

END-USER PORTAL
REFERENCE GUIDE



G R E A T P L A I N S
C O M M U N I C A T I O N S

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NAVIGATION

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

This guide covers only Account settings.

Tabs across the top segment the functionality relative to the user's call logs and messages, address books, call routing rules and service settings.

Some tabs support search and the exporting of lists.

The screenshot displays the Avrum Group web portal interface. At the top, there is a navigation bar with the following tabs: Account (highlighted with a green circle), Configuration, Call Logs (Calls and Messages), Address Book (Contacts), Routing Rules, and Service Settings. The main content area is titled 'CALLS AND MESSAGES' and contains a table with columns for Event, Time, Duration, Contact / Number, and Status. A search bar and a download icon are located above the table. On the right side, there is an 'Action' panel with a 'REMOVE' button. A call log entry for 'Outgoing' on 'Apr 10, 2019 06:45:45 PM' is selected, indicated by a checkmark in the first column.

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	

Listed items can be selected by clicking the check box for additional options.

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

LOGGING INTO THE PORTAL

Your administrator will provide the following information to enable you to access the portal:

- The URL for the end-user portal; this URL may be specific to your organization
- Your username and password

The screenshot shows a web browser window with the address bar displaying "Avrum Group" and the URL "eup-ucc.genband.com/index.html/?marysinclair@ptrials.com&logout=true". The page header features the "Avrum Group" logo. The main content area contains a login form with the following elements:

- A "User ID" input field containing the text "marysinclair@ptrials.com".
- A "Password" input field.
- A "Forgot Your Password?" link.
- A "SIGN IN" button.

Three callout boxes provide instructions:

- A box on the left points to the User ID field: "Enter your full username, including the domain name, and password."
- A box at the bottom center points to the "Forgot Your Password?" link: "Can't remember your password? Click Forgot Your Password? and follow the instructions."
- A box at the bottom right points to the "SIGN IN" button: "Click Sign In."

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 phone number associated with the event.

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

Enabling the check box selects items to be deleted.

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

The Duration column displays the length of the event.

One click to listen to voicemail messages

Confirmation assures that your action was intentional.

Message playback controls

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"/> Outgoing	Apr 03, 2020 09:12:20 AM	00:07:29	Ribbon Communications (9786148000)	
<input type="checkbox"/> Outgoing	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)	

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 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 the company address book. Your company address book consists of all 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 external contacts.

The screenshot shows the 'CONTACTS - PERSONAL' interface. At the top, there are navigation tabs for 'Account' and 'Configuration', and a menu with 'Call Logs Calls and Messages', 'Address Book Contacts', '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 'David' contact is selected. To the right of the table is an 'Actions' menu with options: 'SEARCH COMPANY LIST', 'MANAGE GROUPS', 'MANAGE SELF', 'ADD CONTACT', 'ADD FROM FILE', and 'REMOVE CONTACT'. A green label 'ADDRESS BOOK PAGE' is positioned below the table.

Callouts and their descriptions:

- Click the first name to edit that contact's information.
- Sort contacts ascending or descending by name, SIP address or group.
- Easily export contact lists to a CSV file.
- Search the address book for a specific contact.
- View or search the company directory.
- Manage your personal groups.
- Edit your personal information that shows up in the directory.
- Import contacts from a CSV file.
- Add a new personal contact.
- Click the check box next to the contact. Click Remove Contact to delete.

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 into their personal Address Book and then organize them into groups, making it easier to connect with the people you contact the most.

COMPANY LIST PAGE

The screenshot shows the 'CONTACTS - COMPANY' page. At the top, there are navigation tabs: 'Call Logs Calls and Messages', 'Address Book Contacts', 'Routing Rules', and 'Service Settings'. Below the tabs is a search bar containing 'bo'. The main content is a table with columns for 'First Name', 'Last Name', and 'SIP Address'. Two contacts are listed: 'Jim Bond' and 'Milana Bozena'. The 'Jim' contact has a checked checkbox. To the right of the table is an 'Actions' panel with options: 'VIEW PERSONAL LIST', 'COPY TO LIST', and 'COPY TO GROUP'. The 'COPY TO GROUP' option has a dropdown menu showing 'My Team'.

To search, enter all or part of the contact's name and press the Enter or Return key.

Click 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.

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

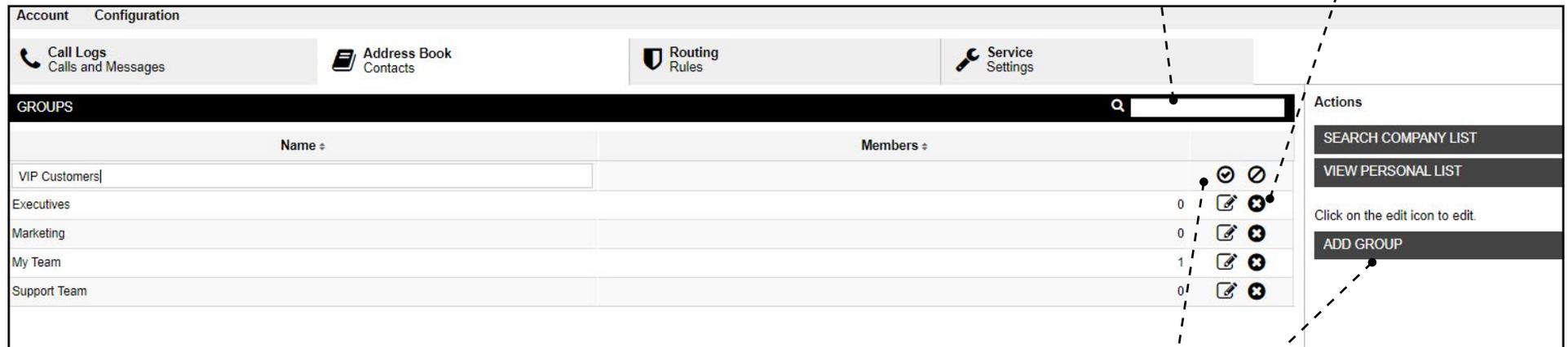
ADDRESS BOOK | MANAGE GROUPS

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

MANAGE GROUPS PAGE

Search groups.

Easily edit or remove a group.



Account Configuration

Call Logs
Calls and Messages

Address Book
Contacts

Routing
Rules

Service
Settings

GROUPS

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

Actions

SEARCH COMPANY LIST

VIEW PERSONAL LIST

Click on the edit icon to edit.

ADD GROUP

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 Address Book. An Add Contact page will be displayed allowing you to enter the new contact's information.

ADD CONTACT PAGE

Account Configuration

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

CONTACTS - PERSONAL

First Name	<input type="text" value="First Name"/>
Last Name	<input type="text" value="Last Name"/>
Nickname	<input type="text" value="Name Shows In Lists"/>
SIP Address	<input type="text" value="userid@domain.com"/>
Business Phone	<input type="text" value="9724698801"/>
Mobile Phone	<input type="text" value="2145551234"/>
Home Phone	<input type="text"/>
Email	<input type="text" value="First.Last@emaildomain.com"/>
Group	<input type="text" value="VIP Customers"/>
Show Presence	<input type="text" value="Enabled"/>

Actions

SAVE CONTACT

RETURN TO LIST

Click Save Contact after adding or editing a contact to confirm the changes.

Account Configuration

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

CONTACTS - PERSONAL

First Name	<input type="text" value="Sam"/>
Last Name	<input type="text" value="Sneed"/>
Nickname	<input type="text" value="Sam Sneed"/>
SIP Address	<input type="text" value="Ssneed@trials.com"/>
Business Phone	<input type="text" value="9724698801"/>
Mobile Phone	<input type="text" value="2145551234"/>
Home Phone	<input type="text"/>
Email	<input type="text" value="First.Last@emaildomain.com"/>
Group	<input type="text" value="VIP Customers"/>
Show Presence	<input type="text" value="Select a number..."/> <ul style="list-style-type: none"> Executives Marketing My Team Support Team VIP Customers

Actions

SAVE CONTACT

RETURN TO LIST

EDIT CONTACT PAGE

ADDRESS BOOK | MANAGE SELF

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

MANAGE SELF PAGE

Account Configuration

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

CONTACTS - SELF

Actions: SAVE CONTACT, ADD PICTURE, RETURN TO LIST

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

To add a profile picture:

1. Select Add Picture
2. Click Select to search your computer for a picture. Photos must be 20 MB or less and no greater than 160x120 pixels. Photos will automatically be cropped if they are larger.
3. Select Upload.
4. Select Save Contact.

File Upload

SELECT john-grover.jpg
Select the file to upload and then press upload or cancel.
UPLOAD CANCEL

Account Configuration

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

CONTACTS - SELF

Actions: SAVE CONTACT, REMOVE PICTURE, RETURN TO LIST

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

Click Save Contact once edits are complete.

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

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, please ensure fields are formatted exactly like the blank CSV file.

The screenshot shows the 'Address Book' section of a web application. At the top, there are navigation tabs: 'Call Logs Calls and Messages', 'Address Book Contacts', '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 'Actions' panel on the right contains buttons for 'SEARCH COMPANY LIST', 'MANAGE GROUPS', 'MANAGE SELF', 'ADD CONTACT', and 'ADD FROM FILE'. A callout box points to the 'ADD FROM FILE' button with the text 'Select Add from File.'

	First Name	Last Name	SIP Address	Group
<input type="checkbox"/>	Jim	Bond	jimbond@ptrials.com	My Team
<input type="checkbox"/>	Sam	Sneed	Ssneed@trials.com	VIP Customers
<input type="checkbox"/>	Avrum	Receptionist	avrumoperator@ptrials.com	
<input type="checkbox"/>	Chi	Hung	chihung@ptrials.com	
<input type="checkbox"/>	David	Avrum	davidavrum@ptrials.com	
<input type="checkbox"/>	Jim	Bond	jimbond@ptrials.com	
<input type="checkbox"/>	Mary	Sinclair	marysinclair@ptrials.com	

Click Select to browse your computer for the CSV file to upload.

Click Upload to upload your contacts into your personal Address Book.

This screenshot shows the same 'Address Book' interface as above, but with a 'File Upload' dialog box open in the center. The dialog box has a title 'File Upload', a text area with the instruction 'Select the file to upload and then press upload or cancel.', and three buttons: 'SELECT', 'UPLOAD', and 'CANCEL'. A callout box from the text 'Click Select to browse your computer for the CSV file to upload.' points to the 'SELECT' button. Another callout box from the text 'Click Upload to upload your contacts into your personal Address Book.' points to the 'UPLOAD' button.

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. Click Edit to select either Voicemail or Reject All Calls.

ROUTING PAGE

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

	Number	Number
1	My client	gpc4005@sipgpc.com
2	Other	Number
3	Other	Number
4	Other	Number
5	Other	Number
6	Other	Number
7	Other	Number
8	Other	Number
9	Other	Number
10	Other	Number

Simultaneous Mode

Simultaneous Mode enables you to add phone numbers (such as a mobile or home number) that all ring at the same time 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.

	Number	Number of Rings	Priority
1	My client	gpc4005@sipgpc.com	1
2	Other	Number	1
3	Other	Number	1
4	Other	Number	1
5	Other	Number	1
6	Other	Number	1
7	Other	Number	1
8	Other	Number	1
9	Other	Number	1
10	Other	Number	1

Sequential Mode

Sequential Mode enables you to add phone numbers 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 to locate you. If no answer, the call will be transferred to your voicemail.

Number	Redirect If
	<input type="checkbox"/> Active On the Phone
	<input type="checkbox"/> Unavailable Busy
	<input type="checkbox"/> Unavailable Offline
	<input type="checkbox"/> 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, you can set "Active on the Phone."

SETTINGS | SERVICES

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

VOICE SETTINGS PAGE

The Call Grabber feature enables users to seamlessly move active calls between devices or clients. You can also program an external number, like a mobile number, 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 and automatically move the call to that device.

Set the local timezone.

Enabling ID Restriction hides your Caller ID information for outbound calls.

Assign a PIN for using vertical service code features.

Enable or disable Call Return (often referred to as *69, 1471 or *10) to allow or disallow access to the last incoming call to your line.

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.

Enable or disable these parameters to affect how your presence information is presented to other coworkers using this service.

This information is for use with the Call Grabber feature. Call the Call Grabber Access Number from the authorized Grabber phone (ex: your mobile phone) to grab an active call from another one of your devices.

Once all changes are made click Save Settings.

Services	Parameters
Time Zone: Eastern Standard Time	VoIP Numbers: 9724617651
Language: English	Call Grabber Access: call_grabber_dae_00 *25
Call Grab Number: Enter your mobile number here	Call Grabber Access: callgrabber_ptrials 9724617658
ID Restriction: Disabled	
VSC PIN: [Empty]	
Call Return: Enabled	
Network Call Waiting: Enabled	
Auto Retrieve: Disabled	
Presence	
On the Phone Presence: Enabled	
Report when Inactive: Enabled	
Inactivity Timer: 30	

SETTINGS | VOICEMAIL

Update your voicemail settings, greetings and email notifications.

VOICEMAIL SETTINGS PAGE

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

Set your PIN for accessing voicemail.

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

Enter the email address you want your voicemail notifications sent to.

Define the voicemail message playback order - either oldest first or newest first.

Once all changes are made click Save Settings.

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 use 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 or can record via telephone by dialing the voicemail access number.

SETTINGS | CONFERENCING

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

CONFERENCE SETTINGS PAGE

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 chairperson. Disabling this setting means participants wait until the moderator joins to bridge all participants into the meeting.

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

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

MeetMe Conference recordings will be sent to the email address provided.

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

Enabling End on Chair Exit disconnects all users when the chairperson leaves the MeetMe conference.

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

HD Video Conferencing and Screen Sharing (optional)

Once all changes are made, click Save Settings.

MeetMe Audio Moderator Controls
You have access to these controls if you log in to the bridge using your Chairperson PIN. When the conference starts, these are also sent via IM to your client.

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
00	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

SETTINGS | CLIENTS

Advanced 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 to them. Mobile clients are available from your mobile app store and provide a consistent experience across desktop and mobile.

CLIENTS PAGE

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

Parameters

This includes information such as the primary SIP server (proxy), the IT port used for SIP traffic, your user ID and your organization's domain that, in combination with your user ID, make up your username to log into the portal and any clients.

This section includes your telephone MAC address, vendor and model number of your telephone. If no physical SIP phone has been configured, this area will be blank.

If access has been granted by your system administrator, download links for the PC and Mac desktop clients are found here.

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. If no notification is displayed, you have full editing access.

DEVICE KEYS PAGE

The Subscriber is your username that you use to log in to this portal and any clients as well as register your line on any SIP phone.

The Device field lists your MAC address and model of the SIP phone. If more than one SIP phone has your line assigned, you will be able to pull down and select each device separately.

The Key Type field allows the user to select phone keys or softkeys.

Key	Function	Key Label	Swap Key
1	Line	gpc4005	
2	Existing/Preassigned		☑

Click on a specific softkey link and choose the feature you would like to change from the Existing/Preassigned configuration. Click Accept to make the change. Choices are based on 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 softkey

SETTINGS | VSC

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

CLIENTS PAGE

Account Configuration

 Call Logs
Calls and Messages

 Address Book
Contacts

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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

Actions

None

Settings

- VOICE SERVICES
- VOICEMAIL
- CONFERENCING
- CLIENTS

Common VSCs that can be used or added as a custom speed dial on your SIP phone:

- 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 Number/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 Log In/Log Out
- Wake Up Call Activate/Deactivate