

User Portal 2.0

Users Guide

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Aquarius Telecom Inc.

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Introduction

Hosted PBX User Portal is a web interface which enables you to specify how the calls to your extension are handled, configure call forwarding, call screening, call blocking, call recording, manage your voicemail messages and recorded calls, dial using personal contacts and company directory, and view calls history.

User Portal comprises the following screens:

Voicemail Settings gives you an ability to set your preferences for handling of voice mail messages.

Call Forwarding allows you to configure call forwarding rules.

Call Screening allows you configure the rules for screening inbound calls.

Call Blocking allows you to block calls from certain numbers and specify what to do when Caller ID is not known.

Contact & Directory allows you to make calls by selecting phone numbers from the company directory and create and manage your own personal contacts.

Voice Mail gives you the ability to access and manage voice mail messages.

Call History allows to view all the calls to and from your extension.

Preferences allows you to change your personal settings and web interface preferences.

Voicemail Settings

PIN. Personal identification number for accessing voice mail.

Notify by email. Check this if you would like to be notified about new voice mail messages via email. If this is checked, then Email address is also required.

Email address. Your email address.

Attach messages to email. Check this if you would like the voice mail messages to be attached to the e-mail notifications.

Delete after delivery. Check this if you would like voice mail messages to be deleted after they are delivered via email.

Call Forwarding

This screen allows you to specify call forwarding rules and enable call forwarding.

Note that you can enter the information you use frequently (for example a list of numbers for Find Me / Follow Me) and then “Enable” or “Disable” it as needed by using radio buttons.

Figure 1.0

Voicemail	<input type="radio"/> Disabled <input checked="" type="radio"/> Enabled
	Send caller to voicemail if my phone is not answered in <input type="text" value="35"/> secs
Call Forwarding Always	<input checked="" type="radio"/> Disabled <input type="radio"/> Enabled
	Don't ring my phone, immediately forward callers to <input type="text"/>
Call Forwarding on Busy	<input checked="" type="radio"/> Disabled <input type="radio"/> Enabled
	When I am on the phone, forward callers to <input type="text"/>
Find Me / Follow Me	<input type="radio"/> Disabled <input checked="" type="radio"/> Enabled
	<input type="radio"/> Enabled for caller ids below <input type="text"/>

Voicemail – specify whether incoming calls should be forwarded to voice mail and how long your phone is going to ring before the caller is sent to voice mail.

Call Forwarding Always allows you to forward all your incoming calls to a different phone number, such as your home office or cell phone. Note that if Call Forwarding Always is enabled it will take precedence over Find Me / Follow Me. You can also set the phone number to forward using by dialing feature codes. *72 – Activation *73 - Deactivation

Call Forwarding Busy allows you to forward all your incoming calls to a different phone number if your phone is currently busy. Use this when you would rather have a co-worker receive the call instead of the caller being sent to your voice messaging box. You can also set the phone number to forward using by dialing feature access code. *90 – Activation *91 - Deactivation

Figure 1.1

<input type="radio"/>	Do not ring my phone, just the numbers below
<input type="radio"/>	Ring my phone and the numbers below for <input type="text" value="30"/> secs
<input checked="" type="radio"/>	Ring my phone and if it is not answered in <input type="text" value="15"/> secs
	ring 1st number <input type="text" value="4168387878"/> for <input type="text" value="20"/> secs
	ring 2nd number <input type="text"/> for <input type="text" value="20"/> secs
	ring 3rd number <input type="text"/> for <input type="text" value="20"/> secs
	ring 4th number <input type="text"/> for <input type="text" value="20"/> secs
	ring 5th number <input type="text"/> for <input type="text" value="20"/> secs
<input checked="" type="radio"/>	Ring one after another
<input type="radio"/>	Ring all at the same time for <input type="text" value="20"/> secs
<input type="checkbox"/>	Let callers know that the call is being forwarded
<input checked="" type="checkbox"/>	Use original caller's Caller ID when forwarding
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Find Me / Follow Me allows you to try forwarding your incoming calls to a different phone numbers (figure 1.1). You can specify up to 5 phone numbers which can be either dialed at the same time or sequentially. You can specify whether the phone associated with your extension will be called or not, and whether the numbers will be called simultaneously or one after another.

You can enable Find Me /Follow Me for all callers or that calls only from certain callers be forwarded and enter Caller IDs of these callers.

You can also set one phone number to forward using by dialing feature access code. *92 – Activation *93 – Deactivation

Call Screening

This screen allows you to specify call screening rules and enable call screening.

You can specify call screening options for calls with or without a Caller ID. For calls with Caller ID you can request that the callers announce themselves. You can also enter a list of Caller IDs for the callers you would like to exclude from screening.

For calls without Caller ID you can request that the callers announce themselves and/or enter their Caller ID.

You can combine Call Screening with Find Me / Follow Me. If you would like to hear callers' announcements while receiving a forwarded call you should check "Play caller announcement while in follow-me mode".

Note that you can enter the information once and then "Enable" / "Disable" call screening as needed.

Call Blocking

This screen allows you to specify call blocking rules and enable call blocking.

You can specify call blocking options for calls with or without a Caller ID. For calls with Caller ID the options are "Block" or "Allow".

If you are blocking calls, you can enter Caller IDs of callers to be excluded from blocking.

If are not blocking all the calls you can enter Caller IDs of callers that you would like to block.

For calls without Caller ID the options are simply "Block" or "Allow".

You can specify how the blocked calls are to be handled by choosing from the list of "When blocking calls" options.

Note that you can enter the information once and then "Enable" / "Disable" call blocking as needed.

Contacts & Directory

This screen gives you access to contacts stored in the office directory and personal contacts and allows you to initiate calls from your phone using "click-to-call" feature.

Figure 1.2

Selection Filter

Which Contact list? Personal Contacts Company Directory

Last Name equals contains starts with

First Name equals contains starts with

Department equals contains starts with

<input type="checkbox"/>	Last Name	First Name	Phone	Email	Department
<input type="checkbox"/>			- Extension	@logicmedia.ca	Call
<input type="checkbox"/>			- Extension	@logicmedia.ca	Call
<input type="checkbox"/>			- Extension	@logicmedia.ca	Call
<input type="checkbox"/>			- Extension		Call
<input type="checkbox"/>			- Extension	@logicmedia.ca	Call
<input type="checkbox"/>	Operator		0 - Extension	@logicmedia.ca	Call
<input type="checkbox"/>			- Extension	@logicmedia.ca	Call

Selection Filter (figure 1.2) allows you to quickly find directory entries based on Last Name, First Name or Department. For each of these fields you can specify whether you are looking for an exact match or entries starting with or containing the specified string. If multiple fields are specified all of them are combined in the filter.

You can switch between your Personal Contacts and Company Directory by checking an appropriate option and clicking Select.

To call a contact, select one of his/her phone numbers from the drop down list in the Phone column, and click Call. Your phone will ring and when you pick it up you will hear it ringing your contact's phone. While in Personal Contacts you can create additional Contact records by clicking Create Contact button.

To delete a Personal Contact select it using the check box on the left and click on Delete Selected.

Voice Mail

This screen allows you to manage your voice mail messages.

To listen to a voice mail message click PLAY, and the message will be downloaded and played (provided that you have an appropriate player software).

To delete a voice mail message, select it using the check box on the left and click on Delete Selected.

Voice mail messages can be organized into folders. To create a new folder you can enter its name and click Create button. To move or copy voice mail message(s) to a folder, select it using the check box on the left, select the target folder from the drop down list and click on either Move to folder or Copy to folder button.

You can also send your messages to other people via email. To send message(s) select them using the check box on the left, enter email address into Send to field (or choose it from a list by clicking ... button), enter Subject and (optional) email text, and click Send email button.

Calls History

This screen shows you the calls you made as well as the calls to your extension. You can specify a selection filter to be applied. You can filter by a range of dates, Caller ID, and source and destination.

You can sort records by clicking on the headers of any column; clicking on the same header again reverses the sort order.

You can also use “click-to-call” those in your call history (figure 1.3).

Figure 1.3



Date	Disposition
	ANSWERED Call [redacted]
	ANSWERED Call 4168000833
	ANSWERED Call 2008
	ANSWERED Call [redacted]
	ANSWERED Call [redacted]

One additional benefit of Aquarius Telecom’s service is the ability to see a private caller’s number in your Call History screen after the call is completed. No need to continue guessing who that caller was.

Preferences

Language. Your preferred language for the User Portal web interface.

Color scheme. Your preferred color scheme for the User Portal web interface.

Password. Your password for accessing User Portal web interface.