

ANPI VIP Online

The ANPI VIP Online interface is a comprehensive portal for managing a phone system. It features a fixed header bar with navigation links like Dashboard, Phone System, Reports, Billing, Add Services, Administration & Access, and Support. A search bar and a Logout link are also present.

Widgets and Features:

- VIP Online:** A real-time view of the ANPI VIP system.
- Value Props:** An entire area is clickable, providing access to various management functions.
- My Extension:** Shows details for Alan Helton, including Call Forwarding (Enabled E911), Mobility (Follow Me Find Me), and extension information.
- Traffic Summary:** A chart showing Incoming and Outgoing calls over a 24-hour period.
- Call Details:** A list of recent calls from various users to Alan Helton.
- Network Alerts:** A list of 2 issues, including x1145 (Ram Narayana...), x1001 (Alan Helton), and x1155 (Shobana Bieder...).
- LNP Status:** Status of a carrier connection (TN 314-276-3333) with an estimated completion date of 07/02/13.
- News:** Headlines and sample excerpt text.
- Tweets:** Recent tweets from ANPI and Channel Partners 2013.
- Comments or concerns?** A feedback section for user input.

Annotations and Callouts:

- All widgets related to 4.5.13 Manage Reporting and Call**, **All widgets related to 4.5.14 Manage Billing**, **All widgets related to 4.5.16 Buying Additional Services**, **4.5.12 Administration & Access Widget in Enhanced Mode**, **All widgets related to 4.5.14 Manage Customer Support, Ticketing, etc...**
- Entire value prop area is clickable**
- Control options that affect settings across the entire Portal**
- Alerts on planned maintenance, service disruptions, etc**
- Search for functions, features and documentation within the ANPI VIP system**
- The Dashboard Header Bar is fixed and never becomes invisible**
- Dashboard Description**: Welcome to the ANPI VIP Portal. From here, you can set up your new phone system, manage users, track all data and more, all in real time. The Portal is designed to give you the best possible user experience so you can easily manage your phone system and get the most out of what ANPI VIP has to offer.
- If this is a new phone system, start by heading over to Manage Users to add everyone in your organization to ANPI VIP, assign your access and activate your devices. Once you are set up, come back frequently to check usage volume, pull invoices and check number porting status.**

My Extension

Widget Description
Configure your voicemail, upload phone lists and manage features such as call forwarding.

If it's not already open, this function will start the UC-One Application.

Call Forwarding
E911
Enabled
7460 Warren Pkwy
Frisco, TX 76204

Call Forwarding
Enabled
Voicemail
7460 Warren Pkwy
Frisco, TX 76204

Timezone Central Standard Time (CST)
Other pertinent information...

Change your time zone using the map or drop-down menu to select your closest area.

Assign the address for emergency services (E911). If traveling outside the US, enable this feature so your location is disabled and could not be used.

Select how calls are transferred; enable push-to-talk, and shared lines and busy lamps.

Create classes and distribution lists; turn on voicemail-to-email and manage your recorded greetings and names.

The X icon is only displayed on the Global Dashboard.

Location
User travelling outside the US
Country: United States of America
Address: Street Name: Infinite Loop, Suffix: Post-Directional: North, Secondary Location: South, East West: East West
City: Cupertino, State: CA, Zip Code: 000002
I have read and agree to these E911 Service Limitations and Terms and Conditions
Save Location Changes

Continued on 4.5.5 Manage My Extension - Additional Options

4.5.5 Manage My Extension (Enhanced View)

My Extension

Time Zone
Location
Incoming Calls
Outgoing Calls
Call Control
Voicemail
E911
Time
Other

Save All Cancel All

4.5.5 Manage My Extension - Timezone (Enhanced View)

My Extension

Time Zone
Change your time zone using the map or drop-down menu to select your closest area.
Time Zone: US Pacific Time (GMT-07:00)
Save Discard Changes

4.5.5 Manage My Extension - Location Information (Enhanced View)

My Extension

Assign the address for emergency services (E911). If traveling outside the US, enable this feature so your location is disabled and could not be used.
User travelling outside the US
Country: United States of America
Address: Street Name: Pre-Directional, Suffix: Post-Directional: North, Secondary Location: South, East West: East West
City: Cupertino, State: CA, Zip Code: 000002
I have read and agree to the E911 Service Limitations and Terms and Conditions
Save All Cancel All

4.5.5 Manage My Extension - Additional Options

My Extension

VoiceMail
Enables and disables voicemail functionality. If voicemail is disabled, all settings below will keep their settings, but will be grayed out and uneditable.

Number of rings before greeting: 3
Send All Calls to Voice Mail
Send Busy Calls to Voice Mail
Send Unanswered Calls to Voice Mail

Aliases
Assign phone numbers, such as an office number or mobile number, from which you can directly access your voicemail.
314-458-9074
555-555-5555

VoiceMail Distribution Lists
Create distribution lists to distribute voice messages.
Dist. List #1
555-555-5555
314-458-9074

Unified Messaging
Enable voicemail to work with your email services.

Voice Portal
Activate auto-login when you access voicemail, access voicemail password or upload/record your name.

Miscellaneous
Save Messaging Changes
Save All Cancel All

4.5.5 Manage My Extension - Messaging (Enhanced View)

My Extension

Unified Messaging
Enable your email services to work with your voicemail.
When a message arrives
Send To Phone and Email
Send To Email Only
Use Phone Message Waiting Indicator
Emails will be sent to alhelton@apple.com
Functionality inside the PURPLE rectangle is only visible when "Send To Phone and Email" is selected.
Email CC of this message to:
Transfer on '0' to Phone Number:

Greetings
Customize your outgoing message.
Use the included greeting or customize your outgoing message by uploading a wav file no longer than 2 minutes.
Default Greeting
Custom audio file
No File Selected
Browse Record

Busy Greeting
Choose the greeting a caller will hear when you are busy. Turn on a default greeting, upload a custom greeting or record a new one.
Default Greeting
Custom Greeting

No Answer Greeting
Choose the greeting a caller will hear when you do not answer. Turn on a default greeting, upload a custom greeting or record a new one.
Default Greeting
Custom Greeting(s)
Description: Away from Desk, greeting-1.wav
Description: On Vacation, greeting-2.wav
Description: Eating Lunch, No file selected
Browse Record

Confirm Location
Please review the list below to confirm that one of the following locations is yours. You can also contact Customer Care at 855-492-2300.
Let me enter a new location
123 STREET STREET AVENUE FRISCO, TX 75203-5555
123 STREET STREET AVENUE BOISE, ID 83454-0987
123 STREET STREET STREET ST. LOUIS, MO 63144-1086
123 STREET STREET PARKWAY DENTON, TX 76204
Address not listed Continue

Checking Location
Please wait while your location is verified for local E911 service.
If location check fails and there are no heuristics

Sorry
Sorry, your location could not be verified. Please try again or contact Customer Care at 855-492-2300.
E911 not updated, admin directed back to E911 address form

Selected location is saved and E911 dialog closes.

Upload Failed
File requirements are: wav no longer than 2 minutes. Please try uploading a different file within these restrictions.
Close

Save Changes
You've made changes to your user(s). Would you like to save changes?
Yes No Cancel

When Manage My Extension Options are open, the Customer can still click on elements outside the accordion menu, like the Search icon, or pagination.
The difference is that if any outside elements are clicked, the Customer will be presented with a dialog to save the changes they've made. If they click Cancel, no actions will be taken.

If the Customer clicks yes as multiple extensions are being edited, they will be presented with a Save Batch Changes dialog.

Continued from 4.5.5 Manage My Extension

My Extension

Incoming Calls

- Anonymous Call Rejection**: Reject calls from anonymous callers.
- Call Forwarding Always**: Automatically forward incoming calls to a specified phone number. **Forwarding Number**: David Byrd (333-333-33). **Play ring reminder when call is forwarded**:
- Call Forwarding Busy**: Automatically forward incoming calls to another phone number when your phone is busy. **Forwarding Number**: [redacted]
- Call Forward No Answer**: Automatically forward incoming calls to another phone number when the call is not answered in a specific number of rings. **Forwarding Number**: [redacted] **Rings before forward**: 3
- Call Forward Not Reachable**: Automatically forward a selected set of incoming calls to another phone number based on your predefined set of rules. **Forwarding Number**: [redacted]
- Call Forward Selective**: Automatically forward incoming calls based on predefined rules. **Forwarding Number**: [redacted]
- Call Notify**: Caller's name and number will be sent to your email address based on predefined rules. **Do Not Disturb**: Set your phone as "unavailable" to restrict all incoming calls. **Play ring reminder when call is blocked**:
- Sequential Ring**: Also known as Find Me/Follow Me. Receive calls at any number of designated phones, whether ringing simultaneously or sequentially. **Simultaneous Ring**: By default, all phones will be rung sequentially. To change the ring policy to ring every phone simultaneously, activate the switch to the right. **Use Base Location First**: **Rings for Base Station**: 1 **Continue search if base location is busy**: **Caller may skip this process**: **Forwarding or messaging must be enabled**:
- Schedule Manager Schedules**: Open the Manage Schedule widget to add, remove or edit schedules. **Always On**: **Always On disables schedules below, but does not delete any**: **Add Schedule**: Business Hours, Christmas **If unanswered, forward to voicemail**: **Phone Number**: David Byrd (333-333-33), 575-222-4563 **Rings**: 1, 2, 3, 4, 5, 6 **Call Confirm Req'd**: **Add a number**: **Not visible unless "Specific Numbers" is selected. Any phone number can be added**: **Call Notify**: Out of The Office, All Calls during Holiday Hours (Group) **Remove Rule**: Are you sure you want to remove this rule? No Yes **Outgoing Calls**: **Save All**, **Cancel All**
- Simultaneous Ring Personal**: Allow multiple phones to ring at the same time when a call is placed to your primary phone. The first phone to be answered is connected. **Don't ring simultaneous numbers if in a call**: **Always ring simultaneous numbers**: **Simultaneous Numbers**: 314-458-9074, 555-666-4987 **Answer confirmation**: **Rules**: Out of The Office, All Calls during Holiday Hours (Group) **Remove Rule**: Are you sure you want to remove this rule? No Yes **Outgoing Calls**: **Save All**, **Cancel All**

Alternate Numbers

Set a distinctive ring for alternate numbers: **User / Phone Number**: David Byrd (333-333-33), Alan Helton (555-555-55), 314-458-9074 **Ring Pattern**: Short-Short-Long

Call Control

Make International Calls: Line ID Blocking, Personal Phone List, Speed Dial 8, Speed Dial 100, Save Outgoing Calls Changes

Personal Phone List

Enter or upload frequently called numbers to be listed on your phone: **Name**: David Byrd, **Phone number**: David Byrd (333-333-33)

Upload Phone List CSV

Instructions: You may upload an existing phone list in a CSV format, or download the sample CSV below to build a file to upload. **Browse**, **Download CSV template**, **Step 1**

Upload Error

Sorry, the CSV you tried to upload cannot be read correctly. Please try again. **Download CSV template**, **Close**

Speed Dial 8

Assign a single digit for eight frequently dialed numbers: **Speed Code**: 3, 2, 3, 4, 5, 6, 7, 8, **Phone number**: David Byrd (333-333-33), **Name**: David Byrd

Speed Dial 100

Assign two digits for up to 100 frequently dialed numbers: **Speed Code**: 00, 01, 02, 03, 04, **Phone number**: David Byrd (333-333-33), **Name**: David Byrd

Upload Phone List CSV

Instructions: Download the sample CSV below to start building a batch file for upload. Please read the instructions below to learn how to build the CSV. **Browse**, **Download CSV template**, **Step 1**

Upload Error

Sorry, the CSV you tried to upload cannot be read correctly. Please try again. **Download CSV template**, **Close**

Upload Successful

Your file was successfully uploaded. Please press "Commit" to save your Speed Dial 100 changes, or press "Cancel" to stop the process. **Commit**, **Cancel**

Call Transfer

Determine specific rings and actions for transferred calls: **Call Transfer Recall**: Rings before recall 4, **Music During Call Transfer Recall**: 12.0 seconds, **Use Diversion Inhibitor for Blind Transfer**: , **Use Diversion Inhibitor for Consultative Calls**:

Call Control

Select how calls are transferred, enable push-to-talk, and shared lines and busy lamps: **Call Transfer**, **Call Waiting**, **Music on Hold**, **Manage Music On Hold Settings**, **Shared Line Appearance**, **Alert all appearances for Click-to-Dial Co**, **Allow Call Retrieve from another location**, **Multiple Call Arrangement**, **Bridge Warning Tones**, **Busy Lamp Field**, **Enable Call Park Notification**:

Functionality in the RED rectangle is visible ONLY to ADMINs. It is visible to END-USERS, however it is un-editable (grayed-out): **Any mention of a user's own number and extension is displayed as "Me"**

Functionality in the GREEN rectangle is visible ONLY to ADMINs. It is visible to END-USERS, however it is un-editable (grayed-out): **Drop-down search: Admin can search for users by typing user's name:** First Name, Last Name, Email Address, Tag, Roles, Access Level

Line 1: Me (033-333-3333), **Line 3**: Alan Helton (555-555-55), **Line 6**: Malo, **Line 1**: David Byrd (333-333-33), **Line 3**: Alan Helton (555-555-55), **Line 6**: Malo

Save Call Control Changes, **Save All**, **Cancel All**

4.5.5 Manage My Extension - Call Control (Enhanced View)

Manage Phone System

Grid View Default View

Extension	Name	Status	Additional Features
x1001	Alan Helton 555-555-5555 License: Executive	Active	Unassign Additional Features
x1002	Lobby Phone 555-666-5555 License: Common Area	Offline	Unassign Additional Features
x1003	Ramakrishna Rao 555-222-5555 License: Virtual Extension	Active	Activation Code: 5OFV798 How to activate Unassign Additional Features
x1002	555-444-3322 License: Receptionist	Active	Assign Unassign Additional Features

Buy User and Buy Virtual number link to their respective locations in the Add Services Widget.

Widget Description
Manage features associated with each user in your phone system. Edit your users information such as location, time zone and call settings. Note: Some information may not apply to certain users, relevant information will appear but will appear grayed out and cannot be changed. If a certain functionality is not used by any users, that information will not appear at all.

Initial Setup
Display 50 extensions per page
Grid View

Manage Phone System

List View

Extension	Phone Number	License Type	Device Type	Status	Name	Additional Features
x1001	555-555-5555	Executive	XYZ	Normal	Helton. Alan Unassign	Additional Features
x1002	555-666-5555	Business Basic	XYZ	Disconnected	Rao. Ramakrishna Unassign	Additional Features
x1003	555-222-5555	Lobby	XYZ	Disconnected	Assign	Additional Features
x1004	555-111-5555	Receptionist	XYZ	Disconnected	Assign	Additional Features
x1005	555-111-5555	Business Basic	XYZ	Normal	Shobana Biederman Unassign	Additional Features
x1022	555-333-5555	Business Basic	XYZ	Normal	Han Kim Unassign	Additional Features
x1023	444-555-6677	Business Premium	XYZ	Normal	Assign	Additional Features
x1024	333-444-5555	Business Basic	XYZ	Normal	Assign	Additional Features
x1025	Virtual Extension	XYZ	Normal	Alan Helton Unassign	Additional Features	
x1026	555-909-5555	Business Basic	XYZ	Normal	Malachi Threadgill Unassign	Additional Features

Horizontal scroll if needed

Edit button is grayed out and disabled if no entries are selected.

View: 10 | 20 | 50 | 100 | All

Manage Phone System

Enhanced View

Extension	Phone Number	License Type	Device Type	Status	Name	Additional Features
x1001	555-555-5555	Executive	Polycom 335	Normal	Helton. Alan Unassign	Additional Features
x1002	555-666-5555	Business Basic	Polycom 335	Disconnected	Rao. Ramakrishna Unassign	Additional Features
x1003	555-222-5555	Lobby	Polycom 335	Disconnected	Assign	Additional Features
x1004	555-111-5555	Receptionist	Polycom 335	Disconnected	Assign	Additional Features
x1005	555-111-5555	Business Basic	Polycom 335	Normal	Shobana Biederman Unassign	Additional Features
x1022	555-333-5555	Business Basic	Polycom 335	Normal	Han Kim Unassign	Additional Features
x1023	444-555-6677	Business Premium	Polycom 335	Normal	Assign	Additional Features
x1024	333-444-5555	Business Basic	Polycom 335	Normal	Assign	Additional Features
x1025	Virtual Extension	Polycom 335	Normal	Alan Helton Unassign	Additional Features	
x1026	555-909-5555	Business Basic	Polycom 335	Normal	Malachi Threadgill Unassign	Additional Features

**Activation Code: 5OFV798
How to activate**

Horizontal scroll if needed

View: 10 | 20 | 50 | 100 | All

Manage Phone System

Search

Extension	Name	Status
x1003	Ramakrishna Rao	Active

The X icon is only displayed on the Global Dashboard

Initiate Number Porting

By clicking "Continue," a ticket will be opened with a Customer Care Representative to begin the number porting process.

Initiate Number Porting

Thank you!
A Customer Care representative will be in touch with you shortly. PLEASE NOTE: Do not cancel your current phone system until the porting process is complete.

Manage Phone System

Assign a User (Enhanced View)

Extension	Phone Number	License Type	Device Type	Status	Name	Additional Features
x1001	555-555-5555	Executive	Polycom 335	Normal	Assign	Additional Features
x1002	555-666-5555	Business Basic	Polycom 335	Normal	Assign	Additional Features
x1003	555-222-5555	Lobby	Polycom 335	Normal	Assign	Additional Features
x1004	555-111-5555	Receptionist	Polycom 335	Normal	Assign	Additional Features
x1005	555-111-5555	Business Basic	Polycom 335	Normal	Assign	Additional Features
x1022	555-333-5555	Business Basic	Polycom 335	Normal	Assign	Additional Features
x1023	444-555-6677	Business Premium	Polycom 335	Normal	Assign	Additional Features
x1024	333-444-5555	Business Basic	Polycom 335	Normal	Assign	Additional Features
x1025	Virtual Extension	Polycom 335	Normal	Assign	Additional Features	
x1026	555-909-5555	Business Basic	Polycom 335	Normal	Assign	Additional Features

Help ?

Search within this topic

? Managing Extensions

Each device has a unique activation code. Use each code to activate each of your user's devices.

- How to activate each device:
- Plug in the device.
- Pick up the handset or press the speaker button.
- A voice recording will prompt you to enter the activation code.
- After the activation code is correctly entered, the device will automatically reboot. If there are any issues with the activation code, you will be automatically directed to Customer Care.
- Upon completion of the reboot, the device will be immediately available for use.
- If there are any issues with the process, please contact Customer Care at 855-492-2300.