

**WiLine Networks, Inc**

# **Customer Admin Guide**



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# Preface

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## Welcome

Welcome to the hosted PBX solution.

This manual is for the use of the customer administrator. It covers managing, updating and monitoring the system.

Your system is live and online. All additions and changes are made in real time. Occasionally you may need to click the **Refresh** button to see the most up to date data.

---

## Conventions in the manual

The following conventions are used in this document:

<b>Bold</b>	Menu items and buttons.
<i>Italic</i>	Emphasis of an instruction or point; special terms.
	File names, path names, pages, panes, tabs, fields, variables, and other GUI elements.
	Titles of books and various documents.
<i>Blue italic</i>	(Electronic version.) Hyperlinks to cross-references, related topics, and URL addresses.
Monospace	Text that displays on the computer screen.
	Programming or coding sequences.



# Chapter 1 Getting started

This chapter shows you how to log in and use the home page.

In this chapter:

<i>Logging in .....</i>	2
<i>Home page .....</i>	3

---

## Logging in

You receive a username and password via email from the site administrator or installer. This also contains a link to the phone system portal, <https://portal.wiline.com/>.

1. Navigate to the phone system portal.
2. The *WiLine-Portal - Login* page opens.

Figure 1. *WiLine-Portal - Login* page

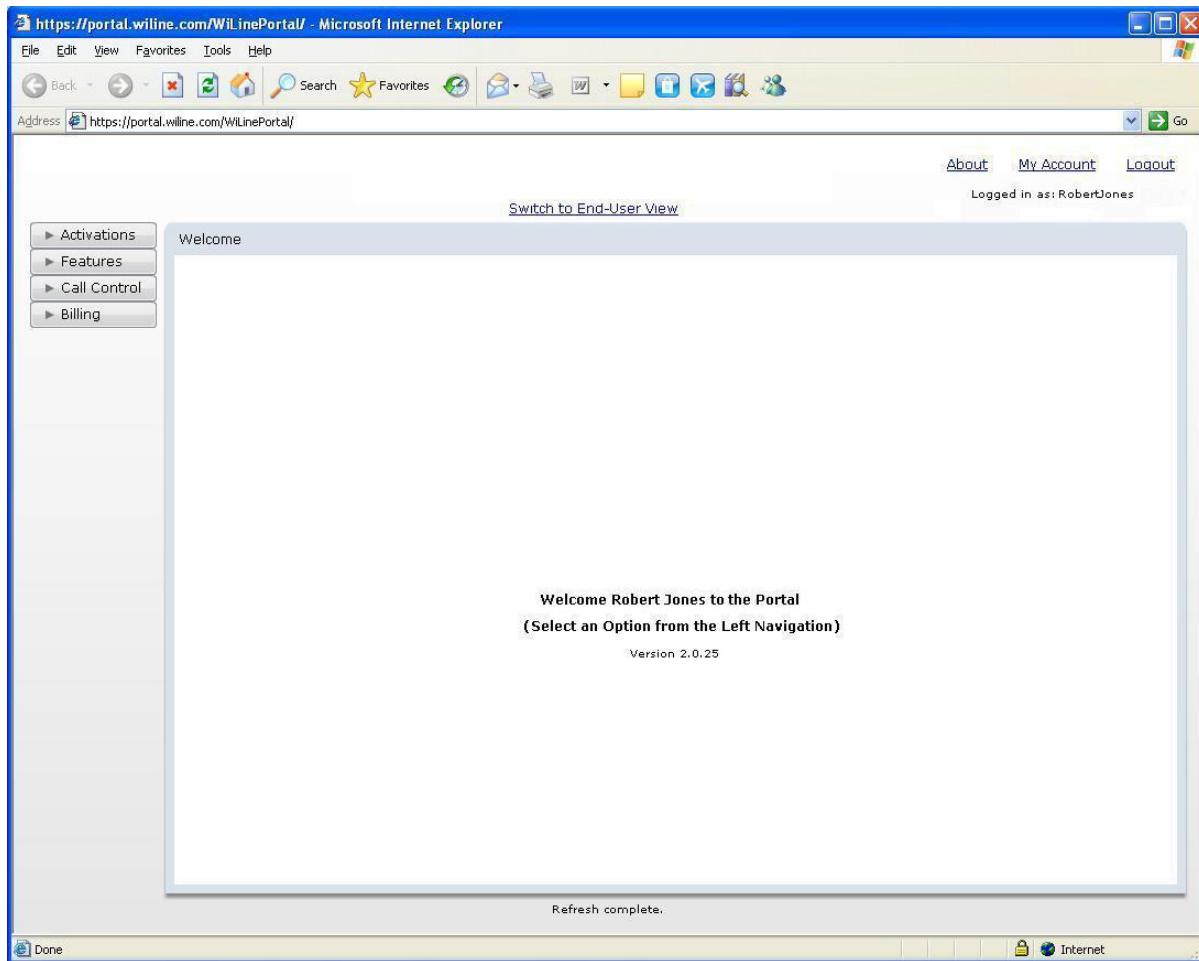


3. Enter your *Username* and *Password*.
4. Click **Login**.
5. The *Home* page opens, where you can access your settings.

---

## Home page

Figure 2. WiLine-Portal - Home page



### Top menu

- *About* displays the software version.
- *My Account* displays your user name and password. You can change these by entering new details and clicking **Update**.
- *Logout* logs you out of the system.

## Left menu

- *Activations* sets up customer accounts and user groups, as well as the telephone numbers, lines, and devices they use. It also sets up web access for users.
- *Features* defines how the system handles calls. The features include voicemail, call parking, call forwarding, call blocking, queues, hunt groups, schedules, recordings, music on hold and auto attendants. You can also sets up custom actions, schedules, conference calls, paging and wake up calls.
- *Call control* allows groups of telephone numbers and extensions to be defined.
- *Billing* displays recent calls and pre-paid calls.

## Central Area

The central area displays information on the selected option.

# Chapter 2 Administrator Account

This chapter provides information on how to update the administrator's personal settings, including the account name and password.

In this chapter:

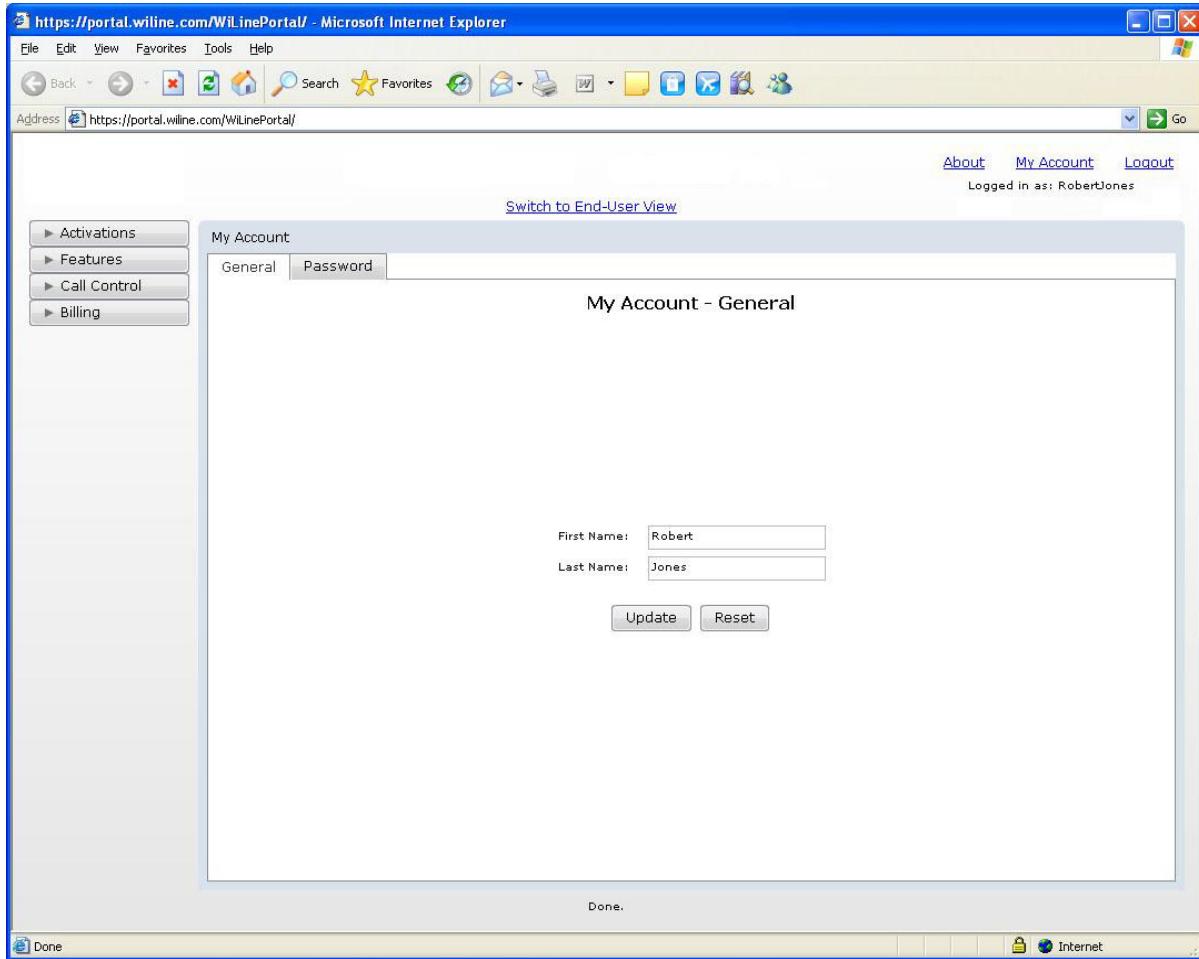
<i>Updating your account name .....</i>	6
<i>Updating your account password .....</i>	7

## Updating your account name

To update your administrator account name:

1. Select **My Account**. The *My Account - General* page opens.

Figure 3. *My Account - General* page



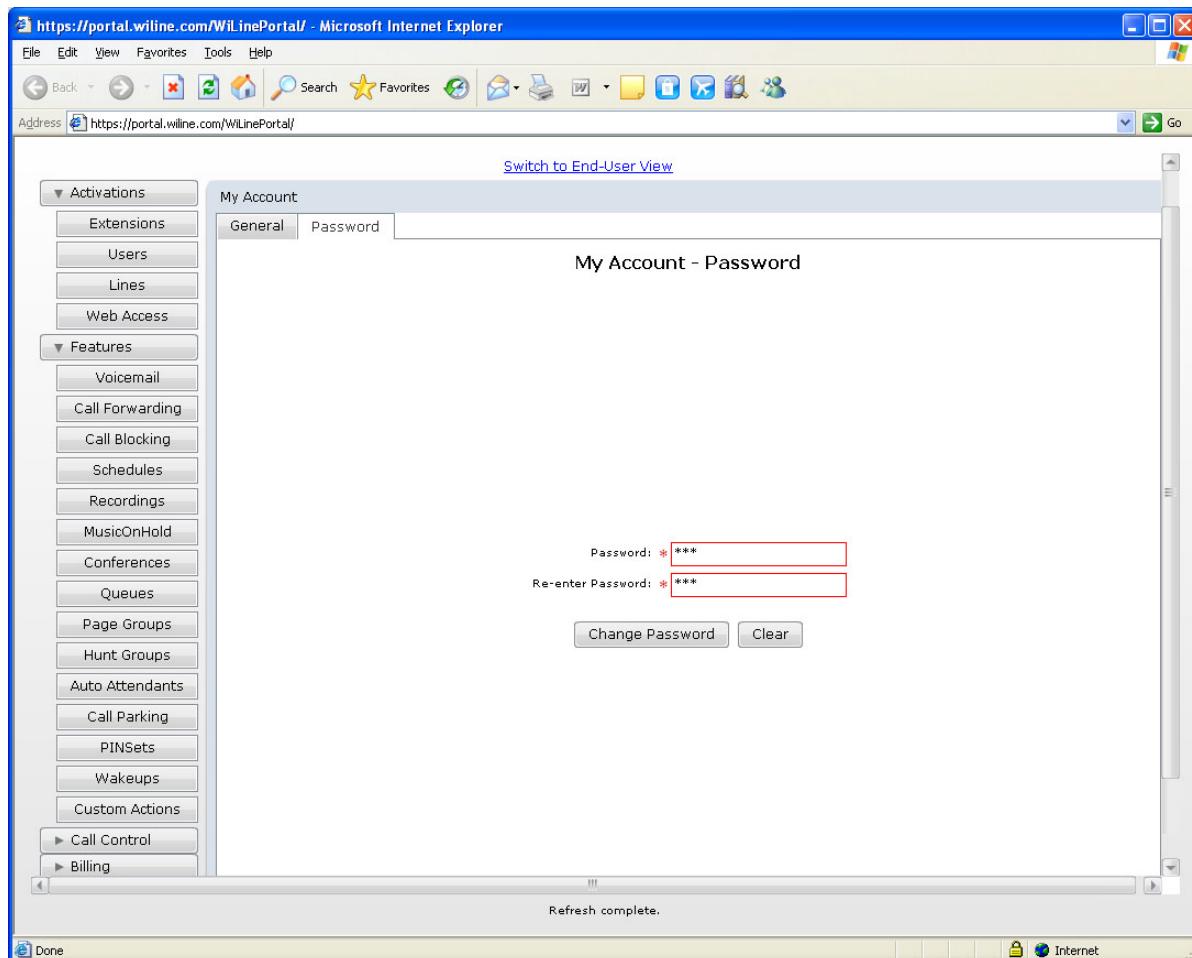
2. Update your *First Name* and *Last Name* if you wish. If you make a mistake, click **Reset**.
3. Click **Update**. The *Confirm Account Update* dialog box opens.
4. Click **Yes**. Your account name is updated in the system.

## Updating your account password

To update your administrator password:

1. Select **My Account**. The *My Account - General* page opens.
2. Click **Password**. The *My Account - Password* page opens.

Figure 4. *My Account - Password* page



3. Enter *Password* and then *Re-enter Password*. These are mandatory fields. Click **Clear** if you make a mistake.
4. Click **Change Password**. The *Confirm Account Password Update* dialog box opens.
5. Click **Yes**. Your account password is updated in the system.



# Chapter 3 Extensions

This chapter provides information on how to add, manage and delete telephone extension numbers.

In this chapter:

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<i>Assigning an action to an extension .....</i>	12
<i>Updating an action for an extension .....</i>	15

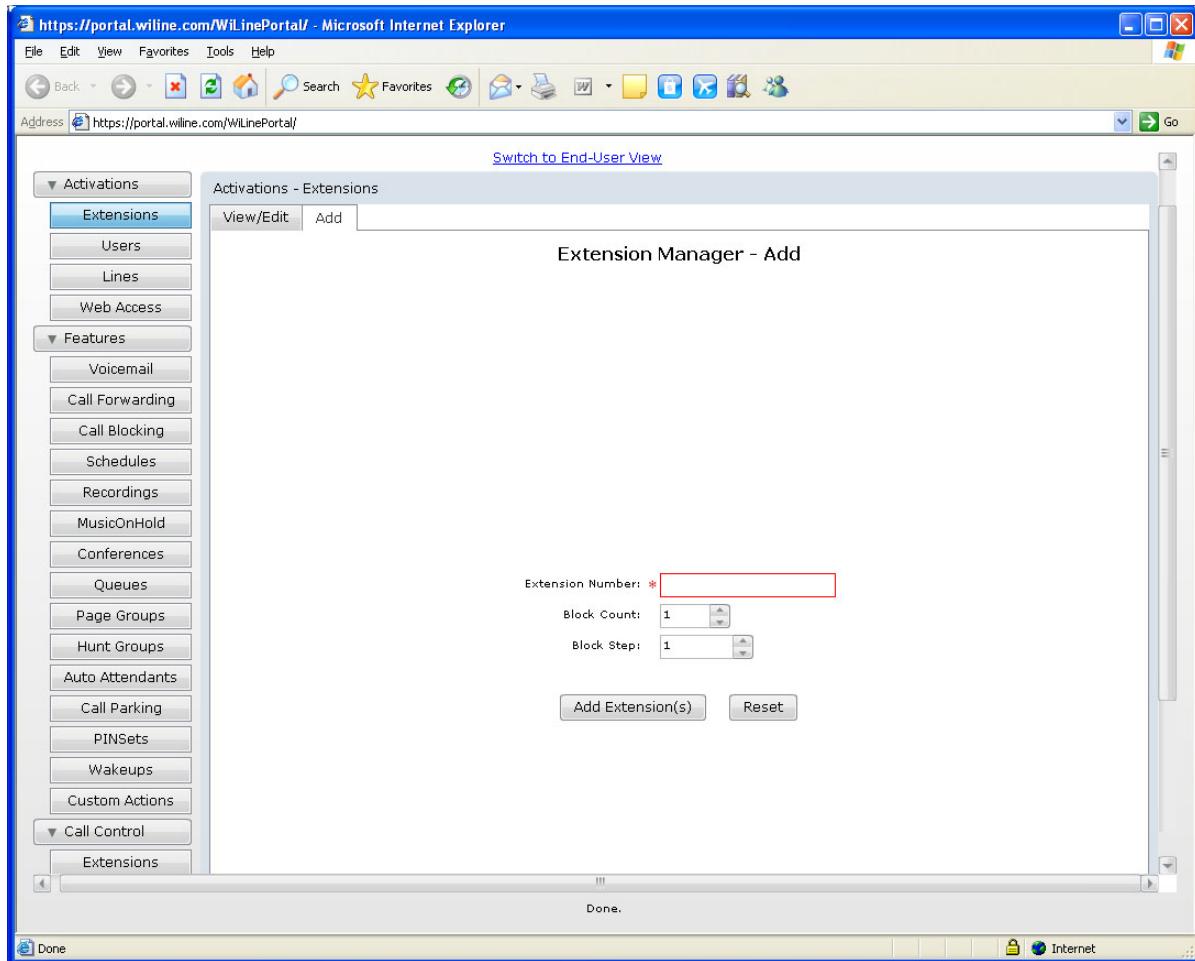
## Adding an extension

A telephone extension is an internal telephone line attached to a PBX (private branch exchange) system. The PBX operates much as a community switchboard does for a geographic telephone numbering plan and allows multiple lines inside the office to connect without each phone requiring a separate outside line.

To add an extension number to the system:

1. Select **Activations > Extensions**. The *Extension Manager* page opens.
2. Click **Add**. The *Extension Manager - Add* page opens.

Figure 5. *Extension Manager - Add* page



3. Enter the **Extension Number**. This field is mandatory and valid characters are between 0-9.
4. The options for the extension number are
  - *Block Count*: Enter the block count. This is the number of telephone numbers to be assigned in a block.
  - *Block Step*: Enter the block step. For example, if you enter 2, numbers are added in increments of two.

5. When you have finished configuring the extension, click **Add Extension(s)**. If you make a mistake, click **Reset**.
6. The *Confirm Extension Addition* dialog box opens.
7. Click **Yes**. The extension is added to the system.

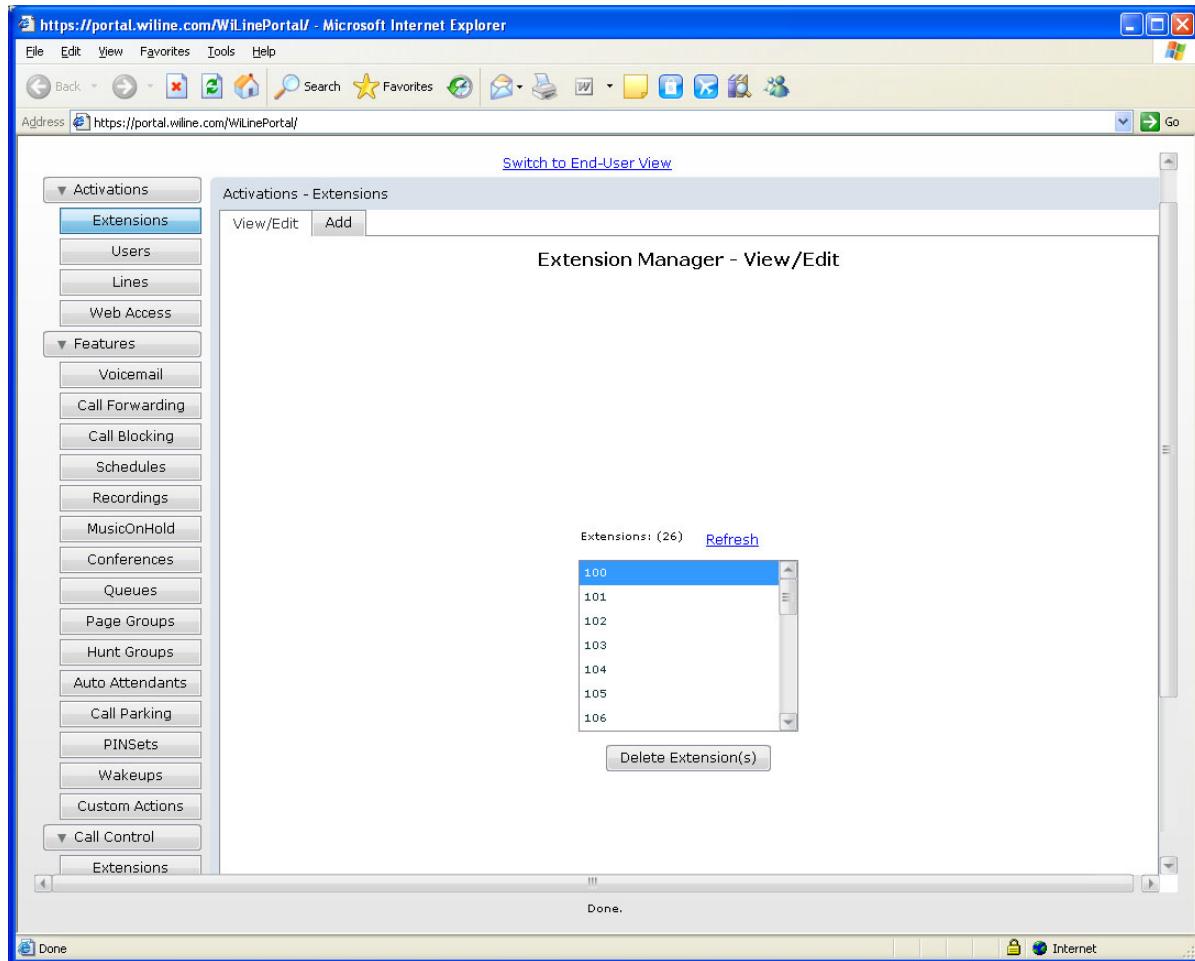
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## Deleting an extension

To delete an extension:

1. Select **Activations > Extensions**. The *Extension Manager* page opens.
2. Click **View/Edit**. The *Extension Manager - View/Edit* page opens.

Figure 6. *Extension Manager - View/Edit* page



3. You can view all extensions in the *Extensions* pane.
4. Select the extension number for deletion and click **Delete Extension**. The *Confirm Extension Deletion* dialog box opens.

5. Click **Yes**. The extension is deleted from the system.

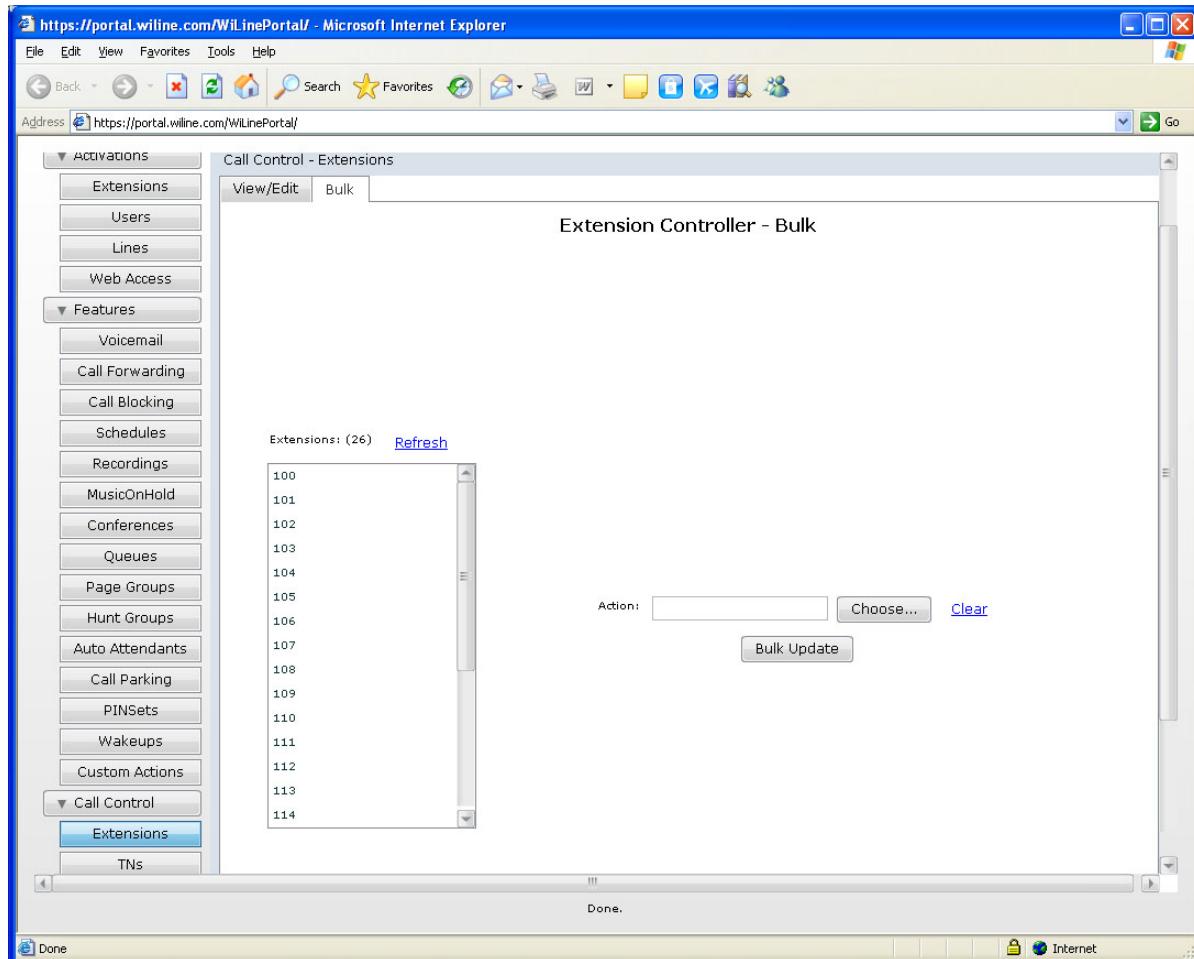
## Assigning an action to an extension

You can assign actions for your system to take automatically when extension numbers receive calls. You can assign a single action, which can be based on a custom action (*Creating a custom action* on page 96). You can also assign the same action(s) to multiple extensions.

To create an action(s) and then assign it to multiple extensions:

1. Select **Call Control > Extensions**. The *Extension Controller* page opens.
2. Click **Bulk**. The *Extension Controller - Bulk* page opens.

*Figure 7. Extension Controller - Bulk page*

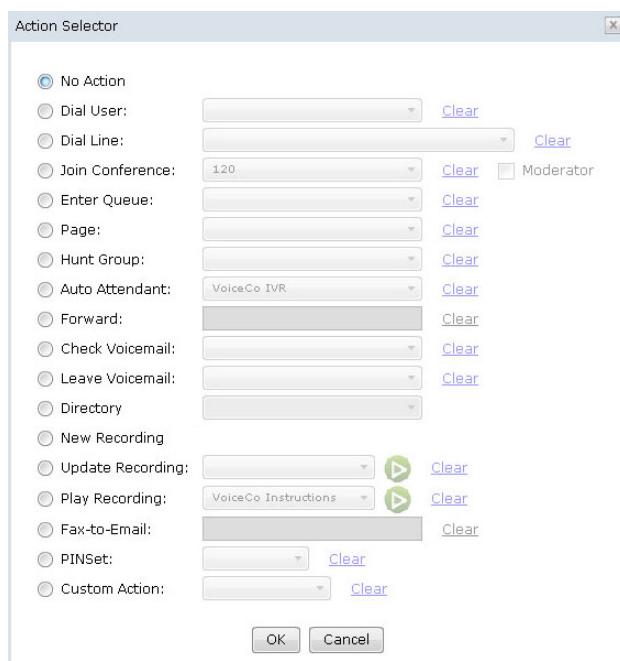


3. Select an extension from the *Extensions* pane.
4. To create an action, click **Choose**. The *Action Selector* dialog box opens.

5. To configure the first group of actions, do as follows:

- *Dial User*: To dial a user, check the check box and then select the user from the drop down box. Click **Clear** if you make a mistake.
- *Dial Line*: To dial a line, check the check box and then select the line from the drop down box. Click **Clear** if you make a mistake.
- *Join Conference*: To join a conference, check the check box and then select the conference from the drop down box. If you wish the user to enter the conference as the moderator, check the *Moderator* check box. (**Note**: This option is only available if “Use Moderator” is enabled for the conference. Other users of the conference should enter through a mapping that does NOT have the “Moderator” box checked.) Click **Clear** if you make a mistake. For more information on conferences, see *Setting up a call conference* on page 60.
- *Enter Queue*: To enter a queue, check the check box and then select the queue from the drop down box. Click **Clear** if you make a mistake. For more information on queues, see *Setting up a queue* on page 64.
- *Page*: To enable the user to page a user or user group, check the check box and then select the user from the drop down box. You can only page a paging group that has been set up under **Features >Page Groups**. The group can consist of only one user if desired. (**Note**: For this option to work, the end device must support this feature. Current devices supported are Grandstream, Polycom, and Linksys SPA9xx phones.) Click **Clear** if you make a mistake. For more information on paging, see *Creating a page group* on page 68.
- *Hunt Group*: To activate a hunt group, check the check box and then select the group from the drop down box. Click **Clear** if you make a mistake. For more information on hunting, see *Creating a hunt group* on page 72.
- *Auto Attendant*: To activate an auto attendant, check the check box and then select the group from the drop down box. Click **Clear** if you make a mistake. For more information on auto attendants see *Creating an auto attendant* on page 78.

Figure 8. Extension Controller - Bulk page - Action Selector dialog box



6. To configure the remaining group of actions in the Action Selector:
  - *Forward*: You can enter any number here outside of the phone system and it will forward calls to that number. To forward the call to an external number, check the check box and then enter the number. Click **Clear** if you make a mistake.
  - *Check Voicemail*: To check a voicemail message of a user, check the checkbox and select the user from the drop down box. Click **Clear** if you make a mistake.
  - *Leave Voicemail*: To leave a voicemail message for a user, check the check box and then select the user from the drop down box. Click **Clear** if you make a mistake.
  - *Directory*: This will enable the user to use the Directory application. It will ask the user to enter the first three letters of another user's first or last name (based on the option you choose here) and will then connect to that user. To configure this option, check the check box and then select first name or last name from the drop down box. Click **Clear** if you make a mistake.
  - *New Recording*: Check the check box to enable the user to create a recording using their phone. Once created, the new recording will show up in the Recorded Calls pane -- see *Chapter 20, Call Recordings* on page 94 -- and can be used as an auto attendant message, amongst other messages.
  - *Update Recording*: To edit a recording, check the check box and then select the recording from the drop down box. Click the **Play** icon to hear the recording. Click **Clear** if you make a mistake.
  - *Play Recording*: To play a recording, check the check box and then select the recording from the drop down box. Click the **Play** icon to hear the recording. Click **Clear** if you make a mistake.
  - *Fax-to-Email*: , check the check box and then enter the email address in the text box. Click **Clear** if you make a mistake.
  - *PINSet*: Select a PINSet from the drop down box.
  - *Custom Action*: To activate a custom action, check the check box and then select the action from the drop down box. Click **Clear** if you make a mistake.
7. When you have finished selecting the actions, click **OK**. You return to the *Extension Controller - Bulk* page. Click **Clear** if you made a mistake.
8. To assign the selected action(s) to multiple extensions, use CTRL-click to select additional extensions in the *Extensions* pane.
9. When you have completed selecting extensions, click **Bulk Update**. The *Confirm Bulk Extension Update* dialog box opens.
10. Click **Yes**. The bulk extension is updated in the system.

## Updating an action for an extension

To view, edit or delete an action for an extension:

1. Select **Call Control > Extensions**. The *Extension Controller* page opens.
2. Click **View/Edit**. The *Extension Controller - View/Edit* page opens.

*Figure 9. Extension Controller - View/Edit page*

The screenshot shows the 'Extension Controller - View/Edit' page in Microsoft Internet Explorer. The left sidebar has a tree view with 'Extensions' selected. The main area shows a table titled 'Extension Controller - View/Edit' with columns 'Extension' and 'Action'. There are 26 extensions listed. Extension 101 is selected, showing its action: 'Primary Extension for "Mark Simons"' with a 'Choose...' button. Other extensions like 102, 103, 104, etc., have their respective actions listed. At the bottom, there's a 'Default Extension:' dropdown and a 'Set Default' button.

Extension	Action
100	
101	Primary Extension for "Mark Simons"
102	Check Voicemail for "Elizabeth Kelly" (Primary Extension Override)
103	Primary Extension for "Artur Jasik"
104	Primary Extension for "Colin Scuffins"
105	
106	
107	Page "abc"
108	
109	
110	
111	
112	
113	
114	

3. Select an extension from the *Extensions* pane.
4. To create an action, click **Choose**. The *Action Selector* dialog box opens.
5. To configure the first group of actions, do as follows:
  - *Dial User*: To dial a user, check the check box and then select the user from the drop down box. Click **Clear** if you make a mistake.
  - *Dial Line*: To dial a line, check the check box and then select the line from the drop down box. Click **Clear** if you make a mistake.
  - *Join Conference*: To join a conference, check the check box and then select the conference from the drop down box. If you wish the user to enter the conference as the moderator, check the *Moderator*

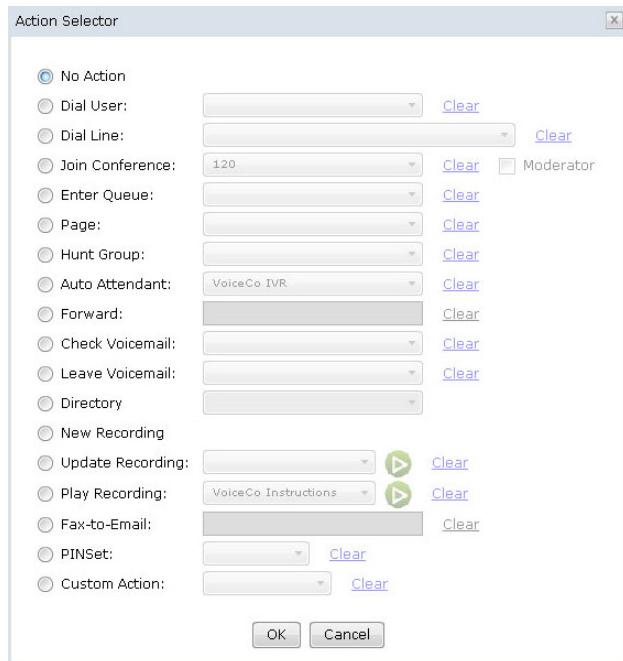
check box. (**Note:** This option is only available if “Use Moderator” is enabled for the conference. Other users of the conference should enter through a mapping that does NOT have the “Moderator” box checked.) Click **Clear** if you make a mistake. For more information on conferences, see *Setting up a call conference* on page 60.

- *Enter Queue:* To enter a queue, check the check box and then select the queue from the drop down box. Click **Clear** if you make a mistake. For more information on queues, see *Setting up a queue* on page 64.
- *Page:* To enable the user to page a user or user group, check the check box and then select the user from the drop down box. You can only page a paging group that has been set up under **Features->Page Groups** in *Chapter 14, Page Groups* on page 67. The group can consist of only one user if desired. Click **Clear** if you make a mistake. For more information on paging, see *Creating a page group* on page 68.

**Note:** **Note:** For this option to work, the end device must support this feature. Current devices supported are Grandstream, Polycom, and Linksys SPA9xx phones.

- *Hunt Group:* To activate a hunt group, check the check box and then select the group from the drop down box. Click **Clear** if you make a mistake. For more information on hunting, see *Creating a hunt group* on page 72.
- *Auto Attendant:* To activate an auto attendant, check the check box and then select the group from the drop down box. Click **Clear** if you make a mistake. For more information on auto attendants see *Creating an auto attendant* on page 78.

Figure 10. Extension Controller - View/Edit page - Action Selector dialog box



6. You can configure the remaining group of actions as follows:
  - *Forward*: You can enter any number here outside of the phone system and it will forward calls to that number. To forward the call to an external number, check the check box and then enter the number. Click **Clear** if you make a mistake.
  - *Check Voicemail*: To check a voicemail message of a user, check the checkbox and select the user from the drop down box. Click **Clear** if you make a mistake.
  - *Leave Voicemail*: To leave a voicemail message for a user, check the check box and then select the user from the drop down box. Click **Clear** if you make a mistake.
  - *Directory*: This will enable the user to use the Directory application. It will ask the user to enter the first three letters of another user's first or last name (based on the option you choose here) and will then connect to that user. To configure this option, check the check box and then select first name or last name from the drop down box. Click **Clear** if you make a mistake.
  - *New Recording*: Check the check box to enable the user to create a recording using their phone. Once created, the new recording will show up in the Recorded Calls pane -- see *Chapter 20, Call Recordings* on page 94 -- and can be used as an auto attendant message, amongst other messages.
  - *Update Recording*: To edit a recording, check the check box and then select the recording from the drop down box. Click the **Play** icon to hear the recording. Click **Clear** if you make a mistake.
  - *Play Recording*: To play a recording, check the check box and then select the recording from the drop down box. Click the **Play** icon to hear the recording. Click **Clear** if you make a mistake.
  - *Fax-to-Email*: To send a fax to an email address, check the check box and then enter the email address in the text box. Click **Clear** if you make a mistake.
  - *PINSet*: Select a PINSet from the drop down box.
  - *Custom Action*: To activate a custom action, check the check box and then select the action from the drop down box. Click **Clear** if you make a mistake.

Figure 11. Extension Controller - View/Edit page - Set Default button

Extension	Action	
100		<a href="#">Choose...</a>
101	Primary Extension for "Mark Simons"	<a href="#">Choose...</a>
102	Check Voicemail for "Elizabeth Kelly" (Primary Extension Override)	<a href="#">Choose...</a>
103	Primary Extension for "Artur Jasik"	<a href="#">Choose...</a>
104	Primary Extension for "Colin Scuffins"	<a href="#">Choose...</a>
105		<a href="#">Choose...</a>
106		<a href="#">Choose...</a>
107	Page "abc"	<a href="#">Choose...</a>
108		<a href="#">Choose...</a>
109		<a href="#">Choose...</a>
110		<a href="#">Choose...</a>
111		<a href="#">Choose...</a>
112		<a href="#">Choose...</a>
113		<a href="#">Choose...</a>
114		<a href="#">Choose...</a>

Default Extension:  [Clear](#)

[Set Default](#) 

7. When you have finished selecting the actions, click **OK**. The actions are configured for the extension. You return to the *Extension Controller - View/Edit* page. Click **Clear** if you made a mistake.
8. Select a *Default Extension* from the drop down box. Click **Clear** if you make a mistake.
9. When you have chosen the default, click **Set Default**. The default extension is set in the system.

# Chapter 4 Managing Lines

This chapter provides information on how to configure user lines.

In this chapter:

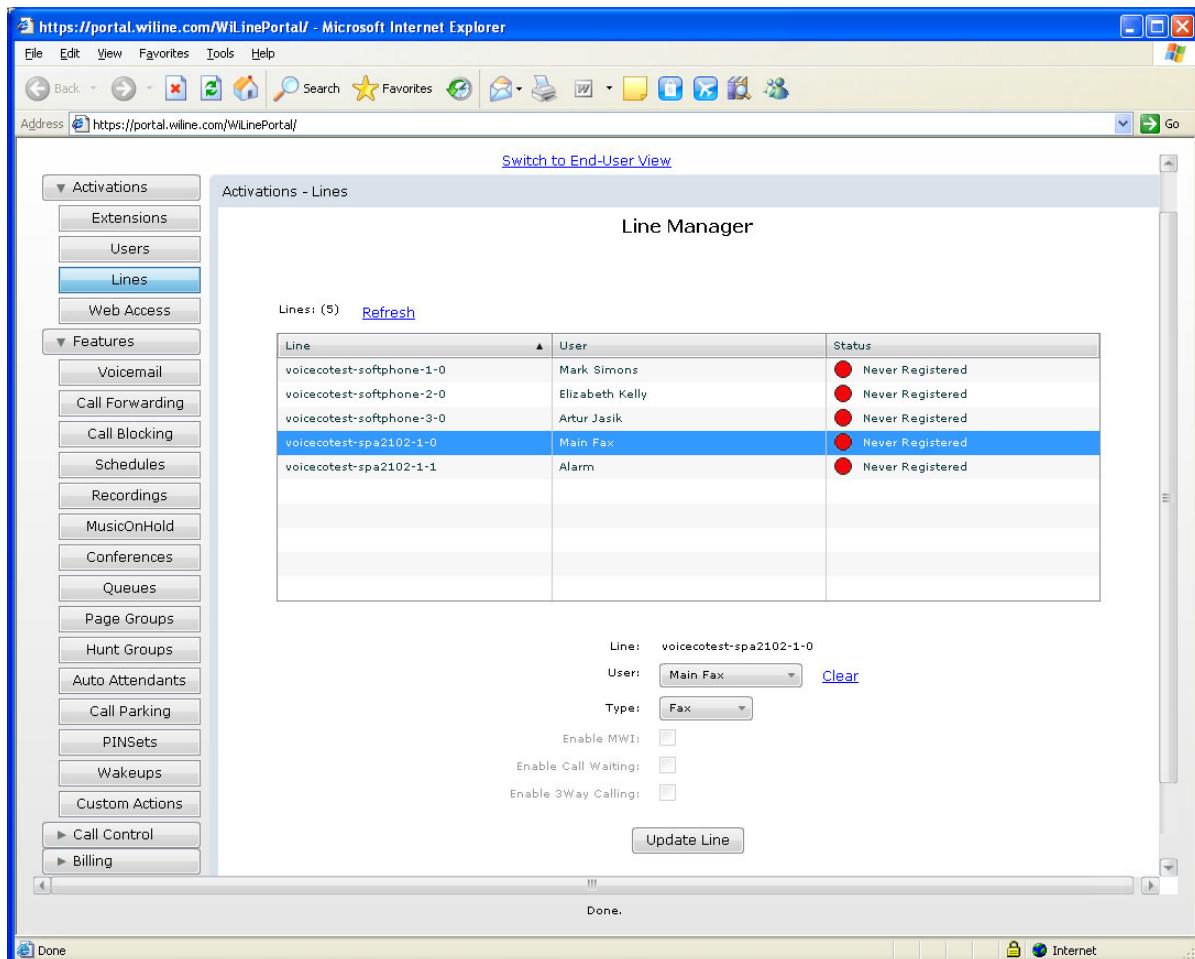
<i>Updating a line.....</i>	20
-----------------------------	----

## Updating a line

You can view or edit a user line as follows:

1. Select **Activations - Lines**. The *Line Manager* page opens.
2. Select the line for updating from the *Lines* pane.

Figure 12. Line Manager page - Selected line



3. If you want to update the user name, select it from the *User* drop down box. Click **Clear** if you make a mistake.
4. Enter the following information:
5. *Type*: Select the type of line from the drop down box.
6. *Message Waiting Indicator*: To enable a message waiting indicator for the line, check the *MWI* check box.
7. *Enable Call Waiting*: To configure enable call waiting, check the check box.
8. *Enable 3Way Calling*: To enable three way calling, check the check box.

9. When you have finished updating the user line, click **Update Line**. The *Confirm Line Update* dialog box opens.
10. Click **Yes**. The line is updated in the system



# Chapter 5 Managing Users

This chapter provides information on how to add users to the system and configure their settings.

In this chapter:

<i>Adding a user .....</i>	24
<i>Updating a user .....</i>	29

## Adding a user

To add another user to the system.

1. Select **Activations > Users**. The *User Manager* page opens.

*Figure 13. User Manager page*

The screenshot shows the 'User Manager - View/Edit' page. On the left, a navigation menu lists categories like Activations, Features, and others. Under 'Activations', 'Users' is selected. The main area shows a table of users with columns: FirstName, LastName, Extension, and TN. The table contains 10 entries. To the right of the table is a form for adding a new user, divided into sections: General, Caller Presentation, Restrictions, and Other. Buttons for 'Delete User' and 'Update User' are at the bottom. The status bar at the bottom of the browser window says 'Refresh complete.'

FirstName	LastName	Extension	TN
Alarm			
Arthur	Jasik	103	
Baseraj	Mathew		
Colin	Scuffins	104	6505230246
Elizabeth	Kelly	102	6505230245
Main Fax			6505230243
Mark	Simons	101	6505230244
Marta	Sikora		
Matt	Krokosz		
Robert	Jones		

2. Click **Add**. The *User Manager - Add* page opens at the *General* tab.

Figure 14. User Manager - Add page - General tab

User Manager - Add

The screenshot shows the 'User Manager - Add' interface. At the top, it says 'User Manager - Add'. Below that is a large window titled 'General'. Inside the 'General' window, there are several input fields: 'UserGroup:' with a dropdown menu and a 'Clear' button, 'First Name:' with a required field indicator (\*), 'Last Name:', 'Email:', 'Primary Extension:' with a dropdown menu and a 'Clear' button, 'Include In Directory:' with a checked checkbox, 'Primary TN:' with a dropdown menu and a 'Clear' button, and 'Ring Timeout:' with a text input field and '(secs)' unit indicator. Below the 'General' window, there are three collapsed sections: 'Caller Presentation', 'Restrictions', and 'Other'. At the very bottom of the interface are two buttons: 'Add User' and 'Reset'.

3. Enter the following general information about the user in the *General* tab:

- *User Group*: Select the group to which the user belongs. This is a mandatory field. Click **Clear** if you make a mistake.
- *First Name*: Enter the user's first name. This is a mandatory field.
- *Last Name*: Enter the user's last name.
- *Email*: Enter the user's email address. This is required if you wish to enable voicemail to be sent to the user's email address.
- *Primary extension*: Select the primary extension number. Click **Clear** if you make a mistake.
- *Primary TN*: Select the telephone number for the user. Click **Clear** if you make a mistake.
- *Include in Directory*: Check the check box add the user to the PBX directory.
- *Ring Timeout*: Set the amount of time in seconds that the user's extension will ring before switching to voicemail.

4. Click the *Caller Presentation* tab. The *Caller Presentation* tab opens.

Figure 15. User Manager - Add page - Caller Presentation tab

The screenshot shows a software interface for adding a user. At the top, there's a navigation bar with tabs: 'General' (disabled), 'Caller Presentation' (selected and highlighted in blue), 'Restrictions' (disabled), and 'Other' (disabled). Below the tabs is a form area with four input fields:

- 'Is Anonymous:' with a checked checkbox.
- 'Caller Name:' with an empty text input field.
- 'Caller Number:' with an empty text input field.
- 'Emergency Caller Number:' with an empty text input field.

At the bottom of the form area, there are two buttons: 'Add User' and 'Reset'.

5. Enter the following caller presentation information in the *Caller Presentation* tab:

- *Is Anonymous*: Check the checkbox to set the user's caller ID to anonymous.
- *Caller Name*: This is the default customer-level caller name. If left blank, the system automatically assigns it.
- *Caller Number*: This is the default customer level number. If left blank, the system automatically assigns it. The minimum length is 10.
- *Emergency Caller Number*: This is the default customer-level emergency number.

6. Click the *Restrictions* tab. The *Restrictions* tab opens.

Figure 16. The User Manager - Add page - Restrictions tab

The screenshot shows the 'User Manager - Add' window with the 'Restrictions' tab selected. The interface includes tabs for General, Caller Presentation, and Restrictions. Under the Restrictions tab, there are several configuration options:

- Disable Domestic:** A checkbox.
- Disable International:** A checkbox.
- Disable 411:** A checkbox.
- Disable N11:** A checkbox.
- Disable Operator Assist:** A checkbox.
- Restricted Patterns:** A text input field.
- Auth PIN:** A text input field.

At the bottom of the window are two buttons: 'Add User' and 'Reset'.

7. Enter the following caller presentation information in the *Restrictions* tab:

- **Disable Domestic:** Check the check box to restrict the user from domestic dialing.
- **Disable International:** Check the check box to restrict the user from international dialing.
- **Disable 411:** Check the check box to restrict the user from dialing for local directory assistance.
- **Disable N11:** Check the check box to restrict the user from dialing for community and other special services.
- **Disable Operator Assist:** Check the check box to restrict the user from dialing for operator assistance.
- **Restricted Patterns:** Check the check box to restrict the user's dialing patterns.
- **Auth Pin:** Enter a PIN the user can use to override a disabled or restricted dialing pattern.

8. Select the *Other* tab. The *Other* tab opens.

Figure 17. User Manager - Add page - Other tab



9. Enter the following information in the *Other* tab:

- *Preferred Codec*: Select the codec option. This can be default, G.711 and G.729.
  - *Allow BLF*: Enable BLF (Busy Lamp Field) subscriptions for the user. This setting enables the user to be monitored by another user. A user who has BLF enabled on their phone can map another user to an LED (Light Emitting Diode) on their phone. If that user is on a call, the LED lights up. If that user is receiving a call, the LED blinks.
10. When you have finished adding a new user, click **Add User**. If you make a mistake, click **Reset**.
11. The *Confirm User Addition* dialog box opens.
12. Click **Yes**. The user is added to the system.

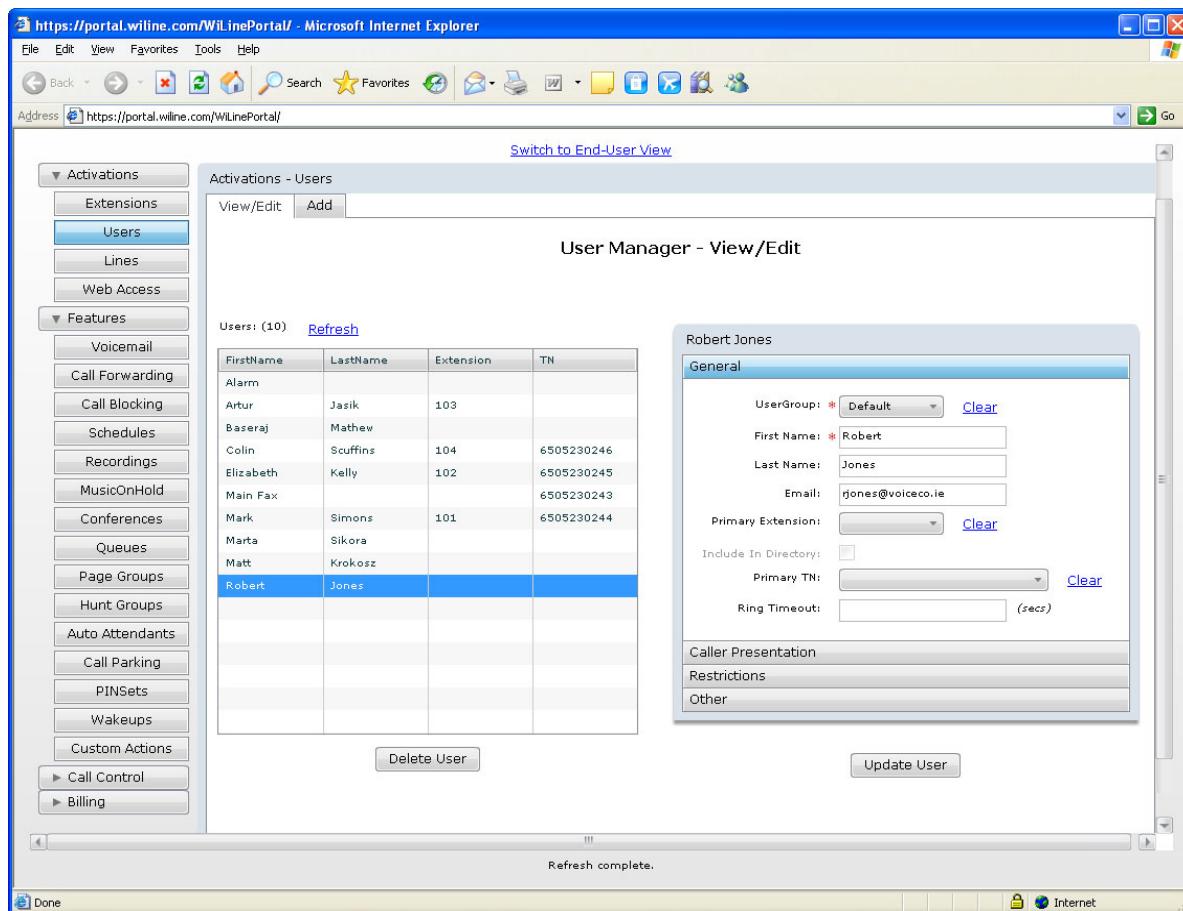
**Note:** To give access to the web portal, you need to select **Activations > Web Access** and change the selection in the Type box to either *Administrator* or *End User*.

## Updating a user

You can view or edit user rights as follows:

1. Select **Activations > Users**. The *User Manager* page opens.
2. Click **View/Edit**. The *User Manager – View/Edit* page.
3. Select a user from the *Users* pane. The user's details appear in the *General* tab.

Figure 18. User Manager - View/Edit page - General tab



4. You can now edit user rights in the *General*, *Caller Presentation*, *Restrictions* and *Other* tabs. For more information on updating a user, see *Adding a user* on page 24.
5. If you wish to remove the user, click **Delete User**.
6. When you have finished editing the user's rights, click **Update User**. The *Confirm User Update* dialog box opens.
7. Click **Yes**. The user's rights are updated in the system.



# Chapter 6 Web Access

This chapter provides information on how to configure web access rights for users.

In this chapter:

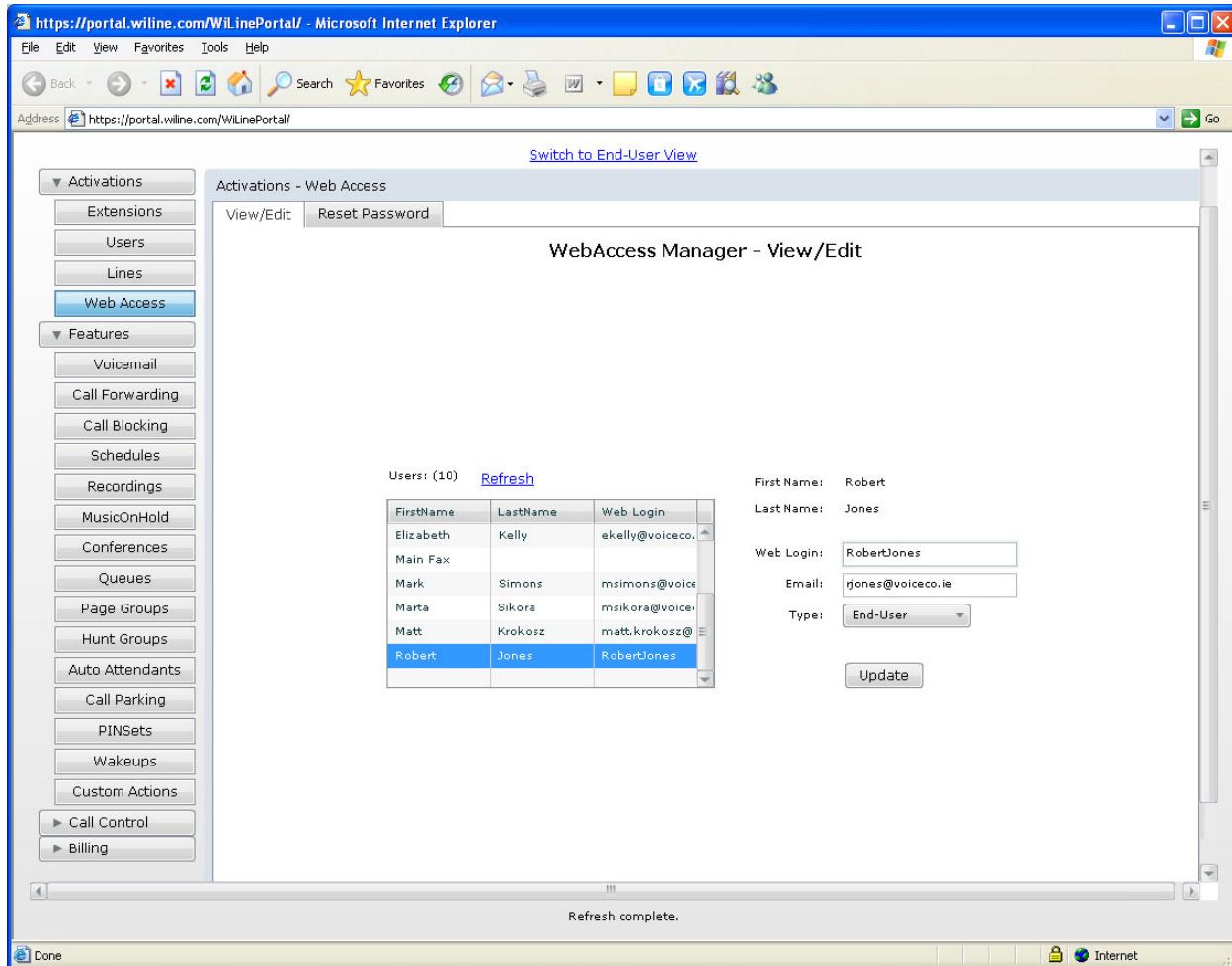
<i>Granting web access .....</i>	32
<i>Resetting a user's web access password .....</i>	33

## Granting web access

You can grant users web access either as an end user or administrator.

1. Select **Activations > Web Access**. The *WebAccess Manager* page opens.
2. Click **View/Edit**. The *WebAccess Manager - View/Edit* page opens.
3. Select a user from the *Users* pane. The user's web access options display.

*Figure 19. WebAccess Manager - View/Edit page - User's web access options*



4. If you wish, you can update the following user web access details as follows:
  - *Web Login*: Enter the login name that the user must use for web access.
  - *Email*: Enter the email address of the user.
  - *Type*: Select whether the user has administration or end-user rights.
5. When you have finished editing the user's rights, click **Update**. The *Confirm Web Access Password Reset* dialog box opens.
6. Click **Yes**. The user's web access rights are updated in the system.

## Resetting a user's web access password

1. Select **Activations > Web Access**. The *WebAccess Manager* page opens.
2. Click **Reset Password**. The *WebAccess Manager - Reset Password* page opens.
3. Select a user. The user's web access options appear.

Figure 20. *WebAccess Manager - Reset Password* page - User's web access options

The screenshot shows the 'WebAccess Manager - Reset Password' page within a Microsoft Internet Explorer window. The URL in the address bar is <https://portal.wiline.com/WiLinePortal/>. On the left, a navigation menu is visible under the 'Activations' section, with 'Web Access' selected. In the center, a table lists users with columns for First Name, Last Name, and Web Login. To the right of the table, user details are shown: Web Login (RobertJones), First Name (Robert), Last Name (Jones), and Email (rjones@voiceco.ie). A 'Reset Password' button is located below these details. At the bottom of the page, a message says 'Refresh complete.'

FirstName	LastName	Web Login
Colin	Scuffins	cscuffins@voiceco.ie
Elizabeth	Kelly	ekelly@voiceco.ie
Mark	Simons	msimons@voiceco.ie
Marta	Sikora	msikora@voiceco.ie
Matt	Krokosz	matt.krokosz@voiceco.ie
Robert	Jones	RobertJones

4. Click **Reset Password**. The *Confirm Web Access Password Reset* dialog box opens.
5. Click **Yes**. The user password is reset. An email is sent to the user with a new password.

**Note:** The user can change their password by accessing **My Account > My Account - General > Password**. See *Resetting a user's web access password* on page 33.



# Chapter 7 Voicemail

This chapter provides information on how to set up voicemail for a user.

In this chapter:

<i>Setting up a user's voicemail .....</i>	36
--	----

## Setting up a user's voicemail

1. Select **Features > Voicemail**. The *Voicemail Manager* page opens.
2. In the *Voicemail Users* pane, select a user. The user's voicemail options display.

Figure 21. *Voicemail Manager* page - User's voicemail options

The screenshot shows the 'Voicemail Manager' page in a Microsoft Internet Explorer browser window. The URL in the address bar is <https://portal.wiline.com/WiLinePortal/>. The left sidebar has a tree view under 'Features' with 'Voicemail' selected. The main area shows a table of 'Voicemail Users' with 4 entries:

FirstName	LastName	Extension
Artur	Jasik	103
Colin	Scuffins	104
Elizabeth	Kelly	102
Mark	Simons	101

To the right of the table, details for the selected user ('Mark Simons<101>') are shown in a form:

- Enabled:**
- PIN:**
- Send Email:**
- Delete After Email:**
- Enable DialOut:**
- EnableCallBack:**
- Allow Operator:**

A 'Update Voicemail' button is at the bottom right of the form.

3. You can configure the following voicemail options:
  - **Enabled:** Enable voicemail for the user.
  - **User's PIN:** Set a PIN for the user's voicemail.
  - **Send Email:** Enable the system to send voicemail messages to the user via email.
  - **Delete After Email:** Delete the messages sent by email.
  - **Enable DialOut:** Allow the user to dial out while checking voicemail messages.
  - **EnableCallBack:** Allow the user to call back while checking voicemail messages.
  - **Allow Operator:** Allow the selected user to dial '0' for an operator. This option requires the extension '0' to be configured.

4. When you have finished configuring the user's voicemail settings, click **Update Voicemail**. The *Confirm Voicemail Update* dialog box opens.
5. Click **Yes**. Voicemail is enabled for the selected user.



# Chapter 8 Call Forwarding and Call Blocking

This chapter provides information on how to forward calls and block calls.

In this chapter:

<i>Call Forwarding</i> .....	40
<i>Call Blocking</i> .....	42
<i>Setting anonymous call reject</i> .....	42
<i>Using a blacklist</i> .....	43

## Call Forwarding

Call forwarding sends user calls to another phone when the user is busy or away from their desk.

1. Select **Features > Call Forwarding**. The *Call Forward Manager* page opens.
2. Select a user from the *Users* pane. The user's call forwarding options display.

Figure 22. Call Forwarding - Call Forward Manager page

The screenshot shows the 'Call Forward Manager' page in a Microsoft Internet Explorer browser window. The URL in the address bar is <https://portal.wiline.com/WiLinePortal/>.

**Left Sidebar (Navigation):**

- Activations
  - Extensions
  - Users
  - Lines
  - Web Access
- Features
  - VoiceMail
  - Call Forwarding** (selected)
  - Call Blocking
  - Schedules
  - Recordings
  - MusicOnHold
  - Conferences
  - Queues
  - Page Groups
  - Hunt Groups
  - Auto Attendants
  - Call Parking
  - PINSets
  - Wakeups
  - Custom Actions
- Call Control
- Billing

**Main Content Area:**

**Switch to End-User View**

**Call Forward Manager**

**Users: (10) Refresh**

FirstName	LastName
Alarm	
Artur	Jasik
Baseraj	Mathew
Colin	Scuffins
Elizabeth	Kelly
Main Fax	
Mark	Simons
Marta	Sikora
Matt	Krokosz
<b>Robert</b>	<b>Jones</b>

**User: Robert Jones**

Call Forward All Calls:

Call Forward when Busy:

Call Forward when NoAnswer:

Call Forward when UnAvailable:

Remote Call Forward PIN:

Enable Hard Forwarding:

Use Internal CallerID:

Ring Internal Lines:

**Buttons:**

- Update CallForwarding
- Done.

3. You can configure the options as follows:
  - *Call Forward All Calls*: Enter the unconditional call forwarding number(s).
  - *Call Forward when Busy*: Enter the call forward when busy number(s).
  - *Call Forward when NoAnswer*: Enter the call forward when no answer number(s).
  - *Call Forward when UnAvailable*: Enter the call forward when unavailable number(s).
  - *Remote Call Forward PIN*: Enter the PIN to access remote call forwarding.
  - *Enable Hard Forwarding*: Check the checkbox to enable hard forwarding. Hard forwarding allows the called party to accept incoming calls without any prompts. If this is not checked, the system prompts them to press 1 to accept the call.
  - *User Internal Caller ID*: Check the checkbox to present the user's internal caller ID. When enabled, the caller ID for this user will be presented to the forwarded call. Otherwise, the caller ID from the incoming call will be used.
  - *Ring Internal Lines*: Check the checkbox to ring internal lines. When enabled, internal lines will be dialed simultaneously when using unconditional call forwarding. Otherwise only the call forwarding numbers will be dialed.
4. When you have finished updating the options, click **Update CallForwarding**. If you make a mistake, click **Reset** to clear all queue data.
5. The *Confirm Call Forwarding Update* dialog box opens.
6. Click **Yes**. The call forwarding options are updated for the user.

## Call Blocking

### Setting anonymous call reject

Anonymous call rejects a call that doesn't display its number. Any caller blocking their number are notified that the user is not accepting unidentified calls. The caller is then prompted to enter their number, and if they do so, the user will receive the call and the number is displayed.

To set up how a user treats calls that do not have caller ID activated:

1. Select **Features > Call Blocking**. The *Call Block Manager* page opens.
2. Click **Anonymous** and select a user from the *Users* pane.

Figure 23. *Call Blocking - Call Block Manager - Anonymous page*

The screenshot shows the 'Call Block Manager' interface for the 'Anonymous' tab. On the left, a navigation menu lists various features like Activations, Features, and Billing. Under 'Features', 'Call Blocking' is selected. The main area shows a table of users with columns for FirstName and LastName. A specific user, 'Robert Jones', is highlighted in blue. To the right of the table, there are fields for 'User:' (set to 'Robert Jones') and 'Anonymous Call Reject:' (with a checked checkbox). Below these fields is a button labeled 'Update CallBlocking'.

FirstName	LastName
Alarm	Jasik
Artur	Mathew
Baseraj	Scuffins
Colin	Kelly
Elizabeth	
Main Fax	
Mark	Simons
Marta	Sikora
Matt	Krokosz
Robert	Jones

3. To block unknown callers, check the *Anonymous call reject* check box.
4. Click **Update CallBlocking**. The *Confirm Call Forwarding Update* dialog box opens.
5. Click **Yes**. The anonymous call blocking option is updated for the user.

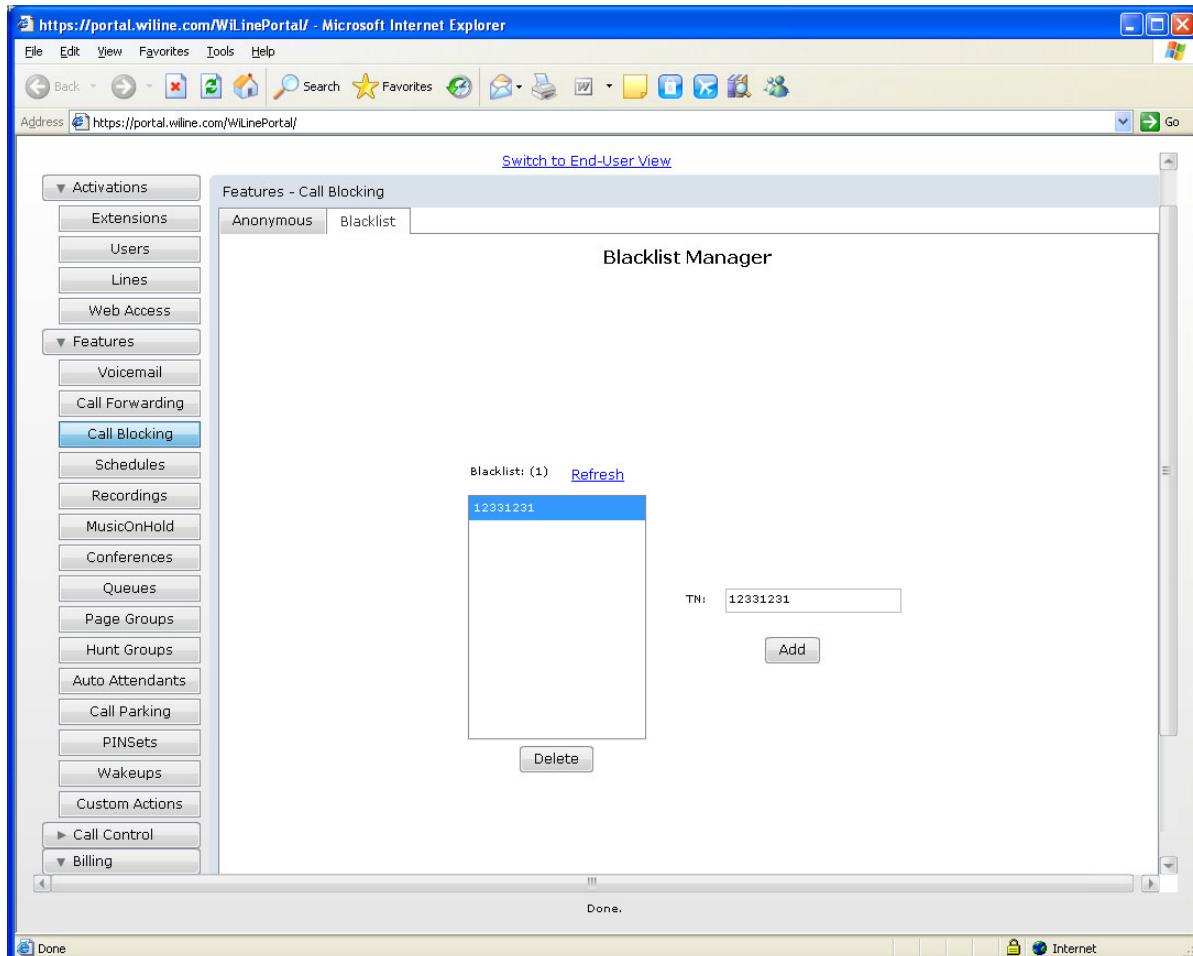
## Using a blacklist

A blacklist contains a list of specific numbers that will not be accepted.

To blacklist a telephone number:

1. Select **Features > Call Blocking**. The *Call Blocking* page opens.
2. Click **Blacklist**. The *Blacklist Manager* page opens.

Figure 24. *Call Blocking - Blacklist Manager* page



3. In the *TN* text box, enter a telephone number that you wish to blacklist.
4. Click **Add**. The *Confirm Blacklist Add* dialog box opens.
5. Click **Yes**. The telephone number is added to the blacklist.

To remove a telephone number from the blacklist:

1. Select **Features > Call Blocking**. The *Call Block Manager* page opens.
2. Click **Blacklist**. The *Blacklist Manager* page opens.

3. Select a telephone number from the *Blacklist* pane.
4. Click **Delete**. The *Confirm Blacklist Delete* dialog box opens.
5. Click **Yes**. The telephone number is removed from the blacklist.

# Chapter 9 Schedules

This chapter provides information on how to add and update schedules. Schedules enable call settings to run within time and date parameters.

In this chapter:

<i>Adding a schedule</i> .....	46
<i>Updating a schedule</i> .....	48

## Adding a schedule

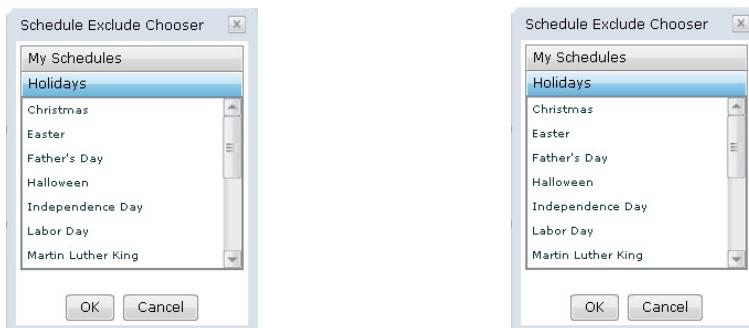
1. Select **Features > Schedules**. The *Schedule Manager* page opens.
2. Click **Add**. The *Schedule Manager - Add* page opens.

Figure 25. *Schedule Manager - Add* page

The screenshot shows the 'Schedule Manager - Add' page within a Microsoft Internet Explorer window. The URL in the address bar is <https://portal.wiline.com/WiLinePortal/>. The left sidebar contains a navigation tree under 'Features - Schedules' with options like Activations, Extensions, Users, Lines, Web Access, Features, Voicemail, Call Forwarding, Call Blocking, **Schedules**, Recordings, MusicOnHold, Conferences, Queues, Page Groups, Hunt Groups, Auto Attendants, Call Parking, PINSets, Wakeups, Custom Actions, Call Control, and Billing. The 'Schedules' option is selected. The main form has fields for 'Schedule Name' (with a red box highlighting the input field), 'Type' (dropdown menu), 'Timezone' (dropdown menu), 'Time' (radio buttons for 'Any' or 'Specify' with sub-fields for 'Start Time' and 'End Time'), 'Days of Week' (radio buttons for 'Any' or 'Specify' with sub-fields for 'Start DoW' and 'End DoW'), 'Days of Month' (radio buttons for 'Any' or 'Specify' with sub-fields for 'Start DoM' and 'End DoM'), 'Months' (radio buttons for 'Any' or 'Specify' with sub-fields for 'Start Month' and 'End Month'), and an 'Except:' section with an input field and 'Add...' and 'Delete' buttons. At the bottom are 'Add Schedule' and 'Reset' buttons. A status message 'Refresh complete.' is displayed at the bottom of the page.

3. Enter the following information.
  - *Schedule Name*: Enter a name for the schedule. This is a mandatory field.
  - *Type*: Select the schedule type from the *Type* drop-down box. This is a mandatory field.  
*Inclusive* includes all start and end times in the schedule parameters.  
*Exclusive* excludes all start and end times in the schedule parameters.
  - *Timezone*: Select the timezone associated with the schedule from the drop-down box.
  - *Time*: Check the *Specify* check box and then enter the *Start Time* and *End Time*.  
To not specify *Time* parameters, check the *Any* check box.
  - To set the *Days Of Week*, check the *Specify* check box and then enter the *Start DoW* and *End DoW*.  
If you don't wish to specify *Days Of Week* parameters, check the *Any* check box.
  - To set the *Days of Month*, check the *Specify* check box and then enter the *Start DoM* and *End DoM*.  
If you don't wish to specify *Days of Month* parameters, check the *Any* check box.
  - To set the *Months*, check the *Specify* check box and then enter the *Start Month* and *End Month*. If you don't wish to specify *Month* parameters, check the *Any* check box.
4. The *Except* list box contains exceptions to the schedule. To add an exception to the *Except* list box, click **Add**. The *Schedule Exclude Chooser* dialog box opens.

Figure 26. Schedule Manager - Add page - Schedule Exclude Chooser dialog box



- The *My Schedules* tab contains exception schedules that have been set up. Select the exception schedule(s) to exclude from the new schedule.
  - The *Holidays* tab contains pre-configured holidays that can be excluded from the schedule. Select the holiday to exclude from the new schedule.
5. Click **OK** to accept the exclusion or **Cancel** to return without making any changes. The *Schedule Manager - Add* page activates.
  6. To remove an exemption, select a schedule in the *Except* box and click **Delete**.
  7. Click **Add Schedule** to create the new schedule. If you make a mistake, click **Reset**.
  8. The *Confirm Schedule Addition* dialog box opens.
  9. Click **Yes**. The schedule is added to the system.

## Updating a schedule

1. Select **Features > Schedules**. The *Schedule Manager* page opens.
2. Click **View/Edit**. The *Schedule Manager -View/Edit* page opens.
3. Select the schedule from the Schedules pane. The schedule options display. For more information on editing a schedule, see *Adding a schedule* on page 46.

Figure 27. *Schedule Manager -View/Edit* page - schedule options

The screenshot shows the 'Schedule Manager - View/Edit' interface. On the left, a sidebar lists 'Schedules: (2)' with 'Business Hours' selected and 'My Holidays' listed below it. On the right, the 'Business Hours' schedule details are displayed:

- Schedule Name:** \* Business Hours
- Type:** \* Inclusive
- Timezone:** Europe/Dublin
- Time:** Any (radio button) is selected. Fields for Start Time (09:00) and End Time (16:00) are shown, with notes 'i.e. 09:00' and 'i.e. 17:00' respectively.
- Days of Week:** Any (radio button) is selected. Fields for Start DoW (Monday) and End DoW (Friday) are shown.
- Days of Month:** Any (radio button) is selected. Fields for Start DoM and End DoM are shown.
- Months:** Any (radio button) is selected. Fields for Start Month and End Month are shown.
- Except:** A list box contains 'My Holidays', 'Easter', and 'Christmas'. Buttons for 'Add...' and 'Delete' are available.

At the bottom are 'Delete Schedule' and 'Update Schedule' buttons.

4. To delete a schedule, select the schedule for deletion from the *Schedules* pane. Click **Delete Schedule**. The *Confirm Schedule Deletion* dialog box opens. Click **Yes**. The schedule is deleted from the system.
5. When you are finished editing a schedule, click **Update Schedule**. The *Confirm Schedule Update* dialog box appears.
6. Click **Yes**. The schedule is updated.

**Note:** You can customize your schedules with a wide range of actions. For more information, see *Creating a custom action* on page 96.

# Chapter 10 Recorded Messages

This chapter provides information on how to create, add and update recorded messages.

In this chapter:

<i>Creating a recorded message .....</i>	50
<i>Adding a recorded message .....</i>	50
<i>Updating a recorded message.....</i>	51

## Creating a recorded message

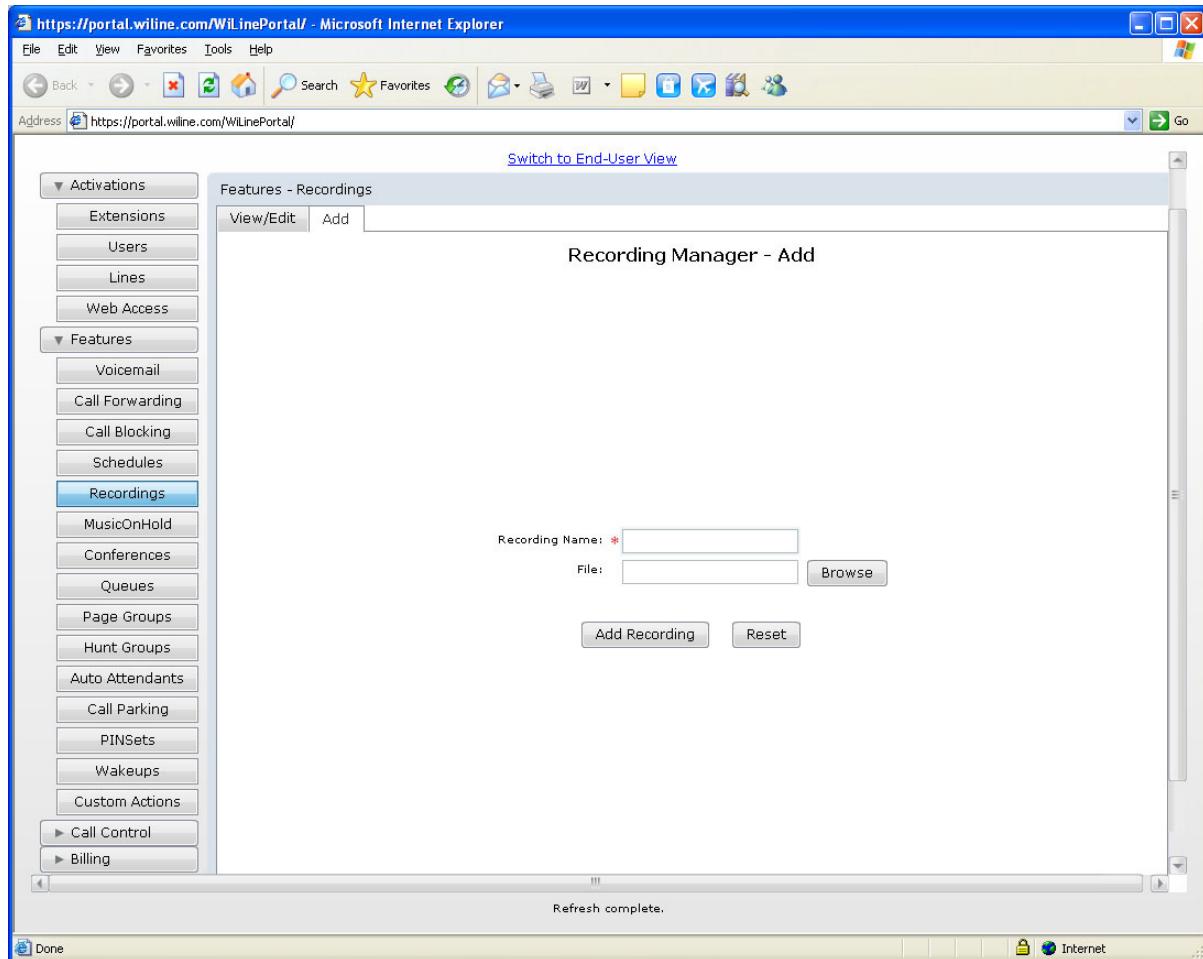
You can create a recording using the Windows sound recorder. For more details, see your Windows manuals and help system.

## Adding a recorded message

You can add a recorded message to play when a user receives a call.

1. Select **Features > Recordings**. The *Recording Manager* page opens.
2. Click **Add**. The *Recording Manager - Add* page opens.

Figure 28. Recording Manager - Add page



3. Enter the **Recording Name**. This field is mandatory.
4. Click **Browse** and select the recording file to upload to the system.

5. Click **Add Recording**. If you make a mistake, click **Reset**.
6. The *Confirm Recording Addition* dialog box opens.
7. Click **Yes**. The Recording is added to the system.

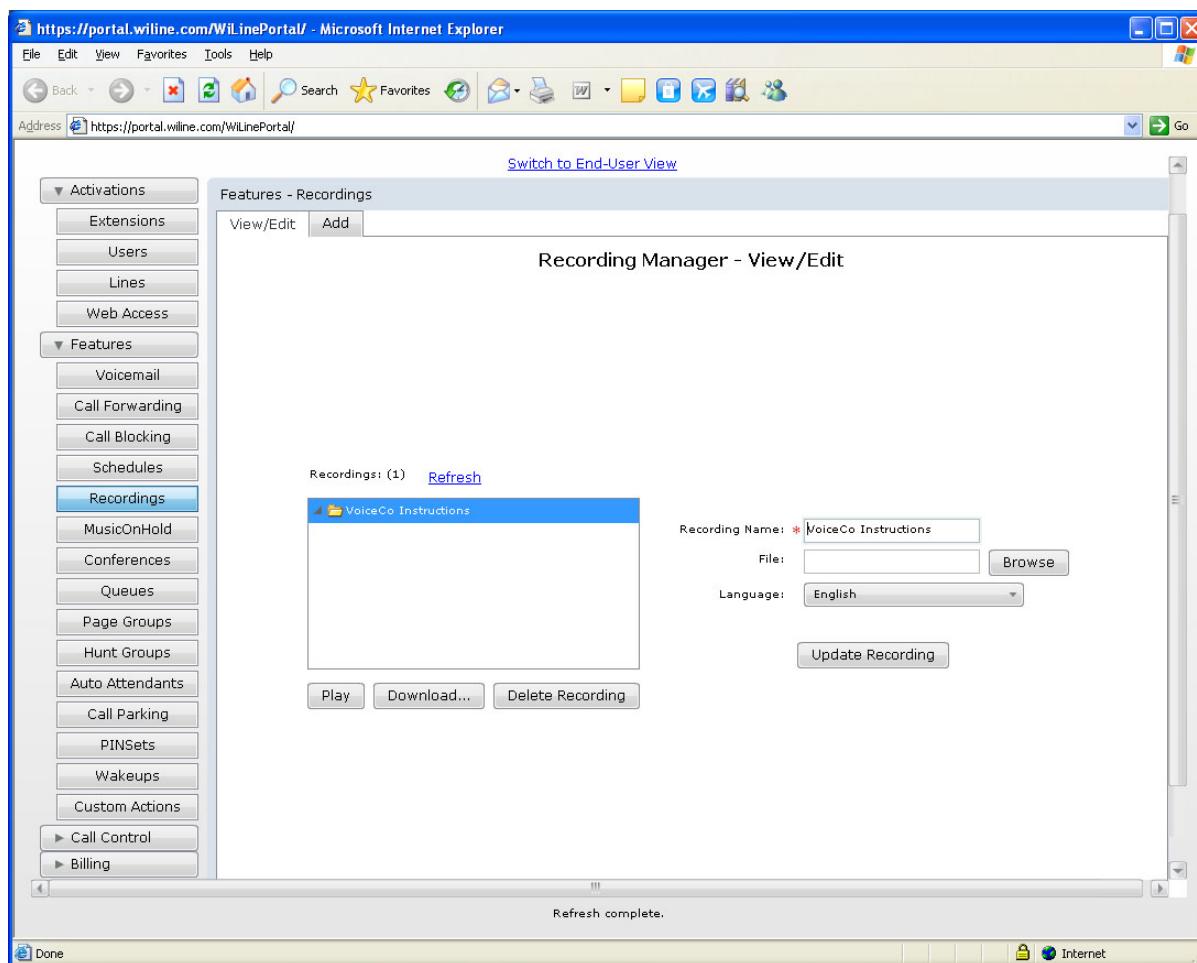
**Note:** To add a recorded message to a call schedule, see *Adding a schedule* on page 46.

## Updating a recorded message

You can view, edit, play, download, and delete your own recorded messages as follows:

1. Select **Features > Recordings**. The *Recording Manager* page opens.
2. Click **View/Edit**. The *Recording Manager - View/Edit* page opens.
3. Select the recording name from the *Recordings* pane. The recorded message details appear.

Figure 29. Recording Manager - View/Edit page - Recordings pane - Recorded message details



4. If you wish, you can edit the *Recording Name*. This is a mandatory field.
5. To replace the recording file, click **Browse** and then select a new file for upload to the system.

6. To change the language, select the *Language* drop down box.
7. To play a selected recorded message, click **Play**. The recorded message plays. Click **Stop** to turn off the recording.
8. To download a selected recorded message, click **Download** and then select a location to download the file. Click **Save**. The music file is saved to the specified location.
9. To clear a selected recorded message, click **Delete Recording**. The *Confirm Recording Deletion dialog box* opens. Click **Yes**. The recorded message is deleted from the system.
10. When you have finished updating the recorded message details, click **Update Recording**. The *Confirm Recording Update dialog box* opens.
11. Click **Yes**. The recorded message is updated in the system.

# Chapter 11 Music On Hold

This chapter provides information on how to add a music file to play when the user is on hold.

In this chapter:

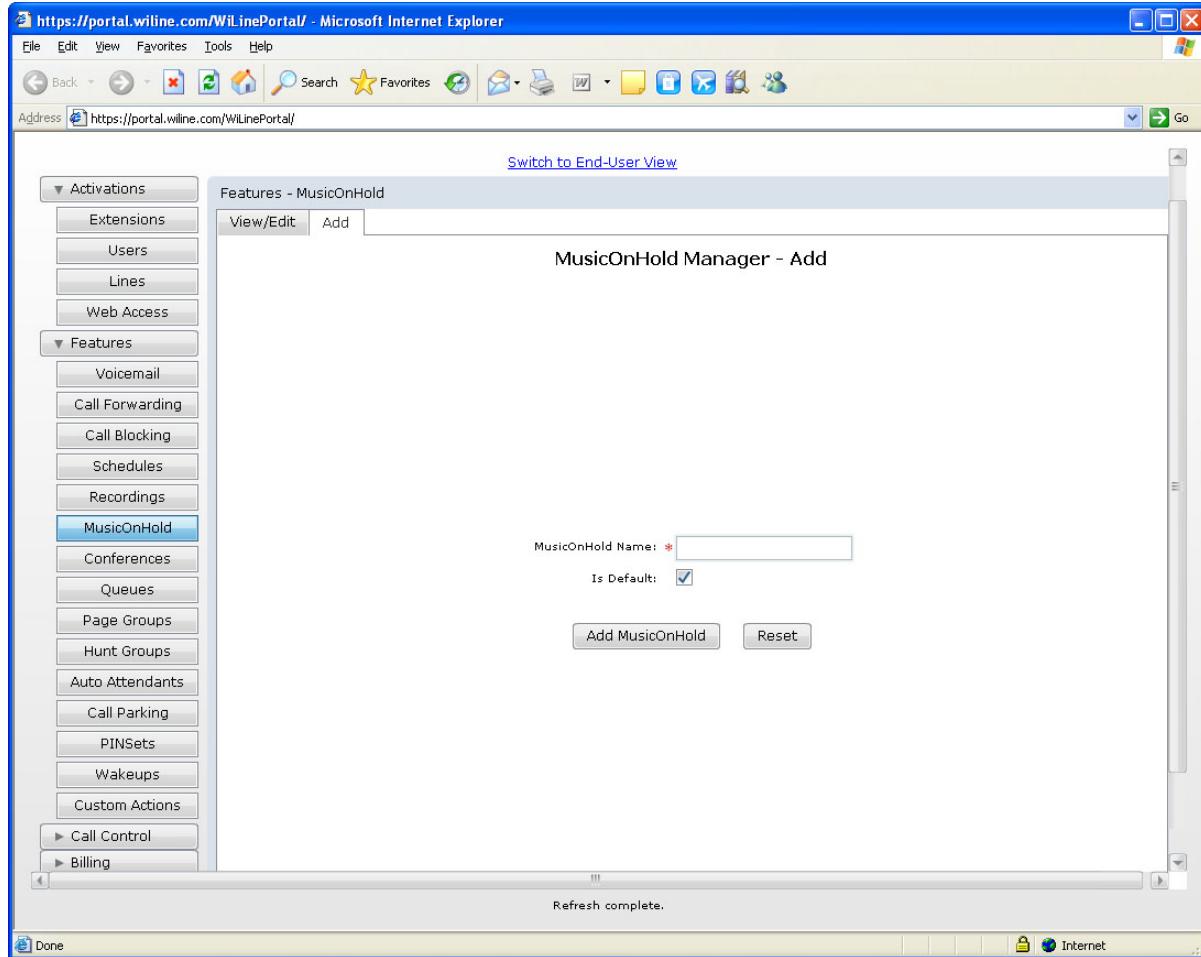
<i>Creating a MusicOnHold folder .....</i>	54
<i>Adding a music file to the MusicOnHold folder .....</i>	55
<i>Playing a recording .....</i>	56
<i>Downloading a recording .....</i>	56
<i>Deleting a MusicOnHold folder or associated music file .....</i>	56

## Creating a MusicOnHold folder

To add the music on hold folder:

1. Select **Features > MusicOnHold**. The *MusicOnHold* page opens.
2. Click **Add**. The *MusicOnHold Manager - Add* page opens.

Figure 30. *MusicOnHold Manager - Add* page



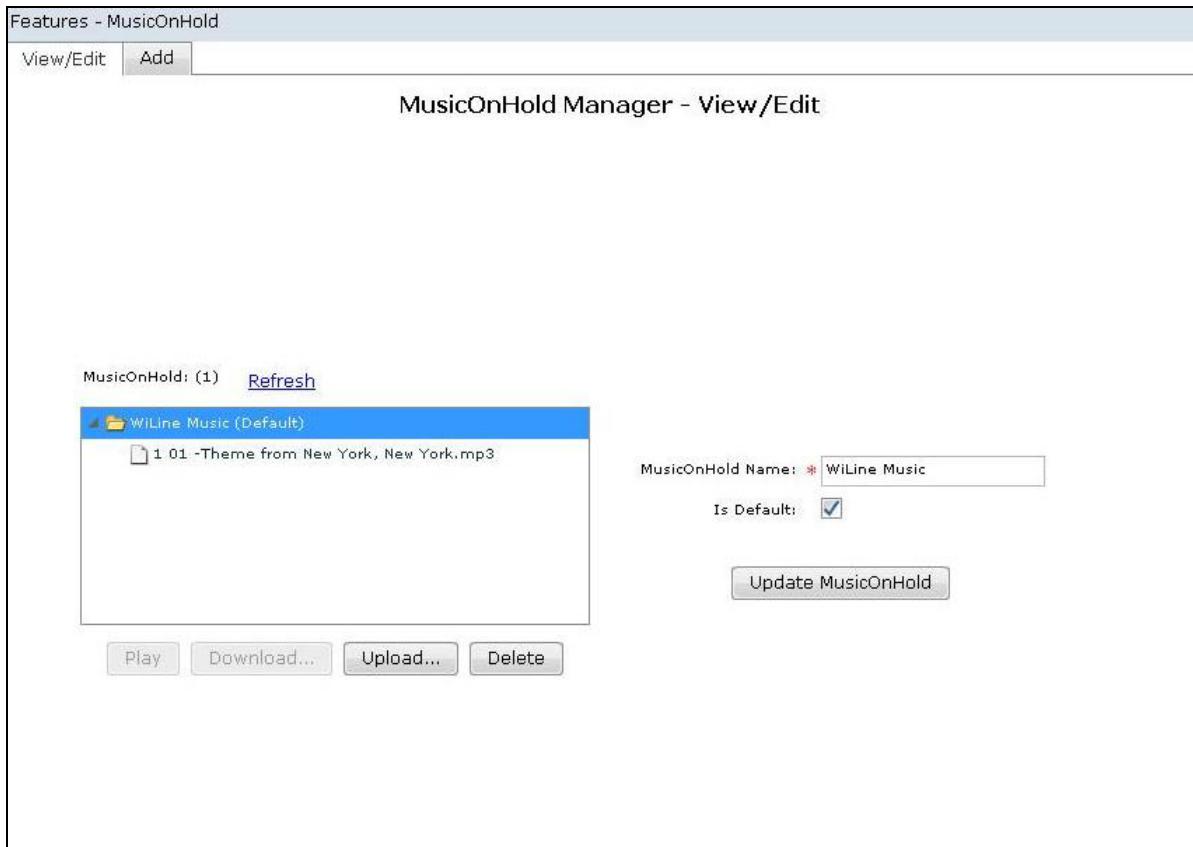
3. Enter the *MusicOnHold Name*. This field is mandatory.
4. If you want this MusicOnHold folder to be the customer's default, check the *Is Default* check box.
5. Click **Add MusicOnHold**. If you make a mistake, click **Reset**.
6. The *Confirm MusicOnHold Addition* dialog box opens.
7. Click **Yes**. The *MusicOnHold* folder is added to the system.

## Adding a music file to the MusicOnHold folder

You can view, edit, and add a music file to a MusicOnHold folder.

1. Select **Features > MusicOnHold**. The *MusicOnHold* page opens.
2. Click **View/Edit**. The *MusicOnHold Manager - View/Edit* page opens.
3. Select the MusicOnHold folder from the *MusicOnHold* pane. The MusicOnHold folder options appear.

Figure 31. *MusicOnHold Manager - View/Edit* page

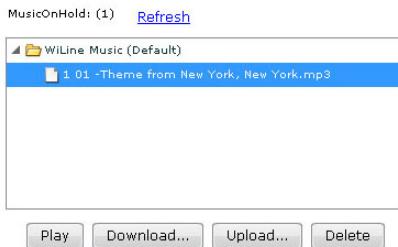


4. If you wish, you can update the *MusicOnHold Name* and the *Is Default* check box. For more information on how to do so, see *Creating a MusicOnHold folder* on page 54.
5. To add a music file to a MusicOnHold folder, click **Upload**. The *MusicOnHold Upload* dialog box opens.
6. Click **Browse** and select a new file for upload to the system.
7. Click **OK**. The music file is added to the MusicOnHold folder.
8. When you have finished updating the MusicOnHold details, click **Update MusicOnHold**. The *Confirm MusicOnHold Update* dialog box opens.
9. Click **Yes**. The recorded message is updated in the system.

## Playing a recording

1. Select **Features > MusicOnHold**. The *MusicOnHold* page opens.
2. Click **View/Edit**. The *MusicOnHold Manager - View/Edit* page opens.
3. Select a MusicOnHold folder from the *MusicOnHold* pane. The *MusicOnHold* details appear.
4. Ensure that the file has an associated music file. For more information, see *Adding a music file to the MusicOnHold folder* on page 55.
5. Select the music file and click **Play**. The music file plays. Click **Stop** to turn off the recording.

Figure 32. *MusicOnHold Manager - View/Edit page - Music file selected*



---

## Downloading a recording

1. Select **Features > MusicOnHold**. The *MusicOnHold* page opens.
2. Click **View/Edit**. The *MusicOnHold Manager - View/Edit* page opens.
3. Select a MusicOnHold folder from the *MusicOnHold* pane. The *MusicOnHold* details appear. Click **Download** and select a location to download the file.
4. Click **Save**. The music file is saved to the specified location.

---

## Deleting a MusicOnHold folder or associated music file

1. Select **Features > MusicOnHold**. The *MusicOnHold* page opens.
2. Click **View/Edit**. The *MusicOnHold Manager - View/Edit* page opens.
3. Select a MusicOnHold folder from the *MusicOnHold* pane. The *MusicOnHold* details appear. Click **Delete Recording**. The *Confirm MusicOnHold Deletion* dialog box opens.
4. Click **Yes**. The MusicOnHold file or associated music file is deleted from the system.
5. When you have finished updating the MusicOnHold details, click **Update MusicOnHold**. The *Confirm MusicOnHold Update* dialog box opens.

6. Click **Yes**. The MusicOnHold file is updated in the system.



# Chapter 12 Call Conferences

This chapter provides information on how to configure call conferences. A conference call is a telephone call in which the calling party wishes to have more than one called party to participate in the call.

In this chapter:

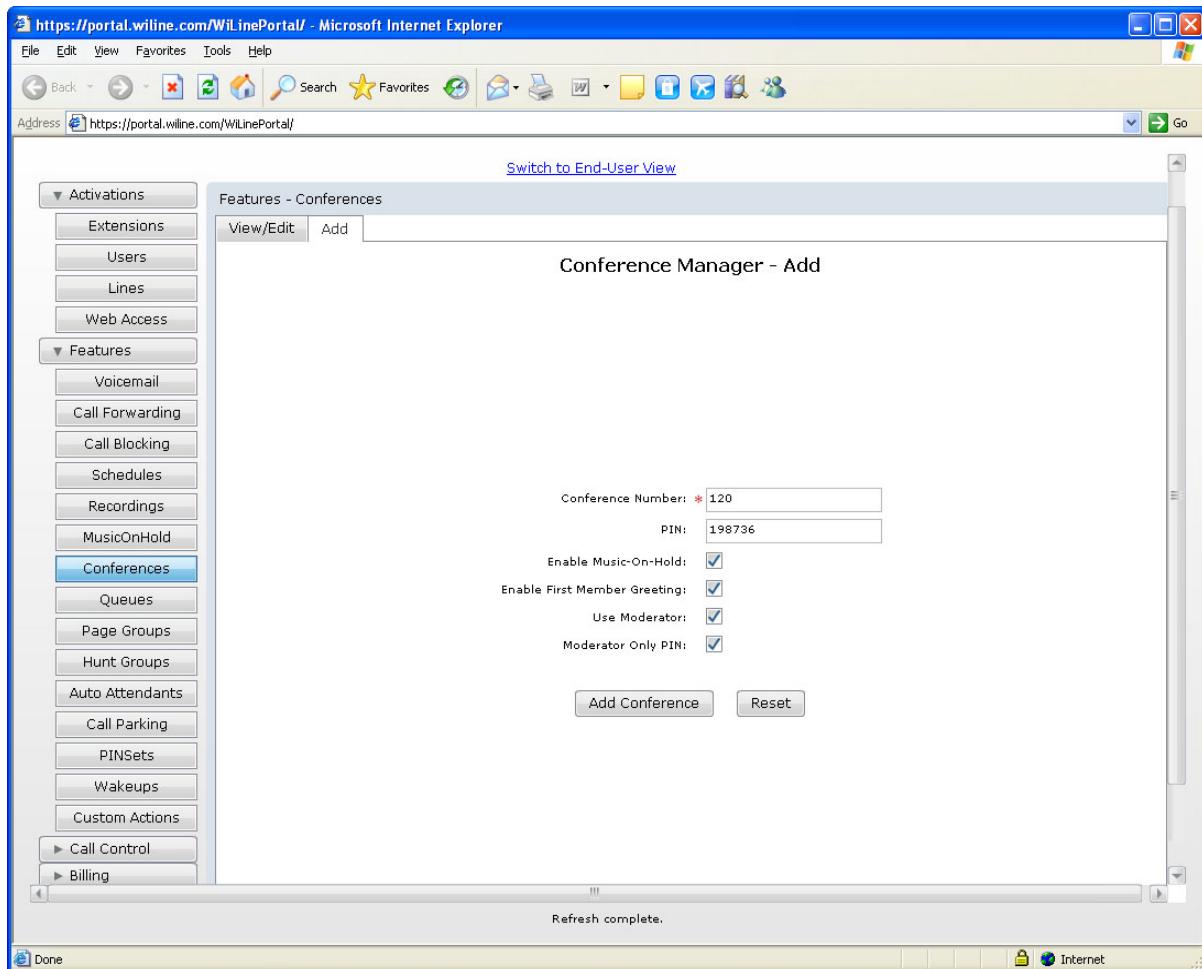
<i>Setting up a call conference</i> .....	60
<i>Updating a call conference</i> .....	61

## Setting up a call conference

You can set up conference calls for several users on the system.

1. Select **Features > Conferences**. The *Conference Manager* page opens.
2. Click **Add**. The *Conference Manager - Add* page opens.

Figure 33. Conference Manager - Add page



3. Enter the following information:
  - *Conference Number*: This is the unique number for the conference. This field is mandatory.
  - *PIN*: Enter the PIN for the conference.
  - *Enable Music-On-Hold*: Check to configure music on hold for the conference
  - *Enable First Member Greeting*: Check to play a message for the first member to join the conference.
  - *Use Moderator*: Check to use a moderator for the conference.
  - *Moderator Only PIN*: If there is a moderator, check if the moderator is the only person who uses the PIN.

4. When you have finished adding the conference details, click **Add Conference**. If you make a mistake, click **Reset**.
5. The *Confirm Conference Addition* dialog box opens.
6. Click **Yes**. The conference is added to the system.

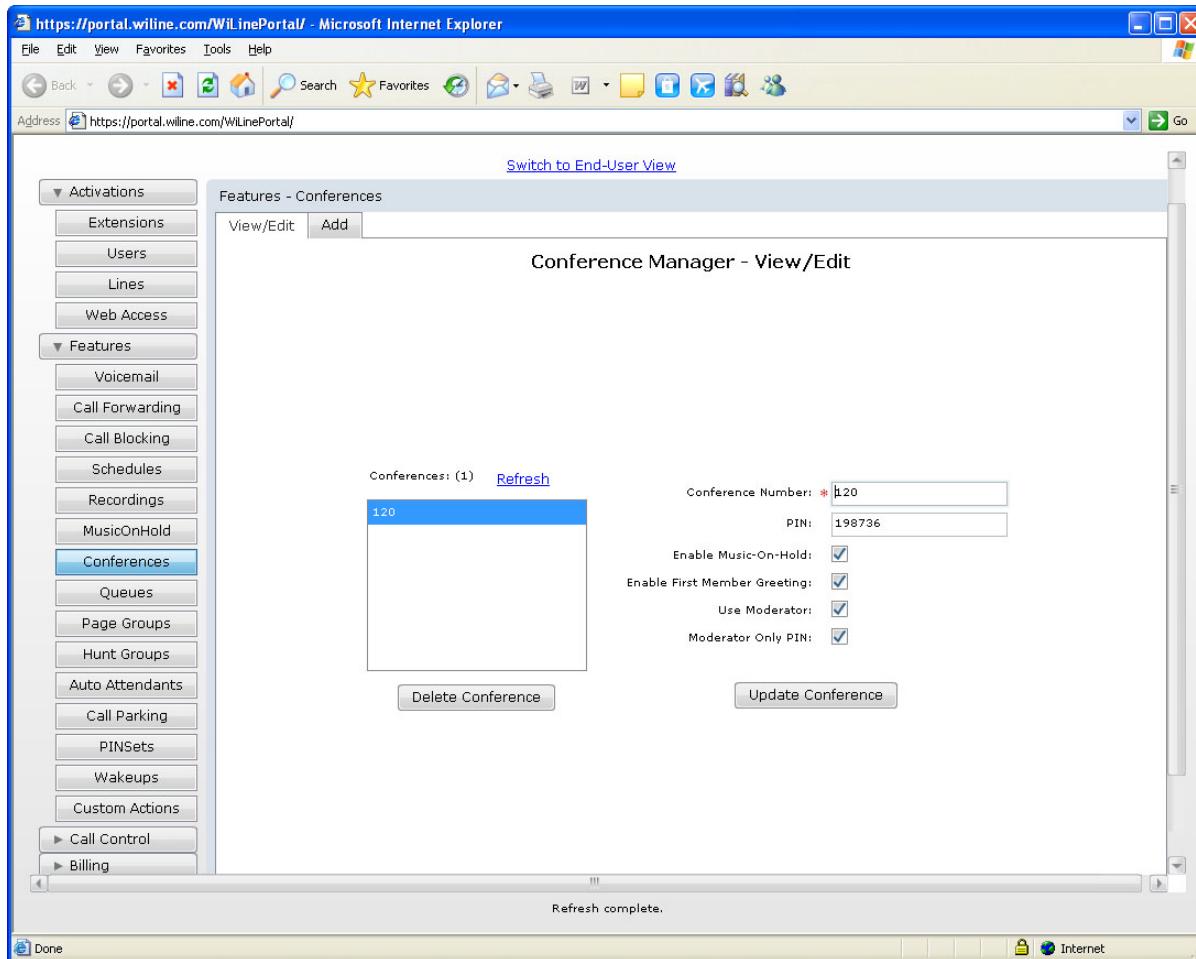
---

## Updating a call conference

To edit a call conference:

1. Select **Features > Conferences**. The *Conference Manager* page opens.
2. Click **View/Edit**. The *Conference Manager - View/Edit* page opens.
3. Select a conference from the *Conferences* pane. The conference details display.

Figure 34. Conference Manager - View/Edit page



4. You can edit the *Conference Number*, *PIN*, *Enable Music-On-Hold*, *Enable First Member Greeting*, *Use Moderator*, and *Moderator Only PIN*. For more information on editing the details, see the section in this guide called *Setting up a call conference* on page 60.
5. To delete a call conference, select a conference from the *Conferences* pane and click **Delete Recording**. The *Confirm Conference Deletion* dialog box opens. Click **Yes**. The conference is deleted from the system.
6. When you have finished updating the conference details, click **Update Conference**. The *Confirm Conference Update* dialog box opens.
7. Click **Yes**. The conference is updated in the system.

# Chapter 13 Queues

This chapter provides information on how to configure call queues.

In this chapter:

<i>Setting up a queue</i> .....	64
<i>Updating a queue</i> .....	65

## Setting up a queue

You can manage call queues as follows:

1. Select **Features > Queues**. The *Queue Manager* page opens.
2. Click **Add**. The *Queue Manager - Add* page opens.

Figure 35. Queue Manager - Add page

The screenshot shows the 'Queue Manager - Add' page in a Microsoft Internet Explorer window. The left sidebar has a tree view under 'Features - Queues' with nodes like Activations, Extensions, Users, Lines, Web Access, Features, Voicemail, Call Forwarding, Call Blocking, Schedules, Recordings, MusicOnHold, Conferences, and Queues (which is selected). The main area has tabs for 'View/Edit' and 'Add'. The 'Add' tab is active, showing fields for 'Queue Name' (set to 'Call Queue 1'), 'Strategy' (set to 'Round-Robin'), 'Queue Timeout' (set to '30 (secs)'), 'Agent Timeout' (set to '45 (secs)'), and recording selection fields for 'Enter Recording', 'Leave Recording', 'YouAreNext Recording', and 'ThankYou Recording' (each with a browse button and clear link). Below these are dropdowns for 'UserGroup' (set to 'Default') and 'Members' (a list box with an 'Add...' button). At the bottom are 'Add Queue' and 'Reset' buttons.

3. Enter the *Queue Name*. This field is mandatory.
4. Select the *Strategy* from the drop down box. This field is mandatory. The options are
  - *Ring All*: The system rings all numbers.
  - *Round-Robin*: The system rings all numbers in turn.
  - *Fewest Calls*: The system rings the number with the fewest calls.
  - *Least Recent*: The system rings the number which has received the fewest recent calls.
  - *Linear*: The system rings the numbers in order.
  - *Random*: The system rings the number in random order.

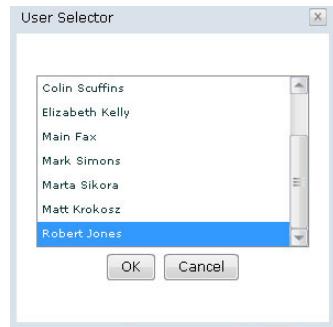
5. Enter the *Queue Timeout* and *Agent Timeout* in seconds. These fields are mandatory.

**Note:** You can create a recording using the Windows sound recorder. For more details, see your Windows manuals.

6. Select the recording that will play when a call enters the queue from the *Enter Recording* drop down box. Click the **Play** icon to hear the recording. Click **Clear** if you make a mistake.
7. Select the recording to play when a call leaves the queue from the *Leave Recording* drop down box. Click the **Play** icon to hear the recording. Click **Clear** if you make a mistake.
8. Select the recording to play when a call is next to be answered from the *YouAreNext Recording* drop down box. Click the **Play** icon to hear the recording. Click **Clear** if you make a mistake.
9. Select the recording to thank the caller for waiting from the *ThankYou Recording* drop down box. Click the **Play** icon to hear the recording. Click **Clear** if you make a mistake.
10. Select the user group assigned to the queue from the *UserGroup* drop down box. Click **Clear** if you make a mistake.
11. To select Members, click **Add**. The *User Selector* dialog box opens.

**Note:** For more information on recording messages, see *Creating a recorded message*50.

Figure 36. Queue Manager - Add page - User Selector dialog box



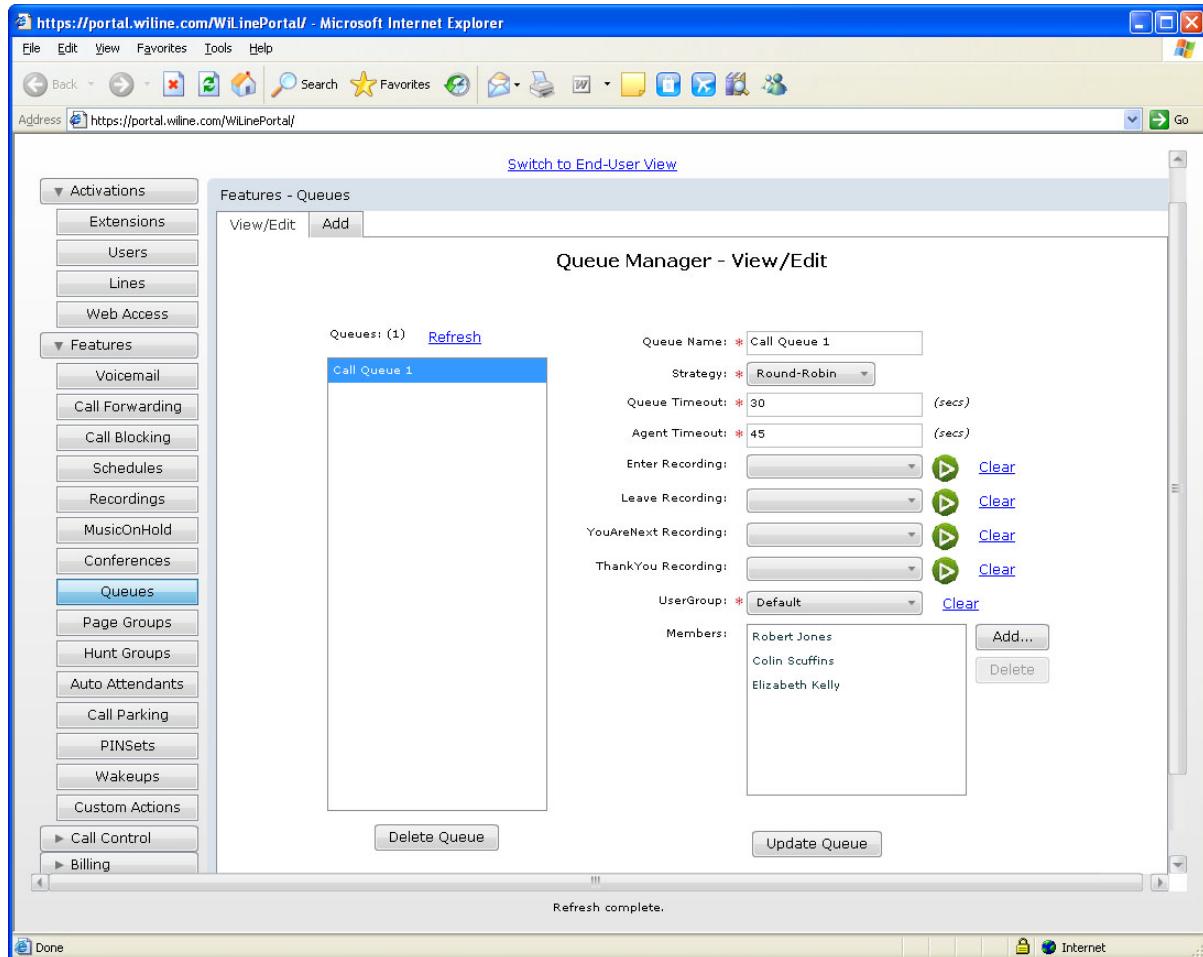
12. Select the user(s) you want to add to the queue and then click **OK**. Note that you can use the keyboard shortcut **Ctrl-click** to select multiple users.
13. If you wish to delete a user, select the user and click **Delete**.
14. When you have finished configuring the queue, click **Add Queue**. Click **Reset** to clear all queue data.
15. The *Confirm Queue Attendant Addition* dialog box opens.
16. Click **Yes**. The queue is added to the system.

## Updating a queue

To view, edit or delete a queue:

1. Select **Features > Queues**. The *Queues Manager* page opens.
2. Click **View/Edit**. The *Queues Manager - View/Edit* page opens.
3. Select a queue from the *Queues* pane. The queue options display.

Figure 37. Queue Manager - View/Edit page



4. You can edit the *Queue Name*, *Strategy*, *Queue Timeout*, *Agent Timeout*, *Enter Recording*, *Leave Recording*, *YouAreNext Recording*, *ThankYou Recording*, *UserGroup*, and *Members*. For more information on configuring queue, see *Setting up a queue* on page 64.
5. To delete the queue, click **Delete Queue**. The *Confirm Queue Deletion* dialog box opens. Click **Yes**. The queue is deleted from the system.
6. When you have finished updating the queue, click **Update Queue**. The *Confirm Queue Update* dialog box opens.
7. Click **Yes**. The queue is updated.

# Chapter 14 Page Groups

This chapter provides information on how to create and update page groups. The page group feature sends a call to one or more users, which their phone(s) will answer automatically.

In this chapter:

<i>Creating a page group</i> .....	68
<i>Updating a page group</i> .....	69

## Creating a page group

You can place a group of users within a paging group to receive voice announcements via the speaker of their digital telephone when idle. You can create a page group as follows:

1. Select **Features > Page Groups**. The *PageGroup Manager* page opens.
2. Click **Add**. The *PageGroup Manager - Add* page opens.

Figure 38. *PageGroup Manager - Add* page

The screenshot shows the 'PageGroup Manager - Add' page. At the top, there are 'View/Edit' and 'Add' buttons. The main area has a title 'PageGroup Manager - Add'. Below the title are several configuration fields:

- 'PageGroup Name': A mandatory field containing 'Marketing Dept'.
- 'PageGroup Number': A mandatory field containing '45'.
- 'Allow Two-Way': A checked checkbox.
- 'No Beep': An unchecked checkbox.
- 'Do Not Disturb': An unchecked checkbox.
- 'Members': A list box with an 'Add...' button above it and a 'Delete' button below it.

At the bottom are 'Add PageGroup' and 'Reset' buttons.

3. Enter the following information:
  - *PageGroup Name*: Enter the page group name. This field is mandatory.
  - *PageGroup Number*: Enter the page group number. This field is mandatory.
  - *Allow Two-Way*: Check to allow two way audio.
  - *No Beep*: Check to configure the system to not play a beep.
4. *Do Not Disturb*: Check the check box to instruct the system not to page the user's line if the user is already on a call.
5. To add members to the page group, click **Add**. The *User Selector* dialog box opens.
6. Select the user(s) you want to add to the page group and then click **OK**.

**Note:** You can use the keyboard shortcut **Ctrl-click** to select multiple users.

7. If you wish to delete a user, select the user and click **Delete**.
8. When you have finished configuring the page group, click **Update PageGroup**. If you make a mistake, click **Reset**.
9. The *Confirm PageGroup Update* dialog box opens.
10. Click **Yes**. The page group is added to the system.

---

## Updating a page group

You can update page groups as follows:

1. Select **Features > Page Groups**. The *PageGroup Manager* page opens.
2. Click **View/Edit**. The *PageGroup Manager - View/Edit* page opens.
3. Select a page group from the *PageGroups* pane. The page group options display for you to view, add to, edit, or delete.

Figure 39. *PageGroup Manager - View/Edit* page

The screenshot shows the *PageGroup Manager - View/Edit* page. At the top left, there's a navigation bar with tabs for **View/Edit** and **Add**. Below the navigation bar, the title is **PageGroup Manager - View/Edit**. On the left, a sidebar lists **PageGroups: (2)** with a link to **Refresh**. Under this, there are two items: **abc** and **Marketing Dept**, where **Marketing Dept** is highlighted with a blue selection bar. To the right of the sidebar, the main configuration area starts with **PageGroup Name:** **\* Marketing Dept**. Below it are fields for **PageGroup Number:** **\* 45**, **Allow Two-Way:** (checkbox), **No Beep:** (checkbox), and **Do Not Disturb:** (checkbox). Further down, under **Members:**, there's a list box containing names: **Colin Scuffins**, **Elizabeth Kelly**, **Mark Simons**, and **Robert Jones**. To the right of the list box are two buttons: **Add...** and **Delete**. At the bottom of the configuration area are two large buttons: **Delete PageGroup** and **Update PageGroup**.

4. If you wish you can edit the *PageGroup Name*, *PageGroup Number*, *Allow Two-Way*, *No Beep*, *Do Not Disturb* and the group's *Members*. For more information on configuring a page group, see *Creating a page group* on page 68.
5. To delete a page group, select it and click **Delete PageGroup**. The *Confirm PageGroup Deletion* dialog box opens.

6. Click **Yes**. The page group is deleted from the system.
7. When you have finished updating the page group, click **Update PageGroup**. The *Confirm PageGroup Update* dialog box opens.
8. Click **Yes**. The page group is updated.

# Chapter 15 Hunt Groups

This chapter provides information on how to add and update hunt groups. Hunt groups are groups of numbers which are rung in order in response to incoming calls. For example, a sales hunt group can be set up to deal with calls for the Sales department.

In this chapter:

<i>Creating a hunt group</i> .....	72
<i>Updating a hunt group</i> .....	74

## Creating a hunt group

You create a hunt group as follows:

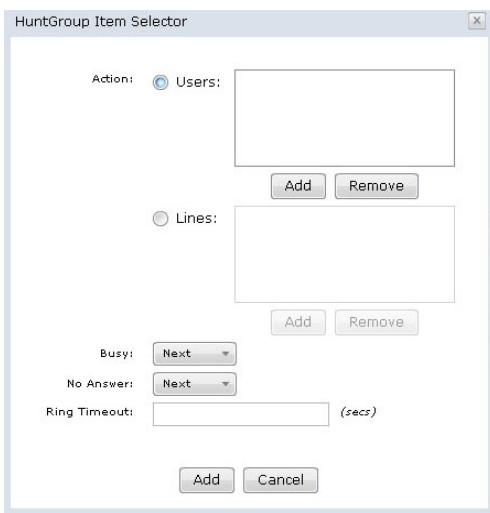
1. Select **Features > Hunt Groups**. The *Hunt Group Manager* page opens.
2. Click **Add**. The *Hunt Group Manager - Add* page opens.

Figure 40.Hunt Group Manager - Add page

The screenshot shows the 'HuntGroup Manager - Add' page. On the left is a navigation menu with 'Features' selected. Under 'Features', 'Hunt Groups' is also selected. The main form has a 'HuntGroup Name' field (mandatory), a 'Ring Timeout' field (in seconds), and a checkbox for 'Allow Hard Forwarding'. Below these are 'Steps' and 'Finish' sections. The 'Steps' section contains a table with columns: Step, Action, Busy, No Answer, and Timeout. The 'Finish' section includes radio buttons for Hangup, Busy, Voicemail, and Auto Attendant, each with a dropdown menu and a 'Clear' button. At the bottom are 'Add HuntGroup' and 'Reset' buttons.

3. You can configure the following hunt group options:
  - *HuntGroup Name*: Enter the name of the hunt group. This field is mandatory.
  - *Ring Timeout*: Select the amount of time before the hunt group starts, in seconds.
  - *Allow Hard Forwarding*: Check the checkbox to enable hard forwarding. Hard forwarding allows the called party to accept incoming calls without any prompts. When hard forwarding is enabled the called party will be prompted to press '1' to accept the call.
4. To configure the *Steps* for the hunt group, click **Add**. The *HuntGroup Item Selector* page opens.

Figure 41.Hunt Group Manager - Add page - HuntGroup Item Selector dialog box



5. In the *HuntGroup Item Selector* page, you can configure the following options:
  - *Action*: Check **Users** if you want the action performed on a user. Click **Add** and select a user. Click **OK**. If you make a mistake, click **Clear**. If you want the action performed on *Lines*, check the **Lines** check box and follow the same steps as above.
  - *Busy*: Select *Next* or *Finish*.
  - *No Answer*: Select *Next* or *Finish*.
  - *Ring Timeout*: Enter the length of time before the hunt group starts, in seconds.
6. Click **Add**. You return to the *Hunt Group Manager - Add* page. To edit a custom action, select a custom action from the *Steps* pane and then click **Edit**.
7. The *HuntGroup Item Selector* page opens for you to edit the custom actions. For more information on editing custom actions see *Creating a custom action* on page 92.
8. To delete a custom action, select the action from the *Menu* pane and then click **Delete**.
9. In the *Finish* section you can configure the following options for the call end:
  - *Hangup*: Hangs up the call.
  - *Busy*: Engages the busy tone.
  - *VoiceMail*: Initiates voice mail. Select the name of the auto attendant from the drop down menu. Click **Clear** if you make a mistake.
  - *Auto Attendant*: Transfers the call to an auto attendant. Select the user from the drop down menu. Click **Clear** if you make a mistake.
10. When you have finished configuring the hunt group, click **Add Huntgroup**. If you make a mistake, click **Reset**. The *Confirm Hunt Group Addition* dialog box opens.
11. Click **Yes**. The hunt group is added to the system.

## Updating a hunt group

You can view, edit, or delete a hunt group as follows:

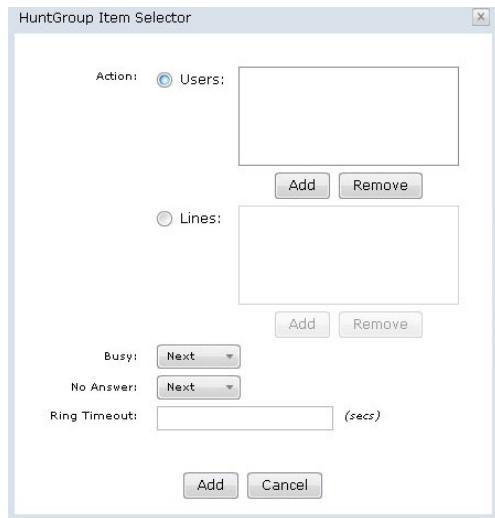
1. Select **Features > Hunt Groups**. The *Hunt Group Manager* page opens.
2. Click **View/Edit**. The *HuntGroup Manager - View/Edit* page opens.

*Figure 42.Hunt Group Manager - View/Edit page*

The screenshot shows the 'HuntGroup Manager - View/Edit' page. On the left is a navigation sidebar with categories like Activations, Features (Voicemail, Call Forwarding, Call Blocking, Schedules, Recordings, MusicOnHold, Conferences, Queues, Page Groups, Hunt Groups), Auto Attendants, Call Parking, PINSets, Wakeups, Call Recordings, Custom Actions, and Call Control/Billing. The 'Hunt Groups' item is selected and highlighted in blue. The main area displays a list of HuntGroups with one entry: 'Support'. Below the list are fields for 'HuntGroup Name' (Support), 'Ring Timeout' (secs), and 'Allow Hard Forwarding'. A table titled 'Steps:' lists the dial sequence: Step 1 actions 'Dial 2 user(s)' and 'Dial user "Artur Jasik"', both leading to 'Next' and a 'Timeout' of 30 seconds. The 'Finish:' section includes radio buttons for 'Hangup', 'Busy', and 'Voicemail' (set to 'Mark Simons<101>'), and an 'Auto Attendant' dropdown. Buttons at the bottom include 'Delete HuntGroup', 'Update HuntGroup', 'Add...', 'Edit...', 'Delete', 'Move Up', and 'Move Down'.

3. Select a hunt group from the *HuntGroups* pane. The hunt group options appear.

Figure 43.Hunt Group Manager - View/Edit page - HuntGroup Item Selector dialog box



4. You can update the following hunt group options:
  - *HuntGroup Name*: Enter the name of the hunt group. This field is mandatory.
  - *Ring Timeout*: Select the amount of time before the hunt group starts, in seconds.
  - *Allow Hard Forwarding*: Check the checkbox to allow hard forwarding. Check the checkbox to enable hard forwarding. Hard forwarding allows the called party to accept incoming calls without any prompts. When hard forwarding is enabled the called party will be prompted to press '1' to accept the call.
5. To update the *Steps* for the hunt group, click **Add**. The *HuntGroup Item Selector* page opens.
6. You can update the following options:
  - *Action*: Check *Users* if you want the action performed on a user. Click **Add** and select a user. Click **OK**. If you make a mistake, click **Clear**. If you want the action performed on *Lines*, check the *Lines* check box and follow the same steps as above.
  - *Busy*: Select *Next* or *Finish*.
  - *No Answer*: Select *Next* or *Finish*.
  - *Ring Timeout*: Enter the length of time before the hunt group starts, in seconds.
7. Click **Add**. You return to the *HuntGroup Manager - Add* page.
8. To edit a custom action, select a custom action from the *Steps* pane and click **Edit**.
9. The *HuntGroup Item Selector* page opens for you to edit the custom actions. For more information on editing custom actions see *Creating a custom action* on page 92.
10. To delete a custom action, select the action from the *Menu* pane and click **Delete**.

11. In the *Finish* section you can update the following options for the call end:
  - *Hangup*: Hangs up the call.
  - *Busy*: Engages the busy tone.
  - *Voicemail*: Initiates voice mail. Select the name of the auto attendant from the drop down menu. Click **Clear** if you make a mistake.
  - *Auto Attendant*: Transfers the call to an auto attendant. Select the user from the drop down menu. Click **Clear** if you make a mistake.
12. To delete a hunt group, click **Delete Huntgroup**. The *Confirm Huntgroup Deletion* dialog box appears. Click **Yes** to confirm the deletion. The hunt group is deleted from the system.
13. When you have finished updating the hunt group, click **Add Huntgroup**. (Click **Reset** to clear all the hunt group data.) The *Confirm Hunt Group Addition* dialog box opens.
14. Click **Yes**. The hunt group is updated in the system.

# Chapter 16 Auto Attendant

This chapter provides information on how to add and update an auto attendant. Auto attendants enable you to automatically transfer callers to an extension.

In this chapter:

<i>Creating an auto attendant .....</i>	78
<i>Updating an auto attendant .....</i>	80

## Creating an auto attendant

To create an auto attendant and configure its options:

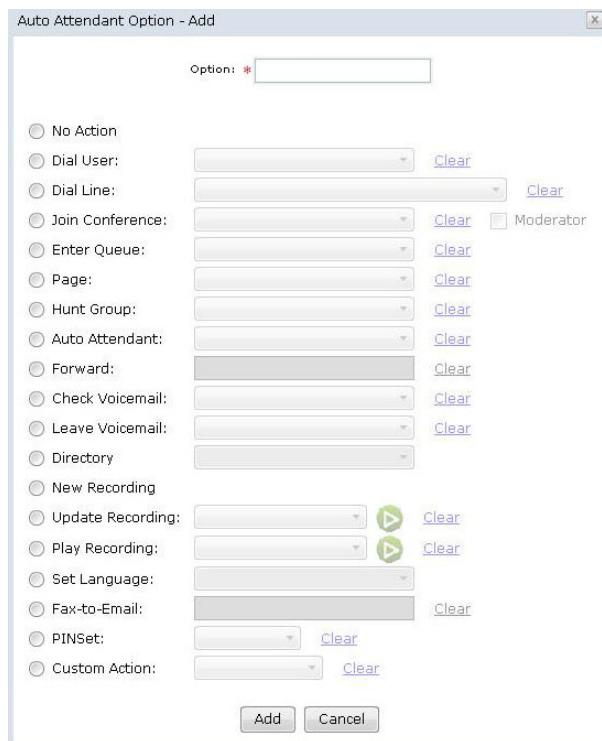
1. Select **Features > Auto Attendants**. The *Auto Attendant Manager* page opens.
2. Click **Add**. The *Auto Attendant Manager - Add* page opens.

Figure 44. Auto Attendant Manager - Add page

The screenshot shows the 'Auto Attendant Manager - Add' configuration page. On the left, a sidebar lists various system features: Extensions, Users, Lines, Web Access, Features (Voicemail, Call Forwarding, Call Blocking, Schedules, Recordings, MusicOnHold, Conferences, Queues, Page Groups, Hunt Groups), Auto Attendants (selected), Call Parking, PINSets, Wakeups, Custom Actions, Call Control, and Billing. The main panel has tabs for 'View/Edit' and 'Add'. The 'Add' tab is active, showing fields for 'Auto Attendant Name' (with a red asterisk), 'Wait Timeout' (set to 5 seconds), 'Max Loops' (set to 3), 'Schedule' (dropdown menu), 'Greeting Recording' (dropdown menu with play and clear buttons), and 'Instructions Recording' (dropdown menu with play and clear buttons). A checkbox for 'Include DialByExten:' is unchecked. Below these are sections for 'Menu' (a table with columns 'Option' and 'Action') and 'Finish' (radio buttons for 'Hangup' and 'Voicemail' with a dropdown menu). At the bottom are 'Add AutoAttendant' and 'Reset' buttons, and a status message 'Refresh complete.'

3. You can configure the following auto attendant options:
  - *Auto Attendant Name*: Enter the name of the auto attendant. This field is mandatory.
  - *Wait Timeout*: Select the amount of time before the auto attendant starts, in seconds.
  - *Max Loops*: Select the amount of loops the auto attendant makes.
  - *Schedule*: Select the schedule that controls the greetings/instructions recording. Click **Clear** if you make a mistake.
  - *Greeting Recording*: Select the recording to play when entering the auto attendant. Click the **Play** icon to hear the recording. Click **Clear** if you make a mistake.
  - *Instructions Recording*: Select the recording to play to inform the user of their options. Click the **Play** icon to hear the recording. Click **Clear** if you make a mistake.
  - *Include DialByExten*: Check if you want to connect to someone by dialing their extension. For example, in an autoattendant, an announcement might say, "If you know your party's extension you may dial it at any time".
4. To configure custom actions for the auto attendant, click **Add**. The *Auto Attendant Option - Add* page appears for you to configure the custom actions. For more information on custom actions, see *Creating a custom action* on page 96.

Figure 45. Auto Attendant Manager - Add page - Auto Attendant Option - Add dialog box



5. To edit a custom action, select a custom action from the *Menu* pane and then click **Edit**. The *Auto Attendant Option - Edit* page opens for you to edit the custom actions. For more information, see *Creating a custom action* on page 96.
6. To delete a custom action, select the action from the *Menu* pane and then click **Delete**.

7. In the *Finish* section you can configure the auto attendant to finish calls by hanging up. To do so, check the *Hangup* check box. Alternatively, you can transfer the caller to a user's voicemail by checking the *VoiceMail* check box and selecting a user from the drop down box. Click **Clear** if you make a mistake.
8. When you have finished configuring the auto attendant, click **AutoAttendant**. (Click **Reset** to clear all auto attendant data.) The *Confirm Auto Attendant Addition* dialog box opens.
9. Click **Yes**. The auto attendant is added to the system.

**Note:** If you have not specified any recordings for the auto attendant, the *Confirm Auto Attendant Addition* dialog box will ask you if you want to add the auto attendant without the recordings.

## Updating an auto attendant

You can update the actions that your system takes when calls are received. You create a custom action for an auto attendant as follows:

1. Select **Features > Auto Attendants**. The *Auto Attendant Manager* page opens.
2. Click **View/Edit**. The *Auto Attendant Manager -View/Edit* page opens.
3. Select an auto attendant file from the *Auto Attendants* pane. The auto attendant options appear for you to view, add to, edit, or delete.

Figure 46. Auto Attendant Manager -View/Edit page - Auto attendant options

The screenshot shows the 'Auto Attendant Manager - View/Edit' interface. On the left, a list pane shows 'Auto Attendants: (1)' with 'VoiceCo IVR' selected. The main right pane contains the following fields:

- Auto Attendant Name:** \* VoiceCo IVR
- Wait Timeout:** 5 (secs)
- Max Loops:** 3
- Schedule:** (dropdown menu)
- Greeting Recording:** (dropdown menu) with a play button and a 'Clear' link.
- Instructions Recording:** (dropdown menu) with a play button and a 'Clear' link.
- Include DialByExten:**
- Menu:** A table showing custom actions:
 

Option	Action
1	Dial User "Mark Simons"
2	Dial User "Elizabeth Kelly"
3	Hunt Group "Support"
4	Directory by FirstName

 Buttons for 'Add...', 'Edit...', and 'Delete' are available next to the table.
- Finish:**  Hangup;  Voicemail: (dropdown menu) with a 'Clear' link.

At the bottom are two buttons: 'Delete AutoAttendant' and 'Update AutoAttendant'.

4. If you wish you can edit the *Auto Attendant Name*, *Wait Timeout*, *Max Loops*, *Schedule*, *Greeting Recording*, *Instructions Recording*, *Include DialByExten*, and the *Custom Actions*. For more information on configuring an auto attendant, see *Creating an auto attendant* on page 78.

5. To remove an auto attendant, select the auto attendant for deletion and click **Delete Auto Attendant**. The *Confirm Auto Attendant Deletion* dialog box opens. Click **Yes**. The Custom Action is deleted from the system.
6. When you have finished updating the auto attendant, click **Update AutoAttendant**. The *Confirm Auto Attendant Update* dialog box opens.
7. Click **Yes**. The *Custom Action* is updated.



# Chapter 17 Call Parking

This chapter provides information on how to configure call parking. Call parking enables a user to put a call on hold at one telephone set for pick up at another telephone set.

In this chapter:

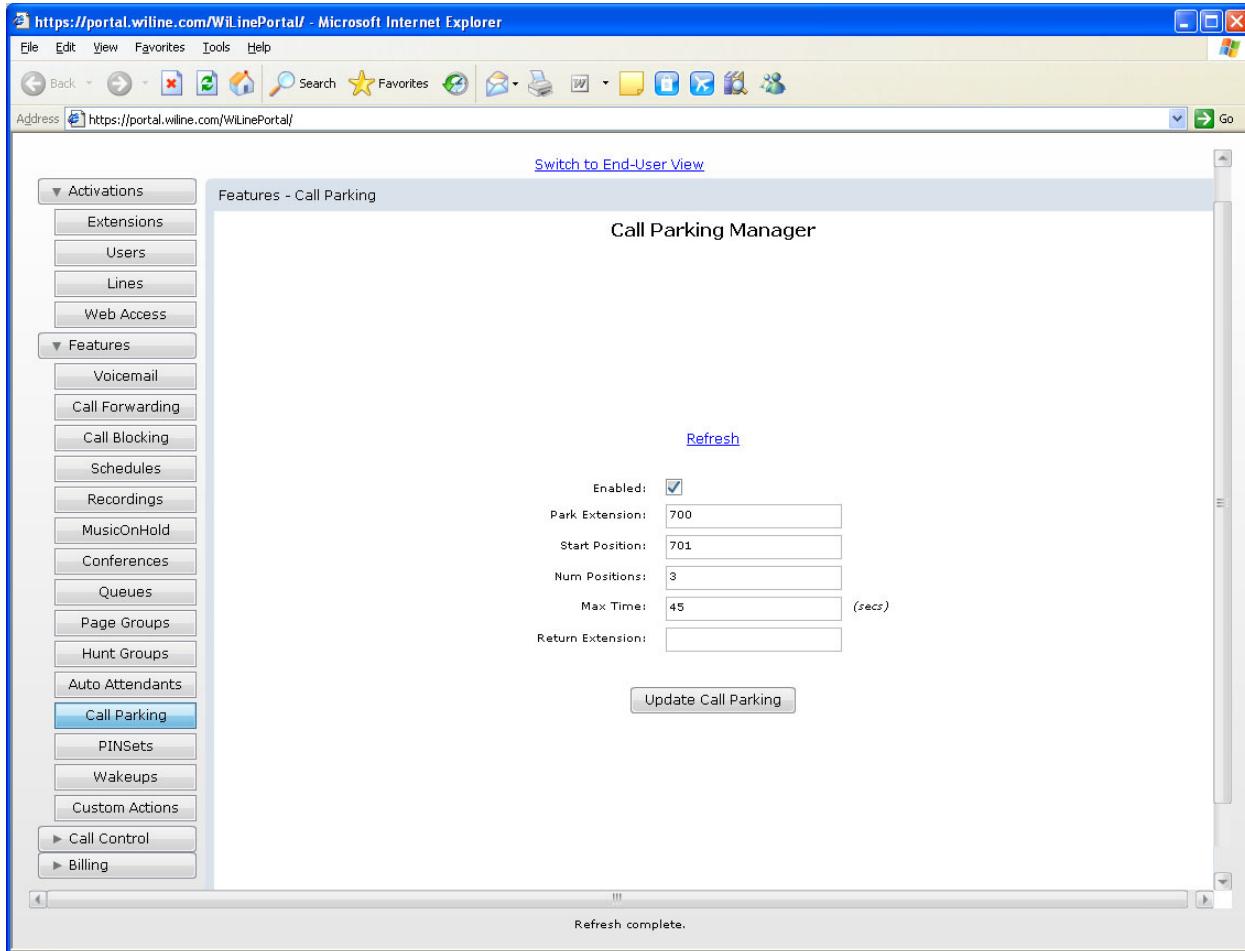
*Setting up call parking* ..... 84

## Setting up call parking

Call parking lets you put a call on hold for pick up at another location. You set up call parking for a user as follows:

1. Select **Features - Call Parking**. The *Call Parking Manager* page opens.

*Figure 47. Call Parking Manager*



2. You can configure the following call parking options:
  - *Enabled*: Enable call parking.
  - *Park Extension*: Update the extension to dial to park a call.
  - *Start Position*: Update the extension where calls will be first parked.
  - *Num Positions*: Set the number of telephone numbers used for parking calls.
  - *Max Time*: Set the maximum amount of time that a call will remain in a “parking lot”.
  - *Return Extension*: Set the extension to send the call to if the call times out.
3. When you have finished updating the call park data, click **Update Call Parking**. The *Confirm CallParking Update* dialog box appears.
4. Click **Yes**. Call parking is now updated in the system.

# Chapter 18 PIN Sets

This chapter provides information on how to configure PIN sets. PIN sets enable you to store the personal ID numbers of users by group rather than individually.

In this chapter:

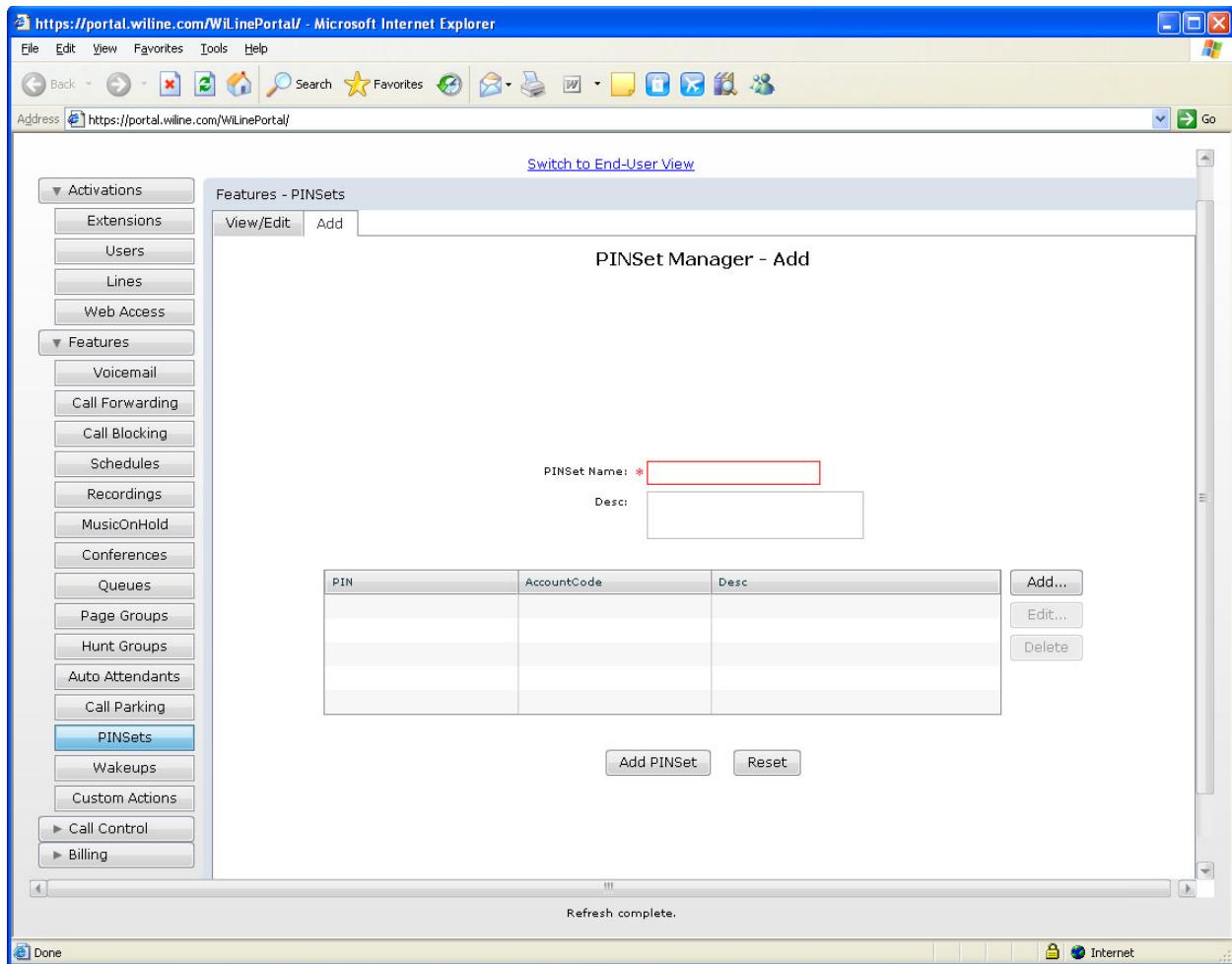
<i>Creating a PIN set .....</i>	86
<i>Updating a PIN set .....</i>	88

## Creating a PIN set

You create a PIN set as follows:

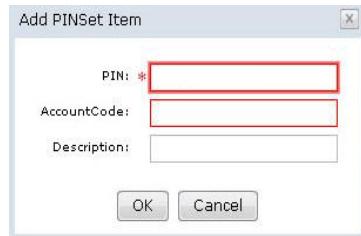
1. Select **Features > PINSets**. The *PINSet Manager* page opens.
2. Click **Add**. The *PINSet Manager - Add* page opens.

Figure 48.PINSet Manager - Add page



3. You can configure the following PIN set options:
  - *PINSet Name*: Enter the name of the PIN set. This is a mandatory field.
  - *Desc*: Enter a description of the PIN set.
4. To add individual PINs, click **Add**. The *Add PinSet Item* dialog box opens.

Figure 49.PINSet Manager - Add page - Add PinSet Item dialog box

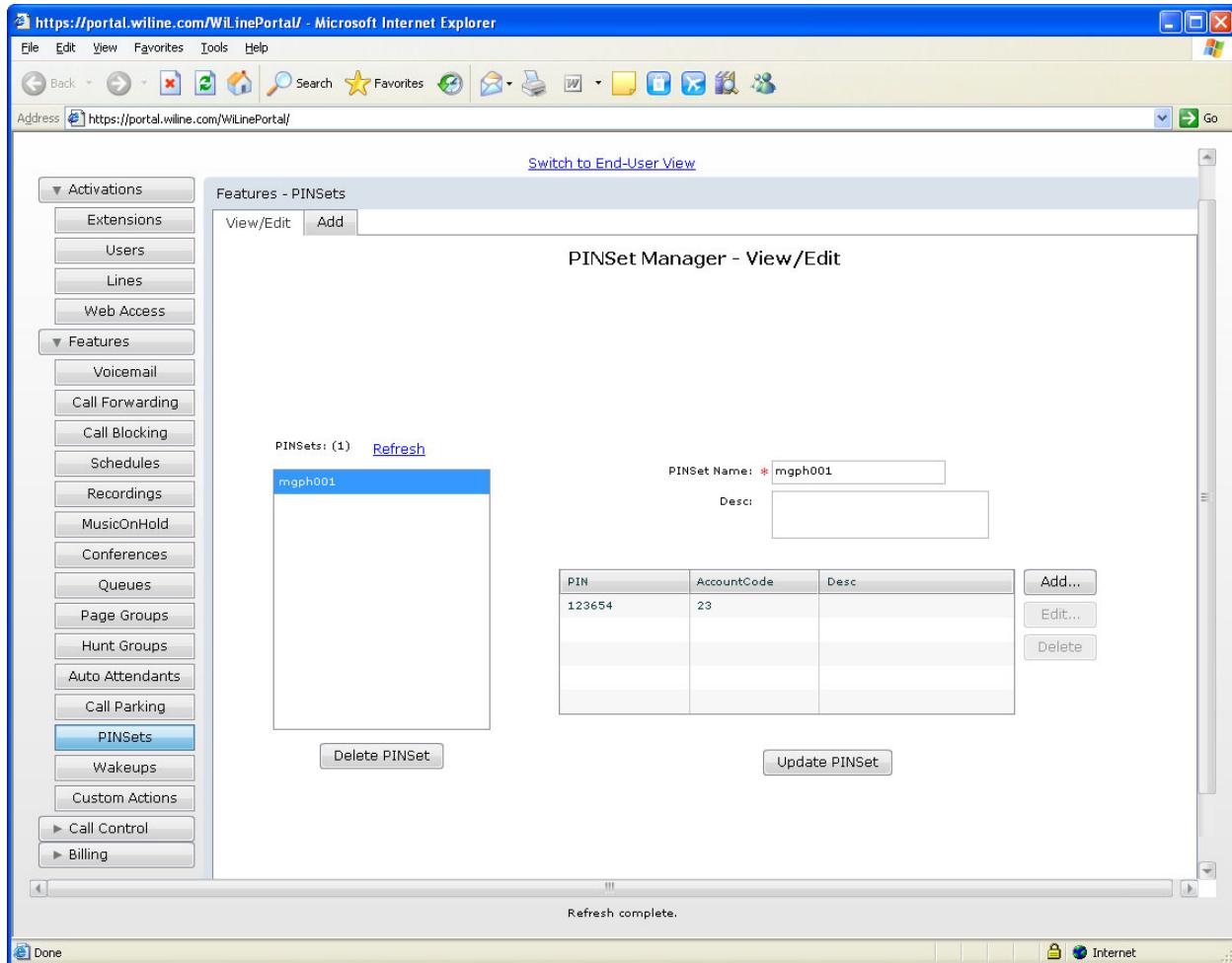


5. You can configure the items in the *Add PinSet Item* dialog box as follows:
  - *PIN*: Enter the PIN you want to add to the set. This is a mandatory field.
  - *AccountCode*: Enter the account code for the PIN. This is a mandatory field.
  - *Description*: Enter a description for the PIN if you wish.
6. Click **OK**. The details of your first PIN display in the *Add* page.
7. If you wish to add more PINs to the set, click **Add**. The *Add PinSet Item* dialog box opens for you to add the details of another PIN.
8. If you wish to edit a PIN, click **Edit**. The *Update PinSet Item* dialog box opens for you to edit the details of another PIN.
9. If you wish to delete a PIN from the Set, click **Delete**.
10. If you wish to clear all the PINs from the PIN Set pane, click **Reset**.
11. When you are finished entering all the PINs for your PINSet, click **Add PINSet**. The *Confirm PINSet Addition* dialog box opens.
12. Click **Yes**. The PIN Set is added to the system.

## Updating a PIN set

1. Select **Features > PINSets**. The *PINSet Manager* page opens.
2. Click **View/Edit**. The *PINSet Manager - View/Edit* page opens.
3. Select a PIN set from the *PINSets* pane. The PIN set options appear.

Figure 50. *PINSet Manager - View/Edit* page- PIN set options



4. To edit a PIN in the set, click **Edit**. The *Update PINSet Item* dialog box opens. You can now edit the PIN information. For further information, see *Creating a PIN set* on page 86.
5. To add a PIN to the set, click **Add**. The *Add PINSet Item* dialog box opens. You can now add a new PIN. For further information, see *Creating a PIN set* on page 86.
6. To remove a PIN from the set, click **Delete**.
7. To remove the PIN set, click **Delete PINSet**. The *Confirm PINSet Deletion* dialog box opens.
8. Click **Yes**. The PIN set is deleted from the system.

# Chapter 19 Wakeup Calls

This chapter provides information on how to set the system to automatically call a user with a wakeup call.

In this chapter:

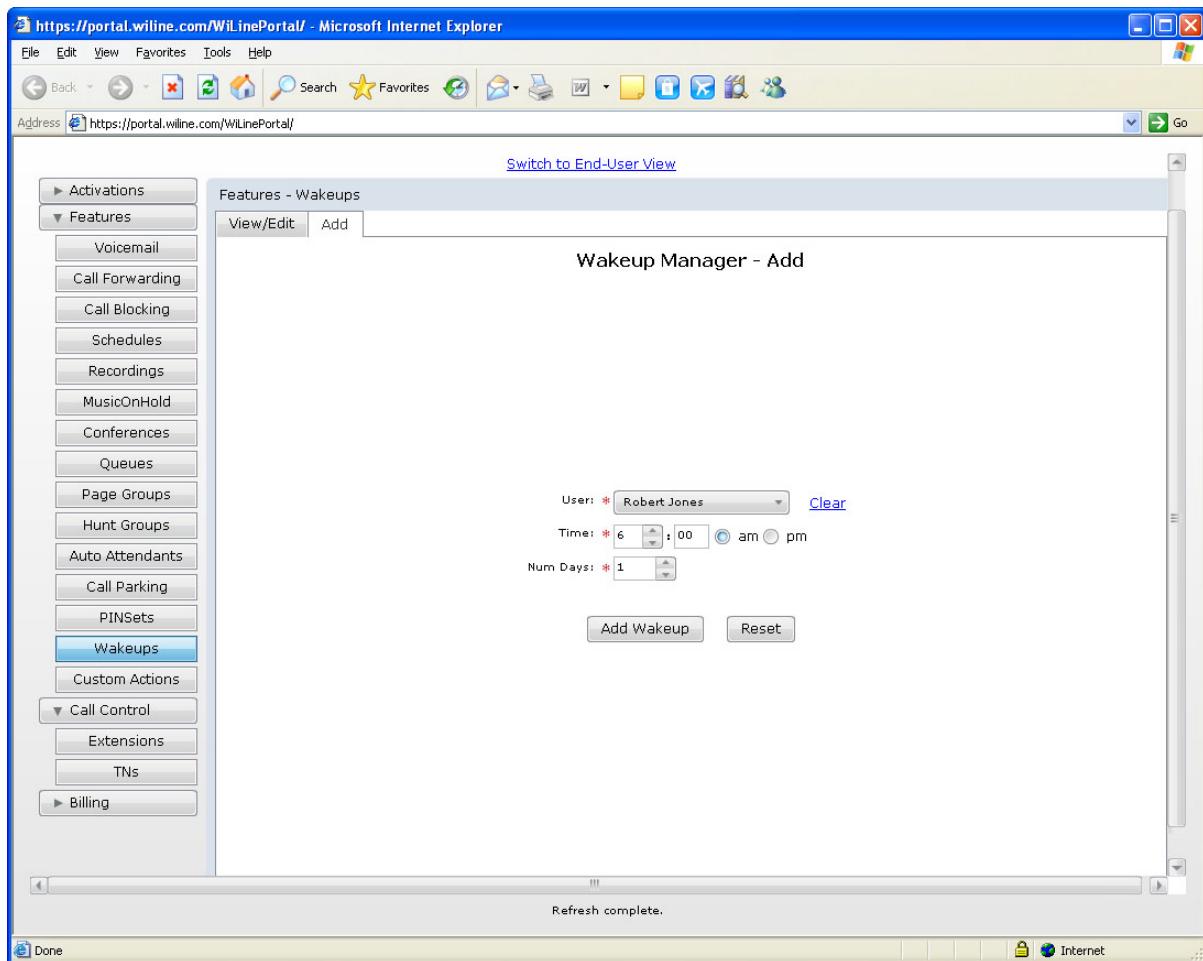
<i>Creating a wakeup call .....</i>	90
<i>Deleting a wakeup call .....</i>	91

## Creating a wakeup call

You can create a wakeup call for a user as follows:

1. Select **Features > Wakeups**. The *Wakeup Manager* page opens.
2. Click **Add**. The *Wakeup Manager - Add* page opens.
3. Select a user from the *User* drop down box. This is a mandatory field. Click **Clear** if you make a mistake.

*Figure 51. Wakeup Manager - Add page*



4. Set the *Time* to awaken the user and check either the *am* or *pm* check box. These are mandatory fields.
5. Set the number of consecutive days on which to wake the user in the *Num Days* text box.
6. Click **Add Wakeup**. If you make a mistake, click **Reset**.
7. The *Confirm Wakeup Addition* dialog box appears.
8. Click **Yes**. The wakeup call is added to the system.

## Deleting a wakeup call

You can delete or view a wakeup call as follows:

1. Select **Features > Wakeups**. The *Wakeup Manager* page opens.
2. Click **View/Edit**. The *Wakeup Manager - View/Edit* page opens and displays the wakeup calls in the *Wakeups* pane.

Figure 52. *Wakeup Manager - View/Edit page - Wakeups pane*

The screenshot shows a Microsoft Internet Explorer window with the URL <https://portal.wiline.com/WiLinePortal/>. The left sidebar has a tree view under 'Features': Activations, Features (selected), Voicemail, Call Forwarding, Call Blocking, Schedules, Recordings, MusicOnHold, Conferences, Queues, Page Groups, Hunt Groups, Auto Attendants, Call Parking, PINSets, Wakeups (selected), Custom Actions, Call Control (selected), Extensions, TNs, and Billing. The main content area is titled 'Wakeup Manager - View/Edit'. It shows a table with one row: User (Robert Jones), Day (Processing), Time (06:00 AM), and Status (Processing, please wait..). Below the table is a 'Delete Wakeup' button. At the bottom, it says 'Refresh complete.'

3. To delete a wakeup call, select a user from the *Wakeups* pane.
4. Click **Delete Wakeup**. The *Confirm Wakeup Deletion* dialog box displays.
5. Click **Yes**. The wakeup call is deleted from the system.



# Chapter 20 Call Recordings

This chapter provides information on how to manage incoming and/or outgoing calls recorded by the user. The user can listen to, play and download the calls from the Call Recordings page.

In this chapter:

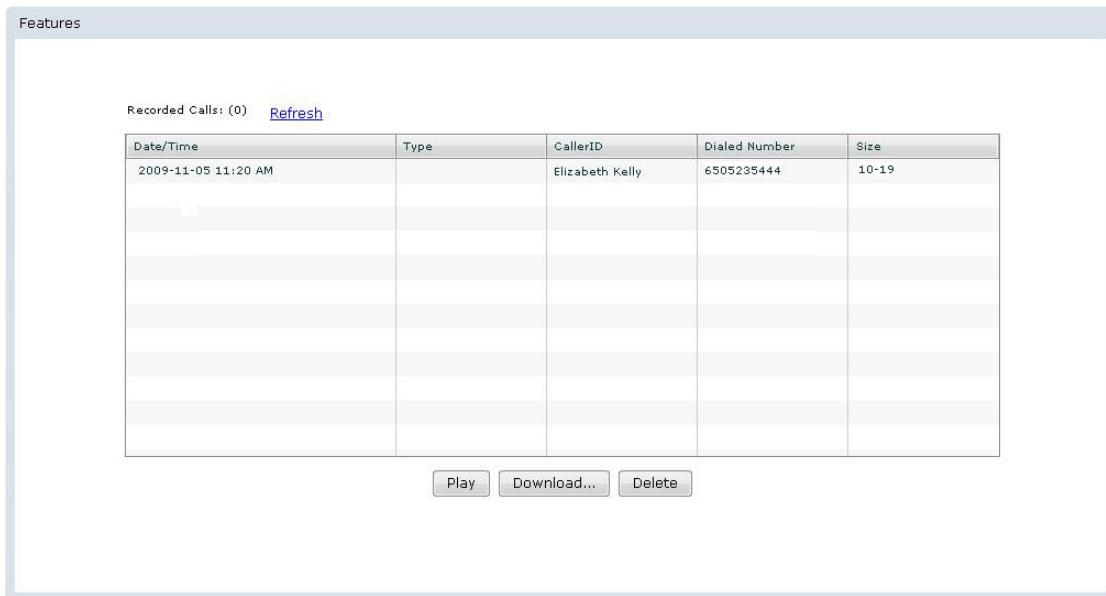
*Updating a call recording* ..... 94

## Updating a call recording

You can view, edit, play, download, and delete your own recorded calls as follows:

1. Select **Features > Call Recordings**. The *Call Recording Manager* page opens.
2. Select the recording name from the *Recorded Calls* pane.
3. The recorded call details appear. You can update recordings as follows:

Figure 53. *Call Recording Manager*



- To listen to the call recording message, click **Play**. The recorded call plays. Click **Stop** to turn off the recording.
- To download the selected call recording to your computer, click **Download** and then select a location to download the file. Next, click **Save**. The music file is saved to the specified location.
- To delete a selected call recording, click **Delete Recording**. The *Confirm Recording Deletion dialog box* opens. Click **Yes**. The recorded message is deleted from the system.

# Chapter 21 Custom Actions

This chapter provides information on how to create and update custom actions. Custom actions enable you to automatize parts of your system when dealing with calls.

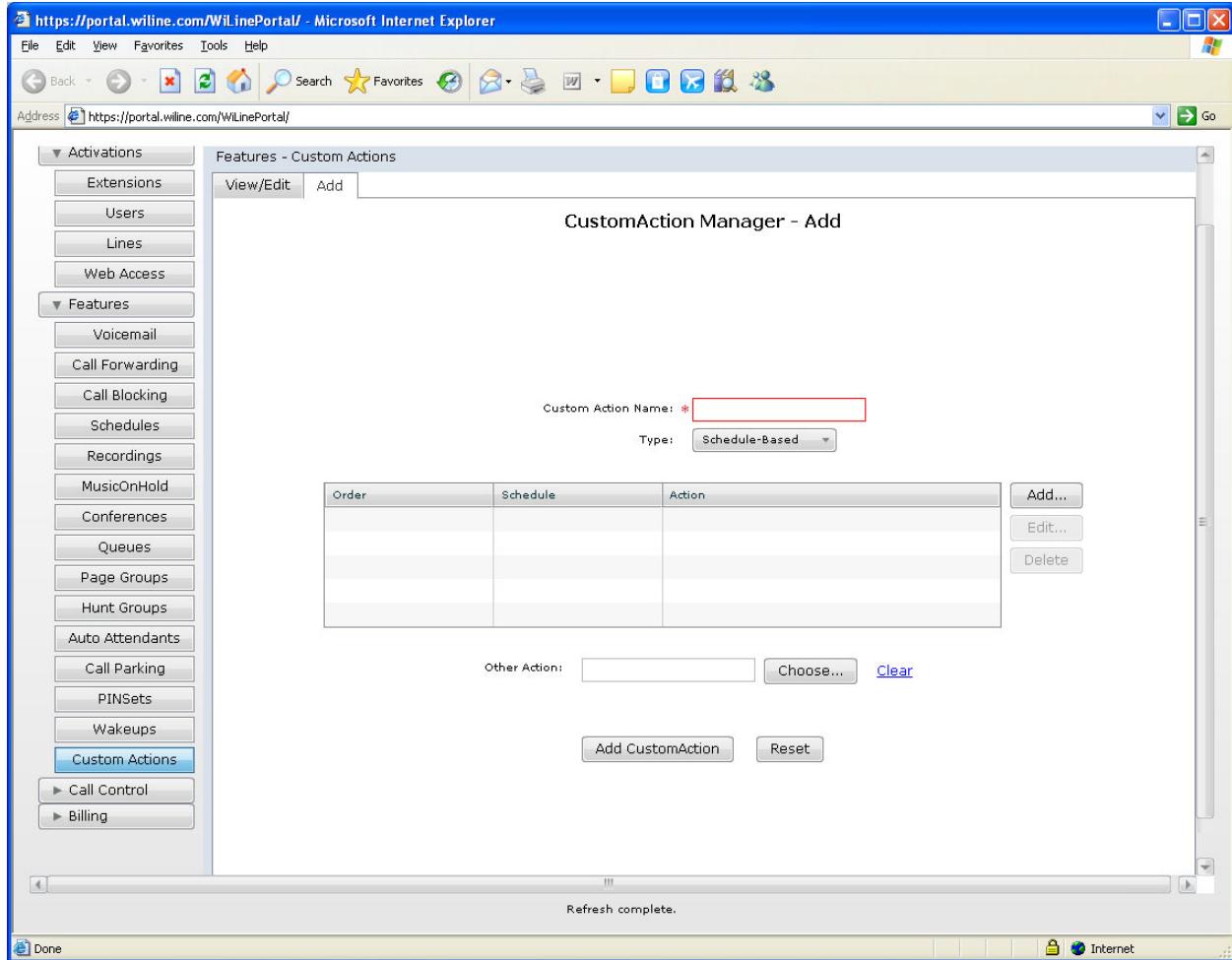
In this chapter:

<i>Creating a custom action</i> .....	96
<i>Updating a custom action</i> .....	99

## Creating a custom action

1. Select **Features > Custom Actions**. The *CustomAction Manager* page opens.
2. Click **Add**. The *CustomAction Manager - Add* page opens.

Figure 54. *CustomAction Manager - Add* page



3. You can configure the following custom action options:
  - *Custom Action Name*: Name the custom action. This field is mandatory.
  - *Type*: Select the type of action as schedule-based or sequential.
4. To set custom actions, click **Add**. The *Custom Action Item - Add* dialog box opens.

5. You can configure the actions in the *Custom Action Item - Add* dialog box. To configure the first group of actions:
  - *Dial User*: To dial a user, check the check box and then select the user from the drop down box. Click **Clear** if you make a mistake.
  - *Dial Line*: To dial a line, check the check box and then select the line from the drop down box. Click **Clear** if you make a mistake.
  - *Join Conference*: To join a conference, check the check box and then select the conference from the drop down box. If you wish the user to enter the conference as the moderator, check the *Moderator* check box. Click **Clear** if you make a mistake. For more information on conferences, see *Setting up a call conference* on page 60.

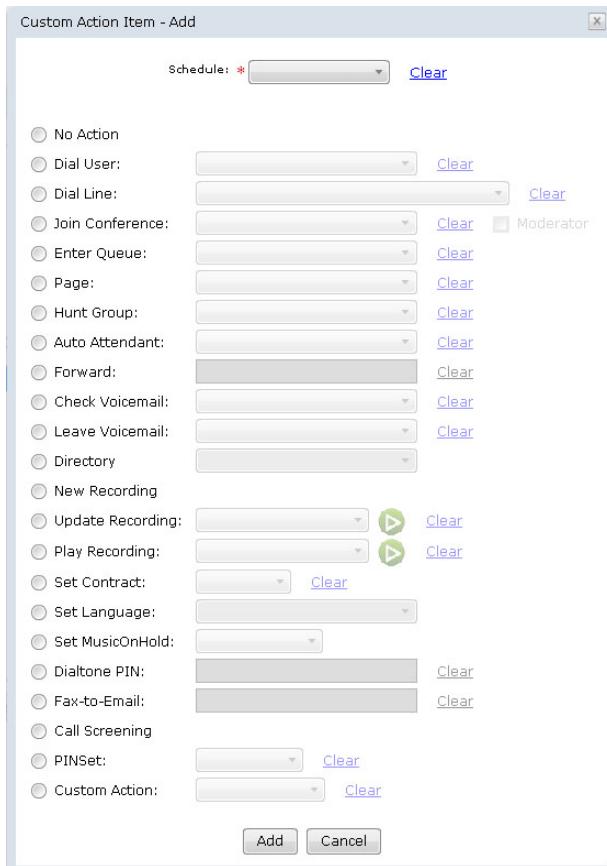
**Note:** This option is only available if “Use Moderator” is enabled for the conference. Other users of the conference should enter through a mapping that does NOT have the “Moderator” box checked.

- *Enter Queue*: To enter a queue, check the check box and then select the queue from the drop down box. Click **Clear** if you make a mistake. For more information on queues, see *Setting up a queue* on page 64.
- *Page*: To enable the user to page a user or user group, check the check box and then select the user from the drop down box. You can only page a paging group that has been set up under **Features->Page Groups** in *Chapter 14, Page Groups* on page 67. The group can consist of only one user if desired. Click **Clear** if you make a mistake. For more information on paging, see *Creating a page group* on page 68.

**Note:** For the *Page* option to work, the end device must support this feature. Current devices supported are Grandstream, Polycom, and Linksys SPA9xx phones.

- *Hunt Group*: To activate a hunt group, check the check box and then select the group from the drop down box. Click **Clear** if you make a mistake. For more information on hunting, see *Creating a hunt group* on page 72.
- *Auto Attendant*: To activate an auto attendant, check the check box and then select the group from the drop down box. Click **Clear** if you make a mistake. For more information on auto attendants see *Creating an auto attendant* on page 78.

Figure 55. CustomAction Manager - Add page - Custom Action Item - Add dialog box



6. You can configure the remaining group of actions as follows:

- *Forward*: To forward the call to an external number, check the check box and then enter the number. Click **Clear** if you make a mistake.
- *Check Voicemail*: To check a user's voicemail, check the checkbox and select the user from the drop down box. Click **Clear** if you make a mistake.
- *Leave Voicemail*: To leave a voicemail message for a user, check the check box and then select the user from the drop down box. Click **Clear** if you make a mistake.
- *Directory*: This will enable the user to use the Directory application. It will ask the user to enter the first three letters of another user's first or last name (based on the option you choose here) and will

then connect to that user. To configure this option, check the check box and then select first name or last name from the drop down box. Click **Clear** if you make a mistake.

- *New Recording*: Check the check box to enable the user to create a recording using their phone. Once created, the new recording will show up in the Recorded Calls pane -- see *Chapter 20, Call Recordings* on page 94 -- and can be used as an auto attendant message, amongst other messages.
  - *Update Recording*: To edit a recording, check the check box and then select the recording from the drop down box. Click the **Play** icon to hear the recording. Click **Clear** if you make a mistake.
  - *Play Recording*: To play a recording, check the check box and then select the recording from the drop down box. Click the **Play** icon to hear the recording. Click **Clear** if you make a mistake.
  - *Set Contract*: To set a contract, check the check box and then select the contract from the drop down box. Click **Clear** if you make a mistake.
  - *Set Language*: To set a language, check the check box and then select the language from the drop down box. Click **Clear** if you make a mistake.
  - *MusicOnHold*: To set the on hold music, check the check box and then select the music file from the drop down box. Click **Clear** if you make a mistake.
  - *Dialtone PIN*: To enter a dial tone PIN, check the check box and then enter the *PIN* in the text box. Click **Clear** if you make a mistake.
  - *Fax-to-Email*: To send a fax to an email address, check the check box and then enter the email address in the text box. Click **Clear** if you make a mistake.
  - *Call Screening*: Enable the user to screen the call.
  - *Custom Action*: To activate a custom action, check the check box and then select the action from the drop down box. Click **Clear** if you make a mistake.
7. When you have finished setting the custom action items, click **Add**. You return to the *CustomAction Manager - Add* page. The custom action is added to the *Action Orders* panel.
  8. If you wish to add another action, click **Add**. The *Custom Action Item - Add* dialog box opens. You can now add action items.
  9. Click **Edit** to add another action. The *Custom Action Item - Add* dialog box opens. You can now edit the action items.
  10. When you have finished adding actions, click **Add CustomAction**. If you make a mistake, click **Reset**.
  11. The *Confirm CustomAction Addition* dialog box opens.
  12. Click **Yes**. The custom action is added to the system.

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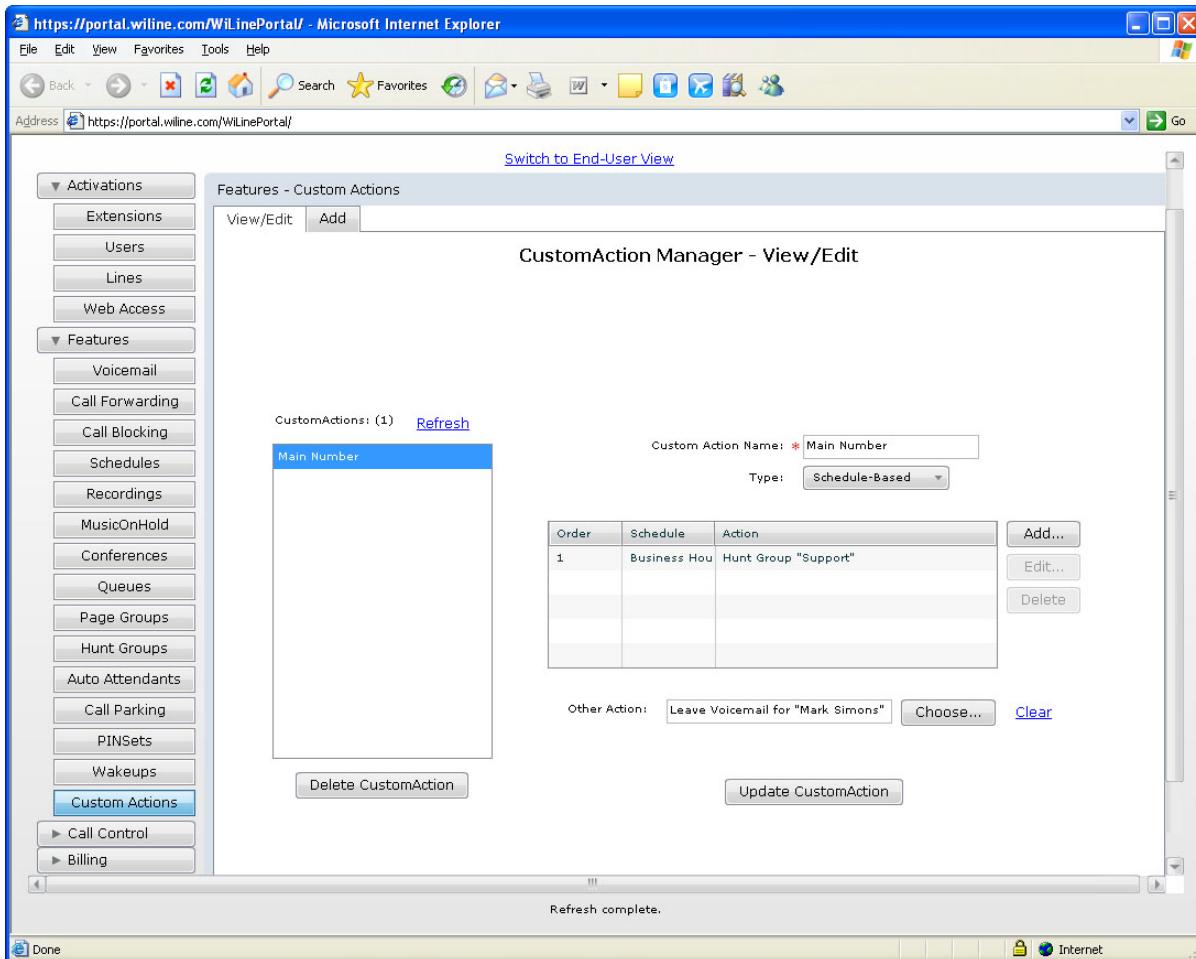
## Updating a custom action

You update a custom action as follows:

1. Select **Features > Custom Actions**. The *CustomAction Manager* page opens.
2. Click **View/Edit**. The *CustomAction Manager - View/Edit* page opens.

3. Select a custom action from the *CustomActions* pane. The action orders appear for you to view, add to, edit, or delete.

Figure 56. CustomAction Manager - View/Edit page - CustomActions pane - Action Orders



4. To add to the selected custom action, click **Add**. For more information on adding a custom action, see *Creating a custom action* on page 96.
5. To edit the selected custom action, click **Edit**. For more information on setting custom action items, see *Creating a custom action* on page 96.
6. To delete an action order from a selected custom action, select the action order and click **Delete**. The action order is removed from the custom action.
7. To create another action, click **Choose**. The *Custom Action - Other Action* dialog box opens.
8. To delete a custom action, select from the *CustomActions* pane. Click **Delete CustomAction**. The *Confirm CustomAction Deletion* dialog box opens. Click **Yes**. The custom action is deleted from the system.
9. To add a new action, click **Add**. The *Custom Action - Add* dialog box opens for you to add new actions. For more information, see *Creating a custom action* on page 96.

10. When you have finished editing the custom action, click **Update CustomAction**. The *Confirm CustomAction Update* dialog box opens.
11. Click **Yes**. The custom action is updated.



# Chapter 22 Telephone Numbers

This chapter provides information on how to create and update custom actions for telephone numbers. Custom actions enable you to customize the actions that your system takes when calls are received from specific telephone numbers.

In this chapter:

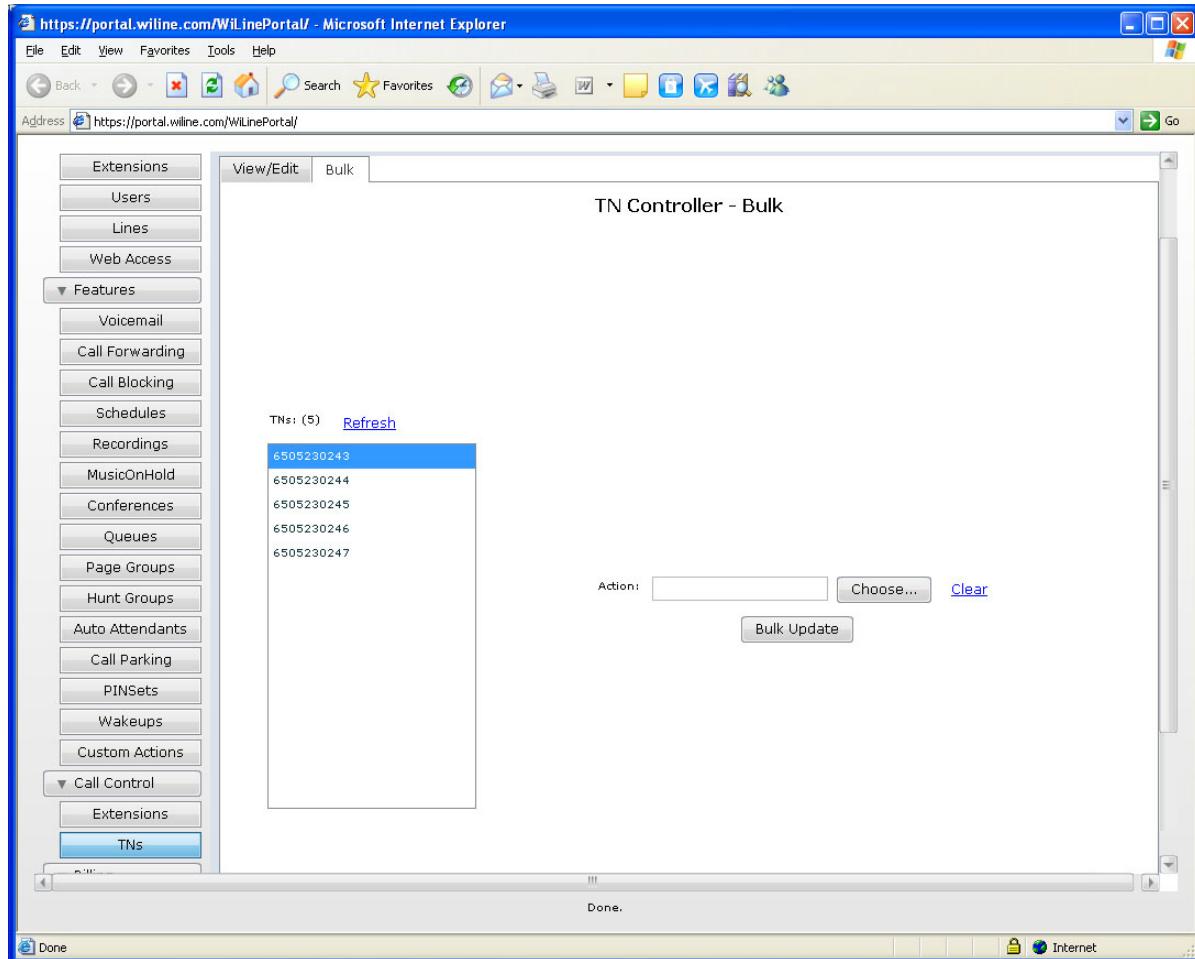
- |  |     |
|--|-----|
| <i>Creating custom actions for telephone numbers .....</i> | 104 |
| <i>Updating custom actions for telephone numbers .....</i> | 106 |

## Creating custom actions for telephone numbers

To create custom actions for a telephone number:

1. Select **Call Control > TNs**. The *TN Controller* page opens.
2. Click **Bulk**. The *TN Controller - Bulk* page opens.

Figure 57. *TN Controller - Bulk* page



3. Select an telephone number from the *TNs* pane.
4. To create an action, click **Choose**. The *Action Selector* dialog box opens.
5. To configure the first group of actions, do as follows:
  - *Dial User*: To dial a user, check the check box and then select the user from the drop down box. Click **Clear** if you make a mistake.
  - *Dial Line*: To dial a line, check the check box and then select the line from the drop down box. Click **Clear** if you make a mistake.
  - *Join Conference*: To join a conference, check the check box and then select the conference from the drop down box. If you wish the user to enter the conference as the moderator, check the *Moderator*

check box. Click **Clear** if you make a mistake. For more information on conferences, see *Setting up a call conference* on page 60.

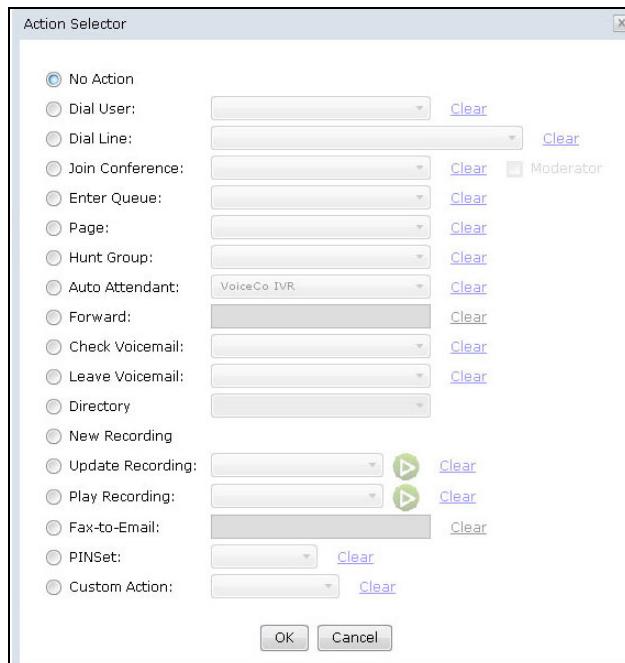
**Note:** This option is only available if “Use Moderator” is enabled for the conference. Other users of the conference should enter through a mapping that does NOT have the “Moderator” box checked.

- *Enter Queue:* To enter a queue, check the check box and then select the queue from the drop down box. Click **Clear** if you make a mistake. For more information on queues, see *Setting up a queue* on page 64.
- *Page:* To enable the user to page a user or user group, check the check box and then select the user from the drop down box. You can only page a paging group that has been set up under **Features->Page Groups** in *Chapter 14, Page Groups* on page 67. The group can consist of only one user if desired. Click **Clear** if you make a mistake. For more information on paging, see *Creating a page group* on page 68.

**Note:** For this option to work, the end device must support this feature. Current devices supported are Grandstream, Polycom, and Linksys SPA9xx phones.

- *Hunt Group:* To activate a hunt group, check the check box and then select the group from the drop down box. Click **Clear** if you make a mistake. For more information on hunting, see *Creating a hunt group* on page 72.
- *Auto Attendant:* To activate an auto attendant, check the check box and then select the group from the drop down box. Click **Clear** if you make a mistake. For more information on auto attendants see *Creating an auto attendant* on page 78.

Figure 58.TN Controller - Bulk page - Action Selector dialog box



6. You can configure the remaining group of actions as follows:
  - *Forward*: To forward the call to an external number, check the check box and then enter the number. Click **Clear** if you make a mistake.
  - *Check Voicemail*: To check a voicemail message of a user, check the checkbox and select the user from the drop down box. Click **Clear** if you make a mistake.
  - *Leave Voicemail*: To leave a voicemail message for a user, check the check box and then select the user from the drop down box. Click **Clear** if you make a mistake.
  - *Directory*: This will enable the user to use the Directory application. It will ask the user to enter the first three letters of another user's first or last name (based on the option you choose here) and will then connect to that user. To configure this option, check the check box and then select first name or last name from the drop down box. Click **Clear** if you make a mistake.
  - *New Recording*: Check the check box to enable the user to create a recording using their phone. Once created, the new recording will show up in the Recorded Calls pane -- see *Chapter 20, Call Recordings* on page 94 -- and can be used as an auto attendant message, amongst other messages.
  - *Update Recording*: To edit a recording, check the check box and then select the recording from the drop down box. Click the **Play** icon to hear the recording. Click **Clear** if you make a mistake.
  - *Play Recording*: To play a recording, check the check box and then select the recording from the drop down box. Click the **Play** icon to hear the recording. Click **Clear** if you make a mistake.
  - *Fax-to-Email*: To send a fax to an email address, check the check box and then enter the email address in the text box. Click **Clear** if you make a mistake.
  - *PINSet*: Select a PINSet from the drop down box.
  - *Custom Action*: To activate a custom action, check the check box and then select the action from the drop down box. Click **Clear** if you make a mistake.
7. When you have finished selecting the actions, click **OK**. You return to the *TN Controller - Bulk* page. Click **Clear** if you made a mistake.
8. Click **Bulk Update**. The *Confirm Bulk TN Update* dialog box opens.
9. Click **Yes**. The telephone number is updated in the system.

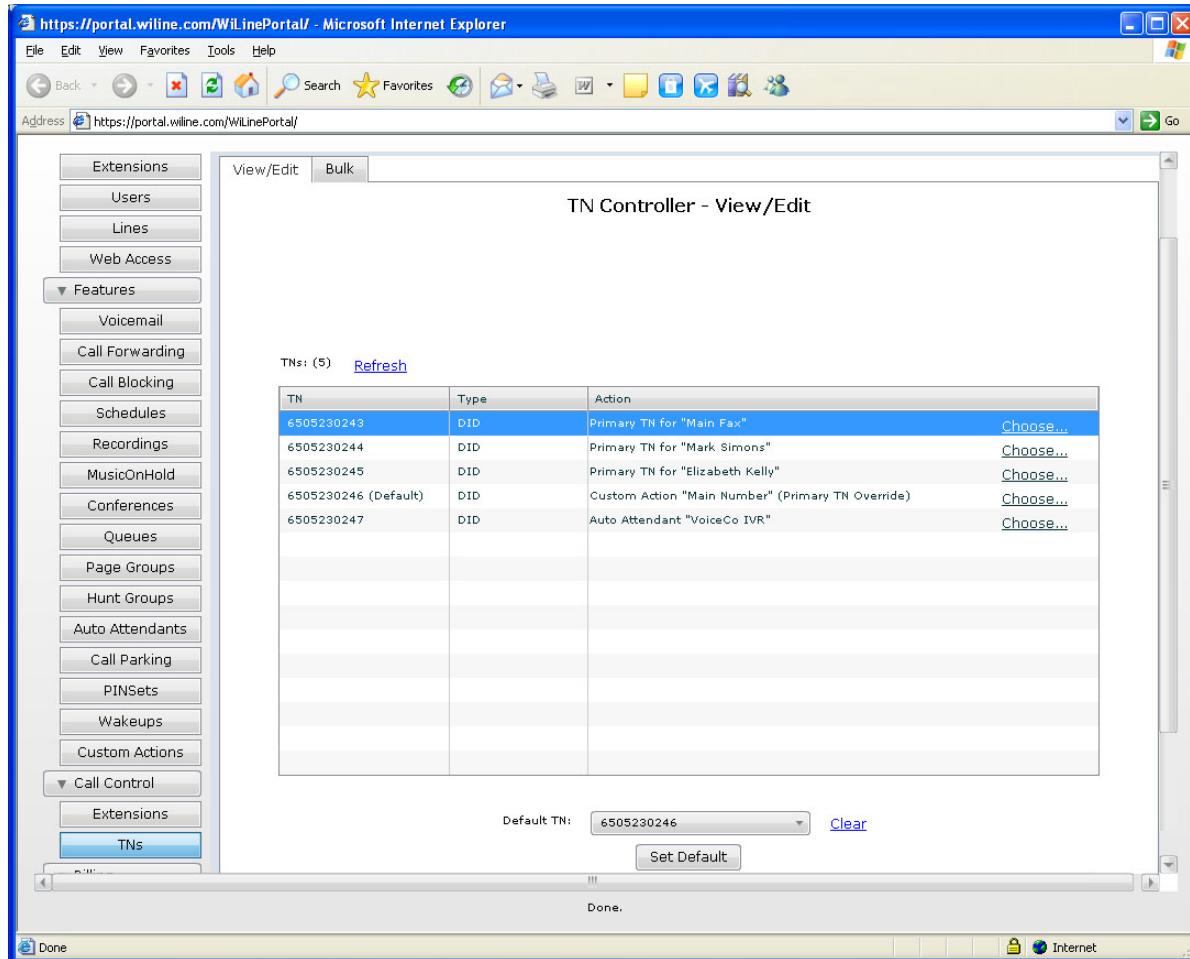
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## Updating custom actions for telephone numbers

To view, edit or delete custom actions for an TN:

1. Select **Call Control > TNs**. The *TN Controller* page opens.
2. Click **View/Edit**. The *TN Controller - View/Edit* page opens.

Figure 59.TN Controller - View/Edit page



3. Select an telephone from the *TNs* pane.
4. Click **Choose** for the selected TN. The *Action Selector* dialog box opens.
5. To configure the first group of actions, do as follows:
  - *Dial User*: To dial a user, check the check box and then select the user from the drop down box. Click **Clear** if you make a mistake.
  - *Dial Line*: To dial a line, check the check box and then select the line from the drop down box. Click **Clear** if you make a mistake.
  - *Join Conference*: To join a conference, check the check box and then select the conference from the drop down box. If you wish the user to enter the conference as the moderator, check the *Moderator* check box. (**Note:** This option is only available if “Use Moderator” is enabled for the conference. Other users of the conference should enter through a mapping that does NOT have the “Moderator”

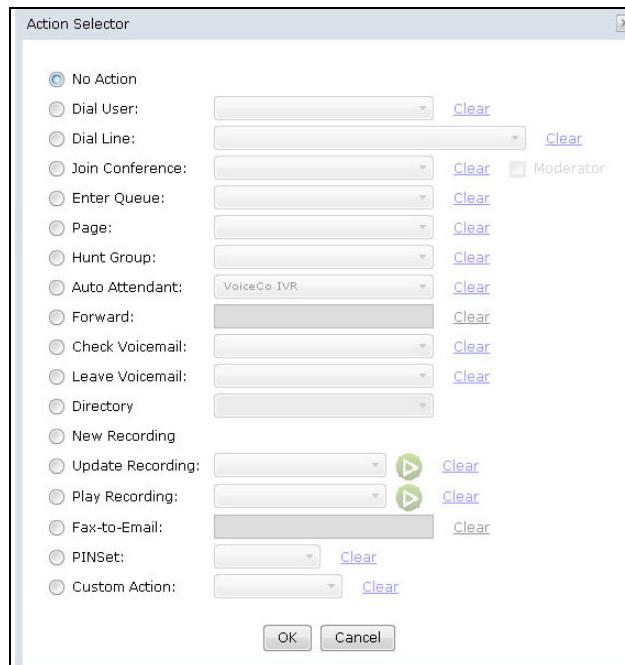
box checked.) Click **Clear** if you make a mistake. For more information on conferences, see *Setting up a call conference* on page 60.

- *Enter Queue:* To enter a queue, check the check box and then select the queue from the drop down box. Click **Clear** if you make a mistake. For more information on queues, see *Setting up a queue* on page 64.
- *Page:* To enable the user to page a user or user group, check the check box and then select the user from the drop down box. You can only page a paging group that has been set up under **Features->Page Groups** in *Chapter 14, Page Groups* on page 67. The group can consist of only one user if desired. Click **Clear** if you make a mistake. For more information on paging, see *Creating a page group* on page 68.

**Note:** For the *Page* option to work, the end device must support this feature. Current devices supported are Grandstream, Polycom, and Linksys SPA9xx phones.

- *Hunt Group:* To activate a hunt group, check the check box and then select the group from the drop down box. Click **Clear** if you make a mistake. For more information on hunting, see *Creating a hunt group* on page 72.
- *Auto Attendant:* To activate an auto attendant, check the check box and then select the group from the drop down box. Click **Clear** if you make a mistake. For more information on auto attendants see *Creating an auto attendant* on page 78.

Figure 60. TN Controller - View/Edit page - Action Selector dialog box



6. You can configure the remaining group of actions as follows:
  - *Forward*: To forward the call to an external number, check the check box and then enter the number. Click **Clear** if you make a mistake.
  - *Check Voicemail*: To check a voicemail message of a user, check the checkbox and select the user from the drop down box. Click **Clear** if you make a mistake.
  - *Leave Voicemail*: To leave a voicemail message for a user, check the check box and then select the user from the drop down box. Click **Clear** if you make a mistake.
  - *Directory*: This will enable the user to use the Directory application. It will ask the user to enter the first three letters of another user's first or last name (based on the option you choose here) and will then connect to that user. To configure this option, check the check box and then select first name or last name from the drop down box. Click **Clear** if you make a mistake.
  - *New Recording*: Check the check box to enable the user to create a recording using their phone. Once created, the new recording will show up in the Recorded Calls pane -- see *Chapter 20, Call Recordings* on page 94 -- and can be used as an auto attendant message, amongst other messages.
  - *Update Recording*: To edit a recording, check the check box and then select the recording from the drop down box. Click the **Play** icon to hear the recording. Click **Clear** if you make a mistake.
  - *Play Recording*: To play a recording, check the check box and then select the recording from the drop down box. Click the **Play** icon to hear the recording. Click **Clear** if you make a mistake.
  - *Fax-to-Email*: To send a fax to an email address, check the check box and then enter the email address in the text box. Click **Clear** if you make a mistake.
  - *PINSet*: Select a PINSet from the drop down box.
  - *Custom Action*: To activate a custom action, check the check box and then select the action from the drop down box. Click **Clear** if you make a mistake.
7. When you have finished selecting the actions, click **OK**. The actions are configured for the telephone number. You return to the *TN Controller - View/Edit* page. Click **Clear** if you made a mistake.
8. Select a *Default TN* from the drop down box. Click **Clear** if you make a mistake.
9. When you have chosen the default, click **Set Default**. The default telephone number is set in the system.



# Chapter 23 Billing

This chapter provides information on how to view and edit bills.

In this chapter:

<i>Viewing recent calls</i> .....	112
<i>Updating prepaid calls</i> .....	113
<i>Prepaid call settings</i> .....	113
<i>Prepaid call balance</i> .....	114
<i>Prepaid call reserves</i> .....	114

## Viewing recent calls

To view recent calls:

1. Select **Billing > Recent Calls**. The *Billing - Recent Calls* page opens.

Figure 61. *Billing - Recent Calls* page

The screenshot shows a Microsoft Internet Explorer window displaying the 'Billing - Recent Calls' page. The URL in the address bar is <https://portal.wiline.com/WiLinePortal/>. The left sidebar contains a navigation menu with the following items:

- Activations
- Features
  - Voicemail
  - Call Forwarding
  - Call Blocking
  - Schedules
  - Recordings
  - MusicOnHold
  - Conferences
  - Queues
  - Page Groups
  - Hunt Groups
  - Auto Attendants
  - Call Parking
  - PINSets
  - Wakeup
  - Custom Actions
- Call Control
- Billing
  - Recent Calls** (selected)
  - PrePaid

The main content area is titled 'Billing - Recent Calls' and includes a 'Date Range' dropdown set to 'Last 60 Days' and a 'Refresh' button. Below this is a table with the following columns: Date, Time, Direction, Type, CallerID, Number Call, Minutes, and Amount. At the bottom of the table, it says 'Found 0 recent call(s.)'. There is also a 'Download' link above the table.

2. Select the *Date Range* from the drop down box. You can choose the *Last 30 Days*, *Last 60 Days* or *Last 90 Days*.
3. When the system has finished searching for calls in the date range, you can view the calls in the *Recent Calls* pane. Click **Refresh** to clear the pane.
4. If you want to download a file of the recent calls in the date range, click **Download**.

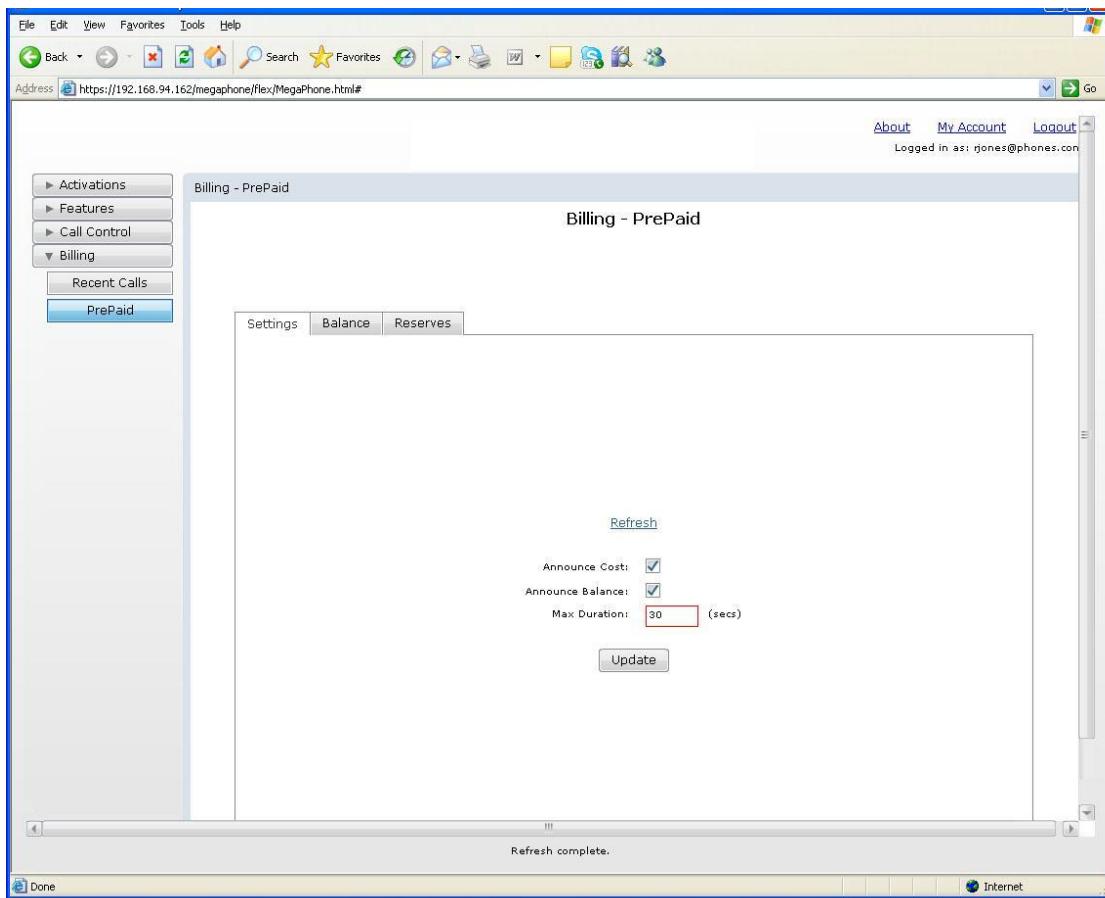
## Updating prepaid calls

To set up prepaid calls for users:

### Prepaid call settings

1. Select **Billing >PrePaid**. The *Billing PrePaid* page opens.
2. Click **Settings**. The *Billing PrePaid - Settings* page opens.

Figure 62.Billing PrePaid - Settings page

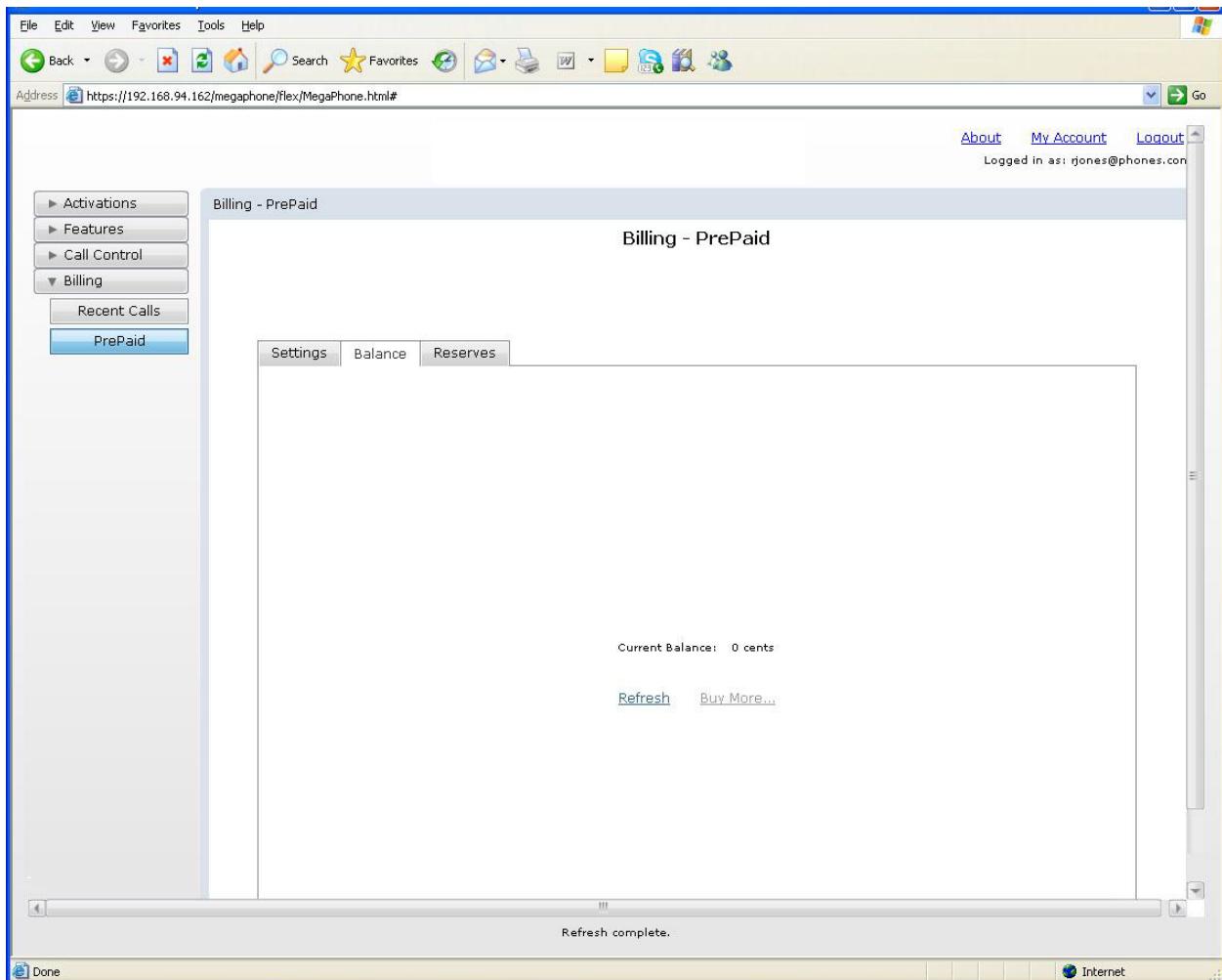


3. Enter the following information:
  - *Announce Cost*: Check if the system is to give the cost of the call before it starts.
  - *Announce Balance*: Check if the system is to give the user's balance before the call start.
  - *Max Duration*: Enter the maximum length of a call in seconds.
4. Click **Update**.
5. The *Confirm Customer PrePaid Update* dialog box opens. Click **OK**.

## Prepaid call balance

1. Select **Billing >PrePaid**. The *Billing PrePaid* page opens.
2. Click **Balance**. The *Billing PrePaid - Balance* page opens.

Figure 63.Billing PrePaid - Balance page

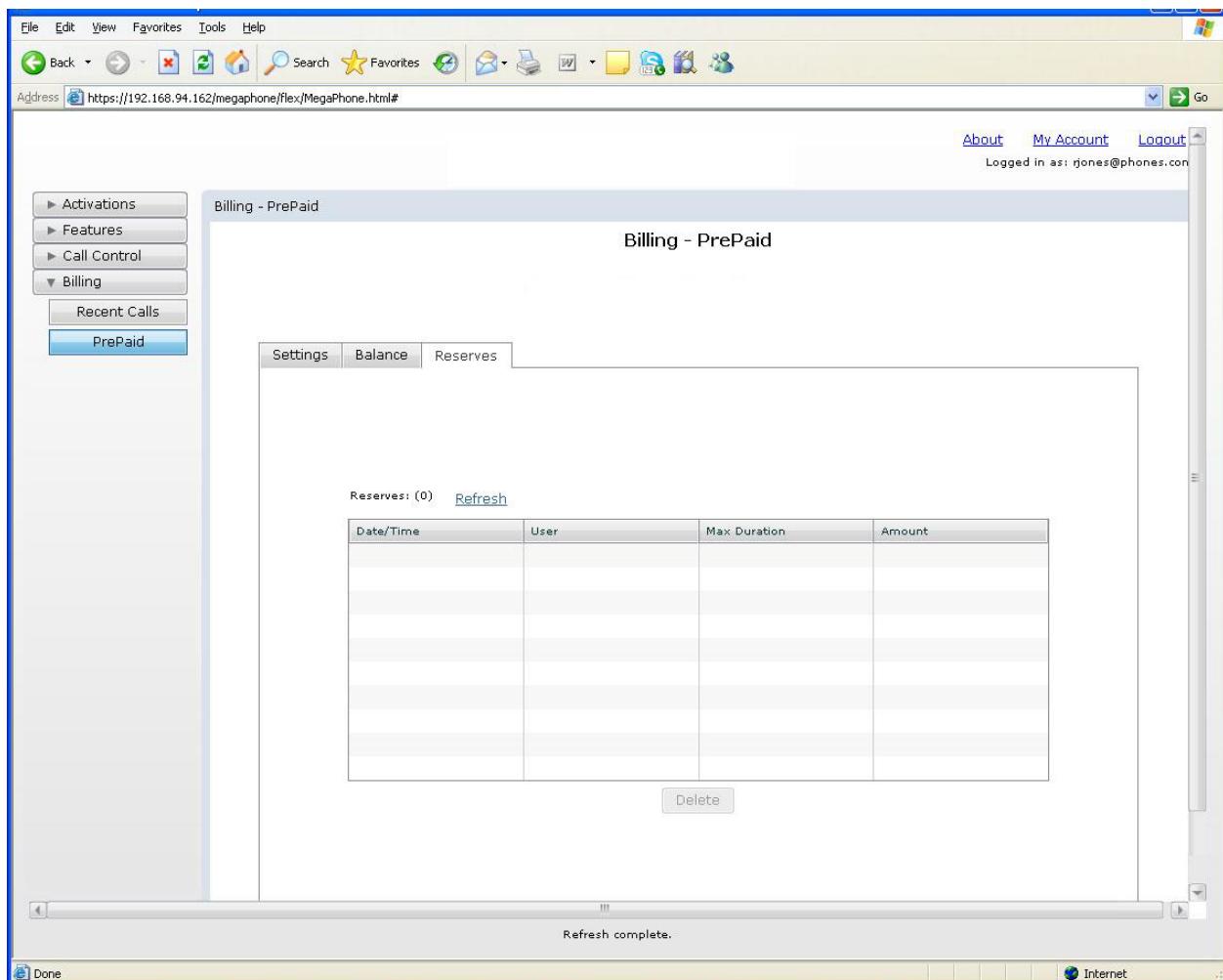


3. The current balance is displayed.

## Prepaid call reserves

1. Select **Billing >PrePaid**. The *Billing PrePaid* page opens.
2. Click **Reserves**. The *Billing PrePaid - Reserves* page opens.

Figure 64. Billing PrePaid - Reserves page



3. Click **Delete** to delete a reserve from the *Reserves* list box.



# Chapter 24 End User

This chapter is designed to help you to discover how to use the web interface to program your user settings and view your call activity.

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<i>Checking voicemail</i> .....	119
<i>Changing voicemail settings</i> .....	121
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## Summary

Task	Action	See page
Check voicemail	Click <b>Inbox</b> on the left side bar or the top menu bar.	See 119
Change voicemail settings	Click <b>Voicemail</b> in the <b>Settings</b> section of the left side bar	See 121
Change password	Click <b>Password</b> in the <b>Settings</b> section of the left side bar	See 121
Change personal settings	Click <b>Personal</b> in the <b>Settings</b> section of the left side bar	See 122
Change call forwarding	Click <b>Call Forwarding</b> in the <b>Settings</b> section of the left side bar	See 123
Change call blocking	Click <b>Call Blocking</b> in the <b>Settings</b> section of the left side bar	See 124
View call activity	Click <b>Call Activity</b> on the top menu bar	See 125
Updating call recordings	Click <b>Call Recordings</b> in Features section of the left side bar	See 126

## Logging in

You receive a username and password via email from the site administrator. This also contains a link to the phone system portal.

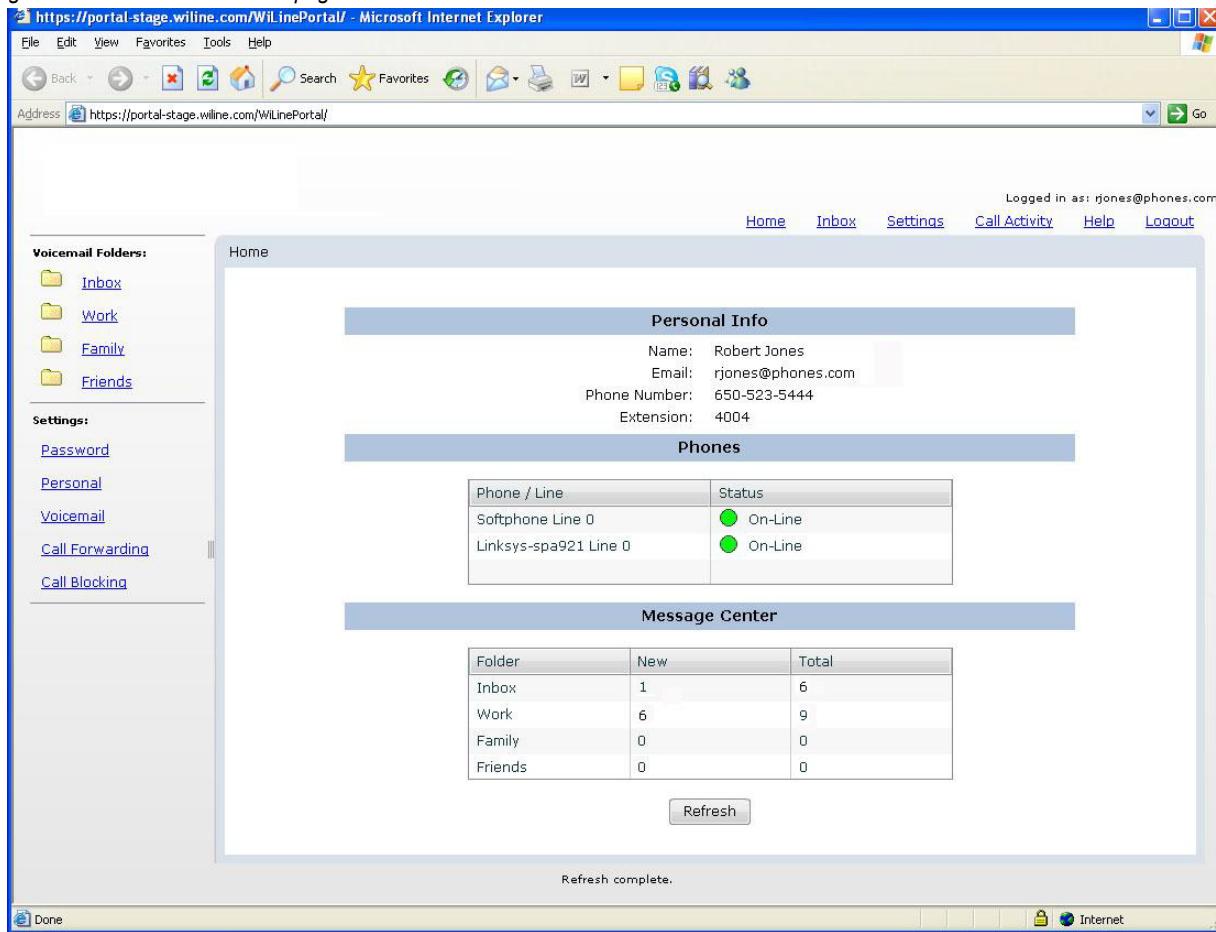
1. Go to the phone system portal.
2. The *WiLine-Portal - Login* page opens.

Figure 65. *WiLine-Portal - Login* page

The screenshot shows a login interface titled "Portal - Login". It features two text input fields: "Username:" with the value "RobertJones" and "Password:" with the value "\*\*\*\*\*". A checkbox labeled "Remember me" is checked. A "Login" button is located at the bottom right of the form.

3. Enter your username and password.
4. Click **Login**.
5. The *Home* page opens, where you can access your settings.

Figure 66. WiLine Portal - Home page



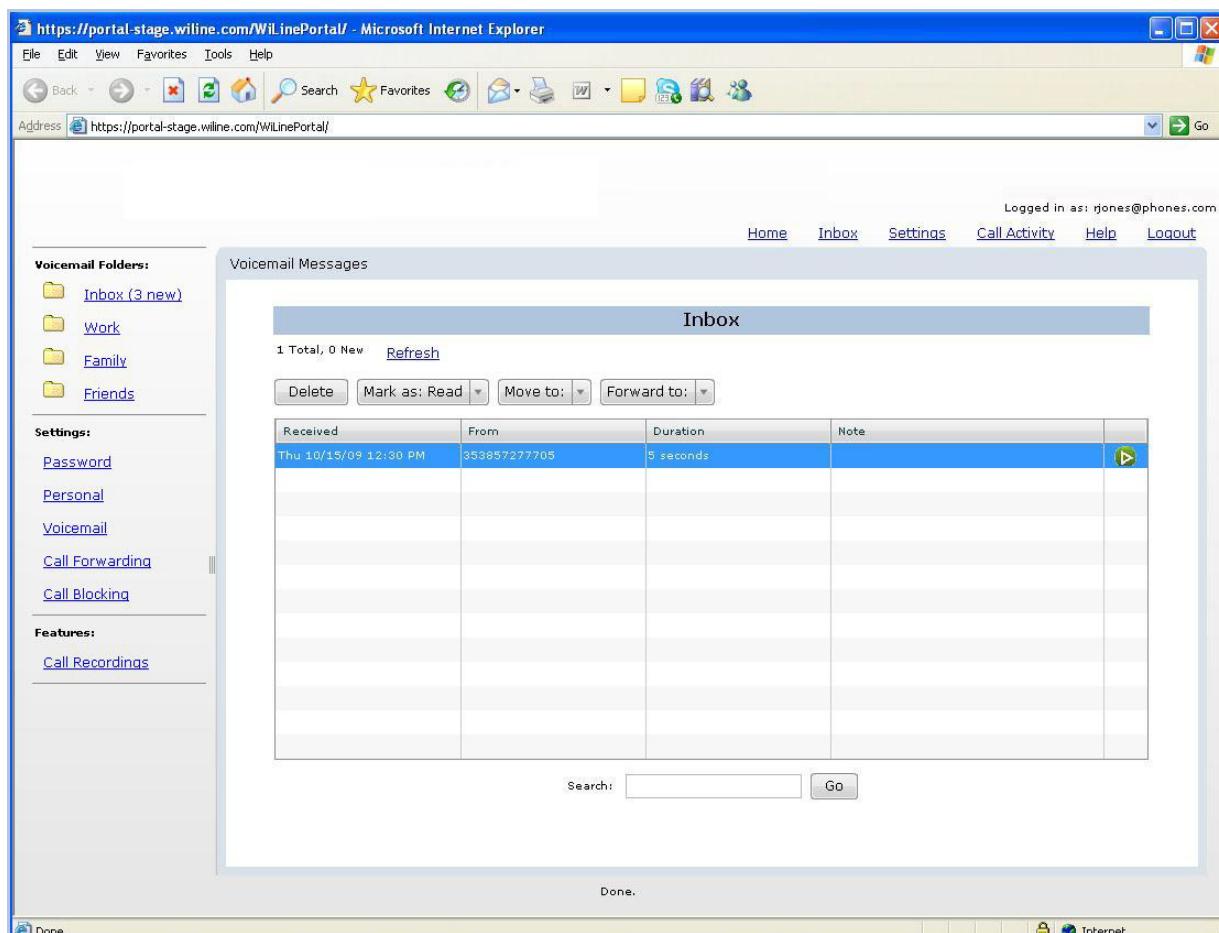
## Checking voicemail

You can check your voicemail online wherever you are.

1. Click **Inbox** on the left side bar or the top menu bar.
2. The *Inbox* page opens and displays your voicemail messages.

**Note:** You can view a summary of your voice mail on the *Home* page after your login.

Figure 67.WiLine Portal - Voicemail Inbox



3. Use this page to organize your mail box and forward messages.
  - Select one or more messages and click **Delete** to delete a messages.
  - Select one or more messages and click **Mark as Read** to mark messages as read.
  - Select one or more messages and click **Move to** move messages to another folder.
  - Select one or more messages and click **Forward to** to forward messages another person.
  - If you need to find a specific message, enter text from the *From* or *Note* fields in the *Search* box and click **Go**.

**Note:** If you wish to work with your messages from work, family and friends, choose the relevant page from the **Voicemail Folders** menu.

---

## Changing voicemail settings

You can change your voicemail settings so that you receive voicemail by email.

1. Click **Voicemail** in the *Settings* section of the left side bar or click **Settings** from the top menu bar and **Configure Voicemail Settings** in the *Settings* page.
2. The *Inbox* page opens. Your voicemail settings are displayed.

Figure 68. Settings - Voicemail Settings page



- Check **Enabled** to enable your voicemail.
  - Enter a **PIN number** for your voicemail account.
  - Check **Send Email** if you wish to receive an email with the message when you receive a voicemail.
  - Check **Delete after Email** if you want the message to be deleted after the system sends you an email with the message.
3. Click **Update** to update your voicemail settings.

---

## Changing your password

You can change the user password to access the web system.

1. Click **Password** in the *Settings* section of the left side bar or click **Settings** from the top menu bar and **Change Password** in the *Settings* page.
2. The *Change Password* page opens.

Figure 69. Settings - Change Password page

The screenshot shows a 'Change Password' dialog box with a light gray background. At the top center is the title 'Change Password'. Below the title are three text input fields arranged vertically. The first field is labeled 'Current Password:' with the placeholder '\*\*\*\*\*'. The second field is labeled 'New Password:' with the placeholder '\*\*\*\*\*'. The third field is labeled 'Re-enter New Password:' with the placeholder '\*\*\*\*\*'. At the bottom of the dialog box are two buttons: 'Update' on the left and 'Cancel' on the right.

3. Enter your current password in the *Current Password* text box.
4. Enter your new password in the *New Password* and *Re-enter New Password* text boxes. These entries must match exactly.
5. Click **Update** to update your password.

---

## Changing your personal settings

You can change your personal settings, including your email address.

1. Click **Personal** in the *Settings* section of the left side bar or click **Settings** from the top menu bar and **Configure Personal Settings** in the *Settings* page.
2. The *Personal Settings* page opens.

Figure 70. Settings - Personal Settings page

The screenshot shows a 'Personal Settings' dialog box with a light gray background. At the top center is the title 'Personal Settings'. Below the title are three text input fields arranged vertically. The first field is labeled 'First Name:' with the value 'Robert'. The second field is labeled 'Last Name:' with the value 'Jones'. The third field is labeled 'Email:' with the value 'rjones@phones.com'. At the bottom of the dialog box are two buttons: 'Update' on the left and 'Cancel' on the right.

3. Edit the *First Name*, *Last Name* and *Email* text boxes as required.

4. Click **Update** to update your personal settings.

**Note:** You can view but not edit your personal settings on the *Home* page.

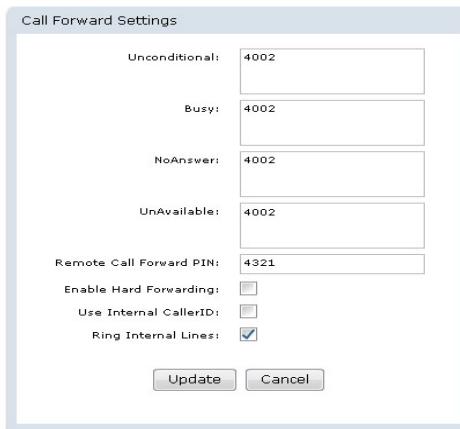
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## Changing call forwarding

Call forwarding sends your calls to another phone when you are busy or away from your desk.

1. Click **Call Forwarding** in the *Settings* section of the left side bar or click **Settings** from the top menu bar and **Configure Call Forwarding Settings** in the *Settings* page.
2. The *Call Forward Settings* page opens.

Figure 71. *Settings - Call Forwarding - Call Forward Settings page*



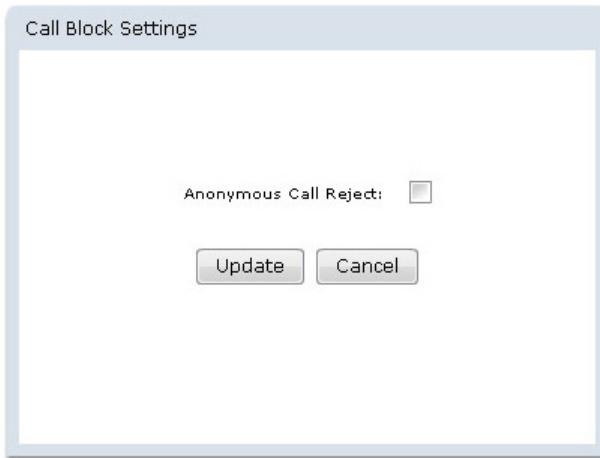
3. Enter the number(s) you want to forward your calls to in the *Unconditional*, *Busy*, *No Answer* and *Unavailable* text boxes.
  - The *Unconditional* text box contains the numbers you always forward to.
  - The *Busy* text box contains the numbers you forward to when your phone is busy.
  - The *NoAnswer* text box contains the numbers you forward to when your phone is unanswered.
  - The *Unavailable* text box contains the numbers you forward to when you are unavailable.
4. Enter your PIN for remote call forwarding in the *Remote Call Forward PIN* if you wish to access your remote call forward settings over the phone.
5. Check *Enable Hard Forwarding* if you wish the person taking the forwarded call to accept it without any prompts. If this is not checked, the system prompts them to press 1 to accept the call.
6. Check *Use Internal Caller ID* if you wish your caller information to be displayed when the call is forwarded. If this option is not checked, the caller information of the caller is displayed.
7. Check *Ring Internal Lines* if you wish all the internal lines to be dialed when using unconditional call forwarding. If this is not checked, the phone system dials only the numbers entered in the *Unconditional* text box.
8. Click **Update** to update your call forward settings.

## Changing call blocking settings

Anonymous call reject refuses calls that have blocked the display of their number. Any caller blocking their number is notified that you are not accepting unidentified calls. The caller is then prompted to enter their number. If they do so, you receive the call and the number is displayed.

1. Click **Call Blocking** in the *Settings* section of the left side bar or click **Settings** from the top menu bar and **Configure Call Blocking Settings** in the *Settings* page.
2. The *Call Block Settings* page opens.

Figure 72. *Settings - Call Blocking - Call Block Setting page*



3. Check *Anonymous Call Reject* if you do not want to receive calls with a hidden caller ID.
4. Click **Update** to change the call block settings.

## Viewing your call activity log

The call activity logs displays the calls you have made and received.

1. Click **Call Activity** on the top menu bar. The *Call Activity* page opens.

Figure 73. WiLine Portal - Call Activity page

The screenshot shows the 'Call Activity' page with the following interface elements:

- Title Bar:** 'Call Activity'
- Date Range:** A dropdown menu set to 'Last 30 Days'.
- Refresh:** A button to refresh the page.
- Recent calls:** A link to 'Recent calls: (42)' with a 'Download' link next to it.
- Data Table:** A grid displaying 42 recent calls. The columns are: Date, Time, Direction, Type, CallerID, Number Call, Minutes, and Amount. The data includes various dates from October 15 to 16, mostly at 01:XX PM, with directions like Outgoing and Local, and types like 650-523-5444 or 415-707-1201.
- Message:** 'Found 42 recent call(s).'

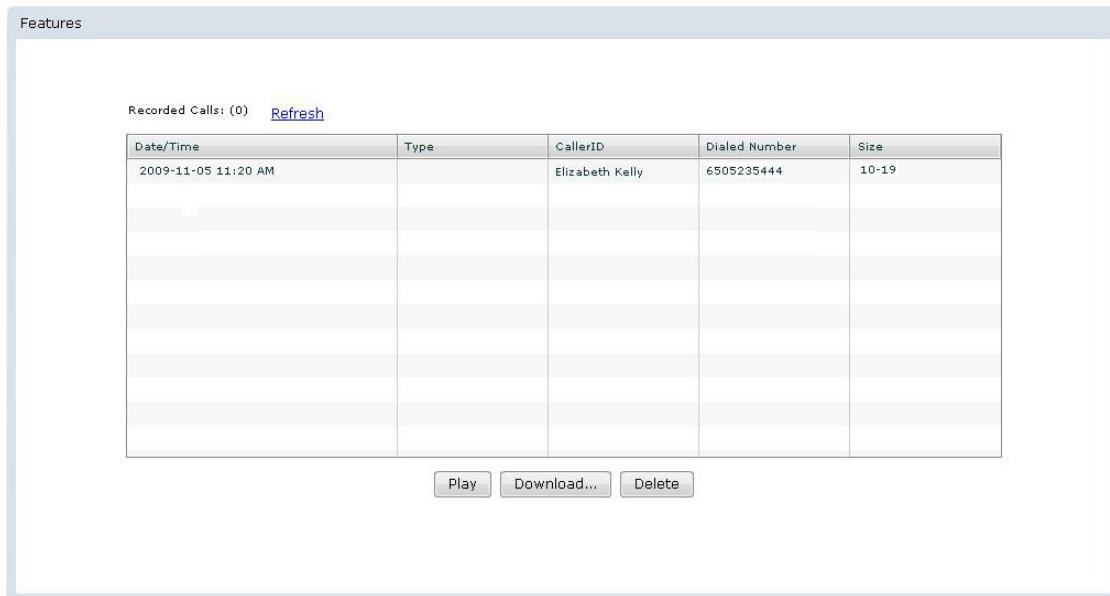
2. Select whether you want to see the calls from the last 30, 60, or 90 days from the **Date Range** drop down list box.
3. Click **Download** to download the call list. Click **Refresh** if you need to refresh the page.

## Updating a call recording

You can view, edit, play, download, and delete your own recorded calls as follows:

1. Select **Features > Call Recordings**. The *Features* page opens.
2. Select the recording name from the *Recorded Calls* pane.
3. The recorded call details appear. You can update recordings as follows:
  - To listen to the call recording message, click **Play**. The recorded call plays. Click **Stop** to turn off the recording.
  - To download the selected call recording to your computer, click **Download** and then select a location to download the file. Next, click **Save**. The music file is saved to the specified location.
  - To delete a selected call recording, click **Delete Recording**. The *Confirm Recording Deletion dialog* box opens. Click **Yes**. The recorded message is deleted from the system.

Figure 74. Features - Recorded Calls pane



# Glossary

This section explains some terms as they apply to the product.

*Table 1. WiLine Networks, Inc terminology*

Term	Definition
3-Way Calling	Ability to bridge together a three party call.
Activations	Menu that sets up customer accounts and user groups and the telephone numbers, lines extensions and devices they use. It also sets up web access for users.
Auto attendant (AA)	An automated answering device which routes calls to the appropriate place, based on pre-defined steps and responses to prompts. The IVRs (interactive voice recordings) that use prompts are smart attendants which ask questions and ask the caller to respond by pressing a number for routing.
BLF (Busy Lamp Field)	The BLF (Busy Lamp Field) is a phone system feature that allows users to monitor the state of another phone/user extension. If it is active, the LED blinks.
Call blocking	Call Blocking can work on incoming or outgoing basis. On an incoming basis, the feature allows the user to block a group of programmed telephone numbers. They can also block callers which do not display caller ID. On an outgoing basis, this feature typically supports the blocking of calls to international destinations, either in total or to specific country codes.
Call forwarding	This allows an incoming call to be forwarded to another number if the recipient is busy or away.
Call parking	This allows a user to put a call on hold on one telephone set and continue the conversation from any other telephone set.
Call recording	Option that allows a call to be recorded.
Call screening	This evaluates the characteristics of a telephone call before deciding how or whether to answer it.
Centrex	A Centrex system describes the central office telephone equipment serving subscribers at one location on a private automatic branch exchange basis. The system allows such services as direct inward dialing, direct distance dialing, and console switchboards.
Codec	Acronym for coder-decoder, a device or computer program capable of encoding and/or decoding a digital data stream or signal.
Conference call	This is a telephone call that allows several users to participate.
Customer	The person or company who has taken out a contract with the installation company.
Devices	Menu items that programs hardware items to work with the WiLine system. Devices can include softphones, fax machines and analog device bridge.
Extension	This is an internal telephone line attached to a private branch exchange (PBX) or Centrex system.
Fax-to-Email	This is a service that enables users to send faxes without a fax machine. Instead users send and receive faxes via email fax services.

*Table 1. WiLine Networks, Inc terminology*

Term	Definition
Features	Menu that defines what happens when a call comes in. It includes voicemail, call parking, call forwarding, call blocking, queues, HuntGroups, schedules, recordings, MusicOnHold, and auto attendants. It also sets up custom actions, schedules, conference calls, paging and wake up calls.
G.711	Also known as Pulse Code Modulation (PCM), it is the ITU-T international standard for encoding telephone audio on a 64 kbps channel. This audio standard is mandatory for all video conferencing systems. It requires a data rate of 56 or 64 kbit/s and provides an audio bandwidth of 300-3400 Hz.
G.729	An ITU-T audio data compression standard that operates at 8 kbit/s using a conjugate-structure algebraic-code-excited linear-prediction (CS-ACELP). This algorithm for voice compresses voice audio in 10 millisecond frames. G.729 is commonly used in VoIP applications because of its inherently low bandwidth requirement
Hunt group (Hunting)	This distributes phone calls from a single telephone number to a group of several phone lines. The HuntGroup rules select which line receives the call.
Lines	Menu option that allows lines to be assigned to users and devices.
MusicOnHold (MOH)	MusicOnHold (MOH) refers to the business practice of playing recorded music to fill the silence that would be heard by telephone callers who have been placed on hold. It is especially common in situations involving customer service.
MWI	Message Waiting Indicator is a visual sign on a telephone handset that a message is waiting.
My Account	Page that allows the installer to change their user name and password.
N11 Services	<p>N11 codes, more formally known as service codes, are used to provide three-digit dialing access to special services.</p> <ul style="list-style-type: none"> <li>• 911 are routed to the emergency services</li> <li>• 611 are routed to the telephone company support</li> <li>• 411 should be routed to information services.</li> </ul>
Page Group	This defines groups of phones, whose speaker can be used as an intercom system in a building.
PBX	Private Branch Network Exchange switches calls between VoIP users on local lines while allowing all users to share external phone lines. It can also switch calls between a VoIP user and a traditional telephone user or between two traditional telephone users.
PINSets	Personal Identification Number sets enable users to store the personal ID numbers of users by group rather than individually.
Primary DNS (Domain Name Server)	Primary domain name server associated with the domain.
Primary NTP (Network Time Protocol)	Primary network time protocol associated with the domain.
Private Branch Exchange (PBX)	Private Branch Exchange (PBX) is a telephone exchange that serves a particular business or office, as opposed to one that a common carrier or telephone company operates for many businesses or for the general public.
Provider	Any entity that is authorized, as appropriate, by local, state, federal, or other governmental authorities to provide communications services to the public.

Table 1. WiLine Networks, Inc terminology

Term	Definition
Queue (Queue Traffic)	A queue (or queue traffic) is a series of outgoing or incoming calls waiting for service (telecommunications line).
Queues	This distributes phone calls from a single telephone number to a group of several phone lines. It operates in a similar way to a HuntGroup, but the order that numbers are rung is defined more closely, using for example a round robin system, or a usage policy.
Recorded message	A recorded message is a voice message from a caller recorded by an answering machine. The machine can also forward the messages as well as keep track of the time they were made. Unlike voicemail, which can be a centralized or networked system that performs a similar function, an answering machine must be installed in the customer's premises alongside — or incorporated within — the customer's telephone.
Shared-Line Appearance	Shared-Line Appearance is a visual indication on one phone that another phone is in use, such as a lit button.
Softswitch	This is a central device in a telecommunications network which connects calls from one phone line to another, entirely by means of software running on a computer system. T
System Config	Menu that contains options that programs the backend of the system. This includes the domain, the SBC, PBX, providers, trunks and telephone numbers.
TDM	Time Division Multiplex. A technique for handling a number of voice or data signals over a common medium, for example, a single wire, by sending a small portion of each signal, one after the other, in quick succession.
TN	Telephone Number. The number must be assigned to the system, and then assigned to the customers. They can then be programmed either individually or in groups.
User	Users are individual clients belonging to the customer. Each user can have individual settings.
User group	This is a group of users that belong to an individual customer. Every user must belong to a user group. By creating a user group, you can define and set permissions for a group of people.
VLAN (Virtual LAN)	VLAN (Virtual LAN) is a group of hosts with a common set of requirements that communicate as if they were attached to the Broadcast domain, regardless of their physical location.
Voicemail	A system for sending, storing and retrieving audio messages.
VoIP	Voice Over IP. A technique for transmitting voice (analog) calls over a TCP/IP network versus a traditional carrier circuit-switched network; ideally with little or no quality difference.
Wakeup Call	The wakeup call feature provides a service similar to alarm clocks via the telephone. The service enables users to schedule wake up calls times. The system will then call the user's phone at the designated time.



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