

End-User Web Portal Quick Reference Guide

This quick start guide illustrates the End-User Portal features and use, enabling end-users to listen to messages, manage their address books, set-up incoming call routing rules, and edit basic account/device settings.

Navigation

The End User Web Portal is a browser-based portal allowing each user to access and modify functionality specific to their telephone number and service.

This guide covers only **ACCOUNT** settings. If **CONFIGURE** is shown please reference the End User Web Portal User Guide for more detailed instructions.

Tabs across the top segment the functionality relative to the users Call Logs & Messages, Address Books, Call Routing Rules and Service Settings.

Some tabs support search and export of lists

Actions change based upon the selected item and/or the tab you are in

Listed items can be selected via checkbox for additional options

The screenshot displays the 'Avrum Group' End-User Portal. The top navigation bar includes 'Account' and 'Configuration' tabs. Below this, there are four main functional areas: 'Call Logs Calls and Messages', 'Address Book Contacts', 'Routing Rules', and 'Service Settings'. The 'Call Logs' section is currently selected, showing a table of call events. A search bar is located above the table. An 'Action' menu is open on the right side, showing the option to 'REMOVE' selected items.

	Event	Time	Duration	Contact / Number	Status
<input type="checkbox"/>	Incoming	May 03, 2019 10:07:07 AM	00:00:07	Unavailable (4694986728)	
<input type="checkbox"/>	Incoming	May 02, 2019 10:15:53 AM	00:00:00	Unavailable (4694986728)	
<input type="checkbox"/>	Incoming	Apr 30, 2019 09:05:34 PM	00:00:00	Unavailable (4694986728)	
<input type="checkbox"/>	Incoming	Apr 25, 2019 11:08:32 AM	00:00:00	Unavailable (4694986728)	
<input type="checkbox"/>	Incoming	Apr 24, 2019 11:36:15 AM	00:00:08	Unavailable (4694986728)	
<input type="checkbox"/>	Incoming	Apr 23, 2019 10:05:34 AM	00:00:09	Unavailable (4694986728)	
<input checked="" type="checkbox"/>	Outgoing	Apr 10, 2019 06:45:45 PM	01:09:27	johngrover	
<input type="checkbox"/>	Outgoing	Dec 19, 2018 11:55:34 AM	00:00:16	6338	
<input type="checkbox"/>	Outgoing	Dec 19, 2018 11:54:46 AM	00:00:15	6338	
<input type="checkbox"/>	Outgoing	Dec 19, 2018 11:46:30 AM	00:00:39	6338	
<input type="checkbox"/>	Outgoing	Dec 19, 2018 11:39:28 AM	00:00:22	7659	

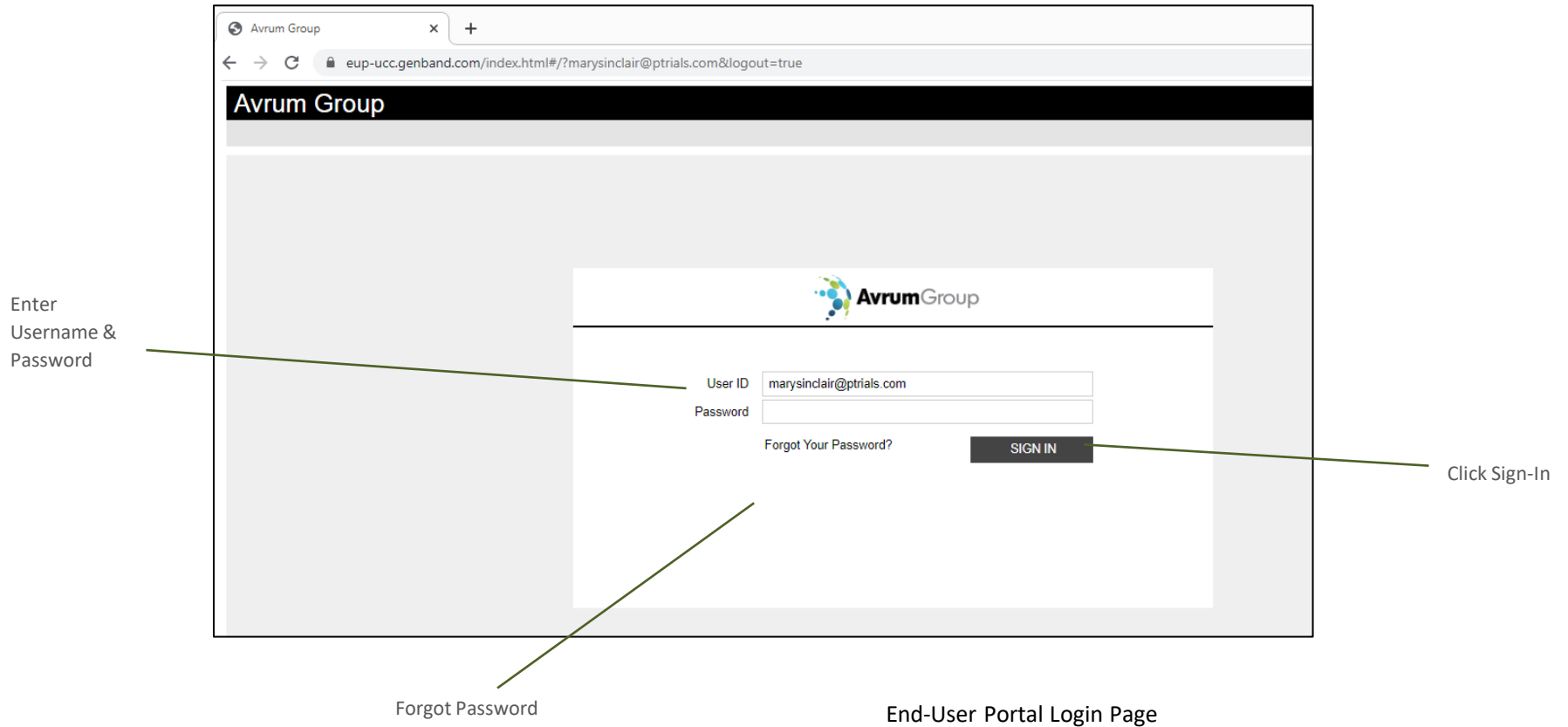
End-User Portal Main Screen

Logging Into the Portal

Your administrator will need to provide a few fundamental pieces of information to enable access to the Portal.

- The URL for the End-User Portal. This URL may be specific to your organization. Your user
- name and password

Enter your full username including @domain and password in the login screen and click **SIGN IN**. The page will likely look different than the example shown below as the End- User Portal may be branded with your service provider's or your organization's colors and logos. If single sign on is enabled, you will need to enter your username and click NEXT. If you forgot your password, click the **FORGOT YOUR PASSWORD** link.



Call Logs and Voicemail Messages

Manage call logs and access voicemail messages. Voicemail messages can be played and downloaded from this tab; both call logs and messages can be selected and deleted as well as exported.

The Event column shows the type of event such as incoming, outgoing, missed calls and voicemails.

The Contact/Number column displays the name or the phone number associated with the event.

The Status column displays voicemail state (Read or New).

Event	Time	Duration	Contact / Number	Status
<input type="checkbox"/> Outgoing	Apr 08, 2020 12:30:28 PM	00:01:14	2663	
<input checked="" type="checkbox"/> Voicemail	Apr 07, 2020 09:10:12 AM	00:01:24	VERHULST WEALTH from +18476482748 norep	New
<input type="checkbox"/> Incoming	Apr 07, 2020 09:10:12 AM	00:05:00	VERHULST WEALTH (8476482748)	
<input type="checkbox"/> Outgoing	Apr 07, 2020 07:34:42 AM	00:30:52	2663	
<input type="checkbox"/> Incoming	Apr 06, 2020 10:33:01 AM	00:06:24	WOOD FRANK (8504592473)	
<input type="checkbox"/> Outgoing	Apr 06, 2020 10:00:16 AM	00:06:11	4696803848	
<input type="checkbox"/> Outgoing	Apr 06, 2020 09:05:40 AM	00:05:57	2663	
<input type="checkbox"/> Outgoing	Apr 06, 2020 09:05:34 AM	00:00:00	62663	
<input type="checkbox"/> Incoming	Apr 03, 2020 09:12:20 AM	00:07:29	Ribbon Communications (9786148000)	
<input type="checkbox"/> Incoming	Apr 02, 2020 01:41:43 PM	00:13:24	Ribbon Communications (9786148000)	
<input type="checkbox"/> Outgoing	Apr 02, 2020 10:46:03 AM	00:00:06	lhiggins	
<input type="checkbox"/> Missed	Apr 02, 2020 10:39:07 AM	00:00:00	Ribbon Communications (9786148000)	
<input type="checkbox"/> Missed	Apr 02, 2020 10:31:44 AM	00:00:00	Ribbon Communications (9786148000)	
<input type="checkbox"/> Incoming	Apr 02, 2020 09:23:52 AM	00:12:42	Ribbon Communications (9786148000)	
<input type="checkbox"/> Outgoing	Mar 31, 2020 01:30:15 PM	00:11:35	2663	
<input type="checkbox"/> Outgoing	Mar 31, 2020 11:32:01 AM	00:28:17	2663	
<input type="checkbox"/> Missed	Mar 31, 2020 09:19:43 AM	00:00:00	Loammis Sanchez (losanchez)	

Enabling the check box selects items that will be deleted.

The Time column displays the date and time an event occurred.

The duration columns displays the length of the event.

One-click to listen to voicemail messages.

Action

Select one or more entries to remove

REMOVE

Confirmation assures that your action was intentional.

Message

0:29 / 1:25

Message playback controls.

End-User Portal Call Logs Page

Address Book - Contacts

Add, manage, or edit your personal address book contacts. Create custom groups to organize your contacts into logical entities. Often custom groups are used to organize users by site or department. The entries and edits made here become visible in the clients for Apple, Android, PC, and Mac.

There are two aspects to the address books, your personal address book and a company address book. Your company address book consists of all of the users in your organization, as well as any additional entries created by your company's system administrator. Your personal address book is completely under your control; simply add entries from the corporate address book and then edit and organize as you see fit. You can also create new entries for frequent contacts that are external to your organization.

The screenshot shows the 'Address Book - Contacts' interface. At the top, there are navigation tabs for 'Call Logs', 'Messages', 'Address Book', 'Routing Rules', and 'Service Settings'. Below this is a search bar and a table of contacts. The table has columns for 'First Name', 'Last Name', 'SIP Address', and 'Group'. A search bar is located above the table. To the right of the table is an 'Actions' panel with buttons for 'SEARCH COMPANY LIST', 'MANAGE GROUPS', 'MANAGE SELF', 'ADD CONTACT', 'ADD FROM FILE', and 'REMOVE CONTACT'. Annotations with green lines point to various features: 'Click First Name to edit that contact's information' points to the 'Avrum' name in the table; 'Sort contacts ascending / descending by name, SIP address, or by group' points to the sort arrows in the table headers; 'Easily export contact lists to a .csv file' points to the download icon in the search bar; 'Search the address book for a specific contact' points to the search input field; 'View/search the company directory' points to the 'SEARCH COMPANY LIST' button; 'Manage personal groups' points to the 'MANAGE GROUPS' button; 'Edit your personal information that shows up in the directory' points to the 'MANAGE SELF' button; 'Add a new personal contact' points to the 'ADD CONTACT' button; 'Import contacts from a .csv file' points to the 'ADD FROM FILE' button; and 'Enable the check box next to Contacts - Select Remove Contact to delete' points to the checkbox in the first row of the table.

	First Name	Last Name	SIP Address	Group
<input type="checkbox"/>	Avrum	Receptionist	avrumoperator@ptrials.com	
<input type="checkbox"/>	Chi	Hung	chihung@ptrials.com	
<input checked="" type="checkbox"/>	David	Avrum	davidavrum@ptrials.com	
<input type="checkbox"/>	Jim	Bond	jimbond@ptrials.com	
<input type="checkbox"/>	Mary	Sinclair	marysinclair@ptrials.com	

End-User Portal Address Book Page

Address Book - Company List

Search for users within your organization or for entries added by your administrator. Users can add contacts from the Company Address Book List into their Personal Address Book List and then organize into Groups - making it easy to connect with the people you contact the most.

To Search, enter all or part of the contact's name and press the enter/return key

End-User Portal Company List Page

The screenshot shows the 'CONTACTS - COMPANY' page in an end-user portal. At the top, there are navigation tabs for 'Account' and 'Configuration'. Below these are four main menu items: 'Call Logs Calls and Messages', 'Address Book Contacts', 'Routing Rules', and 'Service Settings'. The main content area features a search bar with the text 'bo' and a table of contacts. The table has columns for 'First Name', 'Last Name', and 'SIP Address'. Two contacts are listed: 'Jim Bond' with SIP address 'jimbond@ptrials.com' and 'Milana Bozena' with SIP address 'milanabozena@ptrials.com'. To the right of the table is an 'Actions' panel with three buttons: 'VIEW PERSONAL LIST', 'COPY TO LIST', and 'COPY TO GROUP'. Below the 'COPY TO GROUP' button is a dropdown menu showing 'My Team'.

	First Name	Last Name	SIP Address
<input checked="" type="checkbox"/>	Jim	Bond	jimbond@ptrials.com
<input type="checkbox"/>	Milana	Bozena	milanabozena@ptrials.com

Enable the check box next to the contact(s) to add to your personal address book list or group

To copy a contact to your personal address book click **COPY TO LIST**

To copy a contact to a group, click **COPY TO GROUP** and choose a previously created group from the drop-down list

Address Book - Manage Groups

Create groups to make it easy to route your incoming calls and connect with the people you contact the most.

End-User Portal Manage Groups Page

Search Groups

Easily edit or remove a group

Name	Members		
VIP Customers		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Executives	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marketing	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>
My Team	1	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Support Team	0	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Actions

- SEARCH COMPANY LIST
- VIEW PERSONAL LIST
- ADD GROUP

Click on the edit icon to edit.

Click the **ADD GROUP** button to create a new group entry. Enter the name of the group and select the check box to submit.

CONTACTS - PERSONAL

First Name: Jim

Last Name: Bond

Nickname: jimbond@ptrials.com

SIP Address: jimbond@ptrials.com

Business Phone: 2221111005

Mobile Phone: 2145551212

Home Phone:

Email: jim.bon@avrumgroup.com

Group: My Team

Show Presence: Select a number...

- Executives
- Marketing
- My Team
- Support Team
- VIP Customers

Contacts can now be added to the new group.

Assign contacts to a group from the Contact Add or Edit pages

Address Book - Add and Edit Contact

Easily add external contacts to your Personal Contact List. An Add Contact page will be displayed allowing you to enter the new contact's information.

Account Configuration

Call Logs Calls and Messages | Address Book Contacts | Routing Rules | Service Settings

CONTACTS - PERSONAL

First Name	First Name
Last Name	Last Name
Nickname	Name Shows In Lists
SIP Address	userid@domain.com
Business Phone	9724698801
Mobile Phone	2145551234
Home Phone	
Email	First.Last@emaildomain.com
Group	VIP Customers
Show Presence	Enabled

Actions

- SAVE CONTACT
- RETURN TO LIST

After adding or editing a contact select the **SAVE CONTACT** button to confirm your changes.

End-User Portal Add Contact Page

Account Configuration

Call Logs Calls and Messages | Address Book Contacts | Routing Rules | Service Settings

CONTACTS - PERSONAL

First Name	Sam
Last Name	Sneed
Nickname	Sam Sneed
SIP Address	Ssneed@trials.com
Business Phone	9724698801
Mobile Phone	2145551234
Home Phone	
Email	First.Last@emaildomain.com
Group	VIP Customers
Show Presence	Select a number... Executives Marketing My Team Support Team VIP Customers

Actions

- SAVE CONTACT
- RETURN TO LIST

End-User Portal Edit Contact Page

Address Book - Manage Self

Update the personal information others will see about you in the Corporate Address Book. You can also add/remove a profile picture.

Update your contact information and profile picture / avatar that others will see when they search for you in the company directory

After editing your information select **SAVE CONTACT**

End-User Portal Manage Self Page

Account Configuration

Call Logs Calls and Messages | Address Book Contacts | Routing Rules | Service Settings

CONTACTS - SELF

First Name	John
Last Name	Grover
Nickname	johngrover@ptrials.com
Business Phone	9724617651
Mobile Phone	2154441375
Home Phone	4698887058
Email	johngrover@mycompanyemail.com
Show Presence	Enabled

Actions

- SAVE CONTACT
- ADD PICTURE
- RETURN TO LIST

To add a profile picture:

1. Select **Add Picture**
2. Click **Select** to search your computer for a picture. (Provide a picture that is 20 MB or less and no greater than 160x 120 pixels) Will be automatically cropped to 160x120 if larger.
2. Select **Upload**
3. Select **Save Contact**

Account Configuration

Call Logs Calls and Messages | Address Book Contacts | Routing Rules | Service Settings

CONTACTS - SELF

First Name	John
Last Name	Grover
Nickname	johngrover@p
Business Phone	9724617651
Mobile Phone	2154441375
Home Phone	4698887058
Email	johngrover@mycompanyemail.com
Show Presence	Enabled

File Upload

Select the file to upload and then press upload or cancel.

SELECT john-grover.jpg

UPLOAD

CANCEL

Actions


- SAVE CONTACT
- ADD PICTURE
- RETURN TO LIST

Account Configuration

Call Logs Calls and Messages | Address Book Contacts | Routing Rules | Service Settings

CONTACTS - SELF

First Name	John
Last Name	Grover
Nickname	johngrover@ptrials.com
Business Phone	9724617651
Mobile Phone	2154441375
Home Phone	4698887058
Email	johngrover@mycompanyemail.com
Show Presence	Enabled

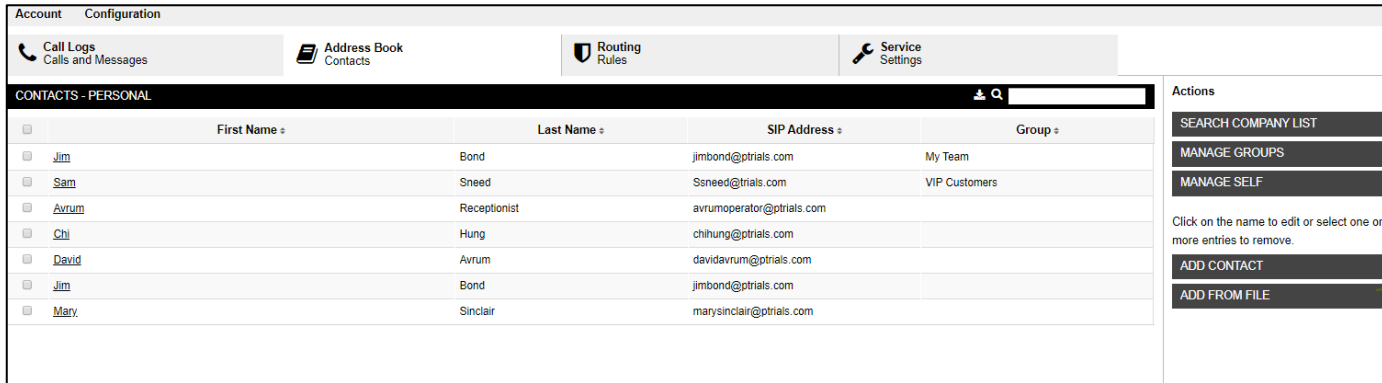


Actions

- SAVE CONTACT
- REMOVE PICTURE
- RETURN TO LIST

Address Book - Import Contacts

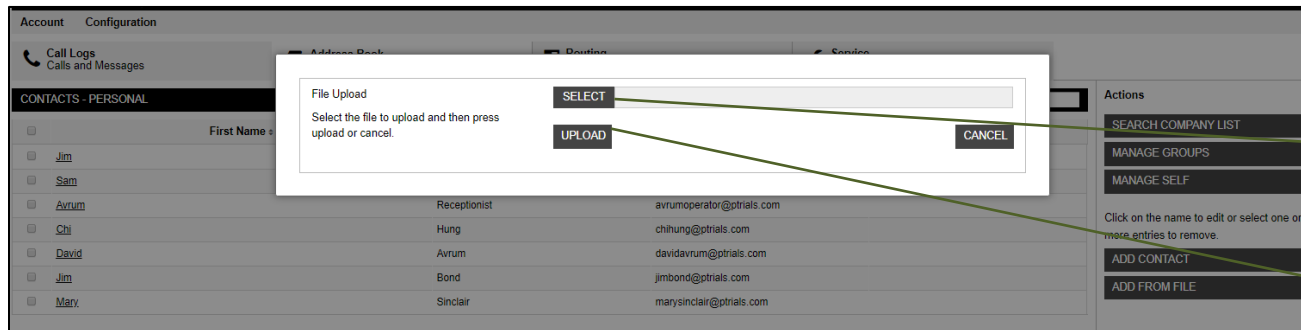
Easily upload bulk contacts into your Personal Address Book. Click the "?" to access the online help and click the link to download a blank .csv file to input contact details . If exporting contacts from another application for input please ensure fields are formatted exactly like the blank .csv file.



The screenshot shows the 'Address Book' configuration page. At the top, there are navigation tabs for 'Call Logs', 'Address Book', 'Routing Rules', and 'Service Settings'. Below this is a search bar and a table of contacts. The table has columns for 'First Name', 'Last Name', 'SIP Address', and 'Group'. The contacts listed are:

First Name	Last Name	SIP Address	Group
Jim	Bond	jimbond@ptrials.com	My Team
Sam	Sneed	Ssneed@ptrials.com	VIP Customers
Avrum	Receptionist	avrumoperator@ptrials.com	
Chi	Hung	chihung@ptrials.com	
David	Avrum	davidavrum@ptrials.com	
Jim	Bond	jimbond@ptrials.com	
Mary	Sinclair	marysinclair@ptrials.com	

On the right side, there is an 'Actions' panel with buttons for 'SEARCH COMPANY LIST', 'MANAGE GROUPS', 'MANAGE SELF', 'ADD CONTACT', and 'ADD FROM FILE'. A green arrow points from the 'ADD FROM FILE' button to the text 'Select ADD FROM FILE'.



The screenshot shows the same 'Address Book' interface as above, but with a 'File Upload' dialog box open in the center. The dialog box contains the text 'File Upload' and 'Select the file to upload and then press upload or cancel.' Below this text are three buttons: 'SELECT', 'UPLOAD', and 'CANCEL'. A green arrow points from the 'SELECT' button to the text 'Click SELECT to browse your computer for a csv file to upload'. Another green arrow points from the 'UPLOAD' button to the text 'Click UPLOAD to upload your contacts into your Personal Directory.'.

End-User Portal Import Contacts Action

Routing - Rules

Create call routing rules to improve how calls are routed and managed; redirect calls based on simple filtering parameters. It's easy to ring multiple devices to increase your access to callers or conversely screen calls or send all calls to voicemail to preserve privacy. If enabled, more ADVANCED Routing rules can be applied.

Call Screening enhances privacy including the option to reject all anonymous calls or to send all calls directly to voicemail for example when on vacation. Click the edit icon to select either Voicemail or Reject All calls.

End-User Portal Routing Page

The screenshot shows the 'Account Configuration' page with tabs for 'Call Logs', 'Address Book', 'Routing Rules', and 'Service Settings'. The 'Routing Rules' tab is active, showing two sections: 'CALL SCREENING' and 'CALL REDIRECTION'. The 'CALL SCREENING' section has a table with columns 'Active', 'Scope', and 'Action'. The 'CALL REDIRECTION' section has a 'Mode' dropdown menu with options: Disabled, Simultaneous, Sequential, and Presence Based. The 'Simultaneous' option is highlighted. To the right of the dropdown are 'Actions' buttons: 'SAVE ROUTE' and 'ADVANCED MODE'.

Call Redirection enables you to redirect inbound calls to multiple devices and phone numbers to "FindMe" based upon your personal preferences.

The screenshot shows the 'CALL REDIRECTION' page with 'Mode' set to 'Simultaneous'. It includes fields for 'Number of Rings' (set to 3) and 'Overflow to Voicemail' (set to 'Enabled'). Below is a table for 'SIMULTANEOUS' routing with columns for 'Number' and 'Priority'. The first row is 'My self' with number 'user_5714353158@business.vo.llnwd.net' and priority 1. Other rows are for 'Mobile Phone', 'Home Phone', and several 'Other' entries.

Simultaneous Mode

Simultaneous Mode enables you to add phone numbers (such as a mobile number or home number) that all ring at the same time (in parallel) if someone calls your office number.

You can define how many rings the caller hears before the call is transferred to your voicemail. (if voicemail is disabled the caller will hear a disconnect tone).

The screenshot shows the 'CALL REDIRECTION' page with 'Mode' set to 'Sequential'. It includes fields for 'Number of Rings' (set to 3) and 'Overflow to Voicemail' (set to 'Enabled'). Below is a table for 'SEQUENTIAL' routing with columns for 'Number', 'Number of Rings', and 'Priority'. The first row is 'My self' with number 'user_5714353158@business.vo.llnwd.net', 3 rings, and priority 1. Other rows are for 'Mobile Phone', 'Other', and several 'Other' entries.

Sequential Mode

Sequential Mode enables you to add phone numbers (such as a mobile number or off-site answering service number) that ring after your office number is unanswered. You can move numbers up and down in the ordered list as required.

You can define a string of numbers that ring in sequence in an attempt to locate you. If no one answers, the call will be transferred to

your voicemail (if voicemail is disabled the caller will hear a disconnect tone). Be attentive to the total number of rings that an incoming caller will experience.

The screenshot shows the 'CALL REDIRECTION' page with 'Mode' set to 'Presence Based'. It includes fields for 'Number of Rings' (set to 4) and 'Overflow to Voicemail' (set to 'Enabled'). Below is a section for 'PRESENCE BASED' routing with a 'Number' field (set to '5714353158') and a 'Redirect if' section with checkboxes for 'Active On the Phone', 'Unavailable Busy', 'Unavailable Office', and 'Unavailable On Vacation'.

Presence Based Mode

This mode uses your Presence status to determine if an incoming call to your business line should be redirected to another number. For example, if you are offline and someone calls your office, you can forward those calls to your mobile phone. Alternatively, if you are on the phone and want calls to be answered by an assistant while you are on the other line you can set 'Active on the Phone'.

You can define the Number of Rings, the forwarding number and the Presence status that triggers call redirection.

Settings - Services

Adjust personal account settings such as voice features, voicemail, and conferencing.

The Call Grabber features enables users to seamlessly move active calls between devices or clients. You can also program an external number, like a mobile phone, to be authorized to grab a call. A Call Grabber access number will be provided by your system administrator and displayed below as a Call Grabber Access Number. The service will recognize your Caller ID (matching the number entered) and automatically move the call to that device.

End-User Portal Voice Settings Page

The screenshot shows the 'Settings - VOICE SERVICES' page. It is divided into 'Services' and 'Parameters' sections. The 'Services' section includes settings for Time Zone, Language, Call Grab Number, ID Restriction, VSC PIN, Call Return, Network Call Waiting, Auto Retrieve, and Presence. The 'Parameters' section includes VoIP Numbers and Call Grabber Access. A table in the Parameters section lists Call Grabber Access numbers and their corresponding Caller IDs. On the right side, there are 'Settings' (VOICEMAIL, CONFERENCING, CLIENTS, VSC) and 'Actions' (SAVE SETTINGS) sections.

Annotations:

- Set local timezone:** Points to the Time Zone dropdown menu.
- Enabling ID Restriction hides your CallerID information for outbound calls.** Points to the ID Restriction dropdown menu.
- Assign PIN for using vertical service code features:** Points to the VSC PIN input field.
- Enable/Disable Call Return (often referred to as *69, 1471 or *10) to allow/disallow access to the last incoming call to your line:** Points to the Call Return dropdown menu.
- Enable Auto Retrieve to assure that any call that you park rings back to your line if it is unanswered in the defined number of seconds.** Points to the Auto Retrieve dropdown menu.
- Enable/Disable these parameters to affect how your presence information is presented to other coworkers using this service.** Points to the Presence section.
- This information is for use with the Call Grabber feature - Call the Call Grabber Access number from the Authorized Grabber phone (example your mobile telephone) to grab an active call from another one of your devices.** Points to the Call Grabber Access table.
- Once all changes are made select **SAVE SETTINGS****: Points to the SAVE SETTINGS button.

Call Grabber Access	Caller ID
call_grabber_dae_00	*25
callgrabber_ptrials	9724617658

Settings - Voicemail

Update Voicemail settings, greetings and e-mail notifications.

The phone number that is used to dial into voicemail to check messages and record greetings. Numbers can be both external numbers or short/extension numbers to dial from within the organization

End-User Portal Services - Voicemail Settings Page

Set PIN for accessing voicemail

Receive notification about new voicemails via email with the voicemail message attached.

Enter an e-mail address for voicemail to email notifications.

Define voicemail message playback order (oldest or newest first)

Once all changes are made select **SAVE SETTINGS**

Standard Greeting	Active	System
Extended Absence Greeting	Status	Personalized Name
	Message Deposit	Personalized Voice

The Voicemail service offers generic greetings as an alternative to a personal greeting. Choose **SYSTEM** if you want to use the generic greeting. Alternatively the generic greeting can utilize your **PERSONALIZED NAME** that you recorded along with the generic greeting. To use a custom personalized greeting, select **PERSONALIZED VOICE**.

Enabling **PERSONALIZED VOICE** as Active Standard Greeting overrides the default generic greeting. Users can upload personal greetings as .WAV files for different situations such as when you are Busy on the other line or for an extended time period. These can also be recorded by dialing the Voicemail Access number and record via telephone.

Settings - Conferencing

Users with access to MeetMe or Collaboration Conference services can view and customize their conference session settings.

The Chairperson PIN is the moderator's security code – it should not be provided to participants

Enabling Fast Start allows a conference call to start and participants to join before the arrival of the chairperson. Disabled means participants wait until the moderator joins to bridge all participants into the meeting.

Enabling End on Chair Exit disconnects all users when the Chairperson leaves the MeetMe Conference

Collaboration Access Number that participants would call to join the HD Video Conference via Audio only. May include a PSTN external number and a short extension number to use internally.

Collaboration Access Code should be provided to all participants in case they dial in for audio only.

Collaboration URL to share with all participants to participate in Audio, Video and Screen Sharing

HD Video Conferencing & Screen Sharing (optional)

Once all changes are made select **SAVE SETTINGS**

MeetMe Audio Conferencing (optional)

When using Desktop or Mobile clients, users can choose to receive instant messages alerting them to the participants joining or leaving the MeetMe conference

The MeetMe Access Number is the number participants use to dial into the MeetMe Conference service. May include a PSTN external number and a short extension number to use internally.

MeetMe Access Code should be provided to all participants to access your personal audio bridge.

MeetMe Conference recordings will be sent to the e-mail address provided

participants join your MeetMe Conference it can play entry/exit tones, announce names, or do nothing

End-User Portal Services - Conferencing Settings Page When

Conference Controls	
Code	Event
##	Mute conference
*#	Count participants
*0	Assume chair
*3	Toggle entry/exit notification
*4	Lock conference
*5	Unlock conference
*6	Mute self
*7	Unmute self
*8	Conference continuation
*9	Start/stop recording
90	Call an operator
11	Kill conference
51	Toggle fast start
52	Change pin
53	Change entry/exit notification
54	Save settings
55	Toggle IM notification
88	Mute each conference party
99	Unmute the conference

MeetMe Audio Moderator Controls if you login to the bridge with your Chairperson PIN . When the conference starts, these are also sent via IM to your client.

Settings - Clients

Advance parameters are available for configuration and troubleshooting. Links to the PC and Mac Desktop clients are also available here if your system administrator has granted access. Mobile clients are available from your mobile appstore that provide a consistent experience across Desktop & Mobile.

Parameters includes your account information including: the primary SIP Server (proxy), the IT port used for SIP traffic, your User ID, and your organization's domain that in combination makeup your Username to login to this portal and any clients

SETTINGS - CLIENTS	
Phones	Parameters
MAC Address: 00:15:65:AC:5E:E4	SIP Proxy: proxy-ucc.genband.com
Device Manufacturer: Yealink	SIP Port: 5060
Device Model: SIP-T46G	User ID: shughes
	Domain: rbbn.com
	Smart Office Desktop Client
	Smart Office Desktop Client PC Link
	Smart Office Desktop Client MAC Link
	Settings
	VOICE SERVICES
	VOICEMAIL
	CONFERENCING
	VSC
	DEVICE KEYS
	Actions
	None

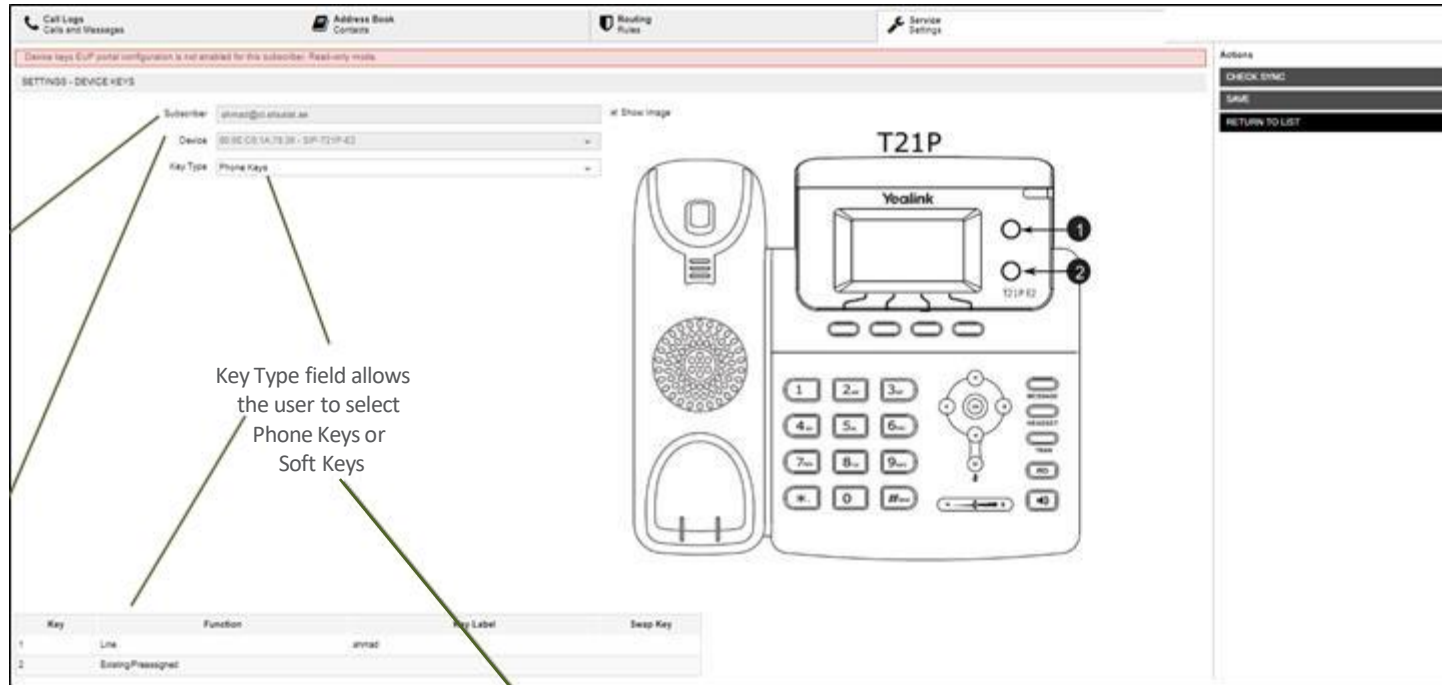
Phones section includes your telephone MAC Address, Vendor and Model Number of your telephone. If no physical SIP phone is configured, this area will be blank.

Optional download links for the PC and Mac Desktop clients

End-User Portal Services - Clients Page

Settings - Device Keys (Optional)

Some users may have an additional tab for viewing and managing their telephone keys including managing softkeys and adding expansion modules. Your access may be limited to read only mode as shown below with a notification banner or full editing access when no notification is displayed



Subscriber listed is your username that you use to login to this portal, any clients as well as register your line on any SIP Phone.

Once all changes are made select **SAVE** to save your Settings and to push the changes to your SIP Phone click **CHECK SYNC**.

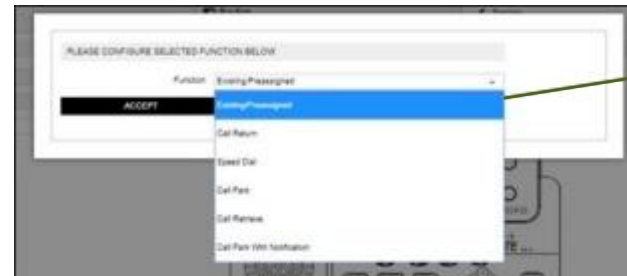
End-User Portal Services - Device Keys Page

Device field lists your MAC Address and Model of SIP Phone. If more than 1 SIP Phone has your line assigned, you will be able to pull-down and select each device separately

	Inbound Ringing	Outbound Ringing	Dialing	Dial Tone	Hold	Idle	Active
1	Existing/Preassigned	Existing/Preassigned	Existing/Preassigned	Existing/Preassigned	Existing/Preassigned	Existing/Preassigned	Existing/Preassigned
2	Existing/Preassigned	Existing/Preassigned	Existing/Preassigned	Existing/Preassigned	Existing/Preassigned	Existing/Preassigned	Existing/Preassigned
3	Existing/Preassigned	Existing/Preassigned	Existing/Preassigned	Existing/Preassigned	Existing/Preassigned	Existing/Preassigned	Existing/Preassigned

Click on a specific soft key link and choose the feature you would like to change from the existing/preassigned configuration. Click **ACCEPT** to make the change. Choices are based upon services enabled for your organization:


1. Call Return
2. Speed Dial
3. Call Park
4. Call Retrieve
5. Call Park with Notification
6. Existing / Preassigned will not change the soft key





Settings - VSC


Vertical Service Codes provide access to certain features based upon your configuration and/or device by using a star plus a feature code. Not all codes listed will work on your individual user/line. These codes can be sorted ascending/descending by code or name of the feature. The codes may vary based upon your organization's configuration.

Account Configuration

 **Call Logs**
Calls and Messages

 **Address Book**
Contacts

 **Routing Rules**

 **Service Settings**

SETTINGS - VSC

Code	Name
*01	Account Codes
*02	Ad Hoc Conferencing Check Status
*03	Ad Hoc Conferencing Disable
*04	Ad Hoc Conferencing Enable
*05	Add DN to Incoming Selective Reject List
*06	Add DN to Outgoing Selective Reject List
*07	Add Last Inc Call to Inc Selective Reject List
*08	Anonymous Call Rejection Check Status
*09	Anonymous Call Rejection Disable
*10	Anonymous Call Rejection Enable
*11	Authorization Code

Settings

- VOICE SERVICES
- VOICEMAIL
- CONFERENCING
- CLIENTS

Actions
None

End-User Portal Services - VSC Page

Common Feature Codes (VSC) that can be used and/or added as a Custom Speed Dial on your SIP Phone for quick access. - Account

Codes / Billing Codes

- Authorization Code Entry
- Caller ID Blocking (per Call, all Calls)
- Call Forwarding (All/Immediate, Conditional, No Answer, Busy, to Voicemail)
- Call Grabber
- Call Park Directed / Retrieve
- Call Park to System/General # / Retrieve
- Call Pickup Group/Agent
- Call Return
- Call Trace
- Call Waiting Enable/Disable
- Do Not Disturb Enable/Disable
- Intercom Point to Point
- Last Number Redial
- Speed Dial Single Digit / Two Digit
- Transfer to Voicemail
- UCD Queue Login/Logout
- Wake Up Call Activate / Deactivate