



# USER MANUAL

## ABSTRACT

This document provides steps and procedure to operate Cloud Unified Communication Setup.

## Revision History

Anyone who updates the document needs to update the Revision Table for keep track of responsibilities.

Version #	Effective Data	Updated by	Comments
1	8 <sup>th</sup> September 2019	Safiul Hasan	Document Creation
1.1	11 <sup>th</sup> October 2019	Ahmed Burney	Addition of Usage Procedure
1.2	16 <sup>th</sup> November 2019	Ahmed Burney	Addition of details UCP features and their usage
1.3			
1.4			

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## What is SYMUC?

### Introduction

SymUC Unified Communications Service Platform, is a scalable, managed, turnkey solution for carries and service providers, designed to provide multi-tenant business communications, next generation office PBX, including voice, video messaging and presence to Enterprises, SMB and Residential markets.

- Fully Redundant at each component level
  - Each component of the system can be scaled across different servers and geographically separated data centers.
- True Multi-Tenant
  - Built from ground up as a multi-tenant horizontally scalable system.
  - Does not rely virtualization to achieve multi-tenancy.
- Turn-Key and Managed
  - Customized installation, configuration and training.
  - Includes NOC monitoring, alerting and dashboards

### Objective

The Objective of this document is to provide details explanation on how to setup using the SymUC Graphical User Interface. This document will be focusing on the following

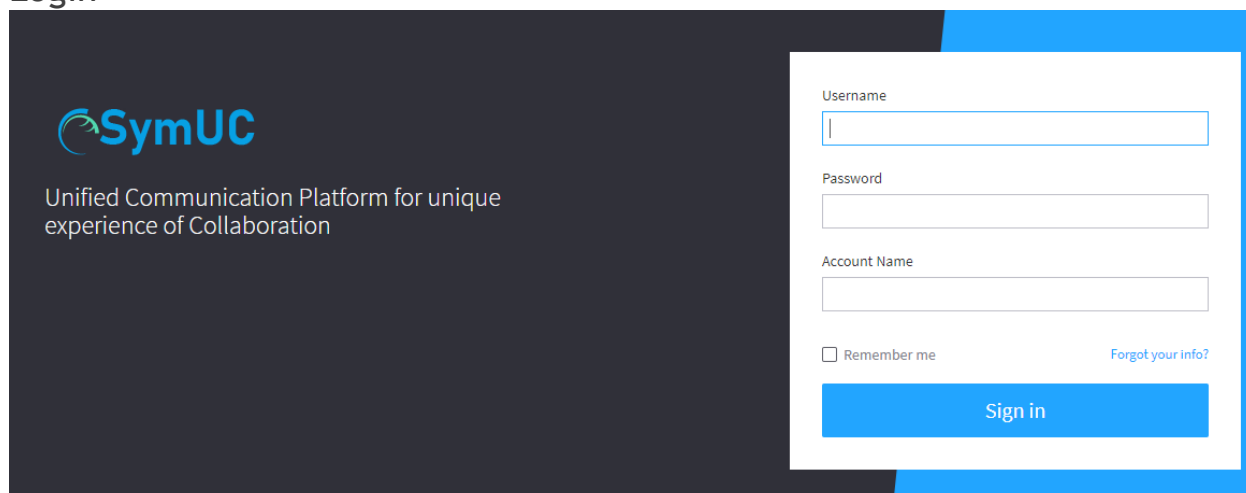
- SymUC Admin Portal
- SymUC User Control Portal
- SymUC Teams
- SymUC Meetings
- SymUC Portal

## SymUC Admin Portal

The Admin Portal is the main portal where the Master Account can do all the configuration for their customer. The configuration includes

- User Login
- GUI Application
- Accounts Type

### Login



The main URL will direct the user to this page. This page requires the following information to allow access to users.

URL	<a href="https://symuc.net">https://symuc.net</a>
Username	Not shared due to Security Purposes
Password	Not Shared due to Security Purposes
Account Name	Not Shared due to Security Purposes

*URL* - This is to domain through which can access the Portal

*Username* - Self Exploratory

*Password* - Self Exploratory

*Account Name* - This will usually be the name of the company. It is configured when an Account is created which will be shown later.

## Setting up SmartPBX on a Company Account

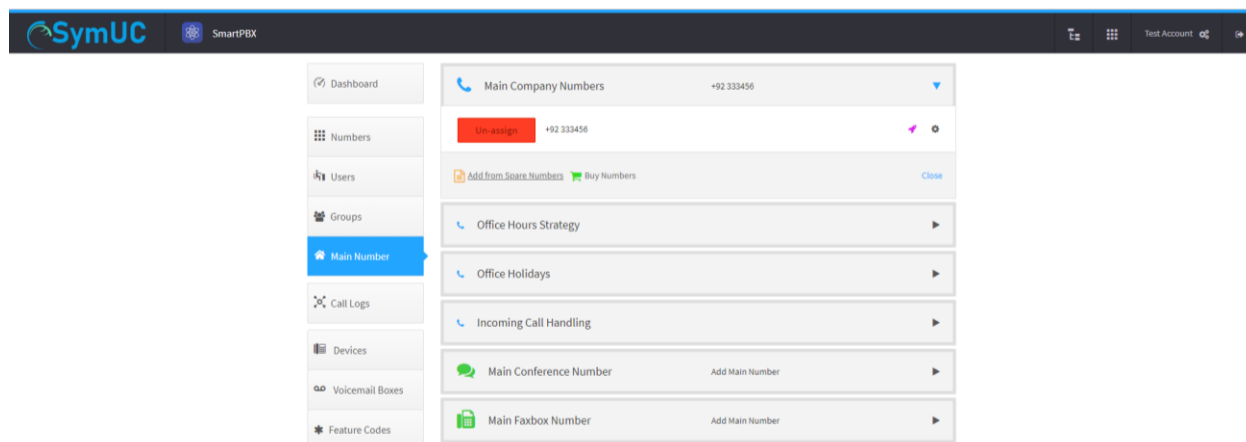
### Setting Main Number

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>>From admin account goto user account>> Click on user account>> Open smart PBX from apps

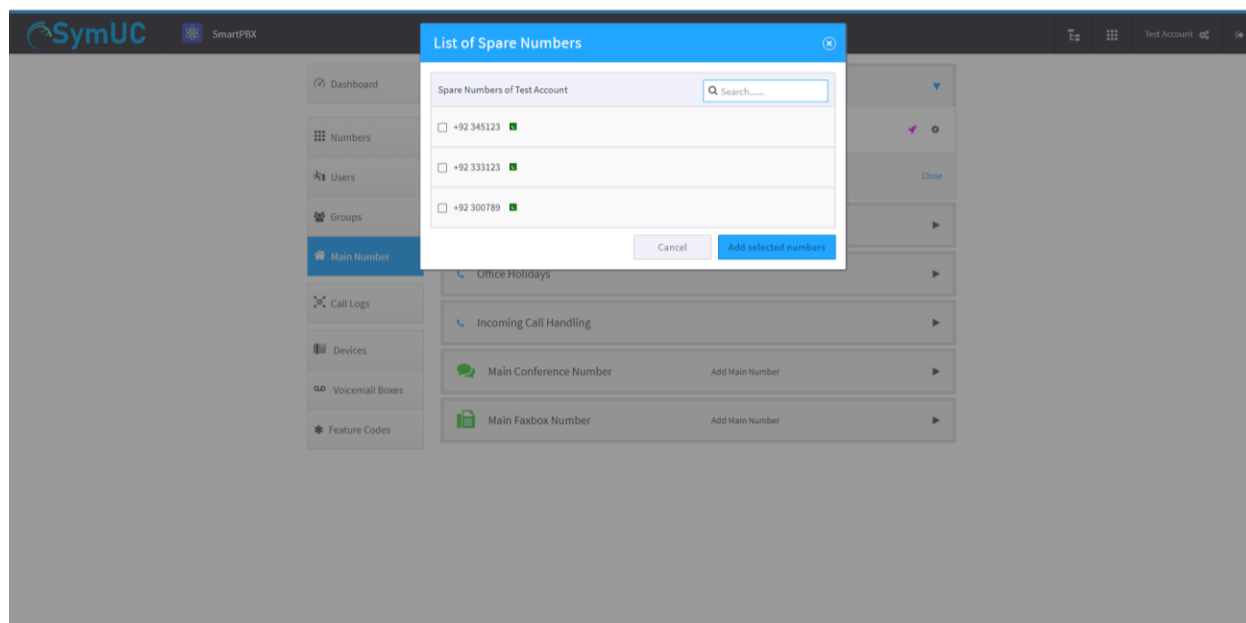
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>> From Smart PBX dashboard click on Main Number>> Then click on main company numbers



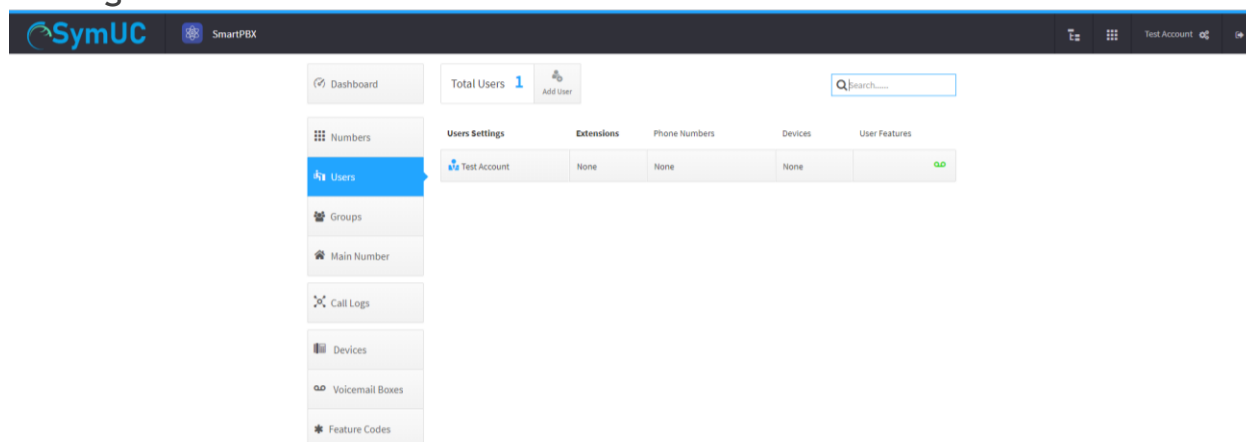
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>>To add main company number click on Add from spare numbers



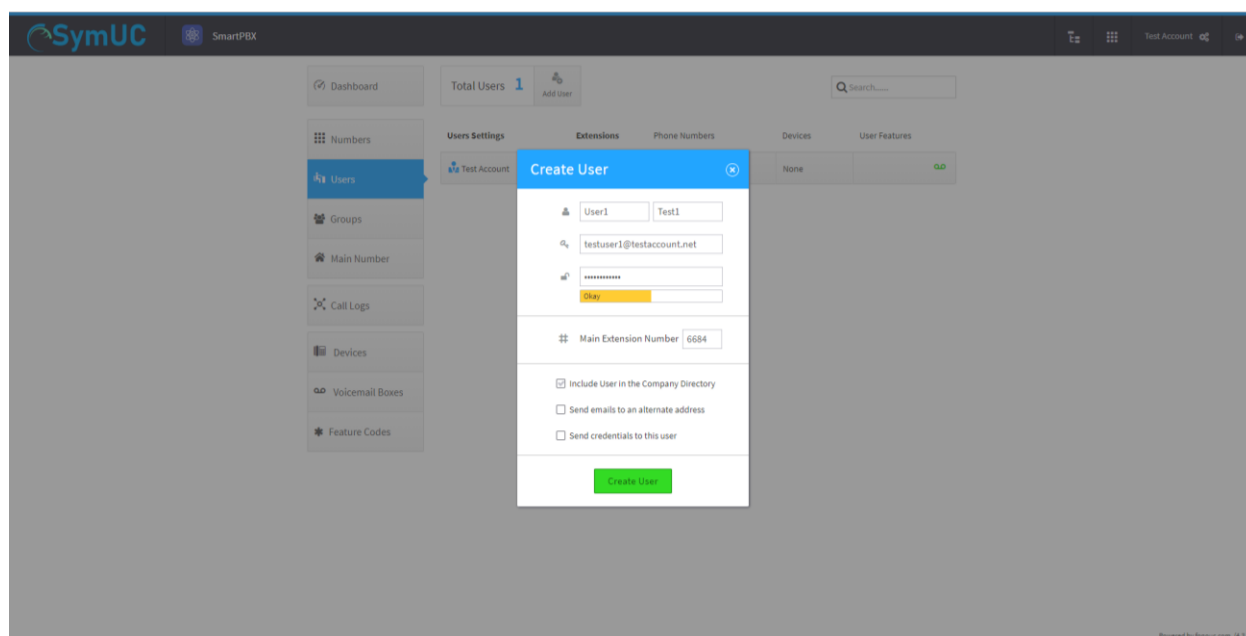
>>Then Click on the desired number you want to set as main number and click on Add Selected Number

## Adding Users to SmartPBX



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>> From Smart PBX menu click on Users >> To add new users click on add users



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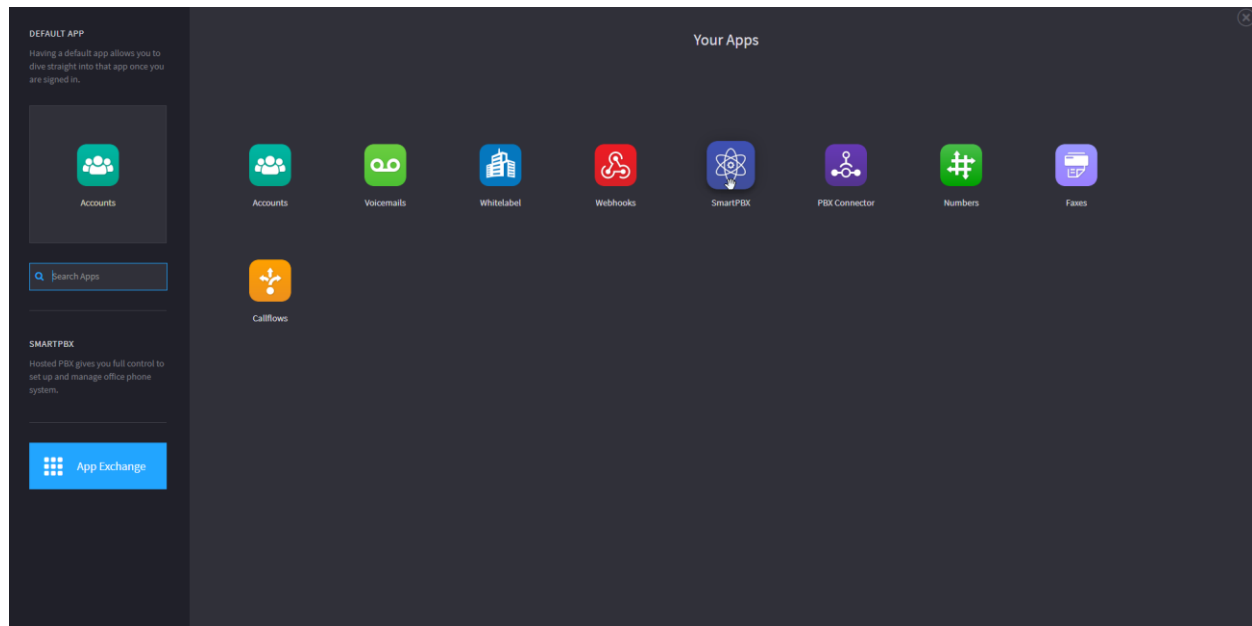
>> Enter user credentials>> Click on Create User



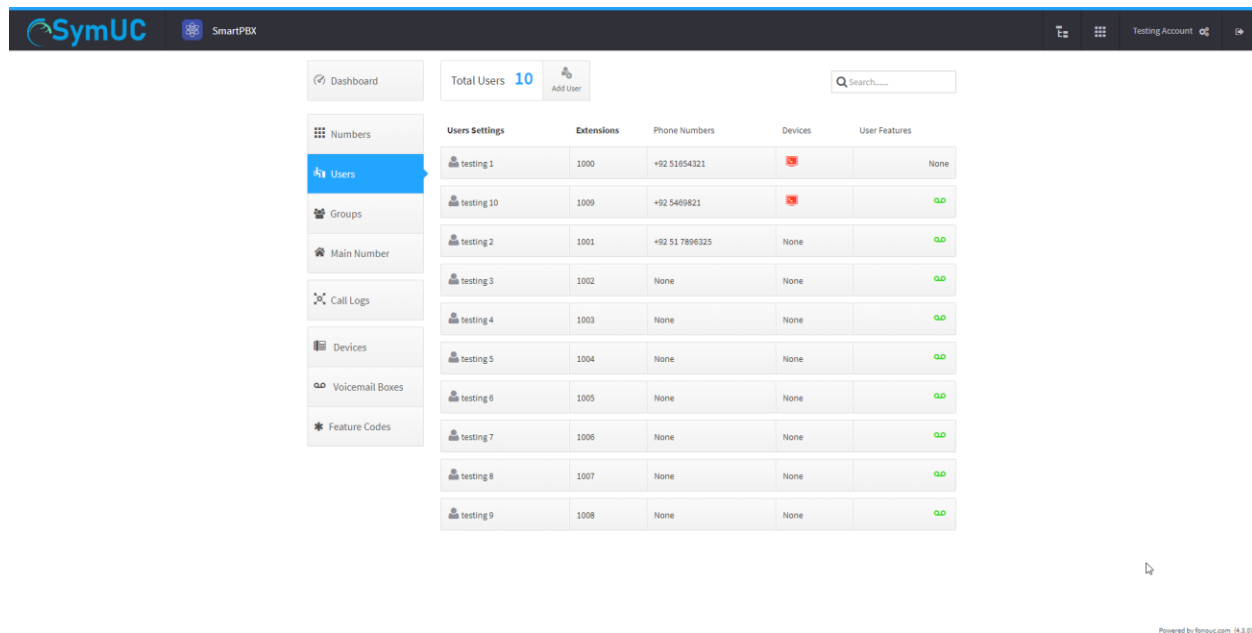
Powered by [fonouc.com](http://fonouc.com) (4.3.0)

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## Adding User Features to SmartPBX



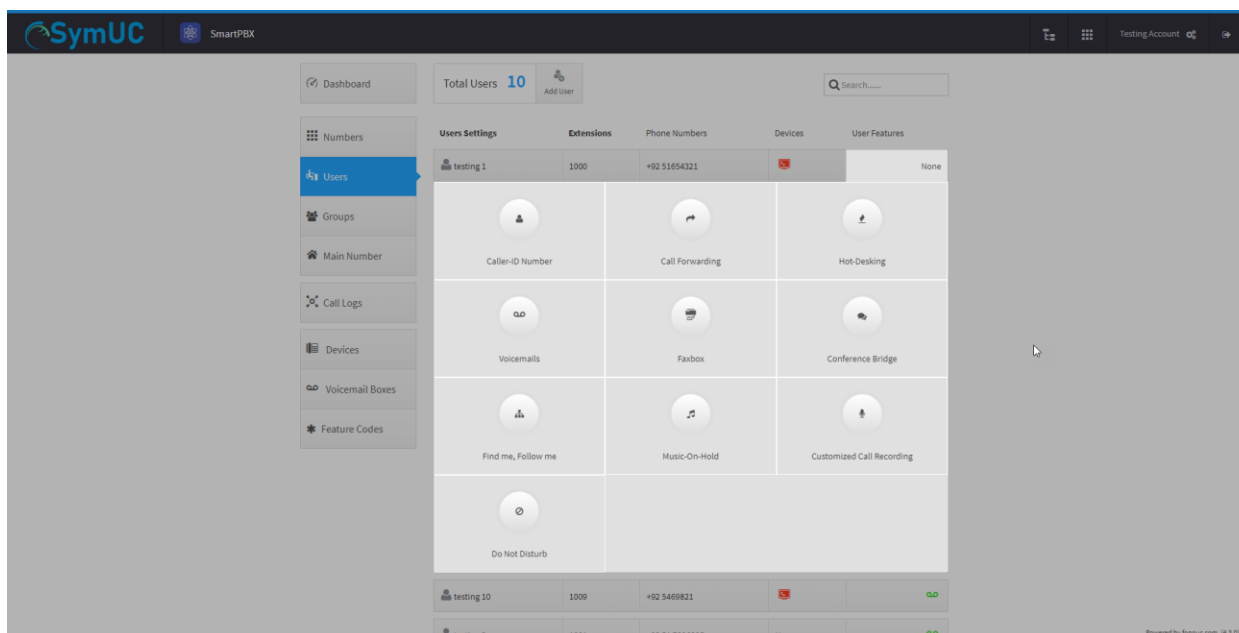
>>Navigate to SmartPBX from apps



>>Inside the smartPBX menu go to USERS>> Here all users will be visible

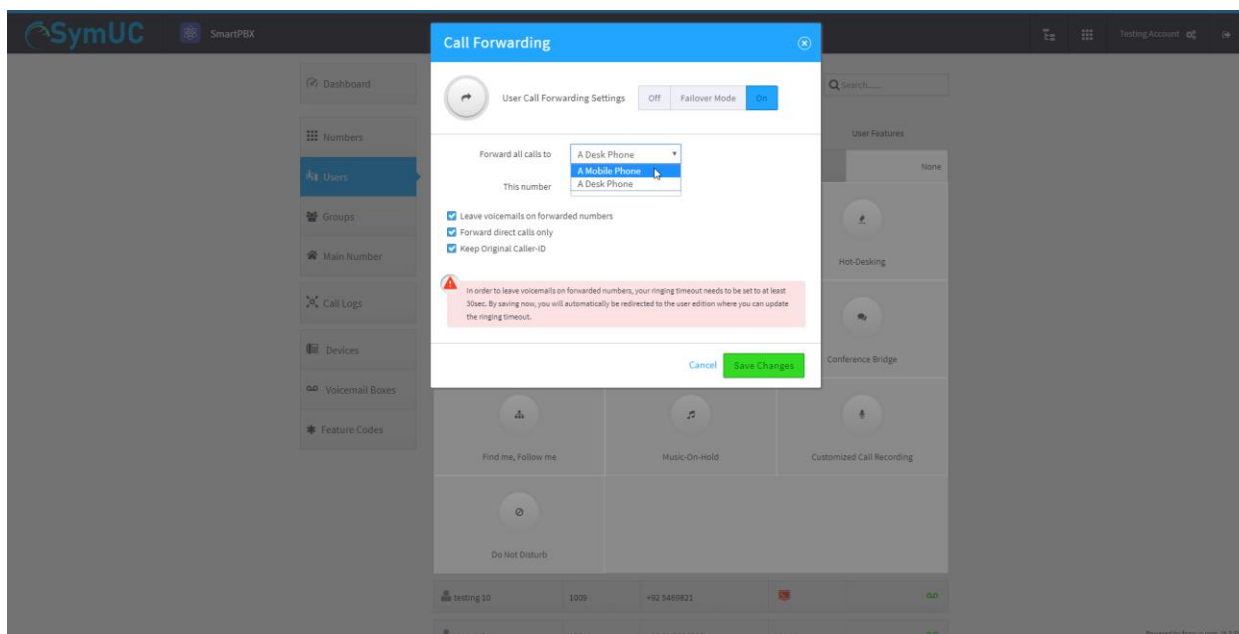
## Call Forwarding

Call forwarding allows users to forward calls coming to their numbers to the number a colleague.

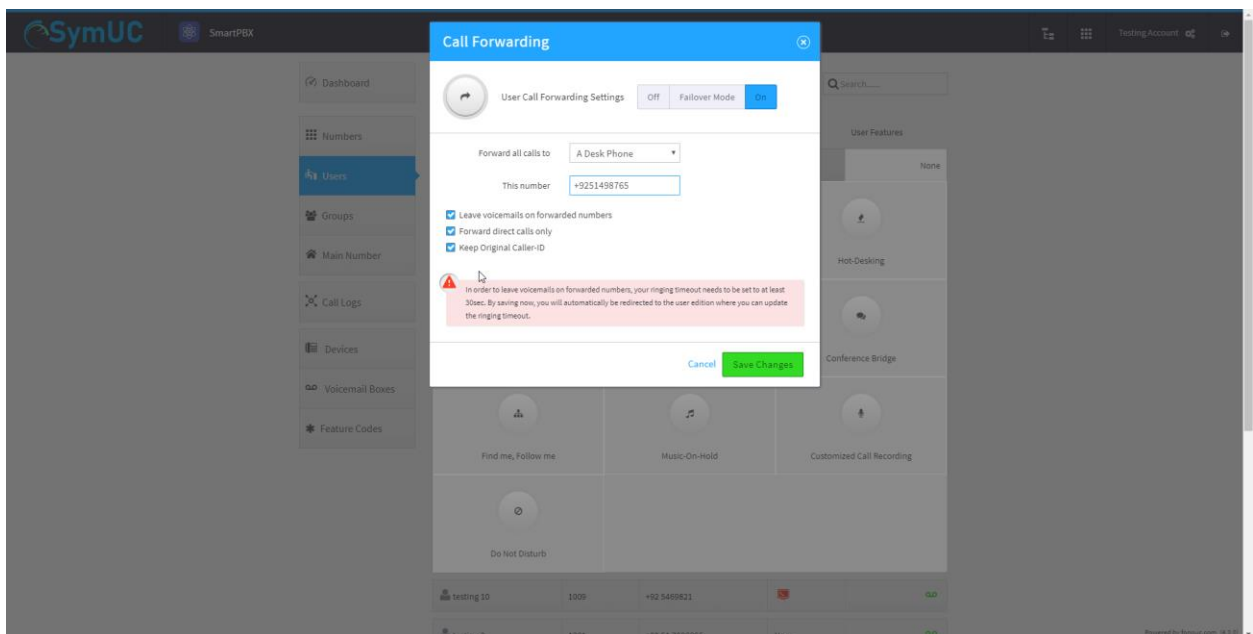


>> Click on the user features tab to open features menu.

>> To enable call forwarding feature click on “Call Forwarding” button



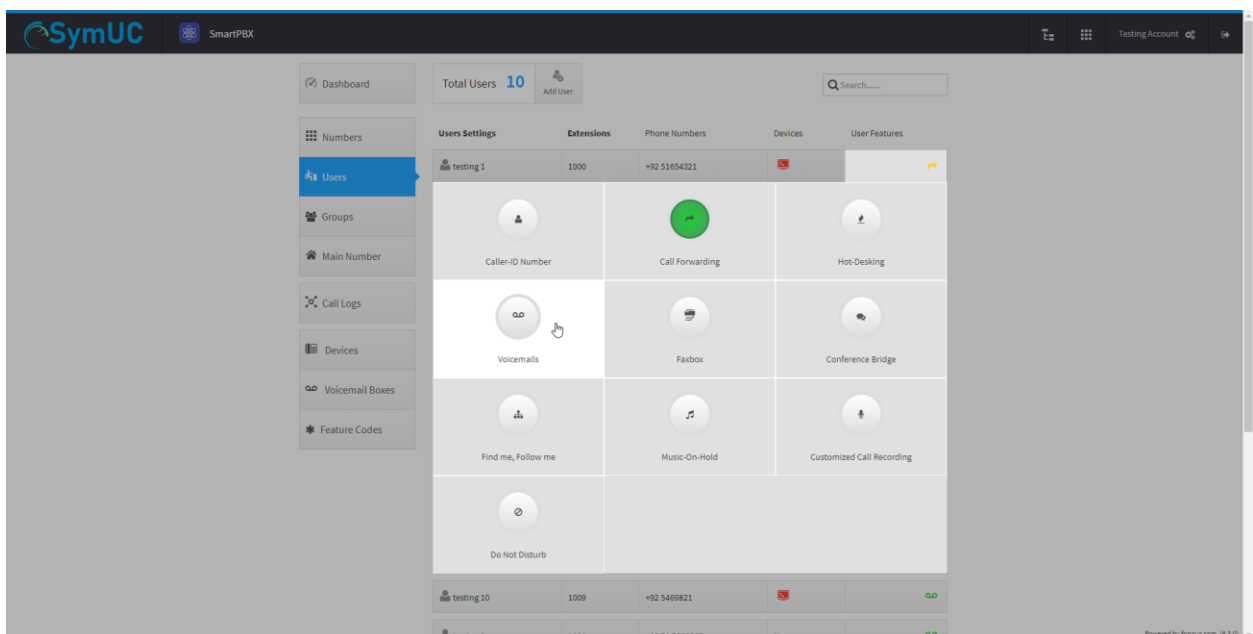
>> Select phone to transfer call to



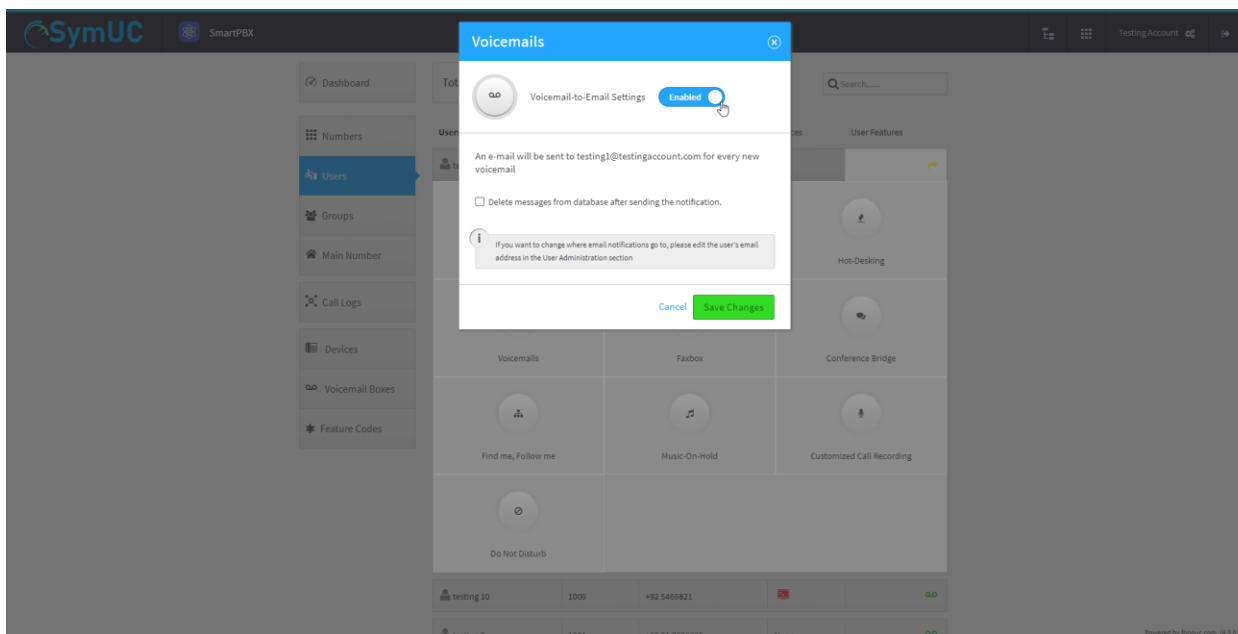
>> Enter number to forward call to >> save changes

## Voicemails

Voicemail box allows callers to leave recorded messages if the person they are calling did not respond



>> To enable voicemails click on voicemails button

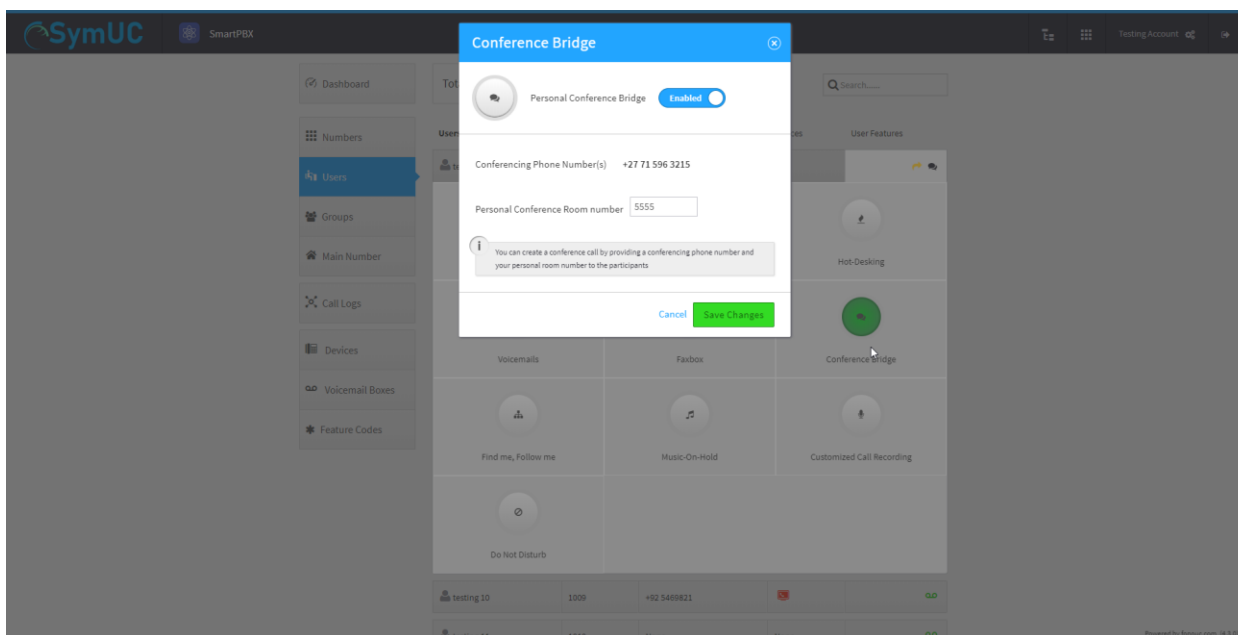


>>then click slider to change to enabled>> save changes

>>Voicemail also needs to be configured from UCP by dialing \*98

## Conference Bridge

Conference Bridge allows more than two users to make a conference call.



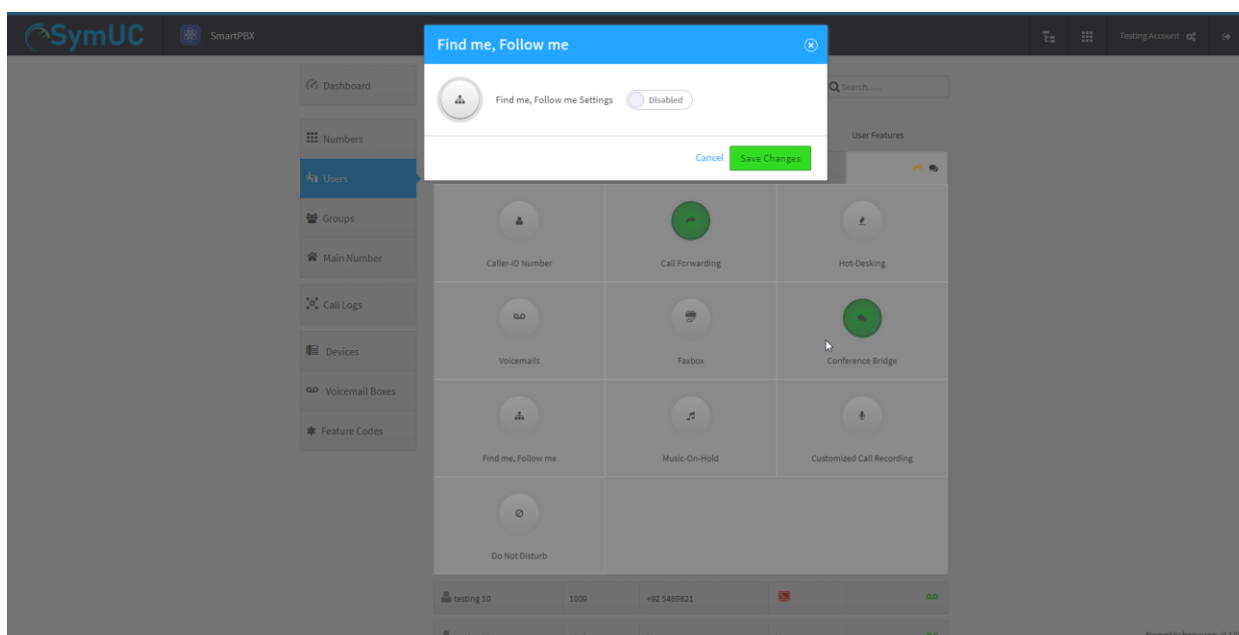
>>To enable conference bridge click on Navigate Button in features menu

>> Make sure Conference Bridge Phone Number is assigned

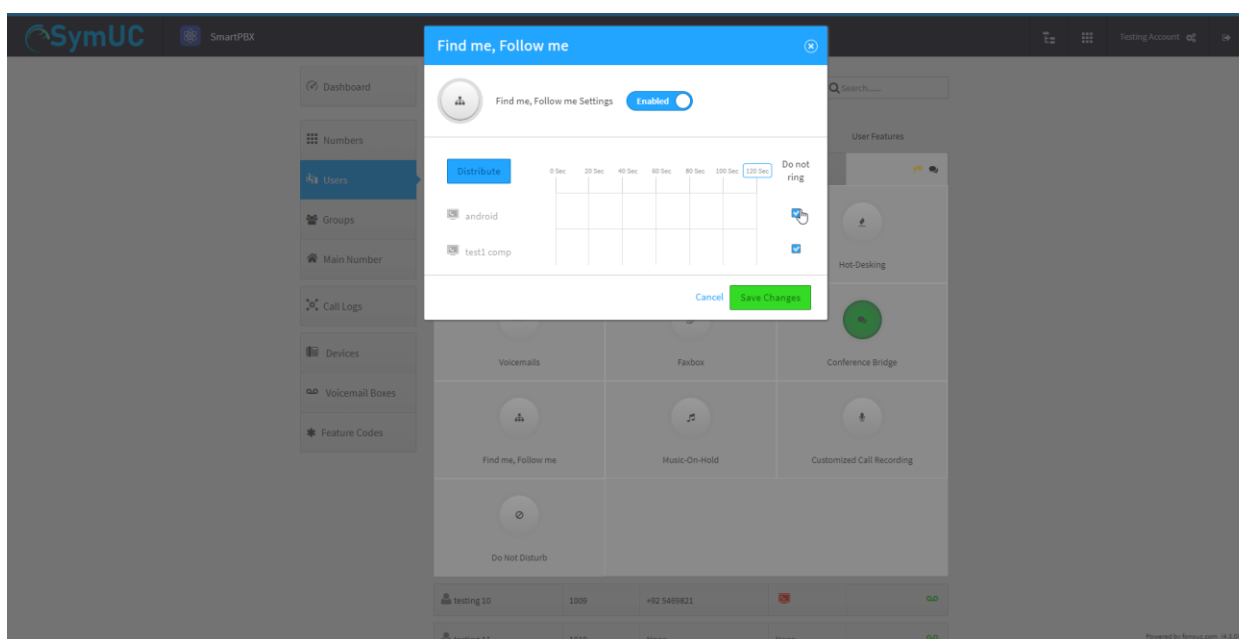
>> Enter users personal conference bridge number >>Click save

## Find Me Follow Me

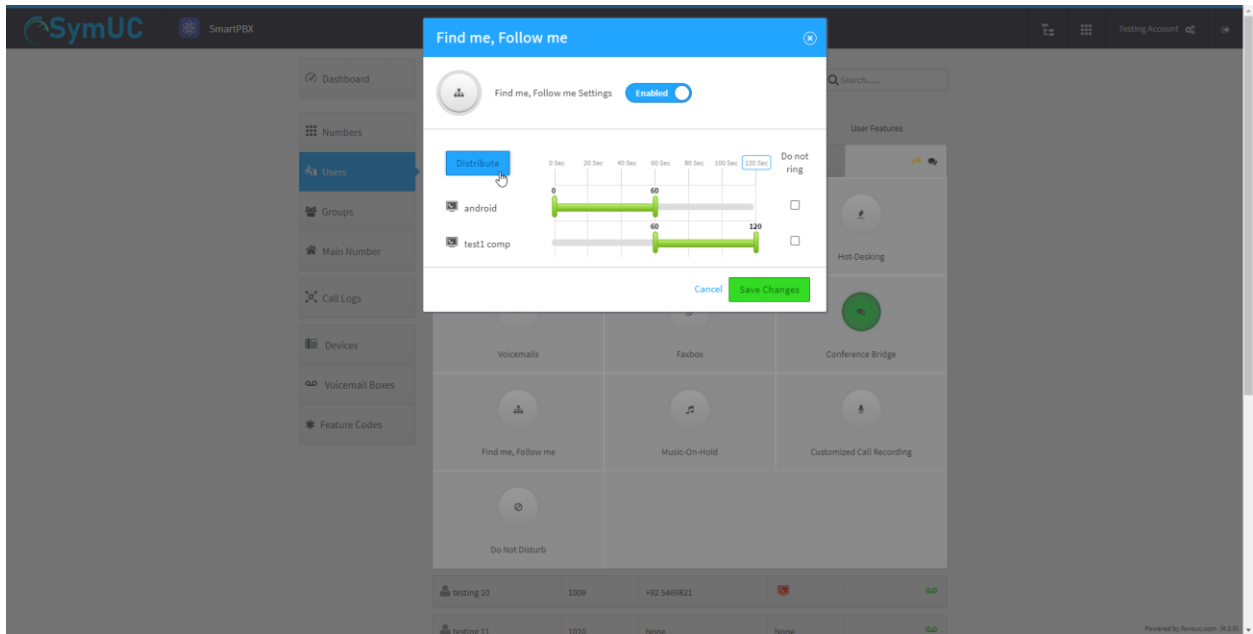
FMFM allows users to set which device they want to ring first and for how long each device is to ring.



>> To enable FMFM switch slider from disabled to enabled



>> To set custom FMFM timings uncheck both “Do Not Ring” boxes

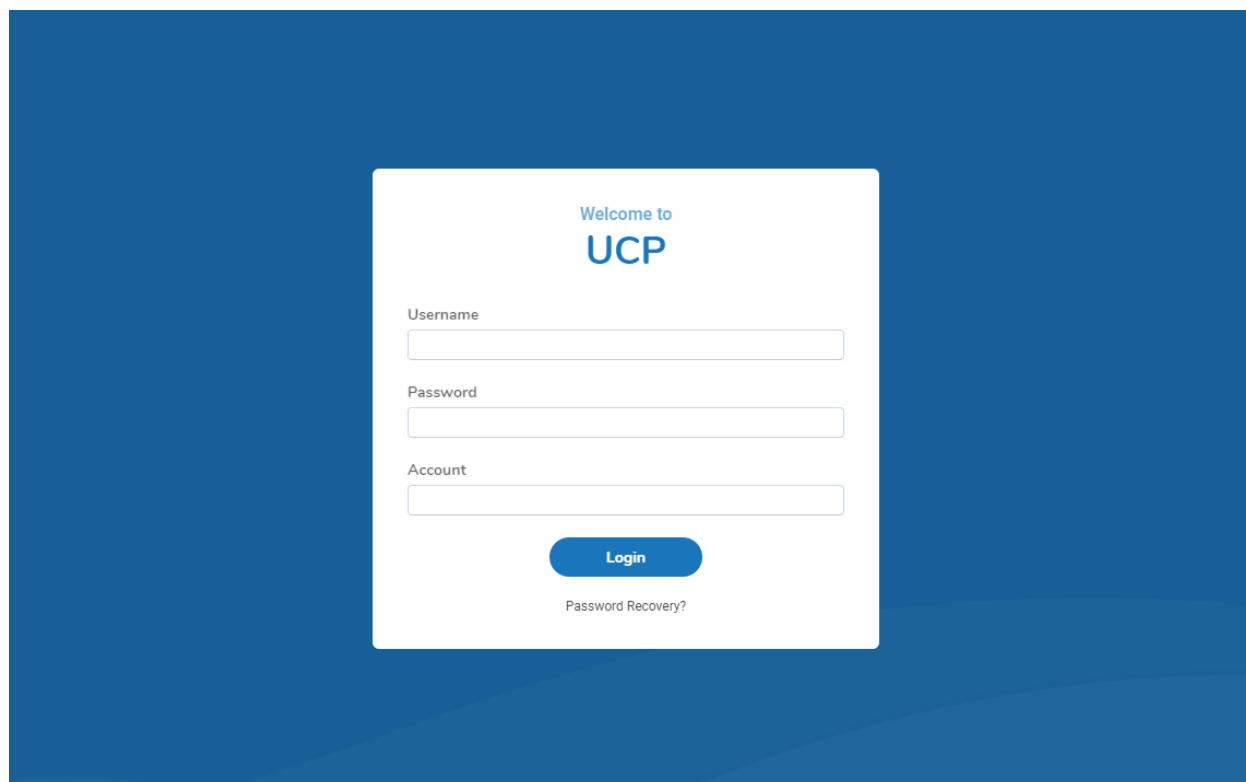


- >> Click on “Distribute” to equally distribute ringing times between two devices
- >> For custom times adjust slider accordingly

## SymUC User Control Panel(UCP)

The User Control Panel allows users to access all their communications applications form a single access point. Use the URL below to access the UCP Portal

<https://symuc.net/ucp>



The Login page requires three parameters. Those are as below

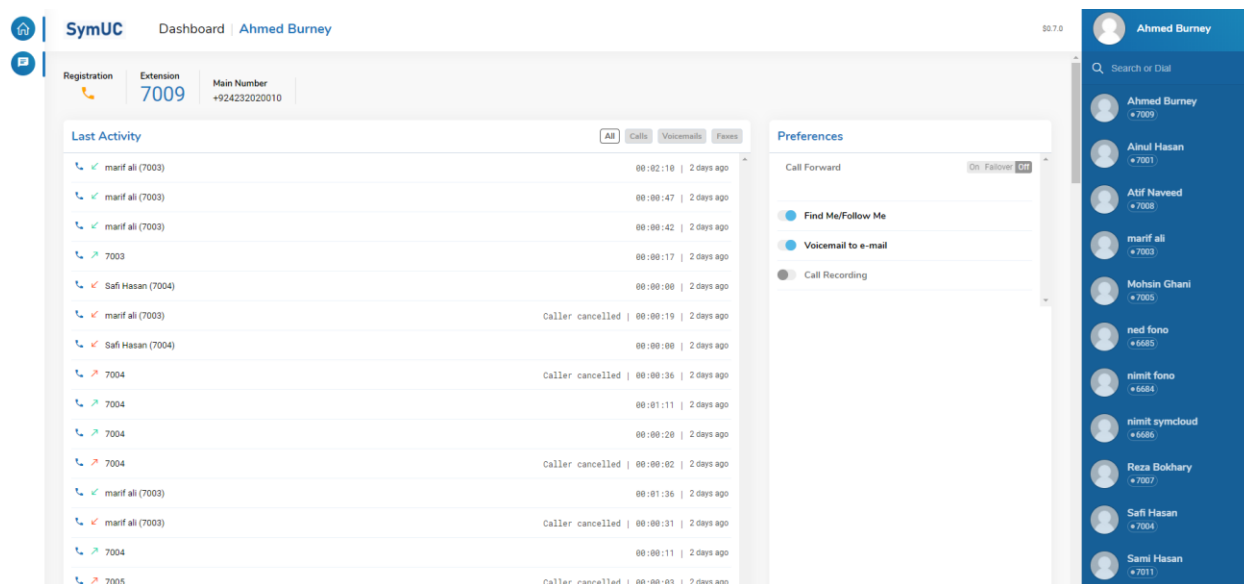
Username	Not shared due to Security Purposes
Password	Not Shared due to Security Purposes
Account Name	Not Shared due to Security Purposes

Once the correct credentials are provided the next page will allow you to:

- Make Calls
- Check Call History
- Hear Voice Recording Messages
- QR Code provided to connect your mobile device to your SymUC Account
- Enable/Disable following features

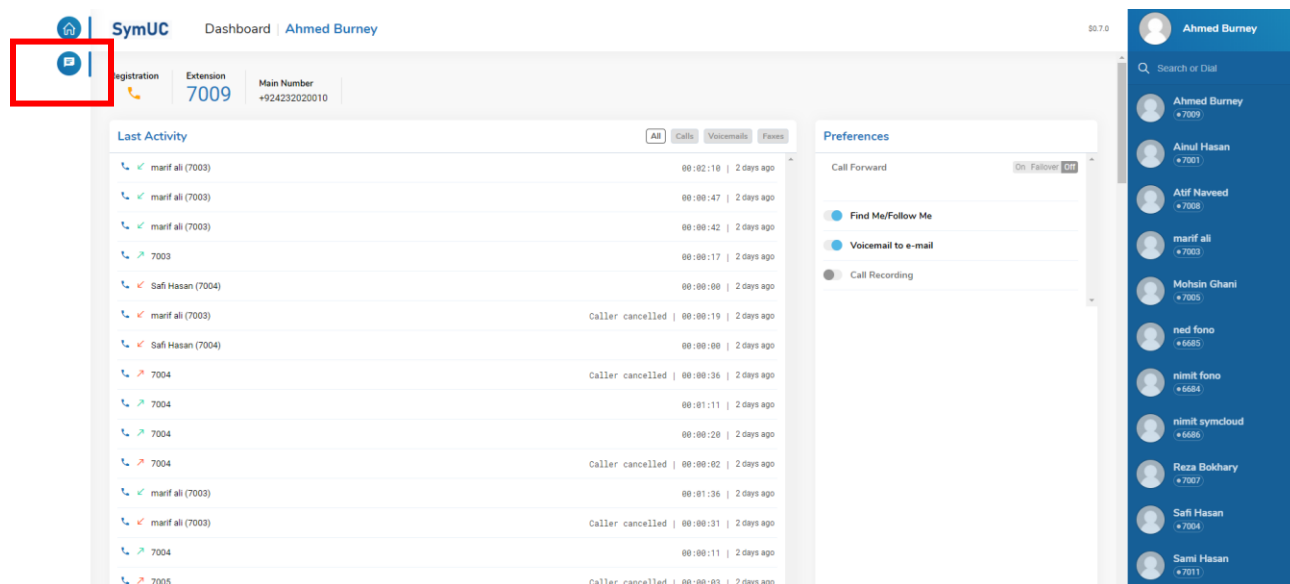


- Find Me/Follow Me
- Voicemail to email
- Call Recording
- Call Forwarding

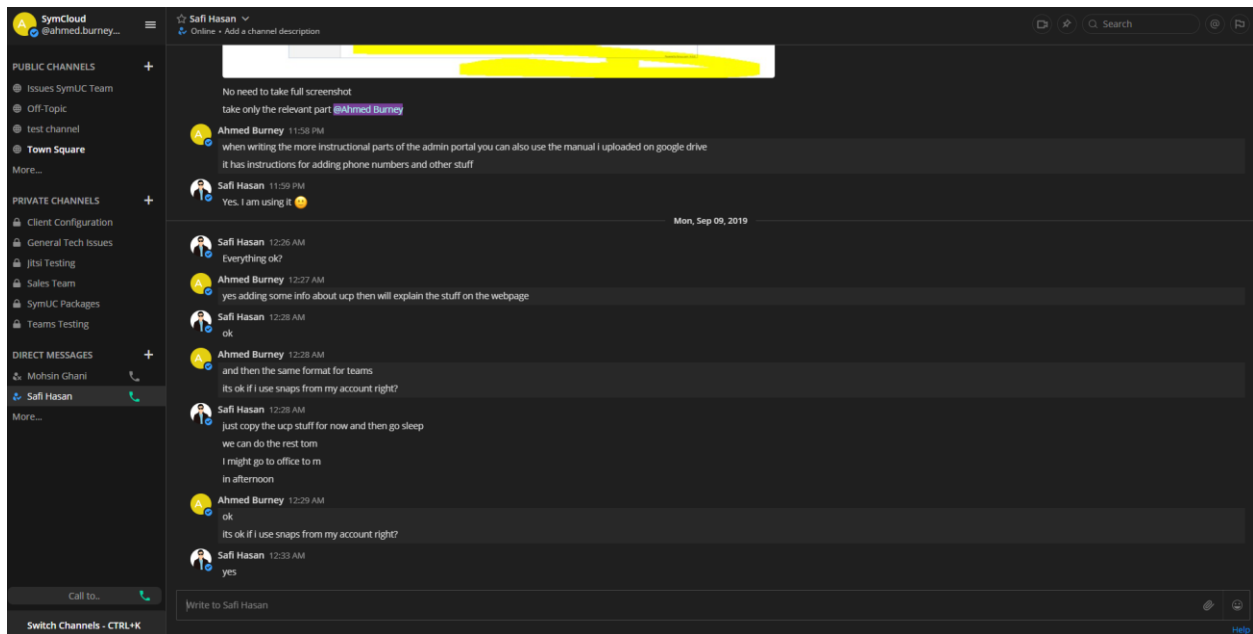


## SymUC Teams and Collaboration

To access SymUC Teams, the user will need to click the messaging icon on the left of the dashboard.



This will open a new tab and redirect it to the Teams Messaging Portal.

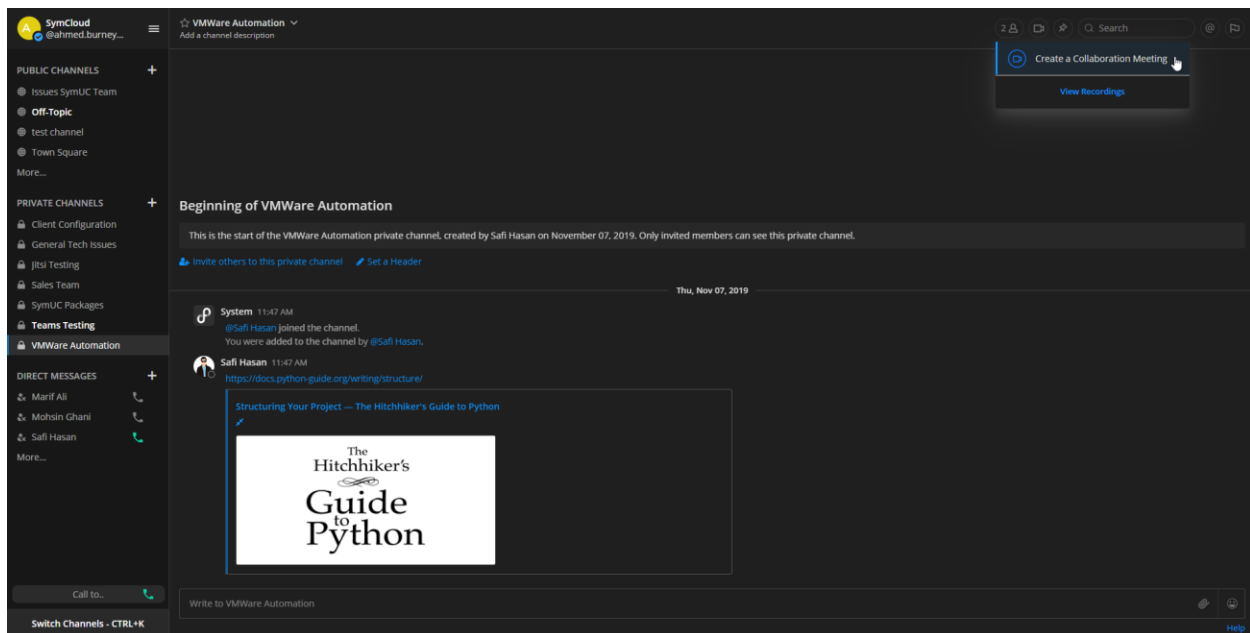


In the Messaging Section, the user has a lot of option. Some of them are as below

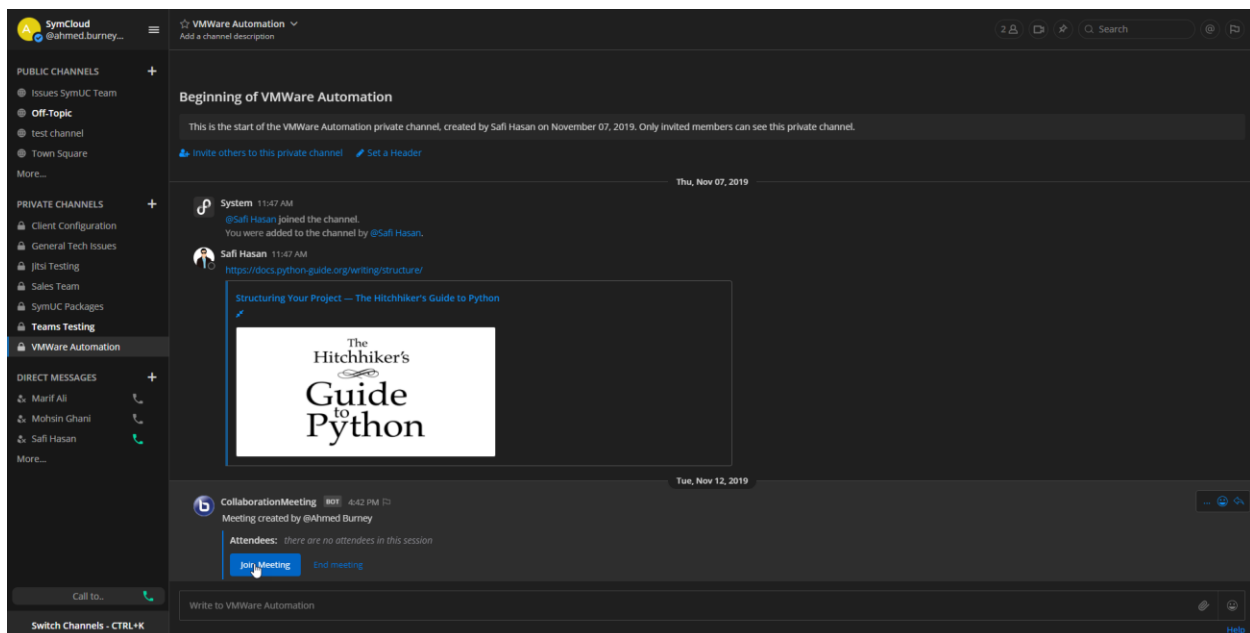
- Public Channels
- Private Channels
- Direct Messaging
- File Sharing
- Meeting Setup

## SymUC Collaboration Meeting

To launch the meetings page, click on the collaboration button as shown below, and click on create collaboration meeting.



A link for big blue button will be created and all parties in the chat can join the meeting using this link.



Clicking on the link will lead the user to the below shown screen of the meetings page

