTE 1: BroadSoft recommends a maximum of 10,000 users per group on the system. This helps improve database queries and other tasks, which take longer as the group size increases.

NOTE 2: The system can be configured to allow user authentication to be performed by an external server. When external authentication is active, no password fields appear on this page.

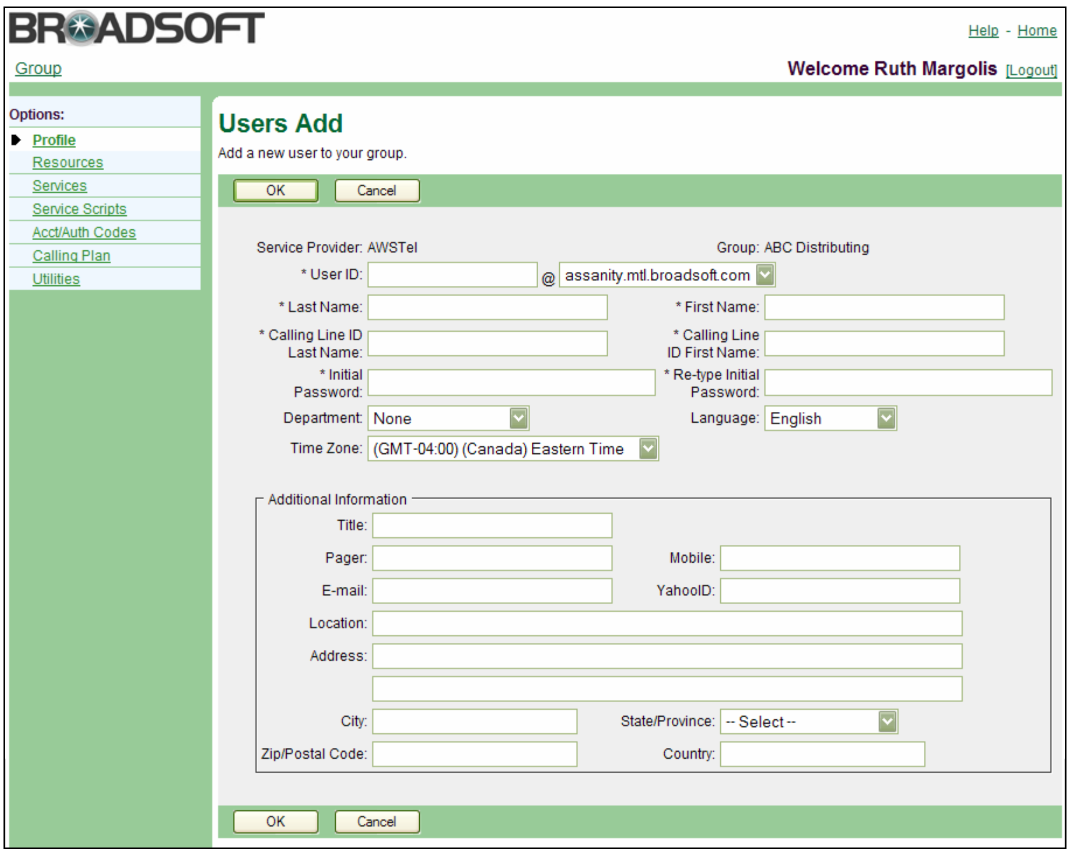

Figure 4 Group -- Users Add

1) On the *Group – Profile* menu page, click **Users**. The *Group – Users* page appears.
2) Click **Add**. The *Group – Users Add* page appears.
3) Type information for the user. Required data is indicated with an asterisk (*).

   Following is a table of the input boxes and the data required for each box. To move from one box to another, use the TAB key on the keyboard or click in the next box.

Input Box Name	Required?	Description	Example
Service Provider	(Read only)	The service provider for the group.	SP01

Input Box Name	Required?	Description	Example
Group	(Read only)	The name of the group.	
User ID	Yes	The login ID (no spaces, dashes or the symbols * and +).	Joe123
@	Yes	The domain name. The drop-down list displays all domains configured for the group. The group default domain name appears first.	joe@abcompany.com
Last Name	Yes	A character-based name.	Smith
First Name	Yes	A character-based name.	Joe
Calling Line ID Last Name	Yes	The last name of the user for the calling line ID (CLID).	
Calling Line ID First Name	Yes	The first name of the user for the CLID.	
Calling Line ID Phone Number	No	The phone number to appear as the CLID for all calls, all but emergency calls, or only emergency calls. For information about which of these settings has been configured for the group, contact your service provider administrator. (Note however that these are system-wide settings that can only be configured by the system provider administrator.) This text box does not display if the system provider administrator has disabled the user CLID for all calls. **NOTE**: Use legacy number for users ported onto BroadWorks.	**NOTE**: The number that appears as a user's CLID also depends on the setting selected for the Group CLID. For more information, see the *BroadWorks Application Server Group Web Interface Administration Guide – Part 1*.
Hiragana Last Name	Yes	Enter a character-based name. This input box is designed for specific markets. It does not appear unless configured by the system administrator.	
Hiragana First Name	Yes	Enter a character-based name. This input box is designed for specific markets. It does not appear unless configured by the system administrator.	
Initial Password	Yes	Type the initial password for the user.	*******
Re-type Initial Password	Yes	Type the initial password again.	*******

Input Box Name	Required?	Description	Example
Department	No	The department. The drop-down list displays all departments in your group, and if your group is part of an enterprise, all departments created at the enterprise level by your enterprise administrator. **NOTE**: You cannot assign a user to more than one department.	Marketing
Language	Yes	Language in which service announcements and treatments for incoming and outgoing calls for the user are played. Default is English (U.S. English) unless provisioned otherwise.	English
Time Zone	Yes	The time zone.	(GMT-05:00) – US Indiana
Additional Information			
Title	No	The title of the user.	Marketing Director
Pager	No	The pager number of the user as you would dial it.	4105558888 or 17175551234
Mobile	No	The mobile phone number of the user as you would dial it.	4105559999
E-mail	No	A valid e-mail address in the format of user@host.com.	joe@broadsoft.com
Yahoo ID	No	The user's Instant Messaging Yahoo ID.	joeMarketing
Location	No	The user's specific location (for example floor number or cubicle number).	12-103
Address	No	The street address of the user (the company address). There are two lines for information such as a suite or office number.	123 Main Street Suite 701
City	No	The city.	Baltimore
State/Province	No	The state or province.	MD
Zip/Postal Code	No	The zip or postal code.	20877
Country	No	The country.	United States

NOTE: Remind users to change their passwords after they log in to the system for the first time.

4) 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.

3.2.3 Access User – Profile Menu

Use the *User – Profile* menu page to display the pages to modify a user profile, to delete a user, to change a user password, or to assign services to or unassign services from a user.

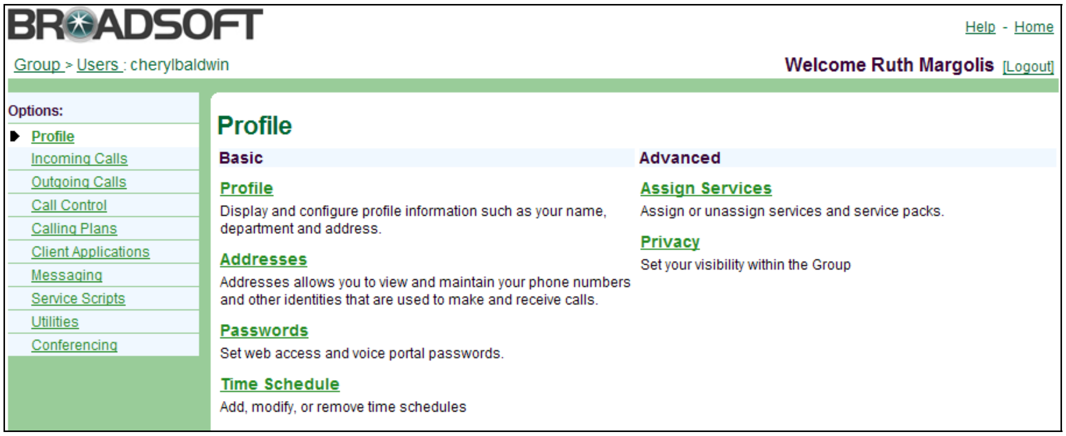

Figure 5 User -- Profile Menu

1) On the *Group – Profile* menu page, click **Users**. The *Group – Users* page with search criteria boxes appears.
2) To display the list of users, click **Search**. The *Group – Users* page with the list of users 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) Click **Edit** or any item on the row for the user. The *User – Profile* menu page appears.
4) To display the options for your *Home* page, click **Group** or **Home**.

3.2.4 Modify a User Profile or Delete a User

Use the *User – Profile* page to modify a user profile or to delete a user.

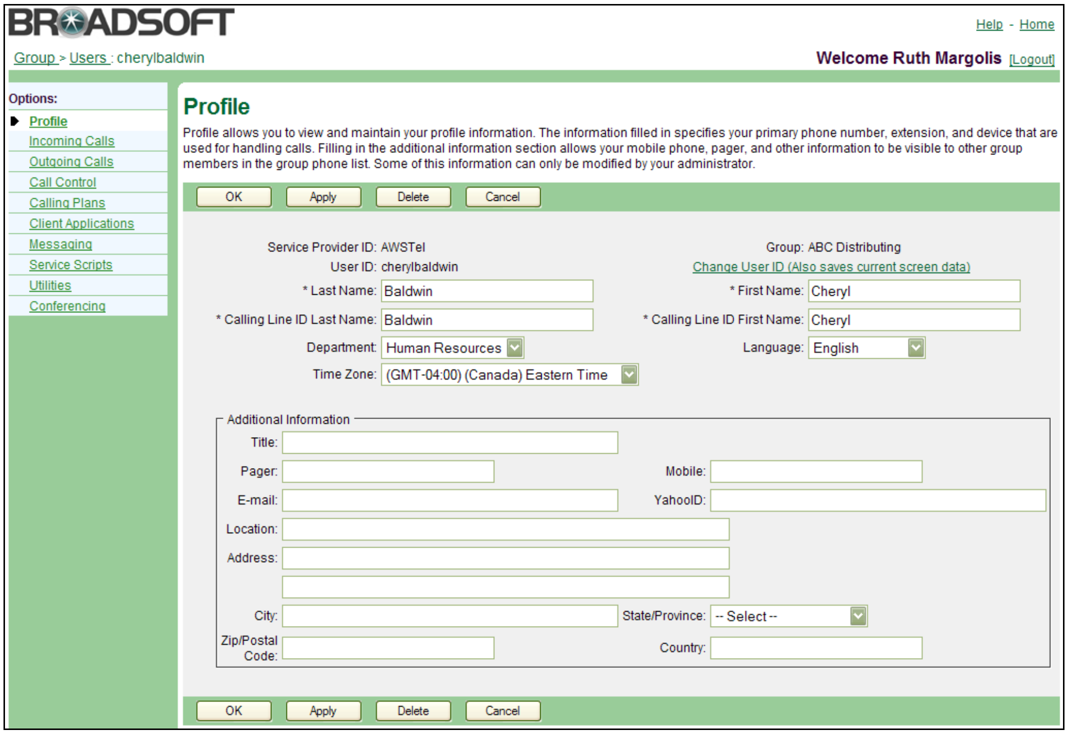

Figure 6 User – Profile

1) For a selected user, on the Profile menu, click **Profile**. The *User – Profile* page appears.

2) To delete the user, click **Delete**. The previous page appears.

3) To edit the user's profile information, type or select data on the page. An asterisk (*) indicates required data. For more information about this page and the data input boxes, see section *3.2.2 Add a User*.

NOTE: If you change the selection for *Language*, for the change to be effective on the web interface, the user must log out and then log in again. For the voice prompts during calls, the change is effective on the next call to or from the user.

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.

3.2.5 Change a User ID

Use the *User – Change User ID* page to change a user ID and domain.

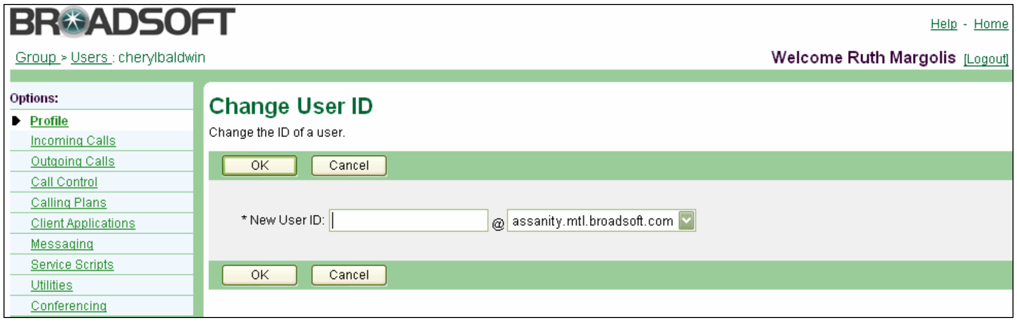

Figure 7 User -- Change User ID

1) For a selected user, click **Profile**. The *User – Profile* page appears.
2) Click **Change User ID** (link in top right of page). The *User – Change User ID* page appears.
3) Type the new user ID, which can be up to 20 characters in length. Do not use spaces, dashes, or the * and + symbols.
4) Select the domain name from the drop-down list, which displays all domains configured for the group. The group default domain name appears first.
5) Save your changes. Click **OK**.

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

3.2.6 Change User Addresses

Use the *User – Addresses* page to change the telephone number, extension, identity/device profile (or line identity, for CMS) and aliases assigned to a user.

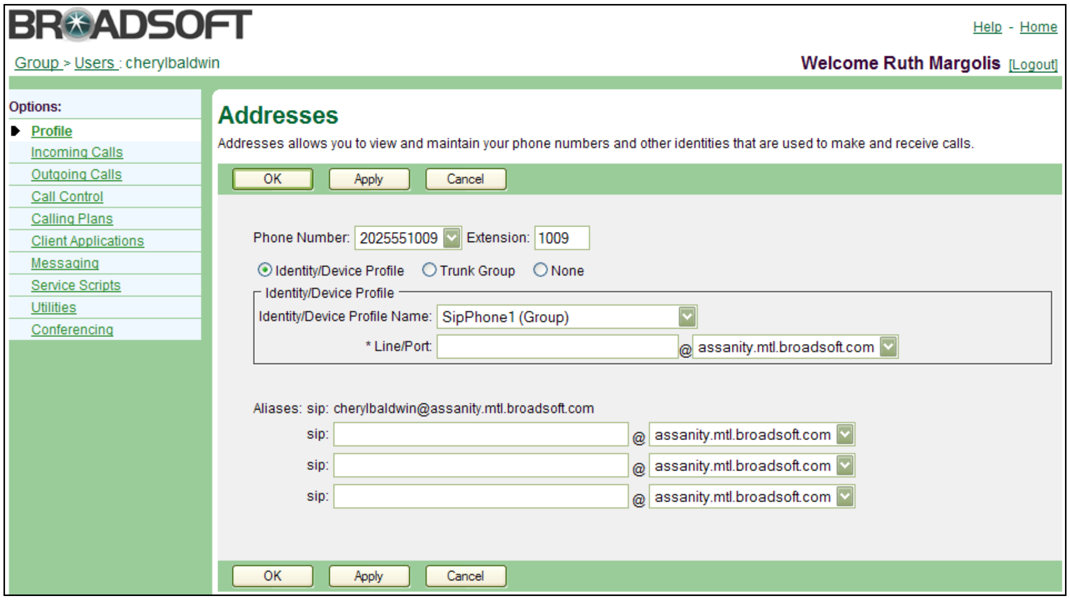

Figure 8 User -- Addresses

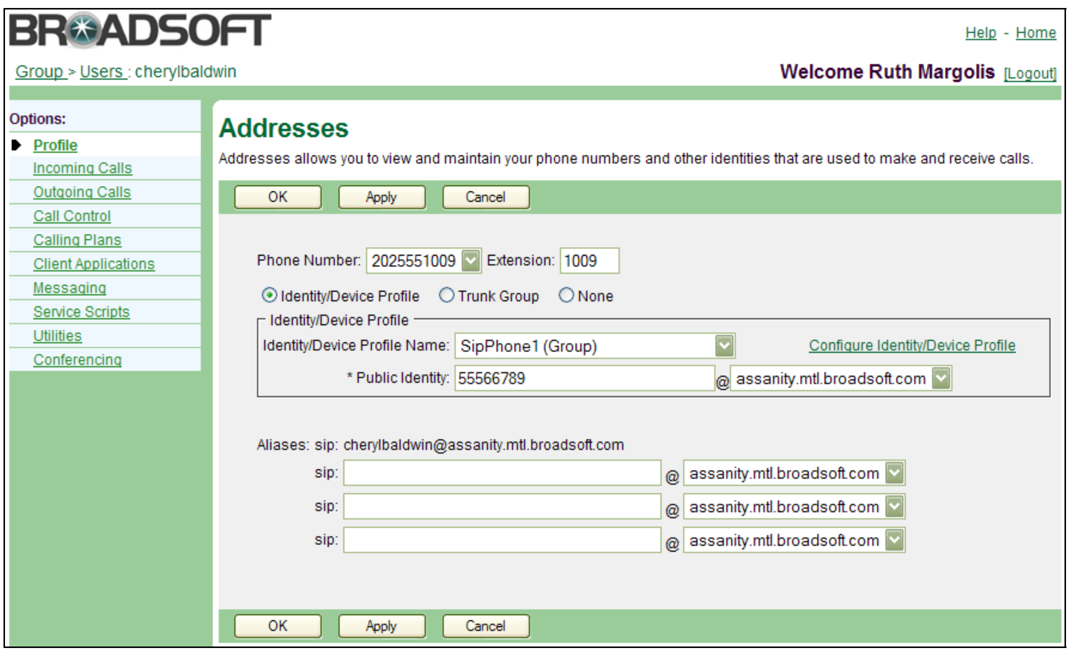

Figure 9 User -- Addresses (IMS Mode)

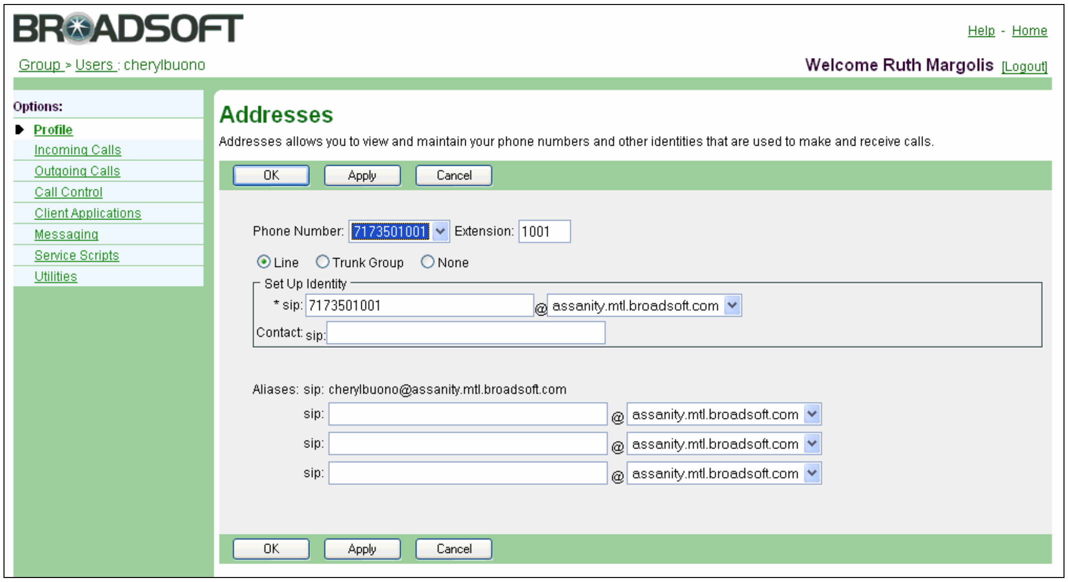

Figure 10 User -- Addresses (CMS)

1) For a selected user, click **Addresses**. The *User – Addresses* page appears

2) Provide a phone number and extension for the user.

3) Provide an identity/device profile (or line identity, for CMS) for the user, if desired.

   – 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.

   – For CMS, click **Line**. A new area of controls appears.

Field	Description
Identity/Device Profile Area (not available in CMS)	
Identity/Device Profile Name	The name of the identity/device profile to assign to this user. You can select any identity/device profile configured on the system, or you may select “New Identity/Device Profile” to create a new identity/device profile by providing additional settings on this page. See the following table for details.
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.
Set Up Identity Area (CMS only)	
Sip	The line identity for the device for this user.
Contact sip	The statically registered contact SIP address for the device for this user, for devices capable of static registration.

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.

If you choose to create a new identity/device profile, you must configure the new identity/device profile using the following settings:

Field	Description
New Identity/Device Profile Name	A descriptive name for the new identity/device profile.
New Identity/Device Profile Type	The type of identity/device profile to use as a basis for your new identity/device profile.
Host Name/IP Address	The network address of the new identity/device profile. Not available in IMS mode.
Port	The IP port used by the new identity/device profile on the host specified above. Not available in IMS mode.
Mac Address	The MAC address of the hardware represented by the identity/device profile. Not available in IMS mode.
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.

– Click **Trunk Group** to assign the user to a pre-existing trunk group, which limits the number of active calls that can be engaged in by its members. When you click this button, a new area of controls appears, allowing you to specify the trunk group that you want to assign to the user.

Field	Description
Trunk Group	The trunk group to assign to this user. You can select any trunk group configured for your group.
Line/Port	The user's line, port number, or SIP address, depending on the identity/device profile type assigned to the selected trunk group. 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.

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

4) Use the *Aliases* controls to specify up to three additional SIP addresses to associate with the user. Calls directed to any of these aliases will be redirected to the assigned user.

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.

3.2.7 Change User Password

Use the *User – Passwords* page to change a user password for the web portal or the voice portal. Users can also change their passwords.

> NOTE: The system can be configured to allow user authentication to be performed by an external server. When external authentication is active, you can set only the voice portal password on this page.

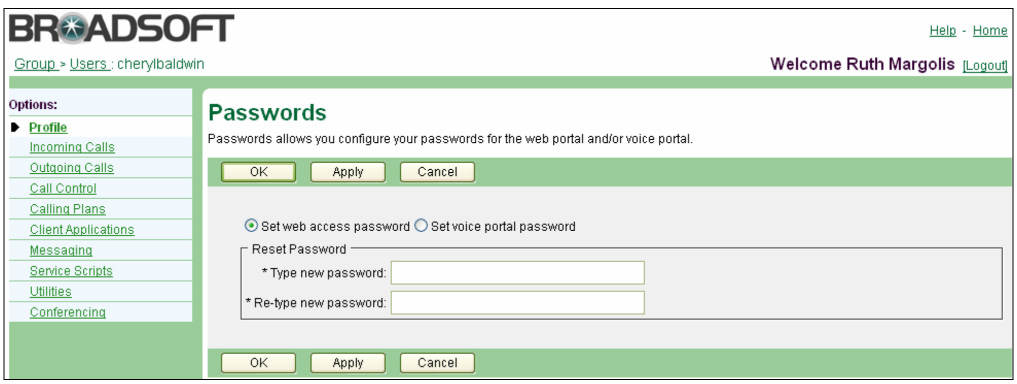

Figure 11 User -- Passwords

1) For a selected user, click **Passwords**. The *User – Passwords* page appears

2) Select the type of password: Click the button for the type you want. The *Set voice portal* button appears only for users with the Voice Messaging service.

3) Type the new password in the *Reset Password* text 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.

3.2.8 Assign or Unassign Services

Use the *User – Assign Services* page to assign services to or unassign services from a user (or a virtual user).

NOTE 1: You can assign only services that your service provider has authorized for your group and which you have assigned to the group.

NOTE 2: For users that are third-party Call Center applications or queues, assign Client Call Control or CommPilot Call Manager and any other applicable user services, such as, Attendant Console, to these users.

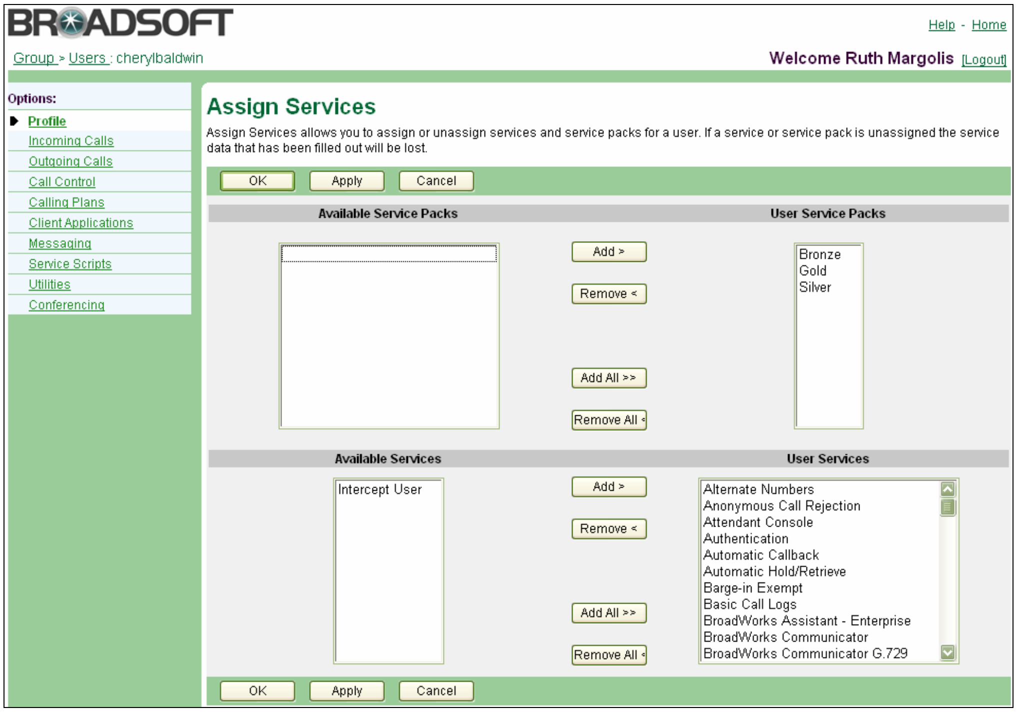

Figure 12 User -- Assign Services

1) For a selected user, click **Assign Services**. The *Assign Services* page appears.

2) Assign service packs and user services:

   – In the *Available Service Packs* or *Available Services* columns, 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 items, click **Add >**. To assign all items (unselected) at once, click **Add All >>**.

3) Unassign service packs and user services.

   – Select the items in the *User Service Packs* or *User Services* column and click **Remove <**. To unassign all items (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.

3.2.9 Configure Other User Options

After you have added users, configured their initial passwords, and assigned services to them, you use menu items from the user option menus to do these procedures (which only you can do for a user):

- Access User Option Menus
- Configure Custom Ringback User Profiles
- Configure Alternate Numbers
- Configure Calling Party Category
- Turn Warning Tone for Directed Call Pickup with Barge-in On or Off
- Turn Physical Location On or Off
- Configure Shared Call Appearance Locations
- Configure Hoteling Host
- Configure Video Add-On
- Configure Outgoing Digit Plan
- Configure Outgoing Calling Plan
- Configure Incoming Calling Plan
- Configure Outgoing Authorization Codes
- Configure Transfer Numbers
- Allow User to Configure and View Call Details for Attendant Console
- Configure Busy Lamp Field
- Configure Fax Messaging
- Intercept User
- Modify or Delete Conferences

> NOTE: This document contains the user procedures that only the group administrator can perform. For descriptions of how users use the user option menus to complete the configuration of their environment, see the *BroadWorks Application Server User Web Interface Administration Guide*.

3.2.10 Access User Option Menus

Use the options that appear for a selected user to configure these services for a User: Custom Ringback, Alternate Numbers, Calling Party Category, Directed Call Pickup with Barge-in, Physical Location, Shared Call Appearance, Hoteling Host, Outgoing Digit Plan, Outgoing Calling Plan, Incoming Calling Plan, Outgoing Authorization Codes, Transfer Numbers, Attendant Console, Fax Messaging, Intercept User, and to modify or delete Conferences.

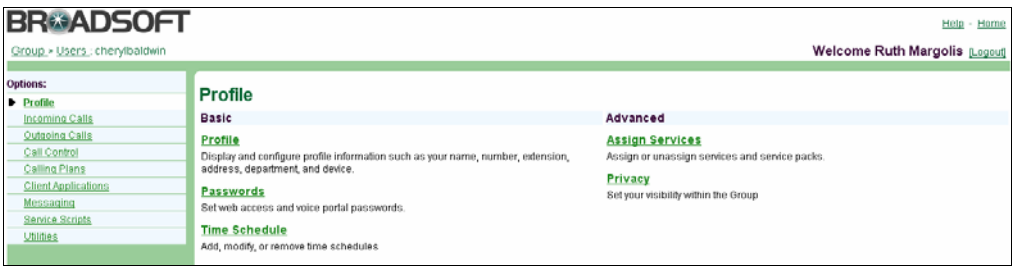

Figure 13 User – Profile Menu

1) Display the options for your Home page: Click **Group** or **Home**.
2) On the *Group – Profile* menu page, click **Users**. The *Group – Users* page with search criteria boxes appears.
3) To display the list of users, click **Search**. The *Group – Users* page with the list of users 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*.
4) Click **Edit** or any item on the row for the user. The user Options appear on the navigation pane and the *User – Profile* menu page appears.
5) To display the options for your Home page, click **Group** or **Home**.

3.2.11 Configure Custom Ringback User Profiles

Use the *User – Custom Ringback User* page to:

- List or Activate/Deactivate Custom Ringback User Profiles
- Add a Custom Ringback User Profile
- Modify a Custom Ringback User Profile

3.2.11.1 List or Activate/Deactivate Custom Ringback User Profiles

Use the User – *Custom Ringback User* page to list or activate or deactivate custom ringback user profiles for the selected user. The *Active*, *Description*, *Time Schedule*, and *Calls From* appears for each custom ringback profile.

NOTE: Video ringback is only available if the Customer Ringback Video service is assigned. Otherwise, only the Audio Ringback options appear on the Custom Ringback pages.

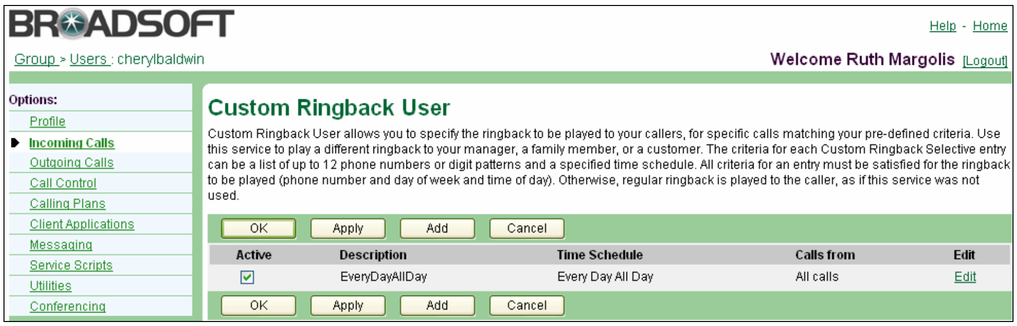

Figure 14 User – Custom Ringback User

1) For a selected user, click **Incoming Calls**. The *User – Incoming Calls* menu page appears.
2) Click **Custom Ringback User**. The *User – Custom Ringback User* page appears.
3) To activate a custom ringback, check **Active**.
4) To deactivate a custom ringback, uncheck **Active**.
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.

3.2.11.2 Add a Custom Ringback User Profile

Use the *User – Custom Ringback User Add* page to add a custom ringback user profile for the selected user. The Custom Ringback service allows you to customize the ringback that is played to your callers.

NOTE: Group administrators are permitted to add custom ringback profiles that access files through an URL.

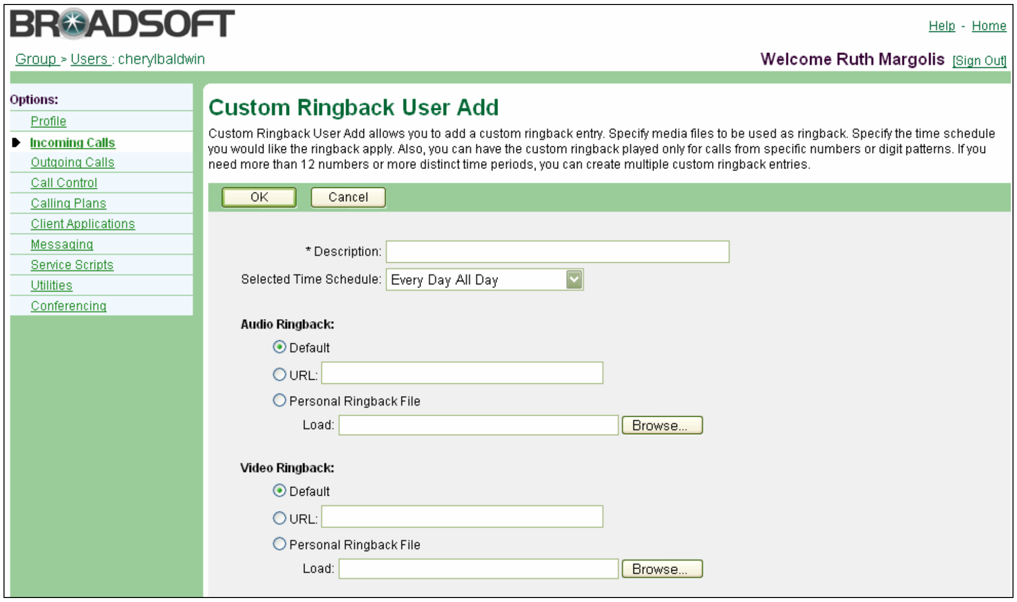

Figure 15 User – Custom Ringback User Add (Top of Page)

1) For a selected user, click **Incoming Calls**. The *User – Incoming Calls* menu page appears.
2) Click **Custom Ringback User**. The *User – Custom Ringback User* page appears.
3) Click **Add**. The *User- Custom Ringback User Add* page appears.
4) In the *Description* text box, type a description for the Custom Ringback entry.
5) From the drop-down list, select the *Time Schedule* for this entry.
6) Specify the audio ringback file, the video ringback file, or both files, as applicable:

NOTE: For video ringback, you must specify a custom video ringback file (not Default) and the user must have a video-capable phone. In all other cases, if you specify a custom audio ringback file, that is played. Otherwise, the default audio file is played.

- To use the default ringback, click “Default”. For video ringback, the Default setting plays the audio file (no video).
- To select the URL, click “URL” and type the URL address.
- To select a personal ringback file, click “Personal Ringback”. Then click **Browse** and select your file.

NOTE: The maximum duration of a ringback file is 120 seconds.

7) To play the custom ringback for all callers, click *Any Phone Number*.
8) To specify selected callers, click *Following phone numbers*. Specify if the Custom Ringback is played to any “Private number” and any “Unavailable number”.

9) To enter specific phone numbers, click the cursor in the text box and type the complete phone number which should trigger the entry. Enter up to 12 numbers for each entry.

NOTE: You can use wild cards. The "?" is a wild card that can replace a single digit anywhere in a digit string. A trailing "*" represents a digit string and can only appear at the end of a string containing digits and "?" wild cards.

Example: 45055512?4, 450555??34, 4505?5*`

10) 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.

3.2.11.3 Modify a Custom Ringback User Profile

Use the *User – Custom Ringback User Modify* page to modify a custom ringback user profile for the selected user.

NOTE: Group administrators are permitted to add custom ringback profiles that access files through an URL.

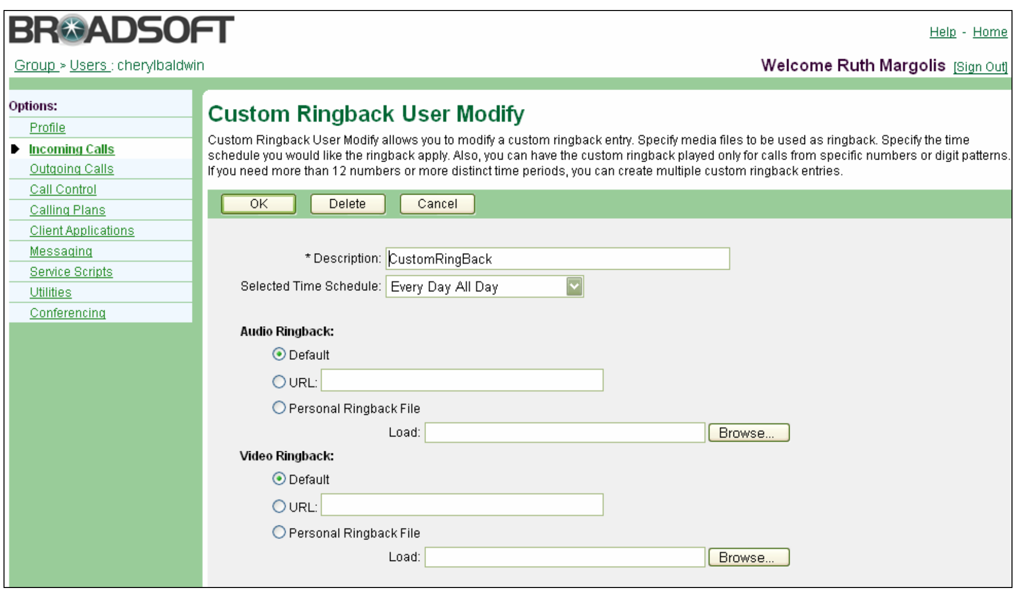

Figure 16 User – Custom Ringback User Modify

1) For a selected user, click **Incoming Calls**. The *User – Incoming Calls* menu page appears.

2) Click **Custom Ringback User**. The *User – Custom Ringback User* page appears.

3) Click **Edit** or any item on the row for the user. The *User – Custom Ringback User Modify* page appears.

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

4) To edit a customer ringback user profile, type or select information for the profile.

NOTE: For video ringback, you must specify a custom video ringback file (not Default) and the user must have a video-capable phone. In all other cases, if you specify a custom audio ringback file, that is played. Otherwise, the default audio file is played.

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.

3.2.12 Configure Alternate Numbers

Use the *User – Alternate Numbers* page to add, modify, or delete up to 10 alternate numbers for a user. A user with alternate numbers can receive calls to their alternate numbers or extensions on their primary phone.

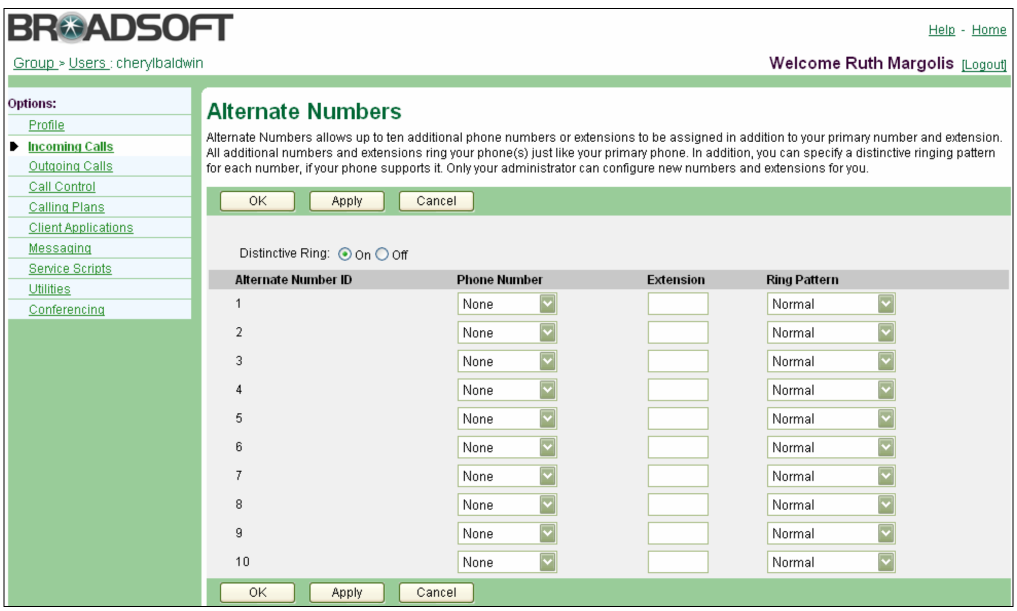

Figure 17 User – Alternate Numbers

1) For a selected user, click **Incoming Calls**. The *User – Incoming Calls* menu page appears.
2) Click **Alternate Numbers**. The *User – Alternate Numbers* page appears.
3) To turn the Distinctive Ring on or off for calls to alternate numbers, click "On" or "Off".
4) From the *Phone Number* drop-down list, select and add an alternate phone number. When you add a number, the extension for that number appears in the *Extension* text box. A user can have any combination of phone numbers and extensions.

5) From the *Ring Pattern* drop-down list, select a ring pattern. You can select from the following four ring patterns:

   – Normal

   – Long-Long

   – Short-Short-Long

   – Short-Long-Short

6) From the *Phone Number* drop-down list, select another number to modify a phone number.

7) To modify an extension, delete the existing extension in the *Extension* text box and type the new extension.

8) From the drop-down list, select "None" to delete a phone number,

9) To delete an extension, highlight the extension and delete it.

10) 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.

NOTE: There are different Call Waiting ring patterns associated with each of the four Alternate Number ring patterns. If the user has the Call Waiting feature assigned and enabled, the call waiting ring pattern is based on the Alternate Number ring pattern selected.

3.2.13 Configure Calling Party Category

Use the *User – Calling Party Category* page to select the category to be associated with all originating, forwarded, and transferred calls from a user to any PSTN party or to another BroadWorks subscriber with the same service in a different BroadWorks group. The category you select is included in the signaling for all the user's calls and helps identify the outgoing calling policies of the user. Calling Party Category is a user service.

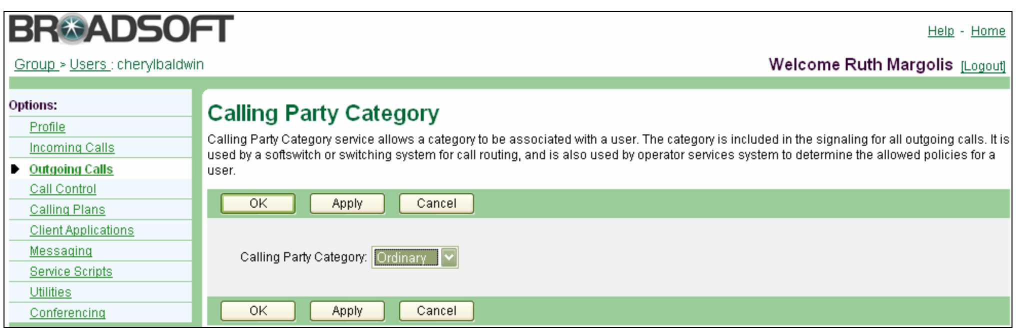

Figure 18 User – Calling Party Category

1) For a selected user, click **Outgoing Calls**. The *User – Outgoing Calls* menu page appears.

2) Click **Calling Party Category**. The *User – Calling Party Category* page appears.

3) Select the category from the drop-down list:

- Special: The user is always routed to an operator services system.
- Hospital: The user is calling from a hospital.
- Hotel: The user is calling from a hotel or motel.
- Prison: The user is calling from a prison.
- Payphone: The user is calling from a pay phone (private).
- Ordinary: The user has no special characteristics (default).

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.

3.2.14 Turn Warning Tone for Directed Call Pickup with Barge-in On or Off

Use the *User – Directed Call Pickup with Barge-in* page to turn the warning tone for barge-in to on or off for a selected user. A user with the Directed Call Pickup with Barge-in user service can barge in on a call directed to or originating from another user in the same group as long as the second user has only that one call. A feature access code controls use of the Directed Call Pickup with Barge-in service. For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide.*

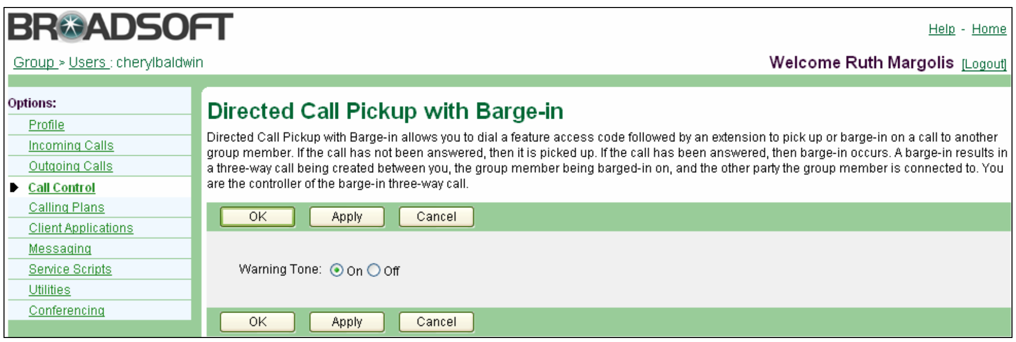

Figure 19 User – Directed Call Pickup with Barge-in

1) For a selected user, click **Call Control**. The *User – Call Control* menu page appears.
2) Click **Directed Call Pickup with Barge-in**. The *User – Directed Call Pickup with Barge-in* page appears.
3) To turn the Warning Tone on or off for barge-in calls to other users in the same group, click “On” or “Off”.
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.

3.2.15 Turn Physical Location On or Off

Use the *User – Physical Location* page to turn the Physical Location service to on or off for a selected user. A user with the Physical Location user service must make their calls from the identity/device profile for which a physical location has been configured. If the user makes a call from another identity/device profile, the call will not go through.

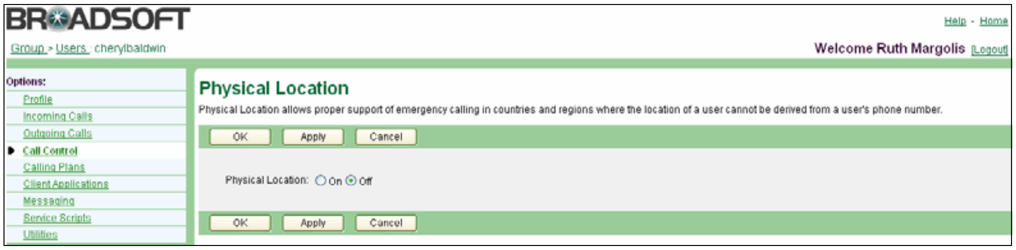

Figure 20 User – Physical Location

1) For a selected user, click **Call Control**. The *User – Call Control* menu page appears.

2) Click **Physical Location**. The *User – Physical Location* page appears.

3) To turn the service on or off, click "On" or "Off".

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.

3.2.16 Configure Shared Call Appearance Locations

Use the **Shared Call Appearance** (SCA) item on the *User – Call Control* menu to:

- List or Delete Shared Call Appearance Locations
- Add a Shared Call Appearance Location
- Modify Shared Call Appearance Locations

The Shared Call Appearance service allows you to provision up to 35 locations (identity/device profiles or CMS identities) for a user. These locations share the same line appearance, so they all behave as extensions of a single line, or user.

One of these provisioned locations is the user's primary location, while the other locations are called alternate locations. Users can be assigned any identity/device profile for their primary and alternate locations.

> NOTE: For CMS, you assign identities to shared locations (CMS identities) not identity/device profiles.

3.2.16.1 List or Delete Shared Call Appearance Locations

Use the *User – Shared Call Appearance* page to list the shared call appearance identity/device profiles assigned to the user, or to delete an identity/device profile from the user's account.

For CMS, use this page to list the identities of the shared call appearance locations assigned to the user, or delete an identity from the user's account.

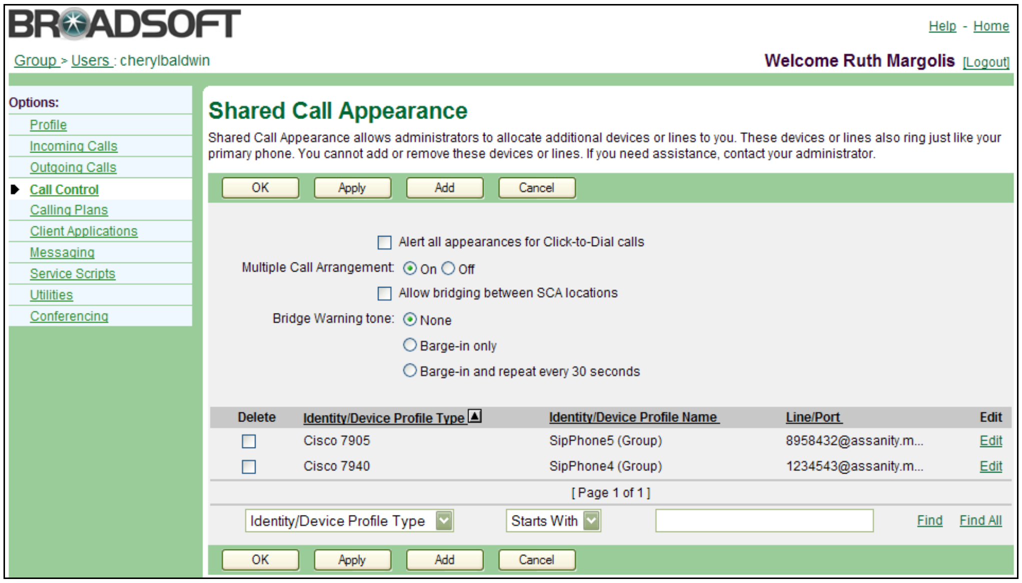

Figure 21 User – Shared Call Appearance

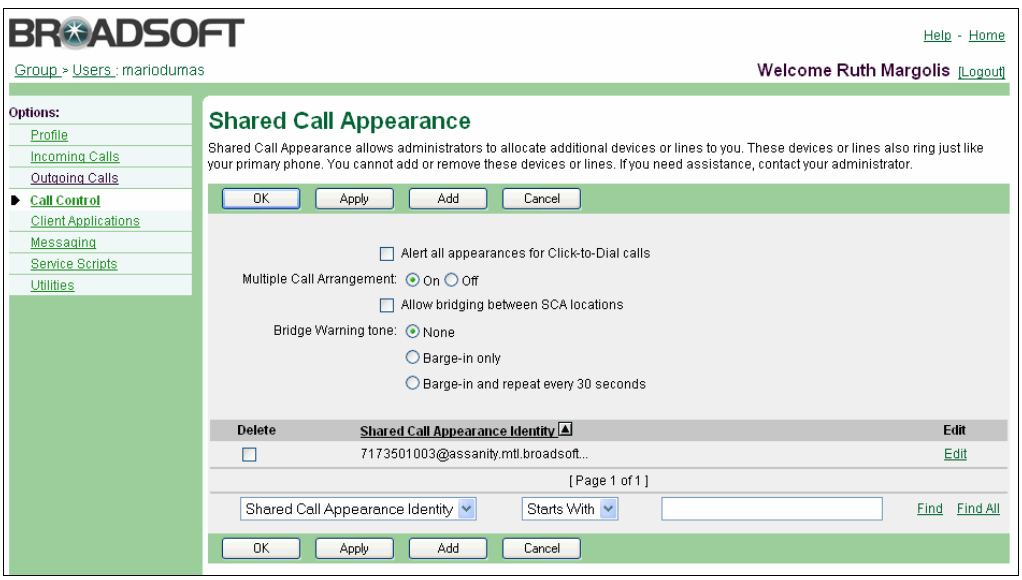

Figure 22 User – Shared Call Appearance (CMS)

1) For a selected user, click **Call Control**. The *User – Call Control* menu page appears.

2) Click **Shared Call Appearance**. The *User – Shared Call Appearance* 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*.

3) To delete a shared call appearance identity/device profile or an identity (for CMS), check the **Delete** box in the corresponding row.

4) To alert all of the shared call appearance locations when the user places calls from CommPilot Call Manager, check the *Alert all appearances for Click-to-Dial calls* box.

5) To allow each of the shared call appearance locations to be used while the user is on a call, click *Multiple Call Arrangement* "On". Otherwise, once a user is on a call, only that shared call appearance location can be used.

6) To allow bridging, that is, allowing one or more users to pick up the device at one of the user's shared call appearance locations and barge in on the user's current call, check the *Allow bridging between SCA locations* box.

   To configure a warning tone to alert all the users on a call that the call has been bridged, click *Bridge Warning tone* to "None", "Barge-in only", or "Barge-in and repeat every 30 seconds".

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.

3.2.16.2 Add a Shared Call Appearance Location

Use the *User – Shared Call Appearance Add* page to add shared call appearance identity/device profiles or CMS identities for a user.

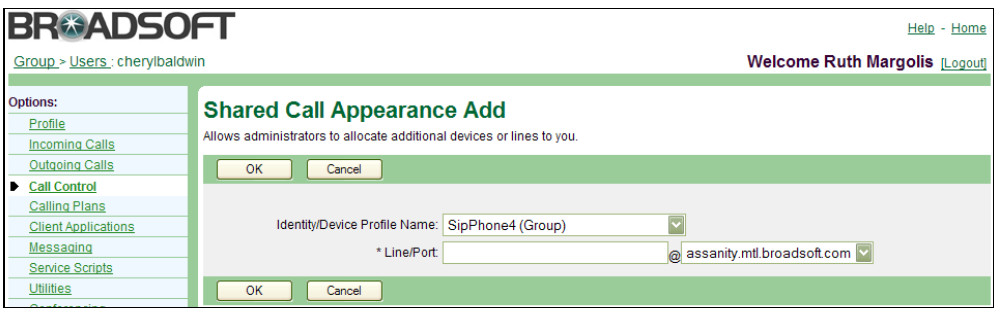

Figure 23 User – Shared Call Appearance Add

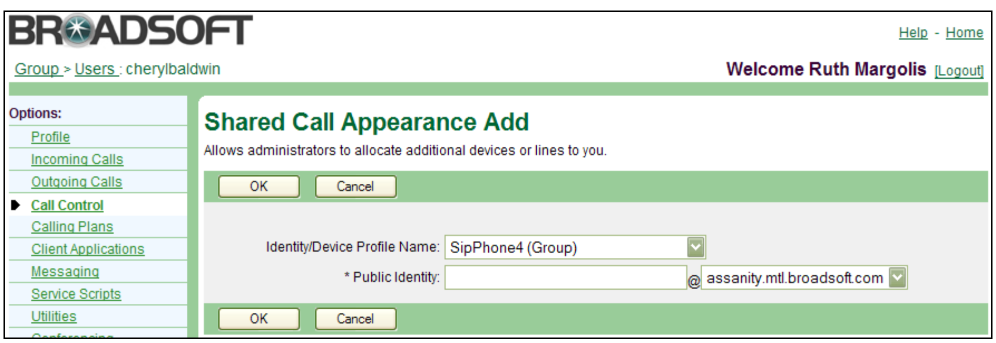

Figure 24 User – Shared Call Appearance Add (IMS Mode)

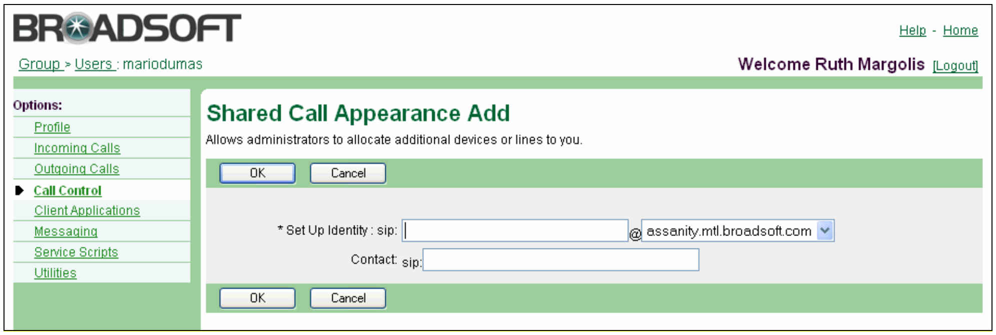

Figure 25 User – Shared Call Appearance Add (CMS)

1) For a selected user, click **Call Control**. The *User – Call Control* menu page appears.
2) Click **Shared Call Appearance**. The *User – Shared Call Appearance* page appears.
3) Click **Add**. The *User – Shared Call Appearance Add* page appears.
4) Enter values for the following fields:

Field	Description
Identity/Device Profile Name	The name of the identity/device profile to assign to this shared call appearance location. You may select any identity/device profile configured on the system, or you may select "New Identity/Device Profile" to create a new identity/device profile by providing additional settings on this page. See the following table for details.
Line/Port	The line, port number, or SIP address of the new shared call appearance location, depending on the identity/device profile type you selected. Not available in IMS mode.
Public Identity	The SIP address of the new shared call appearance location. Only available in IMS mode.
Contact	A SIP contact address for the new shared call appearance location. Only available for identity/device profile types that allow static registrations.

For CMS, enter values for the following fields:

Field	Description
Set Up Identity sip	The line identity for the device for this user.
Contact sip	The statically registered contact SIP address for the device (for this user), for devices capable of static registration.

If you choose to create a new identity/device profile, you must configure the new identity/device profile using the following settings:

Field	Description
New Identity/Device Profile Name	A descriptive name for the new identity/device profile.
New Identity/Device Profile Type	The type of identity/device profile to use as a basis for your new identity/device profile.

Field	Description
Host Name/IP Address	The network address of the new identity/device profile. Not available in IMS mode.
Port	The IP port used by the new identity/device profile on the host specified above. Not available in IMS mode.
Mac Address	The MAC address of the hardware represented by the identity/device profile. Not available in IMS mode.
Line/Port	The line, port number, or SIP address of the new shared call appearance location, depending on the identity/device profile type you selected. Not available in IMS mode.
Public Identity	The SIP address of the new shared call appearance location. Only available in IMS mode.
Contact	A SIP contact address for the new shared call appearance location. Only available for identity/device profile types that allow static registrations.

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.

3.2.16.3 Modify Shared Call Appearance Locations

Use the *User – Shared Call Appearance Modify* page to:

- Modify or delete identity/device profile names assigned to shared locations for a user.
- Delete CMS identities assigned to shared locations for a user.

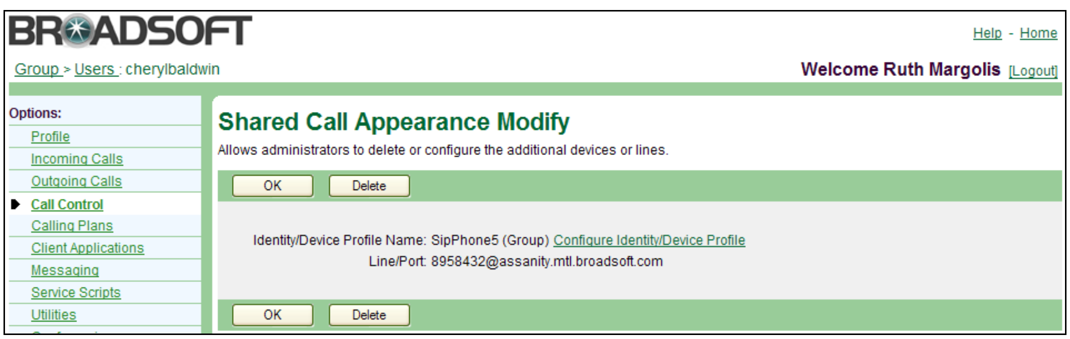

Figure 26 User – Shared Call Appearance Modify

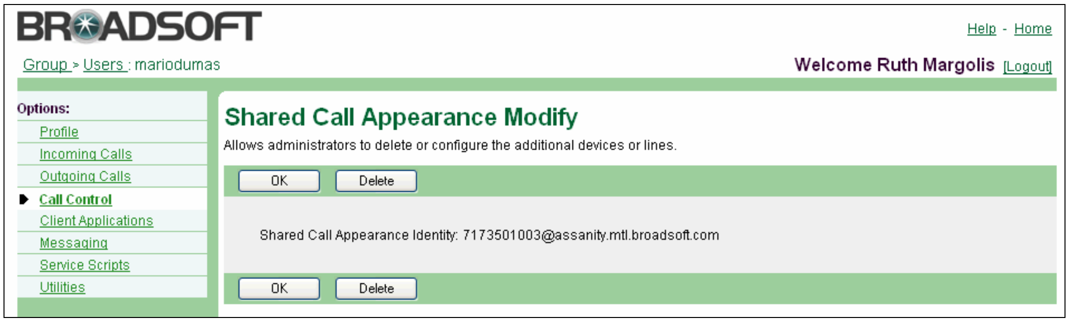

Figure 27 User – Shared Call Appearance Modify (CMS)

1) For a selected user, click **Call Control**. The *User – Call Control* menu page appears.

2) Click **Shared Call Appearance**. The *User – Shared Call Appearance* 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*.

3) Click **Edit** or any item on the row for the identity/device profile name or the CMS shared call appearance identity. The *User – Shared Call Appearance Modify* page appears.

> NOTE: To delete the shared call appearance location, click **Delete**. The previous page appears.

4) To modify the shared call appearance location, click **Configure Identity/Device Profile** (not available in CMS). The *Group – Identity/Device Profile Modify* page appears. For more information on defining search criteria, see the *BroadWorks Getting Started Web Interface Administration Guide.*

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.

3.2.17 Configure Hoteling Host

Use the *User – Hoteling Host* page to configure a user account and its associated device as a host for temporary guest users.

> NOTE: A user may not be both a hoteling host and a hoteling guest at the same time. If both of these services are assigned to a user, that user will be unable to accept any guests or associate with any hosts until one of these services is unassigned.

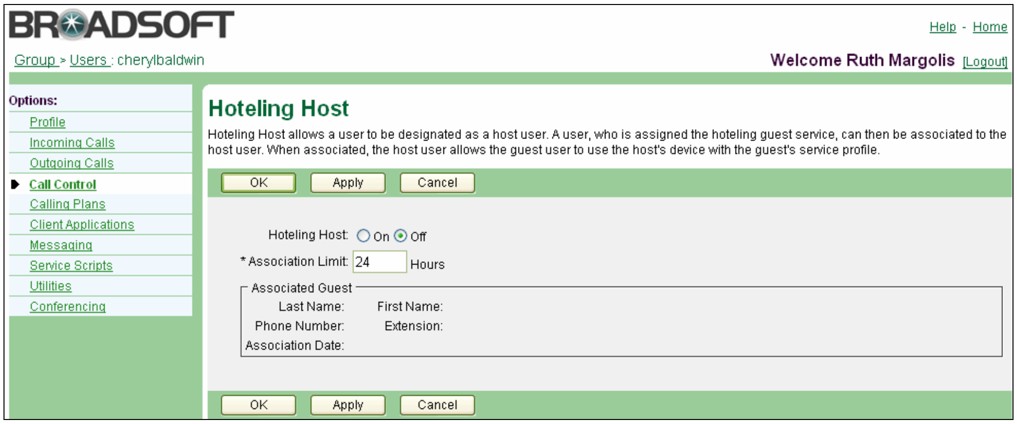

Figure 28 User – Hoteling Host

1) For a selected user, click **Call Control**. The *User – Call Control* menu page appears.

2) Click **Hoteling Host**. The *User – Hoteling Host* page appears.

3) Configure the Hoteling Host service.

   – Use the “On” and “Off” buttons to enable or disable the service.

   – In the *Association Limit* box, specify the maximum length of time guests may associate themselves with this user account.

   – If your group is part of an enterprise, use the *Access Level* control to determine the scope of the host. Select “Enterprise” to allow any users in your enterprise to associate themselves with this user account, or select “Group” to restrict access to this host only for users within your group.

   – If a guest is currently associated with this user account, the *Associated Guest* area of the page displays the identity of the guest user.

   – Click **Force Release** to disassociate the listed guest from this host.

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.

3.2.18 Configure Video Add-On

Use the *User – Video Add-On* page to configure an identity/device profile or CMS identity for a selected user’s Video Add-On service. With the Video Add-On service, a user can receive the video portion of calls on a different device or network element than his or her usual telephone. For example, the user can answer an incoming video call on his or her Remote Office phone, while viewing the video portion of the call on his or her home computer screen.

Users can enable and disable this service for themselves, and can configure the timeout value for incoming video calls, but only an administrator may provision an identity/device profile or CMS identity for the service.

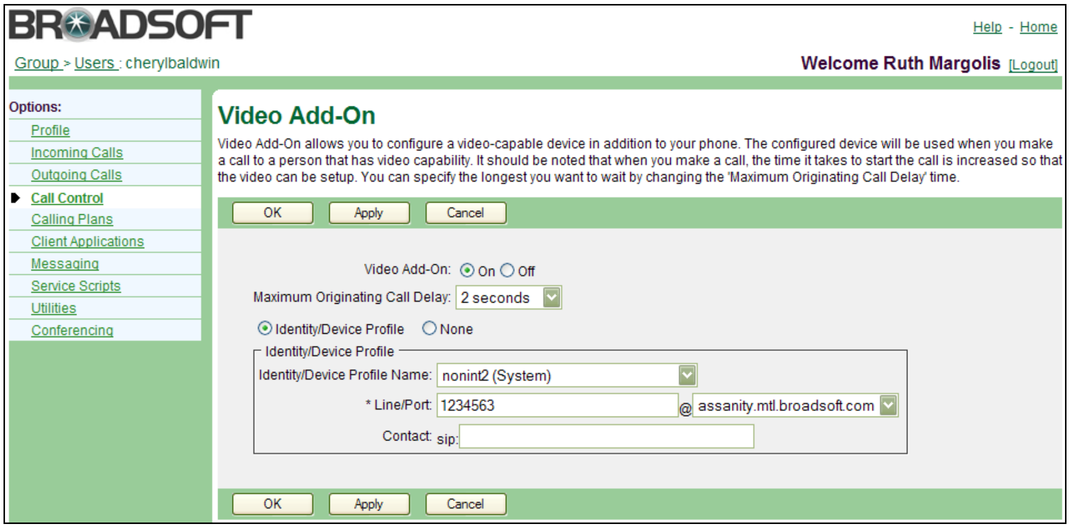

Figure 29 User – Video Add-On

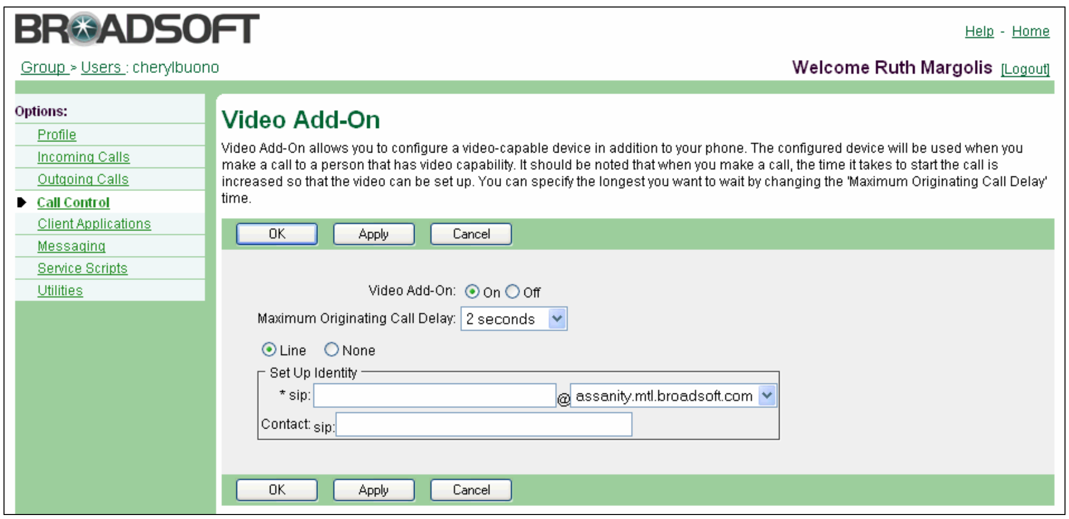

Figure 30 User – Video Add-On (CMS)

1) For a selected user, click **Call Control**. The *User – Call Control* menu page appears.

2) Click **Video Add-On**. The *User – Video Add-On* page appears.

3) Configure the Video Add-On service.

   – Use the "On" and "Off" buttons to enable or disable the service.

   – Select the maximum delay time for video calls from the Maximum Originating Call Delay drop-down list.

4) Specify an Identity/Device Profile for the service.

   – 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 video-enabled identity/device profile configured on the system, or you may select "New Identity/Device Profile" to create a new identity/device profile by providing additional settings on this page. See the following table for details.
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.

For CMS, enter values for the following fields:

Field	Description
Set Up Identity sip	The line identity for the device for this user.
Contact sip	The statically registered contact SIP address for the device (for this user), for devices capable of static registration.

If you choose to create a new identity/device profile, you must configure the new identity/device profile using the following settings:

Field	Description
New Identity/Device Profile Name	A descriptive name for the new identity/device profile.
New Identity/Device Profile Type	The type of identity/device profile to use as a basis for your new identity/device profile. Only video-enabled identity/device profile types are listed.
Host Name/IP Address	The network address of the new identity/device profile. Not available in IMS mode.
Port	The IP port used by the new identity/device profile on the host specified above. Not available in IMS mode.
MAC Address	The MAC address of the hardware represented by the identity/device profile. Not available in IMS mode.
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.

Field	Description
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.

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

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.

3.2.19 Configure Outgoing Digit Plan

Use the *User – Outgoing Digit Plan* page to configure or change the outgoing calling restrictions for digit plans for a selected user. For information on configuring the call types listed on this page, see the *BroadWorks Application Server Group Web Interface Administration Guide – Part 1.* For information on configuring transfer numbers for use on this page, see section *3.2.23 Configure Transfer Numbers*.

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 in the following table:

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.

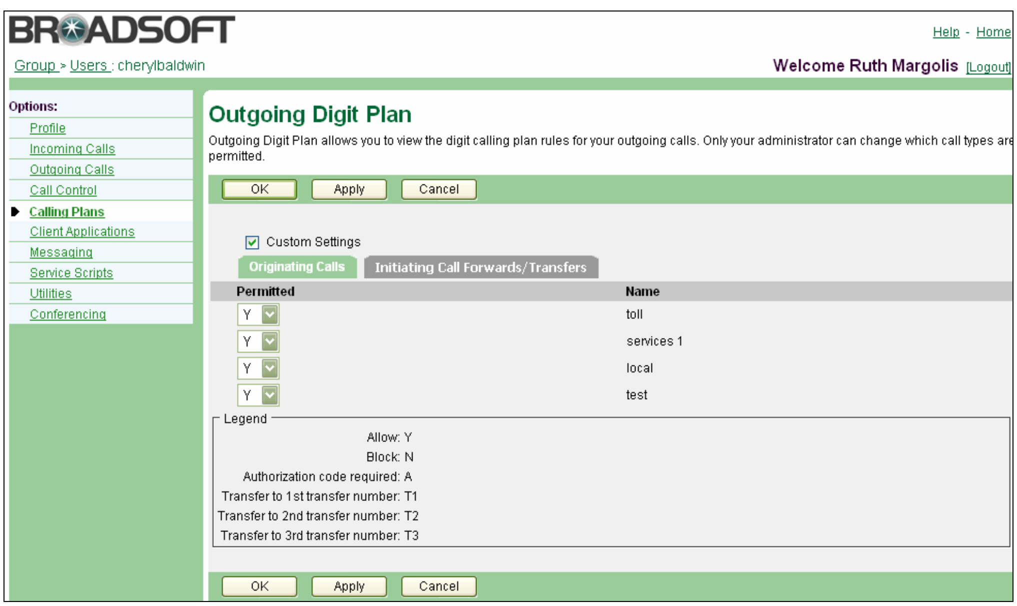

Figure 31 User – Outgoing Digit Plan Originating Calls Tab

1) For a selected user, click **Calling Plans**. The *User – Calling Plans* menu page appears.

2) Click **Outgoing Digit Plan**. The *User – Outgoing Digit Plan* page appears.

3) To make the user settings editable, check the *Custom Settings* check box.

4) To edit the *Originating Calls* settings, click the *Originating Calls* tab.

   For each type of call listed, select "Y", "N", "A", or "TX":

   – "Y" or "N" means the user can or cannot make that type of outgoing call.

   – "A" means the user must enter an authorization code to make that type of outgoing call.

   – "TX" (where X = 1, 2, or 3) means that the user is transferred to the specified transfer number upon attempting to make that type of outgoing call.

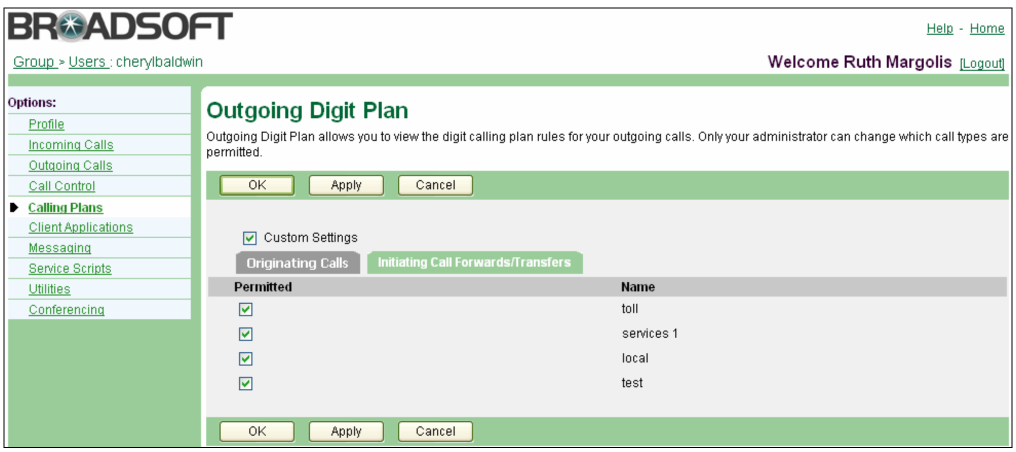

Figure 32 User – Outgoing Digit Plan Initiating Call Forwards/Transfers Tab

5) To edit the *Initiating Call Forwards/Transfers* or the *Initiating Call Forwards settings*, click the *Initiating Call Forwards/Transfers* tab or the *Initiating Call Forwards* tab.

   – To allow a call type, check the *Permitted* check box.

   – To prevent a call type, uncheck the *Permitted* check box.

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.

3.2.20 Configure Outgoing Calling Plan

Use the *User – Outgoing Calling Plan* page to configure or change the outgoing calling restrictions for a selected user. For information on configuring transfer numbers for use on this page, see section *3.2.23 Configure Transfer Numbers*.

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.

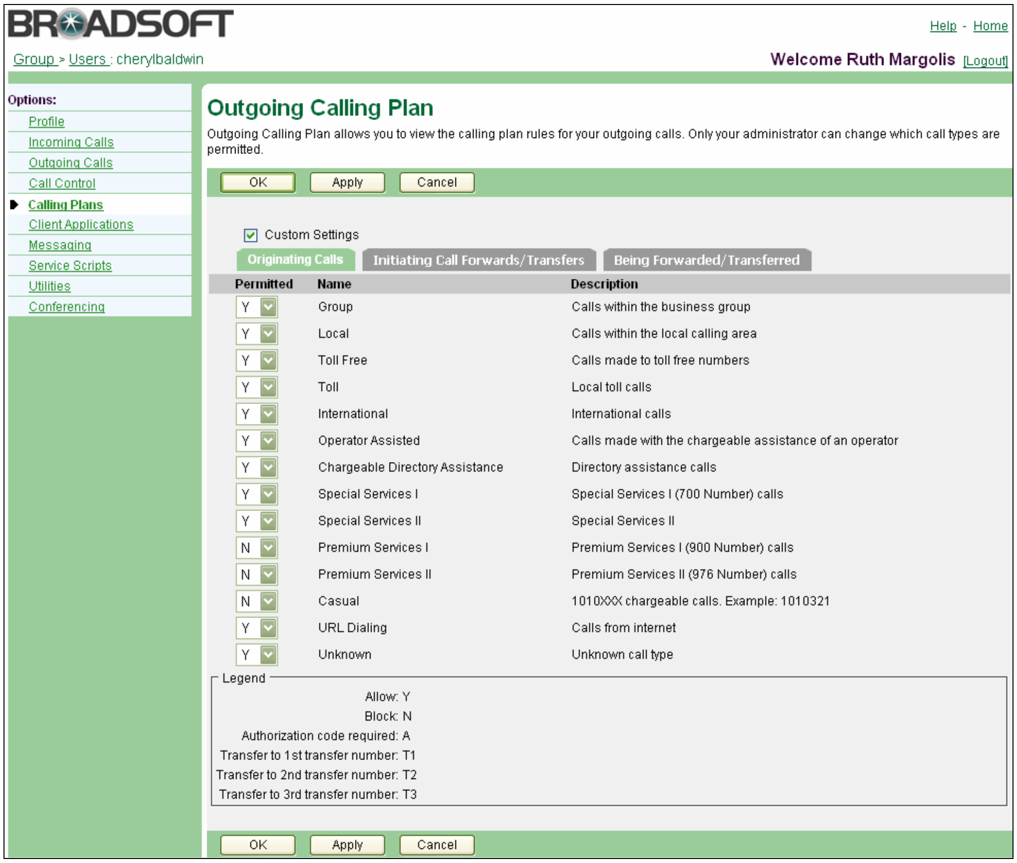

Figure 33 User – Outgoing Calling Plan Originating Calls Tab

1) For a selected user, click **Calling Plans**. The *User – Calling Plans* menu page appears.

2) Click **Outgoing Digit Plan**. The *User – Outgoing Digit Plan* page appears.

3) To make the user settings editable, check the *Custom Settings* check box.

4) To edit the *Originating Calls* settings, click the *Originating Calls* tab.

   For each type of call listed, select "Y", "N", "A", or "TX":

   – "Y" or "N" means the user can or cannot make that type of outgoing call.

   – "A" means the user must enter an authorization code to make that type of outgoing call.

   – "TX" (where X = 1, 2, or 3) means that the user is transferred to the specified transfer number upon attempting to make that type of outgoing call.

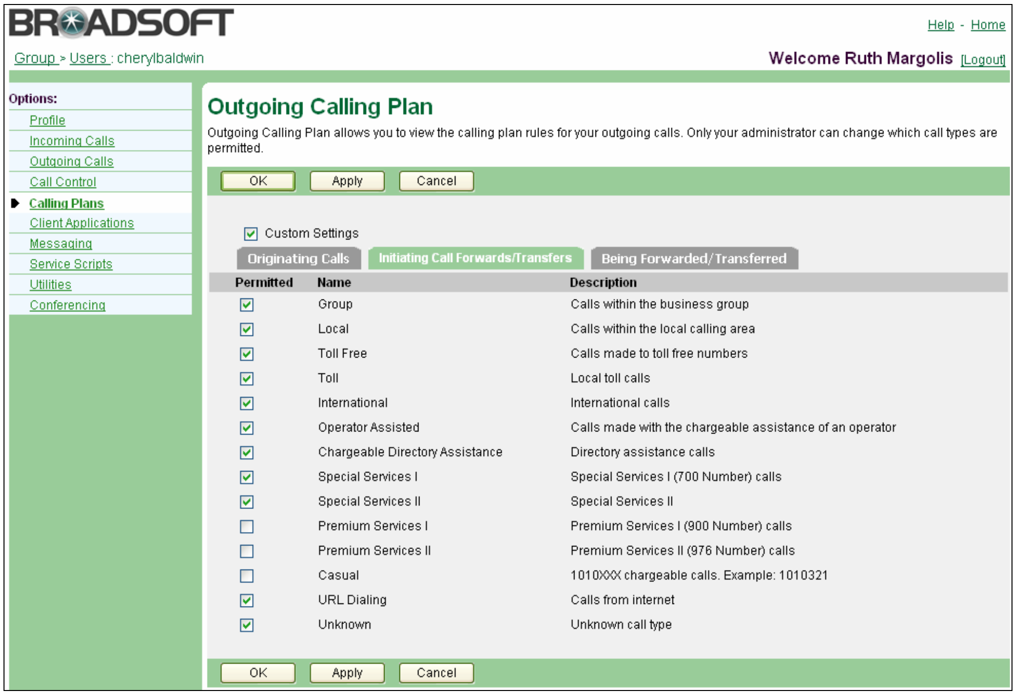

Figure 34 User – Outgoing Calling Plan Initiating Call Forwards/Transfers Tab

5) To edit the *Initiating Call Forwards/Transfers* settings or the *Initiating Call Forwards* settings, click *the Initiating Call Forwards/Transfers t*ab or the *Initiating Call Forwards* tab*.*

   – To allow a call type, check the *Permitted* check box.

   – To prevent a call type, uncheck the *Permitted* check box.

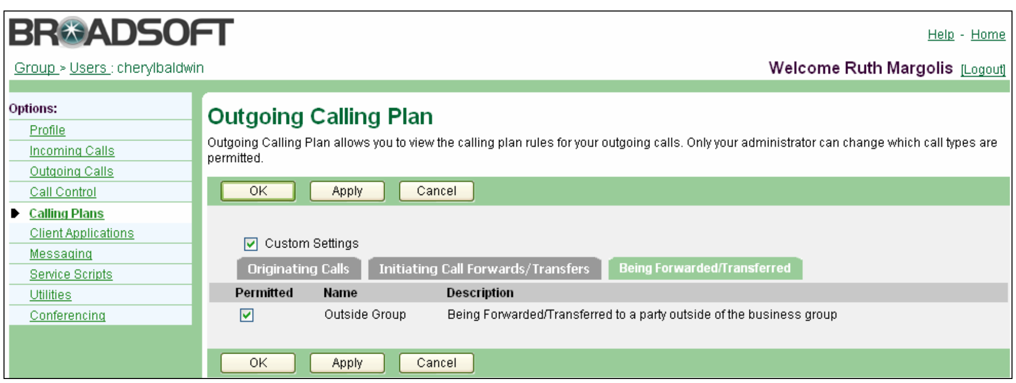

Figure 35 User – Outgoing Calling Plan – Being Forwarded/Transferred tab

6) To edit the *Being Forwarded/Transferred* settings, click the *Being Forwarded/Transferred* tab.

   – To allow a call type, check the *Permitted* check box.

   – To prevent a call type, uncheck the *Permitted* check box.

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.

3.2.21 Configure Incoming Calling Plan

Use the *User – Incoming Calling Plan* page to configure or change the incoming calling restrictions for a selected user.

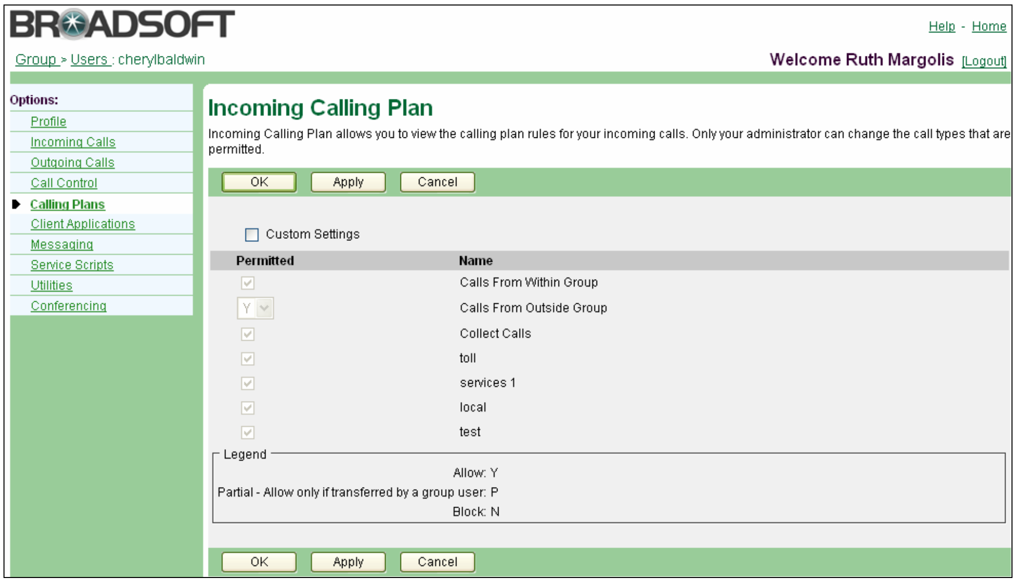

Figure 36 User – Incoming Calling Plan

1) For a selected user, click **Calling Plans**. The *User – Calling Plans* menu page appears.

2) Click **Incoming Calling Plan**. The *User – Incoming Calling Plan* page appears.

3) To make the user settings editable, check the *Custom Settings* check box.

4) In the *Calls From Within Group*, *Collect Calls*, and any rules for digit string numbers, check (allow) or uncheck (prevent) the *Permitted* check box for the user, for one or more of the call types.

5) In the *Calls From Outside Group* drop-down list, choose one of these settings:

   "Y" Allows user to receive all calls from outside the group.

   "P" Allows user 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 user 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" for Calls From Outside Group) cannot pick up outside calls in their call pickup group or outside calls parked by a user in their group.

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.

3.2.22 Configure Outgoing Authorization Codes

Use the *User – Outgoing Authorization Codes* page to:

- List or Delete User Outgoing Authorization Codes
- Add an Outgoing Authorization Code

3.2.22.1 List or Delete User Outgoing Authorization Codes

Use the *User – Outgoing Authorization Codes* page to list the outgoing authorization codes currently assigned to the selected user.

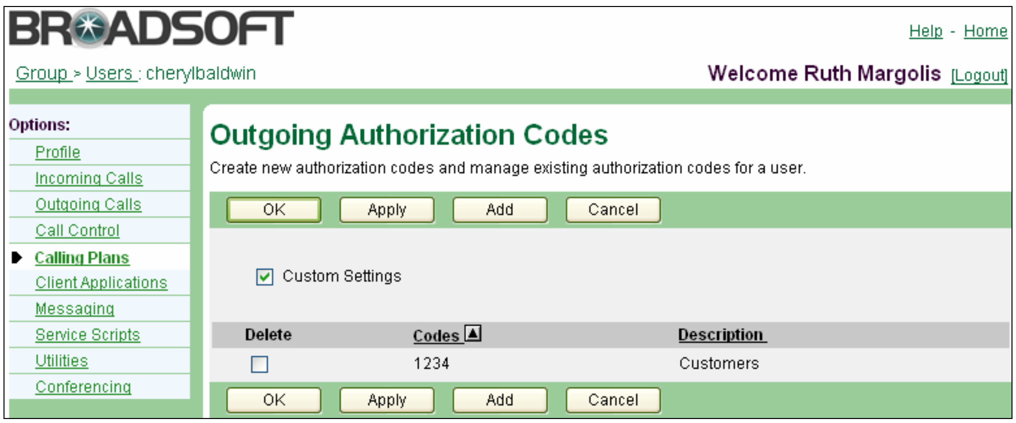

Figure 37 User – Outgoing Authorization Codes

1) For a selected user, click **Calling Plans**. The *User – Calling Plans* menu page appears.
2) Click **Outgoing Authorization Codes**. The *User – Outgoing Authorization Codes* page appears. The page lists any custom outgoing authorization codes currently assigned to the selected user.
3) To delete a code, check **Delete** and click **Apply**.
4) To display the previous page, click **OK** or **Cancel**.

NOTE: Unchecking the *Custom Settings* box and saving your changes (by clicking OK or Apply) deletes all custom authorization codes currently assigned to the selected user.

3.2.22.2 Add an Outgoing Authorization Code

Use the *User – Codes Management Add* page to add an authorization code for the selected user.

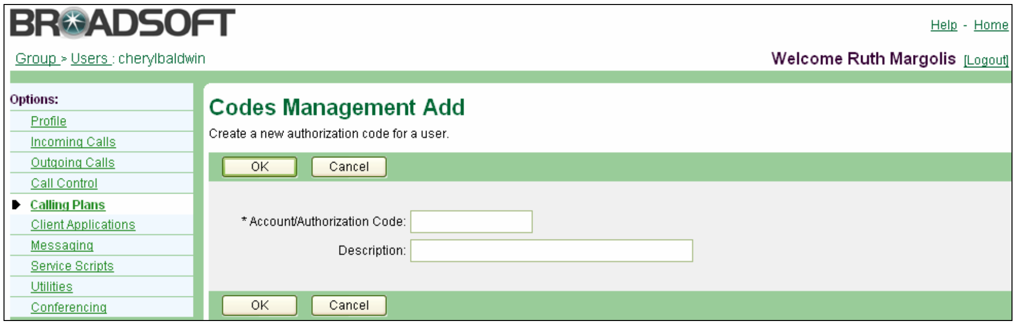

Figure 38 User – Codes Management Add

1) For a selected user, click **Calling Plans**. The *User – Calling Plans* menu page appears.
2) Click **Outgoing Authorization Codes**. The *User – Outgoing Authorization Codes* page appears.
3) To make the user settings editable, check the *Custom Settings* check box and click **Apply** to save your change.
4) Click **Add**. The *User – Codes Management Add* page appears.
5) Enter the new authorization code, with a brief description if desired.
6) Click **OK**. The *User – Outgoing Authorization Codes* page appears, listing your new authorization code.
7) To display the previous page, click **OK** or **Cancel**.

NOTE: Unchecking the *Custom Settings* box and saving your changes (by clicking OK or Apply) deletes all custom authorization codes currently assigned to the selected user.

3.2.23 Configure Transfer Numbers

Use the *User – Transfer Numbers* page to configure or change the transfer numbers used in the selected user's outgoing calling plan. You can configure up to three transfer numbers for use with the selected user's outgoing calls.

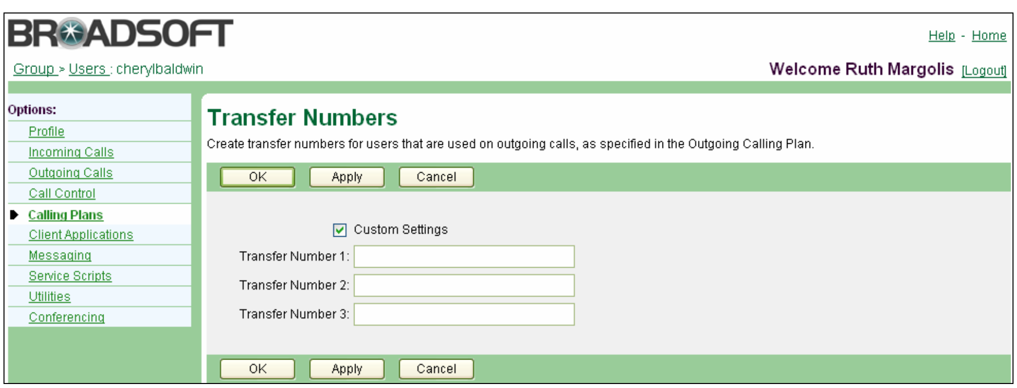

Figure 39 User – Transfer Numbers

1) For a selected user, click **Calling Plans**. The *User – Calling Plans* menu page appears.

2) Click **Transfer Numbers**. The *User – Transfer Numbers* page appears.

3) To make the user settings editable, check the *Custom Settings* check box.

4) Enter the desired numbers in the boxes provided.

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.

NOTE: Unchecking the *Custom Settings* box and saving your changes (by clicking OK or Apply) deletes all transfer numbers currently assigned to the selected user.

3.2.24 Allow User to Configure and View Call Details for Attendant Console

Use the *User – Attendant Console* page to allow users to configure and view their own call details.

The Attendant Console (AC) allows users to monitor their call details (activity, duration, and so on) and, for example, the name, number, and extension of callers.

The Attendant Console also allows users to monitor the status of calls of selected users. Users are selected with the Phone Status Monitoring service.

NOTE: The user completes all but two of the input boxes on this page to configure this service. For more information, see the *BroadWorks Application Server User Web Interface Administration Guide*.

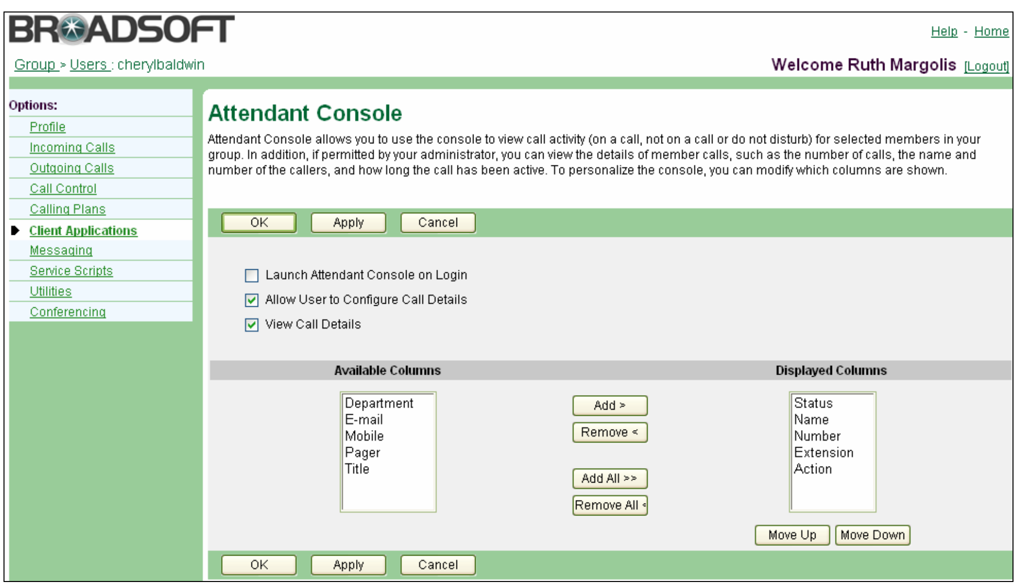

Figure 40 User – Attendant Console

1) For a selected user, click **Client Applications**. The *User – Client Applications* menu page appears.

2) Click **Attendant Console**. The *User – Attendant Console* page appears.

3) To allow users to configure or to prevent users from configuring their call details, check or uncheck the *Allow Users to Configure Call Details* check box.

4) To allow users to view their configured call details, check or uncheck the *View Call Details* check box.

NOTE: You can check this check box only if you have checked the *Allow User to Configure Call Details* check box for the user.

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.

3.2.25 Configure Busy Lamp Field

Use the *User – Busy Lamp Field* page to allow users to configure and view their busy Lamp Field list.

The Busy Lamp Field (BLF) lets users monitor the hook status and remote party information of users through the display of an attendant console phone.

Group administrators provision the list of monitored users with SIP phones available for users to monitor in either their group or enterprise.

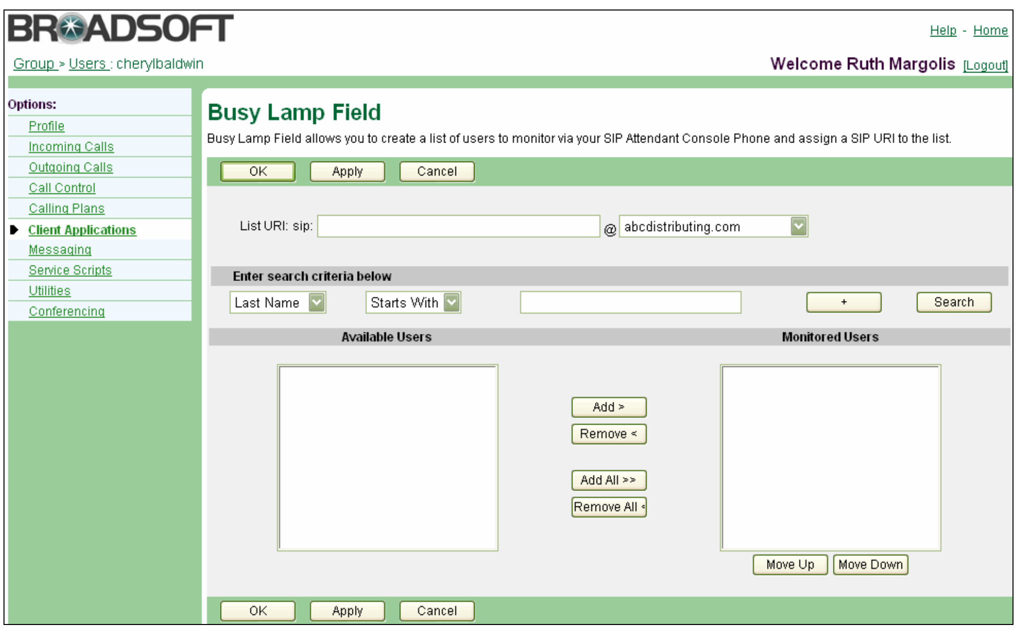

Figure 41 User – Busy Lamp Field

1) For a selected user, click **Client Applications**. The *User – Client Applications* menu page appears.

2) Click **Busy Lamp Field**. The *User – Busy Lamp Field* page appears.

3) Type the name to associate with the list of users to monitor and select the Domain from the drop-down list.

4) Add users to the group:

   – To find a 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 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 users, click **Add >**. To move all users (unselected) at once, click **Add All >>.**

5) Remove assigned users.

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

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.

3.2.26 Configure Fax Messaging

Use the *User – Fax Messaging* page to configure Fax Messaging for a specific user. To configure Fax Messaging, you turn the Fax Messaging service on or off and you configure the directory number for receiving fax messages.

> NOTE: To use Fax Messaging, a user must also be assigned the Voice Messaging User service. A user's Fax Messaging service inherits the configured settings for their Voice Messaging User service. That is, fax messages are handled in the same way as the user's voice and video messages.

Figure 42 User – Fax Messaging

1) For a selected user, click **Messaging**. The *User – Messaging* menu page appears.

2) Click **Fax Messaging**. The *User – Fax Messaging* page appears.

3) Use the *Fax Messaging* control to assign the service to the user. Click "On" to assign the service. Click "Off" to unassign the service.

IMPORTANT: When provisioning the fax number from the drop-down list, the *Extension* field is auto-populated with the last four digits of the DN. When you turn off the Fax Messaging service, the *Extension* field is not used. Therefore, it is important to manually set the *Phone Number* field to "None" and clear the content of the *Extension* field. If you do not clear the numbers from the *Extension* field, the DN for other services is blocked.

4) If you choose "On", select the phone number to receive fax messages for the user. After you select the number, the extension appears automatically.

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.

3.2.27 Intercept User

Use the *User – Intercept User* page to block all calls terminating with a specific user. You can also configure the announcement played to callers and include a new or alternate phone number.

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

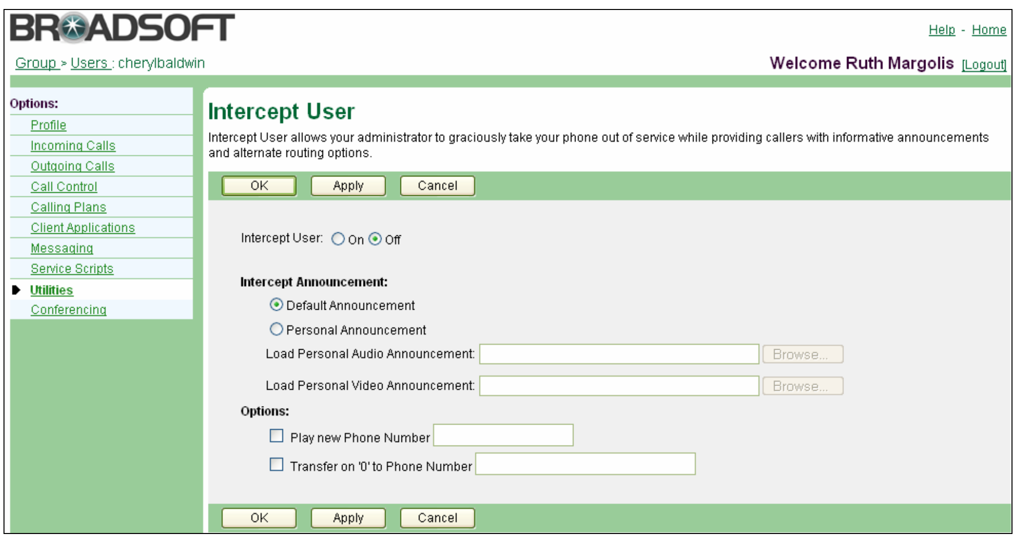

Figure 43 User – Intercept User

1) For a selected user, click **Utilities**. The *User – Utilities* menu page appears.

2) Click **Intercept User**. The *User – Intercept User* page appears.

3) Use the *Intercept User* control to determine whether or not the system will block this user's calls. Click "On" to block this user's calls. Click "Off" to return the user's account to normal service.

4) If you choose "On", configure the remaining controls as desired.

   – Use the **Intercept Announcement** control to set the announcement the system will play to callers. Select "Default Announcement" to play the following announcement: "The number you are trying to reach is out of service."

     To upload a custom announcement, select "Personal Announcement". Type the path and file name of a .WAV file with your greeting in the Load Personal Audio Announcement text box, or click **Browse** to select a file on your computer. If your Intercept Group service has video support enabled, you can also type the path and file name of a .MOV file with your greeting in the Load Personal Video Announcement text box, or click **Browse** to select a file on your computer.

   – To play callers a new or alternate phone number for the intercepted user, check the *Play new Phone Number* check box, and enter the desired number in the box provided.

   – To allow the system to transfer callers to a new or alternate phone number for the intercepted user, check the *Transfer on '0' to Phone Number* check box and enter the desired number in the box provided.

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.

3.2.28 Modify or Delete Conferences

Use the *User – Conferences* page to:

- List or Delete Conferences
- Modify a Conference

3.2.28.1 List or Delete Conferences

Use the *User – Conferences* page to list or delete the conferences owned by the selected user. Users must be assigned as Bridge Administrators or Delegates to lead conferences.

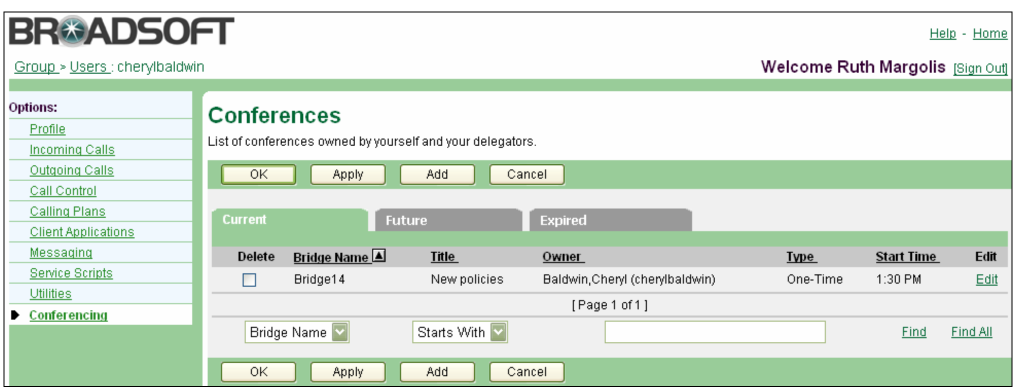

Figure 44 User – Conferences (Current Tab)

1) For a selected user, click **Conferencing**. The *User – Conferencing* menu page appears.

2) For a selected user, click **Conferences**. The *User – Conferences* page appears (Current tab). The page lists any current conferences owned by the selected user.

3) To delete a conference, click the tab for the type of conference to be deleted (Current, Future, or Expired tab)

4) To delete a conference, check **Delete** for the conference and click **Apply**.

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

3.2.28.2 Modify a Conference

Use the *User – Conferences Modify* page to modify a conference.

NOTE: Only group administrators are capable of modifying the start date and start time of a conference.

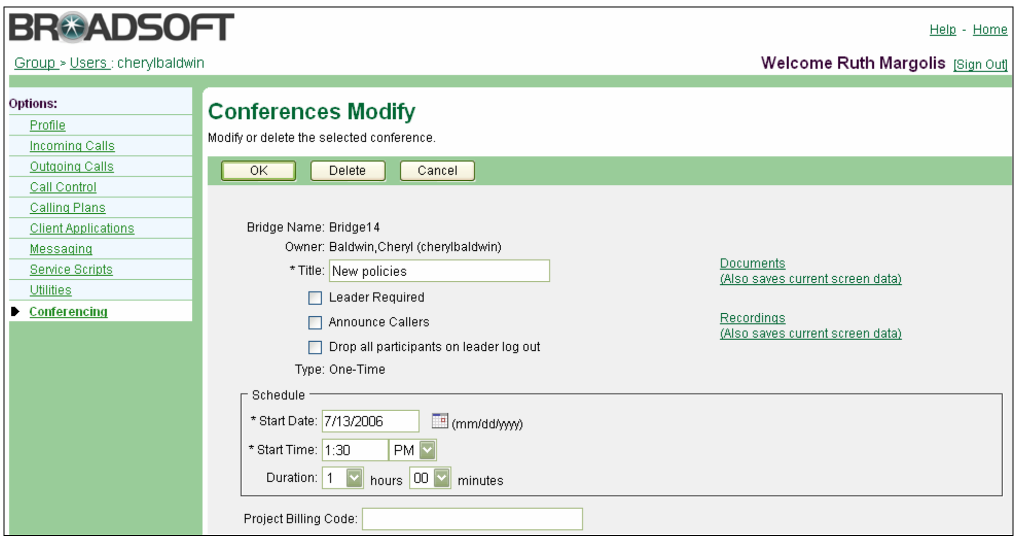

Figure 45 User – Conferences Modify (Top of Page)

1) For a selected user, click **Conferencing**. The *User – Conferencing* menu page appears.

2) Click **Conferences**. The *User – Conferences* page appears. The page lists any conferences currently owned by the selected user.

3) If the conference is not on the *Current* tab, click the tab that contains the conference to modify (*Future* or *Expired*).

4) Click **Edit** or any item on the row of the conference. The *User – Conferences Modify* page appears.

NOTE: To delete a conference, click **Delete**. The previous page appears.

5) Modify existing conference information as required. The *Bridge Name*, *Owner*, and *Type* can not be modified. To change any of these fields, you must delete the conference and add a new conference.

6) Click **OK**. To exit without saving, click **Cancel** or select another page.

4 Services Menu

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

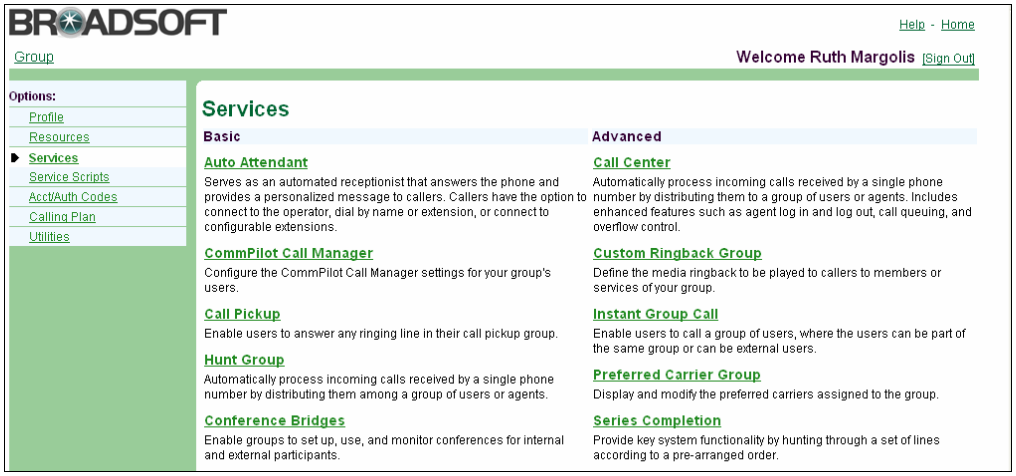

Figure 46 Group – Services Menu (Top of Page)

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

- Basic menu

  This menu displays the items that all group administrators can use. This guide describes only the user-specific items.

  – Auto Attendant
  – Call Pickup
  – Hunt Group
  – Conference Bridges

- Advanced menu

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

  – Call Center
  – Instant Group Call
  – Trunk Group

These menu items represent services, such as Call Center, that you configure as a virtual user, that is, a user with many of the attributes of a regular user.

4.1 Access the Group – Services Menu

Use the items on the *Group – Services* menu page to configure services as virtual users.

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

4.2 Configure Virtual Users

You configure some services on the *Group – Services* menu page as virtual users, which have many of the same attributes as a regular user. These virtual users are:

- Auto Attendant
- Call Pickup
- Hunt Group
- Conference Bridges
- Call Center
- Instant Group Call
- Hunt Group
- Trunk Group

Most virtual users share some administrative tasks, such as activation and deactivation. These tasks are listed in section *4.3 Configure Virtual Users (Shared Tasks)*.

Some virtual users have administrative tasks that are specific to that type of virtual user, such as the ability to specify greetings for Auto Attendants. These tasks are listed for each type of virtual user in section *4.4 Add, Modify, or Delete Virtual Users (User-Specific Tasks)*.

Most virtual users also share configuration tasks that are performed for all users, such as assigning services and configuring the Outgoing Calling Plan. These tasks are described in section *3.2.9 Configure Other User Options*.

4.3 Configure Virtual Users (Shared Tasks)

Most virtual users share the following administrative tasks:

- List Virtual Users
- Display the Profile Menu Page for a Selected Virtual User
- Activate or Deactivate a Virtual User
- Configure Addresses for a Virtual User
- Add or Modify One or More Portal Passwords
- Configure the Voice Portal

4.3.1 List Virtual Users

Use the menu items on the *Group – Services* menu page to display the list of one type of virtual user currently configured for your group. On this page, you can also activate or deactivate some virtual users (for example, Auto Attendants). From this page, you can add another user of the same type or modify, delete, or configure a selected user.

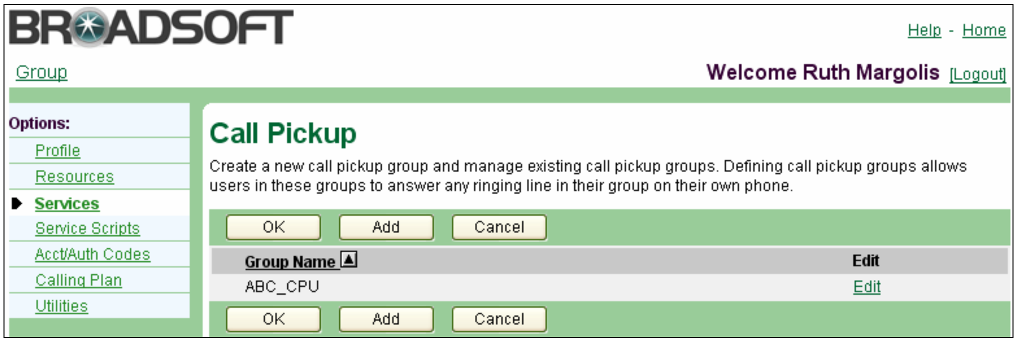

Figure 47 Group – Call Pickup

1) On the *Group – Services* menu page, click <**Virtual User Name>**, for example, **Call Pickup**. The page that lists the virtual users of the selected service 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 options for your *Home* page, click **Group** or **Home**.

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

4.3.2 Display the Profile Menu Page for a Selected Virtual User

Some virtual uses have their own Profile menu and Profile page. The Profile menu lists menu items you use to configure the virtual user.

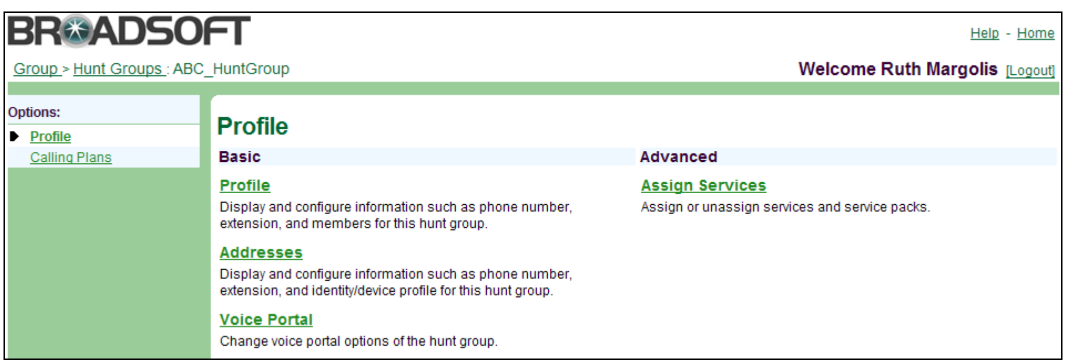

Figure 48 Hunt Group – Profile

1) On the *Group – Services* menu page, click <**Virtual User Name>**, for example, **Hunt Group**. The page that lists the virtual users of the selected service 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 user.

   – If you can configure a number of attributes for the virtual user, the *Profile* menu page for the user appears.

   – Otherwise, the Modify page for the user appears.

   To display the options for your *Home* page, click **Group** or **Home**.

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

4.3.3 Activate or Deactivate a Virtual User

Use the Activate check box on a list page for a virtual user to activate or deactivate most virtual users. From this page, you can add another user of the same type or modify, delete, or configure a selected user.

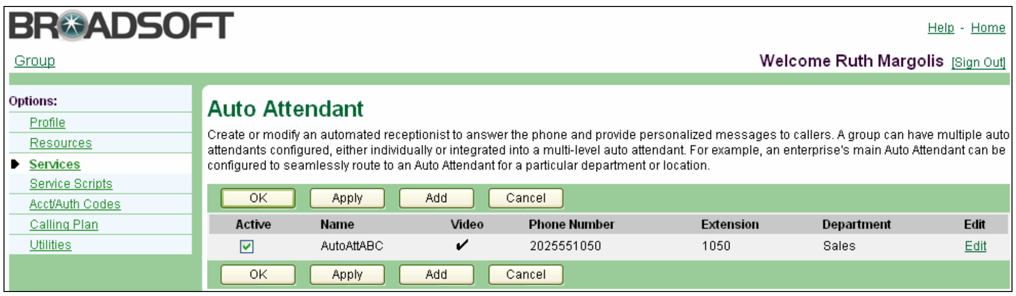

Figure 49 Group – Auto Attendant

1) On the *Group – Services* menu page, click <**Virtual User Name**>, for example, **Auto Attendant**. The page that lists the virtual users of the selected service 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 activate or deactivate a user, check or uncheck the *Active* 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.

4.3.4 Configure Addresses for a Virtual User

Use the *Profile – Addresses* page to set addressing information for a selected Virtual User, such as a telephone number, extension, identity/device profile, and SIP aliases.

NOTE: The *Profile – Addresses* page is the same for all Virtual Users except Trunk Groups. For information on the *Profile – Addresses* page for Trunk Groups, see section *4.4.7.7 Configure Addresses for a Trunk Group*.

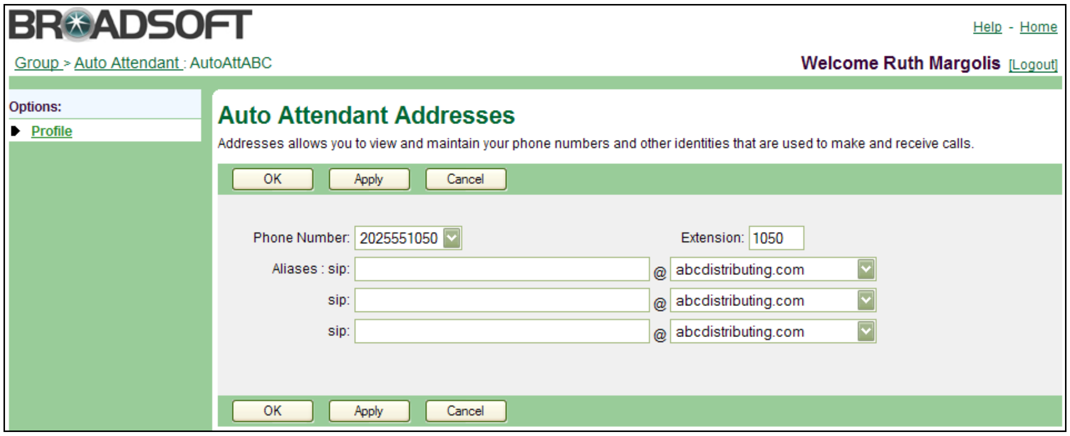

Figure 50 Auto Attendant – Addresses

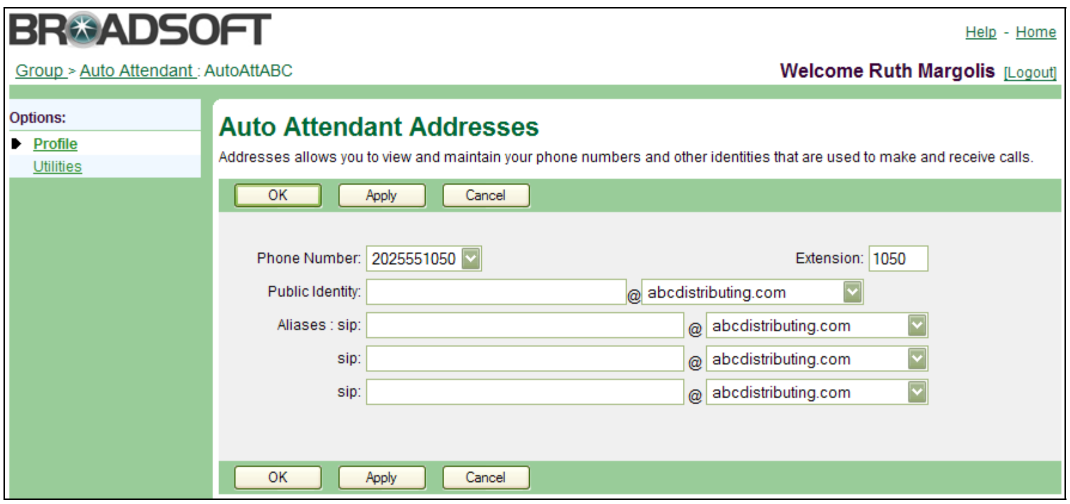

Figure 51 Auto Attendant – Addresses (IMS Mode)

1) For a selected user, on its Profile menu, click **Addresses**. The *Profile – Addresses* page appears.

2) Enter data in the fields provided.

Field	Description
Phone Number	The telephone number of the virtual user.
Extension	The extension number of the virtual user.
Public Identity	The SIP address of the virtual user. Only available in IMS mode.
Aliases	Additional SIP addresses for the virtual user. Calls directed to any of these addresses will be redirected to the current virtual user.

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.

4.3.5 Add or Modify One or More Portal Passwords

Use the *Profile – Passwords* page to add or change the password for the web portal, the voice portal, or both portals, for a virtual user.

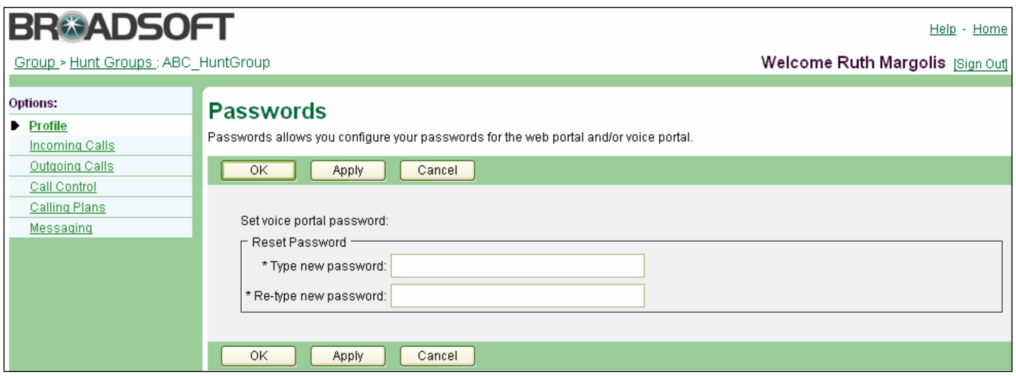

Figure 52 Hunt Group – Passwords

1) For a selected user, on its Profile menu, click **Password**. The *Passwords* page appears.
2) Type and retype the password in the *Reset Password* text boxes.
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.

4.3.6 Configure the Voice Portal

Use the *Profile – Voice Portal* page to add or change the audio file that contains the personalized name for a virtual user. The Personalized Name is used in the Auto Attendant and Voice Messaging services for the user. You can also enable the auto-login to the voice portal with this page.

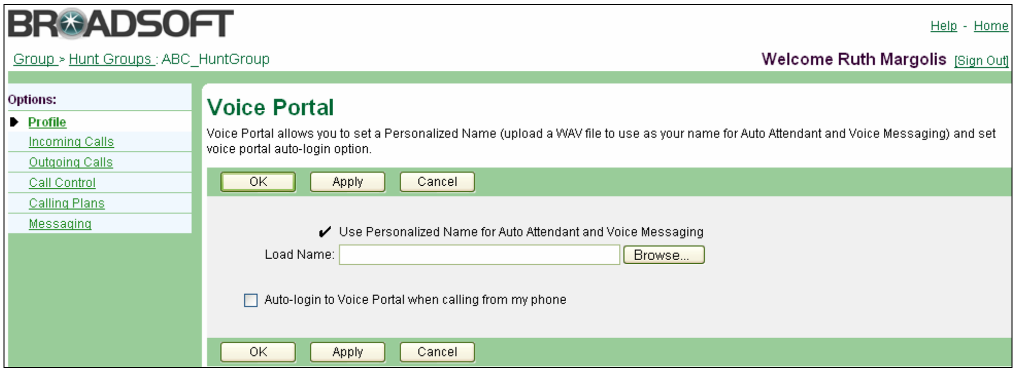

Figure 53 Hunt Group – Profile – Voice Portal

1) On the Profile page for a selected user, on its Profile menu, click **Voice Portal**. The *Voice Portal* page appears.
2) Check the *Use Personalized Name for <User> and Voice Messaging* box to use the audio file for the Personalized Name of the user.
3) To find the audio file on your computer, click **Browse** and open the file. The path to the file appears in the *Load Name* text box.
4) Select *Auto-login to Voice Portal when calling from my phone* to enable the auto-login option. When this is enabled, the system recognizes the calling user and password collection phase is skipped.
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.

4.4 Add, Modify, or Delete Virtual Users (User-Specific Tasks)

You configure specific attributes for each of these virtual users:

- Auto Attendant
- Call Pickup
- Hunt Group
- Conference Bridges
- Call Center
- Instant Group Call
- Trunk Group

4.4.1 Auto Attendant

An Auto Attendant can be used in a standalone or multilevel configuration.

- For a standalone configuration, the service can transfer calls to another number, access extension dialing, access name dialing, or connect to the operator.
- For a multilevel configuration, one Auto Attendant functions as the top-level (entry) service. From this level, other Auto Attendants function at the departmental level. Finally, additional Auto Attendants can function at the individual user level. Phone

numbers in the dialing menu on an upper level lead to the phone numbers for Auto Attendants at the next level down.

This type of virtual user has the following specific administrative procedures:

- Add an Auto Attendant
- Specify Greeting for Business Hours
- Specify Greeting for Non-Business Hours
- Modify or Delete an Auto Attendant
  - Specify Greeting for Business Hours
  - Specify Greeting for Non-Business Hours

4.4.1.1 Add an Auto Attendant

Use the *Group – Auto Attendant Add* page to add an Auto Attendant. From this page, you configure the greeting and dialing menu for coverage of the business hours of the Auto Attendant.

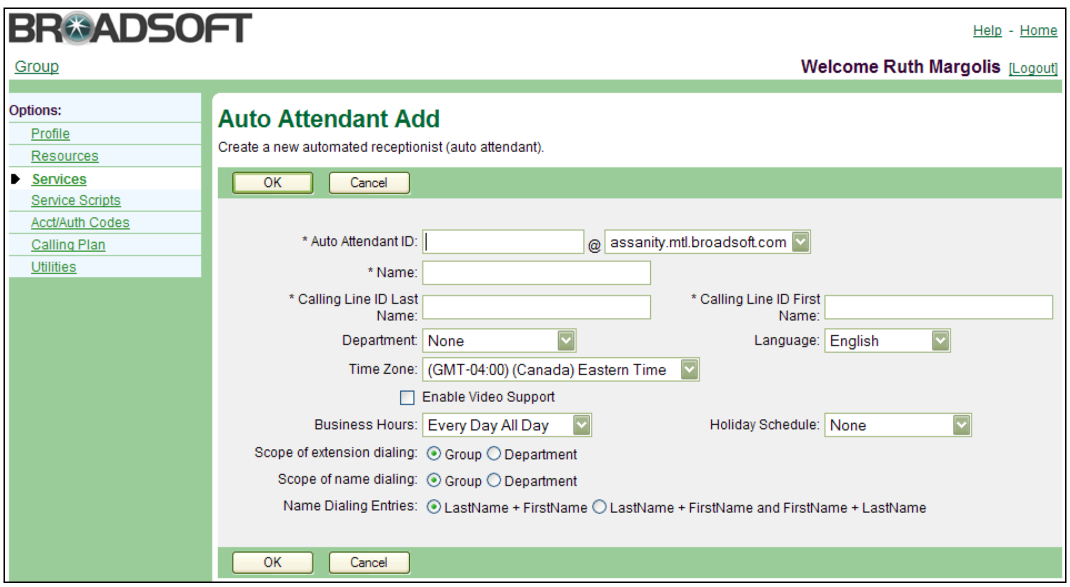

Figure 54 Group – Auto Attendant Add

1) On the *Group – Services* menu page, click **Auto Attendant**. The *Group – Auto Attendant* page appears.

2) Click **Add**. The *Group – Auto Attendant Add* page appears.

3) Type or select information for the Auto Attendant as described in the following table. An asterisk (*) indicates required data.

Field	Description
Auto Attendant ID	Type an ID in the input box for the Auto Attendant. Click the drop-down arrow to choose a domain for the Auto Attendant.
Name	Type a name for the Auto Attendant.

Field	Description
Calling Line ID Last Name	Type the last name to be displayed on lines with Caller ID.
Calling Line ID First Name	Type the first name to be displayed on lines with Caller ID.
Hiragana Last Name	Enter a character-based name. This input box is designed for specific markets. It does not appear unless configured by the system administrator.
Hiragana First Name	Enter a character-based name. This input box is designed for specific markets. It does not appear unless configured by the system administrator.
Department	Click the drop-down arrow to choose a department for the Auto Attendant.
Language	The language in which service-specific messages are played during calls to the Auto Attendant. Default is English (U.S. English) unless configured otherwise.
Time Zone	Click the drop-down arrow to choose a time zone for the Auto Attendant.
Enable Video Support	Check this box to play video greetings for calls during business hours and calls after hours. This check box is present only when the Auto Attendant – Video group service is assigned to the group.
Business Hours	The time schedule that defines the business hours for the Auto Attendant. During non-business hours, callers hear the after-hours greeting and dialing menu. "EveryDayAllDay" means that no schedule for business hours is in effect. For more information, see Time Schedule in the *BroadWorks Application Server Group Web Interface Administration Guide – Part 1*.
Holiday Schedule	The holiday schedule for the Auto Attendant. On a scheduled holiday, callers hear the after-hours greeting and dialing menu. For more information, see Holiday Schedule in the *BroadWorks Application Server Group Web Interface Administration Guide – Part 1*.
Scope of extension dialing	Determines whether extension dialing applies across the department, group, or enterprise (if your group is part of an enterprise) of the Auto Attendant.
Scope of name dialing	Determines whether name dialing applies across the department, group, or enterprise (if your group is part of an enterprise) of the Auto Attendant.
Name Dialing Entries	Define how a caller should say the name of the person they want to reach: *LastName + FirstName* The caller must first say the last name of the person and then say the first name. *LastName + FirstName and FirstName + LastName* The caller can say *either* the last name and then the first name of the person, *or* the first name and then the last name.

4) Save your changes. Click **OK.** The *Group – Business Hours Menu* page appears.

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

4.4.1.2 Specify Greeting for Business Hours

Use the *Group –Business Hours Menu* page to select the greeting for the Auto Attendant and to specify the dialing menu of prompts and actions to be used during business hours. An example of a dialing prompt is “Dial 2 to reach Marketing”. From this page, you configure the greeting and dialing menu for coverage of the non-business hours of the Auto Attendant.

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

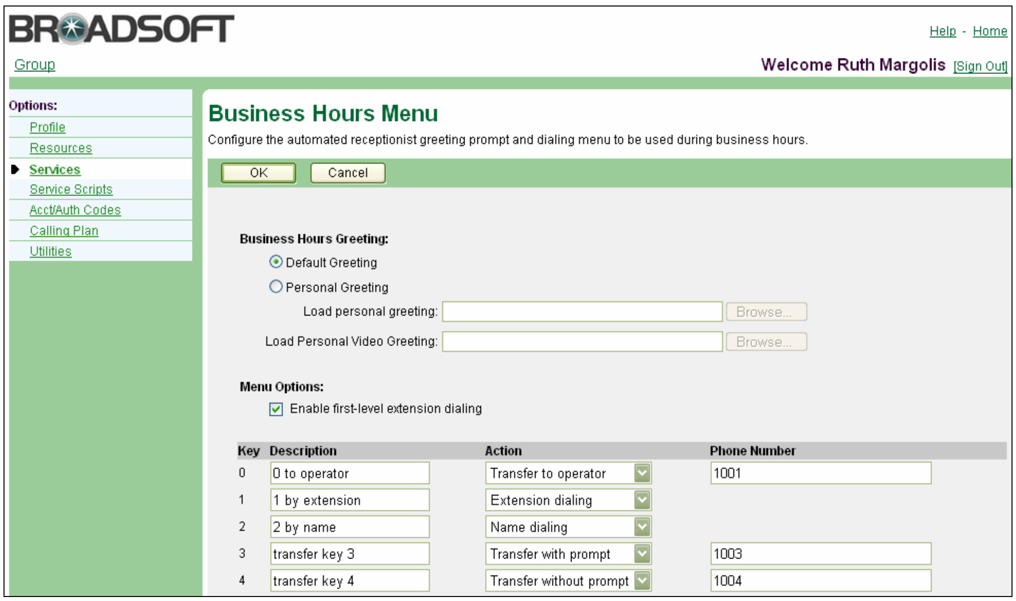

Figure 55 Group – Business Hours Menu (Top of Page)

1) Click a button to select the greeting:

   Select “Default Greeting” to play a generic system recording that does not identify your company by name.

   Select “Personal Greeting” to play a custom recording. Type the path and file name of a .WAV file with your greeting in the Browse for a new audio greeting text box, or click **Browse** to select a file on your computer. If your Auto Attendant has video support enabled, you can also type the path and file name of a .MOV file with your greeting in the Browse for a new video greeting text box, or click **Browse** to select a file on your computer.

2) Specify the menu options for callers.

   Options for callers include the ability to dial an extension immediately after the Welcome message, reach the operator, reach company employees by extension, or search for company employees by name.

   – Click the button to Enable First-level Extension Dialing. Enabling this feature is more convenient for callers who know the extension of the person they want to reach.

     After the Welcome message, First-level Extension Dialing plays a prompt that allows a caller to dial an extension immediately. (A caller can interrupt the

Welcome prompt.) When First-level Extension Dialing is not enabled, the prompt after the Welcome message gives the caller two choices: to press 1 to dial an extension or to press 2 to use the automated name directory.

– Specify the dialing options for callers. Menu options follow:

Option	Description
Key	List of the keys on a telephone keypad to which you assign actions.
Description	Optional description of the menu option.
Action	A drop-down list of actions (required data).
Phone Number	When an action transfers a call, a number must be specified. When an action transfers a call to the operator, the number you provided for the Auto Attendant appears. Phone numbers can include Feature Access Code prefixes (*##) to activate the following Feature Access Code Services: Calling Line ID Delivery Blocking Per Call, Calling Line ID Delivery Allowing Per Call, Direct Voice Mail Transfer, Speed Codes (8 or 100), or Diversion Inhibitor. For example, if you enter the Feature Access Code for Speed Dial 8, the call transfers directly to the digits mapped for Speed Dial 8.

For example, a default greeting might include these options:

Key	Description	Action	Prompt and What Happens
0	Group operator	Transfer to operator	"Please wait while your call is transferred to the operator." Call is transferred to the number in the Number column. If the operator number is not valid, the call ends with the message "Your call cannot be transferred, please try again later, thank you".
1	Marketing	Transfer with prompt	"Please wait while your call is transferred to Marketing." Call is transferred to the number in the Number column. If the number is not valid, the call ends with the message "Your call cannot be transferred, please try again later, thank you".
2	Accounting	Transfer with prompt	"Please wait while your call is transferred to Accounting." Call is transferred to the number in the Number column. If the number is not valid, the call ends with the message "Your call cannot be transferred, please try again later, thank you".
3	Name dialing	None	Access to name dialing is provided.
4	Extension dialing	None	Access to extension dialing is provided.
5	End call	"Thank you for calling."	Call is released.
6	Repeat menu	None	Menu greeting is played.

Key	Description	Action	Prompt and What Happens
	--- (Indicates no action has been selected.)	Not applicable	Menu greeting is played.

3) Save your changes. Click **OK**. The *Group – After Hours Menu* page appears.

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

4.4.1.3 Specify Greeting for Non-Business Hours

Use the *After Hours Menu* page to select the greeting and dialing menu (prompts and actions) to be used outside business hours. An example of a dialing prompt is "We are closed. Dial 0 to reach the operator."

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

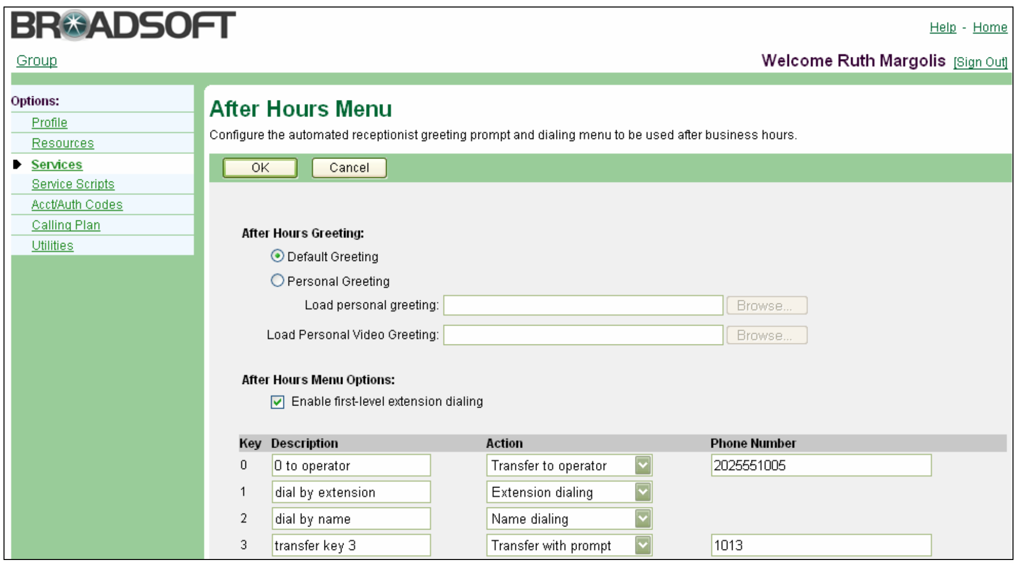

Figure 56 Group – After Hours Menu (Top of Page)

1) Click a button to select the greeting:

   Select "Default Greeting" to play a generic system recording that does not identify your company by name.

   Select "Personal Greeting" to play a custom recording. Type the path and file name of a .WAV file with your greeting in the Browse for a new audio greeting text box, or click **Browse** to select a file on your computer. If your Auto Attendant has video support enabled, you can also type the path and file name of a .MOV file with your greeting in the Browse for a new video greeting text box, or click **Browse** to select a file on your computer.

2) Specify the menu options for callers.

3) Options for callers include the ability to dial an extension immediately after the Welcome message, reach the operator, reach company employees by extension, or search for company employees by name.

- Click *Enable First-level Extension Dialing*. Enabling this feature is more convenient for callers who know the extension of the person they want to reach.

  After the Welcome message, First-level Extension Dialing plays a prompt that allows a caller to dial an extension immediately. (A caller can interrupt the Welcome prompt.) When First-level Extension Dialing is not enabled, the prompt after the Welcome message gives the caller two choices: to press 1 to dial an extension or to press 2 to use the automated name directory.

- Specify the dialing options for callers.

  Menu options follow:

Option	Description
Key	List of the keys on a telephone keypad to which you assign actions.
Description	Optional description of the menu option.
Action	A drop-down list of actions (required data).
Phone Number	When an action transfers a call, a number must be specified. When an action transfers a call to the operator, the number you provided for the Auto Attendant appears. Phone numbers can include Feature Access Code prefixes (*##) to activate the following Feature Access Code Services: Calling Line ID Delivery Blocking Per Call, Calling Line ID Delivery Allowing Per Call, Direct Voice Mail Transfer, Speed Codes (8 or 100), or Diversion Inhibitor. For example, if you enter the Feature Access Code for Speed Dial 8, the call transfers directly to the digits mapped for Speed Dial 8.

For example, a default greeting might include these options:

Key	Description	Action	Prompt and what happens
0	Group operator	Transfer to operator	“Please wait while your call is transferred to the operator.” Call is transferred to the number in the Number column. If the operator number is not valid, the call ends with the message “Your call cannot be transferred, please try again later, thank you”.
1	Marketing	Transfer with prompt	“Please wait while your call is transferred to Marketing.” Call is transferred to the number in the Number column. If the number is not valid, the call ends with the message “Your call cannot be transferred, please try again later, thank you”.
2	Accounting	Transfer with prompt	“Please wait while your call is transferred to Accounting.” Call is transferred to the number in the Number column. If the number is not valid, the call ends with the message “Your call cannot be transferred, please try again later, thank you”.

Key	Description	Action	Prompt and what happens
3	Name dialing	None	Access to name dialing is provided.
4	Extension dialing	None	Access to extension dialing is provided.
5	End call	"Thank you for calling."	Call is released.
6	Repeat menu	None	Menu greeting is played.
	--- (Indicates no action has been selected.)	Not applicable	Menu greeting is played.

4) Save your changes. Click **OK**. OK saves your changes and displays the *Group – Auto Attendant* page.

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

4.4.1.4 Modify or Delete an Auto Attendant

Use the *Group – Auto Attendant Modify* page to modify or delete an Auto Attendant. From this page, you modify the greeting and dialing menu for coverage of the business hours of the Auto Attendant.

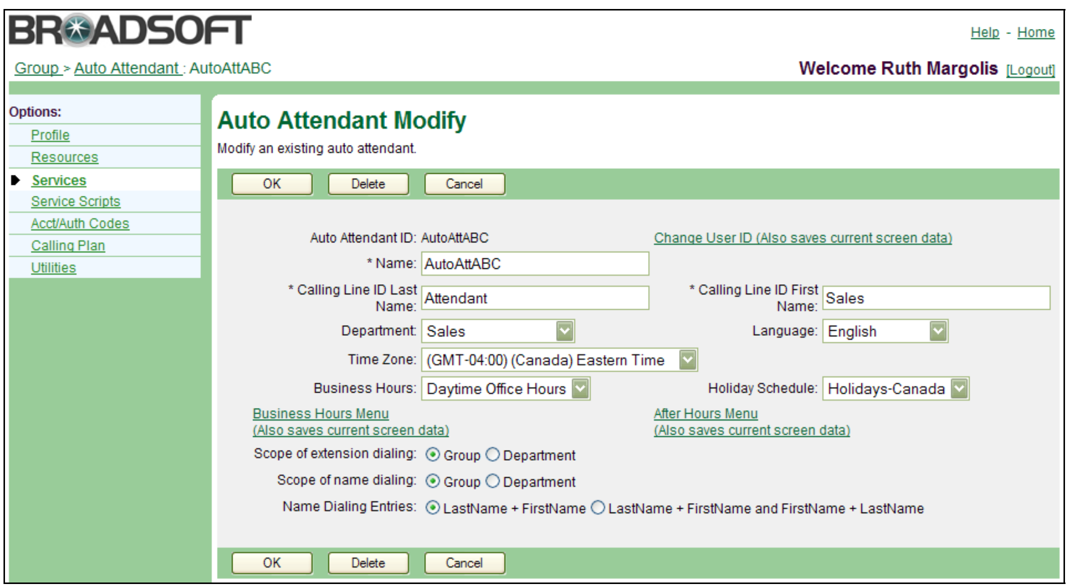

Figure 57 Group – Auto Attendant Modify

1) On the *Group – Services* menu page, click **Auto Attendant**. The *Group – Auto Attendant* page appears.
2) Click **Edit** or any item on the row for the Auto Attendant. The *Group – Auto Attendant Modify* page appears.
3) To delete the Auto Attendant, click **Delete**. The previous page appears.

4) To change the Auto Attendant ID, click **Change User ID**. The *Group – Change User ID* page appears. Enter the new Auto Attendant ID, select the domain from the drop-down list, and then click **OK**.

5) To modify information for the Auto Attendant, type or select information as described in section *4.4.1.1 Add an Auto Attendant*.

6) Take one of the following actions:

   To save your changes to complete your changes for the Auto Attendant, click **OK.** The previous page appears.

   - OR -

   To save your changes and to modify information for the greeting and dialing menu for business hours, click **Business Hours Menu**. Your current changes are saved and the *Business Hours Menu* page appears. Go to section *4.4.1.2 Specify Greeting for Business Hours*.

   - OR -

   To modify information for the greeting and dialing menu for non-business hours, click **After Hours Menu**. Your current changes are saved and the *After Hours Menu* page appears. Go to section *4.4.1.3 Specify Greeting for Non-Business Hours*.

   - OR -

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

4.4.2 Call Pickup Group

The Call Pickup service enables a user to answer any ringing line within their pickup group. A pickup group is a set of users to which an assigned call pickup service applies. To pick up a ringing call, a user dials the call pickup star code. The user is then connected to the caller. If more than one line in the pickup group is ringing, the call that has been ringing the longest is answered.

More than one Call Pickup group can be established within a business group. Users can belong to only one pickup group.

This type of virtual user has the following specific administrative procedures:

- Add a Call Pickup Group
- Modify or Delete a Call Pickup Group

4.4.2.1 Add a Call Pickup Group

Use the *Group – Call Pickup Add* page to add a call pickup group to your group. On this page, only users not already assigned to a call pickup group appear in the *Available Users* column.

After Call Pickup has been set up, the user must dial the feature access code assigned for this service. This code appears in the user's *Home* page.

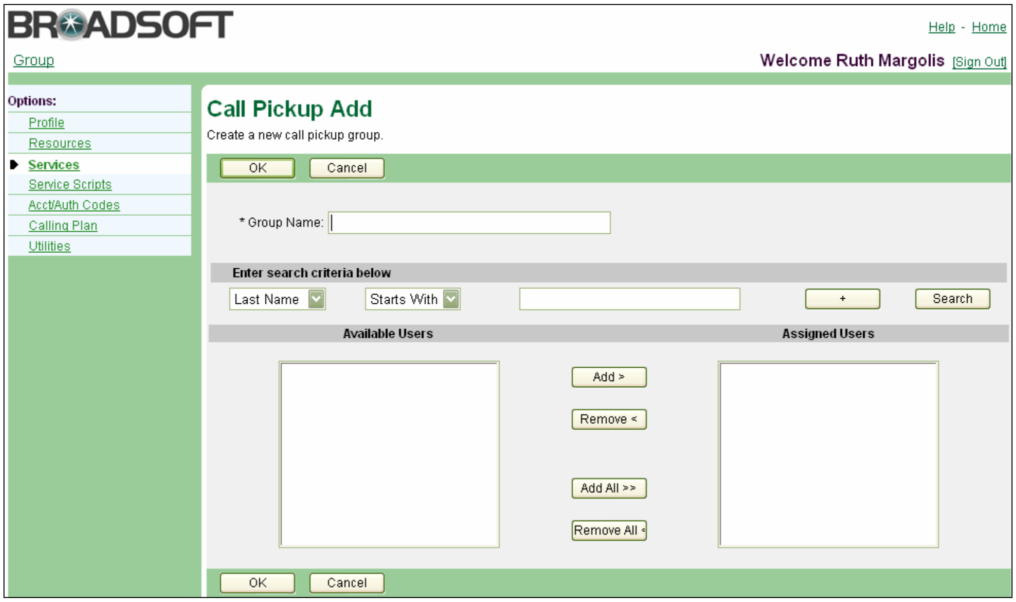

Figure 58 Group – Call Pickup Add

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

2) Click **Add**. The *Group – Call Pickup Add* page appears.

3) Type the group name.

4) Add users to the group:

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

5) Remove assigned users:

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

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.

4.4.2.2 Modify or Delete a Call Pickup Group

Use the *Group – Call Pickup Modify* page to modify or delete a call pickup group in your group. On this page, only users not already assigned to a call pickup group appear in the *Available Users* column.

NOTE: To change the assignment of a user from one group to another, unassign the user from the first group and then assign the user to his/her new group.

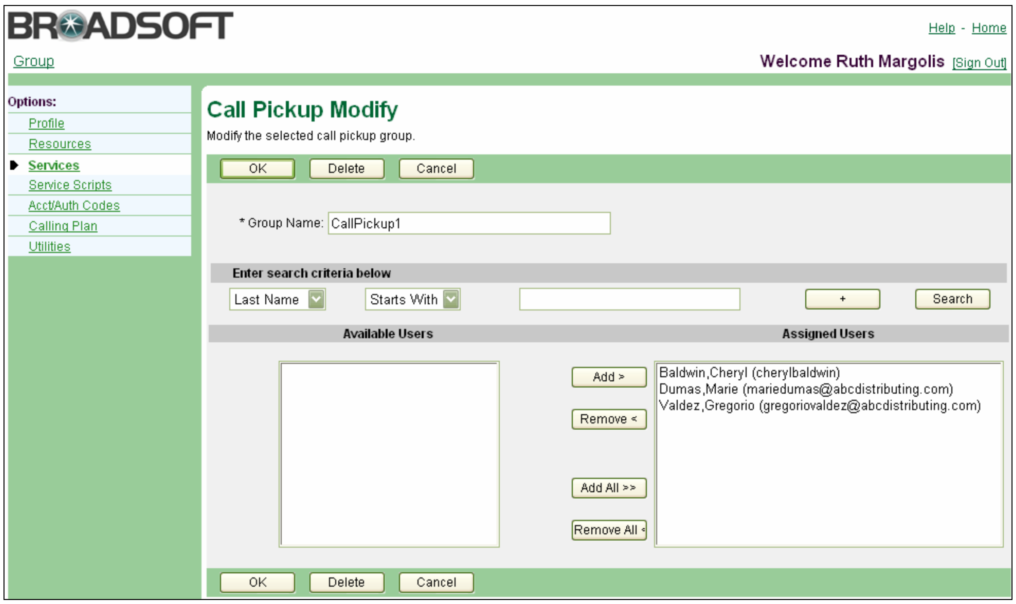

Figure 59 Group – Call Pickup Modify

1) On the *Group – Services* menu page, click **Call Pickup**. The *Group – Call Pickup* page appears.
2) Click **Edit** or any item on the row for the call pickup group. The *Group – Call Pickup Modify* page appears.
3) To delete the call pickup group, click **Delete**. The previous page appears.
4) Edit the group name, as required.
5) Add users to the group:
   - 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 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 users, click **Add >**. To assign all users (unselected) at once, click **Add All >>**.

6) Remove users from the group:

   – On the *Assigned Users* column, select the users and click **Remove <**. To move 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.

4.4.3 Hunt Group

The Hunt Group service routes incoming calls that are not directed to a specific user number to the next available user in the Hunt Group, according the Group Policy settings for the Hunt Group.

This type of virtual user has the following specific administrative procedures:

- Add a Hunt Group
- Configure SMDI Message Desk Service
- Configure Weighted Call Distribution
- Assign Users to or Unassign Users from a Directory Number Hunting Group
- Modify or Delete Hunt Group Profile

4.4.3.1 Add a Hunt Group

Use the Group – Hunt Group Add page to add the basic information for a new Hunt Group. A Hunt Group is itself a virtual user (the Hunt Group user) and you provision it with many of the attributes a user has.

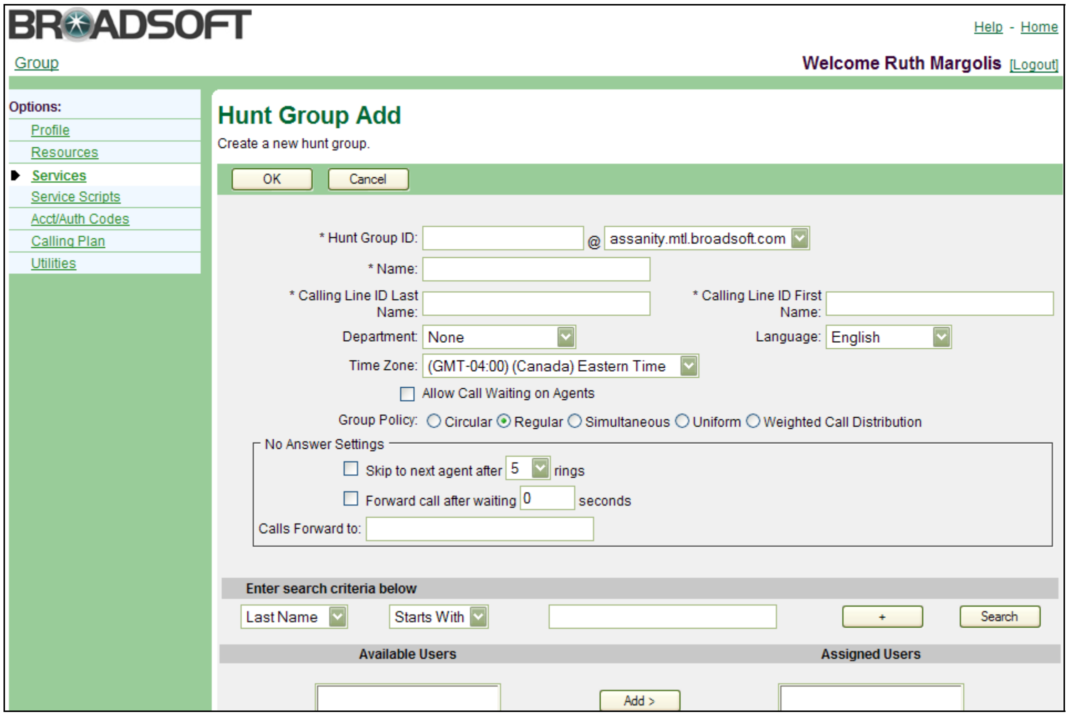

Figure 60 Group – Hunt Group Add (Top of Page)

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

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

3) Type or select information for the Hunt Group. An asterisk (*) indicates required data.

   – 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.

   – Select the *Language*, that is, the language in which service-specific messages are played during calls to the Call Center.

     Default is English (U.S. English) unless configured otherwise.

   – Select the time zone from the Time Zone drop-down list.

   – Check or uncheck the *Allow Call Waiting on Agents* box. When Directory Number Hunting has been assigned to a Hunt Group, you can assign Call Waiting to Hunt Group agents so that they can handle more than one call directed to them, regardless of their Call Waiting feature status.

   – The *Group Policy* options configure the call-distribution pattern for incoming calls. Click the button for the type of setup you want.

Policy	Description
Regular	Sends incoming calls to the next available user in the Hunt Group.
Circular	Sends incoming calls to users according to their position in a list. After a call has been sent to the last user on the list, the next call is sent to the user at the top of the list.

Policy	Description
Simultaneous	Sends incoming calls to all user numbers at the same time. Once the call has been answered, the remaining calls to other users are released.
Uniform	Sends the current incoming call to the user who has been idle the longest. After a user has answered a call, they are moved to the bottom of the call queue.
Weighted Call Distribution	Assigns calls randomly to users according to percentages you assign on the *Hunt Group – Weighted Call Distribution* page

- The *No Answer Settings* configure how the service behaves if a user does not answer a call. Type or select the data or check or uncheck a box. A checked box indicates a feature is enabled.

Input Box	Description
Skip to next agent after X rings	Check this box to have the system pass incoming unanswered calls to the next user determined by the current group policy after the specified number of rings.
Forward call after waiting X seconds	Check this box to forward calls that have not been answered by any user after the specified number of seconds to the phone number specified in the Calls Forward to text box. This box accepts values from 0 to 7200 seconds (2 hours).
Calls Forward to	Calls not answered within the time specified by the *Forward call after waiting X seconds* control are transferred to the specified number. If this number is not one assigned to the group, type the complete number: + <country code> <national number>. Enter a number in the *Calls Forward to* text box to transfer calls to the specified number when a call is not answered in the time specified by the *Forward call after waiting X seconds* control. Enter the FAC before the number to initiate one of the following services: Calling Line ID Delivery Blocking per Call Calling Line ID Delivery Blocking Allowing per Call Direct Voice Mail Transfer

4) Assign users as members for the Hunt Group.

- 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*.
- If your group is part of an enterprise, your Hunt Group may include any user in the enterprise.
- In the *Available Users* column, select the users 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 users, click **Add >**. To assign all users (unselected) at once, click **Add All >>**.

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.

4.4.3.2 Configure SMDI Message Desk Service

The Simplified Message Desk Interface (SMDI) Message Desk service is assigned exclusively to BroadWorks Hunt Groups to support a legacy voice mail system over an analog interface. The analog interface consists of a legacy voice mail system phone number and an SMDI interface.

For calls terminating on the Hunt Group, the SMDI Message Desk service sends the following information about the call to the voice mail system over the analog interface:

- Calling number
- Called number
- Redirection information

This information is used by the voice mail system to redirect the calling party to the user's mailbox and provide the correct greeting.

The following figure shows how the SMDI Message Desk service allows BroadWorks to interface to an external voice messaging system accessed over an analog interface.

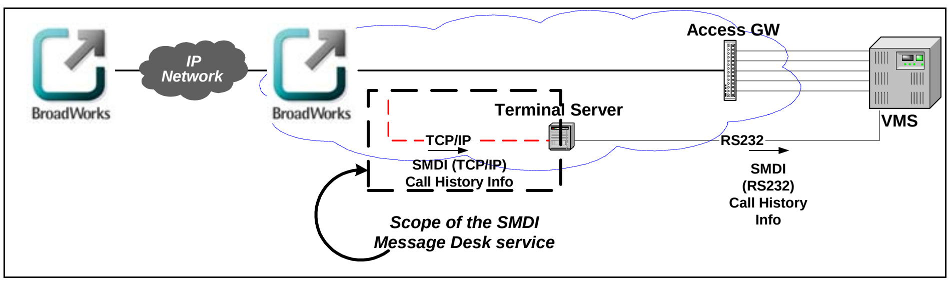

Figure 61 SMDI Message Desk

In this configuration the:

- Analog lines of the legacy VMS are connected to an access gateway hosted by the Application Server. Each analog line is mapped to a user/phone number in BroadWorks.
- Voice mail server is the number of a Hunt Group in BroadWorks.
- SMDI Message Desk service provides the voice mail server with the redirection information for the incoming call.

To provide this service, the group administrator needs to:

- Configure the access gateway for the group.
- Define a user for each line of the VMS. Each of these users is assigned one of the lines of the access gateway. To add users, see section *3.2.2 Add a User.*
- Define and configure a Hunt Group. This is the Hunt Group to be used to select a line among the lines of the VMS. To achieve this, the users configured to represent each line of the VMS must be added to the list of Hunt Group members. The phone number given to the Hunt Group is the voice mail server address (as used in for Third-

Party Voice Mail Support). Although this application typically uses the “Regular” hunting policy, all other hunting policies except for “simultaneous” are supported. For the procedure to add and configure a Hunt Group, see section *4.4.3.1 Add a Hunt Group.*

- Assign the SMDI Message Desk service to the Hunt Group. For the procedure to assign the service, see section *3.2.8 Assign or Unassign Services*.
- Configure the SMDI Message Desk service as follows:
  - Enable the service.
  - Assign a 3-digit Message Desk Number. This number is included as a field in the SMDI Call History Messages and is used by the VMS to uniquely identify the Hunt Group.
  - Enter a list of terminal servers to which the SMDI messages are sent. Each terminal server is defined by a name, IP address, and port. These fields are mandatory. If the list of terminal servers is empty, an alarm is generated at call processing time.
- Configure the Third-Party Voice Mail Support service to use the phone number of the newly created Hunt Group as voice mail server address. For the procedure to turn on Third-Party Voice Mail Support service, see the *BroadWorks Application Server Group Web Interface Administration Guide – Part 1*.

Configure the SMDI Message Desk Service:

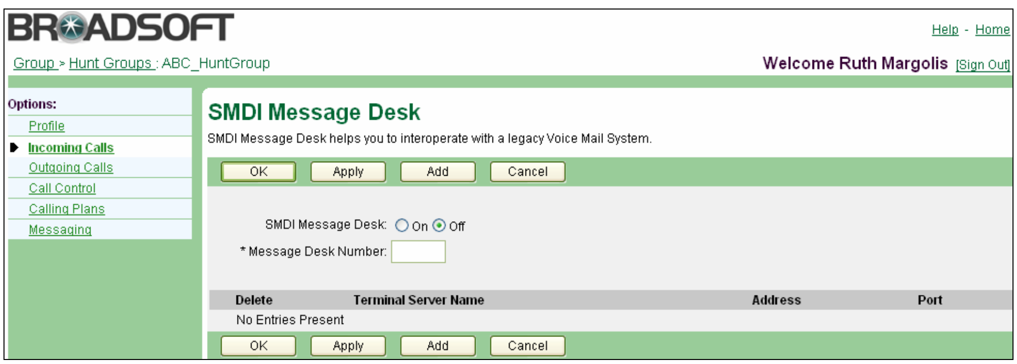

Figure 62 Hunt Group – SMDI Message Desk

1) On the *Group – Services* menu page, click **Hunt Group**. The *Group – Hunt Group* page appears.
2) Click **Edit** or any item on the row for the Hunt Group. The *Hunt Group – Profile* menu page appears.
3) Click the **Incoming Calls** option (left side of page). The *Incoming Calls* menu appears.
4) Click **SMDI Message Desk**. The *SMDI Message Desk* page appears.
5) To turn the SMDI Message Desk service on, click “On”.
6) Type the message desk number in the input box. Message desk numbers are three characters between 000 and 999. (If a message desk number is not provided, the SMDI Message Desk service cannot be turned on.)
7) To apply your changes, click **Apply**.

To add terminal servers:

1) On the *SMDI Message Desk* page, click **Add**. The *SMDI Message Desk Add* page appears.

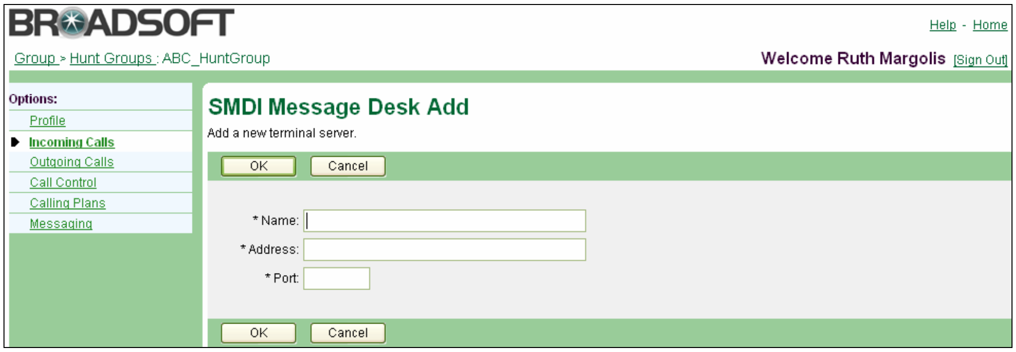

Figure 63 Hunt Group – SMDI Message Desk Add

2) In the *Name* input box, type the name of the terminal server. This can be one to 40 characters long and can contain special characters and spaces.

3) In the *Address* input box, type the terminal server address, which is an IP address or host name and can be two to 80 characters in length. Spaces and the @ symbol are not permitted.

4) In the *Port* input box, type the number of the port; this is a numeric value from 1 to 65536.

5) To save your changes, click **OK**. The *SMDI Message Desk* page appears.

6) To add another terminal server, repeat this procedure.

   Or

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.

4.4.3.3 Configure Weighted Call Distribution

Use the *Hunt Group – Weighted Call Distribution* page to configure the call distribution policy within your Hunt Group.

You can assign a percentage value to each user in the Hunt Group. When a new call comes in, the system is more or less likely to assign that call to a given user according to the values you set on this page. Users already occupied with a call are not included in the random determination.

> NOTE: The percentage values represent the statistical likelihood of each user receiving the next incoming call. They are not exact guarantees or quotas.

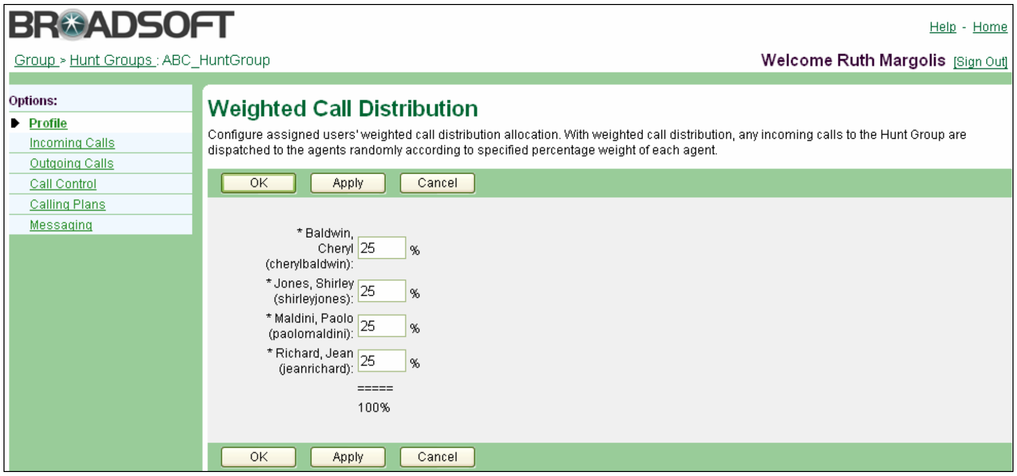

Figure 64 Hunt Group – Weighted Call Distribution

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

2) Click **Edit** or any item on the row for the Call Center. The *Hunt Group – Profile* menu page appears.

3) Click **Weighted Call Distribution**. The *Hunt Group – Weighted Call Distribution* page appears. This link will only appear if you have enabled the Weighted Call Distribution policy on the profile page for this Hunt Group.

4) Assign a percentage value for each user in your Hunt Group using the input boxes provided. The values must add up to exactly 100.

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.

4.4.3.4 Assign Users to or Unassign Users from a Directory Number Hunting Group

Use the *Hunt Group – Directory Number Hunting* page to assign or unassign the users who will be members of a Directory Number Hunting group.

This service allows agents in the group to be called directly. When assigned to a Directory Number Hunting group, except for the Simultaneous Ringing policy, the call is handled by the existing Hunt Group policies and the called agent, if unavailable, is skipped. For the Simultaneous Ringing policy, an unavailable agent is not skipped.

> NOTE: A member of a Hunt Group can be assigned to only one Directory Hunting Group in the system.

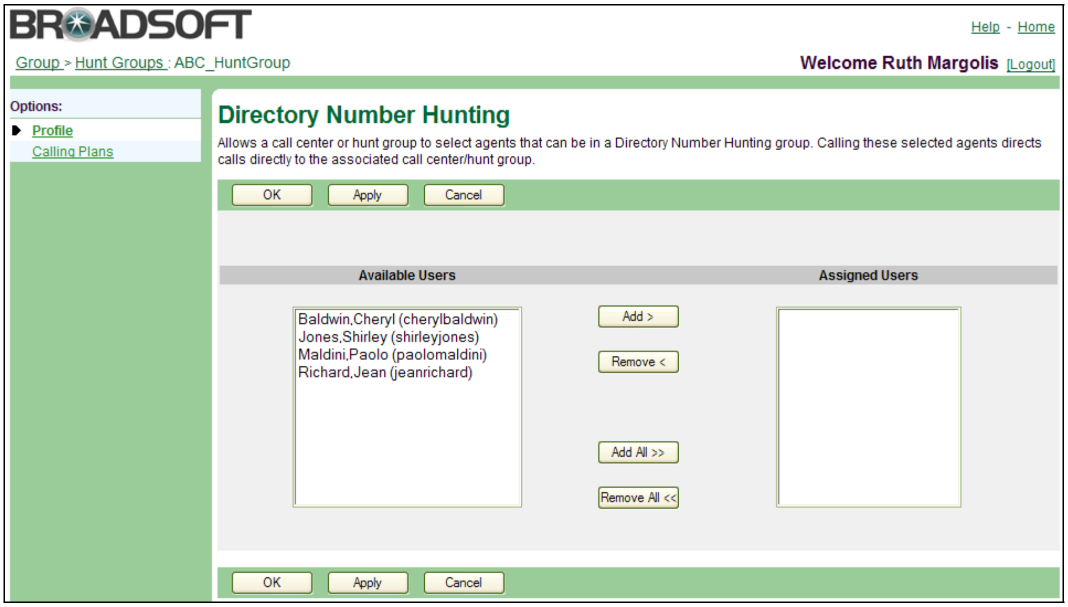

Figure 65 Hunt Group – Directory Number Hunting

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

2) Click **Edit** or any item on the row for the Hunt Group. The *Hunt Group – Profile* menu page appears.

3) Click **Directory Number Hunting**. The *Hunt Group – Directory Number Hunting* page appears.

4) Assign members of the Hunt Group to the Directory Number Hunting group.

   – In the *Available Users* column, select the users to be assigned to the Directory Number Hunting group. 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) Unassign users.

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

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.

4.4.3.5 Modify or Delete Hunt Group Profile

The *Hunt Group – Hunt Group Profile* page is used to modify the profile information for a Hunt Group or to delete a Hunt Group.

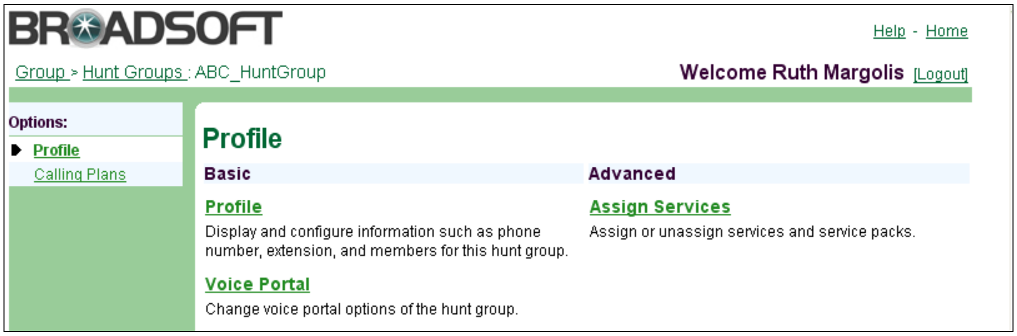

Figure 66 Hunt Group – Hunt Group Profile

1) On the *Group – Services* menu page, click **Hunt Group**. The *Group – Hunt Group* page appears.
2) Click **Edit** or any item on the row for the Hunt Group. The *Hunt Group – Profile* menu page appears.
3) Click **Profile**. The *Group – Hunt Group Profile* page appears.
4) To delete the Hunt Group, click **Delete**. The previous page appears.
5) To change the Hunt Group ID, click Change User ID (upper right on page). The *Group – Change User ID* page appears. Enter the new Hunt Group ID, select the domain from the drop-down list, and then click **OK**.
6) To modify the profile information, type or select information for the Hunt Group. An asterisk (*) indicates required data.
   - 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.
   - Select the *Language*, that is, the language in which service-specific messages are played during calls to the Call Center.

     Default is English (U.S. English) unless configured otherwise.

NOTE: The Language change is effective on the next new call to the Hunt Group.

   - Select the time zone from the Time Zone drop-down list.
   - Check or uncheck the *Allow Call Waiting on Agents* box. When Directory Number Hunting has been assigned to a Hunt Group, you can assign Call Waiting to Hunt Group agents so that they can handle more than one call directed to them, regardless of their Call Waiting feature status.
   - The *Group Policy* options configure the call-distribution pattern for incoming calls. Click the button for the type of setup you want.

Policy	Description
Regular	Sends incoming calls to the next available member of the Hunt Group.
Circular	Sends incoming calls to users according to their position in a list. After a call has been sent to the last user on the list, the next call is sent to the user at the top of the list.

Policy	Description
Simultaneous	Sends incoming calls to all user numbers at the same time. Once the call has been answered, the remaining calls to other users are released.
Uniform	Sends the current incoming call to the user who has been idle the longest. After a user has answered a call, he/she is moved to the bottom of the call queue.
Weighted Call Distribution	Assigns calls randomly to users according to percentages you assign on the *Hunt Group – Weighted Call Distribution* page.

– The *No Answer Settings* configure how the service behaves if a user does not answer a call. Type or select the data or check or uncheck a box. A checked box indicates a feature is enabled.

Input Box	Description
Skip to next agent after X rings	Check this box to have the system pass incoming unanswered calls to the next user determined by the current group policy after the specified number of rings.
Forward call after waiting X seconds	Check this box to forward calls that have not been answered by any user after the specified number of seconds to the phone number listed in the Calls Forward to text box. This box accepts values from 0 to 7200 seconds (2 hours).
Calls Forward to	Calls not answered within the time specified by the *Forward call after waiting X seconds* control are transferred to the specified number. If this number is not one assigned to the group, type the complete number: + <country code> <national number>.

7) Assign users as members of the Hunt Group:

– 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*.

– If your group is part of an enterprise, your Hunt Group may include any user in the enterprise

– Assign users: 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 >>**.

NOTE: If your Hunt Group uses the Weighted Call Distribution policy, your new user will be assigned a percentage value of 0, and therefore will receive no calls until you alter this value on the *Hunt Group – Weighted Call Distribution* page.

8) Unassign users:

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

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.

4.4.4 Conference Bridges

Conference bridges allow conference calling. To use conference calling, a group must have the correct conferencing hardware and software. For information on obtaining the correct product, please speak to a BroadSoft representative or project manager.

This type of virtual user has the following specific administrative procedures:

- Add a Conference Bridge
- Configure Phone Number Line/Port for New Conference Bridge
- Modify or Delete a Conference Bridge

4.4.4.1 Add a Conference Bridge

Use the *Group – Conference Bridges Add* page to add a conference bridge and its user administrators. You provision a conference bridge as if it were a user (virtual user).

Conference bridges allow conference calling. To use conference calling, a group must have the correct conferencing hardware and software. For information on obtaining the correct product, please speak to a BroadSoft support representative or project manager.

NOTE: You can add a conference bridge only after an integrated Conferencing Server has been configured for the system.

IMPORTANT: Adding a conference bridge is done in two steps. First you create a new conference bridge and save it. After completing the steps in this procedure, go to section *4.4.4.2 Configure Phone Number Line/Port for New Conference Bridge*. The new conference bridge does not work unless you perform the steps in second procedure.

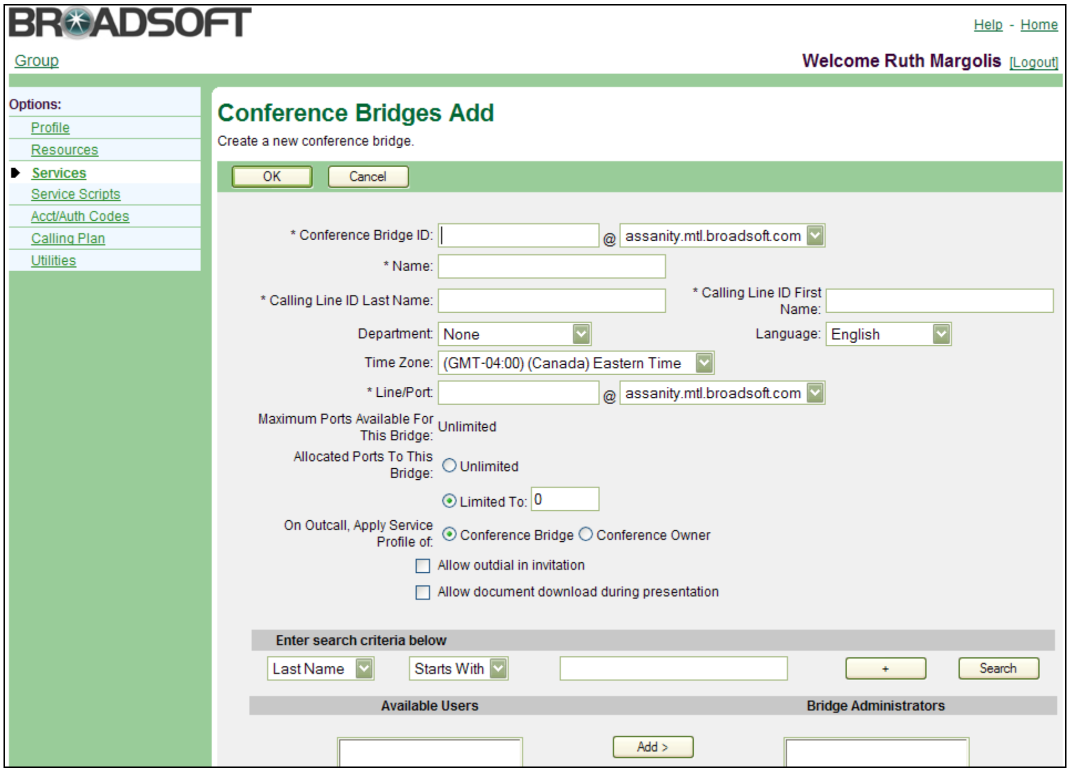

Figure 67 Group – Conference Bridges Add (Top of Page)

1) On the *Group – Services* menu page, click **Conference Bridges**. The *Group – Conference Bridges* page appears.

2) Click **Add**. The *Group – Conference Bridges Add page* appears.

3) Type or select information for the conference bridge. An asterisk (*) indicates required data.

   – *Conference Bridge ID*: Enter the ID for the conference bridge.

   – *Name*: Enter the name of the bridge.

   – *Calling Line ID First Name* and *Calling Line ID Last Name:* Type the names that appear on lines with Caller ID.

   – *Department:* Select the department from the drop-down list.

   – 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.

   – *Line/Port*: The line or port for the bridge.

IMPORTANT: The line/port field has to be configured after you create the conference bridge. The conference bridge does not work until this field is properly configured. If the *Line/Port* value is unknown, enter a temporary value, for example, 12345. After this conference bridge is created, go to section *4.4.4.2 Configure Phone Number Line/Port for New Conference Bridge* to complete the procedure.

– *@:* The domain name of the line/port.

– *Language*: Select the language in which service-specific messages are played during calls to the conference bridge.

  Default is English (U.S. English) unless configured otherwise.

– *Time Zone*: Select the time zone for the bridge.

4) Allocate the number of ports (one line for each user) for the bridge. This is a required input box.

   The number in the *Maximum Ports Available For This Bridge* text box defines the maximum number of ports available to your group for conference bridges. If the value in this text box is "Unlimited", you can allocate an unlimited number of ports to this conference bridge. Select "Unlimited" for *Allocated Ports To This Bridge*.

   To specify a number of ports, type the number in the *Limited To* text box.

5) For outgoing calls from an integrated conference server, select which user service profile is to be assigned to the calls. Click one of these selections for *On Outcall, Apply Service Profile of:*

   – "Conference Bridge": Applies the service profile of the conference bridge itself (conference bridge user).

   – "User Placing Outcall": Applies the service profile of the participant who makes the calls (user). The user must be a BroadWorks subscriber in the same group as the conference bridge.

> NOTE: This input option is not available for stand-alone conference servers.

6) Check the *Allow outdial in invitation* box, to include direct links to conferences using this bridge in e-mail invitations.

7) Check the *Allow document download during presentation* box, to permit the downloading of documents during a presentation.

8) Assign users as administrators.

   – 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 to be assigned as administrators. 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 >>**.

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

10) Go to section *4.4.4.2 Configure Phone Number Line/Port for New Conference Bridge*.

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

4.4.4.2 Configure Phone Number Line/Port for New Conference Bridge

The following is the second procedure to follow when creating a new conference bridge. Use the *Group – Conference Bridges Addresses* page to select the phone number, which is later used to configure the Line/Port information for the conference bridge.

1) On the *Group – Services* menu page, click **Conference Bridges**. The *Group – Conference Bridges* page appears.

2) Click **Edit** or the name of the conference bridge you just created. The *Conference Bridge – Profile* menu page appears.

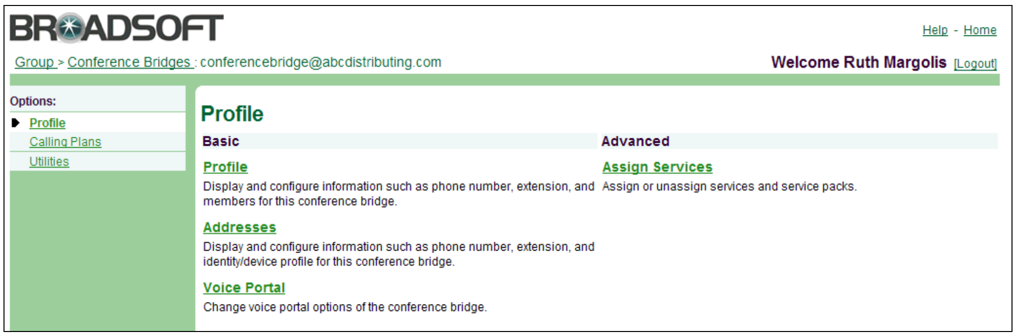

Figure 68 Group Conference Bridges – Profile Menu Page

3) Click **Addresses**. The *Conference Bridge Addresses* page appears.

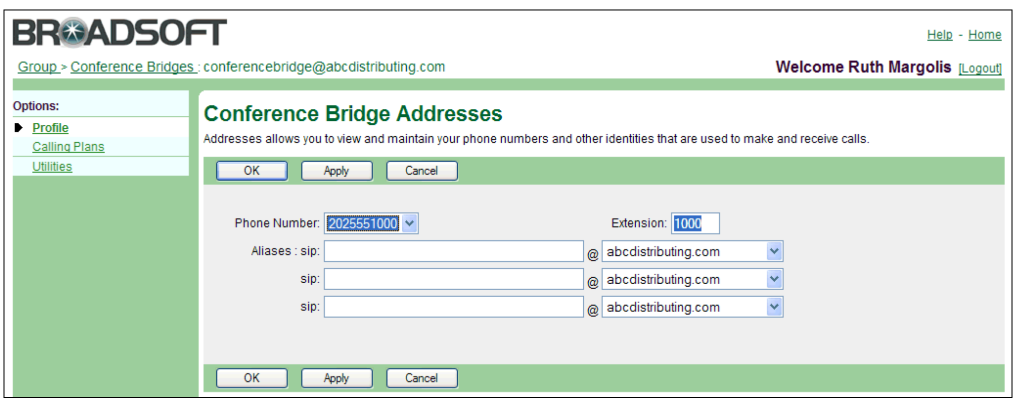

Figure 69 Group Conference Bridges – Conference Bridges Addresses

4) From the *Phone Number* drop-down list, select a phone number. The *Extension* field is populated by default when you select the phone number.

5) Save your changes. Click **Apply**.

6) Click **Profile** or **OK** to return to the Profile menu page.

7) Click **Profile**. The *Conference Bridges Modify* page appears.

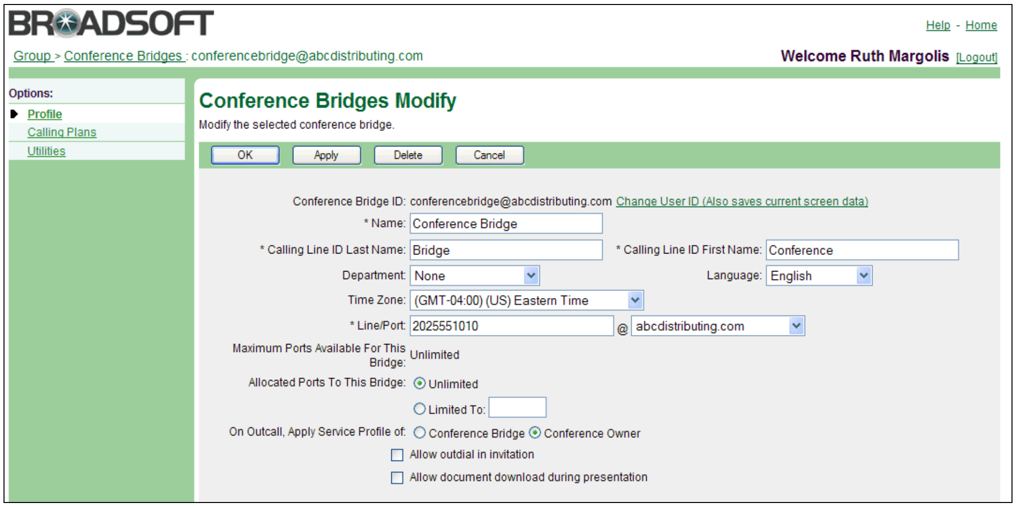

Figure 70 Group Conference Bridges – Conference Bridges Modify

8) In the **Line/Port* field, replace the temporary value (entered in step 3 of section 4.4.4.1) with the phone number that you just selected from the *Conference Bridges Addresses* page *Phone Number* drop-down list.

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.

4.4.4.3 Modify or Delete a Conference Bridge

Use the *Group – Conference Bridges Modify* page to modify or delete a conference bridge and its administrators.

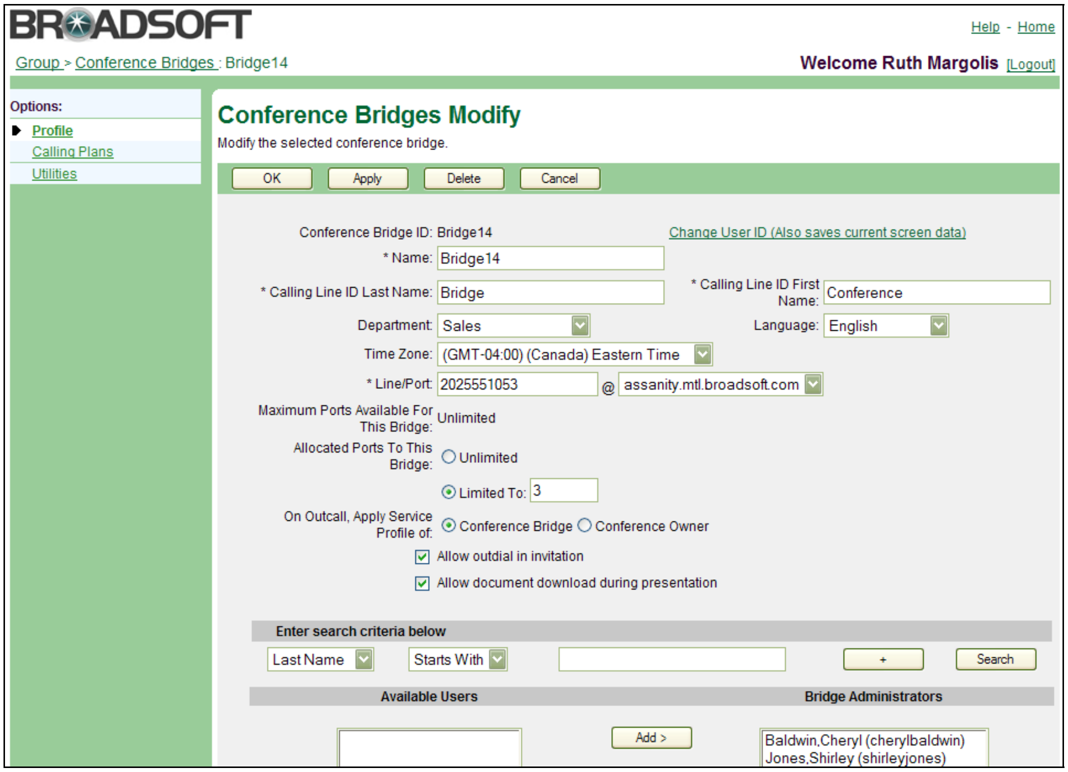

Figure 71 Group – Conference Bridge Modify (Top of Page)

1) On the *Group – Services* menu page, click **Conference Bridges**. The *Group – Conference Bridges* page appears.

2) Click **Edit** or any item on the row for the bridge. The *Conference Bridge – Profile* menu page appears.

3) Click **Profile**. The *Group – Conference Bridge Modify* page appears.

4) To delete the bridge, click **Delete**. The previous page appears.

5) To change the conference bridge ID, click **Change User ID**. The *Group – Change User ID* page appears. Enter the new conference bridge ID, select the domain from the drop-down list, and then click **OK**.

6) To edit the bridge: Type or select information for the bridge. An asterisk (*) indicates required data.

   – *Calling Line ID First Name* and *Calling Line ID Last Name:* Type the names that appear on lines with Caller ID.

   – 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.

   – *Line/Port*: The line or port for the bridge.

   – *@*: The domain name of the line/port.

   – *Language*: Select the language in which service-specific messages are played during calls to the conference bridge.

     Default is English (U.S. English) unless configured otherwise.

7) Allocate the number of ports (one line for each user) for the bridge. This is a required input box.

   The number in the *Maximum Ports Available For This Bridge* text box defines the maximum number of ports available to your group for conference bridges. If the value in this text box is "Unlimited", you can allocate an unlimited number of ports to this conference bridge. Click the "Unlimited" button for *Allocated Ports To This Bridge*.

   To specify a number of ports, type the number in the *Limited To* text box.

8) For outgoing calls from an integrated conference server, select which user service profile is to be assigned to the calls:

   – "Conference Bridge": Applies the service profile of the conference bridge itself (conference bridge user).

   – "User Placing Outcall": Applies the service profile of the participant who makes the calls (user).

NOTE: This input option is not available for standalone conference servers.

9) Assign users as bridge administrators.

   – 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 to be assigned as administrators. 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 user, click **Add >**. To assign all users (unselected) at once, click **Add All >>**.

10) Unassign bridge administrators.

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

11) 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.

4.4.5 Call Center

The Call Center service places incoming calls in a queue if all agent lines are busy. Another feature of the service allows agents to log in or log out of their position in the queue.

This type of virtual user has the following specific administrative procedures:

- Add a Call Center
- Configure Statistics Reporting and View Statistics
- Select Announcements

- Configure Weighted Call Distribution
- Assign or Unassign Supervisors and Reporting Server
- Assign Users to or Unassign Users from a Directory Number Hunting Group
- Modify or Delete a Call Center Profile

4.4.5.1 Add a Call Center

Use the *Group – Call Center Add* page to add the basic information for a new Call Center. A Call Center is itself a virtual user (the Call Center user) and you provision it with many of the attributes a user has.

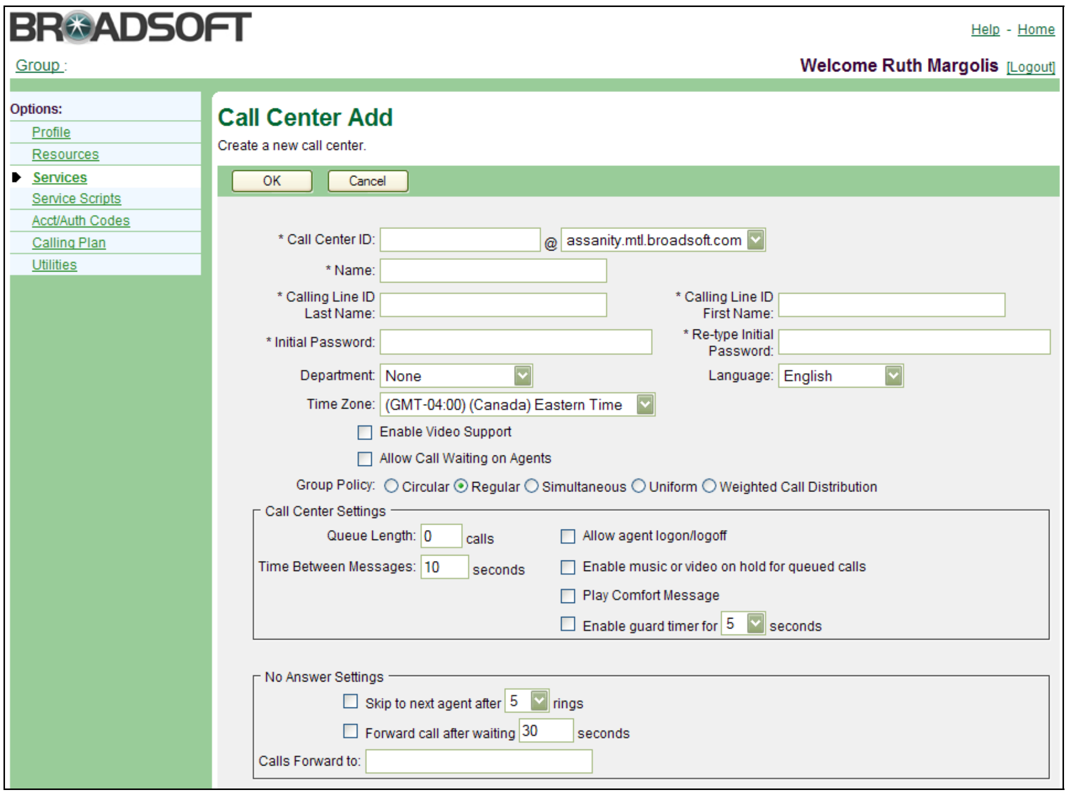

Figure 72 Group – Call Center Add (Top of page)

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.
2) Click **Add**. The *Group – Call Center Add* page appears.
3) Type or select information for the Call Center. An asterisk (*) indicates required data.
   - 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.
   - Input for the password fields appear as asterisks (*).
   - Select the *Language*, that is, the language in which service-specific messages are played during calls to the Call Center.

     Default is English (U.S. English) unless configured otherwise.

- The *Enable Video Support* box is present only when the Call Center – Video group service is assigned to the group.
- Check or uncheck the *Allow Call Waiting on Agents* box. When Directory Number Hunting has been assigned to a Call Center, you can assign Call Waiting to Call Center agents so that they can handle more than one call directed to them, regardless of their Call Waiting feature status.
- The *Group Policy* options configure the call-distribution pattern for incoming calls. Click the button for the type of *setup* you want.

Policy	**Description**
Regular	Sends incoming calls to the next available agent.
Circular	Sends incoming calls to agents according to their position in a list. After a call has been sent to the last agent on the list, the next call is sent to the agent at the top of the list.
Simultaneous	Sends incoming calls to all agent numbers at the same time. Once the call has been answered, the remaining calls to other agents are released.
Uniform	Sends the current incoming call to the agent who has been idle the longest. After an agent has answered a call, he/she is moved to the bottom of the call queue.
Weighted Call Distribution	Assigns calls randomly to agents according to percentages you assign on the *Call Center – Weighted Call Distribution* page.

- The *Call Center Settings* configure these attributes for calls and agents. Type or select what you want for the Call Center.

Input Box	**Description**
Queue Length	The limit for the number of calls that can wait to be transferred to the next agent.
Time Between Messages	The time, in seconds, after which a comfort message is played to callers whose calls are on hold.
Allow agent logon/logoff	Allow agents to log on to or log off from the Call Center. A check mark indicates that the feature is on.
Enable music on hold for queued calls	Plays an audio file while a customer is on hold. **NOTE**: To specify the audio file for Music/Video On Hold, see section *4.4.5.3 Select Announcements*.
Play Comfort Message.	Plays a comfort message while a customer is on hold.
Enable guard timer for X seconds	Determines how long the system will wait before routing a call to a free agent. When a caller hangs up before an agent, the system may attempt to route another incoming call to that agent before he or she has replaced the handset, causing the call to return to the queue unanswered. When this box is checked, the system waits the specified number of seconds each time an agent's phone indicates that it is ready to receive calls before routing a new call to that agent.

- The No *Answer Settings* configure how the service behaves if an agent does not answer a call. Type or select the data or check or uncheck a box. A checked box indicates a feature is enabled.

Input Box	Description
Skip to next agent after X rings	Check this box to have the system pass incoming unanswered calls to the next agent determined by the current group policy after the specified number of rings.
Forward call after waiting X seconds	Check this box to forward calls that have not been answered by any agent after the specified number of seconds to the phone number specified in the Calls Forward to text box. This box accepts values from 0 to 7200 seconds (2 hours).
Calls Forward to	Calls not answered within the time specified by the *Forward call after waiting X seconds* control are transferred to the specified number. If this number is not one assigned to the group, type the complete number: + <country code> <national number>. Enter the FAC before the number to initiate one of the following services: Calling Line ID Delivery Blocking per Call Calling Line ID Delivery Blocking Allowing per Call Direct Voice Mail Transfer

4) Assign users as agents for the Call Center.

   – 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*.

   – If your group is part of an enterprise, your Hunt Group may include any user in the enterprise.

   – In the *Available Users* column, select the users to be assigned as agents. 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.

4.4.5.2 Configure Statistics Reporting and View Statistics

Use the *Call Center – Call Center Statistics* page to view the statistics of activity for this Call Center for today and yesterday and, as required, clear today's statistics and configure statistics reporting.

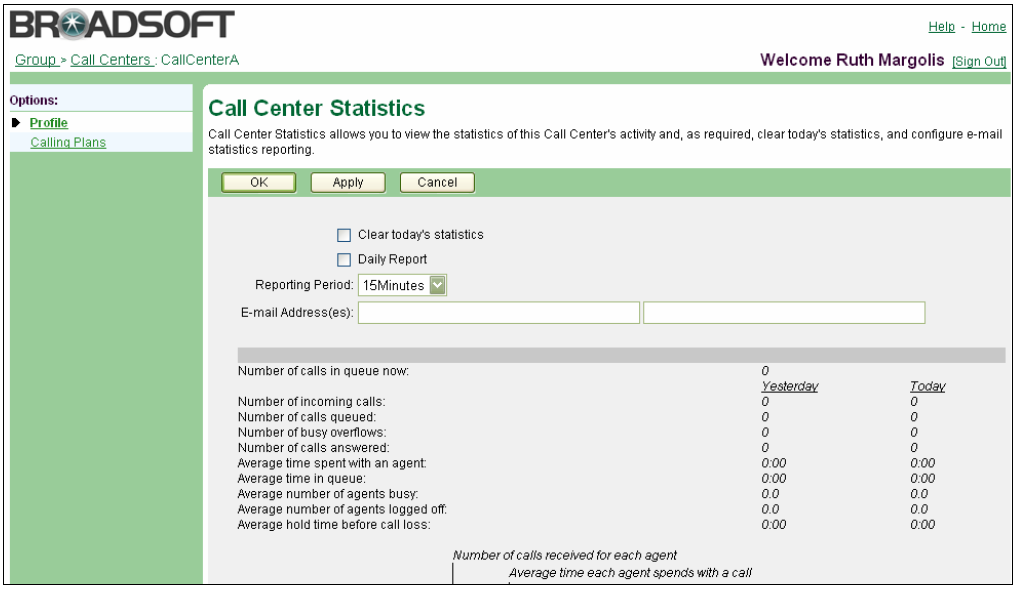

Figure 73 Call Center – Call Center Statistics (Top of Page)

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

2) Click **Edit** or any item on the row for the Call Center. The *Call Center – Profile* menu appears.

3) Click **Statistics**. The *Call Center – Call Center Statistics* page appears.

4) Configure statistics reporting:

   – To clear or leave today's statistics, check or uncheck the *Clear today's statistics* box.

   – To enable or disable statistics reporting, check or uncheck the *Daily Report* box.

   – Select the *Reporting Period* for the collection of statistics.

   – Type one or two E-mail Addresses to receive the daily statistics report.

5) View group statistics:

Statistic	Description
Number of incoming calls	Number of calls that have come into this Call Center group, regardless of whether the call was answered, queued, or sent to Auto Attendant.
Number of calls queued	Number of calls held for the next available agent.
Number of busy overflows	Number of calls that came in after the queue limit was exceeded. It is likely that Auto Attendant answers such calls and the callers are directed to leave a message. (The queue length is set from the *Call Center Add* or *Call Center Modify* page.)
Number of calls answered	Number of calls that agents in this Call Center have answered.

Statistic	Description
Average time spent with an agent	An approximation of the time all agents have spent on calls. If the time is less than one hour, the time is given in the format mm:ss. If the time is more than one hour, the format is hh:mm:ss.
Average time in queue	An approximation of the time all calls have been held waiting for the next available agent. If the time is less than one hour, the time is given in the format mm:ss. If the time is more than one hour, the format is hh:mm:ss.
Average number of agents busy	An approximation of the number of agents that are busy processing calls from the Call Center, based on the duration of all calls processed by the Call Center during the day
Average number of agents logged off	An approximation of the number of agents logged off based on the total amount of time each agent is logged off during the day.
Average hold time before call loss	An approximation of the amount of time a caller stays in the Call Center queue before deciding to hang up. If the time is less than one hour, the time is given in the format mm:ss. If the time is more than one hour, the format is hh:mm:ss.

6) View statistics for individual agents.

Statistic	Description
Number of calls received for each agent	Number of calls received by each agent.
Average time each agent spends with a call	Average time, in seconds, that the agent spent with a call.
Amount of time each agent is logged off	Amount of time, in minutes, that the agent was logged off.
Amount of time each agent is busy with a call	Amount of time, in minutes, that the agent was busy with a call.
Amount of time each agent is logged on and idle	Amount of time, in minutes, that the agent was logged on and idle.
Number of calls not answered by agent	The number of times an agent was presented with a call but did not answer that call.

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.

4.4.5.3 Select Announcements

Use the *Call Center – Announcements* page to select the source of the announcements played to callers when their calls are answered (Entrance message) and when calls are put on hold (Periodic comfort message and Music/Video On Hold).

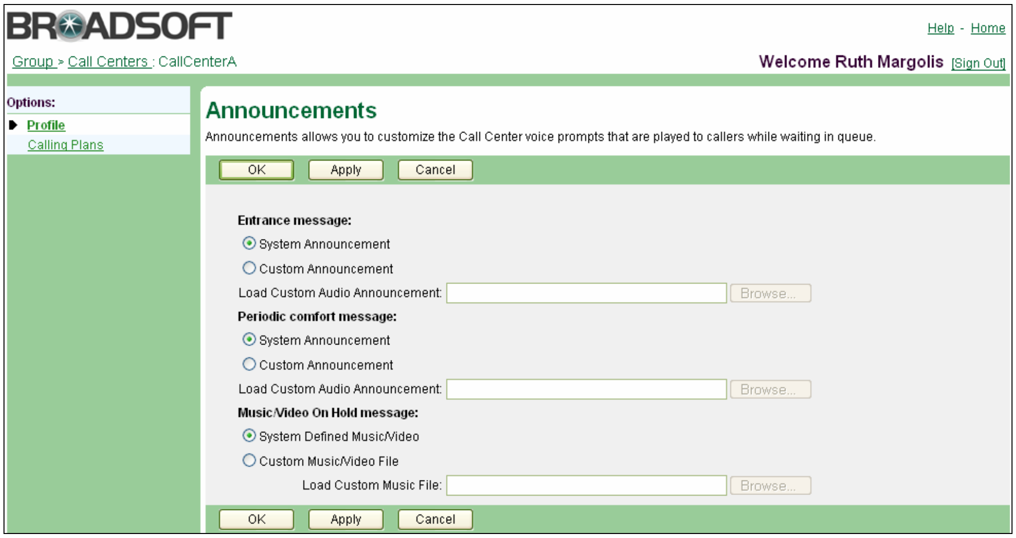

Figure 74 Call Center – Announcements

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

2) Click **Edit** or any item on the row for the Call Center. The *Call Center – Profile* menu page appears.

3) Click **Announcements**. The *Call Center – Announcements* page appears.

NOTE: The *Time Between Messages* option determines how frequently these messages are played. For more information, see section *4.4.5.1 Add a Call Center*.

4) In the sections for each type of message, click the button for the announcement you want:

– If you click "Custom Announcement" or "Custom Music/Video File", type the path and file name of a .WAV file with your greeting in the Load Custom Announcement text box, or click **Browse** to select a file on your computer. If your Call Center 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 Announcement text box, or click **Browse** to select a file on your computer.

– If you click "System Announcement" or "System Defined Music/Video", these announcements or music sources are played:

Message	System Announcement or Audio Source
Entrance message	Your call is very important to us; please wait for the next available agent, or press zero to leave a message.
Periodic comfort message	Your call is very important to us; please wait for the next available agent.
Music/Video On Hold	Audio source selected for the Music/Video On Hold service. To enable Music/Video On Hold, see the *BroadWorks Application Server Group Web Interface Administration Guide – Part 1*.

– To record a personal greeting, click **Help** for this page.

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.

4.4.5.4 Configure Weighted Call Distribution

Use the *Call Center – Weighted Call Distribution* page to configure the call distribution policy within your Call Center.

You can assign a percentage value to each agent in the Call Center. When a new call comes in, the system is more or less likely to assign that call to a given agent according to the values you set on this page. Agents already occupied with a call are not included in the random determination.

> NOTE: The percentage values represent the statistical likelihood of each agent receiving the next incoming call. They are not exact guarantees or quotas.

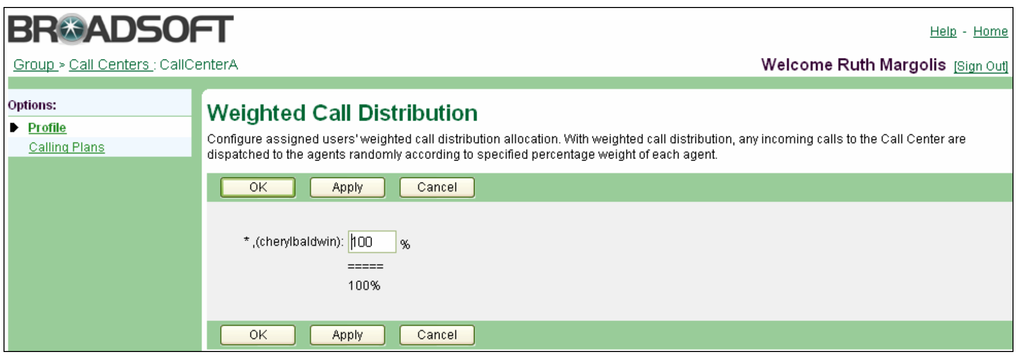

Figure 75 Call Center – Weighted Call Distribution

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.
2) Click **Edit** or any item on the row for the Call Center. The *Call Center – Profile* menu page appears.
3) Click **Weighted Call Distribution**. The *Call Center – Weighted Call Distribution* page appears. This link will only appear if you have enabled the Weighted Call Distribution policy on the profile page for this Call Center.
4) Assign a percentage value for each agent in your Call Center using the input boxes provided. The values must add up to exactly 100.
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.

4.4.5.5 Assign or Unassign Supervisors and Reporting Server

Use the *Call Center – Call Center Supervisor Reporting* page to assign or unassign the supervisors who will supervise agents and the server to which call center activity data is to be sent. A supervisor can be a member of the group or enterprise and can be assigned to more than one Call Center. A supervisor then selects agents to be supervised.

Figure 76 Call Center – Call Center Supervisor Reporting

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

2) Click **Edit** or any item on the row for the Call Center. The *Call Center – Profile* menu page appears.

3) Click **Call Center Supervisor Reporting**. The *Call Center – Call Center Supervisor Reporting* page appears.

4) In the *Reporting Server URL* box, type the URL of the server.

5) Assign supervisors for the Call Center.

   – In the *Available Supervisors* column, select the supervisors to be assigned to the Call Center. 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 supervisors, click **Add >**. To assign all supervisors (unselected) at once, click **Add All >>**.

6) Unassign supervisors.

   – In the Assigned Supervisors column, select the supervisors and click Remove <. To unassign all supervisors (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.

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

4.4.5.6 Assign Users to or Unassign Users from a Directory Number Hunting Group

Use the *Call Center – Directory Number Hunting* page to assign or unassign the users who will be members of a Directory Number Hunting group.

This service allows agents in the group to be called directly. When assigned to a Directory Number Hunting group, except for the Simultaneous Ringing policy, the call is handled by the existing Call Center policies and the called agent, if unavailable, is skipped. For the Simultaneous Ringing policy, an unavailable agent is not skipped.

NOTE: A member of a Call Center can be assigned to only one Directory Hunting Group in the system.

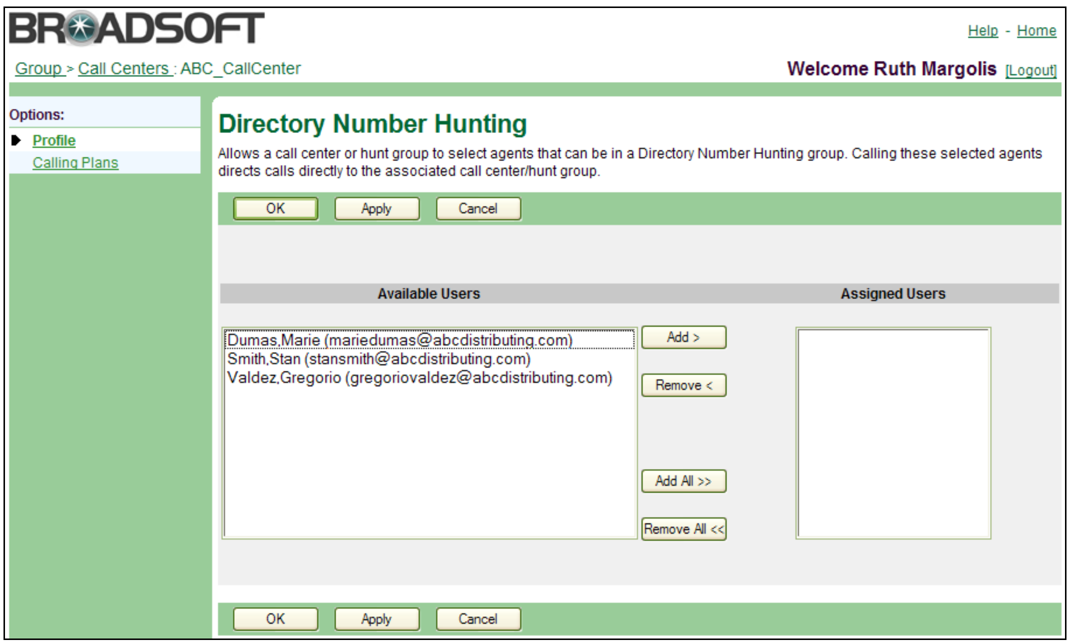

Figure 77 Call Center – Directory Number Hunting

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.
2) Click **Edit** or any item on the row for the Call Center. The *Call Center – Profile* menu page appears.
3) Click **Directory Number Hunting**. The *Call Center – Directory Number Hunting* page appears.
4) Assign members of the Call Center to the Directory Number Hunting group.
   - In the *Available Users* column, select the users to be assigned to the Directory Number Hunting group. 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) Unassign users.

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

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.

4.4.5.7 Modify or Delete a Call Center Profile

The *Call Center – Call Center Profile* page is used to modify the profile information for a Call Center or to delete a Call Center.

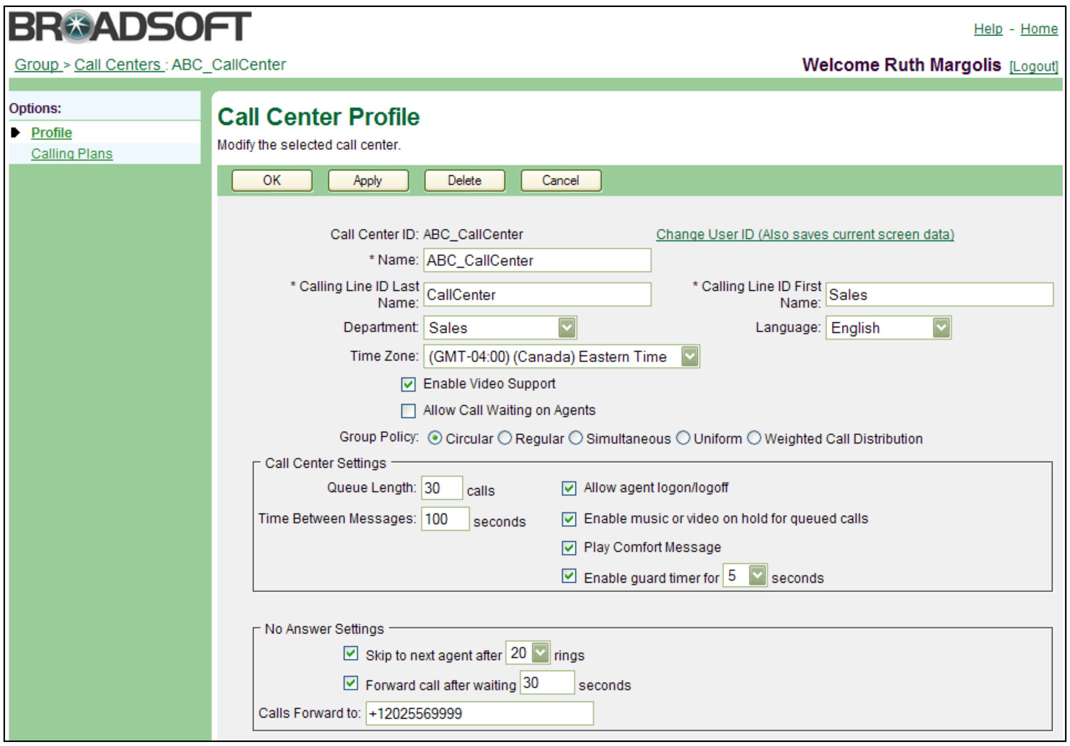

Figure 78 Call Center – Call Center Profile

1) On the *Group – Services* menu page, click **Call Center**. The *Group – Call Center* page appears.
2) Click **Edit** or any item on the row for the Call Center. The *Call Center – Profile* menu page appears.
3) Click **Profile**. The *Call Center – Call Center Profile* page appears.
4) To delete the Call Center, click **Delete**. The previous page appears.
5) To change the Call Center ID, click **Change User ID**. The *Group – Change User ID* page appears. Enter the new Call Center ID, select the domain from the drop-down list, and then click **OK**.

6) To modify the profile information, type or select information for the Call Center. An asterisk (*) indicates required data.

- 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.
- Select the *Language*, that is, the language in which service-specific messages are played during calls to the Call Center.

  Default is English (U.S. English) unless configured otherwise.

NOTE: The Language change takes effect on the next new call to the Call Center.

- Check the *Enable Video Support* check box to play callers video files for greeting announcements, Video On Hold, and periodic comfort messages.
- Check or uncheck the *Allow Call Waiting on Agents* box. When Directory Number Hunting has been assigned to a Call Center, you can assign Call Waiting to Call Center agents so that they can handle more than one call directed to them, regardless of their Call Waiting feature status.
- The *Group Policy* options configure the call-distribution pattern for incoming calls. Click the button for the type of setup you want.

Policy	Description
Regular	Sends incoming calls to the next available agent.
Circular	Sends incoming calls to agents according to their position in a list. After a call has been sent to the last agent on the list, the next call is sent to the agent at the top of the list.
Simultaneous	Sends incoming calls to all agent numbers at the same time. Once the call has been answered, the remaining calls to other agents are released.
Uniform	Sends the current incoming call to the agent who has been idle the longest. After an agent has answered a call, they are moved to the bottom of the call queue.
Weighted Call Distribution	Assigns calls randomly to agents according to percentages you assign on the *Call Center – Weighted Call Distribution* page

- The *Call Center Settings* configure these attributes for calls and agents.
  Type or select the information you want.

Input Box	Description
Queue Length	The limit for the number of calls that can wait to be transferred to the next agent.
Time Between Messages	The time, in seconds, after which a comfort message is played to callers whose calls are on hold.
Allow agent logon/logoff	Allows agents to log on to or log off from the Call Center. A check mark indicates that the feature is on.
Enable music on hold for queued calls	Plays an audio file while a customer is on hold. **NOTE**: To specify the audio file for Music/Video On Hold, see section *4.4.5.3 Select Announcements*.
Play Comfort Message.	Plays a comfort message while a customer is on hold.
Enable guard timer for X seconds	Determines how long the system will wait before routing a call to a free agent. When a caller hangs up before an agent, the system may attempt to route another incoming call to that agent before he or she has replaced the handset, causing the call to return to the queue unanswered. When this box is checked, the system waits the specified number of seconds each time an agent's phone indicates that it is ready to receive calls before routing a new call to that agent.

- The *No Answer Settings* configure how the service behaves if an agent does not answer a call. Type or select the data or check or uncheck a box. A checked box indicates a feature is enabled.

Input Box	Description
Skip to next agent after X rings	Check this box to have the system pass incoming unanswered calls to the next agent determined by the current group policy after the specified number of rings.
Forward call after waiting X seconds	Check this box to forward calls that have not been answered by any agent after the specified number of seconds to the phone number specified in the Calls Forward to text box. This box accepts values from 0 to 7200 seconds (2 hours).
Calls Forward to	Calls not answered within the time specified by the *Forward call after waiting X seconds* control are transferred to the specified number. If this number is not one assigned to the group, type the complete number: + <country code> <national number>.

7) Assign users as agents for the Call Center.

- 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*.
- If your group is part of an enterprise, your Call Center may include any user in the enterprise.
- Assign users: 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 >>**.

NOTE: If your Call Center uses the Weighted Call Distribution policy, your new agent will be assigned a percentage value of 0, and therefore will receive no calls until you alter this value on the *Call Center – Weighted Call Distribution* page.

8) Unassign users from the Call Center:

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

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.

4.4.6 Instant Group Call

Instant group calls are groups of users that you can call on-demand.

This type of virtual user has the following specific administrative procedures:

- Add an Instant Group Call
- Modify or Delete Instant Group Call Profile

4.4.6.1 Add an Instant Group Call

Use the *Group – Instant Group Call Add* page to add the basic information for a new instant group call. An instant group call is itself a virtual user (the instant group call user) and you provision it with many of the attributes a user has.

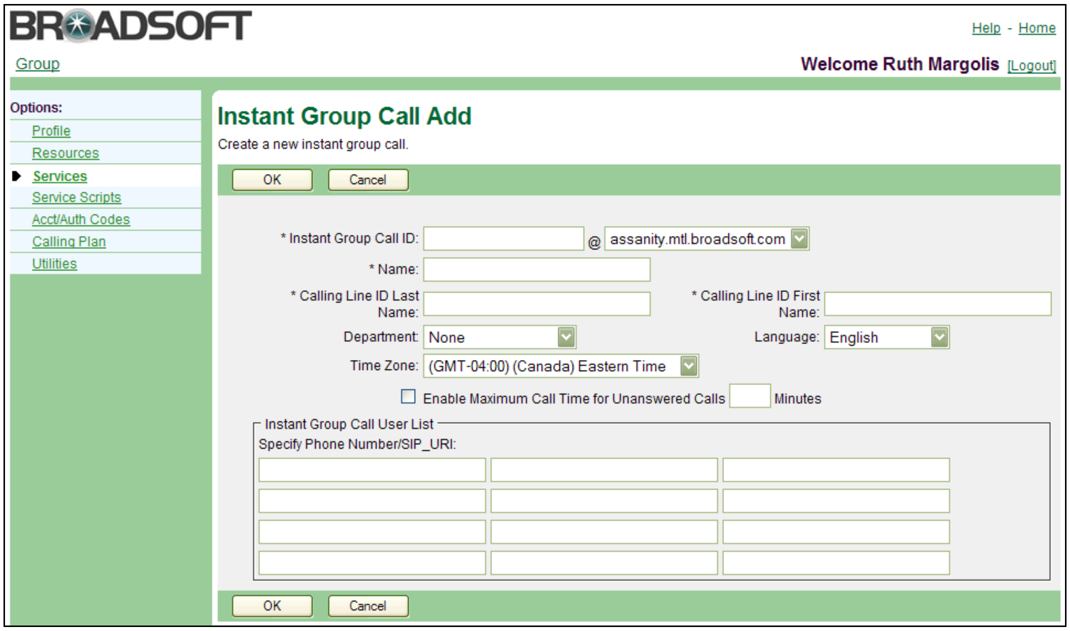

Figure 79 Group – Instant Group Call Add

1) On the *Group – Services* menu page, click **Instant Group Call**. The *Group – Instant Group Call* page appears.
2) Click **Add**. The *Group – Instant Group Call Add* page appears.
3) Type or select information for the instant group call. An asterisk (*) indicates required data.
   – 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.
   – Select the *Language*, that is, the language in which service-specific messages are played during calls to the Call Center.

     Default is English (U.S. English) unless configured otherwise.
   – Check *Enable Maximum Call Time for Unanswered Calls* and type the number of minutes in the input box.
   – Enter the users' phone numbers or SIP/URL addresses in separate input boxes to include in the User Call Group List. Prefix phone numbers with the Feature Access Code for Calling Line ID Blocking, Calling Line ID Allow or Diversion Inhibitor to activate these features.
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.

4.4.6.2 Modify or Delete Instant Group Call Profile

The *Instant Group Call – Instant Group Call Profile* page is used to modify the profile information for an Instant Group Call or to delete an Instant Group Call.

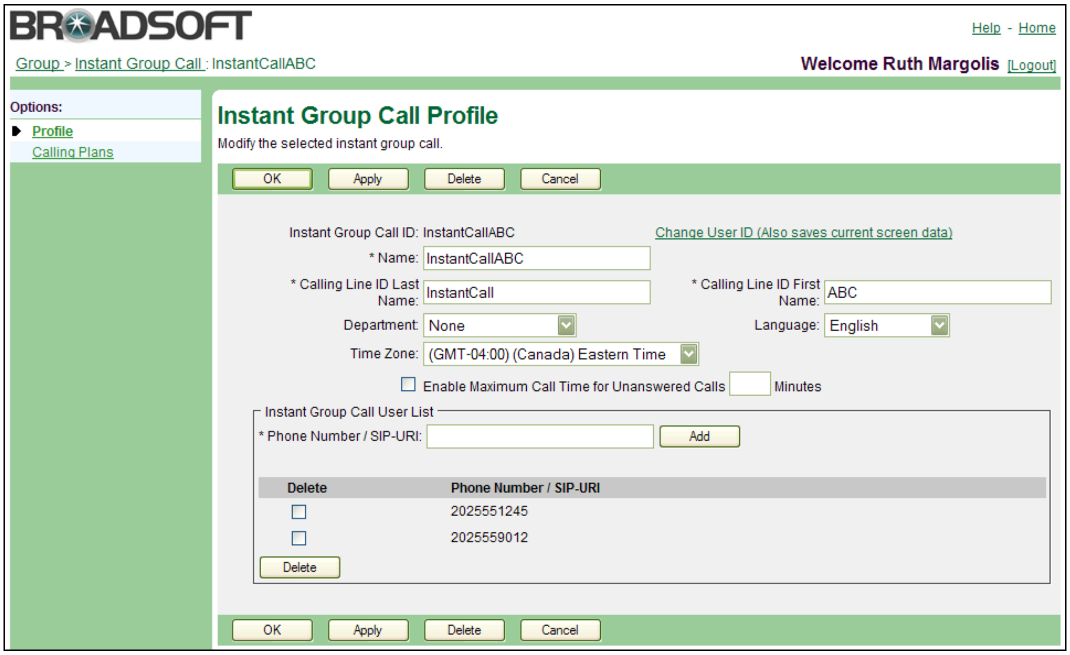

Figure 80 Instant Group Call – Instant Group Call Profile

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

2) Click **Edit** or any item on the row for the Instant Group Call. The *Instant Group Call – Profile* menu page appears.

3) Click **Profile**. The *Group – Instant Group Call Profile* page appears.

4) To delete the Instant Group Call, click **Delete**. The previous page appears.

5) To change the Instant Group Call ID, click **Change User ID**. The *Group – Change User ID* page appears. Enter the new Instant Group Call ID, select the domain from the drop-down list, and then click **OK**.

6) To modify the profile information, type or select information for the Instant Group Call. An asterisk (*) indicates required data.

   – 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.

   – Select the *Language*, that is, the language in which service-specific messages are played during calls to the Call Center.

     Default is English (U.S. English) unless configured otherwise.

   – Check *Enable Maximum Call Time for Unanswered Calls* and type the number of minutes in the input box.

   – Enter the user's phone numbers or SIP/URI addresses in separate input boxes to include in the User Call Group List. Prefix phone numbers with the Feature Access Code for Calling Line ID Blocking, Calling Line ID Allow, or Diversion Inhibitor to activate these features.

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.

4.4.7 Trunk Group

The Trunk Group service allows a number of trunk users to place a defined number of simultaneous calls from a limited number of services.

This type of virtual user has the following specific administrative procedures:

- Add a Trunk Group
- Add Users in Bulk Using Directory Numbers
- Add Users in Bulk Using Extensions
- List Tasks to Add Users in Bulk
- Display Status of or Delete a Bulk Task
- Modify or Delete a Trunk Group Profile

4.4.7.1 Add a Trunk Group

Use the *Group – Trunk Group Add* page to add the basic information for a new trunk group. Trunk group is itself a virtual user (the trunk group user) and you provision it with many of the attributes a user has.

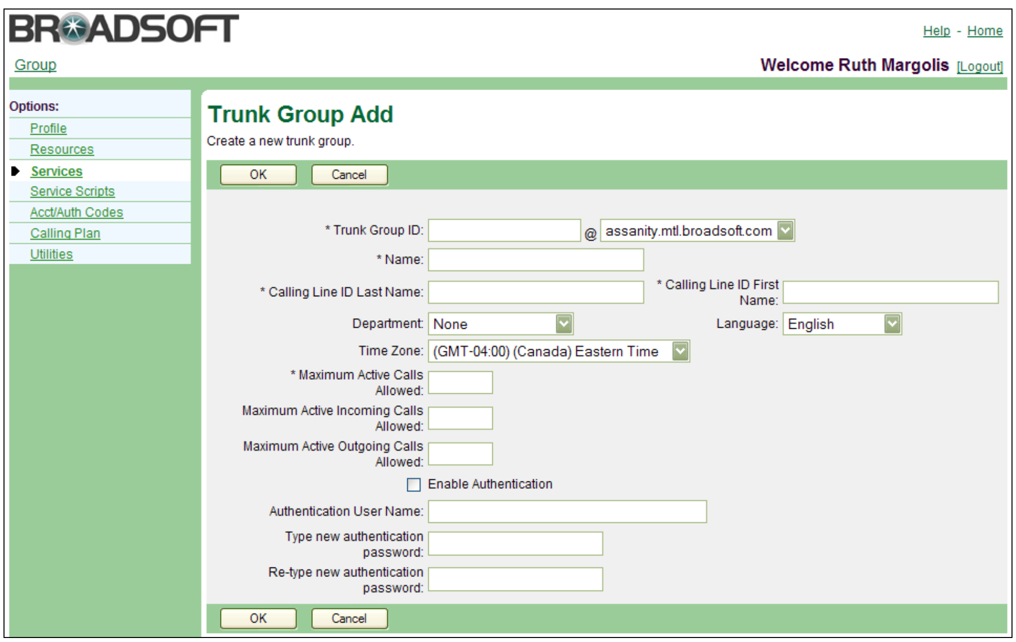

Figure 81 Group – Trunk Group Add

1) On the *Group – Services* menu page, click **Trunk Group**. The *Group – Trunk Group* page appears.
2) Click **Add**. The *Group – Trunk Group Add* page appears.
3) Type or select information for the trunk group. An asterisk (*) indicates required data.

- Select the *Language*, that is, the language in which service-specific messages are played during calls to the trunk group.

  Default is English (U.S. English) unless configured otherwise.

- Maximum calls options configure the maximum number of simultaneous calls as well as a breakdown of the maximum incoming and outgoing calls. Type the maximum totals for each.

Input Box	Description
Maximum Active Calls Allowed	The Maximum Active Calls Allowed in the trunk group. The total number of maximum active calls can not exceed the Trunking Call Capacity.
Maximum Active Incoming Calls	The Maximum Active Incoming Calls. The maximum active calls allowed is equivalent to the maximum active incoming calls and the maximum active outgoing calls.
Maximum Active Outgoing Calls	The Maximum Active Outgoing Calls. The maximum active calls allowed is equivalent to the maximum active incoming calls and the maximum active outgoing calls.

4) To enable authentication:

   - Check *Enable Authentication.*
   - Type the *Authentication User Name* of the device.
   - Type the *New Authentication Password* and then *Re-type the New Authentication Password* of the device.

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.

4.4.7.2 Add Users in Bulk Using Directory Numbers

Use the *Group – Create Trunk Group Users using DNs* page to add information for a group of users (identified by directory numbers) to a trunk group.

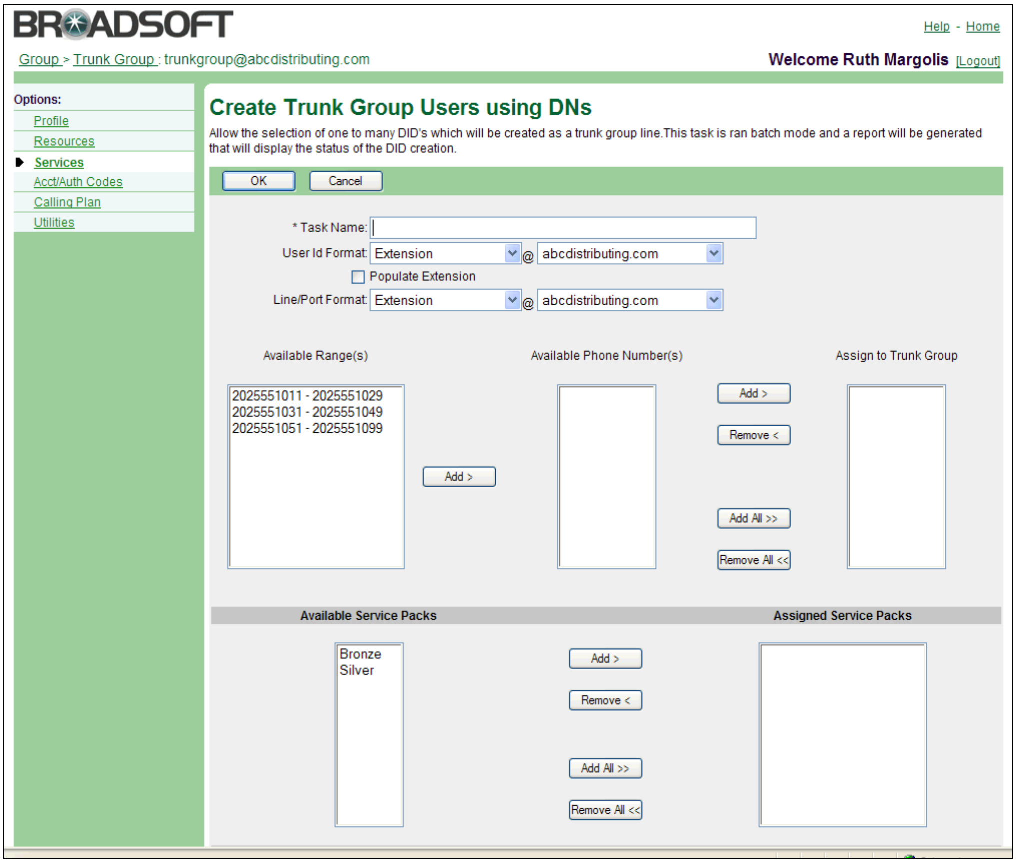

Figure 82 Group – Trunk Group User Creation Using DNs

For the group of users being added in bulk:

- The department, time zone, and language of the trunk group are used.
- The user ID format, line/port format, and contact information can be specified as the extension, the national directory number (no country code), or the E164 version of the directory number.
- The directory number or extension will be used for the Hiragana first name/last name if Hiragana support is enabled.
- The password will be either the directory number or the extension and the password rules do not prevent the users from being added.

To add users by specifying DNs:

1) On the *Group – Services* menu page, click **Trunk Group**. The *Group – Trunk Group* page appears.
2) Click **Edit** or any item on the row for the trunk group. The *Trunk Group – Profile* menu page appears.
3) Click **Trunk Group User Creation**. The *Trunk Group – Trunk Group User Creation* page appears.
4) Click **Add Using DNs**. The *Group – Create Trunk Group Users using DNs* page appears.

5) Type or select information for the task and group of users. An asterisk (*) indicates required data.

   – Select the User Id Format. Choose the National DN or E164 Format (No Plus).

   – Select the formats. The Populate Contact and Contact Format fields are available only if the identity/device profile configured for the trunk group supports static registrations.

6) Add directory numbers for the group of users:

   – In the Available Range(s) column, select the ranges from which you want to add numbers to the group of users. You can select some or all of the items in a column. Item names are listed in numeric or alphabetical order. To select several items in sequential order, click the first item, hold down the SHIFT key on the keyboard, and click the last item. To select several items, but not in a particular order, click the names while holding down the CTRL key on the keyboard.

   – To display the numbers in the selected ranges in the Available Phone Number(s) column, click Add >.

   – In the Available Phone Number(s) column, select the numbers to be assigned to the group of users.

   – To assign the selected items, click Add >. To assign all items (unselected) at once, click Add All >>. The assigned numbers appear in the Assign to Trunk Group column.

7) Remove assigned numbers:

   – In the Assign to Trunk Group column, select the numbers and click Remove <. To move all numbers (unselected) at once, click Remove All <<.

8) Add service packs to the group of users:

   – In the Available Service Packs column, select the packs to be assigned. You can select some or all of the items in a column. Item names are listed in numeric or alphabetical order. To select several items in sequential order, click the first item, hold down the SHIFT key on the keyboard, and click the last item. 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 items, click Add >. To assign all items (unselected) at once, click Add All >>.

9) Remove assigned packs:

   – In the *Assigned Service Packs* column, select the packs and click **Remove <**. To move all packs (unselected) at once, click **Remove All <<**.

10) Add user services to the group:

   – In the *Available User Services* column, select the services for the group of users. You can select some or all of the items in a column. Item names are listed in numeric or alphabetical order. To select several items in sequential order, click the first item, hold down the SHIFT key on the keyboard, and click the last item. 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 items, click **Add >**. To assign all items (unselected) at once, click **Add All >>**.

11) Remove assigned services:

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

12) 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.

4.4.7.3 Add Users in Bulk Using Extensions

Use the *Group – Create Trunk Group Users using Extensions* page to add information for a group of users (identified by extensions) to a trunk group.

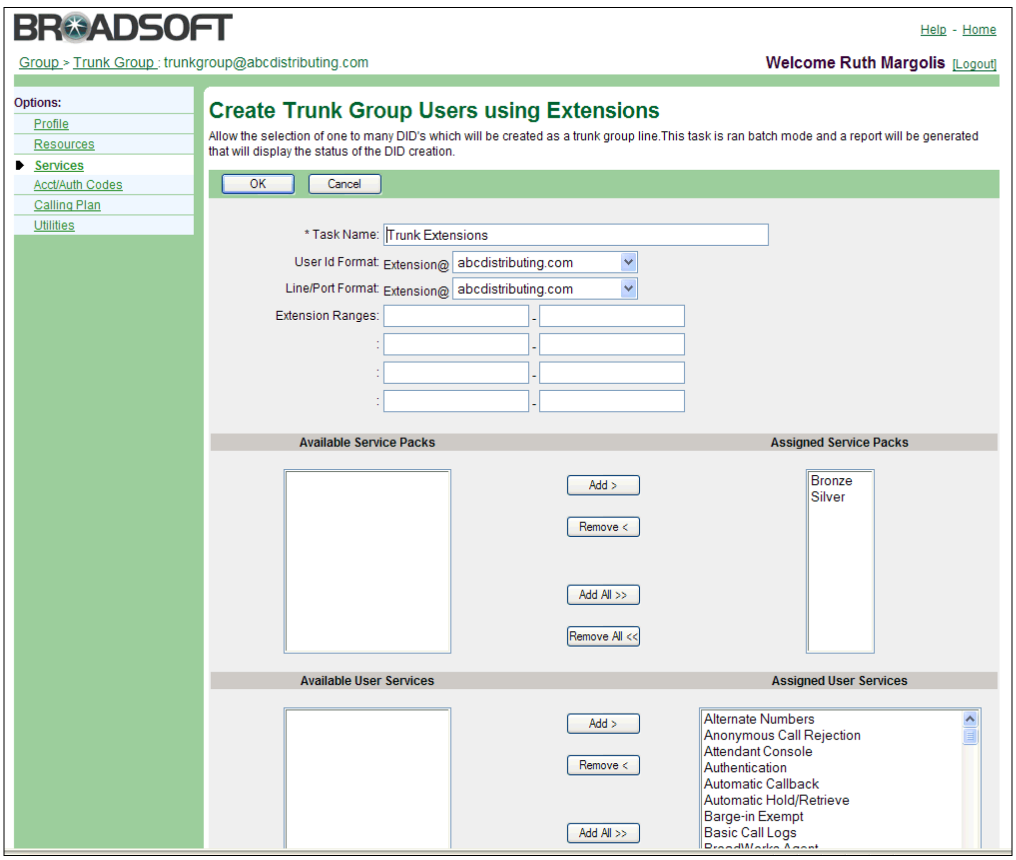

Figure 83 Group – Trunk Group User Creation Using Extensions

For the group of users being added in bulk:

- The department, time zone, and language of the trunk group are used.
- The user ID format, line/port format, and contact information can be specified only as the extension.
- The directory number or extension will be used for the Hiragana first name/last name if Hiragana support is enabled.
- The password will be either the directory number or the extension and the password rules do not prevent the users from being added.

To add users by specifying extension ranges:

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

2) Click **Edit** or any item on the row for the trunk group. The *Trunk Group – Profile* menu page appears.

3) Click **Trunk Group User Creation**. The *Trunk Group – Trunk Group User Creation* page appears.

4) Click **Add Using Extensions**. The *Group – Create Trunk Group Users using Extensions* page appears.

5) Type or select information for the group of users. An asterisk (*) indicates required data.

6) Add extension ranges to the group: for each range type the beginning extension in the box on the left and the ending extension in the box on the right.

7) Add service packs to the group of users:

   – In the Available Service Packs column, select the packs for the group of users. You can select some or all of the items in a column. Item names are listed in numeric or alphabetical order. To select several items in sequential order, click the first item, hold down the SHIFT key on the keyboard, and click the last item. 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 items, click Add >. To assign all items (unselected) at once, click Add **All >>**.

8) Remove assigned packs:

   – In the *Assigned Service Packs* column, select the packs and click **Remove <**. To move all packs (unselected) at once, click **Remove All <<**.

9) Add user services to the group of users:

   – In the *Available User Services* column, select the services for the group of users. You can select some or all of the items in a column. Item names are listed in numeric or alphabetical order. To select several items in sequential order, click the first item, hold down the SHIFT key on the keyboard, and click the last item. 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 items, click **Add >**. To assign all items (unselected) at once, click **Add All >>**.

10) Remove assigned services:

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

11) 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.

4.4.7.4 List Tasks to Add Users in Bulk

Use the *Group – Trunk Group User Creation* page to list the tasks that add users in bulk to a trunk group. From this page, you can add a task to add users using directory numbers or extensions. You can also view the status of a task or delete a completed task.

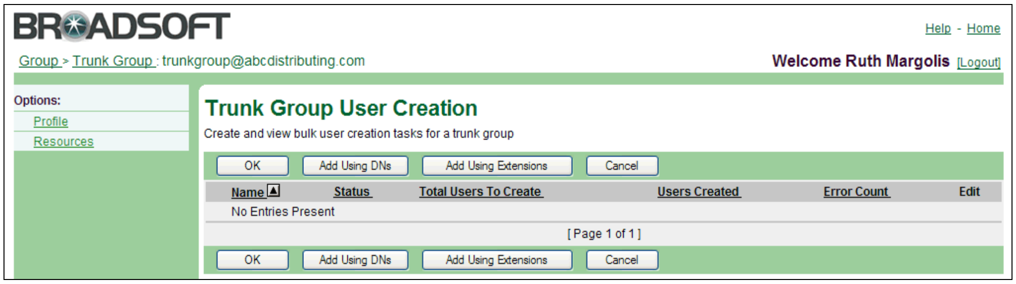

Figure 84 Group – Trunk Group User Creation

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

2) Click **Edit** or any item on the row for the trunk group. The *Trunk Group – Profile* menu page appears.

3) Click **Trunk Group User Creation**. The *Trunk Group – Trunk Group User Creation* page appears.

   For each task, this page show the number of users to be created in a task; for executing tasks, the number of users currently added; and, for completed tasks, the number of users added, the number not added, and the number of errors.

   The status of a user-creation task is one of these:

   – Pending: The task has not begun.

   – Executing: The task is in progress.

   – Completed: The task has been completed.

   To display the options for your *Home* page, click **Group** or **Home**.

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

4.4.7.5 Display Status of or Delete a Bulk Task

Use the *Group – Trunk Group User Creation Status* page to display the status of a selected task or to delete a completed task. From this page, you can display the report for the task.

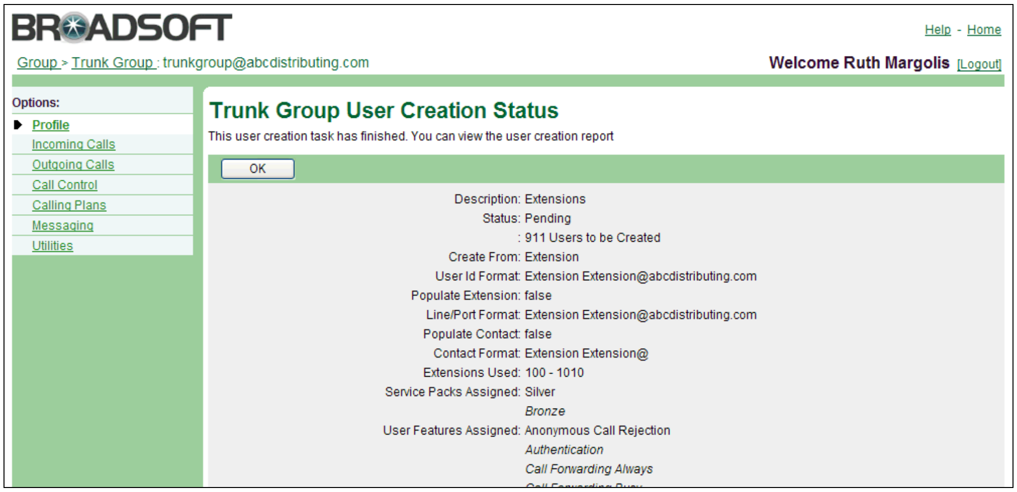

Figure 85 Group – Trunk Group User Creation Status

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

2) Click **Edit** or any item on the row for the trunk group. The *Trunk Group – Profile* menu page appears.

3) Click **Trunk Group User Creation**. The *Trunk Group – Trunk Group User Creation* page appears.

   For each task, this page show the number of users to be created in a task; for executing tasks, the number of users currently added; and, for completed tasks, the number of users added, the number not added, and the number of errors.

   The status of a user-creation task is one of these:

   – Pending: The task has not begun.

   – Executing: The task is in progress.

   – Completed: The task has been completed.

4) Click **Edit** or any item on the row for the task. The *Trunk Group – Trunk Group User Creation Status* page appears. This page displays the information about the task you selected.

5) To display the report about the task, click *click here for task report*.

6) To delete the task, click **Delete**. The previous page appears.

NOTE: You can delete only completed tasks.

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

4.4.7.6 Modify or Delete a Trunk Group Profile

The *Trunk Group – Trunk Group Modify* page is used to modify the profile information for a trunk group or to delete a trunk group.

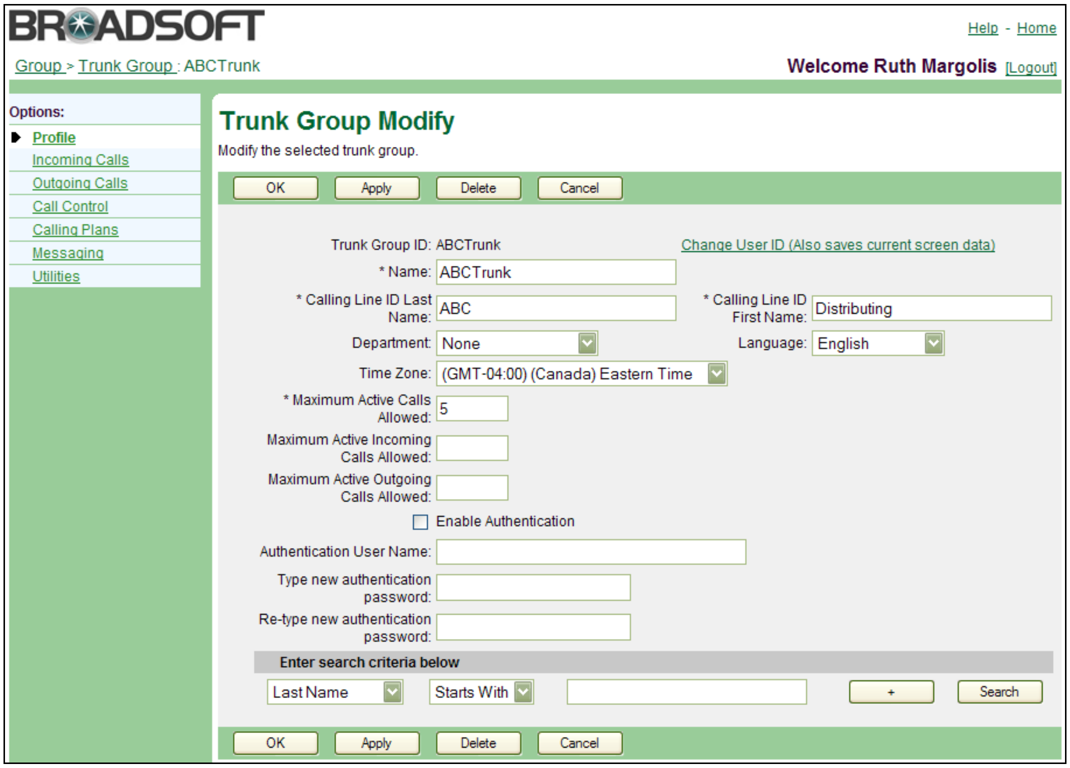

Figure 86 Trunk Group – Trunk Group Modify

1) On the *Group – Services* menu page, click **Trunk Group**. The *Group – Trunk Group* page appears.
2) Click **Edit** or any item on the row for the trunk group. The *Trunk Group – Profile* menu page appears.
3) Click **Profile**. The *Trunk Group – Trunk Group Modify* page appears.
4) To delete the trunk group, click **Delete**. The previous page appears.
5) To change the trunk group ID, click **Change User ID**. The *Trunk Group – Change User ID* page appears. Enter the new trunk group ID, select the domain from the drop-down list, and then click **OK**.
6) To modify the profile information, type or select information for the trunk group. An asterisk (*) indicates required data.
   – Select the *Language*, that is, the language in which service-specific messages are played during calls to the trunk group.

     Default is English (U.S. English) unless configured otherwise.

NOTE: The Language change takes effect on the next new call to the trunk group.

   – Maximum calls options configure the maximum number of simultaneous calls as well as a breakdown of the maximum incoming and outgoing calls. Type the maximum totals for each.

Input Box	Description
Maximum Active Calls Allowed	The Maximum Active Calls Allowed in the trunk group. The total number of maximum active calls can not exceed the Trunking Call Capacity.
Maximum Active Incoming Calls	The Maximum Active Incoming Calls. The maximum active calls allowed, is equivalent to the maximum active incoming calls and the maximum active outgoing calls.
Maximum Active Outgoing Calls	The Maximum Active Outgoing Calls. The maximum active calls allowed, is equivalent to the maximum active incoming calls and the maximum active outgoing calls.

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.

4.4.7.7 Configure Addresses for a Trunk Group

Use the *Profile – Addresses* page to set addressing information for a selected Trunk Group, such as a telephone number, extension, identity/device profile (or CMS identity), and SIP aliases.

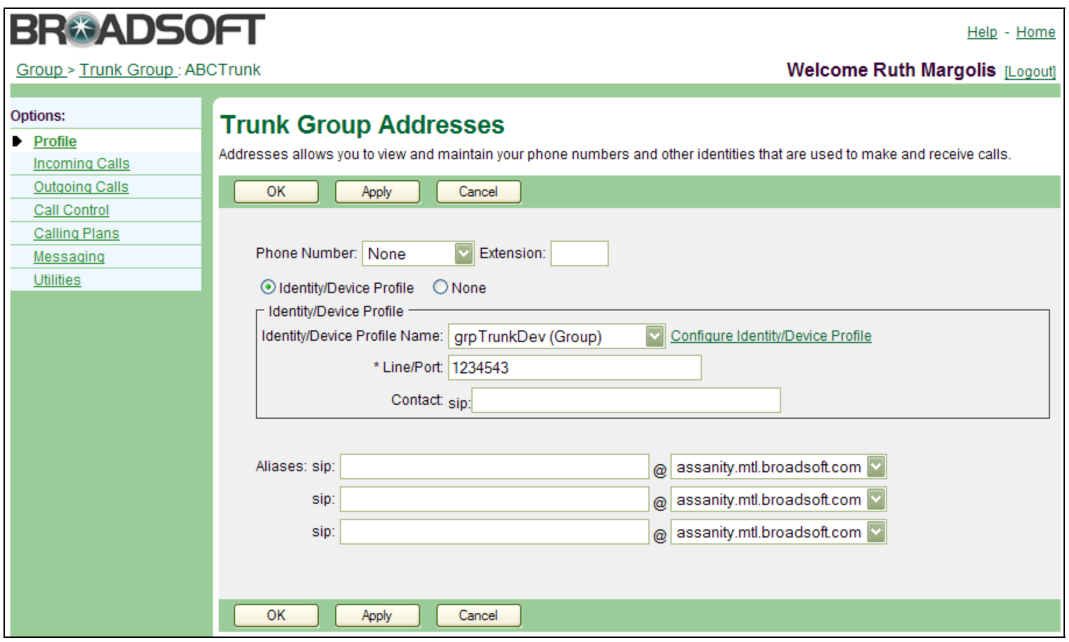

Figure 87 Trunk Group – Addresses

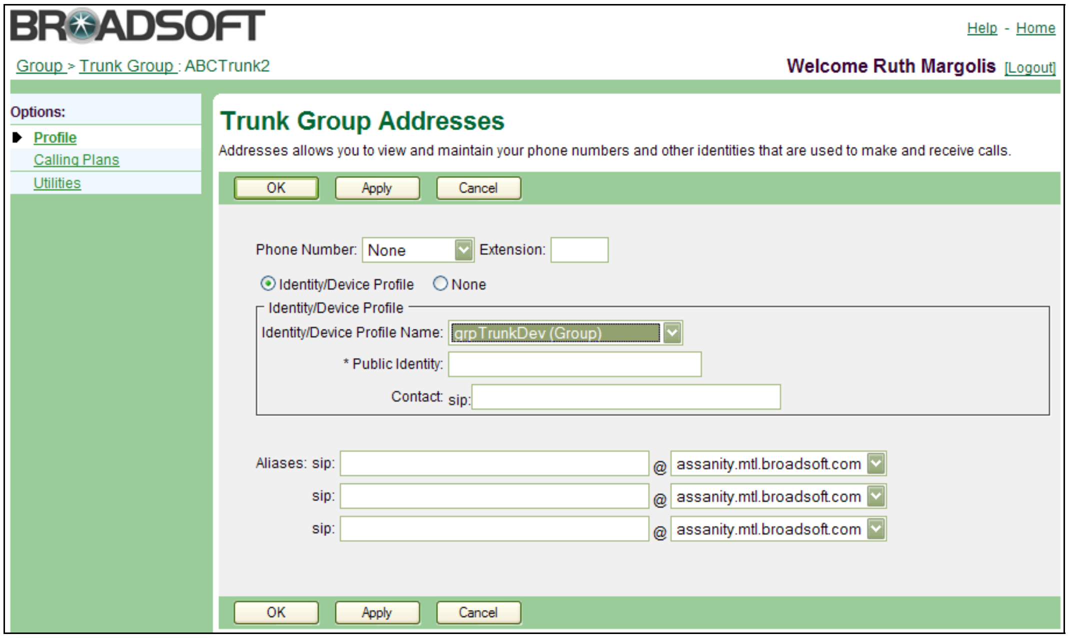

Figure 88 Trunk Group – Addresses (IMS Mode)

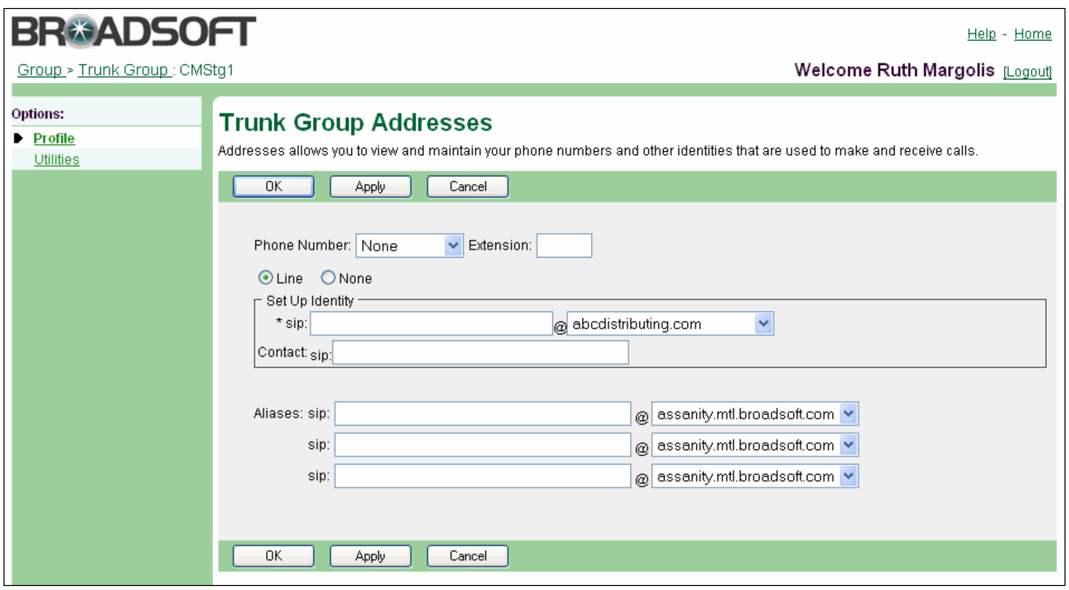

Figure 89 Trunk Group – Addresses (CMS)

1) For a selected trunk group, on its Profile menu, click **Addresses**. The *Profile – Addresses* page appears.

2) Provide a phone number and extension for the trunk group.

3) Provide an identity/device profile (or CMS identity) for the trunk group, if desired.

   – Click **Identity/Device Profile** to assign a specific identity/device profile to the trunk group. 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 trunk group. You may select any identity/device profile configured on the system, or you may select "New Identity/Device Profile" to create a new identity/device profile by providing additional settings on this page. See the following table for details.
Line/Port	The line, port number, or SIP address of the trunk group, depending on the identity/device profile type you selected. Not available in IMS mode.
Public Identity	The SIP address of the trunk group. Only available in IMS mode.
Contact	A SIP contact address for the trunk group. Only available for identity/device profile types that allow static registrations.

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

For CMS, enter values for the following fields:

Field	Description
Set Up Identity sip	The line identity for the device for this user.
Contact sip	The statically registered contact SIP address for the device (for this user), for devices capable of static registration.

If you choose to create a new identity/device profile, you must configure the new identity/device profile using the following settings:

Field	Description
New Identity/Device Profile Name	A descriptive name for the new identity/device profile.
New Identity/Device Profile Type	The type of identity/device profile to use as a basis for your new identity/device profile.
Host Name/IP Address	The network address of the new identity/device profile. Not available in IMS mode.
Port	The IP port used by the new identity/device profile on the host specified above. Not available in IMS mode.
Mac Address	The MAC address of the hardware represented by the identity/device profile. Not available in IMS mode.
Line/Port	The line, port number, or SIP address of the trunk group, depending on the identity/device profile type you selected. Not available in IMS mode.

Field	Description
Public Identity	The SIP address of the trunk group. Only available in IMS mode.
Contact	A SIP contact address for the trunk group. Only available for identity/device profile types that allow static registrations.

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

4) Use the *Aliases* controls to specify up to three additional SIP addresses to associate with the trunk group. Calls directed to any of these aliases will be redirected to the assigned user.

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 Loudspeaker Paging

The Loudspeaker Paging service enables group members to access an intercom paging system by dialing a group extension. The paging system is configured in BroadWorks as a user and connected to the access gateway using a standard analog interface. A user who wants to access the paging loudspeaker dials the paging system extension number and is connected to the paging loudspeaker system. By assigning the Selective Call Acceptance service to the paging system user, BroadWorks allows only assigned users access to the paging system. Users allowed to access the paging system are added to the Selective Call Acceptance list of the paging system.

The access gateway is set up with one port reserved for the paging system and the others assigned to the users. The paging system consists of a telephone access module, a paging amplifier, and the loudspeaker system. The telephone access module is the interface component from the telephone system to the paging system. The telephone-paging amplifier amplifies the signal delivered to the loudspeaker system. Paging system equipment is available from Bogen Communications, Inc. The equipment is listed below:

- Telephone Access Module Model (TAM-B)
- Telephone Paging Amplifier (TPU-35B, TPU-60B, or TPU-100B)

5.1.1 Add Loudspeaker Paging as a User

For details on the procedures referred to in the following steps, see section *3.2 Users*.

1) Add a new user account representing the loudspeaker.
2) On the *Users – Addresses* page for the new user, specify a phone number and extension for the loudspeaker account.
3) Select an identity/device profile for the new user that represents an IAD/Gateway device, and specify a port number.
4) When the Client Management System (CMS) is enabled, select a line for the new user that represents an IAD/Gateway device.
5) Assign these services to the new user:
   - Selective Call Acceptance
   - Call Management

NOTE: For Selective Call Acceptance, type the description and select the days and times that the calling criteria are valid. In the S*pecific phone numbers* boxes, add the national phone number of the users allowed to access the paging system.

6) Configure *Incoming Calling Plan* for paging user to accept calls only from within the group. For more information, see section *3.2.21 Configure Incoming Calling Plan*.
7) *Configure* the *Outgoing Calling Plan* so that calls cannot originate from the paging phone number (no checked call type check boxes). For more information, see section *3.2.20 Configure Outgoing Calling Plan*.

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
AAL	ATM Adaptation Layer
ABNF	Augmented Backus-Naur Format
AC	Alarm Count
AC	Attendant Console
ACB	Automatic Call Back
ACC	Agent Call Control
ACD	Automatic Call Distribution
ACL	Access Control List
ACM	Audio Compression Manager
Admin	Administrator
AES	Advanced Encryption Standard
AH	Authentication Header
ALaw	ITU Standard for Analog to Digital Audio Data Conversion
ALG	Application Layer Gateway
ALI DB	Automatic Location Identification Database
ANI	Automatic Number Identification
API	Application Programming Interface
APPN	Advanced Peer-to-Peer Networking
ARP	Address Resolution Protocol
ARPA	Advanced Research Projects Agency
AS	Application Server
ASCII	American Standard Code for Information Interchange
ASN	Abstract Syntax Notation
ASN.1	Abstract Syntax Notation 1
ASR	Application Server Redundancy
ASR	Application Server Registration
ATM	Asynchronous Transfer Mode

ATQ	Average Time in Queue
AUCX	Audit Connection
AUEP	Audit Endpoint
AVP	Attribute-Value Pair
BCCT	BroadWorks Common Communication Transport
BE	Back End Server
BHCA	Busy Hour Call Attempts
BNF	Backus-Naur Format
BPS	Bits Per Second
BRI	Basic Rate Interface
BW	BroadWorks
BWCCA	BroadWorks Call Center Agent
BWCCS	BroadWorks Call Center Supervisor
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
CBC	Cipher Block Chaining
CC	Country Code
CCA	Call Center Agent License
CCC	Call Content Channels
CCLink	Call Content Link
CCM	CommPilot Call Manager
CCM	Call Capacity Management
CCRS	Call Center Reporting Server
CCS	Call Center Supervisor License
CCSR	Call Center Supervisor Reporting License
CD	Compact Disc
CDC	Call Data Channel
CDR	Call Detail Record
CD-ROM	Compact Disc Read-Only Memory
CDS	Call Detail Server
CERN	Conseil Européen pour la Recherche Nucléaire
CFA	Call Forwarding Always

CFB	Call Forwarding Busy
CFNA	Call Forward No Answer
CFS	Call Forwarding Selective
CGI	Common Gateway Interface
CIC	Carrier Identification Code
CIF	Common Intermediate Format
Class	Custom Local Area Signaling Service
CLEC	Competitive Local Exchange Carrier
CLI	Command Line Interface
CLID	Calling Line ID
CLNP	Connectionless Network Protocol
CM	Call Manager
CMS	Client Management System
CNAM	Caller ID with NAMe
CORBA	Common Object Request Broker Architecture
COS	Class of Service
COT	Customer Originated Trace
CPCM	CommPilot Call Manager
CPCS	Common Part Convergence Sub-Layer
CPE	Customer Premises Equipment
CPL	Call Processing Language
CPS	Calls Per Second
CPU	Central Processing Unit
CRCX	Create Connection
CRM	Customer Relationship Management
CRN	Contingency Routing Number
CS	Conferencing Server
CS-AS	Conferencing Server Application Server
CSCF	Call Session Control Function
CSEL	Carrier Selection
CSMA/CD	Carrier Sense Multiple Access with Collision Detection
CS-MS	Conferencing Server Media Server
CSR	Certificate Signing Request
CSTA	Computer Supported Telecommunications Applications
CSV	Comma Separated Value
CT	Call Type

CTI	Computer Telephony Integration
CWT	Call Waiting Tone
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
DDNS	Dynamic Domain Name System
DEN	Directory-Enabled Networking
DES	Data Encryption Standard
DFS	Distributed File Service
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
DMI	Desktop Management Interface
DMTF	Desktop Management Task Force
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
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
DSS	Digital Signature Standard
DTD	Document Type Definition
DTE	Data Terminal Equipment
DTMF	Dual-Tone Multi-Frequency
DTP	Data Transfer Process
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
ECMA	European Computer Manufacturers Association
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 Standard Institute
EWS	External Web Server
FAC	Feature Access Codes
FAQ	Frequently Asked Questions
FCAPS	Fault, Configuration, Accounting, Performance, and Security
FCC	Federal Communications Commission

FDDI	Fiber Distributed Data Interface
FE	Front End Server
FEC	Front-End Clipping
FIFO	First In, First Out
FQDN	Fully Qualified Domain Name
FR	Frame Relay
FS	Functional Specification
FTP	File Transfer Protocol
GA	Group Administrator
GB	Gigabyte
GGP	Gateway-to-Gateway Protocol
GIF	Graphics Interchange Format
GMT	Greenwich Mean Time
GSM	Group Spéciale Mobile
GUI	Graphical User Interface
GW	Gateway
HDLC	High-level Data Link Control
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
IAB	Internet Activities Board
IAC	Interpret As Command
IAD	Integrated Access Device
IAM	Initial Address Message
IANA	Internet Assigned Numbers Authority
ICMP	Internet Control Message Protocol
ICP	Incoming Calling Plan
I-CSCF	Interrogating Call Session Control Function
ICSS	Internet Connection Secure Server
ICV	Integrity Check Value
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
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
IMS	Information Management System
IMS	IP Multimedia Subsystem
IN	International
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
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
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
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
LEA	Law Enforcement Agency
LEC	Local Exchange Carrier
LERG	Local Exchange Routing Guide
LIE	Location Information Element
LIS	Location Information Server
LIS ID	Location Information Server Identifier
LK	Location Key
LLC	Logical Link Layer
LNP	Local Number Portability
LO	Location Object
LRO	Last Routing Option
LSAP	Link Service Access Point
LSSGR	LATA Switching Systems Generic Requirements
MAC	Medium Access Control
MAC	Message Authentication Code
MACs	Moves, Adds, and Changes
MB	Megabyte
MCA	Multiple Call Arrangement
MD5	Message Digest 5 Algorithm
MDCX	Modify Connection
MEDGACO	Media Gateway Control
MGCP	Media Gateway Control Protocol
MHz	Megahertz
MIB	Management Information Base
MIME	Multipurpose Internet Mail Extensions
MIN	Mobile Identification Number
MLD	Multicast Listener Discovery
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
MPTN	Multiprotocol Transport Network
MRF	Media Resource Function
MS	Media Server
MS	Milliseconds
MSAG	Master Street Address Guide
MSC	Mobile Switching Center
MSCML	Media Server Control Markup Language
MSEC	Milliseconds
MSISDN	Mobile Station ISDN Number
MSN	Microsoft Network
MSP	Programmable Switch
MSR	Multiservice Switch Router
MSS	Media Server Selection
MTA	Message Transfer Agent
MTU	Maximum Transmission Unit
MVNO	Mobile Virtual Network Operators
MVS	Multiple Virtual Storage Operating System
MWI	Message Waiting Indicator or Indication
NADP	North American Dial Plan
NANP	North American Numbering Plan
NAPTR	Naming Authority Pointer
NAT	Network Address Translation
NCF	Network Computing Framework
NCP	Network Control Protocol
NCS	Network-based 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

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
NSSync	Network Server Synchronization
NTP	Network Time Protocol
NVT	Network Virtual Terminal
OA	Operator Assisted
OAMP	Operations, Administration, Maintenance, and Provisioning
OCI	Open Client Interface
OCI-P	Open Client Interface-Provisioning
OCP	Outgoing Calling Plan
OCS	Open Client Server
ODBC	Open Database Connectivity
ODI	Open Datalink Interface
ODM	Original Device Manufacturer
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
OTG	Originating Trunk Group
PAD	Packet Assembler/Disassembler
PAI	P-Asserted-Identity
PAM	Presence and Availability Management
PAP	Password Authentication Protocol
PBX	Private Branch Exchange
PC	Personal Computer
P-CSCF	Proxy-Call Session Control Function
PDA	Personal Digital Assistant
PDF	Portable Document Format
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
PKCS	Public Key Cryptosystem
PKI	Public Key Infrastructure
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
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
PSDN	Public Switched Data Network

PSM	Phone Status Monitoring
PSTN	Public Switched Telephone Network
PTT	Push to Talk
PVC	Permanent Virtual Circuit
PWD	Print Working Directory
QA	Quality Assurance
QCIF	Quarter Common Intermediate Format
QLLC	Qualified Logical Link Control
QoS	Quality of Service
RACF	Resource Access Control Facility
RADIUS	Remote Authentication Dial-In User Service
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	Rate Center
RCF	Registration Confirmation
RDB	Reporting Database
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
RO	Remote Office
ROM	Read-Only Memory
RPC	Remote Procedure Call
RQNT	Notification Request
RRQ	Registration Request
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
SA	System Administrator
SA	Security Association
SAC	Sustained Authorization Codes
SAP	Service Access Point
SBC	Session Border Control
SCA	Shared Call Appearance
SCCP	Simple Conference Control Protocol
SCE	Service Creation Environment
SCP	Service Control Point
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
Sh	The interface between an IP Multimedia Subsystem (IMS) Application Server (AS) and an IMS Home Subscriber Server (HSS)
SHA	Secure Hash Algorithm
S-HTTP	Secure Hypertext Transfer Protocol
SIMPLE	Session Initiation Messaging and Presence Leveraging Enhancements
SIP	Session Initiation Protocol
SLA	Service Level Agreement
SLF	Subscription Locator Functional Entity
SLIP	Serial Line Internet 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
SMS	Short Message Service
SMTP	Simple Mail Transfer Protocol
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
SP	Service Provider
SP	Server Process
SPI	Security Parameter Index
SQCIF	Sub-Quarter Common Interchange Format
SQL	Structured Query Language
SR	Selective Router
SRV	Service Locator
SS7	Signaling System 7
SSAP	Source Service Access Point
SSH	Secure Shell
SSL	Secure Sockets Layer
SSO	Single Sign-On
SSP	Switch-to-Switch Protocol
SSRC	Synchronization Source
STP	Signal Transfer Point
STUN	Simple Traversal of UDP through NAT
SVC	Switched Virtual Circuit
SW	Software
T1	Trunk level 1
TAPI	Telephony API
TCAP	Transactional Capabilities Application Part
TCC	Trunking Call Capacity
TCP	Transmission Control Protocol
TCP/IP	Transmission Control Protocol/Internet Protocol

TDM	Time Division Multiplex
TFTP	Trivial File Transfer Protocol
TLPB	Transport-Layer Protocol Boundary
TLS	Transport Layer Security
TMN	Telecommunications Management Network
TOS	Type of Service
TRD	Transit Routing Domain
TRMT	Treatment
TTL	Time to Live
TTRep	TimesTen Replication
TUI	Telephony User Interface
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
UI	User Interface
UID	Unique Identifier
uLaw	North American Standard for Analog to Digital Audio Data Conversion
UM	Unified Messaging
UNDT	Undetermined Destination
URI	Uniform Resource Indicator
URI	Uniform Resource Identifier
URL	Uniform Resource Locator
UT	Universal Time
UTC	Coordinated Universal Time
V&H	Vertical and Horizontal
VACM	View-Based Access Control Model
VAIL	VoIP Application Interface Layer
VAO	Video Add-On
VAR	Value-Added Reseller
VC	Virtual Circuit

vCard	Virtual (business) Card
VDB	Validation Database
VM	Virtual Machine Operating System
VM	Voice Mail
VMR	Voice Mail Retrieval
VMR	Violation Monitoring and Removal
VMS	Voice Mail System
VoIP	Voice Over Internet Protocol
VP	Voice Portal
VPC	VoIP Positioning Center
VPN	Virtual Private Network
VRML	Virtual Reality Modeling Language
VRRP	Virtual Router Redundancy Protocol
VSP	Voice over IP Service Provider
VTAM	Virtual Telecommunications Access Method
vtr	Verify Translation
WAN	Wide Area Network
WAP	Wireless Application Protocol
WAS	Web-based Authentication Server
WAV	Wave (file extension)
WS	Web Server
WSDL	Web Service Description Language
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
xDSL	External Digital Subscriber Line
XLA	Routing XLA
XML	eXtensible Markup Language
XOIP	X-Origin-IP
XS	Execution Server
XSL	eXtensible Stylesheet Language

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