








Manage Extensions



<input type="checkbox"/> Extension ▼	Name ▲		Status ▲
<input checked="" type="checkbox"/> x1001	Alan Helton		Active ▲
 555-555-5555 License Type: Executive	 Polycom 550	Unassign User Additional Features	
<input type="checkbox"/> x1002	Shobana Biederman		Offline ▼
<input type="checkbox"/> x1003	Ramakrishna Rao		Active ▼
<input type="checkbox"/> x1004	Assign User		▼
<input type="checkbox"/> x1005	Assign User		▼
<input type="checkbox"/> x1006	Jan Ritter		Activate ▼
<input type="checkbox"/> x1007	Assign User		Activate ▼
<input type="checkbox"/> x1008	Assign User		Activate ▼

[Add](#)
[Unassign User](#)
[Additional Features](#)

View:   10 ▼
 
 1 

Activation Code: 5OFV798
[How to Activate](#)

Manage Extensions

Extension ▲	Phone Number	First Name	Device	Phone Status	More
x1001	555-555-5555	Alan	Polycom 550	Active	More <input type="checkbox"/>
x1002	444-444-4444	Shoban	Polycom 550	Offline	More <input checked="" type="checkbox"/>
x1003	555-222-2222	Ramak	Polycom 550	Active	More <input type="checkbox"/>
x1004	555-111-1111	Assign		Activate	More <input checked="" type="checkbox"/>
x1005	555-111-2222	Assign		Activate	More <input checked="" type="checkbox"/>
x1006	222-111-4444	Jan		Activate	More <input checked="" type="checkbox"/>
x1007	333-333-3333	Assign		Activate	More <input checked="" type="checkbox"/>

Assign User to x1006

[+ add user](#)

☐ Alan Helton
 ☐ Shobana Biederman
 ☐ Ramakrishna Rao
 ☒ Ram Narayanaswamy
 ☐ Jan Ritter
 ☐ Leah Hadsell
 ☐ David Byrd
 ☐ Han Kim

Cancel

Assign

◀ 1 ▶ 10 ▼

View:

Add Remove More


4.5.11.1 Managing Extensions - Assign a User

Manage Extensions

Time Zone

☐ Assign time zone based on E911 settings

Select the area closest to where you are.



Time Zone:

US Pacific Time (GMT-07:00)

Save

Discard Changes

E911 Service

Save All Changes

Cancel Unsaved Changes

◀ 1 ▶ 10 ▼

View:

☰

☷

Sort By: Extension ▼

Add

Remove

More

Save Changes

Are you sure you want to commit changes for the following extensions:

x1002

x1004

x1005

x1006

Yes

No

Regular system dialog

4.5.11.1 Managing Extensions - Commit Changes

Manage Extensions

Acitivation Code: 50FV798
[How to activate](#)

[illegible]

? Managing Extensions

Lorem ipsum dolor sit amet, consectetur adipiscing
 elit. Aenean id lacus orci. In quam turpis, molestie et
 mauris eu, ornare rutrum massa.

1. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean id lacus orci. In quam turpis, molestie et mauris eu, ornare rutrum massa.
2. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean id lacus orci. In quam turpis, molestie et mauris eu, ornare rutrum massa.
3. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Aenean id lacus orci. In quam turpis, molestie et mauris eu, ornare rutrum massa.

Manage Extensions



First Name	Last Name	Email Address	Tags	Role	Access Level	Extension	Phone Number	
Alan	Helton	ahelton@apple.com	CTO Design...	Admin	All	x1001	555-555-5555	<input type="checkbox"/>
Shobana	Biederman	sbiederman@apple.com	CFO	Admin	All	x1002	444-444-4444	<input type="checkbox"/>
Ramakrishna	Rao	ahelton@apple.com	CPO Design...	End User	All	x1003	555-222-2222	<input type="checkbox"/>
Jan	Ritter	ahelton@apple.com	CCO Graphics...	Admin	All	x1006	555-111-4444	<input type="checkbox"/>
Leah	Hadsell	lhadsell@apple.com	PR	End User	All	x1004	555-111-1111	<input type="checkbox"/>
David	Byrd	dbyrd@apple.com	CMO	Admin	All	x1005	555-111-2222	<input type="checkbox"/>
Han	Kim	hkim@apple.com	Marketing	Admin	All	x1007	333-333-3333	<input type="checkbox"/>

◀
1
▶
10
▼

View:
☰
☰

Sort By:
Extension
▼

Save All Changes

Cancel Unsaved Changes

4.5.12 Managing Users

Manage Extensions

Ext

x100

x100

x100

x100

x100

x100

x100

x100

E911 Service

Incoming Calls

Outgoing Calls

Call Recording

Messaging

Miscellaneous

Travelling outside the country

View Billing Statements

ON

ON

Save

Discard Changes

Save All Changes

Cancel Unsaved Changes

◀

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View:

☰

☷

Sort By:

Extension

▼

Add

Remove

More

4.5.11.1 Managing Extensions - Miscellaneous Options

Manage Extensions

Ext

x100

x100

x100

x100

x100

x100

x100

x100

Time Zone

E911 Service

Incoming Calls

Outgoing Calls

Call Recording

Messaging

Miscellaneous

Cancel All Changes

◀

1

▶

10

▼

View:

Sort By:

Extension

▼

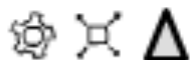
Add

Remove

More

4.5.11.1 Managing Extensions - More Options

Manage Extensions



Ext

x100

x100

x100

x100

x100

x100

x100

Time Zone

☐ Assign time zone based on E911 settings

Select the area closest to where you are.



Time Zone:

US Pacific Time (GMT-07:00)



Save

Discard Changes

E911 Service

Save All Changes

Cancel Unsaved Changes



1



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View:



Sort By:

Extension



Add

Remove

More

Manage Extensions									
Extension ▲	Phone Number	First Name	Last Name	License	Device	Phone Status	More		
x1001	555-555-5555	Alan	Helton	Executive	Polycom 550	Active	More	<input type="checkbox"/>	
x1002	444-444-4444	Shobana	Biederman	Executive	Polycom 550	Offline	More	<input checked="" type="checkbox"/>	
x1003	555-222-2222	Ramakrishna	Rao	Executive	Polycom 550	Active	More	<input type="checkbox"/>	
x1004	555-111-1111	Assign User	Ritter			Activate	More	<input checked="" type="checkbox"/>	
x1005	555-111-2222	Assign User					More	<input checked="" type="checkbox"/>	
x1006	222-111-4444	Jan					More	<input checked="" type="checkbox"/>	
x1007	333-333-3333	Assign User				Activate	More	<input checked="" type="checkbox"/>	

Acitivation Code: 5OFV798









[How to activate](#)

Billing	
\$ Current Payment Due	\$500
Due	07/15/13
<div>Make A Payment</div> <div>View Current Bill</div>	

4.5.5.Billing Widget

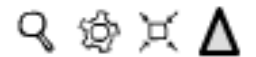
Billing	
! You have an outstanding amount due. Please make a payment.	
\$ Outstanding Payment Due	\$500
Due	04/15/13
<div>Make A Payment</div> <div>View Current Bill</div>	

All widgets and functions disabled except this one.




Call Details		  
	Ram Narayanaswamy	05m 06s
	123-456-3333	 03m 00s
	555-444-3333	
In	Out	Recording
		Voicemail

4.5.5.Call Detail Widget

LNP Status

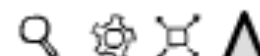


Number	Status	Detail	Provider	Date
1-408-321-8765	In Progress	Additional Info Needed. A number porting specialist will contact you.	AT&T	09/15/13
1-408-321-8766	In Progress	Additional Info Needed. A number porting specialist will contact you.	AT&T	09/15/13
1-408-321-5678	In Progress	Additional Info Needed. A number porting specialist will contact you.	AT&T	09/15/13
1-408-321-0987	In Progress	Additional Info Needed. A number porting specialist will contact you.	AT&T	09/15/13
1-408-321-9876	In Progress	Additional Info Needed. A number porting specialist will contact you.	AT&T	09/15/13
1-408-321-9786	In Progress	Additional Info Needed. A number porting specialist will contact you.	AT&T	09/15/13
1-800-FLY-FREE	In Progress	Waiting for port.	AT&T	09/15/13
1-800-EAT-FREE	In Progress	Waiting for port.	AT&T	09/15/13
1-408-WIR-LESS	Resolved	Activated and ready to use.	AT&T	09/15/13
1-408-WYR-LESS	Resolved	Activated and ready to use.	AT&T	09/15/13

LNP Status		  
TN (Carrier)	Status	Est. Completion
555-444-3333 (AT&T)	Submitted	06/27/13
314-276-3333 (Wind Str...)	In progress	07/02/13
555-222-3333 (Sprint)	Complete	06/26/13
Completed	In Progress	Submitted

4.5.5.LNP Status Widget

Manage Virtual Numbers



800-555-6666

Points to **x1021** (Auto Attendant #1)

Edit ▼

Extension

Select from the list of available extensions to route this number.

	Extension	Name
<input type="radio"/>	x1020	Advance Auto Attendant #1
<input checked="" type="radio"/>	x1021	Auto Attendant #1
<input type="radio"/>	x1010	Hunt Group #1
<input type="radio"/>	x1001	Alan Helton

Hunt Groups

Call Bridges

User Ext

Auto Attendants

search

Save



405-667-9876

Points to **x1001** (Alan Helton)

Edit ▼

Add Virtual Number

Add Toll-Free Number



Hunt Group #1

Caller ID: Apple Inc.

x1201

Virtual/Toll-Free number: 555-555-5555

[Remove Hunt Group](#)

Edit ▼

Hunt Group Name

Hunt Group #1

Caller ID

Apple Inc.

Virtual/Toll-Free Number

Type the extension you want to use

1201

Choose from the list of available virtual/toll-free numbers to ring this Hunt Group.

555-555-5555 ▼

Hunting Policy

Simultaneous ▼

Edit

Users/Extensions

Add extensions to this hunt group.

x1002 Shobana Biederman (111-111-1111)
x1006 Jan Ritter (222-222-2222)
x1007 Han Kim (333-333-3333)
x1008 (Unassigned)



x1001 Alan Helton (555-555-5555)
x1005 David Byrd (666-666-6666)
x1003 Ramakrishna Rao (888-888-8888)
x1009 (Unassigned)

Greeting

greeting.wav

Browse

Record

Voicemail Password (Numeric digits only, 0-9)

No Answer Settings

☐ Skip to next agent after 5 ▼ rings☐ Forward call after waiting 60 seconds

Call forwards to 555-555-5555

Call Policies

Connected Line Identification on Redirected Calls:

- ☐ No Privacy
☐ Privacy For
☒ Privacy For


Send Call Being Forwarded Response on Redirected Calls:

- ☐ No Privacy
☐ Privacy For
☒ Privacy For

Save All Settings

Add Hunt Group

Auto Attendant



Auto Attendant #1

x1020 [edit](#)

555-555-5555 [edit](#)

[Remove Auto Attendant](#)

Business Hours

Time not within business hours is considered off hours.

Monday

▼

☒ Thru

Thursday

▼

8:00am

▼

5:00pm

▼

+

—

Friday

▼

☐ Thru

Thursday

▼

8:00am

▼

3:00pm

▼

+

—


Save

Holidays

Christmas December 25

Apple Day Every 4th Friday in June

[Edit](#)



Auto Attendant #2

x1021 [edit](#)


555-555-5555 [edit](#)

[Remove Auto Attendant](#)

Add Auto Attendant

4.5.11.1 Managing Extensions - Edit Business Hours

Auto Attendant



Auto Attendant #1

x1001

555-555-5555

[Remove Auto Attendant](#)

Business Hours

Time not within business hours is considered off hours.

Monday through Thursday from 8:00am to 5:00pm

Friday from 8:00am to 3:00pm

4 Items

[Edit](#)

Holidays

Christmas

December

▼

Day

▼

25

▼

+ -

Apple Day

June

▼

Fourth

▼

Friday

▼

+ -

I

January

▼

Day


▼

01

▼

+ -

Save



Auto Attendant #2

x1001

[Add Auto Attendant](#)

4.5.11.1 Managing Extensions - Holidays

Auto Attendant



Advanced Auto Attendant #1 [edit name](#)

x1010 [add/change](#)

555-555-5555 [add/change](#)

[Remove Auto Attendant](#)

Business Hours

Time not within
business hours is
considered off hours.

Monday through Thursday from 8:00am to 5:00pm

Friday from 8:00am to 3:00pm

[Edit](#)

Main Menu [Edit](#)

level-1-item-1.wav

[Browse](#)

[Record](#)



Description [Edit](#)

Choose English

Language

Action:

Phone Number:

[Add Sub-Menu Item](#) + -



Description [Edit](#)

Choose English

Language

Action:

[Add Sub-Menu Item](#) + -

Submenu 1 [Edit](#)

level-2.wav

[Browse](#)

[Record](#)



Description [Edit](#)

Talk to Sales

Action:

level-1-item-1.wav

[Browse](#)

[Record](#)

[Add Sub-Menu Item](#) + -



Description [Edit](#)

Talk to Complaints






Action:

Phone Number:









[Add Sub-Menu Item](#) + -

Picture of an
actual phone
pad button

[Add Auto Attendant](#)

Auto Attendant		  
	Auto Attendant #1 x1010 edit 555-555-5555 edit	Remove Auto Attendant ▼
Business Hours Time not within business hours is considered off hours.	Monday through Thursday from 8:00am to 5:00pm Friday from 8:00am to 3:00pm	Edit ▼
Holidays	Christmas December 25 Apple Day Every 4th Friday in June	Edit ▼
	Auto Attendant #2 x1011 edit 555-555-5555 edit	Remove Auto Attendant ▼
		Add Auto Attendant

4.5.11.1 Managing Extensions

Manage Virtual Numbers		   
	800-555-6666 Points to x1021 (Auto Attendant #1)	Edit ▼
	405-667-9876 Points to x1001 (Alan Helton)	Edit ▼
	800-CAL-SALZ Points to x1021 (Advanced Auto Attendant #1)	Edit ▼
	202-555-6666 Points to x1005 (Shobana Biederman)	Edit ▼
		<div> <div>Add Virtual Number</div> <div>Add Toll-Free Number</div> </div>

4.5.11.5 Managing Virtual Numbers, Toll Free Numbers, and Main Company Number

Music on Hold



Music during Call Hold



Music during Call Park



Music during Busy Camp On



Music On Hold Message

Default

















Custom

Custom audio file

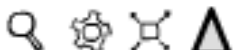
sailing-away.mp3

Browse

Manage Users			   
User Info	Privileges	Options	<input type="checkbox"/>
 Alan Helton ahelton@apple.com x1001 555-555-5555	Tags: CEO, Design Access Level: All Role: Admin	Remove User Additional Options	<input type="checkbox"/>
 Shobana Biederman sbiederman@apple.com x1002 444-444-4444	Tags: CFO Access Level: All Role: Admin	Remove User Additional Options	<input type="checkbox"/>
 Ramakrishna Rao rrao@apple.com x1003 555-222-2222	Tags: CPO, Design Access Level: All Role: End User	Remove User Additional Options	<input type="checkbox"/>
 Jan Ritter jritter@apple.com x1004 555-111-4444	Tags: CPO, Design Access Level: All Role: End User	Remove User Additional Options	<input type="checkbox"/>
 1  10  View:   Sort By: Last Name  Add Remove Additional Options			

4.5.11.1 Managing Users - Grid View

Manage Users



First Name	Last Name▲	Email Address	Tags	Role	Access Level	Extension	Phone Number	<input type="checkbox"/>
Alan	Helton	ahelton@apple.com	CTO Design...	Admin	All	x1001	555-555-5555	<input type="checkbox"/>
Shobana	Biederman	sbiederman@apple.com	CFO	Admin	All	x1002	444-444-4444	<input type="checkbox"/>
Ramakrishna	Rao	ahelton@apple.com	CPO Design...	End	All	x1003	555-222-2222	<input type="checkbox"/>
Jan	Ritter	ahelton@apple.com	CCO Graphics...	Admin	All	x1006	555-111-4444	<input type="checkbox"/>
Leah	Hadsell	lhadsell@apple.com	PR	End	All	x1004	555-111-1111	<input type="checkbox"/>
David	Byrd	dbyrd@apple.com	CMO	Admin	All	x1005	555-111-2222	<input type="checkbox"/>
Han	Kim	hkim@apple.com	Marketing	Admin	All	x1007	333-333-3333	<input type="checkbox"/>

◀

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View:

☰

☰

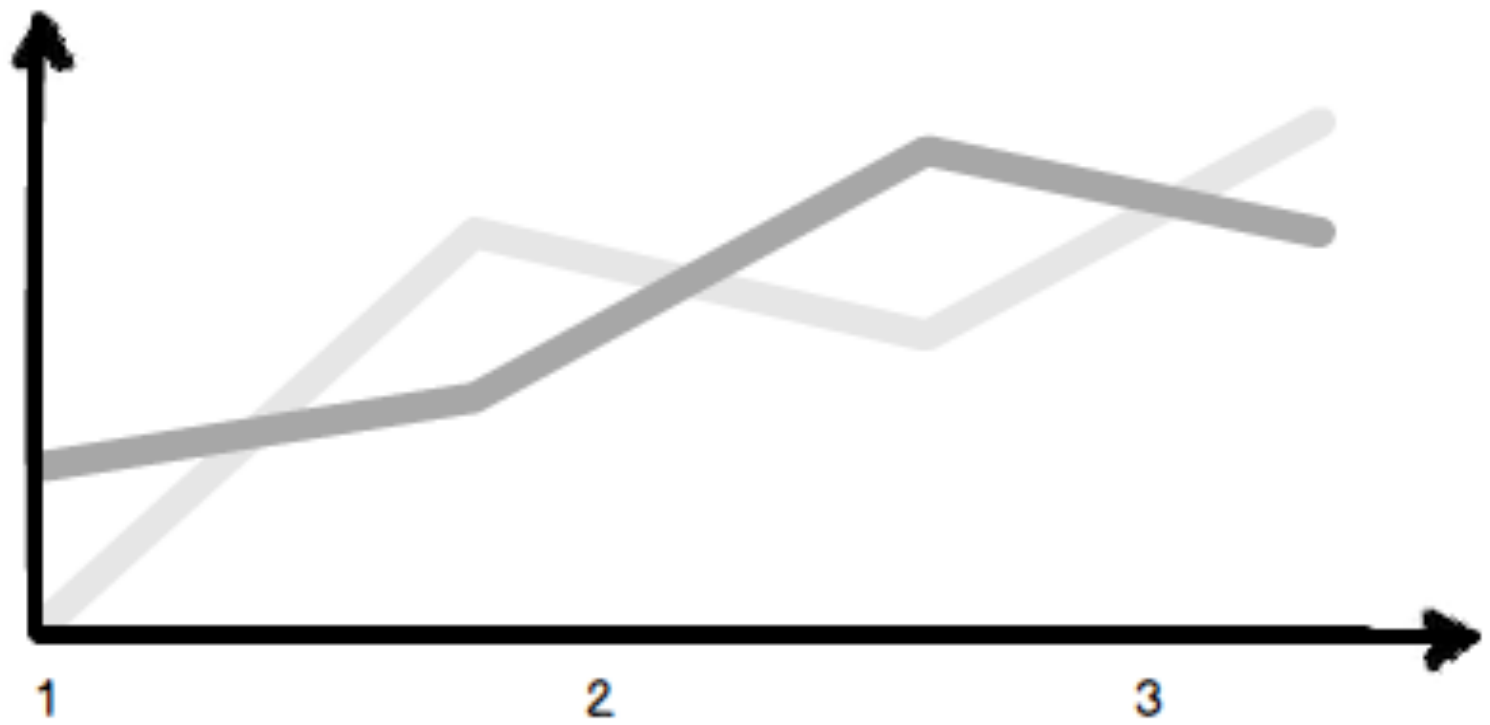
Add

Remove

Additional Options

4.5.12 Managing Users

Billing Report



Outgoing

Incoming

Ext's

View:



3 months



6 months

1 year

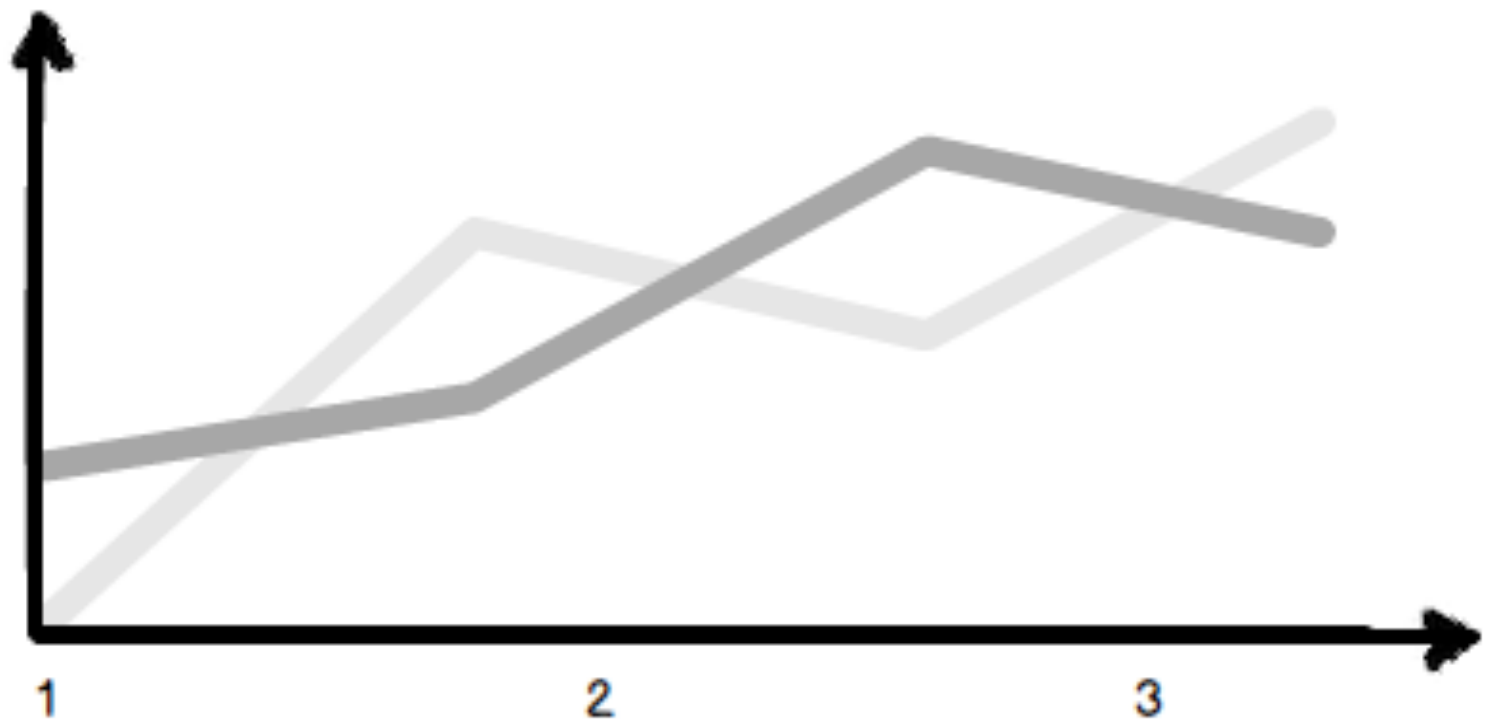
3 years

4 years

5 years

4.5.13.1 Readily Available Reports - Billing Report

Call Usage Report



Outgoing

Incoming

Ext's

View:



3 months



6 months

1 year

3 years

4 years

5 years

4.5.13.1 Readily Available Reports - Call Usage Report

Custom Reporting

Custom Re

Inbound, Mis

Call Duration

Extension(s)

x1021, x1001, x1007, x1003

Sorting Criteria

Call Duration in descending order

Date Range

01/01/13 to 12/31/13

Custom Re

Inbound, Mis

To phone in A

Type(s)

Custom

Today

Yesterday

This Week (Sunday-today)

This Wek (Mon-today)

Last 7 days

Last week (Sun-Sat)

Last week (Mon-Sun)

Last business week (Mon-Fri)

Last 14 days

This month

Last 30 days

Last month

All time

Inbound, Missed and Outbound calls

Edit

remove

hboard

Edit

remove

hboard

New

Remove

Generate

4.5.13.Managing Replorting & Call Logs

Custom Reporting

Custom Re

Inbound, Mis

Call Duration

Extension(s)

x1021, x1001, x1007, x1003

☐

search

☐

x1020

Advance Auto Attendant #1

☒

x1021

Auto Attendant #1

☐

x1010

Hunt Group #1

☒

x1020

Alan Helton

☒

x1021

Jan Ritter

☒

x1022

Malachi Threadgill

Edit

remove

hboard

Edit

remove

hboard

Sorting Criteria

Call Duration in descending order

Date Range

01/01/13 to 12/31/13

Type(s)

Inbound, Missed and Outbound calls

New

Remove

Generate ▼

Custom Reporting

Custom Re

Inbound, Mis

Call Duration

Extension(s)

x1021, x1001, x1007, x1003

Sorting Criteria

Call Duration in descending order

Custom Re

Inbound, Mis

To phone in A

Call Duration

Start date/time

Answer Time

Release Date/

Time

Call duration

User phone

From phone

To phone

Call type

Call result

Call category

in

decending

order

Date Range

01/01/13 to 12/31/13

Type(s)

Inbound, Missed and Outbound calls

Edit

remove

hboard

Edit

remove

hboard

New

Remove

Generate

Custom Reporting

Custom R
Inbound, Mi
Call Duratio

Extension(s)
x1021, x1001, x1007, x1003

Custom R
Inbound, Mi
To phone in

Sorting Criteria
Call Duration in descending order

Date Range
01/01/13 to 12/31/13

Type(s)
Inbound, Missed and Outbound calls

Inbound Calls

ON

Missed Calls

ON

Outbound Calls

ON

Edit

Remove
shboard

Edit

Remove
shboard

New

Remove

Generate

Custom Reporting

Custom Report #1

Inbound, Missed and Outbound calls

Call Duration in Descending order from last 7 days

x1021, x1001 x1007 x1008
x1009 x1010 x1011 x1012...

Edit

Additional Options

Custom Report #2

Inbound, Missed and Outbound calls

To phone in Ascending order from 01/01/13 to 12/31/13

x1021, x1001 x1007 x1008
x1009 x1010 x1011 x1012...

Edit

Additional Options

Remove

Add to Global Dashboard

Add to Reports Dashboard

Preview

Generate CSV

Generate PDF

New

Remove

Generate

CSV

PDF

News



[What is the Price of Broadband?](#)

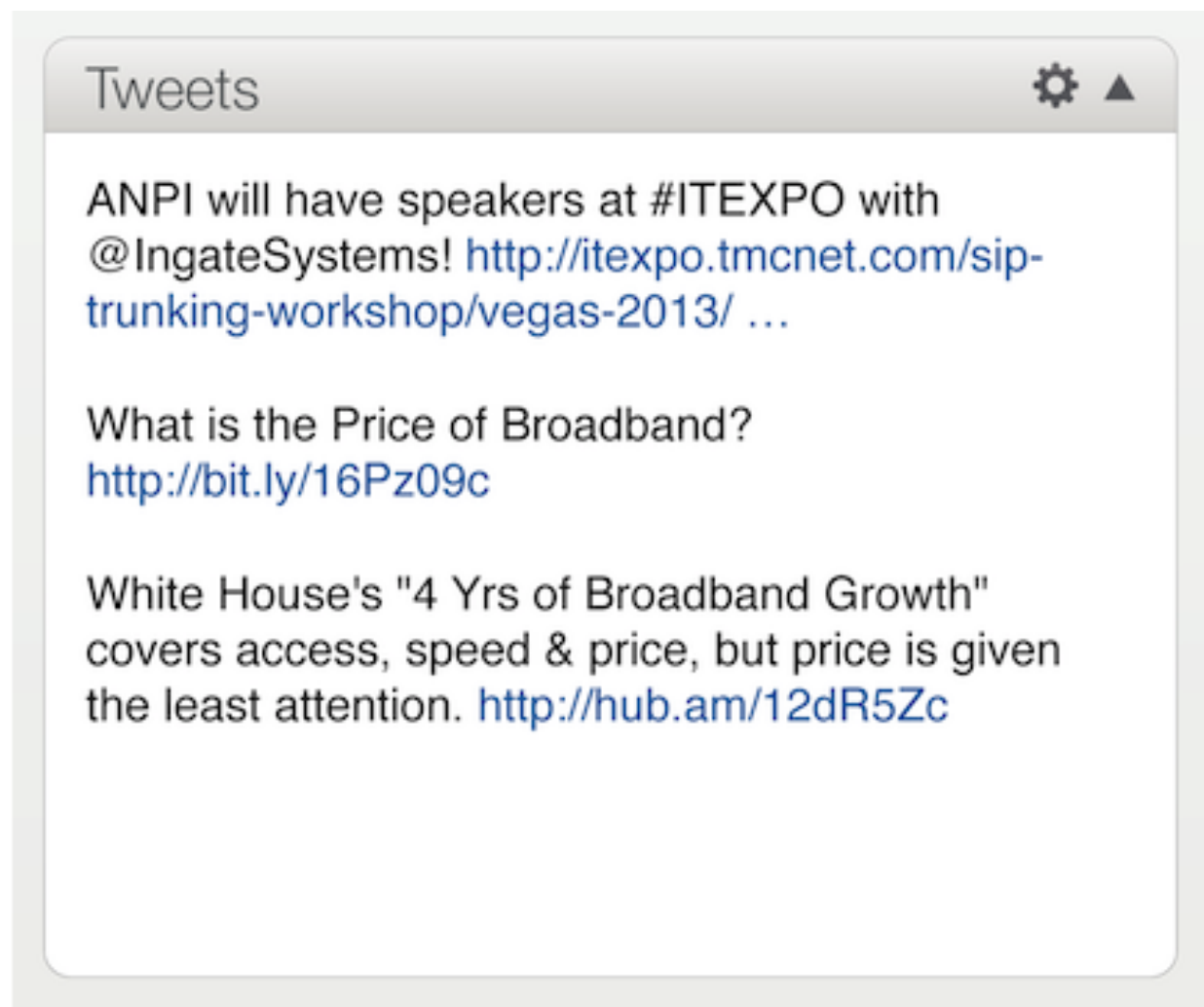
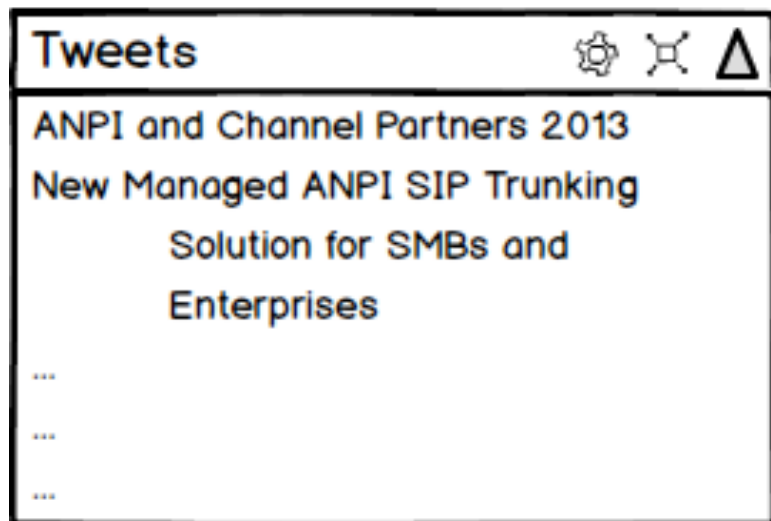
Sample excerpt text for a given headline.
Sample excerpt text for a given headline.

[The Broader Reach of Broadband](#)

Sample excerpt text for a given headline.
Sample excerpt text for a given headline.

[Hyperlocal Advertising for Agents --](#)

News Widget



Tweets Widget